

**DPS News**  
**9/4/15**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
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- [Awards](#)
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**Featured employees include:** [Cathy Aguilar](#), [Renee Anthony](#), [Jennifer Feliciano](#), [Jennifer Meade](#), [Trooper Charlie Potter](#), [Procurement and Contract Services Staff](#), and [Tactical Training Center Staff](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), and [DPS Daily News Clips](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Flu Clinic**

DPS is hosting a flu clinic on **Thursday September 17, 2015, from 9 am to 2 pm, in the Building A Cafeteria**. This is open to employees and covered dependents insured through the following carriers: United Healthcare, Aetna, Blue Cross Blue Shield of Texas, Cigna, Humana, and Scott & White.

At this year's clinic, we will be providing (pricing is for those not paying with insurance):

- Quadrivalent Influenza (Flu) - \$40 \* Recommended annually, protects against 4 strains of flu. (Limited Trivalent – 3 strain – available for \$26)
- Tetanus, diphtheria, pertussis (Tdap) - \$85\* Recommended 1 dose for ages 19+
- Tetanus, diphtheria (Td) booster - \$78\* Recommended every 10 years after receiving adult Tdap vaccine
- Zoster (shingles) -\$250\* Recommended 1 dose for ages 50+ (Note: most insurance plans will only cover Zoster for ages 60+)

To register for the clinic, visit <https://www.passageware.com/clinicsignup/dps2015/> and select your time. This online sign-up will only be available until **September 10, 2015**, so be sure to sign up early and secure your spot. Those who do not register in advance will still be able to attend the clinic, and will receive vaccine as available on a first-come, first served basis. If you do not sign up in advance, Passport Health cannot guarantee vaccine availability. Registered participants will receive priority on the day of the clinic. Click on the [link](#) for complete details.

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**Retirements:**

<b>Irene Reyes</b>	Driver License Division	35 years
<b>Exiquiel Benavides</b>	Texas Highway Patrol	34 years
<b>Sheri Lynne Gipson</b>	Driver License Division	33 years
<b>Lemuel Mark Helton</b>	Texas Highway Patrol	33 years
<b>Randall Lee Markel</b>	Regulatory Services Division	33 years
<b>Curtis Dale Bitz</b>	Criminal Investigations Division	32 years
<b>Patricia A. Brannon</b>	Law Enforcement Support Division	31 years
<b>Laura Luckie</b>	Executive Protection Bureau	31 years
<b>Tony Ray Fulton</b>	Texas Highway Patrol	30 years
<b>Lisa G. McDonald</b>	Information Technology Division	30 years
<b>Jo Ann Patterson</b>	Regulatory Services Division	29 years
<b>William Marvis Diggs Jr.</b>	Texas Highway Patrol	28 years
<b>Dewayne Alan Dockery</b>	Texas Ranger Division	28 years
<b>Policarpo Garcia Jr.</b>	Texas Highway Patrol	28 years
<b>David S. Jimenez</b>	Administration Division	28 years
<b>Jamie Denise Price</b>	Criminal Investigations Division	28 years
<b>Olegario S. Rodriguez Jr.</b>	Texas Highway Patrol	28 years
<b>Alicia Villarreal Lozano</b>	Driver License Division	27 years
<b>Sally Ann Arredondo</b>	Criminal Investigations Division	26 years
<b>Jacqueline Briggs</b>	Driver License Division	26 years
<b>Marshall Wesley Thomas</b>	Texas Ranger Division	25 years
<b>James Leslie Anderson</b>	Administration Division	23 years
<b>Brenda Lee Nunez</b>	Texas Highway Patrol	23 years
<b>Deborah Kay Smith</b>	Texas Highway Patrol	23 years
<b>Carl Edward Day</b>	Information Technology Division	21 years
<b>Jolene Hummert Pankonien</b>	Driver License Division	21 years
<b>Sandra Marie Waterman</b>	Driver License Division	21 years
<b>Edward H. Burris</b>	Aircraft Operations Division	20 years
<b>Kathy A. Lietzke</b>	Criminal Investigations Division	20 years
<b>Terrie DeAnn Roberts</b>	Texas Highway Patrol	20 years
<b>Connie Marie Sparks</b>	Driver License Division	20 years
<b>Glendia Faye Allen</b>	Law Enforcement Support Division	19 years
<b>Holly Michelle Hendrix</b>	Law Enforcement Support Division	18 years

<b>Marilyn Denise Lucas</b>	Driver License Division	18 years
<b>Guadalupe Ramon</b>	Criminal Investigations Division	18 years
<b>David Lenss Magnuson</b>	Information Technology Division	16 years
<b>Janet Louise Brown</b>	Texas Highway Patrol	15 years
<b>Nancy Jo Parker</b>	Driver License Division	14 years
<b>Mark Wayne Williams</b>	Texas Highway Patrol	13 years
<b>Carol Ann Henry</b>	Administration Division	12 years
<b>Julie Ann Waldrip</b>	Texas Highway Patrol	11 years
<b>Margaret Cofer</b>	Driver License Division	10 years
<b>Melvin Lynn Briggs</b>	Administration Division	8 years
<b>Richard W. Dennig</b>	Texas Division of Emergency Management	8 years
<b>Sammy Levario</b>	Information Technology Division	3 years
<b>Stacy L. Westlake</b>	Driver License Division	2 years

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**Deaths:**

<b>Daniel M. Krain</b>	Region VII
<b>Dale Nicholson</b>	Retired
<b>Jack White</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Manuel Sanchez, Jr.</b>	Special Agent, Criminal Investigations (Hurst)	Lieutenant, Criminal Investigations (Hurst)
<b>Cody R. Carter</b>	Trooper II, Texas Highway Patrol (El Paso)	Special Agent, Criminal Investigations (El Paso)
<b>Richard A. Cook</b>	Corporal III, Texas Highway Patrol (Bryan)	Special Agent, Criminal Investigations (Austin-Capitol)
<b>Gerald A. Ramirez, Jr.</b>	Staff Special Agent, Executive Protection (Austin)	Special Agent, Executive Protection (Austin)
<b>Arturo R. Requenez</b>	Communications Supervisor, Law Enforcement Support (Weslaco)	Communications Area Manager, Law Enforcement Support (Weslaco Region)
<b>Aaron K. Slaughter</b>	Telecommunications Technician IV, Law Enforcement Support (Austin HQ)	RF Technical Services Manager, Law Enforcement Support (Austin HQ)
<b>Cynder R. McAnear</b>	Police Communications Operator III, Law Enforcement Support (Weslaco)	Communications Supervisor, Law Enforcement Support (Waco)
<b>Adam C. Kinslow</b>	Lieutenant, DD-HS&S (Austin Capitol)	Lieutenant, Office of Inspector General (Austin)

<b>Christopher A. Cash</b>	Trooper II, Texas Highway Patrol (Cleveland)	Special Agent, Regulatory Services (Austin HQ)
<b>Phillip G. Ayala</b>	Captain, Office of Inspector General (Austin)	Major, Texas Highway Patrol (Austin HQ)
<b>Michael B. Powers</b>	Sergeant, Texas Highway Patrol (Rio Grande City)	Lieutenant, Texas Highway Patrol (Rio Grande City)
<b>Joel K. Callaway</b>	Special Agent, Criminal Investigations (San Angelo)	Texas Ranger, Texas Ranger (Andrews)
<b>Joshua O. Ray</b>	Special Agent, Criminal Investigations (Austin)	Texas Ranger, Texas Ranger (Bryan)

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**Awards:**

<b>Lieutenant Mark Koenig</b>	Criminal Investigations	<a href="#">2015 Texas Narcotic Officers Association – Unit of the Year</a>
<b>Special Agent Chris Hanson</b>		
<b>Special Agent Greg Lanford</b>		
<b>Special Agent Matt Rueter</b>		
<b>Special Agent Brian Dismukes</b>		
<b>Special Agent Billy Mims</b>		
<b>Special Agent Cody Pahl</b>		
<b>Special Agent Morgan Conn</b>		
<b>Roberto Aguirre</b>	Criminal Investigations	Texas Gang Investigators Association Award – Peace Officer of the Year
<b>Laura Baker</b>	Law Enforcement Support	Unit Citation – Lubbock
<b>Gema Guerra</b>		Crime Laboratory DNA
<b>Heather Hall</b>		Section
<b>Brent Hester</b>		
<b>Becka Klein</b>		
<b>Daniel Lindley</b>		
<b>Naomi McDonald</b>		
<b>Amber Miller</b>		
<b>Kristen Poirier</b>		
<b>Yahaira Romero</b>		
<b>Amy Snell</b>		
<b>Jason White</b>		
<b>David Young</b>		
<b>Trooper Jeremy Frazier</b>		Texas Highway Patrol
<b>Trooper Travis High</b>	Texas Highway Patrol	Lifesaving Award
<b>Corporal Cristobal Delgado</b>	Texas Highway Patrol	THP Division Chief’s Award
<b>Sergeant Karl Keese</b>	Texas Highway Patrol	THP Division Chief’s Award
<b>Trooper Michael Sams</b>	Texas Highway Patrol	THP Division Chief’s Award
<b>Marie Kendricks</b>	Driver License	DL Division Chief’s Award

<b>Trooper Raegan Droddy</b>	Texas Highway Patrol	Texas Challenge Competition
<b>Dora Duron</b>	Driver License	45 Year Service Award
<b>Missey Micheletti</b>	Law Enforcement Support	40 Year Service Award
<b>Joyce Norman</b>	Driver License	40 Year Service Award
<b>Stella Andrada</b>	Driver License	35 Year Service Award
<b>Linda Boline</b>	Regulatory Services	35 Year Service Award
<b>Ronnie Reed</b>	Regulatory Services	35 Year Service Award
<b>Sharon Cervenka</b>	Texas Highway Patrol	30 Year Service Award
<b>Captain Rolando Rivas</b>	Region VII	30 Year Service Award

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**Fan Mail:**

**Cathy Aguilar (Region VII)**

I just spoke to a Cathy in your office, and I just want to say she was wonderful! She was most helpful, quick, and cheerful. Absolutely made my job easier. Please tell her thank you!

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**Renee Anthony (DL)**

My son and I had a good experience today with our agent at north Lamar DPS. Renee Anthony, I believe (station 10). She was funny, personable, and spent a lot of time helping us sort out all we needed to do to get his permit. The computer froze, my son wrote his name with a V that looked like a U, but she just smiled and apologized and said, "I'm GOING to get this young man his permit!" So many thanks for making a long day at the DPS much less painful that it sounds.

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**Jennifer Feliciano (Admin)**

I would like to take the time to say Thank You for your work in getting the berm project done before the deadline. We are now able to continue with top notch firearms training for everyone at the range. Thank you for helping getting this accomplished.

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**Jennifer Meade (DL)**

I want to commend Ms. Meade for her customer service. After a less-than-pleasant experience at another office, the next available test appointment my 17-year old could find was in Sherman. To have an employee not only answer our emails and our questions in a timely manner and with patience and caring, but to personally call us to make sure we were all set for the appointment as well as ask fellow employees how long I should plan for the drive from Frisco to Sherman just goes above and beyond anything we have experienced at any other DL

offices. Whether my daughter passes her next attempt at the driving test or not, we have a great appreciation for the Sherman office and Ms. Meade in particular.

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### **Trooper Charlie Potter (THP)**

On the evening of August 13, 2015, I was pulled over by Trooper Potter in the Rio Grande Valley for speeding. My family and I were traveling for vacation to South Padre Island when we were pulled over.

After asking where we were from and where we were headed to, we realized that we were traveling in the opposite direction, an hour off course. The Trooper stated that it was meant for him to pull us over--otherwise we would have traveled to the border. I agree and thank him for the warning and directions to South Padre Island. It turned out to be a great vacation and a good laugh. I would like to send Trooper Potter a copy of my personal and recent publication of my cookbook. Thank You!

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### **Procurement and Contract Services Staff (Admin)**

I wanted to take a moment and tell you how appreciative we are of you and your team and how they all came together to make our last minute purchases happen.

It was truly a team effort from every direction. Everyone was supportive and willing to make all of these happen!

Please express our appreciation to your entire staff.

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### **Tactical Training Center Staff (ETR)**

On August 28, 2015, the class that I am currently attending went down to Florence, Texas, and we were able to participate in the EVOC course and the shooting range. The personnel that are stationed there are, in my opinion, the best that the state can find. They were experts in their field, able to instruct us on a fundamental level and able to break down why they would do this or do that. They showed patience and professionalism that was second to none.

I want to thank them in writing and give the department my deepest thanks. I appreciate the time taken out of the busy schedule they have and taking the time to teach us. I can only be relieved that I live in this great state with the best troopers that I know will do the job right, professionally, and with the courtesy that I would treat my family with.

Thank you for the privilege to meet these stand-up troopers that I am proud to say I met.

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**News:**

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- Health insurance rates for dependents increased.
- State of Texas Dental Choice Plan<sup>SM</sup> rates increased.
- HumanaDental DHMO rates decreased.
- Optional Term Life Insurance rates may have changed due to changes in your salary and/or your age.
- Summer Enrollment elections took effect.
- State agency employee retirement contributions increased by 2.6%, with a 2.5% across-the-board raise nearly offsetting the entire amount, with a difference of 0.1%. (Before changes made in this year's legislative session, the contribution was scheduled to increase from 6.9% to 7.2%, with no plans for a pay increase.)
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#### **TexFlex participants: Send all claims to ADP**

As of September 1, 2015, the third-party administrator of TexFlex is ADP, LLC. PayFlex no longer accepts claims and all PayFlex debit cards have been deactivated.

If you're contributing to a TexFlex health care account for Plan Year 2016, you should have received your ADP debit card by now. You can request additional debit cards for your family members at any time, at no cost to you. Please call ADP Customer Care about TexFlex claims and debit card questions at (844) 884-2364 toll-free (Monday – Friday, 7 a.m. – 7 p.m. CT). You can also visit the **TexFlex website** at any time.

Any current TexFlex health care participant who did not elect to contribute to a health care account in PY16, but has a PY15 carryover amount of \$25 to \$500, will receive a debit card in October 2015. Please note: the carryover funds will not appear in the ADP system until early October.

#### **Register your ADP online account**

After you register your account on the ADP website, you can:

- Sign up for direct deposit.
- See your full Plan Year 2016 TexFlex available balances.
- Request additional debit cards (health care accounts only).
- File claims for eligible expenses online or via mail or fax.
- Download the mobile app to your smart phone and upload claims.

#### **PY15 health and dependent care balances**

Available PY15 health and dependent care funds, including PY15 health care carryover amounts, will not be displayed in your TexFlex account until early October. However, you can



file paper claims for PY15 expenses during September through ADP. These claims will be held until the funds from the previous administrator have settled and can be transferred to ADP.

### **Don't lose your PY15 money**

You have until December 31, 2015 to file claims for expenses during Plan Year 2015 (September 1, 2014 – August 31, 2015, with a grace period until November 15, 2015 only for dependent day care accounts). Don't delay. Get your claims in by December 31, 2015.

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### **Events:**

#### **Festival of Praise – October 3<sup>rd</sup>**

Festival of Praise Tour 2015 will feature some of the best names in Gospel music including multiple GRAMMY®, Dove and Stellar Award-winning recording artists Fred Hammond, Donnie McClurkin, Kim Burrell and Hezekiah Walker. The tour also features Isaac Carree, Jessica Reedy and Zacardi Cortez. Marcus Wiley of the “Yolanda Adams Morning Show” will be this year's festival host.

**DPS employees SAVE \$5\*** on the \$40 tickets. Purchase tickets [ONLINE](#) with discount code **DPS**, by phone at (512) 471-2643 or email [groupsales@erwin.utexas.edu](mailto:groupsales@erwin.utexas.edu). Walk-in payments accepted by appointment only. Deadline to order is Friday, October 2 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$55 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

#### **WWE SMACKDOWN in Austin October 20th**

WWE SMACKDOWN will return to the Frank Erwin Center for an action-packed night featuring some of the WWE's biggest stars on Oct. 20!

This will be your chance to see Roman Reigns, World Heavyweight and United States Champion Seth Rollins, Dean Ambrose, Bray Wyatt plus many more of your favorite WWE Superstars and Divas!

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## **Fan Mail:**

### **Kristy Alexander (RSD)**

I have had the pleasure of working with Kristy Alexander over the past month concerning updating Verizon Fleet's state inspection station owner information. From a station owner/buyer point of view, the data that the State of Texas required seemed cumbersome and overly complex. Kristy contacted me and went above and beyond to send me the information required by the State and even accepted phone calls from me on her days off. It is such a breath of fresh air knowing that I could call Kristy and get a correct answer or something explained in greater detail. This is something I have never experienced from a public servant. Please congratulate Kristy Alexander on a job well done.

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### **Eddie Contreras (LES)**

He is a Field Representative for the Sex Offender Registration Program and provided exceptional training on use of updated SOR forms. Very knowledgeable and professional.

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### **Eloisa Dunaway (DL)**

Eloisa Dunaway was very helpful last week. I came in for a new license. She clearly knew her job extremely well. She was so nice, kind, and helpful. She helped me work through the process. She clearly explained the requirements. And she smiled the whole time. She is a treasure.

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### **Sharla Hanke (LES)**

She works at the DPS crime lab in Corpus Christi. Very kind, helpful, and intelligent person.

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### **Arlicia Perkins (DL)**

What a wonderful employee is Arlicia Perkins! She was patient and kind to my daughter before and after her driving test. Her kind words and kind voice helped my daughter to calm down before her exam. Then, after she did not pass and needed to reschedule, Ms. Perkins was caring and compassionate to her and gave her advice and motivation for her next attempt. Arlicia Perkins is a shining example of a compassionate, caring human being. DPS needs more employees like Arlicia Perkins. The world needs more people like Arlicia Perkins!

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- You elected membership dues for an employee association to be deducted from your check. ERS does not handle employee association membership dues.

### General Manual Revisions

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at: <http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
08/26/2015	Chapter 5	Carrying of Handguns and Other Weapons
08/26/2015	Chapter 7	Sick Leave
08/26/2015	Chapter 7	Types of Military Activation
08/26/2015	Chapter 10	Property Accounting

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### Events:

#### DPS Museum Day – Sunday, September 20

The Texas Department of Public Safety Museum Day is Sunday, September 20, as part of Austin Museum Day. Learn about road safety interactively! Help CVE officers inspect a big rig truck! Watch a rollover and seatbelt convincer in action! Learn about the IMPACT Texas Teen Drivers program. Put together an emergency kit. The Crime Lab, Mounted Patrol, Canine Unit, Communication Command platform, and more will be at the event. The DPS Historical Museum and Research Center is sponsoring the free public event at DPS Headquarters (5805 N. Lamar Blvd., Building A, Austin, TX 78752) from 12 p.m. – 4 p.m. on Sunday, September 20.

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### **Fan Mail:**

#### **Trooper Tomas Barrientos (THP)**

Many people overlook giving an officer a compliment when it is deserved. I have known Trooper Barrientos since 2010 through three encounters because of life changing, tragic events. I wanted to let you know that when I encountered him last week, there were probably 12-15 people in the crowd that he was addressing. Mr. Barrientos was very respectful and courteous and it didn't go unnoticed. He politely asked his relevant questions and then stepped away to let us neighbors mourn and pray for the family that had just lost their loved one. We encountered 2 officers that night and EVERY single neighbor in the group went out of their way to discuss how pleasing it is to be treated with such kindness and respect the way that the one under your command treated us. So with that being said, I just wanted to reinforce what I am sure you already know and that is that Mr. Barrientos shines with even his presence. He is a true gem to this community and his professionalism does not go without being noticed. Thank you so much to all of you for the service that you provide to us and especially to Trooper Barrientos for his never wavering grace and dedication to the people of this great state.

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#### **Capitol Security (Region VII)**

I'm writing to say how pleased I was with the reception afforded visitors at the Texas Capitol. I visited the Capitol building last month on a Sunday afternoon. My wife and I were greeted with smiles and warmth, and even the metal detector search was pleasant. Having just hosted a

national law enforcement conference in Austin, I was pleased and proud of the officers on duty. They've clearly been trained and selected to face the public well, and they reflect well on Texas and DPS. Kudos to the Capitol detail!

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### **Trooper Cory Countryman (THP)**

I was pulled over last night for a tail light and thought the State Trooper was very professional.

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### **Candice Guillory (DL)**

I called several times to get an update on my "replacement driver's license" packet that I submitted in August 2015; Ms. Candice took the time to find out and personally made a call to "out of state request department" to provide me with the most up to date status as well as letting me know that she will send me a temporary hand written driver's license validation note so I can drive my vehicle while waiting for the out of state driver's license department to process my request (which may take up to 45 days -- assuming I submitted all necessary documents) and issue me a permanent replacement card. Ms. Candice was not only courteous and considerate of my situation, but also extremely competent. That embodies the epitome of what civil service employee should be.

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### **Maggie Hughes (DL)**

Thank you, Maggie, for all of your help in clarifying the situation with my driver's license status. I was so confused until you answered my call. You're very much appreciated! In my going back and forth between states for college, you remind me of why I love and miss Texas so much. It's the wonderful people like you! God bless you.

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### **Trooper Daren Lamp and Probationary Trooper Pablo Talavera (THP)**

I would like to commend Trooper Lamp and Probationary Trooper Pablo Talavera who provided roadside assistance and safety after I had a blowout on the causeway at Portland, Texas. I told the officers that I didn't have a spare tire, I'm not a member of AAA, and my husband was in the valley. Probationary Trooper Talavera obtained my tire information as Trooper Lamp was contacting a towing company in Portland and made arrangements to have me towed into Portland for a new tire. They were very thorough, ensured my safety, and provided assistance prior to leaving. What could have been a harrowing experience turned out to be just a minor inconvenience.

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### **Trooper Stephen Lojo (THP)**

I was so impressed with Trooper Lojo's special kindness and rare dedicated public serving spirit on August 25, 2015. He did go beyond his duty responsibility, helping me with his phone, solving all my paper requirement problems; things that I may have to spend the whole day in different offices. On the way, driving home that day, I still had the vivid image of your wonderful public servant, with his impeccable TX State Trooper uniform and big friendly smile.

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### **Trooper Miguel Maltos (THP)**

On Monday September 7, 2015, at 4:52 pm, I was traveling down South Washington Street in Amarillo, Randall County. Trooper Maltos stopped me for speeding; I was going 60 mph in a 55 mph. I feel certain Trooper Maltos stopped me, as much for speeding, as for watching out for mine and others safety because it was a holiday. Trooper Maltos was very nice, respectful, and helpful. I am writing to you today, because I honestly felt horrible after I drove away, went on about my business as usual, when I realized I had passed up the perfect opportunity to say Thank You to a law enforcement officer. I don't often have the chance to talk to any member of law enforcement and I was just thinking about where I was going and what I still had to do that day. If you will please pass on this message to Trooper Maltos: Trooper Maltos, please accept my apology for not offering any kind of encouragement, thank you, or appreciation on Monday, Sept. 7 when you stopped me for speeding. You are valued, appreciated and honored. Thank you for serving me and the people of Texas. Thank you for watching out for each and every one of us. I have and will continue to pray for you by name, as I only wish for you to be safe, be blessed and be honored in the days and years ahead. Thank you Trooper Maltos for all you do.

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### **Texas Rangers Patrick O'Connor and Antonio Rocha (Rangers)**

On September 12, 2015, Texas Rangers Patrick O'Connor and Antonio Rocha made a presentation to the Lyford Women's Community Club in the Casa Blanca Restaurant in Raymondville, Texas. There were 34 men and women present at the meeting. On behalf of the Lyford Women's Community Club, I want you to know that they did an exceptional job providing information about Texas Ranger history, the organization of the Rangers, and the types of investigations they are involved in. They were well-informed and answered many questions from the group. Everyone in attendance enjoyed the presentation and feel proud to have such personable, competent men representing the Texas Ranger organization in our area.

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### **Trooper David Schatte (Region VII)**

I have to admit that when it comes to our Texas troopers that they really are the best of the best I believe! Yesterday September 5, 2015, I attended a flag rally at the Austin State Capitol building in front of the confederate soldier monument. When the group was finished, they began walking away to the cars; I stayed behind as I had gotten overheated. One of the

members in our group noticed me and walked a couple feet where we walked up on a state trooper. He saw me and asked if I was ok. When I told him what was wrong he immediately asked if I needed help. Even after I told him no, he insisted on personally escorting me all the way to the parking lot where we had all parked. We talked along the way. He was very caring and nice with his only concern for my safety. I actually feel it's that little things like this that really help give that special spark... that Texas pride back to its citizens!

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### **Ronae Shepherd (DL)**

I had the pleasure of working with Ronae Shepherd this past week as I was working to help my college son with a lost out of state license. Ronae went out of her way to help me every step of the way while being patient and professional. She went above the call of duty, especially since I mailed the application and forgot the check. She walked me through what I needed to do. What a gem you have in this young lady! It is obvious that she takes pride in what she does. Please make sure she is commended for her exceptional service.

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### **Texas State Troopers**

Dear Sir, with all the negative media coverage of law enforcement I want to take a few minutes of your time to sincerely thank all officers and support personnel for What they do each and every day. You all are an integral element of the security for us here in the state of Texas. You are a critical piece of the wall that barriers us from chaos and maintains peace and security for us all. Every time I see one of you or your vehicles I feel reassurance that my fellow citizens, family, and I am protected and that you are here doing the right thing. The more I see you all the better I like it. I spent 25 years in the Army and I am familiar with the stresses and sacrifices that you and your family endure daily. I appreciate and thank the family members that know each time you go out the door to work you may not come home. I appreciate the fact that you are dedicated and ready to respond 24/7, Thank you, thank you, thank you, and I pray that God protect and bless you all.

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### **Trooper Leslie Thurston (THP)**

Trooper Thurston was more than helpful and kind during this accident. I had my 3 yr old grandson in the vehicle when we were struck by another vehicle. He was very attentive to be sure my grandson was OK and that I was OK. We appreciate Troopers who are more than thoughtful and considerate in assuring us that he is in control and handling the situation. Thank you Trooper Thurston and many others who daily help us. We appreciate ALL of these officers – what you do and especially All you stand for. May God bless each of them, their families and God Bless Texas and Our USA!!

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**Cheryl Tredway (RSD)**

I had some problems with the documents I submitted for a CHL. Ms. Tredway was very helpful and polite (especially for a Monday morning!). She made a note of the error that DPS made on one item and explained the error I made on another all while being pleasant and efficient during the entire conversation. "Public Servants" sometimes get a bad rap and I wanted to take a moment to commend Cheryl Tredway on being an excellent representation of what I feel is a difficult and sometimes trying career.

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**Trooper James Whitten (THP)**

On Saturday Aug 8th at about 3:00, I was traveling east on I 20 and had a blowout. I thought I was prepared by having all of the tools but I could not get the jack under the truck to work; it kept trying to tip over. In desperation I called 911 to ask if someone could stop by and help me get the jack under the truck. What I got was a huge surprise; up drives DPS Trooper James Whitten! He looked over the situation, went back to his car and brought a chair from his vehicle for me to sit and rest. He said I have a good jack here; I started to jump up to help and he said sit there and rest a little while. Mr. Whitten, Trooper Whitten, whatever is more appropriate, worked on that tire and wouldn't let me do much. He did let the Boys do a little and he helped load everything when we were done. What a miracle for myself and the Boys. God Bless Him.

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**Troopers Donis Wilson and Jeremy Amis (THP)**

We had a tire blow out on I-35 and Bugtassle Lane and our jack didn't work. Trooper Wilson helped us call a service and then Trooper Amis came along with a jack. Both were helpful and changed the tire for us. We are and were very grateful for their assistance. Thank you, Trooper Wilson and Trooper Amis!

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**DPS News**  
**9/25/15**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

Featured employees include: [Trooper James Brooks](#), [Carla Caleffie](#), [Cleburne Driver License Office](#), [Trooper Weston Dancewicz](#), [Jackie Deorsam](#), [Trooper Victor Gails](#), [Corporal Kevin Gaskin](#), [Garret Kellogg](#), [Jeanne Malone](#), [Trooper Bruce Parsons](#), [Corporal Marco \(Tony\) Ramos](#), [Julie Sanchez](#), [Robin Sanders](#), [William Shepherd](#), and [Trooper Tyler Watson](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#) and [DPS Daily News Clips](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**DPS Mutual**

DPS Mutual was established in 1946 and started out as a “pass the hat” type of collection. It is licensed with the Department of Insurance and pays \$10,000 for active and \$5,000 for retired DPS and credit union employees. The average cost of a funeral is \$8,000 – \$10,000. One of the biggest benefits of being a DPS Mutual member is the short turnaround time for your family to receive the benefits. Insurance companies can take well over 30 days, but in most cases, the family of a deceased DPS Mutual member receives the disbursement within 24-48 hours. You must usually wait for a death certificate, etc. Even if you didn’t take advantage of this within the first 2 years of your employment with DPS, you can still join. The cost to join is \$10 plus the assessment fee (currently at \$42 which can be paid in 3 monthly installments if needed). [DPS Mutual Forms](#) can be found on DPSnet and more information about DPS Mutual can be found by clicking this [link](#).

**No health coverage waiting period for rehires within 90 days of leaving active military duty**

The 2015 Texas legislature approved House Bill 437 that allows employees rehired by the state on or after September 1, 2015 within 90 days of leaving active military duty, to begin their health coverage on their first day of employment. Effective September 1, 2015, employees who qualify are not subject to the 60-day health coverage waiting period.

### **Dependents are at risk of being denied coverage**

Since the new dependent verification process was implemented last year, our members may have risked losing health coverage for new dependents by not providing eligibility documentation to third-party administrator Aon Hewitt.

### Have you recently added a dependent to your health coverage?

ERS has been working with Aon Hewitt to conduct an eligibility audit of dependents who our members have added to Texas Employees Group Benefits Program (GBP) health insurance coverage. From now on ERS and Aon Hewitt will set up an ongoing process to verify new dependents as they're added to coverage.

### What does this ongoing audit mean for you?

If you have a [qualifying life event \(QLE\)](#), or added a dependent during Annual Enrollment, Aon Hewitt will send you a series of notifications requesting eligibility documentation. For example, if you want to add your newborn to coverage, you may need to submit a birth certificate. If you want to add your new spouse to coverage, you may need to provide a marriage license. Aon Hewitt will allow certain alternative documentation. The letters will spell out the exact requirements.

### Did you add a dependent during Annual Enrollment?

The above will still apply. Soon after you enroll your dependent(s), Aon Hewitt will start sending you notifications to provide eligibility documentation.

Please respond with the appropriate documents within the timeframe given in your letter. DPS is not responsible for your dependents being dropped and will not be able to help you re-enroll your dependents until their eligibility is verified.

### **Changes to your paycheck starting October 1**

Your October 1<sup>st</sup> paycheck may look different for any of the following reasons: competitive

- Health insurance rates for dependents increased.
- State of Texas Dental Choice Plan<sup>SM</sup> rates increased.
- HumanaDental DHMO rates decreased.
- Optional Term Life Insurance rates may have changed due to changes in your salary and/or your age.
- Summer Enrollment elections took effect.
- State agency employee retirement contributions increased by 2.6%, with a 2.5% across-the-board raise nearly offsetting the entire amount, with a difference of 0.1%. (Before

changes made in this year's legislative session, the contribution was scheduled to increase from 6.9% to 7.2%, with no plans for a pay increase.)

- You elected membership dues for an employee association to be deducted from your check. ERS does not handle employee association membership dues.

### **Events:**

#### **Festival of Praise – October 3<sup>rd</sup>**

Festival of Praise Tour 2015 will feature some of the best names in Gospel music including multiple GRAMMY®, Dove and Stellar Award-winning recording artists Fred Hammond, Donnie McClurkin, Kim Burrell and Hezekiah Walker. The tour also features Isaac Carree, Jessica Reedy and Zacardi Cortez. Marcus Wiley of the "Yolanda Adams Morning Show" will be this year's festival host.

**DPS employees SAVE \$5\*** on the \$40 tickets. Purchase tickets [ONLINE](#) with discount code **DPS**, by phone at (512) 471-2643 or email [groupsales@erwin.utexas.edu](mailto:groupsales@erwin.utexas.edu). Walk-in payments accepted by appointment only. Deadline to order is Friday, October 2 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$55 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

#### **WWE SMACKDOWN in Austin October 20th**

WWE SMACKDOWN will return to the Frank Erwin Center for an action-packed night featuring some of the WWE's biggest stars on Oct. 20!

This will be your chance to see Roman Reigns, World Heavyweight and United States Champion Seth Rollins, Dean Ambrose, Bray Wyatt plus many more of your favorite WWE Superstars and Divas!

**DPS employees SAVE up to \$5\* on the \$25, \$40 and \$55 tickets!** Purchase tickets [ONLINE](#) with discount code **DPS**, by phone at (512) 471-2643 or email [groupsales@erwin.utexas.edu](mailto:groupsales@erwin.utexas.edu). Walk-in payments accepted by appointment only. Deadline to order is Monday, October 19 at 3 p.m.

\*Excludes \$15 and \$100 seats. Card is subject to change. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail:**

#### **Trooper James Brooks (THP)**

This is a note to compliment one of your troopers: J. Brooks. After stopping me to advise me my truck was on fire, he stayed with me to assure I had the wrecker service (the fire self-

extinguished) and safe disposition of my unloaded cattle trailer. His help showed a definite concern for my well-being. I am thankful for him and others like him who serves our citizens. I wished him well and to take care in these strange times.

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### **Carla Caleffie (RSD)**

I would like to express to you how professional, helpful and courteous Carla Caleffie was during my phone call with her today. She was able to help me with all my questions which I've been trying to get answers to for a while. I wanted someone to know just how appreciative I am that I was able to have her answer my phone call today. Most of the time when I call some of them are very short and seem to want to get you off the phone as soon as possible. If you have some type of recognition program I'm nominating her for that! Next time I call I will be crossing my fingers and hoping she picks up the phone. Great Job Carla! Keep up the good work. The PSB could use another 20 just like you!

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### **Cleburne Driver License Office**

I want to thank the Cleburne office for their quick and friendly service today. Initially, I was unhappy that I had to renew my license in person, thinking it would take at least half a day, especially when I got there and the parking lot was full. I was prepared to take a number and wait to be called, like we did in the old days. I even had my reading materials and protein bar ready for the long wait. I could hardly believe it when I was in and out within 10 minutes! There was a smiling face at the information desk and the clerk at the counter was also friendly and helpful. I wish I could name them personally, but I was out of there so quickly, I didn't even think of it. Thanks again!

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### **Trooper Weston Dancewicz**

In the early morning hours of September 6th 2015, my 19 year old son who was driving the vehicle and his passenger, missed a curve, jumped a ditch, took down approx. 70 feet of barbed wire fence, ricocheted off a tree and survived without a scratch on them. Praise God. The vehicle appears to have been totaled. Because of my close proximity and the remoteness of the location, I arrived at the scene a few moments before Trooper Weston Dancewicz, who would be the investigating officer. From the moment that Trooper Dancewicz arrived, his demeanor was one of concern, courtesy, and professionalism (in that order).

Almost from the moment I met Trooper Dancewicz, I felt at ease. It was as though I was talking to a friend and neighbor. While dealing with my son, he kept me informed about what was going on and explained to us what we could expect to happen as a result of the process that was taking place; no question was left unanswered. In dealing with my son and the passenger of the vehicle, Trooper Dancewicz never judged or berated them but instead became a wise adviser and mentor to them. He explained the dire consequences that making poor choices

often brings about and he did it in such a way that it felt more like a big brother admonishing a wayward sibling. Those who were present that night, could sense that this Trooper had a genuine concern for the future of these two boys.

The next day, that concern became evident when Trooper Dancewicz called me up to gather some information that he needed in order to complete his report. He asked about the boys and when I informed him of their whereabouts, (they were putting up 70 feet of barbed wire fence :)), he went to check on them...on his own time... The following Sunday, Trooper Dancewicz blessed us with his presence at our church. He sat with my son, and by that simple action, he gave Coby a brand new perception on what it means to wear a uniform. No longer does my son believe that cops simply wear a gun and a badge because they like the power and authority that they have over others. But he now understands that most men and women who wear The Uniform have a heartfelt concern for the citizens of their communities in which they have sworn a solemn oath.....To Protect and to Serve.

Thank you Trooper Dancewicz for teaching us that lesson and for the concern and graciousness that you have shown my family.

We are forever thankful and in your debt.

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### **Jackie Deorsam (DL)**

I really want to express how amazing this particular employee was to me today and how grateful the state of Texas should be to have such an awesome employee in a job that I can only imagine can be super stressful.

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### **Trooper Victor Gails (THP)**

This past summer my daughter and her friends drove from Cypress to Austin for the day. I trusted her driving and let her go on the trip and told her to be careful as always. On their way back you stopped her for speeding on 290 in Waller (88 in a 65 - way too fast). As a Dad you always want to be there for your child and prevent them from doing something dangerous that could hurt them or someone else. I want to thank you for looking out for her safety and having my back that day by giving her a speeding ticket. This taught her a very valuable lesson and I feel this will make her a safer driver. When she got home that evening she was very upset with herself. I told her this ticket was her responsibility and she was going to have to figure how she was going to pay for this. She ended up finding a part time job after school and then sold a few of her items online to pay for this ticket. She took full responsibility of this and as a dad this made me proud. From my perspective this turned out to be a positive event and taught her valuable lessons. I just wanted to share this story with you and let you know that I appreciate you watching out for my daughter's safety.

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### **Corporal Kevin Gaskin (THP)**

I was stopped for speeding on 09/16/2015. Officer Gaskin was extremely courteous and respectful! I honor all peace officers and am proud that they are there when you need them!

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### **Garret Kellogg (DL)**

Mr. Garret went the extra mile doing his job. My wife and I went to the office on Sep. 22, 2015; my wife does not speak fluent English. Mr. Garret took the time to explain slowly and very professionally the procedure to comply with an ID card request. He also explained what to expect on the following days as we will be waiting for the ID card. He made this visit very pleasant.

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### **Jeanne Malone and William Shepherd (RSD)**

Just wanted to say we received our DPS permit today and wanted to send you special thanks for the outstanding service. It took less than 30 days for everything to go through and we were expecting up to 60. All of the control procedures discussed between us are in place and will be strictly followed. We greatly appreciate your hard work and we're all looking forward to the expansions this will allow for our lab and our business.

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### **Trooper Bruce Parsons and Corporal Marco (Tony) Ramos (THP)**

On 9/14/2015 I was traveling from Austin to Port Isabel when I had a flat tire about seven miles south of Pleasanton on I-37. Being a female traveling by myself and never having changed a tire, I was feeling rather panicky. I called a couple of nearby tire repair places and one of them reminded me about the road assistance number on the back of my license. I was so grateful when Trooper Bruce Parsons showed up. He was so kind and made me feel so secure. We found that my spare was very low on air. Fortunately, he had a portable air compressor. He quickly filled the tire with air and changed my blown out tire. During this time Corporal Tony Ramos showed up. He let me follow him to a tire repair place in Pleasanton, which I appreciated so much. I want to commend both Trooper Parsons and Corporal Ramos for a job well done. They were both so courteous and wonderful. I am extremely thankful for both of them.

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### **Julie Sanchez (DL)**

What a pleasant experience I recently had at the DPS facility located at 7410 Huebner, San Antonio, 78240. Living in Texas all my life, I always dreaded having to go to the DPS for license renewal, waiting in line for hours...But what a surprise yesterday when I was able to schedule an appointment on my phone, and waited only 10 minutes, with updates sent to my phone. One of the best customer experiences I have ever had from either a State or Federal agency.

The other part of this experience was Julie, she was absolutely wonderful. Extremely pleasant, professional, please let her know how pleased I was with her attitude and professionalism.

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### **Robin Sanders (DL)**

On 9/21/2015 I had the pleasure of meeting Robin Sanders at the Randall Co. annex in Amarillo and must say it was a blessing. Not only is she a very nice and caring person, she also knows how to treat people. I have never been treated so nicely at a DPS facility. Every question that was asked of her was answered completely and fully. After I had explained my situation, Robin gave me my options from which to choose. Robin should be recognized for the great person she is in representing DPS in Amarillo.

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### **Trooper Tyler Watson (THP)**

As my wife and I were traveling from Nashville to Dallas today, I was rightfully pulled over for speeding on 30 WB MP 162 (84 in a 75). No excuse, but I guess as we were getting closer to our destination after 10 hours, I was ready to get there. Trooper T. Watson was our welcome party to the great state of Texas. Please know you have a fine professional gentleman working for you and deserves commending for being so towards us. With all that's happening in our country these days aimed towards our folks that are keeping us safe and in my case protecting me from myself and/or having an accident with (God forbid) hurting another, I'm truly grateful to officers such as Watson and others that are there for us as citizens. Please pass along my gratitude and appreciation to Trooper Watson.

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**DPS News**  
**10/2/15**

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**Featured employees include:** [Brian Edmonds](#), [Dawn Fields](#), [Trooper Angela Fountain](#), [Trooper Floyd Garner](#), [Jennifer Meade](#), [Ronald Michael](#), [Trooper William Stanaland](#), [Gloria Trevino](#), [Deanna Torres](#), [Shelly VanHorn](#), and [Terran Williams](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the [latest Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**General Manual Revisions**

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at: <http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below, including a new chapter for DPS contracts and procurements.

Effective Date	Chapter	Title
09/24/2015	Chapter 28	Agency Contracts & Procurements
09/24/2015	Chapter 7	Right to Express Breast Milk in the Workplace

**Life happens. When it does, LifeSuite Services can help**

The LifeSuite Services program has been enhanced to better serve the life needs of you and your eligible dependents. LifeSuite Services are designed for your use as a state agency or higher education employee who is insured under the group life insurance program administered by Minnesota Life Insurance Company (including the Basic Term Life and Optional Term Life Insurance). There is no added cost to access your LifeSuite Services, so feel free to use them whenever you need them.

### What's new?

- **Legal, Financial and Grief Counseling Resources**

Ceridian, the current provider of legal services, has expanded its offering to include financial and grief counseling for insured members and their eligible dependents. Resources include unlimited telephonic guidance and consultation with legal, financial and grief counseling professionals, comprehensive web and mobile resources, and a 30-minute face-to-face consultation with an attorney for each unique legal issue. Learn more by calling (877) 849-6034 toll-free or visiting the [LifeWorks website](#) and logging in with the username *lfg* and the password *resources*.

- **Travel Assistance Services**

Travel Assistance Services are now provided by RedpointWTP LLC (Redpoint). Redpoint offers you and your family comprehensive travel services, for personal or business travel, when 100 or more miles from home. Services include assistance replacing lost or stolen luggage, medications or other critical items, and dealing with identity theft while traveling. For service terms and conditions, and pre-trip information, call (855) 516-5433 toll-free in the U.S. and Canada. From all other locations, call +1 (617) 426-6603 toll-free. Please note that Travel Assistance Services are available only to active employees.

The [Legacy Planning Resources website](#) and financial counseling services for your beneficiary are still available. There are no changes to these services in 2015.

For more information about LifeSuite Services, please visit the [Resources page](#) of Minnesota Life's ERS Life Benefits website

### **Changes to your paycheck starting October 1**

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- Health insurance rates for dependents increased.
- State of Texas Dental Choice Plan<sup>SM</sup> rates increased.
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**Trans-Siberian Orchestra “The Ghosts of Christmas Eve”** lights up the Frank Erwin Center Dec. 9 at 7 p.m. Dine in the Lone Star Room at the Frank Erwin Center between 5 p.m. and 7 p.m.! This special offer is only \$120 and includes a buffet style dinner, parking (subject to availability) and a ticket to the performance!

The deadline to order tickets is Friday, Dec. 4 at 5 p.m. There will be no appearance at the dinner by Trans-Siberian Orchestra. To order your dinner and show tickets, call (512) 471-2642 or email [reece.paul@austin.utexas.edu](mailto:reece.paul@austin.utexas.edu). Facility fee and convenience charges may apply. All information is subject to change.

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**Fan Mail:**

**Brian Edmonds (DL)**

Awesome customer service! I would recommend everyone go to Brian for any driver license address issues!

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**Dawn Fields (IT)**

I would like to commend Dawn Fields for all the work she's done to quickly get our new laptops configured. She is very courteous and prompt with every request that we've made. She continues to support our ongoing efforts to add printers and drivers and all the other things that go along with setting up our new computers. If I was completing a customer service survey, every box would be marked Outstanding!

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**Trooper Angela Fountain (THP)**

My sister and brother-in-law were in the plane that crashed in Bryan/College Station, TX last week. Trooper Fountain was one of the first responders. I just wanted to recognize and thank her for the many things she did in assisting my family in this time of need. Trooper Fountain went above and beyond to make sure they were ok and had everything they needed. She even helped gather their personal belongings and made sure it all got back to me at the hospital. Her dedication and professionalism was most impressive. Rest assured you have a lifelong friend that backs the blue and appreciates your service to the community.

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**Trooper Floyd Garner (THP)**

Trooper Garner, on behalf of myself, my daughter and the other 3 pre-teen young ladies you helped, we want to thank you and pray that you return safe to your family every day as we did to ours. The kindest officer I ever had the pleasure of meeting. Good luck to you sir. Thanks once again for your assistance and taking the time to put our minds at ease.

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### **Trooper William Stanaland (THP)**

Today, I met Trooper Stanaland. He was very friendly and professional. He is a truly good Trooper. Men like him bring a positive image to a group of people who are all too often under appreciated. May God bless and keep them all safe out there on our roads.

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### **Gloria Trevino (DL)**

On 8-24-2015, I went to the Driver License Office in Aransas Pass. Only 2 people were on duty that day. I was hoping to apply for my driver license renewal, I had an opportunity to observe the 2 female officers assisting many others: (I was #69) and it wasn't noon. When the officer finished issuing a temporary permit, she smiled and apologized for the long wait.

Please know that she is a valuable asset and representative of Texas Department of Public Safety. Courteous, efficient, and always leaves us smiling.

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### **Deanna Torres, Jennifer Meade, Ronald Michael and Shelly VanHorn (DL)**

My husband drove to Sherman Wednesday to talk to someone in the DL office – they were great and treated him like a person. He has said our next 2 children would be going there! I couldn't believe when Jennifer called and said they had an opening on the 17<sup>th</sup>! I ran and got my son and we made it to Sherman! We were greeted by Ronald Michael at the appointment desk with a smile as he was helping an older woman take her vision test and get her picture. I saw him make jokes with this woman and her daughter. Then, he helped us and treated us the same way. In fact, as I sat there, I was reminded that I should be kind and smile more. He made each of his customers laugh and smile. Then, my son calls and says he can't take the test because his brake light is out. It had worked YESTERDAY! It was the middle one above the window. I panicked. They had every right to say that we could not take the test, but Deanna Torres instead told me where to go and get it fixed and told me to be back before 3:00. We were back by 2:40! My son was able to take his test (administered by Shelly VanHorn). She showed compassion – such a simple gesture and I hope she knows it meant so much to us! Here is what I would like to say – I know there are rules and I believe that we should follow them. I did not deserve this special treatment and it was a gift. Thank you! With that said – Sherman DL recognized my son and me as people. For a young man, this is a HUGE event in his life. The first of a few more of becoming a responsible, independent man. It seems routine to those who are going through the paperwork, but for the individual in front of them and their parents – it is a BIG moment! To be treated with respect and acts of kindness enhanced the experience. I wonder if the people at the desk or the instructors realize the impact they have on these young kids. I am truly thankful for the people at the Sherman DL office.

### **Terran Williams (DL)**

Terran was excellent today. He was very patient with me even though he was on hold with someone for a while trying to figure out my situation. And he did. It's very refreshing to have someone be polite to you. Thanks!

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**DPS News**  
**10/9/15**

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Click here for:

- [News](#)
- [Events](#)
- [Retirements](#)
- [Deaths](#)
- [Promotions](#)
- [Awards](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Conde Benoist](#), [Lindsey Brown](#), [Kathryn Cardenas](#), [Trooper Sean Chandler](#), [Trooper Keenan Crumbly](#), [Trooper Jose B. Garcia, Jr.](#), [Trooper Keith Jones](#), [Patty Martinez](#), [Trooper Keith Owens](#), [Trooper Amanda Russ](#), [Karl Schofield](#), and [Trooper Michael Thomason](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the [latest Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Join UnitedHealthcare for a clinical webinar on diabetes**

*What:* Living with Diabetes

*When:* Tuesday, October 13 from 11:30am-12:30pm

Join the [webinar](#) to better understand:

- the three main types of diabetes,
- who is at risk,
- ways to live more healthily to avoid diabetes,
- caring for your vision, heart and kidneys,
- reducing your risk of other diabetes-related complications and
- current diabetes medications, including the new insulins.

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**Events:**

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**Retirements:**

<b>Ann Mariea Coomes</b>	Intelligence & Counterterrorism Division	32 years
<b>Desiree Elizabeth Taylor</b>	Administration Division	31 years
<b>Olegario S. Rodriguez, Jr.</b>	Texas Highway Patrol	28 years
<b>Suzann Thomas Shovan</b>	Driver License Division	27 years
<b>Estella Guerra Zarate</b>	Driver License Division	26 years
<b>Deborah H. Smith</b>	Deputy Director’s Special Staff-LE	25 years
<b>Gail Cecelia Grantland</b>	Driver License Division	24 years



<b>Cristina Fernandez Nowlin</b>	Driver License Division	23 years
<b>Rayvonne Andrea Sang</b>	Texas Highway Patrol	21 years
<b>Jason K. Matthews</b>	Texas Highway Patrol	13 years
<b>Robert Leighton Harrell</b>	Texas Division of Emergency Management	7 years
<b>Steven M. Mendoza</b>	Texas Division of Emergency Management	2 years
<b>Bernadette Marie Davis</b>	Administration Division	10 months

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**Deaths:**

<b>Paul L Allen</b>	Retired
<b>William Bishop</b>	Information Technology
<b>Mary Henderson</b>	Retired
<b>Weldon Jones</b>	Retired
<b>Loraine Magee</b>	Driver License
<b>Dyrle Maples</b>	Retired
<b>Harold O'Brien</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Kolton L. Kendall</b>	Tactical Flight Officer, Aircraft Operations Division (Edinburg)	Agent Pilot, Aircraft Operations Division (Edinburg)
<b>Zachary L. Johnson</b>	Trooper II, Texas Highway Patrol (Lubbock)	Special Agent, Criminal Investigations (Lubbock)
<b>Ricardo J. Garcia</b>	Trooper II, Texas Highway Patrol (Post)	Special Agent, Criminal Investigations (Lubbock)
<b>Bryan H. Cooper</b>	Corporal III, Texas Highway Patrol (Orange)	Special Agent, Executive Protection (Austin)
<b>Jason D. Nolen</b>	Trooper III, Texas Highway Patrol (New Braunfels)	Special Agent, Criminal Investigations Division (Austin)
<b>Jason R. Griffin</b>	Lieutenant, Education, Training, and Research (Florence)	Captain, Education, Training, & Research Division (Austin HQ)
<b>John H. Fisher</b>	Staff Special Agent, Executive Protection Bureau (Austin)	Special Agent, Executive Protection Bureau (Austin)
<b>Christopher L. Schaefer</b>	Research Specialist I, Intelligence & Counterterrorism Division (Austin HQ)	Analyst Supervisor, Intelligence & Counterterrorism Division (Austin HQ)
<b>Christopher A. Cash</b>	Trooper II, Texas Highway Patrol (Cleveland)	Special Agent, Regulatory Services (Austin HQ)

<b>William B. Urbanczyk</b>	Captain, Texas Highway Patrol (Bryan)	Major, Texas Highway Patrol (Weslaco Region)
<b>Mark Anthony</b>	Corporal II, Texas Highway Patrol (Brownsville)	Sergeant, Texas Highway Patrol (Brownsville)
<b>Johnny L. Massey</b>	Corporal IV, Texas Highway Patrol (Athens)	Sergeant, Texas Highway Patrol (Cotulla)
<b>Tamela D. Snider</b>	Trooper III, Texas Highway Patrol (Lufkin)	Sergeant, Texas Highway Patrol (Hebbronville)
<b>Richard F. Hoover</b>	Trooper III, Texas Highway Patrol (Tyler)	Sergeant, Texas Highway Patrol (Rio Grande City)
<b>James R. Ammons</b>	Trooper III, Texas Highway Patrol (Longview)	Sergeant, Texas Highway Patrol (Rio Grande City)
<b>David L. Thomas</b>	Corporal III, Texas Highway Patrol (Freeport)	Sergeant, Texas Highway Patrol (Del Rio)

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**Awards:**

<b>Mark Koenig, Morgan Conn, Brian Dismukes, Chris Hanson, Greg Lanford, Billy Mims, Cody Pahl, and Matt Rueter (retired)</b>	Criminal Investigations	Texas Narcotic Officers Association Unit of the Year
<b>Lealand Card, Omar Luna, and Timothy McBride</b>	Administration	22 <sup>nd</sup> Annual Texans Caring for Texans 2015 Award
<b>Todd Bensman</b>	Intelligence and Counterterrorism	Outstanding Thesis Award, Department of Homeland Security, Center for Homeland Defense and Security, along with the Naval Postgraduate School
<b>Paul Schulze</b>	Texas Highway Patrol	The Diamond Hero Leadership Award, Mothers Against Drunk Driving
<b>Robbie Barrera</b>	Texas Highway Patrol	Mitchie Mitchell Commitment to Youth Award, Mothers Against Drunk Driving
<b>Roy Hyatt</b>	Regulatory Services	50 Year Service Award
<b>Rene Garza</b>	Texas Highway Patrol	35 Year Service Award
<b>Rosendo Martinez</b>	Driver License	35 Year Service Award
<b>Mark Proveaux</b>	Texas Highway Patrol	35 Year Service Award
<b>Warren Wallace</b>	HLSS – Executive Protection Bureau	35 Year Service Award

<b>Renee Weise</b>	Criminal Investigations	35 Year Service Award
<b>Lillian Boulden</b>	Driver License	30 Year Service Award
<b>Angeline Kendall</b>	Law Enforcement Support	30 Year Service Award
<b>Melva McQueen</b>	Driver License	30 Year Service Award
<b>Judy Waits</b>	Texas Highway Patrol	30 Year Service Award

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**Fan Mail:**

**Trooper Conde Benoist (THP)**

I would like to commend Mr. R. Benoist, a State Trooper who embodies all of the characteristics that I believe a person in his capacity should have. He carried himself with dignity, respect, and nobility and treated me with respect and understanding when he pulled me over for speeding this past weekend. He truly made an impact on me that day by his words, mannerisms, and actions. I have told everyone how grateful I was for how he treated me and how he handled the situation. I am grateful for all of our law enforcement officials and civil servants who keep us safe and embody characteristics similar to Mr. Benoist. He left a very positive impact on me and I am truly grateful. Please pass along my praise & commendation. He is very deserving in my book!

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**Lindsey Brown (DL)**

My husband David and I went to the Fredericksburg, Texas DPS office and were met by one of your gracious employees, Lindsey Brown. I needed to get a new Texas ID and my husband needed to change his address and we were fortunate this young lady offered not only her assistance, but patience & knowledge to us. She went above & beyond helping her normal duties by making two older individuals feel comfortable in asking questions and taking up more of her time. I have MS and was having difficulty today doing my fingerprints due to the shaking in one of my hands, but Lindsey calmed my nerves and told me not to worry as she was there to help. I have had numerous Okla. Driver's licenses and now Texas IDs, but never had I had the privilege of having an interaction with a state employee as pleasant, kind and knowledgeable as Ms. Lindsey Brown. Kudos to the great State of Texas in foreseeing what an asset Lindsey is in this position. Many thanks to Lindsey for a job well done!

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**Kathryn Cardenas (DL)**

On 08/14/15 @ 1:50 p.m. (PST) I spoke with Kathryn to help me with some renewal questions on our account. She was very pleasant and had a great sense of humor about her computer doing funny things. She answered all my multiple questions and gave me a detail of what I needed to do for the renewal process. Her information was complete, concise and very clear to me. She was very pleasant to talk to and we even chatted about the weather and it didn't seem

like just business. I thanked her for her time helping me and never once did I feel she was trying to get me off the phone. Thank you again to Kathryn for such outstanding customer service!

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#### **Trooper Sean Chandler (THP)**

While my girlfriend was traveling on I 10 east bound near Columbus this morning, her Jeep broke down. While sitting on the shoulder, Trooper Chandler stopped to assist her in any way he could. From what I was told, Trooper Chandler went above and beyond while waiting for the tow truck to get there. While I was hoping to make it there when she called me, my school schedule and work schedule did not permit me to be there. I would like to take this time to thank Trooper Chandler for everything he did.

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#### **Trooper Keenan Crumbly (THP)**

On Sept. 24th, I had an encounter with Office Crumbly in eastern Howard County. He had rightfully stopped me for driving over the posted speed limit. I knew it was me he pulled out for so I stopped and had my paperwork at the ready. Officer Crumbly was friendly, fast, and efficient. He issued me a warning and a friendly reminder to slow it down. The interaction with him was extremely courteous and positive. As it seems to be the new norm to bash law enforcement, I wanted to say something positive about law enforcement. None of us like being stopped, but Officer Crumbly had rightfully stopped me in the execution of his duties, and he was professional, friendly, and efficient in the process of carrying out his job.

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#### **Trooper Jose B. Garcia, Jr. (THP)**

I was travelling on the 130 toll when I a tire blow out. When I pulled off the road, Trooper Garcia was already pulling in behind me. Trooper Garcia helped me change a tire; throw the old tire in the back of the bed and ask me if he could be of any more help. If I hadn't been so sweaty and dirty, I would have hugged his neck. I hope Trooper Garcia gets the praise he deserves. I thank God we have peace officers like we do.

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#### **Trooper Keith Jones (THP)**

10/1/15, I was stopped by Trooper Keith Jones on SH 7 east, for no turn signal. Trooper Jones was very professional and most of all very courteous. Just thought I would let know

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#### **Patty Martinez (DL)**

I spoke with Patty this morning. She was so polite and was able to answer my questions. It's so refreshing to speak to someone first thing in the morning that is professional and pleasant

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#### **Trooper Keith Owens (THP)**

I wanted to commend Trooper K Owens for his professionalism and the way he treated me and conducted himself when I was pulled over for an inspection last night. In a time that I know is difficult for most officers, he was nothing but professional and made me feel comfortable throughout the inspection. I was coming down Hwy 59 in Linden when he pulled me in for a random inspection. From the time he approached my truck until he pulled away, he was nothing but professional and nice to me and made me feel as though we were on the same level. In my profession, that is rare. If more officers were like him, I feel these inspections and interactions would go much smoother. I've been stopped in the great state of Texas several times and have always had respectable troopers each time but I feel Officer Owens went above and beyond the call to make me feel safe. Please thank him for me and I pray that all troopers in the state of Texas stay safe and always make it home to their families.

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#### **Trooper Amanda Russ (THP)**

I was stopped for speeding by Trooper Russ on 10/1/2015 somewhere between Dalhart & Dumas. I just wanted to commend her on her professionalism. She clearly stated why I was stopped and showed considerable compassion asking if "I was OK" and truly seemed concerned for my safety. After assuring her I was fine she finished conducting her business I was allowed to continue on my way.

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#### **Karl Schofield (ADM)**

On October 6, 2015 Mr. Schofield stopped to "assist" me with changing my tire. He was on his way home from work and took time out of his commute to stop for me while I was on the side of busy toll road 130. Mr. Schofield truly represents the type of people your agency should be proud to employ.

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#### **Trooper Michael Thomason (THP)**

On September 23, 2015 1.22pm I was stopped by Trooper Thomason for a traffic violation. The officer was very professional and outstanding communication skills. We need more outstanding DPS officers like this. I would to thank him for a job well done.

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**DPS News**  
**10/16/15**

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If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Learn how four numbers can say a lot about your health**

*What:* Know Your Numbers, United at Work webinar

*When:* Tuesday, October 20, 11:30 a.m. – 12:15 p.m. CT

*Who:* All state employees and retirees, regardless of health insurance provider. (Please note that presenters can't answer questions about specific claims or network providers.)

*Where:* [Register today](#). The password is wellness.

*Why:* Learn about cholesterol, blood glucose, blood pressure and body composition numbers, and what these numbers can tell you about your current health status. Learn some tips to improve your numbers and find other helpful resources.

System requirements:

- You'll need to have [WebEx](#) installed on your computer to participate. WebEx works best with Windows XP version 8 or higher, or Mac OS 10.5 or higher. Please make sure you have WebEx before the webinar begins.

Miss a wellness webinar?

- Check out all of the past [United at Work](#) webinars online. There are PDFs of helpful sessions on soothing stress, back health, healthy eating, understanding blood pressure and more.

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### **Events:**

#### **2<sup>nd</sup> Annual Texas Peace Officers Memorial Ride – Saturday, April 30 – Sunday, May 1**

This is your invitation to be part of the 2<sup>nd</sup> Annual “Texas Peace Officers Memorial Ride.” The DPS Memorial Ride has joined with Texas C.O.P.S. Chapters in hosting this honorable event. The event – to honor our fallen officers and their families and friends – starts in Katy on Saturday April 30<sup>th</sup> with an overnight stay in LaGrange. Sunday May 1<sup>st</sup> the ride continues to Austin with a memorial ceremony at the Texas Peace Officer’s Memorial at the capitol. This ride will be a unity type ride with a lead or pace setting vehicle. For more information on the memorial ride, click [here](#).

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**Fan Mail:**

**Trooper Ben Dollar (THP)**

Trooper Dollar was very professional and courteous. This was by far the most pleasant interaction I have ever had with law enforcement.

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**Trooper Bill Gardner (THP)**

I wanted to say thanks again for the help Trooper Gardner gave me on the late hour of 11:30 pm on 11 October 2015. I was eastbound on I-10 east of El Paso. I believe I was at or around mile marker 85, and I pulled over when I saw him parked as I needed to verify that I had not already passed the I-20 exit. I was traveling back home to Dallas, and this was the first time I had driven through West Texas. While he did not have a vehicle pulled over, as I walked back to his car I could see then that there was a vehicle in a ditch. He was very nice to me though and I appreciate his help. Thanks to the rest of the Troopers as well.

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**Angelica Garrett (LES)**

I am writing to commend Angelica Garrett who worked on our problem immediately, made several phone calls to me, and took it upon herself to consult with an agency attorney to clarify a legal question I had posted. Within a few days all was fixed and my husband's record had been corrected. I cannot thank you enough. Thanks Angelica!

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**Trooper Stephen Gray (THP)**

Last night my 19 year old daughter was in an accident on a remote part of Hwy 77 with a deer near Victoria. First on the scene was an off duty detective from Victoria and then DPS was called out to the scene. Trooper Gray came out and met and stayed with my daughter until a wrecker picked up her car. She had called me in Houston and during the time it took me to get there, Trooper Gray stayed with her and actually drove her about 30-40 miles to Edna to meet me. She told me how professional, friendly and helpful he was during the entire situation. I cannot thank him enough for his compassion to her and for going well out of his way to take her to meet me. Right now law enforcement officers are getting bashed by the media and there are not enough of these kinds of stories where officers do good things and serve like so many do. I want to thank Trooper Gray for his time and assistance during this very stressful time for my daughter. We really appreciate the fact that he was there and for what he did.

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**Linda Grumbles (DLD)**



No one expects the day they spend at the DPS to be an easy, pleasant experience. However, LINDA GRUMBLES WAS AN ANGEL! She went over my documents, let me know what I was missing, and then got me right to her desk once I retrieved the proper documents. She was quick, professional and her friendly attitude made my entire DPS experience a happy one. Linda is a real jewel and I couldn't be more thankful for her!

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### **Martha Mendoza (DLD)**

On 10/12/15 I was visiting the San Marcos DL office to get my son his driver's license. He was very nervous and anxious being his 3rd attempt. We met Mrs. Mendoza and she was very, very helpful at keeping him calm throughout the entire process. No other examiner on the previous attempts was able to keep him at ease since my son has ADHD. Her pleasant way of explaining the exam and route made him relaxed, which made it easier for him to concentrate on the task at hand. I would like to say Thank You Very Much to Mrs. Mendoza and DPS for all you do. Mrs. Mendoza is a great asset to your Department.

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### **Trooper Benjamin Neville (THP)**

I was recently pulled over for speeding in the Texas Panhandle by Trooper Neville. Even though I was speeding, the officer was very professional, and actually treated me with kindness. He took the time to ask if we were headed all the way home to Katy, TX on this particular day. When he found out where we would be spending the night, he made a recommendation for a great BBQ joint to get supper. I've not had any such interactions with law enforcement in my life. Considering this, and how law enforcement officers in general are under exceptional scrutiny these days, I thought it would be good to give Trooper Neville a compliment. I think he is a great trooper, and wish him the best in his career. He certainly embodies your motto "Courtesy, Service, Protection". I hope this note will somehow make it to Trooper Neville, and his supervisor. Keep up the great work.

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### **Trooper Randy Vick (THP)**

On September the 12, 2015 my son was participating in a cross country track event at Smithson Valley Middle School. Trooper Vick was on station that day at our school. Our son is a small boy with a mild handicap and subsequently he was in last place (really far behind and struggling to finish the race). Your courageous office took it upon himself to run with our son and encourage him to finish the race. Please send our regards to Trooper Vick and please give him a commendation for going above and beyond the call of duty. This kind of action makes us proud to be Texans.

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**DPS News**  
**10/23/15**

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If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**What is a commuter spending account?**

Much like a flexible spending account, a Qualified Transportation Fringe Benefits or commuter spending account (CSA) program lets employees set aside money from their paycheck, pre-tax, to use for eligible parking and transit expenses for their commutes to and from work. Because CSAs allow for tax savings, they are regulated by the Internal Revenue Service (IRS).

**There are two types of commuter spending accounts:**

- The **parking account** is used to pay for eligible parking expenses either near the employee's workplace or at a location from which the employee commutes to work via mass transit or vanpool.
- The **transit account** is used to pay for eligible mass transit – bus, train or subway – or vanpool expenses associated with travel to and from work, including bus, train or subway. (Generally, a vehicle is eligible for vanpool expenses if it seats at least six adults, not including the driver, and at least 80 percent of its mileage is used to transport employees to and from places of employment.)

Employees will be able to enroll in the CSA beginning on January 1, 2016.

**General Manual** – Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at: <http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
10/15/2015	Chapter 5	Use of Electronic Control, Impact Munitions and Chemical Weapons
10/15/2015	Chapter 7	Noncommissioned Stipend Program
10/15/2015	Chapter 7	Hiring Policies - Noncommissioned Positions

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#### **Events:**

##### **2<sup>nd</sup> Annual DPS Capitol Complex Region VII 5K Charity “Halloween” Fun Run/Walk**

Join us on Saturday, October 31, 2015 to support the 2<sup>nd</sup> Annual “Halloween” SECC Charity 5K Run. The race will start at 9:00 am at DPS Headquarters. Make sure to come in your favorite costume for a chance to win most creative or scariest costume award. Also, joining in on the fun will be our Mounted Horse Patrol, Motorcycle Unit, K-9 and Bike patrol. The event will take place rain or shine so make sure to [get registered](#) by 10/29/2015. See a map of the race [here](#).

##### **2<sup>nd</sup> Annual Texas Peace Officers Memorial Ride – Saturday, April 30 – Sunday, May 1**

This is your invitation to be part of the 2<sup>nd</sup> Annual “Texas Peace Officers Memorial Ride.” The DPS Memorial Ride has joined with Texas C.O.P.S. Chapters in hosting this honorable event. The event – to honor our fallen officers and their families and friends – starts in Katy on Saturday April 30<sup>th</sup> with an overnight stay in LaGrange. Sunday May 1<sup>st</sup> the ride continues to Austin with a memorial ceremony at the Texas Peace Officer’s Memorial at the capitol. This ride will be a unity type ride with a lead or pace setting vehicle. For more information on the memorial ride, click [here](#).

**Trans-Siberian Orchestra “The Ghosts of Christmas Eve”** lights up the Frank Erwin Center Dec. 9 at 7 p.m. Dine in the Lone Star Room at the Frank Erwin Center between 5 p.m. and 7 p.m.! This special offer is only \$120 and includes a buffet style dinner, parking (subject to availability), and a ticket to the performance!

Deadline to order tickets is Friday, Dec. 4 at 5 p.m. There will be no appearance at the dinner by Trans-Siberian Orchestra. To order your dinner and show tickets, call (512) 471-2642 or email [reece.paul@austin.utexas.edu](mailto:reece.paul@austin.utexas.edu). Facility fee and convenience charges may apply. All information is subject to change.

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#### **Fan Mail:**

##### **TFO Jimmy Morris (AIR) and Captain Shon Parker (AIR)**

On 10/18/15, Region 4 Tactical Flight Officer Jimmy Morris, Alpine and Capt. Shon Parker, El Paso, rescued Trooper Fernando Aguilar's step-daughter, my niece, at the Big Bend National Park, "Mouth of the Canyon". After two life threatening events, my niece and her friend lost their canoe and were unable to continue their course. After signaling for help the DPS Pilots arrived and transported them to safety. Our entire families thank you all very much!!!

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##### **Trooper Brant Smith (THP)**

On Oct. 8 at about 11:05 pm, I was pulled over by Trooper Smith. I had just gotten off work when I saw him in my rearview mirror and pulled over. He informed me that my headlight was out. I wasn't aware of it until he said something. He was very courteous, friendly, and professional. I believe Trooper Smith is someone you can be proud of. He could have cited me but he chose to show a little mercy and compassion and I just want you all to know that that small gesture meant a lot to a working man who is trying hard to keep his family afloat. Thank you.

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**DPS News**  
**10/30/15**

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### **Fan Mail:**

#### **Sandra Barnett (THP)**

I am the owner of a small trucking company in the State of Texas. I had the blessing of being audited by one of your finest and knowledgeable Texas Department of Public Safety investigators, Mrs. Sandra Barnett. After my meeting with Mrs. Barnett I truly feel confident of how to compliantly operate my business for years to come. She made it a very educational meeting in which she gave me excellent tips to be able to successfully audit internally all the basic HOS compliance documents.

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### **Corporal Dustin Blackburn (THP)**

Our accident happened on Saturday, October 10, 2015. Cpl. Blackburn was such a great help to my family and myself. We were stuck on the left hand side of the freeway from a blowout, praying for help. We looked up and Cpl. Blackburn was behind us. He used his own jack and got down in the dirt to change our flat, then led us to our destination. We thanked him, but we wanted to let all Troopers know how much we really appreciate them. Let's talk about the good you all do instead of the negative connotation. Our family will keep you all in our prayers.

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### **Shaffik Bora (DLD)**

Shaffik was helpful and a good photographer for my new driver's license. Thank you.

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### **Trooper Christopher Cain (THP) and Corporal Ramey Bass (THP)**

On October 7<sup>th</sup>, 2015 I was on my way to work when my vehicle had a flat tire. I contacted my coworkers to let them know I would be late who then called the local DPS office and told them I was on a flat tire. Within five minutes Trooper Cain arrived and proceeded to try and help fix the flat tire. His tools did not fit my vehicle so he called Trooper Bass who was also in the area. Trooper Bass showed up in just a few minutes but he too did not have the proper tools for my vehicle. After both trying several unsuccessful attempts to help, Trooper Bass contacted a local tire shop and they sent out a mobile repair truck.

Both Troopers Cain and Bass showed professionalism and were very friendly and helpful. They went out of their way to try and help me with my situation. Both showed how they deal with the public and are a great asset to the Department of Public Safety. You should be very happy with the service that they provide to their community. I would like you to know how valuable these two Troopers are to this community and the department that they represent.

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### **Data Entry Corrections, Crime Records (LES)**

I just wanted to thank you all for all of the hard work you do. You all are always so prompt getting any problems fixed. Thanks again.

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### **Cindy Halderman (DLD)**

After hunting for my Texas driver's license I realized I needed to get a replacement. It is a pleasure to say I received the much needed help at the Department of Public Safety - Gonzales

Office by Cindy Halderman. She is always so refreshingly nice in this hurry up world we live in. Thank you for having her work for our great "State of Texas."

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### **Trooper William Kettler (THP)**

I was on my way home from an appointment at the VA in CS and was stranded south of CS with a broken fan belt. The car overheated and the battery was dead. My cell phone kept dropping the call to Triple A road service. Trooper Kettler stopped to see if I needed help. He helped get my car started and followed me to a repair shop. He was most helpful and courteous. He is a credit to the department and makes me feel safer on the highway.

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### **Trooper Tyler Moses (THP)**

Trooper Moses pulled me over in Coleman County on 20, October 2015. I was speeding. I deserved a ticket and was prepared to receive one. I was in the wrong. Trooper Moses treated me with absolute respect and service. He talked to me about what I was doing and asked me questions about my day. Doing his job, he made me feel very cared for and I wanted to never speed again! I really appreciated the way he treated me. He gave me a warning and cautioned me about the speed. I must say that even had I received a ticket, I would have written this message about his great service to me today. Being very embarrassed, I was ashamed that he even had to "deal" with me. Please pass along my gratitude for his service, demeanor, and patience with those he is serving and protecting.

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### **Trooper Christopher Richmond (THP)**

I live in Liberty County off Hwy 321. The other night, I received a telephone call from Trooper Richmond letting me know that my son was okay and on his way home. You see, my son had picked up my granddaughter for visitation and was very late because of traffic from Houston and a long drive. His phone had gotten wet and was unable to call me, leaving me very worried. He was pulled over by Trooper Richmond for a headlight, and told the Trooper his dilemma. Trooper Richmond was so kind as to go out of his way to call me, the grandma, and tell me that everything was okay. This Trooper needs to be commended on his excellent public service, his kindness and his professionalism. I will never forget how much stress he saved me and will always remember how he cared for my family. Please thank him for me from the bottom of my heart and send him my hugs and kisses!

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### **Richard Saucedo (DLD)**

I had the pleasure of meeting Mr. Saucedo at my visit to the Webster-Clearlake Driver License Office on October 27th. He was busy working the receiving desk and there were many



customers present. Mr. Saucedo distinguished himself, personifying the motto, "Courtesy and Service," by going out of his way to assist me; although it would have been easier for him not to. I am a 100% disabled veteran and I had forgotten to bring my VA rating letter with me but had access to an electronic version from my cloud backup. After explaining my circumstances to Mr. Saucedo, he went the extra mile by allowing me to send the file to him and he printed out the needed pages for me. I would like to commend Mr. Saucedo for the courtesy he extended to me despite the hectic and hurried customers to whom he expertly and professionally provided service. Thank you Texas DPS for employing a man who portrays those characteristics that seemed to have fallen by the way in today's society - courtesy and respect for others. Thank you, Mr. Saucedo, for your outstanding customer service and the support you provide to our community!

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### **State Operations Center (TDEM)**

Thank you for all of your hard work. I appreciate all the support you provide me and my community. My Judge will appreciate knowing we will not be experiencing any flooding as a result of this rain event.

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### **Paula Thomas (LES)**

Paula was very gracious and helpful in assisting me follow up on some criminal history reports that had been requested for an adoption. Thanks, Paula!

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**DPS News**  
**11/6/15**

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**News:**

**Encouraging a Positive Message for our Youth**

ETR Sergeant Carlos Diaz was among a group of adults who set up a screening of the movie *Woodlawn* for local tweens and teens. To read an article about this effort, click [here](#).

**Texa\$aver 401k & 456 plans**

A representative will be available on November 16th from 11am to 1pm in the HR conference room at Headquarters to help you with your Texa\$aver 401k & 456 plans.

- Enrolling in 401k or 457
- Changing contributions
- Changing beneficiaries
- Unused leave questions
- Direct rollovers

- Retirement readiness reviews
- Advisory services

If you would like to set up a meeting, please email [Sandra.Vargas@empower-retirement.com](mailto:Sandra.Vargas@empower-retirement.com) or call the TexaSaver Program Office at 512-651-2283 to reserve an appointment.

If you are outside of central Texas, please send your email to [texasaver@empower-retirement.com](mailto:texasaver@empower-retirement.com) to be routed to the representative for your region.

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### **Events:**

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#### **Disney Live! Presents Three Classic Fairy Tales - Saturday, December 19**

Prepare to laugh, sing and dance as you step into a world of wonder where wishing is only the beginning and dreams really do come true in [Disney Live! Presents Three Classic Fairy Tales](#) at The Theatre at the Frank Erwin Center on Saturday, Dec. 19 at 1pm & 4pm! Join Mickey Mouse, Minnie Mouse, Donald and Goofy as they bring the timeless fairy tale adventures of Cinderella, Beauty and The Beast, and Snow White and the Seven Dwarfs to life in a live theatrical experience that is pure magic.

**DPS employees SAVE \$5\* on the \$20, \$30 and \$40 tickets!** Purchase tickets [ONLINE](#) with discount code **DPS** by phone at (512) 471-2643 or email [groupsales@erwin.utexas.edu](mailto:groupsales@erwin.utexas.edu). Walk-in payments accepted by appointment only. Deadline to order is Friday, December 18 at 3 pm  
 \*Excludes \$50 VIP seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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**Retirements:**

<b>William Henry Hogg</b>	Aircraft Operations	26 years
<b>Donald Ray Jackson Sr.</b>	Texas Rangers	22 years
<b>Louis Rocha Jr.</b>	Law Enforcement Support	22 years
<b>Patricia Lucille McBee</b>	Driver License	21 years
<b>Debra Ann McLoughlin</b>	Texas Highway Patrol	12 years
<b>Mary Lee Tandy</b>	Regulatory Service	10 years

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**Deaths:**

<b>William A "Bill" Cody</b>	Retired
<b>Dennis Dobias</b>	Retired
<b>Lowell Howard</b>	Retired
<b>Sgt. Karl Keesee</b>	Texas Highway Patrol
<b>Eddie Lopez</b>	Retired
<b>Thomas Gene Sutton</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Ralph D. Glass</b>	Tactical Flight Officer, Aircraft Operations (Austin)	Agent Pilot, Aircraft Operations (Edinburg)
<b>Jordan W. Teel</b>	Tactical Flight Officer, Aircraft Operations (Houston)	Agent Pilot, Aircraft Operations (El Paso)
<b>Gerald A. Rogers</b>	Trooper II, Texas Highway Patrol (New Braunfels)	Special Agent, Criminal Investigations (Austin HQ)
<b>Byron Skinner</b>	Trooper IV, Texas Highway Patrol (Garland)	Special Agent, Criminal Investigations (Garland)
<b>Gabriela Garcia</b>	Customer Service Representative IV, Driver License (McAllen)	Program Supervisor, Driver License (Brownsville)
<b>Shannon D. Hamby</b>	Sergeant, Education, Training, & Research (Florence)	Lieutenant, Education, Training, & Research (Florence)
<b>Michael L. Dinh</b>	Staff Special Agent, Executive	Special Agent, Executive Protection

<b>Mary Ann Gold</b>	Protection Bureau (Austin) Fingerprint Technician III, Law Enforcement Support (Austin HQ)	Bureau (Austin) Shift Supervisor V, Law Enforcement Support (Austin HQ)
<b>Michelle Bonnett</b>	Forensic Scientist III, Law Enforcement Support (Austin)	Section Supervisor I, Law Enforcement Support (Austin)
<b>Brian A. Lillie</b>	Lieutenant, Office of Inspector General (Austin)	Captain, Office of Inspector General (Austin)
<b>Christopher E. Ray</b>	Senior Trooper, Texas Highway Patrol (Amarillo)	Sergeant, Texas Highway Patrol (Pampa)
<b>Todd H. Snyder</b>	Captain, Texas Rangers (Austin HQ)	Major, Texas Rangers (Lubbock )
<b>Grover F. Huff</b>	Lieutenant, Texas Rangers (Huntsville)	Captain, Texas Rangers (Austin HQ)
<b>Samuel C. Lankford</b>	Special Agent, Criminal Investigations (Laredo)	Texas Ranger, Texas Rangers (Harlingen)
<b>Joshua S. Mason</b>	Sergeant, Texas Highway Patrol (Linden)	Texas Ranger, Texas Rangers (Laredo)

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**Awards:**

<b>Ryan Kindell</b>	Criminal Investigations	Texas Heroes for Children Award
<b>Christine Edwards</b>	Law Enforcement Support	Crime Lab Employees of the Quarter
<b>Melissa Melnick</b>		
<b>Sheryl Ochoa</b>		
<b>Ashley Zelinski</b>		
<b>Josh Stewart</b>		

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**Fan Mail:**

**Trooper Keenan Crumbly (THP)**

On Friday 10/23/2015 I was traveling with family for a funeral westbound on I-20 at Mile Marker 151. My grandmother had a blowout and became stranded on the inside lane of I-20 westbound during a time of high volume traffic. The vehicle was a rental car and not equipped with a spare tire. I requested a response through your dispatch and Trooper Crumbly promptly responded. Trooper Crumbly arrived on scene, appeared extremely professional, and took pride in his appearance and department. Trooper Crumbly greatly assisted us in safely removing the disabled vehicle from the highway so we could continue to the funeral. He offered to remain on the scene with us at the side of the road for further assistance, which we did not need at that time. Trooper Crumbly was prompt, friendly and professional throughout the contact and his assistance was greatly appreciated.

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**Rebecca Gonzales (THP)**

I would like to commend an employee of yours for her excellent, above and beyond service. I called with an issue, in regards to a mistaken case of identity and she was so thoughtful, caring and personable during the entire situation. She showed me that she truly cared about my circumstance, and without her help I don't believe I would've been able to resolve it. I would like to tell you that Mrs. Rebecca Gonzales has great customer service skills and exemplifies skills of a true leader, never giving up, and always being persistent and overcoming no matter what the obstacles may be. I just want to let you know that I appreciate her, and I think she is a great asset to your organization. Cheers!

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**Diane Herrera (LES)**

I want to thank you and your staff for such an expedient process in deactivating my son's information from the registry. Ms. Herrera worked very diligently, and was very kind, courteous, respectful and remarkable at getting this job done. She answered all my questions, sometimes more than once. I realize that your department probably has hundreds if not thousands of these cases to work on. I wanted you to know that Ms. Herrera is exemplary in dealing with this process. Thank you so much.

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**Trooper Carl Neal, Jr. (THP)**

On October 29, 2015, I was stopped in Collin County (Region 1, District A, Area 10) by Trooper Neal. He conducted the stop very professionally. I was very appreciative of his safe professional handling of the situation. He did a fantastic job as a highway patrolman. The department should be very proud of this Trooper and all the men and women who serve in the Texas State Highway Patrol. It seems their jobs are extremely difficult and dangerous these days and it is comforting to know that there are men like Trooper Neal in the Texas Highway Patrol.

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**Nick Rozummy and Dustin Welch (RSD)**

Nobody made you stop but you did anyway! Thank you for that. It's times like these when the smallest of gestures make a big difference. Thank you for caring enough to sit and wait with me for an hour. I did feel safer knowing you two were there. This world is definitely a better place because of people like you! God Bless you!

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**Featured employees include:** [Trooper Nathaniel Allison](#), [Trooper John Alonzo](#), [Sergeant David Alvarado](#), [Claudia Bechtol](#), [Jim Blundell](#), [Roger Fulton](#), [Sergeant John Henke](#), [Marla Linder](#), [Cesar Loera](#), [Sergeant Charles Longfellow](#), [Sylvia Minjarez](#), [Trooper Randall Noe](#), [Lesle Pelouquin](#), [Alberta Peoples](#), and [Probationary Trooper Omar Perez-Rodriguez](#)

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If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Breast cancer: dispelling the myths**

Knowledge is one of our best weapons in the fight against breast cancer. Unfortunately, a lot of bad information is still out there. To know your risks, it's important to recognize myths.

**Myth: Young women don't get breast cancer.**

Fact: Breast cancer usually happens after menopause, but younger women can still get it. More than 178,000 women develop the disease each year. That includes more than 11,000 women under age 40.

**Myth: Breast cancer is caused by injury to the breast.**

Fact: At times, after an injury, a woman may be found to have a tumor. That doesn't mean the injury caused the tumor. There is no known link between cancer and injury. In rare cases, severe injuries might increase the risk of cancer. For example, scars from chemical burns might play a role in the development of skin cancer.

**Myth: Antiperspirants cause breast cancer.**

Fact: This urban legend has been around since the early days of the Internet. You may have read e-mails warning you about a connection between cancer and deodorants. There is no research to back these claims.

**Myth: If you have a family history of breast cancer, you will develop the disease.**

Fact: You may be at higher risk if you have a family history of breast cancer. However, many women who have a family history of breast cancer never develop it. Others are diagnosed with breast cancer, but have no family history. Other risk factors include age and having had breast cancer in the past. Talk to your doctor about your risks.

**Myth: Only women get breast cancer.**

Fact: Men can get breast cancer, too, but it's rare. They account for less than 1 percent of all occurrences. The American Cancer Society estimates that about 2,000 American men get breast cancer each year. It's most common in men ages 60 or older, but younger men can get it, too.

**When in doubt, check it out**

- Use reliable sources to check out cancer claims. Try government health agencies or other credible organizations. The National Cancer Institute and the American Cancer Society are good places to start. Stay away from anyone selling cancer "cures."
- Talk to your doctor about your risk factors and ways to prevent disease. Ask when you should have mammograms and other important screenings.

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**Events:**

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\*Excludes \$50 VIP seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail:**

#### **Trooper Nathaniel Allison (THP)**

I was stopped this morning and issued a warning for speeding over the limit. Trooper Allison in Hunt County was kind, professional, and very pleasant to work with. He had a smile on his face and was very personable. I appreciate and respect his positive, upbeat, outlook to an event that is not always a pleasant one. Thank you, Trooper Allison!

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#### **Trooper John Alonzo (THP)**

At 7:30 am I was headed to a Counselor training in Amarillo. I found myself on the side of the road between Dumas and Amarillo. I was not really sure what to do. Trooper Alonzo came along and helped me. He was on the ground with a difficult tire change and was nothing but courteous, respectful, and kind when I was in need. I just wanted you to know how thankful I am for his help.

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#### **Sergeant Charles Longfellow and Sergeant David Alvarado (THP)**

I just wanted to send you a message and thank you for letting Sergeants Longfellow and Alvarado come up to Oklahoma to help us with the Cargo Tank Inspection class. They are two great instructors that help make the State of Texas look great. I have heard nothing but great comments from the class and several saying that they were the best instructors they have ever had. I just wanted to let you know how good of a job they did helping us and representing the State of Texas.

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#### **Claudia Bechtol and Sylvia Minjarez (DLD)**

My son and I went to the Bastrop DPS today for his driving test. We had the pleasure of being waited on by Claudia. Claudia was so kind, pleasant, and helpful which helped ease him being so nervous. Sylvia, as well as the rest of the staff, was also kind and informative. When we were told the computers were down state wide, they reassured us we could come back and pick up a copy of his license once the computers were up again. We left and returned later, my son was waited on immediately and his license was printed out already. No hassle. We appreciate how professional they were, and how we were treated.

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#### **Jim Blundell (LES)**

Thank you very much for allowing Jim Blundell to provide testimony in Childress on October 21, 2015. Without his assistance, we would not have been able to put together as good of a case as we did. His ability to testify regarding the defendant's blood alcohol levels assisted this office in reaching the conviction and sentence we desired.

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#### **Roger Fulton and Cesar Loera (IT)**

I just wanted to say thank you for the wonderful staff you had assist us on Friday with our upgrade! Although we did experience some hiccups, it was made pleasant by kind folks who, of course, had a sense of humor. Please extend our thanks to Roger Fulton and Cesar Loera on our behalf.

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#### **Sergeant John Henke (THP)**

I would like to take a few minutes to recognize and thank Sgt. John Henke and all of the Highway Patrol Troopers providing assistance during the Tornado that went through Floresville on Friday, October 30, 2015. Despite no power, Troopers from the Floresville, San Antonio and Jourdanton area pulled together. They worked into the dark utilizing maps and coordinating closely with all local emergency management groups to pull all resources together. Their professional mannerism helped put concerned citizens at ease. We commend them for a job well done.

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**Marla Linder (DLD)**

Marla did a really, really good job of helping me track down a case #. She was also very friendly and personable. Thanks!

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**Trooper Randall Noe (THP)**

I was pulled over for speeding & issued a warning in Angelina County by Trooper Noe on 4 Aug 15. He was very polite and professional and a credit to your organization.

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**Lesle Peloquin (RSD)**

I would like to recognize Lesle Peloquin in the Regulatory Services Division for her professionalism and amiable communication when I contacted the Regulatory Services Division regarding my application for Controlled Substances Registration. Lesle was able to answer all of my questions, complete my registration, and provide a call back within an hour of my initial contact with her. Ms. Peloquin should be regarded as a model for her customer service acumen.

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**Alberta Peoples (DLD)**

I was at the Alvin DPS with my son today to register for his driving test. I wanted to pay a compliment to an employee we observed today. Alberta Peoples was outstanding! She greeted us the minute we walked in the door and offered us the correct paper to fill out (I was missing one). As we waited for our turn to be called, I watched her handle many other customers with a very positive and helpful attitude. Even when one customer was almost rude, Alberta remained calm and helpful to him. He quickly calmed down and went to get the correct documents. I am a nurse and work 6 days a week, and it takes a lot to stop and pay a compliment. I'm taking time out, because it's important that you know that Alberta was great! You have one outstanding employee.

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**Probationary Trooper Omar Perez-Rodriguez (THP)**

I would like to take the time out to thank Trooper Perez. I had a blowout today in Wharton County on a side of a bridge and as I waited for help to arrive your kind trooper offered his assistance. Even after my help arrived he took the time and patience in explaining to me how to change a tire and in case of emergency showed me a number to call on the back of the driver license. I am very grateful for his assistance and kind words. My step mother and I were very

blessed to have had such a kind person stop and help us. Again, thank you so much and may God bless you.

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**DPS News**  
**11/20/15**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

*DPS News will not be published next Friday, November 27<sup>th</sup>, due to the Thanksgiving holiday but will resume Friday, December 4<sup>th</sup>.*

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

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In February 2015, the ERS Board of Trustees approved a qualified transportation fringe benefit plan, also known as a commuter spending account (CSA), for state employees. They also awarded the third-party administrator contract to ADP, LLC (ADP).

*Enrollment begins January 1, 2016*

Beginning January 1, 2016, you will be able to enroll in a CSA to pay for transit and parking expenses incurred when commuting to and from work. CSAs let you use pre-tax dollars to pay eligible parking and transit expenses like parking lot fees and vanpool, bus and train fares. Like flexible spending accounts, CSAs are subject to IRS regulations.

*Two types of CSAs:*

- The **parking account** can pay for eligible parking expenses near your workplace or at a location from which you commute to work via public transit or vanpool.
- The **transit account** can pay for eligible public transit or vanpool expenses you may use to get to and from work. This includes bus, train or subway expenses. The IRS does not consider gas or toll road fees to be eligible expenses. Generally, you can use a vehicle for vanpool expenses if it seats at least six adults, not including the driver, and uses at least 80 percent of its mileage to transport you to and from your work.

Beginning December 1, 2015, you can visit the [TexFlex](#) website or contact ADP at (844) 884-2364 Monday – Friday, 7:00 a.m. to 7:00 p.m. CT. to find more information about the new CSA program. ERS will also conduct webinars explaining the new benefit at the beginning of December. If you live in a larger city with a transit system, you'll receive more information in the mail.

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**Fan Mail:**

**Chrissy Adame (DLD) and Cecilia Rouleau (DLD)**

I was in the Hurst, Texas location today (11/9/2015) and these two ladies were exceptional: Cecilia and Chrissy. Cecilia was working the "in-take" desk. She took such rude abuse with such a nice attitude. Chrissy was extremely nice to me during the transaction of renewing my license. Not only was she helping me as though she knew me, but she was also aware enough to notice a handicapped person that needed a certain type of ID and alerted the employee next to her to the situation. Also, the lady I asked about sending this note was over-the-top-nice to me. She went out of her way to let me point out the other two ladies and give me their names. Unfortunately, I forgot to ask her name! (So angry at myself for that!) Anyway, she was sitting at the front/main information desk. Keep up the good work Hurst, Texas!

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**Trooper Eric Brackelsberg (THP)**

On Veteran's Day, when all state offices were closed, another person and I were asked by an elected state official to meet with him at 10 am that morning. When I arrived, appropriately, all doors were locked and no one was manning any desks. I called the security number posted and talked with a dispatcher. Within a few minutes, Trooper Brackelsberg arrived on his bicycle. He was very professional—checking my credentials, etc---but he took me to the room we were to meet. It turned out the official was stuck in Veterans' Day parade traffic downtown, so he called and moved our meeting to another location closer to where he could get through the traffic. Trooper Brackelsberg called the dispatcher to get a cab sent over for me. I worked for many years for former Comptroller Bob Bullock. He would have been equally proud of your troopers. You are true "public servants" in the finest sense of the word. State property security was always the priority for Trooper Brackelsberg—but he handled it with courtesy and aplomb. Thank YOU!

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**Trooper Jimmy Chatfield (THP)**

Thanks so much for your help. A little kindness makes such a difference in a day. Your thoughtfulness certainly made a difference in mine. Thank you for taking time out of your

evening to help me and my daughter. You weren't even working but showed so much compassion. You were very polite and helpful. Thank you so much for changing my tire in bad conditions.

Kindness colors the world with happiness. What you did means a lot. Thank you so much for all that you did for fixing my mom's tire, especially for fixing it on your way home when it was dark and raining. We're blessed to have you guys as friends and helpers.

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### **Cynthia Freshour (DLD) and Myriam Gonzalez (DLD)**

I would like to point out two remarkable ladies at the Scott Simpson office. I am a retired DPS employee and I never had the experience of having to stand in line to get a license renewed or anything tedious as I had heard about. My two granddaughters are currently enrolled in a Driving School to get proper training and experience to obtain their Driver License. On November 3, 2015, I called the DL office and had the pleasure of speaking to Cynthia Freshour. She was so helpful and very informative in letting me know what I had to bring and what forms I needed to have. I downloaded them from the DPS website and got copies. I was able to have them completed and ready for the trip to the office on Tuesday since you are open late. That same afternoon, Myriam Gonzalez helped my granddaughter and eased her nervousness. Myriam was so helpful and informative and explained everything in detail as to what my granddaughter would need to have and completed before she goes in for her permanent DL. She walked out of there feeling so relieved and expressed that she could hardly wait to get her Driver License. I have heard stories of how people have to stand in long lines just to be told they don't have the necessary paperwork and have to return in order to get DLs, or schedule appointments for driving test. That is why I would like to have these two employees recognized for their above and beyond dedicated work! We always hear negative comments but very few appreciative words. I know that all DPS employees serve the public but these two ladies are a great asset to the Department of Public Safety.

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### **Carmen Mincy (DLD)**

I want to compliment Carmen on her customer service skills. I contacted DPS Customer Service via the telephone number. Carmen answered the phone and immediately gave me her name. She took the time to listen to the situation I had with my client and research what documentation had been received by DPS. She then took the time to explain what options my client had in order to resolve the issue. I appreciate the time Carmen took to explain the options and the time she took to ensure I understood what she had said. Thank you.

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### **Trooper Kenneth Mull (THP)**

I wanted to thank Trooper Mull for his kindness when stopping us last night. Our dog was very ill and we got her to the vet just in time. Trooper Mull was very professional and efficient at



getting us on our way. I really hope he receives this because he is an excellent representative of DPS. I thank you for your service and what you do every day. Thank you so much.

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### **Lesle Peloquin (RSD)**

I have had the pleasure of working with Ms. Peloquin while working for my former employer and my current employer. She has always been happy to assist us with our controlled substances registration applications and questions, and she has always assisted us quickly.

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### **Trooper Leonzel Shavers (THP)**

My husband, two year old daughter and I were traveling southbound on 75 in Allen on Saturday, November 7th. Our tire blew out and we managed to make it to the shoulder to pull over. As we were calling roadside assistance for help changing the tire in such a busy location, Trooper Shavers pulled up behind us. We expressed that we called roadside assistance because we felt it was an unsafe place to change a tire on our own due to the close proximity of the fast-moving traffic. He said it was no big deal and offered assistance with tools, etc. The presence of the patrol car helped with visibility and Trooper Shavers was so kind and helpful to my husband. He also chatted with our two year old and made her smile. I realize he was doing his job, but we truly appreciated his kindness and willingness to help. We are so thankful that Trooper Shavers happened to come up behind us when he did. He turned our scary tire situation into something that was no big deal. Our two year old thought he was pretty awesome and we did too. Good job, Texas DPS Trooper Shavers!

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### **Trooper Paul Shofner (THP)**

On the 27<sup>th</sup> of October I was stranded on Hwy 43 in a roadside park at 7:30am. My van broken down and suffering from hypo-glycaemia, Trooper Shofner responded to a 911 call I made in desperation. Not only did he give me a ride into Henderson to get a car part but also saw that I got something to eat and escorted my disabled and barely running van into Henderson safely. In my opinion, Trooper Shofner represents the very best of law enforcement and I am made hopeful for the future of this nation by his actions.

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### **Sherry Stifflemire (LES)**

I just wanted to let you know that Sherry received a tip about a sex offender and researched the information and then passed it along to me in an effort to verify his registration duty. I contacted Arkansas SOR and they confirmed he would have a duty to register in Arkansas based on his Texas offense. Arkansas has the lead and will make notification to the offender of his

current duty to register in Arkansas. They were also made aware of the tip received and that the caller was advised to report the allegations to local LE in Arkansas. This is a great example of how the registration unit and compliance unit work together in ensuring offenders are registering and compliant. This was great follow through by Sherry!

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### **Texas Highway Patrol - Borger**

God is at home in a loving heart. He lives in you. Thank you for your kindness. To the Highway Patrol Department! You all don't get recognized enough for all the countless jobs you do for each and every one of us. Please don't ever change the kindness you show everyone. Thank you from the bottom of my heart!

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### **Christina Thomas (DLD)**

I arrived at the Leon Valley Mega Center driver's license office to get a replacement driver's license after having lost mine earlier in the week. Ms. Thomas greeted me and began the process of getting my replacement license. She made the process very easy and she treated me like a person should be treated, not like another number. Her customer service skills were just perfect and the process was conducted in a professional manner while being very efficient at the same time. She is an example of how staff should conduct themselves during the driver's license process. She deserves 5 stars and you should try to reward her if at all possible, she's a very nice lady.

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### **Trooper Craig Wycoff (THP)**

My daughter and I were traveling back home from the State Cross Country meet when I got pulled over by Trooper Wycoff near Eagle Lake in Colorado County. He was very polite and professional. What I want to commend him on was that he wanted to make sure things were in order with my daughter and me. Thank you for keeping us safe and for your service.

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**DPS News**  
**12/4/15**

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- [Promotions](#)
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**Featured employees include:** [Summer Fenwick](#), [Trooper Jeremy Frazier](#), [Loann Garcia](#), [Lynda Harrell](#), [Trooper Daniel Karnick](#), [Jamie Oster](#), [Britt Peace](#), and [Marla Peterson](#).

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### General Manual Revisions

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at:

<http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
11/22/2015	Chapter 5	Officer Involved Shooting Reports
11/22/2015	Chapter 5	Discharge of Firearm Investigations
11/22/2015	Chapter 7	Management Performance Assessment
11/22/2015	Chapter 7A	Director Inquiries
11/22/2015	Chapter 8	Fleet Safety Program
11/22/2015	Chapter 8, Annex 27	Fleet Flow Chart
11/22/2015	Chapter 23	Trooper Recruitment Award
11/9/2015	Chapter 28	Agency Employee Contact with Potential Vendors

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### Events:

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DPS employees SAVE \$5\* on the \$20, \$30 and \$40 tickets! Purchase tickets [ONLINE](#) with discount code DPS by phone at (512) 471-2643 or email [groupsales@erwin.utexas.edu](mailto:groupsales@erwin.utexas.edu). Walk-in payments accepted by appointment only. Deadline to order is Friday, December 18 at 3 pm  
\*Excludes \$50 VIP seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

### **Harlem Globetrotters 90th Anniversary World Tour**

*January 28-29, 2016 | Frank Erwin Center*

[The Harlem Globetrotters](#) are preparing for their most epic tour in history as the world famous team celebrates its 90th anniversary world tour, with over 320 games in North America alone! A star-studded roster will have fans on the edge of their seats to witness the ball handling wizardry, basketball artistry and one-of-a-kind family entertainment that thrills fans of all ages. The Globetrotters will tip off their historic 90th year of smiles, sportsmanship and service this fall before making a stop in Austin.

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### **Dallas Stars – Law Enforcement Appreciation Night – February 25, 2016**

Join us in Dallas as the Dallas Stars are rolling out the Red & Blue Carpet and are proud to team up with the National Law Enforcement Officers Memorial Fund for our annual Law Enforcement Appreciation Night. See the Dallas Stars take on the Winnipeg Jets on [Thursday February 25, 2016](#). Come out and support our brave men and women in uniform! This night is open to all Local, State, and Federal Law Enforcement Officers, Corrections Officers, Sheriffs, Security, sworn and non-sworn employees, family members, friends, and anyone in Texas who supports and honors law enforcement.

First 300 fans to purchase tickets will receive a Dallas Stars Law Enforcement Challenge Coin thanks to the Dallas Police Museum.

3 Ticket Packages—3 times the fun! Order online or by phone today!

- Upper Terrace: \$15 each (Includes \$3.00 donation)
- Terrace: \$20 each (Includes \$5.00 donation)
- Plaza: \$60 each (Includes \$10.00)

[SEE ATTACHED FLIER](#) or ORDER ONLINE at [www.dallasstars.com/law](http://www.dallasstars.com/law) Enter Promo Code: LAW  
To order by phone, contact Dallas Stars Representative Lyle Hoffman (214) 387-5630.  
GO STARS!

## **2<sup>nd</sup> Annual Texas Peace Officers Memorial Ride – Saturday, April 30 – Sunday, May 1**

This is your invitation to be part of the 2<sup>nd</sup> Annual “Texas Peace Officers Memorial Ride.” The DPS Memorial Ride has joined with Texas C.O.P.S. Chapters in hosting this honorable event. The event – to honor our fallen officers and their families and friends – starts in Katy on Saturday April 30<sup>th</sup> with an overnight stay in LaGrange. Sunday May 1<sup>st</sup> the ride continues to Austin with a memorial ceremony at the Texas Peace Officer’s Memorial at the capitol. This ride will be a unity type ride with a lead or pace setting vehicle. For more information on the memorial ride, click [here](#).

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### **Retirements:**

Ann Kathryn McNiel	Driver License Division	34 years
Eduardo Angel Longoria	Texas Highway Patrol	32 years
Maria Lisa Garcia-Lopez	Driver License Division	30 years
David Carl Cullison	Texas Highway Patrol	28 years
William Rodolfo Flores	Texas Ranger Division	28 years
Jody Paul Hammond	Texas Highway Patrol	27 years
Jay Reginald Womack	Texas Highway Patrol	26 years
Susan M. Craven	Driver License Division	25 years
Norma Davalos	Driver License Division	20 years
Patricia T. Salazar	Driver License Division	17 years
Shelia Lynn Parker	Texas Highway Patrol	16 years
Leslie Kay Wells	Criminal Investigations Division	2 years

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### **Death:**

**Curtis Klopsteck** Retired

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### **Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Jordan W. Teel</b>	Tactical Flight Officer, Aircraft Operations (Houston)	Agent Pilot, Aircraft Operations (El Paso)
<b>William E. Groves</b>	Special Agent, Criminal Investigations (Alice)	Lieutenant, Criminal Investigations (Alice)
<b>Daniel Pina</b>	Special Agent, Criminal Investigations (Laredo)	Lieutenant, Criminal Investigations (Laredo)
<b>Gerald A. Rogers</b>	Trooper II, Texas Highway Patrol (New Braunfels)	Special Agent, Criminal Investigations (Austin HQ)
<b>Byron Skinner</b>	Trooper IV, Texas Highway Patrol (Garland)	Special Agent, Criminal Investigations (Garland)
<b>Billy R. Hailey</b>	Trooper II, Texas Highway Patrol (Sulphur Springs)	Special Agent, Criminal Investigations (Midland)
<b>Howard G. Davenport II</b>	Trooper II, Texas Highway Patrol (Tyler)	Special Agent, Criminal Investigations (Midland)
<b>Gabriela Garcia</b>	Customer Service Representative IV, Driver License (McAllen)	Program Supervisor, Driver License (Brownsville)
<b>Desiree Tanguma</b>	Lead Customer Service Representative V, Driver License (San Antonio SE)	Program Supervisor III, Driver License (San Antonio SE)
<b>Jennifer Steed</b>	Customer Service Representative, Driver License (Corpus Christi)	Office Supervisor, Driver License (Corpus Christi)
<b>Shannon D. Hamby</b>	Sergeant, Education, Training, & Research (Florence)	Lieutenant, Education, Training, & Research (Florence)
<b>Derek C. Peterson</b>	Trooper II, Texas Highway Patrol (Humble)	Sergeant, Education, Training, & Research (Austin HQ)
<b>Michael L. Dinh</b>	Staff Special Agent, Executive Protection Bureau (Austin)	Special Agent, Executive Protection Bureau (Austin)
<b>Michelle Bonnett</b>	Forensic Scientist III, Law Enforcement Support (Austin)	Section Supervisor I, Law Enforcement Support (Austin)
<b>Brian A. Lillie</b>	Lieutenant, Office of Inspector General (Austin)	Captain, Office of Inspector General (Austin)
<b>Robert Rodriguez</b>	Sergeant, Texas Highway Patrol (Austin – Capitol)	Lieutenant, Office of Inspector General (Austin)
<b>Victor Sotelo, Jr.</b>	Lieutenant, Texas Highway Patrol (Laredo)	Captain, Texas Highway Patrol (Midland)
<b>Christopher E. Ray</b>	Senior Trooper, Texas Highway Patrol (Amarillo)	Sergeant, Texas Highway Patrol (Pampa)
<b>Daniel Longoria</b>	Corporal III, Texas Highway Patrol (Weslaco)	Sergeant, Texas Highway Patrol (Brownsville)

<b>Eleazar A. Mendoza</b>	Trooper IV, Commercial Vehicle Enforcement Service (Weslaco)	Sergeant, Commercial Vehicle Enforcement Service (Los Tomates)
<b>Todd H. Snyder</b>	Captain, Texas Rangers (Austin HQ)	Major, Texas Rangers (Lubbock )
<b>Grover F. Huff</b>	Lieutenant, Texas Rangers (Huntsville)	Captain, Texas Rangers (Austin HQ)
<b>Samuel C. Lankford</b>	Special Agent, Criminal Investigations (Laredo)	Texas Ranger, Texas Rangers (Harlingen)
<b>Joshua S. Mason</b>	Sergeant, Texas Highway Patrol (Linden)	Texas Ranger, Texas Ranger Division (Laredo)

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**Awards:**

<b>Lealand Card</b>	Region 5 - Fleet	2015 Texans Caring for Texans Award
<b>Omar Luna</b>		
<b>Tim McBride</b>		

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**Fan Mail:**

**Summer Fenwick (DLD)**

I'd like to comment on my experience the past two days at the Amarillo DPS office. On 11/24/2015, I went to change my license back to Texas. I've lived in Kansas for the past three years. Summer Fenwick was the person helping me. When she realized I had Kansas insurance, she told me that they needed a minimum coverage statement. Rather than just sending me back to the lobby, she allowed me to call my insurance agent and have them fax that information over. However, the fax machine was out of toner, so Summer then allowed me to call my agent back and have her email me the information, which I in turn, emailed to Summer and she printed off the information. She showed a great deal of patience and was very friendly and kind to me. By the time we were finished with the paperwork, the payment system had gone down. So Summer told me I'd have to come back but that everything was done, all I needed to do was to pay, and she wrote that on my ticket so that when I returned, my wait would be minimal. She apologized several times for the inconvenience. I returned today, 11/25/2015, and was seen and paid for my license in less than 30 minutes. I wanted to express my appreciation, not only for Summer, but for the entire Amarillo DPS office that clearly had a backup plan in place that minimized my wait time when things didn't go as planned. I would hope that Summer and the Amarillo DPS office would be recognized for their outstanding customer service. Thank you very much.

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**Trooper Jeremy Frazier (THP)**



I wanted to comment on and thank Trooper Jeremy Frazier for the service he performed outside of his duty. I had a horse get out of my fence in the predawn hours this past week, and he stopped to take hold of the horse and return it to the pasture. He saw my mailbox address and name, and had the courtesy to call and inform me that I had an animal out. This allowed me to mend the fence as quickly as possible. Trooper Frazier went above and beyond his duty, making my day less stressful and giving an object lesson to my young children of what it means to serve.

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### **Loann Garcia (LES)**

This letter of appreciation is submitted in recognition of Ms. Loann Garcia for her continued assistance and professional contribution to the Latent Print/A.F.I.S. Section of El Paso Police Department. During the past year our department purchased 112 devices with the goal of utilizing the DPS Mobile ID System and R.I.S.C. This required a great deal of coordination between us, the county, our vendor, and DPS as the biggest problem seemed to be connectivity. Our DPS contact was Ms. Garcia and while I am sure she was a very busy person she was always available to assist with any problems we encountered. Throughout the years there has always been one person at DPS we could always count on for assistance and that person is Loann Garcia. This is written to personally thank Ms. Garcia for all of her assistance during this latest crisis and in expressing our appreciation and gratitude to her for her unselfish and continued assistance throughout the years.

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### **Lynda Harrell (IT)**

Just sending you a note letting you know that each and every time I have computer issues I get GREAT help from Lynda Harrell. Lynda is here in Garland office and I just wanted you to know we all appreciate her very much.

I just wanted to advise you of the great assistance I received from one of your support members back on November 25. I started having several issues with my GPS/printer not working in the patrol unit. After quite a bit of diagnosis it was determined that the dock was bad. After replacing that and it still not functioning correctly I headed over to the radio shop only to be advised that the issue that I was having was a software issue and I would need to contact Austin. I contacted in car support and I was greeted by Mrs. Harrell who was more than happy to assist with my issue. I told her what the problem was and she diligently probed in my computer and found several issues in regard to the printer as well as the GPS. She was able to affectively get the GPS/ printer back online which put me back in service for all practical purposes. She then inquired that I would need to have the computer upgraded as she noticed that it was in need of a certain upgrade. I asked if I could do it now as I already had her on the phone and she was more than willing to proceed with improving the performance of the machine. She was extremely efficient and walked me through the whole process with little issue. She was a joy to work with and her attitude was very positive as well as professional. I

typically do not write in to comment on how people do their job as most do not have the enthusiasm she has. These types of individuals such as her tend to leave a lasting impression with me. So I just wanted to advise you that you have a great employee that takes pride in doing her job as opposed to just getting a paycheck. My unit worked extremely well through the Thanksgiving holiday and I was very effective at doing my job without any further issues.

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#### **Trooper Daniel Karnick (THP)**

I just want to commend Trooper Daniel Karnick. I was pulled over on the evening of 11/20/2015 on a missing front license plate traffic stop and he was the most professional law enforcement official I have come across. I had my wife and kids in the car and he made the experience for my kids who were in the backseat quiet calming. He asked me to step out of my car because he wanted to discuss a few things about the ticket with me but wanted to do it without my kids being able to hear what was going on. Not for one second did I feel uncomfortable with the entire traffic stop, being a minority! My kids said "Daddy he was a nice officer" and I said "Yes he was and he should be commended for it". Sometimes the public can be quick to judge law enforcement and call in a complaint. Well wrong is wrong and right is right and last night Trooper Karnick did everything right. Thank you for your service and professionalism!

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#### **Jamie Oster (THP) and Britt Peace (THP)**

I would like to thank Jamie Oster and Britt Peace for taking the time to review your process when completing compliance audits. We service clients that have small and sometimes large fleets who do not know what to expect when audited. We learned a great deal and really appreciate that you met with us.

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#### **Marla Peterson (DLD)**

I made an appointment online for the Garland - Dallas Mega Center. With my appointment I was able to renew my driver's license. Ms. Peterson was nice and professional. She seemed to enjoy her job. It was not the - I'm dreading going to work today at the DL office. Again she was nice, professional, kind and calming. I enjoyed my time with her. Please give her a raise.

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**DPS News**  
**12/11/15**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Corporal Dustin Blackburn](#), [Trooper Jack Crawford](#), [Trooper Brandon Fletcher](#), [Denise Hanna](#), [Trooper Ryan Pace](#), [Trooper Priscilla Rodriguez](#), [Sergeant Timothy Simmons](#), [Valery Wakefield](#) and [Carolyn Wilson](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**New tax form 1095-B for Medical Coverage Coming Soon**

This month, you may receive a letter from your health plan telling you that you'll receive a Form 1095-B in January or February. All current and former employees and retirees who had medical coverage through the Texas Employees Group Benefits Program (GBP) in calendar year 2015 will get this important tax form.

Under the Affordable Care Act, the Internal Revenue Service (IRS) requires employers to report medical coverage provided to employees and their dependents in the previous tax year. Every employee, retiree and former employee of a state agency, higher education institution and other agency who had medical coverage through the GBP in calendar year 2015 will receive a Form 1095-B from his or her medical coverage provider. If you opted out or waived GBP medical coverage, you won't receive a Form 1095-B. Form 1095-B confirms medical coverage for you and your covered dependents. Receiving it doesn't mean you owe income taxes on the value of your health care benefits.

You'll use information from Form 1095-B for tax filing purposes. For more information, please visit the ERS site for frequently asked questions. <https://www.ers.state.tx.us/1095-B/#>

## **New Contribution Options for TexaSaver**

Beginning January 4, 2016, you'll have more options to save money for retirement. You'll be able to contribute either a percentage of your pay (minimum of 1% per month) or a specific dollar amount (minimum of \$20 per month) under the TexaSaver<sup>SM</sup> 401(k) and 457 plans. You can choose either a percentage or a specific dollar amount — not both — as your contribution election for each plan. Currently, you can contribute only a percentage of your pay to the 401(k) plan and only a specific dollar amount to the 457 plan. You'll soon be able to contribute either a specific dollar amount or a percentage to either your 401(k) or your 457 plan.

Don't forget: you can set up automated annual increases — as either a percentage or a specific dollar amount — for both plans at any time.

Want more information on saving for retirement? Call TexaSaver toll-free at (800) 634-5091 or email [texasaver@empower-retirement.com](mailto:texasaver@empower-retirement.com).

## **The Art of Eating Mindfully**

Enjoy the December United at Work webinar on mindful eating.

- *What:* Mindful Eating, a United at Work webinar
- *When:* Tuesday, December 15th, from 11:30 a.m. – 12:15 p.m. CST.
- *Why:* You'll learn how to be aware of physical hunger cues that mean you're full and to choose food that is both pleasing and nourishing. You'll also learn to create a personal hunger scale to help achieve success with mindful eating. Gain an understanding of environmental cues and triggers around eating.
- *How:* Register today. The password is wellness.

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## **Events:**

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[See attached flier](#) or ORDER ONLINE at [www.dallasstars.com/law](http://www.dallasstars.com/law) Enter Promo Code: LAW  
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GO STARS!

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ride will be a unity type ride with a lead or pace setting vehicle. For more information on the memorial ride, click [here](#).

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#### **Fan Mail:**

##### **Corporal Dustin Blackburn (THP)**

I wanted to compliment the manner in which Corporal D. Blackburn conducted himself during a traffic stop. He was clear in his directions and polite while doing so. I know that this day and age law enforcement doesn't receive the recognition that they deserve. Corporal Blackburn is an asset to the Texas Department of Public Safety and deserves recognition. I was wrong in my speed and he pointed it out that I was in a 65 mph zone and not a 70 as I thought. Once again Deputy Blackburn deserves recognition for being a professional and courteous individual, while still performing his duties.

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##### **Trooper Jack Crawford (THP)**

We were stopped on Thanksgiving by Trooper Crawford. He issued a warning for speeding. We wanted to let the state know that Trooper Crawford was extremely polite and very professional. He was working on a holiday that most people spend with their families, and despite this, he was still very pleasant. My husband is active duty, so we are very aware of what this means. Thank you Trooper Crawford for your service to our great state.

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##### **Trooper Brandon Fletcher (THP)**

I wanted to take a minute and send a note of sincere gratitude and appreciation for the service that State Trooper B. Fletcher gave us in a time of confusion and need. On the evening of 11/19/2015 my wife and I were involved in an accident in Medina County where a deer struck our vehicle causing damage to the exterior of the vehicle along with deploying 3 of our airbags. Our OnStar system engaged and called 911. At this point B. Fletcher was dispatched and arrived at the scene shortly after. When he arrived he helped us with everything, from the ambulance to the wrecker service. He even went as far as calling in for assistance from the local police department to get us transported from the accident site to a local truck stop where we waited for relatives from Laredo to pick us up. His intent was to help us as much as he possibly could. He went beyond! My wife, being 6 months pregnant, and I are grateful for Fletcher's help and dedication to serving the public and us during our time of need. Without knowing this man personally and only judging him by his actions that night, I am confident to say that you quite possibly have one of the best Texas State Troopers around. Trooper Fletcher and his supervisor must know how grateful we are for their service to their community, State and Country. Recently, there has been much negativity cast upon our local and state level peace officers and not enough praise for the work they do! As a native of the great state of Texas I am proud to have officers like Fletcher on our side.

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**Denise Hanna (DLD)**

Ms. Hanna in the Groesbeck Driver's License Office has been very courteous and helpful. Her customer service is exceptional.

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**Trooper Ryan Pace (THP)**

On the morning of December 1, 2015, I had a flat tire develop on Beltway 8 near Clay Road. As I was trying to switch lanes and move over to the shoulder, a State Trooper flashed his lights behind me, getting traffic to stop so I could safely navigate to the shoulder. Trooper Pace approached my window and asked if I was alright and whether or not I had a spare tire. I told him I did and he said he would tell me how to put it on. Once I got out of my car and opened the trunk to retrieve my spare, Trooper Pace realized I was wearing a suit. He said he would put my spare on for me because he did not want me to get dirty in my suit, a very generous offer. Trooper Pace showed me how my car's jack works, how to remove the lug nuts and tire, etc. while removing my problem tire and putting on the replacement. I wanted to send a note to let you all know how much I appreciate Trooper Pace's help this morning and to thank him once more. He certainly did not have to put on my spare tire, explain how the jack for my car works, etc. He was extremely kind and very patient. I am sure being a trooper is a thankless job, even more today than times past with the constant negative media attention given to law enforcement officers and the scrutiny they face. I am forever grateful for his assistance during my time of need and for teaching me a valuable lesson! I would also like to say thank you to all the DPS officers who protect the public every day, each and every one of you is greatly appreciated!

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**Trooper Priscilla Rodriguez (THP)**

I would like to complement Trooper Rodriguez on her professionalism during a traffic stop on 11/3/2015. Officer Rodriguez was very courteous and I greatly appreciate the respect and professionalism that was shown during a night stop on an unlit highway. In today's culture we focus on what is "wrong" and often the "right" is not given the focus that should be given. I just wanted to reach out to Officer Rodriguez and thank her for the professionalism. Keep up the great work.

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**Sergeant Timothy Simmons (THP)**

This is very much overdue. I was going through my wallet and found the warning citation. I was going down FM 548 and I passed Sgt. Simmons in a no passing zone. You see, my vet had called and said my dog (my best friend and companion for 13 years) wasn't going to make it and to

hurry if I wanted to say goodbye. With tears in my eyes, I let Sgt. Simmons know why I did what I did. He was right to pull me over and it was dangerous what I did. He gave me the warning and then gave me an escort the rest of the way to I-30. I was so emotional, I had to pull over for a minute and regain my composure before going into the vet's office. Sgt. Simmons showed me compassion on one of the worst days of my life and for that, I am so grateful. I did get to say farewell to my dog. It's been so long now, I doubt he remembers, but I thought someone needed to know that I thanked God for Sergeant Simmons' compassion that night in my prayers. August 6, 2015. Thank you for your kindness, Sargent Simmons. I will always be grateful to you. God bless you and keep you safe in all that you do.

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### **Valery Wakefield (DLD)**

Valery went above and beyond helping me process my license enabling me to get a job after being unemployed for two years. My kids will now get a Christmas! My family thanks her so much.

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### **Carolyn Wilson (DLD)**

This morning I applied for and received my Driver's License Renewal. I was not prepared for the changes in the process since my last visit; particularly the current questionnaire. I just wanted to express my appreciation for Carolyn Wilson. She very quickly and efficiently helped me finalize the questionnaire form, walked me through the completion of the eye exam and review of my 1959 DD-214 in order to qualify me as a veteran on my new license. Your department is definitely fortunate to have her representing you. She's a keeper!

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**DPS News**  
**12/18/15**

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*DPS News will not be published for the next two weeks due to the Christmas and New Year holidays. It will resume Friday, January 8, 2016.*

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Bobby Armadillo](#), [Kelly Crable](#), [Omar Felix](#), [Michael Garza](#), [Jan Mills](#), [Daniel Patrick](#), [Elizabeth Post](#), [Manuel Rios](#), [San Antonio Pat Booker DL Office](#) and [Susan Woo](#)

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Under the Affordable Care Act, the Internal Revenue Service (IRS) requires employers to report medical coverage provided to employees and their dependents in the previous tax year. Every employee, retiree and former employee of a state agency, higher education institution and other agency who had medical coverage through the GBP in calendar year 2015 will receive a Form 1095-B from his or her medical coverage provider. If you opted out or waived GBP medical coverage, you won't receive a Form 1095-B. Form 1095-B confirms medical coverage for you and your covered dependents. Receiving it doesn't mean you owe income taxes on the value of your health care benefits.

You'll use information from Form 1095-B for tax filing purposes. For more information, please visit the ERS site for frequently asked questions. <https://www.ers.state.tx.us/1095-B/#>

### **New Contribution Options for Texa\$aver**

Beginning January 4, 2016, you'll have more options to save money for retirement. You'll be able to contribute either a percentage of your pay (minimum of 1% per month) or a specific dollar amount (minimum of \$20 per month) under the Texa\$aver<sup>SM</sup> 401(k) and 457 plans. You can choose either a percentage or a specific dollar amount — not both — as your contribution election for each plan. Currently, you can contribute only a percentage of your pay to the 401(k) plan and only a specific dollar amount to the 457 plan. You'll soon be able to contribute either a specific dollar amount or a percentage to either your 401(k) or your 457 plan.

Don't forget: you can set up automated annual increases — as either a percentage or a specific dollar amount — for both plans at any time.

Want more information on saving for retirement? Call Texa\$aver toll-free at (800) 634-5091 or email [texasaver@empower-retirement.com](mailto:texasaver@empower-retirement.com).

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### **Events:**

#### **Disney Live! Presents Three Classic Fairy Tales - Saturday, December 19**

Prepare to laugh, sing and dance as you step into a world of wonder where wishing is only the beginning and dreams really do come true in [Disney Live! Presents Three Classic Fairy Tales](#) at The Theatre at the Frank Erwin Center on Saturday, Dec. 19 at 1pm & 4pm! Join Mickey Mouse, Minnie Mouse, Donald and Goofy as they bring the timeless fairy tale adventures of Cinderella, Beauty and The Beast, and Snow White and the Seven Dwarfs to life in a live theatrical experience that is pure magic.

DPS employees SAVE \$5\* on the \$20, \$30 and \$40 tickets! Purchase tickets [ONLINE](#) with discount code DPS by phone at (512) 471-2643 or email [groupsales@erwin.utexas.edu](mailto:groupsales@erwin.utexas.edu). Walk-in payments accepted by appointment only. Deadline to order is Friday, December 18 at 3 pm  
\*Excludes \$50 VIP seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

#### **Christmas will be here soon and so will Dave!**

New York Times Best Selling Author and nationally-syndicated radio show host Dave Ramsey and retirement expert Chris Hogan, are coming LIVE to Austin with their powerful event [Smart Money!](#)

*When:* Thursday, January 21st, 2016

*Where:* Riverbend Centre 4214 N Capital of Texas HWY

*Time:* 6:30 PM

This inspiring event has sold out in venues across the nation from Los Angeles to Dallas! Give the gift that will change a life! The general admission price for this event is \$49 plus a \$4.99 per ticket service fee. You may use the coupon code MERRY at [www.daveramsey.com/events](http://www.daveramsey.com/events) to save \$10 on any seating class waive the \$4.99 fee! There is no maximum so you can get gifts for your family, friends, and colleagues! Tickets will be e-mailed directly to your inbox!

Smart MONEY...

- presents the plan that has changed millions of lives across America
- Can alter the financial direction of your family tree forever!
- Will put you on the path to retire with dignity!

Contact me at (615) 515-3223 ext. 5211 with questions or to order tickets. Premier Seating (front rows) and Backstage Experience event passes are also available at discounted group rates!

### **Harlem Globetrotters 90th Anniversary World Tour**

*January 28-29, 2016 | Frank Erwin Center*

[The Harlem Globetrotters](#) are preparing for their most epic tour in history as the world famous team celebrates its 90th anniversary world tour, with over 320 games in North America alone! A star-studded roster will have fans on the edge of their seats to witness the ball handling wizardry, basketball artistry and one-of-a-kind family entertainment that thrills fans of all ages. The Globetrotters will tip off their historic 90th year of smiles, sportsmanship and service this fall before making a stop in Austin.

DPS employees SAVE up to \$12 on tickets!\* Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code DPS. Deadline to order is Wednesday, Jan. 27 at 3 p.m. \*Excludes \$55, \$62 VIP and \$120 Courtside seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

### **British Regiments – United States Tour 2016 featuring the Band of the Royal Marines and the Pipes, Drums and Highland Dancers of the Scots Guards**

*February 18, 2016 | Frank Erwin Center*

The finest instrumentalists and soloists found in military service today will be on display when [British Regiments – United States Tour 2016](#) perform at the Frank Erwin Center on Feb. 18! Audiences will be captivated by an evening filled with expertly-delivered music and dance from England, Scotland, Ireland and Wales in a grand display of pageantry and ancient military traditions highlighted by precision marches, haunting bagpipes and energetic Highland dancing.

DPS employees save \$5 on tickets!\* To order tickets, call (512) 471-2643 or online at [TexasBoxOffice.com](http://TexasBoxOffice.com) with code DPS. Deadline to order is Wednesday, Feb. 17 at 3 p.m. [See attached flier.](#)

\*Excludes \$48 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

### **Dallas Stars – Law Enforcement Appreciation Night – February 25, 2016**

Join us in Dallas as the Dallas Stars are rolling out the Red & Blue Carpet and are proud to team up with the National Law Enforcement Officers Memorial Fund for our annual Law Enforcement Appreciation Night. See the Dallas Stars take on the Winnipeg Jets on *Thursday February 25, 2016*. Come out and support our brave men and women in uniform! This night is open to all Local, State, and Federal Law Enforcement Officers, Corrections Officers, Sheriffs, Security, sworn and non-sworn employees, family members, friends, and anyone in Texas who supports and honors law enforcement.

First 300 fans to purchase tickets will receive a Dallas Stars Law Enforcement Challenge Coin thanks to the Dallas Police Museum.

3 Ticket Packages—3 times the fun! Order online or by phone today!

- Upper Terrace: \$15 each (Includes \$3.00 donation)
- Terrace: \$20 each (Includes \$5.00 donation)
- Plaza: \$60 each (Includes \$10.00)

[See attached flier](#) or ORDER ONLINE at [www.dallasstars.com/law](http://www.dallasstars.com/law) Enter Promo Code: LAW  
To order by phone, contact Dallas Stars Representative Lyle Hoffman (214) 387-5630.  
GO STARS!

### **2<sup>nd</sup> Annual Texas Peace Officers Memorial Ride – Saturday, April 30 – Sunday, May 1**

This is your invitation to be part of the 2<sup>nd</sup> Annual “Texas Peace Officers Memorial Ride.” The DPS Memorial Ride has joined with Texas C.O.P.S. Chapters in hosting this honorable event. The event – to honor our fallen officers and their families and friends – starts in Katy on Saturday April 30<sup>th</sup> with an overnight stay in LaGrange. Sunday May 1<sup>st</sup> the ride continues to Austin with a memorial ceremony at the Texas Peace Officer’s Memorial at the capitol. This ride will be a unity type ride with a lead or pace setting vehicle. For more information on the memorial ride, click [here](#).

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#### **Fan Mail:**

##### **Bobby Armadillo (DLD)**

Bobby helped me in the Corpus Christi office on 12-10-15. He was very helpful with the forms and has a GREAT attitude. So easy to talk to and put me at ease. I have always dreaded coming to the DL office. Bobby changed all that for me in one short 30 min visit. He is incredible! Please put a letter in his permanent folder, stating that he is one of the special assets to the Corpus Christi Driver’s License office.

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**Kelly Crable (IT), Michael Garza (IT), Daniel Patrick (IT) and Manuel Rios (IT)**

I just wanted to let you know that your staff, specifically Michael Garza, Dan Patrick, Manny Rios, and Kelly Crable has been extremely helpful and beneficial to the training academy during this past year. They have been efficient, responsive and timely in their service. They have been patient and understanding, listening to our needs and providing solid solutions for issues we have encountered. I want to thank you for providing such stellar staff to assist us.

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**Omar Felix (RSD)**

I spoke with Omar today regarding my controlled substance license. He was very kind and helpful. He resolved my situation quickly. I appreciate the time he took to resolve my problem.

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**Jan Mills (DLD)**

I had put off getting my license for 20 years but I went ahead and went through the process. Ms. Mills made it such a wonderful experience. I was glad that she got my number. The way she guided me through the process was exceptional. If you had a million of her the DPS would be the best place on earth. Way to go Fort Worth South DPS!!

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**Elizabeth Post (LES)**

This is a letter of appreciation and recognition for the outstanding, exceptional and complete satisfaction that we have received by Ms. Elizabeth Post. I am particularly impressed by her professionalism, her handling in a timely manner, customer services skills, her care, concerns and willingness to go above and beyond showing her passion for the work she does and by the same way showing how proud she is working and well representing your Department. Although she feels she couldn't help me with my needs, I wanted to let you know that she in fact did help me more than she knows. I have been a victim of identity theft since 2002 but discovered such horrible events around 2004. Since then I have lived a nightmare, including financial hardships and constantly dealing with many arrest warrants in several states. When trying to clear this up I have always ended up in a dead end, simply a response of "I am sorry, I don't know what to do or to whom do I refer you." But recently I was lucky enough to have reached Ms. Elizabeth Post. Since the beginning, my interactions and communication with her is considered to me to be outstanding, just for the fact that she showed concern, took the time not only to listen to my situation but to take a look at my issues, and demonstrated her efforts and willingness throughout our phone conversation and communications. This kind of experience is the one that anyone would love to see and have when interacting with public officials, agents and representatives. Because of individuals like Ms. Post we recognize the hard job and dedication that every one of you put into services with respect and integrity that makes us all want to

support our government and its branches. That's an example to anyone with in our communities and within your department, adding that you should be proud in having her as part of your team. Good services and professionalism can be delivered even when your department lacks powers to reach a resolution, always making the difference impacting an individual's life in a positive manner and to be proud of the duties and job on a daily basis.

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### **San Antonio Pat Booker DL Office**

I just wanted to thank the staff at the San Antonio Pat Brooker DL Office for all the help and support, it definitely made a difference. We produced a record number of students completing our course this time with the most CDL obtainees. That is awesome.

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### **Susan Woo (IT)**

I would like to give a huge thank you to Susan Woo in IT. While cleaning out a folder on our shared drive, I had inadvertently deleted files that I needed and she was able to recover them all for me. I appreciate very much the work that Susan and all the folks in IT do to save us from our digital selves.

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**DPS News**  
**1/8/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Retirements](#)
- [Deaths](#)
- [Promotions](#)
- [Awards](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Michael Abay](#), [Stephanie Adrian-McKinney](#), [Alicia Alexander](#), [Shaffik "Fatima" Bora](#), [Crystal Charles](#), [Trooper Paula Dominguez](#), [Stacey Driessner](#), [Fort Worth Driver's License Office](#), [Corporal Chad Foster](#), [Sylvia Garcia](#), [Trooper Christopher Glass](#), [Trooper Colby Hobbs](#), [Trooper James Koonce](#), [Trooper Mark Matlock](#), [Trooper Daren McKaye](#), [Lori Melcher](#), [Denise Neuman](#), [Susan Redding](#), [Trooper Phillip Redmon](#), [Trooper Justin Rhodes](#), [Holly Roth](#), [Trooper Joseph Taska](#), [Trooper Robert Thorp](#), [Trooper Julius Waffer](#) and [Lambretta Woolfolk](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Toastmasters Achievement**

DPS Employee Joe Jarrett has achieved the level of Distinguished Toastmaster (DTM) in Toastmasters International and is a member of the DPS Toastmasters club. To attain the DTM level, Joe has achieved both the Advanced Communication Gold and Advanced Leader Silver awards. DTM candidates must also perform more than 40 public presentations and participate at the district officer level in Toastmaster management.

TXDPS has a local chapter of Toastmasters that meets every week on Thursdays between noon and 1:00 P.M. However, Toastmasters International has more than 332,000 members worldwide, and over 15,400 clubs in 135 countries. Additionally, Toastmasters is a great way for employees to develop communication, professionalism and leadership skills.

### **Keep Out Cold or Flu this Season**

*Join us for the January United at Work webinar on the flu and common cold*

*What:* Preventing Colds and the Flu, a United at Work webinar

*When:* Tuesday, January 19th from 11:30 a.m. – 12: 15p.m. CST

*Why:* Learn important information that may help you stay healthy during the cold and flu season. You'll learn the difference between the two illnesses, how they're spread, preventive measures, common myths about the flu vaccine and more.

*How:* [Register today](#). The password is wellness.

### System requirements

You'll need [WebEx](#) installed on your computer to join the webinar. WebEx works best with Windows XP version 8 or higher, or Mac OS 10.5 or higher. Please make sure you have WebEx before the webinar begins.

### **New Tax Form 1095-B for Medical Coverage Coming Soon**

This month, you may receive a letter from your health plan telling you that you'll receive a Form 1095-B in January or February. All current and former employees and retirees who had medical coverage through the Texas Employees Group Benefits Program (GBP) in calendar year 2015 will get this important tax form.

Under the Affordable Care Act, the Internal Revenue Service (IRS) requires employers to report medical coverage provided to employees and their dependents in the previous tax year. Every employee, retiree and former employee of a state agency, higher education institution and other agency who had medical coverage through the GBP in calendar year 2015 will receive a Form 1095-B from his or her medical coverage provider. If you opted out or waived GBP medical coverage, you won't receive a Form 1095-B. Form 1095-B confirms medical coverage for you and your covered dependents. Receiving it doesn't mean you owe income taxes on the value of your health care benefits.

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specific dollar amount. For any questions or for more information, call the toll-free number at (877) 358-0966 or email TexaSaver at [texasaver@empower-retirement.com](mailto:texasaver@empower-retirement.com).

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### **Events**

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- Terrace: \$20 each (Includes \$5.00 donation)
- Plaza: \$60 each (Includes \$10.00)

[SEE ATTACHED FLIER](#) or ORDER ONLINE at [www.dallasstars.com/law](http://www.dallasstars.com/law) Enter Promo Code: LAW To order by phone, contact Dallas Stars Representative Lyle Hoffman (214) 387-5630. GO STARS!

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**Retirements:**

<b>Diane Magallanez</b>	Driver License Division	31 years
<b>David Brian Vaughan</b>	Office of Inspector General	29 years
<b>Tony Calvett Arnold</b>	Texas Ranger Division	29 years
<b>Crystal Fowler</b>	Administration	27 years
<b>James Todd Jennings</b>	Texas Highway Patrol	26 years
<b>Elsie Mae Williams</b>	Driver License Division	26 years
<b>Sylvia Bleier Culp</b>	Law Enforcement Support	24 years
<b>Celia Elizabeth Lujan</b>	Regulatory Services	23 years
<b>Arthur Sneed Jr.</b>	Administration	21 years
<b>Marietta Kendricks</b>	Driver License Division	21 years
<b>Ellison Joiner III</b>	Texas Highway Patrol	20 years
<b>Nathan M. Lashaway</b>	Aviation Operations	20 years
<b>Bobbye Suzie Seelke</b>	Driver License	20 years
<b>Frances B. Douglas</b>	Administration	17 years
<b>Patricia Carol Devoll</b>	Law Enforcement Support	16 years
<b>Birtha M. Turner</b>	Driver License Division	16 years
<b>Doris Marie Grisham</b>	Texas Division of Emergency Management	16 years
<b>Cheryl Lynn Craig</b>	Texas Highway Patrol	14 years
<b>Mary Jean Hair</b>	Driver License Division	12 years
<b>Delores A. Valka</b>	Administration	12 years
<b>Linda Jeanette Ballew</b>	Driver License Division	9 years

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**Deaths:**

<b>Beal Crane</b>	Retired
<b>Jerry Estenson</b>	Retired
<b>Thomas Johnson</b>	Retired
<b>Ricardo "Rocky" Medrano</b>	Retired
<b>Rudolfo "Rudy" Rodriguez</b>	Retired
<b>Major Tim Smith</b>	TDEM

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Lorenzo Diaz, Jr.</b>	Special Agent, Criminal Investigations (El Paso)	Lieutenant, Criminal Investigations (El Paso)
<b>Daniel Martinez</b>	Special Agent, Criminal Investigations (El Paso)	Lieutenant, Criminal Investigations (El Paso)
<b>Waskar A. Kiddman</b>	Trooper II, Texas Highway Patrol (Laredo)	Special Agent, Criminal Investigations (Laredo)

<b>Fernando Santa Cruz</b>	Trooper III, Texas Highway Patrol (Laredo)	Special Agent, Criminal Investigations (Laredo)
<b>Claud E. Daniel IV</b>	Trooper II, Texas Highway Patrol (Rockwall)	Special Agent, Criminal Investigations (Laredo)
<b>Anthony Mitchell</b>	Customer Service Representative III, Driver License (Pflugerville)	Program Supervisor III, Driver License (Austin HQ)
<b>Mary Ann Gold</b>	Fingerprint Technician III, Law Enforcement Support (Austin HQ)	Shift Supervisor V, Law Enforcement Support (Austin HQ)
<b>Michael Guerra</b>	Special Agent, Executive Protection Bureau (Austin)	Special Agent, Regulatory Services Division (Austin HQ)
<b>Casey J. Crocker</b>	Corporal III, Texas Highway Patrol (Corsicana)	Special Agent, Regulatory Services Division (Austin HQ)
<b>Daniel Hopper</b>	Trooper III, Texas Highway Patrol (El Paso)	Sergeant, Texas Highway Patrol (Ysleta BSIF)
<b>Pedro Ramos II</b>	Trooper II, Texas Highway Patrol (Levelland)	Sergeant, Texas Highway Patrol (Rio Grande City)
<b>Jeffrey W. Grobe</b>	Sergeant, Texas Highway Patrol (Lavaca)	Sergeant, Texas Highway Patrol (Rockport)

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**Awards:**

<b>Bruce Tabor</b>	Admin Austin HQ	40 Year Service Award
<b>Eddy Williams, Sr.</b>	THP Region 1	40 Year Service Award
<b>William Grauzer</b>	THP Region 1	Lifesaving Award
<b>Chris Kindall</b>	CID Region 2	2015 National Center for Missing and
<b>Bradley Vick</b>	THP Region 1	Exploited Children Hero Awards
<b>John Crawford</b>	IT Austin HQ	2015 TASSCC Excellence Award

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**Fan Mail:**

**Trooper Michael Abay (THP)**

On 12-24-15 at 2:05pm, while travelling south on Toll Rd 130 just north of the 442 mile, I observed a DPS Trooper changing a flat tire for a female and a child. I just wanted to commend the Trooper at a time when so many are quick to criticize and not to commend. With it also being Christmas Eve and everyone in a hurry to get home for the holidays he was making sure that the family got home safely.

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**Stephanie Adrian-McKinney (DLD)**

Many and sincere thanks to Stephanie for her help this morning. For all that she has been --- kind, professional, and compassionate -- I thank her. She is truly extra-ordinary and a rare public servant. She has made a deep impression in me. I hope, sincerely, that you will have a happy, safe, joyous, and blessed holiday.

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#### **Alicia Alexander (RSD)**

I'd like to make sure you are aware of what an excellent employee you have with Alicia Alexander. She is an example of what a DPS employee should be and what customer service means. I was under tremendous pressure to get licensing on a new pharmacy location we're opening in San Antonio. Reaching out to Ms. Alexander was very helpful and effective. I feel her actions are very deserving of recognition, and that you are deserving of thanks as well, for having such an exceptional person on your team. Thank you!

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#### **Shaffik "Fatima" Bora (DLD)**

I'd like to comment on Fatima's performance at the DPS office on Lamar Blvd. She was very helpful and courteous! Thanks for employing such wonderful people.

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#### **Crystal Charles (DLD)**

I recently needed some assistance with my suspended driver's license. Crystal was extremely helpful and informative in assisting me to getting the issue resolved. I am in California now, so resolving the issue was proving to be very difficult. Crystal responded to my e-mail inquiries in a surprisingly timely manner. I never expected this form of professionalism from a government employee. You have an exceptional employee who is helpful, friendly, and dedicated. That combination is hard to come across. Thank you, Crystal.

