



AGENCY PERFORMANCE AND RECOMMENDATIONS

South Carolina
Department of Public Safety



Protecting. Educating. Serving.

**TARGET
ZERO**

**Strategy 1.1 - Protect the Public
through Enforcement and Education**



Goal 1: Enhance Public / Officer Safety



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Strategy 1.1 - Protect the Public through Enforcement and Education



Objective 1.1.1 - Annually Decrease Traffic Fatalities Toward Target Zero

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Decrease Traffic Fatalities From the 2010 - 2014 Calendar Base Year Average by December 31, 2015	To Measure the Success of Efforts to Save Lives (Agency Selected)	Daily	Arithmetical Calculations by OHSJP FARS and Statistical Staff	Results: 824	Target: 802 Results: 819
Hazardous Materials Fatality Collisions per 100 Million Vehicle Miles Traveled	To Help Reduce Fatalities and Align With Goals of FMCSA to Improve Interstate Commerce (Federal Requirement)	Annually	Total FARS Hazardous Materials Fatality Collisions for Fiscal Year Ending June 30	Results: 0.004	Target: 0.003 Results: 0.006



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Strategy 1.1 - Protect the Public through Enforcement and Education



Objective 1.1.1 - Annually Decrease Traffic Fatalities Toward Target Zero (cont.)

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
State Commercial Vehicle Fatality Reduction Goal	To Help Reduce Commercial Motor Vehicle Fatalities and Improve Intrastate Commerce (Agency Selected)	Annually	Total FMSCA A&I Fatalities For Fiscal Year Ending June 30	Results: 73	Target Zero Results: 75
State Hazardous Material Fatality Reduction Goal	To Help Reduce Commercial Motor Vehicle Fatalities and Improve Intrastate Commerce (Agency Selected)	Annually	Total FMSCA A&I Fatalities For Fiscal Year Ending June 30	Results: 2	Target Zero Results: 3



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Strategy 1.1 - Protect the Public through Enforcement and Education



Objective 1.1.2 - Decrease Serious Traffic Injuries

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
To Decrease Serious Traffic Injuries From The 2010 - 2014 Calendar Base Year Average By December 31, 2015	Reasonable Target Base On Last 3 Years Data (Agency Selected)	Daily	Compilation Of Data From The Electronic SCCATTS And Data Entry From Crash Reports Submitted By Local Law Enforcement	Results: 3,181	Target: 3,210 Results: 3,302



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Strategy 1.1 - Protect the Public through Enforcement and Education



Objective 1.1.3 - Decrease The Number Of Traffic Collisions

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Compare Past 3 Years Traffic Collisions State Crash Data	To Measure The Success Of Efforts To Save Lives (Agency Selected)	Annually	Comparison Year To Year	Results 69,125	Target: 68,022 Results: 71,960



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Strategy 1.1 - Protect the Public through Enforcement and Education



Objective 1.1.4 - To Improve the Administration Of Justice, Enhance Public Safety, and Judiciously Allocate Resources to the Victims of Crime Service Provider Community

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Increase Crime Victims' Service Activities, As Measured By Victims Served	Administration Of Justice Is Fundamental To Goals And Objectives Of OHSJP And In Concert With DOJ & NHTSA Requirements (Federal Requirement)	Bi-Annually	Consolidation Of Sub Grantee Reports Showing Numbers Of Victims Of Crime Served	Results: 67,498	Target: N/A Results: 93,632



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Objective 1.1.5 - Annually Decrease Commercial Motor Vehicle Fatality Collisions Per 100 Million Vehicle Miles Traveled

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Commercial Motor Vehicle (CMV) Fatality Collisions Per 100 Million Vehicle Miles Traveled	To Reduce Fatalities And Align With Goals Of FMCSA To Improve Interstate Commerce (Federal Requirement)	Annually	Total FARS CMV Fatality Collisions For Fiscal Year Ending June 30	Results: 0.153	Target: 0.145 Results: 0.15



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Objective 1.1.6 - Annually Decrease Motor Coach/Passenger Fatality Collisions Per 100 Million Vehicle Miles Traveled

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Motor Coach/Passenger Carrier Fatality Collisions Per 100 Million Vehicle Miles Traveled	To Reduce Fatalities And Align With Goals Of FMCSA To Improve Interstate Commerce (Federal Requirement)	Annually	Total FARS Motor Coach/Passenger Carrier Fatality Collisions For Fiscal Year	Results: 0.02	Target: 0.018 Results: 0.002
State Motor Coach/Passenger Fatality Reduction Goal	To Reduce Fatalities And Align With Goals Of FMCSA To Improve Interstate Commerce (Federal Requirement)	Annually	Total FMCSA A&I Fatalities For Fiscal Year	Results: 10	Target Zero Results: 1



