

CALIFORNIA HIGHWAY PATROL

GENERAL ORDER 32.1

REVISED JUNE 2023

LIVE SCAN TERMINALS

1. GENERAL. The Department procured Live Scan (LS) terminals to improve traffic safety and the service provided to the school pupil and developmentally disabled persons' transportation industry. Additionally, LS terminals improve departmental operations in relation to cadet and nonuniformed personnel hiring processes, Freeway Service Patrol (FSP) Program, Regulated Special Purpose Vehicle (RSPV) Program, Rotation Tow Program (RTP), evidence tow truck drivers, and Transportation Management Center (TMC) personnel. The use of LS terminals allows the CHP to expeditiously submit fingerprints to the Department of Justice (DOJ) and obtain prompt results.
2. PURPOSE. To establish policy and procedures for the use of LS terminals by departmental personnel.
3. POLICY. The LS terminals are intended for the sole function of fingerprinting persons for certification, licensing, or employment purposes as required by the following departmental programs: cadet selection/hiring, nonuniformed personnel hiring, School Pupil and Farm Labor Transportation Safety Program, FSP Program, RSPV Program, Senior Volunteer Program, Motorcycle Safety Program, student interns, RTP tow truck drivers/operators/managers, TMC personnel, and contracted employees (janitors, consultants, technicians, evidence tow truck owners and drivers, etc.). The LS terminals **shall not** be used for any other purpose. No additional software shall be loaded on this device.
4. PROCEDURES. The Division and Area offices where LS terminals are located (refer to Annex A) shall designate a Live Scan coordinator (LSC). The Divisions and Areas shall submit the name of the LSC to Research and Planning Section (RPS) no later than five days after designation. The Division and Area LSC will have primary custodial responsibilities for, but not limited to, the use, security, maintenance, and check-out system of LS terminals. The Division LSC has the responsibility of training any new Area LSC. The Division and Area LSC will also have the responsibility of training any personnel who will be operating LS terminals.

5. TRAINING. Only personnel who have received training in the use and operation of the LS terminals will be permitted to operate LS terminals. Training on the operation of LS terminals may be offered by either the Division or Area LSC. The Division LSC shall keep a list of persons trained in the operation of the LS terminals in that Division. The Division LSC may offer refresher training as needed.

6. LIVE SCAN FINGERPRINT FORM. The DOJ BCIA 8016, Request for Live Scan Service, shall be completed for all LS fingerprint requests. The form may be obtained on the Department's Intranet site, or online at <https://oag.ca.gov/fingerprints/forms>. The LSC shall verify the applicant's information is correct, complete, and legible. If an applicant is sent to a nondepartmental LS terminal processing center (e.g., sheriff's department), the applicant shall take a completed BCIA 8016 to the nondepartmental LS processing center to have the LS performed. A listing of LS mail codes, Originating Agency Identifier numbers, and contact information is contained in Annex D. Instructions on how to complete the BCIA 8016 form are located in Annexes B and C.

7. FEES. Fingerprinting fees shall be charged in accordance with the procedures of the specific program. No additional fees shall be charged for the use of a departmental LS terminal. Fingerprinting fees collected will be submitted on a weekly basis with the CHP 230, Transmittal Record, in accordance with Highway Patrol Manual (HPM) 11.1, Administrative Procedures Manual, Chapter 4, Miscellaneous Sales – Transmittal of Collections.

8. NO LONGER INTERESTED. When the Department no longer has a relationship with an applicant that requires a Subsequent Arrest Notification (SAN) from the DOJ, notification shall be made to the DOJ to end the relationship and stop the SAN reports. This is done using the No Longer Interested (NLI) features available in the Applicant Agency Justice Connection (AAJC) portal by authorized personnel. Refer to paragraph 10 for the use of the AAJC portal.

NOTE: Exception – RTP tow truck drivers/operators/managers who are disqualified, terminated, or have separated from the program shall have their name, date of birth, and Criminal Identification Index (CII) number sent to the RPS LSC. The RPS LSC will complete the NLI process through DOJ.

9. SECURITY. The Divisions and Areas shall ensure security procedures taken for other departmental hardware are also taken for LS terminals in accordance with HPM 40.4, Information Security and Administration Manual. Live Scan terminals transported out of a Division or Area office shall not be left unattended by the person checking out the system. The Divisions and Areas shall ensure LS terminals have a departmental property sticker and are included as part of the yearly inventory.

