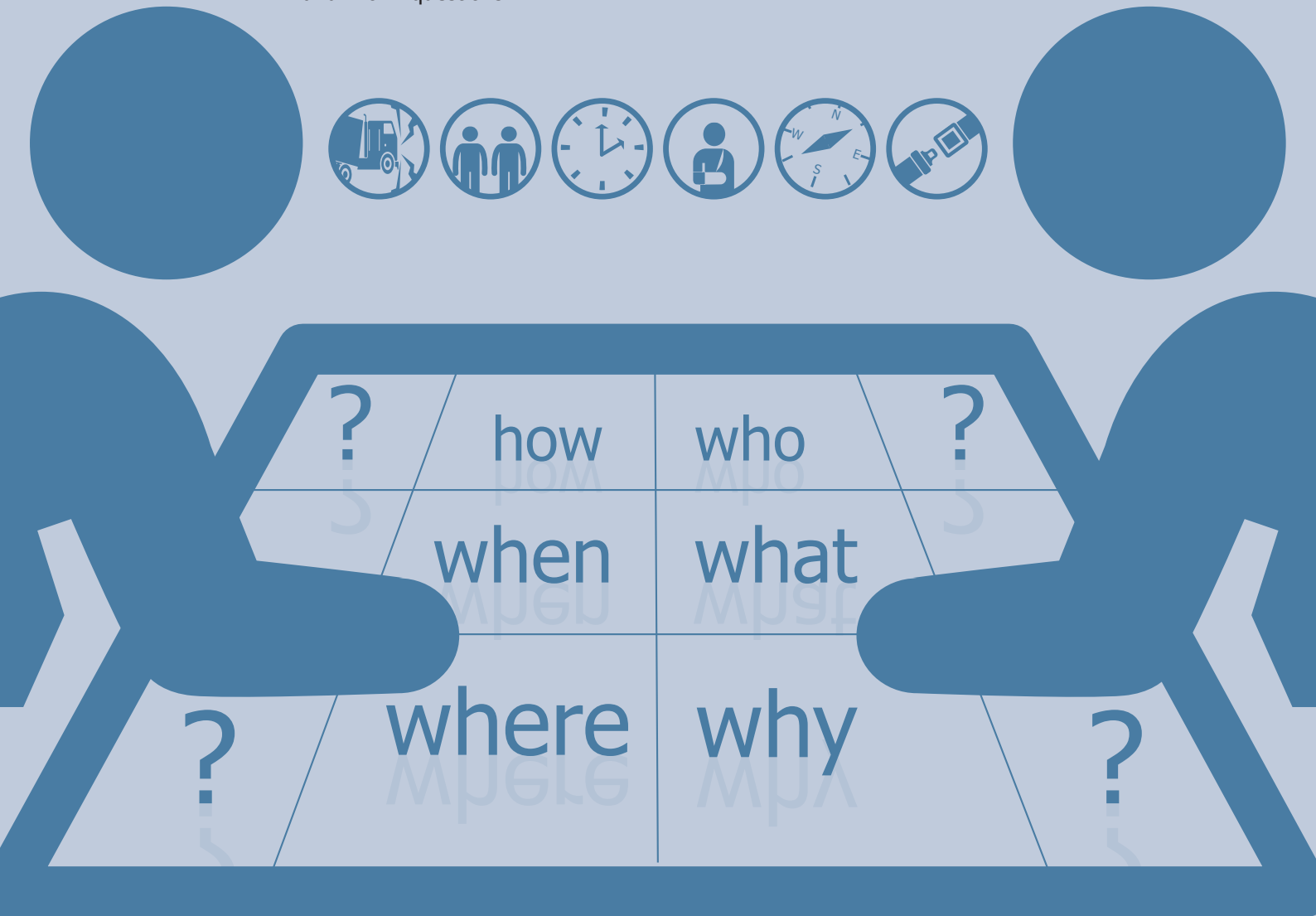


11

Crash Investigation Interview Questions

A key source of information during a crash investigation is face-to-face interviews with the driver, passengers and any other key individuals who are involved in a road crash. A key objective of the interviews is to identify causes, not symptoms.

This is key because in order to prevent crashes from happening, organisations need to put measures and controls in place at the underlying, root causes. To discover these root causes, it is key to consider all possible “what,” “why,” and “how” questions.



Asking these questions will help to separate symptoms from causes, and to determine relationships between various problem causes.

How

- How did the crash occur?
- How does the injured staff member feel?
- How could this crash have been prevented?



Who

- Who was injured or killed?
- Who saw the crash?
- Who had assigned the person to the work task?
- Who had trained the person on the hazards and protective measures for this task?
- Who else was involved?



When

- When did the crash occur?
- When did the driver start this task?
- When was the driver assigned to this task?
- When was the trip booked or planned by the passenger(s)?
- When was the passenger(s) ready for departure?
- When should the passenger(s) have been ready?
- When did the supervisor last check the journey planning process?
- When were 'Safe Journey Instructions' last given?
- When was the staff member last made aware of road safety?
- When was the driver last medically checked?
- When did the vehicle last undergo preventative maintenance?
- When did the driver last conduct a vehicle check?



Why

- Why was the person injured?
- Why did the person do what he or she did?
- Why wasn't protective equipment (i.e., seatbelts or helmets) used?
- Why weren't specific instructions issued?
- Why didn't the person check with the supervisor when he or she noted that things were not as they should be?
- Why did the person continue to work under these circumstances?



Where

- Where did the crash occur?
- Where was the person at the time of the crash?



What

- What were the causal factors of the crash? What were the injuries?
- What was the person doing when injured? What had the person been instructed to do?
- What equipment was involved?
- What was the condition of the equipment involved?
- What did you observe (see/ hear/ smell) minutes before the crash)?
- What training had been given?
- What specific precautions were necessary?
- What personal protective equipment was being used?
- What personal protective equipment should have been used?
- What will be done to prevent a recurrence?
- What safety rules were in place to prevent this type of crash?
- What safety rules were being followed?
- What were the environmental conditions?

