U.S. Department of Justice
Federal Bureau of Investigation
Criminal Justice Information Services Division

CJIS Division
2024 Year in Review

CONNECT ▸ IDENTIFY ▸ KNOW

Reflecting on a year of milestones and collaboration with our partners

I have had the honor of serving as acting assistant director of the FBI's Criminal Justice Information Services (CJIS) Division since April 2024. In this role, it is my privilege to present the *2024 CJIS Division Year in Review*. This publication showcases the great work of our CJIS Division employees and contractors to meet our mission to equip our partners with the criminal justice information needed to protect the United States while preserving civil liberties. During fiscal year 2024 (FY2024), the division celebrated milestones and continued to strengthen our criminal justice information services.

The National Instant Criminal Background Check System (NICS) celebrated its 25th year of service to the nation on November 30, 2023. Since its inception, NICS staff have been dedicated to enhancing national security and public safety by providing timely determinations of a person's eligibility to possess a firearm.

The CJIS Division's biometrics program celebrated the 100-year anniversary of the FBI's national repository for fingerprints and related criminal history data. The division hosted an event that included remarks by FBI Director Christopher A. Wray and reflected on the beginning of biometrics in the FBI, how far we have come, and the bright future ahead as we build on a history of innovation.

During FY2024, the division increased participation and use of the National Crime Information Center's Violent Person File, and the National Data Exchange reached a billion searchable records, increasing the value of this national information-sharing system. The Law Enforcement Enterprise Portal continued to provide access to key information sharing services, and the Uniform Crime Reporting Program saw increased participation in the National Incident-Based Reporting System.

The National Threat Operations Center received more than 4,500 tips per day from the public and increased information sharing. All of our systems and services were supported and enhanced through the dedication of our information technology staff. The CJIS Division continued to engage with our partners and stakeholders through the CJIS Advisory Policy Board and the Compact Council.

I am proud of our employees and their dedication to public and officer safety, excellent customer service, and relentless improvement. In collaboration with our partners, I look forward to what we will accomplish in the new year.

From left, FBI Director Christopher A. Wray and CJIS Division Acting Assistant Director Timothy A. Ferguson view historic fingerprint cards during the Director's visit to the CJIS Division for the 100th anniversary of the FBI's national fingerprint repository.

Timothy A. Ferguson
Acting Assistant Director of the FBI's CJIS Division

CJIS Division
2024 Year in Review

Photo of the northern lights, also known as aurora borealis, as seen over the CJIS campus on October 10, 2024.

CJIS Link

Follow CJIS all year long

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.

Scan the QR code with your smartphone or 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
Officer safety first; investigative information always

Federal, state, local, tribal, and territorial law enforcement agencies rely on the National Crime Information Center (NCIC) to quickly access criminal justice information around the clock every day of the year. This information assists officers across the country in identifying terrorists and unidentified persons, apprehending fugitives, locating missing persons, recovering stolen property, and more.

NCIC provides our law enforcement partners with additional valuable information from the system's more than 18 million records in 22 different files that may help officers know more about an individual they encounter.

Violent Person File supports officer safety

In response to an increase in officer deaths and assaults in recent years, NCIC staff have worked diligently to increase participation and use of NCIC's Violent Person File (VPF). The VPF contains records on individuals who have previous violent convictions or expressed intentions to commit violence against a member of the law enforcement or criminal justice community. The VPF is designed to provide officers with an alert that an individual they are encountering may have a propensity for violence.

VPF entries totaled approximately 19,000 in mid-2024. But, thanks to ongoing discussions with a state law enforcement agency, there are now more than 332,000 entries. This effort helped NCIC significantly exceed its strategic goal to enroll 100,000 subjects into the VPF by the end of June 2024. Efforts will continue to increase the number of records in the VPF and further aid officer safety.

Learning more about NCIC files through training modules

NCIC staff continued to add learning opportunities for those new to the system with the delivery of three new training modules related to the Article, Vehicle, and License Plate Files. These interactive modules are free to access and available to our law enforcement partners on demand through the NCIC Community of Interest on the JusticeConnect platform in the Law Enforcement Enterprise Portal, or LEEP. *(Read more about JusticeConnect and LEEP on page 10.)*

Transitioning NCIC to the cloud

Staff will complete the NCIC system's migration to cloud computing in FY2025, bringing a completely new architecture on a modern platform that will allow the CJIS Division to implement many of the capabilities recently requested by law enforcement.

Following the move to the cloud, customers should begin to immediately see the results of the newly implemented name search algorithm, a common request of NCIC users for some time. The algorithm takes language and culture into consideration when searching names. This allows for more phonetic

matching, as well as name variations, abbreviations, nicknames, and common names. Through exhaustive testing, modeling, and modifying, the new algorithm is delivering excellent results that make roadside encounters smoother and more efficient for our law enforcement partners across the country.

Off-line search helps investigators rescue child, nab sexual predator

In late spring of 2024, a law enforcement agency received a report of a missing juvenile. The juvenile's parents said they found a social media account that showed sexually explicit messages between their child and an adult male. The messages included the suspect's first name and address, as well as several pictures. With that information, law enforcement identified the suspect and located a license plate for a vehicle registered to him. Investigators contacted staff at the CJIS Division to request an emergency NCIC off-line search, a specialized inquiry of NCIC to obtain data not available through normal on-line transactions (see sidebar). Results indicated that the suspect's license plate was searched by another agency several hours before the juvenile went missing. Following up on that lead, and with the assistance of the FBI and a local agency, investigators were able to locate the victim several states away. They arrested the suspect on charges in the state where he was located. Federal charges against the suspect are pending.

