

City of Brisbane Agenda Report

TO: Honorable Mayor and City Council
Via Clayton L. Holstine

FROM: Commander Robert F. Meisner

DATE: October 17, 2011

SUBJECT: Traffic Accident Reports

CITY COUNCIL GOALS

- To provide for effective and efficient delivery of City services.
- To promote intergovernmental opportunities that enhance services or reduce cost of operations and services to city residents.
- To develop management and fiscal systems to maximize effectiveness of City services and accountability to Brisbane taxpayers and citizens.
- To develop programs to enhance training, professionalism and technical skills of City employees.

PURPOSE

The police department is considering teaming up with CARFAX to prepare, store, and disseminate our traffic accident reports online.

RECOMMENDATION:

The Police Department recommends that the council review, consider and approve moving forward with this proposal.

BACKGROUND:

Currently, officers prepare accident reports using a combination of handwritten forms and word processing or use the CHP report writing computer program.

Citizens needing a copy of an accident report must fill out a report request form and submit it to the records division.

CARFAX is offering two services to the department to enhance our accident report writing and copying services.

First, CARFAX is offering, access to their e-reporting software and database.

Second, CARFAX is offering their Police Crash Assistance system where insurance companies and citizens can obtain a copy of their report instantly online once it's been submitted by our agency.

DISCUSSION:

The current report writing methods do not allow for the reports or data to be stored or retrieved from a central location. All traffic accident reports are printed and ultimately scanned as .PDF files to be stored digitally. Although digitally stored, .PDF files do not allow for a search of the data they contain for analysis or investigative purposes.

With the e-reporting software, officers can write and submit their reports online from any computer with an internet connection, including the patrol cars. This would make our accident report writing virtually paperless.

The e-reporting software allows reports to be prepared in a consistent format and stored digitally at a central location. As a result, the data contained in the reports can be searched for specific details expanding our investigative abilities.

Also included free of charge to the officers is access to Carfax Vehicle History Reports. These reports would allow officers to uncover suspicious incident patterns, dates and locations of recent events, dangerous pre-existing vehicle damage, odometer rollbacks, and potential stolen vehicles via VIN cloning.

Currently, citizens or companies needing a copy of an accident report must fill out a request which has to be processed manually by the records clerk. Depending on the day of the week and work load in records, it could take 1-3 days for the report to be placed into the mail. Citizens also have the option of coming to the station to pick up the report in person if they wish during normal business hours. A majority of the requests for accident reports come in the mail from vehicle insurance companies. This free service adds to the already heavy work load of our only records clerk.

With the Carfax Police Crash Assistance system, involved parties and insurance companies have the option to log in and obtain a copy of their report instantly once it has been uploaded by our department. This option saves both time and money for both the involved party and our records clerk.

CARFAX would charge the person or company a \$5 convenience fee for this service. Citizens would still have the ability to request and obtain their reports free of charge through the existing procedure.

Nation wide, over 2,300 police agencies are using this service. Locally, Foster City Police and Daly City Police have implemented the program. Several other local agencies are in the process of bringing the program online.

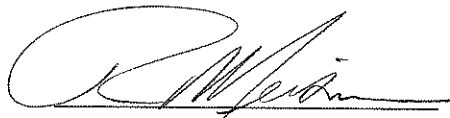
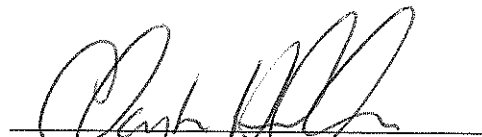
FISCAL IMPACT

The services are being offered by Carfax free of charge.

Taking advantage of these systems will generate an unknown cost savings to the City. Staff time used to process reports will be reduced immediately. Additional staff time used to copy reports will be reduced based on the amount of people that use the service. Paper supplies and postage costs will be reduced as well.

MEASURE OF SUCCESS

Success will be measured by the cost saved to the city and feedback from citizens and businesses that use the service.


Commander
City Manager

A copy of supporting materials provided to the City Manager and City Council for this agenda item is available for public inspection and copying at 50 Park Place, City of Brisbane Community Development Department, Brisbane, CA, 94005, Telephone: (415) 508-2120.