

2002 Annual Report



Texas Department of Public Safety

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.”**



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

We are pleased to present the Texas Department of Public Safety's 2002 Annual Report. As you will see in the following pages, 2002 was a year of great challenges and great successes for the Department.

DPS troopers arrested 42,998 drunk drivers and seized 53,293 pounds of marijuana.

DPS criminal investigators recovered stolen vehicles valued at \$47 million and continued their counter-terrorism intelligence activities.

DPS assumed operational oversight for narcotics task forces in the state and narcotics seizures increased 5 percent from the year before.

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 black ink that reads "Thomas A. Davis Jr.".

Thomas A. Davis Jr., Director

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



Colleen McHugh



James B. Francis Jr.



Robert Holt

ability; honesty and integrity; education and training.

Members of the Commission in 2002 were Chairman M.

Colleen McHugh of Corpus Christi, James B. Francis Jr. of Dallas and Robert B. Holt of Midland.

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 2002, the director of DPS was Col. Thomas A. Davis Jr. Assistant directors were Lt. Col. Frankie Waller and Lt. Col. David McEathron.

Lt. Col. Waller oversees law enforcement operations in the agency, supervising the Texas



*Col. Thomas A.
Davis Jr.*



*Lt. Col. Frankie
Waller*



*Lt. Col. David
McEathron*

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) provides the Department with independent and objective assessments of its various programs and operations. Based on the audits and inspections performed, OAI develops recommendations for improvements in accountability, integrity, effectiveness and efficiency.

Internal Audit

During fiscal 2002, internal auditors performed 12 risk-based audits, three special projects, 16 Narcotics Service Imprest Fund audits, 15 Petty Cash Fund audits and 80 Driver License Office audits. These audits resulted in 53 recommendations for improvement.

Inspection

OAI Inspectors conducted inspections of law enforcement

operations in three of the Department's six regions and inspected six headquarters operations during fiscal year 2002. These inspections produced 172 recommendations for improvement.

Additionally, inspectors routinely perform other duties on behalf of the Department. For example, they answer numerous requests for information from DPS personnel, other state or local police agencies, the public, other government agencies and the Legislature.

One inspector chaired the Department's Accident Review Board. In 2002, this board reviewed 494 fleet collisions and 257 fleet accidents. The Chief Inspector chaired the Awards Committee that reviews and processes all the Department's performance awards.

Inspectors taught numerous law enforcement training classes at the Department's Training Academy and at other police training functions.

One inspector, who is a Certified Law Enforcement Planner, coordinated the preparation of the Department's strategic plan and related action plan.

Another OAI inspector, certified by the FBI and the International Criminal Investigative Analyst Fellowship as a forensic profiler, reviewed and assisted with more than 51 criminal cases. He also mentors and is helping to train an additional profiler for the Department.

2002: A Snapshot of DPS

Legislative appropriation: \$406,639,890

Miles of roadway patrolled by Highway Patrol Troopers: 214,315

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

Total number of licensed drivers: 15 million

Number of speeding citations issued by Troopers (estimated): 503,697

Number of intoxicated drivers apprehended by Troopers: 42,998

Value of narcotics located by Aircraft Section: \$43,871,179

Number of vehicles placed out-of-service by License and Weight Troopers: 42,171

Number of DNA cases completed by DPS Crime Laboratory: 1,716

Value of stolen property recovered by the Motor Vehicle Theft Section: \$47,078,494

Number of death sentences from Texas Ranger investigations: 12

Number of transactions on the TLETS network: More than 1 billion

Number of driving knowledge tests administered: 2,143,133

Number of DPS employees: 7,311

Traffic Law Enforcement Division

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

The TLE Division is divided into six regional commands, which comprise its field operations. Regional Headquarters are located in Garland, Houston, Corpus Christi, Midland, Lubbock and Waco. Additionally, the TLE Division provides security for the Governor and has responsibility for all police services within the Capitol Complex.

The TLE Division, the largest in DPS, currently consists of 3,538 members, including 2,367 commissioned officers and 1,171 civilian support personnel. The division is uniquely responsible for a variety of enforcement activities and regulatory functions involving traffic, vehicles, drivers and other individuals. The division's enforcement, regulatory, staff and support services are separate units with programs and objectives that are designed to complement one another to accomplish the Department's



The two bomb detection teams based at the Texas state capitol. The canines joined DPS in April 2002.

overall objective. The men and women of the Traffic Law Enforcement Division carry out the activities of the division through six field services that are specialized by function.

The Automated Information Services Unit manages and coordinates information resources within the division and works with the Department's Information Management Service.

The Breath Alcohol Testing Bureau administers and regulates the statewide breath alcohol testing program in compliance with the Texas Breath Alcohol Testing regulations through technical supervisors stationed in key locations throughout the TLE Regional Commands. The bureau 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 transferred 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 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 1,711 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,



License & Weight troopers inspect thousands of commercial motor vehicles each year.

general police patrol, consisting of criminal law enforcement, emergency and disaster assistance and security activities. Patrol strategies are designed to detect and apprehend individuals who use the highways to further criminal activities. The arrest of individuals who are wanted fugitives and those involved in the sale and

transportation of illegal drugs and stolen property are enforcement priorities.

License & 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 & 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 & Weight Service has grown substantially in size from the 19 original Highway Department inspectors and Chief to its present strength of 409 troopers and supervisors and 91 civilian inspectors.

The License & Weight Service strives to protect the highways from unnecessary damage, enforces registration laws, enforces federal motor carrier safety regulations 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;
- Enforcing hazardous material regulations;
- Enforcing motor carrier safety regulations;
- Enforcing all traffic laws;
- Enforcing 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 informational and liaison relationships with the transportation industry.

The Motor Carrier Bureau provides staff support for the License & Weight Service by acting as a repository for all L&W documents relating to commercial motor vehicle operations and by running the Motor Carrier Safety Section and 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.

In 1990, Texas implemented a vehicle emissions testing

however, is limited to only an eight-hour-per-day basis.

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

• **Traffic Law Enforcement**—Police traffic supervision on highways of assigned responsibility, which consist of 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 simultaneously conduct a

program in the Dallas/Fort Worth area to test vehicles for hydrocarbons and carbon monoxide. In 1996, the program was expanded to the Houston and El Paso areas. Collin and Denton counties were added to the emissions program in 2002.

Currently, Vehicle Inspection personnel supervise inspection stations throughout Texas. The inspection program helps to keep Texas roadways safe and the environment clean by requiring vehicles to be inspected annually for conditions or defects that might cause traffic collisions or contribute to pollution.

Vehicle Inspection Service

authorized to detect and take appropriate enforcement action against anyone violating state laws. The 20 Troopers and 256 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, located in Austin, supports the vehicle inspection program by requisitioning, distributing, monitoring

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. Currently, six counties in Texas (Dallas, Collin, Denton, Tarrant, Harris and El Paso) are designated as non-attainment counties for clean air. Vehicle owners in these six counties have vehicle emissions exhaust testing done in conjunction with the vehicle's annual state inspection. The bureau oversees the implementation and operation of the Vehicle Emission Program with 10 civilian employees in Austin.



In June, DPS troopers investigated a bus crash that killed five people on board. The bus was carrying children and adults to a church camp. The Safety Education Service handled the media response to the incident.

personnel supervise all official vehicle inspection stations to obtain the best inspection possible under existing law. They are

and tracking inspection certificates. The service maintains official records pertaining to vehicle inspectors and station

Safety Education Service

The Texas Legislature created the Safety Education Service (SES) in 1957. SES is charged with helping educate the public about the state's traffic laws, stimulating voluntary compliance. SES troopers provide information 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 public through the news media, schools, civic clubs, various other concerned citizen groups and other law enforcement agencies. The 37 SES troopers also handle public information activities and coordinate regional recruiting efforts.

Capitol Service

The Capitol Service has 147 commissioned officers and 148 civilian personnel and handles police functions, security and parking administration in the Capitol Complex and at other state office buildings in Austin.

The Capitol Complex in the City of Austin encompasses a 46-square-block area and includes the state Capitol building, 29 state office buildings and 13 private office buildings with a daytime population of approximately 40,000, including 14,000 state employees.

The Capitol Service maintains public safety and security within the Capitol Complex and carries out its duties through three program areas: police/security management, crime suppression and control and parking management.

Due to the events of September 11, 2001, the Capitol Service continued to operate on a heightened level of security within the complex and the Capitol. That level remained elevated throughout the year due to continuous threats and warnings. The Capitol Service added two explosives detector canine teams to assist troopers in the detection of illegal explosives. The Criminal Investigation Detail remained busy in 2002 investigating numerous crimes ranging from theft of services to terrorist threats.

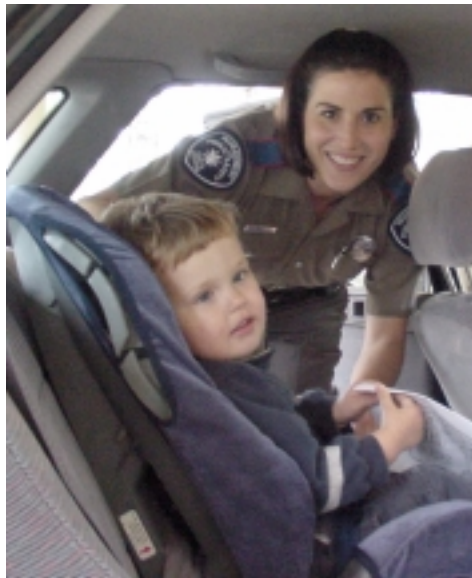
Communications Service

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 telecommunications systems.

The Department operates 37 communications facilities that run 24 hours a day, seven days a week.

The Communications Service has 245 civilian personnel and carries out its duties through four different programs: communications between department units, communications between the Department and other law



Safety Education Service trooper Jeannie Steely helps install a car seat during a DPS-sponsored clinic.

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.

Specialized Units

Several units and teams within TLE are charged with handling a variety of specialized functions.

• **The Governor Protective Detail** provides protective and security service to the Governor

and his family. The detail also provides those services to visiting governors from other states and to members of the state legislative and judicial branches when assigned.

• **The Dive Recovery Team**, activated in 1995, is equipped with state-of-the-art equipment that includes underwater sonar, metal detectors, global positioning systems, environmental suits that facilitate diving in contaminated water, surface supplied air facilities and hard-wired communications systems. Members are trained and equipped to dive in zero-visibility conditions and are cross-trained in water rescue. In 2002, the team was assigned to 29 dive operations that recovered five bodies, five vehicles and 10 weapons.

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

• **The Drug Detector Canine Program** began in 1993 to assist officers in interdicting illegal drugs moved through the state highway system. Out of a total authorized complement of 28 teams (dog and handler), 24 are deployed in key locations throughout the state. During 2002, these teams conducted 1,480 searches that resulted in the seizure of 9,470 pounds of marijuana, 369 pounds of co-



A DPS Dive Team member recovered a murder weapon from a river in South Texas where it had been thrown by the suspect.

caine and smaller amounts of methamphetamine, heroin and other narcotics. Canine teams also were involved in the seizure of more than \$5,189,643 in illegal currency.

• **The Explosive Detector Canine Program** began in 2002 to assist troopers in the detection of illegal explosives. Two explosive canine detection teams are assigned to the Capitol Service. Each explosive canine team is made up of one trooper and one Belgian Shepherd. In 2002, the teams responded to 12 calls for service from numerous entities, including the Governor Protective Detail, DPS Headquarters Security, DPS Training Academy, U.S. Secret Service and the U.S. Department of State.

