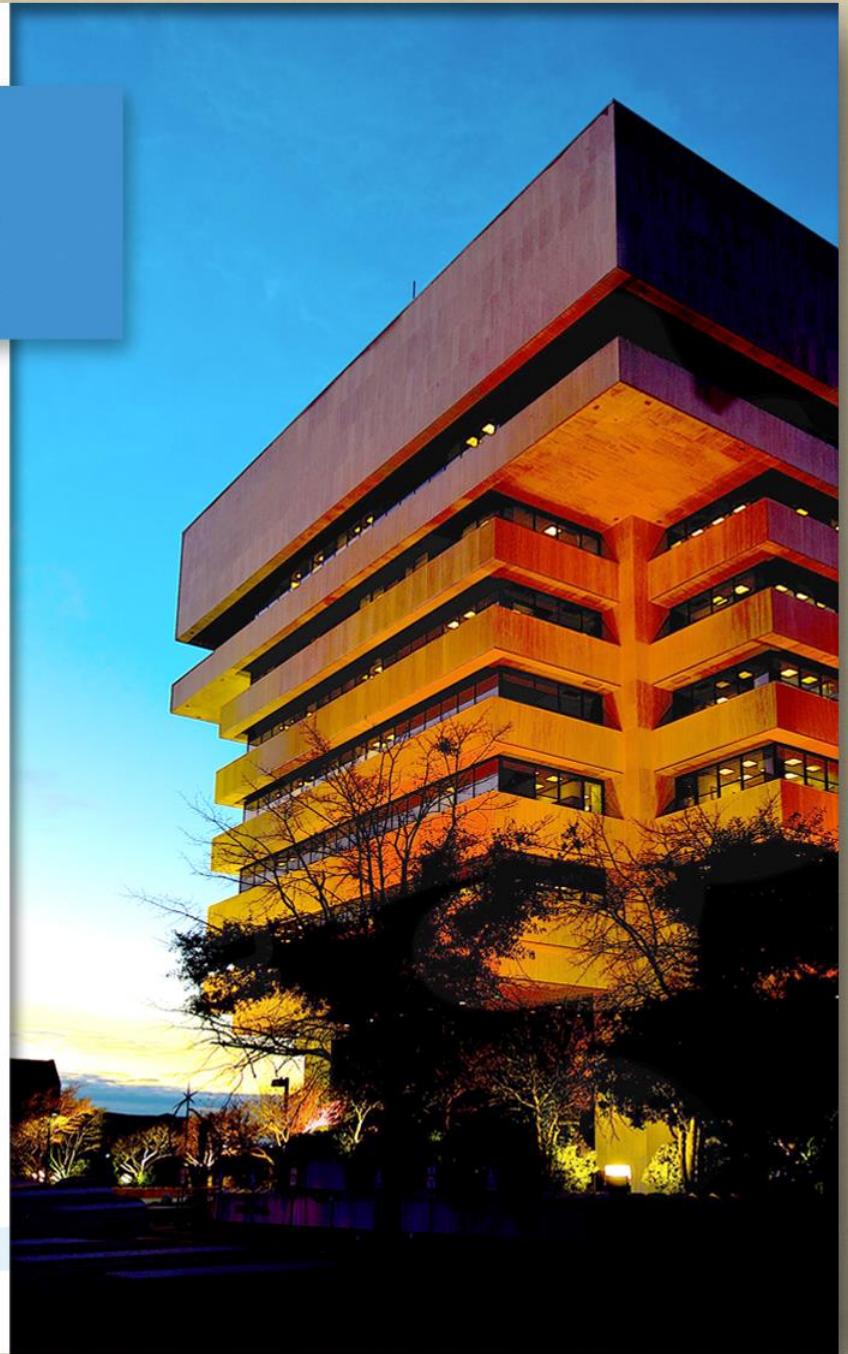
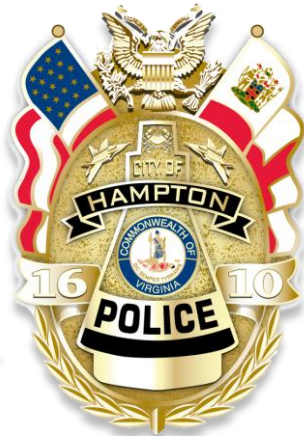


