Nlets 2015 Annual Report

Powered By **Nlets**

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Letter from the President

One of the great privileges I have enjoyed as the Nlets representative for Arkansas has been the opportunity to attend meetings and get to know my counterparts from other states, agencies and organizations. As these relationships developed, I have found it very beneficial to be able to call or email my counterparts to find out how they've solved a particular problem or issue. Without fail, they've been helpful and eager to share their knowledge and wisdom.

It has always amazed me that as similar as we are in our common goal to share critical information for the good of the criminal justice system, we are very different in the way we have gone about doing so. A solution that works well in one state may not work at all in another. Organizational issues, governance, technology, demands of the customer, and even personalities come into play in determining how state criminal justice information systems are organized and run. Given all this diversity, it is amazing we are able to share information at all.

The organization that allows the sharing of information between these disparate groups and systems is Nlets. Of the many things Nlets does, I believe one of the most important is the establishment of data and communication standards. Without agreed upon standards, the exchange of information would be impossible.

Nlets provides a forum for discussion and agreement, and as a result, web services has been chosen as the communication standard and XML has been chosen as the data sharing standard. To further assist members in making the transition to the latest standards, Nlets provides financial assistance through the Brodie Assistance Fund.

As you read through the rest of the Annual Report, I think you will see that Nlets is well prepared to meet the needs of the Nlets membership today and meet the challenges of tomorrow. I would like to thank the membership and the Nlets staff for making Nlets such a great organization. From my perspective, the future looks bright.

Billy Clinton

Bill Clinton
Nlets President

Letter from the Executive Director

Building the platform.

Nlets has a core mission. We transfer criminal justice information securely from authorized user to authorized user. We provided the connectivity, the equipment, the infrastructure to complete this mission 1.6 billion times last year.

But what else can you do with that capability?

Having been a Minnesota native for forty years, I have watched with interest as the new Vikings football stadium has been built. At a cost of over $1B dollars, it will be an incredible investment to meet the needs of the Vikings franchise and the rabid Vikings fans.

A spectacular $1 billion dollar stadium built to host eight professional regular season home games annually. That cannot be all that Minneapolis and Minnesota want to accomplish with that incredible investment and space. They must have plans for the other 44 weekends and 357 days of each year for that space.

At Nlets, we have made a long term and meaningful investment in creating an amazingly secure, efficient and redundant system and network for a specific purpose; securely transferring criminal justice data from user to user in a manner that meets the mission of our community.
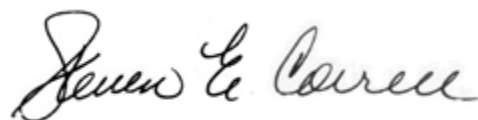
However, this cannot be all that Nlets wants to accomplish with this incredible investment and space, can it?

As we move into our 49th year we continue to move from a single purpose corporate plan to a multi-use plan. We have opened our capabilities to industry and their criminal justice users to expand the reach and presence of Nlets to those who work with and parallel to us in this need to share data, in all forms, to trusted and authenticated users.

A launch platform for those who require one to reach those professionals whom we all serve. The right technology in the right place at the right time – for those who can meet the strict criteria held high for participation.

Appropriate use and reuse with prioritization and cost sharing will make all of us stronger and ensure complete utilization of the infrastructure investment that we have made in this critical launch platform.

Plus, unlike the new stadium, we have no space for RV and Monster Truck shows.

Steve Correll
Nlets Executive Director
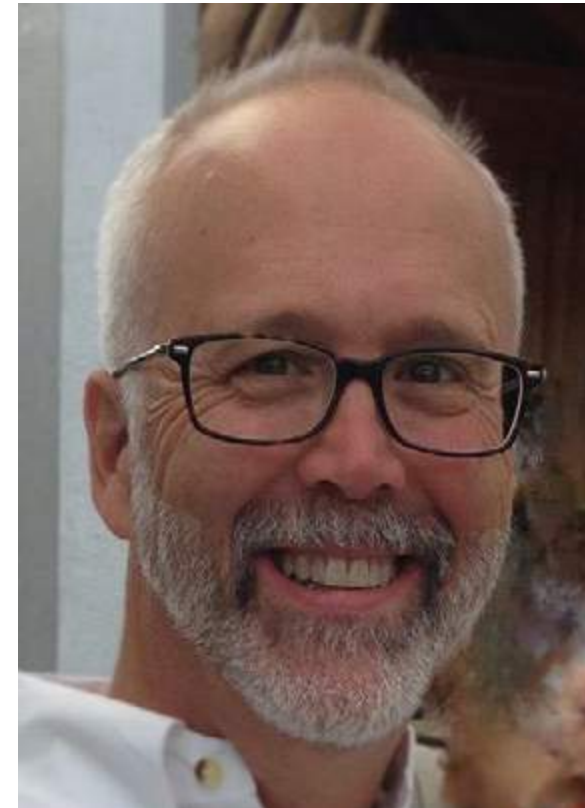
Stats (Rollover to view)

