



ARIZONA DEPARTMENT OF PUBLIC SAFETY FY2019

# ANNUAL REPORT



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# OPENING LETTER

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## Colonel Milstead Letter 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 2019. 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 Applicant Clearance Card Team implemented an automated card issuance system that prints a new Fingerprint Clearance Card and the notification letter, then fills, seals and addresses the envelope for mailing. This instrument requires one employee to operate and can produce up to 1,000 cards per hour. Previously, issuing one card took multiple employees several hours.
- The Public Service Center implemented a new point-of-sale system which provides customers with the ability to pay for services within the Concealed Weapons Permit, Licensing, Applicant Clearance Card, Department Records, and Vehicle Impound Units statewide. This ability to receive payment at point-of-sale provides improved customer service while improving workflows and business practices.
- Aviation personnel received training in Swift Water Advanced Hoist operations, which allows the rescue of victims stranded by floodwaters or rivers and maximizes the capabilities of our Bell 429 platform.

Thank you for your support and assistance during Fiscal Year 2019. 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

## 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.



# EXECUTIVE STAFF

## Office of the Director



Colonel Frank Milstead  
Director



Lt. Colonel Heston Silbert  
Deputy Director

### Agency Support Division



Lt. Colonel Daniel Lugo  
Assistant Director

### Criminal Investigations Division



Lt. Colonel Ken Hunter  
Assistant Director

### Highway Patrol Division



Lt. Colonel Jenna Mitchell  
Assistant Director

### Technical Services Division



Lt. Colonel Tim Chung  
Assistant Director



# ORGANIZATION

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 two 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

