

Arizona Department of Public Safety

FY2017 Annual Report





COURTEOUS VIGILANCE



STATE TROOPER



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Opening Letter:

Colonel Milstead to Governor Doug Ducey

Dear Gov. Ducey and the Citizens of Arizona,

It is my privilege to submit to you the Arizona Department of Public Safety's annual report for Fiscal Year 2017. The activities and major accomplishments contained in this report reflect the quality and dedication of the employees of the Arizona Department of Public Safety.

Although one of our primary functions 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. Employees of the Arizona Department of Public Safety are dedicated professionals 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.



MISSION STATEMENT

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.



In the past year, AZDPS has become more efficient by:

- Implementing an electronic payment system for 30-day vehicle impounds in the Phoenix area, resulting in increased efficiencies in financial processing and more satisfactory customer experiences.
- Instituting an electronic workflow and tracking system for management of evidentiary items submitted for civil asset forfeiture procedures, resulting in more efficient case load management by Department employees and investigators.
- Implementing a new electronic Fleet Management System to assign, track, service and manage the Department's fleet, resulting in real-time measurement of under-utilized vehicles, vehicle preventative maintenance and vehicle service documentation .

Thank you for your support and assistance during Fiscal Year 2017. The Arizona Department of Public Safety 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

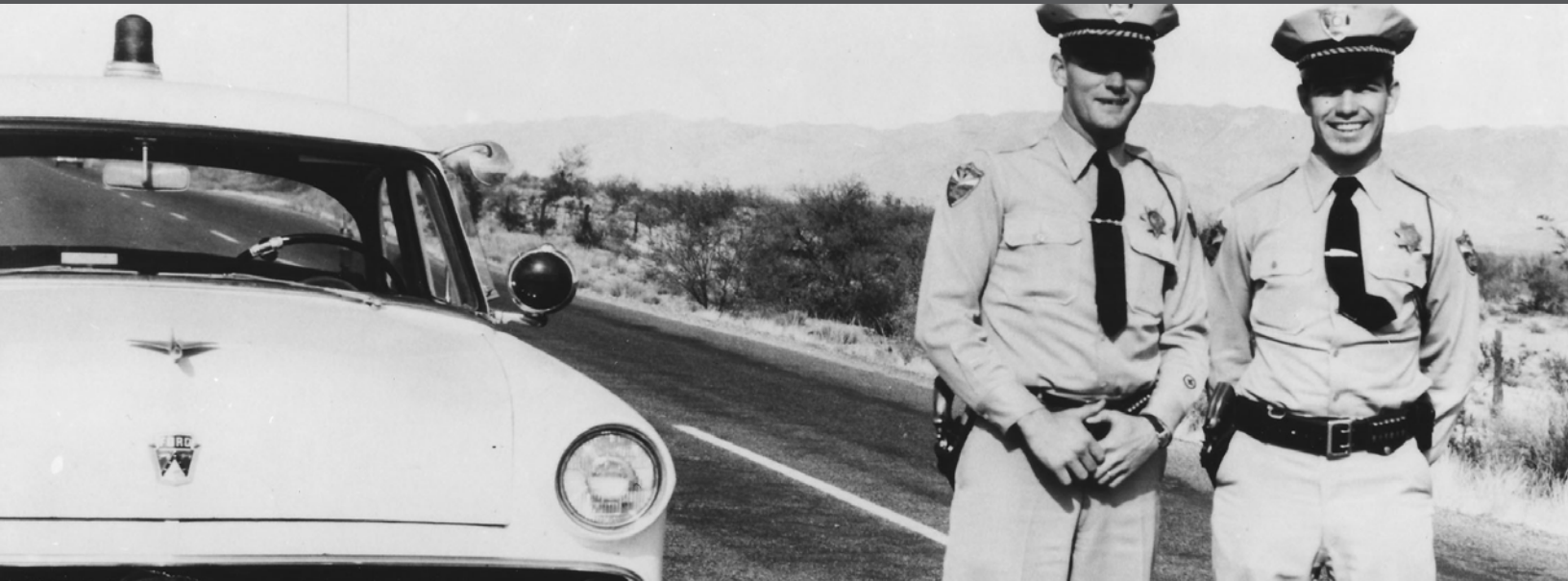
Introduction:

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, 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.

During FY2017, AZDPS, alongside the Arizona Department of Transportation and the Governor's Office of Highway Safety, implemented four Safety Corridors around the state. These zero tolerance zones see a greater presence of law enforcement and were chosen strategically from being high collision zones. The goal of these corridors is to improve driver behavior and decrease collisions, especially collisions that result in serious injury or death.



Executive Team

Director's Office



COLONEL FRANK MILSTEAD
AZDPS DIRECTOR



LT. COLONEL HESTON SILBERT
DEPUTY DIRECTOR

Highway Patrol



LT. COLONEL WAYNE WEBB
ASSISTANT DIRECTOR OF HPD

Technical Services



LT. COLONEL TIM CHUNG
ASSISTANT DIRECTOR OF TSD

Agency Support



LT. COLONEL KEN HUNTER
ASSISTANT DIRECTOR OF ASD

Criminal Investigations



LT. COLONEL DANIEL LUGO
ASSISTANT DIRECTOR OF CID

Organization

The Arizona Department of Public Safety is divided into four organizational divisions and the Director's Office. Each division, along with the Director's Office, 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 Director's Office, comprise the Department's Executive Team.

Director's Office

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

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 other divisions of the Department. ASD houses several key functions such as: aviation services, human resources, training, research and planning, department records, fleet services, facilities services, 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, intelligence, 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 task forces, operating the Arizona Counter-Terrorism Information Center (ACTIC) and providing tactical high-risk responses (SWAT and Explosive Ordnance Detail) to acts of extraordinary violence and domestic preparedness incidents. Additionally, AZDPS partners with other public agencies through the Terrorism Liaison Program (TLO) and the Detention Liaison Program to identify threats to local communities and distribute information in a timely fashion.

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. The division combines enforcement, training and public outreach to improve highway safety while attempting to reduce collisions and increase the efficiency of the highway transportation system. The division also enforces commercial motor vehicle laws and certifies school bus drivers and tow trucks. HPD deters criminal activity by patrolling more than 6,800 miles of state and federal highways; serving as the front line in detecting criminal activity on Arizona's roads and highways. HPD also provides vital support to the state of Arizona and its citizens by patrolling the Capitol district, staffing the Arizona Department of Transportation's Traffic Operations Center and providing immediate assistance to other local, county, state and federal agencies.

