



# Texas Law Enforcement Best Practices Recognition Program

April 2014

Texas Police Chiefs Association

Volume 6 Number 2

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## Recognition Program Hits 100 Agency Milestone

Because of exceptional efforts of our team leaders and program staff, the Recognition Program reached a milestone of 100 Recognized agencies in time for this year's annual conference. The program has clearly been embraced by Texas agencies and has worked to bring increased officer safety and improved management to agencies across our state.

Since our last newsletter nine agencies have been Recognized, including Melissa, Greenville, Alice, Pflugerville, Coppell, Italy, Idalou, Dallas Area Rapid Transit and Trinity University. Five agencies were Re-Recognized during this same period, including Carrollton, Nacogdoches, Lewisville, Webster, and Cedar Hill.

### Melissa Police Department

Melissa is located seven miles northeast of McKinney just off State Highway 75, in north central Collin County. Melissa became a stop



Melissa Police Department

on the Interurban (The Texas Electric Railway), linking Dallas and Denison in 1908. Melissa was incorporated in the early 1970s. In 1980 it had

a population of 604 and nine businesses. Currently Melissa's population is approximately 7,000. The Melissa Police Department was created on November 28, 2000 and thereby abolished the former law enforcement provider for the city, the Melissa Marshal Service. The department currently consists of 5 patrol officers, 1 corporal, 1 sergeant, 1 captain/criminal investigator, an administrative assistant, 4 reserve officers, and the chief of police. The Department's annual budget is approximately \$820,000.

Duane Smith has been in law enforcement for 18 years. He has served as the chief of police for the City of Melissa for the last 11 years. He began as a patrol officer in Melissa in 2001 after working at other law enforcement agencies. He is a past president of the North Texas Police Chiefs Association and currently serves as the North Texas Police Chiefs Association liaison officer to the Texas Police Chiefs Association. He is a combat veteran of both Desert Shield and Desert Storm in Iraq, while serving in the U.S. Army.



Chief Duane Smith

### Greenville Police Department

Greenville is a North Texas city, located in central Hunt County approximately 45 miles  
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northeast of Dallas. The city was founded in 1846 and has a total area of 34.7 square miles. The Greenville Police Department includes sworn officers and



Greenville Police Department

civilian personnel. The department includes four major divisions: administration, criminal investigations, patrol, and support services. In 2012 the Greenville Police Department was a top ten finalist for the IACP/Motorola Webber Seavey Award for its Inter-Organization Vehicle Burglary Task Force. The department was the only agency from Texas to place in the top ten during judging in 2012.

Chief Daniel J. Busken joined the Greenville Police Department as chief of police in September of 2010. A Missouri native, Chief Busken began his career in law enforcement in 1983 with the University City, Missouri Police Department. From 2000 to 2009, he was the chief of police in Madison, Alabama. He holds a Master's Degree in Public Administration



Chief Daniel J. Busken

from St. Louis University and a Bachelor's Degree in Business/Economics from Culver-Stockton College. Chief Busken attended the 184th Session of FBI Na-

tional Academy. In addition, he attended the 47th Session of the Law Enforcement Executive Development Seminar (LEEDS). In 2012, Chief Busken received the Innovation Award from the Texas Police Chiefs Association.

**Alice Police Department**

Alice is the county seat of Jim Wells County and is located at the intersection of U.S. Highway 281 and State highways 44 and 359, forty-four miles west of Corpus Christi. The town originated in the 1880s when several railroads established a transportation hub to move cattle and produce to market.

The City of Alice is roughly 13 square miles of land and incorporates Lake Finley. The Alice Police Department was established by city ordinance on October 3, 1941 and currently provides service to over 20,000 citizens. The agency consists of 45 sworn officers and 23 dispatch,



Alice Police Department

humane and support staff.

Randy A. Weems was appointed as chief of police in Alice, Texas in February of 2013. Chief Weems has 28 years in law enforcement. He originates from Northern Arizona and holds a Master of Education in Educational Leadership from Northern Arizona University, a Bachelor of Science Degree in Business Management from the University of Phoenix and a Certified Public Manager certificate from Arizona State University. He is a graduate of FBI National Academy session 238 and the DEA Drug Unit Commanders Academy session 30.

Chief Albert Martinez is now serving as the Interim Chief of Alice PD.

