



State of Illinois  
Illinois State Police

# Illinois State Police **STRATEGIC PLAN**

## FY2020 - FY2022



Illinois State Police

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**ILLINOIS STATE POLICE COMMAND**



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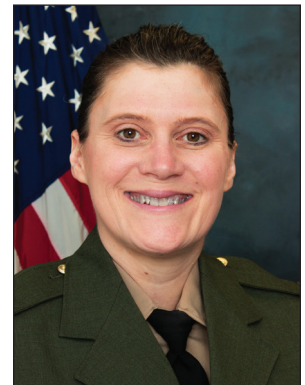
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**ILLINOIS STATE POLICE COMMAND**



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**ILLINOIS STATE POLICE**  
*Office of the Director*

JB Pritzker  
*Governor*

Brendan F. Kelly  
*Acting Director*

To All Employees of the Illinois State Police:

I am excited and honored to present the Illinois State Police Strategic Plan for FY2020-FY2022. This plan is a Division-based, performance-measured plan and a culmination of strategic plans compiled by each Division within this Department of state government. Every work unit has contributed to this strategic plan for the future of the Illinois State Police. This will guide our broader, strategic direction as we complete our first century of service to the citizens of Illinois and prepares us for the second century of fighting for public safety and justice with Integrity, Service and Pride.

Each of the Colonels, the First Deputy Director, and I would like to thank you for your part in developing this strategic plan and for your collective commitment to implementing the Department's strategic goals. The Illinois State Police has evolved into an agency that plans and operates strategically. After a difficult period, it's important that we seek to thrive, not just survive. This is essential because the future is certain to provide us with additional challenges we must rise to meet. As we move forward, we each must hold ourselves accountable for achieving our goals and work together to ensure even greater success for the Illinois State Police. The public we serve is counting on it.

Respectfully,

Brendan F. Kelly  
Director

## **INTRODUCTION**

The Illinois State Police (ISP) has a long tradition of providing professional law enforcement, safety, and justice services to the people of Illinois with a unique reputation for integrity. On June 24, 1921, the 52<sup>nd</sup> General Assembly of the State of Illinois authorized the Department of Public Works and Buildings to hire a "sufficient number of State Highway Patrol Officers to enforce the provisions of the Motor Vehicle Laws." The Illinois State Police was officially formed in 1922 consisting of eight officers patrolling on surplus World War I Harley-Davidson motorcycles. The Department has since grown and evolved into what it is today – a nationally recognized, premier law enforcement, public safety, and criminal justice agency. Beginning in 1922, each era has built upon the efforts and accomplishments of the previous era, embarking upon a journey of continuous improvement and excellence.

Over the years, the ISP has continually changed in size and organizational structure to provide an increased number of services in the most efficient manner to the people of Illinois. On June 29, 1923, the 53<sup>rd</sup> General Assembly authorized the creation of the Illinois Highway Maintenance Police with 100 officers, and the number of officers was increased to 300 in 1929. In 1931, the Illinois General Assembly authorized the Bureau of Criminal Identification and Investigation, which would ultimately become the Illinois State Police forensic lab system and the Bureau of Identification.

On July 1, 1941, the Illinois Highway Maintenance Police force began operating under the newly formed Department of Public Safety. On July 17, 1941, the first state police cadet class began their three-week training program at the Illinois State Fairgrounds. In an effort to remove political affiliation from the State Police hiring and promotional process, the State Police Merit Board was formed on July 1, 1949. On January 1, 1951, the Illinois Highway Maintenance Police was renamed Illinois State Highway Patrol, still within the Department of Public Safety. In 1957, the Illinois General Assembly increased the authorized headcount of the state police to 1,100 and authorized hiring 100 additional officers under contract to the Illinois Toll Highway Authority. The Division of Narcotic Control was created within the Department of Public Safety in 1958 to confront the rising tide of controlled substance abuse and crime. In 1959, the Bureau of Special Investigations was established to fight organized crime and public corruption and renamed the Detective Section in 1961. In 1968, training moved from the fairgrounds to the official State Police Academy.

On January 1, 1970, the Illinois State Highway Patrol began operating under the newly created Department of Law Enforcement. The Illinois Bureau of Investigation was also created within this Department. On July 1, 1977, the Department of Law Enforcement underwent major reorganization. The Criminal Investigations Bureau merged with the Illinois Bureau of Investigation to form the Division of Criminal Investigation. Other divisions within the Department included: Illinois State Police, Support Services, Internal Investigation, and the Division of Administration. There were 1,750 uniformed officers employed within the Division

of Illinois State Police and an additional 300 special agents employed within the Divisions of Investigation and Internal Investigation.

On July 1, 1985, the name of the Department of Law Enforcement was changed to the Department of State Police, and the Division of Illinois State Police was changed to the Division of State Troopers. The Director of the Department of Law Enforcement was renamed the Director of the new Illinois State Police. During this period, the Illinois State Police also began administration of the state's Metro Enforcement Groups. There was also a consolidation of rank structures and titles for officers in the Divisions of State Troopers and Criminal Investigation. Support Services was renamed the Division of Forensic Services and Identification. The Human Services Section was created in 1989 to offer support to employees. In 1992, the Illinois State Police was cut from six divisions to four.

In 2003, after 9/11, the Illinois State Police received authority and funding to create the Statewide Terrorism and Intelligence Center providing criminal intelligence to local, state, and federal law enforcement and homeland security agencies. In 2016, the General Assembly tasked the Illinois State Police with overseeing Statewide 9-1-1 consolidation and the implementation of Next Generation 9-1-1 throughout the state.

Illinois law and executive order had established the Divisions of Operations, Internal Investigations, Forensic Services, and Administration. Illinois law also lays out the Illinois State Police Academy and the Office of the Statewide 9-1-1 Administrator separate from the four other Divisions. Therefore, the Department was reorganized in March 2019 to follow the framework established in statute. In May 2019, legislation was passed to rename the Division of Administration to the Division of Justice Services, effective January 1, 2020, to better reflect the technological services role the Division provides not just to the Illinois State Police, but to federal, state, and local law enforcement; prosecutors; and other criminal justice components.

In August 2019, Executive Order 2019-12 was issued to build upon the legislative restructuring of the ISP, allowing the organization's leadership to streamline and better focus their roles in the justice system over the next century. The order establishes and reestablishes distinctive divisions within ISP and delineates their powers, duties, rights and responsibilities so the ISP can better serve the people of Illinois. This reorganizational order was signed at the request of the ISP to ensure that the practical administration of the Department is clarified and improved and to ensure the best traditions of the ISP are revived and strengthened. This order officially renames the Department of State Police as the Illinois State Police. The Illinois State Police Academy was also renamed as the Division of the Academy and Training. Most significantly, this executive order also evolved the Division of Operations into the Division of Patrol and the Division of Criminal Investigation.

The mission of the ISP is to promote public safety and justice and the right of every Illinois citizen to life, liberty and the pursuit of happiness. This multi-year strategic plan is designed to serve as

a tool for the Department to manage resources and set goals and objectives in support of this mission in every corner of this state, from the Wisconsin border and the shores of Lake Michigan to the Kentucky border where the Ohio meets the Mississippi. As the ISP closes our first 100 years of service, the people of Illinois must be confident that the ISP will be prepared for the next 100 years of promoting public safety with Integrity, Service, and Pride.



## **SECTION 1 – STRATEGIC PLANNING**

The Illinois State Police (ISP) has historically maintained a multi-year strategic plan. However, this report has been formatted differently by different administrations throughout the years. The Commission on Accreditation for Law Enforcement Agencies (CALEA) Standard 15.1.3 requires accredited agencies have a multi-year strategic plan. The ISP was the first state police agency to achieve CALEA accreditation in June 1986. Agencies accredited by CALEA must meet a set of professional standards established by the Commission and must undergo a re-accreditation process at the end of each CALEA cycle in order to maintain accreditation. Since the initial accreditation in 1986, the ISP has maintained continuous accreditation status for over 30 years, having been awarded re-accreditation in 1991, 1996, 2001, 2004, 2007, 2013, and 2016. The ISP is currently preparing for the next accreditation review in 2020.

The ISP has embraced the concept of continuous improvement. The pathway to continuous improvement involves several steps. First, the Agency must determine its current state, or current performance level, and then decide what the desired state should be. The next step involves an analysis of the causes that have contributed to the current state, and the development of plans to address these causes. This leads to the development of measurable and realistic goals to improve performance outcomes. However, improvement does not stop once goals are met. Instead, the cycle continues. The outcomes are evaluated, and new goals are set. These principles will be applied to the ISP Strategic Plan.

Each division has developed goals and objectives that support the Department's mission and goals. The Divisions have also determined what measurable outcomes will be used to measure progress made toward each of the goals that have been set. These Division goals and measurable outcomes should be shared with personnel so that everybody is aware of the areas of focus and priority for the Division. This information is necessary when setting individual performance goals. Part I Performance Evaluation instruments for sworn officers require the goals set for individual officers to correlate with a Department goal. Annual performance evaluations for code personnel also require individual goals to be set by the employee and their supervisor for the upcoming year. Progress made towards an individual's goals will then support the established Department mission and division goals and can also be used to justify performance evaluations. Personal goals must be set within the framework of the employee's division goals.

Additionally, the fiscal burdens of the state of Illinois have led to more accountability of state agency expenditures. This, in turn, resulted in the creation of the Budgeting For Results (BFR) Commission, which reports to the Office of the Governor. The Office of the Comptroller also produces an annual Public Accountability Report (PAR). The ISP reports the Department's mission and goals to both of these entities. ISP also reports progress made to achieving the established goals through statistical metrics. ISP submits the previous year's PAR data and updates PAR goals annually. The ISP also reports statistical data and progress to the BFR Commission on a quarterly basis through the Illinois Performance Reporting System (IPRS). The goals established

and reported to each of these entities mirror the strategic goals of the ISP. However, the CALEA Standard does require the ISP to have a stand-alone strategic plan, and thus further justifies the ISP strategic plan.

The Chief Results Officer for the ISP serves within the Office of Research and Development and is responsible for coordinating with the ISP Office of Finance and Budget and with each ISP Division to collect accurate data for submission to the BFR Commission and the PAR. The ISP Accreditation Manager also serves within the Office of Research and Development.

The ISP Strategic Plan will be reviewed by the Director's Office, each ISP Colonel, and the Office of Research and Development on an annual basis. Additionally, each division will report progress on a quarterly basis. Addendums to this plan will be added for quarterly-reporting. In addition to the quarterly-reporting, the Divisions will also submit a report to the Director's Office at the end of each Fiscal Year. The reports will document the progress made to each of the strategic goals identified by each Division. Each division strategic goal will be reported individually and will identify progress made, challenges faced, and plans to meet the goal. The annual Division progress reports will also be included as addendums to the ISP Strategic Plan. Future revisions to the ISP Strategic Plan will be made upon approval of the Director's Office.

## **SECTION 2 – STRATEGIC DIRECTION**

### **VISION, MISSION, VALUES, AND GOALS**

#### **Vision**

*The Illinois State Police will strive for excellence in all we do - seeking to be one of the premier policing agencies in the country.*

#### **Mission**

*The Illinois State Police will promote public safety to improve the quality of life in Illinois.*

#### **Values**

##### ***Integrity - Trust and Dependability to Act Responsibly***

*The Illinois State Police standard - respect, fairness, honesty, and ethical conduct - is exceedingly high. We are accountable for always having the courage to do what is right, even when no one is observing or evaluating.*

##### ***Service - Contribute to the Welfare of Others***

*The Illinois State Police is committed to performing duties to meet the needs of others and promoting proactive partnerships to identify problems and develop solutions to improve public safety and strengthen relationships with citizens and the criminal justice community.*

##### ***Pride - Respect for Self, Others, and the Organization***

*Believing in the integrity of our actions, the Illinois State Police takes pride in the results we achieve as individuals and as an organization.*

#### **Goals**

***Improve the quality of life*** for our citizens through unimpeachable integrity, public service, training, and education.

***Safeguard the public*** by assisting law enforcement, decreasing traffic fatalities and injuries, and reducing crime and the fear of crime.

***Provide leadership*** through innovation as a dynamic, diverse, learning organization which promotes personal and professional growth.

**SECTION 3 – STRATEGIC ACTIONS**

**Division of Justice Services**

**Division of Forensic Services**

**Division of Internal Investigation**

**Division of Patrol**

**Division of Criminal Investigation**

**Division of the Academy and Training**

**Office of the Statewide 9-1-1 Administrator**



## DIVISION OF JUSTICE SERVICES

The Division of Justice Services (DJS) is responsible for providing administrative and technical services and support to the Illinois State Police, criminal justice agencies, and the community. The Division centralizes various functions in support of the Department and criminal justice authorities throughout the state.

The Division provides innovative development of new software technologies to replace aging legacy systems; supports criminal justice authorities through the Law Enforcement Agencies Data System (LEADS), Criminal History Record Information (CHRI), and Automated Biometric Identification System (ABIS); enhances public safety through Sex Offender Registration, Firearms Owners Identification (FOID), and Concealed Carry initiatives; and attains required equipment and communications services for safe and effective law enforcement on a statewide basis.

Effective January 1, 2020, the Division of Administration became known as the Division of Justice Services as a result of the passing of Senate Bill 1915. The Division's command structure consists of a Colonel, a Lieutenant Colonel, two Majors, a Chief of Staff and an Administrative Assistant II. The Division is comprised of the following commands and bureaus:

- **Administrative Support Command**
  - Logistics Bureau
  - Department of Innovation and Technology
- **Criminal Justice Services Command**
  - Bureau of Identification
  - Program Administration Bureau
- **Public Safety Services Command**
  - Firearms Services Bureau
  - Sex Offender Registration Unit

A Colonel is appointed to oversee and guide the direction of the Division. The Lieutenant Colonel, Chief of Staff and Administrative Assistant II report directly to the Colonel.

A Lieutenant Colonel is appointed to oversee the Administrative Support Command, Criminal Justice Services Command, and Public Safety Services Command. The Administrative Support Command reports directly to the Lieutenant Colonel. Within the Criminal Justice Services Command, a Major is appointed to report directly to the Lieutenant Colonel and supervises the Bureau of Identification and the Program Administration Bureau. Within the Public Safety Services Command, a Major is appointed to report directly to the Lieutenant Colonel and supervises the Firearms Services Bureau and the Sex Offender Registration Unit

### **Administrative Support Command**

The **Department of Innovation and Technology** provides the Department with information technology expertise regarding infrastructure and programming utilized by the ISP and other criminal and non-criminal justice entities. The Bureau also develops and maintains computer applications used throughout the criminal justice system. Many of these applications share data with a variety of national services to provide the most current and complete criminal justice information available.

The **Logistics Bureau** administers facility management functions including the coordination of new construction projects and oversight of facility repair and maintenance projects. The Bureau also handles the administration of telecommunication devices, printing and mailroom operations, supplying printed materials, and centralized mail processing services.

### **Criminal Justice Services Command**

The **Bureau of Identification** promotes public safety by collecting, maintaining, and disseminating accurate, timely, and complete criminal history information. Records relating to more than five million fingerprint files help ensure the identification of individuals and potential suspects through the use of the advanced ABIS.

The **Program Administration Bureau** provides administrative and operational support for statewide criminal justice programs as well as departmental records. The Bureau is responsible for ensuring users are aware of policy, training, compliance, and certification requirements for access to and use of criminal justice information systems, including the LEADS, Illinois Integrated Justice Information System (IIJIS), Illinois Citizen Law Enforcement Analysis Reporting System (ICLEAR), and National Incident Based Reporting System/Uniform Crime Reporting (NIBRS/UCR).

### **Public Safety Services Command**

The **Firearms Services Bureau**, through its FOID Program, determines the eligibility of applicants who wish to acquire, possess, or transfer firearms. The Bureau also administers the state's Concealed Carry Licensing program. Through the Firearms Transfer Inquiry Program, federally licensed gun dealers are able to perform checks on potential buyers at the point of purchase. The Bureau also monitors and ensures those with a Federal Firearms License adhere to the Gun Dealer Licensing Act.

The **Sex Offender Registration Unit** administers the mandates of the Illinois Sex Offender Registration Act, Illinois Sex Offender Community Notification Act, and Illinois Murderer and Violent Offender Against Youth Registration Act. The Unit provides assistance to criminal justice

entities and maintains public websites for the Illinois Sex Offender Registry and Illinois Murderer and Violent Offender Against Youth Registry.

### **Mission Statement**

The mission of the Division of Justice Services is to ensure effective and efficient public safety operations by delivering comprehensive administrative and technical services and support, as well as innovative solutions, to the Illinois State Police and statewide law enforcement to enhance and facilitate effective public safety decisions.

### **Strategic Goals/Objectives**

1. Continuously improve and provide career development opportunities for division personnel at every level through collaborative efforts.
  - a. Maintain standardized hiring and training processes to fill critical vacancies and provide employee development opportunities.
  - b. Establish leadership and managerial training programs to develop future leaders and improve succession planning and job transition.
2. Provide high quality administrative and operational customer service and support.
  - a. Provide for the collection, maintenance and dissemination of criminal history record information to facilitate decisions by criminal and non-criminal justice entities.
  - b. Provide flexible training, certification and audit methods to satisfy state and federal mandates while recognizing differences in user needs and leveraging modern technology.
  - c. Provide high-quality administrative and operational support to improve, maintain, and support information technology infrastructure in support of enforcement and administrative law enforcement functions.
  - d. Provide support and guidance for the purchase, maintenance, repair, and replacement of facilities and equipment to ensure operability and reliability.
3. Solve complex challenges in the Department through innovative solutions and problem solving while maintaining the integrity and security of the systems and the stored data.
  - a. Establish a collaborative approach to problem recognition and resolution capitalizing on shared responsibilities and resources.
  - b. Identify and cultivate strategic and operational partnerships with public and private sector entities to improve processes and identify efficiencies.
4. Leverage technology and resources to refine and improve everyday workflow and processes.

- a. Implement biometric technologies to enhance crime solving and rapid identification services.
  - b. Research and identify viable alternatives to maximize departmental resources while improving the efficiency of administrative and operational functions.
  - c. Establish an enterprise approach to technological development and solutions through collaboration and communication to share responsibilities and resources.
5. Continuously improve communication within the Division as well as with local law enforcement agencies and States Attorneys.
- a. Conduct quarterly agenda driven meetings with the Bureau Chiefs.
  - b. Conduct monthly agenda driven meetings with the Command staff.
  - c. Provide monthly project updates to impacted divisions within the ISP.
  - d. Identify and cultivate strategic partnerships with local law enforcement and public safety partners to improve communication and responsiveness.

### **Output Indicators**

1. Percentage of Automated Biometric Identification System (ABIS) live scan submissions migrated to the new ABIS landing server.
2. Implementation of an Illinois Rap Back subscription and validation process.
3. Number of LEADS inquiry transactions.
4. Number of Firearms Owners Identification (FOID) applications received.
5. Number of FOID cards revoked.
6. Number of Concealed Carry License applications received.
7. Number of identification inquiries (name-and fingerprint-based) conducted.
8. Number of court orders to expunge or seal records processed.
9. Progress toward completion of Capital Development Board projects.
10. Implementation of the Law Enforcement Agencies Data System (LEADS) 3.0.
11. Transitioning user agencies from Illinois Uniform Crime Reporting (I-UCR) to the National Incident-Based Reporting System (NIBRS).
12. Implementation of a Voice over Internet Protocol (VoIP) call center phone system for the Firearms Services Bureau.



13. Progress toward commodity-based services migrated to enterprise support personnel.
14. Implementation of the Traffic and Criminal Software (TraCS) solution, business intelligence portal and Mobile Architecture for Communications Handling (MACH) for patrol and investigations.
15. Implementation of TraCS patrol solutions for external law enforcement agencies.
16. Progress toward the development and implementation of a mobile latent print identification system.
17. Progress toward the development and implementation of a new mobile identification system.
18. Progress of SOR meeting the Federal requirements outlined in the Sex Offender Registration and Notification Act (SORNA).



## DIVISION OF FORENSIC SERVICES

The Division of Forensic Services (DFS) strives to improve the effectiveness of the criminal justice community and enhance public safety by delivering accurate, complete, and timely crime scene evidence collection and forensic laboratory analysis. These services are provided at no cost to state, county, and municipal law enforcement agencies throughout Illinois.

The DFS is comprised of two separate commands, the Forensic Sciences Command (FSC) and Crime Scene Services Command (CSSC). The DFS enforces strict quality assurance measures across both commands to ensure accurate forensic services are delivered. The FSC laboratories have been accredited to conduct forensic testing by adhering to the ISO/IEC 17025 general requirements for competence of testing laboratories (including additional forensic requirements) and the Federal Bureau of Investigation (FBI) Quality Assurance Standards (for both deoxyribonucleic acid (DNA) Testing and Databasing Laboratories). To maintain accreditation, the forensic science laboratories must adhere to stringent standards of quality and sound scientific practice.

The FSC administers six operational laboratories across the state providing evidence testing in the areas of biology (forensic biology screening and DNA analysis), firearms/toolmarks, latent fingerprints, drug chemistry, trace chemistry (which includes microscopy), and toxicology. In addition, a DNA Indexing laboratory processes DNA profiles mandated by law to be entered into the DNA database for searching at the state and national levels. The FSC also operates a Training and Applications laboratory, comprised of the Statewide Training Program, which delivers initial training to new forensic scientist trainees and in-service training to experienced scientists, and the Research and Development Laboratory, where new technologies are evaluated and validated before being implemented in the laboratories and used on actual forensic cases.

Forensic Scientists working within the FSC regularly employ forensic databases to help solve crimes. The Combined DNA Index System (CODIS) permits unknown DNA profiles recovered at crime scenes to be searched against DNA profiles from known individuals or from other unsolved cases to identify potential suspects. Similarly, unknown fingerprints are entered into the Automated Biometric Identification System (ABIS) and searched against millions of known fingerprints to identify potential perpetrators. Firearms evidence may be entered into the National Integrated Ballistic Information Network (NIBIN) in an attempt to link firearms used in various violent crimes.

The CSSC is broken down into five geographic regions which cover the entire state of Illinois. Approximately 40 Crime Scene Investigators (CSIs) are assigned to these regions with the goal of responding to violent crime anywhere in the state within one hour. CSIs are trained in photography, crime scene mapping, evidence processing, and evidence handling and packaging. On-site

polygraph services are also provided by civilian examiners working throughout Illinois. Several CSIs receive additional training in forensic art, blood-stain pattern analysis, and bullet trajectory analysis. These disciplines help identify suspects based on witness descriptions, and reconstruct events at crime scenes where bloodshed occurred or firearms were used. The CSSC also utilizes the Unmanned Aircraft System (UAS) Program. The UAS can be used during incidents involving missing persons, significant risk of terrorism, natural disasters, and to document traffic crashes and crime scenes.

## **Mission Statement**

The Division of Forensic Services' mission is to deliver accurate and timely forensic services in the collection and analysis of physical evidence from crimes and assist with the identification and prosecution of offenders and exoneration of the innocent.

## **Strategic Goals/Objectives**

1. Increase capacity to complete case assignments in all sections, in all laboratories.
  - a. Increase forensic scientist staffing to 320 (minimum) statewide.
  - b. Fill support staff vacancies to maximize the efficacy of forensic scientist staff.
  - c. Implement high-throughput robotics to maximize the automation of portions of the analytical process where possible, with a primary focus on biology casework.
  - d. Ensure adequate CSI staffing to meet requests for scene processing.
2. Decrease turn-around-time (TAT) in all sections to quickly provide results of forensic analysis in support of the criminal justice process.
  - a. Achieve an average TAT of 60 days in the biology section, and 30 days in all other sections.
  - b. Ensure all user agencies are aware of rush analysis request protocol, and that it is used effectively to meet time-sensitive investigative/identification needs and court deadlines.
  - c. Develop strategies for select case assignment types to address specific needs within the criminal justice community (e.g., 48-hour NIBIN entry, expedited entry of DNA profiles into the Combined DNA Index System (CODIS), etc.).
  - d. Implement Rapid DNA technology. This includes developing workflow and procedures within the laboratory system and supporting statewide preparedness to adopt FBI standards and procedures as applicable.
  - e. Respond to requests to process crime scenes involving crimes against persons within one hour.
3. Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.

- a. Reduce the average age of unworked case assignments by targeting the oldest assignments.
- b. Ensure scientists and CSIs are aware when their work produces tangible results in the criminal justice system (convictions, exonerations, major case outcomes, etc.). Improve morale and esprit de corps by reinforcing the connection to public safety and recognizing the contributions of all employees.
- c. Establish consistent mechanisms for communication with law enforcement agencies, prosecutors, and other stakeholders within each laboratory's service area.
- d. Enhance the sharing of data throughout the criminal justice community by linking forensic case results to other criminal history databases.
- e. Publicize achievements by contributing articles to forensic journals relating to efficiencies and best practices implemented within the ISP laboratory system.

### **Output Indicators**

1. Number of Biology assignments completed.
2. Number of assignments completed in all other sections.
3. Number of unworked Biology assignments (backlog).
4. Number of unworked assignments in all other sections.
5. Number of crime scenes processed – Total
6. Number of crime scenes processed – Crimes Against Persons
7. Number of crime scenes processed – Property Crime.
8. Number of improvement projects implemented.
9. Number of internal and external training/information sessions conducted.

### **Efficiency/Cost-Effectiveness**

1. Number of fully trained forensic scientists.
2. Percent of Biology assignments worked within 60 days.
3. Percent of assignments worked within 30 days (all other sections).

4. Average age of unworked Biology assignments.
5. Average age of unworked assignments in all other sections.
6. Percent of crimes against persons Crime Scene Services responded to in one hour.



## DIVISION OF INTERNAL INVESTIGATION

The Division of Internal Investigation (DII) conducts investigations regarding allegations of misconduct by State Police employees (civilian and sworn), as well as all employees considered a member of the executive branch of state government. Among its diverse responsibilities, the DII investigates use of deadly force incidents by ISP Employees, financial crimes, theft of state property, and charges of abuse or neglect of inmates incarcerated at state correctional institutions and residents of mental health facilities, as well as other criminal allegations. The Division is also responsible for performing employee background investigations, as well as managing the statewide Identified Offender Program.

### Mission

The mission of the Division of Internal Investigation is to uphold the best interest and confidence of the public, state employees, and all agencies under the Executive Branch of State Government; to promote accountability through fair, impartial, timely, and thorough investigations, while maintaining the highest degree of integrity, professionalism, and excellence during the administrative, background, or criminal process.

### Strategic Goals/Objectives

1. Promote accountability and communication through educational workshops for the leadership of the Illinois State Police (ISP) and executive leadership of other state agencies to explain DII's role and the investigative process.
  - a. Develop and implement a curriculum and program designed to assist agency leaders and managers to better understand the investigative processes, timelines, expectations and potential outcomes.
2. Promote the transparency of investigative outcomes.
  - a. Provide a DII dashboard to share real-time information with ISP Leadership.
  - b. Compile and post statistical data regarding sustained administrative findings on the ISP public website.
  - c. Compile and post statistical data regarding sustained criminal findings on the ISP public website.
3. Increase investigative capacity, efficiency, and expertise.
  - a. Enhance the Background Investigations Unit (BIU).
  - b. Decrease case timelines resulting in quicker resolution.

- c. Identify appropriate staffing level to ensure proper service levels.
4. Provide leadership and investigative training to enhance the DII staff capability and performance.
  - a. Identify leadership and investigative classes and training for assigned personnel.
  - b. Seek out best practices to improve administrative and investigative strategies.
5. Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.
  - a. Implement a technological software program or tool to improve the outcome of the interview and interrogation process.
  - b. Improve digital evidence storage and maintenance capability.
  - c. Procure equipment to outfit DII interview rooms in each of the offices (Springfield, Matteson, DesPlaines, Collinsville, DuQuoin).
  - d. Provide a user-friendly avenue for citizens to report criminal allegations to DII.
6. Improve accountability by monitoring the performance of Agents assigned to the DII to increase the number of cases assigned and decrease timelines.
  - a. Supervisors will review monthly activity reports and performance metrics to ensure all personnel are meeting or exceeding the expectations of the DII.
  - b. Senior command will review investigative activity on a bi-annual basis to ensure performance metrics are being met or exceeded.
7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.
  - a. Conduct an analysis to identify the top ten violations of all personnel.
  - b. Address allegations of abuse, excessive use of force, fraud, theft, or other misconduct by state employees.
  - c. Develop and implement a curriculum/presentation designed to assist all agency personnel to understand the top policy violations, investigative processes, and rules of conduct as well as provide agency expectations.

### **Output Indicators**

1. Status of the development of programs for ISP and executive level leadership of state agencies.
2. Status of creating a DII Dashboard which is readily available for ISP leadership.
3. Number of BIU internal cases opened.
4. Average time to complete BIU cases.

5. Number of internal DII cases opened.
6. Average time to complete an internal DII case.
7. Number of external DII cases opened.
8. Average time to complete an external DII case.
9. Number of Identified Offender Program threat assessments handled.
10. Average time to complete an Identified Offender Program threat assessment.
11. Number of Office of Executive Inspector General referrals of criminal allegations to the DII.
12. Status of the development of a portal for citizens to report criminal allegations of state employees, anonymously or otherwise.
13. Number of certifications received by DII personnel.
14. The number of presentations provided to all agency personnel.





## DIVISION OF PATROL

The Illinois State Police Division of Patrol (DOP) provides uniformed patrol of Illinois roadways. Officers proactively enforce criminal and traffic laws.

Uniformed officers, assigned to 21 strategically situated Districts statewide, work to provide comprehensive law enforcement services to the public as well as to fellow county, municipal and federal law enforcement agencies. Troopers bear the primary mission to patrol Illinois roadways with the intent to interdict crime and ensure traffic safety.

The DOP is comprised of a variety of positions with various focuses including:

- Patrol Trooper: the backbone of the ISP responsible for general patrol functions including enforcement of laws, responding to calls for service, and providing safety-related education.
- Canine Officer: responsible for a wide range of duties including criminal apprehension, narcotic enforcement, criminal enforcement, general patrol, crowd control, and safety education.
- Criminal Patrol Officer: responsible for the interception of crime from Illinois roadways as well as the training and mentoring of other Illinois State Troopers in the area of professional criminal enforcement.
- Commercial Motor Vehicle Officer: responsible for the enforcement of commercial motor vehicle laws and hazardous materials compliance.
- Motorcycle Enforcement Officer: responsible for proactive traffic safety enforcement as well as providing escort-related services for high profile events.
- Safety Education Officer: responsible for providing safety-education services and media-related efforts.
- Vehicle Identification Officer: responsible for vehicle identification and ownership-related investigations pertaining to motor vehicles.
- Evidence Officer: responsible for maintaining evidentiary processes and coordinating with applicable court systems for prosecution.
- Court Officer: responsible for coordinating prosecution-related efforts between districts and applicable court systems.
- Investigative Trooper: responsible for investigating crime and bridging communications between the DOP and the Division of Criminal Investigations.

## Mission

The mission of the Division of Patrol is to support the Illinois State Police traditions of Integrity, Service, and Pride by pursuing endeavors to collaborate with community and safety partners while providing professional law enforcement services focused on the interdiction of crime and traffic safety.

## Strategic Goals/Objectives

1. Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.
  - a. Modernize evidence collection, documentation, and sharing of high-volume digital evidence.
  - b. Maximize mobile platform capabilities to enhance investigative leads management, mapping, and access to LEADS.
  - c. Continue to develop a single report writing platform to simplify user interface, data collection, and information sharing.
  - d. Automate routine business functions.
  - e. Research and develop impact analysis for automated vehicles to ISP mission.
  - f. Utilize Internet communication technologies, traditional media outlets, and Community Policing methods to arm the public with crime and threat information specific to their geographical area.
2. Enhance training and welfare of personnel.
  - a. Re-invigorate in-service training by adopting best practices from other agencies and federal partners.
  - b. Identifying training gaps through performance and hands-on training evaluations. Improved in-service training management system.
  - c. Mental clarity through professional development- Rotational time away from identified “high-stress” assignments to other units to learn, contribute, and share experiences.
  - d. Recurring basic training in-service retreat. At identified intervals (3-5 years), cadet classes are reconvened, disconnected from daily assignments, and provided updated in-service training, mental and physical health screenings, and updates on officer safety, trends in law enforcement, personnel management, leadership, and retirement training at a secluded venue.
  - e. Identify retiree death liaison and formalize retiree death notification protocol and practices.
  - f. Personal and professional cyber-security training for Sworn and Code personnel.
  - g. Emotional health and family counseling resources.

- h. New Code employee immersion and orientation to provide agency legacy and cultural informational training to new Code staff upon arrival to the ISP, co-taught by Sworn and Code staff.
- 3. Reduce the occurrence of violent crimes through proactive enforcement initiatives.
  - a. Enforce laws related to the criminal possession and use of firearms and reduce the access to firearms by prohibited individuals.
  - b. Utilize data driven information to become more efficient in reducing violent crime.
  - c. Utilize lethality assessment protocol (LAP) when responding to domestic violent incidents.
  - d. Impact inter- and intra-state shipments of illegal drugs/guns/proceeds and the identification of potential terrorism indicators by enhancing the capabilities of officers to “look beyond the traffic stop.”
  - e. Strengthen relationships with federal partners through collaboration and joint exercises.
- 4. Reduce drug trafficking, including the proliferation of opiates into Illinois communities.
  - a. Proactively target manufacturers and traffickers of illicit substances.
  - b. Work closely with local governance boards to continue to improve narcotics-related enforcement.
  - c. Continue to prioritize criminal patrol and establishment of Special Enforcement Teams (SET) and Gun Violence Task Force (GVTF) officers dedicated to reducing illicit gun and drug trafficking on the interstate highways.
- 5. Empower Illinois citizens by providing timely criminal justice information and increase electronic access.
  - a. Use Internet communication technologies, traditional media outlets, and Community Policing methods to arm the public with crime and threat information specific to their geographical area.
- 6. Decrease teenage-driver-related fatal and personal injury crashes.
  - a. Enforce Illinois' zero tolerance statute to reduce under-age, alcohol-related crashes.
  - b. Increase enforcement on routes to and from schools, focusing on contributory factors such as speeding, seat belt usage, improper lane usage, and distracted driving.
  - c. Increase enforcement efforts to reduce the sale of alcohol to minors and illegal consumption and possession of alcohol by minors.
  - d. Provide assistance to local partners with saturation patrols during teen-focused events.
- 7. Decrease fatal and personal injury crashes that involve an at-fault commercial vehicle.
  - a. Target enforcement on commercial motor vehicle crash reduction, focusing on contributory cause factors such as speeding, improper lane usage, and distracted driving.

