TRANSPORTATION RESEARCH SYNTHESIS

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Work Zone Intrusion Reporting: A Survey of State Practices

The purpose of this TRS is to serve as a synthesis of pertinent completed research to be used for further study and evaluation by MnDOT. This TRS does not represent the conclusions of either CTC & Associates or MnDOT.

Introduction

MnDOT is interested in learning about best practices for reporting and documenting vehicle intrusions into the work space of a work zone—specifically "near misses" that do not result in crashes. MnDOT would like to know what data other states collect about these intrusions and what technologies they use in gathering and reporting this data.

To support this effort, CTC & Associates conducted a survey of state DOTs to learn their practices for work zone intrusion data collection. This survey was supplemented by follow-up interviews with survey respondents and a literature review that gathered information about work zone data collection practices.

Summary of Findings

Collecting data about work zone intrusions does not appear to be a common practice. Those states that do collect intrusion data use electronic or paper forms (although smart work zone technologies such as pan-tilt-zoom cameras are being considered for implementation in Oregon), and staff said they are not particularly confident that their systems capture information about all work zone intrusions that occur.

This Transportation Research Synthesis is divided into three sections:

- Survey of State Practice.
- Follow-up Interviews.
- Related Resources.

Survey of State Practice

An email survey was sent to the members of the AASHTO Subcommittee on Construction to gather information on states' procedures for work zone intrusion data collection as well as the data collected. Of the 19 states that responded, only three collect work zone intrusion data: Iowa, North Dakota and Pennsylvania. All three collect this data via a form; Pennsylvania and Iowa use electronic fillable PDF forms (Iowa also allows paper form submissions), while North Dakota uses a paper form (but also permits verbal reporting).

All three states collect incident data including description, location and date and time. At least one state also included the number of vehicles involved, incident diagrams, whether the site has an incident history, actions that resulted from the incident and weather conditions.

According to the Oregon DOT respondent, ODOT plans to implement smart work zone technologies into construction projects in the near future, including pan-tilt-zoom cameras capable of capturing high-definition pictures and videos. However, the respondent did not know whether the cameras will be used for collecting data about work zone intrusions.

Follow-up Interviews

Follow-up interviews with survey respondents suggested that work zone intrusion data collection is not a widespread practice, and that even those states that do collect this data may not capture every work zone intrusion that occurs. Respondents from the three states that collect work zone intrusion data agreed that a major challenge is the sense that collecting this data is cumbersome for field staff. This report did not examine private business, but the respondent from North Dakota DOT mentioned that in a previous position working for power company Duke Energy, the company successfully implemented an incentive program for reporting near misses.

Related Resources

A literature search did not find any published research specifically related to work zone intrusion data collection. However, data collection in work zones, particularly when a crash is involved, is far more widespread.

Additionally, the National Safety Council and the Occupational Safety and Health Administration (OSHA) published a fact sheet on near-miss reporting systems in 2013. While this fact sheet is aimed at general industry, it includes best practices for establishing near-miss reporting systems and encouraging employees to participate in them that may be suitable for adoption by transportation agencies. These best practices include ensuring that the system is non-punitive, working to establish a culture that acts upon opportunities to reduce risk and actively investigating near-miss incidents to identify and address the circumstances that led to them.

Detailed Findings

Survey of State Practice

Survey Approach

An email survey was distributed to members of the AASHTO Subcommittee on Construction, as well as the construction departments of the Idaho Transportation Department and Nevada DOT (which did not have representatives on the AASHTO subcommittee). The survey consisted of the following questions:

1. What is your procedure for collecting information about work zone intrusions? In particular, what technology or technologies do you use for reporting work zone intrusion data (such as paper forms, GoPro or other video cameras, tablet computer-based forms, automatic sensors, or other technologies)?

2. What specific data do you collect about work zone intrusions, such as location, time of day, vehicle description, etc.?

Summary of Survey Results

Representatives of 19 states responded to the survey. Of these, three respondents said their states collect work zone intrusion data: Iowa, North Dakota and Pennsylvania.

