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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

June 20, 2003

The Honorable Robert Blendu, Chair
Joint Legislative Audit Committee

The Honorable John Huppenthal, Vice Chair
Joint Legislative Audit Committee

Dear Senator Blendu and Representative Huppenthal:

Our Office has recently completed a 24-month followup of the Arizona Department of Public Safety—Telecommunications Bureau regarding the implementation status of the 8 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in March 2001 (Auditor General Report No. 01-05). As the attached grid indicates:

- 2 of the 8 recommendations have been implemented;
- 3 of the 8 recommendations are in the process of being implemented; and
- 3 recommendations have not been implemented.

Unless otherwise directed by the Joint Legislative Audit Committee, this report concludes our follow-up work on the Department's efforts to implement the recommendations resulting from the March 2001 performance audit report.

Sincerely,

Debbie Davenport
Auditor General

Attachment

cc: Colonel Dennis A. Garrett
Department of Public Safety

AZ DEPARTMENT OF PUBLIC SAFETY
Telecommunications Bureau
24-Month Follow-Up Report To
Auditor General Report No. 01-05

FINDING I: DPS' Communications System Relies on Obsolete Technology

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
<p>1. DPS should develop a plan for converting, as soon as possible, its entire telecommunications system from an analog system to a digital system. This plan should include the operational requirements, such as the additional buildings and towers needed, as well as the associated costs. In addition, the plan should include estimated time frames for completing each major phase of the conversion project.</p>	<p>Implementation in Process</p>	
<p>2. DPS should seek grants to help finance the cost of digital conversion and the cost of preparing its digital conversion plan.</p>	<p>Not Implemented</p>	<p>All grants awarded so far have not been specific to a digital upgrade. DPS indicated that other grants have been sought, but none exist relating to digital conversion. However, DPS could not provide documentation supporting its efforts to seek grants.</p>

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FINDING I: DPS' Communications System Relies on Obsolete Technology (Concl'd)

<p>3. Once DPS has completed its plan and thoroughly pursued grant funding, it should seek additional monies needed from the Legislature so that it can begin converting to a digital communications network as soon as possible. In doing so, DPS should pursue digital conversion separately from its goal of an interoperable system.</p>	<p style="text-align: center;">Implementation in Process</p>	
<p>4. DPS should report periodically to the Legislature on its progress toward fulfilling its plan.</p>	<p style="text-align: center;">Implementation in Process</p>	

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FINDING II: Staffing Problems Could Hinder DPS' Ability To Maintain System

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
1. DPS should continue with its current efforts to hire apprentices and trainees, and extend the time frame required to obtain an FCC license or similar certification.	Implemented at 6 months	
2. DPS should continue researching the feasibility of modifying its background requirements for all civilian applicants, including technical applicants, to ensure a broad applicant pool.	Not Implemented	DPS indicated it had researched the feasibility of modifying background requirements and found it not to be in the best interest of the agency. However, DPS did not have any documentation of its research and discussions.
3. DPS should make further efforts to recruit applicants by arranging to give presentations about the advantages of working with DPS telecommunications and through written job postings at technical institutes and community college sites.	Implemented at 6 months	

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Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
<p>4. DPS should assess the feasibility of offering hiring bonuses and counter-offers to attract and retain technicians.</p>	<p>Not Implemented</p>	<p>DPS indicated it was not in the best interest of the agency to offer hiring bonuses and counter-offers. However, DPS could not provide documentation indicating whether it had actually assessed the feasibility of making such offers.</p>