

**Department of Safety and Homeland Security
State of Delaware
Legacy Document**

I. Legacy and Big-Picture Issues

A. Agency Narrative:

Since the start of this Administration, the Department of Safety and Homeland Security (DSHS) has implemented many initiatives and programs to support its mission of protecting the people and property in Delaware. Through these programs, the Department has worked to enhance the quality of life and provide a safe and secure environment for all who visit, live or work in our great State. While the past seven years have been filled with many accomplishments, our major initiatives that are our legacy and sure to have a lasting impact beyond this Administration are detailed below.

Growing and Evolving to Deal with New Threats and Challenges

Creation of Division of Gaming Enforcement (DGE)

- In October 2009, we began to develop the strategies necessary to ensure the integrity of the Delaware gaming industry. We conducted research to determine the best industry practices, drafted legislation, developed policy, formulated an organizational model, implemented our strategic plan, and created a division by July 2010. DGE is responsible for enforcing all criminal violations relating to the gaming industry in our State. In its first year, with members of the Delaware State Police, Division of Alcohol and Tobacco Enforcement, Attorney General's Office, background investigators and intelligence analyst on staff, DGE worked with Harrington Raceway, Dover Downs, and Delaware Park to get table games up and running. It has conducted thousands of background checks on casino employees and vendors wanting to do business in Delaware's casinos. In addition, it instituted a regional intelligence sharing network with regulatory authorities from surrounding states to ensure coordination on issues of mutual concern. DGE also petitioned the Delaware Lottery with a "list of excluded persons" whose presence could be inimical to the interests of the State, Delaware Lottery or both. Many of these individuals are listed on exclusion lists in other jurisdictions due to their involvement in gaming related crimes or organized criminal activity.
- The Delaware Gaming Competitiveness Act was passed and signed by Governor Markell in June 2012 making Delaware the first state to offer online gambling at Delaware's three casinos. DGE was responsible for the suitability backgrounds on 888 Holdings and key employees for licensing by Delaware Lottery. DGE is also responsible for investigating crimes associated with the passing of this act.
- In 2013, legislation was passed that authorized Charitable Video Lottery Machines at Fraternal Charitable Organizations. DGE is responsible for the suitability backgrounds on each organization that applies and vendors before licensing by Delaware Lottery. The

Division is also responsible for inspection of the machines and crimes that affect the integrity and/or proceeds of the lottery.

- Since its inception, the Division has been proactive in its intelligence gathering and sharing of information with the casinos, our law enforcement and regulatory partners. The information is shared through the posting of DGE's Security Bulletin. The sharing of information through the DGE Security Bulletins resulted in investigations of possible violations of the Bank Secrecy Act, a multi-state roulette cheating team operating in Delaware, Pennsylvania and New Jersey. In addition, DGE assisted New Jersey State Police in an armed robbery investigation and arrest at Caesars Casino in Atlantic City as well as with bank robberies in Delaware and Maryland.

Comprehensive School Safety Program

- In June 2012 the Delaware General Assembly passed the Omnibus School Safety Act tasking the DSHS with developing Comprehensive School Safety Plans (CSSP). The purpose of the Act is to enhance public safety in all of Delaware's public schools (including charter schools) through the development and maintenance of comprehensive, site-specific, National Incident Management System (NIMS) compliant safety and emergency preparedness plans for each public school and district. This act promotes a cohesive and coordinated approach between State and local emergency responders, education professionals, and other supporting agencies during a critical incident within a school setting, in a manner that minimizes administrative and other burdens upon schools and districts. In 2013 an amendment to the Omnibus School Safety Act changed the school compliance date for the Act from September 2017 to September 2014. In addition, the new language requires schools to conduct tabletop exercises every year and at least two lockdown/intruder drills per school year. Finally, schools are required to submit verification of the exercises to the Department of Safety and Homeland Security. DSHS contracted with Safe Plans to assist in refining and web-enabling our school safety plans. This model is a collection of NIMS compliant best practice responses to multiple all hazards events. Building upon the existing Delaware CSSP infrastructure, this innovative new program allowed schools to embrace emergency planning best practices and the latest in homeland security technology simultaneously. This tool serves as a central repository and provides a common framework for planning. The model templates were provided to all schools and districts and uploaded onto the secure Emergency Response Information Portal (ERIP). ERIP also assists school safety teams with vulnerability assessments and risk management. In addition, it makes school emergency plans accessible through the Internet and on smartphones, laptops and similar devices. As a result of the completion, Delaware is the first state to have a fully operational statewide safety and planning program.

