



TEXAS
DEPARTMENT OF
PUBLIC SAFETY

2001 ANNUAL REPORT

2001: A Snapshot of DPS

Legislative appropriation for the
Texas Department of Public Safety:
\$347,577,302

Number of miles of roads patrolled
by DPS Highway Patrol Troopers:
214,315

Average amount of highway each
Trooper is responsible for:
125 miles

Total number of licensed drivers:
13.5 million

Number of speeding citations issued by
Troopers (estimated): 534,968

Number of intoxicated drivers apprehended
by Troopers: 32,022

Number of Administrative License Revoca-
tion suspensions: 87,458

Number of parking spaces in the Capitol
Complex and the Winters Complex in North
Austin: 9,000

Number of days Emergency Operations
Center of DPS Emergency Management
Service was operational: 76 days in emergency
and escalated response modes



Number of felony arrests by DPS Aircraft
Section: 345

Value of narcotics located by Aircraft Section:
\$30,015,532

Number of vehicles placed out of service by
License and Weight Troopers: 33,676

Number of DNA cases completed by DPS
Crime Laboratory: 1,590

Number of drug cases completed by DPS
Crime Laboratory: 38,000

Number of convictions from Texas Ranger
investigations: 1,481

Value of stolen property recovered by the
Motor Vehicle Theft Section: \$43,838,698

Number of criminal cases cleared as a
result of DPS polygraph examinations: 340

Number of death sentences from Texas
Ranger investigations: 9

Number of life sentences from Texas
Ranger investigations: 56

Amount of prison time assessed as a result
of Texas Ranger investigations: 7,354

Number of driver licenses and identification
cards issued in 2001: 6,255,813

Number of transactions on the TLETS
network: 1 billion

Square feet of floor space managed by Build-
ing Programs Bureau: 1,800,000

Number of contacts with customers over
telephone and in Headquarters Lobby: 1,000,000

Number of DPS employees: 7,132



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

We are pleased to present the Texas Department of Public Safety's 2001 Annual Report.

In 2001, Traffic Law Enforcement troopers made 754 drug interdiction cases, seizing 57,079 pounds of marijuana, 2,568 pounds of cocaine and 92 pounds of methamphetamine during routine traffic stops.

The Department lost one of its Troopers in a duty-related traffic crash in McLennan County in May 2001.

DPS officers assisted federal investigators with counterterrorism efforts in the aftermath of September 11. The effort was agency-wide and continued into 2002.

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

Respectfully submitted,

The Texas Public Safety Commission

By:

A handwritten signature in cursive script, reading '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.”**

Public Safety Commission

The Public Safety Commission oversees Department operations.

The Commission is made up of three Texas citizens appointed by the Governor and confirmed by the State Senate.

Members serve staggered six-year terms without compensation. Commissioners are appointed based on qualifications, including knowledge of laws; experience with law enforcement; executive ability; honesty and integrity; education and training.

Members of the Commission in 2001 were Chairman M. Colleen McHugh of Corpus Christi, James B. Francis Jr. of Dallas and Robert B. Holt of Midland.



Colleen McHugh



James B. Francis Jr.



Robert Holt

Director and Assistant Directors

The Department is led by a director and two assistant directors who oversee the agency's day-to-day operations.

All three are appointed by the Public Safety Commission and must have at least five years experience in law enforcement or public administration. The director serves the Public Safety Commission in an advisory capacity.

The director carries the rank of Colonel, and the assistant directors carry the rank of Lieutenant Colonel.

In 2001, the director of DPS was Col. Thomas A. Davis Jr. Assistant directors were Lt. Col. Frankie Waller and Lt. Col. David McEathron.



*Col. Thomas A.
Davis Jr.*



*Lt. Col. Frankie
Waller*



*Lt. Col. David
McEathron*

Lt. Col. Waller oversees law enforcement operations in the agency, supervising the Texas Ranger Division, the Criminal Law Enforcement Division and the Traffic Law Enforcement Division.

Lt. Col. McEathron oversees the agency's administrative operations, supervising the Driver License Division, the Administration

Division and the Director's Staff.

The Administrative Division includes the Training Academy, the Crime Records Service and the Emergency Management Service.

The Director's Staff includes the Information Management Service, Accounting and Budget Control and the Office of General Counsel.

Office of Audit and Inspection

The Office of Audit and Inspection (OAI) is managed by the Director of Audit and Inspection, who is appointed by and reports to the Public Safety Commission. The office's mission is to provide objective assurance and consulting services designed to improve the effectiveness of Department management. The internal audit function is charged with auditing Department programs and operations for effectiveness, efficiency and integrity. The inspection function is charged with conducting objective inspections of administrative and law enforcement divisions.

Internal Audit

During 2001, internal auditors performed three major risk-based audits resulting in 42 recommendations for improvement to DPS business processes; three special audit projects at the request of DPS management; 16 Criminal Law Enforcement, Narcotic Service Imprest Fund and Seized Money audits; 24 Petty Cash Fund audits; and 38 Driver License Office audits.

All DPS internal auditors are Certified Internal Auditors and complete at least 40 hours of continuing education courses each year.

Inspection

In 2001, DPS inspectors conducted 131 law enforcement service inspections in three

regions and nine Headquarters operations inspections. Inspection reports included 77 recommendations for improvements to various law enforcement areas and 20 recommendations for improvement to Headquarters functions.

Inspectors routinely answer numerous requests for information from DPS personnel, other state and local police agencies, the public, other governmental agencies and the legislature. During the 77th legislative session, inspectors were involved in supporting the legislative process with their technical support. Their support efforts included analysis of 1,063 bills and the coordination of fiscal notes for 399 bills. Their input helped legislators make better informed decisions affecting the public safety.

As in past years, an inspector chaired the Accident Review Board. In 2001, the board processed more than 538 fleet collision reports and 226 fleet incident reports. In addition, the Chief Inspector chaired the Awards Committee that reviews and processes all Department-wide performance awards.

Inspectors taught numerous law enforcement training classes at the DPS Academy and other local police training academies. The inspectors assisted numerous law enforcement agencies with investigations. One inspector, trained in forensic profiling, reviewed and assisted with more than 15 criminal cases

being investigated by the Department and numerous additional cases for other law enforcement agencies. Another inspector, who is a Certified Law Enforcement Planner, coordinated preparation of the Department's Strategic Plan and related actions plans.

Traffic Law Enforcement Division

The Traffic Law Enforcement Division (TLE) was established within the Department in 1968 to streamline the command structure of those units and services whose primary responsibility related to enforcing the traffic laws of the State.

The division has six regional commands for field operations. Regional headquarters are located in Garland, Houston, Corpus Christi, Midland, Lubbock and Waco. TLE also provides protection and security for the Governor and has responsibility for all law enforcement services within the Capitol Complex.

The Chief of TLE reports 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, 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 involving traffic, vehicles and drivers and other individuals. The division's enforcement, regulatory, staff and support services are separate units with programs and objectives designed to complement one another to accomplish the

Department's overall objective.

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 carry out support functions for all TLE Services. The Automated Information Services unit manages and coordinates information resources within the Division. This unit also is charged with coordinating the purchase of information resource equipment and for conducting liaison with the Department's Information Management Services. The Breath Alcohol Testing Bureau administers and regulates the statewide breath alcohol testing program in compliance with the Texas breath alcohol testing regulations. Technical supervisors are stationed in key locations throughout the TLE regional commands. The bureau also is 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 eight-hour-per-day basis.)

The Highway Patrol Service carries out its duties through two separate programs:

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

- Police traffic direction,
- Police traffic accident investigation and
- 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 that consists of the following:

- Criminal law enforcement,
- Emergency and disaster assistance and
- Security activities.

Patrol strategies are designed to detect and apprehend individuals who use the



A License & Weight trooper motions a trucker in for a thorough inspection.

highways to further criminal activities. Arresting individuals who are wanted fugitives and those involved in the sale and transportation of illegal drugs and stolen property are enforcement priorities.

License and Weight Service

Due to the increased use of commercial trucks and the subsequent 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:

- Enforcing size and weight statutes,
- Enforcing registration statutes applicable to commercial vehicles,



A License & Weight trooper works with a truck driver on the brake test.

- Enforcing hazardous material regulations,
 - Enforcing motor carrier safety regulations,
 - Enforcing all traffic laws,
 - Enforcing the criminal statutes,
 - Providing information to the general public relating to statutes enforced by the L&W Service and
 - Seeking 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:
- Acting as a repository for all L&W documents relating to commercial motor vehicle operations,
 - Monitoring safety through the Motor

Carrier Safety Section and

- Monitoring compliance with laws through the Motor Carrier Compliance Audit Section.

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.

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 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 programs:

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

Two staff bureaus directly support the Vehicle Inspection Service: the Vehicle Inspection Records Bureau and the Vehicle Inspection Emissions Bureau.

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.

The Vehicle Inspection Emissions Bureau carries out support functions related to vehicle emissions inspection. Four counties in Texas (Dallas, Tarrant, Harris and El Paso) are designated as non-attainment counties for clean air and must 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 10 civilian personnel located at headquarters in Austin.

Safety Education Service

The Texas Legislature created the Safety Education Service (SES) in 1957 to help educate the public concerning the state's traffic laws and stimulate 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 disseminated to the general public



SES trooper Gary Pflughaupt of Pierce checks a car seat during a car seat clinic.

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 SES officers 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



Capitol Service troopers participated in the National Day of Prayer after the September 11 attacks on the United States.

agencies,

- Providing intra-departmental staff assistance and
- General and traffic law enforcement.

Capitol Service

The Capitol Service is comprised of 145 commissioned officers and 149 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 including the State Capitol Building, 29 state office buildings and 13 private office buildings. It has a daytime population of approximately 40,000;

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 three programs:

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

2001 brought many new challenges for the Capitol Service. A new Governor and Lieutenant Governor were sworn in, and the 77th Legislative Session also

brought increased duties. Capitol Service personnel also provided security for special events held on the grounds and in the Capitol Complex.

On April 27, the Bob Bullock Texas State History Museum was dedicated. President George W. Bush returned to the Capitol Complex for the first time since becoming President. Extra manpower from the Highway Patrol Service assisted with security during this event. After the Session ended, commissioned personnel were rotated through a five-week Part II Training School that raised them to full DPS Trooper status.

In July, the Capitol Communications Service began handling the DPS Roadside

Assistance and Railroad Crossing hotlines. These hotlines process approximately 3,500 calls per month and directly assist Texas citizens.

With the events of September 11, the Capitol Service went into a heightened level of security within the complex and the Capitol and remained constant throughout the year due to continuous threats and warnings.

The Criminal Investigation Detail remained busy investigating numerous crimes from theft of services to terrorist threats.

