PENNSYLVANIA STATE POLICE



2007 Firearms Annual Report





COMMONWEALTH OF PENNSYLVANIA PENNSYLVANIA STATE POLICE 1800 ELMERTON AVENUE HARRISBURG, PA. 17110

COLONEL JEFFREY B. MILLER
COMMISSIONER

In 2007 there were 2,937 background check requests processed for law enforcement agencies for the return of confiscated firearms and 370 requests processed for county sheriffs regarding third party safekeeping requests. As information regarding this service is disseminated, the number of requests continues to increase each year at an average of 15 percent. This is in addition to the regular background checks processed for firearm dealers and sheriffs.

A total of 124 wanted persons were apprehended while attempting to acquire firearms illegally through the Pennsylvania Instant Check System (PICS) in 2007. Since the inception of PICS, 1,025 individuals have been apprehended in the same manner.

We continue to strive to keep Pennsylvania firearm dealers informed by publishing the Firearm Dealers' Newsletter, updating the Pennsylvania State Police web site with helpful firearm information and statistics, providing dealers/sheriffs with firearm safety brochures, participating in firearm dealer seminars, and providing training to dealers as needed.

Our main goal is to keep firearms out of the hands of prohibited individuals and focus on the safety and well-being of this Commonwealth and its citizens. Therefore, it is my pleasure to submit the 2007 Pennsylvania State Police Firearms Annual Report. This Report provides statistics and information on the activities of the Pennsylvania State Police, Firearms Division, for calendar year 2007 in compliance with 18 Pa. C.S.A. § 6111.1(i) of the Pennsylvania Uniform Firearms Act.

Sincerely,

Colonel Jeffrey B. Miller

Commissioner

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EXECUTIVE SUMMARY

The Pennsylvania State Police (PSP) conducts the instantaneous records check known as the Pennsylvania Instant Check System (PICS) promulgated by the Pennsylvania Uniform Firearms Act (PUFA). 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 Check System (NICS), operated by the Federal Bureau of Investigation (FBI). PSP is required to comply with both state and federal laws in determining an individual's eligibility to acquire, transfer and/or carry firearms.

By networking information and coordinating investigative efforts with the United States Department of Justice, Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), PSP investigates and prosecutes individuals who attempt to obtain firearms illegally. In 2007, 440 files were referred to PSP Troops, ATF and local police departments for investigation. These referrals resulted in 252 arrests, 181 reported convictions and 76 cases having been declined prosecution.

In 2007, PICS received 581,625 background check requests from sheriffs and licensed firearm dealers throughout the Commonwealth. Of these requests, 365,073 (62.7 percent) were approved by the IVR System, while an additional 177,424 (30.5 percent) were approved during the initial call with operator assistance. Upon further research by PICS operators, an additional 5,698 requests were approved, totaling 548,195 approved requests. Calls transferred for operator assistance may include an out-of-state request, database hit, alien request, pending check request or a rotary phone call. Operator-assisted calls consisted of approximately 67 percent for gun checks, 30 percent for a license to carry a concealed firearm, and 3 percent for information on pending checks.

Of the 581,625 requests, 7,420 requests were initially denied through prohibitions indicated on the individual's record. PSP received 4,017 challenges to these denials. After further review of information provided by the individual and/or via official court records, 1,832 challenges were reversed. The overall approval rate for firearm background check transactions in 2007 was 550,027 (94.57 percent).

A total of 404,528 firearms were reported purchased or privately transferred in Pennsylvania for 2007. Licensed firearm dealers reported 171,868 handgun transactions and 232,660 long gun transactions for the year.

The *Pennsylvania Uniform Crime Report* for 2007 reported 14,222 violent crimes committed involving the use of a firearm.

There were 124 fugitives identified and apprehended as a result of instantaneous background checks in 2007. Law enforcement authorities are notified immediately when a fugitive is attempting to purchase a firearm and is identified through a PICS check.

