



# ARIZONA DEPARTMENT OF PUBLIC SAFETY FY2018 ANNUAL REPORT



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# OPENING LETTER

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## Colonel Frank Milstead to Governor Doug Ducey

It is my privilege to submit to you the Arizona Department of Public Safety's (AZDPS) annual report for Fiscal Year 2018. The activities and major accomplishments contained in this report reflect the quality and dedication of the employees of the AZDPS.

While one of our primary responsibilities is patrolling the highways throughout Arizona, this report demonstrates the wide array of other comprehensive services and programs we provide for our citizens and those visiting the state. Troopers and professional staff of the AZDPS are dedicated employees who take tremendous pride in the mission of the agency. This report is a summary of our mission to improve public safety by enforcing state laws, deterring criminal activity and providing vital support to the State of Arizona and its citizens.

In the past year, AZDPS has become more efficient:

- The Licensing Unit implemented an online application and status check for private investigator and security guard licensing. Previously, applications had to be mailed or hand delivered to AZDPS.
- The Southern Arizona Crime Laboratory, located in Tucson, purchased a gas chromatograph/mass spectrometer, which is utilized for the analysis of drugs in blood or urine for DUI cases. The addition of this technology will enhance efficiency in operations and improve service to AZDPS and other agencies.
- For the first time since 1979, the Arizona Law Enforcement Academy graduated a class comprised entirely of AZDPS cadets. This special class, known as Class 500, brought 39 new troopers to AZDPS.

Thank you for your support and assistance during Fiscal Year 2018. The AZDPS will continue to strive to be a national model in the law enforcement community; driven by our dedication to professional service, our core values, and our commitment to the citizens we serve.

Sincerely,

Colonel Frank Milstead, Director

Arizona Department of Public Safety

# INTRODUCTION

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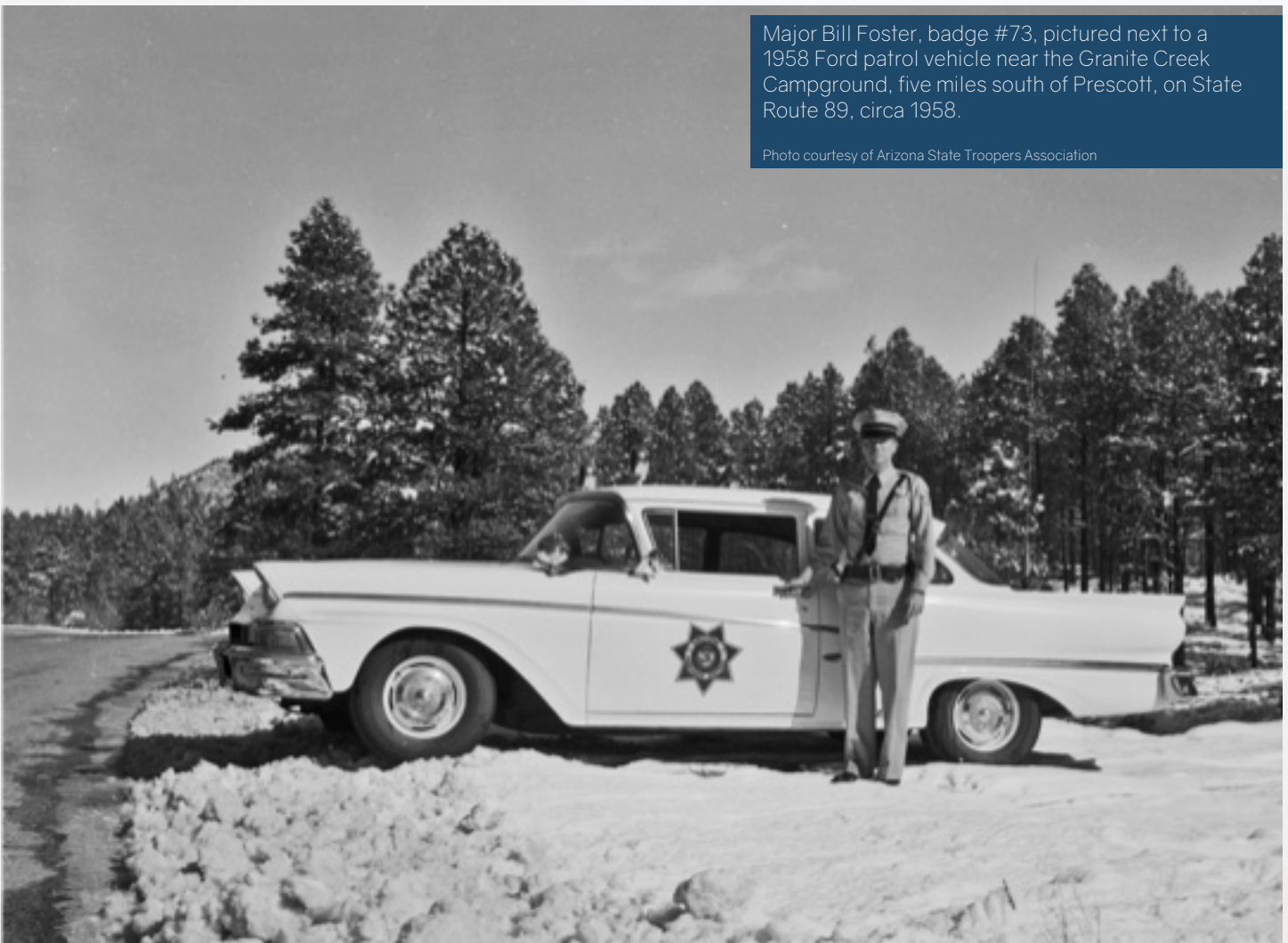
## About the Arizona Department of Public Safety

In 1968, the Arizona legislature created the Arizona Department of Public Safety (AZDPS). The agency became operational by the executive order of Gov. Jack Williams on July 1, 1969. Gov. Williams' mandate consolidated the functions and responsibilities of the Arizona Highway Patrol, the Enforcement Division of the State Liquor Department and the Narcotics Division of the State Department of Law into one agency.