1,581,932,265
Transactions in 2015
A 38.3% increase since 2011

99.98%
System Uptime

99.99%
Network Uptime

66.79ms
Avg. Message
Response Time

Financial Update

Continued Stability — Investments in the Future

Nlets is a self-funded, private, not-for-profit corporation. Nlets receives no appropriations and must earn all of its revenue annually to cover operating expenses and capital improvements.

Financially, 2015 was again a solid, profitable year for Nlets. The corporation slightly exceeded the 2015 corporate goal of $512,000 in Excess of Revenues over Operating Expenses, and added strength and liquidity to the Balance Sheet. These 2015 results are pending final analysis and audit. Nlets' 2015 financial audit field work is scheduled for mid-May 2016 this year due to transition demands at year-end from the old Epicor system to the new Intacct accounting system.

Nlets invested over $1.6 million in capital improvements in 2015 to replace hardware at all member agencies, resulting in increased capability and reliability. Improved system and network security was also a prime focus for 2015. In addition, the accounting department moved forward with the implementation of its new accounting software, Intacct, a widely acclaimed software as a service accounting solution. This system is more flexible and nimble than the prior system and allows quicker access to detailed information that can be tailored to each department manager's dashboard in real-time.

Both the pension and corporate investments experienced the difficulties of 2015's market performance, though a generally conservative strategy left ending balances very close to beginning balances for the year.

"Nlets invested over $1.6 million in capital improvements in 2015 to replace hardware at all member agencies, resulting in increased capability and reliability."

The 2016 budget anticipates profit results similar to 2015, with anticipated Excess of Revenues over Operating Expenses of about $542,000. Revenues will grow as Nlets brings on additional Strategic Partners and Hosting customers, including those who enlist in Nova, our virtual hosting offering. There will also be some growth in expenses as Nlets brings on new staff to keep up with the expanding base of Strategic Partners. Nlets cannot, and does not, budget investment performance. The $1.55 million capital investments budget approved by the Nlets Board of Directors focuses on increased system and network security, capacity additions to accommodate additional Hosting and the new Virtual Hosting, and the development of a new testing environment.

Introducing Nova

Nlets Secure Cloud Platform

In 2015, Nlets took its biggest step since our hosting service's inception by unveiling Nova, the Nlets Secure Cloud Platform. Nova is a virtualized hosting service that is built upon the same reliable architecture that our users depend upon for core services. Nlets is uniquely positioned to provide state-of-the-art hosting services to those in the law enforcement community, and Nova is our most modern solution.

With leading technology and unparalleled customer support, Nova is a virtualized hosting product with leading industry providers while catering directly to those who support officers on the street. Ideal for all environments, whether it's primary technology, DR sites or test environments, Nova is a premier cloud service for the criminal justice community.

What's Next?

Nlets will bring on its first Nova customers in 2016, while colocation hosting and hybrid options will also be available. Nlets is able to support a number of customers depending on the size of the environments but will be prepared to expand if necessary.

The new business team has produced marketing materials and is excited to bring this modern service to the table as it reaches out to potential hosting customers within the public safety community.

In the future, Nova could expand to provide additional cloud services.