Technical Services Division

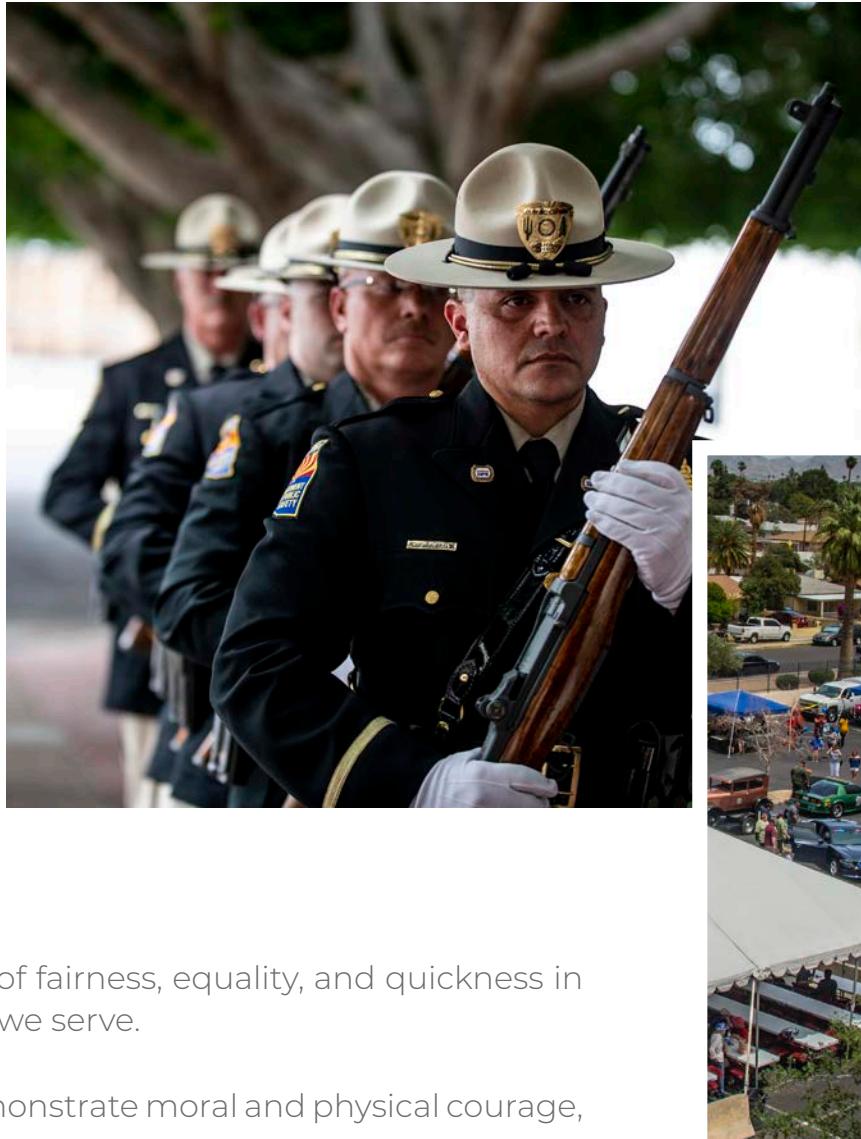
The Technical Services Division (TSD) protects human life and property by enforcing laws related to the regulation of security guards, private investigators, scrap metal dealers, sex offenders and job applicants for specific occupations that require statutorily mandated background checks and fingerprint clearance cards. TSD also assists in the enforcement of laws by hosting and supporting the Arizona Criminal Justice Information System (ACJIS) which provides criminal history information to every law enforcement agency in the State and serves as a conduit to the National Crime Information Center (NCIC). TSD's oversight of these regulated areas also serves to deter criminal activity related to vulnerable populations such as children. 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. It also houses the Department's three regionally based operational communications (dispatch) centers throughout the state that provide statewide radio dispatch services to AZDPS, emergency medical services and other law enforcement dispatch centers. TSD also oversees information technology, telecommunications and wireless systems which is responsible for state-wide radio services that not only serve AZDPS but also serves other state agencies such as the Departments of Transportation and Game and Fish.

Values

“**Courteous Vigilance**” is the Arizona Department of Public Safety’s motto and guiding principle that 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.

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:

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



Budget



The Arizona Department of Public Safety's budget for FY2017 was \$356,765,100. This amount consists of \$282,326,800 in appropriated state funding, \$38,848,200 in federal funding and \$35,590,100 in non-appropriated funding. This funding has provided for 1,136 sworn employees and 784 professional staff employees.

The primary changes to the budget and expenditures were: 1) Enhancing border security; 2) increasing retirement system costs; and 3) reducing the backlog of sexual assault kits.

- \$26,640,500 for Border Security. Of this amount, \$18.6 million was allocated for one-time costs, \$6,778,800 for ongoing costs to AZDPS and \$1,261,700 for local support.
- \$1,567,000 to fund the rate increase for the Public Safety Personnel Retirement System (PSPRS). This money was directed to fully-fund the 1.96% employer rate increase for FY 2017.

- \$500,000 for Testing Sexual Assault Kits. The intent of this initiative was to reduce the backlog of kits awaiting DNA testing.
- \$136,200 to transfer the Moving Truck Program from Weights and Measures to DPS. Of this, \$53,500 was one-time funding.
- \$2,100,000 for Virtual Law Enforcement Training.
- \$4,843,100 for a 3% salary increase for sworn and HPD professional staff.



Enforcing State Laws

The Highway Patrol Division (HPD) is comprised of troopers assigned throughout the state who help fulfill the Department's mission of protecting human life and property by enforcing state laws. The troopers patrolling state highways provide the most visible form of law enforcement conducted by the Department. Troopers patrol over 6,800 linear miles, which totals 27,000 highway miles across 17 districts statewide.

The Department's mission in protecting human life and property correlates to decreasing collisions and fatalities on state highways through issuing warnings, repair orders, citations and conducting arrests on motorists who have violated 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.

In FY2017, troopers throughout the state conducted 496,663 total traffic stops.

The hard work and dedication of all the troopers patrolling state highways led to an increase in trooper-initiated enforcement activity compared to FY2016.

FY2017	FY2017	FY2017
+2.4%	+9.04%	+11.2%
Traffic Stops	Total Arrests	Restraint Citations

In FY2017, troopers at the agency conducted 496,663 traffic stops and generated the following enforcement activity in comparison to the previous four fiscal years:

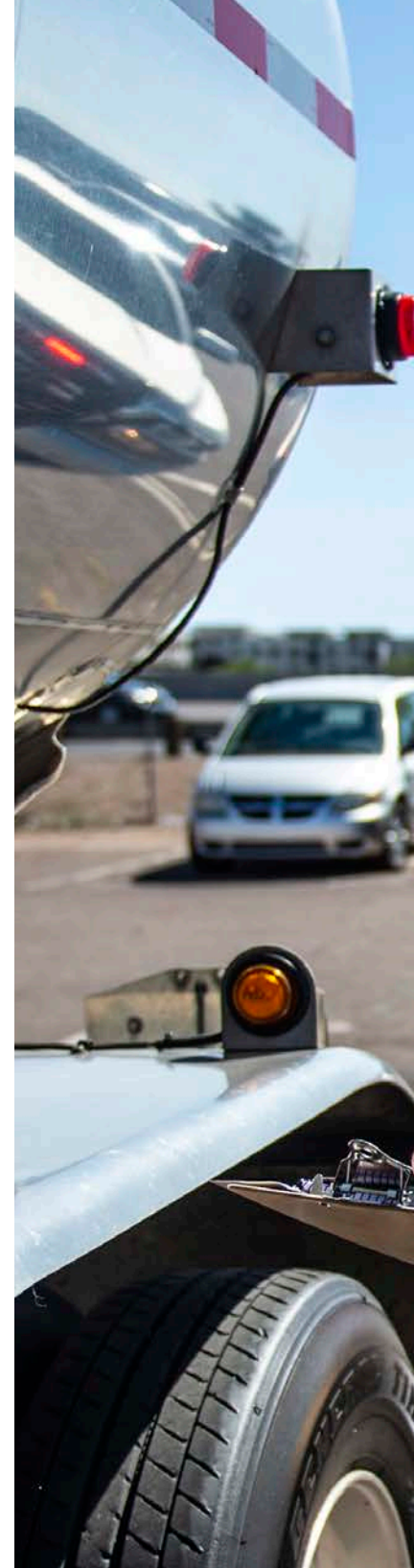
Fiscal Year	FY2013	FY2014	FY2015	FY2016	FY2017
Traffic Stops	467,115	487,393	473,213	486,211	496,663
Warnings	198,194	219,496	215,564	201,846	203,294
Repair Orders	55,894	68,699	63,629	59,680	55,129
Total Citations	261,117	250,624	244,169	272,282	279,248
Hazardous Citations	138,851	139,318	131,779	152,879	156,455
Restraint Citations	29,381	21,279	21,545	25,331	28,181
Total Arrests	11,127	11,047	10,786	13,130	14,317
DUI Arrests	4,126	4,053	3,792	4,159	4,281
Drug Related Arrests	1,844	2,020	3,146	2,930	2,717

COMMERCIAL VEHICLE

Districts specific to Commercial Vehicle Enforcement (CVE) are located throughout the state with specially trained troopers responsible for enforcing rules and regulations governing the safety operations of motor carriers, shippers and vehicles transporting hazardous materials, as required of the Department by state law. Troopers in these districts promote highway safety through auditing, education, inspection and enforcement operations as required by state law, the Federal Motor Carrier Safety Regulations and the Federal Hazardous Materials Regulations.

