

# **New York State**

# Mid-Year Performance Report for the Division of Criminal Justice Services

JANUARY - JUNE 2006

Crimestat Report on DCJS Agency Operations

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Governor

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Crimestat Report No. 2. Issued September 21, 2006

#### Introduction

This report provides a mid-year update on the performance of the New York State Division of Criminal Justice Services (DCJS). The mission of DCJS is to enhance public safety and improve criminal justice. DCJS is staffed with approximately 700 employees and is comprised of seven departments.

DCJS established Crimestat, the performance management program for criminal justice, in 2003. While the Crimestat program monitors performance for a wide range of criminal justice agencies and program areas, this report focuses exclusively on DCJS agency operations. Other performance reports are issued periodically by the Crimestat Unit.

The data presented are based on information provided by DCJS managers through the monthly Crimestat process. Performance information is presented back to 2001 in areas where such data are available. In this report, performance measure data may be compared to established targets or previous year data. When performance data are compared to established targets, progress is monitored by the Crimestat Unit. Previous year data may also be used as a target. For some measures, previous year data are shown simply for comparison purposes to show program growth or increases and decreases in workload. More detailed information on DCJS program activities is available on the DCJS website <a href="https://www.criminaljustice.state.ny.us">www.criminaljustice.state.ny.us</a> or by calling 1-800-262-3257.

The 2005 Crimestat Annual Report, which includes data on all of New York State's criminal justice agencies and a wide range of initiatives, is available on the DCJS website at <a href="http://www.criminaljustice.state.ny.us/pio/annualreport/annualreport.htm">http://www.criminaljustice.state.ny.us/pio/annualreport/annualreport.htm</a>. For more information on criminal justice performance management, please email <a href="mailto:crimestat@dcjs.state.ny.us">crimestat@dcjs.state.ny.us</a> or call 518-457-0439.

This report is also available on the DCJS website at <a href="www.criminaljustice.state.ny.us">www.criminaljustice.state.ny.us</a>

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#### Mission

To reduce crime and increase effectiveness by providing support services to the Division of Criminal Justice Services (DCJS) and host agencies.

#### **Scope of Operations**

The **Office of Administration** provides support for the Division of Criminal Justice Services, the Division of Probation and Correctional Alternatives, the Crime Victims Board, the State Commission of Correction, and the Office for the Prevention of Domestic Violence.

- **Financial Services** manages cash, revenue, and local assistance funds. It is responsible for purchasing, contracts, in-house grants, and voucher payments. It develops and implements budgets and spending plans, and prepares required reports.
- Human Resources Management is responsible for position classification, training, examination planning, payroll and benefits administration, and employee and labor relations programs.
- Administrative Services supports agency programs by providing mail and courier services, printing and graphics, central supply and warehouse services, telecommunications, and facilities management for all locations. Administrative Services is also responsible for agency fleet management, security systems, inventory, and records management programs.

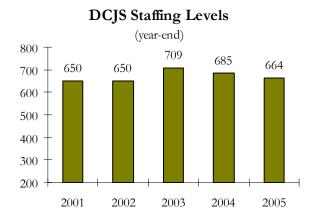
#### **Key Public Service Areas**

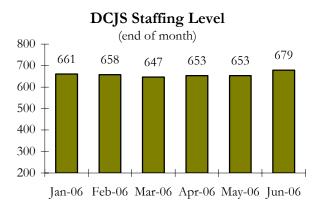
- Manage the budgeting process, and provide fiscal support for the Division of Criminal Justice Services and host agencies
- Manage the contracting process for local assistance grants
- Manage cash, revenue, and local assistance funds
- Monitor staffing levels for the Division of Criminal Justice Services and host agencies
- Manage the agency fleet, equipment inventory, printing, central supply and security program

#### **Critical Objectives**

- Ensure that the agency and host agencies have appropriations and spending plans to meet organizational goals and objectives
- Ensure that the agency and host agencies are adequately staffed to meet their organizational objectives
- Ensure that contracts are processed within prescribed timeframes
- Ensure the efficient and effective execution of procurements, and payments to vendors
- Ensure adequate space, equipment, and telecommunications for the agency and host agencies

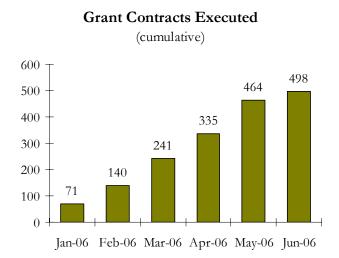
Human Resources Management is responsible for monitoring the staffing levels for all program areas within DCJS and for its four host agencies.





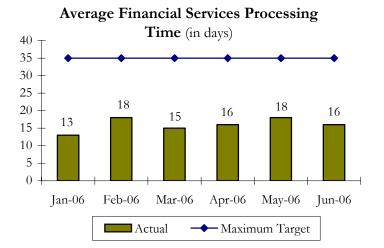
✓ DCJS can support a fill level of 719 for the 2006 – 2007 fiscal year. Staff attrition, primarily due to retirements, has resulted in vacancies that program areas are working to fill. Vacancies are primarily in the information technology area.

Financial Services is responsible for reviewing grant contracts to ensure that all required documentation is included before submission to the Office of the State Comptroller (OSC) and the Attorney General's Office (AG) for approval. A target of 35 business days has been established as the maximum number of days a grant contract should be in this phase of contract processing. The 35-day period includes time needed for Financial Services review, OSC and AG review, and time needed to return the approved contract to the DCJS Bureau of Justice Funding (BJF).



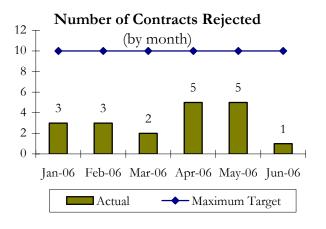


√ Between January and June 2006, Financial Services has processed 498 grant contracts and distributed nearly \$843 million to grantees.



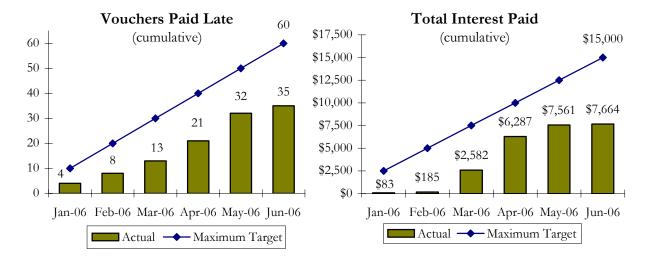
✓ During the first six months of this year, Financial Services has consistently met its goal, processing grant contracts well within the 35-day target.

Financial Services reviews grant contracts prepared by program staff before submission to OSC and the AG for approval. Contracts that are inconsistent with OSC and AG guidelines are returned to BJF for correction or modification. Financial Services and BJF have set a goal of reducing the number of contracts rejected to less than 10 per month.



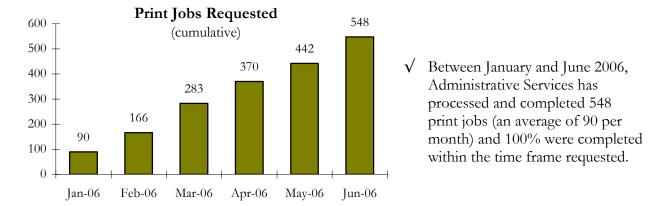
✓ During the first six months of 2006, fewer than five grant contracts were rejected in any given month. Rejected contracts represented only 4% of total contracts processed. Financial Services and BJF continue to work closely to ensure that grant contracts submitted for processing are complete and error-free.

Financial Services is responsible for paying all vouchers within the 30-day time frame prescribed under the State Finance Law. In instances where vouchers are not paid within the prescribed time frame, State agencies are required to pay interest on the late payment to any interest-eligible vendors. Financial Services has established a "not to exceed" target of 10 vouchers paid late per month and a dollar total of no more than \$2,500 per month.

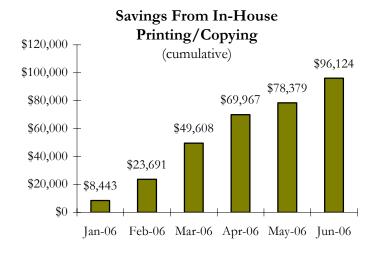


- √ Between January and June 2006, Financial Services has paid a total of 35 vouchers late (an average of six vouchers per month) and has not exceeded its "not to exceed" target of more than 10 vouchers paid late per month. The late vouchers represent approximately one-half of one percent of the 5,700 vouchers processed.
- √ A total of \$7,664 in interest on late vouchers has been paid through June of 2006. Financial Services has remained within the \$2,500 per month "not to exceed" target for five of the past six months.

Administrative Services coordinates the printing and copying of agency publications, and is equipped with state-of-the art printing and copying equipment. As a result, numerous print jobs can now be processed in-house at significant savings to the agency.



Administrative Services tracks the savings generated from processing printing/copying jobs for DCJS and its host agencies. This calculation is based upon an estimate of the cost of each printing/copying job as if it were sent to the Office of General Services for processing. These costs are accumulated on a monthly basis and reported as savings from In-House Printing/Copying.



