Greetings….

I am proud to present the 2016 South Dakota Department of Public Safety annual report. As you read the report, you will learn two things:

1) It was another busy year where DPS employees again met the needs of South Dakotans in a number of ways; and,

2) The department’s employees again demonstrated a high level of service and dedication to the state.

All 11 agencies within DPS are involved in important work. Some of that work is evident to the public – such as when Highway Patrol troopers respond to a crash on the highway, the Office of Emergency Management staff assist with a natural disaster that occurs in one of our towns or the many traffic safety messages and promotions sponsored by the Office of Highway Safety.

Other such work may not be as evident, but it is just as important. It could be the 9-1-1 Coordination office helping local governments implement emergency telephone systems, the Office of Weights and Measure testing hundreds of commercial weight and measuring devices to assure their accuracy, the Fire Marshal’s Office helping local authorities find the cause of a fire or the Office of Homeland Security working with other agencies to develop security procedures.

Those are just a few examples of what DPS employees do every day. We are aided in our efforts through our close association with other governments and agencies. Our partnerships are vital in our efforts to address major issues and events throughout the state.

In 2016, the Department of Public Safety and its staff had a chance to be involved in many different activities. The Homeland Security Conference in the spring where local agencies and responders learned how to be ready for different types of threats. The Office of Highway Safety, along with the South Dakota Broadcasters Association, hosted “Lessons Learned,” a safe-driving program aimed at young people. In August, many of the department’s staff again helped with safety efforts at the Sturgis Motorcycle Rally.

We are excited to relay that a new “member” joined DPS this year. He’s Tommy the Turtle, the new mascot for the Office of Emergency Management. Tommy is working to get out safety messages, especially in times of weather, to children. Tommy made his debut at the South Dakota State Fair when DPS hosted “Drive Safe SD Day.” During the day, department staff hosted exhibits, demonstrations and handed out 2,000 caps. Tommy is pictured with me on this page (he is the one in the green).

Those efforts briefly described above are just some of the activities performed by the outstanding staff from the Department of Public Safety. Each day, they exceed the department’s mission of keeping South Dakota “a safe place in which to live, work, visit, and raise a family.”

Enjoy the DPS annual report.

Thank you for letting us serve you in 2016. We look forward to doing more of the same in 2017.
It is the mission of the South Dakota Department of Public Safety to keep South Dakota a safe place in which to live, work, visit, and raise a family.
**9-1-1 Coordination**

The South Dakota 9-1-1 Coordinator’s mission is to provide local governments in South Dakota with assistance in implementing 9-1-1 emergency telephone systems in their area by addressing statewide issues common to all 9-1-1 systems, and to provide the information and guidance needed by local jurisdictions to make their endeavor successful.

**Next Generation 9-1-1 (NG911)**

In 2015 the South Dakota 9-1-1 Coordination Board began work on a major project to upgrade South Dakota’s 9-1-1 system. The upgrade will take several years to complete and includes creation of a redundant Internet Protocol (IP) emergency services network, installation of a statewide 9-1-1 call answering system, and the merging of statewide location data. When completed, the state’s 9-1-1 system will be ready to accept NG911 technology, such as text-to-9-1-1, and other emerging capabilities.

The contracted vendors, the board, and Public Safety Answering Points (PSAPs) made significant progress towards NG911 implementation in 2015. Six South Dakota PSAPs migrated from their stand-alone telephone systems to the new statewide hosted phone network. All counties are able to update location data in the statewide database in real-time, which in the NG911 environment will allow for call routing based on up-to-date locations at all times.

Contractors, board members, and PSAP personnel continued in 2016 to build on last year’s project successes.

An additional 11 PSAPs migrated to the new statewide phone network, bringing the total number of PSAPs on the network to 17. The remaining 11 PSAPs will migrate to the new phone system by July 2017. Work continues on the statewide GIS dataset, which will be used for 9-1-1 call routing. Counties are working through GIS data corrections at this time.

