

paisano

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● Friends of Tr. Hogue donate new memorials, p.3

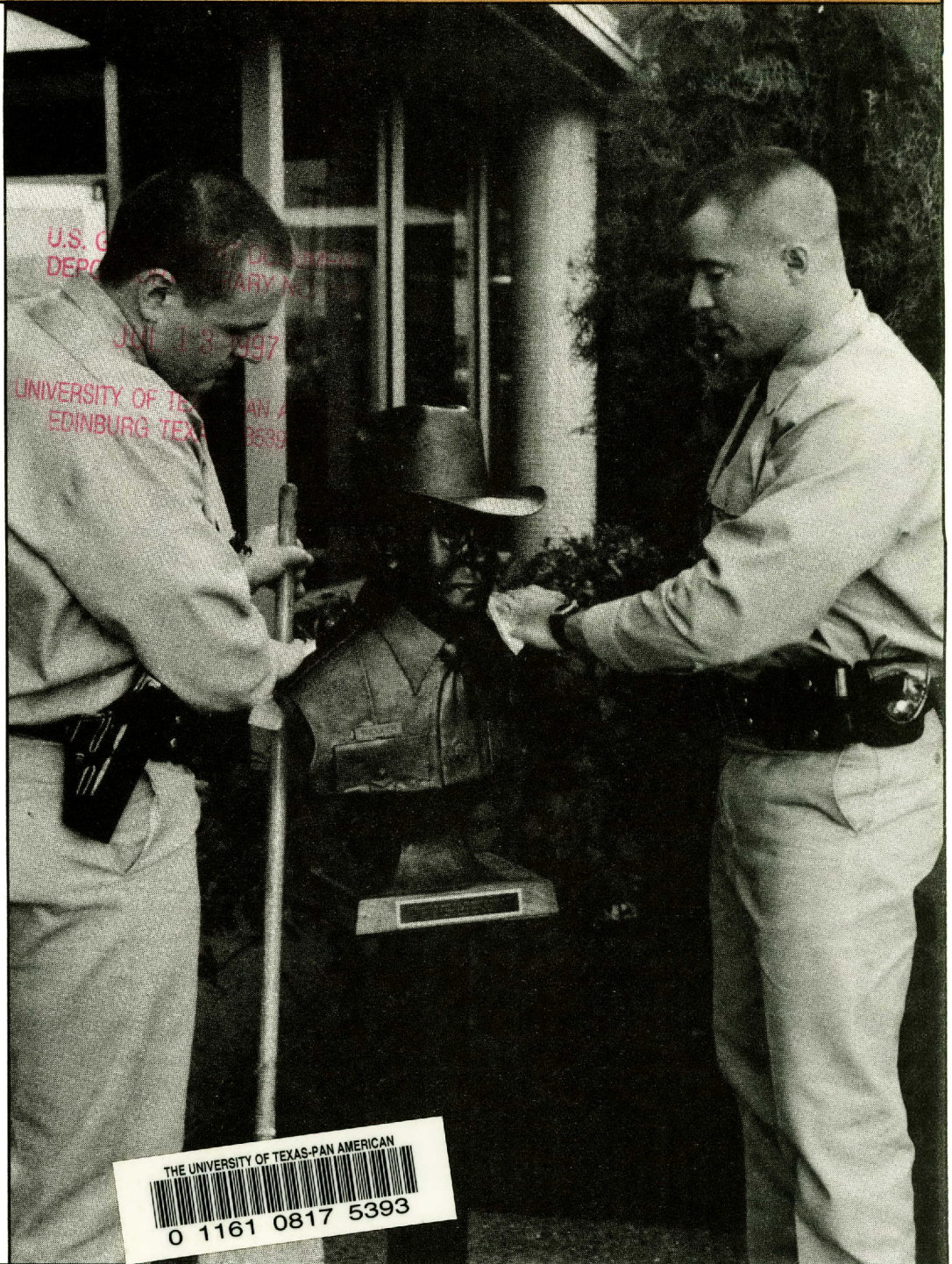
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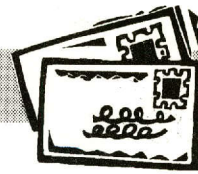
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Letters

Paisano is a quarterly employee magazine published by the Texas Department of Public Safety's Public Information Office. If you have a suggestion for a future issue or would like to request additional copies, please call 512-424-2080 or write P.O. Box 4087, Austin, TX 78773-0001.

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Dear Ms. Green,

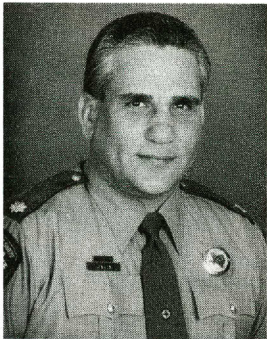
I just wanted to say "thanks" to each of you who contribute towards the production of the Paisano and its many interesting features.

Of special interest to me are the historical items, and the recent articles about the Garrisons were outstanding. The previous article about the birthplace of Col. Garrison was interesting and your recent article in which you interviewed Mary Nell Garrison was a delight. She is a wonderful person and one of great accomplishments of her own. It is appreciated that she shared her memories of the earlier period of the DPS and her reflections of her husband, Col. Homer Garrison Jr.

Many of us will always treasure our time of DPS employment during the Garrison era. It was a wonderful period of DPS history. Col. Garrison was a great leader and regarded by many of us as the master architect of the DPS. His image was so commanding that he seemed to have the respect of not only the employees of DPS but also the citizens of the State of Texas and police officials throughout our nation. It was a privilege to have served under his command.

Sincerely,
Bob G. Humphries, DPS retired

On the Cover: Recruits Richard P. Adkins and Kyle Argenbright polish a new memorial at the Training Academy donated by friends and relatives of Tr. Troy Hogue.



Major Artemio Garza, Region III

Greetings from the Corpus Christi Regional Headquarters Office.

Corpus Christi has a long and intriguing history. It was discovered on the Feast Day

of Corpus Christi (Latin for "body of Christ"), a major Catholic feast day in the early 1500s. The city lies on the Texas Gulf Coast midway between Houston and the Mexican border. Its tropical climate attracts 5 to 6 million visitors per year, making it the second most frequented visitor destination in Texas.

Region III is one of the most geographically diverse in the state. It is bordered by the Texas Gulf Coast, the Mexican border and the Texas hill country. Region III has grown rapidly in the last few years. The region covers 39 counties and includes Laredo and McAllen, two of the country's fastest growing metropolitan areas, and San Antonio, the 10th largest city in the United States.

We are facing greater demands for service in the border areas because of growing population and increasing commercial traffic. As a result, we created a new Highway Patrol District in McAllen and added a considerable number of personnel.

Recent developments in Region III include:

- The License and Weight Service has doubled its manpower here in just a few years to meet the demands related to border crossings. The Department has participated in a cooperative agreement with the U.S. Customs Service at ports of entry to ensure international commercial vehicle safety. License and Weight personnel also have been busy providing commercial motor carrier safety regulation training to brokers, drivers, inspectors and mechanics from Mexico.

- The Department of Public Safety has joined the Texas Department of Transportation in developing a scale facility on Interstate 35 near Devine that includes weigh-in-motion technology with automated screening features.

- In early March, our Highway Patrol districts were preparing for the annual three-week migration of college students from across the nation. Every year, spring breakers make the pilgrimage from clammy dorm rooms to the beautiful sunny beaches of South Texas.

- Highway Patrol, License and Weight and CLE personnel continue to work together in a program involving criminal interdiction on our streets and highways. So far, the program has proven to be very successful and personnel are very enthusiastic.

- A two-story addition of more than 15,000 square feet at the San Antonio District office

began in July 1995 and should be finished soon. Renovations to more than 19,000 square feet of the original structure will begin when the new addition is occupied.

- In August 1995, a project to expand the McAllen office was launched, adding 6,653 square feet to the district office. This project includes renovations to expand the existing driver license and crime lab facilities.

We would like to take this opportunity to express our appreciation to the personnel in this region who are committed to accomplishing the agency's goals. These people continue to make a significant contribution in creating and maintaining a professional image of the Department of Public Safety.

