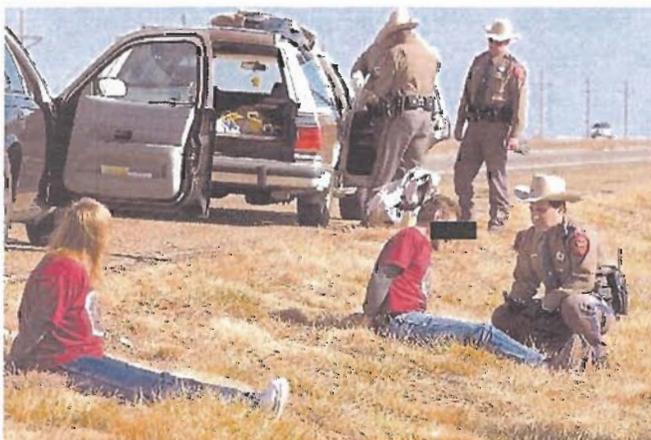
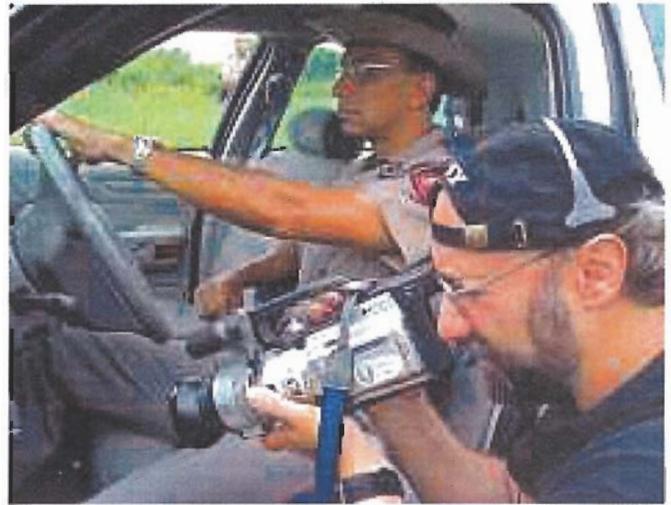


Texas Department of Public Safety

Annual Report

2004



Courtesy, Service, Protection

On the Cover

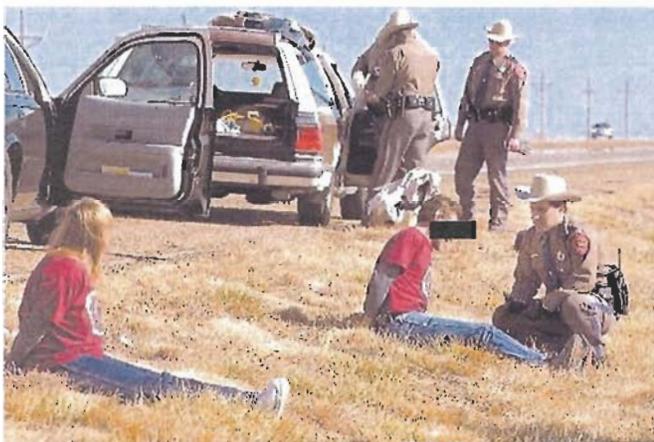


Photo by Mary Jane Farmer, Sherman Herald Democrat

Highway Patrol Tr. Kevin Galyon investigates a three-vehicle wreck that sent three people from this vehicle to Sherman-area hospitals.



Highway Patrol Tr. Ulysses McBride was one of several troopers featured in the Department's new recruiting video and public service announcements.



Highway Patrol Tr. David O'Brien talks with one of two people arrested near Pampa after a felony traffic stop. Evidence found in the vehicle linked the two suspects to bank robberies in Texas, New Mexico, Oklahoma and Florida.



One of the newest helicopters in the DPS aircraft fleet. It is outfitted with state-of-the-art infrared detectors and bright lights to aid in searches.

Mission Statement

The broad objective of this Department is “to maintain public safety in the state of Texas.”

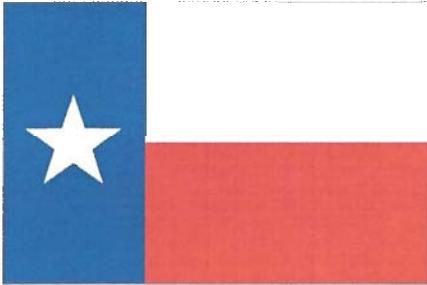
The Department works toward this goal within existing regulations and in cooperation with other agencies with mutual or related responsibilities.

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.”



A Message from the Director



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

We are pleased to present the Texas Department of Public Safety's 2004 Annual Report.

DPS Highway Patrol troopers arrested more than 37,002 drunk drivers --up from 32,000 in 2003. Troopers also seized 75,174 pounds of marijuana during traffic stops throughout the state.

DPS criminal investigators recovered more than 2,500 stolen vehicles in Mexico and continued the agency's counter-terrorism intelligence activities.

The DPS Crime Laboratory analyzed 2,523 DNA cases, up from 2,147 in 2003. The laboratory also analyzed 50,478 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: 

Thomas A. Davis Jr., Director

Texas Public Safety Commission

The Public Safety Commission oversees Department operations.

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

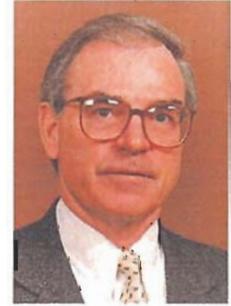
Members serve staggered six-year terms without compensation.

Commissioners are appointed based on qualifications, including knowledge of laws; experience with law enforcement; executive ability; honesty and integrity; education and training.

Members of the Commission in 2004 were Chairman M. Colleen McHugh of Corpus Christi, Carlos H. Cascos of Brownsville and Robert B. Holt of Midland.



*Colleen
McHugh
Chairman*



*Robert Holt
Member*



*Carlos H. Cascos
Member*

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 2004, 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. Based on audit and inspection results, the office develops recommendations to improve accountability, integrity, effectiveness and efficiency of Department programs and operations.

Internal Audit

During fiscal year 2004, internal auditors performed 23 risk-based and audit follow-up projects, three special reports, 12 Narcotics Service Imprest Fund audits, 10 Petty Cash Fund audits and 18 Driver License Office audits. These audits resulted in 67 recommendations for improvement.

Inspection

OAI Inspectors conducted inspections of law enforcement operations in two of the Department's eight regions and inspected nine headquarters operations during fiscal year 2004. As a result of these inspections, 219 recommendations for improvement were developed.

The inspectors coordinated the development of the Department's 2005-2009 Strategic Plan.

In addition, 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 2004, the review board processed more than 623 fleet collision reports and 284 fleet incident reports.

In addition, the Chief Inspector chaired the Awards Committee that reviews and processes all Department-wide performance awards. The committee approved 13 awards for deserving non-DPS employees and 10 citations and one Memorial Cross for DPS personnel.

Inspectors taught numerous law enforcement training classes at the DPS Training Academy and other police training academies, served on numerous interview boards, completed various Department committee assignments and spearheaded the Department's business continuity planning effort.

Texas Highway Patrol Division

The Texas Highway Patrol (THP) Division was established within the Department in 1968 to streamline the command structure of those units and services whose primary responsibility related to enforcing the state's traffic law. The 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 in the administration of division functions and responsibilities and assumes command of the division in the Chief's absence.

The THP Division, the largest in DPS, currently consists of 3,607 members, including 2,487 commissioned officers and 1,120 civilian support personnel. The Division is uniquely responsible for a variety of enforcement activities and regulatory functions involving traffic, vehicles, drivers and other individuals.

The division's enforcement, regulatory, staff and support services are separate units with programs and objectives that are designed to complement one another to accomplish the Department's overall objective.

The division provides protection and security for the Governor and has responsibility for all police services in the Capitol Complex. The men and women of the THP Division carry out the activities of the division through three field services that are specialized by function.

Two staff support units/bureaus carry out support functions for all THP Services:

The Automated Information Services Unit manages and coordinates information resources within the Division and works with the Information

Management Service. The Breath Alcohol Testing Bureau administers and regulates the statewide breath alcohol testing program in compliance with the Texas Breath Alcohol Testing regulations. Technical supervisors are stationed in key locations throughout the THP regional commands. The Bureau also certifies breath alcohol ignition interlock devices used by all jurisdictions in certain DWI cases.

Highway Patrol Service

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

The State Highway Motor Patrol was called the Texas Highway Patrol and its officers were given full law enforcement powers.

Through reorganizations in 1957, 1968 and 2003 the Highway Patrol Service has evolved into the largest service of the Texas Highway Patrol Division. The eight THP regions are divided into 18 Highway Patrol districts statewide.

With 223,006 miles of rural highways to patrol and a current authorized strength of 1,897 officers, including supervisors, the Highway Patrol strives to deter potential violators of the traffic laws. Rural highway enforcement respon-

sibility currently averages one trooper per 118 miles of roadway, including supervisors. This average, however, is limited to only an 8-hour-per-day basis.

The Highway Patrol Service strives to secure and maintain order in traffic on highways of assigned responsibility within existing regulations to make the use of those highways safe and expeditious to the motoring public.

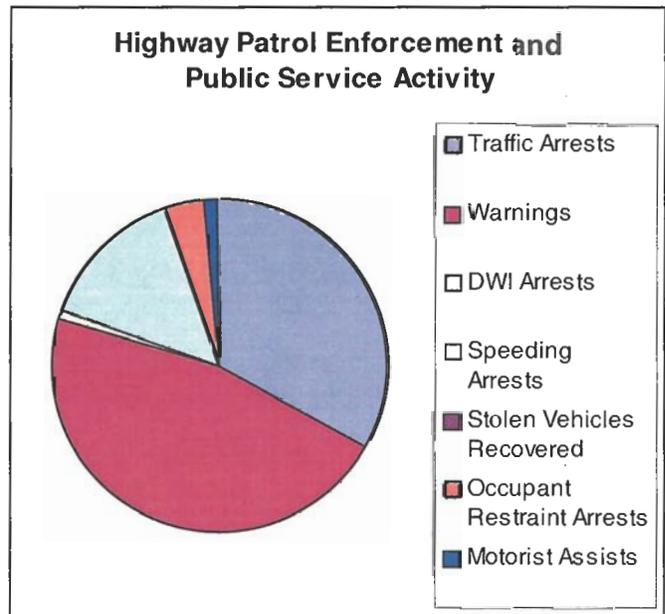
The Highway Patrol Service is also responsible for public safety education and police and security functions for the State Capitol Building and the Capitol complex. The Highway Patrol Service carries out its duties through the following programs:

Police Traffic Supervision: Police traffic supervision on highways of assigned responsibility, which consist of the following:

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

Patrol strategies are designed to prevent traffic accidents and minimize the results of those that do occur. Enforcement priorities are intoxicated

Highway Patrol Enforcement and Public Service Activity





Left: At the end of 2004, the THP Division had 25 members serving the U.S. in Iraq. Pictured are Jerry Harris (Tr. II, HP La Grange), Kevin Allison (Tr. I, HP Rosenberg) and Adam Rostro (Tr. I, HP Alice).

drivers, excessive speed and seatbelt violations.

General Police Work: Highway Patrol Troopers on routine traffic patrol conduct a general police patrol simultaneously which consists of the following:

- Criminal law enforcement
- Emergency and disaster assistance
- Security activities
- Concealed Handgun License investigations
- 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/pedestrian safety, DWI/drug awareness, crime prevention and overall traffic safety. 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.

The troopers also handle public information activities and coordinate regional recruiting efforts. They are responsible for the following:

- Public traffic safety education
- Public education in crime

prevention and emergency management matters

- Providing public information
- Cooperation with and assistance to other agencies
- Providing intra-departmental staff assistance

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 in Austin encompasses 46 square blocks and includes the State Capitol Building, 29 state office buildings and 13 private office buildings. It has approximately a 40,000 daytime population; 14,000 state employees work within the Capitol Complex.

These troopers strive to maintain public safety and security within the Capitol Complex and carry out their duties through three programs:

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

Accomplishments

THP personnel continued to participate in two overtime traffic enforcement projects that were the result of a rider to the Department of Transportation appropriations. The rider included \$10 million in fiscal year 2004 and \$10 million in fiscal year 2005 from State Highway Fund No. 006 to be used for funding the Department's Selective Traffic Enforcement Program (STEP). The funding allowed the division to provide more than 200,000 hours of

additional traffic enforcement throughout the state each year, focusing on driving while intoxicated violations, safety belt violations, speeding and other hazardous violations.

Criminal law enforcement violations detected as the result of routine traffic stops during 2004 were projected to reach 12,410 felony and 35,630 misdemeanor arrests for a variety of criminal violations. Troopers continue to lead the nation in the seizure of several types of controlled substances. Through December of 2004, they made 1,231 drug interdiction cases in which 75,174 pounds of marijuana; 2,942 pounds of cocaine; 190 pounds of methamphetamine; and smaller amounts of other narcotics were seized. In addition, troopers seized more than \$15.2 million in drug-related currency.

In performing their duties, Highway Patrol troopers assigned to a safety education function conducted 47,387 safety presentations and 671 classes specifically for police officers.

In addition to providing site security, patrol and parking enforcement in and around the Capitol complex, Highway Patrol troopers filed 3,967 charges of all kinds, including traffic offenses during 2004. They also investigated 648 criminal offenses and 154 traffic accidents.

Commercial Vehicle Enforcement Service

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

The Commercial Vehicle Enforcement (CVE) Service has grown substantially in size from the 19 original Highway Department inspectors and Chief to its present strength of 485 troopers and supervisors and 263 civilian

inspectors, investigators and support personnel.

CVE strives to protect the highways from unnecessary damage, enforces registration laws and protects the rights, privileges and safety of the general public using the highway system. These personnel carry out their duties through the implementation of the following programs:

- Enforcement of size and weight statutes
- Enforcement of registration statutes applicable to commercial vehicles
- Enforcement of hazardous material regulations
- Enforcement of the Motor Carrier Safety regulations
- Enforcement of all traffic laws
- Enforcement of the criminal statutes
- Provide information to the general public relating to statutes enforced by the CVE Service
- Seek voluntary compliance by carriers and drivers by maintaining liaisons with the transportation industry
- Counter-terrorism and Homeland Security activities

The **Motor Carrier Bureau** provides staff support for the Commercial Vehicle Enforcement Service through three primary functions:

- Repository for all CVE documents relating to commercial motor vehicle operations.
- The Motor Carrier Safety Section.
- The Motor Carrier Compliance Audit Section.

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 will fall upon the Commercial Vehicle Enforcement Service. The Department has implemented a three-phase plan to appropriately staff these facilities. Eight temporary border inspection facilities have been operating since 2003.

During 2004, Commercial Vehicle Enforcement personnel conducted 265,100 roadside commercial vehicle inspections during which 67,404 vehicles and 15,241 drivers were placed out-of-service for operating with equipment defects and safety problems posing an imminent hazard to the public.

As a result of a 90-day pilot bus inspection program, which was implemented to improve bus safety in Texas during 2002 and 2003, 26 bus inspection facilities were established throughout the state. The bus inspection program includes charter and tour buses, as well as scheduled carriers. During 2004, 1,699 buses were inspected, resulting in 501 arrests and 2,735 warnings.

Vehicle Inspection Service

In 1951, the Texas Legislature adopted the state's first compulsory vehicle inspection program. In 1990, Texas implemented a vehicle emissions testing program in the Dallas/Fort Worth area to test vehicles for hydrocarbons and carbon monoxide and Collin and Denton counties were added in 2002. In 1996, the program was expanded to the Houston and El Paso areas. Montgomery, Fort Bend, Brazoria and Galveston counties were added in 2003.

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

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

The 275 civilians assigned to the VI Service carry out their duties through three programs:

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

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

The **Vehicle Inspection Records Bureau** supports the vehicle inspection program by requisitioning, distributing,



Eighteen CVE troopers, investigators and inspectors competed in the 2004 Texas Challenge Competition in Bryan/College Station, which recognizes a competitor's roadside inspection capabilities, to promote inspection uniformity and to enhance the quality of commercial vehicle inspections. The overall winner represents the state at the North American Inspectors Championship.

The 2004 Texas Challenge Champions were: Hazardous Material Inspection & Overall Champion: Tr. Rex Walker, CVE Region 2; Roadside Inspection: Tr. Jeff Willeford, CVE, Region 3; Cargo Tank Inspection: Tr. Shawn Melson, CVE, District 4A; Motorcoach Inspection: Insp. Kevin Dorman, CVE, District 4B; Lt. Jaime Flores Award of Excellence: Tr. Virgil Verduzco, CVE, District 8B.

monitoring and tracking inspection certificates. The bureau, located in Austin, maintains official records pertaining to vehicle inspectors and station certification and decertification. The bureau collects data, generates reports and provides statistical information.