- b. Conduct motor carrier safety inspections and support other motor carrier safety activities.
  - c. Conduct enforcement details specific to commercial vehicle overweight violations.
8. Decrease drug and alcohol-related fatal crashes and personal injury crashes.
- a. Develop strategies to increase public awareness of the DUI problem with campaigns such as the IDOT "You Drink and Drive, You Lose" mobilization initiative.
  - b. Employ emphasis patrols, enforcement zones, and roadside safety checks that focus on alcohol-related violations.
  - c. Utilizing "intelligence led policing" practices, the Division will develop enforcement strategies to identify locations with high crash rates where impaired driving is an identified factor.
  - d. Increase specialized training to better identify drug impaired drivers.
9. Promote seatbelt and child safety seat compliance.
- a. Aggressively enforce seatbelt and child safety seat violations in support of primary seatbelt laws.
  - b. Employ emphasis patrols and enforcement zones that focus on the "Fatal Four" in conjunction with campaigns such as the Illinois Department of Transportation (IDOT) "Click It or Ticket" mobilization initiative.
  - c. Partner with non-profit organizations for child safety seat distribution and education.
10. Decrease Interstate fatalities.
- a. Aggressively enforce the "Fatal Four" while patrolling the interstate highways.
  - b. Maximize the use of speed enforcement details to reduce the overall speed of vehicles to levels closer to the posted limit.
  - c. Utilize partnerships with mapping software providers to identify zones of excessive speed rates to better utilize enforcement resources.
  - d. Identify the high crash areas and target enforcement efforts in that vicinity.
  - e. Utilize motorcycle patrols on the interstate with a focus on speed enforcement.
  - f. Aggressively enforce distracted driving laws.
11. Increase comprehensive preparedness to guide the Department in the event of a major threat or incident.
- a. Maintain and implement, as needed, a comprehensive ISP deployment plan to guide the rapid, regulated movement of officers in the event of a major threat or incident.
  - b. Conduct tabletop exercises with national partners to include ILEAS, IEMA, federal agencies, and United States Military branches.
  - c. Maintain crowd containment teams throughout the state.
  - d. Ensure each ISP operational entity adapts appropriate protective measures that correspond with the Homeland Security Threat Advisory System (HSTAS).

**Output Indicators**

1. Number of arrests for Unlawful Use of a Weapon (UUW).
2. Number of firearm seizures.
3. Amount of illegal cash seizures.
4. Number of arrests for trafficking of narcotics.
5. Number of motor carrier safety inspections conducted.
6. Number of enforcement details conducted specific to commercial vehicle overweight violations.
7. Number of DRE evaluations conducted.
8. Number of “fatal four” citations (DUI, Speed, Seatbelt, Distracted Driving).
9. Number of “Scott’s Law” citations.
10. Number of Zero Tolerance citations.



## DIVISION OF CRIMINAL INVESTIGATION

The Division of Criminal Investigation (DCI) incorporates the functions of criminal investigation and special operations.

Plainclothes officers in 8 investigative zones work to provide comprehensive law enforcement services to the public and many county, municipal and federal law enforcement agencies. Detectives, known as "Special Agents," use state-of-the-art equipment and technology to investigate such crimes as homicide, sexual assault, vehicle theft, fraud, and forgery. ISP Agents, cooperating with federal and local police agencies, have helped crack international narcotics rings, solve mass murders, and apprehend international terrorists.

Across the state, officers also perform specialty functions. Specially trained canine (K-9) units and Special Weapons & Tactics teams may be called to aid in a wide range of emergencies or investigations, such as narcotics trafficking, searches for missing persons, and hostage situations. ISP also provides air operations support to search for missing persons, recover fugitives, and spot illicitly grown marijuana.

### Mission Statement

The mission of the Division of Criminal Investigation is to provide the highest degree of criminal investigative services to the residents and visitors of Illinois by focusing on drug enforcement, violent crime reduction, impartial public integrity investigations, and digital crime forensic analysis service while maintaining the Illinois State Police (ISP) traditions of Integrity, Service, and Pride.

### Strategic Goals/Objectives

1. Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.
  - a. Modernize evidence collection, documentation, and sharing of high-volume digital evidence.
  - b. Maximize mobile platform capabilities to enhance investigative leads management, mapping, and access to LEADS.

- c. Continue to develop a single report writing platform to simplify user interface, data collection, and information sharing.
  - d. Expand digital-crime investigative skills across the enterprise, with subject matter experts assigned to each investigative zone to extract and analyze evidence from vehicles, cellular devices, computers and virtual assistants.
  - e. Modernize voice stress analytical skills in each investigative zone.
  - f. Automate routine business functions.
  - g. Research and develop impact analysis for automated vehicles to ISP mission.
  - h. Establish School Violence Tip-line.
2. Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.
    - a. Invest in personnel to establish expertise in violent crime and public integrity investigations.
    - b. Develop partnerships with the Illinois Attorney General to identify and apprehend child predators through greater participation in Internet Crimes Against Children (ICAC) task forces.
    - c. Create a state-wide cold case unit comprised of highly skilled retired personnel to adopt and continue investigative efforts and case review of unsolved violent crimes.
    - d. Replicate the Child Death Investigation Task Force to all zones.
    - e. Increase Air Operations staffing and aerial platforms through creative leasing and purchasing agreements to ensure current technology and build Intelligence, Surveillance, and Reconnaissance (ISR) capabilities.
    - f. Reorient SOCOM's mission and structure to more fully realize counterterrorism skills and training; identify adjunct tactical operations personnel to serve as force multipliers at large events; and increase SOCOM participation in complex investigations such as missing persons and difficult surveillance areas.
  3. Enhance training and welfare of personnel.
    - a. Re-invigorate in-service training by adopting best practices from other agencies and federal partners.
    - b. Identifying training gaps through performance and hands-on training evaluations.
    - c. Improved in-service training management system.
    - d. Mental clarity through professional development - Rotational time away from identified "high-stress" assignments to other units to learn, contribute, and share experiences.
    - e. Recurring basic training in-service retreat. At identified intervals (3-5 years), cadet classes are reconvened, disconnected from daily assignments, and provided updated in-service training, mental and physical health screenings, and updates on officer safety, trends in law enforcement, personnel management, leadership, and retirement training at a secluded venue.
    - f. Identify retiree death liaison and formalize retiree death notification protocol and practices.
    - g. Personal and professional cyber-security training for Sworn and Code personnel.
    - h. Emotional health and family counseling resources.

- i. New Code employee immersion and orientation to provide agency legacy and cultural informational training to new code staff upon arrival to the ISP, co-taught by Sworn and Code staff.
4. Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.
  - a. Enforce laws related to the criminal possession and use of firearms and reduce the access to firearms by prohibited individuals.
  - b. Identify and apprehend prohibited possessors of firearms through intra- and interagency partnerships.
  - c. Increase the clearance rate of homicides investigated by the Illinois State Police by providing investigative personnel with advanced training in the area of homicide investigations.
  - d. Utilize data driven information to become more efficient in reducing violent crime.
  - e. Increase ISP's capacity to focus on the gap between tactical and decision-making intelligence by expanding the Statewide Terrorism and Intelligence Center beyond homeland security to include local Intelligence Liaison Officers.
  - f. Through training and aggressive Medicaid fraud investigations, identify offenders, reduce the occurrence of fraud, and assist in the recovery of funds.
  - g. Strengthen relationships with federal partners through collaboration and joint exercises.
5. Reduce drug trafficking, including the proliferation of opiates into Illinois communities.
  - a. Proactively target manufacturers and traffickers of illicit substances.
  - b. Develop a narcotics strategy to address all geographical areas of the state.
  - c. Devote resources where appropriate and available to develop narcotics squads focusing on dismantling narcotics distribution organizations.
  - d. Work closely with local governance boards to continue to improve narcotics-related enforcement.
6. Reduce Illinois' vulnerability to terrorism.
  - a. Through the Statewide Terrorism and Intelligence Center, provide a full range of intelligence resources to support Illinois' counter-terrorism efforts.
  - b. Collaborate with the FBI Joint Terrorism Task Forces (JTTF) and state and local partners to have a comprehensive preparation, detection, and response strategy for homeland security.
  - c. Provide subject matter expertise and education to high-profile events to deter, detect, and defend public gatherings from violent acts.
7. Increase comprehensive preparedness to guide the Department in the event of a major threat or incident.
  - a. Maintain and implement, as needed, a comprehensive ISP deployment plan to guide the rapid, regulated movement of officers in the event of a major threat or incident.
  - b. Conduct tabletop exercises with national partners to include ILEAS, IEMA, federal agencies, and United States Military branches.



- c. Increase the State Weapons of Mass Destruction Team's counter-terrorism capabilities by ensuring they are adequately staffed, equipped, and trained.
- d. Ensure each ISP operational entity adapts appropriate protective measures that correspond with the Homeland Security Threat Advisory System (HSTAS).

### **Output Indicators**

1. Number of actionable School Violence Tip-line calls received
2. Number of violent crime and public integrity cases opened or adopted.
3. Number of violent crime and public integrity cases closed.
4. Number of Special Agents who successfully complete advanced homicide investigation training.
5. Number of Computer Evidence Recovery Specialists within the Division.
6. Number of ICAC cases opened.
7. Number of ICAC cases closed.
8. Number of firearm seizures.
9. Amount of illegal cash seizures.
10. Number of arrests for trafficking of narcotics.
11. Number of JTTF cases opened.
12. Number of JTTF cases closed.
13. Number of MFCB cases opened
14. Number of MFCB cases closed.
15. Number of Air Operations missions flown.
16. Percent change of SOCOM missions identified as counterterror, homeland security, or investigative assists.
17. Time required to process a cellphone for forensic analysis.

18. Time required to process a computer for forensic analysis.
19. Clearance rate for homicide investigations utilizing the FBI's definition for clearance.
20. FOID details completed.
21. Number of people placed into FOID compliance.



## DIVISION OF THE ACADEMY AND TRAINING

The primary purpose of the Division of the Academy and Training (DAT) is to prepare new officers for a career in law enforcement. In keeping with the Illinois State Police (ISP) tradition of excellence, this goal is accomplished through innovative, quality training and educational practices. The DAT also offers a multitude of

continuing training and educational programs for ISP employees. The Academy provides training to Cadets, In-service education to Troopers, and a basic 560-hour curriculum to county and municipal law enforcement agencies.

The ISP Recruitment Unit is under the purview of the DAT. The Unit is committed to excellence and dedicated to creating viable ways of achieving a diverse department that adequately mirrors the population it serves. The Recruitment Unit abides by employment practices that ensure diversity in recruitment and hiring. The Recruitment Unit strives to support the ISP's goal of providing the highest level of law enforcement through a well-trained, diverse workforce capable of promoting public safety and improving the quality of life in the state of Illinois.

The DAT also maintains the Quartermaster Section. The Section is responsible for the purchase, distribution, storage, and issuance of uniforms, equipment, and supplies of the Illinois State Police.

The DAT is proud of the national reputation it has earned and is looking forward to carrying this tradition into the 100<sup>th</sup> anniversary of our premier agency's existence.

### **Mission Statement**

The mission of the Division of the Academy and Training is to improve the quality of life for our citizens through unimpeachable integrity, public service, training, and education; provide education to Sworn employees, Cadets, and Recruits to develop the knowledge, skills, and experience to perform their law enforcement duties through excellence in teaching, fostering integrated critical thinking and the ability to transfer a breadth of knowledge from the classroom to everyday interaction with the citizens of Illinois; and provide leadership through innovation as a dynamic, diverse, learning organization promoting personal and professional growth.

## Strategic Goals/Objectives

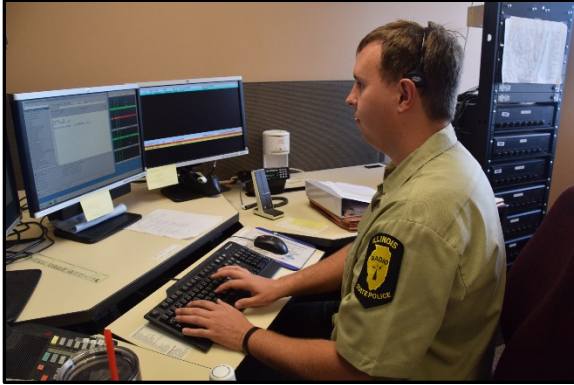
1. Implement drastically revised knowledge and skills-based Recruit and Cadet curricula delivery programs coupled with increased training in Human Trafficking, and Sexual Assault Awareness.
2. Reduce the number of Probationary Troopers being extended on the FTO Program by establishing a ride along program while Cadets are in the Academy to assist with issues in geography, radio communication, and other performance matters.
3. Ensure Cadets are retained by incorporating programs of retesting in academic and physical skills and initiating a Police Family Orientation Program for each Cadet Class.
4. Provide career development opportunities for department personnel at every level through In-service training, Promotional School, leadership training seminars, and bi-annual symposiums.
5. Provide Sworn and Code personnel with instructor-led in-service training, and publish monthly training bulletins pertinent to issues facing law enforcement.
6. Promote strategic, innovative recruitment techniques on a monthly basis to develop a broad and diverse candidate pool of 1,000 applicants for the position of ISP Trooper and 500 applicants for code positions yearly.
7. Utilize various social media outlets to attract and maintain over 10,000 followers.
8. Ensure Fast Track curricula is current and maintained up-to-date.
9. Ensure a comprehensive annual review by the Curriculum Review Committee of all curriculum taught at the ISPA.
10. Provide training opportunities to Troopers in the area of drug recognition by providing Advanced Roadside Impaired Driving Enforcement (ARIDE) certification and Drug Recognition Expert (DRE) training.
11. Enhance and develop new partnerships with community and civic organizations in order to continue providing opportunities for youth to participate in police community relations events.
12. Ensure Sworn and Code employees assist Public Information Officers (PIOs) and Safety Education Officers (SEOs) statewide with community outreach events designed to build police community relations.

13. Create a plan to anticipate what resources will be necessary to sustain efforts of supplies and materials at the Quartermaster by ensuring surplus of required equipment and supplies are maintained to meet operational needs within established rules.
14. Ensure 100 percent accountability of all Quartermaster supplies and equipment.
15. Increase the number of active Honor Guard Unit members through yearly recruitment initiatives.

### **Output Indicators**

1. Number of Curricula revised.
2. Number of Human Trafficking courses conducted.
3. Number of Sexual Assault Awareness courses conducted.
4. Number of ride-alongs attended by Cadets.
5. Percentage of Cadets retained.
6. Number of Family Orientation Programs held.
7. Number of In-service training courses conducted.
8. Number of Promotional Schools conducted.
9. Number of leadership training seminars conducted.
10. Number of instructor led In-service training courses conducted.
11. Number of training bulletins published.
12. Number of recruitment events conducted or attended.
13. Number of applicants in Cadet employment pool.
14. Percentage of curricula reviewed and updated as needed.
15. Percentage of curricula reviewed by the Curriculum Review Committee.
16. Number of ARIDE training courses conducted.

17. Number of officers attaining ARIDE certification.
18. Number of DRE courses conducted.
19. Number of officers attaining DRE certification.
20. Number of community outreach events in which ISPA personnel assisted.
21. Number of Honor Guard Unit members recruited.



## OFFICE OF THE STATEWIDE 9-1-1 ADMINISTRATOR

On January 1, 2016, the Office of the Statewide 9-1-1 Administrator was created within the Department of State Police. The Division encompasses the Office of the Statewide 9-1-1 Administrator, the 9-1-1 Bureau as well as the Telecommunications Services Bureau, the Radio

Network Services Bureau, and the Fleet Management Bureau. The Office of the Statewide 9-1-1 Administrator is responsible for developing, implementing, and overseeing a uniform statewide 9-1-1 system for all areas of the State outside of municipalities having a population over 500,000. Further, the Administrator is responsible for developing a plan to ensure 9-1-1 systems are consolidated and a Statewide Next Generation 9-1-1 Network is implemented.

The Statewide 9-1-1 Bureau is responsible for the technical review of consolidation, modification, and waiver applications and disbursement of surcharge to Local 9-1-1 Systems and 9-1-1 system providers. The ISP has oversight authority of 9-1-1 systems and provides administrative support to the Statewide 9-1-1 Advisory Board. The Telecommunications Services Bureau and Radio Network Services Bureau are responsible for providing reliable routine and emergency communication capabilities for state law enforcement agencies, and to federal, county, and municipal agency partners through the use of shared resources and interoperability protocols. Finally, the Radio Network Services Bureau and Fleet Services Bureau are responsible for providing, maintaining, and supporting the Department's fleet to ensure officers are equipped with appropriate vehicles as well as emergency communications and warning equipment.

### Mission Statement

The Office of the Statewide 9-1-1 Administrator will enhance public safety operations within Illinois by leveraging innovative technology to provide efficient Next Generation 9-1-1 solutions, wide-ranging communication capabilities, and comprehensive fleet services.

### Strategic Goals/Objectives

1. Expand strategic and operational partnerships through innovative solutions and problem solving.
  - a. Evaluate legislative and regulatory solutions and mandates to effectively and efficiently utilize Departmental resources.

- b. Evaluate and research vehicle installation methods and alternatives internally and externally to improve efficiency and timeliness while maximizing the use of existing resources.
    - c. Evaluate and research the impact of MACH as it relates to further consolidation of communications responsibilities.
  2. Leverage technology and resources to refine and improve everyday workflow and processes.
    - a. Research and identify viable alternatives to maximize departmental resources while improving the efficiency of administrative and operational functions.
    - b. Administer the development, implementation, and operation of a statewide NG911 system and provide administrative and operational guidance to meet related legislative needs.
    - c. Increase interoperability between ISP communications, the statewide NG911 system, and other public safety jurisdictions within and outside of Illinois.
    - d. Provide BIA/Lean Six training to Managers/Staff to review critical processes and implement optimization where possible.
  3. Provide exemplary customer service and support.
    - a. Provide technical support for installation, maintenance, and replacement of radio and related equipment in vehicles and facilities to ensure optimal operability and reliability.
    - b. Provide support and guidance for the purchase, maintenance, repair, and replacement of equipment to ensure optimal operability and reliability.
    - c. Provide guidance and administrative support to public safety answering points and 9-1-1 systems to assist with meeting legislative mandates and enhancing statewide 9-1-1 services.
  4. Cultivate personnel resources through succession planning and career development opportunities.
    - a. Extract and document historical knowledge and expertise from departing personnel.
    - b. Maintain standardized hiring processes and improve training processes to expedite transition when filling vacancies.
    - c. Establish a continuing job-based education program for all personnel with an emphasis on public safety outcomes.
    - d. Identify relevant advanced training needs and opportunities for career development and advancement.

## Output Indicators

1. Implementation of an innovative new computer system that replaces the Wireless Emergency Telephone System Act (WETSA) and simplifies 911 information collection and surcharge distribution.



2. Number of new vehicle installations completed.
3. Number of rifle/shotgun in-car mount installations complete.
4. Number of push bumper installations completed.
5. Number of new in-car video installations completed.
6. Duration of time for vehicles to be deployed to a district upon receipt from the vendor.
7. Number of mobile and portable radios replaced.
8. Number of critical radio tower sites where preventative tower maintenance was performed.
9. Number of critical radio tower sites where preventative site maintenance was performed.
10. Number of intergovernmental agreements reached with other public safety jurisdictions to allow for cross-channel communication.
11. Implementation of new computer fleet management system.
12. Number of public safety answering points deploying text to 9-1-1 services.
13. Number of trained and certified Local Data Stewards and Data Maintainers.
14. Number of public safety answering points transitioned to geospatial routing.
15. Number of public safety answering points transitioned to statewide ESInet.
16. Number of ISP Communication Centers established as Secondary Answering Points within the statewide NG911 system.
17. Number of Telecommunicators receiving critical incident response and support services training.
18. Number of in-service continuing job-based training programs and manuals created.
19. Number of personnel receiving in-service continuing job-based education training.
20. Number of personnel participating in career advancement training opportunities.

## **SECTION 4 – TARGET PERSONNEL LEVELS, WORKLOAD, AND POPULATION TRENDS**

### ISP Staffing and Calls for Service

- ISP calls for service are expected to continue to rise approximately three percent each year from the current level of 500,443 calls.
- Current Sworn Staffing: 1,784
- Current Code Staffing 907
- Target Sworn Staffing Levels:
  - January 1, 2020 – 1,794
  - January 1, 2021 – 1,874
  - January 1, 2022 – 2,200
- Anticipated Code Staffing Levels:
  - January 1, 2020 – 927
  - January 1, 2021 – 927
  - January 1, 2022 – 1,080

### Illinois Population and Vehicle Miles Traveled

- Illinois' population is currently 12.7M and predicted to continue to decrease by 0.26% based on growth models. (source World Population Review, 2019).
- Vehicle miles traveled continues to increase steadily (108.16 Million, 2017)
- Fatality rates have begun to trend upwards since 2009 (0.086). 2017 fatality rate is 1.01.

**SECTION 5 – ANTICIPATED CAPITAL IMPROVEMENTS AND EQUIPMENT NEEDS**

**FY21 ILLINOIS STATE POLICE  
OVERVIEW OF CDB REQUESTS**

**FUNDED PROJECTS**

**1. DOO Plan New Combined Joliet Facility and Site Acquisition \$65,500,000**

Planning and construction of a new facility to include the following ISP work units: Joliet Laboratory, District 5, Zone 3, Bureau of Identification, Crime Scene Services Command, and Program Administration Bureau. This new facility should also include a new firing range for sworn personnel. Extensive upgrades are required at many of these current state-owned locations, including electrical, plumbing, and mechanical systems. Statute requirements and population increases have plagued these locations with insufficient operational platforms. A combined facility will enhance operational efficiencies for these work units. Additionally, construction of a new facility will allow the ISP to combine several work locations reducing yearly repair and maintenance costs.

**UPDATE:**

*On June 17, 2020, the Director’s Office advised the new Joliet Combined Facility should be utilized for a new Joliet Forensic Laboratory at approximately 65,000 square feet. Additionally, the facility should also be the primary home for the Illinois State Police District 5 Headquarters (approximately 40,000 Square feet). This plan should incorporate office space for the District, Zone 3 personnel and extra space for administrative personnel. The inclusion of additional work units will be evaluated during design, if space permits. The Director’s Office also selected, if CDB concurs, to proceed with the Design Build option. On June 25, 2020, CDB/Amber Evans advised they are currently working on developing the scope of work for the advertisement and upon completion will provide to ISP for review.*

*On June 30, 2020, CDB provided the ISP with the proposed scope of work for review/approval - ISP approved the scope of work. This project will be advertised in Professional Services Bulletin which posted to the CDB website July 15, 2020 and will go to the October 13, 2020 Board meeting for approval.*

**2. DJS New Combined Metro-East Facility (Requires CDB survey and estimates) \$55,000,000**

Planning, site acquisition, and construction of a new facility to accommodate in excess of 180 ISP personnel and include the following ISP work units: District 11 Patrol Headquarters, Communications Service Bureau, Zone 6 Investigations, Division of Internal Investigations, Illinois Gaming Board, Medicaid Fraud Control Bureau, and South SWAT. All of these work units currently are located in the Regional State building in Collinsville (shared with IDOT), with the exception of South SWAT. The Regional State building work units occupy approximately 50,000 square feet of space. In addition to this space, South SWAT would require approximately 2,500 square feet of office space and 12,500 square feet of storage space. Relocating South SWAT to the Metro-East area in a new facility would provide adequate storage for specialty equipment and would provide for better response times in an area of the state with a growing significance for SWAT services. Relocating investigations and patrol will also have force-multiplying effects in reducing violent crime and improving traffic safety enforcement in high-crime, low-resource areas that are increasingly reliant upon the ISP for public safety services. This new facility should include a new firing range and training room which is critical to maintaining standards and improving safety outcomes in high risk situations. A combined facility would also enhance operational efficiencies for these work units. Finally, construction of a new facility will allow the ISP to combine several work locations reducing yearly repair and maintenance costs and eliminate the need to lease specialty space for SWAT.

**UPDATE:**

*A total of 36 property submittals were reviewed by the Logistics Bureau to identify those properties meeting the essential needs of the Department. The results were submitted to the APO who concurred with the process used in evaluating. The results were forwarded to the Director's Office and Landsdowne Zone 1 property was selected. A meeting with CDB and CMS to discuss the next steps is scheduled for July 30, 2020.*

**3. DFS Renovate Joliet Crime Laboratory (CDB survey conducted: 11/20/2017/CDB Project #291-101-R05) \$6,936,300**

The Joliet Forensic Science Laboratory services over 200 law enforcement agencies. The building was originally constructed in 1964 and significantly remodeled in 1990. A majority of the flooring within the facility has exceeded its useful life cycle and is in need of replacement. The main hallways were carpeted in 2003 as a stop-gap measure in that the vinyl tile present were fracturing or disintegrating. Due to the asbestos tile under the existing tile, this flooring cannot easily be replaced. Currently the facility relies a great deal on duct tape to prevent further deterioration of this tile. In 2006, the DNA laboratory was remodeled using a solid surface linoleum like flooring material combined with a leveling/sealant to encapsulate the existing asbestos sub-floor, but this is also experiencing deterioration.

The laboratory's HVAC systems were determined to be "inadequate for lab functions." New forensic technologies have required more exhaust fans to be added to the building creating a severe negative pressure problem. This negative pressure problem coupled with the aging duct system have led to humidity issues. The Air Handling Unit's electronic control module was last replaced in 2009. In 2016, an HVAC vendor determined the module was not functioning properly, but a replacement unit was unable to be located. In 2005, the CDB recommended the existing HVAC system be "removed in its entirety and replaced with a system that will be able to make up the large quantities of exhaust air. The existing air-cooled chiller and boilers will probably need replaced with larger capacity units. Provide new ductwork, AHU, exhaust fans, chilled water piping, heating water piping, pumps, reheat coils, etc. Provide new exhaust hoods. Provide computer room style supplemental cooling units where required. Provide a new, non-proprietary, DDC temperature control system." The condition of the system has not improved in the 13 years since the 2005 CDB recommendation.

The Joliet Laboratory is located in a high crime area. The facility contains over 1,600 items of equipment, which includes sensitive scientific analytical instruments. In addition to the equipment, the laboratory also has multiple evidence vaults that contain large amounts of cannabis, dangerous drugs, firearms, explosives, and other items submitted to the lab for examination. The current security system is over 20 years old and is starting to show signs of obsolescence. There are increased safety challenges for the laboratory, and safeguarding both the laboratory personnel and the facility is necessary.

**UPDATE:**

*The Farnsworth Group, Inc. was awarded the Architect/Engineer (A/E) contract. The A/E proceeded with the schematic design and development stage in October 2019. DFS, Farnsworth (A/E), CDB and ISP Logistics, met on October 11, 2019, to discuss preliminary design options for the Joliet Lab Renovation project. Farnsworth Group presented the ISP with at least three options for time allotment, schedule and cost. Discussions continued on the three options related to time allotment, schedule, and cost. Preliminary projections indicated the project was \$1.8 million over budget. Potential cuts were discussed and considered to keep within budget. The A/E stopped design during the Design Development stage until a funding increase was approved. A request was then submitted to CDB programming on April 20, 2020, for additional funding to be added to the project. CDB programming approved additional funding to complete the scope of work. These funds will not be added to project until Bids have been received. The A/E will be providing a new schedule once the A/E modification to the contract has been completed. Logistics participated in a WebEx meeting on*

*June 29, 2020, to discuss project design: interior, fire protection, and an outside pressure test.*

**4. DJS Upgrade HVAC, ISP Academy, Springfield \$9,471,100**  
(CDB survey conducted: 09/18/2014/CDB Project #291-221-R08)

The upgrade of the HVAC system for the 85,312 square foot ISP training facility, which is over 40 years old, is requested to prevent ongoing mold-related concerns. The HVAC system and control systems in their entirety have exceeded their service lives and require frequent repairs.

**UPDATE:**

*Woolpert Architecture firm was awarded the contract to upgrade the HVAC system in May 2019. Statewide Project Manager, Aaron Session and ISPA Engineer, Ezra Sides had a meeting on January 30, 2020, to discuss the proposed drafted HVAC drawings. A 100% Design Development meeting was scheduled for Mid-May, however, due to the discovery of asbestos material during a recent site visit by the A/E, the meeting was postponed. A meeting was held on April 30, 2020, to discuss the status of the project. CDB advised there will be a contract modification to address the asbestos work and other related changes. This modification will likely extend the project closeout date from June 2021. A WebEx was held on June 18, 2020, to discuss construction phases. A review meeting will be scheduled once all documents have been received by Woolpert. A/E Woolpert will be visiting the Academy to identify and document all outlets, switches, etc. These items need to be documented and added to the abatement project. Once the Abatement project is designed, the HVAC project will move forward with the design process.*

**5. DJS Install New Tower and Communications Equipment, Fairfield \$537,200**  
(CDB survey conducted: 08/11/2015/CDB Project #291-085-001)

Demolish existing 240 foot tall radio tower and replace with steel tower on site. Procure and install new communications equipment. The HVAC system in the communications support building needs replaced. The existing tower is structurally compromised as professionally-conducted ultrasound testing indicates. According to the recent CDB survey conducted in August 2015, if the existing tower is left unattended, the tower is certain to fail within the next few years.

**UPDATE:**

*Woolpert Architecture firm has been selected and CDB scheduled an orientation meeting which was held August 12, 2019. The Sole Source letter was approved, and additional survey work was scheduled for the week of June 26, 2020.*

**6. DOP Roof Replacement District 1, Sterling** **\$420,600**  
 (Pending CDB survey/CDB Project # 291-240-R291-240-R)

Building is over 15 years old and the roof is showing signs of age. The facility has experienced several leaks within the last couple of years.

**UPDATE:**

*Kelly Associates has been awarded the contract and was notified. The 100% design has been approved and the final bids from vendors will be received by July 24, 2020.*

**7. DJS ISP Academy Parking Lot and Running Track** **\$817,900**  
 (CDB survey conducted: 08/20/2015/CDB Project #291-221-R10)

Repairs are needed to the Academy parking lot which had an overlay in 1992. This parking lot is utilized by staff along with cadets and recruits on a daily basis. This area is also used for instructional and practical exercises as well as an area for drill instruction for the cadets and recruits. The running track installed in 1993 is utilized by staff along with cadets and recruits for physical skills exercises. Both the parking lot and track have deteriorated to the point where numerous cracks have spread across the pavement which could lead to unsafe training conditions.

**UPDATE:**

*A/E Martin Engineering was awarded the contract for the design of this project. Due to the project being over budget and questions regarding the rubber track's longevity and annual maintenance costs, several options were discussed and the Academy made the decision to move forward with an asphalt track instead of rubberized running track. These changes reduced the overall budget and added well-needed drainage and a concrete walk way to the track. The contract was executed, and project was in design phase through March 2020. Bids have been received and the review process initiated. The review process is expected to take a minimum of 30 days to award the Notice of Intent (NOI). Once the NOI is awarded (expected early July) the A/E can schedule a pre-construction meeting.*

**8. DJS Central Headquarters Parking Lot Lighting Upgrade** **\$958,100**  
 (CDB survey conducted: 10/21/2013/CDB Project #291-275-R04)

The lighting system for the Illinois State Police (ISP) Central Headquarters main parking lot is substandard. Numerous lights are not working at 100 percent due to age, rust, etc. These conditions present a safety concern for all ISP employees – especially telecommunicators who come and go at all hours of the night. The ISP has experienced several problems in and around the main lot – including building intrusion, employee

harassment, and vandalism to squad cars. Exterior security cameras monitoring the parking lot have been significantly upgraded; however, due to the poor lighting, it is difficult to capture quality video footage at night. The Capital Development Board provided a recent lighting analysis and – on a scale of 1 to 10 with 1 being at the high end – gave the current lighting system a level of 7 or 8; by comparison, the grade of Walmart is rated at level 2 or 3. Additional high resolution cameras will be added, and new cameras will replace older style cameras which are not able to adequately monitor the parking lot.

**UPDATE:**

*Kelly Associates has been awarded the contract for the design of this project and was notified (August 23, 2019). A conference call was held on February 20, 2020. The Program Analysis/Design Development (PA/DD) was approved and CDB moved forward with the 100% design. The 100% design was been approved and the bid documents were signed the week of June 19, 2020. A pre-bid meeting was then held June 30, 2020.*

**UNFUNDED PRIORITY PROJECTS**

**1. DJS      New Illinois State Police Training Academy Facility      Pending Survey**

The Illinois State Police (ISP) Academy primary purpose is to prepare new officers for a career in law enforcement. In keeping with ISP’s tradition of excellence, this goal is accomplished through innovative, quality training and educational practices. The Academy also offers a multitude of continuing training and educational programs for ISP employees as well as offerings for other state, local, and federal agencies. The current complex is 85,312 square feet and was constructed in 1968. This antiquated facility has fallen into disrepair with numerous expensive mechanical and structural upgrades needed to ensure the ISP is provide a state of the art, safe training environment for law enforcement personnel as the Illinois State Police reaches its Centennial. To meet this challenge, the ISP would like to construct a new facility 90,000 square foot Academy facility with increased classroom and lodging facilities on agency owned land at our 100 acre Pawnee Training Complex. (The other option would be the current Academy lot which is on I-55 at mile post 88)

**UPDATE:**

*In January 2020, CDB Professional Services conducted a survey of the project.*



**2. DJS Construct New Training Facility and Canine Kennel, Pawnee \$6,261,800**

Funding for the planning, surveying, and construction of this new facility is a top priority of the ISP. The ISP intends for this construction project to proceed as soon as possible upon identification of available CDB funding. The ISP Pawnee Training Facility is responsible for providing K-9 training to numerous personnel including both ISP and local police officers. The facility trains K-9s for use as a patrol protection and narcotic detection tool. It offers hands-on training to teach various uses of the K-9 unit and applicable case law. Personnel are also taught proper care and maintenance of the K-9. The facility also contains a kennel which houses numerous canines. Each canine represents a substantial investment worth thousands of dollars. The current complex consists of two separate buildings established in the 1990s. The kennel has structural defects which do not adequately protect the animals from the outside elements such as birds, wind, rain, etc. The kennel doors to each pin are not able to be adequately secured and can pose a safety hazard to personnel should a lock not function fully. The training building also has structural defects which no longer make it adequate for training classes. The training building houses a vault containing contraband training aids which needs upgraded.

**UPDATE:**

*In January 2020, CDB Professional Services conducted a survey of the project (CDB Project #291-222-R).*

**3. CSB Roof Replacement and Repair Radio Lab, Springfield**

The Illinois State Police Radio Lab was originally constructed in the 1930’s and has been expanded over the years to address the needs of the Department. Over the past 8 to 10 years, the roof, particularly in the original portion of the building has deteriorated and allowing water to enter the building. The roof has received minor repairs over the years, however, remains in need of replacement.

**UPDATE:**

*Due to continued deteriorating conditions, with the approval of CMS, the ISP pursued the replacement of the roof independent of CDB and CMS. The project was initiated in June 2019, and completed in September 2019.*

**4. DFS Roof Replacement and Upgrades to Chicago Laboratory \$5,639,800**

Constructed in 1996, the 86,636 square foot laboratory is in need of significant maintenance, repair, and upgrades to the facility to provide the necessary laboratory environment to reduce errors, contamination, and a decrease in overall service. The current roof is in need of replacement, numerous plumbing and electrical repairs are

required throughout the facility, repair to the ventilation system to eliminate vibration noises, and an upgraded IBEX Building Automation System is needed. Additionally, an upgraded telephone system and audio visual system upgrade in the auditorium are necessary. Finally, collapsed storm sewer lines in the east parking lot need repaired and dead trees removed from the property. (\$498,000 user estimate)

**UDPATE:**

*CDB conducted a survey of this project on 12/30/2019.*

**5. DOP AC/HVAC Replacement Districts 1, 6, & 16 \$1,373,900**  
(CDB survey conducted: 12/24/2019/CDB Project #291-00R14-R)

District 1 requires two heating and cooling roof top units replaced out of ten as they were placed in operation in 1996 and have outlived their operational life. District 6 has 10 heating and cooling roof top units to replace out of 13. District 16 air handling and condensing units are over 20 years old and need replaced. New ceiling tile and LED lighting will need to be installed at District 16.