Communications Service

The Communications Service operates a statewide network designed to serve the communications requirements of all criminal justice agencies. The system uses radio, telephone and landline telecommunication systems. The Department operates 35 24-hour communications facilities.

The Communications Service has 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 and
- Warnings and communications necessary for the protection of lives and property of the public.



The DPS Dive Team assisted with recovery of the victims of the Queen Isabella Bridge collapse. (Above): Dive Team members help a fellow diver prepare for his descent into the water. (Right): One of the vehicles recovered from beneath the collapsed bridge.



Specialized Units

Several units and teams in TLE are charged with handling a variety of specialized

functions.

The Governor 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 assigned.

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.

During the year, the team performed 23 evidentiary search operations, eight body search operations and four other search operations.

The most notable operation was the September 15 collapse of the Queen Isabella Causeway Bridge connecting the mainland with South Padre Island. Before the bridge could be closed, nine vehicles had driven off into the water. Six people were unaccounted for and presumed lost.

The team responded later in the day and, along with the U. S. Coast Guard, began recovery operations. During the next several days, the team located and recovered all nine

vehicles and six victims.

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 similarly equipped and trained team.

The Drug Detector Canine Program began in 1993 to assist officers in interdicting illegal drugs moved through the state highway system. Of a total authorized compliment of 28 teams (dog and handler), 22 currently are deployed in key locations throughout the state.

During 2001, these teams conducted 1,493 searches that resulted in the seizure of 20,561 pounds of marijuana, 3,386 pounds of cocaine and smaller amounts of methamphetamine, heroin and other narcotics.

In addition to the drug detector teams, two explosive detector canine teams have been approved for the Capitol Service in 2002.

Two **Civil Disturbance Management Teams** are established, equipped and maintained in each Highway Patrol Service District to handle a variety of riot and other civil disturbance duties when called upon by local authorities.

Accomplishments

Although numbers for 2001 were not yet available, during the year 2000 the number of

people estimated¹ to have been killed in rural fatality accidents decreased from 2,079 in 1999 to 1,974 in 2000. This resulted in the rural accident death rate (traffic deaths per hundred million miles driven) for the same period decreasing from 3.0 in 1999 to 2.7 in 2000. These statistics have been achieved even though total population, licensed drivers and vehicle miles driven continue to increase.

Enforcement and other public service activity accomplished primarily by Highway Patrol Troopers projected² for 2001 totaled:

Traffic arrests:

1,195,891

Warnings:

1,564,912

DWI arrests: 32,022

Speeding arrests: 534,968

Occupant restraint arrests: 173,845

Stolen vehicles recovered: 1,021

Motorist assists: 42,721

Criminal law enforcement violations detected as the result of routine traffic stops during the same period were projected to reach 6,732 felony and 27,828 misdemeanor arrests for a variety of criminal violations.

TLE Troopers continue to lead the nation

¹Estimates are based on first six months of 2000.

²Annual projections are based on January–October actual numbers.



A shipment of drugs uncovered by DPS troopers during a traffic stop.

in the seizure of several types of controlled substances. Through October of 2001, they made 754 drug interdiction cases in which 57,079 pounds of marijuana, 2,568 pounds of cocaine, 92 pounds of methamphetamine and smaller amounts of other narcotics were seized.

License and Weight personnel conducted 176,592 roadside commercial vehicle inspections during which 33,676 vehicles and 12,756 drivers were placed out-of-service for operating with equipment defects and safety problems posing an imminent hazard to the public.

In performing their duties, Safety Education Service Troopers conducted 29,538

safety presentations to the public and 452 classes specifically for police officers.

Vehicle Inspection Service Troopers recovered 4,773 counterfeit documents during 2001, leading to 1,273 related criminal cases. Civilian vehicle inspection technicians conducted 84,622 inspection station compliance audits during the year.

In addition to providing site security, patrol and parking enforcement in and around the complex, Capitol Service Troopers filed 3,024 charges of all kinds, including traffic offenses, during 2001. They also investigated 474 criminal offenses and 232 traffic accidents.

Field of Operations

Region 1:

A winter ice storm struck the northeastern part of the state early in the year, severely impacting Bowie, Red River and Cass counties. More than 85,000 people were without electricity and at least 1,000 homes were damaged. Losses to the timber industry were estimated to be in excess of \$46 million.

Region 3:

A joint Texas-Mexico terrorism and chemical/biological weapons of mass destruction awareness program for border-area law enforcement agencies was conducted in



Highway Patrol troopers work with a canine "officer" that has alerted on a truck.

Brownsville during December.

Three tornadoes struck in Medina County on October 13, severely damaging the area airport and many homes and businesses.

Region 5:

On June 17, the county of Hemphill was shocked by the shooting death of Hemphill County Deputy Sheriff Jim Graham in the city of Canadian. An intensive manhunt by DPS, local and other state agencies was initiated for the assailant, Christopher Chad Britton.

Highway Patrol Sgt. Alan Troup, of Childress, assisted by officers and dogs from the Texas Department of Criminal Justice, located the armed suspect hiding in a pond and apprehended him without further incident.

Region 6:

On April 4, Highway Patrol Troopers Jason Meeks and Lee Coronado of Waxahachie seized 1,549.24 pounds of cocaine from the driver of a truck-tractor semi-trailer traveling northbound on IH-35E in

Ellis County.

Coronado, acting as a translator, developed a rapport with the Hispanic male driver that started the possibility of a controlled delivery. On April 5, the driver agreed to participate in a controlled delivery. Highway Patrol Lt. Chris Mashburn of Waco and DPS Narcotics investigators from Waco began working with the two troopers, federal Drug Enforcement Administration officers and Illinois State Police to make a controlled delivery in Chicago.

On April 7, delivery was made to a warehouse where nine suspects, five vehicles and \$30,000 in U.S. currency were seized. Additional intelligence was obtained as a result of the arrests and the investigation moved back to south Texas. In addition, two truck-tractors, an automobile, \$20,000 in U.S. currency, a computer and several boxes of documents were seized. The investigation continues both in Chicago and in south Texas.

Also in 2001: HP District 6A has provided security and assistance to the U.S. Secret Service at President Bush's ranch outside of Crawford. President Bush and his family made several trips to Crawford throughout the year including a 30-day visit in August and a 10-day visit in November. The November visit included a summit meeting between President Bush and President Putin of Russia. Troopers and supervisors in District 6A have coordinated several motorcades and provide security at the entrance to the ranch whenever the president is at home.

Criminal Law Enforcement Division

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 cooperate with federal agencies engaged in criminal law enforcement activities.

Crime Laboratory

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

· CODIS Entries and CODIS Hits—

The number of CODIS (Combined Offender DNA Index System) entries into the Texas DPS database increased significantly in 2001. CODIS is a FBI-sponsored DNA database that enables federal, state and local crime labs to exchange and compare DNA profiles electronically, thereby linking crimes to each other and to convicted offenders.

Through passage of HB 40 in 1995, this program allows the collection of DNA samples from offenders convicted of certain sex-related crimes. These samples are profiled and placed into a searchable database. Forensic DNA samples for which there is no suspect can be queried against this database, allowing the potential for case-to-case matches as well as case-to-offender matches. HB 1188, passed in the 76th Legislature, subsequently added all violent offenders to

the list of required DNA sample contributors. Eight of the Department's crime laboratories participate in the CODIS program.

To date, approximately 102,000 offender samples have been profiled and entered into the database. There have been 320 offender hits since the beginning of the program. Of those, were "cold hits." As the database grows in size, the number of hits will increase. The number of hits in 2001 was substantial. Previously unsolved crimes continue to be solved at an increased rate.

· National Recognition for Texas DPS

CODIS Program—As a result of the growth of the National DNA Index System (NDIS) and in response to suggestions by the forensic DNA community, the FBI Laboratory decided to expand the membership of the NDIS Policies and Procedures Board to include four representatives of state and local laboratories. In recognition of the DPS laboratory's substantial contribution of convicted offender DNA profiles to NDIS, a Department representative was invited to serve as a state laboratory representative on the National DNA Index System (NDIS) Policies and Procedures Board beginning January 1, 2002. The laboratory also received an award at the CODIS Conference in October 2001 for being one of the top two DNA labs in the country. The Texas DPS CODIS laboratory and the Florida FDLE CODIS laboratories were



recognized as having placed more complete offender STR (Short Tandem Repeat) DNA profiles in the national database than any other labs in the country.

· **New Laboratory Facilities**—The Service is extremely proud of the new and remodeled facilities at four locations. The Waco laboratory moved into a new building toward the end of 2000, and it is now completely operational. By the end of the year, the Houston laboratory was almost completed. The Tyler laboratory completed an extensive remodeling by mid-year. The new Austin CODIS laboratory was nearing completion as the year ended. These facilities were needed to accommodate the growing demands for more space in the laboratories and should meet the state's needs for many years.

· Automated Fingerprint Identification

System (AFIS)—In 2001 there were 20,313 latent prints run through the Texas AFIS system. Out of those searches, 4,111 latent hits were made by remote sites and 296 hits were made by the DPS Latent AFIS section—a hit rate of 21.70 percent. The breakdown for hits according to crime type is as follows:

- Capital murder—10
- Robbery—303
- Murder—93
- Auto theft—512
- Kidnapping—5
- Theft—226
- Sex assault—31
- Burglary—2,310
- Aggravated assault—47
- Forgery—389
- Drugs — 64

Unknown deceased — 41

Miscellaneous — 376

There are 38 remote sites located at various police departments and sheriffs offices throughout the state. Five latent terminals are located at DPS headquarters.

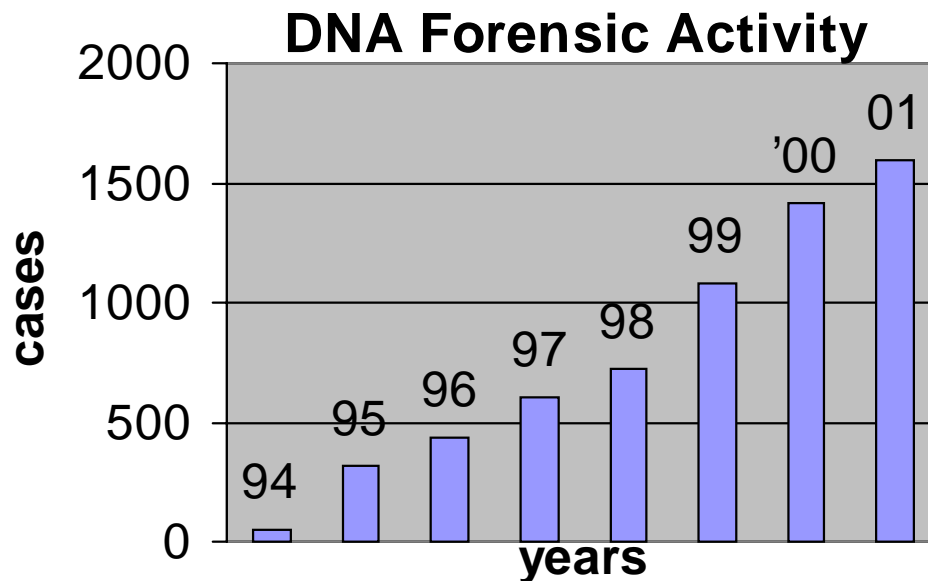
· **DPS DNA Crime Labs continue to use new Technology to assist in Solving Cold Cases and Current Cases**—The DPS DNA labs have maintained technological progress by the implementation throughout the state of 310 genetic analyzers for Short Tandem Repeat DNA analysis. This type of analysis has played a vital role in linking perpetrators to previously unsolved cases, as well as definitively identifying offenders in sexual assault and homicide cases. Using this state-of-the-art equipment, profiles have been

generated from degraded and minute biological stains.

