



PROMOTING SAFETY



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FIGHTING CRIME

ARIZONA DEPARTMENT
OF PUBLIC SAFETY

1991-92 ANNUAL REPORT



PUBLIC SERVICE

142564

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Arizona Department of Public Safety
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ARIZONA DEPARTMENT OF PUBLIC SAFETY

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FIFE SYMINGTON
GOVERNOR

F. J. "RICK" AYARS
DIRECTOR

NCJRS

JUN 8 1993

ACQUISITIONS

The Honorable Fife Symington
Governor of Arizona
State Capitol Building
Phoenix, AZ 85007

Dear Governor Symington:

On behalf of the Arizona Department of Public Safety, I am pleased to present our FY 91/92 Annual Report.

I am proud to report our proactive traffic safety programs helped achieve the lowest traffic fatality rate ever recorded on Arizona's highways. Our comprehensive crime fighting strategies contributed greatly to statewide offensives against illegal drugs, organized crime and violent gangs. In addition, DPS assisted our criminal justice colleagues and the public by providing cutting edge technologies and innovative support programs available nowhere else in the state.

We accomplished our mission while finding new ways to control expenses and increase productivity. I am proud of the employees of the Department who worked hard to achieve these successes.

FY 91/92 was a pivotal year for DPS. We responded to your call for increased government efficiency by planning and preparing for a FY 92/93 organizational restructuring that will cut layers of management and further streamline operations. Many DPS employees took advantage of the retirement incentive program. I would be remiss if I did not take this opportunity to thank them for their many years of distinguished service. We will miss their fellowship, hard work, leadership and counsel.

At DPS, our people have always been the key to our success. They have a long history of providing the finest law enforcement and support services available. This tradition will remain our charge in FY 92/93 and beyond. With continued support from your office and the Arizona Legislature, I am confident we can meet the challenges that lie ahead and achieve even greater success in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "F. J. Ayars".

F. J. "Rick" Ayars, Colonel
Director



Introduction

Pursuant to enabling legislation adopted in 1968, the Department of Public Safety (DPS) was established by executive order of the governor on July 1, 1969. DPS consolidated the functions and responsibilities of the Arizona Highway Patrol, the Enforcement Division of the Department of Liquor Licenses and Control and the Narcotics Division of the Arizona Department of Law.

Many responsibilities have been added in the ensuing years and today's Arizona DPS is a multifaceted organization. Foremost, it remains a state-level law enforcement agency working in close partnership with other agencies to protect the public. At the same time, DPS is a service organization providing a broad range of vital scientific, technical, operational and regulatory services to Arizona's citizens and the criminal justice community.

In Fiscal Year 1991/92 (FY 91/92) the Department was authorized by the Legislature to employ 1,617 full-time employees and was organized into five bureaus: Criminal Investigation, Highway Patrol, Administration, Criminal Justice Support and Telecommunications. DPS has offices located in more than 30 communities and operations are conducted in all 15 counties of the State.

During the past fiscal year, DPS' talented and dedicated employees focused on delivering the far-reaching services mandated by the Department's mission. They set tough objectives in pursuit of traffic safety, crime reduction, service excellence and operational efficiency. This annual report provides a brief summary of what they achieved and the future challenges they face.



Mission for Fiscal Year 1991/92

The Arizona Department of Public Safety is a state law enforcement agency dedicated to the protection of life and property and to the development and utilization of the Department's human and material resources.

The Department enforces state laws with primary responsibility in the areas of traffic, narcotics, organized crime/racketeering, liquor, and specific regulatory functions. Operational and technical assistance is provided to local and state governmental agencies and other components of the criminal justice community. Services include: scientific analysis, aircraft support, emergency first care, criminal information systems and statewide communications. The Department also promotes and enhances the quality of public safety through cooperative enforcement, intelligence gathering, training employees of law enforcement agencies, and increasing public awareness of criminal activities.

This mission is accomplished in an atmosphere of trust, mutual support and understanding maintained through participative involvement.



Saving Lives on State Highways

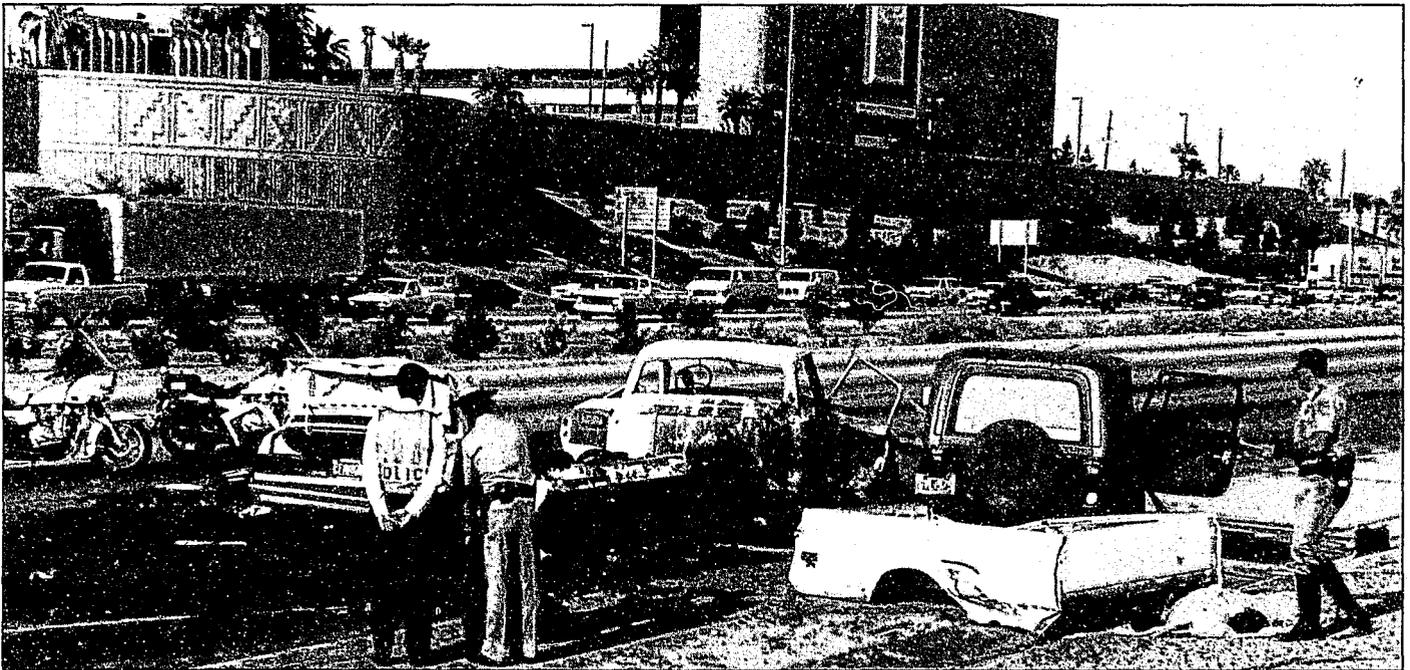
Saving lives on highways throughout the state is a top priority with the men and women of the Arizona Department of Public Safety. DPS patrol officers are responsible, day and night, for ensuring motorist safety on over 6,000 miles of interstate, urban and rural highways. As law enforcement officers, they know that traffic accidents are the leading cause of accidental death for Arizona's citizens, and they are committed to lessening this needless loss of lives.

Delivering on this commitment in FY 91/92 meant vigorously enforcing traffic laws, arresting drunk drivers, citing motorists for hazardous driving, checking commercial vehicles for safety violations, and responding to stranded motorists and emergency situations. It also meant inspecting school buses, promoting the use of seat belts, and expanding public education programs.

On average, DPS officers' commitment to traffic safety had the following daily impacts throughout FY 91/92:

- 18 drunk drivers removed from the road
- 20 unsafe commercial vehicles placed out of service
- 40 traffic accidents investigated
- 302 motorists with disabled vehicles assisted
- 544 hazardous citations issued

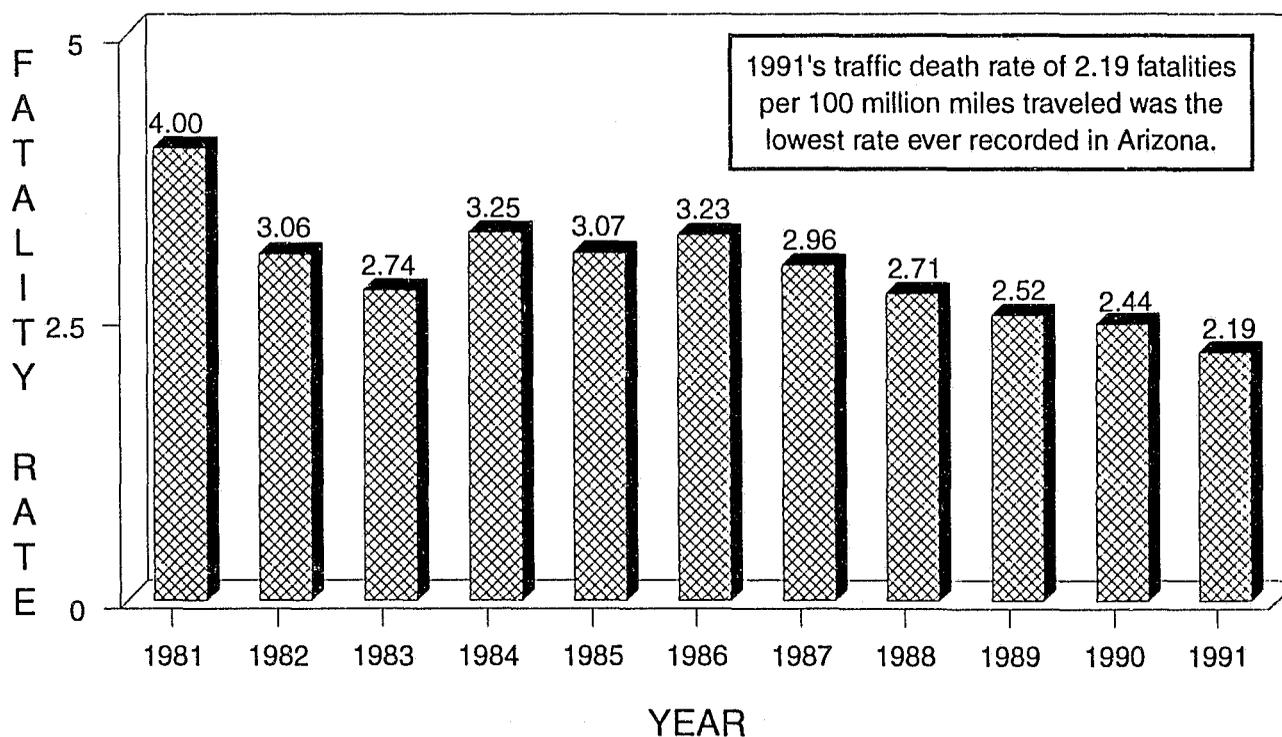
Another key measure of their long-term effectiveness is a statewide traffic fatality rate that has fallen each year since 1984. In calendar year 1991, the rate reached an all time low of 2.19 deaths per 100 million miles traveled. This is an impressive 10.25 percent reduction from the previous year and reflects how a commitment to vigilant enforcement of traffic laws, increased use of seat belts, uncompromising Driving Under the Influence (DUI) laws, safer cars, and better highways have all helped to save lives on Arizona's highways.



Accident investigation on Interstate 10, Phoenix.



FATALITIES PER 100 MILLION MILES Traveled in Arizona 1981-1991



SOURCE: ARIZONA DEPARTMENT OF TRANSPORTATION



Targeting Drunk and Drugged Drivers

In their drive to reduce traffic fatalities, DPS officers targeted factors adversely impacting motorist safety. At the top of their list was the continuing battle against drunk and drugged drivers.

Department statistics for FY 91/92 paint a grim picture of the role alcohol plays in traffic fatalities. While only 8.6 out of every hundred accidents investigated by DPS officers were alcohol-related, those accidents caused more than one out of every four DPS-investigated traffic deaths. However, not all DUI arrests were alcohol-related. In fact, more than half of Arizona's impaired drivers test positive for at least one drug other than alcohol.

In delivering on DPS' long-term commitment to remove these drivers from Arizona roads, patrol officers have arrested almost 33,000 DUI suspects in the past five years. This year, they made 6,548 DUI arrests and saw the number of alcohol-related accidents on DPS-patrolled roads fall by 10 percent.

To achieve this reduction, officers analyzed computerized traffic accident statistics to pinpoint where and when traffic accidents most often occur and then targeted those areas for beefed-up enforcement efforts. Multi-agency DUI task forces proved especially productive. During the Christmas season of 1991, the West Valley Task Force brought together officers from DPS, Maricopa County Sheriff's Office and the police departments of Glendale, Peoria, Youngtown, El Mirage and Surprise. In one two-night operation, task force officers saturated west-side streets in roving DUI squads and arrested 52 impaired drivers.

During the year, DPS coordinated similar DUI details in all fifteen Arizona counties. A Pinal County campaign included 12 agencies whose officers fanned out across the entire county to make 37 DUI arrests in a single night. Available around the clock to assist with DUI enforcement were DPS' 30 certified Drug Recognition Technicians (DRTs)



Enforcing DUI laws.

who have been specially trained to identify drugged drivers by looking for physical cues, especially eye movements, which confirm drug impairment. They are part of 116 DRTs from 16 Arizona agencies participating in the statewide Drug Evaluation and Classification Program coordinated by DPS.

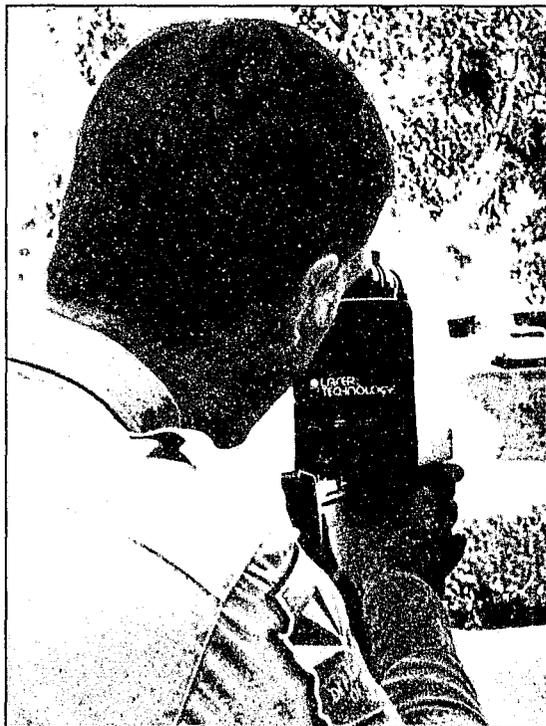
DRTs and stationary and roving DUI details were often combined in the Department's Sobriety Checkpoint Program. In one undertaking, DPS and the Maricopa County Attorney and Sheriff's Offices established a stationary checkpoint on an Interstate-17 frontage road in Phoenix while the Phoenix Police Department covered the surrounding area with roving squads. In just under four hours, 40 DUI arrests were recorded. Throughout the year, DPS conducted 21 checkpoints, tallying 174 DUI arrests.



Sobriety checkpoint in Phoenix.



DPS also moved forward with a pilot program to computerize intoxilyzer equipment. By the end of 1992, 13 DUI testing sites in Maricopa County will be furnished with Alcohol Data Acquisition Management System (ADAMS) equipment. These computerized intoxilyzers will be linked via modem to a central computer in DPS' Crime Lab in Phoenix where technicians will monitor equipment to determine calibration and repair needs, generate quality assurance reports, sort collected data, and customize and print statistical reports. Computer links with county and city attorneys' offices will provide prosecutors with all reports needed for DUI prosecution.



Testing speed detection equipment

In FY 91/92, ADAMS equipment was purchased and certified, computers were programmed, legislation was passed authorizing court acceptance of computerized records, and a program was set up to train 1,000 intoxilyzer operators. The ADAMS program promises to strengthen prosecution of drunk drivers while streamlining arrest processing and speeding the return of officers to the field.

Enforcing Speed Limit Laws

Getting drunk and drugged drivers off the road is a well-proven method of saving lives. A less popular but highly effective tactic is

aggressively enforcing speed limit laws. Arizona statistics averaged over the last four years show that speed-related crashes accounted for 37 percent of all traffic accidents, 45 percent of all fatalities and 41 percent of all injuries.

In delivering on their commitment to saving lives, DPS officers used a multi-faceted speed enforcement program. Pacing cars, VASCAR and radar equipment, Laser speed measuring devices and spotter aircraft were wielded to deter excessive and dangerous speed.

At the backbone of the air patrol program is a Cessna 182 outfitted with specialized equipment that permits slow, smooth flight. In FY 91/92, the Cessna flew 146 federally-funded speed details. Associated ground enforcement typically involved four to five officers concentrated in a targeted area for two to three hours, providing a very efficient and productive use of manpower.

New to the speed arsenal were three LTI 20-20 Laser Speed Detection devices being field tested under a grant from the Governor's Office of Highway Safety. In part, testing will evaluate ease of equipment use, draw comparisons to existing radar and VASCAR equipment and determine laser accuracy under varying operating and climatic conditions. Nine officers have been assigned to test the lasers with evaluation results expected in October 1992.

Altogether, officers delivered 199,147 citations and 174,068 warnings to motorists stopped for hazardous driving in FY 91/92. Their efforts paid big dividends contributing to a 12.7 percent drop in DPS-investigated fatal accidents.

Taking a Multi-Disciplinary Approach

Although only 20 percent of Arizona's traffic accidents occur in rural counties, these accidents account for 58 percent of traffic fatalities. Furthermore, in 10 of Arizona's 15 counties, over 50 percent of the fatalities occur on DPS-patrolled roads. To address the complex traffic issues facing rural Arizona, the Department is developing highway corridor safety improvement programs for areas with high incidences of injury and fatal accidents.



In December 1991, the northwestern corner of Arizona was selected as the site for a pilot Corridor Safety Project which takes a multi-disciplinary approach to solving highway safety problems. In February 1992, personnel from local, county and state-level law enforcement agencies, emergency medical services providers and highway engineers began meeting to systematically address problems in this area. Their plans already include forming multi-agency DUI task forces, upgrading emergency medical training of personnel, improving highway signing, sharing information on locally available resources, and developing public information campaigns.

Their common goal is to save lives by reducing accidents and improving emergency medical response services within this targeted traffic corridor.

Promoting Commercial Vehicle Safety

Another focus area of DPS' broad program to reduce traffic accidents and save lives was aimed at commercial vehicles. Officers clamped down on commercial drivers who speed and drive under the influence of drugs and alcohol. They also earned a well-deserved national reputation for stringent enforcement of motor carrier and driver safety regulations.



Commercial vehicle inspections.

As a result, the number of commercial vehicles involved in DPS-investigated accidents has



Examining a crash vehicle to determine probable accident causes.

fallen 19 percent over the last four years. Contributing to this decline were day-long special enforcement details where trucks were routed off interstates to areas where weight scales and inspectors were waiting. Overall, motor carrier safety inspections increased 18.8 percent this year as almost 27,000 vehicles were checked by DPS officers. One in every four vehicles had safety violations serious enough to be placed out of service. Approximately 40 percent of vehicle violations involved substandard brakes or tires.

The Department entered data from these inspections into the federal SAFETYNET system which monitors the safety performance of commercial trucking companies at both state and national levels. FY 91/92 SAFETYNET information indicated that one third of all driver violations noted were for excessive hours of service. This corroborates past studies showing that fatigue-impaired drivers account for approximately 40 percent of commercial vehicle accidents.