Since its inception, the AZDPS has been given many additional responsibilities and has evolved into a renowned, multi-faceted organization dedicated to providing state-level law enforcement services to the public, while developing and maintaining close partnerships with other local, county, tribal, state and federal agencies.

Major Bill Foster, badge #73, pictured next to a 1958 Ford patrol vehicle near the Granite Creek Campground, five miles south of Prescott, on State Route 89, circa 1958.

Photo courtesy of Arizona State Troopers Association



# EXECUTIVE STAFF

## Office of the Director



Colonel Frank Milstead  
Director



Lt. Colonel Heston Silbert  
Deputy Director

## Agency Support Division



Lt. Colonel Ken Hunter  
Assistant Director

## Criminal Investigations Division



Lt. Colonel Daniel Lugo  
Assistant Director

## Highway Patrol Division



Lt. Colonel Wayde Webb  
Assistant Director

## Technical Services Division



Lt. Colonel Tim Chung  
Assistant Director

# ORGANIZATION

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The Arizona Department of Public Safety is divided into four organizational divisions and the Office of the Director. Each division, along with the Office of the Director, has its own unique set of responsibilities in support of the agency's mission. Each division is led by an assistant director that, with members of the Office of the Director, comprise the Department's Executive Staff.

## Office of the Director



Under the oversight of the Director, the Office of the Director establishes the objectives and structure of the agency and, through the Deputy Director, directs its day-to-day operations. The Office of the Director oversees governmental relations, legal affairs, public affairs, internal affairs, inspections, executive security and the budget office. In addition, the Office of the Director provides support to the Governor's Office of Highway Safety, the Arizona Peace Officer Standards and Training Board and the Law Enforcement Merit System Council.

## Agency Support Division



The Agency Support Division (ASD) works to provide vital support to the State of Arizona and its citizens by providing services for other governmental agencies and supporting the divisions of the Department. ASD houses several key functions such as aviation services, human resources, training, research and planning, department records, fleet services, financial services, facilities, procurement and logistics.

## Criminal Investigations Division



The Criminal Investigations Division (CID) protects human life and property by enforcing state laws relating to narcotic trafficking, organized crime, vehicle theft, gangs, computer and financial crimes, fugitive apprehension and human trafficking. CID provides vital support to Arizona and its citizens by conducting criminal and administrative investigations for other agencies, hosting and participating in regional taskforces and operating the Arizona Counter Terrorism Information Center.

# ORGANIZATION

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## Highway Patrol Division



The Highway Patrol Division (HPD) is the largest division in the agency and is comprised of troopers assigned throughout the state who fulfill the Department's mission of protecting human life and property by enforcing state laws on Arizona's highways. HPD combines enforcement, training and public outreach to improve highway safety while striving to reduce collisions and increase the efficiency of the highway transportation system. Additionally, HPD enforces commercial motor vehicle laws and certifies school bus drivers and tow trucks.

## Technical Services Division



The Technical Services Division (TSD) protects human life and property by enforcing laws related to the regulation of security guards, private investigators, scrap metal dealers, sex offenders and job applicants for specific occupations that require statutorily mandated background checks and fingerprint clearance cards. TSD houses four regional crime laboratories that provide scientific analysis of evidence, technical crime scene assistance, secure storage of evidentiary items, training and expert testimony to criminal justice agencies in the state. Additionally, TSD houses three regionally-based operational communications centers throughout the state that provide statewide radio dispatch services to troopers, emergency medical services and other law enforcement dispatch centers.

# DEPARTMENT STATEMENTS

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## Mission

To protect human life and property by enforcing state laws, deterring criminal activity and providing vital support to the State of Arizona and its citizens.

## Vision

To be the national model in providing customer-oriented state-level law enforcement services.

## Motto

“Courteous Vigilance” is the Arizona Department of Public Safety’s motto and guiding principle, which reflects the pride of the Department. We provide quality, reliable and respectful service to the citizens of Arizona while being vigilant in the enforcement of the laws of the state.





# DEPARTMENT STATEMENTS

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## Values

The following are our seven core **values** supporting the tradition of “Courteous Vigilance” and are reflected in the acronym, “JUSTICE”, which represents the seven points of the Department’s badge.



- J** **Justice:** We embrace the qualities of fairness, equality and quickness in protecting the rights of the people we serve.
- U** **Undaunted Commitment:** We demonstrate moral and physical courage, vigilance and diligence in duty performance.
- S** **Service:** We deliver exceptional service assistance through teamwork and cooperation.
- T** **Trust:** We strive to earn and keep the confidence of the people we serve through truthfulness, communication and reliability.
- I** **Integrity:** We are honest, factual and accountable while being an example of excellence on and off duty.
- C** **Courtesy:** We are respectful and polite to everyone.
- E** **Empathy:** We are compassionate and respectful in all that we do.

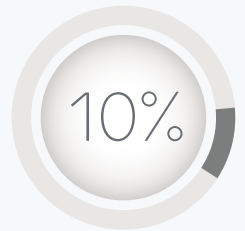
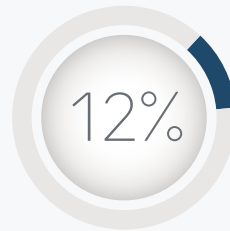
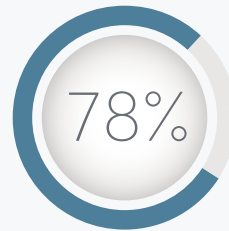
# BUDGET



The Arizona Department of Public Safety's budget for FY2018 was \$364,340,500. This amount consists of \$284,262,900 in appropriated state funding, \$41,990,800 in federal funding and \$38,086,800 in non-appropriated funding. This funding has provided for 1,154 troopers, 32 cadet troopers, and 786 professional staff employees.



