

Section 6 – Incident analysis and corrective action

Incident Analysis

Analysis of traffic citations, citizen reports, and collisions may help determine the contributing factors to the incident. Most agencies have a form designated for use in conducting an incident analysis. The following forms take an agency step by step through an incident analysis process:

[SAIF's Incident/Accident Analysis Action form](#)

[SAIF's Incident/Accident Analysis Incident form \(uses MEEE\)](#)

Corrective Action

The principal goal of incident analysis is to identify corrective actions to prevent future incidents. This is accomplished by instituting countermeasures, particularly best practices to change behaviors. Use this section if, after your analysis, you conclude that management, equipment, or driver systems failures contributed to the incident.

Remember, it is very unlikely that only one of these systems failed. The immediate “cause” of most incidents is driver error. However, we know that the vast majority of collisions are the result of a series of decisions, habitual behaviors and past practices that need to be addressed during this incident review process.

Management personnel must take the lead in facilitating the safety process. If management deficiencies are identified during an incident analysis, they must be corrected. This may involve changes in policies, procedures, or practices.

The agency should adopt a uniformly applied policy to modify driver attitudes and behaviors and to upgrade skills if incident involves *improper operation*. Special attention should be given to evidence of **Flagrant Driving Behavior**. This would include any traffic citations or citizen reports for **High Risk Driver** behaviors (see [Section 4](#)).

Isolated Citizen Reports not for Flagrant Driving Behavior

- Immediate supervisor should discuss concerns with driver and conduct a review of policy and driving expectations.
- Assess driver skills, knowledge, attitude, and maturity. Determine whether training is needed.
- Emphasize that if additional incidents occur, corrective action may be taken.

Incidents Indicating Flagrant Driving Behavior

- Immediate supervisor should discuss concerns with driver and conduct a review of policy and driving expectations.
- It is urgent that you make a critical assessment of the driver's skills, knowledge, attitude, and maturity. If immature, aggressive, or other problem driving behaviors are identified, you may consider requiring driver to attend counseling or specialized training. Emphasize that if additional incidents occur, curtailment or loss of state driving privileges may result.
- Review driving record annually to see whether unreported incidents have occurred.

Multiple Incidents within 24 Months, or a High Risk Driver Traffic Citation

- Driver has a very serious problem, especially if immature or aggressive driving behaviors persist despite counseling and training.
- Department head and supervisor should counsel driver and express serious concerns.
- Agency should seriously consider eliminating driving as a part of duties. Human Resources should be consulted prior to taking any action. At a minimum, curtailment of driver's privilege to operate state vehicles should be considered. Consider withdrawing driving privileges across the board if additional incidents are reported.
- Periodically review driving record and property and liability claim records to determine if unreported incidents have occurred.