



Request for Information (RFI) 2012-03 Supervision Fees Collection & Accounting System

April 18, 2012

**STATE OF NEW YORK
DEPARTMENT OF CORRECTIONS
AND COMMUNITY SUPERVISION
97 Central Avenue
Albany, NY 12206**

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1. INTRODUCTION

1.1 AGENCY MISSION

The mission of the Department of Corrections and Community Supervision (DOCCS) is:

To improve public safety by providing a continuity of appropriate treatment services in safe and secure facilities where offenders' needs are addressed and they are prepared for release, followed by supportive services under community supervision to facilitate a successful completion of their sentence.

1.2 SCOPE

The DOCCS is seeking, via this Request for Information (RFI), information from Supervision Fees Collection and Accounting System Providers (Respondents) in preparation for the anticipated release of a Request for Proposal (RFP) for a comprehensive, full-featured Supervision Fees Collection and Accounting System.

THIS IS NOT A SOLICITATION FOR PROPOSALS FOR SUCH SERVICES. Furthermore, potential respondents to the RFP are encouraged but **not** required to respond to this RFI in order to be considered for an award of the subsequent RFP(s).

1.3 RESPONSE DATES

The DOCCS requests that responses to this RFI comply with the format specified in Section 4 of this RFI and that such responses be received no later than **12:00 Noon, May 10, 2012**. All responses should be addressed to the RFI contact as indicated in Section 1.5.

1.4 REGISTERING INTEREST

Respondents should register their interest in the RFI in writing (via e-mail) with the RFI Contact prior to the deadline for submission of questions (Section 1.5). Submitted questions and the DOCCS answers to those questions will only be distributed to those vendors who register their interest.

1.5 RFI CONTACT

Since this is not a solicitation that would result in a contract, it does not fall under the procurement lobbying law; therefore, there is no restricted period. However, we ask that all questions related to this RFI be addressed in writing and e-mailed to the Contract Management Unit at contracts@parole.state.ny.us.

All correspondence submitted in writing shall reference RFI 2012-03 as the subject matter. All questions shall be addressed by citing the particular RFI section, page and paragraph number. Written questions will be accepted until **April 27, 2012**. Questions and answers will be compiled and shared with all vendors that have registered interest in the RFI. The DOCCS will answer all

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questions as quickly as possible, however, no later than **April 30, 2012**.

The Contract Management Unit is the sole point of contact in the DOCCS for matters relating to this RFI. All questions, responses and accompanying documentation should be submitted to:

Ms. Barbara Farley
Associate Budgeting Analyst
NYS Department of Corrections and Community Supervision
Contract Management Unit
97 Central Avenue, 3rd Floor
Albany NY 12206
Tel: (518) 473-3901
Fax: (518) 486-5858
E-mail: contracts@parole.state.ny.us

1.6 RFI-RELATED MEETING

The DOCCS, at its sole discretion, will invite selected respondents to make a presentation of their submission in Albany, New York between **May 21 and 25, 2012**. Notifications will be provided to selected respondents as soon as possible after submissions are received.

1.7 INCURRING COSTS

The DOCCS shall not be liable for any costs incurred by Respondents in the preparation and production of a response to this RFI.

1.8 DISCLOSURE OF RFI RESPONSE CONTENTS

Information received from Respondents to the RFI may or may not have an impact on the Supervision Fees Collection and Accounting System solutions ultimately sought by the DOCCS through the aforementioned RFP. The DOCCS reserves the right to utilize any and all information or recommended solutions submitted in response to this RFI.

In developing a response to the RFI, Respondents acknowledge and agree that all documents furnished by Respondent shall be subject to public disclosure by the State in the normal course of business in accordance with the requirements of the Public Officers Law, Article 6, except for proprietary information the disclosure of which would cause substantial injury to the competitive position of Respondent's enterprise. Respondents may otherwise preserve proprietary rights as to confidential or business process information in accordance with procedures established under Section 89, Public Officers Law, provided that: (i) Respondent shall inform the DOCCS prior to submission of its response, in writing, that such records are going to be furnished, are proprietary and are not to be disclosed; (ii) said records shall be sufficiently identified; and (iii) Respondent shall state the reasons why the information should be exempted from disclosure; and (iv) designation of said records as exempt from disclosure is reasonable and accepted by the DOCCS.