## 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.

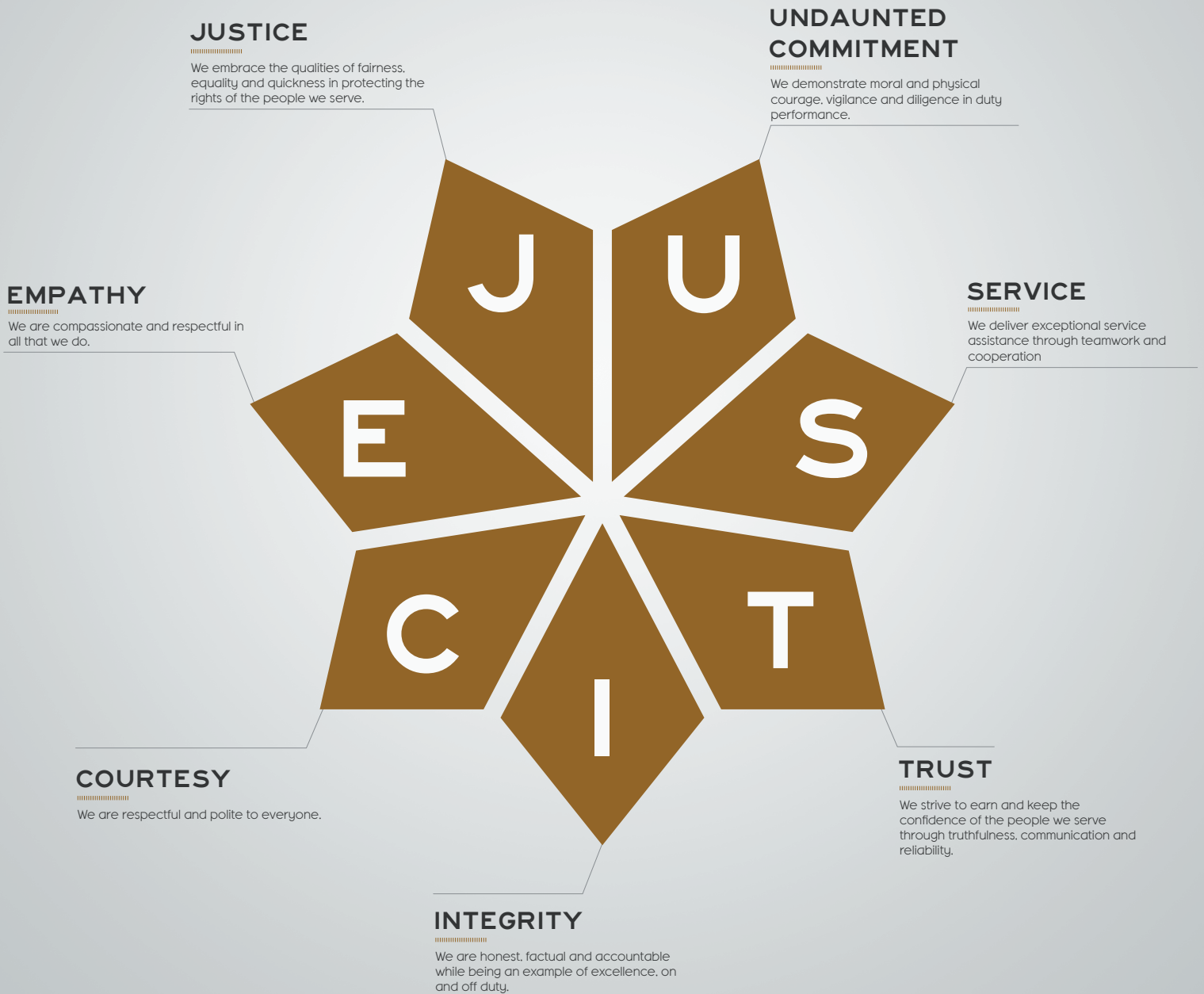




# DEPARTMENT STATEMENTS

## Values

The following are AZDPS' seven core values, supporting the tradition of "Courteous Vigilance" and are reflected in the acronym: **JUSTICE**. This acronym is represented through the seven points of the Department's badge.



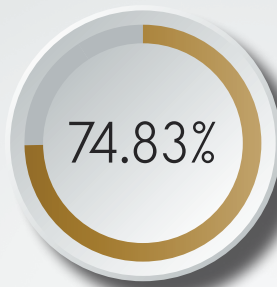




The Arizona Department of Public Safety's budget for FY2019 was \$390,978,500. This amount consists of \$292,562,000 in appropriated state funding, \$63,247,700 in federal funding, and \$35,168,800 in non-appropriated funding. This funding has provided for 1,129 troopers, 42 cadet troopers and 889 professional staff employees.



State Appropriated Funding  
\$292,562,000



Federal Funding  
\$63,247,700



Non-Appropriated Funding  
\$35,168,800



## 1,129 Troopers, 42 Cadets



## 889 Professional Staff



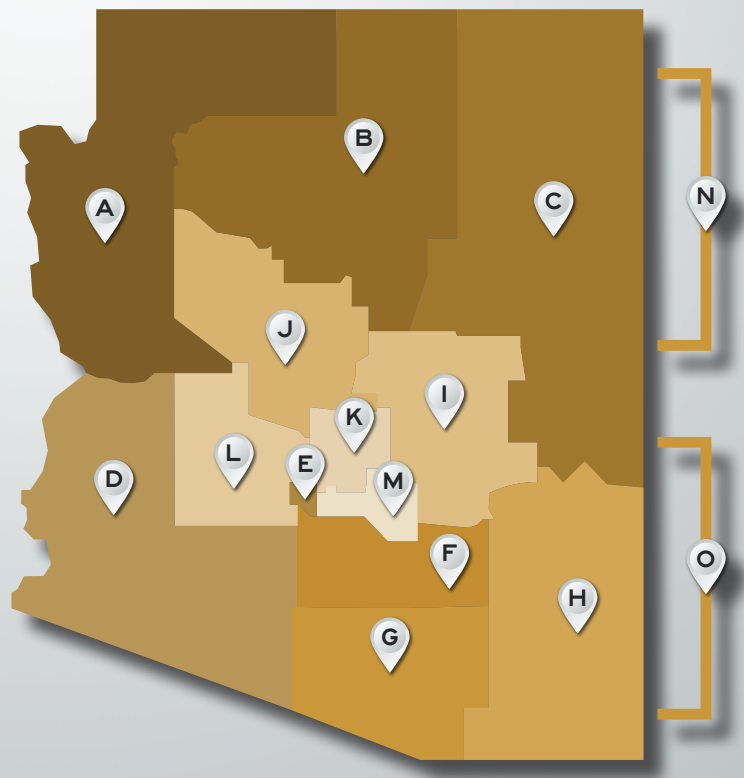
*“To protect human life and property by enforcing state laws, deterring criminal activity, and providing vital support to the state of Arizona and its citizens.”*

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.

