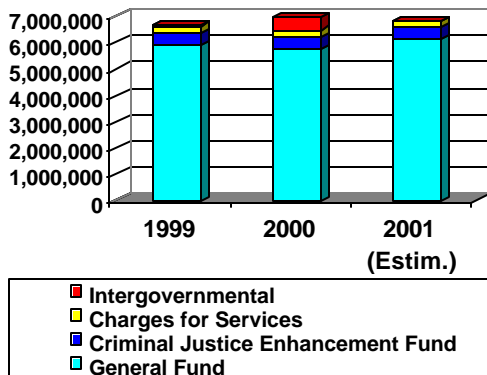


Program Fact Sheet

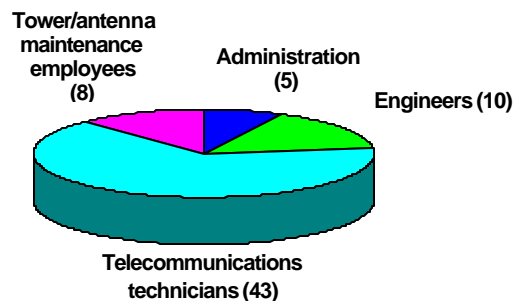
**Department of Public Safety
Telecommunications Bureau**

Services: The Telecommunications Bureau maintains DPS' telecommunications system, which provides critical information to the law enforcement community through: 1) **the state-wide law enforcement radio network**, which enables DPS officers and other state agencies to communicate with dispatchers using mobile and hand-held radios; and 2) **ACJIS**, the Arizona Criminal Justice Information System, which contains the State's criminal justice information and is used by more than 200 government and law enforcement entities, such as county sheriffs' offices, DPS officers, city police departments, and county probation departments.

Program Revenue: \$7 million
(fiscal year 2000)



Personnel: 66 full-time staff
(fiscal year 2000)



Facilities:

The Telecommunications Bureau is located at three main facilities: Phoenix, Tucson, and Flagstaff. Outlying radio shops are also in Holbrook, Kingman, Prescott, Safford, Show Low, and Yuma.

Program Goals (fiscal years 2001-2003)

1. To improve department efficiency through automation, technology, and adequate staffing.
2. To maintain telecommunications equipment so that no more than 10 percent of the inventories exceed replacement age.
3. To modernize obsolete radio, voice, and data communications systems for the Department of Public Safety and other public safety agencies in Arizona.
4. To support the development of a state-wide interoperable public safety radio system.

Adequacy of Performance Measures:

Under the subprogram Communications, DPS has established four goals for the Telecommunications Bureau. Its goals include 15 performance measures. Auditors' review of these measures identified the following:

- Although the Bureau has an efficiency goal, it does not show any performance measures that identify efficiency. Therefore, productivity and the cost of providing services is not made clear.
- Some of the Bureau's measures are incorrectly categorized as outcome measures although they are actually output measures. Outcomes should show the effect on the program services and achievement of desired results.
- Although part of the Bureau's mission is to provide telecommunications services for statewide radio, voice, and data systems, they have no performance measures to address the quality of their services. However, the Bureau does have a measure to develop a customer survey.

Infrastructure Equipment: The Telecommunications Bureau maintains approximately \$27 million worth of major infrastructure equipment used to provide communications for DPS' Radio Network and the Arizona Criminal Justice Information System (ACJIS).



76 buildings that house microwave radios. They can cost up to \$100,000 each.



144 microwave radios used to carry communications from site to site at a cost of about \$7,500 each.



449 base station radios that carry communications from the site to local officers' mobile and portable radios. Each costs approximately \$9,100.



53 towers used to support the various radio antennas needed to provide communications in the area. Each costs approximately \$250,000.



44 emergency power generators used at critical sites to protect against commercial power failures at a cost of about \$9,000 each.



76 stationary batteries used at each site to ensure continued operation of the system at a cost of about \$6,000 each.