

Pennsylvania State Police



Firearms Annual Report 2023

I am pleased to present the 2023 Pennsylvania State Police (PSP) Firearms Annual Report. The PSP Firearms Division continues to work through a steadily high volume of Pennsylvania Instant Check System (PICS) background check requests and related processes. The PICS processed 1,149,931 background check requests, making it the fourth highest volume year since its inception in 1998. This number represents a slight 6.1 percent decrease from 2022.

Additionally, PSP continues its efforts to increase usage of electronic offerings for both background checks and Record of Sale (ROS) Forms, partnering with other agencies when possible. The use of these services allows for more immediate access to records used during law enforcement investigations. In 2023, 91.22 percent of all background checks were initiated using the website, compared to 90.5 percent in 2022.

As the following report illustrates, the PSP Firearms Division continues to make strides in administering an effective and efficient instantaneous background check system, ultimately aiming for public safety. I thank you for taking the time to read the 2023 PSP Firearms Annual Report.

Sincerely,

A handwritten signature in black ink that reads "Col. Christopher L. Paris". The signature is written in a cursive style with a large initial "C" and "L".

Colonel Christopher L. Paris
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 2023, in compliance with 18 Pa.C.S. § 6111.1(i) of the Pennsylvania Uniform Firearms Act (UFA).

The PSP conducts the instantaneous records check, known as the Pennsylvania Instant Check System (PICS), as authorized by the UFA. The PICS utilizes an Interactive Voice Response (IVR) component and a web-based application that allows users to initiate background check requests for firearms and license to carry requests and issues approvals automatically when applicable.

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 2023, the PICS handled 1,149,931 IVR and web-based background checks for licensed firearm dealers, sheriffs, and law enforcement throughout the Commonwealth. Of these requests, 65.74 percent were approved within minutes by the system, while an additional 30 percent were approved with operator assistance during the initial check. Background checks requiring operator assistance generally involve out-of-state residents, database hits or time outs, alien requests, and calls made from a rotary phone. In addition, 18,737 files that were placed in a research status were subsequently approved. Therefore, the overall approval rate for background checks initiated in 2023 was 97.37 percent.

There were 21,006 background checks initially denied through prohibitions indicated on the individual's record. The PSP received 5,927 challenges to these denials. After further review of information provided by the individual or through official court documentation, 2,288, or 38.6 percent of the challenges were reversed.

Last year, the instantaneous background check process identified active warrant information that led to the arrest of 95 individuals attempting to purchase a firearm. Since the PICS was established in July 1998, the coordinated efforts of the PICS staff and law enforcement agencies who respond to these notifications have resulted in the arrest of 3,204 fugitives.

The PSP continues its efforts to investigate and prosecute individuals who attempt to illegally obtain a firearm. In 2023, 9,153 files were referred to PSP Troops, municipal police departments, and the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) for investigation, a 30.07 percent increase from 2022. Investigation referrals resulted in 710 arrests, 255 reported convictions, and 1,751 cases in which prosecution was declined. The PSP coordinates with local law enforcement agencies and the ATF in these investigative efforts.

The PICS Operations Section continues to receive requests from law enforcement agencies for the return of confiscated and stolen firearms and Protection from Abuse-related third-party safekeeping checks. In 2023, there were 10,384 background checks conducted for these transactions, a 0.93 percent increase from 2022.

In 2023, 843,484 firearms were reported purchased or privately transferred in Pennsylvania. This is a 6.9 percent decrease from 2022. Licensed firearm dealers reported 458,554 handgun transactions; 355,594 long gun transactions; and 29,336 frame/receiver transactions for the year.

The *Pennsylvania Uniform Crime Report* for 2023 reported 10,696 violent crimes committed involving the use of a firearm.

BACKGROUND

On June 13, 1995, Act 17 was signed into law, which amended the UFA. The law included provisions for the PSP to conduct background checks for firearms, 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 20 percent of the actual cost to operate and maintain the PICS.