**UDPATE:**

*The District 1 HVAC project was completed independent of CDB in June 2019 by CMS. In December 2019, CDB surveyed the District 6 & 16 projects. However, as the District 16 equipment continued to deteriorate, the project was initiated by CMS in September 2019 and completed in July 2020.*

**EQUIPMENT NEEDS**

**Division of Justice Services**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Herman Miller Versus Chair (SOR)	\$520	5	\$2,600
Standing Electric Desks (SOR)	\$1,000	5	\$5,000
Datacard FOID/CCL Card Printer (FSB)	\$650,000	1	\$650,000
HP Laser Jet Printer with Extra Envelope Tray (FSB)	\$2,399	3	\$7,1967
Xerox Color Printer W7830 (FSB)	\$14,748	1	\$14,748
Computers/ Laptops (Colonel Office)	\$800	5	\$4,000
Snow Plow Blade for F450 (LOG)	\$7,500	1	\$7,500
Walker Mower- Replace Current (LOG)	\$20,000	1	\$20,000
Color Laser Printer Office Model – Print Shop (LOG)	\$1,000	1	\$1,000
Gator Style Utility Vehicle for CHQ Maintenance Staff (LOG)	\$20,000	1	\$20,000

**Division of Forensic Services**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Scanning Electron Microscope (SEM) / Energy-Dispersive X-ray (EDX)	\$275,000	3	\$825,000
Liquid Chromatograph – Tandem Mass Spectrometer (LCMSMS)	\$200,000	2	\$400,000
Gas Chromatograph – Mass Spectrometer (GC/MS)	\$147,000	4	\$588,000
Maxwell Robots	\$33,310	5	\$166,550
V-Twin System	\$49,500	2	\$99,000

**Division of Internal Investigation**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Computer Voice Stress Analyzer	\$9,995	3	\$29,985
Interview Room Camera Equipment	\$2,500	2	\$5,000
DII Cloud-based Server Subscription	\$50,000	1	\$50,000
Portable Cellbrite	\$10,000	4	\$40,000
Portable Video Cameras and Memory Cards	\$300 / \$30	9 / 18	\$3,240
Color Printers	\$1,500	2	\$3,000

**Division of Patrol**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Squad car cameras and servers	Camera \$5,752 Server \$47,000	558 9	\$3,632,616
Stop Sticks	\$454	250	\$113,615
Mobile Command Vehicle	\$700,000	1	\$700,000

**Division of Criminal Investigation**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Air Frame Platform (LE Equipped)	\$2,000,000	2	\$4,000,000
Cellebrite Investigative/Intel package including multi-user kiosks, 4PC, Analytics, and one year of maintenance and support.	\$487,400	1	\$487,400
Interview Room video recording system	\$5,000	5	\$25,000
Software and equipment for digital extractions	\$17,340	2	\$34,680
Uniforms for Investigations including BDU's, Polo's, L/S Polo's, and Embroidery	\$166	270	\$44,933
SWAT Delivery Vehicle	\$250,000	2	\$500,000

**Division of the Academy and Training**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
Firearms Simulator	\$250,000	3	\$750,000
Turning Target System - Pawnee Range	\$430,000	1	\$430,000
Wrestling Mat	\$30,000	1	\$30,000

**Office of the Statewide 9-1-1 Administrator**

Item	Estimated Cost per Item	Total Needed	Estimated Total Cost
NG9-1-1 Call Handling Equipment for ISP Consolidation Communication Centers	\$250,000	6	\$1.5 million
ISP CCC Mapping Upgrades	\$75,000	6	\$450,000
ISP CCC Furnishings	\$150,000	6	\$900,000
Tower Maintenance	\$5,240	42	\$220,000
Tower Site Maintenance (Generators, etc).	4,750	42	\$199,500

**SECTION 6 – QUARTERLY OUTPUT MEASURES**

<b>DIVISION OF JUSTICE SERVICES</b>				
1. Percentage of Automated Biometric Identification System (ABIS) live scan submissions migrated to the new ABIS landing server.				
Q1: 71.29%	Q2: 76.01%	Q3: 78.08%	Q4: 81.70%	FY20: 81.70%
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
2. Implementation of an Illinois Rap Back subscription and validation process.				
<p><b>Status Update (Q1):</b> The first phase of this project is to enhance CHIRP to be able to deliver revised responses (Rap Back) to our stakeholders. In April the BOI tested the latest CHIRP program and provided DoIT with feedback on outstanding issues remaining. BOI continues to have concerns that CHIRP will not be able to adequately handle the expected volume of revised responses in the future. DoIT is looking into a possible solution. CHRI staff is also performing work on CHIRP in order to be able to use an updated version of Java.</p> <p><b>Status Update (Q2):</b> Progress on this project was impacted by the need to devote IT resources to work on the new ODA server, ERP project launch, and annual auto juvenile expungement mandate. Despite these challenges there was some progress made. The first phase of this project is to enhance CHIRP to be able to deliver revised responses (Rap Back) to our stakeholders. The conversion of Java 6 to Java 8 has a direct effect on implementation of rap back in CHIRP. The Java 8 application conversation has been fully implemented. In addition, the query function concerning revised responses on CHIRP has been completed. Customers will now be able to query by name or date range. CHRI staff are working to move the programming into a version compatible with Java 8. DoIT is working on a project to put a new ODA server option in place. This will require all CHRI and Rap Sheet applications to be converted as compatible with Java 8. This work will have an effect on the applications and programming needed to implement and sustain FBI Rap Back responses. The significance of the effect is unknown at this time. BOI continues to have concerns CHIRP will not be able to adequately handle the expected volume of revised responses in the future. DoIT continues to work on a possible solution.</p> <p><b>Status Update (Q3):</b> FBI rap back project is reliant upon the ability to validate customer interest and post Criminal Activity Applicant (CAAPP) responses on CHIRP. The progress of programming to post CAAPP responses on CHIRP is dependent upon the completion of updating the project code to be compliant with Java 8 application. DoIT resources have been prioritized to address the work on the new ODA server and rap sheet program compatibility with the new server environment. The Appendix 2 documentation required by the FBI should be updated following the implementation of CAAPPs posted on CHIRP and submitted for vetting.</p> <p><b>Status Update (Q4):</b> The Oracle Database Appliance (ODA) project continues to be a priority. The .pdf response issue was corrected which allowed testing to progress. BOI staff, including supervisors of each unit, are testing the Oracle 12c related changes to Criminal History Record Information (CHRI), Circuit Clerk Web Interface (CCWI), Criminal History Record Information Process (CHIRP) and .pdf responses. DoIT’s work in supporting the ODA new database environment is in the testing phase. This work must be completed prior to further</p>				

programming of Criminal Activity Applicant (CAAPP) responses on CHIRP. Following the CAAPP responses on CHIRP implementation, the user validation programming will begin. All FBI required paperwork will need updated to reflect policy and programming implementation.

**3. Number of LEADS inquiry transactions.**

Q1: 25,207,595	Q2: 25,692,398	Q3: 23,305,804	Q4: 16,229,243	FY20: 90,435,040
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

**4. Number of Firearms Owners Identification (FOID) applications processed.**

Q1: 96,620	Q2: 79,825	Q3: 58,598	Q4: 44,835	FY20: 279,878
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

**5. Number of FOID cards revoked.**

Q1: 2,919	Q2: 2,466	Q3: 2,424	Q4: 2,469	FY20: 10,278
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

**6. Number of Concealed Carry License applications processed.**

Q1: 29,125	Q2: 17,542	Q3: 15,795	Q4: 14,055	FY20: 76,517
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

**7. Number of identification inquiries (name- and fingerprint-based) conducted.**

Q1: 313,506	Q2: 259,588	Q3: 248,675	Q4: 162,906	FY20: 984,675
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

**8. Number of court orders to expunge or seal records processed.**

Q1: 8,130	Q2: 6,341	Q3: 3,173	Q4: 2,122	FY20: 19,766
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

**9. Progress toward the completion of Capital Development Board projects completed.**

**Status Update (Q1):**  
New Combined Joliet Facility and Site Acquisition  
New Combined Metro-East Facility  
Joliet Forensic Laboratory Renovation - Orientation was held on May 22, 2019.  
Upgrade HVAC for ISP Academy - Orientation held May 16, 2019.  
Install New Tower and Communications Equipment in Fairfield - No responses to second bid.  
Roof Replacement District 1 Sterling  
ISP Academy Parking Lot and Running Track  
CHQ Parking Lot Lighting Upgrade  
New ISP Training Academy Facility

New Training Facility and Kennel Pawnee

Roof Replacement and Repair Radio Lab Springfield

Roof Replacement and Upgrades to Chicago Laboratory

HVAC Replacements Districts 1, 6, and 16

**Status Update (Q2):**

Joliet Forensic Laboratory Renovation – Architect/Engineer (A/E) presented ISP with time allotment, schedule, and cost. Preliminary projections indicate project is \$1.8 million over budget. Potential cuts are being discussed.

Upgrade HVAC for ISP Academy – A/E is still in the design phase and is expected to continue through May 2020.

Install New Tower and Communications Equipment in Fairfield – A/E is still in the design phase and is expected to continue through May 2020.

District 1 Roof Replacement – Professional Services Agreement (PSA) has been signed and the design and development is due January 10, 2020.

Facility Building Renovation – On FY21 CDB List with a request for a survey to be completed to address Statewide Evidence Vault expansion only.

Metro-East Combined Facility – Logistics sent a draft RFI over to CMS for review. CMS Chief Operating Officer agreed that four acres should be sufficient, dependent on appropriate zoning. Logistics is working with the ISP’s Agency Procurement Officer to finalize the RFI.

Joliet Combined Facility – Based on the feasibility study, it was determined not to proceed with Lincoln Way North property. Currently Legal has drafted a letter the Logistics Bureau will send to the affected parties on the Prairie Bluff IGA, which will notify them of the Department’s intent to survey the land for future build.

CHQ Flag – Added to FY21 CDB List, upon architect approval. CDB will schedule a survey in the future to determine who will handle the project.

CHQ ISP Seal Project – Added to FY21 CDB List, upon architect approval. CDB will schedule a survey in the future to determine who will handle the project.

Academy Parking Lot and Running Track – A/E selected and contract executed. A/E is currently in design phase through March 2020.

CHQ Parking Lot Lighting Upgrade – Orientation meeting is scheduled for January 15, 2020.

**Status Update (Q3): COVID-19 Note:** In regards to the COVID-19 Pandemic CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – CDB has requested Farnsworth to provide estimates for furniture relocation, storage, fencing, security, and sprinkler/fire protection. An updated cost estimate was also requested so CDB programming could review and request additional funding.

Upgrade HVAC for ISP Academy – The complete design is due May 4, 2020, anticipated bid document release is July 2, 2020 and Prime Bid for August 3, 2020. Pre-construction meeting will be scheduled in September 2020.

Install New Tower and Communications Equipment in Fairfield – Approximately half of the design was approved at meeting held on January 15, 2020. Due to change in design the completed design is due in April.

District 1 Roof Replacement – A conference call was held on February 20, 2020. Program Analysis/ Design Development was approved, CDB will be moving forward with completing the design.

Facility Building Renovation – On FY21 CDB List with a request for a survey to be completed to address Statewide Evidence Vault expansion only.

Metro-East Combined Facility – The Agency Procurement Officer (APO) received 36 properties as a result of the “seeking information” document that was posted for potential property sites. These will now be reviewed by the APO.

Joliet Combined Facility – All required documents have been completed and submitted to the IDNR portal to initiate the EcoCAT survey and the Cultural and Historic Review of Property. These typically take 30 days once they begin. The current pandemic may delay the survey and review from beginning.

Academy Parking Lot and Running Track – Walk through with A/E was completed March 3, 2020, to review additional drainage for running track. The completed design is estimated to be ready early to mid April with Bid Document Release April 22, 2020 and Prime Bid May 21, 2020. A Pre-construction meeting will be scheduled in late July or early August 2020.

CHQ Parking Lot Lighting Upgrade – Orientation meeting held on January 15, 2020, with CMS, ISP and CDB. CDB is working on a Professional Service Agreement to send A/E for signature.

**Status Update (Q4): COVID-19 Note:** In regards to the COVID-19 Pandemic CDB has not stopped the Design Phase of any of the projects below, however, they have informed the Architect/Engineer (A/E) firms that reviews will be delayed and firms cannot visit the site for any type of field verifications.

Joliet Forensic Laboratory Renovation – A request was submitted to CDB programming on April 20, 2020, for additional funding to be added to the project. CDB programming approved additional funding to complete scope of work. These funds will not be added to project until bids have been received. The A/E will provide a new schedule once the A/E modification to contract has been completed.

Upgrade HVAC for ISP Academy – A design development meeting was scheduled for Mid-May, however, due to the discovery of asbestos material during a recent site visit by the A/E the meeting was postponed. CDB advised there will be a contract modification to address the asbestos work and other related changes. Once the Abatement project is designed, the HVAC project will move forward with the design process

Install New Tower and Communications Equipment in Fairfield –A Sole Source letter was approved; additional survey work is scheduled to be completed.

District 1 Roof Replacement – A design was submitted to and approved by CDB. A pre-bid walk through was conducted at the beginning of July and bids will open at the end of July.

Facility Building Renovation – On FY21 CDB List with a request for a survey to be completed to address Statewide Evidence Vault expansion only.

Metro-East Combined Facility – The list of properties was provided to the Director’s Office and Lansdowne Zone 1 property was selected. A meeting with CDB and CMS has been scheduled for July 30, 2020 to outline the process in moving forward to acquire the property.

Joliet Combined Facility – The EcoCAT results were reviewed by legal and discussed with CDB. CDB released \$6.5 million for the design. The Director’s Office advised the new Joliet Combined Facility should be utilized for a new Joliet Forensic Laboratory at approximately 65,000 square feet. Additionally, the facility should also be the primary home for the Illinois



State Police District 5 Headquarters (approximately 40,000 Square feet). This plan will incorporate office space for the District, Zone 3 personnel and extra space for administrative personnel. The Director’s Office also selected, if CDB concurs, to proceed with the Design Build option. CDB advised the advertisement was published July 15, 2020 (PSB 268) bulletin. The selection will also go to the October 13, 2020 Board meeting.

Academy Parking Lot and Running Track – During the last week of June the bids were received, and the review process initiated. The review process is expected to take a minimum of 30 days to award the Notice of Intent (NOI). Once the NOI is awarded the A/E can schedule pre-construction meeting.

CHQ Parking Lot Lighting Upgrade – At the end of April, Martin Engineering received approval from the ISP to conduct a walkthrough of the CHQ parking lot to examine the lights and sidewalks. Design submittal is due August 14, 2020.

#### 10. Implementation of the Law Enforcement Agencies Data System (LEADS) 3.0.

**Status Update (Q1):** The Proposal for Network and Disaster Recovery (DR) was sent to CPI, which resulted in a follow up meeting with CPI. CPI has agreed to changes with the proposal and will submit comments by the end of the month. Meanwhile, NLETS advised there isn’t a problem with installing a header for the router at CPI. ISP LEADS contractual workers are working on configuration of agencies, user and devices.

**Status Update (Q2):** This project continues on schedule for an October 2020 implementation. The ISP team continued to test the Missing and Wanted hot files and began Sprint 2 and 3 verification and testing. The ISP team reviewed and provided to CPI problems noted in the vehicle hit responses that are inconsistent with the current LEADS system. CPI is working to correct the issue. The team continues to work on multiple development and implementation/planning aspects of the project.

**Status Update (Q3):** Status Update: The project team is currently assessing the impact of the COVID 19 outbreak on the implementation timeline, including the original deployment date of October 28, 2020. The project team is testing Hot Files and Interfaces, ensuring functionality and data are correct, prior to the wider user acceptance testing and recently focused on FSB communication requirements for application processing. Illinois specific reference materials are being reviewed and adjusted accordingly. The contracted vendor (CPI) is continuing development efforts of message switch, Hot Files, and Interfaces (CHRI, SOS, NCIC, NLETS). CPI has also upgraded user facing products (Configurator 7.2.1 and Desktop 4.0); began implementation of replacement for CHRI monthly log (QCHL); processing rules for title hits (SOS); and image processing. The project team is also preparing organizational information, ensuring accessibility upon cutover.

**Status Update (Q4):** Routers, firewalls, and switches for CPI datacenter have been configured. Installation of ISP and ICN hardware at CPI has been completed. Network has been in touch with FBI/NCIC to work through the active/active connection. The Team has provided FBI all network information required to set up the primary circuit at CPI. Once CPI site is being used as primary NCIC connection, ISP/DoIT will work with NCIC to install new circuit and router for the active standby at CCF. The final configuration will see both NCIC connections (Primary at CPI/Secondary at CCF) set up with automatic failover, and this portion is currently on track. CPI has provided ISP with rack requirements for their Disaster Recovery equipment at CCF. No major buildout should be required, and progress is currently on track. CPI continues to work through connectivity issues with FSB. Regarding FBI unsolicited messages;

coordination with FBI, DoIT, and CPI is underway in order to establish and verify message routing through networks to CPI. DoIT will conduct additional research in order to decide the best route. Regarding Legacy CHF extracts; a portion of Wanted records were incorrect and remain unresolved. Boat file discrepancies were resolved July 8, 2020, and a Caution file date discrepancy was resolved July 7, 2020. Protection Order remedies were missing, but were resolved on July 8, 2020. Gun, License, Missing and Vehicle files were sent to CPI July 6, 2020, for testing. Offender Addresses are currently under review. Historical addresses still need to be generated in text file.

11. Transitioning user agencies from Illinois Uniform Crime Reporting (I-UCR) to the National Incident-Based Reporting System (NIBRS).

**Status Update (Q1):** The NIBRS Repository Award was posted May 16, 2019. After contract is executed work will begin to install, configure, and customize the hosted repository for statewide NIBRS submissions.

**Status Update (Q2):** This project continues on schedule for a late 2020 repository implementation. The project team has made corrections/additions to the technical specifications for electronic submissions as well as provided input on Illinois specific requirements for the repository. Communication is sent weekly to the IACP to help educate their membership on the project.

**Status Update (Q3):** This project continues on schedule for a late 2020 repository implementation. Optimum continues to customize the repository, specifically, confirmation of Illinois specific data fields for direct entry and submissions. The Summary Reporting sunset recommendation and letter was approved by the Director’s Office and disseminated to local agencies. Development of Arrest Related Death and Officer Non-Fatal Shooting forms continues. Also discussions of annual verification process are taking place during bi-weekly project meetings.

**Status Update (Q4):** Test accounts for I-UCR Team were provided. Meanwhile Optimum researched Illinois Sample NIBRS XML (ILCS to Arrest Segment) and have provided their findings to the NIBRS team for review, specifically, the impact of the move from previous schema to most current. The NIBRS team instructed Optimum to update current schema which resulted in a delay in the XML processes. Optimum has been advised of the requirement for migration of agency and all counties (multi-county agency). FBI contacted the Project Team for remote training. The Project Team communicated with FBI that initial/pilot class of 250 was too many. The parties agreed to a class of no more than 50 participants per session. The Project Team reached out and communicated requirements to agencies, which resulted in a positive response. Those who will be the early adopters were provided the first opportunity to sign up for the classes. The pilot class proved to be successful, which resulted in four additional remote training sessions of 250 to be scheduled. The additional sessions are underway, and the schedule is as follows: 1) July 13 – 14; 2) July 16 – 17; 3) July 20 – 21, and; 4) one TBD for September. Webex will be the platform utilized for each training session.

12. Implementation of a Voice over internet Protocol (VoIP) call center phone system for Firearm Services Bureau.

**Status Update (Q1):** Statement of Work has been signed. Waiting on kick-off date from Presidio and Background check forms to be submitted. Projected expected to be six months from kick-off date. Will require coordination with Appriss and JetPay.

**Status Update (Q2):** On October 31, 2019, DOIT Project Manager Cher Clodfelter provided a copy of the signed SER with Presidio. User Acceptance Testing was originally scheduled to begin January 8, 2020 for a total of 10 business days. However, due to a delay in integration, user acceptance testing (UAT) was been moved from January 8 to January 13. Assuming there are no major problems identified in UAT, a go-live date has been tentatively targeted for February 4, 2020. Rewiring of the Call Center has been completed and furniture is scheduled to be delivered on January 20, 2020.

**Status Update (Q3):** Call Center User Acceptance Testing (UAT) began on February 27, 2020, with two hours of tester training for 10 FSB testers to review the testing process and learn how to properly document positive and negative aspects of the VoIP call center solution. A specific issue with payment options was identified and the development teams from both Appriss and Presidio worked together to find the solution. Development and UAT was stopped during the initial stages of COVID-19 in Illinois, which resulted in the postponing the production testing scheduled for March 17, 2020 and the go live date scheduled for March 18, 2020. On April 3, 2020 the Call Takers were issued repurposed IWIN computers and telephones to keep moving forward remotely with UAT. UAT is tentatively scheduled to be completed on April 9, 2020 with IVR to immediately follow. FSB is in the infancy stages of the “go-live” which started on April 13, 2020. Presidio is monitoring remotely.

**Status Update (Q4):** The introductory message for the call center was shortened and updated. The COVID19 message was moved to the “on-hold” queue; the message plays while callers are on hold. Minor verbiage updates were made to various prompts to provide clarity, this will be an ongoing process as issues arise. There are still dropped connections and slowdowns related to internet connectivity, which are handled case by case. There were a variety of issues that occurred with phone connections in the call center in mid-May that limited or prohibited call center activities. These issues were unrelated to the call center or call center/Appriss software, but were resolved. There were a variety of issues identified with the eCheck payment section of the IVR such as checking account numbers smaller than 7 digits were not being accepted, however, this has now been fixed. The phones were down near the end of May as a result of AT&T not forwarding the number correctly. DoIT also identified issues with people calling in from Verizon cell phones and not being able to get through, but they have resolved those issues as well. There were discrepancies between the number of calls handled and the number of calls answered by agents in the CUIC reports. Presidio has now resolved this issue as of June 17, 2020. They claimed the timer was off so callers who may have been on hold for longer than a two hours were not showing up on the “handled” report. On June 18, 2020 there was an issue with Verizon call delivery from AT&T to Verizon. The delivery could not be completed for about 1 hour, which did not allow remote agents the ability to answer calls on their Verizon call center cell phones. Most recently, the IVR summary reports (Dashboard) were intermittently down during the week. Presidio believes there were compatibility issues with Firefox web browsers.

### 13. Progress toward commodity-based services migrated to enterprise support personnel.

**Status Update (Q1):** All active email users have been moved to Outlook. A tool for moving accounts has been installed and is being tested. Migrating archived accounts will be conducted in June. Reference Network Encryption Services, DoIT moved all ISP facilities to ICN Route based encryption known as GetVPN. This move had unintended consequences and was rolled back. Additional testing has been done to resolve issues, a new implementation date of June 30,

2019 has been proposed. Regarding Security Service, DoIT/ISP is working with DoIT Security to have enterprise services manage device security, mobile security and monitoring network. Concerning ERP, information gathering and initial data transfers for testing have been conducted for the migrations of Fiscal, Accounts Receivable and Asset Management have been completed.

**Status Update (Q2):** All active email users have been moved to Outlook. A tool for moving retired or separated accounts has been installed and is being tested. Completion date for the remaining Lotus Notes archives is currently unknown as DoIT is working with ISP Legal office to define and approve a record retention schedule for ISP email accounts prior to Outlook migration. Reference Network Encryption Services, DoIT moved all ISP facilities to ICN router based encryption known as GetVPN in September 2019. Regarding Security Service, DoIT/ISP is working with DoIT Security to have enterprise services manage device security, mobile security and monitoring network. Enterprise Virus protection is installed on 90% of the ISP machines. Testing is beginning on Advanced Malware Protection (AMP) for Endpoints and has been installed on 90% of the ISP machines. The AMP will have the ability to scan files for malware and then contain and remove it once detected. The AMP will also be able to tell where the malware came from, where it has been, and what it has done. Concerning ERP, information gathering and initial data transfers for testing have been conducted for the migrations of Fiscal, Accounts Receivable and Asset Management have been completed.

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**Status Update (Q4):** All active email users have been moved to Outlook. Migration to Office 365 cloud services began in July 2020 and are expected to be completed by the end of August. This will complete the move to enterprise office services. Reference Network Encryption Services, DoIT moved all ISP facilities to ICN router-based encryption known as GetVPN in September 2019. DoIT/ISP is working with DoIT Security to have enterprise services manage device security, mobile security and monitoring network. Domain Controller and NetMotion logs are being sent to DoIT Enterprise security. Enterprise Virus protection is installed on 96% of the ISP machines. Advanced Malware Protection (AMP) for Endpoints and has been installed on 99% of the ISP machines. These percentages include machines that are no longer on the network but are counted in our inventory. AMP will have the ability to scan files for malware and then contain and remove it once detected. ERP was implemented on Jan 1, 2020. Fiscal, Accounts Receivable and Asset Management have all been completed. ISP is

working with DoIT on the initial implementation of the Human Capital Management (HCM) in SAP. This will replace many of the HR systems including payroll and timekeeping. Initial implementation for HCM is Jan 2021.

14. Implementation of Traffic and Criminal Software (TraCS) solution, business intelligence portal, and Mobile Architecture for Communications Handling (MACH) for patrol and investigations.

**Status Update (Q1):** VSIS improved the data exchange between FMCSA, IDOT and ISP to meet functional and technical requirements. Investigative reporting portal enhancements were completed to improve query capabilities and meet investigative reporting demands. The crash reporting updates, which are required to comply with MMUCC reporting guidelines, will be implemented June 1, 2019. Citation and overweight changes will comply with new requirements from the Article 5 committee and AOIC and will be implemented after the effective date of July 1, 2019. TraCS intelligence is ready and DoIT is working with STIC to prepare implementation.

**Status Update (Q2):** In October a new VSIS Vehicle Inspection form with the CVIEW interface was implemented, along with a data exchange of crash data with CARFAX. In November, a new baseline was installed for performance improvements along with the implementation of TLT, the new location tool replacing ILT. This new tool provides an easier end user experience as well as enhanced searching capabilities by address. MACH development and planning for implementation is underway. Once infrastructure tasks are completed, an implementation plan and date can be determined.

**Status Update (Q3):** In the first quarter of the year, a large effort was spent on validating the new VSIS Vehicle Inspection form and completing VSIS transmissions. Citation and overweight citation changes were put in place in response to the COVID-19 pandemic. Development for NIBRS compliance is underway and testing of the new incident reporting and data transmission is planned to start in the second quarter. MACH development and planning for implementation is underway. Infrastructure has been designed and is currently being built to facilitate the system.

**Status Update (Q4):** VSIS Vehicle Inspection is completed. TraCS Reporting Database was implemented in June 2020. This allows for advanced queries in TraCS. In addition, another focus was spent on development for NIBRS. The data transmission development was started, and efforts are underway to finalize and test the changes needed to the incident or field report. MACH development is in process. Implementation date will be set for the third quarter. Business Intelligence tools have been implemented in Forensics. This includes Tableau and Power BI. Efforts to provide BI in TraCS is in development and will complement the advance reporting features of TraCS.

15. Implementation of TraCs solutions for external law enforcement agencies.

**Status Update (Q1):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. The Department is set to pilot MACH at the 2019 State Fair, rollout AVL, messaging and BOT in March 2020, and conduct CAD rollout June 2020. Once the Department is up and running the rollout for external agencies could proceed June/July 2020. Should TraCS for external agencies be required sooner, a project team consisting of nine personnel would be required.

**Status Update (Q2):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. Once these resources are in place, work can begin on the processes and procedures that will be needed to facilitate rollout to external law enforcement agencies, and a possible date to start rollouts can be determined. In addition, the purchase and implementation of the OKTA software for authentication and authorization must be in place before rollouts can begin. A proposal has been submitted to fiscal for review and approval.

**Status Update (Q3):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. Once these resources are in place, processes and procedures need to be established to facilitate the rollout of the system to external law enforcement agencies. DoIT is procuring and implementing an authentication solution called OKTA that will be used to facilitate the authentication of external law enforcement personnel. This must be in place before rollouts can begin.

**Status Update (Q4):** Upon review of current and future projects, DoIT recommends the implementation of TraCS and MACH for external law enforcement agencies to be rolled out at the same time. This will require three additional support staff for system configuration, rollout and support for externals. Once these resources are in place, processes and procedures need to be established to facilitate the rollout of the system to external law enforcement agencies. DoIT has procured and is implementing an authentication solution called OKTA that will be used to facilitate the authentication of external law enforcement personnel. This authentication method is currently being used for the COVID 19 Tracker.

16. Progress toward the development and implementation of a mobile latent print identification system.

**Status Update (Q1):** Efforts on this project have been delayed while work on the landing server transition and MID implementation are conducted.

**Status Update (Q2):** The BOI forwarded mobile latent technology information obtained at the August 2019 NEC conference in Scottsdale, Arizona to Captain Wilham on September 10, 2019. NEC is offering to send out a rep to demo their product. The BOI is attempting to facilitate a meeting between DFS and NEC and is awaiting potential meeting dates from Captain Wilham to offer to NEC for the meeting.

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**Status Update (Q4):** The BOI forwarded mobile latent technology information obtained at the August 2019 NEC conference in Scottsdale, Arizona to Captain Wilham on September 10, 2019. NEC is offering to send out a rep to demo their product. NEC and DFS command had a conference call in June to discuss the viability regarding ABIS integration and the Mobile Latent program NEC has to offer. Issues concerning how the solution would integrate in the LIMS system were raised resulting in the need for further discussions on the matter. DFS has concerns about implementing a new program that is outside of their Crime Pad crime scene program. DFS

and NEC discussed DFS' desire to have their submissions submitted via crime pad to LIMS and from there to ABIS. Porter Lee is in the process of building that compatibility. A time frame for completion is unknown at this time.

**17. Progress toward the development and implementation of a new mobile identification system.**

**Status Update (Q1):** Four devices are currently deployed to conduct system field testing (BOI, D-15, Crime Scene-2). DoIT assisted to identify and resolve a network issue which was causing ongoing connection problems. NEC has developed a patch to address an issue identified with the two-factor authentication (officer's fingerprint) piece. This resolution will be implemented in the next system patch, which is not yet scheduled. System patches require at least a one-hour ABIS outage to implement and are scheduled to ensure numerous issues are resolved at once to minimize ABIS outages. An updated OPS-083, Mobile fingerprint Identification System, has been proposed with the updated ABIS language and is awaiting approval. If field testing continues to be positive, the MID should be ready to deploy on department Windows 10 based MDCs within one to two months.

**18. Progress of SOR meeting the Federal requirements outlined in the Sex Offender Registration and Notification Act (SORNA).**

**Status Update (Q1):** Illinois currently has a 2 tier system, which includes a 10 year registration and life-time registration. SORNA requires a three tier system, which includes a minimum 15 year registration, 25 year registration and life-time registration. Bills have been introduced to make the necessary changes, but have never made it out of committee. There is no legislation currently pending at this time. Currently SOR is progressing towards enhancing the Illinois State Police public website to include an electronic e-mail notification system, which is a guideline set forth by SORNA.

**Status Update (Q2):** Illinois currently has a 2 tier system, which includes a 10 year registration and life-time registration. SORNA requires a three tier system, which includes a minimum 15 year registration, 25 year registration and life-time registration. Bills have been introduced to make the necessary changes, but have never made it out of committee. There is no legislation currently pending at this time. Currently SOR is progressing towards enhancing the Illinois State Police public website to include an electronic e-mail notification system, which is a guideline set forth by SORNA.

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<b>DIVISION OF FORENSIC SERVICES</b>				
<b>19. Number of Biology assignments completed.</b>				
Q1: 4,315	Q2: 3,748	Q3: 3,840	Q4: 3,985	FY20: 15,888
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>20. Number of assignments completed in all other sections.</b>				
Q1: 14,149	Q2: 12,963	Q3: 11,898	Q4: 9,645	FY20: 48,655
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>21. Number of unworked Biology assignments (backlog).</b>				
Q1: 8,015	Q2: 7,711	Q3: 7,009	Q4: 6,093	FY20: 6,093
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>22. Number of unworked assignments (backlog) all other sections.</b>				
Q1: 13,771	Q2: 12,835	Q3: 11,479	Q4: 8,578	FY20: 8,578
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>23. Number of crime scenes processed. – Total</b>				
Q1: 987	Q2: 890	Q3: 804	Q4: 684	FY20: 3,365
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>24. Number of crime scenes processed. – Crimes Against Persons</b>				
Q1: 659	Q2: 613	Q3: 588	Q4: 611	FY20: 2,471
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>25. Number of crime scenes processed. – Property Crimes</b>				
Q1: 328	Q2: 277	Q3: 206	Q4: 73	FY20: 884
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>26. Number of fully trained forensic scientists.</b>				
Q1: 221	Q2: 219	Q3: 221	Q4: 214	FY20: 214
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	



27. Percent of Biology assignments worked within 60 days.				
Q1: 26%	Q2: 36%	Q3: 33%	Q4: 30%	FY20: 29%
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
28. Percent of assignments worked within 30 days (all sections except FB/DNA).				
Q1: 33%	Q2: 39%	Q3: 22%	Q4: 21%	FY20: 32%
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
29. Average age of unworked assignments in Biology assignments.				
Q1: 219 days	Q2: 209	Q3: 206	Q4: 180	FY20: 180
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
30. Average age of unworked assignments in all other sections.				
Q1: 105 days	Q2: 109	Q3: 121	Q4: 116	FY20: 116
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
31. Percent of crimes against persons Crime Scene Services responded to in one hour.				
Q1: N/A	Q2: N/A	Q3: 83.67%	Q4: 80.33%	FY20: 82%
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>DIVISION OF INTERNAL INVESTIGATION</b>				
32. Status of the development of programs for ISP and executive level leadership of state agencies.				
<p><b>Status Update (Q1):</b> Northern Command and Southern Command presented a DII Informative session on 7/25/19 at District Chicago and the ISP Academy. Another session will be presented by Northern Command on 10/25/19 at District Chicago and Southern Command will present one on 10/31/19 at the ISP Academy.</p> <p><b>Status Update (Q2):</b> Daniel from DoIT provided training to Amber, Kerrick, and Acacia. All 3 have the authority to add and update the training. Team put together to create the description for the website. Email sent to team to put together description, title, dates, and locations for upcoming external agency training for OneNet posting. Training description and upcoming dates posted to OneNet 12/23/19. Letters sent to external agencies for notification of upcoming classes 01/09/20. Reminders will be sent 3 weeks before the trainings. Southern Command is scheduled to present on 03/11/20 and 06/17/20 at the ISP Academy.</p> <p><b>Status Update (Q3):</b> Northern Command and Southern Command presented a DII Informative session on March 6, 2020 (NC-15 attendees) and March 11, 2020 (SC-7 attendees).</p> <p><b>Status Update (Q4):</b> Northern Command and Southern Command conducted 12 presentations to outside agencies and 7 presentations to ISP personnel in the 4<sup>th</sup> Quarter. The outside agency trainings covered the function, jurisdiction, and roles of DII in direct relation to state agencies</p>				

in the executive branch of the Office of the Governor. The agencies were made aware of what types of complaints should be reported, what to expect when a complaint is reported, the steps taken during investigation, and possible outcomes. Prevention methods were also provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints. Lastly, agencies were also given contact information for reporting to DII in their respective locations. Both commands have future dates established in 2020 for WebEx training opportunities. DII is working to expand the training to the state facility managers (mid-level and below) during the next fiscal year and determine strategies for the training to be incorporated into state agency orientation courses for new managers.