State Appropriated Funding	Federal Funding	Non-appropriated Funding
\$284,262,900	\$41,990,800	\$38,086,800



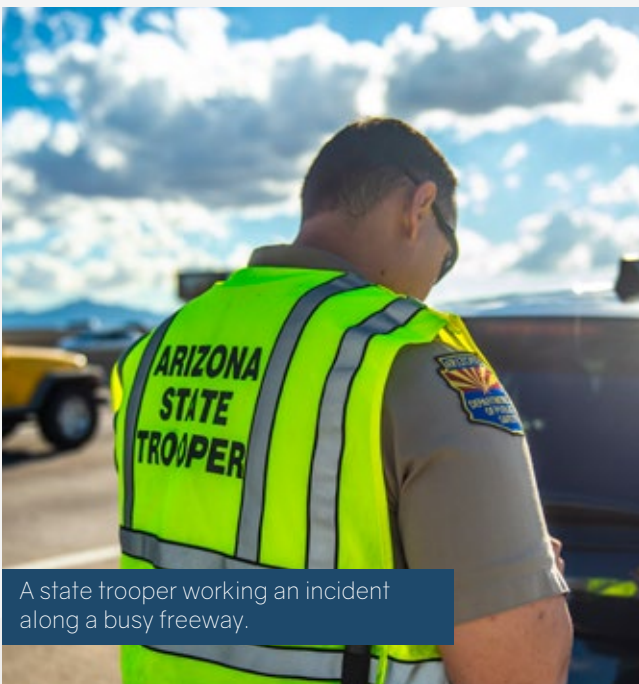
## 1,154 Troopers



## 32 Cadet Troopers



## 786 Professional Staff



A state trooper working an incident along a busy freeway.

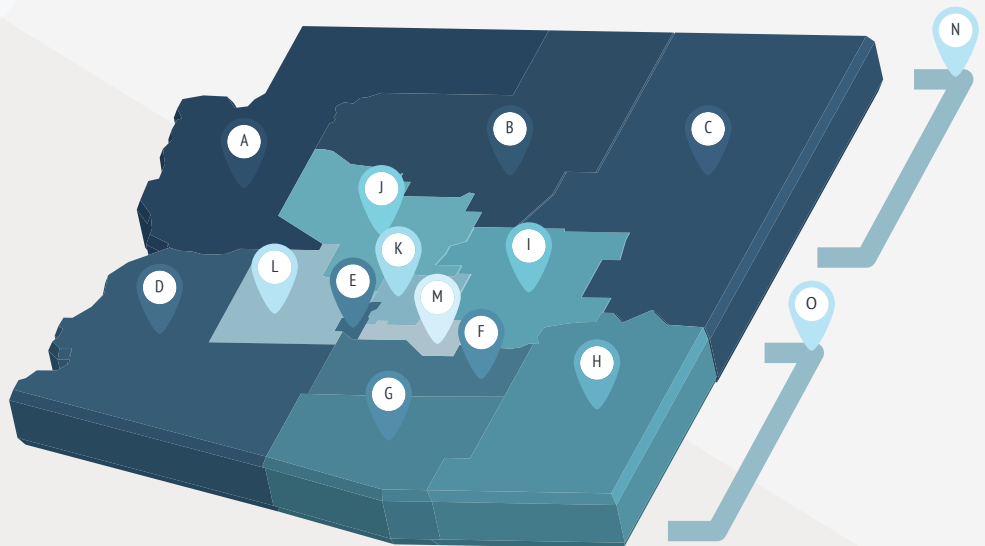
“To protect human life and property by **enforcing state laws**, deterring criminal activity and providing vital support to the State of Arizona and its citizens.”

Through the work of the Highway Patrol Division (HPD) and select bureaus within the Criminal Investigations Division (CID), AZDPS is able to fulfill the Department’s mission of protecting human life and property by enforcing state laws. This is accomplished through patrolling of state highways and decreasing collisions and fatalities by issuing warnings, repair orders, citations and conducting arrests on motorists who have violated criminal state statutes. Priority is placed on identifying and arresting impaired drivers and other erratic drivers that increase the risk of causing a collision in addition to enforcing occupant restraint laws and criminal interdiction.

**Troopers patrol over 6,800 linear miles, which totals 27,000 highway miles. Below is a map representing the district boundaries of Highway Patrol.**

## DISTRICTS

- A** District 1 - Kingman
- B** District 2 - Flagstaff
- C** District 3 - Holbrook
- D** District 4 - Yuma
- E** District 5 - Metro Central
- E** District 7 - Night Watch
- E** Capitol District
- F** District 6 - Casa Grande
- G** District 8 - Tucson
- G** District 17 - Tucson Night Watch
- H** District 9 - Sierra Vista
- I** District 11 - Globe
- J** District 12 - Prescott
- K** District 13 - Metro East
- L** District 14 - Metro West
- M** District 18 - Metro South
- N** Commercial Vehicle Enforcement North
- O** Commercial Vehicle Enforcement South