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#### **Trooper Paula Dominguez (THP)**

The morning of 12/30/15, as I was walking to my office building I noticed a state trooper vehicle on the corner of 17th and Brazos. I approached the vehicle and Trooper Dominguez rolled down the window. I explained to her that my dad was killed in a motorcycle accident on May 1, 2015; I wanted to obtain a copy of the accident report and thank the troopers who responded. I needed to know what really happened on that day. However, I didn't know where to begin or whom to ask. She took the time to look up the information and explained how stations are setup so I can get to the right people. She wrote down the information for me and wished me well. Trooper Dominguez was very understanding, friendly and knowledgeable. I realize she could have just given me the website and sent me on my way but she didn't. That means so much to me. Since she took time for me, I feel it is only right to take the time to commend her. I

am confident knowing there are troopers like her protecting our communities. God bless Trooper Dominguez and all the Texas State Troopers out there.

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### **Stacey Driessner (DLD)**

During a really high customer day on 12/29/15, Stacey at the Cleburne office was very helpful and professional. I wear a bone anchored hearing aid and Stacey was very patient. It was difficult to hear with all the many people waiting and talking. She was very kind and courteous. Thank you Stacey!!

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### **Corporal Chad Foster (THP)**

I just wanted to say thank you to Corporal Foster, from Moore County, for his kind and courteous demeanor in dealing with our 19 year old son. Thanks to him, our son had a "teachable moment" that has helped him be a better and conscientious driver. God bless.

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### **Sylvia Garcia (DLD)**

Sylvia Garcia is by far one of your best employees. She went out of her way to help us after we were having issues with our car on the first test. We came back and she helped with not only a smile on her face but with kindness. She deserves endless hugs and kisses and Merry Christmas wishes! You are very lucky to have such an amazing gal like her around.

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### **Trooper Christopher Glass (THP)**

On September 25th I was stopped by Trooper Christopher Glass just north of Denton and wanted to say how polite he was. Although I fully deserved a ticket, he was gracious and let me off with a warning. I appreciate the courtesy, professionalism and respect he extended and wanted to let you know he represented the Department of Public Safety well.

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### **Trooper Colby Hobbs (THP)**

I wanted to pass on a big "thank you" to Trooper Hobbs. On Monday, November 30 at around 11:30AM Trooper Hobbs responded to a one car accident. My 82 year old father was on his way to his routine dialysis treatment and had slid off of the roadway and into a tree. Fortunately, he was not hurt. Trooper Hobbs drove my father to his treatment since his vehicle was not drivable. He also told my dad that he would be available to take him home after treatment. It worked out that my mother was able to pick my father up, and Trooper Hobbs did not need to get my dad. However, the fact that he offered was above and beyond what he was expected to

do. The fact that he drove my dad to his dialysis treatment was also beyond what most officers would have done. He showed concern for my dad at a time that was difficult for him. I wanted to let you know that you have a trooper out there doing a great job. The current climate for law enforcement is somewhat negative. However, on behalf of my family, we appreciate all that you and all the Troopers do for the community. Trooper Hobbs is an excellent example of a law enforcement professional that is willing to go above and beyond for the community. Thank you for all that you guys do.

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### **Trooper James Koonce (THP)**

I owe Trooper Koonce more than words can describe. My 17 year old daughter had car trouble traveling from Memphis, TN to Houston, TX and her car broke down in Nacogdoches, TX. He and his family went above and beyond helping her and making sure she was not only safe but taken care of as if it was their own daughter. I thank you from the bottom of my heart.

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### **Trooper Mark Matlock (THP)**

The day after Christmas my two young children and I set out on a long road trip from Artesia, NM to Southeast Oklahoma. A few miles before arriving in Lubbock I began having car problems and decided to go ahead and rent a car, however my car ended up dying just a few miles away from the airport where I was going to rent one. I was pulled over on the side of a busy highway for just a few minutes (right before the blizzard hit) when Trooper Matlock arrived to see if I needed any help. He ended up calling a wrecker for me, which I was very thankful for, because my phone was also about to die while I was searching for one. Then Trooper Matlock offered to take us to the airport so I could get the rental car. He helped me put my children's car seats into his unit, strapped them in and kept us warm while we waited on the wrecker; he even gave them a teddy bear to keep them busy while we waited. After the wrecker came and we got to the airport, Trooper Matlock offered to wait outside with my babies while I went in to get the car. After keeping my 1 and 3 year old entertained for about 30 minutes he even escorted me to the wrecker service my car was taken to so we could get our things from the car. I have been a dispatcher for Eddy County, NM for five years and know that the little things and good deeds that officers do without even thinking go unnoticed far too often. Trooper Matlock went above and beyond for me and my kids that day and I don't believe he knew how much I truly appreciated his generosity and kindness. I just wanted to say thank you one more time for helping me get through that day. God Bless you and your family!  
(Forever backing the blue)

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### **Trooper Daren McKaye (THP)**

On 12/17/2015, I was on I35 north of Sanger. I had a 100 pound plastic tank in the back of my pickup that had somehow come loose, turned over, and was bobbing up and down. I exited at

481 and pulled over in a spot before the overpass but I couldn't lift the tank and couldn't figure out how to use the ratchet straps that had been on it. As I was talking to my husband on the phone, to get instructions on how to release the straps, a patrolman pulled someone over just past the exit. After he finished there he crossed over to the exit and I waved him over. He righted the tank and strapped it down snugly, a much better job than was done at the place where I bought the tank. My nerves were shot just thinking what could have happened if the wind had flipped that tank out of the truck. My husband and I are so grateful that he stopped and helped me. Once I got into Dallas rush hour traffic and it got dark, I couldn't see the tank in the back, but I could see a bit of the strap and knew it was still secure.

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### **Lori Melcher (IT)**

Lori Melcher helped me with iPhone issues this morning. She was very kind and had a world of patience with me. A number of people tried to assist me with the phone, but Lori was the only one who seemed to know exactly what to do. You should be very proud of her. Employees like her make DPS shine!!

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### **Denise Neuman (THP)**

Denise Neuman at the Capitol building spent about 30 minutes helping me today sending me and giving me all the information I need to get a congressional inquiry opened. She is an asset to all Texas citizens.

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### **Susan Redding (DLD)**

My daughter and I recently had a problem with accessing her driver record online. Despite multiple attempts on the webpage, we were unsuccessful. So, in frustration, I submitted a request online for help and with the Christmas holiday quickly approaching, I was quite sure that it would be at least a week until I heard back from anyone. Much to my surprise, I received an email back (within less than 24 hours of my original request) from DPS employee Susan Redding. She requested a few bits of additional information from me which I sent back to her that day. And, again, within 24 hours she contacted us early on Dec. 23rd (right before the Christmas holiday) in the hopes that she would catch us at home before we left for school/work that day. She was very helpful (since she knew that we had a deadline at the beginning of January to receive my daughter's record) and she explained what the problem was with our inability to access her record online. She was very helpful in explaining our options in regards to what we could do to order her driver record and receive it in a timely manner. I cannot tell you how impressed I am with Susan's quick action in addressing our issue and the fact that she left me with the impression that she actually cared about our situation. Kudos to the Texas DPS for employees like Susan Redding!! If you could retain more employees like her, the DPS would truly shine! Thank you Susan for all of your help!



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### **Trooper Phillip Redmon (THP)**

On Wednesday October 15, 2015 at or around 3pm that day, DPS Trooper Phillip Redmon put his car unit and his life between danger and my friends that were coming home that afternoon from Oklahoma on their motorcycle. My friends were stranded on Hwy 35 northbound, their motorcycle had blown a tire and they were stranded on the side of Hwy 35. As I was driving to Fort Worth I noticed a single woman standing solely next to their motorcycle. I then pulled over and put my vehicle into reverse and at the time I looked into my rear view mirror and noticed a DPS unit pull up behind my friend providing safety and protection for her. As I addressed them to see if he needed help or a lift somewhere, Trooper Redmon was already on his cell phone calling for a Harley shop in the area. As time went on I felt very secure leaving them, due to Trooper Redmon's intent to help that day on the highway. In my humble opinion I feel DPS Trooper Phillip Redmon needs to be recognized for his bravery and concern for the public. I know it can be said "that's his job" but I saw a truly concerned DPS Trooper that day dedicated to the public safety of the American citizen. In today's time people are very quick to complain but slow to compliment!!! This young man needs to be recognized. Thank you for your assistance in this matter.

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### **Trooper Justin Rhodes (THP)**

I am writing on behalf of an issued warning from Trooper Rhodes. I was driving from Louisiana to Waco, TX and was checking/reading my printed map directions using my map light and slightly swerved onto the shoulder while taking my eyes off the road. The Trooper pulled me over and assessed the situation. Talking with me he noticed I had been reviewing my directions which were next to me in the passenger seat. I knew I was close to my exit, that was the reason for turning on the map light and checking directions and sure enough I was 1 mile from my exit. The point of this is to explain the Trooper was extremely polite and understanding while also assisting me with directions. I would just like to point out that I completely respect and appreciate the job performed. Too many times I hear of negative stories about our Police Officers that are misguided. In this case the Trooper operated safely, professionally, and thoughtfully. Thank you for your service. Excellent job and be safe out there.

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### **Holly Roth (DLD)**

Holly was extremely helpful in providing me not only the information that I needed right away but solved two additional issues within the conversion. She was polite and jovial.

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### **Trooper Joseph Taska (THP)**

On behalf of the College Station Fire Department, please extend my thanks to Trooper Taska for his assistance at a crash while off duty in Brazos County yesterday. As soon as I arrived on scene, Trooper Taska approached me, identified himself as an off duty Trooper (he was traveling on vacation with his family), and gave me an excellent briefing on the situation (this would normally have been done by fire units already on scene, but they had their hands quite full with extrication operations and patient care, so I was glad to have Trooper Taska do this so they could continue with their operations). With the number of patients involved and the remote location, we were shorthanded for quite a while until additional resources arrived, and I was glad to have Trooper Taska's assistance. Following the information he gave me, Trooper Taska continued to assist with extricating one of the entrapped patients.

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### **Trooper Robert Thorp (THP)**

We wanted to write to you to commend Trooper Robert W. Thorp and to express our appreciation for his helping us through an unpleasant and potentially dangerous situation on Sunday, 12/27/2015. Our car was struck by lightning as my wife and I were returning to Austin from Florida. We were stranded without power on the shoulder of West bound 290 for almost 4 hours, waiting for AAA. The car would not start, but initially we still had some power for emergency flashers. I was able to make it to the shoulder of the road. After AAA never showed we finally called 911. Trooper Thorp arrived shortly. He lent us his cell phone since ours was dropping service, and stayed with us, shielding us with his car and emergency lights when ours stopped working. He left once or twice to take other calls, but then returned as soon as he was able. Finally, after we had spent many hours waiting in the cold rain for AAA, Trooper Thorp suggested we let him call a local wrecking service. They showed up within 15 min & towed us to the new Best Western in Giddings. We stayed overnight there, and then AAA towed us home the next morning. We are very grateful that Trooper Thorp was there for us. Words fail to express how much we appreciate that he took a personal interest in our safety and helping us.

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### **Trooper Julius Waffer (THP)**

I wanted to take the opportunity to tell you about one of your Troopers that exemplifies the high character of those at DPS that serve and protect. While running late for work, I got onto I-130 and was going a bit over the speed limit. It was kind of foggy, and no question I should have been more cautious. Trooper Waffer pulled me over, and I of course felt embarrassed, not having been pulled over in 20 years. His demeanor, attitude and professional posture are to be commended. Because of his actions, there is now one driver that will always be more aware of safety concerns. In a time when it seems law enforcement Troopers are being scrutinized for doing their job, people need to know what a great job they are doing. Please let him know his efforts and service are greatly appreciated.

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### **Lambretta Woolfolk (DLD) and Fort Worth Driver's License Office**

Losing a wallet is very upsetting whether through theft or distracted carelessness. Yesterday, my husband realized that while we were at his oncologist's office, his wallet was missing. Among other things to be replaced was his driver's license. We anticipated enduring a dismal ordeal. What a pleasant surprise when everyone in the Brentwood – Stair office was cordial and helpful to us. The system in place for getting the next person to a clerk is impressive in its efficiency. It was a sweet blessing that we were assigned to Lambretta Woolfolk. She was very knowledgeable and accurate in every phase of the license replacement process. She was thorough in completing the paperwork yet compassionate toward us. In short, she made our experience as pleasant as possible. We wish to thank you, your staff, and Ms. Woolfolk in particular for the kindness and efficiency with which we were treated.

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**DPS News**  
**01/15/16**

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Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Raul Beltra](#), [Trooper Brandon Biggins](#), [Nils Carlstrom](#), [Julio Deciga](#), [Trooper Jonathan Eidam](#), [Gessner Mega Center](#), [Cynthia Godinez](#), [Karen Kellogg](#), [Jan Mills](#), [Shuronda Rasmus](#), [Allan Saegert](#), [Trooper Joseph Sagnibene](#), [Rhonda Thompson](#), [Townhurst DL Office](#) and [Roshavea Williams](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**State employees may qualify for public service student loan forgiveness program**

For state employees who are paying off large federal direct student loans, help may be on the way! Beginning in 2017, public service workers who have a remaining balance on their federal direct student loans after 10 years of payments may be eligible for a new federal loan forgiveness program.

Borrowers are eligible after making 120 on-time qualifying monthly payments made after October 1, 2007 while working the same 120 months, or 10 years, in a state or federal agency, nonprofit organization, school district or other qualified public organization. Eligible employees are likely to be public service workers who qualified for reduced loan payments based on their incomes and still have a balance even though they have been making timely payments.

While the benefit of the program (loan forgiveness) won't kick in until 2017, borrowers can get going on the paperwork now to determine if they're on the right track for eligibility. **Please note that this is not an ERS or State of Texas program (although state employees may be eligible).** For more information, please see the [Federal Student Aid website](#).

## General Manual Revisions

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at: <http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
12/29/2015	Chapter 7	Merit Increases
12/29/2015	Chapter 28	DPS Employees as Agency Vendors Prohibited

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## Events:

### Dave Ramsey is Coming to Austin!

New York Times Best Selling Author and nationally-syndicated radio show host Dave Ramsey and retirement expert Chris Hogan, are coming LIVE to Austin with their powerful event Smart Money!

*When:* Thursday, January 21st, 2016

*Where:* Riverbend Centre 4214 N Capital of Texas HWY

*Time:* 6:30 PM

This inspiring event has sold out in venues across the nation from Los Angeles to Dallas! Give the gift that will change a life! The general admission price for this event is \$49 plus a \$4.99 per ticket service fee. You may use the coupon code New2016 at [www.daveramsey.com/events/sml-austin-20160121](http://www.daveramsey.com/events/sml-austin-20160121) to save \$10 on any seating class waive the \$4.99 fee!

There is no maximum so you can get gifts for your family, friends, and colleagues! Tickets will be e-mailed directly to your inbox!

Smart MONEY...

- presents the plan that has changed millions of lives across America
- Can alter the financial direction of your family tree forever!
- Will put you on the path to retire with dignity!

Contact me at (615) 515-3223 ext. 5211 with questions or to order tickets. Premier Seating (front rows) and Backstage Experience event passes are also available at discounted group rates!

## Harlem Globetrotters 90th Anniversary World Tour

*January 28-29, 2016 | Frank Erwin Center*

[The Harlem Globetrotters](#) are preparing for their most epic tour in history as the world famous team celebrates its 90th anniversary world tour, with over 320 games in North America alone! A star-studded roster will have fans on the edge of their seats to witness the ball handling wizardry, basketball artistry and one-of-a-kind family entertainment that thrills fans of all ages. The Globetrotters will tip off their historic 90th year of smiles, sportsmanship and service this fall before making a stop in Austin.

DPS employees SAVE up to \$12 on tickets!\* Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code DPS. Deadline to order is Wednesday, Jan. 27 at 3 p.m.

\*Excludes \$55, \$62 VIP and \$120 Courtside seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

**British Regiments – United States Tour 2016 featuring the Band of the Royal Marines and the Pipes, Drums and Highland Dancers of the Scots Guards**

*February 18, 2016 | Frank Erwin Center*

The finest instrumentalists and soloists found in military service today will be on display when [British Regiments – United States Tour 2016](#) perform at the Frank Erwin Center on Feb. 18! Audiences will be captivated by an evening filled with expertly-delivered music and dance from England, Scotland, Ireland and Wales in a grand display of pageantry and ancient military traditions highlighted by precision marches, haunting bagpipes and energetic Highland dancing.

DPS employees save \$5 on tickets!\* To order tickets, call (512) 471-2643 or online at [TexasBoxOffice.com](#) with code DPS. Deadline to order is Wednesday, Feb. 17 at 3 p.m. [See attached flier.](#)

\*Excludes \$48 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

**Dallas Stars – Law Enforcement Appreciation Night – February 25, 2016**

Join us in Dallas as the Dallas Stars are rolling out the Red & Blue Carpet and are proud to team up with the National Law Enforcement Officers Memorial Fund for our annual Law Enforcement Appreciation Night. See the Dallas Stars take on the Winnipeg Jets on [Thursday February 25, 2016](#). Come out and support our brave men and women in uniform! This night is open to all Local, State, and Federal Law Enforcement Officers, Corrections Officers, Sheriffs, Security, sworn and non-sworn employees, family members, friends, and anyone in Texas who supports and honors law enforcement.

First 300 fans to purchase tickets will receive a Dallas Stars Law Enforcement Challenge Coin thanks to the Dallas Police Museum.

3 Ticket Packages—3 times the fun! Order online or by phone today!

- Upper Terrace: \$15 each (Includes \$3.00 donation)
- Terrace: \$20 each (Includes \$5.00 donation)
- Plaza: \$60 each (Includes \$10.00)

[See attached flier](#) or ORDER ONLINE at [www.dallasstars.com/law](http://www.dallasstars.com/law) Enter Promo Code: LAW  
To order by phone, contact Dallas Stars Representative Lyle Hoffman (214) 387-5630.  
GO STARS!

## **2<sup>nd</sup> Annual Texas Peace Officers Memorial Ride – Saturday, April 30 – Sunday, May 1**

This is your invitation to be part of the 2<sup>nd</sup> Annual “Texas Peace Officers Memorial Ride.” The DPS Memorial Ride has joined with Texas C.O.P.S. Chapters in hosting this honorable event. The event – to honor our fallen officers and their families and friends – starts in Katy on Saturday April 30<sup>th</sup> with an overnight stay in LaGrange. Sunday May 1<sup>st</sup> the ride continues to Austin with a memorial ceremony at the Texas Peace Officer’s Memorial at the capitol. This ride will be a unity type ride with a lead or pace setting vehicle. For more information on the memorial ride, click [here](#).

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### **Fan Mail:**

#### **Raul Beltran and Julio Deciga (DLD)**

I am a winter Texan from Michigan. My wife and I went into the Brownsville DPS today to get TX ID cards. Once our turn in line came up we were greeted by Mr. Raul Beltran. What a pleasant experience! He looked over our paperwork, was polite, knowledgeable and answered any questions we had. He was very personable. We left his station with a positive feeling toward the Texas DPS. Next we waited our turn to be called to finish the process. Shortly we were called to station 6 and had the pleasure of being waited on by Mr. Julio Deciga. He was very proficient and personable also. Our business was completed in short order. Upon leaving station 6 we asked Mr. Deciga if we could speak to the unit supervisor. He led us to his supervisor, another pleasant fellow. We told him how pleased we were with our visit and interaction with the employees. Great job by all! Kudos to the Brownsville DPS for providing us a pleasant and painless visit.

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#### **Trooper Brandon Biggins (THP)**

Please let me express my sincere thanks and gratitude for the help extended to me by Trooper Brandon Biggins. On November 22, 2015, I was driving with my Bichon guard dog, from my home in Yantis, Texas, to my daughter's home in Denton, Texas, and came upon a line of stopped/slowed traffic on I-30 outside of Greenville. Exercising poor judgment, I left the highway, following several other drivers toward the service road, and found myself stuck in a big mud hole. I immediately called my Good Sam Emergency Road Service, which my husband I had used successfully for 18 years, but to no avail this time. Six wrecker servers could not come to rescue me. After Trooper Biggins and another pedestrian considered multiple ways to get my

car out of the mud they were finally able to pull me out. As an elderly single woman (my husband passed away in October) with only a small dog for protection, and stuck in a hopelessly helpless situation, I felt that Officer Biggins was an angel sent from heaven. Please know that he is to be admired and respected for his actions and demeanor. I and each of my four children certainly appreciate him. May you and yours have a blessed holiday season!

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**Nils Carlstrom (DLD)**

Thank you for the excellent customer service you provided and for extending personal assistance to me a few weeks ago. As the new Superintendent of the Fort Worth Independent School District, the time needed to take care of my personal matters, and obtaining my Texas Driver's License was very challenging. The professionalism shown by you and your staff made my visit to the Department of Public Safety an extremely nice visit. I wish you and your family a wonderful holiday season.

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**Trooper Jonathan Eidam (THP)**

On 12/24/15 I was stopped in Athens, TX for a minor traffic violation by Trooper Eidam. I wanted to commend him for his professionalism and courtesy while dealing with me during our contact. His service is greatly appreciated.

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**Cynthia Godinez and Jan Mills (DLD)**

I would like to thank these two ladies for their kindness and for making my daughter's experience of getting her first license a wonderful one. They made her feel very comfortable. She had a blast, instead of being nervous. They turned a normally scary process into a very enjoyable one and for that, my daughter and I Thank You!!

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**Karen Kellogg (DLD)**

Thank you for taking the time to listen and help fix a problem that you did not create! We appreciate all of your hard work to help our community.

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**Shuronda Rasmus (DLD) and Gessner Mega Center**

Just WOW! On 01-11-2016, at the Gessner Mega Center, Shuronda helped me and many others in a courteous, efficient, knowledgeable and swift fashion. I've never seen anything like it. She handled her post with respect for all of us waiting in the long line. Time is very valuable; she wasted none while also being thorough. I was dreading heading to the DPS, but, my experience



was fantastic from start to finish. What made it great were the folks ready to assist at the front door, the employees, the text system, and clean bathrooms even! I've had worse service in higher end restaurants. Way to go, Gessner Mega Center! Thank you!

I encountered Shuronda when I was applying for my driver's license because mine had expired. I was missing one document that I needed to provide. Shuronda was patient and friendly while I contacted someone to get the document for me. Shuronda was more than helpful and very pleasant. What a drag it is to tend to these matters and long lines. I have to say, I enjoyed my visit to the DPS today because of Shuronda. Oh, I should say she was very knowledgeable and helpful, as well. She answered all of my questions clearly and with a great positive attitude, even though I'm sure she answers the same questions ALL DAY LONG. You would never have known it, though. Thank you, Shuronda!

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### **Allan Saegert (ADM)**

Our Network Engineering support team would like to acknowledge the outstanding customer service that we always receive from Allan Saegert in the Warehouse. We all feel that Allan should be commended for this exceptional performance. Over the past few years the DPS Warehouse has received, tracked and managed numerous shipments for the Network Engineering team. When we contact the Warehouse with questions or to request deliveries we are given accurate, courteous and timely assistance. Our contact, Allan Saegert, is always pleasant, optimistic, ready to help, and thoughtfully pro-active when he knows our needs. Without fail, every interaction with Allan over the years has been positive and accommodating. We would like to thank everyone at our Warehouse, and especially Allan, for exceptional customer service.

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### **Trooper Joseph Sagnibene (THP)**

You were so kind and gracious when you stopped me on the day before Thanksgiving. I was going to see my daughter in Lubbock and was late. Best wishes for a fun, festive and joyous Holiday Season!

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### **Rhonda Thompson (DLD)**

My husband and I visited the Spring Cypress DL office on Jan 5th. We were very pleased with the friendliness and efficiency of almost all the employees helping us through the transition to Texas driver's licenses. One lady in particular stood out, going above and beyond, to ensure we had a successful experience; Ms. Rhonda Thompson. Communication is our most difficult task. As good as the instructions are on the TX DPS website we managed not to have the information needed. Ms. Thompson was patient and clear in her inquires of proof of identity/residency we might be able to provide. She is an exceptional communicator; kind & genuine. Ms. Thompson

is a credit not only to the DPS, but to the state of Texas as well. Please pass along our sincere thanks.

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#### **Roshavea Williams (DLD) and Townhurst DL Office**

I took my daughter on January 8, 2016 to get her permit. We went to the Townhurst location. I have a degenerative spine, so sitting or standing is painful. We had been waiting about 1.5 hours and pain had become excruciating. My daughter asked the lady at the desk if they could do something about the wait time. She said that they accommodate disabled and quickly changed our number to different line. Then Ms. Williams could not have been any more compassionate, helpful or kind. She did everything she could to expedite the process, even though we had a little holdup with the papers. Kudos, please, to her from me. And the ladies at the front were also respectful and patient, with the hordes of people that were there. Sorry, but you don't find that courtesy in government entities. So, thank you for the employees at Townhurst, and again, special thanks to Ms. Williams.

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**01/22/16**

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Featured employees include: [Patricia Bailey](#), [Kilgore DL Office](#) and [Trooper Michael Ogden](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

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Join us in Dallas as the Dallas Stars are rolling out the Red & Blue Carpet and are proud to team up with the National Law Enforcement Officers Memorial Fund for our annual Law Enforcement Appreciation Night. See the Dallas Stars take on the Winnipeg Jets on [Thursday February 25, 2016](#). Come out and support our brave men and women in uniform! This night is open to all local, state, and federal law enforcement officers, corrections officers, sheriffs, security, sworn and non-sworn employees, family members, friends, and anyone in Texas who supports and honors law enforcement.

The first 300 fans to purchase tickets will receive a Dallas Stars Law Enforcement Challenge Coin compliments of the Dallas Police Museum.

3 Ticket Packages—3 times the fun! Order online or by phone today!

- Upper Terrace: \$15 each (Includes \$3.00 donation)
- Terrace: \$20 each (Includes \$5.00 donation)
- Plaza: \$60 each (Includes \$10.00)

[See attached flier](#) or ORDER ONLINE at [www.dallasstars.com/law](http://www.dallasstars.com/law) Enter Promo Code: LAW  
To order by phone, contact Dallas Stars Representative Lyle Hoffman (214) 387-5630.  
GO STARS!

## **2<sup>nd</sup> Annual Texas Peace Officers Memorial Ride – Saturday, April 30 – Sunday, May 1**

This is your invitation to be part of the 2<sup>nd</sup> Annual “Texas Peace Officers Memorial Ride.” The DPS Memorial Ride has joined with Texas C.O.P.S. Chapters in hosting this honorable event. The event – to honor our fallen officers and their families and friends – starts in Katy on Saturday April 30<sup>th</sup> with an overnight stay in LaGrange. Sunday May 1<sup>st</sup> the ride continues to Austin with a memorial ceremony at the Texas Peace Officer’s Memorial at the capitol. This ride will be a unity type ride with a lead or pace setting vehicle. For more information on the memorial ride, click [here](#).

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### **Fan Mail:**

#### **Patricia Bailey (DLD) and Kilgore DL Office**

I took a driving test on January 15 at the Kilgore office. Ms. Patricia Bailey was my instructor. She was very nice and helpful. She made me feel very comfortable which eased my mind. Ms. Bailey made my experience a great one, and I'm happy she was my instructor. The office was very well organized and there was no wait, as my appointment started on time. This was an overall wonderful experience.

Just wanted to send a note to say what a good job your Kilgore office did yesterday. I went there for my CDL driver test and was treated kindly by all the employees that I encountered there. Patricia Bailey was my instructor and she was very professional and represented your Kilgore office well. Thank you for having that office staffed with such quality people. I will recommend others to do their testing at Kilgore!

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#### **Trooper Michael Ogden (THP)**

On October 7, 2015, I was traveling from Lumberton, TX to Belton, TX. My daughter and family had recently moved and this was the first time for me to take this route. Somewhere along State Hwy 6, I came across a closed road because of the bridge being out and I didn't know how to get to the detour. Obviously, my GPS couldn't help me. Along came Trooper Michael Ogden whom I immediately waved over. He turned around and pulled up behind me, jumping at the opportunity to serve me. He was the most courteous and kind Trooper ever! He led me to the

road that I needed to be on and made sure I would know exactly what to do on my return trip. I tried calling his Captain to brag, but he had just left the station. I spoke with Sgt. Trevor Phillips, who graciously helped me today find this avenue to commend such a fine young Trooper as Michael Ogden.

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**DPS News**  
**1/29/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

Featured employees include: [Trooper Anthony Aragones](#), [Patricia Bailey](#), [Tina Cooper](#), [Rhonda Culberson](#), [Chet Jones](#), [Ronnie Lane](#), [Trooper Diane Martinez](#), [Misty Merrill](#), [Audrey Navarro](#), [Carolyn Page](#), [Charles Perez](#), [Lora Poole](#), [Trooper Larry Wilson](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**State employees may qualify for public service student loan forgiveness program**

For state employees who are paying off large federal direct student loans, help may be on the way! Beginning in 2017, public service workers who have a remaining balance on their federal direct student loans after 10 years of payments may be eligible for a new federal loan forgiveness program.

Borrowers are eligible after making 120 on-time qualifying monthly payments made after October 1, 2007 while working the same 120 months, or 10 years, in a state or federal agency, nonprofit organization, school district or other qualified public organization. Eligible employees are likely to be public service workers who qualified for reduced loan payments based on their incomes and still have a balance even though they have been making timely payments.

While the benefit of the program (loan forgiveness) won't kick in until 2017, borrowers can get going on the paperwork now to determine if they're on the right track for eligibility. **Please note that this is not an ERS or State of Texas program (although state employees may be eligible).** For more information, please see the [Federal Student Aid website](#).

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**Events:**

**British Regiments – United States Tour 2016 featuring the Band of the Royal Marines and the Pipes, Drums and Highland Dancers of the Scots Guards**

*February 18, 2016 | Frank Erwin Center*

The finest instrumentalists and soloists found in military service today will be on display when [British Regiments – United States Tour 2016](#) perform at the Frank Erwin Center on Feb. 18! Audiences will be captivated by an evening filled with expertly-delivered music and dance from England, Scotland, Ireland and Wales in a grand display of pageantry and ancient military traditions highlighted by precision marches, haunting bagpipes and energetic Highland dancing.

DPS employees save \$5 on tickets!\* To order tickets, call (512) 471-2643 or online at [TexasBoxOffice.com](http://TexasBoxOffice.com) with code DPS. Deadline to order is Wednesday, Feb. 17 at 3 p.m. [See attached flier.](#)

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### **Fan Mail:**

#### **Trooper Anthony Aragones (THP)**

On Jan 17<sup>th</sup> around 0945 I came around the corner outside of Bandera, saw a Trooper and smiled at my son in the front seat – “See, that’s why I don’t speed!” ...well he hit the lights (it was still a 55mph zone).

The Trooper that pulled me over was an absolute professional. I watched how he sized up the truck, stood in a safe, prepared location outside my door, great manners, asked key and pertinent questions to check out my story, etc. We spoke for a moment, he gave me a warning (thank you)...and sent me on my way. That is the first time in 19 years of driving from the Valley to Mountain Home that I have gotten pulled over.

Fast forward about 1 hour – I called my buddy whom me and my sons were hunting with in Kerrville - to try and meet up with him for lunch. He left Kerrville about 15 minutes before me...I told him I was way behind him ...that I got pulled over. He began laughing and asked, “Was it at the turn right outside of Bandera?!?!” we both laughed...he said, “Man I almost called you”.

We kept talking and he went on to discuss many of the same things I listed above – “Professional”, “great Trooper”, did a “really nice job”, “friendly”, etc.

Trooper Aragones, thank you for taking the time to visit (with us both), to present yourself, and your organization to the highest level! I lead the Nursing staff at our hospital, and can tell you...service, professionalism, and basically treating people with respect is hard to train, and seems at times is becoming a “lost art”.

Have a great day!...and yes I will slow down through there...and yes I will expect a trooper somewhere along that stretch of highway.

Thanks again.

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#### **Patricia Bailey, Misty Merrill, Carolyn Page (DLD)**

Our experience with Patricia Bailey, Misty Merrill, and Carolyn Page was exceptional. They were very professional and helpful throughout the testing phase. Carolyn Page went out of her way to help with a situation. Thank you.

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#### **Patricia Bailey (DLD)**

Ms. Patricia Bailey was awesome. I had my drive test with her on Friday. Ms. Bailey is a very sweet lady, she Rocks! I have told everyone at my job how nice the employees are at the Kilgore office.

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### **Tina Cooper (DLD)**

Gilmer, Texas DPS office is the fastest friendliest place to renew your DL! Tina smiled as I walked in, she looks you in the eyes, and was very informative. I no longer dread going to the DL office! Thank you Gilmer, Texas. Who would have guessed, an enjoyable DL office experience.

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### **Rhonda Culberson (DLD)**

Rhonda was definitely "no-nonsense," but in a professional way. Her answers to my questions were very thorough, and she was distressed (on my behalf) that another employee did not make the effort to check on something that was already done, but required, to complete the business I was there to do, which also would have forced me to take a new ticket and wait again (when it was already near closing time). This lovely woman thought "outside the box" and knew exactly who could and would help finish the work, and directed me to Charles Perez. I'd be grateful if you would let her know how much I appreciated her knowledge, her concern, and her respectful demeanor. She'd make an awesome supervisor at DPS, if she isn't one already. Thank you!

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### **Chet Jones (ITD)**

I want to thank you for all that you do and have done to get me back up and running, even though I didn't receive the sim card, you made a valiant effort. The fact that you were willing to help me get back running on your days off when I received my new sim card shows your commitment to the Department and us Troopers. "IT" technical support guys don't get enough credit and appreciation for what you do on a daily basis, even 24/7. We as troopers can't do what we do and with the capabilities and information we receive without the "IT" department. Thank you and I appreciate your assistance. I've only had to call In Car support a few times in my 8 years with DPS and have never had a bad experience with any Tech that has helped me, but you have by far gone above and beyond your duties to assist me. I know I will have to call "IT" In Car Support again in the future and look forward to a blessed experience as this one. Thanks again.

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### **Ronnie Lane (LES)**

I wanted to take the time to compliment Ronnie Lane who has been helping me the last two days. It would be an understatement to say I was overwhelmed with the upload of the subscriptions for the rap back program recently. We ended up with over 450 entries and we currently have less than 200 employees, so I had my work cut out to unsubscribe to almost 300 records and validate the rest. I asked at least two other times since this list came out if there

was a way to unsubscribe in a batch format and was told no, I would have to access each individual record. Thank goodness I got Ronnie yesterday. When I asked he told me there was a way, but it had not been working just right. He told me what I needed to do, and I am glad to say I am finished except for a few stragglers I need to track down! I fully expected to spend the entire week unsubscribing to records, but he helped me get it done in less than 5 hours! I know this has been a real undertaking for DPS and I am sure you have had a few complaints during this new process, but I wanted to make sure you knew that Ronnie exhibited the kind of customer service that is rare in this day and time... he actually wanted to help me instead of just getting me off the line! Please, keep him around!  
Thanks for all that you do in helping us ... I really like the new system, it will just take some getting used to.

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### **Trooper Diane Martinez (THP)**

I wanted to commend one of your troopers. On January 8, 2016, I was visiting the State Capitol in Austin, when my 82-year-old father tripped on one of the granite steps and literally fell on his face. My mother screamed, and when my 6-year-old granddaughter and I turned, my Dad was face down in a pool of blood. It was an unbelievable scene. In reality, he had no broken bones. The blood was mainly due to his eyeglasses causing a cut on his face. I can't fully recall everything Trooper Martinez did, but I know that she stayed with me and my family until they put my father into an ambulance and transported him to the hospital. I know that to her, it was probably a routine day perhaps, but her assistance was invaluable to me. My mother was very upset as was my granddaughter. I think the trooper knew that I was trying to remain calm to not further upset anyone else. My Dad was released that day and although he was a little 'scrambled' we enjoyed the rest of our stay in Austin. Thank you again Trooper Martinez, your fast response made all the difference to us that day. You are a hero to me!

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### **Audrey Navarro (DLD)**

She was an awesome help when I needed to take an additional digit off my DL that I recently changed online. She grabbed my number in case we were disconnected. She was polite and swift with assisting me. Made for a great start to my Friday! Thank you.

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### **Charles Perez (DLD)**

Mr. Perez was exceptionally courteous and accommodating in his service of changing my driver's license from Arizona to Texas. He even stayed past 6:00 (closing time) to ensure that this could be accomplished today. I unfortunately forgot to complete the evaluation before I left the DPS site, and felt compelled to acknowledge his exemplary service. Thank goodness this commendation feature is offered on your website.

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**Lora Poole (DLD)**

Just wanted to say you have a great customer service crew working in Kilgore. They go out of their way to make you feel comfortable, as well as answer all your questions! Big hand to Lora Poole who signed off on my CDL!!!

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**Trooper Larry Wilson (THP)**

On 1/18/2016, I was in a hit and run accident on Kyle Seale Parkway. I called for SAPD; however, Trooper Wilson stopped on his way home from work and wrote the accident report. He was very kind, friendly, and helpful. He put flares out multiple times, blocked my car with his vehicle, and walked around investigating the accident. I am fortunate that Trooper Wilson came across my accident and the State of Texas is fortunate to have an officer such as himself.

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**DPS News**  
**2/5/16**

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- [News](#)
- [Events](#)
- [Retirements](#)
- [Deaths](#)
- [Promotions](#)
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**Featured employees include:** [Ralph Acosta](#), [David Beck](#), [Eva Burguete](#), [Trooper Ray Davis](#), [Eloisa Dunaway](#), [Shamanesha Edwards](#), [Fort Worth DL Mega Center](#), [Gessner Mega Center](#), [Anthony Gordano](#), [Harry Greenall](#), [Ashley Harcrow](#), [Trooper Andy Sharp](#), and [Trooper Fred Thornton, Jr.](#)

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If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Texa\$aver Representative**

A representative will be available on February 10<sup>th</sup> from 10am to 3pm in the Building A Cafeteria at Headquarters to provide information and answer questions regarding Texa\$aver 401k & 456 plans.

This will be a great opportunity to receive more in depth details about the TexaSaver program.

This is just an information session. Anyone within central Texas who has specific needs should email Sandra Vargas at [Sandra.Vargas@empower-retirement.com](mailto:Sandra.Vargas@empower-retirement.com) or call the Texa\$aver Program Office at 512-651-2283 to set up an appointment. Anyone outside of central Texas

should email [texasaver@empower-retirement.com](mailto:texasaver@empower-retirement.com) to be routed to their regional representative.

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### **Events:**

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**Retirements:**

<b>Lilia Garcia Ozuna</b>	Driver License Division	30 years
<b>Kenneth Ray Williams</b>	Administration Division	29 years
<b>Michael Anthony Escalante</b>	Criminal Investigations Division	29 years
<b>Wilmon Conrad Smith</b>	Criminal Investigations Division	29 years
<b>Virginia Kay Hanover</b>	Finance Division	28 years
<b>Timothy Ian Middleton</b>	Aviation Operations Division	27 years
<b>Debra Kay Bradley</b>	Driver License Division	24 years
<b>Ernest Montez Contreras Jr.</b>	Law Enforcement Support Division	21 years
<b>Rudy V. Wright</b>	Texas Highway Patrol	21 years
<b>Irene Frances Mikulencak</b>	Driver License Division	20 years
<b>Jeffrey Donis Rickel</b>	Texas Rangers	19 years
<b>Debra Linell Spivey</b>	Driver License Division	19 years
<b>Jayme Lynn Johnson</b>	Driver License Division	16 years
<b>Lillie B. Hodge</b>	Driver License Division	14 years
<b>Consuelo Medellin</b>	Driver License Division	12 years
<b>Patti Denise Herbstritt</b>	Driver License Division	12 years
<b>Sylvia D. Dorsey</b>	Regulatory Services Division	12 years
<b>Linda Eckler</b>	Regulatory Services Division	10 years
<b>Gregory N. Brown</b>	Intelligence & Counterterrorism Division	6 years
<b>Karen L. Shaffer</b>	Texas Division of Emergency Management	4 years

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**Deaths:**

<b>Loretta C. Peterson</b>	Retired
<b>Ray Ramon</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
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<b>Daniel Pina</b>	Special Agent, Criminal Investigations (Laredo)	Lieutenant, Criminal Investigations (Laredo)
<b>Javier R. Ortegon</b>	Special Agent, Criminal Investigations (San Antonio)	Lieutenant, Criminal Investigations (Midland)
<b>Sheri Jessup</b>	Customer Service Representative III, Driver License (Pflugerville)	Program Supervisor III, Driver License (Temple/Killeen)
<b>Jessica Dehoyos</b>	Lead Customer Service Representative V, Driver License (North Austin)	Program Supervisor III, Driver License (North Austin)
<b>Esther Edinger</b>	Special Agent, Criminal Investigations (Conroe)	Lieutenant, Office of Inspector General (Houston)
<b>Thomas L. Williams</b>	Special Agent, Criminal Investigations (Austin)	Lieutenant, Office of Inspector General (Austin)
<b>Kirk Brandau</b>	Technical Operations Officer II, TDEM (Austin HQ)	Operations Watch Supervisor, TDEM (Austin HQ)
<b>Elias Escalon</b>	Special Agent, Criminal Investigations (Weslaco)	Texas Ranger, Texas Rangers (Weslaco Company "D")
<b>Michael S. Schraub</b>	Special Agent, Criminal Investigations (Houston)	Texas Ranger, Texas Rangers (Graham Company "C")
<b>Derek L. Leitner</b>	Sergeant, Texas Highway Patrol (New Caney)	Texas Ranger, Texas Rangers (San Antonio Company "F")
<b>James E. Wilkins, Jr.</b>	Special Agent, Criminal Investigations (Houston)	Texas Ranger, Texas Rangers (Laredo "D")
<b>Raymond C. Benoist, Jr.</b>	Trooper II, Texas Highway Patrol (New Braunfels)	Texas Ranger, Texas Rangers (Hondo Company "F")

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**Awards:**

<b>Amy Arellano</b>	Crime Lab Service, Law Enforcement Support	4 <sup>th</sup> Quarter Crime Lab Awards
<b>Jenna Dunton</b>		
<b>Heather Greco</b>		
<b>Dan Hauser</b>		

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**Fan Mail:**

**Ralph Acosta (ADM)**

I would like to take this opportunity to commend and thank Ralph Acosta, Fleet Operations, for the excellent customer service he provided to me on Thursday, January 21, 2016. The reason



for my interaction with Mr. Acosta was to pick up a new vehicle. He immediately addressed me with a friendly attitude when I approached the counter, quickly reviewed my paperwork, and provided me with all the necessary information I needed to expedite the process. He was very friendly, knowledgeable, and helpful. His great work attitude set the stage for what I mistakenly thought would be a difficult process. It was a pleasure doing business with your office and Mr. Acosta.

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### **David Beck (IT)**

First, let me tell you a quick, little story: I have a 30 year old son who is a CTO of a Wall Street firm. When he was seven or eight he said to me, "You know Dad, you are electronically challenged." And I know to this day I am still electronically challenged. I wanted to tell that so you would understand what David has to deal with. I have to tell you David is an amazing person. His patience is remarkable and his ability to have to explain the same thing over and over to people like me is a highly prized skill. Every time a member of my team or I have a computer issue, David always fixes it right away and takes the time to make sure we know why and how. I know we have a lot of incredible people working here but David is one of those that makes the rest of our lives easier. Please tell his boss that he has a great guy with David and I think we are lucky we work with him.

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### **Eva Burguete (DLD)**

I would like to recognize one of your Customer Service Representatives, Eva Burguete, for her courtesy, professionalism, and above all her willingness to help. After repeated attempts to get help through the customer service line, Eva was the only one that could help me. I was attempting to obtain a copy of an order of suspension notice so that I could submit a petition for an Occupational Driver's License. The original notice was sent to my old address and was lost. After holding for a while, Eva answered. I explained what I needed and why. Eva didn't hesitate to extend a helping hand. She asked for my email address and sent me a copy of the order. She even stayed on the line to make sure that I received it. WOW! What an awesome experience I had with Eva. I had almost given up hope, but she really came through for me. I was so happy, I was almost in tears. Thank you Eva and God Bless you.

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### **Trooper Ray Davis (THP)**

Trooper Davis came to help me on Toll 130 at Exit 444 on 1/30/16. I had stopped to assist a motorist with a vehicle fire. I learned immediately she was deaf and traveling alone. I dialed the roadside assistance number from my license, and my experience was terrific. The operator was very nice and helpful, and dispatched Trooper Davis to assist. From the moment he arrived he was extremely polite and professional, and after speaking with him awhile, we found he was also quite funny. He helped lighten the mood in a stressful situation. Thankfully, there were no

injuries, the vehicle was towed to safety, and the female driver was picked up by a friend. We attempted to thank him for coming to stand by for our safety, but he was very humble and instead thanked us for stopping because she could have been in some real trouble. I wanted to commend Trooper Davis for representing the State of Texas in such a professional manner. In such a trying time for law enforcement, it is very refreshing to see. Thank you Trooper Davis.

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### **Eloisa Dunaway (DLD)**

Just wanted to take the time to express what a wonderful experience it was to work with Ms. Eloisa Dunaway. She was so friendly and helpful and made the entire experience (even waiting) a very pleasant one. Thank you for having such a terrific employee!

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### **Shamanesha Edwards and the Gessner Mega Center (DLD)**

I would like to commend DPS and the State of Texas for creating the online wait system for driver license renewals. This is a fantastic use of tax dollars. Additionally, I'd like to commend the staff at the Houston-Gessner Mega Center; they are very professional, helpful, and efficient. The employee's name that helped me renew my license was Shamanesha Edwards. Great job all around. Excellent!

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### **Fort Worth Mega Center**

I am a resident of Flower Mound and a veteran and needed to have my veteran status noted on my driver license. Rather than waiting in an hour long line in the cold I learned from a colleague that there was an option that she had used before at the Fort Worth Mega Center called the "Get in line online" option. What a great concept. Not only did the system do a great job of estimating when I should arrive at the Mega Center, it saved me over an hour in what would have otherwise been wasted time. When I arrived I was promptly greeted, instructed on what form to fill out and told where to wait. From the time I arrived until the time I left, I was in the building for 13 minutes. What a remarkable customer service experience. From the clean organized facility to a staff who exhibits great pride in ownership, I applaud the efforts of the personnel and management of the Fort Worth Mega Center. Please pass along my gratitude for a job well done.

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### **Harry Greenall and Anthony Gordano (IT)**

Just want to say thank you to the great work Harry and your team does. And, thanks to Anthony for pinch hitting on site! We simply could not be successful without you and your team.

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**Ashley Harcrow (DLD)**

I would like to commend Ashley for her exceptional service, her cheery smile and very helpful attitude. I was the last patron of the day and even though I'm sure she was tired after a busy day, she was very pleasant and willing to give me her full attention and make sure that I received exceptional service (and my new Texas DL)! Thank You Ashley!

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**Trooper Andy Sharp (THP)**

I recently had an accident and Trooper Sharp investigated the incident. I was treated with utmost professionalism, respect and courtesy.

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**Trooper Fred Thornton, Jr. (THP)**

Yesterday afternoon, Trooper Thornton stopped me for speeding. I have not had much interaction with law enforcement officials for offenses, but Trooper Thornton was very cordial, courteous, professional and friendly. While I would have much rather had a different conversation with him, he made it as pleasant as possible. He certainly is a credit to your organization.

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**DPS News**  
**2/12/16**

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If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**1) HealthSelect<sup>SM</sup> of Texas out-of-pocket maximum now includes prescription drug expenses**

As of January 1, 2016, copays and deductibles for prescriptions count towards HealthSelect participants' total out-of-pocket maximum. (The out-of-pocket maximum used to include only health deductibles, coinsurance and copays.)

If you're in HealthSelect, your explanation of benefits (EOB) from UnitedHealthcare will show *Prescription Drugs* as *Type of Service*. *Date of Service* is the date on which Caremark, the third-party administrator for prescription drugs, processed the claim, not the date the prescription was picked up. As a result, you may see a prescription copay or deductible listed in your EOB before you have picked up the prescription.

If you have questions about your EOB or the total out-of-pocket maximum, contact [HealthSelect](#) customer service toll-free at (866) 336-9371.

**2) Health plans continue to send new tax Form 1095-B for medical coverage**

## **Some health plans sent letter prior to mailing Form 1095-B**

Employees may have received a letter from their health plan informing them that they will receive a Form 1095-B in January or February. While not every health plan is sending this letter, all current and former employees and retirees who had medical coverage through the Texas Employees Group Benefits Program (GBP) in calendar year 2015 will receive Form-1095-B.

Medical coverage providers are required to mail Form 1095-B to members by March 31, 2016 (which is an extension from the original January 31, 2016 deadline). Some providers started mailing them in December so some employees may have already received the form. If you didn't, you can expect to get the form by the end of March. If you had GBP medical coverage in 2015 and didn't receive a Form 1095-B by the end of March, please call your medical plan directly. ERS cannot provide a copy of the tax form. Receiving Form 1095-B does not mean you owe income taxes on the value of the health care benefits you receive. Contact a tax specialist if you have questions about your income tax return.

### **About Form 1095-B**

Under the Affordable Care Act, the Internal Revenue Service (IRS) requires employers to report medical coverage provided to employees and their dependents in the previous tax year. Every employee, retiree and former employee of a state agency, higher education institution and other agency who had medical coverage through the GBP in calendar year 2015 will receive a Form 1095-B from his or her medical coverage provider. If you have opted out or waived GBP medical coverage, you won't receive a Form 1095-B. Form 1095-B confirms medical coverage, but it doesn't mean those who receive it will owe income taxes on the value of their health care benefits.

You will use information from Form 1095-B for tax filing purposes. For more information, please see [Form 1095-B frequently asked questions](#).

### **3) A valuable benefit for public employees: the defined benefit retirement plan**

One of the biggest advantages of being a state employee is participating in a defined benefit retirement plan. When you're eligible to retire, you'll receive a monthly payment for the rest of your life. The payment amount is calculated based on your years of service, average salary, and other formulas, not the actual amount you contributed.

These days, this type of retirement plan is increasingly rare, especially in the private sector. While still fairly common among public employers, defined benefit retirement plans are available to fewer than 20% of private industry employees.

### **Defined contribution plans**

Today, most employers, especially in the private sector, offer a 401(k) plan for retirement savings. Known as defined contribution plans, these are individual accounts in which contributions build over time. Each employee has the responsibility for determining how funds are invested and funds in the account can be transferred from job to job. Employees have the option of taking out one or more loans against the balance in the account.

In a defined benefit plan, contributions by the employer and employee are pooled into one fund and invested over time.

ERS members sometimes ask if they can opt out of or contribute less to the ERS retirement fund. The answer is no. This is one way the two kinds of retirement plans differ. Defined benefit plans are designed with the assumption that all employees will participate and contribute a set amount. Contributions do not go into individual accounts that would allow an employee to take out loans based on balance of funds in the account.

The Texas Legislature determines the percentage of salary (currently 9.5%) each member is required to contribute to the ERS retirement fund. The state also contributes to the retirement fund an amount equal to a percentage (currently 9.5%) of each member's salary.

These contributions build over time to fund annuity payments to eligible retirees. About one-third of a retiree's annuity payments come from employee and state contributions to the retirement fund; investment earnings make up the rest.

### **Leaving state service**

Upon leaving state service, ERS members may request a refund of their retirement contributions. Members will receive the amount they contributed with interest, minus applicable taxes and possibly a 10% penalty.

Departing employees should think carefully before withdrawing these retirement funds. By doing so, they will miss out on future retirement payments and compound interest on their account balance

State and higher education employees have another retirement saving option with the TexaSaver 401(k) and 457. If you have a TexaSaver account, you may be eligible to take out a loan. The same cautions apply to taking out a 401(k) loan: by taking out a loan, participants lose the benefit of building compound interest and building retirement savings. Also, loan repayments come from after-tax dollars.

### **More information**

For more information about these retirement savings plans, contact TexaSaver.

(800) 634-5091 available Mon-Fri 8 a.m. - 7 p.m. CT

TTY/TDD (800) 766-4952

[TexaSaver website](#)

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**Events:**

**British Regiments – United States Tour 2016 featuring the Band of the Royal Marines and the Pipes, Drums and Highland Dancers of the Scots Guards**

*February 18, 2016 | Frank Erwin Center*

The finest instrumentalists and soloists found in military service today will be on display when [British Regiments – United States Tour 2016](#) perform at the Frank Erwin Center on Feb. 18! Audiences will be captivated by an evening filled with expertly-delivered music and dance from England, Scotland, Ireland and Wales in a grand display of pageantry and ancient military traditions highlighted by precision marches, haunting bagpipes and energetic Highland dancing.

DPS employees save \$5 on tickets!\* To order tickets, call (512) 471-2643 or online at [TexasBoxOffice.com](#) with code DPS. Deadline to order is Wednesday, Feb. 17 at 3 p.m. [See attached flier.](#)

\*Excludes \$48 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

**Dallas Stars – Law Enforcement Appreciation Night – February 25, 2016**

Join us in Dallas as the Dallas Stars are rolling out the Red & Blue Carpet and are proud to team up with the National Law Enforcement Officers Memorial Fund for our annual Law Enforcement Appreciation Night. See the Dallas Stars take on the Winnipeg Jets on Thursday February 25, 2016. Come out and support our brave men and women in uniform! This night is open to all Local, State, and Federal Law Enforcement Officers, Corrections Officers, Sheriffs, Security, sworn and non-sworn employees, family members, friends, and anyone in Texas who supports and honors law enforcement.

First 300 fans to purchase tickets will receive a Dallas Stars Law Enforcement Challenge Coin thanks to the Dallas Police Museum.

3 Ticket Packages—3 times the fun! Order online or by phone today!

- Upper Terrace: \$15 each (Includes \$3.00 donation)
- Terrace: \$20 each (Includes \$5.00 donation)
- Plaza: \$60 each (Includes \$10.00)

[SEE ATTACHED FLIER](#) or ORDER ONLINE at [www.dallasstars.com/law](http://www.dallasstars.com/law) Enter Promo Code: LAW  
To order by phone, contact Dallas Stars Representative Lyle Hoffman (214) 387-5630.  
GO STARS!

## **2<sup>nd</sup> Annual Texas Peace Officers Memorial Ride – Saturday, April 30 – Sunday, May 1**

This is your invitation to be a part of the 2<sup>nd</sup> Annual “Texas Peace Officers Memorial Ride.” The DPS Memorial Ride has joined with Texas C.O.P.S. Chapters in hosting this honorable event. Registration is complete with 70 plus riders being escorted by 17 police motors making the two-day ride. The event – to honor our fallen officers and their families and friends – starts in Katy on Saturday April 30<sup>th</sup> with an overnight stay in LaGrange and then continues to Austin. We would like to extend an invitation for all to be there to welcome the riders on May 1st at the TPOM at the Capitol around 2:45 pm with a memorial ceremony at the memorial wall with honored family members of our fallen Texas Officers following. For more information on the memorial ride, click [here](#).

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### **Fan Mail:**

#### **Esmeralda Estrada-Sillas (DLD)**

My mother is disabled. I want to thank the clerk who assisted her. In the past she has been discriminated against because they were not trained well about drivers with disabilities. That has changed!! THANK YOU, THANK YOU, THANK YOU!

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#### **Yolanda Garcia and Leon Valley DL Office (DLD)**

By taking advantage of the superb on-line system, I was able to make an appointment, file my necessary paperwork, pay my dues and schedule a driving test. Every employee I came across was extremely helpful, concise and most importantly, working with me and my schedule to ensure I was able to obtain my license. This positive experience, which is conventionally deemed a dreadful one, was made possible by the employees at Leon Valley's DMV. Yolanda Garcia was more than helpful in instructing me as to exactly what I needed in terms of correct forms to identify residency. This assistance allotted for my day to be interrupted as little as possible. I highly recommend this location, utilizing the on-line services and would like to single out Yolanda Garcia. Thank you, Leon Valley!

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#### **Probationary Trooper Edward Herebia and Corporal Eric Hinojosa (THP)**

This past Friday evening, about 6 o'clock Feb. 5, I was attending a baseball game at TAMU-Kingsville. While there, I tripped and fell landing flat on my face. Because of an illness, I was unable to get back on my feet all by myself. Most fortunately, there were two DPS Troopers in attendance who immediately came to my assistance and helped me back onto my feet. They were each unbelievably kind and concerned that I was okay. After leading me to a seat where I



could recover from the fall, they remained close by to insure that I was, in fact, okay. Thanks to all of the DPS Troopers who keep us safe.

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### **Dawn Horsley (DLD)**

Dawn was very helpful today (2/8/16) when I went to the TX DPS in Copperas Cove. I really appreciate all of her patience with my driver's license issue. Thanks, Dawn!

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### **Shirley Johansen (ADM)**

I would like to commend Shirley Johansen on a job well done. I have been preparing to take the pilot's exam for quite some time; I have put in countless hours of studying and many late nights. I requested to take the exam before going on vacation, however there was a problem. After requesting to be administered the exam, my qualifying information was not accessible via computer due to an internal error. Shirley manually looked up my qualifying information in my personnel file and made it possible for me to take the exam. Shirley went above and beyond, and well out of her way to make sure that I was able to take the pilots exam before going on vacation. I did pass the exam, and because of Shirley I was able to enjoy a nice stress free vacation with my family without having to worry about continuing my studying during our trip. I appreciate the extra work that Shirley put in on my behalf and assisting me progress throughout my career with this great agency.

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### **Trooper Kenny Mata (THP)**

On 3 February 2016 I met with Trooper Mata for the purpose of asking a few questions concerning school zone regulations as it pertains to a motorist. Trooper Mata was very courteous, knowledgeable and attentive. He never gave me the impression he was in a hurry to end our conversation or needed to be somewhere else. Frankly, I commend him for being able to focus as I am known to drone on! Trooper Mata is the type of trooper we civilians want to encounter when the situation dictates. I hope that this comment can reach his superior(s) so that they know he continues to do a great job serving the public. Again, thank-you Trooper Mata for a job well done and being a proud member of San Antonio's Finest!!!

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### **Ron Schlueter (ADM)**

I'm a Texas Ranger in Garland. I want to take a brief moment and let you know that I greatly appreciate the effort, efficiency and courtesy displayed by Ron Schlueter and others at auto/radio shops in Austin. I arrived at headquarters in Austin at 7 AM on Friday, 01-29-2016, and they promptly assisted me in getting my new Ford pickup assigned and rigged out. Everything that I requested was taken care of in an efficient and professional manner, which

allowed me to get back on the road in a timely manner. Unfortunately, I don't recall everyone's name that was involved in the process, but they all took care of me and I appreciate it. Please let them know that by doing their job the way they did, they made a daunting task an easier one. I appreciate you guys and thank you. Take care and be safe.

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**Trooper Louis Weems (THP)**

On January 30, 2016 I was stopped by Trooper Weems for a traffic infraction on HWY 49 just outside of Jefferson. Trooper Weems was very professional as well as extremely polite. DPS should be honored to have Trooper Weems representing their agency. Trooper Weems thanks for your service.

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**Chris Wooten (IT)**

Chris Wooten was super helpful in fixing my printer problem. He was patient, funny, and kind. Thanks Chris!

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**DPS News**  
**2/19/16**

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[SEE ATTACHED FLIER](#) or ORDER ONLINE at [www.dallasstars.com/law](http://www.dallasstars.com/law) Enter Promo Code: LAW  
To order by phone, contact Dallas Stars Representative Lyle Hoffman (214) 387-5630.  
GO STARS!

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### **Fan Mail:**

#### **Alicia Alexander, Brenda Maciel and Charles Samuels (RSD)**

Alicia Alexander, Brenda Maciel and Charles Samuels were in my office today for our annual security audit. I must admit I had my reservations prior to today. This was mostly due to rumored horror stories and my inexperience as a relatively new security manager. I am happy to report the process initiated by Charles was very easy and accommodating. Scheduling with Charles was very simple and he was happy to work with my busy schedule. Finally having the chance to meet with the team face to face, I was relieved to see how professional and understanding they were. As I explained to the team, I had little experience with the process; they made a great effort to explain points and process in detail for my benefit. Whatever misconceptions I had about the procedure had been swiftly changed to a feeling of relief as I realized the audit team was here to help and help they did. In post I have learned some

valuable information and have gained tools to help me become a better security manager. I look forward to our next audit in the future. Thank you for having such an excellent team.

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**Constance “Brooke” Camarillo (DLD)**

I wanted to reiterate how grateful I am that Brooke Camarillo went out of her way to help my daughter complete her learner license application. She was extremely helpful, patient, and over the top caring. I suspect you know it well, but she is a gem any employer would love to have.

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**Tammy Campbell (DLD)**

Ms. Tammy, I wanted to thank you for all of the effort and encouragement you gave me. You have a profound impact on the people you meet and work with. Thank you once again for your encouragement and perseverance.

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**Susan Froebel (IT)**

I would like to commend Susan for her stellar work on the SPURS project. Susan’s attention to detail will ensure that our CID and Texas Ranger customers have a better tool to generate and disseminate their investigative reports. Her commitment has also been unwavering: she worked into the evening to ensure that the requirements for the supplemental report were accurately recorded. And sometimes, when she gets on a defect-writing roll, she forgets that it is time to go home.

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**Marlynn Melara (LES)**

I was on the phone doing research for a grad school class and had a great experience with one of your operators, Marlynn. She was very kind and helpful. I hope she gets recognized for it.

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**Clayton Stevens (DLD)**

I waited for over half an hour for someone to answer the phone so the situation was tense from the get go, but Mr. Clayton Stevens immediately set my mind at ease and helped me get through the problem I had with my license. I wish all your employees were as fantastic as he is! THANKS SO MUCH Mr. Stevens. Please make sure he is commended for his exemplary customer service. He took MANY lemons and made lemonade FOR SURE!

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**Adrienne Trevino and Estee Roquemore (DLD)**

Adrienne, thank you so much for all of your help! It's such a relief to have this long, drawn-out transition from California over! Also, Estee was FABULOUS. She's one of those employees that seem to have a great grasp of policy as well as good customer service skills. Thank you for sending us to her station.

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**2/23/16**

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#### **Fan Mail:**

##### **Patricia Bailey (DLD)**

I'd like to send out a loud thank you for your professionalism, tact, job knowledge, and doing everything in a timely manner. You are amazing and irreplaceable!!! I haven't seen anyone in these areas instruct and be so professional the way you were. You should be in the military. Fair Winds and Forever Seas!

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##### **Michele Burger, Eloisa Dunaway and Penny Poston (DLD)**

I drove an elderly lady to the DPS office on 183 in Austin, Texas several days ago. She ended up at 3 different windows before we were through. Each **officer** that helped her treated her as if she was the only customer in the world. Because she was a little slow and needed to have extra time spent with her, each one was just as kind and respectful as the last. Because of the way they treated her, the people waiting behind her were also patient. They were amazing!  
Michelle - Eloisa - Penny, Thank you

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##### **Eric Lopez (CID)**

I received notice that the predator against my 13 year old daughter will be kept behind bars for 6 years. This brings us much needed closure and peace of mind. I wanted to take a minute to offer thanks to your team & specifically to Eric Lopez who worked diligently in helping make this happen. At the time of the arrest, **Officer** Lopez worked very diligently alongside of my family and showed that he truly cares. At the same time he was also very professional. Great job!

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##### **Courtney Ray and Amarillo Driver's License Office (DLD)**

We wanted to extend a warm thank you to the entire office in Amarillo on Thursday the 18th of February. This was the day that both my husband and I were able to go in and renew our expired Texas driver's licenses. To our horror it was going to be a nightmare but due to the courtesy and respect and extreme help that the entire staff offered to us it wasn't quite as severe as we initially thought. **The SAVE system was down, so my husband's green card could not be checked but my American citizenship allowed mine to go through, so I was off to take**



my written test. We had less than an hour to grab a bite to eat and I stress as I had to go back and take the driving portion of my driving test. Luck seemed to be with us because the wait wasn't as horrid as we envisioned from all the other reviews. Before I was able to get to the desk for my driving test, my husband was able to be called back to the counter and the SAVE system was up and he was off to take his written test as I took my driving test. I drove with a wonderful young lady named Courtney. I apologize that she is the only one's name that I remember, it's just she was the last one I worked with personally and the most intimidating for me as I haven't really driven for the last 7 years when we moved to Australia. She was awesome as I said and waited until we were parked in front of the doors to her office at the end of the test, to tell me that I lost points on the parallel park not because I messed it up, but because I forgot to signal to drive out! She wasn't condescending or anything just absolutely matter of fact about the areas I needed to remember to work on. As I finished up, my husband walked up and said that he was in line to have his test done as well. He passed as well and both of us left re-licensed drivers in the state of Texas. It was a bit of a long afternoon, but we weren't asked to do anything more or anything less than anyone else in our circumstances and we just couldn't be more pleased with how everyone helped us through a most trying afternoon in the DMV. Thank you one and all for being such lovely people. At the end of the day, we both left with our temporary licenses and all is great in our book! Looking forward to getting our permanent licenses in the next 2-3 weeks.

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#### **Sonia Rivera (RSD)**

Sonia with Private Security customer service is very polite and accommodating. She takes pride in her work. Thanks for the great service Sonia.

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#### **LaQuinta Rogers (DLD)**

Miss LaQuinta Rogers was very patient and provided an excellent guide through the process; All the time with a great smile on her face.

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#### **Trooper Brent Roper (THP)**

Trooper Roper was wonderful to my husband and me when we had a blow out on Highway 10 today. He not only pulled over to help us but he got down on his knees and actually changed the tire. I had my little grand baby in the car and Trooper Roper took the time out to bend down and get dirty just for us. Now mind you that I am an African American and I already know the things that are going on and being said about law enforcement. I am an ordained minister so color does not matter to me. I know some people don't feel that way so I pray for them but your Trooper took a picture with me and I put it on media because I want the world to know that not all officers are bad. So far I've gotten over 100 comments that are all good. Please let him know that I will forever be grateful for what he did not only because of what he did but

because of how he did it. I hope and pray that he gets the recognition that he so deserves. Thank all of you for keeping us safe.

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**Melissa Walker (LES)**

Wow! Thank you so much. You were so helpful on the phone yesterday, and had such a pleasant demeanor it was a pleasure talking to you. When dealing with state agencies this is not often the case. I can tell that you just naturally assume everyone is pleasant and helpful. Your customer service skills are exceptional.

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**DPS News**  
**2/26/16**

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Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Amarillo DL Office](#), [Patricia Bailey](#), [Michele Burger](#), [Eloisa Dunaway](#), [Special Agent Eric Lopez](#), [Penny Poston](#), [Courtney Ray](#), [Sonia Rivera](#), [LaQuinta Rogers](#), [Trooper Brent Roper](#), [Melissa Walker](#) and [Susan Woo](#).

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If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**ERS Information**

Additional information about the following topics can be found [here](#).

HealthSelect<sup>SM</sup> of Texas out-of-pocket maximum now includes prescription drug expenses  
[Health plans](#) continue to send new tax Form 1095-B for medical coverage

A valuable benefit for public employees: the defined benefit retirement plan

For more information about these retirement savings plans, contact Texa\$aver.

(800) 634-5091 available Mon-Fri 8 a.m. - 7 p.m. CT

TTY/TDD (800) 766-4952

[Texa\\$aver website](#)

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**Events:**

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### **Fan Mail:**

#### **Patricia Bailey (DLD)**

I'd like to send out a loud thank you for your professionalism, tact, job knowledge, and doing everything in a timely manner. You are amazing and irreplaceable!! I haven't seen anyone in these areas instruct and be so professional the way you were. You should be in the military. Fair Winds and Forever Seas!

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#### **Michele Burger, Eloisa Dunaway and Penny Poston (DLD)**

I drove an elderly lady to the DPS office on 183 in Austin, Texas several days ago. She ended up at 3 different windows before we were through. Each representative that helped her treated her as if she was the only customer in the world because she was a little slow and needed to have extra time spent with her. Each one was just as kind and respectful as the last. Because of the way they treated her, the people waiting behind her were also patient. They were amazing! Michelle - Eloisa - Penny, Thank you.

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#### **Special Agent Eric Lopez (CID)**

I received notice that the predator against my 13 year old daughter will be kept behind bars for 6 years. This brings us much needed closure and peace of mind.

I wanted to take a minute to offer thanks to your team & specifically to Eric Lopez who worked diligently in helping make this happen. At the time of the arrest, Agent Lopez worked very diligently alongside of my family and showed that he truly cares. At the same time he was also very professional. Great job!

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### **Courtney Ray and Amarillo DL Office (DLD)**

We wanted to extend a warm thank you to the entire office in Amarillo on Thursday the 18th of February. This was the day that both my husband and I were able to go in and renew our expired Texas driver's licenses. To our horror it was going to be a nightmare but due to the courtesy and respect and extreme help that the entire staff offered to us it wasn't quite as severe as we initially thought. The SAVE system was down, so my husband's green card could not be checked but my American citizenship allowed mine to go through, so I was off to take my written test. We had less than an hour to grab a bite to eat and I was stressed as I had to go back and take the driving portion of my driving test. Luck seemed to be with us because the wait wasn't bad. Before I was able to get to the desk for my driving test, my husband was able to be called back to the counter and the SAVE system was up and he was off to take his written test as I took my driving test. I drove with a wonderful young lady named Courtney. I apologize that she is the only one's name that I remember, it's just she was the last one I worked with personally and the most intimidating for me as I haven't really driven for the last 7 years when we moved to Australia. She was awesome as I said and waited until we were parked in front of the doors to her office at the end of the test, to tell me that I lost points on the parallel park not because I messed it up, but because I forgot to signal to drive out! She wasn't condescending or anything just absolutely matter of fact about the areas I needed to remember to work on. As I finished up, my husband walked up and said that he was in line to have his test done as well. He passed and both of us left re-licensed drivers in the state of Texas. It was a bit of a long afternoon, but we weren't asked to do anything more or anything less than anyone else in our circumstances and we just couldn't be more pleased with how everyone helped us through a most trying afternoon in the DL office. Thank you one and all for being such lovely people. At the end of the day, we both left with our temporary licenses and all is great in our book! Looking forward to getting our permanent licenses in the next 2-3 weeks.

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### **Sonia Rivera (RSD)**

Sonia with Private Security customer service is very polite and accommodating. She takes pride in her work. Thanks for the great service Sonia.

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### **LaQuinta Rogers (DLD)**

Miss LaQuinta Rogers was very patient and provided an excellent guide through the process; All the time with a great smile on her face.

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### **Trooper Brent Roper (THP)**

Trooper Roper was wonderful to my husband and me when we had a blow out on Highway 10 today. He not only pulled over to help us but he got down on his knees and actually changed the tire. I had my little grandbaby in the car and Trooper Roper took the time out to bend down and get dirty just for us. Now mind you that I am an African American and I already know the things that are going on and being said about law enforcement. I am an ordained minister so color does not matter to me. I know some people don't feel that way so I pray for them but your Trooper took a picture with me and I put it on media because I want the world to know that not all officers are bad. So far I've gotten over 100 comments that are all good. Please let him know that I will forever be grateful for what he did not only because of what he did but because of how he did it. I hope and pray that he gets the recognition that he so deserves. Thank all of you for keeping us safe.

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### **Susan Woo (IT)**

I would like to let you know how much I appreciate Susan. I had a tedious task requiring restoring emails that had disappeared from an email account. She restored everything I was missing—much to my relief! She also put up with my repeated requests extending the time frame I'd like resurrected. Susan is so pleasant, easy to talk to and clearly has a sincere desire to help resolve problems that people like me present. And she has great patience! I hope these few words show that I truly received excellent service from her. You have an excellent employee on your team and I know that in the future if she gets my ticket, it will be handled efficiently with a smile.

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**3/4/16**

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- [Deaths](#)
- [Promotions](#)
- [Awards](#)
- [Fan Mail](#)

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**News:**

**Free from financial stress**

*Join us for the March "United at Work" webinar on your financial well-being*

*What:* The Five Fundamentals of Financial Well-being, United at Work webinar

*When:* Tuesday, March 15, 11:30 a.m. – 12:15 p.m. CST

*Why:* The webinar, The Five Fundamentals of Financial Well-Being, will define financial well-being, provide the signs of financial stress, help you understand the negative impact financial stress has on well-being and finally discusses the five fundamentals of financial well-being.

*Where:* [Register today](#). The password is wellness.

**Making saving for retirement a little less taxing**

The tax advantages of saving for retirement through the TexaSaver<sup>SM</sup> 401(k) or 457 Program aren't always easy to grasp. You may not be aware that saving through the TexaSaver program can have a greater impact than trying to save the same amount on your own. For instance:

- TexaSaver 401(k) savings are deducted pre-tax, which reduces your taxable income for the year.
- Any earnings these savings generate are not taxed until the funds are withdrawn.
- With after-tax Roth contributions, the savings are taxed, but there are no additional taxes on withdrawals in retirement.
- With both/either option(s), you may have to pay a penalty for early withdrawals.

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### **Events:**

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For any questions, you may go online or contact Corporal Barry W. Thornton at 214 284-9574.



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**Retirements:**

<b>Darin Russell Koch</b>	Driver License Division	29 years
<b>Armando Garza</b>	Texas Highway Patrol	28 years
<b>Douglas Alan Childs</b>	Texas Highway Patrol	28 years
<b>John Burton Ramirez</b>	Texas Rangers	27 years
<b>David Aguirre Campos</b>	Criminal Investigations Division	26 years
<b>Patricia Sweat Jones</b>	Driver License Division	21 years
<b>Victoriano Rodriguez Garcia, Jr.</b>	Texas Highway Patrol	15 years
<b>Janie Marie Scott</b>	Driver License Division	14 years
<b>Robert Leroy Bryant</b>	Administration Division	14 years
<b>Debra R. Bennett</b>	Driver License Division	13 years
<b>Cynthia Diane Sibley</b>	Driver License Division	13 years
<b>Norma Jean Crider</b>	Driver License Division	11 years
<b>Ricardo Aparicio</b>	Texas Highway Patrol	10 years
<b>Beth Hartzell</b>	Office Of Inspector General	10 years
<b>Barbara J. Petroski</b>	Driver License Division	10 years
<b>Sharon Rene Page</b>	Finance Division	4 years

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**Deaths:**

<b>Bill Carter</b>	Retired
<b>George Thomas Garrett</b>	Retired
<b>Hugh Hartman</b>	Retired
<b>Frances Krieg</b>	Retired
<b>Karen Lynn Lawler</b>	RSD
<b>Virginia Meyer</b>	Retired
<b>Glenn E. "Bud" Simmons Jr.,</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Gloria Clark</b>	Assistant Custodial Supervisor, Administration(Austin HQ)	Night Time Custodial Supervisor, Administration (Austin HQ)
<b>Philip Johnson</b>	Energy Project Manager, Administration (Austin HQ)	Assistant Manager Planning and Construction Management, Administration (Austin HQ)
<b>Bryan C. Kolb</b>	Lieutenant, Aircraft Operations (Lubbock)	Captain, Aircraft Operations (Lubbock)

<b>Brandon D. Owens</b>	Corporal IV, Texas Highway Patrol (Winnsboro)	Special Agent, Criminal Investigations (Austin)
<b>Jimmy J. Chatfield</b>	Trooper II, Texas Highway Patrol (Borger)	Special Agent, Criminal Investigations (Wichita Falls)
<b>Brice J. Blake</b>	Trooper II, Texas Highway Patrol (Wichita Falls)	Special Agent, Criminal Investigations (Wichita Falls)
<b>Miguel Scott</b>	CJIS Technical Auditor, Cyber Security (Austin HQ)	Cyber Risk & Vulnerability Manager, Cyber Security (Austin HQ)
<b>Michael Lucero</b>	Project Manager III, Information Technology (Austin HQ)	Manager V, Information Technology (Austin HQ)
<b>Victor Zuniga</b>	Research Specialist II, Law Enforcement Support (McAllen)	Criminal Intelligence Analyst I, Law Enforcement Support (McAllen)
<b>Haley Yaklin</b>	Forensic Scientist IV, Law Enforcement Support (Tyler)	Laboratory Section Supervisor, Law Enforcement Support (Tyler)
<b>Charles Cline</b>	Forensic Scientist IV, Law Enforcement Support (Houston)	Laboratory Section Supervisor, Law Enforcement Support (Houston)
<b>Charlene Banks</b>	Communications Supervisor, Law Enforcement Support (Texarkana)	Communications Area Manager, Law Enforcement Support (El Paso Region)
<b>Jennifer Combs</b>	Program Supervisor, Regulatory Services (Austin HQ)	Assistant Manager, Regulatory Services (Austin HQ)
<b>Suzannah Jones</b>	Section Administrator, TDEM (Austin HQ)	Chief of Staff, TDEM (Austin HQ)
<b>Charles M. Havard, Jr.</b>	Sergeant, Texas Highway Patrol (Beaumont)	Lieutenant, Texas Highway Patrol (Austin-Capitol)
<b>James W. Taylor</b>	Trooper II, Texas Highway Patrol (Lewisville)	Sergeant, Texas Highway Patrol (Laredo-South)
<b>Pedro Ramos II</b>	Trooper II, Texas Highway Patrol (Levelland)	Sergeant, Texas Highway Patrol (Rio Grande City)
<b>Joshua B. Senn</b>	Trooper IV, Texas Highway Patrol (Lufkin)	Sergeant, Texas Highway Patrol (Falfurrias)
<b>Steven M. Hemphill</b>	Trooper IV, Texas Highway Patrol (Katy)	Sergeant, Texas Highway Patrol (Austin-Capitol)
<b>Robert L. Smith</b>	Texas Ranger, Texas Rangers (Beaumont)	Lieutenant, Texas Rangers (Beaumont Company "A")
<b>Michael G. Parker</b>	Texas Ranger, Texas Rangers (Abilene)	Lieutenant, Texas Rangers (Laredo Company "D")

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**Awards:**

<b>Gene Henderson</b>	Law Enforcement Support	45 Year Service Award
<b>Jose Corral</b>	Texas Highway Patrol	35 Year Service Award
<b>Eugene De Los Santos</b>	Executive Protection Bureau	35 Year Service Award
<b>Randolph King</b>	Texas Highway Patrol	35 Year Service Award
<b>Joe Haralson</b>	Texas Rangers	2015 William P. Clements Excellence
<b>Shantel Kaster</b>	Law Enforcement Support	Awards
<b>Chad Matlock</b>	Texas Highway Patrol	Purple Heart
<b>Michael Thomas</b>	Texas Highway Patrol	Purple Heart
<b>Chad Matlock</b>	Texas Highway Patrol	Director's Citation
<b>Michael Thomas</b>	Texas Highway Patrol	Director's Citation
<b>Jon Shock</b>	Texas Highway Patrol	Director's Citation
<b>Oscar Villarreal</b>	Texas Highway Patrol	Director's Citation
<b>Kevin McKellar</b>	Texas Highway Patrol	Director's Citation
<b>BreAunna Glover</b>	Driver License	Director's Citation
<b>Utannah Hoermann</b>	Driver License	Director's Citation
<b>Frank Pritchett</b>	Driver License	Director's Citation
<b>Gary Stiles</b>	Texas Highway Patrol	Lifesaving Awards
<b>Mario Ayala</b>	Texas Highway Patrol	Lifesaving Awards
<b>David Patch</b>	Texas Highway Patrol	Lifesaving Awards
<b>Virgil Verduzco</b>	Texas Highway Patrol	Lifesaving Awards
<b>Beth Warren</b>	Motorcycle Safety, Administration	Safe Kids Austin (SKA) Coalition Champion Award

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**Fan Mail:**

**Marshall Allen (IT)**

I wanted to take the time to thank Marshall for a job well done today in Midland. I understand Communications was not his only customer, but he stayed there until the job was completed properly.

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**Joe Beshears & Susan Redding (DLD)**

Both employees at DPS were extremely kind and they came up with a fast and effective resolution to a problem I was having. This was my most recent email message to them: When people ask me about Texas the first thing I always say is how kind everyone is, and your service has been a friendly reminder as to why I'm excited to head back out there soon.

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**Deadra Nealy (RSD)**

I have never dealt with any office, government or private party that is as helpful as yours. You and your staff have my utmost appreciation and respect.

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**Kari Raesz (THP)**

I just wanted to take a moment to recognize Kari Raesz. I have worked with Kari for years and she is always very helpful and willing to take care of my requests in a very timely manner! Her efforts are greatly appreciated by my staff and I. Please let her know we appreciate her assistance!

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**Susan Stempelmann (DLD)**

I am writing to commend Susan Stempelmann, who works at the Texas Department of Public Safety. I had a DPS-related issue recently and was referred to the office of Steve McCraw, Director of the Texas DPS. His staff put me in touch with Susan Stempelmann. She found out what I needed and said she would call me back. Thirty minutes later, she called back, and the problem was resolved in its entirety. Susan Stempelmann is the best customer service rep / problem solver I have ever encountered in Texas government. And she is the kind of person who makes her agency and its managers look good! Thank you to Susan Stempelmann! And thank you to Director McCraw and his staff.

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**Veronica Whitted (DLD)**

I would like to thank Veronica Whitted for helping my son when he was home on military leave. He needed to get his Texas DL reissued before getting deployed. He called to find out the paperwork that he would need to bring in order to have this done. Veronica told him & he had no problem getting the license. Thank you for having such a wonderful person in your office & for making this a hassle free task!

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### **Events:**

#### **DPS Toastmasters Open House – Thursday, April 7**

DPS Toastmasters invites residents to its Open House on Thursday, April 7, to meet members and listen to special guest speaker, Frank Malinak, Texas Rangers Assistant Chief, talk about the importance of communication skills for today's professional. After hearing from Chief Malinak, members and guests will enjoy a regular Toastmasters meeting that will include prepared speeches, Table Topics (impromptu speeches) and evaluations. The open house will be located in the Building A Cafeteria from 12:00 PM – 1:00 PM. Please see the attached flier located [here](#).

#### **Sesame Street Live “Make a New Friend”**

April 8-10, 2016 | Frank Erwin Center

No matter where you're from or where you've been, everyone is special – so join in! Elmo, Grover, Abby Cadabby and their Sesame Street friends welcome Chamki, Grover's friend from India, to Sesame Street. Together, they explore the universal fun of friendship and celebrate cultural similarities, from singing and dancing, to sharing cookies! Join the fun and make a memory with your friends and family!

*DPS employees SAVE \$5\* to all performances except Opening Night.* Tickets are available by calling (512) 232-2498 or [CLICK HERE](#) and use code **DPS**. The deadline to order tickets is Thursday, April 7 at 3p.m.

\*Excludes Gold Circle and Sunny Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. See attached [flier](#) for details. All information is subject to change.

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### **Fan Mail:**

#### **Trooper John Kolton Brewster (THP)**

On Saturday, February 27, 2016, I was driving on I10 in Orange County. I saw an officer on the access road in front of the Holiday Inn Express, close to Adam's Bayou doing chest compressions on what looked like a transient. He was between the road and the ditch, down on his knees doing his best to save someone that I'm sure he did not know. I was very concerned for him and circled back around as soon as I could to see if I could help, but by that time an ambulance and fire department first responder were there. I just wanted to let him know that his good deed was witnessed and he should be applauded for his efforts.

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#### **Trooper Joseph (Ryan) Chapman and Trooper Craig Hunter (THP)**

My wife and I would like to commend DPS Troopers Chapman and Hunter from around the Baytown area. They responded Thursday evening, 4 Feb 2016 to multiple vehicle incidents coming in contact with wood debris on Interstate 10 near the 800 exit where my wife and son hit some wood and pierced one of the tires. Before I was able to get help for my family, my wife called back and told me Trooper Chapman and Trooper Hunter came up to her and offered to help her by changing the tire without hesitation. She told me God sent her two angels and she

was right; they got her going and went to help other fellow drivers. She made it home safe and sound. I just wanted to say Thank You So Much to Troopers Chapman and Hunter, and Thank You for having them in your Department. God Bless you all.

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### **Trooper Jason Gingles (THP)**

On February 26, 2016, my wife and I were traveling on Highway 59 between Rockport, Texas, and Lake Charles, Louisiana. In the area of Wharton, Texas I was not paying attention to my speed; however Trooper J. Gingles was paying attention. After safely pulling over, asking for my license and insurance, we concluded our business. This letter is to let you know how impressed I was with the mannerism and professionalism in which Trooper Gingles conducted himself. If Trooper Gingles is an example of what the future of Texas Department of Public Safety is, consider your organization well represented.

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### **Trooper Dwayne Hinojosa (THP)**

I just wanted to send a note of thanks and gratitude. I was on my way home from work driving on Highway 181, on Friday, February 26, 2016, when one of my tires shredded. I pulled over and Trooper Dwayne Hinojosa happened to be traveling behind me and pulled over behind me. He was very helpful and made sure I was okay. He along with 2 other men took the time to secure my bumper and put my spare tire on so that I could get home safely. I cannot thank him enough for what he did. It was a very scary situation and I am very grateful that he went out of his way to help me.

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### **John Jackson, Jerry Martin, Joshua Parker, John Stock and Norman Taylor (ADM)**

Facilities electricians John Jackson, Jerry Martin, Joshua Parker, John Stock and Norman Taylor worked fast and furious to complete a lighting upgrade in the ETR training center. Their attention to detail and conscientious work ethic allowed for a seamless installation process. They took great care to ensure their work did not interfere with our day to day processes. We are extremely grateful for their efforts and want to thank them.

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### **Kilgore DL Office (DLD)**

I just got my CDLS today and I have to say the service I received was very professional and polite. The ladies there were very helpful and know their job very well. I have had my CDLS before at another location but it wasn't as helpful as it was in the Kilgore DL Office as they didn't know as much about truck drivers and what it took to drive a truck. I feel that the office in Kilgore would be more helpful for others to understand and learn about what it takes to get your CDLS and be a safe driver on the road.



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### **Trooper Jacob Muehlstein (THP)**

I want to express my thanks to Trooper Muehlstein for helping my daughter last night as she was stranded on the side of I20 near Kilgore, TX. I was over 200 miles away in Sterlington, LA at a Sunday night life group meeting. I had requested prayer for safe travel for my daughter on her way home at what had to be the exact time that she broke down. It was literally minutes later that she called me crying in a panic. While I knew I would be able to get help getting her car fixed, I was worried about my baby girl being stranded in a world full of craziness! I was scared to the point that I physically felt ill. Thankfully while I was arranging tow, my sister in law was calling to secure her safety. You see, some may think that I wasted my time praying for her, but I know that my prayers were answered! They were answered the moment Trooper Muehlstein pulled up to help her. Her car may be a little worse for the wear, but she is safe and that's all a mom can ask for. In a moment that I felt helpless like there was nothing I could do to help my daughter, you were there. You are my God send! Thank you so much for your service!

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### **Trooper Ben Rolison (THP)**

We were in a deer accident this morning about 9:00 AM on SH 64 just west of Tyler in Van Zandt County. DPS Trooper Rolison was passing by. He stopped to help, and he was very courteous and helpful. Please send him our heartfelt thanks for a job well done. We hope to see him again one day.

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### **Cynthia Sturtz (DLD)**

Cynthia Sturtz was without a doubt the most pleasant Driver's License Office associate I have ever dealt with. Not only was she genuinely friendly, but she was extremely helpful to ensure I had all my ducks in a row. I am grateful she was there to help in a stressful situation.

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**DPS News**  
**3/18/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Patricia Bailey](#), [Teresa Barrientes](#), [Trooper Sammy Bryant](#), [Shirley Kelly](#), [Alberta Peoples](#) and [Trooper Stephen Woodard](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**HealthSelect Innovation Day**

UnitedHealthCare is inviting agency leadership, benefits coordinators and wellness coordinators to preview new features of HealthSelect prior to Summer Enrollment and to discuss how we can better partner with your agency to ensure all participants have an opportunity to benefit.

*When:* Tuesday, March 29, 1:30 – 3:30pm

*Where:* Employees Retirement System of Texas  
200 E. 18th St., Austin, Texas 78701

*Time:* 1:30 p.m. - Doors Open  
1:50 p.m. - Welcome and Opening Remarks  
2:00 p.m. - Presentations / Q&A  
2:45 p.m. - Visit booths/tables

Program leaders from UnitedHealthcare will be in attendance to provide an overview of new programs while separate booths/tables will be set up to feature existing programs aligned with our participants health needs. We look forward to seeing you. Please RSVP to Steve Alexander

at [steve\\_alexander@uhc.com](mailto:steve_alexander@uhc.com) with the names and number of attendees. See the [attached flier](#) for more information about this event along with a detailed agenda.

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### **Events:**

#### **DPS Toastmasters Open House – Thursday, April 7**

DPS Toastmasters invites residents to its Open House on Thursday, April 7, to meet members and listen to special guest speaker, Frank Malinak, Texas Rangers Assistant Chief, talk about the importance of communication skills for today's professional. After hearing from Chief Malinak, members and guests will enjoy a regular Toastmasters meeting that will include prepared speeches, Table Topics (impromptu speeches) and evaluations. The open house will be located in the Building A Cafeteria from 12:00 PM – 1:00 PM. Please see the attached flier located [here](#).

#### **Sesame Street Live “Make a New Friend”**

April 8-10, 2016 | Frank Erwin Center

No matter where you're from or where you've been, everyone is special – so join in! Elmo, Grover, Abby Cadabby and their Sesame Street friends welcome Chamki, Grover's friend from India, to Sesame Street. Together, they explore the universal fun of friendship and celebrate cultural similarities, from singing and dancing, to sharing cookies! Join the fun and make a memory with your friends and family!

*DPS employees SAVE \$5\* to all performances except Opening Night.* Tickets are available by calling (512) 232-2498 or [CLICK HERE](#) and use code **DPS**. The deadline to order tickets is Thursday, April 7 at 3p.m.

\*Excludes Gold Circle and Sunny Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. See attached [flier](#) for details. All information is subject to change.

#### **2<sup>nd</sup> Annual Texas Peace Officers Memorial Ride – Saturday, April 30 – Sunday, May 1**

This is your invitation to be a part of the 2<sup>nd</sup> Annual “Texas Peace Officers Memorial Ride.” The DPS Memorial Ride has joined with Texas C.O.P.S. Chapters in hosting this honorable event. Registration is complete with 70 plus riders being escorted by 17 police motors making the two-day ride. The event – to honor our fallen officers and their families and friends – starts in Katy on Saturday April 30<sup>th</sup> with an overnight stay in LaGrange and then continues to Austin. We would like to extend an invitation for all to be there to welcome the riders on May 1st at the TPOM at the Capitol around 2:45 pm with a memorial ceremony at the memorial wall with honored family members of our fallen Texas Officers following. For more information on the memorial ride, click [here](#).

#### **2016 Texas Law Enforcement Memorial Shooting Competition**

In recognition of *Police Week*, on Saturday, May 14, 2016, the [Texas Department of Public Safety Foundation](#), in partnership with the DPS, will host the 2nd Annual "Texas Law Enforcement Memorial Shooting Competition" at the DPS Tactical Training Center in Florence. Active Texas peace officers or members of the United States military are invited to compete individually or in four-person teams in pistol and multi-gun competitions. Participation in this event is free, and family members are invited to come watch the competition, have lunch, and tour the facility. Completed [registration forms](#) should be submitted to [emily@texasdpsfoundation.org](mailto:emily@texasdpsfoundation.org). For contest rules, please contact Captain Brian Baxter at (254) 793-2186.

### **2016 Texas Police Games Hosted by San Angelo PD**

The 2016 Texas Police Games will be hosted in San Angelo by the San Angelo Police Department starting June 12th thru June 18<sup>th</sup>, 2016. Please go on line and register at [texaspolicegames.org](http://texaspolicegames.org). The last 2 years there have been more Troopers to compete than ever before in the 42 year history of the games! Please register by May 2<sup>nd</sup> 2016; late fees will apply after that date. Also civilian guest are allowed to compete in certain events.

For any questions, you may go online or contact Corporal Barry W. Thornton at 214 284-9574.

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### **Fan Mail:**

#### **Patricia Bailey (DLD)**

I recently took a CDL test at Kilgore DL Office. Everyone in the office was helpful and friendly. Patricia Bailey really impressed me during my driving test. She was very professional yet very helpful in calming my nerves for the test. The test was a requirement for keeping my job, so I was very nervous. Patricia helped me to focus and settle down before the test. I am very thankful that God sent her my way.

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#### **Teresa Barrientes (RSD)**

Theresa is a very good rep for Texas. Thank you so much for your help.

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#### **Trooper Sammy Bryant (THP)**

I am writing to commend Trooper Sammy Bryant for a job well done! Last December, my daughters and I were making a mid-week, hasty trip from Gainesville to Sherman. On the way, I happened to pass a trooper parked on the side of the road monitoring traffic. Moments later, one of my tires had a blow-out. As you can imagine, changing a tire on the side of Highway 82 is never something to look forward to, much less after dark in windy conditions with evening traffic. As I pulled off the road and turned on my hazard lights, I had great faith and drew comfort in knowing that the trooper I had just passed would see me and come to my rescue.

As I began locating everything that would be needed to change the tire, Trooper Bryant arrived and offered to change it for me. After ensuring our roadside safety, he quickly changed the tire using some of his own equipment which was better and safer than what I had to work with. He helped me load the flat tire and store the equipment that I had removed from my SUV. He then reminded me about the speed recommendations for driving on a spare tire and made sure we were safe to continue on our way.

Trooper Bryant conducted himself professionally and completed the job efficiently while at the same time appearing to be happy about changing a tire on the side of the road after dark. I am very appreciative and thankful for Trooper Bryant's help during this time that was already emotional and stressful, and to his dedication to the safety of our roads and those who travel them.

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### **Shirley Kelly (LES)**

As I am sure you are aware, most individuals are quick to complain, yet slow to express their appreciation for those who are of service to them. Therefore, I believe it is important to recognize Ms. Shirley Kelly for her outstanding customer service. Ms. Kelly could not have been more friendly or helpful, and referred me to several valuable resources. I assure you that no one may expect to receive finer customer service than what Ms. Kelly provided to me. If you have, in place, an employee recognition program, I can assure you that Ms. Kelly is certainly a very worthy recipient.

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### **Alberta Peoples (DLD)**

I visited the Alvin office on Friday. For more than two hours I watched Alberta provide service with incredible patience. And she never faltered! She'd be waiting on someone and quickly respond to the seemingly endless questions from those looking for the number dispenser, wanting to know if they were in the right place, etc. She was nice to every single person, even those who not-so-nicely interrupted her. State employees often get a bad reputation as service providers. Alberta showed how wrong that reputation is. Thanks for the great service.

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### **Trooper Stephen Woodard (THP)**

Trooper Stephen Woodard did a presentation today at my place of employment. It is safety day here at BASF. I am a contractor and not a BASF employee but would none the less like to say he did a phenomenal job. So much so that I am talking to my Scout Pack about getting him to do a little something for the kids. Tell him thanks again.

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**DPS News**  
**3/25/16**

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### **Events:**

#### **Texas DPS Foundation Offering Scholarships for the 2016-2017 Academic Year**

The [Texas Department of Public Safety Foundation](#) is offering ten (10) \$5,000 scholarships for the 2016-2017 academic year. Applicants must be DPS employees, retirees, or immediate family members (spouse, parent, or child) of DPS employees or retirees. The application is attached [here](#), and completed applications should be submitted by May 6, 2016. Please note these scholarships are separate from the Wilson E. Speirs Scholarship, which will be open for application in July. Questions may be directed to [info@texasdpsfoundation.org](mailto:info@texasdpsfoundation.org).

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#### **Free National Park Days**

The National Park Service turns 100 years old in 2016 and we want everyone to join the party! On 16 days in '16, all National Park Service sites that charge an entrance fee will offer free admission to everyone.

Mark your calendar for these entrance fee-free dates in 2016:

- April 16 through 24: [National Park Week](#)
- August 25 through 28: National Park Service Birthday
- September 24: National Public Lands Day
- November 11: [Veterans Day](#)

For more information on Free Entrance Days in the National Parks please visit the National Park Service website located [here](#).

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### **10<sup>th</sup> Annual Myrick 5K Run & Walk**

Join us Saturday morning at 8:00 AM, June 4, 2016 for the 10<sup>th</sup> Annual [Myrick benefit race](#) in honor of fallen DPS Officer Matt Myrick who was killed in the line of duty on January 20, 2006. Matt’s family will be with us on race day. The race begins and ends on Main Street in front of the John Pittman Municipal Golf Course in Hereford, Texas. Awards will be given to the overall male and female runners as well as the top three finishers in each age group.

Entry Fees & [Registration Form](#)

- \$20.00 Postmarked by May 27th



- \$25.00 Postmarked after May27th
- \$15.00 Children 13 years of age and younger

Also, for Law Enforcement only, a 3 Gun Match will be held at 1:00 PM. For entry fee information and the match description see the [attached flier](#).

### **2016 Texas Police Games Hosted by San Angelo PD**

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For any questions, you may go online or contact Corporal Barry W. Thornton at 214 284-9574.

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### **Fan Mail:**

#### **Yolanda Austin (DLD)**

I wanted to recognize Yolanda Austin for giving the term “above and beyond” a whole different meaning. Yolanda’s customer service skills exceeded my expectations at the very beginning. My son and I were experiencing multiple difficulties attempting to have his driver’s license reinstated. For days, we had been on several calls and were pointed in many different directions. That all changed today. Yolanda listened patiently while I explained our very delicate and time sensitive situation. After I finished speaking, her professionalism kicked in. She clearly explained to us what we needed to do, what documents we needed and where they needed to be sent. She escalated our paperwork and provided her direct number for follow-up. Within the next 3 hours, we had successfully completed the process to have my son’s license reinstated. I truly believe that without Yolanda’s assistance, this issue would not have been resolved. Yolanda is a true example of what a customer service representative should be. Thank you Yolanda

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#### **Patricia Bailey (DLD)**

I took my CDL driving test today and Patricia Bailey was the examiner. I could not have asked for a better person to have. She knew I was nervous and helped greatly by keeping me calm so I could relax and pass my test. She is a blessing to have at your CDL center in Kilgore Texas.

Patricia Bailey was awesome! She did a really good job couldn't have asked for a better instructor.

Since moving back to TX after my 36 years with the US Air Force I have had the opportunity to interact with two of your DPS offices. The experiences were night and day and I wanted to let

you know what a great and professional operation you have at the Kilgore CDL Office. Patricia Bailey was noteworthy for her great attitude, knowledge, and the professional way she executed her duties; attributes I expected in the Air Force and was proud to see them in your operation at Kilgore.

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### **Brandon Garrett (DLD)**

I went to the DL Office on 10503 Grant Rd in Houston and I was very satisfied with the customer service I received. I was going to leave but Brandon assured me I wouldn't be there all day. He was very helpful with giving me information since I had just relocated to Texas. He was very courteous and made my day. I also got to register to vote. Kudos to Brandon for excellent customer service. I also love my driver's license picture. My last one from back home looked like a mug shot so thanks Brandon; job well done. Still smiling.

I wanted to make a positive comment about one of your employees, Brandon Garrett, of the Grant Road Driver's License Department in Houston, Texas. He was the kind of employee that all employers should desire. He went above and beyond his job description and was positive and kind to my daughter. He was cheerful to others before he helped us. My daughter missed her appointment for her driver's test because of a mix-up with the IMPACT certificate. She got it all worked out, but it was after her appointment. We were told she would have to make a new appointment which is 6 weeks out. She was devastated. He heard the conversation and said that since her appointment was for today, and her paperwork was complete that he would work her in to the schedule. He was positive and happy. He had empathy for her plight; he could have just ignored the situation, but he did something to make it positive. What a man!!! What an employee!!! It really was a kind thing to do, and we really appreciate it.

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### **Robert Garza, Oscar Magallan, and Charlie Rivera (ADM/FLEET)**

I would like to thank all the mechanics at Weslaco Regional for an outstanding job. While Operational Secure Texas has been in place, without the dedication and expertise these mechanics have, we troopers would not have the vehicles to respond in the manner we do. I want to thank personally Robert Garza, Oscar Magallan, and Charlie Rivera for going above and beyond in repairing my fleet vehicle in a timely manner. Thank you again gentleman.

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### **Melissa Grafe (DLD)**

Melissa in Enforcement and Compliance was wonderful. She explained the process, explained again as I wrote it down and waited patiently while I was writing. She was pleasant and very helpful. Bravo Melissa!

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**Dorothy Hart (DLD)**

I can't tell you how thankful we are to have met Ms. Hart and to have her take care of us. Because of her we will always come back to the Lake Worth DL Office. Thank you for taking care of my husband and family. Deaf lives matter.

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**Trooper William Larrimore and Corporal Douglas Wallek (THP)**

Very late at night on February 12, 2016, I foolishly ran out of gasoline on 281 "out in the middle of nowhere". I called AAA who reported that I would not have assistance for one and a half to two hours. Just as I was absorbing my situation as a woman alone stranded on the highway, a Texas State Patrol car pulled behind me. Trooper Larrimore and Corporal Wallek were so kind and compassionate about my plight and assisted me in getting gasoline, even asking Premont local law enforcement to assist with a gas can when the nearest gas station did not have one to borrow. The troopers followed me to the gas station to make sure I was safe and able to get gasoline to continue down the road. If it wasn't for these two troopers, I would have been stranded for over an hour and a prime target for criminals looking for an easy mark. It is very reassuring to know that Texas law enforcement is patrolling the highways to help "damsels in distress". Their professionalism and compassion were very much appreciated. Please let these fine troopers know I wrote this letter, and more importantly, let their supervisors know about this letter.

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**Keshia LeShaw (DLD)**

I took my skill test for a Texas CDL today at the Kilgore Commercial Driver License Office. Keshia LeShaw was the person who assisted me and she did a terrific job. She was very thorough and her instructions were very clear. I understand that the office is fairly new, but they have the perfect set-up there for CDLs. Everyone at the office was very nice and courteous.

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**Shona Marcoux and Alyssa Ybarra (DLD)**

I wanted to say THANK YOU for such a great experience yesterday in your office!!! I had worked with Shona Marcoux and Alyssa Ybarra yesterday to get my driver's license and Medical Card up to date. Both of them were extremely helpful and were very friendly. Everyone knows how going to the DPS can be a difficult task. Your office made it so easy and convenient. I was in and out and was able to get everything done that I needed to. Thanks again for the great experience! I will return to that office from here on out.

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**Yolanda Mohamoud (DLD)**

Renewing your driver's license in Houston is so time consuming that I decided after advice from friends to drive to Rosenberg where the crowds weren't so big and neither was the wait time. Sure enough, Yolanda Mohamoud assisted me in renewing my license. She was very thorough and could not have been nicer. Ms. Mohamoud was very professional and I certainly appreciate the courtesy. Well done.

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### **Mary Molloy (DLD)**

Today my wife and I visited your south Austin Driver's License Office and had the very best experience either of us has had previously. Mary Molloy was so gracious and professional dealing with my wife we thought she deserved a positive complement. We both hope you can get others with her attitude.

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### **Shirley Smith (DLD)**

I was in with my husband to get his DL. I just wanted to send you an email and tell you how much Shirley Smith's kindness was appreciated. She was professional, calm and did a good job. Thank you so much for all you and the others do at the Stephenville DPS office. May God bless you all and thank you so much.

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### **Mandy Tennill (RSD)**

Ms. Mandy Tennill exhibits everything you could desire in a representative of your office; Professional, responsive and efficient. I want to extend my utmost appreciation for her efforts in responding to my request. I hope this letter provides some type of recognition to an employee who exemplifies what we wish all government workers would strive to achieve.

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### **Paul Timek (RSD)**

I had a very stressful situation in my life happen this week. I am a physician, and someone apparently made a fake prescription pad with my DEA, DPS, and state license numbers and wrote some narcotic prescriptions. I called earlier in the week asking to speak with someone about this, and today Investigator/Evaluator Paul Timek called me. He was very courteous. He listened to all the details of what I knew. I appreciated the way that he answered all my many questions. It made me feel like he really considered this a serious matter. His comments really reassured me. He also gave me the advice of sending a certified letter to the DEA, something I had not yet done. He made me feel a lot better!

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**Tamara Wheat (DLD)**

I just wanted to give a Kudo's for Tamera at the Decatur DL office. She was so helpful and very professional and that goes a long ways when going into a DPS office on such a busy day. We really appreciated all that she did for us.

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**Katherine Whiting (ADM)**

I wanted to take a moment to commend Katherine Whiting. Ms. Whiting is our benefits coordinator and is always great to work with. Recently, several of our Troopers have had babies, and Ms. Whiting has been patient and thorough in assisting them with FMLA and insurance paperwork. It's great to have good people available when our personnel need them, especially in areas where timelines and paperwork we don't routinely deal with are involved. Ms. Whiting is a credit to her division.

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**DPS News**  
**4/1/16**

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Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Benjamin Borja](#), [Juanita DeLeon](#), [Trooper Lawrence Escamilla](#), [Regina Gonzalez](#), [Tara Harris](#), [Teresa Hartline](#), [Tierra Heine](#), [Ronald Lane](#), [John Morse](#), [Trooper Benjamin Ruiz](#), [Traci Thoene](#), [TCIC Trainers & Data Entry Staff](#) and [Paul Timek](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Texas DPS Foundation Offering Scholarships for the 2016-2017 Academic Year**

The [Texas Department of Public Safety Foundation](#) is offering ten \$5,000 scholarships for the 2016-2017 academic year. Applicants must be DPS employees, retirees, or immediate family members (spouse, parent, or child) of DPS employees or retirees. The application is attached [here](#), and completed applications should be submitted by May 6, 2016. Please note these scholarships are separate from the Wilson E. Speirs Scholarship, which will be open for application in July. Questions may be directed to [info@texasdpsfoundation.org](mailto:info@texasdpsfoundation.org).

**Free National Park Days**

The National Park Service turns 100 years old in 2016 and everyone can join the party! On 16 days in '16, all National Park Service sites that charge an entrance fee will offer free admission to everyone.

Mark your calendar for these entrance fee-free dates in 2016:

- April 16 through 24: [National Park Week](#)
- August 25 through 28: National Park Service Birthday
- September 24: National Public Lands Day

- November 11: [Veterans Day](#)

For more information on free entrance days in the National Parks, please visit the National Park Service website located [here](#).

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### **Events:**

#### **DPS Toastmasters Open House – Thursday, April 7**

DPS Toastmasters invites residents to its Open House on Thursday, April 7, to meet members and listen to special guest speaker, Frank Malinak, Texas Rangers Assistant Chief, talk about the importance of communication skills for today's professional. After hearing from Chief Malinak, members and guests will enjoy a regular Toastmasters meeting that will include prepared speeches, Table Topics (impromptu speeches) and evaluations. The open house will be located in the Building A Cafeteria from 12:00 PM – 1:00 PM. Please see the attached flier located [here](#).

#### **Sesame Street Live “Make a New Friend”**

*April 8-10, 2016 | Frank Erwin Center*

No matter where you're from or where you've been, everyone is special – so join in! Elmo, Grover, Abby Cadabby and their Sesame Street friends welcome Chamki, Grover's friend from India, to Sesame Street. Together, they explore the universal fun of friendship and celebrate cultural similarities, from singing and dancing, to sharing cookies! Join the fun and make a memory with your friends and family!

*DPS employees SAVE \$5\* to all performances except Opening Night. Tickets are available by calling (512) 232-2498 or [CLICK HERE](#) and use code **DPS**. The deadline to order tickets is Thursday, April 7 at 3p.m.*

\*Excludes Gold Circle and Sunny Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. See attached [flier](#) for details. All information is subject to change.

#### **Texas Military Department Open House and Air Show**

We wanted to take the opportunity to invite you to the annual [Texas Military Department Open House and American Heroes Air Show](#) at Camp Mabry in Austin April 16-17. This is a free family event that hosts a variety of events to include the American Heroes Air Show, helicopter and parachute demonstrations, a World War II reenactment, a Vietnam War reenactment, First Responder demonstrations, the traveling Vietnam Memorial Wall, the Fallen Heroes Memorial Wall, military vehicles, bands, bounce house and numerous other children's activities, a naturalization ceremony for service members, a variety of food and other activities. It is a day to honor Veterans, First Responders and our communities. We look forward to seeing you there!

#### **Monster Jam**

April 23-24, 2016 | Frank Erwin Center

Approximately 12 feet tall and 12 feet wide, Monster Jam trucks are custom-designed machines that sit atop 66-inch-tall tires and weigh a minimum of 10,000 pounds. Built for short, high-powered bursts of speed, Monster Jam Trucks generate 1,500 to 2,000 horsepower and are capable of speeds of up to 100 miles per hour. Monster Jam Trucks can fly up to 125 to 130 feet (a distance greater than 14 cars side by side) and up to 35 feet in the air.

**DPS employees SAVE \$5 on tickets!**\* Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Friday, April 22 at 3 p.m.

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### **10<sup>th</sup> Annual Myrick 5K Run & Walk**

Join us Saturday morning at 8:00 AM, June 4, 2016, for the 10<sup>th</sup> Annual [Myrick benefit race](#) in honor of fallen DPS Officer Matt Myrick who was killed in the line of duty on January 20, 2006. Matt’s family will be with us on race day. The race begins and ends on Main Street in front of the John Pittman Municipal Golf Course in Hereford, Texas. Awards will be given to the overall male and female runners as well as the top three finishers in each age group.

Entry Fees & [Registration Form](#)

- \$20.00 Postmarked by May 27th



- \$25.00 Postmarked after May27th
- \$15.00 Children 13 years of age and younger

Also, for Law Enforcement only, a 3 Gun Match will be held at 1:00 PM. For entry fee information and the match description see the [attached flier](#).

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The 2016 Texas Police Games will be hosted in San Angelo by the San Angelo Police Department starting June 12th thru June 18<sup>th</sup>, 2016. Please go on line and register at [texaspolicegames.org](http://texaspolicegames.org). The last 2 years there have been more Troopers to compete than ever before in the 42 year history of the games! Please register by May 2<sup>nd</sup> 2016; late fees will apply after that date. Also civilian guest are allowed to compete in certain events. For any questions, you may go online or contact Corporal Barry W. Thornton at 214 284-9574.

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### **Fan Mail:**

#### **Trooper Benjamin Borja (THP) and Teresa Hartline (DLD)**

On March 25th I had to take my 15 year old son to get an ID from DPS. My son has Down syndrome; so needless to say, I was not looking forward to the long lines knowing how nervous it makes him. When I saw the line out the door it didn't make me feel any better. I decided to go inside. Since I had already printed and filled out my paperwork I was hoping I could bypass some of the line being that I was only there for an ID. The gentleman behind the counter looked over my paperwork and gave me a number and asked us to be seated. My number was L683 and the screen showed they were on L648. I started worrying a little as I could see my son just sitting very quietly and rubbing his fingers together. I knew he was very nervous and I tried to talk with him but he was not in the mood. During this time I watched as Trooper Borjas patiently counted empty seats and brought people in the door and answered their questions very politely. I was very surprised when I saw Trooper Borjas walk outside and pull an elderly couple from the line and usher them in to the building and help them get their ticket. It was chilly that morning and the couple seemed very grateful. I could also see him look over at my son and me from time to time. Slowly the numbers climbed but I was beginning to worry that we would not be able to get the ID today since I knew he was getting even more nervous. It was then that Trooper Borjas came over and asked what we were there for. I told him we were there to get an ID for my son. Trooper Borjas asked for my ticket and then gave me another one and explained to go into the next room and we would be the next one called. We did as he said and we were called to the front by your employee, Teresa Hartline. Mrs. Hartline was so kind and patient with my son. She even got up to get him a cup of water because she overheard him asking me for a drink. I know your office probably has its share of upset customers but I wanted to take the time and share my positive experience with all of you and let you know that the Texas Department of Public Safety in Plano, TX (Plano 140) is staffed with the most courteous, conscientious, kind people anyone could ask for. Thank you to all of you for helping me. God bless.

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### **Juanita DeLeon (DLD)**

On 3/28/16, I visited the Sweetwater DPS office to get my CDL back from being downgraded from my medical card expiring. Mrs. DeLeon assisted me and did so with the kindest and friendliest attitude I have ever witnessed in a DPS office. She was by far the sweetest lady I've spoken with in a long time. It's people like her that make your offices a better place. Thank you for hiring such a nice lady to represent the great state of Texas. She represents the DPS with the best! Thank you and Mrs. DeLeon.

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### **Trooper Lawrence Escamilla (THP)**

This man needs to be commended. I had a flat tire on my pickup Easter Sunday on IH35 between Schertz and New Braunfels. Trooper Escamilla pulled off the road and turned on his lights to help slow traffic, which was a great help. He then helped me change the tire, which is totally above and beyond in my opinion. Again, I truly want to thank him for his help. I hope this gets back to him.

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### **Regina Gonzalez (RSD)**

Regina from the licensing division of the Private Security went out of her way today to help me understand the somewhat confusing application process. I think she recognized that I was trying to complete the applications in the most expedient manner possible and took the time to help me understand the application process, providing personal service that far exceeded anything I've encountered before. Thank you very much Regina!

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### **Tara Harris, Tierra Heine, John Morse and Traci Thoene (LES)**

I moved in to my position with the Records department mid-November of last year. I reached out for training for my new position with a gentleman by the name of John Morse. From the very beginning to present time he has helped me with everything I have needed. If he has not been the direct person to help me, he directs me to other individuals and resources. He is very knowledgeable in so many ways and is always giving me suggestions to back up the backup plan. The helping hand that John has given to me has been exceptional and it doesn't just stop with him. Tara Harris is another individual that helps me endlessly and is wonderful in every way that she helps. The same for Traci Thoene, she is extremely knowledgeable as John and Tara are. And just this morning I worked with Tierra Heine for the first time, she went the extra mile to help me with my needs. I was in banking before I started to work for the county. Customer service at every level of banking was a must. I have never encountered working with another agency in my career that has had so many helpful people as your entity has been for me. Your team is amazing and I cannot thank you enough for all they do.

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### **Ronald Lane (LES)**

I wanted to let you know how much I have enjoyed working with Ron. He is always so helpful, courteous and willing to get to the bottom of whatever is at issue. He certainly understands the true meaning of "good customer service." Thank you for allowing this bright gentleman to assist us.

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### **Trooper Benjamin Ruiz (THP)**

I first want to thank Trooper Ruiz for checking on me while I was stopped on the side of the road on February 25, 2016. I'm sure he had a busy day but right outside of Kyle he was there to help me in my time of need. When I passed out on the side of the road he knew exactly what to do, how to do it and stayed calm the whole time for both of our sakes. I am so thankful for Troopers like him who put their life on the line to help a victim on the side on the road while heavy traffic is flying by next to them. Thank you so much for staying with me, for helping me and for everything else you did that day.

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### **TCIC Trainers and Data Entry Staff (LES)**

I have had several occasions in the past few weeks to call your section of DPS and ask what I'm sure are very simple questions, directions and advice. Without exception, every person I talked to was friendly, and helpful. I hesitate to name people because I don't have everyone's name and I don't want to leave anyone out because they were all equally helpful. You might think well they are supposed to be helpful etc. Well I've been in law enforcement since 1974, and I can assure you there was a time when having to call any state agency including DPS was a beating. It was such a pleasure to have people so willing to help, that ask helpful questions and lead this un-savvy old timer through the maze. Congratulations on having such a wonderful crew.

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### **Paul Timek (RSD)**

Mr. Timek is of a rare professional breed that pays particular attention to focus on the matter at stake with compassion, respect, and firmness. As a result, his message goes through unequivocally. Thank you, Mr. Timek, for your time and competence.

I had an encounter today with Paul Timek who was very quick to respond to my question and answered it fully and clearly. Thank you for your attention.

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**DPS News**  
**4/8/16**

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- [Deaths](#)
- [Promotions](#)
- [Awards](#)
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**Featured employees include:** [Teresa Adams-Pittman](#), [Matthew August](#), [Stephanie Brady](#), [Rebecca Burkhalter](#), [Tameeka Caddell](#), [Susanne Dial-Herrera](#), [Driver License Offices](#), [Keshia LeShaw](#), [Eric Pak](#), [Andre Perrault](#), [Daniel Pierre](#), [Trooper Tyler Warner](#), [Marilyn Williamson](#) and [Eula "Yvette" Young](#).

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If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Vote Now**

The DPS homepage now has a "Agency Suggestions Survey" link where you can vote for your favorite employee efficiency suggestion. Voting closes Friday, April 15<sup>th</sup>.

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### **Discount Purchase Program may help you pursue higher education**

Benjamin Franklin wrote, “An investment in knowledge pays the best interest.” You can’t overstate the importance of a good education. Your [Discount Purchase Program](#) can help with tuition expenses at some online learning programs.

The Discount Purchase Program currently offers [tuition discounts](#) for a variety of institutions and programs:

- All Campus
- Colorado State University (Global Campus)
- Drexel University Online
- The George Washington University
- Lawrence Tech
- Lynn University
- Patten University
- Saint Francis University
- Straighter Line
- The University of Arizona
- University of Florida
- University of Northwestern Ohio
- USC Marshall School of Business
- Valparaiso University
- WNE University
- WGU Texas

Each program has its own eligibility guidelines. In some programs, discounts may be available only to employees, while in other programs, employees, retirees and dependents may be eligible.

You cannot apply discounts to courses you’ve already taken.

If you’ve completed your education, but still have student loans, the Earnest program can help you refinance. Earn a \$400 welcome bonus and choose a monthly payment and target payoff date that fits your budget and financial goals. (Don’t forget that [public service student loan forgiveness program](#) will be available to some state government employees starting in 2017.)

You can find these offers and many more\* on the [Discount Purchase Program website](#). If you’re interested, [click on the provider’s link](#) for details on how to take advantage of the offer and where to go if you have questions.

\*ERS cannot and does not guarantee the length of time that a specific type of value-added product shall be offered. Any questions or concerns about these products should be directed to the plan administrator.

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**Retirements:**

Lee Ann Groves	Intelligence & Counterterrorism Division	29 years
Jack Walvord Lawson	Texas Highway Patrol	26 years
Scott Eslie Shillingburg	Texas Highway Patrol	26 years
Mary Elaine Smith	Law Enforcement Support Division	23 years
Betty Louise Hazelwood	Law Enforcement Support Division	19 years
Charles Tullos, Jr.	Regulatory Services Division	14 years
Kimbra L. Havard	Driver License Division	14 years
Alfonso Zavala	Texas Highway Patrol	10 years
Jo Dee Barber	Driver License Division	10 years
Vickie Lynn Alderman	Driver License Division	10 years

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**Deaths:**

<b>John Randall Bailey Sr.</b>	Retired
<b>John W. Dendy</b>	Retired
<b>Georgella Echols</b>	Retired
<b>Jack Newton Moore</b>	Retired
<b>Rita Barron Faulks Morrow</b>	Retired
<b>Trooper Jeffrey Don Nichols</b>	THP

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Stephen Riddlespurger-Howe</b>	Inventory Supply Clerk, Administration(Austin HQ)	General Stores Warehouse Coordinator, Administration (Austin HQ)
<b>Everest R. Leonard</b>	Tactical flight Officer, Aircraft Operations (Edinburg)	Agent Pilot, Aircraft Operations (Edinburg)
<b>Ryan L. Wadkins</b>	Tactical flight Officer, Aircraft Operations (Laredo)	Agent Pilot, Aircraft Operations (Edinburg)
<b>Orlando J. Garcia</b>	Tactical flight Officer, Aircraft Operations (Edinburg)	Agent Pilot, Aircraft Operations (Edinburg)
<b>Brandon D. Owens</b>	Corporal IV, Texas Highway Patrol (Winnsboro)	Special Agent, Criminal Investigations (Austin)



<b>Juan C. Rodriguez</b>	Sergeant, Texas Highway Patrol (Eagle Pass)	Special Agent, Criminal Investigations (Eagle Pass)
<b>John A. Duran</b>	Trooper II, Texas Highway Patrol (Uvalde)	Special Agent, Criminal Investigations (Eagle Pass)
<b>Erich F. Neumann</b>	Trooper II, Texas Highway Patrol (Fredericksburg)	Special Agent, Criminal Investigations (Austin HQ)
<b>Luis H. Verdeja, Jr.</b>	Trooper II, Texas Highway Patrol (Baytown)	Special Agent, Criminal Investigations (Houston)
<b>Adrian C. Barlow</b>	Trooper II, Texas Highway Patrol (Rosenberg-East)	Special Agent, Criminal Investigations (Houston)
<b>Alfred Ochoa, Jr.</b>	Sergeant, Texas Highway Patrol (Pierce)	Special Agent, Criminal Investigations (Houston)
<b>Francisco Salazar, Jr.</b>	Corporal IV, Texas Highway Patrol (Humble)	Special Agent, Criminal Investigations (Houston)
<b>Thomas R. Arriaga</b>	Trooper II, Texas Highway Patrol (Pierce)	Sergeant, Texas Highway Patrol (Brownsville)
<b>Michael A. Telles</b>	Corporal V, Texas Highway Patrol (Austin)	Sergeant - Bicycle Patrol, Texas Highway Patrol (Austin-Capitol)
<b>Stephen C. Baggett</b>	Special Agent, Criminal Investigations (Tyler)	Texas Ranger, Texas Rangers (Dallas Region Company "B")

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**Awards:**

<b>Sergeant Todd Ashby</b>	Texas Highway Patrol	Department of the Army Headquarters Certificate of Appreciation
<b>Brian Isaac</b>	Administration	Toastmasters 1st place International
<b>Donna Stefanov</b>	Information Technology	Speech contest Toastmasters 1st place Evaluation Contest
<b>Olga Escamilla</b>	Texas Highway Patrol	Lifesaving Award
<b>Trooper Eric Barrientos</b>	Texas Highway Patrol	Lifesaving Award
<b>Corporal Luis Rosales</b>	Texas Highway Patrol	Lifesaving Award
<b>Eduardo Escobedo</b>	Texas Highway Patrol	Lifesaving Award
<b>Luis Solis</b>	Texas Highway Patrol	Lifesaving Award

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**Fan Mail:**

**Teresa Adams-Pittman, Matthew August, Tameeka Caddell and Eula "Yvette" Young (LES); Eric Pak and Andre Perrault (THP)**

I wanted to commend DPS Houston Communications Supervisor, Yvette Young, and PCO's Tameeka Caddell, Matthew August, and Teresa Adams. I am employed at the same office and

am usually on the other side of the phone answering the frantic call for help. However, March 31st, I was the one making that call. I was involved in a frightening accident. Another driver, while trying to avoid an 18-wheeler, swerved into my lane striking my vehicle, causing it to go into a tailspin. My truck spun and hit a concrete retaining wall and then spun across all four lanes of the highway and struck the other concrete retaining wall. My daughter and I sustained minor injuries, and my truck was totaled. The first call I made was to the Communications office. My co-workers jumped into action. They got the local PD and EMS en route to me, as well as Troopers. They kept me on the phone and tried to calm me as I was hysterical (it's easier to be calm on the other side of the radio), they contacted my family, and Comm Supervisor Yvette Young came to the scene to check on myself and my daughter. They kept my family updated, and then later helped me with my daughter while I made the necessary phone calls and later drove me home. National Public Safety Telecommunicators Week is April 10th-16th, and so I only think it is appropriate to commend them. Often times, Communications is the "first" first responder. Thank you to my coworkers and Trooper Perrault and Trooper Pak that responded.

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#### **Stephanie Brady (RSD)**

I spoke with Stephanie about a week ago and she was very helpful and kind. Please pass on a big 'Thank You!' to her.

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#### **Rebecca Burkhalter and Daniel Pierre (RSD)**

I am emailing to pass along high compliments for Daniel Pierre and Rebecca Burkhalter in the Office of Regulatory Counsel. I had an issue with my background check and needed it resolved. From the first time I emailed and called Daniel, he was incredibly helpful and friendly - rare attributes at times! He let me know that Rebecca did a great deal of the legwork as well in getting things cleaned up. They really were surprisingly helpful. I wasn't sure what to expect, but they were great.

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#### **Susanne Dial-Herrera (LES)**

On March 29, 2016, Susie Dial-Herrera assisted the Field Service Agents and Academy Contract Evaluators of the Texas Commission on Law Enforcement by providing a segment of training at our Regional Training in Abilene, addressing DPS' FAST/FACT fingerprinting systems. The training provided will assist our Field Agents and ACE's in executing their duties and will also assist DPS in getting Texas law enforcement agencies properly registered for the services as we at TCOLE conduct our Evaluations and Audits. I would like to thank Susie for her time and her efforts and for the excellent information that she provided us. Teaching a class to a group of veteran law enforcement officers is not always an easy thing to do – Susie presented her information well, responded to all of our questions, and overall, left us with a very good

impression of both her and the Crime Records Service. I think that it is imperative that State agencies cooperate to the fullest and maintain good working relationships in order to serve the citizens of Texas. That is exactly what we accomplished this week.

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### **Driver License Offices (DLD)**

Since I have never been bashful about criticizing government and bureaucracy when warranted, I feel like I need to heap some praise when it is due. As I am rapidly approaching 50, I needed to go into DPS in order to have my driver's license renewed and have been dreading every minute of it. Did you know you can get "in line" online? It is the greatest!! I signed up, got texts telling me when I should be there, moved the time back a little, showed up when I was supposed to, and waited less than 10 minutes. It was the most pleasant interaction I have had with government in a long time. Hope your week goes as smoothly as mine started!

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### **Keshia LeShaw (DLD)**

I was very pleased with the professional service provided to me by Keshia LeShaw at your Kilgore location. I highly recommend the services here to anyone seeking a fair and professional experience in obtaining your CDL license experience. Once again, thank you for the opportunity and keep up the GREAT work.

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### **Trooper Tyler Warner (THP)**

Trooper T. Warner pulled me over on the evening of 3/15/2016 at 9:36 pm on US-0287 Navarro County. My license plate light bulb had burned out and I was not aware. I was terrified because I had heard so many stories of State Troopers being rude and hateful. Trooper Warner was extremely polite, kind, courteous, and friendly. I know that this may not be a huge deal to others but for me his professionalism and kindness went a long way. Thank you Trooper Warner for your service. May God bless you and keep you safe.

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### **Marilyn Williamson (DLD)**

Marilyn is always very helpful and goes above and beyond. She has assisted me in numerous occasions with customer problems with a 100% success rate. The Brownsville and Harlingen offices want to thank Marilyn for a job done well!

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**DPS News**  
**4/15/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Athena Burton](#), [Probationary Trooper Chance Commander, Pam Fohn](#), [Marilyn Guerrero](#), [Portia Hardiman](#), [Sergeant Terence Helton](#), [Keshia LeShaw](#), [Trooper Joey Pace](#), [Alberta Peoples](#), [Anthony Reed](#), [Sonia Rivera](#) and [Tamika Ware](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Vote Now – Closes Today!**

The DPS homepage now has an “Agency Suggestions Survey” link where you can vote for your favorite employee efficiency suggestion. Voting closes Friday, April 15<sup>th</sup>.

**Texas DPS Foundation Offering Scholarships for the 2016-2017 Academic Year**

The [Texas Department of Public Safety Foundation](#) is offering ten \$5,000 scholarships for the 2016-2017 academic year. Applicants must be DPS employees, retirees, or immediate family members (spouse, parent, or child) of DPS employees or retirees. The application is attached [here](#), and completed applications should be submitted by May 6, 2016. Please note these scholarships are separate from the Wilson E. Speirs Scholarship, which will be open for application in July. Questions may be directed to [info@texasdpsfoundation.org](mailto:info@texasdpsfoundation.org).

**Discount Purchase Program may help you pursue higher education**

Benjamin Franklin wrote, “An investment in knowledge pays the best interest.” You can’t overstate the importance of a good education. Your [Discount Purchase Program](#) can help with tuition expenses at some online learning programs.

The Discount Purchase Program currently offers [tuition discounts](#) for a variety of institutions and programs:

- All Campus
- Colorado State University (Global Campus)
- Drexel University Online
- The George Washington University
- Lawrence Tech
- Lynn University
- Patten University
- Saint Francis University
- Straighter Line
- The University of Arizona
- University of Florida
- University of Northwestern Ohio
- USC Marshall School of Business
- Valparaiso University
- WNE University
- WGU Texas

Each program has its own eligibility guidelines. In some programs, discounts may be available only to employees, while in other programs, employees, retirees and dependents may be eligible.

You cannot apply discounts to courses you've already taken.

If you've completed your education, but still have student loans, the Earnest program can help you refinance. Earn a \$400 welcome bonus and choose a monthly payment and target payoff date that fits your budget and financial goals. (Don't forget that [public service student loan forgiveness program](#) will be available to some state government employees starting in 2017.)

You can find these offers and many more\* on the [Discount Purchase Program website](#). If you're interested, [click on the provider's link](#) for details on how to take advantage of the offer and where to go if you have questions.

\*ERS cannot and does not guarantee the length of time that a specific type of value-added product shall be offered. Any questions or concerns about these products should be directed to the plan administrator.

### **General Manual Revisions**

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at:

<http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. The portion of the manual recently changed is shown below.

Effective Date	Chapter	Title
04/04/2016	Chapter 7A	Termination Procedures

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### **Events:**

#### **Texas Military Department Open House and Air Show**

We wanted to take the opportunity to invite you to the annual [Texas Military Department Open House and American Heroes Air Show](#) at Camp Mabry in Austin April 16-17. This is a free family event that hosts a variety of events to include the American Heroes Air Show, helicopter and parachute demonstrations, a World War II reenactment, a Vietnam War reenactment, First Responder demonstrations, the traveling Vietnam Memorial Wall, the Fallen Heroes Memorial Wall, military vehicles, bands, bounce house and numerous other children's activities, a naturalization ceremony for service members, a variety of food and other activities. It is a day to honor Veterans, First Responders and our communities. We look forward to seeing you there! Visit [www.txmf.us](http://www.txmf.us) for event updates.

#### **Free National Park Days**

The National Park Service turns 100 years old in 2016 and we want everyone to join the party! On 16 days in '16, all National Park Service sites that charge an entrance fee will offer free admission to everyone.

Mark your calendar for these entrance fee-free dates in 2016:

- April 16 through 24: [National Park Week](#)
- August 25 through 28: National Park Service Birthday
- September 24: National Public Lands Day
- November 11: [Veterans Day](#)

For more information on Free Entrance Days in the National Parks please visit the National Park Service website located [here](#).

#### **Texas DPS Credit Union FREE Educational Workshop - "Retirement Summit"**

The credit union is offering a free Retirement Workshop held at Texas DPS Credit Union.

- Wednesday, April 27 at 6:30 pm at Texas DPS Credit Union
- RSVP: 512-452-5211 or [RSVP@txdpincu.org](mailto:RSVP@txdpincu.org)

For more information, see [attached flier](#).

#### **2<sup>nd</sup> Annual Texas Peace Officers Memorial Ride – Saturday, April 30 – Sunday, May 1**

This is your invitation to be a part of the 2<sup>nd</sup> Annual "Texas Peace Officers Memorial Ride." The DPS Memorial Ride has joined with Texas C.O.P.S. Chapters in hosting this honorable event. Registration is complete with 70 plus riders being escorted by 17 police motors making the two-day ride. The event – to honor our fallen officers and their families and friends – starts in Katy on Saturday April 30<sup>th</sup> with an overnight stay in LaGrange and then continues to Austin. We would like to extend an invitation for all to be there to welcome the riders on May 1st at the

TPOM at the Capitol around 2:45 pm with a memorial ceremony at the memorial wall with honored family members of our fallen Texas Officers following. For more information on the memorial ride, click [here](#).

### **2016 Texas Law Enforcement Memorial Shooting Competition**

In recognition of *Police Week*, on Saturday, May 14, 2016, the [Texas Department of Public Safety Foundation](#), in partnership with the DPS, will host the 2nd Annual "Texas Law Enforcement Memorial Shooting Competition" at the DPS Tactical Training Center in Florence. Active Texas peace officers or members of the United States military are invited to compete individually or in four-person teams in pistol and multi-gun competitions. Participation in this event is free, and family members are invited to come watch the competition, have lunch, and tour the facility. Completed [registration forms](#) should be submitted to [emily@texasdpsfoundation.org](mailto:emily@texasdpsfoundation.org). For contest rules, please contact Captain Brian Baxter at (254) 793-2186.

### **10<sup>th</sup> Annual Myrick 5K Run & Walk**

Join us Saturday morning at 8:00 AM, June 4, 2016 for the 10<sup>th</sup> Annual [Myrick benefit race](#) in honor of fallen DPS Officer Matt Myrick who was killed in the line of duty on January 20, 2006. Matt's family will be with us on race day. The race begins and ends on Main Street in front of the John Pittman Municipal Golf Course in Hereford, Texas. Awards will be given to the overall male and female runners as well as the top three finishers in each age group.

Entry Fees & [Registration Form](#)

- \$20.00 Postmarked by May 27th
- \$25.00 Postmarked after May 27th
- \$15.00 Children 13 years of age and younger

Also, for Law Enforcement only, a 3 Gun Match will be held at 1:00 PM. For entry fee information and the match description see the [attached flier](#).

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For any questions, you may go online or contact Corporal Barry W. Thornton at 214 284-9574.

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**Fan Mail:**

**Athena Burton (IT)**

Good morning! I just wanted to send an email to show my appreciation for Athena, and all of the work that she has put into helping me with one of our more complicated Crystal Reports. I reviewed the report and I am impressed and in awe with how intricate the report is and how fast it runs, compared to the current report. I am learning so much from talking with her and looking at her code. She is always willing to help me whenever I have questions! I just wanted to show my appreciation in writing.

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### **Pam Fohn (LES)**

To fully understand the value of my interaction with Pam, a backdrop is warranted. First, I am not the most technical person--far from it. I will listen to audios, take notes and review manuals multiple times before I make any effort to navigate a database. Then, when I do, my trusty notes are nearby. I had been on your site for a while trying to determine how to unsubscribe a former employee before I called your help desk, and had gotten pretty frazzled as I am new to this process. It was Friday afternoon, 4/8/2016, at 3:46 PM when I called the help desk and was most fortunate to get Pam. Considering the lateness of the hour on a Friday, I was stunned when someone so pleasant answered my call. Her voice alone settled my nerves. She was quite patient with me as I babbled, trying to explain my need. Naturally, I failed to have some important details available that would have made it easier for her to assist me, but she persevered. Always pleasant and even made a couple of jokes. She is most knowledgeable, and gave me more than one option to solve my dilemma. She never rushed me as I took notes. I felt compelled to express my dear appreciation for this outstanding representative of your service. Kudos to Pam!

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### **Marilyn Guerrero (DLD)**

We went to a TX DPS office as instructed a month ago to Columbus to get an appointment. Marilyn waited on me and thoroughly explained everything, went over our papers and told us exactly what was needed, made us an appointment and apologized for the way we were treated before. We appreciate Marilyn's efforts and feel she went above and beyond!!!

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### **Portia Hardeman and Sonia Rivera (RSD)**

I just wanted to take a minute and send a great big THANK YOU to two individuals in private security licensing; Portia and Sonia. I have had the pleasure of speaking with Portia off and on since 2007 when I have questions. Anyway I had a question about my renewal in April 2016. Portia, once again the professional individual she is, took my information and CALLED ME BACK, YES CALLED ME BACK. SO THANK YOU PORTIA. Sonia, another outstanding professional employee, also assisted with a question I had and CALLED ME BACK. The reason I am writing this email is I hope that their supervisors will recognize the two individuals mentioned and realize they have a great support staff. TX DPS PSB I know you have, god only knows, how many



applicants' daily/weekly /yearly etc. and for those two individuals to take time out to answer questions and return calls deserves recognition and a raise!

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**Sgt. Terence Helton, Trooper Joey Pace and Probationary Trooper Chance Commander (THP)**

I was recently stopped by Sgt. Terence Helton, Trooper Joey Pace and Probationary Trooper Chance Commander. I want to thank them and let their superiors know that they were extremely polite and helpful. Troopers and Officers in general have a bad rap currently and I'm no exception to the lack of admiration, especially when there are blue lights in MY rear view. However, these Troopers were very nice, accommodating and understanding. Thank you. And I have corrected the items on my warning.

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**Keshia LeShaw (DLD)**

My test was 4/1/16. Keshia LeShaw was the examiner who gave excellent and professional service.

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**Alberta Peoples (DLD)**

My son and I were in the Alvin DPS twice on 4/7 and Alberta gave exceptional service while we were there. She was friendly but effective; she put my 18 year old son at ease and was just a pleasure to work with. A friendly smile goes a long way to someone that has waited over 2 hours to be waited on. Hats off to Alberta, keep up the great job! Thank you!

I would like to thank and commend Alberta Peoples at the Alvin DPS for her patience, kindness and professional awareness of her job; being able to answer all questions thrown at her from myself and others. I had a serious threat of having to sit at home unable to work due to the expiration of my temporary hazmat endorsement that was fast approaching. Ms. Peoples stopped what she was doing and called Austin headquarters. As a result, I got another extension within a few days. I never had to miss a day's work. Thank you Alberta!!!

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**Anthony Reed (RSD)**

I would like to take a moment to recognize Anthony Reed for his commitment to helping the people he serves. Anthony goes the extra step, and provides the human element to an otherwise sublime process. He is very professional and focused, yet accommodating to the people of Travis and Williamson counties that he serves. From my observation, Anthony is a valuable asset, and exemplary employee of the Texas Department of Public Safety Regulatory Services Division. Thank You Anthony and I think you deserve a raise, a commendation or maybe a new office! Keep up the good work!

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**Tamika Ware (LES)**

I want to complement Tamika Ware on the outstanding customer service she provided me earlier today. I was having difficulty understanding some of the intricacies of the UCR forms and Tamika took the time to help not only make the forms right, but patiently taught me how to do it for the future and why it is done the way it is. This greatly impressed me and I want to express my gratitude to Tamika for going the extra mile. I feel I have a good understanding going forward with details that had been eluding me forever. Thank you, Tamika, for making a difference!

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If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

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### **Fan Mail:**

#### **Trooper Jeremy Amis (THP)**

I am 63 years old, live near a small community and am not used to driving in heavy traffic. Last Friday the alternator went out on my vehicle in Austin near Mo-Pac in the middle lane of a three lane highway during heavy traffic. I was stranded in the middle lane with no flashers. Frantic and scared I began to cry and pray. When I looked up Trooper Amis had stopped to assist me. He was so kind to me and such a gentleman. If there was a poster child for DPS it would be him. Trooper Amis and a few citizens offered to push my vehicle out of the roadway and he patiently gave me instructions on what to do to enable them to be able to push it out of the roadway. He then gave me his business card, explained to me that he was out of the Waco office and said if I needed any further assistance to give him a call. I truly believe that he was an answer to my prayers and I cannot say enough how much it meant to me.

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#### **Trooper Joel Cantu (THP)**

We were on our way to the Lucky Eagle Casino in Eagle Pass on Saturday afternoon, April 16, 2016, and were pulled over for speeding by Trooper Cantu. He was extremely courteous and very professional as he explained to us why we were pulled over. He was quite thorough - asking where we were going, how often we go to Eagle Pass and where we were staying. He couldn't have been nicer. We thanked him for his service and he let us be on our way. We truly appreciate his kindness and professionalism.

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#### **Aaron Dooley (IT)**

Have to tell you what an incredible job Aaron Dooley did last week with the AV system for TDEM. He quickly identified two problems (Thursday and Friday) that made that system unusable, and he resolved these issues just in time before the SOC was activated on Saturday.

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### **Trooper Darwon Evans (THP)**

I was involved in an automobile accident yesterday about seven miles south of Livingston. Shortly after the accident a Texas Department of Public Safety Trooper arrived and had me move my car off the road. Trooper Darwon Evans was very polite and efficient. When He became aware that I was eighty two years old and lived in Waterwood he volunteered to take me home because it was Sunday and I could not rent a car. I had never experienced any one that was more willing to go out of their way to help a stranger. Trooper Evans is a credit to the Department of Public Safety and the human race. I am retired from Nikon and over the years have met and worked with a number of police officers in Louisiana, Texas and Mississippi. I would place Trooper Evans at the top of the list.

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### **Corporal John Griffith (THP)**

On March 28th my mother died. I was extremely distraught, not in my right mind. I was drinking and driving and Corporal Griffith pulled me over for speeding and I ended up with a DWI charge. I just wanted to say that he was very kind and compassionate at an extremely difficult time in my life. He made a bad situation much better. He spoke softly to me, and patted my shoulder and told me everything was going to be okay. He saved me from myself that night. I appreciate him very much, and am thankful for the work he does on our highways. Give him a hug for me - he's a great guy!

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### **Cindy Halderman (DLD)**

Having dealt with the Missouri DMV for many years I was dreading having to change my driver's license to Texas. What a pleasant surprise I was in for when dealing with Cindy Halderman. She was extremely polite, efficient, and helpful. I would like to commend her for making this such an outstanding experience! Thank you.

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### **Liza Lopez (DLD)**

I went to the Brownsville DPS office to apply for a Texas I.D. card. I was very fortunate to come to Liza Lopez's window. She was very, very helpful and charming. She is a most valuable asset to this office.

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**Molly Morin (RSD)**

I called the main DPS number back on 4/8/16 at 11:03 AM and got transferred to a very patient person named Molly in the CHL Data Entry center. Not only was she patient with a highly irritated customer, she went above and beyond to get the multiple issues resolved and to get my license started on the renewal process. Molly is the type of person that the TXDPS could benefit having more of. I called the CHL department this morning to check the status of my renewal and thankfully it is in the mail. Thank you, Molly, for all of your help.

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**Victoria Munoz (DLD)**

I would like to give Recognition to Victoria Munoz, Lead CSR/Facilitator-Universal City. Ms. Munoz has assisted our company with the CDL program for 1 1/2 years. Her station has been helpful, fair, and given us excellent customer service. Her management of all clerks and administration has been outstanding.

