



REPORT TO THE POLICE SERVICE BOARD

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Type of Report: Public

Title: Durham Collision Report Centre

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, and the agreement expired in May 2024. We continue to work under the former while a new agreement is negotiated.

Each year, the Collision Reporting Center diverts thousands of minor Motor Vehicle Collisions (MVCs) that fall within the CRC mandate (see below) from front-line patrol officers. **6492 CRC reports were generated in 2024**, alleviating thousands of front-line patrol hours for higher-priority calls for service. In 2024, CRC self-reports represented 55% of all collision investigations.

CRC's hours of operation continue from 10 AM to 6 PM seven days a week, with the only exceptions being Christmas and New Year's Day. These hours of operation were established during the Pandemic. Prior to the Pandemic, 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.

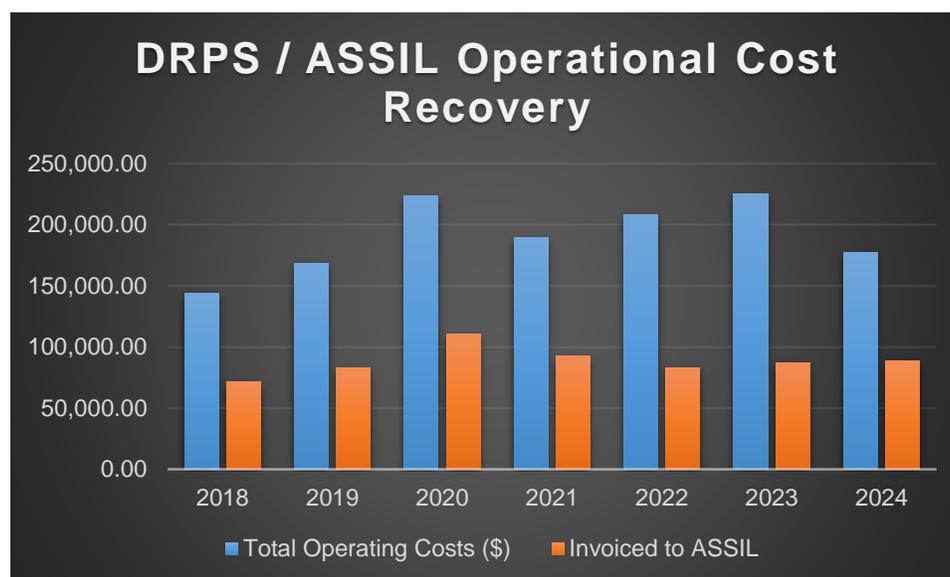
Exceptions (NOT within the CRC Mandate):

- 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 evidence of a suspect vehicle and/or driver exists.
- 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 2024, DRPS accepted \$88,636.79 in cost-recovery revenue from ASSIL in accordance with the current agreement. This amount has been relatively static with the operating costs from the last three years. It should be noted that in 2020 and 2021, 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 remained out of balance compared to all other years (See **Figure 1**).

YEAR	2019	2020	2021	2022	2023	2024
Total Operating Costs (\$)	168,471.74	223,320.41	189,353.42	208,111.06	225,315.81	177,273.58
Invoiced to ASSIL	82,621.96	110,555.36	92,706.00	83,211.51	87,164.23	88,636.79



(Figure 1)

Reporting Timelines

In 2024:

- **10,157 members of the public, or clients**, attended the Collision Reporting Centre in person. This was a 13% increase over 2023 (8952).
- **6492 self-reported CRC MVC collisions** were reported at the CRC, an 8% increase from 2023 (5991). This represents 54% of total collisions regionally.
- On average, 28 drivers attended the CRC per day, which is a 16% increase over 2023, where 24.66 drivers attended the CRC per day.

- Out of the 6492 CRC self-reported collisions in 2024, 650 charges were laid. This represents 10% of all CRC-reported collisions. The fact that most CRC locations do not lay any charges, yet the Durham CRC accounts for 50% of all charges laid provincially, underscores the center's role in enforcing traffic laws.
- Out of **10,239** clients that attended the CRC, **3,352 (32.73%)** were entered into the Collision Reporting and Occurrence Management database (CROMS) in **4 hours or less** from the time of collision.
- **7,341 (71.69%)** citizens were entered into CROMS within **24 hours or less** from the time of the collision, remaining static from 2023.
- **2,898 (28.31%)** clients were entered into CROMS beyond 24 hours; factors impacting this delay include bad weather, call-backs and required follow-up by officers.