DSP Maritime Unit

- Since the events of September 11th, homeland security concerns in Delaware have pointed to the need to secure the vast infrastructure along Delaware waterways. Utilizing a federal grant, the Delaware State Police created a Maritime Unit that became operational in August 2011. The unit has integrated into the maritime framework established with the existing assets including: aviation, SCUBA, Explosive Ordnance Disposal, and Special Operation Response. In addition, the DSP Maritime Unit has developed interagency relationships with the Wilmington Police Department, Department of Natural Resources and Environmental Control (DNREC), New Jersey State Police, Pennsylvania State Police, Philadelphia Police Department and the Federal Bureau of Investigation. The unit focuses on critical infrastructure protection, high profile patrol and prevention, emergency response with allied agencies and units, and recovery operation support. The DSP Maritime Unit is currently the only agency working within our State and local government with a full-time maritime and homeland security mission.

Creation of New Division of Forensic Science/Commission of Forensic Science

- The Governor signed Senate Bill No. 241 which established a new Division of Forensic Science to take over operations previously conducted by the Office of the Chief Medical Examiner. The legislation reorganized forensic science functions within the Department of Safety and Homeland Security and provides for a Director to run the agency. It also establishes a Forensic Science Commission to provide important oversight and assistance to the Division. The 10-member commission is comprised of forensic science experts, a prosecutor, a public defender, representatives from the law enforcement, and the DSHS Secretary and DHSS Secretary.
- Since July 2014, DSHS has implemented many improvements within the new Division including:
 - An upgraded network to support the installation of new security camera system
 - A new key card access lock system to control and record access to secure areas
 - Use of clear heat sealed evidence bags – tamper resistant
 - Partnerships with the University of Delaware, Child Death Review Commission, Drug Overdose Fatality Review Commission, Office of Emergency Medical Services and the Delaware Information Analysis Center to provide forensic chemistry and data to assist in health and legal initiatives statewide.

Enhanced Court Security (Capitol Police)

- The Division of Capitol Police implemented several measures to enhance security at Delaware's courts. Following the shooting incident at the New Castle County Courthouse in 2013, the Division of Capitol Police worked with Court officials to outline a strategy for security enhancements. While some enhancements involved structural changes at the

New Castle County Courthouse, Capitol Police added 14 new police officer positions and four dispatcher positions to enhance courthouse security. The Division also received funding to enhance personal security measures. In addition, Capitol Police located funding sources to acquire ballistic barriers and body bunkers for six of the seven courthouses.

Violence Intervention Program Court Threat Matrix (Capitol Police)

- The Division of Capitol Police created and initiated a new program referred to as the Violence Intervention Program (VIP) intended to identify and mitigate potential acts of violence that may be perpetrated against victims/petitioners while attending judicial proceedings in the State's courts. The program allows court employees, victims, or others concerned for the victim's safety to submit a request to Capitol Police for assistance. All requests are vetted by Capitol Police and those considered high risk are assigned to a detective from the Special Investigations Unit who drafts a plan to ensure that safety of the victim during their appearance. On the date of the scheduled hearing, Capitol Police provides a protective escort into the courthouse to a safe location. The protective escort is maintained until such time as the case is completed and/or the victim/petitioner is returned to their vehicle.
- This program appears to be cutting edge and unique to Delaware. The Capitol Police Special Investigations Unit has received the inaugural 2016 Joseph R. "Beau" Biden Outstanding Criminal Justice Program Award for VIP. This program was also recognized by the Violence Against Women Act (VAWA) Committee in Washington D.C. for its ingenuity and intent to protect women from violence.
- Some statistics on the program's scope: In 2014, Capitol Police received 55 referrals that resulted in 82 separate escorts. In 2015, Capitol Police received 75 referrals that resulted in 122 separate escorts. This year, through September, Capitol Police received 76 new referrals resulting in 122 separate escorts.

