



2011

ANNUAL REPORT

DEPARTMENT OF PUBLIC SAFETY



ABOUT ARIZONA 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 43-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.

Almost 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 2011. 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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DPS MISSION STATEMENT

To protect human life and property 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.

Director's Office

Under the oversight of the Director, the Director's Office establishes the objectives and structure of the agency and, through the Deputy Director, directs its day-to-day operations. The Director's Office also oversees the agency's executive officer, government liaison, community outreach & education program, 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. The Director's Office also oversees and establishes the objectives of the agency's management services functions and financial services functions.

EXECUTIVE OFFICER

Manages the personnel and functions of the director's staff; oversees and supervises the EEO/Affirmative action program; 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.

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 ensures cooperative relations between the Department and local, county, state and federal criminal justice agencies.

COMMUNITY OUTREACH & EDUCATION (CORE)

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, and publications/marketing section.

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 captures video of agency activities that is edited and provided to the news 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.

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.

MANAGEMENT SERVICES

Management Services consists of the following units: Human Resources, Safety and Loss Prevention, Public Records, Department Records, Emergency Management/Duty Office, and Research and Planning.

HUMAN RESOURCES

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

In Personnel Services, Human Resources is responsible for all aspects of the hiring and outprocessing of employees, the development of classification and compensation structures, and the processing of retirement and related benefit plans.

During the hiring process, Human Resources 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, Human Resources conducts the written tests, background, medical/psychological and drug testing as well as the polygraph on all qualified candidates. During an employee's career, Human Resources 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, Human Resources 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, Human Resources provides information to employees who may be struggling not only in their professional career but also in their personal lives.

To address employee needs, Human Resources 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.

Human Resources 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. Human Resources also is responsible for the Department Volunteer program where

ordinary citizens, who want to give back to their community, volunteer throughout the Department.

SAFETY AND LOSS PREVENTION

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 is also responsible for agency-wide training on public health related topics such as blood-borne pathogens, CPR/AEDs, Tuberculosis, Methicillin-resistant *Staphylococcus aureus* (MRSA), and H1N1 Flu. In the past year, these training modules have been made available internally on the Intranet and have been shared with several State agencies, as well as agencies in other states.

PUBLIC RECORDS

The Public Records Unit is responsible for responding to written requests for public records documents. In addition, the unit responds to subpoena duces tecum, requests for certified records and the supervisor of the unit is the Department's document custodian.

DEPARTMENT RECORDS

The Department Records Unit receives, electronically scans, 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.

EMERGENCY MANAGEMENT

The Emergency Management Unit ensures the agency's compliance to the National Incident Management System

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

DUTY OFFICE

The Duty Office facilitates the flow of critical information within the agency related to ongoing law enforcement situations throughout the state. The Duty Office responds to citizen requests for road/highway information, officer contact information, citation/warning questions, Arizona statute questions, general complaints about officer and departmental procedures, Concealed Weapon (CCW) inquiries, Motor Vehicle Division (MVD) inquiries, impound/tow inquiries, welfare checks, commercial vehicle questions, dispatch related questions and road closure complaints and inquiries. The Duty Office receives and distributes subpoenas and responds to requests from agency personnel for various types of assistance. The Duty Office is the state point of contact for the Amber Alert System and responds to media inquiries when agency public information officers are off duty.

RESEARCH AND PLANNING

Research and Planning 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, continually reviews and modifies existing policies, and develops new policies as directed by the Director.

General planning responsibilities include development of short and long range goals at the direction of the Director. The unit assists with development, modification, and monitoring of the Department's Strategic Plan, Operational Plan, and associated performance measures. The unit oversees the agency's administrative rules requirements.

Research activities include benchmarking best practices of other organizations, designing and administering

surveys, conducting statistical analysis, and publishing special reports and studies. The unit assists other law enforcement agencies in their research pursuits by sharing the Department's policies, procedures, and emerging trends as requested.

Research and Planning is authorized 5 positions; a Sergeant, a Police Planner, and three Administrative Services Officers. The unit has operated without a Police Planner since FY2010 and without an Administrative Services Officer since early FY2011.

RESEARCH AND PLANNING ACTIVITY

	<i>FY 2010</i>	<i>FY 2011</i>
<i>PROJECTS COMPLETED</i>	89	75
<i>PURSUIT REPORTS</i>	281	202
<i>USE OF FORCE REPORTS</i>	465	448
<i>RESEARCH ASSISTS TO OTHER AGENCIES</i>	398	352

FINANCIAL SERVICES

The Financial Services Bureau performs financial, procurement, and budget functions for the Department. The Bureau is comprised of accounts payable, payroll, general accounting, travel, procurement, grants, asset forfeiture, victim services, and budget units.

In FY 2011, the Budget Office provided oversight and guidance for over \$275.9 million in expenditures, up from \$271 million in FY 2010. Federal grants remained strong and helped the Department maintain its service levels. However, federal grants are not likely to continue at FY 2011 levels and retirement system cost increases have been, and will continue to be, a drag on the Department's resources.

	<i>FY 2010</i>	<i>FY 2011</i>
<i>EXPENDITURES OF FEDERAL GRANTS</i>	34,692,500	35,358,500

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 passes through federal victim assistance funds to the State's victim service community in support of projects designed

to enhance direct services to victims of all crimes, with particular emphasis on victims of sexual assault, domestic violence and child abuse. In FY 2011, the DPS Crime Victim Services Unit awarded almost \$7.5 million in support of 98 local projects.

	<i>FY 2010</i>	<i>FY 2011</i>
<i>VOCA AWARDS</i>	<i>7,530,348</i>	<i>7,490,522</i>

The Asset Forfeiture Unit's goals 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 2011, the Department was awarded nearly \$9.4 million in forfeited assets. This includes federal, state and county forfeitures.

	<i>FY 2010</i>	<i>FY 2011</i>
<i>FORFEITURE REVENUE RECEIVED</i>	<i>8,285,410</i>	<i>9,370,134</i>
<i>FORFEITURE REVENUE EXPENDED</i>	<i>10,741,117*</i>	<i>8,073,769*</i>

* Includes legislatively mandated transfers to the State's General Fund.