• **Two Civil Disturbance Management Teams** are established, equipped and maintained in each Highway Patrol Service District. They are tasked with handling a variety of riot and other civil disturbance duties

when called upon by local authorities for assistance.

Accomplishments

The division's objective is to reduce death, injury and economic loss by working to reduce the rural traffic death rate and criminal acts in Texas. Although numbers for 2002 were not available at press time, in 2001 the number of people killed in rural fatal accidents decreased from 2,187 in 2000 to 2,145. The rural accident death rate (traffic deaths per hundred million miles driven) for the same period decreased from 3.2 in 2000 to 3.0 in 2001. 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 projected (*) for

() Annual projections are based on January – October actual numbers.*

2002 totaled:

Traffic arrests:	1,124,046
Warnings:	1,029,441
DWI arrests:	42,998
Speeding arrests:	503,697
Stolen vehicles recovered:	1,044
Occupant restraint arrests:	163,685
Motorist assists:	44,196

Criminal law enforcement violations detected as the result of routine traffic stops during the same period were projected to reach 7,825 felony and 27,501 misdemeanor arrests for a variety of criminal violations.

TLE troopers continue to lead the nation in the seizure of several types of controlled substances. Through December 2002, they made 1,258 drug interdiction cases in which 53,295 pounds of marijuana, 2,771 pounds of cocaine, 53 pounds of methamphetamine and smaller amounts of other narcotics were seized. In addition,

troopers seized more than \$15.2 million in drug-related currency.

With the projected opening of the Texas-Mexico border to long-haul Mexican commercial vehicle traffic, the License & Weight Service will have to staff eight commercial vehicle border inspection stations.

The Department has developed a three-phase plan to appropriately staff these facilities. Phases I and II were completed during 2002 with the opening of four temporary border inspection facilities.

License & Weight personnel conducted 186,497 roadside commercial vehicle inspections during which 42,171 vehicles and 13,795 drivers were placed out-of-service for operating with equipment defects and safety problems posing an imminent hazard to the public.

Late in 2002, License & Weight personnel began a 90-day bus inspection pilot program to improve safety in Texas. During the pilot program, troopers conducted bus inspections of en route buses in addition to performing existing terminal and destination inspections. In December, 60 roadside inspections were performed, with three buses and five drivers placed out-of-service. One driver was arrested for driving while intoxicated.

In performing their duties, Safety Education troopers conducted 30,395 safety presentations to the public, with 336 classes specifically for police officers.

Vehicle Inspection Service troopers recovered 639 counterfeit documents, leading to 1,207 related criminal cases. Civilian Vehicle Inspection technicians conducted 80,476 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 crashes.

Field Operations

Region 1:

On June 24, a charter bus carrying 38 teenagers and three adults, including the driver, was involved in a single-vehicle crash on I.H. 20, 8.4 miles east of Terrell, in Kaufman County. Four of the teenagers and the driver were killed. All of the other passengers received injuries ranging from minor to very serious.

Region 2:

The new Houston Regional

Office officially opened on September 23 with a ribbon cutting. This new office will house personnel from all Divisions of the Department.

Region 3:

On November 11, Trooper Fred Ogden, HP Sinton, seized \$3,227,604 during a traffic stop on U.S. 77, north of Sinton in San Patricio County. This cash seizure was the largest ever during a DPS traffic stop. Trooper Ogden stopped the rental truck for speeding. After the driver and passenger gave conflicting stories, they granted permission for a search of the vehicle. The cash was found in three large duffel bags in the back of the truck.

Temporary border safety inspection facilities were opened at ports of entries in Brownsville, Pharr and Laredo. These new facilities will aid the License and Weight Service in ensuring that competent drivers are operating commercial motor vehicles; that safe commercial motor vehicles are being driven on Texas' highways; that both carriers and operators are in compliance with



DPS troopers help protect the President when he travels to Texas.

State and Federal statutes; and, that commercial motor vehicles are size and weight compliant in order to protect our roadways from unnecessary and premature damage.

Region 4:

Temporary border safety inspection facilities were also opened at the Bridge of the Americas port of entry in El Paso and at the Camino Real port of entry in Eagle Pass.

Region 5:

A ceremony was held on November 20 to dedicate a new DPS office in Childress. The building space was given to the Department by Childress County and was renovated by the local economic development board.

Region 6:

Field personnel from the Highway Patrol Service assisted the U.S. Secret Service with 11 visits by President Bush to his ranch in Crawford. These visits lasted from three to 30 days in duration. Other dignitaries visiting the president in Crawford were Tony Blair, Prime Minister of Great Britain; Crown Prince Abdullah of Saudi Arabia; Jiang Zemin, President of China; and Vice President Dick Cheney.

Senior Trooper Garry Parker, Safety Education Austin, won second place at the 2002 U.S.E.O.W. conference in Indianapolis with his safety program, "If a Car Could Talk." Trooper Parker was selected to represent DPS by a panel of Headquarters personnel.



Above and right: DPS and the Texas Department of Transportation opened temporary border safety inspection facilities in several cities along the border. The facility in these photos is in the Valley.



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 Service

Some of the notable accomplishments of 2002 include:

- **Laboratory accreditation.**

The DPS crime laboratories employ a number of procedures to assure a quality work product. Every five years, DPS applies for accreditation by the American Society of Crime Laboratory Directors. During the week of February 24, 16 members of the society's Laboratory Accreditation Board conducted an inspection of all 13 labs. After some adjustments to DPS lab procedures were made, the board approved DPS re-accreditation. (Most DPS labs have been accredited since 1986 and all have been accredited since 1991.)

- **CODIS entries.** CODIS is an FBI-sponsored DNA database which enables federal, state and local crime labs to exchange and compare DNA profiles electronically, thereby linking crimes to each other and to convicted offenders. Eight of the Department's laboratories and numerous

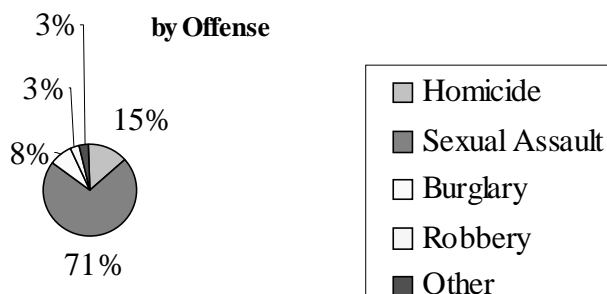
city and county laboratories in Texas participate in CODIS.

The number of CODIS (Combined DNA Index System) entries into the Texas DPS database increased significantly in 2002. The number of database DNA profiles from offenders increased from 85,000 at the end of 2001 to more than 143,000 at the end of 2002. More than 133,000 of these DNA profiles were obtained by outsourcing specimens to a company in Utah; by the end of 2002, the backlog of specimens needing DNA profiles was reduced to about 6,000. In 2003, the CODIS unit will generate all DNA profiles in-house. CODIS is expected to receive and profile about 3,000 specimens each month during 2003.

- **CODIS hits.** Forensic DNA profiles generated in the eight crime laboratories, from samples recovered from crimes, can be queried against the CODIS database, allowing the potential for case-to-case matches as well as case-to-offender matches.

Total Hits

by Offense



Above: Various crimes have been solved because of biological evidence left at crime scenes.

When such a match is made, and if the match was unexpected, it is called a "cold hit." These are matches that solve crimes that might have otherwise remained unsolved.

During 2002, there were 118 "cold hit" matches. Of these, 28 hits were case-to-case matches, and four were in the national database. There were 84 hits in the case-offender category and 19 were matched to the national database. These hits helped to link or solve 17 homicides, 83 sexual assaults, 10 burglaries and four robberies that might still be unsolved without the computer database of DNA profiles. At the time of the cold hits, two-thirds of the suspects were in custody.

The convicted offenders were not limited to one type of crime. Of the cold hits that solved the homicides, nearly half of the suspects had their DNA profiles entered into the CODIS database because of a burglary conviction.

- **DNA cases completed.**

The number of DNA cases worked by the eight DPS forensic

labs has increased almost 300 percent over the last five years. In 2002, the eight labs completed 1,716 DNA cases. The 32 DNA analysts are testifying every month in murder and sexual assault trials.

Eight DPS Crime Labs and five city/county crime labs in Texas received a joint grant to help complete DNA analysis in cases where no suspect had been identified. DPS labs expect to work 500 extra DNA cases¾ mostly by working overtime¾ by the end of 2003. In 2002, the labs had completed 124 cases by the end of the year.

• **Post-conviction examination of forensic DNA evidence.**

The labs also re-examined evidence in 38 post-conviction cases to determine whether biological evidence supported an inmate's conviction. These cases resulted from the passage of SB 3 (77th Legislature).

• **Laboratory construction and renovation.** During 2002, the DPS building in Houston was completed, including a new laboratory that replaced the previous 30-year-old facility. The new lab has 12,000 square feet

of space to accommodate 17 employees.

The new CODIS laboratory and the renovation of the firearms laboratory in Austin provided much needed additional space.

• **Drug cases completed.**

The number of drug cases completed by DPS labs increased 13 percent in 2002 to 43,000, compared with 38,000 in 2001. Drug cases account for about 80 percent of all cases submitted to the DPS labs.

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 federal and local officers with basic and advanced identification of cars, trucks, heavy trucks and trailers; construction equipment; farm equipment; aircraft; watercraft; mobile equipment; and other types of vehicles subject to theft. Capabilities include backtracking from manufacturers throughout the world, locating and building confidential identification numbers, establishing factory contacts with major vehicle manufacturers, checking purged records on a national

computer system and identifying suspect vehicles through personal identification. In addition, the MVTIS provides 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 south-bound vehicle inspections at the various ports of entry.

Stolen vehicle recoveries from Mexico showed a slight increase from the Border Auto

Theft Information Center (BATIC).

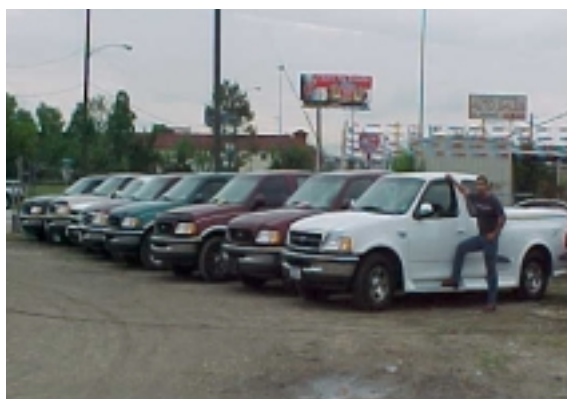
Recoveries of Mexican stolen vehicles in Texas are increasing.

Texas continues to be a source of stolen vehicles for international exploitation. Several rings have been interdicted moving



Above: Tractors that were recovered during a MVTIS investigation.

Right: Pickup trucks are popular targets of thieves. These trucks were recovered by DPS investigators.



stolen vehicles out of the Houston area into Honduras and Guatemala.

DPS continued to work with the private sector on vehicle tracking systems for stolen cars and equipment. Controlled deliveries of stolen air compressors and lighting systems were conducted from the Dallas to El Paso areas that were designated for buyers south of the Mexican border. These tracking systems have altered the theft methods used by thieves, decreased recovery time for stolen equipment and decreased damage to stolen vehicles.

The use of salvage certificates and blue titles to conceal stolen vehicles is on the rise. One case in the Houston area has garnered more than 100 vehicles and six arrests of suspects who targeted low-income victims.

MVTS investigators worked with the Auto Theft Prevention Authority (ATPA), placing personnel on seven task forces. The service also operated the BATIC program as well as a training program for Texas, U.S. and Mexican peace officers on the recognition and recovery of stolen vehicles, heavy equipment and boats.

