



OFFICE OF RESEARCH & DEVELOPMENT

2012 R&D
REVIEW

Amtrak Safety & Security Culture / Risk Reduction Initiative The success of Collaboration



U.S. Department
of Transportation
Federal Railroad
Administration

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Outline

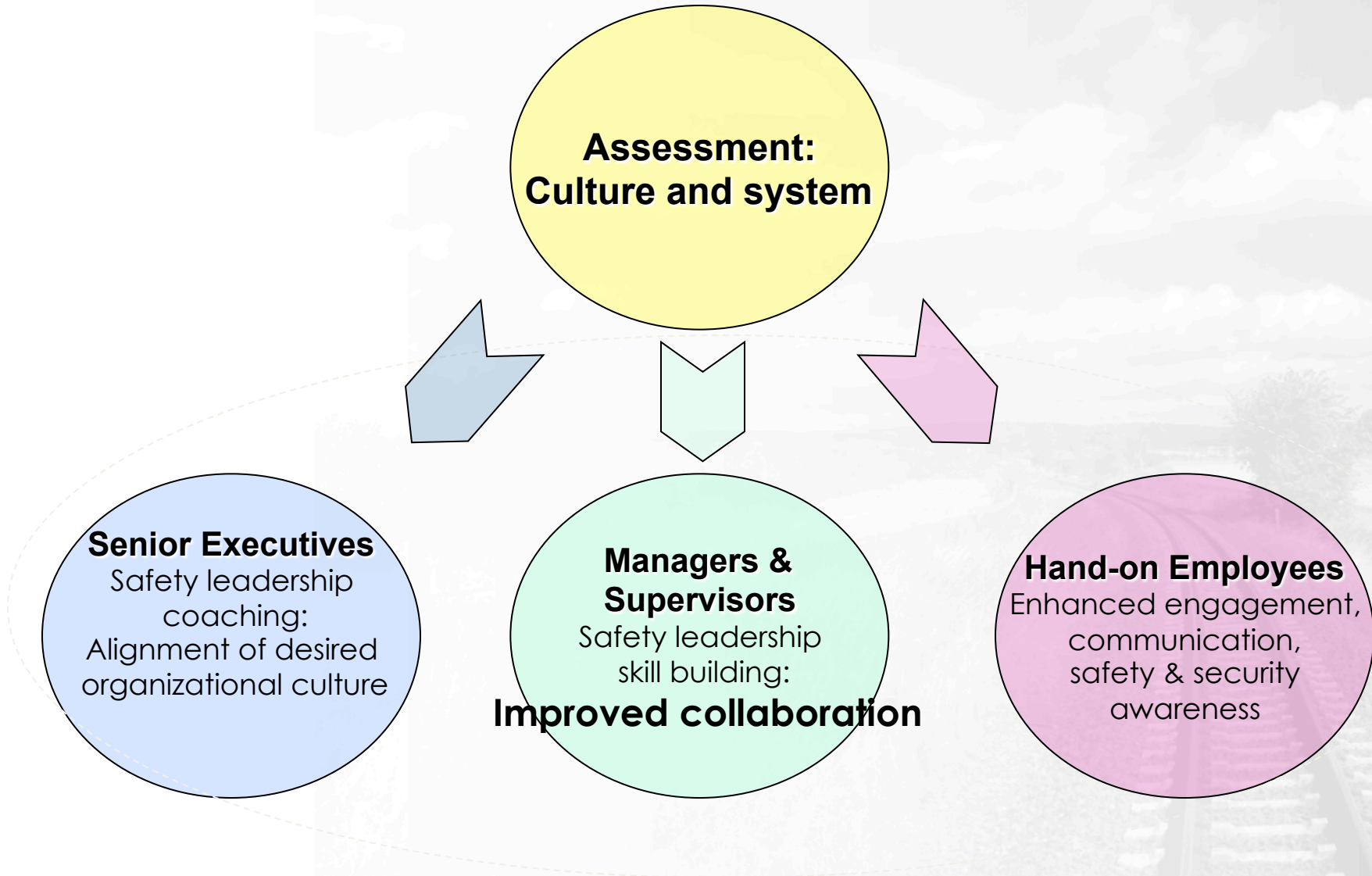
- Safe-2-Safer Objectives
- Structure of the Processes
- How we are becoming more successful at Safety
- Removing Barriers is the practice of Collaboration
- Questions

Safe-2-Safer Objectives

- Significantly transform the culture at Amtrak to be one of **cooperation and collaboration**
- Strengthen safety leadership and create a feedback-rich environment
- Unify Amtrak's workforce around safety and security
- Create robust processes to encourage active participation of all employees, to improve safety and security.
- Integrate the requirements of the Railroad Safety Improvement Act of 2008 and become the recognized worldwide leader in safety and security



Structure of the Processes



Structure - Leadership Process



Structure: Road Map to SAFETY SUCCESS



Supervisor recognizes Facilitator, Steering Committee, and Observers on Controlling Exposures to Self and Others, using **'Feedback and Recognition'** skills.