During the latter months of 2016, telephone carriers in South Dakota worked with the contracted vendor to prepare to connect the IP emergency services network. This network was being built at the same time the PSAPs were transferring to the new statewide phone system.

*Certified 9-1-1 dispatchers answering 9-1-1 calls.*
Once all phone carriers have connected to this network, PSAPs will begin migrating to the network in mid-2017.

This network, known as ESI-net, will allow South Dakota’s 9-1-1 system to accept NG911 technology. When the ESI-net is deployed, the 9-1-1 system will be fully interoperable and redundant. If one portion of the IP network fails, calls to 9-1-1 will still be routed, answered, and dispatched appropriately. If a PSAP is overwhelmed with 9-1-1 calls in an emergency situation, any call that can't be answered immediately will automatically be transferred to another PSAP on the network.

Text-to-9-1-1 is one NG911 technology that a handful of other states have implemented as part of their system upgrades. This technology will allow our deaf and hard of hearing population to directly access 9-1-1 without having to use a translator or relay service.

Additionally, if any caller is in a situation where silence is crucial, they will be able to text a PSAP for help. Text-to-9-1-1 deployment in South Dakota is expected to take place in 2018.
Driver Licensing

The South Dakota Driver License Program strives to ensure South Dakota roadways are safe by issuing driver licenses to applicants who have met the minimum qualifications for safely operating a motor vehicle and to protect South Dakota’s citizens by issuing a secure license that is based on legitimate identification documentation.

Almost 700,000 South Dakotans hold a driver’s license or non-driver identification. The Driver License program comes into direct contact with each of those citizens at least once in a five-year period.

Few state government agencies reach so many of the state’s citizens on a regular basis as does the Driver License program. The program’s goal is to provide a vital service that is delivered in a timely, efficient and customer-friendly manner.

Rapid City Remodel

Following the Highway Patrol’s relocation of its District 3 office, a remodeling effort was done at the Rapid City Driver License exam station, located at the intersection of Highway 79 and Catron Boulevard in Rapid City.

A major renovation of the Rapid City driver license exam station started with a complete overhaul of the area (left) and finished with a renovated office designed to provide more efficient service to the public (right).
The goal of the remodeling project was to take advantage of the available space and update the area in order to provide more efficient service.

One major change was to the seating area. In the past, there had been standing room only at times. But by removing two offices and relocating the testing room, additional seating was created.

The remodel started in early April and was completed by mid-June. Thanks to the project, customers can now use a more spacious and efficient exam station.

**New Driving Record Program**

A new driving record system was implemented within the Driver License program in January, 2016.

The new system:

*** Offers excellent reporting capabilities, allowing the Driver License program to gather statistics more easily;

*** Allows examiners the opportunity to access the driving applicant’s most recent photo, thus reducing the chance of fraud;

*** Makes training less daunting for the examiners because it is easy to learn and because it operates in similar fashion to other computer applications used within state government; and,

*** Provides more efficiency to the entire process.

The previous system had been used since the 1980s.
Emergency Management

The Office of Emergency Management’s (OEM) mission is to protect South Dakotans and their property from the effects of natural, man-made, and technological disasters.

A New Mascot and a Children’s Book Series

OEM tried a new approach to emergency preparedness in 2016.

Tommy the Turtle is OEM’s new mascot that will help younger South Dakota citizens learn how to be prepared for emergencies. Tommy debuted at the South Dakota State Fair on Drive Safe SD Day. OEM specifically selected a mascot that would attract the “younger” crowd, for a very good reason.

“Children are like sponges; they soak up the things they hear,” said Tina Titze, director of the Office of Emergency Management. “It’s our hope kids will take some of Tommy’s preparedness tips home and the whole family can learn simple steps to be more prepared for emergencies.”

