

2013 ANNUAL REPORT

REACHING NEW HEIGHTS

LETTER FROM THE PRESIDENT

Curtis Wood
President



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I take this opportunity to introduce the 2013 Nlets Annual Report. This has been another year of outstanding achievements for Nlets. The financial health of Nlets remains strong – the strongest it has ever been, allowing us to reinvest back into the community. The STARS program, which our Nlets Training and Education Committee worked with stakeholders to develop and deliver, received high marks and is a recent example of this successful reinvestment. Additionally, the Brodie Assistance Fund (BAF) continues to be a resource for our members to draw on to assist them in delivering services that enhance the Nlets community. Our BAF committee remains focused on supporting the membership. Nlets also continues to be a leader of information sharing across the nation. An area that we continue to engage in is the policy development surrounding the sharing of Automated License Plate Reader (ALPR) data.

The Board of Directors (BOD) and committees continue to collaborate with company leadership in support of meeting the goals and objectives of the Nlets strategic business and technical plans. And, this past year also saw the kick-off meeting for the new Nlets financial strategic plan, a BOD approved initiative that will focus on ensuring that Nlets remains a viable organization, while minimizing risk and maximizing opportunity.

Operational capacity, reliability, and readiness are staples of the Nlets network. The men and women of Nlets continue to work to ensure this service is never compromised, and that our nation's first responders, who rely on Nlets each and every day, do so with confidence and ease.

I look forward to serving you as President in 2014.

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LETTER FROM THE EXECUTIVE DIRECTOR

Steve E. Correll
Executive Director



Cloud computing! A newly discovered “gotta have” in justice information sharing generated a robust response from Nlets in 2013 in our preparation to meet the need from both our core Nlets membership as well as our strategic partner industry community in the cloud realm. We adjusted our abilities internally by replacing all of our Network Operations Center equipment and fully building out our hosting and cloud capabilities in 2013.

We also hired new employees who can take us to the next level in cloud hosting and virtualized capabilities in 2014 and beyond. Being a CJIS-compliant hosting center owned and operated by the 50 lead law enforcement agencies puts Nlets in a unique position to serve our community efficiently and securely while minimizing concerns of privacy that some may still have with the public cloud environment.

2013 saw us continue to grow in processing transactions, to just under 1.5 billion, and continue to improve our system and network uptime statistics while reducing our disaster recovery cutover time for ALL services to three minutes. Nlets stands firm in our continued investment to make our availability number one for our customers and partners. As I am known to say, when Nlets is down, bad guys get away, and cops can get hurt. We stay focused on our priority of system and network availability, capability, and redundancy each and every year, and 2013 was another great year for advancement in this critical measurement.

New data sets to share, more redundancy, improved services, greater statistics, and exceptional customer care. That was 2013 in a sentence. We look forward to what 2014 brings and we have no reason to believe it will be anything less than the past several years experience of exceptional service.



INNOVATIVE. PURPOSEFUL. SECURE. COLLABORATIVE.

Business strategy

In 2013, 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.

The average system uptime (the availability of the Nlets Justice Information Network (NJIN)) in 2013 was 99.97%. This equates to approximately 13 minutes of down-time a month, attributable mostly to planned cutovers and scheduled maintenance. The average network uptime (the availability of the Nlets network to pass traffic) in 2013 was 99.93%. This equates to approximately 30 minutes of down-time a month across the entire network, to include local state outages caused in part by vendor network outages as well as scheduled disaster-recovery testing and maintenance. Network response time averaged 66.25 milliseconds. In 2013, there were 44 data resources and 150 message types available to members. Nlets also focused a great deal of effort on improving core disaster recovery response time and achieved an average cutover time of 9.7 minutes in unexpected situations and three minutes in planned cutovers to move systems from the Arizona site to the Kentucky site. Year after year, Nlets strives to improve this number.

Financial Strategy

Nlets is solely self funded. As a private not for profit corporation, we receive no appropriation and must earn all revenue annually for all operational expenses.