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**Natasha Nesbitt (DLD)**

Ms. Nesbitt was a dynamic co-worker; she provided all of the information in a tentative and nice manor. She gave options and went above and beyond her duties. She is a tremendous asset.

What a great employee. She went above and beyond to assist us for our driver's license. If only all employees were like her!

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**Carla Newbell (DLD)**

Good morning! I had excellent customer service this morning when I renewed my license. Major kudos to Carla Newbell. She was very professional, friendly and made my morning that much better. I was in and out in 5 minutes! Thank you so much!

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**Trooper Darien Norman (THP)**

I was pulled over by Trooper D. Norman. He was professional and courteous. I told the trooper that I wasn't blowing smoke, as I had no reason to, but that all first responders were underpaid. No first responder should have to work a second job. Trooper Norman is a true asset, and I wish DPS had more like him. I've got your back.

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**Kimberly Pitzer and the Fort Worth DL CDL Testers (DLD)**

Kim - you will never know how valuable your 10:00 AM available appointment became to our afternoon!!! I could thank you continually for days, and it wouldn't be enough! It is wonderful to work with you and your staff knowing you all offer us a customer experience that is so appreciated, yet you hold to your high standards for the road tests. That keeps us Trainers on the mark to train efficient, safety-conscious drivers. That is the expectation for HEB ISD Transportation employees. Thus, we train, advising new drivers to always maintain the standards of DPS Commercial handbook guidelines! Thanks for helping us be the best!

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**Shennetah Rogers (DLD)**

Please accept this commendation on behalf of Shennetah Rogers. I want to mention her exceptional courtesy, efficiency and manners. I also want to note that I was not the only one who received her exceptional service. I had the opportunity to observe her interactions with several of your customers. In addition to her qualities, she exercised great human warmth and calmed my daughter's nerves before her driver test. I extend my compliments.

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**Trooper Scott Rountree (THP)**

My wife and I were stopped on the way to a funeral for speeding by Trooper Rountree near Hico, Texas, on March 20, 2016. Trooper Rountree was very courteous and professional and spoke with us about driving over the designated speed limit. We agreed with him concerning the dangers of driving too fast and slowed down. We were issued a warning. Trooper Rountree is an outstanding example of courtesy and professionalism. My wife and I are retired school principals and we appreciated the advice.

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**Ranger Jeffrey Strain (RGR)**

Ranger Strain recently completed an investigation in Big Spring, TX. The investigation was related to a Big Spring officer's misconduct. I can only imagine how disheartening and uncomfortable it must be for one law officer to investigate another officer. Though it seemed the investigation took longer than anticipated, Ranger Strain's due diligence revealed 2 more victims. I would like to let you know how much I appreciate his hard work and say 'job well done sir'.

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**Cynthia Takacs (DLD)**

Last week, my daughter came in to the DPS to update her DL. She had recently gotten married and bought a house. She needed to get her DL updated in order to get her passport to go on a mission trip. To my regret, I told her to go to the passport office first because those ladies are

much more helpful than the ladies that work at the DPS office. They would kindly answer her questions. That is what she did. That afternoon, she called me from the parking lot: "Mom, I must have got lucky at the DPS Office because I didn't even have my form filled out when they called my number. I went up to the counter and apologized and the nicest lady told me it was no big deal. She told me congratulations on getting married and buying a house. I was in and out of there in 10 minutes. As I was leaving, she made a point to once again congratulate me on getting married. I kept thinking how much she reminded me of Grama. Everything about her reminded me of Grama!" (My mother who passed away in 2006 at 47 years old). I told her that was sweet and how glad I was that she had a good experience. I then asked her if she had the receipt she needed to take back to the passport office. "Mom, oh my gosh you are not going to believe this; I am looking at the receipt and the ladies name is Cindy!!!" My mom's name is Cindy. The kids have always called her Grama Cindy. My daughter explained that she has been having all sorts of "God" moments, and this was by far her favorite. It may seem weird to see this as a big deal, but your simple kindness brought a lot of joy to both my daughter and me.

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#### **Webster DL Office**

GREAT PLACE! I arrived a little after 9 AM on Thursday, April 14, 2016 and had completed my Texas driver's license renewal by 9:45 AM. Your staff was SUPERB - cheerful, organized, and extremely competent - from the young man who greeted me to the lass who took my photo and tested my eyes. Thank you for your expert leadership in dealing with such a diverse public!

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**DPS News**  
**4/29/16**

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Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Claudia Arpero](#), [Trooper Mike Bishop](#), [Pamela Bishop](#), [Julie Bullard](#), [Gwen Carroll](#), [Cleburne DL Office](#), [Denton DL Office](#), [Explosive Ordnance Disposal Unit](#), [Trooper Bradley Fein](#), [Trooper Louis Gabler](#), [Julianne Goodwin](#), [Trooper Raymond Haley](#), [Maudre Hicks](#), [Trooper Kimberly Ousman](#), [Dimple Perkins](#), [Jessica Robles](#), [Daniel Rodriguez](#), [Pamela Sims](#), [Roberta Smith](#), [Dannette Terrell](#) and [Trooper Thomas Woodings](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Employee Efficiency Survey Results**

Viable efficiency suggestions submitted by DPS employees were posted to our external website to allow the public to vote for their favorite. The winning suggestion was to work to convert forms to a format that can use digital signatures. The remaining suggestions will continue to be included for public voting in the next quarter along with the new suggestions. If you have an efficiency suggestion you would like considered, submit your idea [here](#).

**Texas DPS Foundation Offering Scholarships for the 2016-2017 Academic Year**

The [Texas Department of Public Safety Foundation](#) is offering ten \$5,000 scholarships for the 2016-2017 academic year. Applicants must be DPS employees, retirees, or immediate family members (spouse, parent, or child) of DPS employees or retirees. The application is attached [here](#), and completed applications should be submitted by May 6, 2016. Please note these scholarships are separate from the Wilson E. Speirs Scholarship, which will be open for application in July. Questions may be directed to [info@texasdpsfoundation.org](mailto:info@texasdpsfoundation.org).

## **Minnesota Life and Securian Financial Group – new brand, same benefits**

Minnesota Life – the administrator of basic, optional and dependent life insurance and voluntary accidental death & dismemberment (AD&D) insurance for the Texas Employees Group Benefits Program (GBP) – has adopted the brand name of its parent company, Securian Financial Group, Inc. Throughout 2016, you will see a change to the Securian name and logo on the website and in letters, email and other materials related to your life and AD&D insurance.

There are no changes to life or AD&D insurance coverage amounts or premium rates as a result of this branding change.

This is not a change to the company. You will still see the Minnesota Life name in some cases. That's because Minnesota Life Insurance Company remains the underwriter of the GBP life and AD&D insurance program. Securian is the financial services company that owns Minnesota Life.

## **About Securian**

Based in St. Paul, Minnesota, Securian Financial Group, Inc. and its affiliates:

- provide financial security to more than 15 million clients,
- protect clients nationwide with more than \$1 trillion of life insurance in force and,
- as the third-largest direct writer of group life insurance, insure employees and retirees of 21 state governments and many Fortune 500 companies.

Securian's member companies, Minnesota Life Insurance Company and Securian Life Insurance Company, are highly rated by the major independent rating agencies that analyze the financial soundness and claims-paying ability of insurance companies.

For more information, visit [www.securian.com](http://www.securian.com).

For questions related to your life insurance coverage, contact Securian toll-free at (877) 494-1716 or [lifebenefits@minnesotalife.com](mailto:lifebenefits@minnesotalife.com). You may also visit [www.lifebenefits.com/plandesign/ers](http://www.lifebenefits.com/plandesign/ers).

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## **Events:**

### **2<sup>nd</sup> Annual Texas Peace Officers Memorial Ride – Saturday, April 30 – Sunday, May 1**

This is your invitation to be a part of the 2<sup>nd</sup> Annual "Texas Peace Officers Memorial Ride." The DPS Memorial Ride has joined with Texas C.O.P.S. Chapters in hosting this honorable event. Registration is complete with 70 plus riders being escorted by 17 police motors making the two-day ride. The event – to honor our fallen officers and their families and friends – starts in Katy on Saturday April 30<sup>th</sup> with an overnight stay in LaGrange and then continues to Austin. We would like to extend an invitation for all to be there to welcome the riders on May 1st at the TPOM at the Capitol around 2:45 pm with a memorial ceremony at the memorial wall with

honored family members of our fallen Texas Officers following. For more information on the memorial ride, click [here](#).

### **2016 Texas Law Enforcement Memorial Shooting Competition**

In recognition of *Police Week*, on Saturday, May 14, 2016, the [Texas Department of Public Safety Foundation](#), in partnership with the DPS, will host the 2nd Annual "Texas Law Enforcement Memorial Shooting Competition" at the DPS Tactical Training Center in Florence. Active Texas peace officers or members of the United States military are invited to compete individually or in four-person teams in pistol and multi-gun competitions. Participation in this event is free, and family members are invited to come watch the competition, have lunch, and tour the facility. Completed [registration forms](#) should be submitted to [emily@texasdpsfoundation.org](mailto:emily@texasdpsfoundation.org). For contest rules, please contact Captain Brian Baxter at (254) 793-2186.

### **10<sup>th</sup> Annual Myrick 5K Run & Walk**

Join us Saturday morning at 8:00 AM, June 4, 2016 for the 10<sup>th</sup> Annual [Myrick benefit race](#) in honor of fallen DPS Officer Matt Myrick who was killed in the line of duty on January 20, 2006. Matt's family will be with us on race day. The race begins and ends on Main Street in front of the John Pittman Municipal Golf Course in Hereford, Texas. Awards will be given to the overall male and female runners as well as the top three finishers in each age group.

#### Entry Fees & [Registration Form](#)

- \$20.00 Postmarked by May 27th
- \$25.00 Postmarked after May 27th
- \$15.00 Children 13 years of age and younger

Also, for Law Enforcement only, a 3 Gun Match will be held at 1:00 PM. For entry fee information and the match description see the [attached flier](#).

### **2016 Texas Police Games Hosted by San Angelo PD**

The 2016 Texas Police Games will be hosted in San Angelo by the San Angelo Police Department starting June 12<sup>th</sup> thru June 18<sup>th</sup>, 2016. Please go on line and register at [texaspolicegames.org](http://texaspolicegames.org). The last 2 years there have been more Troopers to compete than ever before in the 42 year history of the games! Please register by May 2<sup>nd</sup> 2016; late fees will apply after that date. Also civilian guest are allowed to compete in certain events.

For any questions, you may go online or contact Corporal Barry W. Thornton at 214 284-9574.

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### **Fan Mail:**

#### **Claudia Arpero (DLD)**

I just wanted to let you all know that you have an awesome employee, Claudia Arpero. I went through the Spanish queue but since my Spanish is not that good I asked if she would speak to

me in English and without skipping a beat Claudia helped me with my DL. I've worked in a call center myself and most reps won't help because they're in the Spanish queue. Well Claudia was more than happy to help. She took care of my problem and also offered to send me an email with what I need; she also told me to hold so she could get my confirmation. Her professionalism really showed when while keeping me on hold she actually came back and let me know she hadn't forgotten about me and that she was still working on my issue. That is one thing that I really expect from a great CSR. I hate being on hold and no one comes back to let me know that they are still there so I'm not left wondering. She must be a senior rep or a very caring individual and most definitely takes pride in her job. Although the wait time was LONG, which no fault of hers, she gave me all the attention for the time that it was my turn. Great job Claudia and keep up the awesome job. Have a great day and thank you again!

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### **Trooper Mike Bishop (THP)**

Thanks so much for allowing Trooper Mike Bishop to come out to our community and help us be aware of our surroundings. We feel more confident with the knowledge and the training of the ABC's and R.O.P.E. to help us be informed and secure with the knowledge that we have been taught. Thanks again!

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### **Pamela Bishop (DLD) and the Denton DL Office**

I just wanted to let you know what a great asset Pamela Bishop is to the Denton DPS. Not only was she pleasant and polite but had an attribute that is sadly lacking in many, the ability to be truly kind!! Just wanted to let you know and thank everyone there. Our experiences here have been pleasant. My teenage boys' driving permits and tests went well due to the kindness and politeness we received at this particular DPS.

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### **Julie Bullard and Dannette Terrell (DLD)**

After reporting an unpleasant incident with one of the DL offices I called to voice my concern. I was told that a supervisor would call me back to discuss the situation. Quite honestly, I did not expect to receive that call BUT to my surprise Danette called. She was very professional, polite, respectful and patiently listened to my complaint. After she apologized for the wrong-doing of the other office and assuring me she would talk to that lady about not following procedure, I assumed that was the end of it. BUT Ms. Danette went beyond my expectations at making things right!!! She called Julie in the Snyder office who agreed to meet us at her office the very next morning to do the driving test! Julie was supposed to be closed for a court hearing but met us for the test before her hearing! Not to mention that when we got there we found out that Julie's mom had been put in the hospital the night before...she didn't cancel on us but showed up with a smile on her face and ready to help!! WOW! SO, while there are so many horror stories about the DPS, and me thinking I was going to be one of them, I was pleasantly

surprised and impressed and want to say THANKS to Danette in Abilene and Julie in Snyder. KUDOS!!

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#### **Gwen Carroll, Julianne Goodwin, Maudre Hicks and Daniel Rodriguez (FIN)**

I wanted to send kudos to the four Finance staff members (Gwen Carroll, Julianne Goodwin, Maudre Hicks and Daniel Rodriguez) that worked to move 225 boxes of records into storage on Tuesday, April 26<sup>th</sup>! We had a large job ahead of us and each and every one of them was cheerful and made quick work of the task at hand. Each one of them worked hard and diligently in completing the task in an efficient manner and they are a wonderful representation of our agency.

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#### **Cleburne DL Office**

I just want to thank you guys for the courtesy and excellent customer service you extended to me and my son the last 2 days. After being unable to take his driving test yesterday, you allowed him to take it today, even though we didn't have an appointment. You guys were professional, courteous and encouraging every step of the way. It made our hour drive well worth it. Thank you so much!!!

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#### **Explosive Ordnance Disposal Unit (RGR)**

I would like to take a moment and say THANK YOU to our DPS bomb squad for assisting in an investigation of a suspicious package in Cedar Park last night. This was actually my residence and my husband was the one who put in the call. You can never be too careful these days and with all of the factors that led up to the concern, I appreciate the precautions that were taken in assuring the safety of our neighborhood and our community. Due to the circumstances, I wasn't able to personally show our appreciation to the team but we would like to extend our most sincere gratitude to all those involved. THANK YOU!!

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#### **Trooper Bradley Fein (THP)**

Trooper Fein pulled me over last night and was extremely courteous and pleasant to talk to. It's always nice when there's a situation that can be stressful and unpleasant and someone makes it the complete opposite. Thank you Trooper Fein.

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#### **Trooper Louis Gabler (THP)**

I had a horrible day and last night ended with lights in the rearview mirror. Trooper Gabler pulled me over for 'display expired license plates' and I did not have an insurance card. Trooper Gabler obtained my driver's license and wrote me a warning for the plates. While I logged into my insurance provider website (after forgetting the password and having to request a new one) he put on the new plates (front and back that were in the trunk of the car) and had a professional, positive attitude at 9:30 at night on the side of IH-10! Thank you Trooper Gabler; the traffic stopped ended my day on a positive note!

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### **Trooper Raymond Haley (THP)**

On April 23, Trooper Haley pulled my husband over for speeding, in Daingerfield, TX. My daughter, who is 4, and myself were also in the car. I want to commend Trooper Haley for his interaction with my daughter. He joked around with her, talked directly to her and gave her stickers. Mr. Haley gave her a good impression of law officers. He was also very polite and respectful toward us. In a world full of negativity toward law enforcement I just felt the need to say "Thank you Trooper Haley."

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### **Trooper Kimberly Ousman (THP)**

I just want to say that I'm very pleased in all the hard work that Trooper Kimberly Ousman did last Friday with the hit and run in Vidor dealing with the my 2 year old son. She did an amazing job. She told my little boy that she wasn't going to stop until she caught him. She kept in touch with us every day, always calling just to check on my baby and when she had to leave she made sure to see him before she left. I also wanted to say thanks for all of the Troopers that had a part in catching this man; as my baby would say "the bad man." I really think that Trooper Kim Ousman should be rewarded in some kind of way. Thanks again to every one for all of the hard work. She is my little boys' hero!

I just want say a big thanks to Kim Ousman for never giving up, staying strong and for not letting my little boy down. She is truly amazing and in his eyes his hero. He has her picture on his phone and he says, "She got that bad man!" He is always talking about her. He said as long as he has her picture and the teddy bear she gave him he's not scared. She definitely needs something to show how great of a job she did. She deserves the best award that she can get. In my little boy's eyes, she's his favorite police officer. Thanks to all the other Troopers that had part in it as well.

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### **Dimple Perkins (DLD)**

I would like to recognize CSR Dimple Perkins' actions. While conducting a driving examination on April 20, 2016 at approximately 5:00 PM, CSR Perkins observed a minor hit and run crash at the intersection of Alta Mesa Blvd and Woodway Dr here in Fort Worth. Due to CSR Perkins quick thinking she was able to successfully obtain the vehicles license plate number and give



me an accurate description of the vehicle. Due to her information I was able to locate the vehicle, detain and question the driver.

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### **Jessica Robles (DLD)**

I just want to express my deep appreciation for DL Administrative Assistant and Sr. Timekeeper Jessica Robles in San Antonio. Being an administrative assistant myself, I can relate to all of the daily demands and tasks she juggles, which are extremely vital, as many of her duties affect pay for around 200 employees. But on top of all of that, she also is a Sr. Timekeeper for 4 regions. Regular Timekeeper duties are not always an easy task, but she goes above and beyond! I have always been able to count on her when I've needed assistance, direction, advice or information regarding any timekeeping issues. She always maintains and conveys patience and understanding. She has a professional and positive, infectious spirit and is always encouraging. She is extremely reliable, as she always finds the answer for me, if not right away, never fails to follow up with the answer once she finds it. What an asset she is to her region and the Timekeepers she assists, as well as to the DPS entity!

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### **Roberta Smith and Pamela Sims (DLD)**

Thank you to Roberta Smith and Pamela Sims for helping me get my Alabama license transferred back to Texas. I appreciate both of you and the kindness you showed after a long, busy day.

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### **Trooper Thomas Woodings (THP)**

On April 23, 2016, I was pulled over by Trooper Woodings on State Hwy 6 in College Station, TX. I had an expired registration on my vehicle. In fact, I had the wrong registration sticker on my vehicle. It should have been on a vehicle that I previously owned. I had no idea I had put the sticker on the wrong vehicle. Trooper Woodings performed all the necessary steps he was required to do, and conducted his duties in a 100% professional manner. I received a citation that I rightfully deserved, but I want to thank him for bringing my wrongdoing to my attention so that I can fix the issue. Trooper Woodings is an excellent member of the Texas State Troopers, and brings great credit upon himself, Texas Department of Public Safety and the State of Texas.

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**DPS News**  
**5/6/16**

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- [Retirements](#)
- [Deaths](#)
- [Promotions](#)
- [Awards](#)
- [Fan Mail](#)

**Featured employees include:** [Karen Dutton](#), [Lindy Estes](#), [Sylvia Guerra](#), [Brittany Harris](#), [Sheikh Obaidullah](#), [Veronica Medina](#), [Trooper Matthew Naparstek](#), [Rebecca Santiago](#), [Mary Stables](#), [Louis Torres](#), [Barbara Walton](#), [Jamie Whitaker](#) and [Latisha White](#).

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**News:**

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**Planning a trip outside the United States? Your HealthSelect medical plan's got you covered.**

The HealthSelect medical plan pays benefits for covered participants while traveling outside the U.S.

If a participant is enrolled in the In-Area plan, eligible expenses for non-emergency services incurred while outside the U.S. are reimbursed at the non-network benefit level and are subject to the annual non-network deductible. Emergency services received outside the U.S will be paid at the in-network benefit level.

If a participant is enrolled in the Out-of-Area plan, benefits are covered the same as any other illness. The calendar year deductible and any applicable copays apply to all covered services.

**For all plans, any care received must be a covered health service for benefits to apply.** You must pay the provider at the time treatment is received and obtain appropriate documentation of services received. This documentation includes the costs of these services - itemized bills, receipts and any medical narrative. This information should be included when you submit your claim to UnitedHealthcare. You can refer to the Master Benefit Plan Document, Section 8, Claim Procedures, for additional information. To print an international claim form, go to [www.healthselectoftexas.com](http://www.healthselectoftexas.com), click on "Publications and Forms" and scroll to the bottom of the page. You can also find the form on [www.myuhc.com/hs](http://www.myuhc.com/hs).

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#### **Events:**

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#### **Retirements:**

<b>Archibald Lamont Harben, III</b>	Criminal Investigations Division	32 years
<b>Martin Dennis Dellert</b>	Criminal Investigations Division	28 years
<b>Brian Charles Petree</b>	Criminal Investigations Division	28 years
<b>John Edward Buesing</b>	Criminal Investigations Division	26 years
<b>Stephen Wayne Reynolds</b>	Criminal Investigations Division	26 years
<b>Norma Martinez Hernandez</b>	Law Enforcement Support Division	24 years
<b>Patricia Ann Molloy</b>	Law Enforcement Support Division	22 years
<b>Chris Lane Allen</b>	Texas Highway Patrol	21 years
<b>Martha H. Gutierrez</b>	Criminal Investigations Division	21 years
<b>Jeffrey Todd Cummins</b>	Texas Highway Patrol	18 years
<b>Dahlia S. Gonzalez</b>	Driver License Division	17 years
<b>Vicki Susan Loika</b>	Driver License Division	17 years
<b>Eugenia Wright Brown</b>	Information Technology Division	14 years
<b>Arnetta Griffith Mahon</b>	Texas Highway Patrol	12 years
<b>Mary Ellen Lyons</b>	Driver License Division	10 years
<b>James Carrel Connelly</b>	Regulatory Services Division	9 years
<b>Anadelia Martinez</b>	Criminal Investigations Division	5 years
<b>Carmen Ruth Arn</b>	Texas Highway Patrol	3 years

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#### **Deaths:**

<b>Harold Emery</b>	Retired
<b>Monte Grimes</b>	Retired
<b>Donald Lee "Buddy" Overstreet</b>	Retired
<b>Sammy Smith</b>	Retired
<b>Janet Renee VanWinkle</b>	Administration

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Mike Iffla</b>	Manager, Administration (Austin HQ)	General Service Bureau Director, Administration (Austin HQ)
<b>Mauricio J. Uribe</b>	Special Agent, Criminal Investigations (Weslaco)	Lieutenant, Criminal Investigations (Rio Grande City)
<b>Rene A. Olivarez</b>	Special Agent, Criminal Investigations (Brownsville)	Lieutenant, Criminal Investigations (Weslaco)
<b>Daniel L. Pena</b>	Special Agent, Criminal Investigations (Harlingen)	Lieutenant, Criminal Investigations (Weslaco)
<b>Roberto Villafranca, Jr.</b>	Special Agent, Criminal Investigations (McAllen)	Lieutenant, Criminal Investigations (Weslaco)
<b>Odunaen L. Igbinomwanhia</b>	Special Agent, Criminal Investigations (Houston)	Lieutenant, Criminal Investigations (Houston)
<b>Amanda V. Cholick</b>	Trooper II, Texas Highway Patrol (Harlingen)	Special Agent, Criminal Investigations (McAllen)
<b>Brandon L. Middleton</b>	Trooper II, Texas Highway Patrol (Glen Rose)	Special Agent, Criminal Investigations (Austin)
<b>Landon R. Corbett</b>	Trooper II, Texas Highway Patrol (Canton)	Special Agent, Criminal Investigations (Garland)
<b>Henry E. DeSylva, Jr.</b>	Sergeant, Texas Highway Patrol (Weslaco)	Special Agent, Criminal Investigations (Rio Grande City)
<b>Luis M. Rosales</b>	Trooper II, Texas Highway Patrol (Pharr)	Special Agent, Criminal Investigations (Rio Grande City)
<b>Kristina M. Klawin</b>	Trooper II, Texas Highway Patrol (San Antonio)	Special Agent, Criminal Investigations (Rio Grande City)
<b>Joseph M. Dreaden</b>	Trooper II, Texas Highway Patrol (Wallisville)	Special Agent, Criminal Investigations (Corpus Christi)
<b>Victor A. Bibilonisambolin</b>	Trooper II, Texas Highway Patrol (Kingsville)	Special Agent, Criminal Investigations (Corpus Christi)
<b>Joshua J. Benson</b>	Trooper II, Texas Highway Patrol (New Caney)	Special Agent, Criminal Investigations (Corpus Christi)
<b>David B. Kral</b>	Trooper II, Texas Highway Patrol (New Braunfels)	Sergeant, Education, Training, & Research Division (Austin HQ)
<b>Jeremy J.E. Rowland</b>	Lieutenant, Texas Highway Patrol (Corpus Christi)	Captain, Texas Highway Patrol (Midland)
<b>Gabriel F. Huber</b>	Sergeant, Texas Highway Patrol (Victoria)	Lieutenant, Texas Highway Patrol (Austin-Capitol)

<b>Anthony E. Rodriguez</b>	Sergeant, Texas Highway Patrol (San Antonio)	Lieutenant, Texas Highway Patrol (Austin)
<b>Esteban A. Luna</b>	Trooper IV, Texas Highway Patrol (Eagle Pass)	Sergeant, Texas Highway Patrol (Eagle Pass)
<b>Stephen C. Baggett</b>	Special Agent, Criminal Investigations (Tyler)	Texas Ranger, Texas Rangers (Dallas Region Company "B")

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**Awards:**

<b>Douglas Lanford, Jr.</b>	Regulatory Services Division	50 Year Service Award
<b>Jesse Sharp</b>	Law Enforcement Support	40 Year Service Award
<b>Larry Hinojosa</b>	Texas Highway Patrol	35 Year Service Award
<b>Terry Siegmund</b>	Information Technology	35 Year Service Award
<b>Judy Dunnam</b>	Regulatory Services Division	30 Year Service Award
<b>Teresa Reynolds</b>	Law Enforcement Support	30 Year Service Award
<b>Valerie Lopez</b>	Texas Highway Patrol	2015 Javier Arana Top Trooper Award
<b>Andrew Tegtmeier</b>	Texas Highway Patrol	2015 Javier Arana Top Trooper Award
<b>Kristopher Edgmon</b>	Aircraft Operations	Director's Citation
<b>Saben Emery</b>	Aircraft Operations	Director's Citation
<b>Barry Caldwell</b>	Texas Highway Patrol	Director's Citation
<b>Billy Hill</b>	Texas Highway Patrol	Director's Citation
<b>Robert Acevedo</b>	Criminal Investigations	U.S. Attorney's Award
<b>Captain Omar Villarreal</b>	Texas Highway Patrol	C. H. Cheshire Award

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**Fan Mail:**

**Karen Dutton and Rebecca Santiago (DLD)**

I would like to commend two of your employees from the Texas City Region 2B, Texas Department of Public Safety; Rebecca Santiago, Supervisor and Karen Dutton, Lead. Our facility provides long term care to persons who have suffered a traumatic brain injury. Most of our residents are wheelchair bound with cognitive problems. In the past we would put them in one of our specially equipped vehicles and take them to the Department of Public Safety in Galveston where they would often sit for an hour or more to turn in the Texas Identification Card Application, the Residency Affidavit, the Physician's Statement, documents verifying their identity and then get their picture taken. This is a lengthy process which is difficult for our clients and requires extra staffing on our part. Rebecca Santiago and Karen Dutton have turned a tiresome chore into an easy and pleasurable task. These members of your staff are knowledgeable; come prepared; are kind and respectful to our residents; and patient with clients and staff alike. They are greatly appreciated here and represent your region well.

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**Lindy Estes (FIN)**

I want to tell you about a wonderful experience I had with one of your staff today, Lindy Estes. I called regarding an employee having to designate one banking account for her regular salary to go to. Ms. Estes was extremely professional, friendly, and as I felt, wanting to go “the extra mile” to help me. And just as we were finishing the call, she asked me if there was anything else she could help me with. This remark, as well as her candor, was amazing and makes me proud to be a part of this family. I have been with the Department for over 20 years and never had an experience like this.

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**Sylvia Guerra and Sheikh Obaidullah (DLD)**

Thank you so much for all of your assistance. Just wanted to pass on the great work all of you are doing. I really appreciate all of you taking time out of day to help out our population. Thank you again.

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**Brittany Harris (DLD)**

Wow, I am not sure if Ms. Harris made me so happy because I was actually talking to someone and no longer waiting or because she was just a genuinely kind and thoughtful person. My guess is the latter; I was so happy that this woman helped me. I left the Hurst Texas DPS office in such a good mood because of her I just had to tell someone. She was so nice with a great smile that started me off in the right direction. She asked me if I had a nice weekend, about my birthday and just made me feel like she really cared about me and she took care of my renewal super-fast. I say, increase my taxes and give her a big fat raise! If you could recognize her and let her know she made at least one guy on 5/3/2016 super happy I'd really appreciate it. My highest regards to an outstanding interaction with Brittney Harris! Thanks, you're awesome!

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**Veronica Medina (DLD)**

I recently had an occasion to visit the driver’s license office to renew my CDL and it was a very pleasant experience thanks to a nice young lady by the name of Veronica Medina. This lady was very qualified and excellent. What was a necessary chore was transformed into a very pleasant experience. She is a credit to your department and a credit to the great state of Texas.

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**Trooper Matthew Naparstek (THP)**

I was pulled over on April 15, 2016 by Trooper M. Naparstek for speeding and can honestly say it was a privilege to meet such a professional! He was pleasant and completely aware of his surroundings, noticing things that only people who are dedicated to their jobs notice. He even

warned my wife and I about the hazardous weather conditions in the area we were traveling to. He is a true credit to his profession!

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### **Mary Stables (DLD)**

I am very appreciative of the professionalism from Mary Stables and her ability to ease a tense situation I experienced, trying to navigate reinstatement fees for my son's license. Ms. Stables was very helpful and went above and beyond to assist and explain everything necessary for a license to be issued. The Department is lucky to have such a great employee.

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### **Louis Torres (DLD)**

I took my son to your office April 22<sup>nd</sup> to get a state I.D. card. I was dreading the event, expecting long lines and an extended wait. I was surprised to get through the process in less than 20 minutes. Your staff was so friendly and Mr. Torres really showed in helping us. You have a good crew and should be proud of the work they do.

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### **Barbara Walton (LES)**

I would like to offer a positive reference regarding one of your subordinates, Barbara Walton. I recently had the task of contacting the DPS to request information relative to a foreign VISA application. Just by chance, Barbara received my call on your end. Barbara displayed exemplary customer service skills. Not only was she knowledgeable and helpful regarding the subject matter, she was very pleasant to deal with as well. She helped me determine exactly what I needed and went on to precisely inform me how to obtain the records. She then suggested I call her back after two business days to determine if my request was being processed; most helpful! As a healthcare executive I have actually designed and taught customer service programs/skills to employees. I can tell you Barbara would be an A+ student in my organization. In closing, I believe you are very fortunate to have Barbara representing your organization.

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### **Jamie Whitaker (DLD)**

In today's world of 'not enough time', 'everyone is in a hurry' and 'not enough hours in a day' we seldom hear of positive words regarding a good employee. It is more likely that you may hear a negative remark about an employee. But today I want to talk about a great experience with your employee, Jamie Whitaker. I came to the DPS office on February 12, 2016. It was a Friday and I'm sure you know what Friday's are like. I was with my mom, who is 82, to get a Texas Identification card. After a 2 hour wait, we are finally called up to Jamie's desk. My mom uses a walker and doesn't move very fast. By the time we arrived at Jamie's desk the system had already called the next person. Jamie could see the issue and explained to me that the



number is automatically called if we don't arrive within a certain amount of seconds. She then had to explain to the people with the next number called the issue and promised them they would be next. Not to mention that it is now after 5:00pm and she obviously has many customers to get through still before finishing up for the day. I won't drag you through all the details but just know that Jamie was extremely patient and personable with my mom as well as myself. She was nice, friendly and helpful. I'm not sure I would have been in such a good mood after what; I can only image, her day must have been like. She was even all smiles! I wanted to let her management know you have a great employee in Jamie! Kudos to her!

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**Latisha White (DLD)**

Latisha White is the best employee I have ever worked with in a DPS Office. She was an amazing worker and in 50 years of dealing with driver license people, I have never had a better experience. Keep her working with the public. She is second to none!

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**DPS News**  
**5/13/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Ashley Alexander](#), [John Beers](#), [Fred Brice](#), [George Cavanaugh](#), [Shila Cuevas](#), [Trooper Ben Dollar](#), [Sergeant Oscar Esqueda](#), [Trooper Ricardo Fabbiani](#), [Fleet Maintenance Shop in Austin](#), [Maria Garcia](#), [Chasity Guenter](#), [Lonnie Harms](#), [Steven Harper](#), [Philip Johnson](#), [Crystal King](#), [David Marshall](#), [Jennifer Mendez](#), [Jordan 'Taylor' Mitchell](#), [Trooper Danny Nunez](#), [Erica Nunez](#), [Richard Parras](#), [RAAB Investigative Support Section](#), [Maggie Rodriguez](#), [Chuck Schoenfeld](#), [Judy Vaculin](#) and [Tim Wolf](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**All DPS employees are invited to attend to the Department's Peace Officer Memorial Service on Tuesday, May 17, 2016, at 10:00 a.m.** The ceremony will be held on the west lawn between Building A and the Training Academy. This year's guest speaker is Representative Larry Phillips.

**General Manual Revisions**

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at: <http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
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05/02/2016	Chapter 5	DPS Early Intervention System
05/02/2016	Chapter 5, Annex 31	Early Intervention System Flowchart
05/02/2016	Chapter 5, Annex 32	Early Intervention System Division Referral Report
05/02/2016	Chapter 7	Holidays
05/02/2016	Chapter 7	Secondary Employment (Commissioned Personnel)

**Summer Enrollment is approaching fast. Specific enrollment dates for DPS have not been released yet, but more information will be coming in the following months.**

About a week before our phase begins, you will receive your Summer Enrollment packet in the mail. The packet will include a Personal Benefits Enrollment Statement (PBES), which lists your personal information and current benefits, information about your Summer Enrollment phase dates, general information about options available to you and any premium or benefit changes. To prepare for Summer Enrollment here are some things to consider.

- **Update your contact information with ERS by 5 p.m. CT on May 31.** If you've moved during the past year and haven't provided your current address to ERS, please login to your account and update this information. We want to be sure to send your PBES to the right place. Even if you have provided updated contact information to your agency, it won't necessarily be updated with ERS.
- **Be prepared to submit your dependents' documents proving eligibility to Aon Hewitt before enrolling a new dependent for health coverage.**
  - Check the [dependent eligibility chart](#) to see which documents are acceptable for different dependents.
  - If your dependent was previously found to be ineligible and dropped from coverage but is now eligible, you will need to provide documentation to ERS. See [Frequently Asked Questions on dependent eligibility verification](#).
- **Calculate your family's health and dependent care out-of-pocket expenses to see if you need to change your TexFlex annual contributions.** If you're not enrolled in Optional Term Life Insurance or disability insurance through the Texas Income Protection Plan<sup>SM</sup> (TIPP)—and you want to enroll—prepare for providing an evidence of insurability (EOI) application. Depending on your health history, you may be asked to have a physical exam. The premiums are based on your age and salary as of September 1, 2016.

**Scott & White Health Plan unveils new website features!**

Scott & White Health Plan HMO participants can now take advantage of an improved user experience on an updated [website](#).

New features will make it easier for you to find the information you need. Enhancements include:

- Mobile-friendly access: The new site is now smartphone and tablet friendly, allowing participants to browse from anywhere.
- Easier navigation: The *Menu* button on the top left corner of the home page stores all the important information you need in a single location.
- Sign up for an account: Participants can simply click the *LOG IN* button on the upper right corner of the home page, and then click *Sign Up Now* to set up your account. Your previous log-in information (email address and password) will work, but you must first establish an account on the new site.
- Claims information: *Plan Pays* helps you find the status of your claims and other information.
- Provider search: Finding a network provider is now easier than ever with the new *Find A Provider* feature. New mapping technology shows the doctors in the participants' network geographically. You can search by name, ZIP code or specialty, and even get directions to the provider's office from home or work location. Select *State of Texas Participants Network* from the *Select a Plan* drop down list to search for a provider within network.

Scott & White Health Plan participants are encouraged to sign up and get the most of your benefits.

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### **Events:**

#### **2016 Texas Law Enforcement Memorial Shooting Competition**

In recognition of *Police Week*, on Saturday, May 14, 2016, the [Texas Department of Public Safety Foundation](#), in partnership with the DPS, will host the 2nd Annual "Texas Law Enforcement Memorial Shooting Competition" at the DPS Tactical Training Center in Florence. Active Texas peace officers or members of the United States military are invited to compete individually or in four-person teams in pistol and multi-gun competitions. Participation in this event is free, and family members are invited to come watch the competition, have lunch, and tour the facility. Completed [registration forms](#) should be submitted to [emily@texasdpsfoundation.org](mailto:emily@texasdpsfoundation.org). For contest rules, please contact Captain Brian Baxter at (254) 793-2186.

#### **10<sup>th</sup> Annual Myrick 5K Run & Walk**

Join us Saturday morning at 8:00 AM, June 4, 2016 for the 10<sup>th</sup> Annual [Myrick benefit race](#) in honor of fallen DPS Trooper Matt Myrick who was killed in the line of duty on January 20, 2006. Matt's family will be with us on race day. The race begins and ends on Main Street in front of

the John Pittman Municipal Golf Course in Hereford, Texas. Awards will be given to the overall male and female runners as well as the top three finishers in each age group.

Entry Fees & [Registration Form](#)

- \$20.00 Postmarked by May 27th
- \$25.00 Postmarked after May27th
- \$15.00 Children 13 years of age and younger

Also, for Law Enforcement only, a 3 Gun Match will be held at 1:00 PM. For entry fee information and the match description see the [attached flier](#).

**2016 Texas Police Games Hosted by San Angelo PD**

The 2016 Texas Police Games will be hosted in San Angelo by the San Angelo Police Department starting June 12th thru June 18<sup>th</sup>, 2016. Please go on line and register at [texaspolicegames.org](http://texaspolicegames.org). The last two years there have been more Troopers competing than ever before in the 42 year history of the games! Civilian guests are allowed to compete in certain events.

For any questions, you may go online or contact Corporal Barry W. Thornton at 214 284-9574.

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**Fan Mail:**

**Ashley Alexander (DLD)**

I am a lawyer with offices in Houston. I include auto subrogation cases in my law practice. Consequently, I have used the Safety - Responsibility forfeiture provisions many times as an enforcement aid to collect unpaid judgments resulting from a car crash event. Ms. Ashley Alexander contacted me by phone in response to my earlier mail inquiry regarding a pending Safety-Responsibility case. Ms. Alexander's helpful assistance was most professional and courteous. Her response was direct and accurate and appreciated. Ms. Alexander's work is a credit to the Department. I feel it is important that unusually good experiences with DPS employees be complimented and called to the attention of that employee's Supervisor and the Employee Relations division. Ms. Alexander's work involves an area of the DPS responsibility that is particularly sensitive and subject to misinterpretation by those affected by the Safety-Responsibility enforcement remedies.

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**John Beers, Fred Brice, George Cavanaugh, Steven Harper, Philip Johnson, David Marshall (ADM)**

I would like to applaud these gentleman from Facilities for always being ready to assist and serve their agency with a cheerful attitude and a willingness to work hard at the task they are given. They were instrumental in assisting the Finance Division and the Records Management Office in moving 200+ boxes of records into the storage facility on campus.

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**Shila Cuevas (DLD)**

I am writing to commend one of your employees, Shila Cuevas. After I wrote to your office about nonresponse, she called me and encouraged me to resend my information and she would try to get it to the correct department. I was hopeful but not optimistic. I received the notice that my license was restored and the hearing cancelled. I know this would not have been possible without her help. She was both kind and generous, and I thank you for directing my letter to her.

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**Sergeant Oscar Esqueda, Trooper Ben Dollar and Trooper Danny Nunez (THP)**

We would like to commend Sgt. Oscar Esqueda, Trooper Ben Dollar, and Trooper Danny Nunez for voluntarily going out of their way to help us change a flat tire (in the rain) in Georgetown, TX. We are senior citizens and were so grateful for their help as this would have been a difficult task for us. We love our Tahoe except for when it comes to getting the spare out from underneath. People like you, who naturally go above and beyond make this world a better place for all of us. Thank you so much.

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**Trooper Ricardo Fabbiani (THP)**

I want to express again my sincere appreciation for your service in changing my tire on March 28, 2016. I had been on the road traveling since 3:00 that morning returning home to Bandera from a visit with my parents in North Louisiana. It was quite frightening to realize that I was having a flat tire and would be stranded on the side of a rural highway in the dark. As a woman alone, it was a great relief when you responded to assist me. I apologize that I was so ill prepared for such an emergency. In spite of it, you were calm, responsive and resourceful. In short, you were everything I, or anyone, could hope for in a Trooper. Thank you again for your help that morning and your service to the citizens of Texas.

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**Maria Garcia (DLD)**

I received excellent customer service from Ms. Garcia at the Bay City Driver License office. I recently moved to TX from SC and Ms. Garcia went above and beyond expectations for getting my DL. Specifically, there is a hold on my driving record from AZ, which I have never been licensed in, visited or even driven through. I had all the support paperwork, but AZ wouldn't lift the hold electronically. Ms. Garcia called Austin HQ, missed her own lunch break and patiently explained the normal process for appeal. The appeal process wasn't needed, because of Ms. Garcia's exemplary work. This saved me hours of work, weeks of waiting and a lot of headache. What a great welcome to Texas. I am so happy to have met Ms. Garcia and hope that all of DPS can emulate this excellent behavior.

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**Chasity Guenter, Tim Wolf and RAAB Investigative Support Section (RSD)**

I just want to acknowledge all the assistance and hard work Chastity and Tim have provided the DEA Austin TDS Group the past 3 years. May I add that it would be almost impossible to conduct our investigations without your entire "Team." Additionally, all of your Case Support Specialists have been outstanding! They are very helpful to DEA on every request we ask them to do.

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**Lonnie Harms, Richard Parras, Chuck Schoenfeld and Fleet Maintenance Shop in Austin (ADM)**

I wanted to take a moment to say "Job well done" to the Fleet Maintenance Shop in Austin. I was there on Wednesday, May 4, 2016, to pick up a "reassignment" fleet vehicle. We noticed a minor hiccup that would keep us from taking the vehicle, but Lonnie Harms, Chuck Schoenfeld, and their shop staff had it handled and the vehicle was ready to go in about 30 minutes. Richard Parras, who handled the turn in of the old vehicle and assignment of the new vehicle, was very professional and pleasant to work with. What impressed me the most, however, was the condition the vehicle was in at pick up time. It had had repairs done and looked to be in tiptop shape. The drive back to Lubbock made me even more impressed by the work that had been done by the Austin shop. This 6 year old Crown Victoria drove like a much newer car. It was by FAR, the best, most ready to go vehicle that I have ever picked up at the Fleet Shop in Austin over the last 8 years. Again, kudos to Lonnie, Chuck and all of their folks for a job well done. Thanks.

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**Crystal King and Erica Nunez (DLD)**

Due to recently moving to Texas, my daughter's age and the partial completion of licensing in another state, the process to get her driver's license here in Texas was extremely complicated and burdensome. After many conversations with many DPS employees, it was finally determined we could make an appointment for my daughters driving test. After many hours, and the direct involvement and assistance of Crystal and Erica, we were able to get my daughter to take her test and get her license. Given the time it took and the actions necessary to validate her information, it would have been easy and likely more efficient to have simply sent my daughter and I away. Neither Crystal nor Erica did that. Instead they worked very hard to make sure that we could accomplish what we set out to do. It was a great overall experience at the Humble facility on Will Clayton Parkway and I wanted to make sure these two fantastic women get recognized for their superior customer service efforts! Thank you very much.

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**Jennifer Mendez (DLD)**

Jennifer Mendez gets my highest appreciation for how she handled my situation today! She is definitely the 'face and voice' DPS needs to have answering the phone lines. She impressed me with her patience, calm demeanor and her assistance. I was "boiling mad" when she first answered the call, but she calmed me down and even reached out to the Brownwood DLO to obtain information for my drive test. Way to go the extra distance, Jennifer! Keep up the excellent customer service and thank you for your positive attitude!

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**Jordan 'Taylor' Mitchell (DLD)**

Taylor, at the DPS office in Plano, made my visit extremely pleasant. He was courteous, funny and took care of what I needed. Thank you for making my visit a pleasant one!

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**Maggie Rodriguez (DLD)**

Good morning, I'm sending this to let you know that you have an awesome employee that never gave up on me and continued to help me for two months. She was always very kind, patient and just had good customer service all around. I've been in customer service for over 30 years and I know when a person really cares about their customers. My son got his license a couple of weeks ago. Thank you for having a caring employee on your team.

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**Judy Vaculin (DLD)**

Judy helped me this morning and she was exceptional. She was professional, cheerful and processed all the paperwork to get my new TX license very quickly. I was disappointed to have to turn in my TXID which I had just purchased in November. But she explained the legislative change. Judy is an exceptional representative of DPS.

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**DPS News**  
**5/20/16**

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If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

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For any questions, you may go online or contact Corporal Barry W. Thornton at 214 284-9574.

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### **Fan Mail:**

#### **Christi Bowie (RSD)**

Thank you so much for all your help. I hope your management knows what a professional and polite worker you are and how well you reflect upon your department.

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#### **Trooper Erik Burse (THP)**

Trooper Burse was the guest speaker for the Conroe Noon Lions club today. He did an exceptional job of increasing our awareness of distracted driving. He was also very professional and a gifted speaker. He was enjoyed by all in attendance and he possibly saved one of our lives. Thanks for sharing him with our club.

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#### **Jennifer Cannon and Jessica Johnson (DLD)**

Thank you! Thank you! Thank you! For the improvements you all have made on the Driver's License office. It was a world of difference when I got my license renewed in your office this year. Thank you so much for making it so much more user friendly. You guys have improved it in so many areas. We appreciate it!

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### **Trooper Sixto Curameng and Trooper Johnny Sen (THP)**

On the evening of March 28, 2016 my nephews Travis and Jacob were involved in a terrible accident. Our lives were changed forever. Travis lost his life while Jacob, who is only 17, witnessed the passing of his cousin. I arrived within minutes of the accident and saw Travis lying in a prone position. Within seconds it felt like everyone who knew Travis was there. I knew the scene was chaotic and tensions were high, and although I wanted to be with Travis I was scared to see him. I would like to state that Trooper Curameng was truly professional, and compassionate. I understand that he was doing a job and had to perform under great stress. Trooper Curameng reached out to us and to Travis' mom several times to ensure that we were doing well. He spoke with my brother and Jacob as he patrolled our area and stopped to check in on Jacob. You see, Travis is my nephew and he was living with me at the time of his passing. Losing him has left us with tremendous pain and heartbreak. Trooper Curameng's compassion towards our family and Travis's mom really helped us all as we processed what happened. But he went a step above and informed us of the services provided by the state if we should need it. He stopped in within days of the accident to reach out to Jacob. I would also like to say Thank you to Trooper Sen who arrived at the ER and spoke to Jacob. I believe he was there to take a blood sample and while he was there to do a job, he was extremely kind and caring and very polite. Please let him know that his compassion towards Jacob who appeared to be in shock was heartfelt by his mother. In closing, please extend my sincere and heartfelt gratitude to the two Troopers mentioned in this letter. May God continue to bless each and every one of you!

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### **Jessie Harbin (ADM)**

I would very much like to show my appreciation to Jessie Harbin of Fleet Operations. He has always been very courteous and helpful to me when I take our cars into Fleet for service. This particular day he took care of fighting the yellowjackets (wasp) that built a nest in the trunk of my car. I am very allergic to them and must carry an EpiPen (Epinephrine Auto-Injector) at all times. He went above and beyond his job description and I just wanted to say thank you so very much for getting rid of the wasps and their nest.

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### **Taffy Henson (LES)**

Thank you so much to Taffy Henson for helping me with all of our TXGang questions. I have not had this good of response time in a long time and I just wanted to say I appreciate you! Thanks again and have a good day!

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### **Keri Hodges (DLD)**

I was with my daughter on Wednesday May 11th in the morning applying for her permit. This was my first experience helping my (first) child apply for her permit. Needless to say I was less than prepared! Ms. Keri Hodges was very professional, patient and helpful. I hope Keri will be recognized for her outstanding service. Thank You Keri!!!!

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### **Deborah Jennings (RSD)**

I want to thank a lady in the handgun license office named Deborah for being so sweet in helping me with everything, by explaining to me the paperwork required and answering my questions. I called your office but then decided to send an email and I'm so glad I did. I was extremely pleased with the excellent service! Customers do not take the time to praise good service so I wanted to say thank you to Deborah for the great service!

I am a senior citizen and was having problems with my handgun license and it was very frustrating. If it had not been for a very patient and nice lady named Deborah I do not know what I would have done. She not only emailed me several times but also called me personally to talk me through everything and answer some of my questions. I have already thanked her for all her help but think people need to know that all DPS employees are not rude but very nice. I know DPS is a big government agency and I am not sure if sending this through your website will be seen by anyone she works for but if it does I just want them to know she is a wonderful person and an asset to your organization.

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### **Terry Kuntschik (RSD)**

Terry is an Investigative Support Specialist III at DPS and her kindness, understanding, and service of my file was above and well beyond what most would expect. I spoke with Terry towards the end of last summer about my situations concerning the error that came up on my California "rap sheet." She was the one who investigated and found the exact way to contact the exact office with the California Attorney General's office in Sacramento. That connection was key because the individual there sent me exactly what I needed in order to request the error be removed from my record. Fast forward three months, I finally received a letter from the AG's office that they agreed with me and made the correction. I called Terry, and within 30 minutes, she confirmed that she was still assigned my file, had me e-mail her the required documents which would initiate the process to have my LTC generated. She told me it would take "7 to 10 business days" to arrive but on Friday, May 13th, I received my LTC in the mail! I'd appreciate it if you could recognize how special Terry is. Her dedication to her duties at DPS is impressive already. I also appreciate her compassion, understanding my status as a disabled veteran who still is able to volunteer with the Fort Worth PD in their Code Blue program. I truly

appreciate everything that was done to help me get my LTC. You and Terry have made me feel both respected and honored and you have my humble gratitude and thanks.

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**Trooper Leonzel Shavers, Jr (THP)**

Just wanted to say Trooper Shavers was very pleasant and not officious at all when he stopped us and gave us a warning for no license plate on the front of the car. I understood he was just doing his job. He smiled without being condescending and made what could have been an annoying thing an okay thing. He is a credit to the department.

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**DPS News**  
**5/27/16**

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Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Cleburne DLO](#), [Fort Worth DL Mega Center](#), [Martha Hadley](#), [Angela King](#), [Victor Manor](#), [Tisha McDonald](#), [Raymond Miranda](#), [Sheikh Obaidullah](#), [Dimple Perkins](#) and [Darlene Swift](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

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PTSD can impact anyone. More than half of adults have experienced or witnessed at least one traumatic event. If you have experienced or witnessed a trauma in the past, please consider taking the time to review our informational [handout](#) and contact DPS Victim and Employee Support Services at (512) 424-2211 if you want help.

**Summer Enrollment is approaching fast. Enrollment dates for DPS will be July 31 – August 12.**

About a week before our phase begins, you will receive your Summer Enrollment packet in the mail. The packet will include a Personal Benefits Enrollment Statement, which lists your personal information and current benefits, information about your Summer Enrollment phase dates, general information about options available to you and any premium or benefit changes. To prepare for Summer Enrollment here are some things to consider.

- **Update your contact information with ERS by 5 p.m. CT on May 31.** If you've moved during the past year and haven't provided your current address to ERS, please login to your account and update this information. We want to be sure to send your PBES to the

right place. Even if you have provided updated contact information to your agency, it won't necessarily be updated with ERS.

- **Be prepared to submit your dependents' documents proving eligibility to Aon Hewitt before enrolling a new dependent for health coverage.**
  - Check the [dependent eligibility chart](#) to see which documents are acceptable for different dependents.
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- **Mobile-friendly access:** The new site is now smartphone and tablet friendly, allowing participants to browse from anywhere.
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- **Sign up for an account:** Participants can simply click the *LOG IN* button on the upper right corner of the home page, and then click *Sign Up Now* to set up your account. Your previous log-in information (email address and password) will work, but you must first establish an account on the new site.
- **Claims information:** *Plan Pays* helps you find the status of your claims and other information.
- **Provider search:** Finding a network provider is now easier than ever with the new *Find A Provider* feature. New mapping technology shows the doctors in the participants' network geographically. You can search by name, ZIP code or specialty, and even get directions to the provider's office from home or work location. Select *State of Texas Participants Network* from the *Select a Plan* drop down list to search for a provider within network.

Scott & White Health Plan participants are encouraged to sign up and get the most of your benefits.



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#### **Fan Mail:**

##### **Cleburne DLO**

I would like to thank the Cleburne DPS Driver's License Office for being so courteous, professional and accommodating. My daughter got her license on Tuesday, May 17<sup>th</sup> and all of the people in this office were great.

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##### **Fort Worth DL Mega Center**

Each week this year I am writing a letter to someone who is making a difference. This week you came to mind. I was recently at your Fort Worth Mega Center location. Your online "Get in Line" feature was wonderful, saving me so much time and uncertainty. When I arrived, everyone I encountered was friendly and put me at ease. Thank you for making what would have been a negative experience, one that was instead not so bad at all! Thank you for making a difference.

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##### **Martha Hadley (DLD)**

I was at the DLO with my daughter to get her learner's license. Martha Hadley was very friendly during the entire transaction. I was impressed with my interaction with Ms. Hadley. She made this visit to the driver license office very enjoyable.

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##### **Angela King (DLD)**

I visited the Kerrville, Texas DPS to change my name on my driver's license. Angela King waited on me. I would like to report that she was so efficient, friendly and kind. It was a pleasure.

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##### **Victor Manor (RSD)**

I called the DPS line on May 20, 2016 for questions regarding my application for CHL. Mr. Manor answered and I must say, from the time he picked up the line, he was an absolute joy. I am not sure that a lot of customers actually pay compliments to the service representatives in your office, but I honestly don't know that I could sleep until I let you know what an amazing spirit you have working in your office. He is the epitome of selfless customer service! We were essentially done with all questions, but the line disconnected before we could say our goodbyes. He didn't have to call me back, but he did to ensure that I didn't have any more questions. This was my first time calling Texas DPS and Mr. Manor definitely set the bar. In my experience, I feel that his attitude and attention to detail with customers should be used as a prime example of extraordinary customer support.

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#### **Tisha McDonald (DLD)**

I am writing today to thank you for processing my Texas DL for me. I greatly appreciate you for doing this. Also, I would like to offer my appreciation for one of your employees in particular, Tisha McDonald. Without her outstanding can-do attitude my paperwork would not have made it to your office for consideration. Thank you again and thank you for all of your team's hard work.

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#### **Raymond Miranda and Sheikh Obaidullah (DLD)**

I would like to commend Raymond Miranda and Sheikh Obaidullah from the Rosenberg office. We have a business in Galveston and regularly have to get employees CDL licenses which are usually very difficult. We usually have to schedule appointments weeks (sometimes months) out and have had employees quit because we couldn't get them working fast enough due to the CDL driving test scheduling and delays. **I contacted a Texas state representative who referred me to Mr. Obaidullah.** Within one week he had our appointment and 3 of my new employees were licensed and working. He made sure that we were taken care of and Mr. Miranda was ready and waiting for us, even ahead of our scheduled appointment time. Thank you for making this a pleasant experience!

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#### **Dimple Perkins and Darlene Swift (DLD)**

My wife and I returned home to Texas yesterday after 30 years of living all over the United States. We came to your office today to receive our Texas driver's licenses. We were assisted by Mrs. Dimple Perkins and Mrs. Darlene Swift. Please extend our sincere gratitude and appreciation to both of these ladies! The Texas Department of Public Safety has two outstanding employees and their efforts should not go unnoticed. They were courteous, EXTREMELY patient and professional. As retired police officers, we understand that a career in public safety often seems thankless and unappreciated. Rest assured that these two employees

have set the bar very high for all other Texas DPS employees. Again, please take the time to pass along our genuine thanks and to recognize both of these individuals.

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**6/3/16**

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### **Fan Mail:**

#### **Trooper-Trainee Julio Barrera Compean**

I would like to take this opportunity to commend one of your recruits who is graduating or just graduated from your Academy. I am 70 years old and my wife, my 2 1/2 year old granddaughter and I were returning to the Valley (from Dallas) on US 281 somewhere north of Premont when a rear tire blew out. We pulled off to the side of the road and attempted the process of changing the tire, with traffic driving in excessive speed just past our van. I am a retired law enforcement officer, and my first thought was my family and how close we were to the oncoming traffic. What was so stressful is the fact that I have had 2 total knee replacements and 2 shoulder surgeries and knew it was going to be difficult to change the tire fast due to the speeding traffic. As I was laying on the ground a Red Chevy pickup stopped behind us, and a young man introduced himself as Julio Barrera Compean. He immediately took over and changed the tire, being so thoughtful and concerned with me and my family's safety. Once he was finished, I offered to pay for his services or time, of which he refused so politely, saying, "I am just glad I could help." Knowing how today's times have changed so much, I asked him who or what are you to stop and risk your life; you are so young?" That is when he replied of being in the DPS Academy. I was so proud of him and I started telling him how I had been so fortunate when I started in law enforcement in the Valley. I had been recruited in early 1970 but I was too young to know what DPS really stood for. He doesn't really know how he impacted our lives and probably saved them under the circumstances. Please find him and tell him what he did for my family in going beyond his call of duty. I hope and pray not another person has to experience what we did, and if so we hope and pray another DPS Trooper will be around.

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#### **Edward 'Tedd' Bobb, Chris Germer, William Mackin (LES) and Richard Perras (ADM)**

I want to take a moment and recognize the hard work of the Austin Auto Shop and Radio Shop. I recently experienced a rash of mechanical and equipment breakdowns on a high mileage Tahoe. The Tahoe was brought in for a WatchGuard repair. While diagnosing the issue, Radio Shop personnel Chris Germer and William Mackin identified multiple other issues that needed attention. On another recent occasion, the vehicle was brought in for tire replacement. Tedd Bobb from the Auto Shop also identified multiple issues needing attention. When parts were needed ordering, Richard Perras was able to expedite the orders and coordinate with me to minimize vehicle down time. They go beyond the requested service and identify potential issues that may be problematic in the future. Moreover, ensure the Highway Patrol is dispatched in a safe and reliable vehicle. It is comforting knowing we have a great pit crew.



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**Airam Cleveland (DLD)**

I had a hard time getting my daughter her permit and then her license. We came back about 3-4 times just to get her permit. It was not until we came back to get my daughter's license that I was able to work with Airam who was so helpful and let me know exactly what I needed to do. She made an extremely nervous and difficult situation calming and fun. Employees like her are hard to find and I am so blessed that I was able to get her. Airam deserves more and I want to say thank you for everything.

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**Rosie Davis and Catherine Romero (DLD)**

Rosie and Cathy were very helpful and courteous as we were navigating through the process of obtaining a Texas driver's license. The Harlingen personnel are very considerate and deserve to be commended for their service.

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**Trooper Troy Erichsen (THP)**

On May 12, 2016 we were just north of Lampasas on HWY 281. The front right tire on our 3/4 ton 4-wheel drive vehicle EXPLODED. The vehicle careened across all 4 lanes. As we sat dazed but uninjured still inside the pick-up, a trooper was there to help almost immediately. Trooper Ehrichson was so very, very professional and kind and funny all at the same time. He was in full uniform lying on hot pavement and still so very kind. Trooper Erichsen could as easily have driven by and we would never have known. But he didn't and that is all that matters. He stopped and did a good job on every level.

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**Cynthia Fierro (DLD)**

I just wanted to commend one of your employees, Cynthia Fierro, who works at the Gateway Office in El Paso. Her exceptional service was wonderful. This was the first time I have experienced this kind of service at this location and I just wanted to take the time to share this with all of you at DPS.

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**Loann Garcia (LES)**

I would like to take the time to tell you that Loann's name has come up at our conference. Loann was instrumental in helping pinpoint what went wrong in El Paso. Thanks to her vast knowledge, we were able to find the issue and get it corrected. In the last few years we have seen a shift in DPS's attitude to a more cooperative spirit. We attribute this shift partly to Loann.

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### **Erica Hendrix (THP)**

Our company would like to let you know what a great and helpful employee Erica has been. We've suffered some setbacks due to 40 days in the hospital and the death of my son. I've had to change some of our payments around and call and pay from different places. When I would forget when we were in the hospital, she would gently remind us. Sometimes in the business world people forget that we are just people and a kind word goes a long ways. She's been very sweet and when I would call to make the payment, she told me she was sorry about our loss. Now days sometimes people can be so cold, but never Ms. Hendrix. I'm sure she covers the state of Texas and still has time for a kind word. You're lucky to have such a nice person in your office while also very much a professional.

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### **Keshia LeShaw (DLD)**

I was assisted at the new facility in Kilgore, TX by Keshia LeShaw. The facility was easy to get into and out of and was clean. Keshia was very polite and professional. She was completely knowledgeable with all my questions and never appeared irritated or impatient. It was actually a pleasant experience. I was very appreciative of Keshia for her help and attitude.

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### **Shona Marcoux (DLD)**

I just wanted to take a moment of your time to commend the efforts of Shona Marcoux. Today my wife and I stood in a very long line to renew our driver's license. While waiting in line we noticed how well Shona worked with her customers. She demonstrated a perfect mix of knowledge, patience and can-do-spirit needed for her position. With little to do but wait, we listened and observed her actions very closely. I teach leadership training skills at my place of business and must say she is very good at what she does. She has a unique way of handling the many different personalities that exist both in the work place and in public. When we were called forward, we felt very fortunate that it was her. Please share this information with her peer group and extend our thanks to her for making a long waiting period seem short. As we say in the military "Bravo Zulu to Shona," which means going above and beyond the call of duty.

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### **Trooper Frank Randolph (THP)**

It sounds simple enough that on 05.08.16 Trooper Frank Randolph stopped to help 2 senior citizens on the side of RR2341 (in Burnet County) with a flat tire. What is not so simple to explain is: it was raining, the wind was howling, the tire needing to be changed was on the roadside of the vehicle AND Trooper Randolph was off duty. His lovely family (with pregnant wife) sat patiently in their personal car. Tell me that doesn't define above and beyond. Thank

you. P.S. whoever hired Trooper Randolph deserves a raise. He makes the whole agency look good.

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### **James Reid (DLD)**

James is an asset to your organization. He is knowledgeable and helpful. More important though is his positive and helpful attitude. It would be great in any organization, but it is especially beyond expectations at the DLO. Many other representatives could learn from his example. He deserves special kudos and I hope you do what you can to keep him.

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### **Trooper Austin Steele (THP)**

I would like to highly commend and thank Trooper Austin Steele for his excellent professionalism, his ability to quickly and accurately assess a situation and his compassion and courtesy in dealing with a driver who has committed an infraction. I was SO GRATEFUL to Austin Steele for his quick assessment of my situation. I had been on the road for about 8 hours just 3-4 weeks after heart surgery. I was struggling with new technology to try to follow directions to visit my dying sister in the Terrell, Texas, area. Austin Steele quickly assessed that I was stressed and panicking after several delays. Frankly I was afraid my sister would not survive until I got there. I was headed to spend as much time as possible with her. Trooper Steele had me calm down and do deep breathing while checking that our routes showed identically on both our cell phones to help me relax. He assured me I was only 50 plus miles to my destination. I calmed down and had cool water and a ginger ale. I was refreshed to finish the drive. Trooper Steele at no time made me feel embarrassed for escalating panic at being lost, having a phone about to break and worry over reaching my sister. He understood my escalating MPH and stopped me immediately to make the roads safer for everyone. He applied skilled techniques to calm me down and re-focus and empower me to finish my route. As a result of Trooper Steele's exceptional and caring efforts, I arrived safely in Terrell at my hotel and then I immediately proceeded to the hospital and had several lovely visits with my beloved sister. Trooper Steele is a true asset to the Texas Department of Public Safety. You are lucky to have him. Austin Steele could not possibly do a better job at being an excellent and intuitive Trooper. On top of all that, he was kind enough at my request to say a prayer with me before I started to drive again. I was so impressed at this man's character and skill. I just had to write and tell you what a treasure Trooper Austin Steele is to the state of Texas. Please commend him for such excellent work and representing the Texas DPS.

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**DPS News**  
**6/10/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Retirements](#)
- [Deaths](#)
- [Promotions](#)
- [Awards](#)
- [Fan Mail](#)

Featured employees include: [Debbie Bage](#), [Nerissa Bell](#), [Christopher Chairez](#), [Rosie Davis](#), [Ryan Garcia](#), [Trooper James Glaze](#), [Trooper Aaron Hampton](#), [Sandra Mason](#), [Molly Morin](#), [Hazel Stallion](#), [Trooper Tyler Warner](#), and [Lambretta Woolfolk](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#) and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**June is Post-Traumatic Stress Disorder (PTSD) Awareness Month**

PTSD can impact anyone. More than half of adults have experienced or witnessed at least one traumatic event. If you have experienced or witnessed a trauma in the past, please consider taking the time to review our informational [handout](#) and contact DPS Victim and Employee Support Services at (512) 424-2211 if you want help.

**TEXA\$AVER 401(k)/457 Program Representative Coming to Headquarters**

Sandra Vargas with Empower Retirement will be available at the HQ Building A Cafeteria Monday, June 13, 2016 from 9:00 am to 11:00 am by appointment only. If you would like to set up a meeting, please email to reserve an appointment. She will be able to discuss the following topics:

- Enrolling in 401k or 457
- Changing Contributions
- Changing Beneficiaries
- Unused leave questions
- Direct Rollovers
- Retirement Readiness Reviews
- Advisory Services

[Sandra.Vargas@empower-retirement.com](mailto:Sandra.Vargas@empower-retirement.com)

Fax: (877) 358-0963; ATTN : Sandee

If you are outside of Central Texas please send your email to the following email to be routed to the representative for your region.

Email: [texasaver@empower-retirement.com](mailto:texasaver@empower-retirement.com)

**Summer Enrollment is approaching fast. Enrollment dates for DPS will be July 31 – August 12.**

About a week before our phase begins, you will receive your Summer Enrollment packet in the mail. The packet will include a Personal Benefits Enrollment Statement, which lists your personal information and current benefits, information about your Summer Enrollment phase dates, general information about options available to you and any premium or benefit changes. To prepare for Summer Enrollment here are some things to consider.

- **Be prepared to submit your dependents' documents proving eligibility to Aon Hewitt before enrolling a new dependent for health coverage.**
  - Check the [dependent eligibility chart](#) to see which documents are acceptable for different dependents.
  - If your dependent was previously found to be ineligible and dropped from coverage but is now eligible, you will need to provide documentation to ERS. See [Frequently Asked Questions on dependent eligibility verification](#).
- **Calculate your family's health and dependent care out-of-pocket expenses to see if you need to change your TexFlex annual contributions.** If you're not enrolled in Optional Term Life Insurance or disability insurance through the Texas Income Protection Plan<sup>SM</sup>—and you want to enroll—prepare for providing an evidence of insurability application. Depending on your health history, you may be asked to have a physical exam. The premiums are based on your age and salary as of September 1, 2016.

**Scott & White Health Plan unveils new website features!**

Scott & White Health Plan HMO participants can now take advantage of an improved user experience on an updated [website](#).

New features will make it easier for you to find the information you need. Enhancements include:

- Mobile-friendly access: The new site is now smartphone and tablet friendly, allowing participants to browse from anywhere.
- Easier navigation: The *Menu* button on the top left corner of the home page stores all the important information you need in a single location.
- Sign up for an account: Participants can simply click the *LOG IN* button on the upper right corner of the home page, and then click *Sign Up Now* to set up your account. Your previous log-in information (email address and password) will work, but you must first establish an account on the new site.
- Claims information: *Plan Pays* helps you find the status of your claims and other information.
- Provider search: Finding a network provider is now easier than ever with the new *Find A Provider* feature. New mapping technology shows the doctors in the participants' network geographically. You can search by name, ZIP code or specialty, and even get directions to the provider's office from home or work location. Select *State of Texas Participants Network* from the *Select a Plan* drop down list to search for a provider within network.

Scott & White Health Plan participants are encouraged to sign up and get the most of your benefits.

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### **Events:**

#### **2016 Texas Police Games Hosted by San Angelo PD**

The 2016 Texas Police Games will be hosted in San Angelo by the San Angelo Police Department starting June 12<sup>th</sup> thru June 18<sup>th</sup>, 2016. Please go on line and register at [texaspolicegames.org](http://texaspolicegames.org). The last two years there have been more Troopers competing than ever before in the 42 year history of the games! Civilian guests are allowed to compete in certain events.

For any questions, you may go online or contact Corporal Barry W. Thornton at 214 284-9574.

#### **Ringling Bros. and Barnum & Bailey® Presents Circus XTREME!**

##### **San Antonio AT&T Center July 1-4 & Austin Frank Erwin Center Aug. 24-28**

It's time for your family to be amazed by all the X-TRAORDINARY things you know and love about America's favorite live family entertainment experience. Be astonished by UN-XPECTED circus spectacles you've never seen before and that can't be seen anywhere else but at The Greatest Show On Earth®. Get ready for an X-HILARATING adventure with X-TRAORDINARY circus artists and magnificent X-OTIC animals, like our big cats! It's time to awaken the spirit of children of all ages and stir the imagination of your family! Join us for an unforgettable family night of XTREME proportions at Ringling Bros. and Barnum & Bailey® Presents Circus XTREME at the AT&T Center - San Antonio July 1-4 and at the Frank Erwin Center - Austin from Aug. 24-28!

**DPS employees SAVE \$5 on tickets!\***

[Circus XTREME San Antonio](#) - Tickets are available by calling (866) 248-8740 – Choose Option 1. For questions call, or email Joe Johnson: [JJohnson@feldinc.com](mailto:JJohnson@feldinc.com).  
 Deadline to order is Monday, June 27 at 11:00 AM CDT.  
 “All Access Pre Show” starting 1 hour before show time is included with ticket purchase.

[Circus XTREME Austin](#) - Tickets are available by calling (512) 232-2498, or they can be purchased [ONLINE](#) with code DPS. Deadline to order is Tuesday, Aug. 23 at 3:00 PM CDT  
 For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

\*Excludes Opening Night, \$48 VIP and \$70 Front Row seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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**Retirements:**

<b>Christina Lynn Russell</b>	Driver License Division	32 years
<b>Esperanza Cantu Rayos</b>	Administration Division	30 years
<b>Maria Christina Franco</b>	Driver License Division	27 years
<b>Donald Ray Massey</b>	Criminal Investigations Division	27 years
<b>Jeffrey Earl Fenske</b>	Information Technology Division	26 years
<b>Julie Rae Young</b>	Finance Division	23 years
<b>Kavin Ray Edwards</b>	Criminal Investigations Division	22 years
<b>Richard Lynn Crosby</b>	Texas Highway Patrol	20 years
<b>James Anthony Mason</b>	Texas Highway Patrol	20 years
<b>Becky Lynn Cook</b>	Criminal Investigations Division	21 years
<b>Sharrel Ann Banks</b>	Texas Division Of Emergency Management	19 years
<b>Ronald Mask</b>	Texas Highway Patrol	14 years
<b>Debra Y. Canizales</b>	Regulatory Services Division	12 years
<b>Claudia K. Bechtol</b>	Driver License Division	9 years
<b>Ernestine Clark</b>	Education, Training & Research Division	8 years
<b>Anthony D. Gattuso</b>	Information Technology Division	6 years
<b>Daniel Patrick</b>	Information Technology Division	6 years

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**Deaths:**

<b>Cindy Funk</b>	Retired
<b>Martha Glenn</b>	Retired
<b>Richard Neal Harlan</b>	Retired
<b>James R. Johnson, Jr.</b>	Criminal Investigations Division
<b>Cindy Peschka</b>	Retired
<b>William ‘Bill’ Shipp</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Manuel Quilantan</b>	Lieutenant, Criminal Investigations (Weslaco)	Captain, Criminal Investigations (Weslaco)
<b>Juan Hidalgo</b>	Lead CSR, Driver License (El Paso)	Office Supervisor, Driver License (El Paso)
<b>Ramiro Saldivar</b>	Special Agent, Criminal Investigations (Austin)	Lieutenant, Education, Training and Research (Austin HQ)
<b>David Cabrera</b>	Captain, Intelligence and Counterterrorism (Austin HQ)	Major, Intelligence and Counterterrorism (Austin HQ)
<b>Dani M. Moore</b>	Police Communications Operator III, Law Enforcement Support (Waco)	Communications Supervisor, Law Enforcement Support (Texarkana)
<b>Reginald Andrews</b>	Assistant Manager, Regulatory Services Division (Austin HQ)	Deputy Manager, Regulatory Services Division (Austin HQ)
<b>Martin Arteaga, Jr.</b>	Sergeant, Texas Highway Patrol (Weslaco)	Lieutenant, Texas Highway Patrol (Weslaco)
<b>Joel A. Betancourt</b>	Sergeant, Texas Highway Patrol (Laredo)	Lieutenant, Texas Highway Patrol (Laredo)
<b>Richard D. Martinez</b>	Sergeant, Texas Highway Patrol (Refugio)	Lieutenant, Texas Highway Patrol (Corpus Christi)
<b>Joe A. Muniz, Jr.</b>	Corporal III, Texas Highway Patrol (Los Indios)	Sergeant, Texas Highway Patrol (Weslaco-South)
<b>Ramiro J. Garza</b>	Corporal II, Texas Highway Patrol (San Angelo)	Sergeant, Texas Highway Patrol (Weslaco)
<b>David A. Murphy</b>	Corporal IV, Texas Highway Patrol (Waco-East)	Sergeant, Texas Highway Patrol (Cotulla)
<b>Christopher R. Kindell</b>	Special Agent, Criminal Investigations (Houston)	Texas Ranger, Texas Rangers (Weslaco Region Company "D")
<b>Dean A. Fant</b>	Special Agent, Criminal Investigations (Brownfield)	Texas Ranger, Texas Rangers (Lubbock Region Company "C")
<b>Jacob C. Weaver</b>	Special Agent, Criminal Investigations (Wichita Falls)	Texas Ranger, Texas Rangers (Lubbock Region Company "C")
<b>Justin E. Duck</b>	Special Agent, Criminal Investigations (Houston)	Texas Ranger, Texas Rangers (San Antonio Region Company "F")
<b>Brent P. Mata</b>	Special Agent, Criminal Investigations (Alpine)	Texas Ranger, Texas Rangers (El Paso Region Company "E")

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**Awards:**

<b>Gary Chandler</b>	Texas Highway Patrol	35 Year Service Award
<b>Briscoe Davis</b>	Criminal Investigations Division	35 Year Service Award
<b>Nickie Hand</b>	Texas Highway Patrol	35 Year Service Award
<b>Patricia Henson</b>	Finance Division	35 Year Service Award
<b>Duane Steen</b>	Regional Commander	35 Year Service Award
<b>Tony Bennie</b>	Texas Rangers	30 Year Service Award
<b>Algia Bazor</b>	Texas Highway Patrol	30 Year Service Award
<b>James Bonewitz</b>	Criminal Investigations Division	30 Year Service Award
<b>Stanley Carter</b>	Texas Highway Patrol	30 Year Service Award
<b>Jay Foster</b>	Texas Rangers	30 Year Service Award
<b>John Gonzalez</b>	Texas Highway Patrol	30 Year Service Award
<b>Terence Helton</b>	Texas Highway Patrol	30 Year Service Award
<b>Mark Milanovich</b>	Criminal Investigations Division	30 Year Service Award
<b>Alfred Nunez</b>	Criminal Investigations Division	30 Year Service Award
<b>Roberto Pena</b>	Executive Protection Bureau	30 Year Service Award
<b>Manuel Ponce</b>	Texas Highway Patrol	30 Year Service Award
<b>Ben Urbanczyk</b>	Texas Highway Patrol	30 Year Service Award
<b>Raul Vargas</b>	Texas Highway Patrol	30 Year Service Award
<b>Lee Vaughan</b>	Criminal Investigations Division	30 Year Service Award
<b>Gregg Castillo</b>	Texas Rangers	Medal of Valor
<b>Hector Gonzalez</b>	Texas Highway Patrol	Medal of Valor
<b>Leopoldo Sanchez</b>	Criminal Investigations Division	Medal of Valor
<b>Steve West</b>	Criminal Investigations Division	Medal of Valor
<b>Tim Keele</b>	Texas Highway Patrol	Purple Heart Award

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**Fan Mail:****Debbie Bage (IT)**

Thank you, Debbie, for updating more than 150 broken links on the DPSnet site for the General Manual! I'm sure it was tedious work, but it is certainly appreciated.

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**Nerissa Bell (DLD)**

I just had to go the DL office and had a very pleasant experience! The office on Lamar now has a call ahead policy to put your cell number into a wait queue. Also the Pflugerville office I believe has the same policy. I also had the most wonderful person help us, Ms. Bell.

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**Christopher Chairez and Sandra Mason (DLD)**

Sandra Mason did the road test with my son this morning and was very professional, efficient, and kind. In fact, your whole office - from the person at reception to the person who completed the paperwork I have compliments for. Thank you to your whole office on IH35/William Cannon.

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#### **Rosie Davis (DLD)**

I went in to the DPS office in Harlingen to renew my friend's license and as you know it is not always a fun experience going in and waiting to renew. Once it was our turn, we were greeted by a very sweet young lady named Rosie Davis. She was very pleasant and courteous while working quickly and with a smile to get us out of there. She was considerate of our time and I would really like to commend her on her great attitude and efficiency. Thank you, young lady, I wish there were more individuals like you working in public offices.

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#### **Ryan Garcia and Hazel Stallion (RSD)**

I wanted to let Ryan Garcia know that I really appreciate his assistance as well as that of Ms. Hazel. I have been going back and forth with our insurance agent to see where the mistake was made and it appears that they mistakenly sent our form to the wrong place. I apologize for any inconvenience or problems this may have caused. Thank you again Ryan, for your help and that of your staff. Hazel was very prompt, professional and courteous.

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#### **Trooper James Glaze and Trooper Aaron Hampton (THP)**

Late in the afternoon of May 23, 2016, Trooper Hampton and Trooper Glaze came to our front door in Irving, TX asking for our oldest daughter. We informed them that she lives in Germany with her husband and young son. They then told my wife and I that her biological father had been killed in an auto accident in East Texas. Her father's current wife was very seriously injured and air lifted to Plano Medical Center. The two people in the other car were also killed. This is obviously an unpleasant part of the job, but I wanted to say that the two troopers were very courteous, compassionate and professional. The State of Texas is fortunate to have officers such as these two men. Thank you.

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#### **Molly Morin (RSD)**

On Tuesday Morning (5/31/16), I had the pleasure of meeting Ms. Molly Morin, a License & Permit Specialist in the RSD/Handgun Licensing section. Being in the field of work I am, I can understand how daunting an unscheduled interruption to a daily schedule can be. With this in mind, Ms. Morin went above and beyond to assist me and my staff with our future endeavors in the Great State of Texas. Ms. Morin met with me personally, went over specific details and

documentation with an obvious command of the subject matter that proved to be most beneficial to us. I sincerely thank Ms. Morin for her efforts on our behalf, and look forward to seeing the Texas DPS License & Permit Specialist, RSD/Handgun Licensing Staff again in the September time frame.

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#### **Trooper Tyler Warner (THP)**

I am writing to you in regards to the help I received from Trooper Warner. I had a blow out on I-45 about 160 miles from Houston. I was traveling back from Dallas. No one would stop and help me and I was really concerned for my safety. He pulled up, helped me change my tire and was very friendly. I was by myself and it was dark. I was a little scared at first but once he showed up I felt okay. I want to thank him for the great job he did. He is truly a wonderful Trooper.

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#### **Lambretta Woolfolk (DLD)**

Today was my first visit to the DPS facility off Eastchase to replace a lost driver's license. I consider myself fortunate to have been helped by Lambretta Woolfolk. She was friendly, well organized, efficient and cheerful. Back when I was a hiring manager at Lockheed Martin, she is exactly the type of person I wanted to hire. If all your staff is as good, then I'd say "well done" to you for your staffing choices.

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**DPS News**  
**6/17/16**

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Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Eric Badillo](#), [Nathan Bennett](#), [Rebecca Castillo](#), [Alicia Eggermont](#), [Quenya Evans](#), [Phillip Flores](#), [David Hancock](#), [Andrea Kizzie](#), [Stephen Lojo](#), [Rick Magana](#), [Carlos Montemayor](#), [Molly Morin](#), [Becky Pursur](#) and [Gary Terrell](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Victim and Employee Support Services Information Available**

DPS' Victim and Employee Support Services (VESS) provides comprehensive stress management and other valuable professional mental health services to DPS employees. VESS also provides victim assistance statewide to victims of violent crime. Starting with this edition of DPS News, a link will be included above to provide additional information and a current list of available workshops.

**June is Post-Traumatic Stress Disorder (PTSD) Awareness Month**

PTSD can impact anyone. More than half of adults have experienced or witnessed at least one traumatic event. If you have experienced or witnessed a trauma in the past, please consider taking the time to review our informational [handout](#) and contact DPS Victim and Employee Support Services at (512) 424-2211 if you want help.

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- **Provider search:** Finding a network provider is now easier than ever with the new *Find A Provider* feature. New mapping technology shows the doctors in the participants' network geographically. You can search by name, ZIP code or specialty, and even get directions to the provider's office from home or work location. Select *State of Texas Participants Network* from the *Select a Plan* drop down list to search for a provider within network.

Scott & White Health Plan participants are encouraged to sign up and get the most of your benefits.

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**Events:**

**[Texas DPS Credit Union FREE Educational Workshop](#) - "Texas Employee Retirement System and Teacher Retirement System Workshop"**

Wednesday, June 29 at 6:30 pm at Texas DPS Credit Union

RSVP: 512-452-5211 or [RSVP@txdpescu.org](mailto:RSVP@txdpescu.org)

**Ringling Bros. and Barnum & Bailey® Presents Circus XTREME!**

**San Antonio AT&T Center July 1-4 & Austin Frank Erwin Center Aug. 24-28**

It's time for your family to be amazed by all the X-TRAORDINARY things you know and love about America's favorite live family entertainment experience. Be astonished by UN-XPECTED circus spectacles you've never seen before and that can't be seen anywhere else but at The Greatest Show On Earth®. Get ready for an X-HILARATING adventure with X-TRAORDINARY circus artists and magnificent X-OTIC animals, like our big cats! It's time to awaken the spirit of children of all ages and stir the imagination of your family! Join us for an unforgettable family night of XTREME proportions at Ringling Bros. and Barnum & Bailey® Presents Circus XTREME at the AT&T Center - San Antonio July 1-4 and at the Frank Erwin Center - Austin from Aug. 24-28!

**DPS employees SAVE \$5 on tickets!\***

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Deadline to order is Monday, June 27 at 11:00 AM CDT.

"All Access Pre Show" starting 1 hour before show time is included with ticket purchase.

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\*Excludes Opening Night, \$48 VIP and \$70 Front Row seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

**"The Comedy Get Down"**

**Austin Frank Erwin Center, July 16**

Numerous motion picture appearances, countless television shows, sitcoms and stand-up specials, a talk show, three radio shows and two books. Cedric 'The Entertainer,' Eddie Griffin, D.L. Hughley, George Lopez and Charlie Murphy have been breaking ground in the comedy business and bringing the laughs for decades. This is a once in a lifetime chance to see five members of comedy royalty come together for the comedy event of the year! Join us for an

unforgettable night of laughs at '[The Comedy Get Down](#)' at the Frank Erwin Center on Saturday, July 16!

**DPS Employees SAVE \$10 on tickets!**\* Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, July 14 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

\*No double discounts. Offer is subject to availability. \$2 Facility fee per ticket will apply. All information is subject to change.

The credit union is offering a free Texas Employee Retirement System and Teacher Retirement System workshop held at Texas DPS Credit Union. Could you place the listing below in the next DPS News email that goes out? Also, attached is a flyer with more information.

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#### **Fan Mail:**

##### **Trooper Eric Badillo (THP)**

On 6/28/16 Trooper Badillo stopped me for my speed. Trooper Badillo was very professional, dressed in a pressed uniform, and presented himself in a professional manner. He was enthusiastic about performing his duties as a trooper. He is an asset to the State of Texas.

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##### **Trooper Nathan Bennett (THP)**

I wanted to commend your officer for being a very friendly and helpful officer. If there could be more officers like him, I think there would be a lot less problems when people get stopped. Officer Bennett stopped me for my tail lights being out. It was dark out and I did not have a flashlight. Officer Bennett had a small flashlight that he gave me so that I could work on my lights. Officer Bennett was one of the nicest, most helpful people I have met. I wish there could be more people like Officer Bennett in the world. It would be a better place. He is truly a great officer.

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##### **Rebecca Castillo (RSD)**

I had a question on changing my address. I talked to an individual called Rebecca. I just wanted to leave a comment that I received professional, friendly and accurate information from Rebecca and just wanted you to know how much the public appreciates that.

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### **Andrea Kizzie, David Hancock, Phillip Flores, Alicia Eggermont, and Gary Terrell (THP)**

I would like to give a big thank you to the civilian CVE Inspectors, Andrea Kizzie, David Hancock, Phillip Flores, Alicia Eggermont, and Gary Terrell of the New Waverly weigh station. You all are very professional and knowledgeable and keep us a little safer everyday on the highways. I know what it is like to go unappreciated. Thank you!! Thank you for everything y'all do!!!

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### **Trooper Stephen Lojo (THP)**

I was visiting the DPS HQ in Austin for official business (5/31/16) and had a few questions about obtaining a Texas Driver License. Trooper Lojo in just the few moments I interacted with him: 1) Assisted me with the process 2) Gave aid and comfort to an individual who was suffering from the heat 3) Assisted a DPS employee with a vehicle problem 4) AND allowed me the honor to shake his hand....I have been involved in the law enforcement community for over three decades, Public Safety Officers like Trooper Lojo make us All look good.....Please pass on my appreciation for his service.

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### **Trooper Rick Magana (THP)**

I had the privilege today to participate as a juror in the 434th District Court in Fort Bend County. Fortunately, it was settled before we had to make a decision. During the trial, we were presented with a video of Trooper Magana stopping the defendant. With all the negative press recently regarding officers treatment of potential criminals, it was very comforting to see Trooper Magana's treatment of the alleged criminal. He maintained his composure, was professional and thoughtful to the defendant and his companion. He made sure they were as comfortable as possible- it was cold and raining. He even made sure that the defendant's pants didn't fall down. He treated them with respect and integrity. I would like to recognize Trooper Magana for his professionalism, integrity and kindness. I would also like to thank him for his service to our State. Thank you!

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### **Trooper Carlos Montemayor (THP)**

This is regarding officer Montemayor of Region 3, District B, Area 3. On June 5, 2016, I was pulled over by officer Montemayor for speeding on route 649. When he approached my vehicle he was in for a big surprise, I was upset. 30 minutes before Montemayor pulled me over I had received a call from a coworker about the amount of DPS presence on the road, he advised to slow it down and I did. When the officer came to the window I asked rudely why he had pulled me over, he said for going 71 on a 65. To which I replied, I had my cruise control set to 65. He immediately noticed I was upset and asked me to take a breath. The officer kept his cool, asked me for my license and told me to take another breath and I did. He said it would be just a warning and proceeded to his vehicle. I apologized to the officer for blowing up on him and thanked him for his service. Officer Montemayor should be commended for his level of



professionalism. I have never met an officer who has behaved as well and calm with an irate individual. I hope other officers can learn from him.

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### **Molly Morin (RSD)**

I have been an LTC instructor for the past 6 years and want to send this note of appreciation on behalf of Molly Morin. DPS has had a tough time getting info out to instructors and our students for the past few years since the LTC program has grown in popularity. I usually tell my students to be patient when waiting for their license to arrive. Occasionally I have to inquire about a specific case for one of my students and Ms. Morin is the recipient of my emailed requests. I want to say unequivocally that her response time and the quality of her information has been nothing short of exceptional. I truly appreciate her and the service she has given me and my students. She is definitely an asset to the Texas DPS and I can't say enough good things about her. **I think you should have a "Molly Morin Appreciation Day"!! I'll bring the cake!!**

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### **Becky Pursur and Quenya Evans (TDEM)**

I am the EMC in Abilene Texas and feel compelled to write you concerning the series of training classes (T-600) provided by the TDEM finance team from February through May of this year. In my 13 + years in this job, (prior retired AF colonel and Director of training in the B-1) it is my observation this training series (and exercise) was, by far, the best curriculum and instruction ever presented to us in my time here. The classes prepared our EOC staff (especially our finance team) the tools to succeed in capturing all costs associated with a disaster and the ability to give a daily burn rate to the state. The classes started months ago and included home work to prepare for the next meeting. The word spread about this class and because the subject matter and nature of this training, the number of participants grew in subsequent classes. The quality of instruction was impeccable. We so much appreciate Becky Pursur and Quenya Evans and their tireless passion to prepare us for this part of EOC operations. They were "totally quality" and flexible to meet our needs to maximize training. I hope every jurisdiction can get this training.

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**DPS News**  
**6/24/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

Featured employees include: [Craig Brownlee](#), [Kaleb Bullock](#), [Cheryl Campbell](#), [Patti Cook](#), [Casey Dawson](#), [Todd Duke](#), [Cheryl English](#), [Anthony Foto](#), [William Grauzer](#), [Dayetron Hardin](#), [Lonny Haschel](#), [Spring Mega Center](#), [Keshia LeShaw](#), [Michelle Liberto](#), [Leann Martin](#), [Karen Marves](#), [Jan Mills](#), [Brodie Reynolds](#), [Felicia Skillern](#), [Ft. Worth Southwest Office](#), [Lee Swango](#), [Karen Urcuyo](#), and [Carolyn Wilson](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Victim and Employee Support Services Information Available**

DPS' Victim and Employee Support Services (VESS) provides comprehensive stress management and other valuable professional mental health services to DPS employees. VESS also provides victim assistance statewide to victims of violent crime. Starting with this edition of DPS News, a link will be included above to provide additional information and a current list of available workshops.

**June is Post-Traumatic Stress Disorder (PTSD) Awareness Month**

PTSD can impact anyone. More than half of adults have experienced or witnessed at least one traumatic event. If you have experienced or witnessed a trauma in the past, please consider taking the time to review our informational [handout](#) and contact DPS Victim and Employee Support Services at (512) 424-2211 if you want help.

**Summer Enrollment is approaching fast. Enrollment dates for DPS will be July 31 – August 12.**

About a week before our phase begins, you will receive your Summer Enrollment packet in the mail. The packet will include a Personal Benefits Enrollment Statement, which lists your personal information and current benefits, information about your Summer Enrollment phase dates, general information about options available to you and any premium or benefit changes. To prepare for Summer Enrollment here are some things to consider.

- **Be prepared to submit your dependents' documents proving eligibility to Aon Hewitt before enrolling a new dependent for health coverage.**
  - Check the [dependent eligibility chart](#) to see which documents are acceptable for different dependents.
  - If your dependent was previously found to be ineligible and dropped from coverage but is now eligible, you will need to provide documentation to ERS. See [Frequently Asked Questions on dependent eligibility verification](#).
- **Calculate your family's health and dependent care out-of-pocket expenses to see if you need to change your TexFlex annual contributions.** If you're not enrolled in Optional Term Life Insurance or disability insurance through the Texas Income Protection Plan<sup>SM</sup>—and you want to enroll—prepare for providing an evidence of insurability application. Depending on your health history, you may be asked to have a physical exam. The premiums are based on your age and salary as of September 1, 2016.

### **Scott & White Health Plan unveils new website features!**

Scott & White Health Plan HMO participants can now take advantage of an improved user experience on an updated [website](#).

New features will make it easier for you to find the information you need. Enhancements include:

- **Mobile-friendly access:** The new site is now smartphone and tablet friendly, allowing participants to browse from anywhere.
- **Easier navigation:** The *Menu* button on the top left corner of the home page stores all the important information you need in a single location.
- **Sign up for an account:** Participants can simply click the *LOG IN* button on the upper right corner of the home page, and then click *Sign Up Now* to set up your account. Your previous log-in information (email address and password) will work, but you must first establish an account on the new site.
- **Claims information:** *Plan Pays* helps you find the status of your claims and other information.
- **Provider search:** Finding a network provider is now easier than ever with the new *Find A Provider* feature. New mapping technology shows the doctors in the participants' network geographically. You can search by name, ZIP code or specialty, and even get directions to the provider's office from home or work location. Select *State of Texas Participants Network* from the *Select a Plan* drop down list to search for a provider within network.

Scott & White Health Plan participants are encouraged to sign up and get the most of your benefits.

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**Events:**

**[Texas DPS Credit Union FREE Educational Workshop](#) - "Texas Employee Retirement System and Teacher Retirement System Workshop"**

Wednesday, June 29 at 6:30 pm at Texas DPS Credit Union

RSVP: 512-452-5211 or [RSVP@txdpacu.org](mailto:RSVP@txdpacu.org)

**"The Comedy Get Down"**

**Austin Frank Erwin Center, July 16**

Numerous motion picture appearances, countless television shows, sitcoms and stand-up specials, a talk show, three radio shows and two books. Cedric 'The Entertainer,' Eddie Griffin, D.L. Hughley, George Lopez and Charlie Murphy have been breaking ground in the comedy business and bringing the laughs for decades. This is a once in a lifetime chance to see five members of comedy royalty come together for the comedy event of the year! Join us for an unforgettable night of laughs at ['The Comedy Get Down'](#) at the Frank Erwin Center on Saturday, July 16!

**DPS Employees SAVE \$10 on tickets!**\* Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, July 14 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

\*No double discounts. Offer is subject to availability. \$2 Facility fee per ticket will apply. All information is subject to change.

The **Austin Fire Department** will take on the **San Antonio Police Department** in a game of basketball following the Women's San Antonio Stars basketball game honoring our [First Responder heroes](#) on September 11<sup>th</sup> (ticket order deadline 8/26).

**Ringling Bros. and Barnum & Bailey® Presents Circus XTREME!**

**San Antonio AT&T Center July 1-4 & Austin Frank Erwin Center Aug. 24-28**

It's time for your family to be amazed by all the X-TRAORDINARY things you know and love about America's favorite live family entertainment experience. Be astonished by UN-XPECTED circus spectacles you've never seen before and that can't be seen anywhere else but at The Greatest Show On Earth®. Get ready for an X-HILARATING adventure with X-TRAORDINARY circus artists and magnificent X-OTIC animals, like our big cats! It's time to awaken the spirit of children of all ages and stir the imagination of your family! Join us for an unforgettable family

night of XTREME proportions at Ringling Bros. and Barnum & Bailey® Presents Circus XTREME at the AT&T Center - San Antonio July 1-4 and at the Frank Erwin Center - Austin from Aug. 24-28!

**DPS employees SAVE \$5 on tickets!\***

[Circus XTREME San Antonio](#) - Tickets are available by calling (866) 248-8740 – Choose Option 1. For questions call, or email Joe Johnson: [JJohnson@feldinc.com](mailto:JJohnson@feldinc.com).  
Deadline to order is Monday, June 27 at 11:00 AM CDT.

“All Access Pre Show” starting 1 hour before show time is included with ticket purchase.

[Circus XTREME Austin](#) - Tickets are available by calling (512) 232-2498, or they can be purchased [ONLINE](#) with code DPS. Deadline to order is Tuesday, Aug. 23 at 3:00 PM CDT  
For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

\*Excludes Opening Night, \$48 VIP and \$70 Front Row seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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**Fan Mail:**

**Craig Brownlee (LES)**

One of the most effective of my “secret” tools in investigations has been TDex/NDex. When suddenly, I couldn’t access those sites, I felt as though my right hand was gone. Thanks for persistently working to reconnect me and actually being personable in the process.

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**Trooper Kaleb Bullock (THP)**

On 5/26/16, we had a flat tire in Carthage on a busy street. Trooper Bullock pulled up and helped us through the whole ordeal. Thank you so much for all the good you do.

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**Cheryl Campbell (DLD)**

Our institution conducts monthly trips to the DPS office to afford the inmates a source of identification for them upon release from confinement. We have been going to the Bryan, Texas, DPS office for several years, experiencing great service. However, Ms. Campbell was recently promoted to the Manager of this office. Today, we took 16 inmates to this office and all were processed in about an hour. This is record time and all were effectively and quickly processed! Her supervision skills, along with her pleasant personality, have made this office

very expeditious. The staff is knowledgeable and demonstrates the willingness to work together toward a common goal. Please recognize her for her great service.

I would like to commend Mrs. Campbell on the outstanding job she is doing at the Bryan facility. Mrs. Campbell has such a pleasant and patient personality. I would like to commend her and her staff. Keep up the outstanding work.

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#### **Patti Cook (DLD)**

Patti Cook is an asset to the DPS driver license division. She went above and beyond to help my husband get a driver license issue straightened out. She was courteous and professional and we are very grateful to her.

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#### **Trooper Casey Dawson (THP)**

I recently had an experience with one of your officers and I want commend him on making me feel comfortable in talking and dealing with him. I normally feel extremely apprehensive in dealing with police, not because of anything I have done but because of the way most police see me. Officer Dawson was extremely polite with his mannerism and actually seemed interested in me as a person after we had talked for a few minutes. He is a very good man and person, and in my book that is more important than anything else but I am also glad you have people such as he to represent the Texas Department of Public Safety.

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#### **Cheryl English (DLD)**

I had the great pleasure of receiving service from one of your employees at the Corsicana TX DL office, Cheryl English. I was trying to get an appointment for my son to take his driver's license test. The appointment dates for all the area DL offices are booked to capacity for months in advance. Cheryl made the process a lot more bearable and less stressful with her very timely and accurate information. She was pleasant and patient with me. I was pleased and appreciative of how she treated me and how hard she worked to help me get this done. I wanted to let someone know what an awesome job she is doing for your organization.

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#### **Trooper Anthony Foto (THP)**

Sunday, Jun 12, around 10:00 am, near Bullard, on 69, Trooper Foto noticed that my fiancé had pulled off the road due to a flat tire. He turned around and replaced her right rear tire with the spare. In my opinion, Trooper Foto went above and beyond the call of duty to help a stranded motorist.

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**Trooper William Grauzer (THP)**

I would like to take this opportunity to commend DPS Trooper Grauzer for his high level of professionalism. During a recent traffic stop, I was very impressed with Trooper Grauzer's courtesy and respect, as well as his high level of officer presence at all times.

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**Dayetron Hardin (DLD)**

I went to DPS on Lamar in Austin yesterday and met an exceptional employee who served me at booth/window 8. He was thorough, kind, and respectful in explaining to me that I required additional documents. He asked me to return the next morning which was today. I completed my process this morning and again saw the same happy, respectful and kind person. This was an outstanding experience with DPS. Even if one had to wait, meeting such a wonderful customer service oriented employee was worth it to understand what I needed to do. This young man is a keeper....

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**Lt. Lonny Haschel (THP)**

I'm so upset that I didn't get the trooper's name that helped me out today. He was a lifesaver! Heading back to Southlake on the Bush tollway, my tire blew out. Shaking by the side of the road, I called triple A. They said they'd be there in 45 minutes. 20 minutes later this gentleman noticed me with my hazard lights going, put his lights on, and pulled behind my car. They had my tire replaced in no time flat & waited til I safely merged back into traffic. I am SO grateful for their assistance. It was around 1:30, near the Josey Ln exit. The trooper was so sweet, kind, & helpful. Please let him know how much I appreciated his comforting kindness & incredible efficiency.

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**Keshia LeShaw (DLD)**

She was a very sweet and kind person. Led me through the test professionally and it was as stress free as possible. Thanks a lot.

Just wanted to send you guys an email saying how outstanding and friendly my service was at the Kilgore DL Office this past Wednesday. Keshia LeShaw was incredibly friendly, helpful and seemed to have genuine care for me as I came in for my driving test. The whole office staff was welcoming and great. They are changing the way people view the Department of Public Safety.

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**Michelle Liberto (DLD)**

Michelle at window 25 was absolutely the nicest person that I have ever seen at a DPS Office. She was very professional and courteous. My mom had to get an ID card and she is on a walker. We only waited 5 minutes before receiving service. Thanks to all for such a pleasurable experience.

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### **Leann Martin (DLD)**

Our county court was having issues trying to figure out how to report a Class C traffic violation to someone's driving record. Leann went above and beyond to get us the help that we needed. It is because of her that we now know what the proper steps are for reporting Class C traffic violations through our court. She is definitely an asset to DPS.

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### **Karen Marves and Spring Mega Center**

I wanted to take a moment to appreciate the awesome staff at the Houston-Spring Mega Center. I would especially like to thank the supervisor Ms. Karen for all the help that she provided during my visit to this center on June 17, 2016 at around 11 a.m. The staff at the front office / information desk and were especially helpful too and were key contributors to making my experience with this center a very pleasant one.

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### **Jan Mills and Ft. Worth Southwest Office**

While renewing my license at the southwest office in Ft. Worth, Ms. Mills made my day for her impeccable customer service and for being seriously involved with her job. She was pleasant, patient, answered all my questions, and was concerned about my information being accurate. Also, the front office personnel were professional and kind. The Southwest Office rocks!

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### **Trooper Brodie Reynolds (THP)**

On June 20, 2016 while driving on highway 21 thru Cooks Point, my rental car had a flat tire. I was able to drive into a convenience store to change the tire. I approached Trooper Reynolds who was filling his patrol unit. I asked if he had a tire iron. He insisted on helping me change the tire. He was a true gentleman. Thanks for a job well done. Trooper Reynolds is a real asset to DPS.

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### **Felicia Skillern (DLD)**



Having to take a driving test is nerve wrecking enough. However, it is people like Felicia that make the experience a little less stressful. She was exceptional and a great employee and incredibly nice.

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### **Trooper Lee Swango and Trooper Todd Duke (THP)**

I am a resident of Brazoria County that is still recovering from the recent flooding event. I felt compelled to write this email because of the selfless acts of two DPS troopers I witnessed. Troopers Lee Swango and Todd Duke are residents in my community. Both troopers' homes were flooded during the event. These men have provided critical information to residents, manned check points in and out of our community, assisted in water rescues and evacuations, assisted residents with reentry to their homes, made themselves available for questions at all hours and generally went above and beyond what would be expected from a DPS Trooper. Trooper Swango and Trooper Duke are men of high character. While I have always been a proud Texan, today my smile is little bigger and my head is held a bit higher because of these men. They are Texas. They are the representatives our state needs keeping us safe and interacting with the public.

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### **Karen Urcuyo (DLD)**

I would like to compliment your DPS representative, Karen Urcuyo, who appeared on behalf of your department yesterday in our courtroom for our monthly Driver's License Administrative Hearings. Ms. Urcuyo was very professional, knowledgeable and most importantly, *prepared* to represent your department.

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### **Carolyn Wilson (DLD)**

I was on my third day of trying to get my daughter an ID card. I was blessed to get Ms. Carolyn Wilson at the window as she was everything I could have wished for, both friendly and informative. I left with a smile on my face.

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**DPS News**  
**7/1/16**

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Featured employees include: [Beverly Ahlstedt](#), [Carol Armendariz](#), [Brian Brumfield](#), [Constance \(Brooke\) Camarillo](#), [Dorian Davis](#), [Ashleigh Franklin](#), [Jay Hall](#), [Lois Lykins](#), [Sam Miller](#), [Matthew Naparstek](#), [David Noak](#), [Colleen O'Neal](#), [Lesle Peloquin](#), [TDEM](#), [Edward Williams](#), and [Robert Willoughby](#).

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If you are retiring soon and want to keep informed, make sure you send us your e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Speir Scholarship Deadline** – Wilson E. Speir Scholarship nominees will be accepted through July 31<sup>st</sup>. Students must be classified as full-time criminal justice majors and enrolled in Texas universities. Two scholarships will be awarded for \$500 per semester for up to two semesters. Applicants should submit resumes and transcripts of completed college work to: Texas Department of Public Safety, Director's Office, P.O. Box 4087, Austin, TX 78773-0110.

**Victim and Employee Support Services Information Available**

DPS' Victim and Employee Support Services (VESS) provides comprehensive stress management and other valuable professional mental health services to DPS employees. VESS also provides victim assistance statewide to victims of violent crime. The link included above will provide additional information and a list of available workshops.

**Summer Enrollment packets in the mail** – ERS is mailing packets for members 2 weeks prior to Summer Enrollment. This means you should begin receiving information in the mail by July 18<sup>th</sup>. Summer Enrollment packets include Personal Benefits Enrollment Statements (PBES), a

Summer Enrollment Guide, and information about two new benefits: Consumer Directed HealthSelect<sup>SM</sup> and State of Texas Vision.

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### **Events:**

#### **Ringling Bros. and Barnum & Bailey® Presents Circus XTREME!**

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**DPS employees SAVE \$5 on tickets!\***

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**Austin Frank Erwin Center, July 16**

Numerous motion picture appearances, countless television shows, sitcoms and stand-up specials, a talk show, three radio shows and two books. Cedric 'The Entertainer,' Eddie Griffin, D.L. Hughley, George Lopez and Charlie Murphy have been breaking ground in the comedy business and bringing the laughs for decades. This is a once in a lifetime chance to see five members of comedy royalty come together for the comedy event of the year! Join us for an unforgettable night of laughs at [‘The Comedy Get Down’](#) at the Frank Erwin Center on Saturday, July 16!

**DPS Employees SAVE \$10 on tickets!\*** Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, July 14 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

\*No double discounts. Offer is subject to availability. \$2 Facility fee per ticket will apply. All information is subject to change.

#### **WWE Smackdown**

[WWE SMACKDOWN](#) will broadcast LIVE for the very first time at the Frank Erwin Center when WWE's biggest stars return for an action-packed event on Aug. 16!

Don't miss your chance to see WWE World Heavyweight Champion Dean Ambrose vs Seth Rollins! Roman Reigns live! Plus many more of your favorite WWE Superstars!

**Department of Public Safety employees SAVE up to \$5 on the \$25, \$40 and \$55 tickets!\***

Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Monday, Aug. 15 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$15, \$70 and \$100 seats. Card is subject to change. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change

[Circus XTREME Austin](#) - Tickets are available by calling (512) 232-2498, or they can be purchased [ONLINE](#) with code DPS. Deadline to order is Tuesday, Aug. 23 at 3:00 PM CDT For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

\*Excludes Opening Night, \$48 VIP and \$70 Front Row seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

### **San Antonio Stars Basketball Game and more**

Experience our Safety Fair prior to the 9/11 WNBA game, and stay afterwards to see the San Antonio Police Department take on the Austin Fire Department in a Red vs. Blue game honoring our [First Responder heroes](#) (ticket order deadline 8/26).

### **The Festival of Praise Tour 2016**

For the third consecutive year, Gospel mega-star Fred Hammond returns to the road with the [Festival of Praise Tour](#) 2016, the star-studded national event he founded. This year's lineup features Hezekiah Walker, Israel Houghton, Regina Belle, Karen Clark Sheard, and Casey J. Join us for an unforgettable night at the Frank Erwin Center on Saturday, Nov. 19!

**Department of Public Safety employees SAVE \$5 on the \$40 tickets!\*** Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, Nov. 17 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$55 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail:**

#### **Beverly Ahlstedt (DLD)**

I have to admit, I hate visiting the DPS. In my past experiences, it was chaotic. This has always been the case however, the experience I had today was just the opposite. User ID BA00259 at

location 160 was wonderful. From the moment I walked up to her cubicle, she had a smile on her face and was a joy to talk to. Please extend my gratitude for a seamless experience.

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### **Carol Armendariz (DLD)**

I am a CASA (Court Appointed Special Advocate) volunteer. We work with at-risk children removed from their homes by CPS. I brought my 2 CASA kids to the Hurst DPS office to get TX IDs. These girls have been in numerous foster homes, only moving to their current homes recently. Added to that, theirs is my 2nd CASA case. If not for the assistance Ms. Armendariz provided, we would not have been able to secure the IDs. Once I explained our situation, Ms. Armendariz brought us back to her office. The girls and I so appreciated her sensitivity to our awkward situation. She was so patient, explaining the details of the required documentation. We then had to wait for one of the foster parents to come and for the other to email copies of required documents. Once we assembled the documents, Ms. Armendariz ushered us through the line and got the girls through the process quickly. This type of personalized customer service is hard to find anywhere, especially at a high volume government service office. Ms. Armendariz exceeded all expectations.

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### **Constance (Brooke) Camarillo (DLD)**

After a very hectic morning of trying to get to get my 76 year old father's vehicle registered, it was refreshing to come into your driver license office and be greeted by a smiling face. Not only that, it was nice to see employees smiling and be cordial to their customers. The young lady named Brooke, who was working at the information desk, helped move the process a little bit faster. She took the time to review and notarize the documents while we were waiting to be processed. She made sure that everything was ready to go by the time we got to the window to be processed. Thank you for running a top notch facility and making our visit to your office a great one.

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### **Ashleigh Franklin (DLD)**

I had the pleasure of receiving services from this young lady at the Houston Gessner office today. This lady's personality and patience was amazing. Ashleigh went above and beyond by helping me fill out the correct forms, allowing me to email a needed document, and servicing my daughter with patience and a SMILE. I truly had a pleasurable experience at this location today and would like to let her know that her services were greatly appreciated and to continue to smile and be who she really is, even when encountering unorganized/non-knowledgeable people as I was today.

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**Lois Lykins (DLD)**

Thank you so much for going above and beyond to ensure that I got to take my driving test on May 31<sup>st</sup>. I was afraid I wouldn't get to take the test before we left the next day for vacation, but you made my 16<sup>th</sup> birthday a great one. I also appreciate you making the driving test a calm experience. I was very nervous, but you calmed me down quickly. I just wanted you to know that your kindness didn't go unnoticed. Thank you again from the bottom of my heart.

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**Trooper Matthew Naparstek (THP)**

My son was driving and a deer hit us in Texline, TX. We noticed the right headlight was out; however, on hi beam it functioned. We stopped in town to check the damage and my amazing son turned to regular headlights after leaving the gas station. We were stopped by Trooper Naparstek. He approached from passenger side and I rolled down the window. He suggested we move the vehicle over a couple of feet for safety. He then asked if we knew the headlight on the passenger side was not working. I said, "Yes, look at the side of the van....a deer had hit us!" He immediately inquired about our wellbeing. He looked in the van and said hello to my sons and dogs. He volunteered to write a crash report and inquired if we had contacted insurance. We had and told him it was a rental vehicle and he offered suggestions to aid us. He was personable, calming and kind. He wrote up the report, returned our I.D.'s and warning. AND he had dog treats for our dogs!! He put us at ease and wished us good fortune going to Lubbock...informing us there would be lots more deer on the road. Not more than 5 miles later a coyote ran in front of us. We were all on alert watching the sides of the road. We arrived safely in Lubbock. Thank you for having such an amazing Trooper!! We so appreciate him!!

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**Lesle Peloquin (RSD)**

I want to acknowledge the outstanding customer service Lesle Peloquin provides to our Minuteclinic managers and educators. Occasionally, we call on Lesle to assist us when we're in a bind and she is always quick on responses and assistance. Thanks so much for all you do for our team.

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**Jay Hall (TDEM), David Noak (TDEM), Colleen O'Neal (TDEM), Dorian Davis (TDEM), Sam Miller (TDEM), and Brian Brumfield (TDEM)**

On May 27, 2016, devastating storms and subsequent record level flooding inundated portions of Southeast Texas. As the floodwaters in Fort Bend County rose up to a 100-year flood incident, the local government and state agencies ramped up for a coordinated response to protect life and property along the Brazos River. First, I would like to thank you and all of your staff for making my first DDC activation a success. My chain of command had faith in me to continue the role I had started as assistant DDC while Lieutenant Ochoa supervised field operations. As a local Highway Patrol Sergeant, this was a daunting test, but our response was

successful in large part because of the TDEM team. In the early stages of this event, I was handling operations for THP in Fort Bend County coordinating with Jay Hall, David Noak, and Colleen O'Neal. I was co-located at the Fort Bend County EOC when the decision was made to significantly ramp up state assets in the region. In order to maintain a close connection with the county and all the state assets, the Rosenberg Highway Patrol Office was chosen to be the DDC. To support the DDC operations in Rosenberg, we ordered the "DDC in a box", which turned out to be a great asset. If DDC operations would have been located at the Pierce DDC, liaisons would have had to travel 45 miles away from Fort Bend Counties EOC and the staging area at Fort Bend County Fairgrounds. This distance would likely have hampered the good communication that we had started with. Not only was the equipment in the "DDC in a box" vital to smooth operations, but the accompanying staff was a tremendous help. Dorian Davis, Sam Miller, and Brian Brumfield arrived on the evening of May 31<sup>st</sup> and had the space at the THP office setup and operational for the next morning. Their title, System Support Specialist, is an understatement for this remarkable IT professional team. Not only did they tackle any problem or task for all member of the DDC, they also solved the problem quickly. This program is vital to the success of our Department's mission and goals. Having these mobile assets and trained staff stationed in each region instead of centrally located, in my humble opinion, would greatly improve the response and operations for all state assets during emergencies. Assistant Director Kidd, your staff did an outstanding job and I greatly appreciate it. Please share this with your team.

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#### **Trooper Edward Williams (THP)**

I drove over a broken drive shaft in the middle of SH 161 near Trinity Blvd in Grand Prairie on June 27 around 3pm. It tore up one tire and banged up another. Waiting for a tow truck, the trooper came up and we changed the tire together, making the task much easier in 99 degrees. I am grateful he came by. Both of us were in uniform and we both sweated profusely. But I was going home and he went back on duty. Thanks to him for the assistance.

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#### **Sergeant Robert Willoughby (THP)**

I would like to commend Officer Willoughby for his dedication to public service and safety this morning on Hwy 105 outside of Cleveland, TX. I send a special thank you for turning around to assist my mother with changing a flat tire on her vehicle. With your assistance, she was able to quickly and safely continue her travels to Louisiana. Thank you for all that you do each day for keeping the residents of Texas and its visitors safe.

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**DPS News**  
**7/8/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
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- [Retirements](#)
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**Featured employees include:** [Trooper Joshua Allen](#), [Trooper Robert Bryan](#), [Probationary Trooper Ricky Cotto](#), [Trooper Steven Crosby](#), [Denton DL Office](#), [Kimberly Drummer](#), [Trooper Russ Foto](#), [Staff Sergeant Earl "Dub" Gillum, Jr.](#), [Laura Jack](#), [Trooper Jack Johnson, II](#), [Trooper Ricardo Lomas, Jr.](#), [Trooper Carl Neal](#), [Trooper Garrick Polyard](#), [Trooper Juan R. Rodriguez, III](#), [Trooper Darryl Tidwell](#), [Trooper Greg Wilmoth](#), and [Lambretta Woolfolk](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**National Uniformed Safety Education Officers Workshop Results**

Annually, the Safety Education function troopers meet and select representatives to present safety programs at the National Uniformed Safety Education Officers Workshop (USEOW). Trooper IV Orlando (Gus) Moreno and Staff Sergeant Jean Dark created original presentations and were selected to represent THP this year. State police agencies across the country send troopers to compete in this competition. The 2016 conference was hosted by the Illinois State Police in Oak Brook, Illinois June 27-30. Trooper Moreno won first place honors for his non-traffic related presentation, "Young American Terrorist." Staff Sergeant Dark won third place honors for her traffic safety presentation entitled "Death by Distraction." The Department was also recognized for its participation in traffic safety public service announcements.



## **2016 CVE Texas Challenge Winners**

22 CVE Troopers, CMV Inspectors and MCSAP (Motor Carrier Safety Assistance Program) police officers and sheriff's deputies representing different regions and agencies across the state convened in Corpus Christi to compete in the 2016 Texas Challenge competition. This year, Trooper Jeremy Usener, Region 5 – Colorado City, was awarded Grand Champion for his combined performance in the five inspection categories, which include North American Standard Level 1, HM-Non Bulk, Cargo Tank, Passenger Vehicle and the Written Examination.

Trooper Usener will move on to represent the State of Texas at the CVSA (Commercial Vehicle Safety Alliance) North American Inspector's Competition in Indianapolis, Indiana. He will compete against other certified inspectors from across the country and international competitors from Canada and Mexico.

CMV Inspector Jose "Joe" Najera, Region 4 – El Paso, was the Texas Challenge runner-up, while Trooper James "Mike" Robertson, Region 1 – Decatur, was the third place overall finisher.

CMV Inspector Jose "Joe" Najera, Region 4 – El Paso, was awarded the commemorative Lt. Jaime Flores Award. This prestigious award is voted on amongst the competitors themselves and presented to the competitor whom they feel best exemplifies the following qualities: Spirit of Cooperation, Leadership, Professional Image, Dedication to Profession, Positive Attitude, Organizational Ability and Congeniality.

To see photos of some of the winners, click [here](#).

**Speir Scholarship Deadline** – Wilson E. Speir Scholarship nominees will be accepted through July 31<sup>st</sup>. Students must be classified as full-time criminal justice majors and enrolled in Texas universities. Two scholarships will be awarded for \$500 per semester for up to two semesters. Applicants should submit resumes and transcripts of completed college work to: Texas Department of Public Safety, Director's Office, P.O. Box 4087, Austin, TX 78773-0110.

**Summer Enrollment packets in the mail** – ERS is mailing packets for members 2 weeks prior to Summer Enrollment. This means you should begin receiving information in the mail by July 18<sup>th</sup>. Summer Enrollment packets include Personal Benefits Enrollment Statements (PBES), a Summer Enrollment Guide, and information about two new benefits: Consumer Directed HealthSelect<sup>SM</sup> and State of Texas Vision.

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## **Events:**

### **"The Comedy Get Down"**

#### **Austin Frank Erwin Center, July 16**

Numerous motion picture appearances, countless television shows, sitcoms and stand-up specials, a talk show, three radio shows and two books. Cedric 'The Entertainer,' Eddie Griffin,

D.L. Hughley, George Lopez and Charlie Murphy have been breaking ground in the comedy business and bringing the laughs for decades. This is a once in a lifetime chance to see five members of comedy royalty come together for the comedy event of the year! Join us for an unforgettable night of laughs at '[The Comedy Get Down](#)' at the Frank Erwin Center on Saturday, July 16!

**DPS Employees SAVE \$10 on tickets!\*** Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, July 14 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](#). \*No double discounts. Offer is subject to availability. \$2 Facility fee per ticket will apply. All information is subject to change.

### **WWE Smackdown**

[WWE SMACKDOWN](#) will broadcast LIVE for the very first time at the Frank Erwin Center when WWE's biggest stars return for an action-packed event on Aug. 16!

Don't miss your chance to see WWE World Heavyweight Champion Dean Ambrose vs Seth Rollins! Roman Reigns live! Plus many more of your favorite WWE Superstars!

**Department of Public Safety employees SAVE up to \$5 on the \$25, \$40 and \$55 tickets!\*** Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Monday, Aug. 15 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](#).

\*Excludes \$15, \$70 and \$100 seats. Card is subject to change. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

[Circus XTREME Austin](#) - Tickets are available by calling (512) 232-2498, or they can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Tuesday, Aug. 23 at 3:00 PM CDT For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](#).

\*Excludes Opening Night, \$48 VIP and \$70 Front Row seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

### **Ringling Bros. and Barnum & Bailey® Presents Circus XTREME! Austin Frank Erwin Center Aug. 24-28**

It's time for your family to be amazed by all the X-TRAORDINARY things you know and love about America's favorite live family entertainment experience. Be astonished by UN-XPECTED circus spectacles you've never seen before and that can't be seen anywhere else but at The Greatest Show On Earth®. Get ready for an X-HILARATING adventure with X-TRAORDINARY circus artists and magnificent X-OTIC animals, like our big cats! It's time to awaken the spirit of children of all ages and stir the imagination of your family! Join us for an unforgettable family

night of XTREME proportions at Ringling Bros. and Barnum & Bailey® Presents Circus XTREME at the Frank Erwin Center - Austin from Aug. 24-28! **DPS employees SAVE \$5 on tickets!\***

### **San Antonio Stars Basketball Game and more**

Experience our Safety Fair prior to the 9/11 WNBA game, and stay afterwards to see the San Antonio Police Department take on the Austin Fire Department in a Red vs. Blue game honoring our [First Responder heroes](#) (ticket order deadline 8/26).

### **The Festival of Praise Tour 2016**

For the third consecutive year, Gospel mega-star Fred Hammond returns to the road with the [Festival of Praise Tour](#) 2016, the star-studded national event he founded. This year's lineup features Hezekiah Walker, Israel Houghton, Regina Belle, Karen Clark Sheard, and Casey J. Join us for an unforgettable night at the Frank Erwin Center on Saturday, Nov. 19! **Department of Public Safety employees SAVE \$5 on the \$40 tickets!\*** Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, Nov. 17 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$55 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Retirements:**

<b>Nickie Ray Hand</b>	Texas Highway Patrol	35 years
<b>Lisa Ronnett Alexander</b>	Driver License Division	32 years
<b>James Norris LeBlanc</b>	Texas Highway Patrol	32 years
<b>Roberto Ontiveros Pena</b>	Homeland Security & Services	30 years
<b>Lillian Martinez Boulden</b>	Driver License Division	30 years
<b>Ann Margaret Lopez</b>	Law Enforcement Support	30 years
<b>Eric Richmond White</b>	Texas Highway Patrol	29 years
<b>Blake Benedict Goertz</b>	Law Enforcement Support	28 years
<b>David Carlos Menchaca</b>	Criminal Investigations Division	26 years
<b>Harry Lay Taylor</b>	Texas Highway Patrol	26 years
<b>Martha Idalia Sandoval</b>	Driver License Division	25 years
<b>Charlene Lavon Walsh</b>	Intelligence & Counter Terrorism	23 years
<b>Rufo Gogo Ungacta</b>	Law Enforcement Support	22 years
<b>Lisa Parker Knight</b>	Driver License Division	21 years
<b>Daniel K. Straub</b>	Driver License Division	21 years
<b>Scott A. Davis</b>	Criminal Investigations Division	20 years
<b>Jaeson Todd Jones</b>	Intelligence & Counter Terrorism	17 years
<b>Brenda Joyce Allen</b>	Driver License Division	14 years
<b>Charlotte Estes</b>	Driver License Division	14 years
<b>Dottie Anita King</b>	Law Enforcement Support	9 years

<b>Regina Bryant McNeal</b>	Driver License Division	9 years
<b>Carol Celine Herrera</b>	Driver License Division	6 years
<b>Denise K Neuman</b>	Texas Highway Patrol	6 years
<b>Ronald D. Oliver</b>	Law Enforcement Support	5 years

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**Deaths:**

<b>Elizabeth Ann Ford</b>	Administration
<b>Joyce Hyde</b>	Retired
<b>Mallie Lane</b>	Retired
<b>Tom Prudom</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>James E. Jordan</b>	Captain, Criminal Investigations (Austin-Capitol)	Major, Criminal Investigations (Austin-Capitol)
<b>Coyse E. Allen</b>	Special Agent, Criminal Investigations (Amarillo)	Lieutenant, Criminal Investigations (Wichita Falls)
<b>David Acosta</b>	Trooper II, Texas Highway Patrol (El Paso)	Special Agent, Criminal Investigations (El Paso)
<b>Angel Martinez</b>	Staff Sergeant, Education, Training, & Research (El Paso)	Special Agent, Criminal Investigations (El Paso)
<b>Santos Carrasco, Jr.</b>	Sergeant, Texas Highway Patrol (El Paso)	Special Agent, Criminal Investigations (El Paso)
<b>Carlos G. Molina</b>	Trooper IV, Texas Highway Patrol (Claude)	Special Agent, Criminal Investigations (El Paso)
<b>Danielle B. LaFosse</b>	Trooper II, Texas Highway Patrol (Baytown)	Special Agent, Criminal Investigations (Houston)
<b>David A. Schmidt</b>	Trooper II, Texas Highway Patrol (Liberty)	Special Agent, Criminal Investigations (Houston)
<b>John W. Bradford III</b>	Trooper II, Texas Highway Patrol (Katy)	Special Agent, Criminal Investigations (Houston)
<b>Adam R. Moseley</b>	Trooper II, Texas Highway Patrol (Vega)	Special Agent, Criminal Investigations (El Paso)
<b>Laura Lopez</b>	Program Supervisor, Driver License (San Antonio)	Manager, Driver License (San Antonio)
<b>John Delacruz</b>	Program Supervisor, Driver License (Austin HQ)	Assistant Manager, Driver License (Austin HQ)

<b>Duane S. Hartman III</b>	Trooper II, Texas Highway Patrol (Austin)	Sergeant, Education, Training, & Research (Austin)
<b>Katherine Sanchez</b>	Quality Assurance Specialist, Law Enforcement Support (Austin HQ)	Quality Assurance Coordinator, Law Enforcement Support (Austin HQ)
<b>Tanner R. Purvis</b>	Trooper II, Texas Highway Patrol (Eden)	Sergeant, Texas Highway Patrol (Zapata)
<b>Christopher J. Olivarez</b>	Trooper II, Texas Highway Patrol (Edinburg)	Sergeant, Texas Highway Patrol (Zapata)
<b>Mike E. Garza</b>	Trooper III, Texas Highway Patrol (Rio Grande City)	Sergeant, Texas Highway Patrol (Roma)
<b>Brent A. Akin</b>	Trooper III, Texas Highway Patrol (Mineola)	Sergeant, Texas Highway Patrol (Rio Grande City)

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**Awards:**

<b>Gary Chandler</b>	Texas Highway Patrol	35 Year Service Award
<b>Briscoe Davis</b>	Criminal Investigations	35 Year Service Award
<b>Nickie Hand</b>	Texas Highway Patrol	35 Year Service Award
<b>Patricia Henson</b>	Finance	35 Year Service Award
<b>Duane Steen</b>	Texas Highway Patrol	35 Year Service Award
<b>Tony Bennie</b>	Texas Rangers	30 Year Service Award
<b>Algia Bazor</b>	Texas Highway Patrol	30 Year Service Award
<b>James Bonewitz</b>	Criminal Investigations	30 Year Service Award
<b>Stanley Carter</b>	Texas Highway Patrol	30 Year Service Award
<b>Jay Foster</b>	Texas Rangers	30 Year Service Award
<b>John Gonzalez</b>	Texas Highway Patrol	30 Year Service Award
<b>Terence Helton</b>	Texas Highway Patrol	30 Year Service Award
<b>Mark Milanovich</b>	Criminal Investigations	30 Year Service Award
<b>Alfred Nunez</b>	Criminal Investigations	30 Year Service Award
<b>Roberto Pena</b>	Texas Highway Patrol	30 Year Service Award
<b>Manuel Ponce</b>	Texas Highway Patrol	30 Year Service Award
<b>Ben Urbanczyk</b>	Texas Highway Patrol	30 Year Service Award
<b>Raul Vargas</b>	Texas Highway Patrol	30 Year Service Award
<b>Lee Vaughan</b>	Criminal Investigations	30 Year Service Award
<b>Gregg Castillo</b>	Texas Rangers	Medal of Valor
<b>Hector Gonzalez</b>	Texas Highway Patrol	Medal of Valor
<b>Leopoldo Sanchez</b>	Criminal Investigations	Medal of Valor
<b>Steve West</b>	Criminal Investigations	Medal of Valor
<b>Tim Keele</b>	Texas Highway Patrol	Purple Heart Award

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**Fan Mail:**

**Trooper Joshua Allen (THP)**

I was stopped by Officer Allen on I 40 on 07-19-16 at 0056 hrs. He was very polite and professional; I would like thank Officer Allen for his service to the public. And I would like to thank all those in law enforcement for all they do for the people of this country.

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**Trooper Robert Bryan (THP)**

We had a 2 tire blow out on our travel trailer last Saturday west of mile marker 607 on I-20. My husband and I had worked for a couple of hours to get a spare on with little success due to it being partially on the ground for safety. When a State Policeman walked up it was a Godsend. Officer Bryan helped get the spare on and get down the road to a safe place until we could get tires. He was courteous, kind, and most helpful. I asked him when his shift was over and he said it had already ended but he made no attempt to leave us until he knew we were good to go on. Our policemen are one of our country's greatest assets and this officer made Texas stand even taller than they did. We were privileged to have met this young man.

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**Probationary Trooper Ricky Cotto and Trooper Darryl Tidwell (THP)**

I'm awful with names, but the State Troopers who came out and changed my flat tire on 6/24/16 around 8am this morning between Bastrop and Austin were life savers! Gave me a refresher course and were super positive and nice. Thank you!

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**Denton DL Office**

We were at your location on 5/31/16 with our teen son and also a few months prior with our teen daughter. They were very excited to get their learners' permit. My husband, who took our daughter, warned us about the long wait, so my son and I came prepared. On the day of my visit (5/31), it was raining. We waited outside for about 30 minutes to get our ticket number. Someone came out several times to tell us she was doing all she could to get us inside quickly. Once inside, she was very kind to us. As we sat waiting for our number to be called, we heard many people complain and question the staff. My son and I discussed the behavior of some of those around us, how the staff must have to deal with rude customers every day, and how kindly they responded to even the rudest comment. Again, at the counter, the woman who helped us was friendly and kind. I mention all of this because I want to thank you all for the wonderful teaching moments I had with my son (and my husband had with our daughter) about being kind and graceful and showing respect towards others even when they are rude, unkind and hurtful to you. Furthermore, it is so encouraging as an adult to see others behaving

with grace and kindness when so many do not! Thank you for the wonderful experience at your office!

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**Kimberly Drummer (DL)**

Thank you very much for sending my replacement license. I really appreciate you.

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**Staff Sergeant Earl "Dub" Gillum, Jr. (THP)**

I recently traveled from Sweetwater, Tx to Arlington for my Safety Leadership Conference. Trooper Gillum gave his THINK presentation and I just wanted to say thank you to him for his excellent presentation. The way it was presented kept me engaged and I was able to take a lot of useful information back to my service center. Thank you Trooper Dub and all DPS troopers for your service. Be Safe.

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**Laura Jack (LES)**

Thank you so much for the assistance with our secure site mishap. Your help is greatly appreciated.

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**Trooper Jack Johnson, II (THP)**

I was stopped on 7 June 2016 and issued a warning by Trooper J. Johnson II and wanted to say that he was very professional and does a great job of representing the Texas Department of Public Safety.

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**Trooper Ricardo Lomas, Jr. (THP)**

Yesterday, 6/28/16, around 5:30 pm, my car broke down in the rain at the traffic light on 71 right under the IH35 bridge going towards Congress. Officer Lomas was a saint! I had someone coming already to assist but he stayed behind me with lights on to protect my car until my help came. He then made sure my car started and didn't leave until I was safely back in traffic -- going to nearest gas station. (I had ran out of gas!) I know it might not seem like much to someone else, but to me he was one of two angels that evening that helped me (another guy had pushed my car to the shoulder out of traffic, prior). Please let him know he was my guardian angel that day.

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### **Trooper Carl Neal (THP)**

Trooper Neal was of great assistance to my daughter recently when she had an at speed tire failure in McKinney. When I arrived, Trooper Neal had used his own jack to raise the car, remove the tire, and more importantly reassure my daughter that she was in good hands. A much appreciated demonstration of DPS' commitment to community and safety.

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### **Trooper Garrick Polyard, Trooper Russ Foto, and Trooper Steven Crosby (THP)**

We are writing to express to you our gratitude to three of your very fine Troopers. The afternoon of April 1, we were traveling eastbound on US 79, west of Jacksonville. We experienced blowouts of both drivers side tires on our fifth wheel RV, resulting in extensive rim damage. At that point, we were stranded on a very busy stretch of hilly road. Our roadside assistance insurance was having a difficult time finding replacement rims and it was obvious we were going to be stranded awhile. In an effort to avoid causing any accidents, we contacted the Highway Patrol to possibly set up emergency flares. Initially, a trooper whose name I'm sorry I don't have responded to our call. He was just going off duty and was replaced by Troopers Russ Foto and Steven Crosby. These two troopers stayed with us to assure our safety and went above and beyond in helping us. They attempted to find tires and rims from local sources known to them. Ultimately, when tires and rims would not be available until the following day, they and a local resident supplied the necessary equipment and manpower to help us change the rims and put on our spare tire and a loaner tire and rim. Trooper Foto kept traffic filing by us so that this work could be done safely. We were then able to travel to the local Walmart and await the replacement parts. Your officers are to be commended for their willingness to go "above and beyond" and for their professionalism. It was truly appreciated!!!! THANK YOU.

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### **Trooper Juan D. Rodriguez, III (THP)**

I would like to say thank you again to Trooper Rodriguez for going out of his way to bring me some water and ice after my truck broke down on Hwy 624 in outside of Cotulla. I had been on the side of the road for a few hours when he arrived. I appreciate very much what he did for me as well as what all Texas troopers do for all of us.

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### **Trooper Greg Wilmoth (THP)**

I was traveling down Hwy 6 when I came upon a white pickup driving relatively slow for the highway, I think about 60 mph, when I got in my left hand lane to pass, there was a state trooper cruising in front of the white pickup. I proceeded to pass the trooper as well as the pickup. When I got parallel to the trooper, my left front tire blew out. Immediately I hit my flashers and slowed down to try and get my vehicle to the right shoulder. The trooper managed to slow down as well and actually dropped in behind me. He positioned his vehicle with his lights on to detour traffic. As I looked at my tire and started to the back to dig out my jack and



other things needed, the trooper met me at the back of my vehicle and with a smile on his face said "let's get this done." Keep in mind it was 100 degrees out there and the asphalt was even hotter. The trooper jumped right in there and totally saved me. Not only did he help detour traffic, out of the goodness of his heart, he got physical with the situation and I know he must have been burning up with all his gear on. What a great example of public safety! It was very dangerous where we were sitting as cars flew by and I know Trooper Greg Wilmoth would have much rather chosen to stay in the A/C of his cruiser, but instead did something that was very kind for me! My hats off to the way Trooper Wilmoth handled the situation and I really do appreciate it! Give him a pat on the back for a job well done!

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### **Lambretta Woolfolk (DL)**

Today was my first visit to the DPS facility off Eastchase to replace a lost driver's license. I consider myself fortunate to have been helped by Lambretta Woolfolk. She was friendly, well organized, efficient, and cheerful. Back when I was a hiring manager at Lockheed Martin, she is exactly the type person I wanted to hire. If all your staff is as good, then I'd say "well done" to you for your staffing choices.

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**DPS News**  
**7/15/16**

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Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Timothy Boulrice](#), [Winfred Brice](#), [Carrolton DL Office](#), [George Cavanaugh](#), [Trooper David Corbell](#), [Cheryl Cox-Page](#), [Samantha Duncan](#), [Debbie Jennings](#), [Trooper Jeronimo Lopez](#), [David Marshall](#), [Trooper Diane Martinez](#), [D'Ambra Neblett](#), [Procurement and Contract Services](#), [Erminia Quiroz](#), [Trooper Terrion Rogers](#), [Trooper Aaron Ross](#), [Jill Seik](#), [Corporal Jeannie Slovacek](#), and [Trooper Daniel Vasquez](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), and the latest [Fleet news](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Speir Scholarship Deadline** – Wilson E. Speir Scholarship nominees will be accepted through July 31<sup>st</sup>. Students must be classified as full-time criminal justice majors and enrolled in Texas universities. Two scholarships will be awarded for \$500 per semester for up to two semesters. Applicants should submit resumes and transcripts of completed college work to: Texas Department of Public Safety, Director's Office, P.O. Box 4087, Austin, TX 78773-0110, Attn: Connie Wolridge.

**Summer Enrollment packets in the mail** – ERS is mailing packets for members 2 weeks prior to Summer Enrollment. This means you should begin receiving information in the mail by July 18<sup>th</sup>. Summer Enrollment packets include Personal Benefits Enrollment Statements (PBES), a Summer Enrollment Guide, and information about two new benefits: Consumer Directed HealthSelect<sup>SM</sup> and State of Texas Vision.

**General Manual Revisions**

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at: <http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
06/08/2016	Chapter 5	Discharging Firearms at Vehicles
07/05/2016	Chapter 17	Staff Participation
07/05/2016	Chapter 5	Probationary Employees - Non-disciplinary evaluation guidelines

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Don't miss your chance to see WWE World Heavyweight Champion Dean Ambrose vs Seth Rollins! Roman Reigns live! Plus many more of your favorite WWE Superstars!

**Department of Public Safety employees SAVE up to \$5 on the \$25, \$40 and \$55 tickets!\***

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It's time for your family to be amazed by all the X-TRAORDINARY things you know and love about America's favorite live family entertainment experience. Be astonished by UN-XPECTED circus spectacles you've never seen before and that can't be seen anywhere else but at The Greatest Show On Earth®. Get ready for an X-HILARATING adventure with X-TRAORDINARY circus artists and magnificent X-OTIC animals, like our big cats! It's time to awaken the spirit of children of all ages and stir the imagination of your family! Join us for an unforgettable family night of XTREME proportions at Ringling Bros. and Barnum & Bailey® Presents Circus XTREME at the Frank Erwin Center - Austin from Aug. 24-28! **DPS employees SAVE \$5 on tickets!\***

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### **Fan Mail:**

#### **Trooper Timothy Boulrice (THP)**

I would like to commend Officer Boulrice on his professionalism and courtesy during a recent traffic stop in Presidio County on July 03, 2016 at 6:39 P.M. Officer Boulrice represented our great State of Texas and DPS exceptionally well.

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#### **Winfred Brice, George Cavanaugh, and David Marshall (Admin)**

I just wanted to let you know the three gentlemen that came over yesterday to move the file boxes to the DPS storage facility did a wonderful job. We appreciated their help tremendously. Thank you so much for the assistance!

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#### **Carrollton DL Office**

I just wanted to provide you with a compliment of your Carrollton, Texas Driver License office. This morning my son and I arrived 30 minutes prior to opening so that he could obtain his learners license, and was surprised with 50+ persons already in line awaiting opening. Your staff there, once opened, was extremely courteous and VERY quick in assisting all in line. We were probably the 60<sup>th</sup> in line and were seen within 1½ hours, which was in ½ the time I personally expected. I am not complaining as I feel they operate in an expeditious fashion.

My hat is off to them and to all personnel there!

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**Cheryl Cox-Page (LES)**

Thanks for getting that paperwork over to us and thank you for all your help over the years. You are a good person and a hard worker.

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**Samantha Duncan (LES)**

Did you know you had an angel working on your behalf while you're away? lol This has already been taken care of by Samantha Duncan on 5-24-2016. Ms. Duncan has a phenomenal work ethic and is very helpful. She is a TREMENDOUS asset to DPS!

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**Debbie Jennings (RSD)**

From the start Debbie took it on herself to help us by communicating with us and taking time to explain what was going on in the procedure to obtain our LTC. Not just once but many times she would answer our emails to keep us updated. She has been very helpful, courteous and knowledgeable about our situations. I thank God that you have people of her category working in your DPS Regulatory division. She is an asset to your department. Thank you all for all you have been going through and for your efforts in doing your jobs efficiently and expediently! God Bless you and your work!

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**Trooper Jeronimo Lopez, Trooper David Corbell, and Trooper Daniel Vasquez (THP)**

I am writing to give thanks and appreciation to three wonderful troopers who were so kind to help us on July 7, 2016 with our car. They directed traffic and kept us safe. They stayed with us, never complained about the 100 degree temperature. They went above and beyond their duties. All three of them were so helpful to us. We want to let you know what a fantastic service they gave us. We cannot thank them enough for all the good work they do. Their kindness and generosity will always be in our mind and heart.

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**Trooper Diane Martinez (THP)**

On a visit to the Capital Building in Austin trooper Martinez showed extreme courtesy to me and my wife. Her knowledge of the points of interest was fantastic and without doubt made our trip from Newcastle upon Tyne in the UK more than worth the flight. Please accept our sincere gratitude.

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### **D'Ambra Neblett (DL)**

I just wanted to take the time and thank this young lady for helping me out with my license. They don't make employees like they used to. I know my license is a mess, but she definitely did her best! Please thank her for me.

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### **Procurement and Contract Services (Admin)**

I am an employee at the Tyler Regional Crime Lab. I am not responsible for any of our ordering, but frequently need something for myself or the sections I work with. I called and left a message to this effect, but wanted to put in writing how much I appreciate what you and all your staff do. I understand it is an important and stressful job, and that everyone including me wants their order faster than Amazon Prime. I want to let you know that from my experience you all are doing a great job. Just last month we needed two items we had never ordered before and after submitting them to e-procurement they both arrived about a week later and were exactly what we needed. I cannot think of a time in the ten years I have worked here that ordering has worked so efficiently. Again, thank you and your staff for all the great work they do.

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### **Erminia Quiroz (DL)**

Ms. Erminia was excellent and extremely helpful in assisting me to get my driver's license renewed. She was very professional and courteous in handling my case. She put an extra effort to coordinate with USCIS to expedite my process as it already crossed the deadline.

