

2000



Texas Department of Public Safety

Need to contact the DPS?

DPS Headquarters Main Switchboard 512-424-2000
DPS Web page <http://www.txdps.state.tx.us>
To report roadway emergencies or drug trafficking 800-525-5555
Driver License Customer Service 512-424-2600
Media Relations 512-424-2080
Concealed Handgun Unit 800-224-5744
Motorcycle Safety 800-292-5787
Missing Persons Clearinghouse 800-346-3234
To report railroad crossing signal/gate malfunctions 800-772-7677
To report marijuana cultivation 800-868-6274
Texas Crime Stoppers Hotline 800-252-8477
Texas Law Enforcement Telecommunications System (TLETS) Help Desk 800-638-5387

This report was compiled by the DPS Public Information Office. Requests for additional copies may be sent to:

PUBLIC INFORMATION OFFICE
TEXAS DEPARTMENT OF PUBLIC SAFETY
P.O. BOX 4087
AUSTIN, TX 78773-0170

(512) 424-2080

Honorable Rick Perry, Governor of Texas
and Members of the Texas Legislature:

We are pleased to present the Texas Department of Public Safety's 2000 Annual Report. Among its many activities in 2000, the Texas Department of Public Safety's Fugitive Apprehension Unit arrested 1,386 parole violators. Traffic Law Enforcement troopers made 1,785 drug interdiction cases, seizing 75,193 pounds of marijuana and 1,682 pounds of cocaine during routine traffic stops.

Fewer Texans became victims of violent crime and property crimes in 2000. The number of crimes committed in the state increased 2.3 percent overall, but the crime rate--or the number of index crimes per 100,000 population--dropped 1.6 percent.

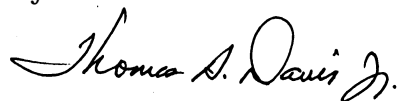
The Department lost one of its Troopers in an attack during a traffic stop in Hays County in August 2000.

We very much appreciate your support and interest in the DPS and we welcome your questions concerning our activities.

Respectfully submitted,

The Texas Public Safety Commission

By:

A handwritten signature in cursive script that reads "Thomas A. Davis Jr.".

Thomas A. Davis Jr., Director

DPS MISSION
THE BROAD OBJECTIVE
OF THIS DEPARTMENT IS
“TO MAINTAIN PUBLIC SAFETY
IN THE STATE OF TEXAS.”
THE DEPARTMENT WORKS TOWARD THIS GOAL
WITHIN EXISTING REGULATIONS
AND IN COOPERATION WITH OTHER AGENCIES
WITH MUTUAL OR RELATED RESPONSIBILITIES.
THE DPS SEEKS TO PRESERVE ORDER
BY PROTECTING LIVES, RIGHTS,
PROPERTY AND PRIVILEGES
OF THE RESIDENTS OF THIS STATE.
THE DEPARTMENT CONTINUES TO
UPHOLD ITS MOTTO,
“COURTESY, SERVICE, PROTECTION.”

2000 Legislative Appropriation
\$350,506,935

Public Safety Commission

State law vests control of the DPS in the three-member Public Safety Commission, which is made up of citizens appointed by the Governor and confirmed by the Senate. These commission members serve without pay for staggered, six-year terms.

As required by law, the commission formulates plans and policies for enforcing criminal, traffic and safety laws, for preventing and detecting crime, for apprehending law violators and for educating citizens about state laws and public safety.

Members of the Public Safety Commission in 2000 were Chairman James B. Francis Jr. of Dallas, Robert B. Holt of Midland and M. Colleen McHugh of Corpus Christi.

Office of Audit and Inspection

Internal Audit conducts independent, objective reviews and appraisals of DPS operations and procedures. Findings and recommendations from these reviews are reported to the Public Safety Commission, executive management and appropriate department managers.

Internal Audit evaluates the adequacy of internal control structures; assesses compliance with state and federal statutes, as well as DPS policies and procedures; evaluates accounting systems and controls; verifies the existence of assets and ensures proper safeguards for their protection; investigates embezzlement, theft or waste and recommends controls to prevent or detect such occurrences; and evaluates electronic data processing systems and controls.

The office follows established professional standards and ensures that its auditors have appropriate technical proficiency and educational background.

Inspection examines program activities to provide the

Department and its supervisors a third-party, nonbiased performance appraisal, with emphasis on program effectiveness, efficiency and economy.

Inspection

In 2000, the Inspection section:

- Coordinated completion of the Department's Strategic Plan for FY 2001-2005.

- Made 191 recommendations for improvement concerning DPS policies, procedures, and management practices.

Internal Audit

In 2000, Internal Audit completed 116 audits:

- eight Headquarters and field audits;

- three follow-up audits of previous Headquarters audits;

- two special reports (requested by management);

- 20 Narcotics imprest Fund and Seized Money audits;

- 56 Driver License Office audits;

- 20 Petty Cash Fund au-

dits; and

- seven Motor Vehicle Inspection imprest fund audits.

The section also made 87 recommendations to improve efficiency, effectiveness, and accountability of management and to improve the safeguarding of assets and information.

Traffic Law Enforcement Division

The Traffic Law Enforcement Division (TLE) was established within the Department in 1968 in an effort to streamline the command structure of those units and services whose primary responsibility related to enforcing the traffic laws of the State. The TLE Division is divided into six regional commands that comprise its field operations. Regional Headquarters are located in Garland, Houston, Corpus Christi, Midland, Lubbock and Waco. The division also provides protection and security for the Governor and has responsibility for all police services within the Capitol Complex.

The Chief of TLE is immediately responsible to the Director for the direction and coordination of all field traffic law enforcement activities. The Assistant Chief provides assistance to the Division Chief in the administration of division functions and responsibilities, and assumes command of the division in the Chief's absence.

The TLE Division, the largest in DPS, currently consists of 3,337 members, including 2,306 commissioned officers and 1,031 civilian support personnel. The Division is uniquely responsible for a variety of enforcement activities and regulatory functions. These responsibilities involve traffic, vehicles, and drivers and other individuals.

The enforcement, regulatory, staff and support services of the division are separate units with

programs and objectives that are designed to complement one another in order to accomplish the overall objective of the Department. The men and women of the Traffic Law Enforcement Division carry out the activities of the division through six field services, which are specialized by function.

Two staff support units/bureaus carry out support functions for all TLE Services. The Automated Information Services Unit manages and coordinates information resources within the Division. This unit is also charged with coordinating the purchase of information resource equipment and for conducting liaison with the Department Information Management Services Division.

The Breath Alcohol Testing Bureau administers and regulates the state-wide breath alcohol testing program in compliance with the Texas Breath Alcohol Testing regulations through technical supervisors stationed in key locations throughout the TLE Regional Commands. The Bureau is also responsible for certifying breath alcohol ignition interlock devices used by all jurisdictions in certain DWI cases.

Highway Patrol Service

On August 10, 1935, the Texas Legislature provided for the transfer of the Highway Motor Patrol from the State Highway Department, along with the Texas Rangers from the Adjutant General's Department, to the newly created

Department of Public Safety. The State Highway Motor Patrol was renamed the Texas Highway Patrol and its officers were given full law enforcement powers.

Through reorganizations in 1957 and 1968, the Texas Highway Patrol has evolved into the largest service of the Traffic Law Enforcement Division. The six TLE regions are divided into 14 Highway Patrol districts statewide. With 214,315 miles of rural highways to patrol and a current authorized strength of 1,703 officers, including supervisors, the Highway Patrol strives to deter potential violators of the traffic laws. Rural highway enforcement responsibility currently averages one trooper per 125 miles of roadway, including supervisors. This average, however, is limited to only an 8 hour per day basis.

The Highway Patrol Service strives to secure and maintain order in traffic on highways of assigned responsibility within existing regulations to make the use of those highways safe and expeditious to the motoring public. The Highway Patrol Service carries out its duties through two separate programs:

Traffic Law Enforcement-- Police traffic supervision on highways of assigned responsibility, which consist of the following:

- Police traffic direction
- Police traffic accident investigation
- Police traffic law enforcement and patrol

Patrol strategies are designed to prevent traffic accidents and minimize the results of those that do occur. Intoxicated drivers, excessive speed, and seat-belt violations are enforcement priorities.

Criminal Law Enforcement--Highway Patrol and other TLE Troopers on routine traffic patrol conduct a general police patrol simultaneously which consists of the following:

- Criminal law enforcement

- Emergency and disaster assistance

- Security activities

Patrol strategies are designed to detect and apprehend individuals who use the highways to further criminal activities. The arrest of individuals who are wanted fugitives and those involved in the sale and transportation of illegal drugs and stolen property are enforcement priorities.

On September 17, 2000, Highway Patrol Trooper Isabel Carrasco, stopped a commercial vehicle in Parmer County for a traffic violation and discovered and seized \$2,660.649 in illegal currency secreted within the load that the vehicle was carrying.

On September 7, 2000, a bulldozer ruptured a 10-inch propane gas line on the outskirts of Abilene, resulting in a massive explosion and fire that killed one person and injured two others. Highway Patrol and License & Weight Troopers responded to evacuate the immediate area, protect the scene, and to close Highway 36 to traffic.

License and Weight Service

Due to the increased use of commercial trucks and the sub-

Texas Department of Public Safety Annual Report 2000



This 15-passenger van was involved in a crash that killed several members of the Prairie View A&M University track team. The driver is believed to have fallen asleep at the wheel.

sequent rapid deterioration of the highways and bridges, the Texas Legislature, in 1927, authorized the creation of the position of License and Weight Inspector under the direction of the Texas Highway Department.

In 1935, these inspectors were transferred to the newly created Department of Public Safety. The License and Weight Service has grown substantially in size from the 18 original Highway Department inspectors to its present strength of 371 troopers and supervisors and 25 civilian inspectors.

The License and Weight Service strives to protect the highways from unnecessary damage, enforces registration laws and protects the rights, privileges, and safety of the general public using the highway system. These officers carry out their duties through the implementation of eight different programs:

- Enforce size and weight statutes.

- Enforce registration stat-

utes applicable to commercial vehicles.

- Enforce hazardous material regulations.

- Enforce the Motor Carrier Safety Regulations.

- Enforce all traffic laws.

- Enforce the criminal statutes.

- Provide information to the general public relating to statutes enforced by the L&W Service.

- Seek voluntary compliance by carriers and drivers by maintaining liaison with the transportation industry.

The Motor Carrier Bureau provides staff support for the License & Weight Service through three primary functions:

- Repository for all L & W documents relating to commercial motor vehicle operations.

- The Motor Carrier Safety Section.

- The Motor Carrier Compliance Audit Section.

In 2000, 25 civilian License & Weight Inspectors and investiga-

tors were trained and certified. The inspectors were certified in roadside inspections, hazardous materials, and cargo tank inspections. The investigators were certified as compliance review investigators.

License & Weight Trooper Kevin Edwards of Snyder won the State Inspector Challenge 2000 and will compete against other state champions in a National competition. This competition tests the participants' knowledge of commercial vehicle inspection, hazardous materials inspection, motor coach inspection and general knowledge.

Vehicle Inspection Service

In 1951, the Texas Legislature adopted the state's first compulsory vehicle inspection program. This initial motor vehicle inspection law was amended during the next legislative session and several times thereafter. Currently, Vehicle Inspection personnel supervise inspection stations throughout Texas.

The inspection program helps to keep Texas roadways safe by requiring vehicles to be inspected annually for conditions or defects that might cause traffic collisions.

Vehicle Inspection Service personnel supervise all official vehicle inspection stations in order to obtain the best inspection possible under existing law. They are authorized to detect and take appropriate enforcement action against anyone in violation of the laws of the State of Texas. The 20 Troopers and 222 civilians assigned to the VI Service carry out their duties through three pro-



A bulldozer ruptured a 10-inch propane gas line on the outskirts of Abilene, causing a massive explosion and fire that killed one person and injured two others. Highway Patrol and License & Weight Troopers responded to the scene.

grams:

- Vehicle inspection station qualification.
- Vehicle inspection station supervision.
- Vehicle inspection station enforcement.

There are two staff bureaus that directly support the Vehicle Inspection Service.

The Vehicle Inspection Records Bureau supports the vehicle inspection program by requisitioning, distributing, monitoring and tracking inspection certificates. The service maintains official records pertaining to vehicle inspectors and station certification and de-certification. The bureau collects data, generates reports and provides statistical information. All members of this bureau are located in Austin.

The Vehicle Inspection Emissions Bureau carries out support functions related to vehicle emissions inspection. Currently, there are four counties in Texas (Dallas,

Tarrant, Harris and El Paso) that are designated as non-attainment counties for clean air. These four counties have vehicle emissions exhaust testing done in conjunction with the vehicle's annual state inspection. This bureau oversees the implementation and operation of the Vehicle Emission Program with ten civilian personnel located at headquarters in Austin.

