

Ohio State Highway Patrol
Office of Business Services
Mission Review Task Force
Presentation

February 17, 2010

Organizational Structure

- Strategic Services
- Financial Services
- Technology Services

Office of Business Services –
Strategic Services

Auxiliary

- The Ohio State Highway Patrol Auxiliary is an all-volunteer force which provides assistance to troopers in the course of their duties. Among the duties are crash scene and traffic stop assistance, traffic control, disaster relief, and special detail support.
- The OSHP Auxiliary was formed in 1942 when many commissioned troopers began entering the armed forces during World War II. At that time, membership was limited to the members of the American Legion which was largely made up of war veterans who were unlikely to be drafted into service.
- After the war, the Auxiliary was a critical component of Ohio's Civil Defense Plan, with officers assigned to vital crossroads to assist with evacuation and convoy movement.

Auxiliary

- Today, Auxiliary members contribute thousands of hours in an assortment of functions. Each is required to log a minimum of 120 hours per year to remain active.
- Applicants are required to pass a medical examination which must be conducted by a physician at the applicant's expense. Applicants must additionally pass written and physical tests, then complete OSHP Auxiliary training. Members are also required to conform to grooming standards and purchase a uniform.
- Current Auxiliary Personnel Strength: 125 officers
 - Authorized Auxiliary Personnel Strength: 160 officers
- No new training classes scheduled but looking at requesting a class for 2011.

Central Records

- The Central Records Unit stores all public records maintained by the Department of Public Safety. All public record requests from the Department of Public Safety or its five Divisions are processed by the Central Records Unit.
- Having the Central Records Unit (Professional Staff) provide the services they do, allows the Law Enforcement (Uniform) side to concentrate on and provide the services they trained for.

Records Retention

- Maintains schedules and disposes records for the Division. Also has frequent contact with Department of Administrative Services for the purpose of creating or updating Retention Schedules.

Public Records Requests

- Ohio Revised Code Section 149.43, "The Public Records Act" mandates the Division to release Public Records when requested. The Central Records Unit is responsible for gathering and releasing and/or withholding such records for the Division.
- Also the Supervisor for Central Records is the PRA (Public Records Administrator) for the Division. The PRA works closely and on a frequent basis with the PRM (Public Records Manager) located in the ODPS Legal Office.

Traffic Crash Reports, OH-1 / Aircraft Crash Reports

- When a crash report investigation has been completed by a sworn officer of the Division, it is sent to the Central Records Unit by the investigating Post. Upon receipt Central Records will scan and index the reports into the Electronic Document Storage/ Retrieval System and becomes responsible for the record for the duration of the retention period.

**Criminal Case Investigations,
HP-25 / HP-26**

- Completed case investigation reports are forwarded to the Central Records Unit, where they are prepared for scanning into the Central Records Unit Electronic Document Storage/Retrieval System. During the indexing process, the completed case is appended with documentation that may have been submitted and scanned at an earlier date.
- Completed case investigations prior to 1993 are maintained on microfilm dating back to 1943.

Background / Polygraph

- Central Records Unit is responsible for maintaining these reports once they are completed. They are maintained in paper form. Once the retention period elapses, the record is destroyed unless otherwise requested to be saved.

Security

- Security of case investigations, polygraphs, backgrounds, crash reports and other associated documents is provided by the Central Records Unit. Central Records Unit is a secure area and remains locked at all times. Access is by authorized personnel only with proper ID/Card Swipe. All others must sign in.

Record Checks

- Central Records Unit receives requests for record checks on a daily basis. These are only conducted for authorized law enforcement purposes, law enforcement agencies, FBI, Homeland Security, INS, NHTSA, etc.

Expunged/Sealed Records

- Central Records Unit receives orders from the courts, ordering an individual's records must be expunged/sealed. Expunged/sealed records are priority and are processed immediately.

Pay Ins

- Processes fees received with the Applications for Traffic Crash Reports (HP-90). The Central Records Unit receives the Application for Traffic Crash Reports (HP-90), from the mailroom. As each piece of mail is opened, the contents are reviewed for the correct fee and accuracy of the information provided.