All three states collect data via a form, although North Dakota also permits intrusions that do not result in an injury or damage to be reported verbally. Both Pennsylvania and Iowa use fillable PDF forms that can be submitted electronically. The Iowa DOT respondent noted that the forms can be completed on inspectors' iPads.

Data collected by all three states about work zone intrusions includes a description of the incident, location of the incident and date and time of the incident. Iowa's form also captures information about the type of incident, the number of vehicles involved, a diagram of the incident, whether similar incidents have occurred in the area and whether any action resulted from the incident. North Dakota collects information about weather conditions, whether law enforcement was involved, and if so what action was taken. Pennsylvania's form is also used for injury and damage reports, so it includes details about the employees involved in the incident for use in workers' compensation procedures. All three states' forms are provided as appendices to this report.

In addition, the Oregon DOT respondent reported that the agency is "on the cusp of beginning to incorporate smart work zone technologies into our construction projects." These include remotely operated pan-tilt-zoom cameras. The cameras are capable of capturing high-definition pictures and videos at varying frequencies (ranging from 1 frame per minute to more than 30 frames per second). The pictures can be electronically date- and time-stamped and marked with GPS coordinates for easy organization and cataloging, and they can be transmitted via cellular or satellite networks to agency personnel.

The Oregon DOT respondent noted that some ODOT construction offices also use GoPro cameras for documenting construction sites or capturing traffic behaviors through certain work zone configurations, but he did not know whether those cameras are also used to collect information about work zone intrusions.

Delaware's respondent noted that individual inspectors occasionally record data about work zone intrusions, but that data is not analyzed in any way. Wisconsin's respondent said that the state is in the process of updating its crash report database and may collect work zone intrusion data at some point in the future.

Survey Results

The following tables summarize state responses to the survey. The first table shows whether each state collects work zone intrusion data. The second summarizes the specific data collected by the three states that do collect intrusion data.

State	Intrusion Data Collected?		Notes
	Yes	No	
Arizona		X	
Connecticut		X	
Delaware		X	Some inspectors do note work zone intrusions in Inspector Daily Reports, but that is rare and the information is not used for analysis.
District of Columbia		X	
Florida		X	
Indiana		X	The Operations Center at the Indianapolis Traffic Management Center does have access to camera stations along urban Interstate corridors, but any reporting of work zone intrusions is anecdotal rather than systematic. In a brief phone conversation, the respondent also said he believes that collecting work zone intrusion data is unfeasible because "near misses are an hourly occurrence" on some highly trafficked expressways.
Iowa	X		A data recording form (included as Appendix A) can be filled out on paper or as a fillable PDF form that can be completed on inspectors' iPads. The Construction Manual is available at http://www.iowadot.gov/erl/current/CM/Navigation/nav.htm.
Kansas		X	
Maine		X	
Michigan		X	
Nebraska		X	
New Hampshire		X	
North Dakota	X		When intrusions result in injury or damage, they are reported electronically within 24 hours, and the immediate supervisor completes a follow-up. The safety office is also notified by phone. Intrusions that do not result in injury or damage can be reported verbally or with a paper Near Miss Report, included as Appendix B.

State	Intrusion Data Collected?		Notes
	Yes	No	
Oregon		X	Oregon DOT is beginning to incorporate smart work zone technologies into construction projects, which may include pan-tilt-zoom cameras that could be used to monitor and document work zone incidents, although there are currently no specific plans to use them for this purpose. Some ODOT Construction offices currently use GoPro cameras to document construction sites and traffic behaviors through a particular work zone configuration, but it is unknown if the cameras capture work zone intrusion data.
Pennsylvania	X		HR-Safety collects information on intrusions on the attached Injury/Incident Notification Form. (See Appendix C, and see Appendix D for the state policy.) The form is a fillable PDF that can be submitted via email.
South Carolina		X	No data is collected unless the intrusion results in a reportable incident (traffic violation, crash, property damage or injury). In that case, law enforcement completes a traffic collision report form.
Vermont		X	
Wisconsin		X	A new work zone database is scheduled for implementation January 1, 2017. Intrusion data is not currently collected, but more information, potentially but not definitely including intrusion data, will be collected when the new database is implemented.
Wyoming		X	

State	Data Collected							
	Incident Description	Incident Location	Date and Time	Number of Vehicles	Incident Diagram	Site Accident History	Resulting Actions	Weather Conditions
IA	X	X	X	X	X	X	X	
ND	X	X	X				X	X
PA	X	X	X					

Note: Pennsylvania DOT uses the same data collection form for a wide range of incident types; only data relevant to work zone intrusions is noted above.

