

Illinois State Police *2000*

Annual Report



George H. Ryan, Governor

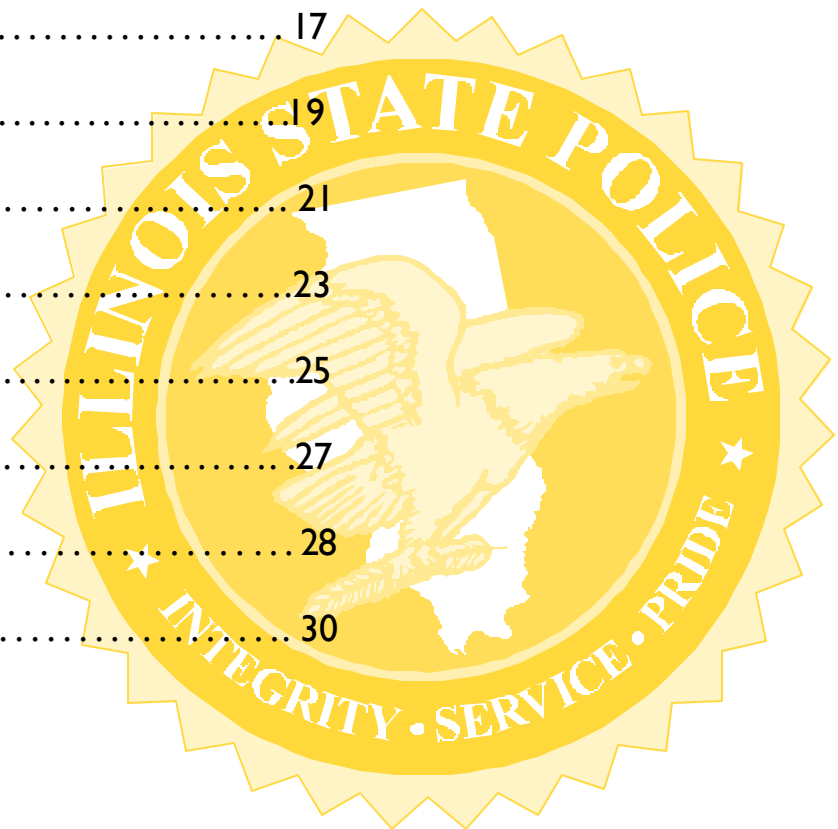
Sam W. Nolen, Director

Douglas W. Brown, First Deputy Director

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George H. Ryan - Governor
Sam W. Nolen - Director
Douglas W. Brown - First Deputy Director
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INTRODUCTION



As we enter a new millennium, the Illinois State Police (ISP) continues its reputation as a premier law enforcement agency. This first Annual Report of the 21st century reflects the continued accomplishments being made by all employees of the ISP. In this report, we have strived to best represent what the ISP is really about.

Although administrative lines are drawn around four divisions and two commands, this report is organized along our eight programmatic lines (Patrol, Investigation, Forensics, Integrity, Information & Technology, Human Resource, Communications, and Agency Support). This program-based perspective effectively demonstrates the things we do and why we do them. The mission statement and goals that appear at the head of each section are taken from the Strategic Plan, in which

program-based and performance measured program lines were introduced.

In years past, the ISP Annual Report was done on a calendar year basis. This is the first report to be done on a fiscal year basis, in alignment with our budget and Strategic Plan. To compensate for this conversion (from calendar year to fiscal year organization), this report spans the eighteen-month period from January 1, 2000 to June 30, 2001.

The ISP has undergone myriad changes since it began as a small force of men working as a rural highway patrol in 1922—no one could have predicted to what heights this agency would ascend by the year 2001. Likewise, it is difficult to predict what the next century will bring. Regardless of the challenges in store, we will continue to maintain our tradition of integrity, service, and pride.

COMMAND STAFF



Director
Sam W. Nolen



First Deputy Director
Douglas W. Brown



Deputy Director
Timothy J. DaRosa
Division of Administration



Deputy Director
Teresa M. Kettelkamp
Division of Forensic Services



Deputy Director
Harold E. Nelson III
Human Resource Command



Deputy Director
Alex Ferguson
Information & Technology Command



Deputy Director
George A.P. Murphy
Division of Internal Investigation



Deputy Director
Daniel W. Kent
Division of Operations

DIRECTOR'S MESSAGE



Significant accomplishments mark the passing of another period in the distinguished history of the Illinois State Police. Citizens are safer both in their homes and in their cars: crime rates declined 4.5 percent from 1999 to 2000, and traffic fatalities on Illinois roadways decreased from 1,456 in 1999 to 1,418 in 2000.

We are proud of our many deliverables. The new Illinois State Police Academy Annex proposal was accepted, providing expanded classroom space for cadet and recruit training. The Information and Technology Command was established in early 2001 to strategically maximize the Department's diverse information and technology resources. Over the period, **171** cadets joined the ranks of troopers working throughout the state to increase public safety.

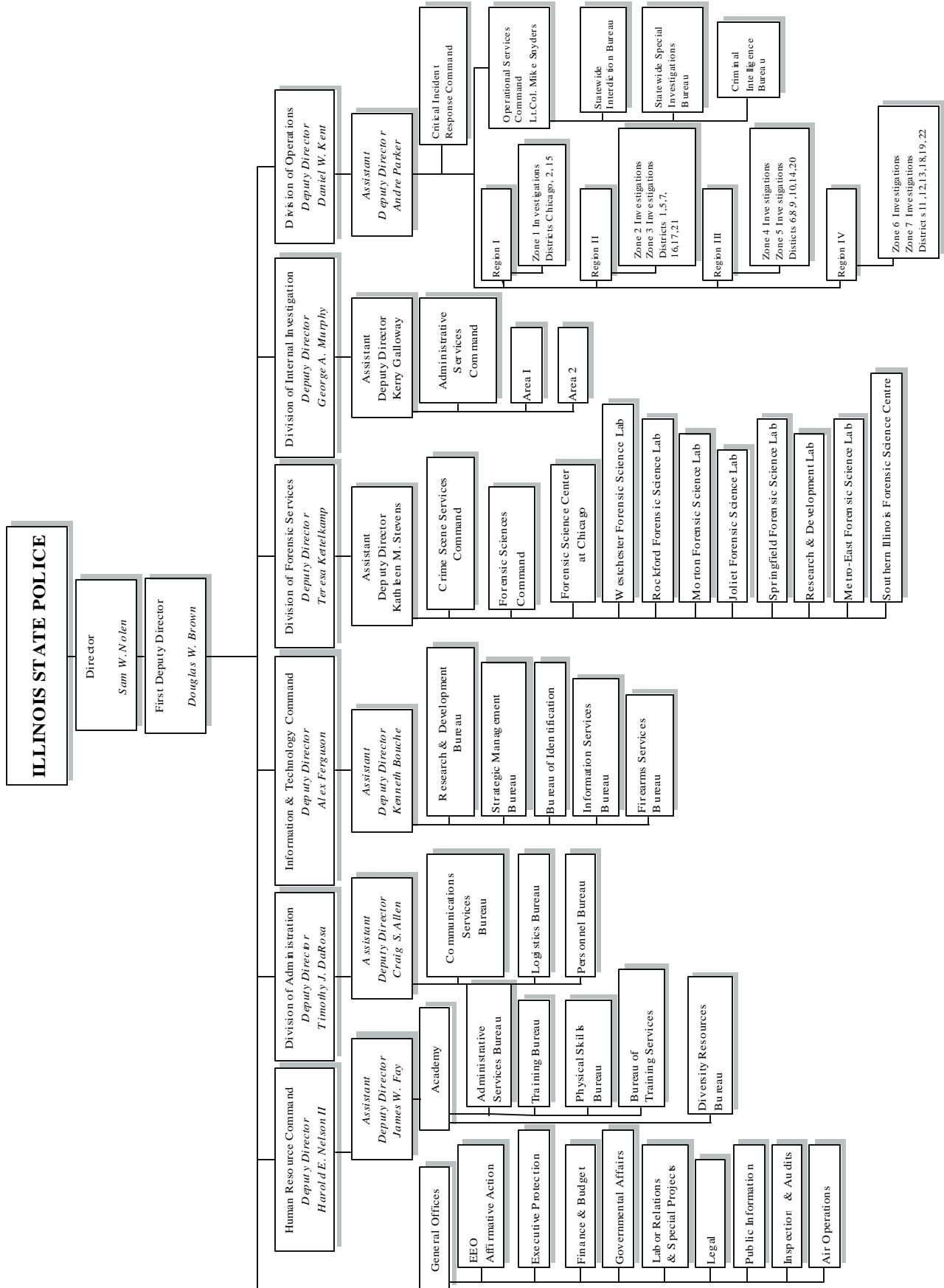
These and other successes have come about through an increased focus on public accountability. The results-oriented strategic planning and performance measurement process, championed by Governor Ryan, shifted our focus from the things we do, to the results of our activities. Using this Strategic Management philosophy, the Illinois State Police has established meaningful, measurable performance indicators that aid us in fine-tuning our performance as a public safety agency. This year's annual report is the first to outline these performance indicators.

