

# State Services Agency streamlines operations by processing backlog of 180,000 crash reports



## Overview

A central state agency in the midwest faced a backlog of hundreds of thousands of vehicle crash reports in their legacy system. DataBank partnered with the agency to deploy AI-powered capture and extraction services combined with a human-in-the-loop validation process. This collaboration allowed the agency to meet evolving expectations and deliver a robust solution within a short timeframe.

## Challenges

The agency serves as a one-stop-shop for navigating and obtaining government services in their state. With requests and reports piling up, and no automation initiatives running, the agency was facing immense backlogs that would result in burdened systems and information siloes.

1

### Backlog and complexity

The agency had a large backlog of 180,000 crash reports that needed to be exported to share with external state and federal agency partners.

2

### Evolving requirements

Midway, required fields increased from 14 to 221, potentially reaching over 500 fields, all needing to be integrated with the state's collision tracking system.

3

### Third-party systems

Third-party vendors and APIs added to the complexity of the project, leading to complications in how the data is extracted.



## Results

Despite a few bumps in the road with an expanding scope and other vendors, the results speak for themselves. 90 days after the project began, processing reached peak efficiency - well within the 4-6 month estimated timeframe. The results showcased an impressive 89% automation rate and timely error reporting, exceeding the client's expectations and paving the way for future enhancements.

1

**89% automation rate of fields filled with no further action required**

2

**High accuracy rates require only minimal human validation**

3

**Minimal errors fast-tracked previously time-consuming reporting**

## Vision

The State Services Agency is committed to continual crash report process improvement, with plans to push new forms through this process after the success of DataBank's partnership and implementation. With minimal errors and streamlined processes, constituents will be better served, and the department will continue to evolve with their technology.