

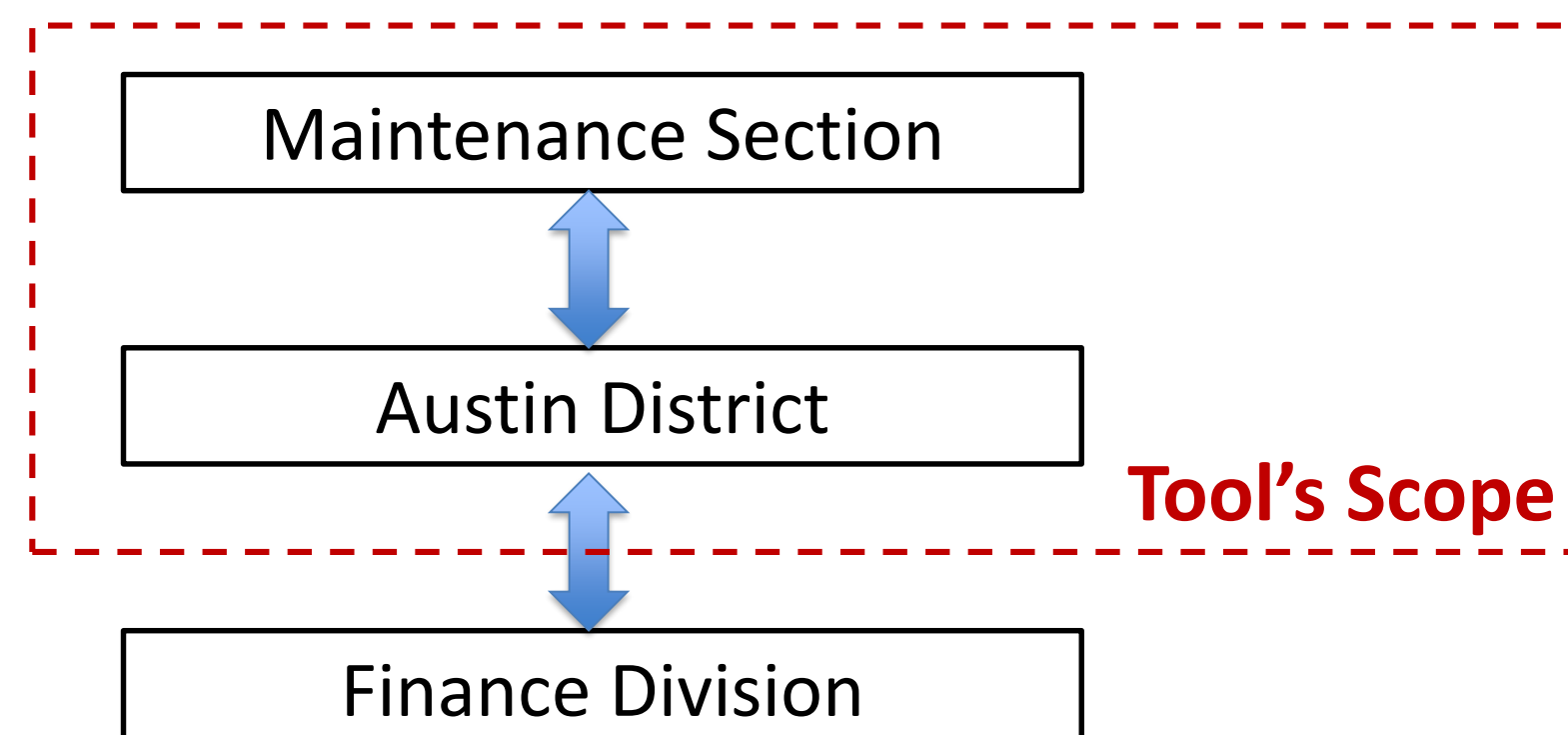
## Objectives

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

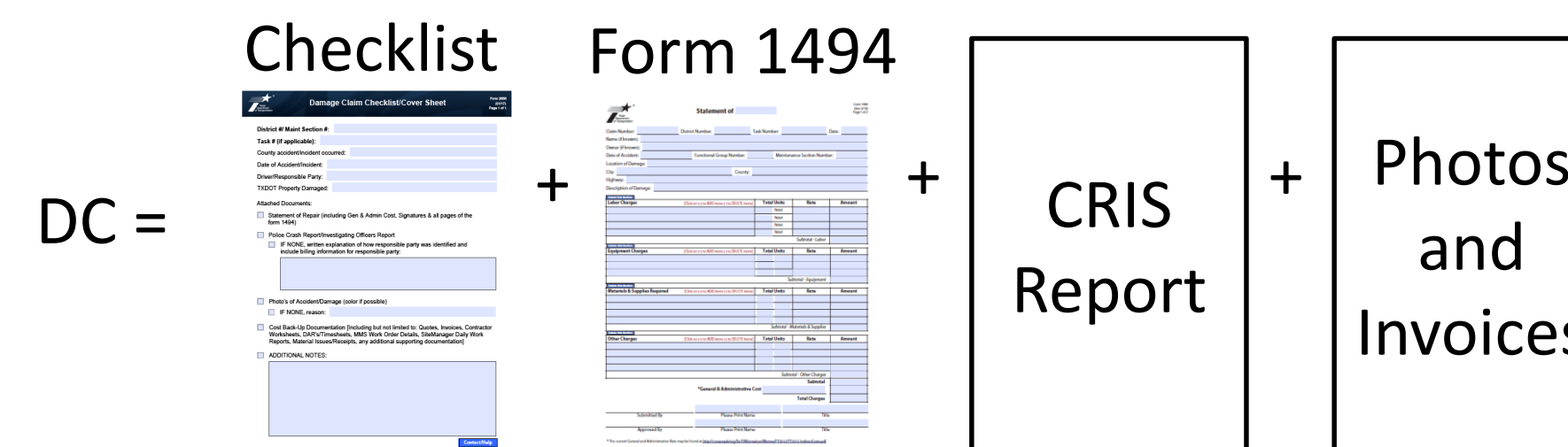
- Traffic accidents occur every day on Texas highways, and sometimes these accidents damage TxDOT infrastructure.
- The process of collecting the repair costs is called a **Damage Claim (DC)**.
- DCs are managed at three different levels: 1) it starts at the maintenance sections with collection of relevant 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.
- **Manual Input:** All the DCs were filled manually



## Damage Claim Tool

Two screenshots of the Damage Claim Tool interface. The left screenshot shows the 'Create a New Case' form, which includes fields for 'Crash Information', 'Name of Driver or primary person', 'Date of Accident', 'Location of Damage', and 'City of Accident'. The right screenshot shows the 'Open an Existing Damage Claim Form' search interface, with criteria for 'Crash ID', 'Claim Number', 'County', 'Year of Accident', 'Month of Accident', 'Year Submission to Finance Div', and 'Month Submission to Finance Div'.

## 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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