With thanks to all who contributed to this publication, I present the Illinois State Police Annual Report 2000.

Respectfully,

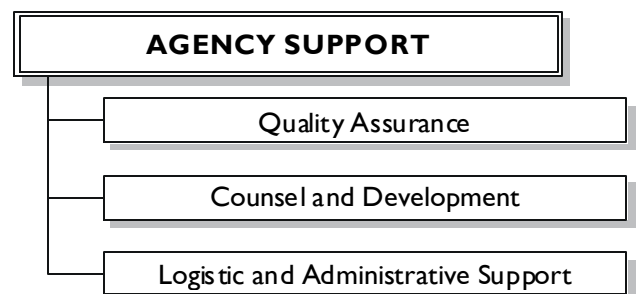
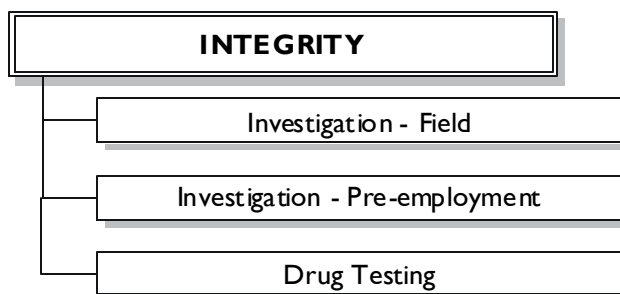
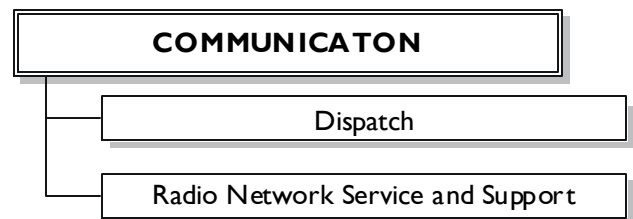
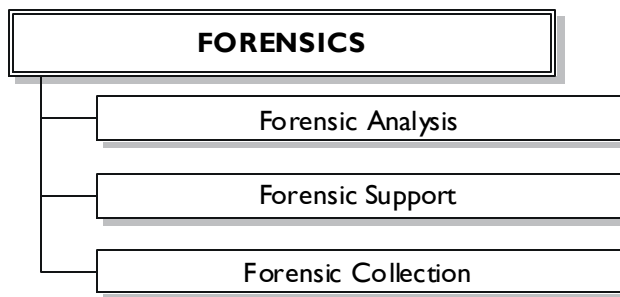
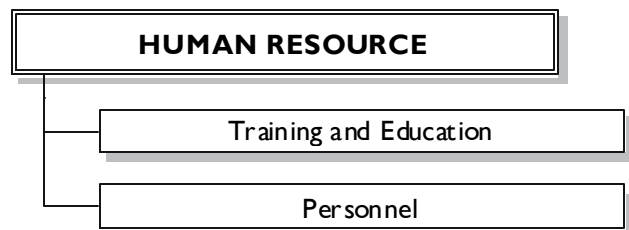
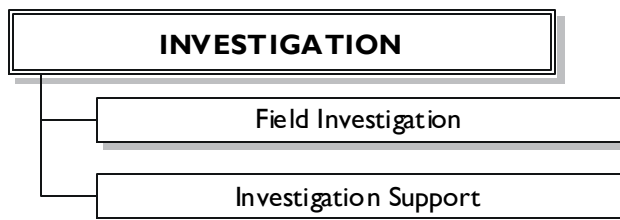
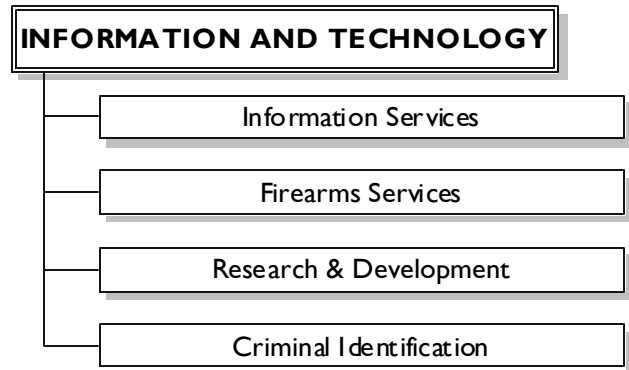
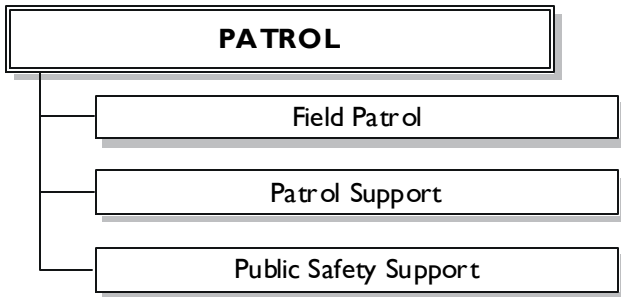
Sam W. Nolen
Director

AGENCY STRUCTURE



PROGRAMMATIC STRUCTURE

While the **Agency Structure** reflects the organizational structure, the **Programmatic Structure** represents the functional outline of the agency. This is the structure by which we report our results.



ISP BUDGET FISCAL YEAR 00-01

Final Appropriations	FY00	FY01
	(\$ in thousands)	
Administration	\$ 71,754.8	\$ 63,414.2
Information Services Bureau	14,463.6	15,612.5
Operations & Metropolitan Enforcement Group Units	216,360.6	229,648.9
Racetrack	635.1	672.9
Financial Fraud & Forgery	4,811.4	5,226.3
Forensic Services	52,209.0	56,256.9
Internal Investigation	2,416.4	2,464.2
Total Appropriations	\$ 362,650.9	\$ 373,295.9
Total Expenditures by Major Object Code	FY00	FY01
	(\$ in thousands)	
Personal Services & Fringe Benefits	\$ 207,600.9	\$ 220,234.8
Contractual	17,357.9	18,404.5
Travel	1,232.8	1,494.0
Commodities	3,565.2	4,455.6
Printing	391.3	480.3
Equipment	5,352.2	5,463.0
Electronic Data Processing	5,933.9	5,630.6
Telecommunications	5,287.9	5,606.5
Operation of Automotive Equipment	7,806.2	8,374.4
Total Other Lines	14,785.5	14,622.3
Total Other Funds	41,567.0	40,353.2
Total Expenditures	\$ 310,881.0	\$ 325,119.2
Grant Acquisitions	FY00	FY01
	(\$ in thousands)	
U.S. Dept. of Health and Human Services		
Medicaid Fraud	\$ 2,200.0	\$ 5,655.0
U.S. Dept. of Education		
Drug Abuse Resistance Education	1,580.0	1,650.0
U.S. Dept. of Transportation		
Operation S.A.V.E. (Stop Arm Violation Enforcement)	32.9	14.4
Regional Law Enforcement Liaison	33.8	39.7
U.S. Dept. of Justice		
Detection and Eradication of Illicit Marijuana Fields	450.0	375.0
COPS MORE (Making Officer Deployment More Effective)	713.0	0.0
COPS Universal	4,844.5	5,459.1
Demonstration Center	169.4	0.0
Regional Institute for Community Policing (RICP)	1,215.4	548.5
Expansion of DNA Analysis	50.0	0.0
Internet Crimes Against Children	258.4	301.4
Elderly Advocate	134.8	43.6
Increasing Officer Accountability	234.0	196.4
NCHIP (National Criminal History Improvement Program)	2,000.0	2,000.0
Drug Enforcement	1,803.1	1,985.3
State Identification Systems	194.7	357.9
National Sex Offender Registry	526.6	420.0
Illinois Motor Vehicle Theft Prevention Council		
Motor Vehicle Theft Prevention	1,163.6	1,113.9
Acquisitions Total	\$ 17,704.7	\$ 20,888.7
Grant Expenditures		
Metropolitan Enforcement Groups	1,300.0	1,300.0
Expenditures Total	\$ 1,300.0	\$ 1,300.0

STRATEGIC DIRECTION

While ISP has participated in strategic planning activities for some time, the addition of public accountability through performance measurement has breathed new life into the planning process. This annual report, which covers calendar year (CY) 2000 and fiscal year (FY) 2001, includes the strategic direction of our eight functional programs and represents our efforts to improve accountability to ISP's stakeholders. Performance measures for this report were taken from the FY2003 Annual Management Plan, which was filed with the Governor's Office in the first quarter of FY2002. This plan includes actual FY2001 performance data, FY2002 performance goals, and performance targets for the upcoming FY2003 budget cycle.