Under Senate Bill 3, the DPS DNA labs were tasked with conducting DNA testing in post-conviction cases. This sophisticated technology has made it possible to obtain conclusive results in cases in which previous testing had been inconclusive as to identity. Approximately twenty cases have been submitted for post-conviction testing in the labs.

Law enforcement agencies continue to submit record number of cases for DNA testing. A method of gauging the effectiveness of the CODIS program is the number of investigations that are assisted either by identifying a perpetrator or by linking serial crimes. The State of Texas' success can only be realized if both the convicted offender and casework backlogs can be addressed to utilize CODIS to its full potential as an investigative tool.

· **Clandestine Laboratories 2001**—The 13 DPS laboratories assisted officers on-site at approximately 84 clandestine laboratories manufacturing methamphetamine. In addition to this, DPS laboratories also received in excess of 400 clandestine laboratory evidence submissions. The manufacturing process is a simple one, which converts over-the-counter ephedrine to methamphetamine using one of two popular clandestine procedures. All precursors and equipment for the conversion can be purchased at local stores without restrictions.



Motor Vehicle Theft Service

Motor Vehicle Theft personnel have a primary mission of investigating commercial auto theft rings operating in Texas.

Officers and analysts help local and federal officers with basic and advanced identification of cars, trucks, heavy trucks and trailers, construction equipment, farm equipment, aircraft, watercraft, mobile equipment and any other types of vehicles subject to theft. Capabilities include back-tracking from manufacturers throughout the world, locating and building confidential identification numbers, factory contacts with major vehicle manufacturers, purged records checks on a national computer system, suspect vehicle identification through personal identification and basic and advanced auto theft training for law enforcement officers in Texas, surrounding states and the Mexican border states. Motor Vehicle Theft officers also have the capability to restore ground-off or obliterated numbers.

Motor Vehicle Theft personnel along the Texas/Mexico border concentrate their efforts in two areas of enforcement. First, efforts are made through open and undercover investigation to prevent the export of stolen vehicles into Mexico and Central America. Second, efforts are made through a liaison with Mexican and

U.S. treaty authorities to return to the United States stolen vehicles that have been located in Mexico. Also, efforts are made to recover and return vehicles stolen in Mexico that have been located in the United States. Motor Vehicle Theft personnel coordinate DPS efforts with U.S. Customs, using random southbound vehicle inspections at the various ports of entry.

The employees: Commander David M. Griffith supervised 151 employees, including 114 commissioned officers and 37 civilian support personnel. Commissioned officers include the commander, assistant commander, five captains, 13 lieutenants and 93 sergeant investigators.

The numbers: In 2001, the service recovered stolen property valued at \$43,838,698. Investigators made 1,065 arrests and inspected 19,395 salvage title vehicles.

Recoveries from Mexico were once again significant. With the advent of NAFTA and increased trade, Motor Vehicle Theft personnel investigated vehicles stolen in Mexico and brought into Texas using counterfeit documents and subsequently sold to innocent purchasers. In cooperation with the Texas Department of Transportation, Motor Vehicle Theft personnel have trained personnel from county tax assessor offices in the detection of counterfeit documents.



Motor Vehicle Theft Service investigators recovered pickup trucks and larger trucks that were bound for Central America in one theft ring

2001 Highlights

Motor Vehicle Theft personnel and the California Highway Patrol worked a joint investigation regarding commercial vehicles being stolen and transported to Central America. The targeted subjects were known to be of Honduran nationality. Investigation led to the seizure of a stolen Mack dump truck, and a subsequent interview led California officers to a chopshop where six individuals were arrested and three additional vehicles recovered. At the same time, investigators in El Paso used the stolen Mack dump truck to conduct a controlled delivery, and two additional suspects were arrested and charged with theft. The value of the recovered property was in excess of \$400,000.

Approximately \$250,000 in stolen heavy equipment was recovered at a ranch near

Jourdanton. Recovered property included two John Deere farm tractors, a John Deere backhoe and a Komatsu bulldozer. The recoveries were part of an ongoing theft ring investigation that already had resulted in the recovery of \$450,000 in stolen heavy equipment. The Montgomery County Auto Theft Task Force assisted Motor Vehicle Theft personnel in Conroe and San Antonio with recovering the property.

In a two-month period, four methamphetamine labs were discovered during separate auto theft investigations. Motor Vehicle Theft personnel and local officers seized a total of 22 pounds of methamphetamine and marijuana. Two subjects were arrested—one of whom was wanted for homicide. An operating chop shop was discovered during the execution of a search warrant. Investigators recovered approximately \$167,000 in stolen property, including seven pickups, three pieces of heavy equipment, three truck tractor-trailers, one all-terrain vehicle, three passenger vehicles, 12 motorcycles, dozens of component parts, various construction equipment and several stolen weapons.

Approximately \$1 million in stolen equipment was recovered by Motor Vehicle Theft personnel and the Montgomery County Task Force at a ranch near Tomball. Recovered equipment included a forklift, bulldozer trailer, backhoes, farm tractors and all-terrain vehicles.

Motor Vehicle Theft personnel in Laredo recovered \$149,050 in equipment as the result

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of information provided by the Dallas Police Department and Motor Vehicle Theft personnel in Dallas. The investigation revealed that an international criminal organization was transporting stolen equipment from the Dallas area to Saltillo, Coahuila, Mexico. The organization used a wrecker service to deliver the equipment to forwarding agencies in Laredo and Hidalgo, who then prepared the necessary documentation to export the equipment to Mexico. Recovered property included four Ingersoll-Rand compressors, one Melroe Bobcat backhoe component, one flatbed trailer and one Melroe front-loader bucket.

Motor Vehicle Theft personnel in McAllen initiated and supervised an auto theft investigation resulting in the recovery of 10 altered and stolen vehicles and the arrest of seven subjects. Recovered vehicles included three bobtail trucks—each loaded with a Toyota Tacoma pickup—two trailers, one Mack truck and one Freightliner truck tractor. All factory labels and identification from the vehicles had been removed or altered. The investigation revealed that the stolen vehicles were destined for Central America.

Narcotics Service

The Narcotics Service directs the state's enforcement efforts against illegal drug trafficking, supervises controlled substance registration, monitors the prescribing of



DPS personnel and U.S. Customs officers make spot checks of southbound vehicles at the U.S./Mexico border.

Schedule II controlled substances and oversees the issuance of permits for and the reporting of precursor chemical activities.

As requested by the Governor during the final quarter of fiscal year 2001 the Narcotics Service developed plans for the acquisition of operational oversight of multi-jurisdictional drug task forces that are funded through the Criminal Justice Division of the Governor's Office.

The Narcotics Service also assists local, county, state and federal agencies in drug law enforcement with the ultimate goal of eliminating illegal trafficking of controlled substances and deterring drug abuse. Investigative priorities include cross-border smuggling, air and marine smuggling, clandestine drug laboratories, pharmaceutical drug diversion, domestic marijuana eradication, financial

investigation and highway interdiction. Commissioned officers are supported in this effort by the Narcotics Analytical Team, the Post-Seizure Analysis Team and the Texas Narcotics Information System.

DPS Narcotics officers use a variety of open and undercover investigative techniques and tools to probe suspected drug trafficking organizations. Personnel work daily to provide assistance to the multi-jurisdictional drug task forces, High Intensity Drug Trafficking Areas (HIDTA) and other law enforcement agencies. During 2001, the Narcotics Service opened 2,833 investigations, arrested 2,766 persons and wrote 17,369 reports.

The employees: The Narcotics Service has 295 commissioned officers, 16 Criminal Law Enforcement troopers and 142 non-commissioned support personnel. Narcotics personnel are assigned to duty stations in 14 districts and at headquarters. The service provides supervisory or investigative personnel to 30 multi-jurisdictional drug task forces and four HIDTAs.

Texas Narcotics Information System: The Texas Narcotics Information System (TNIS) is an investigative support system comprised of criminal analysts, commissioned officers and support staff working with an automated drug intelligence database to support drug law enforcement in Texas. TNIS consists of the Post-Seizure Analysis Team,



DPS Narcotics investigators cut down fields of wild-growing marijuana in the Panhandle through the Domestic Marijuana Eradication program.

the Narcotics Analytical Team and the Texas Information Network.

Post-Seizure Analysis Team: The Post-Seizure Analysis Team (PSAT) has 24 investigators, research specialists and support personnel from DPS, the Federal Bureau of Investigation, Drug Enforcement Administration, U.S. Customs Service and the Texas Army National Guard.

PSAT develops intelligence on drug trafficking organizations by analyzing information from seizures of drugs and currency supplied by local, state and federal agencies—including DPS trooper and U.S. Border Patrol arrests throughout Texas. The analysis and preliminary investigation conducted by PSAT identifies drug trafficking organizations

operating in and through Texas. Intelligence information on these organizations is referred to local, state and federal law enforcement agencies for further investigation and prosecution.

Due to the noticeable increase in the number of drug seizures involving commercial vehicles, PSAT personnel have become heavily involved in a multi-agency effort targeting criminal organizations using commercial trucking companies as a transportation method. In addition, PSAT publishes officer safety alerts and intelligence briefs concerning smuggling trends and concealment methods for dissemination to a wide variety of law enforcement agencies across the country.

Narcotics Analytical Team: The Narcotics Analytical Team (NAT) provides analytical case support and assistance to local, state and federal law enforcement agencies. Products of this assistance include identification of suspects, link analysis, intelligence profiles, charts, case development booklets and agency deconfliction.

