

Arizona Department of Public Safety 2015 Annual Report



CORE AZ DPS VALUES

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

The following are our core values, supporting the tradition of *Courteous Vigilance*:

Human Life:

We value, respect and protect human life and the rights of all persons.

Integrity:

We are honest and truthful, recognizing integrity is the cornerstone for all that is done by AZ DPS employees.

Courage:

We demonstrate moral and physical courage in the performance of our duties.

Accountability:

We accept responsibility for our actions.

Customer Service:

We consistently deliver exceptional assistance.

Communication:

We share factual information in a timely manner through various mediums both internally and externally.

Leadership:

We set examples which influence excellence in personal behavior and job performance.

Teamwork:

We respect and cooperate with fellow employees, other agencies and the community to identify and achieve common goals.

Citizenship:

We are involved in activities which improve the quality of life in our communities.

INTRODUCTION

In 1968, the Arizona Legislature passed a law to create the Arizona Department of Public Safety (AZ DPS). The agency became operational by the executive order of Gov. Jack Williams on July 1, 1969.

Governor Williams' mandate consolidated the functions and responsibilities of the Arizona Highway Patrol, the Enforcement Division of the State Department of Liquor Licenses and Control and the Narcotics Division of the State Department of Law into one agency.

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

The Department is headquartered in Phoenix, but also operates out of local offices spread throughout the state's 15 counties. With nearly 2,000 full-time employees, the agency strives tirelessly to fulfill its support and operational objectives including traffic safety and criminal investigation.

This annual report summarizes many of the Arizona Department of Public Safety's highlights and successes during Fiscal Year (FY) 2015 and details a variety of activities and operations that occurred within the agency. All highlights and successes reported in this document were made possible through the commitment to excellence exhibited by dedicated employees, each of whom contributed in some meaningful way in our efforts to reduce crime and improve highway safety while, at the same time, making Arizona a better place to live, work and raise families.

It's a dedicated spirit toward achievement that helps make AZ DPS an organization that is respected throughout the country and one that Arizona residents and visitors to the state can depend on.

MISSION STATEMENT

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

VISION STATEMENT

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

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DIRECTOR'S OFFICE

Under the oversight of the Director, the Director's Office establishes the objectives and structure of the agency and, through the deputy director, directs its day-to-day operations. The Director's Office also oversees the agency's executive officer, legislative liaison, Public Affairs Unit, Professional Standards Unit and Financial Services. The office also provides administrative support to the Governor's Office of Highway Safety, the Arizona Peace Officer Standards and Training Board and the Law Enforcement Merit System Council.

Executive Officer

The executive officer manages the personnel and functions of the director's staff, oversees and supervises the Equal Employment Opportunity/Affirmative Action program and provides staff support to the director, deputy director and is the agency ombudsman. The executive officer also serves on and chairs various committees on behalf of the director and agency in addition to overseeing Governor's Security, the legislative liaison and the Department's legal-services area.

Legislative Liaison

The legislative liaison monitors proposed legislation pertaining to the criminal justice system and the agency while serving as the agency's main point of contact with the legislature and various governmental entities. The legislative liaison also ensures cooperative relations between the Department and local, county, state and federal criminal justice agencies.

Public Affairs Unit

This area serves as the agency's primary media liaison. The unit commander and public information officers resolve media inquiries to ensure the agency is providing necessary services and/or responses to those outlets.

The Creative Services Section of this unit is responsible for developing and producing media for multiple mediums including print, web and video. This unit is also responsible for ensuring that the Department uses consistent branding and professional marketing campaigns in support of the agency's mission.

The unit produces the annual report to the governor and creates agency marketing materials and websites. It also produces and publishes the agency's longstanding employee and retiree newsletter, The Digest. Through its video productions function, this unit captures video of agency activities that is edited and provided to the news media when appropriate. The video productions function also creates video programs for the agency, especially for training purposes, as well as other state, local, federal and nonprofit organizations and the Governor's Office.

Professional Standards

The agency accepts and investigates formal and anonymous complaints from citizens of the community, and from within the agency, through its Professional Standards Unit. In accordance with policies and procedures established in the AZ DPS Complaints and Discipline Manual, Professional Standards investigates all employee conduct alleged to be in violation of department policy or Law Enforcement Merit System Council (LEMSC) Rules.

Financial Services

The Financial Services Bureau performs financial and budget functions for the Department. The bureau is comprised of accounts payable, payroll, general accounting, travel, grants, Victims of Crime Act (VOCA) administration and budget units.

HIGHWAY PATROL DIVISION



The Highway Patrol Division (HPD) is the largest division in the agency and is comprised of troopers assigned throughout the state. During FY 2015, using a data driven model, some trooper positions were reallocated to better correlate with call volume and collisions. Troopers enforce traffic and criminal laws on Arizona highways and investigate motor-vehicle collisions. While each one of these troopers are promoting the mission of the public's safe and expeditious use of Arizona highways, they also support other municipal, county, state and federal agencies.

HPD is comprised of four enforcement bureaus with specific geographical responsibilities. These are the Northern, Southern, Special Enforcement and Metro bureaus. HPD also deploys specialty units such as SWAT, DUI Enforcement, motorcycle troopers, Freeway Service Patrol, and the Capitol District. In addition, HPD partners with the Arizona Department of Transportation in staffing the Traffic Operations Center with troopers to better manage traffic incidents on the state's highways.

Collisions

In FY 2015, the total number of collisions investigated by HPD increased by 13.23% in comparison to FY 2014. There was a 9.96% increase in alcohol related fatal collisions during the same period.

