PENNSYLVANIA STATE POLICE



2013 FIREARMS ANNUAL REPORT



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COLONEL FRANK NOONAN

I am pleased to present the 2013 Pennsylvania State Police (PSP) Firearms Annual Report.

It was another notable year for the Pennsylvania Instant Check System (PICS) which processed over 1.1 million calls. This is a nearly ten percent increase over the previous year.

In 2013, the PSP Firearms Division continued development of a complete rewrite of the PICS. System testing was completed in January 2014, and the new PICS went online February 3, 2014. Firearm dealers and law enforcement entities are now able to utilize a web interface to initiate a PICS background check.

While the phone system remains in place as a means to initiate a check, the web offers more immediate access and a timelier response, allowing end users to complete more background checks in a shorter amount of time.

The new PICS has automated other essential functions, such as electronic surcharge remittance reporting and payment. Also, county mental health agencies are now able to submit entries to the PICS via a secure web interface. This enhances the effectiveness of the background check by providing more immediate access to this critical data.

These enhancements, and the other activities detailed in this report, illustrate the ongoing efforts and dedication of the PSP Firearms Division to fully administer the provisions and spirit of the Uniform Firearms Act. I thank you for your interest and for taking the time to read the 2013 PSP Firearms Annual Report.

Sincerely,

Colonel Frank Noonan

Col Frank Wonder

Commissioner

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EXECUTIVE SUMMARY

This report provides statistics and information on the activities of the Pennsylvania State Police (PSP) Firearms Division for calendar year 2013, in compliance with 18 Pa. C.S.A. § 6111.1(i) of the Pennsylvania Uniform Firearms Act (PUFA).

The PSP conducts the instantaneous records check, known as the Pennsylvania Instant Check System (PICS), promulgated by the PUFA. The PICS utilizes an Interactive Voice Response (IVR) component designed to handle 1.2 million calls a year and, when applicable, issues approvals without operator intervention.

Since July 1, 1998, Pennsylvania has served as a Point-of-Contact State for the National Instant Criminal Background Check System (NICS) operated by the Federal Bureau of Investigation (FBI). The PSP is required to comply with both state and federal laws in determining an individual's eligibility to acquire, transfer, and/or carry firearms.

In 2013, the PICS handled 1,125,362 transactions for sheriffs and licensed firearm dealers throughout the Commonwealth. Of these requests, 56 percent were approved within minutes by the system, while an additional 33 percent were approved during the initial call with operator assistance. Calls transferred for operator assistance generally include checks for out-of-state residents, database hits or time outs, alien requests, and calls made from a rotary phone. In addition, 6,335 files that were placed in a research status were subsequently approved. Therefore, the overall approval rate of background checks that were initiated in 2013 is 90 percent.

There were 13,268 background checks initially denied through prohibitions indicated on the individual's record. The PSP received 5,785 challenges to these denials. After further review of information provided by the individual or through official court documentation, 2,080 or 36 percent of the challenges were reversed.

The instantaneous background check process yielded warrant information that led to the arrest of 132 individuals while attempting to purchase a firearm last year. The coordinated efforts of the PICS staff and law enforcement agencies, who respond to these notifications, have resulted in the arrest of 1,723 fugitives since the PICS was established in July 1998.

The PSP continues to coordinate investigative efforts and network information with the United States Department of Justice, Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) to investigate and prosecute individuals who attempt to obtain firearms illegally. In 2013, 620 files were referred to PSP Troops and municipal police departments for investigation. Investigation referrals, including those initiated in previous years, resulted in 346 arrests, 201 reported convictions, and 93 cases in which prosecution was declined.

The PICS Unit saw a 15 percent increase in requests from law enforcement agencies for the return of confiscated/stolen firearms and Protection from Abuse related third-party safekeeping checks. In 2013, there were 5,920 background checks conducted for these transactions, which are processed in addition to the PICS IVR checks.

A total of 808,507 firearms were reported purchased or privately transferred in Pennsylvania in 2013. This represents nearly a one percent increase over 2012. Licensed firearm dealers reported 420,464 handgun transactions and 388,043 long gun transactions for the year.

The *Pennsylvania Uniform Crime Report* for 2013 reported 11,281 violent crimes committed involving the use of a firearm.

BACKGROUND

On June 13, 1995, Act 17 was signed into law. Act 17 amended Title 18 of the Pennsylvania Consolidated Statutes, the PUFA. The law included provisions for the PSP to conduct firearm background checks, to collect a \$2 fee from firearm dealers for each background check processed, and to collect a \$3 fee for the sale or transfer of each taxable firearm. These fees augment the general State Police budget, covering approximately 50 percent of the cost to operate and maintain the PICS.