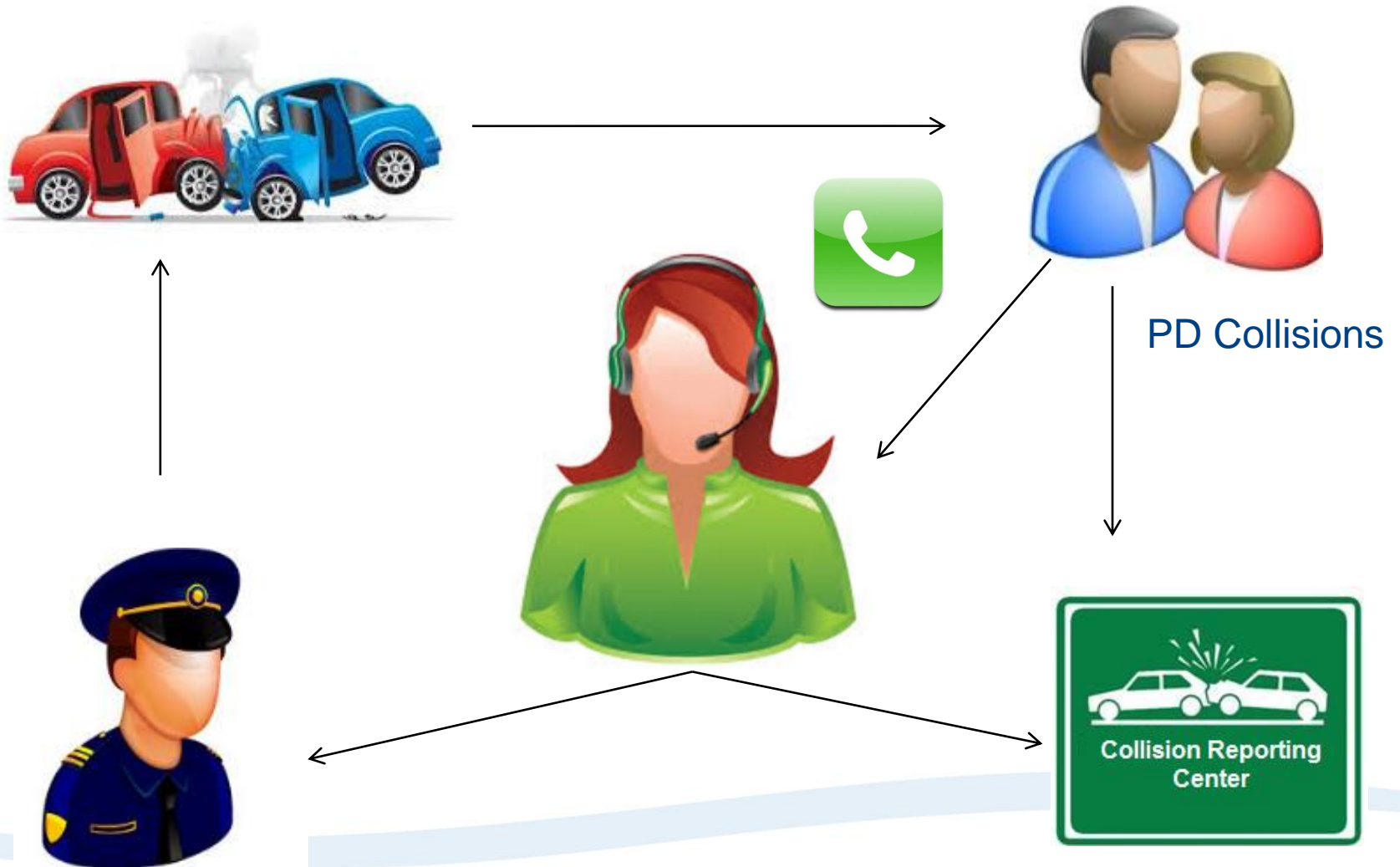
HAMPTON VA

HAMPTON POLICE DIVISION

Collision Reporting Center



The Process



Conditions for CRC referral:

- Property damage in any amount may be referred; as long as all parties consent to use the CRC
- Vehicles must be drivable
- No charges are placed*
- Operator's License, Registration, and Insurance documents are valid
- If all drivers are able to respond to the CRC within the 48 hour timeframe
 - Exceptions include out of region drivers (beyond 25 miles)

Hit and Run Exception

- In the event of a Hit and Run crash where the vehicle was unattended, and
 - There is no suspect information, and
 - Where an officer responds and determines there are no witnesses or forensically useful evidence.
- The officer shall complete the relevant incident based report for the Hit and Run, if required, and may refer the crash report to the CRC.