### 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 - Metro Motors
- 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
- K** District 20 - Night Watch Phoenix East
- L** District 14 - Metro West
- L** District 19 - Night Watch Phoenix West
- M** District 18 - Metro South
- N** Commercial Vehicle Enforcement North
- O** Commercial Vehicle Enforcement South



## TRAFFIC STOPS

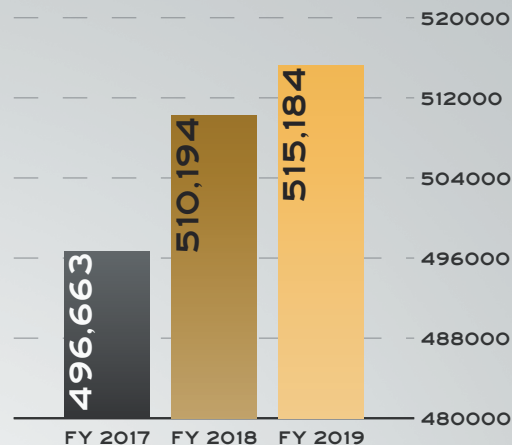
TOTAL TRAFFIC STOPS

**515,184**

+0.98% Increase from FY2018



TOTAL TRAFFIC STOPS



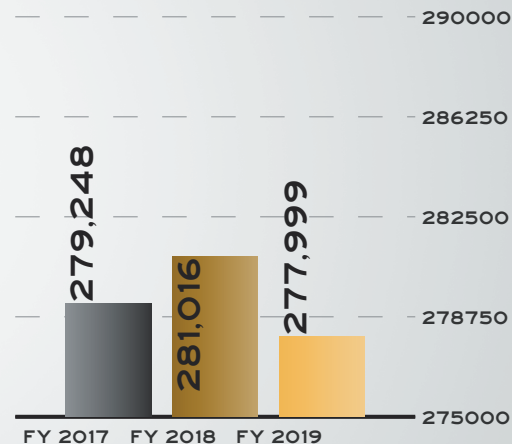
TOTAL CITATIONS

**277,999**

-1.07% Decrease from FY2018



TOTAL CITATIONS



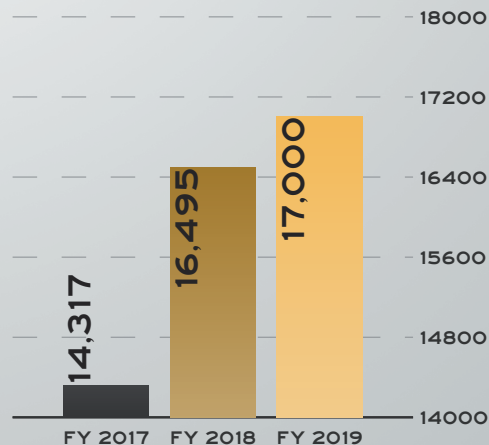
TOTAL ARRESTS

**17,000**

+3.06% Increase from FY2018



TOTAL ARRESTS





# ENFORCEMENT

## COMMERCIAL VEHICLE ENFORCEMENT

Commercial Motor Vehicles (CMV) are present on every highway in Arizona. Specialty patrol and enforcement efforts directed at commercial vehicles proves beneficial both for CMV drivers and the drivers they share the road with. The two Commercial Vehicle Enforcement districts, north and south, deploy specially trained troopers who are responsible for enforcing laws and regulations governing the safety of motor carriers, shippers and vehicles transporting hazardous materials.