These high risk drivers are the target of an innovative grant-funded DPS program that has produced computerized driving simulators to scientifically gauge levels of driver fatigue. After several years

of development and testing, three of these Truck Operator Proficiency System (TOPS) devices were put into action at the Ehrenberg Port of



Entry this year. In the first quarter of 1992, 314 commercial drivers were tested using TOPS and 112 either failed a portion of the test or showed borderline impairment. Test results were used as the basis for removing several drivers from service and some of those actions are now being tested in court.

The Department's goal is to have TOPS results accepted by the courts as a measure of fatigue, just as intoxilyzer results are accepted as proof of intoxication. Programs of this type show great potential for bringing down the death rate and reducing injuries on Arizona's highways.

Belting Arizona

Reducing traffic accidents is one way to save lives. Another way is to convince the public to wear seat belts. In a 1991 study, in-patient records for traffic accident victims treated at 42 Arizona hospitals indicated that the mortality rate for unbelted patients was 3.5 times higher than for belted patients. Studies also show that seat belt use increases dramatically when public education efforts are combined with well-publicized enforcement of seat belt laws.

The Department's support for Arizona's 1991 mandatory seat belt law was certainly evident this year. DPS officers conducted high profile Seat Belt checkpoints and special Belt Impact details. In the first six months of 1992, they cited motorists for 19,868 seat belt violations and issued 7,971 warnings.



Director Ayars presenting the 1991 District Challenge winners trophy to representatives of Districts 4 and 12.

Patrol units located throughout the state also competed against one another in a District Challenge to develop innovative programs to spur community involvement and provide extensive community education programs. In addition to issuing citations, officers handed out "Saved by the Belt" awards. Because belt use among minority groups is lower than the State average, El Protector, a California program developed to reach spanish-speaking communities, was adapted to meet the needs of Arizona.



A seized van refurbished for use in promoting Public Affairs and Community Education (PACE) program activities.

DPS efforts were part of a statewide push by law enforcement, civic groups, and state and local governments to get vehicle occupants belted. Due to their combined efforts, it is estimated that, on average, 72.6 percent of Arizona's motorists were buckling up by the end of 1991.

Keeping Pace Through Education

Aggressive enforcement of commercial vehicle, DUI, speed and seat belt laws helped DPS officers deliver on their commitment to lessen death and injury on Arizona highways. Equally important were DPS public information and education campaigns that emphasized voluntary compliance with traffic laws.

El Protector educated the Hispanic population on the importance of seat belt and child restraints. Lil' Bumper and Baby Bumper, miniature patrol cars with winning personalities, visited grade schools and day care centers teaching kids how to stay safe. Air rescue units helped recreate mock DUI-accident scenes in high school assemblies held prior to prom and graduation nights.

Parades, church halls, city parks, motor raceways, community centers, Boy Scout camps, truck rodeos, state and county fairs, shopping malls, business offices, high schools and retirement centers were all sites where officers



Baby Bumper sharing safety tips with a group of school children.

gave presentations stressing traffic safety. DPS provided speakers, videotapes, public displays, printed materials, miniature patrol cars, roll-over simulators and other specialty equipment. Officers wrote articles for local newspapers, distributed Safety Tip posters, and developed public service announcements. In 1991, a core staff of four officers, assisted by 67 district officers, completed 858 programs to reach over 160,000 people.

Theirs was a proactive approach intent on modifying behavior which contributes to traffic injuries and deaths.

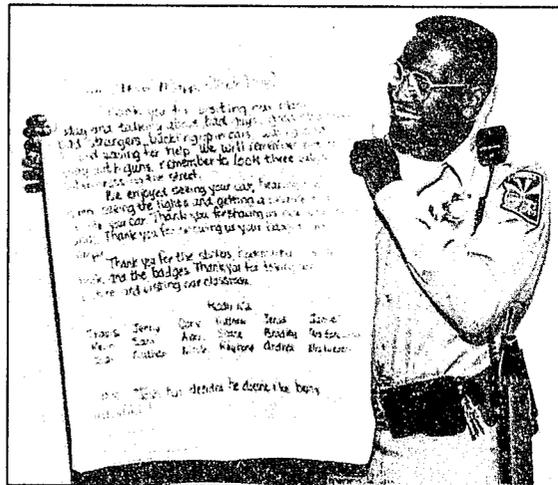
Maximizing Manpower Resources

Maintaining Arizona's downward trend in traffic deaths this year required quality service from top quality employees. The Department was faced with a lingering national recession and the grim

reality of continuing state budget cuts that reduced FY 91/92 funding for law enforcement services. This meant that officers had to work harder and smarter than ever in delivering on their commitment to save lives.

Over the last five years, demands for services have increased without regard to the recession. The state's population grew almost nine percent and vehicle registrations and licensed drivers increased 27.7 percent and 9.6 percent, respectively.

Contributing greatly to DPS service demands was the growth of urban freeways. Since 1985, new construction has added more than 55 miles of high-volume roadways to the Department's jurisdiction in Metropolitan Phoenix. In June 1992, automatic counters on Interstate-10 through central Phoenix showed that just this one stretch of freeway had ballooned DPS' work load with an average traffic volume of 162,273 vehicles a day. In the last year, overall traffic on the DPS-patrolled metro-freeway system increased more than 1,375,000 vehicle miles a day.



A giant letter of appreciation for a DPS public safety presentation.

The Department took several steps to lessen the impact of growing service demands and to maximize dwindling resources. In February 1992, a major reorganization of eight patrol districts was implemented which redirected manpower resources to areas of greatest need and consolidated all metro-freeway responsibilities into one division. The changes equitably distributed

work loads between metropolitan and rural districts, thereby reducing emergency response times.

In addition, administrative steps were taken to increase the amount of time officers can devote to patrol activities. In January 1992, a new accident report form was introduced for use in minor accidents which account for about 60 percent of those investigated by the Department.



The redesigned form should cut approximately an hour off report completion time. Another paperwork revision recently approved by the State Supreme Court will allow officers to cite up to five offenses on one form instead of completing five separate forms. Implementation of the multi-charge citation is scheduled for January 1, 1993.

Still another endeavor promises to reduce the time and monies spent on transporting prisoners arrested on misdemeanor traffic warrants. Prisoner transports cost the Department approximately \$152,000 per year and 42 percent of those transports are for speed-related warrants. Therefore, DPS successfully sponsored legislation passed in May 1992 which amends misdemeanor speed offenses from criminal to civil violations. Now, motorists who fail to appear in court or pay fines for speed violations will face suspension of driving privileges instead of arrest warrants. This will eliminate thousands of prisoner transports and allow redirection of limited manpower to more proactive patrol functions.

The Department also fast-forwarded plans to fully adopt the Police Allocation Model (PAM) developed by the Northwestern University Traffic Safety Institute. PAM is a nationally recognized standard for accurately calculating

the number of officers needed to provide acceptable levels of service.

In FY 91/92, DPS geared up for department-wide PAM implementation by reprogramming its computerized personnel deployment system, testing performance standards, revamping officers' activity report forms and conducting statewide training to ensure standardized reporting.

In January 1992, the reprogrammed computer system was brought on line. Then, in May and July, available data were used to project statewide patrol staffing needs. In both instances, the PAM calculations indicated that existing patrol manpower was more than 30 percent below projected minimum levels. In January 1993, the Department will have a full year of data to calculate district-level staffing needs and determine how officers can be allocated to maximize agency productivity.

Maximizing personnel resources is one way the Department plans to maintain its aggressive traffic safety program, because saving lives is a goal that DPS officers do not want to see compromised.



The new Interstate 10 freeway interchange in Phoenix



Leading a Statewide Crime Offense

The Department's dedication to the protection of life is also manifested in a broad crime fighting mission mandated by state statutes and vigilantly pursued by employees. Since creation of the Department in 1969, DPS employees have taken the lead in a statewide offensive against crime. Drug wars, gang violence, brutal crimes and fraudulent enterprises were their primary targets this year.

that blanketed the entire State. In attacking the drug problem on all fronts, DPS partnered with officers from city, county and federal agencies to incapacitate marijuana traffickers, disrupt cocaine pipelines, close down methamphetamine labs, interdict local drug supplies, choke off street-level sales and reduce the demand for illegal drugs.

Officers raided marijuana farms, seized air cargo planes owned by Colombian drug cartels and captured some of America's most wanted felons. They defused pipe bombs, tracked down prison escapees, and recovered stolen vehicles. In addition, there were investigations of murder, money laundering, kidnapping, drive-by shootings, contest fraud, sexual assault, and serial killings.

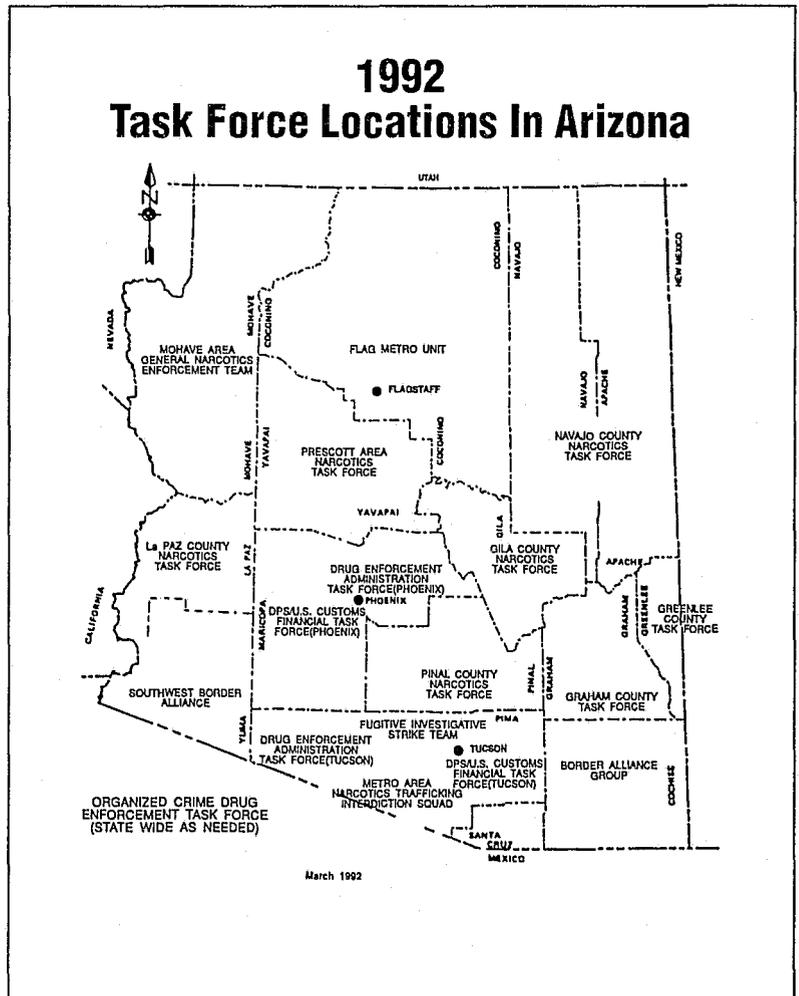
A good example of a drug task force in action was a May 1992 raid on a marijuana farm outside of Kingman. Officers from the Mohave Area General Narcotics Enforcement Team (MAGNET), DPS, the FBI and the Drug Enforcement Administration (DEA) seized about 4,000 marijuana plants valued at \$1.6 million. The plants were growing in an underground room buried beneath a roof-top onion patch. In fact, there was little above ground to draw investigators' attention except the residents' unusually high water consumption and a generator that operated around the clock.

In delivering on their commitment to battle crime, DPS officers almost doubled cocaine seizures and increased fraud arrests by 78.8 percent over the previous year. They boosted liquor investigations by 48 percent, seized over \$4.5 million in crime-tainted currency, served 390 felony arrest warrants, and expanded investigative research assistance to other agencies by 83.8 percent.

Vital to the Department's success were valued partnerships formed with other respected law enforcement agencies--partnerships that combined the capabilities of many agencies into an allied force in Arizona's offensive against crime.

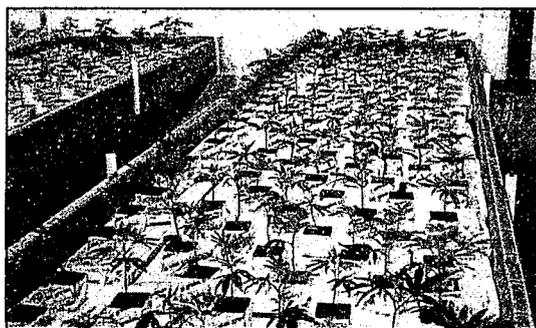
Attacking on All Drug Fronts

The Department's strategic alliances in the on-going war against drugs included 18 multi-agency task forces





Other task forces dug up marijuana plots located in national forests outside Payson and Flagstaff and closed down hydroponic greenhouses in Tucson and Phoenix. Altogether, DPS officers uprooted 7,813 marijuana plants, 156 percent more than last year. Task force officers also made their presence felt in the drug marketplace by seizing marijuana merchants' goods and money. Officers conducted undercover negotiations with suspects offering to buy and sell marijuana in numerous locales, including, Parker, Show Low, Prescott, Scottsdale, Phoenix, Snowflake, Yuma, Verde Valley, Tucson, Washington D.C., and Chicago, to name a few. Overall, marijuana seizures by DPS narcotics investigators increased almost 30 percent this year.



Underground marijuana farm.

While marijuana was the illegal drug encountered most often in investigations, cocaine and methamphetamine rounded out the top three. Officers found cocaine hidden in hollowed out dictionaries, stockpiled in rented storage units, cached in underground bunkers and concealed under a false floor in a Tucson stash house. They confronted suspects offering to buy cocaine with \$800,000 in jewelry and \$45,000 in counterfeit currency. They also joined raids on crack houses and posed as street-corner dealers as part of the "Do Drugs Do Time" program.

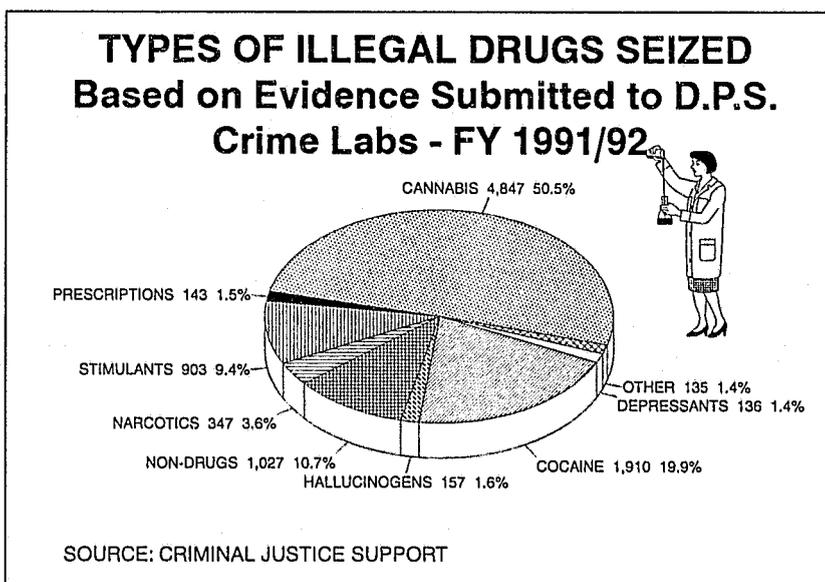
hazardous materials specialists, lab chemists, explosives technicians and tactical personnel dismantled illegal labs in industrial park offices, bathrooms, guest houses, garages, remote desert ranches and a six-year-old child's bedroom.

The war on drugs also gained a new partnership this year when the Arizona National Guard (ANG) assigned personnel to work with the Department. A contingent varying between 29 and 43 ANG members assisted with technical support, case development, investigative research, and stationary surveillance. In part, they computerized data from field interrogation and intelligence cards, prepared trend analysis reports, worked latent print cases, installed radio equipment, and serviced aircraft.

On the international scene, DPS agents assigned to the DEA task force played a major role in Operation Emerald Clipper. The task force plucked \$10 million from the pocketbooks of South American cocaine cartels by providing information that led to the seizure of cartel-owned airplanes in Idaho, Florida, Mexico and Colombia.

ANG surveillance squads were crucial to the success of an investigation into narcotics trafficking by two Tucson trucking companies. Before it was over, the investigation involved ANG, DPS, U.S. Customs, DEA and IRS officers. Between July 1, 1991 and July 2, 1992,

Also significant was the continuing crack down on the manufacture of illegal methamphetamine (speed). Task force officers monitored the sale of laboratory equipment and precursor chemicals to identify and arrest speed cookers. A special clandestine lab team comprised of investigative officers,





seizures in the case included 4,600 pounds of marijuana, 3,275 pounds of cocaine and several tractor trailers with hidden compartments.

Looking Beyond Traffic Violations

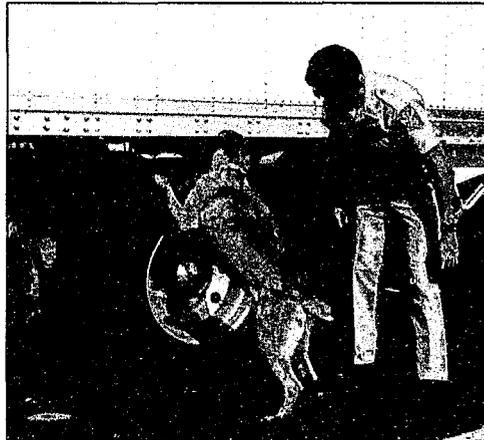
With or without hidden compartments, motor vehicles remained a popular way for drug smugglers to move their illegal products. To beef up its defensive line on Arizona's long stretches of rural interstate, the Department has provided Violator Directed Patrol (VDP) training to patrol officers, teaching them to look beyond traffic violations for clues that indicate criminal activity.

In FY 91/92, VDP-trained officers found drugs stowed inside backpacks, stashed inside engine and dash compartments, hidden in wheel wells and spare tires, secreted in door panels and behind back seats, cached under false floorboards, taped inside bumpers, stuffed inside a television console, and buried beneath boxes of fresh vegetables. On average, patrol officers yanked 13 pounds of marijuana and seven pounds of cocaine off Arizona highways each day.

They worked in close cooperation with the Department's narcotics investigators who were often called to assist with vehicle searches and to question suspects. In October 1991, follow-up interviews led to the capture of a Los Angeles gang member linked to 20 homicides and to the arrest of eight marijuana dealers in Wisconsin. In another incident in August 1991, a suspect in possession of 46 rocks of cocaine was taken to a booking facility where his pager kept going off. VDP officers returned the calls, taking orders for crack. Customer service-oriented narcotics agents then met and arrested the buyers.

Also bolstering VDP efforts were the Department's five narcotics detection canines. Their effectiveness was illustrated in a truck

detail conducted outside Flagstaff in March, 1992. A semi-tractor trailer stopped for speed and equipment violations lacked shipping documents for a load of fresh produce. A subsequent canine search located 4,183 pounds of marijuana contained in pallet-sized crates under 20,000 pounds of vegetables.



Searching a commercial vehicle for illegal drugs.

Many times suspects voluntarily agreed to vehicle searches, assuming that officers would not find well-concealed drugs. A case in point was an April 1992 stop near Kingman in which 392.6 pounds of cocaine were seized. The driver consented to a vehicle search and then Tessa, the drug dog, was brought out. She "hit" on the doors and the back of the vehicle.

When let inside, Tessa vigorously clawed at the floorboard while the case officer informed the suspect, "We have a problem."

