ILLINOIS ASSOCIATION OF CHIEFS OF POLICE

# DOCVIEW SAVES BOTH TIME AND MONEY



The Batavia Police Department has been actively using Docview (formerly known as Tracview) since January 1, 2009 (signing the interest letter on Oct. 31, 2008), and is very pleased because it saves the Records staff valuable time. An officer simply prepares the accident report and gives the drivers involved in the accident a business card with the Docview website and accident number. The accident appears on the Docview website the same day that the Records department scans the finished and approved report.
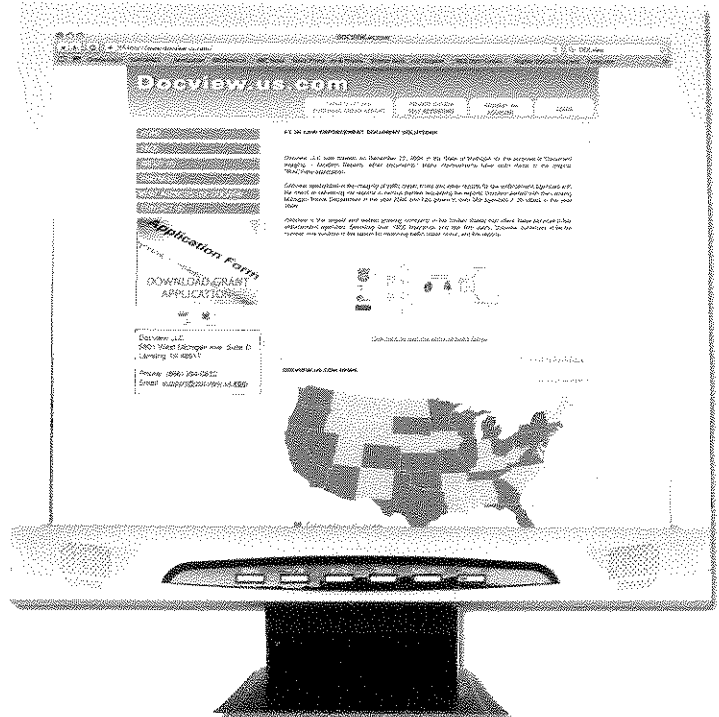
The Mundelein Police Department signed on to Docview in August 2008. The first and most obvious benefit to their department has been a reduction in the handling and processing of traffic crash report requests. What took a Records clerk hours every week to process is now completed over the Internet on a secure Docview website in minutes. Once the crash report is completed and submitted to the Records Unit, it is scanned and sent to the Docview website. It is then available to insurance companies, attorneys and involved parties.

Docview gives a free scanner to each agency that has at least 800 accident reports or more per year (Batavia averages 1,000; Mundelein averages about 1,200). If your department has fewer than 800 reports annually, you can still scan and upload your reports to the Docview website using a standard scanner. A Records technician can scan a report into the system in less than one minute. The Docview software and website are very user-friendly. A small variety of reports can be compiled and printed as requested.

Docview charges $10.00 per report to each insurance company, citizen or legal firm. The police agency receives $5.00 and $5.00 goes to Docview. (Revenues are sent out about the same time each month from Docview.) Because they save both time and money, insurance companies actually prefer using Docview as opposed to driving to the Police Department or requesting a report by mail. Citizens who live out of town prefer Docview, but some in-town citizens don't mind driving downtown to save the extra $5.00 Docview convenience fee.

Since the Batavia Police Department has been utilizing Docview, over-the-counter requests for accident reports has decreased to about 5% and is indeed saving Records technicians valuable time. Since January 1, 2009, their Records technicians have spent a total of four hours scanning reports compared to approximately 17 hours when reports were issued at the Police Department. Of the total reports sold on Docview (263 since Jan. 1, 2009), 82% have been to insurance companies, 17% to citizens and about 1% to legal firms; approximately 5% of all accident reports were issued over the counter at the Police Department, with no mail requests; 95% of the total accident report requests have been via Docview. Although Mundelein still processes walk-in requests, that number has dropped drastically due to the ease of getting a crash report online; Mundelein Police Department's numbers have been similar to Batavia.

Carfax uses the vehicle information in crash reports to add to their database. This information is used to build a Carfax Vehicle History Report, which consumers have access to so an informed decision can be made when buying a used car. A vehicle history report will alert consumers to the potential of an unsafe automobile and help in the decision whether or not to purchase.