The **Vehicle Inspection Emissions Bureau** carries out support functions related to vehicle emission inspection program. The vehicle emission program is conducted in 15 Texas counties that are required to take measures for cleaner air.

These counties have vehicle emissions testing done in conjunction with the vehicle's annual state inspection, and the bureau oversees the implementation and operation of the Vehicle Emission Program with 10 civilian personnel located at headquarters in Austin.

Highway Patrol troopers assigned to a vehicle inspection function recovered 772 counterfeit documents during 2004, leading to 967 related criminal cases. Civilian Vehicle Inspection technicians conducted 77,065 Inspection Station compliance audits during the year.

Communications Service

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

munication systems to the Texas Crime Information Center, National Crime Information Center and other law enforcement databases. The Department operates a total of 36 communications facilities that operate 24 hours a day.

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

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

Specialized Units

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

The **Governor Protective Detail** provides protective and security service to the Governor and First Family. They also provide those services to visiting Governors from other states and to members of the State Legislative and Judicial Branches when assigned.

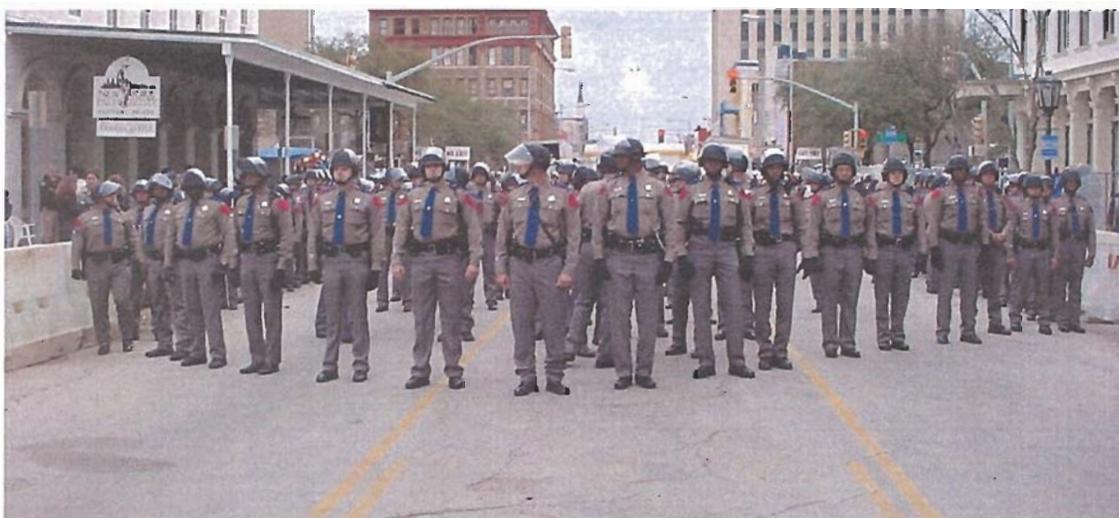
The **Dive Recovery Team (DRT)** was activated in 1995 and is equipped with state-of-the-art equipment that includes underwater sonar, metal detectors, global positioning systems,

environmental suits that facilitate diving in contaminated water, surface-supplied air facilities and hard wired communications systems. Members are trained and equipped to dive in zero-visibility conditions and are cross trained in water rescue. During 2004, the DRT performed 24 dive operations, recovering 26 weapons, one vehicle containing human remains, one safe and several items used to manufacture drugs.

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), 21 are currently deployed in key locations throughout the state. During 2004, these teams conducted 2,442 searches that resulted in the seizure of 27,023 pounds of marijuana; 1,135 pounds of cocaine; 76 pounds of methamphetamine; and \$5,179,754 in illegal currency.

The **Explosive Detector Canine Program** began in 2002 to assist troopers in the detection of illegal explosives. Two explosive canine detection teams are assigned to the Capitol Service. Each explosive canine team is made up of one



One of the DPS Civil Disturbance Management Teams preparing for duty at the Galveston Mardi Gras celebration in February 2004.

trooper and one Belgium Shepard.

The teams responded to 17 calls for service in 2004 from numerous entities, including the Governor's Protective Detail; the U.S. Secret Service, the Bureau of Alcohol, Tobacco and Firearms; the Travis County Sheriff's Office and the University of Texas Police Department.

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

Field Operations

Region 1: While working routine patrol on November 21, Cpl. Kevin Peterson, THP Terrell, stopped a truck tractor for a mud flap violation. During the stop, it was determined that the driver's log book was not up to date, and the driver did not know the name of an unauthorized passenger. Cpl. Peterson obtained a consent to search and he located one ounce of marijuana and \$252,695. Both the driver and unauthorized passenger denied any knowledge of the currency.

Region 2: On February 1, all District personnel were activated for Superbowl XXXVIII. All roadways outside of Beltway 8 in the Houston area were patrolled by Troopers. An additional patrol grid was set up in the area of the Houston Ship Channel to provide a law enforcement presence along that piece of critical infrastructure.

Troopers stopped 2,236 vehicles during the three-day event window, resulting in arrests of 51 intoxicated drivers, 76 persons arrested on warrants and 36 criminal arrests. The Disaster District Committee (DDC) was activated and worked out of the Emergency Operations Center at the Region II Headquarters. A SERT Team was deployed at Ellington Field to support the DDC. Tr. Glen "Trey" Aaron was asked to participate in the opening ceremonies during the "Tribute to the Challenger Astronauts."

Region 3: On July 16, 2004, Tr. I Clayton Cohea, HP Beeville, stopped a 1998 Freightliner and trailer on TX 181 near Skidmore for speeding. After interviewing the driver, Tr. Cohea noticed many indicators of possible criminal activity. During a search of the vehicle, Tr. Cohea discovered 11,921.2 pounds of marijuana in the trailer behind a cover load of mangoes. The marijuana had an estimated street value of \$9,956,960.

On December 5, Tr. II Greg Lanford, HP George West, stopped a 2005 GMC Envoy for speeding 82/70 on IH-37 near Three Rivers. The female driver did not know who owned the vehicle. Tr. Lanford became suspicious and requested and received a consent to search. Tr. Lanford discovered \$892,510 in U.S. currency concealed in a large speaker box in the rear cargo area. The currency and the vehicle were seized.

On November 20-21, up to 15 inches of rain fell across Goliad, Victoria and Jackson Counties, resulting in flash flooding. Highway Patrol troopers assisted with traffic on flooded roadways and helped secure a community affected by the flooding. A portion of U.S. 59 near Mustang Creek was closed.

On July 15, Tr. Pat Davis was working routine patrol in Gonzales County and stopped a truck-tractor semi-trailer for speeding on IH-10 (82/70 mph zone). The cargo on this trailer was another semi-trailer that was secured by four very small nylon straps. Both the driver and passenger were very nervous and gave implausible stories. Verbal consent to search was obtained and 303 lbs. of cocaine was located in the I-beam frames of both trailers. Both driver and passenger were arrested.



Tr. Trey Aaron portrayed a moonwalking astronaut during the Super Bowl in Houston in January.



A portion of IH-20 collapsed after heavy rains in Reeves County.

Region 4: From Friday, April 2, through Sunday, April 4, Reeves County experienced heavy rain. As a result, a levee located north of Toyah in Reeves County broke, causing the flood waters to flow through Toyah on Saturday, April 3. The flood waters reached as high as four feet in some houses, and the residents of Toyah were evacuated to Pecos. On April 4, 2004, due to the continued heavy rain, a bridge on IH-20 at milepost 27 in Reeves County collapsed. The eastbound section of IH-20, over what was a dry creek bed, fell and the westbound section of IH-20 received stress fractures.

Region 5: On January 21, Tr. Christopher Ray, HP Panhandle, spotted a suspect vehicle on eastbound IH-40 in Carson County that Communications had described from a bank robbery in Amarillo. Tr. Ray made a felony traffic stop and took into custody one male and one female. Evidence was found in the vehicle linking both subjects to eight bank robberies in Texas, New Mexico, Oklahoma and Florida.

Tr. John Forrest, CVE Weatherford, was chosen to be honored as an "Unsung Hero" for the State of Texas during the Texas Public Employees Association's (TPEA) 59th Annual Convention in Austin on June 26. The requirement to receive the "Unsung Hero" award was a written nomination by two active state employees.

Tr. Forrest is an expert in detecting and seizing illegal narcotics. Since 1999, he has seized 25,397 pounds of marijuana; 1,136 pounds of cocaine; \$757,872 in U.S. currency; one rolling methamphetamine lab; and recovered 40 stolen commercial vehicles. He is highly respected in his community and inspires



Left and above: The largest marijuana seizure of 2004--11,921 pounds found during a traffic stop in Bee County.

his peers through his work ethics, professionalism and dedication.

Region 6: On July 20 a trailer carrying a hazardous oxide material caught on fire. The area within a half of a mile had to be evacuated, including IH-45. A hazardous materials team from Fort Worth responded. A command post was established and 20 HP and CVE troopers responded to the incident, along with the Leon County Sheriff's Office, the Texas Department of Transportation, the Red Cross and the regional liaison officer from Bryan. The interstate was closed at approximately 8:45 a.m. and did not reopen until 9:30 p.m.

Region 8: On October 30, at approximately 1:35 a.m., Cpl. Alfredo Barrera stopped a 2004 Nissan Xterra after it was seen parked without its headlights. Unknown to Cpl. Barrera, the driver had murdered his own girlfriend several days earlier. After a series of sobriety tasks, the driver was placed under arrest for DWI. The driver resisted after one handcuff was placed on him, and a pursuit ensued with multiple law enforcement agencies.

During the pursuit, the driver fired a high-caliber rifle at Cpl. Barrera. One shot went through the front windshield,

fragmenting and striking him on the forehead and his upper cheek. He was transported to a local hospital where he was stabilized for the gunshot wounds to the face. The driver ultimately died in a gun battle with law enforcement officers shortly after shooting Cpl. Barrera. Cpl. Barrera was back on duty several days after his injuries.

"Operation Stone Garden" was a multi-agency Homeland Security initiative aimed at adding additional law enforcement personnel to assist federal agencies such as the U.S. Border Patrol in securing the U.S./Mexico border. Region 8 troopers participated in this initiative from the end of October into January 2005.

On May 25, DPS Commercial Vehicle Enforcement troopers and inspectors and the Federal Motor Carrier Safety Administration worked together

at Bridge II in Laredo to inspect en route passenger buses.

On March 25, Trooper Geronimo Avila, HP McAllen, stopped the driver of a tractor-trailer speeding 76 in a 70-mph zone on northbound US-281 in Hidalgo County. After noting inconsistencies, Tr. Avila obtained consent to search the vehicle. As a result, he found a false wall behind a load of watermelons which contained 340 pounds of cocaine.



Left: Vehicle driven by a suspect who shot a DPS trooper during a pursuit in the Valley.

Below: The rifle used by the suspect to fire on the trooper.



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.

Narcotics Service

Throughout 2004, the Narcotics Service continued its efforts to integrate service operations with the multi-jurisdictional task forces funded by the Office of the Governor, Criminal Justice Division. The most notable aspect of this integration was the establishment of the Combined Regional Narcotics Task Force in south-central Texas. The creation of this 13-county task force was the first of its kind with the Department of Public Safety assuming the role of project director.

During 2004, the Narcotics Service implemented a new system emphasizing directed enforcement over reactionary responses to drug enforcement issues.

The service developed a comprehensive drug law enforcement strategy that charted specific strategic goals, objectives and action plans and distributed it throughout the service to aid mid-level management in implementing this new initiative. The plan renews the service's efforts in intelligence gathering on drug trafficking organizations (DTOs) to direct enforcement efforts to those that will have the greatest impact on reducing drug trafficking and abuse throughout the state.

Narcotics Service personnel continue their commitment to homeland security by maintaining an enhanced awareness about terrorism issues. Personnel attended training related to

weapons of mass destruction, combating and surviving terrorism and other courses related to terrorism. The service upgraded the self-contained breathing apparatus used by personnel while dismantling clandestine drug laboratories to protect officers against chemical, biological, radiological and nuclear substances.

Computer Information Technology and Electronic Crime (CITEC): On November 1, the CITEC Unit (a captain, a lieutenant and five sergeants) was transferred from the Special Crimes Service to the Narcotics Service Technical Unit. With criminal enterprises embracing the prolific emergence of telecommunication technologies that combine voice, data and Internet services, merging these two units will allow the Narcotics Service a better use of resources to address criminal activity that exploits technological advances.

The CITEC Unit was established to meet the challenges posed by rapidly evolving technologies. CITEC personnel are expected to combat cyber-terrorism by providing expertise in computer forensics and cyber crime investigations, particularly as it relates to signature crimes, network intrusions and protection of the State's critical information infrastructure. CITEC personnel respond to incidents—such as denial-of-service attacks, malicious file distribution and web site defacements—and also investigate criminal enterprises that use the Internet, including identification and document fraud and child pornography.

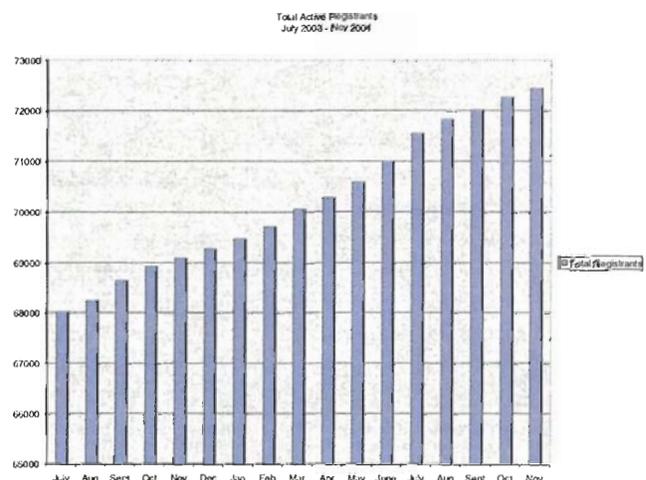
Regulatory Programs: The Controlled Substances Registration Program was established by the Texas

Controlled Substances Act in 1973. The program involves the registration of all persons or institutions that manufacture, distribute, analyze or dispense controlled substances in Texas.

Registrants include practitioners (medical doctors, dentists, veterinarians, podiatrists, therapeutic optimists, advanced practice nurses and physician's assistants), pharmacies, hospitals, manufacturers, researchers, teaching institutions, distributors and analysts to more effectively control the diversion of controlled substances from legitimate channels and to promote public health and welfare by controlling illegal drug trafficking.

In May 2003, the Texas Legislature enacted House Bill 1095, which gave physician's assistants and advanced nurse practitioners the authority to prescribe controlled substances listed in the Texas drug schedule. Since the Controlled Substance Registration Section began registering these new groups in July 2003, approximately 3,800 new registrants—2,100 of those physician's assistants and advanced nurse practitioners—have been registered.

Texas Narcotics Information Network: The Narcotics Analyst Team (NAT) and Post Seizure Analysis Team (PSAT) provide invaluable assistance to law enforcement investigators at the



federal, state and local levels by compiling in-depth background packets, photographs, organizational charts, event time lines and intelligence briefs. The number of requests for investigative assistance increased 22.9 percent from 2003. The teams responded to 27,946 requests that resulted in the identification of 45,934 suspects for narcotics-related crimes.

The analytical teams provided assistance on 345 Organized Crime and Drug Enforcement Task Force (OCDETF) investigations.

The Criminal Law Enforcement Reporting Information System (CLERIS) was instrumental in deconflicting investigative and intelligence information, minimizing duplication of effort and facilitating multi-agency participation on 13,351 suspects.

In 2004, the NAT began a study on narcotics trafficking involving waterways, commercial buses, railways and airplanes. The team performed an assessment on the intracoastal and coastal waterways (Lake Amistad, Falcon Lake and the Port of Victoria) to evaluate where resources should be placed to effectively dismantle large drug trafficking organizations.

The NAT compiled information on drug trafficking trends and concealed compartments in commercial buses which is extremely helpful to Narcotics Service investigators as well as troopers and other enforcement personnel tasked with finding contraband in vehicles.

The team is compiling information on railways and air trafficking to determine current trafficking trends in these areas. It is known that when enforcement efforts are concentrated on a specific drug trafficking methodology, traffickers move to more innovative smuggling methods. The assessments and studies in these areas will facilitate a proactive approach to enforcement.

The analytical teams, working in conjunction with federal and local law enforcement agencies, provide Texas law enforcement officers and command staff with highly processed, multi-sourced, strategic-level intelligence, focusing on areas of long-term interest and importance. Much of the information gathered reveals officer safety concerns,

along with homeland security issues.

