CJIS Division
2023 Year in Review

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Doing one more thing that can make a difference

As assistant director of the Criminal Justice Information Services (CJIS) Division, it is my privilege to present the 2023 *CJIS Division Year in Review*. This publication demonstrates the division's commitment to our partners and the collaboration that sparked new enhancements and innovations of our services during fiscal year 2023 (FY2023) which began October 1, 2022, and wrapped up September 30, 2023. The CJIS Division's workforce, consisting of more than 3,000 employees and contractors, is dedicated to our mission to equip our partners with the criminal justice information they need to protect the United States while preserving civil liberties.

Highlights of our accomplishments during FY2023 included the promotion of the National Crime Information Center's Violent Person File that increases officer safety, as well as the continued implementation of the Bipartisan Safer Communities Act for National Instant Criminal Background Check System (NICS) background checks and the NICS Denial Notification Act, which has yielded great benefit to public safety. Law enforcement agencies added more than 200 million records to the CJIS Division's National Data Exchange in FY2023, more than four times the annual volume submitted over the last few years, and the Law Enforcement Enterprise Portal continued to be a valuable tool for our partners.

Other advancements for public safety included improved information sharing of FBI tip information with state and local agencies by our National Threat Operations Center, and the ability to connect callers with the expertise and resources of the nation's 988 Suicide and Crisis Lifeline. Also, increased participation in our crime and law enforcement statistics programs and development of our biometric services marked a successful year. We achieved all of this while improving and securing our information technology systems that serve as the backbone of our services.

As a division, we established a guiding principle for our staff that daily decisions made at all levels of the division will focus on the mission of keeping the country safe with a culture of good judgment, high energy, demonstrated competence, and customer service. We continue to foster a workforce culture of doing that "one more thing" that can make a difference and even save a life. We strongly believe that when we prioritize customer service and protecting the American people, our efforts will continue to have a positive impact.

In addition to reflecting on the past year, we look forward to opportunities in the year to come and beyond. We continue to strengthen collaboration with our partners and remain dedicated to safeguarding our nation through continuous improvement and innovation.

Michael A. Christman
*Assistant Director
of the FBI's CJIS Division*

CJIS Division
2023 Year in Review

CJIS Link
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Want to keep up with the CJIS Division? Stay current on our division's programs and successes by following our news blog, the *CJIS Link*. Here, you'll learn about new initiatives at the CJIS Division, changes or enhancements to our services, and more.

Visit https://le.fbi.gov/cjis-division-resources to learn more or to sign up for e-mail updates from the *CJIS Link*.

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National Crime Information Center

Continued dedication to officer safety and protecting the nation

The National Crime Information Center (NCIC) is a vital crime data system operated by staff who strive to innovate and improve, providing law enforcement with the information they need—in milliseconds. NCIC continues to improve communication, enhance data management, and meet FBI standards for effective and secure information sharing.

NCIC is available to law enforcement and criminal justice partners 24/7/365 and helps criminal justice professionals with duties such as apprehending fugitives, locating missing persons, identifying and recovering stolen property, and providing investigative intelligence pertaining to gangs, domestic and foreign terrorists, and those individuals who pose a physical threat to law enforcement. The system, which contains more than 18 million active records within 22 different files, processed an average of 11 million transactions per day and responded to queries in an average of 7.6 milliseconds during FY2023.

Sharing information faster, with ease

In addition to the work on the system that happens at the CJIS campus, NCIC staff and their counterparts throughout the division met with law enforcement partners across the country to promote the system's efforts to improve officer safety. Specifically, NCIC staff highlighted the importance of the Violent Person File (VPF), which is designed to alert law enforcement officers that an individual they are encountering may have the propensity for violence against law enforcement.

Agencies can enter an individual's information into the VPF based on a conviction for a violent offense against any person and/or a reasonable belief, based on law enforcement investigation, that the individual has seriously expressed an intent to commit an act of unlawful violence against a member of the law enforcement or criminal justice community. During engagement with law enforcement, agencies indicated they are actively working to populate this file that can significantly enhance their officers' safety. Participation is vital to ensure the VPF is of maximum benefit to law enforcement.

Bringing the classroom to officers through online training

The NCIC Program continued to modernize and improve learning opportunities for law enforcement across the nation with the release of four new eLearning modules that highlight the VPF, Query Query, NCIC Off-line Investigative Services, and NCIC Data Quality and Integrity. These state-of-the art, interactive NCIC eLearning modules join the Extreme Risk Protection Order module on the Law Enforcement Enterprise Portal, a website serving law enforcement, in the NCIC Community on JusticeConnect.

Looking to the cloud

Over the next few years, the CJIS Division will transition NCIC from mainframe technology to a cloud-based computing and message architecture. Migration to the

cloud will bring the ability to scale up or down based on demand and continue to offer 24/7/365 service to NCIC users. This migration will modernize the architecture and the programming language of NCIC which brings more opportunities for future development. This move is significant given the crucial, life-saving role NCIC plays in law enforcement's daily work.

Another major enhancement—a new name search algorithm—is already planned for delivery following the final transition to the cloud. A new name search algorithm has been a top request of NCIC users nationally; so, it is important to NCIC staff that this feature be one of the first delivered after transition to the cloud. The algorithm takes language and culture into consideration when searching names. This results in more phonetic matching as well as name variations, abbreviations, nicknames, and common names.

A great deal of testing and development has already been done to tailor a new search algorithm to NCIC, and the early results have been very promising.

