

CITY OF RICHARDSON
INTERDEPARTMENTAL POLICY AND PROCEDURE

INJURY AND/OR PROPERTY DAMAGE
INCIDENT & CLAIM REPORTING

POLICY

It is the policy of the City of Richardson to process all claims for injury and/or property damage in an objective, professional, and expedient manner. The City desires to ensure consistency concerning the processing of claims. The City also desires to establish consistent guidelines for those employees who encounter or are involved in a situation resulting in a claim for damages.

Decisions regarding injury and/or property damage incidents which are uniquely specific to a single department or are not explicitly stated herein will be left to the discretion of the appropriate Department Head, as authorized by the City Manager. Department Heads are authorized to administer, provide guidance, and assure compliance with the features of this policy.

REFERENCE TERMS

For the purpose of this Policy and Procedures document:

1. The Incident Investigation Report Form will hereinafter be referred to as the “**Incident Report**” and will be attached hereto as Exhibit A;
2. The Traffic Crash Information Notice/Accident Reports/Call Cards prepared by the Richardson Police Department will hereinafter be referred to as the “**RPD report**”; the **Claims Contact Sheet** will be attached hereto as Exhibit B;
3. The term “**Outside Party**” shall refer to a person or entity, other than the City or City employee, involved in an incident (i.e. resident, corporate citizen, visitor, etc.);
4. The term “**Claim**” shall refer to any incident that results in a Claim for Damages filed for: (a) personal injury to any Outside Party; and/or (b) damage to property owned by an Outside Party.

PURPOSE

The purpose of this section is to establish consistent procedures for the reporting of claims against the City. Employees who are involved in an incident will make every effort to report the incident in a timely manner. Failure to report an incident may result in disciplinary action at the discretion of the appropriate Department Head.

PROCEDURES

ANY/ALL INCIDENTS THAT MAY RESULT IN A CLAIM FOR DAMAGES SHALL BE REPORTED TO THE CITY SECRETARY’S OFFICE BY THE EMPLOYEE/ EMPLOYEE’S SUPERVISOR BY THE END OF THE WORKDAY SHIFT OR WITHIN 24 HOURS OF THE INCIDENT. THE PREFERRED METHOD FOR THE INITIAL

REPORTING OF AN INCIDENT IS BY EMAIL; REPORTING BY PHONE IS ACCEPTABLE IF EMPLOYEE DOES NOT HAVE EMAIL ACCESS.

PROCESS

I. INCIDENTS INVOLVING CITY VEHICLES

1. Employee shall contact their supervisor immediately. (Any/all incidents will be reported to employee's immediate supervisor and any other person specified by the department director.)
2. Contact Richardson Police Department ("RPD"); identify yourself as a city employee; and request a RPD report be made.
3. Do not accept responsibility for the incident prior to investigation.
4. Do not make a statement to anyone other than City staff assigned to the accident investigation, Richardson Police Officers, or the claims adjuster representing the City.
5. Employee/employee's supervisor shall take photos of the damage at the scene of the incident when possible. Any photos taken shall be attached to and be made a part of the Incident Report.
6. If the Outside Party is not at the scene of the incident, the employee/employee's supervisor shall:
 - a. leave a Claims Contact Sheet at the scene; and
 - b. take the steps necessary to mail a Claims Contact Sheet to the Outside Party.
7. Employee involved in an accident will submit to a drug test as required by their department director and/or as prescribed by the City of Richardson Policies and Procedures Manual.
8. An Incident Report detailing the facts of the incident shall be completed by each employee involved in the accident/incident for any/all incidents; including, but not limited to vehicle-to-vehicle incidents; vehicle-to-structures; and vehicle-to-object incidents.
9. The RPD report number shall be provided on the Incident Report.
10. The completed Incident Report shall be emailed to the Deputy City Secretary within 2 days from the date of the incident.