10. APPLICANT AGENCY JUSTICE CONNECTION. The AAJC portal is the Web - based application the Department utilizes to receive DOJ responses for criminal histories. All NLI submissions are also done through AAJC. Only designated headquarters and Division personnel are authorized to access this system. Any unauthorized access may be grounds for disciplinary action. Program supervisors and/or designees shall access only those criminal histories that correspond to their specific programs. Access to the AAJC shall be password protected. The RPS LSC shall be contacted prior to departmental personnel gaining initial permission to access the AAJC. In the event departmental personnel have difficulties accessing the AAJC, the RPS LSC shall be immediately notified. The RPS LSC shall be notified when program supervisors and designees leave their positions and no longer require access to the AAJC. The RPS LSC may be contacted to grant access to employees that need to issue NLI submissions in large volumes or to NLI applicants that are not available in the AAJC portal.

11. CHECK-OUT SYSTEM. The Divisions and Areas with LS terminals must establish a check-out system to account for the use of the LS terminals offsite. The check-out system shall include, at a minimum, the name of the person checking out the LS terminal, the location where the LS terminal will be used, the reason the LS will be used, and the expected date of return. The Divisions and Areas that do not have a LS terminal onsite may contact other Divisions or Areas to check out a LS terminal. The Division Chief or Area commander where the LS terminal was checked out may approve an extension if more time is needed to use the LS terminal offsite. Any LS terminals used offsite must be returned to the originating Division or Area to transfer the stored prints to DOJ. At no time shall LS terminals be left unattended when used offsite.

12. MAINTENANCE AND REPAIRS. Any needed maintenance or repairs of an LS terminal shall be brought to the attention of the LSC where the LS terminal is housed. The LSC shall coordinate any maintenance or repairs through the Information Management Division Help Desk, at (916) 843-3899.

13. REPORTING. All field Divisions shall forward error reports, by memorandum, to the RPS LSC regarding the use of the LS terminal within that Division. Reports shall be forwarded to the RPS LSC annually no later than March 1 of each year. The report should cover issues associated with terminal errors (e.g., number of times used by program, training, security, maintenance, problems encountered, and problems resolved).

OFFICE OF THE COMMISSIONER

ANNEXES A, B, C, D

OPI: 061

ANNEX A

LIVE SCAN TERMINAL LOCATIONS

CHP HEADQUARTERS 601 North 7th Street Sacramento, CA 95811-0208	252–South Sacramento 6 Massie Court Sacramento, CA 95823-4390
101–NORTHERN DIVISION 2485 Sonoma Street Redding, CA 96001-3026	265–Stockton 2720 Wilcox Road Stockton, CA 95215
125–Humboldt 255 East Samoa Boulevard Arcata, CA 95521-6797	285–Yuba-Sutter 1619 Poole Boulevard Yuba City, CA 95993-2608
201–VALLEY DIVISION 2555 First Avenue Sacramento, CA 95818-2608	301–GOLDEN GATE DIVISION 1551 Benicia Road Vallejo, CA 94591-7568
220–Auburn 9440 Indian Hill Road Newcastle, CA 95658-9304	320–Contra Costa 5001 Blum Road Martinez, CA 94553-4395
222–Truckee 10475 Pioneer Trail Truckee, CA 96161-2905	330–Redwood City 355 Convention Way Redwood City, CA 94063-1475
245–Placerville 3031 LoHi Way Placerville, CA 95667-1417	335–San Francisco 455 Eighth Street San Francisco, CA 94103-4407
250–North Sacramento 5109 Tyler Street Sacramento, CA 95841-2583	340–San Jose 2020 Junction Avenue San Jose, CA 95131-2187

345–Hayward 2434 Whipple Road Hayward, CA 94544-7889	460–Merced 1500 Bell Drive Atwater, CA 95301-9651
360–Santa Rosa 6100 LaBath Avenue Rohnert Park, CA 94928-7915	465–Modesto 4030 Kiernan Avenue Modesto, CA 95356-9761
365–Solano 3050 Travis Boulevard Fairfield, CA 94534-3443	480–Visalia 5025 West Noble Avenue Visalia, CA 93277-8310
370–Oakland 3601 Telegraph Avenue Oakland, CA 94609-2498	501–SOUTHERN DIVISION 411 North Central Avenue, #410 Glendale, CA 91203-2020
401–CENTRAL DIVISION 5179 North Gates Avenue Fresno, CA 93722-6414	525–Baldwin Park 14039 Francisquito Avenue Baldwin Park, CA 91706-5999
420–Bakersfield 9855 Compagnoni Street Bakersfield, CA 93313	530–South Los Angeles 19700 Hamilton Avenue Torrance, CA 90502-1395
435–Fresno 1380 East Fortune Avenue Fresno, CA 93725-1958	535–East Los Angeles 1601 Corporate Center Drive Monterey Park, CA 91754-2020
440–Hanford 1565 Glendale Avenue Hanford, CA 93230-0831	540–Newhall 28648 The Old Road Valencia, CA 91355-1021