Safety Education Service

The Texas Legislature created the Safety Education Service (SES) in 1957. The Safety Education Service is charged with the duties of helping educate the public concerning the State's traffic laws, thereby stimulating voluntary compliance.

Information is provided to the public on various topics including child safety seat use, occupant protection, bicycle/pedestrian safety, DWI/drug awareness, crime prevention and overall traffic safety. This information is dis-

seminated to the general public through the news media, schools, civic clubs, various other concerned citizen groups and other law enforcement agencies. SES troopers also handle public information activities and coordinate regional recruiting efforts.

The 37 officers of the Safety Education Service discharge their responsibilities through the following programs:

- Public traffic safety education.
- Public education in crime prevention and emergency management matters.
- Providing public information.
- Cooperation with and assistance to other agencies.
- Providing intra-departmental staff assistance.
- General and traffic law enforcement.

Capitol Service

The Capitol Service is comprised of 132 commissioned officers and 125 civilian personnel. It handles police functions, security and parking administration in the Capitol Complex and at other state office buildings in Austin.

The Capitol Complex is an area in the City of Austin, encompassing a 46 square block area, and includes the State Capitol Building, 29 state office buildings and 13 private office buildings. It has approximately a 40,000 daytime population and 14,000 state employees work within the Capitol Complex.

The Capitol Service strives to maintain public safety and security within the Capitol Complex and carries out its duties through



The Drug Detector Canine Program began in 1993 to assist officers in interdicting illegal drugs moved through the state highway system.

three programs:

- Area police/security management.
- Crime suppression and control.
- Parking management.

In addition, a detail comprised of 11 officers, one lieutenant and 23 civilian personnel are detached to form the DPS Headquarters Security Detail.

Governor Bush's national campaign for the Presidency of the United States brought unprecedented responsibilities to the Troopers and staff of the Capitol Service. Aid to the Governor Protective Detail in providing needed increased security to the Governor's residence and Capital office, as well as the onslaught of national and international leaders, dignitaries and press, added significantly to the work load responsibilities of the entire operation.

Communications Service

The Communications Service operates a statewide network designed to serve the communications requirements of all criminal justice agencies. The system utilizes radio, telephone and landline telecommunication systems. The

Department operates a total of thirty-five 24-hour communications facilities.

The Communications Service is comprised of 244 civilian personnel and carries out its duties through four different programs:

- Communications between department units.
- Communications between the Department and other law enforcement agencies.
- Information and assistance to the public in emergency and other department related matters.

■ Warnings and communications necessary for the protection of lives and property of the public.

Specialized Units

Several units and teams in the TLE Division are charged with handling a variety of specialized functions:

The Governor's Protective Detail provides protective and security service to the Governor and First Family. They also provide those services to visiting Governors from other states and to members of the state legislative and judicial branches when as-

signed.

The Dive Recovery Team was activated in 1995. It is equipped with state-of-the-art equipment that includes underwater sonar, metal detectors, global positioning systems, environmental suits that facilitate diving in contaminated water, surface supplied air facilities and hard-wired communications systems. Members are trained and equipped to dive in zero visibility conditions and are cross trained in water rescue.

In 2000, the DRT was tasked with 19 evidentiary search operations, 5 body search operations and 4 other search operations. The most notable operation was to assist Austin Police Department in searching for a murder weapon used in the 1991 murder of four young women.

The dive-search site was on

either side of the Loop 360 bridge where it crosses Lake Austin. The area searched covered approximately 19,600 square yards of surface area. The operation began April 26 and concluded May 17. Fifteen weapons, two safes, two motorcycles, three bicycles and a variety of other items were recovered.

The State Accident Reconstruction Team, activated in 1991, conducts traffic accident reconstruction investigations on high-profile accidents around the state. It is equipped with the latest technology in computerized forensic mapping and animated simulation equipment. In addition to the state team, each region has a team similarly equipped and trained.

A major accident that resulted in the deaths of four athletes from Prairie View A&M University and injury to several others, was reconstructed in the Tyler District. Forensic mapping was used extensively in the reconstruction process.

The Lubbock Team con-

ducted an extensive reconstruction of a major accident in which four people were killed by an intoxicated driver. Their efforts led to the driver being charged with four counts of Intoxicated Manslaughter.

The Drug Detector Canine Program began in 1993 to assist officers in interdicting illegal drugs moved through the state highway system. With the graduation of Canine Class 1000-4 on Dec. 22, 2000, four new teams were deployed, bringing the total to 24 teams (dog and handler) that are trained, certified and stationed in key locations throughout the State.

Two Civil Disturbance Management Teams are established, equipped and maintained in each Highway Patrol Service District. They are tasked with handling a variety of riot and other civil disturbance duties when called upon by local authorities for assistance.

On June 22, 2000, several CDM Teams from around the state were called to assist the Texas Department of Corrections at Huntsville with anti- and pro-capitol pun-



The Dive Recovery Team was activated in 1995. The team is equipped with state-of-the-art equipment including underwater sonar, metal detectors, global positioning systems, special dive suits, surface supplied air and hard-wired communications systems.



ishment demonstrations planned in conjunction with the execution of convicted murderer Gary Graham. The execution was carried out and order was maintained.

Accomplishments

The objective of the Traffic Law Enforcement Division is to reduce death, injury and economic loss by working to reduce the rural traffic death rate and criminal acts in Texas. This objective is pursued through the programs and strategies of the various law enforcement services and support units that comprise the Division.

Although final numbers for 2000 are not available, during 1999, the number of people killed in rural fatal accidents rose from 2,069 in 1998 to 2,079. Even with this increase in the number, the rural accident death rate (traffic deaths per hundred million miles driven) for the same period decreased from 3.1 in 1998 to 3.0 in 1999. These statistics have been achieved even though total population, licensed drivers and vehicle miles driven continue to increase.

Criminal law enforcement violations detected as the result of routine traffic stops during the same period totaled 6,564 felony and 19,978 misdemeanor arrests for a variety of criminal violations. TLE Troopers continue to lead the nation in the seizure of several types of controlled substances. During 2000 they made 1,129 drug interdiction cases in which 75,193 pounds of marijuana, 1,682 pounds of cocaine, 100 pounds of methamphetamine and smaller amounts of other narcotics were seized. In addition, more than \$9.5 million in currency was seized.

In performing their duties, Safety Education Troopers conducted 23,167 safety presentations to the public--332 classes specifically for police officers.

Troopers of the Vehicle Inspection Service recovered 2,943 counterfeit documents during 2000, making 132 related criminal cases. Civilian Vehicle Inspection Technicians conducted 77,948 Inspection Station compliance audits during the year.

In addition to providing site security, patrol, and parking enforcement in and around the complex, Capitol Police Officers filed 3,527 charges of all kinds, including traffic offenses, during 2000. They also investigated 430 criminal offenses and 122 traffic accidents.

Enforcement and other public service activity accomplished primarily by Highway Patrol Troopers in 2000 totaled:

Traffic arrests:

1,143,460

Warnings:

1,525,709

DWI arrests:

29,884

Speeding arrests:

527,414

Occupant restraint arrests:

154,941

Stolen vehicles recovered:

1,007

Motorist assists:

57,500

Driver License Division

The Driver License Division's mission is to provide customers with an exceptional positive experience, promote public safety and enhance safe driving on all Texas roadways by:

- issuing quality driver licenses and identification cards;
- collecting, maintaining and providing reliable, accurate records; and
- enforcing and administering laws in a way that upholds the Department's reputation for integrity and fairness.

The Driver License Division consists of three major services: the Headquarters Service, the Field Service and the Administrative License Revocation program.

Multiple initiatives in 2000 illustrate the Driver License Division's determination to fulfill its mission statement as adopted in 1999.

Programs or projects emphasized this year included: Renewal Processing; Driver License Knowledge Testing; In-Person Customer Processing; Customer Relations; and Span of Control. Within these areas, multiple strategies were completed, but only after the Division ensured each would complement the mission statement.

Renewal Program Mail Renewals

The driver license mail renewal program had been in place since January 1984 and was largely unchanged until this year. The following summarizes related



Customers wait their turn in the Houston "Super DL" office. Customers can wait while comfortably seated, instead of standing in line.

strategic milestones completed in 2000. Each is geared towards reducing wait-times in Driver License Field Offices by increasing participation in the renewal program.

In February, the Division carefully modified the criteria--which determines who receives a driver license mail renewal invitation--to reduce the lines in Driver License Offices across the state. During the same month, the Division began inserting promotional fliers in the renew-by-mail invitations to increase program participation. With the same goal in mind, postage-paid envelopes have been included with the program's invitations since April.

In May, the Division began--for the first time in the program's history--mailing renewal invitations to Identification Card hold-

ers. As a result, over the year, a 13.38 percent increase/decrease was detected in mail and DL Office renewals, respectively.

Alternate Means Renewals

The Division responded actively in 2000 to the authority granted by the 76th Session of the Texas Legislature to develop alternate means to renew driver licenses. Related activities spanned the entire year and centered on careful program design and development using emerging technologies such as the Internet and Interactive Voice Recognition (telephones).

The survey--conducted in November 2000 regarding mail renewal participation--also assisted the Division in gauging potential use of these developing systems. Sixty-one percent of the respon-

Texas Department of Public Safety Annual Report 2000

dents indicated their general interest to utilize emerging technologies to renew in the future.

Knowledge Testing

Driver license applicants are tested on their knowledge of Texas traffic laws to ensure that only qualified individuals operate motor vehicles on our roadways. These knowledge tests have historically been administered on paper or electronically (in some offices) via the Automated Driver License Testing System. The ADLTS is critical to the efficient operation of high-volume offices.

In October, the Division began installing a new ADLTS in key locations. As this testing is routinely performed, the system replacement is expected to dramatically improve this process for DL personnel and customers alike. Customers in particular should appreciate its emphasis on user-friendly features and the overall potential for a reduction in the time they spend

in an office.

In-Person Customer Processing

In both field DL offices and the Headquarters main lobby, key responsibilities include the proper routing of customers through multi-step processes. Concurrently, office staff must manage customer expectations by delivering quality information and service.

The Division expanded a 1999 pilot program this year to eight additional offices in the Dallas and Austin areas and to the Headquarters Main Lobby (driver record sales and license reinstatements). The expansion consisted of the installation of automated applicant queuing systems in these offices.

Via these systems, applicants receive a processing number with an estimated waiting time. They then proceed to the office lobby area until speakers notify them to proceed to the counter for processing.

Management benefits include the collection of wait-times and individual employee processing statistics for various transactions. This

system has proven helpful in staff assignments, so that no one transaction type has a disproportionate wait-time.

Customer Relations Training

In 1999, the Division invested in a

customer relations training program as an acknowledgment that service delivery is key to all components of the Division's mission.

By the end of 2000, more than 1,350 Division employees had attended the training. Citizen appreciation letters received since this program began demonstrate the value of the program and indicate that Division employees are applying the skills in their public interactions.

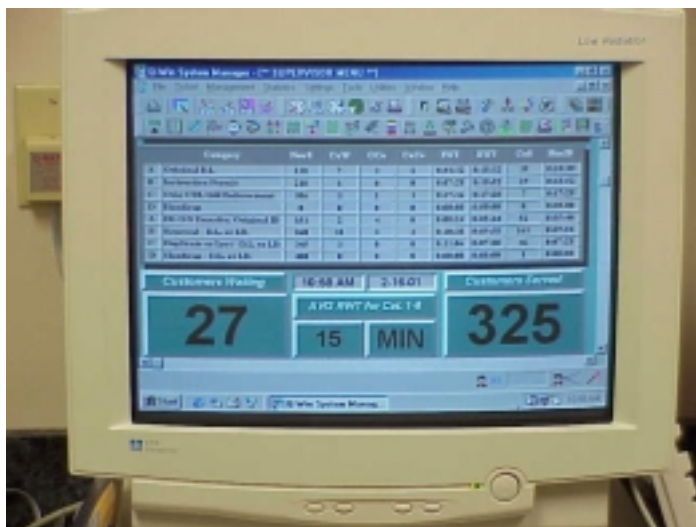
Surveys

Pursuant to legislation enacted in 1999, the Division steered the Department's efforts to develop an agency Compact with Texans. The Compact is posted on the agency's web site and includes an online customer service survey, program descriptions and agency contacts.

After surveying DL Office customers for a second year in select high-volume locations and capturing related wait-times, the Division was able to proudly submit a report to the Legislative Budget Board. The report reflected an eleven minute reduction in wait times between 1999 and 2000. Overall customer service ratings remained high between the two years.