### 33. Status of creating a DII Dashboard which is readily available for ISP leadership.

**Status Update (Q1):** Jack Matthews has the data and is working on creating the dashboard for us. It will be a culmination of data on cases for a five-year time span. A template should be available as soon as the end of October 2019 for review.

**Status Update (Q2):** Provided drafts of the dashboard with reviews required. Submitted to DII command for review. On November 18th met with Jack Matthews in DII Conference Room. Provided Jack with the external cases spreadsheet. Working on updating the internal cases spreadsheet to remove null values and report MASA and DRB info correctly. Updated spreadsheet sent to Jack on 12/09/19 for updates. Working with the Academy to get class numbers and start dates to add to the dashboard.

**Status Update (Q3):** Dashboard spreadsheet submitted to Jack on January 23, 2020. Jack was out of the office and working on upon his return. Conference call with Jack on 1/27/2020 for updates. Working on adding the cadet class numbers and ages on the dashboard. Update for January should be complete by Friday January 31. Jack working on a shared drive for us to upload monthly updates for Jack to pull. Jack is working on updating the internal/external cases. Meeting scheduled for 2/11 to discuss IOP dashboard. Lt Carter and I met with Jack on 2/13 along with Benaye via call-in. We advised what the IOP dashboard should read and what the dates are. He is updating and should have complete by 2/21. After several delays, received an email from Jack advising he was having issues with his GIS. He had been postponed on working on the DII dashboard but will resume the week of 3/ 9. Jack was advised that we would be sending the February 2020 data as well. We received an update from Jack Matthews on 3/18. He has added the ages and year of service to the internal cases dashboard. He has also added the cadet class info but still needs to program functionality. The External cases dashboard is correct. The Backgrounds dashboard needs some title adjustment for proper viewing and race calculations. The IOP dashboard has not been worked on yet. Jack is waiting for a new link to the IOP data from Lt Carter. Lt. Carter was advised what was needed. On 3/23 jack provided updates and minor changes to the internal cases and backgrounds dashboard. Meeting set with Jack Matthews to provide information regarding SQL issues and data for populating the dashboard.

**Status Update (Q4):** The DII Dashboard link has been shared with the Office of the Director's staff and all Division Colonels. The Dashboard accounts for the following activities from 2016-2020: internal and external cases, background investigations, and Identified Offender Program activities with the latter two also providing a mapping feature. Improvements will continue which will allow for a public-facing dashboard integration and more refined data and statistics in the near future.

<b>34. Number of BIU internal cases opened.</b>				
Q1: 451	Q2: 266	Q3: 182	Q4: 383	FY20: 1,282
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>35. Average time to complete BIU cases.</b>				
Q1: 30 days	Q2: 30 days	Q3: 35.3	Q4: 28.4 days	FY20: 30.9 days
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>36. Number of internal DII cases opened.</b>				
Q1:PC/8,PCR/27	Q2:PC/11,PCR/24	Q3:PC/12,PCR/14	Q4: PC/12,PCR19	FY20:PC43/PCR84
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>37. Average time to complete an internal DII case.</b>				
Q1: 105 days	Q2: 95 days	Q3: 42 days	Q4: 64 days	FY20: 77 days
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>38. Number of external DII cases opened.</b>				
Q1: 16	Q2: 24	Q3: 12	Q4: 25	FY20: 77
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>39. Average time to complete an external DII case.</b>				
Q1:115 days	Q2: 122 days	Q3: N/A (No cases closed this Quarter)	Q4:80	FY20:106
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>40. Number of Office of Identified Offender Program threat assessments handled.</b>				
Q1: 780	Q2: 739	Q3: 726	Q4: 417	FY20: 2,662
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>41. Average time to complete an Identified Offender Program threat assessment.</b>				
Q1: 10 days	Q2: 10 days	Q3: 10 days	Q4: 10 days	FY20: 10 days
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

42. Number of Office of Executive Inspector General referrals of criminal allegations to the DII.				
Q1: 24	Q2: 15	Q3: 27	Q4: 11	FY20: 77
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
43. Status of the development of a portal for citizens to report criminal allegations of state employees, anonymously or otherwise.				
<p><b>Status Update (Q1):</b> DII is actively participating in the new Internet Refresh Project. The project kickoff meeting was recently held on October 10<sup>th</sup>. At this meeting we discussed the goals and objectives of the project, as well as defined all stakeholders and project team members. As we move forward, members will meet a couple times a month in order to monitor the development of the project.</p> <p><b>Status Update (Q2):</b> Updating the DII pages, create online submission form, create email group for receiving online submissions. On November 7, COS Leatherwood and Sgt. Dunn created an online submission form and sent to Cheryl McKnelly for online creation. Emailed names for the email group for DIIComplaintReporting email group. Progress stalled due to lack of resources (human and Apriss).</p> <p><b>Status Update (Q3):</b> The Department of Innovation and Technology is still progressing with this project. DII's requested changes have been submitted.</p> <p><b>Status Update (Q4):</b> DII is actively participating in the new Internet Refresh Project. The Department of Innovation and Technology is still progressing with this project. DII has submitted additional changes to include but not limited to the history of the DII, the Organizational Chart, the Division Seal and photographs. A reporting portal for the public is being added as well as a more descriptive and user friendly page for citizens.</p>				
44. Number of certifications received by DII personnel.				
Q1: 25	Q2: 16	Q3: 46	Q4: 188	FY20: 275
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
45. The number of presentations provided to all agency personnel.				
Q1: 4	Q2: 1	Q3: 13	Q4: 22	FY20: 40
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>DIVISION OF PATROL</b>				
46. Number of arrests for Unlawful Use of a Weapon (UW).				
Q1: 134	Q2: 129	Q3: 112	Q4: 116	FY20: 491
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

<b>47. Number of firearm seizures.</b>				
Q1: 443	Q2: 302	Q3: 303	Q4: 178	FY20: 1,226
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>48. Amount of illegal cash seizures.</b>				
Q1: \$601,816.37	Q2: \$286,769.22	Q3: \$392,517.75	Q4: \$145,405.4	FY20: \$1,426,508.74
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>49. Number of arrests for trafficking of narcotics.</b>				
Q1: 625	Q2: 672	Q3: 598	Q4: 311	FY20: 2,206
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>50. Number of motor carrier safety inspections conducted.</b>				
Q1: 22,337	Q2: 18,960	Q3: 14,226	Q4: 5,194	FY20: 60,717
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>51. Number of enforcement details conducted specific to commercial motor vehicle overweight violations.</b>				
Q1: 466	Q2: 389	Q3: 299	Q4: 108	FY20: 1,262
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>52. Number of DRE evaluations conducted.</b>				
Q1: 17	Q2: 6	Q3: 12	Q4: 9	FY20: 44
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>53. Number of “Fatal Four” citations (DUI, Speed, Seatbelt, Distracted Driving).</b>				
Q1: 33,748	Q2: 34,478	Q3: 24,111	Q4: 13,569	FY20: 105,906
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>54. Number of “Scott’s Law” citations.</b>				
Q1: 855	Q2: 760	Q3: 762	Q4: 226	FY20: 2,603
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

<b>55. Number of Zero Tolerance citations.</b>				
Q1: 11	Q2: 11	Q3: 6	Q4: 3	FY20: 31
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>DIVISION OF CRIMINAL INVESTIGATION</b>				
<b>56. Number of actionable School Violence Tip-line calls received</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>57. Number of violent crime and public integrity cases opened or adopted.</b>				
Q1: *130	Q2: *145	Q3: 203	Q4: 172	FY20: 650
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>58. Number of violent crime and public integrity case arrests</b>				
Q1: *45	Q2: *44	Q3: 55	Q4: 57	FY20: 201
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>59. Number Special Agents who successfully complete advanced homicide investigation training.</b>				
Q1: 0	Q2: 110	Q3: 0	Q4: 0	FY20: 110
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>60. Number of Computer Evidence Recovery Specialists within the Division.</b>				
Q1: 4	Q2: 4	Q3: 5	Q4: 5	FY20: 5
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>61. Number of ICAC cases opened.</b>				
Q1: 13	Q2: 26	Q3: 29	Q4: 19	FY20: 87
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>62. Number of ICAC cases closed.</b>				
Q1: 5	Q2: 3	Q3: 5	Q4: 2	FY20: 15
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

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<b>63. Number of firearm seizures.</b>				
Q1: 265	Q2: 293	Q3: 301	Q4: 178	FY20: 1,037
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>64. Amount of illegal cash seizures.</b>				
Q1: \$603,816	Q2: \$286,769	Q3: \$392,517	Q4: \$145,405	FY20: \$1,428,507
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>65. Number of arrests for trafficking of narcotics.</b>				
Q1: 637	Q2: 582	Q3: 636	Q4: 255	FY20: 2,110
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>66. Number of JTTF cases opened.</b>				
Q1: 9	Q2: 4	Q3: 9	Q4: 10	FY20: 32
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>67. Number of JTTF cases closed.</b>				
Q1: 7	Q2: 6	Q3: 5	Q4: 6	FY20: 24
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>68. Number of MFCB cases opened.</b>				
Q1: 57	Q2: 61	Q3: 38	Q4: 34	FY20: 190
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>69. Number of MFCB cases arrests.</b>				
Q1: 3	Q2: 2	Q3: 4	Q4: 0	FY20: 9
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>70. Number of Air Operations missions flown.</b>				
Q1:52	Q2: 41	Q3: 166	Q4: 585	FY20: 844
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

<b>71. Percent change of SOCOM missions identified as counterterror, homeland security, or investigative assists.</b>				
Q1: +16%	Q2: +21%	Q3: +38%	Q4: -22%	FY20: +16%
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>72. Time required to process a cellphone for forensic analysis.</b>				
Q1: 54% <60 days	Q2: 53% <60 days	Q3: 61%<60 days	Q4: 67% <60 days	FY20:59%<60 days
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>73. Time required to process a computer for forensic analysis.</b>				
Q1: 19% <60 days	Q2: 17% <60 days	Q3:13% <60 days	Q4: 23%<60 days	FY20:18%<60 days
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>74. Clearance rate for homicide investigations utilizing the FBI's definition for clearance.</b>				
Q1: 18.18%	Q2: 26.92%	Q3: 36.36%	Q4: 10.00%	FY20: 22.87%
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>75. FOID details completed.</b>				
Q1: 98	Q2: 36	Q3: 77	Q4: 38	FY20: 249
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>76. Number of people placed into FOID compliance.</b>				
Q1: 188	Q2: 114	Q3: 148	Q4: 112	FY20: 562
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>DIVISION OF THE ACADEMY AND TRAINING</b>				
<b>77. Number of Curricula revised.</b>				
Q1: 21	Q2: 24	Q3: 31	Q4: 12	FY20: 88
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>78. Number of Human Trafficking courses conducted.</b>				
Q1: 0	Q2: 0	Q3: 2	Q4: 2	FY20: 4
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	



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<b>79. Number of Sexual Assault Awareness courses conducted.</b>				
Q1: 1	Q2: 1	Q3: 1	Q4: 2	FY20: 5
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>80. Number of ride-alongs attended by Cadets.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 92	FY20: 92
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>81. Percentage of Cadets retained.</b>				
CC-129	81% (10/09/19)			
CC-130	87% (4/1/20)			
CC-131	92% (4/1/20)			
CC-132				
<b>82. Number of Family Orientation Programs held.</b>				
Q1: 0	Q2: 1	Q3: 1	Q4: 0	FY20: 2
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>83. Number of in-service training courses conducted.</b>				
Q1: 32	Q2: 42	Q3: 5	Q4: 26	FY20: 105
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>84. Number of Promotional Schools conducted.</b>				
Q1: 0	Q2: 1	Q3: 0	Q4: 1	FY20: 2
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>85. Number of leadership training seminars conducted.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>86. Number of instructor led in-service training courses conducted.</b>				
Q1: 7	Q2: 55	Q3: 7	Q4: 25	FY20: 94
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

<b>87. Number of training bulletins published.</b>				
Q1: 2	Q2: 6	Q3: 2	Q4: 6	FY20: 16
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>88. Number of recruitment events conducted or attended.</b>				
Q1: 72	Q2: 67	Q3: 33	Q4: 12	FY20: 184
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>89. Number of applicants in Cadet employment pool.</b>				
Q1: 107	Q2: 180	Q3: 196	Q4: 197	FY20: 484
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>90. Percentage of curricula reviewed and updated as needed.</b>				
Q1: 20%	Q2: 20%	Q3: 80%	Q4: 25%	FY20: 36.25%
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>91. Percentage of curricula reviewed by the Curriculum Review Committee.</b>				
Q1: 3%	Q2: 20%	Q3: 60%	Q4: 10%	FY20: 23.25%
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>92. Number of ARIDE training courses conducted.</b>				
Q1: 0	Q2: 11	Q3: 0	Q4: 0	FY20: 11
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>93. Number of officers attaining ARIDE certification.</b>				
Q1: 0	Q2: 165	Q3: 0	Q4: 0	FY20: 165
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>94. Number of DRE courses conducted.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

<b>95. Number of officers attaining DRE certification.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>96. Number of community outreach events in which ISPA personnel assisted.</b>				
Q1: 1	Q2: 0	Q3: 4	Q4: 0	FY20: 5
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>97. Number of Honor Guard Unit members recruited.</b>				
Q1:0	Q2:0	Q3:0	Q4: 0	FY20: 0
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>OFFICE OF THE STATEWIDE 9-1-1 ADMINISTRATOR</b>				
<b>98. Implementation of an innovative new computer system that replaces WETSA and simplifies 911 information collection and surcharge distribution.</b>				
<p><b>Status Update (Q1):</b> The Department continues to work with DoIT regarding the ERP process. The project lead for WETSA has met with DoIT several times regarding requirements.</p> <p><b>Status Update (Q2):</b> The Department recently transitioned to the new ERP system. Phase I of the WETSA project involved getting the ERP system to communicate with WETSA. If the interaction works without incident, the ISP has requested a February 2020 meeting date to begin Phase II. During this phase, ISP will work with DoIT to begin the replacement of WETSA.</p> <p><b>Status Update (Q3):</b> There continues to be issues with the population of WESTA information into the new ERP format. Once DoIT is able to address these issues and is clear from its COVID-19 related priorities, the rewrite of WETSA should be begin.</p> <p><b>Status Update (Q4):</b> Since the inception of the ERP system, the focus has been resolving interoperability issues which delay the monthly 9-1-1 Surcharge Distributions. These issues continued in May and June as the distribution was delayed approximately three weeks; however, technical and procedural inputs have been adjusted which allowed the most recent March Remit Main Distribution to move as expected. With the upcoming hire of the vacant Admin. Mgr. participating in the re-write, and with stable, timely surcharge distributions, we hope to move forward rapidly with the initial stages of the re-write by FY21Q2.</p>				
<b>99. Number of new vehicle installations completed.</b>				
Q1: 78	Q2: 77	Q3: 119	Q4: 98	FY20: 372 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>100. Number of rifle/shotgun in-car mount installations completed.</b>				
Q1: 1	Q2: 0	Q3:80	Q4: 0	FY20: 81 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

<b>101. Number of push bumper installations completed.</b>				
Q1: 1	Q2: 0	Q3:80	Q4: 0	FY20: 81 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>102. Number of new in-car video installations completed.</b>				
Q1: 42	Q2: 15	Q3:24	Q4: 0	FY20: 81 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>103. Number of mobile and portable radios replaced.</b>				
Q1: 134	Q2: 106	Q3:75	Q4: 3	FY20: 318 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>104. Number of critical radio tower sites where preventative tower maintenance was performed.</b>				
Q1: 2	Q2: 9	Q3: 0	Q4: 6	FY20: 17 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>105. Number of critical radio tower sites where preventative site maintenance was performed.</b>				
Q1:5	Q2: 1 <sup>i</sup>	Q3: 3	Q4: 7	FY20: 16 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>106. Number of intergovernmental agreements reached with other public safety jurisdictions to allow for cross-channel communication.</b>				
Q1: 23	Q2: 4	Q3: 2	Q4: 13	FY20: 42 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>107. Implementation of new computer fleet management system.</b>				
<b>Status Update (Q1):</b> The Department continues to work with CMS on this system.				
<b>Status Update (Q2):</b> This project is on hold with CMS pending SAP ERP future expansion to a possible Fleet system.				
<b>Status Update (Q3):</b> Due to the ongoing response to COVID19 there is no update to this output measure.				
<b>Status Update (Q3):</b> This project is on hold with CMS pending SAP ERP future expansion to a possible Fleet system. Due to the ongoing response to COVID19 there is no update to this output measure.				

<b>108. Number of public safety answering points deploying text to 9-1-1 services.</b>				
Q1: 30	Q2:	Q3:	Q4:	FY20: 36 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>109. Number of trained and certified Local Data Stewards and Data Maintainers.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 15	FY20: 15 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>110. Number of public safety answering points transitioned to geospatial routing.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 3	FY20: 3 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>111. Number of public safety answering points transitioned to statewide ESInet.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>112. Number of ISP Communication Centers established as Secondary Answering Points within the statewide NG911 system.</b>				
Q1: 0	Q2: 0	Q3: 0	Q4: 0	FY20: 0 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>113. Number of Telecommunicators receiving critical incident response and support services training.</b>				
Q1: 3	Q2: 113	Q3: 15	Q4: 105	FY20: 236 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>114. Number of in-service continuing job-based training programs and manuals created.</b>				
Q1: 1	Q2: 6	Q3: 6	Q4: 4	FY20: 17 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	
<b>115. Number of personnel receiving in-service continuing job-based education training.</b>				
Q1: 136	Q2: 181	Q3: 125	Q4: 123	FY20: 565 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

116. Number of personnel participating in career advancement training opportunities.				
Q1: 4	Q2: 13	Q3: 7	Q4: 12	FY20: 36 YTD
Q1:	Q2:	Q3:	Q4:	FY21:
Q1:	Q2:	Q3:	Q4:	FY22:
Q1:	Q2:	Q3:	Q4:	

## **ADDENDUM 1 – ANNUAL DIVISION REPORTS**

The ISP Strategic Plan will be reviewed by the Director’s Office, each Deputy Director, and the Office of Research and Development on an annual basis. Additionally, each division will report progress on a quarterly basis. Addendums to this plan will be added for quarterly-reporting. In addition to the quarterly-reporting, the Divisions will also submit a report to the Director’s Office at the end of each Fiscal Year. The reports will document the progress made toward achieving each of the strategic goals identified by each division. Each division strategic goal will be reported individually and will identify progress made, challenges faced, and plans to meet the goal. The annual Division Progress Reports will also be included as addendums to the ISP Strategic Plan. Future revisions to the ISP Strategic Plan will be made upon approval of the Director’s Office.

**DIVISION OF JUSTICE SERVICES  
ANNUAL REPORT  
FY2020**

**Goal #1: Continuously improve and provide career development opportunities for Division personnel at every level through collaborative efforts.**

Progress

- The Division is working on ensuring training curriculum and mentoring opportunities exist and are utilized for supervisory and non-supervisory positions in order to facilitate job transition and development of personnel.
- The use of temporary assignments (TA) was established to ensure departing supervisors had the opportunity to adequately train new supervisors.
- In order to cultivate their supervisory abilities, qualified personnel were identified and encouraged to attend the Illinois Law Enforcement Training and Standards Board Executive Institute Training.
- Training on Microsoft Teams and Webex were provided by the Division for department personnel to further strengthen knowledge and skillsets within those platforms.

Challenges

- Insufficient personnel resources overall remain a challenge for the Division.
- The remote work environment precipitated by the COVID-19 pandemic has also undesirably impacted areas of the Division's efficiency.

Plans

- The Division is diligently working with the Office of Human Resources to post and fill vacancies
- The Division continues to pursue TAs for supervisory vacancies as well as contractual employees to fill the vacant positions to ensure current personnel are not overwhelmed.
- In addition to identifying training opportunities for DJS personnel, the bureaus coordinate internally and externally, to develop and implement training for all department personnel when new applications are rolled out to the field.
- Examples of this include modifications to
  - TraCS;
  - Timekeeping;
  - Office 365; and
  - FSB FOID Revocation portal.

**Goal #2: Provide high quality administrative and operational customer service and support.**

Progress

- The Division regularly evaluates the level of service and support it offers, which has resulted in the acquisition, or continued support, of applications, systems and procedures



to improve functionality across all areas - collection, maintenance, and dissemination. These include, but are not limited to:

- A new Computerized Criminal History application;
- Firearms Services Bureau Call Center;
- A modern Learning Management System; and
- continued support for LEADS, and TraCS.

### Challenges

- The remote work environment precipitated by the COVID-19 pandemic has undesirably impacted areas of the Division's efficiency leading to multiple backlogs in the Firearms Services Bureau and a decrease in productivity within the Bureau of Identification.

### Plans

- The implementation of the return to work plan should assist in progressing towards eliminating the backlogs obtained during the pandemic.
- Mach, the replacement for CAD, will provide the Department with additional functionality and integration with the Department's record management system, TraCS. These platforms utilize cloud-based technologies in order to appropriately scale to meet the needs of the Department.
- Authentication will be moving towards an enterprise solution that was procured by the DoIT security team, which will provide the Department the ability to offer services to local law enforcement and criminal justice agencies through a common authentication and authorization tool.
  - This allows local entities to provision their staff and facilitate the use of criminal justice resources.
  - The Division's mission of providing accurate, complete, and reliable/credible information in a timely manner continues to be greatly enhanced.

**Goal #3: Solve complex challenges in the Department through innovative solutions and problem solving while maintaining the integrity and security of the systems and the stored data.**

### Progress

- The Division seeks innovative solutions through data analysis, evaluation of other solutions in the Department/State, and participates in DoIT's governance process, which allows the Department to learn from, or take advantage of the experience of other agency's implementations.
- DoIT leadership meets every morning to collaborate on issues and allows for the exchange of ideas across the State.
- The Division has partnered with multiple entities to:
  - create and implement a Call Center in FSB;
  - ensure proper expungement of minor cannabis offenses;
  - construct and implement LEADS 3.0; and
  - transition to NIBRS.

- ISP DoIT integrates with the Security Operations Center and collaborates on security related issues to resolve immediate threats and provide solid industry standard solutions to meet the needs of the Department.
  - Implementation of the enterprise virus protection on devices
  - Installation of the Advanced Malware Protection product to report on potential threats within the ISP environment.

### Challenges

- LEADS 3.0 Dependencies prior to go-live
  - ODA – CCH (Computerized Criminal History) application moved to new hardware; LEADS 3.0 team must retest all CHRI queries.
  - Network Modernization Project.
  - Appriss connectivity to CPI (via new network configuration).
  - Department of Natural Resources data source connectivity for boat/snowmobile registration.
  - Sex Offender workflow modernization, administrative features for statewide SOR Program.
- Transition to NIBRS
  - Getting agencies to submit data via three protocol options.
  - Minor XML specification changes due to discovered error and omissions.
- Staffing shortages have impacted support/maintenance, new project development and project management.
- Funding for lifecycle of ISP PC replacements (FLIP) and additional infrastructure.
- Improvement of existing VoIP call center solution to increase functionality and improve responsiveness.
- Improvement to Firearm Transactions, Licenses and Regulation Enterprise Software (FLARES) to assist with application processing, customer service, and management.
- Enhance availability and accuracy of statistical information within the Firearms Services Bureau to facilitate resource management and project improvement.

### Plans

- ISP is scheduled to kick-off Criminal History System replacement on August 12, 2020, with contracted partner MTG, LLC.
- BOI and DoIT are collaborating on automating processes to comply with recent expungement law changes.
- DoIT and ISP will use the Project and Portfolio Management tool to manage Proposals and Projects. The implementation of an Agency Proposal Review Committee (APRC) with Director's Office, CFO, APO and CIO representation will ensure that proposals and projects are aligned with the Department's strategic goals. This will provide an executive view of all IT projects within ISP and will facilitate the effective use of resources across the Department and the State.
- ISP/DoIT continues to move items off the mainframe to eventually decommission the environment. LEADS 3.0 and the statewide Human Capital Management (HCM) implementation will be two critical projects to enable ISP to decommission the

mainframe. This decommission will allow IT to reinvest approximately 2 million dollars to keep the ISP IT infrastructure and services modernized.

- ISP/DoIT will continue to replace users computing devices (Desktops, laptops, IWIN, Phones) on an annual basis or as funds are made available to ensure that ISP staff have a computing platform that is capable of meeting today's security and processing requirements.
- Investment in cloud technologies will enable ISP to move more efficiently and standup infrastructure to support services required by the ISP.
- Execute Phase II of the VoIP call center solution to increase functionality and statistical reporting capabilities
- Engage Appriss in continuous improvement projects to expand FLARES functionality and address programming issues
- Assist Appriss with significant infrastructure upgrades by completing VMware migration
- Implement collaborative solutions developed through the Lean Six Sigma review of FOID processing

**Goal #4: Leverage technology and resources to refine and improve everyday workflow and processes.**

Progress

- The Division continuously integrates technologies to improve day-to-day operations within the Department while ensuring all critical systems are adequately protected and efficiently updated with all changes in law and technology.
- Technologies implemented during FY2020 include the following:
  - Sworn timekeeping system,
  - FSB Call Center,
  - Mach,
  - LEADS 3.0,
  - Office 365, and
  - Microsoft Teams

Challenges

- Aging devices and platforms
- Diverse technology platforms
- Insufficient personnel resources

Plans

- Implement a new Portfolio and Project Management tool/methodology for the State Agencies in early FY2021, which will allow personnel to propose projects, prioritize, staff and move proposals to a project status.
- Integrate several aspects of the Agency to have a complete picture of proposals and projects.

- Bring governance and subject matter experts to address the specific needs of a project, while standardizing efforts across the Department and the state.
- Continue to identify critical vacant positions and work with the office of Human Resources to post/fill positions with full-time personnel
- Utilize contractual personnel to assist in alleviating personnel resource issues.
- Identify aging equipment and secure sufficient funding to procure equipment to allow the Division to progress with improving technology for the Department.

**Goal #5: Continuously improve communication within the Division as well as with local law enforcement agencies and States Attorneys.**

Progress

- The Division instituted monthly Command meetings and weekly updates to improve communication within the Division.
- Microsoft Teams and Webex meetings were also utilized to rapidly disseminate and update critical documentation as needed.
- The Division also strengthened communication with outside law enforcement agencies through conducting NIBRS training, which involved question and answer sessions.
- The FSB command and the enforcement section have been working closely with the Public Information Office, Governmental Affairs, local law enforcement agencies, and States Attorneys to disseminate educational FSB information as well as identify and obtain revoked FOID cards.

Challenges

- Insufficient personnel resources

Plans

- Diligently work with the Office of Finance and Office of Human Resources to ensure personnel are in place to assist with achieving the Division's overall mission.
- Implementation of MACH, LEADS 3.0, Portfolio and Project Management tool, and NIBRS FY2021.

**DIVISION OF FORENSIC SERVICES  
ANNUAL REPORT  
FY2020**

**Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

**a. Increase forensic scientist staffing to 320 (minimum) statewide.**

Progress

- In December 2018, the Forensic Sciences Command (FSC) hired 24 Forensic Scientist Trainees (FSTs) in the disciplines of Biology, Toxicology, Firearms and Latent Prints. To date, five have been released from training (four in Toxicology and one in Firearms) and four have resigned or failed to progress successfully through the program. The remaining 15 FSTs are due to be released from training no later than December 2020.
- In October 2019, the FSC hired an experienced Forensic Scientist III in Latent Prints who is scheduled to be released to full independent casework in August 2020.
- In March 2020, an additional 24 FSTs were hired in the disciplines of Drug Chemistry (6), Biology (8), Latent Prints (6), and Toxicology (4). All 24 have been successful in their training programs to date.
- In June 2020, the FSC was granted a hiring freeze exemption to hire ten experienced Forensic Scientist III's in Drug Chemistry (FAST TRACK HIRING). The process is underway to post and advertise these vacancies to add additional staffing to the laboratory system.
- FSC has implemented "self-paced" training for Pattern Evidence Disciplines to allow for FSTs to work more efficiently and independently through comparison exercises. This has resulted in a reduction of training time for FSTs who are able to master the material at a faster pace.
- The FSC has updated an informational brochure entitled "Choose a Forensic Science Career" (ISP 6-675) to aid in recruiting efforts.
- FSC has coordinated with the Office of Human Resources and Central Management Services (CMS) to gain approval to expand the FST candidate pool from in-state only to hiring of out-of-state qualified candidates.

Challenges

- Due to extensive FST hiring initiatives during the last few years, FSC has seen a decrease in the in-state pool of qualified candidates. The ability to draw from a diverse pool of both in-state and out-of-state qualified candidates should enhance the ability of ISP to attract well-qualified applicants to fill FST positions and decrease the number of applicants who do not successfully complete the training program(s).

- Training for all those in a training program has slowed since March 2020 due to the COVID-19 pandemic and the space limitations created by social distancing requirements. Not all FSTs can report to the work site at the same time.
- The need to adapt to COVID-19 restrictions has caused FSC to convert, where feasible, to e-learning. Additionally, it has created a need to identify and adapt software programs to effectively accomplish training.
- The COVID-19 pandemic has limited the ability to conduct on-site recruitment at college and university job fairs, etc.

### Plans

- Continue to adapt the training programs to advance training in the current COVID-19 pandemic environment.
- Complete the hiring of ten experienced Forensic Scientists for Drug Chemistry (FAST TRACK HIRING).
- Continue to articulate measurable justifications for needed Forensic Scientist staffing to achieve full staffing levels in all disciplines (FS maximum staffing headcount of 320).
- Explore options with ISP Recruiting for better use of social media outlets in recruitment efforts.
- Participate in EXPLO Chicago (on-line program) as a recruitment/training project.
- Increase diversity in hiring by recruiting at colleges and universities with larger minority enrollment.

### **Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

#### **b. Fill support staff vacancies to maximize the efficacy of Forensic Scientist staff.**

### Progress

- DFS successfully participated in a new streamlined hiring pilot process for the filling of the Senior Public Service Administrator (Commander) vacancy.
- DFS hired a 25 support positions to include the following titles at various locations throughout the Division and Commands:
  - (1) Assistant Laboratory Director
  - (3) Training Coordinator
  - (2) Group Supervisor
  - (6) Evidence Technician
  - (1) Stationary Engineer
  - (3) Building and Grounds Laborer
  - (2) Executive II
  - (1) Administrative Assistant
  - (1) Office Specialist

- (3) Office Coordinator
- (1) Office Associate
- (1) Account Tech II

### Challenges

- Identifying qualified and interested candidates continues to be challenging in various locations throughout the state.
- Obtaining candidate names following the closing of a posted position can create delays in the hiring process, especially with the current COVID-19 pandemic.
- The length of time the background investigations take often delays hiring for several months beyond the delays in the initial hiring/interview process.

### Plans

- DFS is continuing to evaluate vacancies and position requirements/needs to ensure positions are filled using the appropriate title and level for the duties to be performed.
- Once the hiring freeze is lifted, FSC plans to continue hiring support staff for the labs.

### **Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

- c. Implement high-throughput robotics to maximize the automation of portions of the analytical process where possible, with a primary focus on biology casework.**

### Progress

- Three FSC laboratory sites, Springfield, Joliet, and Chicago have successfully implemented one or more high-throughput robotic instruments (Tecans). Springfield and Joliet Forensic sites have one and the Chicago site has three.
- In November 2019, the validation of the Tecan instrument was completed and approved by the DNA technical leaders for all three laboratory sites.
- The Validation Team ran the first case samples on the robotic system in late November of 2019 in order to begin the development of workflows and procedures for both non-semen and semen case types.
- In November and December of 2019, Forensic Scientists from each of the three laboratory sites were successfully trained on the use of the robotics system technology.
- The full implementation of the high-throughput robotic instruments (Tecans) for non-semen casework was implemented in February 2020.
- The full implementation of the high-throughput robotic instruments (Tecans) for semen casework was implemented in May 2020.
- In June 2020, Forensic Scientists at laboratory sites without Tecans received training to allow them to prep case samples for transfer to a laboratory site with a robotics system for analysis.

- The new LIMS system has now been utilized to successfully conduct analysis of robotics case data generated at an off-site laboratory to improve efficiency in overall DNA case analysis.

### Challenges

- As with any newly implemented instrumentation, Forensic Scientists needed time to familiarize themselves with the instrument and develop efficient workflow processes, which slowed the progress with the implementation of these robots.
- During the beginning phase of the implementation, instrument failures requiring external service repair calls impacted the robot in Joliet and all three robots in Chicago.
- Although the FSC and ISP fiscal staff worked diligently to procure a service and preventative maintenance agreement with a vendor, the selected vendor withdrew its services, and the contract was terminated resulting in the need to re-bid the contract. The process of rebidding in FY21 has been started.
- Instrument repairs and the lack of a service agreement continue to result in casework delays, particularly in Chicago and Joliet. FSC is working diligently to get these instruments repaired as needed while in the process of procuring a new preventative maintenance and service contract with a vendor that can fulfill the needs of the laboratory system.

### Plans

- Utilizing the Tecan Manager's Efficiency Group and the Tecan Users Group, the ISP will continue to explore ways to develop more efficient workflows using high throughput robotics technology to reduce the backlog in the Biology section.
- Additionally, now that the new LIMS system has been utilized to successfully conduct analysis of robotics case data generated at an off-site laboratory, FSC will continue to explore additional opportunities to improve these types of efficiencies in overall DNA case analysis.

### **Goal #1: Increase capacity to complete case assignments in all sections, in all laboratories.**

#### **d. Ensure adequate CSI staffing to meet requests for scene processing.**

### Progress

- The CSSC posted and filled seven CSI positions in 2019.

### Challenges

- During Calendar- Years 2013 through 2015, the number of fully trained CSIs in the CSSC averaged 36. Between calendar years 2016 and 2018, the average number of fully trained CSIs decreased to 30.



- During this same period, the CSSC saw an increase in crimes against persons cases, average number of cases per CSI and the occurrence of CSIs working 16 or more hours within a 24-hour period. During 2018 and into early 2019, CSSC saw a significant increase of outbound voluntary transfer requests and an associated increase in the number of CSIs in the Field Training program.
- The demands placed on officers within this command are high; however, the personal rewards and contributions to criminal investigations are great. CSSC has a significant amount of unscheduled overtime and an extensive field training program. In addition, inadequate staffing has led to increased overtime related to travel time to a scene, agency disregards due to this extended response time, and the CSIs often working an increased number of hours beyond their regular shift.

### Plans

- There is a fine balance between working efficiently and quality of life for the officers. CSSC will make a concerted effort to increase case numbers in order to allow each region to support eight CSIs, thus, decreasing response times and overtime associated with travel. Eight CSIs per region will also decrease the number of days a CSI has to be available and/or on call.

