

# Confidential Close Call Reporting System NEWSLETTER



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**The Confidential Close Call Reporting System (C<sup>3</sup>RS)** purpose is to improve the safety of railroad operations by providing a voluntary, confidential method of reporting close calls that might have otherwise gone unreported and/or resulted in discipline. A “close call” can be defined as a situation or incident that has the potential for more serious consequences. Reporting close calls provides the opportunity to develop improved safety practices using information from reported events or situations.

The program provides an environment in which employees can voluntarily report close calls without fear of discipline or punishment.

The program continues to grow and has expanded to all Amtrak controlled territory. Close call reports continue to increase.

**Key features of the program include:**

- A Peer Review Team (PRT) made up of labor, management and FRA analyzes close calls to identify trends and sources of risk, and recommends corrective actions to address them.
- Tracking corrective action reports to measure the system’s impact on safety.

**Why should you report a close call?**

Information from your close call report will make the work environment safer for you and your co-workers. 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.

**C3RS Accomplishments**

The following Corrective Actions have been identified and addressed as a result of your reports.

**Corrective Actions in Place**

- Modification to the Blue Signal Procedure
- Modification to Procurement Contracts
- Development of Trend Advisories
- Modifications to TSRB
- Numerous Rules and Safety Alerts
- Improved Crew Proficiency in Yards
- Procedures Adopted for Yard Control Operators

**Corrective Actions in Progress**

- Revision to Job Briefing Process
- Assistant Conductor and Conductor training and proficiency
- Yard Vehicles Numbered for identification
- Vehicles Fouling in yard (unsafe parking areas)
- Changes to Powered Derails

**Benefits**

- Compliments Existing Safety Programs
- Builds a Positive Safety Culture
- Proactive
- Focuses on Problems not People

**Challenge**

**The C3RS process is only as good as the information received in Close Call reports, so please provide detailed reports.**

**More information is available through the C3RS website at:**

**<http://c3rs.arc.nasa.gov>**

**If you have any questions regarding C3RS, please see a member of your local C3RS Peer Review Team (PRT) or refer to your local union representative.**

