

Annual

2009

Report





Department of Public Safety

Pursuant to legislation passed by the Arizona legislature in 1968, the Arizona Department of Public Safety became operational by the executive order of Governor Jack Williams on July 1, 1969. Governor Williams' mandate consolidated the functions and responsibilities of the Arizona Highway Patrol, the Enforcement Division of the state Department of Liquor Licenses and Control and the Narcotics Division of the State Department of Law.

During its 40-year history, the Arizona Department of Public Safety has accepted many additional responsibilities and has evolved into a respected, nationally-recognized and multi-faceted organization dedicated to providing state-level law enforcement services to the public while developing and maintaining close partnerships with other agencies who share similar missions and objectives.

Today, the Department, with its state headquarters in Phoenix, maintains offices in more than 80 Arizona communities and cities within the state's 15 counties. Some 2,000 full-time departmental employees, along with 150 volunteers, help the agency fulfill its support and operational objectives in the critical areas of traffic safety and criminal interdiction.

This annual report summarizes the many achievements accomplished by the Arizona Department of Public Safety during fiscal year 2009. It also reflects the Department's continued dedication in providing quality service to the more than 6 million people who reside in Arizona as well as to the many non-residents who visit our state.

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Dear Governor Brewer and the citizens of Arizona:

It is with great pleasure that I submit for your review this annual report documenting many of the achievements accomplished by the Arizona Department of Public Safety during Fiscal Year 2009.

Due to the fallout from the recent economic crisis still impacting our great nation, Fiscal Year 2009 proved to be one of the most challenging years the Department has ever faced.

Our employees were required to do much more with far less resources as our agency's budget faced deep cuts and continual adjustments in response to the State's deteriorating financial situation.

The great economic challenges facing Arizona coincided with increasing expectations that our multi-faceted agency continue to be the leader in ensuring the state remains a safe place to live and raise a family.

Thanks to a continual professional commitment displayed by our dedicated employees, we continued to operate at a high plateau of excellence despite the daunting challenges we faced. Our operational efforts remained focused on protecting human life and property in Arizona by enforcing state laws, deterring criminal activity, ensuring highway and public safety and providing vital scientific, technical and operational support to other criminal justice agencies.

As an agency, we will continue in our efforts to improve our organization and make it even more efficient and responsive to the needs of Arizona citizens. We are proud of how we responded to the challenges of the past fiscal year, but we do not plan to rest on those achievements. After all, too many new challenges, as well as opportunities, await in Fiscal Year 2010 and beyond.

Thanks for the unrelenting support and assistance from your office and we look forward to continuing our job as Arizona's leader in public safety.

Sincerely,

Roger Vanderpool

Director

Arizona Department of Public Safety

Executive Management & Director's Office

EXECUTIVE MANAGEMENT & DIRECTOR'S OFFICE



Roger Vanderpool
Director

Roger Vanderpool was appointed director of the Arizona Department of Public Safety by Governor Janet Napolitano in March 2005. The Wabash, Ind. native has been an exceptional law enforcement officer and leader for more than 32 years, beginning his career as a military policeman in the U.S. Army. Upon his honorable discharge from the Army, Vanderpool continued his law enforcement career with the Goshen, Ind., Police Department.

In February 1980, he entered the DPS academy, and after graduation, he drew Kayenta as his first assignment with the Highway Patrol. From Kayenta, he transferred to Lakeside before accepting an assignment with DPS Criminal Investigations in Show Low.

He promoted to sergeant in 1987, and transferred to Casa Grande where he continued to work in Criminal Investigations. Following his promotion to lieutenant in 1994, he became the Highway Patrol commander in Casa Grande and eventually a CI commander. He retired from DPS in February 2000 as commander of the Western Region Organized Crime and Narcotics Division.

Vanderpool was elected as sheriff of Pinal County in November 2000 and was praised by community leaders for implementing drastic improvements within the agency. Voters overwhelmingly reelected him to a second term as sheriff in 2004.

Vanderpool is a graduate of the FBI national academy, the Arizona State University Public Executive Institute and the Drug Enforcement Administration's Task Force Commanders School. Vanderpool, who serves on numerous state boards and commissions, is active with many charitable organizations in the community and has been the recipient of many awards during his career, including Arizona Administrators state employee of the year and American Legion law enforcement officer of the year. He was also the recipient of the first Law Enforcement Coordinating Committee (LECC) Ethics Award. He also received a U.S. Congressional commendation for his community policing programs.



Pennie Gillette-Stroud
Deputy Director

Pennie Gillette-Stroud became the first female to rise to the second highest position at the Arizona Department of Public Safety when she was promoted to deputy director in June 2008. A 28-year veteran of the agency, the 2005 FBI National Academy graduate began her career with DPS as a cadet officer. She began to rise through the ranks at the agency following a promotion to sergeant in 1984 while gaining extensive supervisory experience in both patrol and criminal investigations. She promoted to commander in 2004, and was assigned to a key post within the Criminal Investigations Division. In March 2005, she was promoted to chief of the Agency Support Division and then chief of the Criminal Investigations Division in 2007. Gillette-Stroud, who received her Bachelor's of Science degree in Police Science Administration from Northern Arizona University, has received numerous awards during her career, including three Director's Unit Citation Awards at DPS.

Office of the Director

The Director's Office oversees and establishes the objectives of the agency's executive officer, government liaison, community outreach & education program, comptroller and professional standards unit. The Governor's Office of Highway Safety (GOHS), the Arizona Peace Officer Standards and Training board (AZ POST) and the Law Enforcement Merit System Council (LEMSC) are administratively supported by the Director's Office.



Jack Lane
Chief of the Highway Patrol Division

Jack Lane has served as Chief of the Highway Patrol Division at the Arizona Department of Public Safety since March of 2005. The 30-year veteran of DPS and graduate of the FBI National Academy began his career with the agency as a highway patrol officer. He rose through the ranks over the years while serving in a wide array of critical management assignments throughout the agency. Prior to being promoted to Chief of the Highway Patrol Division in 2005, Lane served as Commander and was the Department's Government Liaison assigned to the Director's Office. He is a graduate of the FBI National Academy, the Southwest Command College and the Arizona State University Executive Leadership and Advanced Public Executive Program.

Director's Executive Management Team

The Director's Executive Management team is made up of a chief financial officer along with four assistant directors charged with overseeing the agency's four major divisions.



Phil Case
Chief Financial Officer

Phil Case has served as the budget officer at the Arizona Department of Public Safety since joining the agency in 1998. Prior to coming to DPS, he worked for two years with the U.S. Department of Labor in Washington, D.C. and five years with the Arizona Joint Legislative Budget Committee. Case holds a bachelors degree in economics from Haverford College (PA) and a masters degree in public policy from Harvard University. As a member of the DPS Executive Staff, Case advises the Director and other senior managers on all budget matters affecting the Department. He also serves as the Department's liaison with the executive and legislative budget offices. Case has received numerous DPS awards, including the Director's Citation for Professional Excellence in 2005 for growing and diversifying the Department's budget to meet Arizona's public safety needs.



Mikel Longman
Chief of the Agency Support Division

Mikel Longman has served as the chief of the Agency Support Division at the Arizona Department of Public Safety since July 2007. A career law enforcement officer with more than 33 years of service to the State of Arizona, Longman has an extensive background in both patrol and criminal investigations. While rising through the ranks at DPS, he has served key assignments in virtually every area of the agency. One of Longman's many command level assignments at DPS included overseeing the Arizona Vehicle Theft Task Force. He also served as the executive director of the Arizona Automobile Theft Authority and chief of the Criminal Investigations Division. Longman is a graduate of the FBI National Academy and has a Bachelor of Science Degree in Public Safety Administration. He is also a graduate of the Arizona State University Management and Leadership Institute.



Georgene Ramming
Chief of the Criminal Justice Support Division

Georgene Ramming has served as the chief of the Criminal Justice Support Division at the Arizona Department of Public Safety since 2005. Having started her career with the agency in 1979 in an entry level position as an identification clerk, she became a supervisor and had assignments with oversight of criminal records, applicant fingerprint processing, and access integrity. In 1994, Ramming was charged with initiating several major programs at DPS and, in 1999, she began serving as the chief of the agency's Technology and Communications Bureau. She has also served as the chief of staff for two of the agency's four major divisions.



David Denlinger
Chief of the Criminal Investigations Division

David Denlinger has served as the chief of the Criminal Investigations Division at DPS since June 2008. The 28-year veteran of DPS began his career with the agency as an officer trainee. After various assignments with the Highway Patrol Division as both an officer and sergeant, Denlinger was assigned as a narcotics investigations unit supervisor. He was promoted to lieutenant in 1994 and then to commander in 2004 where he served in various areas of the agency, including the Training and Management Services Bureau, Human Resources Bureau, Southern Highway Patrol Bureau, Narcotics and Organized Crime Bureau, and Intelligence and Special Operations Bureau. Denlinger has a bachelor of science degree in Public Safety Administration and is a Certified Public Manager through Arizona State University.

Organizational Elements within the Director's Office

What follows are descriptions of the distinct and vitally important sections, or functions, within the Director's Office that are administratively supported by the agency.

Arizona Peace Officer Standards and Training Board (AZ POST)

The Arizona Peace Officer Standards and Training Board (AZ POST) establishes rules and regulations governing the conduct of all business coming before the board. It prescribes minimum qualifications for officers appointed to enforce the laws of the state and recommends curricula for advanced courses and seminars for law enforcement training in universities, colleges and junior colleges in conjunction with the governing body of the educational institutions.

AZ POST also determines whether political state subdivisions are adhering to the standards for recruitment and training of law enforcement personnel. It approves a state correctional officer training curriculum and establishes minimum standards for correctional officers.

Moreover, AZ POST approves allocations from the Peace Officers Training Fund to provide law enforcement training and grants to cities and counties for law enforcement training.

AZ POST also provides training and related services to assist state, tribal and local law enforcement agencies to better serve the public.

Budget Office

This office advises the Director and other senior managers within DPS on all budget matters affecting the Department while serving as the Department's liaison with the executive and legislative budget offices. This office is also responsible growing and diversifying the Department's budget to meet Arizona's public safety needs now and in the future.

Equal Employment Opportunity / Affirmative Action (EEO/AA)

Responsible for administering the Department's EEO/AA Programs, it also ensures DPS compliance with Equal Employment Opportunity/Affirmative Action guidelines.

The EEO/AA also conducts inquiries and investigations into EEO complaints and prepares written responses to charges filed with the U.S. Equal Employment Opportunity Commission.

Executive Officer

Manages the personnel and functions of the director's staff, oversees and supervises the EEO/Affirmative action program and provides staff support to the director and deputy director, and is the agency ombudsman. This function also serves on and chairs various committees on behalf of the director and agency.

Executive Security

Provides security for members of the Arizona Senate and House of Representatives and ensures the safety and security of key facilities used by the state legislature.

Government Liaison

The DPS government liaison monitors proposed legislation pertaining to the criminal justice system and the agency while serving as the agency's main point of contact with the legislature and various governmental entities.

The government liaison also oversees and supervises security for the Arizona Senate and House of Representatives and ensures cooperative relations between the Department and local, county, state and federal criminal justice agencies.

Governor's Office of Highway Safety (GOHS)

The Governor's Office of Highway Safety (GOHS) administers federal highway safety funds on behalf of the governor. It also serves as the governor's highway safety representative and spokesperson on highway safety-related issues, including liaison with the legislature.

The GOHS receives proposals, evaluates and awards federal highway safety grants to local jurisdictions and state agencies as designated in the annual Highway Safety Plan. Awards are based on problem-identification and performance-based goals and objectives. It also provides assistance in the form of seed monies to local governments in the development and operation of community highway safety programs and executes highway safety contracts on behalf of the governor with the federal government, state agencies and political subdivisions of the state.