Since FY2001 covers July 2000 through June 2001, Research and Development Bureau staff worked with the Department's programs to obtain performance data for the first half of CY2000.

Because an Annual Management Plan was not filed for FY2001, program missions and goals are taken from the six-month update of the CY2001 Strategic Plan. In the future, this information will be taken from the Annual Management Plan on file for the fiscal year being reported.

MISSION

The Illinois State Police will promote public safety with integrity, service, and pride to improve the quality of life for our citizens.

VISION

We will strive for excellence in all we do—seeking to be one of the premier policing agencies in the country.

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.

FY2001 STRATEGIC ISSUES

- Promote the safety of the motoring public
- Combat the illegal use of guns and drugs
- Maintain forensic testing capabilities statewide
- Enhance departmental and state agency integrity
- Assess the availability of high-tech equipment and develop a plan to access this technology and share it with local law enforcement agencies
- Reduce the fear of crime
- Maintain systems to collect and share criminal justice data to aid in fighting crime

STRATEGIC 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.

PATROL

Mission Statement:

Safeguard the public by reducing the number of vehicle crashes and the fatality of those crashes, and by reducing crime and the fear of crime through diligent operations which address the specific needs of the communities served.

FY2001 Goals:

Promote the safety of the motoring public on Illinois' interstates, U.S. routes, and state highways.

Reduce crime and the fear of crime for citizens and their communities.

Promote the safe transportation of commercial vehicles on interstates, U.S. routes, and state highways.

As its mission states, uniformed officers who comprise the ISP patrol program work daily to safeguard the public by reducing the number of vehicle crashes and the seriousness of those crashes. They reduce crime and the fear of crime through diligent operations which address the specific needs of the communities they serve. Troopers regularly patrol more than 138,000 miles of Illinois roadways, which consist of interstates,

U.S. routes, state highways, and secondary county roads. Although officers focus primarily upon enforcing Illinois' motor vehicle laws, they are also called to assist during major incidents such as prison riots, labor disputes, hostage situations, and natural disasters. Officers in specialty roles help fulfill the wide range of services provided by the Department for Illinois' citizens. Expertise possessed by these officers includes the areas of safety education, crash reconstruction, commercial vehicle enforcement, crime prevention, and drug interdiction.

OFFICER OF THE YEAR MARK OLDANI, DISTRICT 18

Trooper Mark Oldani was named ISP Officer of the Year for 2001, at a ceremony held in Springfield. His active involvement in training, both as Cadet Counselor for the ISP Academy and as a Field Training Officer for new Troopers in District 18, identifies him as a leader. His significant contributions in helping the District and the Division of Operations achieve their goals



display the skill of an accomplished officer. Volunteering to be part of "Adopt a Cop," a new program implemented in the District, Trooper Oldani served as a part time resource officer for Virden High School. His community commitment is evident in his role as vice president of the Macoupin

County Chapter of Mothers Against Drunk Drivers. Trooper Oldani is highly respected by his peers, the command staff of District 18, and the members of his community. As part of this honor, Trooper Oldani was awarded the use of a specially marked 2001 Ford Crown Victoria car.

The Department enjoyed several successes during fiscal year 2001. Officers worked over 36,500 hours on special highway safety enforcement programs, including Alcohol Countermeasures Enforcement (ACE), Roadside Safety Checks, and the Special Traffic Enforcement Program (sTEP). In addition, ISP again participated in the Department of Transportation's "Click It or Ticket" campaign, a major statewide occupant restraint enforcement project. Troopers wrote 74,500 seatbelt citations, and issued over 9,500 citations to impaired drivers, contributing to the decrease in traffic deaths.

An essential arm of the patrol program, safety education officers help spread public safety awareness. They produce news articles and public service announcements to inform the community at large. These officers also speak regularly at public events to promote new programs or projects that the Division provides. During FY 2001, 6,433 public safety education programs were presented.

Interdiction

In March 2001, Narcotics and Currency Interdiction (NARCINT) agents seized nearly 14,000 pounds of marijuana located in a truck tractor semi-trailer in Bolingbrook. The seizure represents a national inland record for the number of pounds of marijuana seized from a motor vehicle. Similar successful seizures and arrests continue.

Methamphetamine

In addition to aggressively identifying and arresting persons producing and distributing methamphetamine, the ISP launched a series of partnerships with businesses throughout the state to reduce the sale of selected precursors used in the manufacture of methamphetamine. Participating businesses are now voluntarily limiting the volume of

which are commonly used in mobile drug laboratories.

Firearms

Responding to Governor Ryan's call to reduce the proliferation of illegal firearms in Illinois, two regions are now dedicating enforcement resources to firearms-related issues. Working with analysts to identify potential leads from Firearm Owner's Identification (FOID) data, these "gun squads" aggressively track illegal firearms sales and identify straw purchasers. Agents then seize illegal firearms and stolen weapons, and arrest the gun traffickers.

Radar/Lidar and In-Car Video

The ISP, in partnership with the Illinois Department of Transportation and the Meadows' Foundation, are equipping state police vehicles with in-car video cameras and speed radar units. The program's primary goal is to use these tools to increase arrests and convictions of impaired drivers. One thousand new in-car video cameras have been purchased and will be installed in ISP squad cars by the end of the year.



ISP patrol officers seized 21,553 pounds of marijuana and 751 pounds of cocaine during roadside enforcement contacts made during the reporting period. These drugs have a total street value of more than \$103 million. Master Sergeant Jeff Gaither, working as the Valkyrie Mentor, was named the 2000 Drug Interdiction Officer of the Year at the National Drug Interdiction Conference held in New Orleans in August 2000.

sales of certain items, requiring customers to sign or register items purchased, and are removing from direct shelf availability those items

Fiscal Year 2001 Performance - Patrol	CY2000	FY2001
Calls for Service	464,048	128,000*
Seatbelt Citations Issued	70,952	79,016
IVC Citations Issued	417,131	432,392
Level I Motor Carrier Inspections Completed	22,819	25,802
Number of Criminal Arrests	19,636	20,989
Motorist Assists Completed	147,645	102,324
Statewide Commercial Vehicle Fatal Crash Rate	.161	.165
Statewide Fatal Crash Rate	1.24	1.24
Statewide Fatal Crash Rate Alcohol Related	.44	.426

* Calls for service numbers reflect a decline as a result of the changeover from TIPS to CAD.

INVESTIGATION

Mission Statement:

Solve crimes reported directly to the Illinois State Police and assist other agencies in solving crime where requested, providing impartial evidence to assist in the successful prosecution of identified suspects.

FY2001 Goals:

Reduce the availability of illegal drugs.

Reduce the availability and use of illegal firearms.

Improve the effectiveness, expertise, and capabilities of Illinois State Police investigators.

Reduce the number of citizens victimized by crime.

ISP investigators are charged with examining homicide, narcotics, and violent crime cases across the state. Investigators working on a statewide platform also specialize in computer crimes and evidence recovery, technical investigations, and the "white col-



lar" crimes of Medicaid fraud and financial exploitation. Additionally, intelligence analysts serve as an invaluable resource, providing tactical analytical support to ISP investigators and local and federal law enforcement entities.

The ISP's investigative mission is to solve crimes reported to the ISP and to help other agencies solve crime. Uniting with municipal and federal law enforcement in task forces and regional enforcement groups, special agents also target those involved in drug trafficking and motor vehicle theft.

The restructuring of the investigative program during FY2001 has reaffirmed the strategic direction of ISP investigations. In FY2001, ISP investigators initiated 8,800 cases, while arrests for both criminal and drug related offenses increased 15 percent and 5 percent, respectively, from the previous fiscal year.

The investigative program places a heavy emphasis on training. Investigators have taken full advantage of the opportunity to train with detectives from several large metropolitan police departments and share best practices through the innovative Investigative Fellowship Training Program.

The Methamphetamine Clandestine Laboratory Program was developed to ensure all applicable OSHA guidelines for handling hazardous waste generated by methamphetamine labs are followed and proper training and equipment is given to law enforcement officers who respond to the labs.

