

# **Fiscal 2003 ANNUAL REPORT**



**ARIZONA DEPARTMENT OF PUBLIC SAFETY**



# ARIZONA DEPARTMENT OF PUBLIC SAFETY

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JANET NAPOLITANO  
GOVERNOR

DENNIS A. GARRETT  
DIRECTOR

The Honorable Janet Napolitano  
Governor of Arizona  
State Capitol Building  
Phoenix, AZ 85007

Dear Governor Napolitano:

With the submission of this annual report, I take pride in sharing with you the many accomplishments and achievements realized by the men and women at the Arizona Department of Public Safety in fiscal year 2003 as the agency continued to concentrate on its basic values of cooperation, commitment and communication in its everyday interactions with Arizona's citizens and the law enforcement community in general.

Much of our focus this year has had national ramifications.

The Department was deeply involved with the Blue Ribbon Panel that met on a regular basis following a series of fiery collisions involving Ford's Crown Victoria Police Interceptor, the cruiser most of our Highway Patrol officers drive while patrolling this state's 6,000-mile highway system.

Along these lines, the Department was in the forefront in developing and implementing several changes designed to improve the safety of the Police Interceptor. In an effort to make this cruiser less susceptible to fuel leakage during high-impact, rear-end collisions, DPS Fleet personnel interchanged a bolt that secured the brake cable with a smooth-head rivet and developed a high-tech rubberized shield to cover shock absorber towers. Both of these safety measures were later adopted by the Ford Motor Co. and became standard on later-model Crown Victoria Police Interceptors.

The war in Iraq also struck deeply within our family when more than 20 DPS employees and officers were called into active military duty, many serving during the heat of battle in Iraq. As the fiscal year ended, several DPS officers were still in harm's way, serving our beloved country while deployed in Iraq.

In a continuing effort to confront terrorism, U.S. intelligence agencies requested the investigative expertise of two DPS detectives and a commander to assist in the interrogations of suspected terrorists who were captured in Afghanistan prior to incarceration at the U.S. Naval Base in Guantanamo Bay, Cuba.

At home, when the Space Shuttle Columbia tragedy struck, the Department quickly offered its assistance by opening its Emergency Operations Center and contributing its services to NASA and the FBI in order to help facilitate their collective effort in locating and collecting shuttle debris that may have fallen onto Arizona soil.

These are just a few of the many accomplishments experienced by the employees at the Arizona Department of Public Safety during fiscal year 2003 in their continued commitment to our departmental motto of "Courteous Vigilance." I sincerely believe such pride and commitment to duty translates into a safer Arizona, a place where we live, work and raise our families.

Sincerely,

A handwritten signature in black ink, appearing to read "Dennis A. Garrett". The signature is fluid and cursive, with a large initial "D" and "G".

Dennis A. Garrett  
Director



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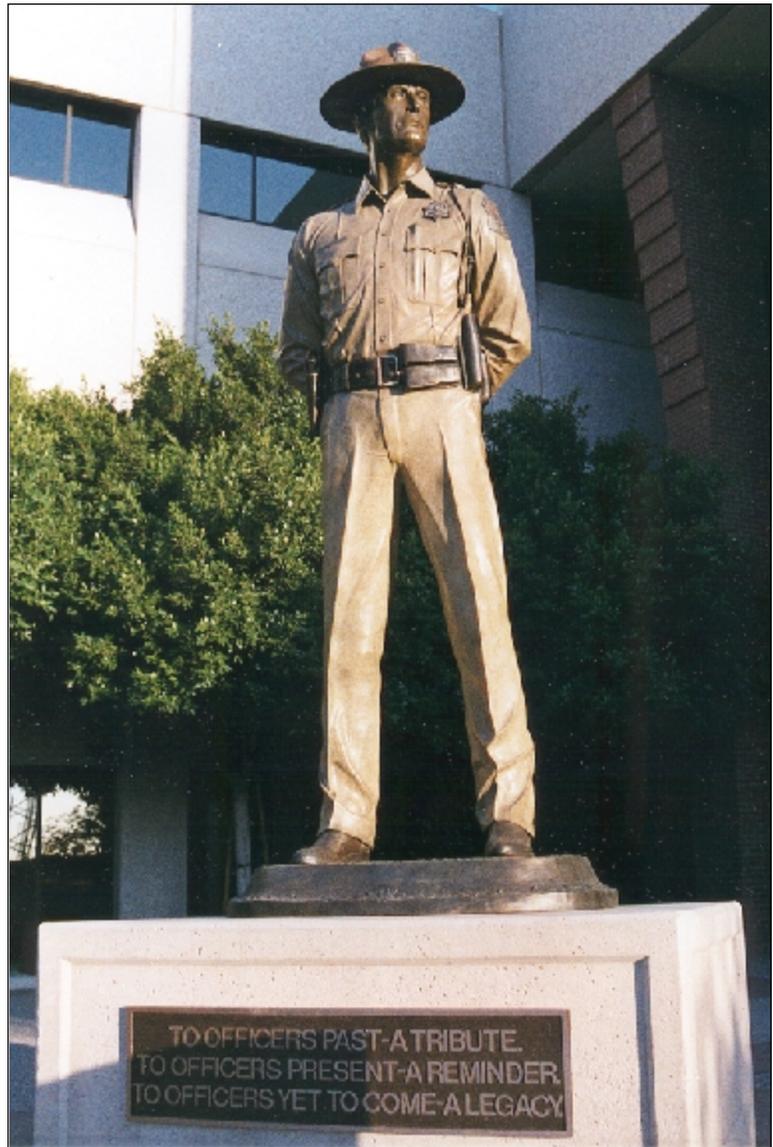
# ***INTRODUCTION***

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

During its 34-year history, the Arizona Department of Public Safety has accepted many additional responsibilities and has evolved into a respected, nationally-recognized and multi-faceted organization dedicated to providing state-level law enforcement services to the public while developing and maintaining close partnerships with other agencies who share similar missions and objectives.

Today, the Department, with its state headquarters in Phoenix, maintains offices in more than 30 Arizona communities and cities within the state's 15 counties. Some 1,800 departmental employees help the agency fulfill its support and operational objectives in the critical areas of traffic safety and criminal interdiction.

This annual report summarizes the many achievements accomplished by the Arizona Department of Public Safety during fiscal year 2002-2003. It also reflects the Department's continued dedication in providing quality service to the more than 5 million people who reside in Arizona.



## **EMPLOYEE EMPOWERMENT STATEMENT**

When faced with a decision, employees shall ask themselves:

- Is it ethical and legal?
- Is it the right thing for the public and the state's citizens?
- Is it the right thing for the Arizona Department of Public Safety?
- Is it consistent with Department policies, or is there good and reasonable cause for going outside of policy?
- When practical, have those being impacted by the decision been considered and consulted?
- Is this something for which I am willing to be held accountable?

If the answer is yes to all of these questions, then go ahead and make the decision.

## **MISSION**

To protect human life and property by enforcing state laws, deterring criminal activity, assuring highway and public safety, and providing vital scientific, technical and operational support to other criminal justice agencies.

## **VISION STATEMENT**

To be a national model in providing ethical, effective, efficient and customer-oriented, state-level law enforcement services.

## VALUE STATEMENT

At the Arizona Department of Public Safety, we believe in:

### **HUMAN LIFE**

We value human life above all else, giving first priority to all situations which threaten life. We respect and protect the lives and rights of all persons. We use force only when necessary, and then only that which is appropriate to address the level of threat at hand. The protection of human life is the primary reason for the creation and ongoing operation of the Arizona Department of Public Safety.

### **INTEGRITY**

We are always honest and truthful, recognizing integrity is the cornerstone for all that is done within the Department. We are role models in our communities, holding ourselves to the highest standards of moral and ethical conduct. We communicate openly and honestly, always remaining consistent in our beliefs and actions. Integrity is never compromised.

### **TEAMWORK**

We believe cooperation and teamwork will enable us to combine our diverse backgrounds, skills and personalities to achieve common goals. We understand and share our responsibility to serve the citizens of Arizona with many other agencies and organizations. We seek the help and cooperation of others, and offer the same to them. Teamwork is our way of life.

### **EXCELLENCE**

We strive for personal and professional excellence, doing our best at all times. We continually work to improve our services, our human and community relations, and our overall work performance. We acknowledge our mistakes and accept responsibility for our actions. We are open to constructive criticism and new ideas as we move to reach our greatest potential. Excellence permeates the organization allowing us to take great pride in all we do.

### **DEDICATION**

We enjoy what we do and go beyond what is required at every opportunity. We are dedicated to meeting the high expectations held for us by the citizens of this state. We constantly devote our time, ability and efforts towards accomplishing our agency's goals and objectives. We are committed to one another, creating a caring and supportive environment at work and away.

### **COURTESY**

We treat all persons with courtesy and respect. "Courteous Vigilance" is more than a motto; it is the standard of conduct we demand of ourselves. We treat everyone consistent with how we would want to be treated under the same circumstances with emphasis on patience, understanding and tolerance.

### **SERVICE**

We recognize this Department was created to serve others, including the state's citizens, its visitors, and other criminal justice agencies. We strive to always provide the best service possible utilizing all available resources. We are alert for opportunities to serve others.

# Office of the Director

The director of the Arizona Department of Public Safety, Colonel Dennis Garrett, establishes the Department's goals, policies, procedures and organizational structure. He directs and controls the activities of the Department and is responsible for accomplishing its mission.

The Director's Office consists of the executive officer, government liaison and legislative security. The Governor's Office of Highway Safety (GOHS), the Arizona Peace Officer Standards and Training board (AZ POST) and the Law Enforcement Merit System Council (LEMSC) are administratively supported by the Director's Office.



Colonel Dennis A. Garrett  
Director

## OVERVIEW

### Executive Officer

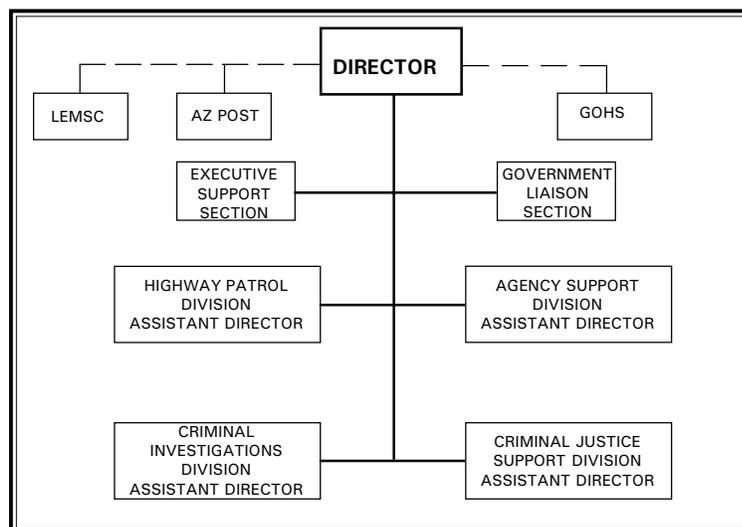
- Manages the personnel and functions of the director's staff, provides staff support to the director and is the agency ombudsman.

### Government Liaison

- Monitors proposed legislation pertaining to the criminal justice system.
- Oversees and supervises security for the Arizona Senate and House of Representatives.
- Ensures cooperative relations between the Department of Public Safety and local, county, state and federal criminal justice agencies.

### Governor's Office of Highway Safety (GOHS)

- Administers federal highway safety funds on behalf of the governor.
- Serves as the governor's highway safety representative and spokesperson on highway safety-related issues, including liaison with the legislature.
- Receives proposals, evaluates and awards federal highway safety grants to local jurisdictions and state agencies as designated in the annual Highway Safety Plan. Awards are based on problem identification and performance-based goals and objectives.
- Provides assistance in the form of seed monies to local governments in the development and operation of community highway safety programs.



- Executes highway safety contracts on behalf of the governor with the federal government, state agencies and political subdivisions of the state.

### Law Enforcement Merit System Council (LEMSC)

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

- Adopts rules it deems necessary for establishing: (a) a classification and compensation plan for all covered positions in the Department and establishing standards and qualifications for all classified positions; (b) a plan for fair and impartial selection, appointment, probation, promotion, retention and separation or removal from service by

resignation, retirement, reduction in force or dismissal of all classified employees; (c) a performance appraisal system for evaluating the work performance of DPS employees; (d) procedures for the conduct of hearings of employee grievances brought before the LEMSC relating to classification, compensation and the employee appraisal system; (e) procedures for the conduct of hearings on appeals from an order of the director of DPS in connection with suspension, demotion, reduction in pay, loss of accrued leave, or dismissal of a classified employee.

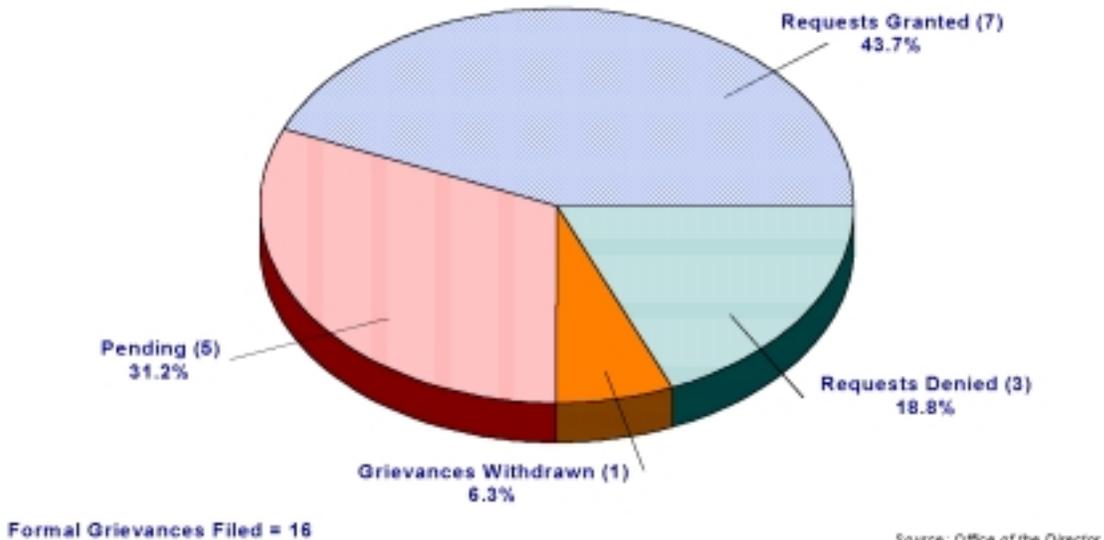
### Arizona Peace Officer Standards and Training Board (AZ POST)

- Establishes rules and regulations governing the conduct of all business coming before the board.
- Prescribes minimum qualifications for officers appointed to enforce the laws of the state.

- Recommends curricula for advanced courses and seminars for law enforcement training in universities, colleges and junior colleges in conjunction with the governing body of the educational institutions.
- Determines whether political subdivisions of the state are adhering to the standards for recruitment and training.
- Approves a state correctional officer training curriculum and establishes minimum standards for correctional officers.
- Approves allocations from the Peace Officers Training Fund to provide law enforcement training, and to provide grants to cities, towns and counties for law enforcement training.
- Provides training and related services to assist state, tribal and local law enforcement agencies to better serve the public.

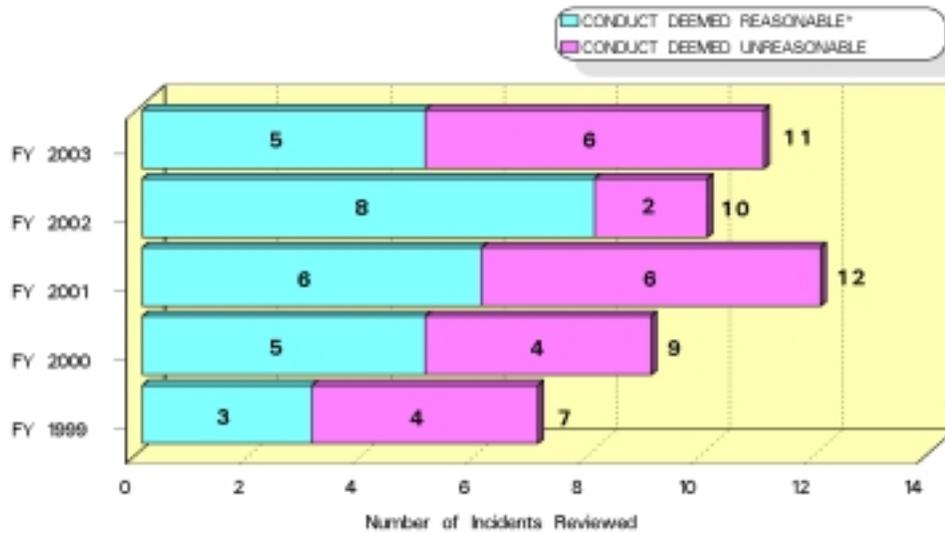
## EMPLOYEE GRIEVANCE PROGRAM

Adjudication of FY 2003 Grievance Requests



## CRITICAL INCIDENT REVIEW

FY 1999 - FY 2003



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

Source: Critical Incident Review Board

## LAW ENFORCEMENT ACTIVITIES

	FY 2002	FY 2003	% Change
<b>ARRESTS</b>			
<i>Highway Patrol</i>			
Felony	5,524	4,614	-16.5%
Misdemeanor	11,423	9,933	-13.0%
Warrant Arrests	8,019	7,262	-9.4%
DUI Arrests	7,455	7,395	-0.8%
<i>Criminal Investigations</i>			
Persons Arrested	2,822	2,819	-0.1%
<b>Total Arrests</b>	<b>35,243</b>	<b>32,023</b>	<b>-9.1%</b>
<b>CITATIONS ISSUED</b>			
Highway Patrol Citations	313,628	300,935	-4.0%
Criminal Investigations Liquor Citations	584	250	-57.2%
<b>Total Citations Issued</b>	<b>314,212</b>	<b>301,185</b>	<b>-4.1%</b>
<b>WARNINGS ISSUED</b>			
Highway Patrol Warnings	270,991	255,746	-5.6%
Criminal Investigations Liquor Warnings	53	20	-62.3%
<b>Total Warnings</b>	<b>271,044</b>	<b>255,766</b>	<b>-5.6%</b>
<b>STOLEN VEHICLES RECOVERED</b>			
Highway Patrol	1,665	1,365	-18.0%
Criminal Investigations	2,359	2,724	15.5%
<b>Total Vehicles Recovered</b>	<b>4,024</b>	<b>4,089</b>	<b>1.6%</b>
<b>DRUGS SEIZED (by weight)</b>			
<i>Marijuana</i>			
Highway Patrol	23,932.0 lbs.	29,474.6 lbs.	23.2%
Criminal Investigations	45,532.0 lbs.	62,356.0 lbs.	36.9%
<b>Total Marijuana Seized</b>	<b>69,464.0 lbs.</b>	<b>91,830.6 lbs.</b>	<b>32.2%</b>
<i>Heroin</i>			
Highway Patrol	1.2 lbs.	29.4 lbs.	2350.0%
Criminal Investigations	0.9 lbs.	2.1 lbs.	130.8%
<b>Total Heroin Seized</b>	<b>2.1 lbs.</b>	<b>31.5 lbs.</b>	<b>1392.9%</b>
<i>Cocaine</i>			
Highway Patrol	269.5 lbs.	238.3 lbs.	-11.6%
Criminal Investigations	2,180.0 lbs.	889.0 lbs.	-59.2%
<b>Total Cocaine Seized</b>	<b>2,449.5 lbs.</b>	<b>1,127.3 lbs.</b>	<b>-54.0%</b>
<i>Methamphetamine</i>			
Highway Patrol	43.4 lbs.	209.5 lbs.	382.7%
Criminal Investigations	179.0 lbs.	92.0 lbs.	-48.6%
<b>Total Methamphetamine Seized</b>	<b>222.4 lbs.</b>	<b>301.5 lbs.</b>	<b>35.6%</b>

Source: Highway Patrol and Criminal Investigations Divisions

# Highway Patrol Division

The Highway Patrol Division (HPD) at the Arizona Department of Public Safety is comprised of Patrol, Commercial Vehicle Enforcement and the Aviation Section. The Patrol is aligned into three bureaus based on geographic regions – Northern, Central and Southern. The Commercial Vehicle Enforcement Bureau and the Aviation Section are statewide programs administered centrally with satellite offices statewide.

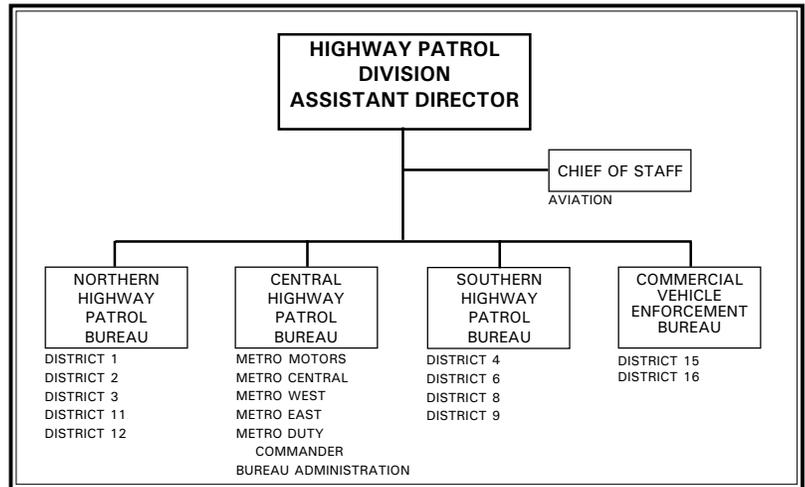
The mission of the Highway Patrol Division is to ensure the safe and expeditious use of the highway transportation system for the public and to provide assistance to local and county law enforcement agencies. The Division additionally provides services and enforcement in commercial motor vehicle, tow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



Lt. Colonel William R. "Bill" Reutter  
Assistant Director

## OVERVIEW

- Patrols nearly 6,000 miles of state and federal highways and enforces Arizona traffic and criminal laws.
- Investigates traffic collisions, controls motor-vehicle traffic, conducts collision-reduction details, assists other law enforcement agencies, promotes traffic safety through public awareness programs and provides specialized training to other criminal justice agencies.
- Investigates vehicular crimes and assists other agency personnel with expert collision investigation, reconstruction and crime-scene support.
- Enforces commercial vehicle regulations.
- Provides training and assistance to criminal justice personnel and to local law enforcement agencies in commercial vehicle law enforcement.
- Responds to incidents throughout the state involving discharge of hazardous materials.
- Provides specialized training to law enforcement personnel in mitigating hazardous materials incidents.
- Provides an immediate, 24-hours-per-day, statewide air-support response capability for critical occurrences and emergency situations.
- Provides aerial and logistical aviation support for law enforcement, highway safety and traffic enforcement operations.
- Provides air transport services in support of governmental operations and critical administrative functions.
- Provides a 24-hours-a-day information clearing center (Duty Office) to coordinate agency responses, notifications and information to the public.
- Conducts self-inspections of district administration, logistics and operations.