After-Hours Services

Historically, services provided at the DLD Headquarters Main Lobby were available to the public only during the hours of 8 a.m. to 5 p.m. In March, the Division installed a "lock-box" system to accept after-hours driver license reinstatements and requests for driver records. Over the remainder of the year, 170 items were



This computerized system indicates how long customers have been waiting to be served by DL technicians.

processed via this new service.

Span of Control

The Driver License Division, like its agency counterparts, has always been challenged to provide

acceptable service levels given the state's geography and population. In June, the Division divided Regions I (Dallas area) and II (Houston area). Each region now has two separate districts to level the su-

pervisor to employee ratio. This redistricting equated to the addition of two captains, two lieutenants, and three sergeants to ensure success in the regional divisions.

Administrative License Revocation Service

	1999	2000	Variance (%)
ALR Cases Resolved	15,277	16,337	7 %
Affirmative	10,345	10,894	5 %
Default	1,703	1,862	9 %
Negative	2,058	1,795	- 13 %
Dismissed	1,171	1,786	53 %
Continuances	8,562	8,545	0 %

<i>Field Service</i>	1999	2000	change
Driver Licenses and Identification Cards Issued	5,615,066	6,094,148	9%
Knowledge Tests	2,249,447	2,322,156	3%
Driving Skills Tests	971,605	1,060,215	9%
Vision Tests	3,663,426	3,740,868	2%
Vehicle Inspections	493,324	509,276	3%
Driver Improvement Actions	146,513	136,768	-7%
Medical Limitations Screenings	105,711	103,765	-2%
Traffic Warrants Served	6,359	18,223	187%
Felony and Misdemeanor Warrant Apprehensions	5,935	6,619	12%
Criminal Investigations	5,576	5,156	-8%
Monies Collected from Traffic Warrants	\$ 831,467	\$ 2,725,648	228%

2000

Over the course of the year, the following DL Office moves or renovations occurred:

11	<i>Renovations to DPS-Owned Facilities*</i>
1	<i>Move to Existing DPS-Owned Facility</i>
6	<i>Moves to New DPS-Owned Facilities</i>
1	<i>Move from City/County Provided Facility to Same</i>

** Count includes renovation of 1 leased facility.*

Headquarters Service

Servicing Bureau/Activity

2000

License Issuance

Email Responses 13,865

Driver Records

Sale of Records (\$) \$45,406,950

Driver Records Prepared 9,241,792

Customer Service

DPS Switchboard Calls 314,944

DLD Automatic Call Distribution System 695,131

Safety Responsibility

Lobby Contacts (excludes MVI Sticker Sales) 163,659

Reinstatements (Compliance) Processed 553,343

Correspondence Documents Generated 305,833

Driver Improvement *2000*

<i>Driving While Intoxicated</i>	69,447	<i>Administrative Hearing Actions</i>
Adult Convictions	25,989	Scheduled
Under 21 Convictions	4,363	Suspension/Revocation/Disqualifications
Alcohol Education Program Required	39,095	Probation Orders Granted
<i>Drug Offenses</i>	14,814	<i>Enforcement Actions</i>
Adult Convictions	9,219	Medical Advisory Board(MAB)
Juvenile (Under 21) Convictions	5,595	MAB Not Approved/Test Required
<i>Zero Tolerance Offenses</i>	19,275	Problem Driver Cancellations
<i>CMV Disqualifications</i>	610	Nonresident Violators Compact
<i>Administrative License</i>		Minor Unpaid Violations (FTA/FIP)
Cases Analyzed	116,872	Juvenile Suspension Actions
Admin. Suspensions	81,837	

Criminal Law Enforcement

The Criminal Law Enforcement Division consists of the Crime Laboratory Service, Narcotics Service, Motor Vehicle Theft Service and Special Crimes Service. The division and its services provide specialized assistance to local law enforcement agencies and cooperates with federal agencies engaged in criminal law enforcement activities.

Crime Laboratory

The DPS Crime Laboratory Service had many accomplishments in the year 2000. With a staff of 79 employees in the Headquarters Crime Laboratory and 99 employees in the twelve Field Crime Laboratories, evidence was examined in a total of 50,368 criminal cases.

Some of the notable accomplishments of the year include the following:

The eight laboratories that perform DNA analysis of biological evidence samples, primarily on sexual assault and murder cases, completed DNA work on a record 1,414 cases. This was an increase of 31% from 1999, and double the work output in 1998. In addition, five new DNA analysts received training during the year, and they will become valuable members of the total staff of 32 DNA analysts that we have statewide.

Still on the subject of DNA, the CODIS Laboratory in Austin saw the beginning of construction on an 8,000 square foot expansion

of their facility, to be completed during 2001.

Also, a \$1.7 million grant was obtained from the National Institute of Justice for the outsourcing of DNA analysis on some 58,000 convicted offender blood samples. A private contracting laboratory in Salt Lake City by year end was completing these DNA analyses and sending DNA profiles on a regular basis for uploading into the database.

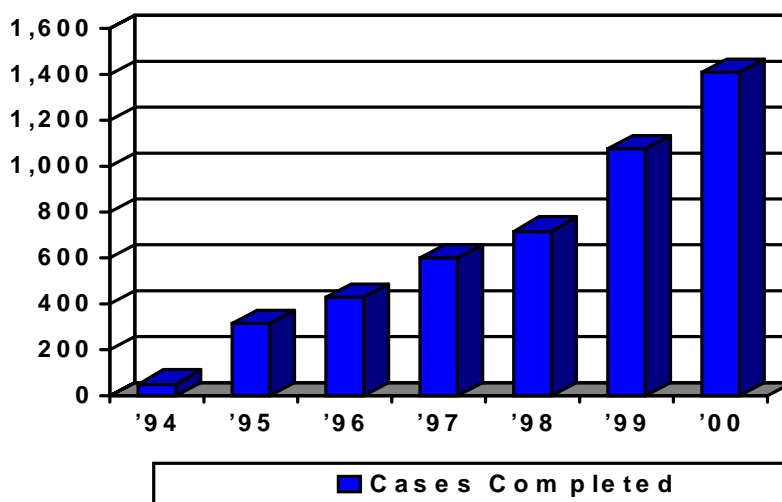
The CODIS program is working as it was intended to do. As of December 2000, some 20 “hits” have occurred in Texas, whereby either a convicted offender’s DNA was matched to the DNA evidence in an unsolved criminal case, or the DNA evidence in one unsolved case was matched to DNA evidence in a separate case. These “hits” are solving murder and sexual assault offenses.

The DNA laboratories worked on several “post conviction” cases

during the year, and provided DNA results on thirteen separate cases. The outcome of this DNA work was that some convicted inmates were exonerated of their crimes and released from prison, while others were not exonerated (DNA results supported their conviction) and their sentence was, or continues to be, carried out.

Another accomplishment of the Crime Laboratories for year 2000 was the completion of the examination of evidence in some 37,952 drug cases. This included both receiving the evidence into the laboratories, and the analysis of 165,000 pounds (75,000 kilograms) of marihuana, 2,050 kilograms of cocaine, 294 kilograms of methamphetamine, 99 kilograms of amphetamine and some 600 kilograms of a variety of other controlled substances. While much of this evidence is returned to city and county law enforcement agencies, the crime laboratory staff fulfilled

DNA Activity



its responsibility and destroyed over 100,000 pounds of marijuana, in the ten DPS owned incinerators located statewide.

During 2000, work on three new or expanded crime laboratory facilities was underway. The new Waco Field Crime Laboratory was completed in September. It has turned out to be a very fine facility which should serve the Department well in supporting crime lab needs of area law enforcement officers. An expansion and remodeling of the Tyler Laboratory, as well as construction of a new Region 2 Headquarters building with a laboratory in Houston, were still in progress at year-end.

Motor Vehicle Theft Service

The Motor Vehicle Theft Service investigates commercial auto theft rings and arrests people involved in auto theft. The service also identifies and recovers stolen vehicles outside the United States and trains law enforcement in recognizing and apprehending stolen vehicles.

MVTS publishes a monthly report listing makes and models of vehicles stolen in Texas and vehicle identification specialists provide technical support to officers conducting vehicle theft investigations.

The service provides access to U.S. theft records to Mexican police officers so they can determine whether a vehicle stopped in Mexico has been stolen from the United States.

The service also inspects reconstructed salvage vehicles that have been declared total losses because of accidents. The service,

which has 43 offices, operates 17 field inspection sites to inspect salvage vehicles.

While working known drop points for stolen vehicles, a Motor Vehicle Theft Investigator in Arlington observed three abandoned semi-trailers near Riverside Drive in Fort Worth. The three trailers each contained freight that had been stolen from the shippers. In one trailer, bleach valued at \$20,700 was recovered. In the second trailer, canned food valued at \$13,200 was recovered. In the third trailer, Microsoft Computer Corp. software valued at more than \$17 million was recovered

Motor Vehicle Theft personnel in south and east Texas worked on breaking up an organized theft ring that focuses on construction equipment for most the year 2000. Backhoes are the primary type of equipment stolen; however, a number of bulldozers have also been recovered. To date, 22 units of equipment, valued at \$1.2 million, have been seized. Three suspects have been arrested for Engaging in Organized Crime and charged in multiple counties.

Motor Vehicle Theft personnel in the Rio Grande Valley routinely see many vehicles enroute to Central America. Experience has



Motor Vehicle Theft personnel in south and east Texas worked on breaking up an organized construction equipment theft ring. To date, 22 units of equipment valued at \$1.2 million have been seized.



Motorcycles and equipment valued at more than \$400,000 were recovered during an investigation by the DPS Motor Vehicle Theft Service, San Antonio PD, Austin PD and the FBI.

shown that the Hidalgo area is a common stopping point for these vehicles going south.

While conducting surveillance of various motels in the Hidalgo area, officers observed three bobtail trucks awaiting export. On inspection, the three trucks were found to have altered vehicle identification numbers. The officers were able to determine the true identities of the vehicles, which had been stolen from southern Florida. Through cooperation with Florida authorities and the FBI, three suspects were arrested for Interstate Transportation of Stolen Vehicles and indicted in the federal system.

Motor Vehicle Theft personnel in San Antonio conducted a joint investigation with San Antonio PD, Austin PD and the FBI into the thefts of motorcycles. Investigation determined the motorcycles were stolen from several cities

along the IH 35 corridor. As a result of this investigation, 26 stolen motorcycles were recovered, along with 30 stripped motorcycles. The value of the recovered motorcycles was more than \$416,000. One suspect was arrested and charged with Interstate Transportation of Stolen Property and state felony theft.

Narcotics Service

The Narcotics Service directs the state's enforcement efforts against illegal drug trafficking, supervises controlled substance registration and oversees the issuance of permits for, and the reporting of, precursor chemical activities. The Narcotics Service also assists state, federal, county and local agencies in drug law enforcement with the ultimate goal of eliminating illegal trafficking of controlled substances and deterring drug abuse. Investigative priorities in-

clude cross-border smuggling, air and marine smuggling, clandestine drug laboratories, pharmaceutical drug diversion, domestic marijuana eradication, financial investigation and highway interdiction.

Commissioned officers, supported by the Narcotics Analytical Section, use open and undercover investigative techniques to probe suspected drug rings.

Active investigations pending:	4,114
Investigations opened:	2,693
Felony & misdemeanor charges filed:	2,527
Number of arrests:	2,329
Search warrants executed:	288
Marijuana seized:	126,193.59 lbs
Marijuana plants seized:	1,515,320
Cocaine seized:	11,278,990.59
Heroin seized:	6,487.03 lbs
Estimated value of drugs seized:	\$735,689,263.72
Currency seized:	\$15,186,350.35

Vehicles seized: 107

Post-Seizure Analysis Team

In addition to the team members supplied by the DPS, the PSAT unit is comprised of 24 state and federal investigators, analysts and support personnel from the Federal Bureau of Investigation, the Internal Revenue Service, the Drug Enforcement Administration, the U.S. Customs Service and the Texas National Guard.

The PSAT develops intelligence on drug trafficking organizations from the analysis of information supplied by local, state and federal agencies regarding seizures of drugs and currency. Much of this information results from highway and Border Patrol checkpoint interdiction. This intelligence is disseminated by active means throughout the nation to appropriate law enforcement agencies for the purpose of enhancing ongoing investigations, initiating new investigations and aiding in the prosecution of large drug trafficking organizations.

The unit also responds to specific requests for information on drug and currency seizures, due to the tremendous volume of seizure data received from numerous sources. PSAT personnel also publish officer safety alerts and intelligence briefs concerning smuggling trends and suspect trucking companies that are disseminated to a wide variety of law enforcement agencies. The unit is also involved in coordinating the efforts of the Domestic Marijuana Eradication program and the tracking of clandestine laboratories in Texas.

Texas Narcotics Information System

TNIS enhances the ability of local, state and federal law enforcement agencies to identify, target and remove criminal narcotics conspiracies and activities spanning jurisdictional boundaries.