### **Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- a. Achieve an average TAT of 60 days in the Biology section, and 30 days in all other sections.**

### Progress

- As of the June 30, 2020, 33 percent of the cases in the Biology section are being completed in 60 days or less, and there has been a 31 percent overall decrease in the Biology backlog during FY2020.
- Overall, for all other sections combined, on average, 28 percent of all cases are completed in 30 days or less. As of June 30, 2020, comparing the TAT for June 2019 to TAT for June 30, 2020, Firearms, Latent Prints, Footwear/Tiretrack, and Toxicology have all shown a decrease in TAT. Only Drug chemistry and Trace Chemistry have increased by 31 percent and 55 percent, respectively.

### Challenges

- All sections will continue to be impacted by the COVID-19 pandemic throughout the coming months and potentially year(s).
- In the Biology Section, due to the large number of cases on the backlog, the ability to achieve a 60-day TAT is a work in progress as the FSC continues to prioritize and balance

cases based on their age, the type of offense (CSA, Homicide, etc.), staffing levels, automation, and outsourcing initiatives. Progress has been made in this area and will continue to be a high priority during FY2021.

- In Drug Chemistry, staffing levels have been declining and emerging drugs of abuse have resulted in an increase in the backlog and TAT; however, the recent hiring of six trainees and the anticipated hiring of ten FAST TRACK Drug Chemists should help address the challenge.
- In Trace Chemistry, the lack of instrumentation to work gunshot residue cases in a timely fashion is the primary cause of the increase in backlog and TAT; however, a recent purchase of four (4) new SEMS is anticipated to significantly reduce the backlog in the first half of FY2021.

### Plans

- In the Biology section, we will continue to identify improved work flows and efficiencies to maximize the use of robotics in the analysis of Biology cases utilizing the newly created Tecan Management Efficiency Group as well as the Tecan User Group. These two groups will independently meet a minimum of once a month to facilitate opportunities for discussion on improved practices and work flows for the analysis and management of Biology casework.
- In the Drug Chemistry section, we will ensure the completion of training of the newly hired FSTs in Drug Chemistry and proceed with the hiring of ten FAST TRACK Drug Chemists.
- In the Trace Chemistry section, complete the installation and validation of the four (4) newly purchased SEMs, targeting at least two of them to be used to analyze the oldest GSR cases.
- For Drug Chemistry, Trace Chemistry, and the Toxicology sections, continue with the purchase, installation and validation of new equipment being purchased off the UPP Contract to increase the overall efficiency of casework at all laboratories.
- For Firearms, Latent Prints, and Footwear/Tiretrack, continue with current work flows that have been clearly successful in reducing the overall backlogs in these sections.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- b. Ensure all user agencies are aware of rush analysis request protocol, and that it is used effectively to meet time-sensitive investigative/identification needs and court deadlines.**

### Progress

- The Forensic Science Center at Chicago and the Joliet Forensic Science Laboratory continue to utilize a rush case protocol for handling law enforcement agency requests for

expedited rush analysis of evidence when a suspect is being held in-custody (usually 48 hours) pending criminal charges by the State's Attorney's Office (Cook County).

### Challenges

- A statewide rush-case-protocol for in-custody holds has yet to be fully implemented and will require the education and cooperation from LEAs and SAOs statewide.

### Plans

- A plan to roll-out a statewide rush-case-protocol will be developed during FY2021.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- c. Develop strategies for select case assignment types to address specific needs within the criminal justice community (e.g., 48-hour NIBIN entry, expedited entry of DNA profiles into the Combined DNA Index System (CODIS), etc.).**

### Progress

- In early 2020, both the Forensic Science Center at Chicago and the Joliet Forensic Science Laboratory were entering firearms submitted solely for IBIS and Cartridge Case only cases within two business days. The Metro-East Laboratory was able to enter firearms submitted solely for IBIS within two business days and is making significant progress towards having all Cartridge Case only cases entered within two business days.
- In late 2019 the FSC implemented Rapid DNA analysis for the processing of known standards (submitted in compliance of 55 ILCS 5/3-3013 and 20 ILCS 2630/9.5 which requires that a coroner or medical examiner to collect DNA from deceased victims under specific circumstances) for direct entry from the Rapid DNA instrument to CODIS.

### Challenges

- The pandemic resulted in a setback in the ability of the laboratories to complete NIBIN entries within two business days; however, it is anticipated the Chicago and Joliet sites will be back to meeting the goal before the end of the calendar-year.
- The COVID-19 pandemic initially stopped sample submissions due to a limited case acceptance policy at the laboratory.

### Plans

- The ability of the Metro-East Laboratory to achieve a two-business-day TAT will be monitored for continued progress in achieving the goal. If necessary, additional strategies will be developed to meet the goal.

- The Biology section at the Chicago Laboratory will continue to work standards using the Rapid Instrument and entering them into CODIS. Should the use of the technology expand to other sample types and become more cost effective, the instrument will be evaluated for implementation at additional laboratories in the state.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- d. Implement Rapid DNA technology. This includes developing workflow and procedures within the laboratory system and supporting statewide preparedness to adopt FBI standards and procedures as applicable.**

Progress

- The Forensic Sciences Command successfully procured and validated a Rapid DNA Instrument in late 2019.
- Training of DNA staff was completed in early 2020.
- A pilot project to utilize the instrument to analyze DNA swabs from known persons (standards) was initiated in February 2020.
- As of June 30, 2020, the Forensic Science Center at Chicago had successfully utilized the Rapid DNA Instrument to develop DNA profiles on 153 samples.

Challenges

- Instrument repairs in May delayed the use of the instrument for approximately three weeks.
- The overall first-time success rate for samples on the current instrument is only 65.5 percent.
- The ability of the laboratory system to expand the use of Rapid DNA Technology is dependent on the FBI adopting standards allowing for the expanded use of the technology.

Plans

- Should the FBI expand the approval for the use of the Rapid DNA Instrument to analyze forensic DNA evidence, the FSC will evaluate the updated technology and procedures for implementation within the laboratory system.
- In addition, as noted in the article: “Rapid DNA for crime scene use: Enhancements and data needed to consider use on forensic evidence for State and National DNA Databasing- An agreed position statement by ENFSI, SWGDAM and the Rapid DNA Crime Scene Technology Task Group” (Forensic Science International: Genetics, Vol. 48, September 2020), there are 5 major areas that must be addressed before the Rapid DNA instruments can even be tested or considered for forensic evidence samples. Therefore, the ISP will continue to monitor the progress of Rapid DNA for use on forensic evidence samples.

**Goal #2: Decrease the turn-around-time in all sections to quickly provide results of forensic analysis in support of the criminal justice process.**

- e. **Respond to requests to process crime scenes involving crimes against persons (CAP) within an hour.**

#### Progress

- Crimes against persons (CAP) greatly impact the communities we serve. A timely response is needed to reduce the potential for evidence loss and provide timely evidence collection to law enforcement agencies. While the percentage of CAP responses dropped by 9 percent from 2018 to June 30, 2020, we have seen a recent increase in percentages following the release of our newest CSIs from field training.

#### Challenges

- CSSC has been gathering statistical data on CAP responses in under an hour for several years. We strive to establish work locations throughout Illinois to allow for a timely response. Meeting this goal is very dependent on the number of officers who apply for an opening in the Command. Unfortunately, it is also difficult to have CSIs equally distributed throughout the Regions.

#### Plans

- In addition to tracking response times to locations, CSSC also tracks the location where those calls originate. This allows CSSC to determine the most suitable geographical location for future CSI offices.
- There are plans to add an office to the Decatur area in 2021.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- a. **Reduce the average age of unworked case assignments by targeting the oldest assignments.**

#### Progress

- The FSC has made significant progress in reducing the average age of unworked assignments in Biology from 245 days in June 2019 down to 180 days in June 2020.
- In the first 6 months of 2020, the Biology section successfully targeted and reduced the number of case assignments greater than one year old by 66 percent.
- The average age of unworked assignments in FA/TM, FW/TT, Latent Prints, and Toxicology all declined between June 2019 and June 2020.
- Drug Chemistry and Trace Chemistry both saw an increase in the average age of unworked assignments; however, it is anticipated the average age in both sections will readily decline

in FY2021 with the implementation of new equipment in both sections and the addition of six new FSTs in Drug Chemistry and the hiring of ten FAST TRACK Drug Chemists.

### Challenges

- The Biology section will need to continue to balance requests for rush cases, court dates, legislative mandates and the need for additional personnel in a COVID-19 environment.
- All sections will continue to develop contingencies for addressing court requests and agency needs in a COVID-19 pandemic environment.

### Plans

- All sections will utilize the LIMS system to prioritize case assignments based on the age of the case, legislative mandates, LEA rush requests and other targets identified by the section to aid in backlog reduction initiatives.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- b. Ensure scientists and CSIs are aware when their work produces tangible results in the criminal justice system. Improve morale and Esprit de corps by reinforcing the connection to public safety and recognizing the contributions of all employees.**

### Progress

- In December 2018, CSSC implemented new field documentation and case reporting systems; CrimePad and the Laboratory Information Management System (LIMS). This allowed CSSC to document crime scenes in real time and in digital form, thus, eliminating the need for paper documentation. CrimePad and LIMS continue to evolve to meet the operational and administrative needs of CSSC.
- Additionally, laboratory site visits from division staff in FY2019 and early FY2020 improved overall communications with laboratory staff.

### Challenges

- These reporting systems required CSSC to establish new statistical reports. The new systems gather statistical data in a manner that is different than the previous system. Since the data is not counted in the same manner, it can be difficult to compare some current statistics with previous ones.
- The COVID-19 pandemic has temporarily suspended laboratory site visits.

### Plans

- To ensure all case documentation is completed in a timely manner, reports are tracked from the day a case is generated in CrimePad to the day it is approved in LIMS. In

addition, a report is currently being developed that will ensure tangible results are monitored and reported directly to the CSI and Field Supervisor. Thus, allowing CSSC personnel to better understand the impact they are making in the communities they serve.

- Laboratory site visits by division staff will resume as circumstances permit.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- c. Establish consistent mechanisms for communication with law enforcement agencies, prosecutors, and other stakeholders within each laboratory's service area.**

#### Progress

- DFS implemented a new Laboratory Information System (LIMS) in December of 2018 which included a Prelog component allowing user agencies to enter or "log" their evidence descriptions prior to submission to a laboratory.
- Throughout the rest of FY2019 and FY2020, FSC continued to develop and expand the capabilities of the system to ensure consistent services and polices statewide.
- To assist the law enforcement agencies and prosecutors, separate written User Guides are available on Prelog. In addition to the written instructions, a training video is also available.
- Automated e-mails are used to notify stakeholders when reports are released, when statutorily required "Consistent Profile" reports are issued, and when Permission to Consume is required for DNA. Prelog also tracks who accessed the reports.
- Since the system has e-mail addresses for the Agency Executive and Prelog Administrators, a crystal report is now available allowing each Laboratory Director to filter the list by agency or county to create a mailing list as needed.
- The paperless system has increased the ability of stakeholders to access case records and has created a mechanism for automated communications between the laboratory system and its user agencies.

#### Challenges

- Not all SAOs have registered for Prelog.
- Prelog currently allows import from Porter Lee's Evidence Management System, ISP EVM, and Chicago Police Department's eTrack. Prelog does not allow imports from other systems.

#### Plans

- Work directly with the SAOs that have not registered for Prelog and assist them through their challenges.

- Work to ensure Porter Lee provides a NIEM compliant interface that can be used by any agency with any software.
- Host two levels of a User Agency Symposium targeting the Senior Executives for the first symposium series and Active Users of laboratory services for the second symposium series. The two levels would be designed to enhance LEA understanding of laboratory resources, limitations, and requirements for evidence submission while improving communications between the Forensic Sciences Command laboratory staff and the agencies they serve.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- d. Enhance the sharing of data throughout the criminal justice community by linking forensic case results to other criminal history databases.**

#### Progress

- At this time, no initiatives have been started to address this objective.

#### Challenges

- Need to identify opportunities for sharing/linking of information.

#### Plans

- In FY2021, form a committee to discuss potential data sharing opportunities.

**Goal #3: Manage forensic backlogs to efficiently use ISP resources and ensure all case assignments are prioritized and completed in a timely manner.**

- e. Publicize achievements by contributing articles to forensic journals relating to efficiencies and best practices implemented within the ISP laboratory system.**

#### Progress

- The Biology section successfully implemented a Direct-to-DNA procedure which was highlighted in a presentation by Springfield Forensic Laboratory staff at the Promega Technology Tour Seminar Series in October 2019.
- The FSC has successfully implemented a number of new initiatives in the last few years to include, a new LIMS system, Rapid DNA Technology, and a Tecan based robotics system for DNA analysis which will be evaluated for potential publication and or presentations.
- Additionally, numerous projects are underway to include expansion of SEM equipment in Trace Chemistry for the analysis of Gun Shot Residue cases and the purchase of new equipment for Drug Chemistry and Toxicology. These initiatives along with others will be reviewed in the coming fiscal year, and opportunities for publications will be considered and encouraged.



Challenges

- A limited R&D staff makes it necessary to utilize case working scientific staff to prepare materials for submission to forensic journals.

Plans

- As time allows, the Training and Applications Laboratory Director will seek to identify successful projects worthy of publication and mentor staff in the preparation of materials for publications in FY2021.

**DIVISION OF INTERNAL INVESTIGATION  
ANNUAL REPORT  
FY2020**

**Goal #1: Promote accountability and communication through educational workshops for the leadership of the Illinois State Police (ISP) and executive leadership of other state agencies to explain DII's role and the investigative process.**

- a. Develop and implement a curriculum and program designed to assist agency leaders and managers to better understand the investigative processes, timelines, expectations and potential outcomes.**

Progress

- The DII has completed multiple training sessions this past year in an effort to assist with education and information sharing with several state of Illinois agencies on the role of the Division.
  - To increase compliance in reporting and reduce resistance during alleged criminal allegations, DII leadership provided agencies with an overview of the division and its statutory obligations, as well as pertinent policies and procedures.
  - The training covered the function, jurisdiction, and roles of DII in direct relation to state agencies in the executive branch of the Office of the Governor.
  - The agencies were made aware of what types of complaints should be reported and timeliness concerns, what to expect when a complaint is reported, the steps taken during investigation, and possible outcomes.
  - Prevention and proactive methods were also provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints.
- Agencies were provided with contact information for reporting to DII in their respective locations.
- This same concept has been applied to internal training at a variety of ISP work units, specifically in the Division of Patrol and Division of Criminal Investigations.
- The Department of Innovation and Technology (DoIt) has been instrumental in providing DII with access to OneNet, which has enabled DII with the ability to communicate and share upcoming training to all state agencies.

Challenges

- The COVID-19 pandemic has made in-person training with external agencies difficult.
- Though DII would prefer to conduct training at each facility, WebEx has been the tool for continuing this training.

Plans

- DII will continue conducting these trainings on a regular basis via WebEx until the COVID-19 pandemic has subsided.
- DII will continue to educate state agencies and ISP work units of the DII processes.

- Leverage DII Dashboard data to enhance statistical data sharing with state of Illinois stakeholders to identify criminal incident trends and significantly reduce occurrences of misconduct.

**Goal #2: Promote the transparency of investigative outcomes.**

**a. Provide a DII dashboard to share real-time information with ISP Leadership.**

Progress

- An information packed Dashboard has been shared and is available for ISP Leadership.

Challenges

- The main challenge throughout the reporting period has been for the project to remain a priority for DoIT as they have the responsibility to create and maintain the dashboards.
  - As we work through concerns and creating the dashboard, other Department initiatives have taken priority which has caused many delays in fully executing this initiative.
  - DII's current data management system is outdated and no longer supported.
    - It is difficult to port the data over and requires cumbersome, time consuming, manual spreadsheets being built until DII is able to secure a Records Management System (RMS) that will allow for portability and query access.

Plans

- Continue working with DoIT to pull data from the Internal Dashboard and obtain a new RMS with a robust query and reporting module with advanced and reliable technology.

**Goal #2: Promote the transparency of investigative outcomes.**

**b. Compile and post statistical data regarding sustained administrative findings on the ISP public website.**

Progress

- DII management is working with DoIT to create a public facing dashboard. The sharable data sets have been identified. The data will be ported over from the current internal dashboard. The data for the public-facing website has been provided to DoIT for the ISP internet refresh project. This data will be posted on the new ISP website once the website is published.

Challenges

- DII will continue to push the data to DoIT manually for monthly updates. This effort is time consuming, but vital for transparency.

Plans

- DII is pursuing a new RMS which will enable the Division to automate and make the statistical data live. This will increase efficiencies and allow for an expansion of shared data.

**Goal #2: Promote the transparency of investigative outcomes.**

- c. Compile and post statistical data regarding sustained criminal findings on the ISP public website.**

Progress

- DII management is working with DoIT to create a public facing dashboard. The sharable data sets have been identified. The data will be ported over from the current internal dashboard. The data for the public-facing website has been provided to DoIT for the ISP internet refresh project. This data will be posted on the new ISP website once the website is published. The data will also be shared with Illinois agencies in the Governor's Executive Branch.

Challenges

- DII will continue to push the data to DoIT manually for monthly updates. This effort is time consuming, but vital for transparency.

Plans

- DII is pursuing a new RMS which will enable the division to automate and make the statistical data live and more robust. This will increase efficiencies and allow for an expansion of shared data.
- Utilize data to identify or mitigate criminal cases and related trends occurring in State of Illinois facilities.

**Goal #3: Increase investigative capacity, efficiency, and expertise.**

- a. Enhance the Background Investigations Unit (BIU).**

Progress

- The BIU Team participated in a state of Illinois Rapid Results study to identify "wastes."
  - The BIU was able to identify areas of improvement in order to conduct a thorough investigation and return the findings of the investigation to the requesting work unit in an efficient and timely fashion.
  - Reducing the wait time to receive the completed report will allow for an expeditious hiring decision on the applicant and reduce the potential of the applicant accepting a position with another agency.
  - The project identified areas to reduce wait and lead times for the approval process and maximize the utilization of existing staff.
- Four personnel were added to the BIU Team in Fiscal Year 2020, which greatly enhanced capacity and efficiency. Background investigation timelines were reduced by five percent.

The greatest impact was on external and internal investigations which yielded a reduction of timelines at 30 and 39 percent, respectively.

### Challenges

- Through an analysis of productivity DII has determined an additional two personnel would be an appropriate staffing level that would significantly impact our internal and external investigations, reducing timelines by an additional 10-15 percent.
- COVID-19 has negatively impacted the ISP budget which directly affected actioning the addition of two personnel this fiscal year.

### Plans

- New workflows and related guidance will be implemented in the first quarter of FY2021 to enhance efficiencies and reduce wastes.
- Pursue adding two additional personnel to the BIU team when appropriate funding is identified by the Fiscal Office.

### **Goal #3: Increase investigative capacity, efficiency, and expertise.**

#### **b. Decrease case timelines resulting in quicker resolution.**

### Progress

- The DII has reduced timelines in external criminal investigations by 30 percent in FY2020.
- The DII has reduced timelines in internal (administrative and criminal) investigations by 39 percent in FY2020.
- The DII has reduced timelines in background investigations by 5 percent in FY2020.

### Challenges

- Maintaining sufficient staffing levels, especially with experienced staff.
- Training of new, unseasoned agents which have been onboarded the previous three quarters.
- Increases in investigative cases and demands of the DII.
- Delayed reviews of criminal cases by prosecutors which directly impacts the DII's ability to progress administrative investigations.

### Plans

- Continuous assessment of staffing levels and creating a results-driven effort to attract and retain DII personnel.
- Fill code positions the DII has headcount for once the hiring freeze is lifted.
- Fast track training for certain investigations.
- Share deterrence methods with ISP command and external partners to drive complaints downward.
- Enhance communications with prosecutors to share how prosecutorial delays impact the State of Illinois and its employees.

**Goal #3: Increase investigative capacity, efficiency, and expertise.****c. Identify appropriate staffing level to ensure proper service levels.**Progress

- Through an analysis of productivity DII has determined an additional two investigative personnel would be an appropriate staffing level for the BIU that would significantly impact our internal and external investigations.
- In Fiscal Year 2020, the DII has on boarded approximately 10 Special Agent Candidates (SAC), filled an Office Coordinator position in Des Plaines and posted an Office Coordinator position in the Collinsville Office and Administrative Assistant I and Criminal Intelligence Analysis (CIA) positions in Springfield.

Challenges

- Achieving a sufficient staffing level to increase investigative capacity, efficiency, and expertise remains a challenge.
- Sworn personnel will continue being tasked with carrying out the administrative functions for the three vacant code positions which places continuous burdens on sworn staff.
- A recent Special Agent job posting of eight positions only yielded six highly recommended candidates, a 75 percent success rate.
- Attracting and recruiting staff to serve as Special Agent Candidates.

Plans

- Work with the Office of the Director and the Office of Human Resources to fill the Office Coordinator, Administrative Assistant I, and CIA vacancies.

**Goal #4: Provide leadership and investigative training to enhance the DII staff capability and performance.****a. Identify leadership and investigative classes and training for assigned personnel.**Progress

- Several SACs attended New Agents School (NAS) and obtained Special Agent status.
- Numerous agents attended the Illinois Homicide Investigators Association (ILHIA) Conference in Chicago in October 2019.
  - This conference contained many seminars on investigative techniques, interview and interrogation, homicide investigation, DNA/laboratory testing and case studies.
  - Through attending this training, agents were able to learn from some of the best instructors in the nation while simultaneously receiving continuing education credit toward maintaining their Lead Homicide Investigator (LHI) certification.
- The first DII Symposium was conducted in December 2019. This event provided a vast amount of training and comradery for sworn DII personnel and is projected to be an annual event.

- A command officer in the Collinsville Office graduated from the Police Executive Leadership Academy (PELA) in Indiana. Through various class topics, PELA assisted this officer in preparing for senior leadership positions within the Agency.
- Various future training courses have been pushed out to the agents with dates to be determined.

#### Challenges

- At times, with heavy caseloads, numerous background investigations, and mandated training, being able to balance recommended online training is laborious for agents to work into their schedules without causing undo interruptions to case work.
- Funding for training remains tight, and creative ways to overcome this hurdle will continue to be sought, such as, partnering with external revenue sources to sponsor officers by covering the training costs (States Attorney's Offices (SAOs), United States Attorney's Offices USAOs, etc.).

#### Plans

- DII will continue to seek out relevant training and engage stakeholders who could support this endeavor.
- Conduct a second annual DII Symposium, which will be held virtually and has been scheduled for October 27-28, 2020. Scheduled topics range from federal civil rights and public corruption investigations, crime scene and forensics updates, leadership, internal processes, legal, and EEO matters.
- To utilize remote training opportunities unique to internal affairs and investigative matters.

#### **Goal #4: Provide leadership and investigative training to enhance the DII staff capability and performance.**

- b. Seek out best practices to improve administrative and investigative strategies.**

#### Progress

- The Division filled an Administrative Assistant position in Springfield, an Office Coordinator position in Des Plaines, and posted an Administrative Assistant position in the Collinsville office.
- Several SACs attended New Agents School (NAS) and obtained Special Agent status.
- Numerous agents attended the Illinois Homicide Investigators Association (ILHIA) Conference in Chicago in October 2019.
  - This conference contained many seminars on investigative techniques, interview and interrogation, homicide investigation, DNA/laboratory testing and case studies.
  - Through attending this training, agents were able to learn from some of the best instructors in the nation while simultaneously receiving continuing education credit toward maintaining their Lead Homicide Investigator (LHI) certification.
- The first DII Symposium was conducted in December 2019. This event provided a vast amount of training and comradery for sworn DII personnel and is projected to be an annual event.

- A command officer in the Collinsville Office graduated from the Police Executive Leadership Academy (PELA) in Indiana, assisting the officer in preparing for senior leadership positions within the Agency.
- The DII developed streamlined administrative processes, strategies, and workflow systems.
- A new Division Procedures Manual (DPM) was created to reflect the new processes, strategies, and workflow systems.
- Southern Command has implemented monthly policy reviews along with tabletop exercises.
- Various future training courses have been pushed out to the agents with dates to be determined.

#### Challenges

- At times, with heavy caseloads, numerous background investigations, and mandated training, being able to balance recommended online training is laborious for agents to work into their schedules without causing undo interruptions to case work.
- Funding for training remains tight.

#### Plans

- DII will continue to seek out relevant training with minimal budget impact.
- Creative ways to overcome issues with funding for training will continue to be sought, such as, partnering with external revenue sources to sponsor officers by covering the training costs (States Attorney's Offices (SAOs), United States Attorney's Offices USAOs, etc.).
- Identify progressive training related to death investigations, sexual assault crimes, financial crimes, and internal affairs matters.

#### **Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

- a. Implement a technological software program or tool to improve the outcome of the interview and interrogation process.**

#### Progress

- The DII management team has determined the need for a dependable and contemporary interview room recording system in four office locations.
- Cost estimates for new technology for investigative interviews are being worked-up for a purchase proposal to the Office of the Director and Office of Finance.
- Two additional Computer Voice Stress Analysis (CVSA) instruments were purchased, allowing for the expansion of certified DII CVSA examiners.

#### Challenges

- The dependability of the portable devices currently in use is not adequate for the vast number of interviews DII Special Agents handle.
- Securing funding to procure new technology for investigative interviews in four offices.
- The actioning of initiating the new citizen report of state of Illinois employee criminal misconduct platform.



Plans

- DII will continue working in conjunction with DoIT to identify a CJIS compliant cloud-based storage system for interviews and interrogations, as well as other digital investigative evidence DII agents collect during investigations.
- Provide a purchase proposal for new technology for investigative interviews to the Office of the Director and the Office of Finance with a goal to accomplish procurement, installation, and implementation prior to the end of the second quarter of FY21.
- A robust plan and collaboration with DCI are necessary to fully advance modernization efforts concerning new age investigative tools for leads management, interview statement analysis, voice stress analysis, and interview and interrogation. On-going cross communication will occur, and cost sharing will be considered.
- The DII has engaged with DoIT to publish an enhanced reporting feature for the public and state employees to report criminal misconduct of state employees. This will roll out with the current DoIT internet refresh project the first quarter of FY21. The tool will provide real-time reporting of misconduct to DII and allow for anonymous complaints via the internet and on mobile devices.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.****b. Improve digital evidence storage and maintenance capability.**Progress

- DoIT has initiated freeing up storage space on legacy DII servers for digital storage.
- DoIT has identified new server space for DII digital evidence and migration is being planned.
- Continual discussions are being held with DoIT concerning DII needs.

Challenges

- Legacy system uploads are very slow and inefficient.
- Identifying funding/resourcing for a cloud-based, Criminal Justice Information Services (CJIS) approved storage system.
- The costly and frequent use of DVDs for sharing videos with stakeholders (ISP Legal, state and federal prosecutors, other executive agencies).

Plans

- To work with the Office of the Director, Office of Finance, as well as DoIT to identify a platform for a cloud-based storage system.
- Provide a system which will allow instant sharing of digital evidence with stakeholders in a secure manner.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

- c. Procure equipment to outfit DII interview rooms in each of the offices (Springfield, Matteson, DesPlaines, Collinsville, DuQuoin).**

#### Progress

- The DII management team has determined the need for a dependable and contemporary interview room recording system in four office locations.
- Cost estimates for new technology for investigative interviews are being worked-up for a purchase proposal to the Office of the Director and Office of Finance.
- Prioritized the work locations based on need (Springfield, Matteson, DesPlaines, and Collinsville, respectively). The DuQuoin location is low priority.

#### Challenges

- Securing funding to procure new technology for investigative interviews in four offices.
- Working through the procurement process to procure the equipment in a timely fashion.

#### Plans

- DII will continue working in conjunction with the Office of Finance to identify funding for this project.
- DII will continue working with DoIT to identify specifications and system-access to the network and future a cloud-based storage platform.

**Goal #5: Utilize technology to enhance the capabilities of investigative personnel and improve the investigative process.**

- d. Provide a user-friendly avenue for citizens to report criminal allegations to DII.**

#### Progress

- DII personnel developed the user-friendly, fillable electronic reporting form.
- The DII is engaged with DoIT to add a user-friendly reporting platform on the ISP website. The Internet Refresh project has captured this effort.

#### Challenges

- Inability to estimate how the reporting tool will impact investigative demands on DII personnel.

#### Plans

- DII, in collaboration with DoIT's Internet Refresh effort, will upgrade the ISP internet page to explicitly provide a user-friendly method for citizens to report criminal allegations of employees of ISP and other state of Illinois agencies.
- The platform will be available in the first quarter of FY21.

**Goal #6. Improve accountability by monitoring the performance of Agents assigned to the DII to increase the number of cases assigned and decrease timelines.**

- a. Supervisors will review monthly activity reports and performance metrics to ensure all personnel are meeting or exceeding the expectations of the DII.**

#### Progress

- Each Command has improved their timelines for case completion by implementing a group effort to complete cases.
  - Agents typically will handle a case from beginning to end with the assistance of other agents only in interviews.
  - Group participation in a case, having the case agent assign tasks with the appropriate report to be written in the early stages of the case, has seen cases come to a conclusion in a shorter time frame.
  - This has been highly encouraged and implemented on some cases.

#### Challenges

- Managing demands for investigative services at peak times.
- Once the case and background load picked up, it was more difficult to arrange for efficient group effort, as all agents have numerous challenging and competing investigative and training demands.

#### Plans

- Supervisors will continue to assist and encourage the planning of group participation on cases to continue to drive down the completion time.
- Upon completion of certain incidents, a debrief will take place to discuss areas of improvement while highlighting successes.
- Senior Command will review activity on a bi-annual basis.
- Identify cases which could be worked quicker for faster disposition.

**Goal #6. Improve accountability by monitoring the performance of Agents assigned to the DII to increase the number of cases assigned and decrease timelines.**

- b. Senior command will review investigative activity on a bi-annual basis to ensure performance metrics are being met or exceeded.**

#### Progress

- Continuous and proactive supervisory engagement with Special Agents.
- Mid-year performance statistics are analyzed by senior management and shared with work unit Commanders for communicating to subordinates.
- Proper utilization of goals and performance output by employing proper employee evaluations.

#### Challenges

- Maintaining proper caseloads amongst agents and a proper staffing level.

Plans

- Senior Command will review activity on a bi-annual basis.
- Senior command will analyze staffing levels to assess potential needs.

**Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

- a. Conduct an analysis to identify the top ten violations of all personnel.**

Progress

- DII provides top ten violations to ISP's senior command staff as requested and also to newly promoted sworn personnel.
- Misconduct complaints have decreased approximately 20 percent during the past 18 months.

Challenges

- Absolute prevention of misconduct, zero complaints against ISP personnel through engaged and proactive management.
- Proper risk management which results in zero findings of sustained misconduct.

Plans

- Report real-time Top 10 misconduct violations on the ISP DII Dashboard and through training programs.
- DII has made many accomplishments this past year. Our willingness to serve with the highest degree of integrity, professionalism, and excellence is a testament to the personnel brought on-board by the ISP. The Division will continue down the path of accomplishing much more and continue striving to move from "Good to Great!"
- Continue to initiate Temporary Duty Assignments (TDA's) and fellowships to sworn personnel to assist us in our division recruiting efforts.

**Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

- b. Address allegations of abuse, excessive use of force, fraud, theft, or other misconduct by state employees.**

Progress

- The DII conducted a total of 40 internal and external training presentations in FY20.
- The outside agency training covered the function, jurisdiction, and roles of DII in direct relation to state agencies in the Executive Branch of the Office of the Governor.
  - The agencies were made aware of what types of complaints should be reported,
    - what to expect when a complaint is reported,
    - the steps taken during investigation, and
    - possible outcomes.

- Prevention methods were also provided to give agencies knowledge on what can be done to decrease and deter incidents which could lead to criminal complaints.
- Agencies were also given contact information for reporting to DII in their respective locations.

### Challenges

- The DII often experiences delays in reporting of misconduct from external agencies for a myriad of reasons (victim cooperation or cognitive ability to report, internal evaluation of misconduct by the home agency, administrative, etc.). Timeliness of responses to criminal misconduct is crucial for proper investigation and successful prosecution. The DII is aiming to meet this challenge by increasing training opportunities for DII's stakeholders.

### Plans

- DII is working to expand the training to the state facility managers (mid-level and below) during the next fiscal year and determine strategies for the training to be incorporated into state agency orientation courses for new managers.

### **Goal #7. Reduce instances of external and internal employee misconduct through educational programs, investigations, and training workshops.**

- c. Develop and implement a curriculum/presentation designed to assist all agency personnel to understand the top policy violations, investigative processes, and rules of conduct as well as provide agency expectations.**

### Progress

- The curriculum was developed for internal and external agency training. To date the training has been well-received and has been successful.
- Training offerings are continuously provided to ISP work units to address, respond, and/or deter allegations.
  - DII personnel conducted 40 presentations to ISP personnel.
  - DII provides courses for ISP Cadets and recent promotees at the Illinois State Police Academy in addition to training over 20 ISP work units as requested.
- Preventive strategies and the importance of robust leadership are discussed in an effort to drive down misconduct allegations. This includes safety improvement assessments.

### Challenges

- Reaching all the facility level managers at each of the state of Illinois institutions within the Executive Branch.
- Lack of advancement of safety surveillance equipment procurement at Illinois Department of Human Service facilities which experience high levels of misconduct allegations.

Plans

- DII is working to expand training to state facility managers (mid-level and below) during the next fiscal year and determine strategies for the training to be incorporated into state agency orientation courses for new managers.
- DII will continue to provide and enhance training and certifications relevant to internal investigations.
- Continue to offer professional development training for stakeholders through offering safety assessment assistance for their agencies and facilities.

**DIVISION OF PATROL  
ANNUAL REPORT  
FY2020**

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

Progress

- The DOP has worked closely with DoIT to ensure regularly tracked and requested statistical data is able to be accessed from TraCS in an efficient manner.
  - One example of an edit made to the TraCS reporting system is the addition of ‘Cannabis Violations’ to the drop-down section under ‘Citation Violations.’ This is a statistic, that due to recent legislation, was/is often requested by law enforcement partners, and members of the media.
  - This addition has allowed members of the Department to be productive in other areas that need attention, versus having to spend countless hours searching through citations and field reports from Troopers across to the state to provide requested statistics.
- The DOP has implemented the use of Microsoft TEAMS to increase administrative efficiency. The utilization of this program has assisted with information gathering and sharing with DOP officers across the state from one central location point. Information has also been provided to the Districts regarding a creation of District teams so they too can utilize TEAMS to more efficiently communicate and share information.
- The DOP tested the calling feature in TEAMS and WebEx. The DOP found WebEx performs better than the calling feature in TEAMS. Because of this, the DOP is routinely utilizing WebEx as an efficient means of communication. The WebEx application system has been a very useful tool not only during the COVID-19 pandemic, but overall. The system has allowed for large group trainings to continue in a virtual manner as the pandemic continues, and it has also allowed for meetings amongst ISP personnel to take place without having people drive for extended hours from one part of the state to another for a meeting that could last a fraction of the drive time.
- The DOP obtained the Law Enforcement Field Training Applications (LEFTA) software to utilize for ISP Field Training Officer Program (FTO). The Statewide FTO Coordinator recorded an instructional video for the new software, which was posted on SharePoint and viewed by FTOs, FTO Supervisors and Command across the state.

