



OFFICE OF RESEARCH & DEVELOPMENT

2012 **R&D**
REVIEW

Safety Culture: Labor Perspective

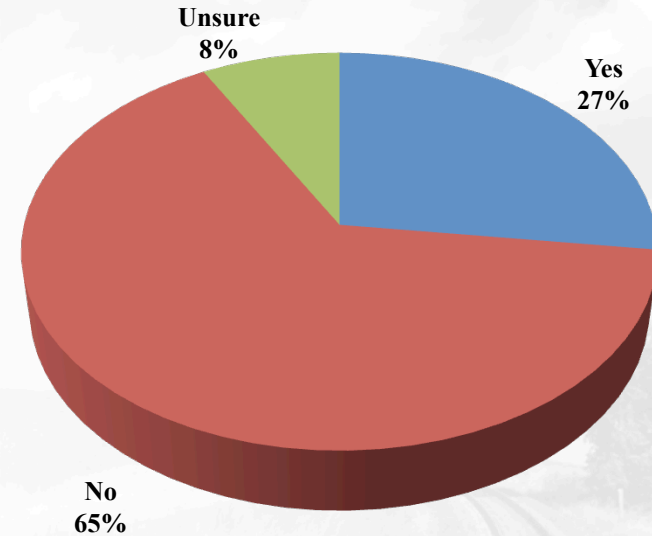


U.S. Department
of Transportation
**Federal Railroad
Administration**

JOHN RISCH
Alternate National Legislative Director
United Transportation Union (UTU)

Q1: Do you think operational or efficiency testing is educational based?

Yes	27%
No	65
Unsure	8

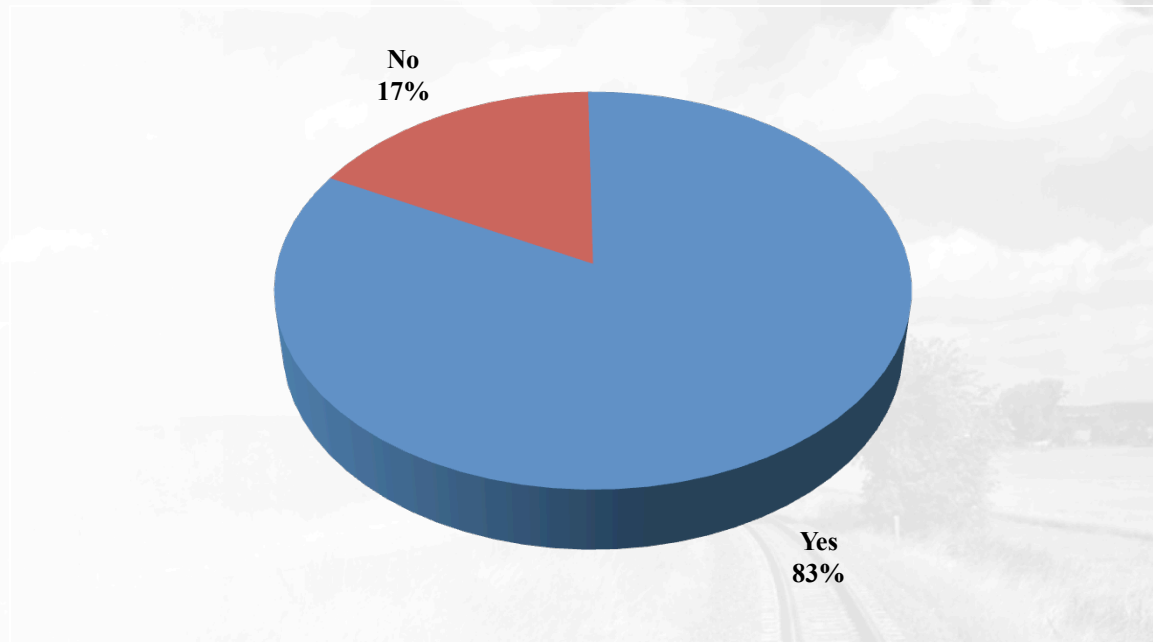


KEY FINDING

Newer members (under 7 years) are more likely to think that operational or efficiency testing is educational based – although a majority still signify no.