**HIGHWAY PATROL ACTIVITIES**

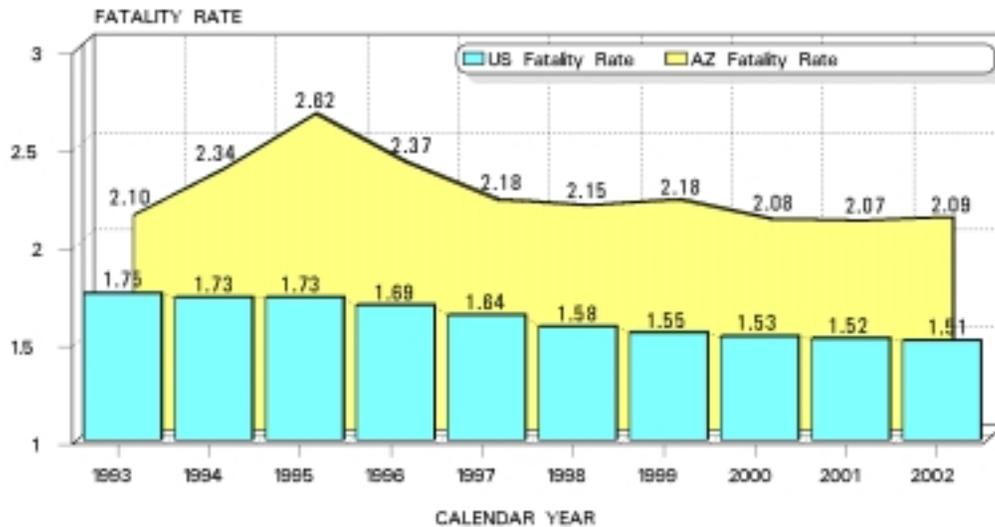
	FY 2002	FY 2003	% Change
<b>NUMBER OF MILES PATROLLED</b>	<b>18,160,134</b>	<b>18,363,977</b>	<b>1.1%</b>
<b>VIOLATORS STOPPED</b>	<b>524,376</b>	<b>478,703</b>	<b>-8.7%</b>
<b>CITATIONS ISSUED</b>			
Hazardous Violations	197,947	189,516	-4.3%
Non-Hazardous Violations	115,681	111,419	-3.7%
<b>Totals</b>	<b>313,628</b>	<b>300,935</b>	<b>-4.0%</b>
<b>WARNINGS ISSUED</b>			
Hazardous Violations	181,797	176,587	-2.9%
Non-Hazardous Violations	89,194	79,159	-11.3%
<b>Totals</b>	<b>270,991</b>	<b>255,746</b>	<b>-5.6%</b>
<b>SEAT BELT VIOLATIONS</b>			
Citations Issued	26,647	23,419	-12.1%
Warnings Issued	1,103	687	-37.7%
Child Restraint Citations	5,177	4,759	-8.1%
Child Restraint Warnings	482	165	-65.8%
<b>REPAIR ORDERS ISSUED</b>	<b>167,549</b>	<b>141,109</b>	<b>-15.8%</b>
<b>MOTORIST ASSISTS</b>	<b>146,683</b>	<b>144,590</b>	<b>-1.4%</b>
<b>STOLEN VEHICLES RECOVERED</b>			
Auto Theft Recoveries	1,235	1,065	-13.8%
Border Liaison Recoveries	430	300	-30.2%
<b>Totals</b>	<b>1,665</b>	<b>1,365</b>	<b>-18.0%</b>
<b>ARRESTS</b>			
Felony (excludes DUI)	5,524	4,614	-16.5%
Misdemeanor (excludes DUI)	11,423	9,933	-13.0%
Warrant (misdemeanor & felony)	8,019	7,262	-9.4%
DUI (misdemeanor & felony)	7,455	7,395	-0.8%
<b>Totals</b>	<b>32,421</b>	<b>29,204</b>	<b>-9.9%</b>
<b>ASSISTANCE TO OTHER AGENCIES</b>			
Number of Hours	31,498	24,475	-22.3%
Number of Calls	21,190	19,036	-10.2%
<b>HAZARDOUS MATERIAL RESPONSES</b>	<b>247</b>	<b>208</b>	<b>-15.8%</b>
<b>COMMERCIAL VEHICLE ENFORCEMENT</b>			
Motor Carrier Inspections	33,767	29,011	-14.1%
Vehicles Placed Out of Service	4,552	5,905	29.7%
Drivers Placed Out of Service	3,176	3,414	7.5%
Vehicles Weighed *	3,925	546	-86.1%
School Buses Inspected	7,567	7,915	4.6%
Tow Trucks Inspected	2,472	2,412	-2.4%

\* FY03 data reflect an enforcement emphasis on collision-causing violations versus weight enforcement.

Source: Highway Patrol Division

## AZ & U.S. TRAFFIC FATALITY RATES

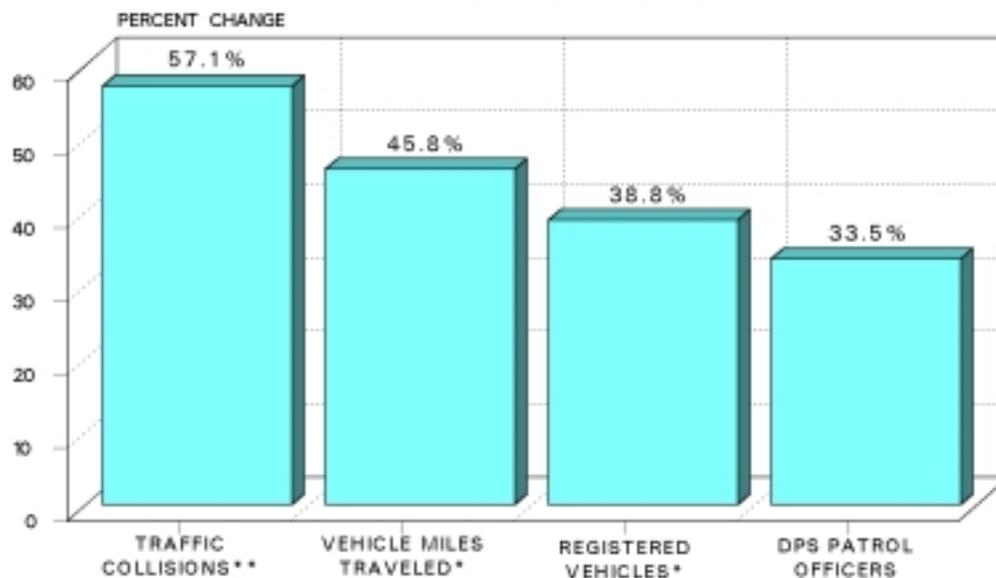
Per 100 Million Vehicle Miles Traveled



Source: AZ Dept. of Transportation and the National Center for Statistics & Analysis

## ARIZONA HIGHWAY TRAFFIC FACTS

Percent Change FY 1996 vs. FY 2003



Highway Traffic Facts*	FY 1996	FY 1997	FY 1998	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003	% Change
Traffic Collisions **	18,746	19,707	20,845	22,248	24,336	25,761	27,239	29,458	57.1%
Vehicle Miles Traveled *	17,726	19,163	19,790	20,857	22,477	23,497	24,715	25,844	45.8%
Registered Vehicles *	2,945,574	3,187,080	3,393,170	3,683,891	3,731,126	3,983,860	4,037,359	4,089,622	38.8%
Patrol Officers	492	492	527	550	550	554	611	657	33.5%

\* AZ Dept. of Transportation vehicle registration and VMT numbers are based on calendar year data for 1995-2002. VMT in millions for roads patrolled by DPS.

\*\* DPS Investigated Collisions

Data may vary from previous reports due to the submission of revised information.

Source: Highway Patrol Division and AZ Department of Transportation

### FY 2003 At a Glance

On an average day, officers in the Highway Patrol Division

Stopped	1,311.52	violators
Issued	519.22	traffic citations
Assisted	396.14	motorists
Seized	80.75	pounds of marijuana
Investigated	80.71	traffic collisions
Made	20.26	DUI arrests
Recovered	3.74	stolen vehicles
Inspected	79.48	commercial vehicles
Placed	16.18	commercial vehicles out of service

*Source: Highway Patrol Division*

### HIGHWAY PATROL DRUG SEIZURES \*

	FY 2002	FY 2003	% Change
<b><i>DRUGS SEIZED (by weight)</i></b>			
Marijuana	23,932.0 lbs	29,474.6 lbs	23.2%
Heroin	1.2 lbs	29.4 lbs	2350.0%
Cocaine	269.5 lbs	238.3 lbs	-11.6%
Methamphetamine	43.4 lbs	209.5 lbs	382.7%
<b>DRUG-RELATED CASH SEIZED</b>	<b>\$911,653</b>	<b>\$1,404,614</b>	<b>54.1%</b>

\* Criminal Investigations Division drug seizures are listed in the tables for that program.

*Source: Highway Patrol Division*

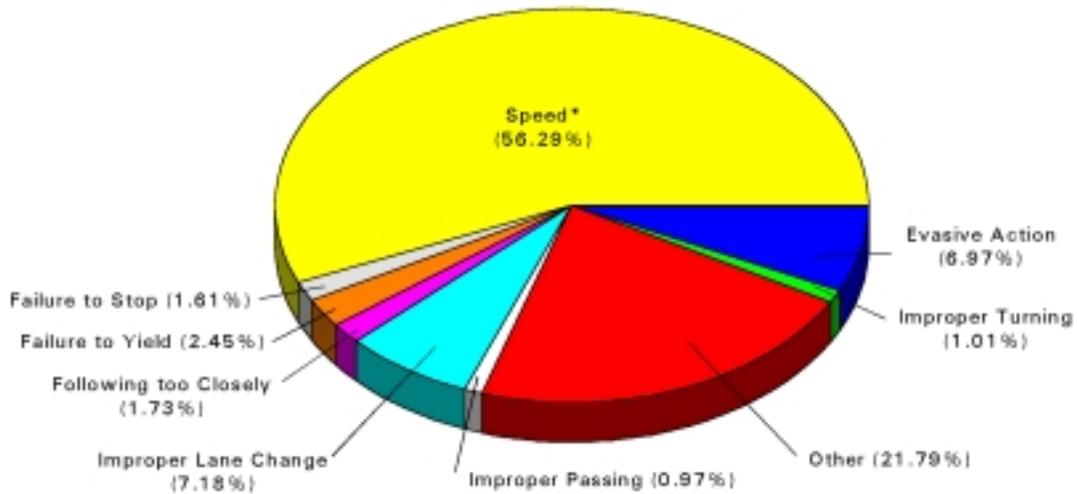
### TRAFFIC AND ALCOHOL

	FY 2002	FY 2003	% Change
<b><i>COLLISIONS INVESTIGATED BY DPS</i></b>			
<b>Total Collisions</b>	<b>27,239</b>	<b>29,458</b>	<b>8.1%</b>
Number Alcohol-Related Collisions	1,322	1,342	1.5%
Percent Alcohol-Related Collisions	4.9%	4.6%	
<b><i>INJURIES</i></b>			
<b>Total Injuries</b>	<b>13,661</b>	<b>15,332</b>	<b>12.2%</b>
Number of Collisions with Injuries	8,084	8,873	9.8%
Number Alcohol-Related Injury Collisions	1,190	697	-41.4%
Percent Alcohol-Related Injury Collisions	14.7%	7.9%	
<b><i>FATALITIES</i></b>			
<b>Total Fatalities</b>	<b>378</b>	<b>382</b>	<b>1.1%</b>
Number of Fatal Collisions	327	311	-4.9%
Number Alcohol-Related Fatal Collisions	71	44	-38.0%
Percent Alcohol-Related Fatal Collisions	21.7%	14.1%	

*Source: Highway Patrol Division*

## SPEED AND OTHER MAJOR CAUSES

In FY 2003 DPS-Investigated Collisions

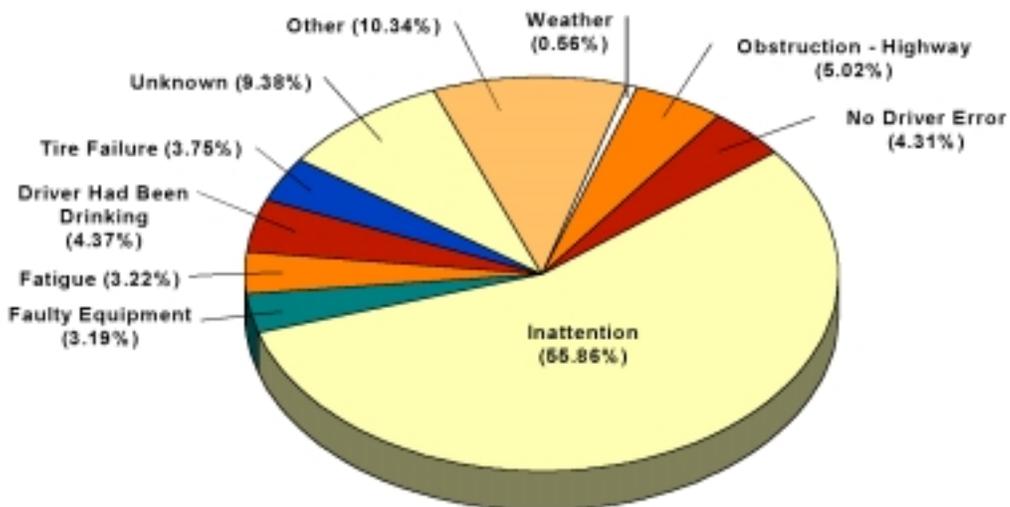


\* Includes speed that is not reasonable and prudent as well as exceeding the posted speed limit.

Source: Highway Patrol Division

## INATTENTION AND OTHER PRIMARY FACTORS

In FY2003 DPS-Investigated Collisions



Source: Highway Patrol Division

## SPECIAL PATROL PROGRAMS

	FY 2002	FY 2003	% Change
<b><i>AVIATION PROGRAM - AIR RESCUE MISSIONS</i></b>			
Law Enforcement - Criminal	825	721	-12.6%
Search & Rescue	523	504	-3.6%
Non-Highway Medical Evacuation	307	270	-12.1%
Highway Medical Evacuation	261	271	3.8%
Aircraft Maintenance	188	228	21.3%
Logistics Flights	214	148	-30.8%
Public Education	195	151	-22.6%
Other Law Enforcement	new category	98	N/A
Patrol Flights	161	208	29.2%
Flight Training	157	137	-12.7%
Other Training	116	123	6.0%
Law Enforcement - Traffic	94	137	45.7%
External Load - Nonemergency	19	24	26.3%
Technical Rescues	62	34	-45.2%
Hospital Transfer	24	24	0.0%
Telecommunications Flights	11	32	190.9%
Vital Materials	17	8	-52.9%
Medical Training	8	6	-25.0%
External Load - Fire Suppression	8	5	-37.5%
Other	136	85	-37.5%
<b>Total Missions</b>	<b>3,326</b>	<b>3,214</b>	<b>-3.4%</b>
<b>Total Hours</b>	<b>2,913</b>	<b>2,810</b>	<b>-3.5%</b>
<b><i>FIELD INSPECTIONS PROGRAM</i></b>			
Inspections Completed	13	13	0.0%
<b><i>DUTY OFFICE PROGRAM</i></b>			
Calls received *	39,300	57,876	N/A
<b><i>VEHICULAR CRIMES/COLLISION ANALYSIS PROGRAM</i></b>			
Collision Analysis Cases	124	132	6.5%
*FY02 & FY 03 data are not comparable due to a computer program error which underreported data in prior years.			
<i>Source: Highway Patrol Division</i>			

## HIGHWAY PATROL RESERVE PROGRAM ACTIVITIES

	FY 2002	FY 2003	% Change
<b>RESERVE OFFICERS</b>	<b>28</b>	<b>31</b>	<b>10.7%</b>
<b>HOURS WORKED</b>	<b>6,488</b>	<b>6,766</b>	<b>4.3%</b>
<b>VIOLATORS STOPPED</b>	<b>1,869</b>	<b>1,350</b>	<b>-27.8%</b>
<b>CITATIONS ISSUED</b>			
Hazardous Violations	636	478	-24.8%
Non-Hazardous Violations	733	523	-28.6%
<b>Totals</b>	<b>1,369</b>	<b>1,001</b>	<b>-26.9%</b>
<b>WARNINGS ISSUED</b>			
Hazardous Violations	779	489	-37.2%
Non-Hazardous Violations	283	142	-49.8%
<b>Totals</b>	<b>1,062</b>	<b>631</b>	<b>-40.6%</b>
<b>REPAIR ORDERS ISSUED</b>	<b>320</b>	<b>169</b>	<b>-47.2%</b>
<b>MOTORIST ASSISTS</b>	<b>1,318</b>	<b>1,074</b>	<b>-18.5%</b>
<b>STOLEN VEHICLES RECOVERED</b>	<b>2</b>	<b>2</b>	<b>0.0%</b>
<b>ARRESTS</b>			
Felony (excludes DUI)	20	14	-30.0%
Misdemeanor (excludes DUI)	29	48	65.5%
DUI (misdemeanor & felony)	17	9	-47.1%
<b>Totals</b>	<b>66</b>	<b>71</b>	<b>7.6%</b>
<b>COLLISION INVESTIGATIONS</b>	<b>143</b>	<b>122</b>	<b>-14.7%</b>
<b>COLLISION INVESTIGATIONS/ASSISTS</b>	<b>182</b>	<b>168</b>	<b>-7.7%</b>

*Source: Highway Patrol Division*

**CRIMINAL INVESTIGATIONS ACTIVITIES**

	FY 2002	FY 2003	% Change
<b>PERSONS ARRESTED</b>			
Drug Offenses	1,272	1,549	21.8%
Non-Drug Related	1,550	1,270	-18.1%
<b>Total Arrests</b>	<b>2,822</b>	<b>2,819</b>	<b>-0.1%</b>
<b>COURT DOCUMENTS SERVED</b>			
Search Warrants	232	245	5.6%
Felony Arrest Warrants	585	583	-0.3%
<b>Total Documents Served</b>	<b>817</b>	<b>828</b>	<b>1.3%</b>
<b>ASSETS SEIZED</b>			
Vehicles	135	139	3.0%
Other Items	114	85	-25.4%
Cash	\$6,456,096	\$32,508,606	403.5%
Real Property Value	\$1,298,000	\$20,850,000	1506.3%
<b>Total Value of Seized Assets</b>	<b>\$9,213,176</b>	<b>\$55,927,581</b>	<b>507.0%</b>
<b>PROPERTY RECOVERED</b>			
Vehicles	2,359	2,724	15.5%
Personal Property/Other Items	260	282	8.5%
Cash	\$30,369,739	\$21,868	-99.9%
Weapons	99	84	-15.2%
<b>Total Value of Recovered Property</b>	<b>\$31,843,248</b>	<b>\$23,800</b>	<b>-99.9%</b>
<b>LIQUOR ENFORCEMENT</b>			
Liquor Warnings	53	20	-62.3%
Liquor Misdemeanors	584	250	-57.2%
Investigations Referred to DLLC *	288	160	-44.4%
Regulation Violations	51	21	-58.8%
DLLC Complaints Closed	12	54	350.0%
Covert Underage Buy (CUB) Activity			
Establishment Checks	1,636	1,049	-35.9%
Establishments Cited	240	177	-26.3%
<b>CRIMINAL INVESTIGATION RESEARCH</b>			
Research Requests - DPS	5,583	4,219	-24.4%
Research Requests - Other Agencies	6,271	6,543	4.3%
<b>Total Research Requests</b>	<b>11,854</b>	<b>10,762</b>	<b>-9.2%</b>
Intelligence Documents Submitted	4,525	2,970	-34.4%
<b>SPECIAL INVESTIGATIONS</b>			
DPS-Critical Incident Investigations	13	17	30.8%
Other Agency Criminal/Admin. Investigations	21	26	23.8%
Other Agency Officer-Involved Shootings	7	8	14.3%

\* Department of Liquor Licenses and Control

Source: Criminal Investigations Division

# Criminal Investigations Division

## OVERVIEW

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

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

The Division provides statewide investigative specialized enforcement and high-risk response support to federal, state and local criminal justice agencies. The Division conducts investigations regarding narcotic trafficking, organized crime, intelligence, vehicle theft, gangs, computer and financial crimes, as well as major crime investigations when requested by other criminal justice agencies. The Division provides specialized high-risk responses to acts of extraordinary violence and domestic preparedness incidents.

Bureaus within the Division are Narcotics, Investigation, Intelligence and Special Enforcement, and the Rocky Mountain Information Network (RMIN). The Division also oversees the Civil Emergency Task Force (CETF) and the Governor's Protection Detail.

### Domestic Preparedness Command

*Established in the aftermath of September 11, 2001*

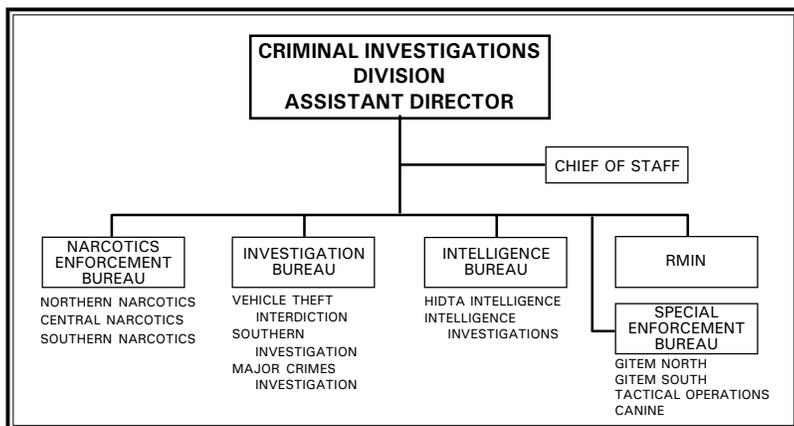
- Centralizes all DPS terrorist response functions under one command.
- Provides continuous link to DPS for assistance in public information.
- Provides a secure Web site which is accessible by law enforcement and responder agencies nationwide.

### Civil Emergency Task Force

- Develops Civil Emergency Task Force (CETF) operational plans.
- Maintains and updates the Department's emergency response plans.



Lt. Colonel Norm B. Beasley  
Assistant Director



- Contends with civil emergency and special events that exceed the capabilities of a single district. Incidents may include natural disasters, civil disorders, prison disturbances, crowd and demonstration management, and special events requiring deployment of substantial department resources.
- Maintains CETF-related equipment and specialized vehicles.

### Governor's Protection Detail

- Provides security and transportation to the governor and the governor's family.
- Provides assistance to executive protection units from other states and to visiting governors/dignitaries.

### Narcotics Enforcement Bureau

- Enforces state drug laws by conducting investigations on groups and individuals who manufacture, distribute and sell illegal drugs.

