



Commonwealth of Massachusetts
Office of the State Auditor
Suzanne M. Bump

Making government work better

Official Audit Report – Issued July 12, 2017

Review of the Commonwealth's Firearms License Permitting Process

For the period July 1, 2014 through June 30, 2016





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Suzanne M. Bump

Making government work better

July 12, 2017

Mr. James F. Slater III, Commissioner
Department of Criminal Justice Information Services
200 Arlington Street
Second Floor, Suite 2200
Chelsea, MA 02150

Dear Mr. Slater:

I am pleased to provide this performance audit of the Commonwealth's firearms license permitting process, which is coordinated by your department. This report details the audit objectives, scope, methodology, finding, and recommendation for the audit period, July 1, 2014 through June 30, 2016. My audit staff discussed the contents of this report with management of the agency, whose comments are reflected in this report.

I would also like to express my appreciation to the Department of Criminal Justice Information Services for the cooperation and assistance provided to my staff during the audit.

Sincerely,

A handwritten signature in blue ink, appearing to read "SMB", written over a light blue circular stamp.

Suzanne M. Bump
Auditor of the Commonwealth

cc: Daniel Bennett, Secretary, Executive of Public Safety and Security

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LIST OF ABBREVIATIONS

DCJIS	Department of Criminal Justice Information Services
MIRCS	Massachusetts Instant Record Check System
LO	licensing official
PD	police department

EXECUTIVE SUMMARY

In accordance with Section 12 of Chapter 11 of the Massachusetts General Laws, the Office of the State Auditor has performed an audit of certain aspects of the Commonwealth's firearms license permitting process for the period July 1, 2014 through June 30, 2016. We expanded our audit period to September 9, 2016 only for user access privileges in the Department of Criminal Justice Information Services' (DCJIS's) Massachusetts Instant Record Check System (MIRCS)¹ for local police departments.

In this performance audit, we examined the Commonwealth's firearms license permitting process to determine whether it was completed within the 40-day timeframe required by Section 131(e) of Chapter 140 of the General Laws and whether DCJIS had established adequate access controls over MIRCS for local police departments.

Below is a summary of our finding and recommendation, with links to each page listed.

Finding 1 Page 7	The firearms licensing process is not always completed within the mandated timeframe.
Recommendation Page 8	DCJIS should collaborate with local licensing authorities that are struggling with meeting the mandated timeframe for processing firearms licenses to discuss what measures, if any, can be taken by either DCJIS or the local licensing authorities to address this problem.

1. This system is a Web-based firearms licensing and point-of-sale application. As part of the firearms license permitting process, it is used to perform criminal and mental-health background record checks on all applicants.

OVERVIEW OF AUDITED ENTITY

The Massachusetts Department of Criminal Justice Information Services (DCJIS) was established within the state's Executive Office of Public Safety and Security pursuant to Section 167A of Chapter 6 of the Massachusetts General Laws. According to Sections 121–131Q of Chapter 140 of the General Laws, the Commonwealth's firearms license permitting process is coordinated by DCJIS. DCJIS is responsible for maintaining and making available to local police departments (PDs) the information necessary to determine whether an applicant for a firearms license meets all eligibility requirements. This information is managed with a Web-based firearms licensing and point-of-sale system known as the Massachusetts Instant Record Check System (MIRCS), which DCJIS uses in collaboration with the Massachusetts State Police, the Department of Mental Health, and local PDs to process all firearms license permits.

Massachusetts has specific categories for firearms licensing, including, but not limited to, the following:

- **Firearms Identification Card:** This card allows a person to purchase and possess limited firearms, including rifles and shotguns.
- **Restricted Firearms Identification Card:** This card allows a person to purchase and possess chemical propellants such as mace and pepper spray.
- **Resident Class A License to Carry:** This license allows a person to purchase and possess any legal firearm and, unless restrictions have been placed on the licensee, to carry it in a concealed manner.
- **Machine Gun License:** This license allows a person to purchase and possess a machine gun. This license can only be issued to a bona fide collector of firearms or a firearms instructor certified by the Municipal Police Training Committee.

The chart below details all types of license applications approved or denied for the 110,067 individuals who submitted applications during our audit period.

