



FOR IMMEDIATE RELEASE

Service improvements made to Edmonton's Collision Reporting Centres

Since opening two Collision Reporting Centres (CRCs) in partnership with the Edmonton Police Service (EPS) in September 2022, Accident Support Services International (ASSI) has made a number of process changes to adapt to the needs of Edmontonians.

"This was a big change in how Edmontonians are used to dealing with collisions," says ASSI chief operating officer Kumar Siva. "As with any new process, there is an adjustment period. In the months since opening, we heard from Edmontonians on how we can improve, and we've done an internal assessment to determine how we can continue to meet high demands and improve service delivery."

As a result, ASSI has made the following changes at Edmonton's CRCs to improve customer experience and decrease wait times:

- **Published wait times:** Members of the public can now check wait times for each CRC at www.accsupport.com/Edmonton before they arrive and plan accordingly.
- **Express towing process:** Changes have been made to streamline the process for tow truck drivers by implementing expedited towing lanes. This allows tow trucks with non-drivable vehicles to be seen by ASSI staff as soon as possible so they can move on to other calls.
- **Additional kiosks added:** Additional kiosks have been added to the South CRC location to allow drivers to start their report once they arrive, as opposed to waiting to be seen by a staff member. When drivers arrive, they can enter in key information to begin their report. If drivers do not want to use the kiosks, staff is available to assist in completing the report.
- **Increased CRC staff:** When the CRCs opened, 25 staff were hired between the two centres. Since that time, staffing has more than doubled to 60 employees total.
- **More square feet to be added:** The North CRC is being renovated to allow for a more comfortable environment and accommodate more drivers.

Drivers can also help expedite the reporting process by having all the required documentation ready upon their arrival, this includes a driver's license, valid insurance, and vehicle registration. Additionally, during inclement weather, drivers are not required to report their collision the same day. They may wait until weather stabilizes to attend a CRC.

"We remain committed to providing a high level of customer service at all our locations across Canada, Edmonton included. We look forward to continuing our work with motorists, insurance providers and the EPS as the city's one-stop-shop for collision reporting," says Siva.

Since opening, 19,000 motorists have reported a collision at Edmonton's CRCs.

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