This report provides statistics and information on the activities of the PSP Firearms Division, for calendar year 2007 in compliance with 18 Pa. C.S.A. § 6111.1(i) of the PUFA.

BACKGROUND

On June 13, 1995, Act 17 was signed into law. Act 17 amended Title 18 of the Pennsylvania Consolidated Statutes, the Pennsylvania Uniform Firearms Act (PUFA). The law included provisions for the PSP to conduct firearm background checks and to collect a \$2 fee from firearm dealers for each background check processed and a \$3 fee for the sale/transfer of each taxable firearm.

PUFA and its subsequent amendments affords PSP the opportunity and ability to take an aggressive and technologically advanced approach to the firearm background check responsibility through the creation of PICS. 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 for cities of the first class and licensed firearm dealers to ascertain an individual's eligibility to acquire a license to carry a firearm or obtain a firearm through a purchase or transfer.

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

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 level to complete background checks. Communication problems or the inability to access any of these databases will not allow the background check to be completed. Downtime at the federal level is beyond 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 (for the purpose of carrying a firearm concealed on/or about one's person or in a vehicle throughout the Commonwealth).

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 (not all Pennsylvania PFAs fit the criteria for entry into the National Protection Order File).
- Pennsylvania Wanted/Missing Persons File (wanted persons for which the entering agency will <u>not</u> extradite, are contained in this file only, not the NCIC Wanted Persons File).

As an agency organizational segment within a Point-of-Contact State, PICS conducts the check of the federal databases through the National Instant Check System (NICS).

Federal databases searched:

- Interstate Identification Index (contains criminal history records submitted by states throughout the country and federal records).
- Military Records (dishonorable discharges from the Armed Services).
- Illegal Alien Records.
- Renounced Citizenship.
- Mental Defectives.
- Federal Protection Order File (does not contain Pennsylvania temporary PFA records).
- NCIC Wanted Persons.

COMPREHENSIVE STATISTICS

The firearm instantaneous records check, also known as a background check, involves the comprehensive searches of many databases, including: 2,783,854 Pennsylvania criminal history and juvenile records, 465,137 mental health records, approximately 121,679 wanted persons and federal files containing over 51 million criminal history records and 9 million records on other prohibited persons. With the large volume of records in each of the many databases searched to run a single background check, the process may require 15 days to complete when a potentially prohibited offense or condition is identified.

PICS STATISTICS

There were 581,625 background checks initiated in 2007.

- 365,073 were automatically approved through the IVR computer. The remaining 216,552 were forwarded to a PICS operator for assistance.
- 177,424 of the calls forwarded to PICS operators were subsequently approved during the initial call.
- A total of 542,497 of incoming calls were approved on the initial call. The remaining calls are placed into research and determinations are provided within 15 days. (See Appendix A for additional information).
- 5,698 researched calls were approved.
- 1,832 challenges to denials were reversed.
- Total number of PICS approvals: 550,027 (94.57 percent).

AVERAGE PICS BACKGROUND CHECK CALL TIME

PICS computer system statistical summaries were used to determine the average length of time taken to complete a background check call for 2007. These figures do not include calls that are placed into research for more than one day.

- Calls handled through the automated system averaged 5.8 minutes.
- Operator assisted approvals averaged 5.75 minutes.
- Operator assisted denials averaged 16.23 minutes.
- Combined operator assisted calls averaged 6.13 minutes.

CHALLENGES TO DENIALS

Upon receipt of a challenge to a denial, the transaction file is pulled and 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 file. The assigned legal assistant works with the individual to obtain information that may lead to a final decision to reverse the denial, or provide the challenger with specific information explaining the reason for denial.

- 7,420 denials were issued by PICS operators in 2007.
- 4,017 individuals challenged their denials.
- 1,183 individuals were issued final denials.
- 1,832 denials were reversed.
- 12 cases are pending final disposition.