Law Enforcement Merit System Council (LEMSC)

The agency's Law Enforcement Merit System Council (LEMSC) is primarily responsible for adopting rules it deems necessary for establishing a classification and compensation plan for all covered positions in the Department and establishing standards and qualifications for all classified positions. It is also responsible for adopting rules for establishing a plan for fair and impartial selection, appointment, probation, promotion, retention and separation or removal from service by resignation, retirement, reduction in force or dismissal of classified DPS employees. In addition, the LEMSC adopts rules for creating a performance appraisal system for evaluating the work performance of DPS employees and procedures for the conduct of hearings of employee grievances brought before the LEMSC relating to classification, compensation and the employee appraisal system. Furthermore, the LEMSC adopts rules appropriate for establishing procedures for the conduct of hearings on appeals from an order of the director of DPS in connection with suspension, demotion, reduction in pay, loss of accrued leave or dismissal of a classified employee.

LEMSC consists of three members appointed by the governor to each serve six-year terms. Members are chosen on the basis of experience in and sympathy with merit principles of public employment. Members shall not have held elective public office within one year before appointment and shall not hold any other political office while serving on the LEMSC.

Media Relations / Creative Services and Community Outreach & Education

This vital area of DPS serves as the agency's primary media

liaison and in-house creative services provider through its media relations coordinator, public information officers, video productions function, publications/marketing section and the Duty Office. The media relations coordinator and public information officers resolve issues of mutual concern with media outlets and ensure the agency is providing necessary services and/or responses to the media regarding news stories concerning the agency. Through its video productions function, this unit produces a video news program that is distributed to all employees within the agency and captures video of agency activities that is edited and provided to the media when appropriate. The video productions function also creates video programs for the agency, especially for training purposes, as well as other state, local, federal and nonprofit organizations and the Governor's Office.

Through the marketing and creative services arm of its publications section, the unit produces a wide array of marketing materials for the agency including web-based graphics, printed brochures, pamphlets, posters, press conference displays, logos and high-resolution public relations photography.

The publications section of this unit also produces the agency's annual report to the Governor and writes copy, or verbiage, for agency marketing materials and websites. It also produces and publishes the agency's longstanding internal employee and retiree newsletter, The Digest. The Duty Office facilitates the flow of critical information within the agency related to ongoing law enforcement situations throughout the state. It responds to citizen requests as well as media requests when agency public information officers are unavailable.

Professional Standards

DPS is committed to maintaining the integrity of its employees and is dedicated to upholding the trust of the citizens of Arizona. To preserve that integrity and trust, DPS accepts and investigates formal and anonymous complaints from citizens of the community, and from internal sources within the agency through its Professional Standards Unit (formerly Internal Affairs).

Professional Standards will investigate, in accordance with policies and procedures established in the DPS Complaints and Discipline Manual, any employee conduct alleged to be in violation of department policy or Law Enforcement Merit System Council (LEMSC) Rules.

Highway Patrol Division

Overview

The Highway Patrol Division (HPD) at the Arizona Department of Public Safety is the largest and most recognized division within the agency. It is often referred to as the agency's flagship division and has a history dating back to 1931 when a state highway patrol function was first created in Arizona.

The officers assigned to the Highway Patrol Division at DPS patrol nearly 6,000 miles of state and federal highways while enforcing Arizona traffic and criminal laws. In addition, Highway Patrol officers with DPS investigate traffic collisions, assist other law enforcement agencies with collision expertise and promote traffic safety through public awareness programs. The Highway Patrol Division is pro-active in promoting highway safety by conducting collision reduction details with special enforcement emphasis on collision and injury causing violations such as driving under the influence, aggressive driving, speeding, and failure to use safety restraints.

Today's Highway Patrol Division at DPS is comprised of four Patrol Bureaus, a Commercial Vehicle Enforcement Bureau and the Aviation Section. The Patrol Bureaus are aligned into four bureaus based on geographic regions – North, South, Metro East and Metro West. The Commercial Vehicle Enforcement Bureau and the Aviation Section are statewide programs administered centrally with satellite offices strategically located throughout the state.

In addition to its patrol function, the Metro East Bureau also administers many of the division's special units such as the Canine District, the DUI Enforcement Squad, the Drug Interdiction Unit and the Photo Enforcement Program.

The Canine District has units stationed in strategic locations to provide statewide requests for service and patrol. The Metro West Bureau administers the Motorcycle District that has scheduled patrol responsibilities within the geographical boundaries of both the Metro East and Metro West Bureaus.

Metro East also has a squad dedicated to DUI enforcement. The members of the DUI squad are comprised of experts and instructors in the area of standardized field sobriety testing, horizontal gaze nystagmus, drug recognition and law enforcement phlebotomy.

The Photo Enforcement Program consists of stationary speed cameras strategically placed along the Phoenix

Metropolitan Freeway system and mobile units that can be deployed statewide as needed. Like many specialized areas within the Department, these units are available for enforcement details on a statewide basis upon request.

The mission of the Highway Patrol Division is to ensure the safe and expeditious use of the highway transportation system for the public and to provide assistance to local and county law enforcement agencies. The division also provides services and enforcement in commercial motor vehicle, tow truck, school bus enforcement and safety programs.

The Highway Patrol Division also provides training to law enforcement officers statewide on DUI enforcement related services and instruction in standardized field sobriety testing, horizontal gaze nystagmus, drug recognition and law enforcement phlebotomy.

Officers assigned to the Commercial Vehicle Enforcement Bureau within the Highway Patrol Division are responsible for enforcing commercial vehicle regulations and responding to incidents throughout the state involving discharge of hazardous materials.

The Commercial Vehicle Enforcement Bureau also provides training and assistance to criminal justice personnel and to other local law enforcement agencies in commercial vehicle law enforcement. Specialized training is provided in mitigating hazardous materials incidents.

The Aviation Section of the Highway Patrol Division provides a statewide air-support response capability for critical occurrences and emergency situations. In this capacity, the Aviation Section provides aerial and logistical aviation support for law enforcement, highway safety and traffic enforcement operations. Additionally air transport services in support of governmental and critical administrative functions are provided.

Statistics and Analysis from HPD

Part of the Arizona Department of Public Safety's mission is to ensure public safety through vigilant enforcement of all state traffic laws. Enforcement involves officers issuing either a citation or a warning to motorists in violation of such laws. Citations and warnings are issued to motorists for both moving and non-moving violations. A moving violation is essentially any violation of the law committed by the driver of a vehicle while it is in motion (such as speeding, unsafe lane usage and aggressive driving). The term "motion" distinguishes it from non-moving violations such as equipment violations, or paperwork violations relating to insurance, registration, etc. Recognizing that certain non-moving violations, such as those associated with faulty vehicle equipment, can be just as much a factor in collisions as many moving violations, DPS stepped up its efforts in this area in FY 2009 (the table below reveals a notable increase in the number of non-moving citations and warnings, as well as vehicle repair orders, issued by the agency in FY 2009). Consistent with the agency's goal of reducing deaths and injuries along the state highway system, the agency also placed renewed emphasis in FY 2009 on seatbelt violations (the table below reveals notable increases in both the number of citations and warnings issued by the agency's officers for seatbelt violations).

HPD General Activity (traffic stops, motorist assists, citations issued, etc.)		
	FY 2008	FY 2009
Number of miles patrolled	21,881,034	21,987,920
Violators Stopped	529,439	608,841
Motorist Assists	146,236	139,892
Citations Issued		
Hazardous Violations (Moving)	170,251	166,114
Non-Hazardous Violations (Non-moving)	122,384	129,480
TOTALS	292,635	295,594
Warnings Issued		
Hazardous Violations	164,954	183,414
Non-Hazardous Violations	84,669	111,886
Repair Orders Issued	140,827	180,090
TOTALS	390,450	475,390

Seat Belt Violations		
Citations Issued	17,053	19,469
Warnings Issued	170	304
Child Restraint Citations	3260	3,525
TOTALS	20,483	23,298

Arrests

The number of arrests made by officers assigned to the Highway Patrol Division at DPS has steadily increased over the years. Some of the factors playing a role in the increase have been population growth in the state, increased vehicle traffic, the addition of new highways and freeways to patrol, new laws and the ever-increasing emphasis on removing impaired drivers from the road. Each arrest an officer makes requires the officer to dedicate several hours and sometimes an entire shift to the arrest process which often includes inventory and towing of suspect vehicle, travel to booking facility, a detailed booking process, report writing, and, eventually, court appearances related to arrest. Consequently, as arrests continue to increase, the amount of time officers actually spend patrolling the highways can decrease.

Arrests (by type)		
	FY 2008	FY 2009
Felony (excludes DUI)	3904	4224
Misdemeanor (excludes DUI)	7311	8481
Warrants (misd. & felony)	8713	7958
DUI (misd. & felony)	6165	6059
TOTALS	26,093	26,722

Undocumented Aliens released to Border Patrol

	FY 2008	FY 2009
Total	5096	5276

Stolen Vehicles Recovered

	FY 2008	FY 2009
TOTALS	878	613

Drivers Placed Out of Service	3,746	4,526
School Buses Inspected	8,159	8,147

Assistance to other Agencies

The number of hours officers assigned to the Highway Patrol Division at DPS were able to spend assisting other law enforcement agencies decreased in fiscal year 2009. The decrease was directly related to the increasing financial constraints placed on the agency that negatively impact equipment purchases and overtime. Providing assistance to other agencies, especially small, rural police departments, is a vital, heavily relied upon function of DPS. The agency's inability to provide reliable assistance to other agencies can significantly affect the quality of public safety and service in some communities.

	FY 2008	FY 2009
Number of Hours	21,152	18,039

Commercial Vehicle Enforcement

DPS Officers assigned to the Commercial Vehicle Enforcement Bureau (CVEB) within the agency's Highway Patrol Division are responsible for assuring the safety of the motoring public in Arizona by enforcing Federal Motor Carrier Safety Regulations.

They do this primarily by conducting commercial vehicle inspections and commercial vehicle traffic enforcement along the state highway system. When an officer inspects a commercial vehicle and finds it to be out of compliance with Federal Motor Carrier Safety Regulations, the officer can have the unsafe commercial vehicle placed out of service. The number of commercial vehicle inspections, also known as motor carrier inspections, conducted by DPS increased in fiscal year 2009 due to a 2008 law change that no longer requires DPS to conduct tow truck inspections. The Arizona Motor Vehicle Division now performs these inspections, which has allowed DPS officers to devote more time to motor carrier inspections.

	FY 2008	FY 2009
Motor Carrier Inspections	21,048	29,518
Vehicles Placed Out of Service	6,247	6,736

Motor Vehicle Collisions

Motor vehicle collisions in Arizona, especially those resulting in death and/or injury, drastically declined in fiscal year 2009. The efforts of DPS, which has made collision reduction a priority since its inception, along with a variety of other factors played a role in this highly encouraging decrease. Among the factors believed to have played a role in the significant reduction in collisions statewide are: the agency's recent implementation of a statewide photo enforcement program, a relatively new law requiring mandatory vehicle impounds for suspended, revoked and cancelled driver's licenses, improved highway construction, and increased emphasis by DPS on targeting collision causing violations. DPS has also made great strides in increasing seat belt use and curtailing impaired drivers. National Highway Traffic Safety Administration (NHTSA) statistics show 80 percent of drivers in Arizona use seat belts. That percentage could be significantly higher with the implementation of a primary seat belt law that would contribute to a further reduction in injury collisions. Statewide collision reduction in fiscal year 2009 can also be attributed to advancements in vehicle safety and significant economic problems throughout the state and nation resulting in fewer highway miles traveled.