Categories of Licenses Completed from July 1, 2014 through June 30, 2016	Approved	Denied
Firearms identification card	7,627	257
Restricted firearms identification card	483	1
Gun club license	1	0
License to perform services as a gunsmith	173	3
License to sell ammunition	298	3

Categories of Licenses Completed from July 1, 2014 through June 30, 2016	Approved	Denied
License to sell/rent/lease firearms, rifles, shotguns, and machine guns	258	4
Resident class A license to carry large-capacity firearms	105,266	2,825
Resident class B license to carry non-large-capacity firearms	70	5
Resident license to possess a machine gun	346	4
Total	<u>114,522</u>	<u>3,102</u>

Permitting Process

To obtain a firearms license, an applicant must provide proof of completion of an approved basic firearms safety course and submit a completed license application to the local licensing authority along with a \$100 application fee. A firearms licensing official (LO) interviews the applicant and enters the applicant's information, including a digital photograph and fingerprints, in MIRCS. Using the applicant's information, the LO conducts and reviews queries of the following application systems and databases² to determine whether there are any disqualifying results:

- The Warrant Management System, which is a statewide electronic database used to determine whether there are any outstanding Massachusetts arrest warrants for the applicant.
- The Board of Probation File, which provides online access to adult and juvenile arraignment and prior case results, restraining orders, and sealed records maintained by the Office of the Commissioner of Probation.
- The Suicide Risk File, which contains and maintains information concerning suicide threats by individuals in custody at a PD, custodial facility such as the Department of Corrections, or House of Correction.
- The National Crime Information Center, which is a nationwide computerized information system maintained by the Federal Bureau of Investigation. It contains records of matters such as missing persons, stolen property, and stolen firearms entered by law-enforcement agencies nationwide.
- The National Instant Check System, which includes several different databases to help law-enforcement agencies determine whether an applicant is eligible to receive a firearms license. This system searches files that include, but are not limited to, the following:
 - the National Crime Information Center, a computerized index of criminal-justice information
 - the Interstate Identification Index, a national index of criminal histories

2. The queries are launched automatically in MIRCS based on the applicant's name and date of birth. The LO is able to review these queries and responses directly in MIRCS.

- nationwide protection orders
- records of domestic-violence misdemeanors
- records of mental-health commitments
- information regarding known or suspected terrorists
- The Interstate Record Query, which investigates arrest and arraignment records maintained by individual states. MIRCS automatically obtains records from Rhode Island, Connecticut, New Hampshire, Maine, and Vermont. LOs also use the Massachusetts Criminal Justice Information System to run background checks that are not automatically launched in MIRCS, including interstate queries to states other than the surrounding states, queries to determine citizenship status, and queries to state Registry of Motor Vehicles information (such as driver's license data and driving history).

Under Section 131(e) of Chapter 140 of the General Laws, once these background record checks have been completed, the State Police have 30 days to provide the results of these queries to the LO. The results of the state and national fingerprint-based background checks are returned to the LO via another Web-based DCJIS application known as the Automated Fingerprint Identification System. The LO also submits the applicant's information to the Department of Mental Health to determine whether s/he has had any court-ordered public or private mental-health commitments.

The LO either approves or denies the application based on the eligibility and suitability of the applicant. If denied, the applicant is notified within 40 days by a denial letter from the local PD. If approved, the LO submits the application to DCJIS through MIRCS. DCJIS reviews the application to ensure accuracy and completion and conducts a secondary review of the criminal and mental-health background record checks to ensure an applicant's eligibility. If all requirements have been met, DCJIS prints the license and mails it to the local PD for issuance pursuant to Section 131(e) of Chapter 140 of the General Laws.

AUDIT OBJECTIVES, SCOPE, AND METHODOLOGY

In accordance with Section 12 of Chapter 11 of the Massachusetts General Laws, the Office of the State Auditor has conducted a performance audit of the Commonwealth’s firearms license permitting process for the period July 1, 2014 through June 30, 2016. In our effort to assess current user-access privileges in the Massachusetts Instant Record Check System (MIRCS), we extended our audit period to September 9, 2016.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Below is a list of our audit objectives, indicating each question we intended our audit to answer; the conclusion we reached regarding each objective; and, if applicable, where each objective is discussed in the audit findings.

