

REPORT FROM

## OFFICE OF THE CITY ADMINISTRATIVE OFFICER

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Date: September 24, 2015

CAO File No. 0150-10463-0000

Council File No. --

Council District: Citywide

To: The Mayor  
The Council

From: Miguel A. Santana, City Administrative Officer 

Reference: Board of Police Commissioners report date July 21, 2015; referred for report July 24, 2015.

Subject: **AGREEMENT WITH LEXIS/NEXIS CLAIMS SOLUTIONS, INC. TO PROVIDE A COMMUNITY ONLINE REPORTING SERVICE AND A REPORT DISTRIBUTION SERVICE**

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### SUMMARY

The Los Angeles Police Department (LAPD) is requesting authority to execute a professional services agreement with LexisNexis Claims Solutions, Inc. (Contractor) to provide a Community Online Reporting Service (CORS) and a Report Distribution Service (RDS) solution which will facilitate the efficient reporting of incidents by the public that do not require involvement of a Police Officer (CORS) and the electronic retrieval of traffic collision reports requested by the public and insurance companies (RDS). The contract term is for five years from the date of contract execution; commencing in Year Two of the contract, the City shall compensate the Contractor \$60,000 annually for a total of \$240,000 during the five-year term of the contract. Funding in the amount of \$60,000 will be provided through the Innovation Fund for Fiscal Year 2016-17. Subsequent year funding for the balance of the Agreement term will be requested as part of the Police Department's annual budget process.

### BACKGROUND

The CORS system will provide improved service to the public by offering a secure and efficient online portal for reporting incidents not requiring the assistance of a Police Officer, such as harassing phone calls, lost property, and vandalism. The RDS system will provide the public and insurance companies the ability to purchase and receive traffic collision reports online. Traffic collision reports account for approximately 85 percent of reports requested from the LAPD annually. For members of the public without Internet access, these functions will continue to be available at Area police stations and through the United States Postal Service (USPS).

On August 13, 2013, the Board of Police Commissioners authorized the LAPD to release a Request for Proposals (RFP) for a CORS and RDS solution. On September 5, 2013, the Department conducted a mandatory pre-proposal conference to explain the scope of the project and mandatory City requirements. Proposers were permitted to submit proposals for the CORS and/or the RDS projects. A total of five proposals were received by the due date of October 24, 2013.

The RFP evaluation criteria included adequacy of the proposed hardware and software; compliance with system specifications and overall functionality; proposer qualifications; experience; cost of the system; and compliance with the RFP requirements. LAPD staff reviewed the proposals submitted by four firms, resulting in the following final scores:

Company Name	CORS Score	RDS Score
Appriss, Inc.	70.00	N/A*
DocView LLC	69.83	71.67
PoliceReports.US	N/A*	75.83
LexisNexis Claims Solutions, Inc.	93.67	93.00

\*N/A indicates that the proposer did not submit a proposal.

LAPD staff further assessed the top proposal by requesting a presentation by the proposer as well as surveying the proposer's client references that were currently utilizing the desired solutions. These reviews confirmed for the LAPD that the top proposer, LexisNexis Claims Solutions, Inc., was the best choice for the project. It should be noted that LexisNexis subcontracted with Coplogic, Inc. on the RDS portion of the project and the Contractor subsequently acquired Coplogic, Inc. on August 11, 2014. Therefore, LexisNexis Claims Solutions, Inc. will serve as the sole contractor on the project, managing the design, implementation, support, and maintenance of both the CORS and RDS systems. The Contractor currently provides RDS services to over 100 California law enforcement agencies including the cities of San Francisco, San Diego and Sacramento police departments.

Impact on Revenue

The City currently charges \$25 to provide a traffic collision report processed through the United States Postal Service. Whereas mailing out paper-based reports requires the processing of physical mail, the handling and depositing of checks, staff time to retrieve, copy and mail the reports, the RDS reports will be issued electronically, thereby eliminating the expenses and workload associated with the issuance of paper-based reports. Additionally, since the Contractor will provide the RDS system and its supporting infrastructure at no cost to the City, there are no contract-related expenses to be incurred by the City. However, the terms of the agreement authorize the Contractor to charge a convenience fee of \$7 from the general public and \$10 from commercial entities for each report distributed through the RDS, thereby allowing the Contractor to recoup its costs for providing the service.

It should be noted that the costs associated with this contract (\$60,000 annually) are for the CORS system rather than the RDS. Consequently, since no City fee is being recommended relative to RDS-produced reports, it is anticipated that current revenue collected from the issuance of traffic collision reports (approximately \$1.8 million annually) will significantly decline as the 75,000 annual requests for traffic collision reports migrate to the RDS system. This could represent an eventual \$1.8 million decrease in departmental General Fund receipts should all report requests fully migrate to the RDS.

Although a decrease in departmental revenue is anticipated to occur, the RDS will allow for the reassignment of City staff currently assigned to the preparation and mailing of paper-based reports to perform higher-priority, legally mandated work within the Department's Records and Identification Division, including backlog request reduction. The general public will also benefit

through lower costs and greater efficiency and convenience in obtaining reports all within a 24/7 customer support platform versus the current lengthy and time-consuming paper-based report request process.

### Contract Requirements

In accordance with Charter Section 1022, the Personnel Department found that City employees do not have the expertise to perform this work; therefore, no Charter Section 1022 Determination was performed by this Office. The Department reports that the Contractor has complied with all City contracting requirements, policies, and procedures.

## **RECOMMENDATIONS**

That the Council, subject to the approval of the Mayor:

1. Authorize the Chief of Police, or his designee, to negotiate and execute an Agreement with LexisNexis Claims Solutions, Inc. to provide a Community Online Reporting Service (CORS) and Report Distribution Service (RDS) for a term of five years from the date of execution, with the option of two additional one-year periods for a total of seven years, and compensation of zero dollars in the first year and \$60,000 annually thereafter for a total of \$240,000 in the first five years of the contract for the costs of the CORS, subject to the review and approval by the City Attorney as to form; and
2. Transfer \$60,000 from Fund 105/10, Innovation Fund, Los Angeles Police Department (LAPD) Online Police Reports Account to the LAPD, Fund 100/70, Contractual Services Account 003040.

## **FISCAL IMPACT STATEMENT**

There will be no additional General Fund cost associated with this Agreement during Fiscal Year 2015-16. Beginning in 2016-17 and for three subsequent years, the annual cost for the Agreement will be \$60,000 each year, for a total five-year Agreement cost of \$240,000. Funding in the amount of \$60,000 will be provided through the Innovation Fund for 2016-17. Subsequent year funding for the balance of the Agreement term will be requested as part of the Police Department's annual budget process. It is anticipated that current General Fund revenue related to the issuance of traffic collision reports (approximately \$1.8 million annually) will significantly decline as the requests for paper-based traffic collision and other reports migrate to the Report Distribution System (RDS). Although a decrease in departmental revenue is anticipated to occur, the RDS would allow for the feasibility of reassigning staff to perform other legally mandated and higher-priority work within the Department's Records and Identification Division.

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Attachment