"PAVE"ing the way to improved officer safety

During FY2023, NCIC initiated a Police Academy VPF Endeavor (PAVE) to incorporate VPF training in police academy curriculums across the country. PAVE is a unique opportunity to share the benefits of the VPF with cadets during their first training. The goal is for the cadets to learn about this potentially life-saving file and take the knowledge back to their departments to share with others who may not be aware of the file's value.

National Crime Information Center

10,964,764
Average daily transactions.

0.0076 seconds
Average response time.

NCIC staff piloted the endeavor with the police academy at Fairmont State University in Fairmont, West Virginia. NCIC also provided the PAVE training materials to the Rhode Island State Police to present during their academy training.

National Instant Criminal Background Check System

Legislation in action to make safer communities

For a quarter of a century, the National Instant Criminal Background Check System (NICS) staff has performed background checks to determine whether applicants are eligible to receive or possess firearms. Since the start, NICS has provided exemplary service to federal firearms licensees (FFLs) requesting these checks. During FY2023, NICS staff demonstrated this service by successfully ensuring the Immediate Determination Rate met or exceeded 90% each month. This enabled NICS staff to provide better customer service to FFLs and also ensured timely eligibility determinations for FFLs to proceed or deny firearm transfers based on whether there is prohibiting information.

NICS marked another year of improving its services and, notably, FY2023 was a time when unprecedented legislative changes from FY2022 directly impacted NICS operations. The NICS Denial Notification Act (part of the Consolidated Appropriations Act, 2022) imposed requirements beginning in FY2023 that NICS report to specified local law enforcement authorities when the FBI has notified an FFL that a NICS transaction has been denied. As a result, NICS reports denial information to state, local, or tribal law enforcement authorities where the prospective purchase was attempted and, if different, to the authorities where the individual resides.

The Bipartisan Safer Communities Act (BSCA) became effective upon the President's signature in June of 2022. BSCA impacted the NICS in three ways. First, BSCA expands the "misdemeanor crimes of domestic violence

(MCDV)" prohibitor under the law by also applying that prohibition to persons convicted on or after June 25, 2022, of a qualifying MCDV that was committed against a person with whom the offender is or was in a dating relationship. The NICS staff began applying the dating relationship analysis in August 2022.

Second, when NICS is contacted by an FFL, BSCA requires three additional record checks when the potential firearm transferee is under 21 years old. Federally, persons must be at least 18 years old to receive a long gun, so this new requirement applies to persons aged 18-20 years old. These expanded checks to authorities where the person resides, are to determine whether the potential transferee has a possibly disqualifying juvenile record. Specifically, NICS staff is to contact:

- State criminal history or juvenile justice information system.
- State custodian of mental health adjudication records.
- Local law enforcement agency.

Background checks for potential gun buyers under 21 were fully implemented by NICS staff in January 2023. During FY2023, NICS staff completed more than 153,000 transactions using the new BSCA under-21 provisions. NICS issued 366 denials related to BSCA from implementation to the end of FY2023, demonstrating

value of additional record checks as this was information not available to the NICS and would have otherwise been proceeded.

Finally, per the BSCA provisions, the FBI continues working with other governmental counterparts to establish the regulatory infrastructure to enable FFLs to conduct NICS background checks on current or prospective employees. This new use of the NICS is expected to begin in 2024.

Outreach results in growth of the NICS Indices

During FY2023, NICS staff conducted significant outreach to share information about the NICS Indices. The NICS Indices contains 30 million records that identify individuals who are prohibited from possessing firearms. Background checks that hit on a record within the NICS Indices result in an automatic denial by NICS. The number of NICS Indices records is part of a strong trend of growth, with an increase of 2.9 million records during FY2022, and 2.2 million records during FY2023.

National Instant Criminal Background Check System
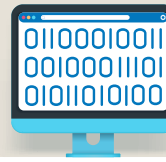
10,075,439
Total number of transactions processed.

117,608
Total number of denied federal firearm transactions.

91.41%
Immediate Determination Rate.

90.31%
Percentage of federal NICS transactions processed online via the NICS E-Check system.

National Data Exchange

Enriching data sharing, expanding investigative leads

When investigators and analysts seem to have a long shot of locating a subject, the millions of criminal justice records available in the National Data Exchange (N-DEx) System exponentially increase the odds of finding valuable information about them. Ranging from initial contacts with suspects to their releases from prison, these records include incident and arrest reports, booking and incarceration reports, pre-trial investigations, and probation and parole records. Available 24/7/365 from any secure internet-capable device, N-DEx is a valuable platform to share and search criminal investigative information to assist cold cases, credit card fraud investigations, kidnapping investigations, threat-to-life situations, and more.

Record-breaking addition of submissions

Law enforcement agencies added more than 200 million records to N-DEx in FY2023, more than four times the annual volume submitted over the last few years. The vast majority (170 million) of the new records were added as a result of outreach to partners regarding the variety of records that N-DEx accepts and the importance of submitting them in a timely fashion for sharing.

Among the 8,444 law enforcement agencies that submitted records to the N-DEx in FY2023, 84 were agencies from areas that serve some of the nation's 100 largest population centers. The addition of 17 state departments of corrections represented a growth of 157 contributing agencies and 231 million records. There were nearly 53,000 active N-DEx users in FY2023, averaging 1,600 new users per month.

N-DEx staff remains committed to bringing on new record types, data sets, data contributors, and users.

Keeping services and data relevant and timely

To better express the practicality of a particular service, N-DEx renamed its former "Subscription" feature to "Alert." The N-DEx System Alert feature saves users time by allowing them to register for future information about N-DEx records and entities and specify how and when to receive the notifications.

A system improvement on the horizon is the expansion of the current Known Person View to include additional information. This search result summarizes the information available through N-DEx about an individual.

