



Innovative Strategies for the Road Ahead

## Fleet Forum Toolkit Managing Crash Reporting & Analysis



## Part II

# How to Report a Crash (or a potentially unsafe situation)

### What's inside:

- 2.1: Capturing information At-the-Scene by the Driver
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- 2.4: Logging and Recording a Crash



This section delves into the [steps to report a road traffic crash](#) or a potentially unsafe situation – the [near misses](#) or [good catches](#) (if your organisation has these programmes).

**Included in this toolkit are:**

Template forms for each stage of the reporting process, specifically:

- o [Driver At the Scene Report & Post-Crash Report](#)
- o [Manager Post-Crash Report](#)
- o [Post-Crash Investigation Report](#)
- o [Near Miss Report](#)

## **2.1. Capture information at the scene by the driver**

Following a crash, there is much information that can be collected at the scene to inform [post-crash actions and analysis](#). It is the [responsibility of the driver](#) and, where relevant, the passengers to collect this information.

Information should be collected as soon as possible to ensure it remains valuable and is not lost. It can then be used in conjunction with witness statements, a police report and driver interviews to populate a crash report. It will also aid the submission of any insurance claims following the crash.

The driver and any passengers should know what evidence to collect and when. Only after the crash scene is safe and any medical attention has been given, the driver should collect the following data for crashes that result in injury or damage to vehicles and/or property:

1. The names, addresses and telephone numbers of the other driver(s) and passenger(s), as well as the make, model, colour and registration number of the vehicle(s) they were travelling in.
2. The names, addresses and telephone numbers of all independent witnesses and any injured parties.
3. The name, number and station of any police officer who attended the scene.
4. The name, address and policy of the motor insurers for any other vehicle(s).
5. Details of the crash damage (and any unrelated existing damage) to the other driver's vehicle.

6. Details of vehicle(s) involved and any other property damage together with the respective positions of the vehicles after the crash.
7. If possible, drivers should take photographs and/or videos (where it's safe to do so) of the crash scene from a number of different positions and include the vehicles, the scene itself, any damage to vehicles or property and any other details. This could be done using a camera or a mobile phone.

[At the scene](#) the driver should complete the appropriate form. They may use forms:

- Developed by the organisation
- Provided by [insurance companies](#) or agents
- Provided in this toolkit

**Included in this toolkit are:**

- A template '[At Scene Crash Report Form](#)' to be issued to drivers to help them collect information at the scene.
- A [Toolbox Talk example](#) to help explain to drivers and passengers about the type of information they are required to capture in the event of a crash.

## 2.2. Completing the Driver Post-Crash Report Form at the base

After information has been collected at the scene, the vehicle(s) have been removed and any immediate organisational requirements have been met, the driver (or whoever has responded at the scene) should return to the duty station and report the crash in full.

A [post-crash report form](#) should be completed by the driver independently within a maximum of 24 hours of a crash. It should describe the crash from the driver's perspective and be included in the crash file for the purposes of investigation. The driver should be encouraged to include as much information in the 'Driver's statement' section as possible.

**Included in this toolkit are:**

- A template '[Driver Post-Crash Report Form](#)' to be completed by drivers.
- A [Toolbox Talk](#) to discuss the importance of post-crash reporting by drivers.

### 2.3. Capturing information by the transport manager

The transport manager should start to collate and record information about the crash using the [Manager Post-Crash Report Form](#). It should be completed within 24 hours of the crash. It should describe the crash from the organisation's point of view and include details of the incident, the relevant driver/ vehicle details, an assessment of the damage to all parties involved, and any evidence collected.

The purpose of the form is to document as much about the crash as possible, not to determine how or why it happened or where liability lies. Those conclusions are drawn during the investigation phase. Any contradictions or discrepancies in the driver's account that cannot be resolved should be documented and reviewed in the investigation phase.

Included in this toolkit are:

- A template '[Manager Post-Crash Report Form](#)' to be completed by managers after a crash has been reported.

### 2.4. Log and record the crash

In addition to one's legal duties to report crashes and an insurer's requirements, the Humanitarian Fleet Management Standards and the UN Road Safety Strategy require an organisation to report all traffic crashes (involving owned, rented or subcontracted vehicles that result in injuries or damage to vehicles or property) using an approved reporting mechanism. Inputting your incidents into a Reporting Tool will allow you to produce reports and summaries and analyse trends.

The reporting forms identified in this toolkit do not alter any statutory responsibilities of notifying police. The police would expect you to release data to assist them in their investigation; failure to do so might constitute an offence of obstructing the course of justice.

#### Crash reports

A crash report will provide essential information for the crash investigation, as well as analysis and lessons learned. Each crash should have a separate file with its own documents, photographs and reports.

A crash report may be a series of individual documents that, together, provide the information needed for the logging, investigation, and analysis and reporting of a crash. The same information can be shared with an insurance company if a claim is made.



