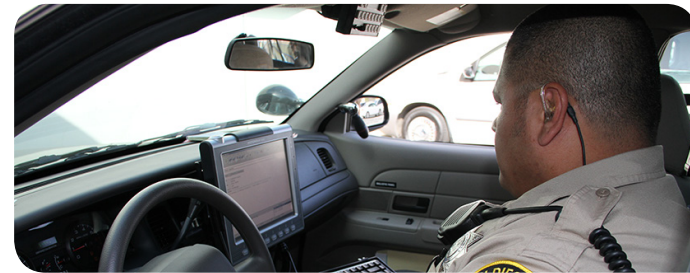


# 2014 Nlets Annual Report



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# Letter from the President

This past year our organization has continued to meet and surpass its business, financial, technical and training objectives. We remain focused on delivering the most reliable and secure network and services to our membership to support our justice and public safety missions. Our continued commitment to sharing critical information is exemplified by the success of the Driver's License (DL) Photo Sharing program and the more recent Targeted Interstate Photo Sharing (TIPS) program. The Training Committee has provided tremendous leadership and guidance to the Nlets training team in its efforts to provide on-site training at member locations. Our Technical Operations Committee (TOC) continues to provide guidance and expertise and works closely with our outstanding Nlets technical team to ensure we maintain the strongest system and services possible, while also preparing for future technologies and service demands. Our financial health is excellent due to a sound investment strategy that includes a recently developed financial strategic plan by the Finance and Management (F&M) Committee and our Board of Directors (BOD).

We continue to reinvest resources back to the membership through our Brodie Assistance Fund (BAF). Our BAF Committee continues to work with members to ensure every opportunity is realized for grants to be obtained in support of the membership and Nlets. Our Nlets executive leadership team continues to engage at the state and national level, working extremely hard to ensure that our company stays focused on emerging mission needs, technology trends and partnerships.

Finally, I want to thank the men and women who make this possible - all of you. Without the commitment of the membership, none of this would be possible.

**-President Curtis Wood**

Nlets Massachusetts Representative



# Letter from the Executive Director

As we look back upon 2014, it can be remembered as a solid year of growth and improved performance that will strengthen the solid foundation we build on for 2015.

The past year saw Nlets usage surpass the 1.5 billion transaction mark, a significant milestone. Use of the Nlets system and network(s) indicates both a growing need for data by our worldwide users and improving ease of secure access to the data provided via Nlets. A blend of necessary data and enhanced access to that data is key to our community and to the ongoing usefulness of Nlets.

2014 saw Nlets making significant investments to our network operations center (NOC) to bring our hosting environment to cutting-edge capability. With all power and cooling systems replaced with state-of-the-art systems brought to maximum capacities and added redundant network capabilities, we are positioned to provide hosting services to our community within our secure and audited environment at a very competitive price point, as directed by the Nlets Board of Directors. We are poised to grow the Nlets secure cloud environment to meet the demand we are starting to see in the Nlets community as acceptance of criminal justice “in the cloud” solutions become widespread.

Many efforts were completed to bring new data sets to officers and justice professionals across the U.S. and Canada, including the Nlets Targeted Interstate Photo System (TIPS), which allows images to be attached to administrative messages or Be On The Look-Out messages (BOLOs) being sent interstate. Images is an area Nlets has worked diligently to bring into the mainstream of law enforcement exchange as it has proven to be an invaluable assist to officers and investigators in their important missions.

In this limited space it is difficult to convey all of our accomplishments in 2014, but as you read this Annual Report, it is my hope that you will note the ongoing dedication to improve the volume, variety, availability, access and security of data exchanged to the community we serve. Nlets has a growing and important mission to fulfill for the justice and public safety community, and in our 48th year, we continued to work diligently to make certain that we exceeded expectations in our mission.



**-Steve Correll**  
Nlets Executive Director

# Business Update

## Continued improvement and reliability

Year after year, Nlets strives to improve our core systems and networks that connect thousands of law enforcement agencies. All statistics reflect that 2014 was another successful year that resulted in increased uptime and lowered response time. Nlets also maintained its diligent pursuit of system security and disaster recovery flexibility.

