



136460

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**NCJRS**

MAY 4 1992

ACQUISITION

# ARIZONA DEPARTMENT OF PUBLIC SAFETY

2102 WEST ENCANTO BLVD. P. O. BOX 6638 PHOENIX, ARIZONA 85005-6638 (602) 223-2000



FIFE SYMINGTON  
GOVERNOR

F. J. "RICK" AYARS  
DIRECTOR

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

Dear Governor Symington:

The men and women of the Department of Public Safety proudly join me in presenting our Annual Report for Fiscal Year 1990/91 - our twenty-second year of exemplary service to Arizona.

This report reflects the results of our continuing successful campaigns to reduce motor vehicle traffic deaths, to remove the corrupting influences of drugs and gang violence in our communities, and to improve the delivery of vital supporting services to the public and criminal justice community throughout the State of Arizona. The report further highlights many of the innovative methods and "leading edge" technologies being employed by the Department which are having revolutionary affects on the conduct of state law enforcement and the management of limited resources.

However, the most important contribution to distinctive accomplishment of our mission came not from applications of material and technological resources, but from the extraordinary dedication of highly-motivated employees who comprise the DPS "family."

As it is with families, we also were saddened by tragic losses of some of our members. Sergeant John Blaser and Officer David Gabrielli both were killed by the same drunk driver in Tucson on August 31, 1990. It was ironic that they died in course of investigating an accident that involved another drinking driver. On January 8, 1991, we further lost Sergeant Manuel "Manny" Tapia near the Mexico border where he was fatally shot by a drug suspect. Memories of these fallen family members serve to remind us of the sanctity of human life and cause us to rededicate our resolve in bringing about public safety to the benefit of all whom we serve.

While we are pleased with the progress detailed in this report, we are yet far from satisfied. Like other State agencies, we are engaged in an ongoing effort to achieve the right balance between operational effectiveness and belt-tightening efficiency. We believe our programs in this regard remain on target.

We look forward to your continued support and that of the Arizona Legislature to successfully achieve our goals for the coming year.

136460

Sincerely,

A handwritten signature in cursive script, appearing to read "F. J. Ayars".

F. J. "Rick" Ayars, Colonel

Director

U.S. Department of Justice  
National Institute of Justice

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# Arizona Department of Public Safety

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

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

The Department is organized into five bureaus: Criminal Investigation, Highway

Patrol, Administration, Criminal Justice Support and Telecommunications. At the end of Fiscal Year 1990/91 (FY 90/91), DPS was authorized by the Legislature to employ 1,629 full-time employees. The Department has offices located in more than 30 communities and operations are conducted in all 15 counties of the State.

In FY 90/91, the Department aggressively pursued a selective range of strategic priorities that were central to the DPS Mission. The areas targeted for action were motorist safety, crime reduction, service excellence, operational effectiveness and future focus. This report provides a brief look at how those priorities were met.

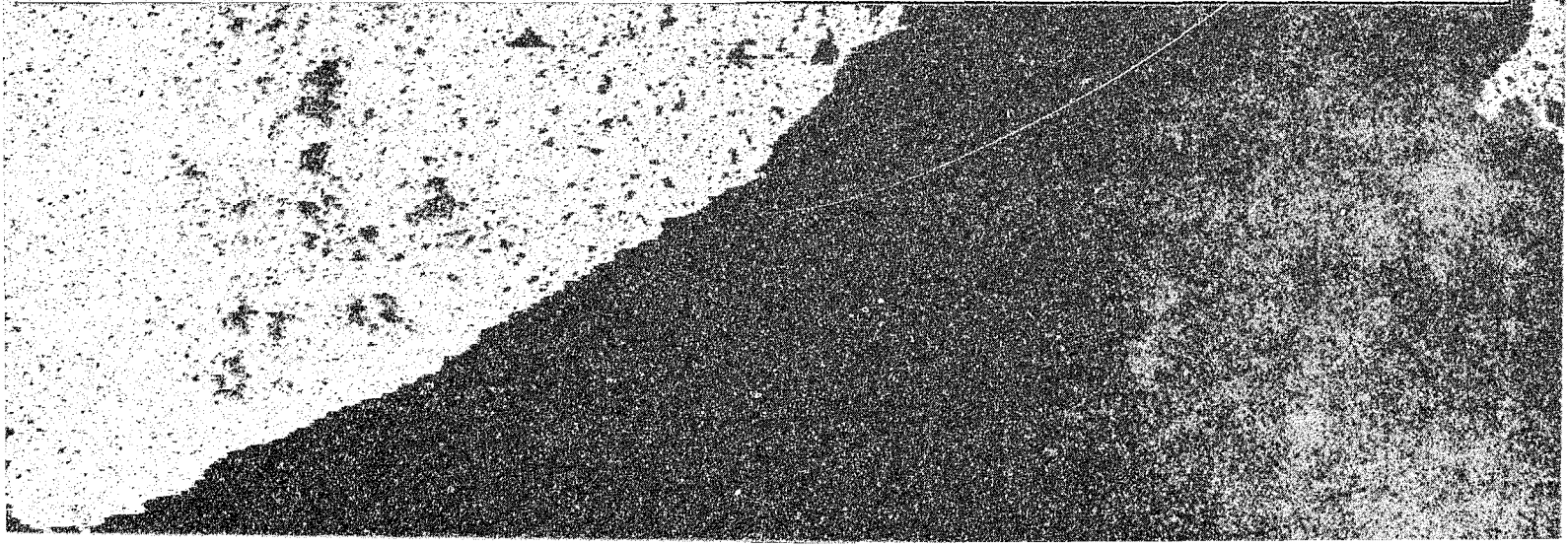
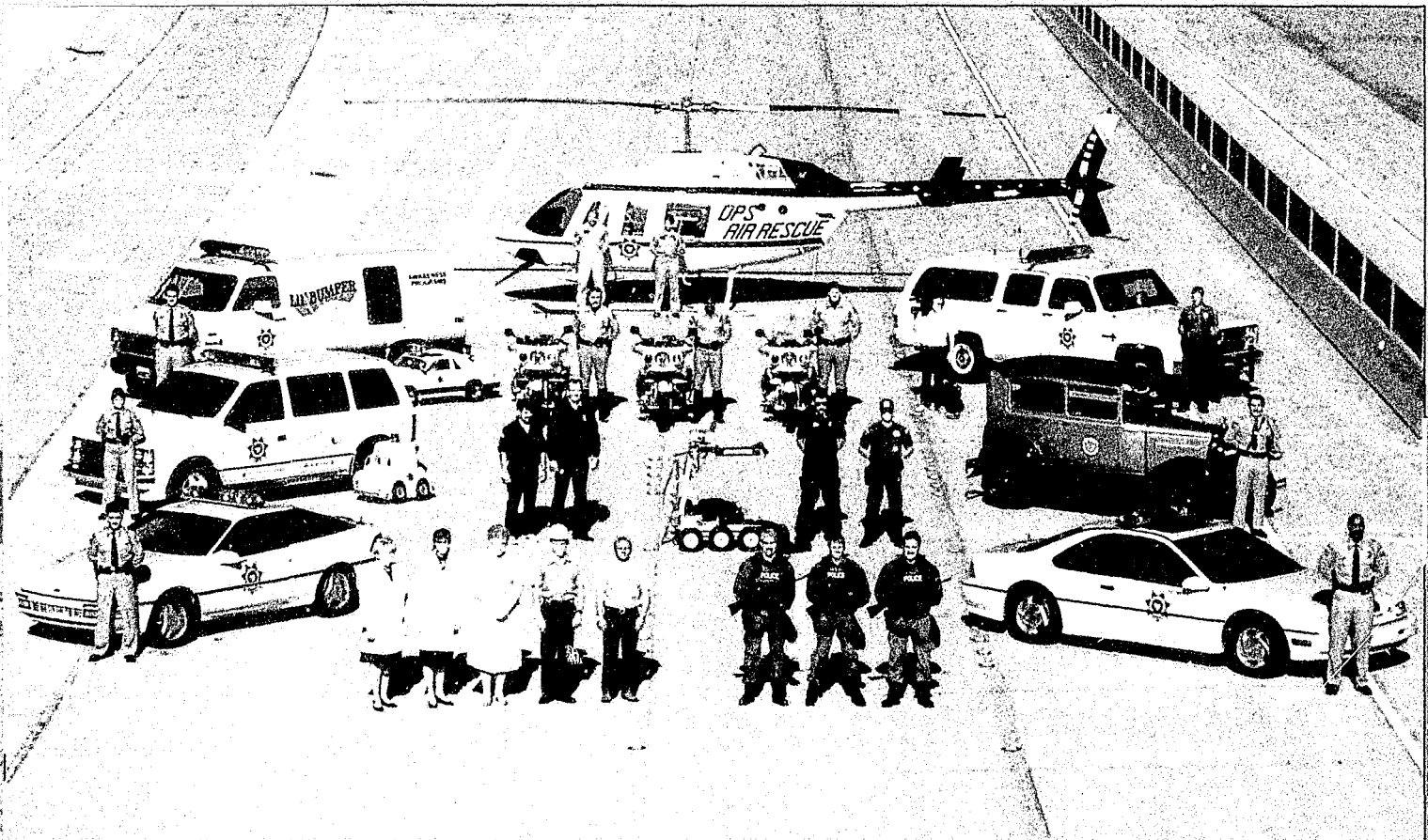


## MISSION OF THE ARIZONA DEPARTMENT OF PUBLIC SAFETY

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

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

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



PRIORITY:

# Advance Motorist Safety

For the majority of Arizona's citizens, the Department of Public Safety's most visual presence in FY 90/91 was characterized by uniformed officers patrolling state highways. On average, DPS officers aided 226 stranded motorists and responded to over 40 traffic accident scenes each day. During the year, they removed 6,483 drinking drivers from Arizona's roads, administered first-aid to 8,040 individuals injured in accidents and sadly reported 289 traffic fatalities. Their "Courteous Vigilance" was complimented in 588 letters mailed to the Department by citizens they served.

The actions of these officers reflected an unwavering commitment to one of the Department's fundamental priorities - advancing motorist safety. Over the years, DPS efforts to lessen the number of needless and tragic deaths on state roads have resulted in a long term reduction in the loss of life. Each year since 1984, the statewide traffic fatality rate has fallen and the 1990 rate of 2.44 deaths per 100 million miles traveled was the lowest ever recorded.

Sustaining this trend in FY 90/91 was difficult. The Department faced continuing personnel shortages and program cuts resulting from five consecutive years of no-growth funding and mid-year budget reversions. Only by selecting an aggressive range of strategic priorities grounded in well-proven accident reduction programs and pacesetting pursuit of promising new programs was progress made.

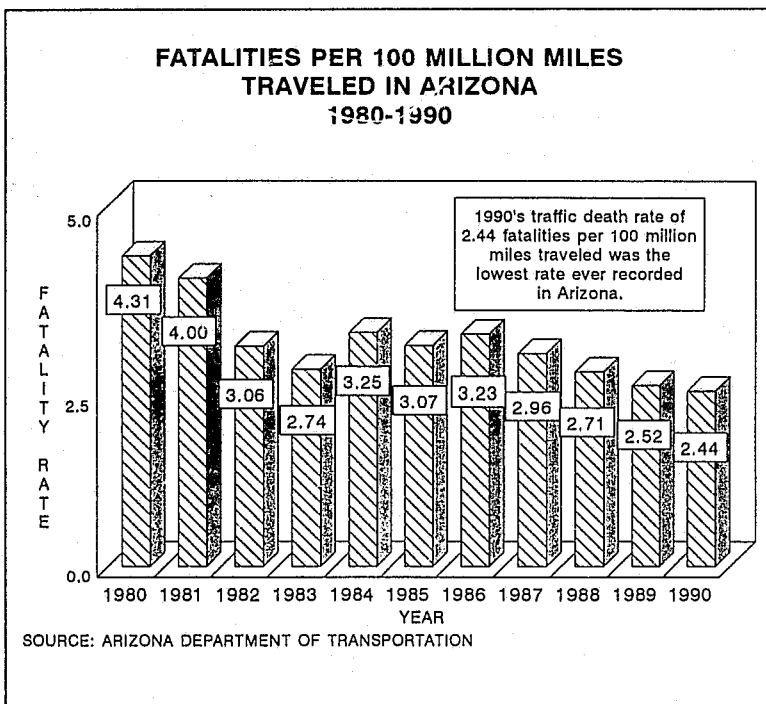
## Making DUI's The Bull's-Eye

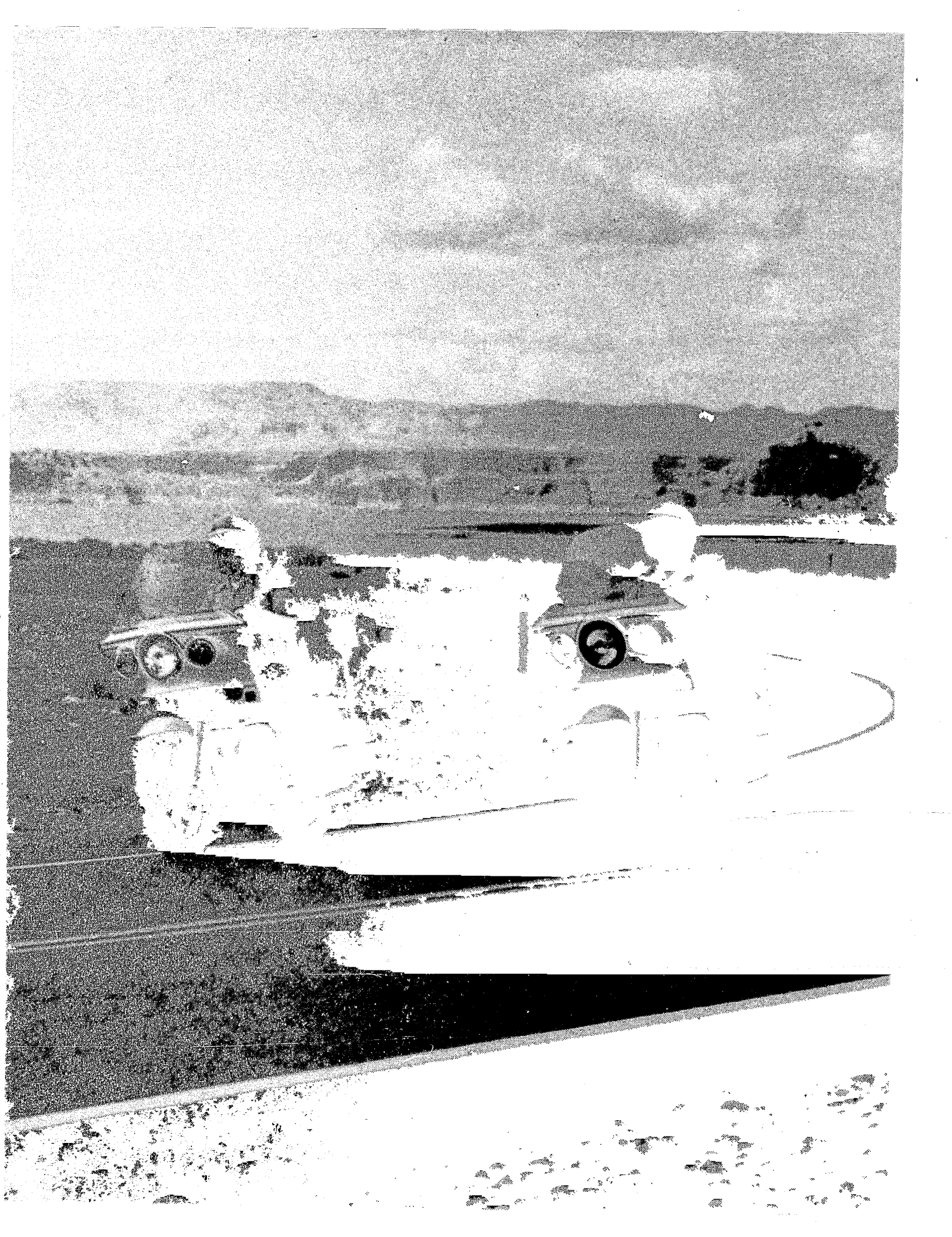
At the top of the Department's selection of strategic priorities were programs targeting intoxicated drivers - for over 30 percent of Arizona's traffic fatalities are alcohol/drug-related.

One strategy with a well-proven track record is the DUI Sobriety Checkpoint Program. This program combines actual apprehension of intoxicated drivers with a strong public education message - "Don't Drink and Drive." The Department pioneered its checkpoint program during the Christmas season of 1983. In the ensuing years, over 143,000 motorists have passed through DPS Sobriety Checkpoints. Millions more have seen news accounts about these activities.

This year, 148 DUI suspects were arrested during 30 checkpoint operations. Over the three-day Memorial Day weekend, DPS personnel joined officers from local and county law enforcement agencies to conduct checkpoints in Coconino, Cochise, Mohave, Navajo, Santa Cruz and Yavapai Counties. Some checkpoint operations were augmented by special details of officers that provided high intensity DUI enforcement in adjacent areas.

These special DUI details together with officers' day-to-day efforts resulted in a 3.4 percent increase in DUI arrests and a 9.4 percent decrease in the rate of alcohol-related accidents. DPS officers also noted an increased use of "designated drivers" - a promising sign that DPS' aggressive DUI enforcement coupled with public education is working.



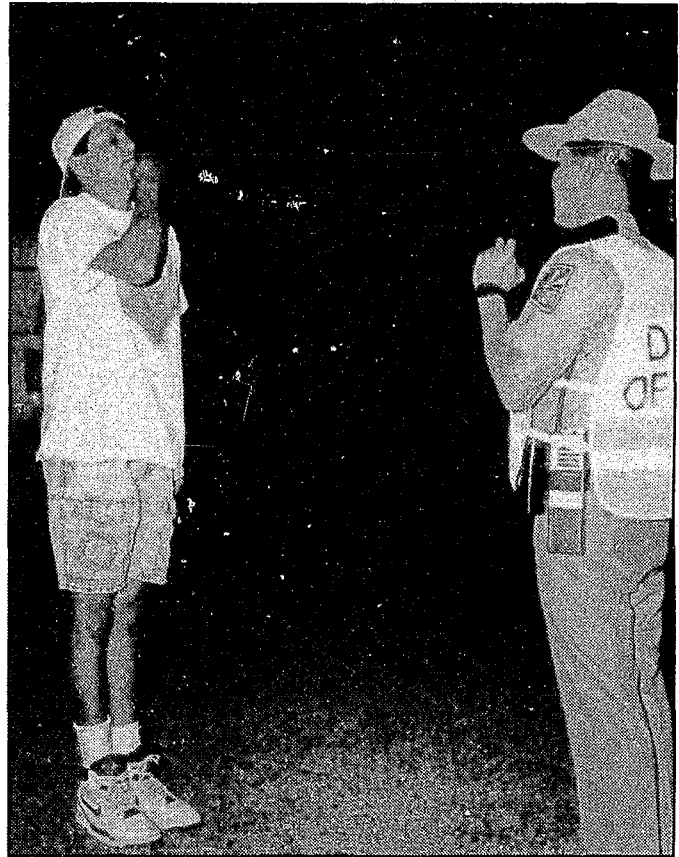


## Bolstering DUI-Drugs Enforcement

DUI Sobriety Checkpoint operational effectiveness was frequently bolstered by the inclusion of officers who are specially trained to detect drivers impaired by substances other than alcohol. The Department has participated in a federally-funded Drug Evaluation and Classification (DEC) program since 1987, about the time that national studies indicated that almost 40 percent of crash-injured drivers had tested positive for at least one drug other than alcohol.

The DEC program trains officers to observe a motorist's appearance, eye movements and performance on divided-attention tests in order to determine if the driver is drug-impaired. DEC-trained officers also can identify the broad category of drugs likely to have caused the observed impairment. After completion of basic DEC training and rigorous field testing, these officers become certified as Drug Recognition Technicians (DRT).

DPS has 30 certified DRT's. Nineteen officers are additionally qualified as DRT instructors. The Department also coordinates the statewide DEC program. Over the last four years, the number of officers certified by this model program has



DUI Checkpoint field sobriety testing.

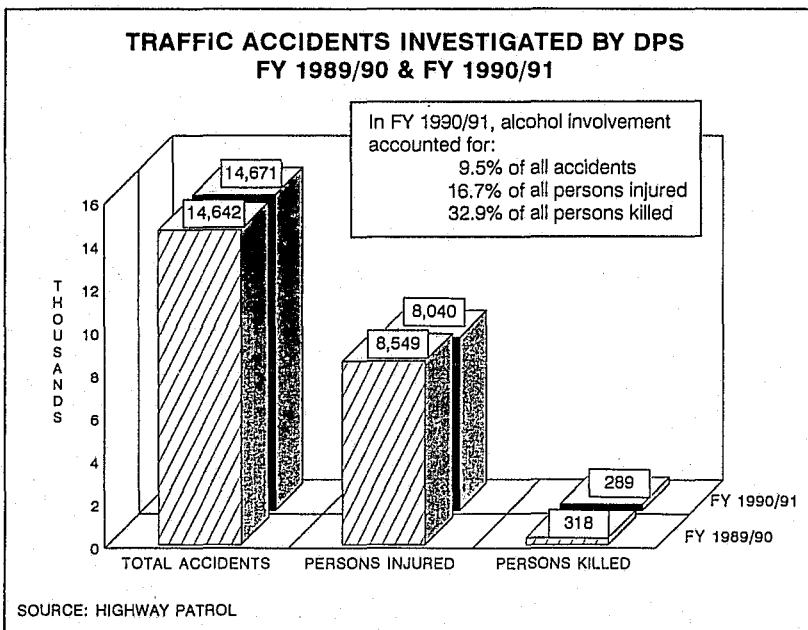
tripled, and by June 1991 included 105 DRT's representing 18 different law enforcement agencies.