Narcotics Service

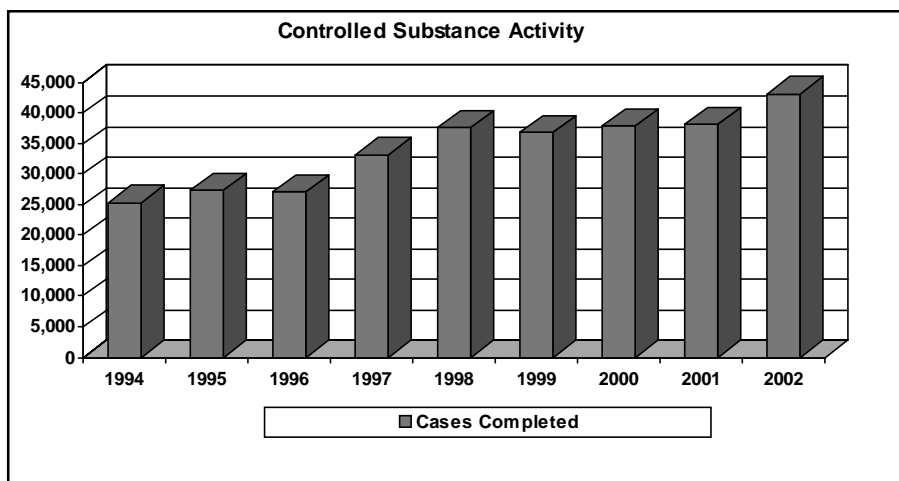
Fiscal year 2002 marked a period of monumental change and remarkable accomplishment for the Narcotics Service.

On January 19, at the request of the Governor's Office, the Narcotics Service assumed operational oversight and training responsibility for the 49 multi-jurisdictional drug task forces

located throughout Texas. (The DPS Narcotics Service consists of approximately 450 personnel, while the combined total of task force personnel is approximately 800.)

To attain this project's goals

increase in training responsibility, the Narcotics Service Training Section completely redesigned its strategy. The Training Section, which has only eight staff members, rapidly developed a comprehensive training curriculum that



of increased accountability, coordination and efficiency, Narcotics Service field operations were reorganized, creating four regional commands and increasing the number of districts from seven to 14. The service increased the number of field supervisory positions to enhance supervisory support and oversight.

Thirty-seven Narcotics Service personnel were integrated into the task forces in command and investigative positions to increase coordination and efficiency of task force operations. These personnel commitments were made from existing full-time equivalent staff positions.

Standardized operational policies and procedures were developed and implemented with the collaboration of local law enforcement representatives from the task forces.

To address the three-fold

was applicable to both DPS and local law enforcement personnel. Training was decentralized by providing classes throughout the state to enable greater attendance by task force personnel while reducing travel expenses for both the Department and task forces.

In 2002, the Narcotics Service Training Section conducted 106 classes and presentations that were attended by 2,070 state and local law enforcement personnel.

Throughout 2002, the Narcotics Service experienced a significant reduction in the number of line personnel due to retirements, transfers and the increase of supervisory positions created by its reorganization. These changes represented a decrease of approximately 10 percent in the number of Narcotics Service sergeants available for criminal investigations. Despite this, Narcotics Service arrests

increased by 5 percent and drug seizures matched the previous year. These accomplishments are the result of continued commitment to increased efficiency and coordination of investigations between the Narcotics Service and federal and local law enforcement agencies.

The key to successful narcotics investigations is rapid and effective sharing of criminal information. The Narcotics Service has placed a high priority on constant refinements to its criminal information infrastructure, the Texas Narcotics Service Information System. The automated linking of the Southwest Border States Anti-Drug Information System to the DPS Criminal Law Enforcement Reporting Information System (CLERIS) enabled authorized federal, state and local law enforcement personnel throughout Texas to simultaneously query the state criminal information databases of Texas, New Mexico, Arizona and California.

Additionally, criminal information derived from the 49 drug task forces also has been incorporated into CLERIS. The Service conducted extensive training of federal, state and local analytical personnel to achieve proficiency in enhancing automated information sharing. The CLERIS analyst reporting format was redesigned to increase input and analysis of criminal information by analysts into CLERIS. Armed with these tools and abilities, analysts in the Service's Post-Seizure Analysis Team and Narcotics Analyst Team responded to 25,335 requests for investigative assis-

tance and provided 1,517 disseminations to federal, state and local law enforcement personnel in 2002.

Narcotics regulatory programs, comprised of the Controlled Substances Registration Program, the Texas Prescription Program and the Precursor Chemical/Laboratory Apparatus Program, experienced significant increases in activities designed to enhance customer service.

Personnel made presentations throughout the state to medical and pharmacy professionals, Native Americans and investigators and administrators on topics including drug diversion, peyote distributor regulations, the Controlled Substances Act and requirements of the prescription drug monitoring program. The Schedule II prescription form was redesigned and widely distributed to licensed prescribers. Information provided to prescribers and pharmacists through the prescription drug-monitoring program increased more than 200 percent.

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:

- **Counter-Terrorism Intelligence Mission.** In response to the tragedy that occurred on September 11, 2001, the director charged the Special Crimes Service with coordinating counter-terrorism activities with federal,

state and local agencies in Texas. In addition, Special Crimes assigned headquarters research specialists and field investigators to focus on identifying and investigating individuals, groups and organizations who are suspected of being involved in acts of terrorism. The overall operations within the Service were restructured to provide dedicated resources to the anti-terrorism



intelligence effort.

- **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.

- **Sex Offender Compliance.**

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. Personnel, in tandem with local agencies, conduct investigations of the state's registered sex offenders who fail to meet registration requirements.

- **Computer Information Technology and 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 serves as a central repository of information about Texas' missing persons or persons missing from other states but believed to be in Texas. The Clearinghouse was established to meet the needs of law enforcement and the Texas public in handling the problem of missing and unidentified persons. In an effort to assist law enforcement and to keep the public informed, the Clearinghouse provides 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 for Missing and Exploited Children. Clearinghouse personnel also publish missing person's information on the Internet and assist in the identification of unidentified living and deceased persons.

In 2002, Gov. Rick Perry instituted a statewide Amber Alert

plan for child abductions. Upon notification of a request to activate an Amber Alert, the Clearinghouse serves as liaison between law enforcement and the Emergency Management Service. Beyond the activation decision, the Clearinghouse will evaluate the need for appropriate law enforcement assistance.

• **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 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. Crime Analysis personnel also serve as the lead facilitator in the state-mandated Texas Violent Gang Task Force and the Texas 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 of suspects upon request for felony investigations.

• **Criminal Law Enforcement Online.** Special Crimes implemented the second phase of Criminal Law Enforcement Online (CLEO), a secure web site restricted to criminal justice personnel. Previously, CLEO focused on the issue of counterterrorism. Phase Two, however, expanded the web site to include information regarding other crime categories, such as burglary, homicide, robbery and sex offenses. Special Crimes personnel



Above, left to right: This trailer, cash and rifle with sight were seized during a raid on the home of a man who allegedly conspired to steal blank birth certificates and then sell them.

also worked with the DPS Information Management Service to develop additional applications and enhancements to the web site, which will be implemented in early 2003 as Phase Three.

• **Database of crimes against the elderly.** The service implemented the database created by HB 195 (77th Legislature) and disseminated guidelines for use of the information to local law enforcement agencies.

Significant Cases

• Sgt. Johnnie Jezierski was instrumental in initiating an investigation of a large confederation of criminals involved in the theft and resale of bulk consumer items. Millions of dollars every year are lost to these criminal enterprises. The groups operate out of the Houston area and other locations in Texas, and work in conjunction with similar groups in other states and overseas. The thieves are primarily illegal immigrants from Central America and Mexico, while the fences are mostly Middle Eastern immigrants—some of whom are under investigation for possible terrorist ties.

Items targeted by these

groups include baby formula, cigarettes, Levi's jeans, cosmetics and other items that can be easily resold. A number of different methods are used to obtain the merchandise, including shoplifting, robbery, burglary, coupon scams, UPC label swapping and counterfeit receipt scams. The stolen products are delivered to Houston-area fences who then ship the merchandise to wholesalers in Texas, other states and overseas. The products then are sold to a vast network of convenience stores, grocery stores, wholesalers and retailers, some of whom knowingly participate in the reselling of stolen merchandise.

As a result of the investigation, 11 suspects were arrested in Pasadena and more than \$1 million in suspected stolen property recovered. Additional arrests and recoveries are anticipated as the investigation continues.

• Sgt. Don Clendennen investigated a Texas Department of Health employee suspected of tampering with birth certificates in the Bureau of Vital Statistics in Austin for 18 months. She was providing the altered certificates to her cousin in Laredo. The

cousin would then sell the certificates for \$6,000. Investigators have identified 78 different birth certificates that had been altered and then printed approximately 280 times for unlawful distribution.

Records indicate that the suspect had an earlier federal narcotics trafficking conviction, as well as a previous conviction for food stamp fraud while she was employed by the Texas Department of Human Services. Special Crimes personnel—working in cooperation with the Travis County District Attorney's Public Integrity Unit—secured search warrants for locations in Austin, Laredo and Corpus Christi.

Officers seized altered records, addresses and names of recipients, bank records, weapons, computer equipment and \$25,000 in U.S. currency, as well as a 1998 Chevrolet pickup, a car-haul trailer and 200 pieces of jewelry believed to have been purchased with illegal proceeds.

The suspect and her cousin were arrested for tampering with a government record, abuse of official capacity and forgery of a government instrument. Other



Special Crimes personnel arrested a convicted felon who was in possession of police paraphernalia.

suspects were linked to the criminal enterprise, and future arrests and seizures are anticipated.

- Texas Top Ten Fugitive Wayne Stubblefield was arrested by Special Crimes personnel with the assistance of the Coryell County Sheriff's Office, DPS Narcotics and the DPS SWAT team. Stubblefield had been wanted for parole violation (original offense: murder) as well as four counts of aggravated assault with a deadly weapon after attempting to shoot four individuals in Coryell County.

During the assault, Stubblefield was shot when the individuals returned fire. Special Crimes Sgts. Angie Coleman and Ron Cunningham developed information that Stubblefield was armed, using methamphetamine and hiding on Fort Hood property just outside of Gatesville. Stubblefield had voiced his intention not to give up without a fight. After securing permission to enter Fort Hood property, DPS personnel located and apprehended Stubblefield. He had been living in a tent in a densely wooded area and was equipped with a .22

caliber rifle, a shotgun, 150 rounds of .22 caliber ammunition, 50 rounds of shotgun ammunition, food and drugs.

- Special Crimes personnel arrested a convicted felon who was in possession of police paraphernalia. Sgts. Cliff Manning and Timothy Upright conducted surveillance on the suspect before arresting him for felon in possession of a firearm and possession of stolen property. At the time of his arrest, the suspect was driving a vehicle equipped with police lights and a siren, and was dressed in a police-type uniform with a Sam Browne belt and sidearm. A variety of other police equipment was found in his possession in addition to an Internet-based research file on a young woman. A search warrant was executed a few days later at the subject's Corpus Christi residence, resulting in the recovery of additional police paraphernalia, computers and electronic surveillance equipment. Additional charges will be filed on the subject for impersonating a peace officer or impersonating a public servant.

- Special Crimes personnel

assisted the Dallas-area FBI Joint Terrorism Task Force with investigating an alien smuggling ring. The suspects were believed to be involved in harboring illegal aliens, involuntary servitude or slavery and compelling prostitution. The victims and the suspects are all Honduran.