Suppressing Gang Activities

Among the many drug couriers stopped this year were an increasing number of heavily-armed street gang members. Historically, members of the 300 street gangs active in Arizona have been the major source of street-level crack cocaine sales in the State, and now it appears they are becoming runners for organized drug syndicates. In addition, intense rivalries between gangs continue to fuel drive-by shootings, arson, vandalism, and neighborhood violence.

In curbing gang-related crime, DPS employed a three-pronged front of enforcement, intelligence and education. Gang suppression operations included working street patrols with local police, enforcing curfew and liquor laws, confiscating illegal weapons, raiding crack houses, interviewing drive-by shooting suspects, monitoring gang activities and averting violent confrontations at high schools and public events with a high-profile presence.

DPS shared intelligence gathered during these operations with other agencies and provided



training in gang suppression tactics. In addition, programs on recognizing and dealing with gang activities were presented to school administrators, civic organizations, hospitals, housing authorities and Indian tribal councils.

In July 1991, DPS officers conducted a special gang briefing for Arizona's Governor, and, in September, escorted him on a tour through selected Phoenix neighborhoods known to be centers of gang activity. Moreover, DPS officers served on a committee appointed by the Governor to formulate a statewide policy to deal with gangs.



Weapons seized during biker gang investigation.

Gang experts also closely monitored illicit activities of Arizona's 15 outlaw motorcycle gangs. Investigations this year linked biker gangs to counterfeiting, dealing in stolen vehicles and illegal weapons, and manufacturing and distributing methamphetamine. An example was a June 1992 raid where officers arrested eight gang members and seized a lab capable of producing 100 pounds of methamphetamine per week. Also confiscated was a large cache of guns, including UZI, Mac-10, and AK-47 assault weapons.

Daring to Change the Future

The most promising front in the offensive against drugs and gangs was not found on interstate highways, in remote desert locations, or on city streets. It was found in schools throughout Arizona where uniformed officers, daring to change the future, taught our kids life skills that can keep them from becoming tomorrow's drug users.

Officers wearing the uniforms of 84 different law enforcement agencies focused on building kids' self-esteem, challenging students to consider the consequences of their actions and helping them practice ways to say no to drugs and gangs. These officers were part of the DPS-coordinated Drug Abuse Resistance Education (D.A.R.E.) program, introduced to Arizona in 1987 and now serving 561 schools in 144 communities. In the past five years, over 157,000 students have completed D.A.R.E.'s 17-week core curriculum. Over 44,500 fifth- and sixth-grade students graduated from the core program this year and another 139,000 kindergarten and junior/senior high kids attended shorter D.A.R.E. courses tailored to their age groups.

DPS also continued its operation of a regional training center for the national D.A.R.E. program. This year, the Southwest Regional Training Center certified 183 new officers to be D.A.R.E. classroom instructors, graduated 55 mentors to teach basic certification classes, held two in-service training seminars for current instructors and presented an Educator Forum for school administrators. A new Center addition was a seminar for supervisors of D.A.R.E. officers which offered an overview of the





program and the D.A.R.E. officer's role. Furthermore, the Center achieved national accreditation and its director was awarded the Lifetime Achievement award for contributions to the D.A.R.E. program.

Cracking Down on Crime

While drugs and gangs were the primary focus of this year's crime fight, officers also delivered on their commitment to crack down on other serious crimes by intercepting fleeing felons, investigating liquor violations and battling fraud, money laundering and auto theft.

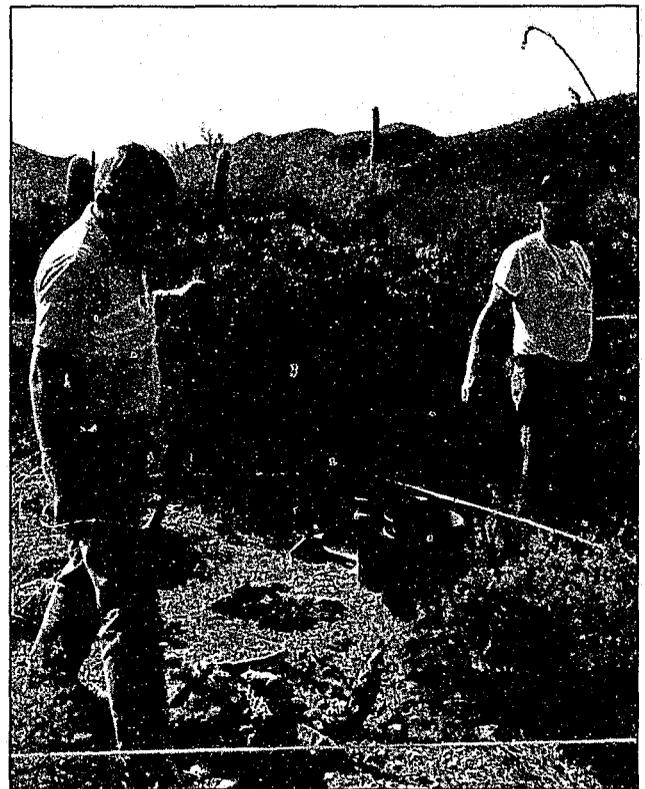
In one interesting fraud case, investigators shut down a contest scam in which victims were told they had won a Cadillac or \$30,000 but had to send checks to cover handling fees and taxes before winnings could be released. Other fraud cases involved a financial investment firm forging clients signatures on documents; a money-exchange business violating monetary regulations for a commission; a car dealership laundering ill-gotten monies; a swindler collecting \$2.2 million for ore from a played-out gold mine; and an alleged film producer diverting \$444,000 of investors' funds for personal use.

In May 1992, tax fraud, money laundering and racketeering were the basis for a sweeping raid on more than 30 adult-entertainment clubs, homes, bars and other businesses located in Arizona, Minnesota and Colorado. In Arizona, DPS led more than 200 officers from 11 state, local and federal agencies in the massive sweep. The raids were the culmination of Operation Aladdin, a nine-month DPS investigation employing undercover officers, informers and high-tech surveillance equipment to untangle a complex web of shell corporations and hidden ownerships in clubs which were alleged fronts for prostitution.

In still other areas, officers investigated theft of jewelry from accident victims, recovered \$310,000 in counterfeit currency, seized vehicles in an odometer rollback scheme and probed a plot involving phony license plates on a fleet of

rental cars. Liquor agents increased covert inspections of liquor establishments by 48 percent and investigated 287 allegations of "Selling to Minors" violations. Patrol and investigation officers together recovered over 1,200 stolen vehicles, including 52 seized at Arizona checkpoints during a 24-hour operation spanning California, Arizona, New Mexico and Texas.

Fleeing felons were the targets of the Department's fugitive specialists. In the past ten years, this special unit has averaged 243 fugitive apprehensions per year and, in 1991, set a record high of 366. Included on their docket was a serial rapist featured on the television show "America's Most Wanted." With outstanding warrants from four states on multiple counts of aggravated rape and other crimes, this suspect was tracked down within 48 hours after fugitive officers learned he had been sighted in Phoenix.



Investigators sift for clues in a shallow desert grave.

Supporting Other Agencies

The Department also continued its strong commitment to strengthen statewide crime fighting capabilities by providing top quality



investigative support to other law enforcement agencies.

DPS officers aided in the investigation of a double homicide at Gainey Ranch in Scottsdale and worked with Sonora, Mexico officials in the kidnapping, sexual assault and homicide of two young girls by a suspected serial killer. Moreover, investigative technicians identified a serial rapist in Phoenix by working with just a partial vehicle license plate number.



Ballistics testing.

The 66-member multi-agency task force assembled after the August murders of nine members of a Phoenix-area Buddhist temple received department-wide support. DPS supplied Asian gang experts, a lead follow-up team, a case tracking manager and computer-linking programmers. Technical communications personnel enhanced the quality of interview tapes and investigative technicians worked seven days a week researching leads. Crime lab personnel conducted forensic examinations of cartridge shells, bullet fragments and weapons as well as calculating bullet trajectories and analyzing blood spatter patterns.

Other areas of DPS' specialized services included; explosives experts disposing of unstable chemicals stored in school science labs and investigating a rocket motor explosion that leveled a house; special tactical operations teams conducting high-risk warrant service operations; intelligence officers sharing data on illegal

activities of organized crime syndicates, career criminals, gangs, and extremist groups; accident investigators reconstructing fatal crashes; and hazardous materials specialists responding to toxic spills.



The bomb robot and protective equipment used by DPS explosives technicians.

Around the clock, DPS officers were there backing up local authorities. They quelled fights at a football game in Florence, assisted with a defiant crowd in Guadalupe, disarmed a man brandishing a knife in Cottonwood, snuffed out a bar brawl in Prescott, responded to a burglary in progress in Sierra Vista, sent containment teams to prison riots in Winslow and Cocopah, stopped a domestic dispute in Springerville, helped maintain security outside the Florence prison during an execution, and evacuated parts of Holbrook when a gas main broke.

Fighting Crime with Computer Power

Quality investigative support included marshalling the power of computers to expand the reach of investigators and make them more effective than ever before.

With the help of DPS' top notch programmers, computers were employed to provide leads in a variety of criminal cases. Over one million records were searched for the Gainey Ranch homicide investigation using the Multiple Agency Records Search (MARS) program developed by DPS. MARS provided

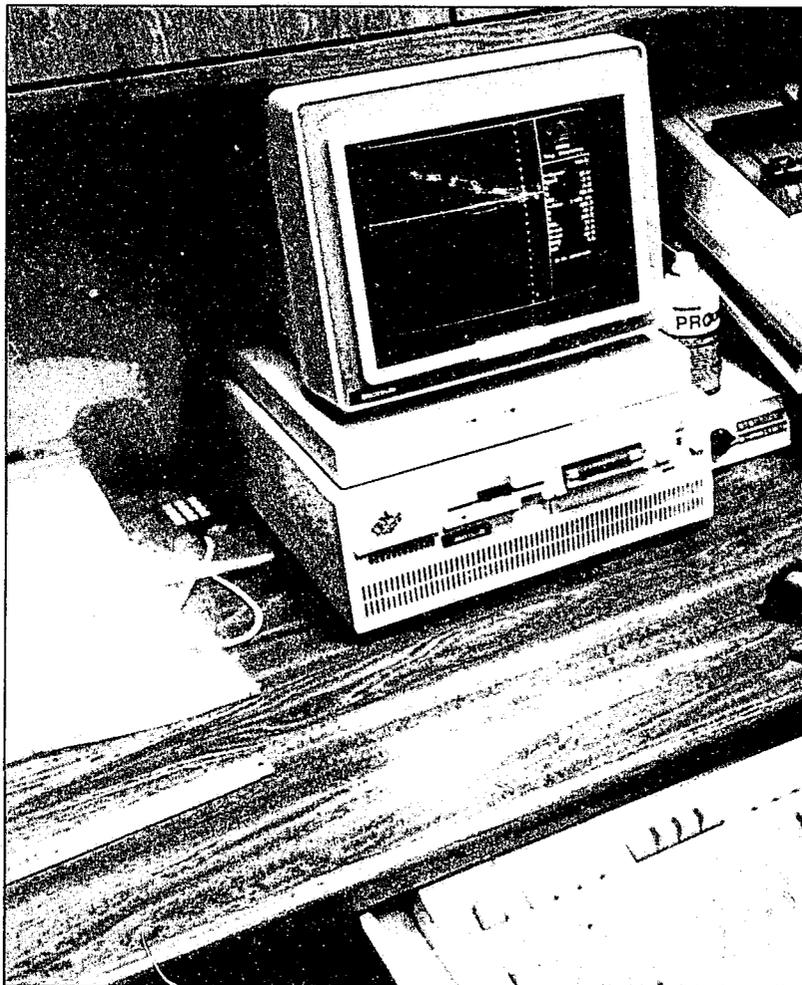


investigators with a list of possible suspects fitting a specific profile.

In Operation Tax Cheat, drivers license data were extracted by age group and county and then cross checked against tax records to help identify possible tax evaders for the Arizona Department of Revenue. Moreover, auto theft investigators jobs were made easier when programmers took a computer tape of the FBI's national stolen-vehicle file and checked it against data banks containing Arizona vehicle registrations. The result was a list of 334 possible stolen vehicles that had been registered in Arizona.

Currently under development is another program to enhance enforcement endeavors in the drug and gang wars. Operations in these wars often

extend beyond city, county, and state boundaries. As the size and complexity of investigations grow, the ability to exchange information between agencies becomes critical. For officers to be effective, they must have easy access to available intelligence data. In providing a solution to this problem, DPS computer programmers and data processing personnel are working with an Intelligence Users Group to design a Combined Agency Research Network for the Analysis of Crime (CARNAC). When completed, the CARNAC program will be accessible through high-security computer terminals located throughout Arizona and eventually will be linked with similar systems in other southwest border states, as well as federal regional intelligence centers.



Computer programs plot accident dynamics.

Delivering Vital Services



Crime fighting and motorist safety are two principal cornerstones of DPS' multi-faceted mission. Another is delivering vital support services that both enhance public safety and strengthen statewide law enforcement efforts.



Conducting forensic examinations of evidentiary items.

Again this year, DPS support services encompassed a diverse range of scientific, technical, operational and regulatory functions. In delivering these services, DPS employees identified forged documents, screened applicants for private investigator licenses, collected fingerprints at crime scenes and compiled criminal records. They also conducted training, provided security services for the Governor, analyzed drug samples, constructed radio towers and airlifted trauma victims to medical facilities. Moreover, they furnished legal advice, examined murder weapons and produced training videos.

At the core of everything they did was a commitment to customer-focused, quality-directed service.

Filling the Forensic Bill

Support for crime fighting customers was the primary focus of DPS forensic experts who analyzed and evaluated evidentiary items from over 19,000 criminal cases. Their work provided decisive investigative leads and powerful scientific support for court

prosecutions. Evidence was processed for a wide range of investigations, including violation of livestock and game statutes, DUI, burglary, fraud, hit and run, drug possession, poisonings, vehicular manslaughter, arson and assault.

Questioned documents (QD) experts identified falsified records and crime suspects by scrutinizing almost 700 documents. They detected forged signatures on applications for education funds in the largest public-money fraud in Arizona history and analyzed handwriting that linked a Phoenix man and his transsexual mistress in a homicide. One unusual case involved a magazine on which a dying victim used her own blood to write a note identifying her slayer.

In a murder investigation featured on the television show "A Current Affair," it was DPS latent print experts who were called in to identify the victim of a 1987 Nevada homicide. Latent examiners successfully matched fingerprints from the decomposed body with faint prints found on a certificate presented to the victim in 1984.



Comparing handwriting samples to identify crime suspects.

This year, criminalists at DPS' nationally-accredited crime laboratories in Flagstaff, Phoenix, Mesa and Tucson processed evidence from 774 murder cases, 895 sexual assault investigations and 10,888 drug probes. They ran ballistics tests on weapons associated with the Buddhist temple mass murders; collected evidence from the vehicle used during the brutal slaying of two 13-year-old girls near



Tombstone; and assisted the Racing Commission in uncovering the ownership of dead greyhounds.

The Department's newest crime lab service, DNA profiling, aided in the investigations of 53 violent crime cases this year. Of these, 69 percent involved sexual assault, 15 percent homicide and eight percent combined homicide and sexual assault. DNA profiling was implemented in May 1991 and is currently available only at the Phoenix regional lab, but expansion to the three remaining labs should be completed by the end of 1993.

Two cases demonstrated the double benefits of this new scientific tool. In one, criminalists identified an alleged serial rapist responsible for at least seven sexual assaults, mostly of children. For several years, investigators had considered this individual as the prime suspect but lacked enough evidence to file charges until DPS' crime lab provided DNA confirmation. In a second case, a suspect accused in another rape case was cleared when DNA analysis concluded his was a case of mistaken identity.

Improving Crime Information Services

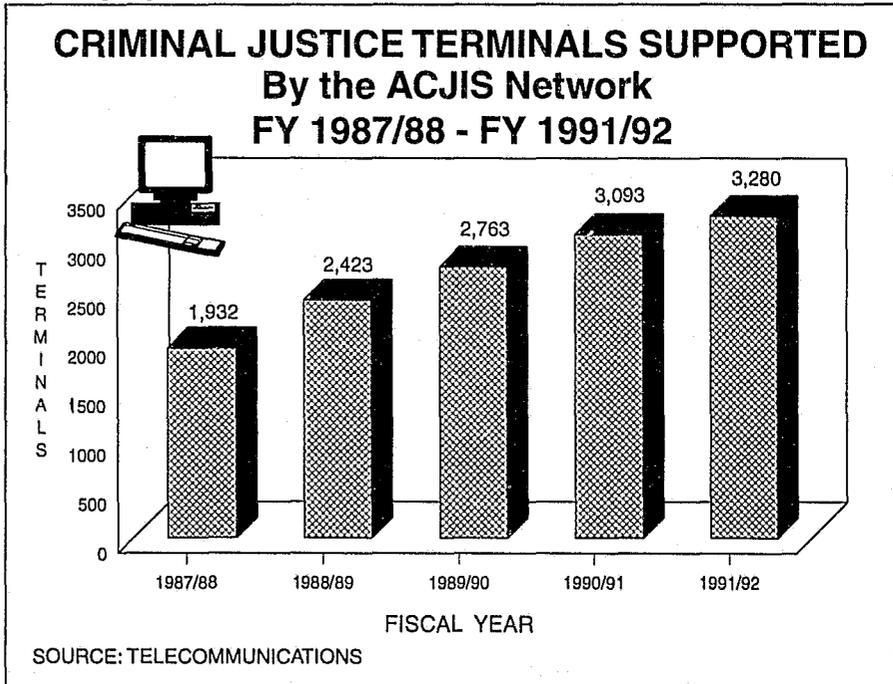
Another essential element in efforts to battle crime was the Department's high-speed telecommunications network that linked criminal justice personnel with state and national data on wanted persons, motor vehicle records, fleeing felons, criminal offenders and stolen autos. These records are part of over 30 computerized information files available through the DPS-operated Arizona Criminal Justice Information System (ACJIS) network. In FY 91/92, a total of 3,280 computer terminals in Arizona

had access to the ACJIS network, up 70 percent from five years ago.

From such terminals, police, prosecutors, judges, probation officers and corrections personnel made 1.37 million inquiries into the 938,061 criminal offender records contained in the Arizona Computerized Criminal History Record (ACCH) data base. This year, Arizona was one of 43 states awarded grants from the U.S. Department of Justice to improve criminal offender records. DPS' Criminal History Improvement Project (CHIP) used \$264,660 in grant funds to begin systematic improvements in the quality and timeliness of arrest and conviction reporting.

During Phase I of the project, DPS hired a consultant to conduct a baseline audit of ACCH records, created a multi-agency task force to plan improvements in the records system, and processed a backlog of 95,000 arrest disposition reports. Disposition processing was completed two months ahead of schedule and 30 percent below projected costs.

Three other notable customer-service improvements were made for ACJIS clients during FY 91/92. The first solved a problem for agencies requesting photographs and other specialized information from the Motor Vehicle Division (MVD) of the Arizona Department of Transportation. Many of these users sending





MVD requests via the ACJIS network consistently forgot to include their agency's name or identifying terminal numbers. To help MVD respond to customers' requests, DPS modified software programs so that identifying numbers are automatically inserted into messages.

DPS also streamlined the ACJIS audit process this year by introducing a new three-part audit questionnaire. A copy of the completed questionnaire is left with the user-agency at the conclusion of the audit. The change provides immediate feedback to the audited agency and reduces the time and costs previously spent preparing and mailing preliminary audit reports.