TNIS is able to research, develop and corroborate intelligence on suspected individuals and their criminal activities. Through cooperation, coordination and communication among local, state and federal law enforcement agencies, a network intelligence system is established for agencies to query. This system enhances law enforcement's ability to identify and immobilize individuals and organizations involved in drug trafficking and other related criminal activities, reducing the impact of illicit drugs in Texas and other areas of the country.

Narcotics Analyst Section

The Narcotics Analyst Section provides ongoing case development and assistance to all interested local, state and federal agencies to further ongoing narcotics investigations. Support provided includes subject profiles, telephone analysis, charts and graphs for case development and courtroom prosecution and identification of relationships between people, organizations and events.

In 2000, the analyst section supported well over 200 federal, state and local agencies nationwide.

Analyst assists: 16,075
Suspect identifications: 31,228

Subjects entered into reporting system: 9,555
Case support files opened: 628
Pen registers supported: 191
Oral intercepts supported: 32

Texas Prescription Program

The Texas Prescription Program (formerly known as the Triplicate Prescription Program) began in 1982. The program was created to prevent the diversion of medically useful controlled substances from licit to illicit channels without adversely affecting the supply of medications to the legitimate user.

Under the prescription program, practitioners are required to prescribe a special class of drugs, known as Schedule 2, using an official prescription form provided to them at cost by the DPS. A properly registered practitioner issues the official prescription form to a patient, who presents the prescription to a pharmacist for filling. The pharmacist fills the prescription and electronically transmits the prescription information to DPS. The data can then be used as an investigative tool by state licensing boards and law enforcement agencies.

Recent legislative changes broadened the range of dissemination of information and, as a result, statistical reports, useful for educational and other purposes, will now be available. The section also registers all persons or institutions that lawfully manufacture, distribute, analyze or dispense controlled substances in Texas.

Full conversion from an existing paper-based prescription system to electronic reporting occurred in

2000. A mandated implementation date of Sept. 1, 1999, conflicted with Y2K remediation processes occurring at many of the state's major chain pharmacies, so DPS worked diligently with those companies to assist them in preparing to transmit electronically and provided a way for the pharmacies to delay implementation temporarily.

Number of registrants: 63,321
 Number of new registrants:

4,321
 Number of registrants renewed: 59,000
 Fees collected: \$1,347,620
 Number of prescriptions produced for practitioners: 2,695,800
 Number of filled prescriptions received: 1,700,000
 Number of investigative assists: 790

Narcotics Technical Unit

The Narcotics Service Technical Unit has the primary responsibility of implementing the interception and use of wire, oral or electronic communications as well as pen registers, trap and trace devices as allowed by state law.

Under state law, only DPS is allowed to possess, install, monitor and use intercept equipment--and only for certain felony violations of the Health and Safety Code. The unit assists DPS narcotics investigators and other law enforcement agencies in conducting intercepts.

Countermeasures conducted: 34
 Pen registers: 49
 Wire intercepts
 State: 11
 Federal: 7
 Audio/video installs: 34
 General assistance: 8

Precursor Chemical/Laboratory Apparatus Section

The primary function of the Precursor Chemical/Laboratory Apparatus Section is to deter clandestine laboratory activity through the administration of state statutes.

Those goals are fulfilled by issuing permits in a timely manner, complying with and enforcing the statutes and regulations regarding the program. The office furnishes updated information concerning the most common trends, methods and hazards associated with clandestine laboratory activity to laboratory activity to field personnel.

The section also provides information for use by individuals testifying before legislative committees, the DPS chain of command and investigating officers in Texas and other states.

In 2000, the section issued 1,359 annual permits and four one-time permits and denied two permits. The section received 1,849 requests for assistance from businesses and individuals, 133 requests from other law enforcement agencies and 181 requests from DPS personnel.

Narcotics Training

The Narcotics Training section provides training for all department investigators, as well as officers from other federal, state and local agencies. Officers receive instruction in undercover operations, raid planning and execution, prescription drug diversion, domestic marijuana eradication, tactical operations and other specialized courses.

The section also supports and assists in the training of commissioned personnel from the uni-

formed services within the department. To provide the most up-to-date training available, the section is active in the cooperative sharing of training data with other public and private organizations, as well as conducting extensive in-house research.

The section taught 22 courses, trained 876 department personnel and 312 personnel from other agencies.

Special Crimes Service

The Special Crimes Service identifies and reduces criminal activity by conducting a wide range of criminal investigations; gathering and analyzing intelligence data; arresting fugitives; locating missing persons; and administering programs related to pari-mutuel racing, handgun range verification, secondhand metal sales and sex offender registration compliance.

The Fugitive Apprehension Unit works with Texas Crime Stoppers and local law enforcement agencies to track down Texas parolees convicted of violent crimes and later charged with new felony offenses. The unit administers the violent offenders program and a local participation program that reimburses local agencies for arresting parole violators. It also distributes the "Texas Ten Most Wanted," a list of violent parolees who have re-offended.

The Sex Offender Compliance Unit (SOCU) conducts investigations of the state's more than 20,000 registered sex offenders and files felony charges against offenders who fail to meet registration requirements. The service also trains local criminal justice agencies

throughout Texas on state and federal sex offender laws.

Special Crimes has trained and equipped a select group of its investigators for the Computer Evidence Analysis Initiative (CEAI). These officers are stationed throughout Texas and conduct criminal investigations in which the use of a computer or the Internet was a factor. Trained as forensic computer experts, CEAI personnel investigate a variety of crimes, including forgery, child pornography and capital murder.

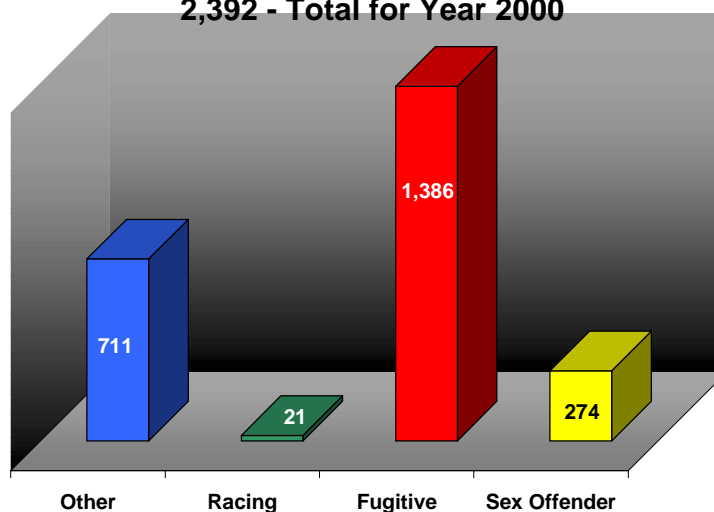
The Missing Persons Clearinghouse, the central repository for information on missing persons from Texas, assists local law enforcement officers and citizens with missing persons investigations. The Clearinghouse also operates a national toll-free telephone line to receive calls about missing persons, is the state liaison for the Hague Convention on International Parental Abduction and works closely with the National Center of Missing and Exploited Children (NCMEC).

The Clearinghouse publishes a monthly missing persons bulletin listing missing and unidentified persons from Texas and persons missing from other states who may be in Texas. The bulletin is distributed to Texas law enforcement agencies, driver license offices, Salvation Army centers and non-profit organizations.

The service's clerical section assists law enforcement agencies, both in Texas and throughout the nation, by providing digital-color and black-and-white driver license photographs upon request.

The Crime Analysis Section provides intelligence information

Number of Arrests by Special Crimes Service
2,392 - Total for Year 2000



and other professional assistance to law enforcement agencies in Texas and throughout the nation to identify and locate criminal suspects, criminal organizations, missing persons and wanted felons; help solve major crimes; and identify crime patterns that will aid state and local agencies in strategic planning. The section also maintains sales and purchasing records of second-hand metal dealers to detect theft and identify possible suspects.

Crime Analysis personnel publish a bimonthly crime bulletin with articles regarding major unsolved crimes, wanted fugitives, prison gang activity, sexual offender parolees and other law enforcement issues. The section serves as the state's coordinator for the FBI's Violent Criminal Apprehension Program (ViCAP) system, which tracks serial killers by providing a central repository for information and analysis of violent serial crimes. The section also serves as the lead facilitator in the recently state-mandated Texas Violent Gang Task Force and the state Gang Tracking System.

In addition, the Special Crimes

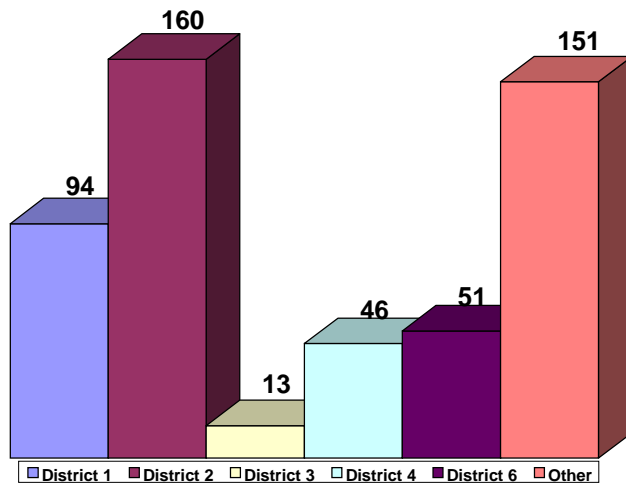
Service serves as the state liaison for the International Criminal Police Organization (INTERPOL). The relationship enables foreign countries to request assistance from Texas peace officers and, in turn, allows Texas officers to request assistance from foreign countries.

In 2000, Special Crimes investigators worked closely with the FBI for more than two years concerning the criminal activities of a Texas Department of Housing and Community Affairs commissioner. The commissioner was supporting tax credits for certain low-income housing projects in exchange for money, land and an interest in the companies involved. The subject was indicted and convicted for Bribery, Theft, and Money Laundering. Two other subjects were also convicted on related charges.

Special Crimes personnel initiated an investigation regarding a woman who was trying to hire a hit man to kill her husband. She was reportedly tired of living with her husband, a multi-millionaire suffering from cerebral palsy, and knew that she would not get enough

Special Crimes Service

Risk Level 1 Sex Offenders Identified
by District for Year 2000 - Total 515



money from a divorce. Special Crimes investigators arranged for her to meet with an undercover officer from the Harris County District Attorney's Office. The woman gave him \$200,000 worth of jewelry to kill her husband and promised him another \$40,000 when the job was done. She was arrested for Solicitation of Capital Murder and released after posting a \$100,000 bond. Since then, her husband has obtained a protective order against her and has filed for divorce.

The first two civil commitment sex offenders were released at the end of 2000. They were placed under very strict conditions and were continually tracked with the help of a GPS monitoring system. One of the sex offenders had finished serving a ten-year prison sentence for Indecency with a Child and Sexual Assault of a Child. The second sex offender was released after serving time for three counts of Sexual Assault of a Child. He is being monitored in Oklahoma City by Special Crimes personnel

in Texas with the assistance of Oklahoma law enforcement.

Following a traffic stop, Special Crimes personnel arrested a suspect on two outstanding felony warrants, Theft \$20,000 to \$100,000 and Possession of Marijuana. At the time of his arrest, the subject had \$3,400 in cash and a two-ounce bag of cocaine. A subsequent search of his Bexar County residence revealed several firearms, loaded clips for an AK-47 assault rifle, two bulletproof vests and jewelry believed taken from homicide victims. The suspect is believed to be a triggerman for a Mexican drug cartel in the San Antonio area. He was wanted by the state police in Mexico on two outstanding Homicide warrants and has been charged for his involvement in two other homicides in Texas. The leader of the drug cartel was later arrested at his San Antonio residence and indicted for Possession with Intent to Distribute over 1,000 Kilograms of Marijuana. A search of his residence also provided evidence linking him

to money laundering operations. Special Crimes investigators anticipate that he will be indicted for several homicides committed in the furtherance of narcotics trafficking.

The Bandidos Outlaw Motorcycle Gang was hit hard by Special Crimes and other law enforcement agencies following an 11-month narcotics investigation that began with the infiltration of two undercover officers into the gang's world in November 1999. During the investigation, undercover officers met many outlaw motorcycle gang members, making numerous purchases of illegal narcotics that were identified several times as belonging to the Bandidos Outlaw Motorcycle Gang. Investigators then began to identify and target local Bandidos chapters responsible for distributing methamphetamine in the greater Houston area.

Seven search warrants were subsequently served at residences owned or occupied by Bandidos members, resulting in the arrest of four key members and the seizure of \$250,000 in illicit narcotics and \$175,000 in stolen property and assets. This investigation represents an important step in prosecuting the Bandidos, who recently have been operating unchecked while law enforcement personnel focused on juvenile street gangs.