√ Administrative Services saved a total of \$96,124 during the first six months of 2006 by completing printing and copying jobs inhouse.

#### Mission

To identify and direct criminal justice resources to reduce crime and improve criminal justice throughout New York State.

#### **Scope of Operations**

The Office of Strategic Planning is comprised of the Bureau of Justice Funding, the Bureau of Justice Research and Innovation, and the Bureau of Justice Partnership.

- **Bureau of Justice Funding (BJF)** allocates State and Federal funding to support criminal justice strategies and monitors programs funded by DCJS. BJF applies for discretionary federal awards and pursues grant opportunities for State criminal justice agencies and local partnership projects.
- Bureau of Justice Research and Innovation (BJRI) evaluates existing programs, develops new programs and researches best practices. BJRI works with funded programs to implement best practices related to criminal justice strategies and coordinates the involvement of local research partners on funded strategies.
- Bureau of Justice Partnership (BJP) networks with Federal, State, local and county law
  enforcement agencies. This bureau implements the State's criminal justice strategies across the
  State, focusing primarily within Operation IMPACT counties. Operation IMPACT is New York
  State's comprehensive crime fighting program designed to achieve sustained, long-term crime
  reduction across the state. IMPACT counties account for 80% of the crime reported outside
  New York City.

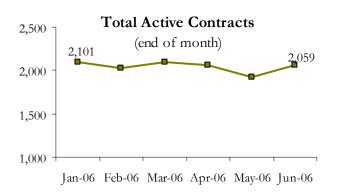
#### **Key Public Service Areas**

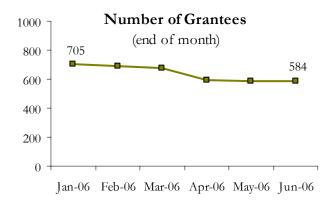
- Allocate State and Federal funds to meet criminal justice needs throughout the State and monitor DCJS funded programs
- Evaluate existing programs and develop new programs
- Collaborate with local and county agencies to identify criminal justice needs within their communities
- Coordinate with Operation IMPACT counties to ensure effective implementation of crime reduction strategies

#### **Critical Objectives**

- Ensure effective and efficient distribution of local assistance and Federal monies
- Process grants timely
- Monitor grantee performance and compliance with contract terms
- Develop new programs and conduct research that supports the DCIS mission
- Work with localities to reduce crime

The DCJS Bureau of Justice Funding (BJF) is responsible for the allocation of local assistance funding across the State to support criminal justice agencies and initiatives. BJF is responsible for all grant contracts from the time the application is received from the grantee until the grant contract is closed. This includes monitoring grantee progress, approving contract payments, and processing all contract related amendments.





- $\checkmark$  BJF is responsible for 2,059 active grant contracts as of June 30, 2006.
- √ The number of grantees has decreased over the past six months to a current level of 584 grantees, primarily due to BJF efforts to close outstanding contracts. Many grantees have more than one contract with DCJS.





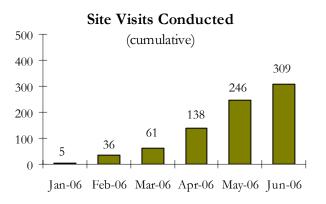
- $\checkmark$  Between January and June 2006, BJF executed 495 grant contracts.
- $\checkmark$  As of June 30, 2006, there were 726 contracts in process but not fully executed. These contracts are included in the 2,059 active contract count.

When the contract period is completed, and all required program and fiscal reports are received and fiscal claims are paid, the contract is closed both programmatically and fiscally. Beginning in 2005, BJF has significantly increased its efforts to close grant contracts by aggressively pursuing outstanding program and fiscal reports.

√ Between January and June 2006, 862 contracts were closed.



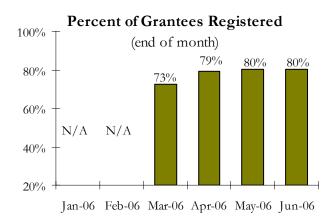
BJF staff who are assigned contract monitoring responsibilities conduct site visits of grantee organizations to ensure that services are provided in accordance with contract terms. Contract monitoring staff are required to make site visits to each grantee during the year.



Between January and June 2006, BJF staff conducted 309 site visits.

An electronic Grants Management System (GMS) was implemented in 2001 to process applications for grant contracts. In 2004, a new web-based version of GMS became available. Grantees are now expected to submit grant contract applications and post quarterly progress reports on-line through GMS. BJF is currently working to get all grantees registered and using GMS.

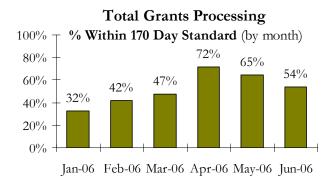
√ Between March and June 2006, the number of grantees registered to file electronically has increased. BJF has set a goal of registering 95% of grantees by December 31, 2006.



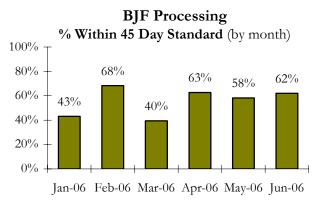
BJF is responsible for processing all DCJS grant contracts that are funded through State and federal dollars. DCJS has established a 170 calendar day processing time target for all grant contracts. Processing time is monitored in three categories: BJF processing time, Grantee Time, and Financial

Services processing time. Progress in each category is measured as the percent that are processed within the time frame established for each processing category.

√ Between January and June 2006, 55% of grant contracts were processed within 170 days. Processing time improved during April through June. This improvement was primarily due to reductions in grantee processing time.



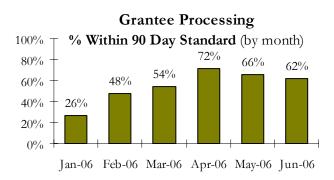
BJF processing time consists of the time BJF staff spent processing a grant contract. BJF has set a target time of 45 days for this segment of grant processing.



✓ During the period of January through June, the percent of grant contracts processed within 45 days for BJF processing averaged 56%. Over the past three months, the percent processed within standard has ranged from 58% to 63%.

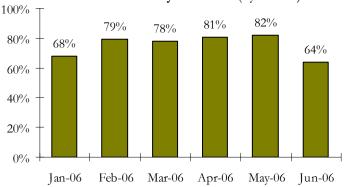
Grantee processing time consists of the number of days the grant contract is with the grantee. This includes time between the date the award notice is mailed to the grantee and the return of a completed application. Grantee processing time also includes the time it takes the grantee to sign and return the contact to BJF. A target time of 90 days has been set for this segment of the process.

√ The percent of grant contracts returned within the 90-day standard has improved significantly during April through June 2006. This was due to an increase in grant applications submitted using DCJS' electronic Grants Management System.



Financial Services processing time is measured from the date the grant contract is forwarded by BJF to Financial Services to the date it is returned to BJF from Financial Services. A median time of 35 calendar days has been set for this segment of the process.

# Financial Services Processing % Within 35 Day Standard (by month)



√ Between January and June 2006, the percent processed within the 35 day median time frame for Financial Services processing has remained relatively consistent with an average of 70% processed within standard.

#### Mission

To provide information technology services to the Division of Criminal Justice Services and its client agencies.

#### **Scope of Operations**

The Office of Justice Information Services (OJIS) provides support for all users within the Division of Criminal Justice Services, the Division of Probation and Correctional Alternatives, the Crime Victims Board, Office for the Prevention of Domestic Violence and the State Commission of Correction. In addition, OJIS provides support for systems and software used by local criminal justice agencies. The Office of Justice Information Services includes six program areas:

- Enterprise Development is responsible for application development and support of large scale, integrated information systems supporting the criminal justice community. This development includes analysis, design, coding, unit testing and documentation in addition to project management.
- **Technology Services** is responsible for providing technical infrastructure and support services for the agency. Staff is responsible for developing, maintaining and operating the agency's internal network infrastructure, databases on multiple platforms, and more than 40 different computer systems.
- The **Customer Service Group** provides user support for systems developed or supported by OJIS, and also supports the DCJS websites. The Customer Service Group includes the Customer Contact Center and Quality Assurance.
- The **Project Management Office** (PMO) was created within OJIS in February 2005. The PMO is responsible for the effective use of IT resources. The PMO maintains an inventory of all technology projects and reviews all new projects. For each proposed project, the PMO analyzes the project's purpose, resources required, time lines and how the project aligns with agency priorities before submission for Executive review.
- Information Security Office is responsible for the implementation and support of Information Security policies and standards to safeguard DCJS' technical and physical assets. Policies and standards cover agency servers and networks; Data Center access; secure network access; and secure application development.
- System Planning and Standards Group is responsible for the Office of Justice Information Services budgeting, purchasing and IT procurement. The group provides critical IT support through the creation of technical and information processing standards.