An alarming increase in the presence of violent gang activity, primarily from Latin America, associated with narcotics trafficking was noted in 2004. The Latin American gangs of greatest interest were Los Zetas, Los Negros, Mexican Mafia and Mara Salvatrucha. The gangs have been involved in police officer shootings, human smuggling, kidnappings, home invasions and murders. There are incidents where these gangs have crossed into Texas from the Mexico border areas.

The investigative, analytical and support personnel in PSAT continue to link drug and currency seizures to drug trafficking organizations. Due to the ever-increasing amount of currency being transported through Texas, much effort is still being spent on bulk currency investigations involving millions of dollars. While some of these cases are generated within DPS, the team also provides assistance to federal and local agencies.

Representatives from PSAT and the Internal Revenue Service participated in every Highway Patrol in-service school held at the Academy in 2004. Cooperation on these cases has increased due to the heightened awareness of assistance that is available from some federal agencies.

Special attention also has been given to commercial trucking companies involved in narcotics trafficking. During 2004, more than 100 new companies tied to drug seizures were identified, researched and added to a list that is distributed quarterly to law enforcement officials across the country.

PSAT continues to receive positive feedback from the distribution of the monthly newsletter, *The PSAT Perspective*. This nationally recognized document reaches thousands of law enforcement personnel across the country and shares information on concealment methods, officer safety issues, smuggling trends, vehicles of choice, significant seizure summaries and training.

In order to focus PSAT's investigative resources, two sergeant positions were created in the field in 2004--one at the Houston Intelligence Support Center and the other at the McAllen Intelligence Support Center.

These investigators are able to work closely with personnel from other agencies assigned to these centers, bringing a new perspective to PSAT operations.

The analytical teams' efforts, dedication and commitment to reducing the illegal trafficking of narcotics in Texas are unsurpassed and will continue to serve as an example for other law enforcement agencies to follow.

Motor Vehicle Theft Service

The Border Auto Theft Information Center (B.A.T.I.C.) continues to provide valuable information leading to the recovery and return of 2,544 stolen vehicles from Mexico, a 15 percent increase from 2003. Mexican stolen vehicle activity has decreased in Texas because of the information and training being provided by MVTS personnel to tax offices and Texas Department of Transportation personnel in detecting fraudulent documents.

The Texas Recovery and Identification Program continues to gain momentum and recognition throughout the state and has received attention from other states that have requested information on initiating similar programs. This program provides online registration of construction and farm equipment by their owners through the DPS web site. Once the equipment is registered, the owner receives a numbered sticker to be placed on the



Texas Department of Public Safety Annual Report

Special Crimes Service

equipment. The sticker number can be accessed through the Texas Law Enforcement Telecommunication System by any peace officer. The system will provide the officer with owner contact information to establish and confirm the equipment's whereabouts. Since its inception, 695 companies or owners have participated and 1,584 pieces of equipment have been registered.

The Motor Vehicle Theft Service also focused on detecting and recovering heavy equipment along the border areas and was successful in locating equipment destined for Mexico. MVTS personnel have made numerous contacts with forwarding and transportation companies to locate heavy equipment and farm equipment from crossing the border without proper documentation and inspection.

The Motor Vehicle Theft Service has investigated numerous complex investigations regarding identity theft that targeted luxury vehicles as the main commodity. Numerous multiple arrests and charges have been filed on the suspects identified in these investigations.

The Motor Vehicle Theft Service continues to work with all Auto Theft Prevention Authority (ATPA) task forces. Even though the budgetary reductions for ATPA functions continue, the service provides personnel on seven task forces in addition to operating the B.A.T.I.C. program, which assists officers throughout Texas, the United States and Mexico.



Farm and heavy equipment recovered by MVTS.



The Special Crimes Service gathers criminal intelligence, administers regulatory programs and investigates a wide array of crimes, including multi-offender and multi-jurisdictional offenses, with an emphasis on combating terrorism and organized criminal groups. The service is staffed by 127 commissioned and 67 support personnel. In July, Special Crimes received federal funding that allowed the service to hire 20 additional analytical personnel who are stationed at various locations throughout the state.

Special Crimes is the state's focal point for intelligence gathering, threat assessment, investigation and response to terrorist threats or attacks within the state. In conjunction with this role, the service operates the Texas Security Alert and Analysis Center (TSAAC), which receives, processes and disseminates terrorism-related information received from the public and from other law enforcement agencies.

Since August 2004, this state-of-the-art center has been operating on a 24-hour/7-day-a-week schedule. The center is staffed with an analyst supervisor, five lieutenants and 10 analysts. To date, the center has received 728 reports from the general public and law enforcement in regard to suspicious terrorist-related information.

Other duties and responsibilities of the service include targeting and apprehending violent parole absconders, coordinating the Texas Top Ten Most Wanted program, enforcing compliance with state sex offender registration requirements, tracking and monitoring sex offenders who are under civil commitment, operating the Missing Persons Clearinghouse, enforcing Texas' pari-mutuel racing laws and rules, assisting other agencies by administering polygraph exams and assisting with protection for the Governor of Texas and other dignitary duties as assigned.

In 2004, Special Crimes personnel arrested 1,451 suspects, conducted 1,358 polygraph exams that resulted in 338 confessions and the clearing of 337 cases, located 31 missing persons, and provided

19,398 analytical assists to other agencies.

At the beginning of 2004, Special Crimes personnel were monitoring 11 civil commitment sex offenders, with another 12 released during the course of the year. Of these 23 sex offenders, 11 were arrested during 2004 for violations of their registration or commitment requirements. Only one of the 12 remaining sex offenders being monitored has successfully fulfilled the requirements of the commitment program since 2002.

Significant investigations in 2004 included:

- Several suspects associated with the Holy Land Foundation, a terrorist support organization, were arrested in Texas, California and New Jersey. Three of the suspects were arrested in the Dallas area, including a former chief executive officer for the foundation, a North Texas city employee and a former associate of a computer company that had been investigated for illegally exporting technology to a North African country. All three suspects, along with the suspects arrested in California and New Jersey, are charged with conspiracy to provide support to a foreign terrorist organization, providing material support to terrorists, and a number of other federal charges. If convicted, the suspects and the Holy Land Foundation shall forfeit approximately \$12 million, which represents funds sent from Texas for the benefit of a designated terrorist organization.

- The Special Crimes Service worked closely with the Pasadena Community Defense Unit (CDU) in the investigation of Middle Eastern organized crime. The CDU is composed of federal, state and local law enforcement agencies and various retailers. Personnel investigated WIC-only (grant funded) stores in Houston and Corpus Christi, resulting in charges against two Egyptian nationals for harboring illegal aliens and money laundering.

- Another investigation targeted several foreign nationals from the United Arab Emirates, Lebanon and Honduras who were attempting to introduce a large amount of counterfeit packaged over-the-counter medicine into the general market.



The counterfeit product contained substances that posed a significant risk to the public. The suspects were charged with second-degree felony Tampering with a Consumer Product, otherwise known as the "Tylenol Law."

•Investigators also continued to develop information on a suspected al Qaeda-affiliated group that is believed to be giving material support to Abu Musab Al-Zarqawi by providing vehicles used to carry out car bomb attacks against coalition forces in Iraq. In addition, investigative efforts by Special Crimes and members of the CDU against infant formula theft resulted in an amendment to the WIC Reauthorization Act of 2004. The new provision requires that WIC vendors obtain infant formula only from authorized wholesalers, thus taking away the principal market that had been exploited by Middle Eastern organized crime for selling stolen infant formula.

•Special Crimes personnel assisted with an investigation of subcontractors involved in the construction of a sea-based radar platform that is part of a future U.S. missile defense system. The subcontractors were believed to be creating and providing false documentation to illegal aliens.

In early September, investigators with Special Crimes and U.S. Immigration and Customs Enforcement executed three search warrants in the Port Isabel area, seizing numerous computers, printers and fraudulent documents (including resident alien cards, Social Security cards and passports) that were being manufactured and sold at the targeted locations. Three suspects were arrested for fraud related to identification documents and 13

undocumented aliens were arrested for illegal entry.

Approximately three weeks later, investigators executed eight search warrants at the Port of Brownsville construction site, seizing 15 computers and numerous fraudulent documents, including birth certificates and Social Security cards. Fifty suspects were arrested for misuse of Social Security cards.

•Special Crimes personnel arrested two suspects for tampering with a governmental document. The investigation was initiated after the United Parcel Service found seven blank Texas driver license laminating cards inside a suspicious express mail envelope at the Dallas/Fort Worth Airport. The package was addressed to a mail drop facility in Bedford, Texas. Special Crimes personnel conducted surveillance and subsequently arrested two suspects at the mail drop location. When arrested, both suspects had fraudulent Texas driver licenses in their possession.

Officers also searched one of the suspect's residences in North Richland Hills, resulting in the seizure of a large amount of laminating supplies and fraudulent Texas driver licenses, Social Security cards, credit cards, and debit cards. Also seized were numerous documents containing identifying information of potential victims. Investigation indicates that the suspects' scam was perpetrated via the Internet and may have been committed worldwide. Investigators believe at least three other unidentified suspects also were involved.



Sea-based radar platform being built in Brownsville. State and federal investigators busted a fraudulent documents business at the Port of Brownsville.

The Special Crimes Service investigated and arrested a fraud suspect responsible for more than \$150,000 in losses. The suspect had updated her sister's driver license and used it to defraud her of \$22,000. The suspect also defrauded a second person by placing a mail stop on the victim's mailbox and collecting approximately one week's worth of mail. This information was used to update the victim's driver license, open several credit and loan accounts, cash \$18,000 in credit card convenience checks and purchase a Toyota 4-Runner with a credit card.

In addition, the Internal Revenue Service (IRS) charged the suspect with impersonating an IRS agent after she defrauded family members of several thousand dollars by sending them correspondence under the guise of being an IRS agent. The suspect also is believed to have secured more than \$130,000 in additional loans and lines of credit.

•A polygraph examination led to murder charges against a man who had reported his child as missing. According to the suspect, he had last seen his four-year-old son walking across a parking lot to a neighbor's apartment. He subsequently agreed to take a polygraph exam but asked for the exam to be scheduled for the next morning. When he finally arrived for his exam, the suspect was soaking wet, allegedly after spending all night looking for his son.

A Special Crimes investigator then administered the polygraph exam and when confronted with the results, the suspect confessed that he had murdered his son and had spent the night relocating the body. When asked about his reasons for killing his son, the suspect said that he had "lost it and blacked out."

•The Special Crimes Service assisted the Houston Police Department with investigating a murder that appears to have been committed as part of an internal power struggle within the Hermanos de Pistoleros Latinos (HPL) prison gang. Houston police contacted Special Crimes after a dismembered body was located in Galveston Bay. A Special Crimes investigator assisted in identifying the body as the captain and top member of the HPL in Houston.

The investigator also subsequently



Numerous pieces of identification that were found in the possession of a woman who is accused of identity theft.

interrogated an HPL member, who confessed to being present during the murder. Information developed during the interrogation led to additional arrests and to a murder warrant being issued for an additional HPL member.

•A Social Security Administration judge was arrested for indecency with a child by sexual contact as a result of an investigation that began with a traffic stop in May 2003. During the investigation,



Special Crimes investigators developed information indicating that the judge was possibly responsible for victimizing a number of juvenile females. In April 2004, a juvenile witness provided information regarding the judge's possible location and that he might be in the company of one or more juveniles.

Special Crimes personnel subsequently obtained a warrant and arrested the suspect as he entered a hotel room in Victoria. The investigation is being conducted by a multi-jurisdictional task force made up of federal, state and local agencies, including Special Crimes, the FBI, the Social Security Administration, the U.S. Attorney's Office and the Bexar County District Attorney's Office.

•A missing person and an unidentified body were linked as the result of a "cold hit" in the Texas Missing

Persons DNA Database. In August 1982, a 19-year-old woman disappeared in North Richland Hills, Texas; her truck was found abandoned at a Fort Worth motel. Eleven years later, the body of an unidentified homicide victim was found in Johnson County. In October 2003, the missing woman's family submitted DNA reference samples to be entered into the DNA Database. Later that same year, Johnson County investigators submitted DNA samples from their unidentified victim.

•In April 2004, the University of North Texas Health Science Center (UNTHSC) in Fort Worth, which houses the database, received new software that enables the database to automatically compare its DNA samples. A month later, UNTHSC personnel determined that there was a 95 percent probability that the DNA from the unidentified body was a match to a DNA reference sample provided by the missing woman's family. Dental records subsequently were used to confirm the match. This was the first cold hit through the UNTHSC database.

Crime Laboratory Service

CODIS (Combined DNA Indexing System) is an FBI-sponsored DNA database that enables 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 seven city and county laboratories in Texas participate in the CODIS program.

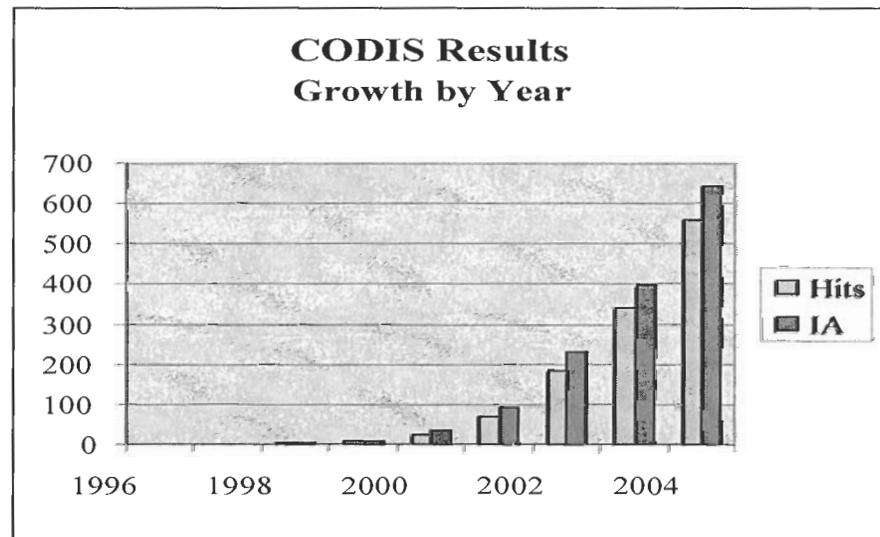
The number of CODIS entries from offenders into the Texas database increased significantly in 2004, from 166,426 at the end of 2003 to 182,130. The DPS CODIS unit received 33,264 samples, a 35 percent increase since last year. By the end of the year, there were fewer than 1,600 samples in the backlog waiting to be processed.

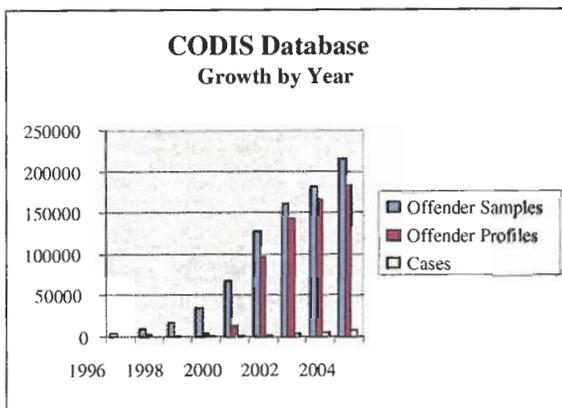
Forensic DNA profiles generated in the eight crime laboratories from samples recovered from crimes can be queried against the CODIS database, allowing the potential for case-to-case matches as well as case-to-offender matches. When such a match is made, and if the match was unexpected, it is called a "cold hit." These are matches that solve crimes that might have otherwise remained unsolved.

During 2004, DPS made 219 cold hit matches. Of these, 39 hits were case-to-case matches and four others were in the national database.

There were 142 hits in the case-offender category and 34 more were matched to the national database. These hits helped to link or solve 219 homicides, sexual assaults, burglaries and robberies that might still be unsolved without the computer database of DNA profiles. At the time of each cold hit, approximately two-thirds of the suspects were in custody.

It is interesting to note that the





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

To date, there have been 454 cold hit DNA profile matches that have solved crimes. Many of the solved cases were several years old and had stalled, becoming cold cases until news technologies became available.

A recent CODIS hit in December solved a 1996 rape case from one of approximately 420 non-suspect cases that had been processed for DNA using federal grant money awarded to the Fort Worth police. DPS is reviewing these DNA profiles before uploading them into CODIS. The hit is especially important because the suspect was only two weeks away from being released from prison on a robbery conviction. Had the hit been identified later, the suspect would most likely have fled.

The number of drug cases completed by the 13 DPS laboratories increased 11

percent in 2004--50,478 compared to 45,142 cases completed in 2003. Drug case submissions account for approximately 80 percent of all cases submitted.

The number of DNA cases completed has increased more than 59 percent in the last five years. During 2004, 2,523 DNA cases were completed. This is an increase of 15 percent

over the number of cases completed in 2003.