Medicaid Fraud

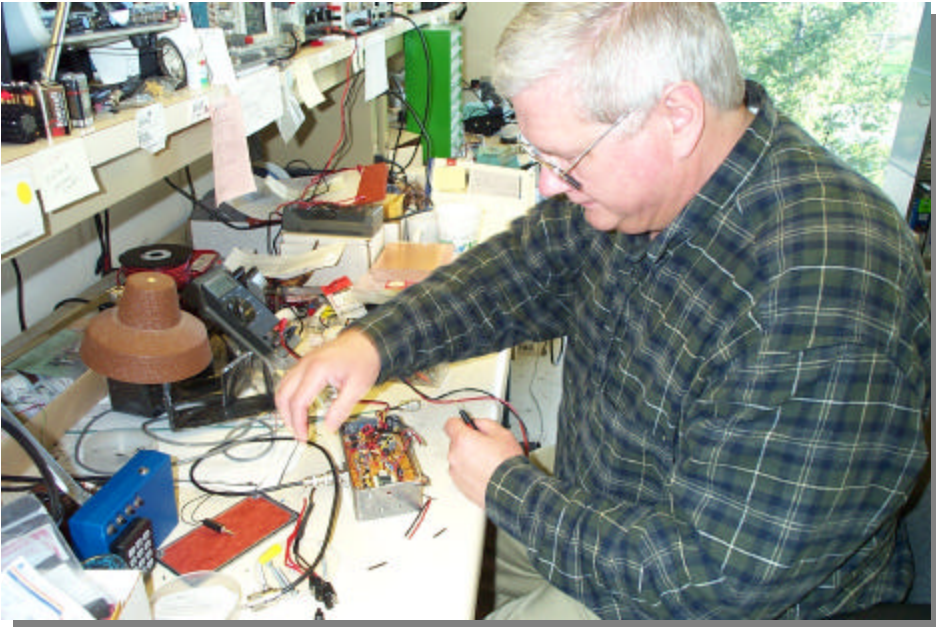
Protecting those who cannot always protect themselves is one of our core responsibili-



ties. This is true in the health care industry where Medicaid recipients are defrauded and abused by professionals and care providers alike. To combat the rising number of fraud, abuse, and neglect cases in Illinois' \$7 billion a year Medicaid

over several vehicles without his knowledge.

A worker in a medical facility purchased a vehicle and attempted to buy a house in the name of an elderly, mentally-retarded resident.



program, the ISP's Medicaid Fraud Control Unit (MFCU) received an increase in federal funding which doubled its personnel allocation. The grant, which now totals \$7 million annually, allowed an additional 22 investigators to be assigned to the unit to probe health care scams.

In April 2000, Governor George Ryan appointed a new task force ". . . to shed some light on financial abuse of senior citizens and find ways to help the thousands of seniors who get financially ripped off

each year." In response, the Crimes Against Seniors Program (CASP) was established to investigate elder fraud cases. Other program elements provide support and assistance to victims during investigation and prosecution, and educate the elderly regarding potential exploitation and possible safeguards. Although federal grant funding for CASP expired in October 2000, the program continues today with supplemental funding provided by the Illinois Department of Insurance and the Illinois Department on Aging in a reaffirmation of the program's merit.

Sex Offender Registration Website

In March 2000, Illinois had the distinction of becoming the first state to have its sex offender registry placed online with the National Crime Information Center's national registry program. The Sex Offender database maintained by the ISP contains the names, addresses, and photographs of more than 16,000 registered sex offenders in Illinois. The registry is also maintained on ISP's website which has averaged 12,000 hits daily since going online in November 1999.

Financial Crimes Against the Elderly

A serious problem faced by the elderly is financial exploitation. To illustrate, a typical investigator's caseload may include such tragedies as:

A social worker stole an 87-year-old woman's life savings - \$80,000 - to purchase cars, new furniture, and a satellite television system.

A legally blind, 90-year-old man had payments to his business diverted by an employee and also signed

Fiscal Year 2001 Performance - Investigation	CY2000	FY2001
Sex Offenders	14,355	14,542
Number of Investigations Opened	9,061	8,912
Assists	N/A	2,625
Number of Criminal Arrests	5,106	5,325
Number of Firearms Seized	416	979
Number of Drug Related Arrests	2,282	2,582

FORENSICS

Mission Statement:

Deliver complete, accurate, and timely forensic services in the collection and analysis of physical evidence from crimes and assist with the identification, arrest, and prosecution of offenders and exoneration of the innocent.

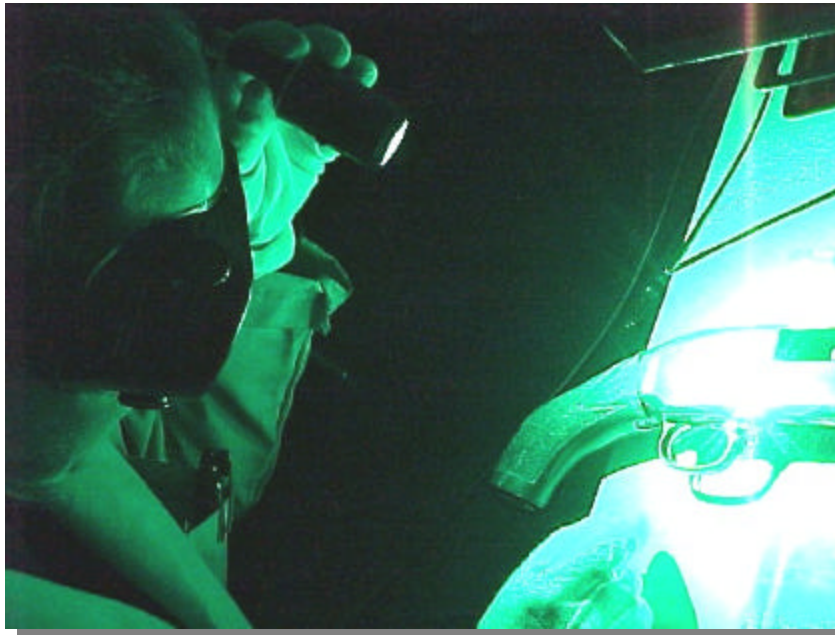
FY2001 Goals:

Deliver complete, accurate, and timely crime scene forensic services.

Deliver complete, accurate, and timely forensic laboratory analysis.

Provide appropriate training opportunities for DFS employees to grow professionally and personally.

The ISP is mandated by statute (20 Illinois Compiled Statute 2605/2605-40) to provide forensic services in Illinois. Beyond this statutory mandate, the ISP is committed to providing the highest quality scientific analysis to the criminal justice community. The Division of Forensic Sciences (DFS) over-



sees the third largest system of crime laboratories in the world - topped only by the Federal Bureau of Investigation (FBI) and Scotland Yard. The ISP's nine forensic laboratories provide forensic services to approximately 1,000 law enforcement agencies statewide and complete about 400 cases annually for federal agencies. The ISP laboratories continue to be accredited by the American Society of Crime Laboratory Directors' Laboratory Accreditation Board.

In 2000, the ISP's forensic laboratories accepted 116,987 cases compared to 115,312 cases in 1999. For that time period, 71.8 percent of the cases were completed within the established 30-day turnaround standard.

The DFS continues to convert the DNA offender database from Restriction Fragment Length Polymorphism (RFLP) technology to the new Short Tandem Repeat (STR) technology. STR technology is the standard required by the FBI and allows the offender profiles to be entered into the Combined DNA Index System (CODIS). The STR procedure also allows the analysis of smaller, poor samples and shortens testing time to just five days.

In July 2000, DFS initiated a two-year training program for future managers, thereby creating a pool of potential leaders. Classes included in this program addressed leadership, communications, ethics, problem solving, and strategic planning. In September 2000, DFS also provided forensic scientists with video conference training on defense tactics used to cross examine expert witnesses in court.