All arrests resulting from DRT field evaluations are corroborated through the collection and scientific analysis of urine samples. This year, 357 of these samples were submitted to DPS crime laboratories. Toxicological examinations confirmed the presence of one or more drugs in 86 percent of the cases.

## Curbing Unsafe Commercial Vehicles

Accident reduction programs aimed at commercial vehicles are another important part of DPS' overall traffic safety program. In FY 90/91, 1,969 commercial vehicles were involved in accidents investigated by the DPS. In over 61 percent of these cases, the commercial vehicle was responsible for the accident.

At the hub of DPS' program for reducing the number of truck collisions was rigorous enforcement of federal and state motor carrier safety regulations. During the year,





DPS officers inspected 22,675 commercial vehicles, placing 30 percent out of service for violating safety regulations. Thanks in part to this strong enforcement stance, an 11 percent reduction in commercial vehicle accidents was realized this year.

The enforcement program included Port of Entry inspections at seven permanent sites around the state, systematic roadside inspections, special multi-agency truck enforcement details and comprehensive audits conducted in motor carrier truck terminals. Officers quadrupled the number of terminal audits conducted this year because such audits have proved to be extremely efficient. During these terminal audits, officers complete in-depth equipment inspections, review company records and inspect hazardous material containers prior to loading, thereby avoiding the risks associated with road-side inspections in traffic situations.

In October 1991, DPS began entering information about its carrier inspections into a federal computerized database which allows law enforcement agencies to monitor the safety performance of commercial trucking companies at both state and national levels. SAFETYNET data includes types of operation and cargo, federal safety ratings, accident information and out-of-service actions. SAFETYNET also provides agency inspection workload statistics and generates data in a format that meets federal reporting criteria.



*Commercial vehicle inspection.*

The Department's drive to capitalize on computer technology was a strategy also evident in its continuing refinement of the Truck Operator Proficiency System (TOPS). TOPS is a computerized road-side test which can measure a driver's degree of alertness. DPS has worked with Systems Technology, Inc. for three years to develop and field test TOPS. This year, controlled experiments were conducted on a group of drivers using both an interactive driving simulator and TOPS equipment. Test results established a strong correlation between actual driving performance and TOPS performance. Since over 40 percent of commercial vehicle accidents are related to driver fatigue, this technological tool has the potential to greatly enhance accident reduction programs.

### **Buckling Up**

In the Department's FY 90/91 march toward improving motorist safety, its strategic priorities included a broad mix of enforcement, technological and educational approaches to achieve results. This was certainly true of DPS' efforts to promote use of seat belts which have been proven to reduce accident-related deaths and injuries by 50 percent.

Arizona's mandatory seat belt law became effective January 1, 1991. In support of this new law, DPS intensified publicity campaigns in FY 90/91, striving to educate the public on the benefits of buckling up. Sixty-seven officers assisted in the Public Affairs and Community Education (PACE) program that provided speakers, videotapes, public displays, printed materials, electronically-equipped talking patrol cars and specialty equipment to promote traffic safety.

DPS' Roll-Over Simulator was set up at shopping centers and school yards, dramatically demonstrating what happens to motor vehicle occupants not wearing seat belts. Displays touting seat belt safety were erected at state and county fairs and talks were given at schools and meetings of civic organizations. Altogether, more than 70,000 people were reached by the Department's PACE program.

Because seat belt use increases dramatically when public education is combined with well-advertised enforcement of seat belt laws, the Department implemented highly

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**DPS strategic priorities recognize that aggressive enforcement of DUI, speed, commercial vehicle and seat belt laws lessens death and injury on Arizona's highways.**



visible "Impact Details" and "Seat Belt Checkpoints" to aggressively enforce Arizona's law. In February 1991, a special seat belt checkpoint was conducted in DPS' Phoenix headquarters parking lot. Over 200 vehicles were checked and 96 percent of the occupants were wearing seat belts.

### **The Muscle Behind Reduction Programs**

DPS strategic priorities recognize that aggressive enforcement of DUI, speed, commercial vehicle and seat belt laws lessens death and injury on Arizona's highways. This year, vigilant enforcement of traffic laws helped reduce the overall accident rate by 5.5 percent and the rate of injury accidents by 8.9 percent.

Enforcement impact was certainly apparent in the "Operation 24/40" project. This cooperative venture held in November 1990 provided 24 hours of saturated traffic enforcement along the entire 2,500 mile length of Interstate 40.

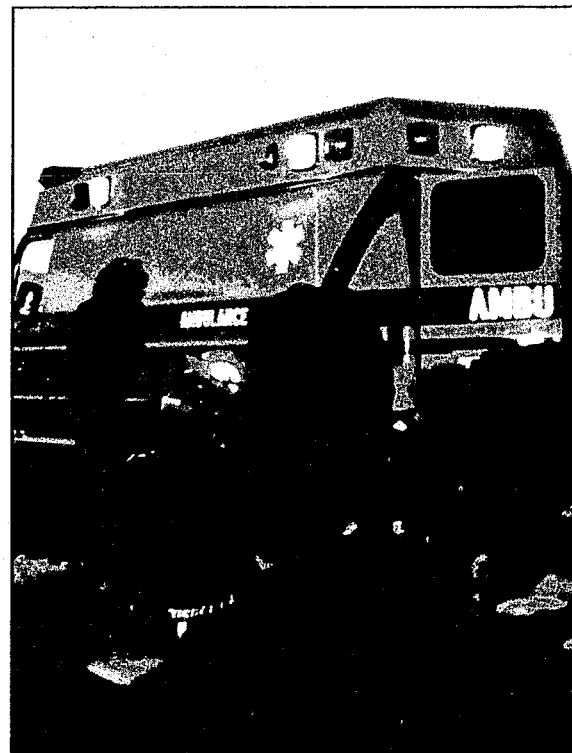
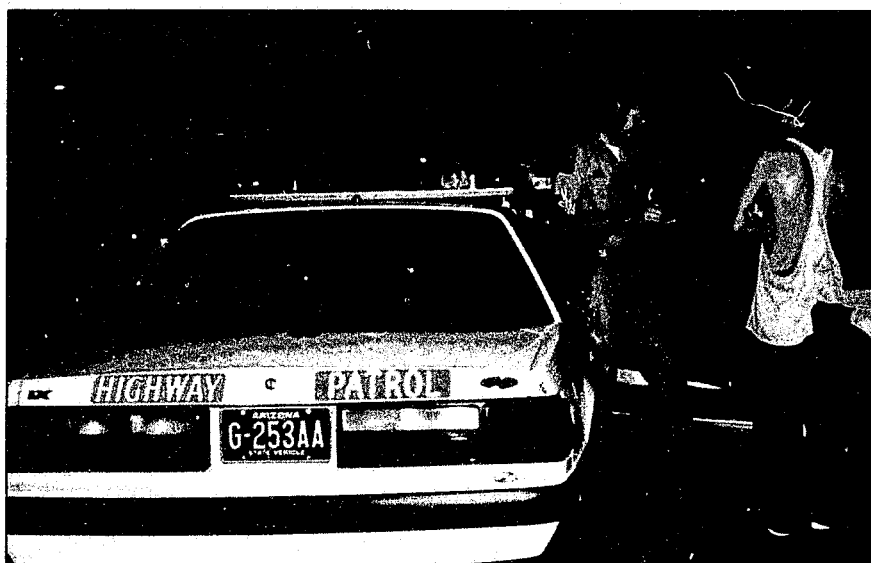
The Arizona and New Mexico Departments of Public Safety jointly organized this project, enlisting the cooperation of six other states fronting this major east-west highway. With the assistance and support of the International Association of Chiefs of Police, Operation CARE (Combined Accident Reduction Effort) and the National Highway Traffic Safety Administration, the eight states committed 900 officers to the operation.

They issued 5,679 traffic citations, arrested 35 drunk drivers and assisted 794 motorists. Arizona officers stopped 1,084 violators, assisted 80 stranded motorists and arrested 32 persons on criminal charges. Even more significant - Arizona's stretch of Interstate 40 was accident free during the 24-hour operation.

The effectiveness of aggressive enforcement and a high profile presence was illustrated again in May 1991 when a rash of senseless freeway shootings in Phoenix left two persons dead and a third injured. The Department moved quickly to pull 50 additional officers from other assignments to augment freeway patrols. Between May 17 and May 31, these officers provided over 660 additional hours of freeway patrol. This rapid response and increased visibility not only deterred "copycat" shootings, it also brought about a sharp reduction in the number of freeway accidents.

### **Making the Pieces Fit**

The driving force behind DPS' traffic safety progress in FY 90/91 was its commitment to service. Its dilemma was



satisfying growing demands for services with limited resources.

The rising demand for services was best reflected in the number of vehicle miles traveled (VMT) on DPS-patrolled roads. Between 1986 and 1990, VMT increased 25 percent while comparable growth in DPS' total work force (civilian and sworn) was limited to 2.6 percent. In the same time period, over 40 new miles of high-volume urban freeways were added to DPS' jurisdiction in Maricopa County. A tremendous number of motorists have exited city streets to use these freeways. Interstate 10's last 11 miles through the heart of Phoenix opened in August 1990 and within one year traffic volume was over 150,000 vehicles a day.

For the last five years, satisfying metropolitan service demands meant redeploying DPS personnel from other areas of the state. In FY 90/91, continuing work force limitations resulted in reduced service levels statewide. As part of an effort to lessen the impact of personnel shortages and to meet statewide service needs, DPS proceeded with plans to implement the Police Allocation Model (PAM) developed by Northwestern University Traffic Institute. PAM has become the national standard for calculating staffing requirements for delivery of law enforcement services and DPS has been

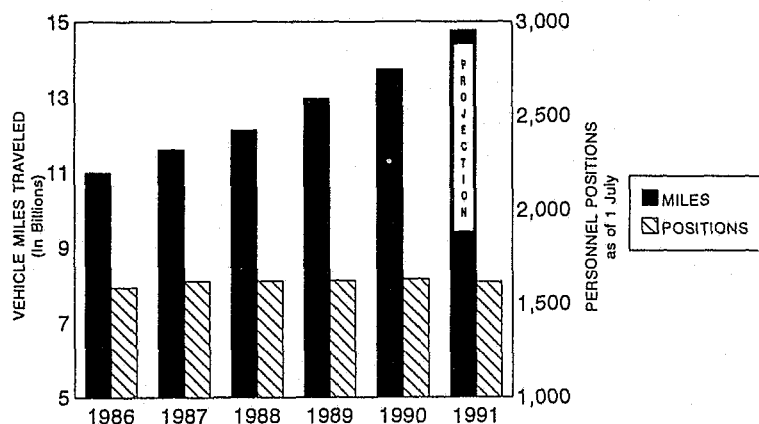
involved in development of the model program since 1988.

In the fall of 1990, all patrol districts evaluated PAM staffing formulas based on actual 1989 operational data. This exercise identified data collection and computerized time accounting system improvements that were needed to adopt PAM applications. In February 1991, a committee was formed to address these problems and to establish uniform performance standards for use in the staffing model.

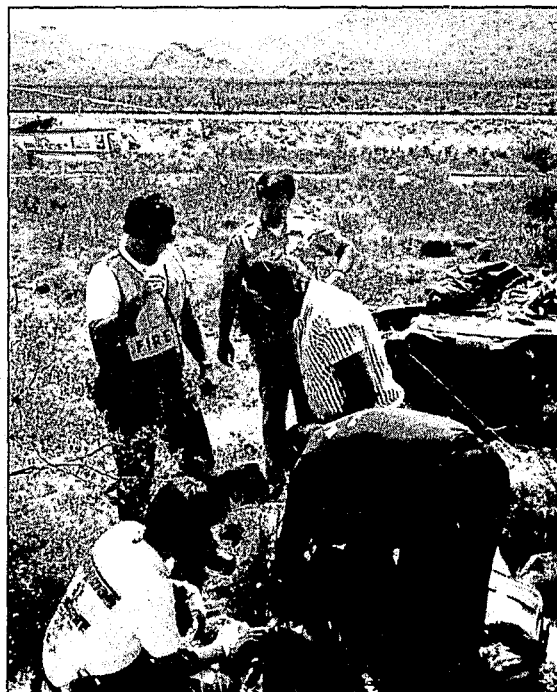
The standards will be tested in selected patrol districts in FY 91/92 and reprogramming of supporting computerized systems should be completed by the end of 1992. Implementing PAM is part of DPS' strategic priority to make limited resources fit in a well-planned program that will advance motorist safety.



**VEHICLE MILES TRAVELED AND AUTHORIZED PERSONNEL POSITIONS 1985/1991**



Source: Highway Patrol & Fiscal Management



Coordinating air evacuation of an accident victim.



PRIORITY:

# Battle Crime

DPS' strong law enforcement presence also was very familiar to Arizona's criminal element in FY 90/91. In meeting the Department's broad crime fighting mandate, DPS officers apprehended street-level narcotics vendors, intercepted drug couriers and collapsed narcotic trafficking organizations. Officers monitored statewide gang activities and helped local agencies check gang-related crime. They captured murderers, broke-up burglary rings, defused explosive devices, exposed crooked gold-mining schemes, rescued bank robbery hostages, recovered stolen vehicles and seized counterfeit monies.

Battling crime is an essential part of the Department's public safety mission. At the core of DPS' strategic agenda this year were programs to maintain support for the statewide war against drugs, check gang-related violence and curtail organized crime and racketeering activities.

Many of these activities were conducted in partnership with other respected law enforcement agencies. The Department's crime fighting priorities reflected a belief that a strategic combining of forces was an effective approach to battling crime.

## Reorganizing Investigative Forces

Department investigative forces were combined in October 1990 and July 1991 through management decisions that reinforced statewide crime fighting capabilities.

The October reorganization brought together narcotics, liquor and general investigative resources under regional command structures. This grouping of investigative forces within geographic areas allowed commanders to more effectively coordinate responses to local requests for assistance while maintaining broader support for regional drug task forces.

A second reorganization was implemented July 1, 1991, reflecting DPS' responsiveness to Arizona's changing crime environment. The restructuring placed enforcement units within the intelligence division. This

sharpened DPS' ability to act quickly on intelligence information concerning gang-related violence and narcotics trafficking. An organizational component also was established to oversee assignment of Arizona National Guard personnel who will be assisting DPS in the war against gangs during FY 91/92. In addition, DPS' remaining investigative branches were consolidated into two regional divisions, freeing up administrative positions for reassignment elsewhere.

These key organizational changes better positioned the Department to balance narcotics enforcement and gang suppression with other mandated responsibilities, particularly at a time when personnel resources were severely limited.

## Supporting Allied Enforcement

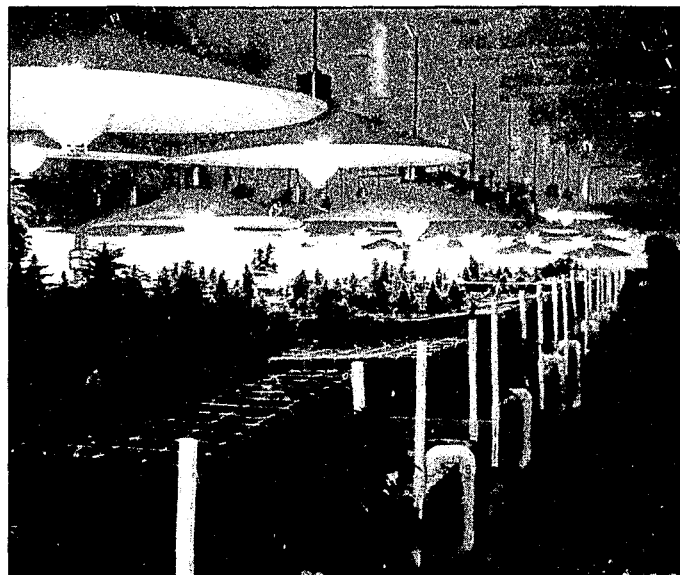
The Department's commitment to making full use of limited resources meant that the FY 90/91 battle against drug crime was often an allied effort in which personnel, intelligence and equipment were shared with other law enforcement agencies. This pooling of resources was a strategic solution that extended the reach of each participating agency and optimized statewide drug enforcement efforts. This year, DPS joined forces with local, county and federal agencies to support 18 multi-jurisdictional drug task forces.

Task force operations included an investigation by the Southwest Border Alliance that closed down a marijuana growing/distribution organization operating in Arizona, California and Hawaii. Operations "Wake-Up" and "Boomerang" were undercover drug round-ups by the Navajo County Task Force that resulted in approximately 40 grand jury indictments in Show Low and arrests of 30 narcotics dealers in the Winslow-Holbrook area.

DPS participation in such drug task forces provided lines of communication among regional participants that helped overcome jurisdictional boundaries. This was illustrated in a Flagstaff-Metro Task Force investigation in January 1991 in which

undercover officers obtained information on a load of marijuana being transported from Mesa to Flagstaff. They passed this intelligence on to Phoenix area officers and the DPS/Drug Enforcement Agency (DEA) task force. Patrol officers stopped the load vehicle on Interstate 17, confiscating over 250 pounds of marijuana and arresting four suspects. At the same time, the DEA task force made three arrests in Mesa, seizing an additional 350 pounds of marijuana.

Marijuana was also the target of a multi-agency operation in western Arizona. This time the DEA joined the Mohave Area General Narcotics Task Force (MAGNET) in a raid on one of the largest underground marijuana farms in the country. During a ten-month investigation, MAGNET officers used photo-imaging and heat-detection devices to determine that marijuana was being grown under two luxury homes in Mohave Valley. On October 30, 1990, about 50 officers from the DEA, Mohave County Sheriff's Office and DPS moved in to uproot 14,527 marijuana plants worth approximately \$45 million. The 14,500 square foot factory-like setup was equipped with elaborate ventilation and irrigation systems powered by large diesel generators.



Mohave County marijuana farm.

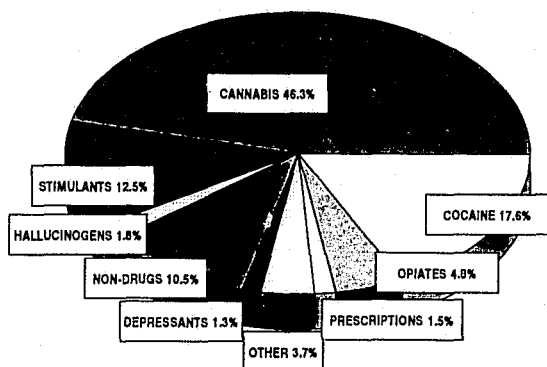
### Continuing the Drug War Offensive

Much of this year's crime fighting centered around the war on drugs. DPS' anti-drug focus was grounded in statistics that solidly linked drug-use and crime. In fact, federal Drug Use Forecasts confirmed that more than half of the crime suspects arrested in Phoenix in 1990 tested positive for drugs. The drugs found most often in arrestee testing and in DPS drug seizures were marijuana, cocaine, and methamphetamine.

DPS' FY 90/91 offensive to combat illegal drug trafficking relied heavily on covert tactics. Undercover officers in Tucson conducted "buy/busts" in January and February 1991, seizing 33 kilos of cocaine being marketed for \$24,500 per kilo. Also in February, members of the Maricopa County Demand Reduction Task Force posed as street-level crack cocaine dealers in an eight agency operation that resulted in 23 arrests.

Clandestine lab officers posed as chemical and glassware vendors to catch illegal manufacturers of methamphetamine. They also monitored sales of precursor chemicals and gathered intelligence that led to the shutdown of 21 "cooking" labs this year. In May 1991, officers raided the largest PCP facility ever encountered by DPS. The lab on the outskirts of Ash Fork contained 14 five-gallon buckets of finished PCP and enough chemicals to produce approximately 200 additional pounds.

**TYPES OF ILLEGAL DRUGS SEIZED**  
Based on samples submitted to DPS Crime Labs  
FY 1990/91



SOURCE: CRIMINAL JUSTICE SUPPORT

When undercover surveillance of a Phoenix residence proved unproductive in March 1991, officers resorted to a "knock and talk" tactic. While conversing with occupants of the house, officers observed heroin lying in plain view. Obtaining a warrant, they conducted a premises search which yielded approximately six pounds of marijuana, cocaine and heroin. But investigators also found an empty can of spackling compound and noted a freshly plastered bathroom wall. After a little impromptu remodeling, they uncovered another nine kilos of cocaine hidden in the wall.

Since 1989, the Department has employed two narcotic detection canines to help officers ferret out concealed drugs. During FY 90/91, the dogs located close to 3,000 pounds of marijuana, over 200 pounds of cocaine and \$217,710 in drug-tainted currency. They have proved so successful in alerting officers to the presence of hidden drugs that three additional dogs were acquired this year. The new dogs will be used primarily to inspect commercial vehicles suspected of transporting illegal drugs.