Q3: Do you think it is important to receive operational or efficiency testing feedback to ensure you are working safely?

Yes 83%
No 17

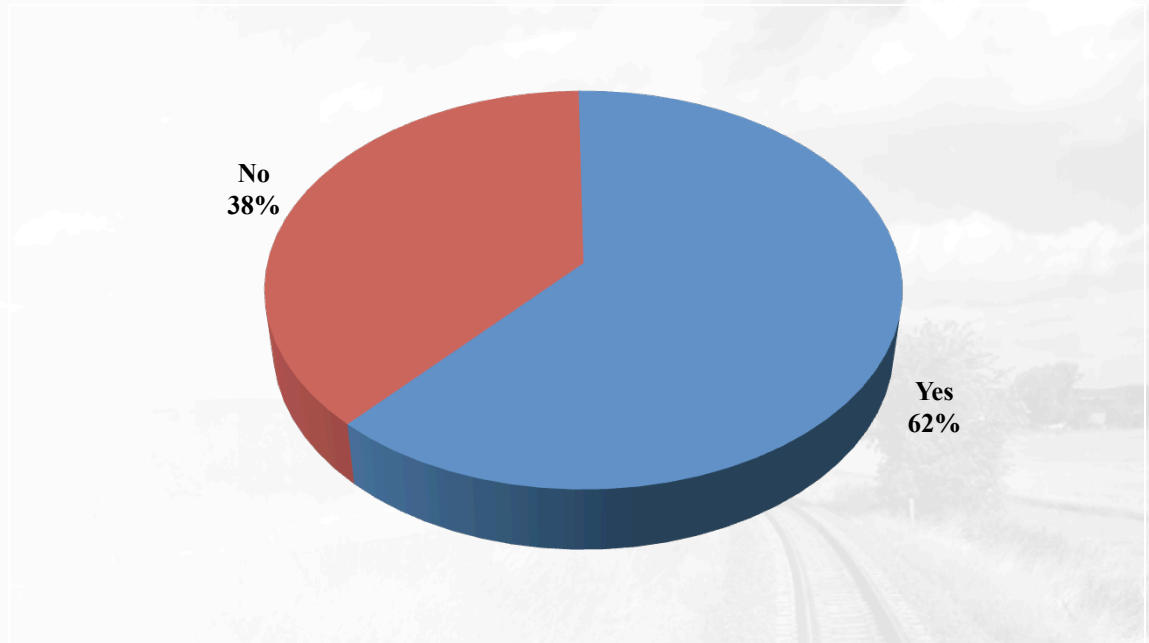


KEY FINDING

Members of all crosstab groupings show overwhelming belief (with a slight variation based on length of membership) that testing feedback is important to ensure one is working safely.

Q4: Do you think you have received the proper amount of training to perform your work safely?

Yes 62%
No 38

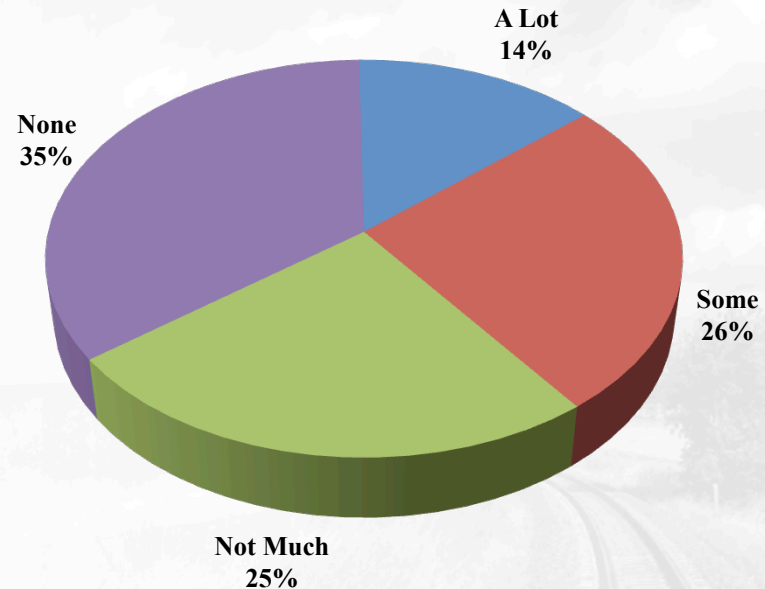


KEY FINDING

Elected officers are less likely than rank and file to think that they have received the proper amount of training to perform their work safely.