Looking ahead to FY2024, N-DEx plans to expand the Fugitive Finder pilot project from a limited number of agencies by promoting it on a larger scale. Through the Fugitive Finder, an agency sets a weekly batch search to run all their full extradition wanted subjects against new records ingested into the N-DEx System. This is particularly helpful in tracking down a person's last known whereabouts based on recent police contact, especially when an officer may not have performed a want check on a person they encountered but included them in a report as a complainant or a victim.

N-DEx helps build theft of services case

When hotel staff asked a man to pay for his lodging, he said he worked for a large corporation that would settle the bill. Subsequently, the suspect said he would pay

the bill upon his return from picking up his wife at the airport. After the suspect left the hotel, staff checked his room during routine housekeeping duties and found all his personal belongings had been removed. Hotel staff called the police and reported the theft of services.

The suspect had given a false name, address, and telephone number and left without paying his bill of $3,650. The only lead was a still surveillance picture and a license plate number from the subject's vehicle. With the hotel staff's assistance, the police identified the subject as the registered owner of the vehicle. Through other sources, the detective on the case discovered that the subject had previously been arrested in another state for theft of services.

Using N-DEx, the detective found two additional police reports for theft of services in two other states. The reports showed the subject had used the same methods he used in the current case, and in one instance, he used the same vehicle. The detective contacted the agencies and obtained copies of their reports for his case file.

The detective learned the subject was still in the state and used N-DEx information to obtain an arrest warrant. Officers used the information from the detective's case to locate the subject and arrest him on an outstanding felony warrant before he left the state. The subject pled guilty and was sentenced to jail time. The detective said that without N-DEx, he wouldn't have been able to develop such a strong case, and the subject might have avoided capture.

National Data Exchange

21,197,203
Total number of N-DEx searches.
Single = 10,361,805
Batch = 10,835,398

1,222,199,198
Total number of searchable records.
Stored Records = 854,781,445
Federated Records = 367,417,753

8,444
Total number of agencies in the United States contributing data to the N-DEx system.

Law Enforcement Enterprise Portal

A powerhouse of information

In FY2023, the Law Enforcement Enterprise Portal (LEEP) continued to serve the criminal justice community. Nearly 130,000 professionals accessed LEEP and its services more than 14 million times over the last year. With one click, authorized law enforcement users can securely access dozens of federal information systems that contain critical national security, public safety, and terrorism information including:

- Cybercrime investigative resources
- National gang information
- Geospatial tools
- Training tools
- Situational awareness tools
- National security and suspicious activity reporting
- Nationwide criminal justice records
- Secure file sharing
- Crime statistics and police data reporting tools

A sampling of LEEP services

Many services from the FBI's CJIS Division are available via LEEP, including the Virtual Command Center (VCC), JusticeConnect, and the National Data Exchange, i.e., N-DEx *(See more about N-DEx on page 8 of this report)*.

The VCC is a secure incident-management system providing real-time situational awareness during critical events, which allows federal, state, local, tribal, military, and territorial users to share data. There are no limits to the number of VCC users, no licenses to obtain, and no cost to agencies. The VCC can be customized for many types of events: warrant roundups, tracking leads, hostage negotiations, administrative functions, SWAT operations, and more. Given the growing need to make rapid, coordinated decisions, the VCC provides a secure environment for quick and effective information dissemination to those with a need to know.

In May 2023, the FBI initiated the VCC known as the National Common Operational Picture (NCOP). The NCOP-VCC is an awareness initiative jointly spearheaded by the FBI's Office of Partner Engagement (OPE) and the CJIS Division to serve as a collaborative space for domestic public safety partners to input their swatting incidents in a secure environment for national awareness. Swatting is the malicious practice of making hoax emergency calls to an emergency service, such as a police department, to falsely report an ongoing emergency at a particular location. The VCC creates a near real-time operational picture of swatting events in an effort to mitigate criminal activities associated with swatting. During FY2023, the program logged more than 300 swatting incidents.

A U.S. Air National Guard Senior Master Sergeant shared his thoughts after participating in a successful VCC, "The FBI agent working with me on this case and who attained the arrest warrant and facilitated the arrest even commented that none of this would have been possible had I not been able to track and provide the detailed data and evidence I did. I owe that 100% to

the VCC and the staff supporting that. Thank you all so very much for such an outstanding resource."

LEEP's JusticeConnect is a secure, criminal justice network that paves the way for information sharing and partnership development for every level of law enforcement throughout the country. JusticeConnect has more than 1,000 established communities of interest and nearly 2,500 users. The communities of interest can be used to push out training opportunities, as well as to encourage information sharing among law enforcement agencies and across jurisdictions.

In FY2023, LEEP partnered with First Responders Network Authority (FirstNet) to provide FirstNet's criminal justice community with automatic LEEP access. FirstNet, which was created after the tragedies of 9/11, deployed the Nationwide Public Safety Broadband Network to provide a secure and reliable network for emergency responders to communicate during a crisis incident. Agencies that enroll with the FirstNet solution get the benefit of LEEP access without the need for additional logons.

