

U.S. Department of Justice
Office of Justice Programs
National Institute of Justice



National Institute of Justice

R e s e a r c h i n A c t i o n

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Highlights

The Internet's capacity to make communication more effective and efficient for criminal justice is currently being exploited by the National Institute of Justice (NIJ). NIJ has developed and is developing a number of ways for using the Internet to disseminate research-based knowledge and to promote information exchange among criminal justice practitioners and researchers.

The Internet's advantages. This new mode of communication offers the advantages of speed and global reach, and also enables users to easily access a vast and varied array of information resources that may be physically located in distant repositories. For the criminal justice community, the most useful feature of the Internet may be its facilitation of interaction—users are able to engage in electronic discussions with one another, one-on-one or in groups. These features have made the Internet a major component of NIJ's communication strategy.

Services offered. New NIJ documents are now available online as well as in hard copy and can be downloaded by users and printed via their own computers. For users, electronic publication means information can be kept current, and for the supplier it means savings in printing and distribution.

continued . . .

Justice on the Net: The National Institute of Justice Promotes Internet Services

by G. Martin Lively and Judy A. Reardon

The level of public concern about crime means that finding and developing better ways to communicate criminal justice information is a priority. The Internet, the worldwide network of computer networks, has opened up vast possibilities for sending and receiving information efficiently and effectively. It not only makes for rapid search and retrieval but also enables users to reach an unlimited audience and to tap a wealth of information from sources around the world.

The unique benefits of the Internet—speed and efficiency combined with global reach—have begun to transform it into an essential tool for the criminal justice community. In the past several months the National Institute of Justice (NIJ) has been taking steps to identify ways the burgeoning resources of the Internet can be tapped by police departments, the courts, corrections, researchers, and others. NIJ has also been working to facilitate access to these resources, encourage their use, and familiarize prospective users with the Internet.

Why the Internet?

The advantages of the Internet, now fairly well known, distinguish this mode of communication from most others. Where the technology is available, the Internet removes all barriers to sending and receiving

information. Of particular importance to the criminal justice community is the ease and speed with which information can be kept current. And with the introduction of World Wide Web technology, finding information on the Net is easier than ever.

The Internet also removes barriers to the scope and amount of information accessible. "Hypertext" links¹ available with World Wide Web technology² create direct connections to many information sources, putting at the user's disposal "virtual libraries" that make available resources in repositories located in the far reaches of the globe. Retrieval is almost instantaneous, and the user saves money as well as time. Information can be downloaded (transferred) directly to the user's PC, eliminating printing and distribution costs on the supplier end and raising the possibility of making paper inventory obsolete.

Speed of access may be the Internet's most important feature. But the feature that may ultimately hold the most promise for the criminal justice community is the Internet's facilitation of dialog among users and groups of users. They can "talk" to each other over the Internet, either directly or in dialogs structured and mediated by a third party, and create new information and conduct analysis in real time. The Internet's

Highlights (continued)

The National Criminal Justice Reference Service (NCJRS), through "NCJRS Online," is the gateway to many of the Internet services NIJ offers. NCJRS Online makes available all the traditional clearinghouse services of NCJRS but does so much more rapidly and efficiently. For example, ordering publications and obtaining research assistance on criminal justice issues can now be done online. A new system makes scientific and technical information available online for use in law enforcement, corrections, and criminal investigations.

NIJ is setting up structures for creating online discussion groups and other forums geared to topics of interest to criminal justice; through NCJRS it publishes an electronic newsletter that presents information about the bureaus of the Office of Justice Programs.

The global reach of the Internet is enabling NIJ to promote worldwide exchange of criminal justice information. One way is by helping to electronically link the information resources of the criminal justice research institutes affiliated with the United Nations. NIJ recently joined the network of the institutes.

NIJ is also actively promoting the use of the Internet by the criminal justice community. One way is by providing training in how to use it and how to tap its resources.

capacity for worldwide e-mail exchange is like having a phone system with an 800 number to the entire world. The time lag between developing ideas and communicating them disappears and the two processes become one.