545–Antelope Valley 2041 West Avenue “I” Lancaster, CA 93536-1570	625–El Centro 2331 Highway 86 Imperial, CA 92251-9780
550–Santa Fe Springs 10051 Orr and Day Road Santa Fe Springs, CA 90670-3597	650–Oceanside 435 La Tortuga Drive Vista, CA 92081-4321
565–West Los Angeles 6300 Bristol Parkway Culver City, CA 90230-6945	655–San Geronio Pass 195 Highland Springs Avenue Beaumont, CA 92223-3091
575–Altadena 2130 Windsor Avenue Altadena, CA 91001-5369	670–Westminster 13200 Golden West Street Westminster, CA 92683-2299
580–West Valley 5825 De Soto Avenue Woodland Hills, CA 91367-5297	680–El Cajon 1722 East Main Street El Cajon, CA 92021-5259
590–Central Los Angeles 777 West Washington Boulevard Los Angeles, CA 90015-4113	685–Temecula 27685 Commerce Center Drive Temecula, CA 92590-2521
601–BORDER DIVISION 9330 Farnham Street San Diego, CA 92123-1216	701–COASTAL DIVISION 4115 Broad Street, #B-10 San Luis Obispo, CA 93401-7963
618–Border Communications Center 7183 Opportunity Road San Diego, CA 92111-2201	720–Santa Cruz 10395 Soquel Drive Aptos, CA 95003-4937

730–Monterey 960 East Blanco Road Salinas, CA 93901-4419	834–Needles 1916 J Street Needles, CA 92363-2635
760–Santa Barbara 6465 Calle Real Goleta, CA 93117-1597	840–Riverside 8118 Lincoln Avenue Riverside, CA 92504-4316
765–Ventura 4656 Valentine Road Ventura, CA 93003-5740	850–Victorville 14210 Amargosa Road Victorville, CA 92392-2302
801–INLAND DIVISION 847 East Brier Drive San Bernardino, CA 92408-2820	855–Rancho Cucamonga 9530 Pittsburgh Avenue Rancho Cucamonga, CA 91730-6014
818–Inland Communications Center 13892 Victoria Street Fontana, CA 92336-2954	860–San Bernardino 2211 Western Avenue San Bernardino, CA 92411-1243

ANNEX B

INSTRUCTIONS FOR COMPLETION OF BCIA 8016, REQUEST FOR LIVE SCAN SERVICE, ORIGINATING AGENCY IDENTIFIER NUMBER CA0349900 SUBMISSIONS

Live Scan coordinators shall ensure departmental information on the form is correct. Live Scan coordinators shall verify applicant's information is correct, complete, and legible. If the Live Scan processing center is at a different location, the applicant shall take the completed BCIA 8016 form to the center to have the Live Scan process performed.

ORI	CA0349900
Authorized Application Type	Refer to Annex D to contact primary user for this information.
Type of License/Certificate/Permit <u>OR</u> Working Title	Refer to Annex D to contact primary user for this information.
Agency authorized to receive criminal record information	California Highway Patrol
Street Address or P.O. Box	P.O. Box 942898
City/State/Zip Code	Sacramento, CA 94298-0001
Mail Code	Refer to Annex D.
Contact Name	Optional-Leave Blank or Appropriate headquarter coordinator
Contact Telephone Number	Optional-Leave Blank or Appropriate headquarter number
Name of Applicant	Last, First, Middle Initial
Other Name	Any other names applicant has used
Date of Birth	Applicant's date of birth
Sex	Check appropriate gender box
Height	Applicant's height
Weight	Applicant's weight
Eye Color	Applicant's eye color
Hair Color	Applicant's hair color
Place of Birth	City/State/Country
Social Security Number	Applicant's Social Security Number
Driver's License Number	Applicant's driver license number and state of origin
Billing Number	Refer to Annex D.
Misc. Number	Other identifying numbers (e.g., California Identification Number, CII)
Home Address	Applicant's street/city/state/zip code
Your Number	Area location code. Example: 250 (North Sacramento), 340 (San Jose), etc.
If resubmission, list original ATI number	Original Applicant Transaction Identifier (ATI) number provided on the reject notification to avoid paying an additional processing fee.
Level of Service	Department of Justice required. Federal Bureau of Investigation required if applicant has not continuously lived in state for previous seven years, or will be unescorted within CHP facility.
Employer Name	Leave this section blank
Street Address or P.O. Box	Leave this section blank
City/State/Zip Code	Leave this section blank
Mail Code	Leave this section blank
Telephone Number	Leave this section blank
Live Scan Transaction Completed By	Operator's Name
Date	Date transaction completed
Transmitting Agency	Live Scan identification number
ATI Number	ATI number
Amount Collected/Billed	Amount collected/billed