When Tommy attends fairs, sporting events and other activities, he will hand out one of three children’s books that tell a story about Tommy and his friends getting prepared for emergencies. The three books – focusing on a tornado, winter storm or flood – explain preparedness tips in simple language kids can understand. For example, Tommy huddles in his shell as he explains that staying with a vehicle is best if you’re stranded in a winter storm. In the tornado story, Tommy hunkers down in his shell and explains where to take shelter during a tornado.

The first two books in the three-part series, “Tornado Alert: Don’t Get Hurt,” and “Prepare for a Winter Storm in Time and You Will Be Fine,” are complete and are being distributed now to all second grade classrooms in South Dakota. The final book, focused on flood preparedness, will be distributed to all second-grade classrooms during Severe Weather Preparedness Week in April of 2017. OEM will also distribute a set of the three preparedness stories to all public libraries and doctors’ and dentists’ offices.

Flood Map Updates

For the past several budget years OEM has invested in collecting LiDAR data for all of eastern South Dakota. LiDAR, which stands for Light Detection and Ranging, is a remote sensing method that uses light in the form of a pulsed laser to generate precise, 3D information about the earth’s surface. LiDAR data is accurate to two feet. OEM had hoped someday this data could be used to increase floodplain accuracy and to predict flood levels.

OEM’s investment paid off in 2016. The Federal Emergency Management Agency (FEMA) announced in early 2016 that 27 South Dakota counties were included in a RiskMAP flood
mapping effort. This project would identify flood risk areas that had not previously been identified and would update and revalidate existing flood risk areas. When informing OEM of the project, FEMA officials stated this project would not have been possible without the LiDAR data provided by OEM.

OEM staff attended project kickoff meetings with FEMA and local officials in each of the 27 counties in June. By mid-August, FEMA provided initial flood risk study results to 13 counties in another round of informational meetings. Updated draft flood risk maps will be ready in early 2017.

The new and updated flood risk areas will help local officials better understand flood risks in their towns and counties, which will lead to better planning and zoning decisions in and around designated floodplains. Citizens will also be better informed of their flood risk and how to protect their property from flooding.

**South Dakota IMAT**

The South Dakota Incident Management Assistance Team (IMAT) has deployed 21 times over the past 10 years to support local jurisdictions responding to emergencies, disasters, and planned events. This year, IMAT personnel logged over 1,500 man hours participating in training sessions, meetings and exercises to continue to refine and enhance their capabilities. The team, comprised of around 40 city and county officials with the talents and skills necessary to handle emergencies, continues to strive to increase their competencies and remains ready to deploy in support of jurisdictions across the State.

**Governor’s Drought Task Force**

OEM, in partnership with the Department of Agriculture, co-chaired the Drought Task Force in the summer of 2016.

The Governor activated the task force in July, when conditions ranging from abnormally dry to severe drought began to impact areas across South Dakota. The task force includes 12 state government agencies. The task force coordinated the sharing of drought information, including drought status and economic impacts, among government agencies and with agriculture, fire and water-supply organizations.

One of the task force’s first actions was to recommend that Governor Daugaard issue an emergency fire declaration for 13 central and western South Dakota counties impacted by drought conditions. The Governor approved the declaration on July 13, which allowed the state to stage a single-engine air tanker (SEAT) plane in Pierre to assist counties with fighting wildfires. If used in a declared county, 90 percent of the SEAT costs were covered by the state.

The declaration was rescinded on September 8, after widespread rainfall improved the dry conditions.
Fire Marshal

The State Fire Marshal’s Office (SFMO) is committed to protecting life and property from fire and explosions. Services provided by the agency include arson investigation, firefighter training, inspection and code enforcement, public education, boiler and pressure vessel safety, fireworks licensing, statistical fire reporting and the fire-safe cigarette program.