On a humorous note, I offer the following as food for thought:

A young man once asked God how long a million years was to Him. God replied, "A million years to me is like a single second in time."

Then the young man asked what a million dollars was to Him. God replied, "A million dollars to me is just like a single penny to you."

Then the young man got up his courage and asked: "God could I have one of your pennies?"

God smiled and replied, "Certainly, just a second."

Who says God doesn't have a sense of humor! Thank you and God bless.

How seat belts saved my life

By Linda D. Moorer

I was on my way to a doctor's appointment traveling a very familiar route. I was singing along with one of my favorite Enya tunes and thinking happily about the following day's closing on a home that I was buying. It was Nov. 21, 1996.

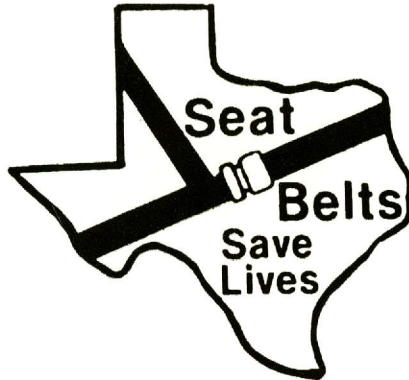
Suddenly, everything changed.

A pickup hit my vehicle on the front passenger side and I was stunned. I also was angry with myself because, although I had been driving cautiously as I approached the familiar Northcrest/West St. John's intersection, my car still was hit. I was traveling west in the inside lane of St. John's, a street familiar to out-of-town DPSers as the address of the DPS Credit Union.

The woman driving the pickup that collided with my car should have made a complete stop at a stop sign. However, she did not do this, nor did she check to make certain that her view was clear before trying to enter the intersection.

You see, a school bus was traveling along beside me in the outside lane of St. John's. The bus was making a right turn onto Northcrest at the same time the pickup driver was trying to make a left turn onto West St. John's. The pickup

driver's view was blocked by the school bus, but she decided to risk taking the left turn anyway and collided with my car. The impact of this collision forced my car into the opposite lane of traffic. I was very lucky that my car was not



struck again by another vehicle. Otherwise, I might not be here today.

Some of you may be wondering why I have chosen to write about my experience. It is because I wanted those of you who believe that "buckling up" is a waste of time to know that seat belts saved my life and can save yours as well.

Had I not spent a few seconds putting on my seat belts, the injuries I sustained would have been more serious,

according to the doctors at Seton Northwest Emergency Room. Sometimes I think about the irony of driving to see my doctor at a family medical center and ending up being seen by other doctors at an emergency room.

My seat belts kept me from being thrown from the car and being injured more seriously. I believe in them even more strongly today.

So please remember always to use your seat belts and to strap in those little ones you love, too. I "buckle up" even when I am in a parking lot, because you never know when or how an accident may occur and whether or not you will survive it.

I want to say "thank you" to our DPS Highway Patrol and SES troopers, and the other law enforcement officers across our state who enforce the seat belt law every day. Thanks in part to their dedication in informing the public about traffic laws, driving safety and the importance of using seat belts, I am enjoying the new home I just bought.

"Buckle up, folks!"

Linda D. Moorer is Operations Center Supervisor for Headquarters Communications in Austin.

New bust memorializes Hogue, other slain officers

By Erin Hardy
and Steve Lopez

A memorial dedicated to all slain DPS troopers has been erected in front of the Homer Garrison Jr. Memorial Law Enforcement Academy. The bronze bust sits on a stand aside the wall dedicated to all officers killed in the line of duty.

The bust, a depiction of a trooper, is dedicated in memory of HP Tr. Troy M. Hogue. Hogue, a field training officer and recipient of a Regional Commander's Award, was shot and killed while investigating a traffic accident near Big Spring on Dec. 30, 1994. Hogue was the 73rd DPS officer to die in the line of duty.

The memorial was commissioned by friends and family of Tr. Hogue and the law enforcement officers of Howard County. A copy of the statue stands in front of the Big Spring Police Department, where Hogue served for 12 years before becoming a trooper in 1988. The Big Spring Police Department building has been dedicated to Hogue's memory and has been renamed the Troy M. Hogue Law Enforcement Center. A granite monument also stands on the Interstate 20 service road near the spot where Hogue gave his life, five miles east of Big Spring.

Troy Hogue will be remembered as a courteous and happy person who was "one of the good guys." Hogue's friends and family hope that the monuments will not only serve as memorials, but also as reminders of the invaluable service provided by law enforcement officers everywhere.

Erin Hardy and Steve Lopez are DPS Public Information Office interns.

Another meeting? Try these tips for success

By Melinda Kemnitz



Meeting planning can be essential to an organization's success. Good meetings are productive and depend on attention to detail and appropriate participation by all attendees, including the group leader.

Preliminary preparations lay a solid foundation for your meeting:

Necessity: You must first determine whether a proposed meeting is necessary. An unnecessary

meeting is defeated before it even begins. Two good guidelines for deciding whether to have a meeting are:

1. Is the meeting being called to exchange information or viewpoints? If you are meeting to discuss viewpoints, it probably is a necessary conference. If the meeting is strictly to distribute information, it's probably unnecessary. Identify the meeting's purpose and desired outcomes.

2. Can one-on-one conversations or even one-on-two conversations accomplish what needs to be done, or is a larger group necessary? There is a difference between a meeting and a conversation between two or three people. A conversation is relaxed, informal and rarely has the time constraints posed by a meeting. On the other hand, decisions usually aren't made during informal conversations.

Attendees: Decide who needs to attend based on the purpose of the meeting. When your list is complete, determine the potential chemistry of the group. Are there any personality conflicts? Preparing yourself in advance to handle any disruptions will ease the flow of the meeting.

Scheduling: "Neutral" times during an organization's work flow are one hour after arrival to work, shortly after lunch, and before the final hour of the day. This allows attendees to clean up any pressing matters in the morning and afternoon.

Creative scheduling also might be a solution. Call a breakfast meeting with coffee and donuts, or brown bag your meeting at noon. Most important, know who will be attending and their work schedules.

Agenda: Prepare your agenda well in advance. You must know what you want from your meeting. Your agenda should reflect this and provide focus. Decide in advance who will give presentations and their approximate lengths. If presentations appear to exceed the allotted time, they may have to be shortened. Generally, reducing presentation time is better than shortening discussion or decision time.

The anatomy of a meeting is simple: every meeting has a beginning, middle and end.

Beginning Phase:

1. The pre-meeting gathering — this includes conversational mingling and exchanging of pleasantries.
2. Formally convening the meeting.
3. Reviewing the agenda.
4. Approving previous minutes, if applicable.
5. Opening statement.

Middle Phase:

The middle phase is usually longer, for conducting business at hand. It may begin with a presentation, or attendees can

move directly into consideration of issues. Discussion leads to recommendations that produce positions which result, after compromise, in decisions.

During discussion, don't criticize others' positions. Watch for repetition. If repetition sets in, the leader may choose to end discussion and move toward recommendations. After a recommendation has been made, individuals choose their positions — for or against. Compromise always follows irreconcilable position taking and is the final act before voting on an issue.

Third Phase:

If certain things do not happen at the end of a meeting, much that has gone before will be wasted. Closing remarks should:

1. Summarize the discussion. Review the main lines of consideration which resulted in recommendations.
2. Summarize the decisions. Review each decision made by the group so it can be accurately fitted into the meeting minutes.
3. Summarize areas still requiring consideration.
4. Review assignments. Everyone should leave the meeting with a clear idea of the next steps and a thorough understanding of what will be required of him/her by what time.
5. Report results to proper management if no further meetings are necessary.
6. Set the next meeting.

Remember, great meetings don't just happen. They occur because someone makes them happen. That someone should be you!

Melinda Kemnitz is an administrative assistant in the Staff Development Program.

Working together works

Working together can never be a policy.
It can only be an idea.

It can never be a code of rules.

It can only be a way of looking at the world.

We can say, "This is mine," and be good, or we can add, "This is ours," and become better.

We can think, "I do my share," and be satisfied, or we can ask, "Can I do more?" and become prosperous.

We can work alongside each other and function, or we can work with each other and grow.

