



Executive Summary

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CarFax, Inc. Solution – Denver Police Department

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The proposed change from the current vendor used by the Denver Police Department to provide requested crash reports will increase the amount of funds retained to the general fund and speed up delivery times to the community from over 9 hours to nearly instantly. Based on 2023 volumes, the change will result in \$63,000 additional funds per year into the general fund.

Currently, the public, private attorneys, and insurance companies request vehicle crash reports completed by the Denver Police Department online. The Department delivered just over 21,000 crash reports to requestors in 2023. A different vendor, LexisNexis, currently provides software services to the City that collect customer orders and transfer the requestor to the City for payment. Then, a Denver Police employee reviewed the request, searched the Records Management Software, made any necessary adjustments to reports, and uploaded the report into the LexisNexis software where the customer gets a link to download their report.

The Department of Safety identified CARFAX as a solution capable of processing these reports going forward without the intervention of City employees. Each day, the Denver Police Records Management system will create an XML file with the closed crashes that will be transferred to CARFAX. CARFAX has automated systems that examine the data provided by DPD and categorized it as eligible or ineligible for release based on criteria established by the Denver Police Department. The data deemed eligible for release is then used to rerate crash reports formatted according to the State of Colorado's standards and made available for distribution to requestors.

The current vendor takes \$3.00 from each transaction. CARFAX will not take a fee for each transaction and all of the \$10.00 fee collected will go into the general fund. CARFAX makes money from their commercial contracts with insurance companies and law firms.

The CARFAX solution will free up labor talent for specialized tasks by handling crash report fulfillment using the Denver Police Department's criteria (e.g., not releasing open cases, cases with a juvenile cited driver, or cases with fatalities). While this contract does not add additional cost to the City, as CARFAX is paid by insurance companies, it streamlines the process and improves efficiency. Community members that do not have internet access, or don't like ordering online will continue to have the option of mailing their requests or dropping them off to Denver Police HQ.

Requiring human intervention and manual review in each crash report creates delays for both private citizens and commercial customers, resulting in claims being unpaid and further investigated by insurance companies. This, in turn, creates hardships for people needing vehicles for life activities. It also ties up scarce labor resources needed for other critical tasks, such as processing auto theft reports and activities. This solution will save time and costs for community members and the City.