- Enhances cooperative efforts in drug enforcement by administering and participating in 23 federal, state and local task forces.
- Conducts narcotics investigations initiated by Highway Patrol officers to identify and disrupt drug-smuggling organizations using state highways.
- Identifies, investigates and eradicates clandestine drug-manufacturing facilities throughout Arizona.
- Provides expertise and assistance to criminal justice agencies with the investigation and dismantling of clandestine drug labs.
- Assists Highway Patrol officers in processing drug seizures, felony arrests and activities that require in-depth investigation methods.

## Investigation Bureau

The Investigation Bureau is comprised of three districts: Vehicle Theft Interdiction, Southern Investigation and Major Crimes Investigation. These three districts are further divided into specialized units: Special Investigations, Computer Forensic, Liquor, Financial Crimes, Geographical Information Systems (GIS) and Auto Theft.

### ***Southern Investigation - Major Crimes District***

- Investigates the Department’s critical incidents which may involve death or serious injury and provides investigative support to other units in the investigation of less serious critical incidents.
- Investigates alleged criminal misconduct by departmental employees.
- Investigates alleged public official and employee misconduct for political subdivisions throughout Arizona.
- Investigates critical incidents and allegations of criminal misconduct involving employees of city, county, state and federal agencies. Investigations may include homicides, vehicle pursuits resulting in serious injury or death, allegations of sexual misconduct, employee theft and officer-involved shootings.

- Investigates computer crimes including child pornography, cyber stalking, fraud, homicide and intrusions into computer networks.
- Provides investigative support to city, county, state and federal agencies with nationally-certified detectives recognized as experts in the field of search, seizure and forensic imaging of computer hard drives.
- Provides a regional computer forensic laboratory available to city, county, state and federal agency computer crimes investigative personnel.
- Conducts computer seizure and forensic training to criminal investigators from law enforcement agencies throughout the state.
- Assists city, county, state and federal law enforcement agencies by providing investigative support into serious crimes occurring within their communities.
- Provides support to the Highway Patrol Division to include investigations involving aggravated assault, homicide, hit-and-run collisions and narcotic interdiction.
- Conducts statewide liquor enforcement and youth-alcohol details to stem the illegal sale and use of alcohol with an emphasis on deterring underage drinking.

### ***Vehicle Theft Interdiction (VTI)***

The Vehicle Theft Interdiction Task Force is funded by a grant from the Arizona Auto Theft Authority. The task force

<b>VEHICLE THEFT INTERDICTION (VTI) SERVICES *</b>			
	FY 2002	FY 2003	% Change
Stolen Vehicles Recovered	2,372	2,545	7.3%
Altered Vehicle Identification Numbers ( VINs)	304	276	-9.2%
Estimated Value	\$22,606,577	\$27,306,291	20.8%
Chop Shops ** Investigated/Closed	41	42	2.4%
Felony Arrests	404	301	-25.5%
Insurance Fraud Investigations	62	52	-16.1%
Requests for Services	875	949	8.5%
Community Education Programs	25	37	48.0%
Law Enforcement Officers Trained	1,659	1,315	-20.7%
Agencies Participating in VTI Task Force	21	21	0.0%

\* Statistics represent work of DPS and officers from 21 other agencies participating in the VTI task force.  
 \*\* Chop shop: a place where stolen vehicles are stripped of salable parts.

*Source: Criminal Investigations Division*

consists of city, county, state and federal law enforcement agencies participating in a concerted effort to identify, apprehend and prosecute individuals and criminal organizations that profit from the theft of motor vehicles and related crimes.

- Investigates property crimes involving vehicles, related components and insurance fraud.
- Provides technical expertise, training and investigative support to law enforcement agencies targeting auto theft and related crimes.

- Participates in the Joint Drug Intelligence Group (JDIG), a multi-agency drug intelligence task force comprised of investigators and analysts whose purpose is to proactively collect, evaluate, collate, analyze and disseminate detailed and relevant source information concerning drug-trafficking organizations.
- Identifies and completes background research on suspects involved in criminal activity and locates subjects under investigation by criminal justice agencies.

## Intelligence Bureau

- Collects, analyzes and disseminates intelligence information to criminal investigation units, the Highway Patrol and other law enforcement agencies throughout Arizona.
- Reviews and analyzes evidentiary materials related to criminal activity and converts them into charts and reports.
- Provides graphic support capabilities to law enforcement entities in suspect identification.
- Publishes intelligence bulletins for dissemination to criminal justice agencies.
- Administers the Arizona Criminal Intelligence Database, a component of the Southwest Border States Anti-Drug Information System that provides criminal justice agencies in California, New Mexico, Texas and Arizona a network database of intelligence information on narcotic violators.

- Serves as the statewide clearinghouse for the national “Center for Missing and Exploited Children,” a program designed to provide research, support and referral assistance to jurisdictional agencies in the pursuit of missing persons investigations.
- Participates in the High Intensity Drug Trafficking Area (HIDTA) center. This program collects, analyzes, coordinates and disseminates information for law enforcement use in interdicting and investigating illicit-drug trafficking, money laundering and associated violent crimes.

<b>INVESTIGATION SERVICE REQUESTS FROM OTHER AGENCIES</b>			
	FY 2002	FY 2003	% Change
<b>TYPE OF REQUEST</b>			
Auto Theft Investigations	333	387	16.2%
Criminal Surveillances	176	174	-1.1%
Drug Investigations	1,113	975	-12.4%
Explosive Incident Responses	551	394	-28.5%
Hostage Negotiations	4	11	175.0%
Internal Investigations	22	10	-54.5%
Liquor Investigations	124	67	-46.0%
Gangs	510	175	-65.7%
Tactical Operations	188	157	-16.5%
Technical Surveillance	45	36	-20.0%
Training	279	223	-20.1%
Other	1,060	1,071	1.0%
<b>Total Number of Agencies Served</b>	<b>459</b>	<b>416</b>	<b>-9.4%</b>
<b>Total Hours</b>	<b>202,801</b>	<b>120,454</b>	<b>-40.6%</b>

*Source: Criminal Investigations Division*

## Special Enforcement Bureau

### **GITEM**

The Gang Intelligence and Team Enforcement Mission (GITEM) task force is responsible for assisting criminal justice agencies statewide in formulating and implementing gang enforcement and investigative strategies. Consists of nine squads located in Maricopa, Coconino, Mohave, Navajo, Apache, Pinal, Pima, Cochise and Yuma counties.

- Collects and shares gang information with other law enforcement agencies.
- Trains criminal justice personnel regarding identification and interdiction of gangs.

**GANG INTELLIGENCE TEAM ENFORCEMENT MISSION (GITEM) SERVICES \***

	FY 2002	FY 2003	% Change
<b>DRUGS SEIZED (by weight)</b>			
Marijuana	286.0 lbs.	909.0 lbs.	217.8%
Heroin	0.3 oz.	1.6 oz.	515.4%
Cocaine	286.3 lbs.	1.7 lbs.	-99.4%
Methamphetamine	5.0 lbs.	13.0 lbs.	160.0%
<b>PERSONS ARRESTED</b>			
Adults	2,392	950	-60.3%
Juveniles	282	92	-67.4%
Curfew Violations	10	4	-60.0%
<b>Total Arrests</b>	<b>2,684</b>	<b>1,046</b>	<b>-61.0%</b>
<b>ASSETS SEIZED</b>			
Vehicles	5	3	-40.0%
Currency	\$14,927	\$26,531	77.7%
Weapons	7	9	28.6%
<b>OTHER</b>			
Community Contacts	61,522	9,535	-84.5%
Citizen Surveys Received	1,160	500	-56.9%
Field Interrogation Cards	5,143	1,152	-77.6%
Gang Member Identification Cards	1,225	73	-94.0%
Traffic Citations	1,575	406	-74.2%

\* Statistics represent the work of the GITEM task force which includes DPS officers and officers from other agencies.

Source: Criminal Investigations Division

- Provides 24-hour tactical and technical assistance statewide to law enforcement agencies involving potentially life-threatening situations, explosives and hazardous devices and civil emergencies.

- Provides training to other criminal justice agencies regarding tactics and specialized skills.

- Provides specialized assistance on a 24-hour basis in disposing of explosives and explosive chemicals, rendering safe explosive devices, investigation of explosive-related incidents.

**Hazardous Materials Unit**

- Responds statewide on a 24-hour basis to hazardous-materials incidents.
- Protects life, property and environment by coordinating the mitigation of emergencies pertaining to hazardous materials.

- Works in concert with industry, the public and other agencies to achieve the goal of a safely-controlled incident.

- Educates the public through community-awareness programs and presentations.

**Special Operations Unit/Explosives Ordnance Disposal (SOU-EOD)**

- Conducts high-risk search warrant entries for the Department and other law enforcement agencies.
- Provides specifically-equipped and specially-trained personnel for response to barricaded suspects and hostage situations.
- Provides personnel equipped, trained and certified to conduct clandestine lab entries.
- Provides expertise nationally in high-risk search warrant entries involving tactical, hostage/barricaded and high-violence situations.

- Provides technical hazardous-materials expertise to all agencies requesting assistance.
- Establishes personal protective protocols and maintains viable atmospheres for investigators dismantling clandestine drug labs.
- Participates in the state's Domestic Preparedness Plan used in establishing crime-scene management.

**Canine Unit**

- Consists of three units geographically located in northern, central and southern Arizona.
- Participates in highway drug interdiction by conducting canine searches on motor vehicles.

## TACTICAL OPERATIONS AND SPECIALIZED ENFORCEMENT SERVICES

	FY 2002	FY 2003	% Change
<b>Special Operations</b>			
Service Requests	181	146	-19.3%
Other Agencies Assisted	52	45	-13.5%
<b>Explosive Ordnance Detail</b>			
Service Requests	536	400	-25.4%
Chemical/Explosives Disposal (# of pounds)	6,847	3,315	-51.6%
<b>Hazardous Materials/Clandestine Laboratory Safety</b>			
Clandestine Lab Responses	453	314	-30.7%
Hazardous Materials Responses	760	469	-38.3%
<b>Fugitive Detail</b>			
Fugitives Arrested	184	359	95.1%
<b>Canine Operations</b>			
Searches Conducted	1,847	1,311	-29.0%
Assists to Other Agencies	132	68	-48.5%

*Source: Criminal Investigations Division*

Mexico, Utah, Wyoming and Canada.

- Supports law enforcement agencies in the detection, enforcement and prosecution of multi-jurisdictional criminal activities that traverse local, state and national boundaries within the RMIN region.
- Provides members an on-line, state-of-the-art network of criminal intelligence databases that can be queried 24 hours a day using a secure link via the Internet.
- Assists officers with analytical resources for case preparation, charts for courtroom display, computer forensics, financial analysis and other analytical products.
- Publishes a monthly law enforcement bulletin consisting of suspect identification, crime information, officer safety issues,

- Provides assistance to the Department's Explosive Ordnance Disposal detail and other law enforcement agencies with the utilization of two bomb-detection dogs.
- Assists criminal investigations and federal/local law enforcement personnel with canine-related drug searches.
- Assists Highway Patrol personnel in the investigation of traffic collisions and DUI enforcement.
- Provides training to other agency personnel regarding canine-related duties.

training opportunities and relevant law enforcement articles sent to member agencies.

- Assists member agencies in obtaining intelligence and investigative-related training by providing individual and co-sponsored training support for conferences and workshops.
- Loans technical surveillance, investigative and communications equipment to RMIN members.
- Provides investigation and confidential funding assistance to member agencies.
- Provides special support services to designated member multi-agency task forces.
- Provides on-site criminal intelligence and analytical support.

## Rocky Mountain Information Network

The Rocky Mountain Information Network (RMIN) is a federal-grant project administered by the Bureau of Justice Assistance, U.S. Department of Justice. The Department serves as the grantee for the RMIN program.

RMIN is one of six federally-funded regional projects that form the Regional Information Sharing System (RISS).

- Serves more than 10,900 law enforcement officers from more than 870 agencies in the Rocky Mountain region based in Arizona, Colorado, Idaho, Montana, Nevada, New

## ROCKY MOUNTAIN INFORMATION NETWORK

	FY 2002	FY 2003	% Change
<b>Investigation Research Activities</b>			
Inquiries (requests)	34,493	66,531	92.9%
Submissions (intelligence documents)	25,014	37,913	51.6%
Hits in RMIN Intelligence Database	9,610	9,994	4.0%

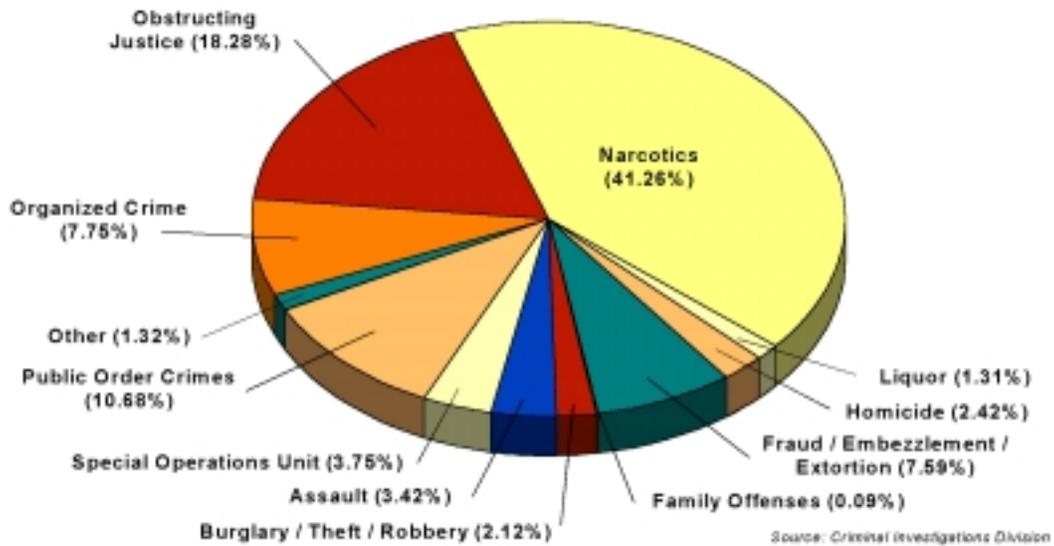
*Source: Criminal Investigations Division*

**CRIMINAL INVESTIGATIONS DRUG SEIZURES \***

	FY 2002	FY 2003	% Change
<b>DRUGS SEIZED (by weight) **</b>			
Marijuana	45,532.0 lbs.	62,356.0 lbs.	36.9%
Heroin	0.9 lbs.	2.1 lbs.	130.8%
Cocaine	2,180.0 lbs.	889.0 lbs.	-59.2%
Methamphetamine	179.0 lbs.	92.0 lbs.	-48.6%
Crack	5.0 lbs.	3.0 lbs.	-40.0%
<b>OTHER DRUGS (by dose unit) **</b>			
LSD	0 units	83 units	8300.0%
Narcotic Drugs	740 units	757 units	2.3%
Prescription Drugs	4,455 units	1,745 units	-60.8%
Non-Narc. Controlled Substances	0 units	81,029 units	8102900.0%
<b>MISCELLANEOUS SEIZURES</b>			
Marijuana Fields/Greenhouses	3 item	1 item	-66.7%
Marijuana Plants	3,821 plant	320 plant	-91.6%
Clandestine Laboratories	28 item	22 item	-21.4%
* Highway Patrol drug seizures are listed in the table for that program.			
** Drugs are reported either by weight or unit. Each category excludes the other.			
Units include various measures such as "hits," doses and tablets.			
<i>Source: Criminal Investigations Division</i>			

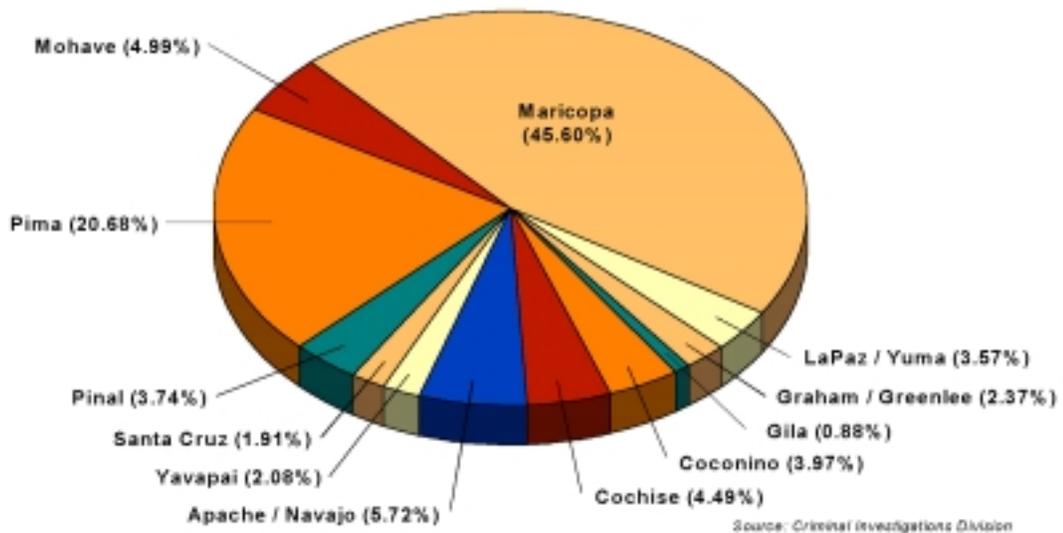
# FY 2003 CRIMINAL INVESTIGATIONS

Percent of Hours Worked by Type of Investigation



# FY 2003 CRIMINAL INVESTIGATIONS

Percent of Hours Worked by County



## APPROPRIATIONS AND FUNDING

	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
<b>OPERATING BUDGET</b>					
Criminal Investigations	\$18,506,000	\$19,369,400	\$21,935,300	\$22,651,878	\$20,930,000
Highway Patrol	\$48,442,700	\$48,298,600	\$51,757,300	\$59,842,400	\$64,092,000
Agency Support	\$35,415,600	\$35,659,200	\$21,085,900	\$21,626,839	\$21,656,400
Criminal Justice Support	\$19,549,800	\$20,327,800	\$31,065,000	\$29,562,900	\$33,049,500
Board of Fingerprinting	\$0	\$60,000	\$163,400	\$160,200	\$362,300
Governor's Office of Highway Safety *	\$0	\$0	\$228,100	\$245,500	\$324,100
<b>Total Operating Budget</b>	<b>\$121,914,100</b>	<b>\$123,715,000</b>	<b>\$126,235,000</b>	<b>\$134,089,717</b>	<b>\$140,414,300</b>
Land, Buildings & Improvements	\$0	\$130,000	\$1,122,500	\$0	\$0
<b>Total Appropriations</b>	<b>\$121,914,100</b>	<b>\$123,845,000</b>	<b>\$127,357,500</b>	<b>\$134,089,717</b>	<b>\$140,414,300</b>
<b>FUNDING BY SOURCE</b>					
General Fund	\$76,912,800	\$76,301,700	\$76,261,800	\$48,911,517	\$32,291,900
Criminal Justice Enhancement Fund	\$3,268,600	\$4,208,400	\$2,060,500	\$2,133,200	\$2,197,000
Highway Patrol Fund	\$12,611,600	\$12,979,300	\$13,824,600	\$13,396,900	\$13,454,000
Highway User Revenue Fund	\$12,500,000	\$12,630,000	\$13,622,500	\$37,065,600	\$54,416,200
State Highway Fund	\$12,500,000	\$12,500,000	\$12,500,000	\$25,249,600	\$28,266,600
Other Funds	\$4,121,100	\$5,225,600	\$9,088,100	\$7,332,900	\$9,788,600
<b>Total State Funding</b>	<b>\$121,914,100</b>	<b>\$123,845,000</b>	<b>\$127,357,500</b>	<b>\$134,089,717</b>	<b>\$140,414,300</b>
<b>AUTHORIZED POSITIONS **</b>	<b>1,743.5</b>	<b>1,756.8</b>	<b>1,764.8</b>	<b>1,840.8</b>	<b>1,858.8</b>

\* Previously reported under Agency Support Division.

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

Source: Agency Support Division

# Agency Support Division

The Agency Support Division at the Arizona Department of Public Safety focuses on maintaining and supporting current agency operations by providing crime-victim services, advanced basic and continuing training, management services promoting efficiency of government, proactive media relations, contemporary research and planning, legal services, investigation of employee misconduct, internal and external management audits, coordination of financial and human resource services, cost-effective facilities management and innovative logistical support.

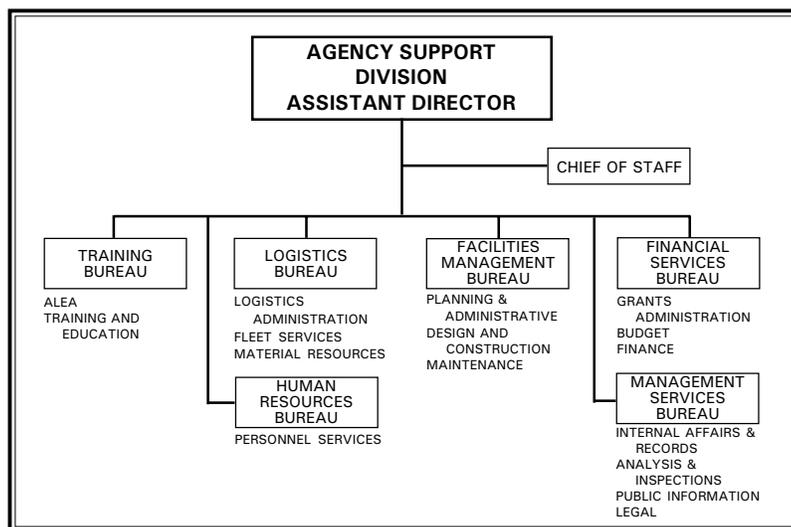


Mr. Rodney D. Covey  
Assistant Director

## OVERVIEW

### Training

- Develops and coordinates basic, advanced and recertification law enforcement training programs.
- Provides advanced basic and field training of officers.
- Coordinates and provides Drug Recognition Expert (DRE) and Horizontal Gaze Nystagmus (HGN) training to commissioned personnel.
- Develops and coordinates civilian training.
- Coordinates with local governmental agencies to provide enhanced training opportunities for all employees in areas of concern.
- Trains law enforcement and civilian instructors.
- Provides firearms training, weapons maintenance and other armory services.
- Develops and coordinates basic and in-service supervisory training.
- Administers the Department's health and wellness programs.
- Develops and coordinates primary and in-service management training.
- Administers the Department's Tuition Reimbursement Program.
- Maintains and manages department training records for all employees.



### Human Resources Bureau

- Originates and maintains programs and records 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 the Employee Assistance Program and the Drug-Free Workplace Program.
- Provides expertise with polygraph services in the determination of truth in criminal and administrative investigations along with applicant backgrounds.

