

in this
ISSUE

DIRECTOR'S CORNER

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UPDATES

New Committees

NOAA/NWWS

HIGHLIGHTS

States Work with Nlets to Enhance Network Use

Meet the Nlets Business and Finance Team

Nlets in Action

ANNOUNCEMENTS & REMINDERS

Upcoming Meetings

New Nlets Reps

Nlets Portal

Nlets Wiki

State Warrants

CONTACT US

Ask Steve

Feedback

by Bonnie Locke, *Nlets Director of Business Development*

Hello Everyone,

Well, it is officially fall here in the Midwest. The leaves are turning vibrant shades of yellow, orange and red. It is my favorite time of year. I have had plenty of time to enjoy the splendors of nature as I train for the Susan G. Komen 60-mile walk I am doing in November in honor of Russ Brodie, and all the other family and friend of Nlets that have been affected by cancer.



Frequent long walks have also given me time to think a lot about work, naturally. Fall is always a busy time of year for the Training and Education Department, and a time when we do a great deal of planning for the year ahead, which includes meetings with our TOC and F&M committees and the Board of Directors.

We had originally planned to include the articles about the National Weather Wire Service, States working with Nlets to enhance their network use, and "Nlets in Action" in our September Newsletter, but we wanted to pay tribute to the 10th Anniversary of 911 as a standalone piece, and also emphasize the importance of those articles in this newsletter. When you read them, you will be reminded of the vital role of our network for law enforcement and public safety.

As you plan for the New Year, consider taking the time to revisit the Nlets message keys that you support to ensure you have implemented all of them possible. Standing up just one new message key could potentially save the life of an officer or civilian on the street. The Nlets staff stands ready to help you in any way we can with the effort to help your state take full use of our network and resources. Please don't hesitate to contact us.

Thank you for all you do.



UPDATES

NEW COMMITTEES

- **Nominations Committee:**

Chair - Kathy Monfreda, AK

Joan Hilliard, CT

William Guy, RI

- **Hall of Fame Committee:**

Chair - Phil Colby, VT

Delton Tipton, SD (President)

Curt Wood, MA (1st Vice President)

Steve Correll, Nlets Exec. Director

Brad Long, Hall of Fame Member



NATIONAL WEATHER WIRE SERVICE

The National Oceanic and Atmospheric Administration (NOAA) Weather Wire Service (NWS) has established the Weather Radio Improvement Project (WRIP) to transition its users from their current satellite providers to the new WRIP provided service. For all Nlets users, the new system will run similarly to the current system, with the dissemination of weather data to federal and state agencies via the Nlets network using the existing ORI and Nlets HR format. The NWS will coordinate all transition activities, beginning in September 2011, to ensure an efficient transition.

With the transition early this Fall, the NOAA/NWS plans to decommission all existing satellite providers as early as possible in 2012, with all users switched to the WRIP providers.



Those wishing to request an account with Nlets, or to manage an existing account, should visit the Nlets User Guide, under the section “End-User Nlets Account Management.” This section of the User Guide provides information of how Nlets users are able to create and manage their individual accounts through the Nlets User Account Management Interface (UA)—accessible through common Web browsers utilizing the URL. Navigation on this portal will display account information and allow users to select between the various weather data options.

NOAA/NWS employees are looking for volunteers to test the new system as they begin the transition. If you are interested in assisting with the new system tests, or if you experience any issues or have any questions during the transition, please contact:

Marty Baron

301-713-0644x137

Martin.baron@noaa.gov

Wendell Nakamine

301-713-1743x110

Wendell.nakamine@noaa.gov

HIGHLIGHTS

STATES WORK WITH NLETS TO ENHANCE NETWORK USE

ASAP, LPR, image sharing, proactive alerting, standardized rap sheets—with so much growth and expansion at Nlets, it’s difficult for state and federal agencies to keep up.

Nlets offers a wealth of resources for law enforcement, and few states are taking advantage of those tools to the full extent. Only twenty-five states are in production for driver’s license photo sharing (NISIP), and of those, only 5 are in production for correction photo sharing (NCIEN). Likewise, only seventeen states have implemented the standard criminal history exchange format (CHIEF), though eleven are scheduled for implementation in 2011-2012. And finally, only twenty-one agencies are participating in the Broad Agency Announcement Contracts (LPR: 8, State Warrant: 4, Tribal Nation: 6, and Facial Recognition: 10).

Bob Johnson, Nlets representative from Minnesota, and Tim Struck, Nlets rep from New Mexico, are working internally and with Nlets to implement more Nlets initiatives and message keys in their states.

