



Produced by DPS Public Information, (512) 424-2080

November 2003

DPS response squashes worms, viruses

While other governmental agencies and companies across the U.S. have been hit hard by worms and viruses, DPS has managed to escape much of the carnage.

In August, the NACHI worm struck DPS and thousands of businesses and home computers worldwide. DPS technical support employees worked countless hours to keep the agency's computers running with minimal disruption to users.

Unlike governmental agencies in other states, DPS computers remained up throughout the crisis.

"The hard work by the Information Management Service helped save DPS money and time--and helped the

agency continue to serve the people of Texas in a timely manner," said Col. Tommy Davis. "We appreciate what they did and continue to do."

DPS employees have helped the agency survive these attacks because they have been quick to respond to Department-wide e-mails with instructions on how to contain the viruses, said **George Frimpter**, Data Security Officer, and **Sherry Koenning-Cook**, manager of Systems Technology Services.

"One of our biggest strengths is that we have a number of ways to quickly communicate with our users," Koenning-Cook said. "And with vi-

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Customer Service Bureau has the answer

If you think your phone rings off the hook, you should go visit the DL Division's Customer Service Bureau: 41 employees handle approximately 75,000 telephone calls each month!

Customer Service staffs the agency's switchboard (512-424-2000), sending calls from all over the world to the appropriate office within DPS. It's possible that without Customer Service, the entire agency would grind to a halt.

Mondays are the heaviest call day during the week, with approximately 20,000 calls jamming the lines. Tak-

ing more than 100 calls each, customer service representatives are able to handle only 4,000 of those calls.

If you ever direct a member of the public to the Customer Service line (512-424-2600), be sure to advise them to call early in the morning, or on Thursdays or Fridays, when the agency receives fewer phone calls.

Customer Service representatives receive a variety of calls from the public, including urgent situation calls. Customer Service representative **Mariana Rivas** recently handled

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Dear Fellow Employee:

On October 13, we welcomed yet another recruit class to the Academy. The 141 trooper-trainees who started the academy have several months of hard work ahead of them before they graduate on April 23, 2004.

During their 27-week school, these trooper-trainees will experience many changes, just as the rest of DPS is experiencing. Hundreds of our fellow employees have retired over the past two years, and many of you have promoted or taken on new responsibilities.

Here's something to put it into perspective: In the past two years, 652 new troopers have graduated from the DPS Academy. That's roughly *one-quarter* of the Texas Highway Patrol, and one-fifth of the total number of commissioned officers here at DPS.

Even with these new recruits, we still have work to do. We've tentatively scheduled a new recruit class to begin February 2, 2004. The application deadline is soon. If you know someone who is interested in joining DPS, I urge you to have them contact Recruiting ASAP.

Thomas A. Davis Jr.

Awards

Sergeants **Keith Kucifer** and **Frank Cantu**, MVT Houston, received Director's Citations for their outstanding investigative performance concerning a professional vehicle theft ring. Throughout their yearlong investigation, Sergeants Kucifer and Cantu conducted more than 150 interviews and attained nearly as many sworn statements from those involved. Because most of the victims were Hispanic, Cantu had to translate the majority of these interviews and statements. Their hard work and persistence resulted in the recovery of 110 stolen vehicles, valued at more than \$1 million, as well as several arrests. Additional recoveries and arrests are anticipated.

Tr. **Tywan Shelton**, HP Cedar Hill, received a Director's Citation and Dallas Police Dept. Detective **Chris Daniels** received a Director's Award for their quick response and action that saved the life of a 67-year-old female who fainted at church during Thanksgiving. Det. Daniels was working off-duty at the Dallas church when he was notified that **Irma Wheeler** had fainted. Tr. Shelton also responded and the two officers, once establishing that Wheeler was not breathing, began CPR for 15 minutes before paramedics arrived. When the woman reached the hospital, she regained consciousness. Firefighter paramedic **Darrell Maxwell** stated that "if it were not for the life saving skills performed by Trooper Shelton and Corporal Daniels, Ms. Wheeler may not have experienced a very tearful and happy reunion with her daughter in the hospital room." Sgt. **Raymond Williams**, DL Cedar Hill, nominated Daniels.

