Suspense Program for Courts

What is Suspense?

- The Suspense Program is a holding area for dipsos that cannot connect to Utah Criminal History (UCH)
- Files in Suspense could not be added to criminal history because of missing or incorrect information
  - No fingerprints found for the arrest
  - No arrest record found in UCH
  - Incorrect or missing SID, OTN, DOA, DOB, or Last Name
- Files in Suspense cannot be imported automatically by BCI researchers
- Files can be updated or deleted by courts or by BCI

Suspense Program

https://chsuspensefiles.ps.utah.gov/suspensefiles-web/

How Dispos Connect to UCH

- Every night UCH and Xchange connect to updated any new or updated dispos
- UCH matches sets of data from the dispos to arrest records found in UCH
  - If arrest record is found, the dispo will connect to the correct arrest by matching one of these pairs
    - OTN and SID (State ID #)
    - OTN and Last Name
    - OTN and DOA (Date of Arrest)
    - OTN and DOB (Date of Birth)
    - SID and DOA
  - If none of the pairs match or no arrest record is found, the dispo will not connect to UCH, and the arrest record is not updated

Failed Dispos List

- Email bcirecords@utah.gov to receive a daily list of all dispos that failed to connect to UCH
- Emails are sent daily for your own agency
- Report lists the Case Number, Citation or OTN and the reason case ended up in Suspense
- Any number of people in your agency can receive this daily email