<b>HUMAN RESOURCES SERVICES</b>			
	FY 2002	FY 2003	% Change
<b>PERSONNEL SERVICES</b>			
Recruitment/Selection Processes Completed	6,762	9,319	37.8%
New Hires Processed	222	176	-20.7%
Terminations Processed	92	115	25.0%
Retirements Processed	56	39	-30.4%
Other Benefit Requests Processed	8,061	7,809	-3.1%
Classification/Compensation Processes Completed	28	24	-14.3%
Polygraph Examinations Conducted	569	572	0.5%
Drug-Free Workplace Exams Completed	1,162	767	-34.0%
<b>SAFETY &amp; LOSS PREVENTION SERVICES *</b>			
Risk Management Premiums Paid	\$4,371,900	\$4,545,100	4.0%
Property Damage Claims Processed	898	989	10.1%
Property Damage Claims Paid	\$745,337	\$589,831	-20.9%
Employee Injury Claims Processed	271	349	28.8%
<b>PEER COUNSELING SERVICES</b>			
Volunteer Peer Counselors	51	52	2.0%
Peer Counseling Requests Received	1,905	2,184	14.6%
Peer Counseling Hours Provided	2,658	3,432	29.1%
Department Awards Processed	312	298	-4.5%
* Information may vary from previous reports due to the submission of revised data.			
<i>Source: Agency Support Division</i>			

- Conducts the registration, titling and licensing of all departmental vehicles.
- Assists other law enforcement agencies by providing surplus equipment, buildup services and technical information.
- Provides expertise to collision investigators by performing extensive mechanical inspections of vehicles involved in homicides and fatal crashes.
- Establishes contracts for the purchase and provision of first-aid supplies, office supplies, field supplies, and duty gear to enforcement and support staff through the main supply warehouse.
- Maintains the Consumable Inventory System for tracking the Department's stock item usage.
- Prepares and issues billing to below-the-line funding agencies for fuel, maintenance, postage and supplies.

**Logistics Bureau**

- Procures and issues vehicles for enforcement and support.
- Provides vehicle maintenance, repairs and services statewide.
- Fabricates and installs police, emergency and specialty equipment in departmental vehicles.
- Establishes contracts and provides automotive parts and supplies to field offices and fleet maintenance shops.
- Provides fuel through departmental fuel sites, Arizona Department of Transportation (ADOT) fuel sites and by means of a statewide credit card system.
- Issues and tracks gas credit cards.
- Maintains the Fleet Management System for tracking the Department's vehicle inventory.

- Tracks capital and accountable equipment using the Capital Outlay System for departmental inventory and the Uniform Statewide Accounting System.
- Develops, modifies and maintains departmental forms for use by the Department's employees.
- Provides mail service for the Department.
- Provides printing services for the Department.
- Coordinates disposal of surplus departmental equipment through auction, sale, trade-in, transfer to other law enforcement or criminal justice agencies, and general disposal via the Arizona Department of Administration state surplus property system.

**Facilities Management Bureau**

- Maintains Department facilities throughout the state,

performing corrective and preventive maintenance through a work-order system. Technical personnel are on call 24 hours a day, seven days a week.

- Provides custodial and landscaping services for the Phoenix headquarters complex and district offices statewide.
- Directs the design and construction of new departmental facilities and renovation of existing facilities statewide.
- Monitors space utilization and provides long-range planning for the Department's space requirements.
- Responds to facilities issues for new space or functional needs.
- Develops the Department's four-year Capital Improvement Plan and requests for Building Renewal funding.
- Negotiates, prepares and manages the Department's building/land leases and purchases.
- Develops and implements the Department's master-keying system, including key issue and control.
- Coordinates utility services for the Department's facilities statewide.

## Management Services Bureau

### Internal Affairs

- Conducts internal investigations to insure the integrity and professionalism of the Department.

<b>AGENCY SUPPORT ACTIVITIES</b>			
	FY 2002	FY 2003	% Change
<b>LOGISTICS FLEET SERVICES</b>			
Vehicle Work Orders Processed	23,830	26,783	12.4%
Vehicle Maintenance, Fuel & Parts Expenditures	\$4,731,153	\$4,711,103	-0.4%
Miles Driven	25,348,397	25,770,194	1.7%
Cost of Maintenance, Fuel & Parts/Per Miles Driven	\$0.187	\$0.183	-2.1%
Fuel Site Repairs	29	17	-41.4%
Vehicle Disposal Transactions	285	299	4.9%
Vehicle Title/Registration Transactions	1,280	1,339	4.6%
Vehicle Fleet Requests	1,065	1,312	23.2%
<b>LOGISTICS ADMINISTRATION SERVICES</b>			
Supply Warehouse			
Value of Consumable Supplies Issued	\$1,050,848	\$1,461,198	39.0%
Consumable Supplies - Stock Issues	46,503	48,599	4.5%
Capital Equipment Updates	52,689	60,817	15.4%
Mail Room			
Pieces of Mail Processed	404,558	414,922	2.6%
Mailing Costs	\$250,001	\$284,164	13.7%
Charge Back for Mailing Costs	\$152,466	\$173,390	13.7%
Print Shop			
Impressions *	6,595,756	4,652,582	-29.5%
Work Orders	632	522	-17.4%
Bindery Hours	1,213	1,098	-9.4%
Forms Management			
Forms Revised/Developed	88	97	10.2%
<b>FACILITIES SERVICES</b>			
Maintenance Orders Completed	3,007	3,184	5.9%
Projects Completed	64	50	-21.9%
Facilities Work Requests	83	98	18.1%
Building/Square Footage Maintained **	842,564	729,058	-13.5%
Keys Cut	452	655	44.9%
* FY 03 data reflect ongoing transition to electronic forms.			
** FY 03 data reflect transfer of a Tucson training facility to the Dept. of Corrections			

Source: Agency Support Division

### Inspections and Control

- Performs section and district inspections to enhance effectiveness and efficiency.
- Performs specialty audits at the request of outside agencies.

### Legal

- Provides legal assistance to DPS and other law enforcement agencies regarding criminal and traffic laws, principles of search and seizure, and a broad range of civil legal issues.

- Reviews all contracts entered into by the Department with other entities and stores copies.
- Administers the Department's Equal Employment Opportunity and Affirmative Action programs. Prepares and files formal written responses to charges filed with the U.S. Equal Employment Opportunity Commission.
- Publishes law bulletins on a variety of case law affecting operational personnel and a legal review of all new legislative changes for employees each year.

**Research and Planning**

- Researches contemporary criminal justice issues, benchmarks the best practices of other organizations, designs and administers surveys, and publishes special reports and studies.
- Documents agency policy and procedure through systematic development and publication of department directives and coordinates development of the Department's strategic plan.
- Performs research and planning functions, setting the foundations for department goals and future programs.
- Furnishes preliminary program design and implementation strategies for selected departmental programs.
- Provides graphic art and design service to the Department and other law enforcement agencies.

**Public Information**

- Develops and publishes a monthly newsletter that is distributed to departmental employees and retirees, citizen groups and other governmental agencies.
- Assists in the development and publication of the Department's annual report.
- Educates the public through its Public Affairs and Community Education (PACE) Unit about current safety

<b>MANAGEMENT SERVICES</b>			
	FY 2002	FY 2003	% Change
<b>INTERNAL AFFAIRS</b>			
Internal Affairs Complaint Investigations			
Citizen Complaints	12	7	-41.7%
Internal Complaints	16	32	100.0%
Public Record Responses	1,789	2,033	13.6%
<b>INSPECTIONS</b>			
Management Inspections	1	3	200.0%
Specialty Audits	1	4	300.0%
Outside Agency Assists	2	2	0.0%
<b>COMMUNITY AFFAIRS</b>			
Digest Newsletters Published	12	12	0.0%
Video Tape Productions			
Focus Videos	12	11	-8.3%
Other Videos	14	15	7.1%
<b>LEGAL</b>			
Contracts Reviewed	319	342	7.2%
Claims Filed	68	105	54.4%
Lawsuits Filed	23	21	-8.7%
Law Bulletins Published	18	5	-72.2%
EEO Investigations	3	1	-66.7%
<b>RESEARCH AND PLANNING</b>			
Graphics Service Projects *	106	32	-69.8%
Policy/Information Projects Completed	42	137	226.2%
Pursuit Reports	147	209	42.2%
Other Agency Research Assistance	227	206	-9.3%
<b>EMPLOYEE SUGGESTION PROGRAM</b>			
Suggestions Received	14	15	7.1%
Suggestion Evaluations Completed	6	6	0.0%
Suggestions Adopted	4	4	0.0%
* Reflects a six month position vacancy.			
<i>Source: Agency Support Division</i>			

issues with an emphasis on traffic safety. Programs are given to schools, private businesses and civic organizations throughout the state. Additionally, the PACE Unit assists with planning and coordinating other department functions.

- Produces video programs in support of the Department’s mission. These include monthly news programs, training tapes, public service announcements and other types of programming as requested. Programs are produced not only for the Department but also for other local, state and federal agencies and nonprofit organizations as well.
- Serves as the Department’s primary media liaison and central source of information.

**Public Records Unit**

- Receives and processes written requests for public record documents.
- Responds to written public records requests for department records. The custodian of records authenticates department records and testifies in court pursuant to subpoena.

**Financial Services Bureau**

- Facilitates development of the Department’s budget requests.
- Monitors fiscal processes and maintains overall budgetary control within the Department.
- Manages the Department’s payroll, purchasing and accounting services.
- Provides administrative and accounting services for the Department’s grant program.
- Administers the Victims of Crime Act federal block grant.
- Administers the Criminal Justice Enhancement Fund grant program.

<b>FINANCIAL SERVICES</b>			
	FY 2002	FY 2003	% Change
<b>ASSET FORFEITURE PROGRAM</b>			
Currency Received Through Forfeiture	\$1,954,961	\$1,852,742	-5.2%
Vehicles Forfeited	141	50	-64.5%
Weapons Forfeited	16	5	-68.8%
Cases Initiated	44	64	45.5%
Forfeited Property Auction Proceeds	\$304,418	\$85,085	-72.0%
<b>GRANTS ADMINISTRATION</b>			
Programs Receiving VOCA Funds	126	140	11.1%
VOCA Monies Disbursed	\$5,559,216	\$6,345,493	14.1%
<b>FINANCE</b>			
Claims Processed	27,779	25,723	-7.4%
Accounting of Appropriated Funds (Expended)	\$133,126,298	\$135,616,730	1.9%
Accounting of Non-Appropriated Funds (Expended)	\$47,117,677	\$49,154,781	4.3%
Purchase Orders Processed	4,840	4,261	-12.0%
Purchasing Card Transactions	4,411	4,884	10.7%

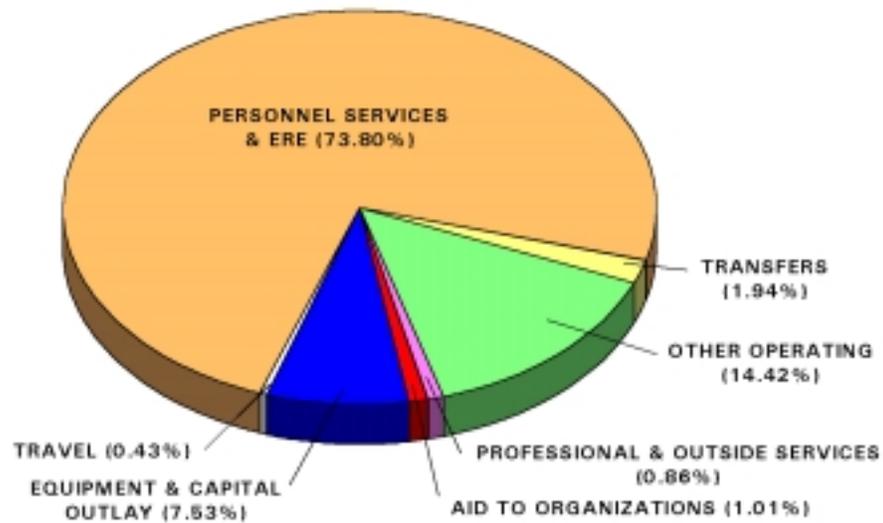
Source: Agency Support Division

- Administers the Department’s asset forfeiture program pursuant to Arizona’s Racketeering Influenced Crime Organization and drug forfeiture laws.

<b>TRAINING SERVICES</b>			
	FY 2002	FY 2003	% Change
<b>ARIZONA LAW ENFORCEMENT ACADEMY</b>			
Basic Training Classes	12	12	0.0%
Basic Training Graduates	444	302	-32.0%
DPS Graduates	53	33	-37.7%
<b>OPERATIONAL TRAINING</b>			
Training Programs Conducted *	2	71	N/A
Student Attendance *	345	1,739	N/A
Pre-Academy Classes Conducted	2	8	300.0%
Pre-Academy Graduates	30	112	273.3%
Advanced Basic Classes Conducted	2	7	250.0%
Advanced Basic Graduates	56	108	92.9%
Firearms Training Programs Conducted	20	24	20.0%
Firearms Training Student Attendance	439	472	7.5%
Employee Physical Fitness Tests	245	458	86.9%
Weapons Repaired	876	845	-3.5%
<b>PROFESSIONAL DEVELOPMENT **</b>			
Training Programs Conducted	91	68	-25.3%
Student Attendance	1,758	1,217	-30.8%
<b>TUITION REIMBURSEMENT PROGRAM ***</b>			
Budget Allocation	\$66,657	\$38,500	-42.2%
Percent of Budget Expended	100%	100%	0.0%
Applicants	151	79	-47.7%
Applicants Receiving Reimbursement	131	73	-44.3%
Percent of Applicants Receiving Reimbursement	87%	92%	6.5%
* FY 02 and FY 03 data are not comparable due revised method of tracking training activities.			
** FY 03 data reflect part-time assignment of staff to other functions.			
*** FY 03 data reflect mid-year suspension of the Tuition Reimbursement Program due to budget cuts.			
<i>Source: Agency Support Division</i>			

# FY 2003 APPROPRIATED FUNDING

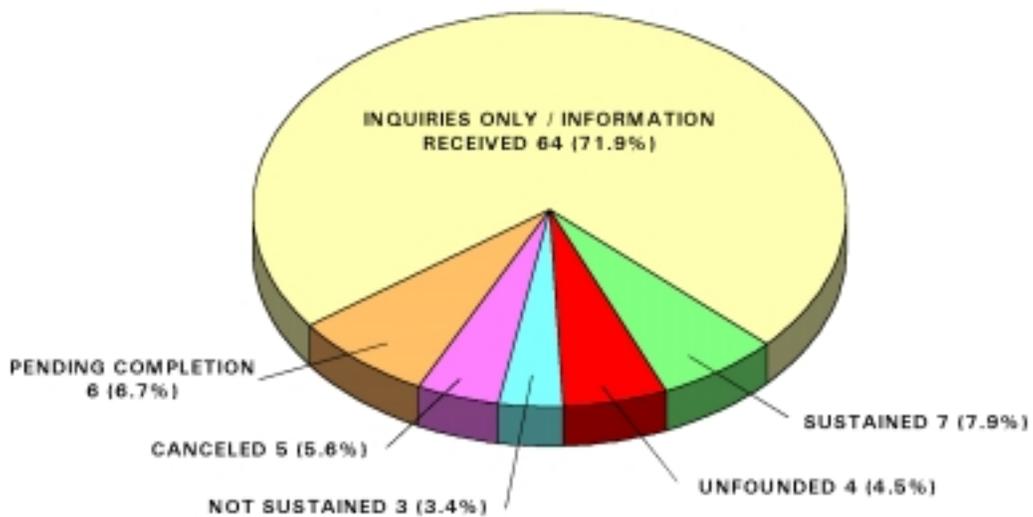
## Agency Expenditure Summary



Source: Agency Support Division

# ADJUDICATION OF CITIZEN COMPLAINTS AGAINST EMPLOYEES

FY 2003



Source: Agency Support Division

**CRIMINAL JUSTICE SUPPORT ACTIVITIES**

	FY 2002	FY 2003	% Change
<b><i>CRIMINAL INFORMATION SERVICES</i></b>			
Arrest Fingerprint Cards Received	203,116	204,446	0.7%
New Criminal Records Established	60,102	61,761	2.8%
Active Criminal Records Maintained	1,058,842	1,114,904	5.3%
Requests for Records Processed	1,821,532	2,033,299	11.6%
Active DPS Warrants	52,698	56,722	7.6%
Sex Offender Community Notifications			
Level 1 Notifications	674	114	-83.1%
Level 2 Notifications	919	639	-30.5%
Level 3 Notifications	261	447	71.3%
Department Records			
Accident Reports Entered	29,108	31,808	9.3%
Offense Reports Entered	55,252	30,390	-45.0%
Record Requests Received	29,918	30,623	2.4%
<b><i>FINGERPRINT IDENTIFICATION SERVICES</i></b>			
AZAFIS* Tenprint Records Maintained	1,358,713	1,494,203	10.0%
AZAFIS Unsolved Latent Print Images Maintained	74,558	67,349	-9.7%
AZAFIS Tenprint Searches Completed	373,702	415,905	11.3%
AZAFIS Tenprint Hits Confirmed	227,187	245,124	7.9%
AZAFIS Latent Print Searches Completed	17,582	20,495	16.6%
AZAFIS Latent Search Hits Confirmed	3,373	3,561	5.6%
Applicant Fingerprint Cards Processed	138,921	136,186	-2.0%
Applicant Clearance Cards Processed	66,738	87,238	30.7%

\* Arizona Automated Fingerprint Identification System (AZAFIS)

Source: Criminal Justice Support Division

# Criminal Justice Support Division

The Criminal Justice Support Division (CJSD) at the Arizona Department of Public Safety is responsible for developing and coordinating scientific, technical, regulatory and support services essential to the promotion of public safety in Arizona. Special attention is given to providing scientific analysis and criminal justice support to Arizona's criminal justice agencies. CJSD further develops, operates and maintains the data processing and data/voice communications systems that operate statewide.

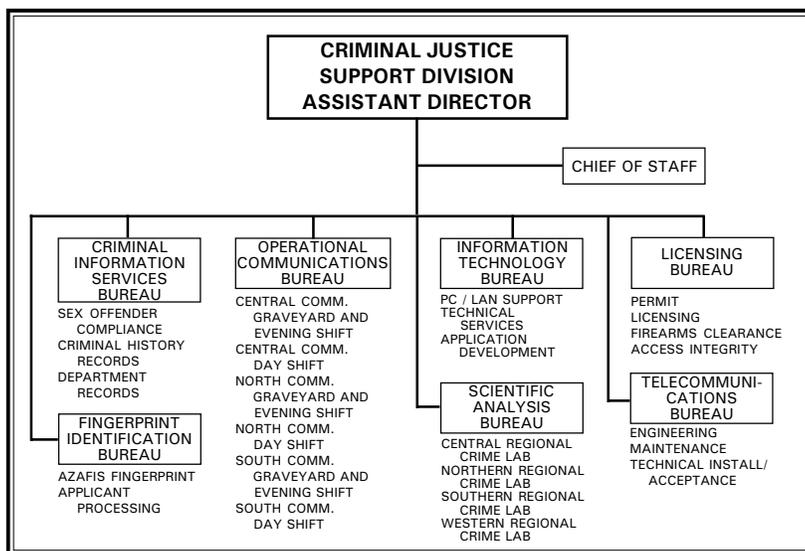


Lt. Colonel David A. Felix  
Assistant Director

## OVERVIEW

### Fingerprint Identification Bureau

- Manages the day-to-day Arizona Automated Fingerprint Identification System (AZAFIS) operations in support of the automated fingerprint identification needs of Arizona and other criminal justice agencies.
- Identifies criminals through the processing of fingerprints as the central site for the statewide AZAFIS.
- Operates the central fingerprint repository for the state.
- Provides fingerprint identification assistance during the processing of criminal justice and non-criminal justice employment and licensing applicants.
- Coordinates requests for access to the AZAFIS network and databases.
- Provides training for AZAFIS workstation operators.
- Directs the statewide AZAFIS operator certification program.
- Researches, plans and implements technological enhancements to meet AZAFIS system users' evolving automated fingerprint identification requirements.
- Processes criminal history checks for criminal justice employment, non-criminal justice employment, licensing and other authorized purposes.
- Issues fingerprint clearance cards to eligible applicants.
- Processes applications for Fingerprint Clearance Cards.



- Processes fingerprint-based state and federal criminal record searches for authorized governmental agencies, Indian nations, municipalities and private/nonprofit entities located in this state.
- Processes requests for state warrant searches.

### Criminal Information Services Bureau

- Maintains criminal history records as the central state repository for Arizona.
- Maintains department warrants, motor vehicle accident reports and offense reports.
- Serves as the focal point for the criminal justice community on issues regarding convicted sex offender registration and community notification requirements.
- Serves as a liaison statewide between law enforcement, county probation, Department of Corrections and county attorneys.

- Ensures that Arizona law enforcement agencies comply with sex offender community notification statutes.
- Provides training statewide for criminal justice agencies involved with sex offender registration and notification.
- Conducts annual address verification on the state's sex-offender population and maintains the Sex Offender InfoCenter web site.

## Scientific Analysis Bureau

Operates a full-service, forensic science laboratory capability from four crime laboratories: Central Regional Crime Laboratory, Phoenix; Northern Regional Crime Laboratory, Flagstaff; Southern Regional Crime Laboratory, Tucson; Western Regional Crime Laboratory, Lake Havasu City.

- Provides complete crime laboratory services to 295 criminal justice agencies in Arizona including municipal, tribal, county, state and federal users.
- Provides state-of-the-art scientific examination and evaluation of evidence and expert scientific testimony in superior courts, federal courts, municipal courts and justice-of-the-peace courts.
- Provides the most modern DNA scientific services for the examination of violent crime evidence to identify or exonerate suspects.
- Maintains the Arizona DNA Identification System established by statute, which is a database of DNA profiles

<b>SCIENTIFIC ANALYSIS SERVICES</b>			
	FY 2002	FY 2003	% Change
<b>SUBMISSIONS BY REGIONAL LABORATORY</b>			
Central Crime Lab Cases	23,239	21,502	-7.5%
Southern Crime Lab Cases	6,010	8,081	34.5%
Northern Crime Lab Cases	3,862	4,412	14.2%
Western Crime Lab Cases	2,470	3,284	33.0%
<b>Totals</b>	<b>35,581</b>	<b>37,279</b>	<b>4.8%</b>
<b>SUBMISSIONS BY TYPE OF ACTIVITY</b>			
Drug Analysis	14,778	15,732	6.5%
Toxicology - Alcohol-Related Cases	7,491	7,267	-3.0%
Toxicology - DRE Cases	5,946	6,831	14.9%
Serology Analysis	1,999	1,871	-6.4%
DNA Profiling/STRs Process	547	633	15.7%
Latent Print Examinations	3,718	3,925	5.6%
Trace Evidence Analysis	878	828	-5.7%
Questioned Document Examinations	224	193	-13.8%
<b>SUBMISSIONS BY TYPE OF OFFENSE</b>			
Homicide	935	886	-5.2%
Vehicular Homicide	136	165	21.3%
Suicide	18	25	38.9%
Livestock & Game Violations	12	11	-8.3%
Sexual Assault	1,927	1,941	0.7%
Burglary/Theft	1,367	1,702	24.5%
Arson	136	169	24.3%
Hit & Run/Auto Accident	97	93	-4.1%
Assault	410	453	10.5%
Fraud and Other Miscellaneous	1,305	1,582	21.2%
DUI (Alcohol)	7,869	8,434	7.2%
DUI (Drugs)	5,595	6,192	10.7%
Poisoning or Cause of Death	14	3	-78.6%
Liquor Laws	6	7	16.7%
Drugs (Sale,Possession,etc.)	15,754	15,616	-0.9%
<b>INTOXILYZER SERVICES</b>			
Training Services			
Schools Taught	32	31	-3.1%
Operators Trained	645	533	-17.4%
Quality Assurance Officers Trained	43	52	20.9%
Court Actions			
Subpoenas	811	1,157	42.7%
Testimony	36	78	116.7%
Intoxilyzer Sites Maintained	242	242	0.0%
<b>PHOTO LAB SERVICES</b>			
Photo Prints Processed	262,157	295,715	12.8%
<b>PROPERTY AND EVIDENCE SERVICES</b>			
DPS Submissions	16,569	13,943	-15.8%
Other Agencies Submissions	24,249	27,513	13.5%
<b>Totals</b>	<b>40,818</b>	<b>41,456</b>	<b>1.6%</b>

Source: Criminal Justice Support Division

against which an evidence DNA profile can be searched to identify a previously-unknown assailant.