To freshen things up, the LEEP login page on CJIS.gov was redesigned in FY2023. The attractive new page features a picture of LEEP's homebase, the CJIS Division campus in West Virginia.
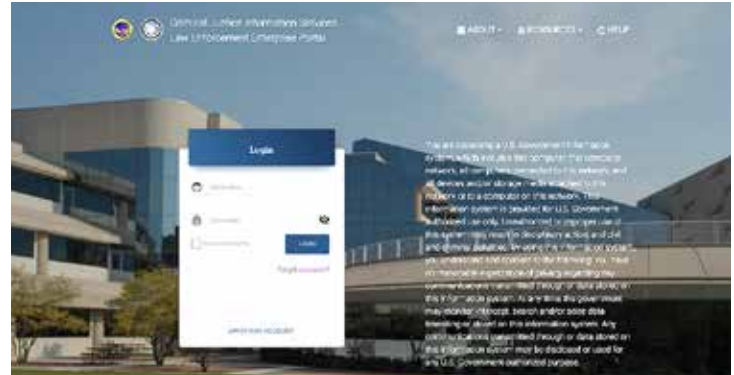
Things to come

For those authorized to access LEEP, the LEEP team plans to redesign its homepage to better showcase its services and enhance the user experience by simplifying the layout and increasing usability. Also on the horizon, LEEP will deploy a modernized vetting experience for users, which will include updated security and onboarding features.

Uniform Crime Reporting Program

Increasing participation across the nation

The FBI's Uniform Crime Reporting (UCR) Program has been providing crime statistics for the nation since 1930. Change and growth keep the relevancy in the nation's premier crime statistics program.

The UCR Program collects, organizes, and disseminates reliable data for use by law enforcement, researchers, media, and the public. As the most comprehensive collectors of national crime and law enforcement information, employees of the FBI's UCR Program take pride in increasing participation and educating partners year after year. The UCR Program reports on data from federal, state, local, tribal, territorial, and university and college law enforcement agencies.

Increasing participation and awareness

In FY2023, participation in the National Use-of-Force Data Collection, which provides nationwide statistics on law enforcement use-of-force incidents, grew 2.9% from last year, accounting for 66.9% of the sworn police employee population. In 2023, the National Incident-Based Reporting System (NIBRS), UCR's primary crime data collection system, is on track to exceed their participation totals for the year 2022 of 71.7% total agency participation, representing 80.4% of the population. As of September 30, 2023, NIBRS participation already represented 79.5% of the population.

The UCR Program continues reaching out and working with agencies to increase participation in NIBRS, and 47 agencies representing the most populated cities transitioned to NIBRS in FY2023.

The UCR Program's newest dataset, the Law Enforcement Suicide Data Collection (LESDC), compiles data on suicides and attempted suicides among current and former law enforcement, including officers, 911 operators, and legal system personnel. The LESDC began collecting data in 2022, with 25 law enforcement agencies submitting data; as the FBI works to increase contributions to the collection, more comprehensive data will be available. In September 2023, the CJIS Division hosted a Law Enforcement Suicide Awareness Day. The event included officer suicide awareness resource tables, information about the UCR Program's data collections, esteemed speakers, and therapy horses and dogs.

Staff of the FBI's UCR Program have spent the year providing training and technical assistance to federal and state law enforcement agencies. Employees from the CJIS Division have travelled to more than 30 locations during the fiscal year and contacted more than 1,000 agencies. These visits and trainings were held to increase participation in the program and improve the data that are provided to the National Use-of-Force Data Collection as well as the Law Enforcement Officers Killed and Assaulted (LEOKA) Data Collection. The outcome: close to 2,000 new law enforcement agencies participated in the National Use-of-Force Data Collection. However, many of

these agencies have smaller police employee (PE) counts (in the single digits), which is why engagement for increased participation to reach at least 80% of the sworn PE population continues to be a priority. In addition to the trainings and visits, the FBI, in conjunction with the Bureau of Justice Statistics, wrote a report which the Attorney General presented to the President in response to Executive Order 14074. The report describes current law enforcement agency participation using NIBRS and summarizes steps the Department of Justice (DOJ) has taken to aid agencies in their transition to NIBRS.

UCR Program hosts first Hate Crime Symposium

To increase collaboration and participation in the FBI's UCR Program, the CJIS Division hosted its first ever Hate Crime Symposium in August 2023. The attendees included state-level NIBRS trainers, UCR state program managers, DOJ representatives, FBI Headquarters staff, and representatives from the ten "most-in-population" agencies that have not yet transitioned to NIBRS. The symposium facilitated networking, collaboration, and exchange of ideas among the law enforcement community, the UCR Program, and DOJ partners. The Hate Crime Symposium also provided the UCR Program staff with a closer look at how local law enforcement agencies use UCR data and an expectation of further collaboration and powerful new initiatives.

Path to 2024

The UCR Program plans to launch two new data collections in 2024. The Lawful Access Data Collection will act as a tool for tracking the volume of law enforcement investigations that are impacted by device and software encryption. This will provide data to decision-makers to help mitigate these lawful access impacts.

The second collection, the Law Enforcement Public Contact Data Collection (LEPC), is being created because of a 2017 recommendation from the FBI's CJIS Advisory Policy Board. Annually, this collection will report the number of police contacts with the public in three categories: citizen calls for service, unit/officer-initiated contacts, and court/bailiff activities. The LEPC will establish a standard measure of the number of times law enforcement officers have had contact with the public. This grew from a need to provide additional context to the use-of-force and LEOKA incident data and counts. Going forward, the LEPC may be used to provide context to additional UCR collections.

In addition, the UCR Program is working toward releasing data monthly to the public, available online via the Crime Data Explorer beginning in October 2024. This will provide many UCR data users in law enforcement, academia, and the general public with updated data and trends in a much timelier manner.