In FY2017, troopers inspected 39,798 commercial vehicles to ensure they were in compliance with federal safety standards. Of the almost 40,000 commercial vehicles inspected, troopers placed 4,436 out of service due to violations. In addition, 4,998 commercial vehicle drivers were placed out of service for failing to meet safety standards and/or failure to obey traffic and/or criminal laws.

In partnership with the Federal Motor Carrier Safety Administration and the Commercial Vehicle Safety Alliance, every CVE trooper receives extensive training and subsequent certification prior to conducting commercial vehicle enforcement operations. The Department strives to be a national model in every service provided to the citizens of Arizona. In FY2017, DPS became a national model for Commercial Vehicle Enforcement with Trooper Dan Voelker being named the nations top Commercial Vehicle Inspector after taking first place in Arizona's Inspector Challenge and the national Commercial Vehicle Safety Alliance Inspector Championship consisting of inspectors from all of North America.





Commercial Vehicle Enforcement troopers are also responsible for inspecting school busses to ensure the safety of children. In FY2017, troopers inspected 8,589 school busses and certified 891.

Collision Reduction Efforts

One major responsibility of troopers patrolling state highways is responding to, investigating and providing detailed reports of collisions that occur. These collisions can vary drastically from minor to serious, multi-vehicle, multi-fatality collisions. In FY2017, troopers responded to a total of 36,174 collisions, which is an average of 99 collisions a day. Collisions can happen for a number of reasons varying from speed, distracted driving, reckless driving and/or driving under the influence. Typically, one of these factors contribute to most collisions.

The total number of collisions investigated by troopers has risen consistently from year-to-year in correlation with rising traffic volumes during those same periods. Troopers continue to work tirelessly to reduce the number of collisions that occur on state highways in Arizona through the development of innovative programs and initiatives.





Fiscal Year	FY2013	FY2014	FY2015	FY2016	FY2017
Total Collisions	27,685	28,001	32,150	35,106	36,174
Injury Collisions	7,960	8,315	9,351	9,742	9,886
Fatal Collisions	244	204	228	255	266
Fatalities	289	243	253	306	312
Alcohol Related Collisions	942	944	905	1,075	1,100
Fatal Alcohol Related Collisions	36	39	29	38	41
Fatalities from Alcohol Related Collisions	39	48	31	45	52



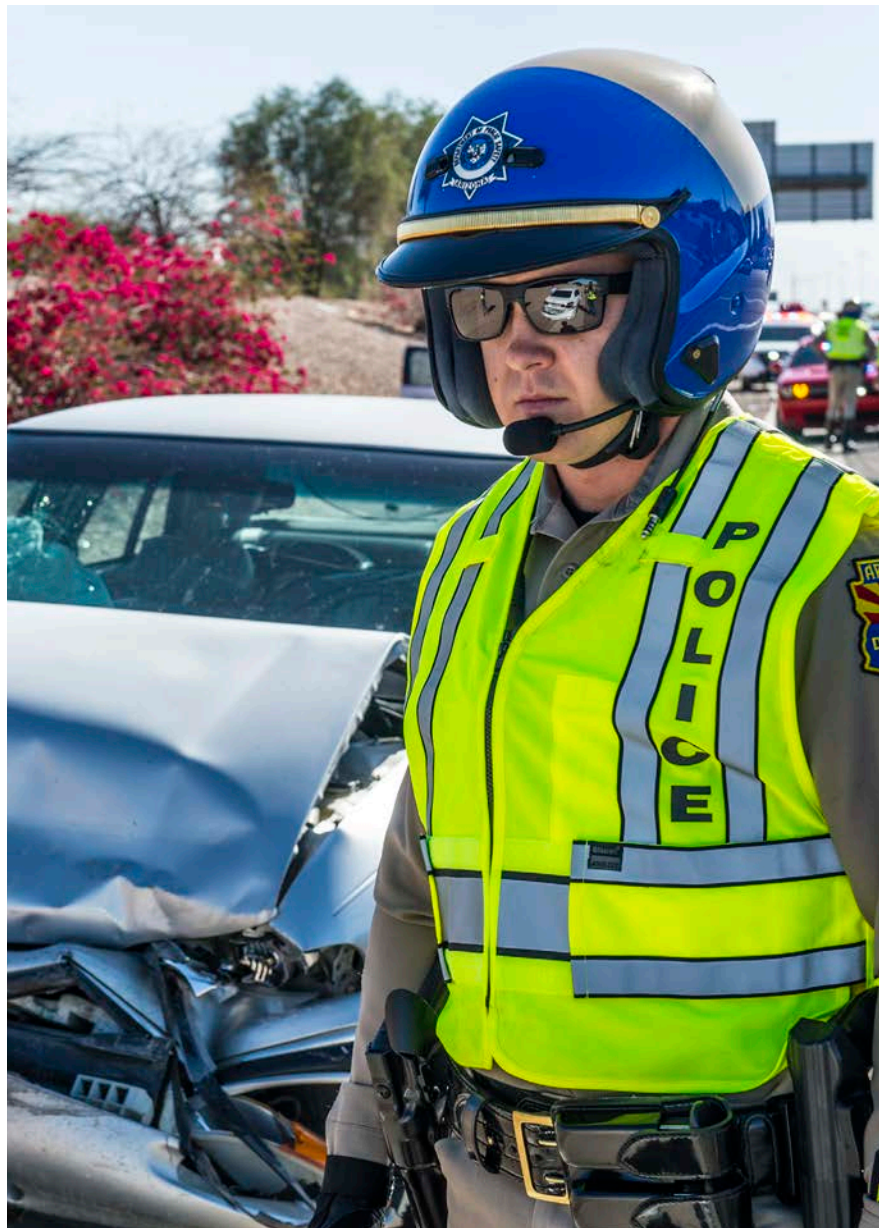
Safety Corridors

With the goal of reducing collisions, injuries and fatalities, four Safety Corridors have been established throughout the state. In a joint effort with the Arizona Department of Transportation and the Governor's Office of Highway Safety, this safety-related enforcement is implemented with increased traffic enforcement and large signs designating the beginning and ending of a safety corridor.

Safety Corridors are special segments of highway that have been identified by data analysts to be high collision zones, especially for severe injury and fatal collisions. The primary cause of these crashes is driver behavior; speeding, aggressive driving, impairment, lack of restraint use and distracted driving. Safety Corridors are zero tolerance areas and any violations by motorists result in, at minimum, a citation.



Two Safety Corridors can be found in the Phoenix area: a four-mile stretch on Interstate 10 from Interstate 17 stack to State Route 51 Mini Stack (MP 143-147) and a 13-mile stretch on US-60 from Loop 101 Price to Loop 202 (MP 177-190). Additionally, two Safety Corridors have been placed in two rural locations: a 23-mile stretch on I-10 from Loop 202 Santan to State Route 387 (MP 162-185) and a 23-mile stretch on Interstate 40 from milepost 49-72.



AZDPS is responsible for interdiction and narcotics investigations. Units within the agency, such as Highway Patrol Districts and Canine Interdictors, collaborate to interdict criminals, conduct investigations and enforce state laws on highways.

Canine District

The Arizona Department of Public Safety continues to enforce state laws by disrupting the flow of narcotics into Arizona. Specially trained Highway Patrol units work in conjunction with the Canine Districts to interdict criminals, conduct investigations, enforce state laws and protect the citizens of Arizona.

The Canine District, part of the Border Strike Force Bureau, is a criminal interdiction unit whose mission is to detect and apprehend criminal offenders and drug traffickers. During FY2017, the Canine District was responsible for 269 self-initiated criminal interdiction cases resulting in the seizure of illegal drugs, weapons, currency and other fraudulent activities. Canine District troopers seized record weight amounts of methamphetamine, heroine and tetrahydrocannabinol (THC) related products (oil, wax and edibles) during FY2017.