The company continues to maintain profitable operations and an extraordinarily strong balance sheet, with ample cash reserves , very low operating liabilities and over \$13.5M in net worth (assets > liabilities).

2013 saw Nlets grow revenue to the highest level ever, just shy of \$10 million, while actually decreasing operating expenses below 2012 levels. Excess of Revenues over Operating Expenses exceeded budget by more than \$900,000. Investments performed well in 2013, with a net gain of nearly \$700,000, about half of which was unrealized gain in held investments. Nlets again achieved a clean financial audit, certifying the accuracy of our financial statements, while reviewing the internal controls established to safeguard Nlets' assets.

Nlets invested nearly \$1 million in 2013 to increase the power, cooling and overall capacity of the Network Operations Center. Continuing investments in Nlets security saw a meaningful improvement in the Nlets system security scoring measurement, ensuring Nlets and customer data safety. In 2014, Nlets will upgrade to the latest Cisco routers for all Core members, and continue to invest in system and network redundancy. There is also an effort underway to identify an upgrade to the current Nlets financial system that has served Nlets since 2008 to a robust cloud solution better suited to meet the growing and increasingly more complex Nlets well into the future. The goal is to have the new system operational in the 1st quarter of 2015.

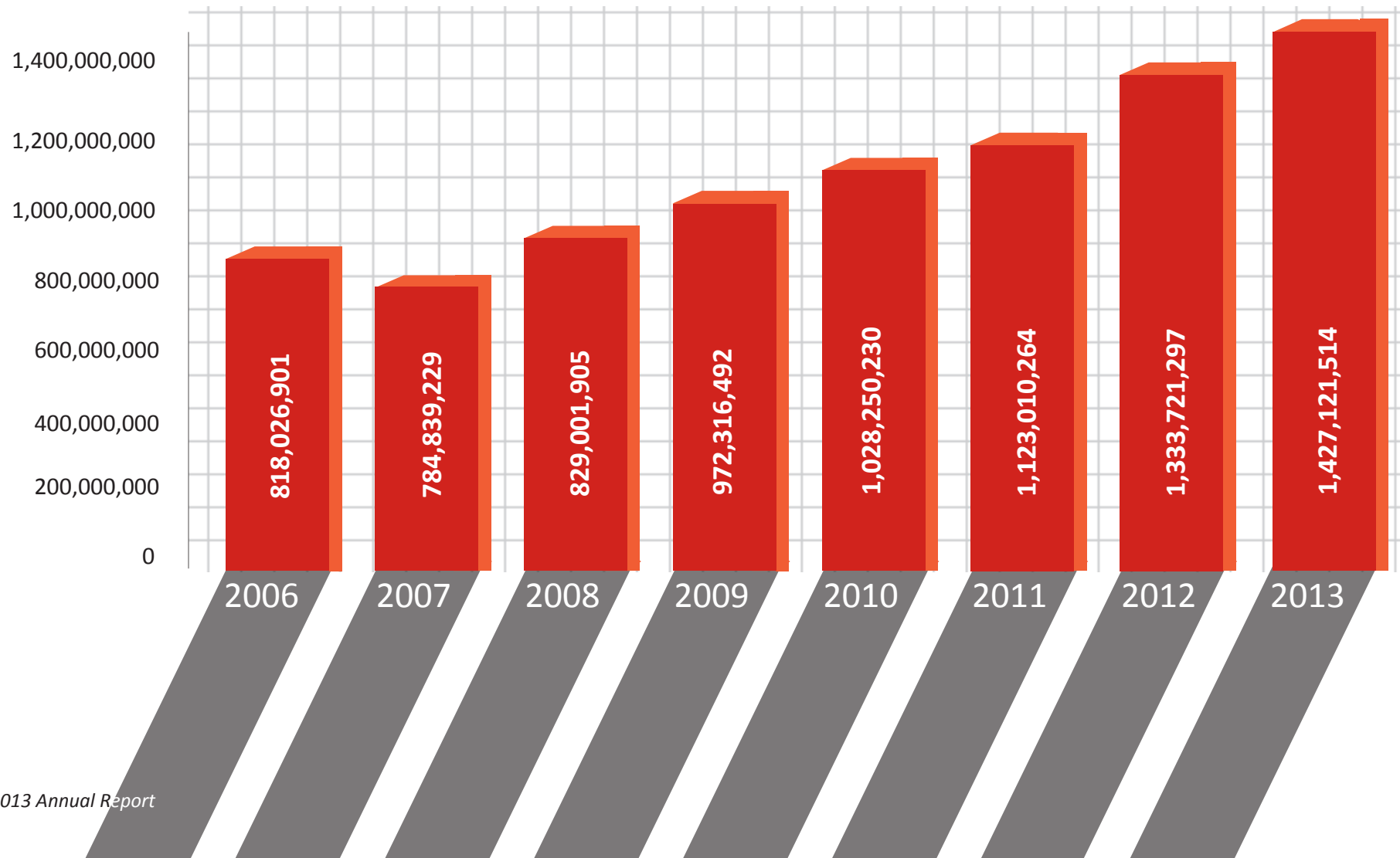
The Nlets Board of Directors approved the establishment of a Brodie Assistance Endowment Fund in 2014 to memorialize Nlets' continuing efforts to give back to the law-enforcement community. Over the past three years, Nlets has contributed over \$1.1 million to establish new capabilities in law enforcement information sharing. An additional \$700,000 is approved in the 2014 budget to continue this effort. The endowment will remove the "giving" from a budgeted item to a larger, long-term commitment by Nlets to serve the law enforcement and criminal justice community well into the future.