Over time, the Bandidos have grown into an international organization, with chapters in Germany, Norway, Denmark and Australia. This investigation has shown that the local chapters are involved in--and control a portion of--the methamphetamine narcotics distribution in the greater Houston area, and has furthermore pro-

vided evidence for the first time that the Bandidos have links to neo-Nazi and white supremacy groups. The investigation was conducted in cooperation with the Harris County Organized Crime and Narcotics Task Force, the FBI's Joint Drug Intelligence Group, the Houston Police Department, and the Harris County Sheriff's Office.

The Missing Persons section continued to be heavily involved in "Behind the Walls," a CrimeStoppers program operated by the Texas Department of Criminal Justice. The program produces video reenactments of crimes and shows them to all incarcerated felons--including prison institutions, state jails and contract or transfer facilities--to solicit information from inmates. The program received funding in 1994 and began showing videos in 1996, but at that time only unsolved homicide cases were used. In 1999, the Clearinghouse worked with TDCJ to begin featuring cases of missing children (stranger abductions) and missing adults where foul play is feared.

Since its implementation, "Behind the Walls" has paid out 17 rewards, cleared 38 cases and led to 27 arrests. In the year 2000, the Clearinghouse submitted 39 cases to the program.

In one case, an inmate contacted the program coordinator after seeing one of the videos and provided information related to a missing adult. According to the inmate, the victim had been hit by a motor vehicle and his body buried. Clearinghouse personnel then assisted the program coordinator by providing information on the missing person. As a result, two suspects were identified but the

victim's body has not yet been found.

Total Number of Arrests:	2,392
Fugitives	1,386
"Top Ten" Fugitives	6
Sex Offender	74

Analytical Assists Provided: 18,723

Missing Persons Located: 51

Stolen Property Recovered:
\$1,333,083

Seized Currency and Property:
\$4,086,332

Polygraph Exams Administered:
1,922

Cases Cleared: 453

Subjects Cleared: 745

Texas Ranger Division

The primary responsibility of the Texas Rangers is to provide investigative assistance to federal, state and local law enforcement agencies both inside and outside the State of Texas. Texas Rangers are highly trained, versatile officers who investigate felony offenses, apprehend fugitives, protect life and property and execute process in criminal cases (and in civil cases where specifically directed to do so by the judge of a court of record).

The investigation of public corruption and involvement in multi-agency task forces consumes a great deal of the division's resources and time. The division also provides security for the governor when he travels to different locations in Texas.

Unsolved Crimes Investigation Team

Texas Uniform Crime reports reveal that Texas accounts for approximately 8 percent of all homicides reported in the United States. Since 1987, Texas law enforcement agencies have reported 23,300 murders; Texas law enforcement agencies have cleared 71 percent of the murders, or 16,562. (It's important to note that these statistics do not include people who have been reported missing and are presumed dead.)

In 2000, the Ranger Division actively researched and developed a proposal for the creation of an Unsolved Crimes Investigation Team within the Ranger Division. Investigators would receive

specialized training in the most up-to-date investigative techniques relating to unsolved homicides and serial cases. The proposal was included in the Department's exceptional items list presented to the 77th session of the Texas Legislature.

Domestic Violence/ Sexual Assault Homicide School

During the first part of 2000, the Ranger Division received a grant from the Office of the Governor, Criminal Justice Division, for a two-year training program on domestic violence and sexual assault homicide. The program was taught by Vernon J. Geberth, a retired lieutenant commander of the New York City Police Department. Mr. Geberth is a nationally known lecturer, author, educator, consultant and expert witness on death investigations. His instruction provided the most practical and conventional information available to investigators who are responsible for conducting investigations into violent and sudden death.

Significant Investigations

■ Ranger Sgt. Gary De Los Santos was requested by investigators with the Sarasota County, Florida, Sheriff's Office to assist them in the investigation into the capital murder of Sheila Bellush on Nov. 7, 1997. The investigation revealed that the homicide was a murder-for-hire scheme that was ordered by the victim's ex-husband,

a San Antonio man named Allen Blackthorne. Subsequent investigation by Sgt. De Los Santos revealed that one of the suspects had fled to Mexico. Sgt. De Los Santos, working with the Mexican State and Judicial Police, was successful in having the suspect arrested and incarcerated in a Mexican prison pending extradition to the United States. Sgt. De Los Santos also located and arrested the other suspects in the capital murder. The investigation continued, and on July 7, 2000, Blackthorne was convicted of conspiracy to capital murder through use of interstate commerce facility. He received two life sentences.

■ Ranger Sgt. Johnny Allen was requested to assist the Val Verde County Sheriff's Office with a homicide and an attempted homicide. The victims, a 10-year-old female and a 13-year-old female, encountered an intruder in their bedroom in the early morning hours of Dec. 31, 1999. The investigation revealed that the deceased victim had been asleep in a bottom bunk and the surviving victim had been asleep in the top bunk. Shortly after gaining entry into the residence, the intruder attacked the 13-year-old victim with a knife, fatally wounding her. As the fatal attack occurred, the 10-year-old victim pretended to be asleep, and as the intruder was exiting the bedroom, he saw that she was watching him. At this point, the intruder approached the 10-year-old and slashed her throat, leaving her for dead. The intruder then left the

bedroom and the 10-year-old victim stayed in the bed until she heard a vehicle's motor start outside the residence and drive off. The 10-year-old then left the house and summoned help from a residence approximately a quarter of a mile away.

As a result of the investigation, the surviving victim identified the attacker from a photo lineup shown to her while she was recuperating in a San Antonio hospital. Warrants charging the suspect with capital murder and attempted capital murder were subsequently issued. The suspect was arrested in the early morning hours of Jan. 2, 2000, at his residence west of Del Rio. Following the suspect's arrest, he gave written and videotaped confessions to committing these crimes. Since then, he has also confessed to committing nine other murders in several states. Four of the murders have been confirmed at this time.

■ Ranger Sgt. Tommy Ratliff was requested by the Hays County Sheriff's Office to assist them in the investigation of the capital murder of a police officer. On Aug. 3, 2000, State Highway Patrol Trooper Randall Vetter made a traffic stop on the frontage road of IH-35 in northern Hays County. Immediately upon stopping, the suspect exited his vehicle, pointed a rifle at Trooper Vetter and advanced toward him. Trooper Vetter repeatedly ordered the suspect to put down the weapon. The suspect then fired several rounds at Trooper Vetter, striking him once in the head. Other officers responded to the scene and, after a short standoff, the suspect was taken into custody.

Trooper Vetter was transported to an Austin hospital, where he died four days later of the head wound. The suspect has been charged with capital murder.

Investigations:	4,601
Felony arrests:	1,140
Misdemeanor arrests:	230
Indictments returned:	1,474
Search warrants executed:	338
Statements secured:	2,440
Confessions gained:	416
Value of recovered stolen property:	\$1,197,968
Value of contraband seized:	\$2,047,759
Convictions in cases investigated by the Rangers:	1,474
Death sentences:	11
Life sentences:	42
Total penitentiary time assessed:	7,993
Court writs served:	29
Warrants served:	167
Miles traveled:	2,025,186
Traffic referrals made:	42

Administration Division

The Administration Division provides a wide variety of support functions for the entire Department. The division includes the Crime Records Service, the Staff Support Service and the Division of Emergency Management.

Crime Records Service

Due to the increased demand placed upon the agency for both civil and criminal fingerprint based identifications, DPS upgraded the Automated Fingerprint Identification System's (AFIS) capabilities to include auto-classification and auto-verification.

These system enhancements allowed DPS to increase the number of fingerprint identifications made by the agency without needing to increase the number of employees dedicated to fingerprint identification.

Additionally, due to the increased processing speed afforded by these enhancements, DPS was able to eradicate a substantial backlog of fingerprint identification requests and has been able to keep current with daily processing requests. Current electronic fingerprint requests are processed in minutes as opposed to the hours required prior to the enhancements.

Furthermore, through the new enhancements, DPS has realized an increase in accuracy for both ten print identifications and latent crime scene identifications.

In order to take full advantage of auto-classification and auto-

verification, DPS had to adopt the national standard for the capture and processing of fingerprint images. This standard, promulgated by the American National Standards Institute and the National Institute of Standards and Technology (ANSI/NIST), is recognized by all fingerprint identification practitioners.

By moving to this ANSI/NIST standard, DPS not only gained the aforementioned automation enhancements, but also gained the ability to communicate fingerprint information to dissimilar fingerprint systems. Because of this common electronic format, DPS has been able to automate the submission of civil and criminal fingerprint cards to the FBI. Through the use of the ANSI/NIST standard the FBI is able to respond to criminal inquiries in less than two hours and civil submissions in less than 24 hours --a dramatic reduction from the weeks associated with paper submissions.

DPS has historically maintained a large repository of paper fingerprint cards. However, with the adoption of the ANSI/NIST fingerprint standard, DPS has begun to store all new fingerprint submissions in the national standard format. This migration to the standard has created a dual fingerprint repository at DPS--one electronic and one paper. Because of the utility afforded by the ANSI/NIST record format, DPS embarked upon a plan to convert some 4 million historical finger-

print cards to the ANSI/NIST standard.

The conversion of the fingerprints has yielded a number of benefits for DPS, as well as the national criminal justice community. At the DPS level, the conversion will allow DPS to free up valuable physical space associated with the storage of paper fingerprint cards, while at the same time making the electronic versions of the cards more accessible to the criminal justice community.

An additional benefit to the digitization of the older fingerprint records is that DPS will be able to submit all past Texas arrests to the FBI for inclusion in the FBI's Interstate Identification Index (III). In the past, the only Texas arrests that were sent to the FBI were ones where the local arresting agency took the time to roll an additional fingerprint card for the FBI's use. Including these older Texas arrests in III results in more information for the national law enforcement community and also provides additional information for national background checks required by the Brady Bill, Volunteers for Children Act and many other state and federal laws.

Emergency Management Service

The Emergency Management Service develops and implements plans that will reduce the vulnerability of Texans and their communities to damage, injury or loss of

life and property from both natural and human-made disasters. These can include severe weather, tornadoes, hurricanes, floods, forest fires, drought and heat waves. The tremendous diversity of terrain in Texas and the many varied businesses in our state subject our citizens to a broad number of disaster possibilities on any given day.

Emergency Management works closely with county judges, mayors and other elected officials, emergency managers, and others in the private and public sectors, to create and develop strong, manageable plans tailored to specific and individual needs. The service also works closely with state agencies through the State Emergency Management Council, which serves as the State Emergency Response Commission.

Two of the most visible disasters to hit Texas in 2000 were the Fort Worth Tornado, which struck shortly after 6:00 p.m. on the evening of March 28 and the wildfires, which raged from the plains of West Texas to the piney woods of East Texas and caused the Emergency Operations Center to be activated for 85 consecutive days.

Wildfires

Following the heightened anticipation surrounding Y2K, the Emergency Management Service had only a short 2-day reprieve before launching into a response to wildfires on January 5. The 61-day activation at Level III, or "Increased Readiness," during the winter months served as a prelude to the coming wildfire season. By March 6, the Emergency Operations Center would return to its



The Cash America International building is one of many businesses that had windows blown out and suffered extensive damage when a F2 tornado swept through Downtown Fort Worth on March 28, 2000. Photo by: Duke Mazurek/DEM



Sixteen aircraft from the Texas Army National Guard assisted in fire fighting efforts throughout the wildfire season of 2000. Photo by: Sgt. Ken Walker/TXARNG

normal activation of Level IV for 50 days, with a three-day activation for the Fort Worth Tornado.

The state's entrance into fire season began with a crack as lightning strikes sparked the Cook Ranch Fire in early May. Three lightning strikes sparked separate fires that would come together and burn 47,000 acres, destroying valuable forage for livestock and wildlife, 54-miles of fence and a small

storage building.

More than 380 personnel from 17 local, state, federal and international agencies worked with private landowners to battle the wildfires. Rugged terrain, extreme drought conditions and changing weather complicated suppression efforts. Full containment was achieved on May 17, leaving the Emergency Management Service with a two-month respite.

Texas Department of Public Safety Annual Report 2000

The Emergency Management Service went to Level IV, or "Active Status," on July 16 beginning the most active fire watch of the year. Although only three fires that burned 360 acres occurred that weekend, a strong ridge of high pressure anchored across the southern Rockies combined with very dry air above the surface to generate a weather pattern conducive to high temperatures. Excessive heat further dried grasses and brush creating rapidly deteriorating conditions.

