



## Cochise County Vehicle Use Policy (VUP) Department Procedures for County Vehicle/Equipment Incidents

Effective February 17, 2017, these procedures will be utilized when a County vehicle/equipment incident occurs:

1. Affected employee immediately notifies Fleet Management and Risk Management of the incident.
2. Affected employee completes the vehicle/equipment damage/loss report online or by hard copy and submits it to Fleet Management no later than 5:00 pm of the next business day.
3. Fleet Management assigns a claim number to the damage/loss report and forwards it electronically to the Appointing Authority, Risk Management and the affected employee.
4. Within two (2) days of the incident, the Appointing Authority submits electronically to Fleet Management an initial incident response outlining:
  - known facts
  - expected investigative actions
  - immediate safety/disciplinary steps taken
  - requested assistance (for example, procure the incident law enforcement report, investigative assistance, Merit Rules clarification, etc.).
5. Within thirty (30) days of the incident, the Appointing Authority submits electronically to Fleet Management the final investigation and findings report. The report will be based on the completed damage/loss report, interviews with the affected employee, witness statements, the law enforcement report, and the affected employee's history of incidents.
6. The Appointing Authority maintains documentation on employee driving behavior and vehicle incidents for that department.
7. Corrective action for an employee's violation of the VUP is the responsibility of the employee's immediate supervisor and the appointing authority. Disciplinary action up to and including termination may be imposed for violations to the VUP in a manner consistent with applicable Cochise County Merit System Rules.

The Incident Risk Review Board – IRRB (formerly the Accident Risk Review Board) acts in a supportive role:

1. Meets quarterly to review vehicle incident reports and statistics
2. Recommends changes in workplace practices, equipment, training, etc., in order to prevent recurrence of a similar incident.
3. Reviews operating procedures, safety practices and procedures at various work sites where County vehicles are deployed in order to identify positive interventions, training opportunities and safety protocols to reduce the number and severity of incidents.
4. Upon request of an Appointing Authority, IRRB Member, or the County Administrator, convenes a special meeting to review or assist in the evaluation and assessment of a specific incident.
5. Upon request by an Appointing Authority, Fleet Management and Risk Management shall assist with the investigative process.

Risk Management continues to:

1. Provide the Appointing Authority with a quarterly incident summary.
2. Provide the Appointing Authority with a law enforcement report from the responding agency.
3. Pursue recovery costs for County vehicle and property damage.
4. Address all aspects of any liability claim stemming from an incident.
5. Assist the Appointing Authority with Worker Compensation and drug/alcohol testing.

#### Suggestions for the Investigative Process:

- Use a scene diagram for all incidents and a timeline for the more complex incidents.
- Focus on the root causes of the incident. Continue asking questions until all underlying causes have been identified.
  - Ask WHO?
    - Who was injured
    - Who saw the incident
    - Who was working with the affected employee
    - Who had instructed/assigned the affected employee
    - Who else was involved
    - Who else can help prevent recurrence
  - Ask WHAT?
    - What was the employee doing at the time of the incident
    - What had the employee been told to do
    - What type of vehicle/equipment was the employee operating
    - What operation was the employee performing
    - What specific precautions were necessary
    - What specific instructions had the employee been given

- What protective equipment was the employee using
- What had other persons done that contributed to the incident
- What problem or question did the employee encounter
- What did the employee and/or witnesses do when the incident occurred
- What extenuating circumstances were involved
- What distractions were involved
- What did the employee and/or witnesses see
- What will be done to prevent recurrence
- What safety rules were violated
- What new rules are needed
- What safe driver behaviors could have prevented the incident
- Ask WHEN?
  - When did the incident occur
  - When did the employee start on that part of the job
  - When was the employee assigned to that job
  - When were the hazards pointed out to the employee
  - When had the supervisor last checked on the employee's progress
  - When did the employee first sense something was wrong
- Ask WHY
  - Why was the employee injured
  - Why did the employee do what he/she did
  - Why did the other person do what he/she did
  - Why wasn't protective equipment used
  - Why weren't specific instructions given to the employee
  - Why was the employee using that vehicle/piece of equipment
  - Why didn't the employee first check with the supervisor
  - Why did the employee continue working under the circumstances
  - Why wasn't the supervisor present
- Ask WHERE
  - Where did the incident occur
  - Where were co-workers at the time of the incident
  - Where were other involved persons at the time of the incident
  - Where were witnesses when the incident occurred
- Ask HOW
  - How did the employee get injured
  - How could the employee have avoided the injury
  - How could co-workers have avoided the injury
  - How could the supervisor have avoided the injury