



The official monthly publication of the Alabama Department of Public Safety



THE BLUE LIGHT

June 2010



THE HONORABLE BOB RILEY
Governor

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Director

LT. COLONEL F.A. BINGHAM
Assistant Director

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ABI Division

MAJOR MARC McHENRY
Administrative Division

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Driver License Division

MAJOR CHARLES ANDREWS
Highway Patrol Division

MAJOR HERMAN WRIGHT
Protective Services Division

MAJOR JERRY CONNER
Service Division

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Take Back Our Highways, Click It or Ticket Team Up to Save Lives

Troopers perform a field sobriety test at a TFZ checkpoint during Take Back Our Highways.

DPS kicked off the summer travel season in Alabama with the Take Back Our Highways traffic safety campaign, starting May 22 and lasting through Memorial Day.

Troopers from all ranks and divisions once again blanketed the state in an intensive patrol effort to save lives. As with the last iteration of Take Back Our Highways, Col. J. Christopher Murphy invited both local law enforcement and neighboring states to join in the highway safety campaign. Highway patrols in Georgia, Tennessee, Florida, Mississippi, and Louisiana all supported and participated in the safety campaign. The Alabama Department of Transportation

also showed support for TBOH by posting roadside messages to remind and encourage driving safety.

The 10-day traffic safety blitz shares the goals of saving lives and increasing highway safety with the concurrent national traffic safety campaign, Click It or Ticket. The seat belt enforcement initiative, lasting from May 24 to June 6, brings even more exposure to TBOH, and troopers are focusing on seat belt and child restraint compli-

ance during the CIOT enforcement period.

During the safety blitz, troopers concentrated on all violations contributing to crashes and fatalities,



Troopers check licenses at a DL checkpoint May 25.

including speeding, following too closely, and improper lane change. However, troopers especially targeted DUI and seat belt violations during TBOH.

Task Force Zero proved to be a valuable component in the department's crackdown on DUI. TFZ teams made use of nine BAT-mobiles spread throughout the state. Each vehicle is equipped with breath-alcohol testing equipment and allows for on-scene processing of impaired drivers. The large trucks serve as temporary holding stations for those placed under arrest. Grant funding for the BAT-mobiles was awarded by Gov. Bob Riley and administered by the Alabama Department of Economic and Community Affairs. Testing equipment was provided by the Department of Forensic Sciences.

In addition to expanded DUI enforcement capabilities, enforcement operations during TBOH include saturation patrols, line patrols, motorcycle details, LIDAR speed details, and license and equipment checkpoints.

"We aren't just working harder, we are working smarter," said Murphy. "Take Back Our Highways is not a gimmick, but a concentrated effort to reduce fatalities throughout the state. The campaign is all data-driven. Taking the information we have from CARE, we know what the primary causes of fatalities are, and thus we know how best to utilize the 200 additional troopers we are putting on the road for that 10-day period."

Murphy acknowledged that the expanded effort would not be possible without grant funding provided by



the Alabama Department of Transportation and the Alabama Department of Economic and Community Affairs' Law Enforcement/Traffic Safety Section. He cited ALDOT and ADECA as valuable partners in the state's traffic safety efforts and thanked them for their ongoing support. ADECA provides funds from the National Highway Traffic Safety Administration for CIOT enforcement.

Since the first Take Back Our Highways campaign was conducted in 2007, trooper-reported traffic deaths have steadily declined, from 828 in 2006 to 541 in 2009. This represents a 35 percent decrease in traffic deaths. More so, the figures continue to fall, as there are currently 52 fewer fatalities reported in 2010 than the same time last year.

Murphy stressed the vital importance of buckling up. "Simply stated, buckling up saves lives." He said that about two-thirds of those killed in trooper-reported crashes last year in Alabama were not using safety restraints. "Many lives could be saved if every vehicle occupant buckled up."

Murphy also issued a reminder about Alabama's "move-over" law. The "move-over" law requires that vehicles on roads with four or more lanes move over one lane when passing an emergency vehicle that is stopped roadside with emergency lights activated. When the vehicle cannot safely move over, the law requires the driver to slow down and pass with caution. 🍀

Spain Named 2009 ARA Examiner of Year

For the second year in a row, Carolyn Spain was honored by the Alabama Retail Association when she received the 2009 ARA Examiner of the Year award at a congratulatory luncheon held in Montgomery May 20.

