26-04 - Use of CARFAX Driver Exchange Platform for Non-Injury Traffic Collisions

Los Angeles County Sheriff's Department

NEWSLETTER

Field Operations Support Services

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USE OF THE CARFAX DRIVER EXCHANGE PLATFORM FOR NON-INJURY TRAFFIC COLLISIONS

OVERVIEW

The CARFAX for Police Driver Exchange platform (DEX) is a cloud-based crash response and information-sharing platform developed by CARFAX specifically for law enforcement agencies. It is designed to help law enforcement officers and emergency communications centers manage traffic collisions, especially minor property damage only crashes by digitally collecting and distributing driver and vehicle information at the scene in compliance with California Vehicle Code §20002.

Use of the CARFAX platform shall be voluntary for field and desk personnel, and personnel should continue dispatching a field unit to investigate traffic collisions for possible driver impairments, valid driver's licenses, and proof of insurance.

PURPOSE

By facilitating the exchange of driver and vehicle information electronically, the platform assists law enforcement agencies clear crash scenes quickly, reduce field and administrative workload, expedite public access to crash data, improve officer safety by limiting the time law enforcement officers spend on roadways, and provides a cost-effective solution for agency budgets.

OPERATIONAL FEATURES AND DETAILS

Using their Department issued mobile cell phone, in vehicle Mobile Digital Computer (MDC), or web portal via desktop computer, Department personnel can send a secure digital link to driver(s) involved in a crash. Through this link, the driver(s) involved can enter and share key crash information such as:

- Driver identification and contact information
- Vehicle registration and insurance details

- Vehicle identification numbers (VINs)
- Photos of vehicle damage and crash diagrams
- Optional description of the incident details

An added feature of the driver exchange platform is the system's ability to provide Department members with real-time alerts when entering a VIN or license plate number. The program will alert Department personnel when:

- The VIN or license plate number is associated with a possible stolen vehicle (verification required)
- The entered vehicle is believed to have odometer discrepancies
- The vehicle's title is flagged for anomalies
- Alerts placed by other law enforcement agencies on vehicles of interest

These alerts may require verification of stolen status, further investigative action, contact with another law enforcement agency, and/or consultation with subject matter experts in vehicle theft investigations, such as station detective bureau, or the Taskforce for Regional Autotheft Prevention (TRAP).

Although the CARFAX DEX platform offers several deployment options when using the program, Department personnel should continue to be dispatched to the scene of non-injury traffic collisions, as a continued service to the communities we serve, as well as to verify driver's license status, proof of insurance, and to rule out any potential impairment. Below is the recommended method in which the DEX platform may be used:

- Dispatch sends a link to the parties' cell phones after a call for service and dispatches a patrol unit to the incident. The parties involved can begin self-reporting their personal and vehicle information. The responding patrol unit will then verify driver's licenses and proof of insurance, assess any signs of impairment, and assist with data entry if needed.

Note: Field personnel that witness a non-injury traffic collision or are flagged down by a member of the public with an unreported accident should create an observation in their patrol log and initiate the information exchange by creating a new incident within the DEX platform.

At any point during the data input process, on-scene personnel can decide to cancel the input process, and author a traffic collision report if they deem it appropriate. The DEX platform can continue to be utilized if the driver(s) are cited or the involved vehicle(s) is/are towed if the situation does not meet requirements for a CHP-555 report to be written.

The CARFAX DEX platform should only be used to clear non-injury traffic collisions and non-injury hit and run collisions with no workable information. A CHP-555 report form should be used to document the following:

- Traffic collisions resulting in injuries (complaint of pain or greater)
- Traffic collisions where impairment is a factor

- Hit and run collisions where workable information is available
- Traffic collisions involving government operated vehicles
- Damage to City-owned or County-owned property
- If a Party or Parties request a written report

When clearing a traffic collision call for service where the CARFAX DEX platform was used instead of a CHP-555 report form, Department personnel should clear their patrol log with all applicable codes and include clearance code:

- 473 – Accident, Traffic (Non-injury – DEX)

In the event of a technological failure due to user error, hardware compatibility, cellular signal limitations, or CARFAX server outages that cannot be mitigated through troubleshooting efforts, a CHP-555 report form should be used to document the collision.

For training videos, guides, and further information on the platform, go to the Carfax For Police SharePoint site on the LASD Intranet. For account log-in related inquiries, email the Carfax Help Desk at carfaxhelpdesk@lasd.org.

REFERENCES

Carfax For Police - LASD SharePoint – Home