One of 3,280 criminal justice terminals on the ACJIS Network.

The third service improvement involved an ongoing project to convert large agencies on the ACJIS network to an IBM System Network Architecture (SNA) that provides data transmission speeds up to four times faster than previous speeds. Of the six agencies switched to SNA this year, the most dramatic change came with the August 1991 conversion of MVD transmission circuits. Thanks to SNA technology, responses to in-state and nationwide MVD inquiries are now available in a matter of seconds.

The Department also made progress in a multi-year project to obtain an Automated Fingerprint Identification System (AFIS) for the State. Several acquisition phase activities occurred during this year. In October 1991, the State Procurement Office released a Request For Proposal (RFP) specifying system requirements. In January 1992, a RFP Evaluation Committee opened vendor bids and began benchmark testing of proposed systems. Final evaluations and studies to select a statewide system should be completed in FY 92/93.

Providing Airborne Support



Airlifting an accident victim.

Increasingly vital to statewide crime fighting efforts were the services of the Department's air rescue units. In their 20th year of service, DPS air rescue helicopters flew over 2,700 missions, responding to medical emergencies, flying search and rescue maneuvers and providing air support for law enforcement operations.

DPS crews airlifted a head injury victim from a steep-walled canyon in the Superstition Mountains, rescued eight campers stranded during an unexpected snow storm, treated two boys mauled by a bear outside Tucson, plucked three individuals from the roof of a pick-up caught in a raging flash flood, and retrieved two lost, cold and hungry hikers from the remote Crown King area.

DPS crews also joined searches for downed aircraft. In March 1992, a DPS crew successfully rescued the sole survivor of a medical helicopter that crashed in the Graham Mountains. Another rescue unit was first on the scene to retrieve two military pilots who had parachuted from their F15 Eagle before it crashed near Charco. To improve Department capabilities during airborne searches, arrangements were made with the U.S. Air Force this year to equip all DPS units with the same ultra-high frequency radios used by military pilots. These radios provide direct communications with downed pilots as well as with military aircraft searching in the crash area.

In January 1992, other technologically advanced equipment played a major role in a nighttime search for an overdue Game and Fish officer. DPS rescuers using a Forward Looking Infrared Radar (FLIR) device needed only an hour to find the officer uninjured but lost in the rugged Reddington Pass area. Drug investigations benefited from FLIR technology as well. Flight



officers got unusual "high temperature" readings on the FLIR during passes over a remote residence in the Golden Valley area. Subsequent warrant searches located a large scale underground marijuana operation.

Night vision goggles were the sophisticated tool which allowed a Flagstaff helicopter crew to locate a suspect stealing and burning insulation off a large coil of copper wire. The crew also provided airborne back-up and lighting after directing ground units to the site to make the arrest.

Altogether, DPS helicopters flew over 441 law enforcement missions. They searched for missing prison escapees in western Maricopa County, followed footprints leading to fleeing murder suspects in Chino Valley and supplied aerial cover for a Mesa SWAT team during an arrest of two armed burglary suspects.

Offering Educational Opportunities

Also strengthening Arizona's crime fighting endeavors were the Department's far-reaching training services. Individuals from throughout the criminal justice community expanded their knowledge and skills by taking advantage of DPS' numerous educational offerings in FY 91/92.

By state mandate, the Department provides basic training services for Arizona police agencies lacking their own academies. In proudly meeting that mandate, DPS operates the Arizona Law Enforcement Training Academy (ALETA) on a 40-acre campus located just outside Tucson. DPS' dynamic multi-agency approach to staffing, curriculum development and

formulation of academy policies assures a customer-focused training program that provides over 500 hours of top-quality instruction.

At ALETA this year, DPS' core staff of administrators and instructors was augmented by personnel on loan from 13 other agencies. Together, they conducted six basic training classes, graduating 170 cadets representing 49 law enforcement agencies. In addition, the ALETA campus also hosted 20 Correctional Officer Training Academy (COTA) classes conducted by the Arizona Department of Corrections.

While ALETA concentrated on basics, employees in other areas of the Department provided a broad spectrum of continuing, specialty and advanced education classes for everyone from court judges, to dispatchers, bomb technicians and experienced officers.

Advanced officer training options included general instructor courses, anti-terrorist classes and radar operator training programs. In all, advanced training programs were provided to 480 students from other agencies. In addition,



Defensive tactics training.

DPS officers trained others to be Drug Recognition Technicians (DRTs) and D.A.R.E. instructors, shared Violator Directed Patrol techniques, provided riot control instruction and conducted specialized DUI enforcement classes.



In support of the judicial system's emphasis on prosecuting reckless and impaired drivers, DPS accident reconstructionists provided an instructional program which may be the first of its kind in the nation. The 60-day course combines one-on-one instruction with practical field experience. Students are taught how to collect and interpret data, apply advanced reconstruction techniques and justify conclusions in a courtroom setting.

In other arenas, DPS legal counsel detailed procedures for the release of weapons, provided updates on case law and explained vicarious liability. ACJIS trainers outlined security and privacy regulations and conducted Terminal Operator Certification programs.

Forensic experts from DPS crime labs held DNA training seminars for Arizona's judges and defense lawyers. Air rescue paramedics led classes in pediatric life support, CPR, and search and rescue techniques. Communications personnel conducted radio dispatch training for over 500 radio operators from other agencies.

More than 70 criminal justice agencies benefited from the free distribution of DPS-produced Arizona Police Training Quarterly (APTQ) videotapes. APTQ topics this year included: bomb threat procedures, accident scene safety, asset searches through public records, victim rights, domestic violence, DNA profiling, rape victim interviews, tactical operations involving buses, and hazardous materials programs.

DPS personnel also contributed to international policing efforts by participating in U.S. State Department-sponsored bomb technician training for officers from Greece and Ecuador. In addition, the Department continued a long-tradition of cooperative training for Mexico's law enforcement agencies. In May 1992, DPS joined the California Highway Patrol in providing stolen vehicle identification training to Mexican Treasury Police. Within one week of completing the program, class graduates seized eight vehicles with forged titles.

Reforming Regulatory Standards

Since the early 1970s, DPS' list of comprehensive services has included the



Fingerprinting licensing applicant.

regulation and licensing of security guards, private investigators, and polygraph examiners. In FY 91/92, Arizona's private security industries employed over 13,000 licensed personnel, far outnumbering the total sworn officers employed by all Arizona law enforcement agencies combined. Over the last few years, the Department pursued comprehensive statutory changes to toughen industry standards and streamlined licensing procedures to improve customer service.

This year began with the implementation of newly adopted statutes for security guards that strengthened qualifying standards and disciplinary processes, established a three-year licensing period with a revised fee structure, and added a requirement that armed guards meet specific firearms training standards.

At the same time, new legislation was drafted and passed to achieve similar changes in private investigator statutes. Besides providing a three-year licensing period and revised fees, the amendments included the establishment of a hearing board empowered to suspend or revoke licenses or place licensees on probation. Changes also expanded the grounds for disciplinary action and reinforced DPS' complaint investigation authority. The revised private investigator statutes become effective on October 1, 1992.

Sharing Operational and Technical Expertise

The focus on meeting customer needs was not limited to outstanding training, air rescue, crime



information, regulatory or forensic services. DPS also helped other agencies surmount operational and technical obstacles by sharing in-house expertise.

Fleet management assistance was something that many small agencies depended on and that DPS employees delivered. Fleet staff developed short-term vehicle loan contracts to help agencies through times of vehicle shortages. They routinely shared specialty vehicle resources and assisted with procurement of new vehicles, parts, police equipment, motorcycles and repair services.

In other technical areas, accident reconstructionists assisted agencies with fatal accident investigations. In one case in which a wife killed her husband with a pick-up, their assistance was critical in obtaining a voluntary manslaughter ruling. In another case, their investigation of a five-fatality accident led to a 22-year prison sentence for a DUI driver. Also important were the services of DPS' certified mechanics who inspected crash vehicles to confirm or disprove claims of equipment failure.

On the operational side, Supply personnel provided the Department of Economic Security with information on inventory tracking systems and helped the Maricopa County Sheriff's Office develop a new program for inventorying capital equipment. Human Resources staff assisted Salt River and Sells Tribal Police in developing personnel promotional processes and provided recruit data to the Arizona Department of Corrections. In addition, DPS' Affirmative Action Officer investigated EEO complaints for other agencies.

Requests received for research assistance and advice were remarkably varied too. Department legal counsel fielded questions on search and seizure rules, discrimination law, the Fair Labor Standards Act, recent case law, and criminal statutes. Librarians provided studies on the pros and cons of police motorcycle units. Policy analysts commented on proposed state-level law enforcement accreditation standards for the Arizona Chiefs of Police Association and supplied statistics on juvenile drug use to the National Guard.



Video tape production.

DPS video production services were increasingly popular this year. Films were produced to provide an overview of the Department of Administration's Risk Management program; to present recommendations from the Task Force on Education Reform to the public; and to introduce the Governor's State Long-term Improved Management Program (Project SLIM) to state employees.

Another service offered by DPS was executive security. Besides providing protection for the Governor and his immediate family, services were often extended to visiting dignitaries. This year, the State saw an increased number of election-year visits from President Bush, Vice-President Quayle and other presidential candidates. Assistance to the Secret Service in ensuring the safety of these dignitaries was afforded in the areas of personal protection, transportation, and facility security.

Providing Radio Communication Services

DPS' sharing of technical expertise also included providing engineering, installation and maintenance services to support the radio communication systems of 19 other state and federal agencies. The Department maintained 69 radio communication sites and 703 base stations spread over a five-state area to ensure adequate coverage for agencies such as Game and Fish, Corrections, Transportation, Forestry, and Emergency Services.

In a continuing program to replace old and obsolete equipment, the Department installed seven new base stations, added 22 remote units



to the statewide microwave alarm/command system and replaced three microwave antennas that had been in service more than 20 years. In other projects, new batteries and battery chargers were put in place at 10 remote radio sites and auxiliary power generators were replaced on Cunningham and Guthrie Peaks.

System improvements included reconfiguring an unprotected radio link on Guthrie Peak to a microwave loop in Safford that provided route diversity protection. In addition, employees constructed a 60 foot, solar-powered radio tower to extend communication capabilities to the Virgin River Gorge outside St. George, Utah. Work was also begun on an interagency radio system for the High Intensity Drug Trafficking Area (HIDTA) in Yuma County. In that project, crossbanded equipment is being installed on



EMSCOM operations.

three mountaintops to allow law enforcement agencies using different radio frequencies to communicate with each other during multi-agency operations.

One of the more important systems operated by the Department is the Emergency Medical Services Communications (EMSCOM) system. EMSCOM provides vital radio communications between medical emergency field units and hospital personnel. The more than 700 radio units on the system patched 27,748 emergency calls through DPS operational communications centers in FY 91/92.

This year, EMSCOM radio coverage in the Bagdad/Hillside area was augmented with installation of a mobile relay station at Weekes Ranch. Other system improvements included

replacement of two older, less reliable mountaintop repeaters on Mingus Mountain and Schnebly Hill, and the addition of two free-standing mobile repeaters on Hualapai Mountain and Telegraph Pass. Base control stations for the free-standing system were installed at Kingman and Yuma Regional Medical Centers.

Serving the Community

Some of DPS' many services were mandated by statute, others sprang from a sense of sharing and still others came from organizational and personal commitments to the communities where employees live and serve.

Community responsibility has long been a part of the DPS culture. This was illustrated when the Department responded to environmental concerns this year by setting up a program to recycle scrap paper. Employees even brought telephone books from home, knowing that every ton of paper recycled could save 3.3 cubic yards of landfill space and 17 trees. Moreover, staff in metropolitan Phoenix participated in a countywide program to improve air quality by ridesharing and adjusting commute times.

A commitment to America's youth was expressed by DPS officers in Phoenix, Tucson, Flagstaff and Casa Grande who sponsored Explorer Scout Posts, and ALETA facilities were the site of an April 1992 Exploring for Excellence competition involving over 95 explorers representing posts from ten agencies. Furthermore, in October 1992, employees conducted CPR demonstrations and air rescue exhibits for a First Aide-O-Ree attended by 300 Boy Scouts outside Payson.

For the last seven years, employees have delivered community service by participating in the Law Enforcement Torch Run for Arizona's Special Olympics. This year, more than 250 DPS runners raised over \$80,000 in pledges. Other individuals volunteered their time to help athletes taking part in the Special Olympic Games.

In other charitable actions, the American Cancer Society received hundreds of dollars in "bail" money raised by employees participating in



annual Jail-A-Thons. Semiannual blood drives at the Phoenix headquarters building and ALETA netted over 150 pints of blood for community banks. Yet employees not only gave, they garnered help from citizens groups and businesses. Factory 2-U stores joined the Arizona Seat Belt Coalition and the Fraternal Order of Police Lodge 32 in donating child restraint seats for needy families. The Telephone Pioneers and Arizona Quilters contributed hand-sewn trauma bears and baby quilts to comfort young victims at accident scenes.

The ALETA program helped instill community spirit by encouraging cadet officers to participate in service projects. This year, cadets worked

with underprivileged children from the House of Samuel, taking them to the zoo, hosting a picnic and delivering 64 wrapped gifts at Christmas. Cadets also collected 65 boxes of food and clothing to help Casa de los Ninos in its work with neglected and abused children.

Christmas was also a time when DPS employees joined together to adopt 19 families who had suffered severe financial distress as victims of crime. Working through the Arizona Crime Victim Foundation, employees delivered a whole truckload of toys, clothing and food items to a total of 80 individuals ranging in age from two to 70.



Santa and DPS helpers delivering Christmas gifts.

Maximizing Resources



Critical to the Department's ability to deliver on its law enforcement and quality-service initiatives was a fourth commitment to manage limited resources in a way that optimized operational effectiveness.

Employees focused on delivering their services in the most cost-effective manner possible. They established goals, benchmarks and timetables to meet quality-service objectives with limited budgets. In delivering on their commitment, they fine-tuned proven programs and implemented new ones to aggressively control operating expenses, improve productivity, and streamline operations.

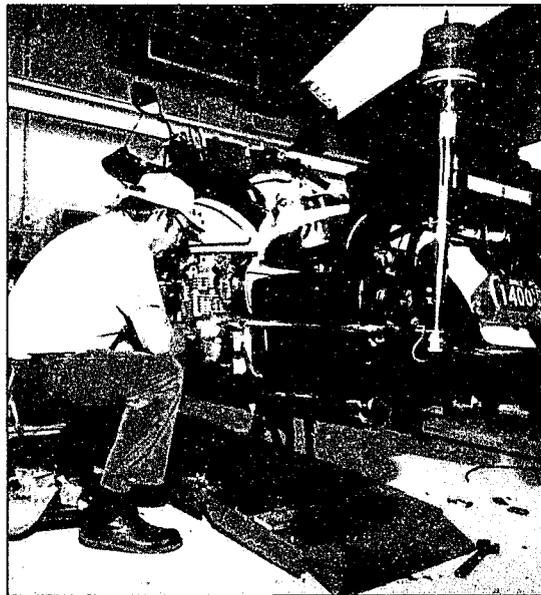
Customer service, quality and efficiency were the bywords governing DPS administrative strategies in FY 91/92. At DPS, these words were more than just rhetoric, they were part of daily operations.

Pursuing Cost Control Measures

Expense control continued to be a key focal point for the Department in FY 91/92. In responding to the urgent call to reduce spending, employees found diverse ways to improve operational efficiency.

Impressive savings came from the use of various forms of alternative labor, including citizen volunteers, military personnel and prison inmates. The reserve program in the Highway Patrol Bureau relied on private citizens who contributed their services to the Department. This year 45 reserve officers and 34 reserve civilians put in 41,126 hours of work representing \$528,470 in labor cost avoidance. In addition, members of the Arizona National Guard contributed over 25,000 workhours to the fight against crime at no charge to the Department.

Another tremendous success came from increased use of Department of Corrections inmate labor. This year, inmates provided landscape and custodial services at



Servicing fleet vehicles.

Phoenix offices for a \$27,640 cost reduction. Fleet services also turned to inmate labor for clean-up, administrative duties and car washes. The net result was about the same as gaining two mechanics, as well as avoiding approximately \$1,500 a month in commercial car wash charges.

Fleet staff additionally saved \$103,135 by using in-house vendor labor, whereby contract mechanics perform vehicle maintenance at DPS facilities for 20-30 percent less than off-site services cost. The Department also continued its long-term participation in an equipment testing



Reviewing blueprints for new facility.

program sponsored by the Ford Motor Company. This year, Ford provided DPS with the free use of 15 vehicles and hundreds of car



parts, including transmissions, batteries and alternators. Another long-term savings was realized through a department-wide vehicle reduction program which cut overall fleet size by 10 percent.

In other areas, sound facilities management contributed to cost control through construction of a lease-purchase facility on a five-acre site in Phoenix that will save approximately \$9,000 annually. The new facility consolidated radio riggers, property and evidence, and fleet storage units into one centralized location and eliminated the need for three separate leases.

Striving for cost control in communications, the Department acquired a new 800-service which reduced long distance telephone charges from an average of \$.25 per minute to a set charge of \$.14 per minute. As a result, average monthly expenditures this year were 31 percent less than the previous year. Also, an inventory and review of pagers used by criminal investigation staff eliminated \$1,596 in rental fees. As for written communications, the DPS mail room avoided over \$5,500 in costs by using bulk rate mailings. An additional \$2,700 in savings was achieved by using mail presort services.

Also important was an expanded safety and loss prevention program that resulted in a 6.4 percent drop from the prior fiscal year in the number of preventable vehicle accidents and a \$29,000 reduction in vehicle accident claims. Industrial injuries were down 11.2 percent as well. Other contributions to cost control included inventory changes which decreased supply costs by 16.5 percent, and settlement of a petroleum pricing suit that garnered a \$9,310 fuel purchase refund.

However, several federally mandated programs which have significant implementation costs adversely affected the Department's budget control attempts. One of these was the Americans with Disabilities Act (ADA) which has a far-reaching impact on employment and accommodation of disabled persons. In preparing for ADA implementation, DPS devoted a tremendous amount of time and resources in evaluating the essential functions of 193 job classifications and revising the Department's hiring, promotional, and record keeping procedures. In addition, compliance with ADA mandated facility renovations in

DPS' 200 buildings statewide could cost over \$100,000.

Another federal mandate came from an Occupational Safety and Health Act (OSHA) bloodborne pathogen standard which required DPS to develop an Infection Exposure Control Program to protect employees from occupational exposure to bloodborne diseases. As part of this program, DPS is providing training and Hepatitis B vaccinations to all at-risk employees. The cost of compliance is estimated at \$154,000.



Mobile Digital Terminals in over 100 patrol vehicles give officers direct access to computerized crime data.

Working Smarter With Computers

In its drive to optimize operational effectiveness and hold down costs, DPS continued its long-range plans to work smarter by computerizing labor-intensive administrative functions whenever possible.



Among the functions automated this year was a computerized system developed by criminal investigation support staff which monitors funds derived from sources other than legislated appropriations, e.g., grants, inter-governmental agreements and RICO funds. The system tracks awards, expenditures and available monies by line item category, allowing managers to monitor all aspects of each grant and any interface with state-funded programs.

In other areas, time-consuming cut-and-paste operations were eliminated with installation of a desktop publishing system; capital inventory records systems were expanded to track asset forfeiture items; the program for tracking health status and fitness scores of personnel was revised to make it easier for fitness instructors to design individual fitness programs; and forms for reporting DPS-vehicle accidents were computerized to expedite processing of repair claims.