**Table 2.1: Data that should be recorded following a crash**

| Data  | Why it is important to collect this data  |
|---|---|
| Incident type                                 | Whether the incident resulted in a casualty, damage to vehicle only or near miss will inform the resultant actions required. Any crash could result in criminal proceedings if offences are disclosed or identified. All personal injury crashes, regardless of severity of injury, are likely to involve the police. |
| Incident date and time                        | This will enable an understanding of the times of year and day that incidents are occurring.  |
| Location                                      | This information is vital to enabling identification of any crash hotspots.   |
| Was the crash on a prescribed route?          | Did the driver deviate from the route set by the Transport Manager? If so, it may be that the route the driver selected was inappropriate for the vehicle they were driving. Was a prescribed route provided?   |
| Road type                                     | The type of road is an important consideration. If incidents are occurring on a particular type of road, (i.e., motorway) is specific training required?  |
| Road condition                                | This will help identify if the road surface was a factor in the crash. Ice, oil or an uneven road surface can all cause a driver to lose control of a vehicle. A cyclist could be adversely affected by road conditions including potholes and slippery manhole covers.   |
| Road features (i.e., bus or cycle lane, etc.) | A lack of segregated facilities requires vulnerable road users to share the carriageway with large vehicles. This may have been a factor in the crash/incident  |
| Road hazards                                  | Hazards on the road can result in a crash. These can include temporary road works or parked vehicles  |

| Data                             | Why it is important to collect this data  |
|----------------------------------|---|
| Road speed limit                 | Speeding is often a factor in crashes. The speed the vehicle was travelling at should be collected, either from the driver, from on-board systems or the police (who can determine speed by marks left by braking)  |
| Type of junction (if applicable) | If crashes are occurring at a particular type of junction, (such as a roundabout) are measures required to address this?  |
| Signage                          | If there is a particular hazard at the location of the incident was this appropriately signed? If not, then drivers should be warned and it may be appropriate to contact the Local Highway Authority (or equivalent). This is why it is important to report missing or damaged signage; did this affect the crash? |
| Weather                          | Weather can significantly impair drivers' ability to operate their vehicle safely. It is vital, in order to develop an understanding of how a crash occurred, that data relating to the weather conditions at the time of the crash is noted  |
| Vehicle details                  | Information related to the vehicle is vital when undertaking post- crash analysis. The age and body type of vehicles could affect the nature of a crash and its resultant impacts   |
| Vehicle damage                   | Information relating to where vehicles were damaged as well as the cost implication help to understand the impact a crash has on your business.   |
| Vehicle safety features          | If there were safety features such as blind spot cameras or proximity sensors fitted to the vehicle this may have prevented a crash occurring. Were they working at the time of the crash?  |
| Vehicle movement                 | A significant proportion of (motor)cyclist fatalities resulting from a crash with a vehicle occur when the vehicle is turning and the cyclist is in the vehicles' blind spot. In order to determine if the direction the vehicle was manoeuvring was a factor in the crash.   |

| Data                           | Why it is important to collect this data   |
|--------------------------------|--|
| Driver details                 | Details of the driver are a critical element of any data collected. This could determine whether the driver is licensed to drive the type of vehicle they are operating, whether they require glasses and are wearing them and whether they were wearing a seatbelt.   |
| Third-party involvement        | Details on any other road users are vital in ensuring an understanding of how a crash occurred and the severity of any impacts. Vulnerable road users are often less visible and have less protection afforded to them. This means that a crash with a vehicle is more likely to result in a fatality or serious injury. |
| Causality and remedial actions | The individual tasked with investigating the crash should assess how they think the crash was caused (i.e., impairment or distraction) and what remedial actions should be put in place.   |

In addition to using the forms in this toolkit to collect and record information (set out in table 2.1) to create a crash report, an organisation may choose to record information electronically.

### Time limits for reporting, investigating and analysing crashes

A crash reporting policy should outline time limits by which a crash should be reported and recorded to a relevant office. Clear roles and responsibilities should also identify who should be involved at each stage of the investigation and follow up.

#### Examples include:

| When   | Maximum time for action to be completed  | Action                               |
|--|--|--------------------------------------|
| At scene immediately after a crash.                      | As soon as possible once immediate actions have been completed.                | Driver reports to Transport Manager. |
| At base with information collected from the crash scene. | Recommended within 24 hours of incident and ideally prior to the end of shift. | Driver reports to Transport Manager. |



| When  | Maximum time for action to be completed                                | Action   |
|---|--|--|
| Manager reviews evidence and determines what happened.                        | Recommended within 24 hours of the driver reporting the crash at base. | Transport Manager reports to Crash Investigation Manager / Team. |
| Information logged into a Reporting Tool.                                     | Recommended within 72 hours of incident.                               | Transport Manager / Office support.                              |
| Information investigated, analysed and reported                               | As appropriate   | Crash Investigation Manager / Team reports to Country Director   |
| Identifying trends, measuring impact of remedial actions                      | Once a month   | Senior Management Team discusses at country level                |
| Reviewing global trends, measuring impact of remedial actions at global level | Twice a year   | Global Directors discuss, led and initiated by CEO               |