Our country's history makes it clear that combining all efforts into one has been the only way to achieve that progress and that strength we take such pride in — pride not only in what we've achieved, but pride in knowing that we've achieved it together, with our own work and our own visions.

That's really the key.

Because when all is said and done, working together doesn't only bring out the best in all of us, it brings out the best in each of us.

Author unknown

He's in a meeting...with a computer

By Mike Cox

My world, it seems, is one big meeting.

Last night, a meeting after work. So far today, three meetings. My daybook says I have two meetings tomorrow.

Wow, he's a very busy guy, some might say. Yes, I am a very busy guy. Busy going to meetings.

When I leave the house, my three-year-old daughter often says, "Daddy's going to a meeting." Most of the time, she's right.

Of course, I'm not alone. Meetings are a fact of life at the DPS and in government and the business world in general. Many daddies — and mommies — go to a lot of meetings. I'm just another guy at the meeting. See you at the next one.

So, when I got the memo from Jim Templeton in Accident Records, I was less than thrilled: Another meeting. Templeton wanted my help, and that of others, in planning for new Crash Records Information Systems. Call it CRIS for short.

Meetings and acronyms go well together.

Until I got to the second page of the letter, most of my thinking was centered on a vital question many of us face: Who I could delegate to go to this meeting in my stead. Lauren? Sherri? Maybe our intern could use some real world experience in going to meetings.

But wait. Something different here: "To supplement traditional Focus Group communication techniques, your session will incorporate Group Systems software as one of the facilitation tools utilized."

Software. I read it a second time. Yes. A meeting with computers. "Daddy's going to a meeting with computers."

My mind raced. Maybe I could get Templeton to let the computers meet by themselves and report back to us. Humans could get involved after the machines got all the details and committee assignments worked out.

No, humans were still needed. "Group Systems," the letter continued, "is a collaborative, easy to use, interactive product which allows participants the opportunity to share information and brainstorm ideas."

Meeting participants, Templeton went on, could be assured of "anonymity of thought." My mind raced again. Here was another way out. If no one would know what I was saying, why go to the meeting in the first place?

Reluctantly, I went to the meeting.

Guess what? It may have been one of the most productive, well-organized meetings I've ever sat in on. Chalk up another

victory for the computer chip. The future is here, and it has promise.

A human presided at this meeting, but computers — and the state-of-the-art software we were using — did the work, allowing the most active participants in the meetings to be our brains. Most of the time, the clicking of computer keys was the loudest sound in the room full of people and computers.

No need to get technical here, but the program was easy to use, and the facilitator did a good job of walking everyone through it. If you can use a computer well enough to type and handle a mouse, the program is no problem to handle.

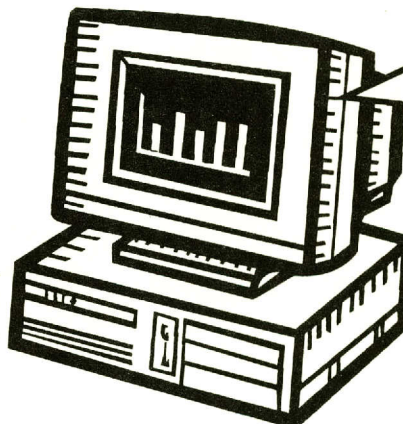
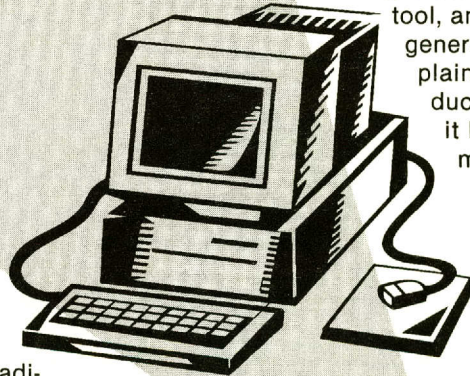
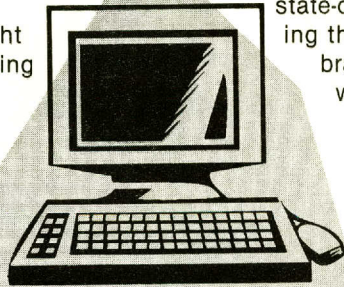
By the end of the day, without anyone having taken a single note on paper, we — a committee — had actually produced a tangible product: A 60-plus page document, organized by category, that represented our collective thought on how the accident records system now works and how it could be made to work better. With the press of the "print" button, we had generated a report. No secretary had to take notes. No recording was made. And it was painless!

"This software was developed by the military for use as a planning tool, and now it's available to the general public," Templeton explained. "It's a great way to produce a planning product and it has really helped us as we move toward our new Crash Records Information System. I'd recommend it to anyone in the DPS."

Oops. Time for another meeting. Got to go.

Mike Cox is DPS Chief of Media Relations.

For more specific details on computer-assisted planning, contact Templeton at 512-424-2299.



"When do you want to schedule our next meeting?"

The information superhighway:

Electronic customer service for the '90s and beyond

By *Laureen Chernow*

DPS is taking off down the information superhighway with a web site that, while still under development, is already getting accolades from users.

"We've only been working on the official DPS web site since late last year," Donald Koenig, web master, said. "Prior to that, the web master at the Texas State Government Web Page would forward questions about the DPS received at that web site to DPS' PC Support and we'd send them along to the appropriate section. (The Texas State Government Web Page has general information about Texas, with links to state agencies for more detailed information). The web master there was very glad to hear that DPS was setting up its own site.

"The first day I had the Texas Ranger information on our web page, the Ranger office had two questions e-mailed directly to it."

Koenig, who is finishing up his degree from Southwest Texas State University in San Marcos, already had web page experience from designing his own so far-flung relatives could see his and his fiancée's engagement photos. Taking on designing the DPS web page was a natural step.

Questions about becoming a trooper, renewing driver licenses from out-of-state (or country), and getting concealed handgun licenses are some of the most asked questions. General information about the DPS and the locations and operating hours for driver license offices also are popular requests.

Expanding daily, the DPS home page already has information on Emergency Management, Motorcycle Safety, TLETS, Accounting's HUB program, the Public Information Office's *Chaparral* and press releases and DPS' employment opportunities. Links have been established to local and statewide weather forecasts (provided by the University of Michigan's

Weather Underground), the Governor's Job Bank and TxDOT's road condition site.

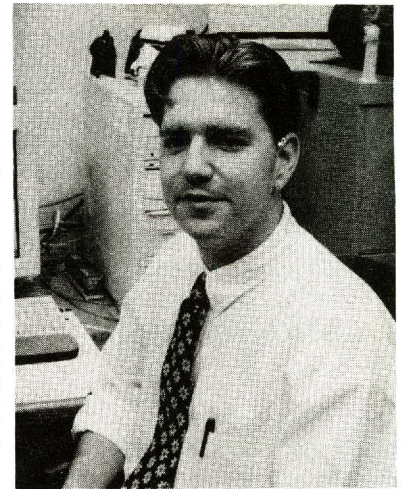
The DPS web page is an excellent place for static information about each area of DPS. It also can be used for forms that customers can download at their site, fill out and mail in, according to Koenig.

"That will save DPS postage and time, since a form would not have to be mailed out from here," Koenig said. "If an area receives an e-mail message that can be answered by a return e-mail message, well, that will save postage and time, too. I can see that some areas would need to develop a form e-mail reply for certain questions, and it would require only a push of a button or two to take care of that customer's request."

A web page can be as simple or as detailed as needed. How do you decide what is right for your department's web page? Koenig recommends finding out what kinds of questions your area gets most and what kinds of answers you give. In sections where documents with signatures are needed before action can be taken, or if money needs to be sent, simply explaining these requirements can help customers.

If you have questions or suggestions about the web site, or if you need help deciding what your area needs to have on the web, contact Donald Koenig at 512-424-7172 or e-mail him at donald.koenig@txdps.tx.us. And of course, there's a link to him on the DPS Web Page — web master.

Laureen Chernow is DPS' Assistant Chief of Media Relations.