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ANNEX C

INSTRUCTIONS FOR COMPLETION OF BCIA 8016, REQUEST FOR LIVE SCAN SERVICE, ORIGINATING AGENCY IDENTIFIER NUMBER A0059 SUBMISSIONS

Live Scan coordinators shall ensure departmental information on the form is correct. Live Scan coordinators shall verify applicant's information is correct, complete, and legible. If the Live Scan processing center is at a different location, the applicant shall take the completed BCIA 8016 form to the center to have the Live Scan process performed.

ORI	A0059
Authorized Application Type	Refer to Annex D to contact primary user for this information.
Type of License/Certificate/Permit <u>OR</u> Working Title	Refer to Annex D to contact primary user for this information.
Agency authorized to receive criminal record information	Department of Motor Vehicles
Street Address or P.O. Box	P.O. Box 932342
City/State/Zip Code	Sacramento, CA 94232
Mail Code	04205
Contact Name	Mandatory-Appropriate headquarter coordinator
Contact Telephone Number	Mandatory-Appropriate headquarter coordinator phone number
Name of Applicant	Last, First, Middle Initial
Other Name	Any other names applicant has used
Date of Birth	Applicant's date of birth
Sex	Check appropriate gender box
Height	Applicant's height
Weight	Applicant's weight
Eye Color	Applicant's eye color
Hair Color	Applicant's hair color
Place of Birth	City/State/Country
Social Security Number	Applicant's Social Security Number
Driver's License Number	Applicant's driver license number and state of origin
Billing Number	Refer to Annex D
Misc. Number	Other identifying numbers (e.g., California Identification Number, CII)
Home Address	Applicant's street/city/state/zip code
Your Number	Area location code. Example: 250 (North Sacramento), 340 (San Jose), etc.
If resubmission, list original ATI number	Original Applicant Transaction Identifier (ATI) number provided on the reject notification to avoid paying an additional processing fee.
Level of Service	Department of Justice required. Federal Bureau of Investigation required if applicant has not continuously lived in state for previous seven years.
Employer Name	California Highway Patrol
Street Address or P.O. Box	P.O. Box 942898
City/State/Zip Code	Sacramento, CA 94298
Mail Code	04205
Telephone Number	+1 (916) 843-3340
Live Scan Transaction Completed By	Operator's Name
Date	Date transaction completed
Transmitting Agency	Live Scan identification number
ATI Number	ATI number
Amount Collected/Billed	Amount collected/billed

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ANNEX D

LIVE SCAN CODES FOR BCIA 8016, REQUEST FOR LIVE SCAN SERVICE, SUBMISSIONS

ORI#	Mail Code	Billing Number	Primary User(s)	Program	Telephone Number
CA0349900	02169	100102	Research and Planning Section	All departmental use not listed below	(916) 843-3340
CA0349900	02169	100102	Human Resources Section	All 02169 and 00341 Mail Code Programs	(916) 843-3700
CA0349900	02169	100102	Cadet Hiring Unit	Cadet Hiring Program	(916) 843-3760
CA0349900	00341	100102	Research and Planning Section	Regulated Special Purpose Vehicles	(916) 843-3340
CA0349900	02169	140197	Special Projects Section	Transportation Management Centers	(916) 843-3370
CA0349900	12903	None**	Motorcycle Safety Unit	Motorcycle Safety Program	(916) 843-3370
CA0349900	02169	100102	Research and Planning Section	Rotation Tow Program	(916) 843-3340
A0059***	11774 04205	141003	DMV Research and Planning Section	School Bus Program	(916) 843-3340
A0059***	11774 04205	100225	DMV Research and Planning Section	Freeway Service Patrol Program	(916) 843-3340

**The Motorcycle Safety Program does not have a billing number. Rider Coach applicants will provide payment directly to the Live Scan agency upon service.

***The Live Scan submissions for the School Bus Program and Freeway Service Patrol Programs are administered on behalf of the Department of Motor Vehicles (DMV). The DMV is listed as the primary agency first on the BCIA 8016, and the Department and associated coding are secondary at the bottom section of the form.

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