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2. BACKGROUND

2.1 INTRODUCTION

Enacted by the State Legislature, and signed into law by Governor Andrew M. Cuomo in 2011, the Department of Correctional Services (DOCS) and the Division of Parole (DOP) have been merged to form the Department of Corrections and Community Supervision (DOCCS).

A primary goal of the new agency is to create a seamless, comprehensive operation through a continuum of care from the moment an offender enters the correctional system until he or she successfully completes the required period of community supervision.

DOCCS is responsible for over 95,000 persons; 56,000+ confined inside prisons and 38,000+ under community supervision.

With 29,000+ prison staff, 1,600+ community supervision staff, and 72 staff assigned to the Parole Board, this new single agency creates the proper continuum of services for persons sent to prison, released from prison, supervised in the community, and when necessary, returned to prison.

2.1.1 OVERVIEW OF EXISTING SUPERVISION FEES COLLECTION AND ACCOUNTING SYSTEM

The Deputy Commissioner for Community Supervision is responsible for a number of mission-critical business units. Included among the many responsibilities, is the operational responsibility and oversight for the “Supervision Fees Collection and Accounting System” and the current office dropbox (using coupons) system imbedded throughout the 38 Area Offices located around the state. These unique business operations are considered integral to the effective and efficient operations of the parole system within New York State.

Based upon the experience of the past five years, there was a monthly average of 10,500 releasees statewide that were expected to pay a fee and 6,500 who actually did pay. The existing “Waiver” program allows for releasees to be excused from their monthly supervision fee payment obligation based on their current employment status and other extenuating circumstances, at the discretion of their supervising parole officer. The average number of monthly waivers over the 5-year period 2007 through 2011 was approximately 16,000 per month.

As of December 31, 2011, there were approximately 38,000 offenders under active supervision within New York State. For the calendar year 2011, there was an average of 8,400 releasees expected to pay fees each month and an average of 4,425 who made monthly payments, averaging \$67,000 dollars in collected fees per month. The annual total dollars collected for the calendar year 2011 equaled \$812, 365 dollars. Payments can be broken out as follows: (22%) of the payments received during 2011 were for \$30, (22%) were for \$15, (43%) were for \$5 and the remaining (13%) were for other non-standard amounts.

Reviewing the actual 5-year fee collection totals for the period starting January 2007 through December 2011, payments are broken out as follows: (23.84%) were for \$30 and totaled

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\$2,808,540 dollars, (23.99%) were for \$15 and totaled \$1,413,105 dollars, (41.07%) were for \$5 and totaled \$806,360 dollars and the remaining non-standard payments accounted for (11.10%) and totaled \$1,082,038 dollars. Added together, we see that the current office dropbox method for fee collection has yielded \$6,110,043 dollars and reveals that of all releasees eligible to pay fees each month, only 3 in 5 or 60% actually paid a fee of any denomination.

2.2 STATEMENT OF NEED

The New York State Department of Corrections and Community Supervision (DOCCS) is a criminal justice agency responsible for the comprehensive continuum of care from the moment an offender enters the correctional system until he or she successfully completes the required period of community supervision. Release from incarceration may occur by discretionary action of the Parole Board, by statutory release based on “good time” credit (conditional release) or in the case of determinate sentences, release to post-release supervision.

The DOCCS is a large, geographically diverse organization. [Attachment 5.1 – Geographical Map, and 5.2 - Regional and Area Office Listing, includes the county where each office is located within the state.] Accordingly, the DOCCS’s leadership has developed strong central controls over most administrative processes as directed by the (7) Community Supervision regional offices and the automated administrative systems reflect that approach.