Crime Scene Services

DFS also provides highly technical crime scene services to members of the law enforcement community. This expertise includes the recognition, collection, and interpretation of physical evidence at crime scenes and courtroom testimony. The Forensic Diagramming and Animation (FD&A) Section is responsible for developing two-dimensional and three-dimensional drawings

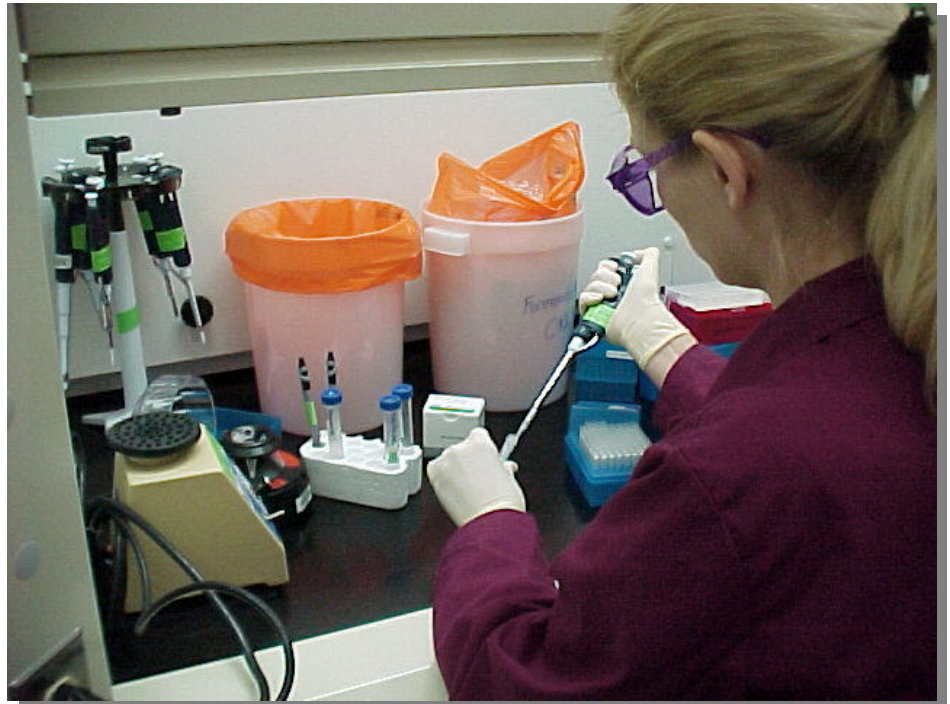
and animations used in criminal trial presentations. DFS expanded and opened an FD&A office in the Chicago area. This office will allow the section to better serve law enforcement needs for assistance to the Northern agencies. The FD&A Section's ability to make the figures in animation come to life and re-enact the crime in virtual reality has proven to be an invaluable tool for the investigator and the prosecutor.

DFS has also expanded the number of Crime Scene Investigators (CSIs) in the Metro-East area. This expansion will provide additional expertise to address the diverse needs of one of the busiest regions in the state.

The DFS Photographic Section is researching the possibility of replacing traditional 35MM still photography and processing with digital pho-



tography. The work unit has established a digital dark room and will be experimenting with digital cameras and computer production of photographs to verify the validity, cost and efficiency of this new technology in crime scene processing work.



As court and public scrutiny of evidence handling increases, proper protocols are essential for the collection, preservation, and analysis of that evidence. In an effort to ensure DFS personnel reach and maintain the highest level of knowledge, skills, and certifications possible, DFS has established guidelines for training CSIs, and initiating a Quality Assurance Program. The Training/Quality Assurance Section oversees the system of "checks and balances" for the crime scene program and the laboratory system.

One of the more interesting cases worked at the Joliet lab in 2000 involved a 24-year-old homicide, robbery and rape case. A forensic scientist reanalyzed the biology evidence, removed stains in various areas from the scene, and clothing, using a stab hole area on the victim's shirt for her standard. DNA testing was performed on the stains which revealed a mixture of victim and suspect types. The case went to trial on August 17, 2000 and the suspect was found guilty, 24 years after the crime.

Fiscal Year 2001 Performance - Forensics		CY2000	FY2001
Number of Requests for crime scene processing		1,114	3,714
Number of cases received for scientific analysis		123,146	118,771
Number of crime scenes processed		5,054	4,896
Number of scientific analysis cases worked		127,353	117,733
Percent of crime scenes processed		97%	97%
Percent of scientific analysis cases processed within established standards		72%	71%

INFORMATION & TECHNOLOGY

Mission Statement:

Provide reliable, accurate, and credible information for effective public safety decision making.

FY2001 Goals*:

Provide innovative solutions for enhancing the efficiency, effectiveness, and safety of the Illinois public safety community.

Provide responsive and efficient support to all users.

Maintain sufficient capacity to support centralized, agency-wide computer operations.

**These goals reflect the original Information Service program goals.*

Information & Technology Command

As a leader in the public safety field, the ISP has recognized the need to focus on solutions for the collective needs of the agency. Thus, the Information and Technology Command (ITC) was created in January 2001. This command combines and focuses the units and bureaus responsible for information technology, data collection/analysis, information sharing, and knowledge development.

The Information and Technology Program (formerly the Information Service Program) was formed recently when the Department united its information, data, and decision support related functions in the Information and Technology Command. The Research and Development Bureau is responsible for capturing and storing vital agency information. Analysts produce recommendations which present information from internal and external data to drive agency policy, direction, and training efforts. The Information

Services Bureau (ISB) administers agency-wide computer applications, increasing the efficiency of policing operations throughout the state. The Bureau of Identification coordinates technologies which perform statewide repository functions for capturing, storing, retrieving, and disseminating criminal history information. The Firearm Services and Crime Statistics Bureau administers the state's firearm licensing and eligibility analysis activities, and manages the collection and reporting of the state's uniform crime reporting program.

Y2K

The ISB coordinated the acquisition of 1,900 Dell computers to replace outdated personal



Lotus Notes Project

A close-up, sepia-toned photograph of a computer keyboard. The focus is sharp on several keys in the foreground, including the number '3' key, the 'Enter' key, and the 'G' key. Other keys like '4', '5', 'T', 'Y', and 'F' are also visible but slightly blurred due to a shallow depth of field. The lighting creates soft shadows, highlighting the texture of the plastic keys.

processes. The new standards are presently being finalized for implementation.

Installation of Mobile Data Computers for the Illinois Wireless Information Network (IWIN) increased from 750 to 1,198 units installed as of June 30, 2001.

The members of the Disposition Committee, which is comprised of employees from the Bureau of Identification and the ISB, were successful in lowering the error rate on incoming Cook County court dispositions by 20 percent. This was accomplished by implementing the statute manipulation table and the crosswalk table computer programs.

By analyzing and making improvements to processes, the Bureau of Identification Disposition Acquisition Unit reduced the average turnaround time for acquiring dispositions from 33 days to 24 days.

In order to improve efficiency and effectiveness of collecting, storing, and disseminating criminal history information, the Bureau of Identification has begun implementing a new criminal history system called ECHO. In 2000, the requirements document was finalized. In 2001, the functional flow was completed. Work will continue on this project until its anticipated completion date in 2003.

Fiscal Year 2001 Performance - Information & Technology	CY2000	FY2001
Number of support calls received by ISP help desk	7,549	17,395
Number of support calls resolved by ISP help desk	4,288	9,388
Average response time for LEADS Inquiries (seconds)	.031	.025
Average response time for LEADS Entries (seconds)	2.13	1.8

COMMUNICATIONS

Mission Statement:

Through technological innovation and, where appropriate, collaboration with other agencies, provide contemporary public safety communications capabilities for the Illinois State Police and other state and local agencies.

FY2001 Goals:

Facilitate state-of-the-art communications services for the Illinois State Police and the Illinois public safety community to enhance officer efficiency and promote officer safety.

Assure telecommunicators are a diverse group representative of the state's population who have appropriate training, resources, and opportunities to grow personally and professionally.

The Communications Services Bureau consists of 350 employees who provide dispatch services from 19 communication centers and technical support from 22 maintenance shops. Two hundred and fifty Telecommunicators throughout the state ensure ISP and other officers receive timely information to support enforcement and public safety efforts. Technicians maintain equipment at 72 tower sites throughout the state to ensure seamless voice radio communications and install and maintain emergency equipment (lights, sirens, radios) in more than 2,500 department vehicles.

During Calendar year 2000, 354 new department vehicles were outfitted by technicians in order to meet an aggressive installation schedule. The Bureau is also accountable for the Department's telephone systems, wireless telephones, pagers, and equipment and maintenance contracts.



STARCOM 21

The State Radio Communications for the 21st Century (STARCOM21) project was undertaken to research, identify, and implement a new statewide communications system for the ISP and other state and local agencies. Funded initially in FY00 with \$25 million in Illinois FIRST monies, extensive efforts were directed towards the development, advertisement, and subsequent evaluation of a Request for Proposal from qualified vendors. A task force of ISP and other state agency representatives, along with a professional Quality Assurance Consultant, prepared the final recommendation. Motorola, Inc. was the successful bidder. Negotiations to finalize an implementation contract are underway.



CAD

Commuter Aided Dispatch (CAD) was successfully implemented in all 19 ISP communications centers in 2000. CAD is an incident-based computerized system of receiving, tracking, and dispatching calls which enhances communications, safety, and management data. All officers and telecommunicators received intensive training to accomplish their migration to the new technology.

AWARDS

Ms. Betty Monk from District 9 - Springfield was selected as the ISP Telecommunicator of the Year for

2000. Ms. Monk was recognized for her extensive knowledge, leadership, and problem-solving skills. The award also noted her judgment, adaptability, initiative, and dedication to officer and public safety.