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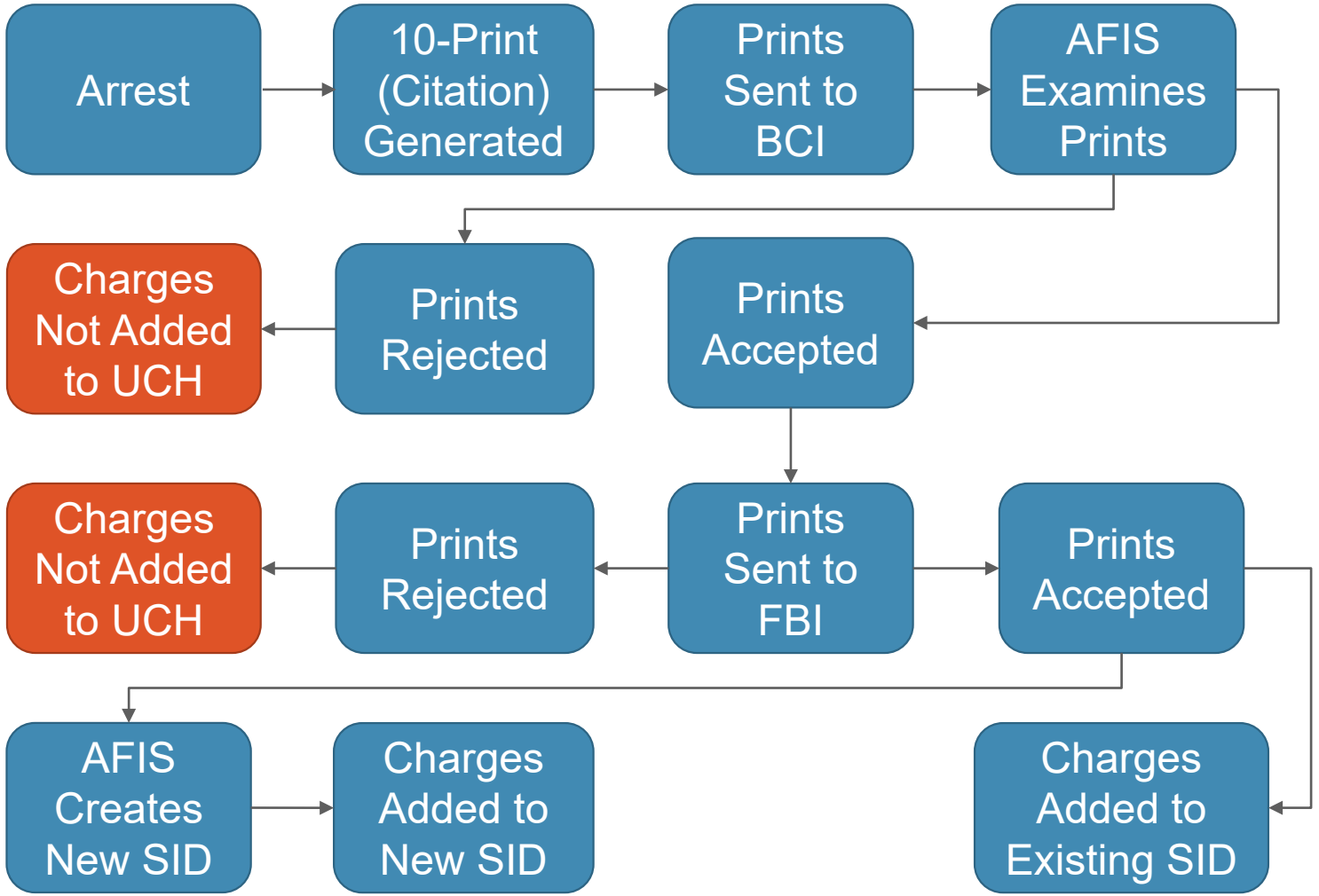
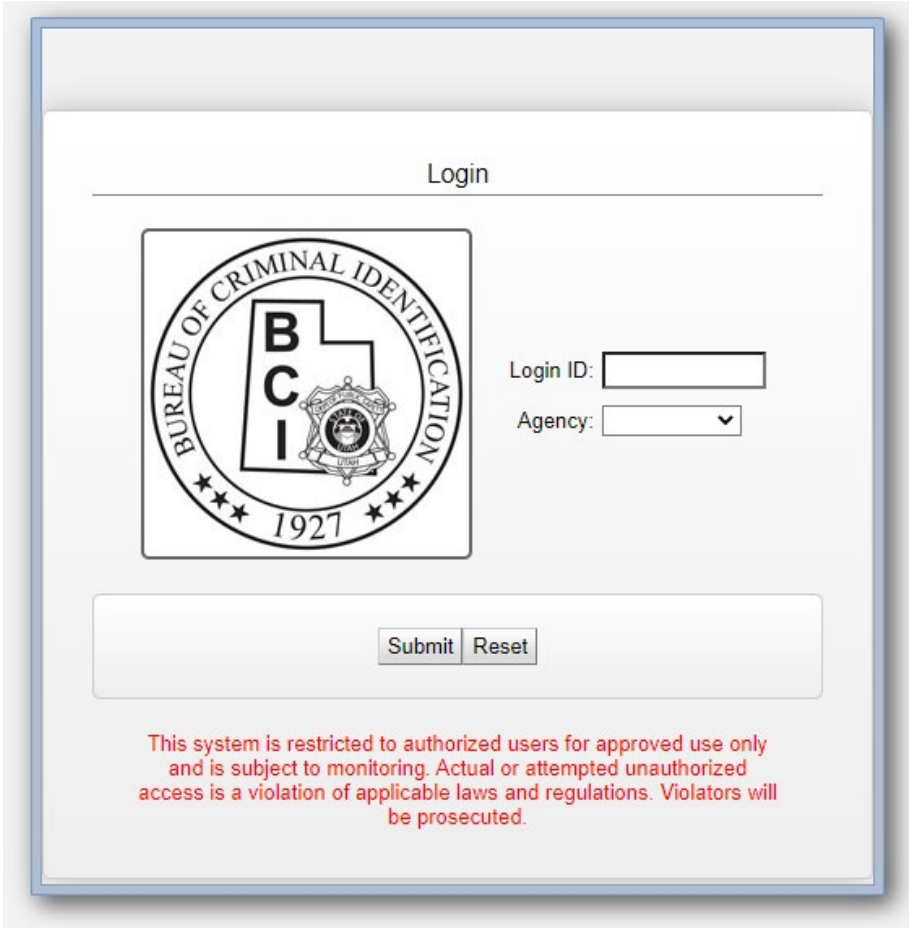
From Arrest to Criminal History