The UFA enables the PSP to take an aggressive and technologically advanced approach to Pennsylvania's firearm background check process. Since its establishment in 1998, the PICS has provided instantaneous records access through a toll-free telephone number and an IVR System. In 2014, a secure website was established which offers an additional way for authorized users to initiate a PICS background check.

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 obtain a license to carry firearms or purchase or transfer a firearm. Additionally, local law enforcement agencies may utilize the secure website to request background checks before returning confiscated firearms to their lawful owners or relinquished weapons when a Protection from Abuse Order is vacated or expired.

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

In addition to checks for firearms, the UFA 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 over one million requests per year. It relies on access to numerous 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 involuntary commitment information and adjudications of incompetence.
- Pennsylvania Protection from Abuse File.
- Pennsylvania Wanted/Missing Persons File.

As an agency organizational segment within a Point-of-Contact state, the 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, arrest warrants, and immigration violations.
- NICS Indices, which include 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
 - State Prohibition Index
 - Federally disqualifying information that is not otherwise in III or NCIC

COMPREHENSIVE STATISTICS

Each PICS background check involves the comprehensive search of various databases, including the following: 3,166,712 Pennsylvania criminal history and juvenile records; 1,054,048 mental health records; 121,080 wanted persons; and federal files containing 84,532,710 criminal history records and 48,584,839 records on other prohibited persons. The majority of individuals instantly clear the initial database search and receive approval within minutes. In 2023, on average, background checks that were put into research and subsequently approved, took approximately 3.19 days to complete. Researched denials took an average of 10.95 days to complete.

PICS STATISTICS

There were 1,149,931 (Including individuals under 21) PICS transactions initiated in 2023.

- 755,950 checks were automatically approved through the IVR or website.

- 393,981 checks were forwarded to a PICS operator for assistance.
- Of the checks forwarded to PICS operators, 349,688 were subsequently approved during the initial review.
- A total of 1,105,618 incoming checks were approved on the initial review by PICS. The remaining checks were denied or placed into research, and determinations subsequently made by staff. Refer to Appendix A for additional information.
- Since June 15, 2023, a total of 4,318 enhanced reviews were conducted on firearms purchase/transfer background checks for individuals aged 18-20, pursuant to the Bipartisan Safer Communities Act.

AVERAGE PICS BACKGROUND CHECK TIME

The PICS Flexcheck System statistical reporting was used to determine the average length of time taken to complete a background check in 2023.

- Calls approved by the automated IVR phone system averaged 0.17 minutes.
- Operator assisted IVR approvals averaged 23.55 minutes.
- Automated approvals issued by the website averaged 0.17 minutes.
- Operator assisted website approvals averaged 83.52 minutes.

On average, background checks that were put into research and subsequently approved took approximately 3.19 days to complete. Researched denials took an average of 10.95 days to complete.

CHALLENGES TO DENIALS

Upon receipt of a challenge to a denial, the transaction file is reviewed by the PICS Challenge Section. 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 provide the challenger with specific information explaining the reason for their denial.

- 21,006 denials were issued by PICS operators in 2023.
- 5,927 challenges to these denials were received.
- 3,142 final denials were issued.
- 2,288 denials were reversed.

The remaining 497 challenges primarily include those returned to the challenger unprocessed for a variety of reasons, such as untimely filing, incompleteness, or because the file being appealed was not related to a PICS denial.

FIREARM SALES AND TRANSFERS

There were 2,822 active Pennsylvania licensed firearm dealers in 2023. Refer to Appendix B for a breakdown by county. Pursuant to the UFA, licensed firearm dealers must conduct a PICS background check on individuals attempting to acquire a handgun, long gun or frame/receiver.

For sales and transfers of handguns, dealers are also required to complete and submit the Application/Record of Sale Form promulgated by the PSP. While this form is not required for the sale of long guns, a background check is still necessary, unless the long gun transfer is a private transaction between two 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 UFA.