For the Citizen:

- The CRC provides citizens with assistance in the reporting and filing of a loss due to a motor vehicle related collision.
 - It allows a convenient non-criminal reporting option for minor accidents.
 - The CRC allows citizens to file crash reports, insurance claims, and have their vehicle's appraised simultaneously.
 - Reports are sent the same day to the insurance carrier.

For the Citizen:

- A Driver Consent Form is explained and signed by the citizen allowing ASSI to release their information to Police, Insurance Agencies, and Attorneys.

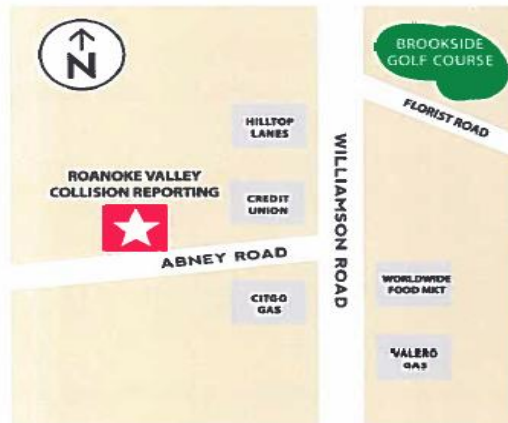
Officers shall complete a crash report during instances when a citizen declines to use the CRC or refuses to sign the consent form, if the citizen requests that an officer complete their crash report, or if the citizen cannot for good cause attend the CRC within the 48 hour timeframe.

Sample Consent Form for Distribution to Citizens

Page 1

INCIDENT # _____

Officer Comments:



**631 ABNEY ROAD
ROANOKE, VA 24012-1257**

Hours of Operation

Mon – Fri: 9 a.m. to 7 p.m.
Sat: 10 a.m. to 4 p.m.
Closed Sundays & Public Holidays

Tel 540-512-9879
Fax 540-512-9885
www.accsupport.com



PLEASE TAKE THIS FLYER WITH YOU TO:

COLLISION REPORTING CENTER

631 Abney Road
Roanoke, VA, 24012-1257

Phone: 540-512-9879
Fax: 540-512-9885

Hours of Operation

Mon – Fri: 9 a.m. to 7 p.m.
Sat: 10 a.m. to 4 p.m.
Closed Sundays & Public Holidays

INCIDENT # _____

Sample Consent Form for Distribution to Citizens

Page 2

OTHER DRIVER / VEHICLE INFORMATION

DRIVER _____

ADDRESS _____

CITY _____ ZIP CODE _____

BEST PHONE # _____

DRIVER'S LICENSE # _____

VEHICLE PLATE # _____

MAKE _____ MODEL _____

VEHICLE COLOR _____

VEHICLE OWNER _____

ADDRESS _____

CITY _____ ZIP CODE _____

BEST PHONE # _____

INSURANCE CO. _____

POLICY # _____

WITNESS INFORMATION

NAME _____

ADDRESS _____

CITY _____ ZIP CODE _____

BEST PHONE # _____



MOTOR VEHICLE COLLISIONS

Steps to be taken by all drivers before reporting to the Collision Reporting Center:

1. As soon as possible, go with your vehicle to the Collision Reporting Center. You have 48 hours to report your accident at the Collision Reporting Center.

2. Bring your documentation with you to the Collision Reporting Center, i.e. driver's license, vehicle registration and proof of insurance. The driver must report with the vehicle that was involved in the collision.

WHAT IS A COLLISION REPORTING CENTER?

A Collision Reporting Center is a facility where the public in Roanoke may report traffic collisions. The Collision Reporting Center benefits citizens by assisting them in reporting claims to their insurance providers.

*The Code of Virginia requires that all collisions where damage exceeds a combined value of \$1,500.00, **MUST** be reported.*

I hereby consent for Roanoke Accident Support Services Ltd to prepare an accident report (FR 300) for filing with the Virginia Department of Motor Vehicles (DMV).

I promise to respond to the Collision Reporting Center, located at 631 Abney Rd Roanoke VA. 24019, within 48 hours of the accident to file my report.

I hereby authorize the City of Roanoke and its designated agents and representatives to allow Roanoke Accident Support Services Ltd.; to access my personal information for the purpose of completing and filing an accident report (FR 300) with the Virginia Division of Motor Vehicles (DMV).

