



# News • Noticias

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## **Texas Board of Pardons and Paroles introduces new nationwide toll-free telephone number**

Austin, TX (September 17, 2014) — Texas and the rest of the nation now can call a toll-free number for current information regarding an offender’s parole review status, including: whether or not an offender is in the review process; the last parole decision and date; and an offender’s next scheduled review. The Texas Board of Pardons and Paroles (BPP) recently made the announcement coinciding with the roll out of the agency’s new offender search website.

The new listing – 1-844-512-0461 – consolidates telephone numbers of the numerous Board and Institutional Parole Offices spread across the state of Texas, centralizing them in one call center, handling the approximate 300,000 calls annually being received. The call center, manned by seasoned telephone agents, will answer parole review inquiries about incarcerated Texas Department of Criminal Justice (TDCJ) offenders, including: parole status information for offenders, offender families, attorneys, TDCJ Victim Services, state senator and state representative offices, trial officials and law enforcement offices throughout Texas and the U.S., among others.

In addition, the recently unveiled “sister” website streamlines the current business process alleviating the need to address the most commonly asked parole status questions allowing BPP to respond to more complex requests, in a timely manner — allowing the agency to be more responsive to public inquiries, provide better

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information access and achieve a higher volume of work. The toll-free number is also designed to reduce hold times and increase the quality of the customer service experience.

Public access via the toll-free number will remain from 8:00 a.m. to 5:00 p.m. (CST), Monday through Friday; with the website available 24 hours a day, 7 days a week (<http://offender.tdcj.state.tx.us/OffenderSearch/index.jsp>).

The Board of Pardons and Paroles, established by the Texas Constitution, decides which eligible offenders to release on parole, the conditions for parole, and whether to revoke parole if conditions are not met. The Board also recommends clemency matters, including pardons, to the Governor.

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