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Short Shots

FBI Academy graduate

Congratulations to Lt. **Gerardo Benjamin Estrada**, MVT Austin, who graduated from the FBI National Academy Sept. 18.

Annual Arts & Craft Fair

The annual Arts & Crafts Fair held at Headquarters will be Thursday, November 6 from 8 a.m to 4 p.m. on the basement and first floors.

Divers wanted

The Dive Recovery Team is taking applications for divers. The applicant must be a commissioned officer with the Department and have a basic diving certificate. Applicants can contact Lt. **Don Martin** at 512-423-3975. Applicants must send their applications through their chain of command to the THP Chief's office.

Police riders wanted

The Police Unity Tour is seeking at least six experienced bicycle riders to represent DPS at the Police Unity Tour in Washington, D.C., May 9-14, 2004. The event raises awareness and financial support for the National Law Enforcement Officers Memorial (NLEOM). If you are a commissioned officer and are interested in helping represent DPS, please contact Tr. **Eric Gray**, HP Odessa, at 432-924-0003 or visit www.policeunitytour.com for more information.

Texas FARS analysts recognized

Texas FARS (Fatality Analysis Reporting System) analysts **Kim Frazier**, **Sharon Krause**, **Yvette Viera** and **Shawn Wilkerson**, Accident Records Austin, all received in-

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dividual awards of "Outstanding Analyst" at the Annual FARS Statewide Training Conference held in Nashville, Tennessee during the week of Sept. 21-26. FARS is a national program that the DPS has participated in for the past 27 years.

DPS Credit Union for everyone

Do you know there is a credit union for DPS employees and all their family members? No matter where you live in Texas, we have many convenient ways to serve your financial needs. There are numerous advantages to using the Texas DPS Credit Union, including competitive loan rates, low fees and personalized service.

The Texas DPS Credit Union is member-owned so our profits are returned to members through low loan rates and good savings rates. Join the Texas DPS Credit Union family today by calling or coming in to open a new account or to finance your next car or home purchase. For more information, call 512-452-5211 or 1-800-252-9100.



On the mend...

Best wishes for a speedy recovery from line-of-duty injuries go to:

Paul Sigman, HP Texarkana, injured in June car wreck

Michael Reisen, HP Capitol, injured while tackling suspect in August

Gary Stiles, HP Killeen, injured while tackling suspect in September

askthecolonel@txdps.state.tx.us

Mile Markers

Promotions

CLE

James Brubaker, Deputy Cmdr., Narcotics Svc. Austin to Cmdr., Narcotics Svc. Austin; **Antonio Garcia**, Asst. Cmdr., Narcotics Svc. San Antonio to Deputy Cmdr., Narcotics Svc. Austin; **James O'Burke**, Capt., Narcotics Svc. San Antonio to Deputy Cmdr., Narcotics Svc. Austin; **Duane Steen III**, Capt., Narcotics Austin to Asst. Cmdr., Narcotics Svc. San Antonio;

Foy Goldston, Lt., Special Crimes Lubbock to Capt., Special Crimes Midland; **Alfred Nunez**, Sgt., Narcotics Svc. Brownsville to Lt., Narcotics Svc. Austin; **Jose Portillo, Jr.**, Sgt., Narcotics Svc. San Angelo to Lt., Narcotics Svc. Marble Falls; **Federico Garza, Jr.**, Sgt., Narcotics Svc. George West to Lt., Narcotics Svc. Ingleside;