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### **Trooper Terrion Rogers (THP)**

Officer Rogers went above and beyond his duties as a trooper when he changed my flat tire for me. While heading home around midnight Tuesday (July 12, 2016), I ran over something on the road causing my tire to flatten. I was stranded on the shoulder of 288 North and completely by myself. Officer Rogers came and evaluated the situation and decided to change my tire, despite me telling him I had help on the way. He wasted no time and got it done for me. I greatly appreciated his service and wanted to say another thank you.

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### **Trooper Aaron Ross (THP)**

On Friday evening, July 1st at approximately 6 PM I was near mm 490 on I-20 when I experienced a blowout while driving in the left lane eastbound traffic. I pulled over quickly and Officer Ross was close behind. He helped us by providing a jack, helped us secure the blown

tire, help us with mounting the spare, and escorted us to the next exit safely so we could air the spare tire up completely. Without his assistant we would have been in a dangerous situation, and getting to the next exit could have been more dangerous. His assistance and positive attitude ensured our weekend would be safe and enjoyable. Thanks to DPS and especially Officer Ross for the assistance.

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### **Jill Seik (DL)**

Jill Seik went beyond common courtesy and assisted us with getting the right documentation for our daughter's driving permit. It was our second time to come back but we had to run home and get more documentation. Jill saved our spot and we didn't have to take another number and the process was less stressful because of her grace for us. DPS needs more employees like Jill!!

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### **Corporal Jeannie Slovacek (THP)**

I would like to let someone know about one of the Highway Patrol officers that was working Monday July 4<sup>th</sup> 2016 on Highway 59 north about 10 miles of Victoria Texas.

My wife and I were driving home from Corpus Christi to La Porte Texas. I was pulling a camper behind my truck when the tire on the camper had a blowout.

I was not on the side of the road maybe 5 minutes when the highway patrol officer pulled in behind me and when she came to make sure we were ok and to see if we had everything we needed to change the tire. I told her yes we did and she told me that she would stay behind me with her lights on to divert traffic away from us as we were changing the tire.

She could have just left and went on about her business but she stayed to make sure we were safe changing the tire.

I know that there are some people that want to let y'all know of all the bad things that happen but I would like to let people know of the good and very caring officers that work every day trying to make sure that the citizens that drive are safe and not just about writing tickets or whatever.

Thank you very much to every DPS officer that works to keep us safe on the freeways.

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**7/22/16**

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**News:**  
**CAPPS**

You've seen the CAPPS posters around the agency letting you know that CAPPS is coming, but what does that mean to you, a DPS employee? Well, CAPPS is a one-stop shop – no more going to multiple systems!

***What systems are going away?***

- **ETA** – where you currently enter your time
- **EIS** – where you currently view your time balances and pay stubs
- **DPSNet Phonebook** – where your personal contact information is currently stored and updated (home address, cell phone, etc.)

Because CAPPS is a one stop shop, not only will it record your time, but it will now be the system that contains your payroll information; banking information for direct deposit; W2 and W4 documents; and personal information such as home address, emergency contacts, etc. Since CAPPS handles both time and pay, your time entries are now directly connected to the



payroll system, which makes it very important that ALL employees enter their time on a weekly basis to ensure accurate payment.

CAPPS is a web-based system, so employees can access and enter into CAPPS 24/7 by any computer and/or phone with internet access. You do not need to be connected to the DPS network in order to access your time, pay stubs, and personal information or view your tax documents.

***What's new in time entries?***

- CAPPS does not allow you to save a timesheet to come back to at a later time. If you exit the system without submitting your timesheet, your entries will be lost.
- Employees can now enter time up to 90 days in advance as well as 90 days prior.
- You can view the entire month rather than just the current work week.
- Time is recorded in decimals instead of minutes like it is today in ETA. For example, if you work 5 hours and 30 minutes, you will need to enter your time as 5.5 hours.

*Additional CAPPS information will be coming in the weeks ahead, so please be on the lookout for agency-wide email notices and articles in DPS News.*

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**Summer Enrollment is Fast Approaching!!!**

Make your changes for 2016 Summer Enrollment July 31 – August 12, 2016. Elections can be made online at [www.ers.state.tx.us](http://www.ers.state.tx.us) or by contacting your division's Benefits Coordinator.

**WHAT'S NEW THIS YEAR?**

- ❖ New vision plan, the State of Texas Vision
- ❖ New health plan, High-Deductible Consumer Directed Healthselect / Health Savings Account (HSA)

*2016 Benefits Fair & Vaccination Clinic*

Where: Bldg. A Cafeteria, Headquarters

When: August 1, 2016 10am-1pm

This is your opportunity to see what new coverage ERS has to offer and speak to the vendors. This is an information fair only. You will not be making your elections here. At the Benefits fair we will also be offering a Vaccination Clinic for Tetanus, Shingles, TDAP, MMR, TD, and Varicella Vaccinations Only\*. B-12 injections will be available but are not covered by insurance. You

must sign up on DPSnet to receive a vaccination, no Walk-ins will be allowed. The link to sign up is <https://www.passageware.com/ClinicSignUp/DPSEnroll/>.

\*Flu Clinic will be held Sept 22, 2016 9am-2pm. The Flu Clinic will include Flu vaccinations and B-12 injections. B-12 injections are not covered by insurance.

ERS Retirement Presentation during the Benefits Fair.

Where: Bldg. A, CAO Conference Room

When: August 1, 2016 11am-12pm

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### **Fan Mail:**

#### **Gbadebo Abe (DL)**

On 7-13-16, I stood in line & went thru the routine procedure to renew my drivers license. "Abe" was so helpful and pleasant. I told him that my WWII veteran husband would not be able to stand in line, change chairs, etc. and he replied, "Bring him right here to me!" He then gave me an application sheet to fill out ahead of time + a scrap paper note "see Abe" with his unreadable signature!! The next day, 7-14-16, I took my husband to "see Abe" and he again was so pleasant & kind with helping my 90 yr. husband to successfully complete his renewal! Please recognize this great TX employee!

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#### **Agent Pilot Mike Avila (AOD)**

This morning on my way to work with my two small children in the car I hit a metal object, which caused my tire to go flat immediately. I was able to pull over into the driveway of an abandoned house.

Mike Avila was on his way to work and stopped to see if everything was ok. I told him that I was trying to see if my husband would be able to leave work and come to assist, but he offered to stay and verify that I would be able to get assistance. Sure enough, my husband was not able to leave work. Mike Avila ended up changing the tire, while entertaining my children and teaching my son how to change a tire should this happen again. My son is now convinced that he can handle this should we ever have a flat again.

Thanks for the help and making sure that my kids and I got back on the road safe!

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**Trooper Nicolas Gassiott (THP)**

I am writing this letter in reference to Trooper N. Gassiott. I had an interaction with Trooper Gassiott on July 17, 2016. I was stopped by Trooper Gassiott for one my front headlights being out. I was nervous because of recent events of reported incidents of police brutality. Trooper Gassiott quickly alleviated those fears with his incredible professionalism. For the brief time of our interaction he showed me everything I would expect from a peace officer. Him and all the officers like him protecting and helping the public is the reason why I support and will continue to support the police.

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**Probationary Trooper Jason Green (THP)**

While driving east of Marshall, Texas, I encountered a large pothole and blew out a tire. One of your troopers, Jason Green, saw us and read our trouble correctly, turned around and returned to our aid. He volunteered to change the tire in the July afternoon heat. That deserves a real loud THANK YOU from a couple of older people who had little chance of changing that tire. He recommended a tire store nearby and was kind enough to see that our car was drivable. My sincere thanks to that young officer. He is to be commended.

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**Deborah Maldonado (LES)**

I am not sure who Deborah Maldonado's immediate supervisor is, but would you please pass along "A job well-done" from me, please. I contacted Deborah this morning, out of luck, regarding an elderly lady from Lubbock who has been trying for the longest time to get answers/updates regarding her son's CCH. I have met with the mother as well as been involved in many telephone conversations with her regarding this matter. Her son's arrest and dismissal was from the early 1980's and an error was discovered within the last year or so, which has caused issues in the son gaining employment and great undue stress for the woman. No one was willing to assist her or provide answers, to include local attorneys, prosecutor's offices and others. I contacted Deborah this morning and the issue has been resolved within a few hours. Great work and much appreciated!!

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**Molly Morin (RSD)**

I am reaching out to you to express how thankful and appreciative I am to have had Molly Morin assist me in obtaining my license to carry. I was fortunate enough to connect with Molly who listened to my frustration, and issue at hand. She took it upon herself to ensure everything was taken care of. She ensured all the required documentation was in her hands and processed it as quickly as possible. The competency she displayed in handling my case in such a timely and professional manner certainly made me very appreciative and relieved a great deal of frustration. Thank you, Molly.

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### **Mitch Osburn (TDEM)**

The City of La Feria is near completion of two projects through the Hazard Mitigation Grant Program. We met Mitch several months ago and feel he has brought a sense of commitment to helping our community complete our projects. While your contractor has done a good job in improving the processes, having Mitch actively engaged and involved in discussions has helped rejoin the link between the community and TDEM. Mitch provides helpful information and works to find solutions to overcome project hurdles.

We are near completion of the projects and look forward to continuing to work with TDEM and Mr. Osburn on our other HMGP projects.

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### **Lesle Peloquin (RSD)**

Lesle has been an asset to assisting with DPS renewals and licensing. My company puts about 200 DPS licenses and renewals through a year for the DFW area. She has a "can do" attitude and is always willing to assist when we encounter issues. I can't thank her enough for her attitude, willingness to help, and teamwork. Thank you, Lesle.

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### **Raul Regalado (DL)**

Hi, I don't know my tester's last name but I took the exam yesterday (14 July, Garland) which was scheduled at 3:40 but got delayed because of my expired insurance card and I hadn't printed out the valid one. The lady at the front desk helped with the printing and another one helped me process my license. Despite it being so late, my tester Raul was really understanding and proceeded to examine me. I am very grateful for his patience and kindness. Thank you so much. I think everyone at the DL office is doing an awesome job. :)

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### **Frances Shafer (DL)**

I received what I consider the best service I have received from a representative in the driver license division.

Today I received a letter in the mail stating my husband's CDL was being downgraded to a class C driver license because we didn't send in a new medical certificate on time. I was very upset when I received this news, being that driving is how my husband makes a living for our family. I called the number right away and spoke to Frances Shafer, who was very helpful in handling our situation. I told her that I had sent two new cards with a self-certification form on April 30 and I also received a confirmation email back stating it was received. When receiving that email, I assumed it was good and all was handled like it had been in the past. In knowing that information, Frances asked me to send her those emails so she could confirm the information I had told her. When all the information was confirmed, she reinstated his license and a new

one was issued. She was very helpful. Like I said, he drives for living and out of town and needs his license to get home.

I want the right people to know we are very grateful for her and what she has done and how she handled the issue. Thank you for all you do in your offices.

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**7/29/16**

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**News:**

**Voyager Card and P-card Usage Information**

See the link above for current information about the permissible usage of the Voyager card and P-card.

**Why are we moving to CAPPS? Why now?**

Last week we talked about what CAPPS was and what it will do for you, but who knows why we are converting?

The Comptroller of Public Accounts (CPA) has a goal to implement this system at all state agencies by the year 2020 in an effort to benefit Texas government and make our processes consistent statewide. Per state law, the Comptroller's office has jurisdiction for all enterprise resource planning for state agencies including financial and HR systems. The CPA selected 26 agencies to implement the CAPPS HR/Payroll system in this deployment cycle and developed the schedule. The DPS CAPPS Team (HR, Finance, Information Technology, and Enterprise Project Management Office) have worked diligently with the CPA since September 2015 to make this transition as smooth as possible and have represented DPS' interests well.

### *Implementation Dates*

Supervisory staff will begin using CAPPs Monday, August 8<sup>th</sup>. This will enable them to confirm they can view their employees' HR, time, and pay records. They will also then be able to help employees navigate the new site.

All other users will begin using CAPPs Monday, August 15<sup>th</sup>.

### *Training Videos*

The Job Aides and the Training videos for employees and managers are now posted for your review on SharePoint. Please take the time to review them prior to August 5<sup>th</sup> so that you are fully prepared for the new system.

**Speir Scholarship Deadline** – Wilson E. Speir Scholarship nominees will be accepted through July 31<sup>st</sup>. Students must be classified as full-time criminal justice majors and enrolled in Texas universities. Two scholarships will be awarded for \$500 per semester for up to two semesters. Applicants should submit resumes and transcripts of completed college work to: Texas Department of Public Safety, Director's Office, P.O. Box 4087, Austin, TX 78773-0110, Attn: Connie Wolridge.

### **Summer Enrollment is Fast Approaching!!!**

Make your changes for 2016 Summer Enrollment July 31 – August 12, 2016. Elections can be made online at [www.ers.state.tx.us](http://www.ers.state.tx.us) or by contacting your division's Benefits Coordinator.

### *WHAT'S NEW THIS YEAR?*

- ❖ New vision plan, the State of Texas Vision
- ❖ New health plan, High-Deductible Consumer Directed Healthselect /Health Savings Account (HSA)

### *2016 Benefits Fair & Vaccination Clinic*

Where: Bldg. A Cafeteria, Headquarters

When: August 1, 2016 10am-1pm

This is your opportunity to see what new coverage ERS has to offer and speak to the vendors. This is an information fair only. You will not be making your elections here. At the Benefits fair we will also be offering a Vaccination Clinic for Tetanus, Shingles, TDAP, MMR, TD, and Varicella Vaccinations Only\*. B-12 injections will be available but are not covered by insurance. You must sign up on DPSnet to receive a vaccination, no Walk-ins will be allowed. The link to sign up is <https://www.passageware.com/ClinicSignUp/DPSEnroll/>.

\*Flu Clinic will be held Sept 22, 2016 9am-2pm. The Flu Clinic will include Flu vaccinations and B-12 injections. B-12 injections are not covered by insurance.

### *ERS Retirement Presentation during the Benefits Fair*



Where: Bldg. A, CAO Conference Room  
When: August 1, 2016 11am-12pm

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### **Events:**

#### **WWE Smackdown**

[WWE SMACKDOWN](#) will broadcast LIVE for the very first time at the Frank Erwin Center when WWE's biggest stars return for an action-packed event on Aug. 16!

Don't miss your chance to see WWE World Heavyweight Champion Dean Ambrose vs Seth Rollins! Roman Reigns live! Plus many more of your favorite WWE Superstars!

#### **Department of Public Safety employees SAVE up to \$5 on the \$25, \$40 and \$55 tickets!\***

Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Monday, Aug. 15 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$15, \$70 and \$100 seats. Card is subject to change. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

#### **Ringling Bros. and Barnum & Bailey® Presents Circus XTREME!**

##### **Austin Frank Erwin Center Aug. 24-28**

It's time for your family to be amazed by all the X-TRAORDINARY things you know and love about America's favorite live family entertainment experience. Be astonished by UN-XPECTED circus spectacles you've never seen before and that can't be seen anywhere else but at The Greatest Show On Earth®. Get ready for an X-HILARATING adventure with X-TRAORDINARY circus artists and magnificent X-OTIC animals, like our big cats! It's time to awaken the spirit of children of all ages and stir the imagination of your family! Join us for an unforgettable family night of XTREME proportions at Ringling Bros. and Barnum & Bailey® Presents Circus XTREME at the Frank Erwin Center - Austin from Aug. 24-28! **DPS employees SAVE \$5 on tickets!\***

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### **Fan Mail:**

#### **Eddie Contreras (LES)**

I would like to thank you for the training. It was very informative, and I feel that the class was very satisfied with your presentation. Once again thank you for your time.

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#### **Julio Deciga and Harry Allen (DL)**

I had a situation that would prevent me from taking my driving test on my scheduled day so I went to the office a day before to ask if I could reschedule my driving test. The staff understood my situation so they allowed me to take the test that same morning I had gone into the office. Mr. Julio Deciga and Mr. Harry Allen were kind hearted enough to allow me to take the driving test without me having to reschedule all the way to September.

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#### **Corporal Joel Gonzalez (THP)**

A DPS officer in Lake Jackson, Texas offered his help to me today at a Buccee's on 332. I had back surgery and foot surgery and looked pretty crippled, I can imagine. He was so nice and I wish I had got his name. Many thanks to that officer and his family.

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#### **Kelandria Henderson (DL)**

I had Kelandria as my driving instructor. She was a great instructor. First, she greeted me with a smile, then was just very nice to me the whole time. She was happy for me when I passed and she was just a genuinely pleasant person. I'm pleased to have had her as my instructor.

I really liked the way Kelandria treated me during the driving test. She was very clear and professional on what to do and her attitude was phenomenal. Thank you for having these kinds of employees who know how to do their job well done!!

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### **Victor Manor (RSD)**

I had several questions concerning my application for LTC. I had received a letter from DPS concerning additional documents needed to complete the process. I had asked local law enforcement agencies about my application. No one was able to answer my questions. I called DPS today and spoke with Victor M who was very professional and provided answers to all questions. I am very pleased with Victor's professional handling of my questions. Thank you

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### **Trooper Jayme Powers (THP)**

It was on July 1st 2016 around 3pm just south of Kenedy. I had a blowout in my rear passenger tire and even though I contacted my insurance for roadside assistance, help would not be available to me for at least an hour. I don't have to tell you that 3pm in Texas in July is the most blistering part of the day. Your officer pulled up behind me and asked if I/we were ok and/or if we need help. It was bad enough I had a blowout in the heat of the day. Making it a bit worse, I had my 4 year old grandson with me and no drinks. I really wanted to cry when roadside assistance said he could not get to me for at least an hour. That's when your officer pulled up and saved us. I say he saved us bc he could've let us wait for roadside assistance but instead, we cancelled that help and he got right to work. I believe his words were "We got this," meaning the changing of the tire. He was really kind. I did offer to take him into Kenedy and buy him the biggest coldest drink Kenedy had to offer but he said he was good and was going back to headquarters to take care of his finger. I accidentally caught his finger in a tool trying to help him. Sadly I made him bleed a bit. I gave him some alcohol wipes and gave him an angry birds band-aid. :-) After he finished with my tire, I gave and he accepted a hug and he sent us on our way. I just wanted to say THANK YOU to him and give a shout out to your unsung heroes. #TeamThinBlueLine

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### **Ronae Shepherd (DL)**

I was renewing my DL from an overseas location and am currently serving in the military. I contacted the License and Record Services, and Ronae helped me tremendously! I thought I would have to submit an out-of-state renewal package and did not know the address to send. I called the number above and Ronae informed me that I could order over the phone. I was

stressed and overwhelmed, but her response and kindness over the phone has made this easy for me. She was an outstanding representative of Texas and I greatly appreciated her help.

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**Paul Timek (RSD)**

I work at a pharmacy in Houston. This past month we were receiving many errors on our DPS controlled prescription drug report we send in weekly. I was put in touch with Investigator/Evaluator Paul Timek. I would like to recognize him for all of his help in getting this matter resolved. It is a major problem when there are errors on this particular report we submit weekly. Investigator Timek worked through the process until he was able to have the matter resolved. He was patient as well as informative through the entire process. He was able to offer us tangible help, allowing us to continue to serve our patients while the information issue was addressed. If it were not for his help and his work behind the scenes, this matter would not have been addressed and fixed.

Thank you to Paul Timek and his department for their help in getting our situation resolved. He is an A+ employee and a delight to speak to and work with almost daily for approx a month.

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**Lacie Trapp (DL)**

Lacie was the rep that assisted us with getting our 15 year old son his learner's permit. We unfortunately did not have some documentation needed to complete the process, and she went above and beyond to help us and was extremely patient. She is an excellent employee and was extremely pleasant to work with.

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**DPS News**  
**8/5/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Retirements](#)
- [Deaths](#)
- [Promotions](#)
- [Awards](#)
- [Fan Mail](#)

**Featured employees include:** [Elizabeth Bice](#), [Christi Cannon](#), [Cleburne DL Office](#), [Trooper Russell Cooper](#), [Ashley Corona](#), [Thomas Cummings](#), [Dalhart DL Office](#), [Corporal Freddy Duran](#), [Cynthia Fowler](#), [Linda Grumbles](#), [Cindy Halderman](#), [Trooper Keith Jenkins](#), [Nicole Johnson](#), [Trooper Jessie Jordan](#), [Robin Law](#), [Probationary Trooper Marcus Marvel](#), [Jennifer Mendez](#), [Cheryl Mills](#), [Susan Monaghan](#), [Trooper Braydon Moore](#), [Trooper Shane Neal](#), [Trooper Andre Perrault](#), [Ronae Shepherd](#), and [Sergeant Virgil Verduzco](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), and [Voyager Card and P-card information](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**CAPPS – August 8th Go Live Activities**

All managers/supervisors will go live in CAPPS on Monday, August 8th. Managers will receive **two emails** from the Comptroller with their user ID and temporary password. It is critical that you log in and change your password within 72 hours of receiving the email in order to get into the CAPPS system. If you experience trouble getting in, you will need to contact the DPS IT Service Desk at 512-424-5432 to get your password reset.

Employees' schedules will need to be verified in preparation for their go live which is Monday, August 15th. Managers should expect to receive an email on Monday, August 8th listing all the actions that they are required to complete for their employees' go live the following week.

Detailed instruction on how to modify and update employees' schedules are in the Manager Self Service Videos and Job Aids on the [CAPPS SharePoint Site](#).

CAPPS Reference Materials are located [here](#).

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### **Retirements:**

<b>Linda Dell Moor</b>	Division of Emergency Management	36 years
<b>Dowd Bert Hauver</b>	Law Enforcement Support	36 years
<b>Charles Dewain Brazil</b>	Criminal Investigations	29 years
<b>Enrique Muniz</b>	Criminal Investigations	29 years
<b>Connie L Wolridge</b>	Law Enforcement Director's Staff	28 years
<b>Adan Cruz</b>	Criminal Investigations	26 years
<b>Larry Eugene Clinton</b>	Texas Highway Patrol	26 years

<b>Robert James Hawkins</b>	Criminal Investigations	26 years
<b>Kathy Lynn Kemp</b>	Driver License Division	24 years
<b>Carolyn Marie Taylor</b>	Driver License Division	22 years
<b>Rosalinda Martinez Valadez</b>	Driver License Division	19 years
<b>Deborah Valentine Berry</b>	Driver License Division	17 years
<b>Stacey Dawn Thompson</b>	Driver License Division	13 years
<b>Luis Manuel Flores</b>	Driver License Division	13 years
<b>Maria O. Gonzales</b>	Driver License Division	10 years
<b>Bruce Calder</b>	Administration	8 months

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**Deaths:**

<b>Lloyd E. Arnold</b>	Retired
<b>Michael Bishop</b>	Retired
<b>Lonzo Butler</b>	Retired
<b>Don Walton Collins</b>	Retired
<b>Phillip Ray Jansa</b>	Retired
<b>Bonnie Rodgers</b>	Retired
<b>Kenneth Dale Stephens</b>	Retired
<b>William M. Stewart</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Christopher Dean Chromcak</b>	Purchaser II, Administration (Austin HQ)	Supervisor, Administration (Austin HQ)
<b>Matthew J. Swinney</b>	Lieutenant, Criminal Investigations (Midland)	Captain, Criminal Investigations (El Paso - EPIC)
<b>Jason E. Brewer</b>	Lieutenant, Intelligence & Counter Terrorism (Austin HQ)	Captain, Intelligence & Counter Terrorism (Austin HQ)
<b>Erika Fisher</b>	Crime Analyst II, Intelligence & Counter Terrorism (Austin HQ)	Analyst Supervisor, Intelligence & Counter Terrorism (Austin HQ)
<b>Nicole Seigler</b>	Crime Analyst I, Intelligence & Counter Terrorism (Austin HQ)	Analyst Supervisor, Intelligence & Counter Terrorism (Austin HQ)
<b>Frank D. Lozano</b>	Lieutenant, Education, Training, & Research (Austin HQ)	Lieutenant, Office of Inspector General (Conroe)
<b>Aaron M. Berns</b>	Program Supervisor III, Intelligence & Counter Terrorism (Austin HQ)	Program Supervisor V, Regulatory Services (Austin HQ)
<b>Christa Lopez</b>	Planner II, Division of Emergency	Section Manager, Division of



	Management (Austin HQ)	Emergency Management (Austin HQ)
<b>Tanner R. Purvis</b>	Trooper II, Texas Highway Patrol (Eden)	Sergeant, Texas Highway Patrol (Zapata)
<b>Brett A. Peters</b>	Trooper II, Texas Highway Patrol (New Braunfels)	Sergeant, Texas Highway Patrol (Austin-Capitol)
<b>Riley O. Barham</b>	Trooper II, Texas Highway Patrol (Archer City)	Sergeant, Texas Highway Patrol (Zapata)
<b>Stephen J. Wood</b>	Trooper II, Texas Highway Patrol (Centerville)	Sergeant, Texas Highway Patrol (Rio Grande City)
<b>Adrian Solis, Jr.</b>	Trooper II, Texas Highway Patrol (Laredo)	K-9 Sergeant, Texas Highway Patrol (Weslaco Region)
<b>Boyd L. Lamb, Jr.</b>	Trooper III, Texas Highway Patrol (Cleveland)	K-9 Sergeant, Texas Highway Patrol (Conroe District)
<b>Jose L. Balderas, Jr.</b>	Special Agent, Criminal Investigations (Eagle Pass)	Texas Ranger, Texas Rangers (Carrizo Springs)
<b>Jeremy D. Wallace</b>	Trooper V, Texas Highway Patrol (Gainesville)	Texas Ranger, Texas Rangers (Dallas Region)
<b>Nicholas E. Castle</b>	Sergeant, Texas Highway Patrol (Tyler)	Texas Ranger, Texas Rangers (Dallas Region)

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**Awards:**

<b>Tiffany Bazazzadegan</b>	Crime Lab Employee of the Quarter
<b>Christina Dickey</b>	Crime Lab Employee of the Quarter
<b>Jessica Ehmann</b>	Crime Lab Employee of the Quarter
<b>Lindsay Hatfield</b>	Crime Lab Employee of the Quarter
<b>Dennis York</b>	Crime Lab Employee of the Quarter

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**Fan Mail:**

**Elizabeth Bice (DL)**

Didn't catch her name but she was one of the nicest people to ever help me at the DPS. She went extra steps for me when I wasn't paying attention, and supportive of my military service.

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**Christi Cannon (RSD)**

I had been waiting on my CHL for over 10 months. I've made numerous calls and sent several emails. The last time I called, Christi answered and dug into it. She found out the status and

what was holding it from processing. She then called me and also sent an email letting me know the status. She communicated the next thing that was going to happen and that she would PERSONALLY follow through with the process and let me know the status. She followed through and communicated what was going on. Within a week, my CHL was approved and is being sent to me. I wanted to let you know how much I appreciated her diligence, perseverance, and commitment to customer service. She was prompt, professional, personable, and results driven. I was about to give up on this until Christi took the reins and delivered. Again, my deepest gratitude and kudos goes to one heck of a customer service rep.

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### **Cleburne DL Office**

I just want to commend the DPS employees in Cleburne. Some of the happiest, friendliest employees I have EVER met at a DPS. Well worth the forty minute drive to get there rather than closer DPS offices. A bunch of parents sat together from White Settlement, Mansfield, Arlington, and Haltom City (all of our kids were taking driving tests). We all drove there because of how welcoming and friendly they are. Won't ever use another office. Thanks for making this rite of passage not only memorable for our kids, but also relaxing and stress free for us!!!

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### **Trooper Russell Cooper (THP)**

Officer Cooper did an amazing job today. I was in the wrong speeding on my way from work at the hospital and he pulled me over. I am 27 and have never been pulled over and was experiencing high anxiety and regret and officer cooper was kind, patient and professional. I know that the country is focusing a lot on what officers do wrong and I wanted to take the time to thank officers like Cooper who not only do it right but with a respect and manner that deserves praise, admiration and respect. Thank you Officer Cooper and to any member of the department reading this! You are appreciated.

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### **Ashley Corona (DL)**

My wife and I went to the Saturn office in Garland this morning and were each impressed with how Ashley assisted us. She was very polite, professional, and helpful.

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### **Thomas Cummings (RSD)**

This e-mail is being sent to recognize the efforts of Thomas Cummings. Below are some observations made since he has been our representative: 1. Thomas is always comes to our place of business with a professional, positive, pleasant, and helpful attitude. 2. Assists whenever needed. For example, he came out to remind techs to renew their State Inspection license, explained the renewal steps & provided assistance to those that are computer

challenged. 3. He takes the time to answer questions from the Techs as well as the Management Team. 4. If he does not know the answer to a question, he will take the time to research the issue & get back to you in a timely manner.

In short, Thomas Cummings represents the DPS office in an exemplary fashion.

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### **Dalhart DL Office**

I went into the Dalhart office and was very happy with the staff from Dumas that covers Dalhart on Tuesday. Both of the ladies were wonderful, kind, and helpful. They took care of my concerns and were absolutely super.

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### **Linda Grumbles (DL)**

Linda was the kindest DPS employee I have had the pleasure of interacting with. She treated me like a human being not just another number. On top of that her knowledge and expertise of the out of state driver license transfer process made for a quick and efficient DPS visit.

Linda Grumbles went above and beyond her duty to assist me in getting a driver's license, as I am new to the state. She was kind, efficient, and informative. She was by far the most helpful and pleasant person I interacted with during my time at the license office and made the wait well worth my time.

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### **Cindy Halderman and Robin Law (DL)**

My daughter recently completed the necessary requirements to obtain her Texas driving permit. We chose the DL office in Gonzales, Texas. We made two trips to Gonzales to complete this process. Our first to ensure we had all necessary documents completed and also to make an appointment for our daughter to complete the supervised driving requirement. During both visits, we were assisted by very courteous and helpful representatives of the license division. It's rare in our society today, that you find dedicated individuals who carry out their administrative duties with the level of professionalism and focus on service that makes the consumer feel valued and not simply just another distraction in their day. I hope someone will recognize Cindy and Robin for not only their job performance, but the efficiency and care in which they do it.

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### **Trooper Keith Jenkins (ETR)**

This is over two years overdue. Sorry! I misplaced the info with this officer's name and just found it. I was driving to work in Bastrop one day when he stopped me due to a defective headlamp. I had no idea it was out. This was only to let me know that I needed to get it fixed;

however, he noted my license plates were for some truck??? These were not even my old plates. I have no idea what happened. I told him I had gotten two new plates, but had not put them on yet. They were under my car seat. I was slightly emotional due to a recent death of a very close friend, but tried not to show that I was crying. He very sweetly put on my two new plates for me and sent me on my way with a warning to get my headlight fixed. I did so that day. I was so appreciative of his kindness and continue to be.

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#### **Nicole Johnson (DL)**

Hi, I got a very cool and great response from Nicole Johnson. I got my job done even after DPS office hours. She waited for us to submit all our documents even though we were late to her counter, and on Friday. I thank personally all the staff of that office for the support given to me. I have seen other staff supporting other customers coolly over there.

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#### **Trooper Jessie Jordan (THP)**

This morning (July 28th) at about 6:35 AM, while on my way to work, I was justifiably stopped and subsequently issued a warning for a defective headlight. Honestly, I had become aware of the matter just a short time earlier. Trooper Jordan displayed an ethical, empathetic, & professional demeanor and I want to commend him on his professional posture. He left me with an outstanding lasting positive & favorable impression!

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#### **Jennifer Mendez (DL)**

Jennifer M. is an individual I would hire in an instant. Ms. Jennifer listened intently and never once interrupted my story. Questions were answered with confidence and also with suggestions for addressing my situation. Thank you, Jennifer M. You are a strong example of an individual who cares about others. And to DPS, congratulations on hiring Jennifer.

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#### **Cheryl Mills (DL)**

Our daughter was scheduled to take her drive test in Tyler, yesterday, Aug. 2. Ms. Cheryl Mills was the DPS Clerk who helped us with the paperwork. Her kind and gentle manner calmed our daughter's nerves as well as ours. 😊 Our daughter did pass her test, and we can thank Ms. Mills for her humor and encouragement. Thanks to Tyler DPS for a great experience!

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#### **Susan Monaghan (LES)**

I realize my small department does not make up much of your business; however, your employee Susan Monaghan treated me as if I were the chief of Dallas or Houston. I was out of compliance with TCOLE and she not only got me back on the right track but was so patient while she worked with me to understand the FAST system. I was very much impressed. None of my silly questions were treated as such. It was a pleasure dealing with people of that type. I just wanted you to know.

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### **Trooper Braydon Moore and Probationary Trooper Marcus Marvel (THP)**

I would like to let you all know about a visit I had with one of your Officers in Fort Stockton Texas.

Officer Braydon Moore and his Rookie he had with him.

Braydon was great and helpful per my situation out in the Big Bend area. He deserves a Big Thank You for his safety tip and dedication to protect and serve the community with a smile.

I am a rancher in the area and it helps me sleep at night knowing we have such great state troopers looking after us all the time especially in these trying days as of late.

Please give Braydon all consideration for accommodations as he deserves them to keep such good people on your force.

Many Thanks Yous!!!!

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### **Trooper Shane Neal (THP)**

Officer Neal pulled me over for speeding recently and I want to thank him for his courteousness and compassion. I had received a call that morning that my Mom's condition was rapidly declining and I was trying to get to Fort Worth to be with her. Officer Neal could tell I was distressed and quickly gave me a warning to not delay me further. The warning was a good reminder to me that I needed to be safe. I didn't know it until later but my Mom had already passed by that time so speeding didn't make a difference. I not only want to commend him for his demeanor but I want him to know that it was not a fabricated story. I'm sure you hear all kinds of stories and the fact that he trusted that I was telling the truth speaks to his character.

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### **Trooper Andre Perrault (THP)**

I'd like to give a shout-out to an awesome State Trooper, Officer Perrault. Monday afternoon I set out for Rosenberg and Sugar Land to go grocery shopping. I forgot to get gas in Damon like I should have; my tank was so low it wasn't even registering on the "miles til empty" sensor. By the time I realized my mistake, I was already halfway into town. It was raining, and I was tooling along, concentrating hard on stretching that gas when I heard the unmistakable sound of my vehicle rolling on a flat. I was in a bad spot for it - I had turned onto 762 at the blinking light and was about halfway between the light and the Hindu temple there at the curve. No shoulder and fairly steep ditches, but my tire was FLAT flat, so I had no choice. I pulled off the road as far as I

dared and called my husband to see if he was anywhere nearby on his way home from work. I've changed tires before on other vehicles, but I sure didn't want to do it using only my piddly emergency jack if there was an alternative. My husband said he was about an hour away, so I set about locating and putting together the jack and preparing to lower the spare from under the rear of the car. It was scary as hell each time an 18-wheeler or garbage truck went by at 60+ mph because it was raining and I was still way too close to the road for comfort. Not a single civilian even slowed down as they drove on past. Lo and behold, as I was attempting to lower the spare, a State Trooper car pulled up behind me. I soon found out his name - Officer Perrault. After a quick assessment of the situation, he quietly took the pieces of the jack handle (which, surprise! I had not put together correctly to lower the spare), fixed them up right, and retrieved the tire from under my vehicle. Officer Perrault then proceeded to change the tire for me. In the rain. With my crappy emergency jack. On the side of the road in the gnat-infested grass with people whizzing past him mere feet away. When I commented how much I appreciated him and wished he would let me help since this wasn't his job, he simply said, "We help out when we can." We got to talking. He was on the way back to his neck of the woods in North Houston after a day of training at one of the driving tracks down south. After learning I teach high school, he said he has a daughter in college majoring in English and planning to go back and teach at her alma mater. Small world. I told him about my gas blunder and said I was hoping to make it to Bucee's about 6 miles up the road before I ran out. He offered to follow me there to make sure I made it, and he did. I'm sure he thought I was crazy as I passed up exactly 5 other gas stations on 762, but it's Bucee's, y'all! They have tea and good bathrooms along with their gas. 😊 My husband ended up meeting us at Bucee's, and he thanked Officer Perrault for helping me and chatted with him awhile. Perrault wouldn't even let us buy him a soda. He didn't need gas. He didn't go in to use the restroom. He stopped at Bucee's for the sole purpose of making sure I made it there okay. This man was done with his duties for the day, and he had a LONG drive home ahead of him, but he CHOSE to stop and change a tire in the rain on the side of a dangerous road, and then he CHOSE to make sure I made it to a gas station, too. There are PLENTY of good police officers out there like Officer Perrault. It's hard to remember that sometimes lately when we see so many negative examples on the news. So thank you, Office Perrault, for being a good cop and a good person. God bless you and your family.

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### **Ronae Shepherd and Cynthia Fowler (DL)**

Thank you for allowing me this opportunity to recognize Ronae Shepherd for her exemplary customer service, always delivered with enthusiasm and a genuine eagerness to help. She was always there to take my phone calls and answer my emails, never missed a beat, and always kept me updated on the status of my case along each step of the process like a consummate professional. Personalized service of star quality is not always the norm these days. A customer experience of that caliber in itself deserves recognition but the assistance I received from Ronae transcended outstanding customer service because her diligence also resulted in the establishment of a new precedent applicable for others in my situation. Historically, Commissioned Corps officers of the United States Public Health Service were not permitted to

renew a Texas driver's license in the same manner as our active duty counterparts who serve in the armed forces because our status as active duty military is often unknown. Therefore, in addition to my out-of-state application, I sent Ronae copies of legal literature to illuminate the fact that we are (by law) equal in status to our armed forces counterparts. Since we are sent out of our home state on military orders hundreds or thousands of miles away from our home of record, presenting in person to renew our Texas driver's license is not always practical for us. Hence, renewing by mail is often our preferred method for maintaining a current driver's license. In my experience, most people don't even take the time to look through the documents I send. Ronae not only thoroughly reviewed the documents but also took the initiative to do some research on her own to validate the information I sent her. She then brought my case to the attention of her supervisor Cynthia Fowler, who in turn routed it through her chain of command on my behalf which resulted in a decision that broke from historical precedence. My deepest gratitude to Ronae for going above and beyond to serve those who serve. The outcome of her conscientious efforts positively impacted not only me but also the thousands of current and future Commissioned Corps officers who happen to be from Texas. A special thanks to Cynthia Fowler for her crucial role in engaging her chain of command to help set this precedence.

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#### **Sergeant Virgil Verduzco and Corporal Freddy Duran (THP)**

My daughter, son-in-law and two special grandsons were vacationing in Texas hoping to experience the sights, sounds and culture of the state. They lodged overnight in New Braunfels, TX - unfortunately, during the night (July 3 into July 4) their vehicle was broken into and personal items stolen. "Broken into" amounted to smashing out driver window and back hatch back - the contents of the cooler was dumped into the vehicle. Quite a mess - local PD responded and provided exceptional support - the problem, an open vehicle on the 4th of July! The insurance company said "you will have to wait for an appointment, rental car until after the holiday" - not good for a family with young children who wanted to go to the Alamo and to see the Bat Bridge! My daughter called and asked for assistance -- I took a chance and contacted a longtime colleague, Sgt. Virgil Verduzco, who immediately took action - he put me into contact with Corporal Freddy Duran who contacted my daughter and worked out a solution for the vehicle to be stored etc. It should be noted, Sgt. Verduzco was in the middle of a memorial service and Corporal Duran was not yet on duty - both men took action without hesitation - it would have been easy to "refer me to" someone else - at the end of the day, my family was taken care of and my grandsons were able to visit the Alamo! At a time when LEO are looked down upon and service questioned, I can say without reservation, TXDPS CVE should be proud of not only these two men but all men and women who serve - matters not if a holiday, day off, night etc. they are there for us. Sgt. Verduzco and Corporal Duran should be commended for a job well done -- may sound simple to most but to me, knowing my family was safe and taken care of was a blessing... thanks again!

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**DPS News**  
**8/12/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Jeremy Dansby](#), [Rosemary Guerra](#), [Diana Luna](#), [Sally Luther](#), [Sergeant Ryan McKittrick](#), [James Reid](#), [Trooper Jacob Smith](#), [Trooper Lewis Sullivan](#), and [Trooper Johnny Wilkerson](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), and [Voyager Card and P-card information](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**CAPPS – August 15th Go Live Activities**

All users will go live in CAPPS on Monday, August 15th. Users will receive *two emails* from the Comptroller with their user ID and temporary password. It is critical that you log in and change your password within 72 hours of receiving the email in order to get into the CAPPS system. If you experience trouble getting in, you will need to contact the DPS IT Service Desk at 512-424-5432 to get your password reset.

For more information and instructions, visit the CAPPS SharePoint page located [here](#).

**Vote in the “Best Looking Cruiser” Contest**

The American Association of State Troopers (AAST) is conducting their third annual “Best Looking Cruiser” contest. The voting will be conducted on the [AAST Facebook page](#), but it ends this Monday, August 15<sup>th</sup> at 5:00 p.m. EST. Vote for Texas! (Access to the Facebook link may not be available to all employees at work.)

**Texas DPS Foundation 2016-2017 Scholarship Recipients**



The Texas DPS Foundation is pleased to announce the recipients of our 2016-2017 Academic Scholarship program. We received over 100 applications this year for 10 \$5,000 scholarships. The Scholarship Committee, comprised of TXDPSF Board members Ada Brown, Linda McCaul, David Weeks, and Bill Starkey, reviewed over 1,000 pages of applications and chose the following 10 outstanding recipients:

1. Clay Crain
2. Chelsea Hopkins
3. Jason Lucas
4. Amanda Miller
5. Mariah Noyola
6. Kimberley Ousman
7. Taylor Rhyan
8. Cassidy Tuggle
9. Cody Vance
10. Zachary Zamora

We received so many strong and worthy applications and are thrilled to be able to support these recipients. More information about each recipient can be found [here](#).

### **Summer Enrollment Deadline is Fast Approaching!!!**

Make your changes for 2016 Summer Enrollment before August 12, 2016. Elections can be made online at [www.ers.state.tx.us](http://www.ers.state.tx.us) or by contacting your division's Benefits Coordinator.

### WHAT'S NEW THIS YEAR?

- ❖ New vision plan, the State of Texas Vision
- ❖ New health plan, High-Deductible Consumer Directed Healthselect /Health Savings Account (HSA)

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### **Events:**

#### **WWE Smackdown**

[WWE SMACKDOWN](#) will broadcast LIVE for the very first time at the Frank Erwin Center when WWE's biggest stars return for an action-packed event on Aug. 16!

Don't miss your chance to see WWE World Heavyweight Champion Dean Ambrose vs Seth Rollins! Roman Reigns live! Plus many more of your favorite WWE Superstars!

**Department of Public Safety employees SAVE up to \$5 on the \$25, \$40 and \$55 tickets!\***

Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**.

Deadline to order is Monday, Aug. 15 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$15, \$70 and \$100 seats. Card is subject to change. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

### **Texas DPS Credit Union FREE Educational Workshop - "IRA Planning for Boomers"**

Wednesday, August 24 at 6:30 pm at Texas DPS Credit Union

RSVP: 512-452-5211 or [RSVP@txdpscu.org](mailto:RSVP@txdpscu.org)

For more information, see the [flyer](#).

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Join us in Arlington, Texas, on Saturday September 17<sup>th</sup> as the Texas Rangers are rolling out the Red & Blue Carpet and are proud to team up with the Peace Officers' Angels Foundation and the National Law Enforcement Officers Memorial Fund at Globe Life Park. Buy your discounted tickets today as this special offer is open to all local, state and federal law enforcement officers, sheriffs, corrections officers and the general public.

Come out for an exciting night of baseball as we honor and recognize Texas law Enforcement! Arrive early for the special ceremony.

**Order tickets by completing the attached [flyer](#) or by contacting Zak Ganter of the Texas Rangers at 817-436-5976 or [zganter@texastrangers.com](mailto:zganter@texastrangers.com)**

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retired DPS vehicles, plus more. The DPS Historical Museum and Research Center is sponsoring the free public event at DPS Headquarters (5805 N. Lamar Blvd., Austin, TX 78752) from 11 a.m. – 4 p.m. on Sunday, September 18, 2016.

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### **Fan Mail:**

#### **Jeremy Dansby (LES)**

Jeremy really helped us at Humble ISD PD during an investigation when we requested assistance from DPS. Based on the information Jeremy provided, we have been able to close our investigation. He did an awesome job and we appreciate everything he did to assist our agency.

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#### **Rosemary Guerra (DL)**

Rosemary and everyone else at the Universal City DPS were extremely helpful today by fitting my son in for a road test. We drove down from Austin after hearing that the UC office was especially knowledgeable regarding out of state learner's permits. Great people in the UC office -- wonderful experience!

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#### **Diana Luna (DL)**

I had the most pleasant experience with Diana this morning - she was very professional and personal. Most dread going to the DL office, however I was pleasantly surprised and walked out

with a great experience. I was there around 10:00 am this morning and she sat along the wall farthest to the right when you walk in and is a big Spurs fan. Please pass my thanks along for a great experience.

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### **Sally Luther (DL)**

I have recently been in the Henderson Texas office to get my two sons a driver license. The lady that helped us was not only very helpful but also extremely nice considering the verbal abuse other customers put her through. She was very professional the way she handled them and then smiled for the next customer. Even the ones giving her a hard time she continued to help. She had long lines both times I was there and worked by herself. I would like for someone to know that I think she does a great job!

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### **Sergeant Ryan McKittrick (THP)**

Our daughter and her husband were victims of the recent hot air balloon accident. Sgt. Ryan McKittrick was the DPS officer assigned as the liaison between DPS and the victims' families. Sgt. McKittrick went above and beyond the call of duty, often sacrificing time with his own family to ensure that we were informed and apprised of all developments. Additionally, he made certain our daughter's personal possessions were returned to us, which included a ring her dad and I had made for her when she was 16 that holds an enormous amount of sentimental value. Sgt. McKittrick has timely answered every phone call, every email, every text and every question and has been forthcoming, honest, and straight forward in his responses. Sgt. McKittrick is the epitome of what a DPS officer and civil servant should be and Texas DPS, as well as, the citizens of the State of Texas, are fortunate to have him. He is compassionate, caring, hard-working and a true asset. We are extremely thankful and grateful for him and to him for helping our family through an extremely difficult time.

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### **James Reid (DL)**

Mr. Reid, thank you for all your help on August 8, 2016! I was very grateful for your expertise and thoughtfulness while helping my daughter obtain her learner's permit. You made it easy and provided excellent customer service.

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### **Trooper Jacob Smith (THP)**

On August 6, 2016 at 3:37 pm I was stopped by Trooper J. Smith for driving over the speed limit on Tin Top Rd. in Parker County, TX. The Trooper was absolutely correct. I was going over the speed limit some and I admitted it when he stated it. This Trooper was professional, courteous and friendly while in contact with me. His uniform was spotless and he presented himself

exceptionally well. He is what a peace officer should be. I know. I was a police officer and Capt of Patrol myself. I just wanted to make sure that his supervisor knows how this young man handled himself. I would have been proud to have him in my command I assure you.

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### **Trooper Lewis Sullivan (THP)**

On August 6th 2016 I was stopped by Texas Trooper L. Sullivan # 13246 for speeding on HWY 110. The purpose of this email is to advise Trooper Sullivan's supervisors of his actions and behavior on this traffic stop.

Sullivan approached my vehicle in a very professional manner, he used very good officer safety techniques and was very cordial and polite while introducing himself, he advised me of my speed which I completely understood, we spoke for a few minutes as I looked for that famous disappearing insurance card and he advised me he was going to issue me a warning for the speed. After Sullivan and I spoke a little longer he must have figured out I was law enforcement (retired) for I never would bring that up during a traffic stop in any manner as to persuade an officer, we then spoke a little about law enforcement.

Sullivan was extremely courteous and professional to me long before he knew I was law enforcement, he used a very good tone of voice and approach. I believe that with today's young men and women on the streets they need positive reinforcement when they are doing good and representing their agency in a professional manner and not just hear about the complaints.

Please insure that this complimentary letter makes it into his DPS file as an example of his level of professionalism and courtesy on a routine traffic stop on just another routine shift.

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### **Trooper Johnny Wilkerson (THP)**

I was pulled over by Officer Wilkerson on 7/28/16 in Hardin County. It is so unfortunate that the people who risk their lives every day get such horrible things said about them. Officer Wilkerson was so polite and respectful that I just wanted to make sure his supervisor knows what a wonderful and professional officer he has. I wish everyone would speak out about how lucky we are to have such brave men and women protecting us every single day.

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**DPS News**  
**8/19/16**

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**Featured employees include:** [Carla Caleffie](#), [Manuel Chavez](#), [Ann English](#), [Silvia Garcia](#), [James McElroy](#), and [Mary Siemon](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), and [Voyager Card and P-card information](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Buffalo Soldier Parade**

On Saturday, July 30, 2016, the DPS Mounted Horse Patrol participated in a parade honoring the 150<sup>th</sup> anniversary of the 9<sup>th</sup> and 10<sup>th</sup> US Cavalry Regiments. These regiments were known as “Buffalo Soldiers” during the late 1800’s.

Senior Corporal Jerald Sams, Senior Trooper Cynthia Sparks, and Trooper II Roddie Haley, Jr. rode their DPS horses in the parade along with officers with the Houston Police Mounted Patrol and deputies from the Harris County Sheriff Department Mounted Patrol. Click [here](#) to see photos of these participants.

In addition to the mounted law enforcement officers, many civilians wore period correct uniforms, rode horses, and rode in horse drawn wagons.

The parade ended at Emancipation Park where those in attendance learned of the history surrounding these regiments through reenactments and static displays.

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### **Fan Mail:**

#### **Carla Caleffie (RSD)**

Carla was a pleasure to talk to. She was so kind and patient with us. A couple of goofy guys like us were lost in paper work and had no clue how to finalize our Original Company App for Security. Then came along Carla and brightened up our day and helped us get r done! Great personality and customer service. (We tried hiring her over the phone but she politely declined.) I certainly won't hesitate to call DPS again! Thanks Carla!

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#### **Manuel Chavez and Ann English (Admin)**

On Friday, August 5, 2016, I was working on a large disaster in Caldwell County. I called DPS Austin Fleet Auto Shop and spoke to Manuel Chavez that morning about a brake noise on my patrol car. I was unavoidably detained in Caldwell County and was not able to get to the Auto Shop on time. Manuel called me and was going to stay past closing to look at my car. I arrived shortly after 5:00 PM. Manuel found the issue and some brake parts were needed. Parts Department Employee Ann English had just left work but came back to let Manuel in to obtain the parts needed. Manuel got my unit back going which allowed me to continue working on



the case. I appreciate the efforts of these two individuals in staying after hours, on a Friday, to get a car back on the road.

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**Silvia Garcia (DL)**

Great vibes from instructor. I was nervous but she was not scary....she was very cool and normal. Super professional. I would love to get a job at the DPS. Tell her the woman that just moved from Chile said hello. Ha ha.

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**James McElroy (LES)**

I just wanted to tell you so you can pass it on--James McElroy provides what I consider high quality customer service. I was having an issue getting into the test environment. Despite multiple attempts, I just couldn't get in and I kept pestering James. Over and over...but James always responded promptly and kindly.

As the IT Application Director for Travis County, my world revolves around customer service. I expect it from my people but when I see it in others outside of my department, I make it a point to point it out. I have dealt with James before and his service delivery is consistent. To me, it's all about service delivery and meeting customer expectations. James met mine.

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**Mary Siemon (DL)**

I was very impressed with the professionalism and courtesy of ALL the employees in the DPS office at 2019 W Parker Rd, Plano, TX 75023, on Friday afternoon August 12, 2016. They were thoughtful, helpful, and patient with every question. The lady who helped my son process his learner's permit was EXCEPTIONALLY knowledgeable, kind and helpful. She made the entire experience so positive, and I'm grateful my son had such an upbeat first exposure to navigating government requirements. Thanks for all efforts at serving the public so well and for eliminating frustration! I can tell that management in this office is excellent, because all the staff seemed eager to help, well trained, empowered to make decisions, and proud to do their jobs well. Thanks for having high standards in caring about your customer's needs and for hiring lovely people to work at this location.

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## DPS News

8/26/16

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper John Brewster](#), [Kaci Burr](#), [Trooper Bruce Eden](#), [Josephine Garcia](#), [Alice Gonzales](#), [Nekebra Harris](#), [Kelandria Henderson](#), [Trooper David Hudgens](#), [Tonia Levingston](#), [Victor Manor](#), [Misty Merrill](#), [John Morse](#), [Trooper Matthew Naparstek](#), [Lieutenant Derek Prestridge](#), [Trooper Greg Reyero](#), [Thomas "Basil" Seals](#), [Chasity Seastrunk](#), [Trooper William Stanaland](#), [Christi Traver](#), [Gerardo Vega](#), and [Linda Wilder](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), and [Voyager Card and P-card information](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

### **News:**

#### **DPS Special Agent Named Polygraph Examiner of the Year**

On 7/28/2016, Special Agent (SA) Leo Perez, CID-Polygraph Laredo, received the Polygraph Examiner of the Year award from the Texas Association of Law Enforcement Polygraph Investigators (TALEPI). SA Perez, a 2014 graduate of the DPS Polygraph School, received the award for his outstanding performance as a polygraph examiner. During 2015, he conducted more than 220 exams in both English and Spanish. In criminal exams, SA Perez brought resolution to numerous felony investigations including multiple cases involving crimes against children. In pre-employment exams, SA Perez was successful in identifying multiple Trooper applicants who were currently involved in criminal activities. Those applicants were subsequently screened out and referred for further criminal investigation.

#### **CVSA Announces Winners of its 2016 North American Inspectors Championship**

48 inspectors representing jurisdictions across North America gathered in Indianapolis, Indiana, Aug. 8-12, 2016, to compete in the Commercial Vehicle Safety Alliance's (CVSA) 24th annual

North American Inspectors Championship (NAIC), the only event dedicated to testing, recognizing and awarding commercial motor vehicle inspector excellence. DPS Trooper Jeremy Usener, CVE-Colorado City, was awarded third place in the Standard Level I Inspection competition and third place in the Standard Level V Passenger Vehicle (Motorcoach) Inspection competition. Based on these results, Trooper Usener finished second place overall. For more information and a complete list of winners, see the press release [here](#).

#### **DPS Receives Letter of Thanks from the National Transportation Safety Board**

Following the investigation of a hot air balloon crash in Lockhart on July 30, 2016, DPS received a letter from the National Transportation Safety Board thanking the Department for its assistance in the aftermath of the crash. The letter specifically names a number of employees, and can be seen [here](#).

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#### **Events:**

##### **San Antonio Stars Basketball Game and more**

Experience our Safety Fair prior to the 9/11 WNBA game, and stay afterwards to see the San Antonio Police Department take on the Austin Fire Department in a Red vs. Blue game honoring our [First Responder heroes](#) (ticket order deadline 8/26).

##### **Law Enforcement Night with Texas Rangers Baseball – Saturday, September 17<sup>th</sup>**

Join us in Arlington, Texas, on Saturday September 17th as the Texas Rangers are rolling out the Red & Blue Carpet and are proud to team up with the Peace Officers' Angels Foundation and the National Law Enforcement Officers Memorial Fund at Globe Life Park. Buy your discounted tickets today as this special offer is open to all local, state and federal law enforcement officers, sheriffs, corrections officers, and the general public.

Come out for an exciting night of baseball as we honor and recognize Texas Law Enforcement! Arrive early for the special ceremony.

**Order tickets by completing the attached [flyer](#) or by contacting Zak Ganter of the Texas Rangers at 817-436-5976 or [zganter@texastrangers.com](mailto:zganter@texastrangers.com)**

##### **DPS Museum Day Sunday, September 18**

DPS Museum Day is Sunday, September 18, part of the city wide event, Austin Museum Day. This year the theme is "A Recruit's World: Learn how a Civilian becomes a Trooper." Participate in simulated Recruit experiences: logic and skill games, physical fitness. Tour the Academy, watch vintage/modern recruiting films. Interact with law enforcement officers and DPS personnel. See police dogs, the Mounted Patrol, current and retired DPS vehicles, plus more. The DPS Historical Museum and Research Center is sponsoring the free public event at DPS Headquarters (5805 N. Lamar Blvd., Austin, TX 78752) from 11 a.m. – 4 p.m. on Sunday, September 18, 2016.

##### **Life After Law Enforcement Summit**

This event, scheduled for October 5-7 in San Antonio, is to help prepare law enforcement officers for retirement and transition from a law enforcement career. The summit is open to all law enforcement and is hosted by the FBI National Academy Associates. For more information, visit the event [site](#).

### **The Festival of Praise Tour 2016**

For the third consecutive year, Gospel mega-star Fred Hammond returns to the road with the [Festival of Praise Tour](#) 2016, the star-studded national event he founded. This year's lineup features Hezekiah Walker, Israel Houghton, Regina Belle, Karen Clark Sheard, and Casey J. Join us for an unforgettable night at the Frank Erwin Center on Saturday, Nov. 19! **Department of Public Safety employees SAVE \$5 on the \$40 tickets!**\* Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, Nov. 17 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$55 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail:**

#### **Trooper John Brewster (THP Orange)**

You simply couldn't ask for a better ambassador for the TXDPS than Officer Brewster. When a tractor-trailer's unsecured load caused an accident on I-10 near Orange, he responded and made what would have been a very unpleasant situation much more tolerable. Although dispatch confused where the accident was, he was very apologetic about the delay and proceeded to walk us through every step of reporting, insurance claims, etc. He was highly professional, yet compassionate and caring for our situation of being stuck on the side of I-10 for 2.5+ hours. His positive attitude and concern was such a welcome change from other types of service people frequently encountered. Bottom line, Office Brewster is a stellar representative, a great officer and public servant! Thank you for helping us on 7/29.

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#### **Kaci Burr (DLD)**

Kaci Burr is a DPS superstar!!! I was running into significant difficulties in getting a response to a question re: obtaining a driver license for my 16 yr old son. I emailed Kaci (I had her email address from a communication months ago re: parent taught drivers ed). Not only did she respond, she went above and beyond in assisting me with the answer to my question (although I don't think it is her area of work). She also put me in touch with a local contact - as I am in San Antonio. DPS is lucky to have an employee that will take ownership of an issue, even when it's not her responsibility. Kaci personalized the DPS for me & I am so grateful to her! Thanks again, Kaci!

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**Comment [RT1]:** When I clicked the link, it showed this date.

**Comment [RT2]:** I included Orange because there are three John Brewsters in THP.

**Trooper Bruce Eden (THP)**

Thank you for being so nice and helpful after my son had his first accident. It really helped and made the situation easier to deal with. Thank you very much.

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**Josephine Garcia (DLD)**

The DPS employee who helped me with driver license renewal was wonderful. She was friendly, really helpful, processed the materials in a speedy fashion and was able to complete my entire renewal in less than 5 minutes. And all of that with a great smile and attitude. Recommending your center to others. Love the "get in line online" also! Thanks!! I had expected to spend four hours on this and got done in in less than 10 minutes!!

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**Alice Gonzales (DLD)**

After having difficulties in scheduling a driving test, I was put in touch with Alice Gonzales at the Leon Valley mega center. Alice was a HUGE help - checking to ensure we had the documents needed and helping schedule a driving test. She was professional and down to business, but we so appreciated the assistance! As we waited our turn, I had the opportunity to observe Alice -- she never stopped moving - helping her employees w/ issues and checking progress of customers moving through all the different areas. Thanks to Alice for taking ownership after my challenges were brought to her attention! She is a DPS stand out!

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**Nekebra Harris (DLD)**

I took my 89 year old mother to surrender her DL and get an ID at the Pflugerville mega center on August 23rd. Nekebra Harris helped us. She was extremely helpful, patient, kind and courteous. Thank you for representing the DL service and DPS in such a professional manner.

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**Kelandria Henderson (DLD)**

First, this email will be followed up with a written letter but, for the moment I must say what fantastic customer service Kelandria Henderson has provided.

I brought my daughter into the Garland Mega Center today for her road test. Unfortunately we were unprepared and had everything but the verification of enrollment (VOE). Since we have been on summer break the VOE was the last thing on my mind. She did everything to help us out and still we were unable to have anything emailed or faxed from my daughter's school. Kelandria allowed my daughter to go to her school to pick up the VOE in order for her to complete the road test today since we were looking at at least a three month wait until the next available appointment.

Kelandria provided the most courteous and professional customer service I have ever witnessed, especially at the Department of Public Safety. Having worked in customer service roles for over 25 years, I am truly pleased to witness such wonderful service from someone who served the public.  
Bravo Kelandria!

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#### **Trooper David Hudgens (THP)**

Hello Last week, Trooper Hudgens stopped our stepdaughter for excessive speed and discovered that she had two outstanding warrants for previous traffic violations. He placed her under arrest and then made contact with my wife and I to come and claim our truck, which she had been driving to work. Trooper Hudgens was very personable, courteous and professional in his interactions with my wife and I and with our stepdaughter. He escorted our stepdaughter to the Collin County jail where he had a talk with her about going back to school, getting all of her legal issues sorted out and generally getting a solid plan for her future; the same things that we had been talking to her about! He mentioned to her that maybe it was a good thing that she was stopped that day so she could have a good reason to plan for the future. My wife and I are grateful for Trooper Hudgens' treatment of our stepdaughter and for his "fatherly" talk with her. It made a difference! She came home that night, submitted her application to Collin College, began working on getting all of her traffic and driving problems resolved and made a commitment to attend church with us! Needless to say, my wife and I are very happy about all of this. Please make sure that Trooper Hudgens is acknowledged for his great work. He seems like a great person, a very solid man with lots of integrity; I wish we had more people like him in the world.

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#### **Victor Manor (RSD)**

Victor M helped me with a CHL/LTC problem. He is kind, professional, detail-oriented, and most of all patient. I was on hold for a VERY long time...but once Victor M answered the phone he stayed with me until I was able to get the authorization from my Aunt who lives in the middle of BFE Texas (she cannot even get a landline telephone on her ranch!!, so you know her cell phone reception was horrible!!). Once my Aunt confirmed that I could talk to Victor M on her behalf, he researched the problem, and then gave me options on how to fix it. I chose to fax the missing paper for my Aunt... and Victor M patiently explained exactly the format that was needed for the fax cover sheet. He never once had a frustrated tone or hurried attitude.... only kindness. Thank you Victor M!! Quality people like you always get promoted to management... and then NO ONE gets the benefit of your true skill. You should get a giant raise in pay... and get to stay on the front lines where citizens like me need your help. Thank you!!!!

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#### **Misty Merrill, Chasity Seastrunk, and Tonia Levingston (DLD)**

Ms. Merrill, Ms. Seastrunk and Ms. Levingston did a wonderful job helping me renew my license. There was an error in the payment system which caused one of the computers to freeze. The delay could have led to frustration, but these fine employees communicated clearly and honestly through the whole process and they worked to complete the transaction as quickly as possible. I truly appreciate their kindness and professionalism!

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#### **John Morse (LES)**

I know you help many, many people every day and I wanted to let you know, that earlier this month you helped me get someone's criminal history reported correctly, that individual was able to get his job back. He called us last week and told me that he had been rehired after we, and I am talking about y'all too, looked at the records and determined that something had been reported to DPS incorrectly.

So, thank you and the people in Austin, whoever they are, for helping get this man's criminal record cleaned up and corrected so he could go back to work. And just so you know, he had been out of work for a little over 8 months because of the error. His employer had to "fire" him and he then had trouble finding anyone who would employ him.

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#### **Trooper Matthew Naparstek (THP)**

I am writing you on behalf of one of your Troopers, M. Naparstek. Your Trooper Naparstek pulled me over at 12:45am. He noticed how startled and upset I was. Trooper Naparstek kept me on the side of the road and spoke to me in a calm voice, to calm me down. My anxiety was getting the best of me as I had just left my mom's house from my dad just passing. He told me to breathe. He smiled at me and kept asking me if I was ok. He kept me talking and even got me to smile amongst my tears as he asked me what I was jamming to. As I smiled, I replied, it is a Christian station. I don't know what it is, I just seek for another when I am out of range. Even though Trooper Naparstek had scared me half to death with his lights and being so tired, he assured me with his smile and kind words that everything would be ok. He spoke to me about safety and keeping the roads safe at night. He spoke to me about my dad and the assurance that things would get better. He also spoke to me about how far the hotel was from where I was and the time to get there. Yes, he also was asking me if there was anything in the car that I shouldn't have. I believe that whoever trained him should be very proud to call him a Trooper. I felt that Trooper Naparstek was genuinely concerned about my wellbeing. Once I had calmed down from what could of been a very bad anxiety attack, I realized that Trooper Naparstek was just what I needed. I was having little outburst of crying on my way back and like I told him, I just started driving a few months ago after not driving for 9 months. Only God knows how I even got to Colorado. I truly believe God put Trooper Naparstek in my path as an encouragement and strength to make it home. I truly believe that Trooper Naparstek should deserve an accommodation for his strength and genuine understanding under this circumstance. We need more Troopers, Police, and Sheriffs like him.

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**Thomas “Basil” Seals (DLD)**

Basil provided excellent customer service and reassured me the whole time through that my problem would be taken care of. He always told me the reason why he was placing me on hold, and took care of the situation until it was solved. The whole time on our phone call he was pleasant, upbeat and had an overall calming demeanor. He deserves a raise!

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**Trooper William Stanaland (THP)**

I would like to commend and say a big THANK YOU to Officer Stanaland for stopping me on Interstate 59 for driving at night without all my lights turned on. He very likely prevented me from having an accident. Officer Stanaland was very courteous and safety minded and he truly exemplifies the motto of "Courtesy, Service and Protection." As the mother of a Houston Police Officer I pray daily for police officers everywhere and am grateful that there are officers like Officer Stanaland and my daughter in law enforcement. All officers should get a raise!

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**Christi Traver (Admin), Trooper Greg Reyer (THP), and Lieutenant Derek Prestridge (Rangers)**

I would like to take this opportunity to commend your agency on the incredible work that you are doing with the Interdiction for the Protection of Children (IPC) program. Two weeks ago, Arkansas State Police hosted the IPC training here in North Little Rock, AR at Camp Robinson. Over 60 law enforcement officers from around the state were in attendance for the two day training event. I was there on the opening morning of the training and had the opportunity to meet with your DPS instructors Christi Traver (DPS Victim Assistance), Trooper Greg Reyer, and Lieutenant Derek Prestridge. Not only did they provide the two day training but they also stayed the remainder of the week to provide three days of train the trainer for the block of instruction. This team of instructors did an incredible job with the IPC training they provided. As proof of that, one of the officers that attended the training actually rescued a missing 16 year-old girl from Memphis, TN who was in a car with three adult men and one other adult woman that the officer stopped last week. After seeing the indicators during the traffic stop she had learned the week prior in the IPC training, she acted on those indicators and was able to determine that the girl was missing and at extreme risk of being sexually exploited. Later that afternoon the girl was returned to her parents after they drove to Little Rock from Memphis. This incident brings home the importance of the training that your instructors provide.

We are now in the process of implementing this training into our in-service training schedule. Last Friday, we provided a 4 hour block of instruction to our troop school that is currently in session.

Please express our appreciation to your instructors for their willingness to sacrifice their time away from their home and families so that they could provide the valuable information to our



troopers and other law enforcement officers from around the state. Clearly the training works and there is a family in Memphis that would definitely agree.

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**Gerardo Vega (DLD)**

Mr. Vega in the Pflugerville DPS went above and beyond in assisting me. After waiting to see an agent for three and a half hours Mr. Vega informed me I needed my birth certificate to complete the process. That was after he reviewed my documents. Needless to say I was frustrated. Since I lived 45 minutes away (Salado) I could not make it back before Mr. Vega was gone for the day. He told me he would see me the next day to complete the process. All I had to do was wait until he was finished with his current client. I was there before 7:30 am and he took me first thing after he arrived. Since this was my third attempt I was extremely grateful for his gesture of kindness. After going to another DPS near my home and feeling like I was just a number, having someone like Mr. Vega treat me restfully and personally I was impressed, especially since just moving to Texas from California. Mr. Vega is the epitome of what DPS needs as an outstanding employee!

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**Linda Wilder (RSD)**

Very patient and thorough. Linda was able to answer all of my questions and provided great and friendly customer service. She is definitely the standard that all of her peers should aim to meet.

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**DPS News**  
**9/2/16**

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**Featured employees include:** [Trooper Jeffrey Constant](#), [Pam Fohn](#), [Dustin Head](#), [Trooper Jessie Jordan](#), [Trooper Kyle Kieth](#), [Keshia LaShaw](#), [Camille McMiller](#), [Lora Poole](#), [Sharon Rhodes](#), [Captain Rudy Rosales](#), [San Antonio-Leon Valley DL Mega Center](#), [Lisa Sanders](#), [Trooper Shawn Tasby](#), [Trooper Michael Townes](#), [Martha Walker](#), and [Wendy Williamson](#).

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**2016 Flu Clinic**

When: September 22, 2016

Time: 9:00 am – 2:00 pm

Where: Building A Cafeteria

This year DPS will be offering flu shots and B-12 injections only. The link to sign up will be on DPSnet under Employee Benefits beginning on September 1<sup>st</sup> and close at the end of business on September 20<sup>th</sup>. Walk-ups are welcome after those with appointments have been seen.

On the day of the clinic, anyone paying with insurance will need to bring their insurance card and their ID. Those wanting B-12 injections can purchase it with cash or check. More information on the vaccine options will be detailed in the text of the online sign-up. Please direct any questions to HR Benefits by sending an email to [Benefits Ask a Question](#).

### **Fitness and Wellness Unit Visit Region 4 in El Paso**

ETR instructors Rosemary Hohl-Chriswisher, Alexis Schminke, and Lacy Wolff presented some of the most current research in the fitness and wellness industry. The education provided helps commissioned and non-commissioned employees regarding their overall health, fitness and wellbeing. Some of the topics covered were self-regulation, metabolism and weight loss, rowing techniques and certification, foam rolling techniques and resistance training 101. A photo of the instructors and students can be seen [here](#).

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### **Events:**

#### **Law Enforcement Night with Texas Rangers Baseball – Saturday, September 17<sup>th</sup>**

Join us in Arlington, Texas, on Saturday September 17<sup>th</sup> as the Texas Rangers are rolling out the Red & Blue Carpet and are proud to team up with the Peace Officers' Angels Foundation and the National Law Enforcement Officers Memorial Fund at Globe Life Park. Buy your discounted tickets today as this special offer is open to all local, state and federal law enforcement officers, sheriffs, corrections officers, and the general public.

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**Order tickets by completing the attached [flyer](#) or by contacting Zak Ganter of the Texas Rangers at 817-436-5976 or [zganter@texastrangers.com](mailto:zganter@texastrangers.com)**

#### **CASA Superhero Run - 5K and Kids 1K – September 18<sup>th</sup>**

Be a superhero for children who've been abused or neglected. Register for the race at Domain Central Park in Austin, donate to kids, fundraise for the cause, or do all 3! For more information and to participate, visit the event [site](#).

#### **DPS Museum Day Sunday, September 18<sup>th</sup>**

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\*Excludes \$55 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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#### **Fan Mail:**

##### **Trooper Jeffrey Constant (THP)**

I am commending Trooper Constant for taking the time to explain the process of my violation. Although he did issue me a ticket, unlike others I have encountered, he took the time to help me further understand the process that needed to be taken on that early morning of July 28, 2016 in Jim Wells County. I'd wish more people were as informative as he was, and genuinely care for the public when performing their duties. Thank you.

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##### **Pam Fohn (LES)**

I would like to tell you how awesome it has been to work with Pam Fohn! She always finds you an answer, even if it is not the one you wanted. She is never too busy or makes you feel stupid for calling. You are so lucky to have her for an employee with your organization!

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##### **Dustin Head (IT)**

Dustin Head in IT really helped me out. Great service on a very busy morning.

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##### **Trooper Jessie Jordan (THP)**

Trooper Jordan stopped me for speeding Saturday 8/13 near College Station. I was careless and trusted my new vehicle's 'speed sign assist' functionality which led me to drive above speed limit. After stopping and having a chat (including about the car's fancy new functions) Trooper Jordan gave me a warning. I was excited with this result and we got chatting about the car and as a result I forgot to take my license back. I only noticed this after a few days at which time he had already mailed my license to me and it was waiting in my mailbox. Trooper Jordan was professional and courteous at all times. I'd like to thank him again for his understanding and returning my license I so carelessly lost.

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**Trooper Kyle Kieth (THP)**

Good morning. On Friday August 19, 2016, I was in the middle of moving my mother from MN to AZ. While in Texas, the car carrier blew a tire on I-40. My mother and I sat on the side of the highway for 3 and 1/2 hours trying to get help from the truck rental company. Officer Kyle Kieth was driving East on I-40 and turned around to see if we needed help! Officer Kieth was courteous, friendly, reassuring and a calming presence for us while we were in a difficult situation. He even offered a much needed ride to the local store. It is obvious Officer Kieth loves his job and cares about people. He is a definite asset to your department!! Thank you!

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**Keshia LeShaw (DL)**

I was very pleased with Keshia. She was very professional and respectful. She was clearly understanding on the whole course. I also like to thank her and the other staff for being patient and cooperative.

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**Camille McMiller (DL)**

I just want to say a huge thank you to Camille. She went out of her way to assist my daughter on her birthday to be able to take her driving test. We didn't know we were to arrive an hour early before appointment and we were only about 20 min early.

Camille was professional but also most kind and truly is amazing! Give her a raise!!!!

Thank you Camille for all of your efforts for my daughter and me!

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**Lora Poole and Lisa Sanders (DL)**

The morning of August 4, 2016 I was greeted by Lora Poole and Lisa Sanders. These ladies were very professional, confident, and considerate making our experience at Kilgore commercial driver license office a most pleasant one. Keep up the good work, getting your employees to truly love what they're doing!

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**Sharon Rhodes (DL)**

This is a compliment letter for your system and especially the lady, Sharon, who helped us navigate through the process of obtaining our Texas driver licenses. My wife and I are so grateful for Sharon's professionalism, attention to detail and willingness to be patient with us during our appointment time on 08/29/2016 at the Pflugerville location #660 around 9:30am. We cannot say enough about her accommodating style and respect. Kudos to her and the

system that has allowed her to be the customer advocate that she has trained herself to be.  
Thank you very much, Sharon!

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### **Captain Rudy Rosales (Rangers)**

I wanted to send you a “thank you” for the work you did in coordinating the ordnance disposal at my ranch the first of this month. You did a perfect job removing the potential hazard, coordinating the related services and personnel. Your service is greatly appreciated and you are a fine example of the personnel we are lucky to have that serve the citizens of the great state of TEXAS. Thanks again to you and the DPS for providing this service.

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### **San Antonio-Leon Valley DL Mega Center**

In past years I have complained about the long lines, long waiting time, etc. when I have gone to get a license renewed. When I had to get out a map to locate the address of the new center on Huebner Road, I was already grumbling and complaining about a long drive, anticipating the usual long wait and inconvenience to get my license renewed.

Your department is to be commended. The design of the new center from the adequate parking area to the interior of the building. The well arranged and well lighted tables – rather than clip boards – for filling out forms, the courtesy of the staff upon entering the building, the efficiency of the staff, all adds up to a vastly improved and attractive facility and turned my anticipation of “dread” to a pleasant experience.

This tax payer thanks you.

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### **Trooper Shawn Tasby (THP)**

I hope this email gets to the right person but I just wanted to see if someone could pass along a thank you to one of the Texas State Troopers. I believe his name is Trooper Tasby. I was on my way home Tuesday August 9th when the front left tire on my vehicle had a little blowout. I was on Highway 380 West in-between DNT and FM 423. I waved down Trooper Tasby and he let me use a phone and a jack. He helped my change my tire that day and I'm very thankful. The embarrassing part for me was that I had a bunch of clothes and comforters and stuff in the back trunk. LOL. My wife and I recently moved from Little Elm to Pilot Point and I still had stuff back there. Anyways please send my thanks to Trooper Tasby for taking the time to stop and help. I Back The Blue!

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### **Trooper Michael Townes (THP)**

Just wanted to say thanks for the politeness and understanding given by Officer Townes during a stop on Aug. 16th. I greatly appreciated it! Thank you :)

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**Martha Walker (RSD)**

I am a brand new APRN, and getting set up with the various components for licensing and practicing can be overwhelming. I called DPS two times to check on my application, and I was blessed to speak with Martha. She was friendly, knowledgeable, kind, and quick. She set my anxiety at ease, and honestly, is a great representative for the DPS. When I hit a snag, based on my own submission, she was right there to assure me on what I needed to do to get it complete, and walked me through the process. I never felt rushed, or hurried, and I am positive she had many other things to do. I think your company is a greater organization for employing such a remarkable, kind person like Martha. I cannot thank her enough for all of her help!

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**Wendy Williamson (THP)**

Ms. Williamson helped us learn and understand the motor carrier requirements and responsibilities in the state of Texas. This is no small thing. Without this education we would not be able to function as a successful company. We owe her a huge debt of gratitude. It may just be a job but the impact on the lives of all of our employees and customers has been greatly improved. Thank you Wendy!

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**DPS News**  
**9/9/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper John Alonzo](#), [Sandra Barnett](#), [Trooper Larry Borja](#), [Jennifer Cannon](#), [Pilot Agent Dustin Gardner](#), [Trooper James Gonzales](#), [Laura Jack](#), [Jessica Johnson](#), [Shirley Kelley](#), [Jeremy LeCrone](#), [Sally Luther](#), [Trooper Kevin McKellar](#), [Se Chun Pak](#), and [Lisa Sanders](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), and [Voyager Card and P-card information](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**2016 Flu Clinic at Headquarters**

**When:** September 22, 2016

**Time:** 9:00 am – 2:00 pm

**Where:** Building A Cafeteria

This year DPS will be offering flu shots and B-12 injections only. The link to sign up will be on DPSnet under Employee Benefits beginning on September 1<sup>st</sup> and close at the end of business on September 20<sup>th</sup>. Walk-ups are welcome after those with appointments have been seen.

On the day of the clinic, anyone paying with insurance will need to bring their insurance card and their ID. Those wanting B-12 injections can purchase it with cash or check. More information on the vaccine options will be detailed in the text of the online sign-up. Please direct any questions to HR Benefits by sending an email to [Benefits Ask a Question](#).

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## **Events:**

### **Law Enforcement Night with Texas Rangers Baseball – Saturday, September 17<sup>th</sup>**

Join us in Arlington, Texas, on Saturday September 17<sup>th</sup> as the Texas Rangers are rolling out the Red & Blue Carpet and are proud to team up with the Peace Officers' Angels Foundation and the National Law Enforcement Officers Memorial Fund at Globe Life Park. Buy your discounted tickets today as this special offer is open to all local, state and federal law enforcement officers, sheriffs, corrections officers, and the general public.

Come out for an exciting night of baseball as we honor and recognize Texas Law Enforcement! Arrive early for the special ceremony.

**Order tickets by completing the attached [flyer](#) or by contacting Zak Ganter of the Texas Rangers at 817-436-5976 or [zganter@texastrangers.com](mailto:zganter@texastrangers.com)**

### **CASA Superhero Run - 5K and Kids 1K – September 18<sup>th</sup>**

Be a superhero for children who've been abused or neglected. Register for the race at Domain Central Park in Austin, donate to kids, fundraise for the cause, or do all 3! For more information and to participate, visit the event [site](#).

### **DPS Museum Day Sunday, September 18<sup>th</sup>**

DPS Museum Day is Sunday, September 18, part of the city wide event, Austin Museum Day. This year the theme is "A Recruit's World: Learn how a Civilian becomes a Trooper." Participate in simulated Recruit experiences: logic and skill games, physical fitness. Tour the Academy, watch vintage/modern recruiting films. Interact with law enforcement officers and DPS personnel. See police dogs, the Mounted Patrol, current and retired DPS vehicles, plus more. The DPS Historical Museum and Research Center is sponsoring the free public event at DPS Headquarters (5805 N. Lamar Blvd., Austin, TX 78752) from 11 a.m. – 4 p.m. on Sunday, September 18, 2016.

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This event, scheduled for October 5-7 in San Antonio, is to help prepare law enforcement officers for retirement and transition from a law enforcement career. The summit is open to all law enforcement and is hosted by the FBI National Academy Associates. For more information, visit the event [site](#).

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For the third consecutive year, Gospel mega-star Fred Hammond returns to the road with the [Festival of Praise Tour](#) 2016, the star-studded national event he founded. This year's lineup features Hezekiah Walker, Israel Houghton, Regina Belle, Karen Clark Sheard, and Casey J. Join us for an unforgettable night at the Frank Erwin Center on Saturday, Nov. 19! **Department of Public Safety employees SAVE \$5 on the \$40 tickets!\*** Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, Nov. 17 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$55 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail:**

#### **Trooper John Alonzo (THP)**

Yesterday on my way to Corpus Christi on I37 south, I had a flat and I had to pull over and began to try to change the tire. Two minutes later a DPS officer came and parked behind me. He came out of his unit armed with a lug wrench and proceeded to loosen my lug nuts. He said jokingly that he came all the way from New Mexico to help and then both of us sweated trying to get the spare tire down, but we were unable to do that. So after at least 45 min of tremendous heat exposure, the officer looked and found a road service company and called them to come to my aid. I thanked the officer and shook his hand and he went on with his duties but I want to express to you guys my appreciation and my respect for Trooper Alonzo. He should be promoted. Thanks

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#### **Sandra Barnett (THP)**

My husband and I were this morning in the DPS office with Sandra Barnett!! I want to thank her and the DPS office to have such a professional team!! Sandra did a wonderful job! Her knowledge guided us so well to our first audit! She has the patience to teach us the policies and DOT regulations of our matter! Thank you so much Sandra!

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#### **Trooper Louie Borja (THP)**

I would like to acknowledge the excellent service of the Plano DPS staff; with special notice for the State Trooper responsible for keeping customer queues in order, keeping them informed, being professional, courteous and highly efficient. He is an exemplary officer. Thanks to the rest of the staff as well at Plano DPS. The office is really a great place and proved that each time I had a chance to visit.

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#### **Pilot Agent Dustin Gardner (AOD)**

On the Friday morning of August 12, 2016, I was in a Holiday Inn Express in Lubbock with my husband who was very ill, weak and unable to walk. I prayed "Lord, please help me get him into the car and get us home to Smithville." When I walked into the lobby I saw an angel in a DPS uniform and asked him to help me. Officer Gardner didn't hesitate but came with me, and with the greatest care, gentleness and respect lifted my 72 year old husband into the rolling chair from the desk, wheeled him out to my car and lifted him into the seat. One thing that impressed me was that, before touching my husband, he introduced himself and said that he

was there to help if it was OK with my husband. That indicated a great deal of compassion and respect. I told my husband that this officer was a pilot from Houston and our angel added "both helicopters and fixed wing". That humanized the situation for all of us. We did arrive home safely late that Friday evening. The next day was our wedding anniversary and the next afternoon, Sunday, my partner of 54 years died peacefully in our bed, in my arms. Thank you, Officer Gardner, for being a part of our final and incredible journey.

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### **Trooper James Gonzales (THP)**

Mr. Gonzales was fast to respond to a very scary incident on 1488 (9/1/2016). He made sure everyone was safe and stayed calm. Directed everyone on what to do and maintained all personnel on scene. I would like to commend him for his over all demeanor and making a very intense situation better by smiling and talking to everyone like a person instead of a name going on a report. He has a great personality and work ethic as I am sure he is a huge asset to the D.P.S. Want to make sure you are aware you have an outstanding individual working for you.

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### **Laura Jack (LES)**

THANK YOU SO MUCH for your assistance! I really appreciate you and your assistance. I am new to Texas and the systems here.... Friendly people like yourself make the difficult transition so much easier as I learn the Texas Way! LOL

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### **Jessica Johnson and Jennifer Cannon (DL)**

I want to send a HUGE Shout Out to Ms. Jessica Johnson at your Jacksonville, TX DPS location. Ms. Johnson was such a pleasure to work with, very friendly and extremely thorough. I was truly WOWed by both Ms. Johnson and the other lady in the office. They both went above and beyond to help me and another customer trying to obtain a driver license. Thank you for having such awesome people at this location.

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### **Shirley Kelley (LES)**

After a VERY unpleasant experience with the District Court in Harris County (trying to get information about a name change), I called TxDPS and spoke with Shirley in Crime Records Services. She was SOOOOO very helpful, polite and answered my questions clearly and concisely. THANK YOU for restoring my faith in at least this branch of the legal system.

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### **Jeremy LeCrone (RSD)**

My wife and I were recent applicants for handgun licenses. My wife got hers back pretty fast, myself not so fast. After making contact with people who could help, they told me to call Jeremy and he would explain what the holdup was (no pun intended). It appears I was erroneously arrested in 1970 for an alleged armed robbery (ergo the earlier pun) that someone who looked like me had committed. Whoever this person was it certainly wasn't me and I was released after a few hours of this nightmare and that was the end of the story so I thought. I actually believed that this stuff was in cyber space never to be seen or heard from again. Obviously by the time Jeremy explained the circumstances I was livid. In my wildest imagination I never would have imagined this was the problem. To Jeremy's credit he never got rattled. He allowed me to vent and explain to him I was now 66 years old (this happened when I was 19 years old), had retired from the federal government as a Postmaster with 33 years of service, was a graduate of the University of Houston, a grandfather of five – basically had lived an exemplary life and just could not believe this was happening.

Listening to this and much more Jeremy's demeanor never changed. He never appeared to judge me because of the erroneous robbery arrest, he merely told me these were the steps we not I was going to have to take to resolve this. When I contacted Jeremy I didn't know how this would turn out but by the time I got through talking to Jeremy I had a gut feeling I would get my license. There were a few other things that occurred which I won't go into details here but Jeremy when I needed to call him always had the answer.

Personally I think the state should invest in a name plate for Jeremy's desk that reads, "The Fixer." In my opinion you have an outstanding employee in Mr. LeCrone. As someone who spent 30+ years of his career as a manager I don't give these accolades out lightly. I am typing this on Friday night because I did receive my Handgun License late this afternoon and plan to call Jeremy on Monday to let him know that I will always remember him for not only doing his job well but also for getting me out of the first part of this nightmare. My second step is to get the city of Houston to expunge this stuff once and for all. Once again I want to thank you and your staff so very much.

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### **Sally Luther and Lisa Sanders (DL)**

Sally and Lisa are very friendly and helpful ladies. I had parent taught questions and they were very courteous and patient. I am very happy Henderson has them.

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### **Trooper Kevin McKellar (THP)**

I am 62 years old, born and raised in Texas. I have had a Texas driver license for 47 years and drive over 50,000 miles a year.

On Saturday, August 27 2016, Officer McKellar pulled my wife, dog, and me over for speeding in Shepherd, Texas on Highway 59 north. This standard traffic stop changed in a second when my large dog jumped out of my truck when I was trying to get my insurance information out of my briefcase in the backseat. The dog ran across both lanes of Hwy 59 to the median in order to

urinate. I ran after my dog to keep him from running into the southbound traffic. Your fine officer took this dangerous situation under his control and was able to get my dog and me safely back to the truck. He put his life on the line for our safety. Good men like Officer McKellar are hard to find. I greatly thank Officer McKellar for his service.

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**Se Chun Pak (IT)**

I'd like to thank Sean Pak for his help with iPhone issues and recognize his professionalism. He was very patient and thorough as he tried to troubleshoot the issue. He went the extra mile to contact the phone service provider and even stayed on the line. He asked questions that I might not have known to ask and provided excellent customer service. I know he must be very busy, but he was attentive to my call for help. What an outstanding employee!

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**DPS News**  
**9/16/16**

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Click here for:

- [News](#)
- [Events](#)
- [Retirements](#)
- [Deaths](#)
- [Promotions](#)
- [Awards](#)
- [Fan Mail](#)

**Featured employees include:** [Debbie Bage](#), [Trooper Larry Blanco](#), [Lindy Estes](#), [Ruben Flores](#), [Trooper Carlos Garcia, Jr.](#), [Christy Johnson](#), [Trooper Kevin Lashlee](#), [Probationary Trooper Esteban Lopez](#), [Cherece Oliver](#), [Alberta Peoples](#), [Trooper Jose Prado](#), and [Trooper William Werkmeister](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and the [Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

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**2016 Flu Clinic**

**When:** September 22, 2016

**Time:** 9:00 am – 2:00 pm

**Where:** Building A Cafeteria

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#### **12<sup>th</sup> Annual Kurt Knapp Memorial Golf Tournament – October 22<sup>nd</sup>**

This tournament is held in Kerrville at the Scott Schreiner Municipal Golf Course in memory of Trooper Kurt Knapp, who was killed in the line of duty May 8, 2004. The course is limited to 20-

22 teams so the sooner you register the better. The [flyer](#) has additional information and the [registration form](#) and [sponsor form](#) are available on DPSnet.

### **The Festival of Praise Tour 2016**

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#### **Retirements:**

<b>Philip Kyle Allen</b>	Criminal Investigations	34 years
<b>Corwin N. Schalchlin</b>	Criminal Investigations	34 years
<b>Larry Lee Allen</b>	Texas Highway Patrol	33 years
<b>Gary Wayne Cornett</b>	Texas Highway Patrol	32 years
<b>Stephen W. Steadman</b>	Texas Highway Patrol	32 years
<b>Nhung Thai Dao</b>	Law Enforcement Support	31 years
<b>Darla Fay Kinnibrugh</b>	Intelligence & Counterterrorism	31 years
<b>Gerald Patrick Salas</b>	Texas Highway Patrol	31 years
<b>Timothy Bryan Kelm</b>	Texas Highway Patrol	31 years
<b>James Raymond Hughes</b>	Law Enforcement Support	31 years
<b>William Anthony Bennie</b>	Texas Rangers	30 years
<b>Phyllis Diane Stolle</b>	Intelligence & Counterterrorism	29 years
<b>Ronald Clay Richey</b>	Criminal Investigations	29 years
<b>Jeffrey Lynn Wimberly</b>	Education, Training and Research	29 years
<b>Lyvestra Harris</b>	Criminal Investigations	29 years
<b>Karan Brown Swint</b>	Texas Highway Patrol	28 years
<b>Kevin Wayne Wood</b>	Texas Highway Patrol	27 years
<b>Alma P. Martin</b>	Driver License Division	27 years
<b>Daniel Leon Scheel</b>	Criminal Investigations	27 years
<b>Robert V. Myers</b>	Driver License Division	26 years
<b>Ronald Earl Duff</b>	Texas Rangers	26 years
<b>Ronald Eugene Pettigrew</b>	Texas Rangers	26 years
<b>Kenneth Elvin Musick</b>	Texas Highway Patrol	26 years
<b>Alberto Coronado</b>	Texas Highway Patrol	26 years
<b>Roger Dale Penny</b>	Texas Highway Patrol	26 years
<b>Kevin Lee Galyon</b>	Texas Highway Patrol	26 years



<b>Edward Matthew Buzan</b>	Texas Highway Patrol	26 years
<b>Alejandro Madrigal Jr.</b>	Law Enforcement Support	26 years
<b>Melissa B. Kreer</b>	Driver License Division	26 years
<b>John W. Pelath</b>	Texas Highway Patrol	25 years
<b>Paul A. Sweden</b>	Information Technology	25 years
<b>David Grant Corbell</b>	Texas Highway Patrol	24 years
<b>Kathy Lynn Kemp</b>	Driver License Division	24 years
<b>Rosanna Mendoza</b>	Driver License Division	23 years
<b>Kelvin Dews</b>	Regulatory Service Division	23 years
<b>Roscoe Hughey</b>	Texas Highway Patrol	22 years
<b>Jacqueline Gregory</b>	Law Enforcement Support	22 years
<b>Kenneth W. Carmichael</b>	Texas Highway Patrol	21 years
<b>Kenneth R. Adams</b>	Texas Highway Patrol	21 years
<b>Bobby K. Dowlen</b>	Texas Highway Patrol	20 years
<b>Shon Thomas Parker</b>	Aviation Operations	18 years
<b>Sara Hurta</b>	Criminal Investigations	18 years
<b>Kevin Wayne Ellis</b>	Information Technology	17 years
<b>Imogene Fuqua Favors</b>	Driver License Division	16 years
<b>Wade Davidson Thomas II</b>	Law Enforcement Support	16 years
<b>Laura Lea Fine</b>	Texas Highway Patrol	15 years
<b>Denita Louisa Powell</b>	Division of Emergency Management	15 years
<b>Tommie Lanette Willis</b>	Texas Highway Patrol	14 years
<b>Cathrin Jeanette Richter</b>	Administration	13 years
<b>Delma Ozuna</b>	Texas Highway Patrol	13 years
<b>Hildy Soper</b>	Division of Emergency Management	13 years
<b>Wendy Yvonne Williams</b>	Driver License Division	12 years
<b>Yi-Hsiu (Esther) Wang</b>	Regulatory Services Division	12 years
<b>David Bradley McKim</b>	Law Enforcement Support	10 years
<b>Linda J. Boyles</b>	Division of Emergency Management	10 years
<b>Judith Ann Hester</b>	Texas Highway Patrol	8 years
<b>John M. Jones</b>	Division of Emergency Management	4 years
<b>Eunell Bisor</b>	Administration	3 years

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**Deaths:**

<b>Benjamin "Trey" Davis, III</b>	Retired
<b>Edward Larry Duncan</b>	Retired
<b>Gary Michael "Mike" Greer</b>	Retired
<b>George David "Dave" Holleway, Jr.</b>	Retired
<b>Max William Knox</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Alfred W. Nunez</b>	Captain, Criminal Investigations (Austin HQ)	Major, Criminal Investigations (Region 3)
<b>Janet A. Nichols</b>	Special Agent, Criminal Investigations (Lubbock)	Lieutenant, Criminal Investigations (Abilene)
<b>Richard A. Wolf</b>	Special Agent, Criminal Investigations (Houston)	Lieutenant, Criminal Investigations (Houston)
<b>Darrell B. Nichols</b>	Special Agent, Criminal Investigations (Humble)	Lieutenant, Criminal Investigations (Houston)
<b>Eric W. Wilson</b>	Special Agent, Criminal Investigations (Garland)	Lieutenant, Criminal Investigations (Hurst)
<b>Zachary S. Nichols</b>	Trooper V, Texas Highway Patrol (Levelland)	Special Agent, Criminal Investigations (Lubbock)
<b>Aaron K. Hampton</b>	Corporal II, Texas Highway Patrol (Dallas)	Special Agent, Criminal Investigations (Lubbock)
<b>Julius J. Waffer II</b>	Trooper II, Texas Highway Patrol (Austin East)	Special Agent, Criminal Investigations (Austin)
<b>Orlando G. Salinas</b>	Education Specialist V, Education, Training, & Research (Austin HQ)	Deputy Assistant Director, Education, Training, & Research (Austin HQ)
<b>Paul K. Mooney</b>	Staff Sergeant, Education, Training, & Research (Hurst)	Sergeant, Education, Training, & Research (El Paso)
<b>Jaime Aburto, Jr.</b>	Corporal II, Texas Highway Patrol (El Paso)	Sergeant, Education, Training, & Research (El Paso)
<b>Bryan Lane</b>	Interim IT Assistant Director, Information Technology (Austin HQ)	IT Assistant Director, Information Technology (Austin HQ)
<b>Chrystal Davila</b>	Fingerprint Tech, Law Enforcement Support (Austin HQ)	Work Flow Coordinator, Law Enforcement Support (Austin HQ)
<b>Susan Vessell</b>	Community Relations & Special Projects Supervisor, Division of Emergency Management (Austin HQ)	Section Administrator, Division of Emergency Management (Austin HQ)
<b>Garrett M. Ritter</b>	Corporal III, Texas Highway Patrol (Graham)	Sergeant, Texas Highway Patrol (Edna)
<b>Raul Ochoa III</b>	Special Agent, Criminal Investigations (McAllen)	Sergeant, Texas Highway Patrol (Falfurrias)
<b>Raul G. Madrigal, Jr.</b>	Trooper II, Texas Highway Patrol (Laredo South)	Sergeant, Texas Highway Patrol (Laredo North)

<b>Manuel Cantu III</b>	Trooper III, Texas Highway Patrol (West Columbia)	Sergeant, Texas Highway Patrol (Laredo South)
<b>Rogelio Estrada III</b>	Trooper II, Texas Highway Patrol (Rio Grande City)	Sergeant, Texas Highway Patrol (Hebbronville)

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**Awards:**

<b>Trooper Richard Barton</b>	Texas Highway Patrol	35 Year Service Award
<b>Trooper Sergio Gomez</b>	Texas Highway Patrol	35 Year Service Award
<b>John Zivley</b>	Information Technology	35 Year Service Award
<b>Randall Beaty</b>	Law Enforcement Support	30 Year Service Award
<b>Darryl Dominey</b>	Driver License Division	30 Year Service Award
<b>Pamela Payne</b>	Driver License Division	30 Year Service Award
<b>Special Agent Ben Allison</b>	Criminal Investigations	Director's Citation
<b>Special Agent Chris Barker</b>	Criminal Investigations	Director's Citation
<b>Trooper Casey Dawson</b>	Texas Highway Patrol	Lifesaving Award

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**Fan Mail:**

**Debbie Bage (IT)**

This morning I sent a WEBREQUEST to add to our site, within minutes I received a response from Debbie Bage indicating task completed.

I even sent Debbie a follow up question, and she responded immediately with a professional answer and extremely cordial.

I want to commend Debbie on a job well done, and on her work ethic that will bring credit to her, IT division and the Department.

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**Trooper Larry Blanco (ETR)**

I want to thank Mr. Blanco for helping my daughter and I change a flat tire on toll road 130 near Hutto, Texas today (Saturday 9/10/16). My daughter has severe anxiety and panic disorder and we were on our way to her psychiatrist appointment in Austin. Thanks to Mr. Blanco's kindness, generosity, and sense of humor, my daughter and I were both able to remain calm with cars whizzing past us at 80 mph on the toll road, and make it to the appointment.

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**Lindy Estes (Fin)**

I would like to recognize Lindy Estes from Finance department.

She went above and beyond to address my concern even if it was a simple inquiry.

Thank you Lindy!!!

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### **Ruben Flores (DL)**

Mr. Flores was very friendly and kind! He is an outstanding employee to have on your team.

Thanks again

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### **Christy Johnson (DL)**

Just renewed my license at the Pampa, Tx. office. 9-09-2016 @ 9:00AM. Christy was the only person in the office. She was very professional, efficient, and helpful. What a great asset to your organization.

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### **Trooper Kevin Lashlee (THP)**

My husband and I just wanted to thank you from the bottom of our hearts for being such a kind, understanding and most importantly, helpful person and officer. On August 8, 2016, my husband was driving me to the hospital and was obviously in a hurry and to be honest, nervous. Why? Because I was in labor with our little girl and the contractions were horribly strong and extremely close together. Not only that, but my labor was a "high-risk" labor so we had no time to lose. You pulled us over for speeding, but saw and assessed the situation, listened to our thoughts and decided to help. Not only help, but to go, truly, the extra miles.

I'm happy to say that I was the talk of the unit (which I happen to work on) and everyone was blown away by your kind act. I'm also happy to say that our beautiful daughter was born just 7 hours later at 8 lbs. 13.4 ounces, 20 inches long, and absolutely perfect. And thanks to your actions, I got there in time and my "high-risk" delivery became a perfect delivery. In such a crazy time in our society, it's nice to see acts of kindness and to be a part of one is even more special. You will forever be a part of our daughter's start to the world and my family will be forever grateful. Thank you and best wishes.

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### **Probationary Trooper Esteban Lopez and Trooper Carlos Garcia, Jr. (THP)**

On 23 July 2016, several members of Charlie Company, 1st Medical Battalion, Texas State Guard, were en route to Mission Texas after leaving another of our company in Laredo. Our mission was "Operation Lone Star" in which the TXSG participates with the local county health departments such as Starr and Hidalgo Counties, giving health exams, school physicals, immunizations, etc. to the underserved areas of our state. Prior to leaving our home base in Kerrville, my SSG had an encounter with a deer that did some significant cosmetic damage to the front of his truck. We all looked it over and decided that nothing seemed to be amiss with the engine and proceeded uneventfully to Laredo. About an hour after leaving Laredo, the truck developed a burning smell and all the gauges went to HOT. We stopped and another civilian

vehicle got us water for the radiator and said they would follow us to Mission. Approximately a mile later, our vehicle was "DOA". We knew we had a major problem and luckily, used our phones to start making contacts with towing companies and to our MPOD in Mission. It turned out to be a broken radiator hose. As we were stranded in the middle of nowhere, Officer Lopez (I hope that is his name) stopped and offered us water and the comfort of his air conditioned vehicle. He remained with us for quite some time until another Officer Garcia came. It was 1500. Our commander in Mission sent out a vehicle to pick up the extra passengers and luggage. My SSG was remaining with the vehicle until the tow truck got there. Officer Garcia was due to get off duty at 1600. He stayed with the SSG until the tow truck came at almost 2000 offering companionship, safety, fluids and the coolness in his squad car. He did this entirely on his OWN TIME! We were so relieved to see the DPS officers on that lonely stretch of highway. They assisted us in time of our emergency and allowed us the safety of their presence. I cannot commend enough the actions of these two officers who were based out of Rio Grande City. Our company has had the honor of serving in that town for Operation Lone Star about 5 years ago. Please extend our sincere appreciation for their dedication to duty of serving and protecting their fellow Texas citizens. We of Charlie Company applaud their actions. God bless.

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#### **Cherece Oliver (Admin)**

I would like to thank Cherece Oliver who works in Human Resources. Cherece is always professional and very pleasant when assisting with questions concerning FMLA, CAPPs, donated sick time, etc. I appreciate Cherece's guidance and patience. Cherece's job knowledge and willingness to help others makes her a valuable asset to the department.

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#### **Alberta Peoples (DL)**

Representative Mrs. Alberta Peoples has gone above and beyond customer service expectations. I usually dread coming to the DPS office but she made this visit extremely pleasant. She was very kind in ensuring we had all the correct documents & patient when we needed our insurance card faxed. I hope others in your office take her lead in providing excellent customer service.

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#### **Trooper Jose Prado (THP)**

Good Afternoon, yesterday I was pulled over by Officer Prado for an unauthorized suncreening device on my driver window. He promptly told me why I had been pulled over. I had placed it due to a medical reason. As I looked for the information he waited patiently for me to retrieve the information from the pharmacist. He was kind, patient, and understanding; making the routine stop surprisingly pleasant even though I had to remove the device. He was friendly yet firm in his demeanor. An ideal combination for a law enforcement officer.

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**Trooper William Werkmeister (THP)**

Good evening, sir! I was pulled over by one of your officers, and I just want to let you know how professional he was. Thank you for serving the community with such honor. One person really can make a difference. God bless and keep y'all safe.

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## DPS News

9/23/16

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- [Events](#)
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**Featured employees include:** [Trooper Christopher Casey](#), [Trooper Allan Dangleben](#), [Dawnell Dayton](#), [Trooper Jordan Duffey](#), [Trooper Eric Estes](#), [Senior Trooper Samuel Gonzalez](#), [Rosa Hewtty](#), [Philip Johnson](#), [Trooper Ryan McCasland](#), [McKinney DL Office](#), [Ronae Shepherd](#), [Trooper Jose Zaragoza](#), and [Sherri Zgabay](#).

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

### **News:**

#### **THP Major Wins Safety Award**

Major Chris Nordloh was recognized on September 15, 2016, as the 2016 Texas Trucking Association's (TXTA) C.H. Cheshire Award winner. The C.H. Cheshire Award is presented each year to an individual in law enforcement in recognition of their support and contributions made to the TXTA Safety Management Council in promoting safer highways in Texas. Click [here](#) to see Major Nordloh with his award.

#### **Possible Changes to your Paycheck**

You may see a change in your October 1 paycheck. These changes are due to a combination of any of the following:

- changes in dependent [health insurance premiums for Plan Year 2017](#)
- an increase in State of Texas Dental Choice Plan<sup>SM</sup> rates,
- addition of State of Texas Vision Plan or
- benefits changes made by you during Summer Enrollment.

If you have questions regarding your ERS benefits, log onto [ERS OnLine](#) at [www.ers.state.tx.us](http://www.ers.state.tx.us) to review your benefits selections.

### **2016 Flu Clinic a Success**

The 2016 Flu Clinic was a huge success. Thank you for all of those who continue to participate in the Flu Clinic each year. Your participation will allow us to continue to bring the Flu Clinic to DPS headquarters.

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### **Events:**

#### **Life After Law Enforcement Summit**

This event, scheduled for October 5-7 in San Antonio, is to help prepare law enforcement officers for retirement and transition from a law enforcement career. The summit is open to all law enforcement and is hosted by the FBI National Academy Associates. For more information, visit the event [site](#).

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**DPS Employees SAVE 10% on tickets!\*** Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Wednesday, Dec. 7 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

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**Fan Mail:**

**Trooper Christopher Casey (THP)**

On Tuesday, September 13, 2016, at approximately 2:00 PM, I was driving south on Interstate 35E. I had just left Italy, TX at the truck stop there, when I noticed a state trooper SUV parked on the southbound shoulder. I assumed that the officer had made a traffic stop, but as I passed, I noticed a female standing in front of the trooper's vehicle and behind hers. It was at that time that I noticed the trooper was changing the left front tire on the woman's vehicle. It just struck me as a perfect example of the many wonderful public service acts that our law enforcement personnel perform and go unnoticed. I just wanted that young trooper to know that I noticed and I so badly wanted to capture that scene. With all the bad press that we hear about, there are so many more positive things happening that our law enforcement isn't being recognized for. I hope it is possible that you can identify this trooper and pass on to him my appreciation for his kind act.

**Trooper Allan Dangleben (THP)**

Highway Patrolman Dangleben was courteous and professional, providing an exemplary example of how all law enforcement/civilian interactions can be conducted when all parties are respectful. He is undoubtedly a model of high standards for his organization and should be recognized as such. Thank you.

**Dawnell Dayton (DL)**

Dawnell in the driver license customer service department was very helpful. I renewed my driver license online on August 1, 2016, with a mailing address correction. Unfortunately, the new license was sent to an address that was previously undeliverable according to my local post office. She made the address correction and assured me that I should receive it in 14 business days. Thank you, Dawnell.

**Trooper Jordan Duffey (THP)**

I was stopped for a traffic violation in Smith County by Trooper J. Duffey on Wednesday September 14. Trooper Duffey was extremely professional and courteous. He explained the violation, asked a few questions and ultimately issued me a warning. As I have not been stopped in years, I was appreciative of the way Trooper Duffey handled the encounter. Please express my appreciation to Trooper Duffey.

**Senior Trooper Samuel Gonzalez (THP)**

Officer Gonzales went above and beyond to help me with a blowout on my 5th wheel RV trailer. This was my second blowout in 40 miles. I was extremely tired from changing the first blowout by myself and his presence and help made this blowout tolerable. Great Man! He did not hesitate to help and though the tire change was difficult he stayed to the end. We eventually had to replace all 6 tires on the RV that day as they all seemed to be bad. Thanks again, Sam Gonzales!

**Rosa Hewtty (Admin)**

Rosa was very professional & helpful when it came to the information I needed. You can tell that she knows her stuff. Employees like her deserve to be honored so I decided to comment.

**Trooper Ryan McCasland and Trooper Eric Estes (THP)**

My husband and I barely made it to a weigh station at 17160 US 59 North in Queen City, TX. We had a flat tire, no jack, no cell phone, and \$1 between us. We were 20 miles to our destination in Texarkana to pick up our son from college. While on the highway no one would stop, went one place and was denied help. These two State Troopers saved the day! They let us use their jack, helped fix the tire, and put air in our sad donut replacement tire. They found us a spot in the shade, were very professional, and helpful. Thank you for the refresher in humanity. It was appreciated and should be acknowledged.

**McKinney DL Office**

There are WAY too many employees to acknowledge!! The entire staff at the McKinney DPS is outstanding. We have been there 3 times in the past 2 months and they have all been kind, patient & super knowledgeable. It's not fun to go to the DPS, especially with a nervous teenager but they make it so much more tolerable! Today, I witnessed more giving than I've seen in a long time. The staff was so gracious and helpful. You all should be proud of this group. BRAVO!!

**Ronae Shepherd (DL)**

Caring is an essential trait to customer service and Ronae S. Shepherd sets the standard. As a 20-year active duty military leader in customer service, I am familiar with the skills needed to be supportive to those who need my assistance. As I prepare to begin a new chapter and transition into civilian life, I have experienced a great deal of anxiety and challenges. However, Ms. Shepherd's dedication to her craft decreased those negative emotions. She communicated in a thoughtful and professional manner, providing me with the needed guidance to complete this process. She responded to all of my inquiries almost immediately and committed to needed follow-up actions. Clearly, she is a woman of integrity who takes great pride in her vocation. While I am certain she deals with countless customers, Ms. Shepherd made me feel like I was the only person that needed her help. I have dealt with many agencies in various levels of government and interacted with countless professionals who have yet to display the level of commitment and care that Ms. Shepherd has provided. As a result of her exceptional work ethic, my overall experience has been very positive. Therefore, I wanted to ensure she is properly recognized for her professional care and technical expertise. It is my sincerest hope that she is granted the full measure of entitlements that come with being lauded for her accomplishments. It is clear that she is a valuable asset to your organization and I hope that she

is afforded every opportunity to positively influence her co-workers. Ms. Shepherd has certainly represented herself and your organization well. Many thanks for the opportunity to express my gratitude.

**Trooper Jose Zaragoza (THP)**

Trooper Zaragoza responded to an accident with my involvement. He was a true professional and very polite, displaying genuine caring and empathy to all parties involved. He went above and beyond to work with me in my situation. He contacted his supervisor and spent additional time on scene to make sure that we all remained safe and assisted me with my additional details on his own accord. I wanted to give him my appreciation and thank him for his distinguished level of courtesy, service, and protection.

**Sherri Zgabay and Philip Johnson (Admin)**

On behalf of the DPS Museum Board, I wish to send a note of “thanks” in appreciation of you and your staff’s contribution of time and resources to DPS Museum Day, Sunday, September 18, 2016. I know there was extra work placed on them in preparation of the Sunday event. They did a great job. The event was a huge success and we could not have done it without everyone!

**Comment [RT1]:** or Facilities staff? If Facilities, let me know and I'll update the links and send it back to you.

**DPS News**  
**9/30/16**

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**DPS News**  
**10/7/16**

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- [Promotions](#)
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**Featured employees include:** [Trooper Michael Bishop](#), [Trooper Huong Brackens](#), [Capitol Complex Mounted Patrol](#), [Eloisa Dunaway](#), [Sergeant Oscar Esqueda](#), [Sergeant David Henry](#), [Trooper William Kettler](#), [Keshia LeShaw](#), [Lewisville DL Office](#), [Special Agent Eric Lopez](#), [Trooper Steven Mayfield, J.](#), [Trooper Danny Nunez](#), [Trooper Joe Eric Peckacek](#), [Trooper Brodie Reynolds](#), [Clayton Stevens](#), and [Raul Toyosima](#).

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**News:**

**eProcurement Open Labs Conducted Every Month**

Representatives from Finance, Procurement, and General Stores provide monthly training and assistance to eProcurement users. It is highly recommended that all new users and users requiring a refresher attend eProcurement training. These courses provide instruction on submitting General Stores inventory requisitions, entering open market requisitions, releases from master blanket contracts, processing receipts, and much more. Attendees are encouraged to bring real-life examples to the training session. If interested, you can register [via ETR](#).

**CAPPS Hot Topic – Payable Time Summary**

Do you know how to view leave awarded, taken, or earned in CAPPs? Click [here](#) to get the details.

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**Retirements:**

<b>Patrick Beder Hernandez</b>	Administration	31 years
<b>Gilbert Castell Arredondo</b>	Criminal Investigations	27 years
<b>Karen Elaine Seiley</b>	Texas Highway Patrol	26 years
<b>Albert Ray Harvey</b>	Administration	23 years
<b>Laurance Paul Adams</b>	Texas Highway Patrol	22 years
<b>Cleve W. Renfro</b>	Office of Inspector General	20 years
<b>Janeth Roberts</b>	Law Enforcement Support	20 years
<b>Carol A. Jones</b>	Driver License Division	17 years
<b>Mary Lynn Holder</b>	Texas Highway Patrol	16 years
<b>Geralynn Guthrie Hill</b>	Driver License Division	11 years
<b>William F. Gregersen</b>	Division of Emergency Management	10 years
<b>Jane Ann Dean</b>	Driver License Division	10 years

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**Deaths:**

<b>William Gerald Bradford</b>	Retired
<b>Dana "Steve" Gill</b>	Office of General Counsel

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Katie A. Conley</b>	Lieutenant, Inspector General (Austin HQ)	Captain, Administration (Austin HQ)
<b>Nicholas A. Granelli</b>	Captain-Flight Training Officer, Aircraft Operations (Austin)	Captain, Aircraft Operations (San Antonio)
<b>German Chavez-Romero</b>	Agent Pilot II, Aircraft Operations (Edinburg)	Captain, Aircraft Operations (El Paso)
<b>Alfred W. Nunez</b>	Captain, Criminal Investigations (Austin HQ)	Major, Criminal Investigations (Region 3)
<b>Roman G. Rodriguez</b>	Lieutenant, Criminal Investigations (McAllen)	Captain, Criminal Investigations (Weslaco)
<b>Michael J. McElroy</b>	Lieutenant, Criminal Investigations (Austin HQ)	Captain, Criminal Investigations (Austin HQ)
<b>Christopher M. Bowen</b>	Special Agent, Criminal Investigations (San Antonio)	Lieutenant, Criminal Investigations (Victoria)
<b>Robert S. B. Dollar</b>	Trooper III, Texas Highway Patrol (Panhandle)	Special Agent, Criminal Investigations (Amarillo)



<b>Stephen A. Gray</b>	Trooper II, Texas Highway Patrol (Victoria)	Special Agent, Criminal Investigations (Amarillo)
<b>Walt A. Goodson</b>	Captain, Criminal Investigations (Austin HQ)	Major, Education, Training, and Research (Austin HQ)
<b>Norma Pruitt</b>	Crime Analyst II, Intelligence and Counter Terrorism (Region 3)	Crime Analyst III, Intelligence and Counter Terrorism (Region 3)
<b>David Verastegui</b>	Lieutenant, Texas Highway Patrol (Houston)	Captain, Texas Highway Patrol (Houston)
<b>Jerry E. Simpson, Jr.</b>	Sergeant, Texas Highway Patrol (Angleton)	Lieutenant, Texas Highway Patrol (Rio Grande City)
<b>Virgil Verduzco</b>	Sergeant, Texas Highway Patrol (San Marcos)	Lieutenant, Texas Highway Patrol (Austin-Capitol)
<b>Timothy D. Blackmon</b>	Sergeant, Texas Highway Patrol (Georgetown West)	Lieutenant, Texas Highway Patrol (Austin-Capitol)
<b>Raul G. Madrigal, Jr.</b>	Trooper II, Texas Highway Patrol (Laredo South)	Sergeant, Texas Highway Patrol (Laredo North)
<b>Dwayne S. Hinojosa</b>	Trooper III, Texas Highway Patrol (Portland)	Sergeant, Texas Highway Patrol (Carrizo Springs)
<b>Enrique Cantu</b>	Trooper II, Texas Highway Patrol (Edinburg)	Sergeant, Texas Highway Patrol (Weslaco)
<b>Amalia H. Hinojosa</b>	Corporal III, Texas Highway Patrol (Midland)	Sergeant, Texas Highway Patrol (Sierra Blanca)
<b>Ricardo A. Trejo</b>	Trooper III, Texas Highway Patrol (Edinburg)	Sergeant, Texas Highway Patrol (Weslaco)
<b>Grover "Frank" Huff</b>	Captain, Texas Rangers (Austin HQ)	Major, Texas Rangers (Region 1, Company B)
<b>Jason C. Taylor</b>	Captain, Texas Rangers (Austin HQ)	Major, Texas Rangers (Region 2, Company A)
<b>Richard C. Lain</b>	Lieutenant, Texas Rangers (Corpus Christi)	Captain, Texas Rangers (Austin HQ)

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**Fan Mail:**

**Trooper Michael Bishop (THP)**

I would like to send my comments on a traffic stop today. Trooper Bishop performed a traffic stop as I was speeding on the beltway 8 in Houston. Trooper Bishop was professional and courteous and a credit to the state. In an era where local police officers are constantly scrutinized, we should give credit to officers like Trooper Bishop. Please pass along my compliments and respects.

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### **Trooper Huong Brackens (THP)**

Thank you for your assistance and protection from oncoming vehicles this evening while we changed our flat on the CTP between Sycamore School and Altamesa. You had our back and we will always have yours. Thank you for your service and we back the blue all day every day.

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### **Capitol Complex Mounted Patrol (THP)**

I want to thank DPS for providing the Color Guard and trooper presence at our courthouse centennial on Saturday. The event appears to have been a success but the most unusual and impressive feedback was on the DPS contributions. I have been receiving non-stop compliments. People who go to a lot of local events say it was the first time they had ever seen something like that. I actually had two different women come up to me and say it brought tears of pride to their eyes to see your men on horseback quietly and confidently standing guard while the speeches went on.

About all I can do is explain that Blanco County is blessed to have a good relationship with DPS. Thank you so much for what you did and please let your people know what a giant impact they made on the folks who attended the event.

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### **Eloisa Dunaway (DL)**

Eloisa went above and beyond in processing my son's permit. She was friendly, personable, helpful and explained every step that she was doing to process my son's permit. She also did it with a smile on her face! A job well done and she should be recognized for it!

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### **Sergeant Oscar Esqueda, Trooper Danny Nunez, and Trooper Joe Eric Peckacek (THP)**

I wanted to take the time to thank the angels disguised as officers who took the time to help me while I was filling up at the Loves off 9701 I 40 in Claude TX, on 9/25/16 around 11pm. This trip had been long and their random acts of kindness and friendliness made me forget everything I had been through and they pieced together things I am going through. I have no words to express the gratitude of what that encounter did for me. They gave me hope in mist of this storm. I am especially grateful for D. Nunez who came over while I was walking my dogs to play with them. There truly are no words to express how much that meant to me. Please forward my sincere gratitude to those officers who filled up next to me (pump 8) and made the biggest impact on me. You have great officers working for you, more like angels.

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### **Sergeant David Hendry (THP)**

This is to let everyone know how much my husband and I appreciate Sgt. David Hendry. On Friday, September 16th, we were driving from Bee Cave/Austin to College Station, to attend our daughter's ring ceremony. This is her senior year and she was receiving her A&M ring. Her time slot to receive hers was 12:15 pm. We had just called her to let her know we were doing good on time.

Then, our vehicle broke down and Sgt. Hendry stopped to offer assistance and after spending much time with us, it was decided that our vehicle needed to be towed to the nearest dealership. He even offered to call for a tow truck on our behalf. If this wasn't enough, he went above and beyond when my husband asked if he wouldn't mind taking me to College Station if it were on his way, so that at least one of us could be present with our daughter, so he could stay behind and wait on the tow truck. He didn't mind one bit, not even the fact that our little Cairn Terrier came along. By the time the tow truck had reached my husband to pick him up, the ceremony was over.

Thank you Sergeant David. We will always remember you. Take care and please be safe.

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### **Trooper William Kettler (THP)**

On Friday evening September 23, 2016, Trooper Kettler made what was to him a routine stop to assist - to us it was much more than that. We had a blow out on Hwy 6. However, that was not our biggest issue. We are active retirees in our 60s but we realized, as traffic whizzed by, that we were not as self-sufficient as we thought we were. We were not going to physically be able to retrieve the spare under our vehicle let alone use the manufacturer-provided jack; our roadside assistance was a joke; and we were 300 miles from family and friends who could come. Oh yes, and a thunder storm was on the way. Up pulled Trooper Kettler. He was professional, efficient, pleasant, and reassuring. Everything you expect in a DPS trooper and more. Above all, he was very kind. No doubt this is the same way Trooper Kettler treats all those he encounters while doing his duty. In a day and time when not enough good things are said, Texas DPS needs to be aware of the fine efforts made by Trooper Kettler. He is a credit to Texas, the uniform, and his community.

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### **Keshia LeShaw (DL)**

I wanted to take a moment and send a thank you and compliment Keshia LeShaw. She was very nice and pleasant to work with today.

Thank you!

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### **Lewisville DL Office**

I just have to say that the entire staff at the Lewisville office is wonderful. I took my son to get his learner's permit last week and I was amazed at how quickly they got to us and how pleasant

everyone we talked with was. It was an all around great experience. My thanks go out to all the employees of that location.

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### **Special Agent Eric Lopez (CID)**

I just wanted to thank you for yesterday. A couple of people poured a great deal of themselves into that Operation, but at the end of the day, it was all a testament to what kind of police officer you are. I pray your family is proud of you, because you represent what we all strive for. I truly enjoyed every bit of it. All the interviews, all of the reports, all of the research, all the subpoenas. Every bit of it was worth it. What I enjoyed most was your ability to bring people together for a common purpose, the mark of a true leader.

I have always enjoyed working together with other police officers from other agencies to accomplish a common goal. In this case, to get some justice for folks that never got a fair shot.

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### **Trooper Steven Mayfield, Jr. (THP)**

Officer Mayfield was exceptionally kind this morning during a traffic stop and took the time to engage my 4 year old grandson. He showed him his lights/sirens, handcuffs and badge and answered his questions about how policemen get the bad guys! Officers like Mr. Mayfield exemplify the goodness in our community. Thank you for your service each and every day and may God Bless and Protect you always.

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### **Trooper Brodie Reynolds (THP)**

I wanted to take this opportunity to praise Officer Reynolds for his professionalism, his attitude, and his humanity. He is a shining example of what a law enforcement professional should be. This morning (10/4/16) on the way to work, Officer Reynolds pulled me over for following too closely. He issued me a warning. I was in the wrong and knew I was. The Lord has been convicting me of being too impatient while driving, and he used Officer Reynolds to get my attention. Instead of being disciplined with a ticket, I was chastened with a warning. The Lord was merciful, and Officer Reynolds was very professional and personal. We even had a nice pleasant conversation. What started out as a, "Well, I've done it now!" moment with that sinking feeling in the pit of my stomach, ended with me feeling both relieved and upbeat (and with a whole new positive attitude about my driving). Again, please commend Officer Reynolds for both his professionalism and for being so humane. He was well within his rights to slap a ticket on me, and yet chose to make it a teachable moment instead. Highest regards to the officers of the DPS.

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### **Clayton Stevens (DL)**

Customer Service operator is always friendly, chirpier than most and values and takes pride in his work. He does not think of himself as just "an operator". You go Clayton! Wish more people were like you!

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**Raul Toyosima (DL)**

Wanted to let leadership know of exceptional service we received yesterday at the San Antonio/Leon Valley Office (Huebner and Evers Rds). While I had significant difficulty with the on-line information--a section specifically for folks moving into Texas with valid licenses would be very helpful--the staff at your office got us through all in one afternoon. This included directing us on inspections & registration along with getting our Texas drivers' licenses. Raul went out of his way to be helpful. We never would have gotten it done without him and I would have had to take another afternoon of vacation without his assistance. Vacation is a very valuable commodity to us and you use a significant amount of it when you move. While we thanked everyone on our way out, am hoping that you'll be able to reinforce our appreciation to them all and especially Raul.

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**DPS News**  
**10/14/16**

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Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Breanna Abbott](#), [Sergeant Stephanie Davis](#), [Kristi Froboese](#), [Patricia Harrington](#), [James Hodges](#), [James Marshall](#), [Trooper Ryan Ramirez](#), [Trooper Kenneth \(Clint\) Stephens](#), and [Amber Traylor](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**DPS Nominated for National Award**

DPS received notice from the Texas Committee for Employer Support of the Guard and Reserve that our agency has been nominated for the *2016 Secretary of Defense Employer Support Freedom Award*. To see more information and the included certificate, click [here](#).

**Plan Year 2016 TexFlex balances and claims**

If you contributed to a health care flexible spending account last plan year and did not use all of your funds, you can carry over a maximum of \$500 from one plan year to the next. Log in to your TexFlex<sup>SM</sup> flexible spending account (FSA) to view your Plan Year 2016 carryover balance. You have until December 31, 2016 to file claims for PY16 health care expenses that occurred before August 31, 2016. (Any balance over \$500 is forfeited.)

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joined onstage by conductor Eugene Kohn, guest artist Katharine McPhee and soprano Ana Maria Martinez at each stop on the tour.

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#### **Fan Mail:**

##### **Breanna Abbott (DL)**

I would like to comment about the professionalism that this employee showed while completing the CDL bus driving test. Breanna was very kind and helpful towards me as a nervous participant of the testing procedures. I really appreciated her as a person.

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##### **Sergeant Stephanie Davis (THP)**

Just want to thank you for Sergeant Stephanie Davis in the Beaumont office. She is, without a doubt, the most professional and most courteous law enforcement officer I've ever known. I'm in the media, and each enquiry that we make to Sgt. Davis is answered so promptly and thoroughly, it's just simply amazing. She goes above and beyond anything that we've ever experienced. Thank you...

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##### **Kristi Froboese (LES)**

I'm sure you are aware I went through an audit today for my agency. I have to tell you Kristi was awesome and dressed for success. She was very professional and conducted the audit in a timely manner. Job well done!

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##### **James Hodges, Patricia Harrington, and James Marshall (RSD)**

This is to let the appropriate people know that I had an outstanding experience with Jim Hodges regarding a tenant who was leasing a bay at our car wash. The tenant was operating a Texas Vehicle Inspection State Inspection Station, broke the lease, left the equipment and supposedly left the country. Mr. Hodges and his people, Patricia Harrington and James Marshall, listened to my problem, did their research on the station and gave me very clear advice on what future actions I needed to pursue. However, I was most impressed by the immediate follow-up phone calls that I received from Mr. Hodges. You have my sincere thanks for your sage advice and assistance – keep up the good work.



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### **Trooper Ryan Ramirez (THP)**

I blew a tire by Cuarto Vientos and Bob Bullock Loop in South Laredo. It's a dangerous road with minimal lighting and vehicles traveling at high speeds. Trooper Ramirez pulled up behind my disabled vehicle to ensure my safety, and went beyond his duties and provided tools to help with installing a spare tire. Once I completed that, my spare was flat! He ensured my safety and escorted my disabled vehicle and I until we got into a safe area, where I was able to purchase a fix-a-flat can. I felt Trooper Ramirez went well above and beyond his duties in aiding me, a disabled veteran. I've always spoken highly of my state troopers and today October 9, 2016 was another reminder why. Thank you!!

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### **Trooper Kenneth (Clint) Stephens (THP)**

On Saturday, October 1, 2016, my husband and I were returning home from PA. Our trunk was loaded with items from a 4 month stay. Just past the Smith CO line, the tread in our left front tire separated, and we could not drive. We called AAA, but because of the location, they said it would be at least one hour before they could come. While we were talking, Trooper Stephens drove up and offered assistance. We are 80 and 81, I had an appointment in Dallas I needed to make, and we were dismayed. Trooper Stephens helped my husband unload the car, changed our tire, gave us advice about how to drive on the "tiny tire," and all the while, was cheerful and encouraging. He gave us the phone # of the next Trooper along I-20, helped re-load the car, and sent us on our way. He should be commended for his excellent service and attitude. Please congratulate him for us, and make sure his commander knows how helpful he was.

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### **Amber Traylor (DL)**

The Texas Department of Public Safety needs more employees like Amber Traylor. Amber possesses (and flawlessly uses) the basic skills I expect from customer support... but seldom see (i.e. patient, friendly, cheerful, personable, courteous, helpful). In my situation, Amber went over and beyond to solve my problem. Instead of saying, "sorry I can't help you," Amber took the extra step to determine HOW the problem can be solved. Additionally, she told me she would follow up with me in the morning with an additional update. At 8:05 am (as promised and as agreed), I received a call from Amber. I very much appreciate the efforts Amber took. If you hire more people like Amber, you will see an increase in productivity and improved client satisfaction.

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**DPS News**  
**10/21/16**

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Race for the Cure**

Members of the South Austin driver license office participated in the Susan B. Komen Race for the Cure on September 25th in honor of DL coworker Amanda Deichmann, who is currently battling stage two cancer. For pictures of the participants on the day of the race, click [here](#).

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### **Harlem Globetrotters World Tour**

Get ready for some amazing basketball fun when the Harlem Globetrotters return to Austin on December 28 at 2 p.m. & 7 p.m.! A star-studded roster will have fans on the edge of their seats to witness the ball handling wizardry, basketball artistry and one-of-a-kind family entertainment that thrills fans of all ages.

#### Magic Pass Pre-Show Event

Before the game, take part in a once-in-a-lifetime experience with your family where you have an opportunity to spend time on the court with the Globetrotters - shooting, trying out ball tricks, and getting autographs, and photos! The unique 30-minute pre-show, "Magic Pass," will create memories of a lifetime. All customers must have a game ticket AND Magic Pass for entry. Soft/rubber soled shoes must be worn on the court.

**Department of Public Safety employees SAVE up to \$12 on tickets and \$5 on the Magic Pass!\***

Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**.

Deadline to order is Thursday, Dec. 22 at 3 p.m.

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\*Excludes \$62, \$82, and \$130 Courtside Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail:**

#### **Julie Abbott (Admin)**

Julie Abbott was helping me with an employee and went above and beyond to answer my questions regarding this employee. She was very patience, informative and wonderful!

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#### **Lynn Burtschell (TDEM)**

I recently attended a class called "Swift Water Safety & Awareness." It was clearly one of the best classes that I have attended in many years and I found it to be very informative as it relates

to law enforcement first responders. I specifically want to acknowledge that Lynn Burtschell (TEDM) was an excellent instructor. He was very professional, personable and extremely thorough in his presentation. Mr. Burtschell is the ideal instructor to be teaching this class. Good hire!

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#### **Trooper Aaron Clopton (THP)**

Trooper Clopton stopped me on October 16<sup>th</sup> at 4:13 p.m., and he was very polite and courteous. He was such a nice officer and I am proud to have this kind of officer representing Texas.

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#### **Trooper Jeffrey Denman (THP)**

Officer Denman stopped me on 10/14/16. I had missed the drop in speed limit sign coming into Bandera on SH 173. He was courteous, professional, and pointed out my error. I was given a warning, although I was plainly in the wrong. It's nice to know we have good DPS officers keeping us safe.

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#### **Loann Garcia (LES)**

After a week we were still in debug mode, it appears that internal network re-routing of store and forward transmissions appears to have released Adult and Juvenile queued transmissions. Therefore, the trace will not be required. Please take care of yourself. You are a major asset to your customer base because of your service attitude and willingness to avail yourself in working with us to resolve issues. Thank you very much!

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#### **D'Carsha Jackson and Cleveland Mayo (DL)**

I would like to commend the staff at the Fort Worth Mega Center for the excellent service and assistance I received on October 13, 2016. The young gentleman who worked in section A was exceptional as well as the young gentleman at desk 19. They restored my faith in DPS' service to the public. I thank them and all who assisted them in any way.

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#### **Trooper Christopher Janis (THP)**

I met Trooper Janis on Saturday, October 8th, 2016 in Willis, TX. I got LOST!! Really lost!! Trooper Janis not only gave me instructions on how to get to the Rest Area but pointed me in the right direction. He escorted me to a Y intersection. And I found my way. I can't thank him enough guiding me, escorting me, and helping me. Trooper Janis is not only a fine example of

what DPS does but also is a wonderful, genuine person and a gentleman. Please thank him for me again. Thank you for your time.

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### **Sally Luther (DL)**

I drove to Henderson, TX to the office there. When I walked in, there was only 1 employee there. She was dealing with a customer and there were 3 people in line ahead of me. In less than 30 minutes, she had processed all of us and was very pleasant and informative. Her name is Sally Luther and she was very professional and very pleasant to deal with. She was very attentive to each customer and made us feel like we were the only one in there. I don't know who trains these people but obviously she was well trained. She deserves whatever raise or bonus or whatever you do to recognize a good employee.

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### **Shannon Manasco (DL)**

Shannon Manasco went above and beyond today to help me, a person not even close to her office. She was so helpful and went out of her way to see that all of my questions were answered. I wish there were more Shannons in the world!

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### **Trooper Colton Manley (THP)**

Officer Manley was a very professional DPS employee. He was very nice and is a compliment to all the DPS. He did his job well.

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### **Sergeant Ryan McKittrick (THP)**

I wanted to commend a DPS Highway Patrol Officer Ryan McKittrick for his generosity. I was getting some lunch at Wendy's Restaurant in Austin and was waiting in line to order, and Officer McKittrick was in front of me. Suddenly a guy came up and started to talk to the trooper and I couldn't help but overhear that the guy was in town to go to court for DWI and he had lost his wallet. He asked for some food and without hesitation Officer McKittrick told him to go ahead and order what he wanted. I happened to listen to them make acquaintances and discovered his name. Later as I was leaving I saw Officer McKittrick sit down with the gentleman to have lunch together and it was such a heartwarming moment in contrast to the current gloomy news about police relations. I know this is not a big deal but that moment, I felt, demonstrated what Officer McKittrick and DPS were all about. He personifies courtesy, service, and protection.

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### **Greg Meier (FIN)**

Greg has always been informative, helpful, and always willing to help when I have a question or don't understand something. Kuddos to Greg for the CAPPs conversion as well and being our "go-to" person when I have questions about how things are supposed to work in CAPPs. Thank you Greg for all that you do!

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### **Raymond Mejia and Michael Pierce (TDEM)**

I recently took the G318 Class in Abilene and wanted to send a note about the class and instructors.

The class materials were very well organized and applicable to all of us. The instructors were engaged and enjoyed teaching (you could tell). They teamed well together and got the class to participate as well. Thank you.

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### **Carrie Michaud (DL)**

This lady excelled in a transaction for updating my driver license. She was/is extremely friendly and expedited the mission in a rapid and efficient manner. In regard to a question or two she provided answers that satisfied the topic. She might be considered for advancement in her status when a position becomes available.

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### **Trooper Joe Morris (THP)**

On October 10, 2016, DPS officers stopped me in Burleson County right before entering Caldwell, TX. I pulled over not knowing what to expect. Society has painted a picture of racism among police officers, but I must say when Officer J. Morris #14639 approached our vehicle, my outlook completely changed. He was professional, courteous and defused any notions I may have had on being stopped. He asked for the required documents and continued to make me feel at ease.

I have been an officer for the Harris County Sheriff's department in the 70's.

Please accept my gratitude toward how your officers are being trained to display sensitivity to all people. I was given a warning citation and was told by Officer Morris to be careful and enjoy my day. Believe it or not this experience allowed me to see that the tainted portrayal of police officers does not fit all the women and men who serve our communities. I can now agree with your logo- ***Courtesy ~ Service ~ Protection.***

Please express my thanks to Officer Morris for a job well done!

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### **Trooper Matthew Naparstek (THP)**

I just wanted to extend a compliment to State Trooper Naparstek in Hays County. He was extremely kind to me and my passenger on October 14, 2016. He listened to us without being accusatory or acting superior. He explained to us about the speed limit change that I did not see and gave us well wishes as we continued our travels to Fredericksburg. He did his job thoroughly yet maintained his professionalism and courteousness. He's a shining example of what an officer should be.

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#### **Trooper Ronnie Nelson (THP)**

I recently was stopped by officer R. Nelson for speeding and not having taillights. Since I am from Oregon and was just visiting some friends in the area I assumed the minute the lights went on I was going to be issued a ticket. I was not even paying attention to the speed limit. He was courteous and to the point. He gave me a break, I was guilty as charged and it was much appreciated. I put my speed control on and drove the rest of the way home.

Thank you Officer Nelson

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#### **Trooper Eric Nieves (THP)**

I was stopped on I-20 on 15 Oct 2016 for going over the speed limit. I expected a fine, but was given a warning instead. The whole incident was handled in a very professional matter by this fine officer. Thank you very much. I learned my lesson.

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#### **Trooper Cesar Rodriguez (THP)**

On September 21st, 2016 I experienced a tire blowout on a loaded trailer that I was pulling back from Houston to D/FW on Highway 6 near Navasota. After several attempts failed to get my small undersized jack under the trailer, Officer Rodriguez pulled in behind me and let me use his heavier floor jack with immediate success. I greatly appreciate him stopping and rendering aid. I was comforted by his presence on that busy highway and could not have done it without his help. Please thank Officer Rodriguez for his professionalism and service to our great state.

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#### **Trooper Michael Sims (THP)**

On October 15, 2016, I was issued a warning ticket by a DPS Trooper in Lubbock County for running a red light. The trooper's last name was Sims. I wanted to let you know that he was professional and polite. I was wrong and he was right. While I regret that I DID run a red light, I'm thankful that he was the "guy" that stopped me. He was probably everything you have trained him to be.

God bless you guys for what you do and what you're forced to do.



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**Lonnie Smith and Melissa James (DL)**

A very heartfelt thanks for Lonnie and Melissa going above and beyond to help us get my mother on an airplane without her driver license. Melissa was kind, caring, and extremely helpful and efficient with patiently taking and replying to numerous phone calls from me and my family on arranging the temporary driver license to be sent via email to me so my mother could board the aircraft. It means so much to know employees like this are here to help people!!

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**Trooper David Taylor (THP)**

With all of the negative news coverage of law enforcement, I just wanted to take a moment to commend Trooper D. Taylor for his professionalism during a recent traffic stop. A week or so ago I was stopped for driving over the posted speed limit. There are no excuses for my inattention that led to the stop. I was so impressed by his demeanor and professionalism that I felt compelled to let someone know that there are many who respect law enforcement and what they do. Keep up the good work.

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**Trooper Klent Tipton (THP)**

Got stopped tonight, while driving my semi, by Trooper Tipton, K. on IH 10 MP 690 in Colorado County.

My left headlight was out. I wasn't aware of the problem.

I was very impressed by Trooper Tipton. His conduct was remarkable. He was very professional, polite and pleasant.

All throughout our short encounter, he was very respectful.

He is an asset to law enforcement.

Troopers like him need to be encouraged to keep doing great work.

Have a good day.

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**DPS News**  
**10/28/16**

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- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Andrew Barry](#), [Trooper Colin Bradshaw](#), [Symone Darlington](#), [Trooper Daniel Hawthorne](#), [Ronnie Heselmeyer](#), [Trooper Justin Kaiser](#), [Kellie Mulholland](#), [Alberta Peoples](#), and [Mary Winslett](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**TX JCIC Receives Recognition in National Newsletter**

The Texas Joint Crime Information Center (TX JCIC) located in the Intelligence and Counter Terrorism Division was part of a collaborative effort to share information about a threat to a U.S. airline. The cooperation between the five involved fusion centers was significant enough to merit mention in the *Nationwide SAR Initiative* newsletter. Read the article on page three of the July – September 2016 edition located [here](#).

**CAPPS HOT TOPIC**

*- Leave Without Pay vs Leave of Absence –*

Here is a quick guide on whether an ACT-42 should be processed as a Leave Without Pay (LWP) Time Reporting Code (TRC) on the employees timesheet OR whether it should be processed as a Leave of Absence (LOA) in Job Data. An important thing to remember when processing a Leave Without Pay ACT-42 is only to process the action using one of the following options but not both at the same time.

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If you are unsure of what option to use when placing an employee on Leave Without Pay, please contact your HR Service Team or the CAPPS Team for assistance.

### **Plan Year 2016 TexFlex balances and claims**

If you contributed to a health care flexible spending account last plan year and did not use all of your funds, you can carry over a maximum of \$500 from one plan year to the next. Log in to your TexFlex<sup>SM</sup> flexible spending account (FSA) to view your Plan Year 2016 carryover balance. You have until December 31, 2016 to file claims for PY16 health care expenses that occurred before August 31, 2016. (Any balance over \$500 is forfeited.)

The carry-over does not apply to the dependent care FSA. The dependent care FSA has a grace period. You must incur expenses between September 1, 2016 and November 15, 2016. The last day to submit claims is December 31, 2016. Any funds left in your account after that date will be forfeited.

For more information about the carryover, see the FAQ on the [TexFlex website](#).

### **eProcurement Open Labs Conducted Every Month**

Representatives from Finance, Procurement, and General Stores provide monthly training and assistance to eProcurement users. It is highly recommended that all new users and users requiring a refresher attend eProcurement training. These courses provide instruction on submitting General Stores inventory requisitions, entering open market requisitions, releases from master blanket contracts, processing receipts, and much more. Attendees are encouraged to bring real-life examples to the training session. If interested, you can register [via ETR](#).

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### **Events:**

#### **The Festival of Praise Tour 2016**

For the third consecutive year, Gospel mega-star Fred Hammond returns to the road with the [Festival of Praise Tour](#) 2016, the star-studded national event he founded. This year's lineup features Hezekiah Walker, Israel Houghton, Regina Belle, Karen Clark Sheard, and Casey J. Join us for an unforgettable night at the Frank Erwin Center on Saturday, Nov. 19! **Department of Public Safety employees SAVE \$5 on the \$40 tickets!\*** Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, Nov. 17 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](#).

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This December, legendary tenor Andrea Bocelli will return to the U.S. for eight special concert dates in select cities, including a performance at the Frank Erwin Center on Dec. 8. The unique performances will feature a new popular repertoire from Bocelli's latest album, "Cinema" along with Bocelli's beloved repertoire of Arias, love songs and crossover hits. Andrea Bocelli will be joined onstage by conductor Eugene Kohn, guest artist Katharine McPhee and soprano Ana Maria Martinez at each stop on the tour.