The DOCCS is highly centralized from a command-and-control perspective. There are key Executive Units that report to the Commissioner: Community Supervision, Facility Operations, Programs, Medical, Counsel, Industries, Labor Relations, Public Information, Population Management and Administration.

The Deputy Commissioner for Community Supervision is responsible for a number of mission-critical business units. Included among the many responsibilities, is the operational responsibility and oversight for the “Supervision Fees Collection and Accounting System” and the current office dropbox (using coupons) system imbedded throughout the 38 Area Offices located around the state. These unique business operations are considered integral to the effective and efficient operations of the parole system within New York State.

As stated in Section 2.1.1, reviewing the actual 5-year fee collection totals for the period starting January 2007 through December 2011, payments are broken out as follows: (23.84%) were for \$30 and totaled \$2,808,540 dollars, (23.99%) were for \$15 and totaled \$1,413,105 dollars, (41.07%) were for \$5 and totaled \$806,360 dollars and the remaining non-standard payments accounted for (11.10%) and totaled \$1,082,038 dollars. Added together we see that the current coupon office dropbox method for fee collection has yielded \$6,110,043 dollars and reveals that of all releasees eligible to pay fees each month, only 3 in 5 or 60% actually paid a fee of any denomination.

Within the scope of how the DOCCS currently operates this program, there are no electronic relationships between the financial institution the DOCCS is utilizing and any of the (38) area offices where releasees report monthly and manually make office dropbox fee deposits which are to include their monthly account coupon. As a result, there is a significant time lapse between the releasee making their monthly coupon fee payment and the actual posting against their monthly account.

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The DOCCS must also cover the additional recurring costs associated with printing new or re-issued coupon books that totaled \$66,900.72 and the required postage to distribute these to the releasees that equaled \$14,777.68 covering the period starting August 2010 through July 2011. The DOCCS wishes to eliminate these additional costs during the next contract period.

The current program relies solely on the releasee reporting monthly to their area office and either handing a fee payment with the account coupon attached to their parole officer who will then drop it into the office dropbox or the releasee drops the fee payment into the dropbox that is accessible in a designated area of the area office during reporting times. Someone must then gather all of the fee payments for that day and create a deposit that will be forwarded to the bank. This current process is duplicated at each of the 38 area offices during reporting visits. This method is completely manual, paper based, slow and requires the parole officer to act as the collecting agent during a typical transaction. This process also lacks the functionality to provide for real time account management or verification of actual payments. This contributes greatly to the overall delay in the posting of payments to the bank lockbox and creates other limitations related to timely case management.

As a result, a payment reconciliation process may be time-consuming when resolving transactions that did not include:

- a releasee's coupon enclosed with the fee payment instrument;
- a signed money order or a personal check with a signature;
- the dollar amount filled in properly; and,
- any identifiable information on the paperwork related to the individual releasee making payment and the releasee's individual coupon account.

This process is tedious and time-consuming for all administrative staff that must get involved in order to attempt to resolve these types of discrepancies.

3. REQUESTED VENDOR RESPONSES

3.1 BUSINESS MODELS

As detailed in Section 2, the DOCCS currently manages its own Supervision Fees Collection and Accounting System. It is the DOCCS' intention to replace the existing office-based system with a turn-key enterprise model. Accordingly, the DOCCS is seeking information in regard to the full array of potentially feasible solutions for which a solid business case can be made.

Response Request:

Describe in detail the Supervision Fees Collection and Accounting System that you provide. Your response should include details about each system and how they interface with each other. Include specific business and technical reasons that support your model. Also include a comparison to other possible alternatives that clearly delineates why the recommended approach is superior. Please state the average deployment and migration time frame for a system of this size.

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Your description should address the following:

- 1. System and user features*
- 2. Network requirements*
- 3. Security and Access Controls*
- 4. Scalability of your solution*
- 5. Reliability of your service offerings*

3.1.1 DESIRED FEATURES

The current Supervision Fees Collection and Accounting System was previously described. The purpose of this RFI is to solicit information regarding the potential new system functionality that a modern commercial off-the-shelf or turn-key Supervision Fees Collection and Accounting System presently offers, and to also investigate the feasibility of including these new requirements in a subsequent RFP(s). The DOCCS invites your comments on the availability and functionality of the following features and technologies as they relate to your solution offerings.