The Service called in representatives from the Texas Forest Service, Texas Army National Guard, Texas Department of Criminal Justice, Texas Department of Transportation, Texas Engineering Extension Service, State Aircraft Pooling Board, Civil Air Patrol, Texas Parks and Wildlife, General Services Commission, Texas Commission on Fire Protection, Texas Department of Public Safety and Texas Agricultural Extension and Research Service. Assistant State Coordinator Jack Colley began holding daily meetings with representatives from the agencies to determine what resources were available in the state and where to stage them for the most expedient response to the wildfire situation. The Service was prepared to tap every resource available to help insure the safety of Texans and reserve property. The Texas Forest Service and the Texas Army National Guard posted representatives full-time in the Emergency Operations Center to help coordinate resources and provide prompt response.

By late July, 195 of the 254 Texas counties were considered to

have high to extreme fire danger. At that time, then Governor George W. Bush requested an emergency declaration from the president to stage fire fighting resources throughout the state. This declaration would have allowed the state to take proactive efforts by placing resources where they could more readily respond to community needs. Although the state had received similar declarations in 1993, 1996, 1998 and 1999, the president denied this request and the resulting appeal. DEM, however, never slackened in its efforts to protect Texas citizens from this threat.

High winds and dry conditions hampered fire-fighting efforts throughout the summer. By August, fire fighters were warned to recognize the potential for extreme fire behavior. In some instances, conditions were described as "explosive," with vegetation so dry that it would ignite easily and burn intensely. Fighting continuous fires took a toll on manpower and equipment throughout the summer. When offered, the Service even drew on outside resources, including helicopter support from North Carolina and Iowa. The bulk of the responsibility to contain Texas wildfires came from Texas resources.

The Emergency Management Service also joined efforts by the Texas Forest Service and Texas Agricultural Extension Service to warn Texans of the dangers of carelessly starting fires through debris burning, running equipment or vehicles over dry vegetation and disposing of smoking materials improperly. A special "Wildfire Awareness" packet was prepared

and sent statewide, along with public awareness messages and prevention tips.

Before the 85 days of consecutive activation ended on Oct. 8, more than 2,580 homes and 489 structures had been threatened by fire, but only 33 homes and 53 structures were damaged. Fires burned tens of thousands of acres throughout the state and ones such as the Ranger Hill Fire, which burned more than 3,000 acres, the Chicken Fire, which burned more than 3,400 acres, and the Moore Branch Fire, which burned more than 15,500 acres, even garnered national attention.

The Service and firefighters throughout the state breathed a sigh of relief when the arrival of a strong cold front and tropical moisture from Hurricane Keith diminished fire activity in early October. By Oct. 8, 32,000 fires had burned almost 630,000 acres since the beginning of the year, according to the Texas Forest Service.

In total, the Service was activated for 153 days in 2000 due to wildfires.

"It's probably the event that requires our center to be activated the most," said State Coordinator Tom Millwee.

Fort Worth Tornado

Residents of north central Texas know that it is not a question of whether a tornado will strike their community, but when. The calm of a balmy March twilight was shattered by the flying glass and debris from high rise buildings as a tornado touched down in the suburb of River Oaks, just blocks from downtown.

The March 28 "F2 tornado"

left a six-mile long damage path, and the associated storms caused five deaths, ninety injuries and severely damaged hundreds of homes and commercial buildings.

The Emergency Management Service had been on a Level II or Increased Alert due to unstable weather conditions, and when the tornado struck just after the rush hour traffic had cleared the downtown area, the Emergency Operations Center in Austin was immediately put on Level I or Active Status, with the full staff coordinating all available state resources.

A unique aspect of the Fort Worth Tornado was that it struck an urban downtown area. Littered with broken glass and falling glass panes from high rise buildings, downtown Fort Worth was dangerous not only for the public and business owners, but for first responders as well.

At 8 a.m. the following morning, March 29, then-Lt. Gov. Rick Perry and Emergency Management Service State Coordinator Tom Millwee toured the tornado-stricken area with Fort Worth Mayor Kenneth Barr and Tarrant County Judge Tom Vandergrift. Acting Gov. Perry immediately proclaimed that the severe thunderstorms, tornadoes, hail and flooding had caused a disaster in Tarrant County. Recovery teams from the Emergency Management Service left Austin for Fort Worth to begin working with local officials to survey damage and report their findings back to then-Gov. George W. Bush over the weekend.

Millwee said, "We have teams of extremely experienced and highly qualified people on site who are working closely with local gov-



The Alpine DPS office opened in early 2000.

ernment officials to determine the extent of the damage and help plan a recovery program. We have teams visiting the communities of Fort Worth, River Oaks, Arlington and Grand Prairie performing preliminary damage assessment surveys and will remain for as long as it takes."

On March 31, Mayor Barr wrote to Bush, "On behalf of the citizens of the City of Fort Worth, I'd like to thank you and the myriad of people from the State offices who have responded so promptly and ably to us in our hour of need."

After initial damage surveys the governor asked the president for a Federal Disaster Declaration. The declaration was granted on April 7, making state and federal assistance available.

Since the disaster, more than \$3.8 million in infrastructure funds have been allocated, and the Small Business Administration has granted \$1.7 million in low inter-

est loans and \$948,000 in business loans. The insurance policy carried by the City of Fort Worth, and their continued preparation for disasters, were two factors that kept the costs and loss of life to a minimum.

Staff Support Service Building Program Bureau

The Building Program Bureau works with Department employees, the General Services Commission, architects, engineers contractors and regulatory agencies to coordinate building design, renovation and new construction, as well as land purchases. The bureau also manages telephone services and equipment, Tex-An service and billing, coordinates Headquarters recycling efforts and assists field offices with major repairs and utility cost monitoring.

The Department owns 120 office buildings and leases 40 facilities throughout the state. It also

Texas Department of Public Safety Annual Report 2000

owns 83 radio tower sites and aircraft hanger space at five locations. The bureau manages approximately 1,802,492 square feet of floor space at the Headquarters complex and in the six DPS regions.

During 2000, the following construction, addition and renovation of area offices were completed: Alpine, Baytown, Borger, Brownsville, Cleburne, Decatur, Humble, Plainview, Temple, Terrell, and Waco Crime Lab. The following Driver License offices were completed: El Paso (west), North Austin, Fort Worth and San Antonio (General McMullen). All of these projects were funded in FY 1998-1999 and completed in 2000. Land acquisition for new facilities in Eastland and McKinney has been completed. The projects will be started in FY2001.

Construction for the new Regional headquarters facility in Houston broke ground and construction is expected to be completed in August 2001.

Fleet Operations

Fleet Operations is responsible for the acquisition, installation, maintenance and disposal of vehicles, two-way communications and emergency equipment used by the Department. This bureau manages a fleet of approximately 3,000 vehicles, and consists of the Automotive Shop, the Communication Shop, the Parts Department and the Fleet Office.

The Fleet Office facilitates vehicle purchasing and registration, vehicle maintenance and personnel records, as well as the sale of vehicles and equipment to govern-

mental entities and at State auctions. Status reporting, documentation and correspondence originate from this area.

The Automotive Shop maintains, repairs, refurbishes and customizes vehicles used by the Department. This is a full service facility capable of performing any and all repairs required of extreme use vehicles. Heavy line repairs such as transmission and motor overhaul as well as major wreck repair are predominant within this shop. A full service paint and body shop repairs wrecked vehicles and performs make-ready maintenance for surplus vehicles.

The Automotive Shop provides statewide wrecker service for the Department. Fleet vehicles are prepared for sale at state auctions or to governmental entities.

■ Fleet supervisors were instrumental in the development of the statewide Fleet Management Plan created by HB 3125.

■ Significant time was spent planning for the Agency's first remote field automotive repair facility that is scheduled to open in 2001.

■ The increasing age and mileage of the fleet continues to impact operating budgets and the day to day activities of fleet drivers. Average replacement mileage for fleet vehicles has increased to approximately 130,000 miles, causing a significant decrease in the percentage of return on surplus vehicles.

Automotive shop	
Mechanical repairs:	6,092
Major mechanical repairs (motor, transmisssion, etc):	166
Body shop repairs:	247

Major wreck repairs:	45
Wrecker runs:	144
Extended wrecker runs requiring overnight stay:	87
Miles traveled on wrecker runs:	29,958
Surplus vehicles sold to governmental entities:	74
Return on governmental sales:	\$463,391
Average price on governmental sales:	\$6,262
Surplus vehicles sold at auction:	264
Return on auction sales:	\$976,200
Average price on auction sales:	\$3,697
Total Recovered from Insurance Claims:	\$166,666

The Communications Shop is responsible for the planning, licensing, installation, maintenance and disposal of the communication equipment used by the Department. This includes fixed site equipment such as base stations, repeaters, microwaves, station consoles, and mobile and portable radios.

All statewide police and local government frequency coordination is also managed in this shop. In addition, they also coordinate the installation and maintenance of radio towers, communication equipment buildings, and portable and solar generators for emergency power at remote sites, as well as emergency equipment such as sirens, lighting systems, video cameras, and vehicle and weapon anti-theft devices.

This shop also manages the Department's Emergency Communication Van, a self-contained vehicle capable of providing remote

emergency communications in the event of natural disasters or emergency situations.

■ A significant amount of manpower was directed toward the Statewide Radio Task Force as they studied the feasibility of a statewide radio system. Much of the work focused on obtaining and compiling the historical information of each agency.

■ Although the Department began the migration to a digital radio system in 1994, the initial plan was revised in FY-2000 to concentrate on the completion of Region 4 to gain more immediate results and experience with the system. Equipment installed included 8 main base stations, 13 repeater control stations and 12 repeaters. The new equipment should provide less interference and higher voice quality than its' analog counterpart. When new consoles are installed, additional features such as unit ID, group calling and emergency call will become available. Additional equipment installed throughout the state included numerous equipment shelters and generators.

■ Many additional radio li-

censes were renewed (with the narrow-band channels added to the license) in order to continue the migration to a digital communications system.

■ Building and planning continued for the repair facility at the new Houston Regional Office that will house the radio and automotive technicians.

Communication Shop

New vehicle installations:	480
Base station/repeater installations:	32
Base station/repeater repairs:	300
Tower Maintenance/Inspections:	23
Mobile radio repairs:	957
Portable radio repaired:	209
Radios programmed:	937
Radar repairs:	117
Emergency lights/sirens/cameras repaired:	931
Work days in field:	466
Miles traveled in field:	96,928
Miscellaneous repairs/special projects:	933
Sale of surplus equipment:	\$66,375
Frequency coordinations processed:	554

addition, they have capital inventory responsibility for most of the items used in the fleet and throughout the communication system.

■ The Parts Department, for the first time in a number of years, became fully staffed during the last quarter. Training became a priority to bring new employees up to speed in order to meet the demands from Fleet Operations and departmental personnel.

Work orders processed:	4,888
Supply orders processed:	3,344
Emergency purchase orders processed:	5,220
Contract orders:	254
Invoices processed:	5,490
Capital equipment transfers:	4,246
Total sales:	1,388,875
Purchases received:	\$726,976
Gasoline sold at headquarters:	\$220,976

General Services Bureau

The General Services Bureau is comprised of General Services Office staff, Mail Operations, Reproduction and Supply, General Stores, Receiving Warehouse and Surplus Property sections. The bureau's employees provide support and excellent customer service to the public, DPS offices throughout the state, other state agencies, city and county offices, and federal government offices in the most cost-efficient manner possible.

The General Services Office staff manages the sales of publications, including various forms and books used by the public and other law enforcement entities, and all departments manuals and revisions. This office is also respon-



Shops personnel repair hundreds of vehicles per year.

Parts Department
The Parts Department maintains an extensive inventory of automotive and electronic parts and supplies to support the functions of Fleet Operations as well as to meet the needs of field personnel. In

sible for office equipment and computer repairs with the General Services Commission.

The Mail Operations Section processed 3,462,026 pieces of outgoing mail and 6,403,924 pieces of incoming mail the Department during the year. The section also recorded 64,449 certified letters and 34,660 overnight express items through their database.

Through their initiative to implement vendor processing, the staff of the Mail Operations Section saved the Department \$571,767.22 on postage during the year. Their initiative also allowed the Department to become the first agency in Austin to offer electronic Delivery Confirmation on Priority mail at no additional cost.

The Reproduction and Supply Section is represented by Art Graphics, Print Shop, Bindery, Quick Copy Center, Camera Shop and Office Supply. This area produces a variety of high quality, low cost services that supports the agency including approximately 1740 numbered forms annually, pamphlets, driver handbooks, criminal bulletins, brochures, books, posters, decals, business cards, various size envelopes and informational literature.

During 2000, Art Graphics completed 853 jobs, the Print Shop and Bindery completed 4,802 jobs with 112,112,290 impressions, and the Quick Copy Center produced 7,115,542 impressions. The Camera Shop averaged 65 new or revised jobs per month.

Office Supply maintained a revolving inventory valued at approximately \$500,000. During the year, the Section processed a total

of 7,812 orders totaling \$1,085,779.59 in goods.