- Provides complete toxicology services including the analysis of body fluid samples, primarily blood and urine, for drugs and metabolites, and provides expert testimony on drug effects and driving impairment.
- Provides comprehensive forensic alcohol services including the analysis of blood for alcohol concentration; the maintenance and repair of more than 250 alcohol breath test instruments; and expert testimony on alcohol effects, impaired driving, and alcohol metabolism.
- Analyzes a variety of specimens such as bricks, powders, liquids and pills for the presence of illegal drugs, including marijuana, narcotics, cocaine, methamphetamine and LSD.
- Responds to clandestine drug laboratory manufacturing sites to assess type of drugs being produced; assesses hazards of toxicity, fire and explosion; collects samples for transport to the Crime Laboratory; analyzes the samples for precursor chemicals, reaction intermediaries and drug products.
- Examines documents for authenticity of handwriting, determination of obliterated writing and identification of typewriting.
- Performs examinations on a variety of trace evidence materials such as hairs, fibers, glass, paint and soils to tie crime scene items to a suspect's clothes or car.
- Examines firearms to identify a particular weapon as having fired a bullet removed from a victim or scene; to determine the distance from which a firearm was fired at a crime scene; and to reconstruct a shooting scene.
- Compares footwear and tire track impression evidence from a crime scene to shoes or tires to establish their involvement in a crime.
- Analyzes fire and explosion debris to identify ignitable liquids such as gasoline, kerosene, diesel fuel or explosives such as gun powder and dynamite.
- Processes evidence to visualized latent prints, and compares to known fingerprints, palm prints, or footprints to identify suspects or searches against the Arizona Automated Fingerprint Identification System to identify unknown suspects.
- Photographs accidents and crime scenes to provide documentation and then develops and prints scene pictures.

- Stores evidence and personal property, releases property to lawful owners, and disposes contraband once criminal cases are adjudicated.
- Provides instruction to investigative officers in the proper identification, collection and packaging of evidence.

## **Information Technology Bureau**

- Provides information services to internal and external customers in support of public safety and improves department efficiency through automation and application of new technology.
- Provides data processing and computer programming services to meet the administrative, enforcement and investigative needs of the Department.
- Provides on-going maintenance and support of mainframe operating system software that supports the Arizona Criminal Justice Information System and Management Information System. These departmental information systems and the statewide criminal justice computer network are operational 24 hours per day, seven days a week.
- Develops and maintains computer programs for an on-line statewide criminal justice network that permits more than 100 state and local jurisdictions to access criminal justice information nationwide.
- Provides technical assistance to federal, county and local criminal justice agencies regarding current or planned linkages to the statewide criminal justice computer network.
- Maintains access through the Department's computers to Arizona counties and city computers, the FBI Crime Center, and the other 49 states' computer systems via the National Law Enforcement Telecommunications System (NLETS).
- Provides data processing support for the Department's electronic mail system, Internet access and information system support of the office automation needs of the Department.

## **Telecommunications Bureau**

- Designs, coordinates and installs enhancements to the EMSCOM (Emergency Medical Services Communication) System which provides radio communications between field emergency medical and hospital personnel.

- Provides technical audits and assistance to county and local law enforcement agencies experiencing radio system problems.
  - Provides engineering support for radio equipment and state-term contracts generated by the state Department of Administration.
  - Installs and maintains buildings, towers and antenna systems at remote DPS radio sites.
  - Maintains a statewide radio system for the Department and other state agencies.
  - Designs, constructs and coordinates a statewide voice and data telecommunications system for the Department and other state agencies.
  - Designs, installs and maintains data communications equipment and networks for the Arizona Criminal Justice Information System (ACJIS) community.
  - Provides continuous radio communication services for the Department and the law enforcement personnel of other agencies.
  - Designs and maintains a statewide microwave carrier system for the Department and other state agencies.
- Licensing Bureau**
- Processes and issues concealed-weapon permits to Arizona residents and U.S. citizens.

<b>TECHNICAL SUPPORT SERVICES</b>			
	FY 2002	FY 2003	% Change
<b><i>INFORMATION TECHNOLOGY</i></b>			
Mainframe Systems Supported	86	82	-4.7%
Client/Server Systems Supported	0	1	100.0%
Web Systems Supported	1	2	100.0%
Computerized Teleprocessing Transactions	331,493,619	332,888,163	0.4%
Computer Terminals Supported (Includes MIS)	9,717	13,995	44.0%
Criminal Justice Terminals Supported	7,716	8,105	5.0%
DPS PC's Supported	2,125	2,225	4.7%
DPS EMS Users Supported	2,543	2,678	5.3%
DPS Mobile Digital Terminals (MDT) Supported	230	229	-0.4%
MDT Transactions	878,248	814,445	-7.3%
Project Service Requests Received	90	71	-21.1%
Project Service Requests Completed	59	49	-16.9%
PC Customer Assists	3,803	5,067	33.2%
Dial-In Users Supported	1,079	1,192	10.5%
Lotus Notes Users Supported	1,332	1,601	20.2%
<b><i>TELECOMMUNICATIONS</i></b>			
Base Stations Maintained	776	781	0.6%
Engineering Hours Provided to Other Agencies	356	166	-53.4%
Other Agencies Supported in Radio Communications	21	20	-4.8%
Portable/Mobile Radios Maintained	7,164	7,380	3.0%
Radio Communication Sites Maintained	76	77	1.3%
EMSCOM Call-Signs Maintained	1,092	1,151	5.4%
Number of Microwave Paths	84	85	1.2%
Microwave Path Miles	3,507	3,509	0.1%
FCC Radio Licenses Maintained	464	472	1.7%
Voice & Data Telecommunications *	\$1,114,500	\$1,163,500	4.4%
Wireless Telephone & Paging Services *	\$153,000	\$163,300	6.7%
<b><i>OPERATIONAL COMMUNICATIONS</i></b>			
Radio Dispatch Consoles Operated	18	18	0.0%
ACJIS Transactions Conducted	1,435,232	1,390,570	-3.1%
ACIC/NCIC Hits Processed	14,476	18,022	24.5%
Department Record Numbers Issued	57,201	58,185	1.7%
Incident Cards Completed	207,558	249,323	20.1%
Abandoned/Towed Vehicle Reports Taken	10,716	11,074	3.3%
Tow Trucks/Wreckers Called	47,004	48,323	2.8%
9-1-1 Calls Received	186,753	211,704	13.4%
Emergency Medical System Cases Processed	7,140	5,042	-29.4%
Radio Transmissions Completed	14,503,561	14,374,271	-0.9%
* Fixed & usage based services paid to wire line telephone companies.			
<i>Source: Criminal Justice Support Division</i>			

- Processes and approves concealed-weapon training organizations and instructors who provide applicants with a minimum of 16 hours of training as required by the state statute.
- Conducts administrative and criminal investigations of concealed-weapon permit laws and rules involving applicants, permit holders, instructors and training organizations.
- Conducts assessments of other states' concealed-weapon programs and enacts reciprocal agreements with states having substantially similar programs.
- Processes private investigator and security guard industry applications to conduct business in Arizona.
- Conducts administrative and criminal investigations involving violations of state security guard and private investigator statutes and rules.
- Conducts federally- and state-mandated training for employees from Arizona law enforcement and criminal justice agencies on the use of the Arizona Criminal Justice Information System (ACJIS).
- Coordinates requests for ACJIS terminal access.
- Conducts federally- and state-mandated operational audits of ACJIS network user agencies to verify adherence to privacy and security regulations and to ensure data integrity of criminal justice information.
- Coordinates the statewide terminal operator certification program for ACJIS network users.
- Maintains the statewide Uniform Crime Reporting (UCR) program by collecting crime statistics from all law enforcement agencies in the state and producing an annual Crime In Arizona publication.

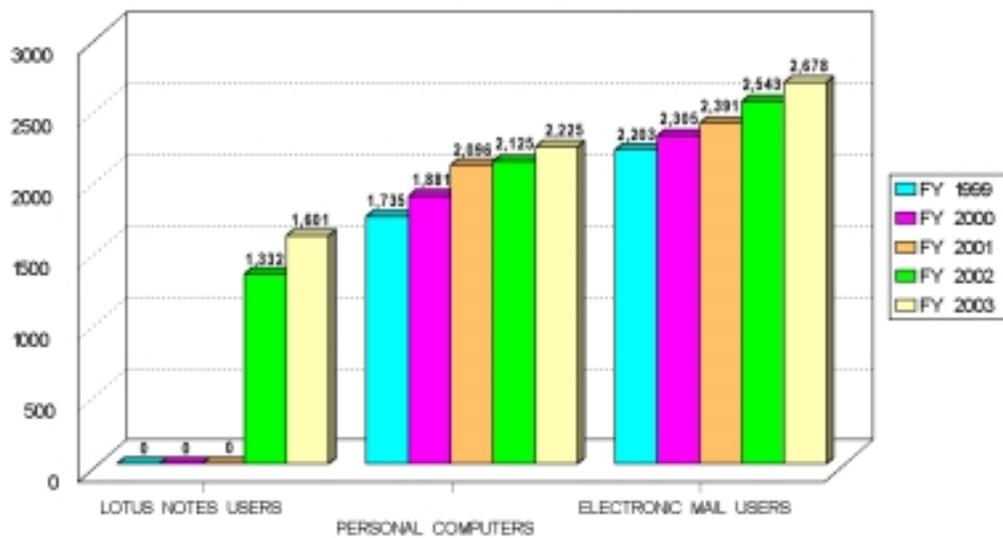
<b>LICENSING SERVICES</b>			
	FY 2002	FY 2003	% Change
<b>PRIVATE INVESTIGATOR (PI) SECURITY GUARD (SG) LICENSES</b>			
PI Active Employee Registrations	2,097	2,035	-3.0%
PI Employee Applications Processed	298	310	4.0%
PI Employee Renewals Processed *	279	152	-45.5%
PI Active Agency Licenses	1,414	1,100	-22.2%
PI Agency Applications Processed	112	97	-13.4%
PI Agency Licenses Renewed *	181	334	84.5%
SG Active Employee Registrations	13,883	17,084	23.1%
SG Employee Applications Processed	7,838	5,764	-26.5%
SG Employee Renewals Processed	1,987	3,759	89.2%
SG Active Agency Licenses	218	268	22.9%
SG Agency Applications Processed	46	36	-21.7%
SG Agency Licenses Renewed *	31	28	-9.7%
SG/PI Warrants	62	25	-59.7%
<b>CONCEALED WEAPONS PERMITS</b>			
New Applications Received	14,343	10,433	-27.3%
New Permits Issued	14,253	9,295	-34.8%
New Permits Denied	90	34	-62.2%
New Permits/Percent Denied	0.63%	0.36%	
Renewal Applications Received *	3,787	15,122	299.3%
Renewals Issued	3,530	13,673	287.3%
Renewals Denied	257	26	-89.9%
Renewals/Percent Denied	6.79%	0.19%	
<b>ACJIS** ACCESS INTEGRITY</b>			
Operations Audits Completed	91	151	65.9%
Terminal Operator Certifications Maintained	29,850	31,341	5.0%
Criminal History Record Review - Audits Completed	15	37	146.7%
* Data reflect either a three-year registration/license renewal cycle or a four-year permit renewal cycle.			
** Arizona Criminal Justice Information System (ACJIS)			

Source: Criminal Justice Support Division

- Provides training to Arizona criminal justice agencies on requirements of arrest/disposition reporting to the state repository and ACJIS.

## OFFICE AUTOMATION ACTIVITIES

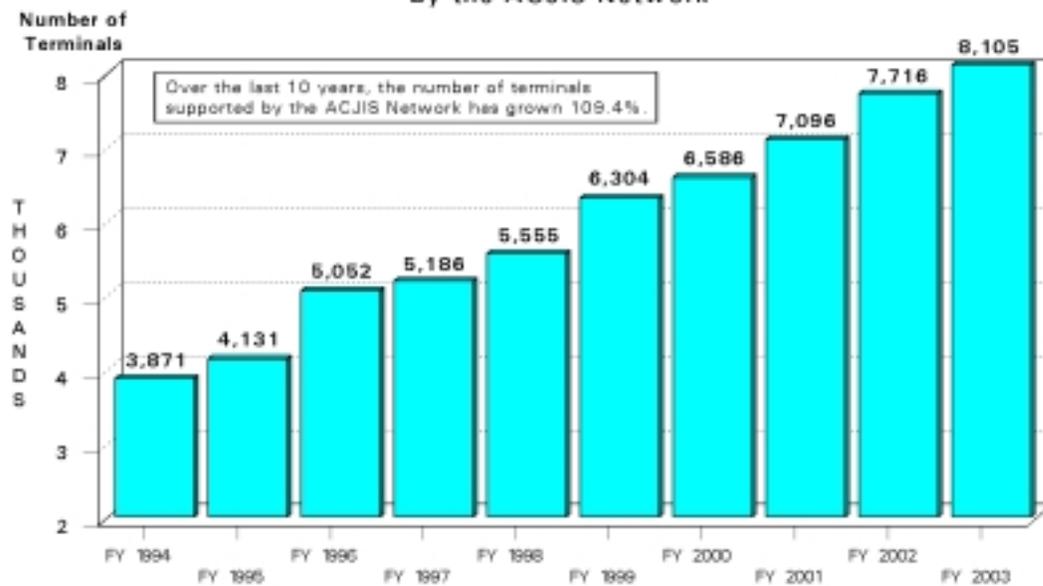
FY 1999 - FY 2003



Source: Criminal Justice Support Division

## CRIMINAL JUSTICE TERMINALS SUPPORTED

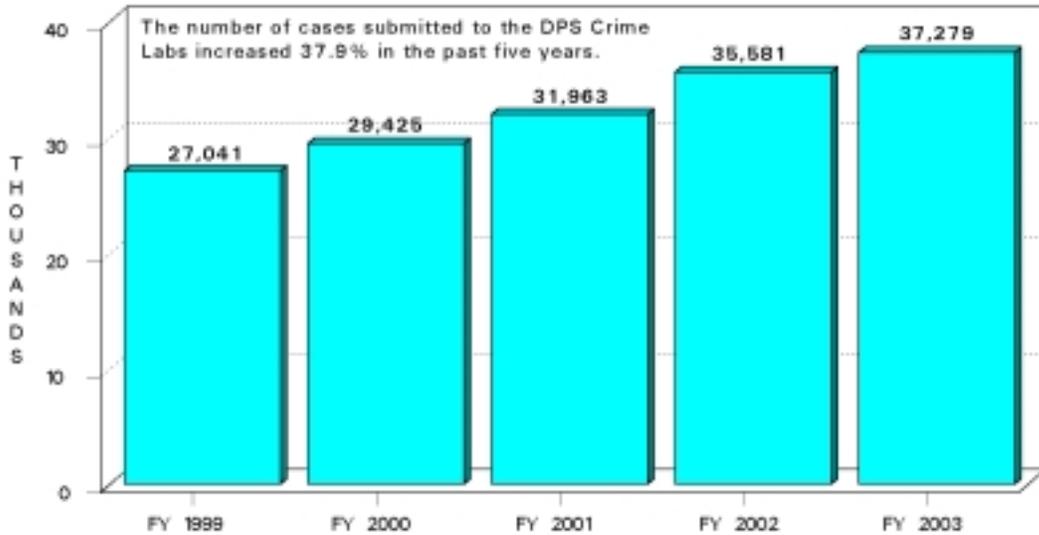
By the ACJIS Network



Source: Criminal Justice Support Division

## CRIME LABORATORY CASES

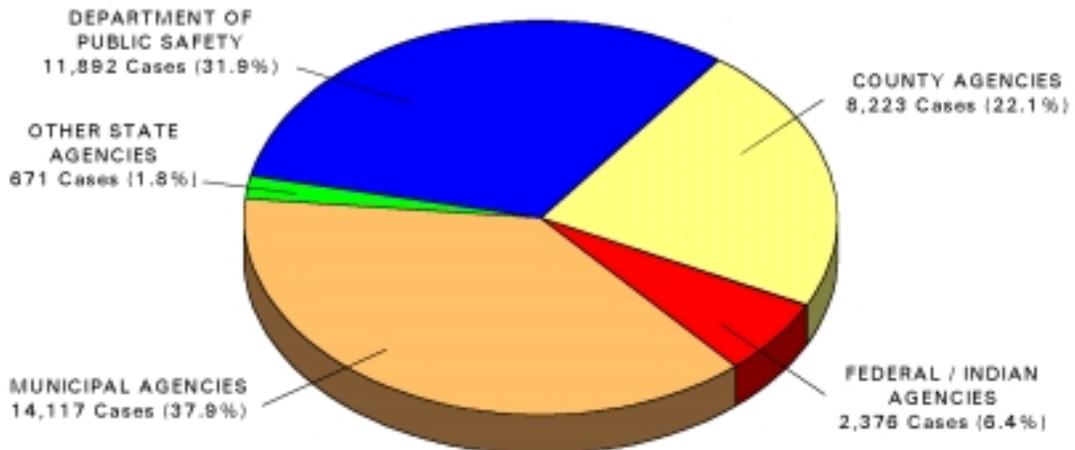
Caseload Growth FY 1999 to FY 2003



*Source: Criminal Justice Support Division*

## FY 2003 CRIME LAB CASE LOAD

By Requesting Agency (Number of Cases and Percent of Total\*)



\* Total of 37,279 Cases Submitted.

*Source: Criminal Justice Support Division*

## ***War touches DPS deeply, both at home and in Iraq***

Many describe Sept. 11, 2001, as the 21<sup>st</sup> century's "Day of Infamy," a day in which terrorists killed thousands in the United States by crashing hijacked jet airliners into the World Trade Center in New York City and into the Pentagon in Washington, D.C.

Shortly after another jet airliner crashed into a field in rural Pennsylvania later that same fateful day killing hundreds of passengers, President George W. Bush said the United States in its retaliation would not make a distinction "between the terrorists who committed these acts and those who harbored them."

Eventually, this cross hair of justice began to focus on Middle Eastern countries known for their hatred toward the western world and for maintaining an apparent willingness to sanction and harbor terrorists and their violent activities.



*A DPS officer on military duty in Iraq provides security for a U.S. helicopter.*

Immediately after the attacks, little was known how these acts of terrorism would effect manpower and resources at the Arizona Department of Public Safety. But, the agency would eventually learn through an ensuing chain of events following 9-11-01 that these despicable acts would impact DPS probably as much if not more than any other state agency in Arizona.

As war plans targeting Iraq began to formulate, more than 20 officers and civilian employees were summoned into active military duty, some as reserves others as members of the Arizona National Guard. Although some DPS employees returned shortly after Saddam Hussein was overthrown, most of these employees expected to be on active military assignment for at least a year.

When the war began on March 20, many of these DPS employees were either in the heat of battle or close by in



*Checking documents of Iraqi nationals was among the duties for this DPS officer (center) who was called into active military prior to the outbreak of the war in Iraq.*

supportive roles. Fortunately, as fiscal year 2003 came to a close, there were no reported casualties involving a DPS employee during the Iraqi operation.

At home, the war also had an effect on the Department.

On several occasions, the Emergency Operations Center (EOC) at DPS was activated. Staffing the center were sworn and civilian personnel from DPS along with staff from the FBI, the U.S. Marshal's Office and the various branches of the U.S. military.

When activated, EOC personnel responded to domestic preparedness calls ranging from suspicious activities to information on the nearest available shelter.

EOC personnel provided concerned citizens with contact information and phone numbers for numerous entities, including Homeland Defense and other appropriate law enforcement agencies. Web sites were also provided for citizens to obtain information on various topics such as preparing for an emergency, collecting supplies to have on hand and storing such supplies.

In addition, media coverage included live radio and television broadcasts from the EOC in which vital information was provided to the public.

The center, staffed and operated primarily by personnel assigned to the Criminal Investigations Division, opened just prior to the outbreak of the Iraqi war and remained operational 24 hours a day for several weeks. During the

course of operation, personnel from the Department's three other divisions were also deployed in an administrative capacity.

In the Highway Patrol Division, many officers assisted other law enforcement agencies during various local demonstrations that were conducted in support of or in opposition to the Iraqi war. Highway Patrol officers were also used at various times to assist in the security at the Palo Verde Nuclear Power Plant west of Phoenix, and at the Hoover and Glen Canyon dams in northern Arizona.

Not only did the war translate into a loss of manpower for the Department, it also effected the Sworn Selection Unit within the agency's Human Resources Section.

At one time 5 percent of the those on the cadet officer/officer eligibility list requested a bypass from the process because of commitments to the U.S. military. One cadet officer was called to active duty the day before he was to report to the Arizona Law Enforcement Academy.



*This DPS officer, a U.S. Air Force reserve, was among more than 20 employees from the agency to be called into active service as the U.S. prepared for war against Iraq.*

Overall, about 50 of DPS' sworn personnel were eligible for military call-up as enlisted military reserves or as members of the National Guard which, on a national level, was about average.

## ***DPS' investigative efforts play role in Police Interceptor changes***

The Arizona Department of Public Safety's investigative involvement followed by its proactive approach to lessen the potential of post-impact fuel leakage and fire risk in collisions involving Ford's Crown Victoria Police Interceptor (CVPI) captured national attention during fiscal year 2003.

The Department unwittingly entered the national spotlight surrounding the Police Interceptor about five years ago following the tragic deaths of two veteran DPS Highway Patrol officers, Juan Cruz and F.J. "Skip" Fink. Both officers lost their lives within 15 months of each other in similar but separate high-impact rear-end collisions. In each crash, the Police Interceptor burst into flames within seconds after being struck from behind.



*A DPS investigator examines the undercarriage of a patrol car involved in a rear-end collision.*

The Department began its search for answers as to why the Police Interceptor erupted into flames within days after Officer Cruz's death on Dec. 9, 1998. This investigation intensified with the death of Officer Fink on Feb. 18, 2000, and eventually led to some significant changes to the large police cruiser manufactured by the Ford Motor Company.