**DPS Employees SAVE 10% on tickets!\*** Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Wednesday, Dec. 7 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

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Get ready for some amazing basketball fun when the Harlem Globetrotters return to Austin on December 28 at 2 p.m. & 7 p.m.! A star-studded roster will have fans on the edge of their seats to witness the ball handling wizardry, basketball artistry and one-of-a-kind family entertainment that thrills fans of all ages.

#### Magic Pass Pre-Show Event

Before the game, take part in a once-in-a-lifetime experience with your family where you have an opportunity to spend time on the court with the Globetrotters - shooting, trying out ball tricks, and getting autographs, and photos! The unique 30-minute pre-show, "Magic Pass," will create memories of a lifetime. All customers must have a game ticket AND Magic Pass for entry. Soft/rubber soled shoes must be worn on the court.

**Department of Public Safety employees SAVE up to \$12 on tickets and \$5 on the Magic Pass!\*** Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, Dec. 22 at 3 p.m.

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### **Fan Mail:**

#### **Trooper Andrew Barry (THP)**

I was recently pulled over by Officer Barry on Oct. 18, 2016 for speeding. When Officer Barry approached my car, he asked where I was going and why I was in the area. I explained that I was running late for a work appointment and didn't realize I was speeding. Instead of admonishing me, he asked if I liked my job (financing nursing homes) and how I got into

financing rural nursing homes. I haven't been pulled over very often, but I've never had an Officer show such a sincere interest in me as a person. I was truly moved by his genuineness. Anyway, this compliment to Officer Barry isn't because he only gave me a warning. I was well prepared to pay the ticket for my momentary lapse of awareness. With that said, I would be remiss if I didn't share what a positive impression he left on me. I wish more Officers (and people in general) would adopt his demeanor and attitude towards people...job well done, Officer Barry and keep up the good work!

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### **Trooper Colin Bradshaw and Trooper Daniel Hawthorne (THP)**

My husband and I were traveling from Amarillo to our home near Rule, Tx, on Sept. 14, when we had a blow-out. My brother had passed away and we were moving some of his shop equipment in our pick-up. I think it was about noon.

We had the blow-out between Memphis and Estellene. We got the pick-up off the road and got out to look at the damage. We were looking at how to put our jack under the pick-up when two officers pulled up behind us. They told my husband to get up and they would change the tire for us. They were such gentlemen and we appreciated their help so much. You see, we are pastors and my husband is 81 years old.

We were so thankful for their help and want them to get recognition of their good deed for us. We thank God for men like them and God bless all of you.

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### **Symone Darlington (LES)**

Many thanks to Ms. [Symone](#) Darlington for your help with the TCIC/NCIC AUDIT! The entire team was tremendously grateful for all the information about TCIC/NCIC procedures. Thank you for being patient while we were working through the process. I really appreciated your positive attitude. Your questions and suggestions were very informational and a better representation of what you do each day to make this a great communication TCIC/NCIC center. I really enjoy working with you and I am inspired to be part of a team that puts the PD communication center achievements standards high. I appreciate her CAN DO TEAM SPIRIT. The Police Department definitely understands the importance of working together as a team to ensure the communication department is within compliance. Ms. Darlington has made a valuable contribution to the success of our communication department by just being patient and having a positive attitude. Thanks!

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### **Ronnie Heselmeyer (RSD)**

Sir, Thank you for working with me to resolve my issues. I appreciate your diligence.

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**Trooper Justin Kaiser (THP)**

My wife and I were driving through Clay County. Guess I had a little of a lead foot, so I ended up getting pulled over by Trooper Kaiser. I have to say he was very professional and very nice. This is someone that the State Troopers need to hold on to and move up the chain. I know these days most of the police officers only get the "bad" news and I want this one to know, he was great in our eyes. Keep up the good work and God bless all of our peace officers across the State and Country.

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**Kellie Mulholland (DL)**

My wife and I just renewed our driver licenses. The process was great and your staff, specifically Kelly station 6 at Leon Valley Mega Center in San Antonio was the BEST!!! Great Job Kelly, and to the new and improved process.

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**Alberta Peoples (DL)**

Ms. Peoples was very kind but straight forward about the procedure to get my license. My last few experiences with the DPS wasn't what I'd call pleasant but this time was very different. I truly felt as though this woman wanted to help me. I could even see it in the way she interacted with her coworkers and other people, she is punctual and has excellent people skills. Texas needs more people like Ms. Peoples working in its state departments!

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**Mary Winslett (FIN)**

I want to say thank you to Mary Winslett in Austin HQ. I work in the Lubbock Office and send all DART Card applications to HQ for processing. These cards are so important as they enable our personnel to travel when they need to go to classes, to training, to meetings and to the Texas/Mexico border to keep us safe. Mary and all the other staff who process DART Cards are to be commended. Although the number of DART applications has increased tremendously, Mary and her coworkers are so efficient, professional and helpful. Anyone can do paperwork, but unless they are efficient and care about what their work and their fellow personnel out in the many field offices like the DART team, things can fall apart. Thank you for all you do to help us get to where we need to be.

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**DPS News**  
**11/4/16**

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**Featured employees include:** [Trooper David Anguiano](#), [Trooper Bruce Bradley](#), [Trooper Howard Brothers](#), [Nancy Cenicerros](#), [Trooper Cory Countryman](#), [Leissle Fernandez](#), [Katie Graham](#), [Douglas Heeren](#), [April Jackson](#), [Beverly Jones](#), [Trooper James "Chris" Koonce](#), [Trooper Kirby Lambert](#), [Trooper Michael Landeros](#), [Victor Manor](#), [Martha Mendoza](#), [Trooper Steven Oliver](#), [Carlos Ortega](#), [Trooper Jorge Perez](#), [Trooper Aaron Ross](#), [Ronae Shepherd](#), [Trooper Jon-Erik Tucker](#), [Trooper Bradley Vick](#), and [Trooper William Wallace](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**General Manual Revisions**

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at: <http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
10/31/2016	Chapter 8	Health and Physical Fitness Policy
10/31/2016	Chapter 8	Waist to Hip Ratio Incentive Program FAQs
10/31/2016	Chapter 23	Lifesaving Award

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**Retirements:**

<b>Norma Passdar-Shirazi</b>	Texas Highway Patrol	35 years
<b>Denman Bowen Dunkin</b>	Aviation Operations	34 years
<b>Patricia Munoz Garcia</b>	Law Enforcement Support	32 years
<b>Sharon Marie Cervenka</b>	Texas Highway Patrol	31 years
<b>Anthony Ray Roberson</b>	Administration	24 years
<b>Jerrald Duane Moore</b>	Texas Highway Patrol	23 years
<b>Lonnie Gene Milligan</b>	Law Enforcement Support	20 years
<b>Shirley Mayes</b>	Emergency Management	14 years
<b>Patricia Harris</b>	Law Enforcement Support	14 years
<b>Noemi Ruth Gracia</b>	Criminal Investigations	13 years
<b>Dane A. Sherry</b>	Driver License	11 years
<b>David Henry</b>	Information Technology	6 years

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**Deaths:**

<b>Dewey Talmadge Castille</b>	Driver License
<b>Mary Matthews</b>	Retired
<b>Octavia Morgan-Johnson</b>	Retired
<b>Millard Dale Presley</b>	Retired
<b>Kenneth Edwards Walters</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Jeffrey A. Williams</b>	Captain, Criminal Investigations (Garland)	Major, Criminal Investigations (Region 1)
<b>Octavio Uresti</b>	Staff Sergeant, Education, Training & Research (Midland)	Sergeant, Education, Training, & Research (Garland)
<b>Amy L. Hauck</b>	Intelligence Training Coordinator, Intelligence & Counter Terrorism (Austin HQ)	Deputy Administrator, Intelligence & Counter Terrorism (Austin HQ)

<b>Kevin Goodlett</b>	Planner, Emergency Management (Austin)	Section Administrator, Emergency Management (Austin)
<b>Stephen Cottle</b>	Grant Administrator, Emergency Management (Austin)	Section Administrator, Emergency Management (Austin)
<b>William Patton</b>	Planner, Emergency Management (Austin)	Preparedness Program Supervisor, Emergency Management (Austin)
<b>Gisela Ryan-Bunger</b>	Section Administrator, Emergency Management (Austin HQ)	State Coordinator, Emergency Management (Austin HQ)
<b>Michelle Gonzales</b>	Community Relations Outreach Specialist, Emergency Management (Austin HQ)	Staff Services Officer, Emergency Management (Austin HQ)
<b>Gary P. Rudisill</b>	Sergeant, Texas Highway Patrol (Centerville)	Lieutenant, Texas Highway Patrol (Eagle Pass)
<b>Timothy P. Simmons</b>	Sergeant, Texas Highway Patrol (Greenville)	Lieutenant, Texas Highway Patrol (Garland)
<b>Francisco Mercado</b>	Trooper II, Texas Highway Patrol (Gonzales)	Sergeant, Texas Highway Patrol (Carrizo Springs)
<b>Eric W. Estes</b>	Trooper III, Texas Highway Patrol (Texarkana)	Sergeant, Texas Highway Patrol (Texarkana)
<b>Gustavo Sanchez</b>	Special Agent, Criminal Investigations (El Paso)	Texas Ranger, Texas Rangers (El Paso Region)
<b>Adam R. Russell</b>	Staff Sergeant, Texas Rangers (Austin)	Texas Ranger, Texas Rangers (San Antonio Region)
<b>Michael J. Smith</b>	Sergeant, Texas Highway Patrol (Georgetown)	Texas Ranger, Texas Rangers (San Antonio)
<b>Bradley W. Weatherford</b>	Special Agent, Criminal Investigations (Austin)	Texas Ranger, Texas Rangers (San Antonio)
<b>Terry B. Eaton</b>	Sergeant, Texas Highway Patrol (Pecos)	Texas Ranger, Texas Rangers (El Paso Region)
<b>Raul "Roy" Garza</b>	Special Agent, Criminal Investigations (Harlingen)	Texas Ranger, Texas Rangers (Harlingen)
<b>Claud E. Daniel IV</b>	Special Agent, Criminal Investigations (Laredo)	Texas Ranger, Texas Rangers (Harlingen)

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**Awards:**

<b>Trooper Kimberly Ousman</b>	Texas Highway Patrol	Purple Heart
<b>Sergeant Brad Gibson</b>	Texas Highway Patrol	Lifesaving Award
<b>Trooper Robert Bowden</b>	Texas Highway Patrol	Lifesaving Award
<b>Trooper Matthew Ferguson</b>	Texas Highway Patrol	Lifesaving Award
<b>Margie Cabral</b>	Finance	Finance ACE of the Quarter Winner
<b>Jimmie Blundell</b>	Law Enforcement Support	Employee of the Quarter

**Sandy Shaffer**  
**Catalina Cuervo**  
**Kristina Aguirre**

Law Enforcement Support  
Law Enforcement Support  
Law Enforcement Support

Employee of the Quarter  
Employee of the Quarter  
Employee of the Quarter

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**Fan Mail:**

**Trooper David Anguiano (THP)**

I wanted to take a second to send an email concerning Officer D. Anguiano. He recently pulled me over for going over the speed limit in Port Aransas. He was extremely professional and courteous. My respect runs deep for law enforcement, especially during this time with all the scrutiny they are undergoing. I just wanted to take the time to tell Officer Anguiano thank you for the job he does and know that he is supported, as well as the rest of law enforcement. Thank you

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**Trooper Bruce Bradley (THP)**

I wanted to provide a compliment on behalf of one of your officers, Officer B. Bradley, Region 1, District A, Area 06.

Officer Bradley pulled me over last night for a traffic violation and was so nice and polite. I know y'all don't hear the "compliments" as much as you do the "complaints" so I just wanted to brag on him. He knew I was so nervous (I honestly didn't realize what I had done to be pulled over) and he was just so nice and didn't have an attitude or anything with me. He told me immediately why he was pulling me over and after he told me what I had done, I realized that he had every right to pull me over. It was nighttime, dark, two lane road, I was traveling alone, so I was worried.

Anyway, I just wanted to take a moment to tell you that Officer Bradley did his job in the most professional manner, but was also very kind to a scared old lady traveling alone at night. I thanked him for his kindness and for doing what you all do, which is laying your life on the line every single day. I just wanted to make sure that he hopefully gets positive recognition by his "higher-ups" as well as by this citizen.

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**Trooper Howard Brothers (THP)**

Saturday, October 15th at around 11am as I was driving from San Antonio to Houston on I-10, my car struck a piece of 4x4 lumber that had been run over by some cars in front of me. This tumbling piece of lumber struck the lower portion of my car causing damage to the radiator and a/c condenser. I tried to find a safe way to get off the freeway only to notice the shoulder of the freeway was being narrowed due to construction. After safely being able to get off the main lanes my car died and would not re-start.

I called my Dad. I told my dad what had happened and he told me he would send me help as quick as he could. This is where my knight in shining armor comes to my rescue. Trooper

Brothers arrived as quick as he could and helped me get the disabled car farther off the road and gave me a ride to a nearby service station while I waited for my dad and mom to arrive so we could make arrangements to get the car home to Houston for repairs. Trooper Brothers even came back while we loaded the car to be towed back to Houston. I know the thin blue line is more than just a saying. I have come to realize that most officers will help any citizen in need.

Trooper Brothers, I am so grateful and appreciative you came to help me when I really needed the assistance.

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### **Nancy Cenicerros (DL)**

I would like to commend Nancy Cenicerros for the remarkable job that she performs at the DL office in El Paso. I showed up to the office on a Wednesday thinking I had scheduled my son's driving test. I soon realized my error of not finalizing the online scheduling. Nancy took the time, listened to our plight and was able to locate an appointment for my son. Most importantly, the biggest impact were the words of encouragement she gave my son. Her actions were truly in line with the Department's core values and motto.

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### **Trooper Cory Countryman (THP)**

Early this morning, my 17 year old called to let me know her front passenger tire had torn to shreds on the interstate while heading to basketball practice. When I arrived at her location, she was shaken up by the whole experience. After taking her to school, I did not know what to do. I headed back to the location of the vehicle unsure and uncertain of my next step. When I arrived at the vehicle, I sat there feeling helpless and deflated. As I peered into my rearview mirror, there behind me, a Texas State Trooper had pulled over. I got out of my car excited but unsure if he could help. Trooper Countryman asked if I was ok and if I needed any help. Without hesitation or skipping a beat, he offered to help change the tire. I was elated! As he retrieved his tools from his patrol car, I pulled out the spare and handed over the lug keys. In no time, he completed the tire change and saved the day! Trooper Countryman was my hero this morning. And as a former military police officer, I thank him for his service, leading by example and his compassion. Trooper Countryman, you are definitely appreciated.

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### **Katie Graham and Leissle Fernandez (DL)**

I would like to thank Katie Graham and Leissle Fernandez for creating an atmosphere that I would expect from an organization that lists service and courtesy as two pillars of their organization. They made my 16 yr old daughter getting her license a great experience. These two people at the Lake Worth office really put her at ease and she was very nervous. You guys really need to recognize these two.

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### **Douglas Heeren (THP)**

I just wanted to say officially that D. Heeren was excellent. He was very informative & knowledgeable, and he did not make the experience an unpleasant one. Inspectors everywhere should be more like him & learn from him.

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### **April Jackson (DL)**

Since I was a teen I dreaded going to the DPS. I finally went in two weeks ago and I got called to the most helpful clerk. She made me feel as ease and was so nice! Then today I went to take my road test and she was the instructor. Again so helpful! I was so nervous but she made me feel as ease! Please recognize her. This whole experience was great thanks to her.

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### **Beverly Jones (DL)**

I've reached the age where I had to appear in person to renew my driver license. I'd like to compliment the Hurst, TX, center for its organization and efficiency. There were well over 100 people in the center when I arrived on Thursday (10/27) at 1:30. I was impressed with the number of agent stations operating and the speed with which each person was processed. I was in and out of there in less than 90 minutes. Beverly, who served me, was very friendly and courteous. Thanks again for the surprisingly efficient experience.

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### **Trooper James "Chris" Koonce (THP)**

Around 5:30 pm on the evening of 10/20/16, my wife and I were keeping our 2 grandchildren ages 1 and 4. The one year old granddaughter had a seizure and stopped breathing. We rushed her to the car and headed to town as we live about 12 miles from Nacogdoches. While my wife frantically tried to revive her, I was on 911 who told me an officer would meet me at Hwy 259. Patrolman Koonce was the first one to arrive. We pulled over and he took the baby from my wife and sat in the back seat of my car with her, calm and cool the entire time. In a few minutes she was sitting up and doing fine. I cannot say with certainty that he saved her life, but I tend to think so. I do know his professionalism and calm demeanor brought a peace to my wife and I. All of a sudden we felt safe. I later found out he has a medical background. I am sure God put him there in that place at that time. I think the majority of people do not see all of the good things that the Highway Patrol do on a daily basis. We truly felt our granddaughter was going to die before we reached the meeting spot. We will forever be grateful to this man. I am sure to him it was just doing his job, as he seemed to be have a very humble attitude, but to us he is a true hero. We are of the opinion that he is a priceless asset to the Highway Patrol and the State of Texas.

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**Trooper Kirby Lambert (THP)**

This morning I was stopped for exceeding the speed limit by Officer Lambert. As has been my experience, with ALL DPS Officers, with 50 years plus driving in Texas, Officer Lambert was professional and extremely courteous. He explained why excessive speed was dangerous, did his job, thanked me and we went on our way. This email is to compliment Officer Lambert and thank him for doing his job and being very professional and courteous. My hat is off to all DPS officers for undertaking a dangerous and difficult job.

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**Trooper Michael Landeros (THP)**

This morning I met officer Landeros. I wanted to brag on him. He was very professional and represents the DPS well.

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**Victor Manor (RSD)**

I've worked a government position for years and Victor provided the best customer service I've ever received. He was helpful, friendly and went above and beyond to provide good customer service.

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**Martha Mendoza (DL)**

Martha was exceptionally understanding and helpful. I was about to take my driving test but didn't realize that my insurance papers were expired. She told me that if I could get the right papers, I could come back in a couple of hours to see if there was an empty slot for me to take the test. So, I did as she asked and was able to get my license on the same day. I knew Martha could have told me to reschedule, but the fact that she offered me a chance to take my test shows that she goes out of her way to help others. I really appreciate her genuine kindness and positive nature!

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**Trooper Steven Oliver (THP)**

I was recently stopped by a DPS Trooper. Even though I was totally at fault, Trooper Oliver was very professional and courteous. He totally explained what could be done to avoid this from happening to me again in future. I am not giving a compliment just because he did not issue a ticket! I was at fault and probably a little ignorant for not considering my actions beforehand! I am very pro law enforcement! I feel that people are probably very ready to give complaints on peace officers, but slow to give praise! Therefore, I wish to commend trooper Oliver on his service to the state of Texas, and the community in which I live. I feel if all law enforcement

officers were more like him, we would have less issues between citizens and police! God bless trooper Oliver, and all law enforcement officers!

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### **Carlos Ortega (DL)**

I just wanted to compliment Carlos Ortega of the Ft Stockton DL office. I called with a question regarding my husband's CDL and he followed up, called me back and thoroughly answered my questions. A true breath of fresh air in a system mired with complications!

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### **Trooper Jorge Perez (THP)**

We are from Kentucky and found ourselves in Hereford, Texas on September 28<sup>th</sup> in a difficult situation. Our truck broke down while pulling our fifth wheel R.V.

We want you to know how much we appreciated the state trooper who responded. Jorge Perez went above and beyond to help us – so polite – made us feel safe – and we wanted you to be aware of what a fine representative he is of law enforcement.

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### **Trooper Aaron Ross (THP)**

DPS Trooper Aaron Ross along with two Terrell Police officers provided much needed assistance after being stranded due to a tire blow out. It occurred last Friday evening shortly after 9 p.m. on I-20 in Terrell. Apparently, I ran over a sharp object along the I-20 access ramp causing the tire to go flat. I was able to jack up my car, remove the flat and put on the spare (donut) only to find it was also flat. In response to my distress, the officers took me and my spare tire to a nearby service center, aired up my spare and took me back to my car. Trooper Ross timely arrived and mounted the spare tire and I was soon on the road again. I want to commend all of the officers for their friendly and courteous service.

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### **Ronae Shepherd (DL)**

Ms. Shepard is a terrific employee and represents DPS in a tremendous fashion. I am in the Army in Japan. I called the out of state desk and she was a pleasant, professional, and helpful contact. I ended up needing a little extra help with getting my license processed and she was all over it. Really knowledgeable and terrific customer support. Her help and professionalism really give me a positive opinion of DPS - hope you have more like her.

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### **Trooper Jon-Erik Tucker (THP)**



I had the unfortunate experience of being pulled over for a traffic violation by Trooper J. Tucker, Region 1 District A. Am sure we all read the newspapers these days and all the incidents that start as traffic stops that quickly get out of hand and end badly for one reason or another. With that in mind, being that I have not been pulled over in many years I was a bit nervous. However the professionalism and courtesy extended to me by the trooper was beyond reproach. Even though the trooper would have been well within his right to give me a citation for my violation, he gave me a much appreciated warning. I would like to commend Trooper Tucker for his professionalism and courtesy and would like to also thank TxDPS for having such professional men as him on the force.

Thank you Trooper Tucker

Thank you TxDPS

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### **Trooper Bradley Vick and Trooper William Wallace (THP)**

On September 19, 2015, we lost our 18-year-old daughter as a passenger in a car wreck in Wise Co. We would like to commend Trooper Bradley Vick and his partner, Trooper Wallace, first responders to the scene, for their professionalism, kindness and compassion. Trooper Vick was the primary accident/criminal investigator. As former Dallas Police officers, we recognize the dedicated level of involvement and attention he gave our daughter's case to determine cause of the crash and assist us in finding some peace through resolution of findings. Trooper Vick has gone above and beyond the call of duty in being responsive to our questions and receptive of information we felt necessary to share with him while evidencing sincere empathy to me, my husband, and our three surviving sons. His obvious concern to attend well to his job and his professional, kind, compassionate and calming demeanor have been a source of comfort through difficult but necessary conversations during the worst tragedy in our lives. Trooper Vick is truly representative of the reputation those within the Department of Public Safety should strive to attain. We are thankful to him and to Trooper Wallace for their caring response and follow up.

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**DPS News**  
**11/11/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Richard Benavidez](#), [Crystal Charles](#), [Eric Davis](#), [Rosa Garza](#), [Trooper Terry Parker](#), [Trooper Jeremy Pope](#), [Anai Romero](#), and [Trooper Richard Roper](#) .

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**CAPPS Hot Topic – Holidays**

The holidays are fast approaching; here is some information on *state holidays* in CAPPS. If an employee observes a state holiday, no entry is needed. The system knows which days are state holidays and will assume the holiday was observed. However, if an employee was scheduled and works the holiday they will enter the number of hours worked (up to 8.00) as REGHW (regular hours worked on holiday) and the system will credit holiday comp earned. Any hours worked over 8.00 would be entered as REGHR.

If the employee is not scheduled to work and works the holiday, they will enter the total number of hours worked as REGHR (regular hours worked) and the system will credit the holiday time worked as comp time earned.

If the employee's regular schedule is to work more than 8.00 a day (example: 4-10s), their schedule should be changed to five 8.00 days, otherwise they will need to use leave taken for the additional hours over 8.00 to account for the entire work day. Schedule changes would need to be completed by a supervisor, division time administrator, or division super user.

For additional questions relating to entering time on state holidays, you may contact your division super user or [CAPPsquestion@dps.texas.gov](mailto:CAPPsquestion@dps.texas.gov).

### **HealthSelect Prescription Drug Program has a new administrator beginning January 1, 2017**

The Employees Retirement System of Texas (ERS) Board of Trustees awarded the third-party administrator contract for the HealthSelect Prescription Drug Program to OptumRx, an affiliate of UnitedHealthcare, Inc. The four-year contract runs from January 1, 2017 through December 31, 2020. Caremark will continue to administer the prescription drug plan through December 31, 2016.

Here are a few important things you should know about the transition to OptumRx:

- In late December, UnitedHealthcare will send a new combined medical and prescription benefits ID card with OptumRx information to participants.
- Participants can start using the new card on January 1, 2017.
- Participants who currently use the prescription mail service should have at least a two-month supply of any medication they take regularly to ensure they are covered during the transition.
- Optum's mail service pharmacy will be available beginning January 1, 2017. Participants with any active, refillable mail service prescriptions with Caremark will be transferred to Optum in January.
- Participants should watch the mail for notifications from OptumRx about prescription drug coverage and benefits as well as any action they may need to take.

#### *Program website and contact information:*

You can visit [www.HealthSelectRx.com](http://www.HealthSelectRx.com) for program information or any questions regarding the transition. The website has helpful resources such as the Locate a Pharmacy tool to find an in-network pharmacy, and frequently asked questions about the transition. OptumRx will work with ERS to add additional resources during the transition period. You can also contact customer care representatives toll-free at (866) 336-9371, TTY 711.

Contact Caremark for current coverage and claims information through December 31, 2016.

You can view claims online with Caremark through December 31, 2019

at [www.Caremark.com/ers](http://www.Caremark.com/ers). For questions about current prescription drug coverage and costs through the end of this year, you should continue to call Caremark toll-free at (888) 886-8490.

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### **Events:**

#### **The Festival of Praise Tour 2016**

For the third consecutive year, Gospel mega-star Fred Hammond returns to the road with the [Festival of Praise Tour](#) 2016, the star-studded national event he founded. This year's lineup features Hezekiah Walker, Israel Houghton, Regina Belle, Karen Clark Sheard, and Casey J. Join us for an unforgettable night at the Frank Erwin Center on Saturday, Nov. 19! **Department of**

**Public Safety employees SAVE \$5 on the \$40 tickets!\*** Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, Nov. 17 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$55 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

### **Andrea Bocelli in Concert**

This December, legendary tenor Andrea Bocelli will return to the U.S. for eight special concert dates in select cities, including a performance at the Frank Erwin Center on Dec. 8. The unique performances will feature a new popular repertoire from Bocelli's latest album, "Cinema" along with Bocelli's beloved repertoire of Arias, love songs and crossover hits. Andrea Bocelli will be joined onstage by conductor Eugene Kohn, guest artist Katharine McPhee and soprano Ana Maria Martinez at each stop on the tour.

**DPS Employees SAVE 10% on tickets!\*** Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Wednesday, Dec. 7 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*No double discounts. Not valid on previously purchased tickets. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

### **Harlem Globetrotters World Tour**

Get ready for some amazing basketball fun when the Harlem Globetrotters return to Austin on December 28 at 2 p.m. & 7 p.m.! A star-studded roster will have fans on the edge of their seats to witness the ball handling wizardry, basketball artistry and one-of-a-kind family entertainment that thrills fans of all ages.

#### Magic Pass Pre-Show Event

Before the game, take part in a once-in-a-lifetime experience with your family where you have an opportunity to spend time on the court with the Globetrotters - shooting, trying out ball tricks, and getting autographs, and photos! The unique 30-minute pre-show, "Magic Pass," will create memories of a lifetime. All customers must have a game ticket AND Magic Pass for entry. Soft/rubber soled shoes must be worn on the court.

**Department of Public Safety employees SAVE up to \$12 on tickets and \$5 on the Magic Pass!\*** Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, Dec. 22 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

\*Excludes \$62, \$82, and \$130 Courtside Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail:**

**Trooper Richard Benavidez (THP)**

Officer Benavidez was respectful, informative, supportive, and even somewhat humorous :-) I pray for him and all of your (#BlueLives) safety and support in everything you do to keep us safe.

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### **Crystal Charles (DL)**

I am deeply grateful for the swift and thorough email response to my query that I received from Crystal Charles, Customer Support Analyst IV, this past Friday--a response that I received a mere five or so hours after I sent my query.

My experience with DPS, whether by email or phone, has been (contrary to the popular stereotypes embedded in our culture) wholly positive, professional, and timely. I've had multiple conversations with DPS personnel (regarding compliance requirements) during the past few years, and each and every representative I've spoken with has been exceedingly courteous and helpful.

Thank you for your professionalism, courtesy, and timely responses to all of my queries.

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### **Erric Davis (LES)**

I called to have my account reestablished and Erric was very patient with my confusion and helped walk me through the process. During our conversation we discovered that the information you have on file is currently updated and he provided me with the information I needed in order to update our information. He is very knowledgeable and very helpful and I really appreciate the time he spend on the phone to assist me. Please give Erric a "high-5" for me and let him know that I really appreciate his assistance.

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### **Rosa Garza (LES)**

Myself and my team would like to take this opportunity to recognize and thank Crime Records for the support and timely processing of fingerprint re-runs and expedited request.

Rosa Garza especially has been a tremendous help and asset allowing the RSD team to process the numerous escalated and priority background task timely.

This is great example of DPS Divisions working together as a team.

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### **Trooper Terry Parker (THP)**

I was driving along 35 N (right outside of Georgetown) when I suddenly had a tire blowout and barely got over to the side of the highway safely. I sat in my car for maybe 5-10 min worried and I couldn't get a hold of anyone. About that time an officer pulled up behind me. I thought at first someone had called help for me, but as I spoke to the officer he said he had seen me from the other side and tried to get to me as soon as he could. I almost cried as this was an

important weekend for me and I was already running late. He showed up and changed my tire so quick - he even took the time to show me how to change a tire. He helped me find the nearest Discount Tire store and guided me off the busy highway. As I got to the tire place he showed up a little later just to make sure I was ok. He saved my day and I wanted to make sure he knew how much that meant to me. I'm very grateful for his assistance and following up to make sure I was ok. Thank you Terry Parker!

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### **Trooper Jeremy Pope (THP)**

I take this opportunity to compliment the department on the professionalism of Trooper Pope. We were leaving for a vacation in Branson on 10/21/16 but we had to deliver our dog to the granddaughter (aka dog sitter) in Wichita Falls. For the trip earlier on 10/20/16 we had rented from AVIS a Ford SUV. We made the drive to Wichita Falls with no problem. However, quite to our surprise, on the return trip Trooper Pope pulled us over just west of Decatur.

Trooper Pope most courteously advised us we had no tail lights. He went on to show us how to work the "new-fangled" controls of this very new SUV. The car allowed you to have headlights without tail lights????

He then issued me the warning ticket. Some would say that I should have been upset. At 77 years of age and probably over a million driven miles, I have NEVER had a ticket; warning or otherwise.

But I was not at all angry. I was relieved that Trooper Pope noticed the problem and perhaps saved us and others from a terrible accident.

Trooper Pope should be commended for his fine demeanor and thorough knowledge of car controls. We thank him for his assistance.

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### **Anai Romero (Admin)**

I recently used DPS' Mail Services. I was delighted with the customer service and professionalism of Anai Romero. I am so glad to see that your department has the customer's best interest at heart. Anai demonstrates it.

Thanks for a great team and Happy Thanksgiving.

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### **Trooper Richard Roper (THP)**

Trooper Roper stopped me on Saturday as I traveled thru Waco heading back to Groesbeck. I had been visiting a terminal patient at Scott and White in Temple.

I regret that I deserved the stop, but I want to express my gratitude for the professionalism, courtesy, and kindness of Trooper Roper. He truly personified the pride we Texans are blessed to proclaim in our Department of Public Safety, and the Officers who serve us daily.

May God bless him, and all of our State Troopers as they work to keep us safe!

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**DPS News**  
**11/18/16**

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**ERS needs updated contact information for important tax documents**

At this time of year, it is especially important that ERS has your current mailing address and other contact information. Over the next several months, ERS and its program administrators will send important documents to you and your dependents. These include new prescription drug ID cards, income tax statements and forms, and ballots for the ERS Board of Trustees election. To view and update information:

1. Visit [www.ers.state.tx.us](http://www.ers.state.tx.us).
2. Access your online ERS account by clicking the *Access My Account* button in the upper right corner.
3. Enter your username and password. If you don't have an account, you can register quickly and easily.
4. Confirm your mailing address under *Addresses and Eligibility Basis* or make any necessary changes.



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Contact Caremark for current coverage and claims information through December 31, 2016.

You can view claims online with Caremark through December 31, 2019

at [www.Caremark.com/ers](http://www.Caremark.com/ers). For questions about current prescription drug coverage and costs through the end of this year, you should continue to call Caremark toll-free at (888) 886-8490.

### **CAPPS Hot Topic – Holidays**

The holidays are fast approaching; here is some information on *state holidays* in CAPPS.

If an employee observes a state holiday, no entry is needed. The system knows which days are state holidays and will assume the holiday was observed. However, if an employee was scheduled and works the holiday they will enter the number of hours worked (up to 8.00) as REGHW (regular hours worked on holiday) and the system will credit holiday comp earned. Any hours worked over 8.00 would be entered as REGHR.

If the employee is not scheduled to work and works the holiday, they will enter the total number of hours worked as REGHR (regular hours worked) and the system will credit the holiday time worked as comp time earned.

If the employee's regular schedule is to work more than 8.00 a day (example: 4-10s), their schedule should be changed to five 8.00 days, otherwise they will need to use leave taken for the additional hours over 8.00 to account for the entire work day. Schedule changes would need to be completed by a supervisor, division time administrator, or division super user.

For additional questions relating to entering time on state holidays, you may contact your division super user or [CAPPsquestion@dps.texas.gov](mailto:CAPPsquestion@dps.texas.gov).

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### **Events:**

#### **The Festival of Praise Tour 2016**

For the third consecutive year, Gospel mega-star Fred Hammond returns to the road with the [Festival of Praise Tour](#) 2016, the star-studded national event he founded. This year's lineup features Hezekiah Walker, Israel Houghton, Regina Belle, Karen Clark Sheard, and Casey J. Join us for an unforgettable night at the Frank Erwin Center on Saturday, Nov. 19! **Department of Public Safety employees SAVE \$5 on the \$40 tickets!**\* Tickets are available by calling (512) 232-2498, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Thursday, Nov. 17 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Excludes \$55 seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

#### **Andrea Bocelli in Concert**

This December, legendary tenor Andrea Bocelli will return to the U.S. for eight special concert dates in select cities, including a performance at the Frank Erwin Center on Dec. 8. The unique performances will feature a new popular repertoire from Bocelli's latest album, "Cinema" along with Bocelli's beloved repertoire of Arias, love songs and crossover hits. Andrea Bocelli will be joined onstage by conductor Eugene Kohn, guest artist Katharine McPhee and soprano Ana Maria Martinez at each stop on the tour.

**DPS Employees SAVE 10% on tickets!**\* Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Wednesday, Dec. 7 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*No double discounts. Not valid on previously purchased tickets. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

#### **Harlem Globetrotters World Tour**

Get ready for some amazing basketball fun when the Harlem Globetrotters return to Austin on December 28 at 2 p.m. & 7 p.m.! A star-studded roster will have fans on the edge of their seats

to witness the ball handling wizardry, basketball artistry and one-of-a-kind family entertainment that thrills fans of all ages.

#### Magic Pass Pre-Show Event

Before the game, take part in a once-in-a-lifetime experience with your family where you have an opportunity to spend time on the court with the Globetrotters - shooting, trying out ball tricks, and getting autographs, and photos! The unique 30-minute pre-show, "Magic Pass," will create memories of a lifetime. All customers must have a game ticket AND Magic Pass for entry. Soft/rubber soled shoes must be worn on the court.

#### **Department of Public Safety employees SAVE up to \$12 on tickets and \$5 on the Magic Pass!\***

Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**.

Deadline to order is Thursday, Dec. 22 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

\*Excludes \$62, \$82, and \$130 Courtside Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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#### **Fan Mail:**

##### **Trooper Stephen Bridier (THP)**

Hi, I wanted to compliment the State Trooper who pulled me over and treated me with dignity, firmness, fairness, and I even enjoyed his pleasant personality. The incident happened Oct. 26, 2016 and it was Officer S. Bridier. I've made it part of my daily prayer to ask blessings for such a fine example of law enforcement. And prayers for the rest of the Troopers who protect others, people they don't even know.

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##### **Trooper Ricky Cotto (THP)**

I was stopped by this fine gentleman and wanted to let you know how wonderful it was to have him stop me. I got a ticket, yes, but I also was treated with the utmost respect. He was kind and professional the whole time. I have never received a ticket in my life, but I am glad that the one I did receive helped me down the road. I was driving comfortably and not paying attention to my speed. If I had been doing this and not realized my mistake when I had reached Elgin, I am sure I would have hydroplaned as the roads were still fairly wet from the rain. I have always been honest in my dealings with officers, and they have always in turn been kind to me. This instance was no different, and I happy to have had that experience. I hope he continues to do his job like he did, caring about the wellbeing of not only the others on the road, but for those who he stopped. I appreciate it greatly.

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##### **Trooper Brandon Creech (THP)**

I personally want to compliment Trooper Creech in Pecos County. That TxDPS employee is the epitome of an exemplary professional while carrying out his duties as a State trooper. He initiated a traffic stop on I-10 West in which I was speeding beyond the limit. His approach, demeanor, and professionalism were in all means what's expected of a public safety officer. My experience with him at that time was positive and in sharp contrast to what the majority of the population tend to paint these brave guys out there on our roads to keep us safe!

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#### **Trooper Miguel Garcia (THP)**

I received a warning ticket for speeding from Trooper Garcia on 11/3/16. He was very professional but kind and made me feel that he was concerned for my safety. I would like to commend this officer for his attitude and demeanor. He was a credit to your department and Texas.

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#### **Trooper Whitney Gardner (THP)**

I would like to commend DPS Officer Gardner for her professionalism on 5 November. She pulled me over and she was very courteous and professional.

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#### **Trooper Jerome Ingle (THP)**

Please accept this email to extend my thanks to Highway Trooper J. Ingle. On October 29, 2016, Trooper Ingle assisted me on I-40. He was professional, understanding and helpful. He treated me with the utmost respect. His kindness did not go unnoticed.

So thank you so much to Trooper Ingle.

I would appreciate you conveying my thanks to this law enforcement officer.

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#### **Melissa James (DL)**

Today I had an excellent conversation on your customer line. Melissa went above and beyond in clarifying and trying to resolve my issue, including calling other departments and creating a ticket. This process can be very stressful and confusing considering all the different acronyms and forms. I was happy to have someone that cared. Melissa deserves recognition for her professional demeanor and extreme helpfulness.

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#### **Trooper Richard Medina (THP)**

Trooper R. Medina stopped me recently for a traffic infraction and was courteous, thorough, and professional in performing his duties. Trooper Medina made sure that I was aware of my

infraction and courteously but firmly explained the speed limit for the highway on which I was traveling. I was impressed by his thoughtful and thorough approach to enforcing the traffic laws. My contact with Trooper Medina left me with a favorable opinion of DPS Officers, and I am appreciative of Trooper Medina's service to the citizens of our state. His professional attitude as well as his public relations skills are commendable.

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### **Trooper David Moore (THP)**

I would like to give a positive shout out to Trooper D. Moore. I have recently relocated to Cameron, TX, and was heading back to Nacogdoches, and was pulled over by Trooper Moore for going over the speed limit. He was friendly as he approached the car and reminded me to slow down on highway 7 toward Centerville. His friendly reminder about my speed made me slow down and have a great day. Even if he had issued a citation as opposed to a warning, he was friendly and polite.

Too often we do not know the effects of our good (and gracious) deeds. Because of Trooper Moore issuing me a warning with a reminder to slow down, he had a big effect on me to be more cognizant of my speed as I travel back and forth from Cameron to Nacogdoches.

I hope this email finds his way to him! Thanks for all you do to keep Texas safe!

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### **Trooper Terry Parker (THP)**

This afternoon, while travelling south in the fast lane on I-35, I had a blowout on my left rear tire. I managed to get into the slow lane and pulled off onto the shoulder. I called my road service and stayed inside of my vehicle. The service agent said he would find a service company and would call me back. Just as I completed the service request TX State HW Patrol Officer Parker pulled up along the passenger side of my vehicle and asked if I needed help. I responded in the affirmative, but that I had just placed a call to my road service. He responded with, "May I change the tire for you?" He said for me to call my service company back and cancel the request. I certainly did that and then popped the trunk, and Office Parker replaced my blown tire with the little "donut" spare tire, for which I was most grateful. He gave this octogenarian aid at a time and place when I really needed it, and kept me safe in the process. I do think that our Police deserve a lot more "thank you(s)" and I just wanted tell you about Officer T. Parker.

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### **Trooper Xavier Perez (THP)**

My wife and I were returning home (Richardson, TX) from Lubbock on Sunday, Oct 16. We had attended the Texas Tech football game the day before, which we lost (my wife and I are both TTU grads). While I was watching the traffic while we were discussing the game, I'm afraid I was not watching my speedometer as well as I should have. Trooper Perez stopped me in Shackelford County for speeding. However, I want to commend Trooper Perez on his polite & courteous demeanor. He was very thoughtful and considerate and issued a warning ticket,

indicating that my speed was not too far about the posted limit. I appreciated his giving me the warning ticket but more importantly I appreciate the professional manner in which he conducted himself. He is a credit to the Texas DPS and, as a Texas resident and taxpayer, I can assure you that I'm grateful to have Trooper Perez protecting us. Thanks to Trooper Perez and all of our DPS employees.

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**Ruth Ramos-Dumaine (THP)**

Thank you so very much for your emails. I cannot tell you how nice it is to work with someone who obviously cares about what they're doing, is friendly, and all around tries to make a difficult job a little easier. I really, from the bottom of my heart, appreciate it.

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**Trooper Adam Rose (THP)**

Trooper Rose conducted a traffic stop today. Yes, I violated the speed law, a little bit. Trooper Rose conducted himself in a very professional manner. He is truly a dedicated officer and represents the State of Texas in an extraordinary manner.

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**Trooper Felix Saucedo (THP)**

This email is to provide a positive compliment to Officer F. Saucedo, III. Officer Saucedo was very professional and courteous when he pulled me over. He explained a violation that I was not even aware of.

In this environment of negative publicity and sentiment over police officers, it is refreshing to see that your agency is hiring and training professionals that can have a positive impact on the public.

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**Trooper Bob Sims (THP)**

During my traffic stop, Trooper Sims was very respectful and educated me on the rules I had broken. I believe I will drive safer now. I commend Trooper Sims for doing a fine job as a DPS patrolman.

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**DPS News**  
**12/2/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Jose Astello](#), [Meagan Bazan](#), [Trooper Justin Burger](#), [Miami Cox](#), [Trooper Simon Delacruz](#), [Trooper Jeffrey Denman](#), [Trooper Bobby Garcia](#), [Sylvia Garcia](#), [Trooper Jesus Garza](#), [Trooper Jason Goldberg](#), [Regina Gonzalez](#), [Kathy Grill](#), [Trooper Vernon Guthrie](#), [Andrea Henderson](#), [Trooper Luis Herrera](#), [Trooper Michael Herring](#), [Houston-North Mega Center](#), [Latisha Humphres-Robles](#), [Trooper Bradley Lawrence](#), [Trooper Matthew Leighton](#), [Jennifer Little](#), [Keyona Lumzy](#), [Trooper Simon Maldonado](#), [Trooper Dustin Nichols](#), [Trooper John Riojas, Jr.](#), [Sonia Rivera](#), [Trooper Kellan Roberts](#), [Trooper Bill Robles](#), [Catherine Romero](#), [Trooper Richard Roper](#), [Ronae Shepherd](#), [April Stansel](#), [Trooper David L. Stevens](#), [Trooper TaSheril West](#), and [Trooper James Whatley](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Children's Health Insurance Program News**

The Children's Health Insurance Program Reauthorization Act (CHIPRA) of 2009 requires all employers participating in group health plans provide an annual notice to all employees who reside in states in which premium reimbursement assistance is available, regardless of whether the employee is enrolled in the group health plan or not.

If you or your children are eligible for Medicaid or CHIP and you're eligible for health coverage from the state you may have a premium assistance program that can help pay for coverage, using funds from their Medicaid or CHIP programs. If you or your children aren't eligible for

Medicaid or CHIP, you won't be eligible for these premium assistance programs but you may be able to buy individual insurance coverage through the Health Insurance Marketplace. For more information, visit [www.healthcare.gov](http://www.healthcare.gov).

If you or your dependents are already enrolled in Medicaid or CHIP, contact your Texas Medicaid or CHIP office to find out if premium assistance is available.

If you or your dependents are NOT currently enrolled in Medicaid or CHIP, and you think you or any of your dependents might be eligible for either of these programs, contact Texas Medicaid or CHIP office or dial **1-877-KIDS NOW** or [www.insurekidsnow.gov](http://www.insurekidsnow.gov) to find out how to apply. If you qualify, ask your state if it has a program that might help you pay the premiums for an employer-sponsored plan.

If you or your dependents are eligible for premium assistance under Medicaid or CHIP, as well as eligible under your employer plan, your employer must allow you to enroll in your employer plan if you aren't already enrolled. This is called a "special enrollment" opportunity, and **you must request coverage within 60 days of being determined eligible for premium assistance**. If you have questions about enrolling in your employer plan, contact the Department of Labor at [www.askebsa.dol.gov](http://www.askebsa.dol.gov) or call **1-866-444-EBSA (3272)**.

You can find more information related to CHIPRA on the Medicaid website or the U.S. Department of Labor website. If you feel that you qualify and elect to participate in the program, please visit the Texas Medicaid Website at <http://gethipptexas.com/> or you may dial 1-800-440-0493 for more information.

### **ERS needs updated contact information for important tax documents**

At this time of year, it is especially important that ERS has your current mailing address and other contact information. Over the next several months, ERS and its program administrators will send important documents to you and your dependents. These include new prescription drug ID cards, income tax statements and forms, and ballots for the ERS Board of Trustees election. To view and update information:

1. Visit [www.ers.state.tx.us](http://www.ers.state.tx.us).
2. Access your online ERS account by clicking the *Access My Account* button in the upper right corner.
3. Enter your username and password. If you don't have an account, you can register quickly and easily.
4. Confirm your mailing address under *Addresses and Eligibility Basis* or make any necessary changes.

### **CAPPS Hot Topic – Holidays**

The holidays are fast approaching; here is some information on *state holidays* in CAPPS. If an employee observes a state holiday, no entry is needed. The system knows which days are state holidays and will assume the holiday was observed. However, if an employee was scheduled and works the holiday they will enter the number of hours worked (up to 8.00) as



REGHW (regular hours worked on holiday) and the system will credit holiday comp earned. Any hours worked over 8.00 would be entered as REGHR.

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For additional questions relating to entering time on state holidays, you may contact your division super user or [CAPPsquestion@dps.texas.gov](mailto:CAPPsquestion@dps.texas.gov).

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### **Events:**

#### **Monday Night RAW**

The WWE flagship broadcast returns to Austin on Dec. 5 at 6:30 p.m. This is guaranteed to be an action-packed night! Don't miss your chance to see your favorite WWE Superstars live at the Frank Erwin Center.

Witness this Double Main Event! United States Champion Roman Reigns vs WWE Universal Champion Kevin Owens! Seth Rollins vs Chris Jericho! Plus many more of your favorite WWE Superstars! Card is subject to change.

**DPS employees SAVE up to \$5 on the \$25, \$40 and \$55 ticket prices!\*** To order tickets, call (512) 471-26433, or purchase [ONLINE](#) with code **DPS**. Deadline to order is Friday, Dec. 2 at 3 p.m.

\*Excludes \$15, \$70 and \$100 tickets prices. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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**DPS Employees SAVE 10% on tickets!\*** Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**. Deadline to order is Wednesday, Dec. 7 at 3 p.m.

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Before the game, take part in a once-in-a-lifetime experience with your family where you have an opportunity to spend time on the court with the Globetrotters - shooting, trying out ball tricks, and getting autographs, and photos! The unique 30-minute pre-show, "Magic Pass," will create memories of a lifetime. All customers must have a game ticket AND Magic Pass for entry. Soft/rubber soled shoes must be worn on the court.

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#### **Fan Mail:**

##### **Trooper Jose Astello (THP)**

Hello I just would like to say that State Trooper Astello was very polite and professional when I got pulled over, and I appreciate his service.

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##### **Meagan Bazan (DL)**

I recently moved to Texas from Illinois and had to visit the facility in McAllen, TX in order to switch my driver license to a Texas license. I worked for the Secretary of State in Illinois (there the SOS handles both titles and driver license/state IDs), so I am very familiar with how things are done. I came prepared (or so I thought). Meagan was reviewing my documentation and told me I needed my declarations page for my insurance, which I did not have. Instead of kicking me out and telling me to come back when I have everything (like I expected to happen), she was very sweet and explained what I needed to do and allowed me to make the phone call to my insurance company right then and there, and even offered her email address so they could get it right to her. I was so thankful because Tuesdays are the only day I could make it into the facility due to my work schedule and I did not want to wait another week in order to get this done. She was extremely helpful in explaining, and kind in general making small talk with me

while I was on hold. I cannot express enough how thankful I am for her in making my dreaded trip to the DPS much less painful than I expected. Please commend her kindness.

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#### **Trooper Justin Burger (THP)**

I just wanted to say that the officer that stopped me on November 1, 2016 at 606 pm in Archer County is an exceptional man and is an asset to your Department. I had set my cruise control after leaving what has been a work zone between Holiday and Dundee. This area has had many changes in speed limits over the last few years and after traveling this route every Tuesday it is easy to not recognize these changes. I was traveling at what I thought was the proper speed after taking my son to therapy session in Wichita Falls. We make this trip every week. I had no excuse for traveling at 75mph other than that had previously been the set rate. My mind was on my son and I was thinking more about him than worrying I was not obeying the speed limit. I did not inform him of this but just stated I was not aware of my infraction. He must have sensed I had a lot on my mind as he was very polite and professional. Even if he had given me a ticket his demeanor was proper and I would feel the same. He is an asset to the DPS and I am happy to take the time to report this to you. I wish all officers had his sense of courteousness and professionalism.

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#### **Miami Cox and Cheryl Mills (DL)**

I am writing in praise of the two ladies who assisted my son and I getting his driver's license. Miami Cox - processed our application and supporting documents. Even though I was unorganized and messed up in some places, she was patient and supportive and super helpful. Cheryl Mills - administered the driving test. She was very friendly and made my nervous son feel at ease.

These two ladies are providing excellent customer care under what I'm sure are difficult circumstances and I appreciate both of their service.

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#### **Trooper Simon Delacruz (THP)**

Good Afternoon, My citation was issued on November 14, 2016 in Little Elm, Texas. I wanted to reach out to Mr. Delacruz superiors. There are not too many times that I can remember being stopped by an officer like Mr. Delacruz and I mean that in a good way. His demeanor was not overly aggressive, but quite peaceful! Most importantly he was never rude, cocky or arrogant like most officers I have run into during my pullovers. In fact, I would have to rank him number one, if there is such a ranking for traffic stops in my experience. I know with the recent issues with the public and officers haven't been too positive over the past few years (well decades for that matter) I'm happy to see we have officers, troopers like Mr. Delacruz representing law enforcement and our community! Again, whoever is his superior, I want to commend him on his temperament, poise, character, peacefulness and humbleness. We need more public

servants like Mr. Delacruz, he represents the motto of to protect and serve our communities to the fullest!!!! Be safe out there and God Bless!

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#### **Trooper Jeffrey Denman (THP)**

I just wanted to commend officer J. Denman in Bandera County on being very professional in his job of pulling me over for speeding. He was very courteous, friendly and conducted himself very well. It was a pleasure meeting him, and I hope that all officers can and will conduct themselves in a nice, friendly manner the way officer Denman treated me. I left feeling that he was genuinely a good guy and that I should write a letter to y'all commending him on an excellent job. I hope that y'all acknowledge him for his upstanding demeanor in his treatment towards me. Thank you

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#### **Trooper Bobby Garcia (THP)**

Just wanted to recognize Officer Garcia for his courtesy and professionalism. My encounter was a traffic stop for speeding on 11-08-2016 that he issued a warning for because of extenuating circumstances. Thanks to Officer Garcia and all DPS for what you do. God Bless Texas and the great men and women of this department!

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#### **Sylvia Garcia (DL)**

Sylvia was exceptionally courteous and friendly. We didn't have to wait but a minute. My thanks go out to her.

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#### **Trooper Jason Goldberg (THP)**

Trooper Goldberg was very professional, courteous and kind, which I very much appreciate! Knowing about this site now, please let me take this opportunity to express deep gratitude to every Highway Patrol Officer in our State of Texas. Since shortly after 9-11 I have looked for every opportunity to thank our law enforcement men and women for all they do for us, and for all the risks they take for us, even by just putting on the uniform. That gratitude extends to their families. I am also very grateful to all the support workers. May the Lord bless you abundantly!

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#### **Regina Gonzalez and Andrea Henderson (RSD)**

After months of not being able to contact anyone with the board, Andrea answered me and happily assisted with multiple issues I had. When my questions were out of her capabilities, she

transferred me to Regina who was able to provide the information I needed to successfully complete the task.

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### **Kathy Grill (DL)**

To the lady at Texas DPS I want to give you kudos, a shout-out, a hug and accolades. My 86, soon to be 87, year old dad went in to renew his driver's license yesterday. I know at first glance you realized he wouldn't pass, but I thank you for giving him his chance. You see, my dad is a very strong man who still mows over an acre lawn, weed eats, digs holes, plants a small garden, cleans out storage buildings, climbs ladders (unbeknownst to us) rakes MY leaves, is driven to elderly friends' homes to cut their hair. Well, as you can imagine, the list goes on and on. What you did yesterday helped him realize, even though we expressed the same things, that no matter if he had his driver's license or not, he was still blessed, useful and loved. You told him, "Your eyes are tired. They have every reason to be. I am sure you did your fair share of helping others. It's now time they do for you." Of course, you explained the hazard of him behind the wheel and the consequences of an accident, but it was your sweet demeanor of his tired eyes that resonated in his soul. He told me through his cracked voice, "Yep, my old eyes are tired."

Yes, he has lost his independence....I think I understand, but he certainly hasn't lost his spirit. Thank you so much for taking your time and understanding. You have helped me realize EVEN MORE to extend a ride to the elderly. Their spirit is still active and I am certain I can learn a great deal.

God bless you sweet lady...I truly mean... God bless you.

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### **Trooper Vernon Guthrie (THP)**

We were stopped on IH 20 in Callahan Co by Trooper Guthrie 13363 for speeding. Although we just received a warning from Trooper Guthrie, he was very polite and professional. He exhibited empathy towards the reasons for our speedy travel as we were en route to a funeral service in Abilene. He is a good asset to have working your highways and gives a good image to the department. Thank you for your service Trooper Guthrie.

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### **Trooper Luis Herrera and Trooper Vicente Mendoza (THP)**

On the evening of October 13, 2016 my wife and I were traveling east on US 90, just east of Marfa, on the way to see the Marfa Lights, when we were stopped by Officer L. Herrera and his partner. Upon stopping us we were made aware that our rear lights were not operating. We had rented this vehicle in Houston the previous week and not being familiar with the product, as well as lacking a vehicle manual, we were not aware of how to properly operate the rear lights. In fact we had driven all the way to El Paso in this condition.

Thankfully the officers were familiar with our products and were able to show us the proper method of turning on our rear lights.

Their diligence in stopping us from operating this vehicle in our previous unsafe manner possibly prevented us from causing an accident. For this we are extremely thankful. We would like to thank these two officers for their assistance and professionalism.

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### **Trooper Michael Herring (THP)**

On November 15, 2016 at approximately 6:00 pm, I was stopped on the side of the road just past Sterling City heading to Midland. I had been in a class in San Angelo for most of the day and was heading back to Midland when I noticed there was a bee in my car. Bees for me are extremely dangerous, if bitten by a bee I go into anaphylactic shock. I had been parked on the side of the road approximately 20 minutes trying to get this bee out of my car. I looked up and observed two trooper vehicles pass me. Feeling discouraged I continue to try to get this bee out of the car. Finally, I looked up and a trooper stopped. I was so happy to see him. He had been in my class that day and I know he was heading back to Ector County after a long day and did not have to stop. This trooper was awesome! He was so patient! This bee really loved my car. He tried everything and after about 15-20 minutes I was back on the road with no bees! Literally he is lifesaver!! See what Trooper Herreth did not know is I am a Special Investigator for the State and I am also law enforcement and fight bad guys too... just not bees. I wanted to make sure someone knows about this! He didn't have to help me. He stopped when two others past me. He was going home, probably just as tired as I am. It is at least a 2 hour drive to San Angelo from Ector County. In closing, I really appreciate it. Whatever it is, I will be happy to help.

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### **Houston-North Mega Center**

Great experience DPS Houston--North Mega Center--made appointment on line--from time of arrival to departure 20 minutes. We talk about money problems in state government. Well the money spent on this center worked---call your appointment by last 4 digits of cell phone--Staff members exceptionally efficient and friendly--It is particularly important that we focus on the positive today to combat all of the negative.

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### **Latisha Humphres-Robles (DL)**

Ms. Robles and her supervisor were both extremely helpful and diligent in their duties to help me and my son understand the Texas Drivers Licensing requirements. Great State representatives!

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### **Trooper Bradley Lawrence (THP)**

I commend Trooper Lawrence for his professional conduct, he was very polite, professional, allowed me to talk, while he maintained control at all times. He never shined his light directly in my face either, nor talked down to me. He had a command presence. He enforced the law while showing mercy at the same time. In conclusion, prior to my departure, he allowed me to exit back onto the roadway and begin driving before he shut off his lights.

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### **Trooper Matthew Leighton (THP)**

This trooper used common sense and compassion to evaluate the situation and come to an accurate conclusion. Great job! I was given a warning. I've not received very many in my past. Not to say I deserved any but it's great to see a "protect and serve" officer performing such as that! Thanks Trooper Leighton

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### **Jennifer Little (DL)**

Jay was very amazing. She gave me the absolute best experience DPS had ever measured up to in my entire life experience at DPS. From the time I came into the parking lot she gave the best courteous service. I had to leave before my number was called because I had to take my daughter to work and when I came back she remembered me. Made me feel like I was more than a number thank you so much Ms. Jay for being the face of DPS.

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### **Keyona Lumzy (DL)**

On Tuesday, November 29 I visited the offices of the Texas Department of Public Safety in the Rosenberg location on Highway 59 South. I was at the Office to renew my Texas driver license. I was quickly and very politely serviced by Ms. Keyona Lumzy. She was efficient in her job performance and made the renewal process very easy. Ms. Lumzy is an excellent employee serving the public.

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### **Trooper Simon Maldonado and Trooper Jesus Garza (THP)**

I would like to say that Trooper Maldonado was a fine example of our Troopers. His officer presence was quite apparent but not over stated. He showed confidence in his mannerisms and was extremely professional in all aspects of his necessary actions. I feel confident he will be an asset to the Texas Department of Public Safety once he completes his probationary status. I would also wish to say that his Training Officer was watchful yet non interfering. I believe he has successfully trained many troopers through their probationary time. Both troopers are a credit to our Department of Public Safety and I wish them both long and successful careers.

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**Trooper Dustin Nichols (THP)**

I was stopped by Trooper Nichols about two weeks ago. I must say that I think 75 in a 70 zone is a bit aggressive, but I am not here to complain about that. I do want to say that Trooper Nichols was very professional, both in his appearance and his manner. I was more careful about my speed after that encounter, no more citations while in Texas.

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**Trooper John Riojas, Jr. (THP)**

Yesterday (11/17) I encountered a State Trooper who deserves some recognition for his performance (and I'm so glad you have this feedback form available on your website.) Around 5:30 p.m., I was part of the slow crawl that is downtown Austin traffic. On Guadalupe between 6th and 7th, there was a trooper directing traffic so cars could exit a parking garage and cross lanes to allow them to turn right onto 6th St. The way he was communicating to drivers was so crisp and clear, and incredibly efficient. Sometimes the directions from those directing traffic can be somewhat unclear (especially when the drivers are not paying attention). He was keeping all of us and himself safe, and making a frustrating situation a little easier for everyone. I don't quite know why something that could easily be overlooked made such a big impression on me, but I think it's simply that I really appreciated seeing someone take obvious care and pride in his work, especially in a role serving our community. I shouted out the window to him, but hopefully this is a little better way to express my appreciation. Thanks for the work all of you do every day, and know that it's appreciated even when you don't get the direct feedback.

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**Sonia Rivera (RSD)**

Sonya on the helpline is always most helpful and pleasant to speak with. Please tell her thank you.

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**Trooper Kellan Roberts (THP)**

I had the pleasure of interacting with Office Roberts November 4, 2016 on US 287 at MP 152. This email is to commend this office on the way he handled this incident, he was very professional and courteous, treated me with respect and made my day a lot happier. I have previously lived in your great state and have found another shining example of why Texas is a great state.

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**Trooper Bill Robles (THP)**

I was pulled over at 82nd St. and 179 last night in Wolfforth. Officer Robles informed me that the cab brake light was out on my truck. He gave a written warning and told me to have a good



night. He was polite, respectful, and completely professional. I wanted to say something good about my experience with law enforcement since there seems to be nothing but negative things being said today. I appreciate the DPS and the work that you do. God bless and protect you. Thank you.

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**Catherine Romero (DL)**

great service .....young lady was polite , efficient , had some humor and got me fixed with a updated driver license in no time..... bldg. was very emptyish .... surprised me .... very good experience all the way ! THANKS TO THE TEXAS DEPT PUBLIC SAFETY TEAM .... JOB WELL DONE

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**Trooper Richard Roper (THP)**

I want to commend Officer R. Roper for his actions this morning. I was justifiably pulled over on my way to work, yet he was very respectful, courteous and professional. Please inform his supervisors that Officer Roper represented your organization and other law enforcement officers very well this morning.

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**Ronae Shepherd (DL)**

Ronae, thanks for your excellent, personable service in helping me complete my application for a renewed driver's license. You cut through the issue that had arisen beautifully. 5 star customer service!

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**April Stansel (DL)**

I called needing help about my CDL medical certification. April was patient with me and handled this like a champ. Great job April. Thank you.

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**Trooper David L. Stevens (THP)**

Young man, very professional, treated me with respect, advised me what I had done, and gave me a warning. Very happy with his professionalism and courtesy. And of course happy I was warned and not fined. Thank you Texas.

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**Trooper TaSheril West (THP)**

Allow me to congratulate you for being so blessed to have DPS Trooper TaSheril West under your command. I am a former NYPD patrolman and live in Richmond, which is under your jurisdiction. I met Trooper West on a Sunday on my way to church when she pulled me over on a routine traffic stop. This Trooper is an asset to law enforcement in so many ways that I would run out of paper, toner, and time to describe her professionalism, and manners. I always feel safe and confident on the highways of the great State of Texas when I see a Texas Department of Public Safety trooper riding alongside me. DPS is the crown jewel of all law enforcement agencies in Texas, and perhaps the United States, and my interaction with Trooper West confirmed it one more time.

In no uncertain terms I can tell you that Trooper West has to be one of the best you have under your command. She is all business when she puts on that uniform and goes out there representing the Department of Public Safety. The region is safer for having her, and Texas is a better place to be in when she, and the so many other ultimate professionals of the Texas Department of Public Safety, hit the streets every single day to protect us, and make Texas what it is-the best place on the planet. Please pass my comments along to Trooper West and let her know that she does make a difference.

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#### **Trooper James Whatley (THP)**

I received a level 2 DOT inspection by Officer Whatley on 11/15/2016. My entire meeting with Officer Whatley was a most enjoyable one. I feel he went far above the standard for being courteous and professional. In the current state of prejudice against law enforcement, Officer Whatley's actions are commendable. Should I ever have the pleasure of meeting Officer Whatley again, I'd love to buy him a cup of coffee. Go BLUE!!!!

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**DPS News**  
**12/9/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

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- [News](#)
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**Featured employees include:** [Joseph Cavanaugh](#), [Airam Cleveland](#), [Timothy Craig](#), [Maria Garcia-Salvo](#), [Kenneth Maze](#), [Alberta Peoples](#), [Alfred Ramos](#), [Patricia Rodriguez](#), and [Francine Whigham](#).

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Texas Rangers SWAT/EOD Staff Sergeant Completes Hazardous Devices School**

Staff Sergeant Andrew Martinez has successfully completed the FBI's Hazardous Devices School at Redstone Arsenal in Huntsville, AL. The Hazardous Devices School is the only bomb training facility in the country that permits civilian law enforcement officers to train for safe and effective bomb disposal.

Staff Sergeant Martinez spent six weeks at the school mastering a myriad of subjects including:

- Identification of and response strategies for suicide bombers including dialogue, lethal force, and bomb removal
- Use of canine bomb detection units
- Identification of explosive devices and neutralization strategies

- Use of x-ray systems, robots, and bomb defusing equipment
- Coordination of police, fire, and bomb team personnel during a crisis

Staff Sergeant Martinez is one of three current DPS Bomb Technicians in a program that was most recently accredited by the FBI in 2014.

### **DPS Cyber Security Works with Local High School**

Earlier this fall, several DPS Cyber Security analysts teamed up with the Liberal Arts and Science Academy (LASA) in the Austin school district to work with students as part of the Cyber Patriot program. Cyber Patriot teams across the country train to compete in the National Youth Cyber Defense Competition. Teams can progress to the state level and even the national finals where they can earn national recognition and scholarship money.

The LASA Cyber Patriot team recently competed in the first qualifying round of the competition. One team placed 175<sup>th</sup> and the other team placed 446<sup>th</sup> out of 2,000 teams nationwide. That means one of the teams placed in the top 10% in the country! The second qualifying round will be held in mid-December and offer a chance for the teams to move on to the state round in January. DPS Cyber Security is proud to be a part of introducing these students to an exciting and vital career!

See this month's Cyber Security Newsletter for more information.

### **AON Hewitt Dependent Eligibility Audit and ERS Family Status Change (FSC) Audit**

For any employee who adds a dependent(s) to insurance upon hire/rehire or as a Family Status Change (FSC), please be cognizant of audits to your account. You may receive communications from ERS and/or AON Hewitt. AON Hewitt is a third party contractor that is working with ERS to verify dependent eligibility. They are reaching out to employees via the mailing and email addresses that are in your ERS Online account. If sufficient documentation isn't sent to AON Hewitt by the due date given on the paperwork, the employee's dependents will be dropped from coverage. ERS will also be conducting an audit on any employee's account who added a dependent(s) to insurance as the result of a Family Status Change.

Remember, these are ongoing audits and members are required to respond. It's imperative that you read and respond to these audits as there will be repercussions, such as dependents and even members being dropped from coverage. If you do experience a dependent being dropped from coverage, you would be able to add them back if you experience a QLE or by reenrolling them during the next Annual/Open Enrollment period, but be aware that you will be subject to a new audit.

The DPS Benefits Coordinators are not involved with these audits; all questions regarding the audit should be directed to AON Hewitt at 1-800-987-6605 or ERS at 1-877-275-4377.

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## **Events:**

### **Harlem Globetrotters World Tour**

Get ready for some amazing basketball fun when the Harlem Globetrotters return to Austin on December 28 at 2 p.m. & 7 p.m.! A star-studded roster will have fans on the edge of their seats to witness the ball handling wizardry, basketball artistry and one-of-a-kind family entertainment that thrills fans of all ages.

### **Magic Pass Pre-Show Event**

Before the game, take part in a once-in-a-lifetime experience with your family where you have an opportunity to spend time on the court with the Globetrotters - shooting, trying out ball tricks, and getting autographs, and photos! The unique 30-minute pre-show, "Magic Pass," will create memories of a lifetime. All customers must have a game ticket AND Magic Pass for entry. Soft/rubber soled shoes must be worn on the court.

### **Department of Public Safety employees SAVE up to \$12 on tickets and \$5 on the Magic Pass!\***

Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**.

Deadline to order is Thursday, Dec. 22 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

\*Excludes \$62, \$82, and \$130 Courtside Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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## **Retirements:**

<b>Joan Ann Licka</b>	Law Enforcement Support	34 years
<b>Debra Jean Licka-Gilmore</b>	Homeland Security & Services	34 years
<b>Jose Mario Morales</b>	Criminal Investigations	28 years
<b>John Dallas Waits</b>	Criminal Investigations	28 years
<b>Robert Gene Neuendorff</b>	Criminal Investigations	26 years
<b>Cynthia Dianne Daniel</b>	Driver License	20 years
<b>Charles Keith Waggoner</b>	Texas Highway Patrol	20 years
<b>Frederica Banker</b>	Regulatory Services	13 years
<b>Pamela Robinson</b>	Emergency Management	10 years
<b>Robert Newsom</b>	Emergency Management	7 years

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## **Deaths:**

<b>Kenneth "Paul" Creech</b>	Retired
<b>Jack Henderson</b>	Retired

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## **Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
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<b>Rudolfo “Rudy” Escobar</b>	Lieutenant, Aircraft Operations (Austin)	Captain, Aircraft Operations (San Antonio)
<b>Charles “Matt” Hicks</b>	Lieutenant Polygraph, Criminal Investigations (Austin)	Captain Polygraph, Criminal Investigations (Austin)
<b>Steven D. Schwartz</b>	Lieutenant, Criminal Investigations (Waco)	Captain, Criminal Investigations (Waco)
<b>Edubijes “Vicky” T. Aguirre</b>	Lieutenant-Recruiting, Education, Training, and Research (Austin)	Captain-Recruiting, Education, Training, and Research (Austin)
<b>Lynn E. Floyd</b>	Sergeant, Texas Highway Patrol (Alice)	Lieutenant, Education, Training, and Research (Austin)
<b>Veronica M. Garcia</b>	Staff Lieutenant-Recruiting, Education, Training, and Research (Austin)	Lieutenant-Leadership Development Unit, Education, Training, and Research (Austin)
<b>Mario Lupercio</b>	Crime Analyst, Intelligence and Counter Terrorism (Region 3)	Senior Regional Intelligence Lead, Intelligence and Counter Terrorism (Region 3)
<b>Reynaldo “Ray” M. Garza</b>	Border Liaison Officer, Texas Rangers (Edinburg)	Manager, Border Security Operations Center, Intelligence and Counter Terrorism (Austin)
<b>Pablo Luna III</b>	Regional Manager, Regulatory Services (Region 3)	Program Manager, Regulatory Services (Austin)
<b>Sara Sandoval</b>	Supervisor, Customer Support, Driver License (Austin)	Assistant Manager, Regulatory Services (Austin)
<b>Angela Schmidt</b>	Supervisor, Customer Support, Driver License (Austin)	Supervisor, Regulatory Services (Austin)
<b>Rhonda Lawson</b>	Captain, Emergency Management (Austin)	Major, Emergency Management (Austin)
<b>Billy A. Shelton</b>	Sergeant, Texas Highway Patrol (Austin)	Lieutenant, Emergency Management (Austin)
<b>Natalie Robertson-Williams</b>	Project Coordinator, Law Enforcement Support (Austin)	Life Safety Administrator, Emergency Management (Austin)
<b>Oscar Hernandez</b>	Sergeant, Texas Highway Patrol (El Paso)	Lieutenant, Texas Highway Patrol (El Paso)
<b>Alfred Eason</b>	Sergeant, Texas Highway Patrol (Baytown)	Lieutenant, Texas Highway Patrol (Houston)
<b>Shannon E. Thomas</b>	Senior Corporal, Texas Highway Patrol (McKinney)	Sergeant, Texas Highway Patrol (Greenville)
<b>Brian J. Ihnen</b>	Trooper III, Texas Highway Patrol (Humble)	Sergeant, Texas Highway Patrol (Houston Region)
<b>Chad E. Sparkman</b>	Corporal V, Texas Highway Patrol (Palestine)	Sergeant, Texas Highway Patrol (Rio Grande City)
<b>Juan L. Mont, Jr.</b>	Trooper II, Texas Highway Patrol (Rio Grande City)	Sergeant, Texas Highway Patrol (Rio Grande City)
<b>Luis A. Gonzalez</b>	Trooper II, Texas Highway Patrol	Sergeant, Texas Highway Patrol

<b>Justin W. Schumann</b>	(Rio Grande City) Corporal II, Texas Highway Patrol (Terrell)	(Rio Grande City) Sergeant, Texas Highway Patrol (Greenville)
<b>Alton B. Tomlin IV</b>	Trooper II, Texas Highway Patrol (Rosenberg)	Sergeant, Texas Highway Patrol (Houston North)
<b>Wade L. Schooley</b>	Trooper III, Texas Highway Patrol (San Marcos)	Sergeant, Texas Highway Patrol (San Antonio)
<b>Joel Johnson</b>	Trooper III, Texas Highway Patrol (Gonzales)	Sergeant, Texas Highway Patrol (Weslaco)
<b>Veronica G. Gideon</b>	Sergeant, Education, Training, and Research (Florence)	Texas Ranger, Texas Rangers (San Antonio Region)
<b>Eric Lopez</b>	Special Agent, Criminal Investigations (Houston)	Texas Ranger, Texas Rangers (Weslaco Region)

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#### **Fan Mail:**

##### **Joseph Cavanaugh (DL)**

Mr. Joseph Cavanaugh has been an asset to our CDL school. He has answered all of the questions with all of the changes that DPS has made with CDL regulations. If he does not know an answer he goes out of his way to get answer back in the same day. His professionalism is outstanding. His willingness to hear a complaint and take down the whole story shows that he is a great supervisor and leader.

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##### **Airam Cleveland (DL)**

We went to the San Antonio Pat Booker location for my daughter to take her driving test to get her license and Airam greeted us at the front desk with so much caring and friendliness that it helped reduce some of the stress my daughter was feeling. You are very lucky to have an employee like her, someone who makes other people feel good, and provides a positive experience at your facility. I want to thank her for making a 16 year old feel like she could be successful.

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##### **Timothy Craig (DL)**

Mr. Craig provided excellent service and I never felt rushed. Very personable. Thanks for hiring such a good customer service employee.

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##### **Maria Garcia-Salvo (DL)**

I would like to take the time to commend Maria Garcia-Salvo at the Leon Valley DPS Mega Center. During an extremely busy day, although probably the norm for this location, Maria was extremely friendly, helpful and efficient during my transaction today. She was able to quickly complete my request while smiling and offering suggestions to help with future transactions. Please take the time to recognize Maria for making it a pleasant experience.

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#### **Kenneth Maze and Alfred Ramos (Admin)**

Kenneth Maze and Alfred Ramos have gone above and beyond their duty to assist with our Microsoft Enterprise Agreement. I gave my team a stretch goal of saving more than \$40K a year by leveraging cooperative contracts in this process.

Kenneth and Alfred demonstrated their professionalism and partnership as they drove the appropriate conversations and vendor interactions that will allow us to realize our goals, on a very tight deadline.

Thanks to both of them for their dedication to DPS and my projects!

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#### **Alberta Peoples (DL)**

I had a wonderful experience renewing my DL this morning. Alberta Peoples is quite "the people person!" She was very helpful and courteous.

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#### **Patricia Rodriguez (DL)**

On Thursday November 3, 2016, I visited the Department of Public Safety Office in Denton, Texas to have a name change on my driver license. After a bit of a wait, I was called to station #4 where Patricia Rodriguez was the clerk. She demonstrated an impressive combination of efficiency and friendliness.

Thank you for the positive experience.

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#### **Francine Whigham (DL)**

We went to the San Antonio Pat Booker location for my daughter to take her driving test to get her license on Dec 1 and Fran assisted us with all the paperwork. Fran went above and beyond to make sure everything was right and that we were all set for the driving test. Fran helped my daughter feel special and gave her confidence that she could pass the test. Fran made our experience very good and I want to thank her for the caring she showed to a very nervous 16 year old girl (and her mother). You are lucky to have Fran as an employee. Thank you!

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**DPS News**  
**12/16/16**

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**Featured employees include:** [Trooper Michael Abay](#), [Trooper Mario Ayala](#), [Trooper Olajide Ayeni](#), [Texas Ranger Jason Bobo](#), [Trooper Rick Buckaloo](#), [Trooper William Burleson](#), [Trooper Joe Cannon](#), [Joyce Cash](#), [Trooper Toby Clifton](#), [Trooper Matthew Cornett](#), [Trooper Josue DeLaCerde](#), [Trooper Cole Duvall](#), [Trooper Angela Fountain](#), [Trooper Adam Garza](#), [Trooper Erik Gaston](#), [Trooper William Hart](#), [Trooper Kevin Henneke](#), [Trooper Clinton Hounshell](#), [Trooper Stacy Johnson](#), [Gloria Marshall](#), [Trooper Daniel McBride](#), [Trooper Ryan McCasland](#), [Trooper Rogelio Medrano](#), [Trooper Nick Moore](#), [Trooper Dustin Oliver](#), [Trooper Landon Rabun](#), [Trooper Quinten Rose](#), [Trooper Garrett Sellars](#), [Trooper Tyler Smith](#), [Trooper William \(Casey\) Smith](#), [Trooper-Trainees](#), [Trooper Ricky Walters](#), [Tammy Ware](#), and [Trooper Jose Zaragosa](#).

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Hometown Heroes: Greg Hamilton, volunteer chaplain with the Texas DPS  
(originally published in The Flash Today)**

EDITOR'S NOTE: Residents of Erath County are very fortunate to have many men and women who make living here safe, many of whom are volunteers. They are Hometown Heroes! These people keep us safe and we owe them our thanks and our respect. THANK YOU!

ERATH COUNTY (December 9, 2016) – This week The Flash Today would like to recognize Greg Hamilton as a Hometown Hero. He was born in Lubbock on December 26, 1973, and has lived in Stephenville ever since he was about 3 years old. Hamilton graduated from Stephenville High

School in 1992. While at SHS he was active in 4-H and during his senior year he was a part of the meats judging team who went to state. He was also an athletic trainer for four years. He later attended Tarleton State University.

But Hamilton also volunteers for the Department of Public Safety and works very closely with the area highway patrolmen. He is an ordained minister and began his journey in the ministry of the church when he served as a Youth Pastor for the First Baptist Church of Strawn at the age of 18. Although, Hamilton does not wear a uniform with the area Department of Public Safety (DPS), but he performs any of the same duties as an official chaplain with the department. Hamilton is the only person who performs these duties in all of Erath County. And, he does so as a volunteer.

His relationship with the men and women of the local DPS office began in 2002 when Hamilton fed the officers who were assigned to patrol the highways during the Larry Joe Taylor Music Festival. This was his way of showing them his appreciation and he continues this practice to this day. A few years later he started offering his property on Highway 108 as a command post (or relaxation station) for the troopers.

For many years now, Hambone's has been feeding the troopers as well as providing them with a relaxation station on the Hamilton property. The relaxation station is open 24 hours a day and provides coffee and snacks for the men and women working to keep concert goers safe. Hamilton jokes, with a smile, he doesn't get much sleep during the week of the LJT Music Festival.

In his voluntary position with the DPS, Hamilton provides a very valuable service to the community and to the troopers. He provides spiritual counseling for the troopers and accompanies them on the sad occasions when they have to go to a household to announce a death notice.

Hamilton draws on his ministerial experience and training to help him when he has to deliver the death notice to the family members. The troopers rely heavily on his counseling, friendship and prayers to help them cope with the stresses that are involved in their profession. Hamilton said there have also been times when the troopers have ministered to him, as well. They are not just friends and co-workers, they are like a family, he said.

The Hamilton family attends the First Baptist Church of Stephenville along with several of the troopers and their families. Several of the members from First Baptist Church have gone on mission trips to Oaxaca, Mexico (a state south of Mexico City) numerous times. During these medical mission trips, Hamilton and others assist the doctors and dentists as they attend to the Mexican citizens. Several medical services are provided to those in need including eye exams and the gift of free prescription glasses.

Below is what Sergeant Lynn Pierce (Department of Public Safety) had to say about Greg Hamilton:

“Greg Hamilton is a fine Christian man. He works really hard, cares a lot about the community and is always there to serve others. I think that is what makes him happy,” said Sergeant Lynn Pierce, Texas DPS. “He is not after any personal glory and it is obvious what makes Greg happy is helping others. We are glad to have him helping us with anything we need.”

Sgt. Pierce wrote and performed the song, Long-Haired Bearded Preacher, which he says is about Hamilton.

### **Donated Sick Leave**

Pursuant to HB 1771 (84<sup>th</sup> Legislature), DPS established the Donated Sick Leave program to benefit Department employees who have exhausted all accrued paid leave entitlements. This Donated Sick Leave program is different from the agency’s Sick Leave Pool. The Donated Sick Leave program permits an employee to share a specific amount of that employee’s sick leave with another specific DPS employee.

DPS employees are entitled to the use of Sick Leave, Donated Sick Leave and Sick Leave Pool as outlined in [DPS General Manual \(Manual\), Chapter 7](#). Employees falsely claiming these entitlements will be subject to severe disciplinary action.

Section 06.03 of the Manual sets the parameters for the donation of sick leave hours from one employee to another employee. Current and/or separating employees may donate some of their accrued sick leave to another employee if they meet the following criteria

- Both the recipient and the donor must be currently employed by DPS (Note: separating or retiring employees may also designate someone to receive donated sick leave).
- The sick leave recipient has exhausted his (her) sick leave, including any time the employee may be eligible to withdraw from the sick leave pool if applicable.

Employees may not provide or receive monetary reimbursement or gifts in exchange for a sick leave donation. Recipients of Donated Sick Leave may not:

- Use sick leave donated to the employee under this section except as provided for in section 06.02.3 of the Manual; or
- Notwithstanding any other law, may not receive service credit in any of the Texas Retirement Systems for any donated sick leave that is unused on the last day of that employee’s employment.

To donate sick leave to another employee, donors must complete and sign an [HR-191](#) Donated Sick Leave Request form and submit it through their chain of command to their division **Assistant Director’s Executive Assistant**.

The Executive Assistant should forward the [HR-191](#) to [Benefits\\_AskAQuestion@dps.texas.gov](mailto:Benefits_AskAQuestion@dps.texas.gov) within 5 business days of the recipient exhausting regular sick leave. This allows the recipient immediate access to the donated sick leave after exhausting regular leave. Any Donated Sick Leave Request received after the 5-day window will be processed and available the day it is received by the Benefits office.

### **CAPPS Hot Topic – Accruals**

Accruals are automatically awarded by the system on the first work day of the month. If there is a time taken, Leave without pay (LWOP), or Leave of Absence (LOA) entry on the first work day of the month, then the system will automatically adjust and award their accruals on their first day physically back at work. There may be instances where accruals are awarded prior to leave taken/LWOP entries added on the timesheet; however, once the time is approved and Time Administration runs overnight, the accrual award date will adjust.

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### **Events:**

#### **Harlem Globetrotters World Tour**

Get ready for some amazing basketball fun when the Harlem Globetrotters return to Austin on December 28 at 2 p.m. & 7 p.m.! A star-studded roster will have fans on the edge of their seats to witness the ball handling wizardry, basketball artistry and one-of-a-kind family entertainment that thrills fans of all ages.

#### **Magic Pass Pre-Show Event**

Before the game, take part in a once-in-a-lifetime experience with your family where you have an opportunity to spend time on the court with the Globetrotters - shooting, trying out ball tricks, and getting autographs, and photos! The unique 30-minute pre-show, "Magic Pass," will create memories of a lifetime. All customers must have a game ticket AND Magic Pass for entry. Soft/rubber soled shoes must be worn on the court.

#### **Department of Public Safety employees SAVE up to \$12 on tickets and \$5 on the Magic Pass!\***

Tickets are available by calling (512) 471-2643, or can be purchased [ONLINE](#) with code **DPS**.

Deadline to order is Thursday, Dec. 22 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

\*Excludes \$62, \$82, and \$130 Courtside Seats. No double discounts. Offer is subject to availability.

Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail:**

#### **Trooper Michael Abay (THP)**

I was stopped last night by Officer Abay. The officer was pleasant, respectful, kind, and considerate of the situation for which I was pulled over. We discussed what had happened and as a result, he issued a warning to me. I felt like he was fair and it was a pleasure speaking with him. I believe the way that law enforcement interacts with the community has significant

impact on the relationship between the community and law enforcement. This officer did an excellent job of building rapport and goodwill. I hope he will be recognized for the excellent work that he is doing.

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#### **Trooper Mario Ayala (THP)**

I was stopped for speeding by Trooper Ayala on my way to Cotulla, TX to spend Thanksgiving with my family. Although I *was* technically speeding, I was not going much over the posted speed limit, and he gave me a warning. Trooper Ayala was more than just polite; he was very professional and very kind. I would say this same thing even if he wrote me a citation. I appreciate what these men and women do, and understand they put their own lives at risk every day to protect people like me, and my family. I am proud to share the roads in Texas with men like Trooper Ayala.

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#### **Trooper Olajide Ayeni (THP)**

I just wanted to say I appreciate the job that all of you do wearing the badge and (all 1<sup>st</sup> responders) for being there for all of us and not just certain groups but ALL OF US! It takes a special person (that's all of you) to go out every day with so much uncertainty just to do their job and keep the public safe. There are groups out there that just don't appreciate and/or respect you (they seem to care less about facts) and only want to promote their own agenda and I think it's really sad! I wanted to write this to let you know that there are people out there like me who are behind you 100% and we pray that each and every one of you have a safe day!

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#### **Texas Ranger Jason Bobo (Rangers)**

I was attending a double murder trial in Burnet, TX. My interest in the case was simply to watch the District Attorney work on such a case that has rocked our small community. While I was pleased with the DA and Judge, I was completely astounded with the expert testimony from Texas Ranger Jason Bobo. Let me explain...first, I never write these kinds of letters...second, I seldom complement people for doing their job...third, and I'm not impressed easily. I am an engineer with over hundred employees internationally. Our business requires that we are accurate and concise. We are extremely fortunate to have a Ranger serve our community that has a command of the facts and the ability to communicate them in a concise and accurate manner. Ranger Bobo displayed the kind of testimony that is rarely seen on the stand. I feel proud to be a fifth generation Texan when I see him work. Most people can talk, fewer can explain and even fewer can articulate the facts in proper English with extreme accuracy leaving no doubt as to the certainty of his answer. This is exactly what we have with Ranger Bobo. I have no doubt that the Ranger is very capable in the field, but I tell you he is master in the court room. Please pass this along.

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**Trooper Rick Buckaloo (THP)**

Recently, I was stopped by one of your own, R. Buckaloo in Medina County. This gentleman was very helpful and kind. Not once did he seem arrogant and pushy. He recommended that I slow down and to watch for any deer in the area. My compliments to him for being so sincere and kind.

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**Trooper William Burleson (THP)**

I was truly fortunate to have Trooper Burleson on duty this morning (12/10) in San Marcos. My back tire had a severe blowout on I35, sending the car weaving between lanes before coming to a stop on the shoulder. He spotted the car, and circled to be of assistance. His professionalism was impressive and very reassuring in a scary situation. With his help, I was able to coordinate road assistance to a tire dealership nearby. He patiently stayed with me and the vehicle until they arrived. My main take-away from the experience was how lucky we are as citizens to have the protection and help that officers like Trooper Burleson provide in such a steady way! Kudos to him and your department!!

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**Trooper Joe Cannon (THP)**

Please advise Officer Cannon that my headlight has been repaired. Also I'd like to thank him and ALL DPS officers that I deal with my APPRECIATION for the quality service and dedication on keeping our highways safe. Officer Cannon, (Corporal), stopped and advised me of a headlight problem. I had started my trip during daylight, and the automatic head lights, did not alert me to a problem. None the less, Officer Cannon was very efficient and extremely courteous when he greeted me. He checked my window sticker and asked for my identification. Naturally when anyone is pulled over, one hopes they were not speeding..... Officer Cannon advised me why he stopped me, asked if I knew I had a headlight out. Naturally I had not noticed it. Officer Cannon went back to his unit, and issued me a warning citation. After breathing a sigh of relief, that I wasn't violating anything, he asked me to repair it ASAP...thus I have gotten it repaired. Officer Cannon acted in a pleasant and friendly manner. I just want to let you know the quality and high caliber of men and women that are protecting us daily is a thankless job, and one that normally gets "complaints" and NOT COMPLIMENTS. Let it be said that my letter is a Thank YOU and compliment for Officer Cannon and others like him. Please extend my gratitude and appreciation to this fine Officer Cannon and if ever I'm in his area, I hope we never meet again, other than to have coffee some evening... Thanks for his service and dedication. I'd like to wish you all a Merry Christmas and a safe New Year. May God continue to protect Officer Cannon and all DPS staff.

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**Joyce Cash (DL)**

My son and I came in today to get his State ID.... and even though it was not pleasant for both you and myself, I want to take this opportunity to not only apologize for my son's behavior but

to thank you for your patience with his rudeness. I am not making excuses for him but want to offer an explanation. He returned from Afghanistan in 2010, and has suffered from PTSD from his tour over there. I have had him in therapy and rehabs throughout the last 5 years. My last ditch effort was to get him out of Texas and into a rehab center in Florida, and had to get his sufficient ID in order to get him on the plane. You have given me the greatest gift today by not having him removed and allowing him to get his state ID for us to transport him to get the help he needs and deserves, as he has suffered and served our country. My best Christmas gift of all..... I need nothing more. God bless you and I will remember your kindness and pay it forward.

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### **Trooper Toby Clifton (THP)**

This email is to compliment Toby Clifton on his courtesy towards me when he pulled me over on November 19th as I was approaching the City of Alice (in Texas). I was going slightly over the speed limit. He was friendly, personable, HELPFUL, and, well, just a total gentleman to deal with. I wish all officers could be more like him.

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### **Trooper Matthew Cornett (THP)**

On Wednesday, November 16, I was driving northbound on 77 just out of Refugio towards Victoria. I was on my way to Richmond to drop off my nephew. The whole way we were talking about how this long stretch of road had so many police officers along the way. As luck would have it, I saw to my left there was a TXDPS Tahoe. My nephew giggled and said, "There's one, uncle!" And I told him, "Oh, I see him!" We carried on our conversation and then he said, "Uh oh uncle, the Trooper's coming to get you!" Sure enough, his lights came on. 😊 Trooper Cornett introduced himself, shook my hand and went over the standard operational procedure. He discussed the violation he was bringing to my attention and emphasized the importance of driving safely. This whole interaction caught me off guard, but it definitely left an impression!

I've been driving for years, and have had the unfortunate luxury of meeting several police officers from multiple agencies due to my ignorance on abiding by the laws of Texas. I say luxury, because I respect all police officers and what they do. More importantly, I truly admire any police officer who makes an impression. Trooper Cornett was very kind, respectful, and mindful of my conversation and could not have done a better job with this stop. He exemplifies what I would say is the GOLD STANDARD of what policing is. He has a strong working knowledge of his profession, is passionate about it and it is directly reflected in his service to our state.

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### **Trooper Josue DeLaCerde (THP)**

I was pulled over last Wednesday evening by officer DeLaCerde, and wanted to remark on his professional behavior -- he made me proud to live in Texas. His manner was courteous, his explanation of the rule I violated (which by then I had figured out,) and his explanation that my

warning notice also served the purpose of clearer statistics on highway safety, helped me to calm down after missing the correct entrance ramp in the dark. Please convey my appreciation to officer DeLaCerde, and my wishes for a safe holiday season for all those in the Highway Patrol.

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#### **Trooper Cole Duvall (THP)**

This officer pulled us over because our front license plate wasn't on. He was very professional, courteous, and kind. Thank you!

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#### **Trooper Angela Fountain (THP)**

State Trooper Angela Fountain came to my rescue on a Sunday night after the sun had set and my car was broken down on the side of the road and I was thirty minutes from home and no idea what to do. However, when Officer Fountain showed up she took the lead and was calm which helped me stay calm, she made sure I felt comfortable with the plan of action we had come up with and went above and beyond the call of duty by giving me a ride home. Without her I wouldn't know who to call to tow or where to take my car. I am forever grateful to God and to Officer Angela Fountain for keeping me safe that day. I am also thankful for every officer who puts their life on the line every day! God Bless!

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#### **Trooper Adam Garza (THP)**

This is a very nice and pleasant Patrolman and I was honored to meet him. He reflects well on your department.

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#### **Trooper Erik Gaston (THP)**

He was professional. He was respectful. He was someone I would think your department benefits greatly from. Kudos to him and your department. I hope that his professionalism is representative of all of the troopers hired by the state. Please pass on my thanks to him.

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#### **Trooper William Hart (THP)**

Last Saturday night (November 26) I was issued a warning ticket for a defective headlamp (of which I was not aware). The incident occurred on Hwy. 290 near Nutty Brown Road in Hays County. I wish to commend Officer W. Hart for his professionalism, courtesy, and helpfulness during the traffic stop. He left me with a very positive impression of DPS Officers.



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**Trooper Kevin Henneke (THP)**

While driving home from San Antonio through the Lake Buchanan area I got to meet Officer Henneke. He informed me that I was driving too fast through the area and issued me a warning. I want to compliment him on his sense of humor and his courtesy. I appreciate his attitude and generosity very much. I also want to thank all DPS officers for the great job you do during very difficult times. God Bless you ladies and gentlemen. Merry Christmas!

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**Trooper Clinton Hounshell (THP)**

I want to thank Officer Hounshell for his integrity, dedication and professionalism. On the night of November 27, I was driving from Lubbock to Austin; I was speeding and failed to notice the speed limit change due to fatigue. Officer Hounshell pulled me over and educated me the importance of public safety. Because of his actions, I was able to arrive at my destination safely. Thank you, Officer Hounshell!

Tuesday morning I was traveling back from a fundraiser in Abilene ... It was very early and I was going to work. I was traveling along at 60 mph, listening to Christmas music, not aware that the speed limit had changed from 60 to 55 to 50. The nicest Officer Mr. Hounshell pulled me over... He was so very kind and nice knowing that it was cold, early (6:30 in the morning) and I was trying to get to work. I felt so secure that he was just keeping me safe!!!! I have only been pulled over 3 times, I think, in my lifetime and every time the officers have been so very nice and kind. Thank you for your service and what you do for our community. Officer Hounshell, I want you to know that I made it to work and I did it by driving the speed limit! Thank you and Merry Christmas and a very Happy New Year! Oh, and by the way he gave me a warning and told me to slow down!

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**Trooper Stacy Johnson (THP)**

I would like to compliment Officer S. Johnson. This is the first time I had been stopped in quite some time but those times made you cringe with the treatment. On the other hand, Officer Johnson handled it with respect and honor. He did his job in a very professional manner and should be commended for this. Especially in this day and age where he would not know what he was walking in to. My heartiest thank you and gratitude goes to him. Please pass this on to him.

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**Gloria Marshall (DL)**

I have been dreading going to renew my driver license for weeks now. The wait was reasonable and at station 5 I was greeted by Gloria who initiated a friendly conversation with me! She was thorough but quick, processing my renewal but her warmth and kindness struck me. I couldn't

wait to get home to let you know what a pleasant experience I had! Whatever you're paying her isn't enough! Thanks Gloria!

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#### **Trooper Daniel McBride (THP)**

I want to thank Officer D. McBride. He stopped me for not wearing a seat belt. He was very professional, very polite. I am 57 and did not grow up wearing seat belts, and have had a hard time remembering to wear one, even though I insist my kids do. Ever since he stopped me I have been able to be a better steward of my life and a more obedient citizen. I am glad that someone cared enough about my life to urge me to wear a seatbelt. Officers are often disrespected today. I just want to express my gratitude for all of the kindness, courage, and sacrifice you make each day.

Trooper D. McBride was a very nice officer today in Mt. Pleasant! Roses to him for the respect he showed to me! Sometimes we feel less than and someone like Trooper McBride makes our (my) day! Thank you for your service out here protecting us as well!

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#### **Trooper Ryan McCasland (THP)**

Officer R McCasland performed a roadside inspection for my company and my driver was feeling grateful. Officer McCasland was very polite and respectful to my driver.

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#### **Trooper Nick Moore (THP)**

I would like to compliment Officer Moore for patiently explaining why a speed limit change was necessary in Lake Fork area. He took extra time in the cold and damp night air to explain the hazards of that area. I appreciate the extra efforts of him and of all DPS employees that educate the public on the unusual hazards of the roadways.

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#### **Trooper Dustin Oliver (THP)**

On November 29, 2016, at approximately 1500 hours, my wife and I experienced car trouble which required a tow truck. We were traveling north on I-35W entering Argyle when this occurred. My car stopped running at the intersection of Crawford Road and I-35W. We were in the process of trying to figure out what we were going to do when Trooper Oliver stopped to ensure we were all right. Trooper Oliver tried to help me find the cause of the fluid leak I experienced from the radiator and stayed with us. He was able to find a wrecker and have it dispatched to our location. Trooper Oliver was extremely kind and helpful to us in our time of need. I am a retired police officer in the Dallas/Fort Worth metroplex and have worked with the Texas DPS in the past. Trooper Oliver reminded me of why the Texas DPS is regarded as a top

notch organization with dedicated and professional men and women employed there. My wife and I greatly appreciated Trooper Oliver for his assistance and dedication to service to the citizens of Texas. He is a true law enforcement professional and deserving of honor for his work.

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### **Trooper Landon Rabun (THP)**

One night in November I was traveling around 9:30 PM from College Station (Hwy 21) where I had been visiting and was heading back to Austin. About 3 miles from Caldwell, going west, I encountered a flat on my car. This is a large car with 19 inch tires and I had never had a flat on it before. I punched my service provider button and they answered and said there would be someone there by 10:30 PM. A few minutes after 10 pm Officer Rabun pulled up and said he would change the tire. I had just had back surgery a few weeks before was one of the reasons I had not tried. The other might be because I am 77 years old. It was not an easy change because of the equipment and the officer had to get down under the car. After changing it, we found the small spare tire did not have enough air in it so Office Rabun suggested we turn around and head back to Caldwell to find a station. When we found a station he filled up the spare and sent me on my way. I left him with a dirty uniform. I never knew the Highway Patrol would provide that service. During the process, we found out that my provider was not going to send anyone out to assist me so I might have spent the night on the highway. I really, really appreciated Office Rabun doing that for me. He is an outstanding man. His manners were excellent. He has a good future in whatever he does. You are very lucky to have a man like that in the force.

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### **Trooper Quinten Rose (THP)**

I was stopped this morning by DPS Officer Q. Rose, fortunately for me he gave me a warning for my infraction (speeding) which I am thankful for, but most of all I appreciate how polite & respectful the Officer was with me even though I was in the wrong.

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### **Trooper Garrett Sellars (THP)**

I am writing to thank Trooper Sellars for his discretion in issuing my wife a warning for speeding. His stop alerted us to be more cautious and attentive to maintaining our speed within the limit. Trooper Sellars was courteous and professional while providing his reasoning for the stop. Again, the warning made us more mindful of our driving. We are sincerely grateful to Trooper Sellars.

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### **Trooper Tyler Smith (THP)**

Coming into El Paso from Ca, bound for AR to deer hunt with my son. Missed a speed reduction sign down to 60mph. Probably due to the heavy traffic and the fact I'm getting old. Was stopped by Officer Smith for speeding. Officer Smith was extremely professional in both dress and demeanor. Explained my stupidity, he listened, then wrote out a warning ticket. A great example of the officers representing the State of Texas.

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### **Trooper William (Casey) Smith (THP)**

Saturday morning (11/19/16) about 01:20 hrs, Trooper Casey Smith was kind enough to help us out. We had a flat tire on a horse trailer. I turned on the exterior trailer lights to be able to see to change the tire. This caused the battery in our truck to run down. Trooper Smith stayed with us in the cold weather and charged our truck battery. We were eventually able to start our truck and be on our way. We greatly appreciated his professionalism and kindness. We later found out Trooper Smith had changed 3 other individuals' tires during the evening. We have always supported law enforcement services in our area. This is just another example of the wide range of services we are fortunate enough to experience in our fine State of Texas. Thanks again to Trooper Smith.

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### **Trooper-Trainees**

I am writing this to tell you of a heart uplifting and totally fantastic awesome experience I had with our young future law enforcement this morning. I was on my way into my office walking from the Crime Lab into Bldg. I and a line of smartly dressed freshly pressed and heads held high with our proud hats of the state trooper uniform were coming up the sidewalk to the Crime Lab. I stepped aside so the line could proceed in uniformity and each and every trooper politely greeted me with a "good morning ma'am" and a "have a good day" all with a smile on their faces as they passed me by on this cold blustery day. It was an honor and a privilege to be honored and acknowledged by them all and I wanted to tell you I was so very proud of them, they were all very polite, obviously very well trained and I was thrilled to be a part of what is probably one of the proudest days of their lives and careers and very honored to see our future law enforcement in the beginning of what hopefully will be very long fulfilling careers in their young lives. Thanks to you and all who work with you to bring these fine young people to our lives and help get them ready to take care of the all of us who depend on them and need them in our lives. It is a testament to your character and theirs. Please thank each and every one of them for making a "grey-haired" licensing technician feel like she was the most important person in their lives for a minute and tell them how special they each made her feel.

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### **Trooper Ricky Walters and Trooper Rogelio Medrano (THP)**

About 7 minutes after I called the roadside assistance number, these men came to my rescue. I had hit some road debris and blown out a tire. Within 30 minutes they had my tire changed and

I was back on the road. They were courteous and very nice. I feel safer traveling knowing we have such fine troopers on duty. Thank you again gentlemen.

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### **Tammy Ware (DL)**

I called in on 12/15/16 and spoke with CSR Tammy Ware at the help desk. This was in reference to a situation for an admin hearing where the customer's record was incorrect. She provided excellent service in assisting me with having this problem corrected. I was on the phone with her for a very long time, trying to resolve this issue, and she kept me well informed the entire time. She had to call over to other departments to have the driving record fixed. The customer was having an admin hearing the next day. She was so patient, and so kind. We need more people like her! Thank you, Tammy.

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### **Trooper Jose Zaragosa (THP)**

Just wanted to send a note about Officer Zaragosa. He stopped me this morning at 5:44 am going down DNT (still dark). We pulled into a dimly lit parking lot off Beltline Rd. He said I made a lane change without signaling and was exceeding the speed limit. Both were true. He gave me a warning for both. However, his professionalism, courteous behavior and respect he showed me were tremendous and deserve a compliment. Especially with all the issues in the news and the danger he puts himself in everyday for all of us. Please extend my gratitude to him for representing the best of his profession.

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**DPS News**  
**12/30/16**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Laurance Adams](#), [Trooper James Behrens](#), [Trooper Steven Blanco](#), [Trooper Bryon Bush](#), [Jacques Calhoun](#), [Trooper William Clark III](#), [Adina Decuire](#), [Rosa Garza](#), [Trooper Jason Green](#), [Trooper Allen Hale](#), [Trooper Samuel Hellinger](#), [Trooper Dustin Henderson](#), [Trooper Paul Kenrick](#), [Trooper Gabriel Llanas](#), [Trooper Jesse James Matovina](#), [Trooper Brayden Moore](#), [Trooper Steve Moore](#), [Holly Morr](#), [Trooper John Nichols](#), [Trooper Antwon Parker](#), [Trooper Robert Reagan](#), [Trooper Arnulfo Rivas](#), [Trooper Cesar Rodriguez](#), [Trooper Jason Sanchez](#), [Trooper Jacob Smith](#), [Trooper John Soliz](#), [Trooper Michael Straw](#), [Trooper Shane Teague](#), [Tommy Urias](#), [Cindy Vo](#), [Trooper Clint Walker](#), [Trooper Chesley Womack](#), and [Alyssa Ybarra](#).

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**National HIDTA Awards Recognize DPS Efforts**

The Criminal Investigations Division Drug Program would like to recognize the DPS-CID Region 2 Houston MIG-HIDTA squad and DPS-CID Region 1 Special Agent Chad Poling, assigned to the Northern Drug Initiative HIDTA Group, for their accomplishment in being selected to receive national HIDTA awards at the 2017 National HIDTA Directors Meeting & Awards Banquet on February 8-9, 2017, in Washington D.C.

The DPS Region 2 Houston MIG-HIDTA squad has been awarded the National HIDTA Award - Outstanding Cooperative Effort for 2017 for their hard work and commitment to the HIDTA strategies, which are dismantling drug trafficking organizations and most importantly working

along-side numerous law enforcement agencies, within the Houston area on major methamphetamine drug trafficking organization investigations.

Region 1 CID Special Agent Chad Poling, assigned to the Northern Drug Initiative HIDTA Group, has been awarded the 2017 National HIDTA Award - Outstanding Opioid Investigation for 2017 for their major investigation on a drug trafficking organization which controlled the multi-kilogram heroin production and distribution from Mexico into the Dallas, Texas and Chicago, Illinois areas.

This is the first time the DPS-CID Region 2 Houston MIG-HIDTA squad and DPS-CID Region 1 Special Agent Chad Poling have been recognized with this deserving recognition. The CID Special Agents are a very dedicated and hardworking group and have achieved continued success throughout the years due to their commitment to addressing the drug problem. Congratulations!

### **Region 6 THP Captain Awarded “Patriotic Employer Award”**

See the information and photos [here](#).

### **DPS Tactical Flight Officer Assists Local Responders with Large House Fire**

Tactical Flight officer Jimmy Morris was at a business across the street when the fire broke out. He assisted with the response. See the full article [here](#), including a photo of him assisting near the bottom of the article.

### **Donated Sick Leave**

Pursuant to HB 1771 (84<sup>th</sup> Legislature), DPS established the Donated Sick Leave program to benefit Department employees who have exhausted all accrued paid leave entitlements. This Donated Sick Leave program is different from the agency’s Sick Leave Pool. The Donated Sick Leave program permits an employee to share a specific amount of that employee’s sick leave with another specific DPS employee.

DPS employees are entitled to the use of Sick Leave, Donated Sick Leave and Sick Leave Pool as outlined in [DPS General Manual \(Manual\), Chapter 7](#). Employees falsely claiming these entitlements will be subject to severe disciplinary action.

Section 06.03 of the Manual sets the parameters for the donation of sick leave hours from one employee to another employee. Current and/or separating employees may donate some of their accrued sick leave to another employee if they meet the following criteria

- Both the recipient and the donor must be currently employed by DPS (Note: separating or retiring employees may also designate someone to receive donated sick leave).
- The sick leave recipient has exhausted his (her) sick leave, including any time the employee may be eligible to withdraw from the sick leave pool if applicable.

Employees may not provide or receive monetary reimbursement or gifts in exchange for a sick leave donation. Recipients of Donated Sick Leave may not:

- Use sick leave donated to the employee under this section except as provided for in section 06.02.3 of the Manual; or
- Notwithstanding any other law, may not receive service credit in any of the Texas Retirement Systems for any donated sick leave that is unused on the last day of that employee's employment.

To donate sick leave to another employee, donors must complete and sign an [HR-191](#) Donated Sick Leave Request form and submit it through their chain of command to their division **Assistant Director's Executive Assistant.**

The Executive Assistant should forward the [HR-191](#) to [Benefits\\_AskAQuestion@dps.texas.gov](mailto:Benefits_AskAQuestion@dps.texas.gov) within 5 business days of the recipient exhausting regular sick leave. This allows the recipient immediate access to the donated sick leave after exhausting regular leave. Any Donated Sick Leave Request received after the 5-day window will be processed and available the day it is received by the Benefits office.

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#### **Fan Mail:**

##### **Trooper Laurance Adams (THP)**

Officer Adams was very respectful and professional during the traffic stop. I was written a warning and the officer explained the process very well. Thank you to all those that work so hard to protect and serve us in Texas.

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##### **Trooper James Behrens (THP)**

I would like to compliment Officer J. Behrens, Region 6.

He stopped me yesterday evening on a highway I travel on daily with my children. I appreciate that focus and enforcement, ultimately helping keep our families safe.

Mr. Behrens asked me if there was an emergency.....showing empathy before assuming the worst; I appreciate that.

He remained very objective and concise all while being courteous, professional and genuine.

Lastly, he gave me a warning and wished me happy holidays, having me on my way in less than 10 minutes.

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##### **Trooper Steven Blanco (THP)**

Trooper Blanco came and spoke to my guys on driver/driving safety and CMV issues etc. My guys learned a lot and Trooper Blanco was very thorough in his class. He was very well prepared



and got the guys very much involved in his presentation. Thank you Trooper Blanco for your hard work and dedication. Thank you all for everything you do for us and helping to keep our Texas highways safe for everyone.

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### **Trooper Bryon Bush (THP)**

I am writing to express my gratitude for the assistance one of your officers provided. On Tuesday, November 22nd, there was a 5-car accident at the point where Interstate 35 and the entrance to the Dallas North Tollway intersect. Fortunately, there were no injuries. Two of the vehicles involved were driven by my grandchildren. The air bag in one vehicle deployed on the driver's side. Both of them were headed home for the Thanksgiving holiday. When I arrived on the scene, I met Officer B. Bush. He was in the midst of investigating the accident and talking with the drivers of the 5 vehicles involved. Needless to say, on the Tuesday before Thanksgiving, that particular intersection is very busy. He was able to keep traffic flowing throughout the on-site investigation. When it came to our grandchildren, he was very patient, very calm, and very reassuring. He assisted in getting a tow truck for my granddaughter. We cleared the scene and met back up in a parking lot so he could complete the investigation. He could not have been more helpful nor more understanding. At the conclusion of his investigation, I thanked him and we were able to have a pretty good Thanksgiving in spite of the accident.

I know that recently there have been some ill feelings toward those that help protect us and provide for our safety. Within the State of Texas, I have heard only good about the DPS. We have tried to teach our sons and grandchildren to have respect for those that wear the police uniform and put themselves in harm's way on our behalf. Officer Bush was truly helpful and caring about our grandchildren and for that I am very grateful. He represented your department very well. I would very much appreciate it if you could pass on our thanks to him.

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### **Jacques Calhoun (DL)**

I wanted to compliment Mr. Calhoun at the Pflugerville mega center. My 15 yr old daughter was there to get her learner permit. The employee was so patient with us! It was a new experience for both my daughter and I and he explained each step without rushing us through the process. You are so fortunate to have an employee of this caliber! Thanks for letting me share my positive experience with you!

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### **Trooper William Clark III (THP)**

While driving in San Jacinto County, I had failed to pay attention to my speed and Trooper W. Clark III pulled me over. He approached my vehicle without making me wait long, and was very polite and professional. He told me why he pulled me over (which I already knew since I looked down and saw my speed as soon as I saw his lights). I handed him both driver license and

license to carry, and Trooper Clark did not respond negatively, become more guarded, or change his professional approach.

I'm not in the habit of breaking the law and getting pulled over, so I was a bit flustered as I tried to find my insurance card in the glove box. The last time I was pulled over was when I was in college. Trooper Clark was patient and understanding, and told me he was going to give me a warning before going back to run my license and plates. He returned in short order. All told, the event took less than 10 minutes, and was a very positive experience.

I was impressed with Trooper Clark's professionalism, efficiency, and general Texan friendliness. I'm glad that he is assigned to the area I live, since he sets a good and trustworthy example. Please pass on my thanks and admiration!

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### **Adina Decuire (LES)**

I wanted to send an email showing my appreciation for the work of Adina Decuire last Tuesday 12/6/16. My department was working a homicide investigation with some detectives from California. The detectives were only here for a short time so everything we did had to be rushed. Adina ran multiple offline searches for us and we received the information within hours!

In all, I think we ran 3 different offline searches in two days! But she was fantastic and upbeat about it despite the fact that every time she would finish one, my detectives would request another!

She was fast to respond to my emails and even faster at getting the information back to us. Her quick skills also made a very good impression on the California detectives who were visiting.

I just wanted to say thank you to her and show you our appreciation for her hard work towards our case. She was a delight to work with throughout this process!

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### **Rosa Garza (LES)**

Rosa has continually and consistently been an asset to our agencies over the years. Her customer service, responsiveness and cooperation is above and beyond. She is truly appreciated by us!

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### **Trooper Jason Green (THP)**

On November 26, 2016, Officer Green made my day!!! I was guilty as charged, overslept and running late. I was on a straight stretch and the road was clear, soooo I thought I could make up a little time!!! Officer Green was so nice and very polite. Introduced himself, asked where I was headed etc. I then handed him my license and informed him that I had my conceal and carry license and my weapon was with me. He smiled.....LOL maybe it was my age or gray hair, not sure which. All jokes aside, he was very professional and polite and he was so gracious to only give me a warning, which I thanked him for! After arriving at work that morning, it

occurred to me that I failed to tell him that I appreciated him for his service. Police men and women are not given the credit they deserve for putting their life on the line each and every day. They serve and protect us and deserve so much more than just a pat on the back!!!

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### **Trooper Allen Hale (THP)**

I got stopped the other night on highway 281 on my way home. I was shocked because I knew I had not been speeding.

The policeman quickly assured me that it was not me that had done wrong - it was my car. The light on my license plate was burnt out (I would have never known that and it turns out that I have two bulbs there and they were both out). The policeman was so polite and nice - but still was completely professional. He made this episode into a positive experience as opposed to just completely rattling me. If this is what all your police are like - can we have more of them please?

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### **Trooper Samuel Hellinger (THP)**

I just wanted to reach out and tell you about your officer and how good of a job he did. I think that you need to know about the good and not only the bad. He pulled me over for speeding on 11/15/16 and as he was getting my information he noticed a smell that he thought was alcohol. He politely asked me if I have had anything to drink. As then I told him I do not drink, he then politely asked me to the back of my vehicle and then told me why he was questioning me. I then took a breath test and as we visited come to find out he was smelling some hand sanitizer that I had used earlier in the day. It is so nice to know that he was looking out for others by making sure I was not drinking and driving. Great Job Officer Hellinger! Thank you for your service!!!

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### **Trooper Dustin Henderson (THP)**

I was stopped by Officer Henderson on 30 Nov 2016. He was not only very courteous but consummately professional. He went out of his way to help me understand my driving error and assist me with my insurance issue. Young officers such as Patrolman Henderson are a credit to his profession.

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### **Trooper Paul Kenrick (THP)**

A quick word of compliment for Trooper Kenrick in Rusk County. My driver went through a level 2 inspection with him recently and had good things to say about his professionalism. Too many times the trucking companies seem to be at odds with law enforcement. Not so

here. We appreciate what you do and never hesitate to allow our equipment to be inspected. If it is in good order like it should be, we have nothing to worry about.

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#### **Trooper Gabriel Llanas (THP)**

Trooper Llanas was very courteous during our encounter today when I was found to be speeding. I appreciate the job he does and the manner in which he does it.

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#### **Trooper Jesse James Matovina (THP)**

Today one of your officers pulled me over for speeding. He was very nice and gracious enough to let me go with a warning. I made it to my son's basketball tournament in time to see him play, but most importantly we got there safely. I want to thank him for the reminder that safety is always number one, for me and others on the road. I really do try not to break the law, and my family has always appreciated all law enforcement. I just wanted to let him know we made it, and thank you for his service to the community!

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#### **Trooper Brayden Moore (THP)**

I was recently pulled over late in the evening of 11-21 at MP 272 for travelling in the left lane at 86mph.

The officer was extremely professional and treated me with respect while explaining the reason for the stop.

We ended up talking for 15 minutes about safety and conditions on the interstate. We also spent a few minutes looking at my GT500 and talking about the Big Bend race.

All in all I can legitimately say it was a pleasure being pulled over by this officer.

I believe that people need to be recognized for their positive efforts on the job, so please pass on my comments to them with my thanks.

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#### **Trooper Steve Moore (THP)**

This incident was the first time I have ever been pulled over for any reason. I was very nervous about the situation, but greatly appreciate the professionalism of Officer Moore. His calm demeanor and communication helped to make me less stressed. I appreciate how he handled the situation. Thank you and keep safe!

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#### **Trooper John Nichols (THP)**

I just want to say, the officer was very professional and polite. The whole experience left me with a good impression of the Texas State Troopers.

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#### **Trooper Antwon Parker (THP)**

Officer Parker was the most polite state trooper I have ever come in contact with. He was very courteous and is doing his job great. I just felt the need to commend him and thank him for his duty. Thank you Officer Parker.

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#### **Trooper Robert Reagan (THP)**

I would like to leave a positive comment concerning Officer R. Reagan. Trooper Reagan has pulled over one of my drivers a couple different times in the Sonora TX area and has always been truly professional and respectful. He has cited us on an occasion or two, but as a company we accept that our drivers have missed something that needs corrected and it is brought to our attention to point out training areas that we need to emphasize on.

This latest road side inspection (12/10/16), Trooper Reagan recognized our driver and acted in the same professional manner as my drivers have always reported. I feel this important to pass along for recognition of what I know we as Texans and, I believe, what is expected of those who head the operations of the Texas State Troopers. Too many folks want to complain about our law enforcement officers, so I wanted to share some positive about one of our State Troopers. I have never commented on a Trooper's professionalism in all my years of driving commercial vehicles. I have had the opportunity to meet many law enforcement officers through the years and of late feel that it is a responsibility to point out the great law enforcement officers that we are honored to have on the job. I personally, and on behalf of our company, am grateful to all the men and women who serve as Texas State Troopers.

Happy Holidays to you all.

Thank you for your professionalism and keep up the good work.

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#### **Trooper Arnulfo Rivas (THP)**

I was recently pulled over near Saragosa, TX in Reeves County and I had the pleasure of meeting once again Trooper A. Rivas on December 12, 2016 at approximately 1400 hrs. I drive a commercial vehicle so I interact with CMV inspectors on a regular basis. Trooper Rivas was courteous, respectful and professional. This is the 2nd time I've been inspected by Mr. Rivas and both times he was very dedicated to his job. It is people like Mr. Rivas that make driving on these Texas highways a pleasure and knowing that he keeps everyone safe by being dedicated to his job. Stay safe and Happy Holidays to all of you!

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**Trooper Cesar Rodriguez (THP)**

I wanted to send you a note to thank Trooper C. Rodriguez for his assistance with a flat tire. I am from the Boston, MA area and on Sunday, November 20<sup>th</sup> 2016 around 2:40pm and I had a rental car who was missing some tools to change the tire. The Trooper saw me and pulled over to offer his assistance. He had the tools I needed and continued to offer to change my tire (which I said wasn't necessary). He was good natured and extremely professional. This is the first time I have ever interacted with Texas police and what a sterling example he has set.

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**Trooper Jason Sanchez (THP)**

Officer Sanchez pulled me over for missing a front license plate. I explained to him that the license plate holder was damaged. I had planned to get this damage fixed early next year along with some other damage! Officer Sanchez graciously gave me only a warning which he didn't have to do. Much appreciated Officer Sanchez. I'll work on getting the car into the shop. God bless you and the other great officers in Texas.

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**Trooper Jacob Smith (THP)**

On November 25th 2016, I got pulled over by Officer J. Smith in Millsap Tx. I just wanted to send out a compliment to him. He was nice, respectful and truly understanding. With all the bad things going on in this crazy world with police officers, I hope this gets to him and he knows how grateful I am that he is serving to keep me and my family safe. GOD BLESS YOU OFFICER SMITH!

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**Trooper John Soliz (THP)**

I want to say thank you to Officer Soliz.

Officer Soliz pulled me over this morning because my high mounted stop lamp was not working. He presented with a respectful attitude, a good morning greeting and never once made me feel uncomfortable or intimidated. I know with all that is happening in this country at this time that you may not get all the thanks you deserve. I appreciate Officer Soliz and the Texas Department of Public Safety and pray for your safety.

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**Trooper Michael Straw (THP)**

Just wanted to drop a line on the professionalism of the Trooper who pulled me over. Trooper Straw showed the true colors I have come to expect from a State Trooper having lived all of my 54 years in Texas. Not only was he courteous, but allowed me to exit the vehicle to inspect the headlight since I just bought the vehicle less than a week ago. It's used, hence a burned out

headlight. We joked about the fact that my wife and I were talking about the fact there was so much difference between the low beams and high beams. Now we know why. Troopers don't always get an appreciation email from the public, but knowing that, felt it was my moral and civic duty to make sure the department knows when they have an exemplary Trooper in my honest opinion. Hope you're having a great and blessed day!

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### **Trooper Shane Teague (THP)**

I'm writing to compliment Officer Teague on his courtesy and to thank him for his consideration. I was pulled over this morning for having an expired registration sticker. I started a new job this year, and my wife is very ill and I've been dealing with doctors and pharmacies and insurance, and I must have overlooked the registration papers. I haven't washed my car in some time, and never noticed the sticker was out of date. Officer Teague was very professional and courteous, and gave me a warning and instructions on getting the inspection so I can renew my registration with the County.

I sincerely appreciate his discretion in only giving me a warning and being very courteous and respectful even though I'm the one that was in violation. I hope you will let him know what a good impression he is making for DPS.

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### **Tommy Urias and Holly Morr (LES)**

Thank you to Tommy Urias & Holly in the resolution dept and so many others that helped me. ALL OF YOU....I will be keeping you all in my prayers! THANK YOU ALL!!

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### **Cindy Vo (IT)**

I would like to acknowledge Cindy Vo of the Webrequests team. Cindy is always diligent in her efforts to adjust, change or correct challenges within the forms repository. She is the go-to when something goes amiss. Her quick response and continued support allows us to make necessary changes to the system look seamless to the end user. Thank you for your efforts!

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### **Trooper Clint Walker (THP)**

This letter is to show my appreciation for the work that State Trooper C. Walker did to protect me when on Friday 11-25-2016 around 3pm I blew a left front tire off my car. The incident occurred on I-10W about ½ east of Exit 625 in the Seguin area. I thought that perhaps I ran over some tire debris, only to see my tire spinning down the interstate ahead of my car. He came around to the back of my car to direct traffic around my car which I had moved off the road to the right of the interstate driving my car on its wheel, but still on the interstate. I do appreciate him timeliness in assisting me and protecting me from interstate traffic.

In a time when these officers are not appreciated, it is not going to happen this time. I do appreciate him, and his supervisor should be very proud of his actions.

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### **Trooper Chesley Womack (THP)**

Just a quick note regarding the Trooper that pulled me over on the night of 12/12/16. While I didn't agree with the reason for being pulled over, he was professional, courteous and used good judgement. He represented the great state of Texas very well.

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### **Alyssa Ybarra (DL)**

I had to renew my license in mid-November and chose to go to the Decatur office. I was excited to see that the parking lot was not overflowing and thinking this would only be a couple hours of my day, not half my day. When I entered the office and saw three people at their desk and a couple people in line, one person walked in just in front of me, I thought to myself PAYDIRT! When the lady behind the counter said "Good Morning, what can we do for you?" I almost thought I was in the wrong place. I replied that I needed to renew my commercial license. She then instructed me that I needed to fill out a form located on another desk and motioned the direction I needed to look and to get my paperwork completed "no mistakes", while helping or finishing up with another customer. This young lady, Alyssa, said hello to everyone that came thru the door that morning. I was surprised and excited, not the normal be respectful and polite and pray I didn't forget something or fill it out wrong come back and get in line excited, but WOW she is truly helpful excited. I finished my paperwork and fell in line, two person line. As faith would have it I would be waited on by Alyssa. She informed me that I made a couple of mistakes and said fill it out again and come back to the front and as soon as I'm free I will get this handled for you. All the while every time someone walked thru the door she would say hello, good morning or how can I help you. I did have a couple of questions that she took the time to answer, even picking up the phone and calling her supervisor to clarify and make the changes to reflect on my license. Veteran status, etc. Alyssa completed my paperwork took my credit card and said thank you. I said no thank you, this has been the best experience at the DPS office I can ever recall. In my opinion Alyssa has zeal for her job. It shows in how she interacted with each person that day, not just the people that went to her desk. In my book she is an asset to the State of Texas and to the tax payers of this great state.

I just thought you should know about a very great experience. I'm sure you hear about all the bad ones and then some.

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**DPS News**  
**1/6/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Retirements](#)
- [Deaths](#)
- [Promotions](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Anthony Aragones](#), [Ronna Bolton](#), [Trooper Monica Carranza](#), [Trooper Venessa Carrizales](#), [Trooper Douglas Cooper](#), [Trooper David Crawford](#), [Trooper Cedric Gray](#), [Trooper Dante King](#), [Trooper Michael Landeros](#), [Trooper Jamie Liles](#), [Trooper Jacob Lutz](#), [Cheryl Mills](#), [Trooper Christopher Nash](#), [Jemima Ontiveros](#), [Trooper Michael Pemelton](#), [Trooper Blake Roberts](#), [Catherine Romero](#), [Trooper Marc Slocum](#), and [Trooper Michael Tanzi](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**ERS Board of Trustees Nominations and Elections**

In 2017, members of the Employees Retirement System of Texas (ERS) will elect a State of Texas employee to the six-member ERS Board of Trustees. As you may know, the Board of Trustees makes key decisions regarding member benefits such as selecting third-party administrators and designing the plan for your health care and pharmacy benefits, authorizing new programs such as vision care, and setting the budget for ERS operations.

- Beginning Monday, January 2, 2017, nomination petitions will be available. ERS will accept nominations for candidates for the elected Board of Trustees representative until Wednesday, February 1, 2017 at 5 p.m. Central time.

- Any active state employee not employed by the Texas Health and Human Services Commission (HHSC) or the Texas Department of Insurance (TDI) is eligible to become a candidate in this election. State law prohibits two trustees employed by the same agency from serving simultaneously. Currently, the other two elected Board of Trustee seats are filled by employees of HHSC and TDI. Therefore, employees of HHSC and TDI are not eligible to be candidates for the 2017 election. They can, however, nominate or sign petitions for candidates at other agencies.
- Voting will take place March 10 through April 14, 2017.

It is hoped that every employee understands that these elected Board of Trustees members serve as advocates for employee benefits.

As part of this effort, we need your help to get election information out. Forms and other information are posted on the ERS website at [www.ers.state.tx.us/About\\_ERS/Board/Election](http://www.ers.state.tx.us/About_ERS/Board/Election).

ERS will also distribute information to state employees through other communication channels.

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**Retirements:**

<b>Daniel Roberto Pena</b>	Texas Highway Patrol	32 years
<b>Raul Vargas</b>	Texas Highway Patrol	30 years
<b>Selso Artiaga Jr.</b>	Criminal Investigations Division	28 years
<b>Ruthie Darlene Oliver</b>	Driver License Division	26 years
<b>Paula Kay Logan</b>	Texas Division of Emergency Management	25 years
<b>Kevin Bryan Franklin</b>	Criminal Investigations Division	21 years
<b>Jerry D. Daniels</b>	Texas Highway Patrol	21 years
<b>Kevin Ray Odom</b>	Criminal Investigations Division	20 years
<b>Ron L. Holdren</b>	Information Technology Division	20 years
<b>Jerry Glen Lesikar</b>	Criminal Investigations Division	19 Years
<b>Frances Robledo Valle</b>	Driver License Division	18 years
<b>Alan J. Ferretti</b>	Law Enforcement Support Division	12 years
<b>Larry Wayne Garrett</b>	Texas Highway Patrol	9 years
<b>Michael Loreda</b>	Finance Division	7 years
<b>Theresa Louise Goldade</b>	Driver License Division	5 years
<b>Britt Brookshire</b>	Information Technology Division	4 years

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**Deaths:**

<b>Guadalupe Brown</b>	Law Enforcement Support
<b>Nelson Chaney</b>	Administration (volunteer)

<b>George Harris</b>	Texas Highway Patrol
<b>Georgia Lynn Henwood</b>	Retired
<b>Michael William Jeter</b>	Driver License
<b>Kennis Miles</b>	Retired
<b>Alvera Peschka</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Floyd Goodwin</b>	Captain, Criminal Investigations (Austin)	Major, Criminal Investigations (Austin)
<b>Steve McAdams</b>	Captain, Criminal Investigations (Houston)	Major, Criminal Investigations (San Antonio)
<b>Justin B. Owen</b>	Captain, Criminal Investigations (Austin)	Major, Criminal Investigations (Austin)
<b>Troy Elizalde</b>	Special Agent, Criminal Investigations (San Antonio)	Lieutenant, Criminal Investigations (McAllen)
<b>Billy McCloskey</b>	Special Agent, Criminal Investigations (Austin)	Lieutenant, Criminal Investigations (Austin)
<b>Michael K. Alders</b>	Trooper III, Texas Highway Patrol (The Woodlands)	Special Agent, Criminal Investigations (Houston)
<b>Joshua Allen</b>	Trooper II, Texas Highway Patrol (Groom)	Special Agent, Criminal Investigations (Alpine)
<b>Charles R. Combs</b>	Trooper II, Texas Highway Patrol (Port Arthur)	Special Agent, Criminal Investigations (Houston)
<b>Jeremy J. Frazier</b>	Trooper II, Texas Highway Patrol (Tyler)	Special Agent, Criminal Investigations (Houston)
<b>Randy J. Kaiser</b>	Trooper II, Texas Highway Patrol (Refugio)	Special Agent, Criminal Investigations (Houston)
<b>Erick Kendrick</b>	Trooper III, Texas Highway Patrol (Boerne)	Special Agent, Criminal Investigations (Alpine)
<b>Andrew J. Lott</b>	Trooper II, Texas Highway Patrol (Wallisville)	Special Agent, Criminal Investigations (Houston)
<b>Louis W. Niklas III</b>	Trooper III, Texas Highway Patrol (Conroe)	Special Agent, Criminal Investigations (Houston)
<b>Joseph Cavanaugh</b>	Commercial Driver License Lead, Driver License (San Antonio)	Program Supervisor III, Driver License (San Antonio)
<b>Shahadah Haywood</b>	Lead Customer Service Representative, Driver License (Austin)	Program Supervisor III, Driver License (Austin)
<b>Kimberlye Ortiz</b>	Lead Customer Service Representative, Driver License (El Paso)	Program Supervisor III, Driver License (Pflugerville)

<b>Victoria Edinger</b>	Special Agent, Criminal Investigations (Conroe)	Lieutenant, Office of Inspector General (Houston)
<b>Jari G. McPherson</b>	Trooper IV, Deputy Director's Special Staff – Law Enforcement (Austin)	Special Agent, Regulatory Services (Austin)
<b>Travis Stenberg</b>	Trooper III, Texas Highway Patrol (Taylor)	Special Agent, Regulatory Services (Austin)
<b>John Lecheler</b>	Project Manager, Emergency Management (Austin)	Section Administrator, Emergency Management (Austin)
<b>John E. Benavides</b>	Corporal IV, Texas Highway Patrol (Austin – Capitol)	Sergeant, Texas Highway Patrol (Austin – Capitol)
<b>Rodney Hernandez</b>	Trooper III, Texas Highway Patrol (Corpus Christi)	Sergeant, Texas Highway Patrol (Manvel)
<b>Kevin A. King</b>	Trooper II, Texas Highway Patrol (Pierce)	Sergeant, Texas Highway Patrol (Eagle Pass)
<b>Andreina "Dina" Ortiz</b>	Corporal II, Texas Highway Patrol (Midland)	Sergeant, Texas Highway Patrol (El Paso)
<b>Joseph P. Schuler</b>	Technical Sergeant, Texas Highway Patrol (Port Lavaca)	Sergeant, Texas Highway Patrol (Mission)
<b>Ivan H. Tijerina</b>	Technical Sergeant, Texas Highway Patrol (Weslaco)	Sergeant, Texas Highway Patrol (Weslaco)
<b>Kevin D. Tucker</b>	Senior Corporal, Texas Highway Patrol (Houston)	Sergeant, Texas Highway Patrol (Baytown)
<b>Mauro G. Varela</b>	Special Agent, Criminal Investigations (Alice)	Sergeant, Texas Highway Patrol (Harlingen)
<b>Scott D. Stevenson</b>	Texas Ranger, Texas Rangers (Lubbock)	Lieutenant, Texas Rangers (Corpus Christi)
<b>Reid Rackley</b>	Special Agent, Criminal Investigations (Austin)	Texas Ranger, Texas Rangers (Weslaco)

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**Awards:**

<b>Daniel David Lyssy</b>	Texas Highway Patrol	45 Year Service Award
<b>Micheal Ray Haley</b>	Texas Highway Patrol	35 Year Service Award
<b>Cathy Eileen McCord</b>	Law Enforcement Support	35 Year Service Award
<b>Judy Dancak Rundell</b>	Information Technology	30 Year Service Award
<b>Robert Bourland</b>	Retired	Purple Heart Award
<b>Margie R. Charles</b>	Driver License	Certificate of Commendation
<b>Brian Tripp</b>	Intelligence & Counterterrorism	Employee of the Year 2016

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**Fan Mail:**

### **Trooper Anthony Aragones (THP)**

Trooper Aragones executed a traffic stop while I was commuting to a Christmas Eve dinner yesterday afternoon. I received a warning and in the spirit of Christmas genuinely appreciate the gesture of just a warning. Having travelled the world to include 34 countries, you can imagine the 'police' stories compiled in my memoirs. Texas is my home and always shall be, and it really is a blessing every time I encounter a Texas State Trooper (even if it is just a handshake, howdy, or I do receive a ticket). Mr. Aragones exhibited a great deal of confidence as an officer should, but also extended a great deal of compassion for the situation; for his kindness and consideration I am grateful.

Not sure how this little compliment system works, but maybe an 'attaboy' is in order for this man.

I apologize for the diatribe, but felt compelled to send this little note when I noticed the Compliment or Complaint section on the warning.

Thank you serving our great state of Texas and please stay safe.

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### **Ronna Bolton (DL)**

I visited the DPS office on December 29<sup>th</sup>, 2016. I had Ms. Bolton as the person who attended me this morning, and I can tell she is a great example of how people should do their work. I just wanted to thank you for the way you treated us. I am an international student and I think you are one of the few people that helped and treated me in such a way. Thank you so much. May the Lord bless you.

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### **Trooper Monica Carranza (THP)**

I wanted to take the time to commend Monica Carranza, Henderson County, Texas, for her professionalism. I was stopped for speeding on the morning of 12/21/2016 around 0657 hrs. Monica showed great professionalism and was very courteous during our encounter. I would like to thank her for her service. Monica in my opinion is a great asset to the Texas Department of Public Safety. Keep up the good work ma'am.

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### **Trooper Venessa Carrizales (THP)**

Officer Carrizales stopped me today for speeding. I was picking up a family for my neighbor from the airport with her car. The officer was extremely professional & nice. Not because she only gave me a warning am I writing this but because she could see the whole picture and obviously knows her stuff. A truly outstanding public servant. And know I know the speed limit on cemetery road & I use that road whenever I go to the airport from Bayview & do need to know that!

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**Trooper Douglas Cooper (THP)**

I was stopped last night driving home after work and my yoga class on I-20 by the nicest young man I have met in a long time. I had moved into the left lane to exit off Hwy 31 too soon. Since I was not passing, I should have waited longer in the right lane. Officer Cooper stopped me and gave me a warning. I believe we all need reminders like this from time to time. Officer Cooper could not have been nicer and I just want you to know how much I appreciate his service.

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**Trooper David Crawford (THP)**

I was stopped in Jefferson County by Officer Crawford...just entering into Beaumont to pick up my aunt. My mom was diagnosed with asthmatic bronchitis (which had worsened over the last couple of days), so I was picking up my aunt so she could watch after my mom and nephew. As I was listening to gospel music, I was not aware of the speed I was going. Officer Crawford was very polite, respectful, and professional with his questions and responses. Thank you, Officer Crawford, for your generosity! May the Lord bless you, your family and your department is my prayer. Happy Holidays, Sir!!!

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**Trooper Cedric Gray (THP)**

Trooper w/ commercial vehicle enforcement. "Professional" in the complimentary connotation. Not a perfect Level 2 inspection but what needed improvement was relayed in an informative and motivate to correct manner. I think drivers who are still learning how important the safety aspect of commercial operating is are going to learn a lot from him.

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**Trooper Dante King (THP)**

Trooper King, I would like to thank you very much for assisting me yesterday (12/21/2016) with directions to FM4 in Jack County...The first thing I noticed when you exited your black and white was the confidence and professional appearance you displayed in your Texas Tan Uniform...You certainly represent the State of Texas and DPS in fine fashion. Be safe and just know you will be in my prayers and God Bless!!

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**Trooper Michael Landeros (THP)**

My wife and I recently had contact with Officer M. Landeros and I want to compliment him on his professional conduct during our encounter. Thank you for the service to your citizens and for having such professional officers serving Texas.

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**Trooper Jamie Liles (THP)**

I just wanted to commend Officer Liles as she was very professional when she pulled me over yesterday. She was very understanding and took the time to explain why she was pulling me over and why it is important to obey the posted speed limits. Officer Liles is a great officer. God bless her!

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**Trooper Jacob Lutz (THP)**

I would like to say that Trooper Lutz had a moment to talk with me on Sunday 12-18-2016. Trooper Lutz was very polite, professional, and understanding. He asked me questions that were for his safety and mine. I thanked him for his courtesy and for his service. I would like to say thank you to all Troopers and other law enforcement organizations for serving to protect us.

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**Cheryl Mills (DL)**

I drove 40 min to the Quitman office to change my name on my driver license. The whole waiting room was happy when Cheryl got back from lunch. She was friendly, helpful, and started moving the group with speed. Anyway, with a packed room of people needing something, Cheryl was always so friendly to us and helpful.

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**Trooper Christopher Nash (THP)**

I would like to compliment C. Nash on his professional yet personable demeanor. I was scared about my interaction and he was kind and my experience was positive. I am grateful I received a warning for speeding, but I am also glad I got to meet such a nice officer. Merry Christmas to his family while he worked.

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**Jemima Ontiveros (DL)**

The person who helped me today at the Houston North Mega center assisted me in such a pleasant and efficient manner, it was nice to visit the DPS office today. I used to not like to visit the center but this visit was quick and I was helped very professionally. Thanks!

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**Trooper Michael Pemelton (THP)**

I wish to express my experience with Officer Pemelton this morning. I tend to not drive wildly, but this morning I was pulled over for not exiting onto the closest right hand lane. I received a

warning, and the deputy was really nice about it. I can't recall when my last moving violation was as it may have been in my teens, but this stop was great, and I take it as a learning experience.

Once I received my driver's license many years ago I didn't feel the need to study new or updated changes in the handbook. I remember briefly that my infraction was wrong. My daughter who just received her DL two weeks ago wasn't even aware of the infraction I committed, so I told her. This was a wakeup call for both of us.

The officer was cordial, and very polite. Through the nerves I only wish I could have wished him a Merry Christmas and thanked him for all he does and goes through. This goes to all peace officers.

Thank you for a great morning experience!

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### **Trooper Blake Roberts (THP)**

I just wanted to let you know how courteous and professional this officer was. I was pulled over for speeding. There is a 20 mile stretch of highway where the speed limit dropped from 75 to 65 and I did not see the 65 mph sign which is no excuse. I had my cruise set on 75. I have not been pulled over in a long time but would have fully understood if I would have received a citation. This is not just a thank you for the warning, but an appreciation for the job that these officers have. This officer truly was understanding and professional.

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### **Catherine Romero (DL)**

I would like to thank Ms. Romero for her assistance in obtaining my license. She was very efficient and courteous.

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### **Trooper Marc Slocum (THP)**

On November 21, 2016 my wife and I were driving from Mt. Juliet TN to Houston TX to enjoy the holidays with our son, daughter-in-law and grandchildren. While traveling too fast through a posted speed limit, I was pulled over by M. Slocum. What a gentleman! Mr. Slocum was very courteous, pleasant and professional. His friendly manner did not damper our trip, I believe it added to it. As we drove away to continue the journey, I mentioned to my wife "At this time of year, the TX DPS can be very thankful that he (M. Slocum) is a member of and represents their department." Please thank him for us. And we wish all of you a very Merry Christmas and a Happy, healthy and safe New Year.

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### **Trooper Michael Tanzi (THP)**



While traveling to Midland today from East Texas, Officer Tanzi pulled me over for driving over the speed limit. He was polite, friendly, and factual - exactly what I would hope from an officer. My father and uncle spent many years in the Midland police department, so I have a great deal of respect for law enforcement officers.

With so much negative news about police these days, I wanted to take to time to commend Officer Tanzi for doing his duty, and for being an exemplary law enforcement officer.

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**DPS News**  
**1/13/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Jason Bates](#), [Trooper Castulo Bilano](#), [Trooper Lewis Blackmon](#), [Lauri Boen](#), [Trooper Garry Bullard](#), [Corporal Katherine Creekmore](#), [Trooper Freddy Duran](#), [Jason Dush](#), [Garland DL Mega Center](#), [Trooper Erik Gaston](#), [Trooper Marcus Gonzales](#), [Regina Gonzalez](#), [Melissa Grafe](#), [Alicia Guidry](#), [Trooper Craig Henry](#), [Trooper Nicholas Kraus](#), [Trooper Joseph Lawrence](#), [Trooper Shane Lawrence](#), [Trooper Larry Linder](#), [Trooper Shannon Mauney](#), [Trooper Wendell McKee](#), [Trooper Kelly Merker](#), [Trooper Bruno Miauro](#), [Bonica Natt](#), [Trooper Theron Parson](#), [Alberta Peoples](#), [Trooper William Pierce](#), [Trooper Richard Reid](#), [Sharon Saldana](#), [Trooper Cody Sanders](#), [Basil Sears](#), [Trooper Richard Seguro](#), [Trooper Michael Tanzi](#), [Trooper Charles Turner](#), [Jesse Urban](#), [Trooper Bill Werkmeister](#), [Brenda White](#), and [Trooper James Whitten](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Texas DPS Launches “Infrastructure Liaison Officer” Program to Enhance Suspicious Activity Reporting**

The Texas Department of Public Safety’s Joint Crime Information Center (JCIC) launched its Infrastructure Liaison Officer (ILO) program with an inaugural training course in November 2016. Forty law enforcement and security professionals, mostly representing the oil and gas industry, participated in the training that took place in Austin, Texas.

