



REPORT TO THE POLICE SERVICES BOARD

Author: A/Staff Sergeant Patrick BOYLE 3567

Date of Report: 1/31/2024

Type of Report: Public

Title: Durham Collision Reporting Centre Report

RECOMMENDATION

That this report be received for information.

DISCUSSION

COLLISION REPORTING CENTER (CRC)

Durham Regional Police Service and Accident Support Services International Ltd. (ASSIL) continue to partner to provide centralized Collision Reporting Centre (CRC) services within the Regional Municipality of Durham. This partnership commenced in 2009, with the current agreement extending until May 2024.

Each year, the Collision Reporting Center diverts thousands of minor Motor Vehicle Collisions (MVCs) that fall within the CRC mandate (see below) from frontline patrol officers. 5,991 CRC reports were generated in 2023, alleviating thousands of frontline patrol hours for higher priority calls for service. In 2023, CRC self-reports represented 54% of all collision investigations across Durham Region.

The CRC hours of operation continue to be 10 AM to 6 PM, 7-days a week, with the only exceptions being Christmas and New Year's Day. These hours of operation were established during the Pandemic period. Before the Pandemic period, hours of operations were 9 AM to 9 PM.

Durham Collision Reporting Centre Mandate

- Property Damage MVCs within the catchment area (See **Appendix A**).
- Property Damage Fail to Remain MVCs where there is NO evidence of a suspect vehicle and/or driver.
- Durham Region Transit Buses (DRT) involved in minor/no injury collisions.

Exceptions (NOT within the CRC Mandate):

- Injury or death (includes any complaint of injury).
- An MVC involving suspected or reported criminal activity.
- Any federal, provincial, municipal or DRPS vehicle.
- Any member of DRPS or other police service personnel, whether on or off-duty.
- Damage incurred to private, municipal or highway property.

- A vehicle transporting dangerous goods.
- Damage caused directly or indirectly during a suspect apprehension pursuit.
- A Fail to Remain MVC where there is evidence of a suspect vehicle and/or driver.
- Large commercial motor vehicles.

Operational Expenses

Within the current agreement with ASSIL, there is an operational cost recovery clause whereby ASSIL provides 50% cost recovery annually for the 650 Rossland Road facility referred to as the Regional Reporting Centre (RRC). In 2023, DRPS accepted \$87,164.23 in cost-recovery revenue from ASSIL in accordance with the current agreement. This is a 4.6% increase from the operating costs of 2022. It should be noted that in 2022 and 2023, the total operating cost of the RRC facility was higher than in previous years due to DRPS-driven retrofitting to accommodate the Property/Evidence Unit as well as Quartermaster Stores, which were displaced by the Courtice Court fire. As such, the 50% cost sharing for 2022 and 2023 remains imbalanced compared to previous years (See **Figure 1**).

YEAR	2018	2019	2020	2021	2022	2023
Total Operating Costs (\$)	143,944.77	168,471.74	223,320.41	189,353.42	208,111.06	225,315.81
Invoiced to ASSIL	71,499.64	82,621.96	110,555.36	92,706.00	83,211.51	87,164.23



(Figure 1)

Reporting Timelines

In 2023:

- **8,952 members of the public, or clients**, attended the Collision Reporting Centre in-person. This was an 8% increase over 2022 (8268).
- **5,991 self-reported CRC MVC collisions** were reported at the CRC. This represents 54% of total collisions regionally.

- On average **24.66** drivers attended the CRC **per day**.
- Out of the reported **5991** CRC self-reported collisions **824 charges were laid** representing **13.7%** of all CRC collisions.
- Out of **8952** clients that attended the CRC, **2953 (32.98%)** were entered into the Collision Reporting and Occurrence Management database (CROMS) in **4 hours or less** from the time of collision.
- A total of **6670 (74.50%)** clients were entered into CROMS within **24 hours or less** from the time of the collision.
- The balance of **2282 (25.50%)** clients were entered into CROMS beyond 24 hours; factors impacting this delay include bad weather, call-backs and follow-up by officers.