#### **Key Public Service Areas**

- Ensure uninterrupted operation of critical criminal justice technology systems for users statewide
- Provide training and support services to all users of DCJS systems

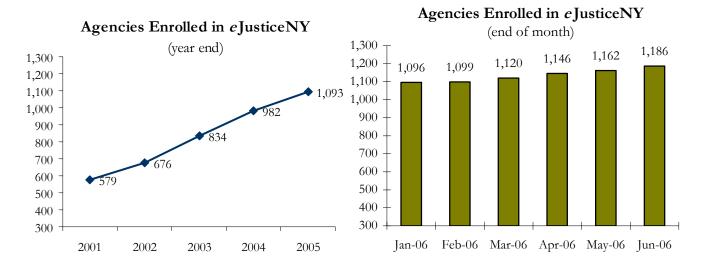
#### **Critical Objectives**

- Ensure uninterrupted operation of mainframe, network, and website operations
- Provide support to all users of DCJS systems
- Increase the number of criminal justice agencies enrolled in and using eJusticeNY
- Ensure alignment of IT resources with agency priorities through project management
- Provide software and applications programs that enhance the ability of criminal justice agencies to reduce crime

#### eJusticeNY

eJusticeNY provides law enforcement with essential operational support, data, and management information through a secure communications network. Through eJusticeNY, "one-stop shopping" provides immediate access to information on criminal history, offender photos, registered sex offenders, fugitives and offenders who owe DNA samples. User agencies include police departments, sheriff's offices, courts, district attorneys' offices, county probation offices, New York State and New York City agencies and other organizations.

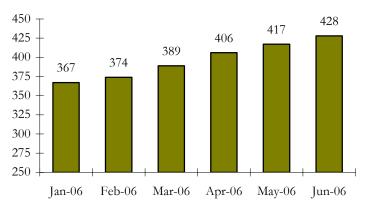
Over the past five years, the Office of Justice Information Services (OJIS) has been working to expand ¿JusticeNY access to law enforcement agencies throughout New York State. During 2005, DCJS expanded technical assistance and enhanced support for ¿JusticeNY. Connectivity options were also expanded and local training was conducted. Hardware and software enhancements improved performance and reduced system downtimes.



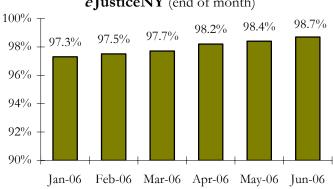
- √ The number of agencies enrolled in eJusticeNY nearly doubled between 2001 and 2005, with 1,093 agencies and 27,000 individuals enrolled at the end of 2005.
- √ The number of agencies enrolled in eJusticeNY has increased by 120 between December 2005 and June 2006. OJIS has set a goal to have 1,213 agencies registered by December 2006, and will likely exceed this goal.

DCJS closely monitors law enforcement enrollments in eJusticeNY, with the largest, most active police departments receiving the first priority. The number of arrests submitted by department is used to gauge department size/activity. DCJS has established a 2006 goal to register law enforcement agencies responsible for 99.5% of reported arrests statewide.

Law Enforcement Agencies Enrolled in e JusticeNY (end of month)



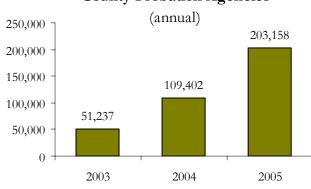
% of Statewide Arrests Represented by Law Enforcement Agencies Enrolled in e JusticeNY (end of month)



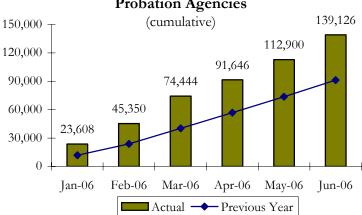
- √ The number of law enforcement agencies enrolled in eJusticeNY continued to increase throughout 2006. Between January and June 2006, OJIS enrolled 61 new law enforcement agencies. Law enforcement agencies include local police departments, Sheriffs with policing responsibilities, and the State Police.
- √ The percent of statewide arrests represented by law enforcement agencies enrolled in eJusticeNY continued to increase between January and June 2006. OJIS is on target to meet or exceed its year-end goal of reaching 99.5%.
- $\sqrt{}$  Nearly every medium and large size police department is now enrolled in eJusticeNY.

Full implementation of ¿JusticeNY for probation agencies was a key objective in 2005. DCJS implemented a new probation case management system for county probation departments which uses ¿JusticeNY as the secure portal for entering case record information which is transmitted to the NYS Integrated Probation Registrant System. ¿JusticeNY also provides probation departments with access to the full Sex Offender Registry as well as reports of probationers who currently owe DNA samples.

eJusticeNY Offender Inquiries by County Probation Agencies

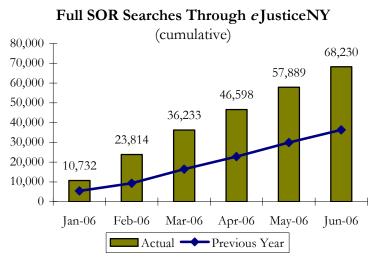


#### eJusticeNY Offender Inquiries by County Probation Agencies



- √ At the close of 2005, all 58 probation departments were enrolled in eJusticeNY. Equally important, between 2003 and 2005, utilization of eJusticeNY by probation departments nearly quadrupled.
- √ Between January and June 2006, county probation departments made over 139,000 inquiries through eJusticeNY, a 52% increase as compared to last year.

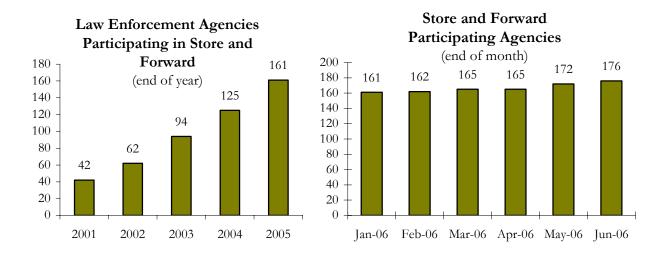
Unlike the publicly available Sex Offender Subdirectory which includes information on Level 2 and Level 3 sex offenders, the Full Sex Offender Registry Suite available through ¿JusticeNY provides comprehensive information to law enforcement on all sex offender registrants. Law enforcement agencies, District Attorneys, Parole, county probation departments, and the courts now have access to the Full Registry so all law enforcement agencies with responsibility for monitoring and supervising sex offenders have the most up-to-date registrant information available on registrants.



- √ In Spring 2006, access to the Full Sex Offender Registry was granted to the courts to facilitate timely risk level hearings for sex offenders.
- √ Overall, eJusticeNY Full Sex Offender Registry usage increased 81% in 2005 as compared to 2004.
- √ Between January and June 2006, a total of 68,230 Full SOR Searches were made through eJusticeNY, an 88% increase from 2005.

#### Store and Forward

DCJS developed and implemented Store and Forward to reduce arrest and fingerprint processing time and improve the quality of fingerprint searches. Store and Forward is an electronic interface that links remote fingerprinting sites to the Division's Statewide Automated Fingerprint Identification system (SAFIS). Agencies that process fingerprints through Store and Forward transmit arrest fingerprint images and mug shots electronically to DCJS and receive a full criminal history (rapsheet) in time for offender arraignment, which is key to public safety.

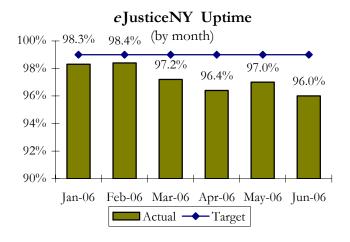


- √ DCJS has made dramatic progress in increasing the number of agencies participating in Store and Forward over the past five years. As of December 2005, 161 law enforcement agencies had Store and Forward capability.
- √ Between January and June 2006, 15 agencies were added to Store and Forward.

#### **Mainframe System Operations**

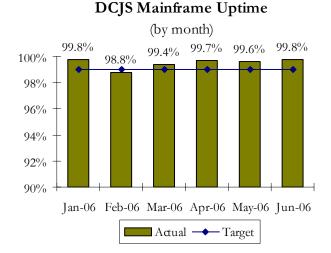
Uptime is monitored for four agency systems: ¿JusticeNY, DCJS Mainframe, CXL (SAFIS), and IXL (SAFIS). A goal of 99% of uptime has been established for the four main agency systems.

**eJusticeNY** provides law enforcement with essential operational support, data, and management information through a secure communications network.

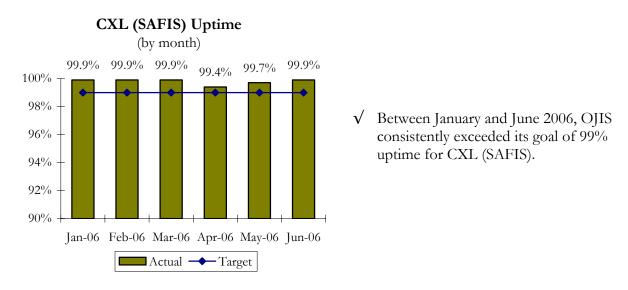


**DCJS Mainframe** is a legacy system that had served as the principal computer platform for DCJS databases and interfaced with outside agencies up until the mid-1990s. Since then, much of the functionality on the mainframe has since been migrated to a new three-tiered client server architecture. This migration process is expected to be completed within the next two years. In the interim, the mainframe serves as the processing engine for a number of critical programs including the Automated Fingerprint Identification System (AFIS) and serves as the system for processing court dispositions and National Crime Information Center services.

