

Example of a Report with Insufficient Information

WHO?

I forgot about the TSR and went overspeed.



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 5 days straight. I had

WHEN

WHERE

entered a Temporary Speed Restriction about 2 miles before I stopped at the station platform. After the passengers boarded the train, the train left the station. I glanced

WHAT

down at my speedometer and noticed that I was overspeed by 13 mph. I forgot about the TSR because I was distracted by a passenger on the tracks and had stopped at a station within the limits.

WHY



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>



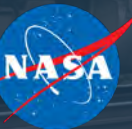
CONFIDENTIAL CLOSE CALL
REPORTING SYSTEM

TIPS FOR EXCELLENT REPORTING TO C³RS

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:

- A train going above authorized maximum speed (provide the overspeed amount and if PTC was involved)
- A train striking a derail without derailing
- Run-through switch incidents
- On-track protection
- Blue Flag Protection
- Equipment or signal failure
- Communication, Training, or Procedural Issues

What Shouldn't I Report to C³RS? (Outside the Scope)

NASA C³RS follows the Implementing Memorandum of Understanding (IMOU) between the carrier, affected labor organizations, and the Federal Rail Administration (FRA). According to Article 6.1 of the governing IMOU, incidents that are considered **outside the scope** of the program include:

- Damage that meets/exceeds FRA reporting threshold (currently \$11,300)
- Any injury to a person
- An event resulting in an identifiable release of a hazardous material
- Real Time Observation / Efficiency Testing
- Tampering or willful act, alcohol or drug use, or sabotage

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 it 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)?

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, 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 3 days** so that your identification (ID) strip (sent by U.S. Mail) can be returned to you quickly. 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 our office in Mountain View, CA, with a 650 area code.