Special Crimes personnel participated in raids of six businesses and six residences, arresting approximately 30 subjects for multiple offenses. In addition, 61 undocumented female victims were recovered and are being detained by the Immigration and Naturalization Service. Investigators have determined that at least six of the victims are underage.

Four primary suspects were identified; two remain at large.

Although human trafficking is a problem across the U.S., this is the first large-scale human smuggling operation uncovered in the Dallas/Fort Worth area.

- Sgt. Renearl Bowie, working with local, state and federal agencies, investigated several Middle Eastern individuals for theft, money laundering and immigration violations. The subjects are believed to be part of an organization using convenience stores to funnel hundreds of thousands of dollars in support of terrorist organizations. One subject was charged in December 2001 with tobacco tax stamp violations. Another subject was charged with hindering secured creditors. Two of the man's business partners were identified as violating immigration laws. At least nine other subjects are believed to be affiliated with the operation.

Texas Ranger Division

The primary responsibility of the Texas Rangers is to provide investigative assistance to federal, state and local law enforcement agencies inside and outside of 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.

Investigations, offenses, cases

In 2002, the Ranger Division investigated 609 murders, 214 robberies, 1,373 thefts, 384 burglaries and 2,740 crimes that included fraud, forgery and assault. Rangers made 1,796 felony arrests; convictions were obtained in 1,709 cases.

Special investigations

The Ranger Division investigated 18 cases of public corruption in 2002. These public corruption cases, which are referred to as special investigations, include bribery, sexual harassment, violation of civil rights, theft, forgery, abuse of official capacity, assault, tamper-



ing with evidence and death threats. In each of these investigations, the local prosecutor with jurisdiction in the case sent a letter requesting DPS assistance.

Rangers conducted a special investigation at the request of the Bexar County District Attorney into allegations that a San Antonio City Councilman solicited a bribe from a local San Antonio attorney in return for approval of a zoning ordinance. The investigation revealed numerous allegations of misconduct involving several members of the San Antonio City Council and members of the Alamo Area College District. On October 23, a Bexar County grand jury returned indictments against nine individuals on charges including bribery, organized crime, conspiracy, fabricating evidence, abuse of official capacity, tampering with a governmental record, theft, money laundering, aggravated perjury and false report to a police officer. All defendants were arrested and released on bond.

Unsolved Crimes Investigation Team

Local police agencies submitted 42 unsolved homicide cases for re-investigation in 2002. The offense dates of the unsolved homicides range from 1953 to 2001. Four cases have been completed, with arrests in homicides from 1992, 1998 and 2001. Two cases were solved through DNA analysis and the other case was solved through a third-party confession. The fourth case was suspended pending further evidence. At the end of 2002, the UCIT was actively investigating 11 homicides with 27 homicide cases pending.

Significant investigations

· On November 27, Ranger Sgt. Garth Davis was asked by the Travis County Sheriff's Office to assist with a capital murder investigation. The murder victim, a 29-year-old white male, was discovered bound and gagged in his residence. Autopsy results indicated the victim was suffocated.

An investigation revealed three male suspects in the murder. One suspect was arrested in Caldwell County on December 2. A second suspect was arrested in New Orleans on December 10. The third suspect was arrested in Austin on December 20. The investigation concluded that robbery was the motive; all three suspects were charged with

capital murder.

The investigation was a combined effort of the Rangers, the Travis County Sheriff's Office, the U.S. Marshal's Office, the Immigration and Naturalization Service, the New Orleans Police Department and the Jefferson Parish Louisiana Sheriff's Office.

· On February 28, four inmates escaped from the Montague County Jail. Two of the inmates had been convicted of murder; the other two inmates had been charged with capital murder and were awaiting trial. The inmates overpowered two jailers, obtained their own clothes from the property room and took the keys to a jailer's vehicle along with her credit cards. The two convicted murderers were from Terrell, Okla., directly across the Red River from Montague County.

Roadblocks were immediately established on the two bridges leading to Oklahoma. The Oklahoma authorities established a command post staffed with Oklahoma Police and FBI. Texas authorities established a command post staffed with Montague County Officers, TDCJ investigators, DPS Special Crimes, Texas Rangers and the FBI. The two states coordinated activities.

Ground and air searches were conducted and Rangers identified and interviewed family members and friends of the escapees. On February 1, a residence was burglarized in Oklahoma near the Red River and a pick-up was taken. It was later recovered at Lake Murray in Ardmore, Okla. On February 6, credit card

information led to a convenience store in Ardmore. Two of the escapees were outside the store using a pay telephone. They were arrested without incident. The other two escapees, who were inside the convenience store, took the clerk hostage. After negotiations, the escapees released the hostage and surrendered. The escapees are being held in Oklahoma pending charges and will be returned to Texas.

· On May 2, two Sheriff's Office investigators and two Heart of Texas Motor Vehicle Theft Task Force investigators attempted to obtain consent to search for stolen property at a Hamilton County residence.

While the officers were talking to a female resident, the suspect was lying in wait at a nearby barn behind the residence with a high-powered rifle equipped with a scope. The suspect opened fire, fatally wounding one of the task force investigators.

Several surrounding law enforcement agencies arrived and began a manhunt for the suspect in the heavy foliage. Three Highway Patrol troopers and two Lampasas County Sheriff's deputies led the manhunt. The suspect ambushed a trooper and a deputy, severely wounding both officers.

The direction of fire was undetected, forcing the rest of the law enforcement agencies to take cover in the tall grass and nearby trees. Other agencies assisted the injured officers to safety. The wounded officers were transported to a local

hospital for treatment. The deputy died at the hospital and the trooper has recovered from his wounds.

On May 3, with the use of a TDCJ canine, the suspect was located in a cluster of trees with a self-inflicted fatal gunshot wound to the head. Several Ranger personnel were involved in the search for the suspect and conducted the subsequent investigation into the shooting.

· In early 2002, officials at Nocona General Hospital in Montague County reported that an unknown quantity of the drug Mivacron was missing. Officials also were concerned about the increased number of deaths at the hospital. The drug in question is a paralytic and can cause death if not used in conjunction with ventilation of the patient.

An investigation conducted by the Nocona Police Department and Ranger Sgt. Richard Johnson led to the identification of murder victims who had died after a hospital employee injected the missing drug into the victims.

To date, the bodies of 10 victims have been exhumed and autopsied. The results indicated that all 10 died as a result of the toxic effects of Mivacurium. At this point, two capital murder charges have been filed against the former hospital employee.

Driver License Division

The Driver License Division's top initiatives during 2002 largely emphasized modifying existing software used by Division personnel during the course of their work to reflect statutory changes; the policy and procedures governing programs; or customer service delivery.

At the same time these significant key initiatives were being achieved, the Division also developed a Driver License Re-engineering Plan to present to state legislators as a funding priority during the 2003 legislative session.

The plan comprehensively proposes the replacement of all hardware and software used by the Division to administer its programs. The Department has experienced escalating system failures, which increasingly jeopardize mission-critical driver licensing programs. The plan not only addresses failing equipment issues and outdated programming, but also the heightened security risks introduced in the wake of September 11, 2001.

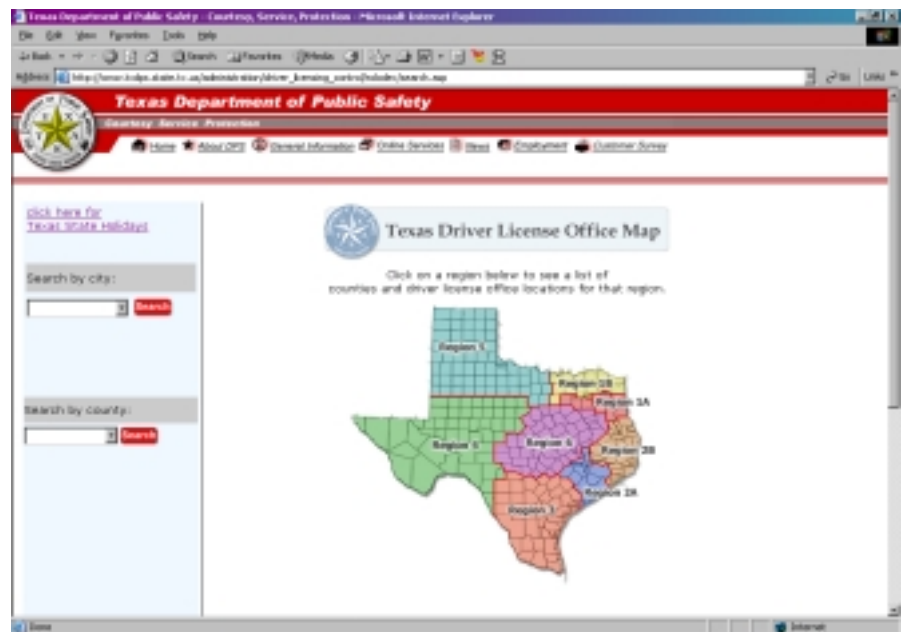
Providing a secure identification document has always been paramount to the Division, but the nation's tragedy further affirmed the need for technological changes to uphold the Department's commitment and regulatory responsibilities. As the driver license is a valuable identification document and a vulnerable target for counterfeiting and fraud, the Division is resolute in its desire to replace

failing equipment and outdated program applications with a comprehensive and secure identification solution that satisfies today's public safety requirements. The publication of this plan and its consideration by

efficiency, effectiveness or customer service oriented projects undertaken during 2002.

January 2002

The Department began issuing original and renewal



The new, more user-friendly driver license locator map.

state leaders will steer the Division's course for years to come.

Program Enhancements

Historically, Division staff work cooperatively with Information Management Service personnel each year to implement statutory changes affecting the software used in Driver License offices statewide and by Headquarters personnel. The following timeline highlights the numerous and substantive revisions to driver license programs that required dedicated resources over the course of the year. Additionally, the timeline depicts other

driver licenses and identification cards to registered sex offenders in January 2002. The Driver Improvement Bureau introduced related software changes, allowing for the revocation of the driver license of those sex offenders not complying with statutory requirements. By April, the Driver Improvement Bureau had processed and mailed more than 36,000 Notice of Revocations to individuals required to obtain a DL/ID per Chapter 62 Code of Criminal Procedure. By year's end, more than 20,000 sex offenders had complied with the annual requirements.

Fiscal Year 2001/2002 Field Service Activities	2001	2002	Variance (%)
Driver Licenses and Identification Cards Issued	6,255,813	5,903,863	-6%
Knowledge Tests	2,303,045	2,143,133	-7%
Driving Skills Tests	1,035,688	961,320	-7%
Vision Tests	3,554,692	2,803,439	-21%
Vehicle Inspections	502,809	489,200	-3%
Driver Improvement Actions	113,780	101,363	-11%
Medical Limitations Screenings	99,238	84,582	-15%
Traffic Warrants Served	20,650	18,457	-11%
Felony and Misdemeanor Warrant Apprehensions	6,485	6,545	1%
Criminal Investigations	4,978	5,348	7%
Monies Collected from Traffic Warrants	\$3,226,358	\$3,093,042	-4%

Additionally, this software release to driver license offices statewide included implementation of the Anatomical Gift Education Program (AGEP) program. AGEP, as outlined in statute, was developed to educate citizens about anatomical gifts^{3/4} including becoming an organ, eye or tissue donor and general program benefits. Similar to the Blindness Education, Screening and Treatment program's funding, applicants may voluntarily contribute an additional fee of \$1 toward the issuance or renewal of a driver license or identification card.