Johnson’s agency is working with developers and technical support to become current with Nlets message keys, striving to implement any message keys that aren’t currently running within the state.

“We are in the process of looking at all keys at Nlets, and what we have, examining the difference to see what we need to do to become current. For example, we never implemented Interpol, so we are looking at the one, too. Our focus over the last few years has been less on the switch side of and more on state integration, so we haven’t kept up, so now we’re playing ‘catch-up,’” says Johnson.

The most immediate result of their efforts is the October/November deployment of the GPQ and GPR (Bulk Cash Smuggling) message keys.

“Minnesota is very restricted of what can be shared across state borders, and as we emerge into this sharing world, we are very concerned with privacy impact agreements and sharing restricted information. For example, warrants at the state level are being shared with NCIC (but only a percentage), but not over the Nlets network—we are working for approval to share all state warrants over the network with the FBI and NCIC,” Johnson adds.

In addition to implementing current Nlets message keys, Minnesota is working to expand jurisdiction to allow for sharing corrections, booking and driver’s license photos, and to revise statutes to allow for future message keys, such as the Fire & EMS transmissions that are in the works.

“We just recently started with corrections—we are the only state right now running the majority of the Nlets message keys. We are running state warrant keys, driver’s license images, corrections images, and working vendor to try to move forward with concealed weapon keys,” says Struck.

New Mexico’s currently trying to implement booking photos in addition to other photos. As their use of the Nlets network continues to grow, Tribal Nation sharing is another initiative they plan to emphasize moving forward.

With the new availability of the ALQ/ALR message keys, New Mexico has discovered their need for newer technology that would allow them to keep up. “Our vendor has offered to the work for the ASAP keys for free, but New Mexico is not ‘up to par’ with the technology, so we will need to move forward there first,” Struck adds.

With recent success implementing the State Warrant query message key, New Mexico is now seeking to implement the Concealed Weapon message key—currently, they can share this information internally in the state, but would like to share that information beyond their state borders.

Other recent leaps of progress have also been made within New Mexico. Struck said, “When someone runs a query on a criminal history record we maintain, we can send them the entire record, like a collection of images of all booking photos from every agency. We’ve been working closely with CPI to make it happen, and we’re very excited about it!”

Nlets appreciates the efforts of these leading implementers, and looks forward to working with other states as they also strive to implement more Nlets initiatives and message keys.

HIGHLIGHTS

NLETS IN ACTION

by Kayelyn Means, Communications Specialist

Less than a half an hour into the ride-along shift, a dispatcher sent us a call. Officer Smith* and I maneuvered through traffic into the neighborhood to respond to the ‘Domestic Dispute’. Officer Smith educated me about the various levels of domestic disputes, as well as their responses; I prepared myself for anything I might see once we arrived on the scene. The adrenaline began coursing within me as I anticipated an exciting evening.



The sun beat down on us as we parked the car and walked toward the house, listening for any signs of a struggle. Nothing gave the hint of a fight, so we knocked on the door and waited. We stood at the door baking in the extreme Arizona summer heat, waiting for someone, anyone to answer and explain the call. Finally, a small car pulled into the driveway, and a man and his children climbed out. Officer Smith asked the father to send the children inside and speak with us about the call.

Ten minutes later, we climbed into the sauna of the patrol car and pulled away from the house with little more than a bitter divorce story to include in the paperwork. Disappointment replaced the previous sense of adrenaline. I couldn't believe we had just spent that much time standing in the sun listening to a bitter man complain about his ex-wife instead of rushing to help with the bank robbery now streaming updates through the radio.

Officer Smith explained the paperwork process for these calls, and showed me how he ran queries for other calls from this same household in his database—this piqued my interest. I watched as Officer Smith demonstrated queries on the license plate, the home address and the man's name. Once back on main streets, Officer Smith demonstrated queries of license plates from Arizona, as well as other states. My excitement built up once again—I was seeing the Nlets network at work! I had witnessed all the in's and out's of our side of things, but now I could see the ‘end-user’ side of the process. Finally, it was all coming together.

Another call dispatched to us flashed on the screen—an automobile accident a few miles away needed Officer Smith's assistance. Standing in the hot sun once more, Officer Smith took statements from the drivers of both vehicles. I watched as he took notes from the stories, sketched the scene and pulled out his meter. The detail required to document a simple, no-injury fender-bender amazed me. Both drivers received warnings about safe, defensive driving, and both received their violation tickets—one for failure to yield, and the other, a vehicle from Mexico, for not having valid insurance. My mind immediately ran to the new Nlets strategic partner working to insure drivers and vehicles crossing the Mexico border. After nearly two hours of taking down every detail of the scene, we were ready to circulate the beat once more. Still disappointed about missing the bank robbery, I felt rather satisfied that I could witness the work of Nlets firsthand, and see the potential benefits for the expansion of its projects and grants.