Q5: When it comes to H.O.S (Hours of Service) changes, how much has it improved your level of fatigue and awareness while on duty?

A Lot	14%
Some	26
Not much	25
None	35

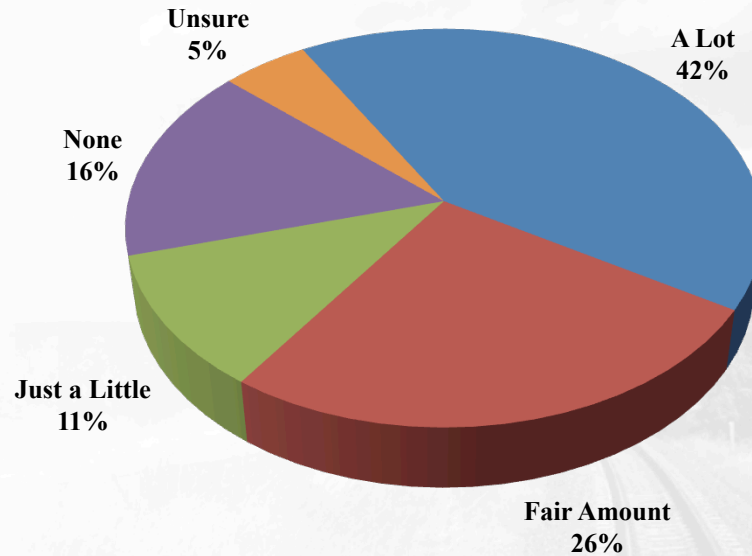


KEY FINDING

Younger members and CSX members are more likely to say that HOS changes have improved fatigue and awareness.

Q6: In your opinion, how much would 10-hours of undisturbed rest directly prior to going on duty provide for an overall safer work environment?

A Lot/Fair Amount	68%
Just a Little/None	27
Unsure	5

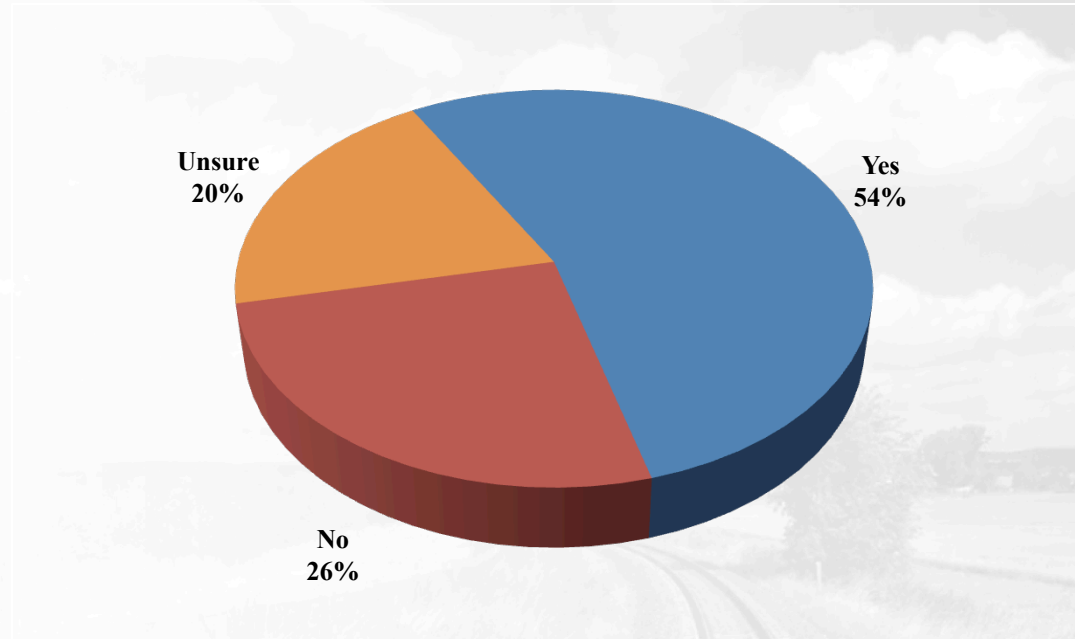


KEY FINDING

The younger a member, the more likely to believe that a 10-hour call will provide for a safer work environment.