Durham Collision Reporting Centre Statistics

(Reported at the CRC-In Person-Excludes At-Scene Reports) 2019-2024

YEAR	2019	2020	2021	2022	2023	2024
# of Collisions	4744	3377	3339	5235	5991	6492
# of Drivers	8051	5454	5290	8268	8952	10,239
# of Drivers per day	22.0	15.0	14.57	22	24.66	28
# of Charges (% of Total Collisions)	746 (15.7%)	267 (7.9%)	247 (7.4%)	556 (10.56%)	824 (13.7%)	650 (10%)

Durham Collision Reporting Centre - Collisions Reported by Municipality 2022-2024

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%
2024	1202	2	457	2339	1013	14	16	1442	6485
% of Total	18.54%	0.03%	7.05%	36.07%	15.62%	0.22%	0.25%	22.24%	100%

Note: The slight discrepancy between the total number of collisions reported at the CRC (6492) and the total by municipality (6485) is due to occasions where a collision occurs at or near a municipal boundary and the driver reports the municipality differently.

Number of Motor Vehicle Collisions by Type Attended by Frontline (At-Scene)

(Reported at the Scene by FL Officers - Excludes CRC Reports) 2019-2025

Year	MVC OVER \$2000 (NO INJURIES)	MVC UNDER \$2000 NON-REPORTABLE	MVC-FATAL	MVC-INJURIES	MVC-MEMBER INVOLVED	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%)
2024	2866 (-1.5%)	576 (+3.6%)	17 (0.0%)	1324 (+1.0%)	146 (-21.5%)	4927 (-1.1%)

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

Based on the reported collisions for all At-Scene Collision investigations, 2024 remained consistent over 2023. The most significant change observed was in MVCs involving DRPS members, which saw a decline of 21.5%.

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, Alberta and now the East Coast of Canada. The Durham Regional Police Service is one of few services that lay charges within the CRC. Over half (**55.2%**) of all charges laid in Ontario were by DRPS officers.

YEAR	2019	2020	2021	2022	2023	2024
Total # Charges - All CRCs	1259	615	582	949	1319	1177
Total # Charges - DCRC	746	267	247	556	824	650
% of Total Charges Laid - DCRC	59.3%	43.4%	42.4%	58.59%	62.47%	55.2%

Customer Service via ASSIL

Prior to 2018, ASSIL staff provided paper surveys to all drivers attending the CRC. The surveys relating to customer satisfaction with ASSIL and DRPS staff were completed on a voluntary basis.

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**). Due to COVID-related process changes, in 2022, the e-mail survey link was unable to be sent to drivers, leading to a lack of responses. As such, the anomalous results found in Figure 2 remain at 0 for the reasons mentioned above.

Driver Survey Statistics (2024)

RATING	2018	2019	2020	2021	2022	2023	2024
Excellent	242	229	211	17	0	223	731
Very Good	108	141	170	9	0	90	172
Good	75	120	104	4	0	45	45
Fair	10	30	43	2	0	18	21
Poor	13	20	34	1	0	19	20
Blank	2	0	0	0	0	13	0
Total	450	540	1112	33	0	408	989
% - Very Good or Above	77%	68%	34%	78%	Nil	76%	91%

(Figure 2)

