POLICE OUTREACH SURVEY ON CRASH REPORTING

AN EXAMINATION OF ISSUES RELATED TO TIMELINESS, ACCURACY/COMPLETENESS, AND CRASH DATA COLLECTION

SUBMITTED TO

EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY'S (EOPSS) HIGHWAY SAFETY DIVISION
EXECUTIVE OFFICE OF TRANSPORTATION'S (EOT) REGISTRY OF MOTOR VEHICLES
MASSACHUSETTS TRAFFIC RECORDS COORDINATING COMMITTEE

DECEMBER 2007

University of Massachusetts Traffic Safety Research Program
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INTRODUCTION/BACKGROUND

The Massachusetts Executive Office of Public Safety and Security's (EOPSS) Highway Safety Division (HSD) and the Executive Office of Transportation's (EOT) Registry of Motor Vehicles (RMV) are working to improve the way crash data are collected and used in Massachusetts. The mission of these efforts is to streamline crash data collection and improve the timeliness, accuracy, and completeness of police-collected crash data. The University of Massachusetts Traffic Safety Program (UMassSafe) developed and conducted a police outreach survey to gather information from state and local police departments in an effort to identify the challenges associated with current crash report data-collection procedures as well as potential opportunities to improve this system. This information may then be used to guide changes in the crash report form and to improve in the accuracy, completeness, consistency, and timeliness of the RMV crash data. The police outreach survey can be found in Appendix A.

PROJECT OVERVIEW

UMassSafe worked with the HSD, RMV, and MassHighway to develop the police outreach survey. UMassSafe conducted an interview with RMV staff concerning challenges with the crash report, crash data system, and electronic submission. Existing data quality issues, as well as the RMV's vision regarding possible solutions, were examined. Results of this interview were utilized in the development of the draft police outreach survey.

All Traffic Records Coordinating Committee members were provided with an opportunity to provide feedback on the survey questions. The RMV provided a presentation to, and facilitated a discussion with, the Massachusetts Chiefs of Police Association (MCOPA) Safety Committee on the project and then mailed the police outreach survey out to the 351 local police department Chiefs of Police and 6 Massachusetts State Police (MSP) Troop Commanders. The survey was made available to these police departments in paper format via mail, electronic format via email, and on the on the internet through a web-based survey form. In addition, each police department was called twice with reminders and the survey was faxed to more than 100 departments upon request.

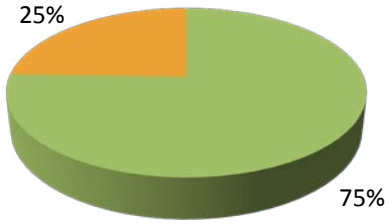
Two hundred and fifty two of the 351 Massachusetts local police departments and all 7 of the Massachusetts State Police (MSP) Troops responded to the survey for a response rate of 71%. The first completed survey was received on September 19, 2007 and the last one on December 28, 2007. The results from 274 surveys (some departments submitted more than one completed survey, most often by MSP Troop) completed by police departments are outlined below.

Responses from free-form response fields and the general comments are categorized and summarized. A complete listing of all free-form responses is included in Appendix B. In addition, Appendix C is a contact list for each participating police department.

SURVEY RESULTS

INFORMATION ON THE PERSON COMPLETING THE SURVEY

Are you the person within your department who is responsible for overseeing the collection and reviewing of crash reports?

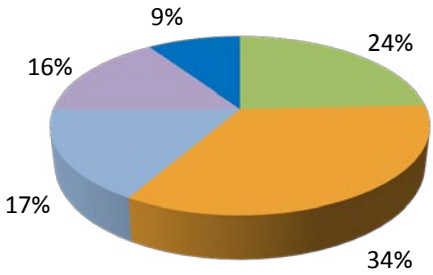


Legend	Response
	Yes (203)
	No (66)
	Empty (5)

Contact information on each participant can be found in Appendix C.

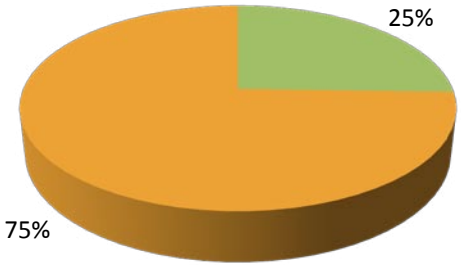
GENERAL INFORMATION

1. *How many crashes requiring completion and submission of crash reports to the RMV occurred in your city/town in calendar year 2006?*



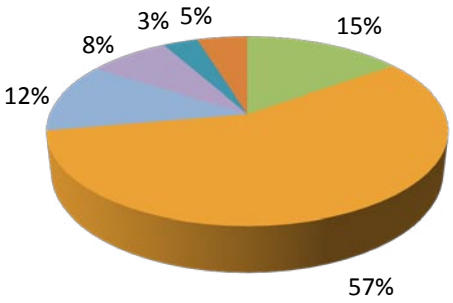
Legend	Response
	<100 (64)
	100-300 (90)
	301-500 (44)
	501-1,000 (41)
	>1,000 (25)
	Empty (10)

Is this number an approximation or an actual, verified number?



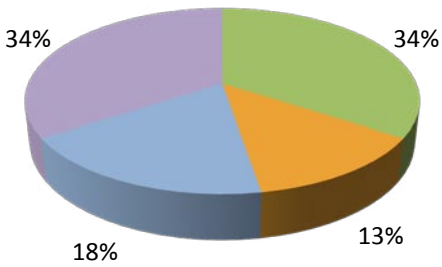
Legend	Response
	Estimation (67)
	Verified Number (196)
	Empty (11)

2. *Which process described below most closely resembles your department's crash reporting procedure?*



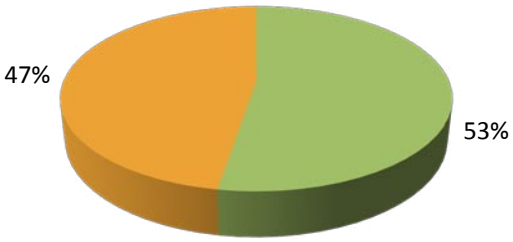
Legend	Response
	Investigating officer records data at scene on crash form. Handwritten/photocopied form sent to the RMV. (41)
	Officer records data at scene on form, report entered by same officer into Records Management System (RMS). Printed RMS report sent to RMV. (154)
	Officer records data at the scene then enters it into the Records Management System (RMS) at the department after which it is electronically submitted. (32)
	Officer records data at scene on crash form. Report entered by clerical staff into RMS, printed RMS report sent to RMV.(21)
	Officer records data directly into cruiser computer at scene. Data uploaded to department's RMS, printed or electronic report sent to RMV.(9)
	Other (13)
	Empty (4)

If your response to question 2 was A (Investigating officer records data at scene on crash for. Handwritten/photocopied form sent to the RMV): Can you tell us why?



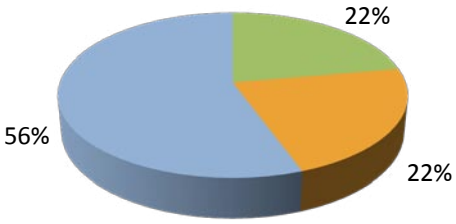
Legend	Response
	Your department has no electronic system (13)
	Your department has no RMS vendor (5)
	Form completed on-site of crash (7)
	Other (13) See appendix for details.
	Empty (3)

If a handwritten report is sent to the RMV, is it the original or a photocopy?



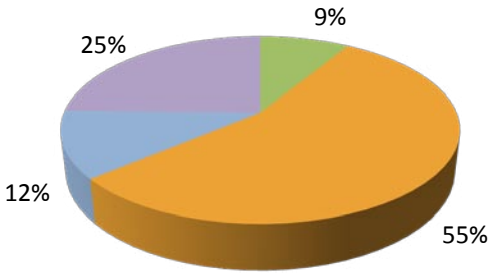
Legend	Response
	Original (20)
	Photocopy (18)
	Empty (3)

3. *If your department does not submit crash reports to the RMV, please provide a brief explanation as to why:*



Legend	Response
	Only injury crashes are submitted (2)
	Not mandated, department not responsible for crash reporting (2)
	Other: “Where to send them?”; “We have our own repository” (5)
	Not Applicable (29)

Is there anything the RMV can do to facilitate crash report submissions from your department? Please provide your suggestions:



Legend	Response
	Improve the data collection form: “Shorter form”; “Make it one page”; “Less complicated and less time consuming” (6)
	Electronic or direct submission (online, email) (38)
	Other suggestions: “Better directions for supervisors”; “More funding” (8)
	No suggestions at this time (17)
	Empty (205)

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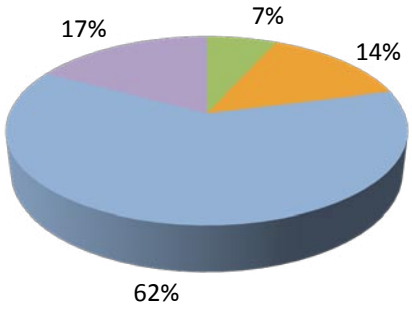
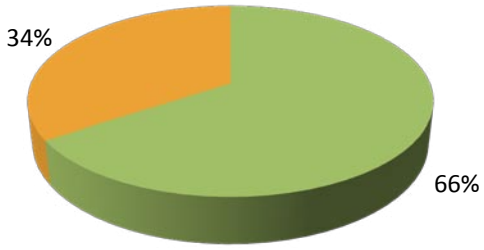
4. *Who submits the crash report to the RMV?*



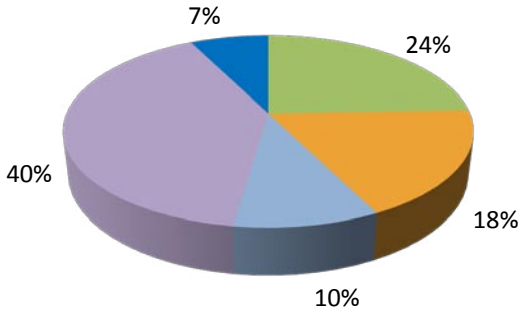
Legend	Response
	Officer (18)
	Supervisor (38)
	Administrative Staff (167)
	Other (47)
	Empty (4)

5. *Is a crash report from your department ever returned from the RMV for additional information?*



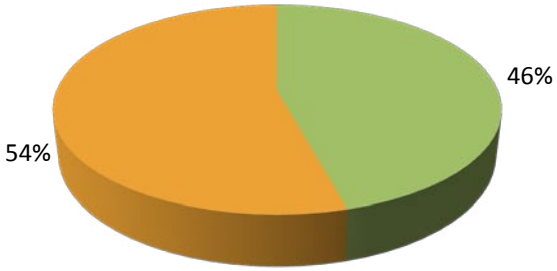
Legend	Response
	Yes (176)
	No (90)
	Empty (8)

If YES, does your department have a consistent procedure for handling returned crash reports? Please explain:



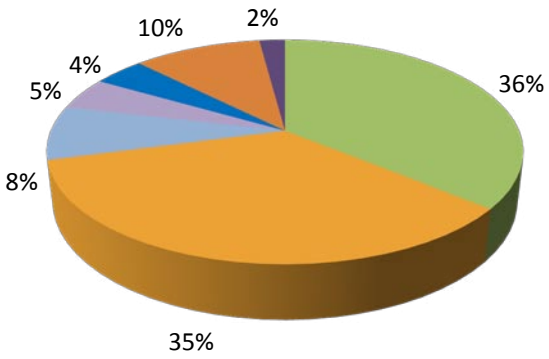
Legend	Response
	The report is revised and resubmitted- Not specified who is responsible. (43)
	The report is revised and resubmitted- Administrative clerk responsible. (32)
	The report is revised and resubmitted- Supervisor responsible. (17)
	The report is revised and resubmitted- Reporting officer responsible. (71)
	There is no consistent procedure, rare event, unknown (13)
	Empty (0)

Does your department have an internal crash reporting tracking process to ensure that returned crash reports are re-submitted to the RMV?



Legend	Response
	Yes (115)
	No (137)
	Empty (22)

How long does it take to re-submit these returned crash reports?



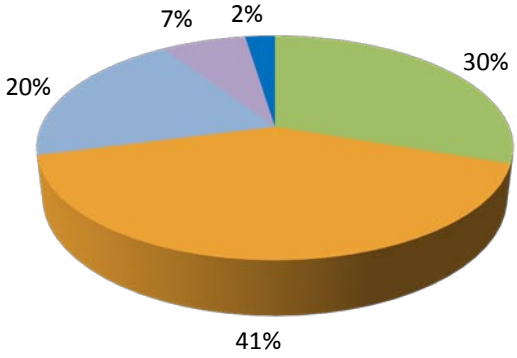
Legend	Response
	Within 3 days (69)
	Within 1 week (67)
	Within 2 weeks (15)
	Within 1 month (9)
	Immediately (8)
	Unknown (20)
	Upon officer's next shift (4)
	Empty (82)

TIMELINESS

Currently, the RMV receives crash report data approximately 90-120 days after the date of any given crash. In order to expedite this period, the RMV seeks to understand the crash report creation and submission process.

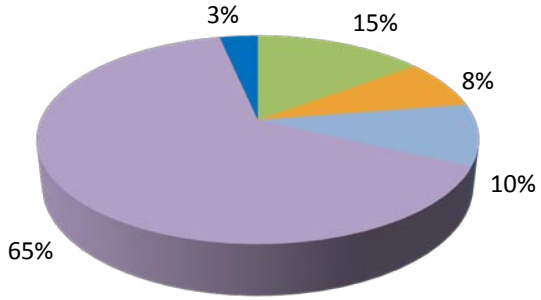
6. *At what point are crash reports (paper or electronic) completed? Rank from "most often" (1) to "least often" (4)*

   Most often :



Legend	Response
	Immediately after the crash (75)
	At the end of the same day (101)
	One or two days later (49)
	Once a week (17)
	Other (6)

Least often:



Legend	Response
	Immediately after the crash (31)
	At the end of the same day (16)
	One or two days later (20)
	Once a week (135)
	Other (7)

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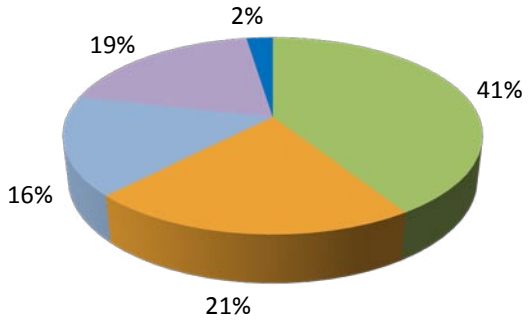
7. *From the date of the crash, about how long does it take officers in your department to fill out the paper crash form or enter the information electronically, have it processed by the police and forwarded to the RMV?*



Legend	Response
	Within 3 days (101)
	Within 1 week (53)
	Within 2 weeks (40)
	Within 1 month (47)
	Upon officer's next shift (6)
	Empty (27)

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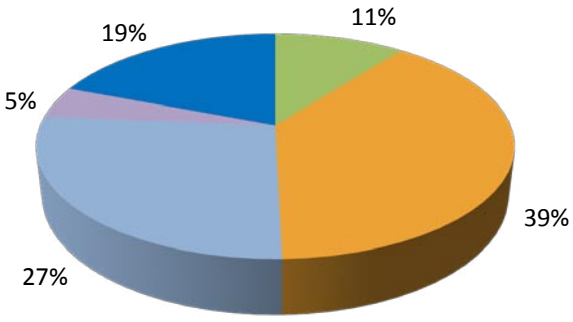
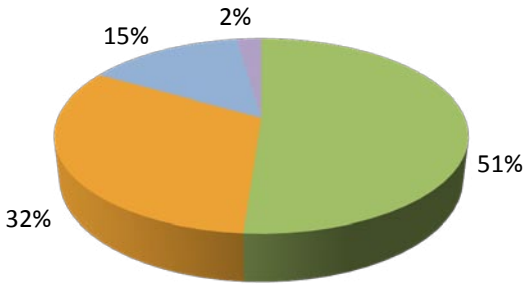
8. *At what frequency does your police department send crash reports to the RMV?*



Legend	Response
	Daily (28)
	Weekly (104)
	Monthly (71)
	Quarterly (12)
	Other (51) (See appendix for details.)
	Empty (8)

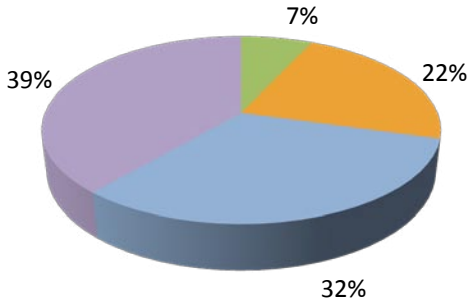
9. *On average, how long does it take officers in your department to complete a (paper or digital) crash form?*

<u>Minor</u> (property damage only, 1-2 vehicle crash)?



Legend	Response
	About 10-30 minutes (134)
	31-45 minutes (84)
	45-60 minutes (38)
	Over an hour (6)
	Empty (12)

<u>Major</u> (injuries, multiple vehicles) crash?



Legend	Response
	About 10-30 minutes (17)
	31-45 minutes (55)
	46-60 minutes (78)
	Over an hour (95)
	Empty (29)

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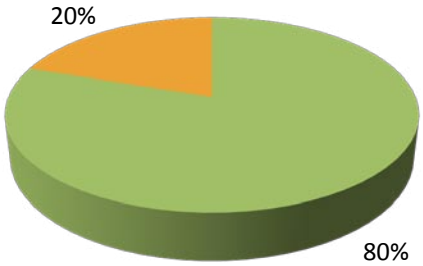
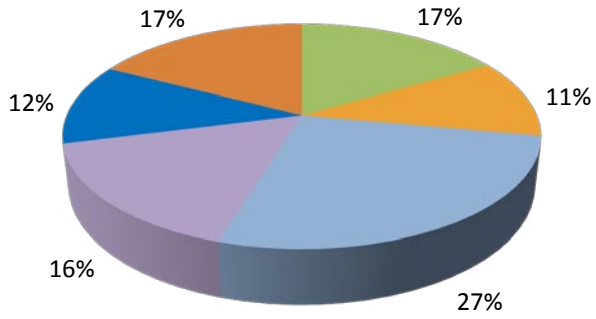
10. *Are crash report data reviewed by a supervisor prior to submission to the RMV?*



Legend	Response
	Yes (213)
	No (52)
	Empty (9)

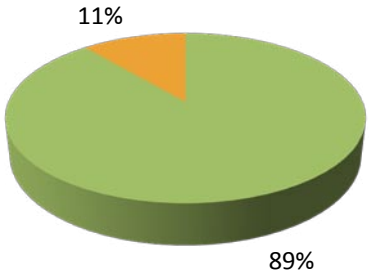
If YES, what does the supervisor check for?



Legend	Response
	Accuracy and completeness (46)
	Only accuracy (31)
	Only completeness (74)
	Mistakes, inconsistencies, typos, spelling (45)
	Narrative and/or diagram (32)
	Other (48)
	Empty (65)

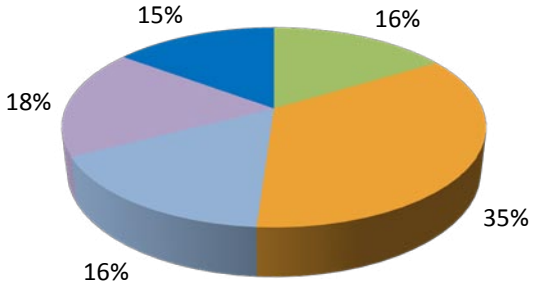
Note: the total number of responses may be larger than the number of surveys since answers could include more than one category.

Are the reports ever sent back to the officer for correction before being submitted to the RMV?



Legend	Response
	Yes (218)
	No (27)
	Empty (29)

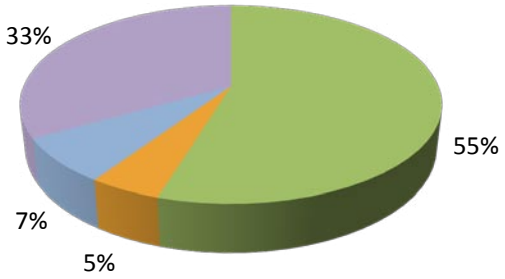
If YES, for what types of problems?



Legend	Response
	Accuracy (45)
	Completeness (96)
	Mistakes, inconsistencies, typos, spelling (45)
	Poor Narrative and/or diagram (49)
	Other (41)
	Empty (60)

Note: the total number of responses may be larger than the number of surveys since answers could include more than one category

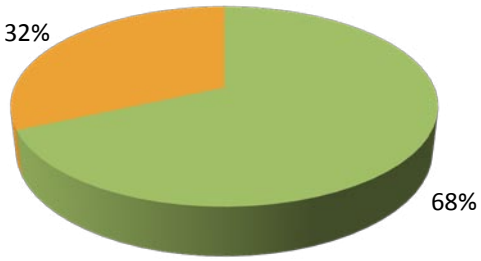
11. Do you have any suggestions as to how crash report data could get from your department to the RMV in a timelier manner?



Legend	Response
	Electronic or direct submission (online, mail, fax) (105)
	Improve the data collection form and/or software (9)
	Other suggestions (14)
	No suggestions (64)
	Empty (82)

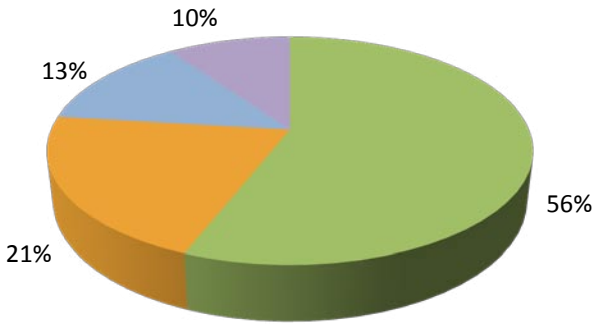
ACCURACY/COMPLETENESS

12. If a Records Management System (RMS) is used for crash data reporting in your department, do officers follow a consistent editing procedure to ensure that inaccurate or incomplete information is not submitted to the RMV?



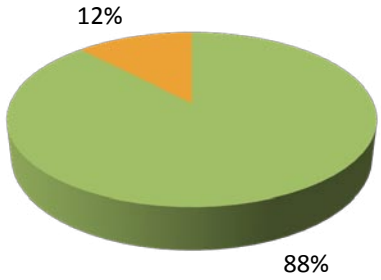
Legend	Response
	Yes (155)
	No (72)
	Empty (47)

If YES, provide a brief description of the procedure:



Legend	Response
	Errors are checked by computer program with built in error check (80)
	Errors are checked by In-charge Officer, Reporting Officer, or by supervisors (30)
	Errors are checked by computer program and then reviewed by supervisor (19)
	Other methods or not specified methods (14)
	Empty (12)

13. Does your department have and use unique crash/incident report numbers?



Legend	Response
	Yes (233)
	No (33)
	Empty (8)

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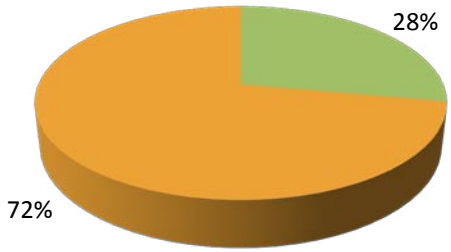
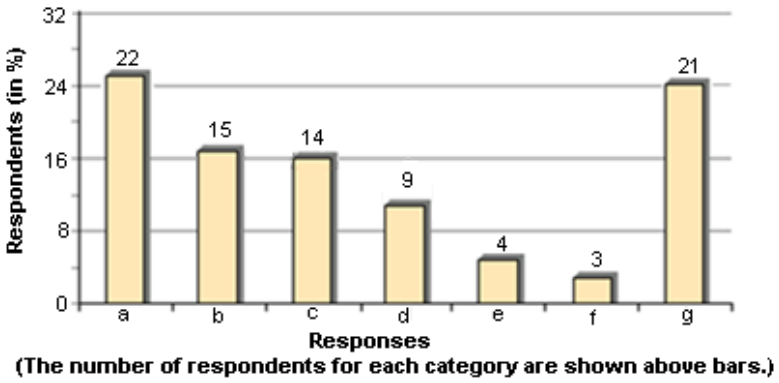
14. Are there specific fields on the crash report form that you find confusing or unnecessary?



Legend	Response
	Yes (71)
	No (184)
	Empty (19)

If YES, detail which field(s) and why?

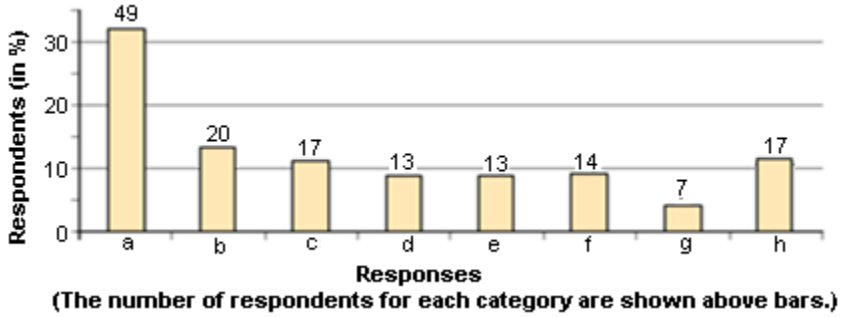


Legend	Response
a	FIELD: Override/underride (22)
b	FIELDS: Sequence of events, most harmful event, first harmful event, first harmful event location (15)
c	FIELD: All fields with codes/numbers (14)
d	FIELD: Airbag switch (9)
e	FIELD: Passenger seating position (4)
f	FIELD: Injury status (3)
g	Other fields (21)
	Empty (3)

Note: The total number of responses may be larger than the number of surveys since answers could include more than one category.