The average system uptime (the availability of the Nlets Justice Information Network [NJIN]) in 2014 was 99.99%. This equates to approximately 4.74 minutes of down-time a month, attributable mostly to scheduled cutovers and maintenance. The average network uptime (the availability of the Nlets network to pass traffic) in 2014 was 99.97%. This equates to approximately 11.98 minutes of down-time a month across the entire network, to include local state outages caused in part by “last mile” provider network outages as well as scheduled disaster recovery testing and maintenance. Network response time was 65 milliseconds on average. In 2014, there were 44 data resources and 152 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 4.3 minutes to move systems from Phoenix to the Kentucky site.



# Financial Update

## Fiscal stability with an eye on the future

Nlets is solely self-funded. As a private not-for-profit corporation, Nlets receives no appropriations and must earn all revenue annually for all operational expenses.

The company continues to maintain profitable operations and an extraordinarily strong and liquid Balance Sheet, with ample cash reserves for unforeseen circumstances, very low operating liabilities and \$14.5 million in net worth against total assets of \$17.5 million.

Nlets ceaselessly looks for ways to operate more efficiently, reducing operating expenses while maintaining the highest level of service. The company trimmed operating expenses again in 2014, just as was done in 2013. This expense savings allowed the company to achieve an excess of revenues over operating expenses of roughly \$900,000. Financial results for 2014 have not yet undergone the annual audit process. Due to the implementation of our new Accounting SaaS software package, the annual audit is scheduled to be completed in late spring, with audited statements to be provided to the Board of Directors before the annual business meeting in Boise. But preliminary reviews indicate that 2014 was another financially successful year for Nlets.



# Financial Update (Cont.)

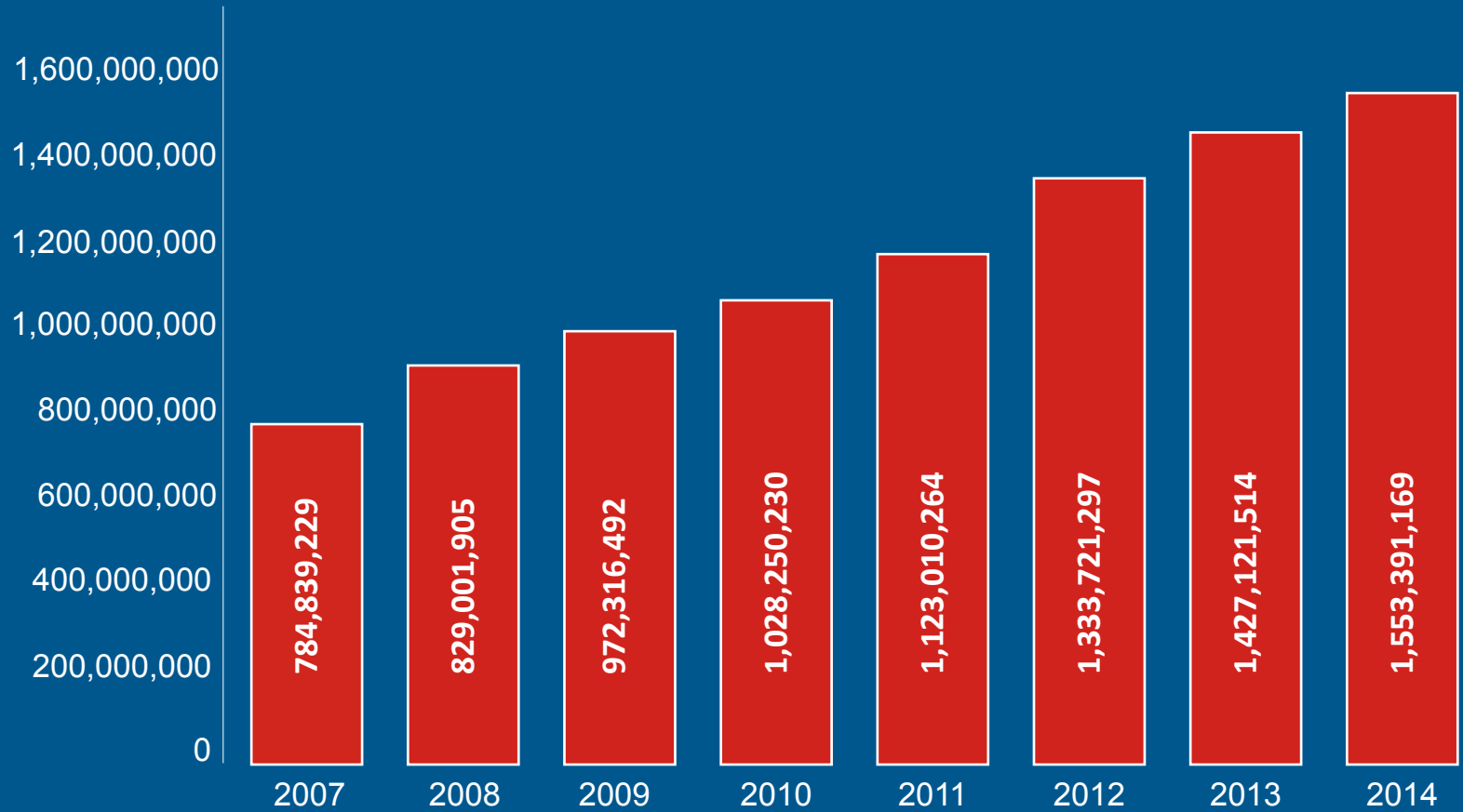
The accounting system project was initiated to provide Nlets with an up-to-date, flexible cloud solution that will service the company into the future and provide a secure financial system. The company evaluated a number of potential software packages before choosing the clear winner. The Intacct SaaS package provides Nlets Finance with a nimble and flexible reporting system, a big shift from our last accounting program implemented in 2008. The Intacct project will achieve its primary objective of being operational as of 1/1/2015 and will be the Nlets book of record for all of 2015. Because this solution involves an annual subscription, there is little capitalized investment.