Q7: Do you support a change in the Rail Safety Improvement Act which would require a 10-hour call before duty?

Yes	54%
No	26
Unsure	20

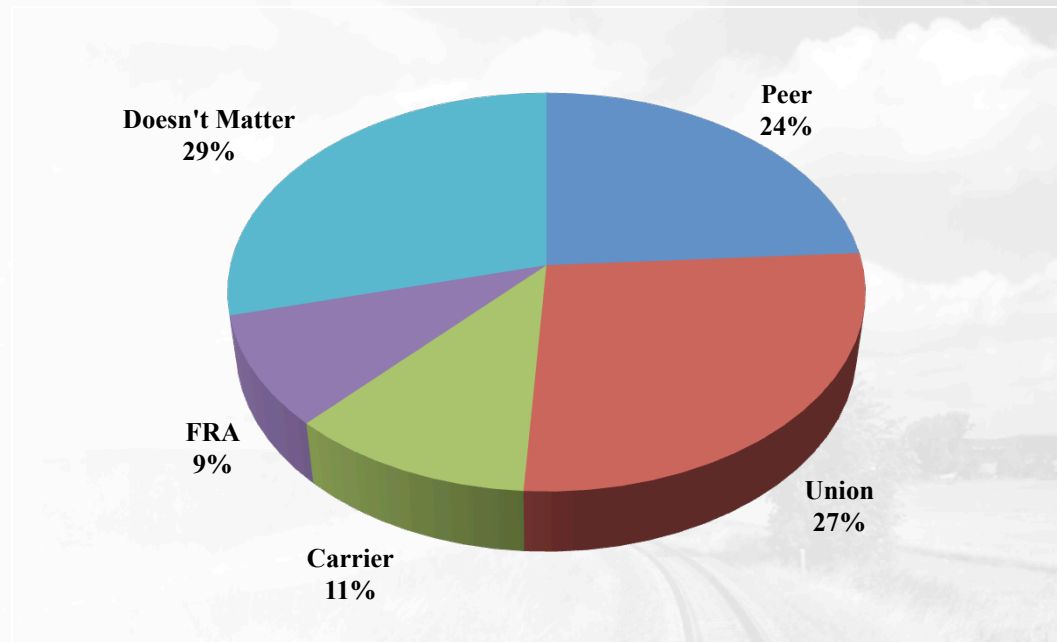


KEY FINDING

A 10-hour call has the support of all crosstab groupings by a fairly consistent 2 to 1 margin (except union officers at 3 to 1 margin).

Q8: If you had a choice, who do you prefer to receive safety information from?