15. *The Commonwealth of Massachusetts strategic Highway Safety Plan lists speeding, impaired driving, and safety belt/child safety seat use as three critical factors related to traffic safety. What are the barriers for collecting and reporting accurate data on these factors?*

a. *Speeding:*



Legend	Response
a	Lack of evidence (49)
b	Need for accident reconstruction (20)
c	Lack of training (17)
d	Reliability (13)
e	Lack of resources (13)
f	Responses limited to speed citations (14)
g	Other (7)
h	None (17)
	Empty (127)

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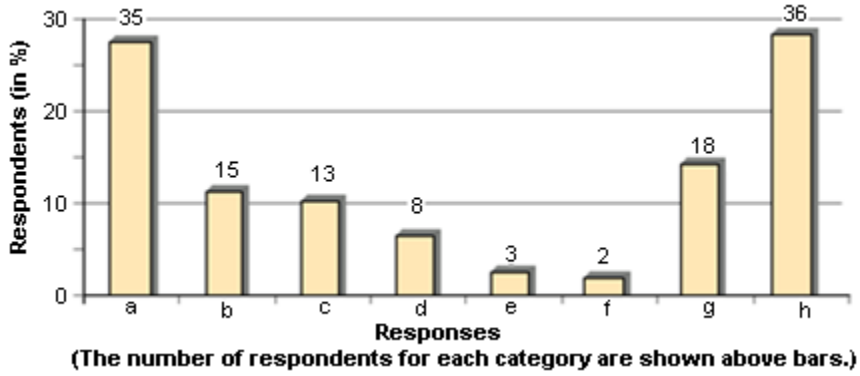
b. *Impaired driving:*



Legend	Response
a	Lack of evidence (35)
b	Citations and arrests (15)
c	Lack of resources (13)
d	Reliability (8)
e	Need to add a block for 'alcohol involved' on crash form (3)
f	Lack of training (2)
g	Other (18)
h	None (36)
	Empty (145)

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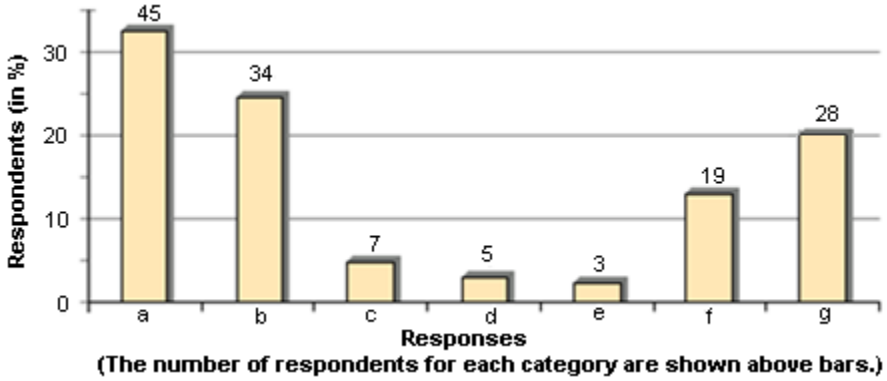
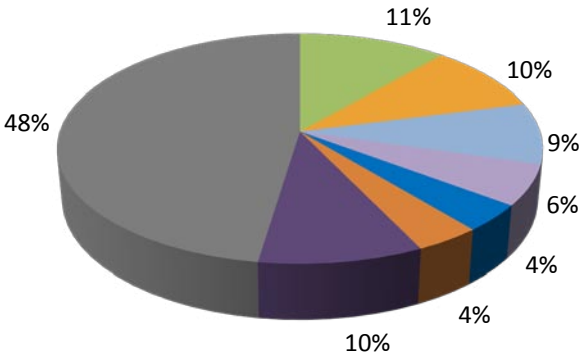
c. *Safety belt/child safety seat usage:*



Legend	Response
a	Lack of evidence (45)
b	Reliability (34)
c	Lack of resources (7)
d	Citations (5)
e	Need for accident reconstruction (3)
f	Other (19)
g	None (28)
	Empty (135)

Do you have any suggestions for improved collection/reportage of this information?



Legend	Response
	Training (12)
	Modification of the crash report form for speeding, alcohol, and seat belt field improvements (10)
	Electronic submission (9)
	Black box data records for vehicles (6)
	More resources: time, funding (4)
	Modify laws: making seatbelt primary law, stronger laws for impaired driving (4)
	Other (10)
	No Suggestions (50)
	Empty (169)

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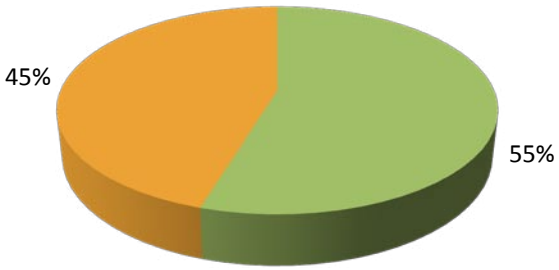
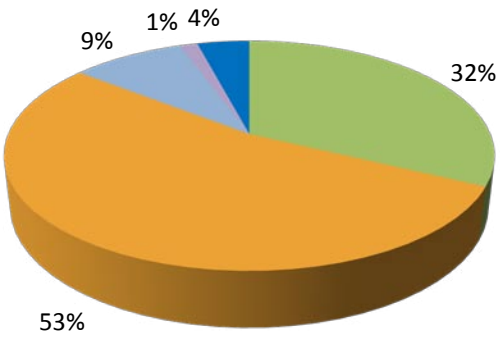
16. Do you think the property damage minimum should be increased from $1,000?



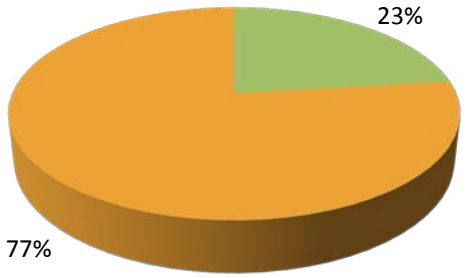
Legend	Response
	Yes (148)
	No (121)
	Empty (5)

If YES, what should the minimum property damage be increased to?



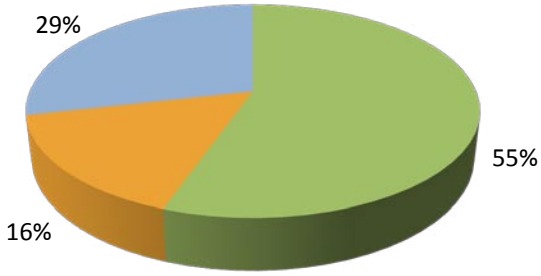
Legend	Response
	$1,500-$2,000 (47)
	$2,500-$3,000 (78)
	$5,000 (13)
	Personal injury only (2)
	Other (6)
	Empty (2)

17. Are there difficulties associated with accurately documenting crash location?



Legend	Response
	Yes (62)
	No (206)
	Empty (6)

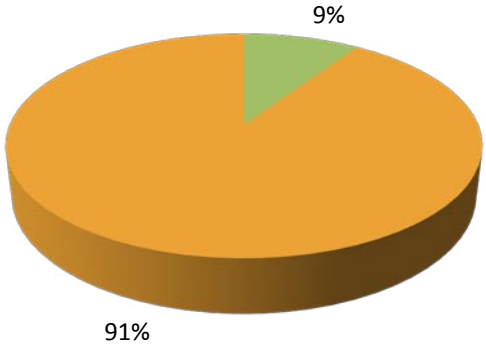
If YES, what would help provide more exact crash location information?



Legend	Response
	Global-positioning system (31)
	Improved location references (9)
	Other (16)
	Empty (6)

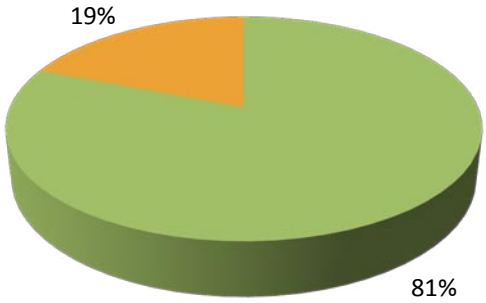
---

18. Do your department's cruisers come equipped with global-positioning systems (GPS) technology?



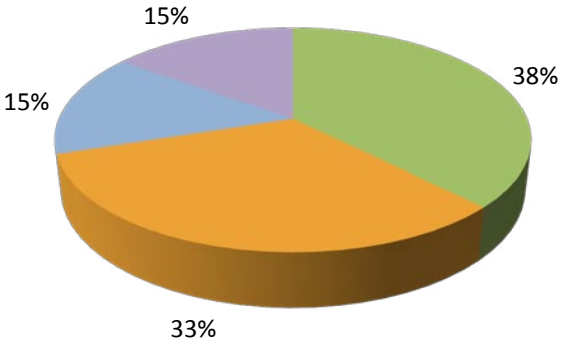
Legend	Response
	Yes (25)
	No (243)
	Empty (6)

If GPS were made available to all police cruisers, would your department be willing to use it to locate every crash?



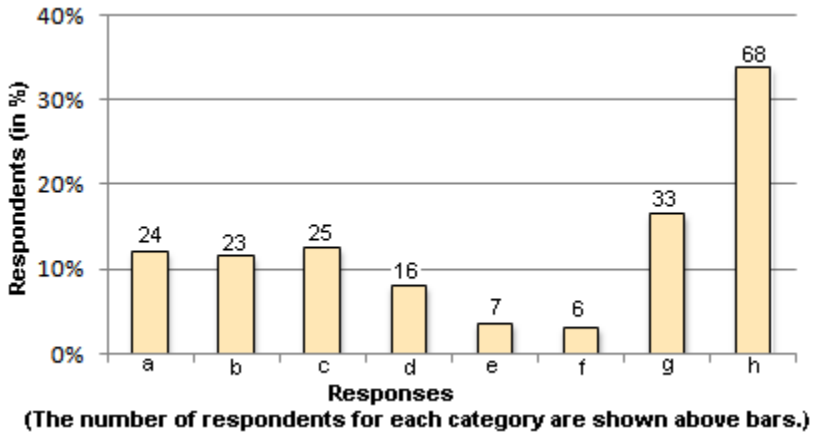
Legend	Response
	Yes (193)
	No (45)
	Empty (36)

If NO, why not?



Legend	Response
	Union issues, officer opposition (15)
	No need, keep it simple, not important (13)
	Technology not available, costs (6)
	Other: Not enough information, undecided, unknown (6)
	Empty (5)

19. The current definition for injury severity based on the Minimum Model Uniform Crash Criteria *(MMUCC) uses the KABCO injury scale: fatal injury, incapacitating injury, non-incapacitating injury, possible injury and no injury. This information is frequently missing from crash reports, and we are trying to figure out why. Any thoughts?*



Legend	Response
a	Police officers do not like to make medical judgments (24)
b	Lack of definitions, confusion with terms (23)
c	Injuries are often unknown at the crash scene. Some victims are already taken to hospital, HIPAA does not release information. Other victims would realize they are injured later. (25)
d	Injury severity scale should be simplified. (16)
e	Injury information should be rearranged in crash report form. (7)
f	Civil lawsuits (6)
g	Other (33)
h	None (68)
	Empty (72)

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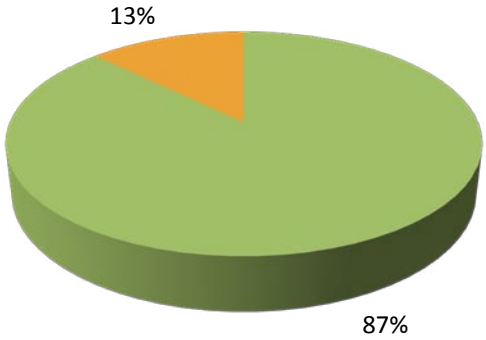
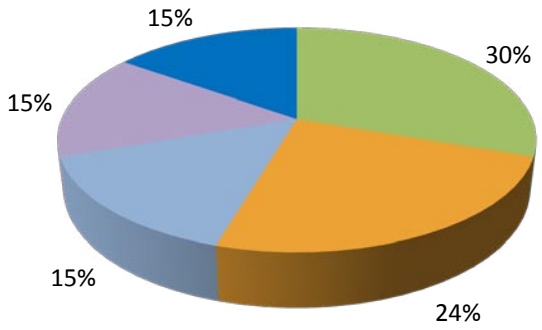
20. *When a crash involves a truck/bus, additional information is collected in a separate section of a crash report form. Is the "Truck/Bus" section clear and concise?*



Legend	Response
	Yes (233)
	No (34)
	Empty (7)

If NO, why not?

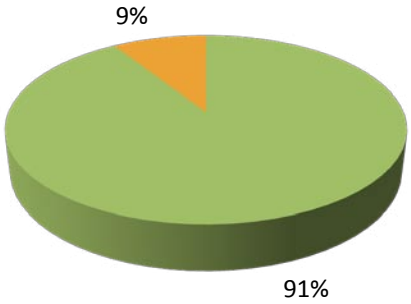


Legend	Response
	Never or rarely used. Still using the pink form (10)
	It is too confusing and information is duplicated. (8)
	Information not easily available and therefore easy to forget (5)
	Lack of training (5)
	Other (5)
	Empty (1)

CRASH DATA COLLECTION SYSTEMS

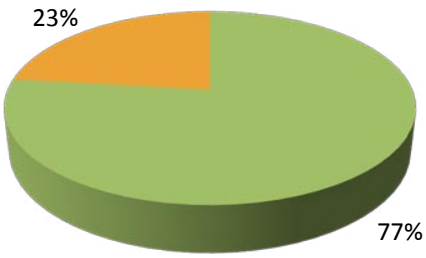
21. Has all your appropriate staff received training on crash reporting and/or using your RMS' crash reporting function?

Crash Reporting



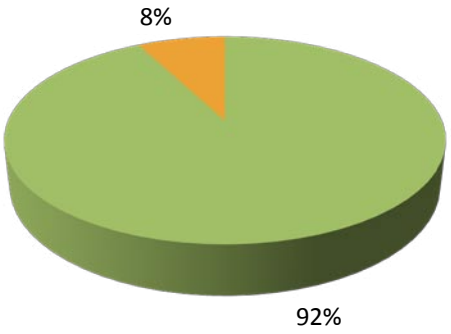
Legend	Response
	Yes (243)
	No (24)
	Empty (7)

RMS System



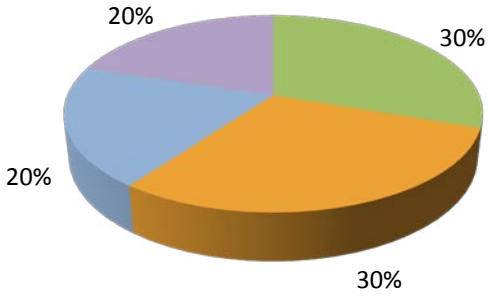
Legend	Response
	Yes (191)
	No (57)
	Empty (26)

22. If additional crash report training were available, would you provide it to your staff?



Legend	Response
	Yes (243)
	No (20)
	Empty (11)

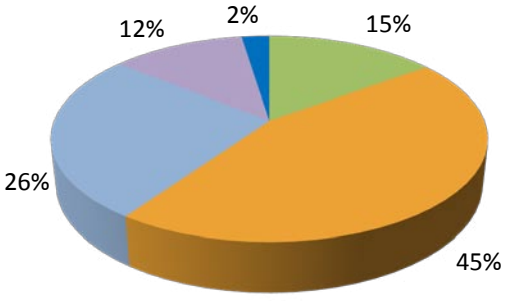
If YES, which kind of training would you prefer?



Legend	Response
	Online training (64)
	Trainer that comes to your department (62)
	Training materials (e.g. video, curriculum, etc) for your use internally (42)
	The option to send staff to training at MSP or MPTC academies (42)
	Empty (33)

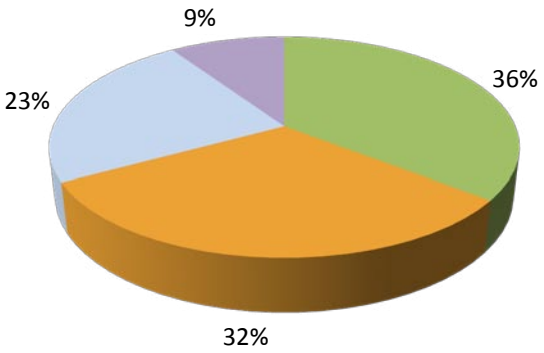
---

23. Given the choices listed below, which crash report submission system would you prefer?



Legend	Response
	Hardcopy (paper) report submission to RMV (37)
	Electronic submission of reports to RMV using your current RMS technology (112)
	New, RMS-compatible software that allows electronic entry, analysis, and submission of crash reports to RMV (66)
	Electronic report creation and submission to RMV via secure website (29)
	Other (6)
	Empty (24)

24. In your opinion, what are the most immediate needs to improving crash data collection in MA:



Legend	Response
	Improved training (124)
	Modifying the crash form (110)
	Changing/improving your department's internal RMS (82)
	Other (33)

Note: The total number of responses may be larger than the number of surveys since answers could include more than one category.

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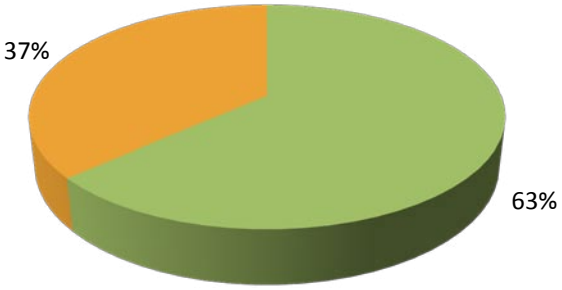
25. If crash data were made available to compare your data to other departments across the state, would it be of use to your department?



Legend	Response
	Yes (165)
	No (95)
	Empty (14)

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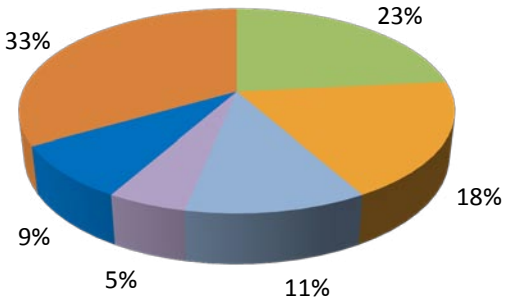
26. The primary purposes of gathering crash data include improving roadway safety, including enforcement initiatives, and obtaining Federal and State support to improve roadway safety. Bearing this in mind, do you have any suggestions to improve the overall crash reporting and data collection process?



Legend	Response
	Revise the crash report form, make it shorter and simple, allow for 3 or 4 vehicles instead of 2 (33)
	More technology, electronic submission, and GPS (26)
	Training, in particular to understand reason and need behind data collection (16)
	More resources: funding and staffing (7)
	Other such as community involvement, outsourcing, increase reporting threshold and find a way to identify alcohol/speed related crashes (12)
	No suggestions (47)
	Empty (133)

SUMMARY

CRASH DATA COLLECTION AND SUBMITTAL PROCESS

Massachusetts crash data are collected at the scene of a crash by police officers and entered onto crash report forms. Police departments then process the reports and submit them to the RMV where they are entered into the Crash Data System (CDS) and used for planning safety programming to reduce crash injury and severity. State agencies and police departments are interested in ways to expedite and simplify the process. There are a variety of ways that the data are currently collected and submitted to the RMV by police departments. According to 274 police respondents, in the majority (57%) of police departments, the officer records data at the crash scene on the report form, enters it into the Records Management System (RMS), and has a paper printout sent to the RMV. In 12% of the cases, the data are entered into the RMS and electronically submitted to the RMV, while in 15% of the cases, a handwritten report is submitted to the RMV.

Those departments that submit handwritten reports to the RMV do so because either they have no electronic system; the form is completed at the crash site; or the department has no RMS vendor. Slightly more than one-half of the respondents that submit paper reports indicated that the original handwritten report is submitted, while the others indicated a photocopy of the report is submitted. Only 4% of respondents indicated that their department does not submit crash reports to the RMV. Their explanations varied from claiming that they are "not mandated" to inquiring "where do we send them?" For 62% of respondents, the police department's administrative staff submits the crash reports to the RMV, while most of the remaining departments have the supervisor submit the reports. After crash reports are submitted to the RMV, 66% of respondents indicated that they had received returned reports from the RMV requesting additional information. Of those, the vast majority indicated that they had specific and consistent procedures for revising and resubmitting the crash report. However, only 46% track the process to ensure that returned crash reports are resubmitted to the RMV. Almost all respondents indicated that reports were revised and returned within 2 weeks.

CRASH REPORT SUBMITTAL TIMELINESS

The time it takes crash data to be collected, reports to be completed and processed by the police department, and then submitted to the RMV is of great interest to highway safety data users across the Commonwealth. One section of the police outreach survey concentrated on opportunities for improving timeliness. For a minor property-damage-only crash, slightly more than one-half of the respondents indicated that the report takes 10–30 minutes to complete, with an additional 32% indicating 31–45 minutes. For more significant crashes (with injuries and or multiple vehicles), 39% of the respondents said the report takes more than one hour, with an additional one-third of the respondents indicating 45–60 minutes to complete. For 71% of respondents, the crash report is most often completed either immediately after the crash or within the same day; 20% indicated one or two days later. Additionally, 62% of the respondents indicated that the crash report was completed, processed, and submitted to the RMV within 1 week, an additional 16% indicated within 2 weeks, and 19% within one month. Crash reports

are submitted to the RMV weekly according to 39% of respondents, monthly by 27%, and daily by 11%.

ACCURACY/COMPLETENESS

Researchers and state agency staff using the crash data often describe their concern that the crash data are not accurate and complete; in response, police have expressed concern that filling out the crash report form takes too long. In the accuracy/completeness section of the police outreach survey, police were asked about procedures used to ensure accuracy and completeness, what specific fields on the form are of concern, what barriers exist to collecting specific data, and were also asked to make recommendations for improved collection and reporting. According to 68% of respondents, there is a consistent editing procedure within the RMS to ensure that inaccurate or incomplete information is not submitted to the RMV. Of those, over one-half indicate built-in error checks, 21% indicated errors checks were made by a person, and 13% indicated that both occurred. Only 28% of the respondents indicated that specific fields on the form are confusing or unnecessary. Fields most often cited as confusing were override/underride, sequence of events, most harmful event, first harmful event location, and all fields.

Crash reports are reviewed by a supervisor before being submitted to the RMV, according to 80% of the respondents. Of those, 17% are checked for accuracy and completeness, while 11% are checked only for accuracy, and 27% are checked for only completeness. For 89% of the respondents, reports are sent back to officers for corrections before being submitted to the RMV. The errors that officers are asked to correct are lack of completeness (35%), poor narrative or diagram (18%), mistakes, typos, or inconsistencies (16%), and accuracy problems (16%).

Barriers to gathering accurate speed data included lack of evidence, the need for accident reconstruction, lack of training, and lack of resources. Barriers specific to gathering impaired-driving data were similar: lack of evidence, lack of resources, and challenges with citation and arrests. Similar barriers specific to safety belt usage data included lack of evidence, lack of reliability, and lack of resources.

With respect to location data, only 23% of respondents indicated difficulties with accurately documenting crash location. Recommendations to address this problem included obtaining/using global positional systems (GPS), and improving location references, such as mile markers, in rural areas. While only 9% of respondents indicated that their department's cruisers are equipped with GPS, 81% indicated that their police departments would be willing to use GPS if they were made available. Of those who indicated that they would not be willing to use GPS, the dominant objections were union issues, officer opposition, and the wish to keep things simple.

When police do not complete the injury severity field, it is because they do not want to make medical judgments; there is a lack of clear injury definitions; or the injury is not known at the crash scene.

Most respondents said that the truck and bus section is clear and concise. The minority who did not feel this section was clear claimed that they rarely used this portion of the form; the information is too complicated or duplicative of other information on the form; the information is not readily available; or they have not been trained to use the form.

In terms of training, 91% of respondents indicated that their staff receives training on crash reporting, and 77% indicated training on the RMS system. In addition, 92% indicated they would provide additional training to their staff if it were available. The two most preferred types of training were online training and a trainer who would come directly to their departments.

CONCLUSIONS AND RECOMMENDATIONS

Based upon the findings and results summarized above, a series of resulting conclusion and recommendations were established, which may prove useful in implementing the results of this outreach study. Initially it is critical to have an understanding of the existing framework in which many police officers and departments currently operate. In accordance with the survey responses, it is imperative to note that among the Massachusetts police officers who responded to this survey, most, but not all, submitted reports on paper via mail to the RMV. In the event that corrections need to be made, revised reports are typically returned to the RMV within two weeks; however, few departments actually track this. From a time perspective the complexity of the crash is key as it could take a police officer anywhere between 10 minutes to over an hour to fill out a single crash report form.

While most crash reports are completed within a day of the crash, and submitted within a week, some take as long as a month to be submitted. The accuracy of reports is impinged by several factors including the perceived excessive time it takes to fill out the report; the barriers encountered while collecting data about speed, impaired-driving, safety belt usage, and injury severity; and some confusion engendered by the report form itself. While almost all police officers reported having been trained in crash data reporting, most respondents suggested more training would increase accuracy and expedite the process.

Increasingly, police departments are using RMS to collect and submit their crash data. With respect to crash report submission, 45% of respondents preferred electronic submission using current RMS technology; 26% preferred new RMS-compatible software that allows for electronic entry, analysis, and submission of reports; 15% still preferred hardcopy (paper) report submission; and 12% preferred electronic report creation and submission via a secure web site.

General recommendations made by survey respondents to improve the overall crash reporting and data collection/submittal process included making electronic submission available, enhanced and more frequent training, modifying the crash report form, and improving the internal RMS. Improving access to technology, and improving the technology already employed were also identified as important tools that would aid police officers in both obtaining and transmitting the necessary information.

Although state agencies often indicate significant concerns with the crash data collected by police departments, the police respondents indicated a strong commitment to collecting quality

data. Specifically, the officers responding perceived that they are doing a good job with minimal problems identified. Similar to the findings of the UMassSafe data quality focus groups conducted for the Massachusetts State Police, the respondents indicated a strong commitment to 'doing the right thing'. Therefore, the largest need is to provide police department personnel with information on the current problems that exist with crash data and enlist their help in identifying best practices for improving crash data quality collection in the Commonwealth.

