

BUILDING A TR310 REPORT TRACKING SYSTEM THAT IS ACCESSIBLE TO SCDMV AND THE PUBLIC

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Table of Contents

Introduction	2
Problem Statement	3
Data Collection	4
Data Analysis	5
Implementation Projection	6
Evaluation Projection	9
Summary	10
TR310 Collision Report Inventory Process Diagram	11
Blank TR310 Example (Front Page)	13
Blank TR310 Example (Back Page)	14
References	15

Introduction

Within the South Carolina Department of Motor Vehicles (SCDMV) there is a need for building an E-Collision TR310 Report Tracking System, to provide faster tracking of an Electronic TR310 Collision report by both, the SCDMV employees and general public. A TR310 report is the report a law enforcement officer prepares when they respond to a traffic collision. These reports are electronically entered by the law enforcement officer into their software application and then transmitted to South Carolina Department of Public Safety. After they have been reviewed by the law enforcement officer's supervisor they are transmitted electronically to the South Carolina Department of Motor Vehicles. The South Carolina Department of Motor Vehicles is the state's agency of record for the TR310 Collision reports and is ultimately responsible for providing these reports to insurance companies, individuals, and other potential users. Until the TR310 Collision report is electronically sent to the South Carolina Department of Motor Vehicles and processed accordingly, the TR310 Collision report is unavailable to external parties. Under normal circumstances there is a lag time between the law enforcement officer creating the TR310 report, the report being reviewed and approved by their supervisor, and then forwarded and processed by SCDMV of two to three weeks. Most of the time the external entities need access to the TR310, or at least acknowledgment as to the status of the report within days of the collision. The development and implementation of an electronic tracking system will allow SCDMV employees and customers the ability to track the status of an issued Electronic TR310 Collision Report from when the report is first prepared by law enforcement to when it has been received by the SCDMV and processed.

Problem Statement

Currently the entire SCDMV, and the general public, relies on the SCDMV Headquarters staff to provide a response as to whether a collision report has been received and processed.

Neither SCDMV offices nor customers are currently able to track the status of, or purchase an Electronic TR310 Collision Report, that has yet to be submitted to the SCDMV from the South Carolina Department of Public Safety (SCDPS). This includes TR310 Collision Reports, which may be in a pending status at the SCDPS. Customers are often forced to make multiple trips to an SCDMV field office, or make repeated calls to our SCDMV Contact Center in their quest for an issued Electronic TR310 Collision report.

A web service tracking system called "E-Tracking" would allow both customer and SCDMV employees to be able to track the status of an Electronic TR310 Collision Report without having to contact the headquarters office. Field office representatives, currently do not have the capability of searching for a TR310 Collision Report beyond use of the agency's Phoenix Document Imaging System and are only able to track a TR310 Collision Report after the report has been processed and imaged by the headquarters office. For example, a field office representative currently has to contact the SCDMV headquarters by phone or email when a report image immediately cannot be located. Not only does this add frustration to the customer, who may have waited for an unspecified length of time to be called to the counter for service; but to the front counter representative who now must call over to the headquarters office for assistance with locating the report of interest. This imposes additional wait time on the customer.

BUILDING A TR310 REPORT TRACKING SYSTEM

Specific fields of information from the TR310 Collision Report are obtained from the customer by the field office representative and then conveyed to and researched by the headquarters processing unit supervisor or unit team leader to locate reports. Headquarters staff will then have to use various search techniques within the department's database systems in order to attempt to locate the TR310 Collision Report. The inability to find a TR310 Collision Report in most cases, can be very time consuming to all those involved and most often poses a work interruption to the headquarter individual(s) who are responsible to render the research. By building and implementing a new web tracking system "E-Tracking", the above steps would no longer be necessary except in extreme cases.

