



City of Winston-Salem City Council Council Agenda Item Summary

Title	Resolution Authorizing Renewal of Contract With LexisNexis Coplogic Solutions, Inc. and the Addition of LexisNexis Buy Crash Reporting System
City Council Committee	Public Safety Committee
Staff Lead (Presenter)	Amy Gauldin, Captain
Department Head	William H. Penn, Jr., Chief
City Manager/ACM	Angel Wright-Lanier, ACM

Agenda Item Summary

Recommended Council Action	Resolution Approval
Suggested Motion Options	Move to approve the renewal of a contract with Lexis Nexis Coplogic Solutions, Inc. and the addition of Lexis Nexis Buy Crash Reporting System
Strategic Focus Area	Good Government
Strategic Plan Objective	GG1: Delivering Efficient and Effective Core Services
Anticipated Fiscal Impact	No Material Fiscal Impact

Summary of Information

In 2021, the City of Winston-Salem (“City”) and the Police Department (“WSPD”) contracted with LexisNexis Coplogic Solutions Inc. (“LexisNexis”) for its online citizen reporting system known as the Desk Officer Reporting System (“DORS”). This reporting system allows non-emergency inbound calls to be routed to the DORS web application, providing individuals with instant access to the Police Department’s customized non-emergency incident reporting website, while freeing up staff to respond to emergency calls that require immediate attention. Community members have the ability to file reports, crime tips, and other incidents through the secure online reporting system. The system supports up to five languages while agency personnel can review the report in English, a tremendous benefit for the non-English speaking citizens of Winston-Salem. Minor motor vehicle accidents can be reported online when citizens file reports from their phone. The system includes a shoplifting portal where shoplifting reports are received from loss prevention specialists, as well as offering citizens the ability to add property lists online related to a burglary.

This contract is to be renewed every two years and is currently due for renewal. DORS is the only software application that provides these services. The current cost for DORS is \$ 49,560 per year.

In addition to a contract renewal with LexisNexis for DORS, the City and WSPD will contract with LexisNexis, at no cost to the City, through which WSPD will provide collision reports to LexisNexis for purchase by commercial vendors and/or involved parties via the LexisNexis Buy Crash reporting program. LexisNexis Buy Crash is a traffic collision report request fulfillment tool. It automates and streamlines the process of fulfilling collision report requests, thus minimizing the manual process. These services are provided at no cost to the City and WSPD. LexisNexis will remit a portion of the proceeds, after the software costs are covered, to the City through an offset program.

WSPD received 4,622 requests in 2024 for collision reports, many from outside entities like insurance companies and law firms. These report requests are currently handled manually and can be time-consuming. It can take five to seven days for WSPD staff to process a request and provide a report. If approved, this additional contract component will allow LexisNexis Buy Crash to automatically connect with WSPD's systems, enabling collision reports to be available within one or two business days. Involved parties will also be able to obtain their crash report through the LexisNexis portal for \$5 and LexisNexis will waive their administrative fee, or involved parties can obtain a free copy in person at the WSPD. Commercial interests (insurance companies, law firms or other interests) will be charged an increased fee of \$20 via the LexisNexis portal.

Only collision reports will be made available in this manner. Crime reports will not be made available through this service. The proposed contracts will provide the public with an additional avenue to receive collision reports more timelier through an online portal; however, the process for requesting collision reports through a public records request will still be available.

LexisNexis will provide analytics, remit a portion of the proceeds to the City for a term that may be terminated by either party with written notice for cause, upon expiration of the term of an order and for termination of a service by LexisNexis.

Analysis of Fiscal Impact

The current cost for DORS is \$ 49,560 per year. Implementation of the LexisNexis Buy Crash program will result in revenue, which will be utilized to cover the cost of the DORS program. Program fees will cover the software costs and a portion of administrative costs, which will result in a net budget decrease to the Police Department's operating budget.

Attachments

- Resolution

Committee Action	Approval 10/13/2025
For: Unanimous	Against:
Remarks:	