Mr. Jim Pepper was named "Technician of the Year" by the Illinois Association of Public Safety Communications Officials (APCO)— a first for the ISP. Mr. Pepper currently serves as a regional field technician providing technical services and assistance to six northern area ISP Districts.



Fiscal Year 2001 Performance - Communications	CY2000	FY2001
Number of Telecommunicators	228	228
Number of LEADS operators certified	7,239	9,706

HUMAN RESOURCE

Mission Statement:

Identify, recruit, educate, and retain the most qualified personnel to execute the responsibilities of the Illinois State Police, and through the provision of training to state and local agencies, establish a level of competency expected of public safety employees.

FY2001 Goals:

Provide progressive education, training, and services in support of traffic safety, crime reduction, and professional development for the ISP and members of the law enforcement community.

Provide services supporting ISP employees and their families by enhancing their physical, emotional, and spiritual well being, ultimately promoting a healthy and productive workforce.

Validate the medical exam standards for cadet applicants.

Validate the present Physical Ability Test (PAT) standards for sworn officers.

The Human Resource Program serves as a model of leadership, innovation, and problem solving, improving the quality of life for our employees and enhancing public safety.

The goals of the agency are supported through collaboration of the Agency's Human Resource Command and the Division of Administration's Personnel Bureau. Their efforts are focused on recruiting, training, educating, and retaining a physically, mentally and emotionally qualified workforce. By training and educating members of the state and local law enforcement communities, the Human Resource Program establishes a level of

competence expected of public safety employees.

The Division of Administration's Personnel Bureau maintains

a highly-organized and systemized record keeping system. It tracks and guides the many processes associated with hiring, promoting, caring for, and supporting employees. The Diversity Resource Bureau handles the recruitment efforts for civilian and sworn employees. It also hosts a variety of programs aimed at employee wellness, both on and off the job.

Illinois State Police Academy

Training and education is coordinated by the ISP Academy which has earned a nationwide reputation as a top law enforcement training organization. It is used as a benchmark by other federal, state, and municipal law enforcement organizations nationwide.

The primary purpose of the ISP Academy is to prepare new officers for a career in law enforcement. The Academy provides training for Cadets (future ISP officers) and Recruits (future county and municipal law enforcement officers) in 26 week and 10 week classes respectively. This has been an innovative year for training Cadets at the Academy. New approaches to training and educating departmental employees, Cadets and Recruits abound. An accelerated Cadet training program termed "Fast Track" was successfully piloted with individuals who had prior law enforcement experience. To qualify, Cadet Candidates participated in both written and practical pretests. Those who passed were invited to the inaugural administration of this program. Cadet Class 101 graduated 16 Cadets who are performing well in the Field Training Officers Program.

Another innovation adding to the success of the Human Resource training efforts is computer-based training (CBT). The Academy's CBT program has created, tested, and implemented curricula in the areas of Hazardous Materials and the Illinois Vehicle Code. This standardized, cost-effective program allows students to learn at their own pace while attaining the knowledge and competencies required to carry forth their responsibilities.



With ISP's re-energized emphasis on criminal investigations, a six-week Basic Investigator Course (BIC) has been researched, developed, and hosted for officers migrating from the patrol to investigative function. Complementing BIC is a cadre of in-service schools offering specialized education. Included are such courses as Advanced Homicide Investigation, Methamphetamine Laboratory Investigation, Advanced Interview and Interrogation Techniques, Advanced Undercover Techniques, and Criminal Sexual Assault and Abuse Investigation. Approximately 1,000 officers attended various course offerings during 2000.

Glock Transition Training was a success, as 2,050 sworn ISP employees attended the 32-hour program. This intense school was developed to ensure every officer could use the new ISP weapon safely and effectively. Specially selected and trained instructors conducted the training throughout the state.

The Drug Abuse Resistance Education (D.A.R.E.) program continues its strong presence in Illinois. D.A.R.E. is a comprehensive K-12, school-based drug and violence prevention program designed to equip children with the life skills necessary to recognize and resist social pressures.

The ISP is honored to serve as the D.A.R.E. Training Center for Illinois. Since the inception of the program in 1987, the ISP has served in a coordinating role for D.A.R.E. in Illinois. In April 2000, the Illinois Training Center went through a rigorous review process and was re-accredited as an authorized training center for an additional four years.

Two Leadership and Management Institute initiatives continued to flourish during 2000. The *Mentoring Program* helps to develop diverse, dynamic leaders within the ISP. The Mentoring Program gives employees a sense of identity within the organization as they begin to see themselves contributing to the success and positive image of the ISP. Mentors carry out coaching responsibilities in addition to their regular job duties. The protégé's developmental activities are targeted to specific needs. Thus, the protégé gets highly relevant practice at needed skills without the cost of formal classes and training. With mentoring, there are increased organizational communications and understanding. Approximately 130 ISP employees have engaged in this meaningful development opportunity.

Diversity Research Bureau

The Diversity Resource Bureau developed an internal Equal Employment Opportunity (EEO) *Mediation Program* to provide a forum for complainants and respondents to reach negotiated solutions before complaints move into formal investigations. The program is supported by 16 department employees who successfully completed the mediation training. This process has reshaped ISP's approach to solving such problems. When possible, enhanced communications and creativity take the place of the formal investigative process.

The EEO Program staff coordinates the delivery of Cultural Diversity Training for departmental person-

nel to foster a better understanding of and respect for cultural differences among ISP's diverse workforce. They also work with Recruitment personnel to implement a comprehensive plan to increase the recruitment of qualified women, minorities, and disabled persons for positions with the ISP. To support this philosophy, the Recruitment Section traveled to four remote testing sites, complementing those already in use, for the testing of prospective Cadets.

The Recruitment Section continued its partnership with the Division of Forensic Services and formed a partnership with the Communication Services Bureau to work jointly with applicant inquiry responses and recruitment events. Notably, the ISP met its 25 percent female and minority hiring and promotion guidelines set by the Department of Human Rights.

Programs offered to enhance the quality of life for departmental employees included the Medical Response System (MRS) and the Employee Assistance Program. The MRS program offers expert medical consultation for all department members and their families. The 35 volunteer chaplains made 1,720 ministry contacts. Our 52 Peer Support Advisors rendered assistance during 697 peer support contacts within the ISP. Additionally, our Critical Incident Debriefing program assisted with six critical incident debriefings. Finally, 285 ISP employees attended Stress Management training during 2000.

Fiscal Year 2001 Performance - Human Resource	CY2000	FY2001
Number of participants in career development programs	1,188	1,419
Number of recruits graduating	179	169
Number of Cadets graduating	103	68

INTEGRITY

Mission Statement:

Through education and swift and impartial investigations of all allegations, reduce the incidence of misconduct in the executive branch, maintaining a high level of trust in public office.

FY2001 Goals:

Reduce the incidents of misconduct in the Executive Branch, maintaining a high level of trust in public office.

Ensure a drug free workplace for all Illinois State Police employees by maintaining a reliable drug testing program.

Provide progressive education and training for all Division of Internal Investigation employees.

Integrity is the quality or state of being of sound moral principle; uprightness, honesty, and sincerity. The ISP helps ensure the integrity of the Executive Branch by investigating allegations of wrongdoing and educating employees of all state agencies, boards, and commissions on the procedures for reporting such incidents. Educational opportunities include in-service training, promotional schools, other specialized training, and an annual symposium.

In an effort to keep integrity in the forefront of our agency's initiatives, the Division of Internal Investigation (DII) offered 23 ethics/integrity events during calendar year 2000. Training classes were presented to cadets, code and sworn in-service classes, promotional schools, and to other agencies, boards, and commissions when requested.

As part of the training, employees were given ethics/integrity scenarios which challenged them to do the right thing. Students learned about Administrative Order #3, outlining the Division's responsibilities for

“ensuring a more ethical executive branch.” Department policy was reviewed explaining when and how to report allegations of misconduct and outlining the process for fair, impartial, and timely handling of investigations. Beginning in July 2000, training was expanded to include the handling of shooting incident investigations.

The DII investigated 182 cases of ISP employee misconduct in 2000. Cases of a less serious nature—225 in 2000—were referred back to the employee's division for investigation. During 2000, DII investigated 154 cases of employee misconduct reported by other agencies under the purview of the Governor. Of those cases initiated, 57





were cleared and 20 were sustained. Ninety cases were referred back to the originating agency for investigation.

The Retirees Hireback Program uses skilled former employees on a part-time basis to conduct background investigations of potential new ISP employees. This allows full-time investigative personnel to handle more critical criminal investigations. This program has saved 6,306 hours, or 788 man-days.