The PUFA, and its subsequent amendments, afford the PSP the opportunity and ability to take an aggressive and technologically advanced approach to the firearm background check responsibility through the creation of the PICS. The PICS provides instantaneous records access through a toll-free telephone number and an IVR System. The system is designed for use by county sheriffs, chiefs of police of cities of the first class, and licensed firearm dealers to ascertain an individual's eligibility to acquire a license to carry firearms or obtain a firearm through a purchase or transfer.

The development of the PICS required coordination with the FBI through its NICS. Pennsylvania was established as a Point-of-Contact State, giving the PICS Operations Section the responsibility to conduct background checks for all federal firearm licensees within the Commonwealth.

In addition to checks for firearms, the PUFA mandates that sheriffs or chiefs of police of cities of the first class conduct a PICS check before issuing a license to carry a firearm. A license to carry is for the purpose of carrying a firearm concealed on or about one's person or in a vehicle throughout the Commonwealth.

The PICS is a database and communications network dependent system, which was designed to handle 1.2 million calls a year. It relies on access to a number of databases at both the state and federal levels to complete background checks. Problems completing the background check may be encountered when databases fail to communicate or outages occur. Federal level database issues or problems are outside the control of the PSP.

BACKGROUND CHECK DATABASES

The PICS background check process involves accessing both state and federal databases to determine an individual's eligibility to acquire a firearm or license to carry a firearm.

State databases searched:

- Pennsylvania Criminal History Records.
- Juvenile Records (contained within the criminal history record file).
- Mental Health File (containing 302, 303, and 304 involuntary commitment information and adjudication of incompetence).
- Pennsylvania Protection From Abuse (PFA) File.
- Pennsylvania Wanted/Missing Persons File.

As an agency organizational segment within a Point-of-Contact State, PICS conducts the check of the federal databases through the NICS.

Federal databases searched:

- Interstate Identification Index (III), which contains criminal history records submitted by states throughout the country, federal, and military records.
- National Crime Information Center (NCIC), which includes information on persons subject to civil protection orders and arrest warrants.
- NICS Index, which includes the following:
 - Illegal/Unlawful Alien Records.
 - Renounced Citizenship.
 - Mental Defectives/Involuntary Commitments.
 - Dishonorable Discharges from the U.S. Armed Services.
 - Unlawful Users of Controlled Substances.
 - Denied Persons File, which contains federally disqualifying records not already included in the III or the NCIC.

COMPREHENSIVE STATISTICS

Each PICS background check involves the comprehensive search of many databases, including the following: 2,674,414 Pennsylvania criminal history and juvenile records; 685,170 mental health records; 109,611 wanted persons; and federal files containing 66,864,316 million criminal history records and 16,711,150 million records on other prohibited persons. The vast majority of applicants instantly clears this initial database search and is approved within minutes. When a matching record is identified during the initial background check process, the PICS allows up to 15 days to conduct further research as needed to determine prohibited status.

PICS STATISTICS

There were 1,125,362 PICS transactions initiated in 2013.

- 632,170 calls were automatically approved through the IVR computer.
- 438,197 calls were forwarded to a PICS operator for assistance.
- Of the calls forwarded to PICS operators, 374,584 were subsequently approved during the initial call.
- A total of 1,006,754 incoming calls were approved on the initial call. The remaining calls were placed into research, and determinations were provided within 15 days. Please see Appendix A for additional information.

AVERAGE PICS BACKGROUND CHECK CALL TIME

The PICS IVR System statistical reporting was used to determine the average length of time taken to complete a background check call for 2013. The figures below do not include calls that were placed into research status for more than one day.

- Calls approved by the automated system averaged 2.07 minutes.
- Operator assisted calls averaged 8.33 minutes.

CHALLENGES TO DENIALS

Upon receipt of a challenge to a denial, the transaction file is reviewed by the PICS Challenge Unit. The initial response to a challenge is mailed within five business days to the individual and includes the name and phone number of the legal assistant assigned to the case. The assigned legal assistant works to obtain information that may lead to a final decision to reverse the denial, or provides the challenger with specific information explaining the reason for denial.

- 13,268 denials were issued by the PICS operators in 2013.
- 5,785 challenges to these denials were received.
- 3,241 final denials were issued.
- 2,080 denials were reversed.