Intensive work was also devoted to development of an automated Case Management System (CMS) for criminal investigation functions. In October 1991, investigators began working with data processing personnel in designing a CMS to track the status and results of criminal investigations. When the system becomes operational in May 1993, managers will be able to access data collected from officers' weekly activity summaries. With this information, they can efficiently monitor and evaluate investigation progress, manage case loads and determine allocation priorities.



Explaining testing process to DPS job applicants.

Major efforts were also committed to preparing in-house financial programs for conversion to a centralized Uniform Statewide Accounting System (USAS) operated by the Department of Administration (DOA). DPS personnel worked closely with DOA staff in implementing and working out problems with the payroll system module which came on-line in September 1991. The accounting and purchasing modules of the system will become operational in FY 92/93. In the interim, DPS personnel have received USAS training and revised DPS account codes to conform with the coding structure of the DOA system.

Many organizational units used computers on a smaller scale to streamline and improve internal processes. For instance, legal staff automated contract information, placing a listing of existing contracts on the Department's mainframe computer for easy access by employees. Internal Affairs developed a data base for complaint statistics and the affirmative action officer designed a computer log to track EEO inquiries. In addition, Inspections and Control cut report processing time by approximately 30 percent by providing their personnel computerized word processing capabilities.

Pursuing Innovative Program Improvements

Matching computer technology to Department goals was one way employees boosted productivity and kept costs down. Another was finding innovative ways to improve existing programs.

The Criminal Investigation Bureau made several administrative improvements to enhance accountability for equipment and evidence acquisition funds and to maximize use of bureau resources. Audits were conducted of cellular telephones, credit cards, pagers and tool room inventories. In addition, the bureau procedure manual was reviewed in its entirety and extensive revisions were completed to ensure resource accountability and to address changes in investigative techniques. Moreover, a formalized training program was established for investigative officers and supervisors to familiarize them with all provisions of the revised manual.

In a continuing effort to improve recruiting, selection and retention of personnel, Human



Resources staff revised job application forms, reviewed testing programs and developed recruiting pamphlets. Much effort was devoted to developing a job classification review plan that eliminates the need for time consuming single-position audits. The plan established a five-year review schedule with 20 percent of all classifications evaluated and updated each year.



Supply warehouse, Phoenix.

To better in-house customer service, flashing lights were installed in the supply warehouse to indicate a customer's presence at the supply counter, and mail room personnel used the Department's electronic bulletin board to publish tips on mail preparation methods.

Improved customer service and labor savings were the objectives realized with a variety of computer programming changes which streamlined use of automated crime information files. The first change produced a single transaction name-search format for inquiring into sex offender, wanted persons and criminal history data bases. The new one-step inquiries are processed during the night, with results printed and waiting for final processing the following morning. When a search results in "no record found," the computer even produces a formal report that can be mailed directly to the requesting agency. As a result, labor savings are estimated to be 90 percent and processing time for record checks was cut from 21 days to four.

Innovative ideas also were solicited from employees on how to improve operations, make work conditions safer and reduce costs. Employee Suggestion Program submissions this year included one which proposed replacing yellow paper pads with white paper that is easily

recycled. A second suggested installing electrical power strips in vehicle trunks to streamline installation of auxiliary equipment and at the same time make trouble shooting of electrical system problems simpler. Another implemented suggestion brought about a change to the state's Admin Per Se/Implied Consent Affidavit form that reduces the time officers from all law enforcement agencies spend at MVD hearings to suspend or revoke drivers' licenses.

Supporting Important Human Resources

DPS' cost control accomplishments, customer-focused services, and innovative program improvements reflected the commitment and professionalism of employees who continued to achieve goals in an increasingly leaner environment. Quality people delivering quality services are the Department's most valuable assets.

To help employees successfully meet growing demands for services, the Department continued to support professional development, peer counseling and wellness programs.



Physical fitness testing.

Both in-house and outside training classes advanced employee capabilities. Topics included personality profiling, workplace safety standards, audit techniques, pediatric life support measures, evidence management, stress



reduction methods, legendary service practices, discrimination law, financial planning ideas and total quality management principals.

Computer software training was provided for Harvard Graphics, Intermediate DOS, WordPerfect and Ventura Desktop Publishing. Operational instruction was presented in revamped radar and drivers training programs. A Tuition Reimbursement Program assisted 25 employees in furthering their education and enhancing their careers.

Other support programs also made major advances this year. The Fitness Program was replaced by the new Health and Wellness Program. More than just the name changed; the revamped program represents a year-round

health maintenance approach with pretest screening, fitness testing, medical follow-up examinations, education and computerized record keeping.

In addition, the Peer Counseling Program successfully completed its first year of operation by providing an avenue for employees to confidentially discuss personal and professional problems with trained volunteer counselors. Over 1,000 requests for service were logged this year. Counselors helped employees, retirees and their families cope with financial problems, personal relationships, career decisions, post traumatic stress, depression, substance abuse, ill health, and loss of loved ones. Volunteers also held a benefit auction that raised over \$9,000 to ensure continuation of program services.





Restructuring for Future Challenge

FY 91/92 was a pivotal year for the Arizona Department of Public Safety. It was a year in which employees once again delivered the solid operational performance that Arizona citizens have come to expect from DPS. It was also a year of intense internal assessment as the Department responded to continuing state budget shortfalls and two externally-conducted departmental reviews.

The first of these reviews was an operational audit completed by the Arizona Auditor General's Office as part of the State's statutorily mandated sunset review process. The second was an organizational review conducted as part of Project SLIM. In both instances, DPS took the opportunity presented by the external reviews to closely examine its existing operations and structure, aggressively looking for ways to meet increasing demands for service with diminishing resources.

During this self-assessment, the audit and SLIM recommendations for change were analyzed in depth and many were swiftly implemented to increase operational efficiency and effectiveness. Others were studied and modified to assure their practical application and achievement of long-term savings.

During the second half of FY 91/92, valuable negotiations with Project SLIM leaders were conducted to ensure the integrity of DPS' vital public safety services. These negotiations led to

a Department-designed restructuring plan that answers the challenge to reduce the cost of government and at the same time minimize negative impacts on public safety.

Under the DPS-charted restructuring plan, the Department will eliminate 147 positions, or about 10 percent of its work force. Most of the cuts will occur in management as the Department downsizes from five bureaus to three and consolidates several divisions within the bureaus. Thanks to a retirement incentive package passed by the State Legislature and endorsed by the Governor, the bulk of these changes will occur in conjunction with a large number of anticipated retirements in October 1992. When the restructuring is completed on July 1, 1993, DPS will have 38 fewer state-funded positions than it had in 1981.

In mapping its new course, the Department was guided by the bedrock values which made the organization what it is today and its vision of what the organization can be. DPS has already embarked on a number of quality initiatives to make that vision a reality. One of these was the development of a new mission statement to guide employees as they achieve FY 92/93 goals and face future challenges.



New Mission Statement and FY 92/93 Goals

Mission: The Arizona Department of Public Safety is dedicated to excellence in state government and strives to attain this standard by promoting public safety through professionalism, leadership, integrity and quality service.

Goals: Evaluate current law enforcement services and identify areas which can be restructured in 1992/93.

Realizing personnel are the source of quality service, DPS will foster employee recognition, safety, health and fitness.

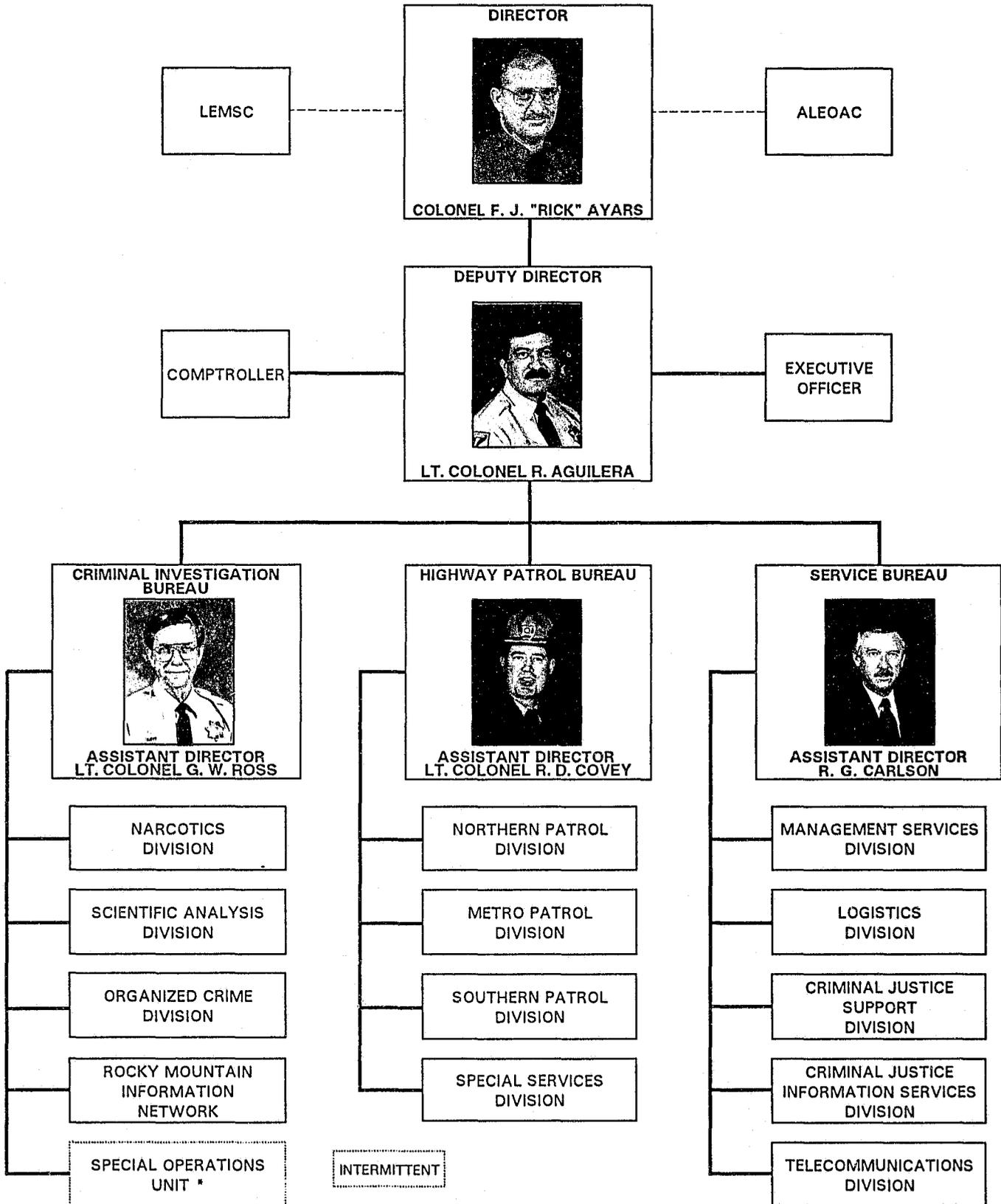
Provide professional law enforcement services to the public and criminal justice community.

Promote the culture of quality management to ensure every customer receives the highest quality service possible.

Maximize resources to provide quality support services to all customers.



Organizational Structure as of November 1, 1992



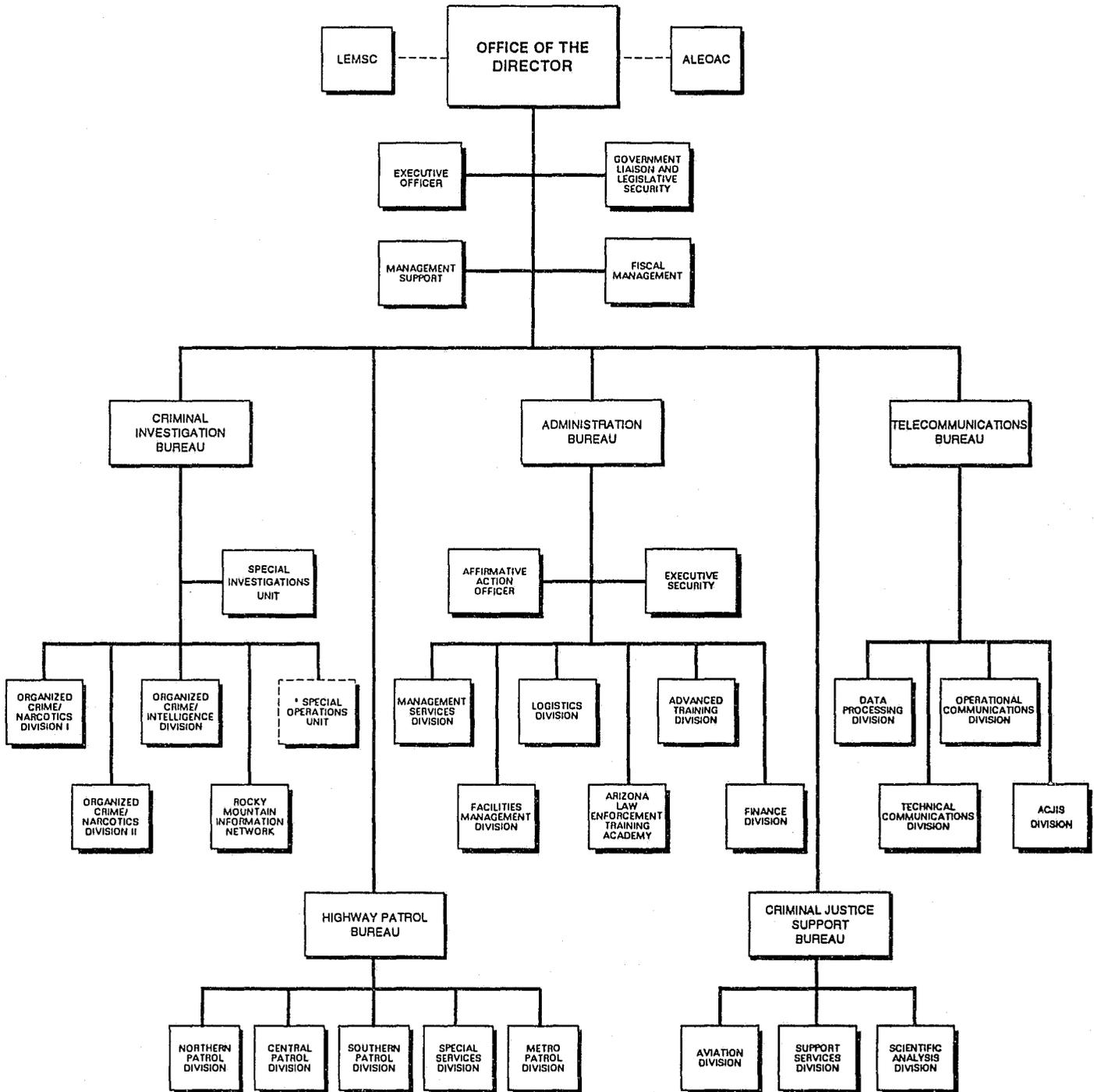
INTERMITTENT

* Not a standing unit.



DPS At a Glance

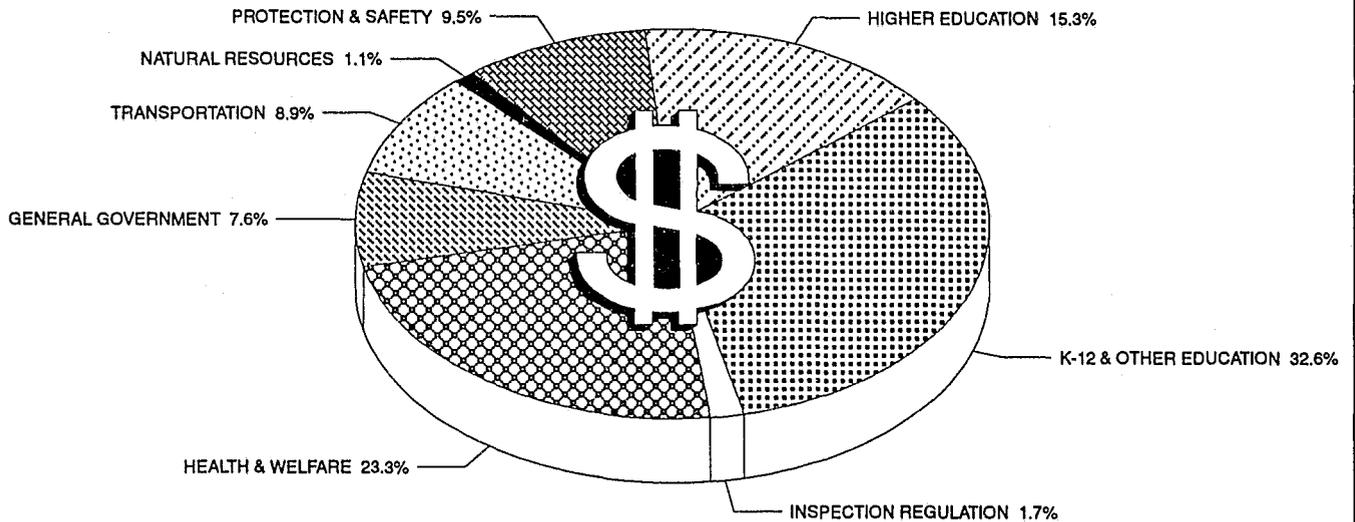
Organizational Structure - FY 91/92



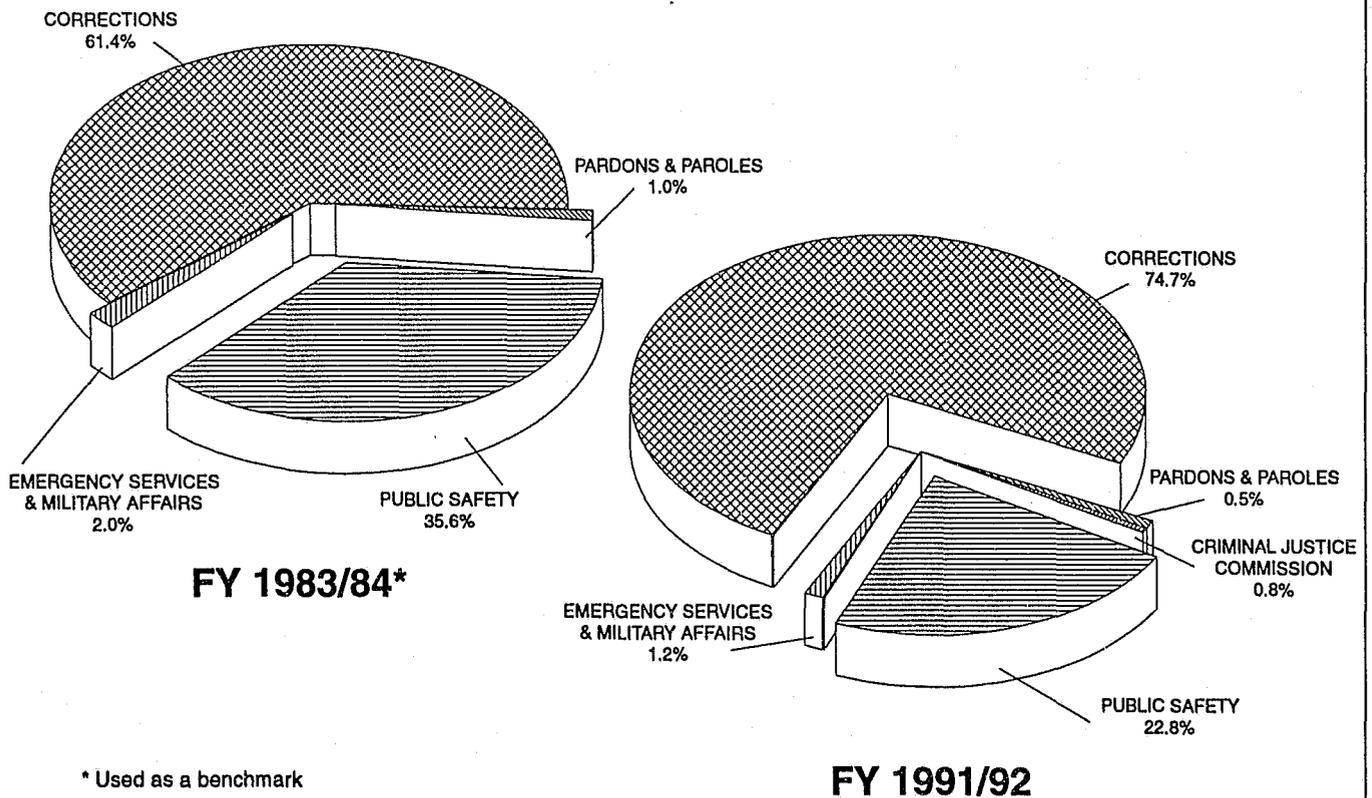
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DISTRIBUTION OF TOTAL APPROPRIATED FUNDS General and Non-General Funds by Function of Government

FISCAL YEAR 1991/92



COMPARISON OF STATE APPROPRIATIONS For Protection and Safety FY 1983/84* and FY 1991/92



* Used as a benchmark

SOURCE: JLBC APPROPRIATIONS REPORT

LAW ENFORCEMENT ACTIVITIES

	<u>* FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
ARRESTS			
Felony and Misdemeanor (excluding DUI)	13,596	13,073	-3.8
DUI	6,483	6,548	1.0
Total Arrests	20,079	19,621	-2.3
CITATIONS ISSUED	281,411	269,043	-4.4
WARNINGS ISSUED	226,006	245,213	8.5
TRAFFIC ACCIDENTS INVESTIGATED	14,671	14,616	-0.4
STOLEN VEHICLES RECOVERED	2,106	1,218	-42.2
DRUGS SEIZED **			
Marijuana	22,453 lbs.	26,795 lbs.	19.3
Marijuana Plants	3,053 plants	7,813 plants	155.9
Heroin	62 ozs.	93 ozs.	50.7
Cocaine	1,958 lbs.	3,774 lbs.	92.8
Other Drugs (by weight) ***	47 lbs.	96 lbs.	101.5
Other Drugs (by dose unit) ***	3,379 units	10,290 units	204.5

* FY 90/91 data may vary from prior reports due to submission of revised data.