Once again, the screen flashed with a new call from the dispatcher. We directed the vehicle toward a grocery store to meet with a detained shoplifter without identification. Claiming to have recently moved to Arizona, the shoplifter told the story of the theft of his personal belongings—his phone, his money and his ID. Unable to provide us with no more than a name and a birth date, Officer Smith decided to take the individual into custody.

**Name has been changed for the individual's privacy*

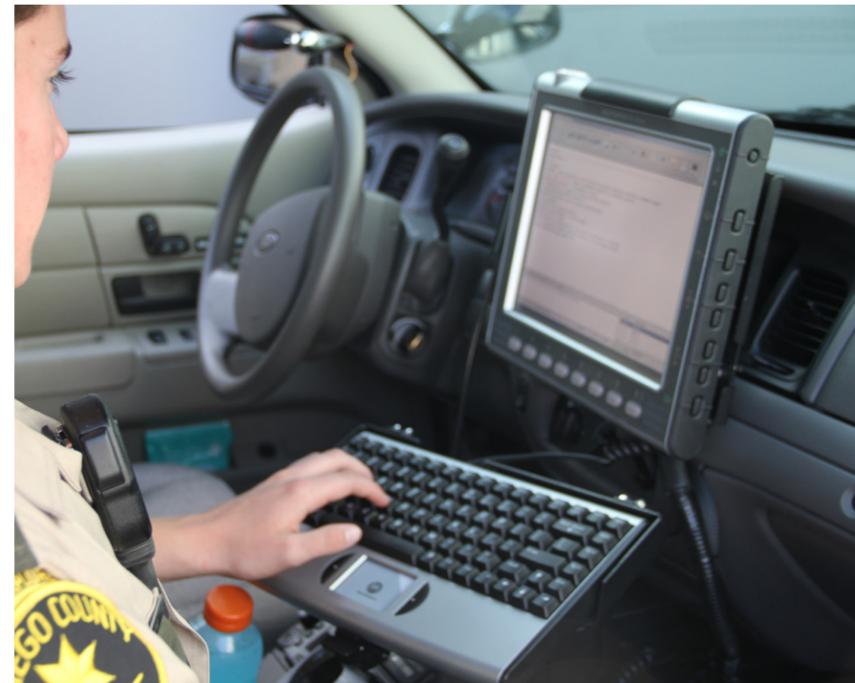
HIGHLIGHTS NLETS IN ACTION (CONTINUED)

Back in the sauna, we now had a third party in the vehicle as Officer Smith entered the query of the shoplifter into the computer. Despite the claim our shoplifter made about having no previous criminal record, the query (only the individual's name and DOB, as no other identification could be provided), a long record returned showing an active criminal past, but no photo to verify we had the same person. Instantly, image sharing initiatives like facial recognition, scars, marks and tattoos, and driver's license and correction photo sharing came to mind—I could see the benefit of Nlets' projects and grants to law enforcement once again.

As we drove away from Central Booking, I explained these initiatives to Officer Smith, who had no idea what Nlets is or Smiths. After learning from Officer Smith for several hours, I was excited to have the opportunity to teach him about Nlets, its purpose, and its ongoing projects (at least what I understood enough to explain after only two months into the job). It didn't make sense to me why law enforcement wouldn't jump at the chance to utilize these initiatives, to enhance the kind of information every query could receive; I didn't understand why law enforcement didn't know who we were or what we were working to do for them every day.

Officer Smith and I parked in a discrete driveway off of a busy street within the beat and used the radar gun to monitor the traffic. As we monitored the passing cars, we discussed the Proactive Alerting pilot with the National Center for Missing and Exploited Children to aid with AMBER Alerts, as well as the LPR prototype Nlets is working to develop.

Not long into this part of the shift, we received another call about a ‘fight’; Officer Smith explained this is the most generic and most often used term in law enforcement jargon, and they really have no confirmation of the scene until they arrive and assess it firsthand—it could be a gang, a crowd, two people with or without violence, or a party that just sounded rowdy to an outsider. In retrospect, I saw calls like these as prime examples when the new technology discussed at this year's Annual Business Meeting would greatly enhance officer safety—with new technology projects like grid applications and edgware working with dispatchers and officers' mobile devices, officers would be able to stream video or images of the situation and assess any risks or actions before even arriving to the scene in person.