While DPS continued to investigate its own tragedies, the Phoenix Police Department suffered one of its own when Officer Jason Schecterle was critically burned after his CVPI erupted into flames when rear-ended by a taxi traveling more than 100 mph.

The Phoenix police officer survived the March 21, 2001, crash, but today continues his recovery after spending more than seven months in the hospital for treatment of burns that have left him permanently disfigured.

Another high-profile crash in Arizona involving the CVPI occurred on June 12, 2002, and took the life of Chandler Police Officer Robert Nielson. Nielson's collision was

slightly different than the other three in that it was more of a side-impact crash.

Officer Nielson was responding at "Code 3" high speed to the report of a collision when his patrol car was hit by another car forcing it into a counter-clockwise skid. The officer's car came to a stop when it struck a large steel utility pole. The rear axle area of the patrol car struck the pole, crushing the fuel tank in the process. After striking the pole, a fire erupted, destroying the police car and claiming the life of Officer Nielson.

Within days of Officer Nielson's death, Gov. Jane Dee Hull issued a moratorium on DPS' upcoming plans to purchase more Crown Victoria Police Interceptors. At about the same time, Arizona Attorney General Janet Napolitano announced that she would meet with Ford officials to discuss safety issues in regards to the Police Interceptor.

Many of the attorney general's concerns were based on investigative work completed by DPS personnel.

While dismantling, inspecting and analyzing the wreckage of Officer Cruz's vehicle, the DPS investigative team, consisting of personnel assigned to the Vehicular Crimes Unit, the Special Investigations Unit and Fleet Management, found that a single bolt, used to secure a brake line bracket to the rear axle just above the right sway bar mount, had penetrated the fuel tank.

This investigative team also was able to confirm that no other penetration or perforation had occurred to the rear of the tank from other objects in the trunk or the rear-axle assembly.



*This Ford Crown Victoria Police Interceptor patrol car suffered major damage, but there was no fire after it was struck from behind by another vehicle traveling at a high rate of speed.*

After DPS and the Phoenix Police Department exchanged information, it was determined that the fuel tank in Officer Schecterle's patrol car also had been punctured by this bolt.

DPS representatives then approached Ford with this information before contracting with an independent engineering firm to recommend an alternative fastener as a replacement to the bolt on the rear-axle housing.

In June 2001, DPS Fleet Management began modifying its Crown Victorias with the recommended replacement rivet. Ford later released a Technical Service Bulletin which recommended that the bolt in question be replaced.

The DPS investigators also took into account that the two patrol cars involved in the crashes belonged to different model-year groupings. Officer Cruz's vehicle was in the 1992-97 model group while Officer Fink's patrol car was a redesigned 1998 model. In these two collisions, the investigators determined the integrity of the fuel tanks were breached by different items.

While it was a bolt in Officer Cruz's vehicle, investigators discovered that the shock towers in Officer Fink's Police Interceptor had sharp exposed edges that most likely punctured the fuel tank.

This discovery eventually led to the designing of shock tower covers that when installed encloses the mounting brackets, thus reducing the threat of fire should a collision occur.

To accomplish this, an aerospace injection molding company was contacted by DPS to take a prototype developed by Fleet Management and mass produce it for all departmental vehicles.

In July 2002, DPS began installing rubber covers for the rear shock towers on all 1998-2002 Crown Victorias in its fleet. By September, all applicable vehicles had been modified.

All such information was shared with other law enforcement agencies and with the Ford Motor Company. Shortly thereafter, Ford issued a recall to provide similar plastic covers for the rear-axle components.

Shortly after Officer Nielson's fatal crash, Attorney General Napolitano met with representatives from Ford Motor Company. The two parties agreed to jointly form a Blue Ribbon Panel which would consist of law enforcement personnel along with representatives from the Ford Motor Company.

The eight-member panel began meeting in late June 2002 to review ideas and practices aimed at improving officer safety. Ford agreed to review technical developments to improve officer safety and developed a protocol for improved communications between law enforcement and the Detroit-based motor company.

In late September, after several meetings of the Blue Ribbon Panel, Ford agreed to provide and install fuel tank shields and upgrade kits.

The motor company also agreed to offer an optional trunk package, make available a trunk template, create and manage a Web site for improved communication, investigate bladder technology for fuel-tank applications, and investigate on-board fire suppressant systems.

The panel also published its findings on Ford's CVPI.com Web site.

The Web site also contains information pertaining to research on the best practices for parking and officer positioning during a traffic stop, equipment storage in the trunk compartment, recommendations of vehicle color, emergency lighting color and population, and increased rear-end crash standards for police vehicles.



*Officials at DPS believe new reflective materials being placed on patrol cars should improve officer safety.*

Shortly after Ford Motor Company announced that it would welcome some changes, Gov. Hull rescinded her moratorium. In January, DPS began purchasing the first of some 250 budgeted patrol cars.

The National Highway Traffic Safety Administration also conducted its own tests and closed its investigation by reporting that the performance of the Crown Victoria Police Interceptor satisfied its safety standards.

Also, at the request of the Blue Ribbon Panel, the National Highway Traffic Safety Administration and the International Chiefs of Police Association formed a partnership to further address this issue with a goal of improving officer safety.

DPS, the Florida Highway Patrol, and the Phoenix Police Department have now been joined by New York State Police, Pennsylvania State Police, California Highway Patrol, Washington State Patrol, Colorado State Patrol, Ohio State Highway Patrol, North Carolina Highway Patrol, Missouri Highway Patrol, and the Alabama Department of Public Safety in a cooperative effort aimed at improving the working environment for officers nationwide.

# ***Department Highlights***

## **Goal No. 1: To ensure public safety in Arizona, first and foremost.**

### ***Vest, watch help officer survive shooting***

Thanks to a bullet-resistant vest and a watch he was wearing on his left wrist, a DPS Highway Patrol officer was not seriously injured after being shot twice by an ex-convict during a traffic stop on Interstate 10 near Quartzsite.

The shooting occurred the evening of Jan. 15 about 10 miles east of Quartzsite after Officer Robert Flannery, 38, stopped a vehicle driven by the ex-convict who was awaiting trial on an auto-theft charge and who was also considered a suspect in a homicide case being investigated by the Maricopa County Sheriff's Office.

When Officer Flannery approached the suspect's vehicle, the 31-year-old male motorist fired two shots. One bullet from the .380 semi-automatic pistol struck the first-year officer in his body armor while the second deflected off the wrist-watch he was wearing.

Officer Flannery was able to return fire, striking the rear windshield of the suspect's vehicle as it accelerated from the scene.

The suspect vehicle was located a few minutes later by DPS officers on U.S. 60 near Wenden. A high-speed pursuit ensued, and tire deflation devices were successfully deployed bringing the vehicle to a stop. The suspect then abandoned the vehicle on U.S. 60, about 35 miles east of the original shooting scene and fled on foot into the desert.

After an extensive ground search, the suspect was found hiding in a haystack about six miles west of the abandoned vehicle.

At the request of the La Paz County Sheriff's Office, the Department's Special Investigations Unit conducted the criminal investigation of the shooting incident. The suspect was transported to La Paz County jail in Parker where he was booked on nine felony charges including attempted first-degree homicide.

### ***DPS officers arrest suspects in murder of Utah deputy***

Northern Air Rescue responded to a remote area of Garfield County, Utah, some 30 miles north of Page, to assist the Highway Patrol with a mutual aid response to the Jan. 26 fatal shooting of a Garfield County, Utah sheriff's deputy.

With two suspects on the run, the DPS helicopter flew a Highway Patrol sergeant and officer along with a Coconino

County sheriff's deputy to the area where the suspect vehicle had been spotted by the crew of a private helicopter.

After inserting the three officers about a half-mile ahead of the suspects' vehicle, the helicopter crew returned to the air to keep the suspect vehicle under surveillance. A short while later, the three law enforcement officers stopped the vehicle and arrested the two suspects, one of whom was wounded during the shooting with the deputy. The wounded suspect was transported to Flagstaff Medical Center by a private sector air ambulance.

### ***Crime Lab helps assure the safety of presidential visit***

In the early morning hours on the day President Bush was to arrive in Arizona to visit Flagstaff, undercover officers purchased a sample of purported plastic explosives from an individual who claimed to have large amounts available in Flagstaff.

Concerned about the president's safety, investigators needed an immediate identification of the gray "plastic explosive" material. Therefore, at about 2 a.m., one of the Crime Laboratory's experienced explosives examiners arrived at the Phoenix Crime Laboratory and performed an extensive analysis. Within hours, the forensic scientist determined that the material was harmless "plumbers putty." The presidential visit was completed without further incident.

### ***Clan lab detectives make numerous arrests***

The HIDTA Clandestine Lab Enforcement Unit and the DPS Special Operations Unit (SOU) conducted a tactical entry on a Phoenix-area hazardous storage and waste clean-up facility suspected of selling the clandestine drug lab waste that it was contracted to destroy.

The company was re-supplying some individuals with enough chemicals to make millions of dollars worth of illegal methamphetamine. The waste, which had been collected from law enforcement agencies outside Arizona, was sold to several suspected clandestine lab operators in Arizona.

Responding to the site were all five of the Department's SOU teams, along with personnel from the Hazardous Materials Unit and Explosive Ordnance Detail. Shortly after a tactical entry, the site – consisting of multiple buildings positioned on 4.5 acres of associated property – was safely secured. U.S. Customs agents supported the tactical entry by providing a real time down link video feed to the command post.

During the service of the warrant, teams consisting of Haz/Mat technicians, bomb technicians, narcotics detectives and criminalists from the DPS Crime Laboratory were staged to respond to any of the other 18 locations where warrants were served simultaneously for possible clandestine drug lab operations or the storage of chemicals.

The Rocky Mountain Information Network provided analytical charts used during the service of the search warrants.

Specially-trained Crime Laboratory scientists processed the industrial hazardous materials found at the site. Two clandestine lab specialists spent about a week processing the site which contained several hundred 55-gallon barrels of various materials.

Some 35 suspects were taken into custody, including 18 employees of the business who were arrested during the Feb. 25 raid. Eventually, 58 persons in four states were indicted on 37 federal search warrants.

#### ***Call boxes aid in emergency assistance requests***

With the installation of call boxes, responding to motorist assists along a 40-mile stretch of U.S. 93 north of Wickenburg became a touch easier for both the officer and the distressed motorist.

Before the installation of call boxes, responses to distress calls were difficult because the area lacked hard-line telephone service and much of the surrounding rugged terrain had limited cell phone coverage.

During the first eight months the call boxes were operational, DPS Highway Patrol officers responded to 110 requests for service.

#### ***Task Force agents seize luxury jet***

DPS detectives assigned to the Phoenix Financial Task Force seized a 2000 Lear Jet valued at \$6.5 million as part of a fraud investigation perpetrated on Scotia Bank of Canada.

The case involved some corrupt managers of Scotia Bank in Mexico who allegedly stole some \$3 million from an innocent unsuspecting Mexican national bank account at the Scotia Bank. The funds were then wired to a Swiss bank account, then wired back to Mexico and then on to the Lear Jet's corporate account in Texas for purchase of the plane.

During the course of their investigation, Phoenix Financial Task Force agents wrote a seizure warrant for the jet and tracked it from Mexico to Fort Lauderdale, Fla., where it was eventually seized.

#### ***DPS dismantles auto theft ring***

In September, the DPS Vehicle Theft Task Force, U.S. Customs Service and various city, state and federal law enforcement agencies, combined to execute 26 federal search warrants – 22 in Arizona – which led to the recovery of five stolen vehicles.

Four of the vehicles were located in Washington state and were part of an on-going two-year investigation dubbed

Operation Wounded Jaguar, so named because these thieves targeted high-end automobiles such as Jaguars.

During the September raids, task force officers also seized more than \$25,000 in cash, along with 42 computers and an array of floppy and compact disks containing information investigators said would lead them to further recoveries and arrests.

In the year prior, task force detectives recovered 14 high-dollar stolen/cloned vehicles estimated to be worth more than \$500,000.

A key player in this theft ring was a corrupt Arizona Motor Vehicle Division agent who fictitiously titled all the stolen/cloned vehicles stolen in Arizona. Twelve vehicles that were recovered during the course of the two-year investigation had been "Salvage Title Washed" by the corrupt MVD agent.

During the course of the investigation, evidence was developed indicating that these car thieves also had ties to terrorist groups.

In November, two months after the roundup, a grand jury indicted 18 suspects on 180 criminal counts. A few days after the indictments were handed down, the Vehicle Theft Task Force, the Internal Revenue Service, the Chandler Police Department and additional DPS personnel conducted a roundup of the 18 suspects.

As fiscal year 2003 closed, agents had recovered 24 stolen vehicles worth an estimated \$800,000.



*DPS canine handlers put one of their partners through a demonstration for onlookers.*

#### ***Canine officer arrests suspected terrorist***

A traffic stop on Interstate 10 near Quartzsite resulted in the arrest of a suspected terrorist. The vehicle was stopped by a DPS canine officer for an equipment violation. During the Feb. 8 stop, the canine handler learned that the

U.S. Customs Service, the Immigration and Naturalization Service and the FBI were interested in the occupants of the vehicle for possible terrorist activity.

During the stop, one subject was arrested on federal charges of entering the United States illegally and having terrorist connections.

An El Paso Intelligence Center check determined that the arrested individual had been denied entry into the United Kingdom for terrorist activity. The suspect was turned over to federal authorities for further investigation.

#### **Detail results in 29 trucks being placed out of service**

A springtime special-enforcement detail conducted near Flagstaff focused on commercial vehicles traveling Interstate 40 between noon and 8 p.m. At least two Highway Patrol officers along with commercial vehicle safety specialists were stationed every five miles along the interstate providing expertise in all areas of enforcement.

Highway Patrol officers from districts headquartered in Holbrook and Prescott and safety specialists assigned to the Commercial Vehicle Enforcement Bureau assisted Flagstaff-based officers during this operation.

Some 129 commercial vehicles were stopped resulting in 29 being placed out of service. No collisions were reported within the project area.

#### **Construction zone detail ends with 589 stops**

In support of National Work Zone Awareness Week, April 6-12, Tucson-based Highway Patrol officers conducted an intensive enforcement project in three construction zones following a significant increase in collisions.

The officers were assigned to the construction zones to take enforcement action in an effort to reduce an abnormally high incidence of collisions, many of which were caused by motorists exhibiting an apparent disdain toward traffic safety. Throughout the week, DPS Highway Patrol officers used patrol cars, motorcycles and unmarked vehicles to stop 589 motorists. The officers issued citations for speeding, following too closely, unsafe lane usage and improper turning.

#### **Task force arrests 327 DUI suspects**

During the fiscal year, the Tucson-area Highway Patrol maintained its commitment to remove impaired drivers from the highways by participating in 24 enforcement activities involving the Southern Arizona DUI Task Force, a high-profile public-private partnership that employs intensive enforcement by targeting impaired drivers.

In addition to high-visibility public information campaigns, the program offers free taxi cab rides from local taverns for impaired patrons. Funding for this portion of the program was provided by a Tucson alcohol beverage distributor.

The task force deployed officers during holiday periods on 14 occasions in the Tucson area and 10 times in the Nogales/

Santa Cruz County area. During these deployments, officers stopped 13,927 motorists for traffic violations, arresting 327 suspects for driving under the influence of drugs or alcohol.



*While a motorist waits, a Highway Patrol officer completes a citation during Operation 101, a Phoenix-area speed enforcement program initiated by the Department.*

#### **Operation 101 targets speeders**

In an attempt to curtail an alarming increase in serious collisions on Loop 101 in the northeast valley, the Central Highway Patrol Bureau initiated Operation 101, a zero-tolerance traffic enforcement program that saw departmental officers issue more than 2,000 citations within a two-week span.

When the March 3-16 traffic enforcement activity was complete, Loop 101 was a safer stretch of freeway for motorists.

Prior to the enforcement activity, many of the collisions were caused by impaired and aggressive drivers and those who drove at excessive, dangerous speeds.

The enforcement efforts concentrated on the area of Loop 101, from Scottsdale Road to Indian Bend Road. The mission of the operation was to saturate the area for a two-week period, 16 hours a day with 10 officers who primarily focused on those drivers who posed a risk to themselves as well as others.

A major part of the operation was geared to educate the public about the dangers of driving aggressively and at unsafe speeds. As a result, the operation received extensive media coverage. Despite considerable media coverage and a number of freeway signs advising 101 motorists about the enforcement activity, DPS officers issued more than 1,600 citations for speeding, including two at speeds of 116 and 115 mph.

During the operation, there were no fatal crashes, and the number of collisions dropped by 33 percent compared to the previous two weeks.

### ***Details target Grand Canyon commercial vehicles***

Two details were conducted in the Grand Canyon area to ensure that commercial buses and vans used to transport passengers into the national park complied with state and federal equipment laws and driver standards.

Some 11 million tourists visit the Grand Canyon National Park annually and many use one of the 326 agencies that deploy commercial vehicles for transport into the park.

With this volume of commercial passenger travel on Arizona highways, the Commercial Vehicle Enforcement Bureau developed a program to monitor these vehicles which range from motorcoaches to 15-passenger vans.

In March, a commercial vehicle detail was conducted about 200 yards south of the park entrance. During this detail, officers issued 12 citations and placed five commercial vehicle drivers out of service.

Then in late April, a multi-agency motorcoach detail was assembled at the Canyon View Information Center inside the Grand Canyon National Park. Fourteen DPS officers and three supervisors were assigned to the detail as well as a supervisor and 11 rangers from the U.S. National Park Service. During this operation, officers inspected 74 vehicles and drivers, placing 11 vehicles and 12 drivers out of service.

### ***S.R. 85 serves as a pipeline for drug smugglers***

Due to the increasing popularity of Puerto Peñasco (Rocky Point), Mexico, as a vacation spot, traffic volume in the Gila Bend-Ajo area has increased dramatically in recent years keeping Highway Patrol officers in the area quite active.

Although traffic safety remains a major concern, it's not the only area of concern for these officers as S.R. 85, the highway from Gila Bend to the Mexican border, serves as a major pipeline for drug smugglers.

To help combat this criminal activity, Gila Bend-Ajo Highway Patrol officers often work in conjunction with federal and county law enforcement agencies.

As part of their efforts to make travel safer on S.R. 85, these officers stopped 6,796 vehicles and issued more than 4,000 citations. In the area of narcotics enforcement, DPS officers made 219 felony arrests while seizing some six tons of marijuana and \$400,000 in U.S. currency from suspected drug smugglers. Additionally, 80 stolen vehicles were recovered.

## **Goal No. 2: To deliver exemplary service, second to none.**

### ***Support programs continue at DPS***

The Department continued to provide support programs for its employees and their family members.

Much of this was accomplished through the Department's Family Education Days (an orientation seminar for new officers and their families), the chaplaincy program, and the Peer Support and Critical Incident Stress Management (CISM) program.



*During a memorial service to honor those killed in the line of duty, a DPS chaplain bestows a blessing during the morning service at state headquarters.*

During the fiscal year, DPS' 12 chaplains donated more than 2,700 hours of volunteer service to departmental employees while the Department's Peer Support/CISM team provided more than 3,000 hours of service to employees and their family members.

### ***Department changes awards venues***

The annual employee awards were presented in three separate locations this year, thus reducing travel time and expenses for those employees to be recognized by the Department.

Each Division presented its respective recognition awards during ceremonies in Flagstaff, Tucson and Phoenix.

The Associated Highway Patrolmen of Arizona and the Family Support Group, an employee support organization, provided refreshments at each event. Each ceremony was well attended and received by employees.

### ***Facilities replaces Computer Center floor***

Potential problems at DPS' Computer Center were avoided as Information Technology Bureau staff worked closely with the Facilities Management Bureau and Telecommunications to replace an aging and deteriorating floor at the center.

The center provides a critical function at DPS as it houses various computer systems, many of which allow the Department to communicate with other agencies throughout the country.

Over the years, the raised-access flooring has worked well providing strong support and easy access with space below for electrical power lines, cabling and air conditioning vents.

Because the flooring system was more than 30 years old, the surfaces of many of the panels were delaminating, thus creating tripping hazards. The support system was also collapsing leading to potential structural failure while posing a hazard to both the computer equipment and employees working in the area.

A \$150,000 grant request was developed by the Facilities Management Bureau in cooperation with Computer Center management. RICO funding was approved for the project with purchase and installation of components arranged through the Arizona Counter-Drug Procurement Program.

The project involved the removal and replacement of the raised-access floor system within the main computer room. Individual computers had to be shut down, moved and then returned after the floor was replaced. This was a challenge as the Computer Center had to remain in operation throughout the life of the project. To accomplish this, the project was completed in phases. Outages were scheduled far in advance, arranged to occur as seldom as possible and during off hours.

The project was completed ahead of schedule and well within the original projected budget.

#### ***Annual inventory percentages improve***

The annual inventory at the Department was executed in a slightly different manner this fiscal year and, as a result, unable to locate (UTL) items decreased 4.2 percent.

Previously, inventory was conducted from March through June by distributing preprinted inventory lists to all entities within the Department. This year, however, an exception was received from the state Department of Administration allowing DPS to conduct its inventory in January.

Blank inventory forms were distributed requesting all capital equipment be recorded by hand on the forms provided. This intensive effort put forth by DPS personnel resulted in the lowering of the UTL percentage from 5.7 percent in fiscal year 2002 to 1.5 percent in fiscal year 2003.

#### ***Victim Services Unit participates in "terrorist" scenario***

As a member of the Arizona Response Crisis Team (ARCT), the Victim Services Unit at DPS participated in

the Glendale Fire Department's "Chemical Full Scale Exercise."

The scenario, conducted at the Thunderbird International School of Management in Glendale, involved a "terrorist" who deployed an explosive device containing sarin gas affecting 300 "victims" attending a career day fair.

ARCT participants served 56 "victims," providing crisis intervention, victims' rights notifications and victim compensation information. Victim Services Unit staff also directed the call-out and incident response of 35 ARCT crime victim advocates and Critical Incident Stress Management Team members.

Additionally, the Victim Services Unit participated in gathering victim and missing person information and assisted in reuniting separated parties.

#### ***G.I. Bill benefits to new officers***

Newly-employed DPS officers can now receive G.I. Bill benefits while attending the Department's advanced basic training program after the agency's application was approved by the Arizona Department of Veteran's Services.

The approval followed a near two-year application process.

DPS veterans had previously received G.I. Bill benefits while attending the Arizona Law Enforcement Academy; however, their benefits terminated upon graduation.

The Department requested that its advanced basic training program and one-year probationary period be approved for the on-the-job training and education of veterans provision of the G.I. Bill. This additional funding will greatly assist the needs of officers and their families as they begin their law enforcement careers.

#### ***Training implements 'real-life' firearms training***

Firearms Training personnel at DPS introduced real-life training to officers through its Simunitions program, a "live," force-on-force training agenda that uses marking cartridges (paint balls) with related safety equipment.

Force-on-force training is used to simulate actual combat-type scenarios utilizing role playing, actual equipment and real time, exhibiting the available range of escalation and de-escalation of force available.

