

ASCENDING TO 2011 NEW HEIGHTS



Nlets

2011 Annual Report

The International Justice & Public Safety Network



Letter from the President

Delton Tipton
President

Although I have been the South Dakota Nlets Representative for 22 years, it has been in my time serving as an Officer and now President that has fully immersed me in the efforts and accomplishments of the Nlets staff and Board and what it takes to enhance criminal justice and public safety information sharing. The work we do at Nlets has an impact reaching far beyond supporting only law enforcement; from working with industry, to creating and implementing new industry standards, what we are about is taking information sharing to new heights.

In a time of economic difficulty, Nlets has continued to thrive and drive innovative change to fulfill its mission to “benefit to the highest degree, the safety, security, and preservation of human life and the protection of property.

Throughout the year, Nlets continued to follow the strategic plan, doing great work with additional grant funding and disaster recovery testing. Nlets grants, CHIEF and CHRIS, have been continued to allow more states to participate in these important initiatives, while disaster recovery testing and enhancements continue on the path to a fully redundant load sharing system – second to none.

Nlets will be furthering its involvement with STARS to continue support and training to the states. We will be fully funding one member from each member agency, and will assemble a committee to coordinate the agenda for the next STARS conference, to be held in 2013.

In support of efforts like this, the Board of Directors approved a substantial increase to the Brodie Assistance Fund, which will also continue as an important resource to the Nlets membership for technical and other assistance needs. To continue the effort of giving back to the Nlets membership, the Board approved the Brodie Assistance Fund increase to be largely devoted to the states’ efforts to further implement the interstate exchange of driver’s license photos.

The Nlets Board and I are committed to working with staff and the Nlets membership to further these endeavors over the next year, as Nlets continues to ascend to new heights as the premier criminal justice and information sharing network.



Letter from the Executive Director

Steve E. Correll
Executive Director

Every year cannot be a break-through year. Over time, you grow to accept this fact and find rewards in having a year that showed mild expansion across the corporation. This year we saw growth in technology, capability, redundancy and revenue. We saw improvement in our ability to meet new challenges, and as we rotate through the calendar year we see results in a steadiness in the achievement of our goals and aspirations.

Across the board, Nlets is in the "black" in a mostly "red" year for those in our business.

Nlets continues to enjoy success because of a key business tenet that we never forget: We are here to facilitate, improve, expand, secure, protect and ensure the exchange of data between criminal justice agencies in the US, Canada and beyond. We know what we are good at, and we stay focused on those things. Expansion is welcome, but kept within our corporate scope. We continually pour additional resources in our successful focus. Until we cannot determine one more method to improve justice and public safety information sharing, this is what we will continue to do.

And I do not believe that will happen very soon.

Never before have there been so many opportunities to improve information sharing. Technology has never been better, easier to implement or cheaper than it is today. National standards that facilitate simpler and more secure sharing are plentiful and multiplying annually. Trust within our user community is at an all-time high. People are more willing to share today than ever before, and lack of resources in a down economy actually assists in breaking down barriers that have existed for many years. It's the whole "necessity is the mother of invention" concept in action. Until we all learn to pull together to improve justice and public safety information sharing, our community will still be spending money to build walls instead of bridges.

And bridges are what Nlets builds; bridges to new data sets never tapped before, to new partners never talked to and to new ideas never conceived. Nlets is the trusted partner you have relied on for the last 45 years, and the new partner innovator that will be with you well into the future as we take justice and public safety information and ascend to new heights together.

RELIABLE. SECURE. CONNECTED.

Business Strategy

In 2011, Nlets stayed focused on providing reliable, secure and connected services to our customers. Operational goals were defined with key measurements to improve the system, network and resources. Nlets also committed to reducing security vulnerabilities and increasing disaster recovery capabilities.

SYSTEM UPTIME:

Measures the availability of the Nlets Justice Information Network (NJIN). The average system uptime in 2011 was 99.96%. This equates to approximately 18 minutes of down-time a month, attributable mostly to planned cutovers and scheduled maintenance.

NETWORK UPTIME:

Measures the availability of the Nlets network to pass traffic. The average network up-time in 2011 was 99.92%. This equates to approximately 35 minutes of down-time a month caused in part by vendor network outages as well as scheduled disaster recovery testing and maintenance.

