CR NEWS

HIGHLIGHTS:

TxGang Updates

TxGang is the Texas statewide gang database that's free for authorized criminal justice agencies to use as the agency's gang database or to query. With more than 600 agencies actively accessing the program, Crime Records has instituted changes to accommodate the growing user base.

User applications are now being accepted by an electronic application submission. Automating the application process will result in an improved and faster approval process than what users experienced when submitting paper applications. This process also ensures accuracy of information by allowing users to be in control of the entry of their personal information. To apply for access go to https://txgang.dps.texas.gov and select the "Click here to request access online" link. Applicants will be required to enter the following information:

- email address (please note, shared email addresses are not authorized for access),
- first and last name,
- agency Originating Agency Identifier (ORI) number. The ORI number is a mandatory field, please check with your immediate supervisor if you are unsure what your agency ORI is,
- job title,
- phone number,
- reason for access, and
- supervisor's name and phone number.

Select the "REQUEST ACCESS" button in the bottom left hand corner of the page to submit your application. All applications received by email, fax or hard copy will be directed to utilize the online application process.

Additionally, agencies are now required to assign a local agency TxGang administrator. Administrators will have the authority to add/approve/revoke user accounts at their agency, as well as, reset TxGang passwords for their agency's TxGang users. To determine if your agency has an Administrator, please email txgang@dps.texas.gov to verify or establish your agency administrator.

Texas Crime Information Center (TCIC)

Protective Orders Legislation

Senate Bill 1242 was adopted this past legislative session and amends Chapter 85 of the Family Code. Section 85.007 states that information marked as confidential by the court may still be used by a law enforcement agency for purposes of entering the information into TCIC. Previous language from section 411.042 of the Government code was removed and no longer allows for any information to be excluded from entry into the Protective Order File (POF). At the respondent's request, courts may remove requested information from the public record, but this does not include information required for entry into the POF.

These changes in legislation impacts all protective orders issued on or after September 1, 2017. TCIC/TLETS Audit has revised the Protective Order Data Entry Form to assist with the collection of pertinent information for entry of protective orders. The revised form is available on the TCIC2000 Website as well as the Protective Order (PO) Handbook. The PO Handbook provides a step by step guide for entering protective orders. For any questions related to the entry of protective orders or these legislative updates, please contact TCIC/TLETS Audit at (512) 424-2809 or TCIC.Audit@dps.texas.gov.

Attaching Images to an NCIC Records

Did you know entering agencies can attach images to their NCIC records? Attaching an image to an NCIC record can assist law enforcement in identifying the person or property associated with that record. Once a record has been entered into NCIC, the entering agency can then attach an image using the Image Entry Transaction (EIM). When the image is entered, the NCIC Number (NIC) of the record must be included with the image transaction. The types of images that can be stored for a person are mugshots, signatures and identifying images, such as scars, marks and tattoos. There is a limit to the number of images that are allowed per record. Person Files can have only one mugshot and one signature image, plus up to ten identifying images. Property files can only have one identifying image. To include an image in a record return, the Image Indicator Field (IND) must contain "Y".

Please contact TCIC/TLETS training if you have any questions or need assistance on entering or inquiring on an NCIC image. TCIC.TRAINING@dps.texas.gov

CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)

2018 Criminal Justice Information System (CJIS) Conference

The CJIS Field Support Unit's biennial CJIS Conference will be held from March 21st – 23rd 2018 in Austin, TX at the Double Tree by Hilton Austin, 6505 N IH 35, Austin, TX 78752. An email will be sent to the CJISJJIS Listserv as soon as registration opens.

Subscribing to the listserv

The Criminal History Records Information & Processing Bureau has a listserv to inform all of our reporting agencies of updates, changes and any notifications about what is happening with the CJIS and Juvenile Justice Information Systems (JJIS) Reporting. All future Offense Code updates and CJIS Conference Information are sent to the listserv.

If you would like to subscribe to the listserv, please follow these steps:

1) Send an email to LISTSERV@LISTSERV.DPS.TEXAS.GOV. Make sure that:
    a.   The subject line is left blank.
    b.   The message body is clear/blank (including signatures).
    c.   Type: SUBSCRIBE CJISJJIS FirstName LastName, in the message body.

2) Once you have completed that, you will receive an email stating "You are now subscribed to the CJISJJIS list."