# ENFORCEMENT

## TRAFFIC STOPS

Total Traffic Stops

# 510,194

+2.72% Increase from FY2017

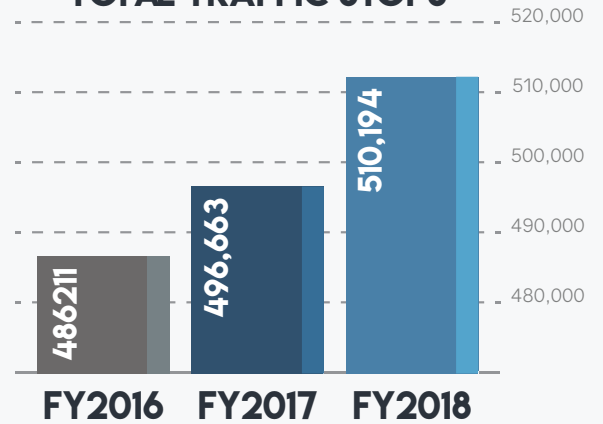
Warnings



Repair Orders



### TOTAL TRAFFIC STOPS



Total Citations

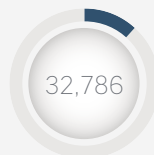
# 281,016

+0.63% Increase from FY2017

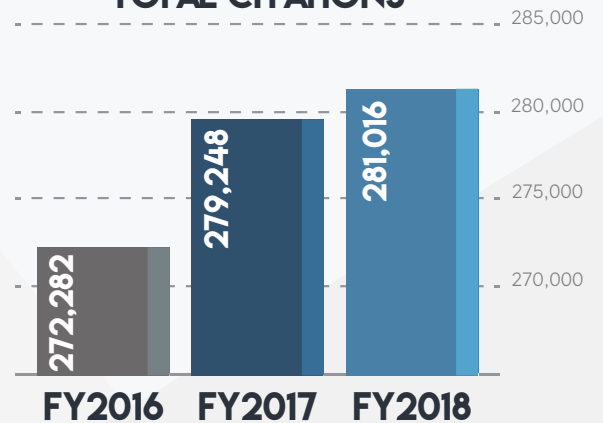
Hazardous Citations



Restraint Citations



### TOTAL CITATIONS



Total Arrests

# 16,495

+15.21% Increase from FY2017

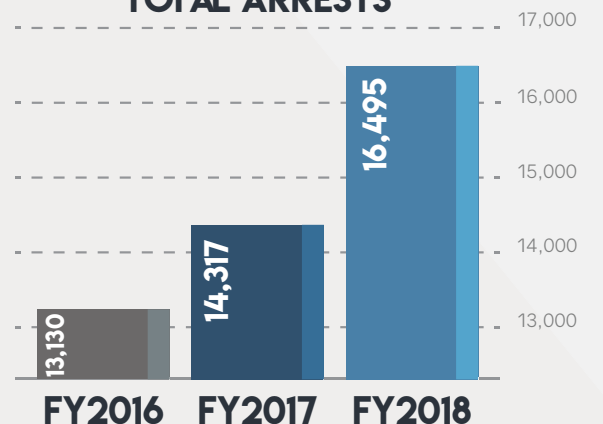
DUI Arrests



Drug-Related Arrests



### TOTAL ARRESTS



Commercial Motor Vehicles (CMV) are present on every highway in Arizona. Special patrol and enforcement of commercial vehicles prove beneficial for CMV drivers and the drivers around them. The two Commercial Vehicle Enforcement districts, north and south, contain specially trained troopers who are responsible for enforcing laws and regulations governing the safety operations of motor carriers, shippers and vehicles transporting hazardous materials.

CMVs Inspected

**35,242**



CMVs Placed Out of Service

**4,766**



CMV Drivers

Placed Out of Service

**4,516**



Troopers within the Commercial Vehicle Enforcement districts are also specially trained to inspect school buses to ensure the safety of children.

School Buses Inspected

**8,501**

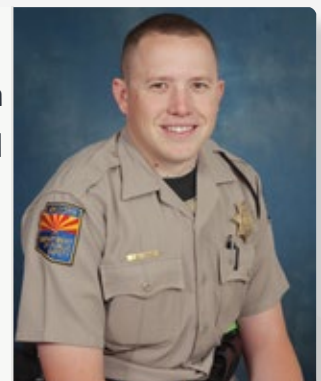


School Bus Drivers Certified

**815**



Trooper Aaron Azbill won the Arizona Inspector Championship, which gave him the distinguished opportunity to represent the State of Arizona at the North American Inspector Championship. At that event, he placed first in the North American Standard (NAS) Level I Inspection and third place in the NAS Hazardous Materials/Dangerous Goods and Cargo Tank/Bulk Packaging Inspection.



To help protect human life, troopers have the important responsibility when patrolling state highways to respond to, investigate and create detailed reports of collisions that occur. These collisions range from a non-injury, two-vehicle minor collision to a multi-fatality, multi-vehicle pileup. Troopers have the responsibility to conduct a complete and thorough collision investigation with the goal of reopening blocked travel lanes as soon as possible.