General Stores is responsible for purchasing and issuing uniforms, firearms and law enforcement equipment to the commissioned officers with a revolving inventory valued at approximately 1,605,000. General Stores is also responsible for the sale of Special Ranger badges to commissioned retired officers. During 2000, General Stores processed 10,697 orders valued at \$1,845,642.22.

The DPS Receiving Warehouse received approximately 3,529,020 pounds of freight and shipped approximately 27,970 pounds of freight. A total of three sealed bids auctions were held with over 4,100 items being disposed of in accordance with State Surplus and Salvage Rules and Regulations. This amount of surplus property is 50 percent more than last year.

Human Resources Bureau

The Human Resources Bureau supports, trains, and advises Department senior staff and employees regarding human resources policies and procedures related to the 7,047 full time employees DPS had at the end of 2000. The Bureau provides the following services: recruiting for commissioned and non-commissioned positions, promotional testing for commissioned personnel, risk management (including health and safety and Worker's Compensation), posting



Most License & Weight troopers across the state now drive trucks similar to this one.

of job announcements for vacant positions, applicant testing and screening, job analysis and evaluation, maintenance of employee personnel files, and coordination of the State Employee Incentive Program (SEIP) for the Department.

The Bureau administers the Department's sick leave pool; ensures compliance with Family and Medical Leave Act, Fair Labor Standards Act, Americans with Disabilities Act, State Worker's Compensation and State Classification Act; monitors compliance with leave entitlements; provides statistical information as required; responds to open records requests and subpoenas; and conducts supervisory and staff training on hiring and promotional programs/processes.

In 2000, the Human Resources Bureau Recruiting Section, with the assistance of field personnel, continued its focus on attracting females into law enforcement from non-traditional recruiting areas. Recruiting personnel throughout the state participated in job fairs at various locations including shopping malls, outlets, county fairs and rodeos in an effort to recruit additional females. Law en-

forcement literature designed to attract female applicants was distributed during this effort.

The Compensation, Classification, and Job Announcement Section, responsible for ensuring appropriate classification and equitable compensation for Department positions, conducted job analysis and evaluations on a large number of secretarial positions throughout the agency, as well as a large number of other diverse positions during 2000. There were 151 job analysis/evaluations requests completed during the year. There were approximately 850 job descriptions written or revised and 1,297 headquarters and field job announcements processed and posted during the same time period. This is a 14.2% increase in volume of announcements over the previous fiscal year.

The Headquarters Recruiting Section distributed 127,992 pieces of recruiting literature, attended 421 military, college and minority organization career fairs, and conducted 6,280 specific recruiting conferences in 2000. Civilian background investigations totaled 58 with 226 civilian record checks.

The Law Enforcement Promotional Unit administered 29 vari-

ous promotional processes during the year, which included Sergeants, Lieutenants and Captains exams in all DPS divisions. Approximately 1,400 individuals participated by taking one or more examinations. Of this number, 389 were called to participate in the oral board process and about 120 participants were placed on an eligibility list or promoted.

The Health & Safety Section was very active in the indoor air quality incident that plagued the Headquarters Complex for several days in October. Test results from independent consultants failed to identify any specific cause of the problem, concluding that the incident was episodic stemming from a variety of factors that were quickly addressed by the Department.

The State Employee Incentive Program (SEIP) processed a total of five employee suggestions for the year 2000. Lorna Meyer from the accounting department was honored with a cash reward, which resulted in cost savings for the Department.

Psychological Services Bureau

The Psychological Services Bureau, headed by Dr. Frances Belmont, Psy.D, has a staff of four full-time employees who provide services both at Headquarters and around the state involving Psychological Services, Critical Incident Response, Employee Assistance Program and Victim Services.

The Bureau coordinates or directly deliv-

ers services to DPS employees and their families. Services are designed to prevent stress-related emotional or behavioral problems or to minimize their occurrence. Additionally, this bureau provides or oversees the delivery of mandated services to crime victims and affected communities.

During 2000, the staff in the Psychological Services Bureau accomplished the following activities:

The DPS Psychological Services responded on many levels to the fatal shooting of Highway Patrol Trooper Randall Vetter, including activation of the DPS Critical Incident Response Team and DPS Victim Services. Trooper Vetter's death affected DPS personnel, other law enforcement personnel, emergency service personnel and many Texas citizens. Some of the services provided included on-scene support, peer and victim services support at the hospital and at DPS field offices, defusings, debriefings, funeral support, individual psychotherapy, court assistance and follow-up.

■ The DPS Critical Incident Response Team added 47 new employee members, two DPS spouses, and six chaplains. The Team now has 135 members, which includes 123 commissioned and non-commissioned employees, two spouses, and eight chaplains. The Psychological Services Bureau staff provides coordination and clinical supervision of Team activities.

■ In June 2000, DPS Victim Services trained an additional 29 mental health professional volunteers in Critical Incident Stress Management and Crisis Response to Victims, bringing the total num-



Cheryl Iselt (left) and Dr. Fran Belmont of the Psychological Services Bureau.

ber of trained volunteers to 250. These volunteers have assisted DPS in responding to more victims throughout the state of Texas than in previous years. They have also assisted the DPS Critical Incident Response Team in responding to some incidents.

■ Seventeen members of the Employee Assistance Program attended training from January 31 to February 4, 2000. The scope of EAP referral information was expanded beyond drug and alcohol referrals to include cultural diversity issues; domestic violence; financial assistance resources; assessing dangerousness; involuntary commitment procedures; active listening skills; and problem solving skills.

Training Bureau

Training Academy

During 2000, the Training Academy staff accomplished the following tasks:

■ The Training Academy staff played a key role in bringing the Valuing Relationships course--a new approach to cultural diversity training that places importance upon remembering the past, doing what is right today, and planning for the future--to the Department. The course emphasizes the contributions of all people who built our State and Country and stresses the importance of our differences as well as our similarities and how the combination of the two contributed to the development of our society.

■ The training staff contacted several leading specialists in the field of Computer Crime and developed a course for Texas po-

lice officers that focuses on computer crime and its impact upon the state. This course will be offered through the Training Academy for Department personnel and is sponsored by the Texas Police Association for local and county law enforcement agencies in the state.

■ In cooperation with the Traffic Law Enforcement Division, the training staff implemented a Tactical Communication School designed to help Department personnel develop communication skills that will assist them in successful interaction with the public. The course uses techniques associated with "Verbal Judo" to help personnel conduct conversations with the public without confrontation or demanding overtones. The skills developed through this course enable personnel to more effectively communicate with others both professionally and in private life.

■ The training staff designed a new High Risk Patrol course that implements and uses the latest techniques and tactics for conducting high risk patrol and traffic stops. The course gives the student several tactical options to utilize when conducting high-risk patrol. The course was introduced into the recruit training program and will be implemented into inservice training for Department personnel.

Statistical Information

Number of Trooper Trainees trained:	140
Total contact hours with Trooper Trainees:	120,388.25
Specialized School Students (TPA):	543
Total contact hours with	

Specialized School Students:	17,377
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In-Service School Students:	2,929
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Total contact hours with In-Service School Students:	108,385
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New CHL Instructor applicants trained:	91
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CHL Instructor renewals:	329
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Administrative Training Unit

During 2000, the Administrative Training Unit trained 1,411 students for a total of 10,091 training contact hours. The Unit created a two-week Supervisory and Management Skills course that has been very favorably received by all divisions of DPS. The goal of this course is to provide supervisors with the resources necessary to perform their job in an effective and efficient manner. The course covers leadership skills, performance evaluations, human resource issues, counseling issues, the complaint process, sexual harassment, etc. This course was offered twice during 2000.

In May, the staff worked with the Public Agency Training Council to bring in Mr. Bill Westfall to present his training on "Mastering Performance Leadership, Supervision and Management" to the agency's management staff. Bureau managers, section supervisors, first-line supervisors and field supervisors were trained on leadership, motivation, situational leadership, how to evaluate your employees and how to assess yourself and your employees.

The unit's training classroom was updated with the addition of new audio-visual equipment, which has greatly enhanced instructor presentations. The staff

worked with other state agencies to share training resources.

Instructors from various state agencies present classes for our employees and the staff has trained 260 personnel at other state agencies.

Motorcycle Safety Unit

The Motorcycle Safety Unit hired a second mobile training specialist to enable the unit to provide more training in rural communities, resulting in an increase of 56 percent in mobile training. The Motorcycle Safety Unit also purchased 39 Suzuki GZ250 training motorcycles, which were loaned to training sites across Texas to supplement in the program in areas where there are insufficient numbers of manufacture-sponsored loan motorcycles available.

During 2000, motorcycle operator training sites contracting with the Motorcycle Safety Training Unit had 12,972 students enrolled in either the Basic or Advanced course. This is a record high and a 22 percent increase over 1999.

In the last five years, student enrollment in motorcycle safety training courses has more than doubled (6,045 in 1996 compared with 12,972 in 2000).

- The Basic Course enrollment increased 22 percent.

- The Advanced Course enrollment decreased 2 percent.

- 11,863 of the enrolled students completed their course for a pass rate of 91.7 percent.

- Women accounted for 25 percent of the total students trained.

- 514 of the Basic Course students were minors.

During 2000, 1,347 students attended an All-Terrain Vehicle training course. The ATV brochure has been a tremendous hit and was distributed to many ATV sales outlets and to all course graduates.

School Bus Transportation

The School Bus Transportation Office coordinates the statewide public school bus transportation program and in consultation with local education agency officials, state legislators, private vendors and the general public regarding public school bus transportation. The office also assists development and evaluation of driver safety course materials and advises the General Services Commission on statewide school bus specifications. In addition, the office evaluates current laws affecting school bus transportation and drafts legislation to clarify laws and improve the safety of students.

The Unit received grants from TxDOT to study the illegal passing of school buses and to update the eight-hour School Bus Driver Re-certification program. The illegal passing study will collect information about average daily illegal passing from Texas independent school districts and gather data from driver license office customers regarding their understanding of the no-passing law. The Department will issue recommendations for solving the problem. The grant to update the eight-hour School Bus Driver Re-certification program will review the 5-year old course and make needed changes to the material to keep the program current with changing times.

The Unit worked with the

House of Representative's Transportation Committee Chairman Clyde Alexander office to promote National School Bus Safety Week. Winners of the school bus safety poster contest, along with winners of the Texas Association for Pupil Transportation (TAPT) School Bus Road-e-o were invited to an awards ceremony at the capital. A proclamation signed by Governor Bush was read declaring the week as School Bus Safety week in Texas.

The school bus driver certification program conducted 760 classes providing drivers with the state recommended safety education to qualify them to drive school buses in Texas. The 760 classes that were conducted certified 6,363 new school bus driver and 10,671 driver re-certifications for three additional years.

Bicycle Safety Program

Through this program, the Department certifies Bicycle Safety Instructors throughout the state. The program is designed to help maintain the safety of Texas children by making them defensive bike riders. In 2000, the Bicycle Safety program provided instructors, schools, hospitals and churches with more than 1,000 bicycle safety curriculum books; 2,050 posters; 25,000 "Super Cyclist" brochures and more than 1,500 bicycle safety videotapes. The program assisted numerous local law enforcement agencies with the presentation of a bicycle rodeo in Pasadena, Texas.

Director's Staff

Accounting and Budget Control

The last five years have seen significant changes to statewide initiatives impacting the Accounting function. The HUB Program, Prompt Payment Act, Travel Cap, and Salary Cap have caused us to work smarter to achieve the goals of the agency in relation to these programs. Accounting and Budget Control staff monitored the expenditure of over \$339 million in agency appropriations during FY 2000. Additional appropriation riders and authorizations pushed the Department's total budgeted funding for FY 2000 to \$347,577,302. With an authorized strength of 105, Accounting ensured the accurate processing, recording and reporting of agency transactions by monitoring compliance with state and federal regulations and statutes. During a recent Comptroller audit, the Travel section was commended for achieving a 100 percent compliance rate by receiving a zero-findings audit.

We are excited about the implementation of streamlined processes relating to monthly budget reporting. Field personnel can now access the Department's network and download their monthly budget reports. This procedure should save at least 1 - 1 ½ weeks in down time waiting for reports to come via conventional means. Enhancements to the internal budget processing procedures were implemented during the Legislative Appropriation Request cycle. Budget

Analysis personnel automated multiple data-gathering instruments to speed the analysis and summarization of agency budget requests. The Procurement Card Program has been a welcomed enhancement to the agency's purchasing procedures. With the reduction in purchase orders issued due to the use of the Procurement Card, we envision an improvement in our ability to meet Prompt Payment requirements. Another exciting system enhancement being evaluated is the remote inquiry by field personnel of accounting records. With this enhancement, field personnel will be able to inquire on-line about the status of their purchase orders or payments. Accounting personnel are assessing the feasibility of this enhancement.