Included in these cases were 53 post-conviction cases where evidence from a previous conviction was re-examined by a DPS laboratory to determine whether biological evidence supported the inmate's conviction. The defendant was excluded in nine of these cases.

These cases were re-examined as a result of the passage of Senate Bill 3 (Post-Conviction DNA Testing) by the 77th Legislature. By the end of 2004, nearly 83 requests for post-conviction testing had been completed. Of these requests, approximately 20 percent have resulted in exclusions. While this appears to be high, it reflects on the improvements in DNA testing technology. Some of these exclusions have led to the exoneration of incarcerated individuals.

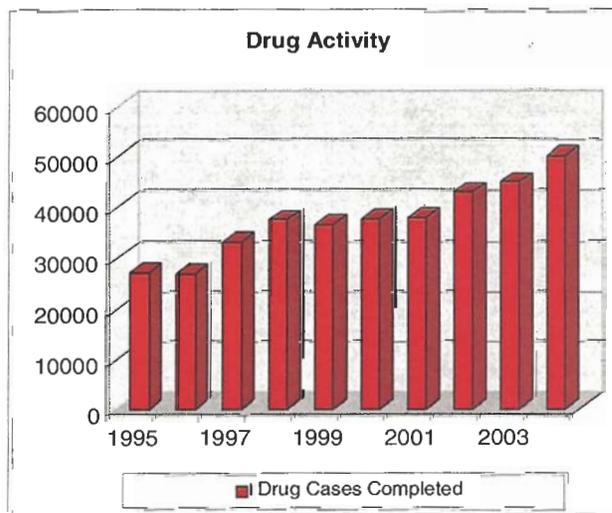
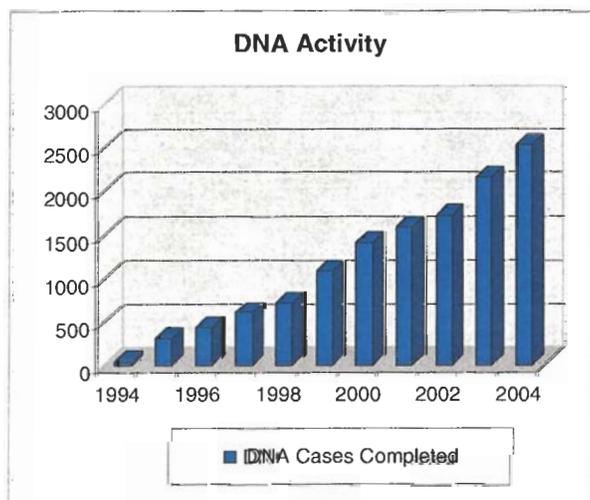
Assistance to laboratories seeking accreditation

As a result of House Bill 2703 in 2003, 24 crime laboratories currently

hold accreditation from the Department. The rules for regulation of forensic DNA laboratories have been completed and submitted to the Secretary of State for adoption. Compliance with these rules will be implemented in 2005.

In 2004, DPS laboratory personnel responded to numerous requests from Texas crime labs for assistance in preparation for accreditation. Quality system reviews and on-site inspections were conducted in four crime laboratories with numerous additional requests for reviews to be addressed in early 2005. DPS has received a large number of inquiries and consultations and more than a dozen requests for copies of Department policies and procedures to assist other laboratories preparing accreditation-required documents.

Nine DPS DNA labs were inspected by teams from the National Forensic Science Technology Center for compliance with national DNA standards in July 2004. Final resolution has been achieved for all laboratories, indicating compliance with the standards.



Texas Ranger Division

During 2004, the Texas Ranger Division filed 1,896 felony charges and 132 misdemeanor charges. Convictions were obtained in 1,531 criminal cases. The Division also investigated 36 cases of public corruption, referred to as special investigations.

Criminal Investigative Analysis Training

In September 2004, Texas Ranger Sgt. John Martin successfully completed the understudy training program of the International Criminal Investigative Analysis Fellowship (ICIAF). He entered the program in March of 2002.

Martin's training culminated with an intensive testing process that involved the analysis of a test case and an appearance before a qualification board comprised of three tenured members of the ICIAF. To successfully complete the process, Sgt. Martin was required to demonstrate knowledge in 23 related subject areas as well as explain and defend his analysis of the test case, an actual resolved case that he was not familiar with. Sgt. Martin's position within the ICIAF was elevated from understudy to associate fellow in 2004. He is expected to be elevated to full fellow in September 2005.

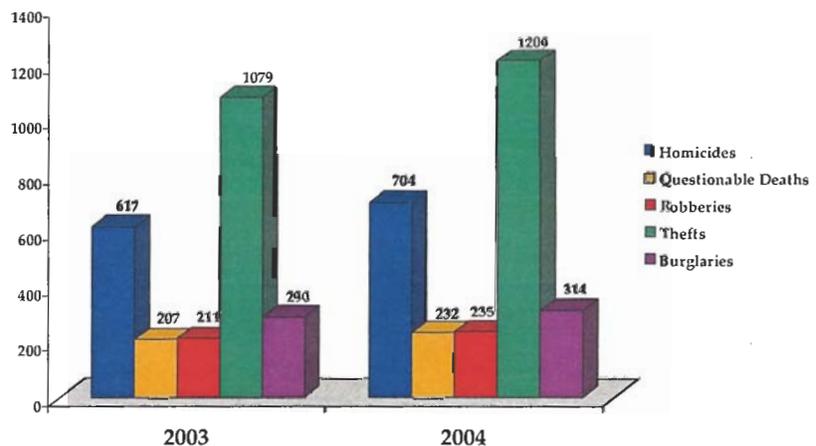
In 2004, Ranger Martin provided criminal investigative analysis assistance in 11 Texas Ranger investigations throughout the state, including three murders, two questionable deaths, one arson case and two kidnapping/missing persons cases.

Capital Murder: Harris County

On Dec. 14, 1969, a female victim was raped and murdered as she reported to work in downtown Houston. The victim was the sister of David Maxwell, who is now a Texas Ranger sergeant stationed in Bay City. The murder had gone unsolved for 34 years, and it was believed that much of the physical evidence had been destroyed.

On May 29, 2003, a *Houston Texas Department of Public Safety Annual Report*

Number of Cases Investigated 2003/2004 Comparison



Chronicle news article about the cold case attempted to generate new information about the case. A retired Houston Police Department latent print examiner, who remembered the case and evidence, responded to the news article. The latent print examiner remembered that the victim's vehicle had been recovered and a possible suspect print had been lifted. A concerted effort was made to find the fingerprint evidence at the Houston Police Department.

The evidence had been misfiled in a 1984 unsolved case and was eventually located. A suspect was identified from the latent fingerprint and he was found in Texarkana, Texas. The suspect had been arrested in Waco in 1976 for the attempted abduction of a woman from a YMCA. The suspect's palm prints had been taken in Waco during that arrest and were matched to the 1969 murder case in Houston.

Investigators with the Harris County District Attorney's office and the Houston Police Department homicide unit traveled to Texarkana and talked with the suspect, who confessed to the killing. On Jan. 15, 2004, the suspect pled guilty to capital murder and was

sentenced to life in prison.

(Editor's note: Two homicide detectives and a latent print examiner from the Houston Police Department received Director's Awards for their outstanding work. A DPS latent print examiner received a Director's Citation for her outstanding work in this case.)

Attempted Capital Murder: Kaufman County

On June 14, 2004, Texas Ranger Sgt. Richard Shing was called to assist the Kaufman County Sheriff's Office at the scene of a shooting involving police. A Kaufman County constable had pulled over a Ford Excursion and the driver leaned out the window and shot the constable twice as he walked up to the vehicle. A manhunt ensued, but the subject could not be located and was not identified.

A check of the vehicle found that it had been stolen. The vehicle had repair work on the driver door to repair previous gunshot damage and the front end was wrecked and had blue paint from another vehicle. Sgt. Shing, Kaufman County investigators and Ranger analysts were able to determine that the vehicle was

Left: This Ford Excursion was involved in two attacks on Texas police officers.



involved in the ramming and disabling of a Caney City, Texas, police vehicle in March 2004.

A composite was made and a possible suspect identified within 72 hours. U.S. Marshals arrested the suspect; Sgt. Shing and Kaufman County Sheriff's Office investigators executed a search warrant and recovered three pistols (including the weapon used in the shooting of the constable), a semi-automatic M-4 rifle, body armor and narcotics.

The suspect has been indicted on attempted capital murder for the Kaufman County incident. He also was arrested for a murder that occurred in 1990.

Aggravated Robbery: Lubbock County

On Jan. 14, 2004, Texas Ranger Sgt. Brad Oliver provided assistance to the Buffalo Springs Lake Police Department and Lubbock County Sheriff's Office with an investigation into a home invasion in Buffalo Springs Lake. The owner of the residence and a girlfriend were beaten and bound by two armed men wearing masks who took approximately \$100,000 in cash from the residence. A third suspect, a female, was observed driving the getaway vehicle.

Investigators traced the suspect vehicle to the female, who had visited the owner of the residence for the purposes of sex for money, and knew that the victim kept large amounts of cash at the residence. Investigators confronted the female suspect, who confessed to Rangers and implicated the owner of the getaway vehicle, a 40-year-old male, and

his brother, a 23-year-old male.

The suspects were arrested and later indicted on aggravated robbery charges. The stolen money has not been recovered and trials are pending.

Attempted Capital Murder: Hale County

On March 20, 2004, Texas Ranger Sgt. Martin Hood and numerous other Rangers from Company C were called to the scene of a hostage situation in Friona. The situation was the result of an earlier attempt by a 37-year-old male to kill a state trooper during a traffic stop. The suspect escaped from the trooper when the patrol unit wrecked and he traveled to Friona, where he entered a residence and took three hostages.

An Amarillo SWAT team was called and held a perimeter through the night until it was replaced by DPS and Lubbock SWAT teams. Amarillo SWAT negotiators successfully secured the safe release of the hostages during the night, but tear gas was introduced into the residence after negotiations failed to convince the suspect to surrender.

The suspect refused to exit the residence and fired at officers. A Lubbock SWAT sniper returned fire, fatally wounding the suspect. Rangers from Company C processed the crime scene and took more than 30 sworn statements from witnesses and officers involved in the incident.

Sexual Assault: San Patricio County

On Oct. 4, 2004, Texas Ranger Sgt. Oscar Rivera was contacted by the Taft Police Department and told that the

police chief's 18-year-old daughter had been sexually assaulted by a Taft police officer on Oct. 2. On Oct. 6, Ranger Rivera talked with the victim, who said she had been sexually assaulted at the Taft Police Department after she had become highly intoxicated on the prescription drug Xanax and gone to the police station.

As she entered the station, the victim said she met the defendant, who was in uniform, and who commented about the victim's level of intoxication. The victim went to an office within the police department to sleep off the intoxication. She awoke to find the police officer putting on his underwear and pants. The



Above: This weapon was used by a suspect who fired on law enforcement officers in Hale County.

victim also realized that her pants and underwear were off.

On Oct. 7, Ranger Rivera contacted the police officer accused in the assault and obtained a confession. Ranger Rivera processed the office where the assault occurred and recovered evidence corroborating the offense. On Oct. 13, the officer was charged with sexual assault.

Murder: Bexar County

On June 11, 2004, Texas Ranger Sgt. Chance Collins assisted the Olmos Police Department with an investigation into the murder of a 45-year-old male who was found stabbed to death inside his home. Sgt. Collins, with the assistance of the DPS Crime Laboratory, observed shoe impressions appearing in faint traces of the victim's blood.

The DPS Laboratory enhanced the faint traces of blood, revealing a complete shoe impression. DNA also was obtained from under the victim's fingernails, and a bloody fingerprint was collected from the murder weapon. Sgt.

Collins and the Olmos Police Department investigator developed a suspect, who was an acquaintance of the victim.

On June 13, Sgt. Collins obtained a confession from a 38-year-old male. Subsequent DNA analysis conducted by the DPS Laboratory connected the suspect to this capital murder. The defendant was indicted in September 2004 for capital murder.

Capital Murder: Callahan County

On May 31, 2004, the Callahan County Sheriff's Office asked Texas Ranger Sgt. Calvin Cox for assistance with a homicide investigation at a home in the county. When Sgt. Cox arrived, he was told that the nude body of a female had been found in the bathtub of the residence after Clyde Police Department officers responded to an assault at the home. When Clyde police forced entry into the residence, they found a nude male lying on the victim's bed. The suspect was immediately taken outside and placed in a police vehicle.

The investigation found that the suspect had been burglarizing the residence when he was interrupted by the victim. The suspect assaulted the victim with a sword from the residence, killing her. The suspect was charged with capital murder and remains in jail with no bond.

Capital Murder: Bell County

On April 26, 2004, a Belton couple was reported missing to the Bell County Sheriff's Department. Detectives learned that a vehicle belonging to the victims had been involved in a gasoline drive-off in Pflugerville. The occupants of the vehicle were described as two males, 17 and 25 years old.

The Sheriff's Department requested the help of Texas Ranger Sgt. Marcus Hilton, who then asked for local media assistance. News stories on several local television stations brought in numerous leads.

Investigators located the vehicle, which was abandoned near Killeen.

Based on further interviews, two suspects were developed for the offense of unauthorized use of a motor vehicle. While interviewing the suspects, investigators learned that the missing couple were probably victims of foul play



Above: Bloody footprints found at a Bexar County crime scene. Right: These shoes, which had blood on the soles, matched the footprints found above.



and their bodies might be found near the Killeen Municipal Airport. During a thorough ground search of a field located near the airport, two badly decomposed bodies were found and later positively identified as the missing couple.

Investigators also learned that the same field possibly contained two other bodies of victims who had been reported missing in November 2003. Investigators learned these two cases probably involved the same suspects. With the cooperation of an informant, investigators were led to a general area in the same field, where two additional sets of skeletal remains were located. One suspect has been charged with the capital murder of the missing couple. During the investigation, additional charges of unauthorized use of a motor vehicle, felon in possession of a firearm and felon in possession of body armor were filed.

Capital Murder: Erath County

On Aug. 9, 2004, Texas Ranger Sgt. Joe Hutson assisted the Dublin Police Department with a capital murder investigation of a male and a female.

The police department had been contacted earlier in the day by co-workers of the female victim when she failed to arrive at work. Police responded to the residence and found the back entry door unlocked. A check of the residence showed no indication of foul play. Officers entered the garage and found two locations that contained large amounts of what appeared to be blood.

Investigators drafted a search warrant for the residence and collected

evidence from the crime scene. Interviews of the victims' friends revealed the brother of the male victim and a friend to be suspects. The first suspect was located, interviewed and arrested in Houston and found to have some of the stolen items in his possession.

The second suspect was located and interviewed. He confessed, was arrested and agreed to assist investigators with locating the victims' bodies in Oklahoma. He and investigators traveled to Oklahoma and successfully located the victims' bodies in a rural area. The two suspects are awaiting trial.

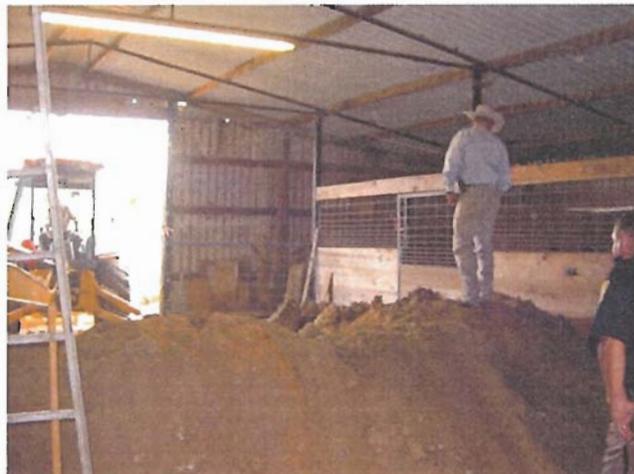
Capital Murder: Bexar County

On June 24, 2002, a 39-year-old male was shot to death inside his vehicle in Terrell Hills. A subsequent investigation by the Texas Rangers and the Terrell Hills Police Department led to the identification of a possible suspect.

On June 2, 2004, Texas Ranger Sgt. Chance Collins obtained a confession from the suspect, who admitted to a conspiracy to rob and murder the victim. Sgt. Collins requested the assistance of the Unsolved Crimes Investigation Team in developing corroborating information and evidence to this confession and in locating the second suspect.

Rangers Jimmy Schroeder and John Martin were able to corroborate the first suspect's confession with information received from a third party who knew about the murder from a second suspect. The two Rangers also located the second suspect.

Right: Rangers and Brazos County investigators dug up the floor of a barn in Brazos County looking for the body of a missing man.



