# CR NEWS

## HIGHLIGHTS:

## Crime Information

### License Plate Reader Systems And DPS

License plate readers (LPRs) continue to develop as a powerful informational tool for criminal justice agencies. For those unfamiliar with the technology, either stationary or mobile cameras running specialized software are used to read and record license plates of passing vehicles, logging time and geo stamps for each plate read. The automation process has improved to the point that leading manufacturers claim a read rate of up to 1,800 plates per minute across multiple lanes of traffic, potentially creating huge databases of information that indicate dates, times, and places that vehicles were observed. This invaluable tool for criminal investigations is being implemented in law enforcement agencies across Texas and will only continue to grow in use in the scope of investigations.

The TXDPS Texas Crime Information Center (TCIC) has a Texas only license plate reader file consisting of LPR reads from over 70 agencies, maintaining the reads for a length of time determined by each contributing agency (although in no case are reads stored longer than 3 years). Contributions to this file serve to further criminal investigations across the state, as any LPR read submitted to the file is viewable by law enforcement agencies via TLETS access.

### TxGang User Access Levels

Beginning September 1st, 2017, TXDPS began utilizing an electronic application process for the Texas Gang Intelligence Database (TxGang). Utilizing the electronic application has allowed us to process applications quicker and provides Agency Administrators with the ability to verify users being added to their agency's TxGang account. Agency adminsitrators have the ability to assign the level of access (view/edit or view) their users need, reset passwords and disable access for those users no longer with their agency or unit. If you haven't already done so, please contact us via email at txgang@dps.texas.gov to establish an agency administrator.

In TxGang, there are two levels of access a user can have, View/Edit and View. View/Edit allows users to enter or modify gangs and/or gang member records. View only access allows users to review entries in TxGang; View access does not allow the user to enter or modify records. As we continue to grant access to new TxGang users we will only be granting "View" access. New Users will be directed to their Agency Administrator to have their access changed to View/Edit. This allows the Agency Administrators to determine the best access level for their users.

# Texas Crime Information Center (TCIC)

## Adding New TCIC/TLETS Users

TCIC/TLETS Training Unit processes almost 700 New User Requests, adding or modifying up to 1,750 users a month. It is important that agencies understand the level of access necessary for each user, as well as, the training required before submitting a User Request Form.

TLETS users can be divided into two categories: terminal and non-terminal users. Terminal users are those with direct access to TCIC/TLETS information from a computer terminal. This would include a desktop terminal, mobile data terminal or even phone or tablet application. Non-terminal users are those with indirect access to TCIC/TLETS information. These users do not access information via a computer terminal; they only receive information verbally or by hard copy.

## Terminal Users -

Terminal users are categorized by their ability to both inquire and/or enter records into the TCIC/NCIC system, as well as their access to computerized criminal history via their terminal.

| YNN-Inquiry w/o CCH | YNY-Inquiry w/ CCH | YYN-Inquiry/Entry w/o CCH | YYY-Inquiry/Entry w/ CCH |
|---|---|---|---|
| Designed for terminal operators who only inquiry. | Designed for terminal operators who only inquiry including criminal history access. | Designed for terminal operators who access all functions including: inquiry, entry, modifying, clearing and cancelling. | Designed for terminal operators who access all functions including: inquiry, entry, modifying, clearing, cancelling and criminal history functions. |
| Example: Officers who use a mobile data terminal. | Example: Officers who use a mobile data terminal. | Example: Dispatchers or users who need to enter records into TCIC. | Example: Dispatchers or users who need to enter records into TCIC. |
| Training Required: Less Than Full Access Classroom Training | Training Required: Less Than Full Access Classroom Training | Training Required: Full Access Classroom Training | Training Required: Full Access Classroom Training |

In addition to TCIC/NCIC access, terminal users also need access to the other databases on the TLETS system. There are two levels of access for TLETS: TLETS certification for law enforcement (TLETS Cert LE) and TLETS certification for mobile data users (TLETS Cert Mobile).

| TLETS Certification for Law Enforcement | TLETS Certification for Mobile Data Users |
|---|---|
| Ability to send/receive administrative messages, hit confirmations and access all databases; including driver license and registrations. | Ability to run driver license, registration, and wanted information. |