Powered By Nova
### Nlets Secure Cloud Platform

Features:

- *Support for all Windows servers and most Linux Servers*
- *Choose your CPU, RAM and Disk — adjust all three as you go*
- *Authorized personnel on site 24/7 to provide support*

For more information or to request a quote, please visit Nletscloud.org

Standardized Messages

Nlets standardized messages will increase interoperability, providing consistency for end users.
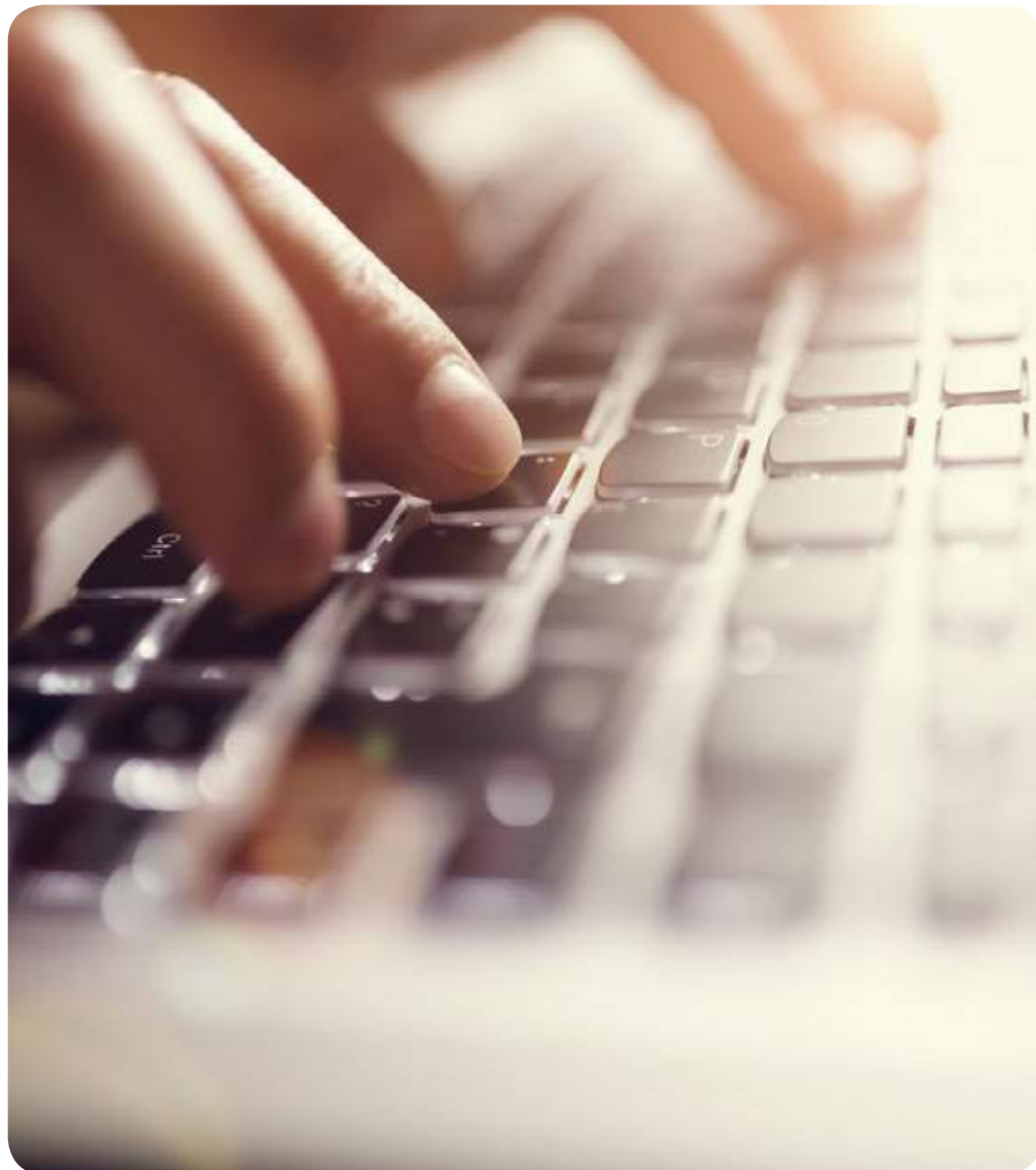
In 2015, Nlets began its Standardized Messaging efforts as outlined by Technology Objective 1.1.2 in the Nlets Corporate Strategic Plan. The goal is to create standardized XML response formats for applicable Nlets messages. These standardized responses will provide consistency, which makes available a myriad of benefits to include ease of readability and interpretation for end users and the ability for Nlets or individual agencies to offer enhanced capabilities such as federated searches, customized formatting, etc.

Nlets queries are already standardized. Message formats were assessed and categorized into messages for which an XML standard already exists, those for which a focus group was needed, and those that we are unable to standardize at this time.

