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**SEARCH Survey:
State Criminal History Repository Hours and Processes
October 2005**

Summary

In response to a request from a state repository that is considering expanding its hours, on October 11, 2005 a survey was sent to the Criminal History Record Repositories of all fifty states, plus Puerto Rico and the Virgin Islands. The purpose of the survey was to inquire about the repositories' operating hours and the services provided. Of the 52 surveys sent, 32 responses were received. Following is a recap of those responses:

The first section of the survey was in regard to what days of the week the repositories were staffed by fingerprint technicians, and the number of hours they are present each day.

- **Item 1(a): From Monday through Friday, how many hours per day is your repository staffed by fingerprint technicians?**

Of the 32 states responding to this question, 25.0 percent (8 states) provide service 8 hours per weekday; 12.5 percent (4 states) provide 10 hours per day; 3.7 percent (1 state) 12 hours; 25.0 percent (8 states) 16 hours; and 34.38 percent provide service 24 hours per day (11 states).

- **Item 1(b): On Saturday, how many hours is your repository staffed by fingerprint technicians?**

Of the 32 states responding to this question, 50.0 percent (16 states) are closed on Saturdays; 9.38 percent (3 states) provide service 8 hours; 3.13 percent (1 state) provide 10 hours per day; 0 percent 12 hours; 12.5 percent (4 states) 16 hours; and 25.0 percent provide service 24 hours per day (8 states).

- **Item 1(c): On Sunday, how many hours is your repository staffed by fingerprint technicians?**

Of the 32 states responding to this question, 46.88 percent (15 states) are closed on Sundays; 12.5 percent (4 state) provide service 8 hours; 3.13 percent (1 state) provide 10 hours per day; 0 percent 12 hours; 12.50 percent (4 states) 16 hours; and 25.0 percent provide service 24 hours per day (8 states).

The second section of the survey dealt with how certain submissions are processed, resolution of internet-based name queries, how quality control / maintenance issues are handled, and asked if any other services are offered. Directors were asked to choose from three possible answers to each of six subjects:

A. Only when technicians available

B. Fully automated processing when technicians not available

C. Partial processing when technicians not available

- **Item 2(a): Criminal justice submissions processed**

Of the 34 responses to this item, 48.53 percent (16.5 states) process these submissions only when technicians are available; 16.18 percent (5.5 states) are fully automated; 35.29 percent (12 states) provide partial processing when technicians are not available. See notes 6, 8 and 9.

- **Item 2(b): Non-criminal justice submissions processed:**

Of the 26 states responding to this item, 57.14 percent (16 states) process these submissions only when technicians are available; 16.07 percent (4.5 states) are fully automated; 26.79 percent (7.5 states) provide partial processing when technicians are not available. See notes 5 and 8.

- **Item 2(c): Latent fingerprint submissions processed:**

Of the 28 states responding to this item, 89.29 percent (25 states) process these submissions only when technicians are available; 7.14 percent (2 states) are fully automated; 3.57 percent (1 state) provide partial processing when technicians are not available. See notes 2 and 21.

- **Item 2(d): Internet-based name queries resolved:**

Of the 10 states responding to this item, 50.0 percent (5 states) process these submissions only when technicians are available; 20.0 percent (2 states) are fully automated; 30.0 percent (3 states) provide partial processing when technicians are not available. See notes 3, 4, 10, and 11.

- **Item 2(e): Internal quality control / maintenance:**

Of the 28 states responding to this item, 85.71 percent (24 states) process these submissions only when technicians are available; 3.57 percent (1 state) are fully automated; 10.71 percent (3 states) provide partial processing when technicians are not available. See notes 1 and 7.

- **Item 2(f): List other activities:**

In Tennessee, gun checks are processed seven days per week from 8:00 a.m. until 10:00 p.m. The Tennessee Information Enforcement System (TIES) operates 24 hours / 7 days.

In Rhode Island, fingerprint submissions are “lights out” transactions.

In Arizona, other activities are various faxed inquiries.