**Pflugerville Police Department**

Located about fifteen miles north of the Colorado River on the eastern edge of the Blackland Prairie, Pflugerville was founded in 1860 when William Bohls established a general store and post office in his residence. He named the town in honor of Henry Pfluger, who first arrived in the area in 1849, leaving his German homeland to escape the Prussian War. It is one of the fastest growing cities in Texas with the population nearly quadrupling in size from 4,444 residents in 1990 to 16,335 in 2000. The 2010 US



Pflugerville Police Department

Census calculated 46,936 and the 2012 US Census estimate is 51,894. In 1980, the Pflugerville Police Department began as a one-man department, and continued that way for almost three years. Thirty years later the Pflugerville Police Department continues to serve the community first and foremost and to continually seek to improve the quality of life. The department has grown tremendously and is now comprised of 137-law enforcement and support services personnel.

Chief Charles Hooker was appointed chief of police in 2004. He is a graduate of the Law Enforcement Management Institute, licensed as a Master Peace Officer, vice president of the CAPCOG Law Enforcement Education Committee, board member of the Pflugerville Chamber of Commerce, and serves on other area committees and boards.

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### Pflugerville Police Department (Cont.)



Chief Charles Hooker

Chief Charles Hooker is the longest-tenured employee in the city's nearly 50-year history. He was the fifth police officer hired in Pflugerville and has had the opportunity to see the community through three decades of development and prosperous growth. He has worked his way through many assignments and promotions in the department in 30 years.

### Coppell Police Department

Coppell is located just to the north of DFW Airport in Dallas and Denton coun-

ties. Part of DFW's property is located within Coppell's city limits. Since its opening, DFW has grown to be one of the world's busiest international airports, with nearly 60 million passengers passing through the gates annually. Coppell sits on 14.67 square miles of land, with a population of nearly 40,000 residents. Coppell is home to many large businesses such as Amazon, Container Store, U-Line, and is even home to a USPS bulk mail center. Coppell is known for its extensive park system including Andy Brown Park (East, West, and Central) and Wagon Wheel Park.

For many years the City of Coppell was patrolled by very few officers but with the population growth to presently just over 40,000, the department has 82 employ-

ees, 62 sworn and 20 civilians. The police department's organizational chart consists of 1 chief of police, 2 deputy chiefs, 3 captains, 10 sergeants, 4 patrol corporals, and 42 officers. The department follows the philosophies of Problem Oriented Policing and Servant Leadership. The Coppell Police Department has been recognized by the National Association of Town Watch as a first place winner in the nation for the community program 'National Night Out' in the years 2006, 2008, and 2011, and placing in the top three in the nation for the past eight years.

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Coppell Police Department



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**continued RECOG from page 3****Coppell Police Department  
(Cont.)**

Mac Tristan is a 29 year veteran of the Carrollton Police Department. He promoted through the ranks to the position of assistant chief of police, where he served for 17 years. In January 2011, Chief Tristan was sworn in as chief of police for the City of Coppell. It is only the second job Chief Tristan has had since



Chief Mac Tristan

graduating from college. Chief Tristan received his Bachelor's Degree from Sam Houston State University, where he graduated with honors. He is a graduate of the FBI National Academy, the Senior Management Institute for Police, John F. Kennedy School of Government, Cambridge, Massachusetts, and the U.S. Army War College Strategic Implementation Seminar in Carlisle Barracks, Pennsylvania.

**Italy Police Department**

Italy is at the junction of U.S. Highway 77 and State Highway 34, on the Blackland Prairie, forty-five miles south of Dallas in southwest Ellis County. Besides trade and agriculture, residents were attracted to Italy because of its schools and churches. The town population grew steadily in the early twentieth century, rising from 1,061 in 1900 to 1,500 in 1925. The International-Great Northern Railroad reached the town in 1901. In 1913 the first cream and crimson inter-



Italy Police Department

urban opened service between Dallas and Waco on what became the Texas Electric Railway. In 2000 the population reached 1,993.

The Italy Police Department currently employs 6 full-time officers (including the chief of police), an administrative assistant, a part-time property and evidence technician and 2 reserve officers. The Italy Police Department provides 24-hour coverage for the City of Italy, which includes 2.5 square miles, two State highways and a two mile portion of Interstate 35E.