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Total Collisions Investigated

	FY2014	FY2015	% Change
Total Collisions Investigated	28,917	32,742	13.23%
Alcohol-Related Collisions	944	1038	9.96%
Percent of Collisions Related to Alcohol	3.31%	3.17%	

Injury Collisions Investigated

	FY2014	FY2015	% Change
Total Injuries	12,227	13,122	7.32%
Number of Collisions with Injuries	7,716	9,446	22.42%
Number of Alcohol-Related Injury Collisions	436	473	8.49%
Percent of Alcohol-Related Injury Collisions	5.65%	5.01%	

Fatal Collisions

	FY2014	FY2015	% Change
Total Fatalities	243	264	8.64%
Number of Fatal Collisions	204	238	16.67%
Number of Alcohol-Related Fatal Collisions	39	29	-25.64%
Percent of Alcohol-Related Fatal Collisions	19.12%	12.18%	

Highway Patrol Division Analytical Unit

In April 2015, the Division formed the Highway Patrol Division Analytical Unit comprised of two analysts. These analysts use data collected on a daily basis to locate target enforcement areas on Arizona highways and break them down by time of the day. Target enforcement areas are identified by taking geographic locations with the highest percentage of collisions when compared to enforcement action taken in the same area. Once the reports are created, each bureau in the HPD uses these reports to allocate staff, adjust scheduling and prepare operational plans for holiday travel. This data driven predictive policing has led the troopers to patrol more efficiently. The reports provide additional information concerning commercial vehicle collisions and secondary collisions. The secondary collision data has continued to show the importance of the Traffic Incident Management Strategy and proved valuable to other state agencies to find possible improvements in education and engineering of roadways. These efforts contribute to quicker clearance of obstructed highways.

Enforcement on Arizona Highways

The targeted enforcement in the HPD is transitioning from quantity based performance measures to more outcome based. The term “patrolling with a purpose”, is ensuring a majority of the enforcement efforts are focused to mitigate identified problem areas. This focused enforcement has coincided with

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the plans the Arizona Department of Transportation has put into action on holiday travel weekends, ensuring holiday travel is as safe and expeditious as possible for the motorists in Arizona.

Citations Issued

	FY2014	FY2015	% Change
Hazardous Violations	147,084	144,823	-1.53%
Non-Hazardous Violations	73,662	76,005	3.17%
Speeding Citations	98,556	98,960	.41%
Seatbelt Violations (Includes Child Restraint Citations)	21,969	22,814	3.85%

Arrests

	FY2014	FY2015	% Change
Felony Charges Excluding DUI	2,921	2,952	1.06%
Misdemeanor Charges Excluding DUI	4,756	4,335	-8.85
Warrants	5,298	5,294	-.08%
DUI Arrests	4,063	3,874	-4.65%

Warnings Issued

	FY2014	FY2015	% Change
Hazardous Violations	166,655	152,136	-8.71%
Non-Hazardous Violations	74,748	78,074	4.45%
Repair Orders Issued	112,281	106,713	-4.96%

Enforcement Activity

	FY2014	FY2015	% Change
Number of Miles Patrolled	19,222,811	19,280,016	.30%
Violators Stopped	481,913	471,425	-2.18%
Motorist Assists	98,316	97,248	-1.09%

Commercial Vehicle Enforcement

There are two districts which specialize in Commercial Vehicle Enforcement as their primary mission. There are many different facets within these districts. Along with conducting commercial vehicle enforcement on Arizona highways, these districts also conduct public outreach at schools and events. Instruction is provided to the public on how to drive safely near commercial vehicles. In addition, these districts conduct school bus inspections, tow truck inspections and trucking company compliance reviews. These efforts focus on ensuring the commercial vehicles and drivers on Arizona highways operate safely.

	FY2014	FY2015	% Change
Motor Carrier Inspections	42,659	44,985	5.45%
Vehicles Placed Out of Service	6,400	4,852	-24.19%
Drivers Placed Out of Service	6,172	5,504	-10.82%
School Buses Inspected	7,107	6,925	-2.56%



Two AZ DPS Commercial Vehicle Enforcement Troopers conducting a commercial vehicle inspection.

Special Operations

Special Operations is comprised of SWAT, Hazardous Materials Response (HAZMAT) and the Explosive Ordinance Disposal (EOD) units. These units respond statewide to requests made within the department and agencies throughout the state. In FY 2015, SWAT responded to over 100 calls for service and EOD responded to more than 300 calls for service. In addition to operational support, the units assist with training staff within the department, as well as personnel from other agencies.

The HAZMAT response unit is a valuable resource to the Highway Patrol Division and other law enforcement agencies throughout the state. The unit responds to HAZMAT incidents throughout the state that are reported to the department. Along with responding to HAZMAT incidents, the unit provides training for multiple law enforcement academies, fire departments and law enforcement agencies statewide.

	FY2014	FY2015	% Change
Calls for Service	123	133	8.13%
HAZMAT in Transportation	50	63	26.00%
HAZMAT not in Transportation	30	33	10.00%
Outside Agency Assist	43	35	-18.60%
Drug Lab Response	6	11	83.33%

CRIMINAL INVESTIGATIONS DIVISION



Two members of the Criminal Investigations Division during the service of a search warrant.

The Criminal Investigations Division (CID) is committed to providing the highest quality investigative and specialized response services to the public and the criminal justice community. The Division is guided by three immutable values: honor, courage, and commitment, while fostering a supportive and empowered environment for its employees.

The Criminal Investigations Division is comprised of three bureaus: Narcotics and Investigations, Intelligence, and Gang Enforcement. The mission of CID is to protect the public by deterring crime using innovative investigative and specialized enforcement strategies and resources. The Division is committed to disrupting and dismantling criminal organizations, investigating crimes, and developing intelligence.

The Division's primary investigative responsibilities are narcotic trafficking, organized crime, intelligence, vehicle theft, gangs, computer and financial crimes, and fugitive apprehension. The CID provides statewide criminal investigations, specialized enforcement activities, and supports local, state, federal, and tribal criminal justice agencies. Additionally, the Division conducts major criminal investigations and sensitive investigations when requested by other criminal justice agencies.