NETWORK RESPONSE TIME:

Network response time is measured on four core nodes: north, south, east, and west. In 2011, response time averaged 69.5 milliseconds.

RESOURCES:

In order to improve the range of transactions for our members, Nlets sought to increase the use of ten underused messages as well as to increase the number of data resources available. Ten message types were selected by the Nlets Performance Goals Committee. Due to the enormous increase in the Performance and Registration Information Systems Management (PRISM) query traffic, the PRISM transaction was replaced with Law Enforcement Information Sharing Service (LEISS) transaction. The total of the ten messages in 2011 was 181,263.

In 2010, there were 41 data sources available to members. In 2011, Nlets added one new resource: Elliott (USIVA) Mexican Insurance Verification. >>



RELIABLE. SECURE. CONNECTED.

SECURITY VULNERABILITY AND DISASTER RECOVERY:

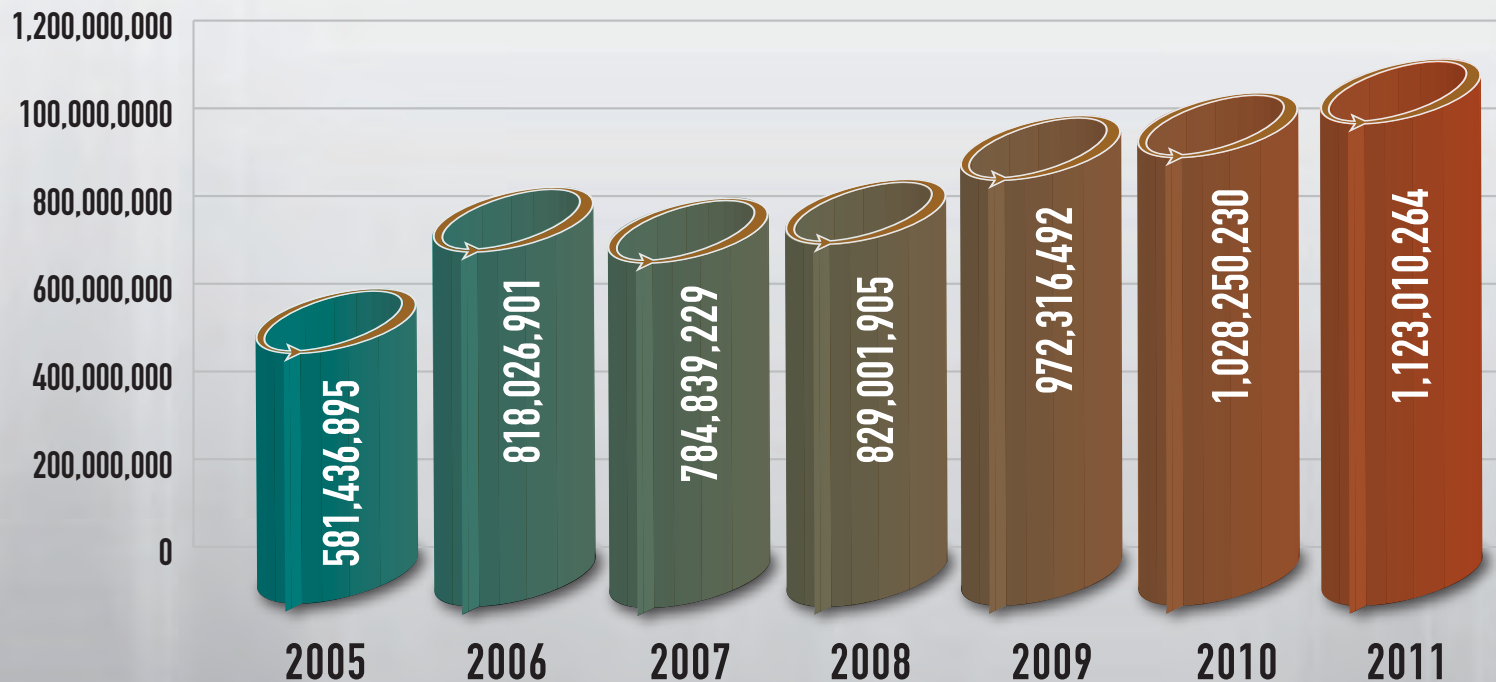
In 2011, two goals were to lower our security vulnerability factor and improve our core disaster recovery (DR) response time. This provides a more secure and reliable environment at both the headquarters in Arizona, as well as the disaster recovery site in Kentucky. Throughout the year, Nlets performs annual security vulnerability testing and was able to achieve a security vulnerability factor of 5.4, based on a scale of 1 to 10, with 1 being best. In 2011, Nlets also focused a great deal of effort on improving core disaster recovery response time and achieved an average time of 12 minutes between the Phoenix and Kentucky sites. Year after year, this number continues to decline.