Interactive Web-Based Training, Testing and Certification

During 2015 the SFMO, working with the South Dakota Redbook Fund, South Dakota Society of Fire Instructors and the South Dakota Firefighter’s Association, launched a new web-based platform to deliver fire training videos that can be used by instructors and fire departments statewide.

These fire training programs and objectives provide fire departments access to essential training tools that may otherwise be out of reach. Programs are offered in multiple delivery formats: streaming video for classroom instruction or independent viewing, DVD’s for classroom instructor use, and customizable PowerPoint presentations.

Based on the success of this initiative the program has been expanded this year to include an online interactive option for firefighter training, testing and certification. The goal of the program is to improve recruitment of volunteers, as well as increase the number of certified firefighters, by offering a more flexible and convenient training option.

All training objectives are developed in accordance with current industry standards and accepted national protocols.

Local Assistance State Team (LAST)

Dealing with a firefighter line-of-duty death is one of the most challenging experiences a fire department can face. Everything that happens immediately after the death affects the way the family, the department, and the community recover from the loss.

During the past year, through a collaborative ef-

Always fun to visit a fire department, like this one in Platte, and learn about fire safety.
fort with the National Fallen Firefighters Foundation, resources and training have helped establish a team here in South Dakota. The team is ready to deploy and provide much-needed assistance to fire departments and the firefighters family immediately following a line-of-duty death. The LAST is comprised of members from all areas of public safety, as well as volunteers from all lines of work. The primary mission of LAST is to provide assistance and comfort to the family and the department after a line-of-duty death and to help with filing for federal, state and local benefits.

**Fire Prevention & Code Enforcement**

During the past year the SFMO adopted updated model building and fire codes that provide and establish minimum standards and regulations for commercial building systems. These changes are intended to help safeguard the public health and safety in the built environment, and to provide safety to fire fighters and emergency responders during emergency operations. These updates provide the foundation for the development of a sound program of fire prevention that is consistent with municipal codes and regulations across South Dakota.

**Fire Fast Facts:**

- There are currently 338 certified fire departments in South Dakota, and 8,637 firefighters.
- Nearly 95% of firefighters in South Dakota are volunteers.
- A total of 2,764 fires were reported in South Dakota during 2015.*
- Fire caused nearly $20 million in property damage in South Dakota during 2015.*
- Unattended cooking remains the #1 cause of structure fires in the state.
- There were 14 fire fatalities recorded in South Dakota during 2016.

**Other Initiatives**

- Firefighter Life Safety
- Firefighter Recruitment and Retention
- Smoke Alarm Grant
- Public Education
- Fire is Everyone’s Fight
- Certified Fire Investigation Team
Highway Patrol

The Highway Patrol’s mission is to serve with distinction and protect South Dakota’s citizens and visitors by promoting public safety through education, enforcement and example.

21st Century Policing

In 2016 representatives of the South Dakota Highway Patrol were part of a three-person South Dakota delegation to the White House for the launch of the Department of Justice’s “Advancing 21st Century Policing Project.” The Highway Patrol was one of 15 law enforcement agencies nationwide to be invited to the event.

The Department of Justice’s policing project is designed to help strengthen the bonds between law enforcement and the public through community policing and technology, improved training, education and improved officer wellness and safety.

South Dakota Highway Patrol officials are implementing several recommendations from the report that are designed to further solidify the relationship of Highway Patrol troopers with their communities. The Highway Patrol will continue its work with the Department of Justice on the project and will be highlighted as a role model agency.

Squad/Zone Community Projects

A major emphasis for the Highway Patrol in 2016 was community involvement. Troopers, as always, were encouraged to participate in community projects and programs. Among those that patrol squads were involved in:

- Sioux Falls A squad troopers cleaned tables at a Pizza Ranch to raise money for families in the community. Another community member donated $500 to the cause and local businesses donated food. The Sioux Falls A squad was advised by local non-profit assistance agencies of three families in need. Troopers met the three families at a local business and the kids were able to go Christmas shopping for themselves. Kids were able to get whatever they wanted, pending parent approval. The donated food was also presented to the families.