## The three main causes of collisions:

Speed



Unsafe Lane Change



Distracted Driving



Injury Collisions

**9,855**

Fatal Collisions

**309**

Fatalities

**352**

Alcohol-Related Collisions

**1,154**

Fatal  
Alcohol-Related Collisions

**46**

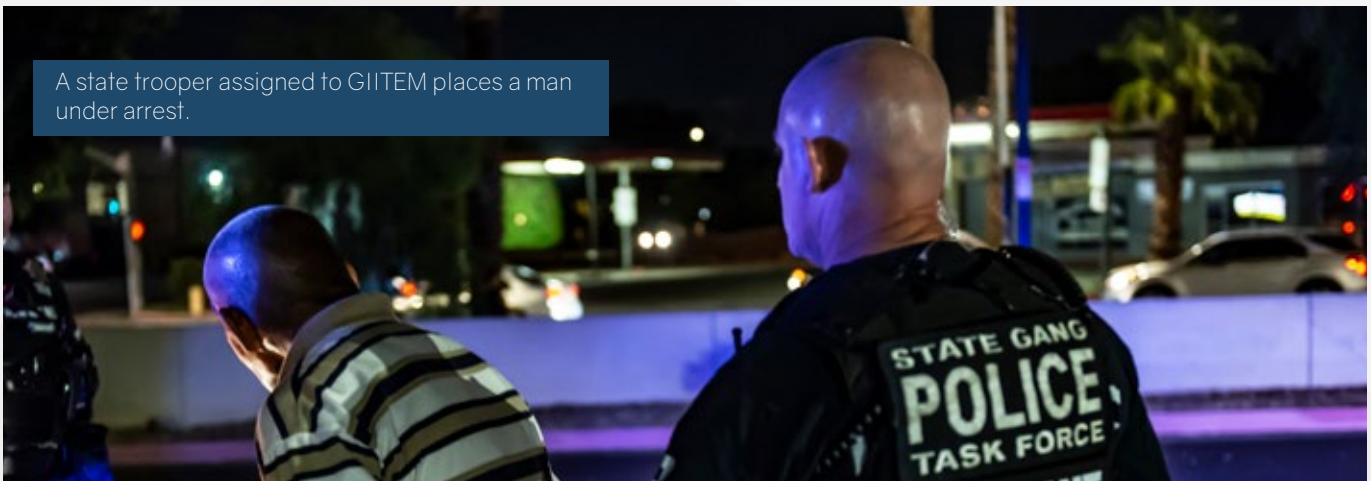
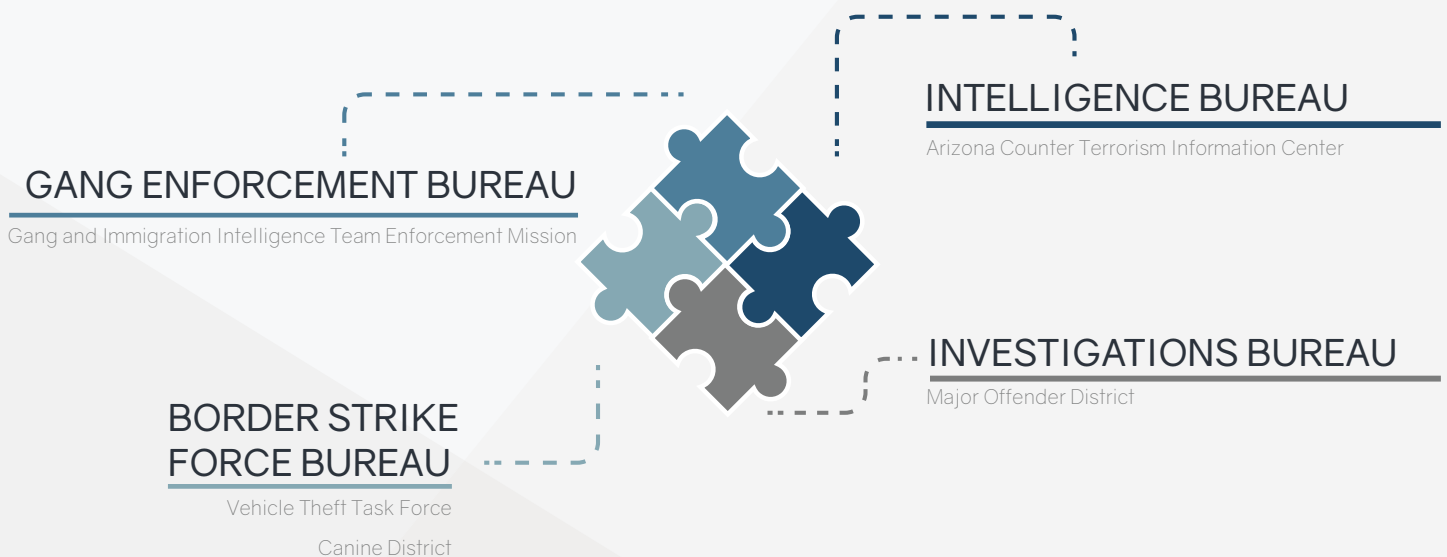
Fatalities from  
Alcohol-Related Collisions

**57**

# DETERRENCE

“To protect human life and property by enforcing state laws, **detering criminal activity** and providing vital support to the State of Arizona and its citizens.”

The Criminal Investigations Division plays a significant role in not only enforcing state laws, but deterring and investigating criminal activity.



# DETERRENCE

## BORDER STRIKE FORCE



The Border Strike Force (BSF) Bureau targets border crimes and provides a comprehensive collaborative approach to help secure Arizona's border and thwart transnational criminal organizations. The BSF operations focus on roving criminal interdiction patrol details, intelligence-led remote area operations, outbound details and deterrent saturation patrols to identify, deter, disrupt and dismantle criminal organizations. Two vital districts within Border Strike Force are the Canine District and the Vehicle Theft Task Force.



The Canine District is a criminal interdiction unit whose mission is to detect and apprehend criminal offenders and drug traffickers. The Canine District is comprised of five squads containing a total of 28 canines. During FY2018, the Canine District was responsible for 328 self-initiated criminal interdiction cases resulting in the seizure of illegal drugs, weapons, currency and other fraudulent activities.



The Vehicle Theft Task Force is a criminal interdiction unit whose mission is to identify, apprehend and prosecute individuals and criminal organizations that profit from the theft of motor vehicles and related crimes associated with motor vehicle theft.

Stolen Vehicles Recovered

**1,584**

Value of Stolen Vehicles Recovered

**\$17,929,071**



One of the main objectives of the Gang and Immigration Intelligence Enforcement Mission (GIITEM) is to deter criminal gang activity through the enforcement of state laws. The task force also aims to deter criminal gang activity through investigations, arrest and prosecution, the dismantling of gang-related criminal enterprises, the deterrence of border-related crimes, and the disruption and dismantling of human smuggling organizations. GIITEM has three districts in Arizona: northern, central and southern.