√ During the past six months, DCJS Mainframe uptime has met or exceeded the 99% goal.

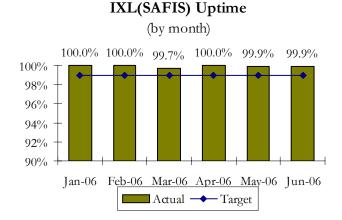


**CXL SAFIS** is the information system for identification processing of crime scene (latent) prints against a subset of the fingerprint images maintained on the IXL (all criminal prints). CXL SAFIS maintains electronic images of all ten fingers for each record for searching. CXL searches can be generated by DCJS staff and by staff in criminal justice agencies that run the regional CXL units.



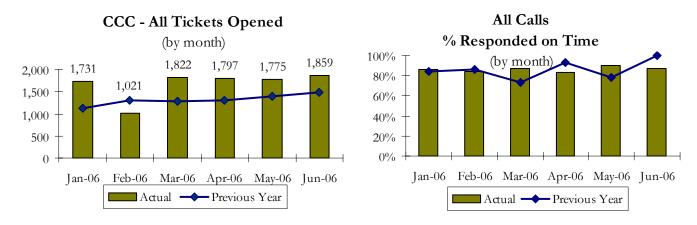
**IXL (SAFIS)** is the information system responsible for the identification processing of all fingerprint submissions received from authorized civil and criminal contributors. IXL receives electronic input from agencies submitting through the Store and Forward system and from hard copy fingerprint cards mailed into DCJS and loaded into SAFIS. Many Store and Forward sites now electronically submit images into SAFIS using the Gateway Service Provider (GSP) eliminating a prior step whereby the prints had to be printed and manually re-acquired into SAFIS. IXL SAFIS uses two fingers in its searching process and includes every fingerprint record maintained by DCJS.

√ Over the past 6 months, OJIS has exceeded its goal of 99% uptime for IXL SAFIS.



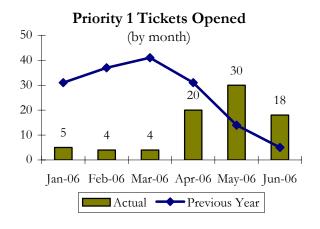
#### **Customer Contact Center**

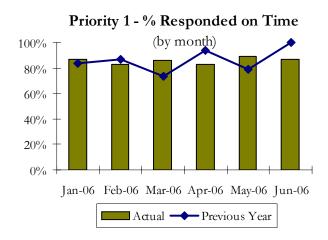
The Customer Contact Center (CCC) is the 24-hour help desk service for customers who need assistance with software, computer operations, and other operational issues. CCC supports customers within DCJS, agencies hosted by DCJS, and law enforcement agencies throughout the State. CCC acts as a gatekeeper and relies on other operational areas to resolve many technical problems. Tickets opened by CCC are classified into one of four priorities. CCC has established response time goals for each ticket priority level. Performance is monitored for CCC as a whole, and for each priority type.



- √ Between January and June 2006, CCC has opened 10,005 tickets, a 27% increase as compared to last year.
- $\sqrt{}$  Overall, on-time response is about the same as last year despite the 27% increase in workload.

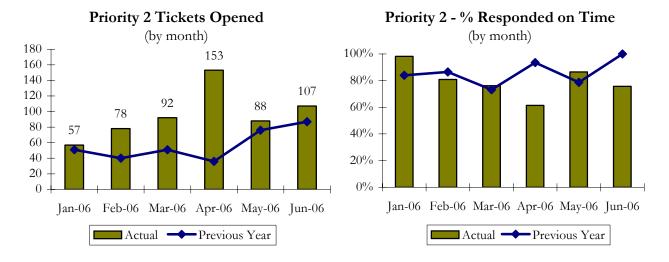
<u>Priority 1 Tickets</u> – CCC seeks to respond to all Priority 1 tickets within 30 minutes. Problems classified as Priority 1 consist of major system or network outages which impact a large number of users and where no workaround exists. Prior to May 2006, Priority 1 tickets included problems reported by Executive staff.





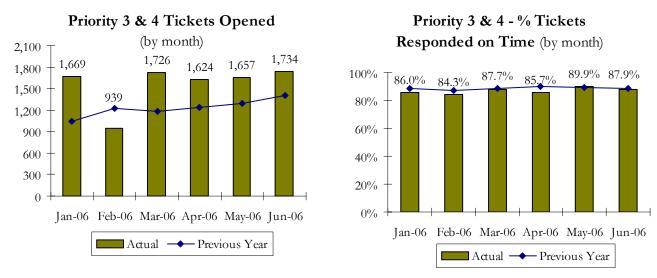
√ Between January and June 2006, CCC has opened 81 Priority 1 tickets, a 49% decrease as compared to last year resulting from the modified definition of Priority 1 tickets. On-time response has ranged from 83% to 89%.

<u>Priority 2 Tickets</u> – CCC seeks to respond to all Priority 2 tickets within one hour. Problems classified as Priority 2 consist of system outages with no workaround and an impact on 2-5 users, users unable to log on to the Novell network, or Executive Staff being impacted. In June 2006, this category was expanded to include problems reported by Executive Staff.



√ CCC opened 468 Priority 2 tickets between January and June 2006, an increase of 37% as compared to last year. During April 2006, there was a spike in Priority 2 tickets opened due to problems resulting from network changes, and failed searches against the criminal repository. CCC responded to or obtained responses in just over 80% of the Priority 2 tickets opened within the one-hour target time frame. Overall, on-time response is about the same as last year.

<u>Priority 3 & 4 Tickets</u> – CCC seeks to respond to all Priority 3 and 4 tickets within 8 business hours. Problems are classified as Priority 3 and 4 when a temporary workaround exists and there is no immediate urgency.



√ CCC responded to a total of 9,349 Priority 3 and 4 tickets between January and June 2006, an increase of 27% as compared to last year. CCC responds to about 85% of the tickets opened each month within the 8-hour target time frame.

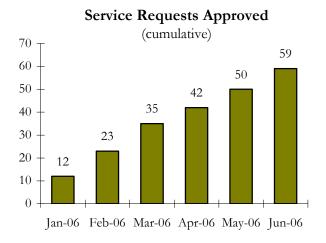
#### **Project Management Office**

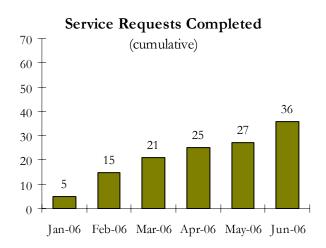
In 2005, DCJS established a Project Management Office (PMO) within the Office of Justice Information Services. The PMO was established to better account for DCJS Information Technology resources and to ensure alignment of these resources with the agency's priorities. The PMO monitors all Information Technology projects.

Business cases are submitted by DCJS and host agency executive staff when a project requiring a significant amount of IT resources is needed. Project size can range from a request that involves 80 hours of staff effort to a multi-million dollar project which involves months or years of effort. Projects must be reviewed and approved by the IT Executive Review Board before work can begin.

√ Since July 2005, the IT Executive Review Board has formally considered 26 major projects. Of these, 23 were approved.

The PMO has also established a formal process to review requests for services for smaller projects. DCJS Executive staff, hosted agencies, and outside agencies can submit a Service Request for IT services when it is estimated that less than 80 hours of IT effort will be needed.



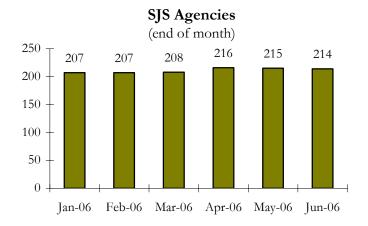


- √ During the first 6 months of 2006, the PMO reviewed and approved 59 Service Requests submitted by DCJS, the Sex Offender Board of Examiners, Division of Probation and Correctional Alternatives, and the Office of Court Administration.
- √ Between January and June 2006, OJIS completed and delivered 36 Service Requests to customers.

#### Spectrum Justice System (SJS)

The Spectrum Justice System (SJS) is an integrated law enforcement records management system which maintains information on arrests, reported incidents and warrants. It is provided free of charge by DCJS and is used by many of New York's local law enforcement agencies, including the

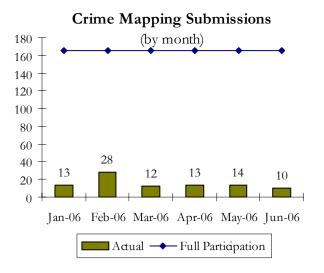
Division of State Police. DCJS recently partnered with New York Prosecutors Training Institute (NYPTI) to upgrade SJS software. The upgraded version of the software will be available in late Fall 2006.



√ The number of agencies using SJS software increased to 214 during the first six months of 2006.

#### **Crime Mapping**

The DCJS Crime Mapping system was established to provide a cross-jurisdictional mapping analysis tool to assist law enforcement. This system utilizes web-based technology with access through eJusticeNY. Participating local law enforcement agencies submit extracts of incident and arrest data to DCJS. At DCJS, the data are merged with data from other agencies and then mapped with the crime mapping software. Law enforcement agencies are then able to view these integrated maps through an eJusticeNY terminal within their departments. The number of agencies enrolled in the DCJS Crime Mapping system has remained at 165 law enforcement agencies since March 2005.