APPEAL STATUS

A total of 58 appeals were filed with the Office of Attorney General in 2007. The following chart reflects the outcome of the remaining cases:

OFFICE OF ATTORNEY GENERAL

PSP DENIALS UPHELD	2
PSP DENIALS REVERSED*	4
APPEALS WITHDRAWN/CANCELLED	12
APPEALS PENDING	40

^{*}Additional documentation was received that enabled PSP to approve four of these cases prior to the scheduled hearing date.

The first appeals to reach the Commonwealth Court level were in the year 2000. Statistics listed below reflect cumulative totals. No appeal(s) were filed in Commonwealth Court in 2007.

COMMONWEALTH COURT

PSP DENIALS UPHELD	13
PSP DENIALS REVERSED*	16
APPEALS REFUSED/WITHDRAWN/CANCELLED	3
APPEALS PENDING	0

^{*}Seven of these cases were a result of a single court case decision since all cases involved the same issues.

The first appeals to reach the Supreme Court were in the year 2001. Statistics listed below reflect cumulative totals. No appeal(s) filed with the Supreme Court in 2007.

PA SUPREME COURT

PSP DENIALS UPHELD*	5
PSP DENIALS REVERSED	0
APPEALS REFUSED/WITHDRAWN/CANCELLED/REMANDED	10
APPEALS PENDING	0

^{*}All five cases were a result of a single court case decision since all cases involved the same issues.

FIREARM SALES AND TRANSFERS FOR 2007

There were 2,173 active Pennsylvania licensed firearm dealers in 2007. Refer to Appendix D for a breakdown by county. Under the PUFA, licensed firearm dealers are required to conduct background checks on individuals attempting to acquire either a handgun or a long gun. The dealers are also required to complete and submit the *Application/Record of Sale* form promulgated by the PSP. The form is not required for the sale of long guns, although a background check is still necessary unless the long gun transfer is between two private individuals who are both Pennsylvania residents. Private transfers of long guns between two Pennsylvania residents do not have to be conducted through a licensed firearm dealer; therefore, no background check is conducted.

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. Copies of the forms must be retained at the licensed business premises for a period of 20 years.

- 404,528 firearms were reported purchased/transferred in Pennsylvania in 2007.
- 171,868 handguns were reported purchased/transferred.
- 232,660 long guns were reported purchased/transferred.

Refer to Appendix B for more information on reported sales by county.

CRIMES COMMITTED WITH FIREARMS IN 2007

The *Pennsylvania Uniform Crime Report* is prepared each year under separate cover by the Pennsylvania State Police. Excerpts of summary data from the 2007 report regarding crimes involving firearms are as follows:

(Reported as of 03/03/2008)

TYPE OF CRIME	TOTAL	FIREARMS	PERCENT
Homicide	722	528	73.13%
Robbery	8,471	8,173	96.48%
Aggravated Assault	11,158	5,521	49.48%

LICENSE TO CARRY FIREARMS/SPORTSMAN'S FIREARM PERMITS

There were a total of 165,484 Permits for Licenses to Carry Firearms issued as reported by county sheriffs' offices and chiefs of police for cities of the first class in 2007. Background checks are conducted through PICS to determine an individual's eligibility to obtain a License to Carry Firearms.

In 1995, the Pennsylvania General Assembly gave the Attorney General the authority to enter into reciprocity agreements with other states. Conversely, Pennsylvania recognizes valid firearm carry licenses/permits from those states. The following states have entered into formal written reciprocity agreements with Pennsylvania under section 6109(k) of the Uniform Firearms Act: Alaska, Arizona, Arkansas, Florida, Georgia, Kentucky, Michigan, Missouri, New Hampshire, North Carolina, Oklahoma, South Dakota, Tennessee, Texas, Virginia, West Virginia, and Wyoming. These agreements provide for reciprocal recognition of valid licenses/permits issued by both states. Recognition in Pennsylvania is based on the individual's issuance of a valid license/permit by the reciprocal contracting state, and not on the license/permit holder's place of residence.

