

## Network Outcomes Contract Clarification Governance Group Clarification

Reference Number:	NOCC No. 33
Subject Title:	Fatal & Serious Crash Reports
Issue Date:	09/09/2019
Clarification Purpose	Clarification is provided to ensure the NOC is being interpreted consistently. The clarification does not remove or supersede the Network Outcomes Contract documentation.

## SUBJECT

It has come to the Agency's attention that some Suppliers are only completing a desktop type exercise and or are not collating the required field data from site in a correct and timely manner in order to produce the required Fatal or Serious Crash report for delivery to the Principal. (NZTA)

## BACKGROUND

The NOC Maintenance Specification states these requirements:

### 5.5.6 Fatal and Serious Crash Reports

The Contractor shall report on:

- All fatal crashes
- Serious crashes when requested by the Principal, or
- Where road deficiencies appear to have been a major contributing factor and the Principal has requested a report.

The Contractor is required to provide a draft report within 48 hours of the date of the crash or when requested by the Principal. The final report is to be accepted by the Principal within 10 days of issuing the draft report.

The report will do the following:

- Address issues such as the location and possible factors contributing to the crash, weather conditions and road conditions
- Be the most complete representation possible of the crash
- Recommend any remedial actions.

A guideline of the content of the report is included in Appendix 5.5, Fatal and Serious Crash Reports.

This contract requirement above (clause 5.5.6) is specified under Network Management/Network Controls/Safety Management as it is work we would expect the Professional Services team people to undertake.

The intent is that the crash site is visited and inspected in a timely manner.

The State Highway Asset Management Manual SM020 (a NOC Specification reference) has some historical detail on Fatal and Serious Crash Reports. It states on page 179: The Safety Management Strategy shall define the Consultants procedures for investigating and reporting on Fatal Crashes and the identification of, reporting and recording of not fatal (Serious) crashes.

We now have regional Safety Management Strategies, but the NOCs are expected to underpin this with our NOC Safety Management Plans.

There is a standard NOC Safety Management Plan template and Crash Reports are part of this, so the “procedures for investigating and reporting” should be adequately detailed in the Safety Management Plan as per this Clarification.

## RESPONSE

NZTA’s expectations are:

The Contractor shall report on:

- All fatal crashes
- Serious crashes when requested by the Principal, or
- Where road deficiencies appear to have been a major contributing factor in a crash and the Principal has requested a report.

### Fatal Crash

The Contractor is required to provide an interim report within 48 hours of the date of the crash or when requested by the Principal outlining basic details regarding the crash and any damage to assets. Hazards requiring immediate attention should be addressed outside of the reporting process to ensure any urgent action items are attended to immediately.

The interim report should as a minimum answer the items highlighted in red on the attached NOC crash report template.

The full report should be submitted in draft form for acceptance by the Principal (Safety Engineer).

The final report (which shall be of a suitable standard to provide all the required information for a potential Coronial Inquest) is to be accepted by the Principal within 10 working days of notification that the draft is acceptable or amendments are identified and have been communicated to the Supplier for action.

The Principal will not accept reports where a suitably qualified and experienced person has not completed a detailed site visit to satisfy the requirements of the Maintenance Specification section 5.5.6.

For the purposes of preparing and compiling a Fatal Crash Report; a suitably qualified and experienced person would attend on site at the crash scene as soon as practical, ideally at the same time when the Police Serious Crash Unit (SCU) team are present, to complete the on-site inspection and data collation.

The purpose of this site visit is to investigate whether the road, or road condition, or weather was a contributing factor in the crash, and what damage to our assets if any has occurred in order that the preliminary 48-hour report can be delivered on time.

This visit to the crash scene would also help to inform the Principal and the NOC team whether we may need to arrange some urgent remedial works or repairs to prevent another crash. This site investigation needs to be completed before the crash scene evidence is cleaned up/removed off site.

The suitably qualified and experienced person should ideally have a safety management background and be part of the NOC professional services team.

If the pro-forma data collection templates are used, another person with relevant skill and experience can in the absence or unavailability of the usual investigator/s collect the required data and log it onto the site investigation record.

It is useful for the site investigatory team and NZTA staff to form a good working relationship with the SCU team members as they can help us with advice as to their interim perspective as to what has happened, which can help inform our investigation and report.

### **Serious Crash**

- In the event of a serious crash, immediate verbal advice needs to be given to the available Transport Agency representative – typically the MCM in the first instance or the Network Manager/Safety Engineer in their absence; to jointly agree the need to collect the data for a Serious Crash Report.

The Agency Senior Traffic & Safety Engineers will, on request via the MCM provide guidance as to when a Serious Crash report needs to be compiled.

A Serious Crash Report will be required when one of the following conditions is met:

- When requested by the Principal, and
- Where road deficiencies appear to have been a major contributing factor of the crash and the Principal has requested a report, or
- Where the crash involves people with critical injuries that could result in a death a certain time after the event, or
- Where the serious crash has to potential to become high profile (e.g. media highlighting issues or a bus crash), or
- Where the serious crash occurs in a high crash rate area.