A total of 843,484 firearms were reported purchased/transferred in Pennsylvania in 2023.

- 458,554 handguns were reported purchased/transferred.
- 355,594 long guns were reported purchased/transferred.
- 29,336 frames/receivers were reported purchased/transferred.

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

CRIMES COMMITTED WITH FIREARMS

Each year, PSP prepares a report of statistics from the Pennsylvania Uniform Crime Reporting System (PAUCRS). Excerpts of current National Incident Base Reporting System (NIBRS) data from the 2023 report, regarding crimes involving firearms, are provided in the table below.

(Reported as of 3/22/2024)

TYPE OF CRIME	TOTAL	FIREARMS	PERCENT
Homicide	985*	803	81.5%
Robbery	8,324	3,683	44.2%
Aggravated Assault	21,766	6,210	28.5%

*Note: PAUCRS reports 844 actual homicides and 985 using supplemental homicide data

LICENSE TO CARRY FIREARMS/SPORTSMAN'S FIREARM PERMITS

Pennsylvania's sheriffs and the City of Philadelphia report that in 2023, they issued 335,975 licenses to carry firearms pursuant to 18 Pa.C.S. § 6109. This is a 5.05 percent decrease from the number of permits issued in 2022. While those offices are responsible for ultimately determining whether or not to issue a license, an applicant must pass a PICS Background check before he or she is approved for a license to carry a firearm.

License to carry checks initiated through the web-based system accounted for 99.6 percent of total license to carry check requests for the year.

Section 6109(k) of the UFA 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 each state.

This information may change because of new legislation that is passed in other states, or updates that are made to the original agreements. A current list of states' firearm reciprocity standings can be found on the Pennsylvania Office of Attorney General's website at www.attorneygeneral.gov under Resources> Concealed Carry Agreements.

Sportsman's Firearm Permits are issued by the County Treasurer's Office and do not require a background check. In 2023, 1,020 permits were issued.

Refer to 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), *“Any person, purchaser or transferee commits a felony of the third degree if, in connection with the purchase, delivery or transfer of a firearm under this chapter, he knowingly and intentionally: (i) makes any materially false oral statement; (ii) makes any materially false written statement, including a statement on any form promulgated by Federal or State agencies; or (iii) willfully furnishes or exhibits any false identification intended or likely to deceive the seller, licensed dealer or licensed manufacturer.”*

Before initiating investigations under this section, the following information is considered:

- Initial PICS denial determinations are not always final, and the denial alone is not sufficient to establish criminal intent.
- Initial denials may result from individuals and records with similar names or numeric identifiers.
- Individuals denied through the PICS may challenge a denial response if they believe they have been denied in error.

In 2023, the following investigations were initiated by the PSP Firearms Division and referred to PSP Troops, municipal police departments, and the ATF.

TOTAL INVESTIGATIONS INITIATED FOR 2023	9,153
Total Referred to PSP Troops	2,808
Total Referred to Municipal PDs	5,780
Total Referred to ATF	565

Listed below are the investigation results reported in 2023. They include referrals that were initiated in previous years.

TOTAL INVESTIGATION OUTCOMES FOR 2023	
Arrests Reported	710
Convictions Reported	255
Prosecutions Declined	1,751

The table below lists the cumulative totals for investigation referrals and the various outcomes. Miscellaneous disposed cases mainly include investigations that were closed without an arrest.

INVESTIGATION GRAND TOTALS (1999-2023)	
Total Referred	62,869
Arrests Reported	11,315
Convictions Reported	5,760
Prosecutions Declined	14,078
Pending Investigations	33,565
Miscellaneous Disposed Cases	3,911

WANTED PERSONS ARRESTS

In 2023, a total of 95 individuals with active warrants were identified by the PICS and apprehended while attempting to acquire a firearm. Since its inception, the PICS has been responsible for the apprehension of 3,204 individuals.