The scope of NIJ Internet services

NIJ is among the growing ranks of government agencies at the Federal, State, and local levels that are exploring and exploiting the capabilities of the Internet. The Federal Register, complete with a built-in search tool, is available on the Internet, as is information about most, if not all, Federal agencies. States, cities, and counties nationwide are beginning to provide such resources as government directories, agendas of legislative bodies, tax information, and budget data.

Use of the Internet is evolving into a major component of NIJ communication strategy. For more than a year the Institute has been using it to disseminate criminal justice research findings and other information of interest to the criminal justice community, including announcements of new research opportunities. NIJ has developed systems for online access to reference and referral services and is creating structures that enable users to engage in online discussions about criminal justice issues, with the Institute serving as "broker." Like many other government agencies, NIJ has established its own home page on the World Wide Web, where users are introduced to the Institute's programs and services and can access information about them.³

The Internet knows no borders, and NIJ is taking advantage of this feature to disseminate criminal justice information worldwide. One reason for broadening the scope of dissemination is the many and rapid shifts in the political landscape, particularly in the states of the former Soviet Union. These changes

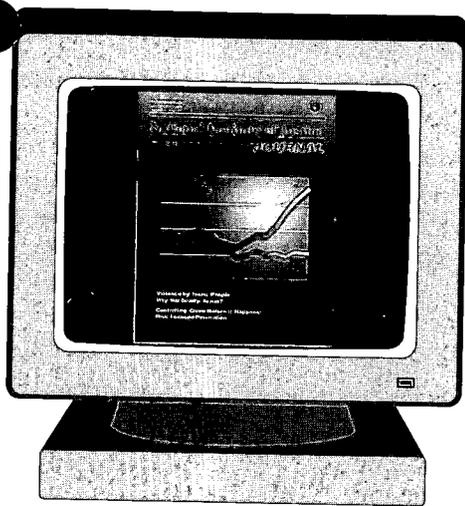
have created a need for information about how to restructure systems of law and criminal justice. NIJ is using the Internet's global accessibility to help meet this need.

To introduce the Internet to prospective users in the criminal justice community, NIJ is planning and holding training sessions and developing new ways to promote Internet use. Putting its own house in order, NIJ is upgrading its hardware and software to better accommodate Internet access and is retooling its operations to make use of this electronic capacity.

Electronic publishing

All new NIJ publications are made available online as well as in the conventional hard-copy version. Online availability is being extended to documents published starting in 1992, and the NIJ "backlist" is being archived so that documents published earlier will be available as well. Internet users are able not only to view the documents on their computer screens but also to print them and make multiple copies.

The look of electronically published documents depends on the software used. Generally, documents are downloaded in ASCII format. The advantage of this computer lingua franca is its convertibility to all other software. For example, the Americans With Disabilities Act requires that government publications be accessible to people with disabilities. Documents in ASCII can be converted to software that can be used to produce audiotapes that would meet the needs of people who are sight-impaired. The disadvantage of ASCII is that the documents have the plain-vanilla look of typewritten copy. Equipped with the necessary (and necessarily more advanced) software and hardware however, the user can print out documents that retain the original design, graphics, typefaces, and color of the



The NIJ Journal on the Net.

hard-copy versions.⁴ Many documents produced by NIJ and the other bureaus of the Office of Justice Programs (OJP) can be downloaded in this full-graphics format.

Keeping up-to-date on the most recent publications in criminal justice is much easier now that the *NIJ Catalog* is published online. Users can view the documents presented in the catalog and order them, using their personal computers.

Online accessibility is speeding NIJ's grant-making process, now that the Institute's annually published research plan and related requests for grant proposals, with the application forms, can be obtained through the Internet and downloaded for immediate use. Grant recipients are now able to submit their quarterly financial reports online, and NIJ is working to develop other uses of the Internet to streamline its systems for announcing and processing grants.

NCJRS Online

The gateway to many of the new services and resources offered by NIJ is the National Criminal Justice Reference Service (NCJRS). NCJRS serves all the bureaus of the Office of Justice Programs, plus the Office of National Drug Control Policy. To streamline and

expand this service, NCJRS recently developed "NCJRS Online." One feature is the electronic bulletin board system, NCJRS*BBS, accessible via modem as well as the Internet; another is the NCJRS Justice Information Center, available on the World Wide Web.