Durham Collision Reporting Centre Statistics (Based on ASSIL data)
(Reported at the CRC-In Person-Excludes At-Scene Reports) 2019-2023

YEAR	2019	2020	2021	2022	2023
# of Collisions	4744	3377	3339	5235	5991
# of Drivers	8051	5454	5290	8268	8952
# of Drivers per day	22.0	15.0	14.57	22	24.66
# of Charges (% of Total Collisions)	746 (15.7%)	267 (7.9%)	247 (7.4%)	556 (10.56%)	824 (13.7%)

Durham Collision Reporting Centre Collision Reported by Municipality

NUMBER OF COLLISIONS REPORTED BY MUNICIPALITY and % OF TOTAL COLLISIONS									
	Ajax	Brock	Clarington	Oshawa	Pickering	Scugog	Uxbridge	Whitby	Total
2022	1022	1	409	1787	749	11	3	1164	5146
% of Total	19.86%	0.02%	7.95%	34.73%	14.55%	0.21%	0.06%	22.62%	100%
2023	1154	1	462	2060	894	16	16	1376	5979
% of Total	19.30%	0.02%	7.73%	34.45%	14.95%	0.27%	0.27%	23.01%	100%

Note: The slight discrepancy between total number of collisions reported at the CRC (5991) and the total by municipality (5979) is due to occasions where a collision occurs at or near a municipal boundary and the driver reports municipality differently.

Number of Motor Vehicle Collisions by Type Attended by Frontline (At-Scene)
(Reported at the Scene - Excludes CRC Reports) 2019-2023

Year	MVC OVER \$2000 (NO INJURIES)	MVC UNDER \$2000 NON- REPORTA BLE	MVC- FATAL	MVC- INJURIES	MVC- MEMBER INVOLVE D	Total
2019	1627 (- 42.6%)	654 (28.9%)	20 (-20%)	1496 (- 9.1%)	143 (-4.1%)	3938 (- 17.8%)
2020	1313 (- 19.3%)	333 (-49%)	18 (-10%)	541 (-64%)	110 (-23%)	2315 (-41%)
2021	2129 (+62.1%)	432 (+29.7%)	21 (+16.7%)	1064 (96.7%)	139 (+26.4%)	3785 (+63.5%)
2022	2523 (+18%)	633 (+46.5)	16 (- 23.8%)	1212(+13.9 %)	167 (+20.1%)	4551(+20.2)
2023	2910 (+15.3%)	556 (- 12.2%)	17 (+6.3%)	1311 (+8.2%)	186 (+11.4%)	4980 (+9.4%)

Note: Numbers in brackets represent the percentage change compared to the previous year.

Based on the reported collisions for all at-scene collision investigations, 2023 demonstrated an increase in most categories. While MVC's with injuries increased 8.2%, non-reportable collisions decreased 12.2%. The largest change was in MVCs involving property damage amounting to over \$2000 (per collision) which saw a 15.3% increase.

CRC Comparison

The following chart illustrates a comparison between the Durham CRC and all other CRCs under contract with ASSIL relative to charges laid. ASSIL operates 32 CRC facilities that cover 53 police jurisdictions across Ontario and Alberta. The Durham Regional Police Service is one of few services that lays charges within the CRC. Over half (**62.47%**) of all charges laid in Ontario were by DRPS officers.

YEAR	2019	2020	2021	2022	2023
Total # Charges - All CRCs	1259	615	582	949	1319
Total # Charges - DCRC	746	267	247	556	824
% of Total Charges Laid - DCRC	59.3%	43.4%	42.4%	58.59%	62.47%

Customer Service via ASSIL

Prior to 2018 paper surveys were provided to all drivers attending the CRC by ASSIL staff. The surveys were completed on a voluntary basis relating to customer satisfaction with ASSIL and DRPS staff. Paper surveys were handed back or mailed out post-interaction. In 2018, ASSIL implemented a new electronic email survey system relating to customer satisfaction (See Figure 2).

Driver Survey Statistics (2023)

RATING	2018	2019	2020	2021	2022	2023
Excellent	242	229	211	17	2927	223
Very Good	108	141	170	9	1281	90
Good	75	120	104	4	426	45
Fair	10	30	43	2	234	18
Poor	13	20	34	1	164	19
Blank	2	0	0	0	0	13
Total	450	540	1112	33	5032	408
% - Very Good or Above	77%	68%	34%	78%	83%	76%

(Figure 2)

