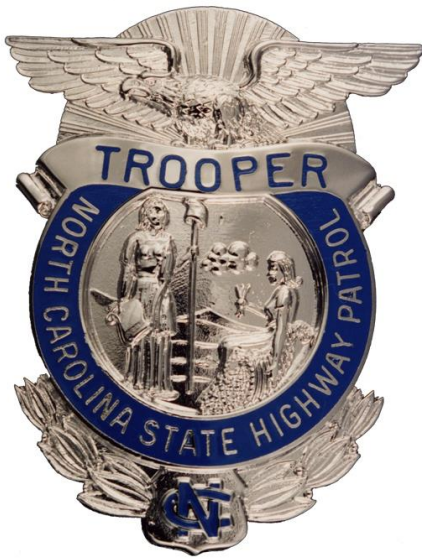


# NORTH CAROLINA STATE HIGHWAY PATROL



**2014-2018  
Strategic Plan**



## MISSION STATEMENT

Safeguard and preserve the lives and property of the people in North Carolina.

## VISION STATEMENT

Improving the quality of life in North Carolina.

## ORGANIZATIONAL VALUES

- *Integrity - A sincere commitment to justice and diversity while maintaining the ethics of the North Carolina State Highway Patrol through honor, respect, and moral courage.*
- *Loyalty - Faithfully serve the public consistent with the policies of the North Carolina State Highway Patrol.*
- *Professionalism - Demonstrate a clear sense of commitment, personal direction, and best practices to provide excellent service. Empower employees to be creative, decisive, and accountable.*



## STRATEGIC GOAL: PEOPLE

**Goal Statement:** To create a work environment that recruits and sustains a professional, productive, and healthy workforce.

**Goal Tender:** Support Operations

**Objective 1:** Develop and implement a mandatory physical fitness assessment for all sworn members.

Performance Measures	Performance Targets
Develop testing criteria for physical assessment	Criteria developed by 30 June 2014
Establish baseline of members current physical fitness level by 2015	Baseline established by 31 December 2015
Develop criteria for successful evaluation	Criteria developed by 30 April 2016
75% of sworn personnel are in compliance with the established minimum fitness requirement within 5 years	75% compliance by 31 December 2018

**Objective 2:** Partner with DPS-Human Resources on creating an equity study on our civilian classifications.

Performance Measures	Performance Targets
Improved civilian compensation so as to bolster hiring of qualified individuals and increased retention of existing employees	Study completed by 1 June 2015

**Objective 3:** Develop and present a sworn salary study to the Office of State Human Resources

Performance Measures	Performance Targets
Develop, complete, and present peer averages from local, state, and federal agencies to bolster compensation adjustments	Study completed by 1 June 2015

**Objective 4:** Recruit a diverse workforce to reflect the workforce of North Carolina

Performance Measures	Performance Targets
5% annual increase of Black/African American troopers from 2013 baseline	Cumulative increase of 25% from 2013 baseline
5% annual increase of female troopers from 2013 baseline	Cumulative increase of 25% from 2013 baseline



## STRATEGIC GOAL: PUBLIC SAFETY

**Goal Statement:** To reduce the number of fatalities through effective and efficient deployment of Patrol resources.

**Goal Tender:** Field Operations

**Objective 1:** Use of non-arbitrary national goals

Performance Measures	Performance Targets
Align crash reduction goal and performance measures with the Governor's Highway Safety Plan	Reduce impaired driving related fatalities annually
	Reduce speed-related fatalities annually
	Reduce unrestrained occupant fatalities annually
	Reduce distracted driver fatalities annually
Align "Vision Zero" philosophy in the four achievement areas: engineering, education, enforcement, and emergency response	Produce annual document indicating the activities and performances which demonstrate positive alignment with fatality reduction

**Objective 2:** Develop a statewide web-based decision support analytic system for tracking, measuring, and reporting goal performance

Performance Measures	Performance Targets
Develop plans and implement DDACTS' approaches to crime and traffic safety for the traditional and motor carrier enforcement members through continued development of web-based performance analytics platform for measuring, tracking and prioritizing enforcement activities	Assess progress development semi-annually until completed
Continue utilizing and improving online scorecards to track and measure performance for meeting operational goals, dashboards for in-depth trend and comparison analysis, dynamic reports to streamline and simplify reporting requirements, and geospatial analytics to prioritize times and locations for prioritized enforcement	Assess progress development semi-annually until completed
Develop a map analytic application to help prioritize and target enforcement activities in areas of underperformance as well as crash reduction efforts statewide	Assess progress development semi-annually until completed
Develop functional improvements and maintain the existing scorecard, dashboard and reports while aligning improvements with NCSHP MCE's COVERLAB Analytics improvements	Assess progress development semi-annually until completed
Maintain existing data updates, security and architecture necessary to support both applications	Assess progress development semi-annually until completed

**Objective 3:** Troops identify performance strategies for yearly work plan

<b>Performance Measures</b>	<b>Performance Targets</b>
Identify gaps/impediments for achieving continual progress toward measures outlined for Goal 1, Objective 1	Assess gaps/impediments semi-annually
Link Troop Operations' strategies to non-arbitrary measures outlined for Goal 1, Objective 1	Assess progress semi-annually
Develop a working relationship with state safety partners which affect safety countermeasures beyond the Patrol's direct scope of influence	Assess activities and performance resulting in improved safety



## STRATEGIC GOAL: TECHNOLOGY

**Goal Statement:** To provide professional public safety communications services and enhance operational-related technological capabilities.

**Goal Tender:** Support Services

**Objective 1:** Move NCSHP Computer Aided Dispatch System to modern NG 911 Compliant Dispatch System

Performance Measures	Performance Targets
NG911 State Level Law Enforcement CAD Needs Study	Complete study by 1 June 2015
NG911 CAD Study for State to offer NG911 capability to state and local law enforcement (as Primary or backup NG911 system)	Complete study 1 June 2016
NG911 CAD Funding Study-Funding Alternatives	Complete study and gain funding by 1 June 2017
NG911 successfully achieving funding, training and implementation management process	Complete implementation by 1 December 2018

**Objective 2:** Complete full deployment of in-car cameras for troopers.

Performance Measures	Performance Targets
Seek funding source (\$5K x 805 = \$4,025,000.00)	Funding source identified - 31 December 2014
Evaluate the feasibility of technology upgrade	Evaluation complete by 30 June 2015
Deploy 201 cameras per year (2015, 2016, 2017, 2018) totaling 805 required cameras needed to equip all 1,644 enforcement members	Complete deployment by 31 December 2018

**Objective 3:** Complete full deployment of 800 MHz radios to all sworn members

Performance Measures	Performance Targets
Secure funding (an estimated \$4.5M) for the purchase of 1,200 800 MHz mobile radios and accessories	Complete by 1 July 2014
Purchase 800 MHz radios and accessories	Complete by 1 December 2014
Deploy radios to troop radio shops for programming and installation	Complete by 1 June 2015
Troop radio shops install mobile radios	Complete by 30 December 2015

**Objective 4:** Partnership with other DPS Divisions and other state government Departments to consolidate resources

Performance Measures	Performance Targets
Determine feasibility study addressing co-locating Patrol resources at existing or future state government facilities	Complete study by 1 June 2016