National Threat Operations Center

Processing tips from the public and sharing information with partners

The CJIS Division's National Threat Operations Center (NTOC) is an important conduit for information to come to the FBI from the public. NTOC operates 24/7/365 and receives calls for all 56 FBI field offices and from the 1-800-CALL-FBI line. It also manages all electronic tips (E-Tips) submitted to the FBI through the online tip site, tips.fbi.gov. During FY2023, NTOC continued to expand its capabilities to be more effective in handling threat-to-life (TTL) information and tips with lead value. In FY2023, NTOC received an average of 3,671 calls and E-Tips per day.

In February 2023, NTOC implemented the ability to directly transfer callers to 988 through a partnership with the National Suicide and Crisis Lifeline. The 988 call centers are staffed with mental health professionals to assist when a caller makes statements regarding suicide, self-harm, or may benefit from additional resources available from 988 partners. From implementation through September 30, 2023, NTOC staff offered 988 to 4,412 callers and transferred 3,273 callers to a 988 center to receive appropriate mental health services.

NTOC implemented the ability to directly transfer callers to 988 through a partnership with the National Suicide and Crisis Lifeline.

This innovation complements NTOC's existing capability to connect directly with the nation's 911 centers for immediate action regarding emergency situations, such as suicide and wellness checks.

Sharing more TTL information with law enforcement partners continues to be a priority for NTOC. One direct sharing initiative, "dual routing," disseminates state and local TTL tips that require urgent attention to both FBI field offices and law enforcement fusion centers in applicable jurisdictions. At the end of FY2023, 30 fusion centers (reflecting the area of responsibility of 32 FBI field offices) are participating in dual routing of threat information to state and local partners.

NTOC leaders remain dedicated to sharing more information with a heightened focus on public and law enforcement safety

In FY2023, NTOC began sharing tip information with a state, local, and/or tribal nexus via the National Data Exchange (N-DEx). The N-DEx System is a national-level repository of criminal justice records that promotes information sharing across jurisdictional boundaries. *(Read more about N-DEx on page 8.)*

In addition, NTOC is implementing a process to share relevant tip information which contains no federal nexus directly with state, local, or tribal partners via NLETS. During FY2023, NTOC piloted this new process in select states to prepare for nationwide deployment. NTOC is also actively collaborating with state and local law enforcement partners to determine additional information sharing solutions.

Tip leads to apprehension of wanted subject

In May 2023, NTOC employees supported the FBI investigation following a Cleveland, Texas, mass shooting event in which five people were killed. NTOC ensured that its staff were aware of the fugitive situation in Texas and the high likelihood that tips would be received on this case. NTOC took specific steps to make sure that information received from the public by NTOC was quickly communicated to investigators. One of the tips identified the location of the subject suspected of the shooting and led to the subject's arrest just an hour and a half later. The efficiency of the NTOC caught the interest of several media outlets. As a result, a CJIS executive did several interviews where he shared how the NTOC threat intake examiner took the call, spoke to the caller for a short period of time, conducted research and analysis, and sent the lead to the appropriate field office for quick action.

National Threat Operations Center

639,090
Total number of calls received.

700,798
Total number of E-Tips received.

E-Tips

7,613
Total number of threat-to-life leads submitted to FBI field offices/law enforcement partners.

Biometric Identification and Investigative Services

Aiding investigations and protecting the public

With a century of working with biometrics, the FBI entrusts the CJIS Division with the stewardship and development of its biometric databases. In FY2023, the CJIS Division forged ahead with new advancements in biometric and investigative services. From better fingerprint technologies to enhanced communications with law enforcement agencies, the division continues to help protect the public with its biometrics expertise. For example, CJIS technologies and services guard the public by helping police departments identify dangerous fugitives and making sure school bus drivers do not have disqualifying criminal records. Operating around the clock, 365 days per year, the CJIS Division never rests in its mission to provide quick, reliable identification and investigative services.

Helping law enforcement officers stay alert and aware

The Repository for Individuals of Special Concern (RISC) is a service that allows law enforcement officers in the field to quickly search the RISC subset of the Next Generation Identification (NGI) System database for a possible match to an individual's fingerprints. Officers can capture an individual's fingerprints on a pocket-sized, FBI-certified mobile device along with a mobile phone and then the RISC transaction enables a search of a subset of NGI System records of individuals for whom law enforcement has heightened interest. Typically, in less than 3 minutes, RISC gives officers a simple color-coded response to indicate the likelihood that a subject of special concern might have been encountered. A red response indicates a probable candidate that is a subject of special concern, a yellow response indicates a possible candidate, and

a green response indicates no hit/no viable candidate. Examples of individuals for whom law enforcement has heightened interest include, but are not limited to, wanted persons, registered sex offenders, immigration violators, and those who are potentially armed and dangerous. Based on a RISC response, which is considered an initial investigative lead, officers can gauge how to handle an individual until they can follow through with tenprint identification at their booking station, if appropriate.

Currently, agencies within 35 states, 2 federal agencies, and the District of Columbia use RISC. RISC processes an average of 1,933 searches per day with an average rate of red responses of about 13%. In FY2023, through our collaboration with law enforcement agencies across the nation, we know that many added or upgraded their mobile technology to use the RISC service. Since inception, RISC has responded to more than 7.8 million queries. Possible future upgrades to RISC include searches of the entire NGI System's criminal repository to alert officers to any previous arrests.

Looking forward, the CJIS Division is preparing to conduct a contactless fingerprint pilot in FY2024. The main goals of the pilot are to assess the viability of contactless fingerprint searches for criminal justice purposes in field environments and to gain necessary data to evaluate the development of a contactless device

certification process. This project will consist of the collection of fingerprints via both mobile contact and mobile contactless methods, during legally authorized field encounters by law enforcement personnel of participating agencies. The fingerprints collected, both mobile contact and contactless, will be searched against the RISC subset within the NGI System and results compared and evaluated.