Follow-up Interviews

Several interviews were conducted with survey respondents to gather additional information about work zone intrusion data collection practices. A representative of the American Traffic Safety Services Association was also interviewed.

Data Collection Challenges

Interviewees included representatives of all three states that reported in the survey that they did collect work zone intrusion data (Iowa, North Dakota and Pennsylvania). In these follow-up interviews, all three said that data collection for work zone intrusions is less formalized and less thorough than data collection for work zone incidents that lead to injuries, fatalities or property damage. For example, in Pennsylvania, the PennDOT Workers' Compensation Coordinator said, "I know that foremen will take down license numbers if they can get them and report them to the local authorities for investigation, but I don't know that we're getting forms for every single intrusion."

All three interviewees observed that a significant challenge in collecting work zone intrusion data is that the process can be seen as a cumbersome burden or "one more thing" that foremen have to do. An Iowa DOT Traffic Safety Engineer reported that because of staff cutbacks, tasks such as work zone intrusion reporting often don't get done. He noted that work zone crashes account for less than one-half percent of the state's fatal crashes and only a slightly higher percentage of less serious accidents.

The safety coordinator for North Dakota DOT said that in a previous position he held (with a private power company), the company had success with an incentive program for reporting near misses. NDDOT does have a pay-for-performance incentive system that includes safety. Reporting work zone intrusions is not currently factored into the system's incentives, but he said he is considering incorporating it so that work zone personnel would be able to receive additional pay for valid reports of near misses.

The communications director of the American Traffic Safety Services Association said he was unaware of additional state efforts to collect work zone intrusion data, adding that "data collection is no one's strong suit."

Data Collection Technology

Both Iowa and Pennsylvania DOTs reported that work zone intrusion data is collected electronically through fillable PDF forms, although Iowa DOT also permits paper reports. In Iowa, the respondent said that currently about 75 percent of state work zone data reporting is done electronically. The state began implementing iPads in work zones a few years ago, and is hoping to have all offices using them by next year. North Dakota DOT receives near-miss reports on paper or verbally, although when there is an injury or property damage the reports are filed electronically.

Oregon DOT's Traffic Control Plans Engineer said that the state is planning to implement smart work zone technologies in the near future. While he was unsure whether the state's plans include using those technologies to document work zone intrusions, he said that remote-operated pan-tilt-zoom cameras could feasibly do so. These cameras are capable of capturing high-definition pictures and video at a range of frequencies (from 1 frame per minute to more than 30 frames per second). The images can be date-, time- and location-stamped, and can be transmitted via cellular or satellite networks to agency personnel for review and evaluation.

Related Resources

No published research was identified related specifically to work zone intrusion data collection. However, there are several resources related to the collection of work zone data more generally. It is possible that these resources could inform the development of practices for collecting work zone intrusion data.

National Guidance and Research

Work Zone Safety Data Collection and Analysis Guide, FHWA, 2013.
http://www.workzonesafety.org/fhwa_wz_grant/atssa/atssa_wz_safety_data_collection
This guide seeks to assist highway agencies in developing techniques and strategies for collecting and analyzing work zone safety data. Section 2.2.1 describes recommended crash data for collection; however, the report does not specify data to be collected related to work zone intrusions. Section 2.3 discusses data collection methods, including:

- Real-time (or near-real-time) data collection through intelligent transportation systems, electronic databases or field observations. The report notes that while real-time data is very helpful to assessing work zones, states typically collect less real-time data than they would like to have available, although electronic crash report collection has allowed data to be more quickly accessible in many states. Project diaries are also often of value for improving work zone safety.
- Lagging data collection through paper crash reports or archived mobility and safety data.

