



Texas Department of Public Safety Annual Report 2003

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 2003 Annual Report. As you will see in the following pages, 2003 was a year of great challenges and great successes for the Department.

DPS Highway Patrol troopers arrested more than 32,000 drunk drivers and seized 72,308 pounds of marijuana—up from 53,000 pounds in 2002.

DPS criminal investigators recovered more than 2,100 stolen vehicles in Mexico, seized more than 116,000 pounds of controlled substances and continued their counter-terrorism intelligence activities. The DPS Crime Laboratory analyzed 2,147 DNA cases and 45,142 drug cases.

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

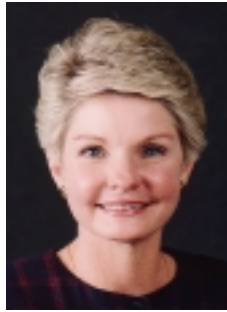
Public Safety Commission

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
Chairman*



*James B. Francis Jr.
Member*



*Robert Holt
Member*

ability; honesty and integrity; education and training.

Members of the Commission in 2003 were Chairman M.

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

Director and Assistant Director

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

The director is 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 assistant director is appointed by the director.

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

In 2003, Col. Thomas A. Davis Jr. was the director of DPS. Lt. Col. David McEathron was assistant director.



*Col. Thomas A.
Davis Jr.*



*Lt. Col. David
McEathron*

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 audit and inspection results, recommendations are developed to improve accountability, integrity, effectiveness and efficiency within Department programs and operations.

Internal Audit

During fiscal year 2003, internal auditors performed 21 risk-based audit and audit follow-up projects, four special reports, 18 Narcotics Service Imprest Fund audits, eight Petty Cash Fund audits and 12 Driver License Office audits.

These audits resulted in 34 recommendations for improvement.

Inspection

OAI Inspectors conducted inspections of law enforcement operations in two of the Department's eight regions and inspected seven headquarters operations during fiscal year 2003. As a result of these inspections, 240 recommendations for improvement were developed.

During the 78th Legislative session in 2003, OAI inspectors completed 1,722 bill analyses and 501 fiscal analyses as bills progressed through the legislative process. An additional 57 bill analyses and 17 fiscal notes were completed during the subsequent special sessions.

In addition to field service and headquarters inspections, inspectors routinely answer numerous requests for information from DPS personnel, other

state and local police agencies, the public, other government agencies and the Legislature.

As in past years, an inspector chaired the Accident Review Board. In 2003, this review board processed more than 524 fleet collision reports and 309 fleet incident reports. The Chief Inspector chaired the Awards Committee that reviews and processes all Department-wide performance awards.

Finally, inspectors taught numerous law enforcement training classes at the DPS Training Academy and other police training academies.

2003: A Snapshot of DPS

Legislative appropriation: \$406,639,890

Miles of roadway patrolled by Highway Patrol Troopers: 223,006

Average amount of highway each Trooper is responsible for: 119 miles

Total number of licensed drivers: 14,639,132

Number of speeding citations issued by Troopers (estimated): 528,000

Number of intoxicated drivers apprehended by Troopers: 32,712

Value of narcotics located by Aircraft Section: \$109,369,986.50

Number of vehicles placed out-of-service by License and Weight Troopers: 38,229

Number of DNA cases completed by DPS Crime Laboratory: 2,147

Number of transactions on the TLETS network: More than 1.1 billion

Number of driving knowledge tests administered: 1,931,120

Number of DPS employees: 7,600

Texas Highway Patrol Division

The Texas Highway Patrol Division (THP), formerly known as the Traffic Law Enforcement Division, was established within the Department in 1968 in an effort to streamline the command structure of units and services whose primary responsibility related to enforcing the state's traffic laws.

The THP Division was reorganized and renamed in September 2003. The reorganization included combining and renaming some services and adding two new regions and a new Highway Patrol district. The Highway Patrol, Safety Education, Vehicle Inspection and Capitol services were combined and renamed the Highway Patrol Service. The License and Weight Service was renamed the Commercial Vehicle Enforcement

Service. The THP Division is divided into eight regional commands that comprise its field operations. Regional headquarters are located in Garland, Houston, Corpus Christi, Midland, Lubbock, Waco, Austin and McAllen.

The chief of THP is immediately responsible to the Director for the direction and coordination of all field highway patrol activities. The assistant chief assists the Division chief and assumes command of the Division in the chief's absence.

The THP Division, the largest in DPS, currently consists of 3,598 employees, including 2,487 commissioned officers and 1,111 civilian support personnel.

The Division is uniquely responsible for a variety of enforcement and regulatory functions involving traffic,

vehicles, drivers and other individuals. The Division's enforcement, regulatory, staff and support services are designed to complement one another to accomplish the Department's overall objective.

The men and women of the THP Division carry out the activities of the Division through four field services that are specialized by function. These four field services are Highway Patrol, Commercial Vehicle Enforcement, Vehicle Inspection and Communications.

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 were given full law enforcement powers.

After the 2003 reorganization of the former TLE Division, all commissioned officers now wear the same, redesigned shoulder patch.

Through reorganizations in 1957, 1968 and 2003, the High-



Troopers in Region 6 responded in February to a bus/SUV wreck outside Waco that killed seven people.

way Patrol Service has evolved into the largest service of the Texas Highway Patrol Division and Texas DPS. The eight THP regions are divided into 18 districts.

With 223,006 miles of rural highways to patrol and a current authorized strength of 1,881 officers, including supervisors, the Highway Patrol strives to deter potential violators of the traffic laws. Rural highway enforcement responsibility currently averages one trooper per 119 miles of roadway, including supervisors. This average, however, is limited to only an eight-hour-per-day basis.

The Highway Patrol Service strives to make roadways in Texas safe for the motoring public. In addition, the Highway Patrol Service is responsible for public safety education and police and security functions for the State Capitol Building and other governmental buildings in the Capitol Complex.

The Highway Patrol Service performs its duties through the following programs:

- **Police Traffic Supervision—**The Highway Patrol performs traffic direction, traffic accident investigation and 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.

- **General Police Work—**Highway Patrol troopers on routine traffic patrol simultaneously conduct a general police



patrol that consists of the following: criminal law enforcement, emergency and disaster assistance, security activities, concealed handgun license investigations and counter-terrorism and homeland 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.

- **Public Safety Education—**Highway Patrol troopers whose function is safety education are charged with helping educate the public about the state's traffic laws, stimulating voluntary compliance. Information is provided to the public on various topics including child safety seat use, occupant protection, bicycle and pedestrian safety, DWI and drug awareness, crime prevention, overall traffic safety and emergency situations. This information is disseminated to the general public through the news media, schools, civic clubs,

various other concerned citizen groups and other law enforcement agencies.

Troopers also handle public information activities and coordinate regional recruiting efforts. In addition, troopers cooperate with and assist other agencies and provide intra-departmental staff assistance.

- **Capitol Security—**Highway Patrol troopers, whose function is capitol security, are responsible for police functions, security and parking administration in the Capitol Complex and at other state office buildings in Austin. The Capitol Complex is an area in the city of Austin, encompassing 46 square blocks, and includes the State Capitol, 29 state office buildings and 13 private office buildings. It has approximately a 40,000-person daytime population and 14,000 state employees work within the Capitol Complex.

Capitol security troopers strive to maintain public safety and security within the Capitol Complex and carry out their duties through three programs: area police/security management, crime suppression and control and parking management.

Commercial Vehicle Enforcement Service

Due to the increased use of commercial trucks and the subsequent rapid deterioration of the highways and bridges, the Texas Legislature in 1927 authorized the creation of the position of License and Weight Inspector under the direction of the Texas Highway Department. In 1935, these inspectors were transferred

to the newly created Department of Public Safety.

During the 2003 reorganization of the former Traffic Law Enforcement Division, the name of the License and Weight Service was changed to the



Troopers staffed a booth at the State Fair of Texas, talking with members of the public.

Commercial Vehicle Enforcement (CVE) Service. CVE has grown substantially in size from the 19 original Highway Department inspectors and chief to its present strength of 481 troopers and supervisors and 238 civilian inspectors, investigators and support personnel.

The Commercial Vehicle Enforcement Service strives to protect the highways from unnecessary damage, enforces registration laws and protects the rights, privileges and safety of the general public using the highway system.

CVE troopers carry out their duties in enforcing size and weight statutes and registration statutes applicable to commercial vehicles. They also enforce

hazardous material regulations, the Motor Carrier Safety Regulations, all traffic laws and criminal statutes. In addition, they provide information to the general public relating to statutes enforced by CVE to encourage voluntary compliance by carriers and drivers. CVE troopers also maintain relationships with the transportation industry and support counter-terrorism and homeland security activities.

The Motor Carrier Bureau supports the CVE Service by maintaining all CVE-related documents regarding motor vehicle operations and by conducting safety audits of trucking companies.

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 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.

In the Dallas/Fort Worth area, Collin and Denton counties were added to the emissions program in 2002, and Parker, Johnson, Ellis, Kaufman and Rockwall counties were added in 2003.

In the Houston/Galveston area, Montgomery, Fort Bend, Brazoria and Galveston counties also were added in 2003.

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



Metal detectors were installed in the Capitol for the first time in March. They were removed in April.

collisions and contribute to pollution.

Vehicle Inspection (VI) Service personnel supervise all official vehicle inspection stations to obtain the best inspection possible under existing law. They are authorized to detect and take appropriate enforcement action against anyone in violation of the Texas inspection and emissions laws.

The 275 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 VI Records Bureau supports the vehicle inspection program by requisitioning, distributing, monitoring and tracking inspection certificates. The bureau maintains official records pertaining to vehicle inspectors and station certification and de-certification.

In addition, the bureau collects data, generates reports and provides statistical information. All members of this bureau are located in Austin.

The second bureau that supports VI is the Emissions Bureau. This bureau carries out support functions related to the vehicle emission inspection program which is conducted in the 15 Texas counties that are required to take measures for cleaner air.

These counties conduct vehicle emissions testing done in conjunction with the vehicle's

Safety Education Trooper Greg Sanches was one of several troopers across the state who rode on school buses during School Bus Transportation Safety Week in October.

Sanches radios ahead to another trooper when he spots a vehicle illegally passing the bus. (Photo courtesy Ashley Cook, Lufkin Daily News)



annual state inspection. The Emissions Bureau oversees the implementation and operation of the Vehicle Emission Program with ten civilian personnel located at headquarters in Austin.

Communications Service

The Communications Service operates a statewide network designed to serve the communications requirements of all criminal justice agencies. The system uses radio, telephone and landline telecommunication systems to the Texas Criminal Information Center, the National Crime Information Center and other law enforcement databases. The Department operates a total of 36 24-hour communications facilities.

The Communications Service is comprised of 261 civilian employees and carries out its duties through four programs:

- Communications between the Department's internal units,
- Communications between the Department and other law enforcement agencies,
- Information and assistance to the public in emergency and other Department-related matters, and
- Warnings and communications necessary for the protection of lives and property of the public.

Specialized Units

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

The Governor Protective Detail provides protective and security service to the Governor and First Family. The detail also provides those services to visiting state governors and to members of the state legislative and judicial branches when assigned.

The Dive Recovery Team was activated in 1995. This team uses state-of-the-art equipment, including underwater sonar; metal detectors; global positioning systems; environmental suits that facilitate diving in contaminated water; surface-supplied air facilities; and hard-wired communications systems to locate missing people, vehicles and objects. Members are trained and equipped to dive in zero-visibility conditions and are cross-trained in swift water rescue.

During 2003, the DPS Dive Team assisted in the recovery of parts of the Space Shuttle *Columbia* in Toledo Bend Lake. Operations began on February 2 and ended on April 11. The Dive Team recovered a gear from the shuttle bay doors.

The team also was tasked with 19 dive operations that resulted in the recovery of 29 weapons, seven vehicles and seven items taken in a burglary.

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 compliment of 28 teams (dog and handler), 25 are currently deployed in key loca-

tions throughout the state.

During 2003, these teams conducted 2,880 searches that resulted in the seizure of 13,823 pounds of marijuana, 729 pounds of cocaine, 47 pounds of methamphetamine and 8 pounds of heroin. DPS canine teams also were involved in the seizure of \$6,621,030 in illegal currency.

The Explosive Detector Canine Program began in 2002 to assist troopers in detecting illegal explosives. Two explosive canine detection teams are assigned to the Capitol. Each explosive canine team is made up of one trooper and one Belgium shepard. The teams responded to nine calls for service in 2003 from entities including the Governor Protective Detail, DPS Headquarters Security, the DPS Training Academy, the Texas Supreme Court, the U.S. Secret Service and the U.S. Department of State.

