



CR NEWS

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CR NEWS is published by the Texas Department of Public Safety. Comments, suggestions and mailing list updates are welcome.

CR News MSC 0230
Attn: James Buggs
PO Box 4143
Austin, TX 78765-4143
James.Buggs@dps.texas.gov

CJIS Reporting – Criminal History Reporting

With the advent of the new CJD grant requirement of counties to have a 90% Completeness reporting percentage, here are some tips and procedures that can assist the Criminal Justice Agencies in your county with their CJIS Reporting:

In order to facilitate the ability for an agency to report a case is pending due to failure to appear or bond forfeiture we have created the following procedures. Using these codes when they are appropriate will assist with your county's completeness. Here are the procedures to use the codes:

Prosecutor reporting procedure:

Prosecutor Action Field, PAF=G Absconded

Prosecutor Action Date-Required

Prosecutor Offense Literal(POL) this field must contain the warrant # and the warrant agency ORI

Court Clerk reporting procedure:

Court Disposition Numeric, CDN=330

Court Provision Numeric, CPN=403 Absconded

Court Provision Literal (CPL) this field must contain the warrant # and the warrant agency ORI

If an agency chooses to report this type of disposition you will need to provide the SID in the warrant that has been entered into TCIC/NCIC. The department will be comparing these files to audit the entries.

Two acceptable ways to populate a SID into the wanted person file:

- 1) The SID can be populated in the MNU field, but it has to be formatted as OA-TX00000000 (please refer to the NCIC Code manual, Personal Descriptors, Section 15, Miscellaneous Number Field Codes for further clarification).
- 2) The SID can also be populated in the MIS field (If you currently use the MIS field, DPS suggests that agencies begin to move toward populating the MNU field rather than the MIS field because the MNU is a keyed field that is easily searched, as opposed to the free text MIS field.).

CJIS Reporting – Criminal History Reporting - Cont.

Another question that has come up is how to correct Out-of-County Warrant Arrests that have been incorrectly reported. Here are the procedures for a few situations and how to get the arrests corrected in CCH:

- 1) County A arrested on County B's warrant and the charge went through County A's processes and ended up with actions from County A in the prosecutor and/or court.
 - A. County A must submit a correction to fax# 512-424-2476, Attention Corrections to remove the Prosecutor and/or Court information that was reported to CCH.
 - B. County A must submit a correction for the Prosecutor/Referral ORI field and the Arresting Agency ORI field, in the Arrest Segment, correcting to County B's Prosecutor and Arresting Agency ORI.

- 2) County A arrested a person on a County A charge, then added additional TRS' for County B's charges.
 - A. County A needs to send in a correction of 207 to the ADN on the additional TRS' that were for County B's warrants.
 - B. County A should then initiate a new TRN with fingerprints to send to County B where County B will follow the usual processes for a Warrant Holding Agency.

The CJIS Field Representatives are available to assist agencies and counties to reach the 90% with trainings and meetings. The Field Representatives will travel to your agency to offer assistance with the procedures for reporting information to the CCH. If you have any questions or would like to schedule a training, please contact your direct CJIS Field Representative or the main CJIS office line at 512-424-2478.

In Other CJIS News

- The Automated Fingerprint Identification System (AFIS) has reached the end of the 8 million range for the State Identification Number (SID). The SID's now being assigned will begin at 50 million. The SID numbers will remain 8 digits in length and will begin with a 5 instead of a 0. Please inform your IT Department or Vendors in case an update is needed to their system.

- It is extremely important that you use the correct offense code from the latest (currently Version 13) version of the codes when reporting an offense. Data reported to the criminal history file is used to provide statistics for various reasons. The statistics are based on the codes used and their corresponding statute and citations. If you need to report an offense from years past, please search the current Version 13 list for the corresponding statute/citation of the offense. Only if you do not find that statute/citation in the current Version 13 should you then look in older versions of the offense codes.

If you have an electronic reporting system or records management system, please contact your vendor or your IT department to have the offense codes and all other reporting/programming changes updated in your systems.