As described in Section 2.4, highway agencies, contractors and law enforcement officers all face different barriers to collecting work zone safety data. Highway agencies often have a wide variety of work zone definitions and lack important details in their crash reports, and highway agency staff may not be on site at all times and often have many other duties. Contractors may be concerned about liability, may be reluctant to add a duty to their field work, and may mistakenly think that data they collect will be used against them in a disciplinary process. Law enforcement protocols often prioritize other tasks, such as tending to the injured, over reporting crash data, so their data may not be accurate or complete.

Near Miss Reporting Systems, National Safety Council/OSHA, 2013.
http://www.nsc.org/WorkplaceTrainingDocuments/Near-Miss-Reporting-Systems.pdf
This fact sheet describes best practices in establishing near-miss reporting systems and encouraging employees to report near misses. While aimed at general industry, it may be adaptable for work zone intrusion data reporting.

Best practices described include establishing a culture of acting on opportunities to reduce risk, ensuring that the reporting system is non-punitive, investigating near-miss incidents to identify the circumstances that led to them, using results to improve safety systems and understanding the importance of near-miss reporting in preventing more serious incidents. Recommended practices for encouraging employee participation in reporting programs include creating and communicating policies about reporting, promoting a culture of reporting, educating employees on the reason for near-miss reporting, ensuring that the process is easy to understand and use, continually communicating the importance of near-miss reporting, using near-miss reporting as a leading indicator of safety, reinforcing that near-miss reporting will not be punished, providing incentives to encourage reporting, providing training for new employees and celebrating the success and value of the near-miss reporting process.

MMUCC Guideline: Model Minimum Uniform Crash Criteria, 4th Edition, National Highway Traffic Safety Administration, 2012. http://mmucc.us/sites/default/files/MMUCC_4th_Ed.pdf
The MMUCC specifies data to be collected during all types of collisions. Data specific to work zones that should be collected includes location of the crash relative to the work zone, the type of work zone, whether workers were present and whether law enforcement was present.

Best Practices in Work Zone Assessment, Data Collection, and Performance Evaluation, Scan 08-04, U.S. Domestic Scan Program, NCHRP, 2010.
http://onlinepubs.trb.org/onlinepubs/nchrp/docs/NCHRP20-68A_08-04.pdf
This scan report describes work zone data collection practices from a number of states. While much of the scan focuses on performance measures, it does offer a list of work zone safety performance measures currently in use (see Chapter 2), as well as general recommendations for data collection (see Chapter 7).

Guidance for Implementation of the AASHTO Strategic Highway Safety Plan, Volume 17: A Guide for Reducing Work Zone Collisions, NCHRP Report 500, 2005.
http://safety.transportation.org/htmlguides/over/assets/work.pdf
This report recommends developing or enhancing agency-level work zone crash data systems as one strategy for reducing fatal work zone traffic crashes and improving overall work zone safety (see Strategy 19.1 F1 on page V-109). This guide addresses data issues specific to work zones, and notes that an upcoming guide in the *NCHRP Report 500* series will discuss data needs, sources and analysis. (The guide referenced is Volume 21 in the series, *Safety Data and Analysis in Developing Emphasis Area Plans*, which addresses data analysis for work zone crashes but not for intrusions. Volume 21 is available at http://onlinepubs.trb.org/onlinepubs/nchrp/nchrp_rpt_500v21.pdf.)

Appendix 9 to the report is the Model Minimum Uniform Crash Criteria, a recommended list of data to be collected when a crash occurs. However, this version of the MMUCC is out-of-date; the fourth edition of the MMUCC is available (see above).

The report describes work zone crash reporting practices for New York and Florida in Appendices 10 and 11, respectively (available at http://safety.transportation.org/htmlguides/work/Appendix/Appendix10.doc and http://safety.transportation.org/htmlguides/work/Appendix/Appendix11.doc). New York's crash data collection includes detailed location information, vehicle and facility types, traffic levels, contributing factors and codes to indicate the precise work zone situation. Florida's crash reporting form includes information about the project, crash site and crash, although the state acknowledges that the system is not well suited to sites with complex geometry.