Civil Disturbance Management Teams are another specialized unit of DPS. The Department has two teams that are equipped and maintained in each Highway Patrol Service district. They are tasked with handling a variety of riot and other civil disturbance duties when requested by local authorities.

The Automated Information Services Unit

manages and coordinates the Division's information resources 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 Texas breath alcohol testing regulations through technical supervisors stationed in key locations throughout the THP regional commands. The Bureau also is responsible for certifying breath alcohol ignition interlock devices used by all jurisdictions in certain DWI cases.

Accomplishments

The objective of the Texas Highway Patrol Division is to reduce death, injury and economic loss by working to decrease the rural traffic death rate and criminal acts in Texas.

October 5 marked the start of two overtime traffic enforcement projects resulting from a rider to the Texas Department of Transportation appropriations. The rider included \$10 million in



The Dive Team recovered a gun that had been stolen in a burglary and then thrown in the water.

fiscal year 2004 and \$10 million in fiscal year 2005 from State Highway Fund No. 006 to be used for funding the Selective Traffic Enforcement Program (STEP) at DPS.

With this funding, the THP Division can provide more than 200,000 hours of additional traffic enforcement throughout the state each year. The additional enforcement efforts will focus on driving while intoxicated violations, safety belt violations, speed and other hazardous violations.

Enforcement and other public service activity accomplished primarily by Highway Patrol troopers projected* for 2003 totaled:

Traffic arrests:	1,219,316
Stolen vehicles recovered:	1,064
Warnings:	1,134,768
Occupant restraint arrests:	163,118
DWI arrests:	32,712
Motorists assists:	45,626
Speeding arrests:	528,520

During the same period, criminal law enforcement violations detected as the result of routine traffic stops were projected to reach 8,782 felony and 25,656 misdemeanor arrests for a variety of violations.

THP troopers continue to lead the nation in the seizure of several types of controlled substances. Through December 2003, they made 1,242 drug interdiction cases in which 72,308 pounds of marijuana, 2,299 pounds of cocaine, 146 pounds of methamphetamine and smaller amounts of other narcotics were seized. In addition,

troopers seized more than \$11.3 million in drug-related currency.

With the projected opening of the Texas-Mexico border to long-haul Mexican commercial vehicle traffic, the responsibility to staff eight commercial vehicle border inspection stations was allocated to the Commercial Vehicle Enforcement Service. The Department staffed and opened eight temporary border inspection facilities in 2003.

Commercial Vehicle Enforcement personnel conducted 187,567 roadside commercial vehicle inspections, during which 38,229 vehicles and 9,735 drivers were placed out-of-service for operating with equipment defects and safety problems posing an imminent hazard to the public.

Commercial Vehicle Enforcement personnel completed a 90-day pilot bus inspection program

that was implemented to improve safety in Texas. During the pilot program, troopers conducted bus inspections of en route buses in addition to the existing terminal and destination bus inspections.

The pilot program began in December 2002 and resulted in 218 roadside inspections. A total of 17 buses and 16 drivers were placed out of service during these inspections. One driver was arrested for driving while intoxicated. The bus inspection program was expanded to numerous other inspection sites across the state and continues to include charter and tour buses, as well as scheduled carriers.

In performing their duties, Highway Patrol troopers assigned to a safety education function conducted 35,857 safety presentations to the public and 349 classes specifically for police officers.

Highway Patrol troopers assigned to a vehicle inspection function recovered 6,818 counterfeit documents during 2003, leading to 1,294 related criminal cases. Civilian Vehicle



Troopers assisted in the search for shuttle debris in less than optimum conditions and in areas that were rugged.



Inspection technicians conducted 79,070 Inspection Station compliance audits during the year.

In addition to providing site security, patrol and parking enforcement in and around the Capitol Complex, Highway Patrol troopers assigned to the Capitol Complex filed 3,011 charges of various types, including traffic offenses, during 2003. They also investigated 598 criminal offenses and 77 traffic accidents.*

**Annual projections are based on January through October actual numbers.*

Field Operations

- Region 1—On March 4, during a traffic stop on Highway 59 in Harrison County by Trooper Allen Clark of Marshall, a passenger identified as Chris Wynne fled the vehicle into the woods. Trooper Clark released the vehicle and searched the area. While Trooper Clark was searching, he learned that Wynne was wanted for theft by check and was AWOL from the Army.

Later on a road east of Highway 59, Trooper Clark saw a red SUV with the suspect in the back seat. Trooper Clark stopped the vehicle. As he approached the vehicle, Wynne fired two rounds toward Clark. One round struck Trooper Clark's radio microphone on his right shoulder.

Trooper Clark returned fire, striking Wynne three times. Wynne fled into the woods and was captured after a manhunt with the assistance of multiple agencies and DPS Aircraft. On June 6, Chris Wynne was convicted of attempted capital murder and sentenced to 25 years



Tr. Russell Green (left) and Cpl. Adan Caro with the \$5.3 million in cash that they seized during a traffic stop in Jim Wells County in November.

in prison. He will have to complete 12.5 years before becoming eligible for parole.

- Region 2—Shortly after 8 a.m. on Saturday, February 1, police communications facilities across Northeast and Southeast Texas began receiving reports of debris falling from the sky following the breakup of the Space Shuttle Columbia as it re-entered the earth's atmosphere. While the initial reports were somewhat sketchy, Highway Patrol troopers began responding to the areas where debris was reported as fallen. These responses were widespread and escalated in Lufkin and surrounding areas throughout that Saturday. At one point, all troopers assigned to the Beaumont Highway Patrol District were re-directed to Lufkin and surrounding areas.

Troopers initially were assigned to guard debris sites as local, state and federal agencies responded to the Lufkin Civic

Center, where a joint command center was established.

On Monday, February 3, THP personnel received protocols for the recovery of space shuttle materials, prompting the need for additional personnel as the number of debris sites began to grow.

For the next 13 days, the need and requirement for assistance from the Highway Patrol and other DPS services escalated to its peak. There were more than 350 uniformed troopers deployed in the major debris field, which largely consisted of Angelina, Nacogdoches, Sabine, San Augustine and Shelby counties.

All DPS personnel worked closely with local and federal authorities and untold volunteers and charitable organizations in the search and recovery efforts for the crew members and critical significant pieces of the spacecraft.

On February 14, the formal

recovery efforts for the *Columbia* crew members concluded when all seven members of the crew were identified as recovered. NASA's Administrator, Sean O'Keefe, along with all the NASA personnel onsite, conveyed their sincere gratitude and appreciation for the DPS assistance and relayed that the crew recovery would not have been possible without DPS help.

- Region 3—On November 19, 2003, Corporal Adan Caro and Trooper Russell Green were working a stretch of U.S. 281 north of Alice in Jim Wells County. They stopped a south-bound truck-tractor semi-trailer with three occupants. After interviewing the occupants and reviewing the paperwork, the troopers decided to escort the truck to Alice to perform a safer, more complete inspection. The truck was loaded with more than 2,000 boxes of frozen, "heat and serve" dinner rolls. The troopers also found that 11 boxes had been tampered with. When the troopers opened the boxes, they found more than \$5.3 million in cash. One arrest was made at the scene, and an investigation involving several agencies began.

- Region 4—On December 6, Highway Patrol Trooper Curtis



A Trooper responding to a one-vehicle crash near Presidio discovered 2,838 pounds of marijuana that was ejected from the vehicle during the crash.

Usry was called to investigate a one-vehicle accident in Presidio County. When he arrived at the scene, he observed a vehicle on its side and numerous bundles of marijuana strewn about. Trooper Usry seized a total of 2,838 pounds of marijuana and later identified and arrested the driver of the vehicle.

- Region 5—On August 14, 2003, CVE Senior Trooper John Forrest stopped a commercial vehicle in Weatherford for a routine inspection. When Trooper Forrest checked the trailer for load securement, he noticed that the plywood on the front wall was a different color than the side walls. Further investigation revealed a false compartment

that had hidden 3,400 pounds of marijuana and 220 pounds of cocaine.

- Region 6—On February 14, a major bus accident in McLennan County killed seven people. The accident was investigated by the 6A Accident Reconstruction Team.

- Region 7—On March 19, metal detectors were placed at all entrances of the State Capitol and the Capitol Extension in response to heightened national security concerns as a result of America's war with Iraq. This marked the first time in history that citizens were screened as they entered the Capitol and the Capitol Extension. The metal detectors were removed April 18.

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 in 2003 include:

CODIS hits. CODIS stands for Combined DNA Index System. The CODIS convicted offender database, established by the FBI, is a DNA profile repository that law enforcement investigators throughout Texas and the nation use to help solve crimes, particularly those committed by repeat offenders. The database allows federal, state and local crime labs to exchange and compare DNA profiles electronically, linking crimes to each other and to convicted offenders. Eight of the Department's crime laboratories and numerous city and county laboratories in Texas participate in CODIS.

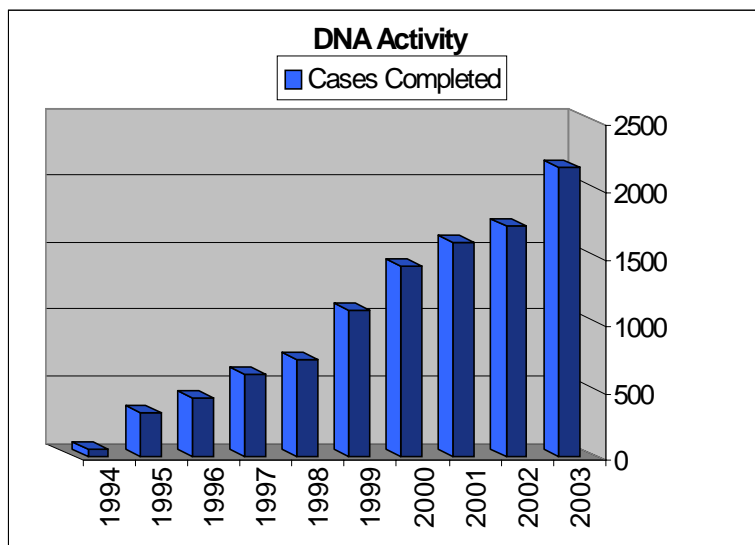
Forensic DNA profiles generated in the eight crime laboratories from samples recovered from crimes, can be queried against the CODIS database, creating the potential for case-to-case matches, as well as case-to-offender matches. When such a match is made, and if the match

was unexpected, it is called a "cold hit." These are matches that solve crimes that might have otherwise remained unsolved.

During 2003, there were 157 cold hits. Of these, nine hits were case-to-case matches and six were in the national database. There were 115 hits in the case-offender category and 27 were matched to the national database. These hits helped to link or solve 163 homicides, sexual assaults, burglaries and robberies that might still be unsolved without the computer database of DNA profiles.

At the time of the cold hit, approximately two-thirds of the suspects were in custody, but one-third of them were free. It is interesting to note that the convicted offenders have committed a wide range of crimes.

Of the cold hits that solved homicides, nearly half of the suspects had their DNA profiles entered into the CODIS database because of a burglary conviction.



To date, there have been 339 cold hit DNA profile matches that have solved crimes. Many of the solved cases were several years old and were previously listed as cold cases. These investigations had stalled until the new Short Tandem Repeat (STR) technology and the CODIS database were established. STR allows DNA analysts to profile samples that are minute and degraded. In the past, older biological samples were not sufficient to yield DNA profiles.

Cold cases solved—The CODIS database and STR technology are used to revive many cold cases that were unsolved due to a lack of scientific technology to solve them at the time of the offense. Now, investigators are re-examining and solving many old and unsolved cases with the latest scientific methods.

In 2003, almost a dozen major crimes in the "cold case" category were solved with assis-

tance from the Crime Laboratory Service. Here are a few of those stories:

- In March 1982, a convenience store attendant in Pasadena was repeatedly stabbed during a robbery and killed. The suspect cut himself during the attack and later detectives noticed a trail of blood leading away from the victim's body.

The original suspect was eliminated through testing conducted at the Corpus Christi DPS Lab. A second suspect's blood did not match either, and the investigation came to a halt. The lead officer never forgot about the case and was haunted by it.

When STR DNA testing became available, the officer resubmitted the case to the Austin DPS Lab. The samples were examined and the DNA profiles uploaded into the CODIS database.

A cold hit matched a profile of a convicted offender who was in prison on other offenses and was about to be paroled. The trial was held in November 2003, and the defendant was found guilty and sentenced to life without parole.