## Recommended actions:

Each NOC must:

1. Follow these guidelines to collect and collate the required information to compile a Fatal or Serious Crash Report.
2. Review the process with their Safety Engineer and MCM to establish agreed processes and expectations.
3. Ensure that the NOC Safety Management Plan includes and documents the procedures and expectations outlined in this Clarification in order to compile a Fatal or Serious Crash Report.

Reference APPENDICES 5.5

<b><i>(name) Network Outcomes Contract</i></b>			
<b>Fatal or Serious Crash Report</b>		Version 2: March 2015	
<b>Reference Number</b>	XXX		
<b>Type of Crash</b>	Fatal or Serious		
<b>Advice to Principal</b>	(Maintenance Contract Manager, Safety Engineer, Network Manager, Journey Manager) of (Principal and location) was notified on (day/date) at (time) by (Contractor Name)		
<b>Road Name</b>	State Highway (XX)		
<b>Crash Location</b>	(Location of crash in terms of LRMS and local names)		
<b>KiwiRAP Risk Rating</b>	Collective Risk		Personal Risk
<b>KiwiRAP Safety Star Rating</b>			
<b>Date of Crash</b>	(Date of crash)	<b>Notified Date</b>	(Notified date of crash)
<b>Time of Crash</b>	(Time of crash)	<b>Notified Time</b>	(Notified time of crash)
<b>Direction of Travel</b>	(Explanation of vehicles and movements)		
<b>Injury Severity</b>	(Number of fatal and serious injuries)		
<b>Number of Vehicles involved</b>	(Number of vehicles involved)		
<b>Vehicle Type and Driver Details</b>	(Vehicle make, model, registration number(s), vehicle star rating(s), and driver details such as name, sex and age for all vehicles involved)		

<b>Description of Crash</b>	(Description of apparent sequence of events)			
<b>Possible Causes</b>	(Possible causative factors based on safe system principles and pillars)			
<i>Incident Management</i>	<i>Authority</i>	<i>Closure Type</i>	<i>Time Implemented</i>	<i>Actual Duration</i>
	(Police etc.)	(Full / Partial)/	(time closure was implemented)	(Duration of closure)
<i>Detour Implemented</i>	(Details of roads/streets utilised and any signage e.g. speed and direction)			
<i>Damage to assets</i>	(Explanation of damage to any of the Principal's assets)			
<i>Repair Work Required</i>	(Explanation of any repair work required and likely costs)			
<i>Weather Conditions</i>	(Weather conditions at time of crash)			
<i>Road Condition</i>	(Condition of road at time of crash)			
<i>Cross-section at Point of Impact</i>	(Explanation of the road lane and shoulder widths)			
<i>Vertical Geometry</i>	(Explanation of the road vertical geometry)			
<i>Horizontal Geometry</i>	(Explanation of the road horizontal geometry)			
<i>Junction Control</i>	(Explanation of any junction layouts and control)			
<b>Safe Speed Management</b>	(Speed limit and operating speeds)	<i>Was Speed a Factor?</i>	(Yes or No)	
<i>Road Factors Involved</i>	(Explanation of the road factors involved)			
<i>Environmental Factors Involved</i>	(Explanation of the environmental factors involved)			
<i>Pavement Marking</i>	(Explanation of the pavement marking)	<i>Condition?</i>	(Good, Poor)	
<i>Signage</i>	(Explanation of the signage)	<i>Condition?</i>	(Good, Poor)	
<i>Surface</i>	(Explanation of the road surface)	<i>Condition?</i>	(Good, Poor)	
<i>Lighting</i>	(Explanation of any lighting in the vicinity)	<i>Condition?</i>	(Good, Poor)	
<i>Hazards</i>	(Explanation of any hazards such as culverts within the vicinity)	<i>Condition?</i>	(Good, Poor)	

<b>Crash History</b>	(A record of crashes that have occurred historically near this location)  (Only to be completed for fatal and serious injury crashes)
<i>Completed and Proposed Works</i>	(Explanation of historical works such as resealing and what is proposed in accordance with the forward works programme)
<i>Discussion</i>	(Discussion resulting from the crash and information available based on safe system principles and pillars)
<i>Conclusions</i>	(Conclusions made from the crash)
<i>Recommendations</i>	(Recommendations for the Principal)
<i>Prepared By</i>	(Name of person who prepared report)
<i>Reviewed By</i>	(Name of person who reviewed report)
<i>Approved for issue By</i>	(Name of person who can approve the report to be issued to the Principal)

APPENDIX A – PHOTOGRAPHS

APPENDIX B – MAP or AERIAL PHOTOGRAPHY (at 1:10,000 or similar)

APPENDIX C – POLICE FATAL TRAFFIC INCIDENT REPORT (if available)

APPENDIX D – CRASH HISTORY

APPENDIX E – SKID RESISTANCE ANALYSIS GRAPHS (if appropriate)

APPENDIX F – FORWARD WORKS PROGRAMME (if appropriate)

APPENDIX G – MEDIA ARTICLES (if available)