Response Request:

- 1. Describe in detail how your solution provides improved functionality over what has been described for the current DOCCS Supervision Fees Collection and Accounting System.*
- 2. Describe the methods and various options by which the family members of the releasee and others on behalf of the releasee may make payments on the releasee's behalf.*
- 3. Describe how your systems will address sensorially disabled releasees or those who require a reasonable accommodation as a result of an existing disability.*
- 4. Describe your ability to provide a full turn-key solution.*
- 5. Describe your capability to provide a browser based system to submit, retrieve, and record all data associated with the program.*
- 6. Describe any system reporting and/or data extraction features that your solution provides that would be helpful to the DOCCS system administrators and program administrators, which would allow both to effectively monitor and maintain the fee collection system at optimal levels. Please be prepared to provide samples of routine reports and data query capabilities. For example, online parolee account information, monthly collection summaries and account balances, payment rejection rates, and system performance levels.*
- 7. Describe your organization's ability to deposit all revenue received directly into an account of a New York State licensed bank.*
- 8. Describe how your solution will deal with the receipt of checks or money orders through the mail. Does it necessitate the establishment of a dropbox with the postal service.*

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9. *Describe your initial and refresher training methods for agency staff involved in the implementation, operation and administration of a Supervision Fees Collection and Accounting System.*
10. *Describe your product warranty, especially equipment repair and replacement handling.*
11. *Describe your strategy for providing ongoing (24/7) customer support and access to individual account and payment records.*
12. *With regard to the availability of all required equipment, training and data linkages, describe your work plan and lead time for an implementation of this size.*
13. *Describe how your organization will meet the statement of need in Section 2.2.*
14. *Describe your organization's experience providing fee collection and payment services to a criminal justice population under supervision in a community setting.*
15. *Describe the chain of custody and control procedures that you would employ to ensure that all payments arrive and are recorded and stored in an accurate fashion.*
16. *Describe the range of options that you propose to meet the DOCCS' preference for a multiple payment system. Your multi-option system should include an office drop box option as well as, but not limited to, options such as remittance and/or payments by debit card, credit card, bank account fund transfer, money order, cashier's check, online payments, Interactive Voice Response (IVR), payments at walk-in contractor or partner locations, and pre-addressed mailers.*
17. *Provide an explanation of how pricing for your products is determined. Do you operate a price per transaction system? If so, what is it and how is it calculated?*
18. *Describe how your array of payment options would be coordinated to effectively respond to geographic considerations in areas of the State where there is limited access to contractor walk-in locations (thus the need for additional payment options) and in instances where certain segments of the parolee population might face restrictions with respect to movement in the community and/or inability to access certain public outlets due to supervision requirements or statutory mandates. Highlight how your system would offer a comprehensive, user friendly solution to increase fee collections while limiting the impact on parole officer workload.*
19. *Describe options available to provide parole officers with near real time alerts of unpaid or rejected payments and arrears balances of parolees on their caseloads.*

3.1.2 SECURITY

Security plays a major role in every networked system and should be included in the overall design from the very beginning.

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Response Request:

1. *Describe how your recommended solution protects the overall security of the system.*
2. *Describe how your Disaster Recovery Plan will ensure no or only limited disruptions in the event of a major failure of your primary systems.*
3. *Describe any additional security features that you have developed specifically for your system that are unique or noteworthy.*

3.2 INTERACTION WITH DOCCS APPLICATION DATA

Many of the features of the Supervision Fees Collection & Accounting System require up-to-date accurate data to align payment transactions with the proper offender account information. Accordingly, in place of its existing monthly data file exchange, the DOCCS anticipates requiring a technical interface to its existing mainframe Case Management Systems via a Service Oriented Architecture (SOA) model.