CJIS and JJIS Completeness Percentages

It's a new year and we wanted to remind you that the granting agencies will be looking at the 2012 through 2016 reporting years beginning in January 2018 for the 90% Completeness Percentages. It is recommended that someone in each department for your county run a County Combined Completeness Report on a regular basis to track how your county is doing. If you are currently below 90% completeness in either Adult or Juvenile reporting for 5 year average then you should contact your CJIS Field Support Auditor for information and assistance.

Reporting Reminders

Juvenile Referral Reporting Agencies- The most common mistake made on the CR-43J/CR-44J is dates. There are three required dates in the Referral Section on the CR-43J and CR-44J reporting forms; the Date of Fingerprinting (DOA), the Date of Birth (DOB), and the Referral Date (ADA). Please be sure to complete all of the required fields to ensure that the referral is entered into CCH in a timely manner.

New Field Auditor

CJIS would like to introduce Aaron Bonner, our new Field Auditor. Aaron has been with DPS for over 14 years and transferred from the Driver License Division to CJIS Field Support in Crime Records in February 2017.

If you have any questions or do not know who the Field Auditor is for your region please contact the CJIS Main Line (512) 424-2478, cjisjjis@dps.texas.gov

85th Legislature Session

Senate Bill No. 1304 passed during the 85th Legislature Session. This act is relating to confidentiality, sharing, sealing, and destruction of juvenile records. SB 1304 is a result of the work of the Juvenile Records Advisory Committee created by the 84th Legislature for the purpose of reviewing and making recommendations to the juvenile records law. The bill is a significant revision and reorganization of Chapter 58, Family Code. The bill contains several amendments to Chapter 58, Family Code. Here is a list of some of the changes:

    * Sections 58.104(a), (b), and (f), are amended to clarify that the JJIS that's maintained by the Department shall contain the complete criminal history record information for the person, i.e. probation termination, discharge from commitment. Incomplete reporting will cause the Department to make available criminal history record information that may possibly be eligible for sealing.

    * Section 17, Subchapter C-1, is a modification to the title which is the removal of the automatic restriction and now creates the Sealing and Destruction of Juvenile Records. The subchapter also sets clear definitions.

    * Section 58.252 defines the records that are exempted from sealing and destruction, i.e. sex offender registration, criminal street gang and records that are related to a criminal combination.

    * Section 58.253 states the eligibility for a person to receive an automatic sealing if certain requirements within this section are met.

    * Section 58.254 requires the Department to notify the juvenile probation department of the persons that are eligible for sealing. If after notification the juvenile department determines the person is ineligible, they must notify the Department within 15 days of receipt.

House Bill No. 2931 was also passed during the 85th Legislature Session, although the effective date is January 01, 2019. This bill repealed Chapter 60, Code of Criminal Procedure by adding Chapter 66 which provides a restructure of the articles and subchapters that outlined Chapter 60.

Criminal Justice Information System (CJIS) Site – Entity Administrators

The CJIS Site is provided by the Texas Department of Public Safety to assist counties in managing their Computerized Criminal History (CCH) information and to manage CJIS users for respective entities. The Entity Administration section allows a local representative to manage CJIS users for their entity. The functions that are currently available are:

- Approve/Deny users for CJIS access,
- Reset passwords,
- Remove users who no longer need access

If your agency hasn't been setup, please email GRP_CJIS_Site@dps.texas.gov or call 512-424-2686/512-424-2500 and we can assist with the process.

CJIS SECURITY OFFICE

Virus/Malware Reporting (and why it is critical for law enforcement)

You discover the TLETS workstation, laptop or handheld is infected with a virus. How do you respond? Do you ignore it? Of course not! You take action such as isolating the affected device(s) by disconnecting the network cable, disabling the air card/mobile hot spot, etc., then immediately reporting the incident to your agency's designated contact and the TLETS Operations Intelligence Center (OIC). You don't know who the agency's contacts or the OIC are? Contacts should be listed in the agency's Incident Response Plan. You're unsure if the agency even has an Incident Response Plan? The agency is required to have a plan outlining established procedures since time is of the essence in responding to a security incident.

Section 5.3 Policy Area 3: Incident Response in the current FBI CJIS Security Policy states "To ensure protection of CJI, agencies shall: (i) establish operational incident handling procedures that include adequate preparation, detection, analysis, containment, recovery, and user response activities; (ii) track, document, and report incidents to appropriate agency officials and/or authorities."