Work Zone Safety and Mobility Rule web page, FHWA.
http://www.ops.fhwa.dot.gov/wz/resources/final_rule.htm
This FHWA site includes guidance documents and implementation resources related to the federal Work Zone Safety and Mobility Rule, which took effect in 2007. Work zone data reporting requirements are described in Section 630.1008(c) of the rule (see the full text at http://www.ops.fhwa.dot.gov/wz/docs/wz_final_rule.pdf, page 9 of the PDF):

> States shall use field observations, available work zone crash data, and operational information to manage work zone impacts for specific projects during implementation. States shall continually pursue improvement of work zone safety and mobility by analyzing work zone crash and operational data from multiple projects to improve State processes and procedures. States should maintain elements of the data and information resources that are necessary to support these activities.

Supplementary information provided by FHWA (see page 3 of the PDF) noted that many states opposed the requirement to use work zone crash data to improve safety and mobility because of the difficulty in collecting and compiling information quickly enough to take remedial action. FHWA's clarification argued that the purpose of the rule is not to require additional data collection but to better use data that is already collected (through field diaries or police reports).

State Research

Data Collection Needs for Work Zone Incidents, Southeastern Transportation Center, August 2006.
http://stc.utk.edu/STCresearch/PDFs/wzonefinal
As part of this project, researchers developed a web-based field data collection system that emphasized yes/no questions for ease of use (see pages 64-65 of the report for screen shots). The system was field-tested by law enforcement for crash data collection, but a similar approach could be feasible for capturing intrusion data.

Through focus group studies, researchers recommended 14 data elements that Florida DOT could collect to help improve understanding of work zone incidents and help prevent them: Movement of construction equipment, daytime vs. nighttime road work, presence of workers, narrow lanes, queuing and backups, driver speed, driver distraction, law enforcement (static vs. ticketing), law enforcement visibility, advanced warning, traffic control device lighting/night visibility, ITS and variable message signs, work zone project time to complete and lane closures/merging.

Additional Resources

"Everybody Gets to Go Home in One Piece," Keith Howard, *Safety + Health*, 2012.
http://www.safetyandhealthmagazine.com/articles/6843--articles-6843-everybody-gets-to-go-home-in-one-piece
This article, aimed at general industry, offers recommendations for understanding and defining what a near miss is, simplifying the reporting process and creating a culture that encourages near-miss reporting.

"A Vision-Based Approach to Study Driver Behavior in Work Zone Areas," Yichang Tsai, Chieh Wang, Yiching Wu, *3rd International Conference on Road Safety and Simulation,* 2011.
http://onlinepubs.trb.org/onlinepubs/conferences/2011/RSS/3/Tsai,Y.pdf
This study reported on the use of a vision-based system to monitor traffic and investigate driver behavior in work zones. The system used multiview cameras to collect video covering four sections of a work zone near Richmond Hill, Georgia. The research focused on driver behavior rather than the data collection process; however, the study notes the need to develop image processing algorithms to effectively extract information.

IOWA DOT

WORK ZONE INCIDENT REPORT

Incident Types:

- ☐ Observed unreported accident
- ☐ Damage traffic control device
- ☐ Skid marks on vehicle track off-roadway
- ☐ Vehicles stopping in roadway
- ☐ Traffic Backups
- ☐ Complaint from drivers, police or workers
- ☐ Erratic maneuvers
- ☐ Rear-end conflicts
- ☐ Lane change conflicts
- ☐ Slow vehicle conflicts
- ☐ Slow-to-merge conflicts
- ☐ Unsafe driving actions
- ☐ Shoulder or lane encroachments

Other (Explain) _____

Description of the incident _____

_____

_____

Incident Descriptors:

Date _____ Time _____ Project No. _____

Milepost or Location _____

Number of vehicles involved _____

Have similar incidents occurred in this area? _____

If yes, explain _____

_____

_____

Incident Diagram	Indicate North
	LEGEND Traffic Sign Drum Channelizing Device (Cone or 42" Channelizer) Type III Barricade Arrow Board Work Area Flagger

Resulting action: _____

_____

_____

Time and date that action was taken: _____

Name and title: _____

NEAR MISS REPORT

North Dakota Department of Transportation, Maintenance Division

SFN 50252 (Rev. 04-2002)

This report is to be filled out by any employee involved in or witnessing a near miss. A near miss is an incident that did not result in any bodily injury, property damage, or production interruption. It is a very important indicator of potentially harmful future accidents.