Response Request:

Describe all the options that your solution provides to interact with the DOCCS legacy system application data (IBM mainframe DB2), including your use of web services. Also describe how you determine data discrepancies when synchronizing data between the two systems, and how those discrepancies are resolved.

3.3 DATA ACCESSABILITY

In addition to specific reports, the DOCCS is seeking end user customizable search, analysis, and reporting of data via a Supervision Fees Collection & Accounting System Data Accessibility. The search/report criteria used should be saved to be rerun later. The results should be able to be shared with others in the DOCCS.

Response Request:

Describe your Application and Architecture System functionality.

3.4 NEW FUNCTIONALITY

This section allows the Respondent to incorporate any new functionality or features that your solution provides.

Response Request:

1. *Describe any applications, technologies, or recommendations that you feel would enhance the overall value of your Supervision Fees Collection and Accounting System.*

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2. *Provide any technical information you feel would be of relevance to the DOCCS in creating an RFP.*

4. RESPONSE REQUIREMENTS

4.1 INTRODUCTION

The objective of this section is to define a standard format for responses to the Request for Information (RFI). The DOCCS desires a concise response which conforms to the specifications in this section. Should you choose to submit a response to this RFI, Respondents are requested to provide **one (1) original, twelve (12) copies and one (1) electronic copy** of their submission in Microsoft Word or PDF format to the attention of the primary contact as defined in Section 1.5.

4.2 RESPONSE OUTLINE AND ORGANIZATION

Responses should be organized into two sections:

4.2.1 CORPORATE INFORMATION

The respondent should provide the following information:

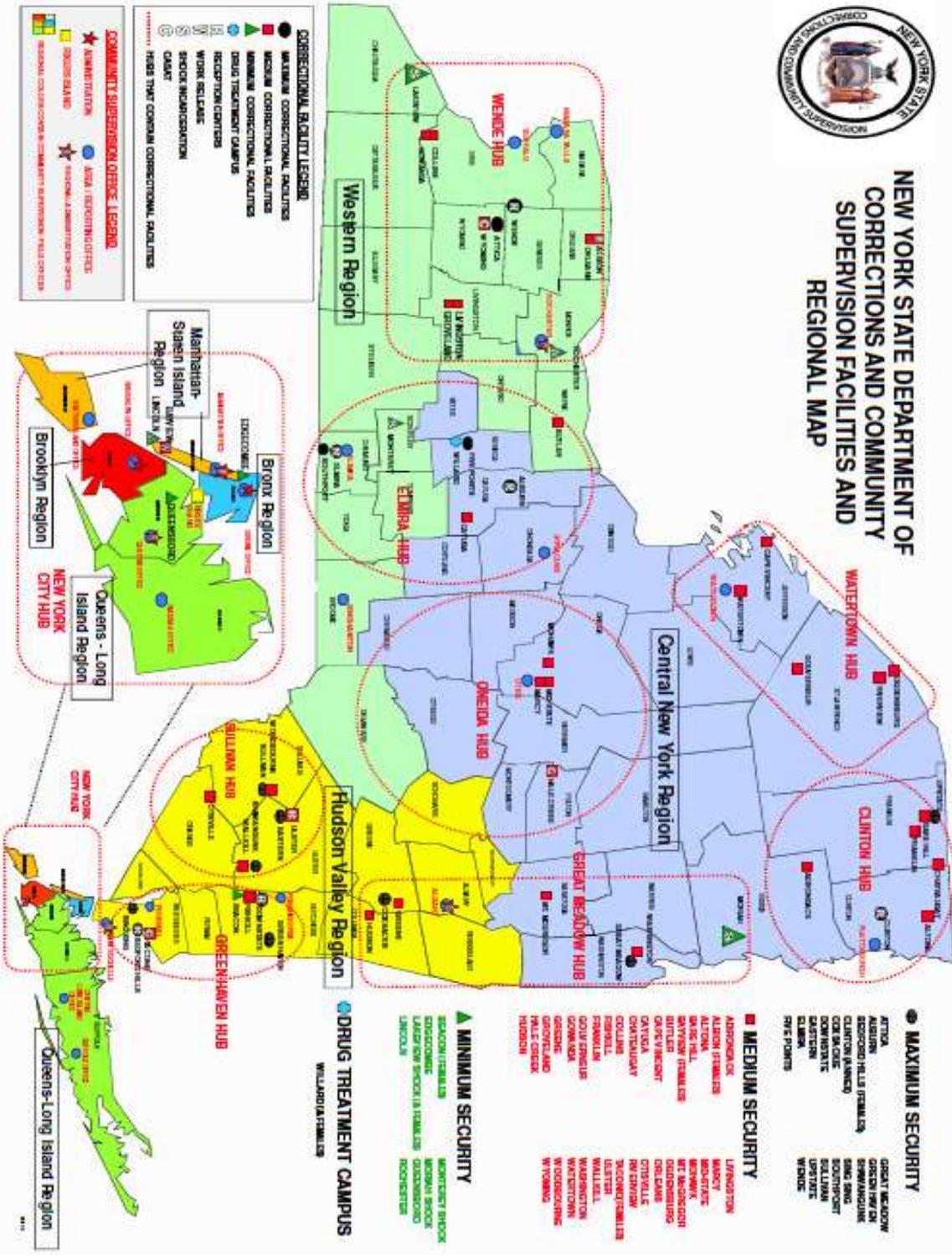
Company Name
Mailing Address
Contact Name
Title
Telephone Number
E-mail Address
Fax Number