Online access. Users who access NCJRS Online via the NCJRS gopher⁵ are presented with a system of on-screen menus. One of them is the NCJRS*BBS. Users can telnet⁶ to the bulletin board from the gopher or connect directly from their personal computer to the computer housing the bulletin board. The NCJRS gopher also offers many other menu selections and automatic connections to other gopher sites offering information about criminal and juvenile justice. In addition, NCJRS hosts an anonymous FTP⁷ site that contains documents users can download to their computers.

A more recent innovation, World Wide Web technology presents information in a more attractive graphic and pictorial format. Users need only point and click with the mouse in order to find information. NCJRS Online now has its own home page on the Net to introduce users to the services and resources available through the Web. Probably the most distinctive feature of Web technology is the hypertext information system, which highlights related information sources that may be located in distant repositories or Federal Government agencies and then connects users to them.

Online services. NCJRS Online makes available all the traditional clearing-house services of NCJRS but does so much more rapidly and reaches a potentially unlimited audience. It is the system for ordering criminal justice publications online and downloading

How To Get to NCJRS Online

First-time users can send an Internet e-mail message to look@ncjrs.aspensys.com to automatically receive a reply outlining NCJRS services.

To send messages or request specific services, users can send an e-mail message to askncjrs@aspensys.com

To access the NCJRS*BBS:

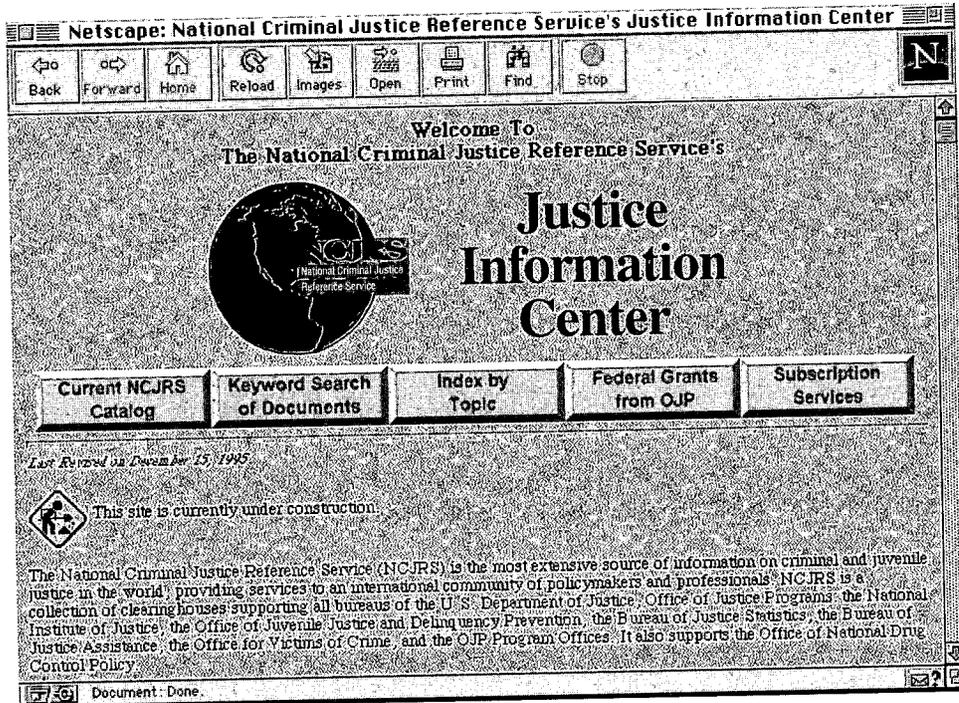
Gopher to ncjrs.aspensys.com 71 or telnet to ncjrbbbs.aspensys.com

At the login prompt, type **ncjrs** and follow the instructions to become a registered user.