In New Mexico, all other tasks are performed only when technicians are available, Monday-Friday, 8:00 – 5:00

Section Two Notes:

1. Technician can dial in for maintenance in South Carolina.
2. N/A in Connecticut, Washington and Utah.
3. NA in Oklahoma, Kentucky Delaware, Minnesota, Idaho, North Dakota, South Dakota, Oregon Alabama, California, Tennessee, Arizona, Missouri, Virgin Islands, West Virginia, Virginia, Hawaii, New Hampshire and Unidentified response #1.
4. Name Check queries not supported by fingerprint submissions in Nebraska.
5. Only during normal business hours in Minnesota.
6. New arrestees (assigning new SID) is fully automatic 24 x 7 in Wisconsin.
7. N/A in S Dakota.
8. Responses were split between B & C by California.
9. Responses were split between A & C by Oregon..
10. Internet record checks are name based only in Florida.
11. In Washington, Service includes criminal history records specialists. Their work hours are 10 hours per day, five days each week; fingerprint technicians’ hours are 24 hours per day, five days each week.
12. No response provided by West Virginia.

The third section of the survey asked what, if any, benefits had been achieved by expanding the repositories’ hours. Responses (listed by state) are as follows:

- Alabama No response provided.
- Alaska If DPS went to shift work it would make efficient use of limited workstations. Would facilitate efficiencies due to elimination of dayshift interruptions. Would reduce backlogs. Increased user satisfaction due to the ability to rapidly identify arrest subjects.
- Arizona More efficient use of available equipment. Available for law enforcement requests.
- Arkansas
- California California DOJ has always operated its Cal-ID System on a 24 x 7 basis

- Colorado
- Connecticut Somewhat maintained backlog
- Delaware No response provided.
- District of Columbia
- Florida Ten minute identification of arrested persons for local law enforcement. 24 hour turnaround on applicants. Next day notification to school boards on arrested personnel. General workload management improvement.
- Georgia
- Hawaii When backlog exists it is addressed either by adjusting priorities, or allowing and approving overtime / comp time work
- Idaho No response provided.
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky Backlog eliminated. Increased efficiency. Increased speed and confirmation to users.
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan Better able to support Livescan contributing agencies. Able to spread out scanning of 10-print cards.
- Minnesota Since we moved to live scan, the agencies we support expect 24 x 7 support. We are not a lights out state at this time. We expect that we return a state hit or no hit within less than two hours. With the upgrade / replacement of our AFIS, which has been funded, we expect to move to some level of lights out processing and to improve the hit/no hit response times. We have no backlog, and are now processing 97.6% of fingerprints electronically. Identification is core to our integration and information sharing effort, and being able to rapidly return identification into quick books for the arrest booking process. Quick turn around helps improve the quality of prints if the person is still in the booking facility, and hasn't been released when our examiners reject the prints based on quality issues.
- Mississippi
- Missouri Response time for criminal and non-criminal justice submissions has improved. Backlog has been reduced.
- Montana
- Nebraska Currently have two workstations and four 10-print operators so hours are staggered by either four 10 hour shifts or five 8 hour shifts thus providing nearly sixteen hours of coverage Monday through Friday. This has allowed us to catch up on a 6-8 week backlog and maintain it currently at 3-5 days. Will increase number of workstations to four when AFIS upgrade