Spain is a driver license specialist in the Birmingham Reinstatement Unit and has been with the department for 14 years. She is consistently a top performer in her district. In addition to being honored as the ARA Examiner of the



From left, ARA Vice Chairman Dianne Wammack, Murphy, Spain, and Maj. Terry Chapman at the luncheon May 20.

Year last year, Spain received ARA's Outstanding Examiner of the Quarter award for the first, third, and fourth quarters of 2009.

In determining the quarterly and annual awards, the ARA uses a system that awards points for each misdemeanor and felony charge.

The more serious the offense, the more points are given. Arrests that stem from driver licensing cover a wide range of charges, including failure to appear, felony fraud, forgery, robbery, larceny, child neglect, rape, parole violations and firearm violations. Using the ARA scale,

Spain accumulated 463 points, and her work led to 21 felony and 84 misdemeanor arrests in 2009, earning her the title of Examiner of the Year for the second year in a row.

Spain's partner, DL Specialist Regina Hardy was first runner-up for the 2009 Examiner of the Year, accumulating 412 points. Also a consistent performer, Hardy received the Examiner of the Year award in 2005 and 2007, and also was named Outstanding Examiner for the first quarter of 2010. DL Specialist Sharon Perry from the Mobile District is 2009's third-place finisher, with 361 points accumulated in 2009.

Driver License is on the frontline in battling identity theft. In 2009, Alabamians filed 3,586 identity theft complaints with the Federal Trade Commission, ranking Alabama 17th among the states in



complaints filed per 100,000 residents. Identification fraud is one of the leading forms of robbery, costing financial institutions, businesses, government and consumers \$1.7 billion annually. DL examiners work diligently to protect all of these entities and individuals.

Col. J. Christopher Murphy delivered the keynote address at the awards luncheon, stating, "Alabama's driver license staff daily deals with a demanding and frequently stressful profession with dignity and dedication. I cannot say enough about their work to guard the public's safety through driver licensing."

"Alabama retailers are proud that through this award program and our partnership with the Department of Public Safety, the Driver License Division has seen a 267 percent increase in its arrest record since the inception of the Examiner of the Year in 2000," said ARA



Murphy delivers the keynote at the ceremony.

President Rick Brown.

Murphy thanked the Alabama Retail Association for partnering with Public Safety to recognize driver license examiners and their stellar work to safeguard the driver licensing system, prevent fraud, and guard against identity theft. The partnership saves thousands of lost retail dollars by preventing individuals from obtaining false or stolen identities. In 2009, the Driver

License Division was responsible for 522 felony, 2,993 misdemeanor and 18 Immigration and Customs Enforcement arrests.

All Alabama driver license examiners are trained in recognizing fraudulent documents, with funding for the training provided by Commercial Driver License grant funds provided by the Federal Motor Carrier Safety Administration. 🇺🇸

IDENTITY THEFT FACTS

- ▶ Identity fraud nationwide and in Alabama saw a slight decline in 2009, but it remains the top fraud complaint received by the Federal Trade Commission.
- ▶ Alabamians filed 3,586 identity theft complaints with the Federal Trade Commission in 2009, equal to 76.2 cases per 100,000 residents, ranking 17th among the states. In 2008, Alabama ranked 13th with 93.1 cases per 100,000 residents.
- ▶ Nationally, 278,078 identity theft complaints were filed with the Federal Trade Commission from Jan. 1 through Dec. 31, 2009, representing 21 percent of the total complaints filed and making it the top complaint. That total is a 5 percentage point decline from identity theft complaints filed in 2008.
- ▶ Identity fraud in 2009 cost consumers and businesses \$1.7 billion.
- ▶ Two Alabama cities/areas rank in the nation's top 50 large metropolitan areas for identify theft complaints. Montgomery held at 13th in the nation in 2009 for identity theft complaints, with a total of 570 complaints, or 155.8 complaints for every 100,000 residents. The Phenix City/Columbus, Ga., area is ranked 28th in the 2009 results, with 361 complaints or 127.7 for every 100,000 residents.
- ▶ Other Alabama metro areas and their national ranking based on identity theft complaints include: Anniston-Oxford, 206th; Auburn-Opelika, 217th; Birmingham-Hoover, 171st; Daphne-Fairhope, 219th; Dothan, 141st; Florence-Muscle Shoals, 312th; Gadsden, 136th; Mobile, 176th; and Tuscaloosa, 77th.