### **D.A.R.E. to Win the War on Drugs**

The Department's FY 90/91 enforcement offensive in the war on drugs targeted the supply side of drug abuse. Equally

important were efforts to reduce the demand for illegal drugs with a proven crime prevention strategy known as the Drug Abuse Resistance Education (D.A.R.E.) program. D.A.R.E. is an in-school program that uses uniformed law enforcement officers to teach drug-resistance skills to our children so that they will not become tomorrow's drug users.

DPS brought the D.A.R.E. program to Arizona in 1986 and has coordinated this statewide program since its inception. This year, the D.A.R.E. program was offered in 495 Arizona schools with program instructors provided by 83 law enforcement agencies. A semester-long core curriculum was imparted to 38,000 fifth and sixth grade students. Less structured programs for kindergarten through fourth grades and junior/senior high reached an additional 125,000 pupils.

The Department also operated the Southwest Regional Training Center as part of the national program that trains the officers who become D.A.R.E. instructors. To date, the center has certified 929 instructors and currently serves a ten state region. Center staff members presented ten 80-hour officer certification seminars this year. In addition, two 16-hour in-service schools were provided for current instructors. A promotional brochure and



video tape were also produced to foster agency and community participation in this worthwhile program.

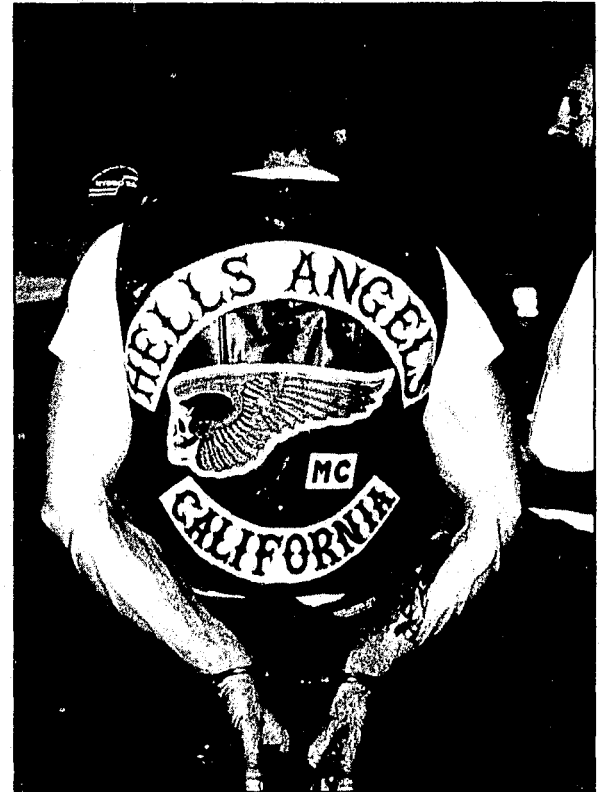
D.A.R.E. is a long-range strategy to take away the drug dealers' customers so that the war on drugs can be won. Financial support for this program comes almost entirely from precarious grant monies. Obtaining a secure funding source for this vital crime prevention program is a major priority for the Department.

### Expanding the War Against Gangs

The link between drug-use and crime is very evident in Arizona's growing number of gang-related incidents. Increases in acts of violence and property crimes in many areas of the state correspond with the expanding drug-trafficking activities of Arizona's street and motorcycle gangs.

In 1978, there were 34 street gangs in Arizona. In FY 90/91, DPS documented over 300 street gangs with total membership exceeding 5,000. This widespread growth was matched by a rise in gang-related crimes. In Maricopa County in January 1990, 2.5 percent of county jail inmates were street gang members. By January 1991, their numbers accounted for 9 percent of

the jail population. Most were members of black and hispanic gangs competing for a piece of the crack cocaine market. Between January and May 1991, inter-gang rivalries in 12 Arizona cities resulted in 123 drive-by shootings.



*Interdicting illegal gang activities.*



*Street gang graffiti.*

To help check this growing menace, DPS worked with local agencies throughout the state on anti-gang activities. DPS officers assisted with investigations of gang-related shootings, stabbings, street fights, armed robberies and drug trafficking. They coordinated gang suppression details at schools in Tucson, Chandler, Glendale and Phoenix to curb violent clashes between rival gangs. They conducted statewide monitoring of gang activities, disseminated intelligence to local agencies and provided training in gang suppression tactics.

Officers also closely monitored the reemergence of outlaw motorcycle gangs in the central and southern parts of the state. DPS has identified 16 active biker gangs in Arizona. These gangs are often involved in highly organized methamphetamine distribution networks and have a well-deserved reputation for violent assaults and weapons violations.



## Arresting Criminal Activity

While DPS gave top priority to the wars against drugs and gangs, it still succeeded in battling a broad range of other criminal activities. Its investigators recovered \$25,000 of stolen property at a "park 'n swap" and recorded a jockey's offer to "fix" a horse race. They arrested suspects dealing in forged money orders and travelers checks. They spent countless hours on surveillance that led to the capture of murder suspects, rapists and child molesters.

Undercover officers paid \$15,000 for \$150,000 in counterfeit money and then gave a pre-arranged arrest signal to close the deal. Other investigators shut down a multi-state gold mining fraud operating out of Apache Junction and brought securities fraud charges against a Tucson attorney and brokerage firm accused of swindling Green Valley retirees out of \$950,000.

During the Persian Gulf crisis, the threat of terrorist activity was a top concern of intelligence officers. They completed a threat assessment of potential targets within the state, investigated bomb threats at universities and public buildings and probed reports of unauthorized border crossings by groups sympathetic to Iraq.

Officers also attacked Arizona's spiraling auto theft rate by working auto theft details at southern ports of entry and checking auto wrecking yards. DPS vehicle theft specialists were available 24 hours a day to answer calls regarding suspicious vehicle identification numbers and border liaison officers helped retrieve 580 stolen cars from Mexico. In December 1990, DPS investigators

participated in a multi-state task force code-named "Operation Gate II." During that 24-hour operation, law enforcement personnel in California, Texas, Arizona and Mexico recovered 28 stolen vehicles.

Illegal gambling was also targeted. At the end of August 1990, DPS assisted Tucson police with a raid on an underground casino. Officers arrested three suspects and seized card marking equipment, crooked dice, rigged roulette wheels, black jack tables and a crooked card dealing "shoe". In another raid in September 1990, DPS joined Phoenix police in arresting 15 suspects and seized property that included 13 black jack tables and two crap tables. Four of the suspects were also charged with possession of drugs.

Drugs also played a part in the break-up of a major burglary ring operating in eastern Maricopa County. Twenty-four persons were arrested in October 1990 as suspects in over 100 burglaries. Officers recovered \$15,000 in stolen property and seized 48 weapons, 84 grams of methamphetamine, and an illegal laboratory with enough chemicals to produce 20 pounds of "meth."

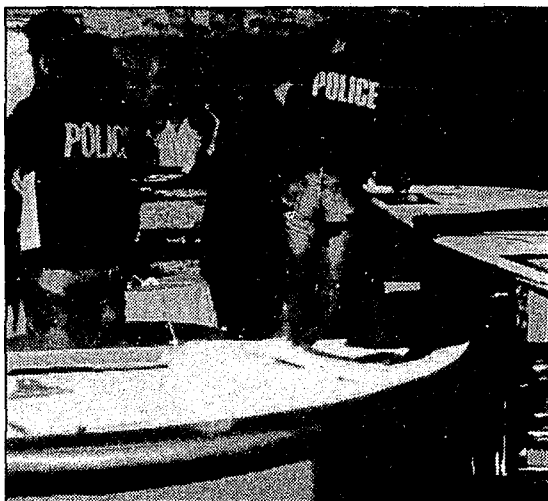
Money-laundering was a common by-product of many of these criminal enterprises and in April 1991, DPS participated in a multi-agency investigation that involved the laundering of over a half-million dollars. DPS joined U.S. Customs, U.S. Attorney's Office, Arizona Attorney General's Office and Tucson and Los Angeles Police Department officers in this undercover investigation. In the 48 hours preceding arrest, two suspects had routed \$90,000 in undercover funds from the United States to Turkey and back into the U.S. Sixty-two gold coins, two certificates of deposit and several unsigned travelers checks were delivered into the hands of investigators.

## Equipping the Arsenal with RICO and VDP

Whether it was money-laundering, drug-trafficking, gambling, fraud, theft or robbery, one of the best weapons in the Department's arsenal this year was asset seizure. Too often in the past when crime bosses were arrested, their positions were quickly filled by co-conspirators and their illegal businesses flourished. But DPS put many criminal organizations mentioned in

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**While DPS gave top priority to the wars against drugs and gangs, it still succeeded in battling a broad range of other criminal activities.**



A gambling raid.

this report "out of business" in FY 90/91 by seizing the money, equipment and property they needed to continue their illegal enterprises.

The seizures were authorized under federal and state Racketeering Influenced Corrupt Organizations (RICO) statutes and the proceeds of forfeited assets went into federal, state and county anti-racketeering funds. To maximize RICO's impact on crime this year, the Department made several improvements to its Asset Forfeiture Program. A computer program was developed which integrated several databases and made it easier to monitor the status of seized items. In addition, forms were revised to reduce the paperwork required for processing forfeitures. Finally, RICO awards to the Department were used to finance costs for additional legal staff to handle forfeiture proceedings.



Seized currency.

An equally important weapon in DPS' battle against crime was its Violator Directed Patrol (VDP) Program. This program recognizes that criminals frequently travel on State highways and that officers monitoring those highways comprise our first line of defense. Since 1987, the Department has provided specialized training to patrol officers to improve detection of criminal activities. Using these investigative skills, patrol officers increased their recoveries of stolen vehicles by 23 percent this year and made 3,217 felony arrests.

VDP-trained officers captured fleeing murder suspects from Texas, Alabama and Colorado, stopped convoys of stolen vehicles and detected "load vehicles" ferrying illegal drugs across the state. An October 1990 traffic stop turned into a major drug seizure when observant officers noticed screws missing from side panels in the back seat of a car and subsequently found 21 kilos of cocaine hidden there.

### Telling the Story with Pictures

Documenting VDP drug-related arrests and asset seizures became easier for some officers in northern Arizona this year. Using RICO funds, the Department began a pilot program to place mobile video recorders in the patrol cars of VDP-trained officers.

Nine video camera units were purchased in FY 90/91. To provide corroborating documentation of a VDP incident, officers can simply switch on the video camera mounted inside the patrol car. The camera captures everything: the initial stop, conversations with the suspect and the search for and location of drug contraband. Video and audio recordings conclusively document the incident for the prosecutor, judge and jury.

Because it is hard to challenge the testimony of a videotape recording, DPS expects the use of in-car cameras to help speed the flow



In-car video camera.

of cases through the legal system, reduce officers' court time, increase convictions and enhance asset forfeiture proceedings.

## Providing Crime Fighting Assistance

For DPS, fighting crime often meant providing support to other law enforcement agencies in the state. This year, the Department of Corrections called DPS emergency response teams to help quash prison riots in Tucson, Winslow and Globe. Small communities along the Colorado River got assistance in controlling the crowds that inundated recreational areas over holiday weekends. DPS officers responded to burglary-in-progress calls in La Paz County, investigated reports of drunks waving guns in Cordes Junction, broke up bar fights in Show Low, and reinforced county officers when gunfights broke out in a crowd of 150 outside Aguila in northwestern Maricopa County.

In addition, the Department's highly-trained and specially-equipped tactical operations, explosives disposal and hostage negotiation specialists were on call every day. In June 1991, DPS tactical teams assisted Scottsdale police and the FBI in a bank robbery-turned hostage situation. After an exchange of gunfire between the armed robbery suspect and FBI agents, DPS teams made quick entry into the bank, removed the hostages and secured the scene. Tactical teams were requested on 55 occasions in FY 90/91 and explosives disposal personnel responded to 140 calls for service and training.

As mentioned earlier, gang-related intelligence was supplied but it was only part of DPS' extensive intelligence service.

Officers experienced in complex financial dealings were available to help unravel the cryptic records which would prove that suspects' cars, houses and planes were purchased with crime proceeds. Intelligence analysts helped organize case files for seven related homicides which were committed in five different jurisdictions. They produced charts linking murder suspects and victims, time lines that traced suspect movements, data sorts of 15,000 telephone calls from 36 different phones, and a database design that integrated all case information for prosecutors.

Altogether, DPS answered over 21,000 requests for law enforcement and investigative assistance from other agencies this year. In addition, DPS research technicians dug through local and out-of-state records for business licenses, utility usage, phone and postal services and prior criminal activities to help locate suspects and provide the leads that could solve crimes. This year, they processed over 10,000 non-DPS research requests.



*Tactical team preparing to enter a clandestine lab.*

PRIORITY:

# Deliver Exceptional Services

**D**PS' role as a multi-faceted service provider is less well known than its headline capturing presence as a law enforcer. But the Department provides a diverse range of support services to Arizona's citizens and the criminal justice community and it delivers those services with the same drive for excellence that characterizes all of its operations.

In FY 90/91, DPS personnel supplied the technical, scientific, operational and training support that helped other criminal justice agencies battle crime and reduce traffic fatalities. They maintained a telecommunications system that served 18 other government agencies. They safeguarded the public interest by regulating security guard, private investigator, polygraph examiner and tow truck industries. They operated a statewide air rescue service that saved lives.

DPS' "Service" presence was personified by a paramedic stabilizing an accident victim during a flight to a trauma center, a rigger assembling a mountaintop communications tower, a criminalist extracting lab samples from a blood soaked rug, and a clerk checking the background of a security guard applicant. It was also reflected in an instructor teaching police cadets self-defense techniques, a specialist computerizing offender records for a prosecutor, a programmer integrating investigative files, and a latent print examiner lifting prints from a murder weapon.

In delivering these vital services, DPS had three strategic priorities: provide effective and efficient services that focus on customer needs; anticipate and prepare for their future needs; and deliver quality every step of the way.

## Adding Value to Information Systems

When fighting crime and enforcing laws in FY 90/91, Arizona's criminal justice agencies required a service that would give them rapid access to wanted person, stolen vehicle, criminal offender, and motor vehicle

records. The Department delivered that service with the Arizona Criminal Justice Information System (ACJIS) - a high speed data communications highway that connects police, prosecutors, probation officers and courts to over 30 national and state computerized crime information databases.

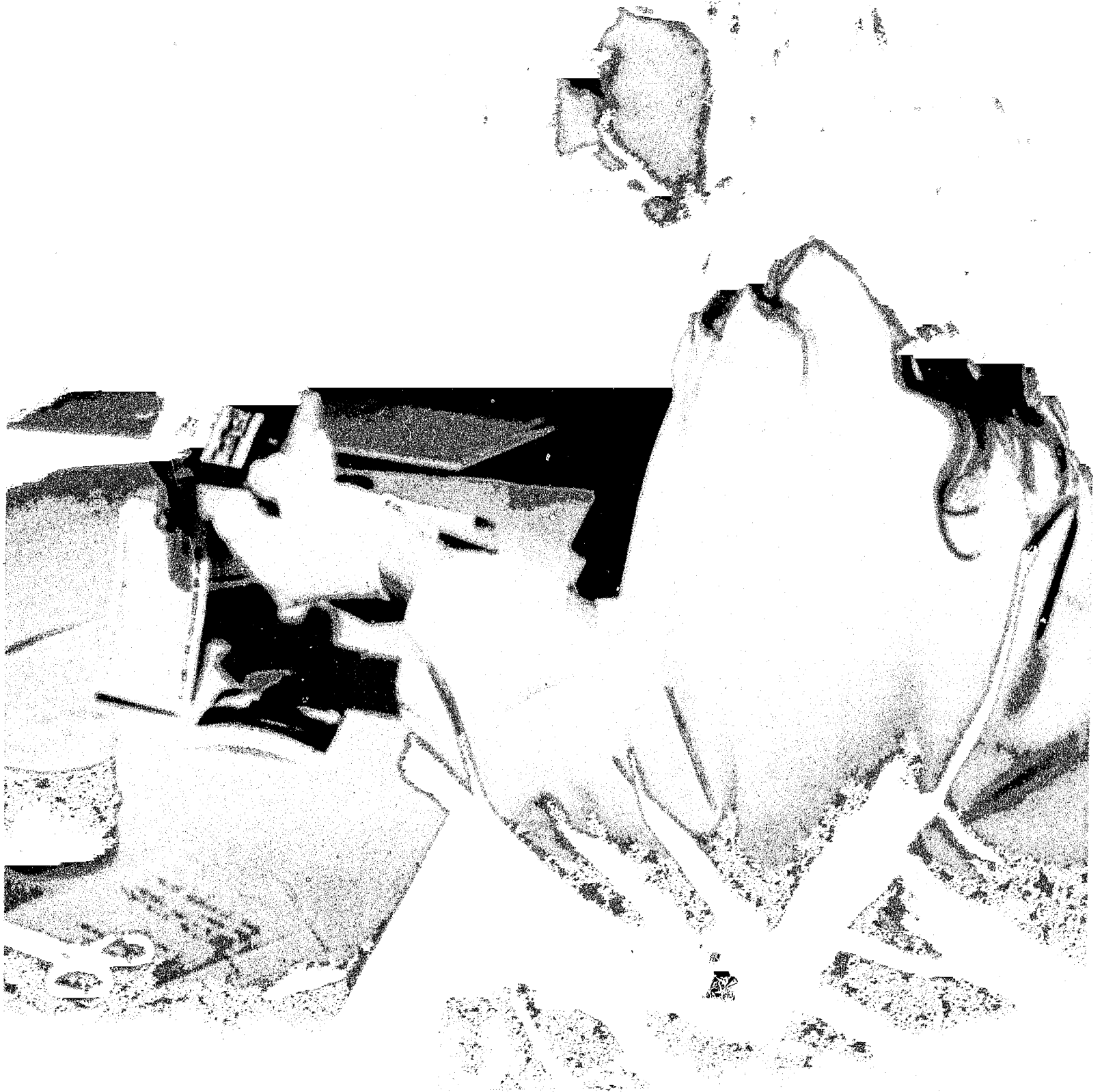
ACJIS programming improvements in December 1990 increased system versatility by adding three new record search capabilities. First, a partial Vehicle Identification Number (VIN) feature was added to wanted person and stolen vehicle files. Users now see all records that match the last eight characters of an entered VIN. This reduces "hits" missed due to operator error during entry of lengthy numbers.

In a second improvement, Arizona stolen vehicle files were reprogrammed so that state-level inquiries are automatically checked against all national computer files containing vehicle data. This will tell officers that although a vehicle has not been reported as stolen, it may belong to a missing person.

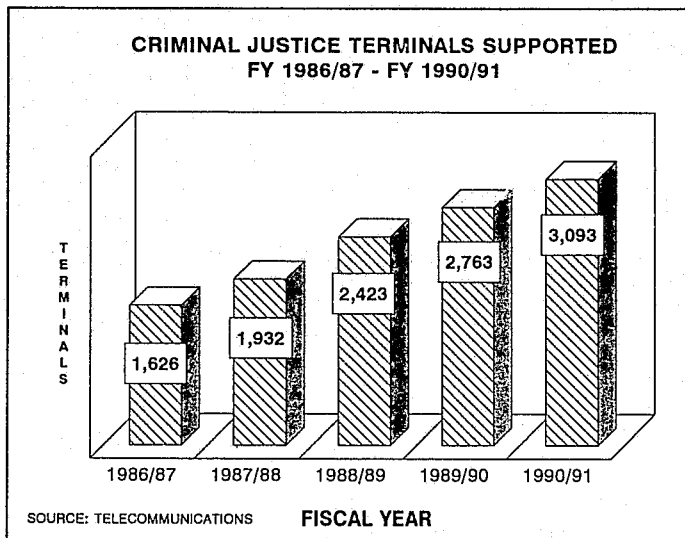
The third programming change allows agencies to include information on stolen or fraudulent identification in wanted person warrant entries. This will help officers catch criminals using false identification and will also reduce the possibility of crime victims being erroneously arrested.

In addition, the Department added value to the ACJIS network by purchasing a pre-owned IBM-3090 mainframe computer that processes computer transactions two-and-one-half times faster than the IBM-3081 it replaced. Building extra power into the network was also part of an on-going program to convert all ACJIS clients to IBM's System Network Architecture (SNA). SNA conversion provides data transmission rates up to four times faster than previous speeds and meets network expansion requirements for the next decade. This year, seven law enforcement agencies and eight patrol district offices were converted to SNA.

However, the most exciting high-tech innovation for ACJIS network customers is still in the planning stages. Arizona is



acquiring an Automated Fingerprint Identification Network (AFIN) which can quickly search latent prints lifted from a crime scene against the records of known offenders. This crime fighting service will be operated by DPS under the oversight of the AFIN Advisory Board. FY 90/91 activities centered around assisting the Board with preparations for procurement and implementation of the system which is expected to be operational in early 1993.



### Strengthening the Crime Fight with Support

DPS' focus on its law enforcement customers' crime fighting needs was certainly evident in the broad range of investigative support services it offered. For DPS' four state-of-the-art crime laboratories this included collecting, analyzing and scientifically validating the physical evidence officers and prosecutors needed to clinch hit-and-run, murder, sexual assault, burglary, drug, arson, and fraud cases.