Statistical Information:

Requests for assistance from all agencies:	22,695
Suspect identifications:	22,588
Subjects entered into intelligence files:	4,516
Case support—files opened:	286
Pen registers supported:	101

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Oral intercepts supported: 13

Texas Narcotics Information Network:

The Texas Narcotics Information Network (TNIN) is an automated drug intelligence/information system and database network that enables officers to better coordinate investigative activities and enhance interagency cooperation and communication. This network was developed over the past seven years in conjunction with the Southwest Border States Anti-Drug Information System. The system provides remote access to the Criminal Law Enforcement Reporting and Information System (CLERIS) and remote automated query capabilities to the state databases in California, Arizona and New Mexico and other regional drug intelligence systems. The CLERIS database includes criminal intelligence information from all CLE services, High Intensity Drug Trafficking Areas initiatives and multi-jurisdictional drug task forces in Texas.

Narcotics Service Training Unit: The Narcotics Training Unit is a team committed to providing DPS and drug task force personnel with the training and knowledge necessary to enhance the professional level of drug law enforcement in Texas. The unit offers instruction in undercover operations, raid planning and execution, prescription drug diversion, marijuana eradication, tactical operations and other specialized courses. The unit is committed to providing the most advanced training possible and is designed to interface with the training of all agencies within the law enforce-

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ment community.

Another facet of the Training Unit is the ability to share information with both private and public concerns in the overall war on drugs and their abuse. With the increased responsibility of personnel from the 49 multi-jurisdictional drug task forces, the Training Unit now has the primary responsibility for instructing approximately 950 additional commissioned officers. In 2001, the Training Unit provided instruction to 1,049 DPS personnel and 523 other agency personnel.

Texas Prescription Program: The Texas Prescription Program was created in 1982 to prevent the diversion of legitimate controlled substances to illicit channels without adversely affecting the supply of medications to the legitimate user.

Under the Texas Prescription Program, practitioners who prescribe Schedule II controlled substances must do so on an official prescription form and electronic transfer of information. 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 transmits the prescription information to DPS electronically or manually. The data can be used as a diversion investigative tool by state licensing boards and law enforcement agencies.

Statistical Information:

Schedule II prescription sets ordered: 31,237

Schedule II prescriptions received:

1,944,628

Diversion investigation assists:

1,070

Controlled Substances Registration:

The Controlled Substances Registration Section registers licensed handlers of controlled substances. In 2001, this section registered 64,631 practitioners, pharmacies, hospitals, manufacturers, researchers, teaching institutions, distributors and analysts throughout Texas. The section registers all persons or institutions that lawfully manufacture, distribute, analyze or dispense controlled substances in Texas. A bulletin board service allows easy verification of practitioner, hospital and pharmacy registration information. The same information is also available 24 hours a day through the DPS Web site at www.txdps.state.tx.us/csr/index.htm.

Statistical Information:

New registrants: 4,181

Registrants renewed: 60,422

Total registrants: 64,631

Precursor Chemical/Laboratory

Apparatus Section: The Precursor Chemical/Laboratory Apparatus Section issues permits to individuals and businesses that purchase, sell, transfer or furnish certain chemicals or laboratory apparatus. Permits are denied when no legitimate need for a controlled item is demonstrated.

Statistical Information:

Annual permits issued:	1,531
One-time permits issued:	5
Permits denied:	14
Requests for assistance:	2,324

Narcotics Service Technical Unit: The DPS, by statute, is the only state or local agency in Texas authorized to own, possess, install or monitor intercepting devices. The Technical Unit is responsible for this task and assists officers of DPS and other police agencies with conducting court authorized wire and oral intercept investigations by providing equipment, technical expertise and financial support. The Technical Unit also assists local, state and federal agencies with the installation and operation of pen register devices and covert video applications. The Technical Unit conducts countermeasure searches throughout the state to enhance the investigation of illegal intercept complaints.

Statistical Information:

Pen registers:	32
Wire intercepts:	8
(4 state/4 federal)	
Audio/Video:	14
Countermeasures:	11
General assistance:	2

Notable Trends

The production of methamphetamine in clandestine laboratories is an increasing

problem in Texas. The Narcotics Service Training Unit is conducting an intensive ongoing training program of commissioned personnel to address this difficult problem. During 2001, the Narcotics Service was involved with the investigation of 205 clandestine laboratories. Additionally, multi-jurisdictional drug task forces, now under the oversight of the Narcotics Service, were involved in another 250 clandestine laboratory investigations.

The Narcotics Service also is actively investigating the proliferation of “rave” parties and the illegal distribution of MDMA (“Ecstasy”) and other “club” drugs. Rave parties are organized dance events that typically are used as a means to traffic a variety of “club” drugs to both willing and unsuspecting young people. The Narcotics Service has a proactive approach to investigating and deterring these events in Texas.

Special Crimes Service

The Special Crimes Service conducts a wide range of criminal investigations and gathers, analyzes, and disseminates criminal intelligence information in an effort to detect and deter crime in Texas. Programs and services provided by the Special Crimes Service include:

Fugitive Apprehension: Special Crimes targets and apprehends violent parole absconders through a joint effort with other law enforcement agencies. Personnel coordinate the **Texas Ten Most Wanted** program



and administer interagency cooperation contracts, which reimburse local agencies for arresting violent fugitives.

Counter-Terrorism Intelligence Mission (CTIM): In response to the travesty that occurred on September 11, the Director charged the Special Crimes Service with the responsibility of coordinating counter-terrorism activities with local, state and federal agencies in Texas. Special Crimes designated personnel within headquarters and in various field offices to focus on identifying and investigating individuals, groups and organizations who commit or may possibly commit acts of terrorism in Texas or in the United States.

As a result of this, the overall operations within the Service were restructured to pro-

vide dedicated resources to the task of anti-terrorism intelligence effort.

Sex Offender Compliance: Special Crimes personnel conduct investigations of the state's registered sex offenders and file felony charges against offenders who fail to meet registration requirements. Personnel track and monitor offenders who are under civil commitment, with special emphasis on tracking those offenders who are at high risk to re-offend.

Computer Information Technology & Electronic Crime (CITEC): Personnel assigned to CITEC are trained in the investigation of high-tech offenses and in the recovery of digital evidence from computer systems. CITEC focuses on investigations where computer systems and the Internet are used to facilitate crime or to store evidence of a crime. Investigations include network intrusions, sexual predators (chat rooms and bulletin boards), denial-of-service attacks, Web site defacements, child pornography, gambling, terrorist (e-mail) threats, tampering with a government record and identity theft or fraud.

Missing Persons Clearinghouse: The Clearinghouse, which is the central repository for information on missing persons from Texas, assists local law enforcement officers and citizens with missing persons investigations. The Clearinghouse operates a national toll-free telephone line to receive calls about missing persons, serves as the state liaison for



the Hague Convention on International Parental Abduction and works closely with the National Center of Missing and Exploited Children (NCMEC). Clearinghouse personnel also publish missing persons information on the Internet and assist in the identification of unidentified living and deceased persons.

Pari-Mutuel Racing: Since the 1987, statewide referendum that legalized pari-mutuel racing, Special Crimes has worked closely with the Texas Racing Commission to ensure the integrity of the racing industry in Texas by conducting background checks, identifying rule violations, enforcing laws and maintaining a law enforcement presence at the

tracks.

Polygraph: Special Crimes personnel provide investigative assistance to law enforcement and government agencies by administering polygraph examinations to suspects, witnesses and victims involved in ongoing criminal investigations. Polygraph personnel also provide specialized polygraph training—as well as technical and court-related expertise—for municipal, county, state and federal government agencies inside and outside Texas.

Crime Analysis: Crime analysts provide intelligence information and other professional assistance to law enforcement agencies in Texas and throughout the nation. This assistance includes identifying and locating criminal suspects, missing persons and wanted felons, assisting in investigating major crimes and identifying crime patterns that will aid local and state agencies in strategic planning. Crime Analysis personnel publish a monthly crime bulletin with articles regarding major unsolved crimes, wanted fugitives, prison gang activity and other law enforcement issues. In addition, personnel serve 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—and serves as the lead facilitator in the state-mandated Texas Violent Gang Task Force and the state Gang Tracking System.

Driver License Photos: The Special



Crimes 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 for felony investigations.

Criminal Law Enforcement Online:

Special Crimes initiated the first phase of a secure Web site called Criminal Law Enforcement Online (CLEO). The secure Web site is restricted to law enforcement personnel only. Phase One is focused specifically on the issue of counter-terrorism and includes announcements, alerts, news articles, Web site links, contact lists, search features and a bulletin board that allows users to post messages and replies to the Web site.

CLEO was developed with the assistance of the DPS Information Management Service. Phase Two, which should introduce a simpler format, more flexibility in posting and allow for online publications and fliers, will be implemented in early 2002.

Significant Case

In late September 2001, Special Crimes Lt. Will Crais and Sgt. Ron Cunningham traveled to Fort Hood to meet with investigators regarding a suspected al Qaeda terrorist cell thought to be operating in the Killeen area.

The investigation began after a group of individuals of Middle Eastern descent were seen at an apartment complex celebrating the September 11 attacks and behaving in a suspicious manner near a military installation in the area. After extensive surveillance, the five suspects were arrested for visa violations. They were placed in jail and held without bond. Deportation proceedings have been scheduled. The operation was conducted in cooperation with Fort Hood Military Intelligence, INS, Highway Patrol and the Killeen Police Department.

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.

The following is a list of the major accomplishments and projects the Ranger Division undertook in 2001:

Investigations

In 2001, the Ranger Division investigated 534 murders, 209 robberies, 279 burglaries and 1,326 thefts. Also investigated were 2,255 crimes that included fraud, forgery and assault. Rangers made 1,235 felony arrests; convictions were obtained in 1,481 cases.

Special Investigations

In 2001, the Ranger Division investigated more than 24 cases of public corruption, which are referred to as Special Investigations.

These types of investigations included bribery, sexual harassment, violation of civil rights, theft, forgery, abuse of official capacity, assault, tampering with evidence and death threats. In each of these cases, a letter from the local prosecutor requesting DPS assistance was obtained.

Unsolved Crimes Investigation Team

The 77th Session of the Texas Legislature approved the creation of the Unsolved Crimes Investigation Team (UCIT) under the direction of the Chief of the Texas Rangers. Lt. Gary De Los Santos is the Commander of the team and will assist in selecting the remaining team members.

The Unsolved Crimes Investigation Team will provide competent, victim-sensitive investigations throughout the state. The proposed project will affect all 254 counties in Texas and will involve victims of homicides or serial violent crimes. This project is to provide victim-sensitive specialized training to a group of Texas Rangers to equip them with the tools needed to adequately address and investigate unsolved homicides in Texas. This team also will help the families of homicide victims by restoring their confidence in the criminal justice system. This team will be particularly beneficial to investigative agencies that are no longer actively investigating these crimes because of workload, time constraints



or the lack of viable leads.

