NEW TCIC VALIDATION WEBSITE

Good news! The TCIC Control Room is currently transitioning law enforcement agencies that validate monthly NCIC records from a paper process to an electronic validation process. Agencies will have access to their NCIC records via the TCIC Validation Website a week earlier than compared to the old method of records being sent by mail. The TCIC website will allow agencies more time to view records that need to be validated; records can be viewed on the TCIC Website or downloaded into an excel document. When agencies are ready to validate, the process is simple, an agency will return back to the TCIC Validation Website to certify they have validated their records for the designated month. The agency representative will select the certify link on the TCIC Website and will automatically receive an email notifying them that they have validated the selected month’s NCIC records. Agencies can save these confirmation emails from the TCIC Website to validate that they have completed their validations for that month.

Agencies are expected to begin validating their NCIC records via the TCIC website after August 1st, 2015. TCIC Control Room is currently contacting law enforcement agencies’ Terminal Agency Coordinators (TAC) to establish an account, provide instructions on how to use the TCIC Validation Website and identify any other users the agency may want to have access. The NCIC validation records received in July 2015 will be the last paper records sent to agencies via the mail system. Records received in July will also be the last time agencies will have to send in the paper certificate to the TCIC Control Room. All records after August 1st, 2015 will be placed on the TCIC Validation Website for agencies to begin validating online. If your TAC has not been contacted by the TCIC Control Room, please ask them to call us at 512-424-2088 to request your agency to be setup on the TCIC Validation Website.
**Entity Administrator:**
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. Agencies will need an assigned Entity Administrator 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.

**DPS CJIS Site Account:**
At this time, DPS is not authorizing any new email address to have access to the CJIS Site if that email domain is stored on a public server. Users identified as having a domain stored on a public server have been notified. We need all existing users with a domain stored on a public server to be moved to an approved domain by August 7, 2015.

This means that email accounts with ATT, Yahoo, Gmail, Hotmail, etc. will not be allowed with the CJIS Site under any circumstances.

Additionally, email addresses must be uniquely assigned by the employing criminal justice or judicial agency directly and only to the applicant. Joint email addresses will not be approved/allowed.

It is recommended that applicants obtain an email account with the employing law enforcement or judicial agency, preferably ending in a secure domain such as .us or .gov. Alternatively, authorized persons can obtain a secure email account free of charge from the FBI at LEO.gov.

When you get your new email account, you can go to your Security Profile on the CJIS Site (drop down menu in the upper right hand corner) and update your account. Please don't request a new CJIS Site account.

If you have any questions, please email GRP_CJIS_Site@dps.texas.gov or call 512-424-2686/512-424-2500.
Criminal Justice Information System Field Representatives:

My name is Drew Lambert and I’m originally from Virginia. I moved to Austin two years ago with my wife Shay and our two dogs. As far as my work background I became a Deputy Sheriff with the Montgomery County Sheriff’s Office in Christiansburg, Virginia when I turned 21 and remained there until relocating to Texas. During my time as a Deputy I was promoted to the rank of Sergeant in the Corrections Division and served as an instructor at the New River Valley Criminal Justice Training Academy. I taught multiple basic level courses to correctional recruits and served as the lead PREA instructor for my region. I also served as the Field Training Officer for my shift in addition to my regular duties.

I’m excited to be working as a CJIS Field Representative and feel strongly I can use my experience to help better serve your agencies. I have a passion for teaching that I’m excited to share with those of you I’ll be working with. I look forward to getting to know many more of you across the great state of Texas so please don’t hesitate to introduce yourself. I’m honored to be a part of DPS so thanks again for having me and please let me know how I can be of service.

Hello! My name is Theodore (Theo) O’Neal, and I am a new CJIS Field Representative. I’m a native of the great state of Illinois (Go Fightin’ Corn!), and have lived in Austin for nine years. Previously, I worked for the Austin Independent School District as a software manager and field trainer, and here at headquarters as a Driver License call center CSR. It’s great to be back at DPS and working with a wonderful group of people!

