

GREG HAMILTON

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Greg Hamilton is the Chief Customer Officer for the CIVICTEC executive team. In this role, he serves as a customer advocate, partnering with business leaders across a variety of sectors to transform the customer experience and ensure that customers are at the center of every business decision. With over 30 years of leadership in law enforcement, Hamilton has successfully elevated government agencies to the next level through his diplomacy, innovative spirit and commitment to serve.

In 2018, Hamilton was appointed by Texas Governor Greg Abbott to the Texas Family and Protective Services (DFPS) Council which assists the DFPS Commissioner in developing rules and policies for the department.

From 2005 - 2016, Hamilton served as Sheriff of Travis County in Austin, TX. Through his leadership and guidance, the Travis County Sheriff's Office (TCSO) built strong partnerships with the community to prevent crime and to ensure public safety. TCSO expanded its standards for community policing and maintained a professional corrections team that managed an efficient and secure jail. One of Hamilton's areas of focus was addressing recidivism by promoting jail programs for inmates which enabled them to move toward success in the world of work and personal stability. As Travis County Sheriff he held the first re-entry conference in Texas; providing stakeholders with innovative ideas and resources to assist formerly incarcerated individuals to assimilate back into the community successfully. Moreover, by joining with the National Crime Prevention Council in a one-of-a-kind effort called "Building Bridges Brick By Brick," Hamilton connected community, business, media, government and faith-based leaders together to work on issues important to the community, thus bringing positive change to Travis County.

Prior to serving as Sheriff, Hamilton was appointed Chief of Enforcement at the Texas Alcoholic Beverage Commission (TABC). While serving at TABC he was elected to serve as President of the National Liquor Law Enforcement Association (NLLEA). Under his leadership, TABC received the coveted NLLEA's "Agency of the Year" two years in a row and several of his initiatives were selected as the "Most Innovative Programs." During his tenure at TABC, he received the following awards: Outstanding Public Service Award, Mothers Against Drunk Driving "Difference Maker Award" and the El Paso Boys and Girls Mentor of the Year Award.

Hamilton was born and raised in Central Texas and after working as a Corrections Officer II from 1983 to 1984 with the Texas Department of Criminal Justice, he relocated to Austin, TX to begin a career as a Senior Corrections Officer and Deputy Sheriff for the Travis County Sheriff's Office (TCSO) from 1985 to 1994.

Hamilton received a bachelor's degree in Criminal Justice from Southwest Texas State University. He is a graduate of the Dale Carnegie Management Course, the Governor's Center for Management Development, Senior Management Development Program, Lyndon B. Johnson School of Public Affairs Governor's Executive Development Program, the National Sheriff's Institute, Texas FBI NAA Command College, FBI-National Executive Institute and the Law Enforcement Executive Seminar.

Hamilton has received many awards that include, but not limited to, being named a 2015 African American Portraits Project Honoree which recognizes civic leaders who have made a lasting impact in Austin, the Outstanding Service Award, The Pursuit of Excellence in Politics/Government Award, Community Service Award, Richard Hopkins Torch Award, FBI-Law Enforcement Executive Development Association (FBI-LEEDA) Trilogy Award and the Sheriffs' Association of Texas Bert Ford Award. He is the Past President of Capital Area Law Enforcement Executive Association, the Past President of FBI-LEEDA and the Past President of Central Texas Chapter of National Organization of Black Law Enforcement.

NATIONAL CAREER HIGHLIGHTS

- Member of the Advisory Board of the Federal Law Enforcement Training Center (FLETC). FLETC Representative at the International Law Enforcement Center in Gaborone, Botswana as a speaker to law enforcement officials from Sub-Saharan Africa.
- Commissioner for the Criminal Justice Commission for Credible Leadership Development (CJC-CLD). CJC-CLD seeks to enhance the quality and competency of ethical leadership and organizational purpose which embrace and affect justice, equity, service and peace to all constituencies; objectives are accomplished through education, certification, recognition and continued development of ethical leaders.
- Selected to serve on the Advisory Board of Impact Justice, a national innovation and research center that focuses on reducing the number of people involved in our juvenile and adult criminal justice system, improving conditions for those who remain incarcerated and providing meaningful opportunities for success for those rejoining our communities.
- Selected as an ambassador to represent Sam Houston State University Correctional Management Institute of Texas on a 13-day prison tour throughout Poland.
- Selected by the Jewish Institute for National Security of America for the Law Enforcement Exchange Program in the Middle East (specifically Israel and Jordan). This program was created in cooperation with the Israel National Police, the Israel Ministry of Internal Security and the Israel Security Agency (Shin Bet) to support and strengthen American law enforcement counter-terrorism practices.
- One of the founding members of Law Enforcement Leaders To Reduce Crime & Incarceration, which consists of current and former leaders in the law enforcement community – police chiefs, sheriffs, district and state's attorneys, and U.S. Attorneys. The founding members' goal is to create a smarter, stronger and fairer criminal justice system by joining together to urge a change in laws and practices to reduce incarceration while continuing to keep our communities safe.
- Selected as one of the 50 law enforcement leaders from around the world to participate in The 2015 and 2016 Public Safety Summit: Growing Capacity and Legitimacy hosted by Harvard University in Cambridge, MA. This summit brought senior law enforcement leaders together to explore the immediate challenges in public safety and define transformational strategies to deliver better policing outcomes and strengthen legitimacy over the long-term.

LOCAL CAREER HIGHLIGHTS

- Proud member of Operation Turkey which feeds the homeless in Austin and he is a founding member of the Sheriff's Posse Barbeque Cook Team, now called The Outsiders, which provides scholarships for Texas youth.
- Currently serves on the Rodeo Austin Board of Directors and Trella's Foundation Advisory Board.
- Served on the advisory board of the Council on At Risk Youth Board of Directors, the Austin Community College Criminal Justice Department Advisory Board, and Center for Child Protection Board of Directors.
- Volunteer involvement includes Habitat for Humanity, March of Dimes, Coats for Kids, Travis County Brown Santa, Capital Area Food Drive, Christmas Cheer Adopt-A-Family Program, Meals on Wheels, Austin Children's Shelter, and he has served as an honorary chairperson for the Alzheimer's Association Memory Walk.