Chief Diron Hill was appointed chief of police for the City of Italy in July of 2011. Under Chief Hill's command, the police department has increased community cooperation with police matters and reduced complaints and use of force issues. In his spare time, Chief Hill instructs courses for the Hill College Police Academy in Hillsboro, Texas. Chief Hill also worked for the Burleson Police Department for 12 years mostly as a patrol sergeant and also the Colleyville Police Department for 6 years.



Chief Diron Hill

**Idalou Police Department**

Located 8 miles northeast of Lubbock, Idalou began as a settlement around a Santa Fe Railway depot on the South Plains in the early 1910s. The first post office was opened in 1917, and in 1919 a 2-story brick school was built after the original school burned down. Incorporated in 1925 with 538 residents, the town grew to 2,348 residents by 1980 and has remained above 2,000 residents in the years since. The current population

is 2,250.

Today the Idalou Police Department has a staff of five certified police officers, which include the chief of police, a lieutenant,



Idalou Police Department

and three patrol officers, one of which is also the city code enforce-

ment/animal control officer. The department is dispatched by the Lubbock County Communication Center and maintains a 24-hour response schedule to serve the community.

Chief Albert Garcia is a 21-year law enforcement veteran and has experience in all areas of police practices from his service in municipal, county and state agencies. Chief Garcia began his career as chief of police for the Idalou Police Department in 2006. Chief Garcia is a member of the Texas Police Chiefs Association where he has been a member since 2007 and is currently the Region



Chief Albert Garcia

3 Director. Chief Garcia received his Applied Science Associates Degree in Criminal Justice from South Plains College in 1992; a Bachelor of Science Degree from Wayland Baptist University in Plainview, Texas in 2003, as well as a Master's in Public Administration Degree in 2010. In 2012, he became an adjunct professor for Wayland Baptist University.

**See RECOG Page 5**

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**continued RECOG from page 4****Dallas Area Rapid Transit Police Dept.**

Dallas Area Rapid Transit (DART) is a regional transit agency authorized under Chapter 452 of the Texas Transportation Code and was created by voters on August 13, 1983. As of February 2013, DART serves the city of Dallas and 12 other surrounding cities in 6 different counties with approximately 154 routes, 85 miles of light rail, para-transit service for persons who are mobility impaired, and the



DART Police Department

system encompasses over 700 square miles. The DART Rail System is the longest light rail network in the United States.

The DART Police Department was founded in 1989 and was initially manned by one officer. Since its inception, the DART Police Department has grown to 366 authorized positions. Chief James D. Spiller now has two deputy chiefs, one captain, six lieutenants, four civilian managers, and twenty-seven sergeants to assist him in leading this police department. With a \$31.7 million operating budget, DART PD not only provides police services to the entire DART system, but also acts as the regional system's Emergency Preparedness Directorate. The agency currently has 246 authorized sworn personnel and 120 authorized non-sworn personnel.

Chief James Spiller reports to the executive vice president, chief operating officer. He joined the DART Police Department in 2001 as the deputy chief of police until assuming his current position in June 2005. As the DART chief of police

and emergency management, he directs the overall function and operation of DART police activities, emergency management, and security operations covering DART assets in the thirteen cities and six counties. In his role as the emergency management director for the entire DART system, he has an emergency preparedness section housed in the police facility, which handles emergency planning, Homeland Security information and major event planning for the DART system.



Chief James Spiller

**Trinity University Police Department**

Trinity University was first founded in 1869 in Tehuacana, Texas. In 1902, the university moved to Waxahachie, and lastly moved to San Antonio in 1942. Trinity University is faith based and is considered to be one of the nation's top private higher learning schools. The 'red brick green campus' university is located in the historic Monte Vista District. The Trinity University Police Department's origins date back to the year 1980 when



Trinity University Police Department

the first peace officer was hired. The department had gone through a few name changes such as the department of security & safety and the department of campus security. The department is currently comprised of 17 full-time sworn, four part-time, and 13 non-sworn personnel.

Paul Chapa has been the chief of police for Trinity University for the past four and a half years. In June 2013, Mr. Paul J. Chapa was promoted to serve as the assistant vice president of Public Safety and Enterprise Risk Management for the University. In this position, Mr. Chapa serves as the chief of police and oversees the Risk Management and Environmental Health and Safety divisions. Prior to his current position, Chief Chapa served as the assistant director of the Texas State University Police Department in San Marcos, Texas for seven years. Chief Chapa also served with the St. Mary's University Police Department in San Antonio for eleven years. A native of San Antonio, Texas, Chief Chapa holds a Bachelor's Degree from Wayland Baptist University, a Master's Degree from Texas State University, and is a graduate of the FBI National Academy, Session 220.



