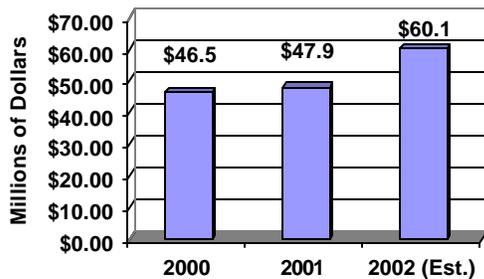


Program Fact Sheet

Department of Public Safety Highway Patrol

Services: The Highway Patrol provides the following services: **1) Patrol**—Officers regularly patrol nearly 6,000 miles of state highways; **2) Enforcement**—Officers enforce Arizona traffic, criminal, and state laws primarily on highways; **3) Investigation**—Officers investigate traffic collisions and potential criminal behavior primarily on highways; **4) Arrests**—Officers make criminal arrests as needed; **5) Public Safety**—Officers promote traffic awareness and safety by interacting with the public in several ways, including making presentations to citizens and participating in child safety seat drives; and **6) Law Enforcement Support**—The Highway Patrol supports other criminal justice agencies by providing specialized training and manpower when needed.

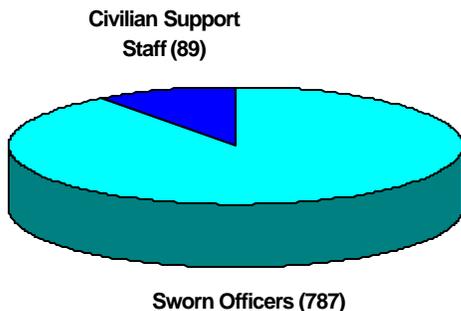
Program Revenue: \$47.9 million
(fiscal year 2001)



Mission Statement:

“To ensure the safe and expeditious use of the highway transportation system for the public and to provide assistance to local and county law enforcement.”

Personnel: 876 full-time staff
(fiscal year 2001)



Facilities:

The Highway Patrol operates from four key headquarters buildings: two in Phoenix, and one each in Tucson and Flagstaff. In addition, patrol officers work out of 12 district offices and 39 local area offices. Thirty-one of these offices are owned by DPS, while others are leased from other state agencies, local governments, the federal government, and the private sector at a total cost of approximately \$94,000 in fiscal year 2001.

Equipment: (fiscal year 2001)

DPS owns a wide variety of noteworthy and valuable equipment. For example:

- 1,600 motor vehicles which have a total market value of approximately \$20 million.¹ This includes:
 - 961 fully equipped patrol sedans which cost approximately \$33,000 each when new.
 - 57 fully equipped patrol motorcycles which cost approximately \$11,000 each when new.
- A standard equipment package issued to every officer. For example, each officer receives:
 - Body armor, which costs approximately \$475;
 - A semi-automatic weapon, 12 gauge shotgun, and gun belt, which cost approximately \$1,017 total; and
 - Office supplies, such as blank citations and audio tape, which cost approximately \$743.

¹ DPS also owns approximately 300 additional vehicles which are not yet in service, are slated for disposal, or are highly specialized.

Program Goals: (2001—2003)

1. To reduce the rates of vehicle collisions and vehicle fatalities.
2. To vigorously target aggressive and impaired drivers.
3. To minimize traffic congestion and delays on highways as a result of unexpected closures.
4. To ensure patrol districts are staffed to their proper operational levels utilizing the Patrol Allocation Manual and implement the appropriate allocation and distribution of personnel.

5. To maintain or increase the level of support by Highway Patrol personnel to other law enforcement agencies and respond to civil and natural emergencies as directed.
6. To improve services to the motoring public by expanding the Roadside Motorist Assistance Programs statewide.

Adequacy of Goals and Performance Measures:

The Highway Patrol's six goals are aligned with its Mission and it has established performance measures for each goal. However, auditors identified the following problems:

- The Highway Patrol has not established any input performance measures. Input measures, such as the number of vehicle miles traveled on Arizona highways, would help demonstrate the scope of the Highway Patrol's work as well as provide contextual information about external factors impacting its services.
- The Highway Patrol has not established key quality and efficiency measures. For example, there is no quality measure gauging citizen's satisfaction with the Highway Patrol's services. Similarly, efficiency measures, such as average response time, would help ensure that officers respond to emergencies in a timely manner.
- In addition, several of the performance measures are based on data from DPS' officer time and tracking system. However, auditors identified some problems that could impact the accuracy of this data. Therefore, DPS will need to take steps, such as providing additional training to officers about recording their patrolling activities and establishing additional quality control checks, to ensure data entered into the system is accurate.