- Existing standard XML formats include previously studied (Rapsheets, CANDLE – Driver, Vehicle, and Correction Photos) and standardized by nature (NDPIX, LEISS, Railroad Crossing, Interpol, Fuel Tax IFTA, Orion, and formats controlled by others – APCO, EDL, etc.).
- Formats deemed unable to standardize at this time include Generic Messages (LQ/LR), Hazmat, Road/Weather, FAA, NICB and Canadian transactions.

Focus Groups were created to assist in identifying the appropriate fields to include in each response type being standardized. Each group included subject matter experts, end users and trainers. The process used to complete the analysis was broken into three phases:

- Pre-focus group activities such as reviewing any existing applicable standards and analyzing samples of responses sent today. These activities helped to build strawmen or topics for discussion within the focus group.
- Focus groups to identify fields for inclusion, define formats (match lists), and map fields to XML.
- Post focus group technical activities such as mapping fields to XML, creating schemas, and updating the WIKI.

What's Next?

The second phase of this project involves creating XML style sheets and completing NJIN updates needed to support them. This is currently scheduled to be completed by the middle of 2016.

Parsing Services

Stolen Vehicle Feed Parsing Service

New Feed Promotes Clarity and Usability

This year, Nlets released its all new Stolen Vehicle Feed Parsing Service, which translates the NCIC stolen vehicle feed from text format to XML for applicable users.

Nlets receives messages from the NCIC stolen vehicle feed in text format and provides the feed to subscribing ORIs. Until now, the feed was only passed on in the text format provided by NCIC. This new service provides additional value for XML users by breaking down that data into user-friendly XML elements, improving the clarity, effectiveness and usability of this important feed. This service was developed as the result of a motion carried by the Nlets Technical Operations Committee and Board of Directors.

To subscribe to the Stolen Vehicle Feed Parsing Service, or if you have any questions, contact the Nlets NOC at (800) 528-4020 or helpdesk@nlets.org.

Criminal History Parsing Service

Standardized Criminal History Data Now Available

Nlets completed its Criminal History Parser pilot in partnership with U.S. Immigration and Customs Enforcement (ICE). As a result, standardized criminal history data for all states is now available to Nlets members.

If your agency would like to take advantage of this new service, contact the Nlets Help Desk at helpdesk@nlets.org or 1-800-528-4020.

What's Next?

Nlets will continue expanding its parsing services in 2016. Projects to parse driver response data and vehicle registration response data are under way.

Commercial Driver Data

Two initiatives involving commercial driver data provided law enforcement professionals with new resources in 2015.

U.S. Commercial Driver's License Data Now Available Through Nlets

Standardized Criminal History Data Now Available

U.S. commercial driver's license data (CDLIS) is now available through Nlets thanks to a recently completed project in partnership with the Federal Motor Carrier Safety Administration. Previously, law enforcement agencies were only able to access this resource out-of-band, connecting directly to the CDLIS databases through an interface called Query Central. As a result of this project, the service is now accessible over the secure Nlets network. The service can be accessed by sending a driver's license query (DQ) and/or a driver's history query (KQ) with commercial driver's data, to the destination code CL. To support this capability a required licensed state (OLS) field has been added to the DQ transaction destined to CL. It is in this field that your users will enter the state of record.

FMCSA initially conducted a pilot with a handful of states, and the service is now live in production for the entire Nlets community. To learn more about commercial vehicle information, visit this Nlets Wiki Page: http://wiki.nlets.org/index.php/Section_26:_ Commercial_Vehicle_Information

Contact your switch provider to learn more about accessing this service via the new destination code, CL.

Mexican Commercial Driver Data

Access to Mexican commercial driver data over the Nlets network has been restored thanks to a 2015 project in partnership with the Federal Motor Carrier Safety Administration (FMCSA). The project kicked off as a result of FMCSA's re-competition of the Commercial Driver's License Information System (CDLIS) gateway. Nlets worked diligently with FMCSA and its new provider, OBXtek, to bring this service back online. A circuit was installed to the OBXtek facility in Virginia and the necessary equipment configured and connected. The Nlets security team spent several months working with OBXtek to get their security policy in line with the Nlets Information Security Policy.

Nlets staff worked closely with OBXtek's development team to establish system-to-system connectivity and test the service. Systems integration testing was completed in late July 2014. FMCSA reviewed the results being returned from OBXtek and provided final authorization for Nlets to move the service into the production environment. The service was moved to the production environment in early August 2014 and the commercial enforcement division of the Kentucky State Police began conducting a short production pilot. After we resolved a few minor issues, the new service went live in production.