Suspense Program

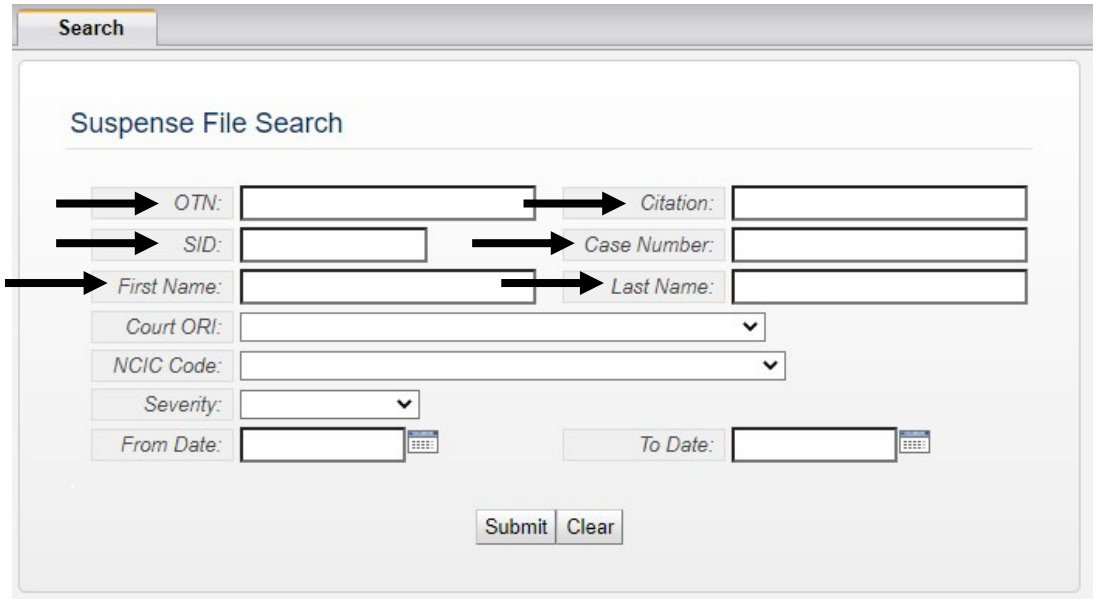


https://chsuspensefiles.ps.utah.gov/suspensefiles-web/

Searching Suspense

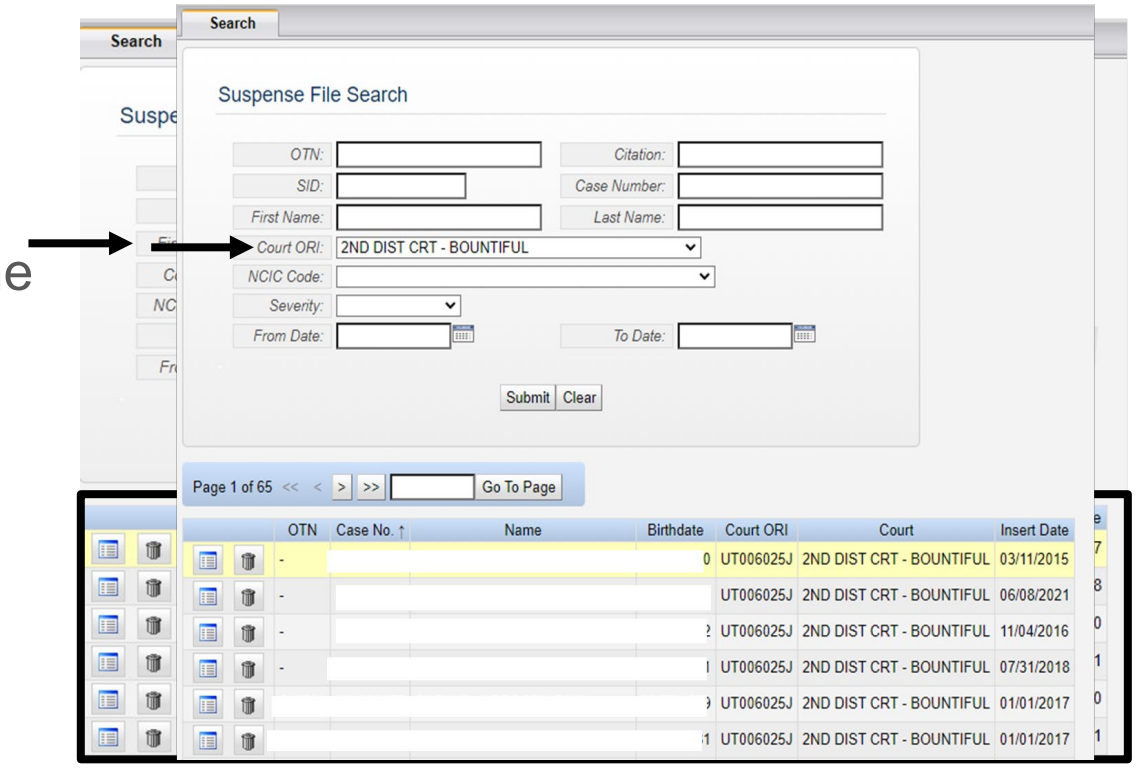
Search by:

- OTN
- Citation
- SID
- Case Number
- First or Last Name

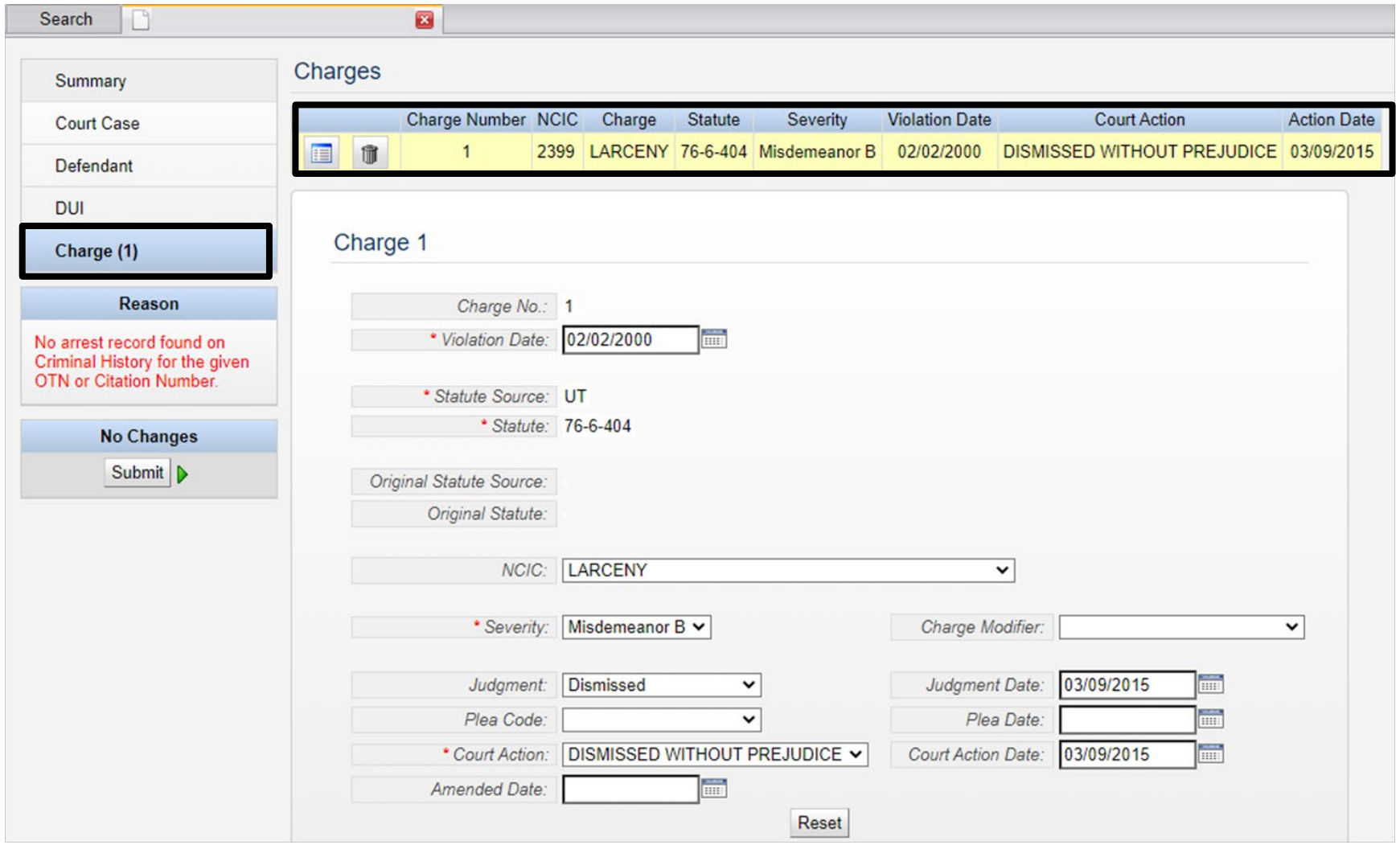


Searching Suspense

- Searches can be completed by any single field, or any combination of fields.
- Partial searches will work. For example, searching for Joh in the first name field, and Doe in the last name field will find any first name that starts with Joh, and has a last name of Doe, or any last name that starts with Doe
- To see all Suspense Files, leave all searches blanks except for agency's ORI.