Narcotics and Investigations Bureau Overview

The Narcotics and Investigations Bureau is comprised of the Major Crimes District, the Arizona Vehicle Theft Task Force, the Canine District, and the Northern, Central, and Southern Narcotics Districts.

The bureau provides enforcement services statewide through participation in a variety of multi-agency task forces involving federal, state and local law enforcement agencies, and prosecutors. The bureau provides assistance to other agencies for case-specific needs and supports the enforcement efforts of the

Highway Patrol Division. The Bureau also uses community-outreach programs to educate the public in areas such as narcotics, internet safety, and fraud.

The Major Crimes District provides investigative functions which are performed by the Special Investigations Unit (SIU) and the Vehicular Crimes Unit (VCU). SIU investigates critical incidents in the Department, which may involve death or serious injury. They provide investigative support to other units during the investigation of less-serious incidents, and investigate alleged criminal misconduct by department employees, public officials, and employees of city, county, state, tribal and federal agencies. SIU is often called upon to investigate officer-involved shooting incidents involving other agencies across Arizona. During FY 2015, CID Major Crimes District conducted 130 major criminal investigations and administrative investigations for other agencies.

VCU's primary mission is to provide investigative expertise and expert court testimony when a vehicle has had instrumental involvement in a homicide, aggravated assault, or related crimes. Additionally, VCU is involved when the state of Arizona may be exposed to civil litigation as a result of a collision. VCU also provides expert training for collision investigators both internally and throughout Arizona.

The Central Narcotics and Organized Crimes District, headquartered in Phoenix, is comprised of

During FY 2015, the Major Crimes District conducted 130 major criminal investigations and administrative investigations for other agencies.

investigative squads involved in the investigation, prosecution and disruption of organized criminal groups primarily involving money laundering and drug trafficking and crimes that occur or are discovered during a traffic stop. In addition, the district coordinates the Interdiction for the Protection of Children program to include training, investigations, and tracking.

The Maricopa and Pinal County Narcotics Squads, also known as the Highway Interdiction Teams (HIT), seek to deter criminal activity by investigating narcotic-related offenses discovered by troopers during traffic stops. HIT also provides assistance to other department work groups and expert technical support for investigations to other criminal justice agencies.

The Financial Investigations Recovery Group (FIRG) investigates money-laundering crimes related to organized crime groups, including drug trafficking and human trafficking. The unit works closely with the Southwest Border Anti-Money Laundering Alliance.

The General Investigations Unit (GIU) conducts follow-up investigations generated by Highway Patrol stops that are not drug, narcotic or gang related. For example, GIU investigates crimes against children.

The Southern Narcotics District (SND), headquartered in the Tucson metropolitan area, encompasses the approximately 373 miles of contiguous international border with Sonora, Mexico. In addition to the four border counties of Pima, Yuma, Cochise, and Santa Cruz, the SND also includes Graham and Greenlee Counties.

The SND is comprised of the Pima County Highway Interdiction Team (Pima HIT), the Cochise/

Graham/Greenlee (CGG) Narcotics Unit, the Counter Narcotics Alliance (CNA), and a Southern General Investigations Unit. In addition to normal narcotic investigations, Pima HIT strives to turn arrests made by the Highway Patrol Division into additional arrests, either at the destination or origination point of the narcotic seizure. The CNA is a narcotics task force made up of local, state, and federal law enforcement agencies in Pima County. The CGG is supervised from the Sierra Vista area and conducts narcotics/undercover investigations throughout the area. The SND currently has a detective assigned to a federal task force in the Yuma area.

The Arizona Vehicle Theft Task Force (AVTTF) has investigative squads located in the greater Phoenix and Tucson metropolitan areas with responsibilities of assisting any law enforcement agency statewide. The task force is comprised of city, county and state law enforcement detectives, with both federal and Mexican partnerships whose primary mission is the identification, apprehension, and prosecution of individuals and criminal organizations that profit from the theft of motor vehicles and their related trafficking and proceeds. The task force also provides subject matter expertise, training, and investigative support to any law enforcement agency targeting vehicle theft and related crimes.

W i t h
a unique
Border Liaison
p r o g r a m
where AVTTF
detectives work
directly with
and in Mexico
with Mexican
a u t h o r i t i e s ,

During FY 2015, the AVTTF completed several significant cases involving multi-state, and multi-agency investigations into organized criminal activity surrounding the use of stolen motor vehicles, trafficking stolen property, and fraudulent schemes.

AVTTF delivered dozens of training sessions in Mexico during FY 2015 to identify and recover stolen vehicles from the United States. As a result of this unique program, hundreds of stolen vehicles were recovered in Mexico and repatriated back to the United States.

During FY 2015, the AVTTF completed several significant cases involving multi-state, and multi-agency investigations into organized criminal activity surrounding the use of stolen motor vehicles, trafficking stolen property, and fraudulent schemes. Most recently, the AVTTF completed a ten month investigation originating from the Operation “Brown Motorsports,” which involved victims from the United States and Canada. With eleven victims or more, this illegal enterprise was once a flourishing, and respected custom trailer manufacturer which turned into a chop-shop; defrauding victims over \$150,000 of cash plus several vehicles for barter and trade.

Thanks to federal, state and local partnerships, the AVTTF also dismantled several transnational criminal organizations. Two of the most prominent cases involved ties to Mexican drug cartels. Operation “Much a Bunch” identified gangs in Arizona and Mexico trafficking in stolen weapons, property, and vehicles. Stolen vehicles and stolen assault rifles were purchased in undercover operations which led to arrests. Through several search warrants, four additional stolen vehicles were recovered, \$15,000 in

cash was seized, and Mexican co-conspirators were identified and turned over to the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF).