Derek Cooper, Sgt., Special Crimes Dallas to Lt., Special Crimes Hurst; **Renearl Bowie**, Sgt., Special Crimes Austin to Lt., Special Crimes McAllen; **John Landrum**, Sgt., Special Crimes Corpus Christi to Lt., Special Crimes Corpus Christi; **Mark Carder**, Sgt., Special Crimes Lubbock to Lt., Special Crimes Lubbock;

Richard Dickson, Sgt., Special Crimes Midland to Lt., Special Crimes Midland; **Shane Byrd**, Sgt., Special Crimes El Paso to Lt., Special Crimes El Paso; **Terry Snyder**, Tr. II, HP Snyder to Sgt., MVT McAllen; **Donald Wilks**, Tr. II, HP Colorado City to Sgt., MVT McAllen.

Director's Staff

Raynaldo Perez, Lt., DL San Antonio to Insp. II, OAI Austin; **Leonard Hinojosa**, Lt., Special

Crimes San Antonio to Insp. II, OAI Austin; **Chad Grimmer**, Sgt., Narcotics Svc. Alpine to Sgt., Aircraft Austin.

Administration

John Bateman, Lt., Special Crimes El Paso to Capt., Training Austin.

THP

David Palmer, Sgt., CVE Lubbock to Lt., Motor Carrier Austin; **James Bennett**, Sgt., CVE San Antonio to Lt., CVE Corpus Christi; **Dwight Mathis**, Sgt., HP Webster to Lt., HP Bryan; **Larry Allen**, Sgt., HP Richmond to Lt., HP Houston;

Michael Bradberry, Sgt., HP Jasper to Lt., HP Tyler; **Jay Webster**, Cpl. II, HP Midland to Sgt., HP Denton; **Brian Brazil**, Cpl. III, HP Lufkin to Sgt., HP Jasper; **Jason Hester**, Tr. II, HP Stanton to Sgt., HP Big Spring;

Steven Rayburn, Tr. II, HP Lufkin to Sgt., HP Conroe; **Ricky Bryant**, Tr. II, HP Waco to Sgt., HP Cameron; **Derek Prestridge**, Tr. III, HP Beaumont to Sgt., HP Orange; **Adam Kinslow**, Tr. II, HP Tuscola to Sgt., HP Weatherford; **Terence Helton**, Cpl. V, HP Marshall to Sgt., HP Center; **Cleve Renfro**, Tr. II, HP Jasper to Sgt., HP Capitol;

Brian Smith, Tr. II, HP Dimmitt to Sgt., HP Lubbock; **James Kain**, Tr. II, HP Paris to Sgt., HP Decatur; **James Tarter**, Cpl. II, HP Lubbock to Sgt., HP Snyder; **Michael Bowen**, Tr. II, HP Texas City to Sgt., HP Capitol; **Steven Rundell**, Tr. II, CVE Houston to Sgt., CVE Laredo; **Ted Riojas**, Tr. II, L&W Raymondville to Sgt., CVE Laredo; **Benjamin Wilson**, Oper. III, Comm. Waco to Supv., Comm. Laredo.

DLD

Toya Trevino, Tr. II, DL Houston to Sgt., DL Houston; **Dave Walker**, Tr. II, MVI El Paso to Sgt., DL El Paso; **Kavin Edwards**, Tr. III, Capitol Austin to Sgt., DL Bryan.

Retirements

Joseph Roy Cerney, Sen. Cpl., L&W Devine, 24 yrs., 8 mos., 20 days; **George Ernest Estes**, Manager, Training Austin, 18 yrs., 7 mos., 29 days; **Bonnie Lou Sassman**, Admin. Tech. IV, DL Austin, 30 yrs., 2 mos., 14 days; **Larry Niemtschk**, Clerk IV, Fleet Austin, 30 yrs., 28 days.