FINANCIAL:

With continued growth and diversification of revenue sources for 2011, Nlets again exceeded budgeted results. Excess of Revenue over Operating Expenses finished at 16%, over 2 ½ times the budget of 6.2%. Nlets has secured a very strong and liquid financial foundation, with cash reserves for unexpected needs, no long term debt, and minimal operating liabilities. For 2012, Nlets will direct its efforts and funding toward enhancing network redundancy, flexibility and security in both Arizona and Kentucky, and a greater than fourfold increase in funding for Brodie Assistance Fund projects.

Nlets THROUGH THE YEARS

TOTAL TRANSACTIONS PER YEAR



TOTAL
TRANSACTIONS
2005-2011
5,108,631,686

TOTAL MESSAGE
KEYS AS OF 2011
137

A silhouette of a person standing on the edge of a dark, jagged cliff. The person is looking out over a vast, hazy landscape under a sky transitioning from blue to orange and red, suggesting a sunset or sunrise. The overall mood is one of contemplation and reaching for new heights.

ASCENDING TO NEW HEIGHTS

Even though the road ahead may be rough at times, there will always be greater heights to reach. The criminal justice and information sharing industry faced many obstacles in 2011—constrained resources and inefficient business continuity processes. Despite each obstacle, Nlets continuously rises to every challenge, overcoming them with determination and ingenuity, creating new standards and revolutionizing the industry of criminal justice and public safety again and again.

The Brodie Assistance Fund (BAF) serves as an additional resource to the states as they participate in Nlets's grants, projects and training initiatives, taking their efforts in criminal justice and information sharing to new heights. In 2011, 33 states utilized the BAF resource that Nlets offers — 4 for Driver's License and Corrections Image Sharing, and 29 for Nlets' STARS conference, held in May. Nlets encourages its reps to leverage this resource for any needs their states may have to support as many Nlets message keys and initiatives as possible.

Upon approving a substantial increase to the BAF, the Board of Directors prioritized the goal of supporting

Image Sharing in every state, using the BAF to assist the states as necessary to help take strides toward this goal.

The Nlets Disaster Recovery site also met new levels of success in 2011, providing a hallmark year for Nlets business continuity processes. Major system improvements, such as the migration to a more reliable and efficient storage system, major rebuilds to match the systems in our primary site and refined cutover procedures paved the way for the most stable and reliable Disaster Recovery site in Nlets's history. Increased DR testing saw a massive reduction in cutover time from 45 minutes at the start of 2011, to 4 minutes for the last cutover in December, resulting in less downtime and a broader cutover knowledge group. In addition, 2011 gave Nlets the opportunity to evaluate and plan more improvements in our DR site, laying the foundation for the future by increasing network reliability and bringing the DR site in line with our primary site. Nlets takes each of these steps methodically, not only to improve our current disaster preparedness, but to also bring us closer to our over-arching goal of active/active redundancy. With active/active redundancy of the system, the Nlets traffic load is balanced between two production sites; should one system fail, the other picks up the load and continues to run with no effects on the user community.

Nlets will continue to achieve new accomplishments, innovate new enhancements for information sharing and ascend to new heights.

MEMBER ACKNOWLEDGMENTS

Nlets would like to thank our devoted members and partners who help revolutionize criminal justice and public safety information sharing. Through our dedicated collaboration, we continue to fulfill our vision of enhancing criminal justice information sharing nationwide. We strive to work closely with criminal justice and public safety officials and agencies to provide a robust international justice telecommunications system and network with security, reliability and real-time response to ensure their safety.