Basic terms to get you started on the Internet:

What is the Internet? The Internet is a network of computer networks. It began as a government experiment in the 1960s to link researchers with remote equipment that would allow them to share software and hardware. It soon branched out to universities and now is world wide (including Antarctica).

World Wide Web (WWW) — probably the best-known Internet feature. The Web allows users to search throughout the digital "web" of information on the Internet, without knowing where any particular piece of information is located. The WWW provides links to related topics. The links can be accessed by "clicking" on them.

Web Site — a place on the Web. The first page (screen) of any particular web site is called the home page.

Browser — software that allows you to read the information on the WWW. Netscape and Microsoft Explorer are two of the best-known browsers.

Web Master — the person in any organization who is responsible for placing new information on the web site and deleting old information.

Service Provider — a company (or another computer) that allows your computer to connect to the Internet.

Modem — a computer device that converts the digital signal in your computer to an analog sound wave for transmission over telephone lines. The modem on the other end converts it back to a digital signal that can be read by the computer you're talking to.

E-mail — electronic mail sent automatically through computer networks and/or modems. It can be sent via the Internet or an Intranet.

Intranet — a group of networked computers that communicate with each other via modems, with or without Internet access.

You took the words right out of my mouth!

By Tr. Steven Potts

Some might call them dummies, but two new DPSers, "Sammie" and "C.J.," are spreading the word about safety to Central Texas children.

Tr. Eddie Carmon and I got the idea of using ventriloquism figures in presentations to school children when Texas sponsored the Uniform Safety Education Officers' Workshop in San Antonio. Troopers from Minnesota showed off their ventriloquism figures and talked about the success of their programs.

When I returned to my duty station in Corsicana, I started gathering information on ventriloquism and manufacturers of figures. After writing and receiving responses from about seven companies, I presented the information to Lt. James Whaley. Maj. Jack Therwhanger, now retired, had attended the San Antonio workshop and had seen the Minnesota figures in use. He liked the idea and recommended the purchase to TLE Chief David McEathron, who approved two of them.

The ventriloquism figures were ordered from Selberg Studios in Leonard, Mich. Lt. Whaley and I decided on the "Sammie" and "C.J." models.

Then the wait began.

The figures are handmade and painted and take time to build, but they were well worth the wait. When they finally did arrive, both needed uniforms.

For material, Lt. Whaley managed to get some old uniforms that had been turned back in to General Stores in Austin. I then asked my wife, Sabrenia, if she and her mother, Mrs. Annette Justice of Cisco, would sew the uniforms for the two figures. At this time, one uniform has been completed and "C.J." is wearing it. The uniform is very detailed with pleated shirt pockets, original

buttons, miniature shoulder patches and all. Everyone who has seen the uniform has been impressed with the detail that these two ladies put into it. The second uniform is in the works now and should be ready soon.

Now for the fun part: learning to talk for "Sammie" and "C.J." It's hard enough to talk without moving your lips, but when your hands are tied up holding the figures, you can't move them while you talk either. Tr. Carmon and I have a couple of videos and have ordered some books to help learn the art of ventriloquism. We are always interested in any new information, material or talking to anyone out there who has been practicing ventriloquism for more than three months.

So if you are around Bryan/College Station or Corsicana and see Safety Education Troopers walking around and talking to themselves, don't worry, they are just practicing.

Tr. Steven Potts is assigned to the Safety Education Service. If you have information on ventriloquism or would like information on the figures, please contact him at Box 1636, Corsicana, Texas 75151, 903-872-5633.



No, they are not just a couple of dummies! They are Safety Education Troopers Eddie Carmon and Steven Potts with their new partners. Trooper Carmon's partner is "Sammie" and Trooper Potts' is "C.J."

Raising spirits when you can't raise salaries

Sometimes when employees deserve a raise, the budget just doesn't allow it. This may be the time for a "psychic raise," for which the options are many:

- Improve their skills. Employees realize that job skills are a marketable commodity and generally appreciate time and money invested in training and continuing education.
- Provide quality equipment. People who take pride in their work deserve the best tools. Make an effort to provide the resources employees need.
- Offer variety. Opportunities for business travel, or to attend conferences and seminars, add spice to an employee's routine. Even a change in the day-to-day routine can raise spirits — as can allowing flexible work hours to accommodate personal needs.
- Encourage creativity. Be alert for new ideas — for example, when an employee begins with, "This may sound off-the-wall, but..." Be ready with such encouragement as, "I like the sound of it already."

Reprinted from The Incentive, published by the Texas Incentive and Productivity Commission. Call TIPC at (512) 475-2393 to learn more about the State Employee Incentive Program.

DPS answers call for better customer service



By Sherri Deatherage Green

Dealing with government doesn't have to mean fighting bureaucracy.

Citizens aren't just numbers on computer screens to the DPS Customer Service Bureau. While callers may not always get the answers they want, they do receive accurate answers that seldom end with "because that's the way it's always been done."

Employees in the two-year-old Customer Service program have taken to heart Assistant Chief of Administration Mike Anderson's advice to provide "not red tape, but blue ribbon service."

"They kind of adopted that as their slogan," Anderson said.

The Customer Service Bureau began as an idea for coordinating public contact efforts of various Driver License and Control Service bureaus. While each bureau provided information about its own services, employees weren't always as knowledgeable about other parts of the agency. As a result, callers frequently were transferred several times before finding someone who could answer their questions.

Cindy Floyd, now the assistant manager, in 1994 began researching strategies, policies and staffing requirements which led to the creation in March 1995 of the Customer Service Section of Driver Improvement and Control.

The section that began with a staff of 27 has grown to a full-fledged bureau. It also has expanded beyond DIC by running the Headquarters' lobby and the main switchboard during regular working hours and answering thousands of calls each day about driver licenses and other topics. All told, the bureau interacts with nearly 20,000 people each business day.

Services provided in the main lobby include selling vehicle inspection stickers to authorized stations, as well as driver license records and publications to the public, and lifting suspensions so citizens can have their driver licenses reinstated. The License Issuance Bureau runs a mini-driver license office within the lobby so citizens whose suspensions have been lifted can apply for new licenses immediately. Headquarters employees also can take care of their personal driver license business there. Chief of Administration Frankie Waller encourages employees to take advantage of this service to help ease crowding at other driver license offices.

"Whoever a member of the public meets and how that employee treats them is the opinion that person has of DPS," Waller explained. "What we've tried to do in Customer Service is choose the absolute best of the best to put on the front



Customer Service representative Lana Warnken helps a citizen in the newly remodeled headquarters lobby.

line. Troopers are our front line on the highways, and our non-commissioned employees at the counters are on the front line as well."

Preparation, training and motivation are the keys that have unlocked hidden potential in many Customer Service employees, according to Floyd and bureau manager Kathy Prochnow. With Clerical Supervisor Diane Heselmeyer, Prochnow and Floyd oversee 46 employees.

New customer service representatives receive several weeks of training on technology, service issues and all aspects of DPS operations. Continued training is provided, as well as opportunities to take classes through the DPS Ad-

ministration Training Program and at other agencies. Cross-training also is emphasized so that employees become adept at dealing with citizens on the phone and in person and so that they don't get burned out on any one job task.

Representatives have numerous resources at their fingertips, such as relevant sections of state law and manuals that include common form letters sent out by DL&CS bureaus. Recognizing milestones, such as answering 200 or 300 calls in a single day, and coordinating team-building group contests help keep morale high.

"We help them see the big picture," Floyd said. "You're a little piece in a big, big puzzle, but a very important piece."

More than half of the calls received through DPS' main Headquarters number involve driver license questions, most of which are routine matters. In addition to fielding those, Customer Service answers commonly asked questions about other DPS programs, such as concealed handgun licensing and the parent-taught driver education program. Prochnow says sections can cut down on their call volumes by providing Customer Service with accurate, updated

Customer Service Bureau daily activity

On the phones
Main switchboard calls — 1,800
Driver license phone bank calls — 2,300

In person
DL reinstatements — 130
Driver/accident records sold — 340
Inspection stickers sold — 25

Fees collected — \$25,000



The DPS Customer Service Bureau's 49 employees operate the main headquarters lobby and switchboard and a phone bank that handles more than 2,000 driver license calls each day.