It was one thing to learn about these projects in training at the office or sitting in a large conference room hearing a Powerpoint presentation, but it really brought the need for them to life as I sat in that old patrol car and recognized the benefit they would be to the officers working on the streets day in and day out firsthand. Though we may get caught up in the documentation, the paperwork, the technical specifications and any other components of the process, we should never lose sight of what it is we do, and who we do it for—our ‘end-users’ aren't merely terminals who connect into our network, but brave men and women risking their lives every day and working to protect civilians and prevent crime on our streets.

MEET THE NLETS FINANCE AND BUSINESS MANAGEMENT TEAM

In the last newsletter, I introduced the Nlets Technical Operations team, as well as a new employee assisting the analysts, Matt Butler. This month, I would like to introduce to you the other team working behind the scene at Nlets. These are the people responsible for Nlets' back office and documentation; they serve as accounts, business administrators and human resources, and often as the main or only point of contact for individuals working with the financial and business management side of Nlets.

LAURA CARTER

Laura has been with Nlets for 21 years and serves as the Business Manager, Human Resources representative, and the Meeting Planner & Coordinator. In her time with Nlets, Laura has planned and coordinated almost 20 Annual Conferences, and assisted with the transition to the new building. Before coming to Nlets, Laura earned her AA in Business Administration and played competitive softball for over 20 years.. She has two kids that been raised as part of the Nlets family as they often traveled with her all over the country.

CRIS GARCIA

Cris has been with Nlets for four years and serves in a multitude of capacities within the Finance and Business management team. She contributes extensively to Nlets documents, back office workings and with new business and contracts. Beyond her work with Nlets, Cris has a background in Equine Science and Veterinary Technical services. At home, she has four children and a plethora of animals. She enjoys spending her free time working with troubled horses and starting young colts under saddles.

BARBARA GRABER

Barb has been with Nlets since early 2010 and serves as an associate accountant. She has over 20 years of experience in all areas of accounting--from clerical to management, and has a degree in both Accounting and Architecture. Before coming to Nlets, Barb designed custom homes when not working with her accounting degree. Beyond her work with Nlets, Barb is working to earn her Masters degree in accounting, and spends her time in the outdoors with her dogs or doing creative work in her home or garden.

KEITH MEYERS

Keith has been with Nlets for two years and serves as the Accounting Manager. Before working with Nlets, Keith and his family lived in Kentucky and he worked as a CPA. He has his BS in Business Administration and Accounting from a university on the East coast. While he played hockey in his youth, he cheers on his sons playing competitive basketball now.

SHARON SHEILS

Sharon has been with Nlets for three years and serves as an administrative assistant. She is the first one to greet people entering the facility; she assists with external meetings held in the office and works directly to assist each department within the company as needed. When away from the office, Sharon enjoys spending her time traveling and sailing.



ANNOUNCEMENTS & REMINDERS

UPCOMING MEETINGS

Mark your calendars!

Board of Directors:
November 2nd-3rd, 2011
Memphis, TN

2012 Annual Conference:
June 26th-28th, 2012
Waikoloa, HI

STATE WARRANTS

Wisconsin is now operational to send and receive SWQ and SWR--this makes a total of 11 states now running the state warrant message keys!

Colorado is under contract to begin implementation as the 12th state to share state warrant information!

NLETS PORTAL

The Portal serves a 'terminal' for Nlets reps and State resources (as approved by the rep) seeking to run messages and queries over the Nlets network.

In order to access the portal, you must have an account and log into special site.

To request an account to access the Portal, email:

noc@nlets.org

or contact John Lawson with any questions:

jlawson@nlets.org

NEW NLETS REPS

Nlets is pleased to announce **Terri Fisher** as the new Nlets rep for **Georgia!**

Nlets is pleased to announce **Ted Zalewski** as the new Nlets rep for the **District of Columbia!**

WIKI USER GUIDE

You must be logged into the member site to access the Wiki.

The Wiki User Guide is a resource for Nlets reps and State resources (as approved by the rep) seeking further explanations or assistance regarding Nlets systems and services.

In addition to email alerting, subscription to an RSS feed of any page is available to track any changes or updates.

To view the Wiki, visit:

<https://www.nlets.org/member/user-guide>

To register for Nlets.org and Wiki access, visit:

<https://nlets.org/request-an-account>

CONTACT US

ASK STEVE

Steve Correll, Nlets Executive Director, is always available to answer your questions.

Please send your questions to asksteve@nlets.org.

FEEDBACK

We welcome your feedback on:

- Questions or comments regarding the current issue;
- Ideas for future newsletter content; or,
- Corrections.

Contact us at info@nlets.org.