Off-line searches provide valuable information

In NCIC, a transaction record is created each time a person or item of property is queried. An off-line search can obtain information not available in an on-line inquiry. It can be used to:

- Determine if any agency made an NCIC transaction on a particular individual or item of property.

- Substantiate or discredit an alibi.

- Place an individual near the scene of a crime or miles away from the scene.

- Track the route of an individual, for example, suspects, witnesses, runaways, missing persons, etc.

- Determine if a record for a person or item of property was previously entered into NCIC and subsequently removed.

National Instant Criminal Background Check System
Providing 25 years of exceptional customer service

The National Instant Criminal Background Check System (NICS) celebrated its 25th year of service to the nation in FY2024. In the quarter century since its first request on November 30, 1998, NICS staff have been steadfast in their mission to enhance national security and public safety by providing a timely and accurate determination of a person's eligibility to possess a firearm.

Since its inception, NICS has processed nearly 500 million firearm background checks. In FY2024, NICS processed over 9 million checks—approximately 75% were processed instantly, without the need for human intervention.

NICS staff strive to provide exceptional service daily. In fact, 9 out of every 10 potential transferees receive a final determination within 20 minutes of submitting their request. As a result, federal firearms licensees (FFLs) can streamline their processes, and most of their customers do not wait the maximum three business days for an answer.

Seeing results from BSCA

Signed into law in 2022, the Bipartisan Safer Communities Act (BSCA) includes a provision that requires three additional record checks when an FFL contacts NICS for a potential firearm transfer to a person under 21 years of age. In these instances, NICS staff are now required to contact state criminal history or juvenile justice information systems, the state custodian of mental health adjudication records, and the local law enforcement agency where the individual resides.

NICS staff began conducting these under-21 background checks in earnest in January 2023. From implementation of these enhanced background checks through September 30, 2024, more than 279,000 transactions have been completed using the new provisions, including 909 transactions denied due to information found through BSCA research. Furthermore, since the initial roll out of under-21 processing, 94% of received transactions have been proceeded. Thanks to extensive outreach efforts by CJIS employees, the overall response rate from agencies contacted by NICS staff for under-21 background checks has increased 54.29% since January 2023.

Part of BSCA included a requirement for the Attorney General to draft rules so that FFLs can use NICS to conduct firearm background checks on current and prospective employees. That rulemaking is in development and is anticipated to be available in FY2025. BSCA required these background checks to be a voluntary use of NICS for FFLs; however, this use of NICS can provide an added layer of protection to FFLs when hiring or retaining personnel.

The NICS/N-DEx connection

Earlier this year, NICS celebrated a year of having connected with the National Data Exchange (N-DEx) as an additional resource to help locate crucial information to find or rule out prohibitors during a firearm background check. Since this addition, NICS has denied and proceeded many firearm purchases using the criminal history and incident information provided in N-DEx. *(Read more about N-DEx on page 8.)*

Protecting the public, one firearm transaction at a time

In the spring of 2024, an 18-year-old attempted to purchase a firearm in Texas. As a result of the check, the local police department stated the individual had been arrested two days before the attempted purchase for the offenses of Assault Family Violence and Unlawful Restraint. The police department provided the corresponding incident report showing the victim was the ex-girlfriend of the individual who was seeking a weapon. The police department also advised that an Emergency Protective Order was issued in that same case; the Emergency Protective Order was provided to NICS staff and included court-ordered firearm restrictions. The firearm transaction was denied based on a state prohibitor for court-ordered firearm restrictions.

NICS celebrated 25 years of service to the nation on November 30, 2023. Since its inception, NICS has processed nearly 500 million firearm background checks. Today, most customers receive a final determination within 20 minutes of submitting their request.

National Data Exchange
Providing access to over a billion searchable criminal justice records

The National Data Exchange (N-DEx) is the FBI's national information sharing system that provides the criminal justice community with a free tool to share, search, link, and analyze over a billion unclassified records with a click of a button. N-DEx is available 24/7/365 to authorized users from any internet-capable device.

N-DEx connects agencies

Thousands of federal, state, local, tribal, and territorial law enforcement agencies from across the country voluntarily submit their criminal justice records to N-DEx. Searching these records can connect seemingly unrelated data about people, places, and things, adding value to law enforcement investigations.

Using N-DEx can enhance supervision efforts and provide investigative leads to help solve cold cases, kidnapping investigations, threat-to-life situations, and much more. This year, information located in N-DEx helped users accomplish their missions—from locating fugitives and victims of child abductions to busting credit card fraud and nationwide theft rings.

The benefits of N-DEx include:

- **Improved crime analysis and investigation**. N-DEx allows law enforcement agencies to share and access a vast amount of criminal justice information with a single or batch search. This can help investigators identify patterns and links between different crimes and locations, leading to more effective investigations.
- **Enhanced public safety.** N-DEx supports information sharing across agencies and jurisdictions, helping law enforcement be more proactive in identifying threats and stopping crimes.
- **Increased interoperability.** N-DEx is designed to work with other criminal justice systems and databases, allowing agencies to share information seamlessly.

Reaching a major milestone

In March 2024, N-DEx received its billionth searchable criminal justice record. This was a huge milestone in the system's history, which began in 2008. Since its inception, N-DEx has contributed vital information and investigative leads to countless cases.

With daily record submissions, N-DEx becomes more valuable every day. In FY2024, more than 8,500 law enforcement agencies submitted records to N-DEx, representing 86 of the nation's top 100 law enforcement agencies. On average, N-DEx users conduct more than 2 million searches every month.