April 2002

On April 8, the License Issuance Bureau implemented the Special Character Project resulting from a legislative request to expand the character set to allow a ~ (tilde) in the name field during driver license or identification card production. The change provides for the correct depiction of names such as Peña or Muñoz on the face of the document. A notification was sent to all law enforcement agencies via TLETS regarding the new inclusion to the driver license and identifica-

tion card.

May 2002

The Safety Responsibility Bureau implemented document imaging via an expansion of the Driver Improvement Bureau's existing system. By year's end, more than 3 million documents related to driver financial responsibility had been scanned.

Additionally, the Customer Service Bureau's call center representatives gained the capability to view Safety Responsibility and Driver Improvement images at individual workstations. This project benefits both internal and external customers because the document file empowers employees to view or print images on demand.

The tool eliminates staff reliance on antiquated technology and reduces customer on-hold time, staff hours expended in hard-copy retrieval and the cost associated with the volumes of previously printed documents. Images are visibly clearer and the ability to zoom in makes it possible to retrieve information that could not be deciphered on microfilm copies. The system's functionality will continue to

expand throughout the division as business plans and workflow systems are redesigned.

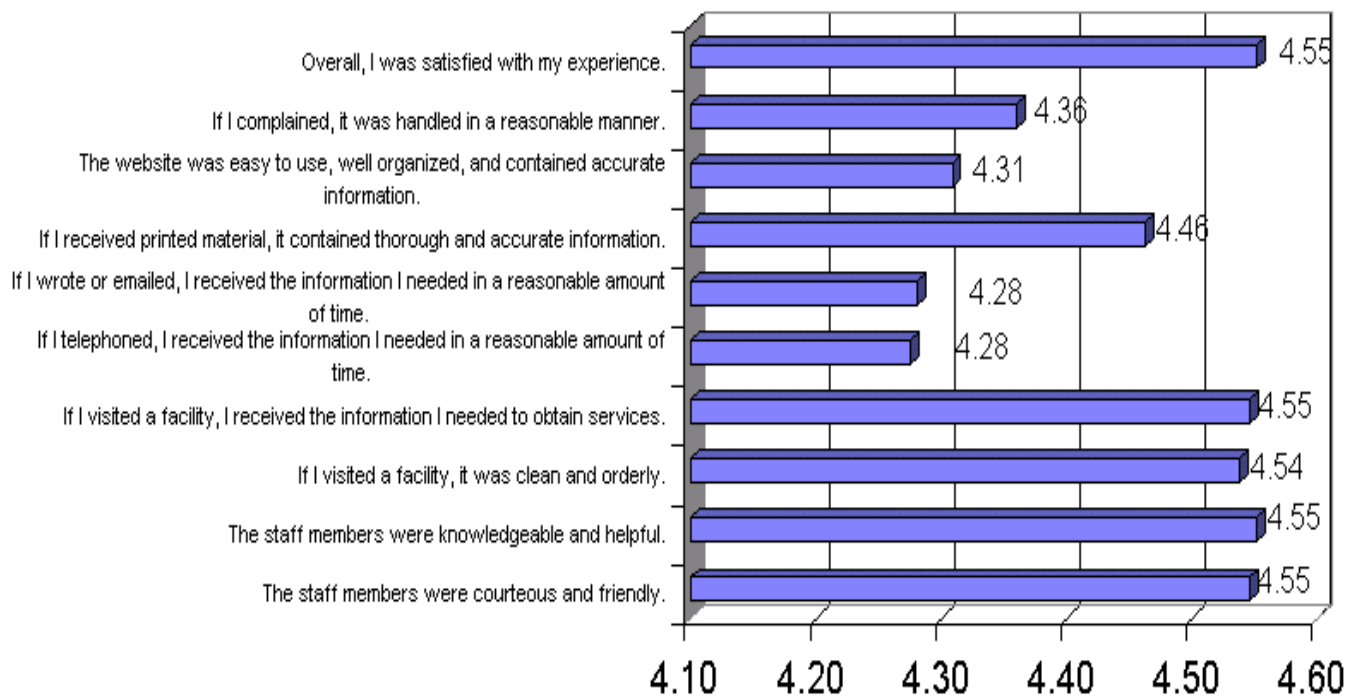
September 2002

The Crash Records Information System (CRIS) project, a joint initiative between TxDOT and DPS, continued to make significant progress toward the vision of implementing a new CRIS that will provide enhanced efficiencies to capture, manage and deliver timely and accurate data to improve the safety of Texas roadways.

The study and recommendation phase was completed in September 2002, enabling the CRIS Steering Committee to select a solution approach for implementing the project vision. The Request for Offer was developed during the last quarter of 2002 and will be posted on the Electronic State Business Daily Web site in January 2003.

The Steering Committee anticipates awarding the contract in September 2003, with final implementation targeted for the last quarter of 2005.

October 2002



The Driver Improvement Bureau implemented SB 886 (77th Legislature) in October. Programming changes include the capability to take enforcement action (suspension, disqualification) against a commercial driver convicted of railroad-highway grade crossings violations. Additional serious traffic violations by CDL drivers were programmed to generate monthly reports so drivers can be disqualified promptly.

November 2002

The DL Division, in conjunction with CLE, received a grant during CY2002 from the Governor's Criminal Justice Division for the development of a web-based Image Retrieval System that will provide authorized federal, state and local law enforcement agencies access to the Department's database of Texas driver license and ID photographs. The current system

is limited primarily to Department personnel and relies on a cumbersome manual process. The web-based application will allow direct, online access to authorized law enforcement agencies 24 hours a day and expedite critical investigations. The software application also will track details of requests to better monitor the release of images. Anticipated project implementation is February 2003.

December 2002

U.S. Selective Service Registration for driver license and identification card applicants was implemented on December 9 as a result of HB 116 (77th Legislature). This mandate provides an opportunity for male applicants ages 18 to 25 to consent to or decline registration with the U.S. Selective Service System through the driver license office when they apply for a driver license or identification card.

As an expansion of online batch driver record services introduced in December 2001, the Department implemented the interactive driver record application that allows contractors to submit single driver record requests in June 2002. As of the end of December, 12 companies were receiving driver records via TexasOnline (26 had signed a contract with the Department).

The new online delivery has streamlined processing by eliminating the manual procedures required to provide daily tapes to purchasers. A total of 8,810,677 records were provided online in 2002 generating \$49,613,437 in revenue.

Graduated Driver License

The Graduated Driver License (GDL) Program was implemented by the Department on January 1, 2002, as a result of SB 577 (77th Legislature). Complete system automation of GDL

HEADQUARTERS SERVICE ACTIVITIES		CY2001	CY2002	Variance
Email Responses:				
Customer Service	*Aug-Dec 2001	4,392	16,656	279%
License Issuance		16,240	21,332	31%
Driver Records:				
Sale of records		\$49,081,435	\$49,764,162	1%
Driver records prepared		10,387,958	12,174,691	17%
Customer Service:				
DPS Switchboard Calls		265,127	159,347	-40%
DLD Automatic Call Distribution System		657,626	667,146	1%
Customer Service Call Backs		Not Available	58,587	N/A
Driving while intoxicated:				
Adult convictions with mandatory suspensions		23,063	23,251	1%
Under 21 convictions with mandatory suspensions		4,746	4,753	0%
Alcohol education program required		32,086	34,638	8%
Drug offenses:				
Adult convictions with mandatory suspensions		11,239	9,611	-14%
Under 21 convictions with mandatory suspensions		2,228	2,401	8%
Zero tolerance offenses:				
		24,334	23,101	-5%
CMV disqualifications:				
		1,516	712	-53%
Administrative License Revocation:				
Cases analyzed		122,712	113,435	-8%
Administrative suspensions		87,458	75,589	-14%
Administrative hearing actions:				
Scheduled		5,423	6,430	19%
Suspensions/revocations/disqualifications		27,208	50,622	86%
Probation orders granted		1,819	3,183	75%
Enforcement actions:				
Medical Advisory Board		8,172	7,404	-9%
MAB not approved/test required		4,237	6,075	43%
Problem driver cancellations		25,003	27,907	12%
Nonresident violator compact		71,554	42,209	-41%
Minor unpaid violations (FTA/FTP)		22,895	14,880	-35%
Juvenile suspension actions		9,992	9,502	-5%
Interlock Licenses Issued:				
		Not Available	341	N/A
Occupational Licenses Issued:				
		Not Available	9,898	N/A
Compliance Items Processed:				
		593,634	608,135	2%
Administrative License Revocation (ALR) Cases Resolved:				
			17,022	19,528
			78% Win Rate	77% Win Rate
				15%

requirements was completed in December.

The GDL law created two phases of driving requirements

for individuals under the age of 18. Phase One requires that applicants under the age of 18 hold an instruction permit or

hardship license for a minimum of six months before advancing to Phase Two. Once applicants have completed the first phase

and meet all other current licensing requirements, they “graduate” to Phase Two.

In Phase Two, the driving privileges of the minor are restricted for the first six months of issuance. During this six-month period, the applicant may not have more than one passenger under 21 years of age who is not a family member, or operate a vehicle after midnight and before 5 a.m., unless driving is necessary for employment, school or school-related activities or a medical emergency.

Social Security Number Verification

The Driver License Division submitted a grant proposal in June 2002 seeking funds to facilitate the verification of Social Security numbers on all CDL records.

The Federal Motor Carrier Safety Administration subsequently awarded monies to offset expenditures associated with programming, verification inquiries (batch and online), program management and postage. Anticipated programming changes will be implemented in September 2003 to correspond with the grant’s expiration.

A portion of these grant funds will be used in conjunction with a related Memorandum of Agreement with the Social Security Administration, which allows the Division to verify SSNs via a batch process.

Of those queries completed by year’s end, the SSN of 325,690 existing CDL records were confirmed, with less than 2 percent unverifiable. In these

instances, record holders are notified to resubmit documentation substantiating their SSN.

Field Training Officer (FTO) Program

Division management implemented a commissioned Field Training Officer (FTO) program in December 2002. The first year, especially the first six months in the Driver License Division Field Service, is the most important period in the development of a professional Driver License trooper. The FTO Program is key to their successful training and serves to guide and develop new Troopers to a satisfactory level of performance and professionalism.

Customer Relations Agency Surveys

In Spring 2002, the University of Texas Survey of Organizational Excellence (UTSOE) was hired to administer customer service surveys on behalf of the Department. UTSOE reported that DPS increased its overall customer satisfaction by 10 percent over the biennium, with a 71.3 percent response rate. The Department’s overall customer service rating is a 4.55. Customer perceptions were measured on a Likert-type scale, with five possible responses of poor, fair, average, good and excellent (1-5 respectively). Last biennium’s overall satisfaction was 4.8 on a 6.0 scale.

Survey results were published in the Department’s Strategic Plan. All comments received from customers are distributed to the appropriate divisions for evaluation and response. Policy

dictates that compliments or complaints be addressed immediately, suggestions evaluated, and if warranted, service delivery re-engineered.

Department executives define customer service as a work in progress. As technology changes and the population grows, the Department can continue to provide exceptional customer service and convenience.

Internet Enhancements

The Division established a committee early in 2002 to oversee maintenance of driver license information on the Department’s Internet site. Information Management Service staff report that the public visits web pages containing information on driver license programs more often than any others on the site.

Cooperatively with IMS staff, the committee’s work resulted in the following updates: creating an interactive driver license office search (by city, county or region) mechanism; links to driving directions and maps for each driver license office statewide; posting of holiday office closures; including reader-friendly icons; new sorting of links to information pages based on most frequently accessed; updating information; and links to the DL and CDL Handbooks.

The committee will continue in its constant review of online information to ensure its accuracy.