** Includes drug seizures by both Highway Patrol and Criminal Investigation Bureaus.

*** Other Drugs are reported either by weight or unit. Each category excludes the other. Units include various measures such as "hits", doses and tablets.

Source: Highway Patrol and Criminal Investigation

APPROPRIATIONS AND FUNDING *

	<u>FY 1988/89</u>	<u>FY 1989/90</u>	<u>FY 1990/91</u>	<u>FY 1991/92</u>
OPERATING BUDGET				
Criminal Investigation	\$11,880,000	\$12,038,600	\$12,038,700	\$11,569,500
Highway Patrol	30,750,700	32,181,900	33,161,200	31,932,700
Administration	16,924,700	18,711,600	18,155,400	18,195,200
Criminal Justice Support	8,920,000	9,178,500	9,509,200	9,259,900
Telecommunications	13,736,600	13,777,300	14,189,800	15,413,000
Total Operating Budget	\$82,212,000	\$85,887,900	\$87,054,300	\$86,370,300
Land, Bldgs & Improvements	158,200	472,000	330,000	290,000
Total Appropriations	\$82,370,200	\$86,359,900	\$87,384,300	\$86,660,300
FUNDING BY SOURCE				
General Fund	\$69,673,200	\$84,537,900	\$63,581,000	\$40,900,000
State Highway Fund	1,326,000	1,322,000	23,303,300	29,254,700
Highway Patrol Fund	11,371,000	500,000	500,000	3,600,000
Highway User Revenue Fund				12,453,300
Criminal Justice Enhancement Fund				452,300
Total State Funding	\$82,370,200	\$86,359,900	\$87,384,300	\$86,660,300
AUTHORIZED POSITIONS **	1,620	1,622	1,629	1,617

* Funding reflects actual appropriation less Governor's mid-year reduction.

** State-funded, full-time equivalent positions as of the end of each fiscal year.

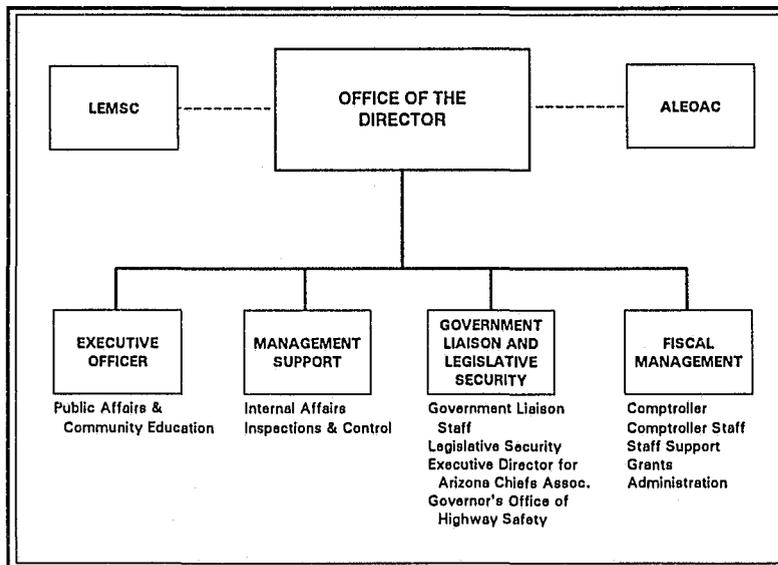
Source: Fiscal Management

Office of the Director

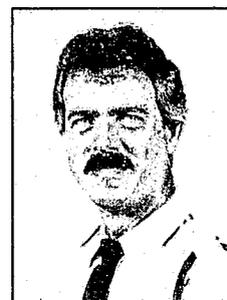


The Director of the Arizona Department of Public Safety, Colonel F. J. "Rick" Ayars, establishes the Department's goals, policies, procedures and organizational structure. He directs and controls the activities of the agency and is responsible for accomplishing its mission.

The Director is assisted by a Deputy Director, Lieutenant Colonel Randy A. Sterna.



Colonel F. J. "Rick" Ayars
Director



Lt. Colonel R. A. Sterna
Deputy Director

OVERVIEW

Executive Officer

- Manages the personnel and functions of the Director's staff.
- Administers the Public Affairs and Community Education (PACE) program, providing open communication with the media and safety education for the public.

Management Support

- Conducts internal investigations to ensure the integrity and professionalism of Department employees.
- Performs section and district inspections to enhance effectiveness and efficiency.

Government Liaison and Legislative Security

- Coordinates the selection of officers to serve as interim chiefs of police as requested by local governments.
- Monitors proposed legislation pertaining to the criminal justice system.
- Maintains security for the Arizona Senate and House of Representatives.

- Oversees the operation of the Governor's Office of Highway Safety (GOHS).
- Ensures cooperative relations between the Department and local, county, state and federal criminal justice agencies.
- Provides an executive director for the Arizona Association of Chiefs of Police.

Fiscal Management

- Facilitates development of the Department's annual budget request.
- Monitors fiscal processes and maintains overall budgetary control within the Department.
- Administers federal block grants and serves as the statistical repository and clearinghouse for the Department's federal grants.
- Administers the Criminal Justice Enhancement Fund (CJEF) grant program.
- Administers the Department's asset seizure and forfeiture program pursuant to Racketeering Influenced Corrupt Organization (RICO) laws.



The Office of the Director also provides resources to the Law Enforcement Merit System Council (LEMSC) and the Arizona Law Enforcement Officers' Advisory Council (ALEOAC).

Law Enforcement Merit System Council (LEMSC)

- Ensures that merit principles are applied to the selection, appointment, retention, promotion, discipline or dismissal of classified employees.
- Establishes standards and qualifications for all classified positions.

Arizona Law Enforcement Officers' Advisory Council (ALEOAC)

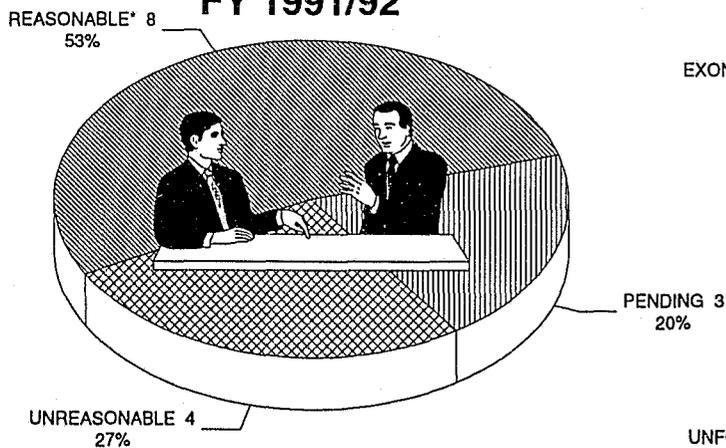
- Prescribes minimum qualifications for officers to be appointed to enforce the laws of Arizona and certifies officers in compliance with those qualifications.
- Prescribes minimum courses of training and minimum standards for training facilities for Arizona's law enforcement officers and recommends curricula for advanced courses in law enforcement.
- Ensures adherence by local law enforcement agencies to ALEOAC selection and training standards.



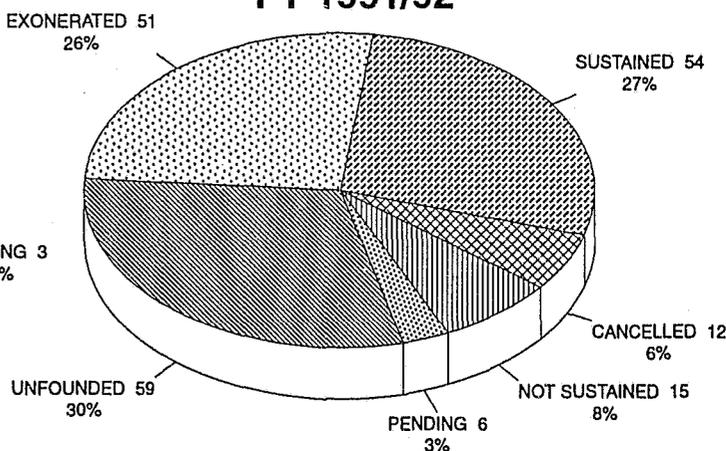
DIRECTOR'S OFFICE ACTIVITIES			
	<u>FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
<i>COMPLAINTS INVESTIGATED</i>			
Citizen Complaints	*	197	-
Internal Complaints	*	172	-
Total Complaints Investigated	410	369	-10.0
<i>CRITICAL INCIDENT INVESTIGATIONS</i>	19	12	-36.8
<i>TOTAL INTERNAL INVESTIGATIONS</i>	429	381	-11.2
<i>MANAGEMENT INSPECTIONS</i>	19	5	-73.7
* Data Not Available			

Source: Management Support

CRITICAL INCIDENT REVIEW FY 1991/92



ADJUDICATION OF CITIZEN COMPLAINTS Against Employees FY 1991/92



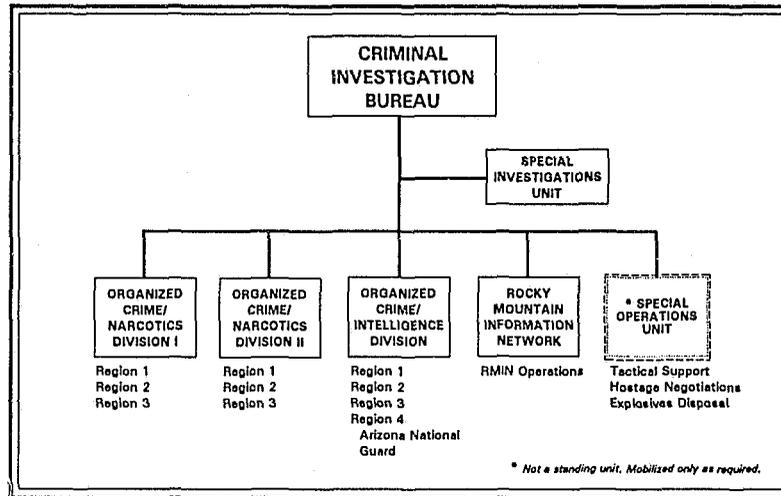
* Means that upon independent review, an employee's actions and conduct during a critical incident were deemed 'reasonable' under the totality of circumstances.

SOURCE: MANAGEMENT SUPPORT

Criminal Investigation



Criminal Investigation supports the mission of the Arizona Department of Public Safety by enforcing criminal statutes, deterring criminal activity and assisting other public safety agencies. These efforts encompass narcotics, organized crime/racketeering, liquor laws and criminal intelligence. Investigative and specialized services are also provided to local, county, state and federal criminal justice agencies.



Lt. Colonel G. W. Ross
Assistant Director

OVERVIEW

Organized Crime/Narcotics Divisions I and II

Each of the above divisions (regionalized):

- Deters the importation, manufacture and distribution of illegal narcotics and dangerous drugs.
- Investigates organized crime, white-collar crime and racketeering.
- Works in close cooperation with the State Attorney General's Office in the investigation of white-collar crime.
- Apprehends fugitives and prison escapees.
- Identifies, investigates and seizes laboratories which manufacture illegal drugs.
- Conducts in-depth financial investigations to identify and seize assets of major criminal enterprises and organizations.
- Enforces liquor and narcotics laws.
- Assists city and county law enforcement agencies with a wide range of criminal investigations.

Organized Crime/Intelligence Division

- Collects, analyzes and disseminates criminal intelligence information pertaining to organized crime and public disorder activities.
- Provides criminal investigation research for DPS and other agency investigators.
- Provides clearinghouse activities on missing and exploited children for Arizona law enforcement agencies through the Family Information Directory (F.IN.D.) program.
- Coordinates assistance provided by the Arizona National Guard.

Specialty Units

Special Investigations

- Investigates Department critical incidents and provides the same investigative assistance to criminal justice agencies and political subdivisions throughout Arizona upon request.

Special Operations (*Mobilized as required*)

Provides help to the Department and local police agencies during tactical situations, hostage negotiations, seizures of illegal labs and disposal of explosives.



The Criminal Investigation Bureau also serves as host to the federal grant-funded Rocky Mountain Information Network (RMIN). RMIN, one of seven federal grant-funded Regional Information Sharing System projects, has eight participating states - Arizona, Colorado, Idaho, Montana, Nevada, New Mexico, Utah and Wyoming.

Rocky Mountain Information Network (RMIN)

- Collects, organizes and disseminates criminal and intelligence information to assist regional law enforcement agencies in the detection, enforcement and prosecution of criminal activities that cross jurisdictional or state boundaries.



CRIMINAL INVESTIGATION ACTIVITIES			
	<u>FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
COURT DOCUMENTS SERVED			
Search Warrants	374	316	-15.5
Arrest Warrants - Felony	70	390	457.1
Arrest Warrants - Misdemeanor	701	614	-12.4
Fugitive Warrants	475	446	-6.1
Court Orders	63	82	30.2
Subpoenas	155	168	8.4
Summonses	15	19	26.7
Total Documents Served	1,853	2,035	9.8
LIQUOR ENFORCEMENT			
Routine Liquor Inspections	180	234	30.0
Covert Establishment Checks	1,408	2,089	48.4
Regulation Violations Noted	122	138	13.1
CUB Operations			
Establishments Checked	*	287	-
Underage Selling Violations	*	42	-
Warnings Issued	156	53	-66.0
Citations Issued:			
To Licensee/Employee	184	221	20.1
To Other Adults	107	33	-69.2
To Minors-Consume/Possess	274	123	-55.1
To Minors-Fraudulent ID	3	4	33.3
To Minors-Premises Violations	3	4	33.3
Total Liquor Citations	571	385	-32.6
CRIMINAL INVESTIGATION RESEARCH			
Requests - DPS	8,716	11,113	27.5
Requests - Other Agencies	9,942	18,276	83.8
CIRU Requests for Missing Children	95	109	14.7
Total Research Requests	18,658	29,389	57.5
INTELLIGENCE REPORTS SUBMITTED	34,076	18,463	-45.8
STOLEN PROPERTY RECOVERED			
Auto Theft Recoveries	113	19	-83.2
Other Stolen Property	*	322	-
ASSET SEIZURES			
Vehicles	68	226	232.4
Aircraft	8	9	12.5
Cash (\$)	*	3,602,000	-
Other Items	28	110	292.9

* Data not available

Source: Criminal Investigation



PERSONS ARRESTED

<i>OFFENSES</i>	<u>* FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
Arson	2	0	-100.0
Assault	64	34	-46.9
Burglary	31	8	-74.2
Commercialized Sexual Offenses	5	31	520.0
Conspiracy	73	20	-72.6
Damaged Property	2	1	-50.0
Drug Offenses	991	1,107	11.7
Embezzlement	4	3	-25.0
Flight/Escapes	24	32	33.3
Forgery/Counterfeiting	13	5	-61.5
Fraudulent Activities	33	59	78.8
Homicide	9	8	-11.1
Kidnapping/Abduction	7	3	-57.1
Larceny/Theft	97	33	-66.0
Obscenity	1	0	-100.0
Obstruct Judiciary/Legislature	1	1	0.0
Obstruct Police	0	1	-
Other Offenses	142	11	-92.3
Robbery	20	24	20.0
Sex Offenses	1	12	1100.0
Sexual Assault/Rape	37	8	-78.4
Smuggling	9	1	-88.9
Stolen Property	7	2	-71.4
Stolen Vehicle	17	4	-76.5
Traffic Offenses	1	9	800.0
Weapon Offenses/Explosives	5	1	-80.0
Total Arrests	1,596	1,418	-11.2

* FY 90/91 data may vary from prior reports due to submission of revised data.

Source: Criminal Investigation

CRIMINAL INVESTIGATION DRUG SEIZURES *

<i>DRUGS SEIZED</i>	<u>FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
Marijuana	17,110.2 lbs.	22,181.3 lbs.	29.6
Heroin	3.8 lbs.	1.8 lbs.	-52.6
Cocaine	1,676.6 lbs.	1,200.6 lbs.	-28.4
<i>OTHER DRUGS (by weight) **</i>			
Hashish	0.3 ozs.	1.1 ozs.	266.7
Narcotic Drugs	2.0 ozs.	6.7 ozs.	240.1
Methamphetamine	711.4 ozs.	1,136.0 ozs.	59.7
Methamphetamine Oil	- ozs.	160.0 ozs.	-
Non-Narc. Controlled Substances	1.0 ozs.	0.0 ozs.	-100.0
Crack	14.0 ozs.	61.2 ozs.	337.1
Total Other Drugs (by weight)	728.6 ozs.	1,365.0 ozs.	87.3
<i>OTHER DRUGS (by dose unit) **</i>			
LSD	2831 units	155 units	-94.5
Narcotic Drugs	117 units	73 units	-37.6
Methamphetamine	15 units	515 units	3333.3
Prescription Drugs	68 units	639 units	839.7
Non-Narc. Controlled Substances	300 units	7149 units	2283.0
Heroin	6 units	12 units	100.0
Total Other Drugs (by dose unit)	3,337 units	8,543 units	156.0
<i>MISCELLANEOUS SEIZURES</i>			
Marijuana Plants	3,053 plants	7,813 plants	155.9
Marijuana Fields/Greenhouses	28 items	15 items	-46.4
Clandestine Laboratories	21 items	16 items	-23.8
Precursor Chemicals	1,905.0 ozs.	2,400 ozs.	26.0

* Highway Patrol drug seizures are listed in the tables for that bureau.
 ** Other Drugs are reported either by weight or unit. Each category excludes the other. Units include various measures such as "hits", doses and tablets.