Objective	Conclusion
1. Is the Commonwealth’s firearms license permitting process completed within the timeframes established by Section 131(e) of Chapter 140 of the General Laws?	No; see Finding <u>1</u>
2. Has the Department of Criminal Justice Information Services (DCJIS) ensured that only local police departments’ (PDs’) authorized users have access to its electronic system and database?	Yes

To achieve our objectives, we gained an understanding of the Commonwealth’s firearms license permitting process. We also gained an understanding of internal controls we deemed significant to our audit objectives and evaluated the design and effectiveness of those controls. We determined that internal controls over permitting process and user access privileges were relevant to our objectives.

Additionally, we conducted the following audit procedures:

- We obtained a data extract from MIRCS that consisted of all 117,624 applications submitted during our audit period. Using data analysis tools, we tested all applications that were approved during our audit period to determine the time it took for each licensing authority to complete the firearms license permitting process. Our analysis also determined the number of new applications, renewals, denials, and types of licenses applied for. We tested the integrity of

these data by using analytical tools to identify missing data and duplicate records, which we subsequently removed for our audit tests.

- To determine whether only authorized users had access to MIRCS, we obtained a system-generated list of all 2,475 active user accounts as of September 9, 2016. We used a nonstatistical sampling method to judgmentally select 79 user accounts associated with individuals authorized at 12 local PDs, which we tested to ensure authorized access to the MIRCS database.

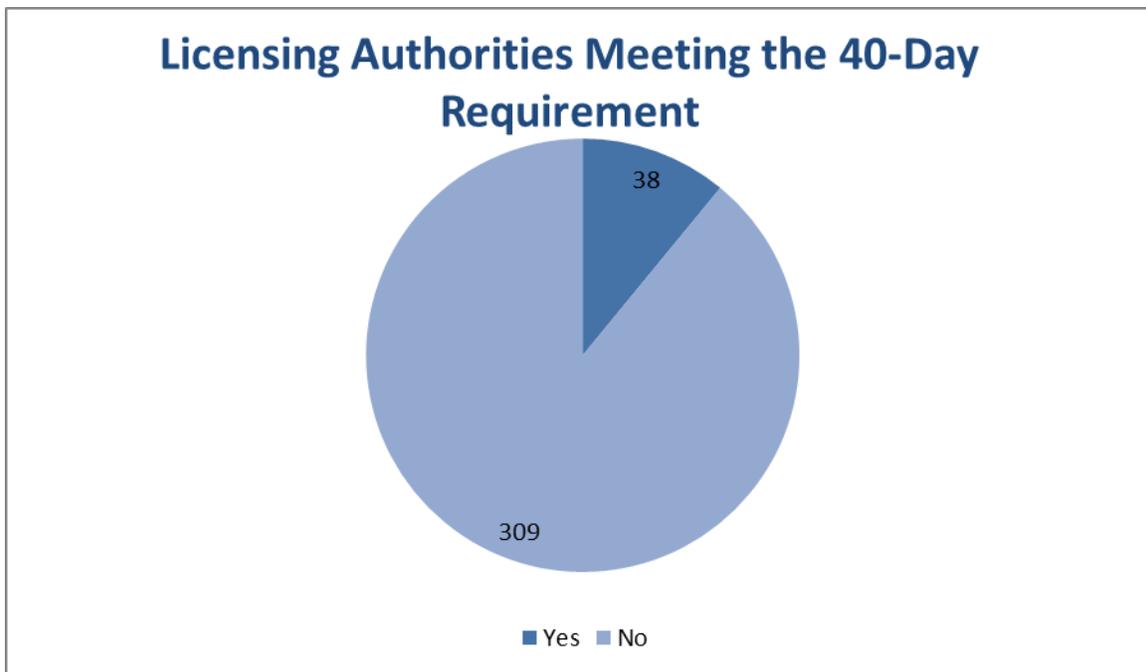
Because our sampling strategy was nonstatistical, we did not extrapolate the results of our testing to the entire population.

We assessed the reliability of the data obtained from MIRCS by testing source documentation to ensure that the data in MIRCS were accurate and could be relied on. We also reviewed certain information-technology controls using questionnaires and interviews. We determined that the data were sufficiently reliable for the purposes of this report.