Central Records activity for calendar year 2009

- OSHP Investigated Crashes: 68,501
 - Property Damage: 47,287
 - Injury Crashes: 20,716
 - Fatal Crashes: 498
 - Aircraft: 34
 - Case Investigations: 8,946
 - On Line/Mail, OH-1 Requests: 70,201 (\$280,804)
 - Expungements/Sealed Records: 1,248
 - Background Checks: 908
 - Completed Public Records Requests: 853
- The totals above were compiled on January 7, 2010 from Central Records Personnel Monthly Activity Report and the Document Imaging/Retrieval System.*

Photographic Services

- The Ohio State Highway Patrol's Photographic Services Unit is responsible for providing all of the photographic and digital imaging services for the Ohio Department of Public Safety.
- The laboratory's principal responsibilities include image acquisition, image management, file security, image authentication and printing of images from crashes and crime scenes investigated by troopers statewide.

Relevant statistical data for the Photographic Services Unit

- **Total Number of Images Managed by Division Technicians: 1,156,817**
 - Crash Images: 987,060
 - MCEI Images: 73,198
 - Criminal Investigation Images: 70,952
 - Division Photographer Images: 25,607
- **Total Print Requests honored by Division Technicians: 14,900**
 - Internal: 6,714
 - External: 8,186
- Evidentiary: 10,491
- Non-Evidentiary: 4,409

Relevant statistical data for the Photographic Services Unit

- Amount of Money recuperated from External print requests: \$98,232
- Total Number of Identification credentials distributed: 776
- Total Number of Images captured by Division photographers: 25,607
- Total Number of Photographic Assignments managed by Division Photographers: 540
- Total Number of Critical Incidents that Division Photographers were dispatched to: 53

Forensic Video Analysis

- Purpose is to scientifically examine, compare, and/or evaluate video in legal matters.
- Personnel primarily assist law enforcement agencies in all matters related to recorded evidence upon request.
- The Unit advises the Division and other agencies on best practices when handling recorded evidence, forensically analyze and enhance aforementioned evidence and present the work in court if necessary.
- Along with forensic examination, still frame isolation and printing, video clarification, video reformatting, audio clarification and the creation of presentation ready CD/DVD's are performed.
- Logo insertion and video duplication are also done within the Unit in support of numerous public records requests.

Forensic Video Analysis

- Since July 2009, the Forensic Video analysis Unit has processed more than 150 requests for service.
- Along with numerous internal requests to support the Division with traffic crashes, prison investigations and public records requests, many requests for assistance from outside agencies are honored:
 - State Fire Marshall's Office
 - Columbus Fire and Arson Investigations
 - Columbus Division of Police
 - County prosecutor's offices
 - Municipal police departments

Accreditation & Policy Development

- The Ohio State Highway Patrol is accredited by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA). CALEA accreditation helps ensure the Ohio State Highway Patrol meets national standards of best practices in all areas of its operations. The Accreditation Unit is responsible for managing and coordinating the Highway Patrol's accreditation program to ensure compliance with CALEA standards.
- The Policy Development Unit maintains and develops policy and procedures that guide the operation of the Ohio Department of Public Safety and Ohio State Highway Patrol. The unit also maintains and updates all forms, brochures, pamphlets, decals etc. that are produced and stocked for the Patrol.

Risk Management

- The Ohio State Patrol's Risk Management Unit is designed to minimize the adverse effect of losses and liabilities upon its employees, and the State. Risk Management is vital to the health and safety of the employees and the public.
- It is central to our ability to pursue our goals and mission, to conduct our operations and to perform our duties in a manner which is in concert with agency rules, regulations and directives.
- Its desire is to ensure the Patrol continues to be recognized as a professional organization by those we serve.

Risk Management

- Risk Management is also responsible for coordinating annual risk assessments of Highway Patrol components in accordance with Accreditation standards and Patrol policy.
- Risk Management reports assessment results directly to the Superintendent and Patrol Senior Staff.
- It also assists in the development of field commanders and any needed revisions to policy and procedure.
- The Risk Manager will give the commanders direction on issues to be addressed in future assessments which can and will limit or reduce our potential for losses and liabilities.