CMVs Inspected

**33,117**



CMVs Placed Out of Service

**4,421**



CMV Drivers Placed Out of Service

**4,823**



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

School Buses Inspected

**7,697**



School Bus Drivers Certified

**869**



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 include single-vehicle non-injury collisions, two-vehicle minor collisions and multi-fatality, multi-vehicle pileups.

**The three main causes of collisions:**

SPEED



UNSAFE LANE CHANGE



DISTRACTED DRIVING



INJURY COLLISIONS

**10,330**

FATAL COLLISIONS

**277**

FATALITIES

**330**

IMPAIRMENT-RELATED COLLISIONS

**1,447**

ALCOHOL-RELATED COLLISIONS

**1,126**

FATALITIES WITHOUT RESTRAINT

**119**

FATALITIES FROM ALCOHOL-RELATED COLLISIONS

**50**

# DETERRANCE

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

## GANG ENFORCEMENT BUREAU

Gang and Intelligence Team Enforcement Mission

## BORDER STRIKE FORCE BUREAU

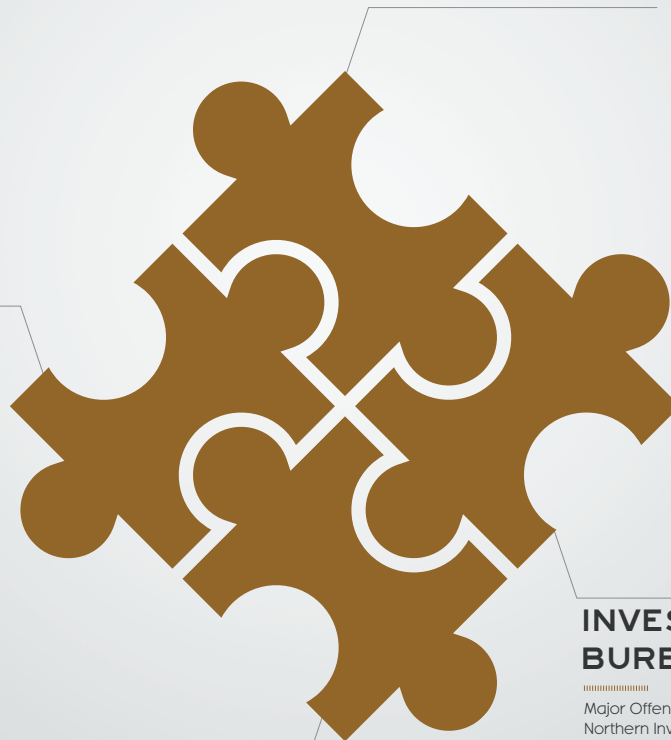
Canine District  
Southern Investigations District  
Vehicle Theft Task Force

## INTELLIGENCE BUREAU

Arizona Counter Terrorism Information Center  
Emergency Management

## INVESTIGATIONS BUREAU

Major Offender District  
Northern Investigations District  
Special Operations District