What is the risk in a delayed response? Whether by malicious intent or accident, a virus can wreak havoc not only on your TLETS machine, but on the agency's network as well. It could spread into the TLETS system rendering it inoperable and possibly exposing other agencies connecting into TLETS. An infected single standalone workstation is capable of endangering the entire TLETS system. The results can be catastrophic as officer and public safety are in jeopardy.

What can you do? Speak with your Terminal Agency Coordinator or Local Area Security Officer to see what the agency's Incident Response Plan is and who needs to be contacted. If the agency does not have a plan or the plan requires updating, a sample can be downloaded from our website; the sample plan already has the OIC's phone number listed to get you started. The OIC is responsible for logging the incident and notifying the CJIS Security Office on-call person who will be the DPS contact throughout the incident and its resolution. After creating and editing the plan for your agency's use, ensure personnel know where to find the plan and how to use the plan.

CJIS SECURITY OFFICE continued

To help protect the agency, ensure anti-virus software is installed on any devices accessing TLETS systems and kept current. Ensure operating systems are supported by the vendor and being updated with the latest patches. We are only as strong as our weakest link. Don't be the weak link.

Helpful Links
DPS CJIS Security Office Home Page https://www.dps.texas.gov/securityreview/
Documents Page https://www.dps.texas.gov/SecurityReview/documents.htm

FBI CJIS Security Policy https://www.dps.texas.gov/SecurityReview/documents/cjisSecurityPolicy.pdf

Incident Response Plan Sample https://www.dps.texas.gov/SecurityReview/documents/incidentResponsePlanSample.doc

Questions? Email the CJIS Technical Audit Team at Security.Committee@dps.texas.gov

Electronic Arrest Reporting (EAR)/Livescan

Class C Arrest Reporting

The Texas DPS has been accepting class C arrests on adults since 2009. Submitting a class C arrest is not mandatory, but it is recommended. Submitting class C arrests to DPS applies additional fingerprints to DPS' MBIS and the fingerprints are checked against FBI's IAFIS/NGI and DHS' IDENT database (Priority Enforcement Program). If your agency is submitting TFLU (non-reportable) submissions on class C offenses, please send them to DPS as a CAR (arrest) submission instead. TFLU submissions should only be sent to DPS in order to help identify someone if you are unable by other means. The ADN of 233 should be used when submitting class C arrests so that it closes out the arrest. There is a list of generalized offense codes for class C submission, please make sure the correct offense code is used. For the list of generalized offense codes see document 'Class C Offense Codes' at http://www.dps.texas.gov/administration/crime_records/pages/appndxKOffenseCodes.htm.   For more information on class C arrest reporting see the 'CR-50B Adult' manual at http://www.dps.texas.gov/administration/crime_records/pages/cjisJJISReporting.htm.

If you have any questions or concerns contact the Livescan Coordinator at 512-424-2409 or livescan@dps.texas.gov.

SEX OFFENDER REGISTRATION (SOR)

Secure and Public Sex Offender Registration Website Enhancements

The Sex Offender Registration Bureau would like to announce upcoming changes to the Sex Offender Registration public and secure websites. The Department will launch these enhancements on October 1, 2017.

Enhancements to the secure website will provide greater autonomy to our users. Some changes that Law Enforcement and Criminal Justice Agencies will see are an overall improved functionality, an updated Wizard, and more website training aids.
1. Improved functionality, as users will be able to:

- submit fingerprints through Livescan. This will speed up the creation or identification of a sex offender registration record within the registry. Please contact livescan@dps.texas.gov for more information on how your agency can take advantage of this new capability.
- be able to submit new user applications online.
   *Probation officers may request their account permissions be expanded to allow online entry access.

2. Within the Wizard, users will:

- see an all in one view of the event he or she is entering.
- be able to add, modify, and delete Registration events reported by their agency.
- be able to modify (correct), and delete historical Verification and Change of Status information reported by their agency.
- be able to add, modify, and delete offense information.
- be able to enter and complete SORNA tasks through the Wizard.
- be able to modify data within the Individual Information section (i.e. Risk Level, Blood Type, Shoe Size, and Verification Requirement).
- report complete address information for Special Status address types, including description/comment fields, may now be collected.
- use the new Special Status for Certain Workers or Students.
- report the relationship between the relative and registrant in the Relative Information section.

3. Instructional Job Aids will be available in the Notices, Forms and Resources section as a learning tool and as a reference while navigating through the website and Wizard.