Tips for dealing with the public

Customers' inherent skepticism of bureaucracy can make dealing with them a challenge for government employees, especially when the circumstances that prompt citizens to call are unpleasant.

Customer Service Manager Kathy Prochnow and Assistant Manager Cindy Floyd recommend the following strategies:



Stay calm.



Don't take it personally. Keep in mind that the customer may be angry with the situation or even with themselves, but they aren't mad at you.



Take a deep breath. If you need to get something off your chest, do so with a fellow employee, not with the customer.



If you don't know an answer, take a message. Find the answer and return the call, or have someone else return it.



Don't worry too much about the number of calls you handle. Quantity is important, but quality comes first.



Treat every customer's problem as your problem, and find a solution for it.



Keep in mind that while the customer is not always right, he or she is still a customer.

answers to routine questions.

"People call DPS about anything and everything," Prochnow said, adding that other offices at DPS headquarters have been fielding fewer calls since Customer Service began operation.

Although technical calls still get transferred, more and more of the employees to whom they are transferred are alumni of the Customer Service program, Prochnow said. Employees who have undergone the extensive training and gained valuable public contact experience have had a high promotion rate into jobs at DPS and other agencies.

Many employees seem to realize their potential, Floyd said, noting that several have decided to continue their educations, and one even became a trooper.

"We consider it a compliment when they go to outside agencies," Floyd said.

The bureau also assists Driver License troopers and examiners in the field by maintaining a special phone line that gives top priority to calls from DL offices.

In addition to the main Customer Service number, 512-424-2600, bilingual representatives staff a Spanish line, 512-424-7181. If a Spanish speaking employee isn't available, calls are routed to a Spanish voice mail message.

Other public contact changes include a recording on the DPS' main headquarters phone line, 512-424-2000, which allows callers to dial extensions directly or press "0" to be transferred to the Emergency Operation Center after hours. About 25 percent of callers during business hours transfer themselves, Floyd said. The recording eliminates the majority of calls to the EOC on holidays, she added. Most callers don't realize the agency isn't fully staffed and opt to call back another day.

The Customer Service program has been so successful that Floyd and Prochnow have shared their training methods and philosophies with other DPS divisions and other state agencies, including the University of Texas.

"I'm very proud of that operation and of the work and effort they put out every day that goes far beyond normal responsibilities," Waller said, praising Floyd and Prochnow for their hands-on approach to managing the bureau. "Kathy and Cindy are right up there dealing with the customers right beside their people. I never, ever get a complaint. That's absolutely remarkable."

Sherri Deatherage Green is a DPS Public Information Officer

Blood donors get stuck on saving lives

By Sherri Deatherage Green

For DPS officers, saving lives is a way of life.

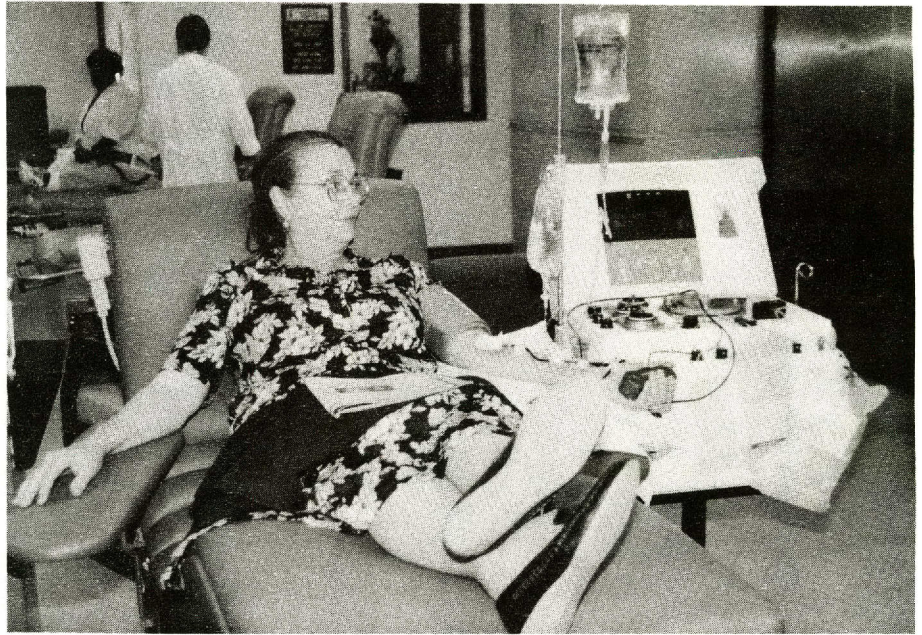
By arresting violent criminals, issuing tickets for seat belt violations, talking with children about bicycle safety, taking unsafe semis off the road or providing first aid at accident scenes, troopers perform life-saving acts every day.

But many other commissioned and civilian DPS employees also save lives routinely without ever climbing behind the wheel of a patrol car or executing a search warrant.

One of them is Rachel Riffe, a program administrator in the Crime Records Division. Over the last 25 years, Riffe has donated more than 20 gallons of blood to the Central Texas Regional Blood Bank.

"You may never know them, you may never see them, but that's all right," Riffe said. "When you donate blood, you may very likely be saving someone's life."

Riffe gives blood about once every two months, sometimes taking advantage of blood drives in the Headquarters cafeteria. Units donated at those drives are credited to a DPS blood fund, which benefits employees and their families in the Central Texas area. Other DPS blood



Frequent blood donor Rachel Riffe also goes under the needle at the Central Texas Regional Blood Bank to donate platelets. Through a process called apheresis, platelets are removed while plasma and red blood cells are returned to the body.

Searcy, a donor resources consultant in Austin.

"As long as a blood center will accept our credits, we'll transfer them," Searcy said.

Credits from these organizational blood funds can be used to replace blood used by DPS employees and their families. This process can eliminate or reduce medical bills associated with the use of blood products.

Fingerprint and Records Bureau Manager Ben Kyser, who coordinated the Headquarters blood fund until recently, said credits have been used most frequently by people who are injured in accidents, undergo heart surgery or have leukemia or other forms of cancer.

DPSers in Central Texas who need blood products can receive credits by contacting blood fund coordinator La Juana Williams at 512-424-2485 or assistant coordinator Sherri

Deatherage Green at 512-424-2607.

Insurance plans available to DPS employees cover all or most of the costs

for blood products used during hospital stays, according to the insurance section. Because of that, employees may choose not to use blood fund credits, instead saving them for dependents or others who might not be covered by insurance.

Credits accumulated from donations during blood drives stay in the fund for one year, then lapse if they aren't used. At the beginning of 1997, the Central Texas DPS fund had more than 100 credits.

Credits can be used only for DPS employees, their spouses and their dependent children. However, you may contact the coordinator if you would like to apply your donation to other family members. Special drives also may be scheduled to benefit individuals with exceptional needs.

By donating at the blood bank, individuals also can set up blood funds for their families, Searcy explained. With only one donation, credit will be provided for any blood needs the family might have within one year.

But while donation credits stay on the books for a year, the pint of blood you donate can stay on the shelf for 42



Senior Apheresis Technician Rachel Saavedra oversees a blood platelet donation by Rachel Riffe.

funds are set up in Corpus Christi, Abilene and a few other cities. Credits sometimes can benefit employees in other parts of the state too, said Leslie

days at most, Searcy said. Some products, such as platelets, are good for only five days. So, the number of credits in your family or organizational fund won't matter if the blood isn't at the hospital when it's needed.

People sometimes seem more willing to roll up their sleeves when a friend or co-worker is severely injured and needs blood urgently, noted James Nance, a communications officer in Midland who has organized drives in the past.

"Don't wait until it's needed," he said, noting that blood must be typed, tested and processed after it is drawn. "That's too late if there's not a supply on hand."

Blood supplies often become critically low around holiday periods when heavy traffic leads to more serious auto accidents.

Some people can't donate blood because of health conditions, but for those who are eligible, a little needle prick can mean life or death for a sick child, an accident victim or a trooper shot in the line of duty.

The blood bank hosts an appreciation dinner every year to honor donors who have given more than 10 gallons, and Riffe said she always is proud to see a large number of current or retired DPSers in attendance. The reason she gives blood is simple:

"Somebody somewhere needs it, and you've got it, so why not share it?" Riffe said.