Users can send driver's license queries (DQ), driver's history queries (KQ) and registration queries (RQ) to destination code MX, which will return the appropriate commercial driver data. To learn more about Mexican commercial vehicle data, visit this Nlets Wiki page: http://wiki.nlets.org/index.php/Section_33:_Communicating_with_ Mexico
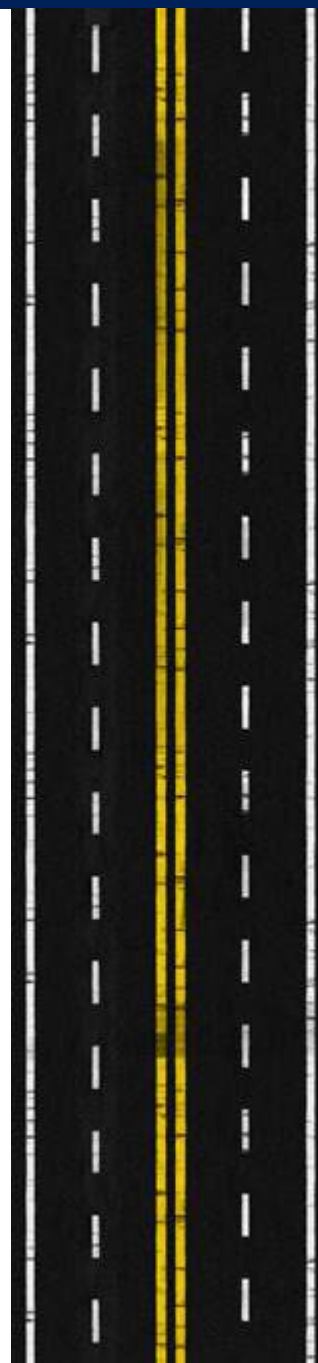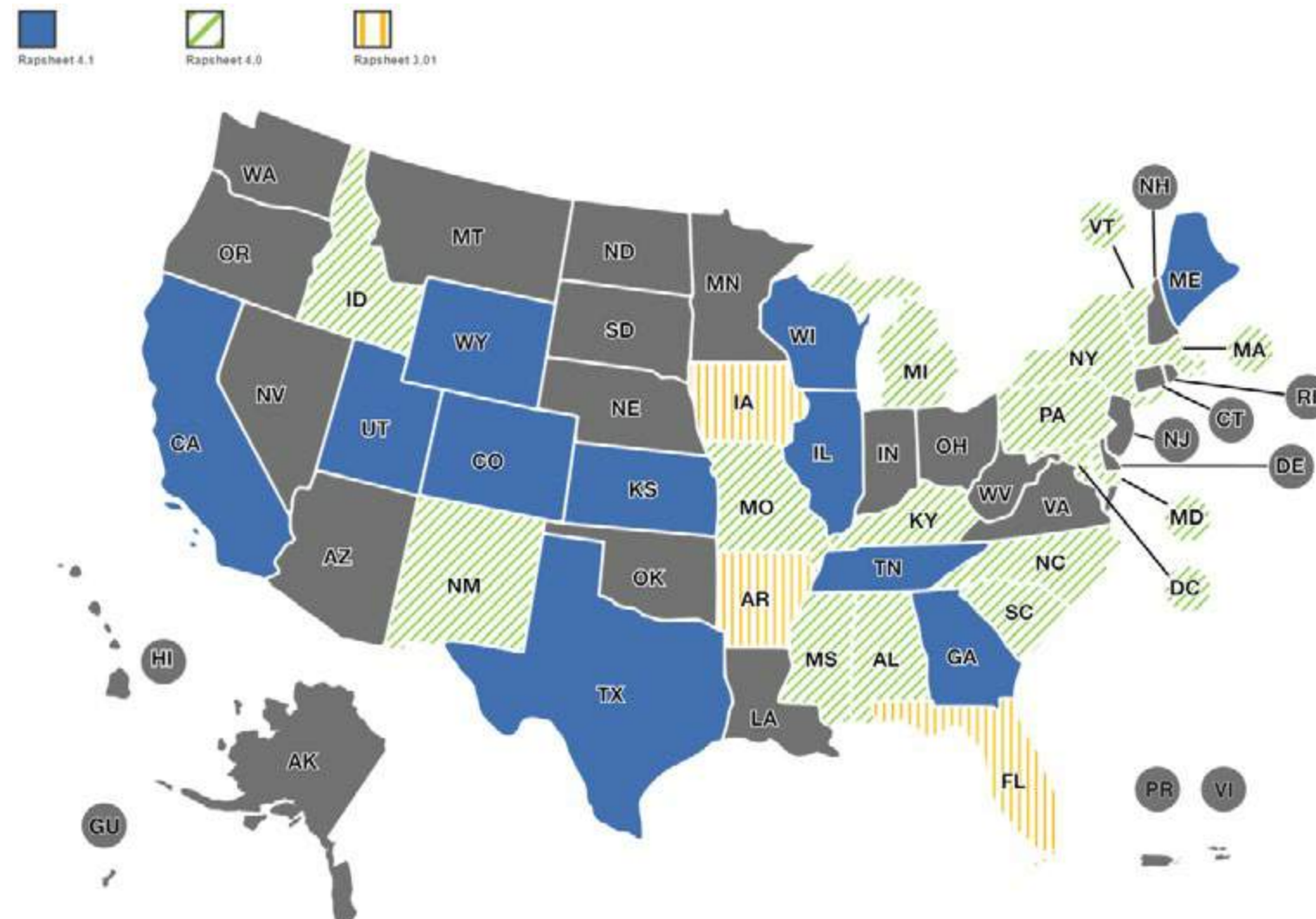
Grants

