

PENNSYLVANIA STATE POLICE



Firearms Annual Report 2022

I am pleased to present the 2022 Pennsylvania State Police (PSP) Firearms Annual Report. The PSP Firearms Division continues to work through a high volume of Pennsylvania Instant Check System (PICS) background check requests and related processes. The PICS processed 1,224,312 background check requests, making it the third-highest volume year since its inception in 1998. This number represents a 12.7 percent decrease from 2021.

Additionally, PSP continues its efforts to increase the usage of electronic offerings for both background checks and Record of Sale (ROS) forms, partnering with other agencies when possible. These services allow for more immediate access to records used during illegal gun trafficking investigations. In 2022, 90.5 percent of all background checks were initiated using the website, compared to 88.8 percent in 2021.

As the following report illustrates, the PSP Firearms Division continues to improve the administration of an effective and efficient instantaneous background check system, with the ultimate goal of public safety. I thank you for taking the time to read the 2022 PSP Firearms Annual Report.

Sincerely,

A handwritten signature in black ink that reads "Col. Christopher L. Paris". The signature is written in a cursive, flowing style.

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 2022, 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 and a web-based application that allows users to initiate firearms and license-to-carry background check requests and, when applicable, issue 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 2022, the PICS handled 1,224,312 IVR and web-based background checks for licensed firearm dealers, sheriffs, and law enforcement throughout the Commonwealth. Of these requests, 67 percent were approved within minutes by the system, while an additional 32 percent were approved during the initial check with operator assistance. Background checks transferred for operator assistance generally include those for out-of-state residents, database hits or time-outs, alien requests, and calls made from a rotary phone. In addition, 15,522 files that were placed in a research status were subsequently approved. Therefore, the overall approval rate of background checks that were initiated in 2022 is 97.7 percent.

There were 24,998 background checks initially denied through prohibitions indicated on the individual's record. The PSP received 6,879 challenges to these denials. After further review of information provided by the individual or through official court documentation, 2,476 or 35.9 percent of the challenges were reversed.

Last year the instantaneous background check process yielded active warrant information that led to the arrest of 91 individuals while they were 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 3,109 fugitives.

The PSP continues its efforts to investigate and prosecute individuals who attempt to illegally obtain a firearm. In 2022, 7,037 files were referred to PSP Troops, municipal police departments, and the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) for investigation, a 29 percent increase from 2021. Investigation referrals resulted in 579 arrests, 226 reported convictions, and 1,382 cases in which prosecution was declined. The PSP networks 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 2022, there were 10,288 background checks conducted for these transactions, a 10.2 percent increase from 2021.

A total of 901,714 firearms were reported purchased or privately transferred in Pennsylvania in 2022. This is a 13.79 percent decrease from 2021. Licensed firearm dealers reported 512,381 handgun transactions; 359,531 long gun transactions; and 29,802 frame/receiver transactions for the year.

The *Pennsylvania Uniform Crime Report* for 2022 reported 12,131* violent crimes committed involving the use of a firearm.

BACKGROUND

On June 13, 1995, Act 17 was signed into law which amended 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 25 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. Since its inception, the PICS has provided instantaneous records access through a toll-free telephone number and an IVR System. In 2014, a website was established that offers an additional means by which 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 acquire a license to carry firearms or obtain a firearm through a purchase or transfer. Additionally, local law enforcement agencies may utilize the secure website to request background checks before returning confiscated firearms to the lawful owner, or before returning 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 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 over one million calls 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 many databases, including the following: 3,114,562 Pennsylvania criminal history and juvenile records; 1,019,465 mental health records; 113,312 wanted persons; and federal files containing 85,480,680 criminal history records and 36,081,139 records on other prohibited persons. The majority of applicants instantly clear this initial database search and are approved within minutes.

When a matching record is identified during the initial background check process, the PICS is allowed up to 15 days to conduct further research as needed to determine the prohibited status. In 2022, on average, background checks that were put into research and subsequently approved, took approximately 3.65 days to complete. Researched denials took an average of 10.86 days to complete.

PICS STATISTICS

There were 1,224,312 PICS transactions initiated in 2022.

- 804,543 checks were automatically approved through the IVR or website.
- 419,769 checks were forwarded to a PICS operator for assistance.
- Of the checks forwarded to PICS operators, 376,132 were subsequently approved during the initial review.
- A total of 1,180,675 incoming checks were approved on the initial review by PICS. The remaining checks were denied or placed into research, and determinations were provided within 15 days. Please see Appendix A for additional information.

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 2022.