Criminalists studied blood splatter patterns, collected explosives residue, examined roof coatings, compared bullet striations, analyzed drug samples, and confirmed blood alcohol concentrations. They matched a fingernail fragment found in a murder suspect's car to the female victim, removed explosive chemicals from illegal drug labs and completed drug analysis for a world championship boxing match. More than 50 percent of their cases involved the confirming drug analysis and identification so vital to Arizona's crackdown on

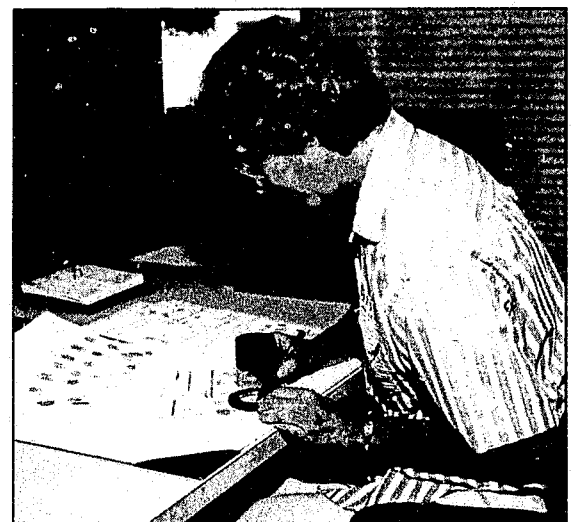
alcohol/drug impaired drivers and in its war on drugs.

Also vital were the labs' latent print experts who responded to homicide and burglary scenes, gathering evidence that identified crime perpetrators. They screened the packaging on drug seizures, finding prints that led to arrests of major narcotics dealers. They matched prints found at a fire scene with those of a suspect in 23 arson-caused fires.

DPS regional crime labs located in Phoenix, Mesa, Flagstaff and Tucson provided forensic support in more than 19,000 criminal cases this year. Seventy percent of the cases belonged to other law enforcement agencies.

Anticipating these customer needs was an area where DPS labs racked up a solid track record. This was illustrated in May 1991 when the Central Regional Lab became one of a select group of laboratories in the U.S. offering DNA analysis services. DNA analysis has been hailed as the greatest crime investigative aid since fingerprinting analysis. Bringing this technological breakthrough to Arizona required three years of intensive planning, preparation and training. Prior to activating the program, DPS held client briefings with sheriffs, chiefs of police and prosecuting attorneys to ensure successful application of this important forensic tool.

Lab expansions are underway in Flagstaff and Tucson to accommodate DNA services at these locations. Long-range strategic priorities include extending DNA services to all four lab locations. The high quality of



*Coding arrest fingerprint cards for offender records.*

Arizona's DNA program has been recognized by the FBI which requested DPS participation in creating a national DNA database and in establishing industry-wide quality and assurance standards for DNA laboratories.

However, investigative support was not limited to the crime laboratories. DPS photographers responded to requests to record crime scenes. Polygraph operators examined suspect and witness testimonies. Accident reconstructionists assisted with investigations of fatal traffic accidents and DPS mechanics testified concerning claims of mechanical malfunctions in crash vehicles. In addition, the Department's questioned documents experts examined forged travelers checks, counterfeit money orders, drug ledgers and money laundering records. Altogether, they scrutinized documents from 675 cases.

### Contributing Solutions to Operational Obstacles

Going beyond investigative support, DPS' service to the criminal justice community encompassed a variety of support functions that also provided solutions to law enforcement agencies' administrative and operational obstacles.

Vehicle acquisition presented problems for many agencies in these tough economic

times. The Department offered some relief by selling 95 of its used patrol vehicles to 34 local agencies. DPS personnel also coordinated the purchase of undercover vehicles for county drug task forces, installed police equipment on new cars purchased by the Capitol Police and provided vehicle source information to Wickenburg, Kingman, Prescott, and St. Johns Police Departments. In addition, DPS developed a motorcycle procurement contract which allowed police agencies to take advantage of fleet rates.

Due to exacting legal requirements, evidence processing was another vital area in which DPS guidance was often requested. The Department provided handling and storage for 10,441 evidentiary items submitted for analysis by other law enforcement agencies. In addition DPS personnel gave tips on collecting, preserving and packaging evidence and conducted audits of local agencies' evidence facilities.

On the more technical side, the DPS-supported statewide Alcohol Breath Testing Program was augmented this year with the acquisition of ten additional intoxilyzer units. These "spares" kept DUI field testing operations up and running when permanent units were out of service. The Department also established an additional DUI testing site in Quartzsite thanks to improvements in the intoxilyzer equipment repair program.

This sharing of expertise was also evident in DPS' weapons inspection and repair program. DPS armorers serviced and repaired 631 weapons for 19 other agencies. In addition, the DPS print shop reproduced intelligence reports, undercover operations manuals and other confidential documents whose sensitivity precluded printing by the public sector. The Department's legal staff responded to more than 40 requests for assistance while DPS public information officers photographed other agencies' operations so that seat-belt publicity campaigns could be localized. DPS also distributed updated directories of criminal justice support services and published a monthly newsletter to communicate items of interest to Arizona's criminal justice community.



Storing seized evidence.



Weapons inspection and repair.

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**Training others was a goal shared by employees throughout the Department and therefore was one of the most far reaching services provided.**



## **Providing Service Through Education**

DPS' sharing of professional expertise was often molded into formal training programs. The Department's FY 90/91 educational offerings touched on almost every aspect of police work from handling armed confrontations to accessing crime information files. Training others was a goal shared by employees throughout the Department and therefore was one of the most far reaching services provided.

Arizona statutes require the Department to provide basic law enforcement training for agencies lacking their own academies. DPS' outstanding response to this mandate was proudly reflected in the Arizona Law Enforcement Training Academy (ALETA), located on a 40-acre campus in Tucson's picturesque foothills.

This year, ALETA conducted six basic training classes, graduating 234 cadets representing 44 Arizona agencies. ALETA's excellent program provided over 500 hours of academically demanding study in law, police procedures, community relations and report writing. Cadets completed extensive training in defensive tactics, officer survival, firearms, defensive driving, accident investigation and first aid. In addition, ALETA's vigorous physical fitness program prepared graduates for the rigorous demands of police work.

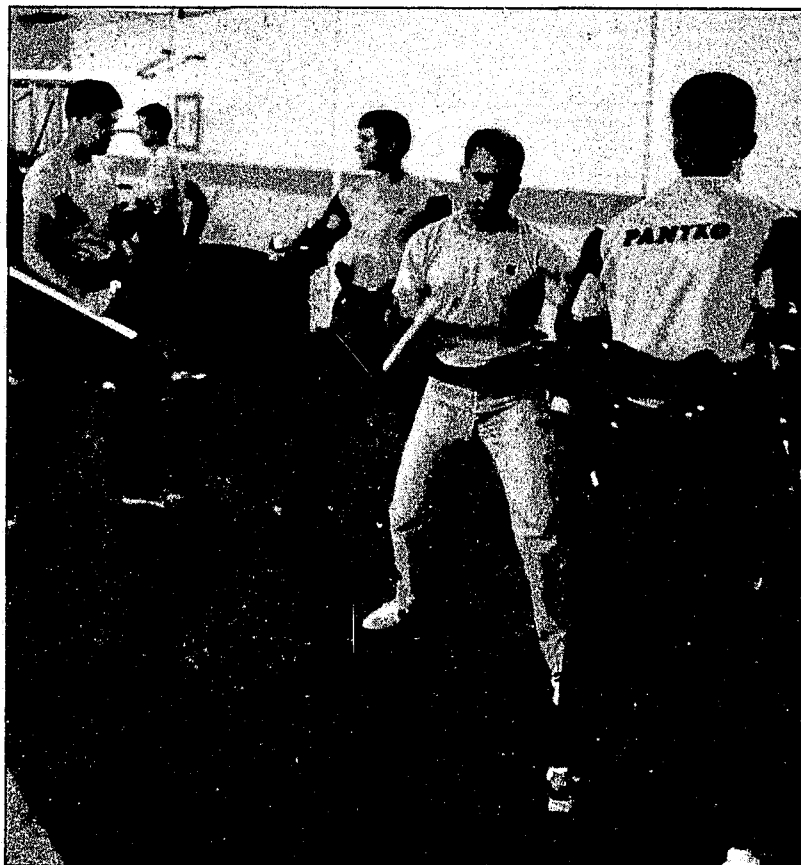
Although not mandated by law, the Department has traditionally coordinated advanced and continuing training programs which were open to veteran law enforcement officers around the state. This year was no exception as 503 employees from other agencies attended 255 DPS-sponsored continuing education programs. Classes included Advanced Accident Investigation, General Instructor

Training, High Risk Vehicle Stops and Officer Survival, just to name a few.

DPS librarians also provided the materials for agencies to develop their own in-service training programs. Over 6,000 video tapes, films and slides were circulated. DPS also produced the Arizona Police Training Quarterly (APTQ) videos which were provided free of charge to over 70 agencies around the state.

More formal instruction occurred when 92 agencies sent 131 representatives to Terminal Operator Certification (TOC) classes given by the ACJIS training team. Trainees learned how to teach ACJIS protocols to their agency personnel and were briefed on enhancements to the information network. As of July 1, 1991, DPS had certified 8,910 ACJIS terminal operators throughout the state.

ACJIS staff also conducted three workshops for agencies that submit fee applicant fingerprint cards. Attendance topped 190 with over 64 agencies represented. Attendees were instructed in the preparation of cards and associated forms, received an overview of FBI and DPS processing



*Side-handle baton training.*



procedures, and were provided with a revised procedures manual.

Many other DPS elements also shared their expertise and knowledge. For example, legal staff gave seminars on vicarious liability and multi-state jurisdictions. Air rescue teams demonstrated river rescue procedures. Gang unit members addressed criminal justice planners on terrorism and gang



*Video tape production.*

activities. DPS intoxilyzer services included training of 665 equipment operators and 59 quality assurance officers. Other employees gave training in crisis negotiation, explosives disposal, tactical entries, undercover operations, fraud investigations, and vehicle theft VIN switching.

The crime lab conducted 68 seminars to keep officers and prosecutors abreast of the latest scientific advances and the impact of technological breakthroughs on the investigation and prosecution of crime.

As part of the Department's training outreach, officers went into local communities and gave presentations to neighborhood watch groups on suppressing gang activities, addressed civic clubs on drug

identification in the workplace, and spoke to retirement communities on consumer fraud against the elderly.

## **Can We Talk ?**

The Department's far-reaching technical services include the engineering, installation and maintenance support for a statewide communications network that serves 18 government agencies. This system is comprised of 69 radio communications sites with 630 base stations and spans a five-state area to ensure adequate radio coverage in both metropolitan areas and across remote rugged terrain.

A five-year program to install an 800 MHz trunked radio system for the Arizona Department of Transportation was begun this year. Plans call for three mountaintop sites housing 24 relay stations serving over 700 portable and mobile radio units. This year, eight relay stations were installed atop the White Tank Mountains west of Phoenix.

Other FY 90/91 activities included relocating microwave repeaters from near Tubac to Elephant Head Peak, dismantling the Post Ranch radio tower and moving it to newly constructed facilities at Texas Canyon and replacing nine separate remote site charge and battery systems.

Northern Arizona law enforcement agencies also benefitted this year from DPS' technical communication services. Agencies with jurisdictions along Interstate 40 requested DPS' help in developing a radio system that would improve interagency communications. Experience had shown that regular radio channels did not adequately provide the interagency connections required during multi-agency emergency operations.

DPS' solution was to design and install a radio system consisting of mountaintop repeaters, microwave equipment, base stations and auxiliary support equipment. Housed in DPS facilities on four northern Arizona mountains, the mobile relay stations are crossbanded together to allow emergency communications between sheriff's departments in Mohave, Coconino, Navajo and Apache Counties.

Also among the Department's communications clients were 679 radio units connected to the DPS-operated Emergency Medical Services Communication

(EMSCOM) system. EMSCOM provides a statewide communications link between mobile field emergency medical units and personnel at medical facilities. Over 28,000 EMSCOM calls were handled by DPS dispatchers in FY 90/91.

Under an ongoing interagency agreement with the Department of Health Services, the DPS continued with efforts to improve the EMSCOM network. Completed this year was a project that replaced three obsolete mountaintop repeaters. Plans were also finalized and equipment ordered to add new relay stations to expand EMSCOM radio coverage in the Bagdad and Payson areas.

### **Saving Lives with Emergency Services**

At the core of all DPS strategic priorities are functions that promote public safety. Often that mission equates to saving lives - and, DPS air rescue units stationed in Flagstaff, Kingman, Tucson, Phoenix and Show Low certainly lived up to that expectation in FY 90/91.

DPS air rescue saved the life of a 14-year-old girl on June 20, 1991. She had been ejected from a vehicle during an automobile accident on a forest service road and suffered severe head and internal injuries. A DPS team quickly responded to the scene northwest of

Munds Park and flew the victim to the Flagstaff Medical Center. Within minutes of arrival, the patient's spleen ruptured and emergency surgery was required to save her life. Had she been transported by ground, she would have bled to death.

In January 1991, DPS crews saved two lives on the snowbound north rim of the Grand Canyon. In that operation, DPS personnel located and evacuated lost hikers who were suffering from hypothermia and frostbite and



*DPS air rescue team in action.*



*DPS hospital-based air rescue unit.*

who could not have survived another night in the snow.

Another dramatic rescue occurred in July 1990 as a DPS helicopter hovered over an eight-year-old boy clinging to a small bush in the middle of a raging flood-swollen wash. Ground personnel had been unable to reach the exhausted child. A DPS paramedic climbed out on the skid of the hovering craft to pluck the boy from the floodwaters.

DPS crews also raced against death and won on March 9, 1991 when they flew an emergency vital materials relay from Tuba City to Flagstaff to deliver urgently needed drugs for a 6-month old infant with a dangerous bleeding disorder.

This year, DPS units flew 2,483 helicopter missions. Over 60 percent were for medical or search and rescue purposes. In addition, over 300 law enforcement missions were flown.

Program enrichments included acquisition of a second Forward Looking Infrared Radar (FLIR) device. This technologically advanced equipment is a godsend when searching for individuals lost in Arizona's rugged terrain. Within a few months of installing DPS' first FLIR unit in northern Arizona, an air rescue team found a five-year old boy lost during the winter in the mountains near Williams. FLIR technology

has proved to reduce search and rescue flight time by 20 percent and provides aircraft with nighttime search capabilities.

Also of note this year were air rescue anniversaries celebrated in Kingman and Show Low. In July 1990, the Department implemented its second year of summer-time service based at the NavApache Hospital in Show Low. Then in July 1991, Kingman Air Rescue celebrated five years of service at the Mohave County Regional Medical Center.

### **Pursuing Regulatory Reform**

Specific regulatory functions assigned to the Department by state law include the licensing of security guards, private investigators and polygraph examiners. This year, DPS' strategic priorities in these areas focused on implementing statutory changes for streamlining licensing procedures and toughening industry standards.

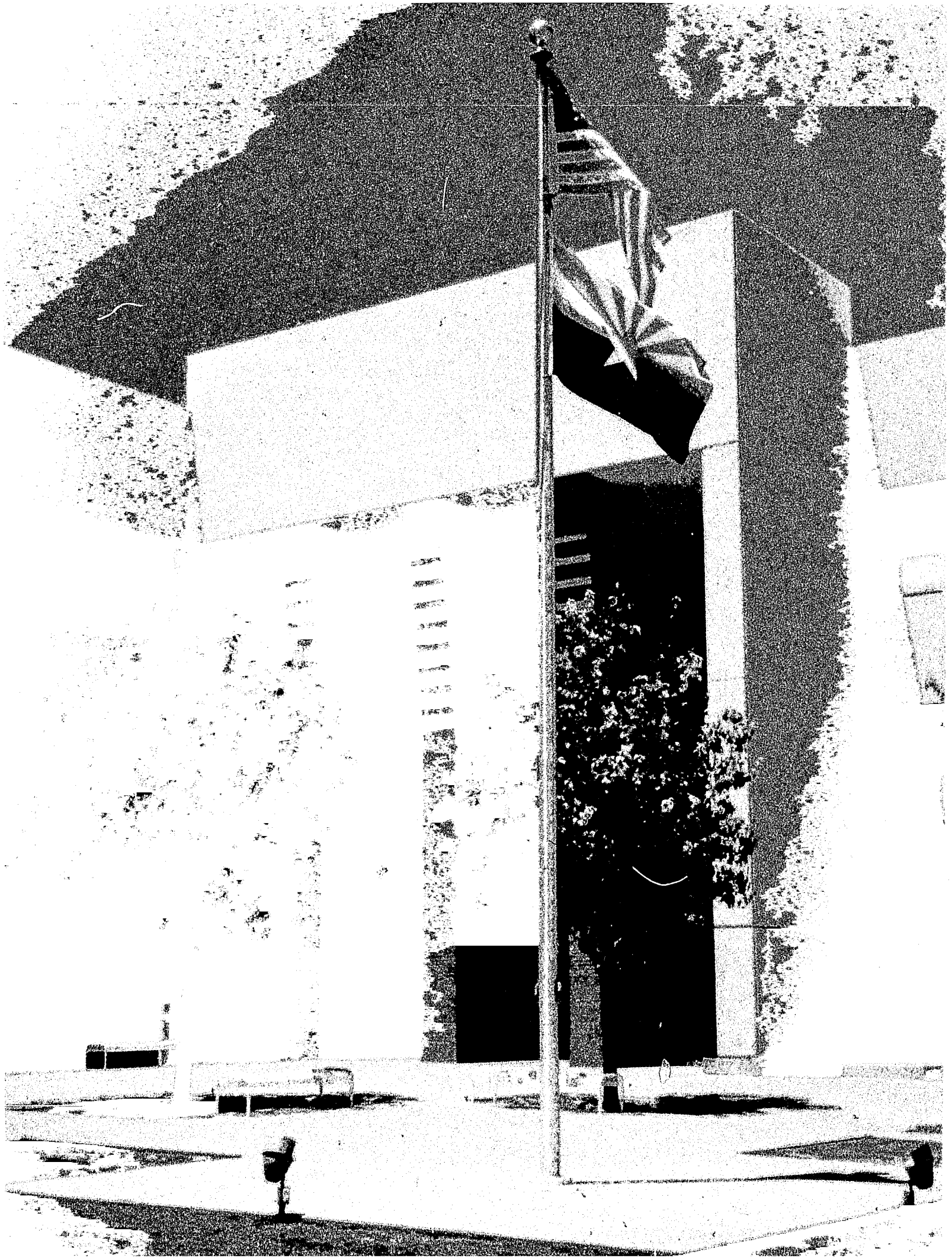
The year began with the October implementation of 1990 revised laws for licensing of private investigators (PI). To ensure a smooth transition, two separate mailings were sent to PI licensees explaining new procedures. They received a copy of new statutes, a letter explaining new fee structures, instructions for license renewal and a supply of revised licensing forms. These proactive measures significantly simplified the licensing processes for over 700 PI agencies.

At the same time, 1991 legislation was developed to achieve similar reforms in security guard licensing regulations. Proposed changes included tougher qualifying standards, establishment of a three-year licensing period, development of a generic identification credential, a strengthened disciplinary process, increases in fee structures, and a firearms training requirement. This revised legislation was signed by the Governor on May 17, 1991. It is expected to significantly improve the licensing process for security guards which numbered approximately 12,738 at the end of FY 90/91.



*Security guard licensing.*





# Make the Most of Every Resource

Delivering crucial services, battling crime and advancing motorist safety during these recessionary times required the support of an administrative and operational network committed to making the most of every resource. Success involved every DPS employee and the strategies chosen were simple:

- Steer a steady strategic course by focusing on today's solutions and tomorrow's opportunities;
- Offset the lack of growth by marshalling the power of technology and streamlining operations;
- Capitalize on opportunities to achieve the right balance between operational effectiveness and cost-saving efficiency; and
- Counter the growing demands for service by providing the professional environment DPS' creative and capable employees need to continue delivering the quality services DPS' customers expect.

## Steering a Strategic Course

Making the most of every resource in FY 90/91 required short- and long-term planning to steer Department operations and ensure effective delivery of its services.

The long range direction provided in the FY 89/90 three-year Strategic Plan was the blueprint for the annual operational plan that guided FY 90/91's activities. Periodic progress reports were issued during the year to measure the effectiveness of selected strategies. Of the 113 action steps listed in that annual plan, 83 percent were completed or were on schedule by year's end. Those few steps not accomplished were either cancelled or delayed due to funding shortfalls and the resulting lack of manpower.

In June 1991, the three-year strategic plan was revised to carry the Department's visionary course through 1994. Several activities were completed in charting that course. All employees received a brochure explaining the planning process. An environmental report projected external

trends that impact Department operations. Executive staff provided strategic direction and prioritized fiscal policy issues for the budget process. Employees attended in-house situational analysis workshops to help them bridge the gap between what they were doing and what needed to be done in the future.

By addressing those areas where significant change or challenge was envisioned, the Department minimized the impact of economic constraints which threaten its ability to carry out its mission.

## Marshalling the Power of Technology

Marshalling the power of technology to increase individual and organizational productivity was clearly a part of DPS' FY 90/91 plan for satisfying the growing demands for services and offsetting the lack of growth.

Technology improved productivity when over 100 Mobile Digital Terminals (MDT's) were installed in patrol vehicles in Phoenix and Tucson in the spring of 1991. MDT's provided direct access to crime information files and placed volumes of data literally at officers' fingertips, saving time previously spent getting information over congested voice-radio channels. The DPS-developed MDT software returns responses to patrol cars within seven seconds. By July 1991, Phoenix-area officers were running 14,000 MDT computer transactions a month.