Looking ahead to FY2025, N-DEx will continue to evolve with new technology. CJIS employees are dedicated to keeping N-DEx up to date by adding new record types, data sets, and record contributors from the law enforcement community. Keeping up with technological advancements is crucial to ensuring records continue

to be entered into N-DEx in a timely manner and that N-DEx remains efficient and easy to use for law enforcement agencies.

N-DEx helps locate double homicide suspect

Upon arrival at a crime scene, officers with a Tennessee sheriff's department located two murder victims who had been shot. The officers initiated an investigation and quickly identified two suspects who were mother and son. During the investigation, one of the suspects, the mother, fled the area and could not be located.
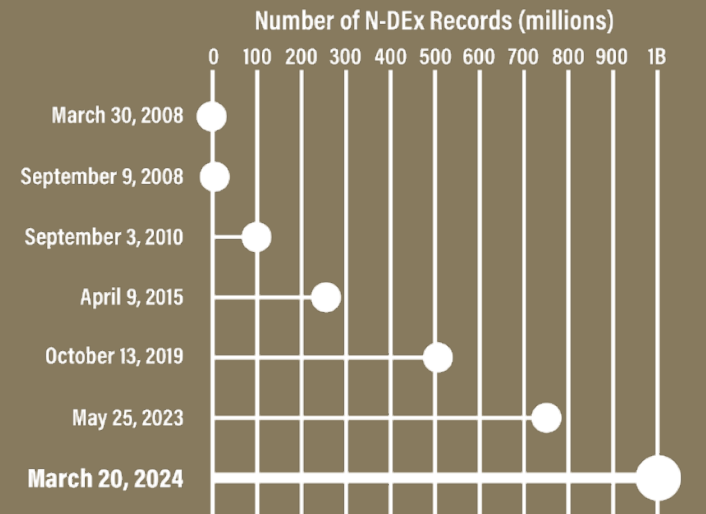
After receiving indictments, an officer decided to search N-DEx for information regarding the mother. N-DEx returned a recent report from an agency in Texas documenting a situation involving the mother. The report included background information and a residential address for the subject. Using the information found in N-DEx, the officer contacted the Texas agency and explained the situation. Officers with the Texas police department located and arrested the mother at the residence listed on the report, and she was extradited to the jurisdiction of the Tennessee sheriff's department.

The son, who had not fled with his mother, was convicted on multiple charges, including two counts of Felony Murder in the Commission or Perpetration of a Robbery, and was ordered to serve two life sentences plus 20 years. The mother pleaded guilty to the same charges as her son and was given two life sentences plus 25 years.

Without the vital record found in N-DEx, the mother may have never been located and brought to justice.

History of milestones for N-DEx

N-DEx was created in 2008 and quickly gained a million records. Since its creation, thousands of law enforcement and criminal justice agencies have contributed millions of records to N-DEx, increasing its usefulness in investigations. Within the last 5 years, more than 500 million records have been added to N-DEx, enabling it to meet the major milestone of a billion records on March 20, 2024.

Number of N-DEx Records (millions)

Date	Records
March 30, 2008	~10
September 9, 2008	~20
September 3, 2010	~150
April 9, 2015	~300
October 13, 2019	~500
May 25, 2023	~800
March 20, 2024	1B

Law Enforcement Enterprise Portal
One portal leading to vast resources

Agencies that access the Law Enforcement Enterprise Portal (LEEP) already know the invaluable services available in this secure, virtual space. Nearly 60 web-based, investigative tools and analytical resources from dozens of federal information systems are available in LEEP.

In FY2024, LEEP staff made significant strides toward improving cybersecurity by transitioning 20,000 users of the National Domestic Communications Assistance Center from FBI.gov to LEEP. The center supports law enforcement across the nation to share technical information and best practices concerning electronic surveillance and related investigative capabilities.

JusticeConnect: Virtually linking the law enforcement community

JusticeConnect, accessed through LEEP, is a secure network used at every level of law enforcement throughout the country to share information and develop partnerships. Members can create and search Communities of Interest as well as discuss topics in forums and blogs. Communities of Interest can be used to advertise training opportunities or share information among law enforcement agencies and across jurisdictions. For example, a few Communities of Interest share information related to ballistics, license plates, and active shooter resources.

Coming in FY2025, the CJIS Division Community of Interest will be launched on JusticeConnect. This community will be a comprehensive resource for those seeking information about CJIS programs and services.

Virtual Command Center: Real-time event connections

The Virtual Command Center (VCC), also accessed through LEEP, was created to permit the free flow of important—and potentially rapidly changing—information between all involved agencies during an event. Whether planned or spontaneous, critical or routine, with a VCC, each agency has the situational awareness it needs to accomplish its mission faster and easier. The VCC is a customizable tool that can be used, for example, for warrant roundups, hostage negotiations, administrative functions, SWAT operations, and security at large-scale sporting events.

When using a VCC, a feature called Trax is designed to track user-defined data, such as numerous suspects, resources, search locations, and/or mass casualties. In FY2024, the Trax function became fully customizable, allowing users to select different display layouts and export information to multiple formats.

Review the numbers
In FY2024:

- **LEEP** and its services were accessed by more than 163,000 users nearly 14 million times.
- **JusticeConnect** had more than 1,180 established Communities of Interest and nearly 3,100 monthly users.

- **VCC** had monthly averages of 1,490 users, 718 active VCCs, and 116 new VCCs created. A total of 1,987 new VCCs were activated.

VCC helps law enforcement tackle college game days

In early 2023, the West Virginia University Police Department (WVU PD) and the WVU Athletics Department sought assistance from the VCC staff to streamline communications between law enforcement and emergency services personnel during WVU home football games. Previously, WVU PD, along with other state and local agencies, received their own calls and notifications regarding incident information. Then, after the games ended, WVU PD would contact each agency to collect their incident information, which cost precious time.

