

# **Develop A Tool to Automate Damage Claim Process** Presenters: Oscar Galvis, M.Sc.; Zhe Han, Ph.D.; Mike Murphy, Ph.D. P.E.; Zhanmin Zhang, Ph.D.

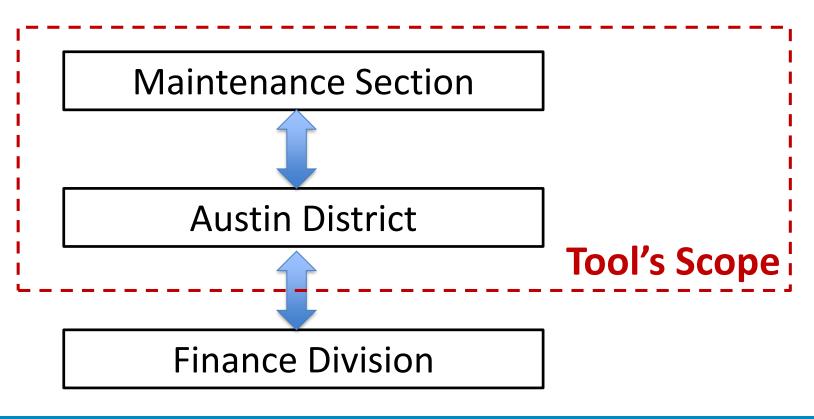
## Objectives

The Objectives of this study are to:

- Develop an Excel-based tool to automate the Damage Claims (DCs) process for Austin District
- Increase the District's number of claims being filled and collected
- Claim more money from insurance company to the District

#### Introduction

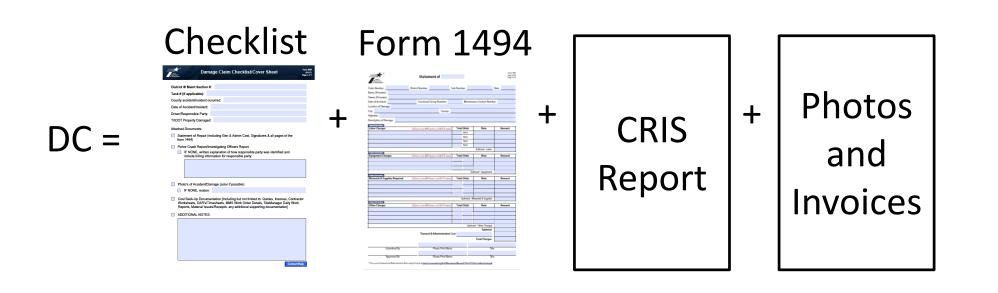
- Traffic accidents occur every day on Texas highways, and sometimes these accidents damage TxDOT infrastructure.
- The process of collecting the repair costs is called a **Damage Claim (DC)**.
- DCs are managed at three different levels: 1) it starts at the maintenance sections with collection of relevant information to support the costs and identify the responsible party; 2) the approval by the District; and 3) the collection process by Finance Division.



#### **Challenges of Traditional Process**

The following challenges were identified during the process of building the DCs:

- File and folder management: DCs are composed of digital documents such as forms, photos, invoices, among others, that were difficult to manage.
- Follow-up of crash reports: District receives crash reports monthly, and it is difficult to track if maintenance sections filled all the potential DCs.
- <u>Manual Input</u>: All the DCs were filled manually



#### Damage Claim Tool

ireate a New Case	X Open Existing Case X
Please, complete the following information. Navigate through the pages in order to complete the information required.  The current Damage Claim is associated with the CRASH ID: No Crash ID assigned yet Save Return to Main Menu Crash Info 1494 Info Costs (1/2) Costs (2/2) G&A Costs CRIS Photos Documents Comments Approval Generate DC Crash Information - *Add/Edit the Crash ID associated with the DC: -*Nome (if known) of the "Driver or primary person" according to CRIS report. Please, read narrative if more than one driver is listed, or: -*Nome (if known) of the "Driver or primary person" according to CRIS report. Please, read narrative if more than one driver is listed, or: -*Nome (if known) of the "Driver or primary person" -*Nome (if kn	Open an Existing Damage Claim Form         In this window, the user can search for Damage Claim forms stored in the database. Select the criteria and add the text in the boxes provided. Then, click Search.         Notes: 1) Multiple criteria can be selected. 2) The tool searches partial texts as well.         Criteria         Crash ID       Year of Accident         Claim Number       Month of Accident         County       Bastrop         Search
-*Owner/lessee according to CRIS report:  -*Select who is the "primary person" to be charged:  -*Date of Accident according to CRIS report:  *Month *Day *Year  *Location of Damage:  The location should contain sufficient information to help identify the exact location of the damage or incident. For example: IH35 S8 Right Shoulder @ Parmer Lane.  City of Accident according to CRIS:  -*Description of Damage, what was actually damaged: guardrail, sign, attenuator (Max. 35 characters)	Image: Second state in the
*Required Field	

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#### Main Improvements and Contributions

Some of the observed **improvements** are:

- DCs package creation process is much faster
- Automatic folder and file management at the same time when the DC is created
- Database creation with information from DCs Savings in printing
- Improve efficiency of DC by conducting automatic detection of errors and missing information, saving review time of the DCs

#### **Current Status and Future Plans**

The first version of the tool was **delivered** in January 2019 and **currently being used** by Austin District. Some of the long-term plans are:

Implement the second version of the Tool in Access Automatic follow-up potential crashes for DCs with maintenance sections

Analyze safety features for repetitive damaged TxDOT infrastructure

### Acknowledgements

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collaborate. innovate. educate.