Patrol operations also benefitted from programs to upgrade radio equipment. More than 100 patrol cars received new Syntor 9000 mobile radios. The Syntors enhance communications at accident scenes by linking officers with emergency care providers. In addition, four modern 64-channel dispatch consoles were installed in the Flagstaff regional communications center.

Other automation enhancements included new electronic equipment for seven patrol district offices. Employees can now send electronic messages to other offices around

**The Department's productivity improvement strategies also included finding ways to make existing computers work harder and smarter.**



*Computer operations are monitored 24 hours a day.*

the state, query ACJIS databases for information and transmit data files from one computer to another. The computers provide word processing and spreadsheet capabilities as well as connect the districts to approximately 40 production systems on DPS' mainframe computer.

Other acquisitions included a new color processor and printer which produce photographs in four-and-a-half minutes. Questioned Document personnel installed a computer modem which accesses university library files and reduces time spent on research. These productivity tools virtually pay for themselves in time saved and opportunity gained.

### **Making Computers Work Smarter**

The Department's productivity improvement strategies also included finding ways to make existing computers work harder and smarter.

ACJIS clients benefitted when a terminal action request tracking system was added to coordinate requests to move or change network equipment. Changes require coordination among ACJIS, data processing and technical communications personnel. With the new program, when one element in the chain completes required tasks, the system automatically sends a message to the next unit for action.

Another ACJIS program, AUDITRAK, electronically tracks the status of client audits and provides historical data on all audited agencies.

DPS intelligence officers gained two new investigative tools. They can now enter sketchy suspect and vehicle clues in programs which scan over four million entries in Arizona drivers license and vehicle registration files to find matching records. The programs produce lists of potential suspects, such as all



*Researching computer-generated lists.*

males over 40 living in Tempe who are five feet tall and weigh 200 pounds, or all owners of blue four-door Dodges registered in Yuma County with license plates that start with "D."

Several Department elements completed automation of time consuming manual record keeping processes. These included the latent prints case tracking and reporting system, school bus and tow truck inspection records, security guard licensing data, and forms management information. Work was also begun on mainframe applications to capture criminal investigation case tracking and activity data to accurately reflect complex operations.

An automated Information Systems Directory was placed on-line to help keep employees informed of available mainframe computer applications. These and other modernization programs have enabled DPS to remain responsive to rising demands for services.

### **Improving Programs and Maintaining Quality**

Added emphasis also was placed on process control as the Department sought ways to streamline procedures without compromising quality.

This year, department-wide word processing functions were brought into conformance with the selection of WordPerfect software as the DPS standard. This eliminated the retyping of information shared by organizational elements.

In addition, over 690 non-stock forms used by the Department were reviewed and more than 400 that were no longer necessary were discontinued. An automated program also was developed to provide a quick check on the status of applicant fingerprint cards submitted to the Department for background investigations.

In other areas, Tucson and Flagstaff operational communications supervisors received new equipment that allowed them to assist dispatchers during peak work periods and to better monitor the work performance of probationary employees. Uninterrupted electrical power source systems additionally were designed for Phoenix and Tucson offices. To prevent potential environmental hazards, all underground fuel storage tanks maintained by the Department were tested for leaks.

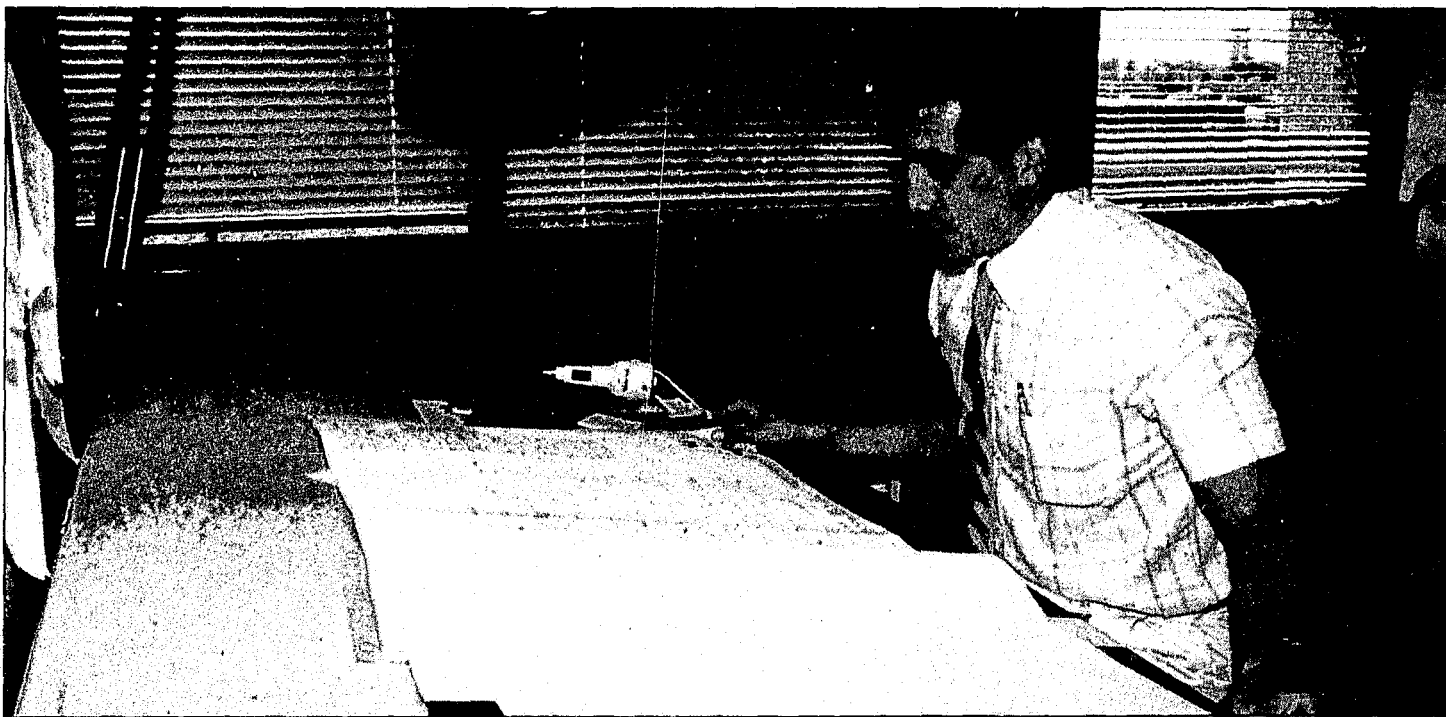
Logistic improvements included a realignment of facilities maintenance zones to provide better service in DPS properties around the State. Supply levels were increased and maintained at a 97.95 percent in-stock availability rate. To improve mail services, arrangements were made to have a commercial company provide parcel pick-up services at fleet facilities. Personnel recruiting was also enhanced by routing job announcements directly to schools and other sources of potential employees and DPS

personnel data was merged with the State's automated human resources management system.

New procedures also improved control over technical equipment used in criminal investigations. Moreover, a notification program was initiated to inform other law enforcement agencies of covert activities in order to better coordinate "sting" operations.

An extensive review of evidence handling processes resulted in revised procedures for tracking evidence from the time it enters the chain of custody through disposal. Revisions of the automated evidence tracking system to include integration of asset seizure tracking programs will be completed in FY 91/92.

The Employee Suggestion Program reflected employees' enthusiasm for finding better ways to do business. Thirty-two suggestions were evaluated this year with one-third approved for implementation. One suggester proposed giving ALETA cadets hands-on instruction in basic vehicle maintenance to reduce future repairs and increase vehicle mileage. Other employees recommended ways to improve the computerized capital outlay equipment system and facilitate the annual equipment inventory. An officer suggested modification of district office equipment to permit receipt of ACIC/NCIC printouts and thereby



*Reviewing facility blueprints.*

eliminate trips to Phoenix headquarters to pick up needed copies. Another officer recommended that "hard copies" of warrant information be electronically transmitted to jails to expedite the booking of suspects.

### **Taking Cost Containment Measures**

Cost containment continued to be a major focus for overcoming budget limitations. An aggressive combination of ongoing programs and new efforts was used to control operating costs.

A new service contract signed in March 1991 is expected to reduce annual telephone 800-service expenses by 20 to 40 percent. In addition, benefits from the 1987 purchase of a department-owned telephone switch continue to accrue. This year, telephone expenditures were \$91,392 less than annual lease charges before the switch was installed.

In other areas, mail costs were controlled through the use of bulk rate and presort mail services for a savings of \$5,257. Outside maintenance expenses for the Phoenix headquarters building were lessened through the use of inmate labor. Desktop publishing software produced printed materials previously completed by commercial vendors.

Additionally, the Department saved \$103,152 by having vehicle repair vendors provide on-site labor in DPS facilities. Under this continuing program the labor rate averaged \$20 per hour versus \$30.65 per hour for work completed in vendor facilities. DPS' ongoing participation in a Ford Motor Company program to test prototype vehicles and experimental components also provided considerable savings. This year, Ford loaned



*Light bar installation.*

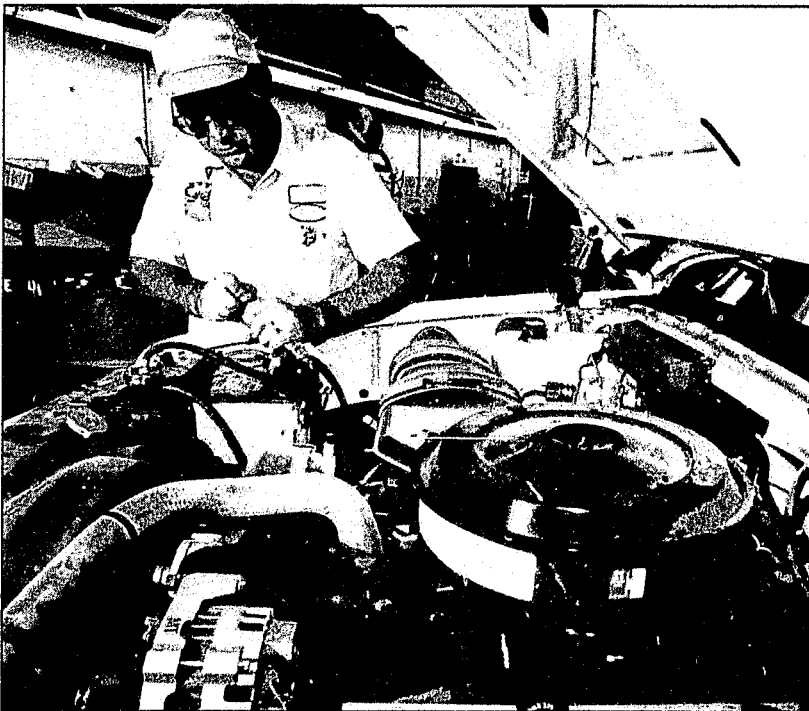
the Department 20 test vehicles. The free use of these vehicles and experimental car batteries, alternators, engines, brakes and suspension parts allowed the Department to defer the purchase of some vehicles and lowered overall repair expenses.

Among the more impressive measures was the volunteer reserve program in which citizens contributed 14,985 hours of free labor to support DPS operations. These volunteer services represented the equivalent of \$260,439 in personnel savings to the State.

### **Investing in Expert Resources**

In these economic times, DPS' most valuable resources were employees who were experts at providing the services customers want. Creating work environments that gave employees what they needed to meet customer expectations was a top DPS priority.

Employee development and training were stressed. Among the many classes offered were those covering legendary service practices, effective writing strategies,



*Fleet maintenance services.*



strategic planning and leadership, supervisory and staff skills. Other classes gave instruction in economic forecasting, asset forfeiture practices, target discrimination techniques and aviation safety management. Computer training included courses in statistical software, word processing, database management and mobile digital terminal operations. A tuition reimbursement program partially covered fees for college classes taken by 30 employees.

The Department also promoted employee safety and wellness. The physical fitness program was expanded to include a medical questionnaire and blood profile test to detect risks for cardiac disease. Over 800 employees participated in physical fitness testing this year. In addition, officer safety equipment tested and approved for purchase included over-the-uniform ballistic vests and expandable batons.

A Peer Counseling Program was approved to provide a support network of employees,

family members and retirees to counsel and assist other employees who were experiencing personal or job-related problems. A Peer Counselor Liaison, a Program Committee and volunteer counselors were selected this year. A training program for counselors was developed with the assistance of the program's psychologist-advisor and counseling services were initiated at the beginning of FY 91/92.

In November 1990, employees' pride in their work and the Department was promoted with a "Pride in DPS Day." DPS offices around the state were opened to families and friends. A variety of events were staged at the Phoenix headquarters including guided tours of the crime lab and an after-hours potluck dinner. There were historical photo displays and demonstrations of the bomb disposal robot. The Director read a proclamation from the Governor that recognized DPS employees for their professionalism and dedication to duty. The day was so successful that it will become an annual event.

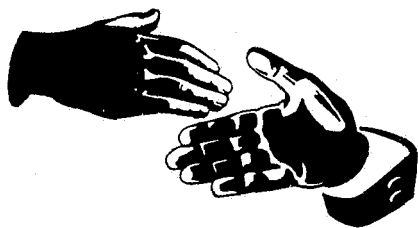
The Department also saluted 25 employees called to duty during the gulf crisis. A framed map of the Middle East with a photo display of activated reserve personnel was hung in the state headquarters building. A special edition of DPS' monthly newsletter was published featuring stories about employees' service assignments and experiences.

The Department was justifiably proud of the service rendered both by those employees activated for Desert Shield and Desert Storm and also by those who remained behind to meet Arizona's public safety needs in FY 90/91.



## Reaching Out To Help

PEER  
COUNSELING



FAMILY SUPPORT  
GROUP

Sponsored by:  
ARIZONA  
DEPARTMENT OF PUBLIC SAFETY

**PRIORITY:**

# Look to the Future

The Department's FY 90/91 accomplishments resulted from a strategic selection of priorities that focused on its core strengths - vigilant law enforcement and service excellence. What follows is a sample of where the Department's action-oriented focus will lead us as we move forward in FY 91/92.

## **Laser Speed Measuring Devices**

The Department has received three LTI 20-20 Laser Speed Detection System devices under a grant from the Governor's Office of Highway Safety. Field tests will be conducted to determine the applicability of this new technology for speed enforcement and other measurement purposes under Arizona's unique climate and operating conditions. In part, testing will evaluate ease of equipment use, draw comparisons to existing radar and VASCAR equipment and determine laser accuracy under varying operating conditions.

## **Cargo Tank Inspection Program**

Beginning in FY 91/92, the Department will implement an inspection program targeting cargo tanker trucks transporting hazardous materials. A study by the Department indicates a potential for rapid deterioration of the walls of tankers transporting chemicals in Arizona's hot climate. This program will train and certify officers to conduct roadside tests, provide equipment to measure tank wall thickness and inspect vehicles to ensure adherence to cargo tanker safety standards.

## **Alcohol Data Acquisition Management System (ADAMS)**

A pilot program to test the ADAMS computerized intoxilyzer system will be conducted in FY 91/92. ADAMS permits remote monitoring of equipment to determine calibration and repair needs and allows remote printing of reports needed for DUI prosecution. Fourteen of the technologically advanced machines will be installed in DUI testing sites in Maricopa County. All will be linked by modem to a centralized computer in the DPS Phoenix crime lab where statistical and quality

assurance reports will be generated. The modem will also provide a link to County Attorney Offices thereby eliminating the need for officers to hand deliver intoxilyzer reports for DUI prosecution.

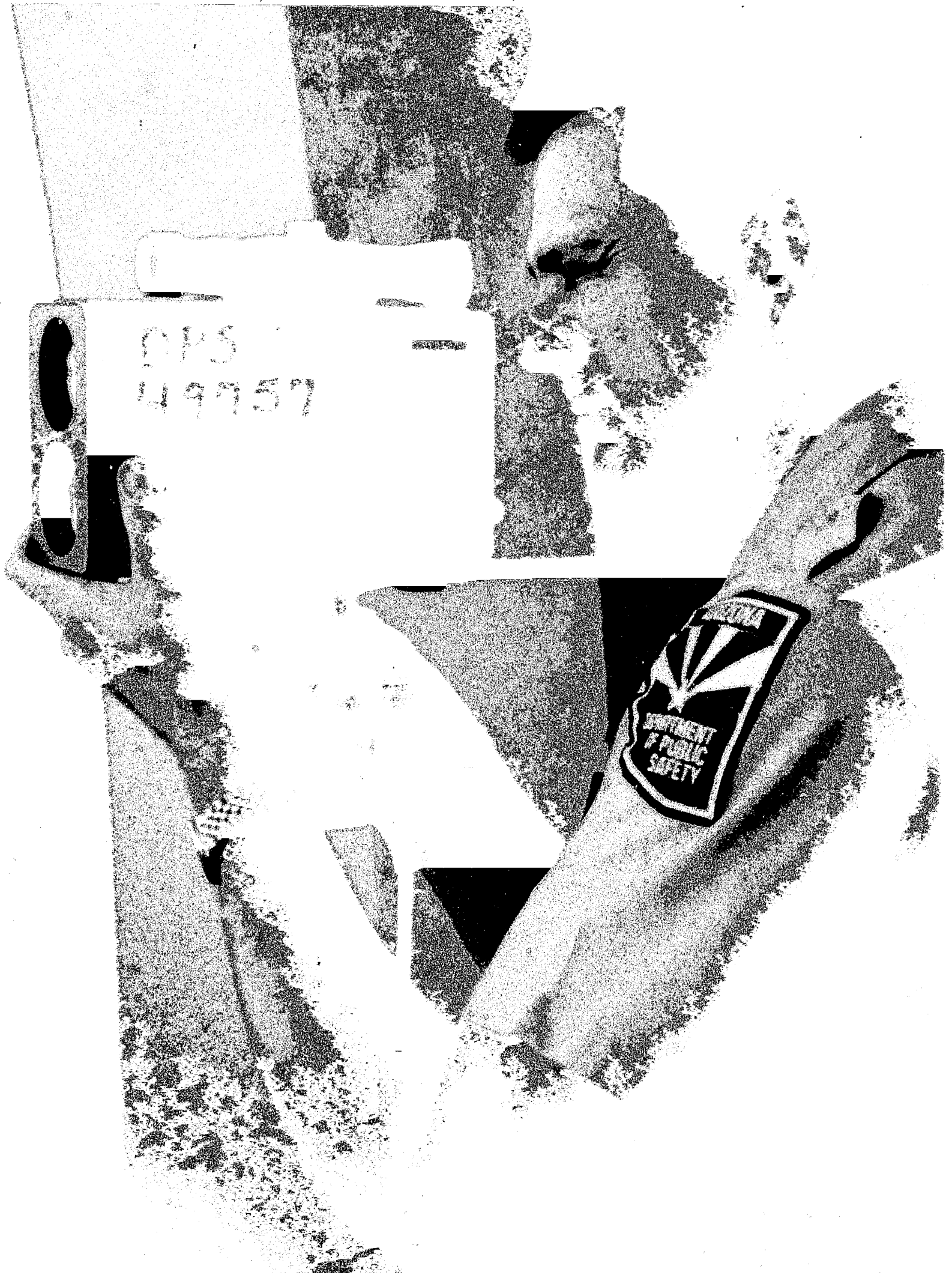
## **National Guard Assistance**

The Arizona National Guard has assigned approximately 40 guardsmen to assist the Department with gang and narcotics suppression activities. Guard members are allocated primarily to intelligence and operational support functions. Field activities will include stationary surveillance and other non-arrest activities.

## **Criminal History Improvement Program**

A grant of \$264,660 has been awarded to the Department by the U.S. Department of Justice for upgrading systems used to maintain records of criminal offender arrests, prosecutions, convictions and sentences. DPS will use the funds to assess needs, clear up a backlog of arrest disposition reports and create an interagency task force for the planning and coordination of improvements to the criminal history records system.