Fiscal Year 2001 Performance - Integrity	CY2000	FY2001
Number of ISP personal complaint (PC) cases received	182	360
Number of external investigations requested	154	240
Number of restricted backgrounds conducted by retirees	308	350
Number of backgrounds conducted by full-time investigative personnel	2,655	2,450
Number of ethics/integrity events offered	23	20
Percent of ISP Cadet applicants disqualified after review of background investigations	26%	35%
Percent of pre-employment drug tests conducted that were negative	99%	98.7%
Percent of random drug tests conducted that were negative	100%	99.6%

AGENCY SUPPORT

Mission Statement:

Through innovation and technology, maintain an infrastructure and work environment that promote the accomplishment of agency goals.

FY2001 Goals:

Provide low-mileage and well-serviced patrol and investigative vehicles for ISP officers.

Provide an effective facility management function.

Set strategic direction and sustain a work environment that fosters continuous improvement and performance excellence.

Agency Support consists of three sub-programs: Logistic and Administrative Support, Counsel and Development, and Quality Assurance. The work units contained in these sub-programs facilitate and support the day-to-day operations of the ISP. Two of the Agency Support Program's primary functions are managing the Illinois State Police fleet and facilities. The program continues to move forward with efforts aimed at

upgrading and/or replacing the Department's enforcement fleet and outdated facilities. Perhaps the most significant of these efforts is the planning, design, and construction of a new Central Headquarters. The offices within the Director's Office as well as the Department's strategic management function are also contained in this program.

The Division of Administration Logistics Bureau manages all ISP facilities and the vehicle fleet. In its continued efforts to upgrade the patrol and investigation fleet with low-mileage and cost-efficient cars, the ISP was able to purchase 343 new vehicles with FY00 General Revenue Funding. This raised the number of vehicles under 80,000 miles to 57 percent of the total enforcement fleet.

Logistics personnel completed 69 projects to maintain existing facilities to appropriate standards of health, safety, and comfort. Significant progress was also made on facility replacement, with plans advancing on designs for new District 6 and 13 Headquarters, and an Academy expansion.



Fiscal Year 2001 Performance - Agency Support	CY2000	FY2001
Number of assigned vehicles	2,045	2,059
Number of vehicles purchased	343	366
Percent of vehicles with less than 80,000 miles	57%	62%
Average vehicle operating cost per mile	\$0.21	\$0.23
Number of vehicle repairs exceeding \$300	2,797	2,669
Number of facility repair, maintenance, and construction projects completed within established time frames	69	80

AWARDS & COMMENDATIONS

MEDAL FOR VALOR



Awarded to ISP personnel who perform an act of exceptional bravery with an awareness of the possibility that the act could result in great bodily harm or death to themselves.

MEDAL FOR HONOR



Awarded to ISP personnel who perform a heroic act that by its nature results in saving a life, preventing a serious crime or apprehending a person who committed a serious crime. The eligible act while of a lesser degree than that required for the Medal of Valor must nevertheless have been accomplished with distinction.

ACHIEVEMENT MEDAL



Awarded to ISP personnel who perform an outstanding act that results in improved administration or operation, substantial savings in labor or operational costs, greatly enhanced the mission of ISP or brings great credit to the department. The act or acts must be because of performance beyond the requirements of the normal work assignment.

PURPLE HEART MEDAL



Awarded to ISP personnel who, while in the performance of enforcement duties, are injured or killed, are eligible to receive a Purple Heart Medal. The eligible duties to not include accidental or reckless behavior by the officer.

LIFESAVING MEDAL



Awarded to ISP personnel who perform actions or who apply techniques that result in saving or sustaining a human life.

MERITORIOUS SERVICE MEDAL



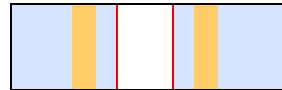
Awarded to ISP personnel who have made truly outstanding achievements contributing to the efficiency and/or effectiveness of the department by consistently performing their duties with outstanding skill, diligence, productivity, judgment and responsibility.

DEPARTMENT COMMENDATION



Awarded to ISP personnel who perform an outstanding police act with diligence, perseverance or exceptional ability that notably contributes to enhancing the image of the department or prepares, directs or executes a plan, program or procedure that makes a notable contribution to the efficiency and/or effectiveness of the department.

DEPARTMENT UNIT CITATION



Awarded to ISP personnel within a unit who have exhibited exceptional professional skill and conduct during a coordinated action or have displayed consistent excellence in carrying out the unit's mission.

PROBLEM SOLVING RIBBON



Awarded to ISP personnel who display distinguished leadership through cooperative efforts with a community and police in improving traffic safety or reducing crime or the fear of crime in a manner which brings great credit to the department. The act or acts must be performed beyond the requirements of the normal work assignment.

DEPARTMENT SERVICE RIBBON



Awarded to ISP personnel who served honorably during special details or assignments with distinction.

P.F.I.T. RIBBON WITH GOLD STAR



Awarded to ISP personnel for an overall wellness score of 90 percent or above.

P.F.I.T. RIBBON WITH SILVER STAR



Awarded to ISP personnel for an overall wellness score between 80 percent and 89 percent.

P.F.I.T. RIBBON



Awarded to ISP personnel for an overall wellness score between 40 percent and 79 percent.

In the eighteen-month period from January 1, 2000, through June 30, 2001, 593 awards were given to ISP employees. These are a few examples of exceptional employees and programs receiving recognition by the ISP.

Lieutenant Mark Koelker (Z-6) Department Commendation

This award was presented in recognition of the professionalism, dedication, and spirit of interagency cooperation Lieutenant Koelker displayed as a member of the investigative team. This team successfully dismantled the Eugene V. Birge et al. Criminal organization while seizing 22 kilograms of cocaine and \$544,741 in cash from the 31 defendants. His actions in this case are credited with eliminating a dangerous criminal enterprise from the Metro East area and effecting an enhanced quality of life for the citizens in the region.

Trooper William Ness (D-CHI) Medal for Honor

While taking a prisoner to a Chicago Police Department lockup, Trooper William Ness came upon a serious one-car accident on I-94 near 39th Street. A car had slammed into an abutment with such force that its driver's side was nearly imbedded in the concrete. The car had burst into flame and was enveloped in smoke. Ness radioed for fire equipment and an ambulance, then rushed to aid the occupants of the car.

Before any other rescuers arrived, Ness revived the driver and took him to safety. He then went back to the wreck, reaching into the back seat to unbuckle a four-month-old infant from her car seat and lift her out of the burning car. After the fire truck arrived and the ambulance took the driver and his daughter to the hospital, Trooper Ness turned his atten-

tion to the backed up expressway. He had been so close to the flames that when he began directing traffic around the wreck, he realized one of his shoes was smoldering.

District 12 Valkyrie Unit Citation

The District 12 Valkyrie Team received this award in recognition of its members' interdictory skills, professionalism, and spirit of teamwork. This team seized 310 pounds of cocaine, street valued at \$14.4 million, during a traffic enforcement contact in Effingham County. Their efforts in this case reflect a commendable commitment to the ISP's drug interdiction mission, as well as to personal standards of integrity and service through their roles as Illinois State Police officers.

These are some of the awards presented to the ISP by outside agencies.

National Safety Council honors District 11 Youth Council

This program teams high school students and local police officers to identify and address a problem on their campus or in their communities. Among other projects, students have implemented peer mentoring programs, advocated for ordinances banning teen smoking in their town, and sponsored an anti-violence program on campus.

