



Example of a Report with Insufficient Information

WHO?

I forgot about the running brake test.



WHEN?

WHERE?

WHY?

Example of a Good Report



WHO

I was the Engineer. It was just after midnight, about 20 minutes into my shift, and I had been working for five days straight. The

WHEN

WHERE

train went into emergency after clearing the control point. After my Conductor inspected the train and completed the Class II Brake Test, I notified the Dispatcher of the delay.

WHY

I was distracted by the conversation with the Dispatcher and I forgot to perform a Running Brake Test when departing.

WHAT

NASA C³RS Expert Analysts analyze and de-identify each report and may call you for additional information

NASA C³RS sends your de-Identified report to your carrier's Peer Review Team (PRT)

PRT conducts Multiple Cause Incident Analysis (MCIA) on each report

PRT develops corrective actions for implementation at your carrier. Examples of successful corrective actions include:

- Speed restriction throttle reminder tags
- Switch position indicator lights
- Wayside signs and signals added and / or repositioned

For more information, please visit <https://c3rs.arc.nasa.gov>



TIPS FOR EXCELLENT REPORTING TO NASA C³RS



CONFIDENTIAL CLOSE CALL REPORTING SYSTEM

NASA Confidential Close Call Reporting System

P.O. Box 177
Moffett Field, CA
94035-0177

<https://c3rs.arc.nasa.gov>

Two Ways to Submit Your Report to C³RS

NASA C³RS has developed three report forms, which are tailored to specific employee crafts.

- **Transportation**
- **Mechanical**
- **Engineering**

You should use the form that pertains to the craft you are working in. Even if you encounter a safety issue that involves a Mechanical or Engineering issue as a Transportation employee, you should fill out the Transportation Report Form.



Submit your report through NASA's secure C³RS website at <https://c3rs.arc.nasa.gov>.



Or, return the postage paid paper report form to NASA via U.S. mail.

What Can I Report?

C³RS welcomes all **close calls** and safety concerns. A close call is any condition or event that may have the potential for more serious safety consequences.

Examples:

- Brake Tests
- Track Blocking / Track Routing
- On-track protection
- Blue Signal Protection
- Equipment or signal failure
- Communication, Training, or Procedural Issues

For incidents that are considered outside the scope of the program please refer to your carrier's Implementing Memorandum of Understanding (IMOU).



Tell Us Your Whole Story!

To ensure you are submitting a report that would result in a safety improvement, *ask yourself:*

- What was the event?
- When did it happen?
- Who discovered it and prevented the event from becoming more serious?
- Where were the other crewmembers at the time of the event?
- Why do you think this happened or what might have contributed?
- Were there any human factors (communication, fatigue, distraction) that may have contributed?
- What was the result?
- What could prevent this event in the future (any ideas for corrective actions)?
- Was management notified about the safety issue?

Providing **detailed and complete reports** is vital to making the railroad industry safer.



What Can I Expect after I Submit a C³RS Report?

- If you submit your report on the C³RS website, a page will pop up with a verification code. This verification code is proof that your report has been securely transmitted to C³RS, but is **not** your identification (ID) strip.
- The report you submit, including the text description you provided to us, is completely **confidential, de-identified, and analyzed** by C³RS Expert Analysts, each with over 10 years of railroad operational experience.
- A NASA C³RS Expert Analyst may call you to obtain additional information if you do not provide enough information for their analysis.
- NASA C³RS will remove the ID Strip at the top of your report, date stamp it, and return it to you by U.S. Mail. This ensures that your personal information (name, address, carrier name, etc.) has been removed from your original report. Retain this ID strip as it is your **proof of report submission**.

Why is NASA Calling Me?

A NASA C³RS Expert Analyst may call you if you do not include sufficient information or to better understand the safety issues you are sharing. It is very important that you **return our call within 5 business days** so that your identification (ID) strip (sent by U.S. Mail) can be returned to you. The more information you include in your report, the faster the ID strip can be returned to you!



A phone call from a NASA C³RS Expert Analyst will come from either a 650 or 217 area code.