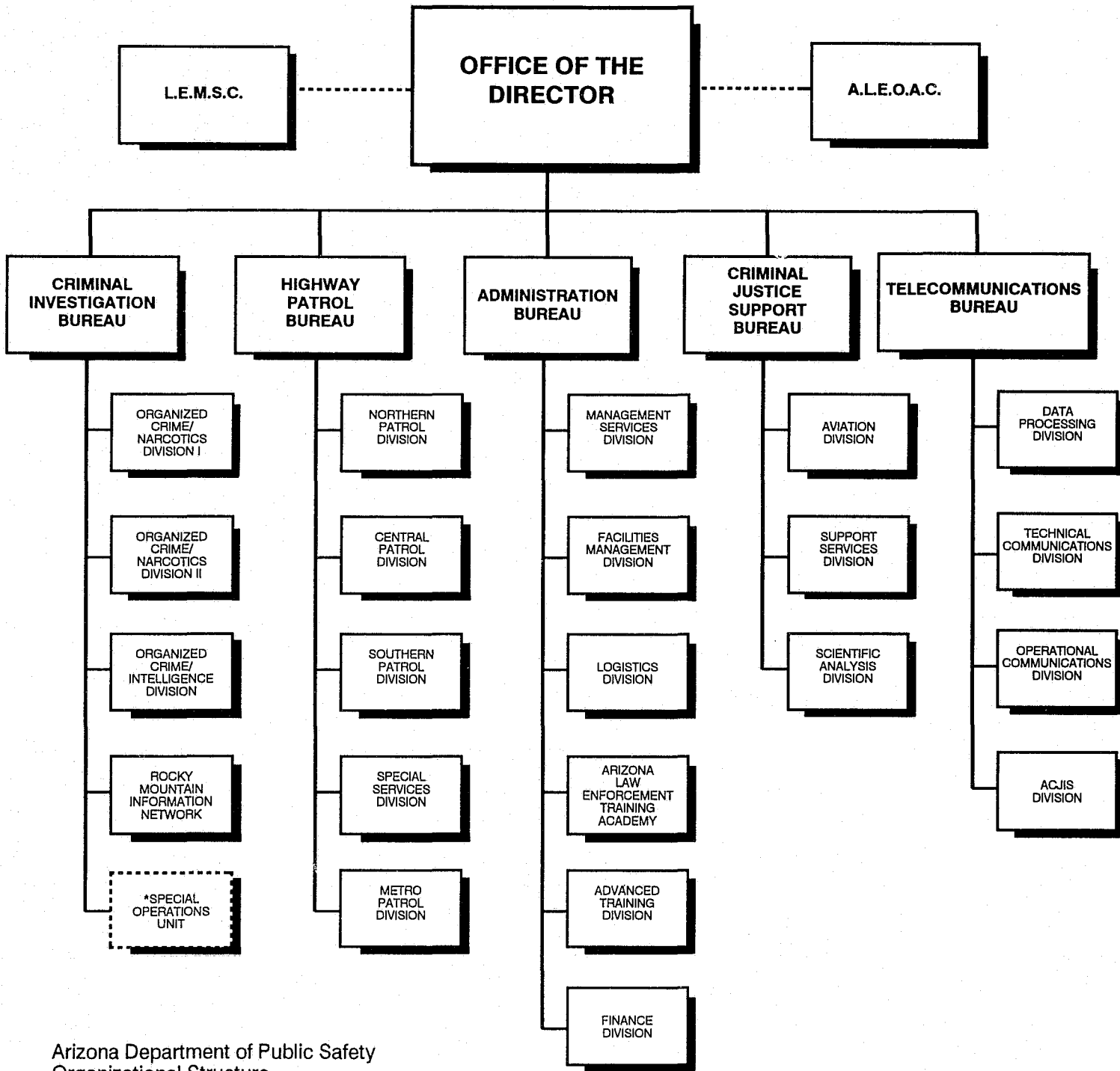


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DEPARTMENT  
OF PUBLIC  
SAFETY

# AT A GLANCE

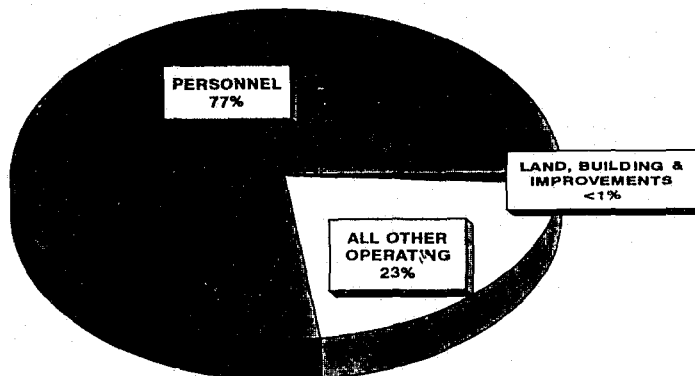
## ARIZONA DEPARTMENT OF PUBLIC SAFETY



Arizona Department of Public Safety  
 Organizational Structure  
 October 9, 1991

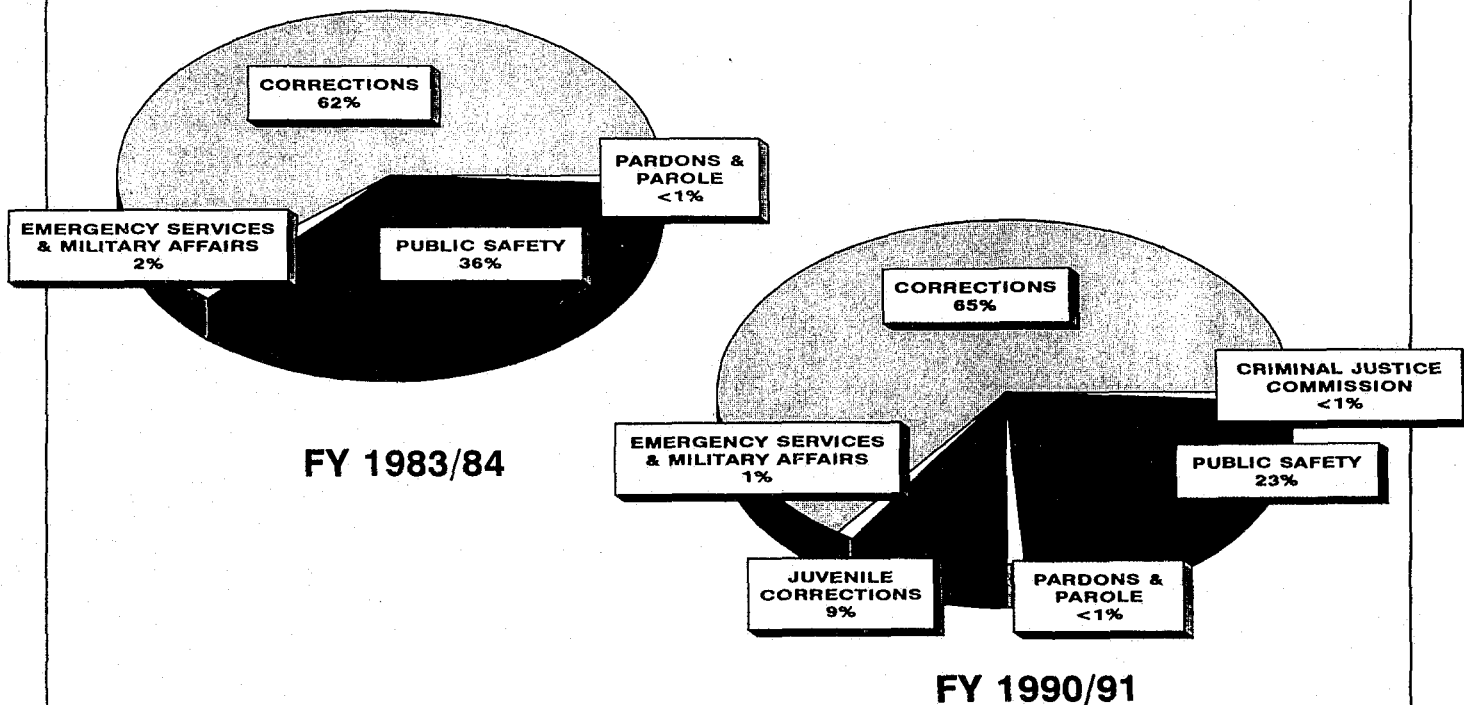
\*Not a standing unit.

## DPS EXPENDITURES By Classification FY 1990/91



SOURCE: FISCAL MANAGEMENT

## COMPARISON OF STATE APPROPRIATIONS For Protection and Safety FY 1983/84 and 1990/91



SOURCE: JLBC APPROPRIATIONS REPORT

## LAW ENFORCEMENT ACTIVITIES

	FY 1989/90	FY 1990/91	% Change
<b>ARRESTS</b>			
Felony	4,524	4,593	1.5
Misdemeanor	10,118	9,150	-9.6
DUI (misdemeanor & felony)	6,270	6,483	3.4
<b>Total Arrests</b>	<b>20,912</b>	<b>20,226</b>	<b>-3.3</b>
<b>CITATIONS ISSUED</b>	<b>306,912</b>	<b>281,411</b>	<b>-8.3</b>
<b>WARNINGS ISSUED</b>	<b>216,399</b>	<b>226,006</b>	<b>4.4</b>
<b>TRAFFIC ACCIDENTS INVESTIGATED</b>	<b>14,642</b>	<b>14,671</b>	<b>0.2</b>
<b>STOLEN VEHICLES RECOVERED</b>	<b>2,184</b>	<b>2,106</b>	<b>-3.6</b>
<b>DRUGS SEIZED *</b>			
Marijuana	46,568 lbs	22,453 lbs	-51.8
Marijuana Plants	788 plants	3,053 plants	287.4
Heroin	91 ozs.	62 ozs.	-32.5
Cocaine	2,298 lbs.	1,958 lbs.	-14.8
Other Drugs ** (bulk)	85 lbs.	47 lbs.	-44.2
Other Drugs ** (items)	15,145 units	3,379 units	-77.7

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

\*\* Other Drugs are reported either in pounds or in units. Units include various measures such as "hits," doses and tablets.

Source: Highway Patrol and Criminal Investigation

## APPROPRIATIONS AND FUNDING\*

	FY 1987/88	FY 1988/89	FY 1989/90	FY 1990/91
<b>OPERATING BUDGET</b>				
Criminal Investigation	\$ 11,493,200	\$ 11,880,000	\$ 12,038,600	\$ 12,038,700
Highway Patrol	29,239,800	30,750,700	32,181,900	33,161,200
Administration	15,616,400	16,924,700	18,711,600	18,155,400
Criminal Justice Support	8,801,700	8,920,000	9,178,500	9,509,200
Telecommunications	12,653,900	13,736,600	13,777,300	14,189,800
<b>Total Operating Budget</b>	<b>\$ 77,805,000</b>	<b>\$ 82,212,000</b>	<b>\$ 85,887,900</b>	<b>\$ 87,054,300</b>
Land, Bldgs & Improvements	\$ 1,427,000	\$ 158,200	\$ 472,000	\$ 330,000
<b>Total Appropriations</b>	<b>\$ 79,232,000</b>	<b>\$ 82,370,200</b>	<b>\$ 86,359,900</b>	<b>\$ 87,384,300</b>
<b>FUNDING BY SOURCE</b>				
General Fund	\$ 77,557,300	\$ 69,673,200	\$ 84,537,900	\$ 63,581,000
State Highway Fund	1,274,700	1,326,000	1,322,000	23,303,300
Highway Patrol Fund	400,000	11,371,000	500,000	500,000
<b>Total State Funding</b>	<b>\$ 79,232,000</b>	<b>\$ 82,370,200</b>	<b>\$ 86,359,900</b>	<b>\$ 87,384,300</b>
Authorized Positions **	1,620	1,620	1,622	1,629

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

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

Source: Fiscal Management

# Office of the Director



Colonel F. J. "Rick" Ayars  
Director

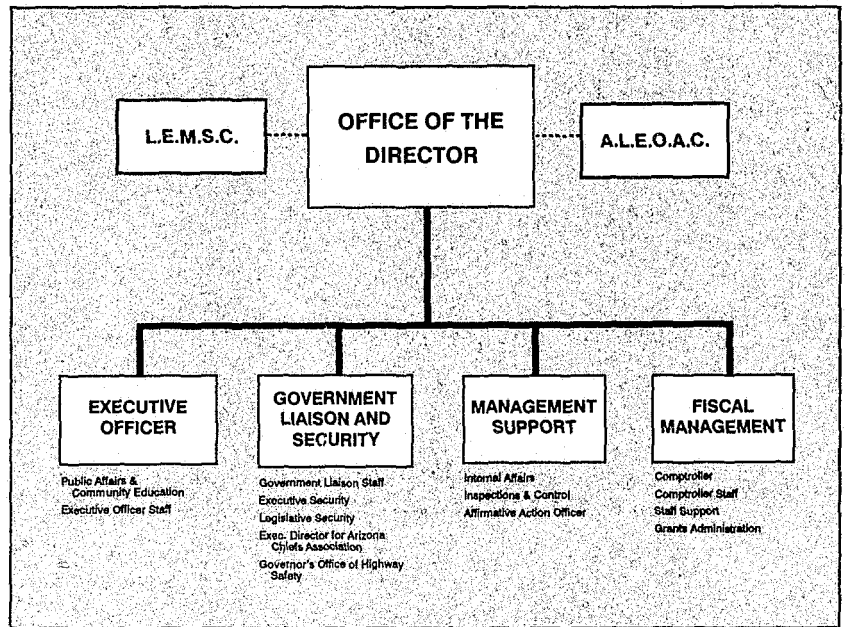
The Director of the Arizona Department of Public Safety, Colonel F. J. "Rick"

Ayars, establishes the Department's goals, policies, procedures and organizational structure. He directs and controls the activities of the agency and is responsible for accomplishing its mission.

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



Lt. Colonel R. A. Sterna  
Deputy Director



## OVERVIEW

### Executive Officer

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

### Management Support

- Conducts internal investigations to ensure the integrity and professionalism of Department employees.
- Performs section and district inspections to enhance effectiveness and efficiency.
- Administers the Department's Equal Employment Opportunity and Affirmative Action (EEO/AA) Programs.

### Government Liaison and Security

- Coordinates the selection of officers to serve as interim chiefs of police as requested by local governments.
- Monitors proposed legislation pertaining to the criminal justice system.

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

### Fiscal Management

- Facilitates development of the Department's annual budget request.
- Monitors fiscal processes and maintains overall budgetary control within the Department.
- Administers federal block grants and serves as the statistical repository and clearinghouse for the Department's federal grants.

- Administers the Criminal Justice Enhancement Fund (CJEF) grant program.
- Administers the Department's asset seizure and forfeiture program pursuant to Racketeering Influenced Corrupt Organization (RICO) laws.

\*\*\*\*

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

### Law Enforcement Merit System Council (LEMSC)

- Ensures that merit principles are applied to the selection, appointment, retention,

promotion, discipline or dismissal of classified employees.

- Establishes standards and qualifications for all classified positions.

### Arizona Law Enforcement Officers' Advisory Council (ALEOAC)

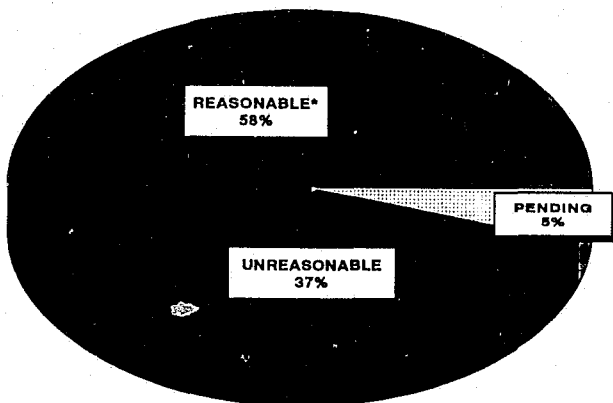
- Prescribes minimum qualifications for officers to be appointed to enforce the laws of Arizona and certifies officers in compliance with those qualifications.
- Prescribes minimum courses of training and minimum standards for training facilities for Arizona's law enforcement officers and recommends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

## DIRECTOR'S OFFICE ACTIVITIES

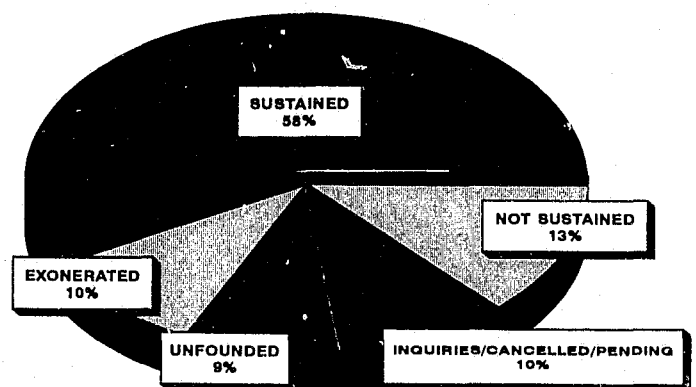
	FY 1989/90	FY 1990/91	% Change
<i>INTERNAL INVESTIGATIONS</i>			
Complaints Investigated by Bureaus	282	331	17.4
Complaints Investigated by Internal Affairs	74	79	6.8
<b>Total Complaints Investigated</b>	<b>356</b>	<b>410</b>	<b>15.2</b>
Critical Incident Investigations	70	19	-72.9
<b>Total Internal Investigations</b>	<b>426</b>	<b>429</b>	<b>0.7</b>
<i>MANAGEMENT INSPECTIONS</i>	15	19	26.7

Source: Management Support

### CRITICAL-INCIDENT REVIEW FY 1990/91



### COMPLAINT ADJUDICATION FY 1990/91



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

SOURCE: MANAGEMENT SUPPORT



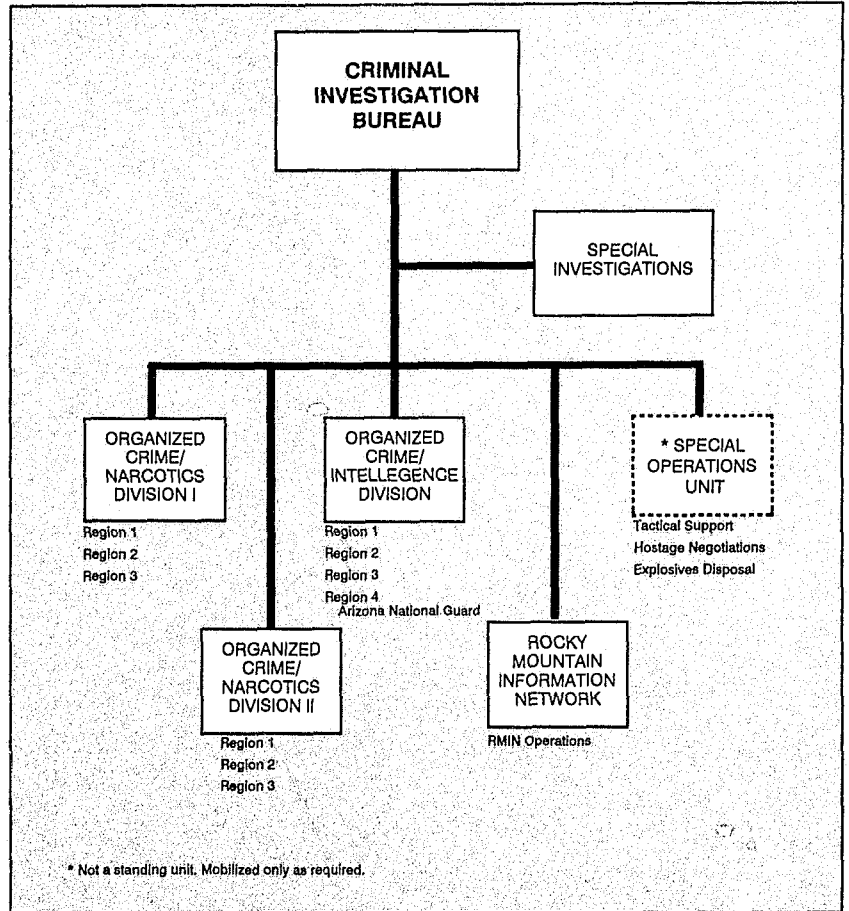
# Criminal Investigation



Lt. Colonel D. R. St. John\*  
Assistant Director

\*Lt. Colonel G. W. Ross assumed assistant directorship of the Criminal Investigation Bureau effective October 27, 1991, subsequent to Lt. Colonel St. John's appointment to a special project by Governor Fife Symington.

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



## OVERVIEW

### Organized Crime/Narcotics Divisions I and II

Each of the above divisions (regionalized):

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

### Organized Crime/Intelligence Division

- Collects, analyzes and disseminates criminal intelligence information pertaining to organized crime and public disorder activities.

- Provides criminal investigation research for DPS and other agency investigators.
- Provides clearinghouse activities on missing and exploited children for Arizona law enforcement agencies through the Family Information Directory (FIN.D.) program.
- Coordinates assistance provided by the Arizona National Guard.

### Specialty Units

#### Special Investigations

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

#### Special Operations *(Mobilized as required)*

- Provides help to the Department and local police agencies during tactical situations,

hostage negotiations, seizures of illegal labs and disposal of explosives.

\*\*\*\*

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

#### Rocky Mountain Information Network (RMIN)

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

## CRIMINAL INVESTIGATION ACTIVITIES

	FY 1989/90	FY 1990/91	% Change
<b>COURT DOCUMENTS SERVED</b>			
Search Warrants	371	374	0.8
Arrest Warrants - Felony	85	70	-17.6
Arrest Warrants - Misdemeanor	620	701	13.1
Fugitive Warrants	404	475	17.6
Court Orders	71	63	-11.3
Subpoenas	288	155	-46.2
Summonses	33	15	-54.5
Other	94	72	23.4
<b>Total Documents Served</b>	<b>1,966</b>	<b>1,925</b>	<b>-2.1</b>
<b>LIQUOR ENFORCEMENT</b>			
Routine Liquor Inspections	284	180	-36.6
Covert Establishment Checks	2,457	1,408	-42.7
Regulation Violations Noted	360	122	-66.1
Warnings Issued	362	156	-56.9
Citations Issued:			
To Licensee/Employee	394	184	-53.3
To Other Adults	161	107	-33.5
To Minors-Consume/Possess	302	274	-9.3
To Minors-Fraudulent ID	5	3	-40.0
To Minors-Premises Violations	24	3	-87.5
<b>Total Liquor Citations</b>	<b>886</b>	<b>571</b>	<b>-35.6</b>
<b>CRIMINAL INVESTIGATION RESEARCH</b>			
Requests - DPS	10,911	8,716	-20.1
Requests - Other Agencies	12,988	9,942	-23.5
<b>Total Research Requests</b>	<b>23,899</b>	<b>18,658</b>	<b>-21.9</b>
<b>FIN.D. BULLETINS DISTRIBUTED</b>	<b>8,250</b>	<b>23,315</b>	<b>182.6</b>
<b>INTELLIGENCE REPORTS SUBMITTED</b>	<b>31,256</b>	<b>34,076</b>	<b>9.0</b>
<b>STOLEN VEHICLES RECOVERED</b>			
Auto Theft Recoveries	80	113	41.3
"72-hour Locate" Recoveries	511	*	-
<b>Total Vehicles Recovered</b>	<b>591</b>	<b>113</b>	<b>-</b>

\* This activity has ceased due to expiration of the grant which funded it.