Chief Paul Chapa

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## The following Recognized Agencies were Re-Recognized during the first quarter of 2014

### Carrollton Police Department

The City of Carrollton, located in north-west Dallas County, traces its history back to 1841 and the early settlements that developed along the Elm Fork of the Trinity River in the newly established Peter's Colony. In 1913, the citizens of the now-merged settlements voted to incorpo-



Carrollton Police Department

rate, forming the City of Carrollton. As the city grew, the crime rate in Carrollton remained relatively low. In 2010, the Carrollton Police Department continued to move forward under the new leadership of Police Chief Rex D. Redden. The department also partners with adjacent municipal agencies through the Metrocrest Police Consortium, an inter-local cooperative which includes Coppell, Addison and Farmers Branch police departments. The four departments currently deploy a regional SWAT Team and are working toward a regional dispatch model.

Chief Rex Redden began his career as a patrol officer with the Dallas Police Department in 1989. He has also served at the Collin County Sheriff's Office, the McKinney Police Department and has been chief of police for the Carrollton Police Department since April of 2010. He currently leads a progressive de-



Chief Rex Redden

partment comprised of 164 officers, 43 civilian staff members and 47 seasonal employees. Rex obtained his Bachelor's degree in Business Management from LeTourneau University in 2001, earning Summa Cum Laude honors. He is a graduate of the FBI National Academy, the Senior Management Institute of Policing and the Drug Unit Commander's Academy of the DEA. Chief Redden holds a Master Peace Officer certification and Instructor's Proficiency.

### Nacogdoches Police Department

Nacogdoches is known as 'The Oldest Town in Texas.' Settlements dating to more than 10,000 years ago have been found in the area with the Caddo Indians being the principal occupants. By 1779 Nacogdoches received formal recognition from Spain as a city. Nacogdoches thrived



Nacogdoches Police Dept.

under all six flags flown over Texas. Many early settlers lived, ran businesses, and raised families in Nacogdoches including Stephen F. Austin, Sam Houston, Thomas J. Rusk, and many other leaders of the Republic and State. Today Nacogdoches is a diverse city of 34,000 residents. The economy is based on education, agriculture, technology, and light industrial businesses.

The Nacogdoches Police Department celebrated 175 years of continuous service to the City of Nacogdoches in 2012

and continues a proud legacy of service. The Nacogdoches Police Department (N.P.D.) is comprised of three divisions: administrative services division, patrol services division, and criminal investigation division. The agency currently has 67 sworn personnel and 23 civilian personnel.

Chief Jim Sevey began his law enforcement career 1981. The bulk of his career was spent working for the Midland, Texas Police Department. He left Midland when he was selected as

chief of police for the City of Nacogdoches. He has been the chief of police in Nacogdoches since 2005. Chief Sevey graduated from Lubbock Christian University with a Bachelors' degree in Management and from the University of Texas Permian Basin with a Masters' degree in Criminal Justice administration. He is also a graduate of the 209th Session of the FBI National Academy and a graduate of the Police Executive Research Forum Senior Management Institute for Police.



Chief Jim Sevey

### Lewisville Police Department

In the 1840s, the Republic of Texas gave a grant to the Texas Emigration and Land Company to bring 600 families to what is now Denton County. By the time of the incorporation election in 1925, the Lewisville community had grown to a population of about 850 residents.

**See RE-RECOG Page 7**

**Sample Active Shooter Policy Revised**—With the publication of the IACP Model Policy on Active Shooters last month, the TPCA Sample Policy was revised to make use of the same terminology used in the national standard. While the IACP Model policy is longer, it includes information that we believe should be left in training documents. If you have used the Sample Active Shooter Policy in your department, you may wish to review the new version to determine if you wish to change yours. The IACP Model Policy can be ordered from the IACP Model Policy Center. The TPCA Sample Active Shooter Policy can be downloaded here. Create link to this url with the word 'here'.