## Non-Terminal Users -

Non-terminal users are categorized by whether they request or just receive/handle the information. They do not have terminal access to TCIC/NCIC or any of the other databases on TLETS.

| Officer Access | Criminal Justice Practitioner Access |
|---|---|
| Designed for personnel who receive or contribute to NCIC/TCIC records but do not operate a terminal. | Designed for personnel who handle, receive, or receive benefit from the NCIC/TCIC system but do not operate a terminal. |
| Example: Sworn peace officers who do not use mobile data terminals, federal agents or border patrol agents. | Example: Court clerk, jailer, judge, district or county attorney. They may handle or view criminal justice information but do not run it themselves. |
| Training Required: Officer Online Training | Training Required: CJP Online Training |

**IT Staff –**
IT staff should not have access to TCIC/TLETS and are not required to attend any TCIC/TLETS training classes. They will need to take the CJIS Security Awareness Training which can be found on the TX CJIS Security Office website at https://www.dps.texas.gov/SecurityReview/secAwareness.htm.

**New User Request Form -**
Once the level of access has been determined, a New User Request Form should be submitted to TCIC/TLETS Training Unit. Agencies can download the New User Request Form and additional instructions at the TCIC2000 Project website. This website is password protected, please contact tcic.training@dps.texas.gov for user name and password.

## Listserv

TXDPS uses an electronic mailing list that allows us and our user community to send messages to multiple subscribed users at one time. Law Enforcement agencies can connect, collaborate and communicate with each other and share vital information. Messages can include notification from the TCIC/TLETS training group and associate trainer of upcoming classes needed being held; important system notifications and updates. Subscribers can ask questions to the community about non-traditional work schedules or provide solutions that are helpful with daily or weekly tasks with law enforcement agencies. To become a subscribed user of the TCIC 2000 listserv community, go to the following link http://listserv.dps.texas.gov/cgi-bin/wa.exe?HOME and select TCIC2000 from the list.



Under Options on the right hand side of the page, select Subscribe. Then enter your name, e-mail address and select the Subscribe (TCIC2000). *Note:* The Subscription Type will be "Regular"



You will receive a notification once your submission has been approved for use. Please note that TCIC 2000 is open to law enforcement personnel throughout the State. There are also lists for our Associate Trainer (TCICAT) community and Terminal Agency Coordinator (TCICTAC). The subscribers requesting access to these lists will be vetted to ensure they are an active associate trainer or TAC for their agency.

## Migration to OpenFox Messenger

Over the past year, TXDPS has been working to transition our TLETS user interface from Omnixx Force to OpenFox Messenger. We are pleased to announce that we will begin our migration of terminals statewide on January 22, 2018. TXDPS will communicate updates and provide the documentation you will need throughout the migration process through ListServ, the TCIC 2000 project website under the Messenger Upgrade link and directly with your agency's assigned Point of Contact (POC). We currently have documentation listed there that will assist you and/or your IT personnel with preparing for the conversion. We ask that you please read these documents and begin to prepare and configure your terminals for conversion. Configuring your terminals will not impact your current use of Omnixx Force.

Agencies will be migrated from Omnixx Force to OpenFox Messenger by region, beginning with Region 6. Our training unit is currently contacting agencies to ensure we have the proper migration POC listed. Agency assigned POC's will be contacted by our scheduling coordinators to verify they have completed the necessary preparations and to schedule a conversion time with Department resources. Resources will be scheduled to assist agencies during the region's scheduled migration window. Below is a list of the dates of migration windows for each region. Please note these dates are subject to change as we progress through our project. Notification and updates will be sent out to ensure our POCs are aware of any changes in our migration schedule. We ask that all questions be directed to Messenger_Upgrade@dps.texas.gov or by contacting our training unit at (512) 424-2832.

## Statewide Migration Dates:

| Region | Duration | Start | Finish |
|---|---|---|---|
| Region 6 | 20 days | Mon 1/22/18 | Fri 2/16/18 |
| Region 1 | 20 days | Mon 2/19/18 | Fri 3/16/18 |
| Region 2 | 20 days | Mon 3/19/18 | Fri 4/13/18 |
| Region 4 | 20 days | Mon 4/16/18 | Fri 5/11/18 |
| Region 5 | 20 days | Mon 5/14/18 | Fri 6/8/18 |
| Region 3 | 20 days | Mon 6/11/18 | Fri 7/6/18 |

* Dates are subject to change.