Significant Investigations

Falls County murder: On March 4, Ranger Sgts. Christine Nix and Frank Malinak provided assistance to the Falls County Sheriff's Department in the investigation of the sexual assault and murder of a 24-year-old female victim. The victim's body was found adjacent to her vehicle in a pasture off the highway. Her vehicle had received damage to the driver's side and had sustained three bullet holes. Subsequent investigation revealed that the victim was traveling alone early that morning and was forced from the highway into the pasture after being rammed by another vehicle. The victim had sustained a bullet in the back of her head. Investigation also revealed that before the discovery of the victim's body, a Falls County wrecker driver removed another vehicle that had become stuck in the bar ditch near where the victim's

body would later be found. The driver of that vehicle was identified as a 24-year-old male resident of Conroe. He was later arrested and a capital murder confession was obtained.

Coconino County, Arizona, murder: On Sept. 16, a Texas Highway Patrol Trooper found an abandoned van on Interstate 10 in Reeves County. There was a large amount of dried blood in the van as well as several firearms. The van was registered to a former China Lake, California police officer, who had relocated to Gallup, New Mexico and was to begin employment as a McKinley County Sheriff's Office deputy on Sept. 17. The Trooper and the Reeves County Sheriff requested Ranger Sgt. David Duncan's assistance at the scene and in the investigation attempting to locate the owner of the van. During the investigation, it was determined that the firearms in the vehicle were stolen during a robbery/homicide that had occurred in Coconino County, Arizona on Sept. 11. It was also learned that the suspects in the Arizona murder were from the east Texas area.

On Sept. 18, DPS Crime Lab personnel from Austin, Sgt. Duncan and Arizona authorities processed the van belonging to the former California police officer. With information provided to authorities in east Texas, the suspects were arrested in Hardin County, Texas, on Sept. 24. The body of the former California police officer was discovered in New Mexico, approximately 60 miles east of Gallup, on Sept. 24.



Texas Rangers in Company A visited patients in the Scottish Rite Children's Hospital in Dallas in August.

Driver License Division

The Driver License Division's mission is to provide customers with an exceptionally 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 2001 illustrate the Driver License Division's determination to fulfill its mission statement as adopted in 1999. The Division's top initiatives included four areas of concentrated focus—convenience-based services, record management,

program changes and customer relations.

Convenience-Based Services

Internet and integrated voice recognition (IVR-telephone) renewals: Gov. Rick Perry and his wife hosted a press conference on May 19 to introduce the state to the Division's e-commerce and interactive voice recognition driver license renewal services. A direct marketing campaign, utilizing inserts, was launched on September 26 to promote the new services. DLD personnel worked closely with Information Management Service staff and a contract vendor to ensure a sound design that would yield user-friendly interfaces, quality control measures and the capability for future program expansion.

More than 108,000 Texans had renewed their driver license or identification cards through the online and telephone renewal systems since its introduction (or an average of 13,500 each month) by the end of the year. Alternate renewal methods (Web, telephone and mail) comprised approximately 25 percent of all renewals during 2001.

Mobile RV: In April, the Division made history by introducing the Driver License Express RV to deliver on-site renewals and duplicates at Dallas-Ft. Worth area businesses. Customers voiced unanimous support of the

service and local television stations highlighted the initiative on several occasions. The vehicle utilizes technologically advanced satellite connectivity and is ADA compliant. Region I (Dallas-Ft. Worth) staff strive to schedule the curbside services on a weekly basis. By year's end, the Express had processed 5,379 customers at a variety of locations, including area universities, hospitals and major corporations.

Mobile-to-permanent driver license office conversion via satellite connectivity:

The DL Division selected 15 mobile DL office locations throughout the state for conversion to permanent facilities via hardware upgrades and satellite connectivity. The conversion enhanced efficiency and effectiveness of DL services. This project marked the division's first attempt to upgrade connectivity from the current telephone dial-in methodology to satellites. All conversions have been successful.

Internet sale of driver records:

Bulk driver record sales have been provided for years on tape cartridges. On December 19, the Division debuted its online e-commerce sale of driver records for contract users. This initiative technologically replaces the current tape transfer process used to service their record requests and also satisfies the request of many purchasers for point-of-sale inquiries for authorized users. At year's



This marketing piece was mailed to driver license customers eligible to renew their licenses without coming into a driver license office.

end, only one vendor was piloting the new service; however, it was anticipated that by the end of January 2002, all daily tape users will have had the opportunity to begin utilizing the interactive system. In fewer than two weeks of operation, nearly 250,000 driver record requests were processed and \$1,362,498 in fees were collected.

Mail renewals: In conjunction with the Department's policy regarding the collection of Social Security numbers, as of January, mail renewal invitations are generated only for those driver license records with a SSN on file. The invitation itself was updated in September to include citizenship, county of residence and anatomical gift prompts.

Records Management

Privacy: Effective January 9, the division implemented the new federal mandate and designated all driver record files as private, preventing the release of any driver information to a requestor qualifying under the marketing/bulk sales exception.

Imaging: Following the Driver Records Bureau and the Administrative License Revocation Section's lead, the Driver Improvement Microfiles Section converted from the microfilming of documents to imaging in September via a TxDOT grant. This system accommodates not only Driver Improvement, but it also will serve as a major component in the Safety Responsibility Bureau's conversion

This is the opening screen for the online driver license renewal system.

to imaging. Safety Responsibility issued its purchase order for a document imaging system in December and full system production will be implemented in 2002.

Information systems: The Division also partnered with TxDOT by obtaining approval for the Crash Records Information System project development plan. A project manager will facilitate the full-time development of this project and is responsible for oversight of TxDOT's partial project funding. At year's end, a project request for proposal was posted on the Electronic State Business Daily Web site for the study and recommended phase development.

Special searches and record monitoring: As the nation responds to terrorist activities, the division actively assisted law enforcement by providing selective data, copies of licensing documents and requested photographs. Additionally, the License Issuance Bureau began monitoring and tracking commercial driver licenses issued with a hazardous materials endorsement pursuant to the enactment of the U.S. Patriot Act.

Program Changes

Suspensions and administrative hearings: A number of substantive changes to the Department's administrative hearing program required both legal and administrative review and the introduction of programming changes during 2001. In February, Driver Improvement implemented the contingency plan rewrite for the administrative hearing program. These new procedures are similar to the highly successful, efficient Administrative License Revocation (ALR) program. Before implementation, the administrative hearing program generated a great deal of paperwork but was not an effective tool for impacting adverse driver behavior. Many cases were dismissed because mail service could not be proven.

HB 63 significantly impacted the operation of the ALR program itself. Arresting officers now are required to take possession of the Texas driver license and issue a temporary permit at the time of the offense. In



The Driver License Express travels to businesses and schools in the Dallas-Fort Worth area to assist customers with driver license renewals and address changes.

addition, suspension periods were increased significantly and the scope of the program was expanded to include the offense of boating while intoxicated. Drivers now are advised that their license will be suspended, revoked or disqualified for 90 days unless a hearing is requested. Statistics reflect more than a 200 percent increase in the number of license withdrawal actions taken since implementation. This sharp increase will raise driver awareness and provide a positive impact on traffic safety.

Additionally, on June 28, the Texas Court of Criminal Appeals issued an opinion in *Allen v. State*. The decision states that failure to pay a reinstatement fee does not provide cause to continue the period of suspension beyond the original statutory period. This ruling reversed the Department's position on

driving while license suspended on records where an individual had complied with all terms of his suspension, less the payment of his reinstatement fee. Partial system programming, completed in December, allowed the division to implement a contingency plan. The division hopes to clarify the point during the next legislative session. A mass notification on the ruling was issued to law

enforcement to avoid false imprisonment based on a reinstatement fee-based DWLS.

The Division averted one substantive change to its ALR hearings, when the Texas Supreme Court's May 10 decision reaffirmed the appellate courts' jurisdiction over ALR cases in *Texas Dep't of Pub. Safety v. Barlow*, Cause No. 99-0670. Without this confirmation, numerous ALR cases would not have been set if any length of time had passed between the roadside stop and the collection of either blood or breath specimens.

Sex offender registration: Though full-system programming to provide for sex offender registration via driver license issuance was near completion at year's end, a contingency plan adopted in September remains in place. Changes to DL office system programming should be in effect in early

2002.

Driver license and identification card formats: On June 1, the Driver License Division introduced a new driver license and identification card design with several enhanced security features, including featuring the state Capitol in the background. Both overt and covert features were integrated successfully into the new design, with an emphasis on reducing counterfeit and fraud. Special intent focused on assisting law enforcement and those engaged in the sale of age-restrictive products to recognize minor driver licenses. To this end, a vertical-style driver license was designed displaying the applicant's full facial photograph, clearly distinguishing the holder as under 21 years of age. These substantive formatting changes reflect a number of features promoted by the American Association of Motor Vehicle Administrators in their efforts to standardize state-issued documents. The formatting update also addresses some of the points being developed by AAMVA's Special Task Force on Identification Security in the wake of the September 2001 tragedies.

Customer Relations

Training: A four-week training program for all new Customer Service Bureau employees was hosted in July 2001.

The Customer Service Bureau implemented a new menu tree for the DPS Headquarters switchboard and the bureau call-

center numbers in October. The menu tree provides automated services to Department customers and off-loads routine calls so that representatives can field more customized calls. The tree was scripted to include automated information on frequently requested information such as driver licenses, vehicle titles and registration, concealed handguns, criminal records and employment opportunities. Before the change, the main switchboard's call volume required three representatives. Now, the system allows a two-person staff, with one sometimes performing other duties. This change resulted in an overall reduction of 50 percent in operator-assisted calls. Before the menu change, hundreds of messages required daily callbacks. With the menu in place, callbacks have been reduced by 75 percent.



The new driverlicense designs incorporate several security features, including a screened Texas Capitol dome.