- In September 1986, a 15-year-old girl disappeared while walking from her family's apartment to catch a bus. In April 1992, a 21-year-old woman disappeared while walking from home to work. In August 1994, a 9-year-old girl disappeared while walking to a nearby neighborhood grocery store. In July 1995, a 16-year-old girl disappeared while walking to a friend's house. The common threads in these cases: all of these young girls and

women were sexually assaulted and brutally strangled by unknown suspects.

In October 2003, a CODIS hit linked all four cases to a single suspect whose profile had been entered into CODIS because of another offense. He was arrested and when confronted with the evidence, admitted to the four capital murders and two other unsolved sexual assaults.

- In 1992, a 15-year-old nude female was found murdered in a church parking lot in Seguin after an evening celebration. A handkerchief left near the body was examined by the Corpus Christi laboratory in 1992. The handkerchief had mucous material and blood stains that contained serological material.

In 2002, the family heard about the Texas Ranger Unsolved Crimes Investigation Team and requested that the case be reopened. The old evidence was submitted to the Austin Laboratory for DNA examinations. The handkerchief contained materials with both the victim's and the suspect's DNA profiles.

The suspect, who had been living in Seguin, was tried and found guilty of capital murder in March 2003. The victim's family was at the trial and thanked the

laboratory analysts for providing the work and the evidence that ultimately identified the suspect.

- On March 9, 1994 an eight-year-old girl was abducted from a McLennan County park. The suspect drove her to a rural area and sexually assaulted her. After assaulting the victim, the suspect allowed her to put her clothes back on and walk back to the park.

Samples from the victim's sexual assault kit were forwarded to the Austin Laboratory for STR testing and CODIS entry in January 1999. A DNA profile from the sexual assault kit was developed and placed into the CODIS database in May 1999. At that time, there were no hits on the sample, and the case remained unsolved.

On February 12, 2003, the DNA profile from the sample hit



The National Parks Service sent a pair of mountain lion paws to the El Paso Crime Lab. The paws had been removed from a lion that was believed to have attacked a hiker in the Chisos Basin in Big Bend National Park. Crime Lab personnel detected blood on two of the paws and on the hair surrounding the claws. Human-origin testing confirmed the presence of human blood. The park employee who submitted the case said that the lion was old and emaciated when located. This was the first mountain lion attack in the park since 1998.

an offender in the Texas Offender Database. The offender had been scheduled for release during the summer.

• **CODIS backlog reduced.**

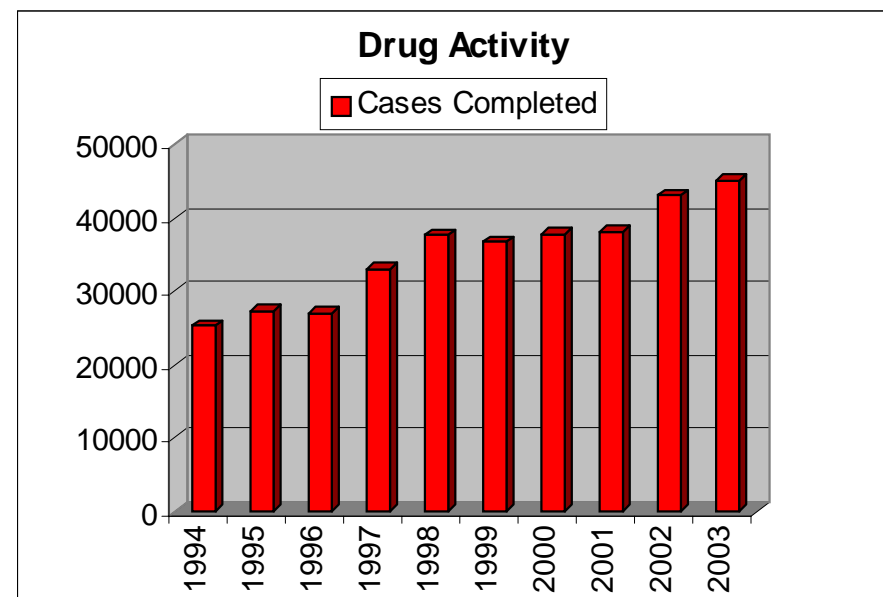
The number of CODIS (Combined DNA Index System) entries into the Texas database increased significantly in 2003. The number of database DNA profiles from offenders increased from 143,000 at the end of 2002 to 166,426 at the end of 2003. By April 2003, the backlog was reduced to a manageable level, and the lab stopped outsourcing specimens for analysis by a private company.

The DPS CODIS unit is processing 2,500 to 3,000 samples a month and is generating all DNA profiles from the submitted samples. By the end of 2003, fewer than 1,600 samples in the backlog were waiting to be processed.

DNA and drug cases completed—The number of drug cases completed by the 13 DPS laboratories increased 4.6 percent in 2003 to 45,142 total cases, compared to 43,132 cases completed in 2002. Drug cases account for approximately 80 percent of all cases submitted to the DPS labs.

The number of DNA cases completed has increased more than 300 percent in the last five years. During 2003, the labs completed 2,147 cases, an increase of 25.2 percent over the number of cases completed in 2002.

Included in these cases were 53 post-conviction cases, where DPS labs re-examined biological evidence from a previous conviction to determine whether bio-



logical evidence supported the inmate's conviction. In nine of these cases, the defendant was excluded. (These cases were re-examined as a result of the passage of Senate Bill 3 from the 77th Legislature.)

Eight DPS Crime Labs joined with five city/county crime labs in Texas to apply for federal National Institute of Justice funds to help in completing DNA analysis in cases where investigators had not identified a suspect. The grant was awarded in September 2002. By the end of 2003, DPS labs had completed 600 additional DNA cases, mostly by working overtime. (The labs had already completed 124 of these cases by the end of 2002.)

HB 2703 (accreditation rules)—The 2003 Legislative Session passed HB 2703, which required DPS to develop an accreditation process and administer accreditation of crime labs or other entities that perform analysis of physical evidence. The bill was enacted on June 20, 2003, and became effective on September 1, 2003.

The Crime Laboratory was tasked with developing emergency administrative rules, opening for and addressing public comment and formally revising the administrative rules that were adopted on Dec. 17, 2003.

Clearly, the impact of this legislation and process will be very important to the quality assurance of the criminal justice community and the advancement of forensic science in Texas.

DPS had issued 27 letters of accreditation by the end of 2003.

Motor Vehicle Theft Service

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

Officers and analysts help local and federal officers with basic and advanced identification of cars, trucks, heavy trucks and trailers, construction equipment, farm equipment, aircraft, watercraft, mobile equipment and any other types of vehicles subject to theft.

Capabilities include backtracking from manufacturers

throughout the world, locating and building confidential identification numbers, factory contacts with major vehicle manufacturers, purged records checks on a national computer system, suspect vehicle identification through personal identification and basic and advanced auto theft training for law enforcement officers in Texas, surrounding states and the Mexican border states. MVT 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 investigations 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 stolen vehicles that have been located in Mexico to the United States.

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

The Border Auto Theft Information Center (BATIC) continues to provide valuable



information leading to the recovery and return of 2,158 stolen vehicles from Mexico, a 21.6 percent increase over 2002.

Mexican stolen vehicle activity has decreased in Texas due to the fraudulent document training provided by MVT and the Texas Department of Transportation.

In March 2003, MVT unveiled a new program to help prevent heavy equipment theft in Texas. The Texas Recovery and Identification Program (TRIP) allows owners to register their construction and farm equipment online through the DPS website and receive a numbered set of stickers to be placed on their equipment.

The sticker number can be accessed through the Texas Law Enforcement Telecommunications System (TLETS) by any peace officer requesting information on the equipment. The information includes owner information and a contact phone number. Since its inception, 282 companies or owners have

registered 479 pieces of construction and farm equipment in the TRIP Database.

The 78th Legislature reformed the Texas Salvage Law, which will help MVT immensely. The reform re-directed the Service's resources from an administrative to an enforcement capacity and also re-vamped the types of titles issued by the Texas Department of Transportation and clarified definitions dealing with salvage vehicles and their process.

The Motor Vehicle Theft Service continues to successfully investigate crimes involving identity theft, which has increased in popularity in the criminal community. Vehicles are a primary target in the majority of identity theft cases.

The Motor Vehicle Theft Service continues to work with all Auto Theft Prevention Authority task forces. Despite budgetary cutbacks for the task forces, MVT provides personnel on seven different task forces and operates BATIC.

Narcotics Service

The Narcotics Service marked another year filled with monumental change and accomplishment. The responsibility placed on the Narcotics Service to oversee the drug task forces funded by the Governor's Office Criminal Justice Division (CJD) in 2002 created not only the need for a complete reorganization of the service but also necessitated the creation of a joint strategic plan.

For the first time, other county and local narcotics enforcement agencies joined with the Narcotics Service to create a statewide strat-

BATIC Operations 2001-2003

	2001	2002	2003
Inquiries	193,704	119,729	138,081
Stolen	4,575	4,576	3,942
Recovered	1,967	1,774	2,158



Left: a large amount of marijuana seized by the DPS Narcotics Service and other law enforcement agencies. Right: Items seized during a meth lab raid.

egy to combat the drug problem. This strategy serves as a road map for state and local law enforcement, which allows officers to focus on key problems in their respective geographical impact areas.

The Narcotics Service continued its commitment to homeland security by incorporating and training five crime analysts who have been assigned to CJD task forces along the border and major seaports. In conjunction with the Special Crimes Service, the FBI and the narcotics task forces, these analysts conduct criminal analysis on possible terrorist activity. Because these analysts are assigned to multi-jurisdictional task forces, they have access to a variety of databases that would otherwise be restricted. The level of cooperation between all agencies has enhanced the agency's ability to detect and possibly prevent future attacks of terrorism.

The networking of officers sharing information, experiences and expertise is vital to the success of narcotics enforcement. In 2003, for the first time, officers from all levels of local, county and state narcotics en-

forcement groups came together in joint narcotics in-service training schools sponsored by the Narcotics Service.

To ensure statewide coverage, these schools were conducted in various parts of the state to increase officer participation while reducing travel expenses. In 2003, the Narcotics Service Training Unit trained 3,109 officers in 115 law enforcement classes.

Throughout 2003, the sharing of criminal information remained a vital part of the service's strategic plan. To accomplish this, the Texas Narcotics Information System maintained an automated information infrastructure linking participating agencies to the Criminal Information Sharing Alliance and the DPS Criminal Law Enforcement Reporting Information System (CLERIS). These systems allow simultaneous querying of information through criminal information databases in Texas, New Mexico, Arizona, California and the Regional Information Sharing System.

Training in the use of CLERIS was provided to Narcot-

ics Service personnel, task force members and analytical personnel to increase the proficiency of automated information sharing capabilities.

Using these computerized systems allowed the Post Seizure Analysis Team and the Narcotics Service Analyst Team responded to 22,358 requests for investigative assistance and provided 4,539 disseminations of information to federal, state and local law enforcement personnel. The ability to give this information also provides participating agencies with case and subject deconfliction information, which minimizes duplication of work effort and ensures joint participation in investigations.

The Narcotics Service lost 10 percent of its experienced personnel because of retirements. The personnel will have to be replaced through the promotional process.

Despite the large number of retirements in 2003, the Narcotics Service arrested 2,858 criminals and seized 116,640 pounds of controlled substances.

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:

- **Counterterrorism Intelligence Mission (CTIM)**—The Special Crimes Service is the state's focal point for intelligence gathering, threat assessment, investigation and response to terrorist threats or attacks within the state. The CTIM program coordinates intelligence and investigative activities related to the identification of persons and organizations suspected of involvement in or support of terrorist activities.

Service personnel work closely with other local, state, and federal agencies to identify, locate and interview suspicious

individuals; collect evidence; execute search warrants; and arrest suspects. Some commissioned officers have been assigned to assist federal authorities in the five Joint Terrorism Task Forces operating within Texas.

Analytical personnel assigned to the CTIM program not only provide assistance to field investigators by researching and documenting intelligence, but they also produce briefings, reports and brochures for both the law enforcement community and the public on a wide range of topics related to terrorism.

In addition, analytical personnel are involved in assessing potential infrastructure targets in Texas, such as the railway system, bridges, ports, dams and the agricultural industry. These assessments are designed to identify potential vulnerabilities and help determine where and what security measures and resource allocations need to be

implemented.

- **Texas Security Alert and Analysis Center (TSAAC)**—

The Texas Security Alert and Analysis Center is the central facility for fulfilling the Department's responsibility to collect, analyze, and disseminate intelligence information related to terrorist activities.

The Center is integrated with the State Operations Center of the Governor's Division of Emergency Management at DPS and is staffed by Special Crimes analytical personnel.