[http://rp.tpcf.org/index.php?\\_m=downloads&\\_a=viewdownload&downloaditemid=574&nav=0,21](http://rp.tpcf.org/index.php?_m=downloads&_a=viewdownload&downloaditemid=574&nav=0,21)

**continued RE-RECOG from page 6****Lewisville Police Department (Cont.)**

Lewisville is now home to over 100,000 people and over 3,600 businesses. Lewisville uses the council/manager form of government.

In the last four years Lewisville has maintained its tax base and city services. The police department has a sworn complement of 154 officers and 75 civilians.

Chief Russell Kerbow started with the Lewisville Police Department as a reserve officer in August 1977 and became a police officer in May of 1978. He was appointed chief on May 2, 2007. Chief



Chief Russell Kerbow

Kerbow graduated from the University of North Texas with a Bachelor's Degree in Business Administration. He attended the School of Police Supervision at the Southwestern Law Enforcement Institute, the Command Management School, and the 197th Session of the National FBI Academy in Quantico, Virginia. He holds a Master Peace Officers License.

**Webster Police Department**

Positioned midway between downtown Houston and Galveston, Webster was



Lewisville Police Dept.

established initially as a colony for English immigrants. On August 27, 1962, the Webster City Council authorized the creation of the Webster Police Department. Since that date the department has had nine different chiefs of police and has grown to over 60 employees. The department currently provides dispatching services for 7 different agencies.

Chief Ray Smiley, 67, passed away January 7, 2014, after a long illness. He was appointed police chief of Webster, Texas Police Department on March 11, 2004. Chief Smiley was supportive of the Best Practice Program and Webster PD was Recognized as the 28th Recognized agency on February 25, 2010.



Chief Ray Smiley

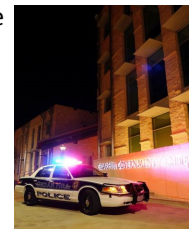
Assistant Chief Thomas Claunch, now serves as the Interim Chief of Police, began his law enforcement career in 1984 with the Los Angeles County Sheriff's Department. He is a graduate of the FBI National Academy, 208th Session, the Law Enforcement Management Institute of Texas (LEMIT), and the FBI LEEDA Command Institute for Law Enforcement Executive and F.B.I. Command College. Assistant Chief Claunch has a Bachelor of Science Degree (graduated cum laude) from the College of the Southwest.

**Cedar Hill Police Department**

Webster Police Dept.

Cedar Hill is located just southwest of Dallas on Highway 67. In 2012 voters approved the adoption of a Crime Control Prevention District for Cedar Hill to reallocate sales tax already collected to fund the Cedar Hill Police Department's Police and Community Team (P.A.C.T.) which provides prevention, educational, and problem solving services to residents and businesses. This unit also oversees the Citizens on Patrol program, which now has 3 assigned police department vehicles for use. Further, a grant funded Traffic Signal Synchronization Project was recently completed on 12 intersections to improve traffic flow, and provide for camera monitoring. The population for the city of Cedar Hill is approximately 45,000.

Chief Steve Rhodes was the youngest chief of police in Dallas County when he was appointed to Cedar Hill Police Department in 1995. He is now the longest tenured chief of police in Dallas County and has 32 years in law enforcement. Chief Rhodes holds a Master's Degree in Public Administration, a Master Peace Officer Certificate and a Police Instructor License. He is a graduate of the 187th F.B.I. National Academy and the ILEA Advanced Management College.



Cedar Hill PD



Chief Steve Rhodes

**Assessors Needed**

Assessors and Team Leaders are the backbone of the Recognition Program. They are the eyes and ears of the Recognition Committee when they decide on Recognition for an agency. The Recognition Program is in need of additional Assessors and Team Leaders. Assessors are not paid but volunteer their time which is usually donated by their agency. We ask Assessors to go out usually once or twice a year to assist with On-Site Final Reviews throughout the State and also request their assistance for Initial Visits in the local area. While Assessors are not paid, all expenses including transportation, lodging and meals are reimbursed. Team Leaders are Assessors who are Chiefs of Recognized or Candidate Agencies that agree to serve as Team Leaders three to four times a year around the State. Assessors must have Assessor Training and Team Leaders receive additional on-the-job training with the Field Compliance Manager.

On-Site Assessments are a great way to learn about law enforcement operations in other jurisdictions and to improve operations within your own agency, not to mention as a resume builder for future positions. Assessor Training will be available this year at the Recognition Program Mid-Year Conference in August in San Marcos. Chiefs, command officers and program managers from recognized and candidate agencies are encouraged to participate as assessors.



