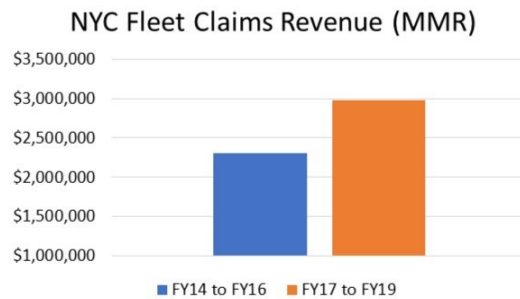


Pursuing Claims When City Vehicles Get Hit

By: Keith Kerman

If you own a car that's been damaged due to another driver, there's a good chance that you'll be very aggressive and focused on getting your car fixed and not bearing the cost yourself. The City needs to be equally effective in getting restitution when our fleet vehicles get damaged by private vehicles. With commercial or private cars, both sides will have insurance that will help address crash damage. The City addresses crash costs directly, so it's even more important that we actively pursue the City's interest.

On December 17, DCAS held an inter-agency meeting of staff involved in claims management Citywide. DCAS Fleet handles claims for most of the City's 50 fleet agencies, but NYPD, FDNY, DOT, DEP, and Parks also pursue vehicle related claims. As reported in the MMR, the City has made progress recently in expanding fleet claims revenue, showing a 30% increase or nearly \$700,000 annually in additional returns.



The completion of our CRASH tracking and telematics initiatives as part of Vision Zero have helped this effort, as has partnership with the Comptroller's Office for claims. DCAS will be working with each agency that has a claims unit to further coordinate our approaches and tracking to ensure that we pursue all viable incidents where the City deserves restitution. In general, the City has three years to pursue a claim, but the quicker we address a crash is always the better.

The claims process absolutely depends on the support of our City fleet operators and agencies. Here's what each operator can do to help:

- Do complete and thorough crash reports if your City vehicle is hit.
- Get as many pictures of the City and private vehicle damage as you can and load them onto the CRASH system.

- Make sure to get the vehicle license, driver license name and license number, vehicle registration, and insurance information for the private operator and vehicle. Copy this information down.
- Contact the NYPD through 911 to respond. Although NYPD is making some changes to crash response for private vehicle crashes without injuries, NYPD will respond to all crashes, with or without injury, involving our City owned vehicles.

Thanks to all our claims professionals for their work on this important aspect of fleet administration. While it's not a highly visible or well known aspect of fleet services, claims management is an important service and requires staff with expertise, focus, and dedication.

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[NYC Fleet Newsletter 282, November 6, 2019](#): DOT, DCAS Debut Truck Safety Video at 6th Fleet Safety Forum

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