The remaining 464 challenges primarily include those which were returned to the challenger unprocessed for a variety of reasons, such as untimely filing, incompleteness, or because the file being appealed was not a PICS denial.

APPEAL STATUS

A total of 85 appeals were filed with the Office of Attorney General in 2013. The following chart reflects the outcome of these cases:

OFFICE OF ATTORNEY GENERAL (2013)			
PSP DENIALS UPHELD	17		
PSP DENIALS OVERTURNED	0		
APPEALS WITHDRAWN/CANCELLED	46		
APPEALS PENDING	22		

The first appeals to reach the Commonwealth Court were in the year 2000. Statistics listed below reflect cumulative totals. There were no appeals filed in Commonwealth Court in 2013.

COMMONWEALTH COURT (2000-2013)				
PSP DENIALS UPHELD	19			
PSP DENIALS OVERTURNED*	16			
APPEALS REFUSED/WITHDRAWN/CANCELLED	3			
APPEALS PENDING	1			

^{*}Seven of these cases resulted from a single court decision stemming from the same issue.

The first appeals to reach the Supreme Court were in the year 2001. Statistics listed below reflect cumulative totals. No appeals were filed with the Supreme Court in 2013.

PA SUPREME COURT (2001-2013)					
PSP DENIALS UPHELD*	5				
PSP DENIALS OVERTURNED	0				
APPEALS REFUSED/WITHDRAWN/CANCELLED/REMANDED	11				
APPEALS PENDING	0				

^{*}All five cases resulted from a single court decision stemming from the same issue.

FIREARM SALES AND TRANSFERS FOR 2013

There were 2,163 active Pennsylvania licensed firearm dealers in 2013. Please refer to Appendix B for a breakdown by county. Pursuant to the PUFA, licensed firearm dealers are required to conduct background checks on individuals attempting to acquire either a handgun or a long gun. For sales and transfers of handguns, dealers are also required to complete and submit the *Application/Record of Sale* form promulgated by the PSP. Although the form is not required for the sale of long guns, a background check is still necessary, unless the long gun transfer is between two private individuals who are both Pennsylvania residents.

The Application/Record of Sale forms are submitted by the dealers with the Surcharge Remittance form to the PSP within 14 days of the transaction, as mandated by the PUFA.

- 808,507 firearms were reported purchased/transferred in Pennsylvania in 2013.
- 420,464 handguns were reported purchased/transferred.
- 388,043 long guns were reported purchased/transferred.

Please refer to Appendix C for more information on reported sales by county.

CRIMES COMMITTED WITH FIREARMS IN 2013

The *Pennsylvania Uniform Crime Report* is prepared each year under separate cover by the PSP. Excerpts of current summary data from the 2013 report, regarding crimes involving firearms, are provided in the table below.

(Reported as of 03/27/2014)

TYPE OF CRIME	TOTAL	FIREARMS	PERCENT
Homicide	849	579	68.2%
Robbery	14,612	6,011	41.1%
Aggravated Assault	23,405	4,691	20.0%

LICENSE TO CARRY FIREARMS/SPORTSMAN'S FIREARM PERMITS

There were a total of 269,273 licenses to carry firearms issued as reported by county sheriffs' offices and chiefs of police of cities of the first class in 2013. This is a ten percent increase over the number of permits issued in 2012. Background checks are conducted through the PICS to determine an individual's eligibility to obtain a license to carry firearms.

Section 6109(k) of the PUFA gives the Attorney General the authority to enter into reciprocity agreements with other states. These agreements provide for mutual recognition of a license or permit to carry a firearm issued by both states. The following states have entered into formal written reciprocity agreements with Pennsylvania: Alaska, Arizona, Arkansas, Florida, Georgia, Kentucky, Maine, Michigan, Mississippi, Missouri, New Hampshire, North Carolina, Oklahoma, South Dakota, Tennessee, Texas, Utah, Virginia, West Virginia, and Wyoming.

The following states have been granted statutory reciprocity without a formal written agreement under 6106(b)(15), based on the determination of the Attorney General that the other state has granted reciprocity to Pennsylvania license holders, and that the other state's laws governing firearms are similar: Colorado, Indiana, Iowa, Kansas, Louisiana, Montana, North Dakota*, and Wisconsin.

*Effective August 1, 2013, only North Dakota Class I permits are recognized in this category.

A complete list of states' firearm reciprocity standings can be found on the Pennsylvania Office of Attorney General's website at: www.attorneygeneral.gov under Crime; Firearms Reciprocity.