Opening Suspense Files



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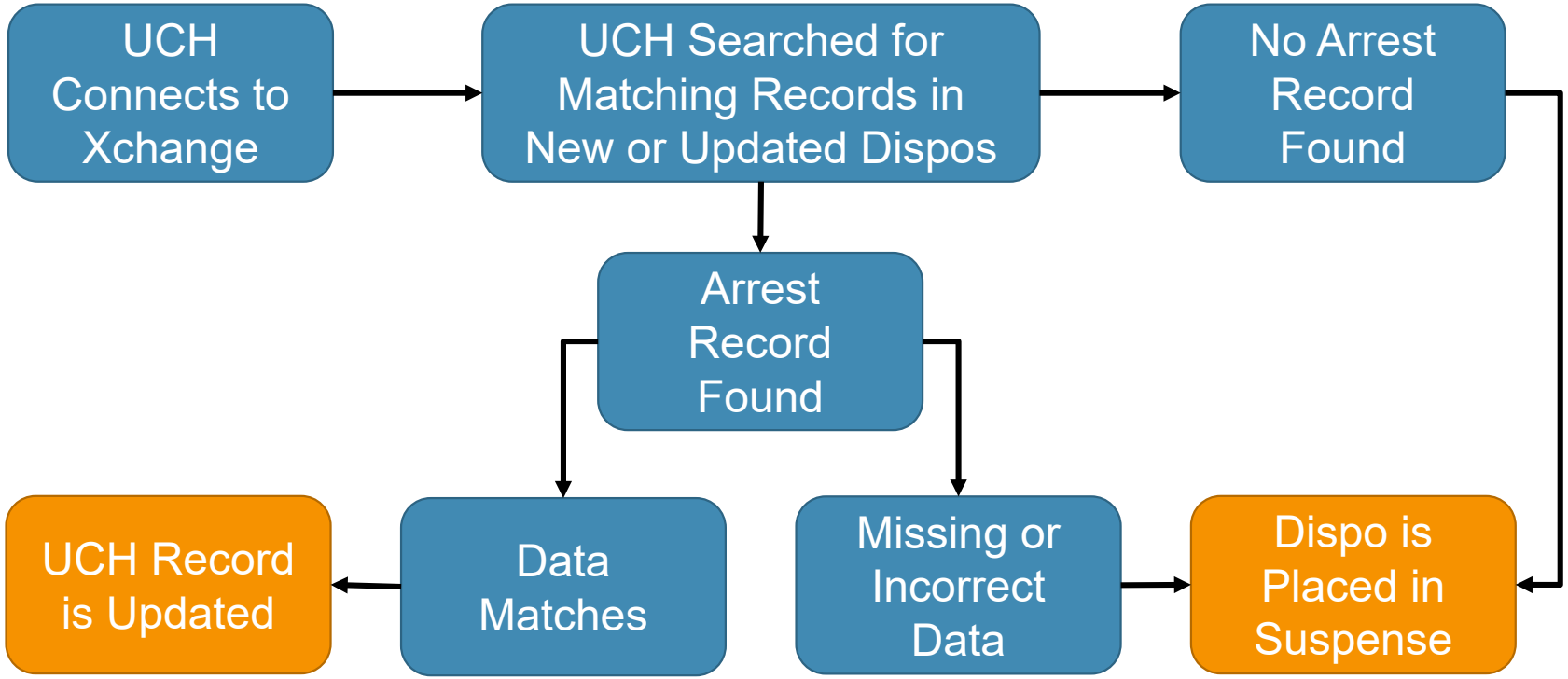
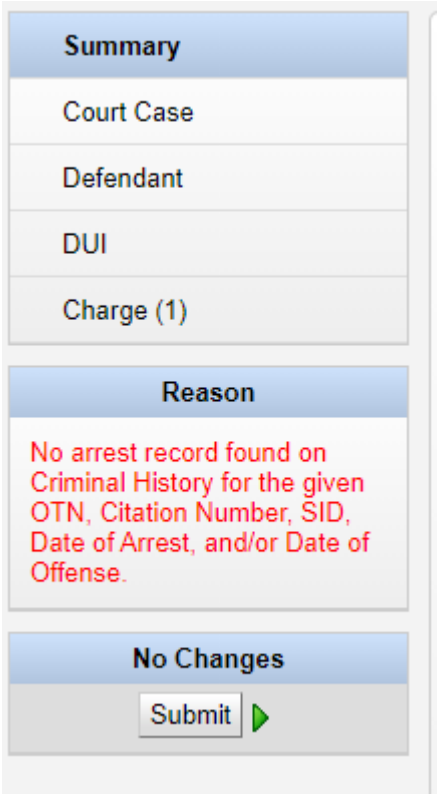
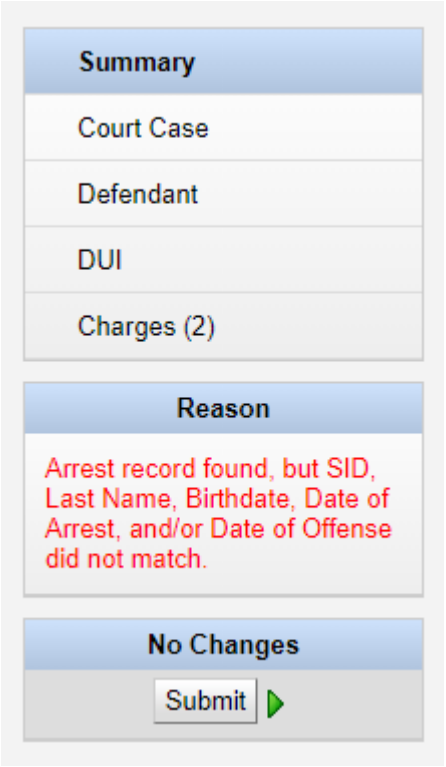