- CJIS Site Users Entity Agreement Reminder – Employee Separation

Please remember that , it is the responsibility of the Entity's contact person to notify DPS when an employee has separated from your agency/department and no longer requires access.

Please email us the following information:

Agency/Entity:

User Name:

User Email Address:

Reason: Deactivate the account

CALLING ALL TCIC/NCIC ASSOCIATE TRAINERS

Present and Future

The TCIC/NCIC Associate Trainer program is designed for qualified individuals who are or will be responsible for conducting the required TCIC/NCIC policy and procedure instruction within a geographic region. Those individuals interested in becoming a TCIC/NCIC Associate trainer are required to submit an application to TCIC Training. That application must demonstrate the following:

Attend and successfully complete NLETS/TLETS Basic Procedure Training (24 hours)*

Attend and successfully complete TCIC/NCIC Operator Training (LTFA or FA)*

Two years of experience working with TLETS and TCIC/NCIC

Letter of recommendation from the applicant's immediate supervisor

*Applicants must be current with their TCIC/NCIC and TLETS recertification.

Current Associate Trainers

The TCIC Training staff is currently reviewing and updating the list of Associate Trainers. To be considered an active associate trainer, the following must apply:

Remain current on all required TCIC/TLETS certification

Teach a minimum of one class each year

Attend an Associate Trainer Recertification class every two years

TCIC Training is requesting that those Associate Trainers (ATs) that want to retain their AT certification, contact their DPS regional trainer by email. In the subject line, please state the following, Associate Trainer Update Request. Associate Trainers failing to respond by April 1, 2012 will no longer be considered an active instructor. Subsequently, any training reports submitted by inactive trainers will not be accepted by TCIC Training and will not be forwarded to TCLEOSE for credit.

Further questions can be sent to: tcic.training@dps.texas.gov ; Subject: Associate Trainer Updates.

DPS TCIC Training Staff:

Region 1 Northern, Eastern TX	David Benefield	David.Benefield@dps.texas.gov
Region 2 Southeast, Houston TX	Tracy Chambers	Tracy.Chambers@dps.texas.gov
Region 3 South TX	Clif Harris	Clif.Harris@dps.texas.gov
Region 4 West, Panhandle TX	Sue Whisenhunt	Susan.Whisenhunt@dps.texas.gov
Region 5 Central TX	Sheryl Jones	Sheryl.Jones@dps.texas.gov
Training	TCIC Training	tcic.training@dps.texas.gov

TCIC AUDIT

FROM THE TCIC AUDIT CORNER:

Many agencies may have already noticed, but the TCIC audit section would like to make every agency aware that our TCIC website has been updated and now includes many helpful downloadable documents. One crucial download that will be essential for a successful audit are the TCIC/NCIC guidelines for both entering and non-entering agencies. These guidelines are required to be readily available to agency staff and to the TCIC auditors for review. The guidelines meet the **MINIMUM** requirements as stated in the TCIC/NCIC operating manual and include procedures for handling hit confirmations, validations, quality control messages, dissemination, etc. It is important to remember that since the guidelines meet only the minimum requirements, that it is each agency's responsibility to:

- A) Review each section and adjust according to your agency's policy and procedures.
- B) Make any necessary additions to the minimum requirements.
- C) Adopt the policies as your agency's guidelines by placing them on agency letterhead.

When the TCIC auditors arrive to conduct an audit, the guidelines should be updated and ready for review. If an agency is unable to provide official agency guidelines at the time of the audit, the agency will be allowed ten days to provide evidence to the TCIC audit section that guidelines are in place. Acceptable documentation would include a copy of the front page of guidelines on agency letterhead. This can be faxed to TCIC AUDIT at 512-424-7164. If the requested documentation is not provided in a timely manner, the TCIC AUDIT report will reflect a "REQUIRED ACTION" for each section that there are no guidelines in place for that specific procedure. As with every "REQUIRED ACTION", agency's are required to respond to the Department, in writing, that TCIC/NCIC guidelines have since been put into policy. If there are any questions pertaining to guidelines or any other TCIC audit related questions, please do not hesitate to contact the audit staff via phone at 512-424-2809 or via email at TCIC.Audit@dps.texas.gov.



