

Nlets 2020

Annual Report



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Mission Statement

The mission of Nlets is to provide information services within a secure environment to the international justice and public safety communities. Nlets will serve those national and international governmental agencies and other organizations with similar missions that enforce or aid in enforcing local, state, or international laws or ordinances.

Vision Statement

Nlets' vision is to continue to be the premier provider of secure information services that will enable a totally standardized, integrated, international justice and public safety system. Acting primarily as a network and information provider, Nlets will serve every stratum of the justice and public safety communities.

Our Values





Frank Minice
Nlets Chief Executive Officer



Kurt Anzelmo
Nlets Chief Operations Officer



Laura Carter
Nlets Chief Human Resource Officer



Kate Silhol
Nlets Chief Information Officer



Brad Truitt
Nlets 1st Vice President
Tennessee Bureau of Investigation



Bill Guy
Region A Chair
Rhode Island State Police



Greg Meetze
Region C Chair
South Carolina State Law Enforcement



Boyd Butler
Region E Vice Chair - Chair Pro Tempore
Illinois State Police



Michelle Farris
Region G Vice Chair - Chair Pro Tempore
Texas Department of Public Safety



Bonnie Locke
Nlets Chief Marketing Officer



Shawn Scriven
Nlets Chief Financial Officer



Bill Phillips
Nlets Chief Information Security Officer



Charles Schaeffer
Nlets President
Florida Department of Law Enforcement



Jeremy Hansford
Nlets 2nd Vice President
Ohio State Highway Patrol



Renee Rigby
Region B Chair
Delaware State Police



Brad Cazort
Region D Chair
Arkansas Crime Information Center



Tom Prevo
Region F Chair
Nebraska State Patrol



Joseph Leon Guerrero
Region H Chair
Judiciary of Guam

Finance & Management Committee

Chair: Terri Fisher (GA)
Ex-Officio: Brad Truitt (TN)
Brad Cazort (AR)
Bill Guy (RI)
Michelle Farris (TX)

Brodie Assistance Fund Committee

Chair: Tom Prevo (NB)
Terri Fisher (GA)
Joe Mandala (KS)
Bill Guy (RI)
Greg Meetze (SC)
Michelle Farris (TX)

Technical Operations Committee

Chair: Joe Mandala (KS)
Ex-Officio: Jeremy Hansford (OH)
Darryl Hayes (CT)
Chris Corea (MD)
Kirk Beardwood (CA)
Dan Abbott (NA)
Maury Mitchell (AL)
Ron Thornton (TC)
Jason Henry (AX)

Nominations Committee

Chair: Joe Leon Guerrero (GM)
Tom Prevo (NB)
Renee Rigby (DE)

Training & Education Committee

Chair: Shelley Scott (LA)
Amy Mancuso (SD)
Sandy Kelleher (ID)
Kateri Candee (WA)
Joe Leon Guerrero (GM)

Hall of Fame Committee

Chair: Dan Abbott (NA)
Charlie Schaeffer (FL)
Frank Minice (Nlets)
Leon Frederick (IA)
Georgene Ramming (Alumni)

Letter from the President

As I reflect on the year that was 2020 and the second year of my Nlets presidency, I can honestly say it has been an honor and privilege to serve as your President as we collectively navigated a year that was full of surprises. I am proud of the progress we achieved together despite the trials that a global pandemic threw at us. I enthusiastically watched Frank Minice and his leadership team rise to every challenge that was presented to them.

Nlets remains the leader in law enforcement and public safety communications, and the initiatives carried out in 2020 reaffirmed that we are here to stay. On a high level, the Nlets NJIN utilization continued to rise, reaching more than 2.7 billion transactions in 2020. In 2010, this number was just over one billion. This increase is a testament to the collaborative effort within our community that consistently pushes things forward. The numbers are encouraging, but what they stand for is even more meaningful.

Those transactions represent more cases solved, missing kids found, perpetrators apprehended, and much, much, more.