Sherri Deatherage Green is a DPS public information officer.

Five reasons to donate blood

1. Giving blood is safe. The U.S. Surgeon General and all medical authorities agree you cannot catch any disease by giving blood because of the meticulous, sterile procedures used by today's blood banks.
2. Giving blood is easy. Following registration, you will answer simple medical history questions and receive a mini-physical. Then, you will roll up your sleeve. The five-to eight-minute donation will be over before you know it. Afterward, you can relax for a few minutes with refreshments.
3. Giving blood is fast. The entire life-saving process takes approximately 30 to 45 minutes, so please be on time.
4. Giving blood saves lives. You will be helping children and adults. Because donations are processed into a variety of blood components, each donation can save the life of as many as four people — people with leukemia, cancer, anemia, severe burns, hemophilia and those undergoing surgery for illness or injury. Recipients of organ transplants often require dozens of blood donations. Your donation will help ensure an adequate supply at all times.
5. Giving blood could save your life. Your free mini-physical gives you a check for anemia, plus your body temperature, pulse and blood pressure.

Courtesy Central Texas Regional Blood and Tissue Center.

Who to contact if you need blood:

DPS offices in several cities sponsor blood drives or maintain blood funds to benefit employees. The following is a partial list of DPS blood drive coordinators and planned drives. Contact the coordinator in your area if you or a family member need blood products. To find out more about setting up blood funds or blood drives in your area, contact the nearest blood bank or hospital.

DPS Headquarters

Coordinator — La Juana Williams, 512-424-2485

Assistant coordinator — Sherri Deatherage Green, 512-424-2607

Blood drives — June 3 and Nov. 18, Headquarters Cafeteria

Garland Regional Office

Coordinator — Lt. Danny Wilkinson, 214-861-2156

Houston Regional Office

Coordinator — Monica Garcia Escobedo, 713-957-6134

Blood drive — May 29, 9 a.m. to 3 p.m., Regional Headquarters

Corpus Christi Regional Office

Coordinator — Adjutant Bill Dunn, 512-854-2681 or 700-820-7310

Midland Regional Office

Coordinator — Lt. Judy Altom, 915-697-2211

Abilene District Office

Coordinator — Tr. Sparky Dean, 915-692-6331

Blood drives — June 30, Aug. 28 and Dec. 19, 1-6 p.m., Abilene District Office

Lubbock District Office

Coordinator — Lt. Steve Shatley, 806-747-4491 or 700-848-9231

Wichita Falls

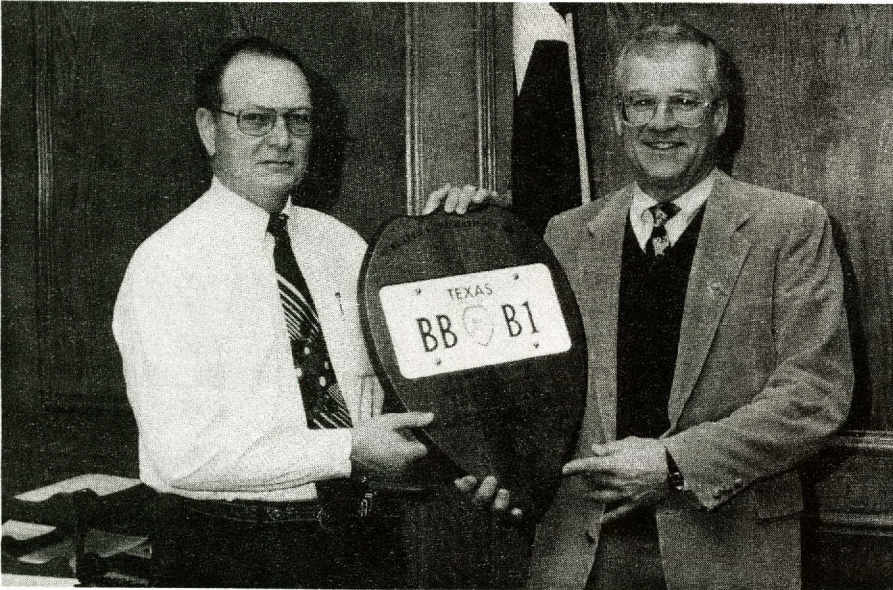
Coordinator — Tr. Joe Clement, 817-855-6610

Waco District Office

Coordinator — Adjutant Marilyn Groves, 817-867-4642



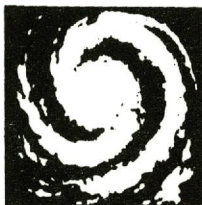
The Public Information Office would like to regularly include notices about DPS blood drives in the *Chaparral*. If you schedule a blood drive at a DPS office, please contact PIO by the 10th of month prior to the drive so we will have time to publish the notice.



Jerry Dike, of the Texas Department of Transportation (right), presents Colonel Dudley M. Thomas with a plaque displaying a license plate designed to honor law enforcement officers killed or injured in the line of duty. The license plates have been available since early 1996. So far, TxDOT has issued more than 120 statewide.

☑ A Parts Availability Time Extension Certificate has been designed as part of the **Texas Motorist's Choice** emissions testing program. This certificate will be issued for vehicles when extra time is needed to locate or receive parts for emissions-related repairs. Time extensions will be granted for 30, 60 or 90 days. The certificate will provide important information on the owner and the owner's vehicle for which the time extension was issued.

☑ Hurricane Season is around the corner, from June 1 to Nov. 30. Again, Texas coastal residents and visitors to the coast must recognize the dangers that hurricanes and tropical storms can pose.



DPS joins the National Weather Service and the Insurance Information Institute in sponsoring **Hurricane Awareness Week**, May 18-24. Emergency Management will send media packets and other materials to city and county emergency managers to help them increase awareness in their areas.

In April, Emergency Management Service will sponsor its annual Hurricane Polly exercise. DPS, cities, counties and other state and volunteer agencies will test their response and recovery capabilities as they simulate a major storm that makes landfall along the Texas coast.

Although Texas hasn't felt the impact of a hurricane in the last eight years, the threat is still very real, said State Emergency Management Service Coordinator Tom Millwee. "It is incumbent that we do everything we can through our planning and awareness efforts to prepare Texas for this eventuality." — *Jo Schweikhard Moss, EMS PIO*

☑ Deer are the deadliest animals in the United States, according to the National Highway Traffic Safety Administration. An average of 130 Americans die each year in **deer-related accidents**, mostly deer-auto collisions. Bees come in a distant second with 43 fatalities per year from allergic reactions. Elephants, goats and jellyfish also are among the animals which cause the most fatalities annually.

☑ April is national **Child Abuse Prevention** month. The Texas Medical Association suggests you learn how to help fight this epidemic. In Texas during

1995, 101 children died as a result of abuse. More than 50,000 were confirmed as victims of abuse and neglect. Many more cases go unreported. Texas law states that "anyone having cause to believe a child's physical or mental health or welfare has been or may be adversely affected by abuse or neglect must report the case immediately to a law enforcement agency or to the Texas Department of Protective and Regulatory Services at (800) 252-5400." Anyone who knows of a child who is in immediate danger of serious bodily harm should call 911 or local law enforcement immediately.

☑ **Wayne Beighle**, veteran SES trooper in Amarillo, is writing a book about funny experiences he and other DPS officers have had. Beighle encourages other active and retired troopers to send him funny stories he may include in his book. All sources will be documented, and troopers will receive credit for their stories. Send your laugh incurred in the line of duty to: Trooper Wayne Beighle, 3702 Huntington, Amarillo, TX 79109, or you may call him at 806-359-4751.

☑ Jokesters who have long exhausted their law enforcement/doughnut humor now have some new ammunition. David Ilan and his brother Aviv have written a joke book about coffee to accompany all those bad doughnut jokes. The book contains wise cracks such as "you know you're drinking too much coffee when all your kids are named Joe," and "you smuggle coffee into the country buried in cocaine." "**You Know You're Drinking Too Much Coffee When...**" is published by Adams Media and is available in bookstores and gift shops for \$5.95.