Safety Education Unit receives award for vehicle

The Safety Education Unit's effort in child passenger protection came up a winner as the ISP was awarded third place in the "Special Purpose Vehicle" category in *Law and Order Magazine's* International Best Police Vehicle Design Competition. The specially-equipped trailer is used at child safety seat checks conducted by certified ISP Child Safety Seat Technicians. A \$100 prize was donated to "Illinois Safe Kids," and a picture of the trailer

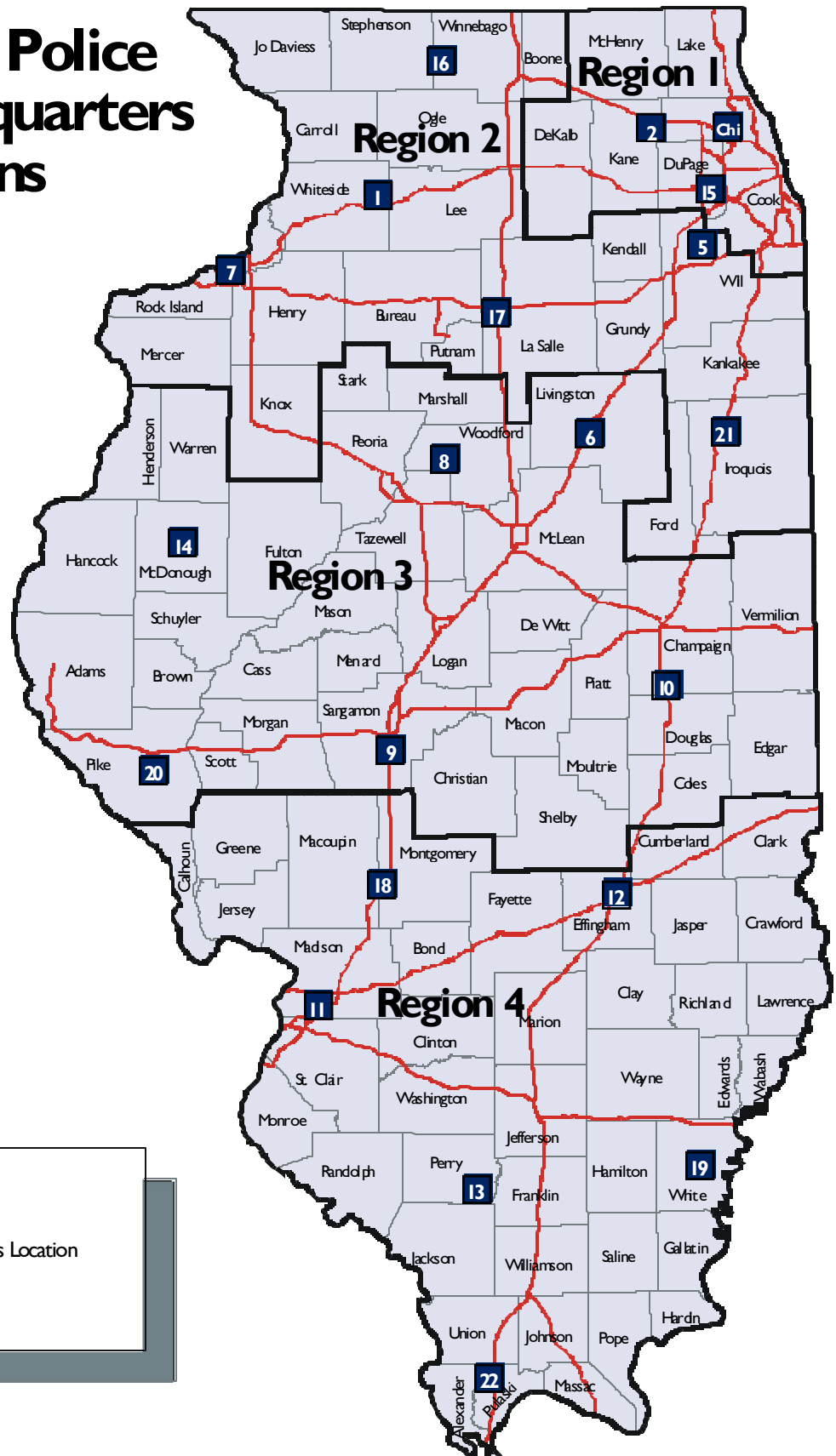
was published in the July issue of *Law and Order Magazine*.

Public Affairs and Consumer Education (PACE)

In summer 2001, three ISP public information initiatives received Public Affairs and Consumer Education (PACE) awards from the American Association of Motor Vehicle Administrators (AAMVA), Region III. Region III is comprised of 12 states and parts of Canada.

- *Operation SCORE* (Student Concentrated Occupant Restraint Enforcement) is a focused seat belt enforcement campaign which operates in four counties in District I. The program was recognized for its creative and colorful brochure, featuring a seat belt survivor. The brochure also received the International Award from the AAMVA.
- The *Safe Kids Are Buckled Up* marketing campaign exemplified public-private partnerships. The campaign combined the resources of the Illinois State Police, Illinois Department of Transportation, Futures for Kids Program, Illinois Safe Kids Coalition, and Penske Auto Service Centers in a statewide media and public education effort to increase child passenger safety. At many locations, the exhibit operated out of a Safety Seat Checkpoint Trailer, which doubled as a transport vehicle and rolling billboard for child occupant safety.
- The ISP internally-produced home page was recognized by the American Association of Motor Vehicle Administrators (AAMVA) for its creative approach to educating the public about traffic safety, current crime trends, and departmental initiatives.

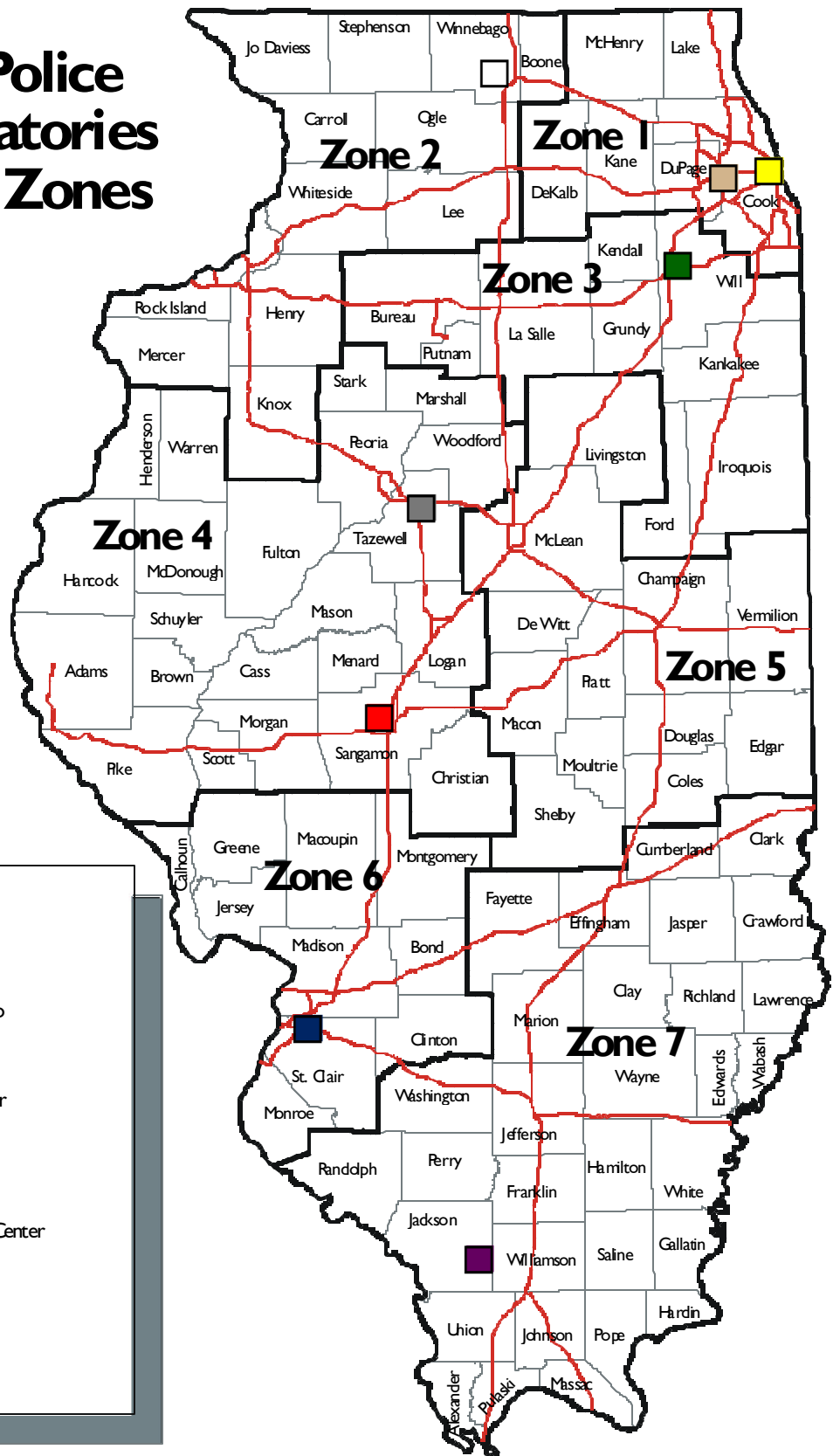
Illinois State Police District Headquarters & Regions



District Headquarters Location

Interstate

Illinois State Police Forensic Laboratories & Investigative Zones



Legend

Forensic Laboratories

- Forensic Science Center at Chicago
- Joliet Forensic Science Lab
- Metro-East Forensic Science Center
- Morton Forensic Science Lab
- Rockford Forensic Science Lab
- Southern Illinois Forensic Science Center
- Springfield Forensic/R & D Labs
- Westchester Forensic Science Lab
- Interstate