Nlets continues to make progress through two long-term Grant Projects promoting standardized rapsheets

CHIEF

Criminal History Information Exchange Format

The Criminal History Information Exchange Format (CHIEF) Project, funded by the Bureau of Justice Statistics (BJS), U.S. Department of Justice, helps States implement the JTF specification with the goal of uniform criminal history exchange among the 30,000 law-enforcement agencies that currently share information on the FBI and Nlets networks. Nlets serves as custodian of the Rap Sheet technical specifications, software artifacts, and documentation. It continues to support and advance JTF and BJS initiatives, including comprehensive statistics to support crime prevention and recidivism efforts. The map below displays states that have implemented some format of a standardized rapsheet through CHIEF.

CHRIS I-IV

**Criminal History Record Information Sharing**

Last year, Nlets also wrapped up its final Criminal History Record Information Sharing (CHRIS) project grant. As part of the four CHRIS grants, Nlets supported a key aspect of Bureau of Justice Statistics' mission to provide accurate crime statistics to prevent crime and reduce recidivism. A key component in producing these reports is extracting detailed data contained on criminal rap sheets. In the past, this was a tall order because of the manner in which this data was stored — either on paper or in stand-alone technology solutions. A major focus of Nlets' effort has been to help states migrate their rap sheet data to a format and interface protocol that allows the retrieval of specific detail data. This began with the CHIEF I and CHIEF II grants and has continued on with the four CHRIS grants.

These standardized rapsheet enhancements enabled BJS to receive accurate, detailed criminal history record data via Nlets and were key to carrying out the Congressional mandates articulated in the Violence Against Women and Department of Justice Reauthorization Act of 2005 (Public Law 109-162). This also positioned BJS to provide improvements in the accuracy, quality, timeliness, immediate accessibility, and integration of state criminal history and related records, and support statistical research for critical analysis of the improvement and utilization of criminal history records.