Challenges

- The changes that the DOP has requested from DoIT are slow to be completed. It is

understood they are short staffed and are receiving numerous requests from all divisions.

## **Strategic Goal #2: Enhance training and welfare of personnel.**

### Progress

- The DOP has established the “Lifecycle of the 360 Degree State Trooper” program. This program is designed to systematically train and develop new Troopers as they are hired to ensure all officers are trained at the same level from hire to their five-year mark (at minimum). Investing into new officers will help ensure more confident and proficient officers are patrolling our roadways by teaching them to identify crime, which in turn increases their officer safety skills. From March through June of 2020, approximately 350 Troopers have been trained and mentored.
- The DOP is working with the Division of the Academy and Training to create a “Leaders” curriculum which will be aligned with ISP’s Vision of ‘striving for excellence in all that we do’ as well as ISP’s Goal of ‘providing leadership through innovation as a dynamic, diverse, learning organization which promotes personal and professional growth.’ This curriculum will be specifically tailored to making leaders at all levels, not only better law enforcement officers and executives, but also better community leaders, spouses, parents, and co-workers.
- DOP personnel assisted with the training of CC 129, 130 and 131 personnel.
- District 9 held a wellness training for personnel within their district. The training consisted of taking a group of District 9 Troopers and having them participate in the week-long training where they completed required annual training, moral/social building events, and had the Illinois National Guard put them through team building exercises. Over a period of time, the entire district completed this wellness training. Command personnel from all other districts have been encouraged to hold training and wellness programs which meet their specific district needs.

### Challenges

- Fiscal Impact.
- A Leadership Course was tentatively planned for the Spring of 2020; however, the scheduling of this course was affected by the COVID-19 pandemic.

### Plans

- The DOP will continue to work with the Division of the Academy and Training on the aforementioned “Leaders” curriculum which will be aligned with ISP’s Vision of ‘striving for excellence in all that we do’ as well as ISP’s Goal of ‘providing leadership through innovation as a dynamic, diverse, learning organization which promotes personal and professional growth.’ Notifications of committee member selections are currently in progress.



**Strategic Goal #3: Reduce the occurrence of violent crimes through proactive enforcement initiatives.**Progress

- The DOP has established a Community Patrol Team (COMPAT) which serves to support the ISP's traditions of Integrity, Service, and Pride, by pursuing endeavors to collaborate with community and law enforcement partners while providing law enforcement services focused on violent crime in the Metro-East communities of East St. Louis and Washington Park. The COMPAT is comprised of specialty trained officers assigned to conduct overt and covert criminal enforcement operations in high crime areas. Despite the challenges faced by COVID-19, COMPAT continues to be the proactive and has a visible presence in the Metro-East with focus not only on enforcement but assisting other agencies and engaging with the community. Ideally, as staffing increases and the ability to staff COMPAT in the Metro-East footprint on closer to a 24/7 basis, the community will become familiar with the professional ISP officers and increased community trust will occur.
- COMPAT has made a total of 72 criminal arrests, seized 9 firearms, made 13 illegal drug seizures, and conducted over 60 enforcement details.
- The DOP has established the "Lifecycle of the 360 Degree State Trooper" program. This program is designed to systematically train and develop new Troopers as they are hired to ensure all officers are trained at the same level from hire to their five-year mark (at minimum). Investing into new officers will help ensure more confident and proficient officers are patrolling our roadways by teaching them to identify crime which in turn increases their officer safety skills. From March June of 2020, approximately 350 Troopers have been trained and mentored.
- The DOP has assigned representatives to the Central Illinois Human Trafficking Task Force to increase awareness and effectiveness.
- DOP priorities have been aligned with the Strategic Plan to include both criminal enforcement and networking to encourage joint crime enforcement missions with local, state, and federal law enforcement partners.

Challenges

- Due to the COVID-19 pandemic, the ISP was in a "Community Caretaker" role for most of the third quarter of FY20.

Plans

- Despite the challenges faced by the COVID-19 pandemic, COMPAT will continue to be proactive and have a visible presence in the Metro-East with a focus not only on enforcement, but on assisting other agencies and engaging with the community.

- DOP will continue to train and mentor officers using DOP's established "Lifecycle of the 360 Degree State Trooper" program.

**Strategic Goal #4: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

Progress

- Criminal Patrol (CRIMPAT) added two additional officers to the unit in FY20.
- CRIMPAT enforcement details continued to take place throughout FY20.
- Before the COVID-19 pandemic, CRIMPAT officers also provided mentoring through ride-along and classroom instruction to other ISP and outside agency officers.
- The DOP has also established the "Lifecycle of the 360 Degree State Trooper." This training concept, along with strategically situated enforcement operations will increase bulk contraband seizures of drugs, illegal proceeds, and weapons.

Challenges

- DOP was scheduled to send officers to the National Criminal Interdiction Conference in Maryland but was forced to cease travel plans due to the COVID-19 pandemic.

Plans

- DOP will seek funding opportunities for training in FY21.
- DOP will continue to attempt to increase the K-9 footprint within the Division and is attempting to create specialty teams designed to utilize criminal enforcement strategies which will address both crime and traffic safety simultaneously.

**Strategic Goal #5: Empower Illinois citizens by providing timely criminal justice information and increase electronic access**

Progress

- DOP personnel work in conjunction with the Public Information Office to relay information to the public regarding arrests (crime in their area), safety messages, and other significant information.
- Due to the PIO expansion more individual District social media platforms (e.g. District Twitter accounts) have been activated which have helped with communicating important messages to the public including information regarding civil unrest, COVID-19 safety information and Executive Order clarifications, as well as traffic safety messaging.
- Since PIO's expansion, District social media platforms and ISP social media platforms which weren't regularly updated have significantly increased their following, which in turn means more members of the public are receiving information being disseminated by the Department.

### Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.

### Plans

- The DOP will continue to work closely with the PIO for information dissemination.
  - Work units continue to forward the PIO information regarding significant arrests, incidents, investigations, etc. in order for the information to be relayed not only to various media outlets, but directly to the public via the Department’s various social media platforms.
  - The DOP will continue to work with the PIO to help highlight DOP safety initiatives such as Scott’s Law awareness and education, and the importance of obeying the “Fatal Four” laws (Speed, DUI, Distracted Driving, and Seat Belt Usage).

### **Strategic Goal #6: Decrease teenage driver-related fatal and personal injury crashes.**

### Progress

- As of June 30, 2020, there have been a total of 30 less fatal traffic crashes in 2020, when compared to this time last year. Although, the ISP was in a “Community Caretaker” role for the majority of the fourth quarter of FY20, ISP officers statewide were able to continue enforcing the Fatal Four violations and wrote 105,906 total citations for these offenses (Fatal Four) as well as 2,603 Scott’s Law citations in FY20.
- Before the COVID-19 pandemic, DOP Safety Education Officers provided traffic safety presentations at schools around the state to help educate teenagers on the dangers of the Fatal Four violations while encouraging them to obey all traffic laws for their safety and the safety of others on the roads.
- DOP works with the PIO to push out safety messaging regarding all traffic laws, with an emphasis on the Fatal-Four violations and Scott’s Law.

### Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.
- Some in person school presentations on the topic of safe driving, typically conducted by Safety Education Officers, had to be cancelled due to COVID-19.

**Strategic Goal #7: Decrease fatal and personal injury crashes that involve an at-fault commercial vehicle.**Progress

- Fatal crashes involving a commercial motor vehicle have decreased by 13 percent (year to date) when compared to this same time last year.
- Although the COVID-19 pandemic did pose challenges, in FY20 DOP was able to conduct a total of 1,262 law enforcement details specifically focusing on overweight violations as well as 60,717 motor carrier safety inspections.

Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.

Plans

- Now that the DOP is no longer in the “Community Caretaker” role, officers have begun and will continue to actively conduct motor carrier safety inspections and enforcement details focusing on commercial motor vehicle overweight violations.

**Strategic Goal #8: Decrease drug and alcohol-related fatal crashes and personal injury crashes.**Progress

- In FY20, DOP issued a total of 541 DUI-Drug citations, 3,689 citations for DUI-Alcohol, and conducted a total of 227,123 traffic stops. In FY19 DOP issued a total of 488 DUI-Drug citations, 4,542 citations for DUI-Alcohol, and conducted a total of 307,580 traffic stops. In FY20 there was a 10 percent increase in the number of DUI-Drug citations issued.
- ISP DRE Officers were able to conduct a total of 44 DRE evaluations in FY20.
- As of June 30, 2020, there have been a total of 30 less fatal traffic crashes in 2020, when compared to this time last year.
- Although, the ISP was in a “Community Caretaker” role for the majority of the fourth quarter of FY20, ISP officers statewide were able to continue enforcing the Fatal Four violations and wrote 105,906 total citations for these offenses as well as 2,603 Scott’s Law citations (FY20).
- From calendar year 2017 through 2019 there has been a 19 percent decrease in the amount of alcohol-related crashes and a 20 percent decrease in the amount of alcohol-related fatalities.
  - Additionally, in calendar year 2017 there were 301 alcohol-related crashes and 339

- alcohol-related fatalities;
- in calendar year 2018 there were 262 alcohol-related crashes and 293 fatalities;
- with a continued decline in 2019 where there were 243 and 268 respectively.

### Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.

### Plans

- The DOP plans to continue to actively enforce the “Fatal Four” laws (Speed, DUI, Distracted Driving, and Seat Belt Usage) in order to prevent personal injury and fatal crashes from occurring. The DOP will also continue to work with the PIO in order to ensure we continue education the public on the importance of these laws through Public Service Announcements (PSA), and social media messaging.

## **Strategic Goal #9: Promote seatbelt and child safety seat compliance.**

### Progress

- Although, the ISP was in a “Community Caretaker” role for the majority of the fourth quarter of FY20, ISP officers statewide were able to continue actively enforcing the Fatal Four violations throughout the rest of the fiscal year, including seat belt usage. In FY20 Officers wrote a total of 15,262 seatbelt and child restraint citations.

### Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.

### Plans

- DOP is scheduled to receive \$1,039,100.00 in hire-back funding to address occupant restraint in FY21.

## **Strategic Goal #10: Decrease Interstate fatalities.**

### Progress

- As of June 30, 2020, there have been a total of 30 less fatal traffic crashes in calendar year 2020, when compared to this time last year.
  - In calendar year 2017 there were 1,090 fatalities;
  - 1,035 in calendar year 2018; and
  - 1,009 in calendar year 2019.
  - We are anticipating calendar 2020 will continue this trend of lower fatalities.

- Although, the ISP was in a “Community Caretaker” role for the majority of the third quarter of FY20, ISP officers statewide were able to continue enforcing the Fatal Four violations and wrote 105,906 total citations for these offenses as well as 2,603 Scott’s Law citations in FY20.

### Challenges

- Due to the COVID-19 pandemic, the ISP was in a “Community Caretaker” role for most of the third quarter of FY20.

### Plans

- The DOP plans to continue to actively enforce the “Fatal Four” laws (Speed, DUI, Distracted Driving, and Seat Belt Usage) in order to prevent personal injury and fatal crashes from occurring. The DOP will also continue to work with the PIO in order to ensure we continue education the public on the importance of these laws through Public Service Announcements (PSA), and social media messaging.

## **Strategic Goal #11: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

### Progress

- The DOP completed mock activations of the Critical Incident Mobilization Plans (CIMP) in January and March of 2020 as the COVID-19 pandemic began to rise. The exercises were critical for DOP’s preparedness. The expectation was that after resources were activated, DOP would be able to look at overall staffing availabilities in each district to determine where there might be shortfalls.
  - DOP was able to successfully complete these exercises and determine what could be improved during an activation period.
  - Overall, the exercises demonstrated DOP is more than capable of handling critical incidents while being in sync with other ISP Divisions.
- The mock activations of the Critical Incident Mobilization Plans (CIMP) and the civil unrest details which DOP officers have responded to have provided an opportunity for the DOP to implement the use of critical tools such as the Homeland Security Information Network (HSIN) Connect Site and tools within Office 365 during major incidents.
  - This implementation has allowed the DOP to learn the use of these tools is beneficial to the Division.
  - The Division has now implemented the use of interactive mobilization spreadsheets during civil unrest events which allow DOP command to see the in-time effects potential activations can cause of district and non-DOP staffing levels.
- During the fourth quarter of FY20, DOP was at the forefront of statewide civil unrest due

to the death of George Floyd in Minneapolis, Minnesota.

- DOP generated a general activation plan that explained the deployment of over 400 non-DOP personnel throughout the state for the incident.
- The Joint Operations Command was utilized to activate the Statewide Law Enforcement Support Centers under Operations to coordinate the deployment of over 900 Illinois National Guard (ILNG) statewide.
- A workbook was developed for both of these major critical incidents that outlined staffing levels, non-DOP personnel needed, missions, Crowd Control Team, and ILNG deployments. The success of this document created a template that can be utilized during any major critical incident and allows the department to have a data driven snapshot of resources being utilized at any given time during the incident.

### Challenges

- Manpower shortages. Activating a large group of personnel can be time consuming. DOP is constantly evaluating the CIMP process and how to make it more efficient.

### Plans

- The DOP will utilize the Homeland Security Information Network (HSIN) Connect Site and tools within Office 365 for any future major incidents.
- CIMP mock activations will continue to take place.

**DIVISION OF CRIMINAL INVESTIGATION  
ANNUAL REPORT  
FY2020**

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

**a. Modernize evidence collection, documentation and sharing of high-volume digital evidence.**

Progress

- The Illinois State Police currently uses four different report writing systems and an antiquated evidence management system to document criminal investigations and/or crime scenes.

Challenges

- The procurement environment has presented challenges in purchasing a new investigative report writing platform to replace the four currently in use.

Plans

- The Division of Criminal Investigation intends to procure and simultaneously implement CrimePad and BEAST for division-wide use. CrimePad and BEAST are sole-source products provided by the vendor, Porter Lee LLC.
  - CrimePad will be used as the report writing platform.
  - BEAST will replace our current evidence management system.
- The use of CrimePad in conjunction with BEAST will allow for real time documentation of evidence as it is collected and seamless investigative effort when transferring evidence to vaults or to Division of Forensic Services personnel, whether it be crime scene personnel or laboratory personnel.
- The DCI CrimePad workgroup is currently drafting a Statement of Work (SOW) that will identify every nuance of the agreement between the Illinois State Police and Porter Lee.
  - At a minimum, the SOW will identify the project objectives, goals, purpose, scope, location, operations, standards, guidelines, monitoring, acceptance criteria, security considerations, hardware and software restrictions, data conversion requirements, post-project support, penalties for late or poor-quality deliveries, and clauses to terminate the contract early should the need arise.
- Significantly improve evidence collection, documentation, and handling within the Division of Criminal Investigation by adopting CrimePad and BEAST.
  - It will also allow the sharing and storage of high-volume digital evidence and information.
  - This would be accomplished by enabling both systems to communicate through the Visionations Platform.



- All evidence collected in the field will be entered into CrimePad by agents in the field and managed by Evidence Custodians using BEAST.
- Streamline the way DCI documents criminal investigations, manage leads, and simplify the way evidence is tracked and managed by transitioning to this new software.
  - With the new system, evidence items will be marked and tracked with barcode labels, the barcodes can be scanned as the evidence item is transferred through the chain-of-custody from the field agent to the forensic scientist to the evidence vault.
  - Unlike previous platforms, CrimePad and BEAST offer many search capabilities to locate case files and evidence items at a given moment. In summary, CrimePad and BEAST will provide DCI with the tools, resources, and flexibility needed to document comprehensive criminal investigations.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

- b. Maximize mobile platform capabilities to enhance investigative leads management, mapping and access to LEADS.**

#### Progress

- The Division recently purchased Cellebrite devices and analytical capabilities for use in examining phones and other devices during investigations. Some of the purchased technology will allow DCI Agents to share data throughout the state and identify relationships and commonality between offenders and investigations.
- The Division continues to work toward the procurement of CrimePad. CrimePad will provide a more efficient lead control platform with the ability to assign and track investigative leads remotely.

#### Challenges

- The procurement environment has presented challenges in purchasing CrimePad for expanded use in DCI. CrimePad is currently in use in the Crime Scene Services Command.

#### Plans

- The Division's transition to CrimePad will provide a lead management feature with the tools and resources to manage, assign, and create new investigative leads in real-time.
- With the mobile flexibility of CrimePad, Supervisors will have the ability to manage investigative leads from their department-issued cellular telephones, tablets, or portable computers.
- Users will also have the ability to collaborate with the rest of the investigative team while actively working on the investigation.
- The platform will give agents the ability to share data, chat and/or hold video conferences with anyone in the field real-time.

- CrimePad will interface with the Law Enforcement Agencies Data System (LEADS), allowing agents to query the system from within the CrimePad application.
- These tools and resources will improve the overall efficiency across the board and also enhance the investigative experience.
- The Mobile Architecture for Communications Handling (MACH) platform will provide a mobile interface for agents to inquiry law enforcement databases, share information, and utilize mapping applications from the field.
- MACH will be the gateway to the Law Enforcement Agencies Data System (LEADS) which gives personnel access to criminal justice information such as Secretary of State data, Criminal History Records Information, and Hot Files.
  - The messaging capabilities currently provided through Premier MDC will be replaced and enhanced through the MACH platform.
  - This project is currently being managed by the Department of Innovation and Technology (DoIT). The project was started in March of 2019, and DCI personnel continue to attend regular meetings with the planning committee to voice the mobile communication needs of the Division.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

- c. **Continue to develop a single report writing platform to simplify user interface, data collection and information sharing.**

#### Progress

- The Division established a multi-disciplinary workgroup to evaluate CrimePad.
  - A decision was made to procure CrimePad for use.
  - A statement of work and design documents have been prepared in the event the Division is able to procure CrimePad for use in DCI.

#### Challenges

- The procurement environment has presented challenges in purchasing CrimePad for expanded use in DCI. CrimePad is currently in use in the Crime Scene Services Command.

#### Plans

- Unlike other report writing platforms, CrimePad's basic, yet inviting, user interface caters to the most novice user enhancing the trainability factor. Agents will have the ability to record, manage, report, and collaborate on all aspects of an investigation.
- CrimePad will provide DCI with a one-stop-shop for documenting and storing criminal investigation reports, photos, and other digital evidence. DCI is ready to take full advantage of CrimePad's mobile platform and the Visionations Cloud storage.
- Enabling DCI to use advanced mobile and cloud technology will allow DCI agents to spend more time working on investigations and enhance the quality and accuracy of information.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

- d. Expand digital-crime investigative skills across the enterprise, with subject matter experts assigned to each investigative zone to extract evidence and analyze evidence from vehicles, cellular devices, computers and virtual assistants.**

#### Progress

- To keep pace with the ever-changing landscape of technology in Fiscal Year 2020, DCI undertook an ambitious and forward-thinking plan to increase its mobile digital forensics capability.
  - This leap in capabilities would be accomplished by purchasing advanced hardware and software from Cellebrite Systems, a worldwide leader in the production and development of mobile digital forensic platforms.
  - All of this was done to place valuable, and easy to use tools in the hands of DCI's end users, its 250 plus Special Agents, and Special Agent Candidates working in the eight investigative zones throughout the state.
- After DCI's initial procurement efforts in late 2019, it was decided there needed to be a core internal working group to help push this initiative forward.
- In early 2020 the Cellebrite Working Group (CWG) was established to guide the purchase of this new technology through a multiphase implementation process including the completion of procurements, distribution and installation of equipment, training for end users, the establishment of best practices, and consideration of program sustainment.
- The Division successfully procured and distributed 10 Cellebrite UFED 4PC Ultimate devices, 8 Cellebrite Kiosks, and also purchased Cellebrite analytics software in the spring of 2020.
- Since receipt of the purchased technology, the CWG distributed all equipment and has begun the process of training field personnel on these platforms through Cellebrite proprietary education programs.
- The first of these trainings took place at the beginning of July 2020 with eleven (11) DCI field personnel taking a week-long certification course in the use of the UFED 4PC platform.

#### Challenges

- The biggest challenges with the Cellebrite initiative have been the management of the multiple procurements for equipment, software, and training and the establishment of best practices involving usage.

#### Plans

- Thirty-six additional field personnel will soon be trained in the use of the Cellebrite Kiosk, a semi-mobile forensic platform.
- Lastly, DCI's CWG is working with DoIT to install two purchased servers, which allow for the total integration of Cellebrite's analytical software with UFED 4PC and Kiosk hardware. This is anticipated to be completed by the end of August 2020.

- The CWG plans to finish the training and implementation of all purchased Cellebrite platforms by mid-September 2020.
- Upon completion of the initial training and implementation phase, the CWG will assign subject matter experts, who use the technology daily, to develop DCI's internal training program and protocols related to Cellebrite data extractions and how to best utilize collected data to investigate crime.
- DCI hopes to expand the Digital Crimes Unit to allow digital forensic examiners to be assigned to specific investigative zones to assist with the extraction and analysis of data obtained from vehicles, cellular devices, computers or other digital media.
- The Traffic Crash Reconstruction Unit (TCRU) also has a role in digital evidence collection, for they have capabilities to acquire data from Event Data Recorders within passenger cars and commercial motor vehicles for crash investigations. TCRU members have unique skills to access modules within vehicles and successfully obtain data from vehicle infotainment centers. The data captured by the infotainment center often provides additional data such as vehicle speed, vehicle component use, distractions, and occupant cellphone usage which can be pertinent to crash investigations. Traffic Crash Reconstruction Officers can be a resource to Zone agents for obtaining infotainment data using the Berla iVe software.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

- e. **Modernize voice stress analytical skills in each investigative zone.**

#### Progress

- As of February 2020, The Division of Internal Investigation had purchased CVSA software and trained six investigators in its use in an investigative setting.

#### Challenges

- The DII CVSA program is currently in its infancy. DII provided contact information to the DCI field in February 2020 in order to request a trained DII CVSA agent. More repetitions are needed in order to evaluate the program and its success with criminal investigations.
- Due to budget constraints, cost of additional training and purchasing of CVSA equipment may not be the best use of DCI funds. Careful evaluation of the program is needed before moving forward with purchasing additional equipment/training.

#### Plans

- DII anticipates training eight additional personnel in FY21.
- DCI & DII will continue to work together on promoting the use within DCI, which will provide field training for DII and allow DCI to evaluate the effectiveness of the program.
- DII is creating a memorandum indicating all CVSA services available to DCI. Evaluation of the program is ongoing.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

**f. Automate routine business functions. OAR, VTR Process, Discipline.**

#### Progress

- Work unit commanders report statistics to the Deputy Director's Office on a monthly basis.
- Personnel within the Deputy Director's Office compile the data for monthly, quarterly, and annual reports requested by the Director's Office. The Division seeks to have statistical data available "real time", as operations are completed in the field, or as evidence exhibits are being entered into the report writing or evidence management system. Having a report writing platform, such as CrimePad, will allow division personnel easily query the system for statistical data.
- Other administrative processes with the division are undergoing process mapping to improve workflow and efficiency.
- Microsoft TEAMS was introduced in early 2020 to personnel in DCI. This platform has greatly increased our Strategic Communication, sharing of files, and collecting information in one single platform.

#### Challenges

- Critical evaluation of routine business functions needs collective collaboration as a division and with help from IT personnel to produce such programs.
- Already stretched DoIT personnel being tasked with reconciling and integrating new technologies from antiquated systems.

#### Plans

- DCI will continue to provide support and offer training sessions on TEAMS being offered by Microsoft/DoIT.
- As more adapt to using TEAMS, DCI will continue to leverage its capabilities.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

**g. Research and develop impact analysis for automated vehicles to ISP mission.**

#### Progress

- The Traffic Crash Reconstruction Unit (TCRU) is monitoring training programs regarding automated vehicles. Current reputable training sources have yet to produce such a curriculum.
- The TCRU continually reviews publications from various sources to include NHTSA and monitor legislation proposals in order to prepare for advancement of this technology and how to train and equip TCRU officers.

### Challenges

- Autonomous technology is becoming more advanced, but the field of traffic crash reconstruction is not fully prepared to deal with the implications of the technology.
- Reputable sources of crash reconstruction training have not yet produced curriculum to address crashes involving autonomous vehicles.
- The National Highway Traffic Safety Administration (NHTSA) identifies five levels of automation within the definition of an autonomous vehicle.
  - These levels delineate accountability between the driver and system manufacturer.
  - This determination of accountability is the primary concern for traffic crash reconstruction officers.
  - Assigning fault to a driver will be difficult without being able to determine if the crash was caused by the vehicle's computer or by the lack of driver input.
- Other implications for law enforcement include "hacking" of autonomous vehicles, stopping autonomous vehicles, and the use of autonomous vehicle for drug, gun, and human trafficking.

### Plans

- The TCRU continues to review publications, monitor legislation, and seek training specific to the investigation of autonomous vehicle crashes.

**Goal #1: Identify and invest in technological capabilities to bring efficiency to workflow processes, enhance technological skill-sets to reduce and solve crime, and increase information sharing and situational awareness.**

**h. Establish School Violence Tip-line.**

### Plans

- Development of the Safe2Help Illinois school safety tip-line began in FY20 and continues toward full implementation in FY21. Safe2Help Illinois will offer students a safe, confidential avenue in which to share information. This initiative seeks to prevent suicides, bullying, school violence, or other threats to school safety.
- The STIC has hired 5 Intelligence Analysts, obtained specialized texting and project management software, established SOPs and directives, and acquired training for analysts.

### Challenges

- Acquiring sufficient staffing levels for full 24/7 implementation of the program.
- The COVID-19 pandemic has slowed the hiring and training process.

### Plans

- Hiring additional analysts to fully staff the initiative, as well as provide continuing training for analysts.
- Safe2Help Illinois will achieve operational status prior to FY22 and ongoing marketing efforts will be conducted to promote the program.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

**a. Invest in personnel to establish expertise in violent crime and public integrity investigations.**

#### Progress

- DCI training efforts are focused on preparing Special Agents to respond to and investigate violent crime, focusing on homicides, weapons offenses, crimes against children, sexual assaults, and aggravated batteries.
- DCI ensures only those who are experienced and proficient in the area of violent crime investigation are selected for these assignments.
- DCI personnel in the southern part of Illinois participate in a specialized investigative unit called the Child Death Investigation Task Force, which focuses on suspicious or unexplained death of infants and young children.
- In March of 2020, the statewide Special Investigations Unit (SIU) was created within DCI and tasked with conducting investigations into criminal wrongdoing by elected officials and government appointees at the state and local level.
  - Approximately 65 percent of the positions allotted on the table of organization for the unit were filled, and the unit began accepting cases for investigation.
  - Currently, investigations are being conducted by both the north and south squads. One investigation in particular, has elements involving both squads.

#### Challenges

- Continuing to adequately staff DCI with experienced officers may become a challenge in the years to come because the applicant pool of Illinois State Police officers to select from for DCI assignments is becoming younger as more seasoned officers retire.
  - It takes three years for agents to obtain a level of expertise sufficient to investigate major violent crimes.
  - To meet these challenges, DCI has actively sought candidates who have an investigative background, primarily from previous employment, outside of the ISP.
- The biggest challenge overall was creating the SIU in the midst of the COVID-19 pandemic and quarantine.
  - In addition, recruiting new members for the unit was particularly challenging as some candidates were reluctant to leave their comfort zones and take on an assignment of uncertainty.

#### Plans

- Continuing to market the mission of SIU to the investigative zones, local agencies, and prosecutors will establish the credibility of the unit.
- Establish work unit credibility in the SIU through a history of successful investigations to influence the recruitment effort and generate more interest and build a larger candidate pool. This will also foster more referrals and information sharing to the unit for future investigations.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- c. Develop partnerships with the Illinois Attorney General to identify and apprehend child predators through greater participation in Internet Crimes Against Children (ICAC) task forces.**

#### Progress

- Increasing DCI participation in the Office of the Illinois Attorney General's Internet Crimes Against Children Task Force (ICAC) has made significant progress in apprehending child predators.
- There are 47 ISP Officers certified to investigate ICAC cases.

#### Challenges

- The sheer volume of these crimes is a challenge in and of itself.
- DCI agents are only scratching the surface.
- Resource shortages including personnel, training, and equipment.
- With an increase in ICAC caseload, offices could become spread too thin without additional investigators assigned.
- Although the number of ICAC certified Agents has increased over the past two years, DCI Agents are only scratching the surface of ICAC investigations by currently only focusing on CyberTip investigations obtained through the National Center for Missing and Exploited Children (NCMEC). These investigations focus on images being uploaded primarily through social media applications such as Facebook, Snapchat, or Discord.
- Most ICAC certified Agents have not been involved in Undercover Chat or Peer-to-Peer investigations which could yield more large-scale offenders who share pornographic images via the Dark Web and other internet-based applications.
- ICAC cases may get pushed onto the "back burner" when a serious threat or death investigation is assigned to a Zone office. When possible, offices should be separated into two units so ICAC investigators can become more dedicated to working undercover and Peer-to-Peer cases, in addition to the CyberTip investigations, and other Special Investigations. This would allow Violent Crime Investigators to remain focused on Death Investigations and other serious felonies.
- Sending DCI personnel to necessary training.
  - Several of these training courses are available online, while numerous others are hosted at various sites across the state and country.
  - To properly investigate ICAC cases, officers need to be trained and proficient in as many of these topics as possible.
  - Funding will be needed for investigators to travel to courses that are not available online.
- The Department of Innovation and Technology (DoIT) has not made access to a Virtual Private Network (VPN) available for agents to utilize the state of Illinois Century Network.
- VPN access is needed in order for investigators to become involved in Peer-to-Peer and undercover ICAC investigations in addition to CyberTip cases.



Plans

- DCI will continue to recruit candidates who have a desire to work ICAC and other specialized investigations.
- DCI will remain focused on identifying and apprehending child offenders through greater participation with ICAC Task Forces.
- DCI will continue to work with the ICAC Task Force Commander to ensure DCI agents are receiving the best equipment and training available.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- c. Create a state-wide cold case unit comprised of highly skilled retired personnel to adopt and continue investigative efforts and case review of unsolved violent crimes.**

Progress

- DCI Zones currently evaluate cold cases for solvability and work them when they have personnel resources available.
- DCI has submitted several cases for a familial DNA pilot program being conducted by the Division of Forensic Services (DFS).

Challenges

- Upon initial review by DFS, all cases submitted appear to meet acceptance criteria; however, familial DNA searches are on hold with no projected date to resume testing.

Plans

- The development of a cold-case unit remains a priority for the Division.
- DCI is always evaluating and analyzing the best use of its resources and how to provide attention to cold cases, while also working new cases as they come in.
  - An independent cold case unit is currently not considered the best use of investigative personnel.
- DCI will continue to seek training from DFS, increased communications regarding familial DNA searching protocols, and funding for use of external familial DNA resources if ISP resources will not be available in the near future.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- d. Replicate the Child Death Investigation Task Force to all zones.**

Progress

- The Child Death Investigation Task Force (CDITF) was created by state-supported legislation and is currently funded through the Department of Children and Family Services.
- The CDITF is a multi-disciplinary investigative entity that focuses on investigating child deaths and serious life-threatening injuries to children under the age of 18 that occur in the 34 southernmost counties of the state.

- During FY20, Zone 8 personnel have been actively involved in discussions with the program coordinator for the Southern Illinois Child Death Investigative Task Force, which encompasses 34 counties.
- Collaboration with Project CHILD, a three-year federal grant, is underway.
  - Project CHILD is currently gathering data in an effort to reduce child maltreatment, deaths, and near fatalities in it's first year.
  - Zone 8 has been invited to be stakeholder in the process as they continue to develop and implement a data driven strategic plan to other areas of the State.

### Challenges

- Funding is a major challenge the Division faces in replicating CDITF throughout the state.
  - CDITF currently has a budget of \$112,00 which primarily covers training and all expenses related to child death autopsies.
  - CDITF often hosts world-renowned speakers that have a price range from no charge to several thousands of dollars.
- Getting local law enforcement to join.
  - The free training and having the autopsy paid for are attractive perks to Southern Illinois entities who cannot afford those expenses, but this funding is not currently available in other parts of the state.
  - Without the funding, there is little incentive for agencies to re-create a task force.
  - Local law enforcement agencies are hesitant to join CDITF because they do not have the manpower to allocate detectives to lengthy, multijurisdictional death investigations. Several Chiefs and Sheriffs know that they can rely on ISP to investigate child deaths regardless if they are members or not.

### Plans

- ISP will continue to build relationships between LEOs, DCFS, CACs, SAs, etc. for the multi-disciplinary team approach. ISP will continue to partner with Hoyleton Ministries and assist in replicating the CDITF in Central Illinois through "Project CHILD," an OVC initiative to reduce child maltreatment in Illinois.

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- e. Increase Air Operations staffing and aerial platforms through creative leasing and purchasing agreements to ensure current technology and build Intelligence, Surveillance and Reconnaissance (ISR) capabilities.**

### Progress

- In FY20, The Air Operations Bureau (AOB) added one pilot at the Springfield base, which allowed the Bureau to meet its goal of increased staffing.
- The AOB has entered a trial period where the Sterling pilot will drive to DuPage each day and respond for missions with the DuPage pilot.
  - The outcome of the trial period will determine whether we need to close the Sterling base or request more staffing.

- Currently, AOB has four aircraft which are approximately 20 years old. We have six dedicated pilots and two pilots in training.

### Challenges

- The inability to identify funding to replace aircraft and camera/FLIR,
- The length of time it takes to train pilots (up to three years), and the recruitment and retention of qualified candidates.
- Six of the last 12 AOB employees submitted voluntary transfer requests to leave the unit, none of which were to positions which offered more pay or a promotion.

### Plans

- Within the next two years, seek funding for the purchase of new aircraft with camera/video downlink and synthetic view mapping software.
- Funding has been requested in the AOB FY21 budget to replace the 20-year-old Night Vision Goggles.
- Identifying new sources of funding
- Incentivize the position to recruit and retain more qualified candidates

**Goal #2: Increase operational relevance through Specialized Disciplines to be more responsive to victims and stakeholders.**

- f. Reorient SOCOM's mission and structure to more fully realize counterterrorism skills and training, identify adjunct tactical operations personnel to serve as force multipliers at large events; and increase SOCOM participation in complex investigations such as missing persons and difficult surveillance areas.**

### Progress

- The State Weapons of Mass Destruction Team (SWMDT) maintains an extremist/terrorist interdiction team which specializes in handling active shooters and events in Chemical, Biological, Radiological, Nuclear, or Explosive (CBRNE) environments. Vapor Wake canines continued to be utilized in operational security details.
- Twenty-five new ISP SWMDT Science Element members attended Hazardous Materials Operations class in Springfield. This training is the initial phase of federally required training for participation in a Haz-mat/CBRNE response team.
- SOCOM continues to establish joint tactical operations with other groups to include the Secretary of State Hazardous Unit and Illinois National Guard Civil Support Team during the COVID-19 pandemic and civil unrest. Successful operations include securing the Bank of Springfield Center for convening the State Legislators to pass critical COVID-19 response legislation.
- SWAT has utilized night vision capabilities to detect infra-red signatures produced by surveillance cameras, Ring door devices, etc., during complex criminal investigations.
- SOCOM is available to assist with deployment of handheld Forward Looking InfraRed (FLIR) to assist in ground use, when foliage may be too thick for Air OPS FLIR systems. The use of this technology is available upon request.