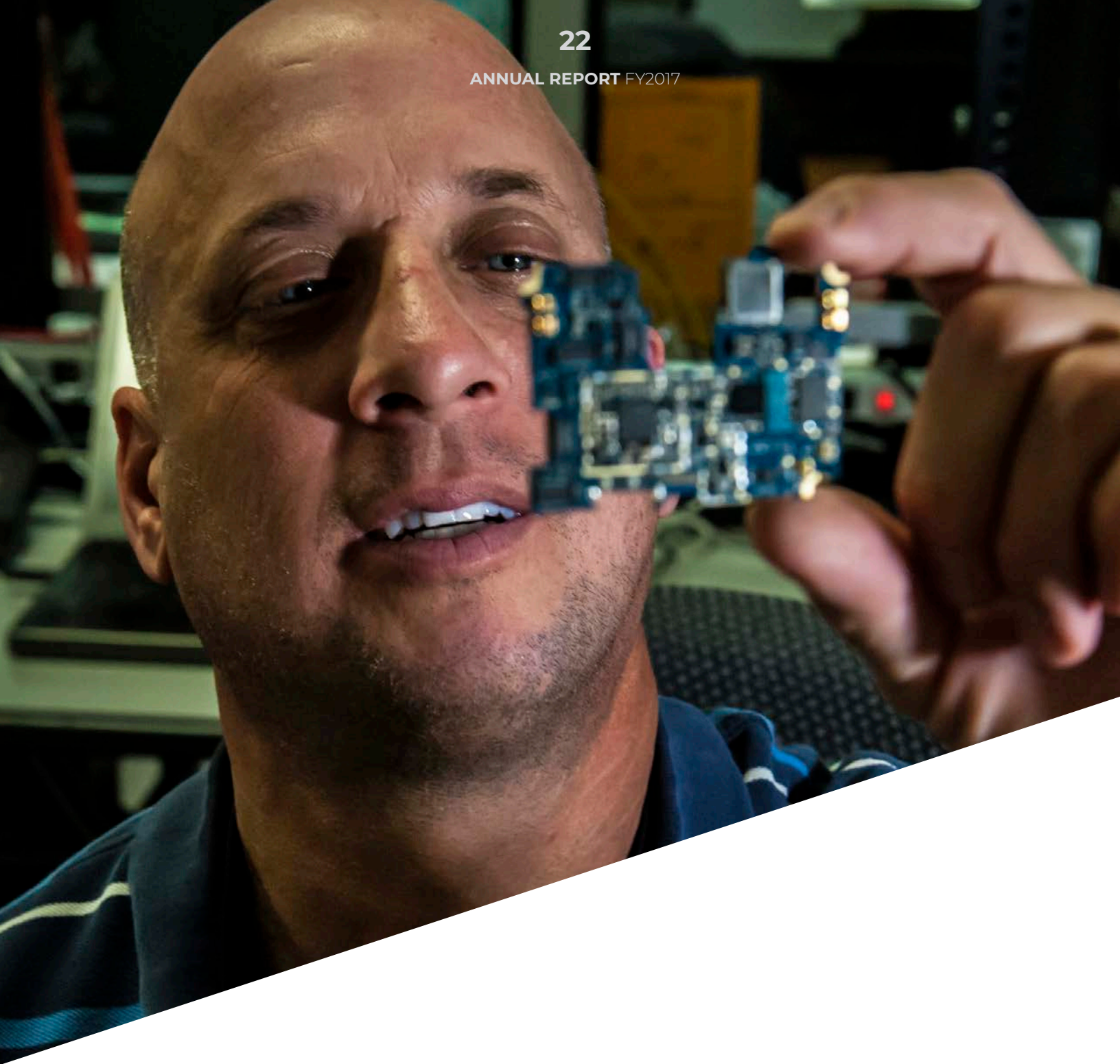
The Canine District made several noteworthy seizures during FY2017. One traffic stop uncovered 122 fraudulent credit cards containing personal information of unsuspecting victims from around the world. Another traffic stop led to the discovery of 28 pounds of methamphetamine in metal collars attached to the vehicle's wheels. Lastly, a drug detection canine located 71 pounds of cocaine in a hidden compartment in the bed of a pickup truck.



“The Canine District was responsible for 269 self-initiated criminal interdiction cases resulting in the seizure of illegal drugs, weapons, currency and other fraudulent activities.”

**FY2017 self-initiated seizure statistics:**

- **32,770** pounds marijuana
- **183** pounds heroin
- **1410** pounds meth
- **319** pounds cocaine
- **14.47** pounds fentanyl
- **375** pounds THC oil, wax and edibles
- **418** fraudulent credit cards
- **27** weapons
- **124** vehicles
- **26,560** rounds of ammunition
- **\$4,946,849** in U.S. Currency



Crime Deterrence and Investigations

An important part of the mission of AZDPS is to protect the public by deterring criminal activity. The agency works to deter criminal activity by using innovative investigative and specialized-enforcement strategies and resources. Intelligence-led policing is also used to enhance the effectiveness of the Department's efforts to deter crime.



Arizona Counter Terrorism Information Center

A major resource used by the Department to deter crime is the Arizona Counter Terrorism Information Center (ACTIC). The center is a joint effort between AZDPS, the Arizona Department of Homeland Security (AZDOHS) and numerous other agencies to form a collective intelligence service that is dedicated to interdicting and preventing terrorism in the state and nation.

The center provides proactive intelligence along with investigative and technical support to law enforcement and other agencies critical to Arizona and the country's homeland security effort. The ACTIC Watch Center is the focal point for citizens and public safety personnel to report suspicious activity through the Tips and Leads reporting system. During FY2017, the Arizona Watch Center was expanded to better handle the numerous participating agency requests throughout the state.

The ACTIC opened the new Watch Center in January 2017. The new Watch Center provides four times more work space, ensuring all partners who need to be in the Watch Center can be there. This increased partner engagement within the Watch Center has resulted in greater situational awareness, improved information sharing and increased ability to monitor for threats to our state and nation.

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During FY2017, the Arizona Watch Center was expanded to better handle the numerous participating agency requests throughout the state.