## What Is An Additional Offense (ADO) Field?

When entering warrants, operators may have noticed a small box below the Court ORI (CTI) field titled "ADO". Since only one warrant per subject is allowed to be entered at a time by the same ORI, this box alerts other agencies if a subject has multiple warrants out of a single agency. When operators run a query on a subject, and the ADO field has been utilized, operators will see the indication at the top of the response. The notification will display at the top of the hit as: "ADO/Y – THIS SUBJECT HAS MULTIPLE WARRANTS FROM THIS AGENCY." If your agency utilizes this field, ensure that the additional lesser charge warrants are mentioned in the miscellaneous field. By utilizing the ADO field, your agency is providing officers critical knowledge they may need to determine how to proceed with each subject and especially subjects that could potentially pose a threat to officers.

# Access and Dissemination Bureau (ADB)

## FBI Civil Rap Back Program

On January 15, 2018, the Federal Bureau of Investigation (FBI) Civil Rap Back Program was implemented through the FACT Clearinghouse. The Department of Public Safety (DPS) now provides updated national criminal history record information along with Rap Back notifications on eligible active subscriptions that have been established in the FACT Clearinghouse. The following are some examples of what you can expect:

- Additional FBI Rap Back Worklists
- Automatic Subscriptions to FBI Rap Back for new applicants printed on or after 01/15/2018
- Validation of subscriptions every 4 years, including Texas Only Subscriptions
- Notification for any new arrests, dispositions, Sex Offender Registry activity, updates (expungements/partial expungements), and death notifications that occur within and outside of the state of Texas
- No additional fees to participate in the FBI Civil Rap Back Program

A criminal justice agency may submit applicant hard cards to the DPS for processing and use the FACT Clearinghouse to receive their Texas and FBI criminal history responses. If an agency chooses to submit applicant hard cards for fingerprint based background checks, the applicants must sign the Authorized Language Form and the forms must be retained by the submitting agency. A signed Authorized Language Form is also required to participate in the FBI Civil Rap Back Program.

Information and resources regarding the FBI Civil Rap Back Program is available in the FACT Clearinghouse under the "FBI Rap Back Resources" link. If your agency has any further questions, please contact the Rap Back Unit at 512-424-2746 or RapBackUnit@dps.texas.gov.

## Criminal Justice Rap Back Program of Texas

On January 15, 2018, the Criminal Justice Rap Back Program of Texas was implemented through the DPS Secure Website. The core function of this program is to notify Criminal Justice agencies when a person who has fingerprints on file with the FBI is arrested or has criminal activity against those fingerprints.

Criminal Justice FBI Rap Back subscriptions can be created for probationers, parolees, sex offenders, persons under direct court supervision, and other officially supervised persons. In addition, law enforcement agencies can create Rap Back subscriptions on suspects and other persons involved in their investigations.

To create a Criminal Justice Rap Back account, or for more information regarding the Criminal Justice Program of Texas, please visit the Criminal Justice Rap Back Program of Texas website at https://secure.txdps.state.tx.us/FACT/ . Your agency can begin the sign up process by choosing the "New Users" option and following the additional steps or you may visit the CJ Rap Back Resources" link and click on the "Criminal Justice Rap Back Program of Texas Participation Guide" to learn more about the requirements to participate in the Criminal Justice Rap Back Program of Texas.  If your agency has any further questions, please contact the Rap Back Unit at 512-424-2746 or RapBackUnit@dps.texas.gov.

# Criminal History Record Information Processing Bureau (CHRIP)

My name is Holly Morris and I am the new CHRIP Bureau Manager. I started in the CHRIP Bureau as a Data Integrity Technician in 1999, promoted to Data Integrity Supervisor in 2003, promoted to Data Integrity Section Supervisor in 2006, promoted to the EDR Coordinator position in August 2012, and accepted the CHRIP Bureau Manager position October 2017.

If you have any questions or concerns about Criminal History Reporting, please contact me at holly.morris@dps.texas.gov or (512) 424-2686.