## Texas Police Chiefs Association

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### Program Status

<b>Recognized Agencies</b>	<b>100</b>
<b>Agencies in Process</b>	<b>26</b>

### What is the Law Enforcement Agency Best Practices Recognition Program?

*The Law Enforcement Recognition Program is a voluntary process where police agencies in Texas prove their compliance with 166 Texas Law Enforcement Best Practices. These Best Practices were carefully developed by Texas Law Enforcement professionals to assist agencies in the efficient and effective delivery of service, the reduction of risk and the protection of individual's rights. While similar in nature to the national accreditation program, the Best Practices Recognition Program is easier to administer, lower in cost and is designed specifically for Texas Law Enforcement. The Texas Legislature demands a great deal of professional law enforcement in Texas and the Best Practices were specifically designed to aid Texas agencies in meeting those demands and providing the best quality of service to the people of our State. Since its inception in 2006, 100 Texas Law Enforcement Agencies have been Recognized and many more are currently in the process to become Recognized Agencies.*

## Recognition Program Mid-Year Training Conference Announced

The Recognition Program will hold a Mid-Year Training Program for Recognized Agencies and those wishing to become Recognized. The Program will be held at the Embassy Suites Hotel and Conference Center in San Marcos on August 6, 7, and 8, 2014. This year's program will have separate tracks for Program Managers and Chiefs designed to assist agencies in completing the Recognition and Re-Recognition Process. The conference will provide the basic training required for Chiefs and Program Managers just getting started in the Recognition Process as well as advanced training for Program Managers in how to stay Recognized, the Annual Report Process, and Re-Recognition. The separate Chief's track provides information on SWAT tactics, training and operation, Property Room issues, and Active Shooter Planning and Command. A selected group of vendors will present information on their products that assist in the Recognition Process. To register for the Conference, go to TPCA Website at [www.texaspolicechiefs.org](http://www.texaspolicechiefs.org) and click on 'Conferences and Meetings' on the left side of the page. Select 'TPCAF Recognition Program Mid Year Conference' and register on-line. Program Registration fee is \$195. Call the hotel at the number provided to reserve your rooms. Special room rates are available until July 23, 2014, (\$100 per night) and are good through the weekend if you wish to stay and enjoy the area. There is an \$8 per night parking fee.

### Active Shooter Command Guide Issued

Agencies around the country are preparing for Active Shooter incidents by training their staff how to properly and safely enter a location and stop an active shooter. Experience around the country has indicated that it may be just as important to plan and train for the Command of those incidents as it is to the actual entry. In order to assist Texas Chiefs in the pre-planning and Command of Active Shooter incidents, the Texas Police Chiefs Association

has developed the first 'Active Shooter Command Guide.' The Guide was written in a format that allows pre-planning and development of basic immediate "To-Do" lists for those who find themselves in Command of an incident in your jurisdiction. The Guide has been reviewed and edited by Chiefs and Command members of agencies that have experienced Active Shooters in their jurisdictions. Chiefs should have received a copy of the Guide by email in recent weeks, but if not received, it is available from the TPCA office.

### PowerDMS

## Simplify your TPCA Recognition with PowerDMS

Visit [www.PowerDMS.com/TPCA](http://www.PowerDMS.com/TPCA)  
to learn more.



### Recognition Program Agreement with PowerDMS

PowerDMS, a well known provider of policy management and distribution software, has recently entered into an agreement with the Recognition Program to allow use of Texas Recognition Standards in their software products. PowerDMS software, if purchased and installed, allows internal collaboration on draft policies, distribution and tracking receipt of policies, distribution and tracking of training, allows testing to ensure understanding, and many other features. The software also has an "Accreditation Module" which for additional fee, allows easy management of recognition program files. Purchase and use of PowerDMS, or any software product, is not and will not be required for agencies wishing to enter the Recognition Program. The Recognition Program provides a basic "Windows" file system at no cost to candidate agencies that works very well. However, we also have a number of Texas agencies that use PowerDMS and the addition of our standards to their accreditation module will allow those agencies to more effectively utilize their current system. PowerDMS will be at our Mid-Year Training Conference in August to demonstrate their product. PowerDMS has also created a test site for agencies wishing to 'try before they buy' at <http://solution.powerdms.com/TPCA.html>