√ Between January and June 2006, crime mapping submissions by law enforcement agencies have been significantly below the maximum possible submission level of 165 per month. For 5 out of the past 6 months, submissions were less than 15 per month, representing only 9% of the Crime Mapping enrollees. Over the past 2 years, the number of submissions has decreased steadily.

In light of the low number of submissions received by participating agencies, OJIS is currently evaluating the benefits of maintaining the statewide Crime Mapping system and will be making recommendations as to whether to continue this service in the future.

#### Mission

To maintain and provide timely, accurate and complete criminal history and identification information to authorized agencies, to maintain an accurate registry of convicted sex offenders, and to support and promote child safety in New York State.

#### **Scope of Operations**

The Office of Criminal Justice Operations (OCJO) includes the following five program areas:

- Identification Services supports the Criminal and Civil Identification Unit which processes fingerprint transactions associated with misdemeanor and felony arrests, incarcerations and criminal justice related inquiries. This unit also processes fingerprint transactions associated with applications for certain occupations or licenses that require a criminal history background check pursuant to State statute or local law.
- Latent Print Identification receives latent crime-scene prints from law enforcement agencies across the State, and from other parts of the country, and searches them electronically, using SAFIS technology, against a special database of fingerprint images. This unit attempts to identify the persons to whom the latent prints belong as part of criminal investigations by law enforcement agencies.
- **Records Management** supports the Administrative Functions, Seal and Disposition, Central Files, and Planning and Research. This unit is responsible for maintaining the accuracy and completeness of DCJS' criminal history database, and for all of the administrative functions such as personnel management, operation reporting, document management, internal controls and planning.
- Wanted and Missing Services includes the New York State Missing and Exploited Children Clearinghouse (MECC), Operation SAFE CHILD and the 100 Most Wanted Program.
- New York State Sex Offender Registry assists law enforcement agencies in protecting communities by requiring sex offenders to register and verify their addresses, and provides information to the public through a toll-free phone line and a public website.

#### **Key Public Service Areas**

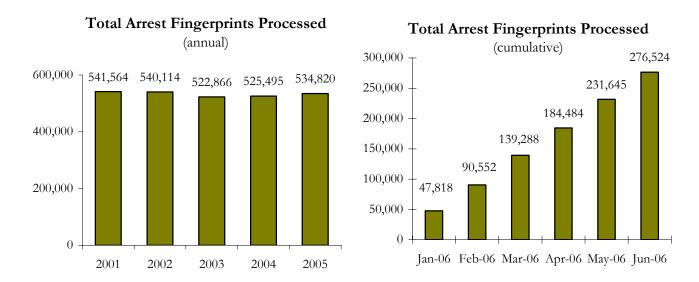
- Provide criminal history information to criminal justice agencies in New York State
- Provide positive identification of individuals through the processing of fingerprint impressions
- Maintain a complete and accurate registry of sex offenders
- Promote child safety through public education and outreach
- Maintain the statewide missing and unidentified person databases and the missing children registry, including the Operation SAFE CHILD ID records

#### **Critical Objectives**

- Provide accurate and timely criminal history record information to criminal justice communities
- Provide positive identification of individuals through quick and accurate fingerprint processing
- Improve the accuracy and completeness of data maintained on the Sex Offender Registry
- Reduce the number of missing children in New York State
- Increase public awareness of child safety through the DCJS website and distribution of publications
- Facilitate and support the timely location and safe return of missing children

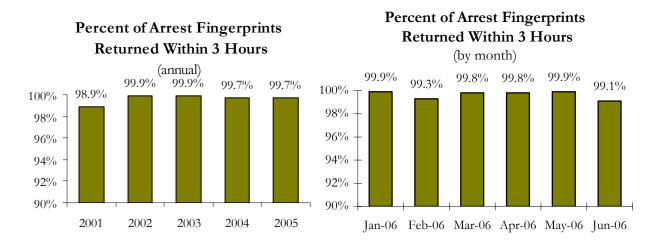
#### **Arrest Fingerprint Processing**

When an arrest is made, fingerprints are submitted to DCJS by the arresting agency along with the identifying information on the arrestee and a detailed account of the arrest charges. DCJS makes a positive identification of the offender (if they have been arrested before) and returns a criminal history record report (rapsheet) to law enforcement agencies, district attorneys' offices and courts. Since 70% of arrestees have an existing criminal record, positive identification of the offender and return of the comprehensive criminal history is critical to law enforcement in case decision-making.



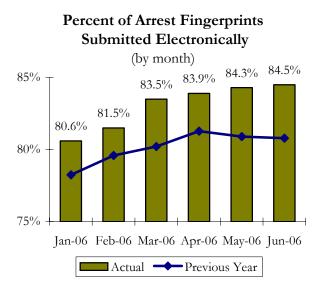
√ Between January 2006 and June 2006, a total of 276,524 arrests fingerprints were processed by DCJS, an increase of 2.6% as compared to last year.

DCJS has established a target to process all arrest fingerprints submitted electronically within three hours. When arrests are submitted electronically, rapsheets can be returned quickly to the arresting agency, ensuring the offender is positively identified and his or her criminal history is reviewed prior to arraignment and bail determinations.



- √ In 2005, nearly 100% of electronic submissions were processed within three hours of receipt, with an average turnaround time of 38 minutes.
- √ During the period of January through June 2006, DCJS continued to process nearly 100% of electronic submissions within three hours, with an average turnaround time of 34 minutes.

The Store and Forward initiative has dramatically increased the number of agencies who electronically submit fingerprints. OCJO closely monitors the number of prints actually received electronically.

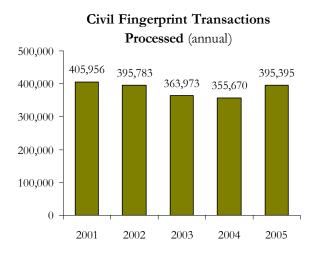


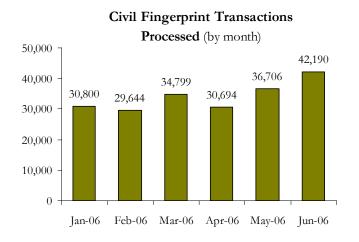
√ Between January and June 2006, DCJS received over 272,000 arrest fingerprints electronically, as compared to 217,744 during the same time period last year. Each month, the percent of prints received electronically has increased.

#### **Civil Fingerprint Processing**

DCJS processes fingerprint submissions for applicants for certain occupations or licenses that, by law, require a criminal background check. In 2005, new laws expanded the categories of employment and licensing which require a fingerprint-based background check. Individuals applying for a driver's license to transport hazardous materials are now subject to such background checks, as are providers of services to the mentally disabled. Timely results ensure that employing and licensing agencies can prevent the placement of individuals in jobs which could jeopardize the health and safety of children, the elderly and handicapped, our State's most vulnerable populations.

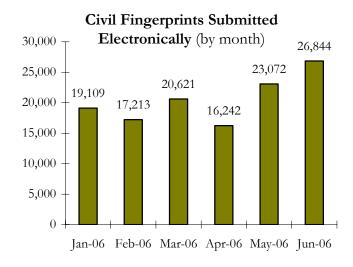
As of September 1, 2006, new legislation requiring fingerprint submissions for nursing home and home care provider applicants became effective. It is estimated that this new law will result in a substantial increase in civil fingerprint input.

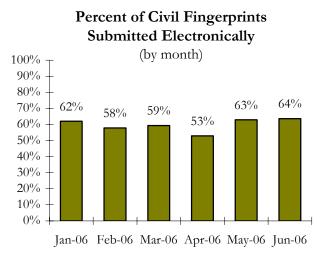




- √ In 2005, applicant submissions came from more than 550 contributing agencies resulting in 395,395 civil fingerprint transactions submitted. This represents an increase of 11% over 2004.
- √ During the first six months of 2006, 204,833 civil fingerprints were processed, a 10% increase over 2005.
- √ Average turnaround time so far in 2006 is one day, well within the five-day time maximum target period.

The Civil Identification unit receives applicant fingerprint submissions and processing fees from over 850 contributing agencies. Fingerprints are submitted either electronically through high-speed, secure networks, or through the U.S. Mail.

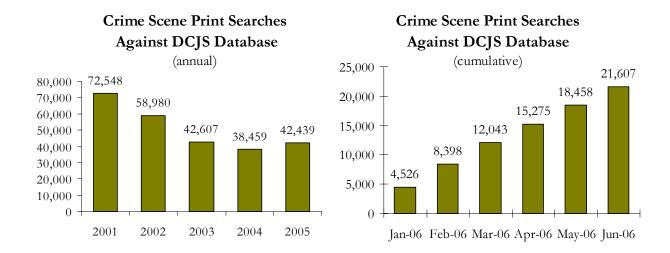




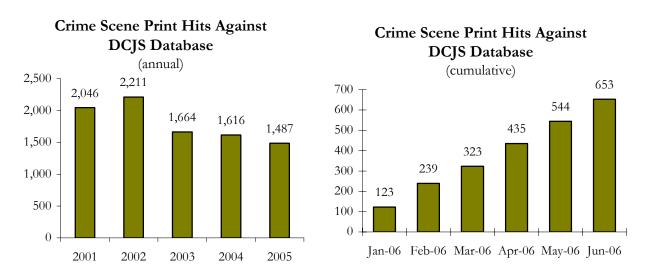
√ Between January and June 2006, 123,101 sets of civil fingerprints were submitted electronically to DCJS. This accounts for over 60% of all civil fingerprints submitted.