Vacancy Update:

The CJIS Field Support Unit has been going through a sharp shortage of personnel due to retirements and career advancement. Texas is split into nine CJIS Regions. I am happy to announce our two newest Field Representatives, Drew Lambert and Theo O’Neal. They are very new, are still in training and have not been assigned specific regions yet. They will both be working with our experienced Representatives in the next several months and I’m sure many of you will get to meet them. With their addition to our team, we have five CJIS Field Representatives and are looking to fill our ranks with four more in the coming months. The four openings will be posted soon on the DPS Job Bulletin and we will be working towards interviewing and hiring well qualified individuals.

In the meantime, if you are in Regions 2, 8 or 9, your direct Field Representatives are busy working to assist with all of your needs and are working with other counties throughout the state. Please be sure to contact them with your CJIS/JJIS Reporting questions and/or to schedule training. For all of the Regions, if you do not have or cannot reach your direct Field Representative you can always contact the main CJIS Office at: 512-424-2478 or at: cjisjjis@dps.texas.gov. We do have people in the office answering phone calls and emails. Thank you all for your patience as we fill our vacancies with highly capable individuals.
**CRIMINAL HISTORY RECORD INFORMATION**

*Criminal History Information Exchange Format (CHIEF)*:

In 1995, the national task force on increasing the utility of the Criminal History Record Information (CHRI) recommended the creation of a standard transmission format for the interstate sharing of CHRI data. The task force identified a need to normalize or standardize the variety of formats that existed from state to state. Differing content and terminology made it difficult for out-of-state users and noncriminal justice users to decipher the CHRI records from each state. Subsequently a joint task force was formed to develop a standardized criminal history transmission format, supporting a greater range of data that would be easier to comprehend. Since then, the task force has produced XML based transmission specifications that have been adopted by several states, the FBI and that conforms to NIEM standards. Due to these improvements, Texas DPS plans implemented the standardized rap sheet format as supported by the NLETS CHIEF project (Criminal History Information Exchange Format) at the end of June 2015.

Operators will see returns from the “Computerized Criminal History Web service” or “CCHW” database in response to three message keys: QH, QH-T and FQ. The CCHW database will perform in the same manner as the current computerized criminal history (CCH) database, which will continue to provide responses for all other criminal history-related queries. No matter what criminal history message key used, operators will continue to see only one database response at a time.

When this process is implemented, TLETS operators will not have to perform any special steps in order to begin using the CCHW connection. Users will simply need to perform the appropriate transaction to receive the criminal history record in the new format.

Any questions should be directed to tcic.training@dps.texas.gov or to the TCIC control room at 512-424-2088.

**TEXAS-ONLY WANTED PERSON FILE (EE)**

In an effort to increase officer and public safety and to increase visibility to the warrants currently held in the Texas-Only Wanted Person file, the Department has elected to eliminate the Texas-Only Wanted Person file. Also, due to the FBI's modification to the Extradition Limitation Field (EXL) all wanted person records now meet the criteria for entry into NCIC.

On January 1, 2014 entry capability into the Texas-Only Wanted Person files was disabled. Existing Texas-only wanted person records remained in the Texas-Only file; however, entries for any new records are not allowed. During the validation process and as records purge due to their retention schedule, agencies are encouraged to review their Texas-Only entries to examine whether or not they will re-enter the record utilizing the MKE/EW. This will allow agencies to address a smaller number of records over a period of time, rather than handling all of their Texas-Only records in a single instance. Agencies have until January 1, 2016 to address any remaining Texas-Only wanted person records or they will be purged from the database. Beginning August 1st, 2015, TCIC will begin notifying agencies that continue to have Texas Only Wanted Person records instructing them to modify the entry to an NCIC wanted person record or to remove the record all together.

Disabled message keys: ECW, EE, EE-C, EW-T

For further explanation or assistance, please contact the TCIC Control Room at (512) 424-2088.
Solving the Information Sharing Dilemma in Law Enforcement

Knowledge is power. Sharing of individual knowledge with the whole of law enforcement is more powerful still. Information sharing keeps law enforcement a step ahead of the criminal. While the criminal is allowed to roam from jurisdiction to jurisdiction, the law enforcement agencies are not. Without information sharing, knowledge of the criminal’s history remains with the jurisdiction that the criminal has left. Any dangers that such a criminal may pose to law enforcement, or the public at large, remains unknown to the jurisdiction that the criminal now inhabits.

