



Civilian Crash Investigation Unit - Frequently Asked Questions (FAQ)

1. What is the Civilian Crash Investigation Unit?
 - It is a new unit comprised of civilians hired by the Charlotte-Mecklenburg Police Department (CMPD) in 2024 after a change in state law enabled civilians to respond to minor non-injury vehicle crashes.
 - The Civilian Crash Investigation Unit (CCI) will not respond to incidents that involve injuries; instead, sworn officers will be dispatched to crashes with injuries.

2. Why did the department hire civilians for this role?
 - Minor vehicle crashes accounted for 71% of all vehicle crash reports completed by officers from 2022 – Nov. 2024 and represented 56% of service hours for all crashes over the same period.
 - This program will help alleviate the number of hours officers spend responding to minor crashes and enable them to focus on higher-priority calls.
 - Civilian Crash Investigators (CCIs) will also reduce the wait times for individuals involved in crashes.

3. What types of crashes will the new unit respond to?
 - CCIs will only respond to and investigate crashes involving property damage.
 - CCIs will also have the authority to run license plate numbers and driver's licenses to ensure they are valid. If a violation is found, the investigator will request a sworn CMPD officer respond to take the appropriate action.
 - Investigators will also assist with traffic control and with disabled vehicles.

4. Can CCIs issue anything other than a crash report?



- Civilian Crash Investigators will complete crash reports (DMV-349 or non-reportable). They are also able to complete driver exchange forms and vehicle towing forms.
5. What makes CCIs look different from officers and how can you identify them?
- CCIs will be driving white Ford F-150 Lightning and Hybrid pickup trucks with amber lights and marked with the unit's name.
 - CCI uniforms will also be different than CMPD's sworn police uniforms. CCIs will wear high-visibility shirts and jackets.
 - CCIs will not carry firearms.
6. Do CCIs have the legal authority to arrest people?
- CCIs cannot arrest individuals, issue citations, or conduct any kind of enforcement. If enforcement is needed, CCIs will notify a police officer.
7. Will CCIs carry a body-worn camera (BWC) on their uniform or belt?
- Yes, all CCIs will have a BWC that records any interaction with the community. They will be subject to the same policies as sworn officers regarding BWC operation and maintenance.
8. How do I apply to be a Civilian Crash Investigator?
- When positions are available, applicants can find them posted on the city of Charlotte's website using this link: [Careers](#).
9. Do you have to attend the police academy to become a CCI? What type of training is required?
- These investigators were in training over the past six weeks.
 - Training started with two weeks of in-classroom instruction followed by four weeks of field training at our facilities and throughout the city.
 - CCIs were trained by sworn officers and received certification through the North Carolina Justice Academy.



10. Who reviews the crash reports generated by CCIs?
 - A sworn officer or supervisor will review all CCI reports.
11. Where will the Civilian Crash Investigation Unit be assigned in the city?
 - CCIs will be assigned based on crash data provided by the CMPD Crime Analysis Division.
12. When will the Civilian Crash Investigators work?
 - The CCIs shifts will be between the hours of 6 a.m. – 9 p.m. Monday through Friday. Most crashes in the CMPD jurisdiction occur during these hours, according to data from the Crime Analysis Division.
13. Are there plans to expand the Civilian Crash Investigation Unit?
 - The CMPD plans to expand the Civilian Crash Investigation Unit following this initial launch pending budget approval for the FY26 budget proposal.