

SUPPORT SERVICES BRANCH

Recommendations and WPD Initiated Actions	Application / Response	Time of Implementation
A Support Services Inspector should be created, who would assume responsibility for many of the functions not directly related to Patrol Operations or Criminal Investigations.	The WPD is proposing the creation of a Support Service Inspector who would assume the responsibility of support service functions directly related to Radio Communications and Special Operations. This proposal must be approved by the City Council before implementation.	To be implemented at a later date
Traffic Unit Move to CEB Building	The Traffic Unit moved to the Community Education Building (CEB) to increase the presence of officers and to assist with traffic at the location of multiple charter schools operating in the building. The partnership with the CEB's administration also enabled the WPD to store traffic vehicles and related equipment there.	Implemented prior to March 31, 2015
New World CAD	The New World CAD is a statewide program designed to compel all law enforcement agencies within the State of Delaware to utilize a single Computer Aided Dispatch System. The CAD system allows the WPD to dispatch and send officers to areas where complaints have been received through calls to 911, and also to track officers' whereabouts through an automatic vehicle locator (commonly known as a GPS system). GPS capabilities will give a supervisor the ability to deploy and supervise officers more efficiently. The New World CAD system will also provide a records management component which has the ability to track officers' training as well as produce analytical reports. These analytical reports can provide the amount of time it took officers to respond to a call for service, as well the amount of time that it takes an officer to respond to and resolve a complaint or call for service.	Implemented prior to March 31, 2015
Rocket Antenna	Rocket antenna is a computer modem that allows officers the ability to work from their vehicle, by enabling them to connect remotely to law enforcement programs such as Mobile CAD, DELJIS, and LEISS. The Rockets also provide AVL-Automatic Vehicle Locators (commonly known as GPS), for 82% of the department's fleet.	Implemented prior to March 31, 2015

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Mobile Data Terminals	In partnership with the FOP Lodge 1 labor management team, recommendations were made to the WPD command staff to consider purchasing smaller computers to allow for a better line of sight across the vehicle windshield, as well as creating space in the vehicle for printers. The purchase of these new mobile data terminals enables the officers to more efficiently and effectively perform daily tasks.	Implemented prior to March 31, 2015
800 MgHz Radio Upgrade	The state has upgraded the handheld radios provided to each officer.	Implemented prior to March 31, 2015
Shot Spotter	The communities most affected by gunfire are least likely to report the shooting incidents to 911, making gun crime vastly underreported. In circumstances where 911 calls are made in response to shooting incidents, the information provided is typically inaccurate, which leads to the wasting of time and resources as police drive block by block, looking for evidence while criminals escape the scene. Shot Spotter technology uses sensors to determine the location of gunfire, and works with a mapping system to allow Wilmington Police to pinpoint where shots are being fired within a 3-mile radius of where the sensors are deployed.	Implemented prior to March 31, 2015
COGNOS Crime Stats	CONGOS is a DELJIS-run interface that allows access to run reports on items such as LEISS data, wanted subjects, ETICKET data and many other features. COGNOS data is refreshed daily and only includes crime reports that have been approved.	Implemented prior to March 31, 2015

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Ford Interceptors (Vehicles)	The WPD is currently testing the Ford Interceptor SUV as an option for replacing the Crown Victoria as the traditional police vehicle. The SUV provides more space within the vehicle than the Crown Victoria, and can handle all weather conditions with ease. The Ford Interceptor pilot program incorporate three of these vehicles into the fleet to ensure the model fits the needs of the department prior to a mass purchase.	Implemented prior to March 31, 2015
Complaint Services Unit	Sector Captains will ensure that officers refer written complaints to the Complaint Services Unit (CSU), so that patrol officers can stay in the field rather than attempt to resolve the complaints.	Implemented prior to March 31, 2015