

Incident/Accident Response Master Checklist

This resource was developed by Minnesota transit systems as a suggested best practice. It was not developed by MnDOT, and it is not a required form.

—Drivers—

Standard accident procedures are to be followed – the driver’s primary responsibility in an accident is the safety and well-being of all passengers.

Secure the vehicle

- Stop vehicle
- Turn on hazard warning lights
- Set parking brake (if necessary)
- Turn off engine
- Extinguish any fires (smoking materials)

Call 911 and Get Help

- Call 911
- Call dispatch or lead driver on duty

Protect the accident scene

- Set out emergency deflectors
- Move the vehicle if it’s in harm’s way. If it is not in harm’s way, do not move the vehicle until instructed by the authorities.
- Direct traffic

Aid passengers and injured persons

- Evacuate vehicle if in danger or fire, collision, or submersion
- Check for injuries
- Administer first aid according to your level of training. Injured passengers in a safe location should not be moved unless their location could cause further injury.
- Check for passengers with oxygen tanks. If so, check for damage to the tank. If it will not cause harm to the passenger, it would be best to turn the valve off on the tank.

Report/Record accident facts and information

- Exchange driver’s license/insurance information with the other driver
- Take photos of each vehicle (use cell phone if necessary)
- Distribute and collect courtesy cards from passengers or other people who may have witnessed the accident
- Complete all the necessary reporting forms in the bus

Accident Report Form when:

- An employee was in an accident with another vehicle.
- An employee causes damage to the bus or other property while operating the vehicle.
- A passenger is injured while riding, entering, or exiting the bus.

Injury Report Form when:

- An employee becomes injured on the job – also Complete **First Report of Injury Form** (for internal HR, not for transit reporting)

- A passenger is injured while riding, entering, or exiting the bus.
- If you are injured, seek medical care and report the injury to your supervisor immediately or within 24 hours to file a report to Worker's Compensation.

Incident Report Form when the situation doesn't meet the threshold for an accident. Some examples:

- A bus driver is involved in a situation with a passenger or member of the community.
- Passengers are breaking policy.
- A driver is involved in a near miss.
- A driver witnesses wrong behavior outside the vehicle.

Remain calm. Be courteous and professional. Do not argue. Do not make any statement regarding the accident to anyone other than law enforcement (get name and badge number). Make no claim of guilt or settlement while at the scene.

—Dispatchers—

The dispatcher's role is to assist the driver with all critical emergency, route, passenger, and leadership-initiated activities.

- Immediately notify all other drivers and dispatchers to initiate radio silence so that the emergency can be managed.
- Ask the driver:
 - Did you already call 911? **If no**, call 911 immediately and report the Incident/Accident
 - How many passengers are on board?
 - Any injuries?
 - Where is the vehicle?
- Notify the on-scene response/operations manager of the Incident/Accident
 - Report any details obtained from the driver.
- Dispatch a new vehicle to the scene if needed.
- Assist with the documentation process
 - Document what time the first call came in
 - Document what time 911 was called

—On-Scene Responder—

- Ensure that all necessary forms are filled out in the **Incident/Accident Response Packet**.
- Remove the hard drive from the bus and save necessary video.
- Get a copy of the partial accident report from the authorities. If they do not have a copy, write the report number and law enforcement officer's name on the **Accident Report Form**.
- Fill out the **Post-Accident Testing Determination Form**
 - If testing **IS NOT** required, notify the Transit Director
 - If testing **IS** required:
 - Complete the **Order for Drug and Alcohol Testing Form** and **Drug and Alcohol Testing Notification Form**

- Bring the driver and the **Order for Drug and Alcohol Testing Form** and **Drug and Alcohol Testing Notification Form** to the nearest testing site
- Suspend the service they were working if no one is available to continue
- Notify the Transit Director that testing is required.
- After Testing
 - Follow all instructions from the Drug & Alcohol Program Manager, including sharing all required paperwork.
 - Complete and/or review the **Incident Report Forms, Accident Report Forms, and/or Injury Report Forms** and give them to the Transit Director

—Transit Director—

The transit director's role is to ensure staff and passengers are supported throughout the incident response and that all necessary reporting and retraining is completed.

- Determine if the incident is a major event:
 - It is a **Major Event** if there is a:
 - A loss of Life: the individual(s) die at the time of the event or within thirty days of the event.
 - Injury: any damage or harm to 1 or more persons that requires immediate medical attention away from the scene because of a reportable event.
 - Property Damage: resulting in estimated property damage equal to or exceeding \$25,000, regardless of injuries or other thresholds.
 - Evacuation: A reportable evacuation is a condition that occurs when persons depart from transit vehicles or facilities for life-safety reasons.
 - A personal security event occurs to or affects individuals on transit property.
 - If you determine that it is a Major Event or you are not sure if it is Major or Non Major, immediately notify your MnDOT Transit Project Manager (TPM) of the Incident/Accident via phone or email. You may be asked to provide the following information:
 - event date
 - event time
 - approximate address of event
 - event description
 - were police notified and did they respond
 - did an ambulance respond
 - injuries
 - injuries requiring immediate transport for medical attention away from the scene
 - Agency incident/accident reporting form
 - loss of life: basic details for every loss of life and/or injured person, including their gender, age, and "person type" (passenger, transit employee, cyclist, pedestrian, etc.).
- After the emergency has been responded to, ensure all documents and reports are complete and include all required information.
- Ensure agency policy/procedure was followed and arrange for any follow-up training or retraining (if necessary) in response to the Incident/Accident or the post-incident response.

Incident/Accident Response Packet Contents

Use the forms included in the **Incident/Accident Response Packet** in addition to the checklists provided above. Note that all of these tools can be used to support your frequent, recurring training. The purpose of the checklists is to keep these best practice tips front of mind for your staff so that they are well prepared in the event of an incident or accident.

The **Incident/Accident Response Packet** includes:

- The Master Checklist (always the first page of packet)
- Accident Report Form
- Incident Report Form
- Injury Report Form
- Post-Accident Testing Determination Form
- Drug and Alcohol Testing Notification Form
- Order for Drug and Alcohol Testing Form
- First Report of Injury Form (if required by your agency policy & procedure)
- Extra Courtesy Cards