**Marijuana**  
4,913 lbs.



**Marijuana Plants**  
3,488



**Heroin**  
12 lbs.



**Meth**  
340 lbs.



**Cocaine**  
37 lbs.



**Fentanyl**  
7 lbs.



**Opioid Pills**  
122



**Currency Seized**  
\$603,781



**Vehicles Seized**  
25



**Weapons**  
82



- Suspects (Drug-Related) - 500
- Misdemeanor Charges (Drug-Related) - 47
- Felony Charges (Drug-Related) - 1,055
- Suspects (Non-Drug-Related) - 853
- Misdemeanor Charges (Non-Drug-Related) - 576
- Felony Charges (Non-Drug-Related) - 416
- Fugitives Arrested - 114
- Immigrants Released to ICE - 41



- Gang Members Arrested - 477
- Gang Member Associates Arrested - 133



- Search Warrants Served - 180
- Arrest Warrants Served - 652



- Consent Searches - 79
- Probable Cause Searches - 118

# DETERRENCE

## MAJOR OFFENDER DISTRICT

The mission of the Major Offender District (MOD) is to proactively target and investigate those persons who have demonstrated prolific violent criminal tendencies and blatant disregard for the law as a group or as individuals. MOD uses conventional, covert and technological practices to investigate these groups and individuals considered a threat to the community and domestic security. The vast majority of the individuals investigated commit crime with others in an organized fashion and have a reputation for violence and adversely impacting the quality of life in our communities. The majority of investigations conducted by MOD are focused on targeting career criminals involved with drug and weapons trafficking to combat the associated violent crimes committed by these individuals.

Marijuana  
17 lbs.



Heroin  
14 lbs.



Meth  
184 lbs.



Cocaine  
2 lbs.



Opioid Pills  
51



Currency Seized  
\$150,884



Weapons  
143



### Gang Members Arrested

16



Suspects - 71

Felony Charges - 234

Misdemeanor Charges - 1

Suspects - 29

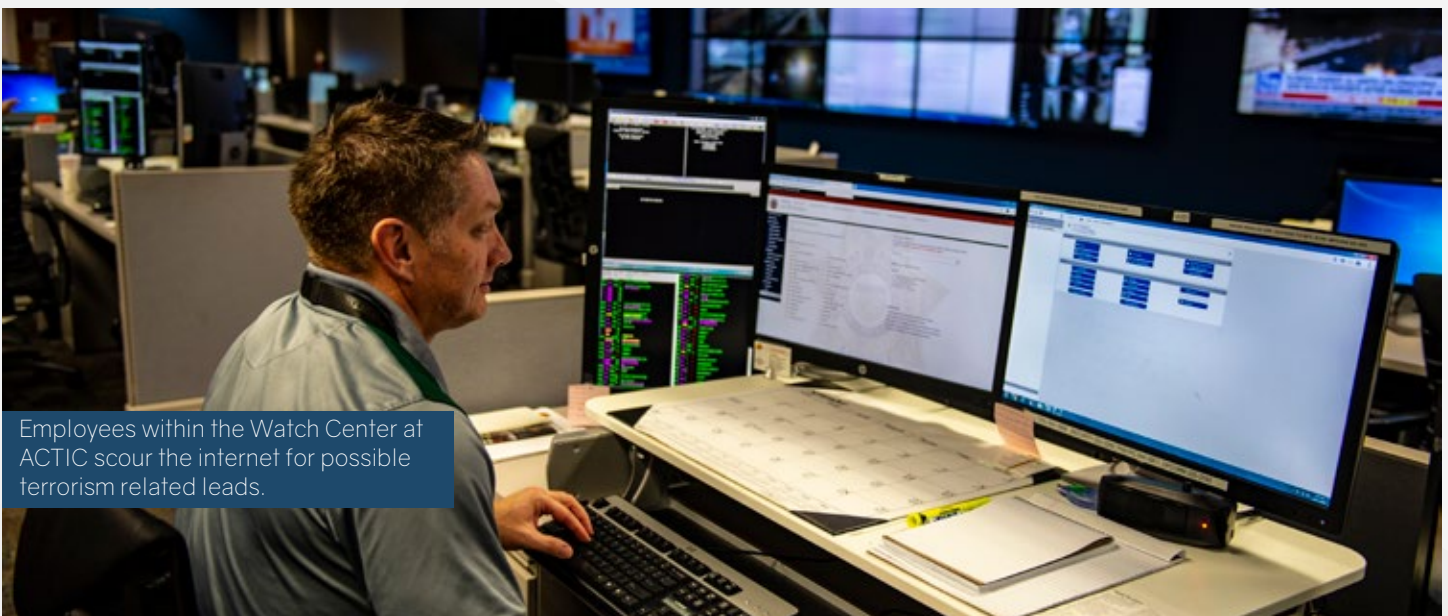
Felony Charges - 89

Misdemeanor Charges - 2

The Arizona Counter Terrorism Information Center (ACTIC), is a joint effort between the AZDPS, the Arizona Department of Homeland Security, the Federal Bureau of Investigation and other participating agencies to form a collective intelligence service. The Center operates 24/7 to provide intelligence, investigative and technical support to local, tribal, state and federal law enforcement agencies, as well as other agencies, critical to Arizona and the country's homeland security.