Administration Division

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

Crime Records Service

In 2002, the Crime Records Service (CRS) created a tool for tracking the status of all activities within the service. A single document was needed that could monitor on-going production processes, such as processing fingerprint cards, as well as all special projects, such as implementing new Internet services or making major upgrades to automated systems. The status of each objective is scored on a green/yellow/red scale to easily alert CRS managers and agency executives to successes and trouble spots.

In 2002, the Crime Records Service implemented an on-line original and renewal application process for concealed handgun licenses. Applicants may use an on-line application provided through the DPS website to begin the application process for a license to carry a concealed handgun. The applicant receives a PIN number and may check the status of the application through the website. The on-line application is uploaded into the concealed handgun license database, resulting in reduced data entry by CRS employees.

The renewal application



DPS troopers and National Guard troops deliver food to a family affected by the summer 2002 floods in Central and South Texas.

portion was completed in February 2002 and the original application portion was completed in April 2002. The total project cost approximately \$614,000.

By the end of 2002, CRS had received more than 1,300 original applications through the on-line process, more than 5 percent of the approximately 23,000 total original applications received during 2002—saving an estimated 250 hours of data entry time. Also by the end of 2002, CRS had received nearly 15,000 renewal applications through the on-line process, which was more than 38 percent of the approximately 39,000 total renewal applications received during 2002—saving an estimated 500 hours of data entry time. Change of address forms and proficiency certificate orders may also be submitted on-line. CRS is seeing

a steady increase in the number of on-line transactions processed each month.

In 2002, the Crime Records Service updated all qualifying Texas sex offender registration information to the National Sex Offender Registry (NSOR). NSOR contains sex offender registration records from all states and is accessible through the FBI's National Crime Information Center to all local, state and federal criminal justice agencies. Federal law requires submission of all qualifying state sex offender registrations. Certain federal grant funds provided to state and local criminal justice agencies are contingent on submission of qualifying registrations by the state. In 2002, CRS implemented a real-time, electronic procedure for submitting qualifying Texas registrations to

NSOR. By the end of 2002, CRS had submitted more than 26,000 Texas sex offender registrations to NSOR.

Emergency Management Service

In 2002, Texans experienced an unprecedented year when three federal disasters were declared in the state. In addition to responding to these events, the Emergency Management Service activated to meet the threat of two potentially dangerous hurricanes and numerous severe weather incidents.

EMS maintained constant vigilance in response to the potential for terrorist activities and played a key role in the successful inauguration of the statewide Amber Alert system and the recovery of two abduction victims.

- In the summer of 2002, an unusual low-pressure system produced as much as 40 inches of rain in a 41-county area of

Texas. From June 30 through July 9, there were five distinct flood events associated with the same storm system, drenching a 41,000-square-mile area and 3.6 million residents. President George W. Bush declared all 41 counties disaster areas. Only nine lives were lost in this severe event, compared with 31 Texans killed by floods in 1998. EMS rapidly deployed highly skilled Flood Rescue Strike Teams, whose members performed hundreds of rescues throughout the state.

- On Sept. 7, Tropical Storm Fay slammed into South Texas near Palacios and headed toward San Antonio, leading up to the state's second presidential disaster declaration, (with 11 counties listed), on September 26.

- Severe October storms, including three small tornadoes in Corpus Christi led to a third presidential declaration in 18 counties.

Each of these events represents untold hours of effort by EMS employees who work around the clock to coordinate state agency response, organize rescues and provide post-storm recovery services to Texans. Dozens of EMS employees were dispatched to Disaster Field

Offices in the wake of these events, spending months away from home to help process grants and loans for storm survivors.

By the end of 2002, the Emergency Management Service had administered \$141,224,000 in recovery assistance to victims covered by the three presidential declarations.

Texans received \$48,811,154 under the Temporary Housing Program; \$36,197,879 under Individual Assistance programs; and \$56,215,800 under the Small Business Administration Loan Program. A total of \$26,429,890 for infrastructure repair and restoration was obligated to assist cities and counties.

International events posed additional challenges for EMS. The EMS worked closely with the Governor's Task Force on Homeland Security during 2002, conducting 12 statewide terrorism response exercises for the third year. The goal is for DPS to help local jurisdictions increase readiness and to improve coordination and cooperation among the scores of state and federal agencies, local governments and volunteer organizations that could be involved in an actual event.

Inauguration of the new statewide Amber Alert System in 2002 resulted in the successful recovery of two abduction victims. The statewide response system involves coordination by EMS of efforts by the DPS Criminal Law Enforcement Division, the Texas Department of Transportation, the Texas Association of Broadcasters and radio and TV outlets across the state.



Above: Waters in Comal County washed out numerous roads.

Right: Canyon Lake rushed over the Canyon Dam spillway, washing away or damaging homes in its path.





Site work began on the new firing range in Florence.

Staff Support Service

The Staff Support Service performs many diverse support functions for the Department, including constructing and maintaining all DPS-owned buildings; maintaining a fleet of more than 3,000 vehicles; providing supplies and printing services; providing mental health support to employees and crime victims; and providing training and other human resource needs of the agency. The Service consists of seven bureaus: Building Program, Fleet Operations, General Services, Human Resources, Psychological Services and Training. The Radio Frequency Unit and the Equal Employment Officer were added to the Service in 2002.

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 land purchases.

The bureau also manages telephone services and equip-

ment, long distance 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 123 radio tower sites as well as warehouses and aircraft hanger space at five locations. The bureau manages approximately 1.87 million square feet of floor space at the Headquarters complex and in the six DPS regions.

The bureau received 4,565 work orders for maintenance and telephone repairs or installations.

During 2002, the new Hous-

ton Regional facility was completed, along with area offices in Eastland and McKinney. Major renovations of the San Antonio district office and the Corsicana area office also were completed.

Design plans for area offices in Wallisville and Columbus were implemented. Design plans for the Florence Firearms Training facility were approved and construction started in July with completion scheduled for Spring 2003. Once completed, the facility will have a shotgun training area, 100-yard rifle training area, multi-purpose range for handguns, shotguns and rifles, 50-yard handgun training and qualification range, a tactical training house and a tactical training area.

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



The new Houston Regional Headquarters officially opened in September.



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 and the sale of vehicles and equipment to governmental entities and at state auctions. Vehicle and equipment inventory, reporting and documentation originate from this area.

The Automotive Shop is a full-service facility that maintains, repairs, refurbishes and customizes the Department's vehicles. The shop also provides a full-service paint and body shop and statewide wrecker service.

The Communication Shop is responsible for the purchase, installation, and maintenance of the Department's fixed, mobile and portable communication equipment, including the communications, dispatch and tower sites that make up the Department's statewide communications system. The shop installs two-way radio, emergency and lighting equipment in every new DPS vehicle as required.

The Legislature provided additional funding in 2002 to address the Department's high-mileage vehicles and aging fleet.

This funding allowed the agency to purchase 1,043 vehicles, almost doubling the number of vehicles that were normally outfitted each year.

Because the Communications shop normally takes 10 to 11 months to install approximately 550 vehicles each year, a plan was devised to deal with these increased numbers. The plan



included the design and purchase of an emergency equipment wiring harness that created a plug-n-play system and drastically decreased the installation time, a complete redesign of the installation processes and the redirection of the Motor Vehicle Technicians to assist in the installation of radios and equipment. These process changes allowed Fleet Operations to complete the installation and issuance of the 1,043 vehicles in approximately six months.

The Communication Shop began installing the new Computer Aided Dispatch Consoles at the 37 communication dispatch facilities located throughout the state. Five of the sites were installed with the remaining sites to be completed in 2003. The installation of these consoles is a big step towards our conversion to a digital communi-

cation system.

General Services Bureau

The General Services Bureau provides support for all areas of the Department through the Mail Operations, Reproduction & Supply, General Stores, Receiving Warehouse and Surplus Property sections. The General Services office staff manages publications sales, including various forms and books used by the public and other law enforcement entities, as well as revisions of all department manuals.

Mail Operations handles all interdepartmental correspondence and incoming and outgoing mail for the Department. The Outgoing mail area processed more than 1.5 million mail-out documents for Vehicle Inspection and Emissions, Handgun Licens-



Above and to the left: Special wiring harnesses allowed fleet workers to quickly install communications equipment in new patrol vehicles.

ing and other areas. The incoming mail area processed 10,535,787 pieces of mail and recorded and logged 74,048 certified mail pieces.

The Reproduction section, represented by Art Graphics, Print Shop, Bindery, Quick Copy Center, Camera Shop and Office Supply, provides a variety of high-quality, low-cost services to

the agency, including maintaining more than 1,800 numbered forms, pamphlets, driver handbooks, criminal bulletins, promotional exams, brochures, books, posters, decals, business cards, various size envelopes and other literature. The Office Supply area maintained a revolving inventory with a value of approximately \$500,000 and processed a total of 7,711 orders totaling \$1,263,140.28 in sales.

General Stores is responsible for purchasing and issuing uniforms, firearms and law enforcement equipment to commissioned officers. General Stores also is responsible for the sale of breath testing supplies and DNA testing kits to law enforcement agencies via interlocal contracts, and the sales of off-duty uniforms to DPS commissioned officers. General Stores sold \$2,180,007.21 in goods in 2002.

The DPS Receiving Warehouse received more than 4 million pounds of freight in 2002. Surplus Property handled more than 4,000 items. Distribution of these items was processed through interagency transfers, deletion requests and seal bid sales. The Receiving Warehouse hosted two sealed bids last year.

Human Resources Bureau

The Human Resources Bureau supports, advises and trains Department management, senior staff and other employees regarding human resources policies and procedures. The Department had 7,471 full-time employees DPS had at the end of 2002.

The Bureau provides the following services: recruiting for commissioned and non-commissioned positions, promotional testing for commissioned personnel, risk management (including health and safety and workers' compensation), posting of job announcements for vacant positions, applicant testing and screening, job analysis/evaluation and compensation/classification recommendations, development of career ladders and maintenance of employee personnel files.

The Bureau also administers



the Department's sick leave pool; ensures compliance with the Family and Medical Leave Act, the Fair Labor Standards Act, the Americans with Disabilities Act and the State Workers' 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.

During 2002, virtually every area of Human Resources was

significantly impacted by a surge in retirements that caused a domino effect increasing promotions and hiring. There was also an increase in retirees being rehired by the agency.

The Recruiting Section continued the successful efforts of female and minority recruiting. The 2002 campaign included the staffing of four recruit schools. A total of 3,612 applicants were recruited with 494 of those applicants being selected to staff an unprecedented four All-Service Recruit Schools.

Also during this past year the Recruiting section:

- conducted 188 criminal history checks;
- conducted 73 civilian background investigations;
- processed 24 applicant reinstatements;
- distributed 28,810 recruit packets;
- visited 124 colleges and military bases;
- presented 412 recruiting programs;
- responded to 1,601 e-mails with recruiting questions;
- administered 558 vision exams;
- scheduled 528 medical and psychological exams for recruit applicants;
- mailed out 947 recruiting packets;
- mailed 524 trooper acceptance letters;
- prepared 494 TCLEOSE commission files; and
- mailed 308 Trooper assignment letters.

The Law Enforcement Promotional System administered 29 separate promotional exami-

nations for the positions of supervisor, sergeant, lieutenant and captain in all divisions. As a result, 2,212 applications were processed, 2,141 individual written examinations were administered, 521 candidates were called to participate in the oral board process, and 161 candidates were placed on promotion eligibility lists with 266 individuals promoted.