The most significant transnational organization dismantled this year came from Operation “Power Stroke.” Working closely with Customs and Border Patrol with the Department of Homeland Security, this investigation

led to the arrest of 26 suspects and the recovery of 28 Ford F-250 and F-350 pickups. These trucks were intercepted at or near the border before they were used by Mexican

During FY 2015, the Canine District seized 11,418 pounds of marijuana, 50 pounds of heroin, 74 pounds of cocaine, and 294 pounds of methamphetamine. The district also seized 107 vehicles, 23 weapons, and \$2,297,892 in US currency.

drug cartels to smuggle drugs into Arizona. Once again, this investigation yielded information and suspects for federal partners to continue the investigation into Mexico.

Lastly, after completing a two year investigation, Operation “True VIN” generated several arrests and suspects with ties to a New York organized crime syndicate. In this case, vehicles were stolen from New York utilizing fraudulent titles, which were then transported to Arizona using fraudulent three-day Arizona temporary tags and then sold through Arizona auctions to launder the proceeds. After serving search warrants in both Arizona and New York, the lead Arizona suspect and kingpin was arrested, along with evidence of thousands of temporary registration tags sold to transnational drug-trafficking organizations and other criminal gangs and syndicates.

The Canine District is a criminal interdiction unit focused on highway drug and criminal interdiction.

The mission of the Canine District is to detect and apprehend criminal offenders and drug traffickers traveling on the Arizona highways. The district is made up of 24 narcotic detection canine teams which are strategically located throughout the state.

All canines are dual purpose trained (narcotics and patrol) and must go through ten weeks of rigorous training with their handler before they can become certified as a team.



One of the Department's narcotic detection canines is shown above with a drug seizure he alerted on.

Intelligence Bureau Overview

The Intelligence Bureau is the focus of Arizona's intelligence-led policing efforts. Utilizing an all-crimes, all-hazards approach, the bureau has many assets to assist Arizona or national criminal justice agencies. Many of the bureau's assets are based out of the Arizona Counter Terrorism Information Center (ACTIC), a joint effort between AZ DPS, the Arizona Department of Homeland Security (AZDOHS) and numerous other agencies to form a collective intelligence service that is dedicated to interdicting and preventing terrorism in the state.

The center provides proactive intelligence, investigative and technical support to law enforcement and other agencies critical to Arizona and the country's homeland-security efforts. The ACTIC Watch Center is

the focal point for citizens and public safety personnel to report suspicious activity through the Tips & Leads reporting system. During FY 2015, the Watch Center processed more than 2,000 tips and leads throughout the state of Arizona.

Also situated within ACTIC, the Criminal Investigations Research Unit (CIRU) and the ACTIC Intelligence Analysis Unit (AIAU), provide research and analytic services to criminal justice agencies throughout the state and country. CIRU completes background research on suspects involved in criminal activity, serves as the state liaison for the International Criminal Police Organization (INTERPOL) and participates in the



One of the full-time computer forensics examiners assigned to the AZ DPS-hosted Computer Forensics Unit is shown above working a case involving electronic evidence. In today's world, nearly every crime involves the use of electronic evidence such as computers, smart phones, and global positioning systems.

Amber Alert Program.

AIAU is tasked with processing information gathered from numerous sources into viable intelligence products for use by criminal justice agencies.

The Terrorism Liaison Officer (TLO) program is coordinated and designed by the ACTIC to be a national program of designated law enforcement officers, firefighters, military and other first responders.

The TLO program serves as the conduit through which homeland security and crime-related information flows from the field to the ACTIC for analysis and dissemination. The TLO program has been recognized nationally as a model for other states. The Computer Forensics Unit (CFU) is hosted by the AZ DPS and comprised of multiple agencies that provide full-time computer-forensic examiners.

In today's world, nearly every crime involves the use of electronic evidence such as computers, smart phones, and global positioning systems. The CFU's purpose is to provide a laboratory environment for

the examination and cataloging of that evidence. The CFU has state-of-the-art computer equipment, forensic software, and training networks available for case examinations. The unit also has the capability to enhance audio and video evidence to further investigations and prosecution.

The Intelligence Bureau contributes to the High Intensity Drug Trafficking Area (HIDTA) Investigative Support Center (ISC). The ISC collects, analyzes, coordinates and disseminates information to law enforcement for the interdiction and investigation of illicit drug trafficking, money laundering, and associated violent crimes.

The ACTIC's Conspiracy Squad is designed to identify, target, disrupt and/or dismantle Drug Trafficking Organizations (DTO) and Money Laundering Organizations (MLO). These are clearly defined command-and-control structured organizations that produce, transport, and/or distribute large quantities of one or more illicit drugs and the proceeds of illicit activity.

The methods utilized by the Conspiracy Squad include various forms of physical and electronic surveillance, undercover techniques, and the interception of wire, electronic and/or oral communications.

Gang Enforcement Bureau Overview

The Gang Enforcement Bureau, also known as the Gang and Immigration Intelligence Team Enforcement Mission (GIITEM), is a statewide task force managed and led by AZ DPS. The unit has six major objectives: deter criminal gang activity through investigations, arrest and prosecution, dismantle gang-related criminal enterprises, deter border-related crimes, disrupt and dismantle human smuggling organizations, collect, analyze and disseminate gang and illegal immigration intelligence and provide anti-gang awareness training to communities and schools.

