13. Traffic operations and the recording of statistics

13.1 Introduction

Traffic operations are an effective method of targeting specific traffic related problems. The effectiveness of these operations can be evaluated by statistical data. The importance of recording accurate statistical data for purposes of evaluating the performance of traffic operation cannot be understated.

Research Analysts at the Road Safety Strategic Development and Intelligence Unit, RP&RSC are responsible for the collation and analysis of statewide operational traffic statistics. Such statistics are utilised for monitoring regional enforcement activity levels.

13.2 Intelligence, Tactical and Analysis System

The Intelligence, Tactical and Analysis System (ITAS) centrally records and collates operational activity and enforcement information from ITAS Activity logs, QPRIME, alcolmeter downloads (including GPS functionality), CAD/IMS, TINMS and produces an ITAS statistical return. ITAS data may be searched by members who have been provided appropriate access.

ITAS can produce preformatted reports to managers with the necessary information to assist in planning activities and making tasking decisions.

Changing ITAS access level

OICs may instigate changes to ITAS access levels in relation to members under their control.

An OIC requiring a change to a member's ITAS access level (e.g. general duties to intelligence officer) can access the SysAdmin Tab of ITAS or complete an ICT Customer Portal request (ITAS – Access/Role Change).

When consideration is being given to change a member's ITAS access level, the OIC is to take into account:

(i) the officer's assigned role(s) within the organisational unit;

(ii) the appropriateness of assigning the ITAS role to that officer;

(iii) the nature of duties undertaken by that station or establishment; and

(iv) reason for change of access level.

13.2.1 Statistical reporting

OICs of stations or establishments of officers completing ITAS activity logs are to:

(i) ensure the logs are completed on a daily basis; and

(ii) be satisfied that the logs are complete and accurate prior to submission.

To enable OICs of stations or establishments using ITAS to be satisfied that the statistical reports generated by ITAS are complete and accurate, a process should be implemented whereby the patrol group inspector, shift supervisor or OIC randomly sample:

(i) actual documentation (i.e. infringement notices, breach reports, notice to attend, bench charge sheet or court brief, summonses); or

(ii) information from QPRIME occurrences; and

(iii) information contained in ITAS activity logs or taskings.

Such process should not be onerous or disproportionately increase the administration workload associated with using ITAS.

Alcolmeter download data will be the statistical source for motor vehicle intercepts and RBT numbers.

Modification of ITAS Activity logs

If a member becomes aware that a modification is required to a submitted ITAS activity log, that member is to immediately notify their supervisor or OIC.

Upon being satisfied that a modification is necessary, the supervisor or OIC is to:

(i) unlock/unconfirm the members activity log; and

(ii) advise the member to make necessary changes and confirm the log, or make changes on behalf of the member and confirm the log once complete.

13.2.2 Traffic complaints by members of the public

Occasionally members may receive reports of traffic offences from external agencies and members of the public (traffic complaints). Some reports may be made through incident reporting schemes such as that which operates for school crossing supervisors while others may be received verbally or in writing.

The recording of traffic complaints is to be made in QPRIME. ITAS will automatically download traffic complaint data from QPRIME for identification and analysis of problem areas.

Traffic complaints requiring immediate attention received from external agencies and members of the public should be recorded in accordance with s. 1.6.1: 'Recording initial demand' of the OPM.

Traffic complaints of a protracted or recurrent nature should be recorded as a 'Traffic complaint occurrence' in QPRIME.

OICs of stations or establishments should establish local procedures to ensure that traffic complaints, other than minor complaints (e.g. minor parking complaints), are entered in QPRIME.

OICs of stations or establishments should check QPRIME daily to determine whether any new traffic complaints have been allocated to their station or establishment for attention.

Traffic complaints which clearly identify an offending driver or offending vehicle should be thoroughly investigated.

Traffic complaints which do not identify an offending driver or offending vehicle should be referred to the OIC of the appropriate station or Highway Patrol for consideration of appropriate traffic enforcement activities.

Members receiving traffic complaints (oral or written) from external agencies or members of the public should:

(i) ensure that details of the complaint are entered on as a 'Traffic complaint occurrence' in QPRIME, in accordance with local procedures; and

(ii) forward written complaints to the OIC of the station responsible for the area in which the offence occurred.

OICs of stations who receive traffic complaints from external agencies or members of the public or have traffic complaints assigned to their station through QPRIME should:

(i) determine whether the complaint requires investigation on the basis of the seriousness of the reported offence and the likelihood of obtaining sufficient evidence to commence a prosecution;

(ii) consider whether enforcement action or some other remedial action (i.e. education and awareness programs or an engineering solution raised at the Speed Management Advisory Committee) at the location of the traffic complaint should be undertaken and make arrangements for such action as deemed necessary. OICs who decide that general enforcement or some other remedial action is the appropriate response to a traffic complaint should ensure that appropriate notations are made in the relevant QPRIME occurrence and that the entry is finalised at an appropriate time;

(iii) ensure that the person making the complaint is advised of any action to be taken by police (e.g. enforcement will be conducted in the relevant area, an investigation will be conducted into the specific incident or no further action will be taken);

(iv) if investigation of the complaint is warranted, assign an officer to investigate the report;

(v) ensure that any investigation is finalised promptly; and

(vi) ensure that the details of any action taken in respect of a traffic complaint are recorded in the relevant QPRIME occurrence.