Although activity was reduced due to the State's and Department's overall budget climate, the Accounts Payable Unit remained busy with the following functions.

	<i>FY 2010</i>	<i>FY 2011</i>
<i>ACCOUNTS PAYABLE CLAIMS PROCESSED</i>	<i>16,878</i>	<i>13,328</i>
<i>PROCUREMENT CARD TRANSACTIONS</i>	<i>4,766</i>	<i>4,667</i>
<i>VALUE OF PROCUREMENT CARD TRANSACTIONS</i>	<i>825,704</i>	<i>835,928</i>

HIGHWAY PATROL

The Highway Patrol Division (HPD) of 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 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 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. The four patrol bureaus are aligned into the Northern Patrol Bureau, the Metro Patrol Bureau, the Southern Patrol Bureau, and the Special Enforcement Bureau. The Aviation Section is also within the Highway Patrol Division and reports directly to the Highway Patrol Division Assistant Director.

The Metro Patrol Bureau administers the Motorcycle District that has scheduled patrol responsibilities within the geographical boundaries of the Metro Phoenix area. The Motorcycle District provides an invaluable service to the citizens of Arizona by providing a rapid response to collisions and motorists who need assistance during the "rush hour" periods on the metro freeway system. The Motorcycle District is also instrumental in escorting politicians, speakers, and sporting teams across the metro freeway system in a safe expeditious manner.

The Metro Patrol Bureau has a squad dedicated to DUI enforcement. A DUI van is dedicated to this squad to facilitate processing of subjects arrested for DUI. 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 DUI squad, as well as other highly trained officers throughout the Metro Patrol Bureau, routinely participate in enforcement details in an effort to reduce the negative effects of impaired drivers.

In addition to the Metro Patrol Bureau DUI enforcement squad, the Highway Patrol Division oversaw a DUI fugitive Squad during 2011. Despite the fact that Arizona has some of the toughest DUI laws, many violators avoid their penalty by absconding from the law. The DUI fugitive squad was charged with the task of locating and apprehending persons arrested and charged with driving under the influence, who have absconded and had subsequent warrants issued for their arrest.

The Special Enforcement Bureau is comprised of two Commercial Vehicle Enforcement Districts, the Canine District, and the Capitol Police Department. The Commercial Vehicle Enforcement Districts and the Canine Districts are statewide programs administered centrally with satellite offices strategically located throughout the state. The Capitol Police Department is responsible for law enforcement at the Arizona State Capitol in Phoenix, as well as offices in Tucson.

Officers assigned to the Commercial Vehicle Enforcement Districts are responsible for enforcing commercial vehicle regulations and responding to incidents throughout the state involving discharge of hazardous materials. The Commercial Vehicle Enforcement Districts also provide 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 Commercial Vehicle Enforcement District also has one squad dedicated to drug interdiction.

The Canine District is a criminal interdiction unit whose mission is to target major criminal offenses on the State's highways and to provide assistance to officers of the Department of Public Safety and other law enforcement agencies throughout the State. The Canine District frequently participates in Public Relation events and competitions throughout the State.

The Capitol Police Department provides 24 hour a day police services to over 10,000 State of Arizona employees within 50 buildings in the Phoenix and Tucson area. The

officers of the Capitol Police Department ensure the safety and security for the Governor’s Office and the Arizona State Legislature at the Arizona State Capitol.

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 continued its efforts in this area in FY 2011

Consistent with the agency’s goal of reducing deaths and injuries along the state highway system, the agency also placed renewed emphasis in FY 2011 on seatbelt violations.

The following data tables reveal sustained efforts in the number of moving, non-moving citations and warnings, as well as vehicle repair orders, issued by the agency in FY 2011 when compared to FY 2010.

HPD General Activity (traffic stops, motorist assists, citations issued, etc.)

	FY 2010	FY 2011
NUMBER OF MILES PATROLLED	21,275,292	19,954,450
VIOLATORS STOPPED	593,832	513,841
MOTORIST ASSISTS	138,613	128,278

CITATIONS ISSUED

	FY 2010	FY 2011
HAZARDOUS VIOLATIONS (MOVING)	158,000	156,844
NON-HAZARDOUS VIOLATIONS (NON-MOVING)	113,050	86,211
TOTALS	271,050	243,055

WARNINGS ISSUED

	FY 2010	FY 2011
HAZARDOUS VIOLATIONS	189,681	169,313
NON-HAZARDOUS VIOLATIONS	106,980	84,641
TOTALS	296,661	253,954

	FY 2010	FY 2011
REPAIR ORDERS ISSUED	167,340	155,053

SEAT BELT VIOLATIONS

	FY 2010	FY 2011
CITATIONS ISSUED	19,451	14,879
WARNINGS ISSUED	517	601
CHILD RESTRAINT CITATIONS	3,036	2,366
CHILD RESTRAINT WARNING	41	28
TOTALS	23,045	17,874

ARRESTS

The number of arrests made by officers assigned to the Highway Patrol Division at DPS steadily increased over the years leading up to 2009. Some of the factors playing a role in the increase were 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. The number of total arrests made during 2011 went down. The reason for this may be attributed to the decrease in the number of officers on the street due to hiring and budget constraints. The last new officer to be added to the ranks of the Highway Patrol Division was in June of 2009. Since that time, the number of officers working the road has steadily decreased through normal attrition.

ARRESTS (BY TYPE)	FY 2010	FY 2011
FELONY (EXCLUDES DUI)	3,862	3,214
MISDEMEANOR (EXCLUDES DUI)	7,627	6,666
WARRANTS (MISDEMEANOR & FELONY)	7,064	6,307
DUI (MISDEMEANOR & FELONY)	5,402	4,562
TOTALS	23,955	20,749

STOLEN VEHICLES RECOVERED

	FY 2010	FY 2011
OCCUPIED	249	174
UNOCCUPIED	230	167
TOTALS	479	341

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 increased in fiscal year 2011. An increase in providing assistance was accomplished despite the decrease in manpower to all areas of the Highway Patrol Division. Providing assistance to other agencies, especially small, rural police departments, is a vital, heavily relied upon function of DPS. The agency's goal to provide reliable assistance to other agencies can significantly affect the quality of public safety and service in some communities.