Accounting and Budget Control staff members continually strive to meet the needs of our cus-

tomers. As we refined the definition of our customer-oriented vision, we reassessed the requirements of our organizational structure and implemented major changes in May 2000. As an ongoing process, we will reevaluate the goals of our service to the agency and will realign functional components to increase operational effectiveness and efficiency as necessary. We are committed to ensuring Accounting excellence in all aspects of our service.

Equal Employment Opportunity Officer

The EEO officer coordinates the development, implementation and evaluation of the Department's Affirmative Action Plan.

The EEO officer also monitors selection and promotion activities, makes recommendations as neces-



This helicopter sports the new DPS paint scheme.

sary to improve employment of protected classes and provides information and assistance to both employees and other interested parties. In addition, the EEO officer chairs the Sexual Harassment Complaint Board, the Discrimination Complaint Board and the Headquarters EEO Committee. He also serves as an instructor for sexual harassment prevention and EEO classes.

Aircraft

The Aircraft Section uses 7 helicopters, 7 single engine airplanes and 1 twin-engine airplane to support local and state law enforcement operations. Missions include criminal surveillance; searches for wanted felons, evidence and victims; search and rescue missions, photographic missions and prisoner and witness transfers.

This year the Aircraft Section was able to replace two of our oldest aircraft with the use of seized funds. The Department acquired a new Aerospatiale 350B2 helicopter stationed in Austin and a new Cessna 206 stationed in San Antonio.

The Aircraft Section's helicopters are now being painted black and white as funds permit. The state seal is displayed on both sides of the helicopter. The primary uses of our helicopters are search and rescue missions. The new paint scheme increases our visibility to the public as a State Police Helicopter operation.

Aircraft Missions supported 2,458 criminal investigations resulting in 284 felony arrest and the confiscation of illegal drugs valued

at \$43,871,190.00

Flight Missions:	2,458
Flight hours:	5,002
Suspects located:	238
Felony arrests:	284
Victims located:	12
Undercover investigations:	13
Narcotic investigations:	818
Criminal investigations:	650
Contraband transported:	\$1,225,000
Impress transported:	\$1,731,000
Value of narcotics located:	\$43,871,179
Value of Stolen property located:	\$731,450
Persons rescued:	4
Lost persons located:	11
Downed aircraft located:	7
Drowning victims located:	1
Medical transfers:	4
Persons evacuated:	6

Information Management Service

The Information Management Service provides information technology services to DPS and other law enforcement agencies both in Texas and nationwide. Services include network management, application development and systems support. The department provides 24-hour, 365-day access to critical systems.

We completed a very successful Y2K remediation effort with an uneventful New Years Day. Also, no problems were encountered with the leap year processing.

We handled more than 1 billion transactions through our telecommunications network (TLETS). This provides critical service to law enforcement agencies across the

state and nation.

We are continuing to deploy a satellite network to bring technical advance to all areas of the state. This infrastructure will support the TLETS network. This network will allow law enforcement agencies within Texas to take advantage of enhancements at the national and state levels.

We successfully implemented a system to provide information on gangs. This system will allow local agency gang investigators to have a broader view of criminal street gang membership.

Our systems provided better than 99 percent availability to our customers.

Internal Affairs

Internal Affairs conducts investigations of complaints made against DPS employees, as assigned by the Director, Assistant Directors or Public Safety Commission. These investigations may take the form of a Personnel Complaint investigation or an Administrative Inquiry.

As a result of legislative and policy changes enacted in 1999 and implemented in 2000, Internal Affairs now has jurisdiction over all complaints and coordinates all personnel investigations not conducted by the unit. Whenever a supervisor receives a complaint on one of their employees, they must contact Internal Affairs for a tracking number and, under certain criteria, must consult with the Internal Affairs Captain. The Captain may approve of the investigation being conducted by a supervisor or request the Director's office assign

the investigation to Internal Affairs. If a supervisor conducts the investigation, it must be forwarded to Internal Affairs to be reviewed for completeness, investigative thoroughness and sufficiency of evidence.

Internal Affairs also investigates all employee firearm discharges resulting in injury or death. This entails responding statewide to interview participants and witnesses, gather evidence, review any criminal investigation conducted and prepare a comprehensive report for review by the employee's supervisors and DPS management. Firearm discharges not resulting in injury or death are investigated by the employee's immediate supervisor and, like complaint investigations, must be forwarded to Internal Affairs for a detailed review.

Internal Affairs also maintains a database on all personnel complaints, administrative inquiries, and firearm discharges. These databases are used to track the investigations and provide monthly, quarterly and annual reports to agency management and the Public Safety Commission. Internal Affairs also furnishes the Department's Firearm Training Officer with information on all firearm discharges.

Upon request, Internal Affairs provides assistance to the Office of General Counsel in matters that have, or could, result in litigation against the agency and its employees, complaints to the Equal Employment Opportunity Commission/Texas Commission on Human Rights, internal complaints relating to the Department's policy on Equal Employment Opportunity, administrative appeals of dis-



ciplinary matters and Open Record requests. Personnel are also available to provide assistance to the Attorney General's Office in matters involving litigation against the department and its employees.

Internal Affairs is also the department's designated investigative body for fraudulent workers compensation claims. As such, Internal Affairs is available to conduct investigations in cooperation with the State Office of Risk Management whenever fraud is suspected.

Internal Affairs also provides continuing assistance to employees, personnel from other agencies and citizens in such areas as complaint and firearm discharge investigations, policies and procedures, training, statistics and background investigations.

Accomplishments in 2000.

■ Internal Affairs established a web page on the Department's Internet website. This site not only describes the duties and responsibilities of Internal Affairs, but contains the Department's Complaint Investigation and Resolution Procedures, information on how to file

a complaint and downloadable complaint forms.

■ As a result of a committee chaired by the Captain of Internal Affairs, the Department adopted a comprehensive firearm discharge investigation policy. This policy covers the responsibilities not only of the involved employee, but responding employees and supervisors, communications operators, Texas Rangers, Internal Affairs and Psychological Services.

Statistics

Total Personnel Complaints:	182
Investigated by IA:	16
Investigated by supervisors:	166
Total Administrative Inquiries:	215
Investigated by IA:	24
Investigated by supervisors:	191
Total Firearm Discharge incidents:	54
Investigated by IA:	5
Investigated by supervisors:	49
Total Office of General Counsel assistance:	63
Litigation:	10
Open Record requests:	53

Workers Compensation Inquiries:0

Figures from Internal Affairs and Human Resources show that over the last five years (1996 to 2000), the number of DPS employees has increased by approximately 5.5 percent, while the number of personnel investigations has fallen approximately 4.3 percent.

Year 2000 figures also show a decline in the total number of employee firearm discharge incidents, as well as firearm discharges resulting in injury or death, which were at their lowest level since 1986.

In addition, while staffing remained constant, Internal Affairs' overall workload continued to increase, rising more than 56.5 percent in the last two years. The unit is staffed by a captain, five lieutenants and two administrative technicians.

Office of General Counsel

The Office of General Counsel experienced a few changes during the year 2000. Effective March 1, 2000, our office name changed from Legal Services to the Office of General Counsel (OGC). We also implemented a new legislative internet tracking system called Gallerywatch.com. This system will enable the Department to track legislation more accurately and efficiently.

Our division advises and assists the Director and management in law and policy affecting the agency. OGC provides counsel on employment and personnel issues, criminal law, traffic law, litigation, tort claims, open records requests and contracts. The division also reviews all proposed administra-

tive rules prior to publication in the Texas Register and represents the Department before the Office of Administrative Hearings. Our office publishes a monthly Legal Bulletin which informs departmental employees on various issues affecting day-to-day law enforcement operations.

Attorneys review all claims for damages filed under the Tort Claims Act and assist the Attorney General in evaluating claims involving potential litigation. The attorneys work closely with the Attorney General's office to coordinate representation of Department lawsuits. Approximately 125 lawsuits a year are monitored.

Our Open Records section processed approximately 1,207 Open Records requests through our office last year. Of that number, 131 were sent to the Attorney General for decision. This section is also responsible for reporting monthly to the Legislative Budget Board on the number Open Records processed Department wide.

The employees: General Counsel Mary Ann Courter and Deputy General Counsel Duncan Fox supervise 20 employees.

Public Information Office

The Public Information Office (PIO) represents the DPS to the media and to the public. Staff members serve as media liaisons and provide internal communication venues for agency employees.

The PIO staff fields thousands of telephone calls each year from members of the press and general public posing questions about every aspect of Department operations. Public information officers

also respond to written and e-mail queries, distribute press releases and brochures, and conduct interviews and press conferences. In addition, the office issues press identification cards to members of the media and maintains a press-card database.

Department leaders and employees keep up to date with current news topics through weekly clip packs compiled and distributed by PIO. The staff also maintains extensive archives of information and photographs.

A PIO staff member also maintains the Department's recorded employee information line. In addition, the staff compiles and edits the agency's annual report to the Legislature and produces a monthly employee newsletter, the Chaparral.

The staff coordinates tours for new DPS employees, visiting dignitaries and school groups. PIOs provide training in media relations and effective communication to recruits and other law enforcement officers. PIO also coordinates traffic safety programs concerning airbags, car seats and safety belts. The program coordinator is nationally certified as a child safety seat instructor and inspector.

A short look at some of the events PIO was involved in during the year:

■ PIO assisted with media calls arising from a former trooper's claim that he had been racially harassed more than 12 years before.

■ PIO set up national interviews with a Highway Patrol trooper who delivered a baby on the side of the road.

■ DPS Narcotics officers seized a large amount of Ecstasy;

Texas Department of Public Safety Annual Report 2000

PIO made a news release.

■ PIO responded to the scene to deal with the media when Trooper Randall Vetter was shot in August.

■ PIO responded to the scene when Capitol troopers fired on a man who attempted to run them down in his truck. National media, who were in Austin in the aftermath of the presidential elections, had been near the scene when shots were fired.

■ PIO assisted the Texas Dept. of Criminal Justice with media calls when seven inmates escaped from the TDCJ Connolly Unit in South Texas.

The numbers:

	1999	2000
Media calls	5,809	5,015
E-mails	6,373	9,063

Training classes taught: 8

General-interest press releases: 98

Field response to

major incidents: 4

Car seat clinics: 20

Tours: 28

2000 Awards

Medal of Merit:

Shirley Timmons, Criminal Law Enforcement (Motor Vehicle Theft)

Director's Citations

Robert L. Turner, Traffic Law Enforcement, March 27
Randal W. McGee, Traffic Law Enforcement, April 4
Salvadore Abreo, Texas Rangers, January 7
Jack L. McCrea, Traffic Law Enforcement, February 4
Scott Warren, Traffic Law Enforcement, February 4
Lawrence P. Lilly, Traffic Law Enforcement, February 8
Pablo G. Chavez, Traffic Law Enforcement, February 8
Derek A. Prestridge, Traffic Law Enforcement, February 8
Jim Rohrman, Traffic Law Enforcement, January 20
Clinton J. Pirtle, Traffic Law Enforcement, January 20
Sammy B. Lovelace, Traffic Law Enforcement, April 7
John Brannon, Aircraft, April 14
Martin Jackson, Aircraft, April 14
Dirk C. Moore, Traffic Law Enforcement, April 25
Alex Benavides, Traffic Law Enforcement, May 9
Israel Camacho, Traffic Law Enforcement, May 10
Timothy A. Upright, Traffic Law Enforcement, May 10
Gary Jason Graham, Traffic Law Enforcement, May 15
Gordon Wade, Aircraft, April 14
Michael Escalante, Traffic Law Enforcement, June 7
Allen Trevino, Traffic Law Enforcement, June 7
Hulon Dale Baggett Jr., Traffic Law Enforcement, July 17
Jason Freedman, Traffic Law Enforcement, , June 8
Alfred Bee, Traffic Law Enforcement, September 1
Scott Rountree, Traffic Law Enforcement, September 1
Eliseo Lee Coronado, Traffic Law Enforcement, September 25
Mary E. Geil, Driver License, September 27
Richard Dickson, Criminal Law Enforcement, November 14
Ben Kyser, Administration, December 19

In Memorium



***Highway Patrol Trooper
Randall W. Vetter***

Trooper Vetter was the 75th DPS officer to die in the line of duty.

Trooper Randall W. Vetter, 28, died August 7, 2000, from wounds he suffered during a traffic stop near Kyle, Texas on August 3.

Trooper Vetter was a six-year veteran of the DPS. He joined the DPS on December 6, 1994 and became a commissioned Trooper on June 2, 1995. Trooper Vetter had been stationed in New Braunfels until he transferred to the San Marcos DPS office on July 1.

He had four letters of appreciation from the public for his assistance with various educational and law enforcement related issues.

Trooper Vetter is survived by his wife, Cynthia; their eight-month-old son Robert; and his father, Kermit Vetter.