The purpose of the program is to protect Texas’ critical infrastructure by vetting and training a statewide network of public and private sector stakeholders to report suspicious activity directly to the JCIC, which is the state’s primary fusion center. The JCIC received Fusion Liaison

Officer technical assistance in the development of its ILO program. The JCIC's 12-hour ILO course provides training on the 16 indicators and behaviors recognized by the Information Sharing Environment- SAR Functional Standard, SAR reporting methods, fusion centers, and terrorism threat briefings. Participants also receive real-world case study briefings that highlight how suspicious activity reporting can significantly impact the outcome of potential criminal or terrorist acts. Finally, participants go through a practical exercise to hone the skills learned in the course. Texas law enforcement professionals with active commissions who take the course can receive up to 12 credit hours through the Texas Commission on Law Enforcement. NSI resources are included in the ILO take-home folders. Future training courses will be held for security professionals representing other critical infrastructure sectors and industries.

"As part of our mission to protect Texas, the department is deeply committed to safeguarding the state's numerous and varied types of critical infrastructure," said Texas Department of Public Safety Director Steven McCraw. "The ILO program will be a valuable asset to our state and will undoubtedly enhance law enforcement's ability to identify and protect against potential vulnerabilities or attacks on our infrastructure."

Information sharing and collaboration between ILO partners will be maintained through the ILO Web page hosted on the Homeland Security Information Network (HSIN), Webinars, and periodic face-to-face visits. The JCIC is looking forward to the great work ahead in 2017 to train more ILOs.

#### **Do You Have Questions about the Donated Sick Leave Program?**

Click [here](#) to read some common questions and their answers. If you have other questions about the program, please e-mail [benefits\\_askaquestion@dps.texas.gov](mailto:benefits_askaquestion@dps.texas.gov).

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#### **Fan Mail:**

##### **Trooper Jason Bates (THP)**

Just wanted to thank Officer Bates for helping us out on Sunday Jan 1, 2017. We had had a busy day and did not notice we were low on gas until it was too late and no gas stations nearby and we ran out of gas. Fortunately Officer Bates pulled up behind us just minutes after we ran out and I was just calling AAA for assistance. Instead of having to wait probably 1-2 hours on a busy Interstate I-45 for assistance, Officer Bates helped us get gas and get back on the road and home before dark. We really appreciate his kindness and taking the time to help us out. In addition he pointed out the Roadside Assistance number on the back of the driver license. What could have been a bad start to the New Year, turned out to only be a slight hiccup. Happy New Year to Officer Bates and all at Texas DPS!

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##### **Trooper Castulo Bilano (THP)**

I would like to bring attention to the exemplary customer service that I received from Officer Bilano. Recently (Christmas Eve, to be exact), my family and I were on a trip to San Antonio from Phoenix to be with our family for Christmas. We were traveling in a truck that we aren't accustomed to and misjudged the amount of gas we'd need to get from Fort Stockton to Ozona, TX. A few miles out of Ozona we ran out of fuel. Shortly after pulling off the highway, Officer Bilano stopped to check on us. After discovering our problem, he offered to take me to the town a couple of miles down the road to get some gas. He waited in the parking lot for me to purchase a gas can and gas, and then took me back to my truck.

Throughout the 45 minutes or so that he talked to me and/or my wife, he was polite and courteous and went above and beyond to make what would have been a 5-6 hour (or more) ordeal to go through a towing company into a pleasant and quick side trip on our journey through Texas. I know that law enforcement is a thankless, dangerous and difficult job which makes his great attitude and excellent customer service even more impressive. I share this experience every chance I get.

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#### **Trooper Lewis Blackmon (THP)**

Last month I was pulled over by Trooper Blackmon. I was speeding. The officer was very nice and professional. I explained "I was lost as a goose." He gave me directions to get back on the right path. Getting pulled over is never on my list of fun things to do. No one likes getting tickets. But I know that Troopers are only doing their job. Thank you for looking out for me and keeping me safe. You are appreciated.

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#### **Lauri Boen and Alicia Guidry (DL)**

On December 22, 2016, I went to the office with my son to renew his driver license. I was greeted by a supervisor, Lauri Boen. She guided me to the correct location and assisted me in the speedy process of renewing his license. I hardly had a chance to sit down when I was called to a station and greeted by CSR Alicia Guidry. I'll have to admit, I was quite distracted by my emails from work as she was helping my son. Even though she had questions for me and I was distracted, she patiently waited for me to respond. Within minutes, his license was renewed and we were out the door. I want to thank Lauri and Alicia for their professionalism and friendly attitudes during our visit.

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#### **Trooper Garry Bullard (THP)**

A few days ago I was pulled over by Trooper Bullard for going slightly over the speed limit. I also had my wife and two young boys in the car. Mr. Bullard was courteous, professional, and kind in our short interaction. He made my two young children comfortable, and cracked jokes with me and my wife. In short, he performed a difficult job in a friendly manner instead of acting as an adversary trying to assert his authority.

At a time when there is such tension between the public and those that choose as a profession to protect them, I am glad there are people like Mr. Bullard looking after us. I received a warning, but I would be writing this email even if I had received a ticket. I hope your force is filled with Troopers like Mr. Bullard.

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### **Corporal Katherine Creekmore (THP) and Jason Dush (TDEM)**

I am writing this letter in regards to the Active Shooter exercise that was conducted at the state capitol in Austin on the 15-17 of December. The event was hosted by Corporal Katherine Creekmore of the Texas Department of Public Safety who was also the coordinator of the event. I am an instructor with the National Association of Emergency Medical Technicians for Law Enforcement First Responder-Tactical Care (LEFR-TC) and Tactical Combat Casualty Care (TCCC). As the Director of Medical Operations for CoverSix over the last two years I have attended and taught several active shooter classes and events. Some of these events have included as many as five police departments, two hospitals, three ambulance companies and have crossed multiple jurisdictions. The event that was hosted by Cpl. Creekmore was undoubtedly one of the best organized, cogent and current exercises I have participated in or taught. She seamlessly integrated several agencies and training entities like CoverSix into an educational and training experience that was unparalleled in its benefit to those of us who attended. All of the officers I spoke with voiced the same response and significantly improved and added to their skill set for handling active shooter scenarios.

Attendant to the active shooter training, and critical to having a complete exercise, was the medical training for LEFR-TC and TCCC that was included in the program. This portion was spearheaded by Mr. Jason Dush. As someone who teaches this same material, it was a privilege to witness another professional disseminate this information in a way that allowed all the officers involved to take away valuable information that will allow them to save lives should the unfortunate occur. He was able to reach each student, all with varying levels of knowledge and experience and still bring each of them to full understanding of important concepts and practices involved.

Truly, this experience was beyond worthwhile, very educational and truly beneficial. Both Kathy Creekmore and Jason Dush are remarkably talented and capable individuals who are a true credit to the Texas Department of Public Safety.

Thank you for the privilege of training with your department and I look forward to working with you in the future.

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### **Trooper Freddy Duran (THP)**

Sorry for the delayed response but I would like to say how pleasant officer Duran was. I was pulled over Christmas Eve and I was totally in the wrong. Speeding with no excuse but he was pleasant and courteous.

I have a special needs, mentally ill son who was in the car and I teach him first and foremost to respect all law enforcement. Officer Duran could not have been a better example for my son of how an encounter with an officer should go.

Thank you all for your service. Your kindness and reinforcing to my son you are all there because you want to make a difference and keep everyone safe. (And for what it's worth, I did slow down.)

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### **Garland DL Mega Center**

I came today to the Garland Supercenter location. I just want to tell you that every single person I dealt with today was so incredibly sweet. It was a pleasure! Thank you!!

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### **Trooper Erik Gaston (THP)**

We were pulled over this evening in Milam County for a defective license plate light. Just wanted to compliment Officer Gaston on his professionalism and friendliness throughout the entire exchange. It's never a fun experience being pulled over regardless of the reason but Officer Gaston was very personable and made the whole thing less stressful.

Have a wonderful and blessed 2017!

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### **Trooper Marcus Gonzales (THP)**

My husband (67 and has bone cancer) and I were pulling our new/used boat on 290 west near Henley when a tire on the trailer blew out. We were not prepared for a flat. After leaving the boat on the side of 290 west, we drove to Dripping Springs and found a tire. Drove back to the boat and began the impossible process of trying to change the tire. Like a prayer from heaven, Officer Gonzales showed up. He will always be our angel for helping a couple of old folks that were in trouble. God Bless Officer Gonzales, we will forever sing your praises!

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### **Regina Gonzalez (RSD)**

I am writing with regard to the TxDPS-PSB and representative Regina Gonzalez. During the months of October 2016 through January 2017, I was blessed to be assisted (on multiple occasions) by Regina Gonzalez. In brief, I was referred to representative Regina Gonzalez during our firm's licensing application process. During each and every conversation with Regina, she always exhibited Best-in-Class Customer Service, Exemplary Professionalism, and Job-Specific Knowledge that seamlessly expedited the processing and subsequent approval of our organizations applications. As a veteran license holder (35+ years), I recognize as well as appreciate the textbook professionalism and praiseworthy customer service provided by your agency and staff. A sincere thank you!

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### **Trooper Craig Henry (THP)**

I wanted to write to thank Officer Henry in regards to an incident which occurred on IH-45N at MP-263 on Dec 2. My car had become completely disabled, and Officer Henry patiently and dutifully protected me and other motorists from my broken car. It was towed by a company I chose instead of being removed and impounded at my expense. Thank you, Officer Henry. Thank you to the Texas DPS for keeping us all safe and protected.

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### **Trooper Nicholas Kraus (THP)**

I had the occasion to meet and interact with Trooper Kraus on December 28, 2016 when my vehicle was stopped on US-290 in Washington County. I would like to take a moment to commend Trooper Kraus for his professionalism as he carried out the traffic stop. Speaking with Trooper Kraus, even as a violator, gave me the opportunity to learn how professional and courteous he is in the application of his duties. Trooper Kraus is an asset to the Department and the State of Texas - residents in the area should rest well knowing that he is on duty.

I would request that this letter, brief as it is, be passed to Trooper Kraus's supervisory chain of command, that he be commended for a job well done, and that his personnel record would so reflect a commendation from a member of the general public.

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### **Trooper Joseph Lawrence (THP)**

The other day, on old Richmond road, I was speeding to meet my dad for dinner as we were already late by 45 minutes. I was stopped by Officer J. Lawrence and I informed him that I had left my license in my pants at home. I had had a stressful day and had only been home as a pit stop still worrying about dinner and homework for my AP classes. Thankfully, Officer Lawrence, like many other officers, was human, compassionate, and understanding. He gave me a warning as it was my first offense, I am a new driver, and I wore the stress from that day on my face. I would like to thank Officer Lawrence for his actions as it has reminded me that safety in driving should be one of my goals. He also added a brightness to my day that had been absent beforehand. I hope you share my thanks with Officer J. Lawrence and sincerely thank him for me. I also wish that this message of positivity has lightened your task of discerning through the messages of malcontents. I appreciate the work you men and women do and please never relent nor fail to show the compassion to others as you have shown me.

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### **Trooper Shane Lawrence (THP)**

On November 5, 2016, my husband and I were involved in a one car accident on highway 59S 15 miles south of Texarkana which badly damaged the two tires on the passenger side of our car. We immediately called AAA for assistance. Less than 10 minutes later Trooper Shane Lawrence arrived on scene. He calmed us, kept his flashing lights on so no one could hit us and stayed with us for an hour until AAA arrived and made their repairs. Additionally, he told a route to take through Texarkana that would be safe for use and informed us of a motel near a tire store that could help us the following morning. He also gave us his telephone number and insisted that we call him when we arrived at the motel. Shane was a true guardian angel and we do so appreciate his help and concern for us. We truly admire the work the State Highway Patrolmen do in Texas.

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#### **Trooper Larry Linder (THP)**

Trooper Linder pulled me over at 7:53 pm on 1/4/2017 for a moving violation. I just wanted to compliment how professional, and courteous this trooper was. I have never gotten upset over any ticket I have received as it was nobody's fault but my own and would definitely have not gotten upset tonight if this had resulted in a fine but am very grateful that it did not. May God Bless Trooper Linder and ALL of our wonderful law enforcement officers and Troopers and keep each and every one of them safe on their journeys to keep the public safe.

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#### **Trooper Shannon Mauney (THP)**

I haul haz-mat so I expect to be inspected more often than others. Trooper Mauney stopped and inspected me recently near Jacksboro. I found him to be polite, friendly, and certainly professional in his work. I am a born and raised Texan and I appreciate him keeping the Texas attitude of courtesy and respect in his work. Keep up the good work!

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#### **Trooper Wendell McKee (THP)**

On our way to an appointment this morning, we were pulled over by Officer McKee. He only gave us a warning, but regardless of the outcome, we were pleasantly surprised by his demeanor. He was super nice and friendly. Both my husband and I drove away speaking highly of him. Professional and courteous, watching out for our safety and others, we just can't say enough good about him. He's the type we need more of! Just wanted to give a compliment where one was due.

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#### **Trooper Kelly Merker (THP)**

I would like to compliment officer Merker on his polite and professional manner. I was speeding; he followed and signaled to pull over with lights. He was thorough to let me know



why he pulled me over, was courteous and efficient. I appreciate knowing there are responsible officers working on our Texas highways.

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#### **Trooper Bruno Miauro (THP)**

I wanted to send a quick comment regarding my encounter with Officer B. Miauro. During our interaction, Officer B. Miauro was so very professional. I had my mother with me who was under an extreme amount of stress due to a personal matter which we were on our way to handle and he was extremely polite, kind and took care of our situation quickly. Thanks so much for all you all do to keep up safe and secure!

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#### **Bonica Natt (DL)**

I was in the Woodway Drive office in Fort Worth this morning between 8 and 9 am. The young woman who waited on me at Station 1 was delightful to deal with. I commend you on your choice of personnel.

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#### **Trooper Theron Parson (THP)**

I was stopped by Officer T. Parson on 4 Jan 2017 for going over the limit. He was all business, yet very courteous.

I had my 15 year old son with me who has his learner's permit. It was good for him to see that contact by your officer, as many young people only see and hear bad things on the news about officers (whether the reports have merit or not).

Anyway, just wanted to reach out and give you guys a much deserved THANK YOU.

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#### **Alberta Peoples (DL)**

Alberta Peoples was absolutely wonderful helping me get registered for my driving test. I had filled out the wrong form and she quickly helped me fix that without holding up the line. I had to book a date and she was very understanding and helpful as to finding a time that worked with my schedule. Very happy and friendly lady, which you don't always expect after waiting in line forever. She made this the best experience I've had at the DPS. Much appreciation to her.

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#### **Alberta Peoples and Brenda White (DL)**

I would like to take time to let all interested parties know that two employees at your Alvin, TX, office went above and beyond to assist me in my adverse situation.

The first individual is Alberta Peoples. She took a ton of extra time and effort to allow me to schedule a driving test and eventually let me get my license before I go back to school. All of the other CSRs that I spoke to their simply told us what we were missing. Alberta not only did that, but also did some tight scheduling on the fly and personally helped me through every single step of the process. She needs to be recognized for all she did so please make sure that happens.

The second individual is Brenda K White. She is the driving instructor that allowed me to test during her scheduled break time in order to be able to get my license in time before I go back to Tennessee tomorrow (to finish my last semester there before moving down here in Pearland, TX permanently). Please see that Brenda is recognized as well as she definitely is deserving of it as well.

You are welcome to email me back with any follow up questions if you feel you need to. In Alberta and Brenda, you have to exemplary employees, so please recognize them as such.

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#### **Trooper William Pierce (THP)**

Hello, I had the "pleasure" of being pulled over by Officer Pierce and he had every right to stop me. I was over the speed limit and I was riding in the left lane. He was professional, courteous and a bit funny at the same time. The state of Texas has SO much to be proud of, and in Tom Green County, Officer Pierce should be on that list.

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#### **Trooper Richard Reid (THP)**

It's been a few months ago but I was inspected by Trooper Reid near Waxahachie. I found him to be very professional and polite as he conducted the inspection. I think he's a good example of what a trooper is supposed to be.

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#### **Sharon Saldana and Melissa Grafe (DL)**

Between Sharon Saldana and Melissa Grafe, they have absolutely made my day, no, fix that, they made my year!!! I have been on an uphill battle trying to get some things fixed on my driver license so I can accept this new job I was offered. The job would not be available for me past the 14th of this month if I did not have my license valid. Because of this help from these wonderful women, I am moving back to Texas and taking my dream job. I literally feel like crying right now. Knowing how this was a big task and not easy, I am so appreciative. Not only did they help improve my life, Sharon is so respectful, polite, and professional. THANK-YOU LADIES SO MUCH!

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#### **Trooper Cody Sanders (THP)**

I was randomly stopped for an inspection today in Kimble County. Usually, this is something drivers dread... Officer Sanders was a really pleasant guy, and did a thorough check on my vehicle, and myself. He was very personable, and made a situation that is sometimes stressful for drivers--not too bad at all. If ever an officer deserved a compliment, Officer Sanders is that man. Kudos to Texas for having him keeping their state safe.

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#### **Basil Seals and Jesse Urban (DL)**

I wanted to point out that Basil Seals and his supervisor Jesse Urban both went out of their way to help me yesterday. They are both assets to the DPS and the State of Texas. Thank all of you on getting my issue resolved.

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#### **Trooper Ricardo Seguro (THP)**

I was stopped on January 6 by R. Segura, Jr. He was probably the most polite and professional law enforcement officer I have ever spoken with. It may not sound important, but I have been in several situations that have made me suspicious and cynical about police. His calm, kind manner was helpful.

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#### **Trooper Michael Tanzi (THP)**

I would like to commend Officer Tanzi for the professionalism displayed during our encounter. I was pulled over for not reducing my speed after overtaking a truck. With myself and daughter in the car, I became a little unnerved considering the possibilities that could occur. Officer Tanzi was very polite while conducting his business. It is obvious that he enjoys his job and was trying to keep the highways safe as well as reminding me to abide by the state laws. I appreciate him for being respectful. He actually made my day. He should teach classes to those officers who may have multiple complaints from drivers. Officer M. Tanzi will always be in my prayers to keep him safe, especially on the highways of Texas.

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#### **Trooper Charles Turner (THP)**

I would like to take a moment to recognize Officer Turner. He pulled me over for a headlight out on my vehicle this evening. I explained to him that I knew it was out and showed him the replacement bulb for it. I had taken it to two different people who were unable to get the bulb in, one even wanting to take the entire front grill out of the front of the car even though it was easily accessible. Officer Turner actually tried to put the bulb in for me, he was not successful, but he really went above and beyond the call of duty to try to help me. I really appreciate the professionalism, and the genuine concern he had for a citizen while on patrol. Thank you.

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**Trooper Bill Werkmeister (THP)**

I was pulled over by Trooper Bill Werkmeister this week. He was unfailingly polite with a good attitude also. His knowledge of inspections was obvious and I believe I received a proper inspection. The company I work for takes the inspections very seriously and I was happy for a clean inspection. My being a lifetime Texan makes me appreciate someone that embodies the Texas attitude to help others in their service. Please keep up the good work!

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**Trooper James Whitten (THP)**

On December 17th, on I20 outside out Tyler, I had an instant flat tire and pulled off the interstate to change out to my spare. I had my two young teenage sons (16 and 12) with me and my car loaded with luggage for our vacation. My sons and I began to unload the car and get the spare out to change the tire when Trooper Whitten pulled up and offered assistance. As a single mom of two boys, I must tell you that Trooper Whitten made a lifelong impression on my boys and me. He didn't just step in and change out the tire for us, which would have been the quickest for him--my boys were eager to do it, so he showed them how to do it correctly and safely and let them do it. He taught them, talked them through the why of each step. This may seem small to Trooper Whitten, but it is a life lesson that will be with two boys for the rest of their lives. Trooper Whitten is beyond an amazing role model and a shining example of the great men and women in your department. Please extend my sincere appreciation and gratitude to Trooper Whitten and his supervisor. Thank you for the great encounter with your department.

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**DPS News**  
**1/20/17**

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- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Gloria Ahrens](#), [Ericka Barnes](#), [Trooper Richard Brown, Jr.](#), [Trooper Noe Conde, Jr.](#), [Trooper Dale Escobedo](#), [Za Qeshala Lopez](#), [Sally Luther](#), [Sandra Mendiola](#), and [Trooper Rodney Tucker](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**General Manual Revisions**

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at: <http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
01/12/2017	Chapter 23	Employee Recognition Award for Outstanding Performance
01/12/2017	Chapter 10	Supply Stores

**CAPPS Hot Topic**

*Closing Out Time Balances*

As part of the time reconciliation process for separating employees, it's important to remember to close out any applicable time balances remaining on the employee's timesheet. Best practice is, *before* the ACT-42 Separation has been entered is to ensure all time has been approved, applicable time is zeroed out, Time Administration has run and there are no Exceptions. Then *after* the ACT-42 Separation has been entered and Time Administration has run, check the timesheet again for Exceptions.

When closing out remaining balances, the effective date should be the employees last day on payroll, not the effective date of separation. Note: The system will automatically zero out and pay any remaining annual leave (meets 6 months service rule only) and FLSA OT after thirty days (30) from the date of separation.

For additional questions you may reference "SU\_10 Reconciling Time in CAPPs" Job Aid listed in SharePoint (CAPPs) in the Division Super User folder or send an email to [CAPPsquestion@dps.texas.gov](mailto:CAPPsquestion@dps.texas.gov).

#### **Do You Have Questions about the Donated Sick Leave Program?**

Click [here](#) to read some common questions and their answers. If you have other questions about the program, please e-mail [benefits\\_askaquestion@dps.texas.gov](mailto:benefits_askaquestion@dps.texas.gov).

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#### **Events:**

##### **Texas DPS Credit Union FREE Educational Workshop - "Your Roadmap to Unlocking Social Security"**

Wednesday, January 25 at 6:30 pm at Texas DPS Credit Union

RSVP: 512-452-5211 or [RSVP@txdpincu.org](mailto:RSVP@txdpincu.org)

For more information, see attached [flyer](#).

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#### **Fan Mail:**

##### **Gloria Ahrens (DL)**

I just want to take the time to acknowledge the help and interest provided to me from one of your employees, Gloria Ahrens. You can't imagine how nice it is to have a DPS employee help you with such a calm and positive attitude when you have been getting frustrated with trying to get somewhere with the system. She was so helpful over the phone and she seemingly would do anything to make it easier for me.

The world would be a lot better if there were more people like Ms. Ahrens. I do also want to thank DPS for having employees like her.

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##### **Ericka Barnes (DL)**

I visited Garland mega center on 11 Jan around 10AM. Ericka Barnes was very professional in her approach. She was very courteous and helpful in answering all my questions about renewal and validity for my work authorization changes. It really left a good feeling in my mind having experienced very good service. I appreciate her service. Kindly pass on this message to her Supervisor as well as her. Thank you.

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**Trooper Richard Brown, Jr. (THP)**

I was traveling thru Tyler County last week and was stopped by this patrolman for speeding. He was so polite, kind and courteous. He also just issued me a warning. So I would like to praise him for a job well done. May God bless him on our highways.

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**Trooper Noe Conde, Jr. (THP)**

Officer Conde was polite, very professional, and good natured, especially for having to work on Christmas Day. I think all members of the public appreciated that.

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**Trooper Dale Escobedo (THP)**

I want to compliment this officer on his professionalism and courtesy as he stopped me on Friday, Dec. 30, 2016, at 2:25 pm. He is a DPS employee of whom the state of Texas can be proud.

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**Za Queshala Lopez (DL)**

She was cheerful, sweet and very helpful. A very patient lady as well! She works at the Brentwood Stair office. If every employee was this cheerful and nice, nobody would mind waiting in line! Thank you!

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**Sally Luther (DL)**

I would like to leave a comment about my service at the Texas Department in Henderson, Texas. My husband and I were in there on 1/6/2017 and had the best service we've ever had there. Sally Luther helped us renew our driver license and we have never been treated that good. Just wanted to brag on SALLY LUTHER for helping us in a very friendly way!!

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**Sandra Mendiola (DL)**

I wanted to put the lime light on Ms. Sandra Mendiola. I serve my country in the USAF and I felt like she absolutely served me today, reciprocated all the hard work I do. She was friendly, helpful, patient, and very compassionate. I wanted to make sure her boss knows she is doing a heck of a job there in one of the jobs that doesn't always get the best reputation. What a wonderful lady! Thank you!

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**Trooper Rodney Tucker (THP)**

I had an encounter with this officer yesterday. He was extremely professional. My work brings me in contact with law enforcement on a daily basis and this officer was very courteous and a credit to your department. They never get enough praise and I wanted to take this opportunity to do so.

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**1/27/17**

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01/24/2017	Chapter 8	Exercise Policy

01/12/2017	Chapter 23	Employee Recognition Award for Outstanding Performance
01/12/2017	Chapter 10	Supply Stores

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### **Events:**

#### **Tuesday, February 21<sup>st</sup> – ERS Presents: Ready, Set, Retire – Certified Peace Officers**

Are you a Certified Peace Officer/Custodial Officer (CPO/CO) hired before September 1, 2009? Attend the ERS Ready, Set, Retire event to get the information you need to make fully informed decisions about retirement. Learn about retirement eligibility, insurance at retirement, and purchasing service credit. A Texa\$aver representative will also conduct a short presentation to provide you with information on the 401(k) and 457 plans.

The ERS Ready, Set, Retire event will be held on **Tuesday, February 21, 2017 from 9am-10am in the Bldg. E Auditorium at HQ in Austin**. The presenters will remain on campus until 12pm to answer any specific questions.

In addition, a Retirement Counselor will be available to speak on individual circumstances. They are offering 9 sessions of 15 minute sessions each for which you must sign up by Monday,

February 13th. Please reply to [erin.chotkey@dps.texas.gov](mailto:erin.chotkey@dps.texas.gov) to sign up for one of the 15 minute sessions. Space is limited so sign up today!

We look forward to seeing you at the ERS Ready, Set, Retire event.

### **Sesame Street Live – March 24-26 - Austin**

[Sesame Street Live “Elmo Makes Music”](#) is coming to The Theatre at the Frank Erwin Center on March 24-26. When the new music teacher’s instruments go missing, Elmo, Abby Cadabby, Big Bird and more come to the rescue and discover instruments they never knew existed. Children learn that everyone can make and enjoy beautiful music together!

**Department of Public Safety employees receive \$5 off each ticket!\*** To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Thursday, March 23 at 3 p.m.

\*Excludes Opening Night and Sunny Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail:**

#### **Beverly Ahlstedt (DL)**

I wanted to give you some positive feedback on one of your staff. I was in your office this evening to renew my DL. I was very impressed with the awesome customer service that Beverly provided. When in a position that deals with the public and the diverse needs and backgrounds that sit in front of her every day, I know how difficult it is to always be positive. As a manager, I know that when we hear from our customers, it is usually about something negative. I wanted to take a minute to give you something positive. Beverly did a great job and I truly appreciate her great customer service.

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#### **Monique Campbell and Frances Gomez (DL)**

I would like to thank Executive Assistant Monique Campbell and Manager Frances Gomez from Driver License for the prompt and professional assistance they provided to a TDEM personnel who was in travel status. A TDEM employee lost his DL after going through TSA checkpoint at DFW Airport en route to Connecticut. He contacted me a couple of minutes prior to the close of business hours concerned that he would not be able to board his return flight without his DL. I contacted the Driver License Division and spoke with Monique. I explained the dilemma and after gathering information, Monique quickly pointed me in the right direction and referred me to Frances Gomez who could further assist. Before doing so, she ensured I had the contact information just in case we became disconnected in the transfer. I then spoke with Frances and she immediately stated they could assist. It was now after 5pm and despite the time, Frances

patiently worked on securing the paperwork and sent it to the employee allowing him to return to Texas without delay.

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#### **Trooper Matthew Cline (THP)**

I just wanted to make a comment on my traffic stop of 1/11/2017 by Trooper M. Cline. It was late at night and I was a half mile from home after an 8 hour drive from Mississippi when I was stopped. Apparently being so close to home after the long drive, I had stopped paying attention to my speed.

Trooper Cline was professional, polite and even friendly. I was fortunate to receive only a written warning and I appreciate his courtesy as well as all of the hard and dangerous work all the Troopers and other law enforcement do every day.

Trooper Cline is an excellent example of the kind of professionalism the DPS has always exemplified. In the current despicable environment of anti-police sentiment, I just wanted someone to hear something positive.

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#### **Trooper Jerry Constant (THP)**

I was pulled over by Trooper Constant on Highway 281 south of George West, Texas. Trooper Constant was very polite and very professional. His uniform was pressed, neat, and clean. Trooper displayed a tremendous amount of safety. Be safe out there and thank you for what you do. God Bless You!!!

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#### **Trooper Billy Crow (THP)**

I know your officers don't hear it enough but I want to thank them all for their service and dedication.

I was pulled over on Jan 5 on St Hwy 64 in Van Zandt Co. by Officer Crow, B. He was very nice as all of your officers have been any time I've needed to speak with them.

Thank y'all for what you do and have a blessed day.

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#### **Victor Davlin (RSD)**

I called and spoke with Victor about problems that I was having completing my LTC application. He is absolutely the nicest, most helpful and polite person that I have ever dealt with at TXDPS (and I spent 9 years in law enforcement). He is most definitely an asset to TXDPS and is very knowledgeable and helpful!

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**Eloisa Dunaway (DL)**

I just want to pay this young lady a big compliment. I was greeted with a smile even though the line was long, and she was very helpful. You could use this young lady as a corporate trainer at other DPS locations to show how customer service is to be done.

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**Trooper Eric Dunn (THP)**

Thank you for being an outstanding gentleman during my stop. You were very engaging and gracious to speak to. Your ability to joke about the infraction and make me at ease while being stopped on the side of the road with all my family in the car made a difference that I won't forget. Thank you for serving our country.

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**Meredith Eddins (CID)**

I was unable to get through the menu to receive help with obtaining my CHL, but I eventually found someone who could direct me to the right department. Meredith stopped her busy day to help me find all of the information I needed to get on the right track. She spent an extended period looking online and walking me through the appropriate steps, despite the CHL being outside her department's duties. She then gave me the information for the appropriate place to contact to get my electronic fingerprints, secondary to us receiving incorrect information at the time of our class. She went above and beyond what was required and definitely past what was expected.

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**Trooper Michael Ensminger (THP)**

I was stopped by State Trooper J. Merriman on Saturday afternoon 12/31/16. I was going too fast as I entered the town of Meridian, on our way back to Granbury from lunch with friends in Belton. Trooper Merriman was very professional and nice with our interaction. I wasn't expecting a warning, so that was a pleasant surprise. Just wanted to let someone know that this was a very positive encounter. With everything that has been happening with law enforcement officers recently, a positive encounter shouldn't go unnoticed.

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**Lieutenant Lynn Floyd (ETR)**

TDEM File Response thanks Lt. Lynn Floyd for teaching the 15 Invaluable Laws of Growth to our group on December 14, 2016. We appreciated the course material and the effort put forth by Lt. Floyd to assist us in developing our individual personal growth in and out of DPS. It was evident from the start that Lt. Floyd is passionate about teaching and impassioned about this subject. It was this passion and commitment that we truly appreciated and this dedication and faithfulness that we equally valued.

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### **Trooper Patrick Hackney (THP)**

This email is to highlight the outstanding work of Trooper Hackney. On Dec 22 2016 I made an unsafe lane change; although at the time I really thought otherwise. Trooper Hackney took the time to explain because I was towing a 28 foot travel trailer proper clearance was needed to execute a safe lane change. Since the incident I have made sure to check carefully before moving to another lane, even when I am not towing our travel trailer. I also thank all law enforcement officers for the work you all perform keeping US safe.

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### **Trooper James Lattimore (THP)**

I would like to commend Trooper Lattimore on his professionalism and courtesy during a recent traffic stop. He used this stop to help train a new officer on the proper handling of a person with a concealed handgun license carrying a gun. Trooper Lattimore was very professional in his handling of the situation and provided the rookie great training in the proper way to conduct a traffic stop and run the numbers on a legally carried gun. I have nothing but respect for this officer and look forward to future officers trained by Trooper Lattimore hitting the streets unaccompanied. Great job!

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### **Trooper Zachariah Lundy (THP)**

Driving on long, Texas roads, we weren't paying attention to our speedometer and were pulled over by Officer Z. Lundy. He was extremely courteous and kind. He was professional and asked us questions as to what we were doing in Texas, and we never felt nervous or anxious. Officer Lundy was as prompt as he could be and sent us on our way. We are thankful he was patrolling the highway today, as he kept the highway safe and free from speeding.

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### **Trooper Miguel Maltos (THP)**

I was stopped by this Trooper on 1/12/2017 for speeding and given a warning citation. I spent 27 years in law enforcement in the Amarillo area and was privileged to meet this Trooper and reminded of the traffic laws. He was professional, polite, courteous. He is a credit to DPS. If I was still in law enforcement, this is a person that I would like to have as a partner.

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### **Trooper Christopher Markin (THP)**

I was pulled over a couple of weeks ago at 6:50 AM, still dark out. I was unaware my lights were not on. I was treated with much respect and given a warning. I have noticed since then other

cars on the freeway when dark not having their lights on and how you don't see them until you're right up on them. Pulling me over could have prevented me being in an accident.

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#### **Trooper Chad Martin (THP)**

Officer stopped me 11/29/16 at 10:28 pm and could not have been nicer! I had no license plate lights. I told him he scared me to death and we both laughed. He was courteous and everything an officer should be. Thank you C Martin!!

#### **Martha Mendoza (DL)**

She is so friendly and patient. My English is not very good, but she is patient enough to explain the meaning of horn and intersection and so on. She made me relax and pass the test finally. Thanks for her professionalism.

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#### **Trooper John Merriman (THP)**

I was stopped by State Trooper J. Merriman on Saturday afternoon 12/31/16. I was going too fast as I entered the town of Meridian, on our way back to Granbury from lunch with friends in Belton. Trooper Merriman was very professional and nice with our interaction. I wasn't expecting a warning, so that was a pleasant surprise. Just wanted to let someone know that this was a very positive encounter. With everything that has been happening with law enforcement officers recently, a positive encounter shouldn't go unnoticed.

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#### **Trooper Clint Nance (THP)**

On 01/10/17, I was driving in an area that I wasn't familiar with. I was speeding and got to meet Trooper Nance. He did not issue me a citation at his discretion. Yes I am very thankful. Trooper Nance conducted himself professionally and courteously. I greatly appreciate the way you dealt with me and my infraction. Sir, I salute you for the job that you do and the way you do it!!!

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#### **Cyanna Owens (DL)**

I was greeted with a smile and a good morning. She was very willing to help me and assist in a very timely fashion. I must say this is the most pleasurable experience I've had at a DPS office.

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#### **Trooper Shane Sauls (THP)**

DPS officers rarely get recognition for all the sacrifice and hard work they put in. I just wanted to compliment Officer S. Sauls for being a professional officer and going above and beyond his

job. I couldn't sleep because I found out that a major shake-up was about to happen at my job and that it would affect my family life greatly. He could have issued the paper and left it as that. But he actually took the time to listen to my problem, made sure I was ok, and gave me encouraging advice. Thank you. I truly hope he receives this message.

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### **Trooper Tracy Shipley (THP)**

Officer T. Shipley was very, very kind. I was guilty of speeding, and he was kind enough to give me a warning. While I am grateful for the warning, I was even more grateful he was so kind since I had a van full of children. I always tell my kids that officers aren't out to "get" us. They are there to keep everyone safe. I was worried that the kids would start crying because they were scared, but he was friendly and even talked to them. Thank you Officer T. Shipley.

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### **Victoria Sungino (Admin)**

I wanted to take a moment to compliment Victoria. She has been our project manager for the *CVE Main Lane* project and has been extremely effective. What we are attempting is very complicated and has a lot of moving parts (i.e. people, resources, etc.) and Victoria has gone into this with both feet first. When this project is completed, the public safety benefits are going to be tremendous. We really did need a project manager and I can think of nobody better at it than Victoria. She has been very effective, efficient, sensitive to time constraints, and very organized.

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### **Trooper Michael Tatum (THP)**

On 01/13/17 Mr. Tatum responded to a vehicle v. deer call outside of Lometa. Mr. Tatum arrived on scene shortly after. I was traveling from Leander, TX to Cisco, TX to see my parents when the incident occurred. My vehicle needed to be towed. I was traveling with my two young children, and my father was two hours away from picking us up. There are not many options after 6:00pm in this area for someone to wait safely for transportation, and there was not really an option to get a rental by the time the car was ready to be towed. Mr. Tatum took additional time, that he did not have to, to transport my children and myself to Goldthwaithe and arranged for my family to wait safely at the Mills County Sheriff's Office until my father arrived. Mr. Tatum even helped me load my family's luggage in his unit so we did not have to leave our things in the vehicle being towed. I cannot thank him enough for the help he provided. Being in a remote location, away from home, away from family to help, and without a vehicle is a stressful situation. I understand how busy law enforcement officers are, and how demanding the shifts can be. Mr. Tatum went well above and beyond anything he was required to do to help make sure my children and I were safe, and in a location where family could locate us. I just want to thank him for his help, and to make sure he is recognized for the outstanding



service he provided my family. We were able to make it safely to Cisco because of the help he provided. Please pass this on to him, and tell him I said, "Thank you!"

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### **Neshell Williams and Houston-North DL Mega Center**

I am a training instructor for the local Transit Authority in Houston. I wanted to email someone at DPS to comment on just how much I very much appreciate the impeccable customer service, attention to detail, an extra-ordinary strong work ethic and a world class approach towards serving the community that we as a transit agency have received from the local Mega Center DPS at North Houston.

I have been in the transportation business for twenty-four years, and I must say that DPS Supervisor Neshell Williams most definitely knows how to demonstrate a professional disposition at ALL times.

Many kudos to having a world class organization from every employee who works at this DPS local office.

Please encourage them all to keep up the good work!

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### **Trooper Randall Zieschang (THP)**

Officer Zieschang was very polite and professional during a traffic stop last weekend. I had a horrible migraine and the sun was in my eyes as I tried to look at him as he spoke. He must have noticed because he actually said, "Let me see if I can block that for you," as he moved to help block the sun. That may not seem like much but it was very nice of him to notice and care. Thank you for all that you do.

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**DPS News**  
**2/3/17**

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### **Events:**

#### **Tuesday, February 21<sup>st</sup> – ERS Presents: Ready, Set, Retire – Certified Peace Officers**

Are you a Certified Peace Officer/Custodial Officer (CPO/CO) hired before September 1, 2009? Attend the ERS Ready, Set, Retire event to get the information you need to make fully informed decisions about your LECOS retirement. Learn about retirement eligibility, insurance at retirement, and purchasing service credit. A TexaSaver representative will also conduct a short presentation to provide you with information on the 401(k) and 457 plans.

The ERS Ready, Set, Retire event will be held on **Tuesday, February 21, 2017 from 9am-10am in the Bldg. E Auditorium at HQ in Austin**. The presenters will remain on campus until 12pm to answer any specific questions.

In addition, a Retirement Counselor will be available to speak on individual circumstances. They are offering 9 sessions of 15 minute sessions each for which you must sign up by Monday, February 13th. Please reply to [erin.chotkey@dps.texas.gov](mailto:erin.chotkey@dps.texas.gov) to sign up for one of the 15 minute sessions. Space is limited so sign up today!

This event is specifically for employees retiring under the LECOS (Law Enforcement and Custodial Officer Supplemental) retirement fund. We look forward to seeing you at the ERS Ready, Set, Retire event.

#### **Sesame Street Live – March 24-26 - Austin**

[Sesame Street Live "Elmo Makes Music"](#) is coming to The Theatre at the Frank Erwin Center on March 24-26. When the new music teacher's instruments go missing, Elmo, Abby Cadabby, Big Bird and more come to the rescue and discover instruments they never knew existed. Children learn that everyone can make and enjoy beautiful music together!

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#### **Fan Mail:**

##### **Trooper Carson Bening (THP)**

I just wanted to express my thanks to Trooper Bening for his courteous and professional behavior during our interaction on January 22, 2017. He was a pleasure to deal with even if he did stop me for speeding.

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##### **Trooper William Burleson (THP)**

I would like to thank Trooper Burleson for his professionalism and his kindness. I have had tickets hanging over my head for many years and I was afraid to go to court because of warrant notifications that indicated that I would be arrested on sight. Trooper Burleson took the time to tell me that I would not be arrested but I did need to "take care" of my legal problems. Because of his recommendation I went to court and found out that I could resolve my issues with community service. As of today I will have completed my service and I am on my way to clearing my record and returning to "legal" status. Trooper Burleson, I cannot thank you enough for your kindness, but, THANK YOU!!!

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##### **Trooper Matthew Cabigon (THP)**

My experience with this officer was very unique and positive in that the officer was very professional - by that I mean, he was polite, calm, authoritative and non-threatening. He communicated with me openly and I felt safe in my ability to answer just as openly, as I would in any normal service encounter. He used his judgement and discretion when determining the outcome and I felt that I had been treated with reason. Please thank him for doing his job well.

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##### **Trooper Charles Cannon (THP)**

On January 19, 2017, shortly before 10:00 p.m., I had the opportunity to meet Trooper Cannon. Trooper Cannon had conducted a traffic stop for speeding. Trooper Cannon was courteous, professional and friendly during the issuance of the warning. Trooper Cannon's professionalism and friendly demeanor are a testament to the good standards of Texas law enforcement and his personal integrity at a very tough time for all men and women in the law enforcement profession. Too often only complaints are worth the time to share. I want to take the time to commend this fine young Trooper and wish him the best future in his chosen career.

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### **Capitol Security Staff**

I would like to thank you, your Troopers, and your staff for the service provided at Saturday's Women's March. It must have been a challenge to handle such a large event, but your Troopers were all helpful and courteous. Please pass along my thanks to your team.

Thank you for working to ensure a safe, peaceful, and organized event for our Women's March on Saturday! We so appreciate your service to our community.

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### **Kippie Davis (DL)**

I am from Odessa, TX but was working in Monahans and needed to renew my DL so I went into the office in Monahans. Kippie Davis greeted me as I walked in. She was very friendly and as I was unable to renew at the time she took the time to print out documents and show me where to go to see when I am eligible. Even though she is working alone and she has a many people waiting she never once got frustrated or acted like she was in a rush. She talked to everyone as if she has known them forever. This is the definition of customer service. We need more of her in other offices. I will now drive to Monahans to always do my renewal thanks to her. Please do show her this message so she can see her customer service never goes unnoticed and to continue doing what she does.

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### **Trooper Raul Garcia (THP)**

I was recently pulled over in my vehicle by DPS officer Garcia on 1-16-17. This officer was very professional in his actions along with being very courteous and accommodating! We are lucky to have a trooper of this status in our county!

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### **Sylvia Garcia (DL)**

I recently went in for a driver's test and I want to acknowledge Mrs. Sylvia Garcia for her professional attitude with her job. Once the test was done she was very nice on explaining my results and congratulated me as well. I want to thank her for the good job she does at your company.

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### **Trooper Jason Gingles (THP)**

Officer Gingles stopped me for speeding. He was very professional and courteous. He is doing a good job for the people of Texas. Thank you.

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### **Trooper Woody Gosser (THP)**

I was pulled over for speeding this morning (1/25/17) by Officer Gosser.

I was on my way to work and was driving too fast.

I have not been pulled over in many years so I was very nervous but his calm demeanor helped me relax.

He was very professional and polite.

Just thought you would want to hear about the positive experience I had.

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### **Sergeant Gregg Greer (THP)**

Last Monday (16 Jan 2017) my wife and I were driving to Longview from Marshall. We experienced a flat tire on our vehicle. In the process of attempting to change tires, one of your officers stopped to assist us. He parked behind us with his lights flashing. As he approached us he stated he was a DPS officer and showed us his badge. He said he was a supervisor for the area and lived in Hallsville. He was very courteous and proceeded to help change the tire. We would appreciate it if you would thank him on our behalf.

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### **Lake Worth DL Office**

I renewed my TX DL in-person at the Lake Worth branch on 1/23/17 and just wanted to express my thanks for such an efficient system that is in place at the location. I also wished to say that the personnel I interacted with at Lake Worth office were extremely courteous and professional, something in this day and age I find refreshing.

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### **Trooper Daren Lamp (THP)**

Received a warning ticket from this officer. Found him to be professional, respectful, friendly and courteous in dealing with the situation. Wish to thank him for the job that he does!

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### **Trooper Abe Mack, IV (THP)**

I want to inform of my personal experience with this officer last night. I was pulled over by State Trooper Mack last night and I want to say through him now I am a big supporter of police officers now. I forgot to turn my light on and he pulled me, made me to park my car at the gas station where I felt comfortable with my safety and he talked to me and advised me as if he had known me before and gave me a warning after educating me. I look forward to supporting police officers for the rest of my life through my experience of coming across such a gentle and professional officer in duty. May God bless and protect all officers on duties all across the

United States of America. Pls I would appreciate if this gentleman can be recognized and appreciated by the agency as he has impacted my life on how I now see police officers. May God bless America and protect all officers on duty.

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**Trooper Steven Mayfield, Jr. (THP)**

Officer Mayfield was extremely courteous and very helpful when he inspected my waste management truck on Friday January 20th, 2017. Very professional and respectful. I would like to thank him for that.

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**Cheryl Mills (DL)**

I wanted to pass along my compliments regarding Cheryl Mills. Ms. Mills was very kind and very patient with my son during his driving test. We greatly appreciate it. Instead of being a stressful day, it was great because of Ms. Mills. This was our best day ever at the DPS office!

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**Trooper Matthew Naparstek (THP)**

I just wanted to say Thank You to Mr. Naparstek for being so professional this morning. He was such a nice young man. He was very courteous and very polite. I want to say "Thank You" for your service along with many other men and women who serve our Texas Highways.

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**Trooper Carl Neal (THP)**

I was pulled over for speeding (got away from me going down a hill). Officer Neal was very professional and polite.

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**D'Ambra Neblett (DL)**

It was a pleasure talking to Ms. D'Ambra. She really gave me great info on an essential need license or whatever you call that type of license. Honestly I thought my life was going to be over! She gave me hope and she was real patient with me and gave me steps in the near future to fix my license. Please pass the word and thank you!

Omg, D'Ambra was awesome. She rocks! Honestly I was hold for a period, but it was worth the wait! She gave me the proper steps to get my license in time and I was stressing at first cause it took me days to get in touch with the contact center. She stated she was the only D'Ambra there but I was blown away. Please pass this message to her! She was real sweet!

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**Trooper Jerry Noble and Security Officer Fabian Gonzalez (THP)**

I want to commend these two officers who took such good care of me when I had a fainting spell at today's women's march. They were courteous, compassionate, and knowledgeable. They drove us through the crowd on a golf cart, so that my husband could have easier access to our vehicle. Then they stayed with me until my husband returned with the car. Because I know that DPS officers often don't get the respect and appreciation they deserve, I wanted to be sure to speak up.

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**Trooper Russell Reid (THP)**

I was heading to Lubbock to see my daughter after she suffered a tragic loss. My thoughts were to get to her as quickly as I could from Rockwall - so wasn't really paying attention to my speed. Thus, I see the lights and was pulled over by Officer Reid. Anyway, he walked up and calmly asked if I was okay and he proceeded to listen as I told him what happened through many tears. He then simply handed me a warning -- and it was so unexpected and truly appreciated. His kindness and compassion were just what I needed at that moment and it brought me back to where I needed to focus. I just wanted to thank him for his understanding and handling it the way he did. THANK YOU!

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**Trooper William Robbins (THP)**

I was pulled over on January 24, 2017 by Officer W. Robbins on my drive to work. I wanted to comment on how professional Officer Robbins was and to say I appreciated his attempts to calm me down. I haven't been pulled over in years and I was nervous because I had no idea what I had done wrong. Officer Robbins was kind and professional. He explained what the issue was and actually talked to me making sure I was ok. I felt Officer Robbins was a credit to DPS and he should be commended. I hope this finds its way to his commanding officer and he takes the time to let Officer Robbins know that he is appreciated.

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**Trooper Michael Roper (THP)**

I would like to leave a compliment for Patrolman Roper. I'm from out of State and was pulled over for speeding. Being unfamiliar with the area, I was trying to figure out how to get somewhere and wasn't paying attention to my speed when I got pulled over. I didn't even realize I was speeding. Patrolman Roper was very nice, friendly and courteous and I wanted to take the time to compliment him.

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### **Trooper Jesus Sandoval and Trooper Dustin Welch (THP)**

I would like to thank the Texas DPS for their service in general and specifically the two trooper units working IH35 around 8:00am this morning between Lorena and Waco.

Their enforcement of the speed limits on IH35 help to keep us all safe. Each of the units had a vehicle stopped in what appeared a safe manner. I, along with other daily travelers on IH35, are thankful for their work as they enforce the laws of the State of Texas.

### **James Stanesic (LES)**

This letter is overdue to be sent. I wanted to commend James Stanesic for his focused effort in helping our Department. In the month of December I submitted a URF for our Department; we previously did not have any TLETS terminals assigned to our agency so the list was 21 members long.

Mr. Stanesic dedicated a full day of his time to help our department as we were relatively new in this undertaking. Not only did he complete the request in rapid time but also supplied us with helpful resource material to guide us along the way.

Mr. Stanesic was extremely courteous and professional and made this new process relatively painless. I personally learned more on what to do going forward because of my dealing with Mr. Stanesic. Anyway I just wanted to say that you have our appreciation and wanted to acknowledge Mr. Stanesic's work.

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### **Trooper Jacob Taylor (THP)**

Officer Taylor stopped me while driving on Texas Highway 35 for speeding over limit on January 19, 2017 at 1:29PM. He conducted himself in a professional manner, and discussed the alleged infraction on my part. I engaged in polite conversation, and learned that in Brazoria County the limit is 60mph, and in Ft Bend County it is 65mph. Thank you for the clarification. I was issued a warning. Thank you for the consideration.

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### **Trooper Charles Turner (THP)**

I just wanted to express my gratitude and highest compliments for Officer Turner. I met him on January 26, 2017.

He was professional, kind and upbeat during our interaction. He made me comfortable instead of nervous. It was an interaction with an officer I had not had before. I highly commend him as that is a great officer! He issued me a warning, but I would still write these comments even if he had given me a ticket. I expect y'all to do your job if you stop me.

I am very pleased with your department.

May God Bless all of you and keep you safe. Our prayers are with you each day. Thank you for keeping us safe.

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**Trooper Carlos Wilson (THP)**

I was pulled over for speeding on January 19, as I was driving from central Missouri to Humble, TX. Yep, I was guilty. The officer, C. Wilson, was very professional when he approached me. He told me exactly what I had done wrong. I expected a ticket and a blemish on my clean driver's record. I received a warning instead, and a report on how much farther I had to go until I reached my destination. Officer Wilson seemed to genuinely care about keeping the roads safe, and was in no way condescending. He even wished me a safe journey before going back to his patrol car.

I recognize that Officer Wilson has a dangerous job, and every traffic stop is a risk. I just wanted to say thanks for helping me that evening. Oh, and I did slow down the rest of the way.

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**DPS News**  
**2/10/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Retirements](#)
- [Deaths](#)
- [Promotions](#)
- [Awards](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Nathaniel Allison](#), [Trooper Micheal Bishop](#), [Trooper George Boulware](#), [Capitol Security Staff](#), [Trooper Cole Duvall](#), [Fort Worth Mega Center](#), [Trooper Herbert Fuentes](#), [Silvia Garcia](#), [Maria Garcia-Salvo](#), [Nadine Gilbert](#), [Trooper Jose Gonzalez](#), [Cindy Halderman](#), [Vicki Higgins](#), [Trooper Gary Humphrey](#), [IT Innovation & Application Services/Enterprise Services Team](#), [Trooper Orlando Jacobs](#), [Ellen Kennedy](#), [Trooper Kirby Lambert](#), [Trooper Raul Leal-Gonzalez](#), [Trooper Richard Northcote](#), [Trooper Kameron Parker](#), [Trooper Ricky Pringle](#), [Trooper Jimmy Rains](#), [Trooper Zane Rhone](#), [Trooper David Stockard](#), [Cynthia Tapia](#), [Trooper David Taylor](#), [Corporal Mike Urias](#), [Jessica Villegas](#), [Trooper Terry Vogler](#), [Barbara Walton](#), and [Trooper Sidney Washington](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Have a Question for the Director?**

If you have a question for Director Steven McCraw that you think that you would like to see answered in *DPS News*, please submit your question to [Customer.Comments@dps.texas.gov](mailto:Customer.Comments@dps.texas.gov). Questions will be reviewed and submitted to the

Director. Responses to questions that are answered will be found in future editions of *DPS News*.

### **Do You Have Questions about the Donated Sick Leave Program?**

Click [here](#) to read some common questions and their answers. If you have other questions about the program, please e-mail [benefits\\_askaquestion@dps.texas.gov](mailto:benefits_askaquestion@dps.texas.gov).

### **CAPPS Hot Topic**

#### *Closing Out Time Balances*

As part of the time reconciliation process for separating employees, it's important to remember to close out any applicable time balances remaining on the employee's timesheet. Best practice is, *before* the ACT-42 Separation has been entered is to ensure all time has been approved, applicable time is zeroed out, Time Administration has run and there are no Exceptions. Then *after* the ACT-42 Separation has been entered and Time Administration has run, check the timesheet again for Exceptions.

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### **Events:**

#### **Austin Scottish Rite Theater Productions**

This local theater has an extensive calendar of productions and even hosts summer camps. For more information, see their [website](#).

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### **Retirements:**

<b>Marinona Elizabeth Kieke</b>	Education, Training & Research	38 years
<b>Judy Sargeant Waits</b>	Texas Highway Patrol	30 years
<b>Cecilia Zavala Lopez</b>	Driver License Division	28 years
<b>Ronald David Crumley</b>	Law Enforcement Support Division	27 years
<b>Judy Carol Altom</b>	Texas Highway Patrol	26 years
<b>Eric Steele Park</b>	Texas Highway Patrol	26 years
<b>Kimiko Godfrey</b>	Office of General Counsel	25 years
<b>Jimmy Jay Schroeder</b>	Texas Ranger Division	23 years
<b>Richard D. Howard</b>	Texas Highway Patrol	22 years
<b>James Wilson Jones</b>	Texas Ranger Division	20 years
<b>Jutta Anna Duerk</b>	Texas Highway Patrol	18 years
<b>Michael Lee Hodgson</b>	Texas Highway Patrol	14 years
<b>Dennis J. Leopold</b>	Information Technology Division	12 years
<b>Linda F. Porch</b>	Administration Division	10 years
<b>Bobby Glen Trollinger</b>	Driver License Division	4 years

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### **Deaths:**

<b>Joe H. Garza</b>	Retired
<b>Eldon Roy Kiblinger</b>	Retired
<b>Leroy A. Schiller</b>	Retired
<b>Richard L. Williams</b>	Retired
<b>Luther</b>	DPS K-9

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Manuel Espinosa III</b>	Captain, Criminal Investigations (Austin)	Major, Criminal Investigations (Austin)
<b>Devin R. Gonzalez</b>	Lieutenant, Criminal Investigations (Irving)	Captain, Criminal Investigations (Garland)
<b>Heather L. Krueger</b>	Lieutenant, Criminal Investigations (El Paso)	Captain, Criminal Investigations (El Paso)
<b>George D. Holleway III</b>	Lieutenant, Criminal Investigations (Conroe)	Captain, Criminal Investigations (Houston)
<b>Timothy R. Leggett</b>	Lieutenant, Criminal Investigations (Austin)	Captain, Criminal Investigations (Austin)
<b>Troy Elizalde</b>	Special Agent, Criminal Investigations (San Antonio)	Lieutenant, Criminal Investigations (McAllen)
<b>Jesse L. Bennett</b>	Trooper II, Texas Highway Patrol (El Paso)	Special Agent, Criminal Investigations (El Paso)
<b>Calvin E. Green</b>	Trooper II, Texas Highway Patrol (El Paso)	Special Agent, Criminal Investigations (El Paso)
<b>Russell A. Morton</b>	Sergeant, Texas Highway Patrol (Midland)	Special Agent, Criminal Investigations (El Paso)
<b>Donald Venable</b>	Trooper II, Texas Highway Patrol (Georgetown)	Special Agent, Criminal Investigations (Austin)
<b>Kimberly Pitzer</b>	Customer Service Representative V, Driver License (Fort Worth)	Office Supervisor, Driver License (Fort Worth)
<b>Pauline Scott</b>	Customer Service Representative III, Driver License (Cleburne)	Office Supervisor, Driver License (Fort Worth)
<b>Robert "Rob" Russell</b>	Sergeant, Texas Highway Patrol (Devine)	Lieutenant, Education, Training, & Research (Austin)
<b>Melvin A. Allick II</b>	Sergeant, Education, Training, & Research (Austin)	Lieutenant, Education, Training, & Research (Austin)
<b>William J. Kennard</b>	Sergeant, Education, Training, & Research (Austin)	Lieutenant, Education, Training, & Research (Austin)
<b>Gary W. Brown</b>	Trooper II, Texas Highway Patrol (Gainesville)	Sergeant, Education, Training, & Research (Garland)
<b>Rudy R. Resendez</b>	Captain, Executive Protection (Austin)	Deputy Assistant Director, Executive Protection (Austin)

<b>Jennifer Baskerville</b>	Lieutenant, Criminal Investigations (San Antonio)	Captain, Intelligence & Counterterrorism (Austin)
<b>Stephen "Doc" Petty</b>	CJIS Technical Auditor, Law Enforcement Support (Austin)	CJIS Information Security Officer, Law Enforcement Support (Austin)
<b>Terry Henry</b>	Communications Electronics Technician, Law Enforcement Support (Austin)	RF Technical Services Supervisor, Law Enforcement Support (Austin)
<b>Hank Sibley</b>	Captain, Texas Highway Patrol (McAllen)	Major, Texas Highway Patrol (Weslaco Region)
<b>Todd Ashby</b>	Sergeant, Texas Highway Patrol (Austin-Capitol)	Lieutenant, Texas Highway Patrol (Austin-Capitol)
<b>Vito C. Fruggiero</b>	Trooper III, Texas Highway Patrol (Spring)	Sergeant, Texas Highway Patrol (Houston-North)
<b>Aaron L. Lewis</b>	Trooper III, Texas Highway Patrol (Wichita Falls)	Sergeant, Texas Highway Patrol (Sierra Blanca)

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**Awards:**

<b>Lora Lee Beshears</b>	Finance	Finance ACE of the Quarter
<b>Christine Cenicerros</b>	Law Enforcement Support/Crime Lab	South Labs Employee of the Quarter for October - December 2016
<b>Sandy Cole</b>	Law Enforcement Support/Crime Lab	North Labs Employee of the Quarter for October - December 2016
<b>Tasha Israel</b>	Law Enforcement Support/Crime Lab	Breath Test Employee of the Quarter for October - December 2016
<b>Robert Meade</b>	Law Enforcement Support/Crime Lab	Austin Lab Employee of the Quarter for October - December 2016

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**Fan Mail:**

**Trooper Nathaniel Allison (THP)**

Trooper Allison was very respectful, friendly and fast in issuing me my citation. I was running late for work and driving too fast and he didn't hold me up any longer than needed. I know it sounds funny thanking him for a ticket but with all the grief LEOs get now days it's nice to see the job get done respectfully still! May all the officers be safe out there! Keep up the good work Trooper Allison!

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**Trooper Micheal Bishop (THP)**

I am sure that in today's time the department receives many complaints and numerous negative comments. This email is neither a complaint or negative.

I live in Grandview, Texas but work mostly in the Houston area. I drive back and forth from home to the gulf coast many times monthly. I do pull trailers occasionally and was pulled over by Mr. Micheal Bishop of the Texas DPS and one of the local constables. This email is to compliment Mr. Bishop for the manner in which he conducted himself. He pointed out, to myself and the constable, things that required attention with my load. He used the traffic stop more as an information session for both of us. Mr. Bishop answered all of my questions and even stayed long enough to give me some more guidance and information I asked him for. He was very thorough while explaining things to the constable and myself.

I work in many areas of the nation and have for many years. I can truly state that the Texas Department of Public safety is by far the most efficient, caring, professional and honorable law enforcement group I have ever seen or had any dealings with.

I thank you as a Texan and also thank Trooper Micheal Bishop and his fellow ladies and gentlemen that are on the ground around our wonderful state.

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### **Trooper George Boulware (THP)**

I received my first speeding ticket on January 22, 2017. I wanted to take a moment to recognize Trooper G. Boulware on his respectfulness and professionalism. I was on a motorcycle and I know there is a negative aura that tends to surround motorcyclist, especially sport bikers, and I expected to be treated that way. I was pleasantly surprised with how kind Trooper Boulware was. I'm a firefighter in Huffman, TX and even on scene it's tough to find police officers as nice as he was, and I was getting a ticket! I hope that this reaches him and can lighten his day up a little if he's having a bad one.

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### **Capitol Security Staff**

Thank you for helping to keep the recent local marches safe and peaceful.  
We appreciate your help and support!

Thank you so much for your hard work and dedication to our community every day. We are writing to say an extra thank you for the work you did to ensure the Women's March on Jan 21<sup>st</sup> was safe for everyone and without incident. It was a powerful day for my daughter and I. Thank you for your service everyday.

My family and I attended the Women's March. I was amazed at the number of people! I never felt unsafe and was not worried for my children's safety. Thank you for your role in this. I'm sure the crowd size was even more concerning to those tasked with keeping the peace. I appreciate all of your work, that day in particular.

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### **Trooper Cole Duvall (THP)**



On February 1, 2017 we were on our way to Perryton, TX on a disaster relief call when our equipment trailer had a blowout. Shortly after we pulled to the side of the road, Cole pulled in behind us, turning on his emergency lights. The next thing he was on the ground with us, helping change the tire and offering up some good advice since some of our tools did not function properly. Cole demonstrated to us how much he actually cares and wants to make a difference. Please pass on our thanks to Cole for a job well done.

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### **Fort Worth Mega Center (DL)**

I want to give a BIG Shout Out for the Fort Worth Mega Center. So often we (including me) are quick to share the negative, and forget to share the positive...

We took a trainee for testing earlier this week; our first one since the new testing requirements started. We found them to be professional, friendly, patient, and easy to work with.

Great Job, Fort Worth Mega Center!!!

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### **Trooper Herbert Fuentes (THP)**

I wanted to send a note that hopefully makes it back to Officer Fuentes in Conroe.

Officer Fuentes pulled me over for going a bit above the speed limit when I was returning to Houston from Dallas. It was late, so it was already very dark and I had to pull over in a little parking lot off of the I-45 feeder. The officer was professional and firm, but fair. I really appreciated the way he handled the situation. I'm a single woman and it can be easy to yell or just tell someone to slow the heck down, but he had such great composure and I thought he did his job so incredibly well.

The world has been so wild lately and I so value our officers for keeping us safe. He's a good one and I wanted to be sure to give that feedback.

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### **Silvia Garcia (DL)**

On Feb. 1st, 2017, went to renew driver's license at the Harlingen office. The lady that helped me was very courteous. It was about 4:30 in the afternoon, so I know after a long day's work, stress can be high. Nonetheless, Ms. Garcia was so polite. I just wanted to let someone know of her politeness. Thank you, again, Ms. Garcia.

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### **Maria Garcia-Salvo (DL)**

Used the call ahead option with text communication and was very pleased. Thank you.

Thank you to Maria Garcia-Salvo at Leon Valley Mega Center. She did a great job explaining and answering all my questions. She was patient and kind. She was efficient in her ways and time

but did not make me feel like she was rushing me or in a hurry to just push me along. Thank you!

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### **Nadine Gilbert (DL)**

To start, Ms. Gilbert is the best DPS employee I have ever dealt with, hands down. My wife and I visited the Lewisville TX DPS office earlier today to get her a TX driver license since she moved here from Arizona after we married. We weren't 100% sure we had exactly everything we needed to get my wife's DL. After we waited in the waiting area for an hour and a half we were called to Ms. Gilbert's desk and she instantly greeted us and made us feel welcome and promptly began our paperwork. She was very courteous, professional, personable and genuinely nice to us. My wife and I were worried about our addresses on some of our paperwork because we recently moved apartments but Ms. Gilbert gave us clarification on exactly what form we could use and even allowed me to pull one up on my phone and then email it to her directly to speed up the process instead of having to leave and bring back the paperwork. Ms. Gilbert really was such a nice business professional who redeemed our experience today with the TX DPS. She should definitely be commended and noted as one who works hard and efficiently while providing the customer with a great experience. Thank you so much Ms. Gilbert!

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### **Trooper Jose Gonzalez (THP)**

I wish to commend Officer J. Gonzalez JR on his professionalism and his interviewing technique. He came across as easy going while still getting the information he was seeking. He was firm but not intimidating. I was stopped for being over the legal speed limit on January 24th and given a warning.

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### **Cindy Halderman (DL)**

Had to make a change on my driver license and Cindy was amazing. She made the transition so easy and got it done. She told me exactly what documents I needed and seemed to really care. I didn't feel like just a number. Thanks again!!

She was excellent!! Very helpful. Always got her thru my middle son and youngest with permits, etc. She was the best!!!

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### **Vicki Higgins (THP)**

We recently submitted an open records request for the fatal packet in an Archer County crash. Ms. Higgins was most helpful in compiling the documents and providing them to us. She was

most efficient and responsive to our request. Please let Ms. Higgins and her supervisor know we appreciate her efforts. She is an outstanding representative for TX DPS.

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### **Trooper Gary Humphrey (THP)**

Please allow me to express my gratitude to Trooper Humphrey. On Wednesday February 1st, 2017, I exited I 35 too early in Austin at 51st. I went about a mile and stopped at convenience store and saw the cruiser. I stepped inside and asked Trooper Humphrey if he could direct me back to find 290 west to Fredericksburg. He did and I arrived where I needed to be. Thanks a bunch Trooper! Great job and very professional. Some of us out there have your back.

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### **IT Innovation & Application Services/Enterprise Services Team**

I would like to thank the IT Innovation & Application Services/Enterprise Services Team for the efficient, professional assistance that this team routinely provides to our division. Specifically, Mike Lucero, Cindy Vo, Jon Whitney, and Debbie Bage consistently provide friendly service, even when we provide urgent deadlines. Recently, my coworkers and I reached out to your team to ask for assistance in determining the best method to post videos that we were submitting for an award. Not only did they assist with recommendations and the approval process, they supported designing a web page in which to post the videos, test for functionality, and they did this within the time frame requested.

This type of dependable service is sometimes taken for granted and overlooked and we didn't want another day to pass without letting them know how much we appreciate our partnership with the Information Technology Division.

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### **Trooper Orlando Jacobs (THP)**

Officer Jacobs stopped me as I was driving through Texas. While no one likes to see those blue lights come on behind them, Officer Jacobs was very polite, professional, and personable. He seemed genuinely concerned for our safety as opposed to just issuing a citation. I appreciated the way I was treated by this officer.

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### **Ellen Kennedy (Admin)**

I would like to take this opportunity to acknowledge Ellen Kennedy of our DPS Reprographics service for her skills and knowledge in providing excellent work products. Ms. Kennedy has handled multiple projects for our office out in the field. Ms. Kennedy is thorough and has an excellent eye when reviewing projects to ensure they turn out professional all while completing the work in an expeditious manner. Ms. Kennedy also follows through to ensure one receives an end product to their liking. This is hard enough to do when individuals are working together;

in person one on one, but she provides this service long distance. Ms. Kennedy, kudos for consistently doing a fantastic job and producing excellent products for those of us out in the field.

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### **Trooper Kirby Lambert (THP)**

Wanted to give an "atta boy" to Officer Lambert for his warning I received 2 weeks ago while traveling 83 in Corley County. I had told him I had my cruise control set at 77, but his radar read higher. He asked if I had put larger tires on my truck, which I had. He informed me that larger tires can impact the speedometer as much as 2 - 8 miles off the reading. This is great information to know and I thank him for making me aware and for the warning.

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### **Trooper Raul Leal-Gonzalez (THP)**

On Thursday, Feb. 2, 2017, at 5:25 PM, State Trooper Leal-Gonzalez pulled me over for a traffic violation. My high mount brake light was out. He was very nice about the situation and explained the process. Once he ran my number, he issued the warning. Then, because I'm the type of person who asks questions - because I need to understand in my head - he very graciously answered my questions. I truly did not know this was a traffic violation. So, one, I learned something new about MV violations; and, two, I learned how to replace the bulb in the high mount brake light.

I appreciate the job State Troopers and all law enforcement officers do 24/7, 365 days a year. Be Safe!

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### **Trooper Richard Northcote (THP)**

Although no one really likes being pulled over, I just wanted to take the time to provide a compliment for Officer Northcote. He and his partner pulled me over last night because they could not see that I had a seatbelt on. I did have my seatbelt on, but had been wearing it under my arm because it came across my neck and felt like it was choking me. My fear was that if in a real wreck that the seatbelt would choke me to death rather than save my life.

Officer Northcote explained that the seatbelt could be adjusted. He and his partner assisted in lowering the seatbelt for me (I am so technically challenged....would never have figured it out). Anyway, they were both very polite and courteous toward me and may have saved my life (thinking forward) by adjusting the seatbelt.

With officers/law enforcement getting a bad reputation from the public nowadays, please know that there are folks who truly respect you guys and are glad that we have law enforcement that are out there enforcing the laws so that society does not become more chaotic than it already is. Thanks to all!

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### **Trooper Kameron Parker (THP)**

Just wanted to send a quick email to let you know that you have a great officer and asset in Trooper K. Parker.

I was stopped earlier today for a speeding violation and Trooper Parker acted and treated me in a very professional manner – which made the situation more bearable.

It's good to know that the State of Texas' Department of Public Safety is hiring & training great individuals like Trooper Parker!

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### **Trooper Ricky Pringle (THP)**

Muy buenos días. Just wanted to take a few moments to inform you of the highly professional and courteous manner in which my wife and I were treated this past Sunday January 29 by Trooper R. Pringle. We had been in Lubbock visiting my 90 year old parents and departed early, in order to drive back from Lubbock to our home in Conroe. Although I have travelled over this route on numerous occasions, I failed to note that I had left a 75mph corridor and had entered a 70mph corridor. My cruise control remained set for the higher speed and my GPS continued to show that I was in a 75mph corridor. Trooper Pringle pulled me over, asked if everything was OK or if we had an emergency, and he then proceeded to explain why he had stopped me. I was surprised and showed him my GPS, to which he smiled and very politely replied that he understood, but that the posted speed limit was what he enforced and not the speed shown by GPS. His remarks were not at all sarcastic or authoritarian, just simply matter of fact.

He smiled and told me that he was issuing a warning and wanted me to be more careful. I gave him my word that I would knock my speed down to 70mph and be more attentive. I told my wife that I was certainly glad he gave me a warning, but that he was so polite I would have felt the same even if he had issued me citation.

Upon saying our goodbyes, Trooper Pringle again told us to be careful and to have a good day. I told him to be extra careful because of all of the craziness that unfortunately forms part of the world we live in nowadays and is further exacerbated in his line of work. My wife and I continued to talk about Trooper Pringle on the way home. I wanted you to know that his professionalism and Texas manners certainly did not go unnoticed. Gracias. Saludos.

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### **Trooper Jimmy Rains (THP)**

I'm writing with regard to a warning citation I received today in Travis County from Officer Rains.

Although it's never enjoyable to be pulled over, I'd like to compliment Officer Rains on his conduct. He was very professional - courteous, respectful, and listened to my description of the situation.

The officer did a good job, and I really appreciate the thoughtful way that he went about interacting with me.

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### **Trooper Zane Rhone (THP)**

On January 26 at 9:35 pm I was driving toward Broken Bow, OK. I was driving a bit too fast and was pulled over. The officer was polite and frankly reassuring. I was visiting from Oregon and have not been pulled over for many years so was a little apprehensive. I wanted to compliment the officer for his handling of the stop and by extension Texas law enforcement. The officer was a wonderful ambassador for Texas.

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### **Trooper David Stockard (THP)**

My husband and I were traveling through Texas this past weekend. Our son is in the Air Force and is currently attending school in Wichita Falls, TX. He phased and was able to finally get his car, so we left at appx 2:00 am Saturday, January 28th to make the 7 hour drive from Alexandria, La. On the way from Wichita Falls, at about 2:00 pm, we got pulled over by D. Stockard. I wanted to just say that he was absolutely wonderful. His smile entered the car before he opened his mouth, he was very pleasant, and personable. Keep up the good work!

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### **Cynthia Tapia (DL)**

Thank you so much! In all my years living in the United States I have never met a person like you. I am so grateful that you explained my situation for me when nobody else would, and I'm so thankful for your patience and the selflessness and compassion you have shown me. Every time I think of you, I will pray for you.... Thank you so much again and God bless you!

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### **Trooper David Taylor (THP)**

On 26 December 2016, I was traveling on US 75 in the Sherman area. Officer D. Taylor pulled me over for driving a little over the speed limit. He was very courteous, prompt and professional. In today's environment, we all know that the job of our DPS personnel can be very dangerous with each vehicle stop that is made. I just wanted to pass along my sincere appreciation for D. Taylor's professionalism and genuineness.

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### **Corporal Mike Urias (THP)**

Please allow me to express my thanks and appreciations to Corporal Mike Urias of Van Horn, Texas, who recently stopped to assist when I ran out of gas just outside of Van Horn. I told him I should have stopped at the Plateau Truck Stop! He said it happens a lot, and laughed with me about it. It's great to meet such an outstanding dedicated public servant who is willing to go the

extra 7 miles! To help! The DPS and Van Horn are very fortunate to have Corporal Urias in their community.

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### **Jessica Villegas (DL)**

I did not receive my DL by mail more than one month. Jessica was so helpful she went extra mile and saved my lot of time of going to DPS office as when I was there twice they just told me to wait. But today I am very happy with Jessica's help and got my DL. She needs to be rewarded and recognized for her customer centricity and going that extra mile.

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### **Trooper Terry Vogler (THP)**

Officer Vogler stopped me for speeding. I was clearly in violation of the speed limit but after explaining my circumstances to Officer Vogler, he let me go with a warning. I appreciate the kindness and professionalism Officer Vogler showed and wish him many blessings for his kindness. Thank you so much!!!

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### **Barbara Walton (LES)**

I called the Department of Public Safety on Friday, February 3rd, 2017, to ask what became a whole conversation about how I could obtain local background checks for employees in our company. Barbara was incredibly helpful not just in answering my questions, but in ensuring that I follow the correct process in obtaining the background checks. It was evident that she is a very attentive listener and that she genuinely wanted to help. Thank you so much for your outstanding service!

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### **Trooper Sidney Washington (THP)**

I'm 40 years old and received my very first citation by Washington III, S.

I grew up in a very strict law enforcement and US Marshal Officer family! Yea, I know better than to follow with traffic.

However, I much appreciation and respect DPS Washington III, S.

Please let him know that his law enforcement work and family are in our law enforcement family's prayers.

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## DPS News 2/17/17

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

Featured employees include: [Thomas Adams](#), [Trooper Natalie Avery](#), [Kevin Borth](#), [Trooper Jerrod Burnett](#), [Trooper Danny Carlin](#), [Trooper William Cooper](#), [Trooper Joseph Dennis-Burse](#), [Trooper Kevin Eads](#), [Trooper Joshua Engleman](#), [Silvia Garcia](#), [Trooper Fabian Garza](#), [Trooper Tristan Gray](#), [Tara Harris](#), [Special Agent Eddie Hutchinson](#), [Trooper Kyle Kieth](#), [Shawna Kilborn](#), [Jeanne Malone](#), [Rafael Martinez](#), [Trooper Matthew Naparstek](#), [Trooper Omar Perez-Rodriguez](#), [Trooper Kyle Purnell](#), [Maggie Settle](#), [Trooper Tyler Smith](#), [Charles Stuppard](#), [Katrina Thibodeaux](#), [Trooper Brandon Thomasy](#), [JC Villanueva](#), [Tamika Ware](#), and [Charity Wooten](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

### **News:**

#### **Have a Question for the Director?**

If you have a question for Director Steven McCraw that you think that you would like to see answered in *DPS News*, please submit your question to [Customer.Comments@dps.texas.gov](mailto:Customer.Comments@dps.texas.gov). Questions will be reviewed and submitted to the Director. Responses to questions that are answered will be found in future editions of *DPS News*.

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### **Events:**

**Tuesday, February 21<sup>st</sup> – ERS Presents: Ready, Set, Retire – Certified Peace Officers**



Are you a Certified Peace Officer/Custodial Officer (CPO/CO) hired before September 1, 2009? Attend the ERS Ready, Set, Retire event to get the information you need to make fully informed decisions about your LECOS retirement. Learn about retirement eligibility, insurance at retirement, and purchasing service credit. A TexaSaver representative will also conduct a short presentation to provide you with information on the 401(k) and 457 plans.

The ERS Ready, Set, Retire event will be held on **Tuesday, February 21, 2017 from 9am-10am in the Bldg. E Auditorium at HQ in Austin**. The presenters will remain on campus until 12pm to answer any specific questions.

In addition, a Retirement Counselor will be available to speak on individual circumstances. They are offering 9 sessions of 15 minute sessions each for which you must sign up by Monday, February 13th. Please reply to [erin.chotkey@dps.texas.gov](mailto:erin.chotkey@dps.texas.gov) to sign up for one of the 15 minute sessions. Space is limited so sign up today!

This event is specifically for employees retiring under the LECOS (Law Enforcement and Custodial Officer Supplemental) retirement fund. We look forward to seeing you at the ERS Ready, Set, Retire event.

### **Texas DPS Credit Union FREE Educational Workshop - "Your Roadmap to Estate Planning"**

Wednesday, February 22nd at 6:30 pm at Texas DPS Credit Union

RSVP: 512-452-5211 or [RSVP@txdpacu.org](mailto:RSVP@txdpacu.org)

For more information, click [here](#).

### **Sesame Street Live – March 24-26 - Austin**

[Sesame Street Live "Elmo Makes Music"](#) is coming to The Theatre at the Frank Erwin Center on March 24-26. When the new music teacher's instruments go missing, Elmo, Abby Cadabby, Big Bird and more come to the rescue and discover instruments they never knew existed. Children learn that everyone can make and enjoy beautiful music together!

**Department of Public Safety employees receive \$5 off each ticket!\*** To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Thursday, March 23 at 3 p.m.

\*Excludes Opening Night and Sunny Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail:**

#### **Kevin Borth (RSD)**

I would like to thank Kevin for his excellent support. He took care of all of my queries in a jiffy. He also provided timely and helpful advice and instructions regarding the online application requirements and how to maneuver through the website. He indicated all the important

information needed and document uploading steps. Kevin was extremely attentive and he listened to all my concerns with a great deal of patience. I was very thankful that Kevin took the time and explained the importance of completing the application in its entirety. I would especially like to commend him for his professionalism and superlative skills.

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#### **Trooper Jerrod Burnett (THP)**

I wish to commend Officer J. Burnett, who stopped our vehicle for excessive speed on Saturday (02/04/17) in Hale County, Texas. Officer Burnett was especially courteous, handling the situation with consummate professionalism and tact. The driver, my wife, was entirely in the wrong, yet the officer extended her grace, issuing a warning rather than a speeding citation. Both my wife and I were grateful for this act of generosity. I am writing to say, in essence, that there are a number of very fine law enforcement officers working our Texas highways, and this past Saturday we were fortunate to have interacted with an especially good example of that number. I hope you will convey to Officer Burnett our appreciation of his high standard of conduct and professionalism. He is a credit to his badge and uniform.

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#### **Trooper William Cooper (THP)**

Thank you for being such a polite officer. You don't know how awesome it is to know that we still have kind hearted law enforcement. It really made my day, thank you for keeping the roads safe.

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#### **Trooper Joseph Dennis-Burse (THP)**

Officer Burse was very professional conducting a routine traffic stop. As a retired veteran who has done some law enforcement in the U.S. Coast Guard, it was great watching the officer conduct himself in such a positive manner. Officer Dennis-Burse's attitude and demeanor was very non-threatening which made this encounter almost enjoyable if there is such a thing during a traffic stop. Job Well Done to Officer Dennis-Burse!

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#### **Trooper Kevin Eads (THP)**

Even though I was pulled over by Officer Eads, I wanted to let you know that he was very courteous and professional. I'm not happy that due to my ignorance of the law I received a ticket but he did a great job. Job well done.

Have a great day.

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### **Trooper Joshua Engleman (THP)**

Trooper Engleman exemplifies what is to be a Texas DPS Trooper. He was very courteous and polite and was interested in my safety during his traffic stop of mine. In a time when police are getting a bad rap it is great to know he is on patrol keeping us safe.

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### **Silvia Garcia (DL)**

This lady in the Harlingen office not only was very helpful with my license renewal, but everyone's attitude there has drastically changed since the last time I was there. This place is a joy to enter now. GREAT Job MS. GARCIA!!!!!!

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### **Trooper Fabian Garza (THP)**

Trooper Garza was very respectful and courteous. He was polite and considerate of the situation. Mr. Garza explained the traffic laws being violated and as citizens of this community we are thankful for Trooper Garza's service.

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### **Trooper Tristan Gray, Trooper Brandon Thomasy, Trooper Danny Carlin, and Trooper Natalie Avery (THP)**

I just wanted to take a minute and give a praise to your staff. These four reported to my unexpected accident on Monday afternoon off of Ratcliff Road. The professionalism these four showed along with compassion was amazing! Myself and the lady who hit my car were most impressed. The gesture of the Trooper sticker and teddy bear took my 5 year old son over the top! We truly can't thank them enough.

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### **Special Agent Eddie Hutchinson (CID)**

Having recently completed the application process to become a Trooper, I came in contact with Special Agent Eddie Hutchinson. My experience in dealing with him left me with a great impression of all Special Agents and Troopers.

I was raised to trust and respect peace officers due to their position of authority. In order to maintain trust and respect, peace officers should act with integrity. I don't know any Troopers personally, not do I have a pre-existing relationship with Special Agent Hutchinson. I found Special Agent Hutchinson to be totally professional and an individual with integrity. He takes his job very seriously, but doesn't take himself too seriously. He is approachable and down to earth, yet he has established boundaries. Special Agent Hutchinson is a model peace officer and one who the public can trust and respect.

Stay the course and keep up the good work.

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### **Trooper Kyle Kieth (THP)**

I was pulled over by trooper Kieth Oct 2, 2016.

I cannot overstate how professional, firm yet personal he was throughout the process.

There is a big difference between respect for the law and fear of the law.

Trooper Kieth generates respect for the law.

The best compliment I can give officer Kieth is the comment I made to my wife as we pulled away:

"That man should be the poster-Trooper for Texas".

He gave me a warning instead of a ticket.

HOWEVER, had it been a ticket, I would have made the same comment to my wife.

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### **Jeanne Malone (RSD)**

After 18 minutes on hold, I tried the number for a different section. A very helpful woman, her name was Jeannie, took my contact information and said she would pass it along. God bless people who still answer their phones and do their best to help others.

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### **Trooper Matthew Naparstek (THP)**

I just wanted to inform you about an incredibly pleasant interaction I had with an officer on my way in to work today.

Long story short I was pulled over for speeding and was subsequently given a warning. The officer (M Naparstek) was almost out-of-his-way pleasant and the whole experience was just much better than I've experienced in the past (warning or citation).

Just wanted to let y'all know that I appreciate the good work you do and wanted to highlight one particular instance that I was a part of.

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### **Trooper Omar Perez-Rodriguez (THP)**

I was pulled over today by Trooper Perez-Rodriguez for a simple moving violation. This Trooper was kind, honest, sincere, and most of all respectful. In a society where all LEO's get yelled at, called racist, and are murdered for just doing their job, this Trooper chooses to not be hyper aggressive, and came up to the window with a smile. Because of his actions, this is why I wanted to write y'all and let you know. It would be great if you could let him know and give him an "attaboy" for doing his job well and with a smile.

Thank you again for training such a respectful Trooper and keep safe out on the road.

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**Trooper Kyle Purnell (THP)**

When I was stopped on January 29, 2017, Officer K. Purnell was extremely courteous and explained why I had been stopped. I really appreciate his stopping me because it made me aware of a problem with my vehicle. I had no idea that the high brake light was not operating. Once I removed the light lens, I realized that water had been leaking into the housing and had corroded all of the sockets into which the lights had plugged.

My young grandchildren frequently ride with me, so their safety could have been jeopardized if I had not been stopped by Officer Purnell.

I just want to state my appreciation for this officer doing his job and doing it very well. His professionalism was stellar.

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**Maggie Settle (DL)**

Maggie works for the helpline and was so patient and answered all of the questions an employee and I had to help get his driver license reinstated. She was wonderful!!!!!!

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**Trooper Tyler Smith (THP)**

I was pulled over by a state police officer. The gentleman was very polite, and professional and fully explained why he pulled me over. He is a fine representative of the type of people you have on staff and I thought his superiors should know. Thank you.

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**Katrina Thibodeaux (DL)**

We went to the North Center to have my daughter take her driver's test. The women who checked us in was so lovely and kind. She had a great sense of humor and tried to relax my daughter before her driver's test. She was playing music in her cubicle. What a delightful and cheerful person. One could tell that she truly enjoys her work. What an asset. Thanks.

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**JC Villanueva, Rafael Martinez, Tamika Ware, Charles Stuppard, Thomas Adams, Shawna Kilborn, and Tara Harris (LES)**

I just wanted to pass along my thanks to your team for knocking out the vast majority of applications today and yesterday ahead of schedule. We are looking good on hitting our timeline. I know we may have a few stragglers due to quotes not being uploaded on the budgets. I have my folks contacting those agencies and will get them back to DPS as fast as we receive them. Thanks again!

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**Charity Wooten (DL)**

I want to commend Ms. Charity for the professionalism she displayed today. She always does such an excellent job. Her respect and patience is also recognized. Thank you very much.

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**DPS News**  
**2/24/17**

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**Featured employees include:** [Trooper Justin Becker](#), [Lorraine Berry](#), [Trooper John Cruddas](#), [Jesus DeAnda](#), [Melody Farr](#), [Trooper Daniel Hebert](#), [Trooper David Hudgens](#), [Trooper Cody Jackson](#), [License to Carry Team](#), [Trooper Zachariah Lundy](#), [Trooper Christopher Nash](#), [Trooper David Nething](#), [Trooper Brandon Norman](#), [Trooper Danny Nunez](#), [Trooper Christopher Richardson](#), [Janet Sinta](#), [Trooper Chad Skidmore](#), and [Jenia Washington](#).

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**News:**

**CID Officers Feted for Recovery of Stolen Cargo**

On January 27, 2017, the United Parcel Service (UPS) corporate office penned a letter to Governor Abbott praising the excellent work the Texas Department of Public Safety did to recover stolen cargo (in excess of \$600,000) from UPS facilities in San Antonio & Beaumont areas. On February 7, 2017, UPS corporate held an appreciation luncheon to recognize the CID Region 1A SIS Program-Cargo Theft Team for the excellent work leading to recovered products, multiple felony arrests, and seizures of drugs and numerous firearms.

In attendance for UPS and DPS:

Eric Mauro, UPS Freight VP of Security & Claims  
Leonard Pendergrass, UPS District Security Manager  
Joe Geibler, UPS Freight Security Manager  
Major Justin Owen, CID, Special Investigations  
Captain Todd Kresnik, CID

Lt. Chris Callas, CID, Cargo Theft  
Special Agent James Farrelly  
Special Agent John Murphy  
Special Agent Lance Amos  
Special Agent Brant Doddy  
Special Agent James Nelson  
Special Agent John Rios

### **Microsoft Office for Home Use Program is Back**

DPS is once again able to offer a one-time Microsoft Office 2016 software package for home use for \$9.95 plus shipping and handling. Information on how to use this program is located [here](#).

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### **Fan Mail:**

#### **Trooper Justin Becker (THP)**

This past Friday while I was driving to the Dallas area I was stopped for exceeding the speed limit by Officer Becker. He was all business but reprimanded me in a kind and friendly way. He represented the State of Texas in a way that is consistent with law enforcement and did so in a way that made me respect and admire him. I'll take his advice to heart and try my best to pay more attention while driving. He was truly the picture of a Texas DPS Officer doing his job to keep the highways safe.

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**Lorraine Berry (DL)**



On the Monday morning of December 19, 2016, we went into the Ft. Worth Mega Center at 8301 Brentwood Stair Rd, Fort Worth, TX 76120. We had an appointment for my 16 year old son to take his driver's license driving test. Then, our number was called and we were fortunately helped by an exceptional employee, Lorraine Berry. As we started going through the paperwork, we realized we didn't have all the paperwork we needed. She didn't make us feel bad, but instead gave us hope. She gave us suggestions of how we could accomplish gathering the last pieces of information we needed. This was our first time doing a self-taught course (I had previously helped my older two boys receive their driver's licenses, but had used businesses for the instruction and such, so this was new to us). She was understanding instead of condemning. She was a relief. She encouraged us to try to round up our information, giving us her e-mail, and told us to come back that day! We were able to round up our remaining documents and we came back. She cheerfully helped us, as soon as she finished helping the person in front of us. She is a gem! She really seemed to want to help us, and she sure made us feel hopeful. It was my son's 16th birthday, and we had high hopes of him coming home with a driver's license that day. While it did take two trips to the DPS to accomplish this, with the help of Lorraine Berry, I had a very happy 16 year old boy with a license to enjoy the first day of Christmas break. Thank you to Lorraine Berry. We need more employees like her. She made us feel important and it felt like she wanted my son to get his license as badly as she would want her granddaughter to! We appreciated her help so much. Please praise her again for us. Thank you, Lorraine Berry, thank you! You were a gift to us on December 19 2016!

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#### **Trooper John Cruddas (THP)**

I wanted to take a moment to share my comments after I had interaction with Officer J. Cruddas outside of Salado on Friday, February 17. While it is unfortunate I had to meet Officer Cruddas, our interaction was very professional. I was pulled over and cited for speeding, but Officer Cruddas was very pleasant throughout and I have no issues at all with his decision or how he handled himself.

I am sure most of the comments you get are negative, so I wanted to take a moment to acknowledge an officer who does his job well and thank him for the respect I felt throughout our ordeal. Thanks to him and all the other good law enforcement officers who rarely receive the recognition they deserve.

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#### **Jesus DeAnda (Admin)**

I wanted to take the time to commend an employee for going above and beyond the other day. On Tuesday February 7, Troopers from the Austin District were called to assist Troopers from Region 7 with the legislative session. Once we were done one of the Bastrop Troopers had a dead battery in his patrol car. After several attempts we were unable to jump the car off using jumper cables. I contacted a friend who works in Parts (it was after 5:00 PM) and she got in touch with Jesus "Jesse" DeAnda, Administration Division, who happened to be working late. Jesse put a battery out in the shop for us, which allowed for us to pick it up and install it

ourselves, in order to get the Trooper and his car back on the road. I appreciate Jesse and his hard work and dedication in keeping us going, and for being there after work and helping us out.

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### **Melody Farr (DL)**

I've been in training to be a flight attendant for six weeks, 12-14 hours a day and was in a rush to have my driver's license delivered, after it was returned from my home in Arlington back to headquarters in Austin. Melody was so helpful, patient, friendly and thorough! After waiting on hold to get through, I spoke to another person who told me I'd have to call back tomorrow just to give my FedEx account and have the license expedited. Turns out he helped me connect to Melody's extension line she had previously given me, and she handled it with no problem. Long story short, so much pressure has been relieved knowing I now have valid ID and can travel with ease, just because she was kind and helpful! Thank you again!!

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### **Trooper Daniel Hebert (THP)**

We were on our way to MD Anderson (Houston) for our 56th trip of cancer treatment. I was driving using my GPS for speed information doing 75mph. The actual speed should have been 65 mph which I missed seeing posted. We want to thank Trooper D. Hebert for his understanding & kindness he displayed. We were only issued a warning & were on our way with a kind "you all be careful."

Thank you Trooper Hebert & the great state of Texas!

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### **Trooper David Hudgens (THP)**

Letting you know he seems to be a fair man and to me that says a lot.

I got a warning ticket for my headlight on Feb 12

And I had it repaired on Feb 13

Thank you if I had gotten say \$150 ticket I would have had to wait to have my headlight repaired.

The bottom line is it's all about safety and a big Thank you to your polite Trooper.

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### **Trooper Cody Jackson (THP)**

Nobody likes seeing the flashing lights come on in the rear view mirror, and I am not different. But, I was pulled over for speeding in Montgomery County on I-45 this morning on my trip back home (Dewey, Oklahoma) from Lake Jackson, Tx. I was clearly above the posted speed so as to get the facts correct. Officer Jackson immediately explained why I was being stopped and asked for my DL and proof of insurance. I will have to say his demeanor from the start was very

professional. He was not derogatory in any manner and maintained a pleasant tone of voice and as well did not try to "show his authority," but was just performing his job in a polite and respectable manner.

I am not an habitual criminal speeder and have not had but one speeding ticket in the past 15 years, so not a lot of interface. I do feel like police officers get the bad end of the stick too often in today's society and hear nothing but negative feedback. Maybe this officer would like to hear a compliment when he is putting himself at risk standing on the shoulder of a major Interstate only feet away from traffic just "doing his job." I have to believe most officers are tired of the constant negative bombardment they seem to get in the media and outspoken individuals far too much and are not recognized nor appreciated for the hazards they face every day.

Consequently a very few officers that are not professional make it difficult for the majority that are high quality individuals.

I would hope some way this message finds its way back to Mr. Jackson so he can say at least he received one compliment during his career and did not go unnoticed.

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### **License to Carry Team (RSD)**

Hello, I wanted to thank the team(s) that worked together in processing my LTC. I received it sooner than I expected and all is good with my card. People usually hear about mistakes or issues. I wanted you to hear an atta boy & atta girl in a job well done.

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### **Trooper Zachariah Lundy (THP)**

I was driving back to Arizona from Austin and was pulled over by Officer Z. Lundy for going a bit too fast on the I-10. I just wanted to state that the officer was friendly and professional, even trying to pet and calm my dog as we spoke (who doesn't like strangers too much). From that point on, I made it a point to use cruise control and drive as safely as possible and I do appreciate the opportunity to be warned as I feel it probably has a much greater compliance among drivers when extending such a courtesy.

I've only been involved in a handful of traffic stops in my 18 years of driving, but Officer Lundy was probably among the most professional and courteous of all of them.

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### **Trooper Christopher Nash (THP)**

I was pumping gas at Kroger on I45 and 336 in Conroe today at around 2pm. A bug or bee flew into my minivan through the open door. My 4 year old is terrified of flying insects and proceeded to scream hysterically and was crying. I tried to get him out of the vehicle quickly. As soon as I got him out and looked up Officer Nash was standing next to us asking if we needed help with anything. He heard the cries and had quickly stopped his vehicle. I explained (somewhat embarrassed) that it was only a bug but my son was scared. Officer Nash asked my son his name and told him he could help. He went to his patrol car and returned with a stuffed

monkey toy and explained it would protect him from the bug and not to worry. It was a very kind thing to do and meant a lot to both of us. My son has carried that monkey around with him everywhere this afternoon and night. Officer Nash really made a little boy feel at ease and made a wonderful impression on him about how kind and helpful first responders are. This is a great way to build a foundation of trust with the public. I commend Officer Nash for his willingness to stop and offer assistance and make my son feel so important. We thank him for his service and the risks he takes everyday protecting our community. Thank you Officer Nash!

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### **Trooper David Nething (THP)**

I wanted to send in a heartfelt thank you to Officer D. Nething. On Friday February 17<sup>th</sup>, some friends and I were on our way to Canyon Lake, Texas for the holiday weekend. We got a flat tire and were on the side of I10 around 6:30PM trying to change it. Officer Nething pulled up behind us to check on us. Not only did he maneuver his vehicle to try and block traffic, he stood on the side of the road with his flashlight trying to force traffic over to the next lane. He gave us the tire jack in his vehicle when ours was not working. He also got down on the ground and worked on the tire with one of the passengers. When we pulled the spare out and realized it was not inflated, he escorted us the Buc-see's a few miles down the road. Office Nething went above and beyond the call of duty and risked his own life since most of the cars did not slow down or move over. From the bottom of my heart, thank you so much Officer Nething for pulling over and assisting us. Your help that night was greatly appreciated.

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### **Trooper Brandon Norman (THP)**

I wanted to compliment Officer Norman on his professionalism during my traffic stop yesterday on highway 315 north of Mt Enterprise. I'm sure the complaints outweigh the compliments but our interaction was quite amicable. Without too much detail, keeping my hands on the steering wheel, I let Officer Norman know that I keep a pistol in the glove box where my insurance is located. This was to let him know that I am not an aggressor and that I value both of our safety. Asking him how he wanted me to proceed, I followed his instructions and exited the vehicle and stepped to the rear answering the standard lines of questioning. Again, I fully understand this was for his safety as he does not know me, nor I him. Once he completed his job, we went on our way, safely, and professionally. Thank you for a job well done and I hope you all stay safe out on the roads.

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### **Trooper Danny Nunez (THP)**

On January 20, 2017 at 11:36 am I was stopped by Trooper D. NUNEZ for a routine vehicle check. I had just drove my father who was very sick to Tulsa in order to have him taken to his home in Toronto Canada. He passed away three days later. It was a very emotional time for me. The officer was very helpful and went about his job in an efficient and respectful manner. We

had some brief conversation at the time and it helped me to deal with the things going on in my life. I know how hard it must be for an individual to constantly be putting himself in harm's way and yet still be considerate to those he is protecting. At the end of our conversation, Trooper Nunez shook my hand and wished me well. In these trying days, nice people are not in the news but they should not go unnoticed. This is why I am writing. I hope his career is long and he stays well. I want his superiors to be aware that I am grateful for his service and all of the others who risk their lives to keep our cities and roads safe. As a visitor to the USA, I feel safe in the hands of the professionals who serve and protect. Please pass on my thanks to those at the Texas D.P.S and if possible, to Trooper Nunez. My sincere thanks and best wishes.

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#### **Trooper Christopher Richardson (THP)**

I wanted to send my thanks to Officer C. Richardson for his professionalism during my traffic stop. I also appreciate his guidance about how to remedy my mishap. I hope he gets recognition for the good work he is doing. Thank you.

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#### **Janet Sinta (DL)**

When I received a letter requiring me to appear in person at a DPS facility, I search the web for customer opinion results to minimize my distress. I selected Lewisville, TX - not the closest one to my home address, but rated slightly better in terms of customer service. Surprisingly, my experience on February 9, 2017 was quite unlike the horror stories I had heard from friends and neighbors or even posted on the web. This was largely due to your employee Janet Sinta (Lewisville 141), who was professional, courteous, pleasant, and efficient. She guided me through the process of license renewal in a most direct and patient manner. Please commend Janet on her outstanding service. Thank you.

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#### **Trooper Chad Skidmore (THP)**

He pulled me over at 8:41 on February 17th. He was very nice and courteous. I wish hope more officers make an effort to be more like Officer Skidmore. He's a shining example of how policing should be done.

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#### **Jenita Washington (DL)**

On Friday February 17<sup>th</sup> 2017, I went to the Driver License Office Mega Center 39025 LBJ Service Rd, Dallas, TX 75232 to get my driver license renewed and I was privileged to be assisted by Jenita Washington. She was tremendous, she was very courteous and made the complete process go very smoothly. I know that most of the Texas driver license offices, especially in the metro area are very busy and the staff processes many patrons, so when I received such great

customer service by one of your staff members, I found it to be a very pleasant experience. That experience makes a positive statement about the excellence quality of customer service being delivered at this Texas Department of Public Safety driver license facility by this employee. I also found out that she was not just an employee, but a supervisor that was helping with processing patrons, that stood out to me as well, seeing that she was also setting a good example for her subordinates. I know that public employees do not always receive the recognition they deserve, so I write this letter to recognize and commend her.

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**DPS News**  
**3/3/17**

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**Unlock/Reset your TLE Password over the Phone**

Did you know you can reset or unlock your Windows/network password over the phone without having to wait on hold? All you have to do is setup a PIN to unlock your password and then your next call to get unlocked can be done in less than 30 seconds! The one-time setup instructions can be found [here](#) or you can speak to a Service Desk technician who will be happy to assist.

**Microsoft Office for Home Use Program is Back**

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\*Excludes Opening Night and Sunny Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

#### **Monster Jam® Returns to Austin April 22-23**

Monster Jam®, the most adrenaline charged motorsports experience for families on the planet is returning to the Frank Erwin Center on Saturday, April 22 and Sunday, April 23.

Approximately 12 feet tall and about 12 feet wide, Monster Jam trucks are custom-designed machines that sit atop 66-inch-tall tires and weigh a minimum of 10,000 pounds. Built for short, high-powered bursts of speed, Monster Jam trucks generate 1,500 to 2,000 horsepower and are capable of speeds of up to 100 miles per hour. Monster Jam trucks can fly up to 125 to 130 feet in distance and up to 35 feet in the air.

#### *Party in the Pits*

There will be a pit party prior to the Saturday show from 4:30 p.m. – 6 p.m. on the arena floor, which gives fans the opportunity to get a view of the trucks up close and meet the drivers. Fans can purchase pit passes for \$10 from [TexasBoxOffice.com](http://TexasBoxOffice.com).

*DPS employees SAVE \$5 on tickets!\** To purchase tickets, call (512) 232-4343, email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu) or fill out our Groups Sales order form [HERE](#). Deadline to order is Friday, April 21 at 3 p.m.

\*Excludes \$35 Gold Circle seats and \$10 Party in the Pits passes. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change. For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

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### **Fan Mail:**

#### **Anthony Chandler (LES)**

I just wanted to reach out to you and let you know what an asset Anthony Chandler is to your agency and division. As I was preparing to apply for a CJD grant, one of the requirements is that UCR is complete. I checked with our Records clerk who said there were problems and said she was working with DPS and Anthony on it. Long story short, I was in nearly daily contact with Anthony either by phone or email for two weeks. He was always positive and willing to do anything he could to help. Anthony has done an exceptional job with getting our UCR right just in time for the deadline and my agency and myself are very thankful for his assistance. I wanted you to know that he is serving his "customers" with excellence. As a supervisor myself, I routinely hear when things aren't right, but it's nice to know when they do well.

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#### **Nancy Devon (Admin)**

I just wanted to let you know that Nancy Devon has been a wonderful resource and so helpful in helping us shut down the SAA. She has gone above and beyond to provide information and ensuring all the reporting requirements were met. She knew I had limited staff and stepped in to help when needed. I know you are shorthanded as well which makes this praise even more amazing.

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#### **Silvia Garcia (DL)**

Mrs. Garcia is a very helpful person and has a great attitude towards the customer or the people that she helps. Very kindly and explains very well what needs to get done. Definitely a great employee.

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#### **Rosemary Guerra (DL)**

I just wanted to take a moment to thank you for walking my daughter and I through the permit process on Thursday morning just past. It was a stressful day for me and even after we went out to the driving school to get everything in order for the process, we still came up short. I appreciate the time you took to explain what was needed and allowed us the ability to provide the additional documentation to you rather than having to return at a later date or get back in line. It was a wonderful experience. Thank you again and I hope you have an awesome week!

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#### **Trooper Daric Henderson (THP)**

On Wednesday 02.01.2017 @ 1215 I was pulled over by Trooper HENDERSON in San Antonio., for a minor traffic violation.

Upon him making contact with me, I noticed that he was very PROFESSIONAL and represented DPS with the utmost class and dignity that I have grown to know. In this day and age of hostile Police encounters it is refreshing to note that there are still those that wear the badge with pride and integrity. He is to be commended for his courtesy and professionalism. Trooper HENDERSON represents the DPS well and that fact should not be left unsaid!

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### **Michelle Holloway (DL)**

I would like to send special thanks to Michelle, a DPS customer service representative who helped me over the telephone. On the morning of Friday, February 10, 2017, my husband realized that he couldn't find his Texas driver's license anywhere. He had an out-of-town trip planned for the following week and knew that he would need his license to rent a car. He decided to go to the driver's license bureau in South Austin to request a duplicate license. Shortly after he left the house, I found his license (in a pocket of the jacket he was wearing a few days earlier on a flight home). I also noticed his cell phone lying on a dresser. I quickly got onto the Internet to find the phone number of the South Austin DPS office. After trying several phone numbers, listening to various recordings, and pressing lots of buttons in order to talk to a real person about trying to intercept my husband, I was lucky to reach Michelle. When I explained that I wanted to talk to someone in the South Austin DPS office to alert my husband that I had found his license, she sensibly asked, "Well, why don't you just phone your husband?" I told her that we were dealing with the "absent-minded professor type" who left his phone at home! She politely put me on hold, contacted the appropriate office with the story, and returned to the line with the information that my husband would be informed that I had located his license and that he need not stay for a duplicate. Michelle saved my husband a lot of time and a little money, and I appreciate her kindness so much! That is what I call great customer service!

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### **Cheryl Mills (DL)**

I wanted to take time to contact The Department of Public Safety to praise an exemplary employee of your Tyler/Jacksonville/Quitman Texas offices for her service which in my opinion has gone above and beyond any standard of customer service I've experienced. Examiner Mills personally contacted me to inform me of issues related with my license and personally gave me the driving portion of my test. She was very knowledgeable and courteous throughout the process of promptly contacting me via phone, to the court proceedings in person, to testing me after her lunch. I really appreciate employees like her cause without her I wouldn't have my operators license. Thank you and thank Ms. Mills.

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### **Alberta Peoples (DL)**

I just wanted to send a quick email to thank you all for the GREAT experience in Alvin yesterday. I arrived to a very busy office 15 minutes after opening and was out in/out in 30 minutes total wait time! Alberta Peoples was awesome: super friendly, fun, and just had a great attitude at the very start of what was going to be a very busy day! Nice job and this is why I like living in a small town!

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**Marina Sanchez and Brandi Lopez (DL)**

I just want to tell you thank you and everyone in that office for helping me this morning with the problem of our client getting his driver license. With your help we have begun the proper process of obtaining his birth certificate and are fixing to mail everything off. So I say again thank you.

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**Sherry Wimberly (DL)**

My firm had a compliance issue for our self-insurance renewal. Sherry Wimberly, Enforcement and Compliance, provided the hustle and care one would expect of a customer service operation and quite frankly, don't get these days with outsourcing and other issues in the delivery of customer service. I am writing even though, at the end of the day, the appeals process she facilitated was not ruled in our favor. She stands out in the delivery of customer service and she is to be commended.

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**3/10/17**

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**News:**

**CAPPS Hot Topic - Entering Separation ACT-42's**

When processing an employee's separation, it is important to remember to have the Separation ACT-42 entered in Job Data in CAPPS by the **Payroll deadline** for that month. This will ensure the employee is paid correctly and not overpaid if the employee's last day on payroll was not the last day of the month. Prior to keying the separation ACT-42, be sure to work with your Division Super User to ensure the employee's time is reconciled and that ALL exit paperwork is completed and submitted to your HR Service Team.

Reference materials available:

The "Payroll Deadlines Calendar" can be found on DPSNet under the Payroll section. The "DC\_07 Entering Separations" Job Aid can be found on SharePoint in the Division Core HR User folder.

### **2017 Texas Police Games**

The 2017 Games will be held in Dallas June 10 thru the 17<sup>th</sup>. Early Registration is open 02-06-17 until 03-05-17.

Last day to register will be May 15<sup>th</sup> 2017.

Visit [Texaspolicegames.org](http://Texaspolicegames.org) to register.

Any additional questions please contact Corporal Barry Thornton 214 284-9574.

### **Unlock/Reset your TLE Password over the Phone**

Did you know you can reset or unlock your Windows/network password over the phone without having to wait on hold? All you have to do is setup a PIN to unlock your password and then your next call to get unlocked can be done in less than 30 seconds! The one-time setup instructions can be found [here](#) or you can speak to a Service Desk technician who will be happy to assist.

### **Microsoft Office for Home Use Program is Back**

DPS is once again able to offer a one-time Microsoft Office 2016 software package for home use for \$9.95 plus shipping and handling. Information on how to use this program is located [here](#).

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### **Events:**

#### **Sesame Street Live – March 24-26 - Austin**

[Sesame Street Live "Elmo Makes Music"](#) is coming to The Theatre at the Frank Erwin Center on March 24-26. When the new music teacher's instruments go missing, Elmo, Abby Cadabby, Big Bird and more come to the rescue and discover instruments they never knew existed. Children learn that everyone can make and enjoy beautiful music together!

*Department of Public Safety employees receive \$5 off each ticket!\** To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Thursday, March 23 at 3 p.m.

\*Excludes Opening Night and Sunny Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

#### **Monster Jam® Returns to Austin April 22-23**

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Approximately 12 feet tall and about 12 feet wide, Monster Jam trucks are custom-designed machines that sit atop 66-inch-tall tires and weigh a minimum of 10,000 pounds. Built for short, high-powered bursts of speed, Monster Jam trucks generate 1,500 to 2,000 horsepower and

are capable of speeds of up to 100 miles per hour. Monster Jam trucks can fly up to 125 to 130 feet in distance and up to 35 feet in the air.

*Party in the Pits*

There will be a pit party prior to the Saturday show from 4:30 p.m. – 6 p.m. on the arena floor, which gives fans the opportunity to get a view of the trucks up close and meet the drivers. Fans can purchase pit passes for \$10 from [TexasBoxOffice.com](http://TexasBoxOffice.com).

*DPS employees SAVE \$5 on tickets!*\* To purchase tickets, call (512) 232-4343, email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu) or fill out our Groups Sales order form [HERE](#). Deadline to order is Friday, April 21 at 3 p.m.

\*Excludes \$35 Gold Circle seats and \$10 Party in the Pits passes. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change. For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

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**Retirements:**

<b>Kevin Alan Gillam</b>	Texas Highway Patrol	32 years
<b>Patricia E. Subia</b>	Intelligence & Counterterrorism	31 years
<b>Lee Cole Vaughan</b>	Criminal Investigations	30 years
<b>Virginia Ramirez Escobedo</b>	Driver License	29 years
<b>Nora Guerrero Rodriguez</b>	Driver License	29 years
<b>Rosario P. Arevalo</b>	Driver License	27 years
<b>James M. Burris</b>	Law Enforcement Support	27 years
<b>Eva Ann Garcia</b>	Driver License	23 years
<b>Sylvia Flores Garcia</b>	Driver License	23 years
<b>Tena Diane James</b>	Driver License	21 years
<b>Cynthia E. Fierro</b>	Driver License	19 years
<b>Susan Dale Anderson</b>	Office Of General Counsel	18 years
<b>Gary Duane Absher</b>	Information Technology	17 years
<b>Kathy Jean Erwin</b>	Law Enforcement Support	17 years
<b>Joaquin Moreno Ramirez</b>	Administration	17 years
<b>Walton Douglass Rowell</b>	Emergency Management Division	15 years

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**Deaths:**

<b>C.A. Dempsey</b>	Retired
<b>Phyllis Eason</b>	Retired
<b>Susan Stansbury</b>	Regulatory Services
<b>Lesa Strickland</b>	Retired
<b>Joe Trowbridge</b>	Retired
<b>Charles Williams</b>	Retired

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**Promotions:**

<b>Name</b>	<b>Present (Station)</b>	<b>Promoted (Station)</b>
<b>Christopher Hanson</b>	Special Agent, Criminal Investigations (Austin)	Lieutenant, Criminal Investigations (Waco)
<b>David Dickie</b>	Special Agent, Criminal Investigations (Hurst)	Lieutenant, Criminal Investigations (Garland)
<b>David McMurren</b>	Special Agent, Criminal Investigations (Garland)	Lieutenant, Criminal Investigations (Garland)
<b>John Powers</b>	Communication Electronics Technician, Law Enforcement Support (Houston)	RF Technical Services Supervisor (Houston)
<b>Amy King</b>	Special Agent, Criminal Investigations (Austin)	Lieutenant, Office of Inspector General (Austin)
<b>Vera Hughes</b>	Preparedness Program Supervisor, Emergency Management Division (Austin)	RMS Educational Administrator , Emergency Management Division (Austin)
<b>Wade Kimble</b>	Sergeant, Texas Highway Patrol (Tyler)	Lieutenant, Texas Highway Patrol (Tyler)
<b>Eric Nieves</b>	Trooper III, Texas Highway Patrol (Marshall)	Sergeant, Texas Highway Patrol (Laredo)
<b>Aaron Lewis</b>	Trooper III, Texas Highway Patrol (Wichita Falls)	Sergeant, Texas Highway Patrol (Sierra Blanca)
<b>Bryan McCandless</b>	Trooper II, Texas Highway Patrol (Conroe-West)	Sergeant, Texas Highway Patrol (Austin-Capitol)
<b>Waskar Kiddman</b>	Special Agent, Criminal Investigations (Laredo)	Sergeant, Texas Highway Patrol (Laredo)
<b>Fernando Maldonado</b>	Corporal II, Texas Highway Patrol (Laredo)	Sergeant, Texas Highway Patrol (Laredo)
<b>Ryan Glenn</b>	Corporal III, Texas Highway Patrol (El Paso)	Sergeant, Texas Highway Patrol (Del Rio)
<b>Billy "B.J." Hill, Jr.</b>	Trooper II, Texas Highway Patrol (Stephenville)	Sergeant, Texas Highway Patrol (Del Rio)
<b>Nicholas Duecker</b>	Trooper III, Texas Highway Patrol (Granbury)	Sergeant, Texas Highway Patrol (Eagle Pass)
<b>Juan D. Rodriguez III</b>	Trooper II, Texas Highway Patrol (Cotulla)	Sergeant, Texas Highway Patrol (Cotulla)
<b>Robert Nett</b>	Trooper II, Texas Highway Patrol (Angleton)	Sergeant, Texas Highway Patrol (Alpine)
<b>Jamie Downs</b>	Lieutenant, Texas Rangers (Waco)	Captain, Texas Rangers (Austin)
<b>John Lingle</b>	Lieutenant, Criminal Investigations (Houston)	Texas Ranger, Texas Rangers (San Antonio)

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**Awards:**

<b>John Morse</b>	Law Enforcement Support	William P. Clements Excellence Award
<b>Cody Allen</b>	Criminal Investigations	William P. Clements Excellence Award
<b>Donis "D.L." Wilson</b>	Texas Highway Patrol	Lifesaving Award
<b>R.L. "Rusty" Davis</b>	Retired	Purple Heart
<b>Fleet Operations</b>	Administration	Unit Citation Award
<b>Installation Department</b>		
<b>Eileen Whitaker</b>	Emergency Management Division	Employee of the Year 2016
<b>Matt Embry</b>	Emergency Management Division	Employee of the 4 <sup>th</sup> Quarter Oct-Dec 2016
<b>Shari Eidenschink</b>	Emergency Management Division	Spirit of Cooperation Award 4 <sup>th</sup> Quarter Oct – Dec 2016

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**Fan Mail:**

**Trooper Justin Becker (THP)**

This past Friday while I was driving to the Dallas area. I was stopped for exceeding the speed limit by Officer Becker. He was all business but reprimanded me in a kind and friendly way. He represented the State of Texas in a way that is consistent with law enforcement and did so in a way that made me respect and admire him. I'll take his advice to heart and try my best to pay more attention while driving. He was truly the picture of a Texas DPS officer doing his job to keep the highways safe.

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**Rebecca Castillo (RSD)**

She is absolutely the most helpful and friendliest person that I have spoken with in quite some time. She provided fantastic service and I really appreciate her demeanor and assistance.

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**Melvin David (DL)**

Melvin was very nice and helpful. I usually dread the DL office but after meeting Melvin I have changed my mind. He did a great job and deserves a pay raise. I am very happy with my experience and I'm so glad I got Melvin. He made my day!

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**Nina Ealm (DL)**



I would like to thank Nina for being so nice and welcoming. We were at the mega center in Pflugerville, and she was extremely nice and helpful. It's really nice to see someone at 8 am with a bright smile!

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### **Trooper Bryan Feurer (THP)**

I was stopped west of Giddings for speeding on Highway 290 on 2/27, 9:23 AM, by this officer and I want to compliment him for being very friendly and non-threatening while being very professional. A credit to the Texas DPS.

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### **Trooper Brady Germeroth (THP)**

I had an opportunity to meet TxDPS Officer B. GERMEROTH this afternoon due to a driving error on my part.

I just wanted to compliment this officer for the professional, courteous, and respectful way that he handled our encounter.

I appreciate our Texas DPS and Officer Germeroth for the outstanding service to our state. As I told him, I know it's not always an easy job to do but you should know that there are plenty of us still out there that are thankful you're there.

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### **Sebastian Gnolfo (IT)**

Sebastian is doing an awesome job for development of the CUP/CURT project. He has been doing the mockups for the User Interface information, which essentially becomes a summary view of a particular story. He has helped development efforts by gathering the information at the various meetings and documenting it on the board and in JIRA. It has really helped the team in focusing on the issues and recording but tabling others for another time. The entire team rely on the mockups as the standard. While it is yet early in the project, Sebastian's leadership is obvious in all that he does and I believe his facilitation has helped us make improved strides in delivery of the CURT application.

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### **Amy Griffin (LES)**

I just wanted to let you know how much I enjoyed the AFIS training provided to us last week by Amy Griffin. Due to my current assignment, I haven't done any AFIS searches in quite a while. Amy did an outstanding job of bringing me up to speed, all while explaining the latest system updates. Her expert knowledge of the system was much appreciated, and she was so easy to work with. My Chief informed me that he wants me to start doing AFIS searches again (hence the training), so hopefully I'll be able to remain proficient. Thank you for making this valuable training available to us.

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### **Trooper David Hudgens (THP)**

Letting you know he seems to be a fair man and to me that says a lot.

I got a warning ticket for my headlight on Feb 12.

And I had it repaired on Feb 13.

Thank you. If I had gotten a \$150 ticket I would have had to wait to have my headlight repaired.

The bottom line is it's all about safety and a big Thank you to your polite Trooper.

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### **Trooper Aaron Humann (THP)**

I am writing to send a Texas size thank you to Trooper Humann. On January 20<sup>th</sup>, 2017 Officer Humann pulled me over for speeding. He was professional and courteous. He asked me why I was speeding and with shaking hands and tears in my eyes I told him why. I informed him that my 34 year old wife of 7 years of marriage was having emergency open heart surgery. He ran my license. He came back with a warning and suggested I slow down as not to be stopped by any other officers. I thanked him and quickly sped off! I encountered no other stops on my way. I safely made it to the hospital where my wife had her surgery. My wife is alive and getting well. This was truly a faith tester! Trooper Humann was meant to pull me over that day. For a moment I believe he put himself in my shoes. Again I just wanted to thank him and for putting himself in my shoes. God Bless Trooper Humann and all his brothers and sisters out there.

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### **Ranisha Jones (DL)**

Ms. Jones went above and beyond to help me during my visit to DPS outside of Waco, Texas. She helped get all that I needed to re-instate my license (loss due to traffic tickets). The long process of getting my license back has been very stressful. Ms. Jones was helpful, polite and compassionate. She did a wonderful job at customer service and made sure my insurance was faxed over. Thank you for putting a well trained, kind and helpful person at the counter.

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### **Trooper Rickey Jones (THP)**

On 02-12-2017, I received a warning citation from DPS Trooper R. Jones. Please know that he was professional in his demeanor, very courteous, and wore his uniform with great pride. As parents of a son in law enforcement, my wife and I readily recognized that this man really enjoys his job.

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**Trooper Dante King (THP)**

I was stopped for a minor speeding violation and received a warning ticket from Trooper D. King. I was impressed with his professionalism and his attitude. His uniform was very neat and represented the agency well.

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**Trooper Daren Lamp (THP)**

I had an interaction this morning with Officer D. Lamp regarding a traffic infraction. I wanted to pass along that I was thoroughly impressed with Officer Lamp's professionalism and courtesy throughout our discussion. In my dealings with Officer Lamp, I got the impression that he is the type of officer who is polite, respectful, understanding, and is truly looking out for the safety of the citizens.

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**Melissa Leal (DL)**

Melissa at the Kerrville DL office was wonderful! She was professional, patient, and very kind. I went in to take my RV driving test. She explained the driving test in great detail, answered all my questions, and made me feel at ease. I would recommend this DL office to everyone. As a retired CFO who has hired many people in my career, if Melissa was working for me I would consider her a great asset to our company.

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**Sally Luther (DL)**

Thank you so very much! You are a very nice lady. I am very thankful for your time!

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**Carrie Michaud and Rebecca Castillo (DL)**

I would like to commend Carrie and Rebecca in the Boerne DL station for their professional and courteous service. Carrie was very patient with me. She walked me through the renewal process and then she and Rebecca explained the procedure to the written test and also what the driving test would entail. These two fine people made me feel very much at ease and they did not treat me like I was just a number (although you did have to get a number when you came into the DL office). They are an asset to the Texas DPS.

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**Trooper John Moody (THP)**

I want to commend Mr. Moody for his service to our state. Mr. Moody exercised the quality of service in his interaction with me at his traffic stop that deserves acknowledgment. Mr. Moody was courteous and understanding of the circumstances as he completed his routine duty. I

drove away with increased affirmation for the service DPS provides our communities. Mr. Moody provided me with that experience. Mr. Moody took the time to listen to my situation and explanation of where I was coming from and where I was headed that added to my oversight of observing our traffic laws. Mr. Moody was also able to engage in our conversation in a way that showed how reasonable and understanding he is of situations when the proper communication is exercised. The community of Brown County has a good asset in Mr. Moody looking out for their safety and the safety of motorists traveling through their community.

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### **Trooper Donald Nixon (THP)**

This morning I had a flat in Cypress, TX, at the corner of Hwy 99 and FM 529. I was struggling with the spare, with traffic on 529 whizzing past, when I hear a friendly voice say "can I help you"? Not only did Nixon do the expected (block traffic to keep me safe), but he pulled his equipment, helped me release my spare - there was a trick to it that I might never have figured out - jacked up the car, assisted changing, etc. Most important, he was reassuring and calm in a stressful situation. He stayed until the change was completely finished, and followed me just a bit to make sure I was ok. Makes me proud to be a Texan when we have troopers like Nixon representing us. His demeanor, experience and calm under pressure make me feel like I am in good hands, not just with a flat, but if there was a serious situation, he would handle it. I want to thank him again, and commend his excellent service.

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### **Trooper Richard Northcote (THP)**

Today I ran out of gas on 35 S. while I was waiting for my son to come help me... Trooper Northcote and his partner pulled over to help me. They made sure I was safe until my help arrived. Even after he arrived Officer Northcote stayed to help put gas in my car and get it started (I had left my car on and my battery died). I am thankful for his help. He was very kind and helpful the whole time. Has a great personality as well. Thank you so much for all that you do and protecting people like myself. You are truly appreciated.

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### **Trooper Danny Nunez (THP)**

On January 20, 2017 at 11:36 am I was stopped by Trooper D. NUNEZ for a routine vehicle check. I had just drove my father who was very sick to Tulsa in order to have him taken to his home in Toronto Canada. He passed away three days later. It was a very emotional time for me. The officer was very helpful and went about his job in an efficient and respectful manner. We had some brief conversation at the time and it helped me to deal with the things going on in my life. I know how hard it must be for an individual to constantly be putting himself in harms way and yet still be considerate to those he is protecting. At the end of our conversation, Trooper Nunez shook my hand and wished me well. In these trying days, nice people are not in the news but they should not go unnoticed. This is why I am writing. I hope his career is long and he stays

well. I want his superiors to be aware that I am grateful for his service and all of the others who risk their lives to keep our cities and roads safe. As a visitor to the USA, I feel safe in the hands of the professionals who serve and protect. Please pass on my thanks to those at the Texas D.P.S and if possible, to Trooper Nunez. My sincere thanks and best wishes.

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### **Trooper Anthony Owens (THP)**

I would like commend Officer Owens for being a GREAT DPS officer. Yes, I received a ticket from him today but he handled the entire situation with consideration and professionalism. I was in a huge hurry to attend a Grandparents Luncheon at my grandson's school, Red Rock Elementary. Everything that could go wrong went wrong as I was navigating my way from Smithville to Red Rock. I was stopped by a train, then got stuck behind a slow vehicle on a long stretch of road in a no-passing zone and I just knew my grandson was going to be super upset that his Nana didn't make it to his luncheon. He was expecting me and all I could think of was my precious 7 year old grandson's disappointment....so, I may have exceeded the speed limit a little. Upon arriving at Red Rock Elementary, I leaped from my truck and to my surprise I saw a DPS vehicle pulling up behind me. Officer Owens could see the distress on my face and asked "what's your hurry?" I explained to him that I was so upset about the thought of my grandson being the only kid without a grandparent present at the Grandparent's Luncheon. He asked what time is the luncheon? I replied, NOW. He told me to go inside and have lunch with my grandson and he would be there waiting for me when I returned. Of course, when I returned, I received a ticket and a pretty good lecture, but I walked away with a smile on my face at the thought of him being so kind and considerate. I've never "thanked" an officer for a ticket before, but to Officer Owens I would like to send a very sincere THANK YOU! I cannot say enough kind words about this officer.

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### **Trooper Justin Williams (THP)**

Just a quick note to thank Officer J. Williams for his professionalism and courteous behavior during our recent stop as part of our return trip from Copperas Cove, TX to San Diego, CA. I flew out as part of a turnaround trip to drive back with my daughter and we were pulled over for not having a front license plate. Officer Williams approached and was clear in announcing who he was representing and why we were stopped. Because we had to large pit bull mix dogs in the backseat he allowed us to roll up the windows and for me to leave the car. I appreciate the fact that he wondered why I wasn't staying to enjoy his great State. Although it was a minor inconvenience and a little stressful, it was a very positive interaction. I realize the dangers of his chosen profession and just wanted to pass along this little note of recognition for a job well done.

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**DPS News**  
**3/17/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Carol Armendariz](#), [Lorenzo Bagley](#), [Lisa Cargill](#), [Corpus Christi Driver License Office](#), [Trooper Keenan Crumbly](#), [Trooper Anton Cunningham](#), [Trooper Simon DeLaCruz](#), [Trooper Ashley Drake](#), [Trooper Devon Edwards](#), [Zachery Glover](#), [Trooper John Griffith](#), [Kristi Hollie](#), [Trooper Joann Inocencio](#), [Trooper Paul Kenrick](#), [Trooper Chelsea Knight](#), [Trooper Kipp Koenig](#), [Wilmer Loaiza](#), [Trooper Roberto Madrid Gonzalez](#), [Trooper Ty McLaughlin](#), [Sergeant Brock Molter](#), [Darrell Morgan](#), [Trooper Ilusion Reyes](#), [Trooper Zane Rhone](#), [Sally Rodriguez](#), [Trooper James Salaz](#), [Trooper Christopher Tamez](#), [Paul Timek](#), [Corporal Lane Tucker](#), [Trooper Brandon Ward](#), and [Valerie Western](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Texas Department of Public Safety Foundation Offering Scholarships for the 2017-2018 Academic Year**

The [Texas Department of Public Safety Foundation](#) is offering ten (10) \$5,000 scholarships for the 2017-2018 academic year. Applicants must be DPS employees, retirees, or immediate family members (spouse, parent, or child) of DPS employees or retirees. The [application](#) is attached, and completed applications should be submitted electronically by May 5, 2017, 5:00PM. *Please note* these scholarships are separate from the Wilson E. Speirs Scholarship, which will be open for application in July. Questions may be directed to [scholarship@texasdpsfoundation.org](mailto:scholarship@texasdpsfoundation.org).

**DPS Spring Vaccine Clinic**

The most effective way to battle disease is to act before you get sick. On **Thursday, April 13**, Passport Health will be administering adult recommended vaccines at DPS, including pneumonia, shingles, tetanus and hepatitis B vaccines. All participants must [sign up](#) by April 5 and **NO WALK-UPS** will be admitted on the day of the clinic. Most services are covered by the state's group insurance policy. Please click the link to view available services, check any costs that may be applicable, and sign up for your time slot. *Special Note: The B-12 shot is not covered by insurance and will be provided at a \$15.00 charge- CASH ONLY please!*

### **CAPPS Hot Topic - Entering Separation ACT-42's**

When processing an employee's separation, it is important to remember to have the Separation ACT-42 entered in Job Data in CAPPS by the **Payroll deadline** for that month. This will ensure the employee is paid correctly and not overpaid if the employee's last day on payroll was not the last day of the month. Prior to keying the separation ACT-42, be sure to work with your Division Super User to ensure the employee's time is reconciled and that ALL exit paperwork is completed and submitted to your HR Service Team.

Reference materials available:

The "Payroll Deadlines Calendar" can be found on DPSNet under the Payroll section.

The "DC\_07 Entering Separations" Job Aid can be found on SharePoint in the Division Core HR User folder.

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### **Events:**

#### **Sesame Street Live – March 24-26 - Austin**

[Sesame Street Live "Elmo Makes Music"](#) is coming to The Theatre at the Frank Erwin Center on March 24-26. When the new music teacher's instruments go missing, Elmo, Abby Cadabby, Big Bird and more come to the rescue and discover instruments they never knew existed. Children learn that everyone can make and enjoy beautiful music together!

*Department of Public Safety employees receive \$5 off each ticket!\** To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Thursday, March 23 at 3 p.m.

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#### **Tuesday, April 11<sup>th</sup> – ERS Presents: Ready, Set, Retire**

Attend the ERS Ready, Set, Retire event to get the information you need to make fully informed decisions about your retirement. Learn about retirement eligibility, insurance at retirement, and purchasing service credit. A TexaSaver representative will also conduct a short presentation to provide you with information on the 401(k) and 457 plans.

The ERS Ready, Set, Retire event will be held on **Tuesday, April 11, 2017 from 9am-10:30am in the Bldg. E Auditorium at HQ in Austin**. The presenters will remain on campus until 12pm to answer any specific questions.

In addition, a Retirement Counselor will be available to speak on individual circumstances. They are offering 9 sessions of 15 minute intervals each for which you must sign up by Monday, April

3rd. Please reply to [erin.chotkey@dps.texas.gov](mailto:erin.chotkey@dps.texas.gov) to sign up for one of the 15 minute sessions. Space is limited so sign up today!

This event is for any employee looking to gather retirement information. We look forward to seeing you at the ERS Ready, Set, Retire event.

### **Monster Jam® Returns to Austin April 22-23**

Monster Jam®, the most adrenaline charged motorsports experience for families on the planet, is returning to the Frank Erwin Center on Saturday, April 22 and Sunday, April 23.

Approximately 12 feet tall and about 12 feet wide, Monster Jam trucks are custom-designed machines that sit atop 66-inch-tall tires and weigh a minimum of 10,000 pounds. Built for short, high-powered bursts of speed, Monster Jam trucks generate 1,500 to 2,000 horsepower and are capable of speeds of up to 100 miles per hour. Monster Jam trucks can fly up to 125 to 130 feet in distance and up to 35 feet in the air.

#### *Party in the Pits*

There will be a pit party prior to the Saturday show from 4:30 p.m. – 6 p.m. on the arena floor, which gives fans the opportunity to get a view of the trucks up close and meet the drivers. Fans can purchase pit passes for \$10 from [TexasBoxOffice.com](http://TexasBoxOffice.com).

*DPS employees SAVE \$5 on tickets!*\* To purchase tickets, call (512) 232-4343, email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu) or fill out our Groups Sales order form [HERE](#). Deadline to order is Friday, April 21 at 3 p.m.

\*Excludes \$35 Gold Circle seats and \$10 Party in the Pits passes. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

### **Discount Offer to Momma's Boy, this Mother's Day Weekend!**

The beautifully talented actress Robin Givens, actor Columbus Short from the #1 TV show "Scandal," Nephew Tommy from the Steve Harvey morning show, iconic comedic actress Jackée Harry, debonair actor and singer Christopher Williams, legendary singer Shirley Murdock, "Lil G" from the R&B group Silk, talented actress-singer Cheryl Pepsii Riley and more unite at The Theatre at the Frank Erwin Center this Mother's Day weekend, on Friday, May 12, to bring us "[Momma's Boy](#)," the story of how a man is forced to change the life of a "Momma's Boy" and turn him into a grown man.

**DPS employees SAVE \$3 on tickets!**\* To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Monday, April 24 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

### **2017 Texas Police Games**

The 2017 Games will be held in Dallas June 10-17. Last day to register will be May 15<sup>th</sup> 2017.

Visit [Texaspolicegames.org](http://Texaspolicegames.org) to register.

Any additional questions, please contact Corporal Barry Thornton 214 284-9574.



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### **Fan Mail:**

#### **Carol Armendariz and Wilmer Loaiza (DL)**

My family and I visited the Texas Department of Public Safety Driver License Office in Hurst, Texas, few times last month, and I had a chance to get support from Ms. Carol Armendariz and Mr. Wilmer Loaiza.

Bottom line, Ms. Armendariz and Mr. Loaiza are amazing! They did a fantastic job in supporting our issue, and provided us with a great experience. Not only did they make the Texas Department of Public Safety Driver License Office proud now, it is amazing how well they do this and always with such a nice smile! It just makes me want to keep coming back....you should be very proud of their efforts.

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#### **Lorenzo Bagley (Admin)**

Lorenzo brought in a wallet that he noticed on the roadway as he was coming to work. The wallet contained a driver license, credit cards, debit card, cash and other valuables and Lorenzo was concerned for this person and what they may be going through not knowing what happened to their identification and belongings.

We were able to track down a phone number and contacted the mother of the individual. The family was deeply relieved and extremely grateful to Lorenzo for his grand act of kindness and concern it be returned to the rightful owner.

As a family member came to retrieve the wallet, we learned it had been misplaced the previous night as the family attended a funeral across the street from DPS. The family was not from Austin and had spent the evening and morning concerned they had to leave town without knowing what had happened to it.

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#### **Lisa Cargill (RSD)**

We are a local vehicle safety inspection station that's had a great reputation for several years, unfortunately both owners tragically passed away within a few months of each other. One of the owners' daughters (my daughter) had been appointed the Administratrix of his estate. The business was temporarily shut down due to lack of ownership. We were in California and planning to move to Texas to manage the business and the estate, the manager of the shop (from the deceased owners) was trying to claim he had inherited the business and was making things very difficult for my daughter by lying to DPS, customers, etc. Needless to say it was a very difficult time for my daughter.

This is the point Lisa came in and saved the day for us, the auditor didn't know how to handle the Administratrix authority so we went to Lisa. Lisa jumped through hoops to find out what we needed to do and even hand carried our application through the system. She did the research found out what our options were and got us back in business but I think even more importantly

she took the time to listen to us and showed empathy for the situation we were in. She trusted we were trying to do the right thing and assisted us in every aspect of the process, even going as far as giving me her cell phone number so I could text her at anytime with any issues we ran into. I obviously can't say enough about how great we think she is and she is absolutely a value add to any organization that's lucky enough to have her.

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#### **Corpus Christi Driver License Office (DL)**

I wanted to commend the DPS office in Corpus Christi for their invaluable assistance in providing services for 10 of my students to get their TX. IDs. My school has a population of approx. 100 young adults with disabilities. A DPS worker came to my school and spent the morning a few weeks ago gathering information and taking pictures. We were able to process 10 young people that would have not been able to get their IDs without this service. Your staff was helpful, knowledgeable and professional. We, school staff, and the parents, really are grateful to DPS for being available for this special group of people. And this is not the first time that they have been there for us. Thank you very much!

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#### **Trooper Keenan Crumbly (THP)**

Recently I was returning to Odessa from Dallas. It had been a long day and was late and I was ready to be home, and was going a bit faster than I should, which facilitated my meeting with Trooper Crumbly.

Despite the circumstances, Trooper Crumbly was extraordinarily courteous and both personable and professional. He was very understanding and was kind enough to let me go with just a warning and an advisory to watch my speed, which I did for the rest of my trip home. I just wanted to relay my compliments and appreciation for your trooper. Thank you all for your service to the citizens of Texas.

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#### **Trooper Anton Cunningham and Trooper Brandon Ward (THP)**

Officer Cunningham and Officer Ward assisted me and my wife with a blown out tire February 19, 2017. Not only did they assist with the tire which could not be changed because I had left the key to unlock the lug nut at home, they found someone to tow us off the highway and to a safe place where we could wait for someone to bring us the key. These two officers went above and beyond the call of duty. More of these types of officers could help to restore the faith and trust in our law enforcement. Please pass this along to them for whatever its worth, thanks.

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#### **Trooper Simon DeLaCruz (THP)**

I am a Collin Co. probation officer and I was on my way to work when I was pulled over for speeding. Mr. Delacruz was extremely polite and respectful. He was also quick I believe to ensure that I wouldn't be late for work. Working in this field I just wanted to say that I appreciate everything you guys do on a daily basis. Thanks.

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#### **Trooper Ashley Drake (THP)**

I was stopped this morning for speeding and obscured license plates. Trooper Drake was very professional and took the time to explain why she was pulling me over. Being stopped is often times uncomfortable because we are getting called out for doing something wrong but having a Trooper that is polite and professional makes the situation much easier to deal with. At a time where our Troopers and Officers are coming under constant criticism, I want to take the time to thank you all for your service.

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#### **Trooper Devon Edwards (THP)**

On Thursday, March 02 2017, I was clocked in a school zone for going 10 miles over the speed limit and was pulled over by Trooper Edwards. I was of course not a "happy camper". I just wanted to thank Trooper Edwards for being professional even though I was upset. I felt bad and being a man of Christ I had it in my heart to offer my apologies to Trooper Edwards. I know Law Enforcement, nowadays, thanks to prior administrations, have been placed under a negative spotlight and not enough has been done to highlight the good that you all do. Trooper Edwards maintained professionalism and it takes a different kind of person to handle the stresses of that job. God Bless and stay safe out there.

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#### **Zachery Glover (IT)**

A great big THANK YOU to Zachary for using his skills to extract my documents from my hard drive when my computer crashed. It is much appreciated!

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#### **Trooper John Griffith (THP)**

I was pulled over for speeding this past weekend by Trooper Griffith. He could not have been more polite and respectful when speaking to me. He even conversed with my 6 year old daughter who wants to be a police officer when she grows up. I was fully in the wrong and he was the perfect example of an upstanding police officer. Thank you for your service and dedication of our safety.

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**Kristi Hollie (DL)**

I am writing this letter as a humble note of appreciation for the outstanding customer service provided by Ms. Kristi Hollie. She made my nerves at ease with her helpfulness. Overall it was a great experience, I just want to acknowledge the fact that Kristi Hollie exemplified perfect customer service.

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**Trooper Joann Inocenio (THP)**

Yesterday, while returning home to San Antonio from Laredo, I was pulled over by Trooper Inocencio, for a speeding infraction. She was the absolute definition of "professional" in her every interaction with me during the stop. There was an issue with my registration showing expired. I had actually renewed it prior to going to Laredo earlier that day. The system had not yet been updated. My paperwork, proving the currency of my registration, was locked in the glovebox of my car with my licensed handgun.

Once I explained the situation to Trooper Inocencio, she instructed me how to proceed forward with unlocking the glovebox so that she could retrieve the paperwork. Having done so and after reviewing my paperwork, she professionally and extremely personably, asked me to step out of the car as she issued a warning for my speeding infraction, returned my paperwork, license and CHL to me and sent me on my way.

Given our current political and social climate, I presume that the Texas Department of Public Safety does not receive many unsolicited compliments. I felt it was incumbent on me to go ahead and buck that trend. Trooper Inocencio is an absolute credit to the Texas State Troopers. I hope that this email finds her and her direct superiors well.

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**Trooper Paul Kenrick**

I was headed toward Marshall Texas on Friday night from Houston. I was going to my cousins wedding. Needless to say, I was a little tired and was listening to music to stay awake. I went to turn the song and looked away and I guess I had drifted over the speed limit. Officer Kenrick pulled me over. He was so understanding and very kind. I was so impressed by his professional manner and his very patient nature. Thank you for making me feel safe and taking time to be patient and really accessible. Thank you for performing your job as it is described. God bless you and keep you safe as you watch over and protect our Texas roads!

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**Trooper Chelsea Knight (THP)**

Today my husband and I were traveling from Plano back to Lubbock. We were stopped and given a warning ticket by a DPS officer. She was extremely nice and very professional! Although we do not relish the thought of getting a ticket, she was an excellent person to have to deal with. Thank you!

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### **Trooper Kipp Koenig (THP)**

I was travelling on HWY 380 on 2/25/2017 at a speed above the limit set for the area. Officer Koenig pulled me over and reminded me what the speed limit was for that area. Officer Koenig was professional. He treated me with respect and was open and friendly during our visit on the side of the road. He gave me a warning and asked that I monitor my speed for the rest of my journey home. I appreciate that all law enforcement has a very tough and stressful job. It would be easy to let this stress influence a persons' personality. It takes a special person to remain open and friendly in this type of occupation. Officer Koenig is one of these special people and should be recognized as a great representative of his profession.

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### **Trooper Roberto Madrid Gonzalez (THP)**

Mr. Gonzalez was a true Professional on how an officer should act. I thought I had made a red light but he said I didn't. He gave me a warning and not because he gave me a warning-he asked if everything was alright. I explained that I had just lost my wife. He told me to be strong and put an effort into life for my kids. He showed that he is also a human and not just a badge. THANK YOU Trooper Gonzalez!!!!

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### **Trooper Ty McLaughlin (THP)**

Last night I got pulled over by a class act, a gentleman and a superior officer of the law... I was speeding sure I deserve to be pulled over, but it was the way Trooper McLaughlin represented himself, the State of Texas and great people of Parker County because he is the model of what is a great person in The United States of America! He seemed very young, he was very professional and his body language was that of a man who cares about the community in which he serves. Trooper McLaughlin is ideal to have as a leader in whatever capacity, possessing ethics and morale in his character and a genuine care and concern for the wellbeing of human beings throughout and he doesn't discriminate... Tell Trooper McLaughlin keep up the good work and I pray for his safety!

