

Bristol 3rd Party Damage Claim Recovery



Don't Let Unclaimed Damages Destroy Your Budget



PROBLEM

Repairs to damaged roadway and infrastructure assets through vehicular accidents or incidents are costly and can be recouped through the at-fault/responsible driver's insurance. VDOT Bristol District did not have available personnel to compile an insurance claim package required by the Attorney General to pursue cases, thereby leaving the costs uncollected from insurance companies.



SOLUTION

Over the last 5 years, PILLAR has provided a professional monitor to: 1) track 3rd party damage 2) gather cost information and associated accident reports, and 3) compile an insurance claim package that is submitted to the Attorney General for use in pursuing and obtaining collection from the responsible party's insurance company. The work has averaged a \$750,000 per year success rate.



APPROACH

When an accident occurs, the local VDOT field personnel notifies the PILLAR monitor. They provide information regarding the location and type of various asset damages including but not limited to bridge, sign, guardrail, turf, and pavement damage. The monitor visits the site and compiles a cost estimate to complete repairs using information from current state contracts. Next, the monitor researches the state police records database to match the incident location with the responsible party, compiles a work order for that incident, and schedules the repairs. In some cases, repairs are completed prior to the completion of the claims package and actual quantities can be included in the claims package. If the work is not completed prior to the completion of a claims package the monitor uses estimates. The claims package is sent to the Attorney General for collection from the responsible party's insurance company. Collected funds are then given back to VDOT Bristol to reimburse funds used for repairs and restore the budget.