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Field Service Activities	2000	2001	Variance
Driver Licenses and Identification Cards issued	6,094,148	6,255,813	3%
Knowledge tests	2,322,156	2,303,045	-1%
Driving skills tests	1,060,215	1,035,688	-2%
Vision tests	3,740,868	3,554,692	-5%
Vehicle inspections	509,276	502,809	-1%
Driver improvement actions	136,768	113,780	-17%
Medical limitations screenings	103,765	99,238	-4%
Traffic warrants served	18,223	20,650	13%
Felony and misdemeanor warrant apprehensions	6,619	6,485	-2%
Criminal investigations	5,156	4,978	-3%
Monies collected from traffic warrants	\$ 2,725,648	\$ 3,226,358	18%

Headquarters Service**License Issuance**

E-mail responses: 16,240

Driver Records

Sale of records: \$49,081,435

Driver records prepared: 10,387,958

Customer Service

DPS switchboard calls: 265,127

Automatic call distribution system: 657,626

E-mail responses (August to December): 4,392

Safety Responsibility

Lobby contacts (excludes MVI sticker sales): 191,256

Reinstatements (compliance) processed: 593,634

Correspondence documents generated: 236,768

Driver Improvement**Driving while intoxicated: 59,895**

Adult convictions: 23,063

Under 21 convictions: 4,746

Alcohol education program required: 32,086

Drug offenses: 13,467

Adult convictions: 11,239

Juvenile (under 21) convictions: 2,228

Zero-tolerance offenses: 24,334**CMV disqualifications: 1,516****Administrative License Revocation:**

Cases analyzed: 122,712

Administrative suspensions: 87,458

Administrative hearing actions:

Scheduled: 5,423

Suspension/revocation/disqualifications: 27,208

Probation orders granted: 1,819

Enforcement actions:

Medical Advisory Board (MAB): 8,172

MAB not approved/test required: 4,237

Problem driver cancellations: 25,003

Nonresident violators compact: 71,554

Minor unpaid violations (FTA/FIP): 22,895

Juvenile suspension actions: 9,992

Administration Division

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

Crime Records Service

In 2001, the Crime Records Service implemented the secure sex offender Web site. The Web site is a tool that criminal justice agencies can use to verify and update registration information via the Internet. This gives law enforcement agencies the ability to update and track sex offender registration information in a more timely manner and reduces the need for paper submissions. By the end of 2001, more than 1,000 law enforcement users were accessing the site.

In 2001, the Crime Records Service implemented the non-criminal justice secure Web site. The Web site replaces the process whereby authorized users send their criminal history requests for licensing and employment purposes to the Department on paper or via e-mail. The Web site allows them immediate online access to this data 24 hours a day, seven days a week. By the end of 2001, nearly 3,000 authorized "non-criminal justice" agencies were accessing the site.

The Crime Records Service previously upgraded the central DPS Automated Finger-

print Identification System (AFIS) site, which allows DPS to process fingerprint cards with much less human intervention. As a result, in 2001, the service was able to concentrate its resources on decreasing the time between the submission of arrests, prosecutorial actions and dispositions by local agencies and the entry of the submissions into the Computerized Criminal History (CCH). Throughout 2001, the service eliminated all previous reporting backlogs. All actions properly submitted by criminal justice agencies now routinely are entered into CCH within 24 hours.

Emergency Management Service

In 2001, the service assisted Texans who had been affected by natural and human-made emergencies. Responsibilities of the service increased after September 11, with an emphasis on anti-terrorism and homeland security tasks.

Tropical Storm Allison, which the *Houston Chronicle* called "the storm that would not die," moved ashore at approximately midnight



Flood waters inundated many areas in downtown Houston, including this underground mall.

on June 5, bringing rain to east and southeast Texas. By the night of June 10, more than 37 inches of rain created catastrophic flooding to streets, homes, hospitals and businesses mainly in Harris County and surrounding areas. This flood event represents the most costly in Texas history. Flooding from the storm killed 23 people and more than 48,000 homes were damaged or destroyed.

The service assisted 30 counties in southeast Texas that were inundated by rainfall from Tropical Storm Allison, resulting in the largest recovery and mitigation expenditures ever in Texas. More than 119,000 people registered for individual assistance.

By the end of 2001, \$824 million in recovery assistance had been provided to disaster victims (Temporary Housing Program: \$181 million; Individual & Family Grant Program: \$249 million; Small Business Administration Loan Program: \$394 million). The Federal Emergency Management Agency (FEMA) had obligated \$129 million for

Mitigation Grant Program. This program is estimated to reach in excess of \$231 million.

The Texas Medical Center complex near downtown Houston was cut off by flood waters, and the state coordinated response activities within this critical-care complex that resulted in more than 600 patient evacuations and relocations, many of which were life-

threatening.

September 11 brought a new awareness to the profile and efforts of emergency management across the United States. However, preparing for a terrorist incident in Texas is not

been planning for the eventuality of a terrorist attack in Texas during the past five years. The state added *Annex V: Terrorist Incident Response* to the state's Emergency Management Plan. Local jurisdictions also are required to have a terrorism annex to their plans. The service has information on its Web site to assist local jurisdictions with developing their annex, and designed training for the Terrorism Preparedness Program, which enhances a jurisdiction's ability to manage weapons terrorism incidents. The program will continue into 2002. In addition, the service coordinated with Jane's Information Group to produce the *Chem-Bio Handbook* and *Facility Security Handbook*.

The service sponsored Incident Command System (ICS) training and exercise programs in 17 locations throughout Texas, culminating in a terrorism symposium with more than 400 attendees in Tyler in November. Also, the service partnered with the Texas Engineering Extension Service (TEEX) to conduct a statewide terrorism assessment that required local jurisdictions to assess threat and vulnerability.

EMS continues to look for ways to improve the coordination and synchronization of all state and federal preparedness programs. The service is continuing to develop programs to enhance the state's ability to respond to a terrorist incident.

The service also worked closely with the Governor's Task Force on Homeland Security to communicate the state's preparedness



Flood waters rushed throughout the Texas Medical Center during Tropical Storm Allison.

infrastructure repair and restoration, a figure likely to reach more than \$866 million. FEMA also had obligated \$88 million for the Hazard

something that just occurred after that day. The service, along with other agencies on the State Emergency Management Council, has

programs to the group and continues to coordinate terrorism preparedness efforts.

Staff Support Service

The Staff Support Service performs many diverse support activities for the Department. Services include maintaining a fleet of approximately 3,000 vehicles, providing supplies and printing services, constructing and maintaining buildings, providing mental health support to employees and crime victims and providing training and other human resource activities. The service consists of six bureaus: Fleet Operations, General Services, Building Program, Psychological Services, Training and Human Resources.

Building Program Bureau

The Building Program Bureau works with Department employees, the Texas Building and Procurement Commission, architects, engineers, contractors and regulatory agencies to coordinate building design, renovation and new construction projects, as well as the purchase of land.

The bureau also manages telephone service and equipment, Tex-An service and billing, coordinates Headquarters recycling efforts and assists field offices with major repairs and utility cost monitoring. Additionally, the bureau cleans and upgrades underground storage tanks, addresses indoor air quality issues and abates asbestos in DPS facilities.

The Department owns 120 office buildings and leases 35 facilities throughout the state. The agency also owns 106 radio tower sites, warehouses and aircraft hanger space at five locations. The bureau manages approximately 1.8 million square feet of floor space at the Headquarters complex and in the six DPS regions.

During 2001, an expansion of the Headquarters CODIS Lab facility was completed. Design plans for area offices in Eastland and McKinney were completed and construction contracts awarded. Development of plans for firing ranges on Department property in Florence began in the summer.



Building Program coordinates construction of new buildings, such as the CODIS Laboratory addition at Headquarters.

Fleet Operations Bureau

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 governmental 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, motor overhaul and major wreck repair are predominant in this shop. A full-service paint and body shop repairs wrecked vehicles and performs make-ready maintenance for surplus vehicles. The shop also provides statewide wrecker service for the Department and prepares fleet vehicles for sale at

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auctions.

With the goal of securing additional funding from the Legislature, Fleet personnel, working in conjunction with the TLE Division, spent a significant amount of time preparing a five-year plan addressing the high mileage and aging vehicles within the fleet. The plan was the focal point of the agency's request to the Legislature for additional funding to purchase replacement vehicles. As a result of the plan, Fleet will be tasked with replacing approximately one-third of the agency's fleet in fiscal year 2002.

Fleet Operations became heavily involved in the Statewide Radio Task Force as DPS took the lead role in that group. Significant agreements were developed that provide for a frequency-sharing plan to address the critical issue of interoperability between state agencies and sheriff's offices statewide. In addition, legislative approval was secured to hire a communications engineer to support the agencies and lead the efforts toward a common statewide radio system. In conjunction with that effort, the Department filed for the new 700 MHz channels released by the FCC that could become the foundation of that system.

Numerous improvements were made to the existing radio system to address insufficient coverage issues. Equipment and towers were purchased in preparation for the new facility in Conroe and the new Houston Regional office. In the continuing plan to

migrate our radio system to Project 25 digital equipment, a concentrated effort was made in Region 4 to complete the change-out of the old analog equipment to the new digital technology. Work also was begun to develop specifications and requirements for the replacement of the communication dispatch consoles statewide. Upon completion of this project, the agency will then be able to fully utilize the capabilities and enhancements that a digital radio system offers.

General Services Bureau

The General Services Bureau provides support in the areas of mail service, reproduction (art graphics, printing and bindery) services, office supplies, uniforms, weapons and all law enforcement accessories, as well as warehousing and surplus property disposition. General Services also sells publications, including various forms and books used by the public and other law enforcement entities. All Department manuals and revisions are handled through the bureau.

The bureau coordinates the repairs and upgrades of various office equipment, including computer-related items through the General Services Commission State Support Center. General Stores sells breasting supplies to law enforcement agencies via interlocal contracts. General Stores also handles the direct sale of off-duty uniform



Fleet Operations oversees vehicle and communications issues for the Department. This is a radio used by Troopers and other officers every day.

items for commissioned DPS officers and is responsible for purchasing and issuing uniforms, firearms and law enforcement equipment to commissioned officers.

Mail Operations handles all interdepartmental correspondence and incoming and outgoing mail for the Department. The out-going mail area processed 3,282,273 pieces of mail. The in-coming mail area processed 6,405,740 pieces of mail and recorded 64,107 certified letters and 36,894 overnight express items.

Human Resources Bureau

The Human Resources Bureau supports, trains and advises Department senior staff and employees regarding human resources policies and procedures. The bureau provides the following services: recruiting for commis-

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sioned and non-commissioned positions, promotional testing for commissioned personnel, risk management (including health and safety and Workers' Compensation), posting of job announcements for vacant positions, applicant testing and screening, job analysis and evaluation and maintenance of employee personnel files.

The bureau administers the Department's sick leave pool; ensures compliance with the 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 and processes.

In 2001, the Human Resources Bureau continued its focus on recruiting women. The DPS campaign and effort to increase the

volume of female applicants for law enforcement positions went into high gear early in 2001, resulting in 258 women completing applications for employment for trooper-trainee positions. In previous recruitment efforts, 98 females had applied.

Other Human Resources accomplishments in 2001:

The recruiting section in the Human Resources Bureau processed two recruit schools scheduled in 2001. The first school began in September 2001 and the second school, which was processed in December 2001, began in January 2002.

The Law Enforcement Promotional System administered 33 promotional processes, including examinations for first-line supervisor, sergeant/investigator, lieutenant and captain positions in all Divisions. A total of 2,036 applicants participated by taking one or more written examinations. As a result, 436 applicants were called to participate in the

oral board process and 130 candidates were promoted or placed on various promotional eligibility lists.