# Criminal Justice Information System (CJIS)

**Criminal Justice Information System (CJIS) Supervisor is currently vacant**
Cassandra Richey, the Unit Supervisor since 2007, has been promoted to the Electronic Disposition Reporting Coordinator. The CJIS Field Support Unit will have a new supervisor in the coming months.  Please help us to welcome our new supervisor and be patient during this time of transition.  Thank you.

**CJIS Field Auditors**
Please welcome our two new field auditors, Shey Evans and Austin Jordan.

Shey comes to us from the USDA and is a 2$^{nd}$ Lt. in the Texas State Guard.  In her off time she is a devout animal lover.  She will be working with Region 5 (West Texas).

Austin has been with the Department for about two and a half years and has worked in the Driver License Division during that time.  He is currently pursuing his Associates degree in Network Systems Administration at Central Texas College.  Austin will be working with Region 9 (North Panhandle).

**Juvenile Referral Dates information**
A reminder that there are three dates that are mandatory in order for the CR-43J to be input into the CCH database on a new custody event:

1. Date of Arrest
2. Referral Date (cannot be greater than 10 days from Date of Arrest)
3. Date of Birth

**CJIS Conference information**
We look forward to seeing you in March and providing you with the most up to date Criminal and Juvenile Justice Information Systems Reporting processes.

2018 Texas Department of Public Safety Conference on
Criminal Justice Information System Reporting
Register for the Conference
March 21st – March 23rd, 2018
Doubletree by Hilton Austin

http://www.dps.texas.gov/cjis/cjisReg/cjisConf.aspx

**Juvenile Probation Departments Reminder**
Please make sure you are using the CR-64, Armed Forces Enlistment Form, for Military Recruiters.  This enables them to run background checks on their recruits.   Click on the following link for form CR-64:
http://www.dps.texas.gov/internetforms/Forms/CR-64.pdf

# CJIS SECURITY OFFICE

## Don't be a victim of Social Engineering

Perhaps you have heard the term "Social Engineering", but what is it exactly?

The FBI CJIS Security Policy defines Social Engineering as "The act of manipulating people into performing actions or divulging confidential information. While similar to a confidence trick or simple fraud, the term typically applies to trickery or deception for the purpose of information gathering, fraud, or computer system access; in most cases the attacker never comes face-to-face with the victim."

Many have probably seen the spam email requesting information or a small investment and even more money will be sent back to you from someone in a country desperately needing your assistance.  Consider the recent articles highlighting the arrest of a 67 year old man from Louisiana posing as a Nigerian Prince. You think to yourself, "Well, I'm too smart to fall for any old con job." Yet, the numbers do not lie. It's an odds game and for the small price of sending out a spam email, if 1 out of every 1000 recipients responded....you can guess from how much spam is out there that indeed some people take the bait.

Whether the action is from clicking on an attachment from an unknown source, or providing personal information and details, the results can be costly.

Phishing is one of the more common types of attacks using techniques such as emails, social media ("fun surveys", for example) and instant messaging to trick victims into providing sensitive information or visiting a malicious website to compromise their system.  Messages are composed to attract the user's attention by providing some information on a topic or providing a link to click for further data. Often an email appears official as it may contain logos, images, etc. to reinforce the idea.

"I'm here to help!" or rather "I'm here to help *myself*!"
Another Social Engineering technique is someone posing to be from IT Support; you receive a phone call that they need your username and password to fix an email or network problem concerning your account. No matter how irate or demanding the person becomes, NEVER give out your password or other personal information. Contact your agency's Terminal Agency Coordinator (TAC) and/or Local Area Security Officer (LASO) and report the incident.

Other forms of social engineering involve physical acts; an innocent looking homeless person rummaging through the agency's garbage could actually be a determined hacker engaging in "Dumpster Diving", which is literally going through the trash looking for paperwork or other peripheral items to help them in their quest.

Ensure agency documentation containing sensitive information is shredded and/or destroyed. Refer to sections 5.8.3 and 5.8.4 of the current CJIS Security Policy for the correct methods on handling the agency's electronic and physical media.

Practice situational awareness. Often attacks occur from the inside; be aware of "shoulder surfers", that is, individuals looking over your shoulder as you log in or have sensitive information displayed on your computer screen.