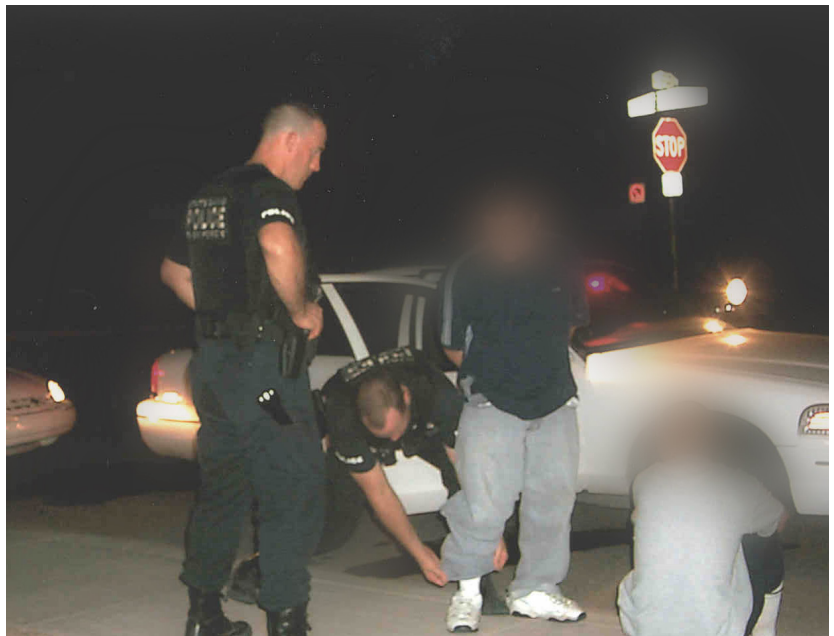
GIITEM is comprised of 38 different police agencies and is staffed by 166 personnel across the state.

In total, it is divided into four districts, including three regionalized gang enforcement districts and one intelligence support district.

The GIITEM IIMPACT District is comprised of the Detention Liaison Officer (DLO) program, the Arizona Wanted Apprehension Network Targeted Enforcement Detail (WANTED) Task Force, and in FY 2015 the Career Criminal Unit was formed.

The DLO program is an intelligence component and is comprised of detention officers from various sheriff and correction departments.

DLOs serve as intelligence resources for city, county and state law enforcement agencies by reporting intelligence information regarding criminal street gangs, security-threat groups, and human-smuggling



Two members of the AZ DPS Gang Enforcement Bureau are shown above during the arrest of a suspected gang member.

operations.

The WANTED Task Force operates in partnership with the United States Marshals Service. WANTED investigates and arrests persons who have active state and/or federal arrest warrants. The WANTED Task Force focuses on arresting subjects with warrants attached to specific crimes, such as: violent crimes against persons, weapons offenses, felony drug arrests, failure to register as a sex offender, and crimes committed by subjects who have a criminal history involving violent crimes, felony drug offenses, and weapons offenses.

The mission of the Career Criminal Squad is to target and investigate subjects who have demonstrated violent criminal tendencies and blatant disregard for the law as a group or as individuals.

These subjects are habitual offenders who continuously believe they do not have to follow the laws of the state and federal government. The Career Criminal Unit uses conventional, undercover, and technological practices to investigate these groups and individuals that are considered a threat to the community and to domestic security.

The vast majority of the individuals they investigate commit crimes with others in an organized fashion. These groups have a reputation for violence that breeds fear and adversely impacts the quality of life in our community.



Criminal Investigations Division Activity

Fiscal Year 2015

Drug Seizures by CID

Marijuana	23,101.74 pounds
Marijuana Plants	464
Heroin	101.90 pounds
Cocaine	194.89 pounds
Meth	772.24 pounds
Steroids	8 pounds
Pills/Capsules	2,396
Liquid Drugs	8.50 gallons
Other Drugs	.06 pounds



Shown above is some of the marijuana seized by CID personnel during FY 2015

Other Seizures by CID

Currency	\$9,416,314.25
Real Property	8
Vehicles	336
Vehicles (value)	\$1,420,874
Weapons	325
Other Items	2,098
Stolen Vehicles	1,059
Stolen Vehicles (value)	\$12,315,761

Warrants and Arrests by CID

Search Warrants	665
Arrest Warrants	119
Total Arrests	2,850

Criminal Investigations Division Activity

Fiscal Year 2015

Performance Measures

Investigations Completed (Major Crimes)	120
Administrative Cases	42
Fugitives Arrested	374
Immigrants released to ICE	49
Requests for Assistance	762
Watch Center Tips	2,259

AGENCY SUPPORT DIVISION

The Agency Support Division (ASD) exists to support the mission critical units of the department. ASD provides support and management services that promote government efficiency, contemporary research and planning, coordination of financial and human resource services, department records and public records services, department training, cost effective facilities management and innovative logistical support.

Human Resources

The Human Resources Section is tasked with the management of all employment issues within the agency to include both sworn and professional staff recruitment, selection, hiring, promotion, and retirements. Additionally, the Section oversees the Employee Assistance Program as well as the Chaplaincy Program.

The Human Resources Section is also responsible for hiring professional staff employees who are critical to the support of the department. In FY 2015, Human Resources was able to replace 87 departing employees. In alignment with Governor Ducey's LEAN transformation initiative, Human Resources began actively reviewing all processes related to sworn hiring from recruitment to final hiring.



Applicants for trooper positions during the physical fitness portion of the agency's hiring process.

Operational Training

In January of 2015, the Department's Firearms Training Unit



Firearms instruction is just one of the various training disciplines offered by the Operational Training Section at AZ DPS.

completed relocation to a new building located at the Ben Avery Shooting Facility in North Phoenix. This state-of-the-art, 9,000 square foot facility provides a warehouse, secure weapons vault, ample workspace, and an on-site classroom. A 100-yard and 300-yard range are available for trooper training throughout the year.

After graduation from the Arizona Law Enforcement Academy, troopers attend the State Trooper Academy administered by the department's Operational Training Section.

This 8-week program prepares troopers for highway patrol assignments throughout the state. The curriculum includes specialized training in collision investigation, impaired driver detection, and commercial vehicle enforcement. The State Trooper Academy graduated 81 new troopers in Fiscal Year 2015.