In years past, information on persons of interest was gathered in one of two ways. An officer could work the phones to call other Law Enforcement Agencies (LEA) to see what information they may have on a subject, or they could make the drive to neighboring agencies and request information. This, of course, was contingent upon the officer knowing where the subject had been prior to arriving in his jurisdiction. Both of these methods were quite time consuming and slowed progress of ongoing investigations. The slowed progress could have led to criminals moving on to yet another jurisdiction before investigations could be completed.

Innovations in technology and changes in policing practices have made it possible for law enforcement to keep their data local while still making it available to other LEAs to use in their investigations. The Texas Department of Public Safety has spent the last 8 years cultivating, establishing, and growing an information sharing process. This process is called the Texas Data Exchange (TDEx). Participation in TDEx is strictly voluntary. All LEAs are given the option to contribute data or decline participation. For those agencies that do decide to contribute, they are allowed to determine how much, or how little, of their data they wish to share. All collected data is then stored in a central repository and made available to law enforcement and criminal justice agencies to assist with investigations and background checks of prospective employees. In the spirit of data sharing, the Texas Department of Public Safety pushes all collected data to the FBI for inclusion in the National Data Exchange. Currently, there is data available from over 700 law enforcement agencies in the state of Texas. The process is illustrated in the diagram below:

The data sharing initiative has already proven successful in the locating and apprehending of wanted persons. A couple such successes are provided for you to peruse.
TDEx Helps Locate Several Assault Victims from Crimes Committed More Than Twenty Years Ago

Dale Davis, an investigator with the Brazoria County District Attorney’s Office in Texas, used TDEx to track down three males who had been victims of sexual assault more than 20 years ago. Due to a 1997 tornado that destroyed the town of Jarrell, TX, records were lost pertaining to these crimes. By accessing the TDEx search and historical records, Investigator Davis was able to locate three victims and a witness who were all willing to testify in the case against the defendant. As a result of their testimonies, the defendant pled guilty and is now serving time in prison, has to register as a sex offender for life and is responsible for court cost and attorney’s fees totaling over $5,000.00.

“If it was not for TDEx I would have never been able to find the past victims or a past witness. The defendant may have been released to further assault the youth of our County”

- Dale Davis, Investigator, Brazoria Co., Texas District Attorney’s Office

Kansas Drug Paraphernalia and Money Laundering

A Kansas trooper conducting a post-crash inspection of a rented truck discovered new and unused glass pipes and exotic smoking devices that could be used as drug paraphernalia. Suspecting a drug nexus, the trooper searched the name of the vehicle renter in N-DEx. The suspect was mentioned in narratives regarding drug-related activity in Dallas and Ft. Worth, Texas cases. N-DEx connected the dots and provided the link to validate the suspected drug connection. Based on this information, a judge granted an arrest warrant and the Internal Revenue Service opened a money laundering investigation on the vehicle renter.

This is just a very small sampling of stories in which information sharing was critical in the closing of investigations.

In conclusion, information sharing among law enforcement is imperative for the safety of our communities and our officers on the street. Sharing of information makes our law enforcement personnel more knowledgeable, and knowledge is power.
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: 372,887
Number of Transactions Submitted via Hard-Card: 29,344

Total number of Criminal Transactions Submitted to AFIS: 402,231

Applicant Transactions Submitted to AFIS

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

Number of Transactions Submitted Electronically: 389,132
Number of Transactions Submitted via Hard-Card: 16,611

Total number of Applicant Transactions Submitted to AFIS: 405,743

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: 252

Manually Processed Fingerprints

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

Criminal Cards (including TDC faxes): 1,548
Applicant Cards: 2,134
Deceased (known and unknown): 2,719