CORE: PRINCIPLE

Alabama Criminal Justice Information Center
Alaska Department of Public Safety
Arizona Department of Public Safety
Arkansas Crime Information Center
California Department of Justice
Colorado Bureau of Investigation
Connecticut Department of Public Safety
DC Metropolitan Police Department
Delaware State Police
Florida Department of Law Enforcement
Georgia Bureau of Investigation
Hawaii Criminal Justice Data Center
Idaho State Police
Illinois State Police
Indiana State Police
Iowa Department of Public Safety
Judiciary of Guam
Kansas Bureau of Investigation
Kentucky State Police
Louisiana State Police
Maine State Police
Maryland State Police Headquarters
Massachusetts Criminal History Systems Board
Michigan State Police
Minnesota Department of Public Safety
Mississippi Department of Public Safety
Missouri State Highway Patrol
Montana Department of Justice

Nebraska State Police
Nevada Department of Public Safety
New Hampshire State Police
New Jersey State Police
New Mexico Department of Public Safety
New York State Police
North Carolina State Bureau of Investigation
North Dakota Dept. of Emergency Services
Ohio State Highway Patrol
Oklahoma Department of Public Safety
Oregon State Police
Pennsylvania State Police
Puerto Rico Department of Justice
Rhode Island State Police
South Carolina Law Enforcement Division
South Dakota L.E.T.S.
Tennessee Bureau of Investigation
Texas Department of Public Safety
United States Virgin Islands Police Department
Utah Bureau of Criminal Identification
Vermont Department of Public Safety
Virginia State Police
Washington State Patrol
West Virginia State Police
Wisconsin Department of Justice
Wyoming C.J.I.S.

MEMBER ACKNOWLEDGMENTS

CORE: FEDERAL

Administrative Office of U.S. Courts
El Paso Intelligence Center (EPIC)
Federal Aviation Administration
Federal Bureau of Investigation / NCIC
Federal Motor Carrier Safety Administration
Federal Protective Service
National Weather Service / NOAA
Naval Criminal Investigative Service
Social Security Administration, Office of the Inspector General
Transportation Security Administration / OLE
U.S. Air Force
U.S. Army
U.S. Coast Guard
U.S. Customs and Border Protection
U.S. Department of Defense/PERSEREC
U.S. Department of Justice
U.S. Department of State
U.S. Department of the Interior
U.S. Department of Veteran's Affairs
U.S. Immigration and Customs Enforcement
U.S. National Central Bureau of Interpol (INTERPOL)
U.S. Office of Personnel Management
U.S. Postal Inspection Service
U.S. Secret Service

CORE: ASSOCIATE

ARJIS of San Diego
MVTRAC FCB
National Center for Missing and Exploited Children (NCMEC)
National Insurance Crime Bureau (NICB)
National Vehicle Service (NVS)
Western Identification Network (WIN)

PARTNER ACKNOWLEDGMENTS

STRATEGIC PARTNERS



HOSTING CUSTOMERS



GRANTS - IN PROCESS



CHIEF: Criminal History Information Exchange Format

"With the exception of a few states and the FBI, the nation's Rap Sheets are delivered in non-uniform, state-specific formats. The lack of uniformity is hindering the ability of criminal justice officials to protect the public and unnecessarily complicates efforts to develop better crime and arrest statistics that would help prevent crime and reduce recidivism. In just a few years since the initial pilot, the project has evolved to nearly 40 states participating in the standardization of rap sheets to a Version 4.0 compliance. Law enforcement and public safety officials now have the capability to more accurately and efficiently identify persons, improve criminal justice statistics, use more robust data for making decisions on detention and streamline background screening." - *Gerry Ramker, Bureau of Justice Statistics*



CHRIS: Criminal History Record Information Sharing

"In 2011, we ran the multi-state rap sheets of 72,000 prisoners released in 2005 taking a process that previously took 5 years to only 5 days. For the first time ever, we are using the exact same data that our justice system uses to charge and sentence criminals to inform policy makers about the effectiveness of our criminal justice process." - *Howard Snyder, Bureau of Justice Statistics*



E-Port: Enhance Portal for Image Exchange & Increased Functionality Over Nlets

"E-Port took major strides in 2011 as the pilot system finished in development. Using Diverse Computing Inc.'s eAgent tool, Nlets is now preparing to pilot this project with Florida, Michigan, Oregon and the National Center for Missing and Exploited Children (NCMEC). The Nlets Internet Portal Solution will be significantly enhanced with this initiative, with a new and advanced authentication and authorization system and enabling law enforcement officials to use proactive alerting for transactions sent across the Nlets network. We are proud of the progress of this project, and look forward to its future successes aiding law enforcement officials in the pilot states and agencies." - *William Ford, National Institute of Justice*