Source: Criminal Investigation

ASSISTANCE TO OTHER AGENCIES

<i>TYPE OF ASSISTANCE PROVIDED</i>	<u>* FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
Applicant Background Checks	2	3	50
Auto Theft Investigations	66	14	-79
Criminal Surveillances	66	25	-62
Drug Investigations	521	381	-27
Economic Crime Investigations	33	17	-48
Explosive Incident Responses	84	107	27
Fugitive Locates/Arrests	22	11	-50
Hostage Negotiations	1	4	300
Intelligence Assistance	40	80	100
Investigative Research	9,743	18,454	89
Internal Investigations	7	3	-57
Liquor Investigations	190	60	-68
Officer-Involved Shooting Investigations (Other Agency)	-	3	-
Pen Registers	5	17	240
Tactical Operations	55	44	-20
Technical Surveillance	2	1	-50
Training	33	49	48
Other	28	48	71
Total Requests	10,898	19,321	77

* Data may vary from previous reports due to submission of revised data.

Source: Criminal Investigation

Highway Patrol

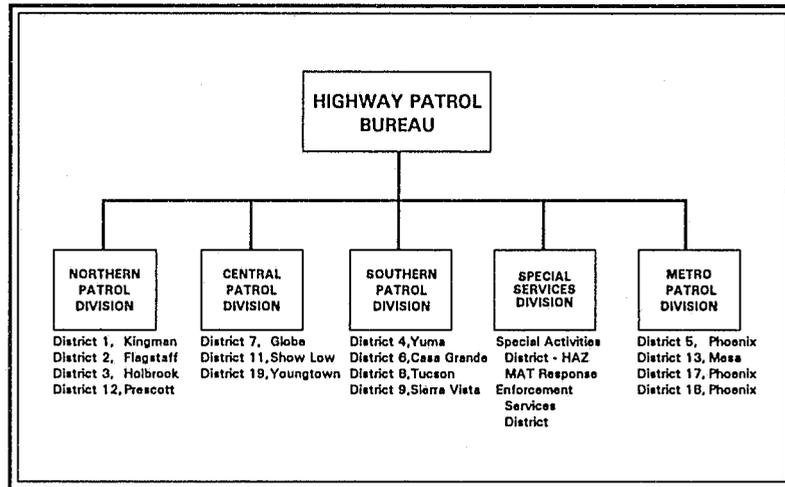


The Highway Patrol is responsible for the safety of motorists on Arizona's highways.

In serving the needs of the public, the bureau is guided by the principles embodied in the Department's motto: "Courteous Vigilance."

OVERVIEW

Northern, Central, Southern, and Metro Patrol Divisions



Lt. Colonel L. N. Thompson
Assistant Director

Each of the above divisions:

- Enforces state traffic and criminal statutes.
- Controls accident scenes and investigates traffic accidents.
- Patrols a combined total of 6,095 miles of state and federal highways and freeways.
- Assists motorists with disabled vehicles.
- Controls and reports on traffic when adverse weather, accidents, construction or other road restrictions create unusual traffic conditions.
- Enforces state and federal commercial vehicle regulations.
- When requested, responds to emergency situations during civil disturbances and unusual occurrences at correctional institutions.
- Handles emergency relay services for the transport of blood, medical and other vital supplies.
- Provides traffic safety information programs to the public through civic organizations, service groups and schools.

- Furnishes specialized training and assistance to criminal justice agencies throughout Arizona.

Special Services Division

- Provides technical and investigative assistance for accidents and incidents involving hazardous materials and commercial vehicles.
- Enforces commercial vehicle safety standards and vehicle weight regulations; inspects commercial vehicles and truck terminal facilities.
- Performs inspections of school buses to ensure compliance with vehicle safety standards.
- Conducts inspections of tow truck companies and enforces regulations governing tow truck operations.
- Provides specialized training and assistance to criminal justice agencies throughout Arizona regarding motor vehicle theft.
- Maintains liaison with and provides assistance in criminal matters to the Republic of Mexico.





HIGHWAY PATROL ACTIVITIES			
	<u>FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
<i>CITATIONS ISSUED</i>			
Hazardous Violations *	204,259	199,147	-2.5
Non-Hazardous Violations	76,581	69,511	-9.2
Total Citations	280,840	268,658	-4.3
<i>WARNINGS ISSUED</i>			
Hazardous Violations	169,959	174,068	2.4
Non-Hazardous Violations	55,891	71,092	27.2
Total Warnings	225,850	245,160	8.5
<i>REPAIR ORDERS ISSUED</i>	87,838	125,186	42.5
<i>MOTORIST ASSISTS</i>	82,402	110,685	34.3
<i>STOLEN VEHICLES RECOVERED</i>			
Auto Theft Recoveries	1,413	898	-36.4
Border Liaison Recoveries	580	301	-48.1
Total Recovered Vehicles	1,993	1,199	-39.8
<i>ARRESTS</i>			
Felony (excludes DUI)	3,217	3,060	-4.9
Misdemeanor (excludes DUI)	8,783	8,595	-2.1
DUI (misdemeanor & felony)	6,483	6,548	1.0
Total Arrests	18,483	18,203	-1.5
<i>COMMERCIAL VEHICLES PLACED OUT OF SERVICE</i>			
	6,811	7,256	6.5
<i>MOTOR CARRIER INSPECTIONS</i>	22,675	26,932	18.8
* Hazardous Violation Citations include those for Speeding and Petty Offenses.			<i>Source: Highway Patrol</i>

HIGHWAY PATROL DRUG SEIZURES *

<i>DRUGS SEIZED</i>	<u>FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
Marijuana	5,343.0 lbs.	4,614.1 lbs.	-13.6
Heroin	0.8 ozs.	64.0 ozs.	8433.3
Cocaine	281.0 lbs.	2,573.8 lbs.	816.0
Other Drugs (by weight) **	*** lbs.	10.2 lbs.	-
Other Drugs (by dose unit) **	*** units	1,747.0 units	-

* Criminal Investigation drug seizures are listed in the tables for that bureau.

** Other Drugs are reported either by weight or unit. Each category excludes the other. Units include various measures such as "hits", doses and tablets.

*** Data not reported.

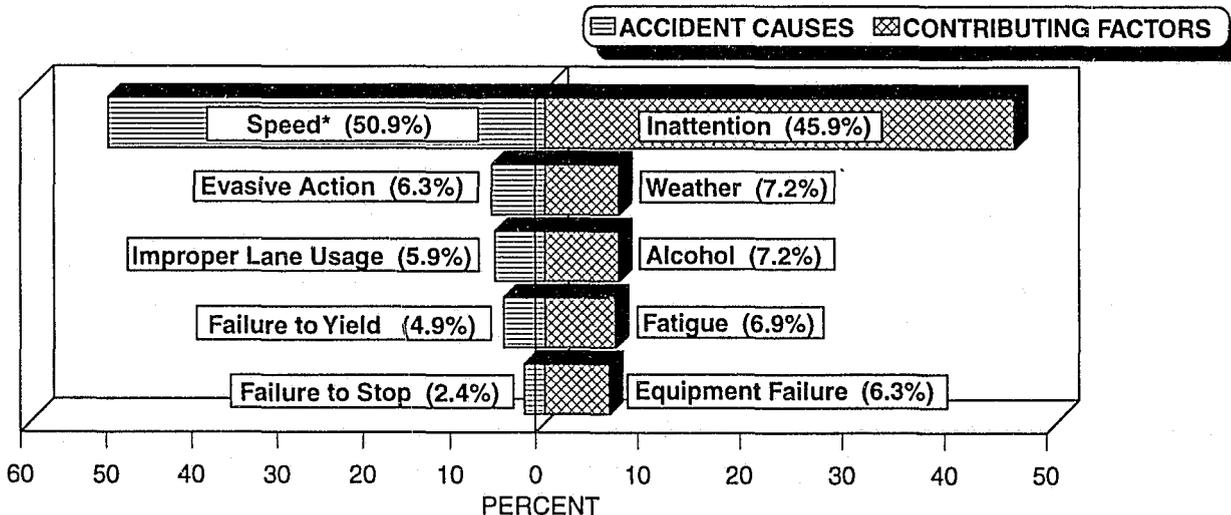
Source: Highway Patrol

TRAFFIC ACCIDENTS AND ALCOHOL

<i>ACCIDENTS INVESTIGATED BY DPS</i>	<u>FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
Total Accidents	14,671	14,616	-0.4
Number Alcohol Related	1,390	1,251	-10.0
Percent Alcohol Related	9.5%	8.6%	
<i>INJURIES</i>			
Number of Accidents with Injuries	4,636	4,492	-3.1
Total Injuries	8,040	8,808	9.6
Number Alcohol Related	1,340	674	-49.7
Percent Alcohol Related Injuries	16.7%	7.7%	
<i>FATALITIES</i>			
Number of Fatal Accidents	251	219	-12.7
Total Fatalities	289	279	-3.5
Number Alcohol Related	95	74	-22.1
Percent Alcohol Related	32.9%	26.5%	

Source: Highway Patrol

TOP FIVE CAUSES AND FACTORS In Traffic Accidents Investigated by DPS FY 1991/92



* Refers to speed that is not reasonable and prudent. This encompasses instances in which drivers fail to exercise due care, such as driving too fast for existing road or weather conditions, following too close, operating a vehicle while fatigued or impaired, as well as exceeding the speed limit.

SOURCE: HIGHWAY PATROL

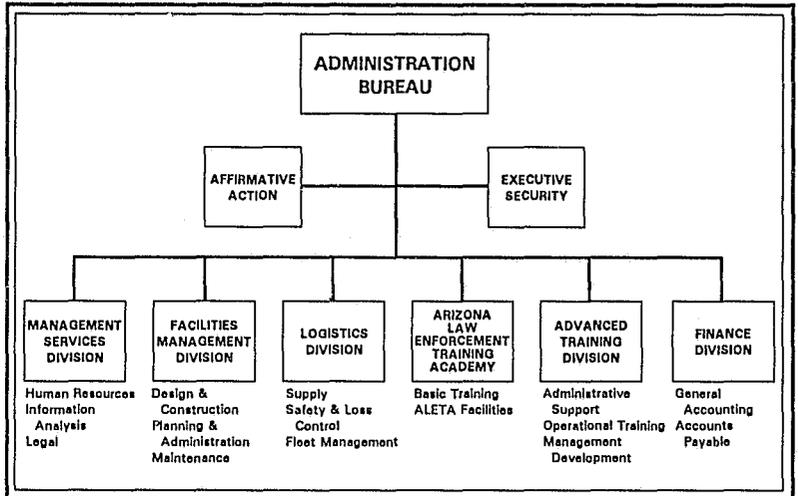


Administration



Lt. Colonel R. Aguilera
Assistant Director

Administration provides centralized services which include supplies, human resources, basic officer training, advanced training, legal assistance, policy development and research, maintenance of vehicles and facilities, building security and financial management.



OVERVIEW

Affirmative Action

- Administers the Department's Equal Employment Opportunity and Affirmative Action (EEO/AA) Programs.

Executive Security

- Provides security and transportation for the governor and the governor's family.

Management Services Division

- Originates and maintains programs to recruit, hire and manage the Department's human resources.
- Develops and maintains a comprehensive classification and compensation plan, coordinates employee benefits, provides guidance on retirement planning, maintains personnel records and administers employee insurance programs.
- Prepares research studies on law enforcement issues, coordinates development of the Department's strategic plan and publishes various departmental reports.
- Documents policies and procedures for effective management of organizational resources and administers the Department's employee suggestion and forms management programs.
- Provides legal assistance to DPS and other law enforcement agencies regarding criminal and traffic laws.

Facilities Management Division

- Develops plans, administers contracts, monitors construction and maintains the Department's facilities.
- Provides security for the Phoenix and Tucson facilities.

Logistics Division

- Procures, stocks and issues consumable supplies for the Department.
- Maintains an on-line computerized inventory system for capital equipment.
- Coordinates industrial safety programs, disseminates safety information and inspects statewide facilities to ensure a safe and healthy work environment.
- Processes property loss and industrial injury claims.
- Procures, equips and maintains all vehicles for the Department.

Arizona Law Enforcement Training Academy (ALETA)

- Develops and coordinates basic law enforcement training programs which include full certification, specialty officer and DPS advanced basic courses.



- Manages academy facilities and training resources which are provided for correctional officer training and also to other law enforcement agencies on a space available basis.

Advanced Training Division

- Develops and coordinates advanced and recertification law enforcement training programs.
- Develops and conducts emergency medical training sessions.
- Administers the Department's physical fitness and peer counseling programs.
- Trains law enforcement instructors.
- Provides law enforcement-related library services to Arizona's criminal justice community.
- Furnishes mail services for the Department.
- Provides statewide coordination of Arizona's Drug Abuse Resistance Education (D.A.R.E.) program activities.

- Operates the Southwest Regional Training Center (SWRTC) in support of the national D.A.R.E. program.

- Develops audio-visual aids for classroom training purposes.

- Provides video production services.

- Provides armory services.

Finance Division

- Manages the Department's payroll, purchasing, budgetary and accounting services.

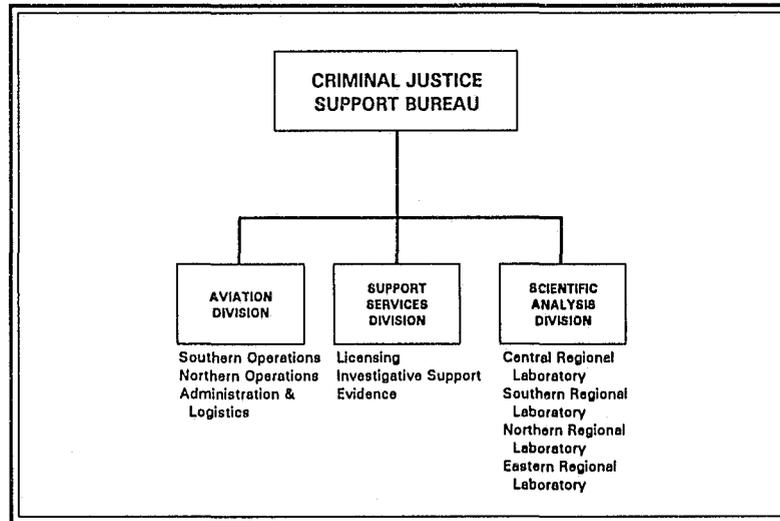


ADMINISTRATION ACTIVITIES			
	<u>* FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
ADVANCED TRAINING			
Programs Conducted	255	235	-7.8
Students/Attendance	3,650	3,445	-5.6
Employees Given Physical Fitness Tests	735	600	-18.4
ARIZONA LAW ENFORCEMENT TRAINING ACADEMY			
Basic Training/Speciality Classes Graduated	7	6	-14.3
Students Graduated	268	170	-36.6
ARMORY			
Weapons Repaired	943	723	-23.3
FACILITIES			
Maintenance Orders Completed	2,645	2,662	0.6
Projects Completed	54	50	-7.4
Facilities Work Requests	76	90	18.4
Building/Square Footage Maintained	571,789	577,773	1.0
FINANCE			
Purchase Orders Processed	9,911	9,416	-5.0
Financial Claims Processed	32,537	30,812	-5.3
FLEET			
Vehicle Work Orders Processed	31,722	32,120	1.3
Vehicle Maintenance Expenditures (\$)	3,483,678	3,511,156	0.8
Maintenance/Fuel Costs Per Mile Driven (\$)	0.126	0.13	3.2
HUMAN RESOURCES			
New Hires Processed	140	189	35.0
Other Position Control Actions Completed	6,845	5,210	-23.9
Employee Benefit Requests Processed	6,850	7,089	3.5
INFORMATION ANALYSIS			
Forms Completed	51	86	68.6
Graphics Service Projects **	114	70	-38.6
Employee Suggestions Evaluated	32	16	-50.0
Policy/Information Projects Completed	125	129	3.2
LEGAL			
Contracts Processed	395	283	-28.4
Law Bulletins Issued	6	6	0.0
Teaching Assignments	16	17	6.3
LIBRARY			
Title/Volumes Added	581	378	-34.9
Audiovisual Circulation	6,435	7,184	11.6
MAILROOM			
Pieces of Mail Processed	577,264	539,507	-6.5
Mailing Costs (\$)	83,703	88,672	5.9
SUPPLY			
Value of Consumable Supplies Issued (\$)	722,111	603,032	-16.5
* FY 90/91 data may vary from prior reports due to submission of revised data.			
** FY 91/92 decrease reflects several months of position vacancy			
			<i>Source: Administration</i>

Criminal Justice Support



Criminal Justice Support develops and coordinates scientific, technical, regulatory, and support services essential to the promotion of public safety within Arizona. Special attention is given to providing scientific analysis and technological support to Arizona's local law enforcement agencies and to ensuring the availability of air rescue operations as a statewide public service.



Major W. Reutter
Interim Assistant Director

OVERVIEW

Aviation Division

- Provides statewide first-care emergency medical and evacuation as well as search and rescue services.
- Furnishes air support to assist in felony apprehensions and other law enforcement activities throughout the State.

Support Services Division

- Provides scientific analysis and expert testimony in the areas of questioned documents, polygraph and accident reconstruction; provides photographic and crime scene assistance to prosecutors, law enforcement officials and regulatory agencies.
- Licenses agencies and individuals in the private investigator and security guard industries doing business within the state of Arizona. Additionally, licenses polygraph examiners who do business in the state.
- Stores, safeguards and disposes of property and evidence.
- Publishes a monthly newsletter for the criminal justice communities and a monthly employee newsletter.

Scientific Analysis Division

- Assists prosecutors, law enforcement agencies and court officers, statewide, in the investigation and adjudication of criminal cases through the use of scientific techniques for the precise identification and evaluation of physical evidence.
- Provides crime laboratory services in the major areas of serology, toxicology, controlled substances, firearms and toolmarks, latent fingerprints, intoxylizer and trace evidence (arson debris, explosives, hairs, fibers, paint, glass, etc.).
- Pioneers the development of technological advances in order to furnish state-of-the-art services to Arizona law enforcement agencies.
- Provides instruction to investigative officers in proper identification, collection and packaging of evidence including hazardous evidence.
- Provides crime scene assistance including, but not limited to, retrieval of latent prints, trace evidence, tire tread and footwear impressions, blood splatter analysis, and drug identification.



- Provides instrument calibration for breath testing equipment used to confirm alcohol-impairment of motorists.
- Provides expert testimony in courts of law in support of analyses provided.
- Provides DNA profiling of body fluid stains from evidence samples collected during investigation of violent crimes.



