



Police Detention Facility · Livescan Services
 1990 Stevenson Blvd · Room 102 · Fremont, CA · 94537-5007
 510 790-6703 · www.fremontpolice.org

LIVESCAN FREQUENTLY ASKED QUESTIONS

Livescan Hours of Operation:

Tuesday 2:00 PM to 7:00 PM
 Thursday 2:00 PM to 7:00 PM
 Saturday 10:00 AM to 5:00 PM

For appointments, please contact:

Detention Officer Berberian
 (510) 790-6715
 Email at jberberian@ci.fremont.ca.us

What is Livescan?

In 1997, legislation was passed and The California Attorney General's Office (DOJ) developed an automated background check process that requires scanning digital images of fingerprint impressions called Livescan. This new technology enables the ability for fingerprints to be transmitted electronically

Livescan is a new technology that has the ability to capture a digital image of fingerprints for electronic submissions. Livescan is an alternative from the old ink fingerprinting method. Livescan makes the submissions of fingerprints to the Attorney General's Office and FBI instantly, making the results and responses available to the requesting agencies within days of the submission, compared to the previous method of mailing fingerprint cards that can take up to six weeks.

What do I need to complete a Livescan?

1. A completed "Request for Live Scan Service" form in triplicate (BCII 8016). The form is provided by the Employer, Licensing and/or the Requesting Agency. The form must be filled out and all mandatory fields completed. Any incorrect information may result in a rejection and/or resubmission. Applicants cannot be fingerprinted without this form. If you have not been provided this form request one from your employer, licensing, volunteer or referring organization requesting the background check.

A valid Government photo Identification. California Driver's License (CDL), DMV Identification Card, Passport, Other States Issued ID or Driver License.

What is the cost?

The Fremont Police Department charges a \$21.00 rolling fee. This fee is collected at the time of fingerprinting in addition to level of service fees. Each agencies or organization requires a specific level of service that is indicated on the "Request for Live Scan Service" form (BCII 8016).

What is the cost for each level of service?

General level of service fees are as follows:

- DOJ: \$32
- FBI: \$19
- CACI (Child Abuse Central Index): \$20
- FIREARM: \$20

In some cases fees are adjusted, depending on the status of the organization requesting the background check. Non-profit, Volunteers, and Youth Organizations are exempt or gets a reduced rate. Refer to your employer, licensing agency, volunteer organization or requesting agency to advise you on what to expect.

What happens if the fingerprints or the submission is rejected?

Fingerprints are rejected for two reasons:

1. Poor Quality Fingerprints. Rejections due to poor fingerprint quality require that the applicant be re-fingerprinted. The new fingerprints will then be resubmitted at no additional cost.
2. Incorrect Data: Livescan operators are required to enter all data from the "Request for Live Scan Service" form (BCII 8016A) provided and completed by the applicant. Any rejection due to invalid or incorrect data requires resubmission. In these cases the applicant must pay an additional rolling fee (\$21) and any additional level of service fees.

On all resubmissions the applicant must have (1) the rejection letter from DOJ and (2) a new "Request for Live Scan Service" form (BCII 8016) form, complete with full and accurate information. The rejection letter contains information necessary to complete the Livescan process.

How do I check the status of my fingerprint submission?

The Fremont Police Department **does not** receive the results from any applicant fingerprint submissions. Applicants should check with the agency or organization that requested the background check. Please allow at least 7 days for any status inquiry. Generally, results are sent electronically to the applicant's requesting agency, but in some cases organizations require the results to be sent via regular mail. Request that require the manual processing of criminal history information, such as those involving pre-1945 cases, also may delay the reporting of results.

Applicants can call the DOJ 24-hour Automated Telephone Service at (916) 227-4557 to check their fingerprint submission status. Applicants will need:

1. Date of Birth
2. The 10-digit Automated Transaction Identifier (ATI). The ATI number is located at the bottom of the "Request for Live Scan Service" form (BCII 8016) and is formatted as follows: 1 LETTER; 3 NUMBERS; 3 LETTERS and 3 NUMBERS.

What are the acceptable types of payments?

1. Cash (Exact change is appreciated)
2. Credit Card (Visa, and MasterCard only)

I was recently fingerprinted from my previous employment and have a license certification. Do I need to be fingerprinted again if applying for a new license or certification?

Yes. The Department of Justice does not permit the sharing of criminal history records between employers. In addition, each license, permit or employment requires a different level of service, such as DOJ, FBI, or Firearm for example.