UCH Connects to Xchange
UCH Searched for Matching Records in New or Updated Dispos
No Arrest Record Found
Arrest Record Found
UCH Record is Updated
Data Matches
Missing or Incorrect Data
Dispo is Placed in Suspense

Error Types

No arrest record found



OTN, SID, DOB, DOA, or Last Name do not match



Error Types

No arrest record

- No arrest record means the arrest has never been added to UCH
  - Arrest or citation was never sent to BCI
  - Prints were rejected by AFIS or FBI
  - Prints were added to the wrong SID (or a different SID)

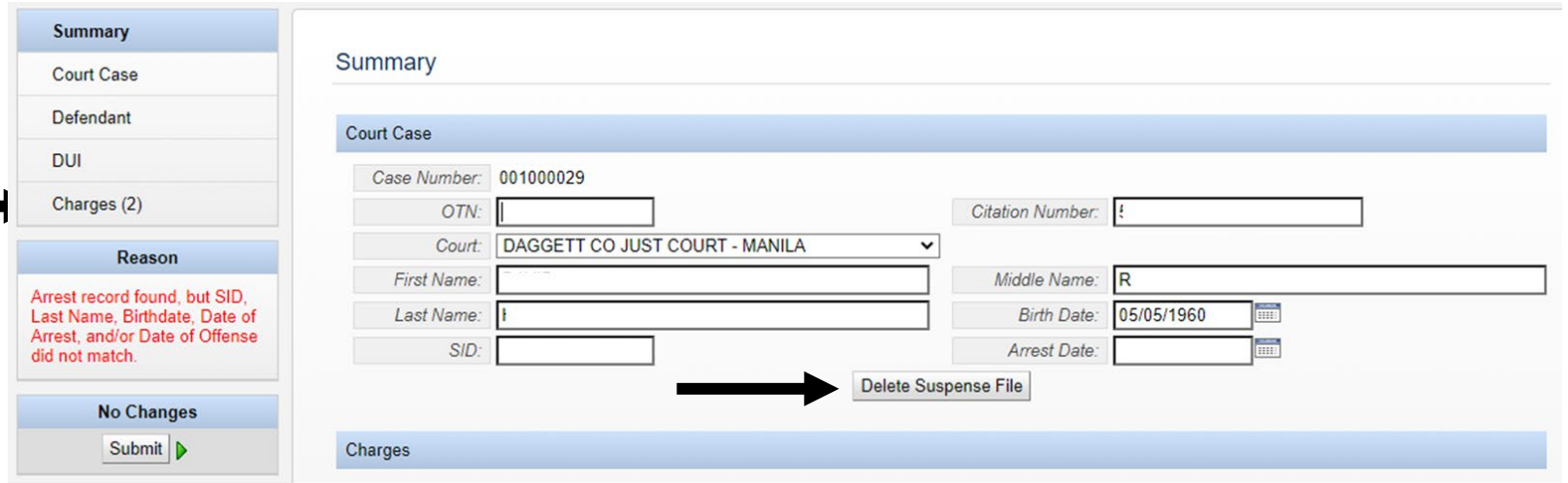
Incorrect Data

- The arrest record is on UCH, but data is incorrect
  - OTN and SID (State ID #)
  - OTN and Last Name
  - OTN and DOA (Date of Arrest)
  - OTN and DOB (Date of Birth)
  - SID and DOA
- Data in the dispo has to match at least one pair to be updates in UCH

