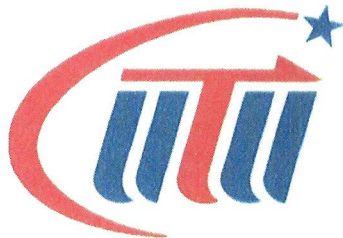


Confidential Close Call Reporting System

C3RS



FEDERAL RAILROAD ADMINISTRATION

Frequently Asked Questions

What is the Confidential Close Call Reporting System? (C3RS)

C3RS is an FRA-funded project created to improve safety practices. It is based on learning about potentially at risk, or close call events, that pose the risk of more serious consequences. The C3RS project is designed as a confidential reporting system developed for the needs of the US railroad industry. Stakeholders include: FRA, Labor Organizations, Railroad Carriers, BTS, NASA and the USDOT Volpe Center.

How Does C3RS work?

The confidential reporting system provides an environment in which railroad employees can voluntarily report close calls without fear of discipline or punishment.

Accepts close call reports.

Stores confidential reports.

Analyzes close calls to identify trends and sources of risk, and recommends corrective actions to address them.

Distributes reports on trends and other information for use by stakeholders.

Tracks carriers corrective action reports to measure the systems impact on safety.

Identifies ways to improve the C3RS systems effectiveness.

Why should I report a close call?

Information from your close call report will make the work environment safer and healthier for you and your coworkers. The information that you provide will enable Amtrak to identify factors that contribute to accidents or injuries and to correct these problems before they result in harm. It will also contribute to improved productivity through reductions in time lost from injuries, decrease in damages to railroad property and the environment.

How do I report a Close Call?

NASA has developed a close call report form that requests information about the date, time, location, contributing factors, actions taken, and potential consequences of an event, along with any other information necessary to fully describe the event or perceived safety problem.

The employee will complete the report form, either paper or electronic, and submit it in accordance with the instructions on the form. NASA will mail a receipt to the employee.

AMTRAK will make forms available at crew bases.

NASA has developed on online a report submission form located at

c3rs.arc.nasa.gov

Or, complete and mail the close call form to NASA within three calendar days, not counting weekends and Federal Holidays, from the date of the incident . (Unless there is an immediate safety concern.)