The initiatives pursued in 2020 furthered our mission to support law enforcement by providing additional information sharing opportunities and improved technology. From the continued production of NJIN 2.0 to the movement of our COOP location to Texas, 2020 was a year of forward movement that will prepare Nlets for a more prominent future. As you review in more detail the progress Nlets has made in the following pages, I encourage you to consider how your agency may be able to take advantage of the new or underutilized resources available through Nlets.

The strength of our organization has been and will always be the cooperation of state, federal, international, and private entities working toward a common goal. The achievements of 2020 belong to all those who played a part in moving Nlets forward, and we will carry that same spirit into the future.

Your voice matters at Nlets. Many of the completed efforts in 2020 began with an idea and phone call to an Nlets counterpart. Great things happen when the seemingly small individual voices in our community come together toward a common goal.

I will end with a heartfelt thank you! Thank you for your sacrifice, your perseverance, your commitment, your dedication, and for doing all that you can to serve the law enforcement and public safety community. I look forward to another year of accomplishments with this fantastic team.



A stylized, handwritten signature in black ink, appearing to read 'Schaeffer'.

Charles Schaeffer
Nlets President

Letter from the Chief Executive Officer

Let me start by saying that no one could have ever predicted 2020. I certainly never imagined that my first year as Nlets CEO would be during a global pandemic. Over the course of the year, many of us have known people who personally fought COVID and won, and some, who, very sadly, lost family members and friends. We all know that this isn't over yet, but we're going to continue to support each other no matter how long it takes.

Throughout 2020, Nlets did what it has always done: we adapted. We thought outside of the box and we changed the way we get things done. In the face of adversity... Nlets continued to perform and excel.

Nlets worked diligently to continue to be highly reliable in a time that law enforcement needed us the most. It was, and remains to be, a very hard time to work in law enforcement in the United States, and we take pride in the fact that the work that we did this year ensured that we were there for the officer on the street, and that they could count on us to be there every time.

The system you have come to rely on processed nearly three billion transactions in 2020 with an average response time of 1.79 seconds and an overall system uptime of 99.981%.

In 2020, in addition to running our system and providing customer service for our users, we managed and completed over 70 projects and are currently working on 60+ more.

One of our accomplishments early this year was our organizational restructuring and with that, the adoption of our official core company values, otherwise known as the three IIs: Integrity, Innovation & Impact. These are the pillars around which we center our decision-making process and are now used as our daily creed. Having these guideposts leads us to be constantly inspired to do the right thing for the right reason, to be innovative, and most importantly, to have an impact. Our restructuring called for everyone in the organization to take on more responsibility, to be empowered, and to support each other.

I'm proud to say that we did just that. Nlets is in the best position for growth that we have ever been as an organization.

When we look back at this year, it's absolutely astounding to consider the sheer amount of work that we accomplished. We did everything from the handling of thousands of support tickets to providing new training methods for our membership to kicking off the build of our new certification program.

From a security perspective, we revamped our audit process and started thinking differently about our security policy. We upgraded systems and networks and exercised our new COOP location. We had a clean financial audit, a clean security audit, and we worked through all the COVID hurdles to successfully audit our partners.

What's more, we brought in new business with our strategic and federal partners and put into motion key contract and billing changes. We took leadership roles within IACP, FirstNet, the FBI APB, Global, and more.

We also strengthened our relationships with SEARCH, IACP, the FBI, TMA, AAMVA and others.

And that's not even everything.

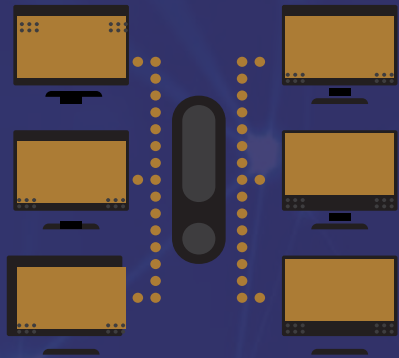
I am incredibly proud of the accomplishments we made this year through countless hours of hard work. Yet, this is not a time where Nlets can slow down. In fact, we won't be taking our foot off the gas as we approach 2021. We certainly hope that there will be less hurdles in our way but feel confident that we will make huge strides no matter what is thrown at us. I am honored to work with such a talented and dedicated staff as well as the Nlets Officers and Board. Working together, I am looking forward to reporting on our continued success in 2021.