In 2014, the Board of Directors approved the initial Financial Strategic Plan to work in coordination with the Investment, Corporate and Technical strategic plans. Every operational decision will now carry with it the associated financial implication, rounding out the decision-making process. Another provision in the initial plan involved memorializing The Brodie Assistance Fund by establishing a distinct Board directed investment account at Wells Fargo Bank. The Board approved initial funding of \$3 million and followed with a second transfer of an additional \$700,000. While the annual operating results may allow some direct funding of projects, the BAF Endowment Fund will fund some projects as well, hopefully from earnings on the investment.

The 2015 budget anticipates continuation of profitable operations and another sunny report for the 2015 Annual Report. Investments in capital equipment and software for 2015 are primarily to increase DR capabilities in Kentucky, and investments in security relative to our virtualized environments.

# Nlets Transactions

## Total Transactions Per Year





# Nlets Service Agencies

## 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  
Bureau of Justice Statistics (BJS)  
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  
U.S. Office of Personnel Management  
U.S. Postal Inspection Service  
U.S. Secret Service

## Core: International

Canada

# Strategic Partners



# Hosting Customers



# Computer Room Power and Cooling Project

## Advancing an already state-of-the-art environment

Over the past 5 years, Nlets has had significant growth in the data center. As a result, we are reaching a level where we require power and cooling infrastructure upgrades to keep up with core systems and Nlets Technical Strategic Plans. In an effort to accommodate and track this growth, the Computer Room Power and Cooling project kicked off in 2013 and wrapped up in 2014.

Phase I of the project began 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, an MBS (Maintenance Bypass Switch), a UPS (Uninterruptible Power Supply), new battery cabinets and PDUs (Power Distribution Units), all without downtime to the user community.



In Phase II of the project, the team completed the Ladder rack and Whip installation. They also migrated from APC power to the new Liebert power and moved Fiber and Ethernet cabling into the new ladder racks. In June, the operations team decommissioned the APC power, concluding the project. With this upgrade, Nlets improved upon what was already a state-of-the-art facility. We are confident that this hardware environment can support the robust data needs of the justice and public safety community.

