

Our mission is working together as ONE DPS to provide a safe and secure Utah.

Keith D. Squires  
Commissioner



# Utah

# Department of Public Safety

## DPS in the News



The Highway Safety Office wrapped a local club's restrooms to look like jail cells to remind Halloween revelers to drive sober.

The media event emphasized increased DUI enforcement over the Halloween weekend and received national news coverage. Click here to watch a Fox 13 story about the media event.



To help increase pedestrian and bicyclist safety, the HSO partnered with UPD and West Valley City PD at a media event focused on high visibility. Click here to watch an ABC4 story about the event.

## DPS Divisions' SUCCESS Stories

On two separate occasions in October, Governor Herbert took time to recognize DPS divisions for their increased efficiency due to their implementation of projects that are part of his SUCCESS Framework.

The purpose of the SUCCESS Framework is to help Utah's public services deliver the greatest value per taxpayer dollar, to demonstrate excellence, and to strengthen the ability to capture the story of state agencies' work. Governor Herbert set the target to improve state government operations and services by 25% by the end of 2016.

DPS' Driver License Division and State Crime Lab achieved the goal ahead of schedule.

### DRIVER LICENSE DIVISION

Customer wait times at the West Valley City DLD office often stretched to more than 30 minutes. Amy Lightfoot, DPS' Director of Quality and Process Improvement, and DLD leadership worked to identify



Governor Herbert talks with DLD employees at the West Valley Office.  
Photo credit: Governor's Office of Management and Budget

strategies to lessen the time Driver License customers waited for services. With innovation and dedication, the project has been a success: wait times at the office now average between 3 to 8 minutes.

On October 15<sup>th</sup>, Governor Herbert visited the West Valley City DLD office to see the increased efficiency in action. "We continue to strive to become the best managed state with results that deliver value for the Utah taxpayer," Governor Herbert said.

*(continue reading on next page)*





## SUCCESS Stories Continued

### CRIME LAB

Governor Herbert expressed similar sentiments when he visited the State Crime Lab on October 29<sup>th</sup>. The SUCCESS project undertaken at the crime lab sought to reduce the amount of time it takes to process fingerprint evidence.



Governor Herbert discusses crime lab procedures with Director Jay Henry.

“We realized there were some things we really needed to rethink. Part of that was what does a case look like when it comes through the door, do we have everything we need, is there a better way to prepare the case at the agency before it comes here,” said Crime Lab Director, Jay Henry.

The project has enabled the crime lab to process evidence 66% faster, reducing the average days needed to process fingerprint evidence from 50 to only 17.

“Everybody is concerned about public safety and can we walk on safe streets and can we get the bad guy off the street, because of the Utah Crime Lab we are doing it better and more effectively now than ever before in our history,” Governor Herbert said.

These projects are just two examples of the ways DPS employees continue to provide excellent service. “I commend Department of Public Safety employees for their innovative solutions and firm commitment to providing the best possible services for Utahns,” noted Governor Herbert.

### SBI Addresses BEC Scams

Investigators from the State Bureau of Investigation (SBI) recently received several complaints related to business email compromise scams.

Business Email Compromise (BEC) is defined as a sophisticated scam targeting businesses working with foreign suppliers and/or businesses that regularly perform wire transfer payments. The scam is carried out by compromising legitimate business e-mail accounts through social engineering or computer intrusion techniques to conduct unauthorized transfers of funds.

The BEC scam continues to grow and evolve and it targets businesses of all sizes. The FBI has seen a 270 percent increase in identified victims and exposed loss since January 2015. The scam has been reported in all 50 states and in 79 countries.

There has been an increase in the number of reported computer intrusions linked to BEC scams. These intrusions can initially be facilitated through a

phishing scam in which a victim receives an e-mail from a seemingly legitimate source that contains a malicious link. The victim clicks on the link, and it downloads malware, allowing the actor(s) unfettered access to the victim’s data, including passwords or financial account information.

This appears to be what happened with one of the cases in which SBI was involved. A local business transferred 1 million dollars to the wrong account after receiving a spoofed email from the suspect – who was pretending to be the client - shortly after their meeting changing the account information. The transfer was fortunately frozen shortly after it was made. The investigation is ongoing.

The FBI’s Internet Crime Complaint Center has suggestions for protection and mechanisms for reporting BEC incidents - [click here to visit their page.](#)

Source: FBI Internet Crime Complaint Center <https://www.ic3.gov/media/2015/150827-1.aspx#fn1>



## DPS Awards Banquet

The DPS Awards Banquet was held on October 14<sup>th</sup> at the Zermatt Resort in Midway, Utah. Lieutenant Governor Cox attended and offered some heartfelt words about DPS employees and the outstanding job that they do. There were approximately 350 people in attendance and the evening was enjoyed by everyone who came to receive an award or support someone receiving an award.

Commissioner Squires addressed DPS employees with the following message:

“We’ve been so successful this year because of your

efforts, your recommendations, your innovations and the ideas you’ve developed that we’ve been able to implement that will ultimately save the tax payers of this great state money and time. It’s because of you that DPS is able to handle whatever is thrown at us. I get notifications at all hours of the day about the fantastic work you’re doing; about your efforts; about time when you’re in very dangerous situations doing work to help others. Thank you and know that we care and appreciate all taking place. On behalf of all of us at DPS, thank you for all you do.”



Lt. Paul Kotter received the Purple Heart Medal.



Trooper Shawn Peppers received the Life Saving Medal.

## BCI Firearms Section Featured in NICS Newsletter

The Firearms Section of the Bureau of Criminal Identification (BCI) was recently highlighted in the National Instant Criminal Background Check System (NICS) monthly newsletter. The NICS section is part of the FBI’s Criminal Justice Information Service Division and is used by Federal Firearms Licensees (FFLs) to instantly determine whether a prospective buyer is eligible to buy firearms or explosives. NICS provides a critical element of public safety as it is all about saving lives and protecting people from harm—by not letting guns and explosives fall into the wrong hands and also ensures the timely transfer of firearms to eligible gun buyers.

BCI has two sections to handle NICS checks – the Brady section handles all firearms transfers from FFLs

and law enforcement agencies, while the Concealed Firearms Permit Section (CFP) handles all CFP NICS checks.

The Brady Section and the CFP sections have moved to a Web-based application system for running background checks; moving away from the less efficient and non-supported Delphi applications of the past. When instituting these new programs, BCI made the decision that every check with any possible “hits” would undergo a second review before releasing a firearm or issuing a permit. In doing this, BCI noticed their retrieval rate due to human error is almost non-existent.

[Click here to read the full article about BCI in the NICS newsletter.](#)