H.E.A.T. IS **FREE** FOR AGENCIES & PARTICIPANTS!

- Would your agency like to protect the public from auto theft free of charge?
- Does your agency employ staff who can access TLETS twenty four hours a day?

If you answered yes to one or both of the previous questions, please consider contacting the Texas H.E.A.T. (Help End Auto Theft) Program.

It is free to **PROMOTE** the Texas H.E.A.T. Program.

- Anyone, from a law enforcement agency, to a neighborhood watch, to a dedicated individual, may promote H.E.A.T.
- For H.E.A.T. posters and/or brochures, please contact our office.

It is free to **ENROLL** registrants in the Texas H.E.A.T. Program.

- Only law enforcement agencies that employ staff who can access TLETS twenty four hours a day may issue H.E.A.T. decals and enroll participants in H.E.A.T. via TCIC. (If H.E.A.T. decals are issued, a TCIC H.E.A.T. entry must be made!)
- To enroll in the H.E.A.T. program a participant must have a Texas mailing address, permanent metal plates, a valid vehicle registration decal, a valid driver's license, and provide one phone number where he or she may be reached between 1:00A.M. & 5:00A.M.

The H.E.A.T. office staff looks forward to hearing from you via our toll-free phone number 1-888-447-5933, or via e-mail heat@txdps.state.tx.us.

TECHNICAL OPERATIONAL UPDATES (TOUs)

TOUs 11-3, 11-4, and 11-5 have been posted on the TCIC web-site now. These TOUs discuss various changes, much of which was simply textual changes for the NCIC Operating or Code Manual, but also for specific database record types.

The TCIC web-site address is (<http://www.txdps.state.tx.us/tcic2000project>). TxDPS encourages all Terminal Agency Coordinators and Communications/Records Management personnel to subscribe to the TCIC List Serv as this is a very effective tool to ensure those who need information regarding system outages and changes are notified in a timely manner. To join the TCIC List Serv discussion group, while on the TCIC web-site, click on the link "JOIN THE TCIC2000 DISCUSSION LIST". On the subsequent page follow the instructions provided "Subscribing to the List".

Subscribing to the List

To subscribe, send e-mail to listserv@listserv.dps.texas.gov with the command in the text of the message: SUBSCRIBE TCIC2000 firstname lastname

Please note due to the sensitive nature of information sharing within the TCIC community, access to the List Serv will not be enacted for "public" web-server email addresses such as those from yahoo.com; hotmail.com; gmail.com. Each request is reviewed by TCIC staff before the account is activated. If the email address shown in the request is not readily understood by TCIC staff to be that associated with a valid criminal justice agency, the request will be challenged before activation. The use of the TLETS APB Summary will continue for such information, but it is not uncommon for the APB printouts to be misrouted within the local agencies. Being a subscriber to the TCIC List Serv means the information will always make it to you, as long as you routinely monitor and maintain the email account under which the subscription was made.

TOU 11-3 announced the following:

-Correction to TOU 11-2, Section 2.7, to include an additional offense (ADO) field.

NCIC Technical and Operational Update (TOU) 11-2 published the Additional Offense (ADO) and Ethnicity (ETN) fields scheduled for implementation on October 2, 2011. The ADO field was inadvertently excluded from the Wanted Person File Chapter in Section 2.7 on page 2-143 of the TOU. This TOU corrects that oversight.

Affected Message keys: EW, EWC, EE, EE-C, EW-T, EWJ, EWJC, ECW, ECWC, ET, ET-C, MW

-State motor vehicle divisions may use originating agency identifiers (ORIs) ending in "V" to conduct wanted person inquiries for the Real ID Act.

Details ability of state DMV departments to make NCIC Wanted Person queries.