In addition to providing training to Department employees, AZ DPS instructors provided training to 409 students from law enforcement

agencies statewide in a wide array of topic areas.

In FY 2015, the department began transitioning to a new duty handgun. After extensive testing, the FNS40 was selected as the new standard issue weapon for Arizona state troopers. This weapon system ensures all troopers are equipped with the best available service weapon. The transition program will be completed by 2017.

Arizona Law Enforcement Academy

The Arizona Law Enforcement Academy (ALEA) is Arizona's largest police recruit training facility. Over 40 law enforcement agencies utilize ALEA to train their police recruits. The academy is overseen by the Department of Public Safety, the Phoenix Police Department and the Arizona Peace Officers Standards and Training (AZPOST) Board. Police officer hiring has increased in Arizona and as a result ALEA graduated 148 certified police officers in FY 2015. The overall attrition rate at the academy was 13.5% for all recruits.



Police recruits at the Arizona Law Enforcement Training Academy (ALEA).

Department and Public Records

Two separate units in ASD handle records management. The Department Records Unit (DRU) serves as the repository for traffic collision reports completed by State Troopers. During FY 2015, DRU responded to 24,287 requests for collision reports. The Public Records Unit (PRU) processes requests from citizens, insurance companies and criminal justice agencies for department records. Record requests may involve offense reports, citations, photographs, videos, audio recordings and other types of data. PRU responded to 6,846 public record requests during FY 2015.

Logistics Bureau

The Logistics Bureau is responsible for planning, managing and controlling the flow of goods and services to the department. This bureau consists of the following sections: Support Services, Procurement, Security, Fleet Services, and Facilities. Fleet Services is responsible for maintaining the department's fleet of extreme-use vehicles and has shops located in Phoenix, Flagstaff, and Tucson. The Fleet Section procures new vehicles and takes them through the build-up process to make them fully functioning operational vehicles for Highway Patrol, Criminal Investigations, and other operational and support units. In FY 2015, Fleet coordinated the build-up of 291 vehicles. In furtherance of Director Milstead's vision to rebrand the department, Fleet created prototypes with new graphic designs to gauge employee and public response.



In furtherance of Director Milstead's vision to rebrand the department, Fleet created prototypes, including the one pictured here, with new graphic designs to gauge employee and public response.

Facilities Management Section

The Facilities Management Section is responsible for the maintenance and improvement of all AZ DPS owned and leased facilities throughout the state. This includes a maintenance unit, design and construction, and the coordination of leases, utilities, and building services.

The replacement of aging area and district offices has been a priority. In FY 2015, five area offices were identified for replacement. Of those, the Willcox and Quartzsite area offices were completed. The remaining three were started and are projected to be completed in 2016.

A major project the Facilities section has been working on is the creation of the department's Public Services Center. This building will provide a centralized point of contact for all of the services the department offers to the public. The Concealed Weapons Permit, Security Guard Licensing and Private Investigator Unit, Applicant Clearance Cards, 30-Day Impound Hearings, and Department Records Units will all be co-located in one building with a shared lobby to provide easier access and improved customer service to the public. This is a multi-year undertaking that is scheduled to be completed in 2016.

Aviation

The Aviation Bureau provides a statewide air rescue response capability and regional air transport service for critical occurrences and emergency situations. The Aviation Bureau is comprised of four air rescue helicopter bases, a fixed-wing air support unit, maintenance unit and administrative staff. To accomplish its mission, the Aviation Bureau operates and maintains a fleet of five rotary-wing and seven fixed-wing aircraft. From four regionally-based locations, the air rescue helicopters provide law enforcement aerial surveillance utilizing: Forward Looking Infrared (FLIR), Night Vision Goggle (NVG) capability and Night Sun (spotlight) technology. Search and rescue operations are conducted providing helicopter technical rescue services to include short-haul, aerial rappel, toe-in/one-skid landings and confined area operations. Medical evacuations are conducted as part of mass casualty scenes or in situations where traditional services are unavailable. A wide variety of logistical support includes the transport of vital materials, first strike "bambi" bucket wildland firefighting, aerial photography of critical incidents and other public safety related support. These flights are conducted in support of not just AZ DPS operations, but other public safety agencies across the state. The resources are routinely provided to police departments, fire departments and county sheriffs in every county of the state. In FY 2015, AZ DPS air rescue services had a call volume increase of 7% from these agencies over the prior year.



The Aviation Bureau utilizes fixed-wing aircraft to transport public safety personnel and equipment across the state and region, greatly enhancing public safety during critical occurrences. In FY 2015 and by order of the Governor, aviation services were consolidated between AZ DPS and the AZ Department of Transportation. As a result, the consolidation has created greater operational efficiency, safety standardization and taxpayer value.

TECHNICAL SERVICES DIVISION



A dispatcher assigned to the Technical Services Division at her communications console.

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

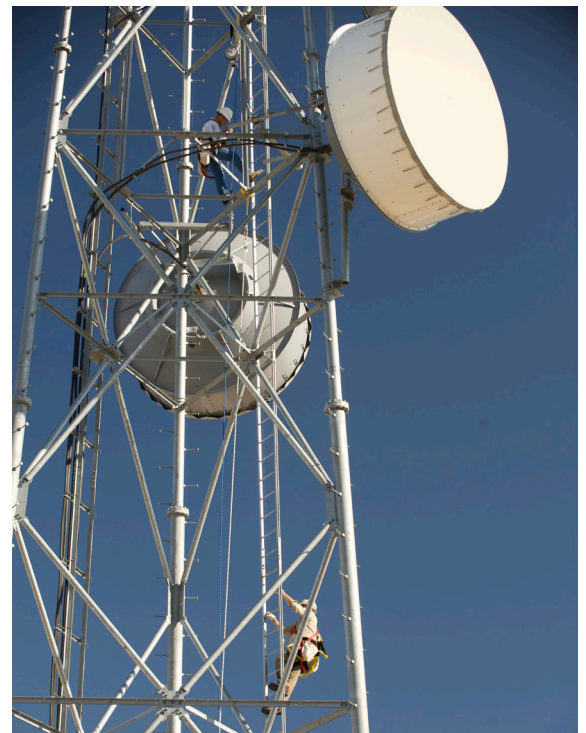
Wireless Systems Bureau

The Wireless Systems Bureau within TSD is responsible for the design, coordination, construction and maintenance services for statewide radio, voice and data telecommunication systems.

