

From: "Bob O'Keefe" <BOKeefe@chp.ca.gov>  
Date: February 14, 2012 4:54:49 PM PST  
To: <vergassov1@yahoo.com>  
Subject: Hit and Run follow-up

Hello Mr. Vergasov,

I am in charge of field operations for the Redwood City CHP Area. Your concerns have been forwarded to me. First of all, I apologize if you received any conflicting information regarding the status of the incident you were involved in. The case is still open and the investigation is ongoing. Your recent e-mails were the first that I or the area commander have received involving this incident. The officer assigned to conduct the follow-up, Officer Jeremy Cox, will be contacting you at the phone number you provided within the next day to obtain some additional information. In the interim please feel free to contact Officer Cox or myself at the number listed below.

Sincerely,

Bob O'Keefe, Lieutenant  
California Highway Patrol  
Redwood City Area - 330  
355 Convention Way  
Redwood City, Ca. 94063  
(650) 369-6261

CONFIDENTIALITY NOTICE: This communication with its contents may contain confidential and/or legally privileged information. It is solely for the use of the intended recipient(s). Unauthorized interception, review, use or disclosure is prohibited and may violate applicable laws, including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

Begin forwarded message:

From: "CustomerService30 CustomerService30" <CustomerService30@chp.ca.gov>  
Date: February 13, 2012 8:20:10 AM PST  
To: "Fatekh Vergasov" <vergassov1@yahoo.com>  
Subject: Re: CHP Online Complaint Form - Accident\_Investigation

Mr. Vergasov,

I received an email from the Commander of the Redwood City Office, Captain Mike Maskarich, on the 10th. I'm not sure who you dealt with before, but I am certain he will give your situation the attention that it deserves. He has already begun looking into your hit and run collision himself and will see that it is investigated comprehensively.

Thanks,  
Mike  
Lieutenant Mike Palacio  
Golden Gate Division CHP

>>> Fatekh Vergasov <vergassov1@yahoo.com> 2/10/2012 6:30 PM >>>

Mike,

1. I am not mad, but I want more should be done to investigate....
2. I already spoke several times with Redwood City officers including the boss of the office. But with no positive result. Finally I was told case was sent to Dublin office, because there "hit and Run" driver is living.
3. How it may happened you from "completely different office" took my claim since in my application form I noted "CHP is unknown"?

Fatekh Vergasov  
Sent from my iPhone

On Feb 10, 2012, at 4:05 PM, "CustomerService30 CustomerService30"  
<CustomerService30@chp.ca.gov> wrote:

Mr. Vergasov,

I understand that you are mad and that you think more should be done to investigate your accident; however, please understand that you will need to speak directly with the Redwood City CHP Office due to the fact they handled the investigation, and only they would have the facts to answer to your concerns. I am going to forward your email to that Office and ask that one of the Lieutenants contact you, since I am in a completely different Office and do not have the information I need to help you adequately.

Sincerely,  
Mike

Lieutenant Mike Palacio  
Golden Gate Division CHP

>>> Fatekh Vergasov <vergassov1@yahoo.com> 2/10/2012 3:12 PM >>>

Lieutenant Mike Palacio,

1. I have perfect insurance coverage and was given enough money to repair my car. But \$500 deductible was not paid because your remarkable officers fail to find "hit and run" driver.

2. Here are some facts:

A. Almost full number was provided by me ?XER162 and ?XEP162... By the way both XER and XEP in Russian language mean just Dick, pines... As you may know it is illegal to use such words in the License plate...

As you may see, first digit was not remembered by me. Common sense says those digit may have variance from zero to nine. So, by imputing every digit 10 time only officer may create list of the cars.

His next step will be to find how many Subaru outback are in the list.

And the last step will be to find how many said Subaru have green color. My car should have some particles of his green paint and his car should have particles of my white paint.

Passages like "if they wish... or if he wish to help" are not acceptable... because by California constitution everybody including you and me has Right to be happy... Common Law says - if I have Right, somebody must have Duty to make this Right real. Who is said somebody in most of cases? Bureaucrats! In my particular case - armed bureaucrats... like officers of The California Highway patrol.

Do you want me ask Commissioner to help your officers to resolve my problem? Or you prefer to be helped by California Governor?

Regards

Fatekh Vergasov

Sent from my iPhone

On Feb 10, 2012, at 2:06 PM, "CustomerService30 CustomerService30" <CustomerService30@chp.ca.gov> wrote:

Mr. Vergasov,

I am sorry that things did not turn out as you expected. Sometimes, even though we think we may have found the correct license plate number, we later find out it was incorrect or that we are unable to prove that vehicle was involved in the collision, as well as who the driver was. It appears that the Redwood City CHP Office made a good attempt to find the other car and driver, but were unable to. I do not know all the facts of your case and do not want to speculate as to the veracity of their investigation. Additionally, your insurance company should not be withholding money to fix your vehicle unless you do not have comprehensive coverage on your car.

If you think there is a problem with the way the Redwood City CHP Office handled your investigation, you should contact that Office and ask to speak to someone that is willing to help you. You can certainly ask to speak with someone of a higher rank than Officer. We have Sergeants, Lieutenants, and each Office has a Commander.

I know this wasn't the answer you are looking for, but I hope it helps somewhat.

Sincerely,  
Mike

Lieutenant Mike Palacio  
Golden Gate Division CHP

>>> <vergassov1@yahoo.com> 2/9/2012 6:19 PM >>>

Fatekh

-----  
Vergasov

-----  
470 Ruthven Ave

-----  
Palo Alto

-----  
Santa Clara

-----  
94301

-----  
California

-----  
Division\_Is\_Unknown

-----  
650.465.3773

- 
1. At July 21, 2011 by 11:50am I was victim of "hit and Run" exident
  2. Collision Report was done by California HWP Redwood City Area, officer i.d. # 17776 ...  
NCIC Number 9330, office file # 7-189
  3. Problem: I provided almost full lic. plate number of the green Subaru outback, which hit me and run. Only first digit was nor remembered by me. Officer assured me it will be not a problem to find runner, since it looks like not "Rocket science" ...
  4. But when my insurance request report the current lic. plate # and driver Name were not determinated ...
  5. Several days after that I visited Redwood City HWP Office in person and talked with officer on duty and sergant of the office ... I was told:
    - A. Hitter (Party in fault) was determinated
    - B. Lic. number is known
    - C. Case was transfered to Dublin police for further investigation
    - D. Let you Insurance company repite request and we'll give them all information necessary
  6. When my insurance reopen case and try to obtain proper information, it was told: "We fail to find him" and Sorry!

I've called Redwood Ciry HWP office and got the same answer

As a result I cannot get insurance compensation in full, what is not make me happy

Would you please help Redwood City HWP to resolve they "huge investigation problem" with this exident?

-----

Referring Information:

Remote IP Address --> 99.155.194.217

Web Browser --> Mozilla/5.0 (compatible; MSIE 9.0; Windows NT 6.1;  
WOW64; Trident/5.0; MANM)

Page Accessed From --> <http://www.chp.ca.gov/publications/ccp.html>