Additionally, 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, Idaho, Indiana, Louisiana, Montana, North Dakota, and Utah.

In addition, Pennsylvania residents may apply for a license/permit from the following states: Maine, Maryland, Massachusetts, and Washington. Vermont allows possession or carrying of a concealed firearm without a license/permit. All other states do not grant or recognize licenses/permits to individuals from another state.

This information including regular updates can be found on the Pennsylvania Office of Attorney General's website at: www.attorneygeneral.gov under Criminal Law.

Sportsman's Firearm Permits are issued by the County Treasurer's Office and do not require a background check. In 2007, there were a total of 4,991 permits issued.

(See Appendix C for individual county totals regarding License to Carry Firearms and Sportsman's Firearm Permits).

PENNSYLVANIA UNIFORM FIREARMS ACT - ENFORCEMENT

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

In 2007, the following investigations were initiated by the PSP Firearms Division and referred to PSP Troops, local police departments, and the Bureau of Alcohol, Tobacco, Firearms and Explosives.

TOTAL INVESTIGATIONS INITIATED	440
Total Referred to PSP Troops	300
Total Referred to Local Police Departments	139
Total Referred to ATF	1

Listed below are the investigation results reported in 2007. As of December 31, 2007, there were 516 investigations with no reported disposition. The breakdown is as follows: 1999-1, 2000-3, 2001-5, 2002-17, 2003-13, 2004-18, 2005-43, 2006-143 and 2007-273.

INVESTIGATION OUTCOMES								
Arrests Reported	252							
Convictions Reported	181							
Prosecutions Declined	76							
Total Dispositions Unreported to Date	516							

WANTED PERSONS ARRESTS

A total of 124 individuals with active warrants were apprehended in 2007. Since its inception on July 1, 1998, PICS is responsible for the apprehension of 1,025 individuals.

SYSTEM DOWNTIME

PICS is operational 365 days a year from 8:00 a.m. until 10:00 p.m. for a total of 5,110 hours. PICS experienced 87.6 hours or 1.71 percent of the total operational hours out of service due to technical problems. (See Appendix E for additional information.)

- 32 percent of downtime was due to technical difficulties with Federal databases.
- 52 percent of downtime was due to PSP system problems.
- 16 percent of downtime was due to other technical difficulties.

CONCLUSION

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

P.I.C.S. 2007 STATISTICS FROM THE I.V.R.COMPUTERS

YEAR 2007	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
Total PICS Calls	47,112	44,771	56,711	47,039	40,239	41,177	40,397	49,416	47,428	54,112	57,102	55,521	581,625
System-Immediate Approvals	30,046	27,873	35,834	29,806	25,771,	26,703	25,632	31,094	29,245	33,143	35,130	34,796	365,073
Database Hit-Call to Operator	12,815	12,670	15,881	13,005	11,027	11,237	11,038	13,395	12,712	15,042	16,358	15,515	160,695
Rotary Phone-File Timed Out	4,251	4,228	4,996	4,228	3,441	3,837	3,727	4,927	5,471	5,927	5,614	5,210	55,85 <mark>7</mark>
Average %-System Approvals	63.78%	62.26%	63.19%	63.36%	64.04%	63.92%	63.45%	62.92%	61.66%	61.25%	61.52%	62.67%	62.77%