Officers required to investigate traffic complaints should:

(i) if insufficient information is contained in the initial complaint, interview the person making the complaint and any witnesses. Statements should be taken from the informant and any witnesses at this time;

(ii) interview the offender, if necessary first interview the owner of the vehicle subject of the complaint in order to establish the identity of the offender;

(iii) if sufficient evidence exists to justify enforcement action, commence a proceeding by:

(a) issuing an infringement notice;

(b) issuing and serving a Notice to Appear; or

(c) complete a PT 57A: 'Traffic Breach Report' (which should be completed within the relevant QPRIME occurrence),

as appropriate;

(iv) if insufficient evidence exists to justify commencing a proceeding, the investigating officer is to enter brief details of the action taken to investigate the complaint and the reason why no further action is proposed into the relevant QPRIME occurrence and submit the occurrence to their supervisor for finalisation; and

(v) at the conclusion of the action taken into the complaint:

(a) advise the person making the complaint of the action taken; and

(b) ensure that details of the action taken are recorded on the relevant 'Traffic complaint occurrence' in QPRIME and that the occurrence and all associated tasks have been completed.

For the purposes of providing advice to the person making a complaint or entering details in QPRIME under these circumstances an investigation may be considered finalised when the investigating officer commences a proceeding or decides that there is insufficient evidence to commence a proceeding. The person making the complaint should be advised only that action has been proposed or taken for a particular offence or that there is insufficient evidence to commence a prosecution.

Officers assigned to investigate traffic complaints made by external agencies and members of the public may request the assistance of other officers to carry out investigations or to conduct other actions, but retain responsibility for finalising the investigation.

13.3 Road policing operations

Various sources of analytical data are available for use for planning road policing operations such as ITAS, WebCrash, QPRIME and local knowledge (also see s. 13.4: 'WebCrash' of this chapter).

Members who undertake road policing enforcement planning should access analytical information from available sources. When a member uses that information in a document they should make reference as to the source of that information.

When a region, station or establishment is involved in a road policing operation either designated by the Superintendent, RP&RSC or instigated within the region, station or establishment (see s. 13.2.1: 'Statistical reporting' of this chapter), statistical data is to be obtained and an ITAS statistical report furnished at the conclusion of the operation. The statistical data can be used for the purpose of evaluating the operation. The statistical data will also enable relevant information to be distributed through the media (see also s. 1.10: 'Release of Information' of the OPM).

When a region, station or establishment is involved in a road policing operation either designated by the Superintendent, RP&RSC or instigated within the region, station or establishment (see s. 13.2.1: 'Statistical reporting' of this chapter), statistical data is to be obtained and a traffic return furnished. The statistical data can be used for the purpose of evaluating the operation. The statistical data will also enable relevant information to be distributed through the media.

13.3.1 Road policing operations instigated by Superintendent, Road Policing Group

The Superintendent, RP&RSC may request regions to take part in road policing enforcement operations. These operations may include seasonal statewide campaigns and any other special road policing campaigns, which may be conducted in combination with other States, as national campaigns or in conjunction with the DTMR.

Media involvement is an important part of any road policing operation and should be encouraged.

OICs of regions should allocate sufficient resources to support road policing operations instigated by the Superintendent, RP&RSC.

OICs of regions should ensure that OICs of stations and establishments provide the necessary statistical information as requested by the Superintendent, RP&RSC (see also s. 7.14.4: 'Statistical returns for breath analyses and breath tests' of this Manual).

The Superintendent, RP&RSC should consult with the OICs of regions prior to the commencement of a road policing operation.

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OICs of regions are to ensure that the relevant district officers coordinate any designated road policing operation within their respective areas for the purpose of maximising the effectiveness of that operation's goals and objectives.

OICs of stations and establishments are to provide all available resources to assist in the successfulness of the road policing campaign.

OICs of stations and establishments are to ensure that any required statistical information is entered into ITAS in accordance with the requirements of the Superintendent, RP&RSC and in all other cases in accordance with s. 13.2.1: 'Statistical reporting' of this chapter.

13.3.2 Road policing operations instigated by regions, stations or establishments

OICs of regions or districts should ensure that road policing operations (see SMD) within their area of responsibility are managed and recorded within ITAS. The Superintendent, RP&RSC is able to access ITAS statistical information in relation to any road policing operation being carried out within a region or command.

OICs of regions or districts should consult with the Superintendent, RP&RSC prior to the commencement of the operation to determine the type of information to be supplied and a suitable reporting schedule.

13.4 WebCrash

WebCrash is an on-line database that allows members of the Service to access information about crashes that have occurred on Queensland roads since 1992, using information the DTMR has collated from verified crash data contained in QPRIME traffic crash occurrences. The data is then transferred to the WebCrash database.

WebCrash provides a tool for analysing road crashes in Queensland. The data allows members to value add this information to support road policing enforcement and operations within their particular division, district, or region to achieve the best possible result in the reduction of road trauma with the most cost effective use of resources (including monetary and human resources).

After entering the requested information (including geographic, date, time and crash characteristics) into WebCrash, a high quality report in a PDF format with statistical summary is produced including graphs and notations.

The RP&RSC closely liaises with the DTMR Data Analysis and Reporting Centre regarding WebCrash.

Members who regularly prepare traffic operations and determine planned road policing enforcement should access the WebCrash data base to assist in these tasks. When a member uses such information in a document they should make reference to WebCrash as the source of that information.

Members requesting access to WebCrash should apply through the 'QT Road Crash Database' portal on the Service Intranet. The user manual for WebCrash and other information is also available from this site. WebCrash training is conducted by the DTMR as required. Members who require training should provide a request to the DTMR Data Analysis Unit (see SMCD).