SOURCES: 2009 Identity Fraud Survey Report, Javelin Strategy & Research; Federal Trade Commission

2010 Spill of National Significance: *DPS Prepares for the Worst*

While there are still more questions than answers concerning the 2010 Spill of National Significance in the Gulf of Mexico, DPS is busy preparing for a worst-case scenario, while hoping for the best.

“Right now, we are playing the waiting game,” said Capt. Steve Dixon, assistant chief of the Administrative Division. “Thus far, Alabama has not seen a direct impact from the spill. There have been some tar balls wash ashore on Dauphin Island, but thankfully we’ve seen no oil. Still, we’re prepared to close off areas if need be.”

If spillage comes ashore, it would be detrimental to the beaches, and the economic impact would be



Riley flies over Dauphin Island surveying the deployment of oil containment booms May 5. (Robin Cooper/Governor’s Office)

devastating. More important than money, however, would be the impact to the ecological system of the gulf. Recovery time is estimated at 10 to 15 years, if oil gets to the marshes and reefs along Alabama’s coastline.

In the middle of May, Gov. Bob Riley assured Alabama residents

that all beaches on Alabama’s coast are open. That status has yet to change. Still, Driver License recently was tasked to create a credential issuing system, only allowing certain individuals in areas quarantined to the public.

Color-coded badges are being created for five different categories: government, law enforcement, emergency personnel, contractors, and volunteers. Currently, badges are only being issued for contractors. Previously, credentials also were issued to law enforcement, yet only a handful of those badges were issued.

DPS also was tasked to track expenditures of both DPS and other state agencies concerning the spill.

“We created a special four-digit tracking code for dealing with all expense submissions,” said Accounting Manager Shaundra Morris. “We are gathering all daily



Riley thanks Alabama National Guard soldiers for their efforts to build a barrier against the oil. (Robin Cooper/Governor’s Office)

activity records, time sheets, over-time charges, and other invoices submitted within the department and other state agencies. We too, however, are on standby, and our only submission from an outside agency thus far is from Dauphin Island Police Department.”

The potential crisis is still waiting out in the open waters of the gulf. Because the spill has stayed off Alabama’s shore, however, DPS has had more time to come up with solutions to solve various security concerns, develop plans and increase patrol for beach areas, manage increased traffic control, and anticipate terrorist threats.

“A crisis of this nature is best handled by having all agencies responding together as one,” said Col. J. Christopher Murphy. “By having all agencies acting in accordance with one another, we not only have a greater impact, but will stay ahead of the game.” 🇺🇸



Riley meets with local officials in Mobile May 7 to discuss use of the \$25 million provided to the state by BP. (Robin Cooper/Governor’s Office)



Chapman Receives Oak Leaf Insignia in Pinning Ceremony

DPS’s newest division chief, Maj. Terry Chapman, formally received his oak leaf insignia in a pinning ceremony May 6 in the director’s office. Chapman’s family, Col. J. Christopher Murphy, Lt. Col. F.A. “Bubba” Bingham, and all other division chiefs were in attendance for the joyous occasion.

Chapman was promoted to chief of Driver License in March. 🇺🇸

FARS: Making Roads Safer by Numbers



Shanks busily tracks statistics for the Fatality Analysis Reporting System.

There's a reason Bill Shanks tirelessly sorts through crash reports and death certificates, working doggedly to track down every traffic fatality in Alabama: the data he collects for the federal government helps improve safety.

Shanks is Alabama's senior statistician for FARS, the Fatality Analysis Reporting System. FARS is a cooperative agreement among all 50 states, the District of Columbia, and Puerto Rico that, since 1973, has been gathering data to answer many questions on the safety of vehicles, drivers, traffic situations, and roadways.

"The crucial component here is completeness of data," says Shanks, who majored in mathematics at Huntingdon College. "Because we are responsible for recording information from all agencies in the state, some of it just never gets to us. That's when we have to track them down."

Shanks admits that while tracking and verifying all statistics on fatal crashes is something his office has always done, there recently has been an even bigger push to gather necessary data because of advancing deadlines.

"We used to have until May 15 of the following year to verify missing

fatalities. That day advanced to May 1 a couple of years ago, and now we have a final deadline of April 15," Shanks says.

The extra effort, however, is not all for naught.