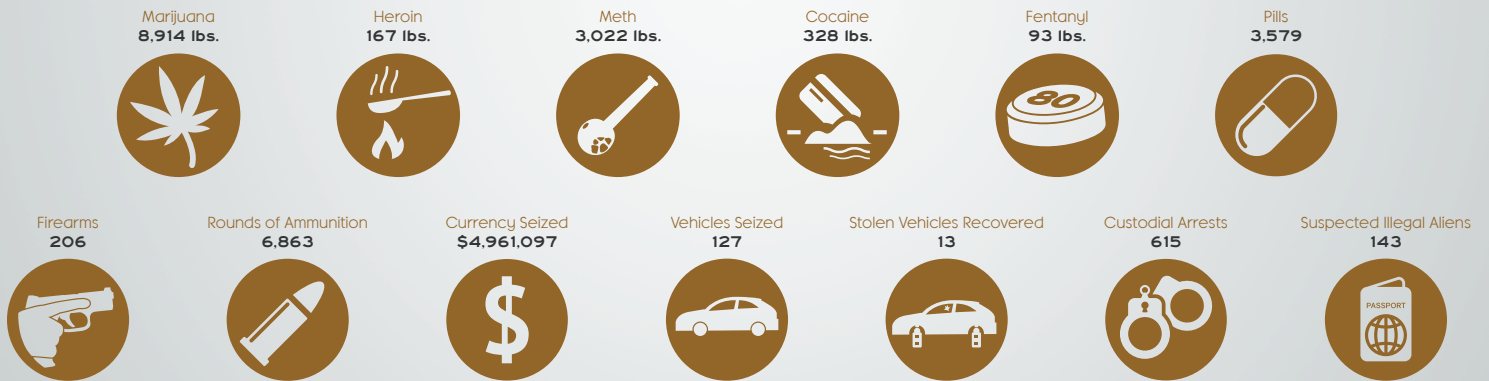




The **Border Strike Force (BSF)** Bureau targets border crimes and provides a comprehensive collaborative approach to help secure Arizona's border and thwart transnational criminal organizations. The BSF operations focus on roving criminal interdiction patrol details, intelligence-led remote area operations, outbound details and deterrent saturation patrols to identify, deter, disrupt, and dismantle criminal organizations. Three vital districts within the Border Strike Force Bureau are the Canine District, Southern Investigations District, and 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 25 canines. During FY2019, the Canine District was responsible for 223 self-initiated, significant 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  
**8 lbs.**



Heroin  
**5 lbs.**



Meth  
**27 lbs.**



Cocaine  
**2 lbs.**



Fentanyl  
**8 lbs.**



Opioid Pills  
**1,709**



Currency Seized  
**\$44,927**



Vehicles Seized  
**7**



Weapons  
**190**



Rounds of Ammunition  
**5,377**



- Suspects (Drug-Related) - 720
- Misdemeanor Charges (Drug-Related) - 19
- Felony Charges (Drug-Related) - 1,379
- Suspects (Non-Drug-Related) - 932
- Misdemeanor Charges (Non-Drug-Related) - 442
- Felony Charges (Non-Drug-Related) - 627
- Fugitives Arrested - 380
- Immigrants Released to ICE - 7



- Gang Members Arrested - 345
- Gang Member Associates Arrested - 70



- Search Warrants Served - 216
- Arrest Warrants Served - 710



- Consent Searches - 165
- Probable Cause Searches - 242



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 community. 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.



- Suspects (Drug-Related) - 106
- Felony Charges (Drug-Related) - 293
- Misdemeanor Charges (Drug-Related) - 5



- Suspects (Non-Drug-Related) - 40
- Felony Charges (Non-Drug-Related) - 103
- Misdemeanor Charges (Non-Drug-Related) - 11





The Arizona Counter Terrorism Information Center (ACTIC) is a joint effort between the Arizona Department of Public Safety, 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

# 2,451

Emergency Management Tips Closed Within 30 Days

# 97%



*“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.



**Rotor - 5**

- Bell 407 - 4
- Bell 429 - 1

**Fixed-Wing - 8**

- King Air B250 - 1
- King Air B200 - 1
- King Air 350 - 3
- M28 Sky Truck - 2
- Cessna 182 - 1





- External Load - 10
- Fire - 12
- Law Enforcement (AZDPS) - 293
- Law Enforcement (Non-AZDPS) - 262
- Law Enforcement (Pursuit) - 66
- Logistics - 140
- Maintenance - 156
- Medical - 101
- Other - 9
- Patrol - 106
- Photo (Law Enforcement) - 10
- Photo (Non-Law Enforcement) - 6
- Public Relations - 40
- Search and Rescue - 363
- Technical Rescue (Land) - 63
- Technical Rescue (Water) - 14
- Training - 427
- Wireless Systems Bureau - 3

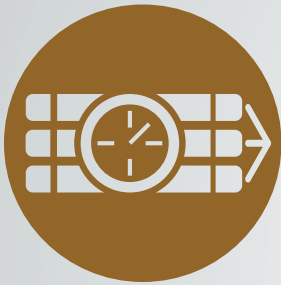




The *Special Weapons and Tactics (SWAT)* team is equipped and trained for response to barricade suspects, hostage situations, high-risk search warrants, and clandestine lab entries. SWAT also provides specialized training to other criminal justice agencies regarding tactics and specialized skills.