Data Collection

Currently the SCDMV receives TR310 Collision Reports electronically from the SCDPS through its Report Beam Server System. This process is normally efficient and time saving, however, until the TR310 Collision Report has been processed by the SCDMV line of business application there is no visibility to the report's data. The web service "E-Tracking" system would make immediate access to a TR310 Collision report even if the report has not yet been processed by the SCDMV; including reports, which are in a pending status at the SCDPS. As stated in the introduction to this report the data is collected by law enforcement at the scene of the collision, sent electronically to the South Carolina Department of Public Safety, forwarded electronically to the South Carolina Department of Motor Vehicles after it has been approved by the law enforcement officer's supervisor, and then processed by SCDMV. In a typical year there are over 300,000 TR310 reports generated by this process. The lag time between the

BUILDING A TR310 REPORT TRACKING SYSTEM

creation of the report by the law enforcement officer and the availability of the report to external entities is two to three weeks.

Data Analysis

Customers often need access to collision related data before it has been forwarded to the SCDMV for insurance claims or legal related purposes. SCDMV currently sells 78,000 TR310 Collision Reports per year. The increase in sales could potentially double with a web service tracking system and generate additional revenue to the State of South Carolina. This is an estimate based on the number of TR310 reports sold by SCDMV over the counter in our field offices and the number of TR310 reports given away by law enforcement officers. This process is intended to eliminate the giveaways by law enforcement officers.

Traffic collisions are responsible for billions of dollars in economic loss to the state of South Carolina each year. The new "E-Tracking" system could provide a TR310 inventory status and the ability to obtain both, official and non-official TR310 Collision Reports. An official report is a report which has been processed by the SCDMV and has already posted to a customer driver record. A non-official TR310 Report is classified as a report, which may be in a pending status or has not yet been submitted from SCDPS. Making this information available via a web transaction will reduce foot traffic in our field offices as well as further SCDMV goal of getting more people to use our website for self-service. Based upon data within our enterprise database it appears that 50% of the 78,000 TR310 reports requested per year are from walk in traffic. Making this information available on SCDMV's website will save the agency money by reducing the number of calls related to TR310's availability and will provide quicker response times to customers.

Implementation Projection

The implementation of “E-tracking” would require that a SCDMV Business Analyst do approximately three-months of testing and writing up the business specifications for the project. The development and implementation would take approximately six months to complete. This would include a generalized period of testing. This project will also depend on coordination with SCDPS. SCDPS has been consulted on numerous occasions and is interested in this project as a potential money maker to allow them, and SCDMV, to jointly work on projects beneficial to both agencies. External factors, which would affect the timeliness of the plan, would depend upon the SCDPS resources and availability. This project would need to be scheduled within the SCDMV’s “Priority Schedule” and a “Level of Effort” established. Also, in order to determine where a report is in the process, web service interfaces will be needed with SCDPS.

The requestor must know either the specific case number and date or must have a valid SCDMV customer number or must hold a SC Driver’s License in order to request the report over the internet. Since TR310 reports are not currently available on SCDMV’s website, this would be a new requirement. There will be only one entry point for ordering the accident report and that will be through SCDMV Public Services on www.SCDMVOnline.com. Current Public Service customer identification schema (database definition which encompasses license and or customer number, along with SSN) will be utilized unless the customer has a specific case number and date on hand. This “Level of Effort” will not include efforts required of entities outside of SCDMV, however, those efforts will be identified below. The intent is to allow TR310 Reports to be available for purchase as soon as the report is submitted to SCDPS from the

BUILDING A TR310 REPORT TRACKING SYSTEM

issuing entity.

This will require an Accident Report inquiry and retrieval function, preferably a web service, to be hosted within SCDPS that would allow SCDMV to inquire in to the SCDPS system for a report that SCDMV does not yet have available. Only three sources of reports are described in this estimate:

- Reports registered to SCDMV and stored on the SCDMV Document Management System.
- Reports pending processing that are stored in the Accident Entry staging areas in SCDMV.
- Accident Reports in flight and present in SCDPS systems from Report Beam, but have not yet posted to SCDMV.