The Risk Management Section is responsible for issues related to the health and safety of Department employees, including coordination of workers' compensation claims. The total number of workers' compensation claims resulting in lost time from work and/or medical expenses in 2002 was 726. The 2002 claims costs were up from 2001 by \$115,111. The section also completed 23 work station ergonomic assessments to help employees prevent wrist, shoulder, hand, arm and back pain.

The Employment and Compensation Section conducted and completed job analysis and evaluation on 95 new and pre-existing positions throughout the agency. Approximately 500 job descriptions were written or revised during the same time period. A total of 913 headquarters and field job announcements were processed and posted. The section administered 3,952 applicant exams (1,009 typing, 1,843 clerical and 1,100 data

entry). The section also processed 11,428 applications and 1,218 new hires, processed 369 retirements, and provided administrative support for the 446 employees attending training conducted by the EEO Officer.

The Human Resources Records Section processed 5,674 personnel action forms that included 929 terminations and 1,213 new hires. Also during the year, 566 inactive personnel files were purged and approximately



Recruits practice shooting at targets.

5,500 address cards and 5,300 personal data cards were entered into the personnel and payroll system.

Psychological Services Bureau

The Victim Services Director applied for and received two grants to fund six Victim Service Counselor positions in Houston, Corpus Christi, Lubbock, Midland, Garland and Waco.

In January 2002, DPS Victim Services co-hosted a symposium with the International Association of Chiefs of Police and the Department of Justice Office for

Victims of Crime. The symposium, *Meeting the Seven Critical Needs of Crime Victims: Managing Police Resources and Maximizing Victim Services*, was held in Austin. Approximately 150 Texas police chiefs, sheriffs and victim services professionals attended.

In December 2002, Psychological Services sponsored certification training in Basic Critical Incident Stress Management, adding 23 members to the Critical Incident Response Team, which now has 205 team members including 173 department employees, 28 chaplains and four DPS spouses.

Services provided in 2002:

- The Staff Psychologist saw 394 DPS personnel and 30 other agency personnel.
- The Victim Services Counselors had contact with 1,927 new victims and had follow-ups with 1,316 people.
- The Critical

Incident Response Team had 320 one-on-one contacts and 231 follow-up contacts. Team members conducted 22 defusings and 17 debriefings.

- Employee Assistance Program Specialists met with 69 individuals over the year.

Radio Frequency Unit

The Radio Frequency Unit addresses interoperability of radio communications among public safety users and first responders at all levels of government. The three-member unit will be expected to identify

solutions to interoperability, including sharing radio towers and equipment, dispatching services and other viable options.

The unit director is working with the Interagency Radio Work Group (IRWG) to provide strategic planning incorporating short-, mid-, and long-term solutions to the problem. Through the efforts of the Radio Frequency Unit and the IRWG, the Department is presently providing some dispatch services for the Parks & Wildlife Department and Texas Alcohol Beverage Commission.

The Department also is in the process of finalizing details to share nine radio towers with TABC in East Texas. The Parks & Wildlife Department also is working with the Department to identify several sites where towers and facilities can be shared to reduce infrastructure costs for both agencies.

Training Bureau

The following are the bureau's major accomplishments during 2002:

- The Illegal Profiling course was developed as required by SB 1074 and the Texas Occupations Code and guidelines established



A recruit practices making a felony arrest during a traffic stop.

by the Texas Commission on Law Enforcement Officer Standards and Education. The class was presented to in-service classes for Highway Patrol, Driver's License, Safety Education, License and Weight, Narcotics, Motor Vehicle Theft and Texas Rangers. The course emphasizes the importance of educating the police and the public in what constitutes an illegal profiling stop. The courses focus on Supreme Court and Texas State Court decisions that indicate that focusing upon the individual, using race or any other personal factor, is a selective use of law enforcement that is illegal. The course was attended by DPS commissioned officers, the Office of General Counsel and the General Counsel for the Texas Police Association.

- For the first time since the All-Service Recruit Training classes begin in late 1971, four recruit schools were started in 2002. A total of 342 recruits started recruiting training before September 1, 2002. One school started in January, two schools in June and one in October. Twice during the year, three recruit classes occupied the Academy at the same time. The year was topped off with the graduation of 201 recruits in a combined ceremony in December.

- Training developed a professionalism course that has been taught to commissioned and non-commissioned personnel. The course has become a regular course for the Texas Police Association Law En-



Recruits learn first aid.

forcement Management School taught bi-annually in Bandera.

- An Intermediate Spanish course was developed and fully implemented in the Recruit Training class. The course prepares recruits to meet the TCLEOSE requirements for Spanish language training. The course was developed so that Spanish language training paralleled other courses being taught during the training period. An extensive Spanish language resource book and student field handout was prepared.

Statistical Information

Number of Trooper Trainees trained:	342
Total contact hours with Trooper-Trainees:	385,276
Specialized school students (TPA):	643
Total contact hours with specialized school students:	21,658
In-Service school students:	7,805
Total contact hours with In-Service school students:	261,572
Total students trained:	8,790
Total student contact hours:	668,506
New CHL Instructor applicants trained:	179
CHL Instructor renewals:	489

Student contact hours (not including CHL) increased by 264,025.45 total contact hours over 2001, representing a 65 percent increase.

Motorcycle Safety Training Unit

In 2002, the Motorcycle Safety Training Unit wrote an administrative rule change that allows persons to receive a license to offer non-standardized motorcycle safety training courses that include, but are not limited to, teaching the operation of trikes (i.e. three-wheeled motorcycles), sidecar rigs, towing trailers behind motorcycles or sidecar rigs, higher speed street skills taught on race tracks, or courses specific to a particular motorcycle manufacturer.

The Motorcycle Safety Training Unit issued 30 licenses, 10 of which were to Harley-Davidson/Buell dealerships wishing to offer their "Rider's Edge" new-rider program. More than 1,000 students enrolled in the Rider's Edge course.

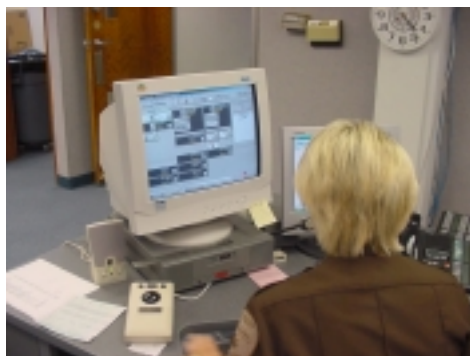
In 2002, the Motorcycle Safety Unit processed 3,544 helmet exemption sticker applications. Of those, 3,082 were approved and 473 rejected. The Training Unit also purchased 225,000 pieces of promotional material and distributed 241,477 pieces.

During 2002, motorcycle operator training sites had 20,636 students enrolled in either the Basic or Advanced course, representing a 29 percent increase over 2001. In the last six years, student enrollment in motorcycle safety training

courses increased by 341 percent (6,045 in 1996 compared with 20,636 in 2002). Women accounted for 25 percent of the total students trained and 757 of the Basic Course students were minors.

New permanent training sites were added in Marble Falls, Lufkin, Alpine, Big Spring, Bedford, Frisco, Baytown, Kerrville, Paris, Midland, Lubbock and San Angelo. Mobile sites were added in Beeville and Eagle Pass.

During 2002, 1,482 Texans attended an All-Terrain Vehicle (ATV) training course. Upon



New communications consoles were installed in several DPS offices across the state. The Motorola consoles provide computerized communications for communications operators.

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.

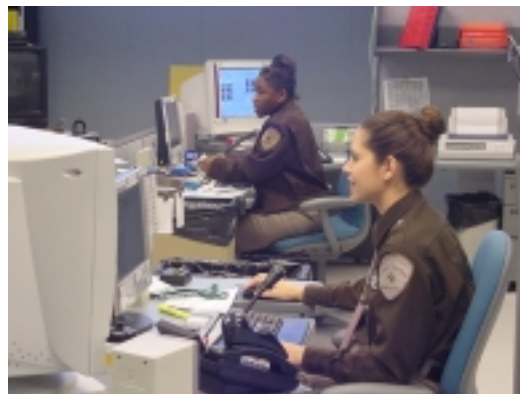
Administrative Training Unit

The Administrative Training Unit was created to provide personal, professional, technical and managerial training for DPS

employees. Statewide sharing of resources allowed training 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.

During 2002, the Administrative Training Unit had a total of 14,852.5 training contact hours, an increase of 6,161 contact hours over 2001.

The unit also updated the two-week Supervisory and Management Skills course to include a test over the General Manual to ensure that supervisors have the knowledge necessary to perform their jobs in an effective and efficient manner. The course was presented to 109 supervisors in 2002.



School Transportation Unit

The School Transportation Unit manager completed instructor certification to teach an 8-hour NHTSA child passenger safety training course for school buses. This course teaches school bus drivers and bus monitors the

proper use of child restraint systems in school buses. The school bus unit purchased a trailer to transport equipment that will be used in training across the state.

On April 5, the Department co-sponsored the first annual speech contest for school bus safety. The 2002 contest was for high school seniors. Students were provided with a title for the speech and then researched and wrote their speeches. Corie Bridges of Lubbock, the state winner, was presented a \$1,000 college scholarship. Corie represented Texas in the first annual National Association of Pupil Transportation speech contest. Corie won first place in the national speech contest and received a \$2,000 scholarship.

In October, the school bus driver physical form was updated. School bus drivers now are given their physicals on the DOT physical form annually, eliminating the DPS bus driver physical form.

In 2002, the school transportation manager served on two national school transportation boards, the National Association of State Directors of Pupil Transportation Services and the National Conference & Exhibition on Transporting Students with Disabilities and Preschoolers.

Bicycle Safety Program

The Bicycle Safety Program continues to certify safety instructors throughout the state through a program designed to help maintain the safety of Texas children by making them defen-

sive bicycle riders.

During 2002, more than 1,500 Bicycle Safety brochures, posters and videos were distributed to public schools, Boy Scouts, parent-teacher organizations, law enforcement agencies and military police through the program. The Bicycle Program Coordinator, in cooperation with the Bicycle Association and local police departments, developed an accident reporting form for cyclists to track the number of accidents involving bicycles that are not generally investigated by a police officer. The forms will be distributed for use in 2003.

The Bicycle Safety Program received 15 bicycles from the Houston Police Department that were donated to needy children at Riley Elementary School along with bicycle safety helmets.



Corie Bridges, a Lubbock high school student, won the Texas and United States speech contest on school bus safety.

Director's Staff

Accounting and Budget Control

The Accounting and Budget Control section is divided by several functions, including Accounts Payable/Travel, Payroll and Insurance, Capital Assets, Purchasing, Grants, Budget Control, General Ledger and Central Cash Receiving. The section has 113 authorized full-time employees.

Accounting was charged with monitoring and processing expenditures of more than \$407 million during FY 2002.

Some of the year's successes for Accounting and Budget Control included:

Central Cash Receiving processed 1,756,930 documents and deposited \$66,970,160. Central Cash also is in the process of procuring an automated revenue processing/document imaging system to increase volume and enhance business processes.

Purchasing is working toward its goal of having all its purchasers certified by the State of Texas.

The Capital Assets section is procuring and implementing a new capital assets tracking system with bar coding technology to improve accuracy and efficient accountability throughout the agency.

Using the Department's intranet, Payroll is providing employees with access to forms, links and general information about employee payments,



DPS Aircraft added three new helicopters to its fleet in 2002.

deductions and benefits.

The Accounts Payable section processed and paid vouchers totaling \$293,453,379 for goods and services used by DPS.

The section continued to expand the employee cross-training program to strengthen the knowledge base.