An added benefit to signing on with Carfax/Docview is the comprehensive searching and downloading of information submitted by all Docview law enforcement clients. Carfax provides free access to their vehicle history database to law enforcement agencies. Access to this database will help criminal investigators solve cases of tampered odometers, title fraud and stolen or cloned vehicles.

We find it difficult to find a negative with Docview. The only one we could find is at times the scanner will pull through more than one document at a time. If this happens, you must cancel and start again. The previous software (Tracview) told you how many pages were scanned; the new system does not tell you.

Both Batavia and Mundelein Police Departments have enjoyed a decrease in work tasks performed by their Records units. Docview's support staff has been very helpful when needed and are willing to assist in any way. The savings of time has certainly been helpful and we feel it is the way to go, especially when we're trying to do more with less.

*Prepared by:*
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**AGENCIES:**

Adams County Sheriff Department
Addison Police Dep
Algonquin Police Department
Arlington Heights Police Department
Aurora Police Department
Bartonville Police Department
Batavia Police Department
Belleville Police Department
Bellwood Police Department
Bensenville Police Department
Berwyn Police Dep
Bloomington Police Department
Braidwood Police Department
Bridgeview Police Dep
Brookfield Police Department
Bureau County Sheriff Department
Calhoun County Sheriff Department
Calumet Park Police Department
Cary Police Department
Champaign Police Department
Channahon Police Department
Charleston Police Department
Chatham Police Department
Chicago Ridge Police Dep
Clarendon Hills Police Department
Collinsville Police Department
Countryside Police Department
Crestwood Police Department
Crystal Lake Police Department
Darien Police Department
Downers Grove Police Department
Edwardsville Police Department
Elgin Police Dep
Elmhurst Police Dep
Elmwood Park Police Department
Evanston Police Dep
Fairview Heights Police Department
Frankfort Police Department
Franklin Park Police Department
Freeport Police Department
Genoa City Police Department
Glen Carbon Police Department
Glencoe Department Of Public Safety
Glenview Police Dep
Glenwood Police Department
Granite City Police Department
Grayslake Police Department
Gurnee Police Department
Harwood Heights Police Department

Herscher Police Department
Hickory Hills Police Department
Hillside Police Department
Hinsdale Police Department
Hoffman Estates Police Department
Homewood Police Department
Huntley Police Department
Illinois State University Police
Jacksonville Police Department
Joliet Police Department
Justice Police Department
Kane County Sheriff Department
Kankakee Police Department
Lake Villa Police Department
Lee County Sheriff Dep
Lemont Police Dep
Leroy Police Department
Libertyville Police Department
Lincolnshire Police Department
Lincolnwood Police Department
Lyons Police Department
Macomb Police Dep
Madison Police Department
Mattoon Police Department
Mchenry City Police Department
Mchenry County Sheriff Department
Mclean County Sheriff Office
Melrose Park Police Department
Millstadt Police Department
Momence Police Department
Montgomery Police Department
Moraine Valley Community College Police
Morrison Police Department
Morton Police Department
Mundelein Police Department
Naperville Police Department
Northfield Police Dep
Oak Brook Police Department
Oak Forest Police Dep
Ofallon Police Department
Oswego Police Department
Ottawa Police Department
Palatine Police Department
Palos Park Police Dep
Park Ridge Police Department
Pawnee Police Dep
Pekin Police Department
Peoria County Sheriff Department
Peoria Police Department

Phoenix Police Department
Pingree Grove Police Department
Prairie Grove Police Department
Quincy Police Department
Richland County SO
Richmond Police Department
Richton Park Police Department
River Forest Police Department
River Grove Police Department
Riverdale Police Department
Riverside Police Department
Riverwoods Police Dep
Robinson Police Department
Rochester Police Dep
Rockford Police Department
Rolling Meadows Police Department
Roscoe Police Department
Roselle Police Department
Rosemont Police Department
Schaumburg Police Department
Sherman Police Department
Shiloh Police Department
Skokie Police Department
South Barrington Police Department
South Chicago Heights Police Department
South Holland Police Department
South Jacksonville Police Department
Springfield Police Department
St Charles Police Dep
Stone Park Police Dep
Summit-Argo Police Department
Vandalia Police Department
Vernon Hills Police Department
Warrenville Police Department
Washington City Police Department
West Dundee Police Department
Western Springs Police Department
Winnebago County SO
Winnetka Police Dep
Woodridge Police Department
Worth Police Dep
Yorkville Police Department