-Inclusion of the Terrorist Screening Center's information in the NCIC's Known or Appropriately Suspected Terrorist (KST) file.

The Terrorist Screening Center (TSC) requested a change to the NCIC's KST File records to include additional agency contact information.

-NCIC Code Manual Updates

TOU 11-4 announced the following:

- Modification of the entry requirements for all fields within the address data set in the NCIC Wanted Person file.

Provides information on modifying entry requirements for all fields within the address data set in the Wanted Person File. If entering address information, it is no longer necessary to enter information in all the fields. Address information in a Wanted Person File entry will be optional within the set.

Affected Message Keys: EW, EWC, EE, EE-C, EW-T, EWJ, EWJC, ECW, ECWC, ET, ET-C, MT, MW, EN

TECHNICAL OPERATIONAL UPDATES (TOUs) - cont

- Modification of record entry criteria for the Missing Person file.

Supplies information on modification of record entry criteria for the Missing Person File. Specifically agencies will be permitted to enter records using the existing unknown hair and eye color values (XXX) and the newly created unknown (UNK) value in the Height and Weight fields. When a record is entered or modified to contain UNK in the height or weight fields, there must be data in the FBI field or "PHOTOS AND/OR PRINTS AVAILABLE WITH HIT CONFIRMATION WITHIN 10 MINS" must be entered in the miscellaneous field.

Affected Message Keys: EMD, EME, EMI, EMJ, EMV, EMO, EMD-C, EME-C, EMI-C, EMV-C, EMO-C, EMJ-C, MM

-Extradition Limitation (EXL) field enhancements to indicate pending and undetermined extradition

Includes information on the EXL field enhancements to indicate pending and undetermined extradition. Provides a method for agencies to indicate that extradition information was unable to be obtained prior to entry of a wanted person record. Specifically, EXL codes 5 and E will change to Extradition arrangements pending – see MIS field. New EXL codes 6 and F will be created to denote Extradition Arrangements are pending.

Affected Message Keys: EW, EWC, EE, EE-C, EW-T, EWJ, EWJC, ECW, ECWC, ET, ET-C, MT, MW

-Modification of the National Crime Information Center (NCIC) Benefits and Effectiveness data codes

Provides a modification of the Benefits and Effectiveness Codes. "Not Lost" will be added to the RPP field codes. Affects Guns, Articles and Other Transactions.

Affected Message Keys: XG, XA

-Creation of an Opt In/Opt Out field in the National Crime Information Center (NCIC) Articles and Vehicle files.

Supplies information on the creation of an OPT IN/OPT OUT field in the Article and Vehicle codes. The 'mandatory' OPT field in NCIC Article and Vehicle files, will determine whether each specific record should be made available for public dissemination.

-NCIC Code Manual Updates.

TOU 11-5 announced changes for the Interstate Identification Index (III)/National Fingerprint File (NFF) Operational and Technical Manual changes.

If your agency experiences technical difficulty with downloading the documents from the website (s), please send an email to TCIC.Operations@dps.texas.gov to request further assistance

FINGERPRINT PROCESSING REPORT

January - February, 2012

Criminal Transactions Submitted to AFIS

The following information reflects the total number of criminal tenprint fingerprint transactions submitted to AFIS.

Number of Transactions Submitted Electronically	133,425
Number of Transactions Submitted via Hard-Card	11,982
Total number of Criminal Transactions Submitted to AFIS	145,407

Applicant Transactions Submitted to AFIS

The following information reflects the number of applicant tenprint fingerprint transactions submitted to AFIS.

Number of Transactions Submitted Electronically	81,500
Number of Transactions Submitted via Hard-Card	13,152
Total number of Applicant Transactions Submitted to AFIS	94,652

Fingerprint Supported Dispositions

The following information reflects the number of fingerprint supported dispositions submitted electronically to AFIS.

Total number of Custody Transactions Submitted to AFIS	517
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Manually Processed Fingerprints

The following information reflects totals for fingerprint transactions that were manually verified or classed and searched.