Supporting investigations

Biometric staff assist law enforcement partners in criminal, terrorism, and national security investigations. They also work to improve public safety and collaborative efforts among law enforcement partner agencies that share information among CJIS system users.

- The Latent Business Line serves as the CJIS Division's liaison to the latent user community by providing research, analytical, and project management support to federal, state, local, tribal, and international law enforcement agencies, in addition to the United States Intelligence Community. The Latent Business Line provides subject matter expertise allowing users to leverage existing and new services and technologies to assist with investigations while upholding the accuracy and timeliness of such services.
- The Interoperability Program facilitates the sharing of biometric and relevant biographic data among the NGI System, the Department of Homeland Security's (DHS's) Automated Biometric Identification System

(IDENT), and the Department of Defense's Automated Biometric Identification System. By using NGI/IDENT interoperability, users receive additional latent candidates to assist with cases. In January 2023, the United States Secret Service began performing latent searches of DHS's IDENT. Beginning in August 2023, the Internal Revenue Service also started performing latent searches of DHS's IDENT.
- The NGI Noncriminal Justice Rap Back service is designed to assist states, federal agencies, and those statutorily authorized to submit NGI Noncriminal Justice fingerprint transactions to the NGI System and receive criminal history record information (CHRI). This service aids in the continuous vetting of individuals by providing to subscribers CHRI updates that may occur after the initial fingerprint search. While NGI Noncriminal Justice Rap Back is not limited to employment, this subscription service alleviates the need to fingerprint an individual for the same position multiple times. This service currently has nine states and 21 federal agencies or authorized recipients participating with a growth rate of active subscriptions of approximately 3.5% per month.
- Participation in the NGI Iris Service increased during FY2023. The program added 920,625 sets of iris images to its repository for a total of 3,150,878. The more the repository grows with enrollments across the nation, the more useful the NGI Iris Service will be to users.

Investigative services in action

As a prime example illustrating the power of biometric services with a recent homicide, a police department responded to an emergency call and found a victim of a fatal gunshot wound. Investigators had no suspects but found a handwritten note with two latent fingerprints on it. The latent fingerprints didn't match the victim, and a search of the state fingerprint database didn't produce any possible matches. When investigators submitted the latent prints to the NGI System, viable candidates for comparison were generated within two hours, producing an investigative lead that resulted in a subsequent arrest. The subject pleaded guilty to second-degree murder and was sentenced to 25 years in state prison.

Biometric ID Services

83,724,396
Total number of criminal fingerprints in the repository.
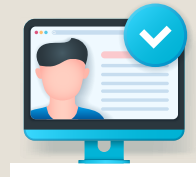
74,091,712 (Criminal and Civil)
Total number of fingerprint receipts/processed.

202,991 (Criminal and Civil)
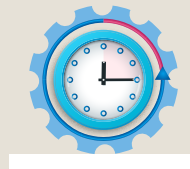Average daily total of fingerprint receipts/processed.

67,494,681
Total number of criminal full-face images used in comparisons.

28,842
Number of processed facial recognition searches for active investigations.

Average Response Times

5 mins 55 s
Criminal Fingerprint

31 mins 57 s
Civil Fingerprint

10 mins 34 s
Searches of the Interstate Photo System (mugshots)

Compact Council

25 years of managing criminal justice information for noncriminal justice purposes

Happy anniversary to the National Crime Prevention and Privacy Compact Act of 1998! October 9, 2023, marked the 25th anniversary of the Compact and the establishment of the Compact Council. The Compact Council is an independent body that oversees the noncriminal justice use of criminal justice information maintained in the Interstate Identification Index, for noncriminal purposes such as licensing and employment, while protecting individual privacy rights.

Leslie Moore, who served as Compact Council Chair during FY2023, said, "The council has done tremendous work the last 25 years to ensure the protection of our nation's most vulnerable populations. It's amazing to reflect on the Council's accomplishments, and I'm excited to see what the next 25 years have in store. It is an honor to be part of the Council's rich and important history."

Federal Authorities Information Sharing Symposium

In November 2023, the Compact Council will hold an inaugural Federal Authorities Information Sharing Symposium. The symposium will include information on federal legislation that authorizes noncriminal justice fingerprint-based background checks, such as the National Child Protection Act/Volunteers for Children Act, the Adam Walsh Child Protection and Safety Act, and the Serve America Act. Discussions will highlight the population of individuals authorized to have a national criminal history background check conducted, requirements for background checks as outlined by law, and any restrictions around the dissemination of FBI criminal history record information obtained from background checks.

Because of the numerous federal acts that authorize states to submit fingerprints to the FBI, the Compact Office staff at the CJIS Division also held four webinars in the summer leading up to the symposium. Each webinar focused on a different piece of federal legislation related to noncriminal justice background checks.

Outreach and mentoring

The Council created the Compact Mentorship Program (CoMP) and the National Fingerprint File (NFF) Mentorship Program as a way to expand its outreach. Through CoMP, State Compact Officers (SCOs) are paired with states that have a memorandum of understanding (MOU) or have yet to ratify the Compact to help them learn about the benefits of ratifying the Compact. Currently, five SCOs mentor representatives from nine non-Compact states and seven MOU states. In addition, the NFF Mentorship Program pairs SCOs in NFF states with SCOs in states that have yet to join the NFF Program. Currently, SCOs from nine NFF states mentor representatives in 10 non-NFF Compact states.

In 2023, participation in the information-sharing program continues to grow. Delaware transitioned to NFF in May, Arizona became the 26th NFF state in October, and Mississippi was the 35th state to ratify the Compact in July.