On Nov. 5, 2004, Sergeants Schroeder, Martin and A.J. Miller executed a search warrant on an apartment in San Antonio. While searching the apartment for evidence in the capital murder investigation, Rangers located and seized approximately 11 ounces of marijuana, 16 grams of cocaine, 15 grams of methamphetamine, miscellaneous pills and other drug paraphernalia, two pistols and \$2,075 in U.S. currency.

On Nov. 17, 2004, Rangers Schroeder and Martin found the second murder suspect in San Antonio and arrested him for capital murder. The suspect confessed to limited involvement in the murder.

Investigators developed additional corroborating information that linked the second suspect to the crime scene. An interview with a witness who allegedly sold the gun used in the murder to the first suspect also identified the gun possibly used in the murder. Two additional suspects were arrested and charged with multiple offenses related to possession of controlled substances, unlawful possession of firearms and possession of stolen property.

Murder/Missing Person: Brazos County

On Nov. 9, 2004, Texas Ranger Sgt. Frank Malinak, in conjunction with Ranger Jimmy Schroeder and the Brazos County Sheriff's Office, executed a search warrant in rural Brazos County for a 49-year-old male who was last seen on Sept. 6, 1985.

Investigation revealed that the

missing person might be buried in a barn on property belonging to a neighbor who is now deceased. A search of the barn on Nov. 9, 2004, failed to locate the missing person, but did uncover evidence supporting information received regarding the suspect's illegal activities.

On Nov. 16, 2004, Sgt. Schroeder and investigators with the Brazos County Sheriff's Office traveled to Forth Worth and interviewed a former associate of the deceased suspect. The witness reluctantly provided information about where the missing person might be buried. The witness provided information that further implicated the suspect in the murder of the missing person.

On Nov. 29, 2004, a search warrant was executed for a wooded area on a piece of property near the property that had been searched previously. This property also had once been owned by the suspect.

After several hours of digging with a backhoe, the missing person's remains were discovered, buried 10 to 12 feet below the surface. On Dec. 2, 2004, the recovered remains were examined by Dr. Susan Wallace, a forensic anthropologist with Baylor University. Dr. Wallace concluded that the victim most likely died from blunt force trauma to the head.

Murder: Nueces County

On July 3, 1996, the body of a 32-year-old male who had been beaten to death was found floating in Corpus Christi Bay. Texas Ranger Sgt. Troy Wilson

of the Unsolved Crimes Investigation Team was assigned the investigation in 2003.

A girlfriend of one of the suspects was interviewed in Kentucky, and a third-party confession was obtained where one of the suspects had admitted to her that he had taken the victim out on a shrimp boat and killed him during a robbery.

A second third-party confession was taken from another suspect's friend where he also admitted to having helped the primary suspect in killing and disposing of the victim's body.

The captain of the shrimp boat was interviewed, resulting in the identification of the murder weapon (a baseball bat on the boat).

An arrest warrant affidavit was prepared for the co-conspirator, and Ranger Wilson arrested him in Oklahoma in October 2003. The suspect waived extradition and he was placed in the Nueces County Jail. Ranger Wilson arrested the primary suspect on Oct. 30, 2003, and he also was placed in the Nueces County jail.

The investigation continued throughout 2004. In December 2004, the primary defendant was found guilty of the murder and sentenced to 35 years in prison and fined \$10,000.

The co-defendant accepted a plea agreement of six years for his involvement in the murder.



Above: The shrimp boat where the Nueces County murder took place.

Driver License Division

Technological Advancements:

Technology projects continue to enable the Driver License Division to better serve customers and prepare for future enhancements. The efforts of numerous division employees contributed to developing improved technological systems to ensure faster and more accurate workflow and record retention.

Driver License Reengineering (DLR): During the 78th Legislative Session, HB 3588 provided the Department with the authority to reengineer the driver license system. DLR project will replace failing hardware in driver license offices, rewrite outdated programs, provide retrieval capabilities through identity authentication, assist with document verification and establish automated auditing processes to prevent fraud.

In January 2004, the Project Management Office and the new DLR Project Manager conducted a project kickoff meeting. Subsequently, RFPs for the reengineering and the image collection and card production phases were written and released. Responses were received for both RFPs with evaluation starting shortly thereafter and continuing into 2005.

The Division continues to aggressively pursue project objectives. The contract award for the DLR RFP will set in motion the project's business process reengineering phase. The chosen vendors will immediately begin working to ensure that the two systems work seamlessly together to deliver the best value for the agency.

Automated Driver License Testing System (ADLTS): The ADLTS project allows written tests for driver license issuance to be administered via a computer. Grant funds were obtained from the Federal Motor Carrier Safety Administration in January 2004 to create and install a unique program to electronically test applicants in 33 driver license offices. This enhancement



simplifies the testing process, records statistics and deters fraud. With the assistance of the Information Management Service (IMS), the Division successfully created a custom state-owned software application to replace the current automated and paper testing process in select offices.

By the end of calendar year 2004, 11 offices had been installed and were functioning as expected, with the remaining 22 offices scheduled to be online by the end of January 2005. The development of this system will allow the Department to replace an older, more expensive system with one that is user friendly and can be maintained by existing IMS personnel.

Driver Responsibility Program (DRP): The Division implemented the DRP on Sept. 30, 2004. This program, which assesses fees for a variety of driving-related offenses, was approved by the Legislature in 2003. The revenue generated by the program goes to trauma centers, emergency medical services and the Texas Mobility Fund.

Other Technology Advancements: The Driver License Image Retrieval system provides the latest driver license or identification card image, via the Internet, to local, state and federal law enforcement agencies for investigative purposes. To date, the total number of authorized users is 4,291.

In March 2004, the License Issuance Bureau began using a document imaging

system, transitioning from the 27-year-old microfilm file storage system that maintains all driver license- and identification card-related source documents. Document imaging will expedite and enhance law enforcement requests by providing immediate access to driver-related documents by electronic methods.

In August 2004, the Division received a grant to fund court conviction reporting and education initiatives. DPS will use the funding to promote the electronic submission of convictions and to enhance educational outreach in order to comply with Federal Motor Carrier Safety Administration regulations.

In April 2004, the Division implemented the Licensee Driver Record Request Application, which allows a Texas driver license holder or commercial driver license holder to request their driving record online. DPS mails the driver record within five business days.

In addition, the Division implemented the Contractor Driver Record Request Application, which allows companies with an approved contract on file to request driver records online. The non-certified driver records are returned to the company for printing or review and DPS mails certified records within five business days.

Fraud Unit:

Technological advances, software and computer equipment now available to the public has allowed the manufacture of high-quality false identification to become widespread. Drug traffickers, scam artists and wanted persons all use counterfeit documents or stolen identities. The use of fraudulent documents in conjunction with terrorist activities is a national security issue and is related to enormous economic loss and personal inconvenience to the citizens of Texas. The Division has made the detection and deterrence of identity fraud one of its highest priorities.

FISCAL YEAR 2004 Field Service Activities

	2003	2004	Variance (%)
Driver Licenses and Identification Cards Issued	5,077,941	4,956,607	-2%
Knowledge Tests	1,931,120	2,175,210	13%
Driving Skills Tests	858,011	945,941	10%
Vision Tests	2,333,952	2,654,079	14%
Vehicle Inspections	433,129	466,286	8%
Driver Improvement Actions	98,223	78,960	-20%
Medical Limitations Screenings	72,289	54,219	-25%
Traffic Warrants Served *	15,283	4,151	-73%
Felony and Misdemeanor Warrant Apprehensions	5,702	6,008	5%
Criminal Investigations	3,879	4,349	12%
Monies Collected from Traffic Warrants*	\$2,642,221	\$513,603	-81%

* Discontinued Warrant Data Bank - April 2004

During 2004, the Department established the DLD Fraud Investigation Unit after legislators approved hiring eight commissioned troopers and six civilian analysts.

Fraud Investigation Unit investigators have developed a close professional working relationship with numerous state and federal agencies, such as the FBI, the Social Security Administration, the Internal Revenue Service, the Department of Homeland Security, U.S. Immigration and Customs Enforcement, the U.S. Border Patrol, the State Department, the U.S. Postal Inspector, the U.S. Marshal's Service, the Secret Service and the National Insurance Crime Bureau.

Since its inception in May 2004, the unit has investigated more than 1,000 cases of fraud resulting in more than 35 arrests. These cases include misdemeanor and felony arrests for fraudulent use or possession of identifying information, tampering with a government record, theft by check (elderly enhanced), forgery and insurance fraud.

U.S. PATRIOT Act:

Section 1012 of the USA PATRIOT Act requires a security threat assessment

to be conducted on all commercial drivers transporting hazardous materials. States are required to implement fingerprinting and background check requirements for new hazardous materials endorsement (HME) applicants on January 31, 2005. The effective date for procedures related to processing renewal and transfer applicants was delayed until May 31, 2005. After that date, no commercial driver license with an HME may be issued unless the applicant has first undergone the security threat assessment and obtained clearance from TSA.

Since April 2004, an agency-wide working group has actively participated in conference calls to resolve outstanding programmatic issues. The weekly calls include personnel from licensing authorities around the country, as well as representatives from numerous federal agencies that will be involved in the Act's implementation and enforcement. The working group also participated in a site visit conducted by the Transportation Security Administration (TSA) to discuss implementation readiness. As a result of these contacts, the group has created a contingency plan to ensure that the Department meets the initial January

implementation date.

On two separate occasions, the names of all commercial drivers who hold a HME were provided to TSA for interim name-based background checks. TSA, in turn, requested that the Department verify the identity of 12 "persons of interest" that held a CDL with the HME.

In addition, based on TSA's determination that two other individuals posed a security threat, the Department was instructed to immediately revoke their endorsements (one request was later rescinded). Texas complied with the directive from TSA and updated the driver history of the remaining individual to reflect ineligibility for the HME.

Expansion of DLD Programs and Services:

New programs and changes were implemented in 2004, enhancing services to our customers across the state. In 2003, the Division began accepting driver license compliance items at the Houston Gessner Driver License Office. The pilot project was a huge success and as a result, these services were expanded to San Antonio in September 2004. Plans are underway to provide compliance services to the Dallas area in February 2005.

On Dec. 6, 2004, the new Fort Hood Driver License Office opened. This is the only renewal/duplicate issuance office of its kind serving a daytime population of nearly 100,000 military and civilian personnel at one of the largest military bases in the world.

To accommodate customers requiring multiple services at the headquarters complex, a new Driver License Compliance and Crime Records/

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Fingerprint office opened in November 2004. The consolidation of these services into one area allows customers to complete their business efficiently and in a timely manner.

The DLD Field Service began a Driver License Examiner Certification program modeled after the American Association of Motor Vehicle Administrator's certification program in Fall 2004. The program recognizes driver license examiners who have demonstrated a high level of expertise in the practice of their profession and encourages them to maintain and increase knowledge and competence through continuing education and professional development opportunities.

Awards:

The Division won the AAMVA Customer Service Award and was recognized at the Region II Conference in New Orleans in June 2004. The awarded entry discussed the new challenges facing the Division with identity theft and the growing population of Texas. Solutions highlighted the creation of the Fraud Unit, expansion of services for compliance in the Houston-Gessner DL Office, the mobile DL Express services, online services including address changes and renewals, improved communications via expanded services to the website, the Division newsletter, instant messaging and the call center tracking database.

In June, the Division hired the University of Texas Survey of Organizational Excellence to administer customer service surveys and write a follow-up report. The data collected addresses the Customer Service Standards Act (1999, SB 1563). The overall DPS score was a 4.50 percent of a possible 5. Customer perceptions were measured on a Likert-type scale with five possible responses of excellent, good, average, fair and poor. The percentage of survey participants who expressed an above-average overall rating of 4 or higher equaled 86.6 percent.

For the past 28 years, DPS 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.

In September, Texas FARS analysts attended the Annual FARS Statewide Training Conference in Seattle, Washington. For the second year in a row, each of the Texas FARS analysts was recognized with individual awards for "Outstanding Analyst" in Region 6, which includes Texas, Louisiana, New Mexico, Oklahoma and Arkansas.

During 2004, Director's Citations were awarded to Sgt. James Debrow and Sgt. Toya Trevino in recognition of their successful prevention of an apparent suicide attempt. The Director's Citation also was given to Tr. Juan Mancha and Tr. Cesar E. Torres for saving a person's life.

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, the Regulatory Licensing Service and the Staff Support Service.

Crime Records Service

In 2004, the Governor designated the Texas Department of Public Safety as the National Criminal History Improvement Program (NCHIP) grantee for the State of Texas.

NCHIP's goal is to improve the nation's safety and security by enhancing the quality, completeness and accessibility of criminal history record information and by insuring the nationwide implementation of criminal justice and non-criminal justice background check systems. The NCHIP program is a federally funded grant program administered through the U.S. Department of Justice, Office of Justice Programs and the Bureau of Justice Statistics. The Crime Records Service (CRS) is responsible for applying for and administering this discretionary grant program on behalf of the State of Texas.

NCHIP grants to the state facilitate the identification of ineligible firearm purchasers; persons ineligible to hold positions involving children, the elderly or the disabled; persons subject to protection orders or wanted, arrested or convicted of stalking or domestic violence; persons ineligible to be employed or hold licenses for specific positions; and persons potentially presenting threats to public safety.

CRS received two NCHIP grants in 2004. The first grant, \$5,276,533, was received in April and provided funding for the Criminal Conviction History (CCH) Redesign Project. The second grant, \$1,903,000, was received in September and provides funding for two

criminal history records improvement projects—the Court Identification Pilot and the Livescan Upgrade Project.

The Computerized Criminal History Redesign Project began in April 2003. One of the project's main objectives was to make full use of the latest technologies available today. The Crime Records Service and Information Management Service worked closely together with a vendor to develop user requirements that fulfill DPS policies and procedures and legislative mandates, redesign, test and implement a new CCH system.

Advances in technology provided many avenues for improvement to the previous CCH system. For example, special emphasis was placed on the concepts of "push," "pull," "publish" and "subscribe," greatly improving the availability of CCH data to external CCH users when they need it and in a format that can be customized to fit their business needs.

Some of the redesigned operational enhancements include but are not limited to:

- Increased utility of rap sheets by following state and national standards. The new rap sheet offers a more user friendly, easy to read format

- Utilization of web technologies for enhanced access and reporting

- Enhanced "views" of the data customized to groups of users

- Linking disposition to persons via fingerprint based reporting

- Providing a name-based file when fingerprints are not readily available

- Greater ability for sharing of CCH data with other systems through the use of established state and national standards

Phase I of the CCH Redesign consisting of the core CCH functions, was implemented December 20, 2004. Phase II of the CCH Redesign system consisting of data analysis tools, digital imaging, real-time processing and XML was expected to be implemented during the first quarter of 2005.

The Court Identification Pilot project proposes to provide livescan devices to a select group of courts that choose to participate, allowing the courts to capture fingerprints of defendants to support court disposition records.

Traditionally, the criminal justice community relies on arresting agencies to capture fingerprints at the time of arrest. However, sometimes the fingerprint-supported arrests do not make it to the DPS CCH file, making it impossible to update the disposition to the criminal history record.

This pilot will allow courts in the participating counties to capture the plain fingerprint impressions of defendants to support their dispositions, thereby enabling CRS to post these dispositions to the criminal history records regardless of the reporting status of the underlying arrest event.

The Livescan Upgrade Project proposes to replace the livescan devices that were previously provided to certain arresting agencies in Texas with newer, more advanced machines. The new devices will be compliant with the Federal Bureau of Investigations (FBI's) more stringent Image Quality Specifications and will be outfitted with mugshot acquisition equipment.

The livescan software will be upgraded to combine the mugshot image with the electronic arrest reported to DPS. DPS will require that the livescan vendor's software be compliant with the FBI's Electronic Fingerprint Transmission Specifications, which will allow DPS to forward the Texas mugshots to the FBI image file within the national criminal history file.

Emergency Management Service

The Emergency Management Service (EMS) is charged with carrying

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out a comprehensive all-hazards emergency management program for the state and with assisting cities, counties and state agencies in implementing their own emergency management programs.

EMS, like other DPS services, also is responsible for supporting development and implementation of the Governor's Homeland Security strategy. A comprehensive emergency management program includes pre- and post-disaster mitigation of known hazards to reduce their impact; preparedness activities, such as emergency planning, training and exercises; provisions for effective response to emergency situations; and recovery programs for major disasters.

Preparedness

EMS promulgates state standards for local emergency management plans, assists cities and counties in developing emergency plans and reviews those plans for compliance with state planning standards. During 2004, the EMS Plans Unit reviewed more than 3,200 local planning documents from jurisdictions throughout Texas—roughly double the number of planning documents reviewed in 2003.

The EMS Training & Exercise Unit provides a diverse curriculum of emergency management and hazardous materials training for state and local emergency responders; state, local and regional officials; and volunteer groups active in disaster assistance. Training is conducted at facilities in Austin and at other locations around the state by the EMS staff and instructors from other state agencies. During 2004, EMS training programs delivered more than 84,000 student hours of instruction.