I further authorize the complete release of any accident records or data regarding such accident to any insurance company that would be entitled to such under Virginia law.

I understand that such personal information may include but is not limited to, my address, telephone number, insurance carrier and date of birth.

I understand that I may revoke my voluntary consent to use the Collision Reporting Center; in doing so I shall contact the Roanoke Police Department (540) 853-2212 within the 48-hour reporting period and fully cooperate in the investigation and filing of the crash report.

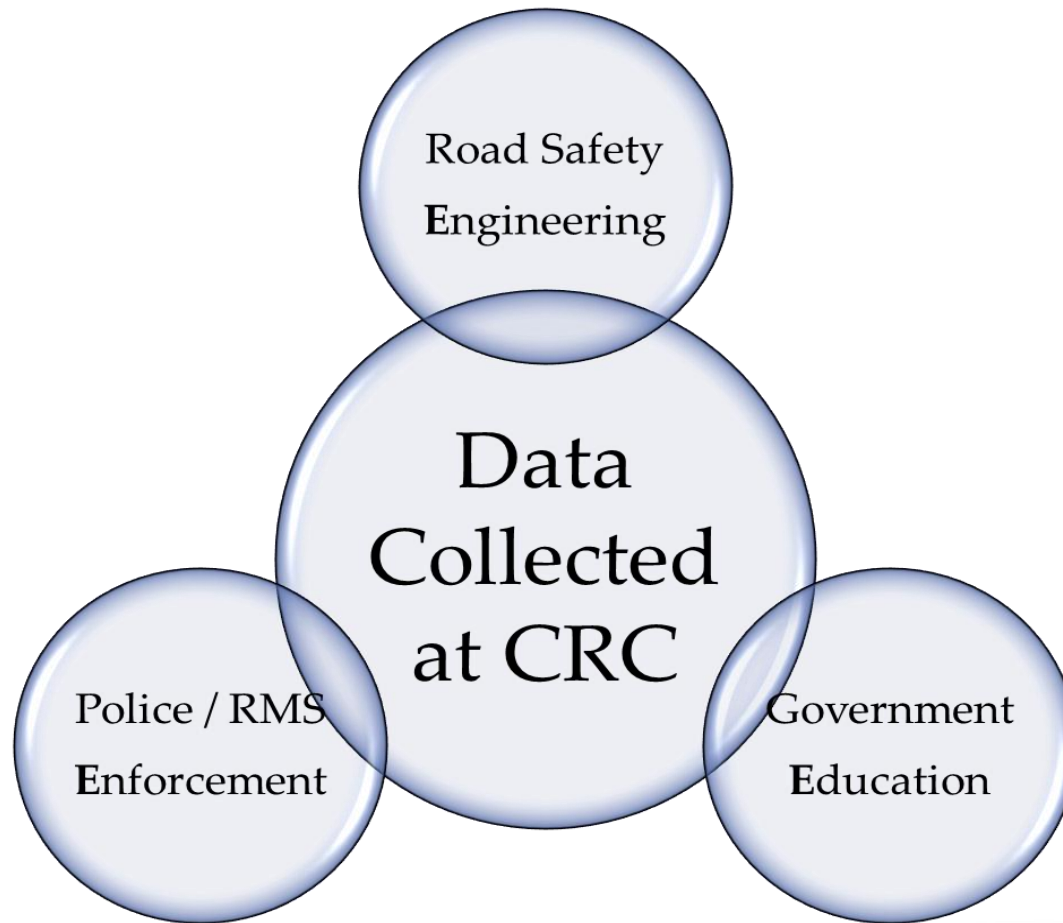
Printed Name: _____

Signature: _____

At the CRC:

- Upon arriving at the CRC, Citizens are greeted and assigned to a counselor
 - The counselor reviews the necessary documents,
 - obtains specific incident information,
 - And generates photos of any damage.
- The driver must accompany the vehicle with DL, registration, and insurance documents.
- Upon inspection of the vehicle, a sticker will be applied to the damaged area, and it will be photo-imaged.

Data Transfer and Analytics



No Cost



Resource Re-allocation 2017 Reportable Crashes

Potential Collision
Referrals to CRC

2,169

2017 Actual
Hours Expended:

3,235 Officer
723 Clerical

Estimated Savings
per Yr w/CRC:

2.02 PFT Officers
0.45 PFT Clerical

Win-Win for Everyone

Police
Win



Insurers
Win



Public
Win