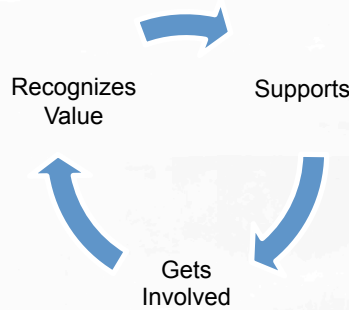
Supervisor helps Recruit Observers with Facilitator and Steering Committee, increasing **'Safety Communication'**.



Allows time for Observations, which enhances personal **'Credibility'**.



Supervisor gets recognized for raising the Safety bar, reinforcing **'Accountability.'**



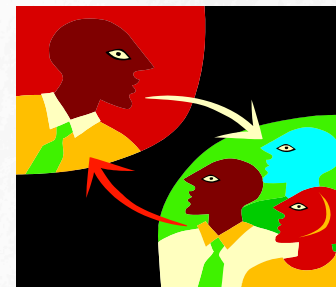
Understands Data



Managers note Supervisors are actively managing Safety, which reinforces **'Credibility'**.



Safe Behaviors increase.
Injuries are reduced.
Production increases.



Safety Conversations (using **'Feedback & Recognition'** and **'Safety Communication'** skills) about exposures and behaviors to move from at-risk to safe.



Uses Data to Control Exposures demonstrating both **'Action Orientation'** and **'Collaboration'**.

Collaboration – Barrier Removal – Finding Barriers

Hand in Pinch Point



Handles installed. Pinch Point eliminated.



Critical Behavior Item

Body Position

- 1.1 Eyes on Path
- 1.2 Ascending/Descending
- 1.3 Eyes on Task/Hands
- 1.4 Pinch Points
- 1.5 Line of Fire