Sportsman's Firearm Permits are issued by the County Treasurer's Office and do not require a background check. In 2013, there were a total of 2,991 permits issued.

Please see Appendix D for individual county totals regarding license to carry firearms and Sportsman's Firearm Permits.

PENNSYLVANIA UNIFORM FIREARMS ACT - ENFORCEMENT

As provided in 18 Pa. C.S. § 6111(g) (4) of the Pennsylvania Uniform Firearms Act, "...any person, purchaser or transferee who in connection with the purchase, delivery or transfer of a

firearm under this chapter knowingly and intentionally makes any materially false oral or written statement or willfully furnishes or exhibits any false identification intended or likely to deceive the seller, licensed dealer or licensed manufacturer commits a felony of the third degree."

Before initiating investigations under this section, the following information is taken into consideration:

- Initial PICS denial determinations are not always final denials, and the denial determination, exclusively, is not the determining factor for criminal intent.
- Initial denials may be a result of research that could not be completed or additional information that is required to distinguish between individuals with similar names and numeric identifiers.
- Individuals denied through the PICS may challenge a denial response if they believe they have been denied in error.

In 2013, the following investigations were initiated by the PSP Firearms Division and referred to PSP Troops and municipal police departments. There were no investigations referred to the ATF in 2013.

TOTAL INVESTIGATIONS INITIATED IN 2013	620
Total Referred to PSP Troops	620
Total Referred to Municipal PDs	201
Total Referred to ATF	0

Listed below are the investigation results that were reported in 2013. They include referrals that were initiated in previous years.

TOTAL INVESTIGATION OUTCOMES IN 2013	640
Arrests Reported	346
Convictions Reported	201
Prosecutions Declined	93

The below table lists the cumulative totals for investigation referrals and the various outcomes. As of December 31, 2013, there were 817 investigations pending with no action reported by the investigating agency. In addition, there were 696 investigations which were reported disposed for various reasons. These miscellaneous disposed cases mainly include investigations which were closed without an arrest.

INVESTIGATION GRAND TOTALS (1999-	-2013)
Total Referred	5,453
Arrests Reported	2,820
Convictions Reported	1,627
Prosecutions Declined	1,120
Pending Investigations	817
Miscellaneous Disposed Cases	696

WANTED PERSONS ARRESTS

A total of 132 individuals with active warrants were apprehended in 2013. Since its inception on July 1, 1998, the PICS is responsible for the apprehension of 1,723 individuals.

SYSTEM OUTAGES

In 2013, the PICS was operational 365 days, from 8:00 a.m. until 10:00 p.m. for a total of 5,110 hours. The PICS experienced 26.21 hours, or 0.51 percent, of the total operational hours out of service due to technical problems. This includes periods for which the PICS was partially out of service, but still accepting background check calls, and those for which it was completely out of service. Please see Appendix E for additional information.

- 77 percent of outages were caused by PSP system problems.
- 19 percent of outages were caused by technical difficulties with federal databases.
- 4 percent of outages were caused by non-system related issues such as problems with phone lines, power outages, etc.

CONCLUSION

The PICS was developed in accordance with the provisions of the PUFA to provide a means by which law-abiding citizens may acquire firearms without undue or unnecessary restrictions. The PICS identifies individuals who are precluded by state or federal law from purchasing a firearm, and thus, will not authorize the transfer of a firearm by a licensed dealer to a known prohibited person. The data presented in this report indicates that the PICS is functioning as intended.

PICS 2013 STATISTICS FROM THE IVR COMPUTERS

YEAR 2013	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	TOTALS
Total PICS Calls	145,379	123,146	123,964	97,407	75,962	66,302	65,244	76,294	75,895	85,343	95,838	94,588	1,125,362
System-Immediate Approvals	84,570	69,212	68,410	54,890	42,616	37,249	37,000	42,603	41,716	47,601	53,621	52,682	632,170
O Assista I Oalla	5 4040	17.007	10.050	20.070	20.777	25.004	35.400	22.272	22.242	00.550	27.422	00.000	100 107
Operator Assisted Calls	54,342	47,637	49,350	38,076	29,755	25,964	25,120	29,878	30,043	33,550	37,496	36,986	438,197
All Other Calls	6 467	6 207	6 204	4.441	2 501	2 000	2 124	2 012	4 126	4.192	4 721	4.020	E4 00E
All Other Calls	6,467	6,297	6,204	4,441	3,591	3,089	3,124	3,813	4,136	4,192	4,721	4,920	54,995
Average %-System Approvals	58.17%	56.20%	55.18%	56.35%	56.10%	56.18%	56.71%	55.84%	54.97%	54.97%	55.95%	55.70%	56.17%