EMS also conducts annual emergency management and hurricane preparedness conferences for state and local officials and representatives of volunteer groups that respond to emergencies. Almost 1,200 people attended the 2004 Emergency Management Training Conference at the Waco Convention Center, and more than 400 people attended the 2004 Hurricane Preparedness Conference at the South Padre Island Convention Center.

These conferences provided an

opportunity for county judges, mayors, local fire and police officials, state troopers, public health workers, emergency management professionals and representatives of volunteer groups and industry to obtain information on new programs and changes in existing programs and share lessons learned.

EMS designs, conducts, and evaluates state-level emergency exercises and monitors local emergency exercises conducted to test plans and procedures, training and equipment. Cities and counties reported conducting more than 150 emergency exercises during the year. Many DPS district offices also participated in the state-level exercises as well as the local exercises conducted by cities and counties in their area of responsibility.



Above: a car is stuck at Access Road 1 in Port Aransas during the flooding caused by Hurricane Ivan. Right: Aerial photo of Access Road 1.

During 2004, the State Operations Center (SOC) was fully activated in February for a major joint (state-federal) exercise: the U. S. Northern Command Exercise United Defense 2004. The exercise included a simulated natural disaster in Corpus Christi, a simulated terrorist attack in Cotulla in South Texas and the threat of a technological emergency at the Comanche Peak nuclear power plant in Hood and Somerville Counties, as well as activities in several other states. Four different DPS district offices also participated in United Defense 2004.

The SOC was fully activated in August for a radiological preparedness exercise at the South Texas Project nuclear power plant near Bay City.

The EMS Preparedness Section also administered grants and contracts for a

statewide mutual aid database and user system, radiological preparedness support, disaster mental health services and Community Emergency Response Teams, as well as an extensive sub-grant program to help support city, county and interjurisdictional emergency management programs. EMS also received a contract from the Texas Department of Health to develop emergency management training for public health workers and conduct courses around the state.

Emergency Response

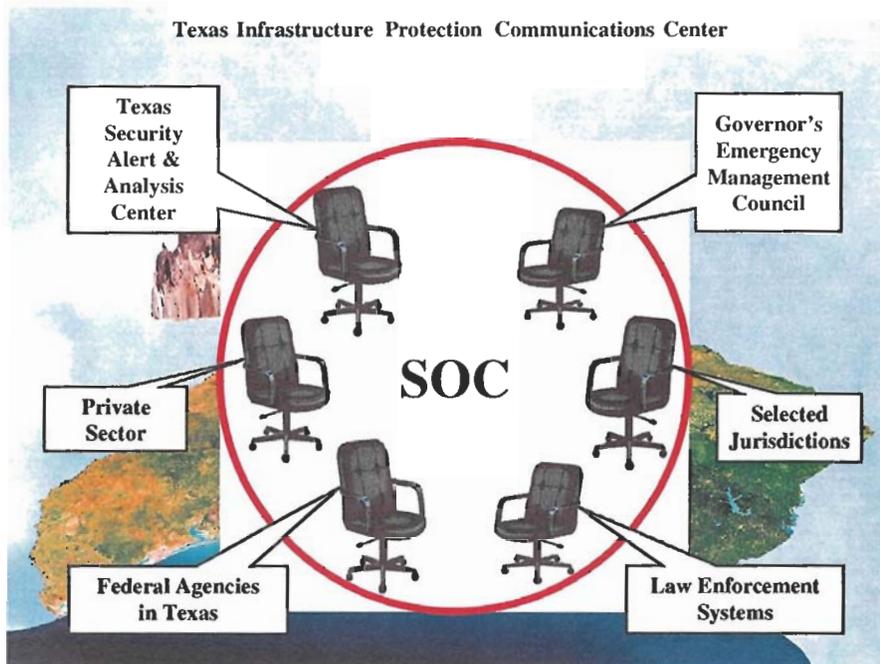
EMS manages and staffs the SOC, which serves as the state warning point and primary state direction and control facility. It operates around the clock to monitor threats, make notification of threats and provide information on emergency incidents to local, state and federal officials, and coordinate state emergency assistance to local governments that have experienced an emergency situation that local response resources are inadequate to deal with.

During major emergencies, the state agencies and volunteer groups that make up the state Emergency Management



Council convene at the SOC to identify, mobilize and deploy state and volunteer group resources to respond to the emergency.

Renovation of the SOC, begun in 2003, was completed in early 2004. The project included remodeling of the emergency operations area and the Emergency Management Council Room and collocating the new Texas Security Alert and Analysis Center (TSAAC) with the SOC. TSAAC, staffed around the clock by DPS Special Crimes Service personnel, collects, analyzes and disseminates information on suspicious incidents and potential security threats to local, state and federal agencies and



works in partnership with the SOC.

During the renovation of the SOC, additional state-of-the-art telecommunications, including several secure communications systems, were installed, the facility's audio-visual equipment was upgraded and a dedicated SOC computer network was also installed.

In the fall of 2004, EMS began adding seven new Regional Liaison Officer positions around the state with two new Field Response Supervisor positions in Houston and Garland.

These EMS field response personnel are the service's eyes and ears around the state. They assist local officials in conducting emergency preparedness programs, teach a variety of emergency management courses, identify needs and advise local officials during incidents and disasters and help coordinate state emergency resource support. These new Field Response positions will substantially increase EMS's capability to provide assistance to local officials.

During 2004, the SOC and the EMS Field Response staff coordinated more than 3,500 emergency incidents, ranging from hurricanes, tornadoes, fires and floods to hazardous materials incidents, aircraft crashes, and outbreaks of animal disease.

The SOC, DPS District emergency operations centers (EOCs) and local EOCs were activated for a number of

hurricanes during 2004, but fortunately the major storms did not make landfall in Texas. In the aftermath of hurricanes that struck Florida and other southeastern states, EMS mobilized state assistance for affected states pursuant to the interstate Emergency Management Assistance Compact. EMS dispatched donations-management specialists and disaster reservists from its staff to Florida and also coordinated the deployment of Texas Army National Guard aviation units, a 50-person Texas Forest Service incident management team and a number of other specialized responders.

During 2004, EMS coordinated seven activations of the State Amber Alert Network for abducted children; seven children were recovered safely. Of those seven children recovered safely, some abduction cases involved more than one child. Each request for an Amber Alert is unique and requires considerable effort by the State Operations Center staff at the DPS Headquarters.

Activation of the State Amber Alert Network is a massive cooperative effort involving DPS Special Crimes, the National Weather Service, the Texas Department of Transportation, law enforcement agencies, the media, the Independent Bankers

Association of Texas, the Texas Lottery Commission, the Texas Bureau of Investigation, beyondmissing.com and the Office of the Governor.

In mid-2004, EMS hired an Amber Alert Coordinator to manage the program and promote the growth of local and regional Amber Alert programs statewide. Training and workshop programs have been developed to address the need for heightened awareness of the state network and local/regional plan implementation strategies. The first Amber Alert workshop was held in March 2004 at the state Emergency Management Training Conference in Waco.

Disaster Recovery

Disaster recovery programs are largely funded by grants from the federal government, with state and local governments also paying a share of recovery costs. Restoring damaged buildings and equipment and rebuilding facilities that were destroyed may require demolition, decontamination, debris removal, design and modification or new construction; hence, large mitigation projects may take some years to complete. During 2004, EMS maintained a staff of recovery specialists and auditors in Austin to oversee ongoing recovery programs for a series of previous disasters.

EMS also maintained a Field Office in Houston to oversee hundreds of individual disaster recovery and hazard mitigation projects that are still underway from the Tropical Storm Allison disaster that occurred in June 2001. More than



Texas Department of Transportation message signs are used during state activations of the Amber Alert plan.

\$850 million in state and federal disaster relief payments have been made to individual victims of that disaster. In addition, more than \$280 million has been paid to date to local governments and public entities, such as school districts and hospitals, to repair or reconstruct facilities that were damaged or destroyed.

Hazard Mitigation

The EMS Mitigation Section continued to administer a number of different post-disaster mitigation grant programs for local and regional governments, as well as three pre-disaster mitigation grant programs. These grant programs will provide more than \$200 million in funding for hazard mitigation activities within the state.

During 2004, the Mitigation Section completed a revised *State Hazard Mitigation Plan* designed to meet the federal requirements outlined in the Disaster Management Act of 2000. The revised plan, which meets basic federal requirements, was the first plan in the region approved by the Federal Emergency Management Agency (FEMA).

During 2005, the state plan will be further updated to meet federal requirements for an enhanced mitigation plan. Having an enhanced mitigation plan qualifies the state to receive additional federal mitigation funding.

The Mitigation Section continued to provide training and technical assistance on mitigation programs to local officials. The Mitigation staff also reviewed and provided comments on local mitigation plans and forwarded plans that met state and federal standards to FEMA for final review and approval.

During 2004, the Mitigation staff wrapped up and closed out mitigation programs for five previous federal disasters, dating from 1997 through 2000.

Homeland Security

The EMS Homeland Security Unit validated and maintained the state's Critical Infrastructure database, coordinated state-level actions for the U. S. Department of Homeland Security (DHS) Buffer Zone Protection Program,

the Homeland Security Information Network for Critical Infrastructure, and other homeland security programs.

The EMS Training and Exercise Unit collected, compiled and disseminated information on homeland security training conducted by local, regional, state and federal agencies. The EMS Terrorism Preparedness Unit coordinated planning and scheduling for grant-funded local and regional terrorism preparedness exercises with local governments and other state agencies and participated in planning and training related to those exercises.

The EMS Operations staff received, reviewed and disseminated hundreds of DHS homeland security bulletins, infrastructure protection updates, and homeland security reports, briefings and fact sheets to state and local officials.

Regulatory Licensing Service

When the former Commission on Private Security was transferred to the Department on February 1, 2004, the resulting Private Security Bureau was merged with the existing Concealed Handgun Licensing Bureau to form the Regulatory Licensing Service.

The formation of the Regulatory Licensing Service allowed the service's management team to initiate a reevaluation of the existing procedures of both bureaus. The initial results were a greater overall uniformity in processes as well as more optimized processing methods in both bureaus.

The new service continues to look for ways to make both bureaus more efficient by streamlining resources and procedures. The construction of the new Building I to house both bureaus will assist in this endeavor. Construction on Building I began in December 2004 and the efficiencies gained by being housed in the same location will allow both bureaus to streamline even further resources, such as copiers and printers, as well as procedures, such as distribution of mail and public assistance.

The new service also was able to

eliminate several of the Private Security Bureau's backlogs during 2004 through the assistance of the Department. When the former Commission on Private Security was transferred to the Department, their staff and budget had been cut by approximately two-thirds and as a result, there were significant backlogs of applications to be processed and investigations to be performed. In the fall of 2004, the Department instituted an agency-wide project to eliminate these backlogs through the loan of both commissioned and non-commissioned personnel from other divisions, as well as providing funding for additional temporary personnel. The project allowed the Regulatory Licensing Service to eliminate both backlogs by the end of 2004, and some of the loaned personnel have been retained to prevent the backlog from redeveloping before the Legislature is able to consider the Department's exceptional item request for additional permanent employees.

Staff Support Service

The 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. The Staff Support Service also includes the Equal Employment Officer and the Radio Frequency Unit.

Building Program Bureau

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

BPB manages approximately 1.9

million square feet of floor space in 124 state-owned office buildings and 45 leased facilities throughout the state, in addition to 123 radio tower sites, warehouses and aircraft hanger space at five locations. The bureau 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.

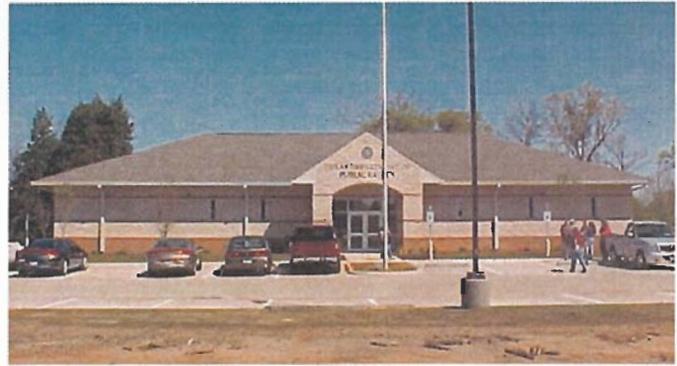
The bureau, consisting of a manager, assistant manager, administrative office staff, telecommunication specialists, electricians, heating and air conditioning mechanics, general maintenance technicians, groundskeepers and custodians, has 68.5 employees.

In fiscal year 2004, the bureau received and processed 8,045 work orders for maintenance and telephone repairs. Construction of new area offices was completed in Athens, Columbus and Wallisville. In addition, the Houston-Grant Road Driver License office was remodeled to provide a new state-of-the-art facility in the Houston area.

During 2004, BPB staff converted office space vacated by General Stores into a computer depot office for the Information Management Service that will handle the receipt, set-up and delivery, repair and disposal of the agency's computer equipment.

The staff also worked with the owner of the Denson warehouse building to create office space for the Headquarters DL Compliance Services and Fingerprinting Operations Services, which moved to the Denson facility in November and December 2004. Renovation of the space vacated by the

Right: The Athens DPS office opened in 2004.



Shipping and Receiving Warehouse and Office Supply operations into usable office space began in November 2004.

BPB successfully implemented a computerized work order database called MicroMain in compliance with the requirements of the Texas Building & Procurement Commission. The system will allow BPB to track work order requests from offices in the headquarters complex.

Telecommunication technicians and electricians teamed up to install cables and power in 33 offices statewide for the Automated Driver License Testing System (ADLTS) Project, which allows driver license written exams to be taken using a touch screen computer. In addition, the telecommunication staff installed data cabling in 44 offices statewide for the Texas Highway Patrol Sergeant Area Connectivity (TSAC) project. TSAC provides high-speed Internet and Intranet service to THP sergeants and troopers using DSL, cable modems and microwave services.

In October 2004, BPB began work with Southwestern Bell Communications to upgrade the headquarters telephone system, including the replacement of the

portion of the telephone system responsible for handling incoming calls to call centers in the Driver License Customer Service office, the IMS Help Desk and Concealed Handguns. The Headquarters voice mail system also was replaced.

Fleet Operations Bureau

Fleet Operations is responsible for the acquisition, installation, maintenance and disposal of vehicles, two-way communications and emergency equipment used by the Department. The bureau, consisting of the Automotive Shop, the Communications Shop, the Parts Department and the Fleet Office, has a staff of 70 that manages a fleet of approximately 3,000 vehicles.

The Fleet Office purchases and registers vehicles, maintains them, keeps maintenance and personnel records and sells vehicles and equipment to governmental entities and at state auctions. Vehicle and equipment inventory, reporting and documentation also originate from this area.

The Automotive Shop is a full-service facility that maintains, repairs, refurbishes and customizes the Department's vehicles. The shop also provides a paint and body shop and statewide wrecker service. During FY 2004, Fleet Operations purchased 822 vehicles at a cost of \$18,094,041.

Fleet Operations returned to a more normal work routine in 2004 as the automotive technicians returned to their primary responsibility of vehicle repair and maintenance rather than assisting with the preparation of new vehicles as in 2003. Management also initiated a plan that will require all of the automotive technicians to obtain ASE Certifications.

The Communication Shop is

Ribbon cutting at the new Columbus DPS office. Representatives of each of the divisions housed in the building look on while Col. Tommy Davis and a local person cut the ribbon.



responsible for the purchase, installation and maintenance of the Department's fixed, mobile and portable communication equipment. This responsibility also includes the communications, dispatch and tower sites that make up the Department's statewide communication system. The shop installs the two-way radio, emergency and lighting equipment in new vehicles to prepare them for service.

During FY 2004, Fleet Operations spent approximately \$2,172,548 on digital communications equipment, and technicians were challenged to install the new equipment in the field as the agency's conversion to a narrowband Project 25 digital system was accelerated. Highway Patrol regions III, IV and VIII received particular attention and by the end of the year, virtually all the infrastructure in those regions had been converted to digital. The transition to digital technology also required the reprogramming of all of the agency's



Trooper recruits spar as part of their training.

mobile and portable radios.

During the course of this project, a standardized programming scheme was developed and installed that will further improve interoperability with other agencies and make it easier for the agency to relocate vehicles around the state or to respond to disasters, emergencies or task forces.

Communications Shop personnel were involved with the installation of three Voice over Internet Protocol (VoIP) communication systems that resulted from a DPS-issued Request for Proposal to identify and test the VoIP technology to address interoperability issues faced

by all public service entities.

The Parts Department supports the Automotive and Communication Shops as well as field personnel with parts and equipment acquisition, shipping and receiving equipment that requires warranty repairs and capital equipment inventory processing.