Be mindful of your surroundings. Ensure personnel who have accessed the agency's physically secure location are authorized to be there.  A potential attacker may "tailgate" or "piggyback" behind an authorized person to gain access into secure areas. Refer to section 5.9.1.2 of the current CJIS Security Policy for information concerning authorized physical access. If you suspect someone is trying to gain access to your agency's network, to sensitive information or its physically secure locations, contact your TAC and/or LASO immediately.

The best defense against these types of attacks is user education and vigilance. CJIS Security Awareness Training is required every 2 years under current policy section 5.2. This can be accomplished through the Omnixx Online Trainer, CJIS Online or obtaining a copy of CJIS Security Awareness Training from the CJIS Security Office's documents page, https://www.dps.texas.gov/SecurityReview/documents.htm

Don't fall victim to a scam. Prepare and stay informed.
Have questions? We're here to help! Email us: Security.Committee@dps.texas.gov

Stay informed! Sign up for the CJIS Security Office ListServ.
https://www.dps.texas.gov/securityreview/AlertRegistration/default.aspx
For general information: https://www.dps.texas.gov/SecurityReview

CJIS Technical Security Team

# Electronic Arrest Reporting (EAR)/Livescan

## New Livescan Transaction Types

The Department of Public Safety of Texas (DPS) is now accepting livescan transactions for Sex Offender Registry (SOR) fingerprint submissions and local law enforcement (LE) applicant fingerprint submissions.  Please email livescan@dps.texas.gov to get a list of validated vendors in Texas.  If a LE agency currently has a livescan from a validated vendor, please note that a camera is required for SOR and LE applicant submissions, so a camera may need to be purchased. LE agencies will need to contact the vendor regarding any software updates and associated costs.

LE agencies interested in SOR submissions will need to ensure they have established an account with the SOR website prior to purchasing a livescan or having an existing livescan updated. Once necessary purchases are made and your SOR account is set up, email livescan@dps.texas.gov to get the necessary livescan paperwork and authorization to submit/connect to DPS. For question regarding SOR processing separate from livescan submissions, please email TxSOR-Support@dps.texas.gov.

LE agencies interested in Applicant submissions will need to ensure they have established an account with F.A.C.T Clearinghouse prior to purchasing a livescan or having an existing livescan updated in order to receive applicant responses. The FACT Clearinghouse is a repository of the DPS and the FBI fingerprint-based criminal history results including an electronic subscription and notification service for new arrest activity on subscribed persons.  Once necessary purchases are made and your Clearinghouse account is set up, email livescan@dps.texas.gov to get the necessary livescan paperwork and authorization to submit/connect to DPS.  For question regarding Clearinghouse results separate from livescan submissions, please email Fingerprint.service@dps.texas.gov.

# Texas Data Exchange (TDEx)

## Who Is My Agency Administrator?

Every local and state agency that accesses the FBI's National Data Exchange (N-DEx) is required to assign at least one (1) person to serve as the agency's N-DEx Agency Administrator (AA). The AA is given the ability to create accounts for their agency's personnel, reset passwords for those accounts, and deactivate the accounts of those who leave the agency or no longer require access to N-DEx.

Having an Agency Administrator is beneficial not only to agency, but also to the Texas Department of Public Safety (DPS). With so many agencies throughout the state making use of the N-DEx, providing the services of an AA would be difficult to DPS. By having an AA at each agency, it reduces the amount of time that a user must wait to receive the assistance they require. It also alleviates the need for DPS to try and determine who is authorized at the local agencies to have access. Because accounts are supposed to be deactivated when a user leaves an agency or has a change in duties that no longer necessitate access to N-DEx, it would be next to impossible for DPS staff to ensure this function is performed in accordance with N-DEx policy.

Many users are unaware that there is an N-DEx AA for their respective agencies. When phone calls or e-mails are received here at DPS, we refer them to their AA for the assistance they require. In an effort to reduce the number of inquiries, we will be reaching out to AAs across the state to ask that they provide agency-wide notice to their personnel that they are there to assist with N-DEx access requests.

If you are the Agency Administrator for your agency, please inform members of your agency that you are there to help. This will help eliminate the need for N-DEx users to ask "Who is my Agency Administrator?"

We are here to help. We can be reached by phone at 512-424-2629 or via e-mail at tdex@dps.texas.gov.