DETAILED AUDIT FINDINGS WITH AUDITEE'S RESPONSE

1. The firearms licensing process is not always completed within the mandated timeframe.

Our analysis of the 114,522 approved applications that were completed³ through the Massachusetts Instant Record Check System (MIRCS) during our audit period showed that the firearms license permitting process took the Commonwealth an average of 65 days to complete, which is 25 days longer than the state-mandated 40-day timeframe. Of the 347 local licensing authorities that used MIRCS during our audit period,⁴ only 38 (11%) had completed the process within the required timeframe. Additionally, 65 different licensing authorities averaged 80 or more days to complete the firearms license permitting process. As a result of the processing delays, applicants who needed a firearm for their employment or desired one for protection may have had to wait for extended periods.



Only 11% of local licensing authorities completed the firearms licensing process within the mandated 40-day timeframe.

3. There were 70,964 new applications and 43,558 renewals submitted and completed during the audit period. We removed 3,102 denied applications from our analysis.
4. There are 351 local licensing authorities in Massachusetts; however, the Hancock, Hawley, Montgomery, and Savoy police departments did not use MIRCS during our audit period and are not included in this analysis.

Authoritative Guidance

Section 131(e) of Chapter 140 of the Massachusetts General Laws states,

The licensing authority shall, within 40 days from the date of application, either approve the application and issue the license or deny the application and notify the applicant of the reason for such denial in writing.

Reasons for Delays

Although the Department of Criminal Justice Information Services (DCJIS), the Massachusetts State Police, and the Department of Mental Health all completed their investigations within a period that should have allowed the 40-day timeframe to be met, a number of local licensing authorities experienced significant delays in processing the applications for firearms licenses. According to officials at the 12 local licensing authorities we visited, these delays occurred because other public safety issues take priority, and many departments indicated that they lacked the staff and other resources necessary to complete the applications within the required 40-day timeframe.

Recommendation

DCJIS should collaborate with local licensing authorities that are struggling with meeting the mandated timeframe for processing firearms licensing permits to discuss what measures, if any, can be taken by either DCJIS or the local licensing authorities to address this problem.

Auditee's Response

DCJIS's commissioner provided the following response:

As you are aware, the DCJIS is required by law to maintain records of all firearms licensing conducted by local and state law enforcement agencies. However, the actual authority to process and issue firearms licenses is vested in the Police Departments of the Commonwealth's cities and towns. Further, as you note in the draft report, many of these agencies struggle daily with resource issues which, in turn, prevent them from meeting the firearms licensing approval/denial mandates on a consistent basis. The DCJIS has expended incalculable resources providing all agencies with as much support and training as it can to help local agencies process licenses in a timely manner. However, the DCJIS lacks the statutory authority to enforce the 40-day license approval/denial mandate, and we know of no short-term solutions to address this issue. We will, of course, continue to encourage all agencies to meet the mandates of the Commonwealth's gun laws.

Auditor's Reply

The Office of the State Auditor recognizes that DCJIS is limited in what it can do to help local licensing authorities meet the statutory timeframe for completing the firearms licensing process. We also acknowledge that DCJIS has allocated a considerable amount of resources to this purpose. However, we believe that the best course of action is for DCJIS not only to continue to encourage local licensing authorities to meet the timeframe but also, to the extent possible, to enhance its collaboration efforts and work with the local licensing authorities that are struggling with meeting it. This collaboration could involve such things as the sharing of best practices of local licensing authorities that are able to meet the statutory timeframe, as well as discussing other measures that a local licensing authority could take, given the resources it has available, to make its firearms license permitting process more efficient.

APPENDIX

Days to Process Firearms License Applications July 1, 2014 through June 30, 2016

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Abington Police Department (PD)	No	333	23	10	9	41
Acton PD	Yes	261	15	11	10	37
Acushnet PD	No	387	33	12	7	52
Adams PD	No	291	42	16	9	67
Agawam PD	No	848	46	10	8	64
Alford PD	No	28	53	8	15	77
Amesbury PD	No	229	24	13	7	43
Amherst PD	No	124	46	10	15	70
Andover PD	No	452	53	10	7	70
Aquinnah PD	No	8	31	13	6	49
Arlington PD	No	343	43	23	7	72
Ashburnham PD	Yes	277	21	11	8	39
Ashby PD	Yes	124	22	11	7	39
Ashfield PD	Yes	76	20	11	8	38
Ashland PD	No	219	57	16	13	86
Athol PD	No	394	56	12	10	77
Attleboro PD	No	625	35	13	7	56