- is completed.
- Nevada
 - New Hampshire Increased user satisfaction; local tech support availability.
 - New Jersey
 - New Mexico No response provided.
 - New York
 - North Carolina
 - North Dakota No response provided.
 - Ohio
 - Oklahoma No response provided.
 - Oregon When fully staffed: elimination of backlog, better and timely service to law enforcement as they need it (24/7), better utilization of workspace/facility and shared equipment, better utilization of AFIS system for workflow and throughput – smoothing of peak times. NOTE: our AFIS unit is currently the only area that is 24/7. We intend to increase our records unit shifts to include graveyard in addition to day and swing shifts.
 - Pennsylvania User satisfaction. Customer service with telephone inquiries.
 - Puerto Rico Our jurisdiction is in the process of acquisition of a total fingerprint system for a full automated processing. At this moment, fingerprints are taken using cards and sent directly to the FBI by the State Police Dept. The State Repository has no control on the process and the total acceptances or rejections of any type (criminal or applicants). The new system will provide the capabilities to store and forward the electronic fingerprints through the State Repository, providing total control to our CJIS division of the process. New system should be available by the end of this year.
 - Rhode Island No response provided.
 - South Carolina With latest upgrade of AFIS it is no longer necessary to have fingerprint personnel staffed outside of normal office hours. An on-call examiner is always available upon request. Presently have “lights out” technology which verifies 80% of fingerprint submitted online – most work does not require manual intervention.
 - South Dakota South Dakota has no work backlog, and no plans to go to 24 x 7.
 - Tennessee We have our Tennessee Information Enforcement System (TIES) operations staff (minimum of two) operators here 24 x 7 x 365. They also do quality control/maintenance for the AFIS. Until about a year ago, we operated three shifts 24 x 7 (fingerprint identification specialist). We have eliminated the second and third shift. The system is not much more efficient, and the AFIS operates “lights out.” Our AFIS administrator does “dial in” and checks the queue (clearing it out if necessary) on both Saturday and Sunday. We also process our applicant/civil fingerprint submission electronically through a vendor (approximately 10,000 per month), which has eliminated any backlog in applicant prints. Besides the

TIES operators, I have another unit that is here until 10:00 p.m. seven days per week that can assist with records if needed.

- Texas
- Utah
We have extended hours because of limited workstations. Our backlog continues to grow even with the additional hours as the applicant world has exploded since 9/11, and we have experienced low pay and lot of turnover.
- Vermont
- Virgin Islands
No response provided.
- Virginia
The fingerprint technicians report the benefits are being able to respond effectively to questions and processing work in a timely, efficient manner. Another benefit is increase in user satisfaction.
- Washington
Real time identification. Backlog avoidance. Increased user satisfaction.
- West Virginia
Overtime hours are dedicated to backlog elimination.
- Wisconsin
No response provided.
- Wyoming
We have used overtime to decrease backlog when funding is available. With current staff position allocations we are not able to staff on weekends, evenings and holidays.
- Unidentified response#1
Provide better technical assistance to law enforcement community. Maintain consistent workflow.

SECTION 1: On a daily basis, how many hours per day is your repository staffed by fingerprint technicians?

**# RESPONDING TO EACH OPTION /
% RESPONDING TO EACH OPTION**

	<u>CLOSED</u>	<u>8 Hours</u>	<u>10 Hours</u>	<u>12 Hours</u>	<u>14 Hours</u>	<u>16 Hours</u>	<u>24 Hours</u>	<u>TOTALS</u>
1(a) Monday - Friday	0 0.00%	8 25.00%	4 12.50%	1 3.13%	0 0.00%	8 25.00%	11 34.38%	32 100.00%
1(b) Saturday	16 50.00%	3 9.38%	1 3.13%	0 0.00%	0 0.00%	4 12.50%	8 25.00%	32 100.00%
1(c) Sunday	15 46.88%	4 12.50%	1 3.13%	0 0.00%	0 0.00%	4 12.50%	8 25.00%	32 100.00%

SECTION 2: Using the following possible responses, how are the listed submissions processed at your facility?

A = Only when technicians are available.

B = Fully automated processing when technicians are not available.

C = Partial processing when technicians are not available.

**# RESPONDING TO EACH OPTION /
% RESPONDING TO EACH OPTION**

	<u>A</u>	<u>B</u>	<u>C</u>	<u>TOTALS</u>	<u>NOTES</u>
2(a) Criminal Justice Submissions Processed	16.5 48.53%	5.5 16.18%	12 35.29%	34 100.00%	6,8, 9
2(b) Non Criminal Justice Submissions Processed	16 57.14%	4.5 16.07%	7.5 26.79%	28 100.00%	5, 8
2(c) Latent Fingerprint Submissions Processed	25 89.29%	2 7.14%	1 3.57%	28 100.00%	2, 12
2(d) Internet based Name Queries Resolved	5 50.00%	2 20.00%	3 30.00%	10 100.00%	3, 4, 10, 11