A stylized, handwritten signature in dark ink that reads "Frank Minice".

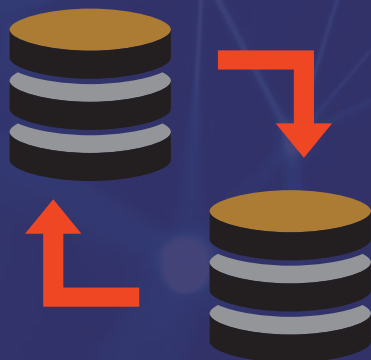
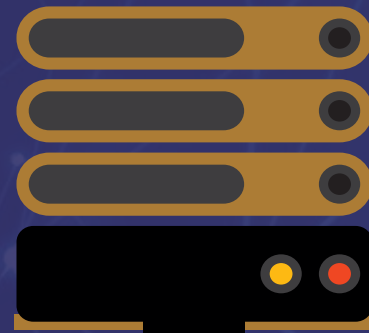
Frank Minice
Nlets Chief Executive Officer

2020 Statistics



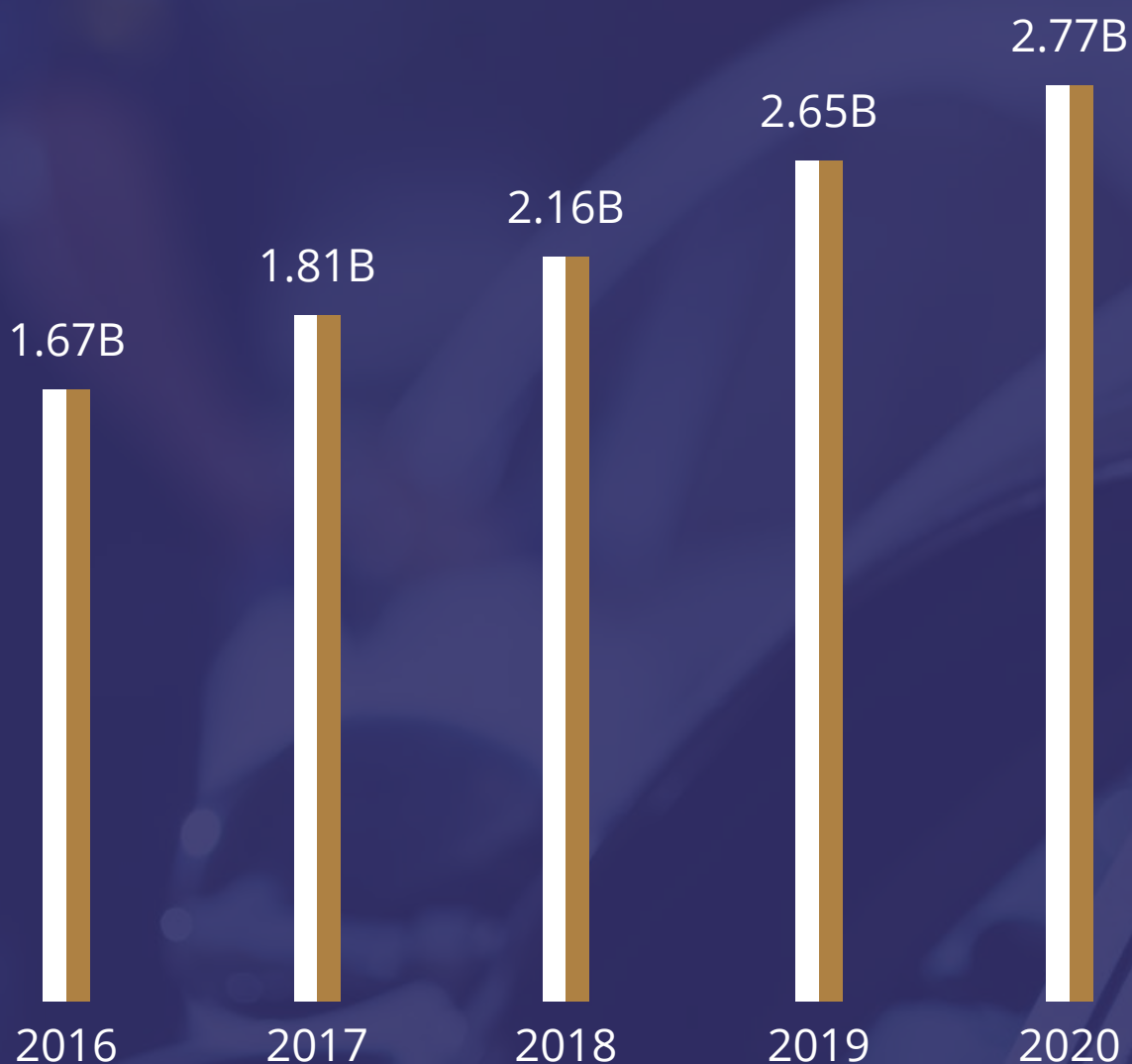
**99.975%
Network Uptime**

**99.981%
System Uptime**



**1.79s Average
Message
Response Time**

Transactions By Year



Nlets' transactions in 2020 totaled 2,771,962,302.

Financial Update

Investing for the Future

The long-term success Nlets has seen for over 50 years can be attributed to two key factors: investing in the high-quality, secure, and reliable network used every day by the law enforcement community, and investing in the workforce needed to support this network and other services provided to the membership.

In 2020, Nlets invested \$1.3 million in capital improvements. Notably, \$730K of this capital spend went towards technology improvements that are covered later in this report. In order to continue to protect the network and maintain its reliability, nearly \$250K of the capital spend was allocated for security upgrades to the perimeter firewalls.

Finally for 2020 capital spend, \$130k was spent on building improvements, with about half of this allocated towards a renovation of the Network Operations Center (NOC). This renovation will allow the NOC staff to provide even greater customer service, which the membership has already grown accustomed to for many years.

In 2020 Nlets also reorganized its corporate structure, implementing a management level to the organizational chart which has not been seen before. This new structure will aid in supporting the existing services to the membership while also providing opportunity for growth into new service areas for Nlets.

The new structure also provides a vision of a career path for employees that will help in our goal of retaining a high-quality workforce.

Nlets investment in staff training (\$50K in 2020) keeps employees engaged and up-to-date on certifications and professional development needed to keep the network up and running while giving the best customer service to the membership. The investment in the new structure and continuous employee training was all successfully completed within the approved budget for 2020.

Finally, the balance sheet for Nlets remains strong as we have secured liquid cash reserves for unexpected needs, zero long-term operating debt, and minimal short-term operating liabilities. Nlets has continued its commitment to reinvestment to the member community with \$214K funded for various projects in 2020 through the Brodie Assistance Fund. These continued investments in the network, people, and membership community will allow us to shape a positive future for Nlets.

COOP Location



In 2020, we made a number of upgrades to our secondary site and progressed on a number of key projects as well. We exercised the Continuity of Operations (COOP) location 19 times, with an average planned cutover time of 1.35 minutes. We also added a new storage platform to augment our Hyperconverged Infrastructure.

That, combined with our migration of our Data Warehouse to dedicated hardware, has allowed us to fully migrate off of our legacy Blade and NetApp virtual hosting infrastructure. We will continue that progress this year with additional server resources and an upgraded DMZ.

