

## Section 5 – The Incident Review Panel Process

**Why** conduct an incident analysis of collisions, traffic citations, and citizen reports?

- To determine what factors contributed to, or caused the incident.
- If so, what countermeasures or best practices would prevent future incidents?

**Who** should conduct an incident analysis?

- A review panel that is based on any of the following models:
  - ✓ An official standing committee, special committee, or safety committee.
  - ✓ A committee with at least one management member.
  - ✓ Any agency appropriate model.

The immediate supervisor or manager of the state driver should also be involved on an *ad hoc* basis.

**What** should review panel member qualifications be?

- No more than one vehicle incident during the past three years.
- Completion of incident analysis training.
- Highly familiar with
  - ✓ [State Vehicle Use and Access Rules, OAR 125-155](#)
  - ✓ [Oregon Driver Manual](#)
  - ✓ Agency policy

**What** should be analyzed following an incident?

- Management, equipment, environment and employee factors.
- Driver systems (To avoid violating confidentiality, the review panel should not have access to any personal information about any driver except for information about the individual's DMV and agency driving record.)
- Any other factors that may have contributed to, or caused the incident.

**When** should an incident analysis be conducted?

- The analysis process should begin as soon as there is awareness of the incident. This helps ensure that valuable information and facts are not lost.

**How** should the incident analysis be conducted?

- Consider these suggestions:
  - ✓ Speak with the driver, passenger(s), and any other involved parties.
  - ✓ Question each person separately when possible.
  - ✓ Ask them what happened using open-ended questions.
  - ✓ Gather and document all facts possible.
  - ✓ Insure consistent follow-up methods are used to see that the desired results are reached.
  - ✓ Use a standard format and process.