Possible strategies for the integration of police in enhancing data collection quality include, but are not necessarily limited to the following:

- Provide general mailings, web postings, and presentations on current data quality challenges.
- Include police department clerks in outreach, training, and solicitations for data quality help.
- Identify the top five departments that have the most data quality issues, identifying the specific challenges for those departments, and developing specialized initiatives to help those departments (where their problems are and how they can be fixed).
- Conduct and continue an ongoing dialogue with police departments via letters and phone calls regarding existing challenges with timeliness and completeness.
- Maintain and improve relationship building with police department clerical staff on crash data needs.
- Training – web based or individualized onsite training.
- Continued to increase enrollment in electronic submission.
- Develop pilot testing program for the application of GPS with multiple local and state police.
- Provide technical assistance to RMS vendors, as well as local and state police on internal edit checks.
- Conduct a formal review of current crash report form with consideration for simplification and automation (license and registration scanning, GPS, etc).

The purpose of the project was to gather information from state and local police departments in an effort to identify the challenges associated with current crash report data-collection procedures as well as potential opportunities to improve this system. The next step will be to use these findings and associated recommendations to streamline crash data collection and improve the timeliness, accuracy, and completeness of police-collected crash data.

APPENDIX A - POLICE OUTREACH SURVEY

Police Outreach Survey On Crash Reporting

The Massachusetts Executive Office of Public Safety and Security's (EOPSS) Highway Safety Division (HSD) and the Executive Office of Transportation's (EOT) Registry of Motor Vehicles (RMV) are working to improve the way crash data are collected and used in Massachusetts. Our mission is to streamline crash data collection and improve the timeliness, accuracy, completeness of police-collected crash data. This survey was designed to determine the challenges associated with current crash report data-collection procedures and to identify potential opportunities to modifying this system. The information gathered will be used to guide statewide improvements in the crash data collection and submission process.

We need your help.

Please have **one** representative from your department with crash reporting experience and supervisory responsibility for your crash reports take the survey below. The survey consists of 27 questions and takes about 20 minutes to complete. Responses can be faxed to UMassSafe at 413 577 1036 or filled out online at http://www.ecs.umass.edu/umasssafe/survey.htm. You may also participate by calling UMassSafe at (413) 577-1035 for a telephone interview. We need all surveys by October 30th in order to assist the RMV in developing improved data collection processes.

UMassSafe will provide a summary of the survey results to the RMV and invite respondents to a meeting to discuss the findings. Survey responses will be provided to EOPSS' Highway Safety Division and EOTS Registry of Motor Vehicles with individual names and police departments blacked out.

Feel free to call (413 577 1035) or email (riessman@ecs.umass.edu) Robin Riessman at UMassSafe with any questions.

Research conducted by the University of Massachusetts Traffic Safety Research Program (UMassSafe)
For the Executive Office of Public Safety and Security's (EOPSS) Highway Safety Division (HSD)
With funds from the National Highway Traffic Safety Administration (NHTSA)

Police Outreach Survey On Crash Reporting

Please have **one** representative from your department with crash reporting experience and supervisory responsibility for your crash reports take the survey below. The survey consists of 27 questions and takes about 20 minutes to complete.

Please provide the contact information of the person completing the survey:

Name of police department/troop: _____

Officer name: _____

Officer phone number and email address: _____

Are you the person within your department who is responsible for overseeing the collection and reviewing of crash reports? Yes ☐ No ☐

If No, please name that person so that we may create a contact list for future communications regarding crash data and reporting: _____

GENERAL INFORMATION

1. How many crashes requiring completion and submission of crash reports to the RMV occurred in your city/town in calendar year 2006? _____

Is this number an approximation or an actual, verified number? Estimation ☐ Verified Number ☐

2. Which process described below most closely resembles your department's crash reporting procedure?

a) Investigating officer records data at scene on crash form. Handwritten/photocopied form sent to the RMV.

b) Officer records data at scene on form, report entered by same officer into Records Management System (RMS). Printed RMS report sent to RMV.

c) Officer records data at the scene then enters it into the Records Management System (RMS) at the department after which it is electronically submitted.

d) Officer records data at scene on crash form. Report entered by clerical staff into RMS, printed RMS report sent to RMV.

e) Officer records data directly into cruiser computer at scene. Data uploaded to department's RMS, **printed** or **electronic** report sent to RMV.

f) Other:_____

If your response to question 2 was a):

Can you tell us why? Your department has no electronic system ☐ Your department has no RMS vendor ☐
Form completed on-site of crash ☐ Other: _____

If a handwritten report is sent to the RMV, is it the original or a photocopy? Original ☐ Photocopy ☐ N/A ☐

3. If your department does not submit crash reports to the RMV, please provide a brief explanation as to why:_____
_____

_____

Is there anything the RMV can do to facilitate crash report submissions from your department? Please provide your suggestions:_____
_____

4. Who submits the crash report to the RMV?

Officer ☐ Supervisor ☐ Administrative Staff ☐ Other: _____

5. Is a crash report from your department ever returned from the RMV for additional information? Yes ☐ No ☐`

If YES, does your department have a consistent procedure for handling returned crash reports? Please explain: _____

_____

Does your department have an internal crash reporting tracking process to ensure that returned crash reports are re-submitted to the RMV? Yes ☐ No ☐

How long does it take to re-submit these returned crash reports? _____

TIMELINESS

Currently, the RMV receives crash report data approximately 90-120 days after the date of any given crash. In order to expedite this time frame, the RMV seeks to understand the crash report creation and submission process.

6. At what point are crash reports (paper or electronic) completed? Rank from "most often" (1) to "least often" (4):

Immediately after the crash ___

At the end of the same day ___

One or two days later ___

Once a week ___

Other ____

7. From the date of the crash, about how long does it take officers in your department to fill out the paper crash form or enter the information electronically, have it processed by the police and forwarded to the RMV? _____

8. At what frequency does your police department send crash reports to the RMV?

Daily ☐ Weekly ☐ Monthly ☐ Quarterly ☐ Other ☐ _____

9. On average, how long does it take officers in your department to complete a (paper or digital) crash form?

Minor (property damage only, 1-2 vehicles) crash? **Major** (injuries, multiple vehicles) crash?

About 10-30 minutes	☐	About 10-30 minutes	☐
31-45 minutes	☐	31-45 minutes	☐
45-60 minutes	☐	45-60 minutes	☐
Over an hour	☐	Over an hour	☐

10. Are crash report data reviewed by a supervisor prior to submission to the RMV? Yes ☐ No ☐

If YES, what does the supervisor check for? (If NO, proceed to question 13.)

_____

Are the data ever sent back to the officer for correction before being submitted to the RMV? Yes ☐ No ☐

If YES, for what types of problems? _____

_____

11. Do you have any suggestions as to how crash report data could get from your department to the RMV in a timelier manner?

_____

_____

ACCURACY/COMPLETENESS

12. If an RMS is used for crash data reporting in your department, do officers follow a consistent editing procedure to ensure that inaccurate or incomplete information is not submitted to the RMV? Yes ☐ No ☐

If YES, provide a brief description of the procedure: _____

_____

13. Does your department have and use unique crash/incident report numbers? Yes ☐ No ☐

14. Are there specific fields on the crash report form that you find confusing or unnecessary? Yes ☐ No ☐

If YES, detail which field(s) and why?

Field _____ Why _____

Field _____ Why _____

Field _____ Why _____

15. The Commonwealth of Massachusetts strategic Highway Safety Plan lists speeding, impaired driving, and safety belt/child safety seat use as three critical factors related to traffic safety. What are the barriers for collecting and reporting accurate data on these factors?

a) Speeding: _____

b) Impaired driving: _____

c) Safety belt/child safety seat usage: _____

Do you have any suggestions for improved collection/reportage of this information? _____

_____

16. Do you think the property damage minimum should be increased from $1,000? Yes ☐ No ☐

If YES, what should the minimum property damage be increased to? _____

17. Are there difficulties associated with accurately documenting crash location? Yes ☐ No ☐ If YES, what would help provide more exact crash location information? _____

_____

18. Do your department's cruisers come equipped with global-positioning systems (GPS) technology? Yes ☐ No ☐

If GPS were made available to all police cruisers, would your department be willing to use it to locate every crash? Yes ☐ No ☐ If NO, why not? _____

19. The current definition for injury severity based on the Minimum Model Uniform Crash Criteria (MMUCC) uses the KABCO injury scale: fatal injury, incapacitating injury, non-incapacitating injury, possible injury and no injury. This information is frequently missing from crash reports, and we are trying to figure out why. Any thoughts?

_____

_____

20. When a crash involves a truck/bus, additional information is collected in a separate section of a crash report form. Is the "Truck/Bus" section clear and concise? Yes ☐ No ☐

If NO, why not? _____ _____

_____

CRASH DATA COLLECTION SYSTEMS

21. Has all your appropriate staff received training on crash reporting and/or using your RMS' crash reporting function?

Crash Reporting Yes ☐ No ☐ **RMS System** Yes ☐ No ☐

22. If additional crash report training was available, would you provide it to your staff? Yes ☐ No ☐

If YES, which kind of training would you prefer?

a) Online training ☐

b) Trainer that comes to your department ☐

c) Training materials (e.g. video, curriculum, etc) for your use internally ☐

d) The option to send staff to training at MSP or MPTC academies ☐

23. Given the choices listed below, which crash report submission system would you prefer?

a) Hardcopy (paper) report submission to RMV ☐

b) Electronic submission of reports to RMV using your current RMS technology ☐

c) New, RMS-compatible software that allows electronic entry, analysis, and submission of crash reports to RMV ☐

d) Electronic report creation and submission to RMV via secure website ☐

e) Other/none; please specify: _____

24. In your opinion, what are the most immediate needs to improving crash data collection in MA:

a) Improved training Yes ☐ No ☐

b) Modifying the crash form Yes ☐ No ☐

c) Changing/improving your department's internal RMS Yes ☐ No ☐

d) Other _____

25. If crash data were made available to compare your data to other departments across the state, would it be of use to your department? Yes ☐ No ☐

26. The primary purposes of gathering crash data include improving roadway safety, including enforcement initiatives, and obtaining Federal and State support to improve roadway safety. Bearing this in mind, do you have any suggestions to improve the overall crash reporting and data collection process? _____

_____

_____

_____

27. How long did it take you to complete this survey? _____

Responses can be faxed to UMassSafe at 413 577 1036 or filled out online at http://www.ecs.umass.edu/umasssafe/survey.htm by October 30th.

Thank you! This information will be of great assistance as the EOPSS-HSD AND EOT-RMV, and others create a strategic plan to improve the crash data system, as well as collection and storage of crash data throughout Massachusetts.

APPENDIX B - LISTING OF FREE FORM FIELD RESPONSES

APPENDIX B – RESPONSES TO OPEN ENDED QUESTIONS

QUESTION 2: CAN YOU TELL US WHY? OTHER:
Officers lack RMS training; we are trying to update.
Our electronic RMS is not 100% accurate.
Our RMS system does not allow a printout.
Electronic System Installation Pending.
No Software.
Dept. Has RMS. We have not purchased the crash-reporting feature. May be changing vendors.
This is the way we have always done it.
Both A and B.
Do not know.
QUESTION 2: F) OTHER:
Officer records data at scene on form. The report is then entered by same officer into RMS. They are not sent to RMV.
MSP uses a program called RAMS, Records and Administrative System, which contains a crash module and questions answered based on what we currently use.
Officer records data at scene, report is entered by clerical staff into RMS, and clerical staff sends photocopy to RMV.
We use our own acid forms that mirror the old RMV yellow forms.
Unaware that accident reports should be sent to RMV.
Officer records data at scene on crash form, report entered by clerical staff into RMS, and then the handwritten/photocopied form is sent to RMV.
Investigating officer records data at scene on crash form and then the report entered by same officer into RMS.
Do not send crash reports.
Filled out at scene, sent to RMV, and back entered into RMS.
Officer records data at scene, form is filled out in RMS at station, and the printed form is sent to RMV.
Both b and d.
Enter into database on computer.
QUESTION 3: IF YOUR DEPARTMENT DOES NOT SUBMIT CRASH REPORTS TO THE RMV, PLEASE PROVIDE A BRIEF EXPLANATION AS TO WHY:
Not mandated as the operator sends report to the RMV.
We recently experienced a change in leadership. The new Chief has issued a standing order that ALL crashes are to be investigated and the Crash Report submitted to the RMV.
We do.
And E above.
XXX are very relaxed in submission of crash forms to the RMV.
Current problems with RMS software.
I've been in traffic for 20 years and we have always been our own repository for collecting accident reports and housing them in our central records.
The only crash reports not submitted occurs on private property and is minor in nature.
XXX has no roadway for which it is responsible for accident reporting. All surrounding roadways are the City's jurisdiction.
Where to send them?
Very relaxed regarding the submission of crash forms to the RMV.
Only accidents involving personal injury are submitted.
N/A (27)
QUESTION 3: IS THERE ANYTHING THE RMV CAN DO TO FACILITATE CRASH REPORT SUBMISSIONS FROM YOUR DEPARTMENT? PLEASE PROVIDE YOUR SUGGESTIONS:
Hi-speed connection to CJIS-RMV.
Work with our software company to make sure we can electronically send our reports.
Make it easier to send electronically.
We understand the RMV is now taking Crash Reports from the IMC Software. However, our department is still not up to date with the new software. When our software is updated we intend to submit the data online.
Interface with IMC system for electronic submission.
Supply funding or suggest that fees for accident reports go up and money gets put back into police account, not the town general fund.

Electronic Submission.
Make the form easier and with better descriptions. Also get a stronger server so we can electronically file our reports once done. At one time we could but then it stopped because we couldn't handle all the data.
Electronic submission.
Provide access to online reporting. We had been told the volume of reports we generate was too low to begin on-line submissions.
Direct submission via web.
Electronic submission.
I guess it would be easy if we could enter the information directly into a web-based system.
I would be interested in electronic submission.
Officers complain about doing the crash diagram/crash narrative as pens do not do well on the form.
Make an online program accessible to Police Departments across the State to eliminate having to mail the reports to the RMV. They could be transferred electronically.
Electronic Submission.
Officers complain about doing the crash diagram/crash narrative as pens do not do well on form.
Make them less complicated and less time consuming.
RMV crash data should be submitted via internet.
Working on the idea of electronic submission.
Go back to handwritten reports. This would give you increased, more accurate, and more timely data.
Do away with the number system (i.e. List action 1, 2, 3).
On-line submission via our in-house RMS provider.
Dial in and get it yourself.
Make the forms shorter.
Electronic submission.
Provide standardized computer system for report writing and data entry.
Simplify the report form!
Provide RMS software to enter data & transmit electronically.
Need a better carbon system, 2nd copy comes out too light.
Grants to get computer software to submit them online.
Respond to Requests for electronic submissions.
Availability of online submissions.
We are currently revising our RMS and hope to go online at a future date.
Clear, concise directions for officers and supervisors in order to report what is required by RMV.
Make the entire system wireless so that the Troopers can complete the report at the scene of a crash on their cruiser laptops and then submit them directly to RMV without having to go back to the Barracks to type in all the info there.
The mailing in of the crash report forms works well for this department.
Make them one page.
Allow Electronic submissions.
Allow electronic submission much like IBR submission.
We are in the process of starting electronic submissions.
Direct submission by computer would be a good idea.
Place an area where the officer's name that is authoring the report can be seen on the exchange form.
Do away with the number system (i.e. "list action" 1, 2, 3)
FYI - The 982 includes all reported minor crashes also. Only about 25% are major accident reports that are submitted to the RMV.
Direct submission from the approving supervisor to the RMV from our RMS. The RMV would have to use compatible software.
A means for Electronic Data Transfer from Proprietary RMS Vendors. More streamlined and clear crash forms. Do not require information from officers that are not verifiable. I.E. Seatbelt Status, Airbag Switch Status, Seat Position in Motor Vehicle etc.
Having it submitted electronically would be great.
N/A, No, None, Not at this time. (16)
QUESTION 4: OTHER:
Operator.
Records Department.
Dispatcher.
Clerical Staff.

Dispatcher.
Communications Supervisor.
Clerk in Records Department.
Dispatcher.
Record Clerk.
Supervisor checks, secretary mails it out afterward.
Tech Service Staff.
RMS submission after approved by supervisor.
Supervisor approves officer's report, which is ultimately provided to RMV electronically at the State Police Headquarters.
Dispatcher.
Chief.
Police Clerk.
Court case management.
Records Division.
Clerical Staff.
Parties involved if over loop or state police.
Clerical Staff.
Records Clerk.
IT Tech.
Safety Officer.
Dispatcher.
Administrative Secretary.
Specific officer in department.
Not submitted except for fatal crashes.
Dispatcher.
Not done at this time.
Specific person in department.
Clerical Staff.
Senior dispatcher.
Clerks.
Day shift dispatcher.
Full time dispatcher.
Records Clerk.
Records Clerk.
Chief.
QUESTION 5: IF YES, DOES YOUR DEPARTMENT HAVE A CONSISTENT PROCEDURE FOR HANDLING RETURNED CRASH REPORTS? PLEASE EXPLAIN:
Mostly [illegible signature] only.
Very rare. Once in awhile. Given back to officer, correction made, records forwards to RMV.
The missing information is located and mailed back ASAP.
Supervisor reviews report; officer fills in missing information.
No problems.
Yes, someone corrects the report and it is re-sent approximately 1 week later.
Reports are given back to the officer to make corrections.
Report is turned over to appropriate supervisor who directs it to the original reporting officer for correction.
Officers correct and re-submit.
Sent back to entering officer for correction.
Report returned to officer for corrections.
Returned to Officer for required corrections.
The requested information is attached and sent right back to the RMV.
Clerical staff follows up with reporting officer.
Yes we do. One time it was returned for officer signature. Report was signed and sent back same day.
The report is returned to the officer to make the corrections and then it is resubmitted.
Returned to officer for completion, and then resubmitted to RMV.
Administrative staff forwards to the Lieutenant who then notifies the officer about the needed corrections.
Make corrections and return.

Sometimes errors just get by (human error).
Yes. The reporting officer is required to correct the report by the end of the next shift.
Officer is given report, and required to complete and return to support staff for re-submission.
Placed in officer's mailbox, corrections are made, and the report is resubmitted.
Complete and resubmit.
They are returned to the officer for completion.
XXX sends the paper work back to the officer for revisions.
No, the RMV returns the report to the officer not the department.
Crash report returned to officer for completion.
Yes, returned to officer and resubmitted.
Returned report is forwarded to supervisor or PTL for correction.
No. This does not happen very often so when it does we just handle it.
Yes. Report is amended by officer then resubmitted to RMV.
Errors not found and returned by the registry are returned to the officer for correction. Then once correction is made, a supervisor or I reviews form and then it is resubmitted.
Returned to supervisor for correction.
Any minor discrepancies are corrected and returned.
Chief forwards to officer.
The usual reason for a return is the "precinct/barracks" space. The answer is N/A for XXX.
Form is returned to officer by records clerk.
Yes, corrections made and resubmitted.
Given to officer to rectify.
Only a few a year are returned; we correct and mail back.
Administrative Assistant contacts officer directly to complete the crash report.
Administrative staff fixes the problem if possible. If not, it is sent back to the officer.
Returned to officer to complete missing data.
Yes, we fill in the missing information and return the form to RMV.
Supervisor returns it to the officer, corrections made and resubmitted.
Once. Several years ago, I believe it was missing some vehicle information.
Fixed by me and resubmitted.
Officer submitting report must correct immediately.
Returned reports are flagged in RMS and returned to the officer for corrections.
Not completed.
Only when it turned out to be a fatal days later.
Report(s) reviewed. If any additional info can be added it is and then resubmitted.
Form not on computer.
Report comes to the Lt. And he gives it back to the officer for corrections.
The officer who handles this has the form corrected and then he resubmits.
Supervisor has officer make corrections.
On occasion an error, given back to officer fixed then sent back.
Supervisor reviews and sent to officer for corrections.
Research missing information; if no info found; unknown indicated on report.
Corrections made and report resubmitted.
Errors are corrected.
Reviewed by Supervisor/correct mistakes and sent back to RMV.
Our Records Clerk handles the reports that get sent back. She ensures that the report is corrected and resubmitted.
Administrative staff contacts officer for corrections and resubmits.
On occasion for small clerical errors.
Reviewed by traffic sergeant before being sent to RMV.
Rarely, usually because missing truck/bus supplemental info.
Yes, returned to Officer/Sgt for correction. Then returned to RMV.
The report is returned to the officer for completion.
Goes back to officer to complete.
They are corrected by submitting officer and returned.
Report is returned to reporting officer for correction.
Yes. The report is sent back to supervisor for more information and is tracked by administrative personnel.
The records supervisor contacts the officer for the info.

CRB clerk reviews data and requests additional info from investigative officer if possible.
Crash report is corrected and sent back in.
Very infrequently.
Clerical staffs confirm and correct for return.
Returned to investigating officer to make corrections.
Yes, Officer to complete additional information.
No.
Officer re-submits report upon completion of returned forms.
Yes correct info.
We fill in missing information and send back to RMV.
Returned to reporting officer to complete needed info.
Records personnel review, correct, resubmit.
Records Department notifies supervisor who has investigating officer complete. Accident report is then re-sent to RMV.
Directed to the officer and Supervisor; then returned to admin staff.
Returned for correction and resubmitted.
Reports returned to officer for correction.
Returned to officer for correction and re-submission.
Chief checks; officers fix.
Reports are returned to officers for corrections.
Safety officer will get additional info then send back.
Records personnel contact Officer who handled Crash for correction.
Rarely.
No.
Returned for correction and re-submitted to RMV in a few days.
All reports are reviewed by the Officer -In-Charge and then by clerical staff. I would say that most deficiencies are discovered before submission to the RMV. However, once in a while there are some that filter through.
Returned forms go to one person for edit.
It is returned to officer to make corrections.
Missing info is obtained, corrections are made.
Reports are given back to officer to make corrections.
Officer's supervisor returns report to officer, then form is re-submitted to RMV.
They get corrected and sent back.
Give to reporting officer.
Returned reports are sent to investigating officer for corrections. Corrected forms are then resubmitted to the RMV.
Yes, officer researches to find out why it was returned, corrects information, and resubmits.
Reports are returned to the officer for needed corrections.
No, there are addressed as needed. If data is recorded by Officer, wrong report is turned over to that officer to correct.
Administrative clerk contacts supervisor or investigating officer to make necessary corrections.
We are in the process of implementing a new system of control. Most cases involved poor copying/resolution.
Usually only occurs 2-3 a year, and is normally an error with date or photocopying, but is corrected same day within the records dept and re-mail day received so that it is not overlooked.
Corrections made by administrative staff and re-submitted.
Usually returned to officer for correction/completion if time permits.
It is kicked back to the supervisor who in turn sees that reporting officer corrects report.
Once yearly this occurs, officer fills in missing information and form is re-submitted.
Correct error and re-submit.
Usually a diagram needs to be added (once or twice).
Admin personnel correct errors and returns.
Officer error.
Report returned to officer for completion.
Report returned to officer for correction.
XXX follows up on gathering the additional information.
Officer corrects mistake, report re-submitted.
Give to the original officer then correct it.
Review and correct.

Reviewed by supervisor and re-submitted.
Missing diagrams, passengers not listed.
Amendments are made as requested by officer who wrote report.
We correct the problem and re-submit.
Yes they are sent to the officer of origin to correct & return.
Officers are required to complete missing information. Reports are then sent back to the RMV.
Reports are normally returned to the investigating officer to complete or correct errors.
Admin staff contacts officer for missing info.
Our Records Clerk handles the reports that get sent back. She ensures that the report is corrected and resubmitted.
Returned to officer for correction.
Reports go back to the Traffic Sergeant. Sergeant determines procedure to correct report and report is then resubmitted to RMV.
No, we just try to provide the data that is missing.
The returned report is reviewed by a supervisor, who then reviews the accident with the investigating officer. Any errors or omissions are corrected, and the new form is sent back to the RMV.
Department has SOP outlining how reports shall be handled.
The report is submitted to the investigating officer for any corrections and then resubmitted to RMV
A sergeant will oversee the preparation of the case and the resubmission.
The report is returned to the Officer to make corrections.
Submitted to Command Staff for handling.
Crash report is returned to officer. Corrections are made and then re-submitted to RMV.
The report gets returned to the submitting officer for corrections, and then resubmitted to RMV.
The problem is corrected and returned ASAP.
Sent to auto investigator's office.
During the better part of the past year, no reports have been returned. We strive to correct/comply with crash report completion/submission and immediately address issues internally, as well as when they have been brought to our attention by RMV.
The form is usually put in the bin of reports to sign. It is usually re-submitted the following Friday.
Returned to the Officer for correction and then forwarded to the RMV again.
Report is returned to officer's supervisor and the officer is to correct same.
Returned reports are returned to reporting officer for correction and resubmission.
Report is returned to Supervisor who approved the report. The Supervisor then returns it to the investigating officer for correction.
The report is handed back to the reporting officer to be completed.
Rarely, mistake is then corrected.
The report is returned to the officer to make the corrections and then is given to the admin assistant to be resubmitted to the RMV.
Deficient report comes back from the RNV, is automatically sent to Operation Lt. For review, and then sent by Lt. To shift supervisor, who has the reporting officer make corrections. Then returned to shift supervisor for review, then back to Ops. Lt., then back to RMV.
Original report copied, returned to officer for correction and completion, then returned to records, photocopied and original resent to RMV.
Information requested is submitted with report.
Yes, reporting officer corrects and resubmits report.
Report returned to reporting officer to rectify errors.
QUESTION 5: HOW LONG DOES IT TAKE TO RE-SUBMIT THESE RETURNED CRASH REPORTS?
3-5 day turn around.
We do not have any come back, but turn around is easy due to low call volume.
Couple days.
Within a week.
No more than 3 days.
1 week or so.
1 week.
One week.
Three to Four days.
Approximately 1 week.
1 week

1 Week.
1 Week.
1 day.
3-5 days.
Same day.
Several days.
3-4 days.
1 or 2 weeks.
Don't know.
The officer completes the crash form and it is sent out the next business day.
Approximately 1 week.
Send at end of month.
30 days.
7 days.
Done when received.
3-7 days.
About a week.
Roughly five days.
I have no idea. I never get them. The officer does.
7 days.
Officers next working day.
Less than a week.
They are completed quickly.
N/A
Within a couple days.
One week.
2-3 days.
Never had one returned.
1 week.
Approximately 1 week.
Day or two.
As soon as possible.
1 day.
Few days.
1 day.
3-5 days.
Day or two.
Week.
1-3 days.
No later than one week.
24-48 hours.
Varies.
4 to 5 days.
1 week.
Immediately.
1 week.
Several days.
2-5 days.
24 hours.
Right away.
3-5 DAYS.
@15 days.
1) Sent to auto investigators officer, 2) no, 3) unknown.
2-week average.
1 week.
Week.
If it occurred, within a week of my administratively scheduled shift.