NLETS THROUGH THE YEARS

Total Transactions, 2006-2013: 8,316,297,832

Total Message Keys as of 2013: 150

Total Transactions Per Year



NLETS SERVICE AGENCIES

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 Executive Office of Public Safety and Security
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 Department 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.

Core: Associate

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

Core: Federal

Administrative Office of U.S. Courts
Department of Homeland Security, Office of Inspector General (OIG)
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
Transportation Security Administration / OLE
U.S. Air Force
U.S. Army
U.S. Bureau of Consular Affairs/ Passport Services
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 Labor
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: International

Canada

STRATEGIC PARTNERS



HOSTING CUSTOMERS



NLETS CRIMINAL HISTORY RECORD PARSING AS A SERVICE

Nlets has been working with the Bureau of Justice Statistics (BJS) to advance the nation in the area of criminal history standardization. Through the Criminal History Information Exchange Format (CHIEF) project, BJS has funded work in 25 states to allow for the native Extensible Markup Language (XML) transmission of criminal history data. As the states and U.S. territories adopt the National Information Exchange Model (NIEM) version of the XML rapsheet, Nlets moves closer to a standardized view of a person's criminal history record. Understanding key components of a person's criminal history plays a significant role in the decisions made by law enforcement and the entire national criminal justice system.

Leveraging the advancements made with the CHIEF project, Nlets embarked on a second project with BJS to assist with their recidivism research efforts. Through the Criminal History Records Information System (CHRIS) project, Nlets has automated the retrieval of criminal history records to reduce the burden on state and federal repositories to produce those records. In addition to pulling out the necessary fields from the 25 state XML responses, Nlets parses these elements from the unstructured text responses from the other 25 states. As you can imagine, the parsing logic and algorithms used to map these text values to the standardized XML rapsheet require a significant amount of work to build and maintain. BJS has committed to support this functionality going forward with future CHRIS grants.

With all 50 states, D.C., and the territories of Guam, the US Virgin Islands, and Puerto Rico either supporting XML or being parsed by Nlets, we can now begin to provide this as a web service to our users. Through a 2013 contract with the Department of Homeland Security Immigration and Customs Enforcement Division, Nlets is building a service to provide these parsed XML and text fields in a standardized and collated format in real time. Users will be able to request this service at a state, agency, or ORI level. Once an agency's ORI is entered into the Nlets system for parsed response data, all CR and FR messages destined to them will be collected and collated into a single record. This record will then be parsed and all available elements will be provided in NIEM XML. The original rapsheet record will be delivered at the end of the parsed response for verification purposes. If your agency is interested in receiving parsed criminal history records through this service, please contact the Nlets Control Center at 800-528-4020.