Statistical Analysis

- In the last few years the Ohio State Highway Patrol has undergone a significant transition to capture and utilize more data with in-car computers, Computer Aided Dispatch (CAD), and GPS technology for location based reporting.
- With this increase in data capture, there is an equal need to analyze that data for trends, predictions, and strategic planning.
- The SAU examines data captured in traffic stops, crashes, and case activity to identify trends that can be used for operational deployment of resources to stop violators, prevent crashes and catch criminals.

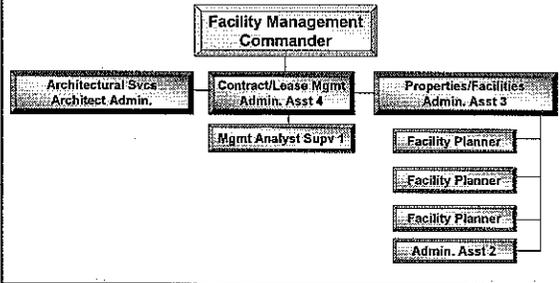
Statistical Analysis

- SAU works daily on those products that are delivered to the field commanders, supervisors, and troopers, assisting them with their efforts toward achieving the OSHP mission.
- For years law enforcement in general has captured mountains of data with little ability to form a useful product out of all that information. The SAU synchronizes that mountain of data into workable reports and maps that can be retrieved and used.
- A testament of the SAU ability to work with the field commanders has been demonstrated with the LifeStat 1.0 and 24/7 Initiatives. The efforts of OSHP have been extracted, weighed, analyzed and transformed into products useful to the Division as well as the media outlets.

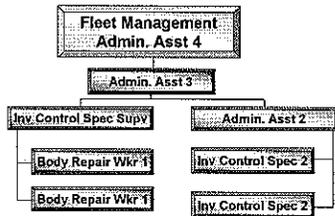
Statistical Analysis

- Some of the products that originate from the Statistical Analysis Unit are:
 - Monthly Business Plan
 - Patrol & Public Safety Reports
 - GIS maps of injury and fatal crashes
 - Hotspot analysis
 - Interactive Google Earth ® maps
 - Monthly Division statistical summaries
 - Commercial fatal crash causation summary
 - District line inspections

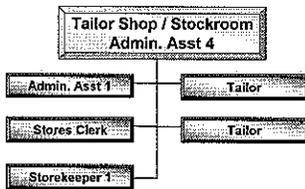
Financial Services Facilities Management Section



Financial Services Fleet Management Section



Financial Services Tailor Shop / Stockroom



Financial Services

- Four broad areas make up the Financial Services Unit within the Office of Business Services
 - Fiscal Services
 - Fleet Management
 - Facility Management
 - Tailor Shop/Stockroom

Financial Services

- **Fiscal Services**
 - Prepares Division Budgets, including Operating, Capital and Special Funds
 - Prepares Requests and Presents Testimony at Controlling Board
 - Processes all Invoices and Maintains Expenditure Records
 - Prepares Financial Management Reports
 - Approves Division Travel Expense Funding
 - Administers Division's Payment Card Program
 - Reviews all Division Contracts for Fiscal Impact
 - Conducts Statistical Analysis regarding Fiscal Matters

Financial Services

- **Fleet Management**
 - Manages Ohio Department of Public Safety Fleet
 - Reviews all Vehicle Repair and Maintenance
 - Manages Automotive Repair Contracts
 - Administers Vehicle Fuel Efficiency Programs
 - Prepares Vehicle Specifications and Coordinates Vehicle Purchase Requests

Financial Services

- **Facility Management**

- Manages Capital Planning Program
- Manages Capital Improvement Projects
- Manages the Maintenance of Division Land Deed and Easement Files
- Manages Routine Maintenance and Repair of Division Facilities
- Oversees and Negotiates Facility Leases

Financial Services

- **Tailor Shop / Stockroom**

- Conducts Biannual Uniform and Employee Equipment Purchase Process
- Provides Tailor Services to Division Personnel
- Maintains Stock of Critical and Large Quantity Items and Coordinates Purchase of various Equipment and Supplies
- Conducts Research Projects for Uniform and Equipment Needs and Makes Recommendations related to Uniform Issue, Equipment and related Policies and Procedures

Office of Business Services – Technology Services

Section Creation

- 1930's – This section has been in existence in some form since the OSHP began to use radios.
- 1967 – LEADS was created, resulting in some form of computer staff.
- Currently, TCS is a section within the Office of Business Services, with two sub-sections: Communications & Systems/LEADS.