A couple of days.
A week.
Week.
No more than 7 days.
Immediately if possible, upon receiving it from the RMV.
1 to 2 weeks.
24-hour turn-around.
Couple of days.
24-48 hours.
1 week.
Overnight delivery.
Within 7 days.
1 day.
None returned from RMV as of this date.
Upon the officer returning to shift.
Few days.
Several days.
5-7 days.
Less than 2 weeks.
Approx 1 month.
1 week.
Less than 1 minute.
1-2 days.
Within a week.
2-3 days.
N/A.
3-4 days.
2 days.
Within a week.
Unknown.
1 month.
+/- 1 week.
7 days.
3-5 days.
2-3 days.
5 days.
1-5 days.
Immediately upon correction and completion.
3-5 days.
3-5 days.
Week.
Within 1 week.
Within a few days of receipt.
Within the week-most cases.
Submitted once per month.
2-5 days.
1-2 days.
End of month.
1-2 days unless officer is on vacation.
If so - turnaround would be within a few days.
1-2 weeks.
W/in 1 week.
Within one week reports are resubmitted.
Depends on why it was returned. If it was a minor clerical error it gets returned right away, however, if it is something substantive in the crash narrative the officer will have to re-write it and it may take a while.
1-2 weeks.
No time line.

1-2 weeks.
Same day received.
1 day.
Without actual tracking process, this would be difficult to determine.
Within 5 days.
1 day.
1-2 days.
24 hours.
N/A
Approx. 5-10 days.
Within 10 days.
1-4 DAYS.
One to two days.
Sent with next submission of reports.
2-3 days.
2 days.
10 days.
2-3 days.
N/A.
Less than one week.
Two weeks
Less than one week.
Reports are sent once per month.
Less than a week.
Week.
Unknown.
24-48 hours.
Unknown.
1 week.
14 days.
Usually less than 1 week.
No more than 5 days.
Approx one week.
Two to four days.
Depends on officer availability.
1 week.
Less than a week.
Seconds.
Unknown.
One week.
Less than 5 days.
N/a.
The offending officer's next shift.
1 Month.
2-3 days.
Within a week.
1 to 2 days.
Within a few days.
Usually one-week's time.
Less than a week.
N/a.
2 weeks approximately.
No more than 1 week.
24 hours upon receipt.
Usually within 24 hours.

QUESTION 7: FROM THE DATE OF THE CRASH, ABOUT HOW LONG DOES IT TAKE OFFICERS IN YOUR DEPARTMENT TO FILL OUT THE PAPER CRASH FORM OR ENTER THE INFORMATION ELECTRONICALLY, HAVE IT PROCESSED BY THE POLICE AND FORWARDED TO THE RMV?
5 days.
24 hours.
Same shift.
Quarterly.
Same as #6.
Crash report completed by end of shift- all for previous month are mailed once a month.
1 month.
1-2 days.
1 month.
Information sent to RMV monthly.
Three days.
Processed daily, forwarded quarterly.
Varies, however, no more than 45 days.
2 weeks.
Try to send to RMV monthly.
Same day.
7-10 days.
Sent monthly.
30 days.
2 days.
Same day.
1 week.
Monthly.
10-14 days.
1 week.
Daily, monthly, quarterly.
2 weeks?
1-30 days.
7-10 days
Monthly.
End of month.
Approximately 7 days.
A month.
Within 7 days.
3 days.
Immediately submitted.
10 days.
2-3 days.
It depends in each office.
A few days.
Daily.
Within a week.
1-2 days.
1-2 days.
Varies.
Within 24 hours.
1 week.
1 hour.
Same as above.
Not available.
Week.
5 Days.
At the same time as the report.
1 week.

1 week.
1 day to 2 weeks.
1-2 weeks.
Two days.
3 weeks.
10-14 days.
1-2 days.
1 week.
Several days.
2-5 days.
1 week.
24-48 hours.
1 day to 6 weeks.
Max. Of 7 days.
Depending on RAMS this could range from days to weeks
3 weeks.
1-10 days.
When done, that day.
1-2 weeks.
2-3 days.
Monthly.
7 days.
It depends- it could be a week and up to a month.
2 weeks.
1-2 week s.
1 day.
2 days to 1 week.
1-2 days.
Approx 1 week.
2-3 days.
2-3 days.
1 week.
1-2 days.
4 days.
Same day.
1 week.
2-3 days.
1 week.
Same day.
7-10 days.
That day.
See below-same question.
1-2 days.
Within 24 hours.
10 days.
15 days.
Several days.
1-30 days.
0-3 hours.
Usually the same day.
3-5 days.
4 days.
2 weeks
2 days.
Same day.
1 week.
1 day.

1-3 days.
1-2 days.
Month to month.
1-2 days.
1-2 days.
Usually 3-4 days.
5 days.
1 day.
2-3 days.
30 days.
1 month.
1 day.
Report done immediately and submitted to Chief's Office, then sent from there.
Total 1 week-1month.
1 day.
+/- 1 week.
2 days.
10 days.
N/a.
15-20 min.
Normally 2-3 days.
1 shift.
Immediately to a week.
3-7 days.
1-2 days.
Every week.
4 days.
1-2 days.
Within the day-unless investigation in ongoing.
1 to 2 hours.
A few days.
Approximately 2 days.
Submit monthly.
5-7 days.
2-3 weeks.
End of each month.
One week.
1-2 days.
1-3 days for report, monthly for submission to RMV.
Within 1 week.
Maximum of 6 weeks depending on when the crash occurred.
1 week.
5-10 days.
1-2 weeks.
30-45 days.
Less than one week.
1-4 days.
1-2 days.
1 month.
1 shift.
Same day.
30 days.
1-2 weeks.
2 weeks.
3-5 days.
30-40 days.
Ten days.

1-2 days.
1-2 weeks.
Estimated week to 10 days.
Once a month.
Forward to RMV twice a week.
1-30 days.
5 days.
30 days.
1-2 weeks.
3 days.
Same day.
1-2 days.
Two weeks.
Less than one week.
Monthly.
2-3 days.
1 week.
3 days.
2 weeks.
2-3 days.
2 days.
1 week.
7-10 days.
Same day unless continue to investigate.
Approximately one week.
1-2 weeks.
The time varies.
Less than a day.
Less than two days.
1 week.
Two to three days.
2 weeks.
10-140 [illegible].
When done, that day.
Same Day.
5-10 business days.
One week. Troopers submit it to me, & one week for me to review and approve plus time GHQ gathers enough reports to interface with RMV (total one month).
5 days from submission to RMV.
5 days.
1 week.
30 Days.
2-3 days.
7-10 days.
Within a week of the crash.
2 to 3 days.
1 day.
2 weeks.
N/A.
1-3 days.
1-2 weeks.
Same day.
QUESTION 8: OTHER
Do not send.
Every other month.
Unscheduled.
In process of setting up electronic system through IMC program.

Bi weekly.
Yearly.
Bi-weekly.
MIS handles transmission to RMV.
On as need basis.
Back to questions 6-some of the officers take much longer than others. When reports have been entered into the RMS system they are printed and mailed.
Back to question 6-some officers take forever to do a report and then it is often not completed. Sometimes it is the basic info and other times it is the diagram/narrative not done. Once reports are completed to the stage they are entered into RMS and are printed and mailed.
When we need to.
Upon approval by supervisor.
As soon as completed and approved.
As soon as report is complete.
Electronically as submitted/approved.
Admin Function.
Officer submits when they accumulate.
Within a week from crash.
None.
Bi-monthly electronically.
2 times a week.
Every few months.
Within a day or so of taking the report.
Every 2 weeks.
2-3 times a week.
Not unless State Police do not [illegible].
By Weekly [sic].
Every other day.
Bi weekly - no set time.
Waiting for IT to send them.
Every 2 weeks.
As needed due to infrequency of crashes.
Fatal crashes are sent within a few weeks.
Not done at this time.
As needed and completed.
Bi-weekly.
Never.
Weekly or as needed.
As needed.
Approximately 2 times a month.
Bi-monthly electronically.
Every other week.
Bi-weekly.
It depends on staff workload and priorities.
As needed, bi-weekly.
QUESTION 10: IF YES, WHAT DOES THE SUPERVISOR CHECK FOR?
Accuracy, format, pertinent info.
Accuracy.
Completeness.
To make sure it's complete, language, spelling and that the accident was investigated fully and the right charges were made if any.
Make sure info correct/complete: Name, DOB, Reg, Ins, diagram narration, etc
Information is correct.
Errors such as no insurance info, diagram accuracy.
Makes sure all entries are filled out. Spelling, correct grammar
To make sure the form is completed correctly, no omissions.
Accuracy, completeness, citations issued

Completeness
All data entered
Everything
Completeness
Accuracy, completeness, and thorough report.
Correct and accurate information
Check for missing information and errors
Narrative, $ of damage, injuries, property damaged, and citation issued
Completeness
Completeness, errors
Missing information and typos.
Assure that the form is complete
Correct operator and owner information - accurate description of impact points - accurate accident description
All relative information.
Complete reports.
Accuracy
To make sure it is completely filled out.
Completeness, cause of crash
Make sure every box is completed and info is accurate
Accuracy
Accuracy, Content, Changes, Grammar
Accuracy of reporting, if laws are enforced, etc.
Narrative completion and accuracy
A very detailed narrative, all important information on the form
Accuracy and to make sure pertinent boxes are filled out
The entire requirement of the form.
Completeness and accuracy.
Accuracy and completeness
Completeness, correct data
Accuracy
Errors, Missed Fields, or Lack of Information
That all pertinent information is documented
Correct information, spelling, diagram
Complete info
Make sure complete
Completeness, correct citations, accuracy
Data entry errors
Errors in IMC
Completeness and correctness of information on form
Diagram errors/speed zones/ proper location/ supplemental narratives
Accuracy, coherent statement, investigation done properly
To make sure all data is put in correctly
Accuracy and Completeness
All info entered correctly, narrative and diagram complete
Accuracy in the location, and reporting of the facts
Be sure there are no errors and info is entered correctly
Content and factual data
Completeness (all call boxes filled in) and that diagrams narrative make sense
Any and all mistakes
Completeness and accuracy
Spelling/completeness
Accuracy,
If accident is complete and to see if charges were filed
ERRORS, NON-COMPLETED SECTIONS, VERIFY DATA.
Complete data on forms
Accurate and complete data appropriate enforcement action
Omitted information, Detailed Gist or Summary, Diagram Clarity and Accuracy

Accuracy and completeness
Supposed to be
Spelling, grammar, accuracy of diagram, accuracy of DMV information
Completeness and citation issued
That all information is entered on report
Report complete
Mistakes
Errors
All pertinent info field filled in
Accuracy, detailed reports
Completion, grammar [sic]
Spelling / data errors
Any errors involving accidents
If information is complete
Accuracy - Appropriate Action
Errors
Make sure all data/Boxes are properly filled in
Errors provided by the RMS software
All entries
Use IMC error check system for missing info - also check for spelling/grammar
Any missing information, mistakes.
All required information, accuracy, spelling, etc
The supervisor is checking for completeness and accuracy in the report.
Information is incomplete
For obvious errors
Mistakes
To ensure report is complete and accurate.
Accuracy and errors
Accuracy and completeness
Completion of the form
Accuracy and completeness
Complete information preset, neatness, accurate reporting
Errors and completeness
Accuracy in fields
RMS system has an error detection to ensure all items filled out
Current system does an [illegible]
Accuracy, completeness, detail
All fields filled in
That all items are filled in, narrative, vehicle direction correctness, charges
Any missing information pertinent to crash investigation
Accuracy
Completion
Completely fill out.
Incomplete data fields / or data entry error (Operator info etc.
Completeness / signature
Error checks report via computer
Completion of form
Errors, proper codes utilized
Completeness, spelling & understandable narrative
Completeness and accuracy
Completion
Required info included
Completeness, accuracy, violations addressed
Any errors and forms completed, diagrams, correct info
Omissions
Make sure all information is on form
Officer in Charge checks names, dates, report number, MV information, narrative portion and diagram as well as

signature by the investigating officer
Completeness and accuracy
General information for completeness
Sometimes, depending on severity of crash.
Accuracy.
All information recorded, narrative clear, citation issued if appropriate.
Correct information
Omissions, errors
License numbers, sex, location, registration information, investigated by, diagram, etc.
Omissions, spelling, and inconsistencies.
That all required information has been submitted.
Accuracy and completion.
Completeness of fields, accurate information and diagram
Report narratives are checked/usually not crash data unless it involves a major crash.
Operator/owner info included, check boxes checked.
Missing or incorrect info.
Accuracy, data & completeness
Properly completed.
Accuracy and completeness.
Everything.
Completeness, accuracy, correct information
Completeness, clarity, accuracy
Ensures that all applicable boxes are checked and codes entered, diagram matches narrative and vehicles as listed on the face sheet, diagram is accurate and professional, narrative is complete.
All errors on said accident reports.
Correct information. All spaces filled.
Errors, ensure all info is filled out.
Error detections
Supervisor checks that all information is reported accurately and completely.
Errors, diagram accuracy, charges for court.
Completeness.
Completeness.
Incomplete info, errors on overlay.
Errors, missing data, transposed directions, vehicle damage.
All necessary information entered and signed by officer
RMS performs an error check for data in all fields.
Supervisors check for missing information and errors.
Completion of all boxes and correct data
Information is complete, all data is correctly added, forms are complete
All required information present
Errors provided by the RMS Software
Data entry accuracy and completeness. Narrative correctness (facts, clarity, and grammar).
Completeness
Supervisor error checks the report, based on an ERROR CHECK icon on the computer IMC system.
Thorough investigation, proper documentation of person's present, proper data entry. Crash diagram and narrative match. Documentation of fault or cause of accident
All entered information for accuracy and that the proper person is cited.
Electronic error checks and narrative format
That the report has been submitted in a timely fashion.
Errors
Signature, and if the report is properly filled out.
Mile markers, landmarks, pull down screens completed, diagrams completed adequately, & narratives.
Accuracy in narrative and agreement with diagram
Accuracy, location, statement, completeness
Incomplete/inconsistent data, error checking
Supposed to be.
License number, insurance corporation, registration numbers, names, dates of birth,

Accuracy - mistakes
Clarity, completeness and if any citations should have been issued.
Accuracy and completeness.
Checks is conducted through RMS Vendor Error Checking Modules
Incorrect or incomplete information, complete diagram and explanation, and appropriate criminal charges
Accuracy, proper locations, signature, completeness.
I make sure that all the information required by the registry is included in the report and filled out properly.
Supervisors make sure there are no errors on the form and the narrative and diagram match.
Supervisor is supposed to check that all required information fields/blocks/boxes are fill in. He may or may not know if the information contained therein is accurate.
Proper Information and narrative.
Operator, vehicle, and location accuracy. Diagram accuracy, technical accuracy, and appropriate charges.
Completion and legibility.
QUESTION 10: IF YES, FOR WHAT TYPES OF PROBLEMS?
Above
Missing information.
Signature.
For errors related to the above and corrections.
Very Rarely
Wrong information.
Missing vital info: Operator/vehicle info, DOT info, diagram inaccuracies.
Spelling, critical error detection, meaning something was not filled in
Problems differ.
Same as above
Missing data
Officers Signature omitted.
Varies
Any problem.
Minor errors- check boxes completed, etc.
Any problems found
There are errors were officers fail to input minor information.
Missing information on report form.
Missing information
Missing damage costs, typos, missing owner information
License numbers missing
Same
Missing information and typos.
Form is incomplete.
Those listed above
Forgot signatures.
Lack of vehicle information, passenger information.
Misprinted issues
Diagrams, signatures, etc.
Improper injury status fields, omitted data
For missing signatures
Boxes not filled out or filled out wrong.
Missing information- No cause or improper driving behavior listed.
Mostly boxes not checked off.
Minor Corrections
Same as above
Incomplete, all items not filled in, forgetting to sign & date, decision making, etc.
Narrative Problems, explanation of accident
Lack of information in narrative
Locations, time, number of vehicles and grammatical/spelling
Failure to include required information
Missing Information
Any problems that are found by the information computer system

Anything that the supervisor thinks needs correction such as incomplete information.
Missing information i.e. Spelling errors, and insurance information.
Report not complete.
Missing information
Ref #8- some officers do not complete the form-answer questions "98" is filled often to enter the info into RMS some refer to the report in the RMS system or other info in the system vs. filling out the form. The info then has to be located (if possible) and entered before printing and mailing.
Not enough info, failure to sign, etc.
Correct information, spelling, diagram
Complete info
No Diagram, Narrative
Ref #8- some officers do not complete the form-answer questions "98" is filled often to enter the info into RMS
Empty blocks, directions (N,S,E,W) incorrect
Usually the narrative does not match the data facts
We use the form on IMC and there are tons or errors that come up. Anything from was the vehicle towed to OLN #'s etc
Missing information
Diagram and signatures
Accuracy and Completeness
Incomplete info as stated above
Location and misc. Fields incomplete
Missing data, time signature
Inaccuracies, incomplete data
Omissions and incorrect data
Same as above
Any and all mistakes
Diagrams, witness info
Missing information
The investigating officer's narrative. Details of the events, witness information, refusal of medical treatment, and property damages
Diagram
Spelling or complete missed section.
Lack of completeness
Usually overlooked admin issues
Omitted information, Insufficient detail in gist or summary of crash, poor diagram
Locations, description, and spelling
Same as above
Missing operator information, incomplete boxes
To enter missing information
Usually, detailed narrative description
Missing information
Wrong info. Or vehicle info.
Mixing up vehicles or veh. Owners, mostly in the narrative field.
Minor mistakes
Confusing narratives, improperly filled out forms
Clarification, grammar [sic]
Spelling / grammar errors, data errors
Reports to brief, errors need to be corrected
Missing information
Errors, on location, failure to cite
Error correction
Missing Boxes not checked
Data fields not correctly filled out, or missing data.
Any
See above
Missing or incorrect data.
Lack of information (omissions), inaccuracies, misspellings, etc.

Missing information, usually diagrams.
Plate number, insurance, license number, narrative missing
Usually forgotten entry etc...
Missing fields
Wrong direction, narrative errors
Illegibility [sic], incompleteness, grammatical errors
Missing or incorrect data
Addresses not accurate, wrong classification of striking vehicle, missing citation #, no location noted, wrong DOB's
Missing data, spelling
Error detection, spelling, etc
Usually they forgot to fill out a field
Inaccurate
Missed information
Incomplete items, not enough [illegible]
Missing information or not enough information in narrative.
If information is missing
Data incomplete
Missing information, spelling & language, not signed.
Missed fields, signature
Missing information or signature
Proper completion of form
See above.
Above.
Missing information
Incomplete / inaccurate
Omissions
Incomplete data
[illegible] / missing info
Missing information, violations not addressed
More info in narrative and diagram
No narrative, wrong info etc
Missing info on operators or missing diagrams
If information is missing
Wrong vehicle linked to wrong owners
Usually the same info mentioned in the above answer.
Errors or omissions
Usually some of the codes on the side of the report
Roadway, landmarks, etc.
Direction of travel and narrative.
Missing information, failing to issue a citation.
Type errors for correction
See above
License numbers, sex, location, registration information, investigated by, diagram, etc.
Omissions, spelling, and inconsistencies.
Omitted information or diagrams
Missing information
Critical or important data missing from report.
Accuracy and completion
Minor errors such as referring to wrong veh in narrative, wrong direction of travel, failure to fill in truck/bus information
Problems with narratives.....accuracy, completeness, spelling, charges, etc.
See above.
Not signed, missing data, diagram incomplete.
Location, insurance, accuracy, diagram, & gist.
Errors, missing information.
Missing or incorrect information
Mostly computer data-entry problems.

Inaccurate information, incomplete reports
Diagram does not match.
Mostly, the diagram is not complete or has errors insofar as not matching the narrative or other portions of the report.
Minor errors.
Incomplete data, missing info, spelling [???Hard to make out.] Errors.
Errors.
Officer neglects to sign the back of the form, diagrams more clearly delineated.
Errors, diagram accuracy, charges for court.
Missing info.
Most often is diagrams.
Missing/incomplete info, spelling errors.
Missing data.
If an operator disputes the officer's report, it may be corrected before being sent to the RMV.
Not complete or signed
Missing data.
Missing marks in required boxes, incomplete diagrams, and incomplete narratives.
Missing data, unclear diagrams
Misprints\\Signatures\\lack of required data
Data fields not correctly filled out, Or missing data.
Poor spelling. Poor/confusing narrative. Inaccurate data.
Officers leave out plate info, injury, seatbelt status, directional of travel etc...
Missing data fields. Poor narratives or diagrams. No fault indicated when there clearly is fault
Improper operator cited, wrong information,
To fix errors, missing fields etc.
Missing info
Missing signature, license numbers.
Mile Markers, landmarks, pull down screens, diagrams, and narratives.
Tracking info or conflicting info.
Confusing statements
Incomplete data
Usually missing info or unclear narrative.
No insurance company listed, inaccurate info, missing property damage, state property damage (guardrail, diagrams)
No diagram, incomplete information
Incomplete, confusing, additional information.
Incomplete or conflicting data.
Missing information.
Problems with areas noted above
Proper locations, signatures, etc.
Minor things, Officers forgot to sign or date it.
Minor errors, a box not filled in or a narrative and diagram not matching
Failure of the officer to fill in the required fields/blocks/boxes
Missed information and legibility.
Wrong operator/vehicle information, wrong vehicle configuration, and event sequence errors.
Incomplete data.
Grammar and narrative structure.
QUESTION 11: DO YOU HAVE ANY SUGGESTIONS AS TO HOW CRASH REPORT DATA COULD GET FROM YOUR DEPARTMENT TO THE RMV IN A TIMELIER MANNER?
Hi speed connection to CJIS-RMV
Simplify the reporting process.
Electronically like WIBRS submissions.
Electronic submission would be much better for any department.
Yes
I think we do pretty well.
Electronically no snail mail.
Supervisor could send Report online to RMV when report is finished.
Electronic Transmission.