GRANTS In Process

Enhanced Portal for Image Exchange & Increased Functionality Over Nlets (E-PORT)

The E-PORT project is complete and is being implemented in 2014 to any State that wants to participate. The grant had three primary objectives:

- Image exchange to provide positive identification for public safety functions. The exchange of electronic images, particularly to identify subjects, is vital to law enforcement personnel.
- Develop and implement Proactive Alerting to enable a single entry to provide notification instantaneously, in real time, to officers in the field if and when persons, vehicles or other identifiers of interest are queried over the Nlets network.
- Implement an Authentication and Authorization Service to provide a software-based, multifactor authentication mechanism to secure the Nlets Justice Portal (NJP) for use over the Internet.

Today, the NJP is operational and available to Nlets members throughout the nation. The NJP application enables members to securely access all Nlets message keys, including transactions with images, RAND capability, and proactive alerting services through an intuitive, simple to use web interface

The NJP was enhanced to enable images in many new message types. The recent portal enhancements support Nlets' goal to expand image sharing to include new types of images, including pictures of vehicles, scars, marks and tattoos, real and private property, wanted persons, missing persons, associated persons of interest, video frames, distinct clothing, jewelry, weapons, graffiti and tagging.

Finally, the most notable result of E-PORT is the successful Proactive Alerting proof of concept. That means two-way notification: The entering agency will programmatically be given a choice at the time of entry whether a hit will provide two-way notifications.

If your agency is interested in implementing E-PORT, please contact the Nlets Control Center at 800-528-4020.

GRANTS In Process

Geospatial Service Oriented Architecture for Public Safety (GEOSoaps)

The GeoSOAPS project is complete and is being implemented in 2014 to any Nlets member that wants it.

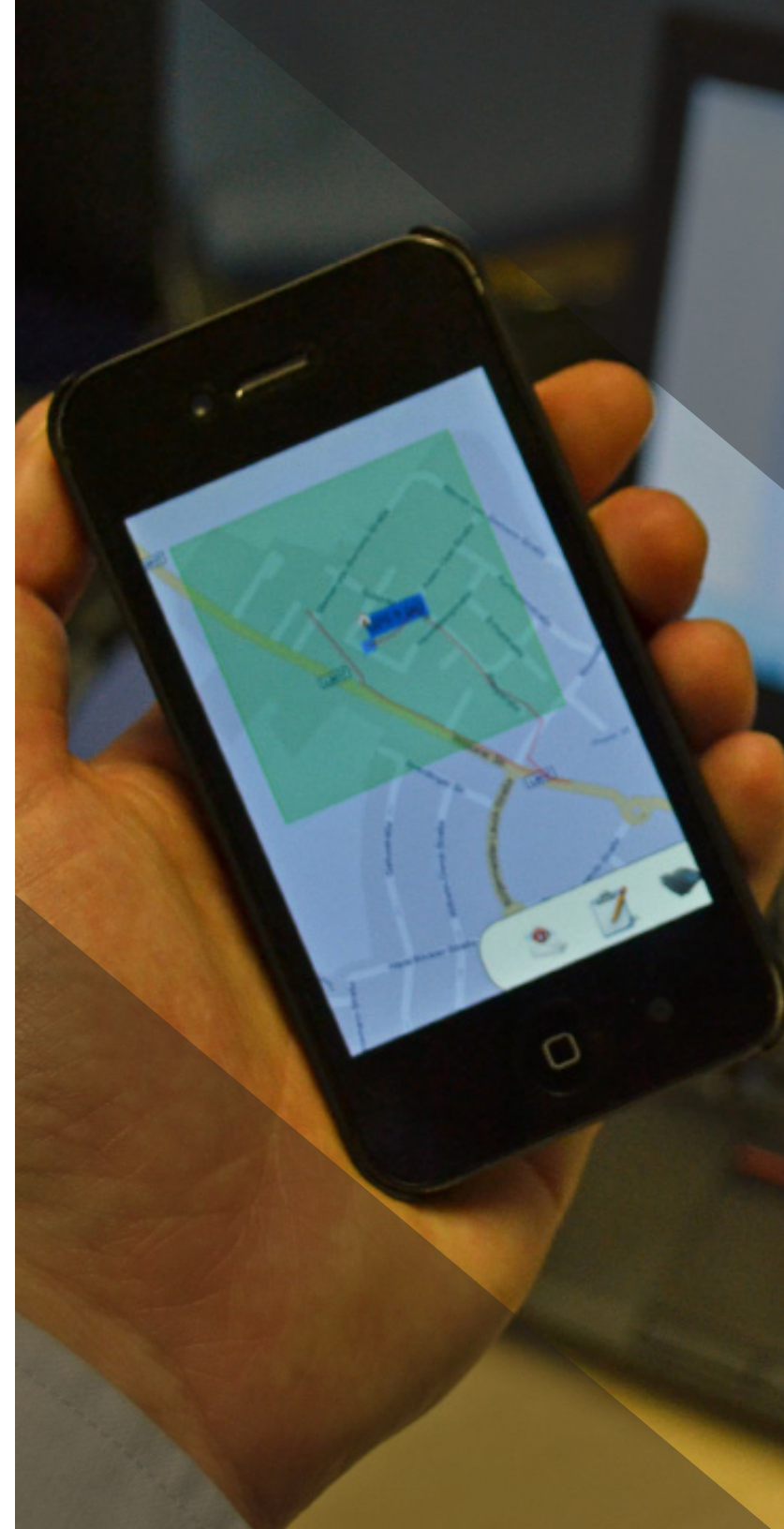
Some highlights:

- A map display and address verification capability using a combination of internally hosted NJP mapping layer development, open source and easily obtainable mapping layers.
- Geospatial alerting based on Geocoded ORION. This includes geospatial alerting functions, the ability to send unsolicited AM messages to ORIs selected based on point, radius, and lasso.
- Integration of LPR data. This included support of LPQ/LPR message keys in the NJP with the ability to view response data geospatially.
- End-user documentation to assist Nlets staff in the creation of a training program to help augment the current NJP program. Deliverables included a User Guide for NJP Mapping Functionality and a Systems Architecture and Programmer's Guide.

One of the project's most important tasks was geocoding the Nlets ORION database. The online ORION database contains over 167,000 ORIs and allow users to inquire about an ORI and receive the agency name, address, telephone number, and other pertinent data about the agency. The geographic coordinates of each of these ORIs has been geocoded based upon the ORI's address, and the functionality has been built to keep the ORION database up-to-date by geocoding any new or updated ORION records. This task was critical in order to support mapping of, or messaging to, agencies based upon geospatial criteria.

The NJP is a web interface originally built for Maricopa County ICJIS and shared with Nlets and numerous federal, state, and local criminal justice agencies. During this reporting period, a prototype GeoSOAPS application was integrated into the NJP to provide geospatial capabilities utilizing Nlets data and responses. This will allow the user to (a) define a geographic area to see all or a subset of ORIs in the area (b) get information about specific ORIs in the defined area (c) send AM messages to ORIs in the defined area and (d) map responses to the LPR inquiries.

If your agency is interested in finding out more about GeoSOAPS, please contact the Nlets Control Center at 800-528-4020.





GRANTS

In Process

Targeted Interstate Photo Sharing (TIPS)

“A picture is worth a thousand words”

Nlets has implemented the TIPS project. This project was piloted by the Washington State Patrol, Texas Department of Public Safety, Arkansas State Police, U.S. Border Patrol, ICE, and the National Center for Missing and Exploited Children. For the past 50 years, interstate wanted bulletins have not had pictures attached. TIPS will enable agencies to attach pictures to these bulletins so officers on the street will get real time pictures. The TIPS application has been designed to enable departments that cannot receive images through their systems to go directly to Nlets to get these pictures. Users who cannot accept photos on their systems still have access to TIPS images through Photolink, a secure web-based platform. This is a paradigm shift for law enforcement that will enhance public safety.