# Hosting Services

## Key upgrades for this important component of Nlets' business

Not only does Nlets commitment to a secure and reliable computer room support the network, it also enhances our hosting services offering. With one of the most secure and established hosting systems in the nation, Nlets offers seamless services to a wide range of private and public institutions. Using the latest, state-of-the-art technology, Nlets provides an unparalleled secure environment with redundant technical infrastructure and onsite expertise monitoring hardware and connectivity 24/7/365. Nlets law enforcement hosting provides the security and service that public safety agencies demand to fulfill their services.

Nlets has a robust, scalable, private, secure network with connectivity to every state and federal agency with a law enforcement component including the FBI CJIS Division. This makes Nlets the first choice for state and federal disaster recovery hosting as well as a robust public safety cloud capability for criminal justice industry partners wishing to become an Nlets Board-approved Strategic Partner. Our unique CJIS data center is tailored toward the agencies and industry partners that work to keep citizens safe.

# Targeted Interstate Photo Sharing (TIPS)

## Providing law enforcement with relevant images

The Nlets Targeted Interstate Photo Sharing (TIPS) initiative was completed in 2014 and is live in a number of states. TIPS has helped to extend image capability to include the transmission of wanted persons, missing children, vehicles, identifying scars, marks and tattoos, and other critical images to officers on the street. The TIPS pilot states were successfully kicked off, implemented and completed during the project period.

In Washington, the Nlets Justice Portal sharing capabilities were updated to facilitate image data sources identified by Washington State Patrol representatives. In Arkansas and Texas, efforts were completed to configure the state message switch to allow for the transmission of images via the Nlets AM message key.

Additionally, the project team also focused on an effort to create and implement a TIPS Photo Link capability. Hosted at Nlets, TIPS Photo Link enables states that cannot accept images via the state switch to still have access to them. Users who can initiate an image through the Nlets portal or their state message switch will be able to attach an image to an alert message. Nlets will take this image, create an image cache in a file server, and provide a link to pass it through to all Nlets users. Users without image capabilities via the AM message will be able to receive the link, cut and paste it into a browser, and access the image over the internet.