To subscribe to JUSTINFO, send an e-mail to listproc@aspensys.com Leave the subject line blank, and in the body of the message type **subscribe justinfo your name**

To connect to the NCJRS FTP site, type [ftp.ncjrs.aspensys.com](ftp://ncjrs.aspensys.com)

The address of the NCJRS World Wide Web site is <http://www.ncjrs.org>



them, and for obtaining online reference and referral assistance for questions about criminal justice issues.⁸

For users equipped with World Wide Web technology, information can be viewed on the screen as well as downloaded, through the NCJRS Justice Information Center, with all the graphics, photos, and typefaces of the original intact. (Users can download the full graphics and text versions through the NCJRS*BBS and from the FTP site but cannot view them.) The Center also uses Web technology to point users to listservs (discussion groups) on various topics and the gopher addresses of criminal justice resources in a variety of areas.

Through JUSTINFO, an electronic newsletter published twice monthly, users can keep current on what is happening in the bureaus of OJP and ONDCP. JUSTINFO offers some 1,700 subscribers information about these agencies' services, programs, plans, and policies; announces upcoming conferences and new publications; pro-

vides legislative updates and other news; and enables subscribers to communicate with one another.

Information exchange

No matter how large the geographic distance separating users, the Internet can provide the means for them to meet online, engage in discussion, and send information to and receive it from one another. For NIJ, promoting this type of interchange is a priority because it offers an opportunity to better the operations of the various components of the criminal justice system.

Modes of information sharing. Listservs, newsgroups, and electronic discussion groups or conferencing are some of the methods of information exchange the Internet makes possible and NIJ is developing. A listserv is a system that uses the Internet to create electronic mailing lists containing the names of users interested in particular topics. Once users subscribe by entering their names on the list, they automatically receive information from the listserv administrator.

Some listservs are two-way, resembling conferences or workshops. They allow users to send information to as well as receive it from all other subscribers, generally with an administrator serving as moderator. By bringing together people with like interests, this mode of information exchange creates virtual communities that until now could not exist in any other dimension because of the constraints of time, distance, and money.

Online conferencing. Listservs devoted to criminal justice topics are proliferating, with NIJ at the forefront of their development. JUSTINFO, the electronic newsletter cited above, is one example. NIJ is now emphasizing interactive listservs that promote active exchange rather than passive receipt of information.

Policing is an area of NIJ focus, as are drug courts. The drug courts listserv, sponsored jointly by NIJ and the Drug Courts Program Office of OJP, links professionals, researchers, and representatives of Federal Government agencies who are working with or studying drug courts. It was created to facilitate information exchange, including discussions of innovations and common problems. The service is currently not moderated, but as participation continues to grow, structured discussions may be organized and led by NIJ staff or the staff of the Drug Courts Office. In the exploratory stage is a listserv that would link sites participating in NIJ's Drug Use Forecasting (DUF) program.

In 1995 the first NIJ-sponsored electronic conference, designed as a forum for discussing computer crime, police use of computers, and information technology in general, was held. The discussion involved investigators, prosecutors, defense attorneys, researchers, and Federal agents from the FBI and the Treasury Department and was moderated by

II. Because the resulting report (which may be generated with the aid of content analysis software) will document the process as well as the results, it can serve as a model for similar projects.

In the development stage is an NIJ-sponsored pilot program that will use listservs to link police departments that have received funding from the community policing provisions of the Crime Act of 1994. They will exchange information about the crime control strategies and community policing strategies they are adopting to address juvenile gun violence and domestic violence. The aim is for each participating department to learn from the best practices and experiences of the others.

Bridging the gap between criminal justice practitioners and the research community is an ongoing interest of NIJ. To that end, NIJ is exploring ways to use the Internet to promote or broker information exchange between the two.

The Crime Act has made resources available for research and evaluation, particularly in the areas of community policing and violence against women, among others, and NIJ has awarded a number of grants in these areas in the past fiscal year. To enhance the work of the researchers who are exploring these topics, NIJ has instituted "cluster monitoring"—online discussion and information exchange among those researchers and the programs they are examining. The aim of the clusters is to build a sense of broader participation in a nationwide program among researchers who are working in this topic all over the country.