CRIMINAL JUSTICE SUPPORT ACTIVITIES

	<u>* FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
<i>INVESTIGATIVE SUPPORT CASE LOAD SUMMARY</i>			
Accident Reconstruction Cases	134	120	-10.4
Questioned Document Examinations	675	692	2.5
Polygraph Examinations	1,165	988	-15.2
Photo Prints	158,850	179,302	12.9
Print Press Impressions	5,809,855	6,011,398	3.5
Commercial-quality Photocopies	1,308,500	2,066,692	57.9
<i>PROPERTY AND EVIDENCE CASE LOAD SUMMARY</i>			
DPS Submissions	8,459	12,828	51.6
Other Agencies Submissions	10,441	18,895	81.0
Total Submissions	18,900	31,723	67.8

* FY 90/91 data may vary from prior reports due to submission of revised data.

Source: Criminal Justice Support

LICENSING WORK LOAD SUMMARY

	<u>FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
SECURITY GUARDS			
Active Employee Licenses	12,738	12,051	-5.4
Employee Applications Processed	8,909	7,041	-21.0
Employee ID Cards Issued	8,909	7,041	-21.0
Employee Renewals Processed *	3,343	5,983	79.0
Employee Transfers Processed *	2,741	-	-
Employee Duplicate ID Issued	180	154	-14.4
Employee Delinquencies *	-	274	-
Active Agency Licenses	98	109	11.2
Agency Applications Processed	15	28	86.7
Agency Licenses Issued	14	29	107.1
Agency Licenses Renewed	88	84	-4.5
Agency 90-day Hold	-	1	-
Agency Restructures Processed	3	9	200.0
Agency Delinquencies *	-	1	-
PRIVATE INVESTIGATORS			
Active Employee Licenses	1,117	1,122	0.4
Employee Applications Processed	410	360	-12.2
Employee Renewals Processed	553	485	-12.3
Employee Delinquencies	27	23	-14.8
Active Agency Licenses	718	781	8.8
Agency Applications Processed	93	80	-14.0
Agency Licenses Issued	91	89	-2.2
Agency Licenses Renewed **	647	132	-79.6
Agency License 90-day Hold **	41	0	-
Agency Restructures Processed	21	18	-14.3
Agency Delinquencies	26	11	-57.7
POLYGRAPH EXAMINERS			
Active Licenses	86	72	-16.3
Applications Processed	15	7	-53.3
Licenses Issued	15	9	-40.0
Licenses Renewed	66	68	3.0
Intern Applications Processed	1	1	0.0
Intern Licenses Issued	1	1	0.0
* Reflects implementation of 3-yr licenses effective 7/1/91; a delinquency period; and the elimination of the transfer requirement.			
** Reflects implementation of 3-yr licenses effective 10/1/90			
<i>Source: Criminal Justice Support</i>			

AIR RESCUE MISSIONS

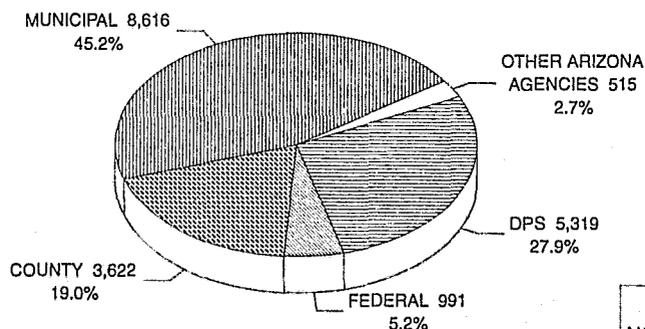
	<u>* FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
Highway Medical Evacuation	536	523	-2.4%
Law Enforcement - Criminal	286	441	54.2%
Search & Rescue	298	387	29.9%
Non-Highway Medical Evacuation	298	384	28.9%
Hospital Transfer	407	325	-20.1%
Flight Training	143	163	14.0%
Aircraft Maintenance	132	145	9.8%
Public Education	120	128	6.7%
Law Enforcement - Traffic	49	38	-22.4%
Patrol Flights	8	18	125.0%
Vital Materials	21	18	-14.3%
Medical Training	17	15	-11.8%
Other	242	271	12.0%
Total Missions	2,557	2,856	11.7%
Total Mission Hours	2,743	2,753	0.3%
* FY 90/91 data may vary from prior reports due to submission of revised data.			
<i>Source: Criminal Justice Support</i>			

CRIME LABORATORY CASE LOAD SUMMARY

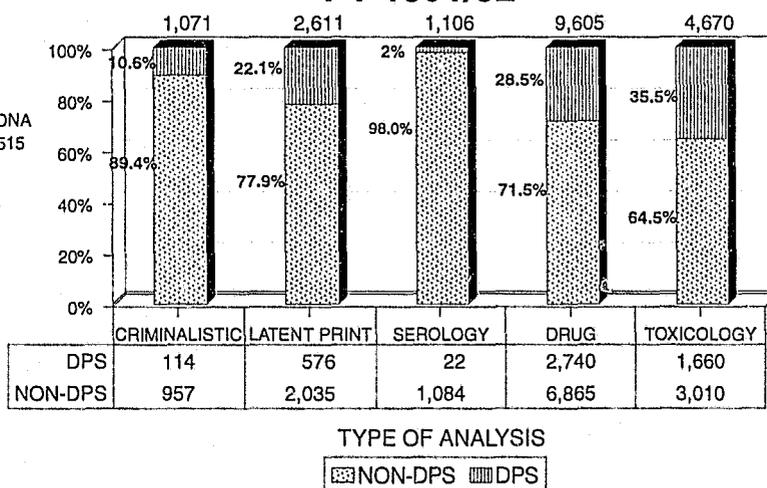
	<u>FY 1990/91</u>	<u>FY 1991/92</u>	<u>% Change</u>
REGIONAL LAB ACTIVITY			
Central Regional Lab Total	9,675	9,446	-2.4
Southern Regional Lab Total	2,332	2,618	12.3
Northern Regional Lab Total	3,677	3,536	-3.8
Eastern Regional Lab Total	3,458	3,463	0.1
GRAND TOTAL	19,142	19,063	-0.4
INTOXILYZER ACTIVITIES			
Training Services			
Schools Taught	43	32	-25.6
Instructors Trained	23	0	-
Operators Trained	665	600	-9.8
Quality Assurance Officers Trained	59	56	-5.1
Court Actions			
Subpoenas	1,148	949	-17.3
Testimony	55	119	116.4

Source: Criminal Justice Support

**CRIME LAB CASE LOAD
By Category of Requesting Agency
FY 1991/92**



**CRIME LAB CASE LOAD
By Type of Analysis and Source
FY 1991/92**



SOURCE: CRIMINAL JUSTICE SUPPORT

Telecommunications



Telecommunications develops, operates and maintains the Department's data processing and data/voice communications systems. Most of these systems operate statewide and provide essential information services to DPS and other criminal justice agencies.

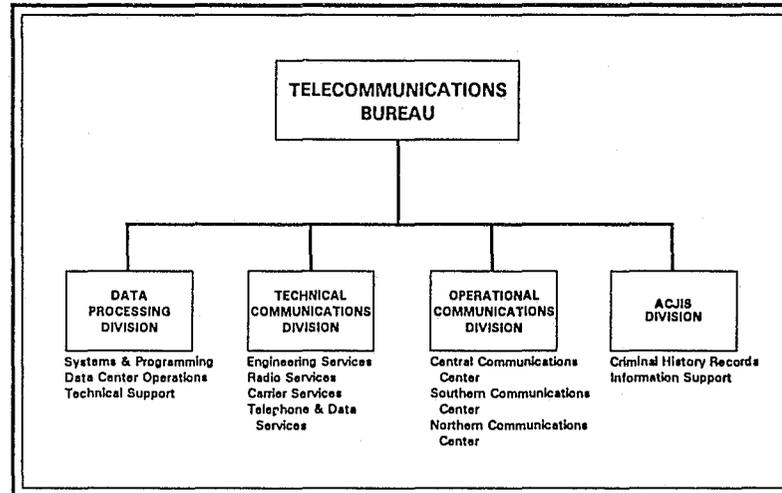
OVERVIEW

Data Processing Division

- Develops and maintains computer programs for an on-line statewide criminal justice network which permits over 100 state and local jurisdictions to interface with other computer systems. Maintains access through DPS computers to Arizona county and city computers, the FBI Crime Center, and the other 49 states' computer systems via the National Law Enforcement Telecommunications System (NLETS).
- Provides data processing and computer programming services for the administrative, enforcement and investigative needs of the Department. Operates the DPS computer systems and the statewide criminal justice computer systems 24 hours each day, seven days per week.
- Provides technical assistance to county and local criminal justice agencies regarding current or planned linkages to the statewide criminal justice computer network.

Technical Communications Division

- Designs, constructs, maintains, and coordinates statewide radio, voice and data telecommunications systems for the Department and other state agencies.
- Designs, installs and maintains data communications equipment and circuits for the Arizona Criminal Justice Information System (ACJIS) network users.



- Designs, constructs and maintains the Emergency Medical Services Communications (EMSCOM) system which provides radio communications between field emergency medical personnel and hospital personnel.
- Provides engineering design and technical assistance to county and local law enforcement agencies on radio system problems and design.

Operational Communications Division

- Provides continuous radio communications services for the Department and law enforcement personnel of other agencies.
- Operates the statewide Emergency Medical Services Communications (EMSCOM) system.

Arizona Criminal Justice Information System (ACJIS) Division

- Operates the statewide Arizona Computerized Criminal History (ACCH) network and the Arizona Crime Information Center (ACIC) network.



Richard G. Carlson
Assistant Director



-
- Maintains DPS citations, warrants, motor vehicle accident reports, and offense reports.
 - Trains DPS and other agency personnel in the use of the ACJIS network.
 - Audits ACJIS-user agencies to verify adherence to privacy and security regulations and ensures data integrity of criminal justice records.
 - Compiles and publishes data for the Uniform Crime Reporting program.
 - Administers the department-wide records systems program to assure that needless records are not created or kept and that valuable records are preserved.





TELECOMMUNICATIONS ACTIVITIES	* FY 1990/91	FY 1991/92	% Change
<i>CRIMINAL RECORDS SERVICES</i>			
Arrest Fingerprint Cards Compared and Filed	95,705	91,308	-4.6
Applicant Cards Received	80,178	82,724	3.2
New Records Established	36,287	35,683	-1.7
Number of Records Maintained	904,353	938,061	3.7
Number of Requests for Records Processed	1,368,632	1,372,834	0.3
<i>DATA PROCESSING SERVICES</i>			
Computerized Teleprocessing Transactions	128,869,516	138,000,000	7.1
Computer Terminals Supported (Includes MIS)	3,783	4,014	6.1
Criminal Justice Terminals Supported	3,093	3,280	6.0
DPS IBM-PC's Supported	362	444	22.7
DPS PROFS Terminals Supported	627	662	5.6
<i>TECHNICAL/RADIO COMMUNICATIONS</i>			
Base Stations Maintained	630	703	11.6
Communications Equipment Items Maintained	15,956	16,229	1.7
Engineering Labor-Hours Provided to Other Agencies	2,104	2,238	6.4
Other Agencies Supported in Radio Communications	18	19	5.6
Portable/Mobile Radios Maintained	6,231	7,089	13.8
Radio Communication Sites Maintained	69	69	0.0
Radio Dispatch Consoles Operated	15	15	0.0
<i>TELEPHONE COMMUNICATIONS</i>			
Telephone Expenditures (\$)	485,608	557,010	14.7
Telephone Instruments Supported	790	790	0.0

* FY 90/91 data may vary from prior reports due to submission of revised data.

Source: Telecommunications



Department Awards

EMPLOYEE AWARDS

Valor Award

Presented to DPS employees for conspicuous acts of heroism that involve a high degree of risk of life, knowledge of that risk, and which are clearly delineated from lesser deeds of courage.

RECIPIENTS:

Pilot Mel L. Hoffman
Pilot James M. Knapp
Pilot Loren E. Leonberger
Paramedic Albert N. Quesada

Distinguished Service Award

Presented to DPS employees for acts of heroism that demonstrate an outstanding degree of dedication and devotion to professional duty, and which may also include the protection of life or intervention under instances of personal risk.

RECIPIENT:

Paramedic Robert P. Hardt

Meritorious Service Award

Presented to DPS employees for sustained, superior performance of duty, or for a single, outstanding achievement greatly exceeding normal demands of the Department; or in recognition of outstanding community involvement performed in a manner above and beyond professional duty.

RECIPIENTS:

Officer Larry W. Davis
Officer J. Terry Johnson

Letter of Commendation

Presented to DPS employees for exceptional acts, service or sustained excellence in performance of duties.

RECIPIENTS:

Sergeant Ron G. DeLong
Sergeant Dan J. Sanders
Officer Jim A. Bee
Officer Robert D. Throop

Director's Unit Citation

Awarded to departmental elements or groups of employees in recognition of outstanding accomplishment and for facilitating achievement of organizational goals and objectives. A group's involvement in special community service projects that enhance the Department's image may also be recognized.

RECIPIENTS:

Highway Patrol Bureau, District 4
Highway Patrol Bureau, District 12
Highway Patrol Bureau, District 8 Civilian Reserve Program
Public Affairs and Community Education
Special Investigations Unit and Southern Critical Incident Team
Facilities Management Division
Licensing Section
ACJIS Applicant Fingerprint Team

Employee Suggestion Program Award

Presented to DPS employees in recognition of suggestions resulting in cost savings, increased productivity, improvement of Department operations or enhancement of employee safety.

RECIPIENTS:

Mr. Michael N. Baird
Mr. L. Fred Koon
Sergeant Jack D. Mitchell
Ms. M. Renee Mitchell
Mr. Herman E. Olsen
Ms. Carol A. Rall
Officer Lorne E. Shantz
Mr. Clinton E. Sharp
Lieutenant Jerry L. Spencer
Mr. Timothy S. Wald
Sergeant Rodney C. Wigman
Sergeant Jack W. Wilson

RESERVE PROGRAM AWARDS

Director's Award

Presented to an individual reserve officer and civilian, in recognition for their superior job performance and overall excellence in the field of public safety and reserve activity.

RECIPIENTS:

Sergeant Jim L. Peterson, District 13
Mr. Hal A. Lambert, District 8



Assistant Director's Award

Presented to the Highway Patrol district whose reserve program provided the greatest contribution in furtherance of Highway Patrol objectives.

RECIPIENT:
District 19

Commander's Award

Presented to a reserve officer within each Highway Patrol district for distinguished job performance and involvement in local community activities.

RECIPIENTS:
Sergeant Paul H. Drake, District 18
Officer Larry M. Alonzo, District 7
Officer Frank F. Delaney, District 19
Officer Adrian C. Kitchen, District 2
Officer James W. Roethle, District 6
Officer Bert A. Stanfield, District 17

CITIZENS AWARDS

Citizen's Valor Award

Presented to citizens for conspicuous acts of heroism that involve a high degree of risk of life, knowledge of that risk, and which are clearly delineated from lesser deeds of courage.

RECIPIENTS:
Mr. Keith Benally, Kayenta, Arizona
ANHAM Rob S. Berg, USN, San Diego, California
Mr. Max L. Byers, Tempe, Arizona
Deputy Richard H. Carmona, M.D., Pima County Sheriff's Department, Tucson, Arizona
Dr. J. Charles Casebeer, Flagstaff, Arizona
Mr. Fred T. Cordova, Huntington Beach, California
Mr. Ricky R. Gray, Kayenta, Arizona
Mr. Brian J. Hite, McPherson, Kansas
Lt. Scott T. Hutchinson, USAF, Williams Air Force Base, Arizona
Deputy Tom J. Price, Pima County Sheriff's Department, Tucson, Arizona

Citizen's Distinguished Service Award

Presented to citizens for an act of heroism calling for an outstanding degree of dedication and devotion beyond civic or professional duty and may include the protection of life or intervention under instances of personal risk.

RECIPIENT:
Paramedic Robert W. Geary, Phoenix Fire Department, Phoenix, Arizona

Citizen's Lifesaving Award

Presented to citizens for an act which saved or preserved a human life and which went beyond a civic or humane duty.

RECIPIENTS:
Mr. Joe. P. Hernandez, Phoenix, Arizona
Mr. James. R. Marzella, Phoenix, Arizona
Mr. Charles S. Olsen, Kingman, Arizona

Certificate of Commendation

Presented to citizens for brave and courageous conduct in assisting a commissioned officer in performing a police action.

RECIPIENTS:
Mr. George Bradbury, Springdale, Utah
Mr. Toby Danielson, Phoenix, Arizona
Mr. Leonard P. Heaton, Moccasin, Arizona
Mr. Tony Miller, Phoenix, Arizona
Mr. Jerry L. Yeager, Phoenix, Arizona

Certificate of Recognition

Presented to citizens and organizations demonstrating an exceptional degree of good judgment, initiative and competence in serving the interest of public safety, or having a record of distinguished service to the Department, law enforcement or the criminal justice community.

RECIPIENTS:
Lt. Colonel Gary L. Smith, Arizona National Guard, Phoenix, Arizona
Lt. Colonel John W. Perrin, Arizona National Guard, Tucson, Arizona
LCDR Alan B. Johnson, USNR, Las Vegas, Nevada
HM2 Victor A. Lipa, USNR, Tempe, Arizona
Ms. Sandra O. Olbert, Tucson, Arizona
Officer Michael J. Olbert, Tucson Police Department, Tucson, Arizona



Employee Retirements

<i>Name</i>	<i>Length of DPS Service in Years</i>
William L. Bangs, Polygrapher III	15
Robert C. Banta Jr., Officer II	20
Jerry L. Bennett, Chief Pilot	12
Carrol E. "Casey" Berry, Officer II	26
Jack D. Cooke, Sergeant	23
William H. Crook, Jr., Sergeant	20
Kathryn M. Duquesnay, Admin. Services Officer I	14
George W. Falter, Lieutenant	29
Cecil C. "Bud" Farnsworth, Officer II	25
Timothy C. Fitch, Sergeant	20
Carlton N. Hill, Lieutenant	26
Jack A. Keller, Officer II	30
Roger N. King, Officer II	16
Bernard J. Klarkowski, Jr., Officer II	20
Garry L. Kull, Admin. Services Officer II	27
Dr. S. David Kutob, Crime Lab Superintendent	19
Richard E. Larson, Officer II	19
John L. Legg, Officer II	13
Guido R. Mann, Officer II	19
Claire J. May, District Secretary II	12
Paul T. "P.T." McCann, Sergeant	23
George M. McGuire, Officer II	28
Donald J. Miller, Officer II	30
Larry L. Mingus, Communication Technician	23
Jack B. Moore, Sergeant	22
Randall K. Oden, Officer II	20
Hans E. Pedersen, Admin. Services Officer I	12
Richard L. Richey Jr., Officer II	23
George P. "Pat" Ryan, Criminal Intelligence Analyst III	20
Bernice M. Shearer, Fiscal Services Specialist	26
Henry "Hank" Shearer, Sergeant	31
Ursula L. Shupp, Data Entry Operator III	11
Lester A. Sterkenburg, Lieutenant	26
Charles Stevens, Officer II	18
Michael D. Stevens, Officer II	22
Clara J. Tanguay, District Secretary II	17
Larry N. Thompson, Lt. Colonel	32
Verna J. Torres, Identification Clerk	14
Leo Villalpando, Sergeant	40
Charles L. Wright Sr., Vehicle Service Assistant	10

IN MEMORIAM

Officer Virgil Hundley
DPS Service: 1-8-68 to 6-22-92

Officer Michael J. Morris
DPS Service: 1-8-68 to 9-30-91

Reserve Officer Timothy W. Sellars
DPS Service: 9-9-75 to 12-30-91



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