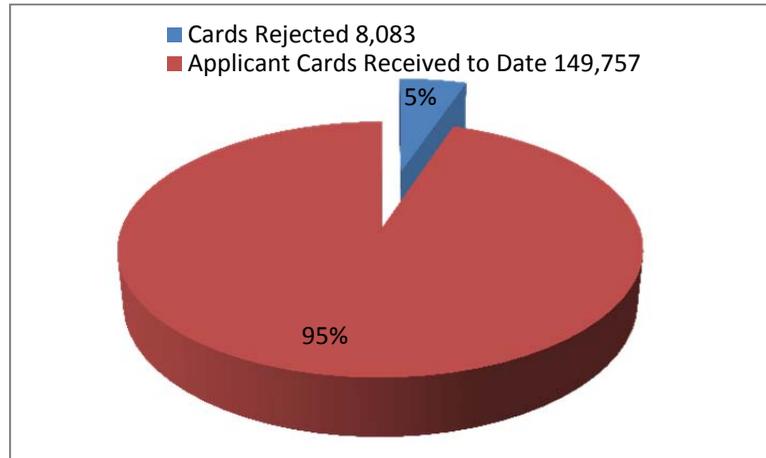


REJECTION ANALYSIS

The current year, 2014, shows a rejection rate of 5%. To-date, 149,757 fingerprint cards have been processed. 8,083 have been rejected. In comparison to previous years, this is a 71% decrease in rejections and a 1% increase in fingerprint submissions.



THE TOP THREE REASONS FOR REJECTION:

- POOR PRINT QUALITY
- INCOMPLETE OR INCORRECT DATA IN DATA FIELDS ON THE FINGERPRINT CARD
- INSUFFICIENT PAYMENT
- OUT OF SEQUENCE IMAGE COLLECTION

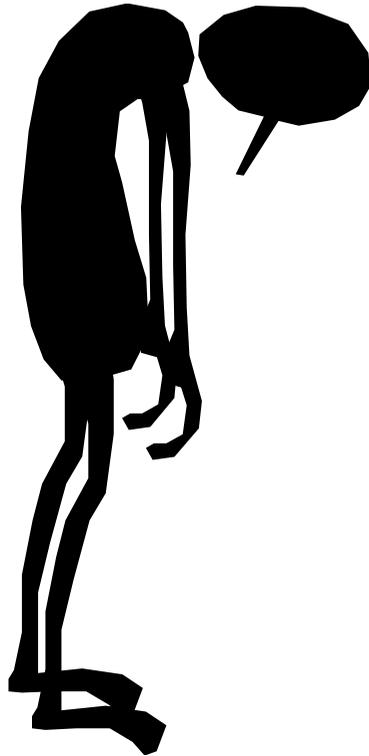
REJECTION IMPACT ON THE GENERAL PUBLIC

- LONGER WAIT FOR FINAL RESULTS
 - INCONVENIENCE OF HAVING TO BE PRINTED MULTIPLE TIMES
- LOSS OF EMPLOYMENT OPPORTUNITIES DUE TO LONGER PROCESS

WHAT CAN BE DONE TO PROVIDE BETTER SERVICE TO THE PUBLIC??

- SEND ALL STAFF PERFORMING FINGERPRINTING PROCESSING TO CJIS CENTRAL REPOSITORY FOR TRAINING
 - ENSURE THAT INFORMATION FILLED OUT ON THE FINGERPRINT CARDS/LIVESCAN IS COMPLETE AND ACCURATE
- HELP YOUR STAFF UNDERSTAND THE NEED FOR GOOD QUALITY PRINTS

Most of our
customer delays
have to do with
rejected prints



Lawrence J. Hogan, Jr
Governor
Boyd K. Rutherford
Lt. Governor



Department of Public Safety and Correctional Services
Stephen T. Moyer
Interim Secretary

Information Technology and Communication Division
Kevin Combs, Chief Information Officer

CJIS Central Repository—Contact Information

Director, CJIS Central Repository
(410) 585-3633

Carole Shelton
cshelton@dpscs.state.md.us

Assistant Director
(410) 585-3689

Felicia Edmondson
fedmondson@dpscs.state.md.us

Assistant Director
(410) 585-3620

Beverly Wilson
bwilson@dpscs.state.md.us

Assistant Director
(410) 585-3648

Sherry Parks
sparks@dpscs.state.md.us

Sex Offender Registry
(410) 585-3604

Elizabeth Bartholomew
ebartholomew@dpscs.state.md.us

Expungement
(410) 585-3660

Rishawn White
rwhite@dpscs.state.md.us

Customer Services
(410) 585-3687

Terry Gilmore
tgilmore@dpscs.state.md.us

Fingerprint Processing
(410) 585-3620

Linda Jones
LKJones@dpscs.state.md.us

Storefront Services
(410) 585-3614

Darlene Coombs
dcoombs@dpscs.state.md.us

Data Verification
(410) 585-3692

Raymond Miles
RLMiles@dpscs.state.md.us

Mail Services
(410) 585-3603

Samuel Beverly
sbeverly2@dpscs.state.md.us

CJIS Customer Services General Information

410-764-4501
1-888-795-0011

FINGERPRINTING QUALITY AND LEGIBILITY