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Auburn PD	No	406	23	13	10	45
Avon PD	Yes	88	21	12	6	39
Ayer PD	No	172	21	16	23	60
Barnstable PD	No	1218	81	12	27	120
Barre PD	No	276	58	12	9	79
Becket PD	No	84	35	11	11	57
Bedford PD	No	162	81	12	15	108
Belchertown PD	No	508	38	12	10	59
Bellingham PD	No	407	24	14	10	48
Belmont PD	No	170	41	12	8	60
Berkley PD	No	323	27	11	10	48
Berlin PD	No	152	21	15	6	43
Bernardston PD	No	75	31	21	7	59
Beverly PD	Yes	593	19	12	9	40
Billerica PD	No	934	45	15	8	67
Blackstone PD	Yes	298	15	12	6	33
Blandford PD	No	88	69	12	37	117
Bolton PD	No	156	73	14	8	95
Boston PD	No	2922	36	17	7	60
Bourne PD	No	556	33	13	9	55
Boxborough PD	No	78	27	17	9	53
Boxford PD	No	220	50	13	9	71

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Boylston PD	No	114	37	11	9	57
Braintree PD	No	472	18	15	8	41
Brewster PD	No	271	51	17	10	78
Bridgewater PD	No	594	35	13	11	59
Brimfield PD	No	188	67	18	14	99
Brockton PD	No	827	36	23	8	66
Brookfield PD	No	145	52	15	33	100
Brookline PD	No	187	108	13	16	138
Buckland PD	Yes	66	19	12	10	40
Burlington PD	No	438	14	22	8	44
Cambridge PD	No	337	24	19	6	48
Canton PD	No	366	22	14	8	43
Carlisle PD	No	85	26	12	7	45
Carver PD	No	372	46	12	11	69
Charlemont PD	No	68	117	35	31	184
Charlton PD	Yes	520	14	12	7	33
Chatham PD	No	204	36	12	15	62
Chelmsford PD	No	602	36	13	13	62
Chelsea PD	No	193	39	24	9	72
Cheshire PD	No	210	18	17	9	44
Chester PD	Yes	69	11	15	12	37
Chesterfield PD	No	90	37	14	11	62

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Chicopee PD	No	1157	41	12	13	67
Chilmark PD	No	61	57	12	12	81
Clarksburg PD	No	83	99	12	20	131
Clinton PD	No	367	31	15	8	54
Cohasset PD	No	95	23	19	5	47
Colrain PD	No	88	68	14	11	93
Concord PD	No	208	33	15	9	57
Conway PD	No	79	72	13	13	98
Cumington PD	No	46	83	12	25	120
Dalton PD	No	197	29	13	7	49
Danvers PD	No	501	19	22	11	53
Dartmouth PD	Yes	903	16	13	11	40
Dedham PD	No	324	52	15	10	77
Deerfield PD	Yes	113	22	12	6	40
Dennis PD	No	347	54	13	8	76
Dighton PD	No	339	39	13	8	60
Douglas PD	No	344	18	14	11	43
Dover PD	No	92	52	12	10	74
Dracut PD	No	783	41	37	26	104
Dudley PD	No	345	1	14	39	54
Dunstable PD	No	103	37	11	14	61
Duxbury PD	No	311	43	14	11	68

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
East Bridgewater PD	No	514	42	15	12	69
East Brookfield PD	Yes	97	15	14	6	35
East Longmeadow PD	No	474	30	13	7	50
Eastham PD	No	196	26	14	6	46
Easthampton PD	No	411	37	13	12	62
Easton PD	Yes	466	19	13	8	40
Edgartown PD	No	182	30	12	14	56
Egremont PD	No	52	31	12	19	62
Erving PD	No	59	19	14	8	41
Essex PD	No	90	57	11	63	131
Everett PD	Yes	268	13	14	13	40
Fairhaven PD	No	557	22	13	7	43
Fall River PD	No	1016	58	14	8	81
Falmouth PD	No	779	55	13	15	83
Fitchburg PD	No	621	23	18	7	48
Florida PD	No	44	42	13	19	74
Foxborough PD	No	396	32	33	9	74
Framingham PD	No	781	66	13	12	91
Franklin PD	No	692	24	14	6	44
Freetown PD	No	274	21	14	8	43