State Police Body Camera Pilot

- In February 2016, the Delaware State Police announced the start of its body camera pilot program to provide better training tools for officers and additional transparency into State Police action for the public.
- During the pilot program, twenty-five (25) trained troopers throughout the state wore video cameras while they were on duty. This pilot is part of the initial step in the feasibility study for the different camera types, mounting styles, and data storage solutions. The Delaware State Police began researching body-worn cameras as a way to better improve the quality of life and reduce crime in the state. The operational aspects of this program were reviewed by internal stakeholders including the administration, patrol officers and evidence personnel with the support of Attorney General's Office. This new technology seeks to support the safety of all Delaware residents as well as to help strengthen public trust and enhance relations with the communities we serve. The

troopers will be trained in many areas which include case law, laws of evidence and the process to download captured footage so that officers may reliably record their contacts with the public in accordance with the law.

Opening of Newly Constructed Troop 3

- This Administration oversaw the upgrade of Troop 3 facilities in Camden, DE. In December 2015, the Delaware State Police began operations in the new space. This facility consists of office space, eight interview rooms, six temporary holding cells, three temporary detention rooms, a fingerprint facility, evidence processing and storage area, a large community room, a patrol officer resource room, a patrol officer roll call room, and a 7,000 square foot maintenance facility and evidence storage which includes a four bay garage. Troop 3 houses approximately 100 Troopers including 50 patrol officers, and 50 detectives (including members of the Special Investigations Section). The construction of this new facility marked the culmination of an idea that began several years ago. An idea to create a new Troop 3 that would provide an innovative structure that would serve multiple purposes for the benefit of the Delaware State Police and the citizens.

Mounted Patrol Unit

- The Delaware State Police Mounted Patrol Unit (DSP MPU) is a Unit within the Delaware State Police Special Operations Unit. The Unit was established in July 2012 and its role was expanded from a ceremonial function to a fully operational unit in 2013. Coupled with community outreach events, the Mounted Unit also assists with crowd control at events such as Pumpkin Chunkin', Fire Fly, the State Fair, and other special events that result in large attendance. Moreover, the Unit conducts patrols of neighborhoods and business districts as well as assists Dewey Beach and Rehoboth Beach Police Departments during the summer holidays. Terrain searches for missing persons and evidence are also conducted by the Unit. In January 2015 the Unit enhanced its growth and exposure with moving to Wellspring Farm in Bellevue State Park with funding assistance from the Delaware Criminal Justice Council.
- In return for the Council's financial support, and in furtherance of a broader restorative justice mission, the Unit initiated a mentoring program with the Wellspring Farm Pony Club. In June 2015 the Unit partnered with the Department of Correction and developed plans to construct permanent housing for the unit at the James Vaughn Correctional Center. With this move, a vocational rehabilitative program was implemented where low-risk offenders will provide daily care to the MPU horses as well as be responsible for barn maintenance. The move to the MPU's new facility occurred in October 2015 which ultimately enabled the unit to expand not only its exposure to the community but also by way of adding eight part-time "field" riders and two more draft horses. The Mounted Unit is now equipped with six draft horses, eight part-time riders and one full-time Trooper. The Unit continues to proudly represent the DSP in Washington D.C. during National Police Memorial Week. Each summer, the Mounted Unit completes a 60-day

temporary assignment conducting statewide patrols in various neighborhoods, with a focus on community outreach. Also, during this assignment, the Unit honors requests for demonstrations from the business districts and schools statewide. The Unit will round out 2016 by exceeding 130 requests for service, continuing its statewide community outreach initiatives, and augmenting the traditional function of the Delaware State Police.