Manpower? Make it easier to have systems send electronically.
Online submissions.
IMC Interface.
Send it Electronically
Sent to RMV by computer
Have RMV person pick up the reports. I believe this would be enough to "motivate" officers to get their reports done.
Electronic submission
An additional records clerk
Get a more powerful server to accept the incoming data like you once had.
Better software for diagrams and too many codes.
Electronic submission
Online submission
Via Email, or Web submissions.
Electronic filing
More User friendly RMS.
RMV should provide an automated electronic system, using laptop wireless air cards and secured web upload. Maybe a system similar to the UCR reports.
Web based system similar to that being used by the Mass. Sex Offender registry Board and the Firearms Record Bureau.
Software to do diagrams electronically, then we can submit then to RMV via Internet.
If RMS was setup for cruisers, information could be plugged in, checked, and sent immediately to the RMV.
Pre-addressed envelopes
Streamline the whole report system. It is too redundant and time consuming.
I think system is working pretty well
Less Paperwork. Currently, too much is required
Computer submission would be great
Electronic submissions.
Just request. Never really had a request or time frame!
No-most officers do not like having to do the crash report and put them off. Ref #14-the numbers and codes are often not completed if they didn't have them that might help.
Make an Electronic system that Police Departments can use.
Have reports sent directly from computer
Send from our IMC System to the RMV
No-most officers do not like having to do the crash report and put them off. As to question 12 only one person enters the reports into the RMS and that person tries for "accuracy / completeness" given what he receives finally from the officers. Once entered it is printed-diagram completed and mailed.
We have just started to send them electronically this month.
Our department uses IMC, have the ability to upload information to RMV from IMC
Send the report electronically upon competition by the officer (fax, RMV website for crash reporting- L.E. Access
Traditional paper forms- data entry at RMV. Some officers struggle with electronic systems.
Direct submission after supervisor approval, electronically (computer/fax).
I feel that our department submits them in as timely a manner as we are able
Electronic submission for RMS
Let the insurance companies do their own work reduce the amount of info required on the form especially theirs.
Electronically
RMV crash data should be submitted via internet.
Fax
Fix the present RAMS computer system! Unless you actually use it on a regular basis you can't begin to imagine how bad, how time consuming it is.
Improve the computer program to make generating the crash report simpler
Computer
Electronic transfer from IMC
Electronic submission
On-line submission or even fax
Make it electronic.
No - unless it can done through the departments computer software

Electronically - Web Site
Reports typed into computer and transmitted live to RMV simultaneously.
Develop a link between computers, an email type submittal
No, we mail a bulk envelope weekly. The reason I hold reports for a week is in case an operator comes in after finding an error we missed such as incorrect DOB that wouldn't show up in IMC error check.
Being able to electronically file either directly from the scene of once it is entered into the department's RMS system.
Electronically submitted
Electronically
Provide us with an RMS and CJIS connection
Electronic submission
Submitted electronically using RMS data.
As 75% of departments in Massachusetts use IMC for a RMS - set link from IMC to registry
We are in the process of setting up an API program through IMC
No, we already changed it from 3 months to 1 month
Ability to email
Electronically through IMC
Electronically
Online submission by invest. Officer - no paper submission
Electronically
Electronic Transmission
Integrated software to capture data from dept system for export to RMV
Additional grant money for officer personnel
Electronic transfer
We are awaiting IMC electric [illegible]
Electronic transfer
I believe we are doing a pretty good job now
Our department sends out to RMV every two weeks so I believe this to be in timely fashion
Electronic submissions
Computer link
Electronic submission
Electronically, the problem lies in the area of the officers hand drawn diagrams. Everything for the detailed entry is done on the computer accept the diagram and officers personal signature. Scanning completed documents on an RMV link would alleviate this and reports could be submitted electronically on a daily basis.
Online submission
Electronic submission
Have reports transmitted from MDT to RMV.
We're hoping that in '08 we may have an IMS vendor and that it could be done electronically.
Electronic submission
Electronically through RMS or secure web site
No, with the minimal staff in records department submitting them weekly is as efficient as possible now
We are not a large department and don't seem to have a problem.
Design software that projects RMV accident report on screen so that data can be typed into it.
Fax and software that connects directly to the RMV. Insurance companies have ACCESS AS WELL
Electronic submission after entry into RMS
Electronic
Yes, by direct submission by the supervisor once the report has been approved.
As a supervisor, I make sure officers complete their crash report data in a timely manner.
Allow IMC to send direct after supervisor approves.
We submit the crash report data to the RMV twice per week.
Smaller, less convoluted reports.
Weekly mailing, such as citations are done.
We do not send them electronically. We should send them electronically if we had capability.
Electronic submission-department presently working on implementing
Electronic submission.
Electronic transfer from the cruiser
Direct submission from cruiser laptops

Electronic submission
Electronic submission after approval, through RMS vendors and internet methods, much like NIBRS or UCR reports are currently sent.
From a secure department server to a secure RMV server.
Staffing issues are a problem for smaller departments.
There is no faster way than electronically. No.
Computer
Electronic submission through RMS.
Electronic submissions
More staff with less work.
Electronically through RMS.
Need more troopers on roads, staffing levels have never increased since 1921 desk and 2 patrol, more vehicles on roads. Handwrite report at scene with exchange forms, return to station and scan reports like banks scan checks.
Tracking envelopes similar to c90 reporting. Pre-printed and numbered envelopes used daily to forward crash reporting forms and monthly statistic reports from the RMV
Electronically.
A direct submission from the supervisor's computer to the RMV with the RMV using compatible software.
Electronic Data Submission & Streamlined Form
Add flagmen/police officer code to box 4. Update license restriction codes to include Z and ZH codes. Add private property code to box 34. Add OUI/DWI code to box 24 for departmental tracking purposes.
Not under the current filing system.
Electronic submission through RMS.
Reports are presently mailed weekly; electronic submission may be quicker.
No , N/A (46)
QUESTION 12: IF YES, PROVIDE A BRIEF DESCRIPTION OF THE PROCEDURE.
Submitted to supervisor
Supervisor reviews.
Error control.
As of 2007, new computer system will not validate reports unless they are complete.
They proofread themselves & then approved by supervisor.
IMC does not allow you to proceed w/o correct data entered.
RMV point out attachments [illegible].
IMC scans report for any errors such as incomplete information.
Error check on report is required. If an error is noted, the report is fixed.
Using the department's RMS' "error check" program.
RMS has internal error detection.
Internal software program.
IMC error detection.
Supervisor review.
We use IMC to enter all information and if there are errors, the officers are required to check upon completion.
Entered into RMS by clerical staff and all incomplete or inaccurate information are corrected.
They follow screen-by-screen check of all data print and mail.
Present crash form self-validates.
Each officer checks the printed report before sending to Administrative office.
Run error check.
Error checking.
The software we utilize (IMC) has an error detection utility we use to correct errors.
Reviewed by another officer for accuracy.
Varies from officer to officer.
Submit to Sergeant on duty for review.
Officers are required to perform an error check prior to submitting the form.
Officer- In -Charge reviews it, and then the Lt. In charge of patrol pr traffic enforcement reviews it.
RMS vendor provides electronic error detection.
Officer follows step-by-step procedures established by RMV forms & instructions & Departmental Policy & procedures.
Review by supervisor.
Supervisor reviews all reports.

Fields are filled out as required by the computer system. Printed reports are checked by the supervisor.
Review by check.
Only one person enters the crash report data into RMS and that person tries to get it correct and complete (best as possible given the data) before it is submitted to RMV.
There is a validation process and if it will point out errors that need to be corrected before it's validated.
Checked by supervisor and record officer.
IMC records management creates an error sheet.
Only one person enters the crash report data into RMS and that person tries to get it correct and complete (best as possible given the data) before it is submitted to RMV.
Computer checks for errors, and then reviewed by supervisor.
They do an error check on IMC.
IMC checks for completeness and shows caution areas.
Upon completion the report is submitted for review and checked by person and computer for errors.
Supervisor checks report.
The officers are trained on how to properly complete form and it is checked for errors prior to submission.
Built in requirement of the RMS system.
All reports have to be scanned for problems by the program before they can be completed.
Not submitted until reviewed by supervisor.
Automatic computer validation process.
Our current RMS system has an error check button. If the officer forgets to and information, or fails to complete all sections the system will not let the officer move to the next section.
Checking IMC computer.
Error check, supervisor check, and then submission.
Form-by-Form/Step by Step process in order to complete.
NCO Review.
Supervisors oversee approving the crash reports for errors prior to their submission.
Supervisor review.
Before printing report, checking for errors if computer indicates an entry is missing.
Data is verified by officer and supervisor.
Checking over super. Review.
RMS contains error detection software.
If fields are missing, the RMS system alerts the officer.
Computer flags most errors.
Computer check for errors.
RMS has built in error check.
IMC error check, shift supervisor check, traffic bureau check.
New Computer program. From Pamet to IMC.
IMC Software error detection and supervisory review.
The RMS has a default system for each section of the report. Missing information is usually found once it is printed.
Software detects errors.
Officers read their reports, print them, and then sign prior to submission to supervisor.
We do not submit the RMS version.
Run error checks.
RMS error detection.
Audit process - system will not allow us to send if there are errors.
Mandatory fields plus supervisor and checklist.
Errors check.
Error checks.
Error check.
RMS Error check system identifies missing data, requires entry before allowing final approval of report.
IMC Crash data is error checked prior to printing the report.
IMC required fields and error checking.
"Error check" built into software.
Print at final copy and go over line by line.
IMC Error Review.
Two step review process. 1st line supervisor then Traffic Safety Supervisor review.
Again, supervisors review all reports before approval. As safety officer see inaccuracies, I send back to supervisor to

have it corrected.
Officer in charge of Record Management reviews reports.
Officers are trained and reports are approved by supervisor.
Self Check through an error detection tab within RMS.
The reports are critiqued by both OIC and clerks in the office, if sent back changes are verified by submitting both the report that was deficient as well as a corrected copy.
A supervisor will check before submissions are made.
Error checks.
The accident forms are in our computer and you must fill them out completely.
All reports approved prior to sending. Incomplete reports will not be sent.
Error check.
The information is reviewed by a supervisor.
RMS system has error check for missing data.
Computer system has a built in error check that scans for required information.
Error check within the programming, and supervisor review.
Error check is done for missing/incorrect information.
Some info is not able to be entered as vehicle types are not all existing in software. Proof read-supervisor approved.
Reports are approved by the shift supervisor for completeness and accuracy.
Line by line.
Check by supervisor prior to entry into RMS.
Compare handwritten form to computer version.
IMC- error check, supervisor review.
All crash reports are reviewed by a supervisor to be approved or not approved. Not approved reports are returned too the Trooper for correction, and then returned to the supervisor for review, again.
IMC computer system has an error tab.
Supervisor review, software review.
All reports are error checked.
Use information directly from occupants involved, then confirmed with [illegible] registry computer.
There is an error check feature to RMS system.
Checked by supervisor.
Check errors page on RMS, some officers fail to do this.
RMS has error detection.
They hit the 'error' key to see if there are problems after writing report and make amendments.
RMS system checks for any missing data fields.
The computer checks all information for errors.
RMS has built in error checking.
The error-checking feature of the software is used.
IMC internal computer system has a self-check procedure with mandatory information needed to fill out the report properly.
Current RMS software does not allow critical fields to be skipped. Review process by supervisor insures accurate information based on notes, diagrams, and photos, as well as RMV printouts retained in case file.
In service training is provided as well as department SOP outlines proper report methods.
The officers use a feature in our RMS that checks for errors.
Officers perform error checks before it is sent to supervisor who will also error check case.
The IMC program that we use won't allow you to over on until the previous field has been filled out. The system allows for MV information from the RMV to be copied to the Accident report number and then transferred to the report.
Error check button.
Supervisory review only.
Monthly audit of data.
Diligence/error checking.
IMC software had an error detection field. Must be reviewed for errors before it will be accepted.
As the crash data is entered into the program, the officer is prompted for mandatory info into the appropriate fields and the supervisor then checks same.
RMS Vendor's Error Checking Modules.
Complete form and check for errors prior to submitting report to supervisor.
In-house RMS is IMC program which includes error-checking module, which checks document for missing

information prior to being reviewed by traffic division officer.
Officers are supposed to check the form for errors before submitting them to be approved.
RMS has error checking available and officers must use it.
Some officers more efficient than others.
QUESTION 14: IF YES, DETAIL WHICH FIELD(S) AND WHY?
Override/underride - confusing coded boxes - not in numerical order.
Underride, override.
First Harmful Event?
Field 5 because if no control [illegible]. Field 11, 12, and 13 because duplicates from front seat Field 32 because too many options.
Field: Occupant, Why: Officers feel they shouldn't have to note all occupants in MV.
Over/under? #25, #22, #23 Sequence most harmful events #13, #12 Wording is confusing.
On the old crash forms for the diagram section, the information regarding what type of symbol should be used and for what was written out. For instance. Newer officers are unaware that an arrow w/dotted line is vehicle motion after the collision. An arrow with solid line is vehicle motion before collision. This use to be indicated on the old form. It would be nice if this information were provided for the offices, even if only in RMS systems.
Field 13 because not always able to determine.
Crash sequence.
IMC generates them automatically.
Underride/override - what does this mean? The diagram used to indicate where damage is on the car is confusing and difficult to use and does not always allow for an accurate description of the damage.
Box 24 because no box for operator under influence/alcohol/drugs. Box 22 and 23 because sequence just marks objects hit- should have box 24 connected. Ex. Seq. #21, 9, 1 - This sequence would state operator fell asleep, weaved into wrong lane and then struck MV in traffic. Box 32 because non-fatal injury- what difference between non-incapacitating and possible- many people state they are shaken up or sore and get transported. I mark these as non-incapacitating though they might not be injured.
Override/underride because repetitive.
Airbag switch because rarely is ever, does an officer know where to look for this. Override/underride because what does this mean? No one has ever said what this means.
All because too many codes- code translations.
Most harmful event.
The numbers and codes fields. The codes on the first page- light conditions etc are often not completed-why do not know some officers enter "n" for the answer and not "2". Often the codes for questions #26-33 are not completed hence "98".
Person and it asks for insurance, some feel it should be in MV section.
Underride and override, officers not sure what exactly is being asked.
Override, exactly.
Field: Sequence of Harmful Events Why: confusing; Field: [illegible] WHY: numbers should be consistent.
Overlay field: just put it on one sheet with check boxes. Too many boxes [illegible] to scan and retrieve codes.
These are too numerous to list. The form needs to be re-worked with significant input from real world users.
DO away with #'s.
Multiple vehicles (+3).
Field: Overlay Sect. 5 Why: Traffic Device functioning code - what is that? Field: Front Why: CDL endorsement - as soon as it's clicked on it puts info in that field - why not have "none" in that field?
The state/RMV Plate Code. It's redundant and was not required prior to the RMV going with electronic submission. The two-letter plate code has been sufficient for quite...
Field: Vehicle Reg. Info; Why: RMV reg. Type + Reg. Type are redundant; Field: Diagram, Why: program is poor for curves, etc.
Field: Resp. To emergency Why: 99% of all crashes do not involve emergency vehicles; Field: 18 Why: Often missed, should be part of "operator" screen; Field: 20 Why: Often missed, should be part of "veh. Make" screen.
Field: Location Why: At intersection vs. Not at intersection.
Field: 10 Why [illegible].
Entire form is much too complex Old RMV Opera. Report Forms much more compatible.
Field: Witness Area Why: Not big enough; Field: Front Page Why: Only Allows for 2 Vehicles; Field: All Why: Just too many to fill out.
Field: under ride Why: Importance? Field: event sequence Why: limited choices.
99 CODE - Unknown fields used far too frequently.
Need truck team training to recognize required info. Truck & bus info - Relevance to cause of MV enough? Seldom

used. Specific not collected at scene. Box 29 - Air Bag switch code. No training in identifying which MV is equipped. No time to ask for it.
Overlay - seems redundant; Restraint - a lot of work to fill out.
Many of the fields do not default to the most common situations. This may be able to be corrected internally however.
Underride, override, and some of the blocks on the side that require numbers.
Field 25...why collected?
Sequence of events, injuries, weather conditions, and damage to vehicles.
25 - Officers state the Ins. Company can figure this out. # 29 - Officers state this is unnecessary. # 7 - finding codes for blocks is time consuming and many officers polled stated that the old yellow form was more user-friendly.
Underride/override, not always able to determine by the time officer arrives and unknown why it is important anyway.
Override/underride: Unsure what signifies override/underride.
All fields: The sequence is difficult to follow.
Age: DOB is sufficient, responding to emergency, override/underride.
Fields 1-13: It does not help police. Field 29: Officers don't know about switch.
Field 25: Never used; what is it?
Field 8: should have option of other, parking lot, and driveway.
The State/RMV Plate Code. It's redundant and was not required prior to the RMV going with electronic submission. The two-letter plate code has been sufficient for quite some time now.
Underride/Override.
Many of the coded fields report the same results and seem redundant.
Seating positions, under/over ride, airbag switch among others seem unnecessary.
Fields 21-25 - 22, 23 collision and non-collision confuses officer; car went off road. Non-collision is not usually put in by an officer.
Field 28 - more choices necessary to answer accurately; Field 29 - Not applicable in all cases, not in all seat positions; Field 25 - seldom applicable.
Do away with numbers.
33, 32 - Should be no injury and no transplanted to keep consistent with 30 and 31; 29 - No officer knows if there is an airbag switch; 6 - No area for other defects-potholes.
Event Sequence (too many); seat belts (we do not have enough time to address the issues at scene for our public safety and open roads); Ejected (too time-consuming).
Override/underride, passenger seat positions, type of injuries (requires officers to make assumption of medical trauma condition), airbag switch on/off, seatbelt status, speed of vehicles.
Underride/override, sequence of events and most harmful codes, first harmful event, first harmful event location.
Underride/override.
Event sequence because multiple boxes and choices. Vehicle configuration because 1 and 2 confused.
In most of the fields, there are a box to check for unknown, in addition to these there should be a box for other. In certain situations, the information is known but is not of the categories listed. Witness information should include a box for date of birth. Many people move or change phone numbers, with a date of birth they could be located through the RMV id needed plus they should be entered in computers making DOB necessary.
QUESTION 15: A) SPEEDING
Invest.
Rural roads subjective law!
For accurate calculation, you need to know speed from skid or crash, etc. The patrol officer doesn't know this.
Information is stored only at the station for warnings/verbal.
I am unaware of any barriers.
Hard to collect after crash. Good witnesses and reconstruction.
Usually estimated unless accident reconstruction is done.
If motor vehicles moved or conflicting reports, this is hard to determine.
Funding.
With most crashes, if speed is a factor, no reconstruction is done to determine speed. Report only identifies "speed" as the factor.
Not always physical evidence available to prove speed.
If you didn't see the accidents happen.
Proper data entry (i.e. Citations).

Contact G.H.S.B.
Central reporting and feedback.
Most accidents don't require accident reconstruction and therefore you have to guess at speeds or rely on "eye witness" reports of the vehicles speed. Neither is all that accurate or scientific.
Difficult to determine speed at a crash without reconstruction.
At accident site hard to distinguish speed impact unless skid marks observed- MV's today receive extensive damage even at low speeds.
Insufficient time and staff to properly investigate violation.
The state police have very few- old, radar units.
Statements, Skid marks.
Citations/ MV crash reports/ Incident reports.
Information not recorded at scene.
Statements, witnesses, and skid mark measuring.
Radar, speed trailer.
ABS has made speed determination more difficult. We used to be able to measure skid marks with fairly good accuracy. Most car manufacturers are not allowing full access to vehicle data collectors.
Hard to prove.
Ability to document officer's activity due to verbal warnings.
Investigating officer may not be trained to detect for speeding.
No marks due to anti-lock brakes.
Noted in the narrative section if speed is considered a factor in the crash.
Unless a reconstruction is done, the officer usually doesn't know.
Not all officers are trained to determine the speed of MV's after a crash.
Lack of training on speed analysis, not having proper equipment.
Investigation.
Can't ask state police recon team for every accident.
Lack of issued up-to-date RADAR/LIDAR units.
Lack of honesty in operator statements coupled with a lack of witness statements is a significant part in this area.
Anti-lock brakes impede ability to calculate speeds (No evidence).
Difficult to assess; reliant on self-reporting.
Training for officers.
Officer observation, witnesses, on-scene evidence.
Brake marks in street or having a witness.
Reg. Shift- tickets filed by end of shift- mailed within one week. GHSB shift help with timeliness for reporting.
Data sheet.
Actual speed.
IMC Computer Stats kept track of daily.
Lack of training to determine speed.
Witness statements Road conditions, damage, skid marks, etc.
Not being present during the actual crash, Dishonesty on the part of the operators, and damage to vehicles can be misleading upon initial investigation.
Many tickets are appeal.
Lack of concrete evidence.
Without witness, reconstruction must rely upon operator admission, which isn't always truthful.
Proving speeding at time of crash.
Not observed by officers, inaccurate witness/operator statements.
Have to witness these things.
Time consuming.
Often times are not investigated to estimate speed.
You need a witness or accident reconstruction.
Based on witness accounts and officer estimation.
Data entry by 3rd party, accident reconstruction not required for every accident.
Difficult if speeds not confirmed by radar.
On crash report.
Would be a judgment call unless reconstructed.
Where Officer is not there at the time, tough to estimate speed.
Lack of evidence.

Not all officers trained in accident reconstruction to determine speed.
If not observed by officer, and recorded cannot be documented.
Can only be estimated without accident recon.
Officers limited to determine speed to level of issuing citation and [illegible] to charge.
These three would seem less difficult to determine than some other contributing factors.
Evidence - lack of physical.
Accurate speed measurements only done by trained officers on serious accidents.
Department data.
[Illegible] of skid marks (ABS).
Without a long involved investigation and without eyewitness accounts speed is very difficult to prove after the fact.
No ability to accurately measure speed at the time of crash.
Lack of being able to establish actual speed due to lack of witnesses or other evidentiary factors.
Reconstruction and speed analysis.
Unless accident is fatal or serious injury officers can only estimate speed.
We do not have the expertise to reconstruct crashes to determine speed.
Witnesses to speeding are deemed unreliable or non-experts to attest to speed.
If accident was not observed evidence to show speeding is difficult to always prove.
Speeding is a major role in most crashes but officers usually show fault in violations such as following too closely, marked lanes, OTE, etc.
Cost, manpower/staffing, time constraints and accident recon.
Damage and or witnesses can indicate speeding, but it will always be best guess not proven.
Unable to estimate speeding due to lack of training for local officers.
It is difficult to get accurate data from anyone....witnesses, operators, or other involved parties, or even from the hard evidence at the scene, except for extreme violations. Also, see below with regards to "black box" data.
Without a detailed working, actual speeds can be difficult to determine, unless well above limits.
Officers can only estimate speed.
No barriers collecting information.
No one is the dept. Is trained in incident reconstruction.
Only reported if citation issued.
Officers feel if they do not cite for it, they can't make it off.
Not enough funding for selective enforcement of speeding, which would result in citations issued and a method for gathering accurate data.
Claims by operator not speeding.
Many officers are un-trained in determining pre-impact speeds.
90/18 vs. 90/17 speed laws.
Ability of officer to properly document speed, based on training and environmental factors.
It is not always easy to find for minor motor vehicle accidents.
Not being present during the actual crash, Dishonesty on the part of the operators, and damage to vehicles can be misleading upon initial investigation.
Unknown what actual speeds were without a thought accident recon.
Manpower issues. Lack of consistent enforcement.
Often only anecdotal evidence suggests speed.
Lack of evidence. Average officer does not have training on crush depths/skid marks and speed determination.
Our RMS does track citations issued for accidents. However, each individual citation has to be searched to determine what the violation was.
Relying on estimates.
In most cases, obtaining useful evidence that a vehicle was speeding is difficult. The percentage of people found not responsible for speeding tickets is demoralizing so attention to collecting evidence of speed is diminished.
Not all crashes end a violation for speeding.
None that I know of.
Without reconstruction and/or police witness, difficult to prove.
Data block is need if speed relocated.
This answer applies to all: lack of evidence to support the charges, uncooperative vehicle occupants.
Not sure if form is looking for operator's admission of speed or actual proof.
Truth, responsibility for accident/insurance surcharges.
Officers frequently do not issue citations because it is easier to use a contributing factor code. Citations are easier to track by computer whereas the contributing code is done manually.

None. The officers enter the info into our RMS system and the data is then automatically placed into several sections of the database. This also is entered when the officers enter their citations into the system.
No means to accurately account for speed without utilizing accident reconstruction.
Difficult for officers to determine actual speed of vehicles involved in accidents without training.
Usually no evidence of speeding prior to collision if no skid marks or other indicators present.
Lack of witnesses, inadequate speed limit postings.
Most officers have not been to any type of accident reconstruction so they don't know how to estimate speed. Members of the Massachusetts State Police CARS Unit are only notified if the accident is fatal. They have the technology to figure vehicles sped by the damage done to the vehicle.
Not all departments have officers trained in accident recon to determine speed.
Citations are sent to different division of RMV.
Speed is hearsay unless obtained by officer via radar or reconstruction- neither likely.
None. (8)
QUESTION 15: B) IMPAIRED DRIVING
Invest.
Ends with arrest. Not sure if arrests are forwarded to RMV.
I am unaware of any barriers at the South Hadley Police Department.
Easy to determine.
Not always documented.
Funding.
Tougher laws and procedures relating to filed sobriety testing, breathalyzer penalties, and lack of evidentiary proof of driving under the influence of drugs (i.e. No chemical teat).
Impairments are difficult to determine.
Proper data entry (i.e. Citations).
Contact G.H.S.B.
Central reporting and feedback.
Due to budget constraints and possible injury- possible impaired drivers transported without field sobriety or interview.
Insufficient time and staff to properly investigate violation.
Many officers avoid these arrests due to several hours of paperwork.
Observations.
Citations/ MV crash reports/ Incident reports.
Information not recorded at scene.
PBTs and arrests.
BT.
OUI's are relatively simple to determine. OUI drugs are not.
Hard to prove.
Ability to document officer’s activity due to verbal warnings.
Drug law very weak unable to gain evidence needed.
If officer believes impaired driving is a factor the operator is cited with same.
The current legal system.
Arrest for OUI.
Only when driver walks away (leaving scene).
Lack of honesty in operator statements coupled with a lack of witness statements is a significant part in this area.
Most of time has to rely on operator's own statement(s).
Legal issues.
Same.
No witnesses- one word against another’s.
Statement from operator or witness.
Report filed upon arrest and submitted through the court immediately.
Data sheet.
Types of impaired driving.
IMC Computer Stats kept track of daily.
Operator statements, witness statements, etc.
Some impairments are not obvious as say OUI.
Many different types of impaired not reported. Ex: cell phones and eating.
Needs to be more specific.

Have to witness these things.
Time consuming.
Sometimes it’s difficult to detect.
Difficult to prove drug use.
No barriers.
Data entry by 3rd party, accident reconstruction not required for every accident.
No collection data spot for OUI/Impaired.
On crash report.
Injuries to driver.
Accurate witness account.
Not always able to tell if impair, taken to [illegible].
Vague definition - end [illegible] is prosecution.
Must prove operation.
Department data.
What other impairments - drugs, prescriptions.
This also is a questionable area. Medical conditions, the position of the sun (glare) may be responsible and many other factors contribute to impaired operation.
No fields on current data form to show driver impairment.
Injured individuals transported to hospital and not being able to interview them in a timely factor.
OUI charges, citations.
No real barrier-operator arrested if impaired.
Impairment due to OUI liquor during a crash is tractable.
It’s difficult to interject and assess injured persons being transported from the scene and being treated by ambulance personnel.
Evidence for impaired driving is even harder to prove unless witnessed.
EMS transport, lack of training for OUI-drugs.
Easier to collect if there are witnesses, but if none operators may not accurately report to officer what was occurring prior to crash.
When involved in an accident driver usually goes to hospital
Usually obvious.
Language barriers, subject transported to hospital.
No barriers collecting information.
Lack of witnesses, or probable cause to make determination.
Operator won't admit to being on cell phone.
Not enough funding for selective enforcement of impaired driving, which would result in citations issued and a method for gathering accurate data.
OFC training and PBTS.
Manpower.
Not specifically noted on form.
Lack of training.
Some impairment is not as obvious as say OUI.
Lack of enforcement.
Generally, if this is noted officers feel there must be an arrest.
Injured drivers go direct to hospital- procedures for blood draws etc are difficult when person is injured. Officers must maintain scene safety while performing batteries of field sobriety tests, photographing accidents, and interviewing witnesses or otherwise investigating the accident.
Same.
Based on officers opinion.
Inability to prove that the impairment caused the accident (e.g. Cell phone use) makes it seem unproductive to try.
Sometimes transported to hospital.
Separate block for alcohol factor.
If officer doesn't have enough to an [illegible], they are unlikely to [illegible].
BT and drug refused.
Drug use is often undetected or the lack of evidence of drug use impedes a prosecution.
None. The officers enter the info into our RMS system and the data is then automatically placed into several sections of the database. This also is entered when the officers enter their citations into the system.
The only issue would be cell phone use prior to accident. This would not be evident to the investigating officer.