GRANTS - IN PROCESS



GeoSOAPS: Geospatial Service Oriented Architecture for Public Safety

"Geospatial Service Oriented Architecture for Public Safety (GeoSOAPS) will build upon the underlying standards to expand the Nlets framework for location-based alert distribution. A standard transmission specification will support the exchange and rendering of data via mobile/handheld computers, providing law enforcement officials access to images and local data. Nlets is currently designing and developing this initiative, striving to close the gap on data quality for law enforcement officials nationwide"

- William Ford, National Institute of Justice



NCIEN: Nationwide Corrections Image & Information Exchange over Nlets

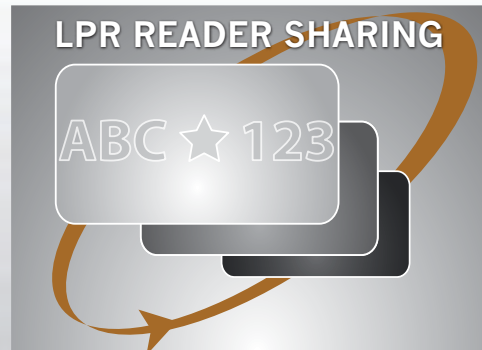
Through the Nationwide Corrections Images and Information Exchange over Nlets (NCIEN), Nlets users will utilize corrections photos to help identify individuals who come into contact with the criminal justice system. Currently, 26 states are set to share driver's license images, and 8 additional states are in the process for implementation. Correction photo sharing has already been implemented in 8 states and many more are in the process for implementation through Appriss and the direct Nlets connection. Lives will be saved as law enforcement officials have immediate access to photographs of offenders, escapees and wanted persons throughout the U.S."

- Harlin McEwen, Communications & Technology Committee, IACP

CONTRACTS

The Department of Homeland Security - Science and Technology Directorate is proud to sponsor Nlet's contracted work for the Broad Agency Announcement (BAA). The type of research solicited under a BAA attempts to increase knowledge in science and/or to advance the state of the art as compared to practical applications of knowledge.

"For BAA contracted work, Nlets is working on three initiatives: tribal nation sharing, a license plate reader and state warrant sharing. With this contract, Nlets will continue to augment criminal justice, public safety and information sharing. The results of the contracts will improve our law enforcement communities, help identify and catch terrorists and criminals and increase officer safety - and no matter how you say it, that's what Nlets is all about." - *Bruce Baicar, DHS Science and Technology Directorate*



CONTRACTS

LICENSE PLATE READER

Nlets has developed a national license plate reader indexing database to enhance law enforcement official's ability to locate vehicles of interest and address homeland security vulnerabilities. Nlets is now offering access to the LPR pointer index to law enforcement and homeland security as a cloud service. Nlets and a team of states will be using the LPR pointer indexing solution in production this year.

STATE WARRANT SHARING

Nlets now supports the interstate sharing of all warrants, including less-than-felony warrants. Ten (10) states are now live with SWQ. The benefits of the SWQ transactions range from promoting officer safety through immediate local warrant access to the use by the Department of Homeland Security in protecting US borders.

TRIBAL NATION SHARING

For those that don't already have the capability, Nlets has now developed a way to give law enforcement officials the ability to process tribal plates and tribal driver's licenses, thereby reducing delays in accessing this information. This is accomplished through tribal access to the Nlets network and queries that retrieve data from tribal data sources. While currently running with several tribes and states throughout the nation, the long term goal is to implement a large-scale solution across the U.S. Nlets has streamlined the implementation model to minimize the efforts to bring up future tribes.