Total PICS calls in 2013: 1,125,362
Total System-Immediate Approvals: 632,170
Average %-System Approvals: 56.17%

NUMBER OF LICENSED FIREARM DEALERS BY COUNTY FOR 2013							
COUNTY	NO. DEALERS	COUNTY	NO. DEALERS				
ADAMS	32	LACKAWANNA	36				
ALLEGHENY	111	LANCASTER	55				
ARMSTRONG	28	LAWRENCE	19				
BEAVER	36	LEBANON	27				
BEDFORD	22	LEHIGH	45				
BERKS	65	LUZERNE	47				
BLAIR	48	LYCOMING	42				
BRADFORD	31	MCKEAN	16				
BUCKS	76	MERCER	38				
BUTLER	45	MIFFLIN	15				
CAMBRIA	29	MONROE	40				
CAMERON	5	MONTGOMERY	71				
CARBON	10	MONTOUR	7				
CENTRE	31	NORTHAMPTON	46				
CHESTER	66	NORTHUMBERLAND	28				
CLARION	14	PERRY	24				
CLEARFIELD	21	PHILADELPHIA	9				
CLINTON	9	PIKE	25				
COLUMBIA	29	POTTER	15				
CRAWFORD	27	SCHUYLKILL	29				
CUMBERLAND	51	SNYDER	14				
DAUPHIN	42	SOMERSET	27				
DELAWARE	33	SULLIVAN	4				
ELK	11	SUSQUEHANNA	27				
ERIE	36	TIOGA	34				
FAYETTE	33	UNION	8				
FOREST	3	VENANGO	15				
FRANKLIN	47	WARREN	18				
FULTON	8	WASHINGTON	48				
GREENE	13	WAYNE	30				
HUNTINGDON	25	WESTMORELAND	98				
INDIANA	38	WYOMING	14				
JEFFERSON	24	YORK	77				
JUNIATA	16						
TOTAL LICENSED FIRE	ARM DEALERS FOR	R 2013:	2,163				

2013 FIREARM SALES/TRANSFERS REPORTED BY COUNTY

COUNTY	HANDGUN	LONG GUN	COUNTY	HANDGUN	LONG GUN		
ADAMS	4790	6016	LACKAWANNA	7396	6142		
ALLEGHENY	28230	20975	LANCASTER	21949	18764		
ARMSTRONG	2361	1873	LAWRENCE	5013	3736		
BEAVER	5652	4624	LEBANON	8425	7369		
BEDFORD	3553	5244	LEHIGH	9711	8155		
BERKS	22782	27013	LUZERNE	15135	11305		
BLAIR	6191	5342	LYCOMING	9089	9529		
BRADFORD	3636	5156	MCKEAN	1188	1400		
BUCKS	21796	16201	MERCER	4368	4365		
BUTLER	10304	9278	MIFFLIN	1503	1589		
CAMBRIA	7049	6239	MONROE	6999	5754		
CAMERON	122	78	MONTGOMERY	14792	12132		
CARBON	1752	1603	MONTOUR	51	296		
CENTRE	3445	3585	NORTHAMPTON	7058	7109		
CHESTER	8404	6405	NORTHUMBERLAND	3070	2914		
CLARION	2757	2826	PERRY	1467	1914		
CLEARFIELD	13730	13036	PHILADELPHIA	10356	3614		
CLINTON	1050	1698	PIKE	1070	1384		
COLUMBIA	4190	3978	POTTER	724	924		
CRAWFORD	2053	2722	SCHUYLKILL	6245	6338		
CUMBERLAND	4650	5316	SNYDER	1438	2360		
DAUPHIN	8230	7783	SOMERSET	2169	2813		
DELAWARE	11339	5995	SULLIVAN	99	111		
ELK	1640	2296	SUSQUEHANNA	1657	2637		
ERIE	10872	11536	TIOGA	2502	4278		
FAYETTE	6942	7062	UNION	970	1305		
FOREST	15	8	VENANGO	3267	3284		
FRANKLIN	6775	8395	WARREN	2119	2969		
FULTON	442	623	WASHINGTON	16164	10462		
GREENE	2262	2074	WAYNE	5341	5355		
HUNTINGDON	907	1439	WESTMORELAND	16389	14362		
INDIANA	2314	2967	WYOMING	1902	2613		
JEFFERSON	3894	3850	YORK	15995	16469		
JUNIATA	714	1056					
GRAND TOTAL FOR HANDGUNS FOR 2013 GRAND TOTAL FOR LONG GUNS FOR 2013							
				FD	388,043 808,507		
GRAND TOTAL FIREARM SALES/TRANSFERS REPORTED							

Totals include taxed and non-taxed sales/transfers reported for the year 2013.