To streamline their efforts, VCC staff worked with WVU PD and the Athletics Department to customize a VCC to meet their specific needs before the 2023 football season. In the past, WVU PD had encouraged students and the public to text them to report incidents, like medical issues, suspicious activities, and fights during a game. But with the VCC, the texts were uploaded, and the incidents were tracked and separated into categories, such as fan ejections.

During the game, the VCC was supported by local first responders, local and state law enforcement agencies, the FBI's Clarksburg Resident Agency, the CJIS Division's VCC Team, and the National Weather Service.

After the game, WVU personnel used the VCC to produce situation reports quickly and efficiently. The main event coordinator with the WVU Athletics Department commented that she loved that she could easily customize these reports.

The VCC staff supported WVU PD and the Athletics Department at an additional home game to get staff started, and the WVU staff are now able to manage VCCs on their own, with virtual support from the team at the CJIS Division. This partnership is a model for future engagement with other colleges and universities.

JUSTICECONNECT
CREATE·COLLABORATE·SHARE

JusticeConnect is a criminal justice system available on LEEP, which facilitates information sharing, partner engagement, and partnership development for federal, state, local, tribal, and territorial partners in a secure environment.

- COMMUNITIES
- EVENTS
- FORUMS
- ACTIVITIES
- WIKIS
- FILES
- BOOKMARKS
- PROFILES

- CREATE COMMUNITIES
- HELPDESK
JusticeConnect Support
1-888-334-4536
Request JusticeConnect Training
jcmgmt@leo.gov

Uniform Crime Reporting
Modernizing the collection of crime and law enforcement data

In FY2024, the Uniform Crime Reporting (UCR) Program—the nation's premier crime and law enforcement data collection program—continued to improve its publication of crime statistics. As one of the longest standing programs at the CJIS Division, UCR could have continued routine services and reporting, but instead, it has experienced one of its most expansive evolutions since computerization was introduced in the 1970s.

Stepping into the future

In the past year, UCR has leapt into transformational changes centering on the modernization of its technology and processes and seeking more input and engagement from participants in the program. With the steady management of UCR staff and the engagement of stakeholders, UCR's vision for the future began to take shape around three tasks:

- Releasing data in a more timely manner; thereby, making that data more valuable to consumers.
- Improving the usability and self-service capabilities of UCR's online home, the Crime Data Explorer (CDE) (cde.ucr.cjis.gov).
- Increasing data utility and accessibility by providing data dashboards to participating UCR agencies, as well as creating context and clarity through special analytical reports on topics of current interest and concern for consumers (e.g., hate crime in schools and human trafficking).

While all three tasks were critical, the task of improving the timeliness of data releases was of paramount importance to both UCR consumers and the UCR Program. UCR staff have always worked to maintain a delicate balance between getting the data out to consumers as soon as possible and maintaining the highest validation and verification standards. Technological solutions were considered with the plan to preserve data quality, all while sharing information sooner. Technology has advanced these efforts, enabling data to be released sooner while maintaining quality standards.

In September 2024, the UCR Program began seeing its vision realized. The UCR Program released its traditional annual report, *Crime in the Nation*, at the same time it debuted the new and improved CDE homepage. The UCR Program plans to publish monthly releases of reported crime data on the CDE. These releases will provide a monthly crime "snapshot" looking at crime over a continuous, rolling 12-month trend of validated data. Monthly releases will greatly improve timeliness, transparency, and expectantly, participation in the UCR Program.

This major change in how UCR data is disseminated and how it can be used prompted changes to its presentation platform. The CDE's major overhaul will be ongoing in 2025 and will provide customers with the ability to customize and dynamically configure specific data they want to see.

With all the improvements to data access for UCR consumers, the program also has plans to improve the experience for its data contributors. UCR aims to reduce the data collection burden for already busy and over-tasked law enforcement staff. UCR data dashboards will give participating agencies direct access to their reported data via an interface in the Law Enforcement Enterprise Portal, or LEEP. The dashboards will give participating agencies immediate insight into their data and the ability to map and track crimes and data as the year evolves. (*Read more about LEEP on page 10*).

Better reporting results in more robust data collection

For the last several years, the UCR Program has been working diligently to get all its participating agencies enrolled and reporting through the highly detailed National Incident-Based Reporting System (NIBRS). In FY2024, NIBRS participation increased. Of all UCR participant agencies, 74% are now submitting data via NIBRS, and nearly 84% of the U.S. population is covered by NIBRS reporting. Also in the past fiscal year, 24 of the "most in population" (MIP) agencies came onboard with NIBRS, including Los Angeles, California, and Hillsborough County in Florida—both jurisdictions have more than a million in population. The most recent MIP agencies going NIBRS are located across the country in New York, Pennsylvania, Florida, Alabama, Illinois, Kansas, California, and Hawaii.

UCR Program staff have been working diligently to get all participating agencies reporting through NIBRS. In FY2024:

- 19,309 law enforcement agencies participated in the UCR Program.

- 74% of UCR participant agencies submitted data via NIBRS.

- 83.7% of the U.S. population was covered by NIBRS reporting.

- 24 "most in population" agencies transitioned to NIBRS.

CJIS Division
Fiscal Year 2024
By the numbers

The CJIS Division works to equip our partners with the criminal justice information they need to protect the United States while preserving civil liberties.

CONNECT ▸ IDENTIFY ▸ KNOW

Biometric ID Services

86,331,199
Total number of criminal fingerprints in the repository.

80,631,336 (Criminal and Civil)
Total number of fingerprints processed.