If you have any questions, or require additional assistance, please contact your designated field representative, or if a field representative is not assigned to your region, contact the Sex Offender Registration Bureau at txsor@dps.texas.gov or (512) 424-2800.

CR-32 Pre-release Notification Form: Revisions

The following is a summary of the changes related to the CR-32 Pre-release Notification Form based on additional sex offender registration requirements enacted by the 85th Texas Legislative session. The updated **CR-32 (revision date 09/17)** now holds a third offense section; moreover the five questions related to prohibited employment on the front of the form are removed. The current form will include "prohibited employment" as a conditional requirement, and the need for the CR-32 PE (prohibited employment) form.

If an offender absconds or is charged with failure to comply with registration requirements, the CR-32 form is often certified as evidence for trial. Registrars and law enforcement agencies are encouraged to review the newest version of the CR-32 and share this updated information with law enforcement agencies in your area that register or conduct sex offender compliance investigations.

The CR-32 form (revision 09/17) is available under "Forms" on the DPS Sex Offender Secure Site, in the Notices, Forms, and Resources Section. Law Enforcement agencies should promptly begin utilizing the current CR-32 form to notify offenders of new registration requirements when they register or complete verification. Please have the offender initial by each require-ment and/or condition. The offender and the registering agency should sign and date the bottom of the form. Instructions for submitting the form are located at the bottom of the CR-32 and recommendations regarding when to complete the CR-32 form are included in the information below.

Additional Registration Requirements - Passed by the 85th Texas Legislative Session – 2017

New - Prohibited Location of Residence *(Conditional)* – Registered sex offenders with a reportable conviction or adjudica-tion for an offense committed **on or after 09/01/2017**, will be prohibited from residing on the campus of a public or private institution of higher education <u>unless</u>:
The offender received approval from the institution of higher education to reside on the institution's campus **and**
The offender has been assigned a numeric risk level of (1) LOW based on an assessment under Article 62.007.

New - Entry onto School Premises - Registered sex offenders that enter the premises of any private or public school or day-care center in Texas during standard operating hours of the school shall immediately notify the administrative office of the school of their presence and registration status. The office may provide a chaperon to accompany the offender while they are on the premises of the school. **Note:** These requirements will NOT apply if the offender is a student en-rolled at the school, a student from another school participating at an event at the school; or a person who has en-tered into a written agreement with the school that exempts the offender from these requirements.

Modifications

Offense Section of the CR-32 was updated to add an Offense Date.

Prohibited Employment *(Conditional)* – The five questions on the front page were removed, because the "conditional" Prohibited Employment requirement will be included on the CR-32 form. The *CR-32 PE* form has been underlined removed from the DPS Sex Offender Secure Site.

* **Note:** Prohibited Employment will only apply to offenders with a Texas reportable conviction or adjudication **on or after 09/01/2013** for a sexually violent offense in which there was an affirmative finding that the victim or intended victim was younger than 14 years of age.

Additional Information as Required by the Department – This section was modified to include the following underlined section: "I am required to report to the local law enforcement authority, designated as my primary registration authority, any additional information required by the Texas Department of Public Safety to include, but not limited to, blood type, nearest relative's name and address, and the identification of any vehicle(s) that I own or operate."

Additional Information/Notification

Criminal Penalties – Adam Walsh Child Protection and Safety Act of 2006: Registered sex offenders that fail to comply with sex offender registration requirements and travel across state lines or into another country, may be prosecuted under federal law, 18 USC 2250, punishable by up to 10 years imprisonment. If the offender fails to comply with sex offender registration requirements, and is required to register based on a federal, military, tribal, or US territorial conviction for a sex offense, the offender may be prosecuted under this law regardless of travel. This is separate from any prosecution for violations of State laws for failure to comply with registration requirements.

Procedures for Submitting the CR-32

Initial Registration (Use only when a person is being added to the registry for the first time, released from a penal institution, or being placed on community supervision for a new registration offense or condition.) – MAIL the original CR-32 and CR-35 forms to the address at the bottom of the CR-32 form.

All subsequent CR-32s should be FAXED to the new fax number: (512) 424-7702.

Keep a copy of the CR-32 for your records, provide the registrant with a copy, and forward a copy to the intended primary registration authority.

