



Kentucky State Police CRASH System Paves the way to Safer Highways and Byways

Real-Time Collision Data Saves Lives



Another FileNet Success

Industry: Government

"The quality, availability, and scalability of the data in our Collision Report and Analysis for Safer Highways (CRASH) System is excellent. Thanks to FileNet ECM, CRASH is one of the few traffic collision data systems in the United States that has live, accurate statistics, and we've become a popular model that other states are initiating. We couldn't be happier with our FileNet ECM solution."

Sergeant John Carrico
Kentucky State Police

Headquartered in Frankfort, Kentucky, the Kentucky State Police prides itself on serving the state as a law enforcement agency dedicated to protecting Kentucky citizens in the most professional and efficient way. The agency maintains its national leadership position through achieving excellence in hiring and training a competent workforce, reducing traffic crashes and fatalities, and delivering real-time information and police services through advanced technology.

The agency operates 16 regional branches across the state and interfaces daily with key state agencies, including the Department of Transportation and the Governor's Office of Technology, to gather, process, and make available traffic statistics.

The Challenge

The Federal Government imposes stringent rules that require traffic safety data to be timely, accurate, readily available to all authorities, and in some cases the general public. Kentucky State Police officers spend an average of 35 minutes filling out each accident report. The reports then wait in a 9-month queue to be manually entered into the system by 18 full-time data-entry personnel. Frequently, data entered was not cross-checked and officers were usually not present during data input. What's more, the reports are long, detailed, and some require over 1,400 data elements and each year more are added. In the past, Kentucky State Police federal grant requests were turned down because the credibility of the data was poor. It was feared that the consistent submission of inaccurate, invalid data could result in the loss of hundreds of millions of dollars in state highway funds.

According to Sergeant John Carrico of the Kentucky State Police, his agency's compliance with these requirements was greatly hindered in the late 1990s by the inefficiencies of an antiquated mainframe system and manual business processes. The 9-month backlog of data entry along with frequent errors diminished the value of the reports for analysis; bad trends developed to the point where they are detected without the aid of a reporting tool. The data reports were useless to private insurance companies that might, otherwise, purchase the data. "Also, it was almost impossible to extract data from this system," added Carrico. "Custom programs had to be written each time, and retrieval would take about 2-4 weeks. We knew we had to prepare for new challenges, and meet the federal compliance deadline in 2000, so there was no question that we needed to modernize our data management methods."

Carrico notes that it took a lot of time, money, and resources to maintain the old system, which was split among the State Police and two other state agencies. "We needed a central data repository to meet federal requirements," Carrico says. "There was no way the old system could connect the report images at one location and the data in another, in any way, form, or fashion. Data quality was consistently poor, and its validity was often questioned by the Federal Government."



Kentucky State Police

Headquarters:

→ Frankfort, Kentucky

Industry:

→ State Government

Application:

→ Traffic Report Management

→ Traffic Statistics

Products:

→ FileNet Image Services

→ FileNet Web Services

→ FileNet IDM Desktop

Benefits:

→ Eliminated 9 month backlog of traffic collision data

→ Reduced time to enter a traffic report from 35 to 5 minutes

→ Real-time data visibility and retrieval for the first time

→ Assurance of 100 percent valid data

The FileNet Solution

In 1999, FileNet was engaged as a technology partner with the state of Kentucky, and the State Police took advantage of FileNet expertise in advanced Enterprise Content Management (ECM) solutions to create their Collision Report and Analysis for Safer Highways (CRASH) system for traffic collision data reporting. Powered by an integrated suite of FileNet Image Services, FileNet IDM Desktop, FileNet Capture and FileNet Web Services, the system went live on January 1, 2000, without a single glitch.

The FileNet ECM architecture integrated seamlessly with the agency's Oracle relational database and Captiva Formware Data Capture/Processing software. FileNet's ValueNet partner, Intelligent Document Management Solutions (IDMS), located in Frankfort, Kentucky, performed the FileNet ECM integration with the Oracle database and other core business processes. "IDMS did an outstanding job," Carrico added. "Their people, project management skills, willingness to cooperate, and work well with us were above and beyond any vendor that we've ever worked with."

Instead of being spread out over three agencies, the FileNet ECM system is maintained by the State Police division as a central repository directly accessible to authorized users using thick desktop applications or through a Web-based interface. Traffic reports are entered into the system through four FileNet Capture scanning stations. Approximately 250 law enforcement personnel use the new FileNet ECM system on a daily basis to process about 150,000 traffic reports per year, all of which are available to the public and archived for three years.

According to Carrico, processing and retrieving traffic collision data has never been easier, more efficient, and up-to-the-minute. "Instead of waiting 9 months or more to enter data into the system, it takes only a few hours in most cases. We also have the ability to submit statistics directly from the collision scene into the FileNet ECM system electronically," said Carrico. "This real-time data can be instantly retrieved by all authorized users through direct access to the system or through any Web browser using FileNet IDM Desktop "

FileNet ECM empowers the State Police and other agencies to bring about fast, informed problem solving that was not possible before. For example, by examining up-to-date traffic collision data the Department of Transportation can properly identify problem areas within the roadway system so repairs can be completed or poor visibility conditions can be corrected more quickly. In turn, the State Police uses the data to view GIS maps of specific geographical locations where it needs to increase manpower to eliminate proven risk factors for crashes, such as speeding or running traffic lights. Lastly, the general public can access traffic statistics for educational purposes through the Kentucky State Police Web site thanks to the FileNet Web Services Client.

The Bottom Line

Today, the Kentucky State Police CRASH system powered by FileNet ECM provides weekly updated traffic statistics to the public through the State Police Web site, and most importantly, provides authorized users in state agencies direct access to updated statistics within hours of a traffic collision for improved reporting and better decision making.

Other key benefits of the FileNet ECM solution include:

- Elimination of data entry backlog for timely, almost live information
- Assurance of compliance with federal safety data reporting requirements
- Reduced labor costs by cutting data entry staff from 18 to 2

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