Collisions Investigated (by type)

	FY 2008	FY 2009
Total Injuries received in DPS investigated collisions	16,126	10,715
Number of Collisions with Injuries	8709	7132
Number Alcohol related collisions	1229	1039
Number of Alcohol-Related Injury Collisions	608	494
Number of Fatal Collisions	319	263
Total Collisions	30,775	25,537

Drug Seizures

DPS Officers assigned to the agency's Highway Patrol Division continue to interdict substantial amounts of illegal narcotics and money while patrolling the state's expansive highway and freeway system. The quantities of narcotics and drug related currency seized by the agency has steadily

increased over the years although fiscal year 2009 showed a decrease in the amount of cocaine and methamphetamine seized. This decrease may be attributable to changing interdiction techniques and the challenges of keeping officers trained in the latest interdiction methods in what has become a highly challenging budget environment.

External Load - Fire Suppression	7	4
Technical Rescue Land/Water	146	117
Hospital Transfer	23	8
Telecommunications Flights	44	20
Vital Materials	21	5
Other	345	198
Total Missions	5820	2479
Total Flight Hours	11640	2213

Drugs Seized (in pounds)

	FY 2008	FY 2009
Marijuana	58,121	69,913
Cocaine	692	580
Methamphetamine	158	157
Drug Related Currency	\$4,454,170	\$7,184,574

Aviation

The overall reduction in the number of flight hours flown and missions completed by the DPS Aviation Bureau is the direct result of budget constraints. These constraints have limited the aviation fuel and maintenance budget, resulting in more restrictive mission response criteria and cutbacks in hours of operation for the Air Rescue helicopter units.

Number of flights (by type)

	FY 2008	FY 2009
Law Enforcement-Criminal (non pursuit)	1437	847
Law Enforcement - Pursuit	162	174
Law Enforcement - Traffic (non pursuit)	139	79
Law Enforcement - SOU	57	30
Law Enforcement - SOU (non-flight)	6	11
Photo - ADOT	33	0
Photo - Other	45	18
Search and Rescue	1080	836
Non-Highway Medical Evacuation	360	253
Highway Medical Evaluation	224	173
Aircraft Maintenance	154	122
Logistic Flights	308	207
Public Education	178	33
Patrol Flights	251	79
Training - Pilot Training	408	361
Training - Technical Rescue	246	256
Training - Other	74	66
Training - Medical	5	5
External Load - Non Emergency	5	1

Agency Support Division

Overview

The Agency Support Division (ASD) at the Arizona Department of Public Safety is committed to providing the highest quality customer service and focuses on activities essential to department operations by providing support and management services that promote government efficiency, contemporary research and planning, legal services, coordination of financial and human resource services, records and public records services, department training, grants administration, cost effective facilities management and innovative logistical support. The division is guided by three immutable values: dedication, service and teamwork, while fostering a supportive and empowered environment for agency personnel. Under the umbrella of the Agency Support Division are distinct bureaus (detailed below) that house functions to support all employees and the operational and administrative activities of DPS.

Training And Management Services Bureau

The Training and Management Services Bureau consists of the following units: Safety and Loss Prevention, Public Records, Emergency Management, Research and Planning, Department Records and Training.

The Safety and Loss Prevention Unit is responsible for evaluating and processing all Department risk management claims; evaluating and implementing loss prevention opportunities; developing and coordinating the safety/health programs; ensuring agency compliance with OSHA and EPA requirements, as well as overseeing agency compliance with state safety and risk management statutes, rules, and regulations.

The Safety and Loss Prevention Unit, in coordination with IT and Operational Training, developed and implemented on-line safety training during FY 2009 via the Department's Intranet. The first training topic, Bloodborne Pathogens, became available 24/7, statewide, on June 10, 2009. In the first three days, over 400 employees completed the training. Additional on-line training classes are being developed and will be distributed in the near future.

The Public Records Unit is responsible for responding to written requests for public records documents. In addition, the unit responds to subpoena duces tecum and

the supervisor of the unit is the Department's documents custodian.

The Emergency Management Unit ensures the agency's compliance to the National Incident Management System (NIMS). This unit is also responsible for the agency's continuity of operations plan, and the DPS Emergency Operations Center. This unit also coordinates various emergency preparedness plans, and monitors and coordinates Department assets and resources for utilization during significant planned events or catastrophes.

The Emergency Management Unit planned and facilitated Department wide National Incident Management System (NIMS) training during FY 2009. Some classes were available on-line while other high level courses were taught in a traditional class room setting. The Department holds an overall completion rate of over 95%, well above the national average, in suggested and mandatory NIMS courses.

The Research and Planning Unit provides planning and policy support to all divisions of the Department. The unit is responsible for documenting agency policy and practices through development and publication of the Department's directives and procedural manuals. Policy development and implementation involves research, drafting, and dissemination of new and revised policies. The unit receives and applies input regarding operational practices from a variety of sources and continually reviews and modifies existing policies while developing new policies as requested by the Director. The unit assists with development, modification and monitoring of the Department's Strategic Plan, Operational Plan, Performance Pay Program, and associated performance measures. In addition to overseeing the agency's administrative rules requirements, the unit's general planning responsibilities include development of short and long range goals at the direction of the Director. The Department's CompStat process is facilitated by Research and Planning. Research activities include benchmarking best practices of other organizations, designing and administering surveys, conducting statistical analysis, and publishing special reports and studies.

The Department Records Unit receives, electronically scans, processes and maintains all criminal investigation, arrest, offense, incident, and collision investigation reports for the agency. The unit responds to government and public requests for collision investigation reports and photographs for crashes investigated by the agency. In addition, the unit receives, electronically scans, and processes all agency generated traffic enforcement documents, such

as citations, warnings, field interviews and repair orders, including data collection from enforcement activities for analysis.

The Training Unit develops and coordinates basic, advanced and in-service training programs for law enforcement officers and the Department's civilian personnel. Training and certification are provided in drug recognition and alcohol impairment to officers from DPS and other agencies. The Training section provides management and supervisory training as well as training for law enforcement and civilian instructors. The Firearms Training Unit is housed in this section and provides firearms training, weapons maintenance and other armory services. Operational Training oversees the Department's field training program for new officers and maintains Department training records.

The Employee Development Unit of the Operational Training Section revitalized an old training program during Fiscal Year 2009, and delivered three 40-hour training sessions. This program, dubbed "Basic Supervision School", underwent a major revision. New and current supervisors, sworn and civilian, department-wide attended a modernized version of this supervision training. Elements from the Leadership in Police Organizations course for managers were incorporated into the traditional supervision training course, resulting in the highly-praised 2009 Basic Supervision School. Approximately 150 sergeants and civilian supervisors attended the three sessions. The Operational Training Unit's innovative trend in FY 2009 also included the Employee Development Unit's implementation of an on-line training program, which replaced an existing state-wide instructor-based program. The Solid Realistic Ongoing Verifiable Training (SROVT) program, consisting of short segments of important operational, procedural and legal instruction, went on-line in September 2009. Highway Patrol officers statewide were able to log on at their convenience to receive training that previously required more time and often more travel. The on-line SROVT program has opened the door to many training possibilities, and enhances our ability to make training more available to other agencies.

Human Resources Bureau

The responsibilities of the Human Resources Bureau can be broken down into two major categories: Personnel Services and Employee Assistance/Behavioral Services.

In Personnel Services, the Human Resources Bureau

is responsible for all aspects of the hiring and out-processing of employees, the development of classification and compensation structures, and the processing of retirement and related benefit plans. During the hiring process, the Human Resources Bureau actively recruits both sworn and civilian applicants for all positions within the Department. These recruitment processes include advertising, attendance at job fairs and answering requests for information. Following the recruitment phase, the Human Resources Bureau conducts the written tests, background, medical/psychological and drug testing as well as the polygraph on all qualified candidates. During an employee's career, the Human Resources Bureau is responsible for all employee benefits including medical, dental and vision, as well as the retirement plans for both the sworn and civilian ranks. At the end of an employee's career, the Human Resources Bureau is responsible for the out-processing of all employees to include ensuring all benefits to them are fulfilled.

In Employee Assistance/Behavioral Services, the Human Resources Bureau is responsible for the Employee Assistance Program, Peer Counseling, Chaplaincy and volunteer programs for both sworn and civilian positions. Within the Employee Assistance Program, the Human Resources Bureau provides information to employees who may be struggling not only in their professional career but also in their personal lives. To address employee needs, the Human Resources Bureau provides information about services available to the employee and their families to include marriage counseling, financial counseling, legal guidance as well as referrals and other resources needed. The Human Resources Bureau is responsible for the Peer Counseling and Chaplaincy programs that respond to critical incidents such as officer-involved shootings and other incidents involving serious injury or death, in which officers or other employees are involved. The Human Resources Bureau also is responsible for the Department Volunteer program where ordinary citizens, who want to give back to their community, volunteer throughout the Department. This program continued to expand throughout FY 2009 allowing the Department to provide better services to the citizens of Arizona while saving the Department and tax payers over \$159,000.

Fleet Services Bureau

The Fleet Services Bureau oversees the Department's entire fleet of vehicles. It is responsible for the procurement, build-up, maintenance, repair and disposal of over 2,500 enforcement and support vehicles, with

shops located in Phoenix, Flagstaff and Tucson. Personnel assigned to the Fleet Services Bureau fabricate and install police, emergency and specialty equipment in department vehicles and provide automotive parts and supplies to field offices, vendors and fleet maintenance shops through the Fleet Supply Warehouse. Fleet Services also oversees the registering, titling and licensing of the department's vehicles, as well as the maintenance of the fleet through a Fleet Management System for tracking the department's vehicle inventory. The Fleet Services Bureau also assists other law enforcement agencies by providing surplus equipment, build-up services and technical information. Fleet employees also provide expertise to accident investigators by performing extensive mechanical inspections of vehicles involved in homicides and fatal crashes. As vehicles reach the end of their useful life, Fleet Services coordinates the disposal of surplus department vehicles through auction, sale, transfer to other law enforcement or criminal justice agencies, trade-in and general disposal via Department of Administration State Surplus Property.

The Fleet Service Bureau oversees 2,072 vehicles from initial purchase, through build-up, maintenance, and ultimate disposal. This is accomplished with three repair facilities located in Tucson, Flagstaff, and Phoenix along with contract vendors. Due to the declining economy, there was a reduction in new vehicles purchased in FY 2009 that will most likely continue through FY 2010. Without the influx of new vehicles, Fleet has developed a program to increase the longevity of the fleet. To accomplish this task, Fleet has implemented a parts recycling program to retain salvageable parts from vehicles designated for disposal. This will result in a cost effective feasible short-term solution.

Fleet has also implemented a mobile repair program designed to repair police equipment in the field thus allowing officers to remain in their areas and avoiding officer and vehicle down time and costly tow bills. During FY 2009, over 300 vehicles were addressed through this program. Other cost effective methods include savings through the use of in-house vendors, Ford Goodwill deductions, fuel recovered from vehicles going to Surplus, warranty of parts returned for credit, and the use of inmates for installation and removal of equipment, and removal of decals of surplus vehicles.

	FY 2008	FY 2009
Money saved through cost effective methods of operation	\$237,711	\$343,755

Facilities Management Bureau

The Facilities Management Bureau is a support services operation dedicated to the improvement and maintenance of all DPS-owned and leased facilities throughout the state. The Department's facilities inventory incorporates many different types of buildings. They vary in size from 210 square-foot trailers used as area offices in remote locations to office and state-of-the-art laboratory buildings in excess of 60,000 square feet in size.

Staff assigned to the bureau direct and participate in the design and construction of new facilities and renovation of existing facilities, as well as monitoring space utilization and long range planning for the Department's space needs. The bureau is also responsible for development of the Department's Capital Improvement Plan and requests for Building Renewal funding for major building improvements and repairs through the Department of Administration. Building, land and mountaintop communication site leases are also negotiated and managed by the bureau's staff. Around the clock security for DPS facilities is also coordinated through the Facilities Management Bureau to include intrusion and fire alarms, CCTV systems, access control, and locks and keys.