4.2.2 RESPONSE TO DESIRED FEATURES

Responders should provide their response to each of the response requests indicated in Section 3. The response should include the original text from this RFI followed by the requested information.

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5. ATTACHMENTS
5.1 GEOGRAPHICAL MAP



5.2 REGIONAL AND AREA OFFICE LISTING

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REGIONAL/AREA OFFICE	ADDRESS	COUNTY/PRECINCT* COVERAGE
Bronx Region	26 Bruckner Blvd, Bronx, NY 10454	
Bronx I	82 Lincoln Avenue, Bronx, NY 10454	Precincts: 42, 45, 47, 50
Bronx II/Manhattan WS	14 Bruckner Blvd, Bronx, NY 10454	Precincts: 44, S.O.U
Bronx III	79 Alexander Ave., Bronx, NY 10454	Precincts: 48, 52
Bronx IV	14 Bruckner Blvd, Bronx, NY 10454	Precincts: 40, 43
Bronx V	26 Bruckner Blvd, Bronx, NY 10454	Precincts: 41, 46, 49
Brooklyn Region	340 Livingston Street, Brooklyn, NY 11217	
Brooklyn I	14 DeKalb Avenue, Brooklyn, NY 11217	Precincts: 73, 83, 90, 94
Brooklyn II	14 DeKalb Avenue Brooklyn, NY 11217	Precincts: 79, 81, 88
Brooklyn III	92-36 Merrick Blvd, Jamaica, NY 11433	Precincts: 60, 62, 66, 68, 69, 71, 72, 76, 78, 84
Brooklyn IV	14 DeKalb Avenue, Brooklyn, NY 11217	Precincts: 61, 63, 67, 70, 77
Brooklyn V	92-36 Merrick Blvd, Jamaica, NY 11433	Precincts: 75
Central New York Region	10 North Russell Road, Albany NY 12206	
Northeast Area Office (NENY)	10 North Russell Road, Albany, NY 12206	Counties: Columbia, Fulton, Montgomery, Rensselaer, Saratoga, Warren, Washington
NENY@ Plattsburgh	41 Veterans Lane, Plattsburgh, NY 12901	Counties: Clinton, Essex, Franklin
Syracuse Area Office	333 East Washington Street, Syracuse, NY 13202	Counties: Cayuga, Cortland, Onondaga, Oswego, Seneca
Utica Area Office	207 Genesee Street, Utica, NY 13501	Counties: Oneida, Otsego, Herkimer, Hamilton, Madison, Chenango, Lewis
Watertown Sub Office	317 Washington Street, Watertown, NY 13601	Counties: Jefferson, St. Lawrence
Hudson Valley Region	3 Cottage Place, 2st Fl, New Rochelle, NY 10801	
Albany Area Office	10 North Russell Road, Albany, NY 12206	Counties: Albany, Schenectady, Greene, Schoharie
Interstate Bureau	845 Central Avenue, Albany, NY 12206	
New Rochelle Area Office	3 Cottage Place, 1 st Fl, New Rochelle, NY 10801	Counties: Southern Westchester (Yonkers, Mt. Vernon, New Rochelle, White Plains)
Peekskill Area Office	1 Park Place, Basement, Peekskill, NY 10566	Counties: Rockland, Orange, Northern Westchester, Putnam
Poughkeepsie Area Office	20 Manchester Road, Poughkeepsie, NY 12603	Counties: Dutchess, Sullivan, Ulster
Manhattan Region/Staten Island	314 West 40th Street, NY, NY 10018	
Manhattan II	314 West 40 th Street, NY, NY 10018	Precincts: 28, 32
Manhattan III	314 West 40th Streets, NY, NY 10018	Precincts: 1, 5, 6, 7, 10, 13, 14, 171 26, 30, 33, 34
Manhattan IV	314 West 40th Streets, NY, NY 10018	Precincts: 9, 18, 19, 20, 23, 24, 25, Wards Island
Manhattan VI	314 West 40 th Street, NY, NY 10018	Precincts: Specialized Caseload
Staten Island	146 Bay Street, Staten Island, NY 10301	Precincts: 120, 122, 123
REGIONAL/AREA	ADDRESS	COUNTY/PRECINCT*

