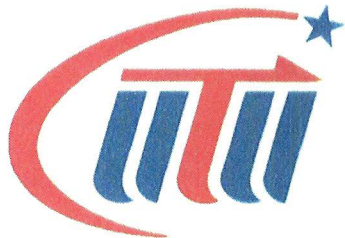
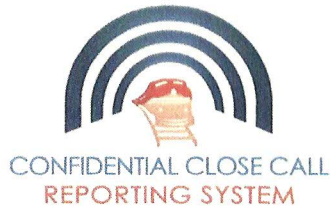


Confidential Close Call Reporting System

C3RS



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.)

Can I report a close call that happens to either me or someone else?

YES

If one employee reports a close call event and receives an accepted report receipt from NASA is the entire crew protected by C3RS?

Only if crew members are named on the report. We encourage all employees to report the close call themselves.

Could someone use C3RS to get someone else in trouble?

NO, information that could identify someone is removed (de-identified) before it can be shared. Even if no names are given, NASA will not share any information that could enable someone to determine the person making the report or others referred to in the report.

What happens to the information I provide, if my close call is rejected?

NASA will destroy any information you provided.

What happens to personal information I share with NASA?

After collecting *detailed* information on a close call event, NASA removes all information that might lead to identity of:

The person (s) who filed the report.

Employees referred to in the report.

The location of the event.

Will Amtrak, the PRT or FRA see my close call report?

No, PRT teams receive C3RS summary reports from NASA with personal information removed or de-identified. Amtrak agrees they will not use the data to identify whoever else might be engaged in the same activity or to discipline and decertify employees for that behavior. The FRA receives an annual C3RS summary report from NASA with no personal/carrier information.

What should I do if I see a situation that could endanger me or someone else?

In an emergency contact Amtrak supervision immediately.

What is covered by a close call report?

Any events involving damage or derailment below the FRA reporting threshold that do not involve an injury and would require managerial notification/and or protection shall be considered a close call. Events such as a run-through trailing point yard switch, speeding, derailment, etc...

What is not covered?

The employee's action or lack of action was intended to damage Amtrak or another entity's operations or equipment or to injure other individuals, or the employee's action or lack of action purposely places others in danger (e.g. sabotage)

The employee's action or lack of action involved a criminal offense (cont'd)

The employee's behavior involved substance abuse or inappropriate use of controlled substances.

The report is rejected in accordance with Article 6.1 of the IMOU.

The event resulted in any type of train accident without regard to monetary damage.

The event caused or is alleged to have caused any injury, illness, or medical treatment of any kind to any person involved in the event.

The event resulted in an identifiable release of a hazardous material.

The event was a real-time observation made by an FRA-certified inspector or railroad employee, and was reported to and verified by Amtrak management, except as provided in Article 6.4 of the IMOU.

www.closecallsrail.org
c3rs.arc.nasa.gov

C³RS Reporters are Protected

FRA and participating carriers have agreed to offer people who report to C³RS two important guarantees: confidentiality and protection from discipline. These organizations are offering these guarantees in exchange for potential life saving information obtained through C³RS reporting. NASA removes all personal names and other identifying information before entering reports into its database.

Reporting to C³RS Will Benefit You

In addition to the discipline protection provisions associated with C³RS, people who report benefit from knowing that they are helping to improve railroad safety for themselves, their co-workers and the general public. People who report to C³RS will also gain an increased understanding of the factors contributing to safety incidents.

What is Considered a Close Call?

A close call is any condition or event that has the potential for more serious safety consequences. Reporting close calls provides the opportunity to develop improved safety practices using information from reported events or conditions. Examples of a close call would include, but are not limited to, a train in dark territory exceeding its limits, a train missing a temporary speed restriction, or a train striking a derail without derailing.

How is the C³RS Form Used?

The C³RS form consists of three parts:

The image shows a sample of the C³RS Transportation Form. It is divided into three main sections labeled A, B, and C. Section A is the top part, containing fields for 'REPORT LOCATION' and 'REPORT DATE'. Section B is the middle part, containing fields for 'REPORTER INFORMATION' and 'EVENT INFORMATION'. Section C is the bottom part, containing a large text area for the 'NARRATIVE'. The form is titled 'C3RS TRANSPORTATION FORM' at the top.

Report Form Return Receipt (ID Strip)

NASA may use the contact information on the ID Strip to get in touch with you if additional information is needed. The ID Strip will be returned to you as proof that your report was received. NASA does not retain personal information once the ID Strip is returned to the reporter. You may need to show the ID Strip to your company if requested, place it in a secure location for safe keeping.

General Information

This section asks for background information about your position, experience and general event characteristics.

Narrative

This is the section for writing what happened in your own words, and for providing any safety lessons you may have learned from the experience.

How to Submit a C³RS Report

Electronic Report Submission (ERS):

Reporting electronically is a quick, easy and safe way to submit your safety report. In order to fulfill its commitment to reporter confidentiality as a core value, C³RS has fully explored and incorporated privacy protection for secure electronic report submission. NASA encourages members of the railroad industry to take advantage of this reporting option.

Visit the C³RS website at <http://c3rs.arc.nasa.gov> to fill out and securely submit your C³RS report online to NASA.

Download and Print:

A report form may be downloaded from the C³RS website, filled out on your computer and

printed (or printed and filled out by hand). Place the completed form in an envelope, affix proper postage, and send to the NASA address below:

NASA Confidential Close Call Reporting System
P.O. Box 177
Moffett Field, CA 94035-0177

Official Paper Copies:

Paper copies of the C³RS report form can be found in convenient locations such as crew rooms and yard offices. Official legal size copies of the C³RS form are postage free and preaddressed. Just fold the form, tape the edge and mail it. Or, you may contact NASA's Confidential Close Call Reporting System to request your free copies of the report form.

you can
make a
DIFFERENCE