



## **Frequently Asked Questions about New Crash Response Procedure**

### **What is the new procedure for officers responding to car crashes?**

Beginning on Monday, April 16, 2018, drivers who are involved in minor crashes between the hours of 8 a.m. – 6 p.m. Monday through Friday and Saturday 9 a.m. - 1 p.m. will receive new instructions when they call the non-emergency number to report a crash. They will be told to exchange names, addresses, phone numbers, insurance company/policy information, and vehicle registration numbers at the scene of the crash. The involved drivers will be directed to visit the nearest police district station to file a written accident report. The District Stations are located at:

District 1 – 1045 W. State Street

District 2 – 1410 Broadway

District 3 – 557 S. New Towne Drive

Drivers who are involved in crashes outside of those timeframes should continue to call the non-emergency number at 815-966-2900.

If a crash involves an injury, a tow, suspected drug/alcohol use or no license/insurance at any time, drivers should continue to call the Rockford Police Department non-emergency number at 815-966-2900.

### **Why are there specific hours to go to the district stations?**

These hours are when the Department's Citizen Reporting Unit (C.R.U.) at each district is open. These hours are currently 8 a.m. to 6 p.m. Monday through Friday, and 9 a.m. to 1 p.m. on Saturdays.

### **How do you define a minor crash?**

- When there is minor damage to the involved vehicles and they can be driven from the scene.
- No injuries to any involved parties exists.
- The drivers are properly licensed.
- The vehicles are properly insured.
- No signs of impairment exists.

### **What should drivers do at the scene of the crash?**

- Exchange both personal and vehicle information.
- Exchange insurance company information.
- Attain the personal information of any witnesses.
- Take photographs of the damage with a cellular phone or camera.
- Travel to one of the three district police stations to complete the report

### **How long do drivers have to go to a district station to report the crash?**

The involved parties have three business days to file a report at the district station.

### **What do I do if the other driver leaves the scene?**

If a driver leaves the scene prior to exchanging information, it is considered a hit and run. An officer will be dispatched to the scene.

### **What if the other driver won't give me their information?**

State law mandates that drivers provide their information. Phone operators at the non-emergency number or 911 will first try to remedy the situation. If that fails, then an officer will be dispatched.

### **What happens if both parties do not go to the station to file the report?**

Our Citizen Reporting Unit personnel will conduct follow up and contact the non-compliant person to have them come in and complete the process.

### **Has this been done in other cities?**

This is the standard protocol in many medium size and most major size cities.

### **How is fault determined?**

In these cases, the Police Department is not determining fault. Staff are creating an insurance report, and the involved insurance companies will work together in processing the claim. In the vast majority of these cases, it is one person's word against another's. Even if officers were on-scene, they could not determine who was at fault.