Source: Criminal Investigation

## PERSONS ARRESTED

	FY 1989/90	FY 1990/91	% Change
<b>OFFENSES</b>			
Arson	1	2	100.0
Assault	70	64	-8.6
Burglary	43	31	-27.9
Commercialized Sexual Offenses	1	5	400.0
Damaged Property	1	2	100.0
Drug Offenses	800	991	23.9
Embezzlement	5	4	-20.0
Flight/Escape	63	24	-61.9
Forgery/Counterfeiting	33	13	-60.6
Fraudulent Activities	37	33	-10.8
Gambling	21	0	-100.0
Homicide	11	9	-18.2
Kidnapping/Abduction	6	7	16.7
Larceny/Theft	83	97	16.9
Liquor	696	220	-68.4
Obscenity	0	1	100.0
Obstruct Judiciary/Legislature	1	1	0.0
Obstruct Police	1	0	-100.0
Other Offenses	147	142	-3.4
Public Peace/Riot	1	0	-100.0
Robbery	10	20	100.0
Sex Offenses	2	1	-50.0
Sexual Assault/Rape	49	37	-24.5
Smuggling	18	9	-50.0
Stolen Property	11	7	-36.4
Stolen Vehicle	12	17	41.7
Traffic Offenses	16	1	-93.8
Weapon Offenses/Explosives	3	5	66.7
<b>Total Arrests</b>	<b>2,142</b>	<b>1,743</b>	<b>-18.6</b>

Source: Criminal Investigation

## CRIMINAL INVESTIGATION DRUG SEIZURES\*

	FY 1989/90	FY 1990/91	% Change
<b>DRUGS SEIZED</b>			
Marijuana	37,568.1 pounds	17,110.2 pounds	-54.5
Heroin	3.5 pounds	3.8 pounds	8.7
Cocaine	1,597.6 pounds	1,676.6 pounds	4.9
<b>OTHER DRUGS (by weight)</b>			
Hashish	0.0 ounces	0.3 ounces	866.7
Narcotic Drugs	18.7 ounces	31.6 ounces	69.1
Methamphetamine	370.9 ounces	711.4 ounces	91.8
Non-Narc. Controlled Substances	487.6 ounces	1.0 ounces	-99.8
Crack	2.5 ounces	14.0 ounces	465.2
<b>Total Other Drugs (by weight)</b>	<b>879.7 ounces</b>	<b>758.3 ounces</b>	<b>-13.8</b>
<b>OTHER DRUGS (by dose unit)</b>			
LSD	145 units	2,831 units	1852.4
Narcotic Drugs	633 units	117 units	-81.5
Methamphetamine	22 units	15 units	-31.8
Prescription Drugs	524 units	110 units	-79.0
Non-Narc. Controlled Substances	10,175 units	300 units	-97.1
Heroin	9 units	6 units	-33.3
<b>Total Other Drugs (by dose unit)</b>	<b>11,508 units</b>	<b>3,379 units</b>	<b>-70.6</b>
<b>MISCELLANEOUS SEIZURES</b>			
Marijuana Plants	788 plants	3,053 plants	287.4
Marijuana Fields/Greenhouses	8 items	28 items	250.0
Clandestine Laboratories	22 items	21 items	-4.5
Precursor Chemicals	4,966.2 ounces	1,905 ounces	-61.6

\* Highway Patrol drug seizures are listed in the tables for that bureau.

Source: Criminal Investigation

## ASSISTANCE TO OTHER AGENCIES

	FY 1989/90	FY 1990/91	% Change
<b>TYPE/NUMBER OF REQUESTS PROCESSED</b>			
Applicant Background Checks	18	2	-89
Auto Theft Investigations	97	66	-32
Criminal Surveillances	57	66	16
Drug Investigations	599	521	-13
Economic Crime Investigations	68	33	-51
Explosive Incident Responses	101	84	-17
Fugitive Locates/Arrests	100	22	-78
Hostage Negotiations	7	1	-86
Intelligence Assistance	123	40	-67
Investigative Research	12,988	9,743	-25
Internal Investigations	11	7	-36
Liquor Investigations	272	190	-30
Pen Registers	6	5	-17
Tactical Operations	54	55	2
Training	97	33	-66
Other	72	28	-61
<b>Total Requests</b>	<b>14,670</b>	<b>10,895</b>	<b>-26</b>
<b>Total Personnel-hours Involved</b>	<b>50,002</b>	<b>29,741</b>	<b>-41</b>

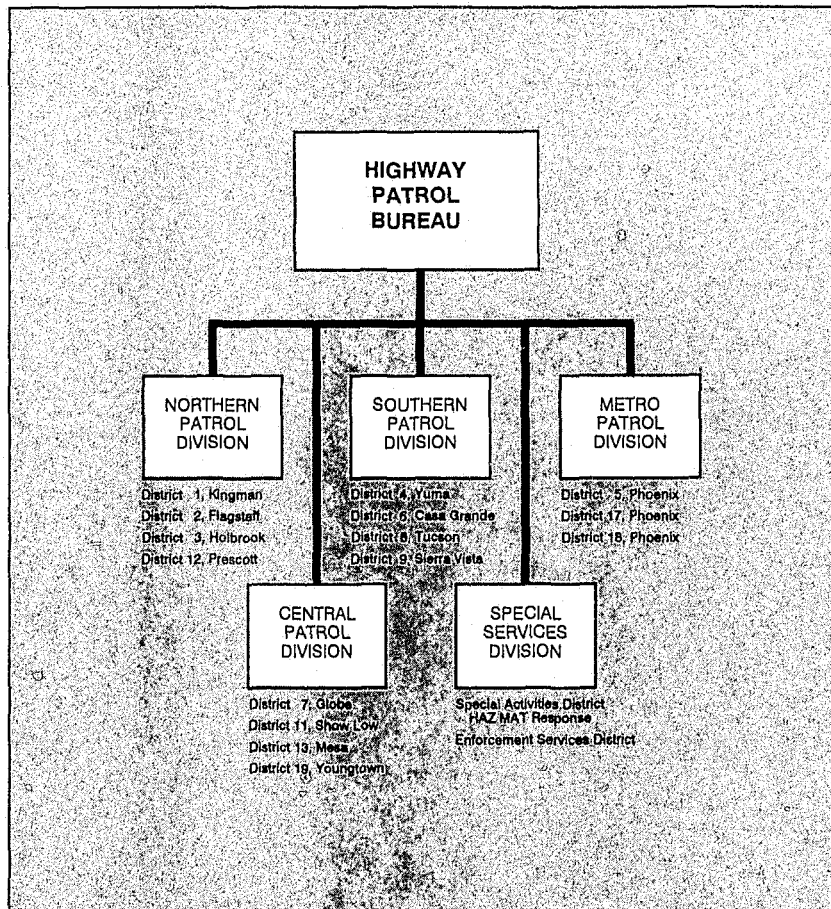
Source: Criminal Investigation

# Highway Patrol



Lt. Colonel L. N. Thompson  
Assistant Director

The Highway Patrol is responsible for the safety of motorists on Arizona's highways. In serving the needs of the public, the bureau is guided by the principles embodied in the Department's motto: "Courteous Vigilance."



## OVERVIEW

### Northern, Central, Southern, and Metro Patrol Divisions

Each of the above divisions:

- Enforces state traffic and criminal statutes.
- Controls accident scenes and investigates traffic accidents.
- Patrols a combined total of 5,851 miles of state and federal highways and freeways.
- Assists motorists with disabled vehicles.
- Controls and reports on traffic when adverse weather, accidents, construction or other road restrictions create unusual traffic conditions.
- Enforces state and federal commercial vehicle regulations.
- When requested, responds to emergency situations during civil disturbances and unusual occurrences at correctional institutions.
- Handles emergency relay services for the transport of blood, medical and other vital supplies.
- Provides traffic safety information programs to the public through civic organizations, service groups and schools.
- Furnishes specialized training and assistance to criminal justice agencies throughout Arizona.

## Special Services Division

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

## HIGHWAY PATROL ACTIVITIES

	FY 1989/90	FY 1990/91	% Change
<i>CITATIONS ISSUED</i>			
Hazardous Violations *	226,909	204,259	-10.0
Non-Hazardous Violations	79,117	76,581	-3.2
<b>Total Citations</b>	<b>306,026</b>	<b>280,840</b>	<b>-8.2</b>
<i>WARNINGS ISSUED</i>			
Hazardous Violations	161,875	169,959	5.0
Non-Hazardous Violations	54,162	55,891	3.2
<b>Total Warnings</b>	<b>216,037</b>	<b>225,850</b>	<b>4.5</b>
<i>REPAIR ORDERS ISSUED</i>	79,487	87,838	10.5
<i>MOTORIST ASSISTS</i>	86,193	82,402	-4.4
<i>STOLEN VEHICLES RECOVERED</i>			
Auto Theft Recoveries	1,148	1,413	23.1
Border Liaison Recoveries	445	580	30.3
<b>Total Recovered Vehicles</b>	<b>1,593</b>	<b>1,993</b>	<b>25.1</b>
<i>ARRESTS</i>			
Felony (excludes DUI)	3,250	3,217	-1.0
Misdemeanor (excludes DUI)	9,250	8,783	-5.0
DUI (misdemeanor & felony)	6,270	6,483	3.4
<b>Total Arrests</b>	<b>18,770</b>	<b>18,483</b>	<b>-1.5</b>
<i>HAZARDOUS MATERIAL RESPONSES</i>	239	171	-28.5
<i>COMMERCIAL VEHICLES PLACED OUT OF SERVICE</i>	6,952	6,811	-2.0
<i>MOTOR CARRIER INSPECTIONS</i>	21,965	22,675	3.2
<i>VEHICLES WEIGHED</i>	34,788	30,158	-13.3
<i>SCHOOL BUSES INSPECTED</i>	4,066	4,846	19.2
<i>TOW TRUCKS INSPECTED</i>	1,727	1,693	-2.0
<i>TERMINAL AUDITS CONDUCTED</i>	432	1,303	201.6

\* Hazardous Citations include those for Speeding and Petty Offenses.

Source: Highway Patrol

## HIGHWAY PATROL DRUG SEIZURES\*

	FY 1989/90	FY 1990/91	% Change
<b>DRUGS SEIZED</b>			
Marijuana	9,000.0 lbs	5,343.0 lbs	-40.6
Heroin	35.2 oz	0.8 oz	-97.9
Cocaine	700.0 lbs	281.0 lbs	-59.9
Other Drugs ** (bulk)	30.0 lbs	*** lbs	-
Other Drugs ** (items)	3,637.0 units	*** units	-

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

\*\* Other Drugs are reported either in pounds or in units. Each category excludes the other. Units include various measures such as "hits," doses and tablets.

\*\*\* Data not reported.

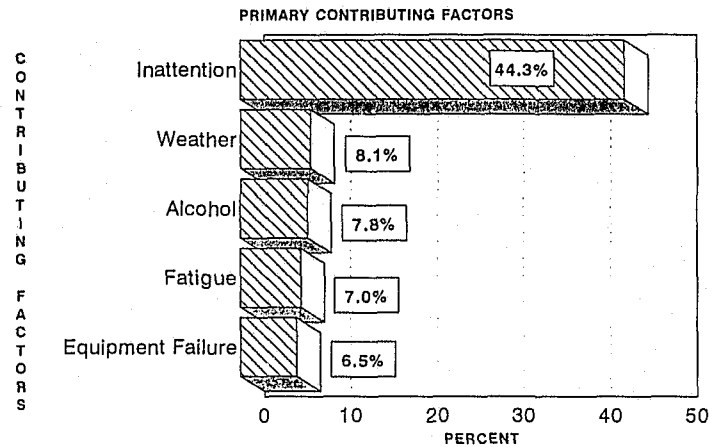
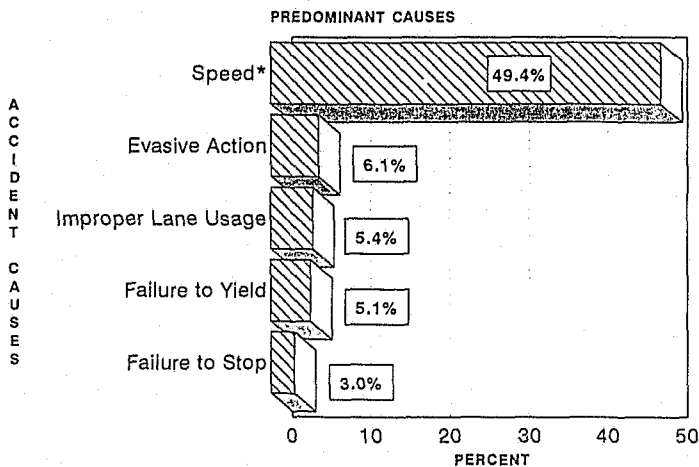
Source: Highway Patrol

## TRAFFIC ACCIDENTS AND ALCOHOL

	FY 1989/90	FY 1990/91	% Change
<b>ACCIDENTS INVESTIGATED BY DPS</b>			
<b>Total Accidents</b>	<b>14,642</b>	<b>14,671</b>	<b>0.2</b>
Number Alcohol Related	1,451	1,390	-4.2
Percent Alcohol Related	9.9	9.5	
<b>INJURIES</b>			
Number of Accidents with Injuries	4,803	4,636	-3.5
<b>Total Injuries</b>	<b>8,549</b>	<b>8,040</b>	<b>-6.0</b>
Number Alcohol Related	1,532	1,340	-12.5
Percent Alcohol Related Injuries	17.9	16.7	
<b>FATALITIES</b>			
Number of Fatal Accidents	254	251	-1.2
<b>Total Fatalities</b>	<b>318</b>	<b>289</b>	<b>-9.1</b>
Number Alcohol Related	96	95	-1.0
Percent Alcohol Related	30.2	32.9	

Source: Highway Patrol

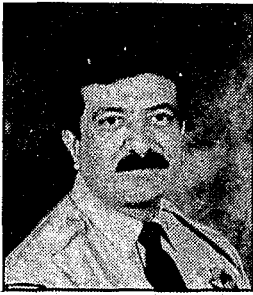
### TOP FIVE CAUSES AND FACTORS IN TRAFFIC ACCIDENTS INVESTIGATED BY DPS FY 1990/91



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

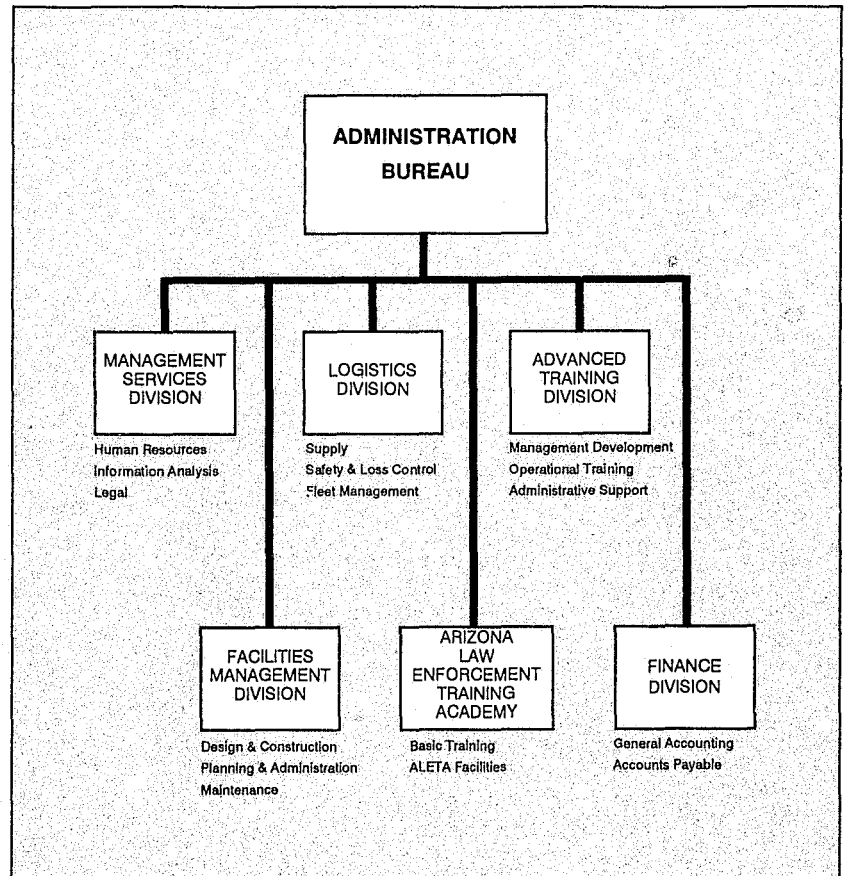
SOURCE: HIGHWAY PATROL

# Administration



Lt. Colonel R. Aguilera  
Assistant Director

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



## OVERVIEW

### Management Services Division

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

Department's employee suggestion and forms management programs.

- Provides legal assistance to DPS and other law enforcement agencies regarding criminal and traffic laws.

### Facilities Management Division

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

### Logistics Division

- Procures, stocks and issues consumable supplies for the Department.



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

### **Arizona Law Enforcement Training Academy (ALETA)**

- Develops and coordinates basic law enforcement training programs which include full certification, specialty officer and DPS advanced basic courses.
- Manages academy facilities and training resources which are provided for correctional officer training and also to other law enforcement agencies on a space available basis.

### **Advanced Training Division**

- Develops and coordinates advanced and recertification law enforcement training programs.

- Develops and conducts emergency medical training sessions.
- Administers the Department's physical fitness and peer counseling programs.
- Trains law enforcement instructors.
- Provides law enforcement-related library services to Arizona's criminal justice community.
- Furnishes mail services for the Department.
- Provides statewide coordination of Arizona's Drug Abuse Resistance Education (D.A.R.E.) program activities.
- Operates the Southwest Regional Training Center (SWRTC) in support of the national D.A.R.E. program.
- Develops audio-visual aids for classroom training purposes.
- Provides video production services.
- Provides armory services.

### **Finance Division**

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

## ADMINISTRATION ACTIVITIES

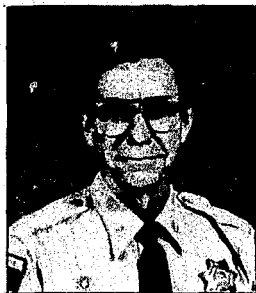
	FY 1989/90	FY 1990/91	% Change
<i>ADVANCED TRAINING</i>			
Programs Conducted*	476	255	-46.4
Students/Attendance*	8,834	3,650	-58.7
Employees Given Physical Fitness Tests	695	735	5.8
<i>ARIZONA LAW ENFORCEMENT TRAINING ACADEMY</i>			
Basic Training/Specialty Classes Graduated	8	7	-12.5
Students Graduated	221	268	21.3
<i>ARMORY</i>			
Weapons Repaired	488	943	93.2
<i>FACILITIES</i>			
Maintenance Orders Completed	2,567	2,645	3.0
Design and Construction Projects Completed	66	54	-18.2
Requested Facilities Work	76	76	0.0
Building/Square Footage Maintained	571,713	571,789	0.0
<i>FINANCE</i>			
Purchase Orders Processed	10,540	9,911	-6.0
Financial Claims Processed	31,247	32,537	4.1
<i>FLEET</i>			
Vehicle Work Orders Processed	19,981	31,722	58.8
Vehicle Maintenance Expenditures (\$)	2,977,392	3,483,678	17.0
Maintenance/Fuel Costs Per Mile Driven (\$)	0.110	0.126	14.5
<i>HUMAN RESOURCES</i>			
Personnel/Position Control Actions Completed	4,575	5,586	22.1
Employee Benefit Requests Processed	9,766	6,898	-29.4
New Hires Processed	172	157	-8.7
<i>INFORMATION ANALYSIS</i>			
Policy and Information Projects Completed	121	176	45.5
Employee Suggestions Evaluated	25	32	28.0
Graphics Service Projects**	69	114	65.2
<i>LEGAL</i>			
Contracts Processed	373	395	5.9
Law Bulletins Issued	5	6	20.0
Teaching Assignments	24	16	-33.3
<i>LIBRARY</i>			
Title/Volumes Added	995	581	-41.6
Audiovisual Circulation*	13,606	6,435	-52.7
<i>MAILROOM</i>			
Pieces of Mail Processed	507,610	577,264	13.7
Mailing Costs (\$)	78,261	83,703	7.0
<i>SUPPLY</i>			
Value of Consumable Supplies Issued (\$)	716,694	722,111	0.8

\* FY 90/91 decrease reflects change in method of compiling statistics.