# TIPS Map

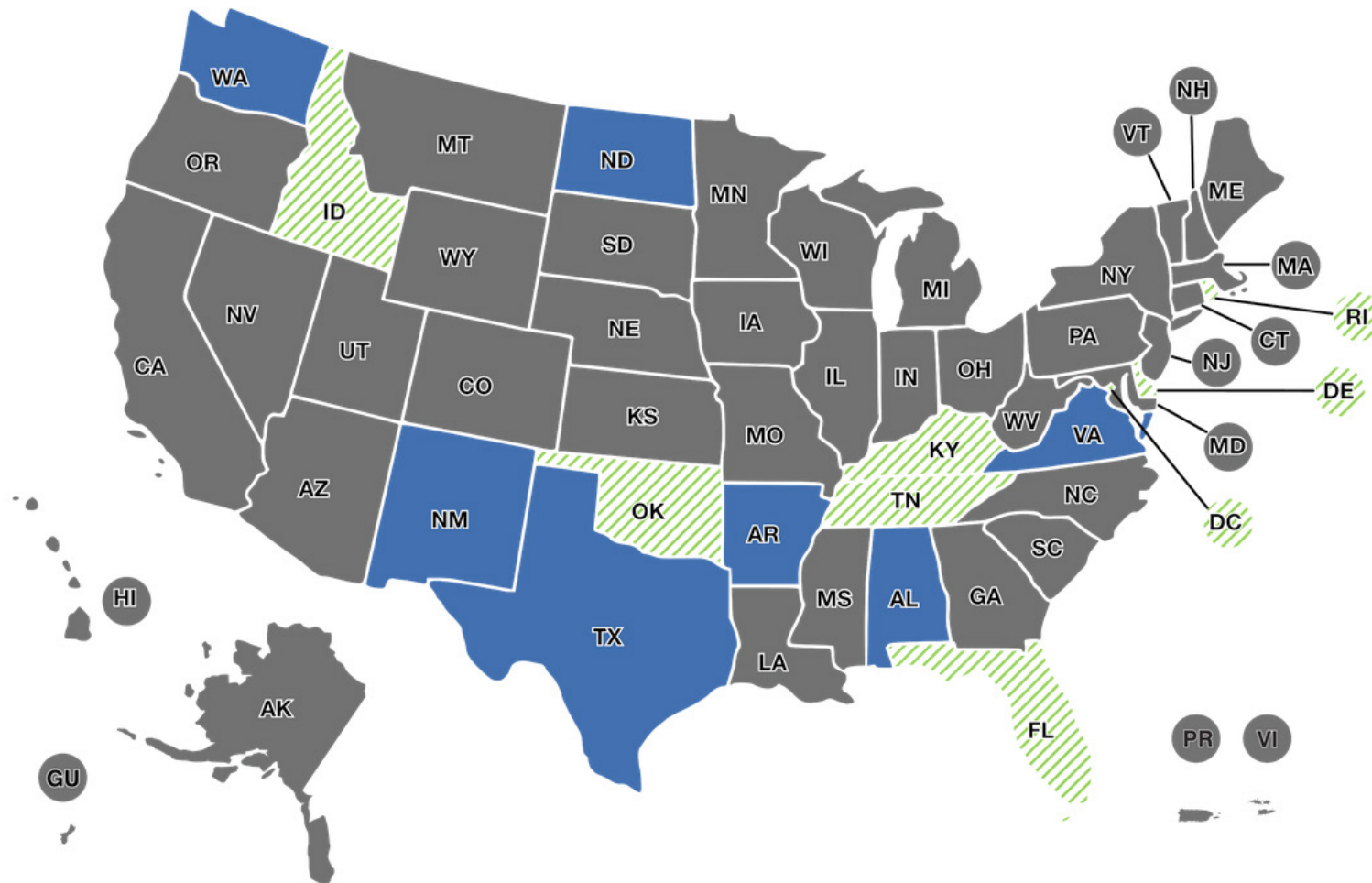


Implemented



Upcoming States

Expected to Implement in coming months





# DL Photo and Corrections Photo Sharing

## Progress made — with room for improvement

Along with TIPS, Driver's license and corrections photo sharing initiatives took great strides in 2014. Forty-three states currently support or are in the process of implementing full or limited DL Photo sharing capabilities. This initiative promotes officer safety and accuracy by providing law enforcement with immediate positive identification when running driver queries. Nlets will not consider this project a complete success until all states have implemented DL photo sharing, and in 2015 we will continue to assist the remaining states through the Brodie Assistance Fund and other resources.

"43 states currently support or are in the process of implementing... DL photo sharing capabilities"

Nlets' Corrections Photo Sharing initiative remains one of our most ambitious projects. To date, ten states have implemented the ability to share corrections photos. These images are particularly helpful when law enforcement needs to identify an individual that has come in contact with the criminal justice system. Many states have access to their own corrections photos, but Nlets is determined to connect these images between states. States interested in exploring this initiative can apply for support through the Brodie Assistance Fund.





# Criminal History Parser Project

## A standardized format for criminal history responses

All criminal history information in the United States is provided individually by each state, federal agency or territory's repository. Criminal histories are queried one of two ways: either the request is sent to the FBI to launch an III (Interstate Identification Index) query or the request is sent directly to the state via the Nlets IQ/FQ message keys. Regardless of the query method, all criminal history responses are returned via the Nlets network and system.

A national effort is underway to provide this data in a standardized format. Currently 25 of the states plus the FBI are transmitting their records using this format. Through Nlets, consumers of the rapsheet can choose to receive the response records in XML or in text with a standardized stylesheet applied.

Despite the success of the standardization efforts, the remaining 25+ suppliers of criminal history rapsheets still produce varying response formats that the end user must interpret. With that in mind, Nlets leveraged its position as the gateway for all criminal history response data and now offers a service which programmatically parses data elements from these text-based, non-standard responses, converting them into the JTF National Standard format. ICE played a crucial role in this project, as they had an immediate need for this parsed record capability and agreed to fund a portion of the work necessary to produce the Nlets criminal history parser and participate in a pilot of the project.

A parsed criminal history response is now available via the standard criminal history query (FQ via Nlets or III request via NCIC). In order to receive the parsed responses, a configuration change at Nlets must take place and once an ORI is set up to participate, they will receive all rapsheets as fully parsed XML with the new message keys PFR and PII in response to criminal history queries instead of receiving FR and CR messages which can contain non-standard text-based criminal histories. The PFR and PII message keys must be received in XML, and contain the XML Rapsheet structure, along with the originally received response.