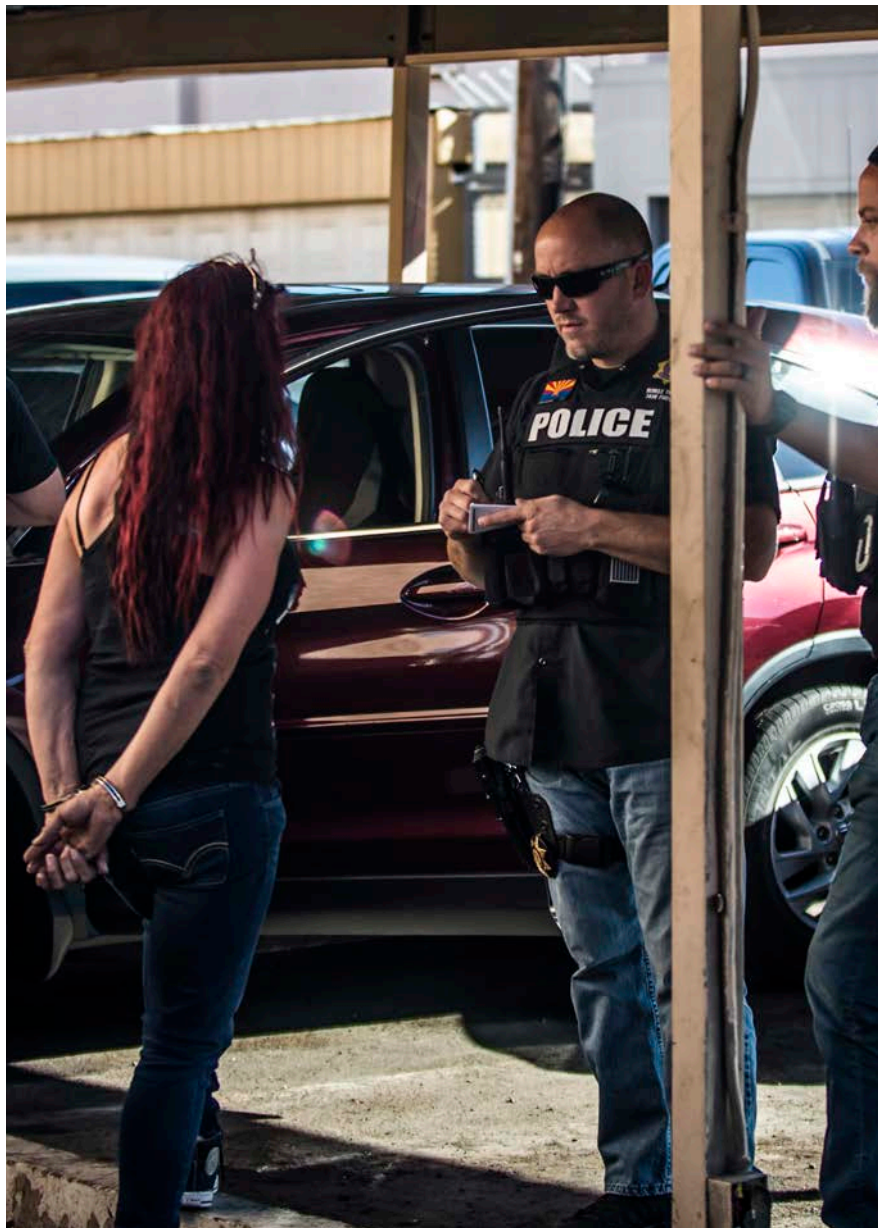


Vehicle Theft Task Force

The Vehicle Theft Task Force's (VTTF) 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. The VTTF has seen yearly increases in successful recoveries of vehicles, and prosecutions of individuals and criminal organizations from investments in educating and training members in the latest auto-theft recovery techniques and strategies.

In FY2017, the VTTF implemented the National Vehicle Location Service (NVLS) by Vigilant Solutions. NVLS is a repository comprised of two primary sources: data shared from law enforcement agencies nationwide and License Plate Recognition (LPR) data made accessible to law enforcement. The LPR data housed in this specific database contains over 1.5 billion records, the largest database of its kind in the nation.

NVLS uses scout cars to scan vehicles parked for an extended period of time in locations that are reasonably predictable with crime. This mainly refers to parking lots known to local law enforcement for criminal activity. The data is stored in the NVLS database and can only be accessed by involved law enforcement personnel. The data is comprised of a license plate, vehicle description and the coordinates of where it was scanned.



Since full implementation of NVLS, stolen vehicle recoveries have increased by over 30 percent. The National Vehicle Location Service has increased the effectiveness of detectives within the Vehicle Theft Task Force by limiting the time they need to spend identifying stolen vehicles and reallocating that time to apprehending individuals and criminal organizations profiting from motor vehicle theft.

Narcotics

AZDPS conducts complex investigations of groups and individuals to disrupt the manufacturing, selling and distributing of controlled substances and prescription-only drugs.



Complex investigations were responsible for a significant portion of the drug-related arrests and seizures made by AZDPS in FY2017. One investigation conducted was into an organization alleged to be transporting methamphetamine. Canine troopers and detectives began an investigation into a recreational vehicle (RV), where 40.7 gallons of liquid methamphetamine was discovered. The four suspects that were in the RV placed the liquid meth in retail jugs of ice tea and apple juice and placed those throughout the RV, including the refrigerator that also contained the food of a five-year-old child found in the RV. In addition to the drug charges, the four adults were charged with child abuse and using a minor in a felony drug offense once the child's clothing and hair sample were sent to the AZDPS Southern Regional Crime Lab and tested positive for methamphetamine.

Another complex investigation was conducted after a canine trooper stopped a vehicle for several traffic and equipment violations. Upon stopping the vehicle, the passenger exited and began running away from the trooper carrying a paper bag. After apprehending the suspect, the investigation alerted detectives that the passenger was a documented New Mexican Mafia gang member. The paper bag that the passenger fled the vehicle with contained five individually wrapped cellophane packages that contained a total of 5,368 heroin pills.

Fentanyl has quickly become an epidemic in the nation. During a traffic stop, a trooper discovered 200 white unlabeled pills, methamphetamine and three syringes. The 200 white unlabeled pills were tested by the DPS



Northern Crime Lab and tested positive for fentanyl. A complex investigation was then conducted after the driver of the vehicle provided detectives with the location and names of the individuals producing the fentanyl pills. At the location provided to detectives, over 15 grams of methamphetamine and 36.5 grams of fentanyl were found.

It is the hard work of troopers, detectives and additional law enforcement assistance that help keep drugs off Arizona's streets and protect human lives.

Drug/Currency Seizures through Complex Narcotics Investigations

Drug Type	FY2013	FY2013	FY2013	FY2016	FY2017
Marijuana (Lbs.)	30,606	34,510	23,102	27,514	32,770
Marijuana Plants	15,123	11,966	464	714	2,867
Heroin (Lbs.)	90	139	102	171	183
Cocaine (Lbs.)	353	455	195	300	319
Methamphetamine (Lbs.)	N/A	394	772	999	1,410
Currency	4,814,956	4,004,068	9,416,314	8,775,015	4,946,849

INTELLIGENCE BUREAU

The Intelligence Bureau is comprised of multiple units tasked with collecting intelligence for investigations. The Intelligence Bureau at DPS often works in conjunction with other law enforcement agencies providing assistance. A few noteworthy units under the Intelligence Bureau are the Facial Recognition Unit (FRU), the Street Crimes Unit (SCU) and the Threat Mitigation Unit (TMU).



The Facial Recognition Unit (FRU) is tasked with identifying subjects, for DPS and other law enforcement agencies, through the use of facial recognition software. A successful agency assist came from the request of the Phoenix Police Department regarding an attempted homicide suspect. At the scene, the suspect dropped their phone, which contained photographs of the suspect. FRU ran the photographs through facial recognition software and quickly developed a lead in the investigation. Ultimately, the suspect was located after being detained by Immigration and Customs Enforcement (ICE) and was indicted for attempted homicide after admitting involvement in the incident.

The Threat Mitigation Unit is comprised of four detectives, one sergeant and one U.S. Border Patrol Agent. TMU is responsible for investigating threats against state elected and appointed officials, threats towards the governor and staff, and the Capitol grounds.



TMU received and investigated many threats during FY2017 and came to a similar conclusion on the majority of them: the threats weren't credible and most people issuing threats were suffering from mental illness. As a result, instead of ruling these threats as a criminal act, TMU detectives partnered with the Phoenix Police Department and Maricopa County Response Network to develop a procedure to properly address the individual's mental health condition. If TMU detectives had probable cause to believe the individual could be a harm to themselves or others, they conducted an Emergency Petition, which committed the individual into a facility for up to 72 hours. The individuals received proper assistance, medication and were assigned a case worker to assist them. The Threat Mitigation Unit has worked diligently on focusing on the mental health of many individuals they encounter as an alternative to incarceration in a jail setting.

Vital Support

An important part of the mission of AZDPS is to provide vital support to the state of Arizona and its citizens. The agency works to provide this support by offering a wide variety of customer-oriented, state-level law enforcement services. Many of the services offered by the Department, such as Concealed Weapons Permits and Department Records, are offered in accordance with state statutes and directly benefit the citizens of Arizona, other governmental agencies and the Department

itself. These services include those offered by units such as Aviation, SWAT, Explosive Ordnance Disposal and HAZMAT, which are essential assets in providing statewide emergency response in support of public safety and law enforcement safety.



Public Support

Department Records and Public Records Unit

The Department Records Unit (DRU) and the Public Records Unit (PRU) manage records for the agency and are both housed in the Public Services Center and fulfill requests from the public and other entities.