220,304 (Criminal and Civil)
Average daily total of fingerprints processed.

83,651,069
Total number of criminal images used in comparisons.

38,423
Number of processed facial recognition searches for active investigations.

5,193,071
Total sets of iris images in the repository.

Average Response Times

| 3 mins 40 s	21 mins 0 s	22 mins 0 s	7 s
Criminal Fingerprint (Criminal Answer Required submissions only)	Civil Fingerprint	Searches of the Interstate Photo System (mugshots)	Searches of the Iris Service Repository

Information Technology Services

99.88%
Percentage of time the CJIS Division's systems were operational.

The only exceptions to availability were 93 hours spread throughout the year when the systems were undergoing maintenance.

National Instant Criminal Background Check System
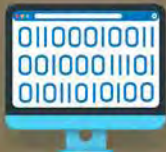
9,747,249
Total number of federal firearm transactions processed.

111,009
Total number of denied federal firearm transactions.

92.02%
Immediate Determination Rate.

91.89%
Percentage of federal NICS transactions processed online via the NICS E-Check system.

National Crime Information Center

10,338,045
Average daily transactions.

0.0058 s
Average response time.

National Threat Operations Center

909,873
Total number of calls received.

774,432
Total number of E-Tips received.

88,831
Total number of leads submitted to FBI field offices.

8,901
Total number of threat-to-life leads submitted to FBI field offices/law enforcement partners.

National Data Exchange

21,049,879
Total number of N-DEx searches.
Single = 10,782,087
Batch = 10,267,792

1,494,517,376
Total number of searchable records.
Stored Records = 1,104,866,938
Federated Records = 389,650,438

8,567
Total number of agencies in the United States contributing data to the N-DEx system.

National Threat Operations Center
Finding new ways to share information with law enforcement partners

Strong partnerships in law enforcement are crucial for saving lives and keeping communities safe, and sharing critical information with law enforcement partners is what the CJIS Division does. Through the National Threat Operations Center (NTOC), the CJIS Division serves as a communications channel to share pertinent information reported by members of the public to the appropriate law enforcement entities.

The public provides information related to criminal violations and threats to national security directly to NTOC either by calling 1-800-CALL-FBI, being forwarded from one of the FBI's 55 field offices, or submitting an online tip via tips.fbi.gov. Typically, if a tip contains a report of a federal crime or could be an investigative lead, NTOC staff forward the tip information to an FBI field office to assess and take action as necessary.

For tips that contain information better suited to be handled by state, local, or tribal law enforcement, NTOC developed a streamlined method to forward the tips directly to these agencies. In February 2024, NTOC enabled all 50 states to receive messages via Nlets, a national law enforcement telecommunications system, to notify appropriate state, local, and tribal law enforcement agencies about tips pertaining to their areas of responsibility. This new procedure has allowed NTOC to share over 123,000 messages to state and local agencies, including law enforcement fusion centers, regarding 42,000 tips.

Continuous engagement is the future

NTOC staff review the public's information and determine the best place for it to go—an FBI field office, a fusion center, state or local law enforcement, another federal agency, etc. However, NTOC does not limit the dissemination of information to only one entity; NTOC staff can send information to multiple law enforcement entities for proper action or awareness.

In addition to reports of federal crimes and threats to national security, NTOC also receives information about imminent threats to public safety, or threat-to-life tips. NTOC staff has the ability to send threat-to-life information to state partners and FBI field offices simultaneously so they can address issues as quickly as possible. In these instances, dual routing information allows a field office to be aware of a situation occurring in its area of responsibility, while streamlining the state partner's receipt of the information. Currently, 31 state partners (reflecting the area of responsibility for 34 field offices) participate in dual routing. NTOC plans to expand this initiative to include more state partners and field offices in the near future.

In the upcoming year, NTOC will continue distributing information to state and local agencies. To better capture these complexities and maximize information

sharing, NTOC staff developed a new business model called the Actions Taken Model, which will deploy in FY2025. This model will better facilitate staff sending information quickly to all relevant agencies. The Actions Taken Model will record NTOC's information sharing practices and enhance processing.

In addition, NTOC staff will develop educational materials to explain its various processes for passing information along to other law enforcement entities. Once the materials are created, NTOC staff will make them accessible to our law enforcement partners.

NTOC tip identifies suspect of arson attempt, leads to arrest

In early 2023, NTOC received a call from an individual claiming to know who was responsible for the Molotov cocktail bombing of Community Church of Chesterland in Chesterland, Ohio. The caller reported that this individual had previously expressed hatred of the LGBTQIA+ community and believed the individual had the necessary knowledge to make the Molotov cocktails used against Community Church. NTOC staff promptly provided this tip information to the FBI's Cleveland Field Office, which was investigating the arson attempt. Subsequently, the FBI arrested and charged the suspect with Violation of the Church Arson Prevention Act, one count of Using Fire to Commit a Federal Felony, one count of Malicious Use of Explosive Materials, and one count of Possessing a Destructive Device. In early 2024, the suspect pleaded guilty and was sentenced to 18 years in prison followed by three years of supervised release.

NTOC shares tips via Nlets

For more than 60 years, the International Justice and Public Safety Network, or Nlets, and the FBI have partnered to provide law enforcement the information they need to do their jobs protecting the public and themselves. Nlets Executive Director Frank Minice said, "We really have made a commitment, both organizations, to work in lockstep with each other."

On June 1, 2023, NTOC began sending tip information via Nlets to criminal justice agencies for their awareness. Through comprehensive outreach efforts, NTOC staff worked with state representatives to introduce this information-sharing initiative, provide demonstrations, and supply reference materials. Within 8 months, all 50 states were able to receive tip information that could be of interest to law enforcement from NTOC via Nlets.