# Federal Railroad Data

## A new message key connects law enforcement to U.S. railway information

In 2014, Nlets completed an exciting project that provides law enforcement with direct access to relevant crossing information. Up until now, law enforcement's access to the Federal Railroad Administration's database has been through the Internet site <http://safetydata.fra.dot.gov>. All crossings have a specific number assigned and a query on that number will generate a result set with all of the relevant crossing information (such as the street information and GPS coordinates for dispatch, railway company contact information to stop service, etc.) When an accident or other event occurs at a railroad crossing, the PSAP (Public Safety Answering Point) or the responding officer needs working knowledge of the website and Internet access from their machine. In most cases, law enforcement networks are segregated from the Internet to meet the FBI CJIS security requirements. Allowing users within the secure environment to access information out of the network is problematic and therefore generally discouraged.

"Nlets leveraged its position in the criminal justice environment to replicate the Railroad Crossing Database to the Nlets facility, thereby bringing it into the secure CJIS environment and opening it up to the entire membership."

Nearly 23,000 law enforcement and justice and public safety agencies in the United States and Canada have access to the secure Nlets network and system. Over 1 million individuals use the system to perform more than 1.5 billion transactions annually. Personnel are trained and certified by their agencies on the data resources available through Nlets including driver and vehicle queries, warrant confirmations, criminal history record information, etc. With that in mind, Nlets leveraged its position in the criminal justice environment to replicate the Railroad Crossing Database to the Nlets facility, thereby bringing it into the secure CJIS environment and opening it up to the entire membership.

The new data resource is available to the Nlets community through the implementation of a new message key. The RCQ/RCR, Railroad Crossing Query and Railroad Crossing Response, respectively, will need to be implemented at the Control Terminal Agency (CTA) switch in order for state and local-level agencies to take advantage. Technical specifications for implementation of this new message key can be found in section 45 of the Nlets Wiki, available through [Nlets.org](http://Nlets.org). For more details or questions, please contact the Nlets Help Desk at [helpdesk@nlets.org](mailto:helpdesk@nlets.org) or 1-800-528-4020.

# Brodie Assistance Fund

## Implementing new Nlets initiatives has never been easier

In support of advancing services and technologies in the criminal justice industry, the Brodie Assistance Fund (BAF) financed six new projects in 2014. Additionally, nearly a dozen previously funded BAF projects went live in 2014, ranging from photo-sharing services to Rapsheet standardizations to expert consultations. The primary goal of the BAF is to support Nlets community initiatives that support the Nlets mission and vision.

2014 was also a big year for the future of the Brodie Assistance Fund. The Board of Directors voted to transform the Brodie Assistance Fund Committee from an ad-hoc group to a standing committee. Presidentially appointed committee members and a Chair review applications, assist with BAF budget planning, and work with other committees to ensure that the Brodie Assistance Fund remains consistent with its original mission and vision. As part of this commitment to the future of the BAF, the Board of Directors has set a goal to grow the fund to \$10M in order that it might financially assist the community in perpetuity.

Applying for Brodie Assistance Fund support has never been easier. The one-page application, available on Nlets.org, requests basic information along with a 500-word essay describing the proposed project. Once you submit this application, the Brodie Assistance Fund Committee will consider the project and may follow up with a few specific questions. Applicants usually receive a decision on their requests within a couple of weeks of submitting the form. Once your project is approved, Nlets will work directly with third-party vendors to implement and test new technology. Representatives usually have a light workload for these initiatives but are updated regularly on their statuses. Nlets is currently involved in a number of Brodie Assistance Fund initiatives, and we are eager for more projects that will enhance and serve the justice and public safety community.