- Calls approved by the automated IVR phone system averaged 0.17 minutes.
- Operator-assisted IVR approvals averaged 23.32 minutes.
- Automated approvals issued by the website averaged 0.33 minutes.
- Operator-assisted website approvals averaged 73.90 minutes.

On average, background checks that were put into research and subsequently approved, took approximately 3.65 days to complete. Researched denials took an average of 10.86 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 denial.

- 24,998 denials were issued by PICS operators in 2022.
- 6,879 challenges to these denials were received.
- 3,684 final denials were issued.
- 2,476 denials were reversed.

The remaining 719 challenges primarily include those that 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.

FIREARM SALES AND TRANSFERS FOR 2022

There were 2,686 active Pennsylvania licensed firearm dealers in 2022. Please refer to Appendix B for a breakdown by county. Pursuant to the PUFA, licensed firearm dealers are required to 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. 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 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.

A total of 901,714 firearms were reported purchased/transferred in Pennsylvania in 2022.

- 512,381 handguns were reported purchased/transferred.
- 359,531 long guns were reported purchased/transferred.
- 29,802 frames/receivers were reported purchased/transferred.

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

CRIMES COMMITTED WITH FIREARMS IN 2022

Each year, PSP prepares a report of statistics from the Pennsylvania Uniform Crime Reporting System. Excerpts of current National Instant Based Reporting System (NIBRS) data from the 2022 report, regarding crimes involving firearms, are provided in the table below.

(Reported as of 3/8/2023)

TYPE OF CRIME	TOTAL	FIREARMS	PERCENT
Homicide	1,202	1,004	83.5%
Robbery	8,871	4,111	46.3%
Aggravated Assault	21,943	7,016	32.0%

LICENSE TO CARRY FIREARMS/SPORTSMAN'S FIREARM PERMITS

There was a total of 353,871 licenses to carry firearms issued as reported by county sheriffs' offices and the city of Philadelphia in 2022. This is a 7.97 percent decrease from the number of permits issued in 2021. Background checks are conducted through the PICS to determine an individual's eligibility to obtain a license to carry firearms.

License-to-carry checks initiated through the web-based system accounted for 99.7 percent of the total license-to-carry check requests for the year.

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.

This information can change frequently 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 tab.

Sportsman's Firearm Permits are issued by the County Treasurer's Office and do not require a background check. In 2022, there were a total of 1,274 permits issued.

(Reference Appendix D for additional information).

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 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 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 individuals and records 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 2022, the following investigations were initiated by the PSP Firearms Division and referred to PSP Troops, municipal police departments, and the ATF.

TOTAL INVESTIGATIONS INITIATED IN 2022	7,037
Total Referred to PSP Troops	1,681
Total Referred to Municipal PDs	4,909
Total Referred to ATF	447

Listed below are the investigation results reported in 2022. They include referrals that were initiated in previous years.

TOTAL INVESTIGATION OUTCOMES IN 2022	
Arrests Reported	579
Convictions Reported	226
Prosecutions Declined	1,382

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

INVESTIGATION GRAND TOTALS (1999-2022)	
Total Referred	53,716
Arrests Reported	10,605
Convictions Reported	5,505
Prosecutions Declined	12,327
Pending Investigations	27,345
Miscellaneous Disposed Cases	3,439

WANTED PERSONS ARRESTS

In 2022, a total of 91 individuals with active warrants were identified by the PICS and apprehended while attempting to acquire a firearm. Since its inception on July 1, 1998, the PICS has been responsible for the apprehension of 3,109 individuals.

SYSTEM OUTAGES

In 2022, 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 24.2 hours, or 0.47 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.

In addition, instances occur when the IVR phone system is offline; however, the PICS web interface is still processing background checks, or vice versa, depending on the nature of the problem. (Reference Appendage E).

- 39.2 percent of outages were caused by technical difficulties with federal databases.
- 60.8 percent of outages were caused by PSP system problems.
- Zero 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 Pennsylvania Uniform Firearms Act 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 2022 IVR AND WEB-BASED CHECKS STATISTICS

YEAR 2022	IVR*	WEB-BASED	TOTALS
Purchase/Transfer Checks	113,364	704,543	817,907
License to Carry Checks	1,268	394,849	396,117
Firearm Evidence Returns	*1,196 (Fax, not IVR)	9,092	10,288
Automatic Approvals	73,938	730,605	804,543
Transfer to Operator	41,890	377,879	419,769
Average %-System Approvals	63.8%	65.9%	65.7%

Total PICS checks in 2022: 1,224,312
Total System-Immediate Approvals: 804,543
Average %-System Approvals: 65.7%