A considerable amount of time and energy was directed toward the implementation of a new asset management inventory system using bar code technology with the goal of providing an advanced, integrated solution to streamline management of these assets. The initial phase relating to the capital assets inventory was completed in 2004. The second phase involving consumable assets will become operational in 2005.

General Services Bureau

The General Services Bureau consists of 49 employees who provide support for the Department through General Services Office Staff, Mail Operations, Reproduction, General Stores, Receiving Warehouse and the Surplus Property sections.

The General Services office staff manages publications sales, including various forms and books used by the public and other law enforcement entities, and is responsible for issuing and distributing department manuals and revisions.

Mail Operations handles all interdepartmental correspondence, incoming and outgoing mail for the Department. During 2004, Mail Operations personnel processed a total of 9,488,636 items, saving the Department \$649,639.00 in postage. The out-going mail area folded and inserted 1,590,141 items. The in-coming mail area recorded 82,312 pieces of certified mail and 42,467 pieces of express items, a 14 percent increase over 2003.

The Reproduction area, represented by Art Graphics, Print Shop, Bindery, Quick Copy Center and Camera Shop, completed more than 5,092 jobs and printed more than 54 million impressions consisting of forms, pamphlets, driver

handbooks, criminal bulletins, promotional exams, brochures, books, posters, decals, business cards, various size envelopes and other literature.

General Stores personnel are responsible for purchasing and distributing uniforms, firearms, body armor and other law enforcement equipment as well as driver handbooks, ticket books and law books for the commissioned officers and administration. During 2004, General Stores processed approximately 17,000 orders for a total sale of \$3,373,116.16 and outfitted 269 Trooper recruits through three schools. General Stores received another \$34,000 in sales from Inter-Local Contracts with other law enforcement agencies for intoxilyzer mouthpieces, alcohol blood and urine test tubes and syringe transport tubes.

The Receiving Warehouse received more than 4 million pounds of freight and handled more than 4,000 items of surplus property through interagency transfers, Texas Department of Corrections, schools, cities and counties and deletion requests.

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, other extraordinary leave programs and the mandatory drug testing program.

The bureau is the custodian for personnel records of 7,859 current employees and 4,425 former employees.

The bureau has 44 employees to provide 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 2004, the Human Resources staff processed paperwork for 162 (94 commissioned, 68 non-commissioned) employees retiring from the agency. The Department rehired 41 retired commissioned officers.

The Recruiting Office provides an ongoing recruiting effort to attract qualified applicants for the Department's commissioned and non-commissioned positions. The office coordinates a field recruiting program that includes tracking methods and individual follow-up evaluations.

During 2004, 360 applicants were tested to fill two recruit schools, ultimately calling 249 of the applicants to the schools. The Recruiting Office personnel responded to 1,262 email inquiries for the position of trooper-trainee. At the end of the year, the Recruiting section was in the process of testing more than 200 applicants for a January 2005 recruit school.

The Law Enforcement Promotional Section administered 37 promotional examinations for the positions of sergeant, lieutenant and captain in all divisions. The staff processed 2,612 applications, administered 2,043 individual written examinations, called 588 candidates to participate in the oral board process and placed 150 candidates on promotion eligibility lists.

The Risk Management Section processed 477 workers' compensation claims resulting in lost time from work or medical expenses and completed 69 workstation ergonomic assessments to help employees prevent wrist, shoulder, hand, arm and back pain.

The Employment and Compensation Section completed job analysis and evaluations on 72 new and existing positions throughout the agency; wrote or revised 475 job descriptions; administered 6,428 applicant exams; processed 15,553 applications and 867 new hires and screened 11,272 applications; processed and posted 1,046 headquarters and field job announcements and transfers; and responded to 45



Left: Trooper-trainees line up and stand at attention.

salary surveys.

In 2004, the section implemented a new automated employment testing system called SkillCheck for civilian positions, which greatly expedited the DPS applicant process by allowing multiple applicants to test immediately as they apply for jobs. The new system also has enhanced customer service by eliminating the need for applicants to make one trip to apply for a job and another to complete scheduled testing.

The Records Section processed 5,319 personnel action forms that included 654 terminations and 639 new hires. Also during the year, 684 inactive personnel files were purged and approximately 6,500 address cards and 8,000 personal data cards were entered into the personnel and payroll system.

Psychological Services Bureau

The Psychological Services Bureau provides a comprehensive program of psychological services to DPS employees and family members, to victims of crimes and to affected communities. The bureau consists of a staff psychologist, a victim services director, an administrative assistant and six grant-funded victim service counselors stationed throughout the state. Programs within the bureau consist of specific services provided by the staff psychologist, Victim Services, Critical Incident Response Team and Employee Assistance Program.

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. She also provides substance abuse and anger management awareness training, assessment, treatment and referral. During 2004, the staff psychologist provided assistance to 333 individuals.

The staff psychologist, victim services director, victim services counselors and members of the Critical Incident Response Team, including chaplains, responded to and provided support services to the family members and employees following the line-of-duty death of Trooper Kurt Knapp in May and the accidental death of Trooper Stan Avery and his son in June. Group and individual debriefings were provided to employees following the funerals. Follow-up services for the families and co-workers continued throughout the remainder of the year as needed.

The Victim Services director applied for and received \$182,407 in Victim of Crime Act grant funds in the amount of from the Criminal Justice Division of the Governor's Office and \$175,069 in Other Victim Assistance Grant funds from the Crime Victim Services Division of the Attorney General's Office to fund the six field victim services counselors.

During 2004, these individuals provided assistance to 2,659 crime victims and conducted 1,310 follow-up visits. The Victim Services Director and the Counselors provided training to the 33 volunteer chaplains on the Critical Incident Response Team that will enable the chaplains to assist them in providing crime victims with services throughout the state.

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 142 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 2004, the Critical Incident Response Team responded to 364 requests for assistance. During the year, each member attended advanced training in critical incident response and line-of-duty death response presented by the staff psychologist. Also, 26 new employees and three volunteer chaplains will be added to the team in 2005 after attending a basic training in critical incident stress management course in December 2004.

Several of the DPS chaplains volunteered to develop an applicant screening process that would be consistent with the standards established by the International Conference of Police Chaplains. Six of the DPS chaplains have been working with the staff psychologist to develop a chaplain manual outlining the requirements and duties of a DPS chaplain.

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 25 employees serving as program specialists responded to 62 requests for assistance during the year.

Training Bureau

The Training Academy staff, comprised of 15 commissioned officers and 43 non-commissioned personnel, provide an array of training courses to the department's commissioned and non-commissioned employees, in addition to officers from other law enforcement agencies at local, state and federal levels of government.

In addition to the Training Academy staff, the bureau is comprised of the Administrative Training Unit and the Motorcycle Safety Training Unit, along with the School Bus Transportation Unit and the Bicycle Safety program.

In 2004, the Training Academy taught more than 180 different courses in the three major programs resulting in a total of 534,149 student contact hours. These courses encompassed training in

38 in-service schools, 29 Texas Police Association schools and three Recruit Schools that provided more than 1,200 hours of instruction to recruits over 27 weeks.

The C-2003 Recruit School started in October 2003 and graduated on April 23 with 108 cadets; the A-2004 Recruit School started on February 2 and graduated on August 6 with 92 cadets; the B-2004 School started on October 4 and the 95 cadets enrolled at the end of 2004 hope to graduate in April 2005.

The training staff at the **Florence Firearms Range** have successfully communicated to other agencies their commitment to firearm tactics and proficiency and successfully promoted the assets they have. City, county and federal agencies frequently use the range and instructors. The Florence staff regularly test equipment, such as protective vests and weapons, and have facilitated the transition to a new pistol, as a result of their testing and recommendations.

The **Administrative Training Unit** provides the resources to encourage individual value, growth and opportunity by providing instruction on a variety of topics spanning management and supervisory issues, employee communications issues, professional development, safety, wellness and motivation.

The staff hosts the Department's Toastmasters Club, participates in New Employee Orientation, and assists the Training Academy with In-Service Training. Statewide sharing of resources now allows trainers from other state agencies to assist the unit's staff in instructing DPS employees. The unit used the skills of outside consultants as well as part-time instructors from within the Department.

During 2004, the unit provided 10,716 student contact hours including four, two-week supervisory and management skills courses with 143 students. Additionally, an 8-hour diversity class was developed and implemented to address the required training enumerated in Section 18.25 of the General Manual.

The primary goal of the **Motorcycle Safety Unit** is to provide motorcycle and ATV safety training. During 2004,



Motorcyclists across the state may sign up to take beginner or experienced RiderCourses.

26,337 Texans enrolled in either a basic or advanced motorcycle operator training course, a 19 percent increase over 2003. The unit provided All-Terrain Vehicle (ATV) training to 2,145 students.

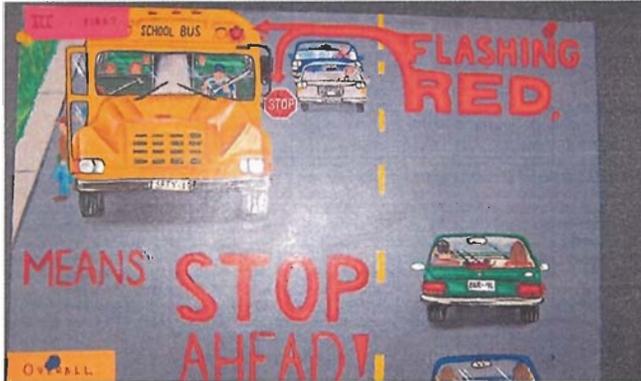
In 2004, the unit converted to a new Experienced RiderCourse. The staff conducted six RiderCoach Preparation Courses and certified 86 new RiderCoaches, bringing the total number of RiderCoaches to more than 400. (The Texas Motorcycle Safety program certified more new RiderCoaches in 2004 than many states have in their entire program.)

The unit continued to license non-standard training programs such as manufacturer specific training, "side car" training or "trike" training. To date, Texas has twice as many Harley-Davidson "Rider's Edge" new rider programs as any other state in the country. More than 2,700 students enrolled in a Rider's Edge program.

In 2004, the unit opened 14 new training sites to meet the increasing demand for training. Five of the new training sites were licensed H-D Rider's Edge training courses: three in the Fort Worth area, one in Harker Heights and one in Houston.

The remaining 11 sites were opened in Austin, Liberty Hill, Texarkana, Corsicana, Arlington, El Paso, Houston, North Richland Hills, Southlake and San Antonio. The unit purchased 101 Kawasaki BN125 training motorcycles and distributed them to sites across Texas to increase the availability and decrease the overall cost of training courses.

The Motorcycle Safety Training Unit continues to process helmet



Left: The winning poster in the School Bus Safety poster contest.

exemption sticker applications. Nearly 5,500 applications were processed and nearly 5,000 of them were approved. The unit purchased and distributed more than 300,000 pieces of course and motorist awareness materials throughout Texas.

The **School Bus Transportation Unit** has two non-commissioned employees stationed in the Region VI office in Waco. During 2004, the unit successfully implemented a program to oversee development and compliance with the Texas School Bus Specifications, a responsibility moved from the Texas Building and Procurement Commission to the Department by the 78th Texas Legislature. The unit organized a statewide committee of school district representatives and manufacturer representatives to review and suggest modifications to the school bus specifications. The 2004 Texas School Bus Specifications were completed and posted on the school transportation section of the Department's website.

In 2004, the unit conducted nine classes on child passenger safety for school buses as approved by the National Highway Traffic Safety Administration (NHTSA). The course teaches school bus drivers and bus monitors the proper use of child restraint systems in school buses. The classes taught 252 people for a total of 2,016 student contact training hours.

On April 2, the Department co-hosted the third annual Speech Contest for School Bus Safety for high school juniors and seniors. Lacy Gibbs of Victoria ISD was the state winner and received a \$1,000 college scholarship. She represented Texas in the National Association of Pupil Transportation (NAPT) speech contest, winning first place and receiving a \$2,000 scholarship.

The Training Academy has oversight of the **Bicycle Safety Program**. In 2004, 115 teachers were trained in the Super Cyclist Program, and the staff distributed approximately 35,000 bicycle safety brochures, 1,500 posters, more than 200 bicycle safety videos and 138 bicycle helmets. In addition, 38 bicycles were distributed to needy families throughout the state in December. The bicycles were donated to the Department by Clint Wright of Infinity Broadcasting in Houston through the Houston Police Department's Blue Santa program.

Radio Frequency Unit

The Radio Frequency (RF) Unit continued its work to facilitate interoperable radio communications throughout the state by providing guidance and assistance to local, regional, state and federal public safety entities. (Radio communications interoperability refers to the ability of one radio system to operate with another, different radio system.)

The unit continued to work with the Public Safety Radio Communications Council to implement the strategic plan to address radio communications interoperability as required by HB 2650 (78th Legislature).

In 2004, the RF Unit, in conjunction with staff from the Texas Highway Patrol and the Office of Audit & Inspection, produced a Request for Information (RFI) to establish pilot projects with multiple vendors to demonstrate proposed interoperability solutions.

Three vendors responded to the RFI and began installing equipment in the Austin District Office, Austin Capital Regional Office and the Houston Regional Office in November 2004. The results of these pilots will provide

information to DPS and other public safety agencies regarding potential technologies that will help resolve issues surrounding radio communications interoperability.

In spring 2004, the RF Unit held a Texas Statewide Interoperability Executive Committee (TSIEC) meeting in Corpus Christi. The meeting included local, regional, state and federal representatives and resulted in a 700 MHz interoperability radio channel plan for Texas. Three other TSIEC meetings held this year used the video teleconferencing capability provided by Texas Department of Criminal Justice.

Equal Employment Officer

The EEO Officer is responsible for ensuring compliance with federal and state statutes governing employment law, discrimination and sexual harassment.

As part of this responsibility, the EEO Officer receives and processes complaints from applicants and employees in conjunction with the Employee Relations Office and the Office of General Counsel.

The EEO Officer provides EEO/Sexual Harassment prevention training to all new employees in the headquarters complex during their initial orientation sessions. The EEO Officer also coordinates this training for Department employees hired in field locations.

During FY 2004, The EEO Officer received 79 complaints of discrimination or harassment from outside employees and DPS staff. Of those complaints, only eight became formal Section 18.25.00 investigations. The others were resolved through the chain-of-command or informal reviews.

The EEO Officer provided EEO/Sexual Harassment Prevention training to 620 new employees, trained 74 first-line supervisors on EEO Law/Sexual Harassment Prevention/Section 18.25.00 of the General Manual, and participated as a trainer in Section 18.25.00 of the General Manual training given to 999 Department supervisors and managers.

The EEO Officer also presented EEO Law/Sexual Harassment/Section 18.25.00 of the General Manual training to 342 Driver License Examiners during in-service training in FY 2004.

Director's Staff

Accounting and Budget Control

Accounting and Budget Control is composed of multiple functions: Central Cash Receiving, Budget and Planning, Grants, Capital Assets, Accounting Systems, Accounts Payable, Travel, Employee Payments and Benefits, the Historically Underutilized Business Program and Procurement and Contract Services. The section has 116 authorized full-time employees.

Central Cash Receiving (CCR) collects and deposits revenue related to every aspect of the Department's activities and on behalf of several other state agencies.

CCR processed 1,455,769 documents and deposited \$64,787,232 in revenue into the state treasury during 2004.

In calendar year 2004, Budget and Planning completed the agency's Legislative Appropriation Request implementing a new strategy structure that increased the number of individual strategies for DPS from 27 to 36 and realigned the strategies to more accurately reflect the agency's organizational structure.

Due to automations in processes, the 2005 Approved Budget was completed more efficiently than in the last several years. Budget and Planning also began development of a cash analysis report to reflect the Department's current cash status by program and project its funding status. This tool is still being modified and will help management maximize its use of appropriated funds.

The Grants section administered more than 150 separate grant programs with awards exceeding \$106 million. The section successfully coordinated new programs related to Homeland Security and Regional Narcotics Task Forces. New performance and general standards

were created to assist in evaluating the effectiveness of the Department's grant accountants and to assist the grant accountants with reviewing and monitoring the maintenance and accuracy of grant accounting records.

The Capital Assets section successfully implemented a new electronic bar coding capital inventory system replacing the previous manual system. A bar coding consumable inventory system is in progress and should be completed in 2005. Classes were conducted to train property custodians in the proper use of the electronic bar code scanner and in state regulations relating to annual inventory procedures.

On August 31, 2004, the Capital Assets section accounted for more than \$28 million in non-depreciable assets and more than \$327 million in depreciable assets. The Capital Assets section also coordinated an agency-wide trade-in of more than 3,500 handguns for upgraded models with enhanced features.

Accounting Systems employees are responsible for the general ledger, seized assets accounting, computer security for accounting employees and maintaining the DPS Mutual Association records.