Deleting Suspense Files

Deleting Suspense Files

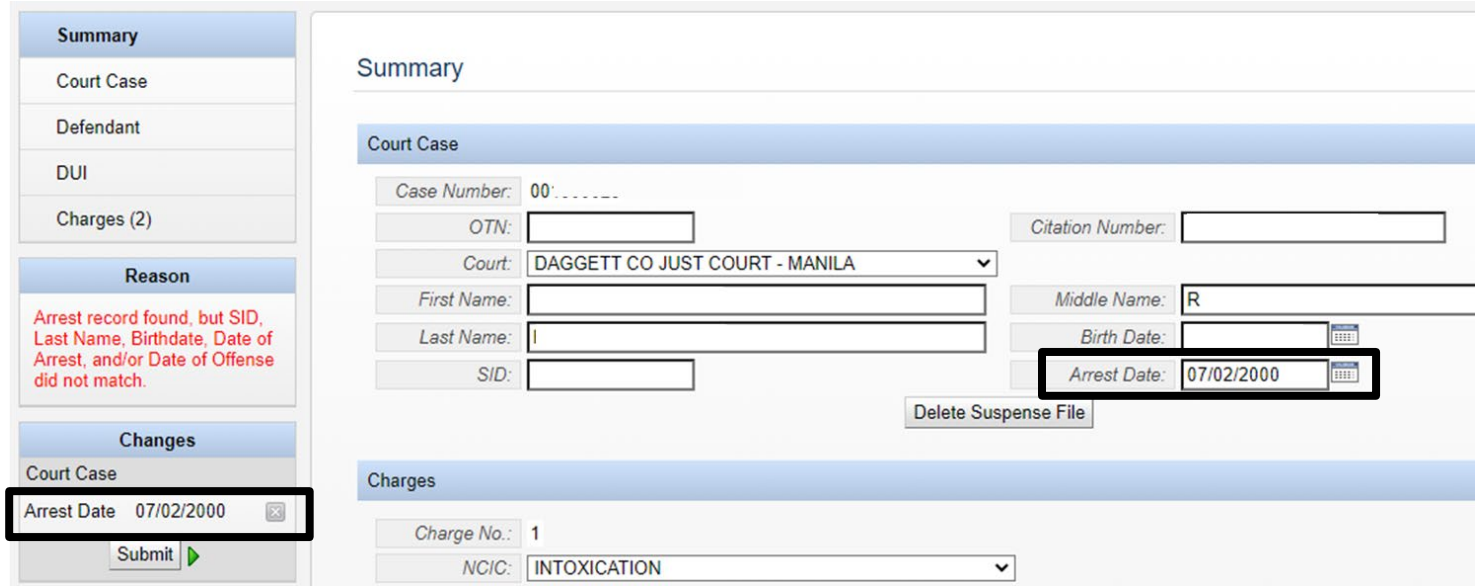
- Suspense files can be deleted without being fixed or updated
- Deleted files are not updated in UCH, but this does not cause anything to be deleted or removed from UCH or Xchange
- Best used for older cases that have already been completed and have no matching arrest record



Troubleshoot Suspense Errors

Missing or Incorrect Information

- In the Suspense file, fix anything that doesn't match
- Click in any field and make changes or add new data
- Updates to Suspense should match what's in the dispo and Xchange
- Remember the pairs of data that need to match to update Suspense

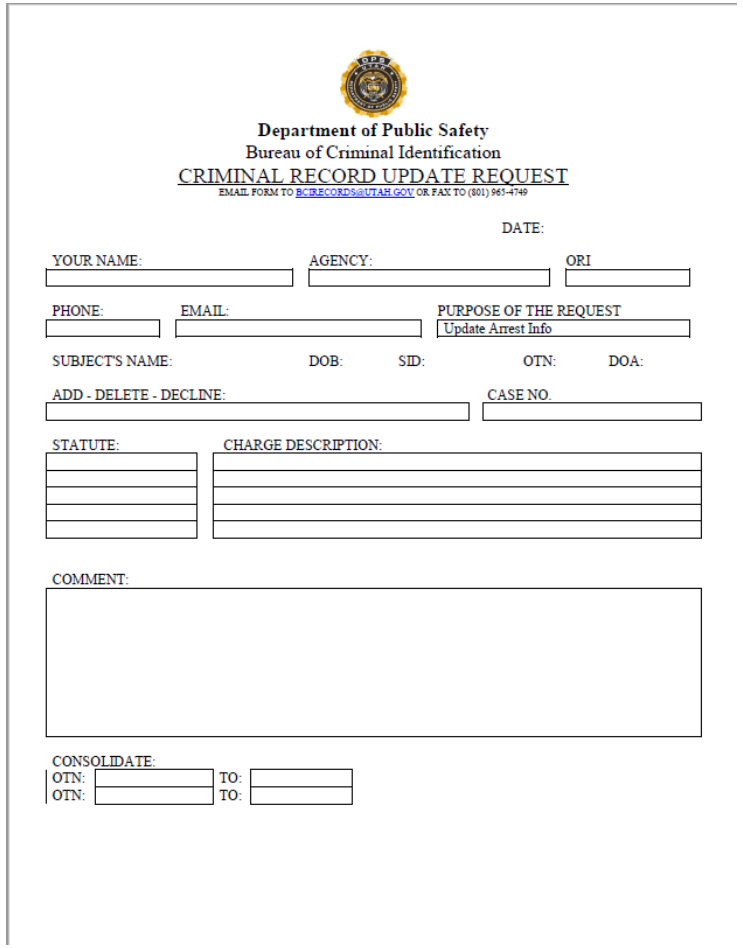


Missing Arrest Record

- Missing arrest records are the hardest files to correct in Suspense
- Arrest records cannot be added to UCH without good quality fingerprints
- New prints can be taken or ordered by a judge
- New prints submitted to BCI will receive a new OTN, different than the original OTN. The new OTN will need to be documented in the dispo
- Once prints are accepted, the arrest can be added to UCH
- The arrest will update automatically when it connects to Xchange the next night