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Gardner PD	No	458	32	15	10	57
Georgetown PD	No	231	22	14	6	42
Gill PD	No	49	86	13	6	106
Gloucester PD	No	742	18	17	26	61
Goshen PD	No	64	21	12	31	64
Gosnold PD	Yes	1	12	7	17	36
Grafton PD	No	469	25	14	13	53
Granby PD	Yes	253	8	14	13	35
Granville PD	No	92	40	12	14	66
Great Barrington PD	No	147	35	13	10	57
Greenfield PD	No	351	20	15	7	42
Groton PD	Yes	284	15	13	8	36
Groveland PD	No	224	33	13	14	59
Hadley PD	No	112	23	11	8	42
Halifax PD	No	200	30	14	10	54
Hamilton PD	No	154	21	28	7	55
Hampden PD	No	191	36	13	13	63
Hanover PD	No	340	59	14	17	90
Hanson PD	No	370	21	14	11	46
Hardwick PD	No	153	18	13	10	41
Harvard PD	No	136	29	12	7	49

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Harwich PD	No	356	51	13	9	72
Hatfield PD	Yes	116	4	14	10	27
Haverhill PD	No	1165	36	13	8	57
Heath PD	No	52	51	18	6	75
Hingham PD	No	337	24	14	15	53
Hinsdale PD	No	57	59	15	14	88
Holbrook PD	Yes	270	14	16	7	37
Holden PD	No	442	29	13	12	54
Holland PD	Yes	113	2	11	12	25
Holliston PD	No	299	28	14	10	51
Holyoke PD	No	678	39	18	15	73
Hopedale PD	No	176	21	12	7	41
Hopkinton PD	No	305	59	20	8	88
Hubbardston PD	No	210	41	14	17	72
Hudson PD	No	377	18	14	10	43
Hull PD	No	133	85	13	15	113
Huntington PD	No	119	32	14	10	55
Ipswich PD	No	277	54	15	8	78
Kingston PD	No	410	32	17	12	62
Lakeville PD	No	417	41	13	13	67
Lancaster PD	No	236	48	13	19	81
Lanesborough PD	No	169	48	14	12	74

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Lawrence PD	No	479	44	15	14	73
Lee PD	No	192	51	15	8	74
Leicester PD	No	380	38	13	9	59
Lenox PD	Yes	105	16	13	6	35
Leominster PD	No	966	20	14	9	42
Leverett PD	No	47	28	14	10	52
Lexington PD	No	221	45	15	11	72
Leyden PD	No	43	21	14	32	67
Lincoln PD	No	142	24	12	9	45
Littleton PD	No	278	58	18	18	95
Longmeadow PD	No	336	7	30	10	47
Lowell PD	No	664	30	23	8	62
Ludlow PD	No	520	38	14	11	63
Lunenburg PD	No	340	41	15	8	64
Lynn PD	No	972	52	14	9	75
Lynnfield PD	Yes	250	18	12	7	37
Malden PD	No	414	14	13	15	42
Manchester PD	No	77	33	12	15	60
Mansfield PD	No	462	65	14	7	86
Marblehead PD	No	340	44	15	11	70
Marion PD	No	138	34	13	10	57
Marlborough PD	No	590	45	24	9	78

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Marshfield PD	No	715	34	15	7	57
Mashpee PD	No	431	50	15	13	77
Massachusetts State Police	No	271	48	9	18	75
Mattapoissett PD	No	185	43	14	15	72
Maynard PD	No	172	26	15	9	50
Medfield PD	No	206	61	13	9	83
Medford PD	No	605	36	21	6	63
Medway PD	No	260	40	13	10	63
Melrose PD	No	404	50	15	19	84
Mendon PD	No	208	66	19	17	103
Merrimac PD	No	149	37	14	8	59
Methuen PD	No	783	40	13	9	62
Middleborough PD	Yes	831	19	13	8	39
Middlefield PD	No	40	28	15	13	55
Middleton PD	No	264	18	27	8	53
Milford PD	Yes	614	18	14	8	40
Millbury PD	No	380	21	13	8	42
Millis PD	No	173	36	12	8	57
Millville PD	No	136	40	71	11	122
Milton PD	No	275	22	21	6	50
Monroe PD	Yes	11	4	9	9	22