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Objective 1.1.7 - Annually Decrease Commercial Motor Vehicle Collisions In Top Ten High Collision Corridors

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Commercial Motor Vehicle Crash Reduction in Top Ten High Crash Corridors	To reduce fatalities and align with goals of FMCSA to improve interstate commerce (Agency selected)	Annually	Total FMCSA A&I Fatalities for Fiscal Year	Results: 996	Target: 976 Results 1,104



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Objective 1.1.8 - Increase Law Enforcement Officer Safety*

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
The OHSJP Will Provide, Through Its Federally Grant Funded Justice Program Projects, Officer Protective Equipment For At Least Twenty Law Enforcement Agencies As Appropriate Throughout The State	Officer Safety Core Objective And Goal Of DPS/OHSJP (Agency Selected)	Bi-Annually	Consolidation Of Sub Grantee Reports Showing Numbers Of Local And State Law Enforcement Agencies Served By The Receipt Of Officer Protective Equipment	Results: 4	Target: 18 Results: 18

*Performance Measure is the same for Objective 1.2.1



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Objective 1.1.9 - Increase Seat Belt Use and See a Reduction in Unrestrained Traffic Fatalities

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Increase Safety Events/Fairs/Community Outreach Conducted By The CROs Distributing Safety Materials, Using The Driving Simulator, Rollover Simulator And Golf Cart/Goggles	To Educate The Public On Top Causation For Traffic Fatalities To Prevent Them In The Future (Agency Selected)	Daily	Compilation From Internal Reports	Agency did not use PM	Target: 900 Results: 807



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Strategy 1.1 - Protect the Public through Enforcement and Education



Objective 1.1.10 - Informing the Public of Important Traffic/Safety Matters Through Proactive Media Interviews and Messaging

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Increase proactive media interviews with Community Relations Officers and DPS Communications to promote highway safety and traffic issues	To enhance public awareness to reduce traffic fatalities through education (Agency selected)	Daily	Compare CRO Stats Year to Year	Agency did not use PM	Target: 5,500 Results: 6,452



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Strategy 1.2 - Protect DPS Officers through Training and Resource Commitment



Objective 1.2.3 - Assist South Carolina Law Enforcement and Governmental Agencies Obtain a Broader Understanding of Immigration Laws and Application

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Research And Develop An Illegal Immigration/Foreign National Training Program To Be Delivered To State And Local Law Enforcement Agencies In South Carolina	Based On Need Of Trainings Requested By Other State Agencies And Law Enforcement Agencies (Agency Selected)	Annually	Compilation Of Training Data From The Immigration Enforcement Training Files	Results: 15	Target: 20 Results: 11



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Strategy 2.1 - Attract, Recruit and Retain a Professional Workforce



Goal 2: Professional Development and Workforce Planning



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Strategy 2.1 - Attract, Recruit and Retain a Professional Workforce



Objective 2.1.1 - Increase the Applicant Pool of Minorities

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Utilize Current Law Enforcement Minorities' Feedback And Assistance With Recruiting Efforts	Based On The Demographics Of The State To Diversify Our Workforce (Agency Selected)	Annually	Comparison Year to Year	Results: 25%	Target: 24% Results: 30%
Host Recruitment Seminars	Part Of A Comprehensive Recruiting And Hiring Plan To Attract Qualified Applicants (Agency Selected)	Annually	Total Number Of Recruitment Seminars Held	Results: 12	Target: 15 Results: 6
Recruit Diversified Workforce	To Ensure Recruiting Efforts Are Increased And Successful Based On Figures From Previous Years (Agency Selected)	Annually	Comparison Year To Year	14,919 Applications	Target: 10,000 13,117 Applications
Recruit Diversified Workforce	Develop A More Comprehensive Recruiting And Hiring Process (Agency Selected)	Annually	Compilation Of Data From SC Jobs Portal And Social Media Sites	Results: 50%	Target: 50% Results: 50%



Strategy 2.1 - Attract, Recruit and Retain a Professional Workforce



Objective 2.1.4 - Increase Law Enforcement/Civilian Applicant Pool

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Track Referral And How Many Applicants Moved Through Process, To The Number Of Applicants Hired	Anticipated More Referrals Due To Advancements In Technology Based On Comprehensive Recruiting And Hiring Process (Agency Selected)	Annually	Comparison Year To Year	Results: 30%	Target: 50% Results: 38%
Reduce The Agencies' "Successful By Default" Ratings For Appraisal Completion	To Ensure Employees Receive Feedback On Performance And Increase The Completion Rate Based On Previous Year Data (Agency Selected)	Annually	Comparison Year To Year	Results: 99%	Target: 80% Results: 98%