### Potential BAF Projects in 2015:

- Programming to participate in the LPR Index project
- Implementation of Targeted Interstate Photo Sharing
- Implementation of Nlets Message Keys
- Migration from TCP/IP Socket Protocol to “WebServices”
- Nlets image support for administrative messages
- DL/Corrections Photo Sharing

# Training Update

## A new emphasis of Nlets, training took a big step forward in 2014

The training department experienced some exciting growth in 2014. The training resource library initially released as CopBook was rebranded to N-GAGE and became strictly an Nlets product. Any user with access to N-GAGE that was not provided access through a special invitation from Nlets has had their user account disabled, which leaves only an Nlets-specific user base. Additionally, there was an expectation to create a new space for the Information Security Officer (ISO) community at some point in 2014. This was accomplished early in the year and the space has been gaining momentum ever since. A third space was added late in the year for our system architects and administrators. It has been really exciting to see the growth of this tool with expectations that this will continue in the future. A request by the membership to add a 'follow all/unfollow all' feature was received and the N-GAGE developer Jive is in the process of developing this feature.

The Nlets training manager and President Curt Wood had the opportunity to travel to Guam in November to meet with key stakeholders and discuss ways in which Nlets could assist with some of their unique challenges. During this trip a full-day training on Nlets was provided to all appropriate law enforcement/public safety agencies on the island. Conversely, a video conference was held with Saipan, as they were not able to travel to Guam in time for the Nlets visit. The video conference focused on connectivity for Saipan so they could have access to the information they desperately need; in particular, they have a great interest in accessing INTERPOL data. Overall, it was a very positive experience for both sides and the visit highlighted the unique challenges an island like Guam experiences when it comes to foreigners "hiding out" on the island to evade capture. Ongoing discussions between Nlets, Guam, and Saipan will continue.

Nlets was also able to meet the need of all states that requested training in 2014. Each state received customized training based on what the Nlets Representative requested. Efforts will continue in 2015 to provide training to those states that have not yet received it.

The training department was able to successfully meet, and in most categories exceed, the goals set by the training committee for 2014.

# Nlets Committees

## Board of Directors

**President:** Curt Wood (MA)

**1st Vice-President:** Bill Clinton (AR)

**2nd Vice-President:** Leon Frederick (IA)

**Region A:** Phil Colby (VT), Chair

Mark Liebl (NH), Vice Chair

**Region B:** Mike McDonald (DE), Chair

Ted Zalewski (DC), Vice Chair

**Region C:** Wendy Brinkley (NC), Chair (2014)

Tom Turner (VA), Acting Chair

**Region D:** Charles Schaeffer (FL), Chair

Jeff Matthews (AL), Vice Chair

**Region E:** Jamie Blakley (IL), Chair

Dawn Brinningstaull (MI), Vice Chair

**Region F:** Jennifer Viets (MT), Chair

Natalie Chrastil (WY), Vice Chair

**Region G:** Ted DeRosa (CO), Chair

Tim Struck (NM), Vice Chair

**Region H:** Clay Sato (HI), Chair

Julie Basco (CA), Vice Chair

**Federal Liaison:** Duke Longcor (DA)

## Finance and Management

Curt Wood (MA), **President**

Bill Clinton (AR), **1st Vice President**

Delton Tipton, **Chair**

Jamie Blakley (IL)

Phil Colby (VT)

## Technical Operations

Curt Wood (MA), **President**

Leon Frederick (IA), **2nd Vice-President**

Jeff Matthews (AL), **Chair**

Kathy Monfreda (AK)

Ted DeRosa (CO)

Brad Truitt (TN)

Jim Gerst (FB)

Tim Struck (NM)

Dawn Brinningstaull (MI)

Thomas Prevo (NB)

Jeremy Hansford (OH)

Bill Guy (RI)

## Brodie Assistance Fund

Curt Wood (MA), **President**

Natalie Chrastil (WY), **Chair**

Charles Schaeffer (FL)

Jeff Matthews (AL)

Clay Sato (HI)

## Training & Education

Curt Wood (MA), **President**

Jennifer Viets (MT), **Chair**

Duke Longcor (Army)

Shelley Scott (LA)

Mark Liebl (NH)

## Hall of Fame

Curt Wood (MA), **President**

Phil Colby (VT), **Chair**

Brad Long (Alumni)

Steve Correll, **Nlets Executive Director**

Delton Tipton (SD)

## Nominations

Phil Colby (VT), **Chair**



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(800) 528-4020