	FY 2010	FY 2011
NUMBER OF HOURS	21,397	23,638
NUMBER OF CALLS	17,647	15,263

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 2011.

	FY 2010	FY 2011
MOTOR CARRIER INSPECTIONS	32,014	40,451
VEHICLES PLACED OUT OF SERVICE	5,455	6,016
DRIVERS PLACED OUT OF SERVICE	5,308	5,586
VEHICLES WEIGHED	21	14
SCHOOL BUSES INSPECTED	7,613	7,820
TOW TRUCKS INSPECTED	1,030	1,063

MOTOR VEHICLE COLLISIONS

Motor vehicle collisions investigated by the Highway Patrol Division increased slightly by 1,908 collisions or 7.7% in fiscal year 2011. The number of collisions investigated in fiscal year 2011 is within 3% of the average number of 25,625 collisions investigated within the last three fiscal years (2009, 2010, 2011). Collisions resulting in injury as well as the number of alcohol related collisions (with and without injuries) increased in fiscal year 2011. However, collisions resulting in death continued to decline in fiscal year 2011. The decline in collisions resulting in death is consistent with 2011 collision statistics from the National Highway Traffic Safety Administration (NHTSA).

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 of collisions resulting in death. In addition to traffic enforcement, there have been several other factors that have played a significant role in reducing the number of collisions to include the economic downturn, reduced traffic volumes, additional traffic lanes through continued freeway expansion and improved vehicle safety systems.

Arizona's collision rate is not unique; nationwide traffic crash statistics have mirrored those seen in Arizona very closely for many of the same reasons.

DPS has also made great strides in increasing seat belt use and curtailing impaired drivers. National Highway Traffic Safety Administration (NHTSA) September 2010 statistics show 86 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.

DPS INVESTIGATED COLLISIONS (BY TYPE)

	FY 2010	FY 2011
COLLISIONS WITH INJURIES	6,719	7,599
ALCOHOL RELATED COLLISIONS	865	948
ALCOHOL-RELATED INJURY COLLISIONS	865	453
FATAL COLLISIONS	237	224
TOTAL COLLISIONS	24,580	26,488
TOTAL INJURIES	10,258	16,244

DRUG SEIZURES

DPS Officers assigned to the 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. Fiscal year 2011 showed an increase in the amount of cocaine and methamphetamine seized. This increase may be attributed to the officers training and education in the latest interdiction methods, as well as their vigilance in overall enforcement.

DRUGS SEIZED (IN POUNDS)	FY 2010	FY 2011
MARIJUANA	69,043	43,265
COCAINE	830	845
METHAMPHETAMINE	230	456

CURRENCY SIZED (IN USD)	FY 2010	FY 2011
DRUG RELATED CURRENCY	\$11,253,218	\$13,159,733

AVIATION

The overall reduction in the number of flight hours flown and missions completed by the DPS Aviation section 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 2010	FY 2011
LAW ENFORCEMENT-CRIMINAL (NON PURSUIT)	228	206
LAW ENFORCEMENT - PURSUIT	21	16
LAW ENFORCEMENT - TRAFFIC (NON PURSUIT)	15	11
LAW ENFORCEMENT - SOU	8	12
LAW ENFORCEMENT - SOU (NON-FLIGHT)	2	2
PHOTO - ADOT	1	0
PHOTO - OTHER	3	1
PHOTO - LAW ENFORCEMENT	18	26
SEARCH AND RESCUE	266	247
NON-HIGHWAY MEDICAL EVACUATION	71	71
HIGHWAY MEDICAL EVALUATION	25	16
AIRCRAFT MAINTENANCE	108	119
LOGISTIC FLIGHTS	113	162
PUBLIC EDUCATION	15	23
PATROL FLIGHTS	51	48
TRAINING - PILOT TRAINING	104	89
TRAINING - TECHNICAL RESCUE	67	71
TRAINING - OTHER	3	4
TRAINING - MEDICAL	0	0
EXTERNAL LOAD - NON EMERGENCY	5	6
EXTERNAL LOAD - FIRE SUPPRESSION	2	3
TECHNICAL RESCUE LAND/WATER	44	30
HOSPITAL TRANSFER	2	0
TELECOMMUNICATIONS FLIGHTS	2	2
VITAL MATERIALS	0	1
OTHER	4	12
TOTAL MISSIONS	1,216	1,178
TOTAL FLIGHT HOURS	1,345	1,295

CRIMINAL INVESTIGATIONS

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 its 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 Division is committed to utilizing intelligence led policing to enhance the effectiveness of operations.

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 provides tactical high-risk responses to acts of extraordinary violence and domestic preparedness incidents.

The Criminal Investigations Division is comprised of three bureaus: Investigations, Intelligence, and Gang Immigration Intelligence Team Enforcement Mission (G.I.I.T.E.M.).

INVESTIGATIONS BUREAU OVERVIEW

The Investigations 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.

The 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.

PERSONS ARRESTED

	FY 2010	FY 2011
<i>DRUG RELATED</i>	2,010	431
<i>NON-DRUG RELATED</i>	151	175
<i>TOTAL</i>	1006	606

ASSETS SEIZED

	FY 2010	FY 2011
<i>VEHICLES</i>	292	148
<i>CASH</i>	\$6,299,540	\$5,975,054
<i>REAL PROPERTY VALUE</i>	\$4,000,000	\$104,000

DRUG SEIZURES (POUNDS)

	FY 2010	FY 2011
<i>MARIJUANA</i>	48,725	19,248
<i>HEROIN</i>	33	14
<i>COCAINE</i>	287	347
<i>METHAMPHETAMINE</i>	224	506

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.