2(e) Internal Quality Control / Maintenance

24	1	3	28	1, 7
85.71%	3.57%	10.71%	100.00%	

2(f) Other Activities

- (listed)** Tennessee: Gun checks 7 days, 8:00 am until 10:00 pm, TIES operations 24/7
Rhode Island: Fingerprint submissions are "lights out" transactions
Arizona: Various faxed inquiries
Utah: Fingerprinting services; comparisons for walk in customers accessing their own history.
New Mexico: All other tasks performed only when technicians are available, Monday-Friday 8:00-5:00

- NOTES:** 1 Technician can dial in for maintenance in South Carolina
2 N/A in Connecticut, Washington, Utah
3 N/A in Oklahoma, Kentucky, Delaware, Minnesota, Idaho, N. Dakota, S. Dakota, Oregon, Alabama, California, Tennessee, Arizona, Unidentified response #1, Missouri, Virgin Islands, West Virginia, Virginia, Hawaii, New Hampshire
4 Name check queries not supported by fingerprint submission in Nebraska
5 Only during normal business hours in Minnesota
6 New arrestees (assigning new SID) is fully automatic 24 x 7 in Wisconsin
7 N/A in S. Dakota
8 Responses were split between B & C by California
9 Responses were split between A & C by Oregon
10 Internet record checks are name based only in Florida
11 In Washington, service includes criminal history records specialists. Their work schedule is 10 hours per day 5 days a week. Fingerprint technicians' work schedule is 24 hours a day 5 days per week.
12 No response provided by West Virginia

SECTION 3: If applicable, please list any benefits you have achieved by expanding your operating hours.

<u>STATE</u>	<u>DESCRIPTION OF BENEFITS</u>
Alabama	None listed
Alaska	If DPS went to shift work it would make efficient use of limited workstations. Would facilitate efficiencies due to elimination of dayshift interruptions. Would reduce backlogs. Increased user satisfaction due to the ability to rapidly identify arrest subjects.
Arizona	More efficient use of available equipment. Available for law enforcement requests.
Arkansas	
California	California DOJ has always operated its Cal-ID System on a 24 x 7 basis
Colorado	
Connecticut	Somewhat maintained backlog
Delaware	None listed
District of Columbia	
Florida	Ten minute identification of arrested persons for local law enforcement. 24 Hour turnaround on applicants. Next day notification to school boards on arrested personnel. General workload management improvement.
Georgia	
Hawaii	When backlog exists it is addressed either by adjusting priorities, or allowing and approving overtime/comp

time work.

Idaho

None listed

Illinois

Indiana

Iowa

Kansas

Kentucky

Backlog eliminated. Increased efficiency. Increased speed & confirmation to users.

Louisiana

Maine

Maryland

Massachusetts

Michigan

Better able to support Livescan contributing agencies. Able to spread out scanning of 10-print cards.

Minnesota

Since we moved to live scan, the agencies we support expect 24x7support. We are not a lights out state at this time. We expect that we return a state hit or no hit within less than two hours. With the upgrade/replacement of our AFIS, which has been funded, we expect to move to some level of lights out processing and to improve the hit/no hit response times. We have no backlog, and are now processing 97.6% of fingerprints electronically. Identification is core to our integration and information sharing effort, and being able to rapidly return identification into quick books for the arrest booking process. Quick turn around helps improve the quality of prints if the person is still in the booking facility, and hasn't been released when our examiners reject the prints based on quality issues.

Mississippi	
Missouri	Response time for criminal and noncriminal justice submissions has improved. Backlog has been reduced.
Montana	
Nebraska	Currently have 2 workstations and four 10-print operators so hours are staggered by either four 10 hour shifts or five 8 hour shifts, thus providing nearly 16 hours of coverage M-F. This has allowed us to catch up on a 6-8 week backlog and maintain it currently at 3-5 days. Will increase number of workstations to 4 when AFIS upgrade is completed.
Nevada	
New Hampshire	Increased user satisfaction; local tech support availability.
New Jersey	
New Mexico	None listed
New York	
N. Carolina	
N. Dakota	None listed
Ohio	
Oklahoma	None listed
Oregon	When fully staffed: elimination of backlog, better and timely service to law enforcement as they need it (24 /7), better utilization of workspace / facility and shared equipment, better utilization of AFIS system for workflow and throughput -- smoothing of peak times. NOTE: Our AFIS unit is currently the only area that is 24 / 7. We intend to increase our records unit shifts to include graveyard in addition to day and swing shifts.

