

Driver Licensing Guide

Police Crash Report
DLG-2410

Original Date: 07/01/2013

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POLICY	
Title: Police Crash Report	
Effective Date: July 1, 2013	Revision Date: 09/25/2018
Authority: VA Code §§ 46.2-379 , 46.2-380	
Policy: The following customers involved in a crash or a representative for a person involved in a crash are eligible to apply for a full (non-redacted) police crash report: <<<<<REVISION <ul style="list-style-type: none">• driver• passenger• injured person• personal representative (e.g., conservator, executor, next of kin, etc.) of person injured or killed• attorney representing any person involved• authorized representative of an insurance company• parent or legal guardian of a minor (under age 18) injured or killed in a crash• owner of vehicle/property involved END REVISION>>>>> <p>Customers not involved in a crash and/or not representing an involved person must provide a valid explanation as to why they are entitled to information about the crash to be eligible to apply for a partial (redacted) police crash report. If the explanation is supported by federal or state statutory authority, DMV may release the name and addresses of the drivers, owners of the vehicles involved, injured persons, witnesses, and one investigating officer.</p> <p>CSCs must, after collecting payment, forward all police crash report requests to Customer Records work center for processing. Customer Records work center will process requests for police crash reports as soon as reports become available.</p>	
Exception: n/a	

CUSTOMER REQUIREMENTS

1. Submit a completed "Information Request" form ([CRD-93](#)) requesting a police crash report.
2. Present valid driver's license or other photo ID as proof of identity. (Refer to [DLG-0201](#).)
3. Pay the police crash report [fee](#).

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FRONT COUNTER CSR

1. Review the completed "Information Request" form ([CRD-93](#)).
 - a. Customers should provide as much information about the crash as possible.
2. Record the requester's driver's license or other photo ID on the [CRD-93](#).
3. Collect the police crash report [fee](#) as miscellaneous revenue.
4. Print a receipt.

5. Inform the customer of the following:
 - a. If the crash report is on file, the applicant will receive the crash report via mail from the Customer Records work center.
 - i. Only the driver or injured passenger(s) who is involved in a crash or the damaged property owner or vehicle owner may request to receive his police crash report immediately. All other requests will be mailed.
 - b. If the crash report is NOT currently on file, DMV will monitor its records for 30 days from the date of the crash. If the report:
 - i. Becomes available during the 30 day period, the record will be mailed to the applicant.
 - ii. Is not on file 30 days from the crash, a refund will be mailed to the applicant.
6. Scan the completed [CRD-93](#) AND 2-page payment receipt to the [Customer Records](#) work center and wait for an email alert.
 - a. Enter the customer's phone number into the system (if the customer provides a number) to enable the work center to contact them directly, if necessary.
 - b. If the scanner is inoperable:
 - i. Fax the CRD93 and 2-page payment receipt to Customer Records work center, using a fax coversheet.
 - c. If the customer needs his police crash report immediately, indicate the customer is waiting.
 - i. The Customer Records Work Center will either:
 - 1) Fax the customer's police crash report to the CSC within 30 minutes as long as the police crash report is available, or
 - 2) Contact the CSR to inform them that the report is not currently available.
7. Give the receipt to the customer.
8. Shred the CRD-93 and the completed fax cover sheet.

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DMV CONTACT CENTER ACTIONS

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- If the customer is inquiring about the status of a previously submitted "Information Request" form (CRD-93):
 - Ensure the customer submitted the request at least 3 business days ago.
 - Send a Landing Zone request to [Customer Records](#). Include the customer's name, date of request, telephone number, and reason for the request.
 - Customer Records will respond to the request with further direction once their research is completed. **END REVISION>>>>>**
- Customers may mail requests (and payment) for police crash reports directly to the Customer Records work center at this address:

Customer Records Work Center
 Department of Motor Vehicles
 Post Office Box 27412
 Richmond, VA 23269

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POINTS TO REMEMBER

- Customers must pay a fee for each police crash report. DMV will issue refunds via mail to customers for file searches resulting in no record found.
- DMV does NOT determine fault relating to an accident.
- Customers that inquire about crash diagrams, pictures of the crash, or further facts of the crash must be referred to the investigating officer in the police precinct where the crash was reported.
- All police crash reports must be released from DMV Headquarters, Customer Records work center.

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CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646

- [Customer Records](#) work center