The bureau made substantial progress during FY 2015 on the critical West Loop microwave project which is replacing end-of-life analog-microwave with digital. The West Loop microwave allows for the inter-connectivity of AZ DPS tower sites across the state and provides service to the communications systems of all state agencies.

This system also provides connectivity for some federal, county and local agencies through partnership agreements.

The bureau also made substantial progress during FY 2015 by opening a new subscriber support facility in Phoenix. This new facility was opened in an effort to centralize



Wireless Systems Bureau employees performing maintenance on one of AZ DPS's communications towers.

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communications subscriber support services, and better serve the public safety service-members in Arizona. The new facility aims to provide a multi-service, single destination for mobiles, portables, and radars for inventory control, repairs, and annual preventative maintenance.

This facility currently provides radio and radar services to not only troopers, but many other state, county, and local public safety agencies in the state of Arizona.

During FY 2015, the Wireless Systems Bureau (WSB), through a partnership with an engineering team from Zetron, also engineered and installed a radio dispatch console for the troopers to use at the State's Traffic Operation Center (TOC).

This console position provides radio resources from throughout the state to troopers working in the TOC, giving them the ability to monitor traffic and instantly transmit real-time information available to them on the ADOT traffic cameras to the units in the field.

During FY 2015, the Wireless Systems Bureau also came up with a solution for managing the challenging process of tracking, maintaining, and repairing an estimated 20,000 items in support of mission critical public safety communications technology.

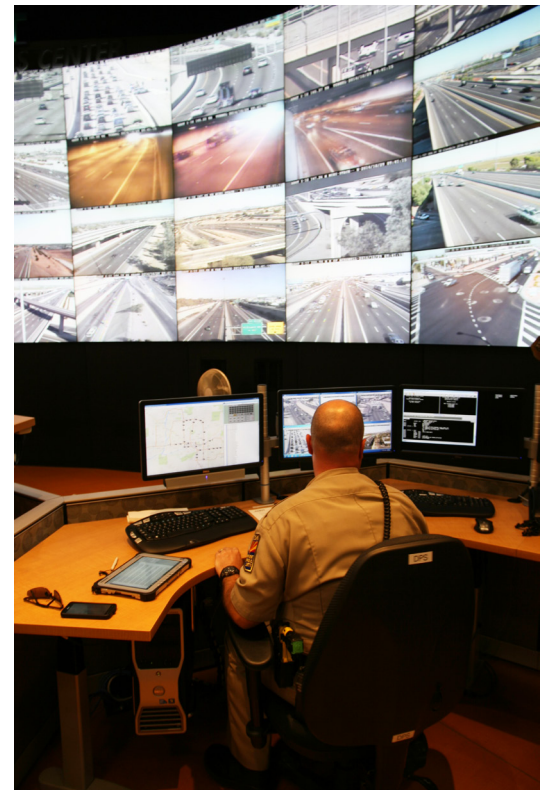
A common misunderstanding about WSB is that it only supports AZ DPS radio systems and equipment. In fact, the microwave backbone is a state-wide asset, supporting communications back-haul to federal, tribal, state, and local government agencies.

Tracking, maintaining, and repairing the thousands of items associated with the expansive communications system is now being done with the help of special asset management software called CommSHOP 360.

Information Technology staff completed the software installation and data migration during FY 2015, and WSB can now diligently cleanse existing data, refresh asset inventories, and begin to implement trackable preventative maintenance cycles in all elements of the WSB mission.

The software is allowing WSB to dramatically improve service to customers, as well as to provide concrete supporting data to AZ DPS Executive Staff and the State Legislature about the antiquated and failing communications backbone.

The software greatly assists with tracking life-cycle costs, location history, repair part availability, and other critical metrics specific to telecommunications essential to operating an efficient communications infrastructure. Looking to further support the state's direction of consolidation of efforts between agencies, WSB hopes that this tool proves an invaluable asset in the effort to support the upgrade of our state's communication assets, for the benefit of all of its users.



An AZ DPS Trooper can be seen above working at the State's Traffic Operations Center (TOC) in Phoenix. The AZ DPS Wireless Systems Bureau helped install a radio dispatch console for troopers to use at the center.

Compliance and Information Services Bureau

The Compliance and Information Services Bureau is uniquely comprised of diverse workgroups that have separate functional responsibilities, while also interrelated with one another through the common thread of the Criminal Justice Information System (CJIS).

The Criminal History Records Unit (CHRU), the Arizona Automated Fingerprint Identification System (AZAFIS), and the Access Integrity Unit (AIU) are integral components charged with duties in support of the statutory mandate to collect, store, and disseminate complete and accurate criminal history records. CHRU is the central state repository of all Arizona Criminal History Record Information (CHRI). AZAFIS is charged with maintaining the central fingerprint repository and development of automated fingerprint identification processes for both criminal justice and authorized non-criminal justice purposes. AIU performs functions associated with ensuring CHRI is properly disseminated and used by other criminal justice and non-criminal justice agencies for purposes authorized by state and federal laws.