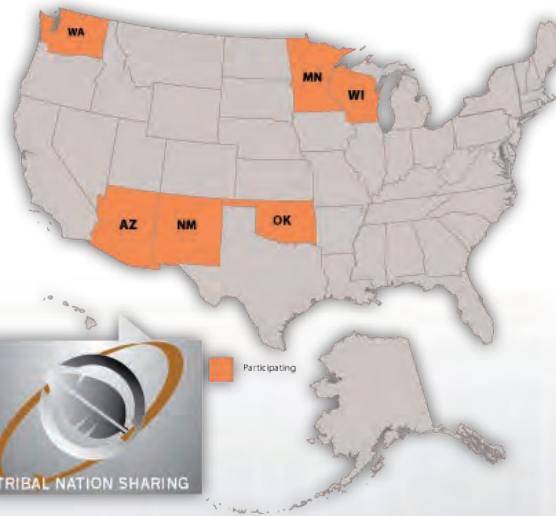
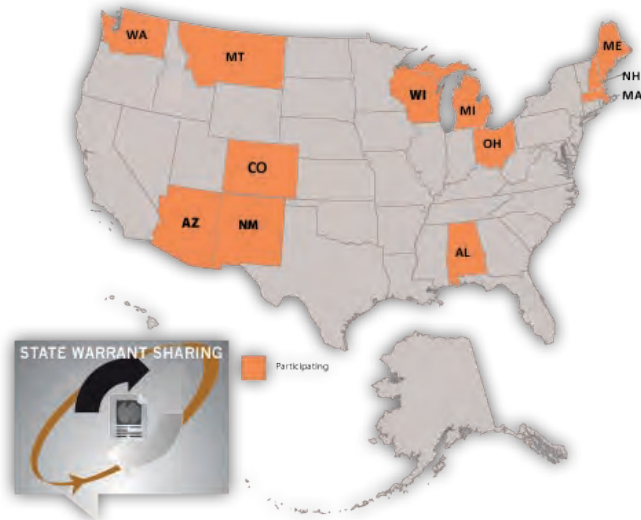
FUNDER ACKNOWLEDGMENTS



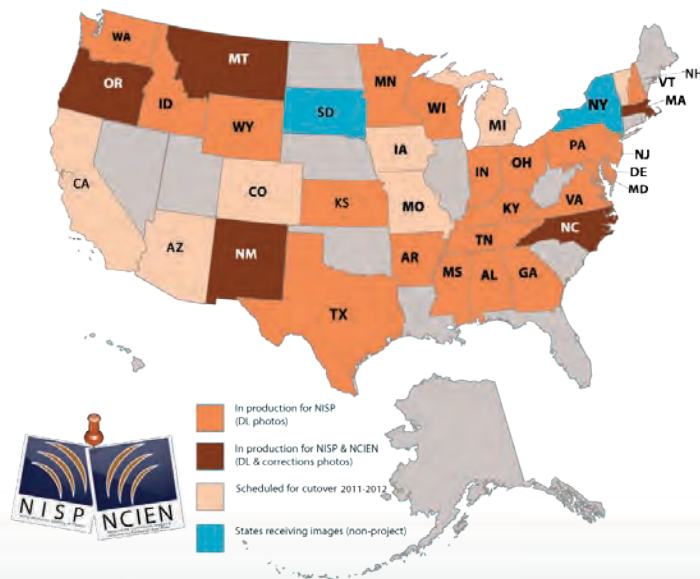
BJS

DEPARTMENT OF HOMELAND SECURITY BROAD AGENCY ANNOUNCEMENT (BAA) CONTRACT MAPS

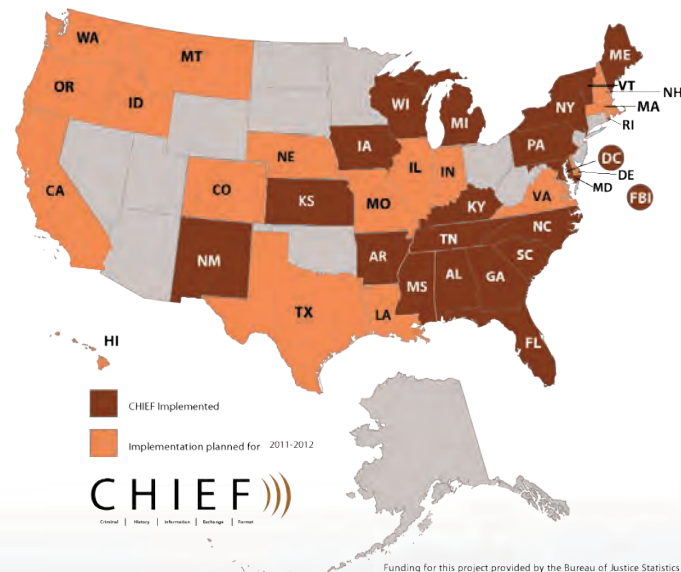
State Warrant Sharing | LPR Reader Sharing | Tribal Nation Sharing



GRANTS: PARTICIPATING STATES



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