"We uncovered at least five trooper-worked fatalities this past year that weren't reported," comments Shanks. "We gathered another dozen or so fatalities from several municipalities from around Alabama. All told, I would estimate that we gathered statistics from 50 to 75 additional fatalities that occurred in the state that were unreported in 2009.

"There's no magic here," Shanks adds. "It's just hard work. Even though there are many reasons for fatalities not getting reported, the main culprit is the delayed fatality. If someone is injured in a crash and dies a week or so later, there is a good chance we won't have fatality information for that crash."

Accuracy of data from the FARS database is crucial for a number of reasons, most importantly for improving the safety of vehicles and their occupants. Recently, FARS data was used to improve airbag

safety when it was noted that airbags were causing serious injuries and deaths to small children. Now, passenger airbags have been made "smart" and only deploy when the vehicle recognizes a certain level of weight in the passenger seat.

"FARS might be only a small part of DPS, but what we do is important to safety, and we are effective," Shanks says. Indeed, Alabama's FARS program has been nationally recognized for its effectiveness and completeness of data. Shanks is quick to single out the hard work of his assistant, Analyst Ashley Grant. "She is simply doing a fabulous job, and really doing the work of two staff members. She is a very hard worker, and I am grateful to have her working with me."

The Department of Public Safety's FARS program is supported with grant funding from the National Highway Traffic Safety Administration, U.S. Department of Transportation. 🌀

Motor Carrier Visits Mobile, Continues Talks with Loggers

In a continued effort to foster understanding and improve the relationships between troopers and log truck drivers, Capt. Jack Clark, Sgt. Philip Taylor, Cpls. Mark Neilson and Jeffery Walker, and Tprs. Howard Krauss and William Rowe of the Motor Carrier Safety Unit recently visited logging operations in Satsuma and toured a saw mill in Mobile.

In recent years, loggers have butted heads with Motor Carrier on a number of issues, causing their relationship to turn sour and fostering a belief among some truckers in the industry that they were being unfairly targeted by Motor Carrier. Seeing an opportunity not only to dismiss this belief, but also to work from within the industry to ensure safety is a priority, Motor Carrier developed a partnership with the Alabama Forestry Association.

Arranged through the Alabama



Forestry Association, this series of visits is a product of that partnership.

“We are extending the olive branch to loggers,” said Clark. “We aren’t here to bully truckers trying to

make an honest living. Our mission is simply one of safety, and if we achieve that, then we have absolutely no disagreement.”

One of the biggest concerns when dealing with log trucks is weight. Maximum gross vehicle weight for interstate travel is set at 80,000 pounds, with 88,000 pounds allowed on state highways. Exceeding set weight restrictions not only is dangerous, it also is often destructive and can lead to unsafe roads littered with pot holes.

“We are actively trying to use more common sense with respect to violations,” Neilson told the truckers. “If I find a busted tail light, I want to know it is getting fixed immediately. That is more important to me than the ticket. That’s why the



pre-trip inspection is so important, because it lets us know that you care enough to make it right.”

“We’re aware of what you go through as truckers,” added Krauss. “Having you address the issue is infinitely preferable to having me point the problem out to you.”

John Zucker of Mobile Forest Products said, “I know there are some bad apples out there, but honestly I feel that the majority of people in our industry try to do what is best. To put it simply, hauling 100,000 pounds of weight is just bad business. The costs far outweigh the benefits. It uses up too much fuel, it wears tires out too quickly, and it just isn’t safe.”

Fred Stimpson of Scotch Gulf Lumber added, “I know you troop-



ers thought you were coming here today to hear a gripe session, but that is so far from the case. The truth is, the vibrancy of our business fully depends on our highways, and we too need our highways safe. The police are our watchmen, and we want safe roads and want safe

trucks.”

Alabama’s Motor Carrier Safety Program is funded by the Federal Motor Carrier Safety Administration, U.S. Department of Transportation. 🇺🇸



Online Hearing Requests Now Available

department is now offering online scheduling as an added convenience and service to the public. “We are committed to improving efficiency and customer service in all aspects of driver licensing, and this is just one example.”

This is not the first online service offered by driver license. The scheduling of road skills tests were first made available on the Internet in 2008 as a way for Driver License to improve customer service, and it soon proved to be a popular option.

“Enhanced online services help us serve the public better,” Murphy said. “This new online appointment option offers a quick, convenient method of scheduling a driver li-

cense hearing.”

