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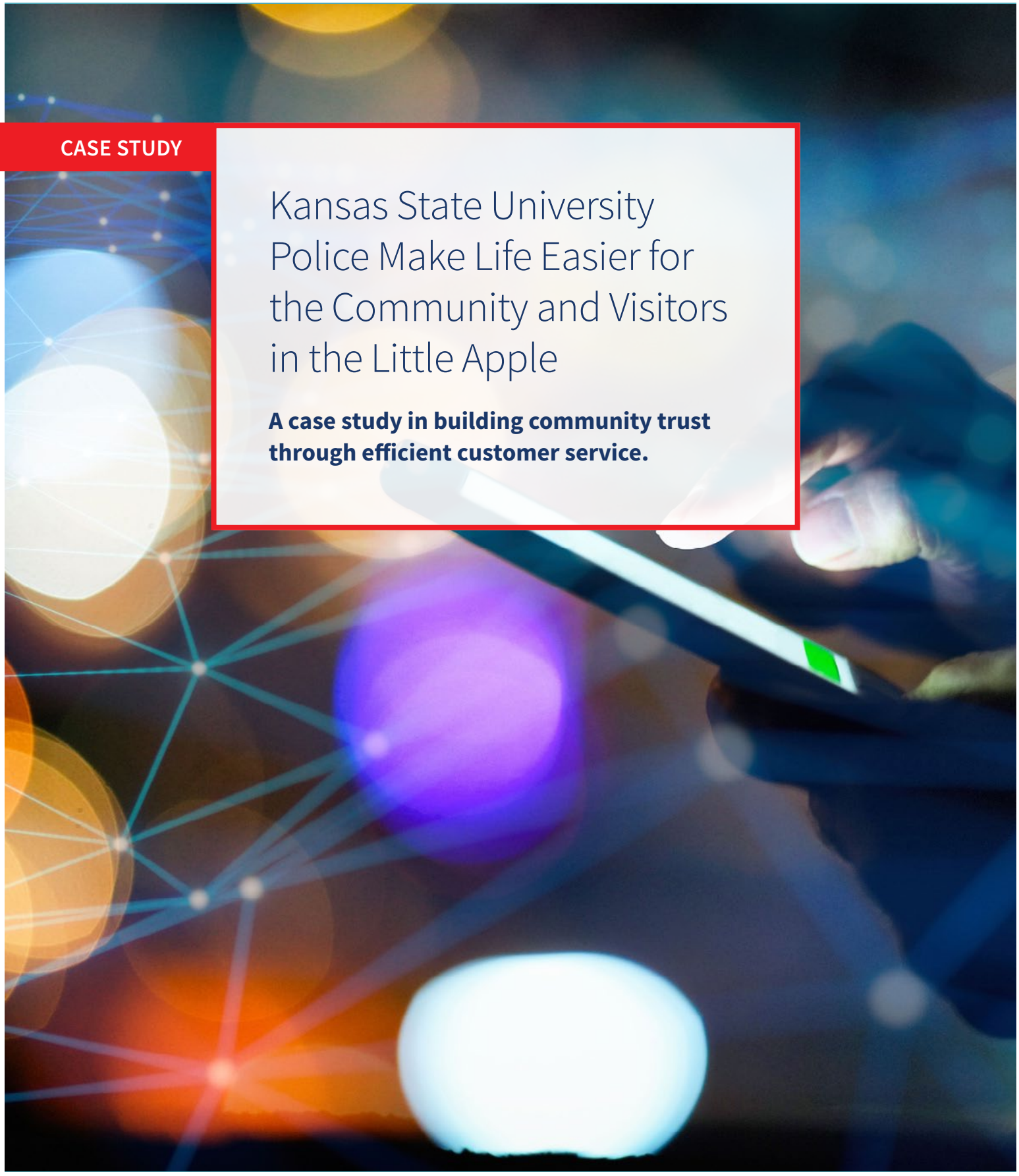
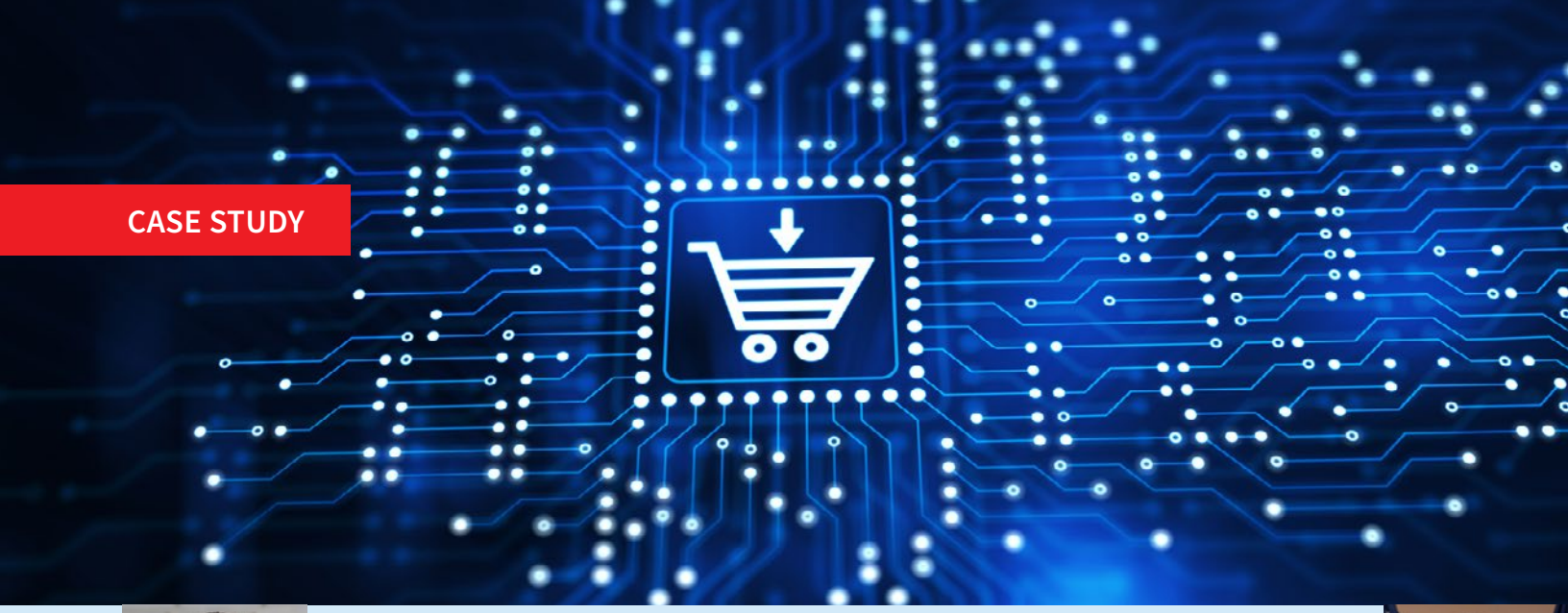