Facilities also provides custodial, landscape and maintenance services and coordination of DPS utilities. Technical personnel assigned to the bureau are on call 24 hours a day, seven days a week.

Financial Services Bureau

The Financial Services Bureau provides management oversight in support of the Grants Unit, the Forfeiture and Victim Services Section, the Finance Section and the Logistics Administration Section.

The Grants Unit provides administrative and accounting assistance in support of the Department's various grant programs while administering the Criminal Justice Enhancement Fund (CJEF) grant program. The unit also administers the process allocating and accounting for the expenditure of Department RICO funds.

The goals of the Department's Asset Forfeiture Program are to seize the tools criminal organizations use to perpetuate their criminal activity and to deprive them of the fruits of their crimes. The assets that are ultimately forfeited to the State are used by the Department to enhance our efforts to combat this criminal activity. In FY 2009, the Department

received \$3.3 million in forfeiture revenue. This includes federal, state and county forfeitures.

In FY 2009, the Department expended \$16.4 million in forfeited assets on projects designed to further the law enforcement goals of the agency. Among these expenses was \$10.9 million towards the construction of the Southern Regional Crime Lab to enhance the delivery and effectiveness of scientific support services essential to the Arizona criminal justice system. The operational expenses of other essential public safety functions such as the Department’s Canine District, the Special Weapons and Tactics District and the Weapons of Mass Destruction/ Hazardous Materials Unit were also supported by these funds.

Seizures & Recovered Property

	FY 2008	FY 2009
Forfeiture (RICO) Revenue Received	\$3,561,090	\$3,291,418
Forfeiture Revenue Expenditures	\$12,340,344	\$16,401,413

The Department is the designated recipient of Victims of Crime Act (VOCA) victim assistance funds for the State of Arizona. In this capacity, the Department is charged with the responsibility of passing through approximately \$7.6 million of federal victim assistance funds to the State’s victim service community annually. These funds significantly enhance direct services to victims of all crimes, with particular emphasis on victims of sexual assault, domestic violence and child abuse.

	FY 2008	FY 2009
VOCA Awards	\$7,075,771	\$7,606,134

In FY 2009, the DPS Crime Victim Services Unit issued a Request for Grant Application (RFGA) that resulted in the award of more than \$7.6 million. These awards support 105 local projects that (1) respond to the emotional and physical needs of crime victims; (2) assist primary and secondary victims of crime to stabilize their lives after victimization; (3) assist victims to understand and participate in the criminal justice system; or (4) provide victims of crime with a measure of safety and security.

The Finance Section of the bureau administers the Department’s payroll process and coordinates the employee travel and expense reimbursement process. This section of the bureau also administers the Department’s

account payable process and maintains and distributes the Department’s budget management reports. The Finance Section of the bureau also administers the Department’s procurement activities for the purchase of all goods, services and construction projects while also administering the Department’s procurement card program.

The Logistics Administration Section of the bureau purchases and provides first aid, office and field supplies to enforcement and support staff through the agency’s main Supply Warehouse. This section of the bureau also tracks capital equipment and develops, modifies and maintains department forms. In addition to providing mail service for the Department, the Logistics Administration Section also provides printing services for the Department and coordinates disposal of surplus department equipment through auction, sale, transfer, trade-in and general disposal via the state’s surplus property function.

ARIZONA LAW ENFORCEMENT ACADEMY (ALEA)

The Arizona Law Enforcement Academy (ALEA) is operated by the Arizona Department of Public Safety in conjunction with the Phoenix Police Department and the Arizona Peace Officer Standards and Training Board (AZPOST). ALEA supports agencies from throughout the state and trains new police recruits in the AZPOST approved 585-hour basic police curriculum. The Arizona Department of Public Safety supports ALEA with the assignment of a Lieutenant, two sergeants, a recruit training officer and specialty instructors as requested.

Criminal Justice Support Divison

Overview

The Criminal Justice Support Division (CJSD) at the Arizona Department of Public Safety is responsible for developing and coordinating scientific, technical, regulatory and support services essential to the promotion of public safety in Arizona. Special attention is given to providing scientific analysis and criminal justice support to Arizona's criminal justice agencies. CJSD further develops, operates and maintains the data processing and data/voice communications systems that enable DPS, and several other agencies, to operate statewide. Under the umbrella of the Criminal Justice Support Division are distinct bureaus (detailed below) that house the functions to meet the responsibilities of the division.

and Federal Bureau of Investigation approved State law, municipal ordinance or tribal resolution. Each applicant must submit a full set of fingerprints for the background check. During fiscal year 2009, the applicant team processed more than 149,000 requests.

Private Investigator Licensing

	FY 2008	FY 2009
PI Active Employee Registrations	2,132	2,250
PI Employee Applications Processed	449	420
PI Employee Renewals Processed	212	369
PI Active Agency Licenses	1,071	1,071
PI Agency Applications Processed	150	120
PI Agency Licenses Renewed	295	502

Licensing And Regulatory Bureau

The Licensing and Regulatory Bureau consists of the Licensing Unit, Carry Concealed Weapons (CCW) Permit Unit and Applicant Processing Unit.

Every person performing PI services in Arizona must be licensed by the Licensing Unit, although there are a few exceptions. The State of Arizona requires no prior experience for a person to become a PI and only three years of investigative experience to establish a PI agency.

The Licensing Unit regulates the private investigator and security guard industry. The Licensing Unit's primary responsibility is to process applications for private investigator licenses as well as armed and unarmed security guards. Of the 13 employees assigned to the Licensing Unit, two are officers. These officers conduct administrative and criminal investigations involving violations of state security and private investigator statutes and rules.

Security Guards Licensing

	FY 2008	FY 2009
SG Active Employee Registrations	30,573	31,242
SG Employee Applications Processed	10,692	9,199
SG Employee Renewals Processed	3,571	4,658
SG Active Agency Licenses	258	258
SG Agency Applications Processed	62	58
SG Agency Licenses Renewed	80	99

The CCW Unit is responsible for the issuance of carry concealed weapons permits. There are approximately 135,600 active CCW permits. This unit also assesses other State's CCW programs and enters into reciprocal agreements and grants recognition for other State's CCW permits.

Private security guard service means any agency, individual or employer in the business of furnishing to the public for hire, fee or reward dogs, watchmen, patrol services, private security guards or other persons to protect human life or to prevent the theft or the misappropriation or concealment of goods, wares, merchandise, money, bonds, stocks, notes, or other property, valuable documents, papers and articles of value. The Department of Public Safety Licensing Unit issues licenses to qualifying Security Guard Agencies, and Armed and Unarmed Security Guards. The Licensing Unit is responsible for approving uniforms and patches worn by security guards and for approving all security vehicles, markings and equipment.

The Applicant Processing Unit includes the Applicant Clearance Card Team and the Applicant Team. The Applicant Clearance Card Team's primary responsibility is to process applications for Arizona Fingerprint Clearance Cards. A State and national criminal records check is conducted to ensure each applicant meets the state statute requirements. These applicants are primarily those that work with children, vulnerable adults and those with developmental disabilities.

The Applicant Team conducts state and national criminal record checks for employment and licensure purposes. These background checks are conducted based on a State

Concealed Weapon Permits

ARS 13-3112(S) stipulates:

The department of public safety shall maintain information comparing the number of permits requested, the number of permits issued and the number of permits denied.

The department shall annually report this information to the governor and the legislature.

The Concealed Weapons Permit Unit saw an increase in new permit applications in FY 2009 due to outside influences such as, new state legislation and this being an election year.

The unit operated with a 45% vacancy rate. These two factors contributed to a backlog of applications waiting to be processed, which in turn extended the processing times for new and renewal permits.

Not all permit applications received will result in the issuance of a permit. If the applicant is a state or federal prohibited possessor or if the applicant is unable to provide proof of residency the permit may not be issued.

	FY 2008	FY 2009
New Applications Received	22,848	30,524
New Permits Issued	20,314	29,340
New Permits Denied	248	173
New Permits/Percent Denied	1.22	1.00%
Renewal Applications Received *	15,604	11,925
Renewals Issued	14,291	11,724
Renewals Denied	12	11

Records And Identification Bureau

The Records & Identification Bureau provides ongoing management of the Arizona central state repository of criminal history record information and the statewide Arizona Automated Fingerprint Identification System (AZAFIS). The bureau coordinates access to the Arizona Criminal Justice Information System (ACJIS) and administers the sex offender registration compliance programs. The bureau provides ACJIS operator and AZAFIS operator training and certification; maintains the state Uniform Crime Reporting (UCR) and publishes the

Arizona Uniform Crime Report; maintains Arizona Incident Based Reporting System (AIBRS) programs; and conducts compliance monitoring to ensure access to criminal justice information maintained by AZAFIS, the Central State Repository and the ACJIS network is within legal guidelines.

The Applicant Clearance Card Team conducts fingerprint based criminal history background checks for persons and applicants who are seeking employment with licensees, contract providers and state agencies or seeking employment or educational opportunities with agencies that require fingerprint background checks. The ACCT unit issues fingerprint clearance cards. On issuance, a fingerprint clearance card becomes the personal property of the cardholder.

ARS 41-1750(G)

The Applicant Team conducts fingerprint-based, state-level criminal records checks for authorized criminal justice, non-criminal justice, and private/non-profit entities in Arizona. This is accomplished by submitting fingerprint images and associated applicant demographics to the FBI electronically then forwarding the FBI results to the requesting entity. The AT also conducts state and federal warrant checks for any Arizona requestor. The AT conducts name, date of birth and/or social security based searches into the state criminal records and warrant databases for AZ DES Child Protective Services for use in the placement of minors. Any Arizona court as part of the adoption certification process. Out of state criminal justice agencies for criminal justice employment. AT customers include: Municipalities, Indian Tribes, State Agencies, Private companies located in Arizona, Non-profit organizations located in Arizona, and any in-state or out-of-state criminal justice agency if the request is for criminal justice purposes.

	FY 2008	FY 2009
Applicant Fingerprint Cards Processed	168,911	149,526
Applicant Clearance Cards Processed	80,690	81,196

Criminal Information Services

	FY 2008	FY 2009
Arrest Fingerprint Cards Received	242,272	227,534

	FY 2008	FY 2009
Arrest Fingerprint Cards Received	242,272	227,534
New Criminal Records Established	72,103	70,878
Active Criminal Records Maintained	1,434,649	1,502,727
Requests for Records Processed	2,701,912	2,918,761
Active DPS Warrants	74,969	80,793
Sex Offender Compliance Team		
Level 0 Address Verifications	2,801	4,170
Level 1 Address Verifications	1,761	2,594
Level 2 Address Verifications	1,597	3,032
Level 3 Address Verifications	837	1,934
Level 4 Address Verifications	116	181
Percent of Sex Offender Registry Verified	49%	91%

FY09, 91% of sex offenders were verified. This figure represents an increase of 85% over FY08. In FY09, Records & Identification management analyzed the process for verification of offenders to ensure accuracy of information. As a result of the review, an improvement plan was developed and implemented that included weekly performance goals.

The AZAFIS is the search platform and repository for fingerprints. Fingerprint identification is the current basis for positively identifying individuals involved in the criminal justice cycle. Fingerprint identification information obtained through the AZAFIS is interfaced with the federal automated fingerprint identification system. This enhances the ability to access integrated criminal record information which is imperative to aid national security and Border Patrol; and to respond to threats of domestic terrorism, major incidents, and natural disasters; as well as support the daily operation of the Arizona criminal justice community.

The fingerprint cards received represents the number of arrest and booking fingerprints received by all agencies in Arizona, not necessarily the total number of individuals arrested.

The DPS is required under ARS 41-1750(A) (1) to maintain arrest fingerprints for all criminal justice agencies in Arizona. At the end of fiscal year (FY) 2009, the AZAFIS database held 2,359,556 records. This was an increase of 5.92% over the previous FY and is the result of new images added to the data base during the year.

