

What is a Collision Reporting Centre (CRC)?

A Collision Reporting Center is a Police facility created to assist motorists in reporting motor vehicle collisions. No fees are charged to police or motorists. All expenses are paid by Ontario's insurers.

ACTION TO BE TAKEN BY ALL DRIVERS BEFORE ATTENDING A COLLISION REPORTING CENTER.

1. If it is safe to do so, remove vehicles from roadway.
2. Exchange information with the other involved parties. (Names, drivers license #, addresses, phone numbers, insurance and vehicle particulars).
3. If any, obtain names and phone numbers of Independent witnesses.
4. Go with your vehicle at the CRC most convenient to you.
5. **BRING YOUR DOCUMENTATION** with you to the CRC (Driver's license, ownership and insurance etc.).

DOES THE CRC TAKE FAIL TO REMAIN COLLISION REPORTS?

YES - The CRC will take property damage only fail to remain reports. A police unit will be dispatched if the suspect vehicle is still in the area of the collision.

WHEN SHOULD A DRIVER ATTEND A CRC?

Any driver involved in a **reportable property damage collision** is to report the collision at a CRC.

Police units will be dispatched to the scene when one or more of the following situations apply.

WHEN SHOULD A DRIVER NOT ATTEND A CRC

1. Collision involving injury or death.
2. Criminal activity involved in collisions (e.g. impaired driving, stolen vehicle, assault etc.).
3. Collisions involving Federal, Provincial or Municipal vehicles (including TTC).
4. Collisions involving vehicles transporting dangerous goods.
5. Collisions involving a person who is uninsured or is a suspended driver.
6. Collisions involving damage to private, municipal or highway property.
7. Collision involving bicycles or pedestrians
8. Involved party refuses to provide required information.

WITHOUT EXCEPTION TOWED VEHICLES MUST GO DIRECTLY TO THE CRC FROM THE COLLISION LOCATION

The Highway Traffic Act requires that all collisions where persons are injured, or damage valued at more than \$1000.00 to vehicles or property, or damage to any highway property be reported to police forthwith.

ACCIDENT SUPPORT SERVICES AND YOU

You have just experienced an automobile accident, damage to or loss from your vehicle and find yourself at a Collision Reporting Center. The entire system is new to you, and you wonder what to do next.

The following is a brief explanation of the Collision Reporting facility, why you are here and what you can expect.

Collision Reporting Centers:

This facility has been set up for the following reasons:

- ▷ To facilitate an efficient way of reporting your automobile mishap to the police.
- ▷ To eliminate lengthy, often dangerous waiting periods at the accident scene.
- ▷ To allow Police to better allocate their resources to serve the public at no cost to the police or tax payers.
- ▷ To provide you with friendly, prompt service 24 hours a day, seven days a week.

This facility is at no cost to you! Participating insurance companies pay for our services.

Filing a Police Report:

- ▷ Your vehicle will be inspected and a sticker will be applied to the damaged area of your vehicle.
- ▷ You will then be given a self-report form to complete.
- ▷ The police will request your driver's license, vehicle ownership, and insurance liability card. Please have these available.

The Damage Reported sticker indicates that the damage or loss has been reported to the police. It should not be removed until the damage or loss is reported to your insurance company and repaired. This sticker provides a means to assist the police in identifying and controlling hit-and-run drivers.

The Role of Accident Support Services

They are here to facilitate an active partnership between the police and the insurance industry in *post accident* care by offering knowledgeable advice and assistance to you on behalf of your insurance company.

Services available through Accident Support Services:

- ▷ They represent the majority of insurance companies and are therefore able to relay further instructions from them and give you brochures explaining your *options*
- ▷ Counselors are available to help you complete the Collision Report form
- ▷ They will help you to contact your insurance company to speed up the claim settlement process
- ▷ Your report will be sent the same day to your insurance company
- ▷ If your vehicle is *non-drivable*, we can assist you through the next step in the process towards achieving a speedy claim, getting your vehicle to a repair facility, and help you find a rental vehicle
- ▷ They help protect you from fraud by giving you information to make the right choices in resolving your claim.
- ▷ Photo-imaging the damage on your car is possible to protect you and your insurer