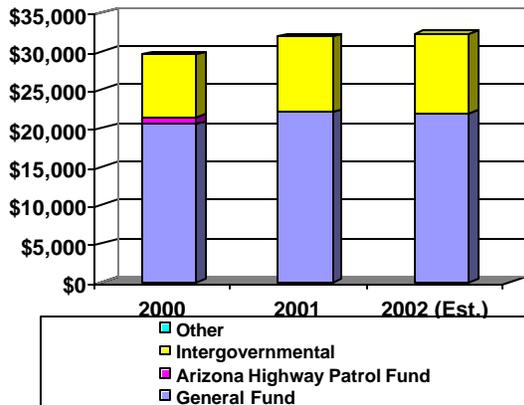


**Program Fact Sheet**

**Department of Public Safety  
Criminal Investigation Division**

**Services:** The Criminal Investigation Division provides statewide investigative, specialized enforcement, and high-risk response support to federal, state, and local criminal justice agencies. The Division conducts investigations involving narcotic trafficking, organized crime, criminal intelligence, vehicle theft, gangs, computer and financial crimes, and major crime investigations when requested to do so by other criminal justice agencies. The Division also provides specialized high-risk response to acts of extraordinary violence.

**Program Revenue: \$32.33 million**  
(estimated for fiscal year 2002)

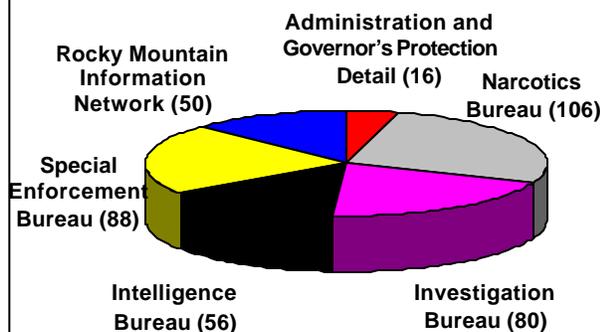


**Equipment:**

To perform its various functions, the Division uses 452 vehicles at an approximate value of \$8.6 million and an extensive array of specialized equipment with a total value of approximately \$7.5 million<sup>1</sup>, including:

- Night vision equipment
- Clandestine listening equipment
- Clandestine video and still cameras
- Building entry tools
- Body transmitters
- Self-contained breathing apparatus
- Air monitors
- Surveillance vehicles
- Wire tap recording tape decks
- Tactical body armor
- Assault and sniper rifles
- Explosive robot
- X-ray equipment
- Hazardous materials vehicles

**Personnel: 396 full-time staff**  
(285 sworn officers and 111 civilians  
in fiscal year 2001)



<sup>1</sup> Based on the Criminal Investigations Division's vehicle and capital equipment inventories maintained by the Arizona Department of Public Safety.

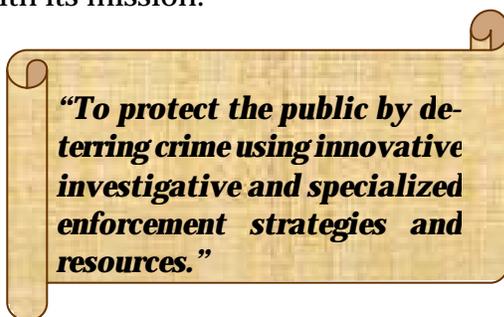
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### Program Goals (fiscal year 2001):

1. To aggressively target drug- and gang-related violent crimes.
2. To enhance specialized investigative and operational assistance to DPS and other governmental entities.
3. To ensure the professional development of Division employees through job-specific training.
4. To enhance Division operations and information sharing through automation and technology.
5. To collect, analyze, and share timely and relevant criminal intelligence.
6. To enhance community partnerships in support of the Criminal Investigations Division's mission.

### Adequacy of Performance Goals and Measures:

The Division's six goals appear aligned with its mission:



In support of its goals, the Division has established 15 objectives and 24 performance measures.<sup>1</sup> A review of the performance measures indicates:

- The majority of the Division's performance measures (18) are output measures. Although output measures are important, they only measure the amount of services provided and not the quality or effectiveness of the Division's services.

- Additionally, the Division should expand its measures to include quality, efficiency, and outcome measures. The Division lacks quality measures, which reflect its effectiveness in meeting customers' and stakeholders' expectations, such as other law enforcement agencies' satisfaction with the Division's services. In addition, the Division should expand its efficiency and outcome measures. Efficiency measures evaluate the agency's productivity, such as the cost per case. Outcome measures help the agency determine the actual results or impact of its services. For example, establishing a performance measure, such as the percentage of its cases referred for prosecution that were successfully prosecuted, could help the Division determine the overall results of its investigations.

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<sup>1</sup> In addition to Division-wide objectives and performance measures, each of the Division's five bureaus has also developed objectives and performance measures unique to its function. Similar to the Division, these performance measures are primarily output measures.