SYSTEM OUTAGES

In 2023, the PICS operated 365 days, from 8:00 a.m. until 10:00 p.m., for a total of 5,110 hours. The PICS experienced 35.26 hours (*i.e.*, 0.69 percent of total operational hours) of downtime due to technical problems. This includes periods when the PICS was partially out of service, but still accepting background checks, as well as when it was completely out of service.

Additionally, there are times when the IVR phone system is offline, but the PICS web interface continued processing background checks, or vice versa depending on the nature of the problem. Refer to Appendix E for additional information on outages.

- 78.5 percent of outages were caused by technical difficulties with federal databases.
- 21.4 percent of outages were caused by PSP system problems.
- 0 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 UFA to provide a means by which law-abiding citizens may acquire firearms without undue or unnecessary restrictions. The PICS identifies individuals prohibited 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 2023 IVR AND WEB-BASED CHECKS STATISTICS

YEAR 2023	IVR*	WEB-BASED	TOTALS
Purchase/Transfer Checks	98,699	663,092	761,791
License to Carry Checks	1,264	376,492	377,756
Firearm Evidence Returns	*1,015 (Fax, not IVR)	9,369	10,384
Automatic Approvals	64,985	690,965	755,950
Transfer to Operator	35,987	353,424	389,411
Average %-System Approvals	64%	66%	66%

Total PICS checks in 2023: 1,149,931
Total System-Immediate Approvals: 755,950
Average %-System Approvals: 66%

(Reported as of 03/13/2024)

NUMBER OF LICENSED FIREARM DEALERS BY COUNTY FOR 2023			
COUNTY	NO. DEALERS	COUNTY	NO. DEALERS
ADAMS	50	LACKAWANNA	46
ALLEGHENY	130	LANCASTER	68
ARMSTRONG	23	LAWRENCE	26
BEAVER	50	LEBANON	27
BEDFORD	24	LEHIGH	44
BERKS	97	LUZERNE	67
BLAIR	40	LYCOMING	56
BRADFORD	36	MCKEAN	16
BUCKS	112	MERCER	43
BUTLER	64	MIFFLIN	22
CAMBRIA	44	MONROE	54
CAMERON	4	MONTGOMERY	97
CARBON	16	MONTOUR	7
CENTRE	39	NORTHAMPTON	68
CHESTER	91	NORTHUMBERLAND	29
CLARION	17	PERRY	37
CLEARFIELD	35	PHILADELPHIA	9
CLINTON	18	PIKE	39
COLUMBIA	33	POTTER	18
CRAWFORD	32	SCHUYLKILL	44
CUMBERLAND	58	SNYDER	19
DAUPHIN	51	SOMERSET	36
DELAWARE	56	SULLIVAN	6
ELK	12	SUSQUEHANNA	35
ERIE	57	TIOGA	33
FAYETTE	38	UNION	13
FOREST	3	VENANGO	20
FRANKLIN	64	WARREN	21
FULTON	12	WASHINGTON	72
GREENE	18	WAYNE	32
HUNTINGDON	35	WESTMORELAND	123
INDIANA	38	WYOMING	12
JEFFERSON	26	YORK	136
JUNIATA	14		
TOTAL LICENSED FIREARM DEALERS FOR 2023:			2,822