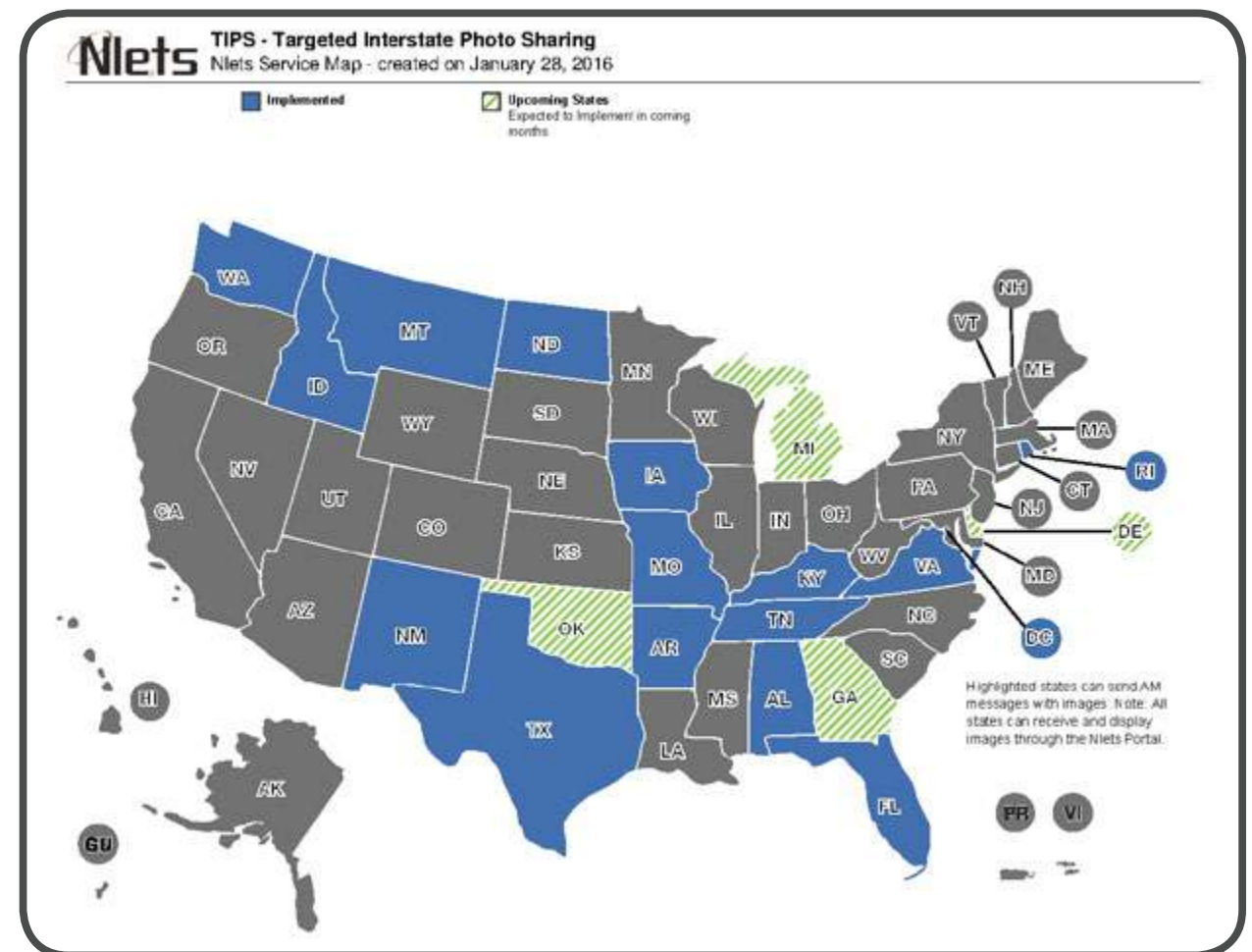# Photo Sharing

States Continued to Enlist in Photo Sharing Services in 2015

DL Photo Sharing
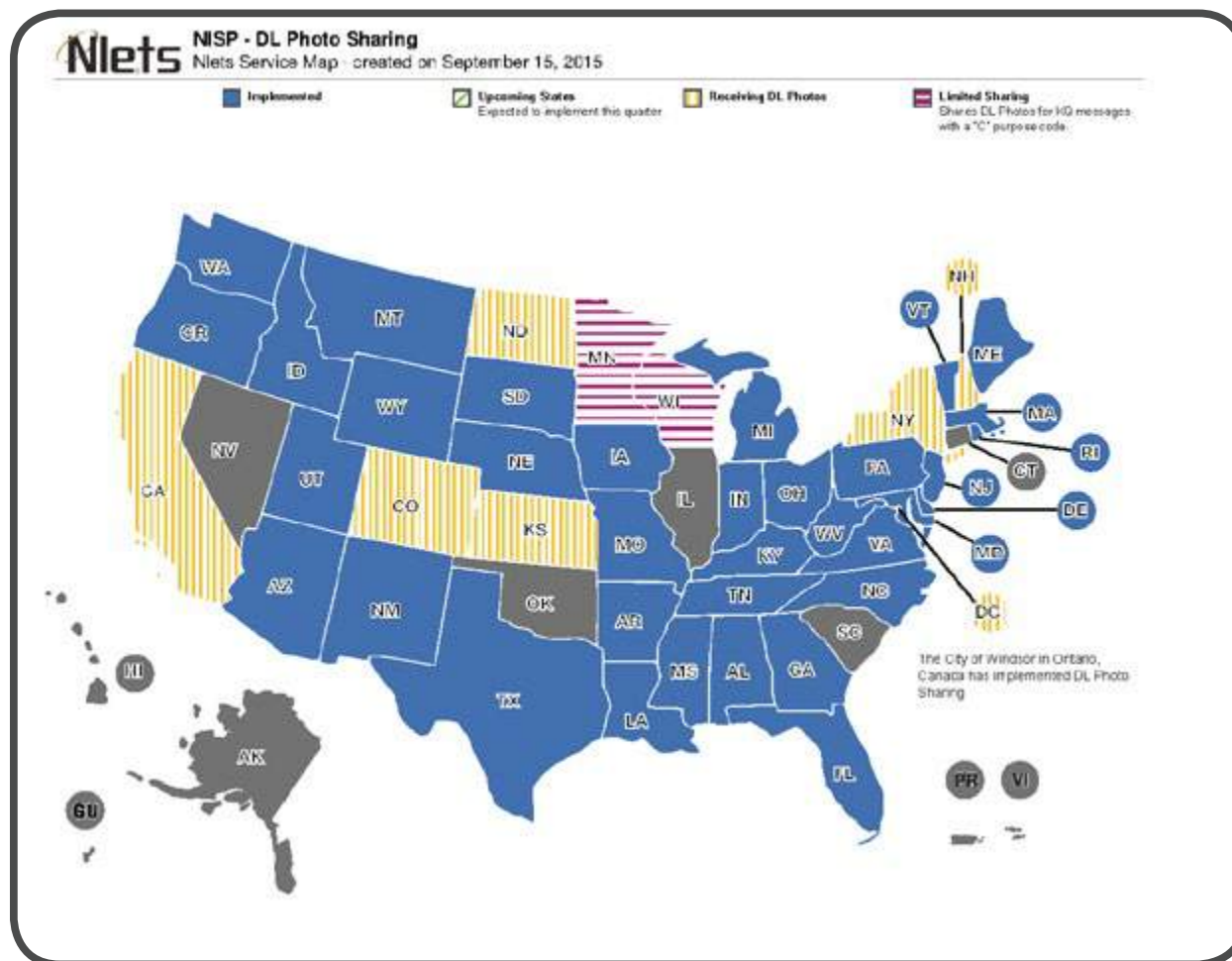
Targeted Interstate Photo Sharing (TIPS)

Strategic Partners

Strategic Partners (cont.)

Hosting Customers

Hosting Customers (cont.)

Nlets Service Agencies

Principal

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
Heavy Vehicle Electronic License Plate, Inc. (HELP, Inc.)
National Center for Missing and Exploited Children (NCMEC)
National Insurance Crime Bureau (NICB)
National Vehicle Service (NVS)
Regional Information Sharing System (RISS)
Western Identification Network (WIN)

Core: Federal

Administrative Office of U.S. Courts
Bureau of Justice Statistics (BJS)
Bureau of Prisons (BP)
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 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

Nlets Leadership

Board of Directors

President: Bill Clinton (AR)

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2nd Vice-President: Charles Schaeffer (FL)

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          Mark Liebl (NH), Vice Chair

Region B: Mike McDonald (DE), Chair
          Vacant, Vice Chair

Region C: Tom Turner (VA), Acting Chair
          Vacant, Vice Chair

Region D: Jeff Matthews (AL), Chair
          Terri Fisher (GA), Vice Chair

Region E: Dawn Brinningstaull (MI), Chair
          Vacant, 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)

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Greg Meetze (SC)

Jeff Matthews (AL)

Walt Neverman (WI)

Tom Prevo (NB)

Oded Galili (MN)

Tim Struck (NM)

Kathy Monfreda (AK)

Jim LeMaire (NV)

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Jeremy Hansford (OH)

Curtis Wood (MA)

Clay Sato (HI)

Jeff Matthews (AL)

Training & Education

Chair: Mike McDonald (DE)

Shelley Scott (LA)

Mark Liebl (NH)

Duke Longcor (DA)

Nominations

TBD

Hall of Fame

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Bill Clinton (AR)

Steve Correll Nlets

Curtis Wood (MA)

Brad Long (Alumni)