Naloxone (Narcan) Patrol Deployment – Helping to Save Delawareans from Overdoses

- In the fall of 2016, Delaware State Police implemented a program to facilitate the deployment of Naloxone (Narcan) to its troopers. The objective of the administration of Naloxone is its lifesaving benefits in reversing opioid overdoses in the prehospital setting as law enforcement may be the first to arrive at the scene. Delaware State Police personnel who have completed an approved Delaware Office of Emergency Medical Services (OEMS) training program may possess and administer Naloxone in accordance with the Peace Officer Naloxone (Narcan) Standing Order 2014 provided by the OMES. The Delaware State Police will deploy 100 doses of the nasal spray to supply 2-3 members from each shift; as well as maintain a dose at each Troop.

Reducing Crime in Delaware

Creation of State Gun Investigation Unit

- In 2015 a new unit at State Police was created to focus on an in-depth review of firearm transactions as well as developing statewide strategies to better enforce our gun purchasing laws. This includes working to prevent and uncover straw purchases, weapons trafficking and all illegal sales. The Unit, which initially partnered with Wilmington police, New Castle County police and the Division of Alcohol and Tobacco Enforcement (DATE), continues to operate statewide. It currently consists of one DSP trooper and one DATE agent, who also work closely with federal Alcohol Tobacco and Firearms officials.
- From inception to date, the Unit's hard work has resulted in 13 felony complaints, 28 felony charges, 11 search warrants and 66 firearm traces. In addition, the Unit followed up on 36 National Integrated Ballistic Information Network (NIBIN) hits reviewing the reports for information that would lead to an open investigation. The Unit also seized 7 felony firearms.

Crime Reduction Assistance to City of Wilmington

Public Safety Strategies Commission

- The Public Safety Strategies Commission was established by House Joint Resolution No. 2, which was sponsored by the entire Wilmington delegation of the General Assembly and co-sponsored by all other members of the legislature. The Commission, chaired by Secretary Schiliro and Joseph Bryant, Jr., Director of Public Safety for New Castle County, was tasked with carrying out a rapid, fact-based, intensive examination of public safety strategies in the City and offering recommendations to address Wilmington's

significant problem with violent crime. Other members of the Commission were Chief Bobby Cummings of the Wilmington Police Department; State Prosecutor Kathy Jennings of the Attorney General's Office; Governor Markell's Deputy Chief of Staff Drew Fennell; City resident Cassandra Marshall; City resident Darryl Chambers; Rick Gessner, Vice President and Delaware Market Liaison at Capital One; and James Wright, a retired officer of the Wilmington Police Department. The Department retained the Police Foundation of Washington, D.C. and Vigilant Resources International of New York to serve as consultants and assist the Commission in its work.

- Under the direction of the Commission, the consultants completed their work within a few months and provided a comprehensive report outlining specific strategies to help the Wilmington Police Department address crime in the City.

Operation Pressure Point

- During the 2011 State of the State Address, Governor Markell indicated the Administration's intention to make combatting violent crime reduction in Delaware a top priority. In April 2011, DSHS collaboration with the Wilmington Police Department led an initiative to combat violent crime in the City of Wilmington. Operation Pressure Point, designed to coordinate law enforcement and social service agencies in the reduction of violent crime, continued through April 9, 2013. The Delaware State Police assigned 13 troopers three nights a week to a high crime area of the City. The troopers provided high visibility patrols during the evening hours of Thursday, Friday and Saturday in the most violent prone sectors. The presence of DSP in these specific areas undoubtedly provided a visible and productive deterrent effect. Their work resulted in 173 felony charges, 870 misdemeanor charges, 630 drug charges, 120 DUI arrests and nearly 4,500 traffic violations. In addition, troopers apprehended 188 fugitives.
- The Office of Highway Safety coordinated DUI checkpoints in the City and the Division of Alcohol and Tobacco Enforcement conducted undercover operations to target merchants connected to the illegal sale of cigarettes and alcohol. Probation and Parole also participated in the increased presence of law enforcement activity. The Operation resulted in a decrease in crime in the areas of focus as shooting incidences declined and homicides overall declined.
- In addition to the uniformed support during Operation Pressure Point, the Delaware Information and Analysis Center (DIAC) provided 480 documented support requests to Wilmington Police Department from October 2012 to October 2014. Furthermore, the DSP has trained over 250 Wilmington Police Department officers on the Delaware Statewide Intelligence System. DSP also provided a "train the trainer" session to Wilmington police personnel in the Omega Crimeview software program.