Criminal Cards (including TDC faxes)	589
Applicant Cards	798
Deceased (known and unknown)	283
Total number of Manually Processed Fingerprints	1,670

Mobil ID Transactions Processed

The following number reflects the number inquiries processed on the MID System (Mobil ID System)

Total Number of Mobil ID Transactions Processed	743
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AFIS Database Counts

The information below reflects the database counts at the beginning of each month.

	Rolled Print DB	Palm Print DB	Slap Print DB	Latent DB	Latent DB –Palms	Mobil ID DB
January	9,856,957	747,105	3,566,471	126,031	11,357	6,742,489
February	9,916,124	767,351	3,653,914	126,873	11,922	6,811,426
March	9,974,242	788,861	3,738,705	127,754	12,332	6,842,235
April						
May						
June						
July						
August						
September						
October						
November						
December						

TEXAS DATA EXCHANGE (TDEx)

Wanted: Contributing Agencies

As we continue our transition from the TDEx search portal to the N-DEx portal, one thing remains the same - our goal of adding more agencies as contributors. At present time, we have data that has been contributed by 618 different agencies in the state of Texas.

A campaign has begun in which the Texas Department of Public Safety is reaching out to those agencies who are not current contributors to gauge their interest in sharing their data. The agencies that will be contacted first will be those whose personnel have been using the search portal. Those individuals have no doubt seen the benefit of the information sharing initiative. This system would only be more valuable if the data from their agency were also available to use.

From there, we will move on to those agencies who are neither contributors nor users of the system. It is our goal to provide these agencies with the opportunity to be trained on the functionality of N-DEx and become aware of the asset it could be in the investigation of crimes. With this done, it is our hope that these agencies will then want to have their information populated in the N-DEx system for use as well.

If you are a current TDEx user and are unsure if your agency participates, running an Accessible Data report will answer that question. Once logged into TDEx, rest your mouse on "Reports". The first report available to you will be the Accessible Data report. You can run an entire report to see all contributing agencies, or you can do "Selected Agencies" and look for your agency.

If your agency has no users and you wish to know if your agency contributes, please call the TDEx office at 512-424-2629 or send us an e-mail to tdex@dps.texas.gov

Please keep in mind that there will be no initial start up cost to an agency wishing to become a contributor. However, the DPS will not cover any maintenance fee that your JMS or RMS vendor may charge you.

For more information, please contact the Texas Data Exchange Office at one of the avenues listed above.

SEX OFFENDER REGISTRATION SECURE WEBSITE

All agencies should have received notification that effective September 1, 2012, the Department will no longer accept paper Verification (CR-35) and Update (CR-39) submissions for sex offender registration reporting. The only paperwork that will be accepted is the initial Registration forms. All other transactions must be performed electronically via the internet on the Department's Sex Offender Registration Secure Website. These transactions can be submitted individually, as done by many agencies already, or in a batch format.

The creation of the Sex Offender Registration Secure Website was an endeavor to increase the sharing of registration information in a real time fashion. This website enables Law Enforcement Agencies (Police Departments and Sheriff's Offices) to obtain "Full Access" permission to search, view, verify, update, and validate their registrant's registration information. This process allows for instant reporting to the state repository and eliminates a significant amount of paperwork or postage.

Other Criminal Justice Agencies (JPO, CSCD, State/Federal, Parole, etc.) that are involved with supervision or compliance of registered sex offenders can obtain "View Only" access to search and view full registration information. This can be useful to ensure registrants are reporting timely and accurate changes in information required for registration or see records on subjects for investigative purposes.

Website training is available to all agencies. This training provides direction on proper submission of registration information into the statewide database via the website. It will also provide education on the various searches available, error resolution, and record content. TCLEOSE credit is also available.

To schedule an individual agency training or sponsor a county/region training session, as well as to obtain access to the website, please contact Cheryl (Cox) Page at (512) 424-2477 or e-mail at cheryl.cox@dps.texas.gov.