Purpose of force-on-force training is to have officers experience as closely as possible, actual combat/stress situations, but within a controlled environment. In addition to having officers accustomed to the stress of an actual gun battle, the Simunitions drills allow officers to work on other shooting skills taught and emphasized in previous training exercises.

### ***VOCA issues more than \$5 million in grants***

As administrator of the federal Victim of Crime (VOCA) Assistance grant program for the state, the Department's Crime Victim Services Unit issued 98 contracts totaling \$5,402,724.

These contracts were issued to Arizona programs to assist various agencies in assisting individuals who have been victims of domestic violence, sexual assault, child abuse, homicide, drunken driving and other violent crimes.

Services offered by these programs include safe shelters to protect the victim from an abuser, counseling, court accompaniment, assistance in obtaining protection orders, and aid in accessing other needed services.

### ***VOCA conducts six workshops***

During the year, the Crime Victim Services Unit conducted six "Strategic Planning and Measuring Performance" workshops for VOCA sub-recipient agencies.

The workshops were conducted in Phoenix (2), Tucson, Lake Havasu City, Sedona and Holbrook.

The workshops, which attracted more than 100 attendees, included a review of the basic components of strategic planning with an emphasis on measuring performance, specifically through "victim-related outcomes."

In preparation for the training, the Crime Victim Services Unit developed a "Strategic Planning and Measuring Performance for Crime Victim Services" manual. This manual is designed to guide agencies through the strategic planning process and to prepare them for successfully completing the DPS-VOCA grant application.

### ***Crash reduction key in enforcement program***

In an effort to reduce collisions and keep highways safe for the motoring public, the Northern Highway Patrol Bureau conducted numerous special enforcement details and safety programs throughout the year.

Each district in the Northern Highway Patrol Bureau (NHPB) conducted at least one major "Accident Reduction Special Enforcement Detail" involving the use of personnel from other districts. In addition to these collision-reduction efforts, officers were also assigned to special enforcement details that concentrated on seat belt and child restraint violations, impaired drivers, speeders and aggressive driving.

NHPB districts also took an active role in public education with special attention in the areas of impaired drivers, seat belts and proper use of child restraint systems. All details were completed with an emphasis on interagency cooperation and improving public safety.

Many of these enforcement and education programs were funded through grants issued by the Governor's Office of Highway Safety.



*A Highway Patrol officer views traffic from a DPS helicopter during Operation Safe Commute.*

### ***Operation Safe Commute produces positive results***

Through Operation Safe Commute, the Central Patrol Bureau continued its pro-active approach to reduce collisions in the Phoenix metropolitan area for the third straight year.

Operation Safe Commute was initiated on the premise that Highway Patrol officers could reduce the number of vehicle collisions that normally occur in the metropolitan area if commuter traffic was targeted during peak traffic periods.

With funding support from the Governor's Office of Highway Safety, the four-week detail on Interstates 10 and 17 in the Phoenix area resulted in a combined 37-percent reduction in motor vehicle collisions from the previous year.

Overall, collisions decreased by 22 percent on I-17 and 42 percent on I-10.

### ***Arizona Highway Watch has DPS as a partner***

DPS, in partnership with the Arizona Motor Transport Association, participated in a national program that utilizes professional truck drivers to help protect America's roadways.

Through "Arizona Highway Watch," some professional truck drivers are being specially trained to use their wireless communications and location technology to report collisions, breakdowns, hazardous road conditions and other potential highway dangers to the appropriate authorities.

The drivers are also encouraged to notify authorities of any suspicious or unusual behavior involving individuals in the commercial vehicle industry.

Special funding for the program is being provided by the Federal Motor Carrier Safety Administration.

More than 70 professional drivers have been trained for the program. In Arizona, training sessions occur on a monthly basis and are presented by DPS safety specialists assigned to the Commercial Vehicle Enforcement Bureau.

Training includes Homeland Security issues relative to the trucking industry. In their training, the truck drivers are instructed on how to recognize and report possible security-related incidents to an industry-sponsored "800" number. The information is then screened promptly and then relayed to the appropriate law enforcement agency.

Arizona is the 15th state to enlist in the National Highway Watch program.

### ***Dam closure results in more traffic on S.R. 68***

Because of concern regarding the overall safety of commercial truck traffic on State Route 68, the Commercial Vehicle Enforcement Bureau conducted 18 special enforcement details in the Kingman area.

The details resulted in the inspection of 208 vehicles and drivers with more than 800 violations noted. Some 100 drivers and vehicles were placed out of service during these details which also drew participation from the Arizona Department of Transportation's Motor Vehicle Division and other area law enforcement agencies.

Concerns developed in response to security issues surrounding Sept. 11, 2001, when the roadway over Hoover Dam in the northwest corner of Arizona was closed permanently to commercial vehicle traffic. Prior to Sept. 11, this roadway had been used heavily for interstate traffic. Its closure translated into a detour via S.R. 68 near Kingman.

This heavily-traveled four-lane roadway, which was reconstructed from Kingman to the Laughlin area, includes a 5-mile westbound stretch of a 6-percent downhill grade. Construction of two runaway ramps for commercial traffic was included in the reconstruction project. Drivers using the runaway ramps were determined to be interstate drivers unfamiliar with S.R. 68, necessitating multiple improvements such as increased use of signs, speed-limit restrictions and extensive law enforcement patrol.

These efforts will continue through the completion of a new bridge at Hoover Dam expected sometime in 2005.

### ***Outlaw biker activities relatively peaceful***

Although the threat of violence is always present when outlaw motorcycle gangs convene, three major events that attracted a sizeable number of outlaw bikers arrived and passed with relative calm.

The first event, the 20<sup>th</sup> annual Hells Angels Prison Run, attracted more than 500 motorcycle riders in a show of solidarity for their "brothers" in prison. As in previous events, the Department joined forces with the Pinal County Sheriff's Office and other state and local agencies in a coordinated effort to maintain law and order in the Florence area.

DPS' support included Highway Patrol officers, Criminal Investigations detectives, canine officers and Aviation personnel. Although there was one medical mission conducted by Air Rescue, no other major incidents occurred during the Feb. 2 event.

On April 24-27, the 2003 River Run occurred in Laughlin, Nev., an event that drew thousands of motorcycle enthusiasts, including a sizeable number of outlaw bikers.

In preparing for this event, DPS worked closely with the Nevada Highway Patrol along with other state, county and local law enforcement agencies from Arizona, Nevada and California.

More than 45 officers and supervisors from the Highway Patrol Division as well as personnel from other divisions at DPS responded to the Bullhead City-Laughlin area to help maintain peace throughout the event. Despite concerns of violence, the 2003 River Run passed peacefully.

During that weekend, DPS Highway Patrol officers initiated 599 traffic stops which resulted in 284 citations and 56 arrests.

During the Labor Day weekend, in addition to the normal influx of tourists in the area, some 200 Hells Angels and associates staged a reunion in Flagstaff.

In preparation for the event, DPS was among those represented at various operational and planning meetings involving local, county, state and federal law enforcement agencies.

As part of this operation, DPS officers were assigned to patrol and walking beats with Flagstaff police officers. Radio communications between Flagstaff Police and Highway Patrol officers was accomplished through a cross-patch which allowed officers to communicate directly with each other. No significant incidents occurred during the Flagstaff event.

### ***Tanker rollover closes Interstates 10, 19***

A non-injury rollover involving a commercial vehicle towing a propane tank trailer not only closed the roadway for nine hours, but also forced the precautionary evacuation of many Tucson residents and hotel guests.

The midnight Feb. 28 incident near the junction of Interstates 10 and 19 occurred when the driver lost control of the vehicle while trying to retrieve a cell phone.

Because of the risk of an explosion, personnel from the Tucson Fire Department and DPS' Hazardous Material Unit recommended that all people within a half-mile radius of the collision be evacuated.

While DPS Highway Patrol officers detoured traffic through downtown Tucson, Tucson police officers effected the evacuation of residents, hotels and businesses within the perimeter.

Nine hours later, the propane truck was uprighted and moved allowing the roadways to reopen and for those evacuated to return to their homes, hotels and businesses.



*This DPS employee is about to enjoy a hot dog purchased during a cookout benefiting Special Olympics.*

### **DPS holds cookout for Special Olympics**

As a fund raiser benefitting the Law Enforcement Torch Run for Special Olympics, the Metro Central Highway Patrol District hosted an all-you-can-eat cookout at DPS Headquarters.

The April 25 cookout staged in the main parking lot at DPS state headquarters in Phoenix raised more than \$4,500 for Special Olympics.

Besides hamburgers, bratwurst and hot dogs, there were raffles, displays, music and canine demonstrations at the event that not only was attended by many DPS employees

but also by many from outside the agency as well. More than 425 meals were served at the event

### **Crime Lab continues 20 years of accreditation**

For the fifth time since 1982, the DPS Crime Laboratory System has maintained the coveted status of being an accredited laboratory.

When first accredited in 1982, the DPS crime laboratory system became only the second in the world to receive such an honor.

In February 2003, the DPS Crime Laboratory System underwent its fifth major accreditation inspection conducted by a team of inspectors from the American Society of Crime Lab Directors/Laboratory Accreditation Board (ASCLD / LAB).

The ASCLD / LAB inspectors performed an exhaustive inspection of all four of the Department's regional crime laboratories, measuring performance against some 200 standards designed to evaluate crime labs in four basic categories: scientific management, scientific personnel qualifications, scientific methodology and expert testimony, and laboratory facilities (physical plant).

### **Latent print examiner's efforts result in arrest**

In 2000, Crime Lab latent print examiners developed latent fingerprints from a major marijuana-trafficking case and entered the prints into the Arizona Automated Fingerprint Identification System (AZAFIS), where they remained stored in the unsolved latent print database.



*A DPS latent prints examiner uses a computer to analyze a fingerprint.*

Then in June 2003, narcotics officers seized another load vehicle with 1,400 pounds of marijuana and transported it to a DPS crime laboratory for processing. Because the suspects associated with the vehicle did not have identification, they were taken to an AZAFIS live-scan site to obtain their prints for comparison.

These live-scan prints immediately “hit” against the unsolved AZAFIS database, alerting the DPS latent print examiner who had entered the prints. He immediately made the comparison and contacted the investigating officer who then arrested the suspects before they could leave the live-scan site.

#### ***DPS begins electronic submission of applicant fingerprints***

Midway through the fiscal year, DPS began electronically submitting all applicant fingerprint images and demographic data to the FBI.

Each year, the Department’s Applicant Fingerprint Processing Sections process some 200,000 fingerprint-based requests for federal criminal record searches. The electronic submission of prints allows the Department to provide customers with the results of both a state and national criminal records check within an average of three business days, thus allowing the customer to make more timely employment and licensing decisions.

This improvement also provides the Department with the ability to issue fingerprint clearance cards to prospective teachers, nursing home employees, and child care center employees within four weeks instead of the previous eight to 10 weeks.

#### ***TCB lends support in wild-fire exercise***

Telecommunications Bureau (TCB) personnel supported the Interoperable Communications Coordination Group (ICCG) wild-fire exercise that was conducted in an effort to enhance the capability for response elements to communicate during wild-fire incidents.

The ICCG vans were deployed at the Coconino County Emergency Operations Center in Flagstaff for the springtime exercise as well as at the Fire Incident Command Center at the Forest Lakes Fire Department.

#### ***Mesa office, Phoenix Fleet get new phone equipment***

DPS Telecommunications successfully modernized telephone equipment at the Department’s new Mesa office and at Phoenix Fleet. Equipment that was purchased and installed 17 years ago was replaced with telephone equipment that can be remotely administered.

Wide-area networking capability was also installed at Phoenix Fleet which allows Fleet personnel e-mail access

and the ability to network between DPS offices in Phoenix, Flagstaff and Tucson.

#### ***Computer forensics expert testifies in murder trial***

A DPS detective assigned to the Computer Forensic Crimes Unit became the first examiner in Arizona to testify during a murder trial as a qualified expert witness in the area of computer forensics.

The trial involved a mother who was charged with killing her 5-year-old son and with the attempted murder of her 10-year-old son. At the request of the Yuma County Attorney’s Office and the Yuma Police Department, the DPS detective examined a computer belonging to the woman and was able to determine and establish she had used the Internet to research the topic of asphyxiation. The data the detective was able to collect from the computer enabled prosecutors to charge her with first-degree premeditated murder.

The detective, who has attended numerous training seminars and schools relating to computer forensics, testified to his findings, thus becoming the first examiner in Arizona to do so as an expert witness in this field of expertise.

#### ***DPS detectives help in al-Qaida questioning***

Two DPS Joint Terrorist Task Force (JTTF) detectives spent 45 days in Guantanamo Bay, Cuba, to assist with Homeland Security in interrogating some of the most dangerous terrorists captured after Sept. 11, 2001.

The detectives conducted interviews with a number of suspected al-Qaida and Taliban terrorists who were captured in Afghanistan as part of this country’s war on terrorism. The two DPS detectives also assisted in the processing of terrorist intelligence during their assignment at the U.S. military base in Cuba working 14-16 hours a day, seven days a week.

A few months later, a DPS commander assigned to the Criminal Investigations Division also spent 45 days in Cuba interrogating the suspected terrorists who were incarcerated at the U.S. naval base.

#### ***RMIN assists in solving 20-year-old murder case***

The Rocky Mountain Information Network (RMIN) provided intelligence support to the Glendale Police Department in the solving of a “cold” homicide case involving the 1983 murder of a disabled child.

At the time of the murder, the primary suspect was not arrested because of inclusive evidence linking the suspect to the crime. But with RMIN’s support and the development of new medical expertise, a Glendale detective was able piece together a case on the suspect who was later arrested in Utah. After a three-week trial in Arizona, the suspect was found guilty on second-degree murder charges.

### ***DPS assists in search of Columbia debris***

When officials from NASA and the FBI began arriving in Arizona in early February to investigate reports of possible debris from the space shuttle Columbia, they needed a command center to coordinate their investigation.

DPS was able to assist NASA and the FBI by offering the use of its high-tech Emergency Operations Center (EOC) located at state headquarters in Phoenix. NASA officials and FBI agents took advantage of DPS' offer and began setting up their statewide command post in the EOC just two days after the space shuttle disintegrated, mostly over Texas on Feb. 1. Information was gathered from more than 370 calls.

The Fixed-Wing Air Support and Western Air Rescue Units, at the request of the EOC, also assisted in the search for Columbia debris by transporting NASA personnel to the Kingman and Chinle areas.

Although NASA and FBI personnel along with DPS officers and detectives responded to the telephone calls, none of the items recovered was determined to be from the ill-fated space shuttle.

### ***DPS tracks, arrests kidnap/homicide suspect***

In the aftermath of an officer-involved shooting between peace officers and a suspected kidnapper that occurred at an Interstate 17 rest area, the Yavapai County Sheriff's Office received assistance from the Department's Special Investigations Unit and the Special Operations Unit.

The mid-morning Jan. 22 incident began when the Yavapai County Sheriff's Office (YCSO) received a 9-1-1 call from a state Department of Transportation (ADOT) employee who told a dispatcher about a woman who said she had been kidnapped from her home in Indiana.

The suspect, according to the ADOT employee, was waiting for the woman to return to the vehicle from a restroom at the McGuireville rest area.

Responding DPS Highway Patrol officers and YCSO deputies located the suspect, the victim and vehicle. When officers contacted the suspect outside the vehicle, he managed to return to the vehicle and while attempting to escape he backed his vehicle into a parked DPS vehicle before lurching forward over a curb striking and injuring a YCSO deputy.

Another DPS officer and a YCSO deputy then drew their weapons and fired a volley of shots at the fleeing driver and vehicle. The vehicle continued around the rear of the rest area before striking a tree and stopping. Despite being wounded, the driver exited the vehicle and fled on foot into the surrounding area. After an extensive ground and air search, the wounded suspect was located hiding in some brush about a mile from the scene.

Information obtained on the suspect revealed that he was wanted by Indiana authorities as a lead in the possible murder of the kidnapped victim's husband. The Yavapai County deputy who was struck by the vehicle suffered a broken ankle and wrist. The suspect received gunshot wounds to his arm and chest and was taken to a Phoenix hospital for treatment of his wounds which could have been fatal if he hadn't been found.

### **Goal No. 3: To attract and retain employees with remarkable abilities and uncompromising integrity.**

#### ***HR assists Crime Lab in filling vacancies***

With added funding for several new positions in the Department's crime laboratory system, Human Resources conducted examinations and completed background investigations in an effort to fill 40 vacancies in various classifications within the crime laboratory system. These new employees were employed mostly in areas of controlled substance, firearms and latent prints.

#### ***Department expands testing process***

In an effort to meet the Department's aggressive reservation schedule at the Arizona Law Enforcement Academy (ALEA), Human Resources expanded its continuous testing program by offering written and physical examinations twice each month.



*Among many courses taught during DPS' advanced basic academy is the proper use of batons.*

More than 860 applicants participated in the first phase of testing this past fiscal year. Of these applicants, 109 were hired as cadet officers after successfully completing the rigorous background portion of the hiring process which includes a polygraph examination and a review of their criminal, driving, credit and employment histories.

All candidates were also required to successfully complete medical and psychological examinations before being accepted as a cadet officer.

### ***New program to replace CCMR***

The Classification/Compensation Working Group (CCWG) was formed by the Department this fiscal year to develop a new classification/compensation plan to replace the Classification/Compensation Maintenance Review (CCMR), a program that concluded in fiscal year 2002 after nearly eight years of existence.

Once the CCWG plan is completed, the proposal will be given to the Law Enforcement Merit System Council for review.

### ***Out-of-state officers may apply for waiver***

To encourage experienced out-of-state law enforcement officers to seek employment as a DPS Highway Patrol officer, Human Resources initiated a program to allow peace officers certified in other states to compete as lateral officers in the hiring process.

To be eligible, these officer candidates must have attended a state-level law enforcement academy that is reciprocal in nature to the Arizona Law Enforcement Academy (ALEA) and have a minimum of three years patrol experience.

If the applicant successfully completes all portions of the testing and background checks, the officer is eligible to be accepted into the Department's Advanced Basic Training where the candidate then prepares to take a waiver examination offered by Arizona Peace Officers Standards and Training (AZ POST). The officer is certified in Arizona upon passing this examination.

### **Goal No. 4: To exceed public expectation for operational effectiveness and efficiency by consistently improving performance, technology and use of resources.**

#### ***Energy conservation a priority at DPS***

With an increasing demand for energy, coupled with rising costs and limited supplies, efficient use of energy continues to be of primary consideration at the Department where many of its facilities were constructed more than 40 years ago with various levels of energy-conservation design.

The energy-conservation project designed by the Facilities Management Bureau involved development of a comprehensive energy-use plan and an energy-improvement master plan to guide efforts in consistent, systematic improvement of buildings and systems.

The development of an energy-use policy along with staff awareness were key components of the overall program. The policy approved by the Department includes:

Standardized thermostat temperature settings; use of high-efficiency light fixtures and HVAC equipment; installation of programmable/centralized computer HVAC controls, sensors and timers; selective light-fixture placement, lower lighting levels and de-lamping; increased insulation at all departmental facilities; and, strategic use of windows, placement of windows, insulated glass, shading and blinds.

New buildings and remodeling projects at DPS are being designed to meet these new standards.

Recent examples include the Forensic Sciences Laboratory in Phoenix and the new district office in Prescott. Both the Phoenix and Prescott projects were recognized by the state Department of Commerce Energy Office for their energy-conscious design.

Existing buildings are being modified as funding allows. Those already completed include the state headquarters building in Phoenix and its surrounding campus. The conversions began at central locations and are being expanded to the more remote areas of the state.

As a result of the Department's efforts and policy revisions, it has experienced significant reductions in energy use and a significant reduction in utility-related operating costs. Because of efforts such as these, the Department has been recognized by the Energy Office in four of the past five years for energy-related accomplishments.



*In the past several years, DPS has been honored for the implementation of various energy-savings measures.*

#### ***Fleet Supply implements time/money saving plans***

Fleet Supply introduced several new procedures for tire delivery to remote areas that should provide faster and more efficient service.

Past practices required outlying Highway Patrol districts around the state to order tires by contacting Fleet Supply in

either Phoenix, Tucson or Flagstaff. District runners would pick the tires up from that location during their weekly mail run and transport the tires to the requesting district. This process could mean up to a week of downtime to service officer vehicles.

In order to minimize this inconvenient process, Fleet Supply arranged to have the tires delivered from an appropriate dealer in each district's area. By having the tires delivered locally, Fleet Supply was able to provide faster service by reducing transport time, thus limiting vehicle downtime.

#### ***Trading program allows DPS to acquire newer parts***

A review of purchasing trends involving auto parts at the Department could save the agency some \$50,000 each year.

Fleet Supply, with assistance from its parts contract vendor, reviewed purchasing trends of automotive parts. During the review, stagnant inventory was identified and arrangements were made for old inventory to be exchanged for more current products resulting in a more practical inventory of items used daily.

After the evaluation, a decision was made to keep the inventory current by conducting a product review every six months while trading outdated products for credit rather than sending out-of-date products to State Surplus for disposal.

#### ***State Surplus relationship benefits DPS***

Fleet Services assisted the Department with the purchase of 22 computers and nine printers from State Surplus, providing the agency with a cost savings of \$43,870.

In addition to the electronic equipment, two generators were purchased as a backup-power source for the Knutson Station fuel island to allow fuel delivery in the event of a major catastrophe/power outage.

The Department's invaluable relationship with State Surplus has proved quite lucrative. For fiscal year 2003, the Department has realized an overall cost savings of \$61,470 by purchasing serviceable equipment that federal and state agencies had placed in surplus.

#### ***Supply Warehouse stocks safer spray***

After reviewing a study conducted by Training, it was decided because of safety considerations that Supply Warehouse would stock a water-based pepper spray instead of an oil-based spray.

The oil-based solution, Oleoresin Capsicum (OC), uses isobutane and propane as propellants, both flammable materials. The study showed if this spray is used to subdue a subject in conjunction with an electronic device such as a Taser, the OC solution could ignite causing serious burns to the subject.

As a result, the Department switched to the water-based pepper spray. Not only is this product water-based, it can also be sprayed from any angle whereas the former product would only operate while upright.

#### ***Department introduces new reference CD***

By developing and implementing a change in methods used to distribute vital information to employees, the Department expects to save at least \$10,500 during the first year of a program based on compact discs (CD).

In its continuing effort to conserve time and supplies while reducing expenses, the Logistics Bureau switched to an electronic CD format to produce certain DPS information.

The Reference Material CD was recorded and issued in lieu of printed material, thus providing a means for the Logistics Bureau to reduce bulk printing and mailing costs and the time associated with such a project. Each DPS employee received a CD containing the Department's General Orders, Law Enforcement Merit System Council manual, law bulletins, information bulletins and other pertinent materials.

When the CD project was conceived, the Department was preparing to switch to a larger published format for its General Orders, a manual that outlines operative procedures DPS employees should follow in going about their responsibilities.