DRU serves as a repository for records pertaining to accident and offense reports, scene photographs, and citations or warnings completed by troopers. During FY2017, DRU responded to 35,296 requests for collision reports alone. During FY2016, they responded to a little over 31,000 requests, which is a 13.85 percent increase for FY2017.

The PRU serves as a repository for records pertaining to police radio and 911 tapes and offense, incident and arrest reports. During FY2017, PRU responded to 9795 total requests, which is an additional 1600 requests fulfilled compared to FY2016.

Security Guard and Private Investigator Licensing

The Licensing Unit is responsible for issuing private investigator and security guard registration certificates and licenses to qualifying individuals and agencies. During FY2017, the Licensing Unit processed 13,956 security guard certificates, 727 private investigator certificates, 186 security guard agency licenses, and 535 private investigation agency licenses. In addition to issuing certificates and licenses, the Licensing Unit investigates complaints of misconduct of certificate and license holders. In FY2017, the unit investigated 387 complaints.

Applicant Processing and Applicant Clearance Card Team (ACCT)

The Applicant Processing and Applicant Clearance Card Team (ACCT) at the Department provides service by conducting criminal fingerprint-based background checks for criminal justice and non-criminal justice agencies as authorized by law. The ACCT also provides service by producing the Arizona Fingerprint Clearance Card, required by statute to be obtained primarily by those individuals who have supervised contact with children, the elderly or other potentially vulnerable populations.

In FY2017, ACCT processed 156,304 applications and issued 147,690 new fingerprint clearance cards, which represents a more than 22 percent increase from FY2016. The new Electronic Fingerprint Application System (EFAS) provided more than 41 percent of the total applications, with a 26% overall decrease in paper applications from FY2017. EFAS has dramatically reduced the time necessary to process and issue cards. For applicants with a criminal history, their applications can take between 35-55 days to be processed, on average. For applicants without a criminal history, applications are processed in less than ten days, on average.

Concealed Weapons Unit

The Concealed Weapons Unit (CWU) serves citizens by managing all aspects of issuance and governance of Concealed Weapons Permits for qualifying parties and coordinates with other states on matters of permit reciprocity. In FY2017, 107,112 applications for Concealed Weapon Permits were received, 90,535 permits were issued, and 810 permits denied. The additional permit applications (15,767) were returned to the requestor due to being either administratively incomplete or not completed in the proper fashion. CWU saw a significant increase in FY2017 in permit applications and permits issued compared to FY2016.

Fiscal Year	FY2016	FY2017
Applications Received	50,092	107,112
Applications Issued	42,241	90,535
Applications Denied	526	810

Sex Offender Compliance Unit

With 14,488 registered sex offenders in Arizona at the conclusion of FY2017, the Sex Offender Compliance Unit is responsible for verifying their addresses, entering and updating data into the offender database, and maintaining the Sex Offender Registry, a site the public can utilize to search for level two and three offenders in their area.



Governmental Support

For the Department to operate efficiently and successfully on a day-to-day basis, it relies heavily upon a diverse group of governmental support functions. These support functions, which range from Aviation services to Human Resources services, focus on activities essential to Department operations, and strive to provide world-class customer service in support of the agency's mission.

Aviation

The Aviation Bureau provides airborne patrol support, surveillance and transport statewide that greatly benefits the public, the Department and other public safety agencies. Aviation has four hangars statewide: one in Tucson to support southern Arizona, two in Phoenix to support central Arizona, and one in Flagstaff to support northern Arizona. Aviation's fleet is comprised of five rotary-wing helicopters and nine fixed-wing aircraft.

Aviation's helicopters provide law enforcement support, search and rescue and other emergency operational needs. The bureau's fixed-wing aircraft are used to transport public safety personnel and equipment across the state and region, greatly enhancing public safety during critical occurrences.

In FY2017, by order of the Border Strike Force initiative, Aviation accepted delivery of a Bell 429 replacement helicopter. The Bell 429 has greater efficiency in terms of mission performance and aviation safety margins. Additionally, a major aircraft modification project was completed on an existing King Air 350 airplane, retrofitting it to become the Department's first-ever aerial surveillance fixed wing platform.



MISSION TYPE	FY2016	FY2017
External load	18	9
Fire	24	32
Law Enforcement DPS	252	276
Law Enforcement Non-DPS	240	238
Law Enforcement Pursuit	35	46
Logistics	163	146
Medical	154	155
Patrol	138	166
Photo LE	23	28
Photo Non-LE	1	4
Search and Rescue	399	382
Technical Rescue Land	56	74
Technical Rescue Water	5	14
Vital Materials	1	1
WSB mission	6	13
TOTAL	1497	1584

SPECIAL OPERATIONS UNIT

The Special Weapons and Tactics (SWAT) Unit provides critical service to the agency, public and other law enforcement agencies statewide. In FY2017, SWAT responded to 142 calls for service. One significant agency assist was at the request of the Phoenix Police Department, where a man assaulted his girlfriend, poured lighter fluid on their young child and threatened to light them both on fire. The woman escaped and called 9-1-1. After numerous attempts to negotiate with the man, SWAT made a crisis entry, rescued the child and arrested the man without further incident.

EXPLOSIVE ORDNANCE DISPOSAL

The Department's Explosive Ordnance Disposal (EOD) Unit, or bombsquad, is another service-oriented unit vital to the Department, public and other law enforcement agencies. In FY2017, EOD responded to 130 calls for service. One agency EOD assisted was the Surprise Police Department after they discovered what they believed to be an Improvised Explosive Device (IED) in a vehicle parked in their evidence lot. EOD Bomb Technicians determined the device was not an IED, however, explosive components were recovered from the vehicle: three blasting caps and energetic material powder.

SCIENTIFIC ANALYSIS BUREAU

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





The areas of forensic expertise offered by the SAB include the disciplines of DNA, serology, toxicology, breath and blood alcohol, controlled substances, firearms and tool marks, trace evidence (arson, explosives, etc.) latent prints, questioned documents and photography.

In FY2017, SAB continued to work to reduce the backlog of cases, resulting in improved turnaround times. The turnaround times for blood alcohol cases has continued to remain within thirty days with no backlog of cases more than 30 days old.

The following table shows a breakdown of the backlogged cases at the completion of FY2017 in comparison to FY2016, along with statistics for laboratory cases completed per month in FY2017.



FY2017 saw a significant increase in the backlog of cases involving controlled substances at all four SAB laboratories. Fentanyl, a significant nationwide problem, poses many exposure dangers when airborne. Due to this concern, troopers ceased field testing any powder drug cases to help prevent inadvertent exposure to synthetic narcotic drugs, such as fentanyl, which can potentially be deadly when airborne in high enough concentrations. In FY2017, SAB laboratories received these drug cases to test in a safer environment than troopers were previously testing in. The Controlled Substances Unit will begin a laboratory field testing pilot program in FY2018 to alleviate the increased submissions and resulting backlogged cases.

In FY2016, the Governor's Sexual Assault Evidence Collection Kit Task Force identified thousands of sexual assault kits that were collected by Arizona law enforcement agencies but were never submitted