Pennsylvania	User satisfaction. Customer service with telephone inquiries.
Puerto Rico	Our jurisdiction is in the process of acquisition of a total fingerprint system for a full automated processing. At this moment, fingerprints are taken using cards and sent directly to the FBI by the State Police Dept. The State Repository has no control on the process and the total acceptances or rejections of any type (criminal or applicants). The new system will provide the capabilities to store and forward the electronic fingerprints through the State Repository, providing total control to our CJIS division of the process. New system should be available by the end of this year.
Rhode Island	None listed
S. Carolina	With latest upgrade of AFIS, it is no longer necessary to have fingerprint personnel staffed outside of normal office hours. An on-call fingerprint examiner is always available upon request. Presently have "lights out" technology which verifies 80% of fingerprints submitted online -- most work does not require manual intervention.
S. Dakota	South Dakota has no work backlog, and no plans to go to 24 x 7
Tennessee	We have our Tennessee Information Enforcement System (TIES) operations staff (minimum of two) operators here 24 x 7 x 365. They also do quality control / maintenance for the AFIS. Until about a year ago, we operated three shifts 24 x 7 (fingerprint identification specialist). We have eliminated the second and third shift. The system is now much more efficient, and the AFIS operates "lights out." Our AFIS administrator does "dial in" and checks the que (clearing it out if necessary) on both Saturday and Sunday. We also process our applicant / civil fingerprint submission electronically through a vendor (approximately 10,000 per month), which has eliminated any backlog in applicant prints. Besides the TIES operators, I have another unit that is here until 10:00 p.m. seven days per week that can assist with records if needed.

Texas	
Utah	We have extended hours because of limited workstations. Our backlog continues to grow even with the additional hours as the applicant world has exploded since 9-11, and we have experienced low pay and a lot of turnover.
Vermont	
Virgin Islands	None listed
Virginia	The fingerprint technicians report the benefits are being able to respond effectively to questions and processing work in a timely, efficient manner. Another benefit is increase in user satisfaction.
Washington	Real time identification. Backlog avoidance. Increased user satisfaction.
W. Virginia	Overtime hours are dedicated to backlog elimination.
Wisconsin	None listed
Wyoming	We have used overtime to decrease back log when funding is available. With current staff position allocations we are not able to staff on weekends, evenings and holidays.
Unidentified response #1	Provide better technical assistance to law enforcement community. Maintain consistent workflow.

HOW EACH STATE RESPONDED

NOTE: Section #3 responses are already listed by state on that question's page

RESPONSE TO QUESTION NUMBER

<u>STATE</u>	<u>1a</u>	<u>1b</u>	<u>1c</u>	<u>2a</u>	<u>2b</u>	<u>2c</u>	<u>2d</u>	<u>2e</u>	<u>2f</u>
Alabama	8	0	0	B	B	A	N/A	C	
Alaska	8	0	0	C	A	A	A	A	
Arizona	16	16	16	A	A	A	N/A	A	A-Note 9
Arkansas									
California	24	24	24	B/C	B/C	A	N/A	C	
Colorado									
Connecticut	12	0	0	A	A	N/A	A	A	
Delaware	8	0	0	C	C	A	N/A	A	
District of Columbia									
Florida	24	24	24	A	A	A	Note 7	A	Note 7
Georgia									
Hawaii	8	0	0	A	A	A	N/A	A	
Idaho	10	10	10	C	A	A	N/A	A	

Illinois								
Indiana								
Iowa								
Kansas								
Kentucky	16	0	0	C	A	A	N/A	C
Louisiana								
Maine								
Maryland								
Massachusetts								
Michigan	24	16	16	C	C	B	B	A
Minnesota	24	24	24	A	Note 2	A	N/A	A
Mississippi								
Missouri	24	16	16	A	A	A	N/A	A
Montana								
Nebraska	16	0	0	A	C	C	Note 1	A
Nevada								
New Hampshire	16	8	8	A	A	A	N/A	A