XML Standardization

In 2014, the Nlets Board of Directors resolved to sunset the legacy text format, replacing it with standardized XML. The Nlets BOD made this resolution because of the recognition that data is much more powerful when it is sent in a standard format that can be universally understood. And - many of the constraints that have previously stood in the way of using bulkier data formats have been removed with advances in technology, and this is now an attainable goal.

During 2020, Nlets made more progress than ever in moving towards the finish line. Utah became the first state to reach full compliance and now sends every message in fully standardized XML! Several other states have begun working on this large task and even more are lined up with Brodie Assistance Funds (BAF) requests submitted!

```
<?xml version='1.0'>
  <person id='0847'>
    <name>Kris S
  </name>
    <address>
      <street>3
    </street>
      <city>Bo
```


National Leadership Positions

The Nlets leadership team has held positions of influence in the industry in a variety of avenues for many years. Even with the challenges of a pandemic in 2020, we continued to help drive policies, standards, and projects at a national level. Below, read about a variety of projects that the Nlets leadership was involved in.

The FBI N3G Project

Our leadership team is involved with the Federal Bureau of Investigation (FBI) Criminal Justice Information Systems (CJIS) Division's preparations for their next major upgrade, known as the National Crime Information Center's (NCIC) 3rd Generation, or the N3G Project. The N3G team is working with stakeholders to identify new functionalities that will modernize and expand the capabilities of the existing NCIC system.



IACP CJIS Committee

We chair the International Association of Chiefs of Police (IACP) CJIS Committee which serves as the primary liaison with the FBI on all issues involving information sharing efforts including the NCIC, the Integrated Automated Fingerprint Identification System (IAFIS), the National Incident-Based Reporting System (NIBRS), the National Data Exchange (N-DEX), and Regional Data Exchange (R-DEX).

NIEM Business Architecture Committee

Nlets leadership sits on the National Information Exchange Model (NIEM) Business Architecture Committee (NBAC). For those unfamiliar with NIEM, it is a common vocabulary that enables efficient information exchange across diverse public and private organizations. Some of the work of the NBAC is to oversee and validate the construction, maintenance, and use of the business architecture framework for NIEM. The NBAC also provides management and oversight of the NIEM Core—the central part of the NIEM data model that's commonly understood across all domains.



National Leadership Positions

FBI Security and Access Subcommittee

Nlets leadership sits on the FBI Security and Access (SA) Subcommittee, which is responsible for reviewing the hardware and software security policy for current CJIS Division computer systems as well as those systems under development. The Subcommittee recommends to the Advisory Policy Board (APB) a security policy governing the FBI's CJIS Division systems as well as those systems interfaced with the CJIS Division's computers and telecommunication systems. In addition, this subcommittee reviews issues related to the requests from agencies and organizations wanting access to information contained in the CJIS Division programs.



FirstNet Public Safety Committee

Nlets' CEO serves on the FirstNet Public Safety Advisory Committee, (PSAC) which offers FirstNet guidance, information, and subject matter expertise from a public safety perspective to ensure that user needs, requirements, and public safety operational capabilities are included in the network.



Global Executive Steering Committee

Nlets leadership serves on the Global Advisory Committee (GAC) Executive Steering Committee. Global Justice Information Sharing Initiative (GLOBAL) consists of organizations appointed by the U.S. Attorney General (AG) or his/her designee. GLOBAL offers advice and input to the US AG and US Department of Justice (DOJ) pertaining to justice information sharing in GLOBAL and to drive the management.



CJIS Advisory & Law Enforcement Advisory Committees



Nlets leadership is a member of the CJIS Advisory Committee, which brings together industry leaders and government practitioners who develop, support and manage criminal justice information sharing initiatives at the federal, state, and national levels. They also sit on the LEAC, which seeks to improve the level of understanding of technology and standards, and create awareness of the challenges impacting all areas of law enforcement.

