

ONLINE FORMS HELP KEEP CLEARLAKE PD OFFICERS & COMMUNITY SAFE

- ✓ A swift transition to online forms in the face of a community health crisis ensured crime reports and other functions could continue uninterrupted
- ✓ Forms that once had to be completed at the station can now be done from the safety of home or even on-the-go.
- ✓ Once-clunky PDFs became sleek digital forms which are easier to complete and process.
- ✓ Database integration streamlines end-to-end processes.



Customer Profile

Clearlake Police Department is a full-service law enforcement agency that works around the clock with a mission to “enhance public safety by providing professional, trustworthy service, in partnership with the community.”

Business Situation

When COVID-19 caused communities to ramp up safety and reduce social contact, Clearlake PD recognized that some of their existing processes, such as in-person records requests and non-emergency crime reports, would need to change to ensure the health of both officers and the community they serve. Their leadership reached out to **frevvo** for help - and within just a few weeks, they had online forms up and running.

“The frevvo platform enabled us to implement a cost-effective solution in record time to continue effectively serving our community in these challenging times.”

Andrew White
Chief of Police

Solution Summary

Clearlake PD transitioned their paper forms for Non-Emergency Crime Reports, Code Enforcement Violation Reports, and Police Report Requests to digital **frevvo** forms which users can access through the PD’s website and complete from the safety and convenience of their home or even from their mobile device. The online forms not only reduce risk, but are faster to fill out, ensure all required information is complete prior to submission, and provide automation like emailing the community member a copy of their request. Online forms reduce paper waste and staff time in processing forms, such as time spent filtering out responses that don’t meet requirements. For example, before submitting a non-emergency crime report, the user must certify that their report meets certain criteria such as occurring within the city limits and having an unknown offender.

By collecting submissions digitally, Clearlake PD can also easily run reports filtered by form data for tracking purposes and efficient officer assignments. Additionally, Clearlake has integrated their digital forms with their Code Enforcement database and Police Records Management System database, streamlining end-to-end processes. These benefits will continue to help Clearlake PD better serve their community long after the public health crisis has resolved.

Key Features

- Links on the website provides public access to forms any time of day, from any device.
- No-Code logic shows only relevant fields based on the user’s entries as they complete the form.
- Required fields and Selection Controls ensure that consistent, complete data is provided every time.
- Database integration means information is in one place and always up to date.

Benefits

- Convenience and safety for the community while enhancing communication with the PD
- Reduced waste and more efficient use of staff time
- Streamlined tracking and reporting