TSAAC not only is designed to handle and respond to Internet and telephone inquiries from the general public and other law enforcement agencies, but also has access to numerous information systems including the Criminal Law Enforcement Reporting and Information System (CLERIS) and the Emergency Response Network.

TSAAC monitors the Joint Regional Information Exchange System (JRIES) for information regarding suspicious incidents throughout the United States that may have an impact or connection to Texas; to respond to requests for information from members of the JRIES community; and to post relevant information to the JRIES system regarding incidents in Texas. This combination gives TSAAC personnel the ability to process, document and analyze information from multiple sources and to disseminate this information to multiple recipients.

Significant investigations in 2003 included:

- Sergeant Jeff Holland



Special Crimes investigators seized more than 500 8-liners during several gambling parlor raids in Kingsville.



These items—including ropes, restraints and a collapsible spade—were found in the possession of a man who was a suspect in a Houston murder-for-hire case.

identified and located a suspect in a possible serial murder-for-hire investigation. Investigation determined that the suspect, after establishing relationships via a suicide-topic Internet chat room, would allegedly meet female victims with the intention of engaging in consensual sex and committing consensual murder by strangulation.

The investigation was initiated after one of his Internet contacts, a woman in Wisconsin, provided information to Special Crimes regarding the suspect's claims that he had already killed 11 women this way.

The suspect had suggested to the woman that she travel to Houston, where he would meet her and assist in her death. After identifying and locating the suspect, investigators worked with the woman to arrange a meeting. When the suspect met the victim at the Greyhound bus station in Houston, he was arrested by Dallas and Houston-area Special Crimes personnel.

A subsequent search of his vehicle and residence yielded numerous evidentiary items, including a shovel, ropes, restraints and videotapes of the suspect engaging in sex with



women and choking them to unconsciousness.

The Harris County District Attorney's Office assisted with the investigation. The suspect eventually pled guilty to attempted murder and received 10 years probation. Investigators continue to look for other possible victims since the suspect had made claims prior to his arrest that he had killed at least 11 women.

- The Special Crimes Service worked with other local, state and federal agencies to investigate a Texas Tech University professor after he reported that several vials of the plague bacteria were missing. Investigators conducted more than 100 interviews, searched the professor's laboratory and home and seized numerous pieces of evidence.

The professor was eventually

indicted on 69 charges related to his handling of the plague bacteria, including smuggling, tax fraud, theft, embezzlement and lying to the FBI. He was acquitted of the tax fraud, smuggling and lying charges, but was convicted on 47 charges related to theft and the illegal transportation of the plague bacteria in and out of the United States. He faces a maximum sentence of 240 years in prison and fines totaling \$11.75 million. Sentencing was scheduled for early 2004.

- Texas has taken the lead as one of the first states to participate in a nationwide DNA indexing database for solving missing persons cases.

Senate Bill 1304, which was passed by the 77th Texas Legislature in 2001, laid the foundation for the creation of a Missing Persons DNA Database within the DNA Identity Laboratory at the University of North Texas Health Science Center in Fort Worth. The database will be linked to the FBI's DNA index system, CODIS.

By sharing DNA profiles electronically through the database network, law enforcement agencies in Texas and throughout the nation will have greater opportunities to solve missing person cases and identify unidentified remains.

Since January 2003, 26 unidentified samples and 122 missing persons samples (most of which are reference samples taken from relatives) have been entered into the DNA database.

Two cases have been solved as a result of DNA matches. The first successful match occurred

after a man was reported missing in Dawson County in January 2003. A DNA sample was obtained from one of his relatives and submitted to the DNA database.

In April 2003, the remains of an unidentified male were located in Lynn County, and a DNA sample from the body was submitted to the DNA database. Four months later, Special Crimes' Missing Persons Clearinghouse personnel received confirmation that the DNA database had successfully matched the two samples.

Texas Ranger Division

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

Texas Rangers are highly trained, versatile officers who investigate felony offenses, apprehend fugitives, protect life and property and execute process in criminal cases (and in civil cases where specifically directed to do so by the judge of a court of record).

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

Investigations, offenses, cases

During 2003, the Ranger Division investigated 470 homicides, 204 questionable deaths, 149 robberies, 380 thefts and 184 burglaries.

Rangers also investigated 1,465 crimes that included fraud, forgery and assault. From those investigations, Rangers filed 1,514 felony charges and 172 misdemeanor charges. Convictions were obtained in 1,700 criminal cases.

Special investigations

The Ranger Division investigated 19 cases of public corrup-



tion, referred to as special investigations, during 2003. Offenses included bribery, sexual harassment, violation of civil rights, theft, forgery, abuse of official capacity, assault, tampering with evidence and death threats. In each of these cases, the local prosecutor with jurisdiction sought assistance.

- A special investigation was continued in 2003 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 approving 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.

The suspects ranged from a City Council member and a candidate for State Representative to community college trustees. Charges ranged from organized crime and bribery to tampering with government records.

- **Theft over \$100,000 by a public servant.** The Brazos County District Attorney's Office asked Ranger Sgt. Frank Malinak to assist with an embezzlement investigation involving an administrative assistant and the theft of more than \$100,000 from the DA's Office over a period of more than 10 years.

Evidence indicated that hot check writers paid cash to the suspect to pay off felony hot checks. Instead of depositing the cash into the DA's restitution account, the suspect took the cash for herself.

A large balance in the restitution account, accumulated from unclaimed restitution monies from various sources, allowed this pattern of theft to go undetected, as the suspect had almost exclusive responsibility for the hot check collection program and the administration of the restitution account. The scheme was further concealed because the hot check victims, mostly area merchants, were paid for the hot checks.

Unsolved Crimes Investigation Team

—The Unsolved Crimes Investigation Team (UCIT) continued its success in 2003. The team has a commander, eight sergeants and a crime analyst.

Significant UCIT cases included:

- On July 3, 1996, the body of a 32-year-old male was found floating in Corpus Christi Bay.

The victim had been beaten to death. The captain of a shrimp boat was interviewed, resulting in the possible identification of a murder weapon (a bat that was on the boat). One of the suspects' girlfriends was interviewed in Kentucky. A third-party confession was obtained; one of the suspects admitted to taking the victim out on a shrimp boat and killing him to steal money. A second third-party confession was taken from the other suspect's friend, where he admitted to having helped the primary suspect in either killing or disposing of the victim's body.

An arrest warrant affidavit was prepared for the second suspect, who had indicated that he would testify and provide evidence against the primary suspect. On October 10, 2003, the second suspect was arrested in Oklahoma. The second suspect waived extradition, was returned to Nueces County on October 22 and cooperated in the investigation. The primary suspect was arrested on October 30 and remanded to Nueces County.

- The body of a 31-year-old male was found at his home in eastern Bexar County on April 13, 1998. The victim died as a result of blunt force trauma to the head. The victim's ex-wife and her husband were identified as suspects in the initial investigation, but no evidence could be obtained linking the ex-wife and her current husband to the murder.

The Sheriff's Department developed another suspect, but charges were dropped for lack of



On June 10, the Texas Rangers baseball team honored the Texas Ranger Division on its 180th anniversary. Ranger Capt. Richard Sweaney of Garland, threw out the first pitch. Ranger Sgt. Gary Henderson of Pampa sang the National Anthem.

evidence. (DNA evidence later eliminated this suspect). On Jan. 3, 2003, Bexar County Lab analysis of the DNA sample collected from under the victim's fingernails matched DNA collected from the ex-wife's husband (a suspect).



Bloody boot impressions left at the crime scene were determined to be the same as the suspect's boot size. The suspect was charged with the murder on January 18. A Bexar County jury found the suspect guilty of murder on November 7 and sentenced him to life in prison.

Other significant investigations and events included:

- In April 2001, a complaint was filed with the National Center for Missing and Exploited Children regarding an Internet website that provided digital pornographic images of children.

The website was traced to Dallas where the Crimes Against Children Task Force began an investigation. Suspects from the Dallas/Fort Worth area were targeted in this part of the investigation.

Ranger Sgt. Keith Denning

assisted in the forensic computer investigation. Sgt. Denning located a list of 41 local suspects using 57 different credit cards to purchase the pornography. Some of the payments were traced as far as Russia.

The team has uncovered 13 additional related websites. This extensive investigation continues as more information is discovered. A federal grand jury reviews the investigation as the evidence is secured and verified.

- As part of the DPS response to the *Columbia* shuttle disaster, Ranger Sergeants Tom Davis, Pete Maskunas and Danny Young assisted the FBI Evidence Response Teams, the National Forest Service, NASA and various local agencies in recovery search efforts during the *Columbia* Shuttle disaster.

Sgt. Maskunas was assigned to direct and control all search and recovery efforts made from the San Augustine Command Center. Sgt. Maskunas also assisted the FBI and U.S. Attorney's Office in Lufkin concerning allegations of missing jewelry from one of the astronauts. Sgt. Davis searched on horseback, escorted the FBI to possible human remains, and assisted with collection and recovery procedures. Sgt. Young assisted the FBI response teams and forensic pathologists in the recovery and examination of possible human remains found by the ground search teams.

Sgt. Russell Authier was requested to respond to a business in Azle where stolen space shuttle material was recovered. The business owner reported he had shuttle material that he obtained while working with a recovery team in East Texas. A NASA representative responded, recovered the material, and requested assistance in the search and the suspect interview. Sergeant Authier obtained consent to search and interviewed the suspect.

- On March 29, 2003, a white male, age 85, and his daughter, age 53, were found murdered in the male victim's rural residence. A vehicle that had been stolen from Haltom City was located a short distance from the crime scene.

Ranger Sgt. Dewayne Goll conducted an investigation into the double murder and requested Ranger Sgts. Ted Poling and Keith Denning interview the owner of the stolen vehicle.

The two learned that the juvenile daughter of the vehicle's owner was believed to be involved in the theft of the car on the evening of March 26. They also learned that a white male, age 20, might be with the juvenile female.

Further investigation at the murder crime scene indicated that the car belonging to the victim had been taken from the scene. The vehicle was reported as stolen, and the juvenile female suspect and the male suspect were arrested after an auto accident in Eastland. Sgt. Goll traveled to Eastland, where he and Ranger Sgt. David Hullum obtained confession statements from the female juvenile and the male suspect.

The murder weapon, a 9mm semi-automatic pistol, was found on the male suspect at the time

of his arrest. The suspects had taken the pistol during a burglary in Jackson County on March 26.

The male defendant was charged with capital murder, aggravated robbery, injury to an elderly individual and burglary of a habitation. The juvenile female was charged with murder, aggravated robbery and burglary of a habitation with intent to commit a felony.

- In February 2003, a movie theater was robbed and the manager was stabbed. Warrants were issued after Ranger Sgt. Tracy Murphree and the Hickory Police Department investigated the incident. The male and female suspects left the state traveling from city to city. On August 9, the Richland Hills Police Department located the suspects at a local motel. A gunfight erupted with no injuries.



Col. Tommy Davis and Travis Crognale talk with the media after Travis was made an honorary Texas Ranger. Travis, age 5, has a heart condition that has required several

serious operations. The Make A Wish Foundation contacted DPS and the Rangers when it learned that Travis's fondest hope was to be a Texas Ranger.

Both suspects were arrested.

Sergeant Murphree responded and officers seized nine weapons, a backpack full of ammunition and journals detailing a robbery in California, a burglary and kidnapping in Austin and burglaries in Arlington, Austin, Houston and Fort Worth. Sgt. Murphree helped clear these cases as well as obtain confessions on the Denton County aggravated robbery.

- On Oct. 3, Ranger Sgt. Dusty McCord was contacted by the Lubbock County District Attorney after they received a threatening letter from a known Republic of Texas suspect who purported himself to be a duly elected National Sheriff of Texas. The suspect and his associates had been recently arrested in Lubbock for impersonation of a public servant, unlawfully carrying a weapon and resisting arrest as they left a local restaurant.

The suspect, along with his associates who claimed to be officers with the Republic of Texas, came into the restaurant carrying their handguns in plain view. The suspect's vehicle, a green Suburban, displayed large decals portraying him to be the "National Sheriff of Texas."

Sgt. McCord's investigation stemmed from the suspect mailing a certified registered letter to the Lubbock County District Attorney, which stated that the District Attorney could be convicted of "sedition" if he did not immediately drop all charges against him (suspect). The letter also stated that if the District Attorney was convicted

The Texas Ranger Hall of Fame was recognized by the Salt Lake County Sheriff's Office for its assistance in solving a homicide case.

In 1913, Rafael Lopez committed six homicides outside Salt Lake City but was never apprehended, despite the largest manhunt in Utah history. Unknown to Utah authorities, Lopez had fled to Texas where he committed additional homicides.