	<i>FY 2010</i>	<i>FY 2011</i>
<i>CALLS FOR SERVICE</i>	377	307
<i>CALLS FOR SERVICE - OTHER AGENCIES</i>	48	37
<i>OTHER AGENCY ADMINISTRATIVE INVESTIGATIONS</i>	7	4

	<i>FY 2010</i>	<i>FY 2011</i>
<i>NUMBER OF CRITICAL INCIDENTS</i>	15	14
<i>OTHER AGENCY CRIMINAL INVESTIGATIONS</i>	17	33
<i>OTHER AGENCY OFFICER INVOLVED SHOOTING INVESTIGATIONS</i>	9	6

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.

	<i>FY 2010</i>	<i>FY 2011</i>
<i>VCU CALLS FOR SERVICE - DPS</i>	76	64
<i>VCU CALLS FOR SERVICE - OTHER AGENCIES</i>	29	33
<i>TRAINING SESSIONS PROVIDED TO OTHER AGENCIES</i>	9	8

The Financial Investigations Unit investigates embezzlement and investment fraud, as well as money laundering crimes related to criminal offenses including drug trafficking and human smuggling. The unit works closely with the Southwest Border Anti-Money Laundering Alliance to combat smuggling organizations, targeting the financial infrastructure of these groups.

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.

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.

	<i>FY 2010</i>	<i>FY 2011</i>
<i>CALLS FOR SERVICE</i>	482	489
<i>OTHER AGENCY ASSISTS</i>	97	80
<i>TRAINING SESSIONS PROVIDED</i>	N/A	47
<i>EOD CALLS FOR SERVICE</i>	N/A	487
<i>EOD TRAINING SESSIONS PROVIDED</i>	N/A	64

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.

Also part of the SWAT District is the Arizona WANTED (Wanted Apprehension Network Targeted Enforcement Detail) Task Force which operates in partnership with the United States Marshals Service. Its primary operation is to investigate and arrest, as part of multi-agency operations, persons who have active state and federal warrants for their arrest. Targeted crimes will primarily include violent crimes against persons, weapons offenses, felony drug arrests, failure to register as a sex offender, and crimes

committed by subjects who have criminal history involving violent crimes, felony drug offenses, and /or weapons offenses.

	FY 2010	FY 2011
FUGITIVES ARRESTED	289	353
SEX OFFENDER CASES CLOSED	N/A	28

INTELLIGENCE BUREAU OVERVIEW

The Intelligence Bureau is the focus of Arizona’s Intelligence-led policing effort. Utilizing an all crimes and all hazards 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 Arizona Department of Public Safety, the Arizona Department of Homeland Security, and numerous participating agencies to form a collective intelligence service dedicated to interdicting and preventing terrorism in the state. The Center operates on a 24/7 basis, providing both intelligence, investigative and technical support to state, local, tribal and federal law enforcement agencies as well as other agencies critical to Arizona and the country’s homeland security efforts.

Situated in the ACTIC, the Criminal Investigations Research unit and the ACTIC Intelligence 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 ACTIC Intelligence Analysis unit is tasked with processing information from numerous sources into viable intelligence products for use by criminal justice agencies.

Complementing the intelligence research and processing functions of the bureau is the operational Intelligence Investigations District. The investigations district collects intelligence and investigates incidents using an all crimes approach, while supporting the ACTIC and monitoring key events throughout the state.

The Terrorism Liaison Officer (TLO) program is coordinated from the ACTIC and is designed to be a national program of designated law enforcement officers, firefighters, military, and other first responders. The ACTIC has been

recognized nationally for its comprehensive TLO program, and as a model for other states. The TLO program serves as the conduit through which homeland security and crime-related information flows from the field to the ACTIC for analysis and dissemination.

The Computer Forensics Laboratory (CFL) is hosted by the Department of Public Safety and is comprised of member agencies that have full-time computer forensic examiners assigned to the CFL. In today’s society, nearly every crime involves the use, or presence, of some type of electronic evidence, such as: computers, smart phones, and GPS systems. The CFL’s purpose is to provide a laboratory environment for the examination of that evidence. The CFL has state-of-the-art computer equipment, forensic software, training, and networks available for case examinations. The CFL also has the capability to enhance audio and video evidence to further investigations and prosecution.

	FY 2010	FY 2011
COMPUTER FORENSIC CASES	214	184
GIGABYTES IMAGED/ANALYZED BY DPS CF EXAMINERS	23,182	21,170
NUMBER OF CF TRAINING SESSIONS	16	18
NUMBER OF R&D PROJECTS BY CF EXAMINERS	103	46

The ACTIC also houses the Geographic information system (GIS). The GIS unit provides the ability to analyze and visualize data from disparate sources through geography and increases the capability to rapidly process and disseminate information. Using GIS as one of our tools provides for a faster, safer, and more informed response. Rounding out the Intelligence Bureau’ intelligence assets is the state’s federally funded High Intensity Drug trafficking Area (HIDTA) Investigative 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, Tucson and Phoenix.

	FY 2010	FY 2011
ACTIC WATCH CENTER LOG ENTRIES	1,035	923
INTELLIGENCE REPORTS CREATED	8	40
INTELLIGENCE BULLETINS PRODUCED	62	1,595
INFORMATIONAL BULLETINS PRODUCED	31	32
THREAT ASSESSMENTS PRODUCTS	12	21
ANALYTICAL CHARTS, GRAPHS PRODUCED	190	274
GIS MAPS PRODUCED	779	131
HIDTA INVESTIGATIVE RESEARCH INQUIRES REQUESTS	5,546	5,642
CIRU INVESTIGATIVE SUPPORT REQUESTS	7,448	5,008
RESEARCH INQUIRES/REQUESTS DPS	3,029	10,440