The Health and Safety Section received 861 notifications that an injury or exposure had occurred in fiscal year 2001. An additional 508 claims were filed with the State Office of Risk Management and 353 total claims filed with the Health and Safety Department that were classified as incidents. The 2001 Workers' Compensation claims costs were down from fiscal year 2000 by \$196,641.

The Compensation, Classification and Job Announcement Section is responsible for ensuring appropriate classification and equitable compensation for Department positions. Market analyses of governmental and private industry positions are conducted on a routine basis to ensure internal and external equity. This section also establishes career progression plans for Department positions; reviews, revises and maintains the official Department

job descriptions; processes and posts Department job announcements; trains Department management in related HR policies and procedures; and reviews and approves all HR actions impacting salaries.

During 2001, 130 job analysis and evaluations were conducted on new and pre-existing positions throughout the agency. Approximately 700 job descriptions were written or revised during the same period. A total of 1,110 Headquarters and field job announcements were processed and posted.

The Personnel Records Section processed 4,782 personnel action forms in 2001.

The Applicant Screening Section processed 12,254 applications, 588 Headquarters job announcements and 171 retirements. A total of 916 new hires were processed through employee orientation.

Psychological Services Bureau

The Psychological Services Bureau has a staff of four full-time employees who provide psychological, critical incident response, employee assistance and victim services at Headquarters and around the state.

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

Psychological Services' Critical Incident Response Team responded to the line of duty death of Trooper Richard Cottle with 40 individual employee contacts and three group debriefings that included 69 DPS employees and three personnel from other affected agencies. The Staff Psychologist also provided individual debriefings for family members.

Angie McCown and Lt. Wade Ford worked with Lt. Danny Knauth, Highway Patrol Service (Austin), to prepare Line of Duty (LOD) Death binders to provide the LOD Liaison Officers and surviving family members with important information regarding funeral protocol, benefit information, grief resources and other information that would help to organize their activity in the aftermath of such an incident.

Lt. Wade Ford applied for and received a \$25,000 grant from the Governor's Office, Criminal Justice Division, to support the volunteer chaplains who have joined the Critical Incident Response Team. The funding will allow DPS to reimburse travel, communications and training expenses incurred by the chaplains, who are donating their time to the team.

Angie McCown applied for and received a \$382,055 grant to fund three Victim Services Counselors positions. The new counselors were interviewed and selected in December 2001 and begin work in January 2002. They will be placed in the regional offices in Gar-

land, Corpus Christi, and Lubbock.

Psychological Services staff recruited and trained 14 new Employee Assistance Program Specialist volunteers. The addition of these new volunteers increased the number of DPS employees volunteering to work as an Employee Assistance Specialist by 40 percent.

Training Bureau Training Academy

During 2001, the Training Bureau accomplished the following tasks:

The training staff developed a racial profiling course to meet the requirements of Senate Bill 1074. Training personnel attended the Institute of Police Traffic and Management (IPTM) in January to receive training and share ideas on racial profiling issues. The racial profiling course was presented to other state police agencies at the State and Provincial Police Academy Directors Section (SPPADS) of International Association of Chiefs of Police at the annual training conference in June 2001. The course meets the requirements of SB 1074 and guidelines established by the Texas Commission on Law Enforcement Officer Standards and Education.

The Department graduated 136 Trooper Trainees from the recruit training program on March 23. A new recruit class began on September 3. The Recruit Training staff revised the training program for the recruit school to include training in racial profiling, asset forfeiture and Spanish. The courses were



(Above): Recruits undergo physical training, including chin-ups. (Left): Recruits learn policing skills such as dusting items for fingerprints.



introduced into recruit training without increasing the length of the school. A Web site for the recruit class was developed to allow family members to follow the progress of the recruit training program.

Training developed and updated courses in ethics, special investigative topics, use of force and pursuit driving. In-service training

schedules were coordinated and prepared for Highway Patrol, Driver License, Safety Education, License and Weight, Narcotics, Special Crimes, Motor Vehicle Theft and Aircraft. A total of 176 in-service schools were conducted for the year.

Firearms Training began planning for the Florence Firearms Range. Recertification of concealed handgun instructors was modified to require all licensed instructors to attend recertification classes in odd-numbered years so the most current legislative updates can be taught in a timely manner. As a result of this change, 1,240 concealed handgun instructors were recertified during 2001, and 105 new concealed handgun instructors were trained during

2001.

In conjunction with the Texas Police Association, 27 specialized courses were taught during 2001. Training Staff personnel presented in-service training for attendees at the Texas Police Association Annual Meeting. A Web site was created giving course descriptions and allowing online registration for TPA

courses taught at the Training Academy.

Administrative Training Unit

The Administrative Training Unit was created in January 1995 to provide personal, professional, technical and managerial training for DPS employees.

Statewide sharing of resources allowed trainers from other state agencies and DPS employees with specialized knowledge, skills and abilities to assist in teaching more than 60 different classes. The program also uses the skills of outside consultants as well as the Governor's Center for Management Development programs and instructors. Employees attended classes ranging in length from two to 40 hours.

During 2001, the Administrative Training Unit trained 739 students for a total of 8,691.5 training contact hours. Ninety-seven supervisors attended a two-week Supervisory and Management Skills Course that covered leadership skills, performance evaluations, human resource issues, counseling issues, the complaint process and sexual harassment.

Instructors from various state agencies presented classes for DPS employees and DPS staff traveled to other state agencies to train 320 of their personnel.

Motorcycle Safety Training Unit

During 2001, motorcycle operator training sites contracting with the Motorcycle Safety Training Unit had 17,214 students enrolled in either the Basic or Advanced course, a 26

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percent increase over 2000.

In the last six years, student enrollment in motorcycle safety training courses has increased by 284 percent. Increases in the program have been achieved in the following areas:

- The Basic Course enrollment increased 28 percent.
- The Advanced Course enrollment increased 6 percent.
- 15,858 of the enrolled students completed their course for a pass rate of 93 percent.
- Women accounted for 24 percent of the students trained.
- 619 of the Basic Course students were minors.

New permanent training sites were established in Bedford, Denison, Fort Worth, Galveston, Hutto and San Antonio. New mobile sites were established in Beeville and Kerrville with two sites (Denton and Odessa) closing because of range problems. Fifteen Suzuki GZ 250 and 33 Kawasaki BN 125 training motorcycles were purchased and loaned to training sites around the state.

During 2001, 1,426 Texans attended an all-terrain vehicle (ATV) training course. Upon receipt of the student information from the ATV Safety Institute, the Motorcycle Safety Unit staff processed the data and generated and mailed Texas ATV course completion certificates.

In 2001, the Motorcycle Safety Unit processed 3,544 helmet exemption sticker

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The Motorcycle Safety Unit has a trailer that hauls motorcycles from class to class. The trailer converts into classroom space complete with desks.

applications. Of those, 3,008 were approved and 536 rejected.

School Bus Transportation Unit

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

In 2001, the unit updated the eight-hour School Bus Driver Recertification program to comply

with the latest changes enacted by the Legislature. The updated program also includes the most current trends in school bus transportation safety.

The School Bus Transportation Unit worked with State Rep. Judy Hawley, the assistant chair for the state House of Representative's Transportation Committee, to promote National School Bus Safety Week. Winners of the school bus safety poster contest, along with winners of the Texas Association of Pupil Transportation (TAPT) School Bus Road-e-o were invited to an awards ceremony at the Capitol. A proclamation signed by Gov. Rick Perry was read declaring the week as School Bus Safety Week in Texas.

The school bus driver certification program conducted 810 classes during the year, providing school bus drivers with state-recommended safety education training to certify them to drive school buses in Texas. During these classes, 7,349 new school bus

drivers were certified and 10,468 drivers re-certified for three more years.

Bicycle Safety Program

The Bicycle Safety Program continues to certify bicycle safety instructors throughout the state through a program designed to help maintain the safety of Texas children by making them defensive bike riders.

In 2001, the Bicycle Safety Program provided instructors, schools, law enforcement agencies, hospitals and churches with more than 1,500 bicycle safety curriculum books, 5,000 posters, 13,000 "Super Cyclist" brochures and more than 2,000 bicycle safety videotapes. The staff assisted numerous law enforcement agencies with the presentation of a bicycle rodeo in Pasadena, which was one the largest rodeos ever presented.

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 accounting employees to work smarter to achieve the agency's goals in relation to these programs.

Accounting and Budget Control staff monitored the expenditure of more than \$339 million in agency appropriations during fiscal year 2001. Additional appropriation riders and authorizations pushed the Department's total budgeted funding for fiscal year 2001 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. A few highlights from fiscal year 2001 include:

The purchasing section was delegated additional print purchasing authority in excess of \$100,000 from the Texas Building & Procurement Commission.

The Payroll and Insurance sections simplified employee forms and processing by providing employees access through a common computer network and with the enhancements of the Employees Retirement System's internet-based benefit enrollment system.

The Capital Assets Management program implemented Governmental Accounting

Standards Board Statement 34, which required all Texas state agencies to report, retroactively, infrastructure assets at their historical cost and the subsequent depreciation of such assets.

Accounting and Budget Control staff members continually strive to meet the needs of DPS customers. As an ongoing process, the staff will reevaluate the service's goals and will realign functional components to increase operational effectiveness and efficiency as necessary.

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 necessary to improve employment of protected classes and provides information and assistance to 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

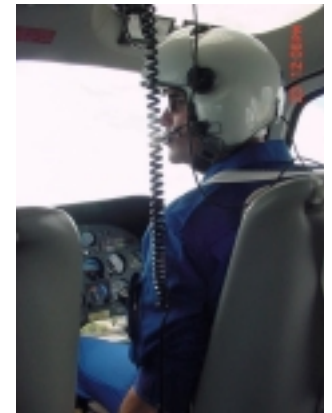
The Aircraft Section uses eight helicopters, seven single-engine airplanes and one

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.

In 2001, the Aircraft Section was able to replace one of its oldest Cessna 210s with a new Cessna 206 that will be stationed in Lubbock. The Department also acquired a new Aerospatiale 350B2 helicopter, which will be stationed in McAllen. Both aircraft are in the completion stages and will be in their respective stations the early part of 2002. The Department also was given permission to replace one of its oldest helicopters, and will be seeking to do this as soon as funds become available.

The Aircraft Section's new helicopters are painted black and white to be consistent with the decision in 2000 to mark the helicopters. The state seal also is displayed on both sides of the helicopter.

The helicopters' primary uses are search-and-rescue missions, and the new paint





DPS helicopters now are being painted black and white and identified as belonging to DPS.

scheme increases DPS's visibility to the public as a state police helicopter operation.