\*\* FY 1989/90 data may vary from prior reports due to submission of revised data.

Source: Administration

# Criminal Justice Support



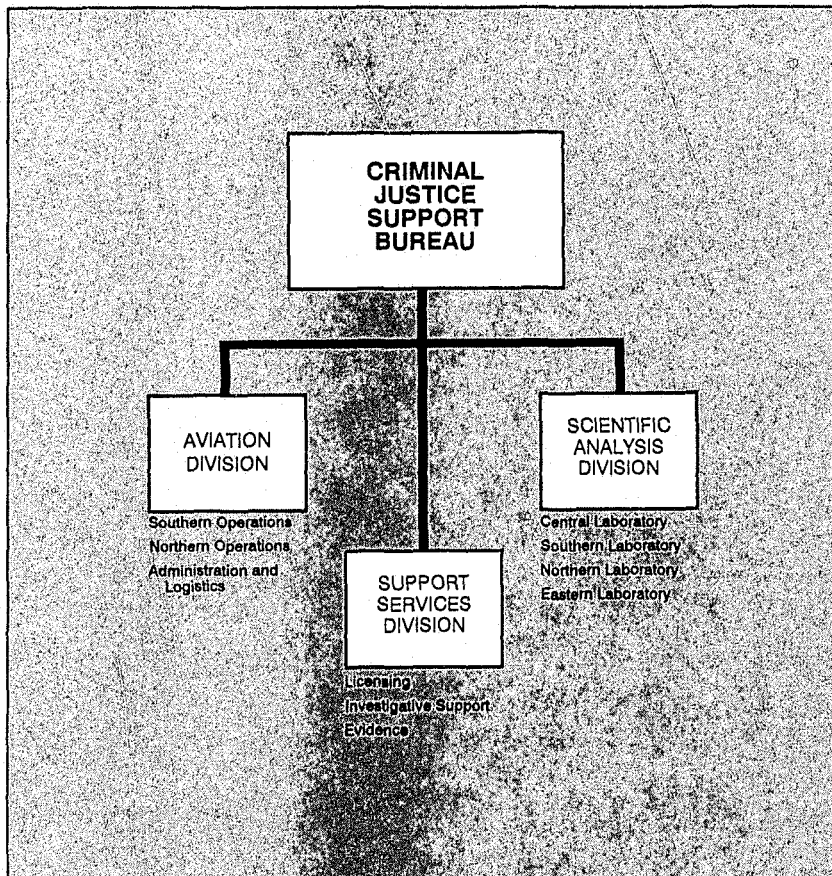
Lt. Colonel G. W. Ross\*  
Assistant Director



Major W. Reutter  
Acting Assistant Director

*\*Major W. Reutter assumed assistant directorship October 27, 1991, subsequent to Lt. Colonel G. W. Ross accepting the assistant directorship of Criminal Investigation Bureau.*

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



## OVERVIEW

### Aviation Division

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

### Support Services Division

- Provides scientific analysis and expert testimony in the areas of questioned documents, polygraph and accident reconstruction; provides photographic and crime scene assistance to prosecutors, law enforcement officials and regulatory agencies.
- Licenses agencies and individuals in the private investigator and security guard

industries doing business within the state of Arizona. Additionally, licenses polygraph examiners who do business in the state.

- Stores, safeguards and disposes of property and evidence.
- Publishes a monthly newsletter for the criminal justice communities and a monthly employee newsletter.

### Scientific Analysis Division

- Assists prosecutors, law enforcement agencies and court officers in the investigation and adjudication of criminal cases through the use of scientific techniques for the precise identification and evaluation of physical evidence.

- Pioneers the development of technological advances in order to furnish state-of-the-art services to Arizona law enforcement agencies.
- Provides instruction to investigative officers in proper identification, collection and packaging of evidence including hazardous evidence.
- Provides crime scene assistance including, but not limited to, retrieval of latent prints, trace evidence, tire tread and footwear impressions, blood splatter analysis, and drug identification.
- Provides instrument calibration for breath testing equipment used to confirm alcohol-impairment of motorists.
- Provides expert testimony in courts of law in support of analyses provided.

## CRIMINAL JUSTICE SUPPORT ACTIVITIES

	FY 1989/90	FY 1990/91	% Change
<i>INVESTIGATIVE SUPPORT CASE LOAD SUMMARY</i>			
Accident Reconstruction Cases	143	142	-0.7
Questioned Document Examinations	1,006	675	-32.9
Polygraph Examinations	1,508	1,165	-22.7
Photo Prints	157,806	158,850	0.7
Print Press Impressions *	6,147,000	7,118,355	15.8
<i>PROPERTY AND EVIDENCE CASE LOAD SUMMARY</i>			
DPS Submissions	7,011	8,459	20.7
Other Agencies Submissions	10,780	10,441	-3.1
<b>Total</b>	<b>17,791</b>	<b>18,900</b>	<b>6.2</b>

\*FY 1990/91 figure includes prints made with high-speed, commercial-quality photocopying equipment.

Source: Criminal Justice Support

## LICENSING WORK LOAD SUMMARY

	FY 1989/90	FY 1990/91	% Change
<b>SECURITY GUARDS</b>			
Active Employee Licenses	12,145	12,738	4.9
Employee Applications Processed	7,805	8,909	14.1
Employee ID Cards Issued	7,805	8,909	14.1
Employee Renewals Processed	3,103	3,343	7.7
Employee Transfers Processed	1,275	2,741	115.0
Employee Duplicate ID Issued	63	180	185.7
Active Agency Licenses	105	98	-6.7
Agency Applications Processed	21	15	-28.6
Agency Licenses Issued	18	14	-22.2
Agency Licenses Renewed	95	88	-7.4
Agency Restructures Processed	11	3	-72.7

### PRIVATE INVESTIGATORS

Active Employee Licenses	1,234	1,117	-9.5
Employee Applications Processed	382	410	7.3
Employee Renewals Processed	610	553	-9.3
Employee Delinquencies	-	27*	-
Active Agency Licenses	763	718	-5.9
Agency Applications Processed	173	93	-46.2
Agency Licenses Issued	166	91	-45.2
Agency Licenses Renewed	609	647	6.2
Agency License 90-day Hold	-	41*	-
Agency Restructures Processed	18	21	16.7
Agency Delinquencies	-	26*	-

### POLYGRAPH EXAMINERS

Active Licenses	96	86	-10.4
Applications Processed	11	15	36.4
Licenses Issued	11	15	36.4
Licenses Renewed	83	66	-20.5
Intern Applications Processed	-	1	-
Intern Licenses Issued	-	1	-

\* Reflects new private investigator laws effective October 1, 1990.

Source: Criminal Justice Support

## AIR RESCUE MISSIONS

	FY 1989/90	FY 1990/91	% Change
Hospital Transfer	585	404	-30.9
Highway Medical Evacuation	718	510	-29.0
Non-Highway Medical Evacuation	376	286	-23.9
Search & Rescue	243	283	16.5
Law Enforcement - Criminal	321	274	-14.6
Aircraft Maintenance	142	132	-7.0
Flight Training	140	140	0.0
Public Education	170	119	-30.0
Law Enforcement - Traffic	25	48	92.0
Patrol Flights	4	8	100.0
Vital Materials	28	21	-25.0
Medical Training	20	16	-20.0
Other	253	242	-4.3
<b>Total Missions</b>	<b>3,025</b>	<b>2,483</b>	<b>-17.9</b>
<b>Total Mission Hours</b>	<b>2,743</b>	<b>2,308</b>	<b>-15.9</b>

Source: Criminal Justice Support

# CRIME LABORATORY CASE LOAD SUMMARY

	FY 1989/90	FY 1990/91	% Change
<b>REGIONAL LAB ACTIVITY</b>			
Central Regional Lab Cases	9,324	8,645	-7.3
Central Regional Latent Prints Cases	*	1,030	-
<b>Total Central Regional Lab</b>	<b>9,324</b>	<b>9,675</b>	-
Southern Regional Lab Cases	1,887	1,893	0.3
Southern Regional Latent Prints Cases	*	439	-
<b>Total Southern Regional Lab</b>	<b>1,887</b>	<b>2,332</b>	-
Northern Regional Lab Cases	3,148	2,881	-8.5
Northern Regional Latent Print Cases	*	796	-
<b>Total Northern Regional Lab</b>	<b>3,148</b>	<b>3,677</b>	-
Eastern Regional Lab Cases	2,25	3,016	33.6
Eastern Regional Latent Print Cases	*	442	-
<b>Total Eastern Regional Lab</b>	<b>2,257</b>	<b>3,458</b>	-
<b>GRAND TOTAL</b>	<b>16,616</b>	<b>19,142</b>	-

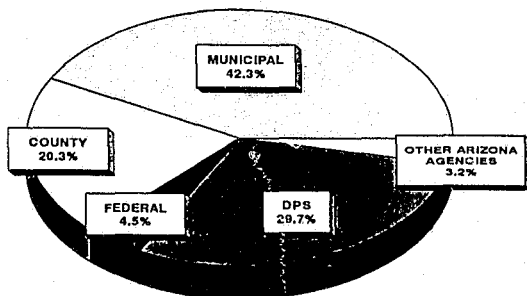
## INTOXILYZER ACTIVITIES

<b>Training</b>			
Schools Taught	59	43	-27.1
Instructors Trained	0	23	-
Operators Trained	744	665	-10.6
Quality Assurance Officers Trained	81	59	-27.2
<b>Court</b>			
Subpoenas	1,312	1,148	-12.5
Testimony	119	55	-53.8

\* Prior to FY 1990/91, Latent Print examination data were not compiled by Region; however, a comparison of the total examinations conducted in FY 1989/90 (2,440) and FY 1990/91 (2,707) reveals a 10.9% increase.

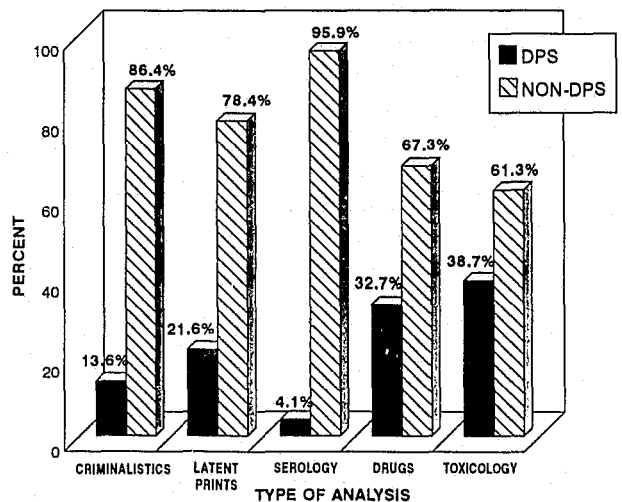
Source: Criminal Justice Support

**CRIME LAB CASE LOAD  
By Category of Requesting Agency  
FY 1990/91**



SOURCE: CRIMINAL JUSTICE SUPPORT

**CRIME LAB CASE LOAD  
By Type of Analysis and Source  
FY 1990/91**



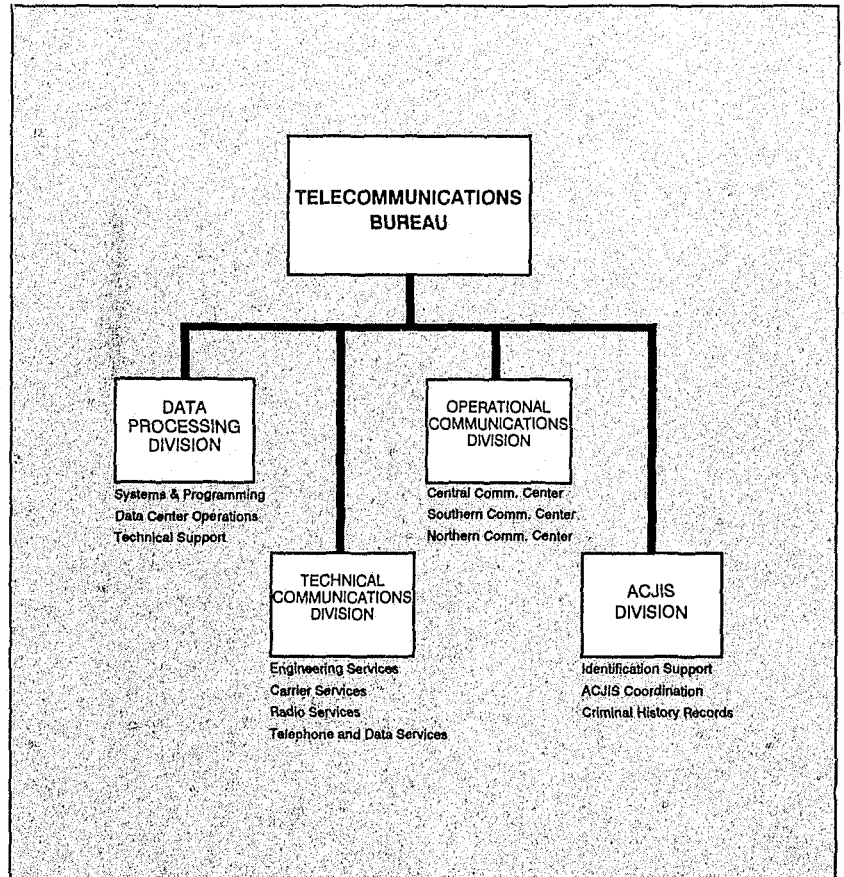
SOURCE: CRIMINAL JUSTICE SUPPORT

# Telecommunications



Richard G. Carlson  
Assistant Director

**T**elecommunications develops, operates and maintains the Department's data processing and data/voice communications systems. Most of these systems operate statewide and provide essential information services to DPS and other criminal justice agencies.



## OVERVIEW

### Data Processing Division

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

- Provides technical assistance to county and local criminal justice agencies regarding current or planned linkages to the statewide criminal justice computer network.

### Technical Communications Division

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

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

### **Operational Communications Division**

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

### **Arizona Criminal Justice Information System (ACJIS) Division**

- Operates the statewide Arizona Computerized Criminal History (ACCH)

network and the Arizona Crime Information Center (ACIC) network.

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



**TELECOMMUNICATIONS ACTIVITIES**

	FY 1989/90	FY 1990/91	% Change
<i>CRIMINAL RECORDS SERVICES</i>			
Arrest Fingerprint Cards Compared and Filed	97,803	95,705	-2.1
Applicant Cards Received	72,300	80,178	10.9
New Records Established	37,156	36,287	-2.3
Number of Records Maintained	868,066	904,353	4.2
Number of Requests for Records Processed	1,173,607	1,368,632	16.6
<i>DATA PROCESSING SERVICES</i>			
Computerized Teleprocessing Transactions	126,558,349	128,869,516	1.8
Computer Terminals Supported (Includes MIS)	3,440	3,783	10.0
Criminal Justice Terminals Supported	2,763	3,093	11.9
DPS IBM-PC's Supported	300	362	20.7
DPS PROFS Terminals Supported	574	627	9.2
<i>TECHNICAL/RADIO COMMUNICATIONS</i>			
Base Stations Maintained	*	630	-
Communications Equipment Items Maintained	15,137	15,956	5.4
Engineering Man-Hours Provided to Other Agencies	1,191	2,104	76.7
Other Agencies Supported in Radio Communications	18	18	0.0
Portable/Mobile Radios Maintained	5,793	6,231	7.6
Radio Communication Sites Maintained	69	69	0.0
Radio Dispatch Consoles Operated	15	18	20.0
<i>TELEPHONE COMMUNICATIONS</i>			
Telephone Expenditures (\$)	481,658	485,608	0.8
Telephone Instruments Supported	790	790	0.0

\* FY 1989/90 data not available.

Source: Telecommunications

# Department Awards

## EMPLOYEE AWARDS

### Valor Award

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

**RECIPIENT:**

Officer Jerry A. Oldsen

### Distinguished Service Award

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

**RECIPIENT:**

Officer Benjamin A. Quezada

### Meritorious Service Award

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

**RECIPIENTS:**

Officer George M. McGuire  
Officer Larry W. Wheeler

### Lifesaving Award

Presented to DPS employees for acts resulting in the saving or preservation of human life which would otherwise have expired, and when such actions exceed the scope of normal professional performance.

**RECIPIENTS:**

Captain Terry P. Tometich  
Mr. Ron G. Leitch  
Officer Gene C. Fredericks

### Letter Of Commendation

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

**RECIPIENTS:**

Pilot Loren E. Leonberger  
Paramedic David C. Madrid  
Officer Michael A. Godinez  
Officer David M. Holmes  
Officer John D. Hoyt  
Motor Carrier Officer Robert R. Bartlett

### Director's Unit Citation

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

**RECIPIENTS:**

Arizona Law Enforcement Training Academy (ALETA)  
D.A.R.E. (Drug Abuse Resistance Education) Unit  
Explosives Disposal Unit  
Honor Guard  
Intelligence Gang Unit  
Scientific Analysis Division  
Technical Communications Division,  
Central Maintenance Unit

### Employee Suggestion Award

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

**RECIPIENTS:**

Lieutenant Greg L. Eavenson  
Ms. Sally A. Loveland  
Ms. Sheila J. Markwell  
Sergeant Robert E. Mitchell  
Sergeant Laurel L. Norris  
Mr. Dean E. Reed  
Officer Jim W. Smith  
Officer Annette G. Stombaugh  
Sergeant P. Ryan Young

## **RESERVE OFFICER PROGRAM AWARDS**

### **Commander's Award**

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

#### **RECIPIENTS:**

Officer Larry M. Alonzo, District 7  
Officer Marlys M. Cole, District 13  
Sergeant Paul H. Drake, District 18  
Officer Dennis M. Duffy, District 19  
Officer Spencer K. Johnston, District 17  
Officer Adrian C. Kitchen, District 2  
Officer Jim W. Roethle, District 6  
Officer Thomas R. Ruddock, District 12

### **Assistant Director's Award**

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

#### **RECIPIENT:**

District 13

### **Director's Award**

Presented to one reserve officer for singularly distinctive and outstanding performance of duty that warrants recognition as "Reserve Officer of the Year."

#### **RECIPIENT:**

Officer Marlys M. Cole, District 13

## **CITIZENS AWARDS**

### **Citizen's Valor Award**

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

#### **RECIPIENT:**

Mr. Mark D. Parker

### **Certificate Of Commendation**

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

#### **RECIPIENTS:**

Mr. Tony Miller  
Ms. Judy Townsend (Phoenix P.D.)

### **Certificate Of Recognition**

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

#### **RECIPIENTS:**

Arizona Department of Transportation  
Alert Team I  
Ms. Jane Sharber, Flight Nurse  
Richard Carmona, M.D.

### **Certificate Of Appreciation**

Presented to citizens and organizations for acceptance and performance of civic responsibilities which assist the accomplishment of the Department's mission.

#### **RECIPIENT:**

Mr. Robert R. Jones

## EMPLOYEE RETIREMENTS

<i>Name</i>	<i>Length of DPS Service</i>
C. Eugene "Gene" Aynes, Comm. Tech. Trainer .....	20 Years
Bradley L. Butler, Sergeant .....	19 Years
Ronald O. Carmichael, Officer II .....	20 Years
Richard F. Carroll, Motor Carrier Invest. I .....	4 Years
James N. Chilcoat, Lt. Colonel .....	30 Years
Frank R. Cornelius, Equipment Mechanic .....	17 Years
Denis Deverechamberlain, Highway Safety Specialist II .....	4 Years
David C. Edwards, Officer II .....	6 Years
James F. Ellis, Sergeant .....	23 Years
Loren E. Garvin, Admin. Services Officer II .....	12 Years
Robert V. Harman, Admin. Services Officer IV .....	14 Years
J. Howard "Howdy" Hughes, Officer II .....	20 Years
Dan L. Jones, Pilot .....	20 Years
O. Lorraine Jones, Account Clerk IV .....	11 Years
J. Michael Kimble, Officer II .....	21 Years
Richard P. Landis, Captain .....	20 Years
Clinton L. Lisk, Officer II .....	19 Years
Steven J. Lump, Officer II .....	21 Years
John C. Matthews, Officer II .....	25 Years
Michael K. McArthur, Officer II .....	25 Years
James A. Milner, Officer II .....	10 Years
James W. Morales, Bldg. Maintenance Tech. ....	26 Years
John E. Mullaley, EDP Prog/Analyst III .....	12 Years
Janet C. Oates, EDP Prog/Analyst II .....	11 Years
Estanislado G. "Stan" Paz, Custodial Worker III .....	13 Years
Gary S. Phelps, Lt. Colonel (Deputy Director) .....	25 Years
Allan S. Schmidt, Sergeant .....	28 Years
Ramiro A. Serventi, Officer II .....	22 Years
Walter M. Spears, Mail Clerk II .....	6 Years
Clarence L. Walston, Sr. Comm. Tech. ....	22 Years
Donald G. Wolford, Officer II .....	20 Years
F. Allan Wright, Sergeant .....	21 Years



**IN MEMORIAM**

*Killed in Performance of Duty*

**Sergeant John M. Blaser**

DPS Service: 1-7-81 to 8-31-90

**Officer David Gabrielli**

DPS Service: 12-22-73 to 8-31-90

**Sergeant Manuel H. Tapia**

DPS Service: 8-1-73 to 1-8-91

*Employee Deaths 1990/91*

**Mr. Ivan E. Edwards**

DPS Service: 12-12-76 to 1-13-91