Calls for Service

# 179



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

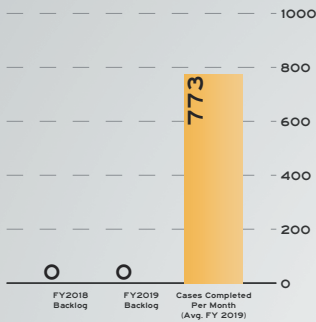
# 401



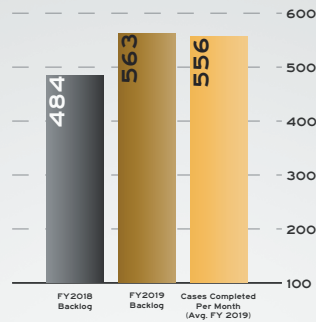


The **Scientific Analysis Bureau (SAB)** provides a wide variety of critical services to law enforcement agencies throughout the state with laboratories in Tucson, Phoenix, Flagstaff, and Lake Havasu City. SAB services include the scientific analysis of evidence, technical crime scene assistance, secure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

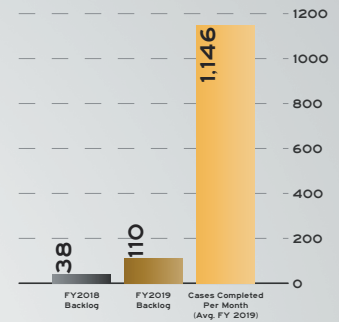
ALCOHOL SECTION



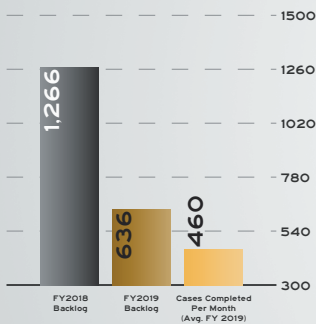
DRUG TOXICOLOGY SECTION



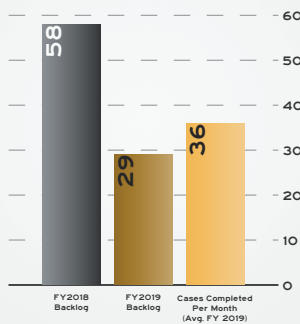
CONTROLLED SUBSTANCES SECTION



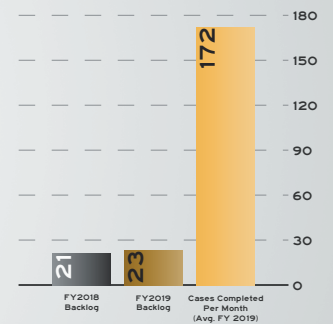
DNA SECTION



FIREARMS SECTION

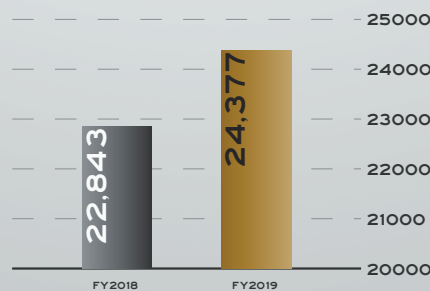


LATENT PRINTS SECTION



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







The Operational Communications Bureau (OpComm) is the vital link between the public, troopers, and other law enforcement personnel across the state, operating 24/7 from communication centers in Phoenix and Tucson.

Total Phone Calls Answered

**419,978**



911 Calls Answered

**217,094**



Calls for Service Dispatched

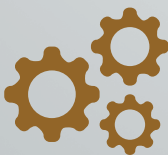
**779,072**



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

**88**



Dollars Spent

**\$1,780,407**



Work Orders Completed

**1,050**







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

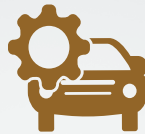
Vehicles Issued

**263**



Vehicles Built Up

**271**



Work Orders Completed

**15,166**



The Human Resources Bureau provides essential services to future, current, and retired AZDPS employees. HR provides service to prospective employees through recruitment, testing and hiring, and to current employees through compensation, benefits, classification, and training. HR also provides service to retirees through retirement benefits programs.