#### **Crime Scene Fingerprint Processing**

DCJS processes crime scene prints to assist law enforcement agencies in criminal investigations. Using SAFIS technology, crime scene fingerprints are searched against a criminal database of over 27 million fingerprint images at DCJS in an effort to positively identify the individual who left the prints. Crime scene prints are also searched against the FBI fingerprint database. The number of crime scene print searches increased during 2001 and 2002 due to the World Trade Center Disaster.



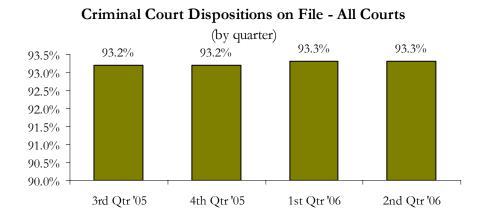
√ During 2005, 42,439 crime scene print searches were conducted against the DCJS database. Between January 2006 and June 2006, 21,607 crime scene print searches were conducted against the DCJS database, about the same number as last year.



- $\sqrt{}$  During 2005, DCJS positively identified over 1,487 crime scene fingerprints.
- $\checkmark$  Between January and June 2006, DCJS identified a total of 653 crime scene fingerprints.
- $\sqrt{}$  Since the inception of SAFIS, 20,227 crime scene fingerprint identifications have been made.

#### **Completeness of Criminal History Records**

Each quarter, DCJS reviews all arrests on file that occurred at least two years ago, and reports on the percent of these with a complete disposition on file.

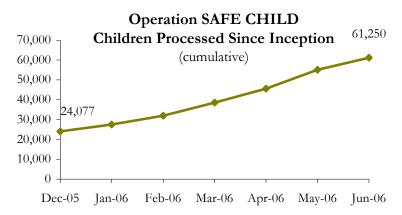


 $\sqrt{\phantom{0}}$  The number of all arrest events with a final disposition on the criminal history file grew slightly during the past four quarters, and is now at 93.3 %.

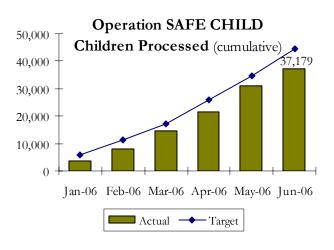
#### **Operation SAFE CHILD**

During 2005, the Operation SAFE CHILD ID program was implemented to raise awareness about child safety. Through a partnership with the New York State Police, New York Sheriffs' Association, New York State Association of Chiefs of Police, DCJS and 31 local police agencies, Operation SAFE CHILD ID cards are provided to children throughout the State. These wallet-size cards contain a photograph, physical description information and a fingerprint image of the child.

✓ Since program inception in July 2005, a total of 61,250 SAFE CHILD records have been processed, with 93% of records retained by DCJS.



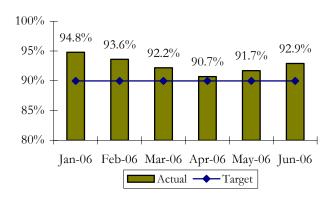
In April 2006, a target to process 300 children per month was established for DCJS and each of its SAFE CHILD partners.



- ✓ During the first six months of 2006, DCJS and its 31 partner agencies processed 37,179 children.
- √ DCJS and its SAFE CHILD partners achieved 83% of the mid-year goal of 44,600.

Each SAFE CHILD partner has a goal to retain at least 90% of the records it processes. Records can only be retained with written consent of a parent or legal guardian. With consent, DCJS electronically stores the information on a secure server in the Missing and Exploited Children Clearinghouse at DCJS. Having this basic biographical information and photograph on file allows parents to immediately provide important details to police agencies investigating a child's disappearance, information that is critical to expediting the return of a missing child.

# Operation SAFE CHILD Percent of Records Retained by DCJS (by month)

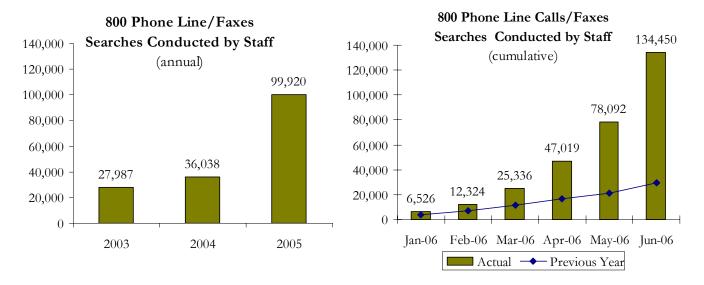


On average, DCJS retains over 90% of the records processed each month. Since inception, DCJS has retained 93% of all records processed. The fingerprints associated with each retained record are on file at DCJS.

#### Sex Offender Registry

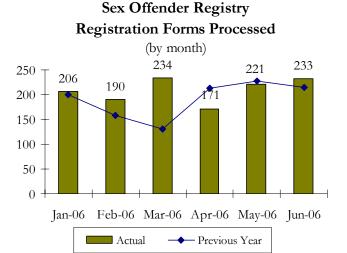
The dissemination of information regarding sex offenders is governed by the provisions of the Sex Offender Registration Act. Pursuant to the statute, DCJS provides information to the public regarding sex offenders through a public website and a toll-free phone line which operates 24 hours per day. The public can call the toll-free line or fax a written request to inquire whether a specific person (or list of persons) is listed on the Registry. The amount of information available to the public is dependent upon the offender's risk level.

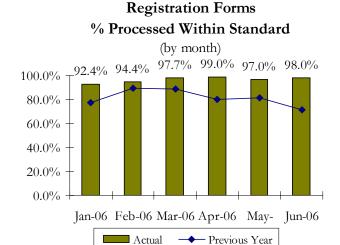
There was a dramatic increase in searches conducted by Sex Offender Registry (SOR) staff during 2005, which has continued into 2006. This is a manual process, separate from the automated searches the public does through the agency website.



- √ During 2005, DCJS staff conducted 99,920 searches of the Registry, nearly three times the number of searches in 2004.
- √ Between January and June 2006, DCJS conducted 134,450 searches, more than four times the number conducted during the same time period last year. Recent changes in legislation require children's camps to conduct searches on prospective employees. These changes have resulted in dramatic increases in the number of searches conducted in recent months. To respond to these requests in a timely manner, OCJO staff worked a significant amount of overtime to manage the increased workload within its current staffing levels.

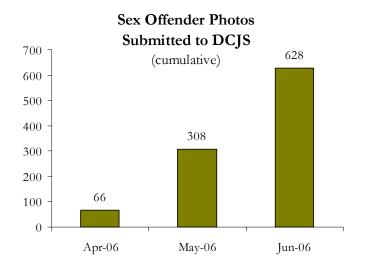
On average, 200 sex offenders are registered each month. To ensure that new information on sex offenders becomes available to the public as quickly as possible, the SOR has established targets for timely data entry into the SOR database. Registration forms which contain all mandatory data should be entered within one day of receipt. Many registration forms submitted to the Registry are missing information and require extensive follow-up by staff. For these forms, the target timeframe for data entry is two days. Significant progress has been made in reducing the amount of time it takes to register an offender.





- $\sqrt{}$  Between January and June 2006, the SOR registered 1,255 new offenders.
- √ Processing times improved dramatically between January and June 2006 as compared to last year.
- √ The SOR also processed 9,453 Change of Address forms between January and June 2006.

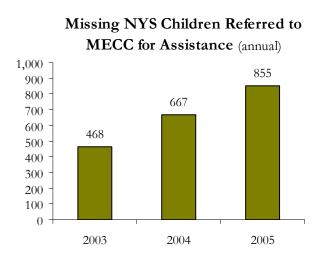
The Sex Offender Registration Act was amended with a new requirement that became effective in April 2006. The legislation now requires Level 3 sex offenders to submit an updated photo once a year and Level 1 and 2 sex offenders to submit a photo once every 3 years. Since photos are available on the public website for Level 2 and Level 3 offenders, this new legislation will ensure that sex offender photos are kept up-to-date. Offenders must report to their local police department to have the photos taken.

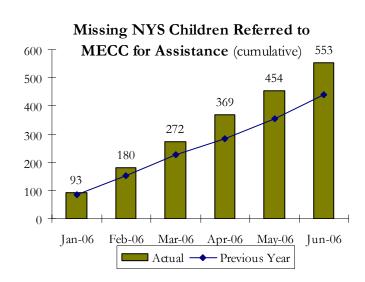


- √ Between April and June 2006, 628 photos were submitted to DCJS. Of these, 511 were mailed and 117 were submitted electronically through eJusticeNY.
- √ New performance measures which track the number of photos outstanding by police department will be available in October 2006.

