

## 1. Vehicle Crash Severity & Damage Rating (Texas DOT)

The Texas Department of Transportation (TxDOT) provides a Vehicle Damage Guide to help law enforcement evaluate vehicle damage in crash reports.

The Vehicle Damage Rating is composed of three elements:

- Direction of Force (1–12 on a clock-face)
- Damage Description Code (e.g., FC = Front Concentrated)
- Severity Code (0–7)

Common codes:

- FC = Front Concentrated (tree, pole)
- FD = Front Distributed (another vehicle)
- LP/RP = Side passenger impacts
- LD/RD = Sideswipe damage
- L&T/R&T = Rollovers

Severity: 0 = No damage, 7 = Most severe

Special cases:

- VB-1 = Burn (not from collision)
- VB-7 = Burn (from collision)
- TP-0 = Top damage only
- VX-0 = Undercarriage damage only

Direction of force examples:

- 12 = Head-on

- 6 = Rear hit
- 9 = Driver side
- 3 = Passenger side

Investigators compare crash photos to the Vehicle Damage Scale to determine accurate damage descriptions.

## 2. Crash Code Sheet Explanation

The Texas Peace Officer's Crash Report uses standardized codes for rapid and uniform data entry. Key fields include:

### Vehicle Type & Body Style

- P2, P4 = Passenger Cars
- PK = Pickup
- SV = SUV
- MC = Motorcycle
- TL/TR/TT = Truck, Trailer, Truck Tractor

### Driver License Info

- Class: A, B, C, M
- Status: 5 = Unlicensed, 98 = Out of State
- Restriction: A = Corrective lenses, I = Motorcycle <250CC

### Injury Severity

- A = Incapacitating
- B = Minor injury
- C = Possible injury

- K = Killed
- N = Not injured

#### Other Codes

- Airbag: 1 = Not Deployed, 2–5 = Deployed
- Helmet: 1 = Not worn, 3 = Worn not damaged
- Alcohol/Drug Tests: 1 = Positive, 2 = Negative, 96 = None

### 3. Case Acceptance Criteria (Auto, Premises, Truck)

#### Auto Accident Intake Rules

- Rear-End Collision: Auto-sign client, no report needed
- Red Light: Sign only if police report exists
- Hit & Run: Must have license plate or video
- Parking Lot: Police report required
- Over 2 years old: Reject (statute expired)
- No medical consult: Reject unless commercial vehicle

#### Semi Truck Cases

- Accept if rear-ended or if police cite other driver
- Minor injuries OK if willing to seek treatment

#### Premises Liability

- Slip & Fall: Accept if clear hazard known to owner
- Elevator/Escalator: Accept only if severe injuries + <6 months
- Dog Bites: Accept if provoked and dog belongs to property
- Pool Accidents: Must have hospital visit or fatality

- Retail Store: Accept only if incident report filed + hospital treatment + broken limb

#### 4. Campaigns & Source Matching Logic

##### Campaign Source Logic for Smart Advocate

Use the intake channel to assign to the correct firm:

##### Advertisement Campaign

- BBLG: General campaign
- JKZ: Use "Advertisement Campaign / JKZ 10%"
- D&B: Use "Advertisement Campaign / D&B"
- PMR: Use only for CVA

##### Crownstone

- JKZ: Crownstone / JKZ
- PMR: Crownstone / PMR

##### Google PPC

- JKZ (MVA or CVA): Google PPC / JKZ
- D&B: Google PPC / D&B

##### LMG Marketing

- JKZ (MVA): LMG Marketing / JKZ
- PMR (CVA): LMG Marketing / PMR

#### 5. Intake Criteria (BBLG Specific)

## BBLG Case Criteria

- Must have a valid Police Report without contributing factors
- Insurance must be active; collect policy number
- Hit & Run: Must show proof of UM/UIM/PIP coverage
- If client switching firms: MUST provide Drop Letter proof

### Always Ask:

- Are they injured?
- Are they willing to go to treatment?

## 6. Employment Law Intake Flow

### Employment Law Intake (Bush & Bush Law Group)

1. Gather personal info: name, phone, email
2. Employment details:
  - Employer name/address
  - Start & end date
  - Job title
  - Full/part-time
  - Employee or contractor
  - Salary/hourly rate
3. Reason for legal help (e.g. discrimination, harassment)
4. Date of first issue (statute of limitations check)
5. Employer reported? (Yes/No + Response)

6. Retaliation experienced?
7. Wage issues: Overtime unpaid, breaks unpaid?
8. Disability/medical accommodation denied?
9. Prior attorneys?
10. Documentation available?
11. Next steps: explain pre-litigation and litigation process

## 7. Intake Document Naming SOPs

### Standard Naming Rules for Smart Advocate

- Police Report → Subcategory: POLICE REPORT/INVESTIGATIONS
- Contract, Certificate → AGREEMENT/PLAINTIFF
- Call Disclaimer/Recordings → Client, Call
- Driver's License, Property Damage → No subcategory
- Photos like welcome or loan texts → Photo/Other
- Tag if: "Missing LOR" (for BBLG), "Intake Language: Spanish"
- Status: Hit "Retain" if client signs; use "Contract Sent Pending" if unsigned

## 8. Intake Verification SOPs

### Intake Verification Checklist

1. Complete call and collect intake info
2. Verify client identity:
  - DOB, address must match Smart Advocate or contract
  - Name on contract must match ID exactly
  - If DL is expired, use passport or another valid ID

3. Check DOL (Date of Loss) is correct

4. Upload documents to Smart Advocate:

- ID must be clear
- Police Report must be present