Joint Operation with the Wilmington and New Castle County Police Departments

- In August 2014, the Delaware State Police took part in a high visibility joint operation within the city limits of Wilmington. Wilmington's crime analysis data that was compiled

from weekly crime analysis showed an increase in the quality of life crime/issues occurring along the N. Market St. (Route 13 N) corridor. To counter these quality of life issues, the Delaware State Police, Wilmington Police and New Castle County Police Departments joined forces to address quality of life issues within the areas adversely impacted by criminal engagement in narcotics sales/consumption in the surrounding neighborhoods. Crime analysis indicated spikes in violent crimes occurring most frequently in the listed areas between the hours of 7 p.m. to midnight daily and with the majority of calls for service for disorderly groups, shots fired, shootings, fights, drug sales, and loud radios. To combat this illegal activity, the three agencies worked together on six (6) separate evenings in August 2014. During these evenings each department allocated six (6) officers (3 separate 2-officer vehicles) and one supervisor per agency for a total of 18 patrol officers and three supervisors.

- This operation ended at the end of August when the grant funds, provided by the Delaware Criminal Justice Council, were exhausted.

Gun Buy Back

- Another major accomplishment for the Delaware State Police was the leadership and participation in the State's Gun Buy Back held in Wilmington. In this overwhelmingly successful project, DSP troopers partnered with Wilmington and New Castle County Police Departments to collect more than 2,000 firearms at two locations including assault weapons, handguns, shotguns, and rifles. This one-day collection far exceeded expectations and resulted in the distribution of gift cards totaling more than \$200,000. This initiative also allowed the Department to form lasting partnerships with local pastors and community leaders in the City.

Fund to Combat Violent Crime

- The Fund to Combat Violent Crime (FCVC) was created, with support of the Department of Safety and Homeland Security, through House Bill 143 which assesses a penalty of \$15 imposed and collected by the Courts for each crime and offense as defined in §233 of Title 11, Chapter 41, §4101.
- One-half of the Fund, but no more than \$2,125,000 per year, is distributed to the Department of Safety and Homeland Security for use in connection with initiatives to combat violent crime. The Secretary of Safety and Homeland Security chairs the Violent Crime Fund Committee for the distribution of these funds. Since its inception in 2015, municipal police agencies have received approximately \$3.8 million.
- The other portion of the fund is distributed to the Delaware State Police (DSP) to be used for salaries, equipment, or supplies. This funding has allowed DSP to add additional troopers to its complement. The troopers are used to "backfill" existing positions to allow for the re-deployment of personnel to specific violent crime reduction strategies including

Governor's Task Force, DSP Drug Unit and DSP Intelligence Unit. DSP has received \$3.8 million since the start of the Fund.

Proactive Measures to Protect the Public

Mandatory Reporting of Lost or Stolen Firearms

- DSHS supported legislation requiring the mandatory reporting of lost or stolen firearms provides an added measure to help keep firearms out of the hands of those who should not have them. This gun safety measure, Senate Bill No. 16 with Senate Amendment No. 1, was signed into law by Governor Markell in June 2013 and requires owners of lost or stolen handguns to report a firearm loss or theft within 48 hours of discovery. Owners may report their loss or theft to the law enforcement agency having jurisdiction or to any Delaware State Police Troop. The legislation was designed to deter gun trafficking and discourage straw purchases.