(Reported as of 01/02/2023)

NUMBER OF LICENSED FIREARM DEALERS BY COUNTY FOR 2022			
COUNTY	NO. DEALERS	COUNTY	NO. DEALERS
ADAMS	44	LACKAWANNA	43
ALLEGHENY	142	LANCASTER	66
ARMSTRONG	27	LAWRENCE	25
BEAVER	42	LEBANON	31
BEDFORD	26	LEHIGH	43
BERKS	93	LUZERNE	58
BLAIR	41	LYCOMING	53
BRADFORD	31	MCKEAN	19
BUCKS	116	MERCER	43
BUTLER	61	MIFFLIN	19
CAMBRIA	41	MONROE	50
CAMERON	5	MONTGOMERY	77
CARBON	18	MONTOUR	5
CENTRE	40	NORTHAMPTON	63
CHESTER	90	NORTHUMBERLAND	30
CLARION	21	PERRY	33
CLEARFIELD	29	PHILADELPHIA	8
CLINTON	18	PIKE	40
COLUMBIA	38	POTTER	18
CRAWFORD	32	SCHUYLKILL	40
CUMBERLAND	54	SNYDER	16
DAUPHIN	50	SOMERSET	37
DELAWARE	48	SULLIVAN	6
ELK	10	SUSQUEHANNA	29
ERIE	58	TIOGA	37
FAYETTE	39	UNION	10
FOREST	4	VENANGO	20
FRANKLIN	57	WARREN	18
FULTON	10	WASHINGTON	67
GREENE	19	WAYNE	32
HUNTINGDON	27	WESTMORELAND	110
INDIANA	32	WYOMING	12
JEFFERSON	23	YORK	129
JUNIATA	13		
TOTAL LICENSED FIREARM DEALERS FOR 2022:			2,686

(Reported as of 04/27/2023)

2022 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	4944	1379	6088	875	LACKAWANNA	7710	1807	4280	981
ALLEGHENY	28428	10446	13748	5251	LANCASTER	19884	5747	14233	3678
ARMSTRONG	1520	893	1284	517	LAWRENCE	3248	1252	2113	747
BEAVER	3733	1350	2366	851	LEBANON	6915	1473	5956	1072
BEDFORD	2540	848	3824	756	LEHIGH	11114	4603	6115	2489
BERKS	16361	5036	12236	2774	LUZERNE	11819	2959	8258	1512
BLAIR	5786	1484	5141	1065	LYCOMING	5653	1499	5918	1122
BRADFORD	2923	557	4916	577	MCKEAN	1136	369	1332	698
BUCKS	34996	9936	14040	5116	MERCER	7093	1864	6609	1705
BUTLER	6786	2544	5635	1801	MIFFLIN	1882	542	1829	351
CAMBRIA	5275	1518	4611	874	MONROE	7937	2935	4632	1565
CAMERON	12	33	12	16	MONTGOMERY	11826	6452	4452	3157
CARBON	859	560	735	432	MONTOUR	73	130	72	77
CENTRE	4861	1552	4138	1288	NORTHAMPTON	6986	2925	4759	1555
CHESTER	8208	4761	4473	2946	NORTHUMBERLAND	2418	765	2313	520
CLARION	2512	359	3454	148	PERRY	2414	903	3585	857
CLEARFIELD	8400	585	10418	361	PHILADELPHIA	15211	6469	1488	1353
CLINTON	1384	371	1942	433	PIKE	1897	1301	1478	850
COLUMBIA	4620	834	3655	470	POTTER	696	90	1208	86
CRAWFORD	1869	753	2128	567	SCHUYLKILL	5653	1567	4896	849
CUMBERLAND	9031	3261	6959	2073	SNYDER	2019	1312	2122	1008
DAUPHIN	6678	1973	4492	1251	SOMERSET	2277	842	2536	596
DELAWARE	8137	5753	2494	2224	SULLIVAN	63	45	124	73
ELK	2104	194	3120	71	SUSQUEHANNA	1131	479	1508	580
ERIE	7268	2986	6877	2348	TIOGA	1997	497	4011	535
FAYETTE	6093	1232	4600	636	UNION	264	202	473	253
FOREST	146	28	199	11	VENANGO	2196	369	2361	296
FRANKLIN	6708	2307	6490	1582	WARREN	1464	500	1918	555
FULTON	624	332	789	517	WASHINGTON	10209	1930	7262	1140
GREENE	900	457	1291	325	WAYNE	4369	1555	4198	1676
HUNTINGDON	445	460	817	436	WESTMORELAND	10003	5010	7786	2945
INDIANA	2300	1597	2028	1018	WYOMING	2217	534	2745	799
JEFFERSON	2134	474	2215	644	YORK	12202	5454	9028	3859
JUNIATA	404	182	634	291		380965	131416	279447	80084
TOTAL HANDGUN SALES/TRANSFERS:						512,381			
TOTAL LONG GUN SALES/TRANSFERS:						359,531			
TOTAL FRAMES/RECEIVERS:						29,802			
GRAND TOTAL SALES/TRANSFERS REPORTED:						901,714			

Totals include taxed and non-taxed sales/transfers of handguns, long guns and frames/receivers, reported for year 2022. Long gun totals may also include frames/receivers.