Total number of Manually Processed Fingerprints: 6,401

Mobile ID Transactions Processed

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

Total Number of Mobile ID Transactions Processed: 9,755

AFIS Database Counts

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Rolled Print DB</th>
<th>Palm Print DB</th>
<th>Slap Print DB</th>
<th>Latent DB</th>
<th>Latent DB - Palms</th>
<th>Mobil ID DB</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>12,069,505</td>
<td>1,462,312</td>
<td>6,574,578</td>
<td>120,305</td>
<td>24,060</td>
<td>7,732,119</td>
</tr>
<tr>
<td>February</td>
<td>12,116,299</td>
<td>1478183</td>
<td>6,635,482</td>
<td>120,153</td>
<td>24,208</td>
<td>7,746,780</td>
</tr>
<tr>
<td>March</td>
<td>12,165,846</td>
<td>1,495,165</td>
<td>6,700,034</td>
<td>119,833</td>
<td>24,321</td>
<td>7,762,688</td>
</tr>
<tr>
<td>April</td>
<td>12,216,703</td>
<td>1,513,200</td>
<td>6,767,393</td>
<td>120,120</td>
<td>24,526</td>
<td>7,777,465</td>
</tr>
<tr>
<td>May</td>
<td>12,260,440</td>
<td>1,528,403</td>
<td>6,823,901</td>
<td>120,616</td>
<td>24,767</td>
<td>7,793,116</td>
</tr>
<tr>
<td>June</td>
<td>12,310,138</td>
<td>1,544,243</td>
<td>6,887,664</td>
<td>121,115</td>
<td>25,172</td>
<td>7,807,467</td>
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<tr>
<td>July</td>
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<td>August</td>
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<td>November</td>
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<tr>
<td>December</td>
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</tbody>
</table>
**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

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

*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).

<table>
<thead>
<tr>
<th>AGENCY NAME</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>STREET ADDRESS</td>
<td></td>
</tr>
<tr>
<td>COUNTY</td>
<td>CITY</td>
</tr>
<tr>
<td>ATTENTION</td>
<td>PHONE NO.</td>
</tr>
</tbody>
</table>
## CRS DIRECTORY

### CRS MANAGEMENT
- **Mike Lesko** - Deputy Assistant Director  
  - Email: mike.lesko@dps.texas.gov  
  - Phone: 512-424-2524
- **Angie Kendall** - Deputy Administrator  
  - Email: angie.kendall@dps.texas.gov  
  - Phone: 512-424-2471
- **Michelle Farris** - Deputy Administrator  
  - Email: michelle.farris@dps.texas.gov  
  - Phone: 512-424-7659

### ACCESS & DISSEMINATION BUREAU
- **Don Farris** - Manager  
  - Email: donald.farris@dps.texas.gov  
  - Phone: 512-424-2078
- **Elaine Smith** - Supervisor, Support  
  - Email: elaine.smith@dps.texas.gov  
  - Phone: 512-424-2023
- **Sharon Hill** - Supervisor, Training & Audit  
  - Email: sharon.hill@dps.texas.gov  
  - Phone: 512-424-7920
- **Susan Dial** - Supervisor, Training & Audit  
  - Email: susanne.dial@dps.texas.gov  
  - Phone: 512-424-7927
- **Tina Saenz** - Supervisor, CHIU  
  - Email: tina.saenz@dps.texas.gov  
  - Phone: 512-424-5474
- **Charlene Cain** - CCH Internet Coordinator  
  - Email: charlene.cain@dps.texas.gov  
  - Phone: 512-424-2090
- **Jennifer Norton** - Budget Analyst  
  - Email: jennifer.norton@dps.texas.gov  
  - Phone: 512-424-7793
- **Lisa Garcia** - Billing Technician  
  - Email: lisa.garcia@dps.texas.gov  
  - Phone: 512-424-2912
- **Assistance Line** - Record Checks  
  - Phone: 512-424-5079
- **Assistance Line** - Secure Site  
  - Phone: 512-424-2474
- **Tierra Heine** - CJIS/JJIS Forms and Fingerprint Card Supplies  
  - Fax order form to 512-424-5599