## Tips Received

# 2,038

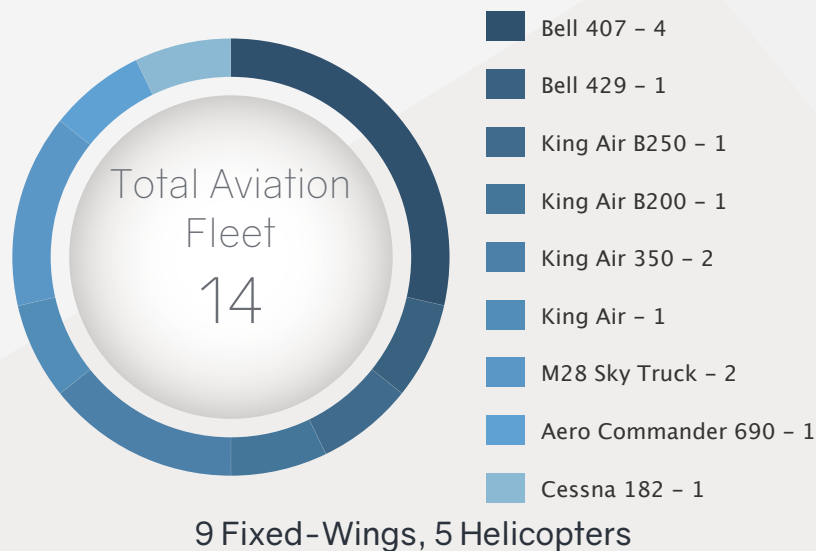


Employees within the Watch Center at ACTIC scour the internet for possible terrorism related leads.

“To protect human life and property by enforcing state laws, deterring criminal activity and **providing vital support** to the State of Arizona and its citizens.”



The **Aviation Unit** provides a statewide air rescue response capability and a regional air transport service that greatly benefits the public, AZDPS and other public safety agencies. To accomplish its mission, Aviation operates and maintains a fleet of five helicopters and nine fixed-wing aircraft. The unit’s fixed-wing aircraft are used to transport public safety personnel and equipment across the state and region; the helicopters are utilized for many different missions.

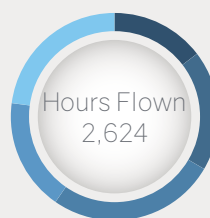




- External Load - 13
- Fire - 28
- Law Enforcement (AZDPS) - 256
- Law Enforcement (Non-AZDPS) - 236
- Law Enforcement Pursuit - 56
- Logistics - 144
- Maintenance - 167
- Medical - 123
- Other - 83
- Patrol - 114
- Photo (Law Enforcement) - 21
- Photo (Non-Law Enforcement) - 5
- Public Relations - 53
- Search and Rescue - 319
- Technical Rescue (Land) - 91
- Technical Rescue (Water) - 15
- Training - 415
- Wireless Systems Bureau Mission - 3



- Air Rescue (Helicopter) - 2,288
- Air Support (Fixed-Wing) - 557



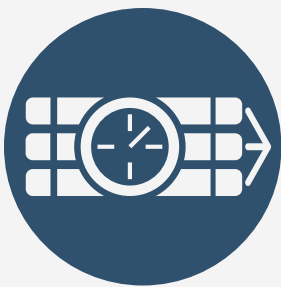
- Western Air Rescue (Helicopter, Kingman) - 384
- Northern Air Rescue (Helicopter, Flagstaff) - 493
- Central Air Rescue (Helicopter, Phoenix) - 688
- Southern Air Rescue (Helicopter, Tucson) - 458
- Air Support (Fixed-Wing, Phoenix) - 601

# SUPPORT

# SWAT/EOD



The Special Weapons and Tactics (SWAT) team is equipped and trained for response to barricaded suspects, hostage situations, high-risk search warrants and clandestine lab entries. SWAT also provides specialized training to other criminal justice agencies regarding tactics and specialized skills.



The Explosive Ordnance Disposal (EOD) Unit, or bomb squad, is a highly specialized unit within the Investigations Bureau. EOD responds statewide and is the primary unit responsible for handling explosive-related incidents for most law enforcement agencies in the state.



■ Calls for Service - 192  
■ Calls for Assistance from Agencies - 22



■ Calls for Service - 428  
■ Calls for Assistance from Agencies - 28

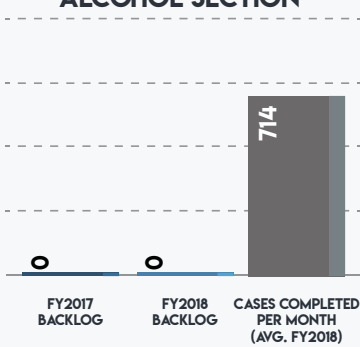


On December 7, 2017, the Arizona Department of Public Safety's SWAT team made Raiden Aguilera's wish of being a SWAT Operator come true through a special Make-A-Wish experience.

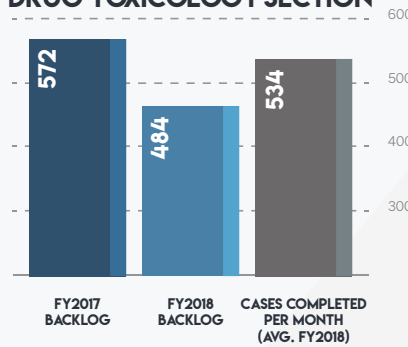


The Scientific Analysis Bureau provides a wide variety of critical services to law enforcement agencies throughout the state with laboratories in Tucson, Phoenix, Flagstaff and Lake Havasu City. Services include the scientific analysis of evidence, technical crime scene assistance, secure storage of evidentiary items, training and expert testimony.