Name (Optional)	Div./Dist.
Date of Incident	Time
Location	
Description of How Incident Occurred	
Corrective Action Taken	
Completing a *Near Miss Report is* not an admission of guilt or error, but rather a method to identify future problems.	

White - Safety office

Yellow - Division/District

P-17 (11-11)

pennsylvania
DEPARTMENT OF TRANSPORTATION

INJURY/INCIDENT NOTIFICATION FORM

Type of Claim Required - Please check the appropriate box.

❑ **Catastrophic Work-Related Injury(s)** – A catastrophic injury is defined as a tragic, severe injury including death claims.

❑ **Non-Work-Related Employee Death(s) on the Work Premises** – The work premises is defined as any area occupied or controlled by the employer that the employee normally enters during the course of a workday.

❑ **Other** Examples: PennDOT employee or equipment involved in catastrophic injury or incident to the public.
Two or more employees injured in the same incident.
Attention by the press is anticipated.
The incident involves a work zone intrusion.

Org. Code	
Employee Name (First, MI, Last, Suffix)	
Personnel Number (6 digits)	
Age	**Sex** Choose one
Marital Status Choose one	**Number of Dependents**
Length of Employment	Years Pay Periods
Incident Date & Time	Date Time
Location of Incident	
Description of Injury/Incident	

Follow-up Information

Emergency Contact Notified (if unconscious state or death) Choose one

Will SEAP be contacted by the District? Choose one
*SEAP information must be provided to impacted employee(s)

Was the WC Vendor notified of injury? Choose one

Per the Safety Policy Manual, is post accident drug and alcohol testing required for the incident? Choose one

If yes, has the test been administered? Choose one

■ Click here to email the PD-Employee Safety Division.

P-1 (7-08)

pennsylvania
DEPARTMENT OF TRANSPORTATION

PENNDOT PERSONNEL INFORMATION MEMORANDUM

PPIM NUMBER:	**12-067**
ISSUE DATE:	10/12/04
REISSUED DATE:	4/9/12

SUBJECT:
Injury-Incident Notification and Handling Process

DISTRIBUTION:
Executive Committee
District Executives
District Human Resource Officers

REFERENCES:

BY DIRECTION OF:
X Sheri Norris
Sheri Norris, Director
Bureau of Human Resources

Comments and Questions Regarding This PPIM Should Be Directed To:
Name: Employee Safety Division Phone: 717-787-3460

The purpose of this PPIM is to establish a standardized procedure for the immediate reporting and handling of serious injuries and incidents that occur in PennDOT work zones, on PennDOT worksites, or on PennDOT projects that impact the welfare of PennDOT employees.

Engineering Districts must report this information through the District Safety Coordinator. This reporting is critical to ensure that necessary Human Resources actions are initiated and so that PennDOT leadership is informed in a timely manner. To assist in the ease of reporting an injury or incident, an Injury/Incident Notification Form is available. The form is designed to attach to a formatted email after completion.

Upon receipt of notification of an injury or incident, Districts must immediately report all known details via telephone or email to the Bureau of Human Resources, Employee Safety Division. The District Human Resource Office must then submit the **Injury/Incident Notification Form** to the Employee Safety Division no later than two hours from the time of the incident.

The following are examples of injuries and incidents that must be reported immediately:

- A catastrophic work-related injury or injuries.
- A non work-related death or deaths on the work premises.
- An incident where PennDOT is involved in a catastrophic injury or injuries to the public.
- When two or more employees are injured in the same accident.
- When attention by the press is anticipated.
- When the incident involves a work zone intrusion.