The Sex Offender Compliance Team (SOCT) ensures the accurate and timely entry, and annual verification, of required sex offender registration information. The SOCT is also responsible for publication of level 2 and 3 sex offender information on the AZ DPS maintained public website. The Applicant Processing Team conducts criminal fingerprint-based background checks for criminal justice and non-criminal justice agencies as authorized by law, and produces the Arizona Fingerprint Clearance Card required by statute to be obtained primarily by those individuals who have unsupervised contact with children or other potentially vulnerable populations. The Licensing Unit oversees the issuance of Private Investigator and Security Guard registration certificates and identification cards to qualifying applicants, and investigates complaints of misconduct of certificate holders. The Concealed Weapon Permit Unit manages all aspects of issuance and governance of Concealed Weapon Permits for qualifying parties, and coordinates with other states on matters of permit reciprocity. In FY 2015, 37,126 applications for Concealed Weapon Permits were received, 32,056 permits were issued, and 359 permits were denied.

	FY 2015 Totals
Active Security Guard Certificates Processed	16,289
Active Security Guard Certificates	28,629
Concealed Weapon Permits Issued	32,056
Concealed Weapon Permits Denied	359
Concealed Weapon Permit Renewal Applications	17,860
Renewals Issued	16,645
Renewals Denied	12
Active Concealed Weapon Permits	239,068
Applicant Fingerprint Clearance Cards Issued	92,034
Active Fingerprint Clearance Cards	702,504
Criminal History Records in Repository	2,429,667

Scientific Analysis Bureau

The Scientific Analysis Bureau provides scientific analysis of evidence, technical crime scene assistance, secure storage of evidentiary items, training, and expert testimony to all criminal justice agencies in the state. Scientific and technical services are provided through the agency's crime laboratories in the areas of DNA, serology, toxicology, controlled substances (drugs), firearms and tool marks, trace evidence (explosives, arson, hairs, fibers, paint, glass, etc.), latent fingerprints, questioned documents, breath alcohol, and photography.

During FY 2015, the agency's crime laboratories achieved the lowest number of backlogged cases in over five years due to workflow and process improvements throughout the laboratories. One of the areas that achieved significant improvement is the screening of sex assault kits, where the average turnaround time has been reduced from 120 days to less than 30 days. Other areas of improvement include blood alcohol, where the backlog has been reduced from 1,275 cases to 26 cases, and controlled substances, where the backlog has improved from 1,587 cases to 657 cases.



Crime Lab Cases		
	Current Backlog	Cases Completed per Month
Alcohol	26	849
Drug Toxicology	1,062	575
Controlled Substances	657	1,306
DNA	2,864	426

Information Technology Bureau

The Information Technology Bureau (ITB) designs, develops, maintains and operates automated computer systems to support the enforcement, investigative and administrative functions of the agency. These programs include the statewide Arizona Criminal Justice Information System (ACJIS) on-line network utilized by all criminal justice agencies in Arizona. ITB made significant improvements during FY 2015 that affect AZ DPS and law enforcement around the state. During FY 2015, ITB began a multi-year migration of the Law Enforcement Message Switch that serves the ACJIS community from a 30-year-old, home-grown mainframe system to a commercial, off-the-shelf system that is used in 30 other states. ITB also installed, what it expects to be the agency's last mainframe upgrade; ITB has a five-year plan to migrate all applications (including the message switch) from mainframe to open systems. ITB also created

and launched a new SharePoint intranet portal for employees throughout the state. ITB eliminated all mainframe printed reports and converted them to electronic PDF reports.

Along with the Arizona Office of the Courts, ITB launched a solution in response to Senate Bill 1373 that, through the ACJIS Wanted Person query, gives law enforcement agencies notification of persons who may have a court order that would prohibit them from possessing a firearm for specific mental health criteria defined in A.R.S. § 41-1729.

During FY 2015, ITB also made many improvements to the mobile system trooper's use in the field for citations, accident reports, and more by

ITB also converted all of the agency's mobile data computers in the field from a slow, proprietary "data radio" network to the much faster broadband data networks offered by public cellular providers. Finally, ITB began development of a Mobile App that will be available to citizens for free to receive and report on important law enforcement events.

converting it to an online system allowing near real-time reporting.

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Operational Communications Bureau

The Operational Communications Bureau consists of over 100 employees in three communications

centers. The Northern Communications Center is located in Flagstaff and covers all of Northern Arizona including the I-40 corridor across the state, the Grand Canyon and Lake Powell recreation areas. The area has diverse weather conditions during the year, including snow and ice on the highways during the winter months, which impact the motoring public.

The Central Communications Center in Phoenix works hundreds of highway miles within the Phoenix metropolitan area. Providing support to the troopers working to keep traffic moving safely, par-



A dispatcher assigned to the Operational Communications Bureau dispatching calls for service to troopers.

ticularly during the morning and afternoon rush hours, is a monumental task. In addition, acting as the central repository for the state, Central Communications Center call taking personnel also receive, process and route law enforcement messages received both nationwide and from within Arizona.

The Southern Communications Center, located in Tucson, is responsible for an area encompassing nine counties in the state. With three interstate highways, I-10, I-19 and I-8, as well as the entire Arizona/Mexico border, the Southern Commu-

Together, the three communications centers that comprise the Operational Communications Bureau provide exemplary customer service and support, 24/7, 365-days-a-year, to the troopers and citizens driving on Arizona's highways.

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tions Center routinely deals with the impact on traffic and highway conditions caused by monsoon rains, high winds and dust storms as well as the occasional snowstorm in the eastern counties.

Together, the three communications centers that comprise the Operational Communications Bureau provide exemplary customer service and support, 24/7, 365-days-a-year, to the troopers and citizens driving on Arizona's highways. During FY 2015, almost 520,000 phone calls were answered by the Operational Communications Bureau personnel, and 688,934 calls for service were dispatched.





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