800MHz Communications System Technology Refresh Program

- DSHS has implemented a 800MHz Communications System Technology Refresh Program. Since the initial deployment of the 800 MHz system in 1993, the State has made strategic investments to augment its capabilities, increase its performance and sustain its operability. This Technology Refresh Program positions the system for continued operations through 2024. The system is essential for our first responders and supports over 17,000 users, including police, fire, emergency medical services, courts, Department of Natural Resources and Environmental Control, Department of Transportation, and the Division of Public Health. The system handled approximately 18 million calls last year compared to approximately 15 million in 2009.

Pawn Broker Legislation

- DSHS supported Pawn Broker Legislation, Senate Bill No. 194 signed in July 2014, which brings the reporting requirements for pawnbrokers and secondhand dealers in line with those of the scrap metal processors. In addition, it extends the scrap metal processors' reporting deadline to the close of business the next day. The legislation provides a clear exemption for businesses that take in trade-ins as a substantial part of their business and adds a cease and desist provision for those operating without a license.

Special Needs Registry

- DSHS launched an online emergency registry to help citizens with special needs prepare for an emergency before it happens. The emergency preparedness registry is linked to a secure database which ties into the State's 911 system making this valuable information immediately accessible to 911 dispatchers.

700 MHz Communications System for Department of Corrections

- To meet a critical communications need, the DSHS implemented a highly efficient cost savings program to provide a new 700 MHz communications system within the Department of Correction (DOC). The system greatly enhanced communication capabilities within all prison facilities and for the first time, provided a direct connection to emergency responders statewide. This \$7.3 million trunked system, funded through a Public Safety Interoperability Communications (PSIC) grant from the federal Office of Emergency Communications, utilizes tower sites to transmit and receive information and process messages through a system server giving DOC a state of the art system with many new capabilities.

These include:

- Multiple channel, P25 digital, trunked system allowing multiple users to communicate simultaneously
- Prison to prison communications with all facilities linked statewide
- External Communications with 95% in-street reliability
- Internal communications coverage at 95% or better regardless of user location
- Public Safety interoperability with 18 channels to reach all partner agencies
- Emergency Button Function on all personnel radios monitored 24/7 by dispatchers

DOC previously utilized an outdated, low power 400 MHz system that did not provide adequate communications for its users. At a minimum, an upgrade of the old DOC system to meet FCC requirements would have cost \$600,000 and only provide reprogramming of the system and updating radios. With this upgrade, users would have still been unable to talk prison to prison or to others on the 800 MHz system.

FirstNet Network for Emergency Communications

- Through the Statewide Interoperability Executive Council (SIEC), the Department and its Division of Communications is intricately involved with FirstNet, an interoperable broadband emergency communications network project. FirstNet is the future of public safety communications as it will provide a nationwide high-speed, wireless broadband network dedicated to public safety. This system which will transmit real-time video and data is being designed to support 5.4 million public safety users nationwide. To meet this challenge, FirstNet is considering a 3-in-1 network architecture using land-based cellular, satellite and deployable systems to provide coverage to the users.

Regulations Governing Travel Restrictions During State of Emergency

- In 2010, DSHS proposed new regulations regarding travel during a State of Emergency to develop a predictable and consistent system and structure for the activation of travel restrictions. This three-tier system is unique to Delaware and has proven to be a highly efficient way to control traffic during critical events like Hurricane Irene, Hurricane

Sandy as well as winter storms. Additionally, the creation of new regulations provides an avenue for the Secretary to grant waivers to persons and/or entities which meet the criteria for obtaining such a waiver.

