

What To Do After a Crash Occurs

Presented by | Rich Moldstad



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Welcome!

- Questions will be answered by email following the presentation.
- Send your questions to “send privately”.
- Supporting information for this webinar will be emailed out shortly after the presentation.



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What Now?

When you have a truck on it's side or a multiple vehicle crash, now is not the time to wonder . . .

What do we need to do first???

Overview

- **Preparation**
- **Driver instructions**
- **Investigations**
- **Interviewing techniques**

Driver Instructions

- **Stop immediately**
- **Activate flasher.**
- **If the driver is injured, wait for emergency medical assistance**
- **If the driver is uninjured, assist others**
- **Call 911**
- **Take steps to prevent further collisions and injuries**
- **Reflective triangles**
- **Check that no emergency situation exists**
- **Try to assess damage**

Driver's Report to Company

- **Gather information**
- **Transmit to company ASAP**

At The Scene

- **Be polite**
- **Don't discuss**
- **Admit nothing**
- **Promise nothing**
- **Do not argue**
- **Recording**
- **Witnesses**

Decisions . . .

- **Are we going to respond?**
- **Who is going to respond?**
- **When are they going to the scene?**
- **Can someone else obtain the information as effectively/quicker?**

Additional Resources

- **Accident Reconstructionist**
- **Insurance claims personnel**
- **Environmental and load clean-up**
- **Haz-Mat clean-up specialists**
- **Towing and load transferring**

Tools/Equipment/Supplies

- **Collected before you need it**
- **Stored in a known location**
- **Know how to use all of the equipment**
- **Back-up supplies and equipment**
- **Readily accessible**

Tools/Equipment/Supplies

- **Photo Equipment – photographic log book**
- **Extra batteries if digital**
- **Tape recorder**
- **Measuring tapes**
- **Measuring wheels**
- **Clipboards**
- **Flashlights**
- **Safety vests**
- **Writing instruments**
- **Traffic cones**

Traffic Accident Photography

- **Recording of vehicle damage**
- **Assist with damage evaluation**
- **Record vehicle condition, equipment, options**
- **Document tow/clean-up vehicles and personnel at scene**

Photographic Techniques in Field

Vehicles – photographed to document areas of physical damage as well as areas not damaged

- **Perimeter photographs taken of exterior of vehicle**
- **Photos of safety related components (tires, lamps, seatbelts, airbags)**
- **Photographs of interior compartment**
- **Photos of safety components within the vehicle**
- **License plates (get of all vehicles at scene as might be witness to crash)**

Highway Evidence

- **If safety allows:**
 - **Photographs should be taken from within the highway lanes**
 - **Photograph any perishable evidence**
 - **Photograph the path of vehicle travel**
 - **Photograph debris pattern**
 - **Photograph tire marks**
 - **Photograph gouges**

Discovery

- Contacting legal counsel before arriving on scene???
- Driver logs
- Supporting trip documents
- Tractor/trailer maintenance records
- Bills of lading
- GPS data
- ECM downloads
- Cell phone records

Police Investigation

Never assume that the police will obtain all the information you as a motor carrier will need in order to conduct a thorough investigation.

FMCSA Recordable Accident

Fatality

Bodily injury

Tow required

Drug/Alcohol Testing Required

- Human fatality
 - Regardless of whether any citation of driver has occurred
- Bodily injury with immediate medical treatment away from scene (ambulance)
 - Driver must have been cited for moving violation
- Disabling damage to any motor vehicle requiring a tow
 - Driver must have been cited for moving violation

Why Investigate ?

Thorough Incident Investigation



Root Cause Identification



Corrective Actions Implemented and Communicated



Incident Reduction



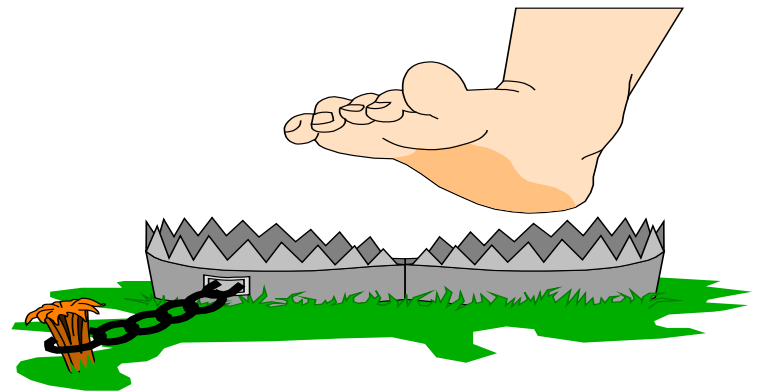
Crash Investigation & Follow-up

5 goals of crash investigations

- Determine facts and preventability
- Determine actions to be taken
- Lessons learned
- Improve overall safety
- Protect company

Investigation Traps

- Put your emotions aside!
- Do not pre-judge.
- Don't let your feelings interfere - stick to the facts!
- Find out the what really happened.
- Do not let your beliefs cloud the facts.
- Never ASSUME anything.



Interviews

- Where is an accident interview of driver best conducted?
- What is the driver possibly thinking?

Conducting Driver Interviews

State the purpose of the investigation

- Ask him/her to tell you what happened in their own words.
- Look and listen before you write
- Don't use Yes/No questions
- Don't interrupt
- CSA corrective actions documentation/training

Interviewing Skills

- Exploratory questions
 - “What caused the accident?”
 - “Describe the situation that led to...”
 - “What can you tell me about...”
- Follow-up questions – complete the picture
 - “What do you mean by...?”
 - “Tell me more about...”

The key to interviewing is asking open-ended questions

Interviewing Skills

- Voice – pitch, rate, volume
- Use nodding of head and “I see”, “okay”, etc.
- Watch body language - Never show surprise, facial expressions, rolling of eyes, sighing, etc.
- Conduct interview in a quiet, controlled environment.

Safety Training

- Identify training needs
- Orientation
 - New hire
 - Transfer
- Refresher
- Remedial

Questions?



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