	FY 2010	FY 2011
REQUESTS FOR ASSISTANCE	673	583
GANG MEMBERS ARRESTED	240	142
GANG MEMBER ID CARDS	2,523	1,259
MISDEMEANOR ARRESTS	1,988	964
FELONY ARRESTS	1,700	1,495
HUMAN SMUGGLERS ARRESTED	677	150
DROP HOUSES	83	37
SEARCH WARRANTS	217	259
FIREARMS SEIZED	162	172
VEHICLE SEIZURES	255	209
METHAMPHETAMINE (LBS) SEIZED	87	41
MARIJUANA (LBS) SEIZED	29,444	55,536
COCAINE (LBS) SEIZED	239	174
SEIZED US CURRENCY	\$3,726,399	\$1,977,582

GANG ENFORCEMENT BUREAU OVERVIEW

The Gang Enforcement Bureau is commonly referred to as GIITEM, or the Gang & Immigration Intelligence Team Enforcement Mission. GIITEM is a statewide task force managed and led by the Arizona Department of Public Safety. Its mission is six-fold:

1. Deter criminal gang activity through investigations, arrest and prosecution
2. Dismantle gang related criminal enterprises
3. Deter border related crimes
4. Disrupt and dismantle human smuggling organizations
5. Collect, analyze, and disseminate gang and illegal immigration intelligence
6. Provide anti-gang awareness training to communities and schools.

GIITEM is comprised of 38 different participating police agencies and is staffed by nearly 200 personnel across the state. GIITEM is divided into five districts, including three regionalized gang enforcement districts (North, Central & Border); one illegal immigration enforcement district known as IIMPACT; and one intelligence support district. GIITEM manages the Detention Liaison Officer Program, which partners with detention officers in county jails and state prisons to collect criminal intelligence related to gang and human smuggling activities.

IIMPACT is also a task force led by DPS and includes detectives from ICE and DPS. The DPS detectives are cross-trained and certified by ICE to conduct illegal immigration enforcement through a program known as 287g. IIMPACT’s mission is to: 1) prevent criminal activities related to human smuggling; and 2) ensure the safety of human smuggling victims. IIMPACT has a 100% conviction rate of human smuggling cases and has been an honored recipient of the Webber-Seavey Award for investigative program excellence.

TECHNICAL SERVICES

The Technical Services Division (TSD) 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. TSD 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 Technical Services Division are distinct bureaus (detailed below) that house the functions to meet the responsibilities of the division.

COMPLIANCE AND INFORMATION SERVICES BUREAU

The Compliance and Information Services Bureau consists of the Licensing Unit, Carry Concealed Weapons (CCW) Permit Unit, Applicant Processing Group, Criminal History Records, and the Access Integrity Unit. The bureau also provides ongoing management of 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 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.

The CCW Unit is responsible for the issuance of carry concealed weapons permits. There are approximately 162,876 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.

The Applicant Processing Group includes the Applicant Clearance Card Team (ACCT) and the Applicant Team. ACCT's primary responsibility is to process applications for Arizona Fingerprint Clearance Cards. A state and national criminal records check is conducted to determine if the applicant meets the statutory requirements to obtain a Fingerprint Clearance Card. The 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 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.

PRIVATE INVESTIGATOR LICENSING

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. PI agency licenses and employee registrations will need to be renewed every two years.

	<i>FY 2010</i>	<i>FY 2011</i>
<i>PI ACTIVE EMPLOYEE REGISTRATIONS</i>	2,249	2,131
<i>PI EMPLOYEE APPLICATIONS PROCESSED</i>	376	352
<i>PI EMPLOYEE RENEWALS PROCESSED</i>	289	377
<i>PI ACTIVE AGENCY LICENSES</i>	1,063	1,175
<i>PI AGENCY APPLICATIONS PROCESSED</i>	123	115
<i>PI AGENCY LICENSES RENEWED</i>	317	481

SECURITY GUARDS LICENSING

Private security guard service means any agency, individual or employer in the business of furnishing to the public for hire, fee or reward the following: 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.

	<i>FY 2010</i>	<i>FY 2011</i>
<i>SG ACTIVE EMPLOYEE REGISTRATIONS</i>	<i>31,09</i>	<i>130,911</i>
<i>SG EMPLOYEE APPLICATIONS PROCESSED</i>	<i>8,062</i>	<i>7,523</i>
<i>SG EMPLOYEE RENEWALS PROCESSED</i>	<i>4,631</i>	<i>4,880</i>
<i>SG ACTIVE AGENCY LICENSES</i>	<i>283</i>	<i>336</i>
<i>SG AGENCY APPLICATIONS PROCESSED</i>	<i>64</i>	<i>53</i>
<i>SG AGENCY LICENSES RENEWED</i>	<i>96</i>	<i>106</i>

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.

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.

	<i>FY 2010</i>	<i>FY 2011</i>
<i>NEW APPLICATIONS RECEIVED</i>	<i>27,277</i>	<i>12,953</i>
<i>NEW PERMITS ISSUED</i>	<i>25,422</i>	<i>11,367</i>
<i>NEW PERMITS DENIED</i>	<i>83</i>	<i>86</i>
<i>NEW PERMITS/ PERCENT DENIED</i>	<i>1%</i>	<i>0.12%</i>
<i>RENEWAL APPLICATIONS RECEIVED</i>	<i>1,104</i>	<i>15,266</i>
<i>RENEWALS ISSUED</i>	<i>1,025</i>	<i>14,002</i>
<i>RENEWALS DENIED</i>	<i>2</i>	<i>11</i>

There were fewer CCW new applications this past fiscal year because of legislation that was passed in 2010 not requiring a CCW permit to carry concealed in Arizona. The increase of renewal applications received this past fiscal year is due to the legislation that was passed in August 2005 making the permits renewal cycle from 4 years to 5 years.

APPLICANT PROCESSING SECTION

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. During FY2011 ACCT processed 121,565 applications. Of those, 114,254 Fingerprint Clearance Cards were issued and 7,310 applicants were denied a Fingerprint Clearance Card and 2,738 Fingerprint Clearance Cards were suspended due to an arrest for a precluding offense.