DPS is mandated under ARS 41-1750.A to be responsible for the effective operation of the central state repository in order to collect, store and disseminate complete and accurate Arizona criminal history records and related criminal justice information. These criminal records have steadily increased since FY04. In FY09, 70,878 new criminal records (1st time arrested) were added to the repository. Records have to be maintained in the repository for 99 years. Records are only removed from the repository when DPS receives a death certificate or court order.

AZAFIS fingerprint examiners completed 554,196 searches, a 6.31% increase from FY2008; this increase is attributable to additional non-criminal justice or applicant prints processed.

Criminal history record information is available through the Arizona Criminal Justice Information System (ACJIS). The ACJIS is a network of criminal justice databases. The information in the ACJIS is available to law enforcement and investigative agencies, prosecutors and courts statewide. During FY09, 2,918,761 criminal history record inquiries were conducted using ACJIS by agencies from both the state and federal level. These figures illustrate the importance of the information and the increasing need for maintaining and providing accurate, complete and timely criminal record information.

During FY2009 latent print searches increased by 22.81% to 187,204. From these searches 6,765 latent identifications were made, an 11.32% increase from FY2008. The increases may be attributed to enhanced system capability which encourages crime scene submissions.

The DPS maintains the Sex Offender Registry and must verify the address of each sex offender annually. In

Per ARS 41-1750(A) (7) the DPS is required to conduct operational and criminal history record review audits of agencies that contribute or receive criminal justice information from ACJIS and the Central State Repository. DPS audits agencies on a three-year cycle. During the three year cycle, approximately 267 agencies receive operational audits and approximately 350 agencies receive criminal history record audits. During FY2009, 93 ACJIS audits were completed. This represents an increase of 72.2% over FY2008. The increase is attributed to additional emphasis placed on the audit program during 2009. The audits ensure statewide compliance with federal regulations and state statutes governing access,

use and dissemination of accurate and complete criminal justice information.

The DPS is required by ARS 41-1750(A) (10) to provide proficiency testing on the use of criminal justice information obtained from ACJIS. To accomplish this, the DPS Access Integrity Unit (AIU) conducts systems training and operator certification. At the conclusion of FY2009, the AIU reported 53,555 ACJIS Terminal Operator Certifications, an increase of 6.2% over FY2008. In the last five years the number of certifications has increased by over 54% as a result of the availability of new technology to access the system. An example of new technology would be new terminals or Mobile Data Computers obtained by all agencies.

The demand for information from the criminal and non-criminal justice arenas continuously increases, as does the need for quality and timely information. To meet this demand, the Records and Identification Bureau maintains the Arizona Automated Fingerprint Identification System (AZAFIS); the Central State Repository (CSR); the Arizona Criminal Justice Information System (ACJIS); and the Sex Offender Registry.

Wireless Systems Bureau

The Wireless Systems Bureau (WSB) is comprised of the statewide microwave carrier system, statewide voice and Arizona Criminal Justice Information System (ACJIS) data telecommunications network, statewide Land Mobile Radio (LMR) data system and the Emergency Medical Services Communication (EMSCOM) system for the DPS and other state and criminal justice agencies. WSB is responsible for the design, coordination, maintenance, construction, installation and services for the various systems and networks.

WSB provides technical engineering support for other agencies communications equipment and technical audits and assistance is available to agencies experiencing radio system problems. In addition, technical engineering support is also provided to the Department of Administration state-term communications equipment contracts.

Wireless Systems Services

FY2008 FY2009

Base Stations Maintained	677	677
Other Agencies Supported in Radio Communications	17	17
Portable/Mobile Radios Maintained	10145	10123
Radio Communication Sites Maintained	80	79
EMSCOM Call-Signs Maintained	1289	1435
Number of Analog Microwave Paths	57	55
Analog Microwave Path Kilometers	4364	4205
Number of Digital Microwave Paths	31	38
Digital Microwave Path Kilometers	1116	1497
FCC Radio Licenses Maintained	526	548
Agency funds expended on Voice & Data Telecommunications *	\$2,608,658	\$2,721,927
Agency funds expended on Wireless Telephone & Paging Services *	\$159,662	\$137,973

The Wireless Systems Bureau is responsible for maintaining 677 land mobile base stations for the Department and other state agencies. Of the 677 base stations, 227 are owned by other agencies; 184 are owned by DPS; 164 are dedicated to the Arizona Interagency Radio System (AIRS); and 102 are dedicated to the Arizona Statewide Emergency Medical Services Communications System (EMSCOM). The base stations are located at over 78 remote communications sites and local office facilities. Maintaining these base stations provides the Department, other state agencies, EMS responders and hospital emergency rooms the ability to maintain radio communications with mobile and hand-held units used by first responders, investigators and administrators to ensure and enhance highway and public safety throughout the state.

DPS : 184
 EMS: 102
 AIRS: 164
 Other Agencies: 227

The Wireless Systems Bureau is responsible for maintaining 10,123 mobile and portable radios for the Department

and other state agencies.

Of the 10,123 units, 5,283 are owned by DPS and 4,840 are owned by other state agencies.

Arizona Revised Statute 41-1835 states that DPS is responsible for the overall design, installation, maintenance, implementation, coordination and administration of a statewide emergency medical services communications system. The department provides authorization to the Federal Communications Commission to license health care providers for use on the EMSCOM system. During FY09 the Wireless Systems Bureau received and processed request for 146 new EMSCOM call signs. The requesting agencies included;

- Fire Districts/Departments: 36
- Ambulance Companies: 3
- Hospitals: 3
- Air Ambulances: 6
- Non-Governmental: 8
- Dept of Public Health: 90

WSB maintains an analog microwave statewide network. This network is the backbone of the state's communications network. Currently this network is being upgraded to digital technology to provide increased reliability and improved data capabilities.

Currently 18 agencies use the DPS microwave network:

- DPS 69%
- ADOT: 13%
- Game & Fish: 6%
- DOC: 4%
- Other Agencies: 8%

Example: From 1950 to 1970, the State built an extensive statewide analog microwave system to link various ADOT and Highway Patrol dispatch centers to VHF base stations located at various communications sites throughout the state. In 1980, improvements were made by reconfiguring the statewide microwave system into a three-loop system, known as the Southern Loop, Western Loop and the Northern Loop. The system was also upgraded with newer, more reliable solid state equipment into the 1990s. By the mid 1990's, most new systems being installed for private microwave users were all digital and analog was becoming antiquated and obsolete.

In 2006, the Digital Microwave Project began with the goal of converting the three analog microwave loops to digital technology in 10 years. The 'Southern Loop' microwave

system upgrade across southern Arizona was selected as the first loop to be upgraded and is scheduled for loop connectivity in December of 2009. However, due to the economic downturn and the lack of continued funding toward the Digital Microwave Project, initiating upgrades to the Western and Northern Loops are not expected in the foreseeable future.

West Loop Path Kilometers:

- Analog: 1503
- Digital: 351

North Loop Path Kilometers:

- Analog: 1738
- Digital: 454

South Loop Path Kilometers:

- Analog: 964
- Digital: 692

The types of service in use on the network are:

- Two-Way Radio Voice: 66%
- Telephone: 19%
- Data: 10%
- Other: 5%

The Wireless Systems Bureau is responsible for funding and managing all telecommunications services including telephone service and computer network connectivity to all DPS facilities and ACJIS connectivity to all law enforcement agencies and other criminal justice agencies in the state. ACJIS connectivity provides DPS and other criminal justice agencies with access to the state and national crime information data bases.

Communications Costs

	FY 2008	FY 2009
DPS Telephone	\$1,602,257	\$1,615,846

ACJIS Line Costs

	FY 2008	FY 2009
DPS	\$ 366,320	\$361,001
Other Agencies	\$ 636,797	\$ 734,228

	FY 2008	FY 2009
DPS data	\$3,283	\$10,851

[WSB is funded \$ 275,000 to cover the ACJIS line cost for other agencies]

ACJIS DATA CIRCUITS:

- DPS: 34
- CITIES: 93
- COUNTIES: 31
- STATE: 8
- FEDERAL: 62

Wireless telecommunications annual cost were decreased by the elimination of pagers and a review of cellular telephone service plans.

The Wireless Systems Bureau is responsible for funding all handheld communication devices such as pagers, cellular telephone and BlackBerry devices for management, command and executive level personnel. A review and audit of these devices and associated service plans provided an opportunity to eliminate pagers and cellular service and to modify existing cellular telephone service plans. As a result, a \$21,689 or 13.6% reduction in annual telecommunication costs was realized. 155 pagers, 106 cellular telephones and aircards were eliminated. The remaining cost reduction is a direct result from modifying 105 cellular service plans.

Information Technology Bureau

The Department of Public Safety is the hub for the criminal justice network in Arizona. The Information Technology Bureau (ITB) provides information services to internal and external customers in support of public safety and improves department efficiency through automation and the application of new technology. To meet this end, ITB provides many services to our customers, through data storage, network infrastructure, applications programming, and message switching for national, state, and local law enforcement agencies. Data processing and computer programming services are required to meet administrative, enforcement and investigative needs of DPS. ITB provides 24-hour maintenance and support of the mainframe, server operation system software and network to our statewide customers. This support encompasses the Arizona Criminal Justice Information System (ACJIS), DPS Management Information System (MIS), DPS browser-based applications, and the Arizona interface to the Criminal information Sharing Alliance Network (CISAnet).

In addition to supporting the computer hardware and network infrastructure, ITB develops, maintains and

supports automated mainframe and browser applications for DPS and statewide criminal justice networks that provide access for state, county and local jurisdictions to obtain criminal justice information. DPS IT professionals also design and support the DPS Internet website, portal and multiple Intranet websites.

ITB also provides technical assistance to federal, county and local criminal justice agencies through establishing and maintaining access to current or planned communication links to the statewide criminal justice computer network, which allows access to criminal justice data through department computers to Arizona counties and city computers, the FBI Crime Center, and the other 49 states' computer systems via the National Law Enforcement Telecommunications System (NLETS).

Finally, the ITB provides technology support for the Department's electronic mail system, Internet access and information system support of the office automation needs of the DPS.

	FY 2008	FY 2009
Mainframe Systems Supported	87	93
Client/Server Systems Supported	2	5
Web Systems Supported	14	19
Computerized Teleprocessing Transactions	249,808,344	264,089,114
Computer Terminals Supported (Includes MIS)	16,779	15,412
Criminal Justice Terminals Supported	12,542	13,043
DPS PC's Supported	3,327	3,074
DPS Mobile Digital Computers (MDC) Supported	925	1,149
DPS EMS Users Supported	2,715	2,785
MDC ACJIS Transactions	4,160,000	4,940,000
Project Service Requests Received	150	189
Project Service Requests Completed	70	117
PC Customer Assists	7,778	7,031
Lotus Notes Users Supported	2,590	2,664
Mainframe Users Supported	13,047	13,830

Unix Servers Supported	12	28
Windows Servers Supported	104	196

The Application Development section has twelve (12) staff supporting the ninety-three (93) legacy mainframe applications. Out of the 93 applications, 48 applications are Management Information Systems (MIS), which support the day to day business processes within DPS. Five Computer Programmer Analysts and two System Analysts perform the new development, maintenance and enhancements to these systems. This averages approximately six applications per support staff. Some examples of the applications include Finance/general ledger, payroll accounting, Human Resources, benefits and the concealed weapons issuing and tracking.

The remaining 45 applications are Arizona Criminal Justice Information Systems (ACJIS), which support local, state and federal criminal justice agencies with information sharing and reporting. Two Computer Programmer Analysts and two Systems Analysts perform the new development, maintenance and enhancements to these systems. This averages a little over eleven applications per support staff. The increase of 6 applications from FY2008 to FY2009 is the result of Federal and State of Arizona mandates to provide or capture information. Some examples of these applications are; sex offender, stolen vehicle recovery, national background check and the National Crime Information Center (NCIC).