This can be difficult if the operator is transported for injuries and the officer never has a chance to analyze the operator before transport. Officers on the scene treat the injuries prior to investigating the accident. There are cases where the impairment is obvious and then there are the cases that take more investigating. The hospitals don't always draw blood after the party arrives and then there are no records to summons.
Citations are sent to different division of RMV.
Barriers.
No appropriate code in driver contribution boxes.
No, none, N/A, etc. (27)
QUESTION 15: C) SAFETY BELT/CHILD SAFETY SEAT USAGE
Invest.
People get out of the car but if officers know what injuries or complaints to look for you can tell.
Appears on citation only.
I am unaware of any barriers at the South Hadley Police Department.
Easy.
Not always able to determine.
Funding.
Often this is not considered. Officers really don't ask if seat belt was worn or doesn't inspect the seat belt to determine if it was used.
Lack of physical evidence if driver/passengers have exited vehicle prior to police arrival.
People often get out of vehicle when officer arrives.
Proper data entry (i.e. Citations).
Contact G.H.S.B.
Central reporting and feedback.
In many cases, you can't tell if restraints were used because the people are already out of the car. Often times, people lie to us and say they were wearing their belts when they were not.
Officers don't ask all the time.
At scene, people are out of the vehicle and without witness's evidence- unknown.
Insufficient time and staff to properly investigate violation.
Massachusetts needs a primary seatbelt law.
On sight observations-statements.
Citations/ MV crash reports/ Incident reports.
Information not recorded at scene.
Sometimes medical personnel might remove restraints prior to arrival of police.
Belts are usually off when we arrive.
Statements from operators and witnesses.
Police use to have granted for Officer installing car seats properly, the Fire Department does this now.
Informal surveys (by stationary monitoring of usage) can be inaccurate. Just because a child appears to be properly restrained does not mean that they are.
Hard to prove.
Ability to document officer's activity due to verbal warnings.
After accident and arrival of officer, some people may not be truthful as the whether or not a belt was worn.
Driver and passengers already out of vehicle.
All passengers in vehicle are asked about seatbelt use if possible and it is recorded accurately on the form.
It is often the operator's word and most will say they were wearing it so officers don't bother asking.
Arriving after the crash, officers may not know if a person was wearing a seatbelt. Officers can ask if a person was wearing a seatbelt but they may not receive the correct answer.
Seat belt violation (alone) is a secondary offense, and therefore true collection and reporting cannot be achieved.
Injuries.
Most times rely on truthfulness of occupants in MV.
Secondary violation only for safety belt.
Lack of honesty in operator statements coupled with a lack of witness statements is a significant part in this area.
Reliant on self-reporting.
Same.
People out of cars when we arrive.
Statement or witness.
Data sheet.
This is difficult to collect based on the fact that officers arrive after the fact & people are not always honest.

IMC Computer Stats kept track of daily.
Unbuckling may occur prior to police arrival.
Accident invests.
Not being present during the actual crash, Dishonesty on the part of the operators/passengers, and operator/passenger usually out of vehicle upon arrival...
Not on scene at time of crash.
Unobserved/unwitnessed.
Not observed by officers, inaccurate operator statements.
Have to witness these things.
Time consuming.
If people have exited cars prior to arrival you have to trust that they will be honest.
Usually easy to observe.
Based on operator and passenger statements.
Data entry by 3rd party, accident reconstruction not required for every accident.
Operator's statement as to wearing or not seat belts.
Past event not always capable of determining.
On crash report.
Persons usually out of car or lie about it when asked.
Subjects not willing to inform investigating officer.
Children out of vehicle when officer arrives.
Involved or witness account.
Commonly a verbal answer to actual use unable to be verified, operators out of vehicle.
People lie.
Use if passenger statements not always accurate. Most operators and passengers are out of the car following crash.
Department data.
Question not asked by office.
Officers don't check for belt most times.
Also a difficult area to prove as usually investigating officers arrive on scene after the fact and many times operators have already exited their MVs and have removed their children from any safety restraint devices.
Data form could include manufacturer and type of child restraint used when involved in crashes.
You often must rely on the drivers providing the information because in non-injury accidents they are often outside the car when officers arrive.
Belt and restraint analysis.
Occupants usually out of vehicles when officers arrive.
Many persons involved in accidents are outside the vehicle on officer’s arrival. It's their word to attest to belt usage, which is not always truthful and accurate.
Operators are often out of the vehicle after a crash and may falsely report their safety belt usage.
Child not buckled up is not a problem to document.
Accurate information is not always obtained at crash site, passengers and operators usually lie about seat belt usage especially in a crash incident.
Truthfulness of operator and passengers when or when not wearing, also the fact that this is a secondary offense.
Arriving after the fact you must rely on their statement of use in most cases.
Occupants are usually extricated before we can see whether seat belts were used.
See below.
Weight and age of child not exact.
No barriers collecting information.
Truthfulness of person claiming to have been wearing seatbelt.
Operators lie about usage.
Not enough funding for selective enforcement of seat belts, which would result in citations issued and a method for gathering accurate data.
Operators/occupants out of vehicle prior to police arrival.
Highway safety grants: buckle up click it ticket.
Difficult to enforce.
Claims by operator/passenger seatbelt/seat used.
Occupants of vehicle claiming use when not used.
Usually occupants are un-buckled by the time we arrive.
No passenger box under type of citation, only operator and owner on citations.

Checking of car seats to ensure compliance.
Lack of honesty on participants in vehicle.
Not really any barriers if the officer knows what to look for.
Not being present during the actual crash, dishonesty on the part of the operators/passengers, and operator/passenger usually out of the vehicle upon arrival at crash.
Often immediate questions to determine this are not done and upon officers arrival belts are off and of course all occupants will say they were wearing them.
Parents usually remove the child immediately from the car to hold and comfort them. Many officers are overwhelmed with investigative and safety related issues to ask "were you wearing your seatbelt".
Same.
Out of car already.
Not always evident when arriving on scene after crash.
Officer discretion and lack of proof at scene.
If you ask someone, they usually say 'yes' they were wearing it. Officers don't know if form wants them to say the operator was wearing it or unknown.
Public lies about use, injuries inconsistent with w/o use.
None. The officers enter the info into our RMS system and the data is then automatically placed into several sections of the database. This is also entered when the officers enter their citations into the system.
No way to verify whether operator was in fact wearing a seatbelt at most crashes.
Parents may indicate children were properly belted even if they were not.
Uninjured operators or passengers usually outside vehicles upon police arrival. No way to verify statements that seatbelts used.
This is difficult to investigate if all parties involved in the accident are out of the vehicles or if people are attending to them prior to officer's arrival unless there is evidence in the vehicle, i.e. Starred windshield.
A number of people are out of vehicle so hard to get accurate count.
Citations are sent to different division of RMV.
Not always known or witnessed, so validity in question.
No, none, etc. (17)
QUESTION 15: DO YOU HAVE ANY SUGGESTIONS FOR IMPROVED COLLECTION/REPORTAGE OF THIS INFORMATION?
Funding for software that would produce this info.
Yes.
Automatic tabulation and submissions to the RMV.
Continue to make this information mandatory in any RMS collection reporting.
Training, training, training.
Stronger laws for impaired driving needed.
Educate officers on the necessity of properly documenting crashes to improve safety.
It's difficult when officers have limited time to enter report.
Wireless net portal RMS submission.
Making training available for accident reconstruction and informing officers why information is so vital.
Additional training.
Whatever you do, do not add more paperwork to the pile police officers already do daily.
Checklist since accident form is not available at scene.
No suggestions.
Make an electronic program.
A field on the reports with the above choices.
Provide audit type forms for departments to randomly fill out and submit.
Provide equipment to officers grant information from "black boxes".
Have the form ask for the officer's opinion and legislation to prevent them form being sued for giving it.
Increased funding/grants for extra patrol enforcement.
See above.
Yes, however it would be difficult to teach honesty on a societal basis.
Relax some of the legal constraints on law enforcement to obtain information.
Make it electronic to the RMV with a PD link for reporting. Maybe a weekly report upload system.
Work with Public Safety Record Management Companies to Supply better data.
Better training for officers investigating MV accidents.
A) Train officers in academy for accident reconstruction basics; B) Use of data recorded on vehicles.

Most people are out of their car by the time we arrive.
Add OUI to crash reason.
Training.
The department has training to review the accident form process.
Inquiring on crash report about prescription medication.
More speed analysis when practical.
For speed have device in cruiser to download info from crashed car's computer.
Legislation to permit/require the use of the on-board computer information and a system to retrieve the data presently available.
Make seatbelt use a primary MV violation.
Check box for "speed a factor".
List by chapter and section for violation.
Increase funding for selective enforcement. Data can be collected from all the citations issued from enforcing that particular violation.
At this time, I make sure my officers conduct strong investigations at the scene.
I don't know.
The current system works well for this department.
Reports are only as good as info provided. Officers don't witness crash. If people are not honest then report is flawed.
Add passenger box.
The motor vehicle crash form provides the necessary areas to record violations.
Increased training and possibly feedback or bulletins of why collection is required.
There is no flow to the current form. There should be an electronic version that would suppress unneeded information if say only a 2-passenger car crashes no injuries, all of the truck/bus and injury fields would be suppressed.
Make seat belt use a mandatory field. If "unknown" is selected, make the officer provide a reason. If no reason is given, kick report back to department. Make it easier for the entry of trailers - landscaping etc.
Electronically submitted accident reports that include codes for violations would provide the information directly to the RMV.
Issue citations for the violations.
More training in accident investigation would be useful but most of the problem is beyond the RMV control.
None at this time.
Separate pull down screens on RMS/boxes on crash report if that data is pertinent.
Add data block for possible speed alcohol related [illegible].
Collection of vehicle computer data.
Black box chips supply law enforcement with replaceable chip to swap at crash scene that provides data [from] during crash.
A direct compatible electronic submission to the RMV from our RMS.
Require this information from operators.
Additional training.
A spot for each of these on crash report. Training.
Supervisors must check MVCR's to ensure that the officer has gathered this above information and that information in the correct location on the report.
No, none, not at this time (36)
QUESTION 17: IF YES, WHAT WOULD HELP PROVIDE MORE EXACT CRASH LOCATION INFORMATION?
GPS.
Using GPS identifiers to be used in conjunction with map locations.
Computer mapping with streets pole numbers mile markers and house numbers.
A GPS.
Officer training for documenting location.
GPS.
Measuring equipment that illuminates distance and not small wheel that is inaccurate and hard to read at night.
GPS would be excellent.
GPS.
GPS info.
On rural roads, there are very few landmarks that can be used as points to measure from.

GPS.
More accurate technology.
Diagram may be difficult at times.
Further issuance of GPS devices.
GPS locations.
Lack of landmarks and street numbers.
Vehicles are often moved, and the exact location is dependent on witness/operator statements. Allow minor MV accidents to be approximate locations w/out exact measurements.
If not at an actual intersection the crash should be reported as an actual address.
We have many tree-lined roads with few focuses where there is no street address.
Street data not compatible with State GPS Files.
GPS locations where no landmark is available.
Sometimes you can only give a general area. Need GPS for all cruisers.
Officers aren't trained to determine value of property loss, even minor property damage [illegible] in complaints of personal injury due to [illegible], liability claims.
Geocode intersection and lot numbers on streets, these can [illegible] turns locations into geocode for mapping.
Intersections identified better.
GPS recording of location.
In areas where it is rural with no house numbers or intersections.
Sometimes it is difficult to identify the nearest mile marker.
GPS/currently a residential or business address is used if not at an intersection.
Better mile markers on highways.
Mile markers and address numbers.
GPS.
GPS.
The real answer is "No" but there's no provision in the survey to say why....see below with regards to using Google Earth program to determine crash location.
GPS coding would be helpful in desolate areas of roadways when there are no fixed objects to reference.
GPS location, latitude/longitude.
GPS- but presently not in use.
Given our town's rural character, GPS is about the only way to be accurate.
XXX is a rural town- not a lot of landmarks. Nothing you could do to improve.
No land marks near by.
GPS data.
On some rural roads it is difficult. GPS would be helpful.
GPS locations.
GPS.
Officers faring [? Forgetting?] To list cross streets and intersections' roadways which are not designated as highways.
GPS devices and training on same.
GPS.
There are limited selections of streets designed in the IMC program, so officers have to choose what description is closest, not always what street type they investigated.
GPS.
Many times officers do not have 3 available permanent locations to tri-angulated the location of the crash.
GPS Availability.
QUESTION 18: IF NO, WHY NOT?
Union issue.
Small town, unnecessary for GPS.
Not enough information on this as this time.
Policy review may be discretionary.
Small town and safety concerns.
Putting GPS in a cruiser at this time would create union issues.
Police officers are constantly being taxed with "another small thing to do that just takes a minute", but the minutes add up.
If it were a hand held unit maybe, but the police union is opposed to GPS in cruisers. I however am an advocate for this technology.

Union issues with GPS.
Only if cost effective- XXX transitionally uses mile markers.
I don't think that GPS is that important.
Cost?
Union issues.
Union Issues.
Unnecessary small town---able to locate.
You don't have to.
Union issues.
Undecided.
Landmarks, etc is sufficient for most crash investigations.
Possibly but potential union issues.
Other aspects of GPS systems that could impact unions and other working conditions.
It's not necessary in a city such as hours. The address of the crash is sufficient.
Union has express concerns that the global positioning would be used to track officers and would demand bargaining.
#1 No need.....If accurate location is needed, Google Earth gives exact coordinates, locations, etc. And also provides an accurate street layout for doing crash diagrams. The RMV form, however, does not have enough space to report precise coordinates. If anything, find a way to integrate Google Earth or a similar program with the crash report via overlays, etc. #2 You really don't want to get into the GPS issue with police officers and the tracking capabilities of GPS in cruisers and union issues.
They'd never get the numbers correct.
It would be counter-productive and counter-intuitive. The issue being that a Trooper would not want to waste time looking up a location on a GPS when he knows exactly where the crash is from his cognitive map and personal knowledge and experience.
Time. Manpower issues. Call volume too high.
No technology available to dept.
This would be pending acceptance by the Police union.
Officer resistance to GPS in the cruiser would be a new problem that we don't need right now. Is it necessary to have the location that specific?
Officers already know where they are in town therefore they don't need GPS to tell them...they can record it manually.
Officer opposition would probably increase errors.
Unknown.
Not sure, probably a union issue.
Keep it simple.
Department will not implement GPS in cruisers, could also be subject to collective bargaining requirements.
Probably have to bargain with union over change in working conditions.
19. THE CURRENT DEFINITION FOR INJURY SEVERITY BASED ON THE MINIMUM MODEL UNIFORM CRASH CRITERIA (MMUCC) USES THE KABCO INJURY SCALE: FATAL INJURY, INCAPACITATING INJURY, NON-INCAPACITATING INJURY, POSSIBLE INJURY AND NO INJURY. THIS INFORMATION IS FREQUENTLY MISSING FROM CRASH REPORTS, AND WE ARE TRYING TO FIGURE OUT WHY. ANY THOUGHTS?
Lack of medical knowledge by police personnel.
It often does not fit what the officer perceives the injury to be like.
COP not EMT.
Too many options- driver complains of pain and where.
Because there may be a slight injury which would be stated as complaints of pain.
Make it simpler for officers. 1. Minor injury 2. Severe injury 3. Death.
Order on the report form where injury is recorded gives the impression that (i.e.) The position of an airbag switch is more important than whether or not a person was injured and the severity of that injury.
Report is too long; this info is at the end....officers may overlook it??
Make it mandatory with RMS reporting.
Unable to determine what an incapacitation or non-incapacitating injury is. Officer entries are used in civil courts for lawsuits requiring officers to attend court. No answer means officers are less likely to be summons into civil court.
Many report no injury and then later go to hospital.
Oversight.

We always fill this out.
Probably because the training thought in policing is, "Do not assume...You're a Police officer not a Doctor."
Officers are afraid to make a guess. I should be a no brainer.
Cops aren't medics. All we can go on is what the people say.
CAD system RMS should flag those fields as mandatory and require filling them in before being able to print.
Police officers are not doctors and people often will go to hospital on their own.
Lack of definition.
Often officers are reluctant to list a degree of injury when there is no visible injury to prevent a conflict with the occupant's claim of injuries to insurance companies.
No, XXX Police Officers are instructed to enter that information, if they do not, the report is to be returned for proper entry.
Officer is first responders and after initial contact, EMS determines injury (Fire Department).
Often, patients are transported and no further information is exchanged between EMS and or hospital personnel.
Perhaps the terms need to reflect injuries that we are regularly seeing - abrasions, lacerations, fractures, avulsions etc.
Officers do not know enough to decide- a quick reference with explanations may help.
People transported frequently state they were uninjured but minutes later have complaints of injury. Officers unsure if injured are more seriously hurt than it appeared on scene.
Because the whole report process is too long and time consuming. Officer's will cut corners and not fill in areas wherever possible. A simple crash report can take an hour or more to do.
Operator/occupants do not always volunteer it.
Some of the titles do not accurately reflect the injuries sustained during a motor crash.
Officer's not paying attention when filing forms.
I usually send my paperwork back, if not completed.
Not sure, we always fill that information out.
It seems clear to me. I don't know what the problem would be.
Accidents that have injured parties are transported to the hospital by ambulance and the range between fatal/no injury is not known.
Fatal is easy to understand, however many people report no injury to us, but days later they become injured or say they are.
Fine the way it is.
No these are very clear.
Possibly that it requires subjective judgment that we may be called to task for later.
Because the choices available do not fit most accidents.
Oversight and lack of completeness due to unchecked reports.
It is probably left out if there are no injuries.
Reports not properly checked by supervisor.
Possibly some officers are hesitant to document injuries if they had no participation in medial care. Not a problem at XXX.
Injury not known at the time of the MVA or by the time the report is completed. An electronically submitted supplemental may help.
Many times at the time of the accident the officer is unable to determine how severe an injury is and is unable to follow up at the treating hospital.
Officers don't ask and do not report to avoid being wrong.
Definition/examples to officers under each type.
1) Confusion as to definitions, 2) code numbers don't match, i.e. Not trapped and not ejected are 0. Not injected and not trans should be 0.
Civil lawsuits often result from crashes police agencies by and large do not want to venture into the civil arena.
Officers are often not involved in treating injuries, rescue personnel do this task. There should be only 3: no injury, injury, or fatal.
Place KABCO box at the top of the crash data form.
The forms are too voluminous. Clearing the average crash scene as soon as possible reduces jeopardy.
Officers just forgetting to check the appropriate boxes.
Many times the injured parties are already on their way to the hospital and with HIPAA it's hard to receive knowledge of the injuries.
Too many other boxes.
None- It is self-explanatory and as far as it missing from the reports I can only attribute that to error.
People say they are not injured then go to the hospital on their own to claim an injury.

Possible injury and no injury are hard to define at an accident as people come to us with in the next day or 2 to complain of injury even when they seem fine and we have already finished our reports with no injury.
Our dept is pretty good with defining injury.
Should have "minor injury" on form. When someone goes to the hospital w/"minor injury" it's confusing to check off "possible injury".
[Illegible] that states that they will seek own medical attention.
No, our RMS checks to see if that box is filled out.
Some officers do not understand incapacitating injury or non-incapacitating injury. Should state minor injury or severe injury.
We have not had reports sent back for this reason.
Forget to check box.
We were not aware that it was commonly missing. Our RMS requires this data to be entered.
Officers aren't sure of types of injuries.
Make it simple -1. Fatal, 2. Visible injury, 3. Complaint of injury, 4. No injury.
IMC error detection catches missing info.
That is entered in all our reports that I am aware of.
Required information field on report software.
Officers get lazy.
In most cases- the incapacitating and non-incapacitating injury is determined by the physician. Need to keep it simple.
I don’t know it seems very simple
Language is confusing and on our RMS it is abbreviated so some officers are unsure which box to check.
"Incapacitating" needs to be simplified to minor or major injury.
The order they are listed in as most are none injury [sic].
Incapacitating is confusing.
Our reports are checked for injury status.
Should say minor injury instead of non-incapacitating, should also have a space for a description
Parties are sometimes unwilling to be transported to medical facility, officers not sure if injury is real at times or [illegible].
Add a box for pain complaints.
Uncooperative victims - victims not showing injury victims removed from scene.
RMS needs to make it mandatory field for report approval.
A lot of officers don’t want to make medical judgments.
Define incapacitating injury vs. Non-incapacitating injury, compared to possible injury.
Use more simple language or add "Operator reports no injury".
"Poor fit" for type of injury.
Our reports are all reviewed for this with error codes generated if data is missing.
Our supervisors make sure this is complete but maybe officers think that there were no injuries that it needs not to be filled.
Operators and passengers reporting "no injury" are reporting injuries later. Police officers so not always know the extent of injuries.
Asking police without formal training to determined extent of injuries.
Officers not paying attention to data entry.
Have the data entry default to the "No Injury" indicator with no override and this would force officers into entering something in that field.
We attempt to complete all fields of the form if applicable.
The injury field is often confusing.
No. This field is required with our system.
Officers on scene may not know extent of injuries (incapacitating or non-incapacitating) and leave it blank.
At most accident scenes most (if not all) operators seek their own medical assistance. At the time it is unknown what injuries are present.
This does not appear to be an issue with our department.
We review ours here in XXX so we have the date, maybe other depts. Don't have supervisory review of the crash reports.
No defined meaning of non-incapacitating/incapacitating injuries. Unsure of "possible" injury meaning. Better system would be fatal, serious, less serious, no injury.
Officers feel that they are not the proper person to address the extent of injuries.
Officers don't like to make a determination about the seriousness of injury or an assessment of the injury.

We don't seem to have a problem in this area but would think it would come back to looking up from a separate chart and finding the code as opposed to filling in the blanks as you get to them.
We fill out this field or receive an error message, but possibly others don't, thinking that if there is no injury they shouldn't fill out an injury field.
Definitions for everything but fatal/no injury might help. We are police officers, not doctors, or EMT's.
Your guess is as good as mine....its right there as a field to be completed.
We cannot get info from hospitals due to privacy rights.
State Police crash reports in Rams require a number in the injured field before you can enter more information.
Because people claim injury after the crash when at the time of the accident they stated they were not. To avoid being a witness in a civil suit.
Unknown.
Computer data entry. Take out 'possible.'
Not ours- IMC error check prohibits this from happening.
Officers feel unless there is clear evidence of injury then they don't want to make a choice.
I would suggest re-arranging the location of this box on the form so as to bring more attention to it, or even the font, its size, bold or not bold.
Make it a critical error so the officer would have to complete this tab.
Some officers seem to miss these fields or do not understand the injury types.
This information is noted and recorded by our officers on the crash forms.
Better supervision needed.
H.I.P.A.
Reports filled out by police officers-do not feel comfortable deciding on specific injury.
Officers probably don't want to guess- may be unsure of injury status.
Victims taken from scene by EMS or fleeing from scene before police arrive.
Lack of attempt by officer. There should be no reason to miss this.
No- We always try to enter all necessary information.
Reporting officer failure.
Officers lack the time to go to the hospital to follow up.
Supervisors should check all required boxes to ensure accurate reporting.
Unable to determine the severity of injury before transport to the hospital and not trained.
Officers are reluctant to make a determination as to the severity of a person’s injury.
Officers are reluctant to make a determination as to the severity of a person’s injury.
We were not aware that it was commonly missing. Our RMS requires this data be entered.
Officers miss the Box because they are all grouped together with the other factors.
This is the first time in 26 years I ever heard of the MMUCC and KABCO scale. Perhaps having those definitions up front would enable a more accurate response to the injury question.
No definitions are available. What is a possible injury? Someone who refuses transport, but has a visible laceration? What is an incapacitation injury? Someone who is knocked out or someone who gets a broken bone? Use plain language descriptions for the "lay officer". Add a field for refused medical treatment.
Our RMS requires all fields be completed. However, sometimes you simply do not the extent of the injury when completing an accident report.
Incapacitating should read major injuries or (life threatening), non-incapacitating should read minor injuries or (non-life threatening).
Civil issues may be one reason. I wonder if an officer sees no injury he simply doesn't fill that field.
Not sure why.
Seems straightforward to me.
Officers become confused, because they do not stay with the crash victim to the hospital. Officers can't "calculate" the severity of injuries by just observing the crash victim unless it is obvious.
Maybe that information needs to be put in a different place on the report. Some place where it wouldn't be missed, a larger boxed area.
No reason for it to be missing. Laziness on part of reporting officer.
Officers do not always know status of injury because ambulance often [...not completed].
Not sure what they mean. If someone [illegible] their neck hurts is that non-incapacitating or possible?
Often subjects lie to hide responsibility for crash due to inbox to collect insurance money.
Many times a victim is being transported to the hospital. At that moment the officer can only guess at the severity of the injuries. The hospitals, being "HIPPA HAPPY" are not always willing to release the info except on fatalities and sometimes only when threatened with a search warrant. This greatly affects the accuracy of the report.
There should be three injury codes, A. Fatal B. Injured C. Uninjured.