☑ The "**Texas in Bloom**" video, which features more than 150 photographs of native plants, wildflowers and grasses is available through the Texas Department of Transportation's (TxDOT) Travel and Information Division. The presentation includes information on the department's vegetation man-



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agement program, right of way mowing practices, the Highway Beautification Awards program and the National Wildflower Research Center. Wildflower presentations are among the agency's most frequently requested programs. "Texas in Bloom" has been distributed to all Texas middle schools by the Environmental Affairs Division as part of a packet to aid in wildflower study curriculum. The diversity of Texas blooms is reflected in the showcase which includes bluebonnets, coneflowers, Tyler rose, yucca, Texas thistle and cacti. The video is available through the audio visual library of the TxDOT Travel and In-

formation Division or through the TxDOT district offices. Groups who wish to screen "Texas in Bloom" should send a written request with two weeks notification.

✍ Austin's Seton Hospital, the American Cancer Society, and the Austin Dermatological Society are sponsoring a **skin cancer screening** on Saturday, May 3. The screening is open to the general public and targeted to those at high risk, including those who have any of the following risk factors: history of severe sunburns; outdoor job and/or frequent sunbathing; fair skin, fair hair, or

freckles; skin that sunburns easily; family history of skin cancer (melanoma); unusual looking moles or large number of dark moles. The testing will be from 8 a.m. to noon at Brackenridge Outpatient Surgery and Seton Northwest Pain Clinic. For more information contact Sue Lentz at Seton, 323-1000 x 7755, or Jackie Bayly Bryant at the Austin Cancer Society, 928-1144 x 222. To find out about screenings in other parts of the state, contact the nearest American Cancer Society office.

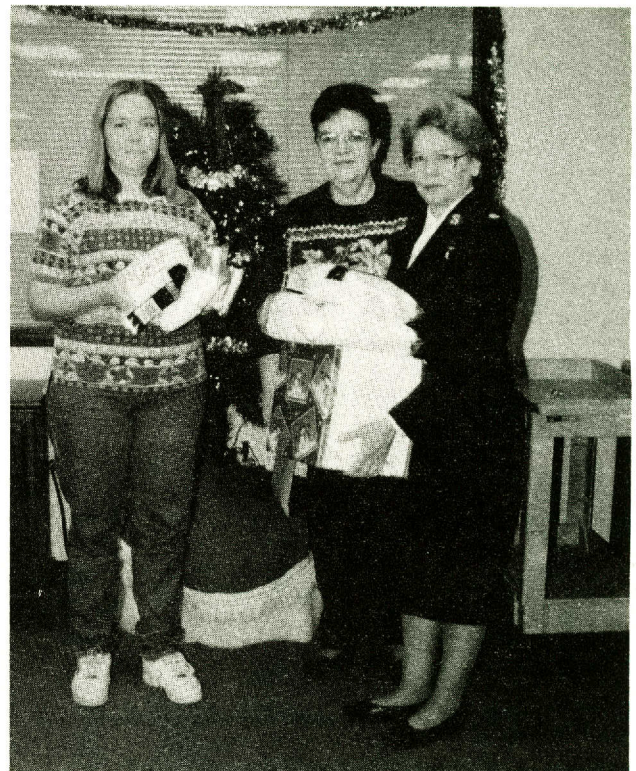
FYI briefs compiled by Public Information Office Intern Steve Lopez.

Good Job!

- Nominated by Col. Dudley Thomas, **HP Trooper Frank Rios** went to Washington in early March to attend the National Trooper of the Year awards, sponsored by the International Association of Chiefs of Police. The Jackson County-based trooper has twice been commended for his outstanding record in drug interdictions, seizures and traffic violations. He is one of only eight troopers in the history of the DPS to have earned two director's citations for excellence. Even though he did not win the national award, Rios says he still feels privileged. He stood with President Clinton in the Oval office on March 4 as the chief executive outlined a gun control initiative. At the banquet that Tuesday night, all the nominees were recognized and presented with gold and silver inlaid Eagles' head sculptures. The South Texas trooper also got a behind-the-scenes tour of the White House and met senators Dianne Feinstein and Barbara Boxer. He also met former President Ronald Reagan's press secretary, James Brady, and novelist Tom Clancy. Rios said he was just proud to be there to represent Texas and the DPS.

- Members of the DPS, Federal Bureau of Alcohol, Tobacco and Firearms and Texas Department of Criminal Justice received TDCJ Director's Citations in February for outstanding work. The recipients were commended for their investigation of a gun smuggling case at the Hughes maximum security prison in Gatesville. DPSers recognized included Crime Lab personnel **Glenn Unnasch, Kent Kinkade, Mike Holle, Rick Wyant** and **Jill Kinkade**; Texas Ranger **Johnnie Aycock**, Ranger Administrative Technician **Alice Buchanan**, Audio/Visual Director **Gene Henderson** and Pilot /Investigator **Jay Foster**. Nine inmates were indicted for allegedly conspiring to smuggle a pistol into the penitentiary for use in an armed prison break out. "Due to their timely and professional efforts, lives probably were saved and a major incident prevented," said Larry Todd, TDCJ public information officer.

- No one knows why the chicken crossed the road and started hanging around the DPS office, but six examiners at the **Hurst DL office** saved it from a most fowl fate on March 6. Some of the examiners had begun feeding the bird, which apparently began to feel most partial to the DPS and its staff. When a Hurst PD officer called animal control to come pick up the bird, examiner **Clydeine Kimbrough** quickly worked out an arrangement to rescue the chicken from incarceration: **Anita Hamilton**, secretary in the Narcotics section, adopted the Hurst office's feathered friend. Thanks to the pro-chicken efforts of these DPSers, the chicken who crossed the road is now living happily ever after in Cleburne, and it's record has been cleared.



Linda Stevens and Ann Biedenfeld present Major Bonnie Jordan of the Salvation Army with the results of their Christmas drive. In lieu of exchanging gifts, the DPS Accounting office donated to the Salvation Army Sock Fund. Accounting gave 124 pairs of socks and \$117 to the fund.

Looking in the Rearview Mirror

Fate unites men who wore same badge

By Docia Williams

Sometimes when strange, unexplained things happen, we call them coincidences. Others might call them fate.

My husband, Roy D. Williams, retired as a Lieutenant from the DPS in August 1993. We had purchased our house in 1987. All these years, we have lived next door to wonderful neighbors, Nellis "Van" Tiller, his wife Cheri, and their two sons, Clint and Curtis. We have shared joys and sorrows and have watched the boys grow up into fine young men. We have become very close friends during this time, far more than "just" next door neighbors.

Soon after we moved into our home, the Tillers called on us to introduce themselves and welcome us to the neighborhood. Right away, Van told Roy he had once, for a period of eight years, been a DPS trooper. He served from 1971 until 1978. At that time, hours were long and pay was low, and he had a wife and two young sons to support. When he was offered a better paying job in the community of Alice, where the family lived, Van resigned from the Department, deciding he was making a wise decision for himself and his family.

But Van missed the Department from almost day one. He admitted that he had made a bad decision and missed law enforcement and that special camaraderie that troopers share. At the time we first met the Tillers, Van was in the automobile business. He had just about decided to go back into law enforcement. By then, he had passed the age limit for entrance back into the Department, and so he applied for entrance to the San Antonio Police Academy. He told us without his previous DPS experience he would not have been accepted.

Roy was happy to give him a glowing personal reference. Van is the kind of neighbor one can only say good things about! And so Van Tiller went back into uniform, graduating as president of his cadet class from the San Antonio Police Academy in July 1991. Of course, we were at the graduation ceremonies. And two years later we applauded as Tiller's son, Clint, followed in his father's footsteps, also becoming a San Antonio police officer. When my husband retired from the DPS, the Tillers were on hand to share in the retirement dinner celebration. In other words, we are very close friends!

A few months ago, the Tillers asked us to drop by to join in celebrating Clint's birthday. Guests were gathered in the game room when Roy happened to glance at a plaque hanging on the wall. Attractively framed in a shadow box is a photo of the men in Van's sergeant area in Alice, his red Highway Patrol patch and his silver badge, given to him when he left the service on March 20, 1978. (Van later explained the old blue-bordered badges were being replaced with a new design, and that is why he was allowed to keep his badge when he left the department.)