- A Level 1 Travel Warning is not a restriction, but a warning urging people to use extra caution when traveling on the roadways. A Level 2 Travel Restriction means a waiver is required for individuals not exempted under the law to operate a motor vehicle on Delaware roadways during a State of Emergency. The Department has instituted an online system for the submission of State of Emergency Level 2 Driving Restriction waiver requests. Numerous applications have been processed and waivers granted for business and safety reasons. In addition, DEMA is maintaining a database of all waivers processed. A Level 3 Travel Ban would indicate that conditions are so severe that it requires persons and entities not exempted in a Level 3 Travel Ban to shelter-in-place.
- These new regulations give the Governor a greater degree of flexibility in fashioning State of Emergency Orders. This balances the need of our citizens and businesses to operate as well as providing for their safety when conditions worsen.

Electronic Impaired Driving Report

- In 2011, the Office of Highway Safety partnered with the Delaware Department of Justice Information Services (DelJIS) to create an electronic impaired driving reporting method for police officers. This electronic reporting form was created within the existing E-Crash and E-Ticket system utilized by law enforcement agencies statewide. This new reporting system eliminated the need for police officers to manually complete the report and auto-populates recurring information reducing the amount of time required to complete the report. In addition, these reports are housed in the automated system, allowing prosecutors to retrieve them at their convenience. This prevents discovery violations and allows the prosecution to review reports earlier in the process. This report has been actively in use since March 2012. OHS also worked closely with prosecutors, State Police, and local law enforcement to develop this electronic solution.

Providing Enhanced 9-1-1 Services Statewide

- **Multimedia Data (text message, pictures, video)** - Delaware's E911 Board continues to focus on providing our citizens with state-of-the-art enhanced 911 services. Several projects are underway to upgrade the technology that supports the system including the Next Gen 911 Intrado solution. This internet protocol (IP) replacement system will not only provide redundancy and allow for the rerouting of calls to another center but also enable our 911 centers to receive text messages, pictures, video and other multi-media data. Once received, the Center can then funnel the data to first responders on scene handling an incident. The text messaging feature is expected to be operational by January 2017 and the others shortly thereafter.

- **Rerouting Call Overflow** - The Intrado solution also provides a new feature that will enable 911 centers to better manage its call volume. Our 911 Centers will be able to send call overflow by percentage to other 911 centers thus facilitating a quicker response to the caller. 911 centers will also have the ability to predetermine where their 911 calls should be rerouted to in the case of a 911 center evacuation of their center. Centers also will have the ability to request assistance from other Delaware 911 centers during a major emergency again assuring the 911 calls are answered as quickly as possible.
- **Dispatch Software Upgrades** - All centers will have the ability to transfer incident and call data to other assisting centers anywhere in Delaware. Centers can either transfer the incident or work the incident together in a dual response mode. In addition, all first responders covered under this contract now have the ability to see the incident details in their mobile unit. When possible, this reduces radio traffic and allows the mobile unit to recall their incident or research prior incidents in the field. Mobile units also have the ability to see other units responding to an incident in the area. Units are alerted if another unit conducts a check on a suspect that is wanted. This increases officer safety.

Smart 911

- Many residents now have access to Smart 911 and by the end of 2016, Smart 911 will be accessible to residents statewide. This national service, funded by Delaware's E911 Board, allows citizens to provide the additional details that 9-1-1 call takers may need to assist them during an emergency. When citizens dial 9-1-1 the information received by the 9-1-1 call center can be limited based on the type of phone utilized to make the call. With Smart911, anytime citizens make an emergency call from a phone registered with their Safety Profile, the 9-1-1 system recognizes the phone number and automatically displays the profile on the screen of the call taker who receives the call. Citizens can provide detailed information including household members, pets, medical conditions, disabilities, medications, home layout and access, and emergency contacts.

Unmanned Aircraft Systems Legislation

- DSHS championed legislation to create the crime of unlawful use of an unmanned aircraft system (UAS). The new law prohibits the use of an UAS over sporting events, concerts, automobile races, festivals and events at which more than 1,500 people are in attendance and critical infrastructure. Also, the use of an UAS is prohibited where first responders are actively engaged in a response or transport.