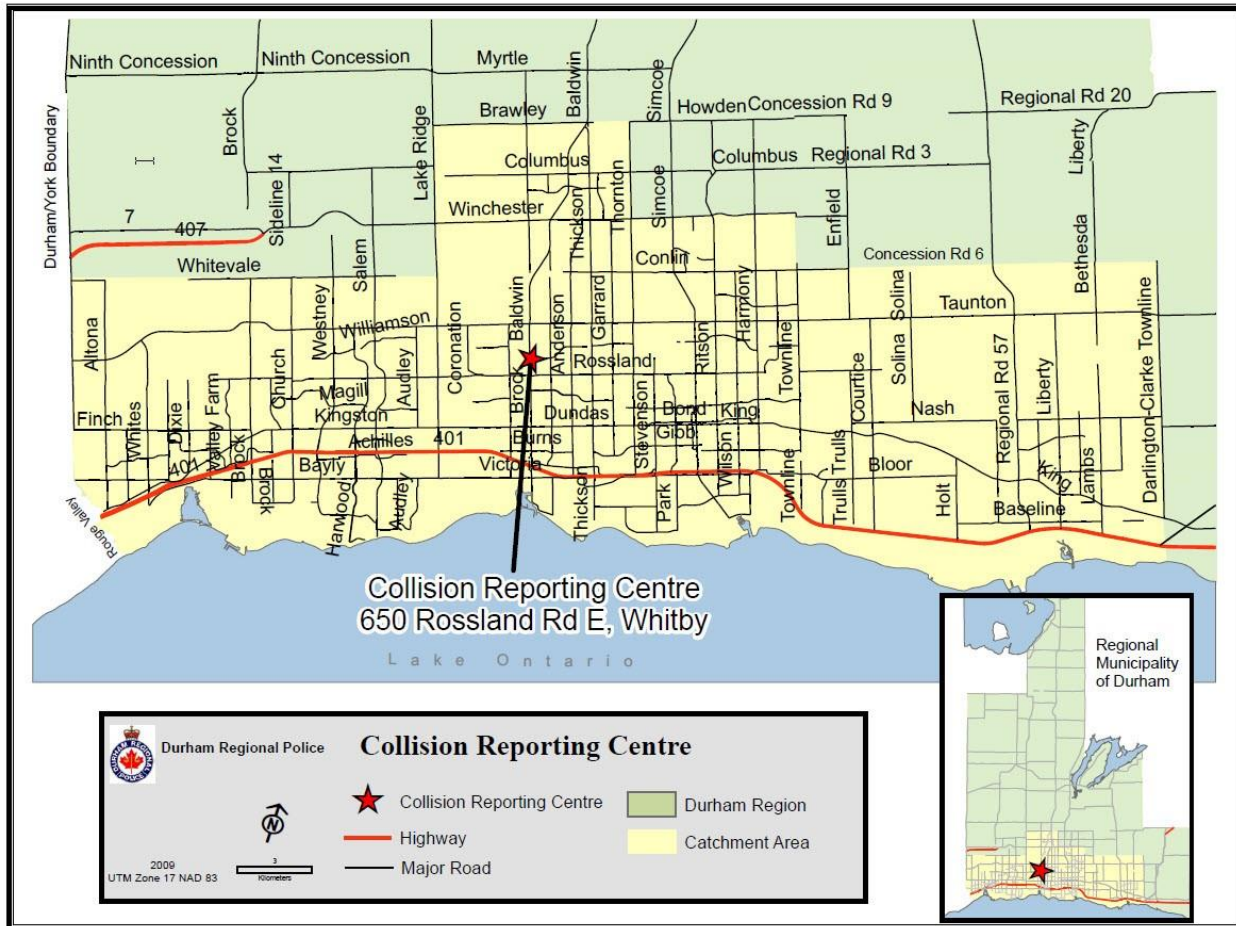
Extended Customer Service

- ASSIL has been providing the Ontario Ministry of Transport electronic data transfers of motor vehicle collisions processed through the Durham Collision Reporting Centre since November 2012.
- Prior to 2020, only Motor Vehicle Collisions (MVCs) reported at the CRC were available to ASSIL. Since January 2020, all at-scene collision reports generated by DRPS members are provided to ASSIL. ASSIL provides DRPS quarterly analysis and trending of all motor vehicle collision data within Durham Region (CRC and at-scene). This information is provided to Traffic Services, Patrol Support leadership and DRPS Command quarterly.
- In May of 2017 a partnership with Durham Region Transit (DRT) provided the opportunity to have minor/no injury motor vehicle collisions involving DRT buses to attend the Collision Reporting Centre to report. This protocol continued in 2023. Again, these are investigations that would have otherwise required a response from frontline officers in the absence of the CRC to investigate (See **Figure 3**)

Year	2020	2021	2022	2023
DRT Reports	31	33	46	75

(Figure 3)

APPENDIX A



Report Approval Details

Document Title:	Durham Collision Reporting Centre Report.docx
Attachments:	- Durham Collison Reporting Centre Report.docx
Final Approval Date:	Mar 4, 2024

This report and all of its attachments were approved and signed as outlined below:

Chris Kirkpatrick

A handwritten signature in black ink, appearing to read 'Peter Moreira', with a stylized flourish at the end.

Peter MOREIRA