Total Employees

**1,939**

Total Troopers

**1,125**

Total Cadet Troopers

**43**

Total Professional Staff

**766**

New Hires

**119**

Prospective Employee Applications

**8,058**

Sworn Retirements

**51**

Professional Staff Promotions

**45**

Sworn Promotions

**45**

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

Many units at AZDPS interact with the citizens of Arizona on a daily basis through services they provide, and the law enforcement functions of the Department. These units, mostly comprised of professional staff employees, provide customer service directly to the public through the Public Service Center.



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

# 166,122







Through the **Licensing Unit**, the Department provides service by issuing private investigator, security guard, 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

**19,196**

Private Investigator  
Certificates Processed

**758**

Security Guard  
Trainer Certificates Processed

**302**

Private Investigator  
Agency Licenses Processed

**495**

Security Guard  
Agency Licenses Processed

**192**

Complaints Against  
Certificate and License Holders

**559**



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

**100,628**



Permits Issued

**78,211**



Permits Denied

**712**







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

13,939



The Department Records Unit (DRU) and the Public Records Unit (PRU) are responsible for fulfilling records requests for both internal and external customers. DRU and PRU fill an important role in ensuring transparency and accountability for the Department.

The primary responsibility of DRU is to process requests for accident reports and scene photographs. The unit also handles requests for traffic citations and warnings issued by troopers as well as requests from other government agencies. During FY2019, DRU processed 37,742 requests for accident reports. This represents a 3.67% increase from FY2018.

The primary responsibility of PRU is to process requests for police dispatch recordings, offense and incident reports and other requests for department communications and records. During FY2019, PRU processed 5,262 public records requests.



The **Operational Training Section** is responsible for developing and coordinating training for both sworn and professional staff employees. Timely and relevant training is a key part of ensuring that AZDPS employees can provide the highest quality public safety services to the public.

In FY2019, the Department provided 2,163 training courses to internal and external customers. Operational Training administers the **Leaders in Training (LIT)** program which is a 200-hour college-level leadership program. The LIT program is now offered to employees from other law enforcement agencies and students who complete the program earn 10 college credit hours. The training programs for sworn troopers exceed **Arizona Peace Officer Standards and Training Board (AZPOST)** requirements and include firearms, tactical driving, defensive tactics, impaired driving and continuing education on a host of other topics. In FY2019, Operational Training continued the roll-out of Precision Immobilization Technique training which is a key component of the Department's effort to safely end pursuits and protect the public from wrong-way drivers. Operational Training also administers a 10-week **State Trooper Transition (STT)** program for lateral-hire police officers. This rigorous training program prepares pre-certified officers for assignment as a State Trooper and includes specialized training in collision investigation, DUI enforcement, tactical firearms, tactical driving and physical fitness. In FY2019, Operational Training administered two STT classes for 19 lateral hire troopers.



The **Recruit Training Section** is responsible for administering the 28-week **State Trooper Academy (STA)** which prepares new AZDPS recruits for assignment as State Troopers throughout the state. The STA is hosted at the Phoenix Regional Police Academy. AZDPS staff also works in partnership with AZPOST and the Phoenix Police Department to administer the basic academy curriculum to police cadets from agencies throughout Arizona.

The STA is the most rigorous police training academy in the state and ensures that each newly-minted trooper is ready to enforce laws, protect the public and provide the highest level of service to the public. In FY2019, 29 State Troopers graduated from the STA program. The training program curriculum was restructured in FY2019 to reduce duplication and improve the quality of instruction. The Recruit Training Section expects to increase the number of STA classes in the coming year to keep pace with the Department's hiring needs.







(602) 223-2000 | [azdps.gov](http://azdps.gov)  
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