The database that supports most of our mainframe legacy systems is requiring change to a common, more robust and less expensive method. However, estimates for this conversion, due to the impact of all 93 applications, are estimated at 4 million dollars.

The Application Development section has four (4) staff supporting the 26 web based systems. Out of the 26 web applications, 19 browser based applications are supported by two Computer Programmer Analysts and one Systems Analyst, who perform new development, maintenance and enhancements of these systems. This averages six applications per support individual. Some examples of the applications include Arizona Disposition Reporting System (ADRS), Photo Enforcement audit system (PENF), Uniform Crime Reporting System (UCRS) and Automated FBI Fingerprint Results Processing (AFRP). The remaining 5 browser based applications are supported by one outside consultant, oversight from the System Analyst mentioned above. Again, this supports the average of six applications

per support individual. Some examples of these applications include Applicant Card Clearance Tracking, Fingerprint Fund Reconciliation and Traffic and Criminal Software.

Applications Development also supports the DPS intranet site and multiple public internet sites with one Webmaster, who performs the design, maintenance, enhancements and new development of these sites. The intranet site is for communications to DPS employees with up to date information, General Orders, forms and schedule system outages. The external public site assists in information sharing and operation interaction with the public, to include press releases, felony warrant "Most Wanted", Immigration task forces, drug enforcement raids, gang enforcement, concealed weapons, photo radar and Arizona sex offender registry.

The increase of 10 applications from FY2008 to FY2009 is the result of Federal and State of Arizona mandates to provide or capture information.

The Department of Public Safety is the hub for the criminal justice network in Arizona. The Information Technology Bureau (ITB) provides information services to internal and external customers in support of public safety and improves department efficiency through automation and the application of new technology. Data processing and computer programming services are required to meet administrative, enforcement and investigative needs of the Department. ITB must supply 24 x 7, ongoing maintenance and support of the mainframe, server operation system software and network to our statewide customers. This support encompasses the Arizona Criminal Justice Information System (ACJIS), Department Management Information System (MIS) and the Arizona interface to the Criminal information Sharing Alliance Network (CISAnet).

The total transactions of 264,089,114 for FY 2009 resulted in an increase of 14,280,770 from last year.

There are 10 PC support employees supporting 3074 personal computers (PCs) and 1149 Mobile Digital Computers (MDCs). That is a ratio of 422 computers per PC Support employee. That does not include printers, PDAs and other devices that these employees support. According to a 2007 seminar by ZDNet, the recommended ratio of users, assuming one PC per user, for an organization utilizing a technology mix similar to AZ DPS, is a ratio of 100 to 1. At more than four times the recommended ratio, AZ DPS's IT Bureau is supporting far more devices than is recommended for its staffing level. To reduce the quantity of supported devices, the IT organization is moving

toward consolidating the number of computers each employee uses.

The number of standard PCs and laptops will continue to decrease as the IT Bureau moves forward with consolidations. Employees who once had a PC and a laptop are now using a docked laptop as their desktop replacement, instead of having two computers. We are also converted officer's MDCs to perform desktop PC functions and connect to the DPS local area network (LAN). This consolidation reduces licensing and hardware costs as well as support time.

The Department of Public Safety utilizes Mobile Digital Computer (MDC) for task force enforcement, criminal investigations and Highway Patrol vehicles. These devices connect to the DPS data network for the criminal justice information. With an increase of 224 MDC in the field from last year, the total transactions resulted in an increase of 780,000. This transaction support encompasses the Arizona Criminal Justice Information System (ACJIS).

The Applications Development section is responsible for the development, maintenance and support of the automated mainframe and web based applications for state, local and federal jurisdictions to obtain criminal justice information. Our IT professionals also design and support the Department's Internet websites and Intranet website. The number of service requests received was up 26% for this year, such requests include adhoc reports, system modifications due to federal mandates, state of Arizona revised statues changes, Government Information Technology Agency (GITA) requirements and re-writes of existing legacy mainframe applications to a web based systems using various platforms.

The Applications Development section consists of 16 full time technology professionals and one outside contractor to review, analyze, document, test and implement the 117 completed service requests within FY2009.

PC Customer Assists climbed for 5 years and peaked in 2008. The number of calls dropped off in 2009 as PC Support created "self service" options and made them available to the employees. For instance, self installing packages of Adobe Flash, Internet Explorer 7, and the Microsoft Office 2007 converter, were created and placed on the DPS Intranet, so users could install these tools themselves without requiring a PC Support Specialist to do it for them. Also, a new security tool was installed on many users PCs, called Tivoli Identity Manager. This tool, which will continue to be distributed, has a self service option for

when a user forgets his/her computer password. These innovations have led to fewer PC customer assists, allowing PC Support to focus on larger requirements and projects.

DPS ITB utilizes IBM RISC 6000 servers to process other applications that are not Windows compatible and/or require additional processing power not normally available on the Windows server environment. In previous years, a server was required to process one application. In recent years IBM has perfected Virtual Machine (VM) operating systems once used on mainframe processors and have now expanded to RISC 6000 servers. VM is a key component of the RISC 6000 platform; allowing multiple partitions to be defined on one physical server and each partition houses one independent application. DPS is now using VM on some of its servers and is capable of adequately processing seven applications on one physical server. DPS has moved from supporting 12 physical servers last year to 28 servers this year with one Systems Analyst position. While server efficiency has improved and overall monetary cost is reduced, management and support needs increase as additional servers are defined. In this case, the one position supporting the 28 servers also maintains other critical systems which service the entire state.

Unix Servers Supported

- Physical Servers 7
- Virtual Servers 21

DPS uses Windows servers to support numerous applications at the Agency. In previous years, most applications required a dedicated server per application. In order for DPS to support each application it required a new server. This was expensive and each server increased the cost of the application with the cost of hardware and software. DPS has two LAN/WAN support staff responsible for the deployment, operation and maintenance of all servers at DPS.

In recent years software vendors developed and improved Windows and UNIX server operating systems, where it is now possible to have multiple servers defined within one physical server. This means that one physical server can be used to host several applications under one physical server. This lowers the cost of the application and the overhead of support staff for numerous applications.

DPS currently houses 127 physical servers, 32 at ACTIC; 15 physical remote servers throughout state at District offices. In addition to the 127 physical servers, DPS now uses 69 virtual servers.

Without the use of virtual servers DPS would have 196 physical servers, instead of the 127 servers in operation. Overall, the server ratio to number of support staff is extremely high, each of the two LAN/WAN staff members are responsible for about 100 servers each. While there are no published standards, the average ratio is 1 support staff for 30-40 servers. In this ratio analysis, there are many variables that are taken into consideration. Even with those variables, the current support staff to server ratio is extremely taxing.

DPS Windows Servers:

- Physical Boxes at DPS 80
- Physical Boxes at ACTIC 32
- Physical Remote Servers 15
- Virtual Servers at DPS Compound 54
- Virtual Servers at ACTIC 15
- Total servers supported 196

Operational Communications Bureau

The Operational Communications Bureau operates communication centers in Flagstaff, Phoenix and Tucson that provide 24-hour dispatch service for the Department of Public Safety, other law enforcement personnel and medicalemergencyproviders. OperationalCommunications personnel are trained and ready to answer incoming 911 phone calls and to dispatch emergency responders and resources to on-scene incidents.

The Operational Communication centers facilitate the flow of information between criminal justice agencies, emergency service agencies and the public regarding highway and public safety. The Phoenix Operational Communications Center operates the statewide Emergency Medical Communications (EMSCOM) system in support of emergency medical service providers and DPS helicopters.

	FY 2008	FY 2009
Radio Dispatch Consoles Operated	18	18
ACJIS Transactions Conducted	1,130,674	1,089,327
ACIC/NCIC Hits Process	18,100	17,905
Department Record Numbers Issued	48,400	48,834

Calls for Service (Previously Incident Cards Completed)	737,864	819,908
Abandoned/Towed Vehicle Reports Taken	27,685	30,757
Tow Trucks/Wreckers Called	49,952	48,053
9-1-1 Calls Received	207,335	179,249
9-1-1 Calls Answered in 10-Seconds or Less	92.0%	93.0%
Emergency Medical System Cases Processed	1,928	905
Radio Transmissions Completed	11,726,523	10,320,866

Eighteen radio dispatch consoles are operated at DPS Communications in Flagstaff, Phoenix and Tucson. The dispatch consoles are operated 24/7 by dispatchers who relay information from 9-1-1 callers to officers.

The Arizona Criminal Justice Information System (ACJIS) transactions completed by DPS Communications decreased 20% from FY2005 to FY2009. The reduction in ACJIS transactions can be attributed to the propagation of mobile data computers (MDC) during that same four year time span. The MDC makes it possible for officers to query ACJIS without utilizing a dispatcher.

An increase of 11% in calls for service equates to an additional 225 calls per day that the dispatcher must receive, evaluate, prioritize and relay for emergency and non-emergency public assistance.

Abandoned/Towed Vehicle Reports increased 204% from FY2004 to FY2009, and the increase was due to a new law (28-3511 Removal and Immobilization or Impoundment of Vehicle) that was enacted in May 2005. The Arizona statute requires officers to impound vehicles for thirty (30) days under specified conditions (suspended, revoked or canceled license, etc.). The first year that 28-3511 was enforced DPS Communications saw an increase in the number of Abandoned/Towed Vehicles of 88%, and each subsequent year has seen the percentage continue to rise.

The National Emergency Number Association (NENA) and Associated Public Communication Officials (APCO) recommends as 'common practice' that law enforcement agencies nationwide be able to answer 90% of 9-1-1 calls in 10-seconds or less (10-seconds equates to three rings on the 9-1-1 equipment).

DPS Communications averages 93% of the 9-1-1 calls answered in 3-rings or less and a total of 13,086 calls answered in four rings or more.

9-1-1 calls answered in 3-rings or less increased by 1% and the increase may be due to the reduction in turnover at DPS Operational Communications; between FY2008 and FY2009 turnover decreased from 12% to 6%. Maintaining staffing levels at DPS Operational Communications is of vital importance to provide quick, efficient response to 9-1-1 callers.

The Arizona Statewide Emergency Medical Services Communications System (EMSCOM) makes UHF radio communication possible between rural EMS responders and hospital emergency rooms. DPS is designated by state statute as the EMSCOM system manager and in that capacity staffs the EMSCOM radio console 24/7.

The EMSCOM console is only generating an average of 5 calls for service per 24-hour period in FY2008 and only 2.5 calls for service in FY2009. The reduction in calls can be attributed to the proliferation of cellular telephones that allow EMS responders to call hospital emergency rooms directly without using the EMSCOM radio system.

Scientific Analysis Bureau

The Scientific Analysis Bureau (SAB) operates full-service, forensic science capabilities from four DPS Regional Crime Laboratories in Phoenix, Flagstaff, Tucson, and Lake Havasu City. The DPS Crime Laboratory System provides complete laboratory services to 295 criminal justice agencies in Arizona including: municipal, county, state, tribal and federal users. State-of-the-art scientific examination and evaluation of evidence is provided to law enforcement and expert scientific testimony is presented in municipal, county, state and federal courts.

The most modern scientific services are provided for the examination of evidence in the following forensic science disciplines:

State-of-the-art DNA examination of crime evidence is provided to identify or exonerate suspects. The SAB maintains the Arizona DNA Identification System established by Statute. This is the database of convicted offender DNA profiles that can be searched against the DNA profiles of unknown assailants involved in other serious crimes. When a DNA profile match occurs, the identity of an unknown assailant results.

Complete Toxicology services are provided including the analysis of body fluid samples, primarily blood and urine, for drug and metabolite concentrations, and expert testimony is provided on drug effects, driving impairment, and metabolism. Also, comprehensive Forensic Alcohol services are provided including the analysis of blood for alcohol concentration; the maintenance and repair of over 250 alcohol breath test instruments; and expert testimony on alcohol effects, impaired driving, and alcohol metabolism.

