

**DEPARTMENT TRAFFIC COORDINATOR
TRANSIT SERVICES BUREAU**

NOTICE

8.1

January 13, 2021

TO: All Department Personnel

FROM: Department Traffic Coordinator

SUBJECT: COMMUNITY ONLINE REPORTING SERVICE - REVISED

PURPOSE

The purpose of this Notice is to notify Department employees of the expansion of the Community Online Reporting Service (CORS).

BACKGROUND

In 2019, the CORS was established to allow community members to report minor incidents. These incidents were often reported for insurance purposes only. Initially, community members were able to report misdemeanor hit and run traffic collisions with no follow-up information.

The Department has expanded the types of traffic collisions that can be reported through the CORS, which will eliminate the dispatching of police resources to investigate these collisions. The purpose of this change is to broaden the types of collisions that a community member can report online to start the insurance claim process immediately. The following types of collisions shall be filed through CORS:

- Minor Damage;
- Complained of Pain;
- Other Visible Minor Injury;
- Hit & Run Misdemeanor.

PROCEDURE

As a result, the Department will only conduct at-scene investigations involving the following types of traffic collisions:

- Fatality;
- Serious Injury;
- Hit & Run with Injury;
- Some City Property Involved with possible City liability;
- Driving Under the Influence.

In situations when an officer arrives at the scene of a traffic collision that does not meet the aforementioned criteria, officers shall:

- Notify Communication Division;
- Determine whether medical treatment is needed;
- Determine if parties need a tow truck;
- Provide parties with a Traffic Collision Information (Form 4.37) to complete;
- Provide the parties with the Incident Number;
- Advise parties that a report may be completed on CORS; and,
- Request Los Angeles Department of Transportation, for traffic control, as necessary.

When Communications Division receives a call advising of a traffic collision, the Police Service Representative will screen the call and determine whether it warrants police resources and meets our response criteria. Communications Division will no longer dispatch police resources to traffic collisions that does not meet the above criteria. The community member will be provided a link to the CORS to complete the report. In the event a community member comes to a police facility desiring a traffic collision report, they shall be advised of the new reporting criteria.

Community members should be directed to their insurance company, public library, relative or City Council field office if assistance is needed in filing the report. Officers shall not complete these reports to avoid any preferential treatment of service. Once a report is completed online, it will be forwarded to the concerned traffic division where it will be reviewed, approved and possibly investigated.

SUMMARY

The expansion of the CORS will eliminate over half of the current calls for service for traffic collisions. This will improve efficiencies and allow the Department to investigate collisions that involve a crime, certain injuries, and fatalities. This historic change will alleviate patrol resources from being diverted to traffic collisions.

If you have any questions, contact Traffic Coordination Section, Traffic Group, at (213) 486-0690.



BLAKE H. CHOW, Deputy Chief
Department Traffic Coordinator
Transit Services Bureau

APPROVED



DANIEL RANDOLPH, Commander
Chief of Staff
Office of the Chief of Staff

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