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### **Sergeant Brock Molter (THP)**

Sgt. Brock Molter led our Cub Scout Den in an outstanding tour Monday afternoon. His stories, guidance and ability to talk with 9 year olds and answer all their questions proved to be an outstanding example for our children. We will be sending more groups your way, and hopefully some future recruits! Thank you, Sgt. Molter for taking the time to share with our den. This fieldtrip will not be forgotten!

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**Darrell Morgan (RSD)**

THANK YOU for your unwavering support and for being the gentleman you are. This old man appreciates your PATIENCE and EVERYTHING you have done for me. I would appreciate it very much if you would forward this memo to your supervisor. You need recognition for being an asset to the DPS of Texas.

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**Trooper Ilusion Reyes (THP)**

On 03-02-2017 Trooper Reyes warned me for driving above the speed limit. Her professionalism and kind words made all the difference in the world to me. I saw her as my guardian angel looking out for my safety. I hope that others give her the respect that she deserves.

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**Trooper Zane Rhone (THP)**

My husband, son & I were pulled over for an improperly placed temporary tag, due to me putting it where the lady at the tax office told me to put it. Officer Rhone was extremely courteous and helpful. He thoroughly did his job, ran our information through the system, checked our papers, etc & had my husband (the driver of the car at the time) sign a warning but then he told us the proper place for the tag. He was also friendly enough to wave back to my special needs son in the backseat who was waving at him and saying hello. I just wanted to pass this on and let you know what a great job he is doing and that he treated us very well.

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**Sally Rodriguez (DL)**

I've never been so impressed by how down to earth and polite the employees at this DPS office were today. It is my first experience to have gone to an office in Bexar County, but Ms. Rodriguez in particular was very professional, informative, kind, and the service was so quick. Her character shines, and she made my day. I was so stunned by her positive attitude so early in the morning, and told her that. She was very modest, and replied "Everyone here is kind. And you know, I'd treat you the same way if you were my 60th customer or even if the doors were closing." Keep up the excellence. You never know who you touch.

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**Trooper James Salaz (THP)**

Trooper Salaz stopped my husband and I on Monday, March 6, as we were leaving Kerrville. My husband was driving and was stopped for going over the speed limit. Trooper Salaz was very polite and super courteous. Can't say it was a pleasure to be stopped but commend Trooper Salaz for being so courteous and well mannered!!

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**Trooper Christopher Tamez (THP)**

On 03/01/2017 I was pulled over by Trooper Tamez. He was very professional. He was also very respectful and very polite. This was the first time I had been pulled over in Texas. I am a winter Texan. If Trooper Tamez is representative of your troopers throughout the state then I would submit to you that your troopers are second to none. Thank you for your courtesy, service and protection. Be careful out there.

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**Paul Timek (RSD)**

I would like to compliment your employee Mr. Timek who works in your Metal Recycling telephone support division. Mr. Timek called me back in a timely manner to provide me with his help concerning our Scrap Metal facility. His professional, calm and patient manner was very much appreciated as he provided me with answers to questions and concerns pertaining to our facility.

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**Corporal Lane Tucker (THP)**

Last week we had a wildfire in our Addition near Amarillo (Randall County). We want to express our appreciation to Cpl. Tucker for his response and help in securing the scene. Due to his assistance, no structures were affected and there were no injuries. Thanks Cpl. Tucker for a job well done.

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**Valerie Western (DL)**

I just wanted to thank you once again for being so good to my daughter the other day when we came to the Decatur office for her road test. She has such anxiety about testing, and you really went out of your way to put her at ease (as much as possible) so that she could successfully complete her test. I knew she was ready...she has been ready for a while...but exams just really do a number on her nerves. I prayed and prayed she would get somebody nice to help her out. You were an answer to our prayers that morning. Thank you for just being YOU. You went above and beyond for us and I am grateful.

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**DPS News**  
**3/24/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Trooper Nathan Bennett](#), [Trooper Brandon Boyd](#), [Trooper Jeremy Callahan](#), [Trooper Kody Eckert](#), [Trooper Martin Gens](#), [Sergeant Brad Gibson](#), [Trooper Isaac Juarez](#), [Trooper Dwight Kerr](#), [Lewisville Driver License Office](#), [Trooper Paul Martin](#), [Trooper Esteban Martinez](#), [Sergeant Brock Molter](#), [Trooper Benjamin Neville](#), [Trooper Francisca Ortiz](#), [Paula Page](#), [Lora Poole](#), [Trooper Greg Revero](#), [Trooper Ronald Slay](#), and [Trooper Brandon Tinsley](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Texas Department of Public Safety Foundation Offering Scholarships for the 2017-2018 Academic Year**

The [Texas Department of Public Safety Foundation](#) is offering ten (10) \$5,000 scholarships for the 2017-2018 academic year. Applicants must be DPS employees, retirees, or immediate family members (spouse, parent, or child) of DPS employees or retirees. The [application](#) is attached, and completed applications should be submitted electronically by May 5, 2017, 5:00PM. *Please note* these scholarships are separate from the Wilson E. Speirs Scholarship, which will be open for application in July. Questions may be directed to [scholarship@texasdpsfoundation.org](mailto:scholarship@texasdpsfoundation.org).

**DPS Spring Vaccine Clinic**

The most effective way to battle disease is to act before you get sick. On **Thursday, April 13**, Passport Health will be administering adult recommended vaccines at DPS, including



pneumonia, shingles, tetanus and hepatitis B vaccines. All participants must [sign up](#) by April 5 and **NO WALK-UPS** will be admitted on the day of the clinic. Most services are covered by the state's group insurance policy. Please click the link to view available services, check any costs that may be applicable, and sign up for your time slot. *Special Note: The Vitamin B-12 shot is not covered by insurance and will be provided at a \$15.00 charge- CASH ONLY please!*

### **CAPPS Hot Topic - Entering Separation ACT-42's**

When processing an employee's separation, it is important to remember to have the Separation ACT-42 entered in Job Data in CAPPS by the **Payroll deadline** for that month. This will ensure the employee is paid correctly and not overpaid if the employee's last day on payroll was not the last day of the month. Prior to keying the separation ACT-42, be sure to work with your Division Super User to ensure the employee's time is reconciled and that ALL exit paperwork is completed and submitted to your HR Service Team.

Reference materials available:

The "Payroll Deadlines Calendar" can be found on DPSNet under the Payroll section.

The "DC\_07 Entering Separations" Job Aid can be found on SharePoint in the Division Core HR User folder.

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### **Events:**

#### **Sesame Street Live – March 24-26 - Austin**

[Sesame Street Live "Elmo Makes Music"](#) is coming to The Theatre at the Frank Erwin Center on March 24-26. When the new music teacher's instruments go missing, Elmo, Abby Cadabby, Big Bird and more come to the rescue and discover instruments they never knew existed. Children learn that everyone can make and enjoy beautiful music together!

*Department of Public Safety employees receive \$5 off each ticket!\** To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Thursday, March 23 at 3 p.m.

\*Excludes Opening Night and Sunny Seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

#### **Tuesday, April 11<sup>th</sup> – ERS Presents: Ready, Set, Retire**

Attend the ERS Ready, Set, Retire event to get the information you need to make fully informed decisions about your retirement. Learn about retirement eligibility, insurance at retirement, and purchasing service credit. A TexaSaver representative will also conduct a short presentation to provide you with information on the 401(k) and 457 plans.

The ERS Ready, Set, Retire event will be held on **Tuesday, April 11, 2017 from 9am-10:30am in the Bldg. E Auditorium at HQ in Austin**. The presenters will remain on campus until 12pm to answer any specific questions.

In addition, a Retirement Counselor will be available to speak on individual circumstances. They are offering 9 sessions of 15 minute intervals each for which you must sign up by Monday, April 3rd. Please reply to [erin.chotkey@dps.texas.gov](mailto:erin.chotkey@dps.texas.gov) to sign up for one of the 15 minute sessions.

Space is limited so sign up today!

This event is for any employee looking to gather retirement information. We look forward to seeing you at the ERS Ready, Set, Retire event.

### **Monster Jam® Returns to Austin April 22-23**

Monster Jam®, the most adrenaline charged motorsports experience for families on the planet, is returning to the Frank Erwin Center on Saturday, April 22 and Sunday, April 23.

Approximately 12 feet tall and about 12 feet wide, Monster Jam trucks are custom-designed machines that sit atop 66-inch-tall tires and weigh a minimum of 10,000 pounds. Built for short, high-powered bursts of speed, Monster Jam trucks generate 1,500 to 2,000 horsepower and are capable of speeds of up to 100 miles per hour. Monster Jam trucks can fly up to 125 to 130 feet in distance and up to 35 feet in the air.

#### *Party in the Pits*

There will be a pit party prior to the Saturday show from 4:30 p.m. – 6 p.m. on the arena floor, which gives fans the opportunity to get a view of the trucks up close and meet the drivers. Fans can purchase pit passes for \$10 from [TexasBoxOffice.com](http://TexasBoxOffice.com).

*DPS employees SAVE \$5 on tickets!*\* To purchase tickets, call (512) 232-4343, email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu) or fill out our Groups Sales order form [HERE](#). Deadline to order is Friday, April 21 at 3 p.m.

\*Excludes \$35 Gold Circle seats and \$10 Party in the Pits passes. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

For more information about this and other Frank Erwin Center Events, please visit us at [uterwincenter.com](http://uterwincenter.com).

### **Discount Offer to Momma's Boy, this Mother's Day Weekend!**

The beautifully talented actress Robin Givens, actor Columbus Short from the #1 TV show "Scandal," Nephew Tommy from the Steve Harvey morning show, iconic comedic actress Jackée Harry, debonair actor and singer Christopher Williams, legendary singer Shirley Murdock, "Lil G" from the R&B group Silk, talented actress-singer Cheryl Pepsii Riley and more unite at The Theatre at the Frank Erwin Center this Mother's Day weekend, on Friday, May 12, to bring us "[Momma's Boy](#)," the story of how a man is forced to change the life of a "Momma's Boy" and turn him into a grown man.

**DPS employees SAVE \$3 on tickets!**\* To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Monday, April 24 at 3 p.m.

For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

### **2017 Texas Police Games**

The 2017 Games will be held in Dallas June 10-17. Last day to register will be May 15<sup>th</sup> 2017.

Visit [Texaspolicegames.org](http://Texaspolicegames.org) to register.

Any additional questions, please contact Corporal Barry Thornton 214 284-9574.

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### **Fan Mail:**

#### **Trooper Nathan Bennett (THP)**

On March 8, 2017, I was pulled over by Trooper Bennett for speeding. I haven't been stopped but a few times in my 43 years and every officer that I've come in contact with has been pleasant. However, Trooper Bennett was the most patient, polite and friendly law enforcement officer I've ever had pull me over. My father was in law enforcement for many years and I respect and appreciate all that law enforcement does to protect our community. I just wanted it noted that your trooper's attitude was appreciated.

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#### **Trooper Brandon Boyd (THP)**

On 2/22/2017, I was pulled over by Officer Boyd for speeding over the limit on FM 774 in Refugio County. Officer Boyd was professional and courteous and issued a warning citation. He warned me of poor pavement conditions down the road. Please express my thanks to Officer Boyd.

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#### **Trooper Jeremy Callahan (THP)**

The other day my wife and I were on our way from Temple to Dallas to pick up my son from the airport. We both had just got off work and were tired and in a bit of a hurry. Officer Callahan pulled us over as we were going over the speed limit a bit. I'm proud to say that it had been several years since I have been pulled over. He was extremely polite and professional. He addressed us as Sir and Ma'am. Ultimately he issued me a warning. He observed by what I had in my car that I was in the military. He thanked me for my service and sent me on my way. I would like to take a moment to thank him for HIS service. He and all of his colleagues put their lives in danger every single day in an attempt to keep our streets safe. When I was younger I was not a fan of any police. My opinion has changed greatly over the years. My family and I back the BLUE. 100%. Again, thank you Officer Callahan and when you are out there on the road PLEASE be careful.

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#### **Trooper Kody Eckert (THP)**

I was stopped by Trooper Eckert as I was not paying attention to a speed limit change going into Mason TX. I want to thank Trooper Eckert for his professionalism and courtesy during the stop. He is a fine representation of the State and your organization.

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#### **Trooper Martin Gens (THP)**

A very professional officer pulled me over for my plate lamp being out. He was very polite and I appreciate his duty to the community and helpfulness. I know how hard an officer's duties are and I thought I would just send you a short note to let you know you are lucky to have him in the DPS.

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### **Sergeant Brad Gibson (THP)**

I wanted to thank Sgt. Gibson for taking the time to run thru the scenarios of vehicles requiring TX DOT state inspections. Sgt. Gibson thoughtfully included both vehicles registered in TX but were located outside the state and vehicles registered to other states but are domiciled in TX. Sgt. Gibson ended our conversation by offering to email guidance for §396.17: Periodic inspection. Regardless, it was 15:22 when I reached Sgt. Gibson, and 15:37 when the conversation ended. He seemed to be in no hurry to rush thru the conversation until I fully understood the state's regulations regarding vehicle inspections. Sgt. Gibson did not hesitate to answer any question I respectfully submitted despite being interrupted a few times.

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### **Trooper Isaac Juarez (THP)**

I write to acknowledge my positive experience with Officer Juarez during his traffic stop this morning. As a person with a disability having a speech impediment, most who meet me for the first time have difficulties understanding my 'accent.' Officer Juarez acknowledged his difficulties in understanding me but with a little interpretation help from my son, who was riding with me, we were able to communicate well. Although the traffic stop was routine and uneventful, my interaction with Officer Juarez left me a very positive image of Texas State Police.

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### **Trooper Dwight Kerr (THP)**

I would like to commend Trooper Kerr for his professionalism, courtesy, and service. I had the opportunity to meet Trooper Kerr Friday night, March 10th at about 8:24 P.M. Trooper Kerr stopped me and my wife for speed over limit in Jack County while we were in route to our farm in Northeast Young County. Our primary residence is in Fort Worth and we try to escape the city as often as possible and as fast as possible. That was the reason I met Trooper Kerr. Usually when a violator is stopped by a peace officer no matter what the violation is, it turns out to be uncomfortable. Our contact was brief but Trooper Kerr made a lasting impression on myself and my wife due to his control and courteous manner. I would again like to commend Trooper Kerr for his service to the State and citizens. We live in a safer place with peace officers like Trooper Kerr.

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### **Lewisville Driver License Office**

I wanted to thank you for your excellent service. I went in expecting the worst and my experience was the exact opposite. Something was messed up with my reservation but the center in Lewisville made an effort to accommodate me right away. The person who processed my application was very polite and everything went quickly and smoothly. I think people are very quick to criticize but they don't hear the good things so I wanted to contact your department and let you know the people at the Lewisville location are doing an exceptional job. Thank you!

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### **Trooper Paul Martin (THP)**

I was low on sleep, stressed from work, racing to work down Mopac, and he caught me speeding. Martin was super cool, patient, and professional.

I hadn't been pulled over in a while so I was fumbling about and stuff (I didn't know you all could look up my insurance on the computer for example), and he was patient and cool. I was worn out from work, stressed, and I reckon not in my best mood, but he was cool and calm and polite and it diffused me, which struck me as pretty awesome. I think it's a skill to be relaxed when you don't know the other person will be, and that's what Martin was. I wanted to recognize that and say he did a super job.

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### **Trooper Esteban Martinez (THP)**

I was pulled over for speeding by Officer Martinez on I 45 northbound out of Conroe. Yes, I was speeding and this is no excuse for speeding, other than an open road, good conditions and a car built for the German autobahn. I was impressed with the professionalism and courtesy of Officer Martinez. I was also pleased to get a warning ticket and will definitely be reining in my lead foot in the future.

I have multiple family members in law enforcement and understand what a terribly difficult and dangerous job they have to do. I am profoundly grateful for their often thankless service. So I just wanted to say, "Thank You" to Officer Martinez and all the other LEOs out there trying to keep us safe.

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### **Sergeant Brock Molter (ETR)**

On behalf of Cub Scouts Pack 421, I'd like to thank you for taking the time to give us a private tour of the DPS training facilities this past Monday afternoon. The boys, siblings, (and parents) had a great experience and appreciate all of the stories and details you shared with us regarding your personal experience as a trooper, and giving us a view into a "day in the life" of a new recruit. I was especially impressed at your patience as our scouts probably asked more

than 50 questions during the tour, and you didn't skip a beat. As far as recruitment goes, it looks like you already have multiple third grade boys eager to sign up to be Texas State Troopers! We will be spreading the word throughout our scouting community for other packs and dens to sign up for a tour with you. Thanks again for a great experience!

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#### **Trooper Benjamin Neville (THP)**

I just wanted to compliment Officer B. Neville for not only being professional, but very pleasant when we were rightfully stopped by him for speeding on our way from Amarillo to Lubbock for a volleyball tournament. In today's world, he may not hear it enough, so I wanted to take the time to let him know we are thankful for what he does every day. Your department is lucky to have him.

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#### **Trooper Francisca Ortiz (THP)**

On March 2, 2017 at 8:17 a.m., I was pulled over in Wise County by Trooper Ortiz for a speeding violation. I was very impressed by Trooper Ortiz' courtesy and professionalism. She was patient and understanding when I gave her the wrong (expired) insurance card. I had the current card with me and showed it to her. She explained why she pulled me over and told me she was going to issue a warning, for which I was very grateful because I didn't realize I was speeding and wasn't intending to violate the speed limit. Because of this positive interaction, I left feeling more committed to being careful about observing posted speed limits and more mindful about my driving habits overall. As I drove away, I said a prayer for her safety in her job.

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#### **Paula Page (DL)**

She was very helpful and courteous, as a new resident to Texas she was welcoming. Couldn't say enough good things about her. Also have 2 children and she kept my son entertained. Just wanted to take a couple minutes to thank you for making a difficult 2 hour visit with 2 kids bearable.

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#### **Lora Poole (DL)**

This employee works at the Kilgore CDL location and she provided great customer service, knowledgeable of the CDL test and very helpful overall.

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#### **Trooper Greg Reyero (THP)**

Today driving back home from meeting my dad for lunch, I got pulled over. I was pretty frustrated because I knew I was not speeding. Well I had forgotten that I have neglected to put my front license plate on. Instead of being rude or arrogant, Officer Reyero was very polite and respectful. He issued me a warning and then I asked him a question about something related to my vehicle. He answered me honestly and was very polite while I asked him follow up questions. I understand that his job is to protect us but he didn't seem annoyed or irritated by my seemingly unimportant question. In the past 10 years I have been driving I've encountered very rude and even arrogant officers and what an amazing change to encounter one so pleasant. Thank you for taking time out of your busy day to answer my questions and for keeping us safe!

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### **Trooper Ronald Slay (THP)**

Officer Slay issued me a citation for not displaying my registration sticker on my new car. I was in the wrong. But he was extremely courteous, friendly and respectful and professional. He was sharply dressed. He made our encounter a positive experience. He was a very good representative of your department. Improved my attitude concerning your department.

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### **Trooper Brandon Tinsley (THP)**

I am a Texas resident and I would like to compliment a DPS Trooper on his professionalism and good nature. Officer B. Tinsley was patrolling highway 172 just south of Ganado, TX, on March 12<sup>th</sup>, when he correctly identified me as a speeder and quickly pulled me over. I immediately felt at ease with Officer Tinsley due to his good nature, even as he inspected my credentials and my vehicle for additional violations. After our interaction, I drove away feeling better that our state is protected by heroes such as Officer Tinsley, who has obviously mastered the art of good law enforcement mixed with good community relations.

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**DPS News**  
**3/31/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees include:** [Kori Archer](#), [Trooper Kimberly Boehl](#), [Trooper Brandon Boyd](#), [Trooper Kenneth Bratton](#), [Trooper Venessa Carrizales](#), [Trooper Jesse Fountain](#), [Trooper John Franks](#), [Trooper Timothy Gage](#), [Trooper Austin Horner](#), [Trooper Mark Lebig](#), [Trooper Valerie Lopez](#), [Alberta Peoples](#), [Edward Ramirez](#), [Analisa Suarez](#), [Trooper Gilbert Valdez](#), [David Wade](#), and [Trooper Travares Webb](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**CID Captain Graduates FBI National Academy**

Captain Clifford Duncan participated in the 267<sup>th</sup> Session of the FBI National Academy and graduated on March 17, 2017. This course requires an enormous investment of time and encompasses rigorous coursework. Captain Duncan's commitment to furthering his education demonstrates his desire to continue to serve the State of Texas.

**Texas Department of Public Safety Foundation Offering Scholarships for the 2017-2018 Academic Year**

The [Texas Department of Public Safety Foundation](#) is offering ten (10) \$5,000 scholarships for the 2017-2018 academic year. Applicants must be DPS employees, retirees, or immediate family members (spouse, parent, or child) of DPS employees or retirees. The [application](#) is attached, and completed applications should be submitted electronically by May 5, 2017, 5:00PM. *Please note* these scholarships are separate from the Wilson E. Speirs Scholarship,



which will be open for application in July. Questions may be directed to [scholarship@texasdpsfoundation.org](mailto:scholarship@texasdpsfoundation.org).

### General Manual Revisions

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at: <http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
03/13/2017	Chapter 7A	Office of Inspector General Responsibility Regarding Complaints
03/10/2017	Chapter 7	Texas Highway Patrol Division and Transfer of Commissioned Texas Highway Patrol (THP) and LESD Public Safety Communications Service (PSCS) personnel
03/10/2017	Chapter 7	Transfer of Criminal Investigations Division (CID) Commissioned Personnel

### DPS Spring Vaccine Clinic

The most effective way to battle disease is to act before you get sick. On **Thursday, April 13**, Passport Health will be administering adult recommended vaccines at DPS, including pneumonia, shingles, tetanus and hepatitis B vaccines. All participants must [sign up](#) by April 5 and **NO WALK-UPS** will be admitted on the day of the clinic. Most services are covered by the state's group insurance policy. Please click the link to view available services, check any costs that may be applicable, and sign up for your time slot. *Special Note: The Vitamin B-12 shot is not covered by insurance and will be provided at a \$15.00 charge- CASH ONLY please!*

### CAPPS Hot Topic - Entering Separation ACT-42's

When processing an employee's separation, it is important to remember to have the Separation ACT-42 entered in Job Data in CAPPS by the **Payroll deadline** for that month. This will ensure the employee is paid correctly and not overpaid if the employee's last day on payroll was not the last day of the month. Prior to keying the separation ACT-42, be sure to work with your Division Super User to ensure the employee's time is reconciled and that ALL exit paperwork is completed and submitted to your HR Service Team.

Reference materials available:

The "Payroll Deadlines Calendar" can be found on DPSNet under the Payroll section.

The "DC\_07 Entering Separations" Job Aid can be found on SharePoint in the Division Core HR User folder.

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### Events:

## **Tuesday, April 11<sup>th</sup> – ERS Presents: Ready, Set, Retire**

Attend the ERS Ready, Set, Retire event to get the information you need to make fully informed decisions about your retirement. Learn about retirement eligibility, insurance at retirement, and purchasing service credit. A TexaSaver representative will also conduct a short presentation to provide you with information on the 401(k) and 457 plans.

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## **Monster Jam<sup>®</sup> Returns to Austin April 22-23**

Monster Jam<sup>®</sup>, the most adrenaline charged motorsports experience for families on the planet, is returning to the Frank Erwin Center on Saturday, April 22 and Sunday, April 23.

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Visit [Texaspolicegames.org](http://Texaspolicegames.org) to register.

Any additional questions, please contact Corporal Barry Thornton 214 284-9574.

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### **Fan Mail:**

#### **Kori Archer and Analisa Suarez (DL)**

We had the opportunity to use both the offices at Vega, Texas, and Hereford, Texas, last week to complete the paperwork and driving test for a Class B, Non-Commercial driver license.

We would like to compliment two of your employees. We felt we received exceptional service from both employees and hope you will be able to extend our thanks in person to them. In Vega, Kori went above and beyond to help us understand the regulations and testing for this exam. She was a pleasure to deal with. Her personality and customer service skills are outstanding.

Analisa called my husband from Hereford to set up his appointment for his over-the-road driving test. The appointment was prompt and she was friendly. Again, her customer service skills are wonderful. She administered the test in a businesslike manner but was professional and kind. My husband felt he was tested but not "drilled." These two young ladies, Kori and Analisa, are a credit to your offices and your training.

#### **Trooper Kimberly Boehl (THP)**

A special thank you to Trooper Boehl for her kindness and compassion. I was stopped for speeding over the limit and when Trooper Boehl approached my vehicle, she could tell that I was distraught (bawling). I had just made an appointment to have my 14 year old pet euthanized and was heading home to be with her until the appointment. I was given a much appreciated warning and a heartfelt "sorry for your loss" comment. Thank you Trooper Boehl.

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#### **Trooper Brandon Boyd (THP)**

I was pulled over by Officer Boyd in Nueces County on March 17. I had been on a three hour drive down to Port Aransas with my mom and dog, I passed 4 cops on my way down there and none of them pulled me over to let me know that my headlight was out. Officer Boyd pulled me over and was professional, kind, and helpful in informing me of my situation. This is the first time my dog has been in a car that has been pulled over and an officer didn't immediately put his hand on his gun in reaction to a big dog. So, thank you to Officer Boyd and everyone else that acts as the thin blue line in Texas. We appreciate y'all!

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**Trooper Kenneth Bratton (THP)**

I am a Truck Driver that runs from Michigan to Del Rio, Texas every week. I have been doing this trip for the past two years and have interacted with Trooper Bratton on several occasions for roadside inspections. Trooper Bratton has always been extremely professional and courteous. Trooper Bratton is certainly a credit to your department and to the law enforcement profession. God bless you all who wear the badge and protect us.

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**Trooper Venessa Carrizales (THP)**

I was a recipient of a warning ticket for speeding yesterday issued by a very polite and friendly officer, V. Carrizales. She also had a great sense of humor. I appreciate that she was out there doing a great job. I appreciate all of the Police Officers out there.

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**Trooper Jesse Fountain (THP)**

Last night I was pulled over in Center, TX on the way home on Hwy. 7 West near my residence. I was going around 70 in a 60 zone, or maybe back in the 55 zone. Officer Fountain rightfully pulled me over as I turned into my street. He couldn't have been more courteous in his conversation with me. All the guys here in Shelby County do a great job and are an asset to our community.

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**Trooper John Franks (THP)**

My car broke down near Centerville. Trooper Franks stopped to help and it's so FORTUNATE that he did! I was about to pour transmission fluid down the oil dipstick. He drove me to the auto parts store and gave advice on where to correctly add the oil. Very thankful for his help!

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**Trooper Timothy Gage (THP)**

Officer Gage was polite and professional which was greatly appreciated. He pulled me over outside Big Bend National Park for speeding and gave me a warning.

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**Trooper Austin Horner (THP)**

I had a flat on IH 35 right before exit 206. My family and I would like to thank you for taking the time and putting forth the effort to put our spare tire on our car. Because of your kindness, our day that started out quite stressful turned into day to be thankful for. Not only did your act of kindness end up saving us quite a bit of money since we didn't have to have our car towed all

the way to Austin, but it gave us all a much needed reminder that there are genuinely kind people who would help total strangers. So, thank you again for all of your help.

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### **Trooper Mark Lebig (THP)**

My tire blew while driving at about 2000 hours tonight at 340 exit on Hwy 6. I pulled over on the side of the road with my flashers on in front of the jail and Trooper M. LEBIG stopped to check on me. He said he saw the tire tread in the road and asked if I was OK. He took the time to put the donut on the car. I just want to say THANK YOU and am extremely grateful for Trooper LEBIG taking the time to assist me in my time of need.

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### **Trooper Valerie Lopez (THP)**

I wanted to personally compliment a highway patrol officer in Odessa, TX, Officer Valerie Lopez, she was EXTREMELY understanding when she pulled me over. I was pulled over for speeding 10-15 MPH over the speed limit on Sunday, March 19. I was heading home after a 16 hour shift at work. When Officer Lopez got to my window, she asked for my license and insurance, she saw me in scrubs and asked me where I worked. I told her I worked at a memory care facility as a caregiver for Alzheimer's/dementia patients, she then asked what my hours were like. I mentioned to her I have been working from 6AM-10PM the last several days. Her response was "wow that's a lot. Thank you for helping people who need it," and issued a warning. I probably should have received a ticket so I was extremely thankful and she made me feel important in some way. Officer Lopez is DEFINITELY one of the good ones! She showed compassion, but was also very stern and to the point. I can tell she does her job to the best of her ability! Thank you for all you do!!!

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### **Alberta Peoples (DL)**

What an experience! Recently took my 86 yo mother to the Alvin location. I selected this location away from the busy 'city' but did not expect the kindness, caring and patient resource to help but we were fortunate that Ms. Alberta Peoples was who took care of us. She was patient and explained the options and was very helpful. My mom recently moved from California to Texas and I am so grateful that Ms. Peoples was who helped us navigate through the complexity of requirements. Thank you for this experience Ms. Peoples! You certainly are a reflection of what customer service/experience should be!

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### **Edward Ramirez (DL)**

A couple of weeks ago my son was trying to obtain his driver license during spring break week. He did not pass the first time and the office we were in did not have any other appointments

that week. I hurriedly drove to the next closest office in Littlefield making it minutes before they closed. The man who helped us was very understanding of our circumstances and was able to work him in the next morning despite being booked. The next morning we arrived and waited for our turn, we watched this man climb the stairs several times locking the office door every time to go and administer the driving tests. After my son's turn and he returned successful, we were on our way home my son told me how helpful this gentleman was, he took time at the end of the exam to explain what my son was doing wrong, he passed but not with a perfect score. I know it may seem like a small thing but taking time to connect with the youth of today goes a long way to helping them trust law enforcement in the future. This employee went above and beyond during a very busy time.

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#### **Trooper Gilbert Valdez (THP)**

I was pulled over for running a little fast and G. Valdez was very professional and a pleasure to speak with. Not all Highway Patrol officers from other states are as friendly and courteous to out of state traffic. Thank you for being understanding and God Bless You Sir.

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#### **David Wade (IT)**

I just want to express my deep appreciation for our Information Technology department, and especially David Wade in IT Account Management. Mr. Wade has been a reliable source of information, quick to respond to inquires & makes every effort to find answers for me. He always conveys professionalism & a sense of urgency to get issues resolved promptly, especially regarding CSR-25's. He is truly an asset to the IT team & to us in the field.

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#### **Trooper Travares Webb (THP)**

Thank you, Officers, for putting your lives on the line to keep us safe. I was pulled over early one morning for Speeding Over Limit, and was released with a warning. He firmly, but effectively gave me the "do not do this, as you are causing unsafe driving conditions for all those around me" speech. He was calm, understanding, and very professional. I do appreciate his kindness, as there is truly no reason for my actions. Thank you, Officer Webb for your understanding. Your actions will always stay with me.

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**DPS News**  
**4/7/17**

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- [Deaths](#)
- [Promotions](#)
- [Fan Mail](#)

**Featured employees include:** [Melvin David](#), [Trooper John Handowski](#), [Trooper Cory Holmes](#), [Nicole Howard](#), [Trooper Korin Hutchisson](#), [Trooper Stacy Johnson](#), [Urshula Jones](#), [Trooper Eleazar Juarez](#), [Venus Munoz](#), [Trooper Tomas Olguin](#), [Trooper Hacim Otkur](#), [Trooper Keith Owens](#), [Trooper Earnest Parker](#), [Trooper Jaron Yarbrough](#), and [Trooper Nathan Wright](#).

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

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## **CAPPS Hot Topic – Override Work Schedule**

This feature is available to Managers/Supervisors, Division Time Administrators, and Division Super Users and is used only in extenuating circumstances to make adjustments (override) to an employee's past, current, and/or future scheduled workweek.

It is important to remember prior to overriding an employee's schedule to ensure the employee:

- Is not terminated
- Is not out on Leave Without Pay (LWOP) or Leave of Absence (LOA)

It is also advised that a schedule override should not be done when the workweek is transitioning between months or on a past workweek when payroll has already run as this may result in the employee being underpaid. Instead the employee should enter applicable time taken and time worked entries for that workweek.

If you have any questions regarding the Override Work Schedule feature you may contact your Division Super User or email [CAPPSquestion@dps.texas.gov](mailto:CAPPSquestion@dps.texas.gov).

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### **Events:**

#### **Friday, April 2 – Quarter Century Club Annual Meeting**

This year's 61<sup>st</sup> Annual Quarter Century Club (QCC) Meeting and Award Banquet will be held on Friday, April 21<sup>st</sup> at 6:00pm! During this year's QCC event, there will be 48 new members inducted into this exclusive club. The deadline for meal payment for both inductees and current members is Friday, April 7<sup>th</sup>. Please make sure to have your check or money order to QCC Secretary JoJo Heselmeyer on that date by sending it to MS#0240 or by bringing it to Building I. If there are any questions, please contact JoJo at 512-424-2557 or [QuarterCenturyClub@dps.texas.gov](mailto:QuarterCenturyClub@dps.texas.gov)

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Attend the ERS Ready, Set, Retire event to get the information you need to make fully informed decisions about your retirement. Learn about retirement eligibility, insurance at retirement, and purchasing service credit. A TexaSaver representative will also conduct a short presentation to provide you with information on the 401(k) and 457 plans.

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#### **TXDPSCU Roadmap to the Texas Employee Retirement System [Workshop](#), April 26, 2017**

Texas DPS Credit Union FREE Educational Workshop - "Your Roadmap to the Texas Employee Retirement System"

Wednesday, April 26<sup>th</sup> at 6:30 pm at Texas DPS Credit Union

RSVP: 512-452-5211 or [RSVP@txdpescu.org](mailto:RSVP@txdpescu.org)

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Any additional questions, please contact Corporal Barry Thornton 214 284-9574.

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**Retirements:**

Mary Ann Carmona	Driver License	29 years
Phillip Jones	Texas Highway Patrol	29 years
Sam Allen	Emergency Management	28 years
Olivia Mendez	Criminal Investigations	28 years
Joe Bridges	Texas Highway Patrol	27 years
Gregory Evans	Texas Highway Patrol	27 years
Martina Quintana	Driver License	27 years
Marilyn Johnson	Regulatory Services	24 years
Ray Paul Arndt, Sr.	Regulatory Services	23 years
Robert Weissinger	Law Enforcement Support	22 years
Geraldine Amugo	Criminal Investigations	20 years
Shirley Slider	Texas Rangers	20 years
Susan Anderson	Office of General Counsel	18 years
Sandy Gravley	Driver License	18 years
Rhonda Thomason	Driver License	17 years
Jhone Gilmore	Law Enforcement Support	15 years
Linda Shumate	Finance	14 years
Melba King	Law Enforcement Support	13 years
Rex Ogle, Jr.	Emergency Management	13 years
Catherine Pellizzari	Texas Highway Patrol	12 years
Deborah Ferretti	Information Technology	9 years
Johnnie Baldwin	Texas Highway Patrol	4 years

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**Deaths:**

Lois (Jean) Dancy	Retired
Joe W. Gremillion	Retired
Richard Loose	Retired
Marvin Mills	Retired
Gene Posey	Retired
Odis Lee Whaley	Retired

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**Promotions:**

Name	Present (Station)	Promoted (Station)
Brian Dismukes	Special Agent, Criminal Investigations (Austin)	Lieutenant, Criminal Investigations (Austin)
Paul B. Barrett	Trooper III, Texas Highway Patrol (New Boston)	Special Agent, Criminal Investigations (Rio Grande City)
Leonardo D. Hernandez	Trooper II, Texas Highway Patrol	Special Agent, Criminal

Carl J. Mitchell	(Rio Grande City) Trooper II, Texas Highway Patrol (Katy)	Investigations (Rio Grande City) Special Agent, Criminal Investigations (McAllen)
Kenneth W. Shields	Trooper III, Texas Highway Patrol (Groesbeck)	Special Agent, Criminal Investigations (Weslaco)
Joe Valdez, Jr.	Trooper II, Texas Highway Patrol (Weslaco)	Special Agent, Criminal Investigations (McAllen)
Janell A. Roy	Corporal, Texas Highway Patrol (Austin)	Sergeant, Education, Training & Research (Austin)
Isaac Horn	Trooper II, Texas Highway Patrol (New Braunfels)	Sergeant, Education, Training & Research (Austin)
Kimberly Jones	Oil & Natural Gas Analyst, Intelligence & Counter Terrorism (Austin)	Criminal Intelligence Analyst III, Intelligence & Counter Terrorism (Austin)
Amy King	Special Agent, Criminal Investigations (Austin)	Lieutenant, Office of Inspector General (Austin)
Vera Hughes	Preparedness Program Supervisor, Emergency Management (Austin)	RMS Educational Administrator, Emergency Management (Austin)
Shanandoah Webb	Lieutenant, Texas Highway Patrol (Palestine)	Captain, Texas Highway Patrol (McAllen)
Dave H. Walker	Sergeant, Texas Highway Patrol (El Paso)	Lieutenant, Texas Highway Patrol (El Paso)
Rebecca L. Gentry	Senior Trooper, Texas Highway Patrol (Woodville)	Sergeant, Texas Highway Patrol (Manvel)
Bruce D. Sherman	Special Agent, Criminal Investigations (Garland)	Texas Ranger, Texas Rangers (Dallas)

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### **Fan Mail**

#### **Trooper John Handowski (THP)**

When visiting the Big Bend area from out of town (Wisconsin), we got pulled over by Officer Handowski. He was a very nice, courteous, and professional guy, and he even gave us some suggestions on the best way to our destination. I think it's important to know he is representing your state and department very well.

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#### **Trooper Cory Holmes (THP)**

My family and I were traveling from San Antonio to Houston. Twenty minutes into our drive our tire went flat in the middle of I-10. We quickly moved our car to the shoulder and called our road side assistance service. It was a busy highway, in the middle of rush hour traffic and our three kids were in the back seat. To say the least, we were not in the safest of situations. About

ten minutes into waiting on the shoulder, a State Trooper arrived. He approached us and asked us how he could help. By then we had heard that the car service vendor was on his way and would arrive approximately sixty minutes from the time we had called. Trooper Holmes, who assisted us that night, had just finished working nine days in McAllen. He was headed home to his family. We told him we would be fine waiting there but he insisted on staying with us the entire time. And he did. And when the road side assistance vehicle came, he insured that gentleman's safety while he removed our damaged tire and put the spare tire on. Trooper Holmes not only acted in the most professional manner, he went well out of his way to help us, despite knowing his whole family was waiting for him at home after not seeing him for nine days. Please know we have the highest regard for our police personnel but want to emphasize that Trooper Holmes is truly an exceptional individual and we are thankful he was there with us that evening.

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#### **Nicole Howard (DL)**

We had been to the DPS center at Rosenberg last Friday pursuant to our application for driving license.

We were really impressed by the cordial service from the opening Supervisor, Nicole Howard, who helped us with our inquiries in a timely manner. We arrived at the center in all anxiety of the impending examinations, but once we reached there, we had a comfortable experience and all our queries were resolved. Nicole did a great job in managing her duties and came across as an able leader. Despite her busy schedule, she patiently responded to our requests. Would like to send across a word of appreciation to her.

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#### **Trooper Korin Hutchisson (THP)**

I just want to take the time to say how respectful and polite Trooper Hutchisson was. He was very professional in his actions. He only issued me a warning but having a conversation with him, he was really respectful. I just want to say thank you to Trooper Hutchisson and the rest of your department.

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#### **Trooper Stacy Johnson (THP)**

I was stopped by Officer Johnson on my way to Lubbock during a long multi-hour drive. I was exhausted, depressed, and in a really bad place mentally. I was asking for a sign shortly before Officer Johnson pulled me over. He was professional, kind, and calm. We talked briefly and he gave me a warning. I am so grateful. He pointed out something that I was doing wrong that I didn't realize and he allowed me to fix my mistake. I'm thankful that he allowed me the opportunity to be safer and a better driver- that is something I can carry with me forward- rather than just punishing me. He scared me straight! But more importantly, I don't know if he saw something in my face or heard it in my voice or what, but his compassion and words may

have saved my life that day. I think he may have been the sign I needed that day. Please thank Officer Johnson for allowing me a chance to be a better citizen. I promised him before I drove away that I would do better and I have been trying. In fact, when I made it back to Lubbock that day, I sought help for my depression. I wouldn't have if it wasn't for my encounter with Officer Johnson. So thank you.

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#### **Urshula Jones (DL)**

I have recently moved to the US on a 2 year assignment and most recently I went to your offices to obtain my Texas driver license. I wanted to reach out to you to let you know that the experience was absolutely efficient and delightful (something that is not common when one goes through this process). Everything ran smoothly and your staff (especially Ms. Urshula Jones) was professional and courteous. I wanted to say thank you and keep up the great work!

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#### **Trooper Eleazar Juarez (THP)**

On Fri. afternoon I was stopped by Officer Juarez. The most polite and courteous person I have ever met. Kudos to him and his beautiful disposition. I would certainly give a huge thank you to him and his integrity.

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#### **Venus Munoz and Melvin David (DL)**

I renewed my driver license at the Plano DPS location, and was largely impressed by the great service provided by the whole team. Although there was a long line outside the door, the guide explained very patiently which line serves for what purpose. After getting into the waiting room, the waiting number was passed by a service agent without waiting, so we just need to wait for the starting of the servicing at 8am. The service started sharply at 8am, and I finished my license renewal within 20 minutes of waiting. The supervisor was Venus Munoz in Plano Custer Road office. The service agent was Melvin David. A big thank you to the DPS office with professionalism and caring. I have lived in Plano for over 7 years, and am very pleased by the service

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#### **Trooper Tomas Olguin (THP)**

I want to commend Trooper Olguin for his professional demeanor yesterday evening when I was stopped for exceeding the speed limit and his willingness to allow me to retrieve my documents from the back seat of my car. I was extremely sore having just come from a workout with my daughter and he was very patient and kind. At no time did I feel threatened as he was very encouraging to me and my daughter. He even joked with my daughter to take better care

of me as it relates to my driving. I am thankful for the warning and will do better with monitoring my speed and habits. Thanks again.

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**Trooper Hacim Otkur (THP)**

I want to compliment Trooper Otkur; I was speeding, not sure of the speed since I was not paying attention but knew when I saw the lights behind me. I was in the middle lane of I-45 North, and I put on my right blinker to work my way over to the right side to stop. Trooper Otkur mentioned I would get a warning and went back to his car. During the stop, I was taken aback by his professional demeanor and I complimented him for the job he does. This Trooper represents a great professional safety program the Texas Department of Public Safety conducts. I will work diligently in not being stopped again!

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**Trooper Keith Owens (THP)**

I wish to commend Trooper Keith Owens for his professional conduct. He is a fine officer and a credit to Texas DPS. We need more young men like him to step up for the State of Texas. I am proud to have met him and wish all of you the best.

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**Trooper Earnest Parker (THP)**

This Trooper stopped my wife for speeding, of course i want to thank him for only giving her a warning but more importantly wanted him to know that I recognize that if he was out there to catch her speeding that he was also out there had she been in distress. Please thank him for putting his life on the line day in and day out. It does not go unnoticed by us good guys.

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**Trooper Jaron Yarbrough (THP)**

I would like to assert my commendation for Officer Yarbrough. First, spotting the non-compliant license plate speaks to his abilities of observation while driving. His manners, both polite and direct, made me feel respected and safe. His patience with my questions and full disclosure of the law maintained my respect for his efficiency, knowledge, and authority. Please convey to Officer Yarbrough that he is a credit to his team, and to officers everywhere.

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**Trooper Nathan Wright (THP)**

I thank Officer Wright for his grace, polite attitude and professional approach to his duties. I apologize for giving him a reason to pull me over. Texas is where my daughter lives and I look forward to traveling through your beautiful State many more times in the coming years.

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**DPS News**  
**04/14/17**

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

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Two scholarships will be awarded this year. The eligibility requirements for this scholarship and application information can be found at [www.troopermcdonald.org](http://www.troopermcdonald.org). The deadline to apply for this scholarship is **Wednesday, May 10th**. If you have any questions about the scholarship process, please contact our scholarship committee at: [troopermcdonaldscholarship@gmail.com](mailto:troopermcdonaldscholarship@gmail.com).

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### **Unlock/Reset your TLE Password over the Phone**

Did you know you can reset or unlock your Windows/network password over the phone without having to wait on hold? All you have to do is setup a PIN to unlock your password and then your next call to get unlocked can be done in less than 30 seconds! The one-time setup instructions can be found [here](#) or you can speak to a Service Desk technician who will be happy to assist.

### **CAPPS Hot Topic – Override Work Schedule**

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It is important to remember prior to overriding an employee's schedule to ensure the employee:

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Filing your taxes may be the most pressing item on your agenda right now, but it's not too early to start thinking about your health insurance and other benefits. Summer Enrollment for employees and retirees not eligible for Medicare is just around the corner: June 26 through July 28.

Summer Enrollment has been divided into four two-week phases. Our two-week period will be **June 26 – July 7**. Once our agency's two-week window opens, you will be able to make or change your benefit elections.

No benefits changes? No worries. You won't need to participate in Summer Enrollment and your benefit elections won't change.

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\*Excludes \$35 Gold Circle seats and \$10 Party in the Pits passes. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Fan Mail**

#### **Trooper Benjamin Griffith and Trooper Brad McCloskey (THP)**

I just wanted to commend Trooper Benjamin Griffith and his partner Trooper Brad McCloskey. We were stopped outside Fredericksburg for speeding, and my four year old son was very excited. It was the first time that he has had an interaction with the police. The stop went normally, Trooper McCloskey noticed my son's excitement and made extra effort to say hello and make a good impression. I really think it goes a long way to show my son that the police are good guys and are there to help keep us safe. I really appreciated the effort and thought it should be noted. Hopefully my thanks will make it back to them somehow. I don't think it's said often enough.

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**Kim Gillit (LES)**

On 4/3/17 I called the DPS Stranded Motorist Hotline number I found on the back of my driver license because I had just received a call from my frantic daughter who had run out of fuel on IH-10 westbound near Fort Stockton. I want to express my gratitude for the professional and courteous service I received from the Hotline call taker. PCO Kim Gillit, Communications Ozona, went above and beyond in taking the information and assuring me that someone would be en route all in a very courteous manner.

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### **Alberta Peoples (DL)**

Alberta was so pleasant and patient with us when we came in. I had my Mother, who is in a wheel chair and could not wait the hour that obviously was ahead of us. Alberta helped get the paperwork together and was so pleasant and patient with us. She had a room FULL of people, but it was like we were the only one she had to take care of. THANK YOU ALBERTA! You made our day!

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**DPS News**  
**04/21/17**

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#### **University of Texas Athletics Celebrates First Responders**

University of Texas Athletics wants to celebrate and appreciate First Responders at a Texas Baseball game this season on **May 2<sup>nd</sup>, Tuesday @ 6:30 pm**. Discounted tickets are \$6 to watch the Longhorns play UT-Arlington. Tuesday games also have discounted concessions with hot dogs & sodas for \$2.50 each.

To purchase tickets, go to [texassports.com/promos](http://texassports.com/promos) and put in the code: **SAFETY**

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### **Fan Mail**

#### **Corpus Christi Driver License Office (DL)**

I would like to commend the Corpus Christi DPS office. Again, they have come through with flying colors in assisting young people with disabilities in getting their Texas IDs. I am a teacher at a transition school who assist students, ages 18-22 with disabilities, to become more independent adults. This school year, in total, 14 young adults have gotten their IDs at my school with Corpus Christi DPS office's support. The need is great for this service (coming to our school) as these young people would have experienced terrific hardship in getting their IDs the conventional method, if they were able to at all. Jennifer Steed, Jewlie Tellez, and Catherine Torres are always respectful and professional. I cannot repeat too many times how much this service means to the parents and students. And I really enjoy seeing the smiles they have when they proudly tell me that their IDs came in the mail. Thank you!



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### **Ivy Daley and Raymond Mejia (TDEM)**

This letter is to commend two of your employees. Our city found itself in a very difficult position amidst doing our mitigation plan due to our city engineer being away fighting for our country. Mr. Raymond Mejia knew of our situation. He authorized Ivy Daley to help us out. She stepped up going far above and beyond her responsibilities, and assisted us in getting the mitigation plan completed and submitted. Mr. Mejia and Ms. Daley's assistance, availability, knowledge and willingness to help were insurmountable in us completing our plan. Employees, such as Mr. Mejia and Ms. Daley, are rare in today's world and we felt the need to express our sincere appreciation.

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### **Crystal Hays (DL)**

I encountered the most amazing person today. She just absolutely made my day. Crystal Hays was a breath of fresh air. After I had waited for two hours just to get to a cubicle she was just amazing. It wasn't just me renewing my driver license, I was also getting two permits for my kids and I had a funny feeling it was close to her lunch break but she kept a great attitude while helping me and I'm forever grateful. I just want her to know that I really appreciate all she did. We all need a Crystal in our lives! God bless you Crystal.

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### **Trooper Ty McLaughlin and Trooper Jayson Renforth (THP)**

On Saturday, April 1, 2017, upon leaving my daughters' soccer game, we were pulled over by a patrol car. I was extremely nervous at the thought of being pulled over, but one of my twin daughters could not be more excited. She loves policemen and wants to be one when she grows up. As Trooper Ty McLaughlin and his partner Trooper Jayson Renforth approached our vehicle, she promptly rolled down her window to speak to them. After completing the routine checks both troopers took the time to talk to my four-year-old daughter and even looked at pictures on my phone of her dressed as a policeman for Halloween. They lavished her with State Police stickers and a very special State Trooper bear, who she promptly named Trooper! Trooper McLaughlin told her to take good care of her bear because only special people received them. She has not let Trooper out of her sight since the moment she received him. He goes everywhere with her and she also tells everyone she meets that two policeman gave it to her and that she needs to take good care of it for them. We just wanted to thank your Troopers for brightening the day of our little girl! Meeting them and seeing how caring they were, was the thrill of her life!

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### **Martha Mendoza (DL)**

I passed my driving test today and I'm so grateful especially to Martha who was my examiner. She was kind and very nice. She's professional in what she does and knows how to interact with costumers. Martha you are a blessing to DPS. Thank you

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**DPS News**  
**4/28/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees included:** [Trooper DeCori Birmingham](#), [Trooper Huong Brackens](#), [Trooper Johnny Bures](#), [Andrea Jones](#), [Trooper Bryan Lietz](#), [Holly Morris](#), [Audrey Navarro](#), [Trooper Earnest Parker](#), [Trooper Austin Pomykal](#), and [Trooper Russell Weatherby](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Texas Suspicious Activity Reporting Network (SARNet) Highlighted**

The Intelligence & CounterTerrorism Division program received national exposure in the Nationwide SAR initiative publication *NSI Quarterly*. For the full article, click [here](#).

**Region VII Capitol Complex Citizens Academy**

In March, the Texas Department of Public Safety Region VII Citizens Academy Class #002 completed its 9 week academy. The purpose of the Academy is to develop a positive relationship between stakeholders in and around the Capitol Complex and Department personnel by opening a mutual supportive avenue for communication and understanding.

DPS leadership believes the safe educational environment provided by this type of Academy is one of the best ways for our citizens to understand the many safety challenges that Texas Troopers, Special Agents, and Texas Rangers face each day. At the end of the 9-week academy, the four participants had a better understanding of the services within DPS and how the Department functions in order to serve and protect Texans on a daily basis.

### **2017 Trooper McDonald Memorial Scholarship**

Two scholarships will be awarded this year. The eligibility requirements for this scholarship and application information can be found at [www.troopermcdonald.org](http://www.troopermcdonald.org). The deadline to apply for this scholarship is **Wednesday, May 10th**. If you have any questions about the scholarship process, please contact our scholarship committee at: [troopermcdonaldscholarship@gmail.com](mailto:troopermcdonaldscholarship@gmail.com).

### **Texas Department of Public Safety Foundation Offering Scholarships for the 2017-2018 Academic Year**

The [Texas Department of Public Safety Foundation](http://www.texasdpsfoundation.org) is offering ten (10) \$5,000 scholarships for the 2017-2018 academic year. Applicants must be DPS employees, retirees, or immediate family members (spouse, parent, or child) of DPS employees or retirees. The [application](#) is attached, and completed applications should be submitted electronically by **May 5, 2017, 5:00PM**. *Please note:* these scholarships are separate from the Wilson E. Speirs Scholarship, which will be open for application in July. Questions may be directed to [scholarship@texasdpsfoundation.org](mailto:scholarship@texasdpsfoundation.org).

### **Get ready for 2017 Summer Enrollment**

It's not too early to start thinking about your health insurance and other benefits. Summer Enrollment for employees and retirees not eligible for Medicare is just around the corner: June 26 through July 28.

Summer Enrollment has been divided into four two-week phases. Our two-week period will be **June 26 – July 7**. Once our agency's two-week window opens, you will be able to make or change your benefit elections.

No benefits changes? No worries. You won't need to participate in Summer Enrollment and your benefit elections won't change.

If you do want to make changes during Summer Enrollment, you can:

- Sign into your ERS account online at [www.ers.state.tx.us](http://www.ers.state.tx.us);
- Call ERS at (877) 275-4377 (toll-free), 7-1-1 or (800) 735-2989; or
- Contact your benefits coordinator.

Please verify the contact and other information you have on file at ERS. To check your account information, follow these steps:

Go to the ERS home page at [www.ers.state.tx.us](http://www.ers.state.tx.us).

- Click on Access My Account at the top right corner of the page.
- Click on the View Benefits Summary button. This will take you to a login page: ERS OnLine Benefits.
- Enter your Username and Password. Your individual home page should now appear.

- Click on the options under MyPersonal Information, to confirm or update your postal and email address, phone number and other contact information.

*Please update your contact information with ERS by 5 p.m. CT on May 31, 2017 to ensure proper delivery for Summer Enrollment.*

### **Important information about the HealthSelect transition to Blue Cross and Blue Shield**

On September 1, 2017, Blue Cross and Blue Shield of Texas (BCBSTX) will replace UnitedHealthcare as the plan administrator for HealthSelect<sup>SM</sup> of Texas and Consumer Directed HealthSelect<sup>SM</sup>. This change will not affect employees who are enrolled in an HMO.

#### Contact information during the transition

Until August 31, 2017, you should continue to use your current ID cards and call the current HealthSelect Customer Service line at (866) 336-9371 (TTY: 711) for information about your coverage.

In August, BCBSTX will mail a welcome packet and new medical ID cards to all HealthSelect of Texas and Consumer Directed HealthSelect participants. Participants will also receive a separate ID card from OptumRx, the plan administrator for pharmacy benefits.

BCBSTX will not have access to individual claims information until September 1, 2017.

Enrollment information will not be available until after Summer Enrollment.

In the months leading up to the transition, BCBSTX will send letters and make telephone calls to participants who may be affected by certain changes. For example, participants whose PCP may no longer be in the network after September 1, 2017 will receive a notification letter and may receive a follow-up phone call. Please answer or return phone calls if you are contacted by a BCBSTX representative.

#### New website and customer care center will provide general information

Beginning May 23, you will be able to visit the BCBSTX HealthSelect website at [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a Personal Health Assistant toll-free at (800) 252-8039, Monday - Friday 7 a.m. - 7 p.m. CT or Saturday 9 a.m. - 3 p.m. CT.

Participants can:

- Get general information about plan benefits and what to expect.
- Use the Provider Search Tool to find out if their current PCP or other providers will be in the BCBSTX HealthSelect network after September 1.
- Get help finding an in-network PCP or specialist if their current provider will no longer be in the network.
- Nominate a provider to be added to the HealthSelect network.

Participants who are currently in the second or third trimester of pregnancy or are receiving care for a chronic illness or an acute medical condition may be able to continue to receive health care services for a limited time from their current provider after September 1, 2017, even if the provider will no longer be in the HealthSelect network. The participant needs to fill out and submit a Transition of Care form to BCBSTX. For more information, they should visit [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 beginning May 23, 2017.

#### Continuation of current programs

Real Appeal, an online weight loss program, will continue to be available to eligible HealthSelect participants after September 1, 2017. Naturally Slim, a different online weight loss program, will also be offered as an option to eligible participants.

Virtual Visits allows participants to consult with a real-time licensed physician from a computer, tablet, or smart phone using secure online audio and video technology. It will still be a HealthSelect benefit after the transition to BCBSTX. Beginning September 1, there will no longer be a copayment for HealthSelect of Texas participants who use a network Virtual Visits provider. The current \$10 copay per visit for this benefit will continue through August 31.

#### **CAPPS Hot Topic – Override Work Schedule**

This feature is available to Managers/Supervisors, Division Time Administrators, and Division Super Users and is used only in extenuating circumstances to make adjustments (override) to an employee's past, current, and/or future scheduled workweek.

It is important to remember prior to overriding an employee's schedule to ensure the employee:

- Is not terminated
- Is not out on Leave Without Pay (LWOP) or Leave of Absence (LOA)

It is also advised that a schedule override should not be done when the workweek is transitioning between months or on a past workweek when payroll has already run as this may result in the employee being underpaid. Instead the employee should enter applicable time taken and time worked entries for that workweek.

If you have any questions regarding the Override Work Schedule feature you may contact your Division Super User or email [CAPPSquestion@dps.texas.gov](mailto:CAPPSquestion@dps.texas.gov).

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#### **Events**

##### **University of Texas Athletics Celebrates First Responders**

University of Texas Athletics wants to celebrate and appreciate First Responders at a Texas Baseball game this season on **May 2<sup>nd</sup>, Tuesday @ 6:30 pm**. Discounted tickets are \$6 to watch

the Longhorns play UT-Arlington. Tuesday games also have discounted concessions with hot dogs & sodas for \$2.50 each.

To purchase tickets, go to [texassports.com/promos](http://texassports.com/promos) and put in the code: **SAFETY**

### **Discount Offer to Momma's Boy, this Mother's Day Weekend!**

The beautifully talented actress Robin Givens, actor Columbus Short from the #1 TV show "Scandal," Nephew Tommy from the Steve Harvey morning show, iconic comedic actress Jackée Harry, debonair actor and singer Christopher Williams, legendary singer Shirley Murdock, "Lil G" from the R&B group Silk, talented actress-singer Cheryl Pepsii Riley and more unite at The Theatre at the Frank Erwin Center this Mother's Day weekend, on Friday, May 12, to bring us "Momma's Boy," the story of how a man is forced to change the life of a "Momma's Boy" and turn him into a grown man.

**DPS employees SAVE \$3 on tickets!**\* To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Friday, May 5th at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

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Visit [Texaspolicegames.org](http://Texaspolicegames.org) to register.

Any additional questions, please contact Corporal Barry Thornton at 214 284-9574.

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Proceeds from the 2017 Trooper McDonald Memorial Golf Tournament help us to give back to the DPS community. If you are interested in participating in the golf tournament or sponsoring the tournament, please visit our website for more details at [www.troopermcdonald.org](http://www.troopermcdonald.org). For questions about the golf tournament, please contact the golf committee at: [mcdonaldgolf5232@gmail.com](mailto:mcdonaldgolf5232@gmail.com).

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### **Fan Mail**

#### **Trooper DeCori Birmingham (THP)**

Trooper Birmingham stopped my wife and I for a speed infraction in his area. We were on our way to a track meet and not being familiar with the area, we had missed the posted speed and were completely in the wrong. Trooper Birmingham was professional but kind in his delivery of his reasons for pulling us over. I wanted him to know I appreciate the dangers all these Troopers face every day and I apologize for putting him at risk on the side of the road. I know he, and all the other Troopers out there, have way more important things to attend to than some overzealous daddy rushing to get to a track meet. I also appreciate that he took a few minutes to make some short casual conversation. It made me realize that we should slow down. Thank you to Trooper Birmingham for showing us some grace and thank you to all the troopers for protecting us every day.

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#### **Trooper Huong Brackens (THP)**

I have received 2 citations from Trooper Brackens while traveling the Chisolm Trail Tollway and both times I was equally impressed with his courtesy and professionalism. Trooper Brackens remains polite while controlling the situation and was very pleasant to talk to. I wanted to take the time to write and compliment him as I believe State Troopers like him are setting the bar of integrity at an elevated plane for all law enforcement to aspire to reach. I am happy to know Troopers like him are patrolling our highways.

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#### **Trooper Johnny Bures (THP)**

The Trooper was very professional and courteous. He was very calm and explained why I was pulled over. I was in violation of the law. Trooper Bures should be complemented on the way he interacts with the public.

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#### **Andrea Jones (DL)**

Kudos to Andrea Jones for her outstanding customer service in your Canton, TX office. Andrea was extremely helpful, patient and courteous while assisting me obtain my TX driver license. We are a military family and it was necessary to renew an expired license while back in TX (our state of residency). Andrea helped get all the needed documents (including instructing me on how to get a copy of my birth certificate and marriage license at the courthouse) and ensured I was able to obtain the license the same day. In a culture where many are quick to complain, I wanted to spotlight this employee and commend her for her best-in-class service.

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**Trooper Bryan Lietz (THP)**

I was returning home on Saturday night and was having issues with my trailer lights. When Trooper Lietz pulled me over, he was everything I expect a DPS officer to be. First and foremost, he appeared to be cautious and safe. It was night time, and we were on a dark road, I can't imagine having to approach vehicles on a regular basis under similar circumstances. Second, he was thorough, thoughtful, and he listened. I knew I was having an issue with the lights. Trooper Lietz took the time to listen to me, what I knew, and what I had done to attempt to address the issue. Third, he was respectful and helpful. I appreciate how Trooper Lietz approached the situation and me personally. He exemplified what I expect from a Texas DPS officer.

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**Holly Morris (LES)**

We want to thank Holly Morris for how good and efficient she is in responding to the recidivism/matching data request that we are constantly making from DPS. Our main data guru in these projects works a lot with Holly Morris and today she was bragging on how good, efficient and courteous she is in helping her with our requests. She says that we would not have been able to do all of what we have done in our projects, with tight timelines, if we would not have had the amazing help and cooperation from Holly. Moreover, Holly goes out of the way to give guidance in making sure that the data and match are correct and this increases our comfort level with these complicated calculations/analyses.

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**Audrey Navarro (DL)**

I would like to say thank you to Audrey Navarro for helping me. She was very cheerful and was really, really nice. She listened to my issue and within about five minutes we had it straightened out. I am so relieved that it was so straightforward with her help.

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**Trooper Earnest Parker (THP)**

I got a new car but had to drive over 4 hours to get it in Fort Worth. On my way home, I was still trying to get everything figured out in the new car when I saw flashing lights behind me. I looked down and realized I was speeding. I was so embarrassed. I am usually a very "law abiding" old lady. When the Officer came to the window, he said, "New Car?" and I felt so much more at ease because he seemed to understand. He gave me a warning and I stayed on the side of the road until I figured out the cruise control buttons. This Officer was extremely nice and understanding. I don't know where these "evil" officers are that I hear about on television. All the Officers that I have ever met in Texas are wonderful. I felt like this one was an angel sent to help me get off the road to figure out the buttons on this new car.

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### **Trooper Austin Pomykal (THP)**

I was recently pulled over by Trooper Pomykal. I would like to express how from the time his lights went on to the time they went off with him driving away how professional and considerate he was during the whole process. When he got behind my vehicle he didn't ride on my car trying to intimidate, he gave a fair amount of space for me to brake easily and turn without pressure. He pulled me over for no insurance and I had no license to drive my motorcycle. Instead of putting me in a financial squeeze he gave me an option to push it 2 blocks away from my house on safe roads instead of towing it and ticketing me. He never raised his voice. I took my time pushing the motorcycle home and witnessed him pulling someone else over and same goes for that situation as well. He was real professional. He was real down to earth, understanding, helpful and still 110% accomplished his job. He was absolutely what a cop should be, handler when he needed to be and role model as well. He said he trusted me to do the right thing and I respect him for the level of understanding.

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### **Trooper Russell Weatherby (THP)**

On Good Friday, my mother and I were traveling to Midland. Soon after going through Ozona, we had a flat tire and pulled off to the side of the road. While we were trying to find the jack, loosen lug nuts, etc., many cars were passing by and no one stopped. In a few minutes, along came Trooper Weatherby to render aid. He had a floor jack and all the tools that were needed and had our tire changed and we were back on the road in less than 30 minutes. He was kind and courteous. We felt relieved that an angel had been sent to help us. Thank you for a job well done on this Easter weekend. We truly appreciate you!

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**DPS News**  
**5/5/17**

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- [News](#)
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- [Retirements](#)
- [Deaths](#)
- [Promotions](#)
- [Awards](#)
- [Fan Mail](#)

**Featured employees included:** [Michael Alberd](#), [Trooper Cody Buntion](#), [Trooper John Cabano](#), [Trooper Cory Davis](#), [Trooper Suzanne Esparza](#), [Trooper Austin Gillham](#), [Trooper Manuel Gonzalez III](#), [Trooper Lee Griffin](#), [Trooper Crystal Hall](#), [Trooper Rickey Jones](#), [James Jordan](#), [Trooper Brandon Laird](#), [Trooper Ronald Lynch](#), [Trooper Maximiliano Molina](#), [Trooper John Moody](#), [Trooper Eloy Perez](#), [Trooper Carlos Ponce](#), [Trooper Quirino Reyes](#), [Sherry Roberson](#), [Sylvia Valdez](#) and [Trooper Edward Williams II](#)

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

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### **DPS Employees Recognized at National Crime Victim Rights Celebration**

Local organizations and agencies submit nominations every year nominating individuals who have gone above and beyond to assist victims of crime or aiding in preventing crime. The following DPS employees were recognized for their exceptional work on behalf of crime victims at the National Crime Victim Rights celebration event in Lubbock: Texas Ranger Josh Burson, Trooper Billy Fairchild, Trooper Corey Kernell, and VESS Counselor Ray Tarpley.

### **Finance ACE Award Winner**

Each quarter, Finance employees nominate and select the Accounting's Cream of the Crop Employee (ACE). This quarter's winner is Greg Meier.

### **CID Polygraph Award**

On 04/27/2017, CID Lieutenant Dennis Westerman and Lieutenant Matt Mull received the Annual Richard O. Arther Regional Director's Award from the American Association of Police Polygraphists (AAPP) in recognition of their significant contributions regarding polygraph instruction. Lieutenant Westerman and Lieutenant Mull have distinguished themselves as skilled teachers in our profession by demonstrating a remarkable ability to simplify complex polygraph related principles and present them in a memorable way. Lieutenant Westerman and Lieutenant Mull are commended for their work which continues to further the Texas Department of Public Safety's reputation of integrity, accountability, excellence, and teamwork.

### **Unlock/Reset your TLE Password over the Phone – Now available 24 hours a day**

You can now reset or unlock your Windows/network password over the phone without having to wait on hold at any time day or night. You must first setup your PIN by using the instructions found [here](#) or you can speak to a Service Desk technician who will be happy to assist. After your PIN is setup, just call the DPS Service Desk at 85432 (512-424-5432) and follow the instructions to select Automated Password/Reset. A reset or unlock to your TLE login is just a few clicks away any time day or night.

### **DPS IT Service Desk – The only number you need to know for any IT (Information Technology) Issue**

The DPS Service Desk is the Single Point of Contact for all IT issues. Anytime you need help with computer equipment, passwords, requests for software, information on IT applications, or mobile device support – just call the DPS IT Service Desk at x85432 (512-424-5432). One call – one number to remember – immediate professional assistance any time day or night – 365 days a year. IT Service Desk: x85432. They're always there for you.

## **CAPPS Hot Topic**

### **Earliest Change Date**

The Earliest Change Date in Time & Labor is the earliest date Time Administration will run for an employee. This date can be adjusted by the Division Super User in order to correct system balances that may not be reflecting correctly after a time entry may have been added, removed or corrected in a prior month, even after Time Administration has run. This process may also be needed for employees with Prior State Time in order to adjust their monthly accrual rate.

The Division Super User will navigate to Time and Labor>Texas Time>Update Earliest Change Date. The date will need to be changed to either 8/1/16 (start date of CAPPS) OR the employees Hire Date (if hired after 8/1/16) and click Save. Then Time Administration will need to be run for the employee in order for the system to calculate and make corrections to balances as needed.

## **Reilly Mentor Program**

DPS was recognized as being Mentors of the Year for Reilly Elementary at the Austin Partners In Education (APIE) Celebration recently. This award is for consistency and dedication to the Reilly Mentoring Program.

## **University of Texas Summer Scholarships**

Just announced, 20 – 30 local Austin G9-12 scholarships (\$1,700- \$2,000) for specific summer programs (Note, some courses may have already filled). Deadline for scholarships is Monday, May 8<sup>th</sup>. The scholarships are merit and financial need based. Information on the courses and the scholarship form can be found [here](#).

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## **Events**

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The beautifully talented actress Robin Givens, actor Columbus Short from the #1 TV show "Scandal," Nephew Tommy from the Steve Harvey morning show, iconic comedic actress Jackée Harry, debonair actor and singer Christopher Williams, legendary singer Shirley Murdock, "Lil G" from the R&B group Silk, talented actress-singer Cheryl Pepsii Riley and more unite at The Theatre at the Frank Erwin Center this Mother's Day weekend, on Friday, May 12, to bring us "[Momma's Boy](#)," the story of how a man is forced to change the life of a "Momma's Boy" and turn him into a grown man.

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### **Retirements**

Jeffrey Paul Shipley	Texas Highway Patrol	35 years
Algia Joe Bizor	Texas Highway Patrol	30 years
Scott Williams	Law Enforcement Support	29 years
Gary Humphrey	Texas Highway Patrol	23 years
Burgess Delay	Law Enforcement Support	22 years
Allius Stewart	Criminal Investigations	22 years
Donna Archer	Driver License	20 years
Rosella Salmon	Criminal Investigations	20 years
Layton Saegert	Administration	16 years
James Richard	Texas Highway Patrol	16 years
Jefferson Mattox, III	Criminal Investigations	14 years
Edward Saldana	Administration	11 years
Karen Kellogg	Driver License	11 years
Shirley Etheridge	Driver License	10 years
Nancy Sorenson	Office General Counsel	10 years
Dwight Hadley	Texas Highway Patrol	07 years
Cardell Cheeks	Administration Division	04 years

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**Deaths:**

Shaun McGee	Retired
Carolyn Marshall	Retired
Ralph D. Ward	Retired

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**Promotions**

Name	Present (Station)	Promoted (Station)
Jeffrey Buuck	Lieutenant, Criminal Investigations (Temple)	Captain, Criminal Investigations (Austin)
Derek D. Evans	Special Agent, Criminal Investigations (Austin)	Lieutenant, Criminal Investigations (Waco)
Derek A. Prestridge	Lieutenant, Texas Rangers (Austin)	Captain, Education, Training & Research (Austin)
Mike Lesko	Deputy Assistant Director, Crime Records (Austin)	Assistant Director, Law Enforcement Support (Austin)
Eric Shuey	Emergency Finance Section Coordinator, Texas Division of Emergency Management (Austin)	State Coordinator for Emergency Management, Texas Division of Emergency Management (Austin)
Quenya Evans	Response Team Coordinator, Texas Division of Emergency Management (Austin)	Emergency Finance Section Coordinator, Texas Division of Emergency Management (Austin)
Bruce C. Dalme	Sergeant, Texas Highway Patrol (Longview)	Lieutenant, Texas Highway Patrol (Palestine)
David Yarberry	Senior Corporal, Commercial Vehicle Enforcement (Tyler)	Sergeant, Commercial Vehicle Enforcement (Tyler)
Andrew M. Smith	Staff Sergeant, Education, Training & Research (Corpus Christi)	Sergeant, Texas Highway Patrol (Falfurrias)

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**Awards:**

Claudia Crislip	Law Enforcement Support	40 Year Service Award
Stephen Robertson	Law Enforcement Support	40 Year Service Award
Eloy Vasquez	Texas Highway Patrol	35 Year Service Award
Joyce Pitts	Driver License	35 Year Service Award
Scot Houghton	Education, Training & Research	30 Year Service Award

Earl "Dub" Gillum	Texas Highway Patrol	Lifesaving Award
Bryan Rippee	Texas Highway Patrol	Lifesaving Award
Saben Emery	Aviation Operations	Lifesaving Award
Kristopher Edgmon	Aviation Operations	Lifesaving Award
Joe Salas	Texas Highway Patrol	Lifesaving Award
Jamie Liles	Texas Highway Patrol	Javier Arana Award
Roggan Stanzel	Texas Highway Patrol	Javier Arana Award
Chad Blackburn	Texas Highway Patrol	Purple Heart
Drew Fout	Law Enforcement Support	Unit Citation
Hank Amen	Law Enforcement Support	Unit Citation
Amy Arellano	Law Enforcement Support	Unit Citation
Cassandra Bilyeu	Law Enforcement Support	Unit Citation
Katherine Suttle	Law Enforcement Support	Unit Citation
Jeffrey Keverline	Law Enforcement Support	Unit Citation
Diana Salas	Law Enforcement Support	Unit Citation
Jose Martinez	Law Enforcement Support	Unit Citation
Scott Ruplinger	Law Enforcement Support	Unit Citation

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### **Fan Mail**

#### **Michael Alberd and James Jordan (CID)**

Throughout the month of April your security assessments and the final briefing today were extremely informative. In the closed session next week, I will discuss the findings and recommendations with our Commissioners and Executive Director. This has been an invaluable experience for the Public Utility Commission of Texas and well worth the time spent to ensure staff safety and secure daily operations in the office.

I look forward working with DPS as the Commission incorporates training opportunities for staff on safety and security awareness from the Department.

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#### **Trooper Cody Buntion and Probationary Trooper Austin Gillham (THP)**

I met two of your Troopers this week: Trooper Cody Buntion and Trooper Austin Gilham. These gentlemen have demonstrated excellent service while on duty. Not many law enforcement officers receive the acknowledgement they deserve. So I ask that you please let them know that there are people who appreciate their service. Kind, helpful and respectful, yet strict and firm as a trooper must be. "In my opinion" I'm sure the rest of your team is the same.

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#### **Trooper John Cabano (THP)**



I would like to commend and express my gratitude to Trooper Cabano for the empathy and kindness he showed towards me recently when he pulled me over for speeding. I was on my way home from Oklahoma where I had just learned my elderly father is terminally ill. I was deep in thought about my father and had lost track of my speed. He was very nice to me and understanding of my circumstance.

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### **Trooper Cory Davis (THP)**

I was in route to Houston with my son for an appointment. Trooper Cory Davis kindly made it known to me the proper speed limit of which I had exceeded. Trooper Davis also noticed I had a flat tire and immediately returned to my car to alert me of this situation. He asked if I had a spare tire. I felt bewildered with his kindness as he instructed me to open the trunk for the spare tire. When I came to myself I announced to Trooper Davis that he need not trouble himself so. It was a terribly hot day. Sweat poured from this young man's his face as he fought with the bolt that secured the spare in place. "It's no trouble" Trooper Davis explained. After tremendous effort on Officer Davis's part the spare tire was free and he commenced to change the flat. I felt bad for him as I watched him work so hard to do this for me, a stranger. Trooper Davis, by his example showed amazing tenacity and fortitude. I admire him so much for this example. After the tire was secure Officer Davis instructed me to drive the quarter-mile to the nearest exit because the spare was low, he was concerned for our safety. Trooper Davis pulled out into traffic behind me so that I could enter and maintain a low speed to exit to the feeder road. I am honored to be a Texas resident and even more so personally knowing that we have such upstanding men and women taking this level of care and concern for us. Many, many hugs to you and your families. Thank you Trooper Davis.

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### **Trooper Suzanne Esparza (THP)**

I was stopped by Trooper Suzanne Esparza for operating my vehicle with the front license plate missing. It had been sheared off in a minor private property parking lot collision. Trooper Esparza handled the traffic stop in a very professional manner while treating me with utmost respect. In this day and age it is not easy being a law enforcement officer, let alone working solo. Yet, she displayed the courage needed to perform her duties while doing so in an intelligent manner. I wish to commend Trooper Esparza for her professionalism.

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### **Trooper Manuel Gonzalez, III and Trooper Eloy Perez (THP)**

Troopers Manuel Gonzalez III and Eloy Perez went above and beyond to help me when I was stranded on my way back home from college. I am studying for my masters and can be a bit absent minded at times. I forgot to gas up before I left and was stranded. They gassed me up on the side of the road then escorted me to a gas station to make sure I made it safe. These Troopers showed the type of selfless professionalism and service to community that made me so proud of law enforcement. Thanks again for a job well done for a citizen in need.

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### **Trooper Lee Griffin (THP)**

Trooper Griffin wrote me a warning ticket on 4/25/17. It was a clear night on a clear road and I had let my speed creep up on me while listening to an audio book. He conducted the stop in a professional and very courteous manner. He projected a very favorable image for the DPS. Very good public relations and exercise of reasonable discretion. I appreciate his professionalism.

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### **Trooper Crystal Hall (THP)**

This morning officer Crystal Hall pulled me over. Unbeknownst to me a headlight was out on the passenger side. I explained to the officer that I had recently hit a hog and had to replace the bumper, trim, and other parts and so either by coincidence or due directly by the incident I didn't realize that it was out. She went and looked and came back to say that my license plate was also missing. I explained it was in the back and I'll get it mounted when I get home. She then asked me to produce my license and insurance. To my complete embarrassment I explained that I had recently moved and thus had changed insurance carriers to bundle home/auto insurance and never put the paper in my truck. She went to her vehicle for a few minutes and came back. To my complete surprise she explained that she had only written a warning for the infractions and to get these things fixed. This morning officer Hall showed thoughtfulness and concern for my safety while being polite and professional. I would like to thank her for understanding and being compassionate.

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### **Trooper Rickey Jones (THP)**

I met Trooper Jones during a traffic stop. Trooper Jones was very professional and fair. Trooper Jones had good people skills while utilizing good officer safety. The job well done is appreciated and respected.

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### **Trooper Brandon Laird (THP)**

Just wanted to reach out and take the time and compliment an officer for pulling me over. I was on my way home from a very, very long day. I work at American Airlines as an IT Security Agent. The last thing anyone ever wants to see in their rear view is a set of law enforcement lights. However, this is the situation I found myself in on Wednesday. Trooper Brandon Laird pulled me over for speeding. He advised me that he was going to simply give me a warning for the speeding and for not having my license plate properly displayed. He concluded our exchange by giving me directions on where to have plate renewed and resent to me and advising me to be careful on the way home. I want to pass this along to your department to let you know that in a time when the value of these amazing men and women is not appreciated whole heartedly as it should be by every member of the public we're very lucky to have people like Trooper Laird patrolling our streets. Not everything should have to be about rushing

toward firefights, gunshots and emergencies. Sometimes the conduct displayed in a simple interaction as the one I had can gauge the character and content of an Officer's true merit.

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### **Trooper Ronald Lynch (THP)**

Last Sunday, I was stopped for speeding and issued a warning. Officer Ronald Lynch could have written me a ticket, but instead asked for my vehicle registration and insurance; and then politely explained what I did wrong. I want to assure you that I don't intentionally speed, I understood your officer's comments; and that I truly appreciate the challenging job your officers perform. Additionally, Trooper Lynch thanked me for my service in the United States Marine Corps. I want to take this opportunity and thank Trooper Lynch for his service, which I believe is far more dangerous than anything I did while flying a helicopter.

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### **Trooper Maximiliano Molina (THP)**

Trooper Molina stopped me and gave me a warning on I-10 in Pecos County, TX for exceeding the speed limit (true) and having an obscured license plate (also true). While he could have given me a ticket, he instead gave me a warning and was friendly. He used the opportunity to make a teaching moment with my two teens (passengers in the car) about how to interact with law enforcement officers. Overall, he turned my violations into a positive engagement with me and my kids. Please send our thanks to this great young officer.

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### **Trooper John Moody (THP)**

I was stopped by Trooper Moody for exceeding the construction zone speed limit. He was not only very courteous and professional but was making a sincere effort to make these work zone areas safer for drivers and contractor employees. Thank you for providing this type of service to all Texans.

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### **Trooper Carlos Ponce (THP)**

My wife and I were recently in El Paso visiting the daughter, son in law and new grandbaby. On one of the days the son in laws dad allowed us to use his Tahoe to go to Carlsbad Caverns. On the way back into the outskirts of El Paso we were stopped by Trooper Ponce for driving a little over the limit. I did not realize the speed limit had dropped to 55 and had had the cruise set on the posted limit for what seemed like forever on the return trip. He was very courteous and patient while I searched for the registration. In addition, his demeanor reflected a high degree of professionalism that is refreshing to see in this day and age. A big shout out to Trooper Ponce for reflecting a first class organization in the Texas State Troopers.

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**Trooper Quirino Reyes (THP)**

Officer Reyes was courteous, kind, and professional during a traffic stop last night. He made me proud of the Texas DPS.

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**Sherry Roberson (DL)**

I would like to share our very positive experience with Ms. Sherry Roberson in the Quitman, DPS office. First, the lady who checked us in was friendly and efficient. Ms. Roberson was prompt, despite a waiting room FULL of people and a full day scheduled. She was kind and friendly to my son, who was extremely nervous to take the driving portion of his driver test. She was patient with him during the test. She was fair in her assessment of his skills, providing both areas of improvement and positive feedback on his strengths. She was very nice to me, personally. After the test, she even joked with us a bit, again knowing she had a packed waiting room, busy day etc. She deserves a "pat on the back" or praise of some sort, because she could have been indifferent. Kudos to Ms. Sherry Roberson!

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**Sylvia Valdez (DL)**

I was so impressed by Ms. Valdez; her kindness, helpfulness and how calmly she gave me answers to all of my questions. She did not rush through them, she made me feel like I was important and valued. When she found out that I was a veteran, she shook my hand and thanked me for my service. I left the Winkler driver license office with a smile. Thank you Ms. Sylvia Valdez.

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**Trooper Edward Williams, II (THP)**

Trooper Williams pulled me over for speeding. He politely told me why he pulled me over, asked me to slow down and asked for my DL. He was very courteous and professional throughout our exchange. He had me back on the road home from work quickly.

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**DPS News**  
**5/12/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees included:** [Trooper David Ballew](#), [Trooper Leland Bordon](#), [Trooper Robert Bryan](#), [Silvia Garcia](#), [Trooper Robert Hartman](#), [Trooper Joshua Heath](#), [Trooper Samuel Hellinger](#), [Trooper Kevin Henneke](#), [Debbie Jennings](#), [Trooper Jamie Liles](#), [Trooper Gabriel Llanas](#), [Trooper Robbie Moore](#), [Trooper Jason Morgan](#), [Trooper Linley Rancore](#), [Carmen Reyna](#), [Trooper Gary Reed](#), [Trooper Michael Rogers](#), [Sandra Salinas](#), [Trooper David Taylor](#), [Trooper Darryl Tidwell](#) and [Trooper James Weaver, III](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Unlock/Reset your TLE Password over the Phone – Now available 24 hours a day**

You can now reset or unlock your Windows/network password over the phone without having to wait on hold at any time day or night. You must first setup your PIN by using the instructions found [here](#) or you can speak to a Service Desk technician who will be happy to assist. After your PIN is setup, just call the DPS Service Desk at 85432 (512-424-5432) and follow the instructions to select Automated Password/Reset. A reset or unlock to your TLE login is just a few clicks away any time day or night.

**DPS IT Service Desk – The only number you need to know for any IT (Information Technology) Issue**

The DPS Service Desk is the single point of contact for all IT issues. Any time you need help with computer equipment, passwords, requests for software, information on IT applications, or mobile device support, just call the DPS IT Service Desk at x85432 (512-424-5432). One call –

one number to remember – immediate professional assistance any time day or night – 365 days a year. We're always here for you.

### **CAPPS Hot Topic**

#### **Earliest Change Date**

The Earliest Change Date in Time & Labor is the earliest date Time Administration will run for an employee. This date can be adjusted by the Division Super User in order to correct system balances that may not be reflecting correctly after a time entry may have been added, removed or corrected in a prior month, even after Time Administration has run. This process may also be needed for employees with Prior State Time in order to adjust their monthly accrual rate.

The Division Super User will navigate to Time and Labor>Texas Time>Update Earliest Change Date. The date will need to be changed to either 8/1/16 (start date of CAPPS) OR the employees Hire Date (if hired after 8/1/16) and click Save. Then Time Administration will need to be run for the employee in order for the system to calculate and make corrections to balances as needed.

#### **Employees should update their information online by May 31<sup>st</sup>**

Life is all about change, so please update your mailing address, email and/or phone number in ERS online by 5 p.m. on May 31, 2017. Updating your info is the only way ERS has of knowing if your contact information has changed.

You can update your contact information any time of the year, but you must do so by May 31 to receive important Summer Enrollment material and information at your current address. To update, you should:

1. Go to the ERS website and click the "Access My Account" button at the top.
2. Enter usernames and passwords (or register for an online account in five easy steps).
3. Click the appropriate link under "My Personal Information."
4. Follow the steps to make changes.

#### **Important Information About Your TexFlex Plan Administrator**

Earlier this Plan Year, WageWorks, Inc. acquired ADP, LLC's Spending Account business. WageWorks will now administer the TexFlex Flexible Spending Accounts and Commuter Spending Accounts. ERS has been working with WageWorks and ADP to ensure a smooth transition for TexFlex participants.

In the coming weeks, you'll begin to see WageWorks branding on communications, documentation, forms and websites. However there will be no changes in how you access your spending account information, submit claims and card substantiations or contact customer service. You will also continue to use your same TexFlex Debit Card.

Providing a seamless transition is a top priority for ERS and WageWorks and we will keep you informed as changes arise. If you have additional questions, please contact TexFlex Customer Care at 1-844-884-2364.

## General Manual Revisions

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at: <http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
05/08/2017	Chapter 8	Cardiac Screening Initiative
04/28/2017	Chapter 23	Assistant Director Award
04/13/2017	Chapter 7	Law Enforcement Promotions
04/13/2017	Chapter 5	Discharge of Firearm from Tactical Marine Unit
04/13/2017	Chapter 10	Requesting General Stores Carry New Stock Items

## Events

### DPS Peace Officer Memorial Service – Tuesday, May 16

All DPS employees are invited to attend to the Department's Peace Officer Memorial Service on Tuesday, May 16, 2017, at 10:00 a.m. The ceremony will be held in front of the Training Academy. This year's guest speaker is Governor Greg Abbott.

All commissioned officers attending should be dressed in their Class A uniforms.

### 2017 Texas Police Games

The 2017 Games will be held in Dallas June 10-17. Last day to register will be May 15<sup>th</sup> 2017. Visit [Texaspolicegames.org](http://Texaspolicegames.org) to register.

Any additional questions, please contact Corporal Barry Thornton at 214 284-9574.

### 2017 Texas Law Enforcement Memorial Shooting Competition

In recognition of *Police Week*, on Saturday, May 20, 2017, the [Texas Department of Public Safety Foundation](http://TexasDepartmentofPublicSafetyFoundation.org), in partnership with the DPS, will host the 3<sup>rd</sup> Annual "Texas Law Enforcement Memorial Shooting Competition" at the DPS Tactical Training Center in Florence. Active Texas peace officers or members of the United States military are invited to compete individually or in four-person teams in pistol and multi-gun competitions. **\*New this year will be the TOP Score Award for an All-DPS Team.** \* The top scoring DPS team will be recognized and have their team commemorated as the first on this annual award. This event is free, and family members are invited to come watch the action, have lunch, and tour the facility. Complete [registration](#) forms should be submitted

to [erika@texasdpsfoundation.org](mailto:erika@texasdpsfoundation.org). For contest rules, please contact Captain Brian Baxter at (254) 793-2186.

### **2017 Trooper McDonald Memorial Golf Tournament – June 10, 2017**

Proceeds from the 2017 Trooper McDonald Memorial Golf Tournament help us to give back to the DPS community. If you are interested in participating in the golf tournament or sponsoring the tournament, please visit our website for more details at [www.troopermcdonald.org](http://www.troopermcdonald.org). For questions about the golf tournament, please contact the golf committee at: [mcdonaldgolf5232@gmail.com](mailto:mcdonaldgolf5232@gmail.com).

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### **Fan Mail**

#### **Trooper David Ballew (THP)**

I recently was pulled over by Trooper Ballew for speeding. He could not have been more professional, cordial, and friendly during the stop. He noticed my disabled plates and thanked me for my service and inquired about my branch of service which resulted in discovering that we both share the same instructor pilot in our flying endeavors. I truly was impressed by his attitude and demeanor. He is an asset to DPS and the great State of Texas .

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#### **Trooper Leland Bordon (THP)**

Trooper Leland Bordon was very courteous and polite during a recent traffic stop. He truly cares about the safety of people and was very professional in his actions.

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#### **Trooper Robert Bryan (THP)**

I wanted to take a minute to tell you how nice and pleasant Trooper Robert Bryan is. He stopped me on a Saturday night around 930. My headlights were not on, which I did not realize but he was very polite and also helped me with understanding my gun a little better since I have a concealed hand gun license. Please let him know that as a woman being stopped at night I just want to thank him for being so polite and helpful.

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#### **Silvia Garcia and Carmen Reyna (DLD)**

I am writing to compliment the outstanding service I received in your Harlingen office by Silvia Garcia and Carmen Reyna. Having erroneously thinking that a letter from Austin regarding my 88 year old mother's license renewal could be used as a proof of residency, both women patiently and professionally helped with suggestions on how to generate and print another option using my cell phone. Not being very skilled in cell phone use and having to go through contacting and generating a credit card statement etc., these women both were instrumental in



seeing me through the process and helping me avoid a return visit. They were kind and caring throughout the whole process and it felt so genuine. They took the extra time and effort to be helpful. Truth be told, it exceeded my expectations and raised my opinion regarding dealing with the "government" and its employees. Please pass on this positive experience to those you train. They can make a difference as these two women did! Friendliness and helpfulness is just the best service to a customer period!

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#### **Trooper Robert Hartman (THP)**

I was on my way home after a doctor's appointment. I wasn't feeling very well as I took a different route. I honestly thought the speed limit was 60 since I did not notice any signs. However, I was wrong about that, because Trooper Hartman pulled me over.

The reason I'm writing is because I want to let you know that I appreciate Trooper Hartman's courtesy and professional attitude. He calmly informed me that I was "going a little fast", and was very polite about it. I already wasn't feeling well, so my encounter with him could have made things worse. I felt bad about exceeding the speed limit, and will honestly obey the limit the next time I take that route. Again, the Trooper's demeanor is exactly what you want - respectful and polite.

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#### **Trooper Joshua Heath (THP)**

I was pulled over by Trooper Heath yesterday. I have not been pulled over much but Trooper Heath was by far the most courteous and explained very well what was going on and why I was being cited. He also let me explain myself and answered all my questions while maintaining a friendly attitude. We need more officers like Trooper Heath.

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#### **Trooper Samuel Hellinger (THP)**

On May 2<sup>nd</sup>, I was rightly pulled over for speeding by DPS Trooper Samuel Hellinger. He was polite and courteous. I wanted to thank him for his professionalism and undeserved grace.

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#### **Trooper Kevin Henneke (THP)**

I was pulled over for speeding by Trooper Kevin Henneke on Sunday evening. I was leaving my parent's hometown of Fredericksburg for my home in IL with my family in tow. It had been a very emotional week and parting because we were in town to bury my father. I wanted to drive so that I could concentrate on something other than my sadness. It turns out this was not the best idea because I clearly was not paying attention. I expressed this to Trooper Henneke in the most minimal way possible to keep my composure, and he was very kind. I would like to thank him for giving me some grace and for showing concern and kindness when I needed it most. I

also want to thank him for pulling me over, which alerted me to the fact that I should not be driving. Maybe he saved my family from a worse fate.

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### **Debbie Jennings (RSD)**

Good afternoon, I wanted to take a minute to say thank you to the RSD and specifically to Debbie Jennings. As an LTC instructor I like to know that I'm putting out the correct information to my students. When they have a question that I need clarification on I turn to the RSD for the answers I need. I recently contacted the RSD during my lunch break and had some of my questions answered for me with no problems by the person on the other end. Then after my last LTC class I had a student inform me that the information I provided to him was being questioned by another instructor he had spoken to. I gladly informed the student I would seek clarification from the RSD and via email Debbie Jennings took the time to provide me answers to all my questions. The answers provided were the same answers previously provided when I called in. I'm confident I have been providing and continue to provide the correct information to my students and I can contribute that to the staff of RSD and to employees like Debbie.

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### **Trooper Jamie Liles (THP)**

I was stopped by Trooper Jamie Liles. I have a new car with paper tags that expired about a month ago. I have the permanent plates in the car, I just have not put them on yet, so when I saw the lights in my rearview mirror, I knew that's what it was for.

It was about 9:00 pm on a busy interstate, and I didn't want to pull over on the freeway because it did not feel safe, so I signaled and moved over to the right lane, intending to pull off at the next exit. The officer put her high beams on, and turned on the audible siren. My teenage daughters were with me, and were nervous and looking around, I told them everything was fine, that I was complying with the law and just wanted to do so in a safe manner.

Once I pulled into a safe area, the officer asked me to step out of my car. She told me she was concerned about the length of time it took me to pull over and I explained that I completely understood, but that I did so for safety reasons. She thanked me and we went about our conversation, I showed her my driver license, insurance, and non-expired tags/registration and was issued a warning.

As she was asking me to sign the warning, she also asked permission to speak to my girls because she was worried she might have scared them with the lights and sirens. I appreciated her asking permission and for wanting to do so. She explained to them that she never knows who she is pulling over and needs to be safe and apologized for making them nervous/scared if that was the case. They were very impressed with the way she handled the situation and I think appreciated being addressed directly as the mini-adults they think they already are.

It was a minor thing for the officer, I'm sure. But it went a long way for my girls in strengthening their faith in law enforcement. We are grateful to have her – and others like her – protecting and serving as State Troopers. Keep up the good work and stay safe out there.

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**Trooper Gabriel Llanas (THP)**

I was speeding. I knew I was speeding. Three kids in the backseat and a dog 8+ hours from home and trying to get through it. When Trooper Llanas pulled me over, he was nice, courteous, quick and even fun to talk to. I just want you to know that you have a great officer in my opinion.

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**Trooper Robbie Moore (THP)**

I was stopped for speeding (I was guilty) by Trooper Robbie Moore. Trooper Moore was most professional and courteous during the stop. I highly commend him and the DPS for the difficult job they do.

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**Trooper Jason Morgan (THP)**

I have held this ticket for 5 months, always meaning to write my thanks to Trooper Jason Morgan. He pulled me over on the George Bush Turnpike when I was surrounded by family members on December 24th. As I tried to explain that I was only speeding, momentarily, to get around a van that was going about 10 miles below the speed limit, he blew it off, saying, "I'm only giving you a warning!" Thanks, again Trooper Morgan, for not ruining our pre-Christmas family get-together.

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**Trooper Linley Rancore (THP)**

Thank you very much for the warning. I learned something that day I did not know. Trooper Rancore was very respectful and kind I appreciate her help in giving me valuable information. Thank you for all you do for our safety. May God bless you.

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**Trooper Gary Reed (THP)**

As I was traveling through Texas on my way to Arizona, I was stopped by Trooper Gary Reed as my speed was a bit excessive and I was traveling in the passing lane. To make a long story somewhat shorter, Trooper Reed initiated a traffic stop, asked for the usual and customary documentation. We conversed for a few minutes as I answered his questions and provided a bit of extra background about who I am and why my wife and I would be retiring to Texas from California. Suffice it to say the Trooper Reed was extremely courteous, respectful, friendly and professional. He ran my information and decided to give me a written warning instead of a citation for which I am extremely grateful. I am of the opinion that Trooper Reed is a most outstanding representative for your department.

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### **Trooper Michael Rogers (THP)**

I was stopped by Trooper Rogers yesterday morning for going over the speed limit. He was very professional and kind. I appreciate all our officers for risking their lives every single day. Trooper Rogers is an amazing young man and a beautiful example of the outstanding officers throughout this country. Thank you Trooper Rogers, I will pray you stay safe always.

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### **Sandra Salinas (DLD)**

I applied for a Texas ID at your San Antonio office on New Braunfels Avenue. Due to some delays of mailing with my social security card, I was only able to provide a print out of my social security number, evidence of my SSN application, and other supporting documents. At first I thought, I wouldn't be able to make it, however, when I started explaining to my situation to Ms. Salinas, she listened intently and even explained to me in details the reason why she could not process my request for an ID. To my surprise, she patiently helped me look at all the supporting documents I had with me and approached another employee and together they talked to the supervisor regarding my case. She came back to me with a smile telling me that it was approved by her supervisor. She then processed my application with so much professionalism and even helped me look nice while taking my photo. Afterwards, she explained to me the details of the temporary id she gave me, its purpose and validity. DPS is a very busy office, I was very blessed that day, because I was assigned to an employee like Ms. Sandra who exactly showed me that DPS does not only mean Department of Public Safety but also Department of Public Service. On a busy day like that, she could have easily said no to me because I didn't meet the initial requirements, but she took an extra step to help me handle the situation in a careful and professional manner. She knew what she was doing. She showed me a compassionate heart that is willing to serve people who are in need. I think she fully represents the image of DPS—tough to protect, courteous to handle her job, and compassionate to serve. She is a great asset in your department. Her service meant a lot to me. Every time I look at my ID now, it reminds me of Ms. Sandra. Thank you so much. May God bless you all in Texas DPS.

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### **Trooper David Taylor (THP)**

This morning I was stopped by Trooper David Taylor for failure to fully stop at a stop sign at which I was fully guilty of. With the image of officers and departments this day in time I felt it necessary to take the time to point out the aforementioned Trooper's conduct. In my opinion the Trooper presented himself very professionally and respectfully. The duration of the stop was completed quickly as he did the necessary due diligence. I would like to thank this Trooper and his department for their everyday service to our community. When officers present

themselves at a level of this from their respectfulness to their appearance it reminds me that it is men and women like this that make the state of Texas as great as it is.

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**Trooper Darryl Tidwell (THP)**

I just wanted to say I really appreciated Trooper Tidwell helping me out. I had an issue with my truck and had been sitting on the side of the road for already an hour and he was nice enough to stop and help me out. It was more than I could ask for and meant so much and I appreciate it more than he knows. Please tell him I said thank you again for the kind help he gave me and for making my day better!

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**Trooper James Weaver III (THP)**

I was stopped by Trooper Weaver for a level 2 inspection and I just wanted to pass along what a professional officer he is and also a pleasurable person to talk to. Your officers don't get enough credit and thank–yous for what they do for the motoring public.

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**DPS News**  
**5/19/17**

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- [News](#)
- [Events](#)
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**Featured employees included:** [Trooper Jake Boyd](#), [Trooper Monte Carroll](#), [Trooper Jessica Earwood](#), [Trooper Michael Fillmore](#), [Trooper Martin Gens](#), [Trooper Dustin Hunter](#), [Trooper Dwight Kerr](#), [Victor Manor](#), [Trooper Britan Marlow](#), [Trooper Joe L Porter, Jr.](#), [Trooper Quirino Reyes](#), [Trooper Jacob Roche](#), [Trooper Jonathan Rutledge](#), [Trooper Quinton Smith](#), [Trooper Jimmy Spraggins](#), [Trooper David Sutton](#), [Trooper John Watson](#) and [Trooper Edward Williams](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**General Manual Revision**

An update has been made to the General Manual. The current version of the General Manual is located [here](#). Documents showing the approved revisions can be found [here](#). Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
05/18/2017	Chapter 8	Health and Physical Fitness Policy

**Get Ready for 2017 Summer Enrollment**

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No benefits changes? No worries. You won't need to participate in Summer Enrollment and your benefit elections won't change.

If you do want to make changes during Summer Enrollment, you can:

- Sign into your ERS account online at **www.ers.state.tx.us**;
- Call ERS at (877) 275-4377 (toll-free), 7-1-1 or (800) 735-2989; or
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Please verify the contact and other information you have on file at ERS. To check your account information, follow these steps:

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For Summer Enrollment, please update your contact information with ERS by 5 p.m. CT on May 31, 2017.

*There will be a Benefits Fair on June 26, 2017, in the Building A Cafeteria from 10am – 1pm, more details to come.*

### **Unlock/Reset your TLE Password over the Phone – Now available 24 hours a day**

You can now reset or unlock your Windows/network password over the phone without having to wait on hold at any time day or night. You must first setup your PIN by using the instructions found [here](#) or you can speak to a Service Desk technician who will be happy to assist. After your PIN is setup, just call the DPS Service Desk at 85432 (512-424-5432) and follow the instructions to select Automated Password/Reset. A reset or unlock to your TLE login is just a few clicks away any time day or night.

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The DPS Service Desk is the single point of contact for all IT issues. Any time you need help with computer equipment, passwords, requests for software, information on IT applications, or mobile device support, just call the DPS IT Service Desk at x85432 (512-424-5432). One call – one number to remember – immediate professional assistance any time day or night – 365 days a year. We're always here for you.

### **CAPPS Hot Topic**

#### *Earliest Change Date*

The Earliest Change Date in Time & Labor is the earliest date Time Administration will run for an employee. This date can be adjusted by the Division Super User in order to correct system

balances that may not be reflecting correctly after a time entry may have been added, removed or corrected in a prior month, even after Time Administration has run. This process may also be needed for employees with Prior State Time in order to adjust their monthly accrual rate.

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Earlier this Plan Year, WageWorks, Inc. acquired ADP, LLC's Spending Account business. WageWorks will now administer the TexFlex Flexible Spending Accounts and Commuter Spending Accounts. ERS has been working with WageWorks and ADP to ensure a smooth transition for TexFlex participants.

In the coming weeks, you'll begin to see WageWorks branding on communications, documentation, forms and websites. However there will be no changes in how you access your spending account information, submit claims and card substantiations or contact customer service. You will also continue to use your same TexFlex Debit Card.

Providing a seamless transition is a top priority for ERS and WageWorks and we will keep you informed as changes arise. If you have additional questions, please contact TexFlex Customer Care at 1-844-884-2364.

### **Events**

#### **2017 Texas Law Enforcement Memorial Shooting Competition**

In recognition of *Police Week*, on Saturday, May 20, 2017, the [Texas Department of Public Safety Foundation](#), in partnership with the DPS, will host the 3<sup>rd</sup> Annual "Texas Law Enforcement Memorial Shooting Competition" at the DPS Tactical Training Center in Florence. Active Texas peace officers or members of the United States military are invited to compete individually or in four-person teams in pistol and multi-gun competitions. **\*New this year will be the TOP Score Award for an All-DPS Team.** \* The top scoring DPS team will be recognized and have their team commemorated as the first on this annual award. This event is free, and family members are invited to come watch the action, have lunch, and tour the facility. Complete [registration](#) forms should be submitted to [erika@texasdpsfoundation.org](mailto:erika@texasdpsfoundation.org). For contest rules, please contact Captain Brian Baxter at (254) 793-2186.

#### **2017 Trooper McDonald Memorial Golf Tournament – June 10, 2017**

Proceeds from the 2017 Trooper McDonald Memorial Golf Tournament help us to give back to the DPS community. If you are interested in participating in the golf tournament or sponsoring the tournament, please visit our website for more details at [www.troopermcdonald.org](http://www.troopermcdonald.org). For questions about the golf tournament, please contact the golf committee at: [mcdonaldgolf5232@gmail.com](mailto:mcdonaldgolf5232@gmail.com).



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### **Fan Mail**

#### **Trooper Jake Boyd (THP)**

I recently had the experience of interacting with Trooper Boyd. He made my interaction bitter/sweet. I now have the correct license plate on my car.

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#### **Trooper Monte Carroll (THP)**

Recently, Trooper Carroll stopped our daughter while she was driving from our home back to Angelo State University. Now as a parent, having your child drive over three hours back and forth by themselves on those winding two lane roads is very nerve racking. On this day our daughter happened to leave later than expected and ran into the problem of traveling into the setting sun which made seeing the road very difficult. When she explained to Trooper Carroll that she was having trouble seeing because of the sun's glare, he gave her his own personal sun glasses.

I want to express our gratitude for Trooper Carroll's gracious act that day. It is comforting to know that he cared enough to give his own sunglasses to our daughter ensuring that she returned to college safely. Thank you very much and stay safe!

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#### **Trooper Jessica Earwood (THP)**

Recently, I had a flat tire on a busy road. My 8 year old granddaughter was in the back seat. After a towing service told me that it would take 45 minutes to send a tow truck, Trooper Earwood said that she would change the tire herself for the safety of all drivers. Her very positive attitude as well as her willingness to help turned an otherwise bad and potentially dangerous situation into a positive one. I have always had a deep respect for police officers and Trooper Earwood lives up to and exceeds that respect.

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#### **Trooper Michael Fillmore (THP)**

Compliments to Trooper Fillmore, he was very professional while still being respectful and polite.

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#### **Trooper Martin Gens (THP)**

For the past two mornings I have seen Trooper Gens working traffic on a stretch of FM 2100 that runs through Huffman, TX. This stretch of two lane road is a posted 45mph with no shoulder and I am constantly seeing cars speeding through, passing in no passing zones,

tailgating, etc. I appreciate seeing Trooper Gens working this roadway. He is doing what he can to help make my community safer. Just wanted to thank him for his service and what he is doing within our community.

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#### **Trooper Dustin Hunter (THP)**

Trooper Hunter was kind and compassionate in a traffic stop and was thoughtful to our grandchildren as he gave them a teddy bear. He was a gentleman and a professional. Thank you Trooper Hunter.

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#### **Trooper Dwight Kerr (THP)**

I was pulled over for speeding today by DPS Officer Kerr. Trooper Kerr was super nice and very professional. I have never had a bad experience with Texas law enforcement, I have never had one I wanted to brag about either. I got a warning for my speed but most important I feel like I made a friend. If we all, as people, made the effort that Trooper Kerr made when dealing with me this world would be a better place. For whatever reason our paths crossed today I'm glad I got to meet Trooper Kerr and I have and will always support law enforcement. You guys run forward when others are running away. Thank you for the blanket of security my family and I get to live under each day.

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#### **Victor Manor (RSD)**

He is AWESOME! I was prepared for a tired, end of the day, LTC employee at 4:45 pm on a Friday and he was anything but that. He was happy, positive, extremely helpful and very instructive in helping me to resolve an issue for my son. I could have talked to him all day. What a great guy. I will definitely call him in the future for any help I need.

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#### **Trooper Britan Marlow (THP)**

Just wanted to say that Trooper Marlow handled my driving violation in a very professional manner. He was most courteous. I wish there were more law enforcement officers like him.

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#### **Trooper Joe L. Porter, Jr. (THP)**

I was recently stopped by Trooper Porter and given a written warning for not displaying a front license plate. I just wanted to let someone know what a courteous and professional person he is. Thanks for being out there making our roads safe. It's really good to see someone out in the

middle of nowhere as a personable people person. I would feel the same way even if it weren't a warning.

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### **Trooper Quirino Reyes (THP)**

I was pulled over today by Trooper Reyes for running a stop sign. I did not doubt that I had committed some infraction but to be honest, I was completely oblivious of what I may have done. Trooper Reyes was an absolute professional and explained the situation with the utmost candor and respect. I had my 16 daughter in the car. She is just finishing up the classroom portion of drivers education. Our interaction with Trooper Reyes, while unfortunate, was a great example for her of respectfully submitting to authorities while they accomplish a difficult and dangerous job. I appreciate Trooper Reyes keeping the community a safer place and for doing so with complete courtesy.

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### **Trooper Jacob Roche (THP)**

Recently, Trooper Roche had to arrest my husband for a probation violation. I have never seen an officer as kind, compassionate, and professional as Trooper Roche. He is the only reason I was able to keep it together at that moment. He never judged, and he provided emotional support. If every officer were of the caliber of Trooper Roche, this world would be a more just and compassionate place. I want everyone who reads this to know he is a true gem and represents everything I imagine that DPS aspires to achieve in their officers. Thank you again Trooper Roche. Time will not erase your kindness from my mind.

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### **Trooper Jonathan Rutledge (THP)**

I was pulled over by Trooper Rutledge this morning, and cannot say how much I appreciate his kindness and friendliness! The fact that he took the time during this traffic stop to make friendly conversation made the stop not seem so nerve wracking. He truly showed his concern for me as a citizen of the road, which is often not sensed during a traffic stop. Thank you again for the kindness you showed to me today.

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### **Trooper Quinton Smith (THP)**

I just wanted to say that although I was clearly in the wrong (speeding over limit), Trooper Smith was beyond polite and pleasant to deal with. I was running late for work and already having a difficult morning. Seeing the lights turn on and realizing that I was being justly pulled over did not help. My interaction with Trooper Smith, however, did help. He did not embarrass me or treat me poorly for my bad decision. I am thankful for my interaction with him this morning, despite it being my bad choice.

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### **Trooper Jimmy Spraggins (THP)**

This Trooper was by far the nicest, most professional and courteous person I have come across in many years of dealing with professionals. He explained why I was stopped. I immediately told him I had a LTC but was without a weapon at the time. He certainly made me more aware of my speed! Congratulations to an employee who is a perfect example of what Texas is all about. Thank you.

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### **Trooper David Sutton (THP)**

In my traffic stop today, Trooper Sutton exhibited a very professional demeanor; he was courteous and engaged in a brief conversation that lowered any anxiety. He handled himself very well.

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### **Trooper John Watson (THP)**

I just wanted to say how cool it was being pulled over today while driving my company's propane truck. Trooper Watson was very observant to his surrounding as he was pulling me over and looking for a safe place for us to stop. It was a random DOT stop. His attitude reflected an honorable man and a man of integrity. He represents Texas very well. He would be the officer you'd want training you or your kids. He's going to do it right.

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### **Trooper Edward Williams (THP)**

My heart skipped a beat when I noticed the red flashing lights behind me. In all honesty I did not know why I was being stopped, but pulled over on the service road. Thank goodness Trooper Williams wisely motioned me onward. I proceeded to the first available exit securing a safe place to park. What happened next continues to resonate and always will. Approaching the car, Trooper Williams emanated a kindness and professionalism rarely seen, whether ordinary citizen or officer of the law. His presence depicted the character of a man intelligent, honorable, committed and kind. He asked, "Were you in a hurry?" No I replied, "I was deep in thought, grieving the death of someone who died yesterday in a fatal car accident." So appreciative and impressed by him but perhaps explained best: "There's no such thing as coincidence, good or bad and often God uses a conduit in those coincidences." I will always believe Trooper Williams, a good man, is among God's conduits for good. I will always believe that Trooper Williams stopping me was God's concrete reminder – a reminder that life is as fleeting as a dandelion on a windy day. So pay attention. Stay in the moment. Thank you Trooper Williams. I pray life is kind to you. I pray you never change no matter how hard this life can get. May God bless and hold you close.

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**DPS News**  
**5/26/17**

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## **Fan Mail**

### **Trooper John Alonzo (THP)**

I got pulled over by Trooper John Alonzo while taking my mother to the airport. This Trooper made the experience as pleasant as he could. He was kind and courteous. Thank you for your service.

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### **Linda Baker (Rangers)**

This morning I was traveling on a rural road when I noticed two women who were emerging from the woods and flagging down traffic. I pulled over and asked if they needed help. They explained that their car was stuck in the woods. They said their brother was missing and the Texas Rangers had organized a search party, and that they had been attempting to join the search party when their car became stuck in the woods.

I went to see their situation, and I did indeed see a car that was bottomed out on the dirt road. I called the Texas Rangers and my call was taken by Linda Baker. She did an amazing job! I was impressed at how kind she was. She could have handled it quickly and been done with it but instead, although she was very professional, she showed warmth and compassion and



AMAZING follow through. She was tenacious, yet patient, as we struggled to figure out where I was.

Her demonstration of commitment to detail, to follow through, and doing so with compassion is a credit to both herself and the Texas Rangers organization.

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### **Trooper Torian Cox (THP) and Trooper Sidney Washington (THP)**

I would like to say a “big thanks” to Trooper Torian Cox and Trooper Sidney Washington. I was on my way to work and ran out of gas on the tollway. I had pulled over but I ran out of gas before I could safely pull my car closer to the grass. I was waiting on roadside assistance to arrive, and could feel my car shake every time another car passed me. About that time, a Texas State Trooper car pulled up behind me with its lights on. I spoke with Trooper Cox, and he also called roadside assistance just in case mine was delayed. Fortunately, my assistance arrived then and Trooper Cox waited a few more minutes until I got my gas problem solved. Trooper Cox and his partner Trooper Sidney Washington were my angels yesterday! They checked on me on the side of the road, and made the situation much safer for us. I appreciated their help so much. Thank you Trooper Cox and Trooper Washington.

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### **Erica Guerrero (THP)**

I wanted to let you know what a tremendous asset Erica Guerrero is. Erica went above and beyond to assist me on a fatality accident in obtaining the open records so quickly. She deserves a tremendous kudos for all her help in this matter.

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### **Trooper Michael Gutierrez (THP)**

Trooper Michael Gutierrez stopped me for speeding. He was professional and followed his training. I got out of my car as he was walking up and then I noticed he stepped to the side to get behind my vehicle and then when he was inspecting my insurance card vs my vehicle he always had 'one eye' on me. He is smart because today you never know what to expect. Thank you Trooper Gutierrez.

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### **Trooper Kevin Lashlee and Trooper Tanner Widdick (THP)**

On Saturday, May 13<sup>th</sup>, I was trying to get to the Pflugerville recreation center and my younger daughter, who has special needs, was screaming and crying in the back seat. I immediately jumped out of the car in order to get her out when I realized a DPS Trooper vehicle was pulled in behind me and the lights were activated. The Trooper in the driver's seat, Trooper Tanner Widdick, started telling me that I needed to remain in the vehicle. At this point I told the Trooper I had every intention of complying, but I really needed to get my child out of the car (who at this point was banging on the window with both palms). Once she got out and saw the

officers, she immediately calmed down. As soon as the training officer, Trooper Kevin Lashlee, saw her, he said, "That explains it." He asked if he could approach her, or if she would get upset. I replied that she would be okay. As soon as he took a step forward, she went right to him and hugged him. She then went over and also hugged Trooper Widdick.

In hindsight, I realized that I handled that traffic stop completely wrong. I am very thankful that Troopers Widdick and Lashlee had the awareness to recognize the situation for what it was, but I am more thankful they had the demeanor and presence in dealing with my daughter. He was not only thoughtful enough to ask if it was okay to approach her, but it was his interaction with her that totally stopped her melt down. While some people would say they wish they had never been stopped, my regret is that I didn't think to grab my phone and take photos of these Troopers kneeling down getting hugs from my daughter. Priceless. The kindness and compassion that was shown deserves to be recognized. This was something you can't teach from a textbook.

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#### **Trooper Robert Litvin (THP)**

I was Southbound on Tin Top Road. When I saw the DPS car heading North, I automatically checked my speedometer and saw I was doing 50 mph (posted speed is 40 mph) Trooper Litvin was slowing down, apparently, to come after me. Just around a bend in the road was an area on the side large enough for me to stop safely. Shortly, Officer Litvin came around the turn and stopped behind me. Officer Litvin's manner was friendly and professional. Based on the few minutes talking to Officer Litvin, I believe Texas and we citizens have a good man there.

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#### **Trooper Douglas Masters (THP)**

On May 17, I was pulled over for going 70 in a 60, unfamiliar with the area, I had not noticed the limit sign. Trooper Douglas Masters was very pleasant and dignified in the performance of his duties. He instructed me on the limits and how to keep track of them.

He handed me my warning ticket, I shook his hand with a smile on my face and said "Pleasure meeting you Sir! I hope I don't have to see you again!" He smiled and said "Drive fast through here next time and we'll stop and chat." Made me smile the rest of my trip, and you bet I noted all the speed limit signs.

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#### **Raymond Mejia (TDEM)**

I want to share Galveston County Emergency Management's experience with your Hazard Mitigation- Emergency Management Division. Our department had considerable staff change months before our Hazard Mitigation Plan was due for renewal. Raymond Mejia, a Hazard Mitigation Planner from TDEM, contacted our office and notified us of the importance for this plan to stay within compliance. He recommended that we participate in the Local Mitigation Planning Workshop to gain institutional planning knowledge as well as meet TDEM's Hazard

Mitigation team. This workshop helped launch a great partnership. Over the following months, the county and eleven of our cities composed the Hazard Mitigation Plan and sent it section by section to Mr. Mejia. We received quick and detailed feedback which helped speed up the lengthy process and allowed us to stay within our tight timeframe. This was one of those rare but great experiences when a planning process not only worked as it should but someone went out of their way to make it better. All our EMC were very impressed with how proactive this team was with our Hazard Mitigation Plan and wanted to express gratitude to them for going above and beyond. We really appreciate everything Mr. Mejia did and are grateful to have a terrific resource, teacher, and reviewer at TDEM.

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#### **Trooper Pablo Pedroza, Jr. (THP)**

I was pulled over last night for speeding. Trooper Pedroza was stern and understanding. I was able to teach my daughter what I thought was a valuable lesson. That law enforcements intentions are always at all our best interest. And if you are honest and respectful we are all able to get where we are going safely. Thank you for allowing me to be grateful for the hard work you do to keep us all safe and especially Trooper Pedroza Jr. for showing heart and understanding and taking the time to speak to my daughter and showing her that law enforcement officers are just like me and her. Thank you for all you do and be safe.

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#### **Trooper Charlie Potter (THP)**

I would like to thank Trooper Charlie Potter for his understanding and professional behavior recently. I am an RN on the St. David's stroke team. I was called out for an emergency stroke intervention. Trooper Potter stopped me for speeding on my way to the hospital. When I explained to Trooper Potter that I was going in for a stroke he actually listened to me, told me to slow down, gave me a warning and sent me on my way quickly. I was able to arrive to the hospital in time and the patient had a successful outcome. The Trooper was incredibly professional, courteous and understanding.

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#### **Special Agent Christopher Rainwater (CID)**

I would like to recognize Special Agent Chris Rainwater for his recent completion of a human trafficking case. Agent Rainwater began this case in early April 2016 and concluded it yesterday with the arrest of the individual charged in the case. The case was difficult at best and was only solved by his tenacity and persistence. Agent Rainwater represents the core values of the Texas Department of Public Safety in an exemplary fashion. As always, Agent Rainwater was professional in his demeanor and his willingness in seeking justice is commendable.

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**Gary Richards (LES)**

I just wanted to say thank you to your department, and especially to commend Gary Richards on his excellent presentation filled with information for the men in our program. He presented the class for two hours, times 3 classes to 137 men and 10 staff. He was well received, & he is approachable, so the men asked good questions; offenders and my staff all benefitted greatly from the classes.

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**Sergeant Joseph Stephens (THP)**

Recently my husband had just completed outpatient surgery. After leaving the medical complex, we discovered we had a flat tire. We pulled into a service station for air, but their coin collector was jammed. Sgt. Stephens was refueling his motorcycle and saw our dilemma. He advised against continuing to drive on the flat tire and graciously offered to change to the spare. We would have had difficulty doing so. We are both in our seventies and my husband was medically limited from physical activity. Sgt. Stephens' volunteering to help exceeded our expectations. He was thoughtful and pleasant. His demeanor and assistance personified the DPS motto of service and courtesy. He makes us proud of our Troopers!

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**Trooper Sandy Taylor (THP)**

I cannot say enough good things about Trooper Sandy Taylor. He diligently worked hard & quickly to get the correct information input on a crash report in which my husband's license plate number was entered previously incorrectly - the crash was a totally different vehicle and person. Trooper Taylor's quick response & detective work saved us on our vehicle trade-in. He truly is a superior person.

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**Trooper James Whitten (THP)**

I was on my way back to Kentucky when I was stopped by Trooper James Whitten, he approached my vehicle, identified himself, and informed me why he pulled me over. His uniform was clean and professionally worn. He asked me where I was headed and for my license and registration. I complied and also handed him my conceal carry permit as well. Since I recently purchased my truck I had only a temporary tag and had not received an insurance card. I did have something from the dealer, but it wasn't quite what he was looking for. He allowed me to look up my insurance from my phone while he went back to his car to see if he could pull anything up from the computer. I showed him my insurance card from my phone and he verified that my insurance was current. He remained professional the whole time, and conducted in my opinion a textbook traffic stop. I just wanted to say he did very good job, not only was he professional but respectful as well. I just wanted to give my thanks, and let you know there are people who appreciate the job you do. Stay safe out there.

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**DPS News**  
**6/2/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees included:** [Trooper Robert Aldrete](#), [Trooper Joel Barton, Jr.](#), [Trooper Tomas Cardenas](#), [Mandy Edwards](#), [Trooper Bryon Elders](#), [Trooper Brian Frank](#), [Trooper Brant Jonston](#), [Trooper Kirby Lambert](#), [Trooper Mark Lebig](#), [Evette Longoria](#), [Trooper Bradley McCloskey](#), [Trooper Kurt McKinney](#), [Maureen McShane](#), [Trooper Jesse Matovina](#), [Trooper Dustin Mauldin](#), [Trooper Matthew Naparstek](#), [Palestine Driver License Office](#), [Region 7 Mountain Bike Patrol](#), [Trooper Carlos Ponce](#), [Trooper Russell Reid](#), [Trooper Justin Rhodes](#), [Trooper Mark Roberson](#), [Mario Sifuentes](#), [Trooper Brandon Smedley](#), [Lonnie Smith](#), [Trooper David Stevens](#), [Sergeant Michael Telles](#), [Trooper Christopher Vega](#), [Trooper Tyler Warner](#), [Trooper Ronald Welch](#), and [Trooper Michael West](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Get Ready for 2017 Summer Enrollment**

Summer Enrollment for employees and retirees not eligible for Medicare is just around the corner. Our two-week period will be **June 26 – July 8**. Once our agency's two-week window opens, you will be able to make or change your benefit elections.

No benefits changes? No worries. You won't need to participate in Summer Enrollment and your benefit elections won't change.

If you do want to make changes during Summer Enrollment, you can:

- Sign into your ERS account online at [www.ers.state.tx.us](http://www.ers.state.tx.us);

- Call ERS at (877) 275-4377 (toll-free), 7-1-1 or (800) 735-2989; or
- Contact your benefits coordinator.

Please verify the contact and other information you have on file at ERS. To check your account information, follow these steps:

- Go to the ERS home page at [www.ers.state.tx.us](http://www.ers.state.tx.us).
- Click on Access My Account at the top right corner of the page.
- Click on the View Benefits Summary button. This will take you to a login page: ERS OnLine Benefits.
- Enter your Username and Password. Your individual home page should now appear.
- Click on the options under MyPersonal Information, to confirm or update your postal and email address, phone number and other contact information.

For Summer Enrollment, please **update your contact information** with ERS by 5 p.m. CT on **May 31, 2017**.

*There will be a Benefits Fair on June 26, 2017, in the Building A Cafeteria from 10am – 1pm. More details to come.*

#### **CAPPS HOT TOPIC**

##### *Manager Summary Approval Page*

Managers/Supervisors:

The Manager Summary Approval page is a quick way to view timesheets that need approval. Once you navigate to this page (Manager Self Service>Time and Leave Management>Manager Summary Approval Page) you will notice the buttons to approve and/or deny time are grayed out, this is because this page is “view only.” To approve the employee’s time, click on the employee’s name (link) and it will take you directly to the timesheet to review and approve their time. Once approved, you may return to the Manager Summary Approval Page if you have additional employees that have time that needs to be approved by clicking on the link at the bottom of the timesheet.

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#### **Events**

##### **2017 Trooper McDonald Memorial Golf Tournament – June 10, 2017**

Proceeds from the 2017 Trooper McDonald Memorial Golf Tournament help us to give back to the DPS community. If you are interested in participating in the golf tournament or sponsoring the tournament, please visit our website for more details at [www.troopermcdonald.org](http://www.troopermcdonald.org). For questions about the golf tournament, please contact the golf committee at: [mcdonaldgolf5232@gmail.com](mailto:mcdonaldgolf5232@gmail.com).

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#### **Fan Mail**

**Trooper Robert Aldrete (THP)**

I was pulled over by Trooper Robert Aldrete this morning. I don't think I have been treated with more sincere respect by any law officer before; it was a pleasure to meet and interact with Trooper Aldrete.

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**Trooper Joel Barton, Jr. (THP)**

I was pulled over for speeding by Trooper Joel Barton. He was very kind and issued me a warning. It is Memorial Weekend and I was coming home from a high school baseball game with my family and was not paying attention to the speed limit change. My 15 year old son was in the front seat with me and it became a very nice teachable moment for a soon to be driver and his dad. I really appreciated Trooper Barton's attitude as well as the job he was doing. He was extremely professional and left a positive impression on me as well as my 15 year old. Thank you all for the job you do.

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**Trooper Tomas Cardenas (THP)**

I would like to thank Trooper Tomas Cardenas for helping us change our flat tire to a spare tire a couple weeks ago. He was personable and considerate. We greatly appreciate his help and thank him for his service.

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**Mandy Edwards (RSD)**

I wanted to let you know that I truly appreciate her dedication and customer service. We were having an issue, she recognized it and reached out to me in an effort to help resolve the issue which is actually coming from the DPS side of things. She then followed up several more times and has continued to assist me as the problem persists. I wish I could clone her many times over, you don't get that level of customer service any more from any company or agency.

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**Trooper Bryon Elders (THP)**

I just wanted to send a positive message about my experience with the Trooper that pulled me over recently. Trooper Bryon Elders was courteous, respectful and above all professional. He explained the violation. Thank you for employing and training such an exemplary Trooper.

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**Trooper Brian Frank (THP)**

Trooper Brian Frank was a pleasure to speak to. His demeanor and character was outstanding. He had a glowing attitude that was 'contagious' in our meeting. It really is a



pleasure to meet an officer of his caliber with a genuine concern for the public's safety. Please accept my compliments for his professionalism and courtesy. It is so rare in this day and age.

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#### **Trooper Brant Johnston (THP)**

I had a flat tire on IH 35 near Belton. Trooper named Brant Johnston stopped and helped. He went above and beyond what he needed to do. He had a trainee with him. He set a great example of what their job is all about. I just wanted to say thanks for all that you do.

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#### **Trooper Kirby Lambert (THP)**

Trooper Kirby Lambert stopped me for speeding recently. This Trooper is a credit to your police force! He was professional in every way. This is a note to let you know how nice this Trooper was. My experience with this Trooper shows how nice and well-mannered the Texas Highway Patrol is. Thank you Trooper Lambert.

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#### **Trooper Mark Lebig (THP)**

I was recently pulled over for speeding by Trooper Mark Lebig. I was speeding, was from out of town, somewhat lost, and had no idea of the posted limit. Trooper Lebig was professional, courteous, compassionate and helpful (directed us to where we were trying to go). Trooper Lebig made quite an impression on me and my wife. He is an excellent example for the DPS and I appreciate his service.

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#### **Evette Longoria (DLD)**

I have had several encounters with Ms. Longoria within the past few months. My family and I have had to change our address, gain a duplicate license and my daughter recently earned a learner's permit. EVERY time we have visited the office we are given outstanding customer service. Evette ALWAYS has a smile and pleasant attitude. She maintains a kind, cordial and pleasant demeanor. She is a PHENOMENAL woman who should be rewarded for her diligence.

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#### **Trooper Bradley McCloskey (THP)**

Trooper Bradley McCloskey stopped us recently while we were traveling on I-10 for speeding. He was extremely nice and very courteous to us. My wife and I would like to commend him for the way he treated us. He seems like a fine person and officer and you should very proud to have him serving you.

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### **Trooper Kurt McKinney (THP)**

It is with great pleasure I write to you to let you know how wonderful it is to know Troopers such as Kurt McKinney are serving the public in their chosen profession of Law Enforcement. I had the pleasure to come in contact with Trooper McKinney when I had a flat tire on my pickup truck hauling a trailer with a hearse on the trailer. I succeeded in changing the truck tire but I had to unhook from the trailer to do so. I was in soft ground and when attempting to hook up the trailer the hitch had sunk a littler lower than the ball and I hit the trailer hitch hard enough to collapse the trailer jack wheel. Trooper McKinney stopped to offer his assistance and we tried to raise the trailer but that was impossible due to the soft ground. Trooper McKinney then drove into town to a local tire shop and borrowed one of their large floor jacks and brought it back out and that did the trick. Trooper McKinney did most of the work and even muddied up his uniform somewhat but he advised it was the end of his shift so it was alright. Trooper McKinney is an excellent ambassador and representative of the Texas Department of Public Safety. He was extremely courteous, respectful and most of all willing to jump right in to assist me. I would like to thank all the men and women of the Texas Department of Public Safety for putting it on the line for the civilians of the Great State Of Texas.

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### **Maureen McShane and Mario Sifuentes (DL)**

I am typing this email to extend my sincere thanks and gratitude to two of the most dedicated customer service employees of the Texas Public Safety Department, Maureen McShane and Mario Sifuentes. I got a traffic ticket back on November 7th, 2016, paid on December 19th, 2016. The Virginia motor vehicle department sent a letter of revocation in March to Texas DPS. I live in the suburbs, where there is no public transportation. So, if VA DMV had cancelled my VA license, I wouldn't be able to go to work until Texas DPS reinstates me and according to your website it says 21 days processing. After making many calls back and forth between Texas DPS and VA DMV, today when I called and explained my situation to Maureen, she showed there are still good human beings who exist who would help you when you are in need and a situation like this. She said I will contact my supervisor Mario and will explain to him your situation, when she came back she told me Mario the supervisor is willing to help me out, she asked me to fax all the relevant documents and within ten minutes of my faxing, she called me back and said that my driver license is cleared and to call VA DMV to take the flag off for my cancellation of my driver license. I think Mario and Maureen both went above and beyond in their customer service, their humanity and kindness and professionalism. I appreciate their help so much and I am VERY grateful; please give my sincere thanks and gratitude to them on my behalf. They are the best!

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### **Trooper Jesse Matovina (THP)**

I received a warning from him in November for speeding. I kept it in my car as a reminder to slow down. I must say, Trooper Matovina is one of the most pleasant people I have

encountered in law enforcement or elsewhere. This encounter had the feel of a small town, “hey, just looking out for you” exchange. I genuinely appreciated the warning and the example the Trooper set for me on how to approach people even when reprimanding them.

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#### **Trooper Dustin Mauldin (THP)**

My sons and I were traveling on I-20W headed home and were pulled over by Trooper Dustin Mauldin for speeding. Trooper Mauldin made a rather uncomfortable experience very comfortable and pleasant. He was kind, polite and very professional. He even went out of his way to make conversation with my two sons. Thank you Trooper Mauldin.

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#### **Trooper Matthew Naparstek (THP)**

Recently, my wife and I were driving to a movie. Trooper Matthew Naparstek pulled us over for speeding. He explained that we had driven into a reduced speed zone and had not slowed sufficiently. Throughout the discussion Trooper Naparstek was calm, provided helpful information, and seemed genuinely interested in making sure we fully understood the need for reduced speed in that particular area. He made a potentially unpleasant situation into a comfortable and useful moment.

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#### **Palestine Driver License Office (DL)**

I would like to just make a comment about the office in Palestine TX. All the employees in that office are so polite and helpful. I can truly say they serve the public and should be the example. They deserve some recognition.

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#### **Trooper Carlos Ponce (THP)**

Trooper Ponce was polite, respectful, and showed due caution while approaching my vehicle. I have always found the Texas State Troopers to be one of the most professional police departments. Thank you Trooper Ponce and all your fellow Troopers out there keeping Texas safe.

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#### **Trooper Russell Reid, Trooper Brandon Smedley, Trooper Michael West (THP)**

Want to praise these three Troopers. Two friends and I were on our way to Midland. We had a blowout and called the 800 # on the back of our driver license. These great gentlemen responded in about 15 minutes, changed the tire and then stayed with us while we were trying to locate a tire on a Sunday afternoon. They went way beyond the call of duty.

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**Trooper Justin Rhodes (THP)**

I am writing to express my sincere gratitude for Officer Justin Rhodes when I was stopped for a traffic warning on yesterday. His concern for my safety was very much appreciated. Too many times officers are not appreciated for their efforts to keep us safe on the road, and I wanted to make sure this officer was recognized for his actions.

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**Trooper Mark Roberson (THP)**

My family was headed home from a birthday party when we were stopped by Trooper Mark Roberson. He was professional as well as personable. He was fast and did not keep us sitting there forever! He was extremely knowledgeable and informative. Thank you so very much for employing wonderful men like Trooper Roberson to keep our streets safe. We are forever grateful for the duty they serve. Trooper Roberson seemed to be an exemplary officer.

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**Lonnie Smith (DL)**

She was very helpful. My line was breaking up so she made sure that she had my number and called me back. She was very helpful, engaged in friendly conversation, and went above and beyond what I had called asking about. I wish that all my interactions with customer service representatives were as nice as this one.

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**Trooper David Stevens (THP)**

This young Trooper is what the Texas DPS should be. He was direct without being rude or appearing unapproachable and was respectful as he explained the details of our contact. Thank him and all of the Troopers for what they do.

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**Sergeant Michael Telles and Region 7 Mounted Bike Patrol (THP)**

Thank you for taking time out of your busy schedule for our Career Day. The students really enjoyed your presentation and can't stop talking about it! Your visit has definitely made a positive impact on their education and future career choices. We appreciate your contribution to the Oak Springs community! We look forward to future visits and relationships.

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**Trooper Christopher Vega (THP)**

Today I was pulled over for making an illegal U-Turn. It was made very clear to me how much this Trooper cares about the people here. He told me about the numerous accidents that have happened at this intersection and stressed how important it was to be more careful. He explained why he *personally* cares so much about this particular intersection. He shared his experiences with what he's seen happen because of people ignoring the signs. Please pass my thanks to him for his passion and commitment to protecting us.

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### **Trooper Tyler Warner (THP)**

Recently, my wife and I were driving from Dallas to Houston on I-45 after a wedding. On our drive we were stopped at 10:05pm in Navarro County by Trooper Tyler Warner because the light on my back license plate was out. Trooper Warner was kind, purposeful, respectful, and on top of all of those things he was excellent at his job. While he was checking my license and insurance he asked about our lives and seemed invested in our conversation. He was very genuine in how he interacted with my wife and I. It was such a pleasant experience that my wife and I talked about the encounter for the next 30 minutes and how we felt encouraged and safe knowing that someone like Trooper Warner was on the roads that night. We felt as if we had BENEFITED from our interaction with him.

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### **Trooper Ronald Welch (THP)**

Trooper Ronald Welch did a level 1 DOT inspection on my truck this morning. He was kind and polite. This Trooper was completely nice and easy to be around.

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**DPS News**  
**6/9/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

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**Featured employees included:** [Trooper Jonathan Anderson](#), [Trooper Gregory Bowles](#), [Tifenev Devance](#), [Trooper Michael Gutierrez](#), [Craig Lopez](#), and the [Tyler Driver License Office](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Important Information about the HealthSelect Transition to Blue Cross and Blue Shield**

On September 1, 2017, Blue Cross and Blue Shield of Texas (BCBSTX) will replace UnitedHealthcare as the plan administrator for HealthSelect<sup>SM</sup> of Texas and Consumer Directed HealthSelect<sup>SM</sup>. This change will not affect employees who are enrolled in an HMO.

**Contact information during the transition**

Until August 31, 2017, you should continue to use your current ID cards and call the current HealthSelect Customer Service line at (866) 336-9371 (TTY: 711) for information about your coverage.

In August, BCBSTX will mail a welcome packet and new medical ID cards to all HealthSelect of Texas and Consumer Directed HealthSelect participants. Participants will also receive a separate ID card from OptumRx, the plan administrator for pharmacy benefits.

BCBSTX will not have access to individual claims information until September 1, 2017.

Enrollment information will not be available until after Summer Enrollment.

In the months leading up to the transition, BCBSTX will send letters and make telephone calls to participants who may be affected by certain changes. For example, participants whose PCP may no longer be in the network after September 1, 2017 will receive a notification letter and may receive a follow-up phone call. Please answer or return phone calls if you are contacted by a BCBSTX representative.

#### New website and customer care center will provide general information

Beginning May 23, you will be able to visit the BCBSTX HealthSelect website at [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a Personal Health Assistant toll-free at (800) 252-8039, Monday - Friday 7 a.m. - 7 p.m. CT or Saturday 9 a.m. - 3 p.m. CT.

Participants can:

- Get general information about plan benefits and what to expect.
- Use the Provider Search Tool to find out if their current PCP or other providers will be in the BCBSTX HealthSelect network after September 1.
- Get help finding an in-network PCP or specialist if their current provider will no longer be in the network.
- Nominate a provider to be added to the HealthSelect network.

Participants who are currently in the second or third trimester of pregnancy or are receiving care for a chronic illness or an acute medical condition may be able to continue to receive health care services for a limited time from their current provider after September 1, 2017, even if the provider will no longer be in the HealthSelect network. The participant needs to fill out and submit a Transition of Care form to BCBSTX. For more information, they should visit [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 beginning May 23, 2017.

#### Continuation of current programs

Real Appeal, an online weight loss program, will continue to be available to eligible HealthSelect participants after September 1, 2017. Naturally Slim, a different online weight loss program, will also be offered as an option to eligible participants.

Virtual Visits allows participants to consult with a real-time licensed physician from a computer, tablet, or smart phone using secure online audio and video technology. It will still be a HealthSelect benefit after the transition to BCBSTX. Beginning September 1, there will no longer be a copayment for HealthSelect of Texas participants who use a network Virtual Visits provider. The current \$10 copay per visit for this benefit will continue through August 31.

FAQ's are also available on the ERS Website.

Visit [http://www.ers.state.tx.us//Customer\\_Support/FAQ/HealthSelect-transitions-to-BlueCross-and-BlueShield/](http://www.ers.state.tx.us//Customer_Support/FAQ/HealthSelect-transitions-to-BlueCross-and-BlueShield/) for more information.

### **Your Personal Benefits Enrollment Statement**

Each year, ERS mails a Summer Enrollment packet to participants eligible for the Texas Employees Group Benefits Program (GBP). The packet includes a Personal Benefits Enrollment Statement (PBES) listing current GBP benefits and other enrollment options. The PBES is generated from information in ERS OnLine as of June 1 at 7 a.m. As you know, Medicare eligible retirees will have their enrollment in the fall.

This year, the Participant Information Section of the PBES will display coverage information for the participant and up to two dependents. Participants can log in to their ERS OnLine account to find information about other covered dependents.

You can find your agency or institution's phase on the **Summer Enrollment page** of ERS website.

### **CAPPS Hot Topic**

#### *Manager Summary Approval Page*

Managers/Supervisors:

The Manager Summary Approval page is a quick way to view timesheets that need approval. Once you navigate to this page (Manager Self Service>Time and Leave Management>Manager Summary Approval Page) you will notice the buttons to approve and/or deny time are grayed out, this is because this page is "view only." To approve the employee's time, click on the employee's name (link) and it will take you directly to the timesheet to review and approve their time. Once approved, you may return to the Manager Summary Approval Page if you have additional employees that have time that needs to be approved by clicking on the link at the bottom of the timesheet.

### **Appreciation**

Faith Lutheran Church of Dickinson Texas, appreciates the work that the Texas Department of Public Safety does to help people. We believe a variety of people do God's work with their hands every day and we thank God for your hard work and compassion. We use our street [sign](#) to lift up your staff and volunteers so that our community can be made more aware of your service to others.

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### **Events**

#### **2017 Trooper McDonald Memorial Golf Tournament – June 10, 2017**

Proceeds from the 2017 Trooper McDonald Memorial Golf Tournament help us to give back to the DPS community. If you are interested in participating in the golf tournament or sponsoring the tournament, please visit our website for more details at [www.troopermcdonald.org](http://www.troopermcdonald.org). For



questions about the golf tournament, please contact the golf committee at: [mcdonaldgolf5232@gmail.com](mailto:mcdonaldgolf5232@gmail.com).

### **Discount Offer for PBR Wrangler Long Live Cowboys Classic**

The world's premier bull riding organization, PBR (Professional Bull Riders) began as a dream of 20 bull riders 24 years ago and is now a global sports phenomenon. On its elite Built Ford Tough Series, the PBR features the Top 35 bull riders in the world and the top bulls in the business. The PBR's 2017 Built Ford Tough Series will make its first ever stop in Austin for the Wrangler's Long Live Cowboys Classic presented by Frontier Communications on Saturday, Sept. 16 and Sunday, Sept. 17.

**DPS employees SAVE \$10 on tickets!**\* To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Friday, Sept. 15 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

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### **DPS Toastmaster Club**

Looking to improve your speaking and leadership skills? Ignite your career? Gain the confidence to speak up? Make new friends? This is your opportunity! Since 1924, Toastmasters International has helped more than 4 million people just like you, from around the world, become more confident speakers and leaders. The Dynamic Public Speakers (DPS) Toastmaster Club meets weekly to practice public speaking. Here they work to improve communication and leadership skills in a safe and supportive environment. Join them for their next meeting!