- In Sisseton, troopers and motor carrier inspectors partnered with the Sisseton Wahpeton Oyate Tribal Police Department and Housing Authority, the Roberts County Sheriff’s Office and the city of Sisseton on a project to make improvements to a playground and basketball area for the children of tribal housing residences. Volunteers picked up trash and removed a tree grove next to the playground that was
a concern of the tribal housing community families.  
The families were concerned about their kids’ safety when playing in the park due to people who would camp, party, start fires and leave trash in the tree grove. After the tree grove and trash were removed, many positive comments followed from the housing residents, who were looking forward to their children being able to safely utilize the playground once again.

- Bob Connot, who recently passed away, was a probation officer and a longtime announcer for the Winner Warrior Football team. While Bob was announcing, he would do so from a variety of locations, including vehicles when the weather got bad. In July, troopers from the Chamberlain squad constructed the “Bob Connot Memorial Press box” for coverage of Warrior football. The press box is insulated and heated—something Bob would have really appreciated. This was a large community project with involvement from lumber and concrete suppliers and the community in general.

Troopers also were involved in various youth safety programs, food drives and other community efforts across the state.

- Squat Enforcement Projects

In 2016 the 16 Highway Patrol squads were asked to identify the largest highway safety problem in their region and develop an enforcement plan to make a positive impact on the problem. Overall, fatal crashes were reduced by 53% in the areas targeted by troopers when comparing 2016 to 2015.

Below are a few of the successes reported from the squads:

- The Aberdeen squad focused on crash reduction on U.S. Highway 12 between Aberdeen and Mobridge.
  - 24 saturation patrols
  - One fatality in 2016, compared to eight fatalities in 2015

- Glacial Lakes squad troopers focused on crash reduction in Roberts and Day Counties.
  - Saturation patrols increased
  - 6% reduction in injury crashes
  - 44% reduction in total crashes in Roberts County

- Sioux Falls squad troopers focused on crash reduction on S.D. Highway 42 between Sioux Falls and U.S. Highway 81.
  - DUI arrests more than doubled from 2015
  - 43% reduction in total crashes
  - 55% reduction in injuries to motorists

- Northern Plains squad troopers focused on crash reduction with “Operation Sunday”. This operation focused on positively impacting highway safety and crash reduction through proactive DUI enforcement, with a special emphasis on Sunday afternoons and evenings near the Belle Fourche recreation areas.
  - 15% increase in DUI arrests
  - 29% reduction in injury crashes
Highway Safety

The Office of Highway Safety’s mission is to provide public education and support for law enforcement and community efforts to reduce the number of injuries and fatalities resulting from traffic crashes.

Fatality Numbers

While still preliminary only, it appears there were 115 motor vehicle crash fatalities in South Dakota in 2016. That is the lowest total since 2011 and the second lowest since 1960. That is a decrease of 14.2 percent from the 134 fatalities reported in 2015. South Dakota remains a national leader in reducing traffic fatalities. The number of total fatal crashes also was down in 2016.

Public Awareness

The Office of Highway Safety administers federal grant funding that comes from the U.S. Department of Transportation’s National Highway Traffic Safety Administration (NHTSA). Funding also is used for the creation of public education and awareness efforts.

In 2016, the Office of Highway Safety implemented three new promotional activities:

- The office aired two commercials during the annual Super Bowl broadcast, both aimed at encouraging people to wear seatbelts.
- In a unique public/private partnership with the South Dakota Broadcasters Association, the office sponsored “Lesson Learned SD,” an interactive web-based program designed to encourage young people to be safe drivers. “Lesson Learned SD” featured South Dakota high school students participating in demonstrations that showed what happens when drivers are distracted, not wearing seatbelts or driving under the influence. Filming for the series took place at Sully Buttes High School in Onida, Rapid City High School and Sioux Falls O’Gorman High School. South Dakota young drivers, between the ages of 14 and 19, were encouraged
to watch all three videos online and answer the questions in a brief safety quiz. Those who completed the online test were entered to win cash prizes. The top prize was $10,000, and was awarded to a student from Yankton by Lt. Governor Matt Michels. The South Dakota Broadcasters Association, which donated most of the air time necessary for the promotion, also sponsored the prize money and a total of $20,000 was distributed to student winners across the state.