(ACI) Data Center Network Refresh

In 2020 Nlets implemented the Cisco Application Centric Infrastructure (ACI) in network centric mode at both of our datacenters. By implementing this solution, it simplified, optimized, and accelerated our infrastructure deployment into the datacenter.

The addition of ACI has given Nlets the ability to easily scale the infrastructure in a seamless fashion and provided Nlets with improved tools for monitoring and troubleshooting the network.

It also allows for seamless integration with multiple automation products through the use of its REST API and offers the ability to script large additions or changes to the network.

Lastly, it provides Nlets with a single pane of glass for visibility over all leafs and spines in the fabric for health monitoring and fault reporting. This change also provides Nlets with improved tools for monitoring and troubleshooting.



Nova Update

2020 was another successful year of growth for Nova, the Nlets Secure Cloud Platform. We have added a number of customers, including a state police department.

Nova is our most modern solution — a completely customizable virtualized environment that eliminates many of the hassles of traditional hosting. With leading technology and unparalleled customer support, Nova is a virtualized hosting product that stands toe-to-toe with leading industry providers while catering directly to those who support officers on the street. With Premium SSD storage as well as Provisioned and Scheduled IOPS, Nova is ideal for all environments, whether it's primary technology, DR sites, or test environments. All of this makes Nova a premiere cloud service for the criminal justice community.

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

Nova is Nlets and CJIS security policy compliant and has been audited by the FBI.



Coming to Nova in 2021:



Additional networking features and services



Larger and more flexible platform



Core: Principal

Alabama Law Enforcement Agency
 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

Core: Associate

ARJIS of San Diego
 PrePass Safety Alliance
 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 Alcohol, Tobacco, Firearms, & Explosives
 Bureau of Consular Affairs / DOS Passport Services
 El Paso Intelligence Center (EPIC)
 Federal Bureau of Investigation / NCIC
 Federal Bureau of Prisons
 Federal Motor Carrier Safety Administration
 Federal Protective Service
 National Weather Service / NOAA
 Naval Criminal Investigative Service
 Office of Justice Programs, BJS
 Social Security Administration
 Transportation Security Administration / OLE
 U.S. Air Force

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 Department of Public Safety
 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 Division of Criminal Investigation

Core: International

Canada

U.S. Army
 US Citizenship & Immigration Services
 U.S. Coast Guard
 U.S. Customs and Border Protection
 U.S. Department of Defense/DMDC
 U.S. Department of Defense/DCSA
 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. Marshals Service
 U.S. National Central Bureau of INTERPOL
 U.S. Postal Inspection Service
 U.S. Secret Service

Strategic Partners

Nlets is proud to partner with industry*, who join us in our mission to serve law enforcement

365LABS
SOFTWARE NEVER SLEEPS

ALLEN
SOLUTIONS FOR CONSTRUCTION SOFTWARE

BLS

BUSINESS
WATCH
INTERNATIONAL

CALIBER
Public Safety

CENTRAL SQUARE
TECHNOLOGIES

CONDUENT

CPI
The Quantum Company

DATA TICKET^{INC.}

Datamaxx

diverse[™]
COMPUTING

duncan
solutions

FORTIOR
SOLUTIONS[™]

GATSOUSA

Iheron

FEDCHECK

ii
IJIS Institute

iis
intelligent
imaging
systems

iParq
Intelligent Parking

IPS
GOLF

LOCATOR
TECHNOLOGIES

LO/JACK[™]

NOVOA
GLOBAL

optotraffic[™]

Passport

Redflex

RedSpeed[®]USA

REKOR
RECOGNITION SYSTEM
VISIT REKORSYSTEMS.COM
Learn how REKOR can help your organization protect its assets

safespeed

SalientCRGT

The Monitoring
Association

turboDATA
SYSTEMS

tyler
technologies

VERRA
MOBILITY

*Current as of December 2020

Hosting Customers

Nlets is proud to provide secure hosting services to industry*, who join us in our mission to serve law enforcement.



*Current as of December 2020



(800) 528-4020

www.nlets.org