*When: Thursdays at noon*

*Where: HQ Bldg. G Annex 1st floor conference room.*

Visit the club and if you choose to, participate in the meeting. If you have questions, contact the VP of Membership at 512.424.5008 or go online at [Easy-Speak.Org](http://Easy-Speak.Org). Outside Austin? Search for a nearby club at <https://www.toastmasters.org/Find-a-Club>

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### **Retirements**

Robert Mark Buckner	Law Enforcement Support	35 years
Alice Gonzales	Driver License	32 years
Danny Wes Crawford	Texas Rangers	30 years
Wanda Fay Sanders	Law Enforcement Support	29 years
Brenda Kahanek-Childers	Driver License	25 years
Juan Tambunga	Administration	22 years
Jessie Michael Mendez	Texas Highway Patrol	21 years

Frances Caleen Shafer	Driver License	19 years
Catherine Marie Guerin	Driver License	18 years
Linda Evans Lloyd	Driver License	18 years
Guy Herbert Beal	Administration	10 years
Marilyn Burnom	Driver License	10 years
John Gilbert Trevino	Regulatory Service	9 years
Silvia Ann Garcia	Law Enforcement Support	8 years

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**Deaths:**

Jerry Byrne, Sr.	Retired
Lesley "Les" Cheyne	Retired
Juan Juarez	Retired
Grady Sessums	Retired
Albert Edwin Wade	Retired

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**Promotions**

Name	Present (Station)	Promoted (Station)
Baltimore Chacon	Special Agent, Criminal Investigations (Houston)	Lieutenant, Criminal Investigations (Houston)
Bryon Bush	Trooper II, Texas Highway Patrol (Dallas)	Special Agent, Criminal Investigations (Lubbock)
Trevor Dillard	Trooper III, Texas Highway Patrol K-9 (Amarillo)	Special Agent, Criminal Investigations (Amarillo)
Cody L. Henderson	Trooper II, Texas Highway Patrol (Terrell)	Special Agent, Criminal Investigations (Hurst)
William A. Wallace	Trooper II, Texas Highway Patrol (Decatur)	Special Agent, Criminal Investigations (Hurst)
Kevin Meade	Deputy Dispute Resolution Officer, Dispute Resolution Office (Austin)	Deputy Assistant Director, Dispute Resolution Office (Austin)
Shannon Wallace	Manager V, Information Technology (Austin)	Deputy Assistant Director, Information Technology (Austin)
Bradley Schamber	Analyst Supervisor, Intelligence & Counter Terrorism (Austin)	Criminal Intelligence Analyst II, Intelligence & Counter Terrorism (Austin)
Angie Kendall	Deputy Administrator, Law Enforcement Support (Austin)	Deputy Assistant Director, Law Enforcement Support (Austin)
Carl A. Currie	Sergeant, Texas Highway Patrol (Rosenberg)	Lieutenant, Texas Highway Patrol (Houston)
Darren Vacek	Sergeant, Texas Highway Patrol	Lieutenant, Texas Highway

John C. Adams	(Hempstead) Senior Trooper, Texas Highway Patrol (Conroe)	Patrol (Houston) Sergeant, Texas Highway Patrol (Austin)
David A. Pena	Senior Trooper, Texas Highway Patrol (Weslaco)	Sergeant, Texas Highway Patrol (Weslaco)
Andrew M. Smith	Staff Sergeant, Education, Training & Research (Corpus Christi)	Sergeant, Texas Highway Patrol (Falfurrias)
Alan R. Thigpen	Corporal III, Texas Highway Patrol (Lufkin)	Sergeant, Texas Highway Patrol (El Paso)
Gerald Wilson	Trooper II, Texas Highway Patrol (Houston)	Sergeant, Texas Highway Patrol (El Paso)
Robert D. Hitt	Lieutenant, Criminal Investigations (Lubbock)	Texas Ranger, Texas Rangers (Lubbock)
Antonio Leal, IV	Special Agent, Criminal Investigations (Austin)	Texas Ranger, Texas Rangers (Hondo)
Chad Matlock	Sergeant, Texas Highway Patrol (Odessa)	Texas Ranger, Texas Rangers (McAllen)

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#### **Awards:**

Cassie Allen	Law Enforcement Support	Crime Lab Employee of the Quarter January – March 2017
Kenneth Evans	Law Enforcement Support	Crime Lab Employee of the Quarter January – March 2017
Meda Nix	Law Enforcement Support	Crime Lab Employee of the Quarter January – March 2017
Tina Trevino	Law Enforcement Support	Crime Lab Employee of the Quarter January – March 2017

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#### **Fan Mail**

##### **Trooper Jonathan Anderson (THP)**

DPS proved once again to be a family that takes care of its own thanks to Trooper Jonathan Anderson of Gilmer. I received a frantic phone call from my niece, who is newly employed as a Customer Service Representative with the Driver License Division at the Sulphur Springs DPS Office. She was traveling from Sulphur Springs to the Longview DPS office for a class and had a flat tire. I told her to hang tight and I would get her help. Trooper Anderson was her knight in shining armor, coming to assist her, and get her back on the road to attend her class. When Trooper Anderson had her car all fixed up, he called to let me know she was on her way to Longview. A huge thank you to Trooper Anderson. You are the perfect example of courtesy, service & protection!

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### **Trooper Gregory Bowles (THP)**

I want to provide a note of thanks for the courtesy and professionalism extended to me when I was stopped recently by our Trooper Gregory Bowles in Cottle County. I'm impressed with these men who work so hard to keep us safe on the roads.

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### **Tifenev Devance (DL)**

Miss Tifenev is a supervisor at the ITYD hotline. I was so upset while watching the videos. She calmed me and helped me with my dilemma. She was patient, kind, and sympathetic. I have PTSD, and she listened to me and found a solution to help me get through the videos. I don't recall the last time I met someone so passionate about their job! Like a breath of fresh air; Miss Tifenev is a spectacular human.

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### **Trooper Michael Gutierrez (THP)**

Trooper Michael Gutierrez pulled me over for speeding recently. The Trooper's entire disposition and demeanor was nothing short of that of a true professional, he was extremely respectful and courteous in the handling of the situation. You should be proud to have this Trooper within the State Trooper organization and I would consider him to be a model for you, everything from his presence to his appearance and attitude was beyond reproach. Thank you all for your service.

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### **Craig Lopez (LES)**

We got the new completeness report. Thank you so much for helping the D.A.'s Office with getting their stuff turned in. With the new numbers we would have to be at 65% or lower to not hit the 5 year 90% average. Just not feasible. My boss says to include his thanks also.

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### **Tyler Driver License Office (DL)**

I would like to praise the Tyler Driver License division. My wife had to renew her license in person and had a toddler with her. While waiting, she had to step outside and missed her number being called. When she returned she realized what had happened and went to have a new number issued. A representative noticed what had occurred and worked with another representative to quickly renew her DL and alleviate a stressful situation. This service was done with courtesy and professionalism, and I commend their awareness and flexibility while working in a dynamic environment.

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**DPS News**  
**6/16/17**

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- [Events](#)
- [Fan Mail](#)

**Featured employees included:** [Yolanda Austin](#), [Trooper Chance Boulware](#), [Trooper Robert Bradshaw](#), [Trooper Kaleb Bullock](#), [Trooper Tim Gage](#), [Trooper Jeremy Usener](#) and [Trooper Joel West](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

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New website and customer care center will provide general information

Beginning May 23, you will be able to visit the BCBSTX HealthSelect website at [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a Personal Health Assistant toll-free at (800) 252-8039, Monday - Friday 7 a.m. - 7 p.m. CT or Saturday 9 a.m. - 3 p.m. CT.

Participants can:

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Participants who are currently in the second or third trimester of pregnancy or are receiving care for a chronic illness or an acute medical condition may be able to continue to receive health care services for a limited time from their current provider after September 1, 2017, even if the provider will no longer be in the HealthSelect network. The participant needs to fill out and submit a Transition of Care form to BCBSTX. For more information, they should visit [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 beginning May 23, 2017.

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## **Your Personal Benefits Enrollment Statement**

Each year, ERS mails a Summer Enrollment packet to participants eligible for the Texas Employees Group Benefits Program (GBP). The packet includes a Personal Benefits Enrollment Statement (PBES) listing current GBP benefits and other enrollment options. The PBES is generated from information in ERS OnLine as of June 1 at 7 a.m. As you know, Medicare eligible retirees will have their enrollment in the fall.

This year, the Participant Information Section of the PBES will display coverage information for the participant and up to two dependents. Participants can log in to their ERS OnLine account to find information about other covered dependents.

You can find your agency or institution's phase on the **Summer Enrollment page** of ERS website.

## **CAPPS Hot Topic**

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Managers/Supervisors:

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## **Texas DPS Credit Union's Sizzling [Loan Rates](#)**

TXDPSCU has been hard at work restructuring our loan rates to better fit you and your life. Find out how refinancing a loan with Texas DPS Credit union can benefit you. We may be able to lower your monthly payment or even have an opportunity to skip a payment!

When you refinance a loan from another institution with TXDPSCU in the month of June, you will be entered in a drawing for a Chance to Win\* a Duel Fuel Smoker!

Talk to a loan officer today to find the best rate for YOU. Call us at 512-452-5211 or email at [txdpescu@txdpescu.org](mailto:txdpescu@txdpescu.org).

| Federally insured by the NCUA

\*See attached flyer for more information and full disclosures or visit us online at: [http://txdpescu.org/loan\\_specials.html](http://txdpescu.org/loan_specials.html)

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## **Events**



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For more information, see [flyer](#).

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### **Fan Mail**

#### **Yolanda Austin (DL)**

I would like to take the time to commend Yolanda Austin on her outstanding customer service. I was so frustrated trying to find the right information concerning my license. She was very professional and knowledgeable in providing accurate information to me. Yolanda took me step by step, and I am so grateful for her service. She is a great asset to the State of Texas and should be recognized for going above and beyond. I would say one of the BEST customer service representatives I have spoken with. Keep up the good work in helping others.

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#### **Trooper Chance Boulware (THP)**

I wanted to let Trooper Chance Boulware's supervisor know what a professional and great law enforcement officer he is. He worked my daughter's first accident, she was very scared and he took very good care of her getting her off the roadway safely and getting her medical attention until I could arrive. It is not often you see the kindness and patience that Trooper Boulware demonstrated that day. He is definitely an asset to DPS.

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#### **Trooper Robert Bradshaw (THP)**

It seems strange to feel strongly compelled to write and compliment after being pulled over, but I literally just had great "service" from one of your officers. His name was Trooper Robert Bradshaw. This Trooper was extraordinarily courteous and professional throughout the whole stop. My license plate light was out & I asked him a question about what it would entail to repair it. He took the time to explain it and even walked back to take a look at it so he could tell me how many screws I'd need to remove to get into the compartment to replace the bulb. I had two of my kids with me. I really can't tell you how much I appreciate them getting to see an officer up close and personal, and him be such a fantastic role model. Trooper Bradshaw's kindness and calm spirit was truly noteworthy.

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### **Trooper Kaleb Bullock (THP)**

I was pulled over for speeding. Trooper Kaleb Bullock was extremely polite and respectful, not to mention genuinely concerned for our safety. I told him I had been driving all day on my way home to Houston from the St Louis area. He asked a few more questions, checked our car's sticker and plate. On what was already a stressful trip, Trooper Bullock didn't add to our stress. He made my wife cry with how nice and polite he was. Made me proud to be a Texan and proud that Trooper Bullock represents this fine state. Your officer earned our respect.

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### **Trooper Tim Gage and Trooper Joel West (THP)**

Troopers Tim Gage and Joel West saved me yesterday. I had a flat tire, but my spare was also flat and my car was in a cell phone dead zone. A kind motorist called 911 for me and Troopers Tim Gage and Joel West showed up and immediately told me they would stay with me until we got things sorted out. In the end, since there were no auto shops open (it was Sunday), when we got close enough to Alpine, Officer Gage patched the tire for me himself with supplies from his home, which happened to be nearby. The kindness, professionalism and steady presence of the officers helped me through a difficult situation and they got me safely on my way. I vow to be much better prepared in the future, but am reassured to know that should I ever need assistance again, good people like Troopers Gage and West are out there. I will always be grateful for what they did for me.

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### **Trooper Jeremy Usener (THP)**

I was pulled over by Trooper Jeremy Usener for a level II DOT inspection. Trooper Usener carried himself in a professional manner. His instructions were precise and we finished the inspection with zero hassles. As a retired MSG US ARMY I respect individuals who are knowledgeable in their job and conduct themselves as professionals.

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**DPS News**  
**6/23/17**

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Summer Enrollment 2017 is *Next Week***

Summer Enrollment for employees and retirees not eligible for Medicare begins Monday. Our two-week period will be **June 26 – July 8**. Once our agency's two-week window opens, you will be able to make or change your benefit elections.

No benefits changes? No worries. You won't need to participate in Summer Enrollment and your benefit elections won't change.

If you do want to make changes during Summer Enrollment, you can:

- Sign into your ERS account online at [www.ers.state.tx.us](http://www.ers.state.tx.us);
- Call ERS at (877) 275-4377 (toll-free), 7-1-1 or (800) 735-2989; or
- Contact your benefits coordinator.

**Be sure to join us Monday, June 26, 2017, as ERS Presents our Benefits Fair in the Building A Cafeteria from 10am – 1pm. A retirement presentation will also be held in the Director’s Conference Room, time TBA.**

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When you refinance a loan from another institution with TXDPSCU in the month of June, you will be entered in a drawing for a Chance to Win\* a Duel Fuel Smoker!

Talk to a loan officer today to find the best rate for YOU. Call us at 512-452-5211 or email at [txdpacu@txdpacu.org](mailto:txdpacu@txdpacu.org).

Federally insured by the NCUA

\*See attached flyer for more information and full disclosures or visit us online at:  
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### **Fan Mail**

#### **Suzy Cooley (LES) and Trooper Francisco Velez-Anderson (THP)**

I want to provide a sincere thank you to DPS involving an incident in which my wife was involved in this afternoon. She was side swiped by a vehicle while southbound on I-35, just north of Lacy Lakeview, this afternoon. Unfortunately, the other driver continued without stopping and as my wife continued to follow the other vehicle, she contacted 911 and provided license and etc. Lacy Lakeview 911 operator initially answered and after understanding the situation, handed her off to a DPS dispatcher/operator.

The DPS dispatcher/operator, Suzy Cooley, guided her safely and very effectively through the process of following at a safe distance while a DPS Trooper was positioned to become involved. Trooper F. Velez-Anderson intercepted them just south of Waco at the Hewitt-Moody exit. He quickly ensured my wife was OK, offered any assistance she might need and proceeded to complete the accident reporting process. Fortunately, a witness to the accident followed also and provided necessary information to the DPS Trooper.

This entire incident was managed very professionally and efficiently throughout. The DPS dispatcher gave precise guidance on how to safely follow the person causing the incident, coordinated the Trooper's involvement, and kept my wife calm and safe through the entire process.

Trooper Velez-Anderson was obviously very caring and very effectively provided the necessary calming effect on my wife, as well as very efficiently and professionally processing the entire incident. As retired Military, and having served in several different states, I continue to be so very impressed with the professionalism and devotion to public safety that continues to reside in the DPS.

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### **Brittney Daniel (LES)**

My experience with Brittany Daniel was excellent and her acknowledgement and professionalism was outstanding. She went above and beyond her call of duty to help me, and for that I am so thankful for her help. Please tell her again I said thank you for great customer service.

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### **Noemi Elizabeth Delgado and Asiria Ramon (DLD)**

Please accept this email of appreciation on behalf of Elizabeth Delgado and Asiria Ramon both of whom provided invaluable help to my wife yesterday. My wife's out of country driver license was expiring and she was desperate to get it switched over to a new Texas license. Elizabeth and Asiria worked beautifully together as a team to enable my wife to get her Texas driver license.

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### **Silvia Garcia (DLD)**

Best experience ever! Silvia Garcia was kind, understanding and patient while taking care of my 96 year old mother. Silvia was wonderful and very professional.

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### **Annette Gutierrez (DLD)**

I wanted to compliment and thank Annette Gutierrez for her patience and good hearted demeanor. She went the extra mile to assist me and get the solution to my dilemma regarding obtaining specific required documents. Annette, while courteous and professional was genuinely determined to find a solution to my issue. She is a valuable positive contribution as she represents TX DPS very well. I hope you have more like her.

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**Kami Hall (DLD)**

Kami Hall was not only bright and cheerful, but she was also extremely helpful in the process of getting my license. There had been a discrepancy of information previously provided, but she graciously corrected the information and got me on the right path to receive my documentation for my license. She made everyone around her smile, and she was so incredibly patient and understanding of my countless questions. My faith in humanity is restored by Kami Hall, so thank you for hiring her.

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**LaTonya Hattley (DLD)**

LaTonya Hattley was very helpful and very kind. I was calling to receive information on how to replace my ID out-of-state and I asked to speak to a customer representative and LaTonya answered all my questions and was very detailed and polite.

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**Kenesha Helms (DLD)**

We went for my daughter's driving test and were missing a single document. Kenesha had a wonderful attitude in assisting us and setting a terrific example for my daughter in a stressful time. She was a problem solver and helped us find a solution. We were able to return later in the same day with the proper forms and take the road test; which my daughter passed. Kenesha asked my daughter to promise her that whenever she drives going forward, she drive like she did when she took her road test. What could have been a disastrous day turned out to be a great one with many thanks to Kenesha.

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**Hondo Pass DL Office (DLD)**

For the past 3 months I obtained nothing less than superior service from all the employees at the DPS office on Hondo Pass in El Paso, TX. Over that time I got my license renewed, I was given instructions and study materials to obtain a Class B RV license. I received help to schedule the written exam. Upon completing my second driving exam and being evaluated by your helpful, encouraging, professional people I attained my Class B license. Please pass along my personal commendation to everyone in the Hondo Pass Office.

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**Trooper Joseph Kozlowski (THP)**

I was recently stopped by Trooper Joseph Kozlowski, he was extremely polite and helpful. I was travelling an unfamiliar route and told him where I was going. He made sure I knew exactly where to go to get to my destination, so that I didn't get lost. Please convey to both him and his supervisor that his courtesy was appreciated. I know his job is often thankless, but he deserved my thanks.



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### **Keshia LeShaw (DLD)**

I went to the driver license with all the documentation I thought I needed to prove that my driver license did not have my legal name right. Back in the 80's when I married, it was the trend to keep your maiden name but I never wanted to follow that trend. I am a double name lady and I never respond when called by that one first name. Once the legislature established what was acceptable identification I encountered numerous problems because my driver license did not agree with any other identification I possessed. Keshia LeShaw was wonderful and made this easy, she had such a kind way about her. She only needed to see my birth certificate to prove my middle name after I showed her my supporting documents. Now I can vote without any trouble. I was not expecting Keshia to be so nice. She was kind, helpful and actually fun to deal with. This is a credit to you. I was also surprised that checking in has changed and whomever thought up the number system and filling out your paperwork ahead of time earned their salary. Good job to you all.

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### **Raymond Mejia and Lorena Reyes (TDEM)**

I would like to share Lamar County Emergency Management's experience with Raymond Mejia and Lorena Reyes with the Hazard Mitigation Plans Team. Lamar County Emergency Management has had a recent change in the office and Mr. Mejia contacted our current staff to advise us that our plan was not in compliance. Mr. Mejia arranged a meeting with our office and discussed the changes that needed to be done to bring the plan in compliance. Mr. Mejia stayed in contact and helped with several issues being addressed.

Mr. Mejia again contacted our office and advised of FEMA recommendations to the plan. At this time Mr. Mejia and Mrs. Reyes assisted with the changes that needed to be made. This plan was approved in January 2017. Without Mrs. Reyes and Mr. Mejia's help I have no doubt that this plan would not have met the FEMA deadline. I would like to thank both Lorena Reyes and Raymond Mejia for all of their hard work and dedication to helping the citizens of Lamar County and Lamar County Office of Emergency Management. The Hazard Mitigation Plans Team is a great resource for the State of Texas and TDEM.

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### **Craig Miller (DLD)**

Craig Miller is awesome. He is hands down the very best DPS employee with whom I have ever interacted. First, he greeted me with a Texas- sized smile. He helped me feel at ease as I was new to the area. He was patient with me as I tried to organize and locate my documents. It was near closing time but he did not make me feel rushed. He is very knowledgeable and instilled confidence and trust. In my opinion, Craig Miller provides customer service at the highest level. Thank you again Craig.

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**Jan Mills and Nils Carlstrom (DLD)**

Jan Mills and Nils Carlstrom went overboard in helping my son, it's people like them that make this world a great place. Jan always had a smile on her face, we want to thank both of them for their help.

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**Naomi Neblett (DLD)**

My wife and I traveled for 3 hours to your Austin location to hopefully get assistance with processing paperwork required to restore my driving privileges and reinstate my commercial driver license status. I was initially worried when a staff member told me that the office wasn't there any more, however, I was allowed to speak with Naomi Neblett who was able to assist me. Naomi is a positive attribute to the Texas DPS. She was genuinely concerned and she patiently and courteously assisted me with this matter after hearing that my wife and I traveled so far for help. I realize that she utilized her discretion in assisting me when she didn't have to. I appreciate and praise her for her "beyond that extra mile" assistance and positive minded caring demeanor. I hope that TX DPS has many more people oriented personnel like Naomi Neblett assisting the public.

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**Cyanna Owens (DLD)**

I just wanted to let you know that the Northwest Austin driver license office is by far the best I have ever been to and my customer service experience with Cyanna Owens was phenomenal. I've been driving in Texas for 25 years and won't ever forget the wonderful experience I had here. I went to the driver license office in March and the service by all the reps was so efficient that the line went extremely quickly. When I got to the counter, Cyanna was so friendly and pleasant. All other DPS locations and any customer service based company, organization or agency need to use this location and its representatives like Cyanna Owens as a role model. It would change the image of government agencies and make the world a happier place!! Thanks to you all at the Northwest Austin driver license office and Cyanna.

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**Marcia Smith (RSD)**

I want to compliment Marcia Smith. Marcia has been very helpful in answering questions relating to PSB. She has gone above and beyond in helping me and my employees with questions. I want to let her supervisors what a great asset Marcia is to DPS and she should be commended for her great work.

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**Judith White (DLD)**

Judy was amazing. Her customer service skills were top notch. Judy is located at the Hurst driver license office. She made things so much easier. She took the time to explain the law and made the process so easy. I am incredibly pleased with her customer service. Please hire more people like her. She deserves to be recognized. She made my day.

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**Janet Winkelmann (DLD)**

Today was evidence of an employee's decision to be kind, warm, patient, and respectful, as well as professional on a very busy day with a waiting room full of people. I commend Janet Winkelmann at the Waco driver license office for her dedication. Thank you very much Janet.

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**DPS News**  
**6/30/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees included:** [Trooper Terry Clark](#), [Trooper Andrew Faglie](#), [Trooper Miguel Garcia](#), [Trooper Jack Hallock, III](#), [Trooper James Koonce](#), [Trooper Edward Mendiola](#), [Erica Mora](#), [North Lamar Driver License Office](#), [Trooper Joe Pechacek](#), [Alberta Peoples](#), [Greg Polanco](#), [Erwin Pruneda](#), [Trooper Priscilla Rodriguez](#), [Trooper Luis Sandoval](#), [Trooper Shane Sauls](#), [Trooper David Stevens](#), [Trooper Shane Teague](#) and [Trooper Paul Weems](#).

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**Summer Enrollment 2017**

Summer Enrollment for employees and retirees not eligible for Medicare begins Monday. Our two-week period will be **June 26 – July 8**. Once our agency's two-week window opens, you will be able to make or change your benefit elections.

No benefits changes? No worries. You won't need to participate in Summer Enrollment and your benefit elections won't change.

If you do want to make changes during Summer Enrollment, you can:

- Sign into your ERS account online at [www.ers.state.tx.us](http://www.ers.state.tx.us);
- Call ERS at (877) 275-4377 (toll-free), 7-1-1 or (800) 735-2989; or
- Contact your benefits coordinator.

**Important Information about the HealthSelect Transition to Blue Cross and Blue Shield**

On September 1, 2017, Blue Cross and Blue Shield of Texas (BCBSTX) will replace UnitedHealthcare as the plan administrator for HealthSelect<sup>SM</sup> of Texas and Consumer Directed HealthSelect<sup>SM</sup>. This change will not affect employees who are enrolled in an HMO.

#### Contact information during the transition

Until August 31, 2017, you should continue to use your current ID cards and call the current HealthSelect Customer Service line at (866) 336-9371 (TTY: 711) for information about your coverage.

In August, BCBSTX will mail a welcome packet and new medical ID cards to all HealthSelect of Texas and Consumer Directed HealthSelect participants. Participants will also receive a separate ID card from OptumRx, the plan administrator for pharmacy benefits.

BCBSTX will not have access to individual claims information until September 1, 2017.

Enrollment information will not be available until after Summer Enrollment.

In the months leading up to the transition, BCBSTX will send letters and make telephone calls to participants who may be affected by certain changes. For example, participants whose PCP may no longer be in the network after September 1, 2017 will receive a notification letter and may receive a follow-up phone call. Please answer or return phone calls if you are contacted by a BCBSTX representative.

#### New website and customer care center will provide general information

Beginning May 23, you will be able to visit the BCBSTX HealthSelect website at [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a Personal Health Assistant toll-free at (800) 252-8039, Monday - Friday 7 a.m. - 7 p.m. CT or Saturday 9 a.m. - 3 p.m. CT.

Participants can:

- Get general information about plan benefits and what to expect.
- Use the Provider Search Tool to find out if their current PCP or other providers will be in the BCBSTX HealthSelect network after September 1.
- Get help finding an in-network PCP or specialist if their current provider will no longer be in the network.
- Nominate a provider to be added to the HealthSelect network.

Participants who are currently in the second or third trimester of pregnancy or are receiving care for a chronic illness or an acute medical condition may be able to continue to receive health care services for a limited time from their current provider after September 1, 2017, even if the provider will no longer be in the HealthSelect network. The participant needs to fill out and submit a Transition of Care form to BCBSTX. For more information, they should visit [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 beginning May 23, 2017.

### Continuation of current programs

Real Appeal, an online weight loss program, will continue to be available to eligible HealthSelect participants after September 1, 2017. Naturally Slim, a different online weight loss program, will also be offered as an option to eligible participants.

Virtual Visits allows participants to consult with a real-time licensed physician from a computer, tablet, or smart phone using secure online audio and video technology. It will still be a HealthSelect benefit after the transition to BCBSTX. Beginning September 1, there will no longer be a copayment for HealthSelect of Texas participants who use a network Virtual Visits provider. The current \$10 copay per visit for this benefit will continue through August 31.

FAQ's are also available on the ERS Website.

Visit [http://www.ers.state.tx.us//Customer\\_Support/FAQ/HealthSelect-transitions-to-BlueCross-and-BlueShield/](http://www.ers.state.tx.us//Customer_Support/FAQ/HealthSelect-transitions-to-BlueCross-and-BlueShield/) for more information.

### **CAPPS Hot Topic**

#### *Manager Summary Approval Page*

Managers/Supervisors:

The Manager Summary Approval page is a quick way to view timesheets that need approval. Once you navigate to this page (Manager Self Service>Time and Leave Management>Manager Summary Approval Page) you will notice the buttons to approve and/or deny time are grayed out, this is because this page is "view only." To approve the employee's time, click on the employee's name (link) and it will take you directly to the timesheet to review and approve their time. Once approved, you may return to the Manager Summary Approval Page if you have additional employees that have time that needs to be approved by clicking on the link at the bottom of the timesheet.

### **Texas DPS Credit Union's Sizzling [Loan Rates](#)**

TXDPSCU has been hard at work restructuring our loan rates to better fit you and your life. Find out how refinancing a loan with Texas DPS Credit union can benefit you. We may be able to lower your monthly payment or even have an opportunity to skip a payment!

When you refinance a loan from another institution with TXDPSCU in the month of June, you will be entered in a drawing for a Chance to Win\* a Duel Fuel Smoker!

Talk to a loan officer today to find the best rate for YOU. Call us at 512-452-5211 or email at [txdpescu@txdpescu.org](mailto:txdpescu@txdpescu.org).

Federally insured by the NCUA

\*See attached flyer for more information and full disclosures or visit us online at:

[http://txdpescu.org/loan\\_specials.html](http://txdpescu.org/loan_specials.html)

### **Ring Loves Law Enforcement**

Ring would love for every member of the Texas Department of Public Safety to be able to take advantage of their law enforcement discount. This is their way of thanking law enforcement for protecting everyone on a daily basis, and for giving them invaluable feedback to improve their products to help make neighborhoods safer. The details about the initiative follow. Over the past year, they have been working closely with law enforcement departments and individuals. The combination of Ring + law enforcement has proven to reduce crime in neighborhoods.

Now, they want to offer everyone in the Texas Department of Public Safety the opportunity to get Ring at a heavily discounted price. By using the promo code: **44texasdps** you and your colleagues can get **\$50 off** a Ring Video Doorbell (\$179), a Ring Video Doorbell 2 (\$199), Ring Video Doorbell Pro (\$249), a Stick Up Cam (\$179), or a Ring Floodlight Cam (\$249).

Please see [flyer](#) for more information.

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### **Events**

#### **PBR Wrangler Long Live Cowboys Classic**

The world's premier bull riding organization, PBR (Professional Bull Riders) began as a dream of 20 bull riders 24 years ago and is now a global sports phenomenon. On its elite Built Ford Tough Series, the PBR features the Top 35 bull riders in the world and the top bulls in the business. The PBR's 2017 Built Ford Tough Series will make its first ever stop in Austin for the Wrangler's Long Live Cowboys Classic presented by Frontier Communications on Saturday, Sept. 16 and Sunday, Sept. 17.

**DPS employees SAVE \$10 on tickets!\*** To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Friday, Sept. 15 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Discount excludes \$20 and \$300 Elite seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

#### **DPS Toastmasters Club**

Looking to improve your speaking and leadership skills? Ignite your career? Gain the confidence to speak up? Make new friends? This is your opportunity! Since 1924, Toastmasters International has helped more than 4 million people just like you, from around the world, become more confident speakers and leaders. Our Dynamic Public Speakers (DPS) Toastmasters Club meets weekly to practice public speaking. Here we work to improve communication and leadership skills in a safe and supportive environment. Join us for our next meeting! **When: Thursdays at noon Where: HQ Bldg. G Annex 1st floor conference room.** We invite you to visit our club and if you choose to, participate in the meeting. If you have questions you can contact Alan Sowell our VP of Membership at 512.424.5008

or [Alan.Sowell@DPS.Texas.Gov](mailto:Alan.Sowell@DPS.Texas.Gov). In addition, you can go online at [Easy-Speak.Org](http://Easy-Speak.Org). Outside Austin? Search for a nearby club at <https://www.toastmasters.org/Find-a-Club>

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## **Fan Mail**

### **Trooper Terry Clark (THP)**

Trooper Terry Clark is an outstanding representative of the law enforcement community. His attitude, personality, communication skills are exactly what all in this field should aspire to attain. Those who choose to put themselves in danger to protect ordinary citizens like me and my family are a special, God-gifted group of people. That has always been true, but in today's society and all the craziness and threats directed to law enforcement it's astonishing that there are still men and women willing to take the risk. I, for one, am very grateful.

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### **Trooper Andrew Faglie(THP)**

This morning I was pulled over by Trooper Andrew Faglie, he was very professional and courteous. He did everything I would expect, checked my license, registration, and looked up my insurance. He realized my wife and I were on our way to work and did not hold us up any longer than necessary to verify that I didn't have any outstanding warrants and that my registration and insurance were in good order. Thank you very much for putting yourselves on the line every day for my safety and please extend this small token of appreciation to Officer Faglie and offer my praise for his very professional and courteous conduct this morning.

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### **Trooper Jack Hallock, III (THP)**

Recently I was pulled over by Trooper Jack Hallock, III. Trooper Hallock was very professional and very polite. I am sincerely grateful for him pulling me over since I was actually heading in the wrong direction. He was extremely helpful, getting out his map and sharing with me how to get back on track. I wanted to make a point of thank your Trooper and the Department for what you do. Trooper Hallock brought the "serve and protect" to the forefront. Thank you for your service.

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### **Trooper James Koonce (THP)**

Trooper James Koonce performed a level 1 commercial vehicle inspection on me recently. He was very professional. Direct and to the point and very clear in what he needed me to do. He was extremely polite. He is a prime example of what a law official should be.

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**Trooper Edward Mendiola (THP)**

Recently while traveling, I noticed the tire sensor on my panel had lit, so I pulled over and noticed the tire was to the ground. A State patrol car stops and asks if everything is alright. I advised that I had a flat tire, but had already called for roadside assistance. To the Texas Department of Public Safety, I would like to personally say thank you to this fine gentleman, Trooper Edward Mendiola for stopping and assisting in my time of need. He advised that he would stay with me until my vehicle was ready, and that his job is to assist and protect you in your time of need. To Trooper Mendiola, I salute you and may God protect you and all of the other Troopers.

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**Erica Mora (ADM)**

Today I came in contact with the most astonishing lady who was very resourceful, patient with all of my questions, and went above and beyond her professional day to day duties. I felt like she even had a smile in her voice over the phone. I had spent 4 hours searching for information and Erica Mora understood my frantic babbling and provided me with everything I needed. Please, please reward her for her 5 star customer service and for answering her phone on the first ring on a Friday.

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**North Lamar Driver License Office (DLD)**

I just wanted to tell you that I was in the North Lamar driver license office recently and that has got to be the most patient and pleasant group of employees I have ever seen. I don't think I could have repeated the same instructions as many times as they did and stay calm and smiling. Everyone was great. Thank you for an awesome experience.

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**Trooper Joe Pechacek (THP)**

Trooper Joe Pechacek pulled me over for speeding recently, I must say, that is absolutely the most pleasant experience I have ever had getting pulled over. He was INCREDIBLY nice and truly seemed to care for my safety. I appreciate the job that all LEOS perform, thank you for keeping us safe.

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**Alberta Peoples (DLD)**

What a wonderful person for this kind of job. I have never had a more fun and speeding experience. Alberta has a fantastic personality and was extremely informative.

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**Greg Polanco (DLD)**

I had a question this morning and had to make a phone call for information. Not knowing which option to choose, I dialed '0' and Greg Polanco responded. I described my issue and Greg stepped up to the plate and offered to assist. He patiently navigated me through the website and pointed me in the right direction. I appreciate his willingness to help me more than I can express in this email. Thanks DPS for hiring such a high caliber employee. I only wish all my business dealings were as smooth and seamless like this one was. Hats off to Greg. I hit the jackpot when he took the time to assist me. Actually, DPS hit the jackpot when they hired him. Way to go DPS!

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**Erwin Pruneda (LES)**

Please convey to Erwin Pruneda our most sincere appreciation for his timely and professional manner that is truly a role model for others to follow. He is a positive ambassador of your organization and exemplifies the national model that our Texas Department of Public Safety, Crime Records Division stands for.

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**Trooper Priscilla Rodriguez (THP)**

I was stopped by Trooper Priscilla Rodriguez this week; she is an officer of the highest moral and righteous standards. She was very courteous in the manner in which she handled this stop. She treated me with great care and respect. I have never met another officer like her. Trooper Rodriguez did a spectacular job and was very, very nice to me.

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**Trooper Luis Sandoval and Trooper Miguel Garcia(THP)**

I would like to commend Trooper Luis Sandoval and Trooper Miguel Garcia for doing a great job. I was pulled over for not having a front license plate on my truck. When these officers made contact with me, they explained the reason for the stop. True professionals and very courteous. It makes me happy and secure that you employ these two officers. Great job guys and keep up the good work.

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**Trooper Shane Sauls (THP)**

Recently, I was pulled over by Trooper Shane Sauls; he showed the utmost courtesy and professionalism during this stop. He showed the passion for his job and I was very impressed.

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**Trooper David Stevens (THP)**

This young Trooper is what the Texas DPS should be. He was direct without being rude or appearing unapproachable and was respectful as he explained the details of our contact. Thank him for what he does.

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**Trooper Shane Teague (THP)**

I was stopped by Trooper Shane Teague in June, for an inoperable stop lamp. I am writing to express my satisfaction at the professionalism and respectful approach that was used by Trooper Teague during this stop. Please pass on my appreciation to Trooper Teague for a job well-done.

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**Trooper Paul Weems (THP)**

I was pulled over recently by Trooper Paul Weems. I have had very few interactions with law enforcement and all were out of state. Trooper Weems' approach immediately put me at ease as he was both professional and courteous. His overall demeanor was excellent.

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**DPS News**  
**7/7/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Retirements](#)
- [Deaths](#)
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- [Fan Mail](#)

**Featured employees included** [Stephanie Casarez-DeLaRosa](#), [Patricia Digirolomo](#), [Jeremy Eastmond](#), [Oswald Enriquez](#), [Maria Garcia-Salvo](#), [Crystal Gonzales-Buso](#), [Carie Stokes](#) and [Sarah Webb-Enyeart](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**CAPPS HOT TOPIC**

Twice a month (1<sup>st</sup> & 15<sup>th</sup>) Division Super Users receive a "Time Needing Approval" Report. This report is sent to help Supervisors/Managers with direct and/or indirect reports identify employees who have time entries in a Needs Approval (NA) status that triggers the CAPPS auto generated 10 day and/or 17 day time needing approval email notices. The report should be forwarded to the Supervisors/Managers in their respective area, to have this time approved.

The report includes two tabs. The first tab indicates time entries that are ninety days or newer. The second tab indicates time entries that are ninety days or older. All time entries on the Report need to be approved, however, entries listed on the second tab will require coordination between the Supervisor/Manager and the Division Super User, as time entries

ninety days or older can no longer be approved by a Supervisor/Manager and will need to be approved by a Division Super User.

The recommended best practice is to approve time weekly, as time and labor is now connected to payroll. Unapproved time may affect time balances (earned/taken), overtime hours to be paid, vacation and/or overtime to be paid for separating employees (causing an under or overpayment), and/or errors on the timesheet.

### **Summer Enrollment 2017**

Summer Enrollment for employees and retirees not eligible for Medicare begins Monday. Our two-week period will be **June 26 – July 8**. Once our agency's two-week window opens, you will be able to make or change your benefit elections.

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- Get general information about plan benefits and what to expect.
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### **Events**

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The world's premier bull riding organization, PBR (Professional Bull Riders) began as a dream of 20 bull riders 24 years ago and is now a global sports phenomenon. On its elite Built Ford Tough Series, the PBR features the Top 35 bull riders in the world and the top bulls in the business. The PBR's 2017 Built Ford Tough Series will make its first ever stop in Austin for the Wrangler's Long Live Cowboys Classic presented by Frontier Communications on Saturday, Sept. 16 and Sunday, Sept. 17.

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Wednesday, July 26<sup>th</sup> at 6:30 pm at Texas DPS Credit Union

RSVP: 512-452-5211 or [RSVP@txdpescu.org](mailto:RSVP@txdpescu.org)

For more information, see attached [flyer](#).

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### **Retirements**

Basilio Martinez, Jr.	Texas Highway Patrol	31 years
Perry Lorange	Texas Highway Patrol	30 years
Juanita Alvarado	Criminal Investigations	29 years
Kevin Wilkie	Texas Highway Patrol	27 years
Bobby Gonzales	Driver License	24 years
Christopher Brannen	Homeland Security & Services	22 years
Ofelia Alvarado	Driver License	19 years

Maria Rodriquez	Texas Highway Patrol	18 years
Joseph Horvath	Driver License	18 years
Allan Saegert	Administration	18 years
Deborah Pfunder	Regulatory Services	12 years
Gene Young	Law Enforcement Support	11 years
Nancy Prince	Driver License	9 years
Richard Souder	Driver License	8 years
Glenn Greenwood	Regulatory Services	3 years
Elva Martinez	Finance	3 years

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### **Deaths:**

Daniel L. Christen	Retired
John Allen Moore	Retired
Billy Joe Gunn	Retired

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### **Promotions**

Name	Present (Station)	Promoted (Station)
Valente Rosas	Tactical Flight Officer, Aircraft Operations (Edinburg)	Agent Pilot, Aircraft Operations (Edinburg)
Lino Casas, Jr.	Trooper V, Texas Highway Patrol (Gonzales)	Special Agent, Criminal Investigations (San Antonio)
Robert L. Smith	Trooper II, Texas Highway Patrol (Lubbock)	Special Agent, Criminal Investigations (Laredo)
Jeffrey Denman	Trooper II, Texas Highway Patrol (Bandera)	Special Agent, Criminal Investigations (San Antonio)
Oziel A. Garza	Trooper IV, Texas Highway Patrol (Hebbronville)	Special Agent, Criminal Investigations (Laredo)
Jered Snelgrooes	Trooper II, Texas Highway Patrol (Amarillo)	Special Agent, Criminal Investigations (Amarillo)
Curtis J. Owens	Corporal III, Texas Highway Patrol (Whitney)	Special Agent, Criminal Investigations (Waco)
Christopher C. Swancy	Corporal II, Texas Highway Patrol (Fort Worth)	Special Agent, Criminal Investigations (Waco)
Ron Joy	Deputy Assistant Director, Texas Highway Patrol (Austin)	Assistant Director, Texas Highway Patrol (Austin)
Dwight Mathis	Major, Texas Highway Patrol (Houston)	Deputy Assistant Director, Texas Highway Patrol (Austin)
Sonia Garcia	Deputy Assistant Director, Dispute Resolution (Austin)	Assistant Director, Education, Training & Research (Austin)
Kevin Stroud	Technical Sergeant, Tactical	Sergeant, Education, Training &



Michael Klein	Marine Unit (Rockport) Senior Corporal, Executive Protection Bureau (Austin)	Research (Corpus Christi) Sergeant, Executive Protection Bureau (Austin)
Brian Tripp	Criminal Intelligence Analyst I, Intelligence & Counter Terrorism (Austin)	Criminal Intelligence Analyst III, Intelligence & Counter Terrorism (Austin)
Travis Wentworth	Criminal Intelligence Analyst I, Intelligence & Counter Terrorism (San Antonio)	Criminal Intelligence Analyst II, Intelligence & Counter Terrorism (San Antonio)
Paul Hahn	Training Officer, Texas Division of Emergency Management (Austin)	Preparedness Program Supervisor, Texas Division of Emergency Management (Austin)
Isaac Juarez	Corporal IV, Texas Highway Patrol (Harlingen)	Sergeant, Texas Highway Patrol (Harlingen)
John Quiroga	Trooper II, Texas Highway Patrol (George West)	Sergeant, Texas Highway Patrol (Carrizo Springs)
Darren S. Thomas	Corporal IV, Texas Highway Patrol (Longview)	Sergeant, Texas Highway Patrol (Longview)
Michael A. Villanueva	Special Agent, Criminal Investigations (Amarillo)	Texas Ranger, Texas Rangers (Brownfield Company "C")

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**Awards:**

Sheri Gipson	Driver License	35 Year Service Award
Robert Haiyasoso	Texas Highway Patrol	35 Year Service Award
Randy Loewe	Criminal Investigation	35 Year Service Award
Tamara Tovar	Driver License	30 Year Service Award
Marla Mayfield	Driver License	30 Year Service Award
Darla Freeman	Law Enforcement Service	30 Year Service Award
Lisa Hamilton	Criminal Investigation	30 Year Service Award
James Glaze	Texas Highway Patrol	Life Saving Award
Brandon Laird	Texas Highway Patrol	Life Saving Award
Franklin Randolph	Texas Highway Patrol	Life Saving Award
Samuel Hellinger	Texas Highway Patrol	Life Saving Award
Patrick Alonzo	Texas Highway Patrol	Director's Citation
Olga De Luna	Customs & Border Protection	Director's Award
Jason Brewer	Intelligence & Counter Terrorism	Unit Citation
Leonard Hinojosa	Intelligence & Counter Terrorism	Unit Citation
Michael McAnarney	Intelligence & Counter Terrorism	Unit Citation
David Cordova	Intelligence & Counter Terrorism	Unit Citation
Leo Pena	Intelligence & Counter Terrorism	Unit Citation

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## **Fan Mail**

### **Stephanie Casarez-DeLaRosa and Carie Stokes(DLD)**

I visited the Brentwood Stair DPS location with my father yesterday to renew his driver license. I had tried to make an appointment online but the system was unavailable. By the time we signed in, the wait time was 1.5 hours and I was concerned that that might be difficult for Dad who turns 89 on Sunday. One of the employees suggested I check on the ADA option for individuals with disabilities and the elderly. I was not aware of that opportunity and assumed we would need to make an appointment and come back another day. When I said we could come back, Carrie Stokes asked "Don't you just want to take care of it while you're here?" she made one phone call to Stephanie De La Rosa and we made our way to her station. Stephanie was a delight; I truly appreciate her giving my dad time to take his vision test and picture without being rushed. Dad turns 89 on Sunday and this experience was the best birthday present we could have hoped for. We completed our business and were lucky enough to run into Carrie again on our way out. She took the time to check on us and make sure we had been taken care of. And, toward the end of a very busy day, still had a beaming smile! We could not have been more fortunate to have crossed paths with Carrie Stokes and Stephanie De La Rosa yesterday. They are quite a team and we are so thankful! Thank you for creating the ADA option and for supporting your staff members. Stephanie is a rock star and we are all so grateful!

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### **Patricia Digirolomo (DLD)**

Ms. Patricia Digirolomo was a breath of fresh air, she was pleasant, she smiled and she was very patient with my husband as he attempted to complete the paperwork requested. She made a difficult situation easy.

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### **Jeremy Eastmond (DLD)**

We were here to renew our daughter's state ID after a long illness, and Jeremy Eastmond was so helpful and patient, even after we did not have all of the required documentation. We had to leave and come back and he was true to his word and waited on us immediately. Jeremy definitely made this a bearable experience.

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### **Oswald Enriquez (LES)**

I wanted to simply say we appreciate "Oz's" professionalism and demeanor. His knowledge and willingness to provide ample support during these times of constant change has been a huge benefit for us.

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**Maria Garcia-Salvo (DLD)**

Ms. Garcia-Salvo was extremely empathetic, patient and kind as I relinquished my driver license in favor of an ID due to medical issues. It was a difficult moment made easier by her attitude.

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**Crystal Gonzales-Buso (DLD)**

Ms. Crystal Gonzales-Buso her personal commitment to quality customer service is obvious in everything she does. Her ability to accommodate, even when it wasn't easy or convenient, assures us of a continuing, enjoyable, successful relationship with the location. Her personal pride in her work is obvious...and never taken for granted. The quality of customer service she attains is an integral part of our success at Goodwill CDL program. You have an outstanding employee.

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**Sarah Webb-Enyeart (DLD)**

I wanted to reach out and offer my commendation regarding a recent positive experience that I experienced at the Ft. Worth driver license office with one of the employees that works there. Yesterday afternoon I worked with Sarah Webb-Enyeart, who was very warm, accommodating and quick-working as she addressed my application for a license. I was impressed with how much she went above and beyond just fulfilling the job description, and worked hard to ensure that I not only understood the best next steps through a somewhat complicated process (due to errors on my end), but also that I had a pleasant experience.

I had the pleasure of working with her this afternoon and again had an excellent experience. My understanding is that being the front line at an organization like the DPS can be a very demanding job due to the types of people that come through. To see someone who had such a consistently high standards in both her attitude and work was very refreshing. Keep up the great work, Sarah.

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**DPS News**  
**7/14/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees included:** [Trooper John Anderson](#), [Trooper Jasmine Andreasen](#), [Jeremy Dansby](#), [Adina Decuire](#), [Juanita DeLeon](#), [Elizabeth Garza](#), [Trooper Heath Parker](#), [Trooper Gary Reed](#), and [Debra Tucker](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**General Manual Revisions**

Updates have been made to the General Manual. The current version of the General Manual is located at: <http://dpsnet/general/generalmanual/index.htm>. Documents showing the approved revisions can be found at:

<http://dpsnet/general/generalmanual/GMRevisions-HQ7/gmRevUpdatePage.htm>. Portions of the manual recently changed are shown below.

Effective Date	Chapter	Title
06/26/2017	Chapter 5	Interaction with Federal Immigration Officers
06/23/2017	Chapter 7	DPS Commissioned Officer and LESD Communications Supervisor (CS) Promotional Process

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## **CAPPS HOT TOPIC**

Twice a month (1<sup>st</sup> & 15<sup>th</sup>) Division Super Users receive a “Time Needing Approval” Report. This report is sent to help Supervisors/Managers with direct and/or indirect reports identify employees who have time entries in a Needs Approval (NA) status that triggers the CAPPS auto generated 10 day and/or 17 day time needing approval email notices. The report should be forwarded to the Supervisors/Managers in their respective area, to have this time approved.

The report includes two tabs. The first tab indicates time entries that are ninety days or newer. The second tab indicates time entries that are ninety days or older. All time entries on the Report need to be approved, however, entries listed on the second tab will require coordination between the Supervisor/Manager and the Division Super User, as time entries ninety days or older can no longer be approved by a Supervisor/Manager and will need to be approved by a Division Super User.

The recommended best practice is to approve time weekly, as time and labor is now connected to payroll. Unapproved time may affect time balances (earned/taken), overtime hours to be paid, vacation and/or overtime to be paid for separating employees (causing an under or overpayment), and/or errors on the timesheet.

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## **Summer Enrollment 2017**

Summer Enrollment for employees and retirees not eligible for Medicare begins Monday. Our two-week period will be **June 26 – July 8**. Once our agency’s two-week window opens, you will be able to make or change your benefit elections.

No benefits changes? No worries. You won’t need to participate in Summer Enrollment and your benefit elections won’t change.

If you do want to make changes during Summer Enrollment, you can:

- Sign into your ERS account online at [www.ers.state.tx.us](http://www.ers.state.tx.us);
- Call ERS at (877) 275-4377 (toll-free), 7-1-1 or (800) 735-2989; or
- Contact your benefits coordinator.

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## **Important Information about the HealthSelect Transition to Blue Cross and Blue Shield**

On September 1, 2017, Blue Cross and Blue Shield of Texas (BCBSTX) will replace UnitedHealthcare as the plan administrator for HealthSelect<sup>SM</sup> of Texas and Consumer Directed HealthSelect<sup>SM</sup>. This change will not affect employees who are enrolled in an HMO.

[Contact information during the transition](#)

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### **Scott & White Health Plan service area changes**

Beginning September 1, 2017, Scott & White Health Plan (SWHP) will no longer be available as a health plan option for State of Texas employees who live or work in the following counties: Coke, Coleman, Concho, Crocket, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Runnels, Schleicher, Sterling, Sutton and Tom Green.

If your agency has participants who live or work in one of these counties and are currently enrolled in Scott & White Health Plan, they will automatically be enrolled in the HealthSelect<sup>SM</sup> of Texas point-of-service plan, unless they enroll in the Consumer Directed HealthSelect<sup>SM</sup> high-deductible health plan with health savings account during their Summer Enrollment phase. This is to ensure medical coverage for them and their eligible dependents in the new plan year. ERS has sent a separate letter to all current SWHP members who are affected by this change.

Your employees can continue enrollment with SWHP if they live or work in a county in the Baylor Scott & White Preferred HMO (BSW Preferred) network service area: Austin, Bastrop, Bell, Bosque, Brazos, Burleson, Burnet, Coryell, Falls, Freestone, Grimes, Hamilton, Hill, Lampasas, Lee, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell, Travis, Walker, Waller, Washington and Williamson.

To continue in SWHP, they must take both of the following steps during their Summer Enrollment phase:

1. Change eligibility basis to a county within the service area and
2. Choose Scott & White Health Plan as the health plan for themselves and, if applicable, their covered dependents.

Participants can do both steps in their online ERS account at [www.ers.state.tx.us/login](http://www.ers.state.tx.us/login) during their Summer Enrollment phase.

### **Why is the change happening?**

Effective September 1, 2017, the SWHP HMO network will be replaced by the BSW Preferred HMO network. BSW Preferred is not offered in some counties in west Texas that currently are served by SWHP. If your participants live or work in a county that's included in the BSW Preferred service area, they can continue their enrollment with SWHP if they choose SWHP as an option during their Summer Enrollment phase.

### **More information**

There's more information about health care coverage options in the Summer Enrollment guide, on the ERS website, through SWHP and at ERS' Summer Enrollment fairs.

### **Questions?**

We encourage you to review enrollment options in the Summer Enrollment guide and attend an ERS Summer Enrollment fair or webinar to have questions answered. Participants can continue to call SWHP customer service toll-free at (800) 321-7947 (TDD: (800) 735-2989) for claims and coverage through August 31, 2017. If they have questions about enrollment options starting September 1, 2017, please call ERS toll-free at (866) 399-6908 (TTY: 711).

### **Possible calls about enrollment and health care providers**

Over the next several weeks, you may get calls from Blue Cross and Blue Shield of Texas (BCBSTX) about your doctors and/or transition of care. If BCBSTX or the Employees Retirement System of Texas (ERS) calls, the caller will clearly state that they are with BCBSTX or ERS. BCBSTX and ERS will not ask for your Social Security number. If you get a call from anyone about health insurance or other coverage, you should listen closely to what the caller is saying and, if needed, ask the caller to identify themselves again before giving any personal information. You should not provide your Social Security number to the caller.

If you have concerns about the caller, you should hang-up and contact BCBSTX directly at (800) 252-8039.

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### **Speir Scholarship Deadline**

Wilson E. Speir Scholarship nominees will be accepted through July 31<sup>st</sup>. Students must be classified as full-time criminal justice majors and enrolled in Texas universities. Two scholarships will be awarded for \$500 per semester for up to two semesters. Applicants should submit resumes and transcripts of completed college work to: Texas Department of Public Safety, Director's Office, P.O. Box 4087, Austin, TX 78773-0110, Attn: Beth Hibbs.

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### **Food Service and Vending Survey**



The Business Enterprises of Texas (BET) is a program within the Texas Workforce Commission (BET/TWC) that provides employment opportunities for Texans who are blind in the areas of food service and vending on State and Federal Properties. BET operates a food service and/or vending facility in one or more of the buildings your agency occupies (TC's Café housed in building A). BET has been tasked by an appropriations rider included in the General Appropriations Act passed into legislation by the 84th Legislature with developing a report to be presented to the Legislative Budget Board (LBB) and the Governor.

The report will include the results of a customer satisfaction survey on operational conditions on state properties focusing on pricing requirements, hours of operation, menu items and product lines. We appreciate the opportunity for Texans participating in the BET to provide food service and/or vending to the occupants of your building.

BET is extending our survey till the end of July.

[www.surveymonkey.com/r/QD77HM6](http://www.surveymonkey.com/r/QD77HM6)

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### **Texas DPS Credit Union - Refinance and Save!**

TXDPSCU has been hard at work restructuring our loan rates to better fit you and your life. Come test drive our NEW LOW RATES and see how much you could SAVE! We may be able to lower your monthly payment or even have an opportunity to skip a payment.

Learn more, view rates and apply online at <http://txdpescu.org/>. Talk to a loan officer today! Call us at 512-452-5211 or email at [txdpescu@txdpescu.org](mailto:txdpescu@txdpescu.org). Federally insured by the NCUA. Rates based on applicant's credit. Applicants must qualify based on credit approval guidelines. Excludes current Texas DPS Credit Union Loans.

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### **Events**

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Wednesday, July 26<sup>th</sup> at 6:30 pm at Texas DPS Credit Union

RSVP: 512-452-5211 or [RSVP@txdpincu.org](mailto:RSVP@txdpincu.org)

For more information, see attached [flyer](#).

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### **Fan Mail**

#### **Trooper John Anderson (THP)**

I would like to thank Trooper John Anderson. He is a very kind and courteous person. I was driving at night to College Station and was tired and ready to get home. About a mile west of Caldwell, he pulled me over for having no tail lights. He approached me cautiously at first and I followed all of his procedures. He suggested that I may have a fuse burned out. Officer Anderson held the flashlight for me while I tried to find the fuse box under the dash. I could not locate it so he lifted my hood himself and found a master box of fuses. With his flashlight he went through all of them and we concluded it was not there either. Then he held the light while I checked again under the dash. He held the light and we went through the owners Manuel until we found which fuse was burned out. I happen to have a pack of spare fuses in the glove compartment. Officer Anderson loaned me a pair of needle nose pliers to make it easier for me to replace the burned fuse. Officer Anderson did not have to do any of that, but he did, and I appreciate his kindness. Officer Anderson is the right person in the right job.

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#### **Trooper Jasmine Andreasen (THP)**

Trooper Jasmine Andreasen has shown the finest qualities of a Texas DPS Law Enforcement Officer by going the extra mile to assist me with information concerning CDL's and CFV's. After our initial conversation about Farm Use Exemptions & when a CDL is required, the information I received from her was put to the test as I received a warning ticket for not having a CDL. No one enjoys being wrong, but her first statement was not one in defense of what she said to me, but it was one of "Although I believe that I am correct", I want to check with my superiors and do some more research, because I want to be 100% positive that what I am telling you, is right. After taking the time to research, checking with her superiors and coworkers, Trooper Andreasen came back to me with the information. Simply put, she backed up her knowledge with rule books, codes and opinions of those higher up than her. She was not arrogant, but was extremely knowledgeable and helpful and with the best attitude you've ever seen. In the end, not only was the information right that Trooper Andreasen gave me, but it was more important to her that the information she was giving me was correct, than it was for her to actually be right. It's my hope that other Troopers will learn a great lesson from this by remembering that

we can all be wrong AND will be wrong at times, but it's not about if we are wrong or right, it's about our attitude and how we choose to embrace it. She is a valuable part of your team.

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**Jeremy Dansby and Adina Decuire (LES)**

Thank you for your prompt attention to my 3 requests over the past few weeks. Your professionalism and attention to detail has greatly helped me.

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**Juanita DeLeon (DLD)**

Our family would like to thank Juanita DeLeon for helping my son, my daughter and myself with the process of renewing our driver licenses. Juanita DeLeon was very professional, helpful & courteous. We express this gratitude to her. Many, many thanks to you Ms. Juanita!!!! Delmar McDaniel & Family

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**Elizabeth Garza (DLD)**

I have been trying to get my CDL for over 2 months. The company I work for was gracious enough to hire me without my CDL with the understanding I would get it ASAP. I showed up and got Elizabeth Garza as a tester. Liz was personable and friendly. Gave me a thumbs up and a big smile when I passed the back up and parallel parking. I felt so blessed to have her as my tester! I did great on the drive. Liz told me I did so good and I only had to do the drive part when I came back. I told her I wouldn't be coming back as my company would be letting me go since I didn't pass. She was so kind and suggested I call her supervisor to see if they could work me in on Monday to just take the drive part. My company decided to let me stay on if I could get the appointment Monday and get my CDL. So I did just that. I want to thank her for being a real person and acting like she actually cared that I would lose my job. And suggesting I should call the supervisor to get rescheduled. I told her supervisor what a great person and employee Liz was, but I want to make sure she knows how much I appreciate her help. She was still strictly by the book on that last test drive. I feel like she went the extra mile for me the day I failed and I appreciate her humanity. Thank you LIZ.

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**Trooper Heath Parker (THP)**

Recently I was traveling on Interstate 20 and had a flat tire. I contacted AAA to change my tire and then drove back to Abilene to get a new tire. When I got to Abilene, I could not locate the wheel key anywhere in my car. I contacted the shop that changed the tire and they told me that the service man said he thought he left it in the parking lot where he changed the tire. They said it would be an hour or so until he could go look for the key. I decided to drive back and try to locate the key myself. I recalled seeing a Trooper close by and was hopeful that the

Trooper was still there and could save me from driving back unnecessarily if they key was not in the parking lot still. Trooper Heath Parker went to the parking lot and could not locate the key. He did not easily give up though, he continued to look for the wheel key and found it in the road. I cannot tell you how much I appreciate Trooper Parker's help and the fact that he continued to look for the key when it was not easily located. I wanted to say thanks to the DPS and Trooper Parker for his help. I fully understand what he did was beyond the call of duty and it made such a difference in my day and my travels.

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### **Trooper Gary Reed (THP)**

My spouse was traveling to Laredo to pick up my son when she unexpectedly had a flat tire. For some reason she did not take her phone with her and was stranded with no communication. Trooper Gary Reed happened to be in the area and stopped to render assistance, where he changed her tire. We are truly appreciative for Trooper Reed's willingness to help my wife and be a true professional in every sense of the word.

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### **Debra Tucker (DLD)**

I recently retired from the military and became a Texas resident. I had to get a new license today, and Debra Tucker at the Boerne location could NOT have been more kind and helpful. She went out of her way to help ensure I had the documents needed, was patient with my questions, and volunteered extra information about Veteran's Benefits in Texas. She was a great example of customer service and reflects well on the DPS.

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**DPS News**  
**7/21/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees included:** [Trooper Nathan Bennett](#), [Jonathan Botello](#), [Trooper Levi Casados](#), [Claudia Crislip](#), [Trooper James Defrance](#), [Linsay Denning](#), [Trooper Ricardo Fabbiani](#), [Trooper William Fowler](#), [Trooper Floyd Garner, Jr.](#), [Trooper Joe Hernandez, Jr.](#), [Trooper Dreu Kirkland](#), [Ashley Lindholm](#), [Dwyann Macklin](#), [Corporal Chad Martin](#), [Trooper Lester McCray](#), [Phyllis McFarland](#), [Trooper Adrian Olivas](#), [Lesle Peloquin](#), [Trooper Jorge Perez](#), [Plano Driver License Office](#), [RSD LTC/ Contract Center](#), [Trooper Rubel James Salaz](#) and [Trooper James Vinson](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**CAPPS HOT TOPIC**

Twice a month (1<sup>st</sup> & 15<sup>th</sup>) Division Super Users receive a "Time Needing Approval" Report. This report is sent to help Supervisors/Managers with direct and/or indirect reports identify employees who have time entries in a Needs Approval (NA) status that triggers the CAPPS auto generated 10 day and/or 17 day time needing approval email notices. The report should be forwarded to the Supervisors/Managers in their respective area, to have this time approved.

The report includes two tabs. The first tab indicates time entries that are ninety days or newer. The second tab indicates time entries that are ninety days or older. All time entries on the Report need to be approved, however, entries listed on the second tab will require coordination between the Supervisor/Manager and the Division Super User, as time entries

ninety days or older can no longer be approved by a Supervisor/Manager and will need to be approved by a Division Super User.

The recommended best practice is to approve time weekly, as time and labor is now connected to payroll. Unapproved time may affect time balances (earned/taken), overtime hours to be paid, vacation and/or overtime to be paid for separating employees (causing an under or overpayment), and/or errors on the timesheet.

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### **Important Information about the HealthSelect Transition to Blue Cross and Blue Shield**

On September 1, 2017, Blue Cross and Blue Shield of Texas (BCBSTX) will replace UnitedHealthcare as the plan administrator for HealthSelect<sup>SM</sup> of Texas and Consumer Directed HealthSelect<sup>SM</sup>. This change will not affect employees who are enrolled in an HMO.

#### Contact information during the transition

Until August 31, 2017, you should continue to use your current ID cards and call the current HealthSelect Customer Service line at (866) 336-9371 (TTY: 711) for information about your coverage.

In August, BCBSTX will mail a welcome packet and new medical ID cards to all HealthSelect of Texas and Consumer Directed HealthSelect participants. Participants will also receive a separate ID card from OptumRx, the plan administrator for pharmacy benefits.

BCBSTX will not have access to individual claims information until September 1, 2017.

Enrollment information will not be available until after Summer Enrollment.

In the months leading up to the transition, BCBSTX will send letters and make telephone calls to participants who may be affected by certain changes. For example, participants whose PCP may no longer be in the network after September 1, 2017 will receive a notification letter and may receive a follow-up phone call. Please answer or return phone calls if you are contacted by a BCBSTX representative.

#### New website and customer care center will provide general information

Beginning May 23, you will be able to visit the BCBSTX HealthSelect website at [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a Personal Health Assistant toll-free at (800) 252-8039, Monday - Friday 7 a.m. - 7 p.m. CT or Saturday 9 a.m. - 3 p.m. CT.

Participants can:

- Get general information about plan benefits and what to expect.
- Use the Provider Search Tool to find out if their current PCP or other providers will be in the BCBSTX HealthSelect network after September 1.

- Get help finding an in-network PCP or specialist if their current provider will no longer be in the network.
- Nominate a provider to be added to the HealthSelect network.

Participants who are currently in the second or third trimester of pregnancy or are receiving care for a chronic illness or an acute medical condition may be able to continue to receive health care services for a limited time from their current provider after September 1, 2017, even if the provider will no longer be in the HealthSelect network. The participant needs to fill out and submit a Transition of Care form to BCBSTX. For more information, they should visit [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 beginning May 23, 2017.

#### Continuation of current programs

Real Appeal, an online weight loss program, will continue to be available to eligible HealthSelect participants after September 1, 2017. Naturally Slim, a different online weight loss program, will also be offered as an option to eligible participants.

Virtual Visits allows participants to consult with a real-time licensed physician from a computer, tablet, or smart phone using secure online audio and video technology. It will still be a HealthSelect benefit after the transition to BCBSTX. Beginning September 1, there will no longer be a copayment for HealthSelect of Texas participants who use a network Virtual Visits provider. The current \$10 copay per visit for this benefit will continue through August 31.

FAQ's are also available on the ERS Website.

Visit [http://www.ers.state.tx.us//Customer\\_Support/FAQ/HealthSelect-transitions-to-BlueCross-and-BlueShield/](http://www.ers.state.tx.us//Customer_Support/FAQ/HealthSelect-transitions-to-BlueCross-and-BlueShield/) for more information.

**Reminder: Employees cannot enter their own plan year changes during Summer Enrollment. Summer Enrollment will continue online through July 28, 2017. During July and August, only Benefits Coordinators can enter your Qualifying Life Event (QLE) actions.**

QLE's include marriage, divorce, the birth of a child, loss/gain of dependent coverage within 31 days of the event. Depending on the date of the QLE, the related coverage may start before September 1, 2017. You can find more information on QLEs in the **Life Events page** on the ERS website.

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#### **Scott & White Health Plan service area changes**

Beginning September 1, 2017, Scott & White Health Plan (SWHP) will no longer be available as a health plan option for State of Texas employees who live or work in the following counties: Coke, Coleman, Concho, Crocket, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Runnels, Schleicher, Sterling, Sutton and Tom Green.

If your agency has participants who live or work in one of these counties and are currently enrolled in Scott & White Health Plan, they will automatically be enrolled in the HealthSelect<sup>SM</sup> of Texas point-of-service plan, unless they enroll in the Consumer Directed HealthSelect<sup>SM</sup> high-deductible health plan with health savings account during their Summer Enrollment phase. This is to ensure medical coverage for them and their eligible dependents in the new plan year. ERS has sent a separate letter to all current SWHP members who are affected by this change. Your employees can continue enrollment with SWHP if they live or work in a county in the Baylor Scott & White Preferred HMO (BSW Preferred) network service area: Austin, Bastrop, Bell, Bosque, Brazos, Burleson, Burnet, Coryell, Falls, Freestone, Grimes, Hamilton, Hill, Lampasas, Lee, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell, Travis, Walker, Waller, Washington and Williamson. To continue in SWHP, they must take both of the following steps during their Summer Enrollment phase:

1. Change eligibility basis to a county within the service area and
2. Choose Scott & White Health Plan as the health plan for themselves and, if applicable, their covered dependents.

Participants can do both steps in their online ERS account at [www.ers.state.tx.us/login](http://www.ers.state.tx.us/login) during their Summer Enrollment phase.

### **Why is the change happening?**

Effective September 1, 2017, the SWHP HMO network will be replaced by the BSW Preferred HMO network. BSW Preferred is not offered in some counties in west Texas that currently are served by SWHP. If your participants live or work in a county that's included in the BSW Preferred service area, they can continue their enrollment with SWHP if they choose SWHP as an option during their Summer Enrollment phase.

### **More information**

There's more information about health care coverage options in the Summer Enrollment guide, on the ERS website, through SWHP and at ERS' Summer Enrollment fairs.

### **Questions?**

We encourage you to review enrollment options in the Summer Enrollment guide and attend an ERS Summer Enrollment fair or webinar to have questions answered. Participants can continue to call SWHP customer service toll-free at (800) 321-7947 (TDD: (800) 735-2989) for claims and coverage through August 31, 2017. If they have questions about enrollment options starting September 1, 2017, please call ERS toll-free at (866) 399-6908 (TTY: 711).

### **Possible calls about enrollment and health care providers**

Over the next several weeks, you may get calls from Blue Cross and Blue Shield of Texas (BCBSTX) about your doctors and/or transition of care. If BCBSTX or the Employees Retirement System of Texas (ERS) calls, the caller will clearly state that they are with BCBSTX or ERS. BCBSTX and ERS will not ask for your Social Security number. If you get a call from anyone about health insurance or other coverage, you should listen closely to what the caller is saying



and, if needed, ask the caller to identify themselves again before giving any personal information. You should not provide your Social Security number to the caller.

If you have concerns about the caller, you should hang-up and contact BCBSTX directly at (800) 252-8039.

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### **Speir Scholarship Deadline**

Wilson E. Speir Scholarship nominees will be accepted through July 31<sup>st</sup>. Students must be classified as full-time criminal justice majors and enrolled in Texas universities. Two scholarships will be awarded for \$500 per semester for up to two semesters. Applicants should submit resumes and transcripts of completed college work to: Texas Department of Public Safety, Director's Office, P.O. Box 4087, Austin, TX 78773-0110, Attn: Beth Hibbs.

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### **Food Service and Vending Survey**

The Business Enterprises of Texas (BET) is a program within the Texas Workforce Commission (BET/TWC) that provides employment opportunities for Texans who are blind in the areas of food service and vending on State and Federal Properties. BET operates a food service and/or vending facility in one or more of the buildings your agency occupies (TC's Café housed in building A). BET has been tasked by an appropriations rider included in the General Appropriations Act passed into legislation by the 84th Legislature with developing a report to be presented to the Legislative Budget Board (LBB) and the Governor.

The report will include the results of a customer satisfaction survey on operational conditions on state properties focusing on pricing requirements, hours of operation, menu items and product lines. We appreciate the opportunity for Texans participating in the BET to provide food service and/or vending to the occupants of your building.

BET is extending our survey till the end of July.

[www.surveymonkey.com/r/QD77HM6](http://www.surveymonkey.com/r/QD77HM6)

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### **Texas DPS Credit Union - Refinance and Save!**

TXDPCU has been hard at work restructuring our loan rates to better fit you and your life. Come test drive our NEW LOW RATES and see how much you could SAVE! We may be able to lower your monthly payment or even have an opportunity to skip a payment.

Learn more, view rates and apply online at <http://txdpacu.org/>. Talk to a loan officer today! Call us at 512-452-5211 or email at [txdpacu@txdpacu.org](mailto:txdpacu@txdpacu.org). Federally insured by the NCUA.

Rates based on applicant's credit. Applicants must qualify based on credit approval guidelines. Excludes current Texas DPS Credit Union Loans.

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### **Tell us what you think!**

At Texas DPS Credit Union, we are hard at work for you and we are committed to enhancing your experience with us. Please take a few moments to complete this 4 question survey to help us improve our service to you. We look forward to hearing what you think!

**Take the survey by Friday, August 4<sup>th</sup> and you will be entered for a chance to win a \$50 MasterCard gift card!\***

[https://www.surveymonkey.com/r/TexasDPSCU\\_Brand\\_ListServ\\_July2017](https://www.surveymonkey.com/r/TexasDPSCU_Brand_ListServ_July2017)

\*Must provide email address at the end of the survey for an entry.  
Federally insured by the NCUA

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### **THE SMART CHOICE FOR BACK TO SCHOOL**

Did you know that earning your bachelor's or master's degree is one of the best ways to increase your earning potential, improve your job security, and expand your opportunities for career advancement? That means going back to school is one of the smartest choices you can make! For more information please see the [flyer](#).

Right now is a great time to get started on a degree, because from now through September 30, 2017, WGU Texas is offering all new students eligibility to apply for a special scholarship:

[Take advantage of this special scholarship opportunity](#), and make the smart choice—head back to school at WGU Texas and strengthen your career. **Apply for free! Use Code FR19**

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### **Events**

#### **PBR Wrangler Long Live Cowboys Classic**

The world's premier bull riding organization, PBR (Professional Bull Riders) began as a dream of 20 bull riders 24 years ago and is now a global sports phenomenon. On its elite Built Ford Tough Series, the PBR features the Top 35 bull riders in the world and the top bulls in the business. The PBR's 2017 Built Ford Tough Series will make its first ever stop in Austin for the Wrangler's Long Live Cowboys Classic presented by Frontier Communications on Saturday, Sept. 16 and Sunday, Sept. 17.

**DPS employees SAVE \$10 on tickets!**\* To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Friday, Sept. 15 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Discount excludes \$20 and \$300 Elite seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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### **Texas DPS Credit Union FREE Educational Workshop - "Your Roadmap to Retirement 101"**

Wednesday, July 26<sup>th</sup> at 6:30 pm at Texas DPS Credit Union

RSVP: 512-452-5211 or [RSVP@txdpincu.org](mailto:RSVP@txdpincu.org)

For more information, see attached [flyer](#).

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### **Fan Mail**

#### **Trooper Nathan Bennett (THP)**

Trooper Nathan Bennett stopped me for speeding recently. Trooper Bennett took his time and talked me and my 3 children about the roads. When we pulled off my teenage sons said he's the coolest trooper we've ever met and he's a real person.

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#### **Jonathan Botello (DLD)**

I am trying to rectify my past mistakes with the DMV & DPS, and this has proven no easy task. I am often discouraged and overwhelmed with trying to make everything right. Jonathan Botello was very sincere. He was kind. He wasn't judgmental. Jonathan was humble, helpful, attentive, and chose his words carefully to convey a sense that the DPS is here to help. He put the service in customer service, and I feel much more tranquil now that I understand the process. This gentleman deserves a raise! Or better yet, to be in management. Thanks for your help!

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#### **Trooper Levi Casados (THP)**

I was recently stopped by Trooper Levi Casados. It was very nice to be treated with the courtesy and respect this trooper gave us during the stop. He instantly told me why I was being stopped and asked if I knew my front plate was unreadable due to the faded plastic cover. He explained the law to us in a very understanding way. It is very pleasing to know that our state troopers are among the friendliest in the nation. This officer's conduct went well above the standards we were expecting.

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**Claudia Crislip (LES)**

I want to thank Claudia Crislip for her excellent customer service. She was able to figure out exactly what I needed and turn me in the right direction to save me time and effort in the long run. She was so patient with my lack of understanding regarding the criminal record certification process and thorough in her explanations. Please thank her for me. She is a model for others to emulate in customer service.

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**Trooper James Defrance (THP)**

I was pulled over for a random commercial vehicle inspection; Trooper James Defrance made the stop a pleasant and informing experience. This Trooper does an outstanding job. I felt as if we had known each other a long time as the inspection ended. Keep up the great work and great attitude. It is appreciated and noticed.

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**Linsey Denning (RSD)**

I am writing to explain how thoroughly impressed I am with Linsey Denning. Linsey is knowledgeable, responsive, invested, and personable. She was able to assist with getting our Super Bowl employee licensing situated in cases where we needed action taken (i.e. renewal needed to post before an update could be submitted, etc.). Instead of handling one inquiry and referring me to the call center for future licensing issues, she voluntarily offered to be our POC on that event and took on extra work to help our people. It was incredible. I have experienced wonderful customer service from your team before on several occasions, but Linsey was such a gift to work with that I just had to write you.

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**Trooper Ricardo Fabbiani (THP)**

I was stopped yesterday evening speeding by Trooper Ricardo Fabbiana. Trooper Fabbiani was courteous and professional throughout his interaction with me. He treated me fairly and spoke to me as an equal while maintaining his professional bearing. Based on my short interaction with him, I believe that Trooper Fabbiani is a credit to the department, and I'm proud that he is a representative of Texas law enforcement.

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**Trooper William Fowler (THP)**

I was pulled over for speeding on a rural on my way to work. Trooper William Fowler was very professional and courteous and after asking for my license I opened my center console where I keep my wallet, and he noticed my handgun. I forgot to advise him that I had a carry license. He saw the gun and asked if I had a permit. What I am pleased about is the professional manner in which he dealt with me, without anger or over reacting when he saw the weapon. He was very

coolheaded and professional. I hope to add some appreciation of the dedicated service that the Texas Highway Patrol and our local law enforcement officers provide to our community.

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#### **Trooper Floyd Garner, Jr. (THP)**

I wanted to take a moment and express my appreciation for DPS Trooper Floyd Garner, Jr. for his professional and friendly attitude. Trooper Garner pulled me over for speeding and approached my truck with such a positive attitude. I would like to take the time to express my appreciation for this officer's professionalism and kind attitude. We could use many more like him.

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#### **Trooper Joe Hernandez, Jr. (THP)**

I'd like to compliment Trooper Joe Hernandez on his professionalism, courtesy, and pleasant demeanor when he stopped me recently. I believe Trooper Hernandez is an excellent example for other troopers to emulate when conducting routine traffic stops.

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#### **Trooper Dreu Kirkland (THP)**

I wanted to compliment Trooper Dreu Kirkland. Trooper Kirkland pulled me over on a recent trop. I was very impressed with the way Trooper Kirkland spoke to me and handled the stop. Trooper Kirkland was very professional and was so patient, he asked questions, and made sure that I was at ease. We really need more law enforcement officers like Trooper Kirkland and I just wanted to let someone know that I believe he is a great asset to the Texas Department of Public Safety. He made sure he advised me of my responsibilities as a driver on the road and did so with great courtesy and respect.

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#### **Ashley Lindholm (ADM)**

I just wanted to express my appreciation for the exceptional effort Ashley Lindholm made to assist us with a contract and purchase order. She went above and beyond to push this through. This is just another example of her skill and dedication. Ashley has done an outstanding job on all of the TDEM projects she has worked on for us.

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#### **Dwyann Macklin (RSD)**

Ms. Dwyann Macklin was so helpful, and I'm very thankful for that. Tops is pretty cool, but you are TOPPS in my book. Thank you for your patience, and help.

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### **Corporal Chad Martin (THP)**

I was stopped by Corporal Chad Martin; he was the epitome of a courteous and professional law enforcement officer. I am writing to ensure he is recognized for his exceptional public service and professional attitude. It instills a sense of pride, gratefulness and hope when officers consistently rise about and engage their job and citizens like Corporal Martin did during the stop. Thank you Trooper Martin.

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### **Trooper Lester McCray (THP)**

Trooper Lester McCray pulled me over in Jasper County for exceeding the posted speed limit. This officer treated my wife and I with the utmost respect and conducted himself in a professional manner.

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### **Phyllis McFarland (DLD)**

I was helping friends at the Tyler DPS driver license office recently. My friend and her son are Chinese immigrants and government forms and procedures are often difficult for them. Phyllis McFarland assisted us today; she was extremely patient and kind. She remained calm and responded with warmth, even when we had trouble getting our materials together. We really appreciate the effort she puts forth in her job, even on a busy summer day.

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### **Trooper Adrian Olivas (THP)**

I had the pleasure of meeting Trooper Adrian Olivas today. I had a license plate on the dash, instead of being placed on the front now the vehicle. Trooper Olivas was "Stellar" during the entire stop. From the cleanliness of his vehicle, his impeccable uniform and his outstanding command presence. I cannot say enough good things about this Trooper. I would also pay homage to the Academy Instructors as well, I know with certainty that is where his base line to hone his skill set was established. And I am certain he had a great training officer. Kudos to everyone involved who had a hand in training Trooper Olivas. Please let him know he is an outstanding employee and a great representative of one the best law enforcement agencies in the world, and most certainly the great state of TEXAS.

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### **Lesle Peloquin (RSD)**

I wanted to tell you about the experience I had with Lesle Peloquin. I had been having problems renewing my private investigator and company license in the new "TOPS" system. To say I was somewhat frustrated would be an understatement. I was fortunate enough to get in

touch with Ms. Peloquin, and she solved all of my problems in a very professional way, and was most refreshing in her attitude.

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### **Trooper Jorge Perez (THP)**

I would like to commend Trooper Jorge Perez for his professionalism and kindness when he stopped me for speeding. He showed compassion and respect for my situation. He is a perfect example of who we all should be. The human aspect was more than I expected. I would be appreciative if you could please let him know I am grateful for what he does with the DPS and appreciate who he is as a Trooper and as a person. God Bless Officer Perez.

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### **Plano Driver License Office (DLD)**

Today I took my 91 year old mother into the Plano driver license office to renew her driver license. We gave away her car so she doesn't drive anymore but she wanted to use a valid license for her ID as a point of personal pride. Everyone at this location was so nice and professional to us. The line monitor let us go to the front of the line so she would not have to stand outside in the heat. My mother passed her vision exam so her license was renewed. A Trooper even took the time to explain to us the identification requirements for the next time if she fails her vision test. Even the people in line were delightful! What I dreaded turned out to be the highlight of our day. Hats off to this entire office for being really great!

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### **RSD LTC/Contact Center (RSD)**

I am a native Texan, but have lived in several other states and had a carry concealed outside of Texas. I have seen how those state systems operate with respect to support for CHL or LTC's (applications, qualifications, administration /support). Texas, in my opinion, not only does it the best, but also continually stays ahead of the logistic and administrative nightmares associated with this controversial political issue. I know many times you folks are under resourced and consumed with mountains of paperwork, ever changing rules and tight deadlines, but you always stay professional and responsive. Through my time in this program, I can say without question that the DPS has always gone above and beyond what I have seen from other states and agencies. I just wanted you to know from my experience, the Texas DPS is the best state law enforcement agency in the nation.

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### **Trooper Rubel James Salaz (THP)**

Trooper Rubel James Salaz was very polite and showed what professionalism and love for the job is all about. I would like to thank him for his time and for him giving my son a few words of

encouragement as we were traveling to attend a football camp. Be safe and continue the good fight.

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### **Trooper James Vinson (THP)**

We were driving too fast through Wheeler County recently and were stopped by Trooper James Vinson. He was polite, professional and brought our speed to our attention, which up to that point was focused on getting to our destination and little else. Trooper Vinson was clear that he had a job to do but the manner in which he did it was outstanding. Not only did he draw our speed to our attention but he took a couple of moments to make sure that we understood the process of what was going to occur next. As a result of this stop, we slowed down. In fact, we stopped at the next rest stop and took a break which we had rarely done up to that point. Thanks to Officer Vinson, we no longer allowed fatigue to dictate our speed and arrived safely.

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**DPS News**  
**7/28/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees included:** [Deitra Barrett](#), [Trooper Charles Blommaert](#), [Norma Cortez](#), [Guillermo Corredor](#), [Special Agent Doug Cortines](#), [Mikayla Cummings](#), [Juanita Deleon](#), [Vanessa Edeker](#), [Trooper Job Espinoza](#), [Trooper William Fowler](#), [Trooper David Harris](#), [Special Agent Myles Holland](#), [Cristina Ibarra](#), [Janessa Mills](#), [Anita Nurse](#), [Sergeant Frank Pellizzari](#), [Trooper Curtis Putz](#), [Shuronda Rasmus](#), [Special Agent Phillip Richard](#), [Catalina Rodriguez-Combs](#), [Susan Stempelmann](#), [Tyler Driver License Office](#), [Megan Voelkel](#), [Trooper Tyler Warner](#), [Trooper John Watson](#), and [Special Agent Joseph Wood](#),

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

**News:**

**CAPPS HOT TOPIC**

Twice a month (1<sup>st</sup> & 15<sup>th</sup>) Division Super Users receive a "Time Needing Approval" Report. This report is sent to help Supervisors/Managers with direct and/or indirect reports identify employees who have time entries in a Needs Approval (NA) status that triggers the CAPPS auto generated 10 day and/or 17 day time needing approval email notices. The report should be forwarded to the Supervisors/Managers in their respective area, to have this time approved.

The report includes two tabs. The first tab indicates time entries that are ninety days or newer. The second tab indicates time entries that are ninety days or older. All time entries on the Report need to be approved, however, entries listed on the second tab will require coordination between the Supervisor/Manager and the Division Super User, as time entries

ninety days or older can no longer be approved by a Supervisor/Manager and will need to be approved by a Division Super User.

The recommended best practice is to approve time weekly, as time and labor is now connected to payroll. Unapproved time may affect time balances (earned/taken), overtime hours to be paid, vacation and/or overtime to be paid for separating employees (causing an under or overpayment), and/or errors on the timesheet.

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### **Important Information about the HealthSelect Transition to Blue Cross and Blue Shield**

On September 1, 2017, Blue Cross and Blue Shield of Texas (BCBSTX) will replace UnitedHealthcare as the plan administrator for HealthSelect<sup>SM</sup> of Texas and Consumer Directed HealthSelect<sup>SM</sup>. This change will not affect employees who are enrolled in an HMO.

#### Contact information during the transition

Until August 31, 2017, you should continue to use your current ID cards and call the current HealthSelect Customer Service line at (866) 336-9371 (TTY: 711) for information about your coverage.

In August, BCBSTX will mail a welcome packet and new medical ID cards to all HealthSelect of Texas and Consumer Directed HealthSelect participants. Participants will also receive a separate ID card from OptumRx, the plan administrator for pharmacy benefits.

BCBSTX will not have access to individual claims information until September 1, 2017.

Enrollment information will not be available until after Summer Enrollment.

In the months leading up to the transition, BCBSTX will send letters and make telephone calls to participants who may be affected by certain changes. For example, participants whose PCP may no longer be in the network after September 1, 2017 will receive a notification letter and may receive a follow-up phone call. Please answer or return phone calls if you are contacted by a BCBSTX representative.

#### New website and customer care center will provide general information

Beginning May 23, you will be able to visit the BCBSTX HealthSelect website at [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a Personal Health Assistant toll-free at (800) 252-8039, Monday - Friday 7 a.m. - 7 p.m. CT or Saturday 9 a.m. - 3 p.m. CT.

Participants can:

- Get general information about plan benefits and what to expect.
- Use the Provider Search Tool to find out if their current PCP or other providers will be in the BCBSTX HealthSelect network after September 1.

- Get help finding an in-network PCP or specialist if their current provider will no longer be in the network.
- Nominate a provider to be added to the HealthSelect network.

Participants who are currently in the second or third trimester of pregnancy or are receiving care for a chronic illness or an acute medical condition may be able to continue to receive health care services for a limited time from their current provider after September 1, 2017, even if the provider will no longer be in the HealthSelect network. The participant needs to fill out and submit a Transition of Care form to BCBSTX. For more information, they should visit [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 beginning May 23, 2017.

#### Continuation of current programs

Real Appeal, an online weight loss program, will continue to be available to eligible HealthSelect participants after September 1, 2017. Naturally Slim, a different online weight loss program, will also be offered as an option to eligible participants.

Virtual Visits allows participants to consult with a real-time licensed physician from a computer, tablet, or smart phone using secure online audio and video technology. It will still be a HealthSelect benefit after the transition to BCBSTX. Beginning September 1, there will no longer be a copayment for HealthSelect of Texas participants who use a network Virtual Visits provider. The current \$10 copay per visit for this benefit will continue through August 31.

FAQ's are also available on the ERS Website.

Visit [http://www.ers.state.tx.us//Customer\\_Support/FAQ/HealthSelect-transitions-to-BlueCross-and-BlueShield/](http://www.ers.state.tx.us//Customer_Support/FAQ/HealthSelect-transitions-to-BlueCross-and-BlueShield/) for more information.

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#### **Scott & White Health Plan service area changes**

Beginning September 1, 2017, Scott & White Health Plan (SWHP) will no longer be available as a health plan option for State of Texas employees who live or work in the following counties: Coke, Coleman, Concho, Crocket, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Runnels, Schleicher, Sterling, Sutton and Tom Green.

If your agency has participants who live or work in one of these counties and are currently enrolled in Scott & White Health Plan, they will automatically be enrolled in the HealthSelect<sup>SM</sup> of Texas point-of-service plan, unless they enroll in the Consumer Directed HealthSelect<sup>SM</sup> high-deductible health plan with health savings account during their Summer Enrollment phase. This is to ensure medical coverage for them and their eligible dependents in the new plan year. ERS has sent a separate letter to all current SWHP members who are affected by this change. Your employees can continue enrollment with SWHP if they live or work in a county in the Baylor Scott & White Preferred HMO (BSW Preferred) network service area: Austin, Bastrop, Bell, Bosque, Brazos, Burleson, Burnet, Coryell, Falls, Freestone, Grimes, Hamilton, Hill,

Lampasas, Lee, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell, Travis, Walker, Waller, Washington and Williamson.

To continue in SWHP, they must take both of the following steps during their Summer Enrollment phase:

1. Change eligibility basis to a county within the service area and
2. Choose Scott & White Health Plan as the health plan for themselves and, if applicable, their covered dependents.

Participants can do both steps in their online ERS account at [www.ers.state.tx.us/login](http://www.ers.state.tx.us/login) during their Summer Enrollment phase.

### **Why is the change happening?**

Effective September 1, 2017, the SWHP HMO network will be replaced by the BSW Preferred HMO network. BSW Preferred is not offered in some counties in west Texas that currently are served by SWHP. If your participants live or work in a county that's included in the BSW Preferred service area, they can continue their enrollment with SWHP if they choose SWHP as an option during their Summer Enrollment phase.

### **More information**

There's more information about health care coverage options in the Summer Enrollment guide, on the ERS website, through SWHP and at ERS' Summer Enrollment fairs.

### **Questions?**

We encourage you to review enrollment options in the Summer Enrollment guide and attend an ERS Summer Enrollment fair or webinar to have questions answered. Participants can continue to call SWHP customer service toll-free at (800) 321-7947 (TDD: (800) 735-2989) for claims and coverage through August 31, 2017. If they have questions about enrollment options starting September 1, 2017, please call ERS toll-free at (866) 399-6908 (TTY: 711).

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### **Possible calls about enrollment and health care providers**

Over the next several weeks, you may get calls from Blue Cross and Blue Shield of Texas (BCBSTX) about your doctors and/or transition of care. If BCBSTX or the Employees Retirement System of Texas (ERS) calls, the caller will clearly state that they are with BCBSTX or ERS. BCBSTX and ERS will not ask for your Social Security number. If you get a call from anyone about health insurance or other coverage, you should listen closely to what the caller is saying and, if needed, ask the caller to identify themselves again before giving any personal information. You should not provide your Social Security number to the caller.

If you have concerns about the caller, you should hang-up and contact BCBSTX directly at (800) 252-8039.

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### **Speir Scholarship Deadline**

Wilson E. Speir Scholarship nominees will be accepted through July 31<sup>st</sup>. Students must be classified as full-time criminal justice majors and enrolled in Texas universities. Two scholarships will be awarded for \$500 per semester for up to two semesters. Applicants should submit resumes and transcripts of completed college work to: Texas Department of Public Safety, Director's Office, P.O. Box 4087, Austin, TX 78773-0110, Attn: Beth Hibbs.

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### **Food Service and Vending Survey**

The Business Enterprises of Texas (BET) is a program within the Texas Workforce Commission (BET/TWC) that provides employment opportunities for Texans who are blind in the areas of food service and vending on State and Federal Properties. BET operates a food service and/or vending facility in one or more of the buildings your agency occupies (TC's Café housed in building A). BET has been tasked by an appropriations rider included in the General Appropriations Act passed into legislation by the 84th Legislature with developing a report to be presented to the Legislative Budget Board (LBB) and the Governor.

The report will include the results of a customer satisfaction survey on operational conditions on state properties focusing on pricing requirements, hours of operation, menu items and product lines. We appreciate the opportunity for Texans participating in the BET to provide food service and/or vending to the occupants of your building.

BET is extending our survey till the end of July.

[www.surveymonkey.com/r/QD77HM6](http://www.surveymonkey.com/r/QD77HM6)

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### **Texas DPS Credit Union - Refinance and Save!**

TXDPSCU has been hard at work restructuring our loan rates to better fit you and your life. Come test drive our NEW LOW RATES and see how much you could SAVE! We may be able to lower your monthly payment or even have an opportunity to skip a payment.

Learn more, view rates and apply online at <http://txdp scu.org/>. Talk to a loan officer today! Call us at 512-452-5211 or email at [txdp scu@txdp scu.org](mailto:txdp scu@txdp scu.org). Federally insured by the NCUA. Rates based on applicant's credit. Applicants must qualify based on credit approval guidelines. Excludes current Texas DPS Credit Union Loans.

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### **Tell us what you think!**

At Texas DPS Credit Union, we are hard at work for you and we are committed to enhancing your experience with us. Please take a few moments to complete this 4 question survey to help us improve our service to you. We look forward to hearing what you think!

**Take the survey by Friday, August 4<sup>th</sup> and you will be entered for a chance to win a \$50 MasterCard gift card!\***

[https://www.surveymonkey.com/r/TexasDPSCU\\_Brand\\_ListServ\\_July2017](https://www.surveymonkey.com/r/TexasDPSCU_Brand_ListServ_July2017)

\*Must provide email address at the end of the survey for an entry.  
Federally insured by the NCUA

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### **THE SMART CHOICE FOR BACK TO SCHOOL**

Did you know that earning your bachelor's or master's degree is one of the best ways to increase your earning potential, improve your job security, and expand your opportunities for career advancement? That means going back to school is one of the smartest choices you can make! For more information please see the [flyer](#).

Right now is a great time to get started on a degree, because from now through September 30, 2017, WGU Texas is offering all new students eligibility to apply for a special scholarship:

[Take advantage of this special scholarship opportunity](#), and make the smart choice—head back to school at WGU Texas and strengthen your career. **Apply for free! Use Code FR19**

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### **ERS Changes on the horizon**

#### **New ERS website and email address**

In late August 2017, the Employees Retirement System of Texas (ERS) will launch its redesigned website and new domain name. The new domain name will mean a new website address and new email addresses for ERS employees and other contacts at the agency.

The domain name will change to *ers.texas.gov* from *ers.state.tx.us*.

#### **Why the change?**

ERS is changing its domain name to be consistent with other State of Texas agencies. *Texas.gov* has been chosen as the primary outward-facing domain name for all state agencies.

ERS is changing the website to make it easier to navigate and find information. They evaluate and redesign the website every few years to keep it fresh and stay current with best practices on the internet.

#### **What if I forget the new website or email address?**

Don't worry if you forget, all emails sent to an old address will be automatically forwarded to the new ERS address. The same is true if you type in the old website address, you will be automatically redirected to the new website.

## **New look**

ERS redesigned the website with you in mind. ERS conducted user testing among members and staff to understand how and why people use their website. This information was used to create a streamlined website that is more user-friendly. ERS reorganized some information while keeping some of the great features you're already familiar with. Look for more information, including tips for using the new website, in August.

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## **Blood Drive**

Our recent Blood Drive was a tremendous success. The goal was 45 successful units, and we were able to contribute 50 units. Thank you again to everyone who came to donate, and a special thank you to all who volunteered to help make this Blood Drive successful.

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## **Events**

### **PBR Wrangler Long Live Cowboys Classic**

The world's premier bull riding organization, PBR (Professional Bull Riders) began as a dream of 20 bull riders 24 years ago and is now a global sports phenomenon. On its elite Built Ford Tough Series, the PBR features the Top 35 bull riders in the world and the top bulls in the business. The PBR's 2017 Built Ford Tough Series will make its first ever stop in Austin for the Wrangler's Long Live Cowboys Classic presented by Frontier Communications on Saturday, Sept. 16 and Sunday, Sept. 17.

**DPS employees SAVE \$10 on tickets!\*** To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Friday, Sept. 15 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

\*Discount excludes \$20 and \$300 Elite seats. No double discounts. Offer is subject to availability. Facility fee and convenience charges may apply. All information is subject to change.

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## **Fan Mail**

### **Deitra Barrett and the Tyler Driver License Office (DLD)**

I had to go to the DPS office to renew and replace a stolen driver license recently. I was pleasantly surprised; my entire visit took less than an hour because the office was so efficiently run. Ms. Deitra Barrett was professional, patient and polite. In fact, every employee I heard speak during my visit was professional and patient. This was the best customer service I have experience anywhere in quite a while.

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**Trooper Charles Blommaert (THP)**

I was stopped for speeding by Trooper Charles Blommaert, III. Trooper Blommaert was exceptionally professional, polite and thorough throughout the stop. He was articulate and engaging. I was really impressed with this gentleman; he represents your agency and himself in a very positive light.

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**Norma Cortez, Guillermo Corredor and Vanessa Edeker (ADM)**

I just wanted to let you know that DAD Norma Cortez and the Benefits staff for driver license, specifically Guillermo Corredor and Vanessa Edeker helped me recently when ERS mistakenly removed my son from my insurance. I had tried to resolve the situation myself and it was extremely difficult to deal with ERS and Aon Hewitt. My son is only 6 months old and I was really frantic but when I contacted Vanessa and Guillermo, they alerted DAD Cortez and it was resolved very quickly. I know that's their job, but I appreciate the time and effort they took to help me and to make me feel better about the situation. You have a great team in HR and I know that they have a hard job. Thank you very much for all that Administration and HR do for us.

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**Mikayla Cummings and Anita Nurse (DLD)**

I would like to compliment the friendly and professional customer service I have received from two DPS employees. My new to Texas license efforts have for some reason, been tricky; the migration of my driver license from North Carolina to Texas halted at the PDPS/National Driver Registry level. Mikayla Cummings originally processed my paperwork and had my Texas driver license number ready in less than 30 minutes. When my North Carolina driver license number failed to clear the PDPS system, she kindly offered to contact me when there was further progress. Additionally, Mikayla was very patient and thorough in informing me of how I may find out more about my situation. After speaking with the North Carolina DMV, I contacted the DPS office in Austin, and spoke to Anita Nurse. Anita very kindly verified that my information was in progress and informed me how the process would continue. Mikayla and Anita are both capable and friendly in their work.

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**Juanita Deleon (DLD)**

I would like to say thank you to Juanita Deleon of the Sweetwater driver license office. I was out of town last week for work and stopped in to the Sweetwater office to review my driver license. When I walked into the office, there were two people in line in front of me. Juanita looked up from the person she was helping and asked with a smile and genuine friendliness how she could help me. I explained that I would like to renew my CDL. She handed me the



forms and stated she would be with me when it was my turn. All with a smile and an attitude of a person who has seen a friend walk through the door and can't wait to visit with them. While I waited, I listened to Juanita take care of the people in line in front of me. It sounded as if she knew them and visited with them as she worked. When it was my turn, she asked me "How are you doing today"? It wasn't out of politeness; I got the feeling that she actually cared what my answer was. She worked very quickly and before I knew it, we were finished. She did all of this while we were talking, I never realized she was working. I walked out of the Sweetwater driver license office 35 minutes after I walked in, I felt like I had met a new friend and had a pleasant conversation with them. It was an experience I will not forget. You just can't get that kind of customer service from anywhere else. Thank you Juanita, for making this Texas boys day.

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#### **Trooper Job Espinoza (THP)**

I was recently pulled over by Trooper Job Espinoza and I wanted to send a note and let DPS know how professional, helpful and even enjoyable he made the experience. I had my young sons in the car with me, and he brought them stickers and children's books which we read later that day. I imagine holiday weekends are extremely busy but I wanted him to know how much we appreciate the important work that he does.

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#### **Trooper William Fowler (THP)**

I was pulled over recently by Trooper William Fowler. He was very professional and courteous even when I opened my center console where I keep my wallet, and he noticed my handgun which I had forgotten to advise him that I had a license to carry. He saw the gun and asked if I had a permit. What I am pleased about is the professional manner in which he dealt with me, without anger, or over reacting when he saw the weapon. He was very cool headed and professional.

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#### **Trooper David Harris (THP)**

I was stopped recently by Trooper David Harris. I am an LTC holder, and had my firearm with me at the time. When Trooper Harris approved, I informed him of my firearm and asked what he would like me to do. He kindly told me my firearm could remain where it was as long as I didn't touch it. Throughout the traffic stop, Trooper Harris was very polite and professional. I feel like Trooper Harris performed his duties with integrity and respect, which is something I admire and I thought someone should know Trooper Harris is doing a fantastic job.

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#### **Special Agents Myles Holland, Joseph Wood, Phillip Richard and Doug Cortines (CID)**

Recently our department began a homicide investigation, followed closely the next week by a violent aggravated assault. Our detective division reached out to Special Agents of the DPS and requested assistance. As a result, Special Agents Myles Holland, Joseph Wood, Phillip Richard and Doug Cortines coordinated with others on a special operation. Covert surveillance, couple with numerous traffic stops in the area, not only produced several arrests, but also provided valuable intelligence regarding individuals operating in our community. We would like to express our appreciation and heartfelt gratitude for the support and cooperation of these agents, as well as convey the thanks of our criminal investigation division. We are so thankful for your help.

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#### **Janessa Mills (DLD)**

I would like to commend Janessa Mills on the outstanding job she did. She was very helpful. I'm sure her day was coming to an end, and not once was she short, rude or impatient. I sure did ask a lot of questions too. I just wanted to make sure her effort to answer all of my questions did not go unnoticed.

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#### **Sergeant Frank Pellizzari and Trooper John Watson (THP)**

I just wanted to commend the officers today who did a level 1 inspection on my truck. They were also training officers on how to conduct an inspection. They made me feel comfortable regarding my personal safety, as well as the safety of my truck. I know it has to be a tedious job to do with all the trucks out here on the road. I was inspected by Sergeant Frank Pellizzari and Trooper John Watson. Great group of professional guys and I just want them to know how nice it was that they were so courteous, friendly and professional.

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#### **Trooper Curtis Putz (THP)**

I was pulled over recently by Trooper Curtis Putz. Trooper Putz was extremely nice and very professional. He was kind and patient in listening to my dilemma. He spent some time speaking to me about the safety factor of speeding. He also added the personal factor of my family wanting me home safely. I wanted to compliment him on his approach. Trooper Putz was clean cut, his uniform was crisp and clean, and he represented himself as a true professional.

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#### **Shuronda Rasmus (DLD)**

Shuronda Rasmus is an incredibly patient lady who did her job with a smile and professionalism that I did not expect in the middle of summer when the lines are long and tempers are short. She went above and beyond after helping me with my mother's ID, by then renewing my driver

license that had expired because she knew I was traveling in less than two weeks and would need identification. I had not planned to renew it yet because the office was so busy and my mother was in a fast pass lane due to her age, but after making sure there were no other people needing to be served in that line, she said she would help me too. Thank you for a great experience.

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### **Catalina Rodriguez-Combs and Cristina Ibarra (LES)**

I would like to thank Catalina Rodriguez-Combs and Cristina Ibarra for coming in and educating me on the dos and don'ts of creating a policy for our agency. It was very informative. I will make sure our agency puts in place the policies you recommended. I was very impressed with how well you both know your material.

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### **Susan Stempelmann (DLD)**

I was having problems recently with one of the driver license offices. After several hours talking on the phone, speaking with supervisors that were unable to assist with my concerns about the standard VOE form, Susan Stempelmann was able to contact the school district and secure the required forms which helped my son get his learners permit. Mrs. Stempelmann is a fine example of your creed: Courtesy, Service and Protection. She should be running the entire DPS division.

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### **Megan Voelkel (DLD)**

I worked recently with Megan Voelkel at the Bryan driver license office and had an awesome experience. I was in, seated, processed and out in less than two hours. I can't tell you how great that was. Megan was helpful, cordial, professional, and kind. She answered my questions, smiled, and worked quickly so that I could get on with my day. She was everything I think that DPS would want, at least from a customer service standpoint, in an employee. Please pass on my sincere appreciation for making the process of renewing my driver license as pleasant and painless as possible.

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### **Trooper Tyler Warner (THP)**

Trooper Tyler Warner was extremely polite and respectful when he pulled me over. Extremely professional, explained to me what I did wrong and he was evaluating everything in my car as we spoke. Trooper Warner is the type of State Patrol Officer that reflects the reputation you would want. He was outstanding.

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**8/4/17**

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**Featured employees included:** [Shaffik Fatima Bora](#), [Trooper Kyle Cornell](#), [Urshula Jones](#), [Marla Linder](#), [Mitzi Morris](#), [Shermain Parks](#), [Plano Driver License Office](#), [Erminia Quiroz](#), [Tyler Driver License Office](#) and [Trooper Warren Yarter](#)

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

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### **Tell us what you think!**

At Texas DPS Credit Union, we are hard at work for you and we are committed to enhancing your experience with us. Please take a few moments to complete this 4 question survey to help us improve our service to you. We look forward to hearing what you think!

**Take the survey by Friday, August 4<sup>th</sup> and you will be entered for a chance to win a \$50 MasterCard gift card!\***

[https://www.surveymonkey.com/r/TexasDPSCU\\_Brand\\_ListServ\\_July2017](https://www.surveymonkey.com/r/TexasDPSCU_Brand_ListServ_July2017)

\*Must provide email address at the end of the survey for an entry.  
Federally insured by the NCUA

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### **2017 CVE Texas Challenge Winners**

22 CVE Troopers, CMV Inspectors and MCSAP (Motor Carrier Safety Assistance Program) police officers and sheriff's deputies representing different regions and agencies across the state convened in Corpus Christi from July 17<sup>th</sup> – July 19<sup>th</sup> to compete in the 2017 Texas Challenge competition. This year, CMV Inspector Jose Najera, Region 4 – El Paso, was awarded Grand Champion for his combined performance in the five inspection categories, which include North American Standard Level 1, HM-Non Bulk, Cargo Tank, Passenger Vehicle and the Written Examination.

CMV Inspector Najera will move on to represent the State of Texas at the CVSA (Commercial Vehicle Safety Alliance) North American Inspector's Competition in Orlando, Florida during the week of August 7<sup>th</sup> -11<sup>th</sup>. He will compete against other certified inspectors from across the country and international competitors from Canada and Mexico.

CVE Trooper James Robertson, Region 1 – Decatur, was the Texas Challenge runner-up.

CMV Inspector Jose Najera, Region 4 – El Paso, was also awarded the commemorative Lt. Jaime Flores Award. This prestigious award is voted on amongst the competitors themselves and presented to the competitor whom they feel best exemplifies the following qualities: Spirit of

Cooperation, Leadership, Professional Image, Dedication to Profession, Positive Attitude, Organizational Ability and Congeniality.

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## **CAPPS HOT TOPIC**

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**Important reminder** - due to the FYE process, the CAPPS system will be down starting on Thursday August 31, 2017 until Tuesday September 5, 2017.

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## **Events**

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**DPS employees SAVE \$10 on tickets!**\* To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Friday, Sept. 15 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

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Looking to improve your speaking and leadership skills? Gain the confidence to speak up? Make new friends? Join us for our next meeting! **When: Thursdays at noon Where: HQ Bldg. G Annex 1st floor conference room.** DPS Toastmasters Club meets weekly to improve communication and leadership skills in a safe and supportive environment. For more information contact: John Peyton, VP of Public Relations at 512-424-5493 [john.peyton@dps.texas.gov](mailto:john.peyton@dps.texas.gov) or Alan Sowell, VP of Membership at 512.424.5008 [Alan.Sowell@DPS.Texas.Gov](mailto:Alan.Sowell@DPS.Texas.Gov). Outside Austin? Search for a nearby club at <https://www.toastmasters.org/Find-a-Club>

Toastmasters International rates its clubs on specific criteria, like how well they encourage members to pursue their communication and leadership goals. DPS Toastmasters Club was recently recognized as a Select Distinguished Club, meaning that it achieved most of the goals Toastmasters uses to identify healthy clubs.

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### **Retirements**

Silvia Hernandez Garcia	Driver License	32 years
Luis Gonzalez	Texas Highway Patrol	30 years
David Janning	Texas Highway Patrol	29 years
Naida Martinez	Driver License	29 years
Melanie Weise	Information Technology	24 years
Mary Villasenor	Driver License	22 years
Debra Haag	Driver License	21 years
James D. Parker	Information Technology	15 years

Shawn Elless	Texas Highway Patrol	15 years
Gary Maltsberger	Law Enforcement Support	15 years
Ted Aanenson	Texas Highway Patrol	12 years
Becky Simpson	Criminal Investigations	10 years
Edna Medina	Finance	4 years

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### **Deaths:**

C.B. Isbell	Retired
Samuel L. Purtle	Retired

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### **Promotions**

Name	Present (Station)	Promoted (Station)
Steven Miller	Tactical Flight Officer, Aircraft Operations (San Antonio)	Agent Pilot, Aircraft Operations (Corpus Christi)
Cabora Domingue	Special Agent, Criminal Investigations (El Paso)	Lieutenant, Criminal Investigations (El Paso)
Gabriel Nava	Special Agent, Criminal Investigations (El Paso)	Lieutenant, Criminal Investigations (El Paso)
Tammy Leach	Special Agent, Criminal Investigations (El Paso)	Lieutenant, Criminal Investigations (El Paso)
Ramiro Nava	Trooper III, Texas Highway Patrol (Seguin)	Special Agent, Criminal Investigations (San Antonio)
Eric Wright	Trooper III, Texas Highway Patrol (Laredo)	Special Agent, Criminal Investigations (Laredo)
Michelle Wilson	Trooper II, Texas Highway Patrol (Odessa)	Special Agent, Criminal Investigations (Midland)
Ronald "Kent" Williams	Technical Sergeant, Tactical Marine Unit (Rockport)	Special Agent, Criminal Investigations (Midland)
Mario S. Garcia	Trooper III, Texas Highway Patrol (San Antonio)	Special Agent, Criminal Investigations (Midland)
Armando Vazquez-Hernandez	Trooper II, Texas Highway Patrol (El Paso)	Special Agent, Criminal Investigations (El Paso)
Michael A. Sams	Trooper III, Texas Highway Patrol (Brownwood)	Special Agent, Criminal Investigations (San Angelo)
William "Alan" Dykstra	Corporal II, Texas Highway Patrol (San Angelo)	Special Agent, Criminal Investigations (San Angelo)
Edward Sambrano, Jr.	Trooper III, Texas Highway Patrol (San Antonio)	Special Agent, Criminal Investigations (Weslaco)
Ruben Galindo	Captain, Texas Highway Patrol (Del Rio)	Major, Texas Highway Patrol (McAllen)

Henry Scarbrough	Lieutenant, Texas Highway Patrol (Lufkin)	Captain, Texas Highway Patrol (Austin)
Rafael Gonzalez	Lieutenant, Texas Highway Patrol (McAllen)	Captain, Texas Highway Patrol (Del Rio)
Jaime Zapata	Trooper III, Texas Highway Patrol (Fort Worth)	Sergeant, Texas Highway Patrol (Fort Stockton)
Robert "Wayne" Matthews	Texas Ranger, Texas Rangers (Uvalde)	Lieutenant, Texas Rangers (Laredo Company "D")

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**Awards:**

Natalie Lam	Finance	Accounting's Cream of the Crop Employee (ACE)
Brianne Floryan	Law Enforcement Support	Crime Lab Employee of the Quarter
Emily Hershberger	Law Enforcement Support	Crime Lab Employee of the Quarter
Camille Stafford	Law Enforcement Support	Crime Lab Employee of the Quarter
Shane Windsor	Law Enforcement Support	Crime Lab Employee of the Quarter

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**Fan Mail**

**Shaffik Fatima Bora (DLD)**

Fatima Bora was extremely calm and patient with my elderly parents when they came in with me to renew their driver licenses. We all appreciated Fatima's kindness as she went above and beyond to take care of my parent's needs.

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**Trooper Kyle Cornell (THP)**

Trooper Kyle Cornell is an awesome Trooper. He is the epitome of a great service man and also a mentor to people like me. Within the time I spent talking to him, I learned a lot about myself and I was able to appreciate his walk of life and what he does on a day to day basis. Trooper Cornell is the type of guy who leaves a mark on you. He has inspired me to really think about the small decisions I make on a daily basis and that there is always room to learn. I can't say thank you enough for how he treated me, and spoke to me. He is an inspiration to me. I hope he can achieve great things, continue his legacy and leave his mark in Texas history. He is a real life role model.

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**Urshula Jones (DLD)**

One of your employees, Urshula Jones, went out of her way to assist me in gaining Texas identifications for two women aged 95 (my mother) and 88. To say the least, it was a lengthy but successful process and Urshula is a true example of what customer service means. When another employee attempted to send us away and ask us to make yet another trip to DPS, without any attempt at assistance, Urshula stepped in to help us obtain the required information, got us to a station immediately, and the paperwork was processed quickly. I hope an employee like that can be rewarded in some way. She is truly one of a kind. I also noticed that she assisted others in several ways, meaning no job was too small or insignificant. Please extend her another thank you.

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### **Marla Linder (DLD)**

I wish to commend your employee, Marla Linder, for her prompt, courteous and professional assistance in obtaining a new driver license from the State of Louisiana. My Texas license had expired during a period of time when I was working overseas and since then I've relocated to Louisiana. Louisiana State laws required that I obtain a letter of clearance from Texas DPS. It took several in person trips to Louisiana DMV to get things taken care of. Once I contacted Marla, she immediately got the ball rolling and had a clearance letter sent as soon as I provided her with the local Louisiana DMV fax number. I was finally able to get my license issued today. Once again, a sincere thankyou to Marla Linder and the Texas Department of Public Safety for resolving this urgent matter.

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### **Mitzi Morris (DLD)**

My husband and I would like to compliment Mitzi Morris for going above and beyond to get us our Texas license. We are new to Texas via California and we did not have our updated insurance card with us, but I did have a photo of it in my phone. Mitzi suggested e-mailing the photo to her so it could be attached to our file. Three attempts and the e-mail would not go through. So we sent a text of it to her personal phone and then she emailed it to herself and that worked. The vehicle we chose to drive today is only registered in my husband's name, so she had him fill out a form stating that he knew me and would vouch for me. Then the fact that I have a class B (school bus driver retired) and my husband has a motorcycle endorsement complicated things further. Needless to say Mitzi was fantastic she could have said sorry come back later, but she chose to go above and beyond with a smile on her face and even some joking remarks between us. Thank you Mitzi for proving to us how welcoming and friendly Texans are. This is one of the reasons we left California for Texas, the people. Thanks again Mitzi for a job well done.

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### **Shermain Parks (RSD)**

After an earlier call in the day, I called again and was put in touch with Shermain Parks.

I would like to express my delight in working with her. She was very patient, professional and spent quite a bit of time working me through the issues and due to her efforts the problem was

fixed. She was extremely nice and so helpful, and was in no hurry, simply wanting to fix our problem which she did. I am so pleased with her help and wanted you to know I feel you have an excellent person on your staff with Shermain. She is the best, and I feel much better after working with her. It was a great experience.

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### **Plano Driver License Office (DLD)**

I went to get my driver license renewed today at the Plano office. I have to say that in the time I sat there waiting I witnessed nothing but positive actions from the employees. The Trooper at the door went out of his way to help several people, it has to be such a frustrating job at times, but he never lost his cool. When I was done with my renewal the young lady that helped me apologized profusely and thanked me for my patience. No, I should be thanking you because I am sure you don't hear thank you enough. In our world of hurry up and I don't want to wait for anything, it was refreshing to see people take the extra step and actually care about what they are doing!

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### **Erminia Quiroz (DLD)**

I was frustrated while trying to renew my driver license and the very sweet lady named Minnie helped walk me through what I needed to do. She was patient and kind and it made my day. Thank you Minnie!

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### **Tyler Driver License Office**

My son is working on a debate assignment about driver licenses and transportation. The Tyler Texas DPS and TXDOT office took time to answer his questions and direct him elsewhere for specific questions. They provided pamphlets and were very helpful. We appreciate their time and trouble. I have misplaced their names but PLEASE recognize the office and employees for their wonderful influence on a young driver and their excellent knowledge of their work. Thank you!

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### **Trooper Warren Yarter (THP)**

Recently I was working at a ranch where I was attempting to move a rock, and I got bit by a snake on my left hand. I immediately got in my truck and began to drive back to get assistance. As I was driving, I started feeling nauseous and had to stop a couple of times to throw up. The pain on my hand and arm were getting a lot worse, so I continued to drive at a high rate of speed to try to make it to the hospital. It was then that Trooper Warren Yarter stopped me. I remember him asking for my driver license, at that point I was so disoriented that I told him I didn't know where it was. Trooper Warren Yarter then asked me what was

wrong, I told him what had happened and without hesitation, Trooper Warren Yarter placed me in his patrol car and drove me to the hospital. Thanks to him I was able to get to the hospital safely and most important get the medical attention I needed. God bless our Law Enforcement wherever they are. Thank you Texas Department of Public Safety.

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**DPS News**  
**8/11/17**

If you would like to contribute to DPS News, please send your submissions to: [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov). We are looking for items that are of interest to the Department and commendations of DPS employees from outside DPS, such as the items listed in Fan Mail.

Click here for:

- [News](#)
- [Events](#)
- [Fan Mail](#)

**Featured employees included:** [Trooper Douglas Acker](#), [Shaffik "Fatima" Bora](#), [Ava Crosley](#), [Renee Deason](#), [Andrea "Denise" Huntsberger](#), [Laura Jack](#), [Trooper Katrina Jones](#), [Amy Leon-Guerrero](#), [Trooper Zachary Martinez](#), [Cara McCaleb](#), [Trooper Darien Norman](#), [Shelly Ramsey](#), [Trooper Daniel Trevino](#) and [Sandra Whittington](#)

To access information about agency [Press Releases](#), [Legal Bulletin](#), [DL License to Drive](#), [HIP Newsletter](#), [Employee Efficiency Suggestions](#), [DPS Daily News Clips](#), [VESS Services & Classes](#), [Fleet news](#), [Voyager Card and P-card information](#), and [the Dispute Resolution Office](#), visit the DPS Intranet and SharePoint portal.

If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

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**News:**

**Important Information about the HealthSelect Transition to Blue Cross and Blue Shield**

On September 1, 2017, Blue Cross and Blue Shield of Texas (BCBSTX) will replace UnitedHealthcare as the plan administrator for HealthSelect<sup>SM</sup> of Texas and Consumer Directed HealthSelect<sup>SM</sup>. This change will not affect employees who are enrolled in an HMO.

**Contact information during the transition**

Until August 31, 2017, you should continue to use your current ID cards and call the current HealthSelect Customer Service line at (866) 336-9371 (TTY: 711) for information about your coverage.

In August, BCBSTX will mail a welcome packet and new medical ID cards to all HealthSelect of Texas and Consumer Directed HealthSelect participants. Participants will also receive a separate ID card from OptumRx, the plan administrator for pharmacy benefits.

BCBSTX will not have access to individual claims information until September 1, 2017.

Enrollment information will not be available until after Summer Enrollment.

In the months leading up to the transition, BCBSTX will send letters and make telephone calls to participants who may be affected by certain changes. For example, participants whose PCP may no longer be in the network after September 1, 2017 will receive a notification letter and may receive a follow-up phone call. Please answer or return phone calls if you are contacted by a BCBSTX representative.

#### New website and customer care center will provide general information

Beginning May 23, you will be able to visit the BCBSTX HealthSelect website at [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a Personal Health Assistant toll-free at (800) 252-8039, Monday - Friday 7 a.m. - 7 p.m. CT or Saturday 9 a.m. - 3 p.m. CT.

Participants can:

- Get general information about plan benefits and what to expect.
- Use the Provider Search Tool to find out if their current PCP or other providers will be in the BCBSTX HealthSelect network after September 1.
- Get help finding an in-network PCP or specialist if their current provider will no longer be in the network.
- Nominate a provider to be added to the HealthSelect network.

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## **New phone number for HealthSelect(SM) Prescription Drug Program**

The [HealthSelect Prescription Drug Program](#), administered by OptumRx, will have a new phone number soon.

If you need more information or have questions about your prescription benefits, claims and other details in the new plan year, call OptumRx customer service toll-free at (855) 828-9834. You can continue to call the customer service number at the back of your current combined ID card until August 31.

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### **Fan Mail**

#### **Trooper Douglas Acker (THP)**

I was pulled over yesterday by Trooper Douglas Acker. I am 56 years old and have not had a ticket for any violation in maybe 20+ years. I was apparently speeding and did not have a front license plate. The reason for me writing this was to express my appreciation for Trooper Acker's complete professionalism in this incident. Thank you Trooper Acker and DPS along with all other Public Safety professionals who are out there risking their lives for all of us. The lesson was also great for my kids to see as I was picking them up from summer camp. They thought Trooper Acker "was the most intimidating man they have ever seen". I appreciate that one of the take away from the incident was Trooper Acker's seriousness of how the whole thing was handled – it sent the right message to my kids. Thank you Trooper Acker and the DPS.

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#### **Shaffik "Fatima" Bora**

Recently I went to take a driver license road test. I've been driving for going on 19 years but unfortunately when I moved to Austin I allowed my out of state license to expire by only a day. I scheduled my test for the summer because, as a teacher, I had no time or energy to do so during the school year. With this being a new state with new systems along with still recovering from the academic calendar I was flustered and confused when I went in for my test. My timing in regard to paper work and scheduling were very much out of sort. When I was called up by a gentleman at the desk next to Ms. Bora's he was unable to assist me outside of having me complete new forms in order to schedule another test. The next open slot for this was in almost three months. Thankfully, as I sat in a chair in that area of the office Ms. Bora called me over when the people she was assisting had left. She asked about my paperwork and scheduling situation. Almost immediately after I finished she assisted me with completing the forms. Her help did not end there. She knows her office, the systems, and her co-workers so intimately that she was able to fit me into the testing schedule that day. Her kindness and effort were the best gift I could have asked for. Ms. Bora is a boon to and staple of the N. Lamar office. She is efficient and helpful while also keeping an office packed with people in check. The same day I took my road test I also heard her helping a confused teen and her father in the same degree as she did me. I had an overall pleasant and positive experience at the DPS specifically because of her. If she hasn't already been commended for what she brings to that office then it is long overdue. I can tell her hard work and kindness toward me, one of the thousands of strangers who approach her desk every day, is extended to anyone who needs her help. Please tell Ms. Bora "thank you" for her making experience at the N. Lamar office the best I've ever had at any licensing office. If I ever have the need to visit again, even if I do not need to be in her work queue I will be certain to say "hi."

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#### **Ava Crosley (DLD)**

Ava Crosley was extremely helpful and polite. She provided me guidance on where to find certain information on the Texas DPS website pertaining to driver licenses. She should be commended for her outstanding customer service.

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### **Renee Deason (DLD)**

On August 2nd I took my driver's license road test at the N. Lamar office. I've driving for almost 19 years but unfortunately when I moved to Austin my out of state license had expired by a day. I'm confident in my driving abilities but of course there was a slight hint of nerves cropping up. If I failed I'd have to wait at least another few months to retake the test. This would have been near impossible as I teach during the school year. When it was my turn Rene Deason approached my car with a smile and her comforting positivity. This continued through every stage of the test. She consistently gave solid and clear direction while also verbalizing my successes. While her presence and demeanor went far beyond enjoyable I can tell she makes any teenager or first-time driver infinitely more capable in displaying the results of their hard work and practice. I like to think any first-time driver that has her as their test administrator would begin and continue to exhibit the same safe skills they showed her. This is because, and as a teacher I am 100% confident in this, when someone shows that they care, do not judge, and are all together a positive person that test taker will take those characteristics on the road with them as they pass or need to practice more. I wish Rene all of the accolades she most definitely deserves. Not just for myself but also other drivers who have had the benefit of meeting her. I am certain she takes her attitude with her when she heads home and returns the next day. She is entirely too genuine for that not to be the case.

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### **Andrea "Denise" Huntsberger and Shelly Ramsey (LES)**

I wanted to let you know how awesome Denise Huntsberger and Shelly Ramsey were during a recent meeting. Both Denise and Shelly came in with so much knowledge and information that I am certain that the people that attended from the courts are now very clear on what is expected in order for agencies to enter Protective Orders. I can't express how grateful I am to have met them and to have them at this meeting. They certainly know their stuff and on top of that, they are both very personable and very easy to approach. I appreciate everything they did.

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### **Laura Jack (LES)**

I would like to let you know that Laura Jack has provided me with excellent customer service and provided me with assistance. I am very appreciative on how she handles our accounts and she has always been very pleasant and professional.

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**Trooper Zachary Martinez (THP)**

Trooper Zachary Martinez- stopped me yesterday, he was a very nice man, courteous, and thorough, and I respect the risks they take. You have a good trooper here. Any time you get a warning, you know that is up to the discretion of the DPS Trooper, I think those are really good public relations opportunities between citizens and law enforcement, and I appreciate being allowed that opportunity yesterday. I want to extend and communicate the respect I have for all your TXDPS Troopers and behind the scene support staff. Stay safe and thank you for protecting our highways, communities, and citizens.

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**Cara McCaleb, Amy Leon-Guerrero, Trooper Katrina Jones (DLD/ THP)**

We're a military family, back in Texas for only a few days dropping our son off at college. We thought we'd negotiated the system to setup an appointment for a driving test for him, and that we had all the right paperwork. As usual, Murphy gets a vote and we were wrong on both counts. The ladies at the Lubbock Texas Department of Public Safety, Licensing Branch, could have turned us away, but they went out of their way to help us through the process, setting us up so we could continue the process with another of the ladies at one of the processing stations. Ultimately one of the supervisors, Cara McCaleb got involved. Even though we didn't have access to the exact right paperwork, she was able to facilitate a solution that got us through the required paperwork, and then found time on a busy Friday to allow our son to complete his practical road test for his driver license. Amy Leon-Guerrero worked our son in, despite her already full schedule, and even passed him, while still providing him valuable feedback on his performance. Trooper Katrina Jones was also extremely helpful. After 18 moves in 20 years, we've experienced a lot of DMV's, but your team at the Lubbock station was exceptional, and instrumental in ensuring our son could legally operate a motor vehicle as he begins the next stage of his life.

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**Trooper Darien Norman (THP)**

I just wanted to say thank you for having such an awesome trooper. As part of my topic on community helpers, Trooper Darien Norman accepted an invitation to my kindergarten class. In preparation for his visit, the students were assigned homework to write three questions to ask him. He was so patient as he answered all of their questions. I have 27 students. After the read aloud and question session, we took the students to see his vehicle. It really made their day. But most importantly he really motivated one of my difficult students, and brought a smile to my student's face. Thank you for having people like him on the force and helping to protect and making Texas a safe place for my students.

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**Trooper Daniel Trevino (THP)**

I was wondering if you all could let Trooper Daniel Trevino know what a lifesaver he was on a particularly hard day for me. What I wanted him to know is that had he not stopped me that day I might have had an accident because I was very sad and in tears and him pulling me over helped me to focus, remember I was driving, and remind myself I could deal with my situation once I got home safely. For me, on that particular day Trooper Trevino was a guardian angel and I will never forget his kindness, courtesy, patience and empathy. Thank you for all the hard work you do, thank you for being our guardian angels out there and know that you are appreciated and prayed for every day.

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**Sandra Whittington (THP)**

Sandra Whittington conducted a compliance investigation on our company and we cannot commend her enough for her positive professional demeanor, extensive knowledge and expertise. Ms. Whittington is a ray of sunshine and provided us with excellent resources and ideas on how to ensure we maintain safety and compliance in the future. TXDPS is very lucky to have such an outstanding employee to represent their agency.

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**DPS News**  
**8/18/17**

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If you are retiring soon and want to keep informed, make sure you send us your personal e-mail address so we can add you to our retiree list. If you know of any retirees who are not on our email list, please have them send their email address to [customercomments@dps.texas.gov](mailto:customercomments@dps.texas.gov) with a note that they would like to be added.

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Beginning May 23, you will be able to visit the BCBSTX HealthSelect website at [www.bcbstx.com/hs](http://www.bcbstx.com/hs) or call a Personal Health Assistant toll-free at (800) 252-8039, Monday - Friday 7 a.m. - 7 p.m. CT or Saturday 9 a.m. - 3 p.m. CT.

Participants can:

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If you need more information or have questions about your prescription benefits, claims and other details in the new plan year, call OptumRx customer service toll-free at (855) 828-9834. You can continue to call the customer service number at the back of your current combined ID card until August 31.

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## **Winners of the 2017 North American Inspectors Championship**

Fifty-one commercial motor vehicle inspectors representing jurisdictions throughout North America gathered in Orlando, Florida, August 7-11, 2017, to compete in the Commercial Vehicle Safety Alliance's (CVSA) 25th annual North American Inspectors Championship (NAIC). The event is dedicated to testing, recognizing and awarding commercial motor vehicle inspector

excellence. Corporal Rommel Garcia of the Houston Police Department earned the highest combined score in six (6) competition categories and took home the top prize, the Jimmy K. Ammons Grand Champion Award. This is the first time in NAIC history that a local member has earned the distinction of the Grand Champion Award.

Corporal Rommel Garcia also placed 1<sup>st</sup> in the **North American Standard Level I Inspection**, he received the **High Points United States Award**, and was a member of the **Highest Scoring Team Award** (Purple Team).

Texas DPS, CMV Inspector Jose Najera (Region 4 - El Paso), placed 1<sup>st</sup> in the **North American Standard Hazardous Materials/Dangerous Goods and Cargo Tank/Bulk Packagings Inspection**.

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### **Higher HealthSelect<sup>SM</sup> costs for out-of-network freestanding ERs**

More information can be found at this [link](#).

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### **Events**

#### **PBR Wrangler Long Live Cowboys Classic**

The world's premier bull riding organization, PBR (Professional Bull Riders) began as a dream of 20 bull riders 24 years ago and is now a global sports phenomenon. On its elite Built Ford Tough Series, the PBR features the Top 35 bull riders in the world and the top bulls in the business. The PBR's 2017 Built Ford Tough Series will make its first ever stop in Austin for the Wrangler's Long Live Cowboys Classic presented by Frontier Communications on Saturday, Sept. 16 and Sunday, Sept. 17.

**DPS employees SAVE \$10 on tickets!**\* To purchase tickets, call (512) 232-4343 or email [GroupSales@erwin.utexas.edu](mailto:GroupSales@erwin.utexas.edu). Deadline to order is Friday, Sept. 15 at 3 p.m. For more information about this and other Frank Erwin Center Events, please visit us at [www.uterwincenter.com](http://www.uterwincenter.com).

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#### **DPS Toastmasters Club**

Learn more about developing communication and leadership skills. Dynamic Public Speakers (DPS) Toastmasters Club invites you to attend a special Open House. **Thursday, August 24<sup>th</sup>, 12:00 pm to 1:00 pm in Building A Cafeteria**. Special guest speaker. Save the date! Feel free to bring a lunch. Refreshments will be served.

Looking to improve your speaking and leadership skills? Gain the confidence to speak up? Make new friends? Join us for our next meeting! **When: Thursdays at noon Where: HQ Bldg. G Annex 1st floor conference room.** DPS Toastmasters Club meets weekly to improve communication and leadership skills in a safe and supportive environment. For more information contact: John Peyton, VP of Public Relations at 512-424-5493 [john.peyton@dps.texas.gov](mailto:john.peyton@dps.texas.gov) or Alan Sowell, VP of Membership at 512.424.5008 [Alan.Sowell@DPS.Texas.Gov](mailto:Alan.Sowell@DPS.Texas.Gov). Outside Austin? Search for a nearby club at <https://www.toastmasters.org/Find-a-Club>

Toastmasters International rates its clubs on specific criteria, like how well they encourage members to pursue their communication and leadership goals. DPS Toastmasters Club was recently recognized as a Select Distinguished Club, meaning that it achieved most of the goals Toastmasters uses to identify healthy clubs.

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### **DPS Museum Day**

DPS Museum Day is Sunday, September 17, part of the city wide event, Austin Museum Day. This year the theme is "Safety & Security, A Child's Right: Learn How to Recognize and Avoid Dangers." Interact with personnel from the DPS "Texas Crimes Against Children Center." Visit with law enforcement officers and DPS personnel. In addition, see police dogs, the Mounted Patrol, current and retired DPS vehicles, plus more. The DPS Historical Museum and Research Center is sponsoring the free public event at DPS Headquarters (5805 N. Lamar Blvd., Austin, TX 78752) from 11 a.m. – 4 p.m. on Sunday, September 17, 2017.

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### **Fan Mail**

#### **Kesha Alexander (DLD)**

I arrived at the Garland Driver License Office and was greet at the door with a wide smile by Kesha Alexander. It was noon, hot and there was a long line outside, yet she listened to my explanation and recommended what needed to be done. She was a fine example of courtesy and service which appears as a mission of the institution for which she works. I was with my teenage son and this lady, with her careful attention, made me feel good with her positive attitude, and was an example for my son, showing us such a good attitude, a smile and how giving everything in your work always makes the difference. Thank you so much Kesha.

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#### **Dannette Caballero (RSD)**

I wanted to compliment Dannette Caballero and her team for the exceptionally good customer service and communication you have provided during my recent handgun license renewal process. The instructions are clear, and the e-mails received informing me of the status, expected timing of steps in the process, requirements to submit supporting documentation and useful links to understand the application process are very helpful. This is my third renewal, and

the process today is vastly improved compared to the past, so thank you for being a part of this change and keep up the good work. Well done.

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### **Fanchon Carmichael and Jannet Wielenga (THP)**

Whenever I enter their area, Fanchon Carmichael and Jannet Wielenga are always displaying a positive attitude. These two ladies go beyond the call of duty making sure that everyone is taken care of. I have never seen either one of them not having a good day and not displaying the motto of the Department: Courtesy, Service and Protection.

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### **Trooper Johnny Dutchover (THP)**

I was recently stopped by Trooper Johnny Dutchover while headed back home from a hunting trip. I've had missed experiences with police officers; however, Trooper Dutchover simply asked to check my trunk, and said to make sure to turn the air conditioner back on so that I did not get heatstroke. That simple statement assuaged my worries and Trooper Dutchover proved to be one of the most down to earth and cool Troopers I have ever had the privilege to meet. He helped me remember to get my license updated now that my vision has been corrected. He was an all around really cool guy and I'm glad I had the privilege to meet him.

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### **Maria Elena Garcia (DLD)**

I would like to recognize the work of Maria Elena Garcia from the Garland Driver License office. She is very professional in her work, kind, and communicative despite the high demand in this office. When you receive the assistance, it makes you feel it was worth the wait here as she manages to resolve the reason for your visit. Thank you a lot, I think this is the best office in the area because you do receive kindness and good attention from all.

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### **Margaret Machuca (RSD)**

I recently tried to renew my private security company license and my personal license on line using the new system. After several confusing attempts, I thought I had it figured out and that I had submitted 2 renewals, however, I was wrong. I had applied for a new license inadvertently. Then I received a phone call from Margaret Machuca who had looked at the application and realized that I had intended to renew my company license. She took the time to call me and to explain what had happened and how she was going to fix it. She assured me she would handle it and that the renewal would go through correctly. I received another phone call from Margaret to let me know that she had corrected the company license renewal. I appreciate the outstanding service rendered to me by Margaret. She did so cheerfully, respectfully, and with a

professional demeanor that was very impressive. My experience with Margaret left me with a very favorable impression of the TX DPS Private Security Bureau.

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### **Susan Monaghan (LES)**

I feel it is imperative that you know what an outstanding job Ms. Susan Monaghan does. Ms. Monaghan's professionalism and commitment to outstanding customer service is beyond reproach. She has provided guidance and assistance to me and our Criminal Records Specialist on multiple occasions. Ms. Monaghan is consistently patient, kind, and always takes the time to answer all of our questions and thoroughly explain and address our concerns so that we are able to continue to meet our compliance obligations. We are more than grateful to be able to count on her as a knowledgeable resource. Ms. Monaghan is truly an exceptional representative of your organization.

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### **Alberta Peoples (DLD)**

My physician parents immigrated to this country from Germany in 1937 to take their medical exams and get settled. A year later they sent for us and when I was ten years old (71 years ago) I became a citizen. Because that was before the age of computers, the number on my citizenship paper had one letter attached to it and your computers would not accept that. I originally presented a clean driver license, no tickets, no accidents, from North Carolina. I have now been to the license bureau seven times bringing with me all that they asked for. Finally I received a letter from the Immigration Department telling me everything checked out and I was issued a limited term card for only eleven months. After all this, about four weeks ago I actually received a phone call from Homeland Security to say that they were looking into this yet again! Three states over my lifetime in this country, have issued me licenses without any problems. Finally, I received a Case Verification Number. When we went back to the License Bureau finally resolve this, we dealt with the most patient and helpful, Alberta Peoples. Knowing the background of this problem she literally bent over backwards and tried everything she could think to do to help me get my proper license. The point of all this lengthy background is to tell you what happened and how wonderful, efficient and kind Alberta Peoples was to us. Thank you to the person who hired her.

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### **Fan Mail**

#### **Trooper Nathan Bennett (THP)**

I just wanted to say how very much I appreciate what our Texas Troopers do each and every day. I have never been involved in a wreck and my daughter and I were hauling two horses home from LA when something happened with my horse trailer and I lost control of my truck. We were traveling down a hill when all of this happened and we went off the road into the trees. The horse trailer was totaled and it killed my daughter's horse. It was devastating to both of us. Trooper Nathan Bennett was called and along with several good Samaritans we had plenty of help with the horse that was still alive. Trooper Bennett was so kind and helpful to my daughter and me through this ordeal that I cannot say THANK YOU enough. We were 3 hours from home, but never felt safer with his presence at the scene. My daughter was extremely upset and his calm, collected presence helped her more than anything else could have that day. I am eternally grateful to ALL our dedicated Troopers but to Trooper Bennett from the bottom of my heart Thank you, you were our HERO that day!! May God watch over each and every one of you.

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**Susanne Dial (RSD)**

THANK YOU, THANK YOU, THANK YOU for all the guidance, information, your time, your team's time and understanding of what we are trying to achieve! I believe it was a successful meeting and feel that A LOT of great things will come out of this! I know you have better things to do than to babysit us but I believe it helped with you being here and feel we have validation that maybe we are not too far off getting ourselves on the right track with this background stuff! Thanks again. I very much appreciate your time, knowledge and patience!

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### **Jeremy Eastmond and Tammy Davidson (DLD)**

I would like to commend (2) employees at the Fort Worth Megacenter. I took my 16 year old daughter to this location for her driver test and was assisted by Jeremy Eastmond who was working the main desk and ended up assisting us on more than one occasion during our visit. He was obviously very busy, but took the time to assist us in a friendly and professional manner and helped speed up the process for us. The second employee was DL Examiner Tammy Davidson. Again very professional and friendly, which helped my daughter perform well during the driver test despite her nerves. She gave her some helpful pointers as well and just made an uncomfortable overall process a lot less "uncomfortable" for my new driver. These two folks stand out and reflect well on the Department and the driver license division.

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### **Maria Elena Garcia (DLD)**

I was in the Garland driver license office to obtain learner permits for my twin sons. I had made two appointments online, but mistakenly made one for a renewal rather than a new permit. Ms. Maria Elena Garcia agreed to assist my son who had the correct appointment and then when she was finished, she pulled my second son out of line and helped me with his paperwork since she was already familiar with everything. She had a great attitude, was courteous and professional, and made the entire process go well from start to finish. Thank you Ms. Garcia.

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### **Del McDonald (DLD)**

I would like to send a compliment to a Texas Driver license employee who went above and beyond to assist a young man obtaining his driver license for the first time. Del took the extra time and care to relax our son taking his driver license test this week. Unfortunately he did not pass the first try and while very disappointed, Del took a lot of time explain what he did wrong, encouraging him to do more practice time and overall building his confidence up. Generously she allowed us to come back a few days later. After coming back and with her wonderful guidance and help, he was able to successfully pass his test. I want to thank her for everything she did for us and our son and to validate her wonderful work ethics.

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**Cheryl Mills (DLD)**

Today, I took my 91-year-old mother-in-law in to get a Texas ID card instead of renewing her driver's license. She is in no condition to drive, and I was really dreading this. I met with Cheryl Mills last week and set up the appointment for a screening. Ms. Mills did an absolutely beautiful job with my mother-in-law. I could not have asked for better and more compassionate interaction. Given my mother-in-law's dementia, she responded well to Ms. Mills' questions and comments. We got the ID photo taken, and my mother-in-law commented about how nice "that lady" was. Ms. Mills exhibited professionalism, patience and genuine interest, and I thank her so very much for her time and her manner.

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**Trooper Clayton Petty (THP)**

I was stopped recently for speeding. Trooper Clayton Petty approached my car in a friendly manner with a smile on his face. He explained there is no leeway with the speed limit in Texas. Trooper Petty told us of your policy in a kind manner so that we would better understand how police enforce traffic laws in Texas. Trooper Petty should be commended for his exemplary behavior. He accomplished so much with his kind demeanor. He is a true asset to your department. You are lucky to have found such a fine man to represent your agency.

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**Jessica Simon (DLD)**

This is my 3rd year bringing one of my teenagers in to get their permit. Jessica Simon, in the Marble Falls office was lovely to us. She was attentive and didn't leave her desk to go do other things. Anyway, I really appreciate that she didn't make us feel like a bother, AND that she was timely in helping us.

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**Lisa Vargas-Moreno (DLD)**

I just wanted to drop you a line and thank the DPS office for the Exceptional Customer Service that I received recently. I misplaced my driver license and I went into your office to apply for a replacement. I was told by several of the employees that it was impossible to rush this and it would take at least a few weeks for the physical license to be mailed from Austin. They could give me a paper license and a receipt but that was all. I have to travel out of the country for business next week and have to rent a vehicle. I asked to see a supervisor. Ms. Lisa Vargas-Moreno came from her office, listened to my story and went back to her office. She returned a few minutes later and said that if I could get her a Fed Ex charge account number, she would guarantee that Austin would over-night my actual license to me. This is Customer Service! Ms. Vargas-Moreno could have easily dismissed me, instead, she took the time and effort to help me and I want everyone to know how much she is appreciated.

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**Trooper Andrew Wilson (THP)**

My dad and I were stopped by the kindest Trooper, Andrew Wilson. My 82 year old dad neglected to signal a lane change and followed too closely to the car in front of him. Your Trooper was very respectful of his neglect and patiently listened to him. I really appreciated his listening and his wonderful attitude.

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