Driver license hearings are available to licensed drivers at risk of suspension or revocation. Drivers facing removal of their driving privilege are notified in writing of the pending action and have the option to request a hearing. In 2009, the Department of Public Safety held 2,586 driver license hearings. A total of 333,241 licenses were suspended, and 276,877 licenses were revoked in 2009.

Alabama’s driver license hearing program receives funding assistance from the Alabama Department of Economic and Community Affairs through the National Highway Traffic Safety Administration. 🇺🇸

A new driver license service is assisting those drivers who face removal of their driving privileges. Requests for license hearings may now be submitted and scheduled online. Hearings may be scheduled through DPS’s Web site, <http://dps.alabama.gov>. Hearing requests also may be submitted via postal mail.

Col. J. Christopher Murphy said the

Fallen Officers Honored

Law enforcement officers, family members and friends gathered on the south lawn of the Capitol in Montgomery May 7 for the Alabama State Fraternal Order of Police Memorial Service. Col. J. Christopher Murphy was among speakers at the service honoring Alabama's fallen officers, including one of DPS's own, Trooper Recruit Ervin Michael Johnston.

In addition to Johnston, Alabama's honored officers were Deputy Sheriff James Anderson, Officer Maylon Thompson Bishop Jr., Officer Joshua Patrick Broadway, Officer Phillip Davis, Officer Dexter Hammond, Officer James Thomas McLendon, Officer Nathan Mims, and Officer Brandon Nykori Sigler.

"We are grateful to our fallen officers and their families," Murphy said. "They remain in our thoughts and prayers. We remember and honor them by showing our gratitude to



their fellow officers, who serve and protect our families, homes and communities each day.

"I have worked in law enforcement for more than 30 years, and I know how officers welcome a simple word of thanks: 'Thank you for all you do to keep my family and me safe.' That's a welcome message to the officers you meet on patrol, in a local restaurant, or at the scene of a crash."

The annual FOP state memorial is

held just before the nationwide celebration of National Police Week, occurring annually the week of May 15. Established by a joint resolution of Congress in 1962, National Police Week is a collaborative effort of several organizations dedicated to honoring America's law enforcement community. Major contributors and organizers of National Police Week include C.O.P.S., the Fraternal Order of Police Auxiliary, and the National Law Enforcement Officers Memorial Fund. 🇺🇸

Copeland Receives Government Accounting Award

Accounting Director Fran Copeland was honored by the Association of Government Accountants when she received the AGA Montgomery Robert L. Childree Significant Contributor Award May 13 at the Capital City Club in Montgomery.

"We have all benefited from your loyal service, selfless dedication, and important contributions to AGA over the years," said AGA Committee Chair Shaundra Morris. Morris nominated Copeland for the award.

The Robert L. Childree Significant Contributor Award recognizes the significant contributions made by a government professional who exemplifies and promotes excellence in government, outstanding leadership, high ethical standards, and serves or has served as a role model for others.

Speaking of Copeland, Morris said, "She has earned the respect of every member of the AGA. Her legacy will live on for years."



Copeland receives her award.

Congratulations to Copeland upon receiving this prestigious award. 🇺🇸

PROGRESS AT THE NEW ALABAMA CRIMINAL JUSTICE TRAINING CENTER



Three Traffic Stops Net \$4.2 Million in Cocaine in May

Three separate stops by Alabama state troopers netted nearly 150 kilograms of cocaine concealed in tractor-trailers in May.

The first stop occurred May 4 along Interstate 20 in Calhoun County. A routine commercial vehicle inspection by state troopers led to the discovery of 44 kilos of cocaine. Both the driver and the passenger were charged with drug trafficking by the Calhoun County Drug Task Force.

Nine days later, troopers pulled over a tractor-trailer for inspection along Interstate 20/59 and arrested

the driver on federal drug charges after discovering 99 kilogram-sized bricks of cocaine concealed in the vehicle.

Then, on May 26, troopers made another seizure of 5 kilograms of cocaine during a routine traffic stop along Interstate 20.

The 148 kilograms of confiscated cocaine has a street value of approximately \$4.2 million.

Department of Public Safety Director Col. J. Christopher Murphy commended the work of troopers to both increase highway and traffic safety and remove

cocaine from the drug distribution network. "When law enforcement broadly envisions its job to protect and serve, public safety is strengthened," said Murphy. "In these cases, routine commercial vehicle safety inspections by Alabama state troopers led to significant seizures of cocaine. I call that a job well done."