Recommendations for When to Complete a CR-32:

Initial Registration

Offender is new to your jurisdiction

Out of state offenders/returning offenders

Change in Length of Duty (Ending Registration Date or Lifetime) or Verification requirements

Legislative Changes – Every 2 years

If you have questions pertaining to the CR-32, enforcement or compliance related inquiries, please contact the

Sex Offender Compliance Unit at 512-377-0010 or email sexoffender_compliance@dps.texas.gov

2017 Legislative Changes: Two Different Bills Create Article 62.064 in the Texas Code of Criminal Procedure

In looking at House Bill (HB) 355 and Senate Bill (SB) 1553, which both passed this session, it was noticed that they both created new Articles 62.064 in Subchapter B, Chapter 62 of the Code of Criminal Procedure. If someone asks about Article 62.064 dealing with schools, make sure you know which new statute is being questioned.

Article 62.064, created by HB 355, is titled Prohibited Location of Residence and prohibits persons on the sex offender registry for an offense that occurs on or after 9/1/17 from residing on the campus of a public or private institution of higher education unless they have a risk assessment of 1 (low) and the institution approves them to reside on campus.

Article 62.064, created by SB 1553, is titled Entry onto School Premises; Notice Required and requires a person on the sex offender registry who enters the premises of any school in TX during the standard operating hours of the school to immediately notify the school's administrative office of their presence on the premises and their registration status. This applies to anyone on the sex offender registry for an offense occurring before, on or after 9/1/17. There are exemptions for enrolled students, students from other schools participating in an event, and persons who enter a written exemption agreement with the school.

Please refer to the Legislative Change Summary (09/01/2017) in the Notices, Forms, and Resources Section, under 'Notices, Announcements, and Alerts' on the Secure Sex Offender Website for more information related to recent changes affecting the Texas Sex Offender Registration Program.

Texas Data Exchange (TDEx)

The Audits Are Coming

The Texas Data Exchange (TDEx) Bureau has filled the National Data Exchange (N-DEx) Auditor position. This is a new position for the TDEx Bureau and, as such, TDEx will begin creating questionnaires and establishing audit policies and procedures. Though there is no time table to begin auditing agencies, we will be working to get started as soon as possible.

The Department is required to audit N-DEx User Agencies every three years. The Department has been unable to comply with this requirement without having an auditor in place.

N-DEx audits will focus on ensuring users are using the right search codes for the searches they are conducting and that the searches are work related.

During N-DEx trainings conducted by the TDEx Bureau, the trainers stress the importance of providing a search reason that will allow the user to recall the purpose of their searches. This will come be critical to the N-DEx audit process.

Though audits are never fun, they are necessary to ensure that the N-DEx system is being used as it is intended.

UNIFORM CRIME REPORTING (UCR)

All Texas NIBRS Reporting in 2019, the Quest Continues!

Since passage by the legislature of HB11 in 2015, there has been significant movement by Texas agencies to meet the goal to transition from SRS to an Incident-Based reporting (NIBRS) methodology.

Recent developments:

- The number of NIBRS reporting agencies is steadily increasing. At the end of 2016 we had 103 Incident-based reporting agencies, as of today we have 140!
- 28 agencies are current testing new NIBRS compliant RMS systems with the UCR bureau and will be coming online soon.
- Planning is underway for another statewide outreach next year to all agencies regarding the transition to NIBRS and general NIBRS training. Several sessions will be planned for multiple weeks in 2018.

With the announcement from the FBI that the Summary Reporting System will be sunsetted by 2021, and only incident-based reporting will be accepted, it has become critical that ALL law enforcement agencies in Texas take the move to NIBRS seriously. The goal is to have all Texas LEAs move to NIBRS by 2019 in anticipation of the deadline and sun-setting of the Summary program by the FBI in 2021.

Please, take the time to research your agency's NIBRS compliance capability. If you have any questions, UCR can be contacted by email at: NIBRS@dps.texas.gov or by phone at: 512-424-2091.

Or you can reach me directly:
Thomas Earl Adams
Manager – UCR Bureau
Texas Department of Public Safety
512-424-2418
thomas.adams@dps.texas.gov

DPS IDENTIFICATION SUPPLIES ORDER FORM

TO: CRIME RECORDS SERVICE
TEXAS DEPARTMENT OF PUBLIC SAFETY
PO BOX 4143
AUSTIN TX 78765-4143

Date: _____

Website address for FBI supply order: https://forms.fbi.gov/cjis-fingerprinting-supply-requisition-form

Please furnish the following supplies:

FORM NUMBER	DESCRIPTION	COUNT PER PKG	QUANTITY ORDERED
CR-6	DPS Applicant Fingerprint Card*	250 p/pkg	
CR-12	DPS Identification Supplies Order Form	100 p/pad	
CR-23	Out of State Probation/Parole Supervision Fingerprint 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** Preprinted TRN and Finger-print Card Attached*	200 p/pkg	
CR-43P	Adult Probation Supervision Reporting Form **with** Fingerprint Card Attached*	200 p/pkg	
CR-44	Adult Supplemental 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	
	Fingerprint Card Return Envelopes (For arresting agencies 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 months supply.
Please submit order at least 4 weeks prior to depletion of your supplies.