The Applicant Team (AT) 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 conducts name, date of birth and/or social security based searches into the state criminal records and warrant databases for any Arizona court as part of the adoption certification process and

out of state criminal justice agencies for criminal justice employment. AT customers include: Municipalities, Indian Tribes, State Agencies, 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 2010	FY 2011
APPLICANT FINGERPRINT CARDS PROCESSED	142,334	135,233
APPLICANT CLEARANCE CARDS PROCESSED	94,941	121,565

In FY2011, the Applicant Team had a 10% decrease in Applicant Fingerprint Cards Processed and the Applicant Clearance Card Team had a 28% increase due to legislation passed that requires certain applicants obtain a Fingerprint Clearance Card that was not required in FY2010.

ARIZONA AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM

	FY 2010	FY 2011
ARREST FINGERPRINT CARDS RECEIVED	227,529	217,409
NEW CRIMINAL RECORDS ESTABLISHED	66,939	61,935
ACTIVE CRIMINAL RECORDS MAINTAINED	1,565,633	1,623,780
REQUEST FOR RECORDS PROCESSED	2,845,850	2,937,956
ACTIVE DPS WARRANTS	78,362	77,521

SEX OFFENDER COMPLIANCE TEAM

	FY 2010	FY 2011
LEVEL 0 ADDRESS VERIFICATIONS	3,849	4,133
LEVEL 1 ADDRESS VERIFICATIONS	2,646	3,560
LEVEL 2 ADDRESS VERIFICATIONS	3,190	4,506
LEVEL 3 ADDRESS VERIFICATIONS	1,987	3,176
LEVEL 4 ADDRESS VERIFICATIONS	132	101
SEX OFFENDER REGISTRY VERIFIED	81%	86%

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.

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. 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.

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 Bureau of Investigation's (FBI) Integrated Automated Fingerprint Identification System (IAFIS). This enhances the ability to access integrated criminal record information which is imperative to aid national security and Border Patrol response to threats of domestic terrorism, major incidents, and natural disasters, and support the daily operation of the Arizona criminal justice community.

The DPS is required under ARS 41-1750(A) (1) to maintain arrest fingerprints for all criminal justice agencies in Arizona. The AZAFIS system is overseen by the AZAFIS Operational Procedure Committee (OPC) which is comprised of representatives from each of the user agencies. The OPC is tasked with governing policy and procedures for the AZAFIS system and produces an annual report regarding the current system status. At the end of fiscal year (FY) 2011, the AZAFIS database held 2,616,730 records. This was an increase of 7.5% over the previous FY and is attributed to the addition of service categories being statutorily mandated to obtain an applicant clearance card and increase awareness by law enforcement agencies of the system and utilization of the AZAFIS system.

AZAFIS statewide fingerprint examiners completed 494,429 searches (ten-print & applicants), a 0.9% increase from FY2010. This increase is attributable to an increase in the number of applicant card submissions. While criminal and other non-applicant processes decreased 6.6% from FY2010, applicant processing

increased 23.7%.

During FY2011 latent print searches increased by 12.0% to 235,389. From these searches 5,685 latent identifications were made, a 0.6% decrease from FY2010. The decrease may be attributed to a number of variables, including agencies reexamining cold cases, to latents found at scenes for which no fingerprint records found in permanent AZAFIS database.

CRIMINAL HISTORY RECORDS

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 FY2011, 2,937,956 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.

ACCESS INTEGRITY UNIT

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 FY2011, 44 ACJIS audits were completed. The reduction of audits conducted was due to the audits being scheduled from fiscal year to calendar year.

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 FY2011, the AIU reported 57,885 ACJIS Terminal Operator Certifications, an increase of 8.4% over FY2010. In FY2011, the Terminal Operator Certification process moved to an on-line process to enhance technology streamline testing and

provide timely certification to critical Investigative needs was delayed to FY2012.

The DPS maintains the Sex Offender Registry and must verify the address of each sex offender annually. In FY2011, 86% of sex offenders were verified.

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 Compliance and Information Services 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.

INFORMATION TECHNOLOGY BUREAU

The Department of Public Safety (DPS) 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. ITB 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 support of DPS computing infrastructure to include Windows servers, AIX server and mainframe systems. These DPS systems provide computing services to statewide criminal justice agencies customers and local DPS personnel. This support encompasses the Arizona Criminal Justice Information System (ACJIS), DPS Management Information System (MIS) and DPS e-mail system and numerous other intelligence systems.

ITB develops, maintains and supports 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, and Intranet website.

ITB provides technical assistance to federal, county and local criminal justice agencies through establishing and maintaining communication links to the statewide criminal

justice computer network, which allows access to criminal justice data through department computers to Arizona counties and local police department computers, the FBI Crime Center, and the other 49 states' computer systems via the National Law Enforcement Telecommunications System (NLETS).

ITB consists of three organization units: Applications Development, PC Support and Technical Services:

The Application Development section has eleven (11) staff members supporting the ninety-six (96) legacy mainframe applications. Out of the 96 applications, 49 applications are Management Information Systems (MIS), which support the day to day business processes within DPS. Four Computer Programmer Analysts and two System Analysts perform the new development, maintenance and enhancements to these systems. This averages approximately eight 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. These mainframe developers also develop, maintain, and enhance the client/server application the agency uses for electronic field reporting for eCitations, warnings/repair orders, and crash forms.

The remaining 47 applications are Arizona Criminal Justice Information Systems (ACJIS), which support local, state and federal criminal justice agencies with information sharing and reporting. One Computer Programmer Analysts and two Systems Analysts perform the new development, maintenance and enhancements to these systems. This averages over fifteen applications per support staff. Some examples of these applications are: sex offender, stolen vehicle recovery, national background check and the National Crime Information Center (NCIC).

The Application Development section has one (1) staff member supporting the 27 web based applications. One Computer Programmer Analyst performs new development, maintenance and enhancements of these systems. This averages twenty-seven applications per support individual. Some examples of the applications include: Arizona disposition reporting, security guard/private investigator licensing, student transportation school bus system, and sex offender registration.

Applications Development also supports the nineteen

(19) DPS intranet sites and 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 and Arizona sex offender registry.

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 down 25% for this year with the number of service requests completed down 30%. 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.