(Reported as of 03/28/2023)

COUNTY STATISTICS FOR LICENSE TO CARRY FIREARMS AND SPORTSMAN'S FIREARM PERMITS ISSUED IN 2022					
COUNTY	LTC	SFP	COUNTY	LTC	SFP
ADAMS	4,742	15	LACKAWANNA	3,484	6
ALLEGHENY	25,130	40	LANCASTER	9,981	19
ARMSTRONG	3,512	9	LAWRENCE	2,768	25
BEAVER	5,832	0	LEBANON	3,782	11
BEDFORD	2,543	30	LEHIGH	7,165	0
BERKS	11,084	13	LUZERNE	6,800	20
BLAIR	3,797	1	LYCOMING	3,993	13
BRADFORD	2,327	21	MCKEAN	3,774	4
BUCKS	13,195	44	MERCER	3,543	43
BUTLER	7,686	16	MIFFLIN	1,443	6
CAMBRIA	5,414	18	MONROE	3,740	53
CAMERON	234	3	MONTGOMERY	14,228	35
CARBON	2,263	10	MONTOUR	578	6
CENTRE	3,889	12	NORTHAMPTON	5,934	37
CHESTER	8,079	0	NORTHUMBERLAND	3,255	4
CLARION	1,798	16	PERRY	2,007	15
CLEARFIELD	2,677	26	PHILADELPHIA	42,729	0
CLINTON	1,355	9	PIKE	2,531	41
COLUMBIA	2,209	15	POTTER	767	14
CRAWFORD	2,540	49	SCHUYLKILL	4,576	5
CUMBERLAND	5,953	15	SNYDER	1,319	5
DAUPHIN	6,680	11	SOMERSET	3,042	27
DELAWARE	12,885	35	SULLIVAN	361	2
ELK	1,542	14	SUSQUEHANNA	2,239	25
ERIE	8,017	70	TIOGA	2,166	21
FAYETTE	5,187	24	UNION	1,304	4
FOREST	308	11	VENANGO	2,121	30
FRANKLIN	4,885	12	WARREN	2,625	9
FULTON	649	4	WASHINGTON	6,949	37
GREENE	1,332	41	WAYNE	3,672	38
HUNTINGDON	1,351	34	WESTMORELAND	14,372	47
INDIANA	3,415	26	WYOMING	1,162	4
JEFFERSON	2,187	7	YORK	19,763	13
JUNIATA	961	4			
GRAND TOTAL LTC FOR 2022				353,871	
GRAND TOTAL SFP FOR 2022				1,274	

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

PENNSYLVANIA INSTANT CHECK SYSTEM OUTAGES - 2022

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	0	0	0	0	0	0	0	0.00%	0.00%
February	0.00	0	0	0	0	0	0	0	0	0	0.00%	0.00%
March	0.45	0	0	0	0.45	0	0	0	0	1	0.00%	0.10%
April	2.80	0	0	1.0	1.80	0	0	0	0	1	0.24%	0.43%
May	1.62	0	0	0	1.62	0	0	0	0	2	0.00%	0.37%
June	2.48	0	2.48	0	0	0	0	0	0	1	0.00%	0.59%
July	0.00	0	0	0	0	0	0	0	0	0	0.00%	0.00%
August	0.00	0	0	0	0	0	0	0	0	0	0.00%	0.00%
September	0.00	0	0	0	0	0	0	0	0	0	0.00%	0.00%
October	0.00	0	0	0	0	0	0	0	0	0	0.00%	0.00%
November	12.40	0	4.98	0	7.42	0	0	0	0	4	0.00%	2.95%
December	4.45	0	2.02	0	2.43	0	0	0	0	2	0.00%	1.03%
TOTALS	24.20	0.00	9.48	1.0	13.72	0	0	0	0	11	0.02%	0.45%

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

OUTAGE TIME AS PERCENT OF OPERATIONAL HOURS: 0.47%

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.