JUSTNET

NIJ's National Law Enforcement and Corrections Technology Center (NLECTC) provides information about new equipment and technologies to Federal, State, and local law enforcement and correc-

PAVNET: A model of Internet use

The Internet can help convey information about how to respond to violence. At the Federal, State, and local levels there is no lack of programs that deal with violence, addressing it from several perspectives, among them criminal justice, health, and education. Until recently, however, there was no easy way to find out what these programs are and where they operate. The NIJ-initiated Partnerships Against Violence Network (PAVNET) changed all that by centralizing this information and making it available online.

PAVNET Online, as the resource is called, is a compendium of information about hundreds of programs under way all over the country and includes information about technical assistance and funding. The information has also been published in traditional print format (and on computer diskettes), but Internet availability makes it possible for users to search, view, download, and copy the information whenever they want so that they need not buy and store hard copies or diskettes.⁹

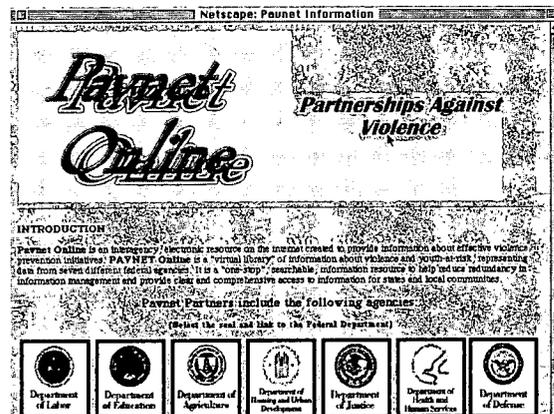
PAVNET represents the combined efforts of several Federal agencies, each of which has contributed infor-

mation from its own clearinghouse. A distributed data base structure is being constructed to enable each agency to upload and manage its own information and to link the agencies' systems. Although data will be entered from many sources, there is a single point of entry for the user, who will continue to perceive PAVNET as a centralized and seamless information resource.

PAVNET Online "structures."

Building the PAVNET structures was in large part the work of the U. S. Department of Agriculture's Extension Service, which was equipped with the necessary hardware and software. Information exchange among PAVNET users is being promoted by a listserv (or mail group), "pavnet-mg,"¹⁰ and candidate programs for inclusion in the PAVNET data base are being solicited via the Internet.¹¹

PAVNET II. Sound programs to reduce violence need to be linked to sound research. The success of PAVNET—it received a Vice Presidential award for helping to reinvent government—raised the possibility of creating a companion data base of research projects on violence now under way under Federal sponsorship. NIJ is working with its partners in PAVNET to develop this resource.



tions officials. Now they will be able to obtain this information more readily and in a centralized location, through the Justice Technology Information Network (JUSTNET), the Center's new online information network. JUSTNET furnishes information about the programs of NIJ's Office of Science and Technology, links users to NLECTC's regional centers, provides news and information about timely issues, and connects users to other resources for law enforcement technology.¹²

JUSTNET enables users to ask questions about law enforcement technology and offer feedback, post notices on an electronic topics board, and access an interactive service area in which they can "chat" online on a real-time basis, with the assistance of JUSTNET to provide private areas that protect the confidentiality of information. Users can also order documents published by NIJ's Office of Science and Technology or download the publications in full text and graphics format. Nearing completion is an online system for accessing a data base of products and technologies for use by law enforcement and correctional agencies, listed by type and including names of the manufacturers.

Global outreach

For several years, NIJ has been actively promoting the worldwide exchange of criminal justice information for the Office of Justice Programs. One means is NCJRS International and the NCJRS-coordinated International Document Exchange, a program with members in more than 50 countries.

With the advent of the Internet, opportunities for international communication and information exchange have expanded. NIJ is taking steps to promote global outreach, and its long-range plan for international information exchange depends to a large

extent on this mode of electronic communication. The availability of automated, two-way translation software further expands the possibilities.

NCJRS International. The international component of NCJRS is growing in large part due to the Internet. Internet accessibility means the NCJRS electronic bulletin board service can expand its reach. The special section of the NCJRS*BBS devoted to international criminal justice topics presents announcements of international conferences and summarizes documents that have an international focus.¹³

Joining the United Nations. Earlier this year NIJ joined the ranks of the criminal justice research institutes in other countries that are linked together under the aegis of the United Nations Crime Prevention and Criminal Justice Branch.