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OFFICE		COVERAGE
Queens/Long Island Region	92-36 Merrick Blvd, Jamaica, NY 11433	
Queens I	92-36 Merrick Blvd, Jamaica, NY 11433	Precincts: 100, 101, 113
Queens II	92-36 Merrick Blvd, Jamaica, NY 11433	Precincts: 102, 104, 106, 107, 108, 110, 112, 114
Queens III	92-36 Merrick Blvd, Jamaica, NY 11433	Precincts: 103, 105, 109, 111, 115
Central Long Island	81 Executive Blvd., Farmingdale, NY 11735	Counties: Suffolk, Nassau
Nassau Area Office	250 Fulton Ave, 2 nd Fl, Hempstead, NY 11550	Counties: Nassau
Suffolk Area Office	550 Johnson Avenue, Bohemia, NY 11716	Counties: Suffolk
Western Region	350 South Ave, Rochester, NY 14620; 460 Main Street, Buffalo, NY 14202	
Binghamton Sub Office	State Office Building, 44 Hawley Street, Binghamton, NY 13901	Counties: Broome, Delaware, Tioga
Buffalo Metro Area Office	460 Main Street, Buffalo, NY 14202	Coverage: City of Buffalo
Elmira Area Office	100 W. Chemung Place, Elmira, NY 14904	Counties: Chemung, Schuyler, Steuben, Tompkins, Yates
Niagara Frontier Area Office	444 Third Street, Niagara Falls, NY 14301	Counties: Niagara, Orleans
Niagara Frontier/Southern Tier Sub-Area Office	460 Main Street, Buffalo, NY 14202	Counties: Allegany, Cattaraugus, Chautauqua
Rochester Belt Area Office	350 South Ave, Rochester, NY 14620	Counties: Suburban Monroe, Genesee, Livingston, Ontario, Wayne, Wyoming
Rochester Metro Area Office	350 South Ave, Rochester, NY 14620	Coverage: City of Rochester

*Precinct addresses and maps can be obtained at the following addresses:

<http://www.nyc.gov/html/nypd/html/home/precincts.shtml>

http://www.nyc.gov/html/nypd/html/precinct_maps/precinct_finder.shtml