Aircraft missions supported 2,047 criminal investigations resulting in 345 felony arrests and the confiscation of illegal drugs valued at \$30,015,532. The Aircraft Section also assisted in seizing 35 vehicles and 72 other assets valued at \$220,320. The Aircraft Section assisted in locating 38 stolen vehicles, 11 pieces of heavy equipment and 141 other articles with a property value of \$437,650.

Flight Missions:	2,047
Flight hours:	5,627
Suspects located:	49
Felony arrests:	345
Victims located:	6
Undercover investigations:	3
Narcotic investigations:	924
Criminal investigations:	792

Contraband transported:	\$2,501
Imprest transported:	\$385,000
Value of narcotics located:	\$30,015,532.60
Value of stolen property located:	\$437,650
Persons rescued:	18
Lost persons located:	21
Downed aircraft located:	12
Drowning victims located:	3
Persons evacuated:	33

Information Management Service

The Information Management Service (IMS) 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 service provides 24-hour, 365-day access to critical systems.

IMS expanded the DPS presence on the Worldwide Web. The department's Web site had more than 11 million hits, as well as compliments from the public on how informative they found the site to be. In addition, IMS successfully designed and implemented a fully automated process for renewing driver licenses through the Texas Online portal. The IMS design has become a model for other applications.

In 2001, IMS handled more than 1 billion

transactions through the Texas Law Enforcement Telecommunications (TLETS) network. The system provided valuable support to law enforcement in Texas and across the nation, particularly after September 11.

IMS implemented a system that provides online verification of medical practitioner controlled substances registration information via the DPS Web site. The information contained on the Web site is non-confidential physician licensing information and is provided as a convenience for credentialing officials.

IMS continued to deploy the satellite network, which was used in part to connect the DL Express RV to the DPS network.

Information Resources Services

The Information Resources Services Section oversees the acquisition and use of information technology within DPS.

The section's five main functions of are:

Data Security—creates and enforces agency data security policy and controls access to DPS information resources.

Contingency Planning—develops and facilitates agency contingency plans to minimize loss of critical information resources necessary for continuation of agency services to the citizens of Texas following a disaster and consolidates and maintains agency business continuity plans.

Quality Assurance—establishes quality assurance processes that will assist information technology project managers to meet

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expected outcomes as well as budgetary and calendar objectives.

Record Management—administers agency records management program to ensure compliance with state statutes.

Strategic Planning—develops the information resource section of the agency's strategic plan and maintains the biennial operating plan for information resources as directed by the Legislative Budget Board.

Information Resources accomplishments in 2000-2001:

- Created an online repository for post-implementation review reports for completed data processing projects to allow for historical research on what was done correctly in implementing information resources projects and what needs to be improved.

- Revised and gained approval for an updated records retention plan for the agency. The plan recognizes many new types of electronic and paper documents created by the agency.

- Gained executive approval for a data security policy that was included as a separate chapter in the General Manual. The policy consolidates and clarifies many individual policies and rules into one unified and clearly defined location.

- Reviewed and updated the current disaster recovery plan and assisted all areas in revising their business continuity plans.

- Monitored and reported on more than 40 projects that accounted for approximately \$19 million of information resources.

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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.

Personnel investigations may also be conducted by a Department supervisor; however, Internal Affairs coordinates all complaint 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 that 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.

All employee firearm discharges resulting in injury or death are investigated by Internal Affairs. 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 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 or Texas Commission on Human Rights; internal complaints relating to the Department's policy on Equal Employment Opportunity; administrative appeals of disciplinary matters and open records requests. Personnel also are available to provide assistance to the Attorney General's office in matters involving litigation against the Department and its employees.

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

Internal Affairs provides continuing

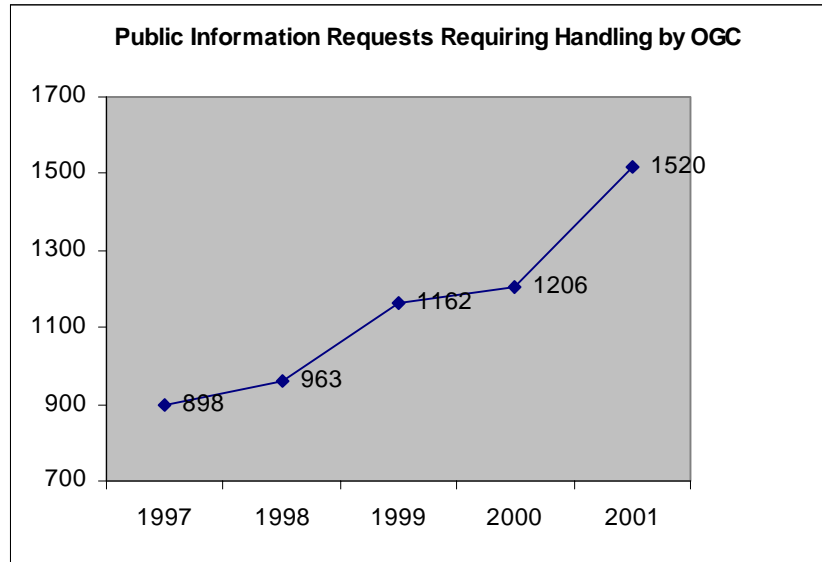
assistance to employees, personnel from other agencies, and citizens in such areas as complaint and firearm discharge investigations, policies and procedures, training, statistics and background investigations.

Statistics

Total personnel complaints:	150
Investigated by IA:	9
Investigated by supervisors:	141
Total administrative inquiries:	173
Investigated by IA:	21
Investigated by supervisors:	152
Total firearm discharge incidents:	62
Investigated by IA:	15
Investigated by supervisors:	47
Office of General Counsel assists:	70
EEOC/TCHR:	1
Litigation:	3
Open Record requests:	66
Total Workers Compensation Inquiries:	0

Internal Affairs figures show the total number of personnel investigations have fallen each of the last five years, declining approximately 18.6 percent in 2001 compared to 2000.

Figures also show non-injury firearm discharge incidents declined in 2001; however, incidents resulting in injury or death increased, rising from four incidents in 2000 to 15 in 2001.



Office of General Counsel

The Office of General Counsel (OGC) advises the Director and management in legal areas affecting the Department. Areas of legal practice include employment and personnel, criminal law, traffic law, litigation, tort claims, administrative law, property and contracts.

Activities of OGC personnel include monitoring new legislation; coordinating litigation; processing public information requests and subpoenas that require legal review; handling claims for damages; drafting and reviewing legal documents such as administrative rules, manuals, policies, and contracts and grants; representing the Department in various hearings; reviewing personnel matters and firearms discharges; and advising management on legal questions. The office publishes a monthly Legal Bulletin for depart-

mental employees on various issues affecting day-to-day law enforcement operations. OGC attorneys routinely provide instruction at the Training Academy for recruit classes and law enforcement education.

This year OGC assumed responsibility for the administrative rule process and the departmental manual revision process.

Employees: General

Counsel Mary Ann Courter and Deputy General Counsel Duncan Fox supervise 21 employees, including seven attorneys, one commissioned inspector, four legal assistants and nine support staff.

Significant Achievements in Calendar Year 2001:

- OGC tracked 845 legislative bills and provided monitoring functions for 750 bills during the legislative session. After the session, OGC published *Laws Affecting DPS*, a compilation of the new laws for department employees and provided classroom instruction to employees on key changes in the law requiring department action.

- OGC coordinated the handling of public information requests. In calendar year 2001, OGC handled 1,520 requests that required

legal review.

- Attorneys in OGC monitored 150 lawsuits in coordination with the Office of Attorney General. As of December 31, the Department had 81 active cases; 69 cases were closed during the year.

- OGC processed 90 claims for damages arising from Department routine operations and enforcement activity.

Attorneys in OGC provided legal services on 151 Department grants and contracts.

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.

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.

Among the events PIO was involved in during the year:

- PIO assisted with media calls after the escape of seven inmates from a Texas Department of Criminal Justice facility. Special Crimes investigators and Texas Rangers worked on the case. The seven were apprehended in Colorado.

- PIO handled media information on two wrecks that killed a total of 13 people.

- PIO assisted SES in dealing with media coverage of the line-of-duty death of Vehicle Inspection Trooper Richard Cottle.

- PIO generated coverage of the new Special Crimes list of fugitive sex offenders.

- The office sent out news releases detailing new traffic and criminal laws arising out of the legislative session.

- PIO assisted SES with media calls relating to the collapse of the Queen Isabella Bridge to South Padre Island.

- The events surrounding September 11

continued to garner media coverage throughout the year. Special Crimes investigators and other DPS staffers assisted with investigations into the terrorist attack, and PIO answered media questions regarding those investigations.

Statistical information:

	2000	2001
Media calls:	5,015	5,285
E-mails:	9,063	10,243
Training classes taught:		4
General-interest press releases:		69
Field response to major incidents:		2
Car seat clinics:		15
Tours:		31

2001 Awards

Medal of Valor

Jeffrey Dale Sones, Traffic Law Enforcement, June 1

Medal of Merit

David Gavin, Administration, January 17

Glenn Scales, Traffic Law Enforcement, May 15

Jim Templeton, Driver License, October 10

Director's Citation

Alan P. Davidson, Traffic Law Enforcement, March 23

Steven Bynum, Traffic Law Enforcement, May 15

Garry Parker, Traffic Law Enforcement, May 15

Lee Pagel, Criminal Law Enforcement, July 26

Leslie Brooks Long, Texas Rangers, September 13

Paul Sinclair Sigman, Traffic Law Enforcement, October 19

Tracy Q. Murphree, Texas Rangers, November 6

Robert D. Fuller, Traffic Law Enforcement, November 28

Clinton S. Baughman, Traffic Law Enforcement, November 28

In Memorium



**Motor Vehicle Inspection Trooper
Richard Dale Cottle**

Motor Vehicle Inspection Trooper Richard Dale Cottle was the 76th DPS officer killed in the line of duty.

Trooper Cottle, 51, of Waco, was killed in a traffic crash while on his way to testify in court in Dallas.

Trooper Cottle was a 29-year-veteran of DPS. He joined DPS in October 1971 and graduated from the

DPS Academy in February 1972.

After graduating from the Academy, Trooper Cottle was a Highway Patrol Trooper in Marlin and Waco, becoming a License & Weight Trooper in Waco in 1983. He became a Motor Vehicle Inspection Trooper in Waco in 1997 and remained there until his death in May 2001.

Trooper Cottle had numerous commendations from the public for his service.

Trooper Cottle is survived by his wife, Marsha Pernell Cottle, and his children, Chatt, 26, and Crystal, 29. Chatt Cottle is a DPS Capitol Service Trooper.