Deaths

Jaime Javier Flores, Lt., THP (CVE) Houston (Jan. 1981 – Oct. 2003), died Oct. 12, 2003. **Frank Edward Costabile**, ret. Sen. Tr., HP Stephenville (June 1977 – April 2002) died Oct. 2, 2003;

Charles Alton Hall, ret. Tr. III, L&W Uvalde (Sept. 1947 – Aug. 1984) died Sept. 29, 2003; **George Dewey "Skeeter" Hetzel**, ret. Analyst, MVT Austin (Feb. 1949 – Dec. 1986) died Sept. 29, 2003;

James Franklin Scott, ret. Sgt., HP Corsicana (April 1950 – Aug. 1983) died Sept. 26, 2003; **Billy Wayne Melton**, ret. Capt., HP Garland (Dec. 1948 – Aug. 1988) died Sept. 24, 2003.

State Holiday Schedule Fiscal Year 2003

<u>Holiday</u>	<u>Agency Status</u>	<u>Date</u>	<u>Day of Week</u>
Veteran's Day	All agencies closed	11-11-03	Tuesday
Thanksgiving Day	All agencies closed	11-27-03	Thursday
Day after Thanksgiving	All agencies closed	11-28-03	Friday
Christmas Eve Day	All agencies closed	12-24-03	Wednesday
Christmas Day	All agencies closed	12-25-03	Thursday
Day after Christmas	All agencies closed	12-26-03	Friday
New Year's Day	All agencies closed	01-01-04	Thursday
Confederate Heroes' Day	All agencies closed	01-19-04	Monday
Martin Luther King, Jr. Day	All agencies closed	01-19-04	Monday
Presidents' Day	All agencies closed	02-16-04	Monday
Texas Independence Day	Skeleton crews required	03-02-04	Tuesday
Cesar Chavez Day	Optional Holiday	03-31-04	Wednesday
Good Friday	Optional Holiday	04-09-04	Friday
San Jacinto Day	Skeleton crew required	04-21-04	Wednesday
Memorial Day	All agencies closed	05-31-04	Monday
Emancipation Day	***	06-19-04	Saturday
Independence Day	***	07-04-04	Sunday
LBJ's Birthday	Skeleton crew required	08-27-04	Friday

*** Offices will not be closed when certain holidays fall on Saturday or Sunday.

Department response to worms, contd. from page 1

ruses and worms, being quick to respond is the key. Plus, we have a strong technical support team."

Here's what you can do to help:

- Follow Data Security instructions.

- Use computers for business purposes ONLY.

Customer Service, contd. from page 1

a call from a man in Smyrna, GA, who was threatening to kill himself. Rivas kept the caller on the line, obtained his address, and had the Smyrna Police Department dispatched to the man's house. The man was transported to a local hospital. All in a day's work for Customer Service!

"Customer Service does a lot of work behind the scenes," said Col. Tommy Davis, "and we appreciate their taking care of the needs of the public in a very professional manner."

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poses ONLY. Don't use your computer to check your personal e-mail.

- Be suspicious of unsolicited e-mails, especially those from people you don't know and those with attachments but no explanation of what the attachment is. Delete them!

TRIP targets stolen heavy equipment

In an effort to stop the rapid rise in farm and construction equipment theft, the DPS Motor Vehicle Theft Service has implemented the Texas Recovery and Identification Program (TRIP).

The statewide database is available to law enforcement officials throughout the state to assist in identifying stolen equipment and returning it to the rightful owner.

Since equipment ownership is so difficult to track in these cases, less

- If you're not sure whether something is a virus, ask Data Security. You can reach Data Security by e-mail at data_security@txdps.state.tx.us.

- Most important: DO NOT use the preview option in Outlook! It can automatically launch a virus or worm.

than 20 percent of the stolen farm and commercial grade equipment is ever recovered. DPS MVT investigators hope TRIP will help.

Farm and commercial equipment owners participate by entering their equipment information into the password-protected database accessible through the DPS Web site.

More than 100 pieces of construction and farm equipment are stolen every month in Texas.

askthecolonel@txdps.state.tx.us

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