#### Missing and Exploited Children Clearinghouse (MECC)

The Missing and Exploited Children Clearinghouse (MECC) develops and distributes educational programs and literature on child and Internet safety, and develops missing/abducted child investigative strategies for police training programs. MECC also administers the mandated statewide Missing Children Register repository. The number of cases referred to MECC for case management assistance to family members and investigative support to law enforcement has been increasing each year since 2003.





- $\checkmark$  Since 2003, the number of children referred to MECC has increased steadily.
- √ Between January and June 2006, the number of cases referred to MECC for assistance has increased 26% as compared to last year.

#### Mission

To reduce crime and improve the effectiveness of criminal justice by increasing the effectiveness of law enforcement, public safety and security organizations within New York State.

#### **Scope of Operations**

The Office of Public Safety is comprised of four units.

- **Program Services** provides administrative oversight for police officer training, in such areas as criminal investigation, traffic safety, law enforcement skills, youth services, and management. It is also responsible for administration of the Law Enforcement Accreditation Program.
- Administrative Services maintains a registry and training records for all police officers, peace officers, and private security officers in New York State. In addition, it is responsible for overseeing mandated training programs for these officers.
- **Highway Safety Technology** maintains and certifies the calibration of speed and alcohol detection instruments utilized by municipal police departments throughout the State.
- Forensic Services provides administrative oversight of the DNA Databank. This includes reviewing DNA submission records for offender samples and ensuring that the DNA samples were collected in accordance with State law.

#### **Key Public Service Areas**

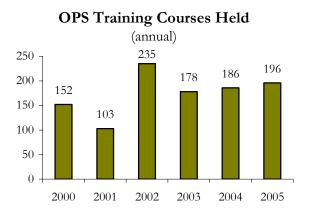
- Oversee police officer, peace officer, and private security officer training programs in New York State
- Provide training to New York State's law enforcement community
- Administer the Law Enforcement Accreditation Program
- Repair and certify speed and alcohol detection equipment
- Provide administrative oversight of the DNA Databank

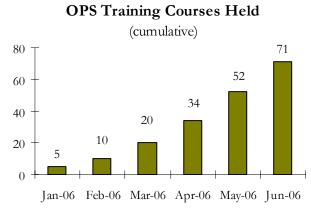
#### **Critical Objectives**

- Provide quality training
- Increase the number of local law enforcement agencies accredited under the Law Enforcement Accreditation Program
- Provide timely repair and certification of speed and alcohol detection equipment
- Ensure that DNA samples are collected in accordance with State law

#### Law Enforcement Training

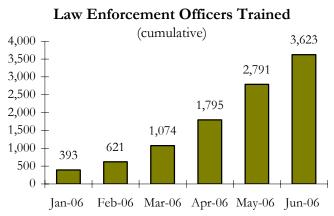
The Office of Public Safety (OPS) provides direct training to law enforcement officers in areas such as criminal investigation, traffic safety, law enforcement skills, and management.





- $\sqrt{}$  During 2005, 196 training courses were held around the State.
- √ Between January and June 2006, 71 training courses were held. The Office of Public Safety has reached more than one-half of its goal of holding 131 training courses during 2006.

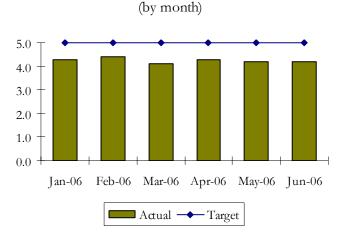




- √ During 2005, 7,839 law enforcement officers were trained, the highest number of officers trained in the past five years. A special training series held on law enforcement leadership development drove the increase during 2005.
- √ For 2006, OPS has set a goal of training 5,175 law enforcement officers. Between January and June 2006, 3,623 law enforcement officers have been trained, 70% of its annual goal.

Course participants complete a course evaluation survey for each course they participate in, and are asked to rate the course on a scale of 1 (Poor) through 5 (Excellent). OPS has established a target rating of 5 for all courses.

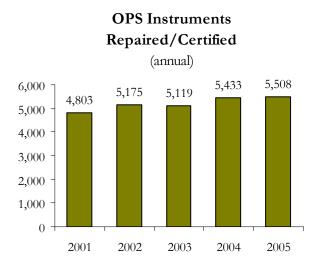
#### **OPS Course Satisfaction Rating**

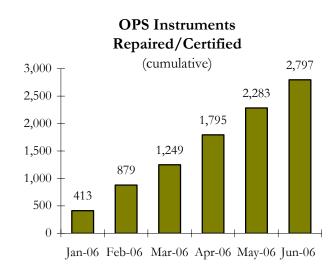


√ Since 2002, the course satisfaction rating has consistently averaged 4.2 (Very Good) for all courses provided. During the first 6 months of this year, the course satisfaction rating has remained consistent with prior years, averaging 4.2 (Very Good).

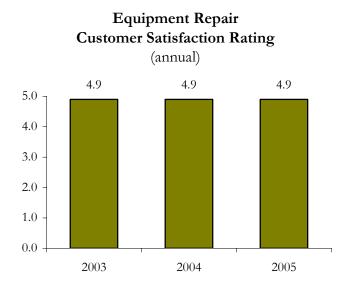
#### **Equipment Repair**

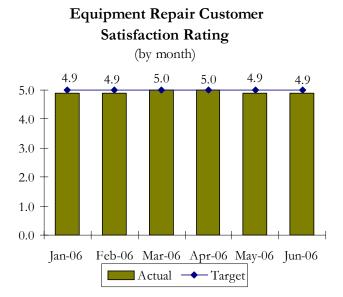
OPS operates an equipment repair center where most law enforcement agencies bring their speed and alcohol instruments for repair and calibration. Law enforcement agencies are required to certify annually that their speed and alcohol detectors are working properly. Certification is obtained by bringing the equipment to DCJS where it is calibrated and certified for use. Customers rate their service satisfaction on a scale of 1 (Poor) to 5 (Excellent).





- √ During 2005, OPS continued to provide outstanding service to law enforcement agencies by repairing and certifying 5,508 instruments.
- √ Between January and June 2006, the equipment repair center has repaired/certified 2,797 pieces of equipment.





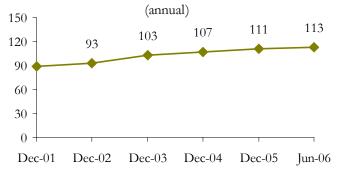
Over the past three years, the equipment repair center has consistently earned an overall satisfaction rating of "Excellent" from its customers.

- √ During 2005, all repairs and certifications were conducted within three days. Between January and June 2006, the equipment and repair center continues to complete repairs and certifications within three days.
- √ During the first six months of this year, the equipment repair center has continued to earn consistent satisfaction ratings of "Excellent".

#### Law Enforcement Accreditation

The Law Enforcement Accreditation Program has operated since 1989. To become an accredited law enforcement agency, police agencies must meet 130 standards, undergo a three-day assessment and be approved by the New York State Law Enforcement Council. Accreditation provides formal recognition that a law enforcement agency meets expectations of quality, and has implemented sound and effective policies.

#### **Accredited Law Enforcement Agencies**

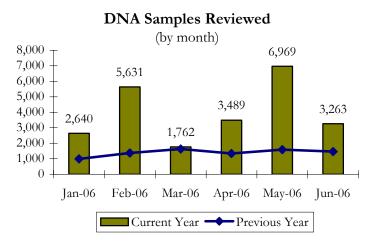


V The number of law enforcement agencies earning accreditation has increased steadily, with 111 law enforcement agencies accredited as of December 2005. During the first half of 2006, two agencies were accredited.

√ As of June 2006, 48% of law enforcement officers working outside of New York City now work
for accredited agencies.

#### Forensic Unit DNA Processing

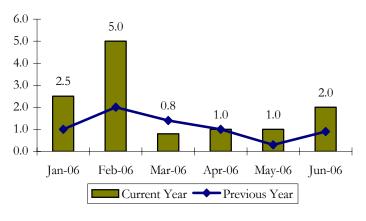
The DCJS Forensics Unit provides administrative oversight of the DNA Databank. This includes reviewing the criminal history record of each offender for whom DNA is submitted, and ensuring that the DNA samples were collected in accordance with State law. As a result of the DNA expansion legislation enacted in June 2006, a significant increase in submissions is expected for the rest of 2006.



- ✓ DCJS reviewed documentation for 23,754 samples submitted between January 2006 and June 2006. The number of DNA samples reviewed is nearly three times the 8,388 reviewed during the same time period last year.
- √ The increase in sample submissions
  was primarily due to samples collected
  by the Department of Correctional
  Services and the Division of Parole
  for the DNA Subject Index.

One component of overall DNA processing time is the time it takes for the DCJS Forensic Unit review.

# Average Processing Time - Forensics Unit (in days)



The average processing time for the Forensic Unit's review of DNA documentation increased only slightly during 2006, despite a significant increase in workload.

# Office of Audit and Compliance

#### Mission

To independently review the effectiveness of Division of Criminal Justice Services' (DCJS) operations and ensure the appropriate use of criminal justice funding and criminal history record information.