Union Officer	27%
Peer/Co-Worker	24
Carrier Officer	11
FRA	9
Doesn't Matter	29

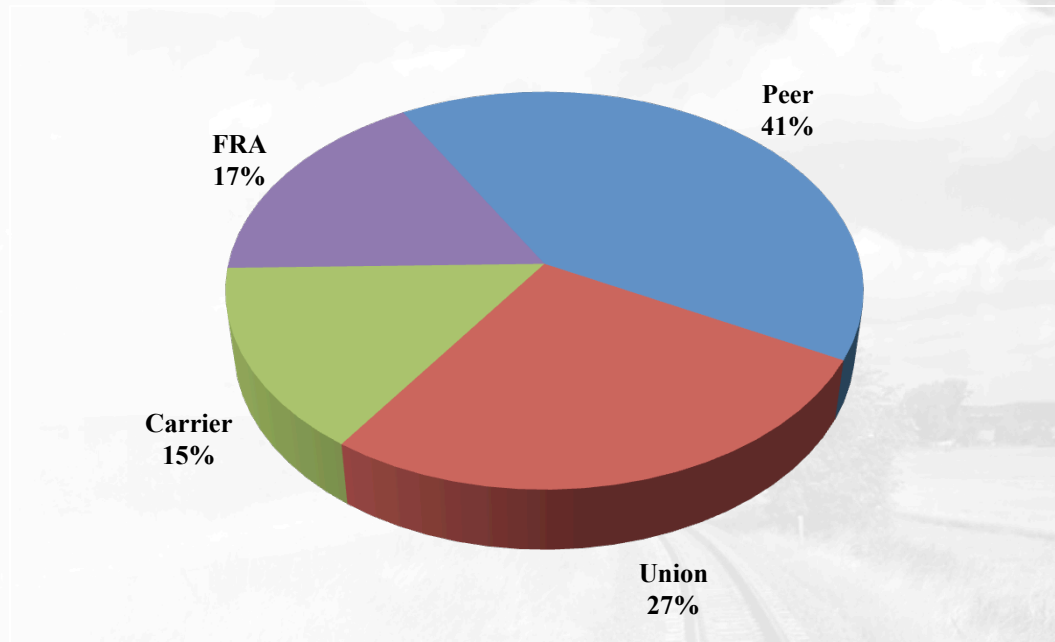


KEY FINDING

Norfolk Southern members are significantly less likely to want a carrier officer to provide safety information than any other major railroad.

Q9: Regardless of how you answered the previous question; when it comes to delivering a safety message, who do you think is the most effective?

Peer/Co-worker	41%
Union Officer	27
FRA	17
Carrier Officer	15

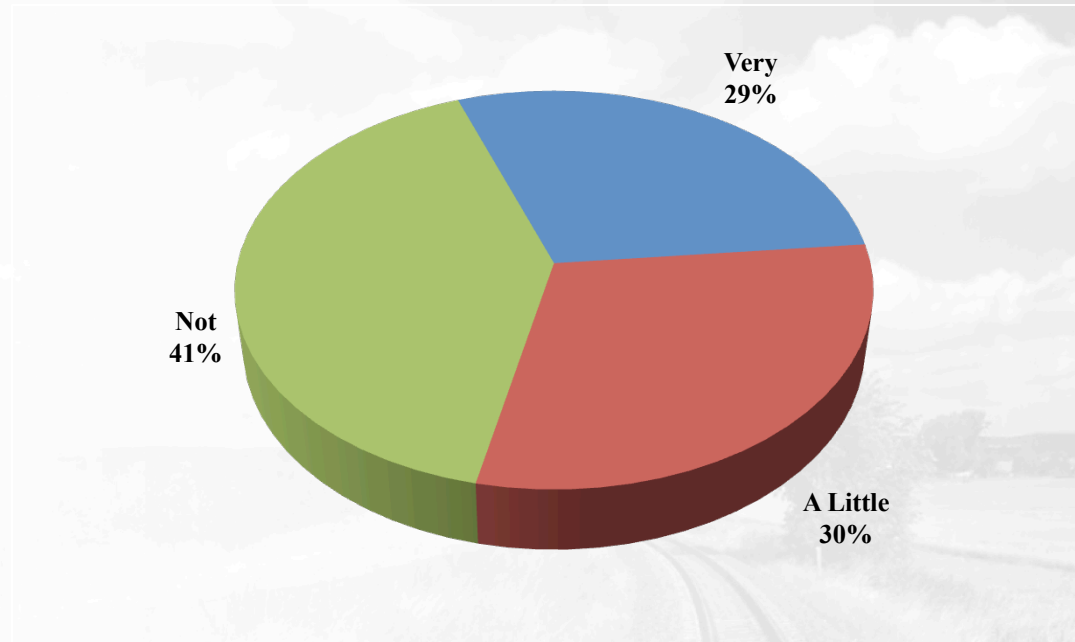


KEY FINDING

Members who don't attend at least some union meetings are much more likely to think that a carrier officer is the most effective at delivering a safety message.

Q10: How reluctant are you to report unsafe issues or concerns for fear of being “targeted” by company management?