Nlets links all federal, state, and local law enforcement, criminal justice, and public safety agencies to share information. Through Nlets, agencies can access a wide variety of information from vehicle registrations to criminal history records to state warrants, and now, NTOC tips.

Biometric Identification and Investigation Services
Assisting law enforcement and protecting the public

CJIS staff work around the clock to provide reliable and prompt identification services. The CJIS Division's biometric services and technologies protect the public by doing things like helping police departments identify dangerous fugitives and making sure people who work in schools have no disqualifying criminal records. In FY2024, CJIS staff continued to develop and promote advancements in biometrics to support vital identification and investigation services.

A century of fingerprints
In July 2024, the CJIS Division celebrated the 100th anniversary of the FBI's national fingerprint repository. For a century, the FBI has protected law enforcement and the public by providing fingerprint identification services to the nation and its partners. More than 600 CJIS employees work to maintain and operate the fingerprint system, and a few employees have worked with fingerprints for more than 50 years. FBI Director Christopher A. Wray attended the anniversary celebration at the CJIS Division along with congressional spokespeople, U.S. Senate staff members, and other honored guests. Director Wray applauded the importance of the fingerprint repository and the employees who work with it, calling it indispensable.

Helping law enforcement officers keep alert and informed
The Repository for Individuals of Special Concern (RISC) enables law enforcement officers to perform "lights out"

rapid searches of the RISC repository—which contains records of individuals for whom law enforcement has heightened interest—using a pocket-sized, FBI-certified device and a mobile phone. In as little as 3 minutes, RISC gives officers a response to indicate the likelihood that an individual is of special concern. RISC has responded to nearly 815,000 queries and processed an average of 2,232 searches per day. Agencies in 36 states and Washington, D.C., use RISC.

Keeping "rap sheets" up to date
One of the biggest organizational challenges for law enforcement is keeping electronic "rap sheet" records updated. Dispositions—which are records of the results of arrests or prosecutions—are especially challenging to keep up to date. But CJIS staff are helping with a new tool for law enforcement: the Next Generation Identification (NGI) Gateway. Available to federal and state law enforcement, the NGI Gateway is a portal for law enforcement agencies to add, modify, or delete dispositions in criminal records to update them in NGI. The NGI Gateway is available to law enforcement agencies through the Law Enforcement Enterprise Portal, or LEEP. (*Read more about LEEP on page 10.*)

Iris-based NGI searches
NGI contains both criminal and civil records. Fingerprint identification is the standard for the system to match records to individuals, but what if the fingerprints are of low quality? CJIS staff are developing an NGI feature

that can process submissions, even if the fingerprints are of low quality, if NGI detects an iris match. Iris images have been searched against NGI for criminal justice purposes since 2020. Regulatory changes will be needed before iris images can be used to establish a record in NGI.

CJIS staff are also developing a system enhancement for NGI to recognize patterned contact lenses that obscure iris images. With this feature, NGI will reject iris images obscured by patterned lenses, which will maintain system integrity.

A host of biometric services

Biometric staff assist law enforcement partners with investigations of crime, terrorism, and national security threats. They also work to improve public safety and collaboration among law enforcement partner agencies that share CJIS information. To this end, the CJIS Division provides a variety of biometric services.

- The Deceased Persons Identification Service has identified or validated the identities of 34,000 deceased individuals.
- The NGI Missing Persons Service collaborated with law enforcement partners to identify 110 missing persons as deceased and 22 as alive. Staff also provided investigative leads for 197 missing persons.
- The NGI Rap Back Service provides automatic notifications to authorized agencies for criminal activity of employees and licensees for the determination of suitability, as well as those under active investigation, probation, and parole.

- Latent fingerprint and facial recognition services can provide investigative leads.
- The Disposition Reporting Service updates "rap sheet" records with dispositions from 25 U.S. courts and 28 federal agencies to help the National Instant Criminal Background Check System, or NICS, provide more timely and accurate checks for firearm purchases. (*Read more about NICS on page 6.*)
- Collaboration with the Department of Defense (DoD) and the Department of Homeland Security (DHS) enables CJIS systems to search DoD and DHS biometric repositories, which have produced more than 5.5 million matches.

Search of iris capture leads to extradition and 18 charges

In the spring of 2024, prison staff captured an inmate's iris biometric and searched it in NGI against the iris repository prior to the inmate's release from a prison in Texas. Within 9 seconds, NGI returned four wanted person records from the National Crime Information Center, or NCIC, for a wide variety of violent crimes and revealed the subject had been added to a most wanted list in Colorado in 2023. Two days later, the subject was extradited to the custody of the Colorado agency where he was booked and fingerprinted on 18 charges, including Felony Menacing, Assault—Strangulation/Heat of Passion, and Child Abuse. (*Read more about NCIC on page 4.*)

Information Technology Services
Constant improvements in a cutting-edge industry

Ever-evolving technology is a fact of life. What's new today rapidly becomes dated or obsolete. The CJIS Division's information technology (IT) services include highly skilled and highly adaptable IT staff who not only keep programs and services up to date but also running optimally. They develop, operate, maintain, and enhance the crucial services that the CJIS Division offers to the public and the law enforcement community. They also ensure that CJIS staff have the hardware and software they need to provide partners with accurate and timely criminal justice information.

In FY2024, IT services staff kept all CJIS systems and programs running smoothly while simultaneously making improvements and upgrades. The following are only a few examples of the work they completed.