# SEX OFFENDER REGISTRATION (SOR)

## Conclusion of the 2017 State of Texas Sex Offender Registration Conference

Conference organizers of the 2017 State of Texas Sex Offender Registration Conference would like to thank everyone who helped make last year's conference a success! Staff, support personnel, speakers and attendees helped make this conference one of our largest to date. Over 850 people were in attendance and we had the opportunity to be updated on legislative changes to the Texas Sex Offender Registration Program and were provided insight into various topics associated with those involved with the investigation, registration, supervision and compliance of sex offenders.

Organizers are currently working on post conference activities which include emailing attendance certificates and surveys. TxDPS will submit TCOLE and MCLE credit on behalf of attendees. Presentations available for publication will soon be available in the Secure Sex Offender Registration web site. Questions can be directed to SORC@dps.texas.gov.

As activities for the 2017 conference come to a close, we will be planning the next conference expected to be in 2019. Information pertaining to this conference will be disseminated as soon as it becomes available but we hope you will be able to join us then!

## Mapping Component of the Sex Offender Registry

A component of the Secure and Public Sex Offender Registry web sites involves the mapping of reported registrant addresses. This mapping component was created as a supplemental tool for law enforcement and the public to use as a visual illustration of registered sex offenders' addresses. Users should understand that not all registrants' addresses can be mapped due to limitations of mapping software or due to the variances of the address data reported by local law enforcement to TxDPS. To assist users with some of these limitations, one can click on the "Unmapped" category on the map to view data for additional registrants within a given area.

Last year, the registry changed its mapping software for the web sites and now uses Google Maps. The use of Google Maps has increased the frequency of updates to the data it uses to map any given location (such as new subdivisions) as well as an intuitive interface to speculate the address or location that the user is searching.

The use of the new software has increased the number of addresses which were previously "unmapped" (addresses for which the system cannot map) to "mapped" (addresses the system can map). The conversion still left the registry with over 3100 reported addresses that system cannot map however, may have the potential to be mapped.

The registry will embark on an initiative to explore reducing the number of unmapped addresses. This initiative will benefit both the criminal justice community and the public in visualizing the location of reported registered sex offenders. The mapping software works similar to GPS. The entry of an address may need tweaking in order for the software to map the address in some cases. A particular entered address could be mapped due to a variation of the data, although technically, it is the same address.

For example:
- The following address could be mapped:  103 E 4th St, Gregory TX 78359.
  Vs.
- The following address could not be mapped:  103 E Fourth St, Gregory TX 78359.

Another example could involve a North/South or East/West designation is needed:
- 3801 N Lamar Blvd, Austin TX
  Vs.
- 3801 S Lamar Blvd, Austin TX

In the coming months registration personnel at TxDPS will begin to identify addresses that cannot be mapped and begin contacting the registrar on file to see if the address data can be updated in order for the address to map. To make this endeavor more efficient, rosters of unmapped registrants/addresses could be forwarded to affected registrars and the registry could consider slating future enhancements to the database to make it more prominent that a particular address did not map at the time when entry is made.

In conclusion it should be notated that regardless of the mapping software suggestions, the local registrar makes the final determination of what the reported address should be in sex offender registry for any of their registered sex offenders. The locals will have more familiarity with the addresses and locations within their jurisdiction to make those decisions.

Questions regarding the mapping component of the Sex Offender Registry can be directed to your designated Sex Offender Registration Field Representative, (512) 424-2800, or txsor@dps.texas.gov.

# DPS IDENTIFICATION SUPPLIES ORDER FORM

CR-12 (Rev.11/16)

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 Fingerprint 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.**

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

AGENCY
_____

STREEET ADDRESS
_____

CITY _____ STATE _____ ZIP

# CRS DIRECTORY

## CRS MANAGEMENT

| | | | |
|---|---|---|---|
| Angie Kendall | Assistant Division Director | angie.kendall@dps.texas.gov | 512-424-2471 |
| Michelle Farris | Deputy Administrator | michelle.farris@dps.texas.gov | 512-424-7659 |
| 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 |