### Challenges

- The current pandemic has led to the cancellation of training classes.
  - SWMDT members need to attend regular training to maintain and become more efficient with these skills as the program grows.
- Current FLIR systems are becoming outdated and there is a need to issue additional devices to more operators. These expensive items need to be budgeted for and replaced every five to six years in order to keep pace with progressive technology.

### Plans

- SOCOM will partner with and utilize the resources of federal agencies and ISP STIC to hone the counterterrorism skills needed to detect, prevent, and respond to a terrorist threat in Illinois.
- Strengthen skills through training courses geared towards effective counterterrorism measures.
- Enhance the usability of SOCOM personnel and SOCOM resources in complex investigation by identifying adjunct tactical operations personnel who are working outside of SOCOM who can effectively be trained in these counterterrorism skills, helping to multiply the available resources as we prepare for the multi-agency mutual aid event to occur.
- Over the next two years, the unit hopes to become more diverse through the addition of minority personnel, and the expansion of the current footprint as our relationships with ILEAS, Chicago Police Department and Cook County Sheriff's Police, and our rural county partners is solidified. Growing these relationships will assist us in achieving DCI's goals, participating in more complex investigations, and creating more well-rounded troopers.

### **Goal #3: Enhance training and welfare of personnel.**

- a. Contract with a psychological care group to provide statewide mental health care to both sworn and code staff with emphasis on critical incident mental health management and recovery including officer involved use of force incidents and line-of-duty deaths.**

### Progress

- The Division of Criminal Investigations has ongoing communication with ISP Peer Support personnel about the current assistance programs available to sworn and code employees.
- Peer Support was invited to the DCI Command Meeting in October 2019 which resulted in requests for peer support site visits by multiple DCI work units.
- DCI personnel were also encouraged to attend Officer Wellness and Resiliency Training by Mr. Silouan Green.

### Challenges

- Seeking and accepting the guidance of medical professionals can be challenging for individuals.

- Law Enforcement personnel often struggle to manage the challenges associated with competing demands.
- Very intense and difficult circumstances must be addressed while simultaneously mitigating the impact of those demands on personal health and well-being.

#### Plans

- Officer wellness will remain a top priority for the Division, as it will for law enforcement agencies around the globe.
- DCI leadership will continue to gather information and suggestions from the field and explore new suggestions and ideas regarding the mental health of officers and support staff.

### **3. Enhance training and welfare of personnel.**

- b. Re-invigorate In-service training by adopting best practices from other agencies and federal partners.**

#### Progress

- The Division of Criminal Investigations was reinstated in August of 2019.
- Since that time, the Division established a training committee to identify current and future training needs.
- The committee reinvigorated the former Basic Investigators Course (BIC), now renamed as New Agent School (NAS), and plans to hold a course in the fall of 2020 for approximately 40 students.

#### Challenges

- NAS was scheduled for FY20 but had to be pushed back due to COVID-19 and contract renewal with CTK. It is anticipated that this training will be conducted at two locations in the 4<sup>th</sup> Quarter of FY21.

#### Plans

- The Division is working to have all new personnel trained on interviews/interrogations by the CTK Group during NAS.
- DCI will hold two separate training sessions conducted by CTK during FY21, tentatively scheduled for April & May 2021. This will ensure all additional personnel receive the training.
- The training committee also determined a three-year annual training plan (following CTK) which will be highlighted by a three- to four-day In-service training event each year at strategic locations throughout the state to reduce travel/per diem costs.
  - The first year of the training will focus on Death Investigations; Major Case Protocol; and Child Abductions/Human Trafficking.
  - The second year will focus on Victimology/Behavioral Science and Contextual Bias Training.
  - The third year will focus on Forensic Experimental Trauma Interviews (FETI) and Internet Crimes against Children.

- DCI will also include Mental Health/Officer Wellness components to these training events.
- The majority of the training sessions will be integrated training and led by DCI personnel. The classes will focus on lessons learned from past cases DCI has handled. Additionally, DCI has contacted the FBI Office in Springfield to present an eight-hour block of instruction on Child Abduction in early FY22.
- DCI is in the process of offering quarterly training bulletins via the Illinois OneNet Training platform.
- In order to provide predictability in the planning cycle, Investigative Support Command is working to issue the DCI Quarterly Training Bulletins in the 2<sup>nd</sup> month of each quarter specifically on OneNet.
- In an effort to correct a previously identified gap in training for DCI, each Training Bulletin will include a Mental Health/Officer Wellness component.
- DCI conducted the following training courses during FY20:
  - New Agent School, 42 Special Agents trained
  - CC-130 (WebEx Training)
    - Traffic Crash Reconstruction
    - Preliminary Investigations
    - E-Lineup
    - Public Integrity Investigations
    - DII/BIU Introduction
    - Court Orders, Search Warrants
    - Officer-Involved Death Investigation
    - Mental Illness and Non-normative Behavior
    - Dealing with People with Disabilities
    - Death Investigations
    - Introduction to Narcotics
    - Child Death Investigation
    - Crime Scene Services Command
    - Health and Wellness
    - The Impact of Social Media in Missing Children Cases (Webinar)
    - The Dangers of Fentanyl: More Deadly than Heroin (Webinar)
    - Methamphetamine Update (Webinar)
  - CBD and the Illinois State Police
  - Recreational Cannabis Scenarios
  - Recreational Cannabis Law Enforcement Considerations
  - Recreational Cannabis Modules 1, 2, and 3
  - Sexual Assault Incident Procedure Act (SAIPA) Training

**Goal #3: Enhance training and welfare of personnel.****c. Identifying training gaps through performance and hands-on training evaluations.  
Improved In-service training management system.**Progress

- DCI is in the process of revamping the Field Training Agent (FTA) Program, including the FTA Manual and related field training forms.
  - Each and every agent must have a basic skillset by the time they complete the field training program that will allow them to be effective criminal investigators in any zone within the state.
  - The Field Training Checklist remains an integral part of the FTA Program and has been revised to more accurately reflect Special Agent responsibilities to ensure each Special Agent candidate acquires this basic skillset.
- The FTA Manual was created and approved by the committee and is currently in the process of being reviewed by the chain-of-command.
  - A Power Point was created to train Field Training Agents on the new program.
  - This training will be mandatory to ensure that all FTAs understand the process as well as what behaviors constitute unacceptable, acceptable, and superior performance during the training program.
  - The FTA Manual and associated FTA training power point will be reviewed every two years.
- With the reorganization of DOO in FY20, Investigative Support Command (ISC) began to refocus its efforts on updating the FTA manual, which was previously updated in 2005.
  - Several meetings took place between ISC and the Statewide FTO/FTA coordinator in adapting the FTA program to the current FTO scoring program.
  - DOP is currently field testing the Law Enforcement Field Training Application (LEFTA) system, which began in late May of 2020. Fine tuning of the FTO document forms and DOP reviews are currently being evaluated by the Statewide FTO/FTA coordinator.

Challenges

- DCI does not have access to LEFTA as this would be an additional cost.
- This challenge will require additional support from Office of Finance and the Director's Office.

Plans

- DII is currently proposing to procure a LEFTA suite package, which would allow access to all of ISP to use for it's field training programs.
- DCI would also like to transition to the paperless field training documentation system offered by the Law Enforcement Field Training Application (LEFTA) program.

**Goal #3: Enhance training and welfare of personnel.**

- d. Mental clarity through professional development – Rotational away from identified “high-stress” assignments to other units to learn, contribute, and share experiences.**

Progress

- DCI seeks to support officer wellness and employees who are experiencing personal or professional issues.
- DCI is currently in the process of evaluating PER-066, “Sworn Rotation,” and submitted a request for the policy to be reviewed for potential policy staffing, which would allow for additional reviews and recommendations from all ISP divisions.
- DCI is considering each officer undergo a review once each year during the Integrated Strategic Performance Review Part II Job Performance Evaluation and determine whether or not it’s in the best interest of the individual and the ISP to continue in their current assignment.
- In an effort to produce an environment for innovation and creativity to be expressed while supporting officer wellness and professional growth, DCI is in the process of forming a committee to discuss varied exposures to administrative and operational assignments throughout the Division.

**Goal #3: Enhance training and welfare of personnel.**

- e. Recurring basic training In-service retreat. At identified intervals (3-5 years), Cadet Classes are reconvened, disconnected from daily assignments, and provided updated In-service training, mental and physical health screenings, and officer safety, trends in law enforcement, personnel management, leadership and retirement training at a secluded venue.**

Progress

- The Division is taking a serious look at what can be done to promote officer wellness and resilience.
  - There is discussion of granting sworn personnel a six-month Temporary Duty Assignment, as a break from permanent assignments, every few years.
  - PER-066, “Sworn Rotation,” submitted a request for the policy to be staffed.
  - In-service training is being planned by the DCI Training Committee that will include topics such as officer wellness and safety, personnel management and leadership, and current issues in law enforcement.

**Goal #3: Enhance training and welfare of personnel.**

- f. Identify retiree death liaison and formalize retiree death notification protocol and practices.**

Progress

- DCI recently initiated this discussion with the Employee Support Services Section in the Office of Equal Employment Opportunity (EEO).
- EEO is currently working on creating a protocol.



### Challenges

- Familiarizing officers with protocols and practices.
- Selection of a retiree death liaison coordinator.

### Plans

- The Division will be working with Employee Support Services personnel to establish a retiree death liaison and formalize the retiree death notification protocol.
- Discussions will resume in FY21

### **Goal #3: Enhance training and welfare of personnel.**

#### **g. Personal and professional cyber-security training for sworn and code.**

### Progress

- The Statewide Terrorism & Intelligence Center (STIC) produced a booklet for law enforcement on privacy strategies.
  - This document provides a list of suggestions to help public safety personnel reduce the vulnerabilities related to a cyber-attack or identity theft.
  - This document will continue to be promoted by STIC as a best practice for cyber security protection.
- STIC created a Cyber Security Information Sharing (CSIS) Program to form trusted partnerships among all information sharing communities (law enforcement, private sector, and public safety) to share technical material that may impact the security of information technology (IT) at their agencies/companies.
  - Intelligence notes and information related to cyber security are shared with these partners.
  - State, local and federal partners provide information for the creation of these notes, which often contain details about incidents, and provides information on resources and how to protect cyber systems.
  - STIC supports this process by producing and disseminating these intelligence notes. STIC also disseminates notes developed by partner agencies for sharing.
  - The goal of this program in the future is to increase the size of the audience receiving this information.

### **Goal #3: Enhance training and welfare of personnel.**

#### **h. Emotional health and family counseling resources.**

### Progress

- EEO continues to introduce more services to our DCI personnel.
- Now more than ever, family support is a necessity to those serving in law enforcement.
- While navigating through a global health pandemic and civil unrest, it has become even more evident that the daily physical, mental, and emotional demands for employees continue to increase.
  - This increase can greatly impact family members even though it is not always recognized or evident.

- Understanding the need for holistic care, the Illinois State Police aims to reinforce an inclusive approach for supporting our employees by also supporting their family.
- This initiative has given way to the introduction of a Family Support Group where we hope to extend support services to the family members of ISP's employees.

**Goal #3: Enhance training and welfare of personnel.**

- i. New Code employee immersion and orientation to provide agency legacy and cultural informational training to new code staff upon arrival to the ISP. Co-taught by Sworn and Code.**

Progress

- In FY20, the Department provided the ISP Code Employee Handbook, providing a background of the Agency and guidance to many procedural questions Code Employees may have.

Challenges

- Reinvigorating ISP Academy curricula and tailoring it to DCI will take dedication and time for a well-structured program.
- Identifying those who have time to develop and instruct due to current staffing levels.

Plans

- The Division of Criminal Investigations understands the importance of teaching the ISP legacy and instilling the ISP culture of integrity, service, and pride within all new code employees. In FY21, The Division of Criminal Investigation will develop an administrative checklist, Division orientation checklist, curriculum, and a power point presentation for new DCI code employees.
  - The administrative checklist will ensure tasks are completed such as permitting access to necessary facilities and files as well as computer programs and user groups within Outlook and Microsoft Teams.
  - The orientation checklist will ensure an introduction to the employee's supervisors and coworkers as well as an explanation of the schedule and how to complete basic tasks such as time off requests and timesheets.
  - The curriculum and power point presentation will outline the history of the Agency, the roles and responsibilities of sworn and code employees, an introduction of current ISP leadership, and current ISP initiatives.
  - The training can be conducted by both code and sworn personnel.

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- a. Enforce laws related to the criminal possession and use of firearms and reduce the access to firearms by prohibited individuals.**

#### Progress

- DCI has been working with Firearms Services Bureau, local police departments, Sheriff's Departments and County Courts throughout the year to increase the level of compliance among revoked FOID card holders.
- DCI has worked to be a leader in this effort ensuring local and county law enforcement have the necessary understanding to support the legislative requirement for revoked FOID compliance.
- DCI has conducted presentations, trainings and revoked FOID card enforcement details as a training mechanism assisting local and county law enforcement to increase compliance of revoked FOID card holders.
- The details have resulted in increased compliance, weapons and FOID card recoveries, and criminal arrests related to FOID enforcement.
- On a monthly basis, DCI also conducts FOID card enforcement details without local or county assistance for communities that lack resources to conduct FOID investigations.
- DCI is also focused on the investigating denied FOID card applications and attempted firearm purchases of firearms from Federal Firearm Licensees by those with revoked FOID cards (Attempted, Lying and Buying).
- DCI Northern Command is working with Cook, DuPage, Kane, McHenry and Dekalb Counties, establishing a best practice model of investigation to share statewide for Attempted, Lying, and Buying cases.
- DCI Northern Command is also working with ISP Legal to establish a best practice in charging lying on a FOID card application to ultimately share statewide.
- DCI is working to assist in increasing the revoked FOID card compliance Statewide as well as having best practices established for investigations into denied FOID card applications and Attempted, Lying, and Buying cases.

#### Challenges

- Currently FSB does not maintain records of IP addresses of those who electronically complete a FOID application containing fraudulent information. The tracing of IP addresses back to the device used would further enhance the probability of successful prosecution of these cases.
- Differing opinions with State's Attorney's Offices agreeing on establishing a venue to prosecute a fraudulent FOID application, i.e. Cook County of Sangamon County.
- Timeliness notification from FSB on Firearm Transfer Inquiries (FTIP). FTIP denials are delayed to a degree that a Firearms Dealer may have a video surveillance system, but the potential evidence of the person attempting to buy the firearm has been overwritten because the FTIP information to the Zone was delayed.

### Plans

- Investigative Zones will continue to conduct FOID revocation details.
- Investigative Zone will continue to collaborate with local law enforcement and ask them to participate in order to gain an understanding of how to enforce FOID revocation, allowing them to conduct their own FOID enforcement activities.

#### **4. Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- b. Identify and apprehend prohibited possessors of firearms through intra and inter-agency partnerships.**

### Progress

- DCI has Intra-agency partnerships with Firearm Services Bureau (FSB) and the Statewide Terrorism Intelligence Center (STIC).
  - FSB and STIC are instrumental in DCI's efforts in conducting FOID related investigations.
  - Statewide, DCI has relationships with State and Federal Prosecutors and regularly communicate how to best prosecute prohibited persons caught in possession of firearms.
- DCI Northern Command is working with the Cook County State's Attorney's Office and the United States Attorney's Office of Northern Illinois when investigating occurrences of lying on a Federal Form 4473, Firearm Transaction Record.
  - Charging decisions are made as a group depending on the circumstances of each individual investigation.
  - DCI also has Special Agents assigned to Federal Task Forces (ATF, FBI).
  - The TF Agents review weapon related arrests made by DOP and facilitate Federal Prosecution for offenders who criminal histories expose themselves to longer prison sentences.

### Challenges

- Prosecutors are reluctant to charge some cases without video evidence of the attempted firearm purchases.
  - Currently, all gun dealers do not have adequate surveillance systems installed on premises.

### Plans

- In the next two years, as gun dealers update security and video systems in accordance with the Illinois Firearm Dealer License Certification Act, digital evidence will become more readily available.
- The increased availability of digital evidence will have a positive effect on the number of arrests and successful prosecutions.

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- c. Increase the clearance rate of homicides investigated by the Illinois State Police by providing investigative personnel with advanced training in the area of homicide investigations.**

#### Progress

- DCI created a training committee in FY20.
- In FY20, Special Agents and Special Agent Candidates attended a variety of training courses to increase their effectiveness when responding to violent crimes.
- While most training is provided internally, many agents also availed themselves of the myriad of courses offered through the Illinois Law Enforcement Training and Standards Board (ILETSB) Mobile Training Units (MTUs).
- During FY20, DCI personnel also attended the Illinois Homicide Investigators Association annual conference held in October 2019.
- DCI is currently developing an enhanced internal In-service training curriculum that will build on what agents previously learned during New Agents School (NAS), with a focus on new emerging investigative methods and technology.

#### Challenges

- For DCI to continue on this visionary and aggressive training path, we must continue to seek funding of investigative training initiatives.
- DCI must maintain its recruitment efforts to attract a qualified diverse workforce for the future.
- Due to the COVID-19 pandemic, The Illinois Homicide Investigators Association (ILHIA) cancelled its October 2020 conference. DCI previously sent approximately 110 ISP investigators to this training in 2019.

#### Plans

- DCI will continually support advanced training for homicide investigations.
- DCI will continue to monitor training offerings and encourage officers to attend training.
- DCI training committee has established a three- to five-year training matrix. Subject matter experts were identified, and course curricula is currently being updated and created.
- Creation of the 360 Degree Trooper initiative is currently underway by the DCI Training Committee.
- The DCI training Committee will continue to meet once a month for group discussion on the various above topics.

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

**d. Utilize data driven information to become more efficient in reducing violent crime.**

#### Plans

- During FY20, a Zone 6 Dashboard was created to view violent crime data related to the Metro-East.
  - The dashboard allows for near-real time data visualization of violent crime such as homicides and shootings.
  - In the dashboard, this data can be overlaid on top of datasets such as gang boundaries, parolee information, and sex offenders.
  - The map contained in the dashboard can be viewed on mobile devices using the location of the device to show the violent crime in the area of the responding officer. A
  - mobile-friendly application was developed to allow data input in the field with the ability to attach photos and any necessary information about the crime.
- Also, the COVID-19 Statewide Emergency Environment was developed to assist law enforcement and other public safety partners prepare for and respond to the COVID-19 pandemic.
  - Data on cases, deaths, hospital status, PPE availability, and testing sites was all available in one place to help law enforcement make informed decisions.
  - In addition, an application allowed for the reporting of COVID-19 cases within police and fire departments allowing better situational awareness for any staffing shortages or other issues arising.

#### Challenges

- The need to backfill various positions vacated by personnel leaving to join proactive initiatives such as Public Safety Enforcement Group (PSEG).
- Supplying these specialty units within DCI with the appropriate equipment such as a covert squad car equipped with emergency lighting and video recording systems.
- Establishing trust and confidence in law enforcement throughout communities remains challenging with today's stressed police and community relations.

#### Plans

- The magnitude of criminal violence in Zone 6, specifically in the Metro-East communities has led to an increase in operational needs.
  - With the realignment of the DCI Southern region, the goal was to lessen the burden on Zone 6 while increasing their operational relevance in the Metro-East area.
  - The mission for the proposed PSEG will be to mitigate the inordinate violence in the Metro-East, with primary enforcement efforts in the city of East St. Louis.
    - The goal of PSEG will be to conduct both covert and overt investigations with an emphasis on unlawful use/possession of firearms and violent crimes.
- Emphasis will need to be placed on building trust and confidence in law enforcement throughout the community.

- Work along side the communities in which officers serve to garner support of their initiatives to reduce violent crime and apprehend offenders.
- Establish partnerships with local and federal law enforcement officers and prosecutors in order to significantly reduce the criminal threat

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- e. **Increase ISP's capacity to focus on the gap between tactical and decision-making intelligence by expanding the Statewide Terrorism and Intelligence Center beyond homeland security to include local Intelligence Liaison Officers.**
- The Statewide Terrorism & Intelligence Center (STIC) will continue to sustain a liaison program between the Illinois State Police, STIC, and state/local law enforcement agencies, which allows an officer, investigator, or analyst to come to the STIC for a one-week period.
  - The program allows law enforcement agencies to learn some of the capabilities, processes, products, and programs, which are available to them from STIC and help their officers and agencies build their counterterrorism and analytical capability.
  - Participants also get signed up for a Homeland Security Information Network (HSIN) account and meet with the Public Safety Program Managers (Private Sector, Fire Service, Emergency Management, School Safety, Public Health, Election Cyber Security, Jail Intelligence, Cyber Security, Disaster Intelligence, Traffic) in order to become advocates in their local community for STIC's information sharing programs.
  - STIC benefits by learning more about the information needs of state/local law enforcement agencies as well as enhancing working relationships with local partners to promote thorough investigation and reporting of potential terrorist or suspicious activity.
  - Since the program's inception, there have been 66 fellows participate in the liaison program.
  - STIC has seen increases in requests for information and participation in monthly intelligence webinars from these participants.
  - The fellows have also become trusted partners and valuable resources for STIC when information is needed from their jurisdiction.

Challenges

- The fellowship program has been placed on hold since March due to COVID but will resume once restrictions are lifted.

Plans

- DCI will continue to send personnel to the STIC Fellowship Program once its reinstated. Support will be needed from fiscal for lodging and per diem expenses.

**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

- f. Through training and aggressive Medicaid fraud investigations, identify offenders, reduce the occurrence of fraud, and assist in the recovery of funds.**

#### Progress

- The Medicaid Fraud Control Bureau (MFCB) successfully obtained \$13 million in restitution ordered through criminal dispositions and civil settlements for fiscal year 2020.
- The MFCB opened 220 criminal cases alleging fraud, abuse and neglect.
- As a result of the COVID-19 pandemic limiting training opportunities, MFCB implemented and completed a 16 Hour, in-house, web-based training for all MFCB personnel and a two-day Collaborative Cross Training with Healthcare and Family Services and the Office of Inspector General.
  - As members of the National Association of Medicaid Fraud Control Units, our investigators, attorneys and analysts attend mandatory classes throughout the country to increase proficiency in their respective fields.
  - Members also maintain Certified Fraud Examiner certification in law, nursing, and fraud examination.
  - The MFCB personnel have also been encouraged to complete external web-based training/certifications.
- The MFCB has remained active combating Medicaid and Health Care Fraud by partnering with other entities using task forces.
- The MFCB personnel have assisted on the US Department Justice COVID Fraud Task Force, Opioid Task Force, the Elder Abuse Task Force, the North, Central, and Southern Healthcare Fraud Task Forces, monthly meetings with the State's Medicaid Single State Agency, and attending the Narrative Review Committee to discuss new referrals.
- The MFCB also meets with the Department of Human Services and Illinois Department of Public Health to address the Abuse and Neglect of Medicaid recipients as well as fraud in home health settings.
- MFCB continues to liaison with long term care facilities regarding awareness of reporting abuse, neglect, and fraud. Challenges
- The COVID-19 pandemic has greatly limited training opportunities for the MFCB.
- The COVID-19 Pandemic has complicated investigative efforts, especially since long term care facilities are some of the highest COVID-19 risk environment.

#### Plans

- Once long-term care facilities open, MFCB is preparing for an influx of Medicaid cases involving abuse and neglect.
- The MFCB will continue its goal in working towards the mission of aggressively investigating and deterring cases of fraud, abuse, and neglect in order to safeguard the Medicaid system from unscrupulous providers along with promoting proper medical care and a safe environment for all long-term care residents in Illinois.



**Goal #4: Reduce the occurrence of violent crimes through investigations, enforcement, and intelligence initiatives.**

**g. Strengthen relationships with federal partners through collaboration and joint exercises.**

Progress

- The Statewide Terrorism and Intelligence Center (STIC) maintains a continued working relationship with Federal partners on various levels.
- The Department of Homeland Security (DHS) has a full-time Intelligence Officer assigned to STIC to facilitate information collection and sharing among agencies.
- The Federal Bureau of Investigations (FBI), Springfield Division, has an Intelligence Analyst assigned to STIC on a part time basis between the ISP and FBI.
- The ISP Intelligence Command maintains working relationships all federal investigative agencies and Chicago Police Department (CPD) in the Chicagoland area.
- In January 2020, the STIC participated in the Hunter-Seeker exercise. The event was an intelligence sharing exercise among the ISP STIC, FBI, DHS, and Fusion Centers at CPD, St. Louis County Missouri, Kansas City, Boston, and Missouri State Fusion Center.

Challenges

- The COVID-19 crisis situation has decreased the ability to hold in-person intelligence-sharing meetings.
- Meetings are currently being held virtually to overcome these challenges.

Plans

- Attaining this goal in FY22 will be achieved by continuing the ongoing working relationships currently in place.
- Once public health officials determine it is safe to do so, resuming in-person meetings for collaboration will be a priority.
- Participation in future intelligence analysis and sharing exercises available to the STIC will resume if available.

**Goal #5: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

**a. Proactively target manufacturers and traffickers of illicit substances.**

Progress

- Twenty-two Metropolitan Enforcement Groups (MEGs) and Task Forces continue to operate throughout the state.
- Approximately 150 DCI Special Agents/Supervisors and Local Officer/Inspectors comprise this effort.
- Counterdrug Intelligence Analysts from the Illinois National Guard augment the effort by providing intelligence which is key to identifying and investigating traffickers.
- The units conduct covert and overt operations including the use of confidential sources and undercover agents to conduct controlled purchases of illegal drugs and firearms.

- The effort is aimed at the identification, investigation, and successful prosecution of high-level drug traffickers.
- Quarterly meetings are held among the MEGs and Task Forces to ensure information sharing.

### Challenges

- Proper funding is a concern in maintaining and continuing the evolution of the program.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.

### Plans

- DCI will continue to post agent vacancies.
  - With additional personnel, Investigative Zones can continue to transition personnel into narcotics roles.
- DCI will continue to establish & re-establish relationships with our local law enforcement partners.
  - Development of PSEG is currently underway.
- DCI community outreach was discussed during our July 16, 2020, leadership meeting with Commanders.
  - Task Forces and MEGs are considering the inclusion of mental health professionals in their response to drug trafficking cases/incidents in order to not only enforce the laws, but also encourage rehabilitation and treatment.

### **Goal #5: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

#### **b. Develop a narcotics strategy to address all geographical areas of the state.**

The MEGs and Task Forces are situated throughout the state. All but 26 Illinois counties are represented as part of a unit with outreach and recruitment continuing throughout the year. The narcotics strategy continues to evolve and also includes partnerships for drug treatment referrals and educational presentations. As an example, the Southern Illinois Drug Task Force (SIDTF) continues to work with the Gateway Foundation and Centerstone in Southern Illinois to encourage treatment as an option to those struggling with addiction following an arrest. SIDTF provides informative and appropriate presentations to diverse audiences including educators, students, and healthcare providers among others in an effort to bring awareness and potentially deter illegal activity. Many other MEGs and Task Forces participate in similar efforts.

### **Goal #5: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

#### **d. Devote resources where appropriate and available to develop narcotics squads focusing on dismantling narcotics distribution organizations.**

### Progress

- DCI continuously assesses the equipment and training needs of the drug enforcement units.

- DCI recently purchased five TruNarc Drug Analyzer devices to enhance the effort and promote a safe process in examining unknown suspected illegal drugs.

#### Challenges

- Proper funding is a concern in maintaining and continuing the evolution of narcotics programs.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.

#### Plans

- The Division plans to purchase Mass Spectrometers to further improve the effort.

#### **Goal #5: Reduce drug trafficking, including the proliferation of opiates into Illinois communities.**

- d. Work closely with local governance boards to continue to improve narcotics-related enforcement.**
  - MEGs and Task Forces are comprised of officers from DCI and other state and local agencies.
  - The units are governed by policy boards comprised of the leadership of the same.
  - Representatives from the units often attend meetings of local boards of governance to assess the effectiveness of the drug enforcement effort, receiving critical feedback.

#### Challenges

- Proper funding is a concern in maintaining and continuing the evolution of narcotics programs.
- Continued reduced Byrne/JAG funding through the Illinois Criminal Justice Information Authority (ICJIA) is a concern with the loss of \$400,000 in available funding since 2016.

#### Plans

- While enforcement is the primary mission of the MEGs and Task Forces, there is a recognition among the units that enforcement is only part of our way forward.
- Education, preventative efforts, and treatment/rehabilitative efforts are equally important.
- As previously stated, many ISP MEGs and Task Forces work in concert with the other disciplines as a way of working toward the most ideal response to illegal drug abuse and trafficking.

**Goal #6: Reduce Illinois' vulnerability to terrorism.**

- a. Through the Statewide Terrorism and Intelligence Center, provide a full range of intelligence resources to support Illinois' counter-terrorism efforts.**

Progress

- The Statewide Terrorism & Intelligence Center (STIC) is a 24/7/365 all-crimes and all-hazards fusion center that provides services to state, local, federal law enforcement, and public safety partners.
  - The law enforcement component of STIC is staffed by sworn and civilian personnel from the Illinois State Police, Illinois National Guard, Federal Bureau of Investigation, and Department of Homeland Security.
  - Analysts perform a thorough search of all available databases and resources and have a network of contacts that reduces the need for requestors to make multiple requests.
- In calendar year 2019, STIC handled more than 17,000 requests for information.
- These requests for information include information sharing with state, local, and federal partners that has been acquired through STIC analysts' thorough database checks.
- STIC has public safety personnel assigned to manage the public safety outreach programs.
  - These public safety programs partner with the private sector, emergency managers, school resource officers and administrators, election officials, traffic, jails, public health, and the fire service.
  - These approximately 2,500 partners can work with the program managers and request and provide information as it relates to suspicious activity and threats.
  - The program managers share threat-related information to these partners as it relates to physical and cyber critical infrastructure and provides information and resources on how to prevent, detect, deter, mitigate, and respond to these threats.
    - This is especially important in Illinois; the state ranks fourth in terms of relative risk when compared to other states and territories.
    - The Chicago urban area ranks third when compared to other urban areas throughout the country.

Challenges

- The biggest challenge is the hiring of additional qualified personnel to fill Terrorism Research Specialist and Criminal Intelligence Analyst positions.
- STIC is also challenged ensuring they are up-to-date with new software.
  - Currently the FBI provides Accurint Software, a research tool available to the ISP.
  - The FBI will no longer be providing ISP access to Accurint, and STIC will need to select a vendor to provide a research database, which is utilized among many platforms within the ISP for criminal intelligence information.
    - In May 2020, a proposal for securing new software to replace Accurint was presented to the Intelligence Command Chief along with a cost estimate.

Plans

- STIC will continue to process requests for information for all law enforcement officers in Illinois' counter-terrorism efforts.
- The public safety program managers will continue to partner with its public safety partners and share information with them to protect their assets.
- DCI will work with the Office of Finance to identify a funding source for the software needed to replace ISP access to Accurant.

**Goal #6: Reduce Illinois' vulnerability to terrorism.**

- b. Collaborate with the FBI Joint Terrorism Task Forces (JTTF), and state and local partners to have a comprehensive preparation, detection, and response strategy for homeland security.**

Progress

- During FY20, the collaboration between the JTTF and state and local partners continued to be successful.
- In addition, the coordination between STIC and the state and local partners continued to function well.
- There were numerous accounts of suspected terrorism-related incidents, threats of mass shooting, and other suspicious information forwarded to the JTTF by these partners.
- JTTF personnel met with representatives from the law enforcement, private sector, and educational entities to participate in tabletop exercises; share awareness of respective resources, skill sets, and expertise; and establish professional relationships where there previously were none.

Challenges

- Not all of the law enforcement, public safety, emergency personnel, and other government agencies were aware of and/or familiar with the resources, capabilities, and functions of the JTTF.

Plans

- The JTTF will continue efforts to establish, maintain, and enhance relationships and information sharing between the JTTF and state and local partners.
- We plan to attend local and regional law enforcement-related meetings.
- We will continue to better communication with other ISP units who also work these events and establish new relationships where there were previously none.

**Goal #6: Reduce Illinois' vulnerability to terrorism.**

- c. Provide subject matter expertise and education to high-profile events to deter, detect, and defend public gatherings from violent acts.**

Progress

- Members of the JTTF participated in tabletop exercises with law enforcement and private sector personnel to share information and investigative responsibilities regarding potential scenarios and incidents, which could occur at high-profile events.
- JTTF members provided presentations on terrorism-related topics and JTTF awareness to personnel from law enforcements, state's attorney's offices, US. Attorney's Offices, and the private sector.
- The JTTF continued to participate in investigative and intelligence functions during high-profile professional and special events.

Challenges

- Not having enough personnel to attend every high-profile event
- At times, communication between the different groups while working at some high-profile events.

Plans

- The JTTF will continue efforts to meet with and provide JTTF awareness and terrorism-related information to law enforcement, emergency personnel, private sector, educational entities, and others.
- We will continue to attend high-profile events and work together with the other law enforcement agencies and emergency personnel.
- We will strive to communicate better internally with other ISP units who also work these high-profile events.

**Goal #7: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

- a. Maintain and implement, as needed, a comprehensive ISP deployment plan to guide the rapid, regulated movement of officers in the event of a major threat or incident.**

Progress

- The Illinois State Police utilizes the Critical incident Mobilization Plan (CIMP) to facilitate the rapid deployment of officers throughout the state for major threats or incidents.
  - Currently, the CIMP incorporates both Division of Patrol and Division of Criminal Investigation personnel.
  - The CIMP divides the state by regions with designated command staff in place for each region.
  - During an activation, the designated command staff will populate the various platoons with available personnel for deployment.
- The Division of Criminal Investigation utilizes the Major Case/Mass Casualty Protocol to deploy investigators to major crimes throughout the state that require more resources than are available in the effected Zone.

- The DCI Major in the effected region has the authority to activate the protocol with the appropriate Zone Commander assuming the role of Officer in Charge (OIC).
- The Major Case/Mass Casualty Protocol is divided into eight sections; Operations, Lead Management, Intelligence, Agency Liaison, Crime Scene Services, Logistics, Media, and Family/Victim Liaison.
- The Major Case/Mass Casualty Protocol has defined job functions for each section and a table of organization that can be expanded or contracted depending upon the needs as a case develops.

#### Challenges

- DCI personnel were scheduled to attend the St. Louis Complex Coordinated Terrorist Attack Program (CCTA) in March 2020. Portions of this event were cancelled due to the COVID-19 pandemic.
- Scheduling the maximum DCI personnel to participate in a large-scale Mass Casualty Exercise while not depleting our work unit resources in order to respond to a call out.

#### Plans

- SOCOM will continue to offer for OIC training for Lieutenants and Captains.
  - This program consists of a WebEx class and onsite field instruction from SWAT.