TOTAL TRANSACTIONS CONDUCTED THROUGH PICS IN 2007: 581,625

2007 FIREARM SALES/TRANSFERS REPORTED BY COUNTY

COUNTY	HANDGUN	LONG GUN	COUNTY	HANDGUN	LONG GUN
ADAMS	1,460	3,530	LACKAWANNA	4,059	4,984
ALLEGHENY	12,954	12,118	LANCASTER	6,970	9,261
ARMSTRONG	589	681	LAWRENCE	1,622	1,848
BEAVER	2,921	2,766	LEBANON	3,036	4,168
BEDFORD	1,118	3,285	LEHIGH	6,671	5,985
BERKS	9,585	17,423	LUZERNE	5,382	6,259
BLAIR	3,867	4,869	LYCOMING	3,766	7,128
BRADFORD	1,065	2,634	MCKEAN	377	965
BUCKS	9,607	7,722	MERCER	1,099	1,410
BUTLER	4,194	5,752	MIFFLIN	448	970
CAMBRIA	3,329	4,756	MONROE	4,494	3,417
CAMERON	82	44	MONTGOMERY	5,655	6,053
CARBON	570	476	MONTOUR	16	51
CENTRE	918	1,956	NORTHAMPTON	2,105	2,649
CHESTER	2,858	3,270	NORTHUMBERLAND	1,087	1,587
CLARION	1,097	2,334	PERRY	729	1,269
CLEARFIELD	3,798	7,992	PHILADELPHIA	6,631	1,426
CLINTON	512	1,353	PIKE	369	718
COLUMBIA	1,227	2,196	POTTER	477	931
CRAWFORD	668	1,691	SCHUYLKILL	2,939	4,485
CUMBERLAND	1,416	4,053	SNYDER	324	970
DAUPHIN	4,397	6,128	SOMERSET	1,101	2,188
DELAWARE	4,629	1,972	SULLIVAN	108	387
ELK	586	1,090	SUSQUEHANNA	754	1,993
ERIE	3,736	7,099	TIOGA	816	2,830
FAYETTE	3,520	4,726	UNION	425	610
FOREST	23	36	VENANGO	1,100	1,972
FRANKLIN	2,866	6,864	WARREN	827	2,116
FULTON	73	201	WASHINGTON	5,607	6,006
GREENE	471	667	WAYNE	2,404	3,285
HUNTINGDON	388	1,408	WESTMORELAND	6,962	10,155
INDIANA	1,040	1,923	WYOMING	253	553
JEFFERSON	1,132	1,778	YORK	6,389	8,435
JUNIATA	170	803			
GRAND TOTAL	FOR HANDGUN	IS FOR 2007			171,868
GRAND TOTAL					232,660
GRAND TOTAL	FIREARM SALE	S/TRANSFERS I	REPORTED		404,528

Totals include taxed and non-taxed sales/transfers reported for the year 2007.

2007 COUNTY STATISTICS FOR LICENSE TO CARRY FIREARMS AND SPORTSMAN'S FIREARM PERMITS

COUNTY	LTC	SFP	COUNTY	LTC	SFP
ADAMS	1,534	31	LACKAWANNA	2,320	34
ALLEGHENY	11,029	249	LANCASTER	4,697	205
ARMSTRONG	3,415	38	LAWRENCE	1,758	101
BEAVER	3,253	168	LEBANON	1,671	53
BEDFORD	1,133	51	LEHIGH	2,880	83
BERKS	5,995	71	LUZERNE	3,597	107
BLAIR	2,879	32	LYCOMING	2,522	38
BRADFORD	1,589	78	MCKEAN	1,652	28
BUCKS	5,233	159	MERCER	2,461	158
BUTLER	5,081	63	MIFFLIN	956	36
CAMBRIA	4,316	50	MONROE	1,942	102
CAMERON	223	31	MONTGOMERY	4,798	95
CARBON	1,403	60	MONTOUR	421	42
CENTRE	4,577	72	NORTHAMPTON	2,613	88
CHESTER	3,639	50	NORTHUMBERLAND	2,214	22
CLARION	1,367	114	PERRY	1,218	46
CLEARFIELD	2,210	73	PHILADELPHIA	5,692	7
CLINTON	357	26	PIKE	1,288	109
COLUMBIA	1442	76	POTTER	559	41
CRAWFORD	909	176	SCHUYLKILL	2,924	18
CUMBERLAND	2,848	55	SNYDER	896	18
DAUPHIN	3,946	58	SOMERSET	1,786	72
DELAWARE	3,194	82	SULLIVAN	178	26
ELK	1,504	39	SUSQUEHANNA	949	69
ERIE	2,400	236	TIOGA	1,379	46
FAYETTE	2,286	68	UNION	877	12
FOREST	322	31	VENANGO	903	105
FRANKLIN	1,312	91	WARREN	1,253	60
FULTON	342	13	WASHINGTON	4,476	92
GREENE	693	34	WAYNE	1,237	101
HUNTINGDON	764	88	WESTMORELAND	8,695	258
INDIANA	2,796	103	WYOMING	703	22
JEFFERSON	1,919	40	YORK	7,607	75
JUNIATA	452	16			
		GRAND T	OTAL LTC FOR 2007	165,484	
	-				