The Crime Laboratory provides controlled substances analysis of a variety of specimens and determines the presence of illegal drugs; which include marijuana, narcotics, cocaine, methamphetamine, and LSD. Controlled Substances analysts respond to clandestine drug laboratory manufacturing sites to assess type of drugs being produced; assess hazards of toxicity, fire, and explosion; collect samples for transport to the Crime Laboratory; and analyze the samples for precursor chemicals, reaction intermediaries, and drug products.

Specially trained forensic scientists respond to suspected Weapons of Mass Destruction sites to assess the presence of lethal agents and, in the case of clandestine labs used to manufacture illegal substances, to collect samples for laboratory analysis. They also identify potential explosive materials and analyze explosion debris to identify explosives such as gunpowder, dynamite, etc.

Comparative examinations are performed on questioned documents for authenticity of handwriting; determination of obliterated writing; and identification of typewriting. Comparisons are also performed with firearms, which are examined to identify a particular weapon as having fired a bullet removed from a victim or scene; to determine the distance from which a firearm was fired at a crime scene; and to reconstruct a shooting scene. In addition, comparative evidence is processed to visualize latent prints and compare to known fingerprints, palm prints, or footprints to identify suspects or search against the Arizona Automated Fingerprint Identification System to identify unknown suspects. In addition, footwear and tire track impression evidence from a crime scene is compared to shoes or tires to establish their association in a crime.

Also, examinations are performed on trace evidence materials, such as hairs, fibers, glass, paint, and soils; to tie crime scene items to a suspect's clothes or car. Other trace evidence examinations include Fire Debris, which are analyzed to identify, ignitable liquids such as gasoline,

kerosene, and diesel fuel.

The SAB provides additional services such as photographers who respond to collision and crime scenes statewide and provide photographic documentation. Evidence and personal property are stored until the personal property can be released to the lawful owners and contraband is destroyed once criminal cases are adjudicated. The SAB also provides instruction to officers in the proper identification, collection, and packaging of evidence.

Serology Analysis	2,559	2,787
DNA Profiling/ STRs Process	2,383	2,758
Latent Print Ex- aminations	5,961	6,074
Trace Evidence Analysis	1,655	1,666
Questioned Docu- ment Examina- tions	179	185

Submissions by Regional Labs

	FY 2008	FY 2009
Central Crime Lab Cases	31,948	32,580
Southern Crime Lab Cases	14,456	14,887
Northern Crime Lab Cases	6,622	8,577
Western Crime Lab Cases	4,556	4,063
Totals	57,582	60,107

The DPS Crime Laboratory System operates four Regional Crime Laboratories to provide essential forensic science services to local agencies. The National Advisory Commission on Criminal Justice Standards and Goals recommends regional crime laboratories close to user agencies as essential to an effective criminal justice system.

The DPS Crime Laboratory, in order to enhance services to all Arizona, is regionalizing toxicology services (previously only available in Phoenix) to provide rapid DUI drug analysis close to local agencies and courts. As part of this program toxicology services were implemented at the Northern Regional Crime Lab in FY2009 which accounts for the majority of the 29.5% increase over FY2009.

Submissions By Type Of Activity

	FY 2008	FY 2009
Drug Analysis	20,609	21,086
Toxicology - Alco- hol-Related Cases	10,087	10,837
Toxicology - Drug Related Cases	14,149	14,714

The 15.7% growth in requests for DNA analysis is the largest growth in requests for any forensic science discipline. DNA methodology continues to improve dramatically with on-going enhancements. The DPS Crime Lab System, for example, has instituted state-of-the-art trace DNA procedures (one of only two labs in the US) that allow DNA profiles to be obtained from two or three cells. Therefore, agencies recognize the increased power of DNA and are submitting substantial increases in numbers of cases and numbers of items per case.

Submissions by Type of Offense

	FY 2008	FY 2009
Homicide	1,445	1,270
Vehicular Homicide	152	109
Suicide	8	7
Livestock & Game Violations	11	10
Sexual Assault	1,983	2,063
Burglary/Theft	4,428	4,434
Arson	171	166
Hit & Run/Auto Accident	387	238
Assault	2,024	1,836
Fraud and Other Miscellaneous	3,971	3,925
DUI (Alcohol)	11,692	11,864
DUI (Drugs)	14,366	14,925
Poisoning or Cause of Death	6	1
Liquor Laws	8	4
Drugs (Sale,Possession,etc.)	16,930	19,255

The submission by offense data is based upon the investigating officer's initial charges and these change as investigations are completed and prosecutors decide on the true charges to be filed. The data in this table, however, does show a general decline in violent crimes which mirrors National UCR information. The data also shows that Arizona continues to be a major drug pipeline

into the US from Mexico, with a 13.7% increase in drug submissions, many of which are trafficking cases.

County Agencies	14,606	15,336
Totals	57,582	60,107

Intoxilyzer Services

	FY 2008	FY2009
Training Services		
Schools Taught	54	36
Operators	1,397	752
Trained		
Quality Assurance Officers	77	40
Trained		
Court Actions		
Subpoenas	2,318	3,997
Testimony	245	521
Intoxilyzer Sites Maintained	243	251

Prior to FY06 the DPS Crime Laboratory had an Intergovernmental Agreement with the FBI in which the FBI funded the DPS Crime Lab to process all Tribal and Federal cases in Arizona. However, due to reprioritization of FBI resources to counter terrorism, etc., this agreement was discontinued and Federal/Tribal cases dropped to the very few cases that involved State charges. In FY09 several Arizona tribes have now entered into individual IGA's with the DPS Crime Lab to pay for crime lab services. This, therefore, accounts for the large increase in tribal submissions in FY2009.

Photo Lab Services

	FY 2008	FY 2009
Photo Prints Processed	249,136	214,963

Property And Evidence Services

	FY 2008	FY 2009
DPS Submissions	31,520	31,643
Other Agencies Submissions	33,476	36,206
Totals	64,996	67,849

Crime Lab Caseload by Requesting Agency

	FY 2008	FY 2009
Municipal Agencies	27,589	27,019
Other State Agencies	743	943
Tribal/Federal Agencies	165	1,524
Department of Public Safety	14,479	15,285

Criminal Investigations Division

Overview

The Criminal Investigations Division (CID) at the Arizona Department of Public Safety is committed to providing the highest quality investigative and specialized response services to the public and the criminal justice community. The Division is guided by three immutable values: honor, courage, and commitment while fostering a supportive and empowered environment for our employees.

The mission of the Criminal Investigations Division is to protect the public by deterring crime using innovative investigative and specialized enforcement strategies and resources.

The Criminal Investigations Division provides statewide criminal investigations, specialized enforcement activities, and high-risk tactical response in support of other federal, state, tribal, and local criminal justice agencies. The Division's primary investigative responsibilities are narcotic trafficking, fugitive apprehension, organized crime, intelligence, vehicle theft, gangs, human smuggling, computer and financial crimes, as well as major criminal investigations and sensitive special investigations when requested by other criminal justice agencies. The Division is responsible for the protection of the Governor and provides tactical high-risk responses to acts of extraordinary violence and domestic preparedness incidents.

Bureaus within the Criminal Investigations Division are Narcotics and Organized Crime, Investigations, Intelligence, Gang Enforcement (Gang Immigration Intelligence Team Enforcement Mission [G.I.I.T.E.M]), and the Rocky Mountain Information Network (RMIN).

Criminal Investigations Quick Stats Overview

Persons Arrested

	FY 2008	FY 2009
Drug Offenses	1,318	1393
Non-Drug Related	1,223	2359
Total Arrests	2,541	3752

Court Documents Served

	FY 2008	FY 2009
Search Warrants	240	245
Felony Arrest warrants	382	1359
Total Documents Served	1,449	2570

Assets Seized

	FY 2008	FY 2009
Vehicles	256	182
Cash	\$2,971,571	\$2,973,679
Real Property Value	\$1,180,000	\$12,900
Total Value of Seized Assets	\$8,759,571	\$4,594,368

Property Recovered

	FY 2008	FY 2009
Vehicles	3,710	3,291
Personal Property/ Other Items	3,207	419
Cash	\$51,127	\$41,868
Weapons	109	76
Total Value of Property Recovered	\$52,746,883	\$45,866,067

Narcotics And Organized Crime Bureau Overview

The Narcotics and Organized Crime Bureau enforces state narcotic laws by conducting complex investigations of groups and individuals, who use, manufacture, sell or distribute controlled substances, and prescription-only drugs. Units are assigned to investigate and process methamphetamine labs, as well as monitoring reports of chemical sales of regulated chemicals commonly used to manufacture methamphetamine.

In Fiscal Year (FY) 2009, the NOCB identified and disrupted the operations of 81 groups who were trafficking in

narcotics throughout the state. A total of 24 clandestine labs were dismantled and their distribution networks were disrupted.

teach this class throughout the next year.

Criminal Investigations Drug Seizures (by weight, in pounds)

	FY 2008	FY 2009
Marijuana	74,739	90,408
Heroin	25	6
Cocaine	84	100
Methamphetamine	34	202
Crack	2.3	1

Other Drugs (by dose unit)

	FY 2008	FY 2009
LSD	0	0
Narcotic Drugs	0	0
Prescription Drugs	58	2458
Non-Narcotic Controlled Substances	55	131

The Financial Investigation Unit investigates embezzlement and investment fraud, as well as money laundering crimes related to criminal offences including drug trafficking and human smuggling.

The Computer Forensics Unit serves law enforcement agencies statewide, offering a state-of-the-art computer forensic laboratory, along with detectives who provide assistance and investigate computer-related crimes, including child pornography, cyber-stalking, and fraud. In addition, the unit provides forensic support for investigations involving other technology, including audio and video enhancement, cell phone and pager technology, personal digital assistant technology, and computer networking.

The DPS Computer Forensic Unit has hosted several cell phone forensic training courses. The class is eight hours in length and is instructed by a CFU detective and a Phoenix PD detective. The course provides information on basic cell phone technology, law and legal issues, and search warrant seizure issues. The detectives will periodically

Computer Forensics

	FY 2008	FY 2009
Computer Forensic Cases Requested	218	275
Geospatial Products Provided	378	334

The Narcotics and Organized Crime Bureau provides enforcement services statewide through participation in 23 different multi-agency task forces including federal, state, and local law enforcement agencies and prosecutors. The bureau also provides assistance to other agencies for case specific needs and supports the enforcement efforts of the DPS Highway Patrol Division. Community outreach programs have been implemented to educate the public in areas such as narcotics, internet safety, and fraud.

Investigations Bureau

The Investigations Bureau is comprised of the Vehicle Theft Task Force and the Major Crimes District. The Vehicle Theft Task Force (VTTF) is comprised of city, county, state, and federal law enforcement agencies participating in a concerted effort to identify, apprehend, and prosecute individuals and criminal organizations that profit from the theft of motor vehicles and related crimes. The VTTF also provides subject matter expertise, training, and investigative support to law enforcement agencies targeting vehicle theft and related crimes. The VTTF provides a vital mission on behalf of the Arizona Automobile Theft Authority (AATA) to reduce vehicle theft in Arizona by deterring criminal activity through aggressive, proactive enforcement and by creating public awareness through community education.

Vehicle Theft Interdiction (VTI) Services

	FY 2008	FY 2009
Stolen Vehicles Recovered	3,433	3098
Altered Vehicle Identification Numbers	449	334
Estimated Value	47,340,551	43,967,185
Chop Shops Investigated / Closed	27	36

Felony Arrests	326	200
Insurance Fraud Investigations	58	35
Requests for Services	892	1120
Community Education Programs	29	11
Law Enforcement Officers Trained	1,982	646
Agencies Participating in VTI Task Force	16	10

The Vehicular Crimes Units' primary mission is to provide investigative expertise and expert court testimony when a vehicle is the instrumentality in a homicide (first degree murder, manslaughter, or negligent homicide), aggravated assault, and related crimes; and/or when the State of Arizona may be exposed to civil litigation as a result of a collision. The units' secondary mission is to provide classroom instruction in the area of collision investigation and reconstruction to DPS officers as well as officers from other agencies throughout the state.