TCS Locations

<u>Shipley Building</u>	<u>Alum Creek</u>	<u>EQC /JDF</u>	<u>Centre School</u>	<u>Statehouse</u>
Section Administration	Central Install Facility	Dispatch Operations	Systems Operations and LEADS	Post 97 Dispatchers
Communication and Electronics Administration	GHQ Radio Shop	State Communications Center		
Computer Aided Dispatch Administration		AMBER Alert Operations		
AMBER Alert Coordinator				
Post 98 Dispatchers				

OSHP General Headquarters Shipley Building Staff

Section Administration – Sworn Officers

- Captain – Section Commander
- Staff Lieutenant – Communications Commander
- Staff Lieutenant – Systems/LEADS Commander
- Lieutenant – Communications Center Commander
- Sergeant – LEADS Security Officer / Supervisor

**OSHP General Headquarters
Shipley Building Communications Staff**

- **Communications/Electronics Administration**
 - This work group is responsible for all radio and electronic equipment and coordinates maintenance, repair, research, and all technical aspects of the equipment and its operation.
- **Computer Aided Dispatch Administration**
 - This work group is responsible for all CAD data entry, editing, reporting, and GeoFile administration. They also prepare and supply reports to field commanders, provide public records from CAD entries, and coordinate MARCS CAD outages.
- **State AMBER Alert Operations Coordinator**
 - Communications Commander currently serves in this capacity within the Ohio AMBER Alert Steering Committee.

Alum Creek Facility Staff

- **Central Installation**
 - This work group is responsible for installing all Division vehicles (cruisers, motorcycles, Tahoes) with radios, light bars, cages, camera systems, and all other communication and electronic equipment. They also install vehicles for the Ohio Investigative Unit, Bureau of Motor Vehicles Investigators, and occasionally as a special request for other state agencies.
- **GHQ Radio Shop**
 - This work group supports all GHQ components (Shipley, Academy, Aviation, etc.) and maintains the Division Command Vehicle.

**Emergency Operations Center /
Joint Dispatch Facility Staff**

- **Dispatch Operations**
 - This work group handles dispatching duties for a variety of GHQ units, SRT, Columbus specialty units, and answers 9-1-1 calls from state buildings in Franklin County.
 - This group also activates AMBER Alerts, answers off-hours calls for the EPA, EMA, HLS, and coordinates Chempack, LERP, Weather Alert phones, and Nuclear Power Plant phones.

**Post 98 (Shipley) &
Post 97 (Statehouse) Staff**

- Post 9 8 Dispatching, Alum Creek Facility, Ohio State Fairgrounds, and Shipley Building Security
- Post 9 7 Dispatching, Statehouse Security

5503.10 – Law Enforcement Automated Data System

There is hereby created in the department of public safety, division of state highway patrol, a program for administering and operating a law enforcement automated data system, to be known as LEADS, providing computerized data and communications to the various criminal justice agencies of the state. The program shall be administered by the superintendent of the state highway patrol, who may employ such persons as are necessary to carry out the purposes of this section. The superintendent shall adopt rules under Chapter 119. of the Revised Code establishing fees and guidelines for the operation of and participation in the LEADS program. These rules shall include criteria for granting and restricting access to information maintained in LEADS.

The superintendent shall appoint a steering committee to advise him in the operation of the law enforcement automated data system, comprised of persons who are representative of the criminal justice agencies in Ohio that use the system. The superintendent or his designee shall be chairman of the committee.

**LEADS Steering Committee
As Defined in 4501:2-10-02**

Duties Include –

"...providing recommendations for rules, reviewing violations of these rules to ensure equal and just sanctions have been invoked; recommending enhancements to the system; recommending user fees and other duties as assigned by the superintendent."