#### **Goal #7: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

- b. Conduct tabletop exercises with national partners to include ILEAS, IEMA, federal agencies and United States Military branches.**

#### Progress

- The Illinois State Police participated in four tabletop exercises during FY20 focusing on active shooter threats, Improvised Explosive Devices (IEDs), Weapons of Mass Destruction (WMD), and intra-agency operations.
  - The table top exercises were conducted at Scott Air Force Base, the Edward Jones Dome St. Louis, Fairview Heights Police Department, and the St. Charles, Missouri, Emergency Operations Center (EOC).
  - The exercises required the integration of different agencies from Illinois and Missouri to include SWAT Teams, Hazardous Device Units, Patrol Units, ILEAS, MABAS, Fire Departments, Emergency Medical Services, Communications, and Military Partners.
- SOCOM Command staff also worked with the Chicago Police Department to help them develop a Counterterrorism and WMD program.
- The civil unrest experienced throughout the country this spring resulted in unprecedented interagency cooperation and operations statewide.

#### Challenges

- Dedicating time for training while not depleting DCI personnel in the event they need to respond to an event.

- Costs of lodging/per diem for a large-scale event.
- Identifying hotels who will direct bill the State of Illinois.
- COVID-19 current restrictions won't allow a large scale, multi-agency event to take place.
- Scheduling of these events to ensure maximum personnel within the ISP and other involved agencies is logistically complex.

#### Plans

- Annual WMD exercises with IEMA, National Guard, and ILEAS. Training was scheduled for Fall 2020, but this has been rescheduled for Spring of 2021 due to COVID-19 restrictions.

#### **Goal #7: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

- c. Increase the State Weapons of Mass Destruction Team's counter-terrorism capabilities by ensuring they are adequately staffed, equipped, and trained.**

#### Progress

- The SWMDT is in the process of adding new personnel to the Science Team which directly works with the team operators.
- These new members are beginning the initial training

#### Challenges

- Federal Grant Funds have continually been decreased throughout the years.
- While SOCOM is able to purchase equipment, an increase in grant funding would allow additional equipment to be placed strategically throughout Illinois, allowing SWMDT personnel to handle any situation that arises in a timely manner.

#### Plans

- The new members will continue to have training in the future to allow each member to finely tune their skillset when it comes to the different jobs of the Team.

#### **Goal # 7: Increase comprehensive preparedness to guide the agency in the event of a major threat or incident.**

- d. Ensure SOCOM adapts appropriate protective measures that correspond to the Homeland Security Threat Advisory System (HSTAS).**

#### Progress

- The State Weapons of Mass Destruction Team is in the process of adding new personnel to the Science Team which directly works with the SWMDT Operators.
- These new members are beginning the initial training



Challenges

- The ability to get the most cutting-edge equipment and training allows SWMDT personnel to handle any situation that arises in Illinois.

Plans

- SOCOM personnel will work hand in hand with our federal partners to ensure that ISP SOCOM is utilizing the same information when it comes to determining threat levels as it pertains to the Homeland Security Threat Advisory System.

**DIVISION OF THE ACADEMY AND TRAINING  
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FY2020**

**Goal #1: Implement drastically revised knowledge and skills-based Recruit and Cadet Curricula delivery programs coupled with increased training in Human Trafficking, and Sexual Assault Awareness.**

Progress

- 88 curricula were reviewed
- 4 Human Trafficking trainings conducted;
- 5 Sexual Assault Awareness training courses were conducted.
- The Administrative Bureau also developed and disseminated administratively mandated curricula requiring Curriculum Review Committee review and approval, i.e.,
  - Cadet Fast Track,
  - Adult Use Cannabis,
  - Advanced Roadside Impaired Driving Enforcement,
  - various On-demand Shift Briefings/Law Updates, to include the implementation of the Statewide Drug Recognition Expert Program.
- The Cadet/Recruit curriculum was presented utilizing distance learning and technology to continue training during the Department's response to COVID-19 and social distancing guidelines.

Challenges

- The DAT Code and Sworn staffing levels are low.
  - Many of these vacant positions are housed within the Curriculum Section, Breath and Substance Testing Section, and the Training Bureau.
  - Many of these vacant positions are administrative in nature and support the various statewide programs housed at the ISPA.
  - The time spent on administrative duties by program coordinators and specialists negatively impacts the amount of research, review, and evaluation of program methodology conducted by DAT Subject Matter Experts.
- The operational tempo during the FY20 Strategic Goal Performance Period was a significant challenge for the DAT and specifically the ISPA.
  - The ISPA experienced a high employee turnover rate due to the rigorous training schedule and employee burnout.
  - The high ISPA employee turnover rate affects the internal continuity of operations.

Plans

- Continue to identify necessary/required revisions to knowledge- and skill-based Cadet Curricula.

- Continue to develop and disseminate mandated/required legislated and administrative curricula to the field.
- Continue to address the immediate training needs for ISP Cadets and Recruits through curriculum development, utilizing up-to-date research techniques and law enforcement related best practices/incident debriefs as they relate to skills-based training.
- Continue to utilize the Teaching, Assessing, and Correcting (TAC) Program to address law enforcement's culture and professionalism at the trainee level through the curriculum.
  - The DAT is currently in the planning phase for the development of an updated TAC Program.

**Goal #2: Reduce the number of Probationary Troopers being extended on the FTO Program by establishing a ride-along program while Cadets are in the Academy to assist with issues in geography, radio communication, and other performance matters.**

#### Progress

- Cadet Class 130 participated in the inaugural Cadet Ride-Along Program. This program allowed Cadets to participate in a real-time, patrol-oriented learning environment outside of the Academy structure.
  - The creation and implementation of this interactive training module was a product of cooperative effort between the Office of the Director (OOD), Division of Patrol (DOP), and the Division of the Academy and training (DAT).
  - 92 Cadets participated in the Cadet Ride-Along Program.

#### Challenges

- Due to the DOP enforcement posture during COVID-19, the DAT could not accurately track and monitor the overall FTO Program extension rate directly attributed to the Cadet Ride-Along Program.
- Due to the FY20 DOP enforcement posture during COVID-19, the DAT did not have the opportunity and ability to survey participants (Cadets and Troopers) regarding experiences and value of the Ride-Along Program in a "normal" proactive patrol environment.
- Unknown factors contribute to Cadet and Probationary Trooper dissolution from ISP employment or FTO program extensions, including the human factors and negligent career choices.

#### Plans

- Continue research and evaluation of law enforcement related training methodology/progaming to address the needs of the adult learner.
- Continue the Ride-Along Program.

**Goal #3: Ensure Cadets are retained by incorporating programs of retesting in academic and physical skills and initiating a Police Family Orientation Program for each Cadet Class.**

#### Progress

- The DAT graduated three Cadet Classes (CC129, CC130, and CC131) during the FY20 Strategic Plan Year, with only CC130 and CC131 starting and finishing within FY20. The

combined retention rate for the three classes was 86.6 percent, which is above the established goal of 80 percent.

- Cadet Class 129 – 81 percent
- Cadet Class 130 – 87 percent
- Cadet Class 131 – 92 percent
- Two Cadet Family Orientation Programs were conducted.

#### Challenges

- The generational expectations of current ISP applicants and ISP Cadets impact the historical/traditional ISPA training model. The DAT faces challenges in adapting to this generational change of Cadet Applicants/Cadets and maintaining the paramilitary training and residential structure of the ISPA.
- The Department does not have internal control of the certified and eligible applicant pool.
  - The ISP Merit Board controls the hiring process until the submission of the certified applicant list to the Department.
  - The ISP Merit Board works independently of the Department during the hiring process.
  - There are Cadet and/or Applicant personal conflicts/issues affecting their performance and commitment to the ISP after a conditional offer of employment.

#### Plans

- Continue communications within the agency to establish mechanisms to increase the level of commitment to the ISP from the application process through graduation;
- Refine and expand the included content of the Cadet Family Program.
- Continue to employ proactive strategies (early warning system, individual tutoring, etc.) to address Cadet academic and physical skills performance deficiencies to maintain Cadet retention rates at or above and 80 percent.
- Encourage Staff/Instructor development regarding coaching and mentoring subordinates. The DAT will provide staff with the necessary direction to promote a positive and productive adult learning environment.

**Goal #4: Provide career development opportunities for department personnel at every level through In-service training, Promotional School, leadership training seminars, and bi-annual symposiums.**

#### Progress

- Illinois State Police Academy personnel conducted and coordinated various instructor led In-service training sessions for sworn officers assigned and/or around the central region of the state.
- In addition, Academy personnel serving as subject matter experts and program coordinators, conducted statewide instructor update and recertification training sessions for their respective disciplines and areas of accountability.
- The Academy conducted 105 In-service training courses.
- The Academy conducted two Promotional Schools.

- The DAT utilized technology and distancing learning to facilitate in-service, and portions of the Summer 2020 Promotional School.

### Challenges

- Promotions, attrition, and instructor turnover at both the statewide program level and regional level have a direct effect on the number of available and certified instructors for program delivery.
- Lower statewide staffing levels prevent many work units from assigning personnel to instruct at the Academy. A discipline-specific statewide instructor force-back list has been established to ensure instructor assignments.
- Police reform at the State and Federal level may influence the curriculum and training programs the DAT is able or mandated to provide in the immediate and long-term future.

### Plans

- The Leadership training and Bi-annual Symposium(s) and their Output Indicators have been combined as a single output indicator in order to be fiduciarly responsible for achievement.
- Identify and attend specialized law enforcement training for all disciplines.
- Prepare and present up-to-date annual instructor refresher training classes.
- Maintain and/or exceed professional law enforcement In-service training standards.
- Create and implement a statewide leadership development platform.

## **Goal # 5: Provide Sworn and Code personnel with instructor-led in-service training and publish monthly training bulletins pertinent to issues facing law enforcement.**

### Progress

- Academy staff developed and disseminated monthly and quarterly Training Bulletins and/or Shift Briefings covering various law enforcement and administrative topics, utilizing both the Learning Management System (LMS) and the statewide OneNet online training portal.
- A variety of instructor-led courses were offered throughout FY20, including:
  - Procedural Justice II
  - Employee Response to Violence for Code employees – 1 class
  - Instructor led In-service Training – 94 sessions
  - Training Bulletins published – 16
  - In addition, on an informal basis, law enforcement-related professional/media articles were shared for informational and awareness level for the various training disciplines.

### Challenges

- LMS is an antiquated record retention system and does not meet the current needs of the DAT. Currently, there is no continuity in the manner training records maintained statewide.

Plans

- Transition the responsibility for the dissemination of monthly Law Bulletins to the ISP Legal Office.
- Continue coordination of monthly Shift Briefing content with other department divisions as needed.
- Support the on-demand training needs of the Department utilizing Shift Briefings through technology.
- Continue the procurement of an updated training record retention database that includes the consolidation of statewide training records and files.
  - The Department is currently involved in the procurement process of a record retention system.
  - The identified system will have the ability to migrate data to applications utilized by other divisions.

**Goal #6: Promote strategic, innovative recruitment techniques on a monthly basis to develop a broad and diverse candidate pool of 1,000 applicants for the position of ISP Trooper and 500 applicants for code positions yearly.**

Progress

- Throughout FY20, the Recruitment Section promoted both Sworn and Code employment positions as a viable employment option to a national audience.
- The Recruitment Section expanded their digital footprint utilizing a variety of social media sites and other digital media platforms, to include Instagram, Facebook, Twitter and other employment specific media platforms.
- The recruitment Section instituted a department supported recruitment pilot program increasing the number of dedicated fulltime recruitment specialists for two Cadet Classes and achieved successful results.
- The DAT was proactive in utilizing existing department resources to increase productivity and reach a wider audience.
  - Staff conducted or attended 184 recruitment events
  - There are 484 applicants in the Cadet Employment pool.
- The DAT has increased the number of dedicated personnel assigned to the Recruitment Section;
- The Recruitment Section has implemented the use of technology and expanded its digital footprint utilizing social media to achieve approximately 50,000 plus followers.

Challenges

- Negative public perception of the legitimacy of the profession of law enforcement has a direct impact on recruitment efforts involving minority and underrepresented groups of color.
- The manner in which District assignments are distributed to Cadets has historically negatively impacted the applicant rate. Currently, District assignments are disclosed to Cadets sometime after the half-way point of their Academy training.

- The delay in confirming establishing Cadet Class start dates lengthens the time potential candidates have to wait for employment.
  - Potential applicants lose interest because the hire date cannot be confirmed.
  - Potential applicants seek employment with agencies or companies that have the ability to offer them firm hire dates.
- The current tiered retirement structure negatively impacts the interest of in-state applicants for the Fast Track program.
- There is a history of underrepresentation of minorities throughout the application and selection process. The process directly affects the diversity of Cadet Classes and the potential pool of applicants.

#### Plans

- Further a formalized recruitment approach utilizing the Public Information Office and District Safety Education Officer's.
- Establish relationships within communities and groups underrepresented in the law enforcement profession.
- Promote the Fast Track Cadet program to both in-state and out-of-state certified police officers.
- Identify and address the needs of diversity of the Department through recruitment.
- Expand Digital Footprint with technology.
- Structure recruitment efforts with targeted recruitment goals to obtain a workforce representative of the demographics within the population served.
- Expand on those existing/available community partnerships to promote the various ISP employment opportunities.

#### **Goal #7: Utilize various social media outlets to attract and maintain over 10,000 followers.**

#### Progress

- In order to increase their number of “followers” within the social media network, the Recruitment Section combined and linked their social media networking efforts with existing department social networks previously established by the Public Information Office and Safety Education Officers.
  - Department Social Media Followers – Over 15,000

#### Challenges

- The initial establishment of 10,000 individual followers specific to #ISPRECRUITMENT.

#### Plans

- Continue to research and evaluate the use of paid employment websites and internet-based job posting websites such as Monster.Com, Job Board, etc.
- Continue Social Media postings and conversations targeting interest in ISP as a viable career choice for followers.

**Goal #8: Ensure Fast Track curricula is current and maintained up-to-date.**

Progress

- The Curriculum Review Committee (CRC) approved the Fast Track Cadet training curricula for Cadet Class 131.
- The Academy presented certain blocks of instruction to Cadets utilizing distance learning and technology, due to the Department's response to COVID-19.

Challenges

- The Fast Track Curriculum is up to date, with no foreseen issues affecting its presentation to the next scheduled Fast Track Cadet Class.

Plans

- Continue to maintain and update the Fast Track curriculum as required.

**Goal #9: Ensure a comprehensive annual review by the Curriculum Review Committee (CRC) of all curricula taught at the ISPA.**

Progress

- The CRC reviewed and approved all newly developed curriculum and revised in excess of ten percent taught at the Academy or in the field.
- The Curriculum Section continually reviews a percentage of curricula as standard operating procedure.
- The Curriculum Section revised and/or updated the Cadet Curriculum to address all changes in statutory law, administrative rule, and practical application.
  - There were instances where revised or updated Cadet Curricula required CRC review or approval.
  - The CRC has reviewed and updated 36.25 percent of the curricula as needed.
  - The CRC has reviewed 23.25 percent of the curricula.

Challenges

- Current Departmental Policy does not require a comprehensive annual review of the Academy curriculum by the CRC. The policy does require a CRC review in the event there is a 10 percent change in the curriculum content.

Plans

- Increase Staffing for both Code and Sworn curriculum positions.
- Plan, prepare and implement a schedule for review of 25 percent of curricula on a quarterly basis.



**Goal #10: Provide training opportunities to Troopers in the area of drug recognition by providing Advanced Roadside Impaired Driving Enforcement (ARIDE) certification and Drug Recognition Expert (DRE) training.**

Progress

- The DAT incorporated an Impaired Driving Section within the Academy's Administrative Bureau to address the needs of the Department related to the enforcement of operating motor vehicles under the influence of drugs and other unknown substances.
- During FY20, the Impaired Driving Section completed training on a statewide basis for officer certification in Advanced Roadside Impaired Driving Enforcement (ARIDE) for ISP Patrol Personnel.
  - The impaired Driving Section is also responsible for the development of the Department Drug Recognition Expert (DRE) certification program.
    - ARIDE training courses conducted -11
    - Officers attaining ARIDE certification - 165
    - DRE courses conducted - 0
    - Officers attaining DRE certification – 0

Challenges

- DAT had previously scheduled an FY20 DRE training that was canceled due to state of Illinois travel restrictions during the COVID-19 pandemic.
- COVID-19 restrictions are negatively impacting the ability of the DAT to conduct this specific training.
- Limited interest from patrol personnel to become DRE certified.
  - There were approximately nine DOP officers who volunteered for the scheduled FY20 DRE certification training.

Plans

- Develop an Oral Fluid Testing program.
- Coordinate, schedule, and conduct one DRE certification training.

**Goal #11: Enhance and develop new partnerships with community and civic organizations in order to continue providing opportunities for youth to participate in police community relations events.**

Progress

- The Recruitment Section was scheduled for participation in four youth and law enforcement community events/camps. These activities were canceled because of the Department's response to COVID-19 and prohibitions on the social gathering.
- ISPA personnel assisted in four community outreach events before the Department's response to COVID-19.

Challenges

- Based on the Division's operational tempo, which was absent from the extensive community and youth outreach efforts demonstrated by the Recruitment Section, the Academy and other work units were presented with limited opportunities for the cultivation of new community partnerships and community involvement.
- The state of Illinois COVID-19 restrictions on public gatherings will prohibit the Recruitment Section and ISPA participation in any in-person police-community relations events for the immediate future.

#### Plans

- Implement strategies to expand on current community partnerships.
- Support the Recruitment Sections community relations efforts and their involvement in youth-oriented programs.
- Expand the network of community-based programs involving youth, including Boys Scouts of America, Faith-based organizations, Greek Fraternal Organizations, and American Legion Police Cadet programs.

**Goal #12: Ensure Sworn and Code employees assist Public Information Officers (PIOs) and Safety Education Officers (SEOs) statewide with community outreach events designed to build police community relations.**

#### Progress

- During the FY20 Strategic Plan performance period, the DAT worked in partnership with the Public Information Office (PIO) and Safety Education Officers (SEOs) by attending various scheduled community events.
- The Recruitment Section and the PIO scheduled communications (email and telephone) between department representatives and potential applicants to maintain the applicant's commitment to the selection process through acceptance to a Cadet Class.

#### Challenges

- State of Illinois imposed restrictions and mitigation efforts in response to the COVID-19 had a direct impact on the ability of the DAT and varying work units to schedule and attend in-person community outreach events.

#### Plans

- Formalize the expectations for the Cadet Applicant communication initiative.
- Continue and develop new interagency partnerships in support of the overall mission of the Department.

**Goal #13: Create a plan to anticipate what resources will be necessary to sustain efforts of supplies and materials at the Quartermaster by ensuring surplus of required equipment and supplies are maintained to meet operational needs within established rules.**

Progress

- During FY20, the Quartermaster conducted monthly 10 percent inventory reconciliation reporting to ensure adequate supplies and materials are on-hand or identified for procurement.

Challenges

- The length of the procurement process and the time required to execute the state of Illinois Procurement Master Contracts affects the ability of the Quartermaster to obtain supplies promptly.
- The annual overall Budget Allocation is obligated for Quartermaster operations.
  - In FY20, the operating budget for the Quartermaster was \$200,000.
  - The overall allocation for FY21 was decreased by 20 percent for statewide equipment and commodity procurement and distribution;
- The antiquated inventory control database (Uniform Inventory System) utilized by the Quartermaster does not meet the work unit's current needs.

Plans

- Continue current operating procedures and Division level reporting.

**Goal #14: Ensure 100 percent accountability of all Quartermaster supplies and equipment.**

Progress

- During FY20, the Quartermaster conducted monthly 10 percent inventory reconciliation reporting.
  - Monthly division level reporting assists the Quartermaster in maintaining 100 percent accountability for inventoried items for their Location Code.
  - There were zero discrepancies for the 2019 Quartermaster Annual Inventory.

Challenges

- The use of the current antiquated inventory control system, coupled with human error and inadvertent inaccurate record-keeping, will be an obstacle in maintaining 100 percent accountability for inventoried items.

Plans

- Continue current operating procedures and division level reporting.
- Research and evaluate updated technology for inventory control and accountability.

**Goal #15: Increase the number of active Honor Guard Unit members through yearly recruitment initiatives.**

Progress

- During FY20, the ISP Honor Guard (ISPHG) participated in numerous calls for service to include four ISP line-of-duty deaths.

Challenges

- The ISPHG Detail Leader was assigned to an out-of-state Command Training for the majority of the FY20 reporting period, and in his absence, there were no formal recruitment efforts.

Plans

- Increase ISPHG volunteer membership through the posting of a vacancy announcement and conducting an interview and selection process.

**OFFICE OF THE STATEWIDE 9-1-1 ADMINISTRATOR  
ANNUAL REPORT  
FY2020**

**Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- a. Evaluate legislative and regulatory solutions and mandates to effectively and efficiently utilize Departmental resources.**

Progress

- Additional changes are needed to the Emergency Telephone System Act, as well as the rules supporting this Act to allow for greater consistency as the Division transitions to a statewide NG9-1-1 system. Meetings have been held with the Statewide 9-1-1 Advisory Board to identify areas for improvement and to draft language agreeable to all parties.

Challenges

- HB5157, which includes all currently agreed upon language, was introduced but stalled due to the State's response to COVID19.

Plans

- The Division will work with the Office of Legislative Affairs to support HB5157 or similar legislation when the legislature resumes work in committee.
- Additional meetings will be held with the Statewide 9-1-1 Advisory Board to work on those areas where agreed upon language could not be reached – for example, addressing decommissioned Public Safety Answering Points (PSAPs), distribution of surcharge, and audits.

**Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- b. Evaluate and research vehicle installation methods and alternatives internally and externally to improve efficiency and timeliness while maximizing the use of existing resources.**

Progress

- FSB staff has received and processed approximately 323 new vehicles in the last year and deployed 81 new vehicles with gun racks and push bumpers from FY19. For FY20, 137 new vehicles have been ordered with gun racks and push bumpers installed by the vendor before delivery.
- RNSB technical staff has completed equipment installations in 372 vehicles this year and replaced 69 new video cameras and 1211 mobile and portable radios in spite of significantly reduced staffing levels.
- RNSB staff and DoIT are exploring a cloud storage environment to reduce the need for on-premises video storage at ISP Districts. Part of this initiative includes piloting switches

in 18 vehicles statewide to test cellular to cloud uploads for video storage. Additional discussions are being had with DFS to determine if the LIMS infrastructure can be used to allow State's Attorneys to access the WatchGuard landing server for video review and download.

#### Challenges

- Procuring equipment and organizing installation of a large amount of equipment can be subject to delays and scheduling issues with the vendors.
- Contract maintenance by CMS and/or DoIT continues to be a challenge.
- Insufficient staffing levels continue to be one of RNSB's biggest issues as all technicians cover multiple districts requiring significant driving time for technicians.

#### Plans

- Fleet Services Bureau will continue to standardize vehicle purchases and increase equipment installed by the vendor prior to delivery to increase efficiency.
- RNSB will continue to pursue hiring Field Technicians to fill critical vacancies so that additional districts can be staffed statewide once the hiring freeze is lifted.
- Discussions with WatchGuard, Porter Lee and DoIT on a proposed scope of work to build an authentication bridge will continue.

#### **Goal #1: Expand strategic and operational partnerships through innovative solutions and problem solving.**

- c. Evaluate and research the impact of MACH as it relates to further consolidation of communications responsibilities.**

#### Progress

- Frontline and supervisory communications staff continue to work with the DoIT MACH development team to assess critical features of MACH with respect to mapping, CAD replacement and functionality. A review of incident and status codes was completed for inclusion in the MACH infrastructure.

#### Challenges

- Training will need to be developed regarding the new CAD component of MACH and rolled out to all Telecommunicators, which will require time and resources.

#### Plans

- TSB staff will continue to work on the development committee and are prepared to test various components of MACH as needed.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- a. Research and identify viable alternatives to maximize departmental resources while improving the efficiency of administrative and operational functions.**

Progress

- The new statewide ERP system was implemented within the Department in January 2020 and is anticipated to assist the Division in improving processes related to surcharge receipt and distribution as well as fleet management. Phase I of the WETSA project involved getting the ERP system to communicate with WETSA.
- The Department's implementation of a new computer fleet management system is tied to a future expansion of SAP ERP. The Fleet Services Bureau continues to monitor progress and provide input as necessary.

Challenges

- For several months, there were issues with the population of WETSA information into the new ERP format which caused delays in completing disbursements to 9-1-1 authorities in a timely manner. Resolution to these technical issues required coordination with the Office of Finance and three different groups within DoIT: WETSA, ERP, and Payables. The issues appear to be resolved as of late July.
- The implementation of the new computer fleet management system is controlled by CMS and has been postponed at CMS due to the ongoing response to COVID-19.

Plans

- Now that the communication issues between WETSA and ERP have been addressed, meetings are planned to begin in August with DoIT staff to begin the rewrite process to fully implement new functionality within ERP for 9-1-1 receipts and disbursements.
- The FSB will work with CMS regarding the new computer fleet management system once CMS re-initiates this project.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- b. Administer the development, implementation, and operation of a statewide NG911 system and provide administrative and operational guidance to meet related legislative needs.**

Progress

- While work on the RFP to award a statewide Next Generation 9-1-1 contract continues, the Division continues to work with its partners statewide to move towards Next Generation 9-1-1 implementation ensuring that appropriate radio communications are available during crisis incidents. The 9-1-1 Administrator will continue to leverage partnerships with Esri and the GIS Committee to implement innovative solutions such as the GIS Hub which will include a workflow to support the submittal of NG9-1-1 required GIS data. There are currently 36 PSAPs deploying text to 9-1-1 services, 15 Local Data

Stewards and Data Maintainers that have completed training for certification, and 3 PSAPs transitioned to geospatial routing. While no ISP Communications Centers have been established as secondary answering points, work towards this goal continues so that when the statewide NG9-1-1 system is available, we are prepared to make the transition.

#### Challenges

- Until the vendor for the Statewide NG9-1-1 System is selected, procurement rules restrict the ability to further partner to develop innovative solutions or to solve problems.
- In addition, a secondary IFB for call handling equipment is still being drafted with DoIT which is required to be completed for ISP and local agencies to be able to procure i3 capable NG9-1-1 call handling equipment.

#### Plans

- Partnering arrangements will be pursued once a contract is awarded for the statewide NG9-1-1 network.
- The Administrator and Division Office is scheduled to meet with DoIT on August 7, 2020, to discuss parameters for issuance of the IFB for call-handling equipment.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- c. Increase interoperability between ISP communications, the statewide NG911 system, and other public safety jurisdictions within and outside of Illinois.**

#### Progress

- Communication on a statewide level continues to evolve at a rapid pace as newer, more efficient technology components are developed and implemented. The need for a coordinated communication response to rapidly evolving situations requires that local, state, and federal public safety partners work collaboratively to ensure seamless interoperability that embraces these new efficiencies. The Radio Network Services Bureau (RNSB) has executed 42 interoperable communication agreements (MOUs) between ISP and other agencies in FY20. Of particular importance was resolution of an interoperable agreement which allowed for sharing of channels between the ISP, local agencies, and the Illinois National Guard during the civil unrest in late spring 2020.

#### Challenges

- As local municipalities pursue encrypted communications, RNSB is developing a procedure for handling encryption keys which will facilitate additional MOUs. Limited staffing levels hamper the RNSB's ability to perform timely code-plug modifications on the radios statewide.

#### Plans

- RNSB will continue pursuing MOUs with other agencies. Once a procedure is developed for handling the encryption keys, RNSB will begin entering into MOUs with agencies



using encrypted channels. Furthermore, RNSB will work to fill vacancies once the hiring freeze is lifted.

**Goal #2: Leverage technology and resources to refine and improve everyday workflow and processes.**

- d. Provide BIA/Lean Six training to Managers/Staff to review critical processes and implement optimization where possible.**

Progress

- Colonel Walter, Lieutenant Colonel Campbell, Captain Tufenkjian, and Acting Bureau Chief Jianu attended the Rapid Results Leadership training briefing. Additionally, Pontiac Communications Center Supervisor Shonda Windish completed the three-day training and presented a project, which has been helpful with implementing changes to the process of scheduling training in a shift environment.

Challenges

- As a result of the state's response to COVID-19, CMS has not been offering additional Rapid Results training opportunities, which has impacted our ability to send additional personnel for training.

Plans

- When staffing levels will allow, additional personnel from the 9-1-1 Bureau, RNSB, and FSB will enroll in training classes as they become available.

**Goal #3: Provide exemplary customer service and support.**

- a. Provide technical support for installation, maintenance, and replacement of radio and related equipment in vehicles and facilities to ensure optimal operability and reliability.**

Progress

- RNSB technical staff has replaced 81 new video cameras and 318 mobile and portable radios.
- In spite of staffing levels, tower maintenance was performed at 17 towers and 16 sites statewide.

Challenges

- Staffing remains the biggest issue for RNSB, as all technicians cover two or more districts requiring significant driving time for technicians. Lack of technicians in districts causes delays in servicing vehicle equipment repairs for the Division of Patrol.
- Preventative maintenance is being performed contractually which increases expense and limits the amount that can be done annually.

Plans

- RNSB will continue to pursue hiring field technicians to fill critical vacancies so that additional districts can be staffed statewide once the hiring freeze is lifted.
- Outsourcing will continue to be utilized to ensure progress towards this goal.

**Goal #3: Provide exemplary customer service and support.**

- b. Provide support and guidance for the purchase, maintenance, repair, and replacement of equipment to ensure optimal operability and reliability.**

Progress

- The Division provides support services to the other divisions in the Department and continues to work on improving customer service and support. The Division collaborates with other state agencies to ensure appropriate contracts are in place to allow the Division to meet the needs of the Department in the most cost effective and efficient manner possible.
- The RNSB and DoIT are in the process of finalizing the fleet dashboard portal for senior command to monitor the progress of new vehicle installations.

Challenges

- Requests for specialized installation of equipment in fleet vehicles continues to occur, reducing the standardization of the fleet, and increasing the time needed for installing equipment in vehicles.
- Budgetary issues will likely be a challenge this year as more equipment purchases are moved to the Fleet Fund or remain unfunded at this time.

Plans

- Enhanced communication with the other Divisions will ensure greater customer service can be provided; the Division has attempted to improve communication by presenting information and responding to questions at DOP command meetings as well as directly providing information to the Deputy Director's offices.
- The Division will work closely with DoIT to finalize the fleet dashboard portal that will provide district command a real-time view of the current vehicle installation progress.
- Budget issues will continue to be managed with the Office of Finance and Director's Office.

**Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- a. Extract and document historical knowledge and expertise from departing personnel.**

Progress

- Procedural manuals are being generated in every bureau to ensure that new employees have adequate resources to rely on, training curriculum are being refreshed to capture the essential functions of a telecommunicator, and supervisors are being encouraged to facilitate opportunities for personnel to cross-train when the opportunity is available.

- Training manuals were completed for every Code position in the 9-1-1 Bureau, allowing the Bureau continuation of workflow even when incumbent employees are unable to complete the task.
- Fleet staff have reviewed and updated fleet manuals and processing instructions, including the Individually Assigned Vehicle Manual, IBID Instructions, Fleet Processing and Check-in instructions.
- Finally, during the COVID-19 pandemic, RNSB technicians were instrumental in creating job manuals as well as equipment installation and troubleshooting procedure manuals.
- The COVID-19 pandemic has also increased the usage of WebEx and other media platforms for training and recording purposes which has enhanced the information available after the departure of key staff.

### Challenges

- Even though the manuals are a step-by-step tool to perform the duties of a position, some learners require different methods of instruction not afforded by a manual. Due to the COVID-19 pandemic, in-person classes have been difficult to attend, and the CCS and Telecommunicator In-services are tentative at this time due to social distancing rules. However, planning for both In-services is currently in progress. The Training Curriculum Committee is unable to meet in-person; however, they are able to meet via WebEx to discuss any necessary changes for the training manual.

### Plans

- In addition to the newly developed job manuals, each 9-1-1 Bureau code employee will have built into their job evaluation goals and objectives to create a WebEx based tutorial to go hand-in-hand with the manual, which will simultaneously shorten the learning curve while providing backup instruction to the employee.
- Fleet staff will update and complete manual and training instructions internally and for fleet personnel statewide.

### **Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- b. Maintain standardized hiring processes and improve training processes to expedite transition when filling vacancies.**

### Progress

- The most important resource in any Division is its personnel. The Division will continue its efforts to ensure personnel are allowed opportunities to attend training that helps them to do their current job more effectively.
  - The 9-1-1 Bureau took advantage of many training opportunities, including Rutan Interview Completion and WebEx trainings. These trainings allowed personnel in the 9-1-1 Bureau to use these resources to fill a recently vacated senior position within the 9-1-1 Bureau.

- BidBuy and SAP training have been attended by all Fleet staff, and CMS Fleet Coordinator meeting and training was attended by two staff members.

### Challenges

- The amount and types of training available for employees is limited. Significant revisions were made to the procurement systems, including BidBuy and SAP, which have required reworking internal procedures and instructions for Fleet personnel statewide.
- Learning the new inventory system has provided a challenge, and transferring radio equipment has been complicated by the additional steps created by the new software. Furthermore, the RNSB is unable to create a succession plan due to the limited pool of staff from which they can draw resources.

### Plans

- Online training as well as any available WebEx training that will be pertinent to career development or job enhancement will continue to be scheduled for employees, so they are given every opportunity for personal and professional growth.
- The agenda for the October CCS In-service and November Telecommunicator In-service continues to be developed, and the Training Curriculum Committee will continue to meet via WebEx with the deadline for a completed training manual set for December 31, 2020.

### **Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- c. Establish a continuing job-based education program for all personnel with an emphasis on public safety outcomes.**

### Progress

- The TSB implemented CCS In-service as well as Telecommunicator In-service in 2019. This was the second year the CCS In-service had been held. As a part of these efforts, all telecommunicators received Critical Incident Response and Support Services Training. In addition, the TSB has developed a Training Curriculum Committee. This is a committee made up of five veteran telecommunications staff from throughout the state who update the Telecommunicator Trainee modules with an end goal of having the training manual completed by December 31, 2020.

### Challenges

- Telecommunicator In-service had not been offered in more than seven years. Furthermore, no training programs regarding critical incident response or support services were included in previous In-service training. Accordingly, the TSB had to identify subject matter experts within the Department to create appropriate training.

### Plans

- The Training Curriculum Committee will be responsible for ensuring new employee and In-service training continue to build upon the training already completed the past two years.

**Goal #4: Cultivate personnel resources through succession planning and career development opportunities.**

- d. Identify relevant advanced training needs and opportunities for career development and advancement.**

Progress

- A renewed focus has been placed on ensuring personnel are allowed opportunities to attend training that will assist them in securing future job advancements. TSB employees also attended more continuous education training as well as career development training during the reporting period. All division personnel have attended all mandatory online training and have been made aware of career opportunities during their annual reviews.

Challenges

- The amount and types of career advancement training available for employees is limited and is hampered by the COVID-19 restrictions.

Plans

- Online training, as well as any available WebEx training that will be pertinent to career development or job enhancement, will continue to be scheduled for employees, so they are given every opportunity for personal and professional growth. RNSB has set a goal of providing every lower level EEIR or technician the opportunity to shadow higher-level staff in order to understand the responsibilities and duties of the higher position. The Division will continue to identify and provide career development opportunities where possible.
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Published by the Authority of the State of Illinois  
ISP Central Printing Section  
Printed on Recycled Paper  
ISP 1-148 (9/20) .025M  
[www.illinois.gov](http://www.illinois.gov) [www.isp.illinois.gov](http://www.isp.illinois.gov)