Advisory Policy Board

Marking another year of collaboration

The FBI's CJIS advisory process was established as a streamlined way to provide the FBI Director with guidance and input from the users of the CJIS Division's services and programs. It stems from the idea of a shared management concept: The FBI, system users, and other providers share a responsibility for all CJIS systems. The FBI's CJIS Advisory Policy Board (APB) is made up of federal, state, local, territorial, and tribal law enforcement personnel; experts from the homeland security, correctional, prosecutorial, and judicial sectors; and executive representatives from all major law enforcement organizations. The APB manages change to CJIS systems and services by listening to the input from law enforcement across the United States.

The APB was rechartered under the Attorney General, which allows it to remain active for another two years. The value of the APB process is clear. Established in 1994, it has remained a crucial guiding board to the operation of CJIS services for almost 30 years. The APB is rooted in collaboration. It began with the formation of the National Crime Information Center (NCIC) advisory board in 1969, to assist with the management and governance of the NCIC. This concept was duplicated for the Uniform Crime Reporting (UCR) Program. Subsequently, the two boards combined to form the APB to ensure the ongoing success of all CJIS programs and services.

To date, the APB has provided more than 2,400 recommendations to the FBI Director. The proposals ensured the services that provide background checks on firearm purchases, fingerprint identification, and NCIC crime data checks to law enforcement remain operational and effective year after year.

The theme of 2023 was Officer Safety and Wellness, as it has a broad effect on law enforcement nationwide. In keeping with this theme, officer safety issues rose to the top of the APB's recommendations to the FBI Director. This included recommendations made to enhance the UCR Program's Law Enforcement Officers Killed and Assaulted (LEOKA) Data Collection. This data collection is important as it contains timely and accurate data that may help prevent officer deaths or assaults in the future. The APB recommended that the definitions for the following categories be clarified and expanded:

- Ambush
- Premeditated attack
- Unknowing planning of an attack
- Accidental death
- Felonious death

APB members also made a recommendation to redesign and simplify the LEOKA form that collects information about officers' deaths in the line of duty to reduce the burden to law enforcement for collecting this critical data. In addition, a new procedure was adopted to allow CJIS Division staff to enter records into the NCIC Violent Person File (VPF) on behalf of agencies submitting qualifying LEOKA data.

The VPF was created in the NCIC in 2012 and is designed to alert law enforcement officers that an individual they are encountering may have the propensity for violence against law enforcement. To encourage the use of this potentially life-saving tool, the APB made a recommendation to revise the validation requirements for records entered into this file. This will allow agencies to manage their VPF data more easily and expand the file to include more individuals who meet the criteria for entry. *(Read more about NCIC on page 4.)*

The advisory process partnerships were front and center in all discussions, as members played critical roles in helping the CJIS Division determine how to effectively distribute information. They discussed how to communicate information related to new National Instant Criminal Background Check System and NCIC legislation, and how to efficiently share key information received from the National Threat Operations Center to state and local law enforcement agencies.

FBI Director visits the CJIS Division

Director Christopher Wray visited the CJIS Division in October 2022. His trip included an all-hands meeting with employees in the auditorium where he talked about CJIS being the "crown jewel" of the FBI because of the great work the division does to support our partners and help to protect our country.

Information Technology Services

Getting IT to law enforcement partners

The information technology (IT) department of a company is often referred to as the backbone of the enterprise. Living up to that philosophy, the CJIS Division's IT services develop, operate, maintain, and advance law enforcement efforts by supporting critical IT systems and solutions. IT services equip CJIS staff to provide our partners with accurate and timely criminal justice information by maintaining the operational readiness of the systems that provide the crucial services of the CJIS Division.

Making communities safer

During FY2023, the CJIS Division's IT services developed new and enhanced tools and services for firearm background checks in support of the Bipartisan Safer Communities Act (BSCA). This effort, which in part addresses enhanced background checks during prospective firearm transfers to individuals under 21 years old, has already resulted in many instances where a transaction was denied based on records that were not previously available for firearm checks. BSCA is already making a positive impact on public safety.

IT services is working toward an overall strategy to evolve CJIS information services into a more unified and data-centric experience for CJIS partners. This includes a newly named Senior Level IT Specialist who is serving as the CJIS Enterprise Architect. IT services have developed a thoughtful "roadmap" to the future and will work to ensure the CJIS Division continues to keep pace with technology and cybersecurity needs.

FY2023 also saw IT staff make advancements that included:

- Accuracy improvements in latent friction ridge searching in the Next Generation Identification (NGI) System.
- New capabilities to detect altered fingerprints in NGI.
- Ability for the National Threat Operations Center to seamlessly transfer callers to the National Suicide and Crisis Lifeline.
- New secondary National Data Exchange search capabilities for the National Instant Criminal Background Check System firearm background checks.
- Improved public access to data via the new Data Discovery Tool on the Uniform Crime Reporting Program's Crime Data Explorer.

Protecting CJIS from worldwide IT threats

IT staff focused their efforts on cybersecurity and advancing the protections around the CJIS Division's IT assets in FY2023. To address global IT threats aimed at FBI resources, the physical and virtual infrastructure, commercial off-the-shelf configurations, source codes, binary programs, authentication credentials, etc., must be properly secured. IT services delivered great technological advancements in security by:

- Providing the capability for centralized logging.
- Increasing the number of hosts monitored by endpoint detection and response from 0 to 73%.
- Increasing multi-factor authentication services by 436%.

- Providing data encryption in transit and at rest.
- Increasing system cloud solutions (as the CJIS Division's workload migrates to the cloud).