“The Nlets TIPS project will provide critical images, via targeted alert messages, to our officers on the street. Today, most of our officers do not have the tools to identify people on the street and may be left to guess if someone is telling the truth. In my career many times I was left to guess if the individual was giving me correct information. This project will enhance public safety in our communities. Officers can quickly identify suspects, missing children, and other evidence in crimes. Border crossings will have information to help protect America. I look forward to working with Nlets to implement this in every state and beyond.”

Chief John Batiste, Washington State Patrol

If your agency is interested in implementing TIPS, please contact the Nlets Control Center at 800-528-4020.

GRANTS

In Process

Nlets Interstate Sharing of Photos (NISP)

Nationwide Corrections Image and Information over Nlets (NCIEN)

These projects continue to be a high priority for Nlets. Using the Nlets Brodie Assistance Fund, Nlets is helping several states implement NISP and NCIEN. Thirty-three states have implemented the sharing of driver license photos. Later this year, several other states will implement these projects. Nlets' goal is to implement image sharing in every state and Canada.

Sharing driver and corrections photos nationwide will provide law enforcement with an additional tool to verify a person is who they claim to be. This helps in two ways; accurately identify the guilty party but also help protect the innocent person when someone else uses their name.

In January 2013, Lt. Colonel Gary Bell, North Carolina Highway Patrol did a statewide survey on the use of these images. He reported several major success stories including identifying suspects. Here is his assessment: *"Based on the information and feedback from our Troopers, driver license and correction images are a critical tool for our law enforcement efforts in North Carolina. This tool enhances Citizen and Officer Safety in our communities."*



CONTRACTS

Tribal Nation Sharing

The Tribal Nation Sharing project funded by a DHS contract is complete.

The lack of data sharing between law enforcement and tribes has been problematic in the past. The purpose of this project was to find common ground and improve the exchange of law enforcement information among states and tribes using Nlets.

Nlets took a three pronged approach to finding solutions that would benefit both tribes and local/state/federal law enforcement.

The first approach was to locate and implement tribal driver's license sharing. Nlets was able to implement this capability for selected tribes in three different states: Wisconsin, Oklahoma, and Washington.

The second approach focused on working with 15 tribal law enforcement and IT representatives from Arizona and New Mexico, the regional BIA, PM-ISE and the IJIS Institute. The goal was to better understand the law enforcement information sharing challenges facing the tribes. 16 different challenges were identified that were summarized into the following five categories:

- Updating State/Federal Records
- Querying Other Data Sources
- Inter-Tribal Notification of Activities
- Tribal Council Commitment to Information Sharing
- Technical Connectivity to Data Sources

The final approach resulted from the first bullet above. Nlets worked with Arizona Department of Public Safety to find a solution that will enable tribes to submit sex offender data to the FBI directly and bypass the state (note: this was approved by the FBI). This allowed misdemeanor convictions to remain as convicted without being changed to a felony as required by the state.

Seven tribes were directly affected that currently have AZAFIS live scans. In addition, since the upgrade will affect all AZAFIS live scan devices within the state, smaller tribes that book or require sex offenders to register at a county facility also benefited.