#### **Scope of Operations**

The Office of Audit and Compliance coordinates and conducts audits for DCJS. These audits include reviews of the use of criminal history record information (CHRI) to ensure that law enforcement agencies are using these records consistent with State and Federal laws. The Office conducts fiscal audits of entities receiving Federal and State funding to ensure that monies are spent in accordance with contract terms. In addition, the Office of Audit and Compliance conducts reviews of selected DCJS operations to ensure that internal controls have been established and programs are operating effectively.

This office also fulfills the statutory requirement for the DCJS internal audit function and the DCJS host agencies including: the Crime Victims Board, Division of Probation and Correctional Alternatives, State Commission of Correction, and the Office for the Prevention of Domestic Violence.

#### **Key Public Service Areas**

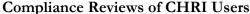
- Protect privacy by ensuring that criminal history record information is disseminated consistent with State and Federal law
- Conduct reviews of selected agency operations to ensure the effective and efficient use of State resources
- Conduct audits of entities receiving Federal and State funds to ensure that monies are spent in accordance with contract

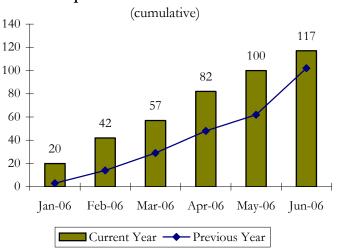
#### **Critical Objectives**

- Ensure that users of criminal history record information are in compliance with use and dissemination policies established by the National Crime Information Center (NCIC) policy and applicable State laws
- Evaluate the adequacy and effectiveness of internal controls within DCJS
- Ensure that grantees meet contract requirements

# Office of Audit and Compliance

The Office of Audit and Compliance conducts reviews of criminal history record information (CHRI) at various State criminal justice agencies, and local law enforcement agencies. The auditors review from 25 to 100 transactions at each agency reviewed. Documentation is reviewed for each transaction to ensure that requests for CHRI are consistent State and Federal laws.

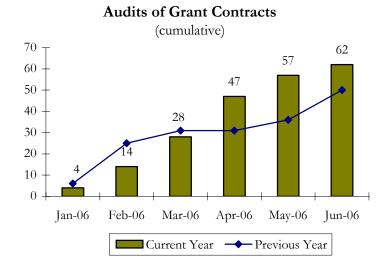




√ Between January and June 2006, the
Office of Audit and Compliance reviewed
117 agencies that used official criminal
history record information (rapsheets).
The office has conducted 15 more
reviews of CHRI than during the same
time period in 2005. Overall, the reviews
showed that all 117 agencies reviewed
during 2006 were in compliance.

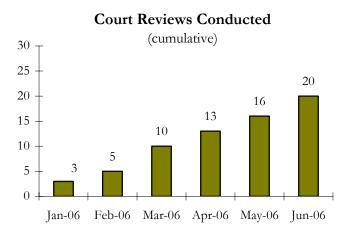
Financial audits of grantee compliance with DCJS grant contract terms are conducted by audit staff. Auditors review documentation supporting the grantee's claim for expenditures incurred under its contract with DCJS. Auditors compare reported expenditures to the grant contract budget to ensure that Federal and State funds were expended consistent with the contract budget.

√ Between January and June 2006, the Office of Audit and Compliance has conducted 62 fiscal audits of grant contracts as compared to 52 during 2005.



# Office of Audit and Compliance

In 2005, the office initiated a process to verify the accuracy of DCJS criminal history records. Onsite audits were conducted at 20 courts where case records maintained in the courts were compared to the arrest and disposition data provided to DCJS for inclusion in the criminal history record. Findings are currently being finalized and will be shared with the individual courts to provide valuable feedback on records accuracy.



√ Between January and June 2006, the audit unit reviewed a sample of 100 dispositions in each of 20 courts to verify the accuracy of dispositions reported to DCJS.

#### Mission

To provide performance management data to the Division of Criminal Justice Services and the criminal justice agencies of New York State to reduce crime and improve effectiveness.

#### **Scope of Operations**

The Office of Justice Statistics and Performance (OJSP) is comprised of two units.

- Performance Management (Crimestat) coordinates the Crimestat program, a performance management system for New York State criminal justice. Crimestat tracks the State's progress in reducing crime and improving criminal justice services. Through Crimestat, performance data are monitored and analyzed, and performance issues are addressed. Formal meetings are held with State criminal justice agencies, interagency strategy groups, and DCJS work units to discuss criminal justice priorities, assess progress made in achieving stated goals and objectives, and review performance trends. Numerous performance reports are distributed each month to DCJS managers, other agency staff, and local law enforcement officials. Crimestat performance data are also posted to the DCJS internal website and eJusticeNY each month.
- Crime Reporting and Statistical Services collects monthly crime, arrest, and felony
  prosecution reports from law enforcement agencies and prosecutors in the State and provides
  official crime and criminal justice statistics for the State. Information is posted by agency,
  county, and region on the DCJS web site for the public. In addition, staff respond to
  information requests and prepare reports drawn from databases maintained by DCJS.

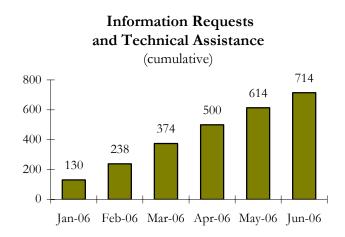
#### **Key Public Service Areas**

- Provide key performance data on the New York State criminal justice system
- Provide accurate criminal justice data

#### **Critical Objectives**

- Monitor and report on the effectiveness of DCJS and the criminal justice system
- Maintain a web-based performance management system
- Ensure timely dissemination of accurate and up-to-date criminal justice data

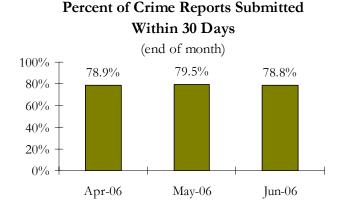
OJSP staff routinely provides information and technical assistance to program staff in DCJS and other State criminal justice agencies, local law enforcement, practitioners and the general public. Information requests frequently include requests for detailed crime statistics and arrest data.



Technical Assistance includes assistance provided to police departments and district attorneys' offices regarding crime reporting procedures or how to report information on indictments. It may include questions involving how to code information, how to resolve a problem with an electronic file, how to obtain additional forms, how to transmit data in, etc.

Between January and June 2006, OJSP staff has responded to a total of 714 Information and Technical Assistance Requests.

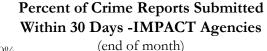
OJSP has been working closely with the Office of Strategic Planning to facilitate the timely reporting of crime data by police agencies around the State. As a condition of funding, all DCJS contracts with law enforcement now require that agencies report crime within 30 days. There were 153 agencies with this requirement as of June 30, 2006.

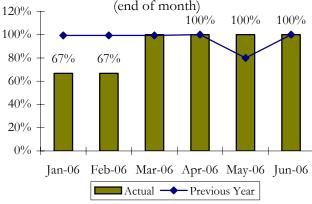


√ Between April and June 2006, 79% of crime data were reported within 30 days.

Contracts with Operation IMPACT agencies have even more stringent requirements, where funding can be reduced if reports are submitted late. There are currently 17 Operation IMPACT agencies that are subject to the more stringent crime reporting requirements. Operation IMPACT is New York State's comprehensive crime fighting program designed to achieve sustained, long-term crime reduction across the state.

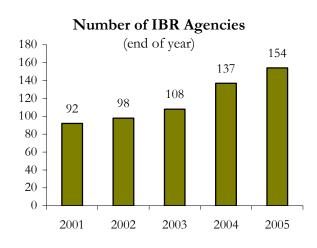
✓ Since March of 2006, 100% of the 17 primary IMPACT Agencies reported their crime data within 30 days as required.

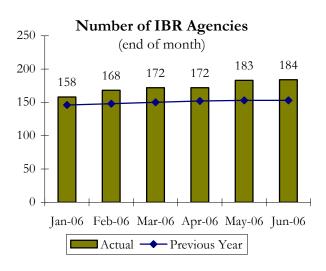




Law enforcement agencies use one of two reporting systems to submit crime data to DCJS: Uniform Crime Reporting (UCR) and Incident Based Reporting (IBR). The majority of agencies in New York State submit Uniform Crime Reports (UCR). Agencies that report through IBR send electronic incident-based records to DCJS each month.

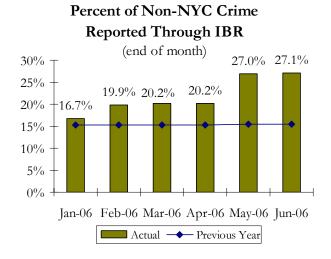
OJSP has been working to increase the number of agencies who submit crime data through Incident Based Reporting. IBR allows agencies to submit files electronically, and generally provides more accurate information on reported crime.





- $\sqrt{\phantom{0}}$  The number of police departments enrolled in IBR has increased by 67% between 2001 and 2005.
- √ The number of IBR agencies has grown significantly during the first six months of 2006. A total of 26 new police departments enrolled between January and June, including several large departments.

OJSP also monitors the percent of total reported crime reported through IBR.



√ The percent of non-NYC crime covered by IBR departments increased from 17% to 27% during the past six months, due to several large departments switching to IBR.