The UN institutes contain a wealth of criminal justice information shared among the members. Now, information exchange will be streamlined as the result of an NIJ-sponsored project that electronically links their resources. A prototype of "UNOJUST" (United Nations Online Crime and Justice Clearinghouse), as the system is called, has been developed and was demonstrated at the most recent UN Crime Congress.

The system is projected as the means of linking the institutes to the UN's own electronic network of criminal justice information, UNCJIN (United Nations Crime and Justice Information Network). UNCJIN operates on the Internet as a listserv of some 500 participants and a World Wide Web site that points users to information. NIJ is also exploring possible collaboration with the State Department to support the UN's crime and justice information network.

Promoting the rule of law. In the states of the former Soviet Union and in

other countries where democratic forms of government are emerging, there is a pressing need for information about how to build institutions on a foundation of law. Teaming up with the Eurasia Foundation, NIJ is building an electronic library for exchanging information about this and related topics—the International Rule of Law (ROL) Clearinghouse Project Online.

The ROL Online project and UNOJUST exemplify one of the greatest benefits of the Internet. Because (at least in concept) access has no limits, repositories need not expand their physical collections. The Internet opens the door to collections on the shelves of many libraries. In the digital world, an unlimited number of users can instantaneously obtain not only bibliographical information, but also the complete text of documents.

Building capacity

The Internet has become a household word in part because it seems to have the potential to bring the concept of "global village" closer to reality. Although Internet use is growing rapidly, the technical capacity is still the preserve of relatively few people. However, the cost-effectiveness of this mode of communication suggests this may soon change.

Training. Even for many people fortunate enough to have Internet access and the requisite hardware and software, the Net remains terra incognita. For the criminal justice community, NIJ is working to change that, by developing a strategy for training and building capacity. Design and delivery, now under development, are oriented primarily to meeting the needs of criminal justice practitioners. They need an introduction to the Internet and to Internet access. They need to know the scope of the resources available through it, they need to learn how to "apply" the Internet, how to tap

s resources, and how to exploit their full potential. They need to know not just the nuts and bolts of sending and retrieving information but also how to exchange ideas as well as files.

Training is already under way. How to use the NIJ gopher to reach resources worldwide, what resources are available online from the National Criminal Justice Reference Service, and how to access and use the Partnerships Against Violence Network were some of the topics presented at a workshop on Internet training held at NIJ's 1995 research and evaluation conference. Similar sessions have been held elsewhere and more are planned.

Telecommunications partnerships.

Know-how has to be matched by the motivation to apply knowledge. Accordingly, NIJ is seeking to foster and encourage use of the Internet as well as offer training. One way is by providing

PPP (point-to-point protocol)¹⁴ accounts to national organizations that represent various professional groups in law enforcement and criminal justice or that represent State and local elected government officials. These accounts allow recipients as many as 60 hours of connect time to the Internet free of charge.

Planning the future

NIJ is further exploring the potential of the Internet to redefine publication and dissemination. To the extent documents can be stored and made available electronically, printing costs alone can be reduced—an important consideration in a time of fiscal restraint. Scanning and digitizing also open new possibilities for streamlining access to documents and cutting costs. The introduction of sound and video can add to the quality of information exchange.

The needs of criminal justice professionals and practitioners can also be

better met if these needs can be better specified. The Internet makes it possible to do so by targeting groups of people with similar interests or profiles and tailoring listservs and discussion groups to them.

As criminal justice resources on the Internet continue to multiply, they need to be brought to the attention of those who can use them. Online resources located around the world, including those available in the mass media, can be screened and identified.

The concept of "distance learning" is broadened immeasurably with the availability of the Internet, which can function as a training delivery system. The interactive long-distance learning now made possible by satellite transmission can be replicated with Internet technology. The Internet itself can serve as a delivery system for training in its own use and in navigating its resources.