- The office funded 2,000 caps that were distributed during the Department of Public Safety’s day at the State Fair. The theme was centered on safe driving. The hats, which were white, included the DPS and the “DriveSafeSD.Com” logos.

Accident Records
The South Dakota Office of Accident Records is the statistical partner of the South Dakota Office of Highway Safety. Accident Records staff maintains the database of motor vehicle traffic crash information. The office receives, processes and provides information on reportable crashes on public roadways.

After being unveiled in 2015, the Accident Records’ website, www.safesd.gov, continued to be used heavily in its first full year in 2016. The website allows the public to purchase crash records online.
Homeland Security

The mission of the South Dakota Office of Homeland Security (HLS) is to prevent terrorism, enhance security and respond effectively to disasters through:

- coordinating an extensive information sharing network among all levels of government, local officials and private partners;
- assisting all city, county, state and tribal governments with an ongoing assessment of their jurisdictions to determine their preparedness capabilities; and,
- administering Homeland Security grants to assist city, county, state and tribal governments to secure the resources needed to both prevent manmade disasters and to respond and recover from all hazards should they occur.

Full Scale Exercise

The office planned and coordinated a full scale exercise in January 2016 at the State Capitol. The exercise involved response to an active shooter who also dispersed a biological agent within the Capitol. Local, county, state, and federal agencies participated in the exercise that was designed to test the coordinated response to such an event in the Capitol. Capitol employees, including Gov. Daugaard, Lt. Gov. Michels and Supreme Court Chief Justice Gilbertson participated.

Homeland Security Conference

Topics such as preparedness, prevention and response were part of the Homeland Security Conference held in May 2016. The conference focused on hazardous events. Experts discussed issues such as radiological and improvised explosive device threats, cybersecurity, coordinated response issues, and new technologies for first responders. Representatives from law enforcement, fire, public health, military, emergency management, schools and private business attended the two-day conference in Sioux Falls.

South Dakota Fusion Center

In Calendar Year 2016, the South Dakota Fusion Center (SDFC) processed 1,265 requests for information and disseminated 849 situational awareness products, which are designed to provide more information on specific topics primarily to law enforcement and first responders.

South Dakota Task Force 1

Homeland Security continued to support South Dakota’s Task Force 1 (SDTF-1), comprised of personnel from the Aberdeen, Rapid City, Sioux Falls and Watertown Fire Departments. Though members are trained to respond to hazardous materials threats, SDTF-1 members also maintain proficiency in the following specialties:

- Rescue Specialists-trench, confined space, high angle, structural collapse
- Disaster Medical Specialists
- Structural Engineers
- Mass Casualty
- Wildland Fire
- Urban Search and Rescue
- Swift Water Rescue

SDTF-1 is a highly trained and motivated asset available to assist all local agencies.

One of the specialized rescue techniques, structural collapse, was used in late 2016 when a building collapsed in downtown Sioux Falls. Task Force members participated in the search for people trapped in the debris.

Among the searchers was Cisco, who is a certified live-find/air-scenting K-9 Belgian Malinois. He is trained to search for live human beings in various situations. Cisco was brought to South Dakota in 2014 with the help of a Homeland Security grant, and he is considered a statewide emergency resource. He lives and works with his handler, Firefighter/EMT Jeremy Gibbons of the Rapid City Fire Department. Both Jeremy and Cisco are members of South Dakota Task Force 1 (SD TF-1).