Hosting industry vendors

The CJIS Division offers a broad category of services to law enforcement centered around providing information and intelligence that lead to greater protection for the American public. IT services expanded its collaboration and communication with the vendor community by hosting Industry Vendor Day in April 2023. CJIS staff presented topics, such as data integration and governance, data analytics for greater value, and application programming interface (API) standardization, to its vendor community. (API refers to a software intermediary that allows two applications to communicate with each other.)

Looking ahead

Today, there is greater value in the data that CJIS manages and maintains for its authorized users than ever before. To use this data effectively, IT services staff are focused on providing the data comprehensively because looking at any single data point does not necessarily tell the entire story. The IT services' data modernization effort will address this need to analyze data from multiple systems and services and provide our stakeholders with a more thorough picture of relevant events.

Traditionally, CJIS customers have interacted with multiple systems and services individually, creating a complex experience for our partners. IT services' Unified User Experience will provide information services and capabilities in a manner that can help law enforcement obtain the information they need in a quicker and more efficient fashion.

Providing greater capabilities with enterprise infrastructure

IT services have deployed more than 3,350 Unclassified Laptop Management Solution (ULMS) devices to CJIS service providers. These devices provide great flexibility to individuals working in crisis or emergency situations. As an example, an FBI employee provided real-time support in August 2023 to the Maui, Hawaii, wildfire response using ULMS and NGI virtual machines to process latent biometric searches. The CJIS system services are now processed on location using enterprise services supported by advanced automation and ease-of-use functionality.

Information Technology Services

99.97 %
Percentage of time the CJIS Division's systems were operational.
The only exceptions to availability were 84 hours spread throughout the year when the systems were undergoing maintenance.

Our Campus

The FBI's CJIS Division campus is situated on an expansive, nearly 1,000-acre site in Clarksburg, West Virginia. The CJIS Division has a community of more than 3,000 employees and contractors working at the secure facility.

Several buildings are dispersed across the large campus including:

- Office complexes that house the staff and services of the CJIS Division.
- A central utility plant.
- A service center that is the CJIS campus' hub for warehousing, mail, supplies, logistical support, electrical support, and an on-site automotive shop.
- A child day care center.

Continual construction and renovation projects help the CJIS Division remain a cutting-edge facility with beautiful modern architecture, surrounded by the natural beauty of the wooded area.

In FY2023, in accordance with the FBI's new wellness initiative, the CJIS Division celebrated the dedication and grand opening ceremonies of three "Wellness Spaces" on campus. These spaces are intended to encourage FBI employees during breaks or preapproved wellness time to care for themselves while caring for and helping protect others. These wellness spaces include meditation areas, an outdoor fitness trail, and an indoor gym with exercise equipment. In addition, the FBI launched a Well-Being and Resilience Program to provide employees information about mental health and substance abuse and to raise awareness about suicide prevention.

The program also offers information across the five domains of well-being: spiritual, cognitive, social and family, psychological, and physical.

On the Horizon for the CJIS Campus

The CJIS Division is making strides on campus with the new Fleet of the Future working group. In keeping with FBI leadership on this effort, the CJIS Division is working to transition its vehicle fleet to all electric vehicles (EV). CJIS staff plan to have charging stations installed across the CJIS campus by the end of FY2024, which will be available for charging FBI vehicles and also employees' personally owned vehicles, at a cost to the employees.

CJIS Division completes construction on 9/11 memorial

During FY2023, construction was completed on a 9/11 memorial on the FBI CJIS campus. The 9/11 Memorial project began in 2018 when the 9/11 Memorial and Museum in New York offered the loan of an artifact to display on the CJIS Division's campus.

The 22-foot steel box column recovered from one of the towers is the central piece of the display. A tall steel beam, salvaged from one of the twin towers in New York City, is the focal point of the memorial. Concrete benches surround the beam and symbolize buildings that were destroyed on that tragic September day. The memorial is situated outside of the campus entrance on Jerry Dove Drive. CJIS staff hope the memorial will create an experience that connects visitors to the events of September 11, 2001.

This memorial serves as a somber reminder of the FBI's goal to stay "ahead of the threat." The 9/11 Memorial also serves as a constant reminder of the FBI's mission to protect the American people and uphold the Constitution of the United States.

CJIS Division honors fallen officers and FBI agents

In May 2023, the CJIS Division hosted its annual Memorial Ceremony in Honor of Fallen West Virginia Law Enforcement Officers. This year, the ceremony honored the life, family, and memory of fallen Nicholas County Deputy Sheriff Thomas E. Baker III. Deputy Baker was shot and killed while responding to a domestic disturbance on June 3, 2022.

Suicide Awareness Day highlights wellness resources

In September 2023, the CJIS Division hosted a Law Enforcement Suicide Awareness Day, with speakers representing survival stories, information about the myths and realities of post-traumatic stress disorder, and the importance of wellness resources and training within law enforcement. Miniature horses from a therapeutic horsemanship business and therapy dogs from various state and federal agencies were featured during the event.

Jerry Dove Memorial 5K honors all who have died while serving

In October 2023, the CJIS Division hosted its annual Jerry Dove Memorial 5K. The race is dedicated to the memory of the late Special Agent (SA) Jerry Dove and to all law enforcement officers, firefighters, military personnel, and others killed while serving in the line of duty. The road where the 5K takes place is named in honor of SA Dove, a native West Virginian. While assigned to the FBI's Miami Field Office, SA Dove and SA Ben Grogan were killed in a shootout with two serial bank robbers in the infamous "Miami Firefight" on April 11, 1986.

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www.fbi.gov/services/cjis