

C³RS



Confidential Close Call Reporting System

February 22, 2012 marked the one-year anniversary of the implementation of the Confidential Close Call Reporting System at Amtrak. Known as C³RS, it is a partnership between NASA, the FRA, participating railroad carriers, and their labor unions. The goal of the program is to give employees the opportunity to anonymously and confidentially report close calls without receiving disciplinary action from Amtrak or the FRA.

How does it work? If an employee is involved in a close call (defined as any condition or event that may have the potential for more serious safety consequences), he/she can report it two ways: a postage paid form that can be filled out and mailed, or electronically at <http://c3rs.arc.nasa.gov>. NASA collects the data, and a confidential interview is conducted with the employee responsible for filing the report; it is important to note that Amtrak does not see these reports, and does not know who is doing the reporting, this program is CONFIDENTIAL!

Where does the information go? Once the interview is complete, a representative from NASA de-identifies the report and sends it to the Peer Review Team (PRT), which is comprised of two representatives each from the FRA, Amtrak management, Yardmasters, the BLET, and UTU. If you operate within the yards of Seattle, Oakland, Los Angeles, and Chicago, your report goes to the Amtrak West PRT, who then review the case and use a Multiple Cause Incident Analysis tool to identify the root cause, and if applicable, develop corrective actions.

Why should I report? Your confidential report will help to identify many safety-related events within the railroad industry; it will give us a chance to learn from close calls, and to use this information to prevent similar or more serious incidents from being repeated.

Who is supporting this program? Dave Nichols, Senior Director of Operating Practices, was instrumental in bringing this pilot program to Amtrak, and says, "My experience with C³RS has done nothing but get better...the similarity of some of the close call incidents which occur in our reporting locations is, by itself, justification for the existence of the system. After a year I believe we are ready to expand the territory, types of covered incidents, crafts who are involved, and perhaps, even include other carriers who operate on our property..."

What has been accomplished so far? The West PRT's most recent success was a collaborative effort with the Mechanical Department to update and modify their Standard Maintenance Procedures (SMP's) throughout all Amtrak facilities, as it pertains to Blue Signal protection. It is also worth noting that multiple operating crews have been able to avoid discipline after running through a switch, simply by reporting the incident...remember to report any close call incident so the PRT can make corrective actions, NO REPORT=NO ACTION! This program has been implemented to make your work environment a safer place for you and your fellow employees.

Close Call Incidents

By Incident Category
As of Date: 02/08/2012