There are 10 PC support employees supporting 3,700 DPS personal computers (PCs) and 1,500 DPS Mobile Digital Computers (MDCs).

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. DPS will be moving to wireless devices utilizing blue-tooth technology as the workforce becomes more mobile.

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 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 servers. During the past several years DPS began using Virtual Machine (VM) on its servers capable of processing seven applications on one physical server. DPS is now using a BladeCenter with built in 12 servers to achieve greater efficiency and reduce the overall cost of hardware, software. While server efficiency has improved and overall monetary cost is reduced, management and support needs increase as additional servers are defined. This gained efficiency has increased but the request for additional capacity continues to increase as additional applications are brought into the Agency.

MATERIAL RESOURCES BUREAU

The Material Resources Bureau is the newest Bureau to the Technical Services Division. Since the elimination of the Agency Support Division, the Material Resources Bureau consists of the following units: Fleet Services Section, Logistics Administration Section, Facilities Unit, and Security Unit.

The Fleet Services Section oversees the Department's entire fleet of vehicles. It is responsible for the procurement, build-up, maintenance, repair and disposal of over 2,100 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 Section also assists other law enforcement agencies by providing surplus equipment, build-up services and technical information. Upon request, Fleet Services employees 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, and transfer to other law enforcement or criminal justice agencies, trade-in and general disposal via Department of Administration State Surplus Property.

The Fleet Service section oversees department 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 recent recession, very few new vehicles were purchased in FY 2011, compared to years in the past. Without the limitations of new vehicles, Fleet has developed a program to increase the longevity of the fleet. To accomplish this task, Fleet utilizes a parts recycling program to retain salvageable parts from vehicles designated for disposal. This results in a cost effective feasible short term solution.

Fleet also has 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. 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 on surplus vehicles.

Money saved through cost effective
Methods of operation

FY 2009	FY 2010	FY 2011
\$343,755	\$400,777	\$271,595

The Logistics Administration Section is comprised of the Supply Warehouse, Print Shop, Mail Room, Capital and Accountable Equipment, and Forms Management.

The Supply Warehouse is responsible for the procurement, warehousing, and issuing of approximately 160,000 consumable items (800 different types) such as first-aid supplies, office supplies, field supplies, officer gear, facilities supplies, etc.... In addition, the warehouse is responsible for shipping and receiving for a large part of the Department's purchases, tagging Capital and Accountable Equipment, and the processing of surplus materials in accordance with the State's General Accounting Office (GAO) Manual.

The Print Shop produces various forms, business cards, manuals, booklets, pamphlets, and programs for the Department. These forms are produced either on a printer or copier and include bindery of some sort. In 2011, the Print Shop processed over 2,000,000 impressions.

The Mail Room is responsible for the handling and

distribution of the majority of the Department's external and internal mail. The mail room processed over 250,000 outgoing pieces of mail in FY 2011.

The Capital and Accountable Equipment Coordinator is responsible for maintaining the Department's equipment inventory of over 30,000 items for FY 2011. In addition, this unit is responsible for tracking items with a value of \$ 5,000 or more in the Arizona Financial Information System (AFIS) per the GAO manual policies. Surplus items are handled by this unit, including preparing and submitting paperwork to request prior approval from the DOA Surplus Property Management Office (SPMO) for any and all surplus processes, including weapon purchases, trades, surplus, and lost or damaged items, etc. The positive impact of the implementation of many proactive inventory procedures in the last several years is evidenced by the 66 % reduction in Unable To Locate items from 2006 (10.22 % of total inventory) to 2010 (3.48% of total inventory).

The Forms Section is responsible for the creation and editing of forms for Department Use. This unit is responsible for maintaining forms on the Department's Intranet and working with other Department personnel to ensure that the forms currently available meet the needs of their users. This unit works in close contact with the Print Shop and Supply Warehouse to create printer-ready artwork for forms that are printed by the print shop or external vendors and maintained in the warehouse. Form and artwork assistance is provided to other law enforcement and/or government agencies throughout the State as requested.

The Facilities Management Unit is a support services operation dedicated to the improvement and maintenance of all DPS owned and leased facilities throughout the state. Due to the Reduction of Force, the Facilities Management Unit was reduced by over 60% in FY 2010, leaving a majority of repairs handled by outside vendors in FY 2011. 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 Unit directs and participates 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 Unit is also responsible for the 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.

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

The Security Unit provides 24 hours a day, seven days a week, around the clock armed security for DPS facilities throughout the State. Security also coordinates through the Bureau monitoring intrusion and fire alarms, CCTV systems, access control, and locks and keys. The Security Unit also provides security to other sites, the ACTIC, and RMIN. Security establishes entrance approval to DPS Facilities and issues visitor passes and logs in visitors while they are on the property.

OPERATIONAL COMMUNICATIONS BUREAU

The Operational Communications (OpComm) Bureau operates communication centers in Flagstaff, Phoenix, and Tucson that provide 24-hour dispatch services for the Department of Public Safety and other law enforcement agency personnel. Regionally, each OpComm Center facilitates the flow of information between criminal justice practitioners and agencies, emergency service agencies, and the public regarding highway and public safety. OpComm personnel receive in-bound 911 phone calls and dispatch first responders and resources to emergency situations occurring on the state and federal highway systems through 18 dispatch consoles that are operated between the three centers.

OpComm manages the Agency responsibilities associated with the designation of "Primary State Warning Point" for the National Civil Defense Warning System. In turn, DPS has primary responsibility for the Arizona Civil Defense Warning System, a communications network between DPS and each sheriff's office in Arizona. Formerly to warn of imminent enemy attack, the system today is generally used to disseminate information regarding a natural or technological disaster.

WIRELESS SYSTEMS BUREAU

The Wireless Systems Bureau (WSB) is comprised of the statewide microwave carrier system, Arizona Criminal Justice Information System (ACJIS) data telecommunications network, statewide Land Mobile Radio communications network, mobile data computer 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 and engineering support for other agencies communications systems. 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.