The new format would have cost \$36,000 to publish. Cost for the CD project was \$25,500, including a year's supply of CDs, mailing envelopes and the needed production equipment.

Now that the first step has been accomplished, the Department plans to expand the project by placing all manuals and at least 40 percent of all its forms on the CD format within fiscal year 2004.

#### ***Inmate program saves DPS dollars***

The Department's "Inmate Work Program," first developed and implemented in 1999, continues to be a cost-savings venture for the agency.

Although the Department realizes about \$14,400 in cost savings per year by using inmates to perform landscape services at state headquarters, that is only a small part of the complete picture. Overall, the Department realizes a cost savings of about \$105,000 each year by using inmates to perform landscape services, minor building maintenance, automotive maintenance and supply warehouse duties.

The cost savings is based on the estimated cost to hire contractors and/or new employees to complete the same work provided by the inmates and is based on the inmate labor rate of 75 cents per hour.

The Arizona Department of Corrections and the Correctional Services Corporation, a private prison contractor, ensure that inmates assigned to the Department have been incarcerated only for DUI-related offenses. Those serving prison terms for crimes of violence, narcotics or sexual misconduct are among those not eligible for the program.

Department personnel who work within the program must attend training sessions on how to supervise inmates and cope with the many issues that may arise from inmate behavior.

### ***New modular office opens in Mesa***

In response to enormous growth within the Phoenix-area freeway system in recent years, Highway Patrol operations have increased significantly, particularly in Mesa and the surrounding east valley.

Consequently, with six squads serving this area, staffing had outgrown the previous office building located in Mesa. As a result, the Department funded \$120,000 to install a new 1,440-square-foot modular office building adjacent to the existing building.

Upon completion of the new district office, the existing facility was renovated providing the total space required for the Metro East District Office and with the flexibility needed for future adjustments.

Renovations in the old building included updating fixtures as well creating two more offices for more efficiency. The new “complex” incorporates a squad room, break room, handicapped-accessible restrooms, storage areas and two offices for sergeants.

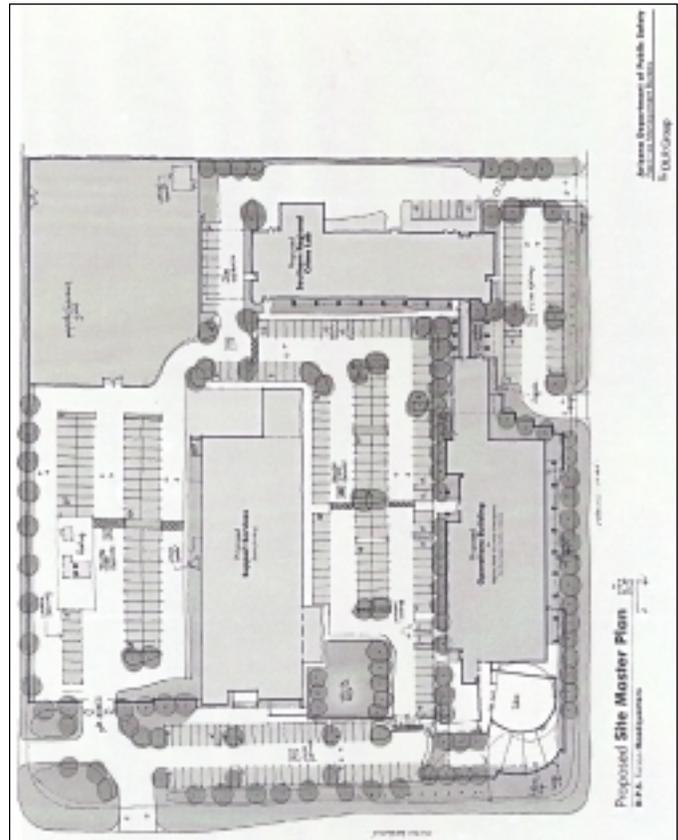
Additional improvements include the upgrade of communications systems, concrete walks and expansion of the drive/parking area. Parking lot paving was completed with assistance from the Arizona Department of Transportation.

Upon completion of the new Metro East District Office, DPS was able to discontinue some operations assigned to leased office space in Mesa.

Design for the new office was adapted from the standard established for similar offices completed previously in Apache Junction and Globe.

### ***New southern crime lab plans ready***

In order to meet the ever-increasing law enforcement demand for scientific analysis in southern Arizona, the Department, through a Small Business Administration grant secured by the Scientific Analysis Bureau, retained an architectural firm to design a new crime laboratory in Tucson.



*This is the schematic design of the Tucson property where the Department hopes to build a crime lab and a new operations building.*

The 42,000-square-foot, state-of-the-art building consists of two floors with a mechanical penthouse. The first floor of the proposed Southern Regional Crime Laboratory contains administrative offices, evidence receiving and warehouse, mechanical equipment rooms and a drive-through vehicle-examination bay. The second floor has office space for criminalists and laboratory space for Toxicology, Controlled Substances, Latent Prints, Trace Evidence, Firearms and DNA/Serology.

The structure, expected to cost about \$10.4 million, will be located within the existing DPS compound in Tucson.

The architectural firm has prepared construction documents for the new building, and once funding is obtained, the project should be ready to go to bid within weeks. Upon completion, the facility will provide a safer, healthier and more efficient working environment in which to process cases for law enforcement agencies in southern Arizona.

Existing DPS property was also master planned by the architects for a new operations building. A schematic design was completed to accommodate Highway Patrol, Criminal Investigations and Tucson Operational Communications functions within the new structure. This is the second phase in the Capital Improvement Plan for the Tucson DPS compound.

The final phase will involve renovations of the existing building for Fleet Services and relocation of the Radio Shop from its present off-complex site to the new facility on the Tucson DPS compound. Canine officers and Facilities personnel would also operate from this planned compound.



All sworn DPS officers will be equipped with Tasers, a less-than-lethal electronic device designed to control violent and dangerous suspects.

#### ***Taser gets executive-level approval***

The Training Bureau examined the feasibility of purchasing electrical-energy devices, commonly referred to as Tasers, for all sworn officers and supervisors assigned to the Highway Patrol Division.

These state-of-the-art devices provide officers with another means in their efforts to safely stop and control violent, dangerous suspects without inflicting fatal or permanent injuries.

Although the Taser has received executive-level approval, the process of identifying and obtaining a funding source for these less-lethal devices will continue into the next fiscal year which, when completed, will result in the distribution of the Taser to all street-level uniformed patrol officers and supervisors.

#### ***DPS develops Web site for Arizona law enforcement***

A DPS Web site was developed and then launched in mid January to provide a secure Internet-based crime information sharing program for all Arizona law enforcement agencies.

Through this site, participating agencies can now post a variety of crime bulletins providing wider distribution across jurisdictional lines. This site was developed in cooperation with the Phoenix Police Department.

#### ***DNA provides solution to violent crime***

In a violent homicide in which a victim was killed with a shotgun blast, investigators found samples of evidence, but could not connect a suspect with the fatal shooting.

Discarded clothing, which appeared to have been worn by the shooter, and a shotgun were located, but the prime suspect denied any connection to the items.

Routine DNA analysis at the DPS Northern Regional Crime Laboratory revealed the victim's blood and tissue on the outside of the discarded denim jeans, but the evidence could not tie the suspect to the crime. Also, the discarded shotgun could not be linked to the suspect.

The shotgun and denim jeans were then subjected to new, highly-sensitive DNA techniques to see if the profile of the person wearing the jeans could be identified, or if the shotgun contained DNA from the individual handling the weapon.

Although the sloughed cells available were invisible to the naked eye, highly-sensitive DNA techniques were used to identify the suspect as the wearer of the jeans. The suspect's DNA profile was also found on the hammer of the shotgun. Armed with such evidence, authorities arrested the suspect on various charges related to the murder.



Among the responsibilities for criminalists at DPS is the processing of DNA.

#### ***DNA procedure receives national acclaim***

Skeletal remains submitted to crime labs for DNA profiling has been an analysis fraught with difficulties and, in many instances, laboratories have had very little success obtaining a DNA profile from such remains.

Since Arizona has large areas of unpopulated, harsh desert terrain, requests for examination of skeletal remains are common. Therefore, a Central Regional Crime Laboratory's DNA scientist initiated research to develop a procedure to successfully extract DNA from sun-bleached bones in order to identify usable DNA profiles.



*A DPS criminalist works with bone fragments of an unknown person in an effort to identify the victim.*

After collaborating with other forensic scientists in the United States and Europe, the DPS scientist developed a comprehensive procedure that combines specific bone preparation to remove DNA inhibitors with bone decalcification, which allows the DNA to be profiled. Since this protocol was instituted, the DPS Crime Laboratory has had 100-percent success in obtaining DNA profiles from femurs, jawbones and cranial bones.

Since developing this process, the DPS Crime Laboratory has been receiving calls from labs throughout the nation concerning this procedure. In addition, DPS Crime Lab personnel have instructed the California Department of Justice Crime Laboratories on how to successfully use the DPS-developed protocol to extract DNA.

#### ***DNA exonerates suspect in rape/murder***

In the early 1980s, an Arizona State University coed was found raped and murdered in Tempe and the subsequent investigation pointed towards her boyfriend as the assailant. The limited DNA technology available at that time was employed by the DPS Crime Laboratory, but without success. The boyfriend, however, remained the prime suspect.

Over the years, homicide investigators worked the case for any new leads, but still could not identify a suspect.

During fiscal year 2003, the evidence in this case was again analyzed through a much more sensitive DNA technique known as "short tandem repeats" (STRs). This technique resulted in a DNA profile which exonerated the boyfriend as the person committing the crime.

In addition, the new DNA profile was entered into the Arizona DNA database, where it "hit" on a convicted rapist serving time in an Arizona prison for sexually assaulting another coed at another Arizona university.

#### ***Tucson Lab ID's remains of undocumented immigrants***

The Southern Regional Crime Laboratory in Tucson continues to provide significant scientific services to Southern Arizona agencies dealing with an escalating problem associated with the smuggling of undocumented immigrants into Arizona.

With the increasing number of bodies being found in deserts along the Arizona-Mexico border, identification of the deceased has become a major issue among law enforcement agencies who rely on the Pima County medical examiner and the DPS Crime Laboratory for answers.

More than 100 cases have been submitted to the Tucson laboratory by the Pima County Medical Examiner's Office during the past two years. Most identifications come from fingerprints obtained through a rehydration process that allows criminalists to compare thumb prints of the deceased with Mexican documents such as voter identification cards that contain a known thumb print.

In a few cases, DNA analysis of bones was successfully used to obtain a DNA profile for comparison.

#### ***System tracks data on traffic stops***

With assistance from contract programming staff, the Department implemented a Scantron-style bubble form to collect information on traffic stops conducted by DPS Highway Patrol officers.

Officers throughout the agency began completing the "contact tracking system" forms on Jan. 1. In February, workstations were installed so that the Highway Patrol Division staff could scan the forms into a database established to collect the information.

#### ***ITB establishes network connection with Coconino County***

The Information Technology Bureau (ITB) established a Virtual Private Network (VPN) connection in December with Coconino County which allows the northern Arizona county to submit electronic dispositions to the Department via existing network connections.

Since this VPN utilizes established communication paths such as the Internet, there are no ongoing communication costs that normally exist with frame relay or point-to-point dedicated connections.

The Department also installed a central VPN unit capable of establishing 2000 VPN connections. This type of access is expected to reduce ongoing network costs for both the Department and its customers.

### ***IT establishes LAN in Yuma***

The PC/LAN Support Unit in conjunction with Technical Services and Telecommunications completed the installation of a new “local area network” (LAN) at the Highway Patrol district office in Yuma.

The district LAN, funded through a RICO grant, is connected to the Department’s wide area network allowing access to the Department’s mainframe, the Internet and Lotus Notes. With the system, department employees in Yuma can easily share information and exchange files with their colleagues in Phoenix and other area offices where similar connectivity is available.

### ***IT receives all electronic mail via Lotus Notes***

Staff members at the Information Technology Bureau (ITB) now receive their electronic mail via Lotus Notes.

If a message is sent to any ITB staff member via the departmental electronic mail system (EMS), it is automatically routed to Lotus Notes removing the need for ITB staff members to check both locations for messages.

The Bulletin Board and On-Line Forms features still are available to ITB staff via EMS. During the next fiscal year, ITB plans to begin switching other agency sections to this type of access.

It is expected that all Department staff will eventually receive their electronic correspondence through Lotus Notes instead of EMS.



*DPS’ new Web site offers employees access to vast amounts of resource materials and quicker communications with others in law enforcement.*

### ***DPS introduces new Web site***

The Department designed and implemented a new Web site modeled after the style guide developed by the state’s Government Information Technology Agency (GITA) in response to the Governor’s Office request that agencies consult with GITA on any Web site development initiative.

The new DPS site is one part of an overall plan to broaden access to the services and materials available within the Department.

As well as having a cleaner and more vibrant appearance, the site’s updated navigational aids will assist new and frequent site visitors in finding desired information more rapidly.

The main goal in the development of the Web page was to produce a state-of-the-art site that complies with all current statewide and federal standards for accessibility.

### ***OpComm utilizes language line services***

As per custom, each year Operational Communications receives a myriad of calls from the public asking the Department to check on missing loved ones, locate vehicles left on Arizona highways and other requests.

A number of these calls are placed by non-English speaking citizens which frequently requires the involvement of translation services. Price of this service can vary drastically and is dependent upon the language needed, time of day and length of the call.

Because of potentially-high expenses, an arrangement was negotiated with a private company that enables all participating Arizona agencies to be charged a flat rate per minute for use of the language line services.

These new rates are expected to result in substantial savings for the Department.

### ***Sex offender database accessible to all agencies***

In January 2000, the Sex Offender Information Center Web site was launched as the first commercial Web application at the Department. Similarly in 2003, the Sex Offender Compliance Unit was the first group within the agency to deploy a Web browser application that is accessible to any law enforcement agency with a DPS network connection and a Web browser.

This comprehensive database will provide detailed information regarding the whereabouts of registered sex offenders.

# Department Awards

In mid-April, many employees and entities at DPS received awards from Director Dennis Garrett. The awards were presented to employees in Flagstaff on April 14, in Phoenix on April 16 and in Tucson April 17.

## Director's Awards

### Lifesaving

Officer Rick R. VanKeuren

### Citizen's Lifesaving

William Bergier

Miles McCann

Catherine White

### Citation for Professional Excellence

Deputy Bret Axlund (Coconino County)

Sgt. Dennis D. Bratcher

Officer Christopher P. Motko

Officer Robert A. Palmer

Officer Henry R. Quihuis

Sgt. William D. Ross

### Commendation

Detective Fred R. Banks

Detective Wenceslao Camacho

Detective Tim Mason

Detective Paul Sennett

### Citizen's Commendation

Nicole Nymeyer

### Special Recognition

Sandra J. Othon

Candace L. Ward

### Director's Unit Citation

Mail Room

Hazardous Materials Unit

Governor's Protective Detail

Vehicle Theft Task Force

Special Operations Tactical Canine Unit

Operational Communications Bureau

East Valley Holiday DUI Task Force

Commercial Vehicle Enforcement Bureau

District 3, Highway Patrol

### Employee Suggestion Awards

Michael W. McCreery

Patti F. Miller

Ursula B. Miller

Patricia A. Simpson

Vicki A. Watkins

## Agency Support Division

### Training Bureau

Officer Kristine D. Johnson, employee of the year

Sgt. Victor R. McCraw, supervisor of the year

### Human Resources Bureau

Officer Paul L. Etnire, employee of the year

Sgt. Brett Farrar, supervisor of the year

### Logistics Bureau

Vinnie M. Andrews, employee of the year

L.E. "Van" Vandenberg, supervisor of the year

### Facilities Bureau

Dan M. Perkins, employee of the year

Tom L. Heideman, supervisor of the year

### Management Services Bureau

Dee L. Strickland, employee of the year

Sgt. S.C. "Coe" Mitchell, supervisor of the year

### Financial Services Bureau

Officer Norman D. Jones, employee of the year

Linda J. Roberts, supervisor of the year

### Division Manager of the Year

Commander Don L. Miller

## Criminal Investigation Division

Sgt. William P. Kennedy, special recognition

### Narcotics Enforcement Bureau

Detective Jay K. Atwater, employee of the year

Sgt. Danny J. Lugo, supervisor of the year

Detective Jennifer L. Pinnow, Central Narcotics employee of the year

Detective Jay K. Atwater, Northern Narcotics employee of the year

Detective Trent A. Adamson, Southern Narcotics employee of the year

### Investigation Bureau

Sharon L. Nicholson, employee of the year

Sgt. Robert M. Hopper, supervisor of the year

Detective Scott A. Desjardon, Southern Investigations employee of the year

Detective Michael P. Livingston, Major Crimes Investigation employee of the year

**Intelligence Bureau**

Detective Steven J. Ferguson, employee of the year  
Sgt. Cinovia Sieh, supervisor of the year  
National Guard Staff Sgt. David Higbee, HIDTA  
Intelligence employee of the year  
Detective Steven J. Ferguson, Intelligence Investigations  
employee of the year

**Special Enforcement Bureau**

Roseanne N. Martinez, employee of the year  
Sgt. William D. Ross, supervisor of the year  
Detective Tony N. Mapp, GITEM North employee of the  
year  
Detective Miguel M. Castillo, GITEM South employee of  
the year  
Sgt. William D. Ross, Tactical Operations employee of the  
year  
Officer Keith E. Duckett, Canine Handler employee of the  
year

**Rocky Mountain Information Network**

Christopher K. Tschupp, RMIN employee of the year  
Wayne J. Drew, RMIN supervisor of the year

**Criminal Justice Support Division**

Debra D. Henry, manager of the year  
Michael J. Timmerman, special recognition

**Fingerprint Identification Bureau**

Joseph M. Skoczen, employee of the year  
Jennifer L. Duprest, employee of the year

**Criminal Information Services Bureau**

Nancy D. Jenkins, employee of the year

**Operational Communications Bureau**

Rebecca M. Castillo, supervisor of the year  
Candace L. Ward, Central employee of the year  
Melanie Goodson, Southern employee of the year  
Alice Bauman, Northern employee of the year

**Scientific Analysis Bureau**

Melinda E. Raines, employee of the year  
Daniel J. Merena, scientist of the year  
Patricia A. Repine, supervisor of the year  
Howard A. Birnbaum, special recognition

**Information Technology Bureau**

Terry J. Dishroon, employee of the year  
Glenn Y. Tomooka, supervisor of the year

**Telecommunications Bureau**

Holly E. Hubman, employee of the year

**Licensing Bureau**

Marilyn F. Conners, employee of the year  
Sgt. W.A. "Bill" Whalen, supervisor of the year

**Highway Patrol Division**

Officer Richard W. Becker, Mark Dryer Award, sworn  
reserve of the year

**Central Bureau**

Officer Jeffrey T. Brown, Field Training instructor of the  
year  
Officer Randal W. Reaves, employee of the year  
Sgt. Mark M. Ramsey, supervisor of the year  
Officer Sean P. Carney, Metro Motors employee of the year  
Officer Lance L. Larson, Metro Central employee of the  
year  
Officer Randal W. Reaves, Metro East employee of the year  
Officer Les S. Skelton, Metro West employee of the year  
Danny M. Pettit, Metro West civilian reserve of the year  
Pilot Terence S. Miyauchi, Aviation employee of the year

**Northern Bureau**

Officer Jeffrey L. Eavenson, Field Training instructor of  
the year  
Michelle Gioglio, employee of the year  
Sgt. Brant B. Benham, supervisor of the year  
Officer Raymond R. Butler, District 1 employee of the year  
Officer Steven M. Shroufe, District 2 employee of the year  
Officer James D. Edwards, District 3 employee of the year  
Officer Daniel D. Powell, District 11 employee of the year  
Officer Joseph L. Proffer, District 12 employee of the year

**Southern Bureau**

Sgt. James C. Carroll, employee of the year  
Sgt. Edward J. Slechta, supervisor of the year  
Officer Charles A. Truitt, District 4 employee of the year  
Officer Jason T. Christie, District 6 employee of the year  
Officer Frank J. Torres, District 8 employee of the year  
Officer Toby D. Curry, District 9 employee of the year

**Commercial Vehicle Enforcement Bureau**

Officer Gregory Torres, Field Training instructor of the  
year  
Officer John J. Stanley, employee of the year  
Steven L. Hermann, supervisor of the year  
Sgt. John Kostelnik, District 15 employee of the year  
Officer James D. Daugherty, District 16 employee of the  
year

# ***Employee Retirements***

William R. Bettes, Administrative Services Officer .....	15 years
Kent R. Boyack, Officer .....	25 years
Ronald B. Bruce, Officer .....	25 years
Marie C. Dryer, Sergeant .....	21 years
Richard A. Erfert, Latent Prints Examiner .....	23 years
Hector M. Fucuy, Systems Software Programmer .....	23 years
Irving W. Gehres, Security Officer .....	3 years
Dewey A. Hall, Telecommunications Coordinator .....	22 years
Jerry Q. Hayes, Printer .....	5 years
Melvin L. Hoffman, Rotary Wing Pilot .....	16 years
Roe M. Hurt, Administrative Services Officer .....	21 years
Charles R. Johnson, Telecommunications Technician .....	26 years
Spencer K. Johnston, Reserve Officer .....	32 years
Gustave C. Kunaschk, Facilities Maintenance Technician .....	32 years
Scott M. Lane, Officer .....	25 years
Gregory L. LeMoine, Officer .....	18 years
Monty B. Long, Officer .....	23 years
J.A. "Tony" McFarland, Officer .....	25 years
Theresa S. Middleton, Officer .....	12 years
Don L. Miller, Commander .....	33 years
Patti F. Miller, Executive Assistant .....	30 years
Alan G. Panyko, Officer .....	12 years
Robert L. Parker, Officer .....	24 years
Colin A. Peabody, Standards Compliance Specialist .....	35 years
Olive F. Reed, Administrative Secretary .....	17 years
Chris S. Rider, Sergeant .....	26 years
Melvin L. Risch, Program Administrator .....	36 years
David A. Schroder, Officer .....	29 years
Erick J. Skoglund, Officer .....	27 years
Benjamin R. Smith, Sergeant .....	34 years
Richard C. Solomon, Officer .....	23 years
E.G. "Gene" Spilman, Graphics Designer .....	11 years
Robert P. Stein, Sergeant .....	23 years
Joyce Stevens, Administrative Secretary .....	14 years
Walter N. Stevenson, Motor Carrier Investigator .....	23 years
Gilbert N. Thompson, Telecommunications Technician .....	25 years
James E. Timmons, Supervising Criminalist .....	30 years
Edward L. Trujillo, Assistant Scientific Analysis Superintendent .....	30 years
J.W. "Jack" Wilson III, Lieutenant .....	17 years
Mary L. Zedick, Computer Programmer Analyst .....	19 years

# In Memoriam



*Nancy N. Lowe, 66  
Badge No. 4846  
Administrative Assistant  
Licensing  
Dec. 12, 1993 – Jan. 22, 2003*



# Arizona Department of Public Safety

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