CASE STUDY

Kansas State University Police Make Life Easier for the Community and Visitors in the Little Apple

A case study in building community trust through efficient customer service.



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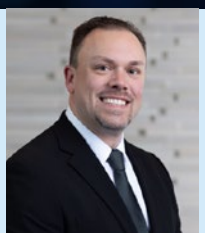
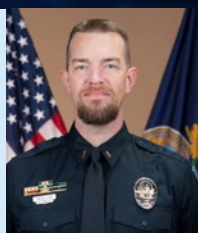


By Derick Lamoureux
Law Enforcement Manager
LexisNexis® Coplogic™ Solutions
Retired, *20+ years Lieutenant*
Pelham, Massachusetts PD

Special thanks to Captain Andrew Moeller, Kansas State University Police Department for his important contributions.



Efficiency is high on the agenda of the Kansas State University Police Department (KSUDP), as part of their efforts to better serve their community. Based in Manhattan, Kansas, they have to deal with the challenges of a university town where the population expands and contracts throughout the year, during the academic program, weekends, events and holidays. In technology the police force found a strong ally to deliver the service citizens and visitors need, with the efficiency they expect.

Locally called the Little Apple, Manhattan hosts an average of 20,000 students per year. Off campus, nearby, there are another 70,000 permanent residents, including university staff. But that's not all for the police officers. Next to the city is Fort Riley, a huge military installation filled up with thousands of young people. Events, particularly games and concerts, attract people from the surrounding areas, which includes the neighbouring states of Missouri and Nebraska.

"We're a city that's not on the Interstate and that also happens to have a university," described Captain Andrew Moeller, from KSUPD. "Everything kind of centers around KSU." The campus is in the center of Manhattan, but also includes rural satellite properties, with lots of farmland but none of the quietness we usually attach to the countryside. "Being a major university in a P5 conference, we have lots of sports fans and alumni that travel from all over to come here," said Capt. Moeller.

Zero Fatalities

With speed limits from 20 to 30 mph on campus, and up to 40 mph near K-State's Athletics Complex, KSU districts haven't had a fatality since 2006. "We have relatively low speeds, which I think is the biggest factor behind that," said Capt. Moeller. Low speed, however, does not prevent the fender benders, which are the most common type of crash in the area. "We have lots of parking lots, and that's where a lot of the accidents happen."

> “With BuyCrash, all I do is make a PDF, redact anything that needs to be taken out, and away it goes, and boom, it pops up in the portal for our community members.” CAPTAIN ANDREW MOELLER, KSU POLICE DEPARTMENT

KSUPD handles around 100 car crashes per year, often involving outsiders. To deal with that, they adopted a solution that allows the parties, as well as their insurers, to get the crash report from the Police Department website. Since 2015 they have been using BuyCrash, provided by LexisNexis® Coplogic™ Solutions.

“In a town like Manhattan, where we have a large population who may only be here for a couple of days, it’s not very time-efficient for them to travel back to pick up the report, or for us to make paper copies and send them by mail,” said Capt. Moeller. “With BuyCrash, all I do is make a PDF, redact anything that needs to be taken out, and away it goes, and boom, it pops up in the portal for our community members.” There is a nominal fee to download the report, but the insurance companies reimburse the cost to their clients.

Less Paper and More Efficiency

Another great advantage, according to Capt. Moeller, is the elimination of paper. “The state requires us to keep files for a certain amount of years,” he explained. “Because everything is stored digitally now, we need much less space and it is easier to keep track of files. That’s a measure of efficiency.”

To strive for efficiency is part of the agency's strategy to build and maintain a trustful relationship with the community. "Customer service is something that we preach, and how we communicate and how we interact with our community is more important now than ever," said Capt. Moeller. "People don't want to spend a whole bunch of time waiting around for records and things like that. People value efficiency, expediency, and BuyCrash helps us to achieve that." For the Captain, tech products play a "key role" in making Police Departments more efficient.

"There are some older people that, when you tell them they can get the report online, they're like, 'Wow, that… well, that's pretty. Can I still come get a paper copy though?" And for those few folks, we happily fulfil the request in person. Nevertheless, the overwhelming feedback from the public for BuyCrash has been very positive. Captain Moeller believes that nowadays people expect digital deliverable products, and to have them is a great way to better serve the community.

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