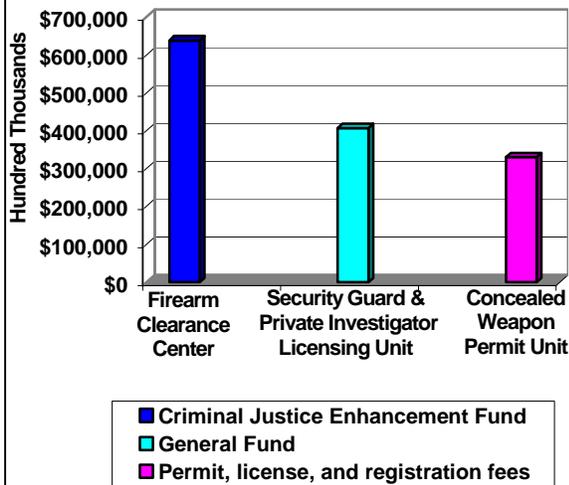


*Program Fact Sheet*

**Department of Public Safety  
Licensing Bureau**

**Services:** This audit focuses on three of the Licensing Bureau’s four units: **1) Firearms Clearance Center**—performs background checks to determine the eligibility of individuals wishing to purchase a firearm; **2) Security Guard and Private Investigator Licensing Unit**—regulates security guard and private investigator employees and the agencies that provide those services; and **3) Concealed Weapon Permit Unit**—issues concealed weapon permits to qualified applicants, and licenses instructors and training organizations that provide the required training.

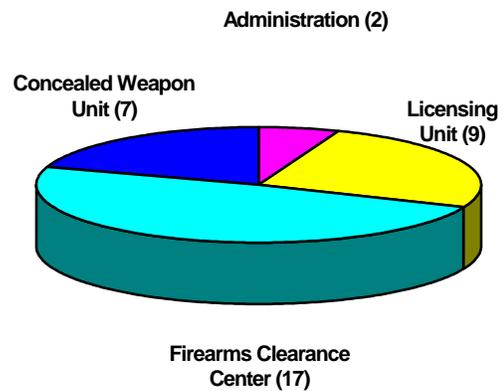
**Primary Program Revenue Sources:**  
(estimated fiscal year 2001)



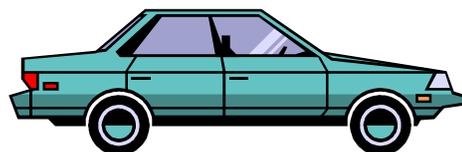
The Security Guard & Private Investigator Licensing Unit collects fees which help offset the cost to the General Fund. In fiscal year 2001, DPS estimates that it will remit \$361,700 in fees or about 89 percent of the amount of its General Fund appropriation for this unit.

**Facilities:** The Licensing Bureau’s functions are performed at the DPS Phoenix office and an additional DPS location in Tucson. These sites are state-owned.

**Personnel:** 35 (fiscal year 2001)



**Equipment:** The Bureau uses six cars, which are owned by DPS. These vehicles are primarily used when conducting statewide audits, investigations, and inspections associated with the units’ regulatory functions.



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**Goals and Performance Measures:**

(fiscal years 2001—2003)

**Goals:** The Bureau has 3 goals and 11 performance measures. The goals are:

1. To provide professional development opportunities to employees and clients.
2. To improve efficiency and effectiveness in administering mandated programs.
3. To improve customer service.

**Adequacy of Goals and Performance Measures:**

The Licensing Bureau is a subprogram of the Criminal Justice Support Division and therefore has relatively few performance measures. DPS has developed only two performance measures specific to the Bureau: percentage of employees offered training and percentage increase in employee satisfaction. Since the units within the Licensing Bureau perform such unique functions, they have developed a few additional individual performance measures. However, more complete measures are needed. These additional performance measures should address each unit's specific responsibilities and should include measures of input, output, outcomes, efficiency, and quality. To assist in developing additional measures, DPS may want to consider using the set of common inspection and regulation performance measures outlined in the State's Strategic Planning Guidelines, since the Licensing Bureau's functions are regulatory in nature.