## ACCESS & DISSEMINATION BUREAU

| | | | |
|---|---|---|---|
| Don Farris | Manager | donald.farris@dps.texas.gov | 512-424-2078 |
| Rochelle Torres | Program Supervisor, SSAS | rochelle.torres@dps.texas.gov | 512-462-6171 |
| Susie Dial-Herrera | Program Supervisor, Training & Audit | susanne.dial@dps.texas.gov | 512-424-7927 |
| Zack Sharaf | Supervisor, Criminal History Support | zakariya.sharaf@dps.texas.gov | 512-438-6591 |
| Tanya Wilson | Program Supervisor, CHIU | tanya.wilson@dps.texas.gov | 512-438-2523 |
| Sharon Hill | Supervisor, NCJU Training & Audit | sharon.hill@dps.texas.gov | 512-424-7920 |
| Ronnie Lane | Fingerprint Unit Supervisor | ronnie.lane@dps.texas.gov | 512-424-2568 |
| Tina Saenz | Rap Back Program Supervisor | tina.saenz@dps.texas.gov | 512-424-5105 |
| Charlene Cain | CCH Internet Coordinator | charlene.cain@dps.texas.gov | 512-424-2090 |
| VACANT | Program Supervisor-Billing Unit | | |
| 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

| | | | |
|---|---|---|---|
| Holly Morris | Manager | holly.morris@dps.texas.gov | 512-424-2686 |
| VACANT | Supervisor, CJIS Field Support | | |
| Brittany Chromcak | Supervisor, CCH Data Entry/Control Unit | brittany.chromcak@dps.texas.gov | 512-424-7290 |
| Nicole Berry-Moss | Day Shift Supervisor, CCH Data Entry/Control | nicole.berry-moss@dps.texas.gov | 512-424-2216 |
| Lenore Hemstreet | Evening Shift Supervisor, CCH Data Entry/Control | lenore.hemstreet@dps.texas.gov | 512-424-2473 |
| Cassandra Richey | EDR Coordinator | cassandra.richey@dps.texas.gov | 512-424-2479 |
| 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

| | | | |
|---|---|---|---|
| James Ferguson | Manager | james.ferguson@dps.texas.gov | 512-424-7173 |
| Randy Coppedge | Day Fingerprint Shift Supervisor | randy.coppedge@dps.texas.gov | 512-424-5709 |
| Sandra Amaro | Day Fingerprint Shift Supervisor | sandra.amaro@dps.texas.gov | 512-424-5748 |
| Sandra Montemayor | Evening Fingerprint Shift Supervisor | sandra.montemayor@dps.texas.gov | 512-424-5749 |
| Debbie Parsley | Evening Fingerprint Shift Supervisor | debbie.parsley@dps.texas.gov | 512-424-5304 |
| Mary Ann Gold | Midnight Fingerprint Shift Supervisor | mary.gold@dps.texas.gov | 512-424-2408 |
| Louis Rocha Jr. | Midnight Fingerprint Shift Supervisor | louis.rocha@dps.texas.gov | 512-424-7439 |
| Loann Garcia | LiveScan Coordinator | loann.garcia@dps.texas.gov | 512-424-2409 |
| Chrystal Davila | Work Flow Coordinator | chrystal.davila@dps.texas.gov | 512-424-7026 |
| Cheryl Sanchez | AFIS Coordinator | cheryl.sanchez@dps.texas.gov | 512-424-2089 |
| Cathleen McClain | Assistant AFIS Coordinator | cathleen.mcClain@dps.texas.gov | 512-424-2456 |
| 24 hour Fingerprint Assistance Line | | | 512-424-5248 |

## CRIME INFORMATION BUREAU

| | | | |
|---|---|---|---|
| Luz Dove | Manager | luz.dove@dps.texas.gov | 512-424-7964 |
| Margarete Perryman | TCIC Training Supervisor | margarete.perryman@dps.texas.gov | 512-424-7888 |
| 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 |

## INCIDENT BASED REPORTING BUREAU

| | | | |
|---|---|---|---|
| VACANT | Manager | | |
| Earl Adams | Statistician | thomas.adams@dps.texas.gov | 512-424-2418 |
| Rafael Martinez | Supervisor, UCR Field Reps | rafael.martinez@dps.texas.gov | 512-424-7135 |
| Assistance Line | | | 512-424-2091 |

## TEXAS DATA EXCHANGE (TDEx)

| | | | |
|---|---|---|---|
| JC Villanueva | Manager | jc.villanueva@dps.texas.gov | 512-424-7167 |
| TDEx Assistance Line | | tdex@dps.texas.gov | 512-424-2629 |

## 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 |