Aircraft

The Aircraft Section uses eight helicopters, seven single-engine airplanes and a 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. The section consists of Chief Pilot Jack Reichert, Captain Steve Powell, five lieutenants, 20

sergeants and two secretaries.

In 2002, the Aircraft Section replaced three of its oldest aircraft using seized funds. The section acquired a new American Eurocopter AS350B2 helicopter stationed in McAllen, a new replacement American Eurocopter AS350B2 helicopter stationed in Austin and a new Cessna 206 single-engine airplane stationed in Lubbock.

The Aircraft Section has six American Eurocopter AS350s and two Bell 206BIIIIs. It is the section's goal to replace the remaining two Bell helicopters as funds become available to standardize the helicopter fleet for safer overall operation. As helicopters are replaced, they are marked "DPS" and painted with the newly adopted black-and-white paint scheme.

All eight DPS helicopters are

equipped with 30-million-candle power NightSun spotlights; seven of the helicopters are equipped with Forward Looking Infrared (FLIR) systems for nighttime searches. Three of the helicopters are equipped with LoJack receivers that receive tracking signals from stolen cars that are LoJack equipped. Approximately \$250,000 in stolen vehicles and heavy equipment was recovered in 2002 using the LoJack receivers in the helicopters.

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

Information Management Service

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

critical systems.

In 2002, IMS completed the installation of a satellite network to all of the police and sheriff offices in the state. The software development to redesign the system that provides information on wanted persons and stolen vehicles also was completed. The technical architecture that IMS helped develop for the driver license renewal application on Texas Online provides quick service to the system's users. The application design for Texas Online has electronic transmission and update of the records, requiring human intervention only for error conditions. IMS looks forward to additional applications utilizing this architecture and Texas Online.

The Texas Law Enforcement Telecommunications System continues to handle more than a billion messages annually. Overall, IMS systems provided better than 99 percent availability to DPS customers.

Information Resources

The Information Resources section oversees the acquisition and use of information technology (IT) within the Department. The section's main functions are:

- Data security¾ creates and enforces the agency's data security policy and controls access to DPS information resources.
- Contingency planning¾ develops and facilitates agency contingency plans to minimize the loss of critical information resources necessary for continuation of agency services to the citizens of Texas following a disaster. Consolidates and main-

tains the Department's business continuity plans.

- Quality assurance¾ establishes quality assurance processes that will help IT project managers meet expected outcomes as well as budgetary and calendar objectives.

- Records management¾ administers the Department's agency records management program to ensure compliance with state statutes.

- Strategic planning¾ develops the information resource section of the Department's strategic plan and maintains the information resources biennial operating plan as directed by the Legislative Budget Board.

Information Resources accomplishments in 2001-2002:

- Maintained an online repository for Post-Implementation Review Reports for completed data processing projects, which will allow historical research on what was done correctly in implementing Information Resources projects and what needs to be improved.

- Updated the Department's records retention plan, which now recognizes the many new types of electronic as well as paper documents.

- Continued to maintain the data security policy, which is included as a separate chapter in the General Manual, consolidating and clarifying many individual policies and rules into one unified and clearly defined location.

- Negotiated a new hot site disaster recovery plan and assisted all areas with revising their business continuity plans.

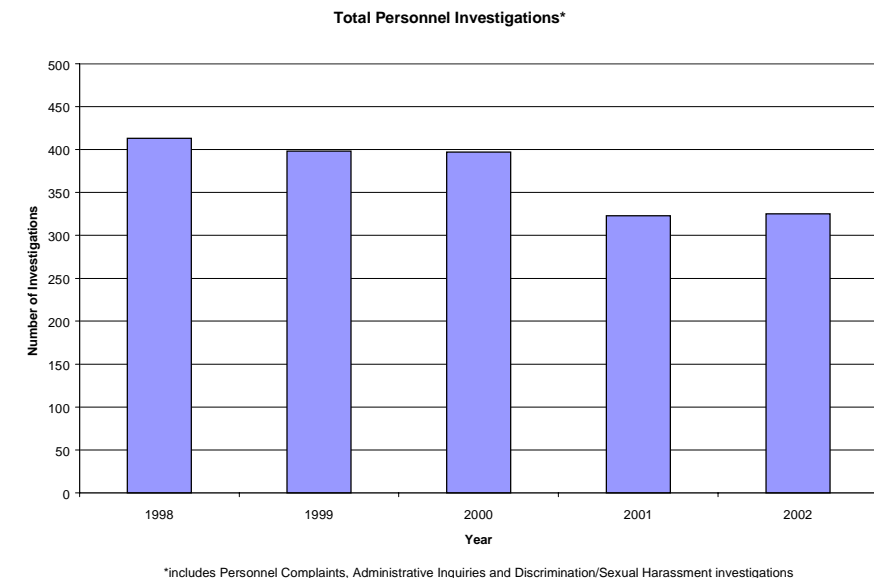
· Monitored and reported on more than 30 projects accounting for approximately \$20 million in information resources.

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 supervisors receive a complaint on an employee, they must contact Internal Affairs for a tracking number and under certain criteria, must consult with the Internal Affairs captain. The captain may approve of the investigation being conducted by a supervisor or request the director's office assign the investigation to Internal Affairs. If a supervisor conducts the investigation, it must be forwarded to Internal Affairs to be reviewed for completeness, investigative thoroughness and sufficiency of evidence.

Internal Affairs also investigates internal complaints relating to the Department's policy prohibiting discrimination and sexual harassment. Only a limited number of specially trained personnel, including all IA investigators, may investigate these types of complaints. Cases not conducted by Internal Affairs



must be forwarded to IA for review.

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 to track the investigations and provide monthly, quarterly and annual reports to agency management and the Public Safety Commission. Internal Affairs also furnishes the Department's Firearm Training Officer with information on all firearm dis-

charges.

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 (EEOC) or Texas Commission on Human Rights (TCHR); administrative appeals of disciplinary matters, and open records requests. Personnel are also available to provide assistance to the Attorney General's office in matters involving litigation against the department and its employees.

Internal Affairs is also the department's designated investigative body for fraudulent workers' compensation claims. As such, 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 also provides continuing assistance to employees, personnel from other agen-

cies and citizens in such areas as complaint and firearm discharge investigations, policies and procedures, training, statistics and background investigations.

Statistics

Personnel Complaints:	152
Investigated by IA:	11
Investigated by supervisors:	141
Administrative Inquiries:	145
Investigated by IA:	10
Investigated by supervisors:	135
Discrimination/Sexual Harassment Investigations:	28
Investigated by IA:	14
Investigated by other personnel:	14
Firearm Discharge incidents:	65
Investigated by IA:	9
Investigated by supervisors:	56

Office of General Counsel

assistance:	80
EEOC/TCHR:	1
Litigation:	3
Open Record requests:	76

Workers' Compensation

Inquiries:	0
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Grand Total for Internal

Affairs	124
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In 2002, all Internal Affairs information on the Department's website, including "How To File A Complaint" and "Complaint Investigation and Resolution," were made available in Spanish. In addition, while staffing remained constant, Internal Affairs' overall workload continues to increase, rising more than 79 percent in the last four years. The unit is staffed by a captain, five lieutenants and two administrative technicians.

Office of General Counsel

The Office of General Counsel 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. Generally, OGC activities for the Department are the following:

- Advises management and the Public Safety Commission on legal questions;
- Monitors new legislation during legislative sessions;
- Coordinates litigation and claims for damages with the Office of the Attorney General;
- Processes public information requests and subpoenas that require legal review;
- Drafts and reviews legal documents such as administrative rules, manuals, policies, contracts and grants;
- Represents the Department in various administrative hearings;
- Reviews personnel matters

and firearms discharges;

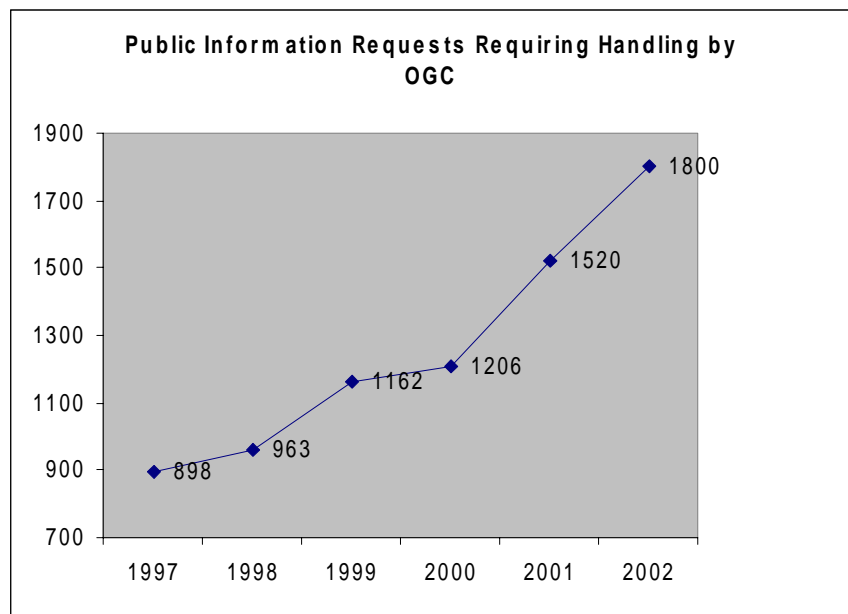
- Provides instruction at the DPS Training Academy; and
- Coordinates both the administrative rule process and the Department's manual revision process.

OGC also publishes and coordinates several publications. On a monthly basis, it publishes the *DPS Legal Bulletin*, a departmental electronic newsletter that addresses issues affecting day-to-day law enforcement operations.

On a biannual basis it publishes the *Laws Affecting DPS*, a collection of new laws passed during the most recent legislative session. OGC also contracts with private publishers to provide Department personnel with the *Texas Criminal and Traffic Law Manual*, a bound compilation of current law enforcement statutes.

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 2002:

- OGC processed 1,800 public information requests and submitted 240 Attorney General opinion requests under the Public Information Act. (please see chart)

- Through the year, attorneys in OGC monitored 131 lawsuits in coordination with the Office of Attorney General. As of December 31, 2002, the Department had 87 active lawsuits.

- Attorneys in OGC provided legal services on 174 Department grants and contracts.

- OGC placed all major departmental manuals and current manual revisions on the internal agency intranet to improve accessibility to policies and procedures for all employees within the agency.

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 conduct media interviews, respond to written and e-mail queries and distribute press releases and brochures. In addition, the office issues press identification cards

to members of the media and maintains a press-card database.

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

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

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 occupant safety program coordinator is nationally certified as a child safety seat instructor and inspector.

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

- PIO assisted with media calls arising from the arrest of a University of Texas student accused of making and selling counterfeit driver licenses from his dormitory room.

- PIO sent out news releases on numerous topics including recruiting, the Texas Ranger Unsolved Crimes Investigation Team and occupant safety issues.

- DPS troopers seized a

record amount of heroin; PIO made a news release.

- PIO fielded hundreds of media phone calls regarding commercial bus crashes in several counties during the summer.

- PIO was involved in coordinating communications plans related to the Amber Alert system and alerted the media each time the Amber Alert was activated.

2002 Awards

Director's Citations

Gary Moran, Criminal Law Enforcement, January 16

Fernie Aguilar, Criminal Law Enforcement, February 22

Manuel A. Lozano, Criminal Law Enforcement, February 22

Shawn M. Younger, Traffic Law Enforcement, June 20

Stephen Bynum, Traffic Law Enforcement, September 17

Monte Carroll, Traffic Law Enforcement, September 17

Steven Marks, Traffic Law Enforcement, September 17