DPS IDENTIFICATION SUPPLIES ORDER FORM



TO; CRIME RECORDS SERVICE
 TEXAS DEPARTMENT OF PUBLIC SAFETY
 PO BOX 4143
 AUSTIN TX 78765-4143
 FAX: 512-424-5599
 Please furnish the following supplies

Date: _____

FORM NUMBER	DESCRIPTION	COUNT PER PKG	QUANTITY ORDERED
CR-6	DPS Applicant Card*	250 p/pkg	
CR-12	DPS Identification Supplies Order Form	100 p/pad	
CR-23	Out of State Probation/Parole Supervision Card	Single cards	
CR-26	Death Notice Form	100 p/pad	
CR-42	Request for Criminal History Check	100 p/pad	
CR-43	Adult Criminal History Reporting Form with Preprinted TRN and Fingerprint Card Attached*	100 p/pkg	
CR-43	Adult Criminal History Reporting Form with Fingerprint Card Attached*	100 p/pkg	
CR-43J	Juvenile Criminal History Reporting Form with Preprinted TRN and Fingerprint Card Attached*	100 p/pkg	
CR-43J	Juvenile Criminal History Reporting Form with Fingerprint Card Attached*	100 p/pkg	
CR-43P	Adult Probation Supervision Reporting Form with TRN Numbers	200 p/pkg	
CR-43P	Adult Probation Supervision Reporting Form without TRN Numbers	200 p/pkg	
CR-44	Adult Supplemental Court Reporting Form	100 p/pkg	
CR-44J	Juvenile Supplemental Reporting Form	100 p/pkg	
CR-44S	Adult Supplemental Court Reporting Form	100 p/pad	
CR-45	Adult DPS Fingerprint Card*	250 p/pkg	
CR-45J	Juvenile DPS Fingerprint Card*	250 p/pkg	
FD-249	FBI Arrest & Institution Fingerprint Card (Felony Card)*	500 p/pkg	
FD-258	FBI Applicant Fingerprint Card*	500 p/pkg	
FD-353	FBI Personal Identification Fingerprint Card*	500 p/pkg	
R-84	FBI Final Disposition Notice	500 p/pkg	
	Fingerprint Card Return Envelopes (For Arresting Agency Only)	100 p/box	

***DPS does not pre-stamp the agency ORI on any fingerprint card. Overnight services are available at ordering agency's expense.**

NOTE: Please order minimum of three weeks supply. Please submit order at least 4 weeks prior to depletion of your supplies.

NOTICE: Provide a complete shipping address (PO Box(es) are acceptable).

AGENCY NAME _____

STREET ADDRESS _____

COUNTY _____ CITY _____ STATE TX ZIP _____

ATTENTION _____ PHONE NO. (_____) _____

CRS DIRECTORY

CRS MANAGEMENT

Mike Lesko	Deputy Assistant Director	mike.lesko@dps.texas.gov	512-424-2524
Angie Kendall	Deputy Administrator	angie.kendall@dps.texas.gov	512-424-2471
Randy Batten	Deputy Administrator	randy.batten@dps.texas.gov	512-424-2734

ACCESS & DISSEMINATION BUREAU

Don Farris	Manager	donald.farris@dps.texas.gov	512-424-2078
Elaine Smith	Supervisor, Support	elaine.smith@dps.texas.gov	512-424-2023
Sharon Hill	Supervisor, Training & Audit	sharon.hill@dps.texas.gov	512-424-7920
Susie Dial	Supervisor, Training & Audit	susanne.dial@dps.texas.gov	512-424-7927
Darlene Saenz	Supervisor, CHIU	darlene.saenz@dps.texas.gov	512-424-5474
Charlene Cain	CCH Internet Coordinator	charlene.cain@dps.texas.gov	512-424-2090
Jennifer Norton	Budget Analyst	jennifer.norton@dps.texas.gov	512-424-7793
Rochelle Gutierrez	Billing Technician	rochelle.gutierrez@dps.texas.gov	512-424-2912
Tierra Heine	CJIS/JJIS Forms and Fingerprint Card Supplies Order Forms located at ftp://crspub.dps.texas.gov/	Fax order form to	512-424-5599
Assistance Line	Record Checks		512-424-5079
Assistance Line	Secure Site		512-424-2474