CASE LOAD

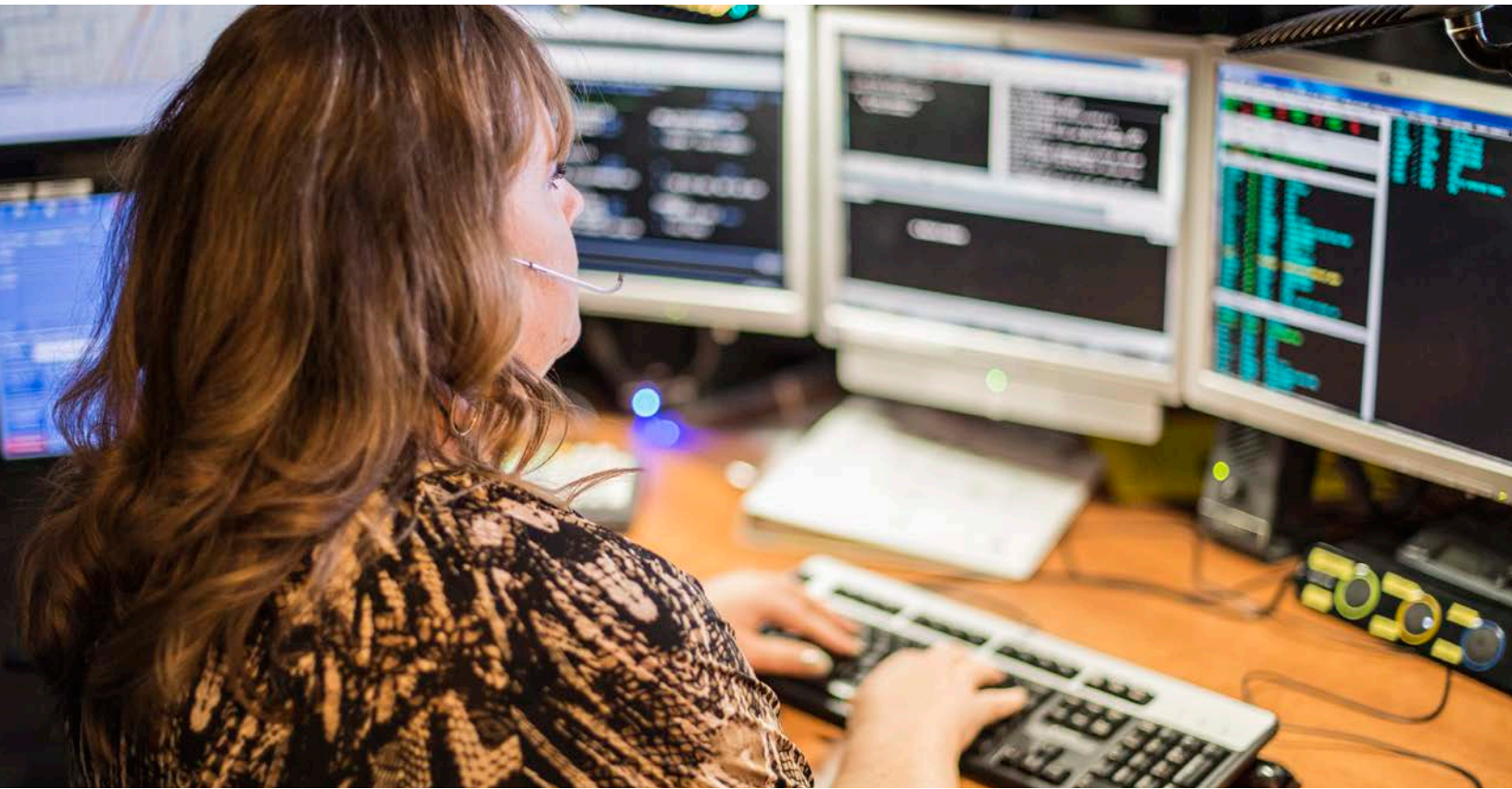
Laboratory Section	FY2016 Backlog	FY2017 Backlog	Cases Completed per Month
Alcohol	114	0	773
Drug Toxicology	835	572	580
Controlled Substances	720	2,057	1,113
DNA	1,929	1,279	408
Firearms	79	120	33
Latent Prints	156	107	258

for forensic testing; some kits were more than 25 years old. In FY2017, the SAB laboratories, in conjunction with the Maricopa County Attorney's Office and municipal crime laboratories in Arizona, began to address these unsubmitted sex crime evidence kits. The SAB's DNA Sex Assault Unit coordinates the testing of these kits, provides scientific data review and enters eligible DNA profiles into the Combined DNA Index System (CODIS). At the conclusion of FY2017, the Scientific Analysis Bureau and municipal crime laboratories completed testing on 30% of the previously unsubmitted sexual assault kits statewide.

HUMAN RESOURCES

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

In FY2017, HRB processed over 600 prospective employee applications, 169 new hires, 56 retirements and 82 promotions/reassignments. Additionally, HRB implemented the New Employee Orientation program. This program provides new hires with valuable information about the Department such as the history, rules, values and benefits offered to ensure all new employees are welcomed and educated at the Department.



OPERATIONAL COMMUNICATIONS

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.

During FY2017, a total of 530,224 phone calls were answered by OpComm personnel, including 213,454 in-bound 9-1-1 calls. OpComm answered over 12,000 more calls in FY2017 compared to FY2016. Additionally, 744,745 calls for service were dispatched to troopers and other law enforcement personnel throughout the state. FY2017 is comparable to FY2016, where a total of 745,540 calls for service were dispatched.

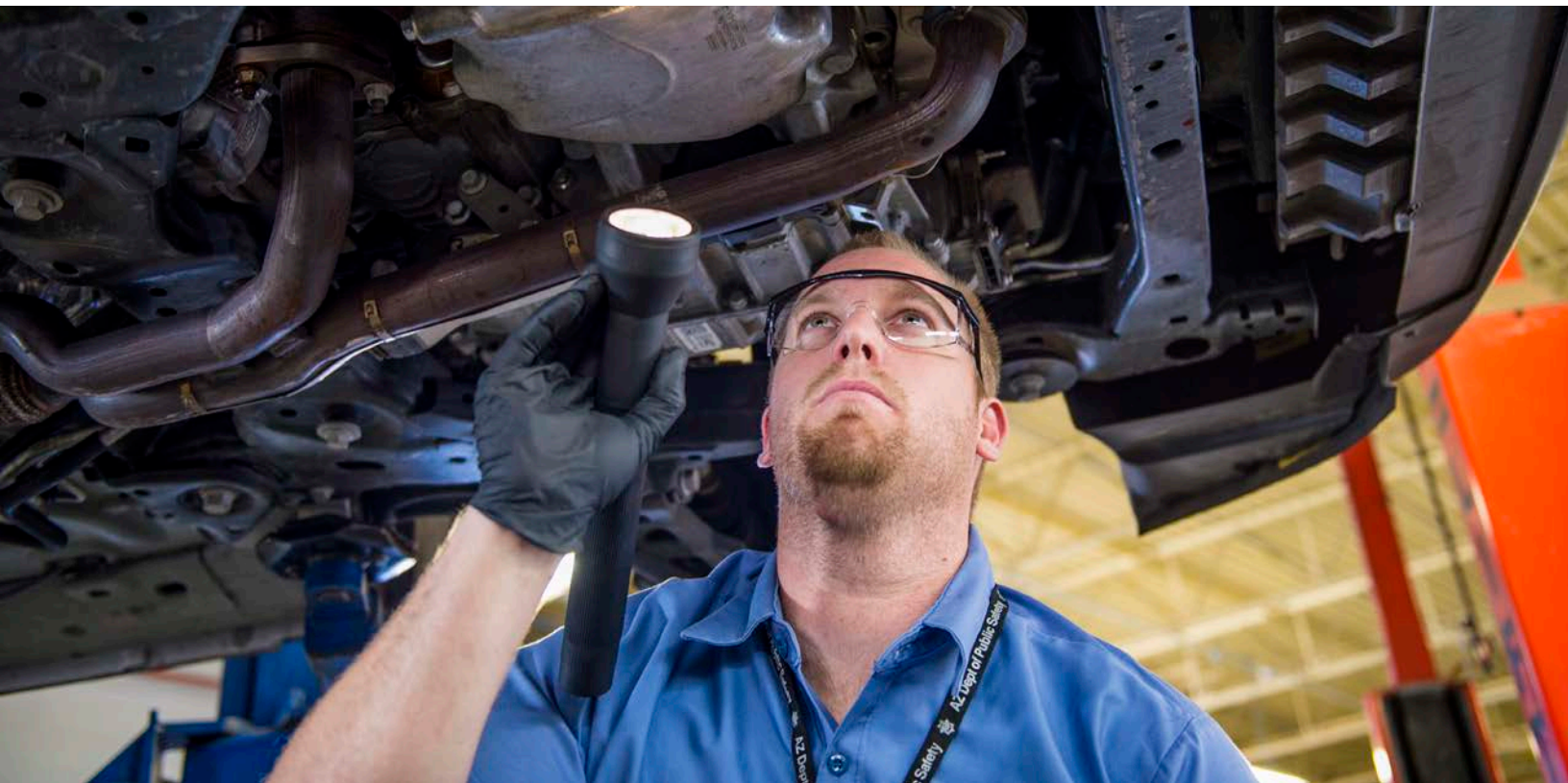
Additionally, in FY2017, all three communication centers became equipped with a new Logging Recorder System. The redundant system has two recorders; the first is for 9-1-1 phone lines and radio, Administrative Cisco phones (VoIP), Computer Aided Dispatch screen recordings and the ability to record TTY lines. The second recorder is for 9-1-1 phone lines and radio only. By recording this data, and double recording, it reduces liability, ensures regulatory compliance and provides documentation to assist with investigations. The recording devices were all interfaced to allow recordings to be easily accessed from any of the three centers. All recordings are maintained for a period of 365 days, per state records retention guidelines.