Report inquiries from other sources would involve similar efforts for SCDMV to SCDPS interface. In coordination with SCDPS document, technical changes will be needed for SCDMV and SCDPS systems to provide information for the TR310 Collision Reports. An update would be required to the SCDMV website which would include adding a Collision Report transaction to the site.

This component will accept:

- The customer's credentials
- The case number and date
- Initiate the request to the backend services
- Present a candidate list to use for selection
- Process payment through SCI Web Payment portal
- Present the report to the customer for printing

BUILDING A TR310 REPORT TRACKING SYSTEM

An update to the Financial Accounting System would be needed to allow identification of TR310 Reports coming from the SCDPS. A SCDMV Retrieval Service would need to be added and would retrieve the TR310 Report or Candidate List of Reports for the customer to select from when:

- The customer has requested a specific case number and date. The application will query South Carolina Department of Motor Vehicles Doc Index and Accident Entry systems for the requested case. If not found, the application will invoke a request for an external collision report inquiry to SCDPS. If found, the report will be presented to the SCDMV website user for presentation to the customer after payment is made.
- The customer has only provided customer and / or license information. In this case, SCDMV can only process SCDMV established customers since SCDMV can only validate an SCDMV customer. The application will query Docs and Accident Entry for a list of accident cases. Application will also invoked the SCDPS Accident Inquiry web service with the subject DL number for pending reports. The list will be presented to the customer. SCDMVOnline will allow the customer to select one case at which time service function will be invoked to retrieve the report.

An External Collision Report Inquiry allows the application to be invoked by the Retrieval Service and will then inquire about TR310 Collision Reports from external (non-SCDMV) systems. The primary system would be located in SCDPS, however the application will be structure to support additional sources and rules for those sources. This feature will:

- Inquire for specific case. If found the case information will be forwarded to the Report Retrieval service.

BUILDING A TR310 REPORT TRACKING SYSTEM

- Inquire by DL: The service will expect a list of cases to be presented to the SCDMV Report Retrieval Service to be presented to the customer for selection.

A “Create Report Inquiry” function from external entities will be needed. SCDMV cannot determine efforts required by external entities. This service would be provided by the supplying agency. SCDMV would be required to adhere to the data returned from that service and present information to that service as per its requirements. This service would be called from External Collision Report Inquiry” when:

- A specific case is requested that has not yet been transmitted to SCDMV. The service will return the report information to service “External Collision Report Inquiry.”
- A list of pending cases is requested by DL Number. The list will be presented to External Collision Report Inquiry. If SCDMV must query multiple source entities additional rules will be devised to limit the scope of those queries (Rodgers & Baum, SCDMV).