Texas Ranger Capt. Frank Hamer and Company C Rangers ended his spree in 1921, but no connection was made to the Salt Lake County homicides. The case remained open for 88 years.

In 2002, Officer Randy Lish of the Salt Lake Sheriff's Office came across a book mentioning a similar crime spree by a "Red" Lopez in Texas. Officer Lish contacted the Texas Ranger Hall of



Fame Research Center and requested all available information on the case. Center staff members located news clippings, photographs and Texas Ranger case records.

Ranger Sergeants Joey Gordon (Company F) and Johnny Allen (Company E) assisted Officer Lish in obtaining information necessary for closing the case, enabling the Salt Lake Sheriff to prove the two murderers were the same and petitioned for closure of the Utah case. Descendents of the Utah murder victims expressed gratitude for this closure.

for "sedition" by the Republic of Texas, the punishment carried a death sentence.

A post office employee in Hurst remembered waiting on the suspect when he sent the registered letter. The postal employee further identified the suspect from a photographic lineup.

- On March 17, 2003, Ranger Sgt. Matt Cawthon was contacted by the DPS CODIS Lab and advised that a routine CODIS check on a TDCJ inmate revealed a match on DNA evidence from an aggravated kidnapping and aggravated sexual assault of an eight-year-old girl in Woodway on March 9, 1994.

The inmate was scheduled to be released from the Texas Department of Criminal Justice on an unrelated conviction, but

Sgt. Cawthon worked with prison officials to have the inmate transferred to Gatesville. He also worked with the Woodway Police Department in drafting and obtaining an evidentiary search warrant to obtain blood and saliva from the inmate.

On April 3, Sgt. Cawthon interviewed the inmate and obtained a complete confession.

Driver License Division

The Driver License Division's (DLD) top initiatives spanned several areas. As in 2002, the Driver License Division's primary goal in 2003 was to seek necessary funding from the 78th Legislature to implement the Driver License Reengineering Project (DLR).

Many DLD resources were focused on building a comprehensive plan to resolve current driver license system failures throughout the issuance process. Other efforts included the development of several key programs to assist the agency's homeland security efforts, as well as modifying existing software used by Division personnel during the course of their work to reflect statutory changes and increase the number of automated processes.

Reengineering

This project will replace failing hardware in the driver license offices, rewrite outdated

driver license programs, provide retrieval capabilities through identity authentication, assist with document verification and establish automated auditing processes to prevent fraud.

Additionally, this project establishes a fraud unit charged with investigating both internal and external criminal activity involving fraudulent and counterfeit documents, cases of identity theft and suspected incidents of employee misconduct involving the selling or tampering of documents.

During the 78th Legislative Session, HB 3588 provided the Department with the necessary authority to reengineer the driver license system. Funding for this project was authorized during the third special session with the passage of HB 2, which added a \$1 fee increase on motor vehicle registrations to be distributed to the Department for the purposes of implementing the DLR program. In addition, funding from

this bill will be used to conduct a feasibility study with the Department of Insurance to determine the effectiveness of interface software for determining financial responsibility.

The Division is aggressively pursuing project objectives. A project management office has been established; a project manager has been hired and project teams have been assigned and are writing business rules and specification documents.

Program Enhancements

DLD staff work with Information Management Service personnel each year to implement statutory changes by headquarters personnel and in driver license offices statewide.

The DLD, in an effort to respond to homeland security concerns, recognized the importance of verifying identities during the course of issuing driver licenses and identification cards. Several system enhance-

Fiscal Year 2003 Field Service Activities

	2002	2003	Variance (%)
Driver licenses and identification cards issued	5,903,863	5,077,941	-14%
Knowledge tests	2,143,133	1,931,120	-10%
Driving skills tests	961,320	858,011	-11%
Vision tests	2,803,439	2,333,952	-17%
Vehicle inspections	489,200	433,129	-11%
Driver improvement actions	101,363	98,223	-3%
Medical limitations screenings	84,582	72,289	-15%
Traffic warrants served	18,457	15,283	-17%
Felony and misdemeanor warrant apprehensions	6,545	5,702	-13%
Criminal investigations	5,348	3,879	-27%
Monies collected from traffic warrants	\$3,093,042	\$ 2,642,221	-15%

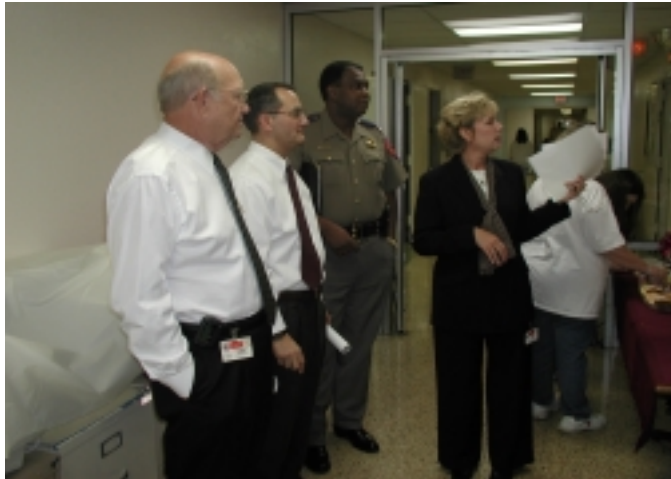
ments were developed and other projects were introduced to directly support law enforcement and internally improve the efficiency, effectiveness and customer service of programs.

To assist law enforcement with investigations, the DLD implemented the Driver License Image Retrieval system in February 2003. With this system, authorized law enforcement personnel can electronically retrieve the latest driver license or identification card photograph on record. Then the Microfilm Section of the License Issuance Bureau emails the image to the investigator.

With the system, users can also request a report identifying possible related records, mark a record confidential or create a custom report. To become eligible to access this system, a law enforcement agency must have an approved Memorandum of Understanding on file with the Department. Access is strictly limited for law enforcement investigation purposes.

While the Division debuted online driver license services during 2001 and 2002, several strategic enhancements were introduced in 2003. Web-based services were broadened in April to permit eligible individuals to change their address through the Internet. The License Issuance Bureau implemented legislative requirements for Spanish text within the agency's online change-of-address program in July.

The Safety Responsibility Bureau introduced an automated workflow application for all incoming compliance documents in September. Documents are scanned and indexed within two days of receipt. The immediate availability of the images has tremendously enhanced the



DPS management toured the Customer Service Bureau during Customer Service Week in November.

service provided to customers by the Safety Responsibility, Driver Improvement and Customer Service bureaus.

The Driver Records Bureau, in partnership with Accounting and Budget Control, also began using document imaging for fee remittance and form processing of driver license mail renewals in September. The same technological advances were implemented the following month to process change of address applications received in the mail, as well as driver records requests starting by December.

The agency's accounting department also updated technology for processing incoming mail for the Parent Taught Driver Education program in November. Related forms are scanned, so

that the Parent Taught Driver Education section is more efficient and the amount of information entered into the program's database is reduced. The processing change also reduced the wait time for requesting parents to receive the program packet.

The second phase of the Division's practice of verifying Social Security numbers (SSNs) was implemented in October. With Social Security online verification, field representatives can make an inquiry directly to the Social Security Administration (SSA) to verify information provided by an applicant.

The SSNs of all individuals applying for an original driver license or identification card, an original commercial driver license or a change of name or date of birth are verified online in the office. If the information does not match, the individual will receive notification of the discrepancy from the Department, as well as a request that the individual return to the driver license office with proper documentation.

In addition, the Department continues to submit a weekly file to the SSA of all other transactions processed in the driver license office to verify the SSN information.

The Division also piloted the receipt of suspension compliance items at the South Gessner Driver License Office in Houston. Historically, customers could only submit their compliance

documents and fees via mail or drive to Austin Headquarters for immediate service.

Under the pilot, Houston-area drivers with certain suspensions can pay the required fees and file necessary paperwork closer to their homes and expedite their clearance. The Division also sells driver records as part of the pilot.

The Department has received positive feedback from both internal and external customers regarding the convenience of the Houston services. On average, the Houston office assists 125 customers per day with either compliance items or driver record requests. With the anticipated success of this pilot project, the DLD will consider offering compliance services at other locations throughout Texas.

The Automated Mail section of the License Issuance Bureau completed the installation and acceptance of its new high-speed mailer in September. The new system upgraded related technology in addition to ensuring hardware stability.

The Record Evaluation section, in partnership with other areas in the Division, established a process to eliminate the manual intervention of combining driver histories in August. The Electronic History Transfer (EHT) program transfers history from one record to another, eliminating the manual entry of each history item and the duplication of information on a driver record.

Fraud Detection

While the Field Service has

always emphasized detecting fraudulent activity during the course of issuing driver licenses, all practices were reviewed this year to ensure it continues to be a priority. Daily reports generated in the offices serve as an effective tool in detecting fraud.

A pilot project in the Dallas area began in the latter part of 2003 which requires employees to make copies of all primary and secondary identification submitted by the applicant for supervisory review.

The Division also created and instituted a document(s) investigation and seizure procedure policy to aid commissioned officers on the logistics of properly seizing suspect documents.

Legislators approved staffing the DLD Fraud Unit with nine commissioned troopers and six civilian analysts. At the end of 2003, a lieutenant and an analyst were appointed to establish the unit's functions and responsibilities. The unit will significantly enhance investigative efforts concerning fraudulent and counterfeit documents, identity theft and possible corruption.

With technological advances, software and the relatively low cost of equipment now available to the public, creating and using false identification is more prevalent and in some cases, the counterfeit document is undetectable to the naked eye.

Drug traffickers, scam artists and wanted persons all use counterfeit documents or stolen identities. The use of fraudulent documents cause enormous economic losses and inconvenience to the citizens of Texas. In

addition to these losses, the threat of terrorist activities connected to the use of fraudulent documents is a national security issue.

Emergency Reassignment

As the nation tried to come to terms with the tragedy of the Space Shuttle Columbia in February, the DLD partnered with other Divisions to provide assistance to NASA in the recovery of wreckage debris. Over the course of February and March, 50 DLD commissioned officers were temporarily reassigned to this salvage duty.

Awards

For the past 27 years, the Department has participated in a national program known as the Fatality Analysis Reporting System (FARS). The program collects data on fatal motor vehicle traffic accidents and is funded and administered by the National Highway Traffic Safety Administration (NHTSA). The mission of FARS is to make vehicle crash information accessible and useful so that traffic safety can be improved.

In September, Texas FARS analysts attended the Annual FARS Statewide Training Conference in Nashville, Tennessee. Each of the Texas FARS analysts were recognized with individual awards for "Outstanding Analyst" in Region 6, which includes Texas, Louisiana, New Mexico, Oklahoma and Arkansas.

Capt. Jerome Powell received a Director's Citation in June for his efforts in assisting a woman who had been injured in a wreck

and was unable to get out of the burning vehicle. Capt. Powell, who was traveling to work, encountered the accident. Although two passengers had exited the car, Capt. Powell saw that the driver was still in the vehicle. Concerned that the burning vehicle could explode, he re-

ported the wreck on his radio and then helped get the driver out of the car.

In November, Trooper Tywan Shelton received a Director's Citation for his quick response and action that saved the life of a 67-year-old female who fainted at church during Thanksgiving. He

gave CPR for 15 minutes before paramedics arrived. Paramedics stated that "if it were not for the life saving skills performed by Trooper Shelton, Ms. Wheeler may not have experienced a very tearful and happy reunion with her daughter in the hospital room."

Driver License Division Statistics

HEADQUARTERS SERVICE ACTIVITIES	Calendar Year 2002	Calendar Year 2003	Variance
Email responses:			
Customer Service	16,656	24,518	47%
License Issuance	21,332	16,433	-23%
Driver Records:			
Sale of records	\$49,114,989	\$50,915,144	4%
Driver records prepared	10,943,331	11,713,579	7%
Customer Service:			
DPS Switchboard Calls	159,347	174,537	10%
DLD Automatic Call Distribution System	667,146	707,181	6%
Customer Service Call Backs	58,587	47,065	-20%
Driving while intoxicated:			
Adult convictions with mandatory suspensions	23,251	26,146	12%
Under 21 convictions with mandatory suspensions	4,753	4,731	0%
Alcohol education program required	34,638	33,019	-5%
Drug offenses:			
Adult convictions with mandatory suspensions*	9,611	13,373	39%
Under 21 convictions with mandatory suspensions	2,401	N/A	N/A
Zero tolerance offenses:	23,101	19,564	-15%
CMV disqualifications:	712	838	18%
Administrative License Revocation:			
Cases analyzed	113,435	125,518	11%
Administrative suspensions	75,589	80,918	7%
Administrative hearing actions:			
Scheduled	6,430	7,168	11%
Suspensions/revocations/disqualifications	50,622	63,866	26%
Probation orders granted	3,183	3,108	-2%
Enforcement actions:			
Medical Advisory Board	7,404	8,484	15%
MAB not approved/test required	6,075	7,315	20%
Problem driver cancellations	27,907	12,862	-54%
Nonresident violator compact	42,209	40,984	-3%
Minor unpaid violations (FTA/FTP)	14,880	30,472	105%
Juvenile suspension actions	9,502	9,653	2%
Classified sex offender revocation orders **	N/A	4,402	N/A
Interlock licenses issued:	341	857	151%
Occupational licenses issued:	9,898	12,560	27%
Compliance items processed: ***	608,135	583,770	-4%
Administrative License Revocation (ALR)			
Cases Resolved:	19,528	21,459	10%
	77% Win Rate	79% Win Rate	

* CY2003 includes both Adult and Under 21.

