

MEDIA ADVISORY

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Contact:

Stephanie Weteling
State of Utah
Department of Technology Services
801-599-7870
stephanie@utah.gov

Maria Peterson
State of Utah
Department of Corrections
801-560-7608
maria.peterson@utah.gov

Temporary Outage of Utah's Automated Crime Victim Notification System

SALT LAKE CITY - The Utah Victim Information and Notification Everyday (VINE) automated crime victim notification system is temporarily off-line while a technical issue with the system is resolved. The Department of Technology Services (DTS) is working to repair the database issue that delayed automatic notification to some people registered for offender status updates through VINE. The system is expected to be online by 8 p.m. MST at which time registered victims will be notified by email if an offender release occurred without notification.

DTS and the Utah Department of Corrections (UDC) are working collaboratively to identify any missing release notifications and make contact with victims. UDC will contact registered victims directly to notify them of pending offender releases until the system is back online and while the data is verified.

The VINE System gives victims 24/7 information about the status of offenders. Victims can register for notification of an offender's custody status including transfers, releases, parole dates, deaths, and escapes. Beginning in mid-August 2017, the system sent notifications as expected to some registered victims, while other notifications were not transmitted from the offender tracking system to VINE.

The issue was discovered November 28, when a registered victim contacted the Department of Corrections to report the system did not send a notification regarding an offender's release from prison. UDC immediately contacted DTS, which found a batch of data from the Department's offender tracking system that did not connect correctly to the VINE network.

Since August 1, 1,243 offenders were released from Utah Department of Corrections Facilities. Of those, 830 offenders had people registered with VINE to receive notifications. Approximately 106 offender releases sent notifications to victims as expected and 717 notifications were delayed in the system. An additional 7 notifications were sent but not delivered because the registrant's contact information was inaccurate.



Utah Department of
Technology Services

Until the database issue is resolved, the Department of Corrections will contact VINE-registered victims before an offender's release from prison. Registered victims can contact UDC via phone at 801-576-7147 or email victimnotification@utah.gov to verify the status of an offender. The public can also use the [Offender Search feature](#) at corrections.utah.gov to see if an offender is currently incarcerated. Victims can also reach the 24 hour VINE hotline at 1-877-884-8463.

The issue is isolated to the VINE notifications and does not impact any other part of the offender database. Utah has been using VINE since 2004 and approximately 50,000 people are registered for UDC notifications.

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