This is not an all-inclusive list of what must be reported. If a District representative is uncertain whether an injury or incident falls within these guidelines, contact the Bureau of Human Resources, Employee Safety Division immediately for guidance.

In the event of a fatality or life-altering catastrophic injury, additional considerations for Field Human Resource Officers follow. The Bureau of Human Resources' internal procedures for handling the reporting of this information are also attached.

Guidance to Field HR Officers: Catastrophic, Life-Altering Injury or Fatality

The following considerations are identified to prepare Field HR Officers for what to expect, and how to coordinate work-related accident activities in response to a work-related fatality or catastrophic, life-altering injury.

ACTION	IDEAL RESPONSIBLE PARTY
IMMEDIATE ACTIONS	
Attend to Emergency Response Needs	Local crew or work unit
Contact Emergency Contacts • In the event of unconsciousness, utilize the emergency contact designation sheet in the employee's personnel file or via SAP to contact emergency contact(s). • In the event of a very serious accident which may result in fatality, it is advisable to make notification to the designated emergency contact, in person, with local law enforcement. (Next row explains what information can be released.) • In the event of fatality, law enforcement will assist the Department in notifying the designated contact(s). Discuss with law enforcement whether local counseling services are offered so this can be made available at the time of notification. Also discuss whether the emergency contact has any known serious health conditions which may be adversely affected by learning of the fatality. (Next row explains what information can be released.) • It may be advisable to offer the SEAP counseling toll-free phone number 1-800-692-7459 (card), and also through the local officials, provide information on local counseling services (as some local municipalities do offer this when there is a fatality), explain that they should expect additional contact and correspondence regarding Commonwealth benefits.	Local Management Human Resource Officer, Local Management and Law Enforcement (Very Serious Injury or Fatality)
Information that Can be Released to the Emergency Contact When Making Personal Notifications • It is important not to speculate on the cause of accident, or to give too much information that cannot be comprehended at the time of notification. This information must be relayed with sincere condolences along with a card with the contact information of the PennDOT official and the law enforcement officer in charge of the investigation (if known). • The following is some suggested language that can be used when notifying the emergency contact or next-of-kin. "There was an accident at work, and ____ was seriously injured, in an (equipment/vehicle accident or when struck by a public motorist). We do not know all of the details as there are accident investigations underway and law enforcement is in the process of interviewing all witnesses."	Human Resource Officer, Local Management and Law Enforcement (Very Serious Injury or Fatality)
Offer Affected Employees SEAP • Immediately offer the SEAP resource number. • SEAP counselors are available 24-7 by phone at 1-800-692-7459.	Local Supervisor/Manager

Complete Injury/Incident Notification to Central Office • An immediate notification must be called in to the BHR Employee Safety Division. Detailed written follow-up in the form of the Injury/Incident Notification Form must be completed as soon as possible. Communicate updates as conditions change. • *Note: The Central Office WC Coordinator will notify Workers' Compensation and will determine whether a field Workers' Compensation nurse is needed to visit the hospital.*	Safety Coordinator or Human Resource Officer, or if HR Office not available, County Manager
Contain Information to Those Who Need to Know • Do not release information outside the investigation team or chain of command. • Address confidentiality. As a matter of respect and safety, crew members must contain information to allow for proper notification to the emergency contact or next-of-kin. There must be *no text messaging, no phone calls, and no verbal discussion outside the crew during this time.*	Local Management and Crew Local Management and Crew
Safety Coordinator Travels to Site • After necessary notifications have been made, the District Safety Coordinator must travel to the accident scene to assist with the accident investigation.	Safety Coordinator
Manage Internal Communications • Designate a single point-of-contact for all communications to/from the BHR Employee Safety Division. • Plan ahead on how to report information when there is a lack of cellular phone coverage in the region.	Field HR Officer to/from BHR Employee Safety Division
ACTIONS TO BE COMPLETED WITHIN 1 HOUR	
Begin Accident Investigation • Coordinate internal accident investigation activities with law enforcement's investigation, so as not to interfere.	Local Management and Safety Coordinator
ACTIONS TO BE COMPLETED WITHIN 2 HOURS	
Go to the Hospital • The manager should travel to the hospital to greet family, communicate information to the hospital staff, and collect information on the employee's status. • Provide Department contact information to the family (county manager cell phone, office phone, etc.) Can offer SEAP resource number as well: 1-800-692-7459.	County Manager
Request State Employee Assistance Program (SEAP) Services • If on-site counseling is needed, a Critical Incident Stress Debriefing (CISD) can be requested.	SEAP Coordinator or Alternate to Central Office SEAP Local Management
ACTIONS TO BE COMPLETED WITHIN 24 HOURS	
Consider Management Visit to Hospital • Management may decide to visit a hospitalized employee.	Case-By-Case Determination Executive Management
Accommodations for family • Arrangements for family members of the employee when the treating hospital/medical facility is not readily accessible must be requested by the District Executive to the Deputy Secretary for Administration.	Case-By-Case Determination Executive Management
Accident Investigation to be Completed • Submit all documentation to the BHR Employee Safety Division, which will in turn share with Executive Management.	District Safety Coordinator
•	