** Program onset in CY2003.

*** Estimated CY total based on Jan-Sept 2003 data and average for October through December 2003.

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 2003, the Crime Records Service (CRS) selected a vendor to redesign the current Computerized Criminal History system. The Computerized Criminal History (CCH) Redesign Project will replace the existing system. The CCH Redesign has the same mission and functionality as the current CCH, but will feature new capabilities and use newer technology for processing CCH data.

The goal of CCH is to serve criminal justice and non-criminal justice users by providing and maintaining a computerized file of accurate and timely documented criminal justice information. Information collected on individuals in the CCH database can be used to positively identify, monitor and ultimately assist law enforcement in preventing criminal activity. The CCH system is also used extensively by authorized non-criminal justice agencies for licensing and employment background checks.

The CCH system stores an extraordinary amount of criminal justice information. The functional redesign will center around the solutions needed to meet

advancing user requirements. The redesign project began in April 2003 and is scheduled for implementation in September 2004.

In 2003, the Crime Records Service held its first Texas Conference on Criminal Justice Information System Reporting. This event, held in Austin in September, drew more than 300 attendees from a wide variety of criminal justice agencies, including county and city law enforcement agencies, prosecutors, courts and community supervision agencies.

Attendees had the opportunity to participate in courses related to the Criminal Justice Information System (CJIS) taught by DPS personnel. These courses included information on basic CJIS reporting procedures, resolution of errors in reported CJIS information, proper fingerprint-taking techniques and migrating to an electronic CJIS reporting process, to name only a few. Seven vendors also were represented at this event, providing information regarding their CJIS-related products. The conference was a success and preparation is currently underway for the 2004 conference.

In 2003, in response to legislation greatly expanding the number of non-criminal justice entities with access to criminal history record information (CHRI), the Crime Records Service created an online application procedure for access to the

CRS secure website. The secure website provides access to CHRI via the Internet for all statutorily authorized non-criminal justice entities. In addition to CHRI, entities using the secure website receive data on registered sex offenders and wanted persons.

Since use of the secure website began in February 2001, the number of user entities has increased substantially. With the new online application process, entities apply for access in an automated fashion, greatly reducing the time and manual work required for CRS employees.

Emergency Management Service

In 2003, the Emergency Management Service (EMS) responded to a full array of emergency events and threats to Texas, including the tragic explosion of the Space Shuttle *Columbia*, Hurricane Claudette, a series of severe weather emergencies and the continuing threat of terrorism against Texas and the United States.

EMS is charged with assisting local governments in planning for, responding to and recovering from disasters and emergencies. It also provides mitigation services to decrease the impact of future disasters. The EMS State Operations Center (SOC) is activated 24 hours a day, seven days a week to respond to any potential threat to Texas.



Many state and federal agencies worked together to recover shuttle material following the explosion of Columbia. (Photo courtesy FEMA.)

The SOC responded to a total of 2,488 emergency incidents during FY 2003, ranging from hurricanes, tornadoes, fires and floods to hazardous materials incidents, airplane crashes, the explosion of the Space Shuttle *Columbia* and outbreaks of animal disease that could have damaged the Texas economy.

• **Training and Planning.**

EMS assists local jurisdictions in developing emergency plans and oversees exercises and drills to prepare for disasters. Some 211 local and state emergency exercises were conducted during FY 2003.

EMS provides a wide variety of training programs and a series of training conferences for emergency managers, first responders and local elected officials. EMS provided 84,599 student hours of instruction during FY 2003. In addition, EMS reviewed 1,625 local planning documents for jurisdictions throughout Texas.

• **Expansion.** Due to the many and varied nature of emergencies and disasters in Texas and the need for a decen-

tralized approach to respond rapidly and efficiently at the local level, EMS increased field staffing during FY 2003 to better serve DPS Disaster Districts in all areas of emergency management. Seven regional liaison officer positions were added to

coordinate emergency management efforts with local elected officials.

• **Texas Infrastructure Protection Communications Center.**

The State Operating Center, originally constructed in 1964, is undergoing an extensive upgrade and is taking on added duty as the state's Infrastructure Protection Communications Center. Although no increase in square footage was possible in the underground facility, a variety of telecommunications and electronic improvements were made in an effort to provide a state-of-the-art 21st-century command, control and communications center that meets the needs for homeland security in Texas.

The center includes a criminal intelligence collection and analysis component called the Texas Security Alert and Analysis Center (TSAAC). This new center brings together law enforcement and emergency response professionals to share and disseminate information from local, state, federal and private agencies, which is especially

crucial as homeland security responsibilities and the threat of terrorism increase.

• **Amber Alerts.** During 2003, a total of seven state-involved Amber Alerts were issued. In all seven cases, children were recovered safely. Each request for an Amber Alert is unique and requires considerable effort. A state-involved Amber Alert triggers a massive cooperative effort, involving the National Weather Service, the Texas Department of Transportation, the Texas Bankers Association, the Texas Lottery Commission, the Texas Association of Broadcasters, DPS, media stations and local law enforcement agencies.

• **Space Shuttle Columbia.**

The year 2003 began with an unprecedented disaster—the tragic explosion of the Space Shuttle *Columbia*—that led to an equally unprecedented mobilization of Texas resources. The shuttle disintegrated 38 miles above North Texas on Saturday, February 1, and scattered debris across more than 40 counties. Miraculously, there were no reported injuries except for the loss of the heroic crew members. All crew members were located and an extensive amount of shuttle debris, some of which was potentially hazardous, was secured, catalogued and collected.

EMS quickly mobilized 354 DPS Troopers, the DPS dive team, 800 members of the Texas Army National Guard and state agency members of the Texas Emergency Management Council. Eventually, more than 90 separate local, state and federal

agencies—and 5,000 personnel ranging from astronauts to state troopers—participated in the massive effort to search more than one million acres for crew members and shuttle debris.

• **Hurricane Response and Recovery.** The year continued to be challenging as EMS mobilized in response to a series of severe weather events and dangerous storms in the Gulf of Mexico. Hurricane Claudette blew into Texas near Port O'Connor July 15 and 16, with wind gusts of up to 100 mph. This highly unpredictable hurricane changed course seven times. County Emergency Operations Centers along virtually the entire Texas coastline activated in response.

Claudette resulted in two deaths and a Presidential Disaster Declaration. A total of 7,946 teleregistrations were received for \$4.56 million in assistance for housing, and 3,890 applications were approved for \$7.2 million in assistance for other needs. The Small Business Administration approved \$8.2 million in loans. A total of \$21.5 million in public assistance was obligated.

Claudette was the first hurricane of the new century, and was rapidly followed by two tropical storms that also caused mobilization of state resources. Tropical Storm Erika struck northern Mexico and Tropical Storm Grace made landfall but caused only minor flooding.

Because the intensity and direction of these storms were unpredictable, the SOC and state agencies were mobilized as long as a threat remained to the Texas coast.

• **Increased Homeland Security Threat Level.** On December 12, EMS responded, as it has on previous occasions, when the federal government elevated the national response level from Level Yellow to Level Orange. EMS, as it has during past Level Orange activations, provided key and essential coordination at the local, state and federal level to include public and private organizations.

Staff Support Service

Staff Support Service performs many diverse support functions for the Department. Comprised of 295.5 full-time employees (22 commissioned and 273.5 non-commissioned), the bureaus within the Service are responsible for all DPS-owned buildings, fleet vehicles, employment records, training records, recruiting, promotional testing and supplies.

The Service consists of the

following six bureaus: Building Program, Fleet Operations, General Services, Human Resources, Psychological Services and Training. Staff Support Service also includes the Equal Employment Officer and the Radio Frequency Unit.

• **Building Program Bureau.** The Building Program Bureau is responsible for managing approximately 1.87 million square feet of floor space in the 121 agency-owned and 36 leased office buildings at the Headquarters complex and in the eight DPS regions.

The bureau staff also manages telephone services and equipment, Tex-An service and billing, coordinates Headquarters recycling efforts and assists field offices with major repairs and utility cost monitoring. The bureau staff works with Department employees, the Texas Building and Procurement Commission, architects, engineers,



Hurricane Claudette as it crosses Texas. (Photo courtesy University of Texas Center for Space Research.)



Aerial view of the DPS Firing Range in Florence. The range opened for business in mid-2003.

contractors and regulatory agencies to coordinate building design, renovation and new construction projects, as well as the purchase of land.

During 2003, the Building Program Bureau completed construction of the DPS firing range located in Florence, and renovation of the State Operations Center (SOC). The bureau also began the construction of three new area offices in Columbus, Wallisville and Athens, and began the conversion of the Houston Grant Road area office to a stand-alone driver license facility.

• **Fleet Operations Bureau.**

Fleet Operations Bureau manages a fleet of approximately 3,000 vehicles and 123 radio towers throughout the state. The Bureau, consisting of the Fleet Office, the Automotive Shop, the Communications Shop and the Parts Department, is responsible for the acquisition, installation, maintenance and disposal of vehicles, emergency equipment and two-way communications used by the Department.

The Fleet Office facilitates

the purchase, registration and assignment of all new fleet vehicles, processes the sale of all surplus vehicles and is the repository for all vehicle maintenance records.

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

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

During 2003, the Fleet Operations Bureau purchased 992 vehicles at a cost of \$18,985,444 and communications equipment costing approximately \$2,000,000. The staff also

prepared approximately 925 surplus vehicles for sale.

Fleet Operations Bureau opened its first remote automotive repair shop in 2003 at the new Houston Regional Office. The facility is staffed with two automotive technicians and two communications technicians.

• **General Services Bureau.**

The General Services Bureau supports Department employees through the General Services Office Staff, Mail Operations, Reproduction, General Stores, Office Supply and Receiving Warehouse operations.

The General Services office staff manages publications sales, including various forms and books used by the public and other law enforcement entities. This area is also responsible for the issuance and distribution of Department manuals and revisions.

Mail Operations handles all interdepartmental correspondence, incoming and outgoing mail for the Department. During 2003, Mail Operations personnel processed a total of 8,288,986 items, saving the Department \$689,419 in postage.

In 2003, Reproduction completed more than 84 million impressions consisting of pamphlets, driver handbooks, criminal bulletins, promotional exams, brochures, books, posters, decals, business cards, various size envelopes and other literature.

General Stores, Office Supply and the Receiving Warehouse were consolidated into one operation in January 2003 and relocated to a leased warehouse on Denson Drive approximately

eight-tenths of a mile from the Headquarters complex.

This supply and warehouse operation is responsible for purchasing and distributing uniforms, firearms, body armor and other law enforcement equipment as well as driver handbooks, ticket books and law books to the commissioned officers and administration.

In 2003, this section accounted for \$3,364,252 in total sales, received more than 4 million pounds of freight and handled more than 4,000 items of surplus property through interagency transfers, the Texas Department of Criminal Justice, schools, cities and counties, deletion requests and a sealed bid sale.

• **Human Resources Bureau.** The Human Resources Bureau is responsible for training and advising Department management staff and employees regarding human resources policies and procedures.

The staff ensures compliance with the Family Medical Leave Act, the Fair Labor Standards Act, the Americans with Disabilities Act, the State Workers' Compensation Act and the State Classification Act. The staff also administers the Department's sick leave pool and other extraordinary leave programs and the mandatory drug testing program. The bureau is the custodian for personnel records of 7,648 current employees and 3,589 former employees.

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 job announcements for vacant positions; screening and testing applicants; job analysis/evaluation; job compensation and classification recommendations; developing career ladders; maintaining employee personnel files; providing employee statistical information and conducting supervisory and staff training.

During 2003, virtually every area of Human Resources was significantly impacted by a surge in retirements resulting from the retirement incentive enacted by the state Legislature. A total of 362 (199 commissioned and 163 non-commissioned) employees retired from the agency. The Department rehired 116 retired commissioned officers.