Very Reluctant	29%
A Little Reluctant	30
Not Reluctant	41

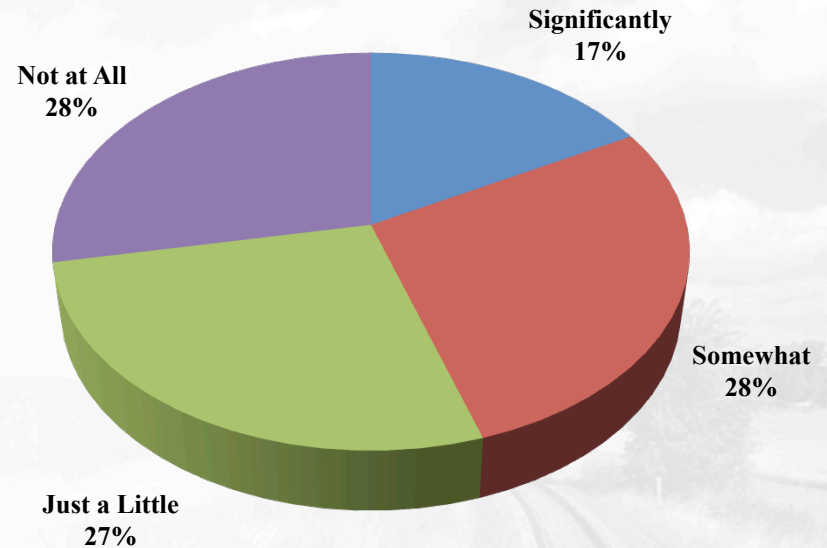


KEY FINDING

Younger and newer members are more likely to be ‘very reluctant’ to report unsafe issues or concerns for fear of being targeted.

Q15: Generally speaking, how much safer do you believe the railroad is today than it was ten years ago (or when you started working on the railroad if less than 10 years experience)?

Significantly Safer	17%
Somewhat Safer	28
Just a Little Safer	27
Not at All Safer	28

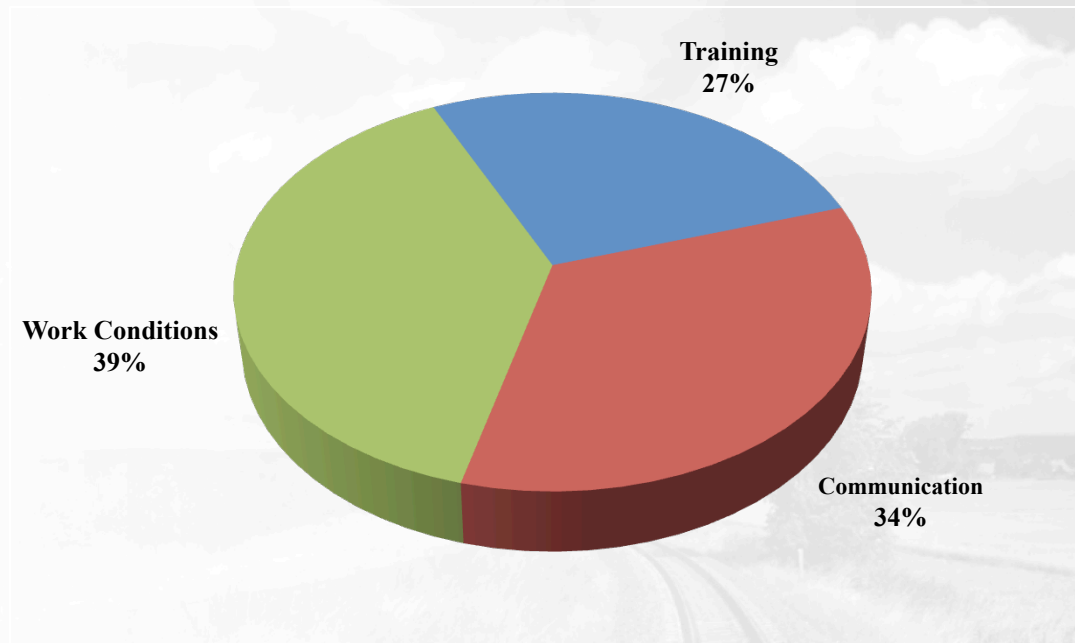


KEY FINDING

Members with more than 15 years of service are more likely to believe the railroad is at least 'somewhat safer' than 10 years ago.

Q16: What is the MOST important aspect of maintaining employee safety (all are important, but choose only one)?

Training	27%
Communication	34
Work Conditions	39



KEY FINDING

Younger members are more likely to see ‘communication’ as the most important aspect of maintaining safety; while older and longer serving members see ‘work conditions’ as most important.