As Roy drew closer to study this bit of DPS memorabilia, he was literally struck dumb at what he saw. The badge! Number 776! It was Roy's old trooper badge which he had worn for eleven years before turning it in when he promoted to sergeant in November 1971. Van Tiller was in the Academy at that time, and Roy's old badge was "recycled" in February 1972, pinned to the shirt of the man who was to become our next door neighbor fifteen years later!

Roy left the party, dashing home to retrieve an old photo of himself made while he was a young trooper in the 1960s. Sure enough, the badge number, 776, is plainly visible in the photograph. Everyone at the party, especially the Tillers and ourselves, was amazed at the coincidence of two men who had never met sharing the same badge and then ending up living right next door to each other years later.

The Tillers are convinced we were just fated to be friends. And we are certainly inclined to agree!

Docia Williams, wife of retiree Roy D. Williams, sent in this story along with a recent letter. "My husband and I enjoy the Paisano very much! It's a well-written reflection of the Department of Public Safety, and after retirement it becomes even more important as a means of keeping up with old friends and acquaintances," she wrote. "We thought our coincidence was a one-in-a-million occurrence, and I thought your readers, many of whom might have known both of the former officers involved, might find it of some interest."

We encourage other DPSers and retirees to send us stories for possible publication.



Letters reveal LBJ's role in Headquarters construction

A couple of letters found by DPS Building Programs director Andy Mokry show that future President Lyndon B. Johnson, then a senator, played a role in getting much-needed building supplies for the DPS when the present headquarters was being built in 1951.

The letters recovered were from Johnson to DPS director Homer Garrison Jr. Judging from the colonel's reply, this was not the first time Johnson helped out the DPS: "Lyndon, we do deeply appreciate the manner in which you have handled our numerous requests for assistance, but the real reason we call upon you is that we know if it can be done, you will get it done for us."

The letters have been passed along for eventual display in the DPS Museum.

Mystery photo

Troopers under the palms

Can you identify these three troopers posing with their well worn motorcycles? This photo from Laredo was among a group bearing a stamp from the Army Air Forces photo lab and dated October 1943. Please contact PIO if you have any information about the troopers pictured.

October photo — Many people called and wrote identifying McClosky Hospital as the current Olin E. Teague Veterans Center in Temple. The facility is associated with Texas A&M University.

Kari Whitley, a public affairs representative for the hospital, said it was founded in 1942 as McClosky

General Army Hospital. Its name was changed by an act of Congress in 1979 to honor Teague, who had chaired the House Veterans Affairs Committee for 18 years.

A couple of readers provided leads on the identity of the trooper pictured, but none were confirmed.

January photo — Retiree Roland O. Warner of Georgetown called soon after receiving the January *Paisano* to say he was the trooper pictured giving a driving test to Jeanette Burkland Peterson. Warner grew up in Williamson County and was stationed there as a Driver License examiner patrolman at the time. He said he gave driving tests to many young drivers he had known as children, including Mrs. Peterson. After seeing the photograph in the *Paisano*, Warner visited Mrs. Peterson, who confirmed that she was the prospective licensee pictured.

Thanks to all the current and retired DPSers who have been so eager to help us identify these historic photographs.



Narcotics Seizures

Marijuana

| | | |
|----------|-------------|-----------|
| 9-25-96 | 221 lbs. | Brooks |
| 9-26-96 | 441.95 lbs. | Maverick |
| 9-27-96 | 315 lbs. | Potter |
| 9-27-96 | 415.65 lbs. | Edwards |
| 9-27-96 | 362 lbs. | Hidalgo |
| 12-04-96 | 223 lbs. | Hidalgo |
| 12-05-96 | 301 lbs. | Hidalgo |
| 12-06-96 | 426 lbs. | Bexar |
| 12-06-96 | 485.68 lbs. | El Paso |
| 12-06-96 | 314 lbs. | Hopkins |
| 12-09-96 | 348.5 lbs. | Gonzales |
| 12-09-96 | 611 lbs. | Travis |
| 12-17-96 | 233.44 lbs. | Hudspeth |
| 12-17-96 | 407 lbs. | Hidalgo |
| 1-08-97 | 559 lbs. | Starr |
| 1-11-97 | 409 lbs. | Zavala |
| 1-13-97 | 439 lbs. | Hidalgo |
| 1-20-97 | 295.9 lbs. | Panola |
| 1-23-97 | 634.5 lbs. | Cameron |
| 1-29-97 | 1,425 lbs. | Hidalgo |
| 1-31-97 | 430 lbs. | Harris |
| 2-04-97 | 249 lbs. | Webb |
| 2-05-97 | 3,428 lbs. | Panola |
| 2-11-97 | 342.38 lbs. | Culberson |
| 2-11-97 | 566.68 lbs. | Webb |
| 2-13-97 | 707.5 lbs. | Hidalgo |
| 2-15-97 | 794 lbs. | Maverick |
| 2-16-97 | 1,701 lbs. | Maverick |
| 2-17-97 | 9,031 lbs. | Dallas |
| 2-17-97 | 908.5 lbs. | Kleberg |

US Currency

| | | |
|----------|-------------|--------------|
| 9-28-96 | \$97,540 | Harris |
| 12-04-96 | \$20,912 | Collin |
| 12-09-96 | \$51,000 | Travis |
| 12-18-96 | \$32,980 | Cameron |
| 12-20-96 | \$70,010 | Potter |
| 12-23-96 | \$20,419 | Chambers |
| 12-23-96 | \$20,751 | Smith |
| 1-09-97 | \$15,087 | Sutton |
| 1-09-97 | \$27,000 | Starr |
| 1-11-97 | \$27,870 | Walker |
| 1-14-97 | \$13,050 | Panola |
| 1-17-97 | \$9,467 | Dallas |
| 1-18-97 | \$39,985 | Jackson,TN* |
| 1-21-97 | \$12,115 | Harris |
| 1-23-97 | \$10,980 | Cameron |
| 1-25-97 | \$12,675 | Hopkins |
| 1-27-97 | \$99,960 | Jim Wells |
| 1-28-97 | \$88,920 | Llano |
| 1-29-97 | \$18,496 | Kerr |
| 1-29-97 | \$18,000 | Ellis |
| 2-01-97 | \$13,520 | Hopkins |
| 2-03-97 | \$19,184.75 | Crockett |
| 2-04-97 | \$51,975 | Potter |
| 2-05-97 | \$125,000 | Travis |
| 2-06-97 | \$19,094 | Jim Wells |
| 2-07-97 | \$59,288 | Hidalgo |
| 2-10-97 | \$24,188 | Dallas |
| 2-17-97 | \$510,000 | Dallas |
| 2-18-97 | \$500,000 | San Patricio |

Cocaine

| | | |
|----------|------------|-----------|
| 9-26-96 | 6 kg. | Freestone |
| 9-28-96 | 5 kg. | Harris |
| 12-04-96 | 1,176 g. | Smith |
| 12-19-96 | 3 kg. | Harris |
| 12-21-96 | 5.45 lbs. | Panola |
| 1-10-97 | 2 kg. | Leon |
| 1-14-97 | 4.4 lbs. | Hidalgo |
| 1-23-97 | 2.4 lbs. | Webb |
| 1-25-97 | 28 lbs. | Hidalgo |
| 1-29-97 | 3 kg. | Cameron |
| 2-03-97 | 1 kg. | Freestone |
| 2-03-97 | 35.665 kg. | Oldham |
| 2-05-97 | 1 kg. | Fayette |
| 2-13-97 | 30 kg. | Gonzales |
| 2-15-97 | 402.5 lbs. | Maverick |

Miscellaneous

| | | |
|----------|------------------|----------|
| 12-07-96 | 1,705 g. heroin | Atascosa |
| 1-29-97 | 4.2 lbs. amphet. | Navarro |
| 2-05-97 | 14 kg. amphet. | Fayette |

*Seized as the result of a DPS Narcotics investigation that began in Texas.

**PUBLIC INFORMATION OFFICE
TEXAS DEPARTMENT OF PUBLIC SAFETY
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