- Established the CJIS Enterprise Architecture Team to provide comprehensive architectural guidance to executives as the division transforms into a more customer-focused, data-centric organization.
- Replaced the National Crime Information Center (NCIC) mainframes at the data centers in Clarksburg, West Virginia, and Pocatello, Idaho. This replacement prepared NCIC to sustain its historically reliable performance as it begins to transition to a cloud-based architecture by the end of FY2025. (*Read more about NCIC on page 4.*)
- Upgraded the secondary name search algorithm in the Next Generation Identification (NGI) System. The upgrade resulted in significant developments in name search results, specifically in the areas of phonetics/spelling, name position, hyphens, spaces, and dates of birth. (*Read more about NGI on page 18.*)
- Completed modernization of the *CJIS Security Policy* Version 6.0, which is in its final stages of approval with the FBI Director.
- Expanded biometric sharing efforts with foreign partners, increasing the ability of law enforcement agencies around the world to protect innocent people from bad actors.

Sharing information between partners

The CJIS Division took over management of an FBI system called Teleporter. Not as "sci-fi" as it sounds, Teleporter is highly useful because it allows criminal justice files to be shared between law enforcement and partner communities, including state, local, tribal, and foreign law enforcement, other government agencies, and private sector partners. IT services staff made Teleporter available to anyone who maintains a trusted relationship with the FBI. Any individual in law enforcement or criminal justice may be granted temporary access to Teleporter to simply upload or download files.

Adapting the phone system

In FY2024, IT services staff migrated the CJIS Division's phone system to Amazon Web Services for all call center functions. This transition enhanced the phone system's specialized capabilities, such as transcription,

speech-to-text, text-to-speech, interactive voice response, intelligent routing/prioritization, and analytics. By improving the phone system, IT staff also provided increased automation and efficiency to the division's services and programs. This effort reduced operations and maintenance burdens as well as software and services costs. In addition, the upgrade boosted the phone system's cybersecurity and allows for more technology implementation in the future.

Setting up future enhancements

CJIS IT staff established the Data Services Value Stream in support of the 2030 vision to strengthen interoperability and data management practices. Plus, IT staff have plans to enhance the multi-biometric search service in NGI to enable the intake of additional sets of iris images into the FBI's iris repository. This will likely result in identifying more subjects in numerous scenarios, like prison transfers and border crossings.

Reaching milestones

Several of the CJIS Division's systems achieved noteworthy milestones in FY2024. For example, NGI processed its billionth fingerprint transaction in February 2024, and 3 months later, the National Instant Criminal Background Check System, or NICS, completed its millionth auto-determination for firearm background checks. (*Read more about NICS on page 6.*)

These milestones were achieved, in part, through the dedication and ingenuity of CJIS IT experts who keep these systems online and working at peak performance.

CJIS hosts industry vendors

Twice a year, IT staff host Industry Vendor Day to bring CJIS subject matter experts together with technology vendors, many of whom develop and sell products that facilitate sharing of CJIS information. During this event, vendors come to the CJIS Division and present their products and capabilities to a large, interested audience, and CJIS staff conduct market research and network with industry experts. The event aims to be an information-sharing session that benefits both parties—gaining insight into the needs of the CJIS Division and understanding the developmental capabilities of the IT field.

CJIS Advisory Policy Board
The power of partnership

Navigating the complex and often dangerous profession of law enforcement requires officers to have many tools at their disposal to access the services crucial to their safety when approaching individuals. While the CJIS Division gathers, maintains, and shares critical information with these law enforcement professionals and their communities in mind, CJIS staff are aware of the enormous value of law enforcement's input in making CJIS services more efficient and more secure. The CJIS advisory process helps manage changes to processes and procedures of the systems by listening to feedback from law enforcement around the country and working with those agencies to form guidance on CJIS policy and updates to operational or technical matters.

The FBI's CJIS Advisory Policy Board (APB), a collaboration of 35 professionals representing a variety of criminal justice agencies from across the country, meets twice per calendar year. Representatives on the APB include personnel from federal, state, local, territorial, and tribal law enforcement; experts from homeland security, correctional, prosecutorial, and judicial sectors; and executive representatives from all major law enforcement organizations. After reviewing policies and discussing general technical and operational policy proposals relating to programs administered by the CJIS Division, the APB makes recommendations to the FBI Director for implementing those proposed changes or procedures.

Kathy Witt, elected Sheriff of Fayette County, Kentucky, has over 41 years of law enforcement experience and has been involved with the advisory process for more than 33 years. In December 2020, she was elected to the chair of the CJIS APB, where she is currently serving. Sheriff Witt recently spoke to CJIS employees about her experiences in law enforcement and within the advisory process. During her remarks, she stressed the importance of relationships, like those between the CJIS Division and the law enforcement community. "Partnerships are hollow if you don't have a relationship," she said. Because of her relationships with, and genuine concern for, all officers—not just those in her county—Sheriff Witt was instrumental in establishing the Officer Safety Task Force in 2023.

During FY2024, the CJIS advisory process, facilitated largely through work of the APB's Officer Safety Task Force, continued to play an important role in increasing awareness and participation in the Violent Person File in the National Crime Information Center, or NCIC. These efforts resulted in the continued availability of critical information that can better protect officers on the street. *(Read more about NCIC on page 4.)*

The CJIS APB made 30 recommendations in FY2024, many focused on the modernization of the *CJIS Security Policy*. Collectively, the law enforcement representatives recognized the need to protect the data housed within the critical nationwide law enforcement systems that agencies use and contribute data to daily. These representatives took important steps to establish the necessary requirements that ensure the security of these critical data.

