



DEPARTMENT OF PUBLIC SAFETY

DIVISION OF POLICE

New Castle County Department of Public Safety

ACCOMPLISHMENTS

Council Members:

November 13, 2012

I just wanted to summarize some accomplishments in Public Safety over the past 19 months. I am proud to state that the Police Department will be very close to full staffing with the next academy that is due to start in January. The police department has not been at full staffing for over seven years!

The police department has also taken advantage of Federal funding to obtain cutting edge training technology to assist with the operation of driving police and paramedic vehicles. We hope to reduce accidents by 15% or more. We are also awaiting a Firearms Training Simulator. This system will aid situational awareness and assist with deadly force situations and decision making.

The Paramedics recently took ownership of a computerized training manikin that can be programed to mimic any symptoms. The paramedics perform "real" treatment solutions (medications, airway management and shock) to address the situation.

Public Safety has also compiled a yearly comprehensive Public Safety report. This is the first New Castle County Public Safety annual report for some years.

In the Communications Division, we have implemented a "career ladder" that has been proposed for years. This career ladder adds eight (8) positions to handle call volume and one person contact per call. These positions were added without increasing the overall head count for New Castle County. This career ladder will allow the Communications Division to be nationally accredited on the police side.

Police Division:

- No lay-offs
- We have hired 60 (academy and redi-cops) officers. The goal is to get to full authorized strength. With this upcoming academy in early January...we will be the closest to authorized strength for years.
- Two academies in 12 months — not done since 1999.
- Made promotions - 3 lieutenants, 5 sergeants.
- 6 sergeant promotions pending.

- Officers assigned weekly to targeted high crime areas that we identified using “intelligence-led policing” ... utilizing JAG federal money.
- Using CAD to document some incidents which, in effect, reduces overall report writing time (domestics/transports).
- PDU (Professional Development Unit) - background investigators -- hired four (4) retired officers to assist with applicant backgrounds.
- Revamped the whole hiring process – streamlined same.
- Added a polygraph operator to PDU - when needed.
- Evaluating the next generation of cars – test drives, graphics (input from patrol).
- Working on the 100th anniversary for next year; 75K allocated to help fund this event (Public Safety Day, banquet, 100 year badge...).
- Staff working the street when they are on call.
- Created a Quality Control position to review how we do business and to identify areas that we need to address through training (S/Lt. Crowell).
- Started an online survey for Police and Communications – located on the main NCC website.
- In the process of updating our tasers - \$1,000.00 per unit.
- 10+ people trained as peer debriefers for Critical Incident Stress Management; this is a volunteer-based endeavor.
- Bringing the WestPoint Command training to NCC. We have sent numerous supervisors to this school over the past five years. Very good school, but there is a four-hour transit every time the employee attends.

Technology/Equipment:

- **Smart 911:** This technology will enable citizens to sign on for “free” to add commentary that would show up when they call 911. New Castle County will be the first in the state to have this technology.
- State of the art driving simulator – discussed for 10 years.
- State of the art FATS machine – discussed for 10 years.
- Purchased two (2) new ATV's for parks – acquired with grant money.
- Purchased a new “enclosed” trailer to store and transport the ATV's.
- Purchased a new horse – this is an extra horse in case one of the current mounts gets injured. Obtained with grant funding and money received from “Friends of the Mounted Unit.”
- Two new speed trailers to put in neighborhoods or on county roadways.
- Video camera technology (to be worn and for vehicles).
- Purchased bike uniforms.
- Moved all evidence from the old shed on Old Airport Road to the NCC warehouse.

E.M.S. Division:

- Paramedic safety and scene safety was the first priority.
- Staffing levels are at the highest levels for some years.

- Started focus group meetings with EMS personnel (rank and file) to discuss issues. This was a new process initiated that put day-to-day issues and long-term issues on the table for discussion. This proved to be very beneficial.

Communications now exchanges needed information in a timely manner to EMS responders. A new program was initiated where the dispatchers send live color-coded messages to the paramedics and volunteer ambulances in the field making them aware of potential dangerous situations.

- New Medic Station: The new medic station was recently opened. The old station was located in a large warehouse located behind the Connor Building. This site had numerous issues with pigeons and debris associated with pigeons. This was also subject to a system-wide grievance.

Communications Division:

- Started the career ladder that will increase pay and gives us the ability to hire eight (8) emergency call operators. This will allow us to move toward national accreditation on the police side.
- Numerous updates to the CAD that make scene safety a priority for first responders.
- Will soon be part of the “Smart911” nationwide system – that allows citizens to input needed information so that emergency call operators can have additional information, photographs, contact persons, etc. We will be the first agency in this area to have this capability.
- Started the focus group meetings for all Communications personnel.
- Made several promotions that sat idle for an extended period of time.

Office of Emergency Management:

- Filled a position (planner) that sat vacant for a lengthy amount of time.
- Conducted fire drills in all county facilities – this was not done for years.
- Working on updating the “County Emergency Management Plan.”
- Numerous outreach programs.

Please feel free to contact me should you have any questions regarding the yearly report.



Colonel W. Scott McLaren
A/Director of Public Safety