The Wireless Systems Bureau is responsible for maintaining 640 land mobile base stations for the Department and other state agencies. Of the 640 base stations, 200 are owned by other agencies; 186 are owned by DPS; 152 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.

BASE STATIONS MAINTAINED:

DPS : 186
 EMS: 102
 AIRS: 152
 Other Agencies: 200

The Wireless Systems Bureau is responsible for maintaining 9,580 mobile and portable radios for the Department and other state agencies.

Of the 9,580 units, 6,179 are owned by DPS and 3,401 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 FY11 the Wireless Systems Bureau received and processed request for 2 new EMSCOM call signs. The requesting agencies included;

FIRE DISTRICTS/DEPARTMENTS: 2

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% of use
 ADOT: 13% of use
 Game & Fish: 6% of use
 DOC: 4% of use
 Other Agencies: 8% of use

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. The "Southern

Loop” equipment has been converted to digital and some progress has been achieved in the “Western Loop”, however due to the economic downturn and the lack of continued funding toward the Digital Microwave Project, continuing the upgrade in the Western and Northern Loops is expected to be delayed.

WEST LOOP PATH KILOMETERS:

Analog: 1503
Digital: 575

NORTH LOOP PATH KILOMETERS:

Analog: 1738
Digital: 567

SOUTH LOOP PATH KILOMETERS:

Analog: 502
Digital: 1118

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, computer network connectivity to all DPS facilities, 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

\$ 1,299,106.00 Telephone
\$ 83,342.00 Cellular Wireless

ACJIS LINE COSTS

\$ 1,382,448.00
(WSB is funded \$ 275,000 to cover the ACJIS line cost for other agencies)

ACJIS DATA CIRCUITS:

DPS: 26
CITIES: 58
COUNTIES: 23
STATE: 6
FEDERAL: 4

CRIME LAB

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. Due to numerous personnel vacancies which could not be filled due to budget shortfalls, some cases had to be moved to the Central Regional Lab, Phoenix, as a temporary measure to attempt to use new automation not yet available in the other regional labs. Therefore, the numbers for the Central Lab are higher than normal and the other regional labs are lower than normal.

	FY 2010	FY 2011
<i>CENTRAL CRIME LAB CASES</i>	32,976	37,785
<i>SOUTHERN CRIME LAB CASES</i>	15,014	12,146
<i>NORTHERN CRIME LAB CASES</i>	11,048	10,640
<i>WESTERN CRIME LAB CASES</i>	4,082	3,487
<i>TOTALS</i>	63,120	64,058

SUBMISSIONS BY TYPE OF ACTIVITY

	FY 2010	FY 2011
<i>DRUG ANALYSIS</i>	22,477	22,280
<i>TOXICOLOGY - ALCOHOL-RELATED CASES</i>	11,335	11,377
<i>TOXICOLOGY - DRUG RELATED CASES</i>	14,920	15,803
<i>SEROLOGY ANALYSIS</i>	3,202	3,093
<i>DNA PROFILING/STRS PROCESS</i>	3,162	3,668
<i>LATENT PRINT EXAMINATIONS</i>	6,217	5,877
<i>TRACE EVIDENCE ANALYSIS</i>	1,620	1,781
<i>QUESTIONED DOCUMENT EXAMINATIONS</i>	187	179

The 16% increase in DNA analysis represents the largest growth in requests for crime laboratory assistance. 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 allowing DNA profiles to be obtained from a few cells. Also, AZ DPS is one of only half a dozen crime labs, nationwide, that can provide a full compliment of DNA analysis including: nuclear STR DNA analysis, Y-STR analysis of the male chromosome and mitochondrial DNA analysis. 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 ACTIVITY

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 shows no decline in violent crimes. The data also shows that Arizona continues to be a major drug pipeline into the US from Mexico.

	FY 2010	FY 2011
HOMICIDE	1,241	1,327
VEHICULAR HOMICIDE	71	68
SUICIDE	18	12
LIVESTOCK & GAME VIOLATIONS	21	24
SEXUAL ASSAULT	2,196	2,097
BURGLARY/THEFT	4,055	4,025
ARSON	110	163
HIT & RUN/AUTO ACCIDENT	236	264
ASSAULT	2,249	2,899
FRAUD AND OTHER MISCELLANEOUS	3,464	3,347
DUI (ALCOHOL)	12,560	11,979
DUI (DRUGS)	15,093	15,685
POISONING OR CAUSE OF DEATH	0	0
LIQUOR LAWS	0	1
DRUGS (SALE,POSSESSION,ETC.)	21,806	22,167

	FY 2010	FY 2011
SCHOOLS TAUGHT	20	23
OPERATORS TRAINED	317	364
QUALITY ASSURANCE OFFICERS TRAINED	26	46
INTOXILYZER SITES MAINTAINED	253	254

COURT ACTIONS

	FY 2010	FY 2011
SUBPOENAS	4,025	3,307
TESTIMONY	532	406

PHOTO LAB SERVICES

	FY 2010	FY 2011
PHOTO PRINTS PROCESSED	308,782	284,840

PROPERTY AND EVIDENCE SERVICES

	FY 2010	FY 2011
DPS SUBMISSIONS	32,252	23,501
OTHER AGENCIES SUBMISSIONS	47,232	47,531
TOTALS	79,484	71,032

Prior to FY06 the DPS Crime Laboratory had an Intergovernmental Agreement (IGA) 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 FY10 the Federal Government (FBI) reinstated the IGA and AZ DPS now receives funding to process all FBI and Tribal cases in Arizona. Therefore, submissions in FY11 continue to grow by 6%

CRIME LAB CASELOAD BY REQUESTING AGENCY

	FY 2010	FY 2011
MUNICIPAL AGENCIES	29,078	27,225
OTHER STATE AGENCIES	885	1,153
TRIBAL/FEDERAL AGENCIES	2,414	2,562
DEPARTMENT OF PUBLIC SAFETY	15,888	16,527
COUNTY AGENCIES	14,855	16,591
TOTALS	63,120	64,058



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