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Monson PD	Yes	383	13	12	14	40
Montague PD	No	196	26	13	10	50
Monterey PD	No	28	67	13	26	106
Mount Washington PD	No	7	167	120	28	315
Nahant PD	No	50	27	12	10	49
Nantucket PD	No	299	31	13	11	55
Natick PD	No	505	22	13	10	45
Needham PD	No	217	48	13	11	72
New Bedford PD	No	1362	28	57	8	94
New Braintree PD	No	56	19	13	21	53
New Marlborough PD	No	74	71	13	17	101
New Salem PD	No	50	34	12	10	57
Newbury PD	No	195	40	12	14	66
Newburyport PD	No	213	21	12	10	43
Newton PD	No	536	25	49	34	107
Norfolk PD	No	204	48	12	13	73
North Adams PD	No	306	25	12	10	47
North Andover PD	No	458	29	19	10	58
North Attleborough PD	No	620	23	12	11	46

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
North Brookfield PD	No	240	32	12	12	55
North Reading PD	Yes	321	9	24	12	45
Northampton PD	No	289	19	13	14	46
Northborough PD	No	350	40	13	10	63
Northbridge PD	No	435	39	13	15	67
Northfield PD	No	113	25	10	11	46
Norton PD	No	431	110	15	23	147
Norwell PD	No	215	29	12	20	60
Norwood PD	No	396	16	13	22	52
Oak Bluffs PD	No	125	32	13	8	53
Oakham PD	No	132	26	10	14	50
Orange PD	No	272	30	12	10	53
Orleans PD	No	161	20	14	11	45
Otis PD	No	108	83	14	23	119
Oxford PD	No	458	25	14	9	47
Palmer PD	No	449	32	13	13	58
Paxton PD	No	169	34	13	9	55
Peabody PD	No	838	24	17	0	42
Pelham PD	Yes	27	6	14	18	38
Pembroke PD	Yes	583	5	15	16	35
Pepperell PD	Yes	374	8	14	9	30

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Peru PD	No	55	32	12	10	53
Petersham PD	No	67	47	14	10	71
Phillipston PD	No	100	38	14	11	64
Pittsfield PD	No	922	44	13	10	68
Plainfield PD	No	35	38	11	20	69
Plainville PD	No	209	28	30	10	68
Plymouth PD	No	1579	91	13	11	116
Plympton PD	No	87	50	12	14	76
Princeton PD	No	151	49	14	11	74
Provincetown PD	No	47	57	13	9	80
Quincy PD	No	1131	24	18	22	64
Randolph PD	No	481	16	31	10	57
Raynham PD	No	445	28	13	14	55
Reading PD	No	305	110	14	19	142
Rehoboth PD	No	509	41	12	13	66
Revere PD	No	392	96	26	17	139
Richmond PD	No	11	36	11	9	56
Rochester PD	No	311	38	14	15	67
Rockland PD	No	423	17	15	11	43
Rockport PD	No	134	35	14	12	60
Rowe PD	No	25	56	12	11	79
Rowley PD	No	184	35	15	10	60

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Royalston PD	No	69	59	12	26	97
Russell PD	No	67	32	13	16	62
Rutland PD	No	328	29	14	14	58
Salem PD	Yes	552	5	18	13	36
Salisbury PD	No	215	34	14	9	57
Sandisfield PD	No	61	82	13	37	132
Sandwich PD	No	624	47	13	15	75
Saugus PD	Yes	704	18	13	10	40
Scituate PD	No	322	39	24	20	83
Seekonk PD	No	270	17	13	12	42
Sharon PD	No	225	49	18	10	77
Sheffield PD	No	119	59	14	11	84
Shelburne PD	No	65	48	13	14	75
Sherborn PD	No	85	39	12	16	66
Shirley PD	Yes	237	15	14	10	39
Shrewsbury PD	No	569	38	17	11	65
Shutesbury PD	No	49	61	13	45	120
Somerset PD	No	541	16	14	12	42
Somerville PD	No	402	17	13	11	42
South Hadley PD	No	470	35	14	11	60
Southampton PD	No	301	40	14	11	64
Southborough PD	No	191	32	15	10	57