None. If officer files report-showing injury, then boxes 26-33 are checked for accuracy by traffic officers prior to submission.
Officers don't always know extent of injuries because ambulance has transported party to hospital expeditiously.
Officers simply fail (lazy)to put the info in the box, supervisor fails to notice this upon review of completed report and fail to give it back to the officer and tell him to correct it.
It was easier with visible injury, complaints of pain, severe injury and fatal injury.
Perhaps because “unknown injury” should be created, this is often the case.
No, officers categorize injuries accurately on a regular basis.
Information should be completed and checked by supervisors, sometimes information unable to obtain if transported by EMS.
No, N/A, etc. (29)
QUESTION 20: IF NO, WHY NOT?
A lot of times officers can't get info on a unit weight and DOT #'s or have time to get the info.
I just think smaller towns that do no deal with it on a regular basis forget and tend to by pass it. It all programs that departments use, you should be forced to enter all information if you check off Truck/Bus accident.
The information requested should be on all Commercial vehicle registrations. In this manner, one would simply copy the information off the registration. The information required in this field is never readily available, based on my experience and training with MVA's.
In twenty years of service, I have only filled out one of these forms and I don't even know if we have them at our station. I suggest placing one or two at back of each crash report.
Actually it is clear when officers realize they have to collect it. We often find they don't remember they had to obtain info and getting the info can be time consuming after the fact.
All of this should be incorporated under vehicles.
For something used so seldom it should be short and [illegible] it asks for too much info that isn't on the registration form.
Already made out on first page.
Haven’t used it in years, no opinion.
If you check off bus it should allow you to enter in all the occupants. You should not have to keep starting new forms.
Never used one.
The process can be very confusing to the officer investigating the accident.
[Illegible].
In this type acc. We refer to State Police.
Often not done because it is on the back of the report.
Lack of training offices where to gather information beyond reg and vehicle description, infrequency of reporting these types of vehicles in crashes. The whole "if yes do this, if no do this" when to complete confuses officers.
Still use the old pink form when applicable.
Unless you have the form in front of you at the scene you are likely to forget to get all the necessary information, especially the DOT # or ICC #.
It is not your fault- Local officers are not trained to understand trucking rules and regulations.
In RAMS there no difference.
We have not been trained in box #35, 37, and 42. Dept. Needs to be trained in DOT rules and regulations.
Neither Yes or No: Haven’t had to use it.
Too many factors. If this is true then file. If not, then don’t.
Need a better definition of a truck. Is it over xxx lbs? Or is it a box truck used in business? If it involved a school bus or TT unit, it is clear. But those mid-sized trucks are confusing.
Already made out on first page.
Time to collect info v. Time to clear scene, respond to another call. Have truck companies provide copies of exchange required crash info to hand out at crash.
A significant amount of this information is not readily on hand to officers and when it is, this information is typically overlooked.
Registration of power unit and carrier name and address duplication of info on front page. Remove "state" and "ICC" number blocks, this information no longer valid. DOT numbers only state issued ID.
Truck and bus section requires information that most officers lack training or experience to acquire ad find confusing.
Lack of training in this area, most officers lack the ability to process truck data.

QUESTION 23: E) OTHER/NONE; PLEASE SPECIFY:
Any.
Electronic entry with no hard copy at all.
I have no problem with the system now but if it changes so the entered data is set up for electronic submission that is fine.
Open to any.
Only if software is user-friendly and similar to crash reports.
B, C, D.
Anything simple, time efficient, not redundant.
QUESTION 24: D) OTHER
Include photo option.
Funding for training.
Having RMV supply us with computer and programs for this purpose.
Combination of the three.
I feel it works well the way it is.
Access to a centralized electronic network.
Getting equipment compatible with our computer for use in cruisers.
Simply reducing the amount of information needed. Everyone wants to capture data these days and the time it takes could be used elsewhere.
Proper supervision of completing the form correctly.
Feedback from Registry. (If you're not aware of a problem you won't fix it!)
I do not have a problem with the form as it is now. The officers on the other hand would like to see it modified.
The detailed reasons for why a crash occurs can be found in the narrative. I'm not sure if the RMV can use the information in the narrative to improve data collection.
Either fix the system or go back to written reports.
Connect (c) above to you.
None.
To encourage officers to be more complete
Electronic submission.
Making RMS compatible with electronic submission to RMV.
I believe we are doing a very good job now.
A universal crash reporting system and RMS with auto populating capabilities that allow for crash analysis.
Is there a problem?
Making the RMV compatible with our rams system.
Simplify crash form.
Make the submission electronic via internet.
All of the above.
Officers should have specific training in identifying/estimating the dollar amount of auto body/property damages.
Copies of registration to exchange at scene.
Electronic submission w/software compatible to our RMS.
Crash forms from RMS Vendors should be filled out via a Wizard Format, where data is gathered by asking officers questions from screen to screen and then the data is backfilled into a form that can be submitted to the RMV on a regular basis through submission procedures similar to that of submitting NIBRS Data.
Have all depts. Submit it electronically.
Simply making sure that the officer fills out the MVCR back to the reporting officer completed. If it is not done completely, as required, the supervisor should send it.
26. THE PRIMARY PURPOSES OF GATHERING CRASH DATA INCLUDE IMPROVING ROADWAY SAFETY, INCLUDING ENFORCEMENT INITIATIVES, AND OBTAINING FEDERAL AND STATE SUPPORT TO IMPROVE ROADWAY SAFETY. BEARING THIS IN MIND, DO YOU HAVE ANY SUGGESTIONS TO IMPROVE THE OVERALL CRASH REPORTING AND DATA COLLECTION PROCESS?
Simplify reporting.
Please put everyone on a level playing field and have us all do this the same.
Was fog line present? Objective speed law? What is reasonable? Also, remove 'Head trauma from speed! Question 22: Also C and d: training materials or visiting academies.
Question 13: ex. 07-1-AC and so on.

Question 22: Options C and D selected.
Question 22: Also d) The option to send staff to training at MSP or MPTC academies.
There are a lot of steps for a patrol officer to do while investigating an accident. Taking out airbag status/occupant info will safe everyone a lot of time at the accident scene. Question 22: Selected options C and D; Question 23: Selected options B, C, and D.
Training and simplify crash report.
Stay consistent with forms and reporting systems.
The forms need better organization on all the fields. Some not necessary and some are necessary.
Get reports from federal and state on what their findings are yearly to problems and how they plan to improve roadway safety for our community.
The present crash reporting forms should have the ability to fit more than two vehicles.
Make the form with more pertinent information and get a server that can handle all the Commonwealth department reports to send in.
RMS systems need to flag missing or incomplete data before printing or transmittal.
This would require a lot more thought.
Question 22: Also trainer that come to your department and training materials for internal use.
Our town is going to an electronic crash reporting system, but Sgt. Not sure if it will automatically submit report to RMV.
Allow for more free text space on the forms so the officer can provide the most accurate information. The real world is not contained to a handful of boxes.
Software for creating diagrams and electronic submission.
Question 22: Trainer that comes to your department & Training materials (e.g. Video, curriculum, etc) for your use internally). For a small department, data collected from our town need to be tabulated by RMV and sent to us for use. Right now no information is tabulated and serious accident spots are guessed at without hard facts. A new system is necessary that officers can electronically fill out and send/make copies but in such a way not to have them tied up for more than twenty minutes.
Show that the data serves some useful purpose other than gathering info for insurance companies.
Simple form.
Streamline the whole report process and eliminate categories that are clearly for statistical purposes.
Department experienced most traffic accident should be assigned the most grant money for radar trailers, traffic data collection devices, traffic training for officers, equipment money, and grant money for personnel to enforce laws.
Bring all departments up to data with RMS systems. (Survey Missing page).
Combine the process by allowing our internal system to breakdown the information needed and plug in where needed. (Trainer that comes to department would be okay for question 22 also).
We are understaffed both in sworn and non-sworn personnel. This makes it difficult to spend the time on reports that should be standard practice. I'm sure it's the same in other departments.
No suggestions.
Question 22: Both A & C.
Make an electronic system program where Police department can securely send via internet crash reports to the RMV.
Electronic Submission of crash reports.
Having uniform data available would assist when we receive requests for crash data for a particular location in town. If this were online, then insurance investigators could more easily access uniform data. This would also make analysis simpler to ID particular areas or particular types of roadways that need more enforcement, engineering or education attention.
Simplify the forms. They are very confusing to the average person who comes in to file an accident report. They are next to impossible for the elderly to figure out.
Allow for more road respect type patrols, w/ specific mission to target and report on speeding seat belt use/ aggressive driving poll departments yearly RE: crash data similar to this type of survey.
No, I think the state has done a good job so far with the updated crash reports.
Not all equipment is uniform, so training provided should be on the equipment in use.
Question 22: Options C and D selected; Question 23: Options C and D selected.
Question 22: Options C and D selected.
Make the crash form easier to use - take sections off that even the experts don't know why it is there. Question 16: There shouldn't be a limit - no officer knows how much damage there is. Question 18: It could be a union issue. If it were integrated in the laptops some would use it. Question 22: Options A, B, and C selected.
Simplify it.
Surveys to be sent to the communities and receive their input on traffic safety and concerns.

Our town is assisted by XXX and XXX. They sometimes cover accidents in XXX. The only numbers we have are our reports. Having their info would help for [illegible] crashes in town, not just the [illegible] covered!
Question 2: change from "A" to "C" in 2006; Question 18: selected "yes" and "no"; Question 22: Options B & D selected; Question 27: 15 minutes.
Fix the present computer system or go back to paper, handwritten reports. Significant data is being lost due to the problems associated w/computer system. Question 9: 3 hrs for one simple crash is common; Question 18B: Admin decision; Question 22: This would be a waste of man-hours unless RAMSII is functioning properly first. We have no hope of that anytime soon. Question 27: I did not time it.
Modify the crash form and the computer program to make them simpler with a much lesser chance of losing data entered at various stages of trying to complete a crash report. Question 2B: Options A & B selected; Question 18: Some; Question 27: 40 minutes.
Attempt to simplify forms and software, and, if possible, eliminate some of the less important statistical fields. Question 2: Options C & F selected; Question 12: Do not use RMS; Question: Based on MSP RAMS; Question 23: Option B - Based on MSP RAMS; Question 27: 20 minutes.
I am no longer in the traffic safety unit. I answered what I could. Problem here is although officers are trained at the academy to make out RMV crash reports; the districts do not enforce this. Also many complaints about forms in particular # codes.
Provide departments with more training and updates.
Smaller reports- 405 written reports @ approximately 40 minutes per report is 207 hours per year of accident reports.
To have a more consistent and simplified crash report form and revisiting the requirement on a form to property damage- property damage to another or personal injury only.
Question 27: 20 minutes.
Question 2B: no monies for software support. Question 22: Options A & B selected; Question 23: Options C & D selected; Question 27: Too long.
Question 27: 25 min.
Need more plate types and vehicle makes (esp. Company dump trucks etc...) Question 13: They are assigned by IMC; Question 22: Options A & C selected; Question 27: 45 minutes.
Send each department via internet a breakdown of information for [illegible] purposes. Question 23: Options C and D selected.
Question 23: Options B and C selected.
No - Change MBTA Police to "Transit Police". Question 2 Part 3: Original; Question 5: Unknown; Question 8: Unknown; Question 18: Some; Question 23: Options C & D selected.
Question 22: Options B and D selected.
None. Question 22: Options A & C selected; Question 23: Options B & C selected.
No. Question 5B: Tracks history if the report was updated; Question 22: Options A & B selected; Question 23: Options B & D selected.
None. Question 2 Part 3: Original.
Not at this time. This was on a copy of online printout.
No. Question 27: 45 minutes
Engineers should get both pages so they can see diagram and read narrative. Question 18 - GPS if no start up or maintenance cost to us.
No. Question 8: Daily and weekly selected; Question 22: Options A, B, C, & D selected.
Question 22: Options A and C selected.
Streamline the crash pads to make it easier and less time consuming for the patrol officers. Eliminate the measurements and diagrams for minor MVAS. Question 23: Options C & D selected.
Simplify crash report and submit electronically. Question 22: Options B, C, and D selected.
Question 22: Options A, C, and D selected; Question 23: Options B, C, and D selected.
Outsourcing it
Question 6 - "unless a fatal"; Question 22: Options A and C selected.
Question 21 - there was no yes/no selection for RMS system. Question 22: All options selected but ordered - B, C, A, D; Question 23 Options A and E selected - E) It would be acceptable to make the reporting process more time consuming anywhere on the police end.
Question 1 comments: taken from records management system PRO-IV. Question 22: Options A, B, & C selected; Question 27: 30 minutes; Question 23: Options A & C selected.
Question 2 PART 3: photocopy Question 22: Options B & D selected.
Question 22: Options B and D selected.
Streaming citation & accident report submission by allowing and encouraging electronic RMS submission.

Question 22: Options A and C selected.
Make the submission of data easier by working with vendors to develop an electronic submission similar to NIBRS Data. Question 18 comments: It would allow for accurate mapping; Question 22: Options A, B, & C selected.
Question 22: Options A and B selected.
Question 12 comments: We use our own Acc. Report Forms. State supplied forms are too complex.
First page of survey missing. Question 22: Options A, B, and C selected.
Question 22: Options A, C, and D selected.
Question 10 Part 2: Clerk.
Question 2: Options B and D selected; Question 18: As long as it was easily accessible.
No. Question 14 part 2: Field: 22 Why: Cut number of sequences; Question 27: Didn't keep track of time.
There should be a place for phone numbers for follow-up investigations, officers complain they are too busy to be statistical robots, too much info needed. There should be a box for car color. Most of the data asked for does not help Law Enforcement Officers do their job; it is only for statistical or insurance needs. Question 2 part 2: Circled "Form completed on-site of crash" and checked "Other"; Question 8: Selected "Monthly" and "Other - Sometimes twice a week".
Question 20 part 2: Most officers not familiar with this data collection. Question 23: Options B (2) & D (1) selected.
Question 2 part 2: Answered "Your department has no RMS vendor".
Crash Report Forms are designed for Engineer/Data/Insurance use - not Police Officer use. Question 9: 2-3 days; Question 12: N/A (At this time); Question 21b: N/A; Question 22: Options A, B, C, & D selected.
Question 22: Options A, B, C, & D selected; Question 23: Options C & D selected.
Developing a simple standard data recording form for the public. Current form much too complicated.
Question 2: Options A and B selected.
Try to develop a more user-friendly report. Question 22: Options C and D selected; Question 23: Options B and C selected.
Question 22: Options C and D selected.
Question 22: Options C and D selected.
In 2007 we should be able to submit via computer. QUESTION 22: Options B, C, and D selected; Question 23: Options B and D selected.
Question 23: Options B and C selected.
Question 22: Options A and C selected.
Question 22: Options A, C, and D selected.
Question 22: Options A, B, C and D selected QUESTION 23 OPTIONS B and D selected.
Question 22: Options B and C selected.
Question 2: Options A and B selected.
[illegible] Question 22: Options A, B, C, and D selected; Question 23 Options B and D selected.
Ideas mentioned above would be a place to start. If Department were tied into the RMV with crash reports that were electronically submitted (much the same as the Breath Test Results in OUI cases) this would cut down on delays in report submission.
End paper reports. All reports should be completed on cruiser MDT and forwarded to RMV electronically.
Question 23: Options B, C, & D.
Question 22: Both B & D.
See above.
Most officers feel that they are collecting info for the Insurance companies rather then the RMV for statistical purposes, and there is a feeling of resentment I get when speaking to them about this. Therefore better training is needed for them to understand reason and need behind data collection.
Clear concise directions for officers to insure the RMV is receiving the information needed. Guidelines for supervisors so we can also assist the RMV.
A primary purpose of gathering crash data is also to allow the insurance companies and the merit rating board to obtain information and assign blame and surcharges. An additional purpose has to do with highway safety. Just one more question...Why are all the paper crash forms serially numbered, yet when we do a report and give information to the parties involved, we tear off that strip and discard it?
Question 22: Both B & C. In many cases, officers feel that they are performing work that benefits the insurance carriers. Making them realize the true benefit of timely and accurate reporting would help.
An opinion area titled "How could this accident have been avoided." The investigating officer would be able to interject his or her opinion so as to improve the roadway, i.e. Signage, lighting, lower speed limits, etc.
Question 22: Yes to all.
Only one cruiser has GPS. Question 22: Both B & C.
Electronic submission.

Revise this form. Narrative section much too large. Need form with 3-car crash. Unknown should never be a choice.
Yes, as stated previously, make it a wireless system for direct submission of the reports once approved by a supervisor.
Crash reporting in my department seems to be working well.
Question 22: B, C, & D.
Number 22: A, C, & D.
The form encompasses the primary purposes for this department.
Response to #22: Training budget limited. If grant for [illegible] then might consider. Response to "How long did it take you to complete this survey?": "Too long."
Question 22: Both options A & D selected.
I believe truck & bus section is clear - officers fail to complete because they aren't familiar with truck standards. QUESTION 22: Would prefer A, C, & D in this order. Provide booklet or pamphlet with instructions and examples of properly reporting data.
Answer to sub-question 23: Would select all options, ranking them from 1-4 (unknown which # is highest): online training, training materials, trainer comes to dept., option to send staff.
None. We have no issues. More choices for diagrams.
The current form is sufficient for the reporting of information. Oversight by supervisors could ensure more accurate reporting. Departments could forward reports more quickly.
Don't re-invent the wheel. There are 17 States using TRACS software to standardize reporting and our RMS provider already supports the interface. Look at this link. Http://www.tracsinfo.us/Tracs_About_thenationalmodel.asp
This system seems to work well; a few small adjustments could make it run smoother.
The Officer's view is that collecting and reporting information is for Insurance Companies and not necessarily for any law enforcement of safety related purposes. I thought the direct submittal of the report to RMV was a useful exercise. A reevaluation of the form itself would be a good idea.
An electronic process of submitting crash forms would greatly increase submission and accuracy for statistical purposes.
I think the current crash reports are good but there is always room for improvement. Maybe changes to the form so the pertinent data you are seeking is reported.
Improved use training is the key. Many older officers are unfamiliar with the new forms, and diagram technology.
Better identification of intersection-related accident, i.e. Heavy traffic at lights, 6 cops back from intersection rear-end accident occurs, is that the fault of poor intersection design? It'd be nice to have some way to flag alcohol/speed-related accidents for data.
Additional places for vehicle 3 and 4. Remove airbag switch field. Location fields should be easier to understand. Eliminate distance and direction measurements.
Have tear-off copies of registration info provided by RMV to be exchanged during crash.
Increase mandatory reporting to $2,500 with no injury.
GPS for location, electronic submission of injury status by the hospitals, and grants for enforcement.
EDT of crash information, less cumbersome forms, use of Accident Wizards in RMS software, the ability to have four vehicles on a crash form instead of two. Less requirements for information that is not verifiable by officers.
Patrol officers need to understand the importance of a properly completed accident report / investigation. Perhaps an educational mailer or online program.
Put the data collection page back up front where it was originally and upgrade diagramming (drag and drop) to allow for better and more accurate diagram of collision. Allow for symbols to be rotated to better illustrate actual collision conditions.
Online forms and submission process with training for officers.
It needs to be more timely in its distribution to law enforcement, we are always years behind.
Add box to collect information on road defects as contributing factors. Streamline for to make it more user friendly for officers- delete vehicle configuration box and collect data from plate type box instead, integrate not public way from back to location section on front.
Yes, officers should be trained better in types of vehicles and what certain aspects of the form is asking. For example, the truck information, many officers do not have enough training in this area to fully understand what the questions are looking for even through basic questions. Or if they understand the question, they lack the ability to know where to get the information off the truck or associated paperwork that the truckers carry.
No, N/A, Not at this time, etc. (29)

APPENDIX C - CONTACT LIST

Appendix C- Contact List - Responses

Name of police department/troop:	Officer name:	Officer phone number:	Officer email address:	Person responsible?	If not, name that person
Acton Police Department	Chief Frank Widmayer	(978) 263-2911	fwidmayer@acton-ma.gov	No	Detective Chris Prehl
Acushnet Police Department	Det. Paul Melo	(508) 998-0265	melosro1@aol.com	Yes	
Acushnet Police Department	Dispatcher Heather Richards	(508) 998-0240	hrichards@acushnetpd.com	Yes	
Adams Police Department	SGT. Scott McWhirt	(413) 743-8307 ext.111	smcwhirt2000@yahoo.com	Yes	
Agawam Police Department	SGT. Richard Niles	(413) 786-4767 ext108	rniles@agawam.ma.us	Yes	
Amesbury Police Department	Glenn Chaput	(978) 388-1217	glenn@ci.amesbury.ma.us	Yes	
Andover Police Department	Sgt John Pathiakis	(978) 475-0411 ext.1015	jpathiakis@andoverps.net	Yes	
Anonymous	Anonymous	Anonymous	Anonymous		
Aquinnah Police Department	Sergeant Paul Manning	(508) 645-2313	pmanning@aquinnahpolice.us	Yes	
Arlington Police Department	Lt. Paul Conroy	(781) 316-3928	pconroy@town.arlington.ma.us	Yes	
Ashburnham Police Department	SGT. Todd C. Parsons	(978) 827-4413	tparsons@ashburnhampd.com	Yes	
Ashby Police Department	Derek J. Pepple	(978) 386-5652	dpepple@ashbypolice.org	No	Chief Paul Lundin
Ashfield Police Department	Detective Sergeant Girard	(413) 628-4441 Ext.1	sgtgirardapd@yahoo.com		
Attleboro Police Department	Sgt. Jeffrey K. Pierce	(508) 223-2233 Ext.2142	jpierce@attleboropolice.org	No	Darlene Oliviera
Auburn Police Department	Todd M. Hammond	(508) 832-7777	todd.hammond@auburnmasspolice.org	Yes	
Avon Police Department	Dep. Chief Martineau	(508) 584-4005 EXT15	deputychiefmartineau@comcast.net	No	Lisa Bimber
Ayer Police Department	William Murray	(978) 772-8200	wmurray.ayerpd@verizon.net	Yes	
Barnstable Police Department	Sgt. Andrew McKenna	(508) 778-3847	mckennaa@barnstablepolice.com	Yes	
Barre Police Department	SGT. R. Deschenes	(978) 355-5005 ext130		Yes	
Becket Police Department	William H. Elovirta	(413) 623-6010	chief@townofbecket.org	Yes	
Bedford Police Department	LT. James Graham	(781) 275-1212	jimg@town.bedford.ma.us	Yes	
Belchertown Police Dept.	John Raymer Jr.	(413) 323-6685	jraymer@belchertown.org	Yes	
Bellingham Police Department	CAPT Corriveau	(508) 657-2873	gcorriveau@bellinghamma.org	Yes	
Belmont Police Department	Sgt. James MacIsaac	(617) 993-2534	jmacisaa@belmontpd.org	Yes	
Berkley Police Department	Sgt Arthur Newhook	(508) 822-7040	sgt.newhook@comcast.net	Yes	
Berlin Police Department	Otto F. Rhode Jr.	(978) 838-7356	chiefrhode.pd@townofberlin.com	Yes	
Berlin Police Department	SGT. John F Geis	(978) 838-7356	jgeis.pd@townofberlin.com	Yes	
Beverly Police Department	Sgt. Joseph Shairs	(978) 921-6051	jshairs@beverlyma.gov	Yes	
Billerica Police Department	Sgt. Marty Conway	(978) 671-0900 Ext.152	mconway@billericapolice.org	No	Capt. Doyle
Blackstone Police Department	Chief Ross A. Atstupenas	(508) 883-1212	blackstonepd@earthlink.net	Yes	
Blackstone Police Department	Lt. Gregory Gilmore	(508) 883-1212	gilmore325@charter.net	Yes	
Bolton Police Department	Sgt. Andrew Bagdonas	(978) 779-2276	andrewbagdonas@boltonpd.org	Yes	
Boston Police Department	Sgt Matthew Whalen	(617) 343-6430		No	TBD
Bourne Police Department	Sgt Martha McGonagle	(508) 759-4451	mmcgonagle@townofbourne.com	No	Chief Earl V Baldwin
Boxford Police Department	Lt. James B. Riter	(978) 887-8135	jriter@town.boxford.ma.us	Yes	
Boylston Police Department	Sgt. Michael Donahue	(508) 869-2453	donahue@brandeis.edu	Yes	
Braintree Police Department	Deputy Chief Kevin McHugh	(781) 794-8654	kmchugh@braintreema.gov	Yes	
Brewster Police Department	LT. George A. Bausch		sbausch@town.brewster.ma.us	Yes	

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Name of police department/troop:	Officer name:	Officer phone number:	Officer email address:	Person responsible?	If not, name that person
Bridgewater Police Department	LT. Michael Bois	(508) 697-6118	mbois@bridgewaterma.org	Yes	
Brookfield Police Department	Christopher Welsh	(508) 867-5570		Yes	
Brookline Police Department	Elaine Campbell	(617) 730-2230	elaine_campbell@town.brookline.ma.us	Yes	
Buckland Police Department	James HICKS	(413) 834-5500		Yes	
Canton Police Department	SGT. Paul DiGiampietro	(781) 828-1214 x205		Yes	
Carlisle Police Department	Inspector Andy Booth	(978) 369-1155	abooth@carlislepolice.com	Yes	
Carver Police Department	Sgt Michael P Miksch	(508) 866-2000 EXT114	mmiksch@carverpolice.org	Yes	
Charlton Police Department	Lt. Carl G. Ekman	(508) 248-2252	carl.ekman@townofcharlton.net	Yes	
Chatham Police Department	Lt. Michael D. Anderson	(508) 945-1217	manderson@chatham-ma.gov	Yes	
Chelmsford Police Department	James Murphy	(978) 256-2521 x100	chiefmurphy@townofchelmsford.us	No	Sgt. Francis Kelly
Chelsea Police Department	LT. Janice Murphy	(617) 466-4821	jmurphy@chelsea.ma.gov	Yes	
Chester Police Department	Ronald T. Minor	(413) 531-4175	chesterpd@comcast.net	Yes	
Chilmark Police Department	SGT. Jonathan Klaren	(508) 645-3310	jklaren@vineyard.net	Yes	
Clarksburg Police Department	Chief Michael Williams	(413) 663-7795		No	Sgt. Brian Licht
Clinton Police Department	Chief Laverdure	(978) 365-4111	chief@clintonpd.com	No	
Cohasset Police Department	SGT. William Quigley	(781) 383-4138 ext1009	wquigley@cohassetpolice.com	Yes	
Cummington Police Department	Michael Perkins	(413) 634-0056	maperkins@wildblue.net	Yes	
Dalton Police Department	Chief John W Bartels Jr.	(413) 684-0300	chiefdpd@nycap.rr.com	Yes	
Danvers Police Department	SGT. Timothy Zuch	(978) 774-1212	tzuch@mail.danvers-ma.org	No	
Dartmouth Police Department	CAPT Scott Brooks	(508) 910-1743	captsbrooks@dartmouthpd.org	Yes	
Dedham Police Department	Arthur Evans	(781) 751-9322	aevans@police.dedham-ma.gov	Yes	
Deerfield Police Department	Michael Wozniakewicz	(413) 665-2606	deerfiledpd8@aol.com	Yes	
Douglas Police Department	Mark Kaminski	(508) 476-3333		Yes	
Dover Police Department	Todd Wilcox	(508) 785-1130	tvwilcox@dovermapd.com	No	Officer Dale Wise
Dracut Police Department	Sgt.Gosselin	(978) 957-2123	sgt.gossm@hotmail.com	Yes	
Dunstable Police Department	LT. James W. Dow	(978) 649-8891		Yes	
East Bridgewater Police Department	Sr Dispatcher Elaine Meuse	(508) 378-7223		Yes	
East Brookfield Police Department	Chief William Cournoyer	(508) 867-6130	ebpd@charterinternet.com	Yes	
East Longmeadow Police Department	Daniel Bruno-Patrolman	(413) 525-5440	dbruno@eastlongmeadow.org		
East Longmeadow Police Department	Sgt. Richard Bates	(413) 525-5440	rbates@eastlongmeadow.org	Yes	
Easthampton Police Department	Captain Emerson			No	Cindy Perry
Edgartown Police Department	LT. Antone Bettencourt	(508) 627-4343	epdltbettencourt@comcast.net	No	Phyllis Whorton
Egremont Police Department	Chief Buckewell	(413) 528-2160		Yes	
Erving Police Department	Beth Jones	(413) 423-3310	ofcjones@comcast.net	Yes	
Essex Police Department	Officer Mark Larivee	(978) 768-6200	mlarivee@essexma.org	No	Mary Ellenor Dagle
Fairhaven Police Department	Jaunna Adesso	(508) 997-7421	jadesso160@yahoo.com	Yes	
Fall River Police Department	Sgt. Michael K. Hoar	(508) 676-8511 EXT.147	mhoar@frpd.org	No	Patricia Gosselin
Framingham Police Department	Ed Burman	(508) 872-1212	edb@framinghamma.gov	Yes	
Franklin Police Department	Gary M Premo	(508) 528-1212	gpremo@franklinpolice.com	Yes	
Freetown Police Department	Sergeant Swede Magnett	(508) 763-4017		Yes	