ACTIONS WITH ONGOING FOLLOW-UP	
Accident Investigation • Collect all law enforcement investigation reports as part of the internal Department review. (This can take several weeks.) • Consider an After-Action-Review, and report findings into the BHR Employee Safety Division.	Safety Coordinator District Executive Management, Local Management, Safety Coordinator, possibly BHR Employee Safety Division
Workers' Compensation • If a field nurse was assigned to manage medical care, monitor for ongoing status updates. • Relay medical reports to Executive Management, as necessary. • Communicate necessary follow-up information to workers' compensation as requested.	Central Office Workers' Comp. Coordinator & Safety Coordinator Central Office Workers' Comp Safety Coordinator

Bureau of Human Resources Internal Injury/Incident Notification Procedures

1. **Employee Safety Division** receives the Injury/Incident Notification Form.

2. **Department's Workers' Compensation Coordinator or Alternate** notifies the WC vendor (claims supervisor) of injury.

3. **Employee Safety Division Chief** assigns responsibility of handling steps A-E below.

A. Forwards the email to: Deputy Secretary for Administration, Deputy Secretary for Highway Administration, Bureau Director, Division Chiefs, Department SEAP Coordinator, Press Office, WC Vendor (Claims Supervisor) and, if catastrophic in nature, notifies OA WC Coordinator, with a summary. Ensures receipt of email communication.

B. If applicable, ensures the District/County has a post accident drug and alcohol test administered within the required timeframes as outlined on page 16 of the Safety Policy Manual.

C. For a catastrophic work-related injury, calls the WC vendor's appropriate claims supervisor. In the case of a severe work-related injury, approves workers' compensation nurse case management.

D. If applicable, ensures the WC claim form is input into ESS.

E. If the injury/incident results in an employee death(s), ensures the following actions are taken immediately:
   1. Contacts the Bureau of Office Services Director to request that State Flags are lowered to half-staff for a period of five days immediately following a work-related death (in accordance with MD 205.24). A notice will be sent by the Bureau of Office Services to all Department facilities upon approval.
   2. Updates the Employee Fatalities List and forwards to the Press Office, with courtesy copy to the Bureau Director, the Labor Relations Division Chief and the Employee Safety Division Chief.
   3. Provides a copy of the official notice of the Workers' Compensation death claim acceptance to OA's Group Life Insurance Coordinator with a courtesy copy to the Employee Services Division Chief.

Bureau Director may notify the OA Deputy Secretary for Human Resources and Management

Labor Relations Division will contact AFSCME. If "no" is marked on form regarding SEAP contact, in catastrophic situations, receives a notification from the SEAP Coordinator when they have initiated SEAP contact.

If applicable, **Employee Services Division** ensures SEAP information was made available to impacted employee(s) and notifies OA SEAP Coordinator. If "no" is marked on form but the incident rises to the level of SEAP involvement, such as arranging a Critical Incident Stress Debriefing (CISD), the SEAP Coordinator notifies Labor Relations when they have initiated SEAP contact either themselves or through the District.