CONTRACTS

License Plate Reader Sharing

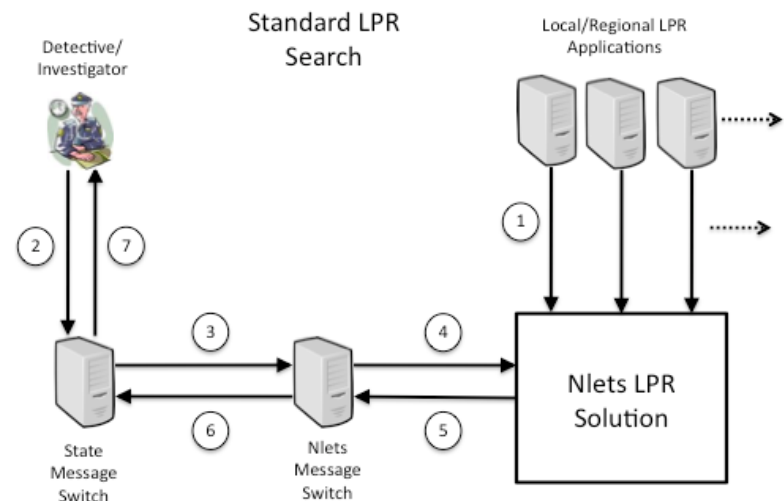
Automated license plate recognition systems are now being deployed by many law enforcement agencies nationwide.

The Nlets License Plate Reader (LPR) Sharing project funded by DHS is complete and available for any state to participate.

Since the amount of data collected by each LPR system makes it unrealistic to create a single national database, a more efficient solution is to create a national pointer system to enable inter-jurisdictional sharing of LPR data.

The Nlets solution uses a subset of the base information captured for each read by a law enforcement agency that is uploaded to the Nlets index. This enables federal, state, local, and tribal law enforcement agencies to query the LPR pointer index databases through an Nlets single point then retrieve the full LPR read data directly from the contributing state.

If your agency is interested in LPR, please contact the Nlets Control Center at 800-528-4020.



TRAINING

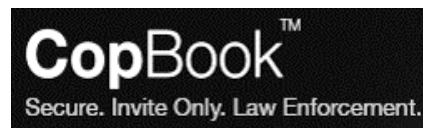
Throughout 2013, Nlets developed and deployed its new Training Resource Library contained within CopBook. The initial rollout took place during the STARS Workshop in St. Louis where all attendees were given access to the resource. Shortly thereafter, Nlets invited all of its representatives to join CopBook. The membership, along with all state trainers and auditors, now have access to a library of training resources, which include videos, lesson plans, fact sheets, presentations, etc. This has been a resource requested of Nlets for some time so the deployment of CopBook this past year has been a fulfilling accomplishment. The next phase of development will be to create a space within CopBook specifically for the ISO community. Work is underway to get this space developed and deployed in the coming year.

2013 also saw the creation and implementation of a new User Policy Manual for its membership. The manual provides the reader a less technical view of Nlets message keys (e.g., what the message key was designed for, how to use the message key, etc.). The desired outcome of this manual was simply to provide the membership with an alternative form of acquiring information about Nlets message keys without relying on the more technically driven Nlets WIKI.

Nlets worked its website in 2013. The new website rolled out in the fall and has received positive feedback from its membership. It offers a much more modern and relevant platform for displaying upcoming events, news articles, services, and many more options. Access to the Nlets WIKI through the website no longer requires login credentials, as Nlets opted to go with a captcha screening option instead.

Nlets presented at state user conferences for six states this year. In addition, presentations were made at many various industry specific conferences (i.e., International Association of Crime Analysts (IACA), IJIS Institute Winter Briefing, National Sheriff's Association Annual Conference, etc.). Nlets will continue to have a presence at these conferences in the coming year. Nlets member agencies have also been encouraged to request training should they feel the need. In 2013, two states made requests to have Nlets come and present to their staff. Those requests were met and requests from other states have already been coming in for the 2014 training year. Additionally, an Nlets Federal Member Training is scheduled in July 2014.

Nlets is pleased to announce the rebranding of its social network. CopBook will become N-GAGE, a collaborative justice sharing platform.



TOP PROJECTS FOR 2013

2013 was another great year for the Nlets Project Management Office (PMO). Nlets project managers worked diligently with internal technical staff and external resources, as needed, to track and complete efforts on over 50 critical projects. The projects completed varied vastly in size, with some taking as little as two to three weeks from start to finish and others lasting from January to year's end. A few of the most critical projects of the year are discussed in detail below.

