Accident Investigations :

Highlighting opportunities to reduce future incident occurrences and improve your airports safety program, while reducing your liability.

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ACI – Risk Management

Port of Seattle®

What is an accident/incident?

- It is an occurrence which may cause an adverse impact or loss to an asset and may be physical or economic.

- It may arise due to physical damage to assets or injury or property damage to a third party.

- It may also include an alleged act involving organization officials, employees or specialized services, such as police operations.

Why investigate/report incidents?

- The failure of people, equipment, supplies or surroundings to behave or react as expected, causes most incidents.

- Incident investigations determine how and why these failures occur.

- Incident investigations are a tool to find main causes of incidents and allows for corrective actions.

- Incident investigations are a tool for claim prevention and mitigation.

Benefits of investigation & reporting

- Provide a safer environment, which:
  - Prevents future incidents
  - Mitigates future incidents
  - Protects people and assets

- Reduce, eliminate or transfer liability
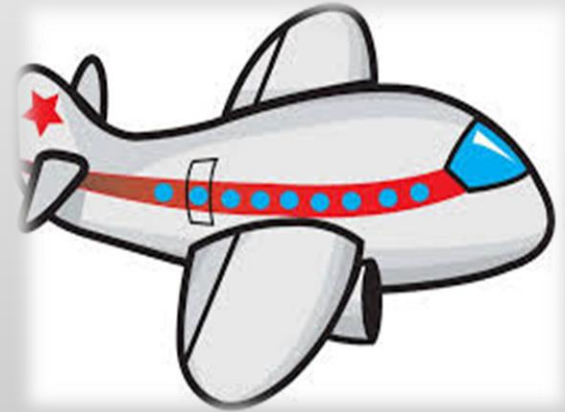
Negative into Positive

- **Negative associations**:
  - Injury, illness, death, damage, lost productivity, morale and money.

- **Positive associations:**
  - Increase productivity, improve operations, better claim management, prevention and mitigation of future incidents.

Who investigates/responds?

- Any employee - multiple locations, shifts, duties

- Majority of Port of Seattle's incident are at the airport
  - Airport Duty Managers, Landside Managers, Security, Police, Fire

- Uniform training needed

Developing Training - Process

- Working session with relevant stakeholders (risk, operations, security, insurer)

- Working group developed talking points

- Insurer used talking points to develop a presentation

- Insurer/consultant delivered presentation to two groups (different shifts) of frequent responders responsible for reports and investigation

- Presentation developed into interactive training to assign to others

Training Objectives

- Incident investigation
  - What is it, why is it needed?

- Causes of the incident
  - Factors to examine

- How to report incidents

- Financial impact of incidents

Training: Incident Investigation

- **Initial response**
  - Obtain treatment, identify damaged property, assure safety, coordinate responders, secure the scene, examine continuity of operations

- **Information Gathering**
  - Accurate, enough, and timely while avoiding increasing liability
  - Interview to establish an understanding and to obtain in their own words what happened.

Training: Information Gathering

- **Do:**
  - Put them at ease
  - Emphasize purpose is prevention
  - Let witness/party talk – listen
  - Make short notes
  - Ask open ended questions
  - Be sensitive and observant

- **Do Not:**
  - Intimidate
  - Interrupt
  - Prompt
  - Ask leading questions
  - Admit liability or reference prior incidents
  - Make judgements

Training: Incident Investigation

- **Analysis and Conclusion**

  - Observations on possible root cause and contributing factors, recommendations or request for repairs.

  - Five whys

Training: Causes of Incidents (factors)

- **Human Factors**

  - Experience, training, physical capabilities, health, fatigue, stress

- **Tasks**

  - What were they doing? How?

- **Equipment**

  - Failure, design, hazards, vehicles

Training: Causes of Incidents (factors)

- **Environment**
  - Design, conditions, housekeeping, weather, lighting, noise

- **Management**
  - Support, policies, culture, training, supervision, maintenance, accountability

Training: Incident Reporting

- Why report
  - Share findings
  - Make improvements

- How to report
  - RMIS WebForm

- Report examples
  - Who, what, where, when & why

Training: Incident Reporting – How?

- Webform exports into RMIS

  - Five Report Types

- Download pictures or attachments

- Document that can be shared/sent to stakeholders

Training: Incident Reporting Reminders

- Emphasize objective information only, this is a public document.

  - Be cautious not to increase liability - just the facts.

- If you think Risk or Legal should know something more — call them or send a follow up.

Training: More Reporting Reminders

- Confidential medical information

- Dissemination of information/reports

- Public Disclosure

Training: Financial Impacts of Incidents

- Provided data on individual incidents and their cost:
  - Collision with a parking barrier, - $130,000
  - Ice slip and fall $154,000
  - People mover sudden stop - $14,000
- Overall Incident Numbers:
  - In 2019 we had xxx number of incidents, resulting in xxx dollars paid

Training: Financial Benefits

- Accurate reporting allows for transfer of liability through agreements or contacts

- Use facts to defend claim

Questions & Thank You

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