2023 FIREARM SALES/TRANSFERS REPORTED BY COUNTY

COUNTY	HAND GUN TAXED	HAND GUN NO TAX	LONG GUN TAXED	LONG GUN NO TAX	COUNTY	HAND GUN TAXED	HAND GUN NO TAX	LONG GUN TAXED	LONG GUN NO TAX
ADAMS	4,570	1,386	5,833	823	LACKAWANNA	5,816	1,912	3,090	1,101
ALLEGHENY	27,099	10,461	14,072	5,157	LANCASTER	18,704	5,221	14,995	3,514
ARMSTRONG	1,427	1,101	1,258	543	LAWRENCE	2,851	1,170	2,078	863
BEAVER	2,954	1,499	2,182	852	LEBANON	6,577	1,396	6,248	1,049
BEDFORD	2,023	723	3,621	474	LEHIGH	9,757	4,243	6,174	2,442
BERKS	15,097	4,294	12,031	2,471	LUZERNE	9,937	2,937	7,091	1,575
BLAIR	5,267	1,744	4,852	1,390	LYCOMING	5,566	1,628	6,424	1,171
BRADFORD	2,827	572	5,309	602	MCKEAN	951	298	1,353	772
BUCKS	27,950	8,751	12,439	4,776	MERCER	6,050	1,847	6,184	1,778
BUTLER	6,236	2,704	5,337	1,715	MIFFLIN	1,634	486	1,970	415
CAMBRIA	4,567	1,454	4,449	944	MONROE	6,485	2,504	4,326	1,465
CAMERON	14	26	5	21	MONTGOMER	9,959	5,360	4,519	2,965
CARBON	734	516	689	430	MONTOUR	66	100	56	105
CENTRE	4,267	1,452	4,064	1,389	NORTHAMPTO	6,064	2,665	4,725	1,533
CHESTER	8,101	5,962	4,488	3,639	NORTHUMBERL	2,309	748	2,525	536
CLARION	2,423	365	3,570	154	PERRY	2,140	850	3,802	978
CLEARFIELD	6,861	521	9,523	347	PHILADELPHIA	9,985	5,472	1,088	1,265
CLINTON	1,381	387	2,023	435	PIKE	1,557	1,291	1,329	907
COLUMBIA	4,091	768	3,936	609	POTTER	806	110	1,349	120
CRAWFORD	1,706	757	2,265	556	SCHUYLKILL	4,614	1,433	4,750	882
CUMBERLAND	7,460	3,210	6,270	2,066	SNYDER	1,689	1,118	1,997	840
DAUPHIN	5,937	1,932	4,946	1,361	SOMERSET	2,210	838	3,045	825
DELAWARE	6,264	4,421	2,314	1,964	SULLIVAN	73	58	108	99
ELK	1,989	199	3,423	86	SUSQUEHANN	1,023	514	1,712	613
ERIE	6,518	2,913	6,553	2,312	TIOGA	1,863	582	3,961	557
FAYETTE	5,199	1,172	4,206	731	UNION	234	170	502	252
FOREST	207	22	249	6	VENANGO	1,899	349	1,931	255
FRANKLIN	5,983	2,044	6,214	1,674	WARREN	1,375	483	2,051	479
FULTON	449	255	653	377	WASHINGTON	8,702	1,940	6,530	1,231
GREENE	780	414	1,359	394	WAYNE	3,638	1,693	4,401	1,511
HUNTINGDON	416	443	804	395	WESTMORELA	9,973	5,065	8,237	3,210
INDIANA	2,536	1,326	2,155	1,047	WYOMING	2,009	559	2,576	934
JEFFERSON	2,106	514	2,461	737	YORK	11,467	5,207	9,687	3,531
JUNIATA	340	237	665	312	TOTALS	333,762	124,792	275,032	80,562

TOTAL HANDGUN SALES/TRANSFERS:	458,554
TOTAL LONG GUN SALES/TRANSFERS:	355,594
TOTAL FRAMES/RECEIVERS:	29,336
GRAND TOTAL SALES/TRANSFERS REPORTED:	843,484

(Reported as of 3/13/2024)

Totals include taxed and non-taxed sales/transfers of handguns, long guns and frames/receivers, reported for year 2023. Long gun totals may also include frames/receivers.