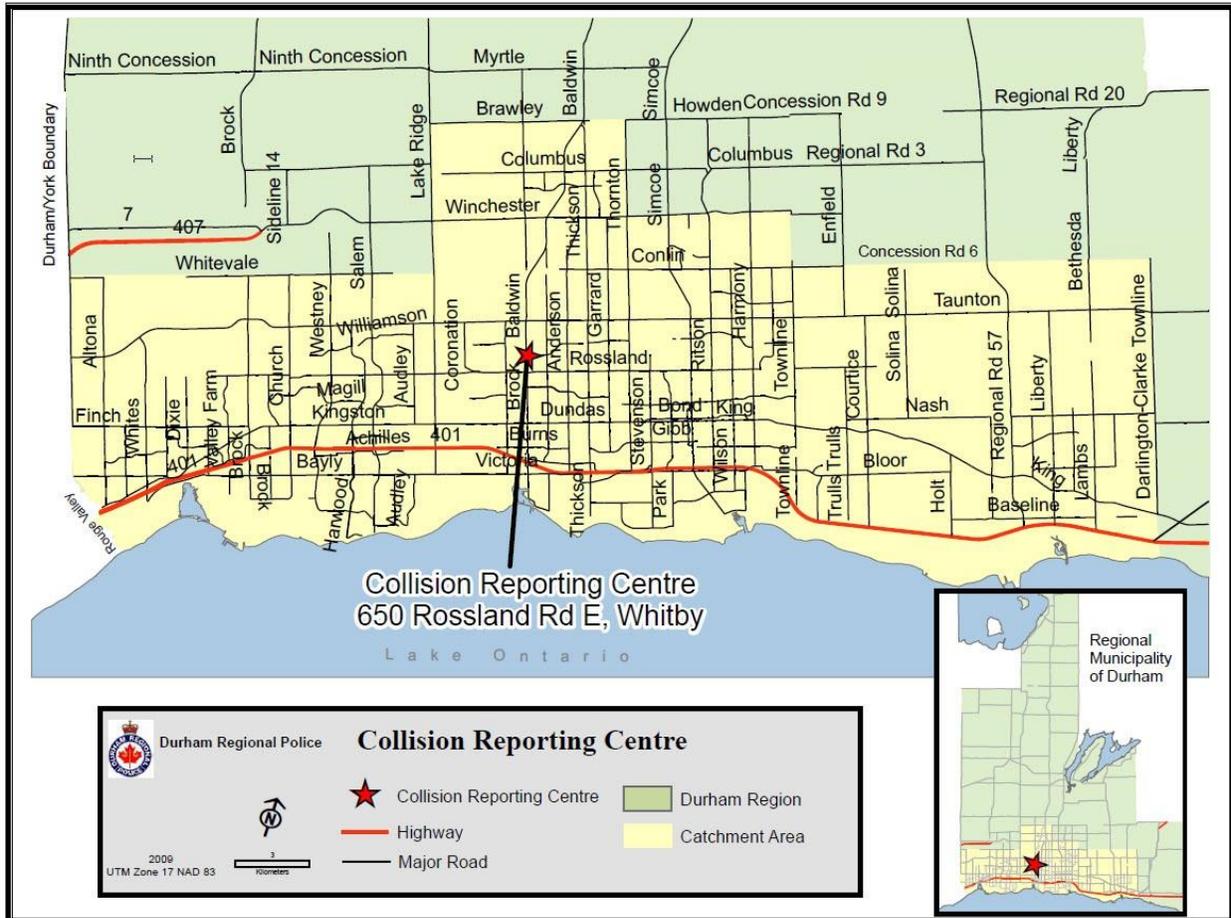
Extended Customer Service

- 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 collisions). This information is provided quarterly to Traffic Services, Patrol Support leadership and DRPS Command.
- In 2024, three (3) Self-Reporting Kiosks were added to the Durham CRC to enhance customer service. These kiosks allow drivers who attend the CRC to begin entering data into the self-reporting system independently of an ASSIL employee. This has reduced wait times while assisting with manual data entry processes. In 2023, 3,328 reports were initiated using the self-reporting kiosks.
- In May of 2017, a partnership with Durham Region Transit (DRT) and Durham Paramedic Services to provide the opportunity to have minor/no-injury motor vehicle collisions involving DRT buses attend the Collision Reporting Centre to report via their respective Supervisors. This protocol continued in 2024. 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	2024
DRT Reports	50	55	60	75	89
EMS Vehicles	10	7	14	11	15

(Figure 3)

APPENDIX A



Report Approval Details

Document Title:	Collision Reporting Centre.docx
Attachments:	
Final Approval Date:	Mar 3, 2025

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