FLEET SERVICES

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. An essential function of Fleet is to make procured vehicles ready for Department use as well as perform service on current Department vehicles. In FY2017, Fleet procured, built-up and issued 178 vehicles. In addition, Fleet completed 13,080 work orders on Department vehicles.

During FY2017, Fleet looked at different ways to save the agency money. This started with the outsourcing of parts, which resulted in an immediate cost savings to the agency. For example, it was found that certain parts for a Ford Utility Interceptor, used as a patrol vehicle by most of the agency, was nearly \$70 cheaper through outsourcing. Another cost savings initiative to the agency was purchasing vehicles for the headquarters' pool car fleet and removing the Enterprise rentals. It is estimated this change will result in an approximately \$37,852 yearly savings for the agency and, after four years, the agency will own those vehicles.

Implemented in FY2017 was the Fleet Management Information System (FMIS), replacing the legacy Fleetwave system. The FMIS allows for real-time, data-driven Fleet and Department decisions regarding over 2,100 assets. Another added benefit of FMIS is the implementation of a Fuel Transaction Interface, which imports daily fuel transactions and drastically reduces the amount of meter errors previously being received.



FACILITIES

Throughout the state, the Department has been busy remodeling current and new office buildings to better suit Department needs as well as ensure all facilities are functioning work environments for employees.

One of the biggest projects in the Metro Phoenix area was the opening and continued work of the Public Service Center, the location for the Department's statutorily required, customer-oriented law enforcement services offered to the public. The public is able to now walk through one door and receive service regarding: concealed weapons; criminal, department and public records; licensing; fingerprints and much more

The ACTIC Expansion Project was completed during FY2017. The expansion project now allows for one informational sharing area to include Intelligence Specialists and additional law enforcement agencies and work groups. Another significant project in Phoenix was the remodel and soundproofing of the mat room to accommodate VirTra, a use of force simulator used for training troopers.

Southern Arizona received new office space in addition to renovations on current buildings. In Tucson, their booking and the Gang & Immigration Intelligence Team Enforcement Mission (GIITEM) office projects were completed, allowing detectives to move into office space and additional booking cells for Criminal Investigations Division (CID) and Highway Patrol Division (HPD) use. New office space was also purchased and renovated in Bisbee for CID and HPD and in Casa Grande for Border Strike Force.

WIRELESS SYSTEMS BUREAU

The Wireless Systems Bureau (WSB) is responsible for the design, coordination, construction and maintenance of statewide radio, voice and data telecommunication systems. While supporting all of the Department telecommunications, the WSB is an asset statewide, supporting communications backhaul to federal, tribal, state and local government agencies.

During FY2017, the WSB added multiband mobile and portable radios to many troopers and detectives within the Department, giving them a much-needed improvement in operability within the Department. Since the WSB supports other agencies, the added radios improved interoperability with other agencies, including Customs and Border Protection to accomplish their respective agency mission.



Additional accomplishments during FY2017 include coverage and capacity increases of the WSB's P25 trunked technology through installation of new equipment at Department communications sites. To prepare for a large user increase and accomplish this feat of updating the Department's communications technology, a Zone Master site was installed to allow for system administration capabilities. A Zone Master site is the brain of the P25 Digital network. Finally, the Department upgraded to a server-based environment for their communications console network, providing increased reliability and expansion.

INFORMATION TECHNOLOGY BUREAU

The Information Technology Bureau (ITB) supports the information technology needs of the Department as well as other law enforcement agencies statewide. Within the Department, the ITB designs, develops, maintains and operates automated computer systems to support the enforcement, investigative and administrative functions. Within Arizona, the ITB supports law enforcement agencies by housing, maintaining and providing access to the statewide Arizona Criminal Justice Information System (ACJIS) online network.

With constant evolving technology, the ITB is tasked with project creation to allow for modernization of systems within the Department and other supported law enforcement agencies. During FY2017, ITB engaged in three different multi-year projects with the goal of modernization and accessibility of a variety of systems.

The first system project was the message switch replacement. The message switch is a key system that acts as the interface and broker between the widely disparate computer systems that state law enforcement and criminal justice agencies utilize, and all of the data sources those agencies need to access, such as the National Crime Information Center, the Arizona Criminal History and Hotfile systems, the International Justice and Public Safety Network and the Arizona Motor Vehicle Division. The new message switch system is replacing the current 30-year-old system.

The second system project focused on the migration of the Arizona Criminal Justice Information System (ACJIS). This project will take all the ACJIS databases and programs housed at the Department and migrate them to new systems. The ACJIS migration is another example of evolving technology.

The third project works to replace the Department's outdated Computer Aided Dispatch (CAD) system with a new modern CAD system. In addition to modernizing this system, the new CAD interface will be able to be integrated with other key Department systems and key systems within twenty other state and local law enforcement agencies, including the Arizona Department of Transportation.

The three mentioned projects, along with dozens of others, are transforming the Department's aging information systems with new, easy to use, more accessible systems for the employees of DPS, as well as other law enforcement and criminal justice agencies in Arizona.



OPERATIONAL TRAINING

The Operational Training Section is responsible for developing and coordinating advanced and re-certification training programs for sworn and professional staff. Training programs required of sworn personnel includes firearms, defensive tactics and continuing education on a variety of topics to maintain peace officer certification.

In response to the rising trend of police officer assaults nationwide, the Firearms Training Unit provided emergency rescue training to troopers, including how to administer tourniquets in the field.

Training programs provided to agency employees are not always offered exclusively by the Operational Training Section. During FY2017, the agency acquired virtual training simulators, which provides troopers with a full line of the best judgmental use of force and weapons simulator training available, from portable, single-screen firearms simulators to the most advanced 300-degree use of force simulator. This system tracks shot placement, provides pain stimulus and heightens stress for more effective training. VirTra is also used at the Arizona Law Enforcement Academy to train police recruits

OPERATIONAL TRAINING

The Arizona Law Enforcement Academy (ALEA) is a partnership between the Arizona Department of Public Safety, the Phoenix Police Department and the Arizona Peace Officer Standards and Training Board. ALEA is Arizona's largest police recruit training facility with over 30 agencies utilizing it to train police recruits.

During FY2017, the agency had five permanently assigned and four temporarily assigned troopers at ALEA. These troopers joined personnel from other law enforcement agencies at the academy in an effort to train over 400 new police recruits from agencies around the state.

The instructors at ALEA are constantly introducing the newest training equipment and scenarios to ensure the recruits are highly trained. During FY2016, ALEA acquired Stress Vest, a system that allows actors to utilize firearms that fire blank ammunition and emit a laser pulse. During FY2017, ALEA acquired VirTra, a use of force simulator that evaluates a recruit's decision-making process during a use of force situation. The system tracks shot placement, provides pain stimulus and heightens stress for more effective training.

Upon graduation from ALEA, troopers continue their training at the State Trooper Academy. This training is focused on preparing the troopers for assignment to highway patrol duty around the state. A total of 52 troopers graduated from the State Trooper Academy in FY2017





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