The Internet can be viewed merely as a tool, but in the past some tools have been catalysts for major change, including major social change. The greater access to information provided by the Internet, especially its capacity for interactive information exchange, is certain to make a difference for criminal justice practitioners. NIJ will continue to assist members of this community by cultivating their use of this new tool and promoting its potential to strengthen the relationship between the practitioner and research communities.

Notes

1. Hypertext is a system of including in an information source "embedded links" that are words or phrases pointing to other documents. When the user chooses a word or phrase in one document, the other documents can be displayed on the screen. Available only with World Wide Web technology, hypertext allows immediate access to the related sources, which may be located in geographically distant repositories.

Help at Hand

Questions about Internet services in the areas discussed here can be addressed to the following contact persons:

Resource	Contact Person	E-Mail Address/ Phone
National Criminal Justice Reference Service (NCJRS)	Doug Armentrout	darmentrout@aspensys.com 301-251-5496
Partnerships Against Violence Network (PAVNET)	John Gladstone	jgladsto@nalusda.gov 301-504-5462
United Nations Online Crime and Justice Clearinghouse (UNOJUST)	G. Martin Lively	lively@justice.usdoj.gov
International Rule of Law Clearinghouse Project Online (ROL)	Sergey Chapkey	chapkey@justice.usdoj.gov 202-514-6211
JUSTNET	David Linn	dlinn@aspensys.com 301-251-5439
ListServ Use and Development	Sam McQuade Carolyn Peake	mcquade@justice.usdoj.gov 202-307-0200 peake@justice.usdoj.gov 202-616-3234

2. The fastest-growing technology on the Internet, the World Wide Web integrates all Internet services into a single, easy-to-use format featuring pictures and graphics and even audio and video.

3. A home page is the main menu or directory page of an information resource accessible via the Internet through the World Wide Web. It is the "door" to the information, explaining and pointing to the resources inside. The address of the NIJ home page is <http://ncjrs.aspensys.com:81/1/new2/aboutnij.html>.

4. Currently, the software most widely used for publishing in full-graphics format is Acrobat®, manufactured by Adobe. Acrobat reader software may be downloaded free of charge from the Justice Information Center.

5. A gopher is software that helps the user navigate the Internet to find information. It takes the form of a menu (directory) on which information is structured hierarchically as in an outline.

6. Telnet is a tool that allows users to log onto remote computers from their own personal computer.

7. FTP (File Transfer Protocol) is a method for downloading (copying) files from remote computer systems on all parts of the Internet to local computers. In general, the NCJRS FTP site hosts lengthy documents while the full text of shorter publications can be downloaded from the BBS. Anonymous FTP allows the user to connect to a remote network and download files without registering as a user with an account name and password.

8. The NCJRS user's manual is being updated to reflect the new online services. It will be published as *NCJRS User's Guide*, Washington, D.C.: U.S. Department of Justice, National Institute of Justice, forthcoming (NCJ 155063).

9. Those with direct access to an Internet connection can reach PAVNET Online by gophering to pavnet.esusda.gov and selecting "3" from the main menu. The World Wide Web address is <http://www.pavnet.org>. PAVNET Online can be reached in other ways; for example, by a commercial provider. Users who need help in reaching PAVNET can send an e-mail to jgladsto@nalusda.gov or to askncjrs@aspensys.com. Full details on accessing PAVNET are also in the *PAVNET Online User's Guide*, available in hard copy and online.

10. To subscribe to *pavnet-mg*, send an e-mail to almanac@ace.esusda.gov, and insert "subscribe pavnet-mg" in the body of the message.

11. For an indepth look at PAVNET, see Joan Alpert and Judy Reardon, "Partnerships Against Violence: Reducing Youth Violence Through Information Sharing," *NIJ Journal* 230 (August 1995): 19-27.

12. The JUSTNET World Wide Web address is <http://www.nlectc.org>. The e-mail address is nlectc@aspensys.com.

13. The 15-page *NCJRS International Overview and Guide* can be downloaded from the NCJRS*BBS and from the Justice Information Center's World Wide Web site.

14. PPP is a protocol enabling PC users to connect directly to the Internet by using a modem. It is the "dialect" the machine speaks on the Internet without having to use another computer to interpret.

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