

03.12 How To: Process for Incident Reporting

STEP 1: COMPLETE ALL APPROPRIATE WISDOT REQUIRED FORMS.

In the event an individual visiting the WisDOT property is injured on the property, a General Incident Report (DOA-6441) must be completed as soon as possible.

- **General Incident Report (DOA-6441):** Complete the top section, the Witnesses section if applicable, and the Injuries section. Remember to print your name, sign your name, and enter the date at the bottom of the form. Provide as much detail as possible.

In the event **the WisDOT property sustains damage due to vandalism, theft, wind, water, any weather-related occurrence, fire, etc.**, a General Incident Report (DOA-6441) along with a Building and/or Equipment Loss Report (DT1690) (Section 31.3 of the RAM Manual) will need to be completed.

- **General Incident Report (DOA-6441):** Complete the top section, the witnesses' section if applicable, and the property damage section. Remember to print your name, sign your name, and enter the date at the bottom of the form. Provide as much detail as possible.
- **Building and/or Equipment Loss Report (DT1690):** Please complete the entire form except for the box. Remember to sign the form and print your name behind the signature and enter the date at the bottom of the form. Provide as much detail as possible.

In the event **the WisDOT property sustains lightning damage**, a General Incident Report (DOA-6441) along with Lightning Losses Affidavit (DOA-6740) will need to be completed.

- **General Incident Report (DOA-6441):** Please complete the top section, the Witnesses' section if applicable, and the Property Damage section. Remember to print your name, sign your name, and enter the date at the bottom of the form. Provide as much detail as possible.
- **Lightning Losses Affidavit (DOA-6740):** Complete the entire form with as much detail as possible.

STEP 2: CREATE AN INCIDENT WORK ORDER:

1. Go to Logbook in the left sidebar.
2. Go to Create Request.
 - Refer to the "How to Create a Service Request Work Order (WO)"
3. For the Type field, select Incident Report
4. For the Sub Type field, select one of the following options:
 - Accidents (car, personal, public, staff)
 - Damage (equipment, lightening, property)
 - Injuries (trips, slips, falls)
 - Law Enforcement, Fire, or EMT/Rescue Response
 - Vandalism, Theft
 - Other
5. Fill in "Describe your Request" field with as much detail as possible

Attach respective forms to the WO

Do not fill in the "Assign To" field—FAMIS will automatically do this

STEP 2: CREATE AN INCIDENT WORK ORDER:

FAMIS is set up, so ALL incident work orders are automatically assigned to Krystal Sadler. The following steps will be done by Krystal each time an incident work order is received:

- Review all attached forms for completeness. If the attached forms are not fully completed Patrice will immediately call the person who created the incident work order to obtain more complete forms and will attach them to the work order.
- Forward the incident work order email and all attached completed forms to AJ Koch.
 - “I am forwarding the attached incident information, reports, and pictures strictly as information, in case a claim is filed with Tricor in the future.”
 - “WisDOT has contracted with the following Service Provider to maintain the site. Please contact them directly for additional information:”
 - Name of the Service Provider
 - Service Provider contact name, email address, and phone number
- Send an email to the Service Provider CEO and Program Manager with the following explanation:
 - “An incident was reported at your site. The incident work order number is xxxxxxxx. WisDOT Risk Management and Kapur insurance have been notified. It is your responsibility to notify your insurance company as soon as possible as information in case a claim is filed.”
- Send an email to John Spielmacher if SWEF or Biren Patel/Joseph Coughlin if Rest Area or Wayside with the following explanation:
 - “An incident was reported at (insert FAMIS Property Name). The incident work order number is xxxxxxxx. You are being notified so you can follow up, if appropriate.”

- Krystal is to add comments to the incident work order stating the date(s) when she emailed the following with all necessary information: WisDOT and Service Provider, and the reassign to AJ Koch for review.
- Once AJ reviews the Incident Work Order and adds notes, if appropriate, he will reassign the Work Order to Work Control Center.
- Work Control Center will close the work order.

FAMIS is set up, so the following receive an email notification every time an incident work order is created:

- Krystal Sadler, Kapur, (for information and follow-up, if appropriate)
- AJ Koch, WisDOT BHM who will:
 - Forward all attached completed forms to WisDOT Risk Management
 - Add detailed comments to the work order explaining when the attached were forwarded to WisDOT Risk Management.
- Tom DeWinter, WisDOT BHM (for information and follow-up, if appropriate)
- Chris Ohm, WisDOT BHM (for information and follow-up, if appropriate)