

ARIZONA DEPARTMENT OF PUBLIC SAFETY
INTEROFFICE MEMORANDUM



ROBERT C. HALLIDAY
DIRECTOR

DATE: August 25, 2010

TO: Dean Nyhart, Major, Northern Highway Patrol Bureau

FROM: Gary Phelps, Sergeant, Northern Patrol Bureau

SUBJECT: STATUS OF NPB BUREAU COMPUTERS AND INTERNET ACCESS

FOR: Action Decision Information Signature

On August 17, 2010 the Highway Patrol Division requested a report on the status of the Northern Patrol Bureau computers as well as the speed of the internet connections. Specifically, they wanted to know which computers, based on performance and connection speed, were unable to access the new E-Learning system. Below is a compilation of the reports received from the northern districts.

District 1

Kingman: Is equipped with a total of fourteen computers which can sufficiently handle Trac's, SROVT and the E-Learning system. Their reported stated that three of the fourteen are older and "run a bit slow."

Wikieup: Is equipped with two computers and a dial-up internet connection. District 1 reports that one of the computers is old and can only be used as a word processor. The second computer is capable of running SROVT and E-Learning, though Trac's is "very slow."

Needle Mountain: Is equipped with two computers and a dial-up internet connection. One of the computers is old and can only be used as a word processor. The second one can be used for Trac's, SROVT and E-Learning, though it is very slow and unreliable. The District reports that most officers working this area travel to Kingman to complete these functions.

Beaver Dam: Is equipped with five computers and a DSL internet connection. Three of the computers are capable of running Trac's, SROVT and E-Learning. The other two computers are older and only used for word processing.

Fredonia: Is equipped with two computers and a dial-up internet connection. Both are capable of handling Trac's, SROVT and E-Learning, though they are slow.

Conclusion: District 1 is equipped with a total of twenty-five computers. Four of these are so old that they are only used as word processors. Seven of the computers are reported as being "slow," and fourteen are reported as having no problems.

District Two

Flagstaff: Is equipped with ten computers with a DSL internet connection, fourteen if you include the other DPS work groups sharing the office. District 2 reports that these computers are “adequate,” seeming to meet the needs of District personnel in accessing Trac’s, SROVT and E-Learning.

Page: Is equipped with eight computers, including one laptop and one computer dedicated to AIM’s. The office currently uses an aircard for an internet connection. The aircard works better than the previous dial-up connection, though it still has its issues. The connection speed is variable depending on the number of people using the system and other less tangible reasons.

Gray Mountain: The dial-up internet connection is extremely slow and inconsistent, .06 megabits per second. There are often two officers sharing this slow connection, which makes for even slower speeds and less consistent service. Some of the videos on the intranet and training sites are five, ten or even fifty megabytes, which means it often takes from four to twenty hours to download some of the videos and files necessary for training or other work related items. Gray Mountain currently has two PC’s in the office.

Williams: Recently upgraded their ISDN line to an air-card and booster which seems to have made a huge difference. This upgrade occurred last week and the reports from Williams are that it is great so far. When WSB tested the system, it was faster than the download at the Flagstaff Office. Williams currently has three PC’s, two in the squad room and one in the sergeant’s office.

Conclusion: District 2 has twenty-three computers in service. All four offices have internet access but only two are reasonable in their download speeds. District 2 reports that if WSB can update these two systems it will be better prepared to continue with the on-line training systems. District 2 has four offices with access to the internet and each of these offices has differing issues. Page and Gray Mountain currently have the largest problems, the videos and training can take hours to download. For this reason, many officers travel to Flagstaff for the training. District 2 has twenty-three PCs in service. If you include training, canine and commercial vehicle, the district has twenty-seven.

District 3

Holbrook: Is equipped with a total of ten computers of which eight can sufficiently handle Trac’s, SROVT and the E-Learning. There are two older models in the squad room used primarily as word processors.

Winslow: Is equipped with four computers and a dial-up internet connection through Quest. Three of the four handle all of the above listed tasks, with one "slow" computer used as a word processor.

Sanders: Is equipped with three computers that works with everything but our Intranet Video’s. The server, (DSL), will not allow these to load.

Reservation: Is equipped with three computers that handle the running of Trac's, SROVT and E-Learning. But just as with Sanders, the server will not allow our Intranet Video's to load. The server is also DSL.

Heber: Is equipped with two computers that are capable of running Trac's, SROVT and E-Learning.

Show Low: Is equipped with four computers, two of which are capable of handling Trac's, SROVT and E-Learning. Two others are slow, and their use is primarily for word processing.

Springerville: Is equipped with four computers, two that are capable of running Trac's, SROVT and E-Learning. The other two are slow, and used as word processors.

Conclusion: District 3 is equipped with a total of thirty computers. Seven of which are utilized primarily as word processors due to their advanced age. The remaining twenty three have been reported by the area supervisors of being sufficient. The issues in Sanders and the Reservation falls upon the server in those areas not allowing for the downloading of Intranet Videos or complex applications.

District 11

Globe: Is currently equipped with four computers. All four are connected to the internet using ADOT's T-1 line. Download speeds are excellent and area officers have no issues viewing Trac's, SROVT or E-Learning.

Payson: Is equipped with four computers that are slower than in Globe though manageable in regards to Trac's, SROVT and E-Learning.

Roosevelt: Is equipped with one computer which is connected to the internet via a dial-up connection. The connection is very slow, and unworkable in regards to Trac's, SROVT and E-Learning. As a result the area officers utilize the Claypool DPS office to complete these functions.

Claypool: Is equipped with four computers, all of which have fast connections to the internet and no issues with Trac's, SROVT and E-Learning.

Fountain Hills: This office is located in the Fountain Hills City Hall, alongside the Maricopa County Sheriff's Office. It is equipped with three computers connected to the internet by a DSL connection. District 11 reports no issues with these computers.

Conclusion: District 11 is equipped with sixteen computers. Of these sixteen, only one is reported as not being serviceable in regards to Trac's, SROVT and E-Learning.

District 12

Prescott: Is equipped with six computers that all have fast connections to the internet and are capable of accessing Trac's, SROVT and E-Learning without difficulty.

Camp Verde: Is equipped with six computers with adequate connections to the internet and are capable of accessing Trac's, SROVT and E-Learning.

Seligman: Is equipped with two computers that have an adequate connection to the internet and experience no issues while accessing Trac's, SROVT and E-Learning.

Cordes Junction: Is equipped with four computers, one of which is currently inoperable. The others have an adequate connection to the internet and experience no issues while accessing Trac's, SROVT and E-Learning.

Conclusion: District 12 has eighteen computers. One computer is inoperable; the others are reported to be capable of running the Trac's program, along with SROVT and E-Learning.