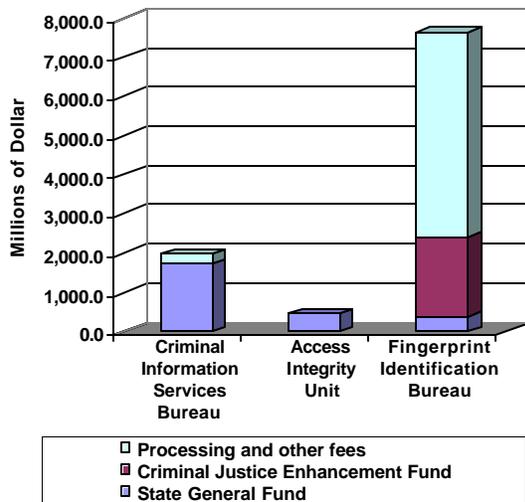


Department of Public Safety— Criminal Information Services Bureau Access Integrity Unit Fingerprint Identification Bureau

Services: The Criminal Information Services Bureau, the Access Integrity Unit, and the Fingerprint Identification Bureau are part of the Department of Public Safety’s Criminal Justice Support Division. They are responsible for providing criminal justice information services to criminal justice agencies in Arizona, such as sheriff’s offices, police departments, and state courts. The entities reviewed for this audit are responsible for two DPS information systems: **1) *The Arizona Criminal Justice Information System (ACJIS)***, which is a system of databases with information regarding such things as criminal history records, sex offenders, and stolen property; and **2) *The Arizona Automated Fingerprint Identification System (AZAFIS)***, which is an automated system that links fingerprints to criminal history records.

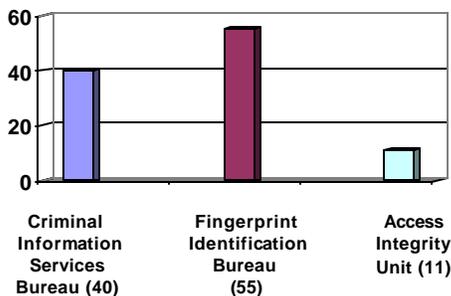
Revenue: \$7.6 million
(fiscal year 2001)



Responsibilities:

- **Criminal Information Services Bureau**— maintains criminal history records and other records, such as motor vehicle accident reports and Arizona’s sex offender database.
- **Access Integrity Unit**—coordinates access to ACJIS, and audits and provides training to criminal justice agencies that use ACJIS.
- **Fingerprint Identification Bureau**— maintains Arizona’s central repository of fingerprint information and performs criminal history background searches for employment and licensing purposes.

Personnel: 106 full-time equivalent positions



Facilities: The Criminal Information Services Bureau and the Fingerprint Identification Bureau perform their duties at the DPS Phoenix complex, a state-owned facility. The Criminal Information Services Bureau also leases approximately 8,000 sq. ft. of storage space at an annual cost of approximately \$71,000. The Access Integrity Unit is located in a leased building adjacent the DPS compound in Phoenix that costs approximately \$36,000 annually.

Equipment:

The Criminal Information Services Bureau and the Access Integrity Unit perform their duties using standard office equipment. The Fingerprint Identification Bureau uses specialized equipment including:



- Machines that electronically digitize a person's fingerprints;
- Scanners that digitize fingerprints taken using ink and paper; and
- A computer system that stores and searches fingerprint archives for criminal and non-criminal justice purposes. This system was purchased in 1995 for approximately \$2 million.

The Criminal Information Services Bureau, the Access Integrity Unit, and the Fingerprint Identification Bureau are part of the Criminal Information and Licensing Subprogram, whose mission is:

"To provide efficient and responsive criminal information and regulatory services to the criminal justice community and the public as mandated by federal and state law."

Adequacy of Goals and Performance Measures: (Fiscal Years 2001-2003)

The goals of the Criminal Information and Licensing Subprograms are: 1) To provide efficient, responsive, and effective service; 2) to provide professional development opportunities to employees and clients; 3) to improve efficiency and effectiveness in administering mandated programs; and 4) to improve customer service.

The mission and goals of the Criminal Information and Licensing Subprogram are reasonably aligned with each other. A review of the performance measures indicates:

- The measures do not incorporate the key responsibilities of all units. For example, the Access Integrity Unit devotes the majority of its resources to conducting audits of all ACJIS users on a biennial basis, yet there is no measure that addresses this activity.
- DPS should establish measures to better reflect such things as the cost, effectiveness, or quality of the services it provides. For example, DPS measures its employee satisfaction but does not have measures to assess the satisfaction of customers it serves, such as organizations that use background search results for employment or licensing decisions.
- Finally, because there are multiple entities contained in the subprogram, DPS should group its goals and measures by individual organizational units.