Murphy also praised the support of the Federal Motor Carrier Safety Administration, which funds Alabama's Motor Carrier Safety Unit, and cited the department's valuable cooperative working relationships with the DEA drug task forces and U.S. Attorney offices. 

Department of Public Safety

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Heading Toward

1935 - 2010



Above: An Alabama Highway Patrol office in Decatur in the mid-1930s.

Left: Photograph of Tpr. Clara Zeigler. Zeigler was the first female Alabama state trooper.



Bottom Left: Highway Patrolman Bill Jones checks the driver license of a driver in the 1940s.

Bottom Right: A trooper took this photograph of a tornado in Calhoun County, March 27, 1994. The violent Palm Sunday tornado began near Ragland in St. Clair County, moving rapidly north-northeast, striking Piedmont, the surrounding areas, and three churches, including Goshen United Methodist Church, where 20 people were killed by the storm.



People You Know!



New Employees

Laquita Floyd	DL Examiner I	4.16.10	DL/Opelika Examining
Donald McLeod	Capitol Police Officer	4.16.10	PS/Capitol Police
Roy Smith	Retired State Employee	4.16.10	SER/Photographic Services
Gered White	Capitol Police Officer	4.16.10	PS/Capitol Police
Ronald Wright	Retired State Employee	5.03.10	SER/Photographic Services
Kristin Wylie	Clerk	4.16.10	ABI/Sex Offender Unit

Promotions

Virginia Jackson	PCO II	4.16.10	HP/Selma Post
Valeria Jernigan	DL Supervisor	4.16.10	DL/Safety Responsibility
Sandi Luffman	PCO II	4.16.10	HP/Evergreen Post
Belinda Tilley	PCO II	4.16.10	HP/Tuscaloosa Post

Transfers

Charles Dysart	Trooper	5.01.10	ADM/Montgomery County
Brett Himes	Trooper	5.01.10	HP/Randolph County
Steve Smith	Corporal	5.01.10	ADM/Jefferson County
Norbert Neely	Corporal	5.01.10	DL/Montgomery Examining

Military Leave

Eugene Mattox	Corporal	4.15.10	ABI/EOD
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Returned from Military Leave

Glenn Furukawa	Corporal	4.19.10	ADM/ACJTC
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Resignations

Cherish Burchell	DL Examiner I	4.15.10	DL/Jacksonville Examining
Rachel McGill	Latent Print Examiner	4.30.10	ABI/Identification Unit
Betsey Shirley	ASA I	5.14.10	DL/DL Services
Luddie Williams	Latent Print Examiner	5.14.10	ABI/Identification Unit

Retirements

Steven Davis	Trooper	4.30.10	HP/Tuscaloosa
Thomas Davis	Trooper	4.30.10	HP/Huntsville
Dianna Golden	PCO III	4.30.10	HP/Dothan
Patricia Nelson	DL Examiner I	4.30.10	DL/Birmingham
Betty Rivers	DL Examiner I	4.30.10	DL/Mobile

Alabama Department of



Public Safety

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WE'RE ON THE WEB!

DPS.ALABAMA.GOV

Questions? Comments? Concerns?

STAY IN TOUCH WITH *THE BLUE LIGHT*.
PLEASE E-MAIL ALL REQUESTS TO:

RYAN.GODFREY@DPS.ALABAMA.GOV

On Your Calendar

Monday, June 7

Jefferson Davis' Birthday

Monday, July 5

Independence Day (offices closed)

Monday, September 6

Labor Day

Monday, October 11

Columbus Day

May 10, 2010

Dear Colonel Murphy:

I know you probably receive mostly complaints, so I wanted to take the time to brag on one of your employees.

My 16-year-old daughter was involved in a one-vehicle wreck on a dirt road in Elmore County on the Friday afternoon of May 7. She was shaken up and scared. She had never had an accident before.

Trooper Mary Ann Church responded to the call. She handled this situation in an utmost professional manner. She was very kind and caring toward my daughter. She took the time to talk directly to her and make sure she was okay.

Trooper Church explained to us exactly what we needed to do. She was pleasant and informative.

At a time when we needed assistance with compassion, she was there, and we feel very fortunate to have had her assisting us.

Sincerely,
Lori Perkins