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Gardner Police Department	Deputy Chief Rick Barrieau	(978) 630-1379	rbarrieau@gardner-ma.gov	Yes	
Georgetown Police Department	Sgt. Donald C. Cudmore	(978) 352-5700	dcudmore@georgetownma.gov	Yes	
Gill Police Department	Nikol Fiske	(413) 863-9398	zinky96@hotmail.com	Yes	
Gloucester Police Department	Officer Scott Duffany	(978) 283-1212	gpdrecords@ci.gloucester.ma.us	No	Mrs. Gen Whaley
Goshen Police Department	Officer Donna Hewes	(413) 268-3116	goshenpdnews@aol.com	Yes	
Grafton Police Department	Sgt James P. Huchowski	(508) 839-2858		No	Chief Normand Crepeau
Granby Police Department	Kevin O'Grady	(413) 467-9222	kogrady@granbypd.org	Yes	
Granville Police Department	Sgt. Sean M. Coughlin	(413) 357-8585 EXT7	seancoughlin1@comcast.net	Yes	
Greenfield Police Department	LT. William Gordon	(413) 773-5411 ext.1313	lt.gordon@yahoo.com	Yes	
Hadley Police Department	Chief Dennis Hukowicz	(413) 584-0883	police@hadleyma.org	Yes	
Hampden Police Department	Chief Farnsworth	(413) 566-8011		No	Shift supervisor
Hanover PD	Lt. Walter L. Sweeney	781-826-3811	wsweeney@hanoverpolice.org	Yes	
Hardwick Police Department	James Owens	(413) 477-6708	chief_owens@townofhardwick.com	Yes	
Harwich Police Department	Officer Robert Horgan	(508) 432-1212	rhorgan@harwichpolice.com	No	Donna Tavano (Reocrds)
Haverhill Police Department	Captain Alan J. Ratte	(978) 373-1212 ext. 503	aratte@haverhillpolice.com	Yes	
Hatfield Police Department	SGT. Daniel Warner	(413) 247-0323		Yes	
Hingham Police Department	Sgt Glenn A Olsson	(781) 804-2205	olssong@hingham.ma.co	Yes	
Holbrook Police Deparment	SGT. William D. Marble	(781) 767-1212		No	Chief Jonathan Cordaro
Holden Police Department	SGT. Christopher Noyes	(508) 829-4444		Yes	
Holland Police Department	Justin Davey	(413) 245-0117	hpd545@yahoo.com	Yes	
Holliston Police Department	Sgt. George Leurini	(508) 429-1212	leurini@hollistonpolice.com	Yes	
Hopedale Police Department	Sgt Mark Giovanella	(508) 473-8444	sgt@kersor.net	Yes	
Hopkinton Police Department	Sgt. John J. Porter	(508) 497-3401	jporter@hopkintonpd.org	Yes	
Hubbardston Police Department	Sgt Robert Forte	(978) 928-1406	sgtforte@charterinternet.com	Yes	
Hudson Police Department	Sgt Tom Bourdreau	(978) 562-7122		Yes	
Hull Police Department	Sgt. Neil Reilly	(781) 925-1212		Yes	
Huntington Police Department	Chief Robert Garriepy	(413) 667-8868	rfg581@aol.com	Yes	
Ipswich Police Department	Gavin Keenan	(918) 356-4343		Yes	
Kingston Police Department	LT Maurice Splaine	(781) 585-0522	msplaine@kpdmass.org	Yes	
Lakeville Police Department	SGT. Daniel W Mosher	(508) 947-4422	sgtdmosher@lakevillepd.org	Yes	
Lancaster Police Department	Sgt Christine Duggan	(978) 365-2544		Yes	
Lanesborough Police Department	Chief Bashara	(413) 443-4107	chieffmb@verizon.net	No	Off. Martin Streit
Lee Police Department	SGT. Joseph Buffis	(413) 243-5530	jbuffis@town.lee.ma.us	Yes	
Leicester Police Department	Sgt K. Antanavica	(508) 892-7010	antanavicak@leicesterma.org	No	Chief James Hurley
Lenox Police Department	Chief O'Brien	(413) 637-2346		Yes	
Leverett Police Department	Chief Gary Billings	(413) 548-4994	garybillings@gmail.com	Yes	
Lexington Police Department	Charles Sargent	(781) 862-1212	csargent@ci.lexington.ma.us	Yes	
Lexington Police Department	Lt. Michael O'Connell	(781) 862-1212	moconnell@ci.lexington.ma.us	Yes	
Lincoln Police Department	Sean Kennedy	(781) 259-8113	skennedy@lincolntown.org	Yes	
Littleton Police Department	SGT. Robert Romilly	(978) 952-2300	romilly@littletonpd.com	Yes	

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Name of police department/troop:	Officer name:	Officer phone number:	Officer email address:	Person responsible?	If not, name that person
Longmeadow Police Department	Michael Kirby	(413) 565-4196	mkirby@longmeadow.org	No	Robert Parsons
Ludlow Police Department	Pablo P. Madera	(413) 583-8305	pmadera@ludlowpolice.com	No	Sgt. Mark Mendes
Lunenburg Police Department	SGT. Thomas L Gammel	(978) 582-4150	tgammel@lunenburgonline.com	Yes	
Lynn Police Department	Sgt Edward Shinnick	(781) 595-2000 x4376	traffic@lynnpolice.org	No	Team
Lynnfield Police Department	Disp. Diane Williams (Clerk)	(781) 334-3131		Yes	
Malden Police Department	LT Kevin Sheridan	(781) 397-7184	ksheridan@maldenpd.com	No	Collection thru my office
Manchester-by-the-Sea PD	Ryan Machain	978.526.1212 x32	machainr@manchester.ma.us	Yes	
Mansfield Police Department	Ptlm. Lance M Lawson	(508) 261-7300	llawson@mansfieldma.com	Yes	
Marblehead Police Department	Lt. Matthew N. Freeman	(781) 631-1212 x679	mfreeman722@yahoo.com	No	Lt. David Millett
Marlboro Police Department	LT. Thomas Bryant	(508) 624-6965	roldroyd@marlborough-ma.gov	No	Sgt. Richard Oldroyd
Marshfield Police Department	Robert Foulsharm	(781) 834-6655		No	Records Department
Mashpee Police Department	LT. Read	(508) 539-1480 ext247	jread@mashpeepd.com		
Massachusetts State Police	Sgt. Roger W. Fleury	(413) 862-3312		Yes	
Massachusetts State Police A Troop	Sergeant Steve Altier	(978) 538-6161		Yes	
Massachusetts State Police B Troop	LT. Paul S. Palazzo	(413) 743-4700		Yes	
Massachusetts State Police B Troop	SGT. Donald J. Cormier	(413) 243-0600	msptopdog@hotmail.com	Yes	
Massachusetts State Police B Troop	LT. John G. Murphy	(413) 625-6311	john.murphy@pol.state.ma.us	Yes	
Massachusetts State Police B Troop	Andrew Bidel	(413) 584-3000		Yes	
Massachusetts State Police C Troop	Sgt. Michael r. Barrett #0576	(413) 323-7561	michael.barrett@pol.state.ma.us	Yes	
Massachusetts State Police C Troop	Stephen Kelly	(508) 929-3232	stephen.kelly@state.ma.us	Yes	
Massachusetts State Police C Troop	SGT. Eric Swenson	(978) 537-2188	eric.swenson@pol.state.ma.us	Yes	
Massachusetts State Police C Troop	LT. Robert Boutilette	(508) 829-8323		No	Lt. Richard Mullen
Massachusetts State Police D Troop	SGT. Neal J. Maciel	(508) 693-0545	neal.maciel@pol.state.ma.us	Yes	
Massachusetts State Police E Troop	Sgt Paul Damery			Yes	
Massachusetts State Police E Troop	LT. Gregory P. Ambrose	(617) 946-3054		Yes	
Massachusetts State Police H Troop	Lt. Paul C. Maloney	(617) 727-4125	paul.maloney@pol.state.ma.us	Yes	
Massachusetts State Police H Troop	Sgt Galvin, Robert J.	(617) 740-7710	robert.galvin@pol.state.ma.us	Yes	
Massachusetts State Police H Troop	SGT. Paul W. Niles	(617) 727-4812		Yes	
Massachusetts State Police H Troop	Lieutenant Brian D. HermÃ¨s	(617) 727-4812	brian.hermes@pol.state.ma.us	No	Traffic Division at Hdqts.
Massachusetts State Police H Troop	Lt. Kevin J. Calnan	(617) 698-5840	kevin.t.calnan@pol.state.ma.us	Yes	
MBTA Police Department	SGT. Det. Kenneth Sprague	(617) 222-1231	ksprague@mbta.com	No	Sgt. Peter Roy
Mattapoisett Police Department	Justin L. King	(508) 758-4141		No	Chief Lyons
Maynard Police Department	LT. James Dawson	(978) 897-1011	jdawson#maynardpolice.com	Yes	
Medfield Police Department	Robert E. Meaney, Jr.	(508) 359-2315	medchief@medfield.net	Yes	
Medway Police Department	Stephen F. Mitchell	(508) 533-3212	sfm279@gmail.com	No	Martha Wingate/secretary
Melrose Police Department	Sergeant Jonathan Goc	(781) 979-4485	jgoc@cityofmelrose.org	Yes	
Merrimac Police Department	James A. Flynn, Jr.	(978) 346-8321	j.flynnis@verizon.net	No	Sgt. Eric M. Shears
Merrimac Police Department	Sgt. Eric Shears	(978) 346-8321	sgte.shears@verizon.net	Yes	
Methuen Police Department	CAPTAIN Randy Haggar	(978) 983-8740	rrhaggar@ci.methuen.ma.us	Yes	
Middleborough Police Department	Bruce Gates	(508) 946-2456	bruce.gates@mpdmail.com	No	Noelle Stork

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Name of police department/troop:	Officer name:	Officer phone number:	Officer email address:	Person responsible?	If not, name that person
Middleton Police Department	Chief James DiGianvittorro	(978) 774-4424	chief@middletonpolice.com	Yes	
Milford Police Department	Sergeant David W. Sacco	(508) 473-1113 ext652	sacco@milfordpolice.org	No	Deputy Chief Ronald Marino
Millbury Police Department	Chief Richard L. Handfield	(508) 865-3521	chief.handfield@millburypolice.com	Yes	
Millville Police Department	Michael Merolli	(508) 498-7733	mike.merolli@millvillepolice.com	Yes	
Milton Police Department	M Coska	(617) 698-3800	mcoska@mpdmilton.org	No	ms. jean enos
Monson Police Department	Donald Emerson	(413) 267-4128		Yes	
Montague Police Department	Staff Sargeant Chris Williams	(413) 863-8911	elisnore@juno.com	No	Sandy [illegible]
Monterey Police Department	Chief Gareth Backhaus	(413) 528-1443 EXT116	garethbackhaus@yahoo.com	Yes	
Nahant Police Department	Michael Water	(781) 581-1212	mwaters@nahantpolice.org	Yes	
Nahant Police Department	Lt. Thomas Hutton	(781) 581-1212		Yes	
Nantucket Police Department	Deputy Chief Gibson	(508) 228-1212	cgibson@nantucketpolice.com	Yes	
Natick Police Department	SGT. Brian G. Lauzon	(508) 647-9518	lauzon@natickpolice.com	Yes	
Needham Police Dpeartment	Chris Baker	(781) 455-7570 ext223	cbaker@town.needham.ma.us	Yes	
New Bedford Police Department	SGT. Joao A. Chaves	(508) 961-4525	joao.chaves@ci.new-bedford.ma.us	No	Off. Ken Pimentel
New Braintree Police Department	[illegible]	(508) 867-2059	chief@newbraintree.net	Yes	
New Marlborough Police Department	Harvey	(413) 229-8393	chiefharvey@gmail.com	Yes	
Newbury Police Department	Lt. John R. Lucey	(978) 462-4440	ltlucey@newburypolice.com	Yes	
Newburyport Police Department	Lt Siemasko	(978) 462-4411	police@cityofnewburypor.com	No	
Newton Police Department	Captain Matthew Cummings	(617) 796-2106		Yes	
Norfolk Police Department	Lt. Jonathan Carroll	(508) 528-3206	carroll@virtualnorfolk.org	Yes	
North Adams Police Department	SGT. James Bunoick	(413) 664-4944		Yes	
North Andover Police Department	Amy McCarthy	(978) 683-3168	amccarth@napd.us		
North Attleboro Police Department	Sgt Frederick DeMarco	(508) 695-1212 EXT479	fdemarco@north-attleboro.ma.us	No	JANE GANNON
North Reading Police Department	Admin Asst Laura Parow	(978) 357-5049	lparow@nrpd.org	Yes	
Northampton Police Department	SGT. Andrew Trushaw	(413) 5871100	abtruhaw@aol.com, mallard@northamptc	Yes	
Northborough Police	Sergeant James Bruce	508-393-1515	jbruce@town.northborough.ma.us	No	Bill Toomey
Northbridge Police Department	Sgt Ryan C Bradley	(508) 234-6211		No	Lt. Timothy Labrie
Northbridge Police Department	LT. Timothy Labrie	(508) 234-6211	habrie@northbridgemass.org	Yes	
Northfield Police Department	Gary Sibilia	(413) 498-5118	chf@crocker.com	Yes	
Norton Police Department	Ptlm. David Ruskey	(508) 285-3321	ruskey@nortonpolice.com	No	Records Division
Norwell Police Department	SGT. Urpo Nurmenniemi	(781) 659-7979		No	No one assigned
Norwood Police Department	Lt. Peter Kelly	(781) 440-5170	pkelly@ci.norwood.ma.us	No	Tom Arriro/ R. Baker
Oak Bluffs Police Department	Sgt. Michael Marchand	(508) 693-0750	mmarchand.obpd@gmail.com	Yes	
Orange Police Department	SGT. Robert H Haigh Jr.	(978) 544-2129		Yes	
Orleans Police Department	Jeffrey Roy	508-255-0117	jroy@orleanspd.com	Yes	
Palmer Police Department	SGT. Kevin Kopacz	(413) 283-8792		Yes	
Peabody Police Department	Captain Bettencourt	(978) 538-6311	rbettencourt@peabodypolice.org	Yes	
Phillipston Police Department	Sgt. Kevin Dodge	(978) 249-7922	police@phillipston-ma.gov	Yes	
Pittsfield Police Department	JamesMcintyre	(413) 448-9778	jmac127@verizon.net	No	Captain O'Neil
Plainville Police Department	William Mcevoy	(508) 695-7115	wmcevoy@publicsafety.plainville.ma.us	Yes	

Appendix C- Contact List - Responses

Name of police department/troop:	Officer name:	Officer phone number:	Officer email address:	Person responsible?	If not, name that person
Plymouth Police Department	Michael Botieri	(508) 830-4218 EXT240	mbotieri1@leo.gov	No	SGT PETER FLYNN
Princeton Police Department	Sgt. Michele McCaffrey	(978) 464-2928	sgt@princetonpolice.org	Yes	
Provincetown Police Department	Thomas Dahill	(508) 487-1212 EXT20	tdahill@provincetown-ma.gov	Yes	
Quincy Police Department	Terrence E. Downing	(617) 745-5824	tdowning@ci.quincy.ma.us	Yes	
Raynham Police Department	Helvio "Al" Silveira	(508) 824-2716	hsilveira@raynhampd.com	No	Joe DeDCoste
Reading Police Department	Michael Lee	(781) 944-1212	mlee@ci.reading.ma.us	No	Joanne Power
Rehoboth Police Department	Lt. Michael H. Brady	(508) 252-3722	mbrady@rehobothpd.org	Yes	
Revere Police Department	SGT. Graff	(781) 286-8336	jgraff@reverepolice.org	Yes	
Rochester Police Department	Sgt William Chamberlain	(508) 763-5112 EXT153	adamn78@comcast.net	Yes	
Rockland Police Department	Lt. Barry E. Ashton	(781) 871-3890 or3891	bird1994@aol.com	Yes	
Rockport Police Department	Sergeant Timothy Frithsen	(978) 546-1212 Ext.16	tfrithsen@town.rockport.ma.us	Yes	
Rowley Police Department	Sgt. Stephen May	(978) 948-7644	sgtmay@rowleypolice.com	Yes	
Rutland Police Department	Cheif Joesph R. Baril Jr.	(508) 886-4106	policechief@townofrutland.org	Yes	
Salem Police Department	Robert Preczewski	(978) 744-0171	traffic@spd.verizon.net	Yes	
Salisbury Police Department	Dispatcher Donna Powierza	(978) 465-3121	dpowierza@comcast.net	Yes	
Sandwich Police Department	Michael Nurse	(508) 833-8024	sandwichpd@townofsandwich.net	Yes	
Scituate Police Department	Chief Brian Stewart	(781) 545-1212	bstewart@town.scituate.ma.us	No	Lt. John Rooney
Seekonk Police Department	Captain Craig Mace	(508) 336-8123 x1026	macc@seekonkpd.com	Yes	
Sharon Police Department	Lt. Kaufman	(781) 784-1586		No	Diane Kamp
Sherborn Police Department	Sgt. Paul F Matondi	(508) 653-2424	pmatond@sherbornpolice.org	Yes	
Shrewsbury Police Department	SGT. Kevin E. Anderson	(508) 845-4681	kanderson@pd.ci.shrewsbury.ma.us	Yes	
South Hadley Police Department	Lt. Steve Parentela	(413) 538-8231	parentelas@southhadleypolice.org	Yes	
Southbridge Police Department	LT Greg Materas	(508) 764-5420		No	Office Duane
Southwick Police Department	Sergeant Kirk H. Sanders	(413) 569-5348	158@swkpd.com	Yes	
Spencer Police Department	Chief David B Darrin	(508) 885-6333	dbdarrin@charter.net	Yes	
Springfield Police Department	Sgt Thomas Long	(413) 787-6333	tlong@springfieldpolice.net	Yes	
Stockbridge Police Department	Chief Richard B Wilcox	(413) 298-5520	[illegible]	Yes	
Stoughton Police Department	LT. Michael Blount	(781) 344-2424		Yes	
Stow Police Depatment	Detective Steven Stuntevant	(978) 897-4545	detective.stowpd@comcast.net	Yes	
Sturbridge Police Department	LT. Curboy	(508) 347-2525 Ext117	acurboy@town.sturbridge.ma.us	Yes	
Sudbury Police Department	Carol Greenwood	(978) 443-1042	greenwoodc@town.sudbury.ma.us	Yes	
Sunderland Police Department	Ptl. Brenda Torloski	(413) 665-7036 ext.13	tor352@aol.com	No	Sgt. Brendan Lyons
Sutton Police Department	Matthew Bohanan	(508) 865-4449	m.bohanan@suttonpolice.com	Yes	
Swampscott Police Department	Captain John Alex	(781) 595-1111	jalex@swampscottpolice.com	No	Lt. Gary Lord
Swansea Police Department	Sgt Daniel Lowney	(508) 989-6054	daniel.lowney@swanseapolice.com	Yes	
Templeton Police Department	Chief David Whitaker		policechief@templeton1.org	Yes	
Tewksbury Police Department	Deputy Chief William Layne	(978) 640-4388	wlayne@town.tewksbury.ma.us	Yes	
Topsfield Police Department	Sgt. Gerald M Harrison	(978) 887-6533	topsfield107@verizonesg.net	No	Cathy Berry
Townsend Police Department	Lieutenant David A. Profit	(978) 597-6214		Yes	
Truro Police Department	Jacquelyne Williams	(508) 487-8730	williams@truropolice.org	Yes	

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Name of police department/troop:	Officer name:	Officer phone number:	Officer email address:	Person responsible?	If not, name that person
Tyngsboro Police Department	Comm Supervisor Glenna Greensdale	(978) 649-7504		Yes	
Upton Police Department	Sgt. Michael Bradley	(508) 529-3200	michael.bradley@uptonpolice.org	Yes	
Uxbridge Police Department	Sgt. Peter Emerick	(508) 278-7755	pemerick@uxbridgepolice.com	Yes	
Wakefield Police Department	Robert Thistle	(781) 245-1212		No	
Wakefield Police Department	Lt. Mark Pherson	(781) 245-1212 Ext209	lt.pherson@wakefieldpd.org	Yes	
Wales Police Department	Chief Dawn M. Charette	(413) 245-7844	marine88@charter.net	Yes	
Walpole Police Department	Warren Goodwin	(508) 668-1095	wgoodwin@walpolepd.com	Yes	
Waltham Police Department	Lt. Joseph F. Brooks Jr.	(781) 314-3584	jfbrooks@police.waltham.ma.us	Yes	
Ware Police Department	Alan Kusek	(413) 967-3571		Yes	
Wareham Police Department	Lt. Irving I. Wallace	(508) 295-3180 X245	irving_wallace@warehampolice.com	Yes	
Warren Police Department	Davis	(413) 436-0304	wpdma@verizon.net	Yes	
Watertown Police Department	Sgt. Joseph Deignan	(617) 972-6547	jdeignan@police.watertown-ma.gov	Yes	
Wayland Police Department	CSO Officer Mark Wilkins	(508) 358-1735	mwilkins@waylandpolice.com	Yes	
Wellesley Police Department	Detective Peter McLaughlin	(781) 235-1212 X134	pmclaughlin@wellesleyma.gov	No	Susan Morse
Wellfleet Police Department	Sgt. Mike Hurley	(508) 943-1212		No	it
Wentham Police Department	SGT. Jeffrey Tobey	(978) 468-4000	jtobey@wenthamma.gov	Yes	
West Boylston Police Department	Sgt. Francis Glynn	(508) 835-3100	sgtglynn@charterbn.com	Yes	
West Brookfield Police Department	C. Thomas O'Donnell	(508) 867-1405	ctodonnell@town.west-brookfield.ma.us	Yes	
West Newbury Police Department	SGT. Jeff Durand	(978) 363-1213		Yes	
West Newbury Police Department	Chief Lisa Holmes	(978) 363-1213	chief@westnewburysafety.org	Yes	
West Tisbury Police Department	Chief Beth Toomey	(508) 693-0020	chief@police.west-tisbury.ma.us	Yes	
Westborough Police Department	Chief Alan Gordon	(508) 366-3060	agordon@town.westborough.ma.us	No	Pamela Orlando
Westfield Police Department	SGT. Brian Boldini	(413) 562-4597		Yes	
Westford Police Department	LT Joseph Roy	(978) 692-2161 EXT207	jroy@westfordma.gov	Yes	
Westhampton Police Department	Chief David White #671	(413) 527-6154	westhamptonpolice@yahoo.com	No	Sgt. Floyd Fisher
Westminster Police Department	Jason Tamulen	(978) 874-2933	jtamulen@westminster-ma.gov	Yes	
Weston Police Department	Lt John Lyons	(781) 893-4800	lyons.j@westonmass.org	Yes	
Westwood Police Department	Sgt Paul R Sicard	(781) 320-1054	psicard@westwoodpd.org	No	Each shift supervisor
Weymouth Police Department	Sgt. John Concannon	(781) 335-1212 ext273	jconcannon@weymouth.ma.us	Yes	
Whitman Police Department	SGT. Harry D. Bates	(781) 447-1212		Yes	
Wilbraham Police Department	Chief Allen M. Stratton	(413) 596-3837	wpdchief@wilbraham-ma.gov	No	Sgt. Robert Zollo
Williamsburg Police Department	Sergeant Denise Wickland	(413) 268-7237	wicklandd@williamsburgpd.org	Yes	
Williamstown Police Department	Chief Kyle J. Johnson	(413) 458-5733	kjohnson@williamstown.net	Yes	
Winchester Police Department	Sgt Houllahan	(781) 729-1341	ahoullahan@winchester.us	Yes	
Worcester Police Department	Sgt. John Fallavollita	(508) 799-8675		No	Gail Progen
Yarmouth Police Department	Colleen Nixon - Records Asst.	(508) 775-0445 x121	cnixon@yarmouth.ma.us	Yes	