Update UCH Request

- Changes to UCH can also be made by contacting BCI's Record's department
  - Use the form found at: https://bit.ly/Update-Request
  - Fill out the form for any changes to a UCH record
  - Email request to bcirecords@utah.gov



Department of Public Safety
Bureau of Criminal Identification
CRIMINAL RECORD UPDATE REQUEST
EMAIL FORM TO BCIRECORDS@UTAH.GOV OR FAX TO (801) 965-4749

DATE:

YOUR NAME: | AGENCY: | ORI

PHONE: | EMAIL: | PURPOSE OF THE REQUEST: Update Arrest Info

SUBJECT'S NAME: | DOB: | SID: | OTN: | DOA:

ADD - DELETE - DECLINE: | CASE NO.

STATUTE: | CHARGE DESCRIPTION:

COMMENT:

CONSOLIDATE:
OTN: TO:
OTN: TO:

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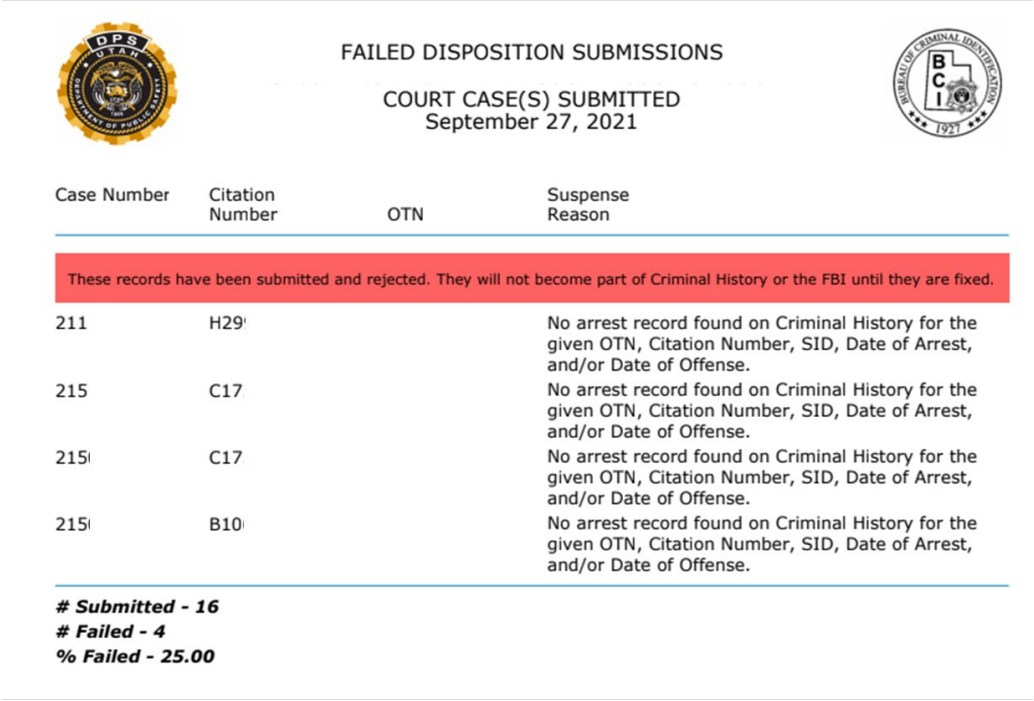

FAILED DISPOSITION SUBMISSIONS

COURT CASE(S) SUBMITTED
September 27, 2021

Case Number	Citation Number	OTN	Suspense Reason
These records have been submitted and rejected. They will not become part of Criminal History or the FBI until they are fixed.			
211	H29		No arrest record found on Criminal History for the given OTN, Citation Number, SID, Date of Arrest, and/or Date of Offense.
215	C17		No arrest record found on Criminal History for the given OTN, Citation Number, SID, Date of Arrest, and/or Date of Offense.
215	C17		No arrest record found on Criminal History for the given OTN, Citation Number, SID, Date of Arrest, and/or Date of Offense.
215	B10		No arrest record found on Criminal History for the given OTN, Citation Number, SID, Date of Arrest, and/or Date of Offense.

 # Submitted - 16
 # Failed - 4
% Failed - 25.00

Resources

BCI Resources

- Email the Records Department to be added to the Daily Failed Dispos list
- Email the Records department any requests for UCH changes. Use form found at

https://bit.ly/Update-Request

- bcirecords@utah.gov

Training and Questions

- Contact Erin Paulsen for training for your agency, one on help or questions about Suspense
- Training available in person or online
- epaulsen1@utah.gov
- 385-415-9848