



ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

Texas SAVNS Victim Information and Notification

FACT SHEET

TOLL FREE: 1-877-TX-4-VINE (1-877-894-8463)

GENERAL INFORMATION ABOUT TEXAS SAVNS

Overview

Texas SAVNS is a free and anonymous telephone service that gives victims of crime information and notification about offender custody status and related court events and cases. Texas SAVNS is a statewide service that is funded through a legislative appropriation to the Office of the Attorney General. **Texas SAVNS is currently being implemented in the state and not all counties are operational.**

Texas SAVNS obtains information throughout Texas and stores the information in the National SAVNS Communications Center in Louisville, KY. The transfer from jails of custody data on offenders occurs every 15 minutes, 24 hours a day, and the transfer of court case and events information occurs as often as 15 minutes, 24 hours a day from courts. Information is available 24 hours a day, 7 days a week, and 365 days a year. This automated menu is available in **English and Spanish**. A **Live Operator** is also available 24 hours a day to assist callers.

Background

Following a two-year pilot study of Texas SAVNS in five Texas counties, the Texas SAVNS statewide program was established by the Texas legislature in 2000, through House Bill 1572. The legislature allocated resources to implement a Statewide Automated Victim Notification System under the direction of the Office of the Attorney General. The Office of the Attorney General established a model that creates a primary relationship between the County and the Service Provider and a secondary relationship between the county and the OAG. Appriss was certified as the sole service provider following a request for proposals. The Office of the Attorney General awards grants to each county and monitors the progress of the program by concurrently assessing the performance of the county and Appriss.

INFORMATION FROM TEXAS SAVNS

How to Obtain Information

Anyone may call/access Texas SAVNS to determine the custody status of an offender and receive court/case information. The person will need a touch-tone telephone or computer with internet access to use the system. To search for information, they will need to provide the system with one or more of the following items:

- **Offender Name** - using the telephone keypad, spell the person's first and last name; both must be spelled correctly
- **Offender Identification (Booking) or Arrest Number** - Secondary search options if there is more than one offender with the same name or offender number:
 - Middle Initial
 - Offense Date
 - Date of Birth
 - Social Security Number
- **Case Number (for court/case information)**

Types of Information Available

The following information can be provided when accessing the SAVNS service:

- Name of Offender/Alias
- Offender ID Number
- Charges
- Date of Birth of Offender
- Current Offender Custody Status
- Location of Offender
- Sentence Expiration Date
- Scheduled Release Date
- Amount of Bail Set
- Court /Case Information (type, location, date and time of court events)

TEXAS SAVNS NOTIFICATION

Registration for Notification

Crime victims and concerned citizens may register for notification by accessing Texas SAVNS via telephone or internet web page. They can always contact a SAVNS operator who can assist a caller with the registration process. Callers will need to provide SAVNS with the following information:

- A telephone number, including area code, where they can be reached for notification. May enter more than one phone number
- A 4-digit Personal Identification Number (PIN) that will be easy to remember

(Victims must register separately for custody and court events but can do so on one phone call or internet)

Types of Notification Calls

Unless otherwise noted, notification calls begin as soon as the SAVNS Call Center receives updated records from the on-site computer. Notification calls to registered persons will begin when one or more of the following occur:

Normal	Non-Emergency Delay	Non-Emergency Final*	Court Event Advanced Notification
General Release	Transfer to Known Facility	Advanced Release**	Upcoming Court Event
Out of Custody	Transfer to Unknown Facility	Return from Escape	Court Event Cancelled
Escape		Death	Court Event Postponement
Unsupervised Custody		Case Status	Case Motion Hearing
			Case Disposition

* Information on custody status is only available for 14 days after release

** Non-Emergency Final, Advanced Release - this message indicates the offender is scheduled for release within 14 days

Notification Calling Patterns

When you receive an automated call, enter your PIN (Personal Identification Number) to indicate receipt of message from the SAVNS system.

Normal: Calls will be made every 30 minutes for 24 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 24 hours, until a PIN is entered.

Non-Emergency Delay: *Notification calls will be delayed for eight (8) hours from the time the transfer record is received by SAVNS.* Calls will be made every 30 minutes between the hours of 7:00 am – 9:00 pm for 48 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours between 7:00 am – 9:00 pm.

Non-Emergency Final: Calls will be made every 30 minutes between the hours of 7:00 am – 9:00 pm for 48 hours or until the call is confirmed. Calls are confirmed and stopped by entering your PIN. Notification messages will be left on an answering machine, but calls will continue every 2 hours for 48 hours between 7:00 am-9:00 pm

Court Event Advanced Notification: Calls will be made every 2 hours between the hours of 7:00 am and 9:00 pm for 48 hours. If the call is answered but unconfirmed, then calls will be made every 2 hours. Notifications will start five days prior to the expected date of event.

Reminders for Notification

- Telephone numbers: enter area code and number; must be direct lines, not through a switchboard
- Same PIN can be used for all numbers selected for notification
- Take into consideration who will answer these calls, especially children
- If an offender is transferred, you will need to register in the county of transfer
- Notification calls go out to all numbers simultaneously; for calls to stop, the PIN number must be entered on each phone called
- Can only cancel a notification call when one is received
- Notification calls cannot be made outside the US
- Your PIN must be entered into each phone number that is called; if a family member or friend is to be notified, be sure they have your PIN