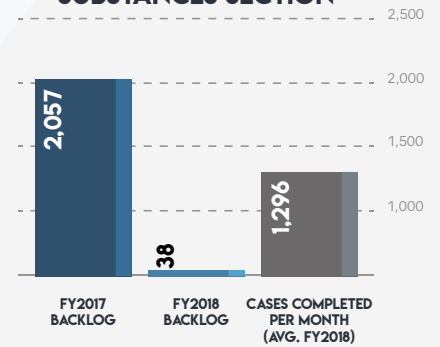
### ALCOHOL SECTION



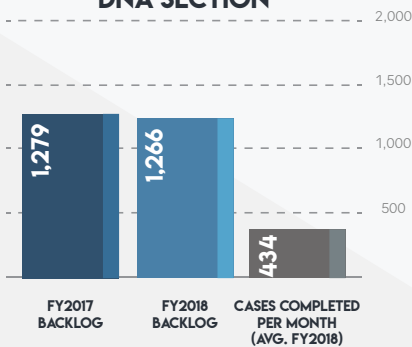
### DRUG TOXICOLOGY SECTION



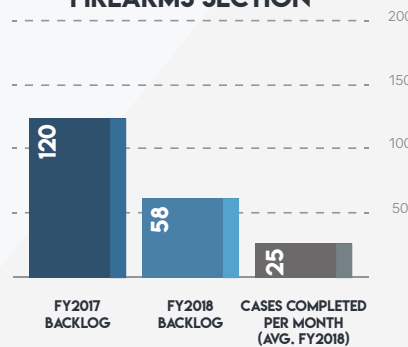
### CONTROLLED SUBSTANCES SECTION



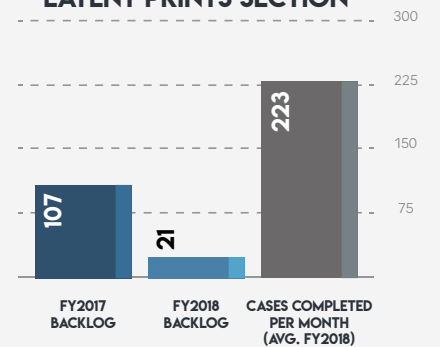
### DNA SECTION



### FIREARMS SECTION

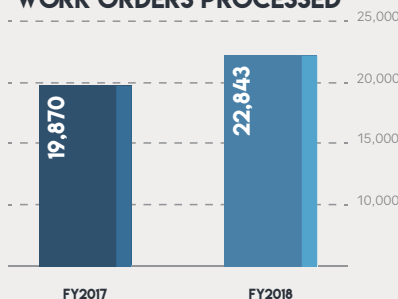


### LATENT PRINTS SECTION



The Information Technology Bureau (ITB) supports the technology needs of the Department, as well as other law enforcement agencies statewide. Within the Department, ITB designs, develops, maintains and operates automated computer systems to support the enforcement, investigative and administrative functions.

### WORK ORDERS PROCESSED



# SUPPORT



The Operational Communications (OpComm) Bureau is the vital link between the public, troopers and other law enforcement personnel across the state, operating 24 hours a day, 365 days a year from communication centers in Phoenix, Flagstaff and Tucson.

Total Phone Calls Answered

**520,583**



911 Calls Answered

**212,099**



Calls for Service Dispatched

**784,307**



Facilities is an in-house support function that is responsible for the maintenance and improvement of all Department owned and leased facilities throughout the state. This includes a maintenance unit, design and construction, and the coordination of leases, utilities and building services.

Projects Completed

**53**



Dollars Spent

**\$1,947,139**



Facility Work Orders Completed

**981**







Fleet Services is responsible for procuring and maintaining the agency's full fleet, which includes patrol and undercover vehicles, motorcycles, tow trucks and snow cats.

Vehicles Issued

244



Vehicles Built Up

269



Fleet Work Orders Completed

15,660



The Human Resources (HR) Bureau is essential to future, current and retired AZDPS employees. HR provides service to new hires through recruitment, testing and hiring; to current employees through compensation, benefits, classification and training; and to retirees through retirement benefits.

Total Employees

1,972

Total Troopers

1,154

Total Cadet Troopers

32

Total Professional Staff

786

New Hires

199

Prospective Employee Applications

8,477

Retirements

50

Professional Staff Promotions

48

Sworn Promotions

30



The Applicant Clearance Card Team (ACCT) is responsible for processing applications for individuals required by state statute to have a Fingerprint Clearance Card. These individuals include teachers, school employees, school bus drivers, persons requiring licensure through various state agencies, and those who have direct contact with potentially vulnerable populations, such as children, the elderly and those with disabilities.

New Fingerprint Clearance Cards Issued

# 166,330



Through the Licensing Unit, the Department provides service by issuing private investigator, security guard, and security guard trainer registration certificates and identification cards to qualifying individuals and agencies. Additionally, the unit accepts complaints from the public and enforces statutory laws and administrative rules pertaining to those entities.

Security Guard  
Certificates Processed

# 15,151

Security Guard  
Trainer Certificates Processed

# 523

Security Guard  
Agency Licenses Processed

# 154

Private Investigator  
Certificates Processed

# 644

Private Investigator  
Agency Licenses Processed

# 438

Complaints Against  
Certificate and License Holders

# 352



A professional staff employee creates a security guard certificate for a customer.



The **Concealed Weapons Unit** serves citizens by managing all aspects of issuance and governance of Concealed Weapon Permits for qualifying parties and coordinates with other states on matters of permit reciprocity.

Applications Received

**90,425**



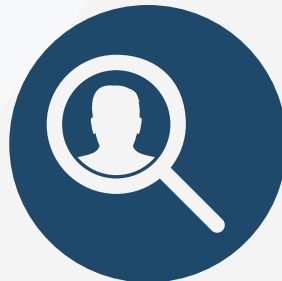
Permits Issued

**74,268**



Permits Denied

**592**



Per Arizona Revised Statute §13-3827, the Sex Offender Compliance Unit is required to annually verify the address of all active sex offenders, enter data into the sex offender database and maintain the public website for Level 2 and Level 3 offenders.

Active Sex Offenders in Arizona

**13,945**



(602) 223-2000 | [azdps.gov](http://azdps.gov)  
2102 West Encanto Blvd. | PO Box 6638  
Phoenix, AZ 85009-6638  
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Creative Services  
FY2018 - 267376060\_V.26