New Jersey										
New Mexico	8	0	0	A	A	A	C	A		
New York										
N. Carolina										
N. Dakota	8	0	0	A	A	A	N/A	A		
Ohio										
Oklahoma	8	0	0	C	A	A	N/A	A		
Oregon	24	24	24	A & C	A	Note 3	N/A	A		
Pennsylvania	24	24	24	A	A	A	A	A		
Puerto Rico	24	24	24	B	B	A	A	A		
Rhode Island	16	8	8	B	B	A	A	A	B - Note 8	
S. Carolina	8	0	0	C	C	A	B	C		
S. Dakota	10	0	0	C	A	A	N/A	N/A		
Tennessee	16	0	0	B	B	A	N/A	Note 5	Note 6	
Texas										
Utah	16	0	8	A	A	N/A	C	A	A-Note 12	

Vermont								
Virgin Islands	16	16	16	B	C	A	N/A	
Virginia	24	24	24	A	A	A	N/A	A
Washington	24	0	0	C	C	N/A	Note 10	A
W. Virginia	8	0	0	C	C	Note 11	N/A	C
Wisconsin	8	0	0	C	A	A	A	A
Wyoming	10	Note 4	Note 4	A	A	A	C	A
Unidentified response	24	24	24	A	A	B	N/A	A

- Notes**
- 1 Name check queries not supported by fingerprint submission
 - 2 Only during normal business hours
 - 3 Latent print examiners are not located in our bureau, and maintain different operating hours
 - 4 No staffing, only on overtime occasionally
 - 5 Internal quality control/maintenance 24/7/365
 - 6 T.I.E.S. (Tennessee Information Enforcement System) - Gun checks 7 days, 8:a.m. until 10:00 p.m. T.I.E.S. Operations 24 x 7 x 365.
 - 7 Latent fingerprint identification by crime lab staff, not repository analysts. Personal review M-F 7:00 am-5:00 pm. Identify deceased/unknown (24 hrs). Confirm compromised identity M-F 7:00 am-5:00 pm. Firearm / Voter appeals M-F 7:00am-5:00 pm. Internet record checks are name based only.
 - 8 Fingerprint submissions are "lights out" transactions.
 - 9 Various faxed inquiries
 - 10 Service includes criminal history records specialists. Their work schedule is 10 hours per day 5 days a week. Fingerprint technicians' work schedule is 24 hours a day 5 days a week
 - 11 No response provided.
 - 12 Fingerprinting services; Comparisons for walk-in customers accessing their own criminal history.

US STATES RANKED BY POPULATION *

<u>STATE</u>	<u>POPULATION</u>
California	33,871,648
Texas	20,851,820
New York	18,976,457
Florida	15,982,378
Illinois	12,419,293
Pennsylvania	12,281,054
Ohio	11,353,140
Michigan	9,938,444
New Jersey	8,414,350
Georgia	8,186,453
North Carolina	8,049,313
Virginia	7,078,515
Massachusetts	6,349,097
Indiana	6,080,485
Washington	5,894,121
Tennessee	5,689,283
Missouri	5,595,211
Wisconsin	5,363,675
Maryland	5,296,486
Arizona	5,130,632
Minnesota	4,919,479
Louisiana	4,468,976
Alabama	4,447,100
Colorado	4,301,261
Kentucky	4,041,769
South Carolina	4,012,012
Puerto Rico	3,957,988
Oklahoma	3,450,654

Oregon	3,421,399
Connecticut	3,405,565
Iowa	2,926,324
Mississippi	2,844,658
Kansas	2,688,418
Arkansas	2,673,400
Utah	2,233,169
Nevada	1,998,257
New Mexico	1,819,046
West Virginia	1,808,344
Nebraska	1,711,263
Idaho	1,293,953
Maine	1,274,923
New Hampshire	1,235,786
Hawaii	1,211,537
Rhode Island	1,048,319
Montana	904,433
Delaware	783,600
South Dakota	754,844
North Dakota	642,200
Alaska	626,932
Vermont	608,827
Wyoming	493,782

* Based on 2000 U.S. Census Bureau data. Includes Puerto Rico.