Intelligence and Special Operations Bureau Overview

With the State's fiscal crisis looming, a travel restriction was implemented which precluded spending task force funds to pay for training or travel associated with training, therefore, only mandatory training was supported with travel dollars (646).

The Intelligence Bureau is the focus of Arizona's intelligence-led policing effort. Utilizing an all crimes approach, the bureau has numerous assets to assist criminal justice agencies throughout Arizona and the nation. Many of the bureau's assets are based out of the Arizona Counter Terrorism Information Center (ACTIC), a joint effort between the State of Arizona, the Federal Bureau of Investigation, and numerous participating agencies to form a collective intelligence service dedicated to interdicting and preventing terrorism in the state.

The Major Crimes District provides investigative functions, which are performed by the Special Investigations Unit (SIU), the General Investigations Unit (GIU) and the Vehicular Crimes Unit (VCU). The Special Investigations Unit investigates all critical incidents in the Department, which may involve death or serious injury. SIU and GIU also provide investigative support to other units during the investigation of less serious critical incidents. SIU and GIU will investigate critical incidents and alleged criminal misconduct by departmental employees, public officials, and employees of city, county, state, tribal, and federal agencies. Furthermore, SIU and GIU will assist city, county, state, tribal, and federal law enforcement agencies by providing investigative support into serious crimes occurring within their communities as well as providing support to the Highway Patrol Division. This support includes investigations involving aggravated assault, homicide, hit-and-run collisions, and narcotic interdiction.

Situated in the ACTIC, the Criminal Investigations Research Unit and Strategic Analysis Unit provide valuable research and analytic services to criminal justice agencies throughout the state and country. The Criminal Investigations Research Unit completes background research on suspects involved in criminal activity, serves as the state liaison for the International Criminal Police Organization (INTERPOL) and participates in the Amber Alert Program. The Strategic Analysis Unit is tasked with processing information from numerous sources into viable intelligence products for use by criminal justice agencies.

Special Investigations

	FY 2008	FY 2009
DPS Critical Incident Investigations	34	16
Other Agency Criminal/Admin Investigations	28	35
Other Agency Officer-Involved Shootings	9	10

Criminal Investigations Research

	FY 2008	FY 2009
Research Requests - DPS	2,370	1698
Research Requests - Other Agencies	13,458	3081
Total Research Requests	15,828	4779

ACTIC Activity

Intelligence Bureau		
ACTIC Calls	2,158	1918
ACTIC Watch Log Entries	1,303	815
Intelligence Reports Created (ACTIC)	150	6
Intelligence Bulletins Produced (ACTIC)	317	89
Informational Bulletins Produced (ACTIC)	100	20
Threat Assessments Produced (ACTIC/HIDTA)	26	45
Analytical Charts, Graphs produced	519	543
GIS Maps Produced (ACTIC/HIDTA)	287	243
HIDTA Investigative Research Inquires (Requests)	12,002	12202
CIRU Investigative Support	13,458	8967
Research Inquires (Requests) DPS	2,370	683
Totals	15,828	9650
CBRNE Investigations	73	5
Clandestine Lab	17	13

* In FY07/08 a different definition and method of accounting was used for this statistic

Complementing the intelligence research and processing functions of the bureau are the operational Intelligence Investigations District and its Weapons of Mass Destruction/Hazmat Unit. The operational squads of the district collect intelligence and investigate incidents using an all crimes approach while supporting the ACTIC and monitoring key events throughout the state. The Weapons of Mass Destruction/Hazmat Unit's role is to provide personal protective services to officers who respond to clandestine drug labs, and provide statewide investigative support for chemical, biological, radioactive, nuclear, and explosive (CBRNE) cases.

Hazardous Materials/ Clandestine Laboratory Safety

	FY2008	FY2009
Clandestine Lab Responses	17	13
Hazardous Material Responses	117	90
WMD Responses	73	5

Rounding out the Intelligence Bureau's intelligence assets is the state's federally funded High Intensity Drug

Trafficking Area (HIDTA) Intelligence Support Center (ISC). The ISC collects, analyzes, coordinates, and disseminates information to law enforcement for interdiction and investigation of illicit drug trafficking, money laundering, and associated violent crimes. The unit has intelligence resources in Yuma, Casa Grande, Tucson, and Phoenix.

The Special Weapons and Tactics (SWAT) District consists of tactical units, explosive ordinance disposal personnel, crisis negotiations specialists, and tactical canine specialists. The unit's tactical teams are equipped and trained for response to barricaded suspects, hostage situations and high-risk search warrant and clandestine lab entries. SWAT also provides specialized training to other criminal justice agencies regarding tactics and specialized skills.

During FY 2009, SWAT was utilized by the U.S. Secret Service to assist with security operations at the Arizona State University Commencement where President Obama addressed the graduating class. SWAT also provides critical tactical training to police agencies throughout the state, which lack the technical expertise and/or ability to conduct the training in house.

Tactical Operations, SWAT and Specialized Enforcement Services

	FY 2008	FY 2009
Special Operations		
Service Requests	352	493
Other Agencies Assisted	84	97

Explosive Ordinance Detail

The Explosive Ordinance Disposal (EOD) Unit is a highly specialized unit within the Special Weapons and Tactics (SWAT) District. EOD responds statewide and is the primary unit responsible for handling explosive related incidents for most law enforcement agencies in the state. Incidents vary, from handling disposal of old and highly volatile explosives used in mining operations, to calls of pipe bombs that have been found in public locations. To accomplish their mission the members of the unit rely upon robots, counter charges, bomb containers, and a national 24-hour technical support network. In addition, EOD personnel conduct bomb sweeps when requested to do so as well as conduct post blast investigations. The tools

are just the implements to a successful mission though as the knowledge obtained through years of training and on the job experience are the key to the unit's enviable record of success.

awareness.

GIITEM's Intelligence Support District collects, analyzes, and disseminates information and intelligence relative to gangs, organized crime, and illegal immigration. The Detention Liaison Officer (DLO) program partners representatives from most county jails and collects and disseminates valuable information.

Explosive Ordinance Detail Activity

	FY 2008	FY 2009
Service Requests	522	491
Chemical/explosives Disposal	4,500lbs	3,600lbs

SWAT has been the oversight district for the Violent Criminal Apprehension Team (VCAT), formed in May 2008 at the direction of the governor's office. VCAT is a multi-agency, multi-jurisdictional statewide unit that identifies and arrests individuals with outstanding felony warrants. VCAT works in a joint partnership with 24 law enforcement partners through a shared intelligence and investigative arrangement that reduces duplication of effort and increases effectiveness in the identification and arrest of violent fugitives.

Gang & Immigration Intelligence Team Enforcement Mission (GIITEM) Services

GIITEM Drug Seizures (by weight, in pounds)

	FY 2008	FY 2009
Marijuana	13,190	23,385 lbs.
Heroin	0	4.7 oz.
Cocaine	116	43 lbs.
Methamphetamine	9	91 lbs.

Fugitive Detail

	FY 2008	FY2009
Fugitives Arrested	262	925
Sex Offender Cases Closed	108	113

Gang Enforcement Bureau Overview

The Gang Enforcement Bureau of the Arizona Department of Public Safety consists of three multi-agency task forces, the Gang & Immigration Intelligence Team Enforcement Mission (GIITEM), the Illegal Immigration Prevention and Apprehension Co-op Team (IIMPACT) and the Arizona Fraudulent Identification Task Force (AFIT).

GIITEM's mission is to deter criminal gang activity in the state of Arizona through in-depth investigations aimed at dismantling entire criminal enterprises. GIITEM works with agencies from all over the state to provide investigative and targeted enforcement services to Arizona communities to combat the threat of gangs. Detectives are active in the community by speaking to community groups and schools about gang and crime prevention to increase public

Persons Arrested

	FY 2008	FY 2009
Adults	1,278	837
Juveniles	95	141
Curfew Violations	26	0
Total Arrests	1373	978

Assets Seized

	FY 2008	FY 2009
Vehicles	83	166
Currency	101,283	1,354,876.75
Weapons	227	182

Other

	FY 2008	FY 2009
Gang Member Identification Cards	1,484	2,402
Traffic Citations	1,049	1,370

Network

The Rocky Mountain Information Network® (RMIN) is a federal grant project administered by the U.S. Department of Justice, Bureau of Justice Assistance (BJA). The Department of Public Safety serves as the grantee for the RMIN program, which is one of six federally funded regional grant projects comprising the Regional Information Sharing Systems® (RISS). RMIN serves more than 15,000 law enforcement officers from approximately 1,040 agencies in the region, which includes Arizona, Colorado, Idaho, Montana, Nevada, New Mexico, Utah, Wyoming, and the Canadian provinces of Alberta, British Columbia, and Saskatchewan.

IIMPACT Activity

IIMPACT is a multi-agency task force combining the investigative efforts of DPS, Immigration Customs Enforcement (I.C.E.), and Phoenix Police Department investigators. IIMPACT's mission is to; "deter, disrupt, and dismantle violent criminal organizations engaged in human smuggling activities in the greater Phoenix and Maricopa County areas."

In FY 2009, IIMPACT personnel were tasked with investigating violent illegal immigration/human smuggling organizations. Dangerous felonies such as kidnapping, extortion, assault, sexual assault, weapons violations, and human smuggling were the primary crimes investigated and charged. These investigations were very labor intensive and involved resources from all three agencies and at times, resources from other law enforcement agencies. IIMPACT investigators processed volumes of undocumented aliens utilizing 287(g) certification, and investigated high-level violent calls for service, that presented exigent circumstances requiring tactical entries to rescue the innocent, sometimes helpless victims. Other accomplishments included filing state charges and conducting state investigations by federal investigators, merging three different cultures, paradigms, and investigative experience together to fulfill the mission of IIMPACT. By this, IIMPACT has become a nationwide and worldwide model for immigration enforcement.

FY 2009 delineated outstanding statistical information for IIMPACT. IIMPACT fiscal year statistics included, but were not limited to; 38 human smuggling investigations; 37 involved kidnapping, 20 involved assault, 28 involved extortion, and 1 involved a sexual assault. A total of 159 felony suspects were arrested, 47 "drop houses" were identified, and 568 undocumented aliens were apprehended and processed. There were 52 search warrants served and 50 weapons seized.

RMIN supports law enforcement agencies in the detection, enforcement, and prosecution of multi-jurisdictional criminal activities that traverse local, state, tribal, and international boundaries within the RMIN region. RMIN provides member agencies with a national, secure, web based network of criminal intelligence databases that can be queried 24 hours per day; assist officers with analytical resources for case preparation, charts for courtroom display, computer forensics, audio/video forensics, accounting fraud analysis, and other analytical products; publish a monthly law enforcement "Bulletin" with suspect identification, crime information, officer safety issues, training opportunities, and other relevant articles of interest.

RMIN also provides funding support for intelligence and investigative related training and conferences; loans technical surveillance/communication equipment to our member agencies for investigations; provides confidential funding assistance for a variety of multi-jurisdictional investigative purposes. RMIN also operates a Watch Center for the RISSafe™ officer safety event deconfliction system designed to identify conflicts when law enforcement activities occur at or near similar locations. RMIN personnel are available to provide on-site criminal intelligence and analytical support.

RMIN	FY 2008	FY 2009
INVESTIGATION RESEARCH ACTIVITIES		
Inquiries (requests)	322,487	313,751
Submissions (intelligence documents)	8,642	18,291
Hits in RMIN Intelligence Database	6,856	5,333

Rocky Mountain Information



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