The Bureau began implementing an employee drug testing program. The new mandatory drug testing program, which includes random, for cause and critical incident drug testing, began on June 1. A total of 335 random drug tests were administered during the year.

The Recruiting Office provides an ongoing recruiting effort to attract qualified applicants for Department commissioned and non-commissioned positions. This office coordinates a field recruiting program that includes tracking methods and individual follow-up evaluations. During 2003, this office tested approximately 2,271 applicants to staff three recruit schools, ultimately calling 328 of those applicants to the schools.

The Law Enforcement Promotions Section administered 53 separate promotional examinations for the positions of supervisor, sergeant, lieutenant and captain in all divisions. The staff processed 4,753 applications, administered 4,065 individual written examinations, called 937 candidates to participate in the oral board process and placed 227 candidates on promotion eligibility lists.

The Risk Management Section processed a total of 533 workers' compensation claims resulting in lost time from work or medical expenses and completed 37 work station ergonomic assessments to help employees prevent wrist, shoulder, hand, arm and back pain.

The Employment and Compensation Section completed job analysis and evaluations on 77 new and pre-existing positions throughout the agency; wrote or revised approximately 725 job descriptions; administered 4,111 applicant exams (1,029 typing, 1,786 clerical and 1,296 data entry); processed 14,219 applications and 1,082 new hires and screened 12,516 applications; processed and posted 850 headquarters and field job announcements and transfers; and responded to 52 salary surveys.

The Records Section processed 5,613 personnel action forms. Of that number, 798 were terminations and 1,082 were new hires. Also during the year, 566 inactive personnel files were purged and approximately 12,000 address cards and 8,000 personal data cards were entered into the personnel and payroll system.

• **Psychological Services Bureau.** The Psychological Services Bureau continued to provide a comprehensive program of psychological services to employees, families, victims of crime and affected communities.

The staff psychologist provides confidential, short-term psychological interventions, including individual, marital and family therapy; individual and group debriefings; trauma assessment and treatment; individual and group stress management consultations; and child and family consultations. Additional services include substance abuse awareness training, assessment, treatment and referral; and anger management training, assessment, treatment and referral. During 2003, the staff psychologist provided assistance to 389 individuals.

The Victim Services counselors continued to ensure the delivery of service to crime victims by assisting victims and survivors, along with their families and communities, in recovering from the trauma of crime victimization. During 2003, the counselors provided assistance to 3,053 victims and conducted 3,199 follow-up visits.

The Employee Assistance Program is a Department-based service that provides confidential referrals and assistance for many common problems confronting employees and their families. The

program specialists met with 85 individuals throughout the year.

The Critical Incident Response Team is an employee-based peer support team designed to assist other department employees in times of crisis. The team consists of 157 employees, 33 chaplains and four spouses. Team members are stationed across the state and can respond to an employee or family member when they experience job-related or personal critical incidents. During 2003, the Critical Incident Response Team responded to 266 requests for assistance.



Trooper-trainees spend a lot of time in the classroom during their 27 weeks of training

• **Training Bureau.** The Training Staff developed a course on identity theft, as directed by the state Legislature and the guidelines set forth by the Texas Commission on Law Enforcement Standards and Education (TCLEOSE). The course, developed by the training staff, was adopted by TCLEOSE and is available to all Texas law enforcement agencies.

The Training Academy conducted three recruit schools in 2003. Recruit Schools A-03

and B-03 started on March 3 with 187 recruits and graduated in a combined ceremony on September 5 with 160 new troopers. Recruit School C-03 began on October 13 with 141 Recruits and ended the year with 115 recruits still enrolled.

The Department's Firearms Facility in Florence opened on June 1. The facility is available for DPS personnel, and other state, federal, county and municipal law enforcement agencies for firearms training and qualification. The facility is also used to train Concealed Handgun License (CHL) instructors.

The Training Bureau had 326,592 contact training hours for 3,347 students during 2003.

• **School Bus Transportation Unit.** The School Bus Transportation Unit provided instruction on the eight-hour National Highway Traffic Safety Administration (NHTSA) Child Passenger

Safety Training course for school bus drivers.

In April, the Unit co-sponsored the second annual speech contest for School Bus Safety for high school juniors and seniors from across Texas. Christa Bieker, the state winner, was presented with a \$1,000 college scholarship. Christa represented Texas in the second annual National Association of Pupil Transportation speech contest, where she won second place and received an additional \$1,000

college scholarship.

- **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 defensive bicycle riders. During 2003, the program distributed more than 20,000 Bicycle Safety brochures, posters and videos to public schools, Boy Scouts, parent-teacher organizations, law enforcement agencies and military police.

The Bicycle Safety Program, 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. Law enforcement agencies are now using the form.

- **Motorcycle Safety Training Unit.** In 2003, the Motorcycle Safety Training Unit converted to an entirely new basic motorcycle operator training course curriculum. This entailed creating a successful plan to update more than 270 rider coaches and modify more than 80 training sites in all regions of Texas. Although the curriculum conversion delayed training in most locations across the state, more than 22,000 students enrolled in either the Basic or Advanced Motorcycle Operator training course, a 9 percent increase over 2002.

The Unit continued to issue licenses for non-standard training, which consists of manufacturer specific training in areas



Students in the motorcycle safety course receive instruction and information on how to safely operate their motorcycles. A specialized trailer transports motorcycles to various locations.

such as “side car” training or “trike” training. To date, Texas has twice as many Harley-Davidson “Rider’s Edge” new rider programs than any other state in the country. More than 1,900 students enrolled in a Rider’s Edge program.

The Motorcycle Safety Training Unit continued to process helmet exemption sticker applications. Nearly 5,000 applications were processed, of which nearly 4,500 were approved. The unit distributed more than 300,000 pieces of course and motorist awareness materials throughout Texas.

In 2003, the Unit opened or expanded training sites in Austin, Round Rock, Brownwood, Arlington, Bedford, Plano, Richardson, North Richland Hills, Southlake, Lancaster, Baytown, Magnolia, East Houston, Midland, Lubbock and San Angelo.

The Unit purchased 72 training motorcycles and distributed them to sites across Texas to increase the availability and decrease the overall cost of training courses. During 2003, 1,986 Texans attended all-terrain vehicle training.



- **Administrative Training.**

The Administrative Training Unit had a total of 11,877 training contact hours with 2,501 class participants. The unit 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 61 supervisors in 2003.

- **Radio Frequency Unit.**

The Radio Frequency Unit has continued its efforts to address interoperability of radio communications among public safety users and first responders at all levels of government. The unit staff is working with the Public Safety Radio Communications Council (PSRCC), the Texas Statewide Interoperability Executive Committee (TSIEC) and the Interagency Radio Work Group (IRWG) to provide a framework that will allow stakeholder

participation in developing interoperability solutions.

In January, the Radio Frequency Unit, along with the Department of Justice's Public Safety Wireless Network (PSWN), sponsored a statewide forum to discuss interoperability issues and developments. Over 300 public safety communications officials from across the state attended.

Staff members worked with the IRWG in January to identify and designate eight radio VHF frequencies that could be used by public safety entities in the event of a catastrophic or terrorist event. The eight core frequencies are being installed in the mobile radios of seven state agencies and have been made available for use by local and federal public safety agencies.

The Radio Frequency Unit is working with the PSRCC to develop and implement a strategic plan to address radio communication interoperability as required by HB 2650 (78th Legislature.)

The Radio Frequency Unit has been working in conjunction with the TSIEC to coordinate and administer the usage of the 700 MHz radio frequencies and all Federal Communication Commission (FCC) designated radio interoperability channels within the state.

• **Equal Employment Officer.** The EEO Coordinator is responsible for ensuring compliance with federal and state statutes governing employment law, discrimination and sexual harassment. The coordinator receives and processes com-

plaints from employees in conjunction with the Employee Relations Office and the Office of General Counsel. The Coordinator also provides training to all new employees at the headquarters complex and works with the field offices to ensure that EEO training is provided to all new employees.

During 2003, the EEO coordinator received 48 Section 18.25 complaints from DPS employees, five of which became Section 18.25 investigations. The EEO Officer acted as investigator for five Section 18.25 complaints. The EEO Coordinator also provided employment discrimination training for 612 new employees and provided Texas Commission on Human Rights refresher training to 59 employees.

Director's Staff

Accounting and Budget Control

Accounting and Budget Control is composed of several functions: Accounts Payable/Travel; Employee Payments and Benefits; Capital Assets; Procurement; Historically Underutilized Business Program; Grants; Budget & Planning; Accounting Systems and Central Cash Receiving.

Chief of Finance Tom Haas is responsible to the Director for the management and supervision of 107 authorized full-time employees.

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

- The Budget & Planning section was charged with monitoring an approved budget of more than \$406 million during FY 2003. The section performed extraordinary analyses related to the regular and special-called legislative sessions.

- Central Cash Receiving (CCR) processed 1,521,638 transactions and deposited \$69,348,470 in revenue into the state treasury. CCR is completing implementation of an automated revenue processing and document imaging system to increase volume and enhance business processes.

- Accounting Systems employees are responsible for the general ledger, seized assets, computer security and the DPS Mutual Association. This section enhanced cross-training to

strengthen their knowledge base. They piloted and placed into production a new DPS Mutual Program for 5,000-plus members to improve and enhance deposit of funds, customer data retrieval and inquiry capabilities.

- The Grants Section oversees the accounting maintenance of grant funds received by the Department for 159 programs totaling \$225,331,244 in funding passed through to other state agencies or local governments and \$41,451,723 of federal and grant funding that was used directly by DPS. Expenditures are audited for legitimacy to ensure that all federal and state regulations are being followed and quarterly and annual reports are sent to oversight agencies as required. Funding sources include direct federal funds, pass-through federal funds from another state agency and state funds in the form of grants or interagency contracts.

- The Procurement section has a state-certified staff of professionals, including purchasers, purchasing managers, a procurement card administrator and a contract administrator. The Purchasing Section issued 15,801 purchase orders with a total value of \$129,909,818.

- The Historically Underutilized Business (HUB) Program's mission is to promote full and equal business opportunities for minority and woman-owned Texas businesses. A full-time HUB coordinator reports directly

to the chief of finance and is independent from the Procurement section, but works closely with their staff to ensure overall agency compliance. Total HUB expenditures for the agency were \$14,145,769. The HUB section sponsored DPS Technology Day, co-sponsored numerous statewide economic opportunities and exceeded the overall state of Texas percentages.

- The Capital Assets section is completing the implementation of a new Capital Assets Tracking System with bar coding technology to improve accuracy and efficient accountability throughout the agency.

- The Employee Payment and Benefits section consists of Payroll, Insurance and Deferred Compensation. The section successfully processes monthly payroll and benefits for the Department's 7,600-plus employees.

A few of the section's highlights in 2003: HB3208 generated more than 260 retirements requiring retirement incentive payments; the section processed payroll and benefits for three recruit schools; coordinated insurance changes in May for all employees as the State's insurance benefits changed; improved employees access to forms, links and general information on the Department's internal website and implemented a cost-saving mailing procedure related to Child Support payments to the Attorney General's Office.

- The Accounts Payable and Travel section processed approximately 84,296 invoices and travel vouchers totaling \$212,460,309 for goods and services used by DPS. The section discontinued use of purchase order forms and began using a purchasing card to improve efficiency. The section also conducted quarterly internal audits in accordance with the Prompt Pay Act.

Aircraft

The Aircraft Section, based at Austin-Bergstrom Airport, is under the leadership of Chief Pilot Jack Reichert and Captain Steve Powell. The Aircraft Section has five lieutenants who

support DPS and local law enforcement operations.

In 2003, the Aircraft Section replaced a 1980 Austin-based Cessna 210 airplane with a new Cessna 206 using seized drug funds. Also with seized funds, the section began replacing the aging analog DPS police radios with state-of-the-art, three-band digital-capable radios that will enable communications with police agencies that use 800 MHZ trunked systems, in addition to VHF and UHF.

With the expected delivery of the latest acquisition in February 2004, the DPS helicopter fleet will include seven American Eurocopter AS350s. DPS has one

All of the DPS helicopters are equipped with infrared imaging systems that are used to locate lost or wanted persons. This equipment, in conjunction with the 30-million-candlepower NightSun searchlight on each helicopter, provides optimum daytime and nighttime search capabilities. The Aircraft Section has Lo-Jack receivers on four of its helicopters that have resulted in the recovery of 25 stolen vehicles and several criminal apprehensions.