The Accounts Payable and Travel section processed and paid invoices totaling more than \$279,168,665 for goods and services used by DPS. The purchase order was changed to an emergency purchase order, encouraging the increased use of the Procurement Card and resulting in operational efficiencies in work processes. Work continues on automating the data entry function for the monthly procurement card statement.

The Employee Payments and Benefits section consists of the Payroll Office, Group Insurance Office, Payroll Audit and the Deferred Compensation Office. The section has continued to successfully process monthly payroll and benefits for the Department's 7,800-plus employees, but has been significantly

impacted by the number of DPS employees called to active military duty. On average, 40-plus employees each month take advantage of the department's Military Emergency Leave Policy, which requires coordinating, tracking and processing pay and benefits according to state and federal guidelines.

In 2004, the form letter accompanying each child support payment was eliminated and replaced with a single consolidated report reducing the paper used, time spent and postage for each month's mailing. Approximately 370 individual payments are sent to the Texas State Disbursement Unit and 40 payments are sent to separate counties or states.

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 the staff to ensure overall agency compliance.

Total HUB expenditures for the agency were \$17,233,737 or 19.6 percent. The agency received HUB credit for \$797,681 subcontracting expenditures reported by first-tier prime contractors. In addition, the HUB Coordinator serves as vice-chair for the HUB Discussion Workgroup, which meets bi-monthly and collaborates on efforts for the betterment of the statewide HUB mission. The HUB Program co-sponsors and supports numerous statewide economic opportunities.

The agency's overall efforts continue to ensure that procurement opportunities are full and fair in the communities DPS serves.

The Procurement Section's most significant accomplishment was the completion of certification for all DPS purchasers with one year or more with the agency. Of the 14 employees in the section, nine have received certification

as Certified Texas Purchasing Mangers, two have received certification as Certified Texas Purchasers, and one is currently receiving training to become certified. Job responsibilities of the other two employees in the Procurement Section do not currently require certification.

The position of Contract Administrator has been added to the Procurement Section; the administrator is responsible for reviewing and tracking all contracts to ensure compliance with state procurement rules and regulations.

Another major accomplishment was the creation of a team of purchasers responsible for Request for Proposal (RFP) type purchases.

The RFP process is a lengthy one and requires extensive knowledge in all aspects of purchasing and contract writing. The majority of RFPs are in excess of \$100,000 and usually take up to a year to complete from inception to award. The number of RFPs processed is up dramatically from years past.

Aircraft Section

The Aircraft Section, based at Austin Bergstrom Airport, is under the leadership of Chief Pilot Jack Reichert and Captain Steve Powell. The section's five lieutenants supervise 20 sergeants who are based at nine locations around the state. Support personnel at the Austin base include two administrative assistants.

The DPS fleet is comprised of eight helicopters, seven single-engine airplanes and one twin-engine turboprop



airplane. These aircraft support DPS and local law enforcement agencies' police operations.

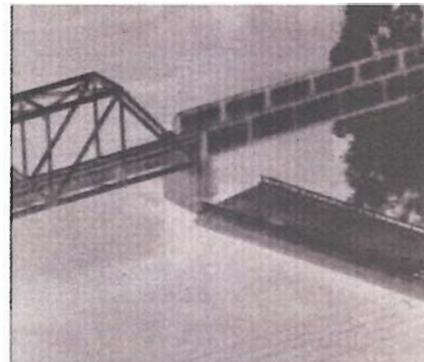
In 2004, the Aircraft Section replaced an aging Bell Jet Ranger helicopter with a new AStar helicopter. This aircraft was purchased with seized funds and is based in Midland. DPS has one remaining Bell Jet Ranger helicopter based in Waco.

The Department's helicopters are used primarily for search and rescue, manhunts, searches for lost persons, searches for downed aircraft and the Domestic Marijuana Eradication program in cooperation with the DEA and the Texas Air National Guard.

The use of Forward Looking Infrared (FLIR) systems on DPS helicopters has become a vital part of the sections' nighttime operations. These systems are used daily on aircraft missions—including in one instance, the search for a runaway barge threatening highway bridges on the flooded Brazos River.

In 2004, the Aircraft Section used seized funds to acquire four new Wescam Infrared systems that replaced broken units on helicopters in Houston, Corpus Christi and Lubbock. The fourth system

FLIR systems on DPS aircraft have helped pilots locate people who were injured during plane crashes (left) and a runaway barge on the Brazos River (below).



was installed on the new AStar helicopter in Midland.

In addition to the Infrared units, each helicopter is equipped with a 30-million-candlepower NightSun searchlight for night time operations. Four of the helicopters are also equipped with Lo-Jack receivers that are used to track and locate stolen vehicles equipped with the Lo-Jack system. Digital capable police radios that operate in VHF, UHF and 800 MHz trunked systems are now installed in each DPS aircraft.

The DPS airplane fleet has 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 also are used for aerial criminal surveillance and for patrolling stretches of highways to assist Texas Highway Patrol Troopers with locating aggressive drivers.

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

Aircraft Section Statistics: 2004

Flight Missions	2,823
Suspects Located	606
Felony Arrests	684
Victims Located	26
Persons Rescued	7
Lost Persons Located	26
Downed Aircraft Located	5
Drowning Victims Located	1
Narcotics Investigations	561
Criminal Investigations	1,180
Value of Narcotics Located	\$15,277,143.00
Value of Stolen Property Located	\$4,208,809.00

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.

Z/OS Mainframe Upgrade

The IMS Technical Support and Operation sections completed a major conversion of the mainframe computer system's operating software.

The new software will provide the Department with a uniform computing environment, using up-to-date software and hardware. The software's functionality is designed to diagnose problems and simplify the recovery of the system application programs. The conversion also positions the mainframe to better use future technology to meet increasing business demands.

Computerized Criminal History System Redesign

DPS provides criminal conviction history service to all criminal justice agencies and authorized non-criminal justice agencies, as well as conviction data to the general public, as allowed by state law. DPS stores arrest, prosecution and court disposition data from local reporting agencies in the statewide criminal history file and routes it to the FBI.

In April 2003, IMS began working with the Crime Records Service and a vendor to redesign the Computerized Criminal History (CCH) system, which was originally implemented in 1991. Since then, DPS has worked closely with reporting agencies to improve submission of data to the CCH system. New technologies used in the redesigned system offer expanded field edits, user-friendly online screens, reformatted reports and real-time processing.

State Operations Center Network Implementation

In early August 2003, the State Operations Center asked the Telecommunications and Systems Technology Services sections to review

a Request for Proposal to build a stand-alone digital video and data wide-area network for the Governor's Division of Emergency Management. This broadband network would support high-quality video and high-speed data transfer to each of the DPS disaster districts and provide connectivity with the Texas Natural Resources Information System, the Geographic Information Service and Texas Tech University's supercomputer in Lubbock.

IMS collaborated with the technical staff at the Department of Information Resources and the University of Texas at Austin Network Group to make the network a reality.

The SOC network project was completed in early 2004. All IMS milestones identified at the beginning of the project were met on time and under budget.

As time goes on and SOC personnel become more familiar with the wealth of information now available, the network will become an indispensable tool.

New Automated Driver License Testing System

Texas uses a vendor-owned computerized testing system in its larger driver license offices to provide written driver tests via a touch-screen computer terminal. In 2003, 55 offices were equipped with vendor-supplied and supported software and hardware.

The Driver License Division (DLD) wanted to install the Automated Driver License Testing System (ADLTS) in 33 additional offices that do not have computerized testing. DLD asked IMS to create driver license testing software that would be cheaper, easier to customize and belong to the Department. IMS and DLD worked closely to design develop and implement a secure, DPS-owned testing product.

The benefits of internal software development include:

- reduced software license fees and use of IMS standards of application development
- future expansion to additional offices at a reduced cost
- maintenance and replacement solutions are developed more easily
- new computers have a longer

warranty than previous machines purchased and

- allow the expansion of the ADLTS system to progress as needed during the Driver License Reengineering project, saving money and streamlining DL functions in the office environment.

Texans will benefit from having automated, expedited and user-friendly testing opportunities.

Establishment of the Enterprise Depot

During 2004, Systems Technology Services (STS) created an Enterprise Depot for the Department to centralize the responsibility for procurement of computer assets, inventory control, software imaging management and deploying of new and refurbished systems within the agency.

STS made a bulk purchase demonstrate that centralizing the procurement and distribution of information technology assets would save money by reducing the per-unit cost and gaining extra services and other additional pieces of equipment.

The initial bulk purchase save the Department \$750,000. Among the extras received by bulk purchasing:

- One free server per 100 desktops
- An additional year of warranty
- Imaging and Asset Tagging (at the manufacture level)
- Upgrade to complete care (laptop replacement regardless of fault)
- Level 2 Premier self maintainer program, which provides monetary credits back from the manufacturer when DPS makes the repair.

The server incentive allowed the agency to replace aging hardware at no additional cost. The additional year of warranty allows the agency to comfortably enter into a four-to-five year replacement plan. Plus, the centralized Enterprise Depot maximizes the use of DPS physical space, streamlines the asset tagging process and streamlines the turnaround of credits for out-of-box failures.

Information Resources

Information Resources is responsible for data security and data recovery, record retention schedules and implementing standards as proposed by the state's Department of Information Resources. Daily tasks include routine maintenance of the agency's computer files.

In 2004, the section made significant advancements in increasing the agency's data security posture and expanding the agency's disaster recovery plans.

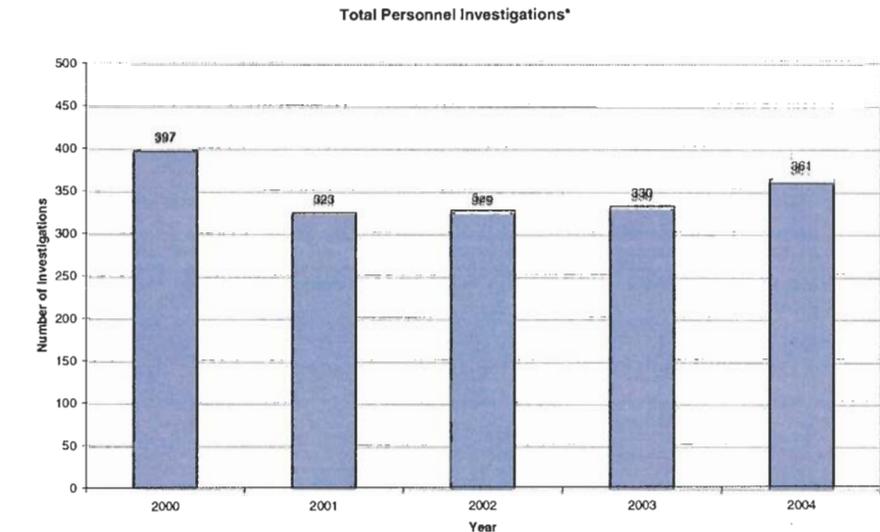
The Record Retention schedule was revised to include additional electronic documents.

The section successfully completed two tests of the agency's data recovery center.

Internal Affairs

Internal Affairs investigates 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.

Personnel investigations may also be conducted by a department supervisor; however, Internal Affairs coordinates all complaint investigations not conducted by the unit.



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

Whenever a supervisor receives a complaint about an employee, Internal Affairs must be contacted for a tracking number and, under certain criteria, must consult with the Internal Affairs captain. The captain may approve an investigation to be conducted by a supervisor or request that the Director's office assign the investigation to Internal Affairs.

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

In conjunction with the Department's Employee Relations Office, Internal Affairs also investigates internal complaints relating to the

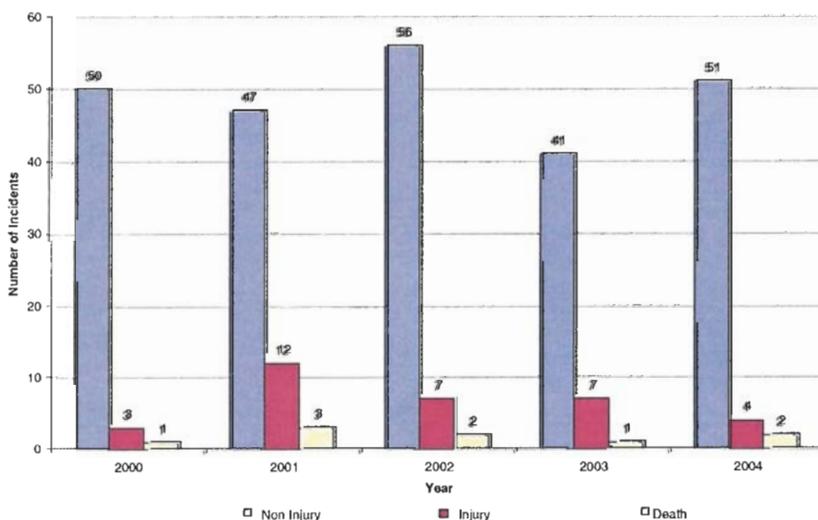
Department's policy prohibiting discrimination and sexual harassment. Investigations not conducted by Internal Affairs must be forwarded to the office for review.

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

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

Internal Affairs provides assistance to the Office of General Counsel in matters that have, or could result in litigation against the agency and its employees, complaints to the Equal Employment Opportunity Commission or the Texas Commission on Human Rights, administrative appeals of disciplinary matters and open records

Firearms Discharge Incidents



requests. Personnel are available to assist the Attorney General's Office in matters involving litigation against the department and its employees.

As the department's designated investigative body for fraudulent workers compensation claims, Internal Affairs is available to conduct investigations in cooperation with the department's Health and Safety Administrator and the State Office of Risk Management.

Internal Affairs also provides continuing assistance to employees, personnel from other 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 and two administrative assistants.

Legislative Liaison

The Legislative Liaison Office serves as an ombudsman between the Department and Texas public officials.

The mission of the office is to help the Department receive budgetary and statutory authority needed to accomplish its mission. It does this by maintaining positive Department relations with state and federal officials, namely through responding to their statutory, budgetary and policy inquiries of the Department. In 2004, the Legislative Liaison office responded to 1,367 Texas public official inquiries.

The Legislative Liaison Office works with Department officials to monitor legislative meetings, while providing Texas lawmakers with input regarding current and proposed state policies. In 2004, it monitored dozens of interim oversight committee meetings and produced identification cards for Texas state officials and their staffs.

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 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

- Coordinates both the administrative rule process and the Department manual revision process

OGC also publishes and coordinates DPS legal publications. On a monthly basis it publishes the *DPS Legal Bulletin*, an electronic newsletter that addresses issues affecting day-to-day law enforcement operations. On a biannual basis it publishes the *Laws Affecting DPS*, a collection of new laws passed during the most recent legislative session. Also on a biannual basis, OGC contracts with private publishers to provide Department personnel with the *Texas Criminal and Traffic Law Manual*, a bound compilation of current law enforcement statutes. An electronic searchable library of all of these publications is maintained 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.

Public Information Office

The Public Information Office represents the DPS to the media and to the public. Staff members serve as media liaisons and produce the internal employee newsletter.

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 *Chaparral*; and a quarterly publication for the Texas Legislature.

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

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

- Public Information Officers responded on-scene to two aircraft

Office of General Counsel

The Office of General Counsel advises the Director and management in

Texas Department of Public Safety Annual Report

Office of General Counsel

Active case load:	122
Public information requests:	2,582
Contracts/grants reviewed:	243
Electronic legal pages maintained on DPS intranet:	4,700

crashes, two fatality motorcycle crashes and raids on a state office building janitorial service that was employing people with fraudulent work documents and a gambling house.

- The Public Information Office assisted with three Amber Alerts and the media response to a trooper's line of duty death.

- During the year, the office responded to more than 64,000 inquiries from the media and the general public. Public Information Officers taught during the Texas Highway Patrol inservice schools, the First Line Supervisor schools and the Texas Police Association management school.

2004 Awards

Director's Citations

James Debrow, Driver License Division

Toya Trevino, Driver License Division

Bobby Stephen Turner, Jr., Criminal Law Enforcement Division (Narcotics)

Richard R. Nelson, Texas Highway Patrol Division (Highway Patrol)

Cesar Torres, Driver License Division

Juan Mancha, Driver License Division

Johnnie Jezierski, Criminal Law Enforcement Division (Special Crimes)

Charles Howell, Texas Highway Patrol Division (Highway Patrol)

Derome West, Texas Highway Patrol Division (Highway Patrol)

Jill Kinkade, Criminal Law Enforcement (Crime Laboratory)

Memorial Cross

Kurt David Knapp, Texas Highway Patrol Division (Highway Patrol)

In Memory



Highway Patrol Trooper Kurt David Knapp

Trooper Knapp, 28, died on May 8, 2004, after he collided with another vehicle while on patrol.

Trooper Knapp began his career with the Department of Public Safety in October 1998. He was stationed in Fredericksburg.