Strategy 2.2 - Enhance Employee Development



Objective 2.2.1 - Identify/Host Training Opportunities in Human Trafficking, Fraudulent Document Recognition, and Identity Fraud

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Identify/Host Additional Training Opportunities That Will Benefit South Carolina Agencies In The Areas Of Human Trafficking, Fraudulent Document Recognition And Identity Fraud	State And Local Law Enforcement Education Is Necessary For Employees (Agency Selected)	Annually	Compilation Of Training Data From The Immigration Enforcement Training Files	Results: 5	Target: 5 Results: 3



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Strategy 2.2 - Enhance Employee Development



Objective 2.2.3 - Provide Semi-Annual Collision Reconstruction Training; Host Collision Reconstruction Accreditation Examinations

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Provide Semi-Annual External Collision Reconstruction Training And Host Collision Reconstruction Accreditation Examinations	Training Is Required For Accreditation And Required To Host Examinations (Agency Selected)	Annually	Compare MAIT Stats Year To Year	Results: 7	Target: 10 Results: 11



Strategy 2.2 - Enhance Employee Development



Objective 2.2.6 - Conduct Training on Police Tactics and Protocols

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Reinstitute Quarterly Training Program	Enhance Employee Performance And Skill Set Through Advanced And Basic Law Enforcement Training (Agency Selected)	Annually	Calculate Successful Completion By Utilizing Training Records	Results: 60%	Target: 80% Results: 60%



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Strategy 2.3 - Enhance Leadership Development



Objective 2.3.1 - Increase the Number of Managers/Supervisors Trained in Leadership and Professionalism Practices

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Educate Managers And Supervisors On Best Practice In Leadership And Professionalism (for new supervisors – law enforcement and civilian)	Increasing Training For Managers Creates A Better Work Environment Where DPS Employees Are More Productive And Efficient And Basing On Prior Years Increased Participation Rates (Agency Selected)	Annually	Compilation Of Data From Division Of State Human Resources And Internal/External Training Instructors	Results: 120	Target: 60 Results: 80



Strategy 2.3 - Enhance Leadership Development



Objective 2.3.2 - Provide Training to Managers and Supervisors on Employment Law Matters Affecting the Agency

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Implement Online Leadership/Management Academy	DPS Wants To Create And Use Online Management/Leadership Training Modules (Agency Selected)	Annually	Development Of On-line Leadership/Management Academy	Results: 0	Target: 1 Results: 0
Provide Training To Managers And Supervisors On Employment Law Issues	Increasing Training For Managers Creates A Better Work Environment Where DPS Employees Are More Productive And Efficient (Agency Selected)	Annually	Compilation Of Data From SCHAC And DPS' Human Resources Staff	Results: 40	Target: 20 Results: 113



Strategy 3.1 - Heighten Information Technology Security



Goal 3: The Appropriate Use of Technology



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Strategy 3.1 - Heighten Information Technology Security



Objective 3.1.2 - Compliance with Federal, State, and Other Requirements for Information Security

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Participate In The Office Of The Inspector General's Statewide Information Security Initiative (Short Term Remediation Steps, Agency Self-assessment, And Personal Information Survey) And Deloitte's Security Risk Assessment Of DPS. Apply Remediation And Enhancements As Indicated	State Requirement To Be In Compliance (State Requirement)	As Required; As Activities/Tasks Are Completed	Estimated Percentage Of Required That Is Completed	Agency did not use PM	Target: 30% Results: 20%
Integrate New Security Systems	Agency Selected	Annually	Comparison Year To Year	Agency did not use PM	Agency did not use PM



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Strategy 3.2 - Utilize Technology Sufficiently to Support DPS's Mission



Objective 3.2.1 - Increase Traffic to DPS Social Media Sites to Communicate Safety Messages to the Media/Public

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
The OHSJP Will Continue With The Rollout Of SCCATTS During 2014, In An Effort To Increase The SCCATTS Participating Law Enforcement Agencies Statewide	Based On Reports From Local Law Enforcement Agencies Using SCCATTS (Agency Selected)	Daily	A Count And Compilation Of Reports From The Electronic SCCATTS And Data Entry From Crash Reports Submitted By Local Law Enforcement	Results: 56	No Target Results: 67
Increase The Use By At Least Three Percent Of DPS Social Media (Facebook And Twitter) By The Public To Obtain Valuable Traffic And Safety Information	To Enhance Public Awareness To Reduce Traffic Fatalities Through Social Media Outlets (Agency Selected)	Quarterly	Compilation Of Number Of "Likes" From The DPS Facebook Page	Results: 3,089	Target: 5,500 Results: 6,452



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Strategy 3.2 - Utilize Technology Sufficiently to Support DPS's Mission



Objective 3.2.3 - Increase Visits to the DPS Web Page by the Media/Public to Gain Important Traffic/Safety Information*