Evaluation Projection

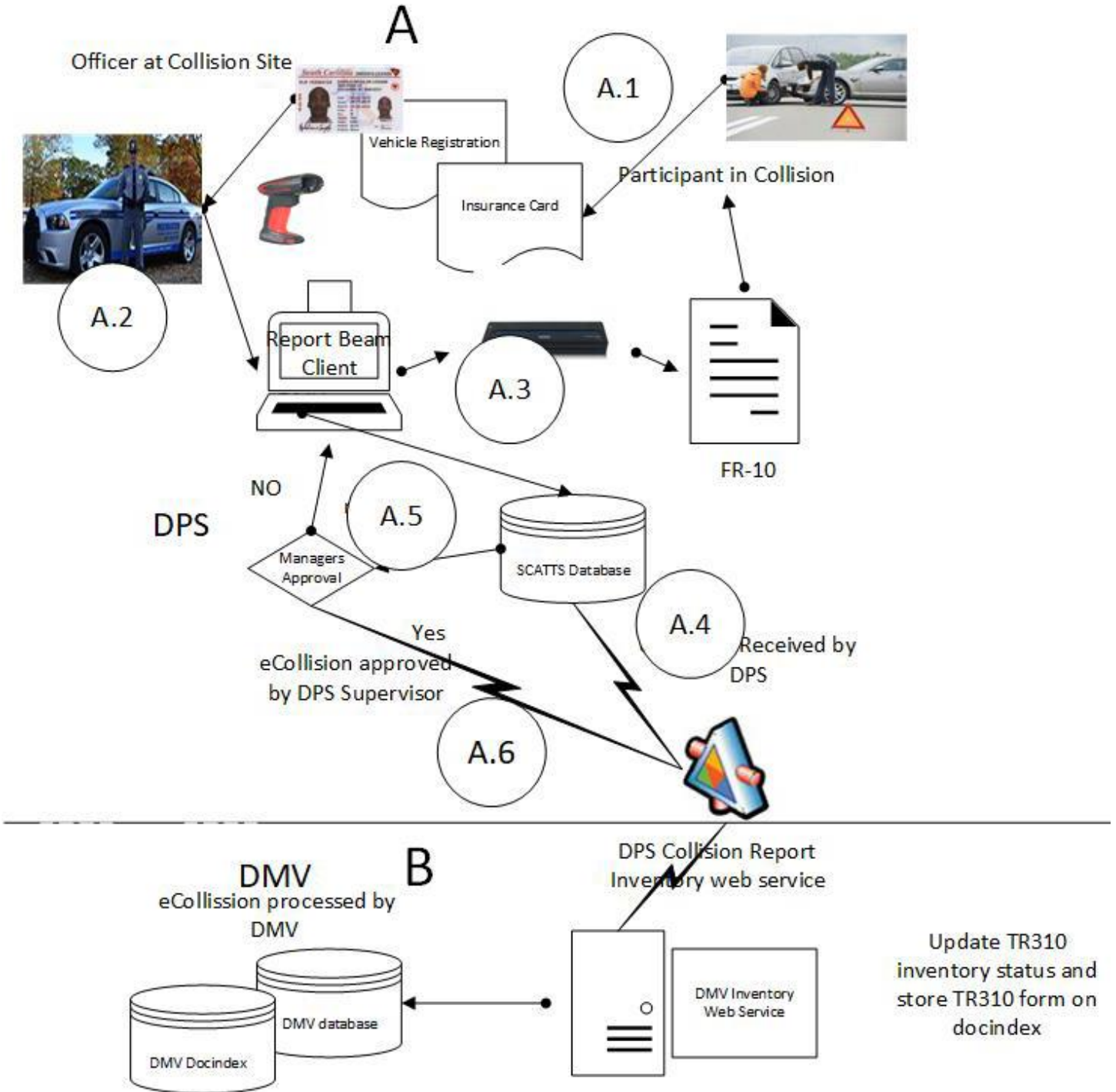
The success of this project would readily be determined by the number of TR310 Reports received by the SCDMV and report sales revenue generated on a monthly basis. System testing would be required and would also involve effort from the external entity SCDPS. Since SCDPS views this as a potential funding source for some of its initiatives, the incentive is there for it to cooperate in the development of this project. Regression Testing and Pre-Production Testing will follow and would also involve external entities. It would take an estimated 8 hours for deployment between the SCDMV and the SCDPS (Baum, SCDMV).

Summary

The objective of this project is to provide the SCDMV customers the ability to obtain a printed version of a TR310 Collision Report via a new web service "E-Tracking System." This new tracking system would increase revenue to the state of South Carolina. This service would continue SCDMV's mission of reducing foot traffic into our field offices by offering this as an online service to our customers.