(Reported as of 3/13/2024)

COUNTY STATISTICS FOR LICENSE TO CARRY FIREARMS AND SPORTSMAN'S FIREARM PERMITS ISSUED IN 2023					
COUNTY	LTC	SFP	COUNTY	LTC	SFP
ADAMS	5,049	9	LACKAWANNA	3,907	0
ALLEGHENY	27,160	36	LANCASTER	10,676	26
ARMSTRONG	3,192	11	LAWRENCE	2,661	11
BEAVER	5,364	0	LEBANON	3,787	10
BEDFORD	2,829	26	LEHIGH	7,437	3
BERKS	10,380	7	LUZERNE	8,797	15
BLAIR	3,818	7	LYCOMING	3,436	3
BRADFORD	2,446	12	MCKEAN	3,756	10
BUCKS	12,136	24	MERCER	2,857	46
BUTLER	7,215	14	MIFFLIN	1,550	5
CAMBRIA	4,130	21	MONROE	3,828	30
CAMERON	224	3	MONTGOMERY	11,418	17
CARBON	1,960	6	MONTOUR	481	1
CENTRE	3,476	11	NORTHAMPTON	6,071	25
CHESTER	7,415	2	NORTHUMBERLAND	2,774	5
CLARION	1,658	17	PERRY	1,960	6
CLEARFIELD	3,435	26	PHILADELPHIA	23,634	1
CLINTON	1,462	3	PIKE	6,021	30
COLUMBIA	2,228	10	POTTER	785	10
CRAWFORD	2,660	34	SCHUYLKILL	4,417	6
CUMBERLAND	6,092	19	SNYDER	1,223	5
DAUPHIN	6,046	6	SOMERSET	3,156	17
DELAWARE	12,869	19	SULLIVAN	331	5
ELK	1,289	21	SUSQUEHANNA	2,529	20
ERIE	8,432	78	TIOGA	2,161	19
FAYETTE	5,251	19	UNION	1,063	1
FOREST	283	17	VENANGO	2,127	16
FRANKLIN	5,034	13	WARREN	2,860	16
FULTON	691	3	WASHINGTON	6,805	25
GREENE	1,258	34	WAYNE	4,182	31
HUNTINGDON	1,458	20	WESTMORELAND	12,771	33
INDIANA	2,757	12	WYOMING	1,109	9
JEFFERSON	2,020	9	YORK	22,907	9
JUNIATA	781	5			
GRAND TOTAL LTC FOR 2023				335,975	
GRAND TOTAL SFP FOR 2023				1,020	

LTC – License to Carry
 SFP – Sportsman’s Firearm Permit

PENNSYLVANIA INSTANT CHECK SYSTEM OUTAGES - 2023

Month	Total Hours Down	NICS Hours		PSP Hours		Both Hours		Other Hours		No. Days Affected	Partial System Out of Service	System Out of Service
		Partial	Full	Partial	Full	Partial	Full	Partial	Full			
January	0.00	0	0.00	0	0.00	0	0	0	0	0	0%	0.00%
February	4.12	0	4.12	0	0	0	0	0	0	3	0%	1.05%
March	0.00	0	0	0	0.00	0	0	0	0	0	0%	0.00%
April	4.12	0	4.12	0	0.00	0	0	0	0	2	0%	1.05%
May	9.53	0	4.98	0	4.55	0	0	0	0	6	0%	2.20%
June	2.28	0	0.00	0	2.28	0	0	0	0	1	0%	0.54%
July	2.70	0	2.70	0	0	0	0	0	0	2	0%	0.62%
August	3.50	0	3.50	0	0	0	0	0	0	2	0%	0.81%
September	0	0	0	0	0	0	0	0	0	0	0%	0%
October	8.26	0	8.26	0	0	0	0	0	0	2	0%	1.90%
November	0	0	0	0	0	0	0	0	0	0	0%	0%
December	0.75	0	0	0	0.75	0	0	0	0	2	0%	.17%
TOTALS	35.26	0	27.68	0.00	7.58	0	0	0	0	20	0.0%	.69%

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

OUTAGE TIME AS PERCENT OF OPERATIONAL HOURS: 0.69%

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.