II. INCIDENTS INVOLVING PERSONAL INJURY AND/OR PROPERTY DAMAGE

1. Employee shall contact their supervisor immediately. (Any/all incidents will be reported to employee's immediate supervisor and any other person specified by the department director.)
2. Do not accept responsibility for the incident prior to investigation.
3. Employee/employee's supervisor shall take photos of the damage at the scene of the incident when possible. Any photos taken shall be attached to and be made a part of the Incident Report.
4. When property of an Outside Party is damaged by a COR employee, the employee/employee's supervisor shall provide the Outside Party a Claims Contact Sheet.

5. If the Outside Party is not at the scene of the incident, the employee/employee's supervisor shall:
 - a. leave a Claims Contact Sheet at the scene; and
 - b. take the steps necessary to mail a Claims Contact Sheet to the Outside Party.
6. An Incident Report detailing the facts of the incident shall be completed by each employee involved in the accident/incident for any/all incidents.
7. The completed Incident Report shall be emailed to the Deputy City Secretary within 2 days from the date of the incident.

III. PERCEIVED HARMS

1. When approached by an Outside Party who believes they have personally harmed or their property has been damaged by the City in some manner, provide the Outside Party with a Claims Contact Sheet.
2. Do not accept responsibility for the incident prior to investigation.
3. Complete an Incident Report detailing the information provided by the Outside Party.
4. The completed Incident Report shall be emailed to the Deputy City Secretary within 2 days from the date the information was received.

WORKER'S COMPENSATION CLAIMS

For detailed information on Workers' Compensation Claims, please refer to City of Richardson – Interdepartmental Policy and Procedure – Workers' Compensation: Coding and Report Incidents.

CLAIMS HANDLING

Upon receipt of all necessary documentation from an Outside Party, any/all Claims for Damage/Injury shall be handled in accordance with the Standard Operating Procedures of the Deputy City Secretary. A copy of this Standard Operating Procedures document may be obtained from the City Secretary's Office.



Dan Johnson
City Manager

Date

Exhibit A
(Front)

Incident Investigation Report Form



General Information

Date: _____ Department Name: _____
Date of Incident: _____ Time: _____ AM/PM
Incident Location: _____

Party Information: (Circle One) Incident/ Injury / Property Damage

Employee Involved: _____
Department: _____
Phone: _____

Name (Involved Party): _____
Male: ___ Female: ___ Date of Birth: _____

Address: _____
Home Phone: _____ Alt. Phone Number (if Applicable): _____

Name (Involved Party): _____
Male: ___ Female: ___ Date of Birth: _____

Address: _____
Home Phone: _____ Alt. Phone Number (if Applicable): _____

Was PD/FD/EMS Contacted?: Yes ___ No ___ Refused ___
Was Injured Party Transported?: Yes ___ No ___ Refused ___

Witness Name: _____	Phone: _____
Witness Name: _____	Phone: _____
Witness Name: _____	Phone: _____
Witness Name: _____	Phone: _____

Exhibit B

Claims Contact Sheet

How to file a claim with the City of Richardson

This form details the steps that need to be taken to file a claim with the City. Please contact the City Secretary's Office at **972-744-4292** or e-mail citysecretary@cor.gov if you have any questions.

Description: _____

Date: _____ Police Report #: _____

To file a claim:

- Complete a City of Richardson claim form
- Sign and date the form
- Attach two estimates for repair/reimbursement
- Mail the completed form, with estimates attached, to the City Secretary's Office at: **City Secretary's Office
City of Richardson
PO Box 830309
Richardson, TX 75083**

If you prefer, you may file your
claim online at:
www.cor.net/claims



NOTICE OF CLAIM

A notice of claim must be filed in writing with the city manager or city secretary within six (6) months after the day that the incident giving rise to the claim for damage or injury occurred, stating specifically in such notice when, where and how the exact injury, death or property damage occurred and the full extent thereof, together with the amount of damages claimed or asserted.

LIABILITY

Under State law the city is not liable for any claim unless proper and timely notice of claim is filed with the city; and is not liable for property damages and personal injuries caused in the performance of a governmental function. The liability of the city for property damage and personal liability is limited by the Texas Tort Claims Act and other applicable law.