During the Sioux Falls search, Cisco alerted to the locations where a woman and three family dogs were found alive.

Projects included training and equipment for law enforcement, fire, EMS, and schools.

**Radiation and Nuclear Detection**

This past year, HLS, in coordination with the US Department of Homeland Security’s Domestic Nuclear Detection Office (DNDO), sponsored and held training on Radiation and Nuclear Detection principles. Training was led by Domestic Nuclear Detection Office personnel at meetings in Rapid City and Sioux Falls.

Attendees included first responders and emergency managers. Notably present were South Dakota Highway Patrol and Motor Carrier personnel who will be responsible for carrying out a new mission of radiation and nuclear detection. Attendees were trained on the use and deployment of personal radiation detectors and radio isotope identification devices.

Additional training also was provided to Motor Carrier attendees in Anniston, AL. All training, and some of the equipment provided, was provided by the DNDO.

**Grant Administration**

As the state administrative agent for the U.S. Department of Homeland Security’s State Homeland Security Grant Program, the office processed more 250 applications and funded local and state projects totaling nearly $4 million.

*Cisco is a K-9 Beligan Malinois trained to search for live human beings in various situations. (Photo by Rapid City Fire Department)*
The State Inspection Program’s mission is to provide a pool of trained personnel staged regionally to efficiently meet the designated inspections needs of supported agencies, including Agriculture, Education, Fire Marshal, Health, Social Services, Video Lottery and Weights and Measures.

The Weights and Measures program’s mission is to verify that commercial weighing and measuring devises are true and accurate. The program also promotes uniformity in laws, regulations and standards for weights and measures to achieve a balance between buyers and sellers in the marketplace. The program strengthens consumer confidence in commerce, allowing South Dakota businesses to compete fairly at home and abroad and strengthening the economies of both the state and the United States.

**Country of Origin Labeling Inspections**

It was a year of several “firsts” for the State Inspections/Weights and Measures program in 2016.

The United States Department of Agriculture (USDA) approached the State Inspections Program in 2016 and requested the program’s assistance with Country of Origin Labeling (COOL) inspections within South Dakota. These inspections ensure retailers are in compliance with country of origin requirements. Food products such as fruits, vegetables, nuts, seafood, chicken, lamb, and goat are all required to display country of origin labeling.

The Inspections/Weights and Measures program agreed to...
Thanks to testing efforts as done by Inspections and Weights & Measures staff member Jon Farrar, complaints about fuel dispensing devices decreased in 2016.

New Technology

Field inspectors are also taking advantage of several technology upgrades in 2016.

The Inspections/Weights and Measures program purchased 23 new laptop computers. These laptops replace devices that were approximately eight years old, and are equipped with NetMotion and MiFi technology. The program also replaced outdated flip phones with new iPhones.

These updated tools have proved to be major time-savers for the field inspectors, since all inspections can now be conducted on one computer. Facetime iPhone technology has increased collaboration between inspectors, program headquarters in Pierre and the agencies they serve.

Fuel Complaints Decrease

In 2013, the Inspections/Weights and Measures program received 33 citizen complaints regarding fuel, LP gas, or heavy scales. The Inspections/Weights and Measures program is proud to say that in 2016, it has only received nine citizen complaints.

Most complaints center on fuel dispensing devices, with citizens complaining that a pump is not dispensing the correct amount of fuel, or the pumps were labeled with the wrong price per gallon. The Inspections Program investigates each complaint and then works with the retailer or the citizen, or both, to rectify the complaint. The program also started an educational campaign to help retail establishments properly label their fuel dispensing equipment.

But the program’s work doesn’t stop there. With each contact – whether it’s an inspection, phone call or complaint - inspectors work to educate South Dakota’s citizens on proper labeling and other operating procedures.
1,000 copies of this document have been printed on recycled paper by the South Dakota Department of Public Safety at a cost of $1.898 each.