Surveillance Use Policy

Realquest Online Services
San Diego Police Department

PURPOSE

Realquest Online Services allows Department members to efficiently conduct records checks to identify property owners through available public records. Realquest Online Services provides a comprehensive database which simplifies the process of obtaining public records; thereby eliminating the need to contact other government agencies and pay services to obtain the same information.

USE

The Department currently has nine (9) authorized users of the Realquest Online Services. The users are primarily assigned to Code Compliance Officers in the Abandoned Vehicle Abatement Unit as a part of Traffic Division. Authorized users are assigned an account with individualized user names and passwords.

Realquest Online Services is an open-source online subscription based service. Realquest Online Services consolidates public records into a comprehensive online database of property ownership records, parcel boundaries and tax assessments.

DATA COLLECTION

This technology does not gather information or data. Realquest provides an open-source comprehensive database which allows users to access public records with greater efficiency.

DATA ACCESS

An individualized username and password are required to login to the Real Quest website. Only Abandoned Vehicle Abatement (ABA) Unit members have access to the login information. ABA Unit Staffing includes 7 Police Code Compliance Officer - non-sworn, 1 Clerical – non-sworn, and 1 Sergeant.

DATA PROTECTION

Information and/or data sets acquired using Realquest Online Services are not confidential and available to the general public.

DATA RETENTION

No data is retained by the department or the users of Realquest Online Services.

PUBLIC ACCESS

Realquest Online Services is an open-source database comprising of information gathered from various public record documents.

THIRD PARTY DATA SHARING

Realquest Online Services is hosted by Corelogic. Corelogic is an online database company which compiles public records and data trend analysis for public companies are involved in data solutions, real estate, mortgages and insurance.

TRAINING

On the job training will be provided to users of Realquest Online Services.

AUDITING AND OVERSIGHT

Only authorized users may access the Realquest Online Services via their individualized username and password. As part of the login process, users will be required to acknowledge their duty to obey all applicable laws and user agreements. Users accessing the system are required to comply with all applicable laws, Department Policies and Procedures, and the signed user agreement. Violations of the laws, Departments Policies, or user agreement terms will subject the user to discipline and/or criminal proceedings or civil process.

If for whatever reason the Department Employee no longer requires access to Realquest Online Services, their username and password will be rendered inactive by the Department.

MAINTENANCE

The annual subscription cost is $2,327.64 including a 3% yearly increase. This subscription is funded through the Department's general fund. There are no other ongoing or personnel costs associated with Realquest Online Services.