### CRIMINAL HISTORY RECORD INFORMATION PROCESSING BUREAU
- **Ursula Cook** - Manager  
  - Email: ursula.cook@dps.texas.gov  
  - Phone: 512-424-2407
- **Cassandra Richey** - Supervisor, CJIS Field Reps  
  - Email: cassandra.richey@dps.texas.gov  
  - Phone: 512-424-2479
- **Brittany Chromcak** - Section Supervisor, Data Integrity  
  - Email: brittany.chromcak@dps.texas.gov  
  - Phone: 512-424-2216
- **Nicole Berry-Moss** - Dayshift Supervisor  
  - Email: nicole.berry-moss@dps.texas.gov  
  - Phone: 512-424-2781
- **Brandi Turner** - Dayshift Supervisor  
  - Email: brandy.turner@dps.texas.gov  
  - Phone: 512-424-2473
- **Lenore Hemstreet** - Evening Supervisor  
  - Email: lenore.hemstreet@dps.texas.gov  
  - Phone: 512-424-2476
- **Holly Morris** - EDR Coordinator  
  - Email: holly.morris@dps.texas.gov  
  - Phone: 512-424-2468
- **James McElroy** - CJIS Site Assistance Line  
  - Email: james.mcelroy@dps.texas.gov  
  - Phone: 512-424-2500
- **Error Resolution Assistance Line**
- **CJIS Field Representative Assistance Line**  
  - Phone: 512-424-7256

### FINGERPRINT PROCESSING BUREAU
- **James Ferguson** - Manager  
  - Email: james.ferguson@dps.texas.gov  
  - Phone: 512-424-7173
- **Randy Coppedge** - Day Shift Supervisor, Fingerprints  
  - Email: randy.coppedge@dps.texas.gov  
  - Phone: 512-424-5709
- **Debbie Parsley** - Day Shift Supervisor, Fingerprints  
  - Email: debbie.parsley@dps.texas.gov  
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- **Sandra Montemayor** - Evening Shift Supervisor, Fingerprints  
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  - Phone: 512-424-5749
- **Sandra Amaro** - Evening Shift Supervisor, Fingerprints  
  - Email: sandra.amaro@dps.texas.gov  
  - Phone: 512-424-5748
- **Louis Rocha** - Midnight Shift Supervisor, Fingerprints  
  - Email: louis.rocha@dps.texas.gov  
  - Phone: 512-424-2408
- **Cathleen McClain** - Midnight Shift Supervisor, Fingerprints  
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  - Phone: 512-424-5248
- **Pat Molloy** - Analyst, Fingerprints  
  - Email: patricia.molloy@dps.texas.gov  
  - Phone: 512-424-7026
- **Loann Garcia** - LiveScan Coordinator  
  - Email: loann.garcia@dps.texas.gov  
  - Phone: 512-424-2409
- **Cheryl Sanchez** - AFIS Project Assistant  
  - Email: cheryl.sanchez@dps.texas.gov  
  - Phone: 512-424-2089
- **24 hour Fingerprint Assistance Line**  
  - Phone: 512-424-5248

### CRIME INFORMATION BUREAU
- **Luz Dove** - Manager  
  - Email: luz.dove@dps.texas.gov  
  - Phone: 512-424-7964
- **Margarete Perryman** - TCIC Training Supervisor  
  - Email: margarete.perryman@dps.texas.gov  
  - Phone: 512-424-2982
- **Taffy Henson** - TCIC Audit Supervisor  
  - Email: taffy.henson@dps.texas.gov  
  - Phone: 512-424-2897
- **Dennis Chaffin** - TCIC Control Room Supervisor  
  - Email: dennis.chaffin@dps.texas.gov  
  - Phone: 512-424-2152

### UNIFORM CRIME REPORTING BUREAU
- **Earl Adams** - Manager  
  - Email: earl.adams@dps.texas.gov  
  - Phone: 512-424-2418
- **UCR Assistance Line**
- **Rafael Martinez** - Supervisor, UCR Field Reps  
  - Email: rafael.martinez@dps.texas.gov  
  - Phone: 512-424-7135
- **Tamika Ware** - IBR Supervisor, UCR  
  - Email: tamika.ware@dps.texas.gov  
  - Phone: 512-424-2979

### SEX OFFENDER REGISTRATION BUREAU
- **Vincent Castilleja** - Manager  
  - Email: vincent.castilleja@dps.texas.gov  
  - Phone: 512-424-2279
- **Sex Offender Registration Assistance Line**  
  - Email: txsor@dps.texas.gov  
  - Phone: 512-424-2800

### TEXAS DATA EXCHANGE (TDEX) BUREAU
- **JC Villanueva** - Manager  
  - Email: jc.villanueva@txdex.state.tx.us  
  - Phone: 512-424-7167
- **TDEX Assistance Line**  
  - Phone: 512-424-2629