COUNTY STATISTICS FOR LICENSE TO CARRY FIREARMS AND SPORTSMAN'S FIREARM PERMITS ISSUED IN 2013

COUNTY	LTC	SFP	COUNTY	LTC	SFP	
ADAMS	2704	32	LACKAWANNA	3808	23	
ALLEGHENY	20505	126	LANCASTER	10483	88	
ARMSTRONG	3421	19	LAWRENCE	2992	52	
BEAVER	5037	57	LEBANON	3377	29	
BEDFORD	1797	35	LEHIGH	5229	0	
BERKS	10030	31	LUZERNE	7234	40	
BLAIR	3948	14	LYCOMING	4293	16	
BRADFORD	2153	44	MCKEAN	2294	18	
BUCKS	10559	112	MERCER	3384	77	
BUTLER	7113	48	MIFFLIN	1358	15	
CAMBRIA	4489	45	MONROE	2801	72	
CAMERON	259	13	MONTGOMERY	8304	55	
CARBON	1990	22	MONTOUR	536	13	
CENTRE	3662	21	NORTHAMPTON	5584	80	
CHESTER	6699	50	NORTHUMBERLAND	2747	16	
CLARION	1748	35	PERRY	1776	21	
CLEARFIELD	3125	46	PHILADELPHIA	7527	0	
CLINTON	1311	15	PIKE	2408	84	
COLUMBIA	2428	41	POTTER	1359	34	
CRAWFORD	3061	130	SCHUYLKILL	4887	13	
CUMBERLAND	5391	34	SNYDER	1097	18	
DAUPHIN	5661	39	SOMERSET	2619	46	
DELAWARE	6961	75	SULLIVAN	248	11	
ELK	1291	22	SUSQUEHANNA	2031	54	
ERIE	6783	223	TIOGA	1464	34	
FAYETTE	4946	54	UNION	1197	6	
FOREST	306	33	VENANGO	2040	55	
FRANKLIN	3413	38	WARREN	2206	28	
FULTON	690	10	WASHINGTON	6901	83	
GREENE	1191	70	WAYNE	2114	97	
HUNTINGDON	1411	61	WESTMORELAND	12999	84	
INDIANA	2920	58	WYOMING	1114	11	
JEFFERSON	2236	26	YORK	10883	34	
JUNIATA	740	5				
		GRAND T	OTAL LTC FOR 2013		269,273	
GRAND TOTAL SFP FOR 2013						

LTC – License To Carry

SFP – Sportsman's Firearm Permit

PENNSYLVANIA INSTANT CHECK SYSTEM OUTAGES - 2013

Month	Total Hours Down	NICS Hours		PSP Hours		Both Hours		Other Hours		No. Days Affected	Minimum Minutes Down in a Day	Maximum Minutes Down in a Day	Partial System Out of Service	System Out of Service
		Partial	Full	Partial	Full	Partial	Full	Partial	Full					
January	2.40		0.33		2.07					3	22	80	0%	0.55%
February	0.87	0.42	0.45							2	25	27	0.11%	0.11%
March	4.72				4.72					2	78	205	0%	1.09%
April	4.22		2.35	0.63	0.62				0.62	4	37	141	0.15%	0.85%
May	0.40		0.40							2	10	14	0%	0.09%
June	0.47		0.47							1	28	28	0%	0.11%
July	0.80				0.80					1	48	48	0%	0.18%
August	0.27				0.27					1	16	16	0%	0.06%
September	4.45			1.27	3.18					3	31	160	0.30%	0.76%
October	0.80			0.80						2	15	33	0.18%	0%
November	2.08				1.77				0.31	4	19	63	0%	0.50%
December	4.73	0.17	0.50	3.85	0.21					4	13	120	0.93%	0.16%
TOTALS	26.21	0.59	4.50	6.55	13.64	0	0	0	0.93	29	342	935	0.14%	0.37%

OUTAGE TIME AS PERCENT OF OPERATIONAL HOURS: 0.51%

Other: Problems with phone lines, power outages, or any non-system related issue.

Partial – Indicates the PICS was not taken out of service, but the background check could not be completed due to unavailable database information.

Full – Indicates the PICS was taken out of service and not accepting background check calls.