Body Use/ Ergonomics

- 2.1 Lifting & Lowering
- 2.2 Overextended
- 2.3 Twisting and Turning

Safe

At-Risk

Comments

_____	_____
_____	_____
_____	XX
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

While: Connecting float to tug

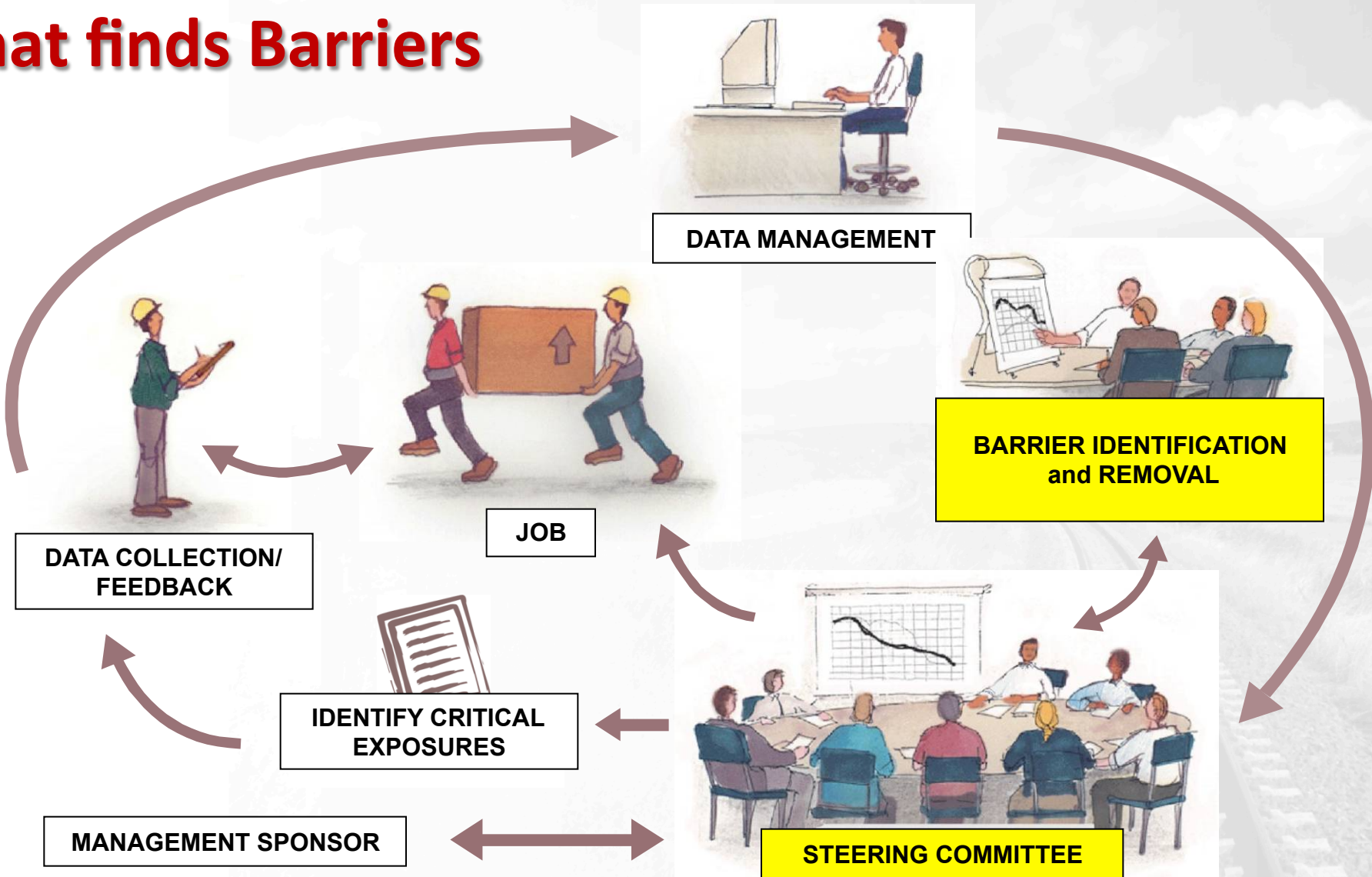
Was: Hand was in pinch point

Because: There is no handle

Solution: Install handles

Try: YES

Observation Process (BAPP) that finds Barriers



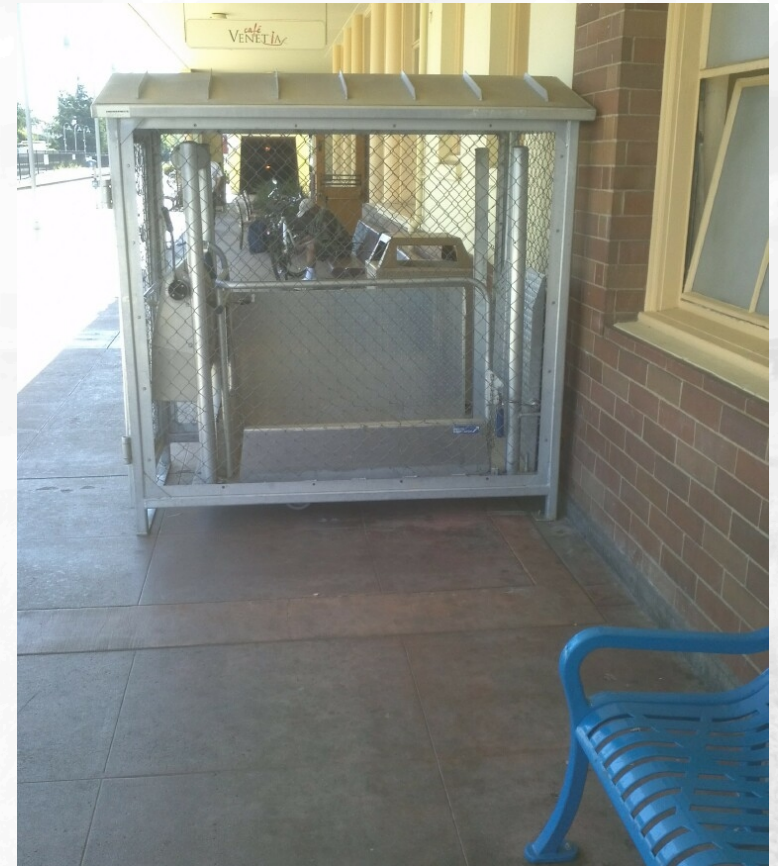
Some Barriers that have been removed

Some have been simple, like adding a window in a blind door leading to a high traffic area where there was a risk of collision with a person on the other side.



Some Barriers that have been removed

Turning the Wheelchair Lift cage so that the door opens out onto the platform, and Conductors and Station Agents are able to remove it easily.



Some Barriers that have been removed

Some required more complex, system-wide changes. The Qualcomm cable in the cab of our locomotives frequently caused Engineers to tangle their feet and was a tripping hazard. Now it is wrapped up neatly.



Some Barriers that have been removed

One of the best Barriers we have removed has existed since we started using the Pacific Parlour Cars – they had no handrails in the diaphragm area, and now they do. Removing this Barrier helps employees AND passengers control a slip/trip exposure as they walk between the adjacent car and the Parlour Car.