GRAND TOTAL SFP FOR 2007

LTC – License To Carry SFP – Sportsman's Firearm Permit

4,991

COUNTY	NO. DEALERS	COUNTY	NO. DEALERS
ADAMS	25	LACKAWANNA	43
ALLEGHENY	113	LANCASTER	61
ARMSTRONG	24	LAWRENCE	30
BEAVER	37	LEBANON	26
BEDFORD	22	LEHIGH	40
BERKS	70	LUZERNE	54
BLAIR	40	LYCOMING	44
BRADFORD	38	MCKEAN	15
BUCKS	69	MERCER	34
BUTLER	40	MIFFLIN	15
CAMBRIA	38	MONROE	38
CAMERON	5	MONTGOMERY	56
CARBON	9	MONTOUR	5
CENTRE	28	NORTHAMPTON	37
CHESTER	54	NORTHUMBERLAND	30
CLARION	24	PERRY	21
CLEARFIELD	23	PHILADELPHIA	14
CLINTON	11	PIKE	22
COLUMBIA	23	POTTER	16
CRAWFORD	28	SCHUYLKILL	39
CUMBERLAND	47	SNYDER	12
DAUPHIN	35	SOMERSET	32
DELAWARE	35	SULLIVAN	6
ELK	21	SUSQUEHANNA	29
ERIE	40	TIOGA	26
FAYETTE	42	UNION	10
FOREST	4	VENANGO	17
FRANKLIN	37	WARREN	28
FULTON	7	WASHINGTON	36
GREENE	11	WAYNE	27
HUNTINGDON	25	WESTMORELAND	115
INDIANA	51	WYOMING	8
JEFFERSON	22	YORK	86
JUNIATA	15		

PENNSYLVANIA INSTANT CHECK SYSTEM DOWNTIME - 2007

Month	Total Hours Down	NICS	Hours	PSP I	Hours	Both I	Hours	Other	Hours	No.Days Affected	Minimum Minutes Down	Maximum Minutes Down	Partial System Out of Service	System Out of Service
		Partial	Down	Partial	Down	Partial	Down	Partial	Down					
January	8.2				8.2					4	8	443		1.89%
February	1.9			1.9						1	115	115	0.48%	
March	3.3			2.9	0.4					2	24	174	0.67%	0.09%
April	7.0		1.9		5.1					3	45	115		1.67%
May	3.2		3.2							1	193	193		0.74%
June	0.0									0	0	0		0.00%
July	2.1		1.8		0.3					5	5	92		0.48%
August	11.4		4.6		0.8			6.0		6	9	360	1.38%	1.24%
September	12.4			3.1	9.3					9	35	125	0.74%	2.21%
October	5.3			0.8	4.5					4	5	167	0.18%	1.04%
November	17.6	1.0	1.6	0.8	6.4				7.8	8	10	465	0.43%	3.76%
December	15.2	14.0	0.3	0.1	0.8					6	4	840	3.25%	0.25%
TOTALS	87.6	15.0	13.4	9.6	35.8			6.0	7.8	49	453	3,089	0.60%	1.11%

AVERAGE SYSTEM DOWNTIME FOR 2007: 1.71%

Other: Problems with phone lines.