The DPS airplane fleet consists of seven single-engine Cessnas and a Gulfstream Commander 1000. The airplanes are used to further investigations by transporting witnesses, prisoners, investigators, evidence and specialized equipment. The single-engine Cessnas are also used for aerial criminal surveillance and for patrolling stretches of highways to assist Highway Patrol troopers with locating aggressive drivers.



One of the newest helicopters in the DPS fleet.

supervise 20 sergeants stationed around the state at nine different locations. Support personnel at the Austin base include two administrative assistants.

The Aircraft Section uses eight helicopters, seven single-engine airplanes and one twin-engine turboprop airplane to

remaining Bell 206BIII helicopter in Waco. The helicopters are primarily used for search and rescue, manhunts, searches for lost persons, searches for downed aircraft and a Domestic Marijuana Eradication program in cooperation with the DEA and the National Guard.

Total flight hours	5,878
Flight missions	2,898
Suspects located	351
Felony arrests	577
Victims located	23
Persons rescued	3
Lost persons located	40
Downed aircraft located	8
Drowning victims located	6
Narcotics investigations	694
Criminal investigations	743
Value of narcotics located	\$109,369,986.50
Value of stolen property located	\$1,460,030

Information Management Service

The Information Management Service (IMS) provides information technology services to DPS and other law enforcement agencies both statewide and nationwide. Among other duties, including network management and application development, this section of the Director's Staff also provides comprehensive system support services and maintains DPS systems.

These DPS systems, in turn, provide law enforcement offices all across the state of Texas with instant access to criminal histories, wanted persons, stolen vehicles, driver records and vehicle registration information. IMS provides law enforcement personnel with 24-hour, 365-day access to many critical systems.

In 2003, IMS completed 21 custom projects, 1,813 small enhancements to systems and five major enhancements to systems. IMS also deployed a new network for the State Operations Center that vastly improves the state's ability to respond to and manage emergencies.

Providing ongoing day-to-day communications to law enforcement agencies, the Texas Law Enforcement Telecommunications System (TLETS) handled more than 1.1 billion messages in 2003, a 10 percent increase from 2002.

IMS staff strives to continually improve security for the applications and networks that support the agency's important mission, resulting in a more than 99 percent availability to DPS and DPS customers.

Information Resources

Information Resources is responsible for data security and data recovery. Daily tasks include routine maintenance of the agency's computer files. In 2003, the section made significant advancements in increasing the agency's data security posture and recovery capability including:

- System-wide password rules were strengthened, requiring users to include special characters in their password, which will make guessing passwords much more difficult.

- In the mainframe area, the section implemented a process for tracking non-scheduled jobs. Review responsibility was assigned to the assistant chief of the Information Management Service.

- The section performed a risk analysis to identify areas where the Department's data security posture needs strengthening.

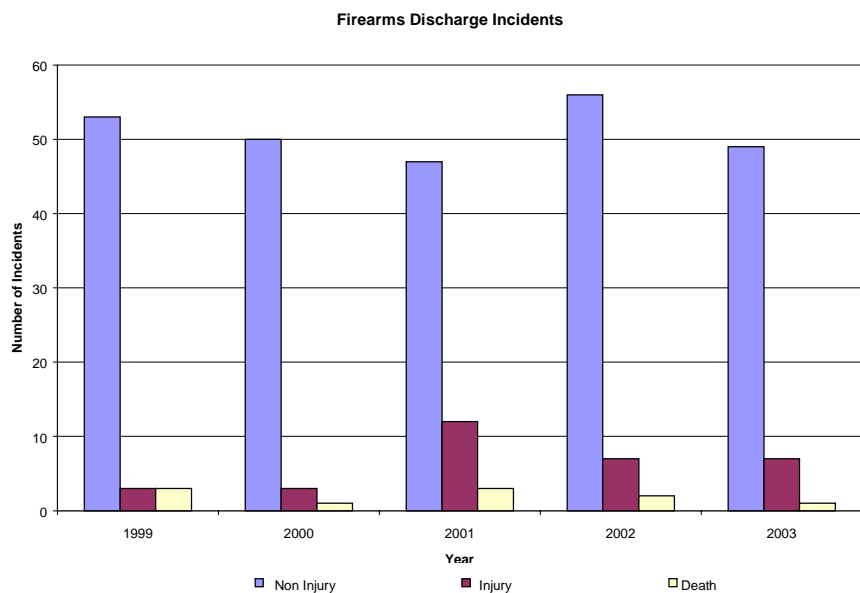
- The section successfully completed a test of the agency's data center backup site.

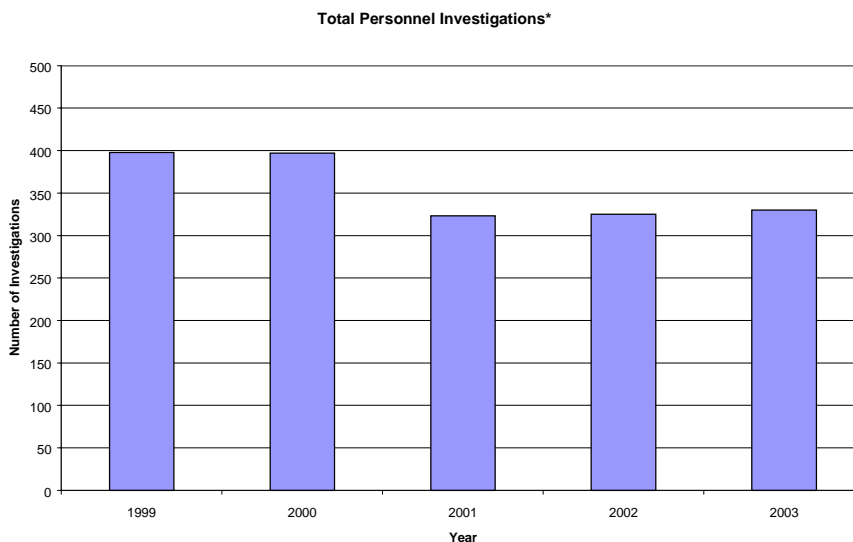
Internal Affairs

Internal Affairs (IA) conducts investigations of complaints made against DPS employees as assigned by the Director, Assistant Director or Public Safety Commission. These investigations may take the form of a personnel complaint investigation or an administrative inquiry.

Department supervisors, however, may also conduct personnel investigations. However, Internal Affairs coordinates all complaint investigations it does not conduct. Whenever a supervisor receives a complaint on one of their employees, they must contact Internal Affairs for a tracking number and under certain criteria, must consult with the Internal Affairs captain. The captain may approve of the investigation being conducted by a supervisor or request that the Director's office assign the investigation to Internal Affairs.

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





*includes Personnel Complaints, Administrative Inquiries and Discrimination/Sexual Harassment investigations

sufficiency of evidence.

In conjunction with the Department's Employee Relations Office, Internal Affairs also investigates internal complaints relating to the Department's policy prohibiting discrimination and sexual harassment. Investigations not conducted by Internal Affairs must also be forwarded to this office for review.

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

Internal Affairs also maintains a database on all personnel complaints, administrative

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

Upon request, Internal Affairs provides assistance to the Office of General Counsel in matters that have, or could, result in litigation against the agency and its employees; complaints to the Equal Employment Opportunity Commission (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 sus-

pected, Internal Affairs is available to conduct investigations in cooperation with the DPS Health and Safety Administrator and the State Office of Risk Management.

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

The unit is staffed by a captain, five lieutenants (one position is currently vacant) and two administrative technicians.

Statistics—2003

Total personnel complaints:	166
Investigated by IA:	16
Investigated by supervisors:	150
Total administrative inquiries:	144
Investigated by IA:	22
Investigated by supervisors:	122
Total discrimination/sexual harassment investigations:	20
Investigated by IA:	6
Investigated by other personnel:	14
Total firearm discharge incidents:	49
Investigated by IA:	8
Investigated by supervisors:	41
Total Office of General Counsel assistance:	119
Litigation:	1
Open Record requests:	118
Total Workers Compensation Inquiries:	0
Grand Total for Internal Affairs	171

Legislative Liaison Office

The Legislative Liaison serves as ombudsman between the Department and Texas public officials at all levels of government. The primary focus of the office is to maintain positive Department relations with officials in the three branches of state government by responding to their legislative, budget and policy inquiries about the Department.

The Legislative Liaison uses his knowledge of the legislative process and his positive relationship with state policy makers to help the Department request funding and the statutory authority needed to accomplish its mission. The liaison works with DPS staff members to monitor legislation and provide state lawmakers with factual information regarding the potential effects of proposed laws.

In 2003, the Legislative Liaison office responded to 1,523 Texas public official inquiries; monitored 906 Texas House and Senate bills during one regular and three special sessions, providing input to state lawmakers about the potential effect of many of these proposed laws; and produced 551 Texas State Official identification cards

Office of General Counsel

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

Services provided by the Office of General Counsel include:

- advises management and the Public Safety Commission on legal questions;
- 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;
- coordinates legislation tracking during legislative sessions;
- provides instruction at the Training Academy; and
- coordinates both the administrative rule process and the Department manual revision process.

OGC also publishes and coordinates DPS legal publications, including the monthly *DPS Legal Bulletin*, an electronic newsletter that addresses issues affecting day-to-day law enforcement operations.

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

The office maintains an

electronic searchable library of all of these publications on the Department intranet.

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.

Data

- Caseload: 102 active lawsuits.
- Public information requests: more than 2,000.
- Contracts and grants reviewed: approximately 170.
- Legislative bills tracked during the 78th legislative regular and special sessions: 906.
- Electronic legal pages maintained on DPS intranet: approximately 4,700.

Public Information Office

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

The PIO staff fields thousands of telephone calls each year from members of the press and general public posing questions about every aspect of Department operations. Public information officers also respond to written and e-mail queries, distribute press releases and brochures, and conduct interviews and press conferences.

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 *Chaparrak*, 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 pro-

grams 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:

DPS received numerous calls throughout the year regarding the investigation into the Houston Police Department Crime Lab and the subsequent requirement by the Texas Legislature that all crime labs in the state that handle felony evidence be accredited.

PIO helped deal with media calls after the explosion of the Space Shuttle *Columbia* over East Texas.

PIO participated in several Amber Alerts during the year. All children sought in the Texas Amber Alerts were recovered safely in 2003.

The office also publicized many of the new criminal and traffic laws that went into effect September 1.

The office also responded to numerous media and public inquiries regarding new traffic and criminal laws passed by the Texas Legislature.

During 2003, PIO handled 7,118 calls from the news media and 9,814 calls from the general public, law enforcement officers and other state agencies.

2003 Awards

Director's Citations

Jerome Lynn Powell, Driver License Division, January 14
Dwayne Urbanovsky, Traffic Law Enforcement, March 28
Cody Cory, Traffic Law Enforcement, May 6
Robert Chavez, Traffic Law Enforcement, May 6
Keith D. Kucifer, Criminal Law Enforcement, May 22
Frank Cantu, Criminal Law Enforcement, May 22
Tywan Shelton, Driver License Division, May 29
Bobby White, Traffic Law Enforcement, September 1
Jose Duenez, Traffic Law Enforcement, September 1
John H. Henley III, Traffic Law Enforcement, September 1

History-making Director's Awards



In September, DPS presented the Director's Award to its youngest recipient up to that time.

Cameron Coplin, 13, received the award after saving her family when her stepfather lost control of the family's Suburban. Keith Williams and his three stepchildren were traveling on I-35 when Mr. Williams went into insulin shock and lost control of the vehicle.

After several miles, Cameron was able to regain control by grabbing the wheel of the car and pressing down the brake with her hand.

Then, in December, Cassidy Norton, age 7, received a Director's Award for her actions after her mother's vehicle crashed on a lonely farm road.

Her mother, who was not wearing a seatbelt, was ejected from the vehicle when it rolled. She suffered numerous cuts and bruises and several broken ribs. Cassidy, who had been wearing a seatbelt, was unable to get a signal on their cell phone. She walked—alone, in the dark, in below-freezing temperatures with no jacket—a quarter of a mile to a house to get help.

"As the youngest person to ever receive a Director's Award, Cassidy Norton has demonstrated bravery beyond her years. She may be small in stature, but this 7-year-old showed amazing composure and courage under pressure after she found herself suddenly thrust into a traumatic situation," said Col. Davis.





DPS Recruiting Program Goes International

Trooper Eric Sims (HP Capitol)—he's on the right—took some DPS recruiting bumper stickers with him when he deployed with the 82nd Airborne to Iraq in 2003. Trooper Sims has placed bumper stickers on several HUMMVs seen around Iraq, reminding his fellow soldiers that an excellent law enforcement opportunity awaits them on their return home. There's no word yet on whether the recruiting drive there has been successful.