NOTICE: Provide a complete shipping address.
        PO Boxes are acceptable.

AGENCY _____

STREEET ADDRESS _____

CITY _____STATE _____ZIP _____

ATTENTION _____

PHONE # (   )_____

Direct questions concerning supply orders to (512) 424-2367
Fax# (512) 424-5599 ● crssupplyorder@dps.texas.gov

CRS DIRECTORY

CRS MANAGEMENT
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Ursula Cook	Deputy Administrator	ursula.cook@dps.texas.gov	512-424-2407

CJIS Security Office
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Deborah Wright	Lead Technical Auditor	debbie.wright@dps.texas.gov	512-424-7876

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Rochelle Torres	Program Supervisor-Billing Unit	rochelle.torres@dps.texas.gov	512-462-6171
Jennifer Norton	Customer Service Rep	Jennifer.norton@dps.texas.gov	512-424-7111
Lisa Garcia	CRS Billing Clerk	lisa.garcia@dps.texas.gov	512-424-2912
Amanda Horelica	CRS Billing Clerk	amanda.horelica@dps.texas.gov	512-424-2936
Assistance Line	Record Checks		512-424-5079
Assistance Line	Secure Site		512-424-2474
Tierra Heine	CJIS/JJIS Forms and Fingerprint Card Supplies	tierra.heine@dps.texas.gov	512-424-2367
Brandon McCradic	CJIS/JJIS Forms and Fingerprint Card Supplies	brandon.mccradic@dps.texas.gov	512-424-2312
	crssupplyorder@dps.texas.gov	**Fax order form to:**	**512-424-5599**

CRIMINAL HISTORY RECORD INFORMATION PROCESSING BUREAU
VACANT	Manager		
Cassandra Richey	Supervisor, CJIS Field Support	cassandra.richey@dps.texas.gov	512-424-2479
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James McElroy	CJIS Systems Support Specialist	james.mcelroy@dps.texas.gov	512-424-2500
Error Resolution Assistance Line			512-424-7256
CJIS Auditor Assistance Line			512-424-2478

FINGERPRINT PROCESSING BUREAU
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Sandra Amaro	Evening Fingerprint Shift Supervisor	sandra.amaro@dps.texas.gov	512-424-5748
Mary Ann Gold	Midnight Fingerprint Shift Supervisor	mary.gold@dps.texas.gov	512-424-2408
Cathleen McClain	Midnight Fingerprint Shift Supervisor	cathleen.mcClain@dps.texas.gov	512-424-5248
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Cheryl Sanchez	AFIS Coordinator	cheryl.sanchez@dps.texas.gov	512-424-2089
Chrystal Davila	Work Flow Coordinator	chrystal.davila@dps.texas.gov	512-424-7026
24 hour Fingerprint Assistance Line			512-424-5248

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VACANT	TCIC Control Room Supervisor		512-424-2152
Sheila Vasquez	TCIC Audit Supervisor	sheila.vasquez@dps.texas.gov	512-424-2253
TCIC/TLETS Audit Assistance		TCIC.audit@dps.texas.gov	512-424-2809
TCIC/TLETS Training Assistance		TCIC.TLETS.training@dps.texas.gov	512-424-2832
24 hour TCIC Control Room		TCIC.controlroom@dps.texas.gov	512-424-2088
TCIC QC Analysts Help Line - ORI Requests/Updates, Offline Requests & TxGang			512-424-2900

UNIFORM CRIME REPORTING BUREAU
Earl Adams	Manager	thomas.adams@dps.texas.gov	512-424-2418
Rafael Martinez	Supervisor, UCR Field Reps	rafael.martinez@dps.texas.gov	512-424-7135
UCR Assistance Line			512-424-2091

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@dps.texas.gov	512-424-7167
TDEx Assistance Line		tdex@dps.texas.gov	512-424-2629