Replicate Critical Business Systems in Kentucky

In addition to NJIN, Nlets needed to ensure that all of our critical business systems could operate if a disaster occurred in Arizona. These critical business systems included: the Nlets Portal; Epicor (Back Office, Star Project, Procurement, and ITSM); and the file share (data files). To maintain continuity in the event of a disaster in Arizona, Nlets replicated these critical systems to the Kentucky disaster recovery facility. The goal was to provide remote access to these systems for the administration staff and key members of the operations team.

To facilitate completion of this goal, additional network and security hardware was ordered to replicate functionality that did not exist previously in the Kentucky environment. The project team wrapped up their efforts in July and the project was closed out. Processes were also put in place so that in the future, any new systems/services that are built in Arizona and deemed business-critical will be replicated to Kentucky as part of the initial installation project.

FBI Stolen Vehicle Feed Implementation

Over the last several years Nlets has been working closely with the FBI to make a critical resource available to our membership in real-time, the stolen vehicle feed. There are several potential uses for receiving this data in a real-time fashion. Primarily, updating law enforcement's license plate recognition systems, which can in some instances be as much as 24 hours old, and updating the LoJack stolen vehicle database on behalf of the states.

The effort began back in 2010 when Nlets drafted a topic paper on the issue and it was introduced to the FBI Advisory Policy Board process for review and eventual approval. Technical efforts began in early 2013 with the FBI providing sample data to the Nlets development team. The team worked quickly to build and test a new mechanism for receiving the NCIC transactions and reformat them into the standard Nlets AM message. The service was transitioned to the production Nlets system in August and includes all entry, modify, and delete information. Additionally, an interface was built to allow for the distribution of the stolen vehicle data to law enforcement agencies with a valid 9 character NCIC ORI that have been approved by the Nlets Representative. An approval email from the representative to helpdesk@nlets.org will need to be on file before the ORI can be added to the distribution list. Users can remove themselves with an email to helpdesk@nlets.org at any time as well. Since this feed utilizes the Nlets AM message format, no programming changes are needed at the state switch level to receive this information.

TOP PROJECTS FOR 2013

Computer Room Power and Cooling Upgrade Project

Over the past 5 years Nlets has had significant growth in the data center. As a result, we were quickly reaching a level of infrastructure use that required power and cooling upgrades to keep up with Nlets Core systems as well as the needs of any strategic and hosting partners. In an effort to accommodate and track this growth, the Computer Room Power and Cooling Upgrade project kicked off in 2013. The project team sent out an RFP to vendors in January and DP Air Corporation was selected as the winning bid in March. Pre-construction activities began almost immediately and equipment began arriving at Nlets in early August. Over the next several months, the team scheduled and coordinated efforts with DP Air Corporation to migrate to upgraded CRAC (Computer Room Air Conditioning) units, MBS (Maintenance Bypass Switch), UPS (Uninterruptible Power Supply), battery cabinets and PDUs (Power Distribution Units), all without downtime to the user community. All construction and migration efforts were completed by December and the only remaining project tasks involve city inspections. The project team hopes to have all efforts completed by the end of February 2014 and close the project out completely.

Philadelphia Direct Connect

In 2013 Nlets received a request from Pennsylvania representative, Major Scott Neal, for the Philadelphia Police Department to be granted temporary access to connect directly to the Nlets system bypassing the state's message switch. Beginning July 1st, 2014, the State Police system will not support TCPIP socket protocol communications, moving solely to web services. Philadelphia is in the middle of a "bid and build" process for their new message switch but will not be able to meet the July 1st deadline for implementation of web services. With that in mind, this request was reviewed and approved by the Board of Directors at the 2013 Annual Business Meeting in Ottawa, Canada as a temporary message switch for the City of Philadelphia.

Nlets staff worked with Philadelphia PD to install the MPLS T1 circuit and connect the Nlets hardware, establishing network connectivity between our sites. A connection was then built on the test NJIN environment allowing Philadelphia to begin testing the socket protocol communications. Philadelphia hopes to have finalized their development efforts and completed the migration to the production environment in early 2014.

NLETS COMMITTEES

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