Members –

- Chair – OSHP Superintendent/Designee
- Buckeye State Sheriff's Association;
- Ohio Association of Chiefs of Police;
- Bureau of Criminal Identification and Investigation;
- Intrastate regional systems;
- Police department representing smaller police departments;
- Municipal police department representing larger police departments;
- County sheriff's office representing metropolitan area sheriff's offices; and
- The Chief Justice of the Ohio Supreme Court or his/her designee representing courts.

Current Fee Structure

- Monthly Subscription
 - Terminal Agency = \$250
 - Non - Terminal Agency = \$50
 - Non - Terminal with MDTs = \$100
- Additional Costs
 - Network Connection (AT&T)
 - 56 Kb = \$497.00 per month (majority of sites)
 - T-1 = \$669.00 per month (mostly OSHP posts)

Personnel Costs

- LEADS Fees Paid
 - 19.5 FTE total
 - 1.5 Fiscal FTE
 - Info Tech Manager
 - Programming Supv
 - 4 Auditors
 - Two Network staff
- Highway Patrol Paid
 - 24 FTE total in GHQ
 - 17 FTE around state
 - Control Room
 - Equipment support
 - Security staff
 - Clerical

LEADS Security

- Security Officer is a Highway Patrol Sergeant
- Focus is on security of data
- Inappropriate access
 - Political, Power (influence), Personal relationships
- Conduct audit scans of system logs
- Coordinate Administrative Reviews of alleged misuse
 - Present to the Steering Committee for review

LEADS Auditing & Training

- Overseen by the LEADS Security Officer
- Quarterly newsletter (on-line)
- Manual updates
- Annual In-Service training for agency contacts
- Bi-annual on-site audits
- Manage agency sanctions
- Specialty training classes

Programming

- Modifications/Enhancements to the system
- Maintenance of over 1,000 message transaction formats
- Assists agencies, vendors, state agencies, regional systems, national systems interacting with LEADS

Ohio Innovations

- Files that served as a model for NCIC
 - COP file notification of credible threat to law enforcement = VGTF (Gang/Terrorist)
 - Detainer file to ensure a prisoner isn't released with still pending charges = NCIC Detainer
 - Protection Order to notify agencies of TPO/CPO = NCIC Protection Order

Networking

- Design, install, configure, and provide 24/7 support of the network for the Ohio Department of Public Safety (ODPS)
- Network averages 99.999% uptime
 - Current uptime on network core devices is over 1 year

Equipment Support

- End-user support
- Maintain hardware & LAN at user sites
 - Backups
 - Installs
 - Repairs
 - Replace
 - Software Updates

LEADS Control

- 24 hours X 7 days
- Calls for service from:
 - LEADS users (Law enforcement, Courts, Prosecutors, etc.)
 - BMV sites
 - OSHP users
 - Other ODPS Help Desks
- Operator Updates
- State Control Terminal for messages from out of state

Ohio State Highway Patrol

Office of Special Operations Capitol Operations

Mission Review Task Force Presentation

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Capitol Operations

- State troopers assigned to the Capitol Operations Unit provide security and conduct criminal investigations in the Ohio Statehouse, Vern Riffe Government Center and the Rhodes State Office Tower as well as the Ohio Judicial Center which houses the Ohio Supreme Court.
- The division's explosive detection canines are assigned to this detail.
 - The Patrol's explosive detection canines are available on a statewide basis for all law enforcement agencies.

Capitol Operations After 9/11

- After the devastating attacks on the twin towers in New York City and other National terrorist attacks in 2001, the Patrol was asked by Capitol Square members to increase the security presence in the Capitol Square area.
- The demand for additional security in the Riffe and Rhodes buildings required the allocation of additional troopers assigned to the Post 97 detail.

2009 Capitol Operations

- Crash Investigations
 - Case Investigations
 - Recovered Property cases
 - Response to Injured or Ill Persons
 - Felony Apprehensions and Assistance to other agencies
-
- **Statehouse Events in 2009**
 - Total events = 471
 - Number of people attending events = 122,154
 - Number of Statehouse tour visitors = 81,556

Ohio State Highway Patrol

Mission Review Task Force

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