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Southbridge PD	Yes	401	4	14	14	32
Southwick PD	No	472	31	14	9	55
Spencer PD	No	431	62	14	10	86
Springfield PD	No	1834	40	21	15	75
Sterling PD	No	292	28	13	13	53
Stockbridge PD	No	44	26	13	13	52
Stoneham PD	No	332	43	13	13	69
Stoughton PD	No	422	49	14	23	86
Stow PD	No	200	47	12	12	72
Sturbridge PD	Yes	335	6	15	12	33
Sudbury PD	No	220	38	24	10	72
Sunderland PD	No	74	50	12	17	80
Sutton PD	Yes	432	14	14	4	32
Swampscott PD	No	214	17	16	10	42
Swansea PD	Yes	590	13	13	11	36
Taunton PD	No	1,422	56	14	10	81
Templeton PD	No	366	35	16	13	63
Tewksbury PD	No	676	52	14	10	76
Tisbury PD	No	103	32	22	12	66
Tolland PD	No	75	106	14	16	136
Topsfield PD	No	156	35	14	14	62
Townsend PD	No	303	38	17	10	65

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Truro PD	No	88	24	15	22	60
Tyngsborough PD	No	246	109	14	18	141
Tyringham PD	No	20	54	13	18	85
Upton PD	No	278	33	13	11	58
Uxbridge PD	No	446	24	12	12	48
Wakefield PD	No	441	35	15	12	62
Wales PD	No	87	35	16	15	65
Walpole PD	No	349	37	14	10	61
Waltham PD	No	453	32	43	8	83
Ware PD	No	343	19	14	11	44
Wareham PD	No	658	42	14	15	72
Warren PD	No	198	39	12	19	70
Warwick PD	No	35	37	14	18	70
Washington PD	No	33	24	15	40	78
Watertown PD	No	177	58	14	17	89
Wayland PD	No	168	29	21	13	63
Webster PD	No	384	24	14	13	51
Wellesley PD	No	227	30	12	13	55
Wellfleet PD	No	73	56	15	18	89
Wendell PD	No	37	52	13	9	74
Wenham PD	No	68	15	18	9	41
West Boylston PD	No	245	40	15	12	67

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
West Bridgewater PD	No	212	40	16	14	70
West Brookfield PD	No	186	39	15	12	66
West Newbury PD	No	117	21	14	10	46
West Springfield PD	No	736	28	15	17	60
West Stockbridge PD	No	42	54	15	14	82
West Tisbury PD	No	95	30	15	11	55
Westborough PD	Yes	249	12	13	10	35
Westfield PD	No	1307	35	15	10	60
Westford PD	No	460	35	14	15	64
Westhampton PD	No	124	29	13	13	56
Westminster PD	No	269	28	14	9	52
Weston PD	No	196	33	25	10	68
Westport PD	No	471	22	15	12	49
Westwood PD	No	186	77	16	12	105
Weymouth PD	No	594	43	19	30	92
Whately PD	No	62	75	16	16	107
Whitman PD	No	293	38	20	14	72
Wilbraham PD	No	474	37	16	14	67
Williamsburg PD	No	67	47	16	14	77

Local Licensing Authority	Met 40-Day Benchmark?	Number of Applications	Average Days at Local Licensing Authority	Average Days at Department of Criminal Justice Information Services for Review/Printing	Average Days for Local Licensing Authority to Issue	Average Total Days to Complete
Williamstown PD	No	93	23	14	10	47
Wilmington PD	No	547	65	15	11	91
Winchendon PD	No	330	36	16	12	64
Winchester PD	No	196	34	14	9	58
Windsor PD	No	47	83	15	18	116
Winthrop PD	No	320	29	15	13	57
Woburn PD	No	408	18	21	9	48
Worcester PD	No	1752	35	15	47	97
Worthington PD	No	67	45	13	18	76
Wrentham PD	No	322	31	15	14	60
Yarmouth PD	No	556	67	17	17	101
Average			36*	16*	12*	65

* Discrepancies in averages are due to rounding.

In total, 114,522 applications were approved during the audit period.