CRIMINAL HISTORY RECORD INFORMATION PROCESSING BUREAU

Ursula Cook	Manager	ursula.cook@dps.texas.gov	512-424-2407
Cassandra Richey	Supervisor, CJIS Field Reps	cassandra.richey@dps.texas.gov	512-424-2479
Holly Morris	Section Supervisor, Data Integrity	holly.morris@dps.texas.gov	512-424-2154
Nicole Berry-Moss	Dayshift Supervisor	nicole.berry-moss@dps.texas.gov	512-424-2216
Brittany Chromcak	Dayshift Supervisor	brittany.chromcak@dps.texas.gov	512-424-7290
Lenore Hemstreet	Evening Supervisor	lenore.hemstreet@dps.texas.gov	512-424-2473
(Vacant)	EDR Coordinator		512-424-2407
CJIS Site Assistance Line			512-424-2500
Error Resolution Assistance Line			512-424-7256
CJIS Field Representative Assistance Line			512-424-2478

FINGERPRINT PROCESSING BUREAU

Walter Henson	Manager	walter.henson@dps.texas.gov	512-424-2260
Pat Molloy	Section Supervisor, Fingerprints	patricia.molloy@dps.texas.gov	512-424-2153
Randy Coppedge	Day Shift Supervisor, Fingerprints	Randy.Coppedge@dps.texas.gov	512-424-5709
Debbie Parsley	Day Shift Supervisor, Fingerprints	debbie.parsley@dps.texas.gov	512-424-5304
Kathy Parks	Evening Shift Supervisor, Fingerprints	kathy.Parks@dps.texas.gov	512-424-5749
Judy Miller	Evening Shift Supervisor, Fingerprints	judith.miller@dps.texas.gov	512-424-5748
Gretna Holiday	Midnight Shift Supervisor, Fingerprints	gretna.holiday@dps.texas.gov	512-424-2408
Hai Le	Midnight Shift Supervisor, Fingerprints	hai.le@dps.texas.gov	512-424-2408
Loann Garcia	LiveScan Coordinator	loann.garcia@dps.texas.gov	512-424-2409
Cheryl Sanchez	AFIS Project Assistant	cheryl.sanchez@dps.texas.gov	512-424-2089
24 hour Fingerprint Assistance Line			512-424-5248

CRIME INFORMATION BUREAU

Michelle Farris	Manager	michelle.farris@dps.texas.gov	512-424-7659
Diane Wells	TCIC Training Supervisor	diane.wells@dps.texas.gov	512-424-2982
Taffy Sweet	TCIC Audit Supervisor	taffy.sweet@dps.texas.gov	512-424-2897
Jill Gajkowski	TCIC Control Room Supervisor	jill.gajkowski@dps.texas.gov	512-424-2152
Alison Price	Program Administrator, HEAT	alison.price@dps.texas.gov	512-424-2962
Joanne Jenkins	TLETS Trainer	joanne.jenkins@dps.texas.gov	512-424-2419

UNIFORM CRIME REPORTING BUREAU

Earl Adams	Manager	thomas.adams@dps.texas.gov	512-424-2418
UCR Assistance Line			512-424-2091
Vacant	Supervisor, UCR Field Reps		512-424-2983
Vacant	IBR Supervisor, UCR		512-424-2979

SEX OFFENDER REGISTRATION BUREAU

Vincent Castilleja	Manager	vincent.castilleja@dps.texas.gov	512-424-2279
Sex Offender Registration Assistance Line		txsor@dps.texas.gov	512-424-2800

TEXAS DATA EXCHANGE (TDEx) BUREAU

JC Villanueva	Manager	jc.villanueva@txdps.state.tx.us	512-424-7167
TDEx Assistance Line			512-424-2629