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Increase By Five Percent Visits To The DPS Web Page By The Media And The Public To Gain Important Traffic And Safety Information. The Number Of Visits To The DPS Web Page Shows Growth Since The Redesign In January 2014	To Enhance Public Awareness To Reduce Traffic Fatalities Through The Website (Agency Selected)	Quarterly	Report From Google Analytics Web Site	Agency did not use PM	Target: 2.1 million Results: 1,959,239

*Performance Measure is the same for Objective 4.1.4 and 4.2.6



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Strategy 3.2 - Utilize Technology Sufficiently to Support DPS's Mission



Objective 3.2.5 - Maximize the Availability of Core Computing Systems Through Lifecycle Management

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Replacement Equipment Is Planned, Budgeted, Purchased And Installed Before End-of-life For Existing Equipment	Ensure That Our Technology Systems Are Updated And Operating Cost-efficiently (Agency Selected)	Annually	Percentage Of Equipment Within Acceptable Lifecycle Parameters	Results: 60%	Target: 80% Results: 80%



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Strategy 3.2 - Utilize Technology Sufficiently to Support DPS's Mission



Objective 3.2.6 - Improve Law Enforcement Efficiency in Emergency Evacuations/Traffic Management During Hurricanes

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Completion, Accuracy, Timeliness Of Hurricane Traffic Control Point Updates	Efficiency In Emergency Evacuation To Ensure Accurate Information Is Provided For Public Safety (State Requirement)	Annually	Percentage of required that is completed	Results: 100%	Target: 100% Results: 100%



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Goal 4: Quality Customer Service Delivery



Strategy 4.1 - Ensure Continuous Improvement of Customer Service/Respond to Information Needs of the Public



Objective 4.1.1 - Decrease the Number of Criminal Related Offenses Involving Illegal Foreign Nationals

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Respond To Local And State Law Enforcement Agencies' Needs Associated With Illegal Immigration/Foreign National Violations	Federal Requirement	Monthly	Compilation Of Data From DPS Incident Reports Completed By Investigating/Responding Officers	Results: 290	Target: 300 Results: 302



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Strategy 4.1 - Ensure Continuous Improvement of Customer Service/Respond to Information Needs of the Public



Objective 4.1.2 - Enhance Working Relationships Associated with Victim Services

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Visit Solicitor's Offices And Other Law Enforcement Victim Advocates	Enhance Working Relationships With Victim Advocates (Agency Selected)	Annually	Comparison Year to Year	Agency did not use PM	Target: 62 Results: 47



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Strategy 4.1 - Ensure Continuous Improvement of Customer Service/Respond to Information Needs of the Public



Objective 4.1.5 - Enhance Multi-Disciplinary Accident Investigation Team's (MAIT's) Product Quality and Delivery

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Bi-weekly Review Of MAIT Investigations To Determine Compliance With Established And Delivery Protocols And Delivery Deadlines	To Ensure All Investigations Were In Compliance With Established Reconstruction Principles (Agency Selected)	Annually	Comparison Year To Year	Results: 92%	Target: 100% Results: 100%



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Strategy 4.2 - Responsive to Information Needs of the Public



Objective 4.2.5 - Conduct Proactive Media Interviews with Community Relations Officers and DPS Communications to Promote Highway Safety and Traffic Issues

Performance Measure	Why Chosen?	Reporting Frequency	Calculation Method	Results 2014	Results 2015
Increase proactive media interviews with Community Relations Officers and DPS Communications to promote highway safety and traffic issues	To enhance public awareness to reduce traffic fatalities through education (Agency selected)	Daily	Compilation From Internal Reports	Agency did not use PM	Target: 5,500 Results: 6,452



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Recommendations to Improve Efficiency and Outcomes

DPS has no recommendations for agency restructuring at this time.





Ways DPS has Improved Efficiency and Outcomes

- The agency merged the offices of Highway Safety and Justice Programs. The merger created a more efficient unit to service other agencies in the areas of highway safety and law enforcement grants. Administrative costs were reduced and service to customers was improved.
- The law enforcement telecommunications centers that the agency operates were consolidated from seven centers to four. This consolidation reduced costs related to facilities, equipment, and personnel required to operate this function.





Ways DPS has Improved Efficiency and Outcomes

- An electronic traffic collision reporting system was implemented. This system eliminated the need for officers to produce written collision reports. All of the agency's reports are now processed electronically. This reduces reporting time, reduces costs, and allows officers to spend more of their time on enforcement activity.





Ways DPS has Improved Efficiency and Outcomes

- The agency recently implemented a mobile data program. This program allows officers to have computers and data/internet service in their vehicles. Mobile data creates the opportunity for agency employees to work more effectively while better serving the citizens of the state.





Closing and Questions

Director Leroy Smith



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