Looking toward the future

Leaders and participants in the advisory process have a vested interest in the success of the CJIS systems that law enforcement use daily in the performance of their jobs. The power of these partnerships ensures continued collaboration while working toward innovations, advances, and refinements in the years to come.

Sheriff Kathy Witt, chair of the CJIS APB, stressed the importance of relationships among those in the law enforcement community during her recent visit to the CJIS Division. "Partnerships are hollow if you don't have a relationship." Sheriff Witt has formed many relationships throughout her four decades of service in law enforcement and 33 years with the CJIS APB.

Compact Council
Managing criminal history records for noncriminal justice purposes

The National Crime Prevention and Privacy Compact Council is a national independent body that oversees the use of criminal history records kept in the Interstate Identification Index for noncriminal justice purposes, such as licensing, employment, and immigration. The mission of the Compact Council is to enhance public safety through noncriminal justice background checks while protecting individual privacy rights. The Compact Council meets regularly to evaluate the procedures for sharing criminal history information for noncriminal justice purposes. As a result of their discussions, the Compact Council makes recommendations to improve these processes and maintain privacy rights.

For the Compact Council, early FY2024 included a high note with a successful Federal Authorities Information Symposium in November 2023. Officials from 43 states and Washington, D.C., attended the event. The symposium highlighted federal noncriminal justice legislation that authorizes 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 Edward M. Kennedy Serve America Act. Discussions covered the population of individuals authorized to have a national criminal history background check conducted, requirements for background checks as outlined by law, and restrictions on the dissemination of FBI criminal history record information gleaned from background checks.

Collaboration with the CJIS APB

The Compact Council has a long history aimed at education, outreach, and partnership; the Compact Council and the CJIS Advisory Policy Board (APB) established a joint task force many years ago to discuss topics that may have an impact on the noncriminal and criminal justice communities. In 2024, the work continued with the Compact Council collaborating with the CJIS APB to revisit the policy on the reuse of applicant fingerprints for noncriminal justice purposes. The Compact Council also continued its collaboration with the APB related to the modernization of the *CJIS Security Policy*, ensuring that the policy remains relevant and applicable to the noncriminal justice community. In the future, the Compact Council is planning to coordinate a symposium to educate the noncriminal justice community on the applicable policies, protections, roles, and responsibilities to guarantee the secure exchange of criminal justice records for noncriminal justice purposes.

New leadership for the Compact Council

In FY2024, the Compact Council welcomed former Vice Chair Jason Bright from the Montana Department of Justice to be the chair. In addition, Charles "Chuck" Murphy from the Florida Department of Law Enforcement was elected as vice chair. Mr. Bright said, "It is an honor to serve . . . and work with an amazing group of individuals across the nation who are committed to the work of ensuring the safety of our nation's most vulnerable populations and protecting the nation's critical infrastructure. Noncriminal justice background checks are vital in today's society, and I look forward to furthering the council's important mission."

Jason Bright (left) from the Montana Department of Justice, the chair of the Compact Council, and Charles "Chuck" Murphy (right) from the Florida Department of Law Enforcement, the vice chair of the Compact Council.

As the chair of the Compact Council, Mr. Bright said, "It is an honor to serve . . . and work with an amazing group of individuals across the nation who are committed to the work of ensuring the safety of our nation's most vulnerable populations and protecting the nation's critical infrastructure. Noncriminal justice background checks are vital in today's society, and I look forward to furthering the council's important mission."

Our Campus
Scenic setting of the CJIS Division

The CJIS campus accommodates more than 3,800 FBI employees and contractors on nearly a thousand scenic acres across the rolling hills of Clarksburg, West Virginia. Among the 22 structures on the campus grounds are buildings that house CJIS staff and the vital services the division provides, but also facilities that keep the lights and other utilities working throughout the campus, communication going between the buildings, and cars running for employees on work-related travel.

The majority of CJIS staff occupy two primary office buildings, CJIS Main and the Biometric Technology Center, which house the staff that maintain the criminal justice technology and information that is vital to our partners across the country and beyond. The CJIS campus also has a service center that provides a range of services, such as warehousing and mail distribution.

On the road to the future

The CJIS Division is already meeting goals pertaining to a government executive order that requires federal agencies to have strategic sustainability plans, such as carbon pollution-free electric, zero-emissions vehicles, and net-zero emissions buildings. In 2024, the CJIS Division began pursuing a source of clean, carbon-free, renewable electrical power. The CJIS Division and an energy company have collaborated on a solution to provide the CJIS campus with solar-produced electricity by purchasing electric power generated from a solar farm being constructed in West Virginia by 2027.

CJIS staff who manage the vehicle fleet obtained, installed, and activated electric vehicle charging stations on the CJIS campus for electric vehicles already within the fleet. For a fee, employees can also charge their personal vehicles.

Dedication of 9/11 Memorial

On the 23rd anniversary of the September 11, 2001, terrorist attacks, the CJIS Division held a public unveiling and dedication of a 9/11 memorial near the visitors center on campus. Current and retired CJIS employees were recognized for responding to New York City, New York; Washington, D.C.; and Shanksville, Pennsylvania, in the challenging days following the attacks. The CJIS Division also welcomed first responders from surrounding counties and federal partners to the dedication.

This memorial, which was made possible after the 9/11 Memorial and Museum in New York offered to loan an artifact to display on the CJIS campus, will serve as a somber reminder of the FBI's goals to stay "ahead of the threat," protect the American people, and uphold the Constitution of the United States.

Scan the following QR codes with your smartphone or tablet to learn more about:

FBI's CJIS Division

The CJIS Division, or you can visit *www.fbi.gov/services/cjis*.

Today's FBI

The Federal Bureau of Investigation, or you can visit *www.fbi.gov*.