TR310 Collision Report Inventory Process Diagram

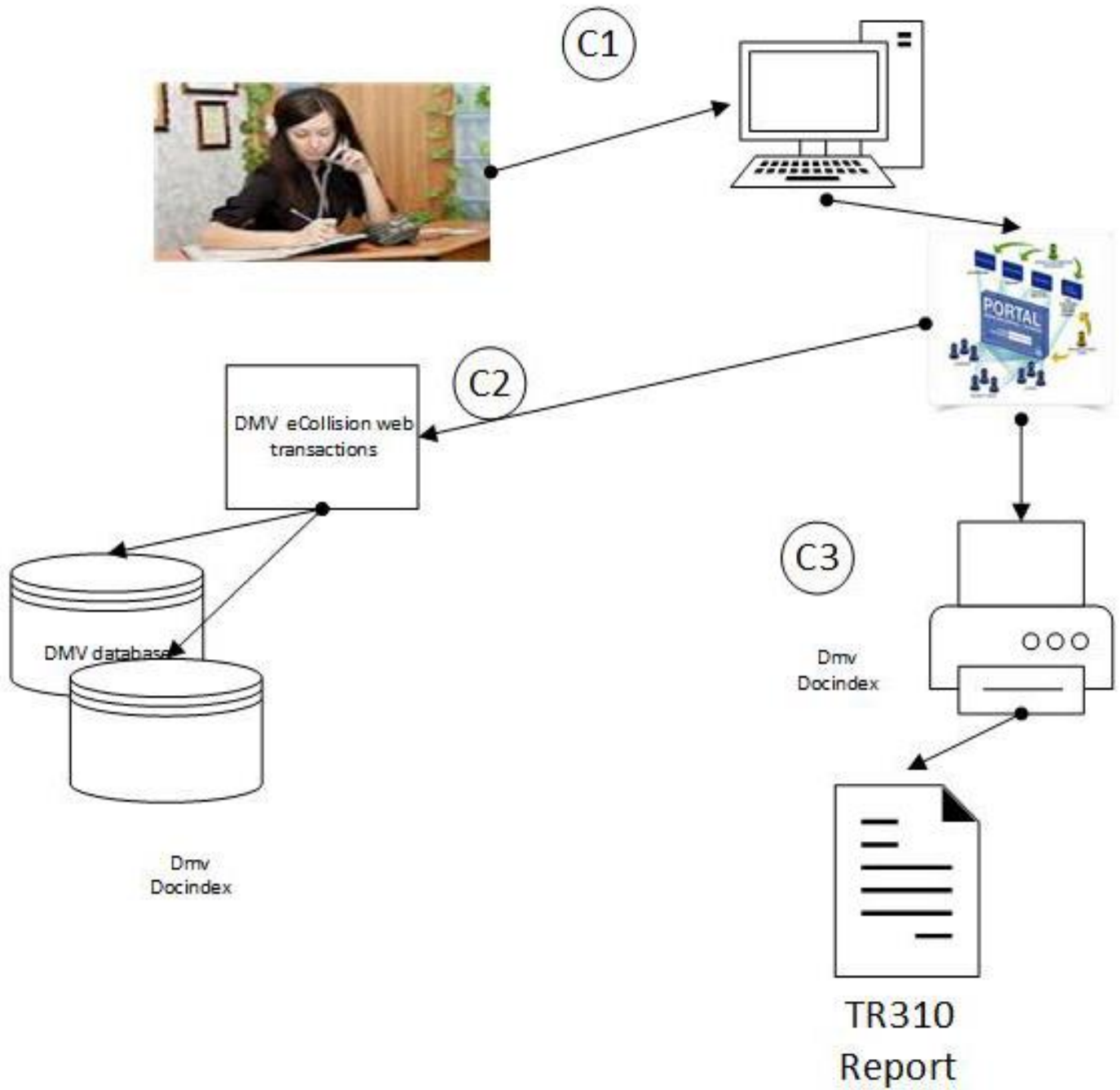
TR310 Collision Report Inventory Process



BUILDING A TR310 REPORT TRACKING SYSTEM

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eCollision Inventory Status inquiry



References

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Rodgers, F. TR310 Collision Report Inventory Process Diagram

SCDPS, South Carolina Collision Report Form (TR-310)