

CITY OF HOUSTON

Houston Police Department

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January 26, 2018

Art Acevedo
Chief of Police



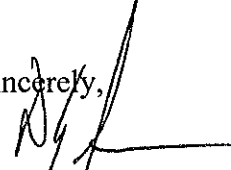
Dear Tow Company Operators:

Effective March 1, 2018, all Incident Management wrecker driver applicants will submit fingerprints through IdentoGo instead of being printed at the Houston Permitting Center as done in the past. IdentoGo is the designated company identified by both the Department of Public Safety (DPS) and the Federal Bureau of Investigations (FBI) to take fingerprints for licensing purposes. The prints must be taken at least seven days prior to your wrecker application appointment in order to ensure your background is uploaded to the DPS Website for officers to view. A Fast Pass form has been provided and is required when making an appointment with IdentoGo. The form can also be found on the Auto Dealers Detail Website.

In going to this more efficient and cost-effective process, wrecker driver applicants will only have to be printed one time instead of yearly as it is done now. However, wrecker drivers will still need to come in annually for their renewal. In addition, with the implementation of both the state and federal Rap Back process, we will be immediately notified when there is new activity reported in a wrecker driver's criminal history. This valuable information will be used to determine whether a wrecker driver will need an Automotive Board hearing or not.

There is a one-time fee of \$37.00 for this service and neither the City of Houston nor the Houston Police Department receives any of this money. We understand this will take some time before all drivers are notified of this change, so we appreciate your help in spreading the word. Applicants who come to Auto Dealers without having gone to IdentoGo will be turned away. We truly appreciate doing business with you and we strive as a team in providing the highest quality customer service. It is our pleasure to serve you and if you need any assistance, please refer to the Frequently Asked Questions on the back of this page or contact Auto Dealers at 832-394-4800.

Sincerely,


Lieutenant D. E. Sauer
Auto Dealers Detail



Auto Dealers Detail Identogo FREQUENTLY ASKED QUESTIONS

Q. Why does Incident Management Drivers have to start going to Identogo now?

A. As you may or may not know, all individuals getting a license through the Auto Dealers Detail go through Identogo to have their background done. This also includes Private Property Drivers. The reason is an audit was conducted by DPS on the way HPD conduct backgrounds for licensing purposes, and the findings were they must go through Identogo for their background. At the time, Incident Management Drivers were exempt. A recent audit conducted by the FBI raised questions as to why HPD conducts criminal history checks on wrecker drivers. Since this issue continually comes up, the decision was made by Lieutenant D. E. Sauer to send everyone to Identogo, especially since it is done only one time and not every year as in the past.

Q. What are my payment options to Identogo?

A. Payment to Identogo can be in the form of credit/debit card, business check or money order. When paying with credit/debit card, there is a small convenience fee; however, your background will be processed within 72 hours. Paying with a business check or money order will take a minimum of 7 days before your background will be processed. **CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.**

Q. Do I have to wait until it is time to renew my wrecker license to have my prints taken?

A. The answer to this question is NO. You can schedule your prints to be taken upon receipt of this letter if you wish. Once you have submitted your prints, your background will remain in the DPS system.

Q. My wrecker license expires in March, so do I have to go to Identogo for my prints?

A. The answer is YES. The applicant will need to schedule for his/her prints to be taken prior to coming to the Auto Dealers Detail to renew their license.

Q. If DPS has my fingerprints from another background search (Ex: Concealed Handgun License, etc.) can Auto Dealers just use that search?

A. Unfortunately, due to CJIS policy, the Auto Dealers Detail is not allowed to view criminal background searches that did not originate with the Auto Dealers Detail.

Q. What will the State and Federal Rap Back program provide?

A. This program will send an email notification to the Auto Dealers Detail when there is a change to the criminal history of an applicant who was fingerprinted. This notification will include any new arrests, updated court dispositions such as a conviction or dismissal, along with convictions of traffic violations as well as other various Class C charges.

Q. Because of the Rap Back program, do I still need to notify Auto Dealers if I am arrested?

A. Since you are an Incident Management driver working for a company under a PATSA contract, you are still required to report any arrests or convictions to the Auto Dealers Detail.

Q. How do I make an appointment for a criminal background check?

A. First visit Identogo at <https://uenroll.identogo.com/servicecode/119Y5F> . Please ensure you have your Fast Pass form handy. The form contains instructions along with the required information needed to schedule an appointment.

Q. Where is Identogo located?

A. There are several locations throughout the Houston Metropolitan Area. Please refer to their Website <https://www.identogo.com/locations> for specific locations to make your appointment.

Q. What is the Auto Dealers Detail Website?

A. The Website is http://www.houstontx.gov/police/auto_dealers_detail/