



Safety Management System

Rail Passenger Association, 4/1/19

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The Safety Challenge

- Five major accidents since 2015
 - Trains 188, 89, 506, 501, 91
- Customer and employee fatalities and serious injuries
 - Too many
- NTSB Report (November 2017)
 - “...a deficient safety culture at Amtrak.” (p. 62)

Amtrak's Safety Strategy

1. Implement Safety Management System at Amtrak
 - In advance of regulatory requirement
 - Be an industry leader
 - Learn from other industries (aviation, healthcare, etc.)

2. Implement PTC and drive for PTC-equivalency in non-PTC territory
 - Passenger rail service should be 100% PTC compliant
 - Be an industry leader
 - Where PTC won't exist use SMS to chart path towards PTC-equivalency

3. Use data and technology to improve safety
 - Train safety data – every train, every trip, every day

SMS Overview



Safety Policy

- We must be America's safest passenger railroad.
- All employees are empowered to stop an operation if an unsafe conditions exists.
- We will operate at the highest level of safety – by exceeding regulatory standards.
- We will proactively identify and mitigate risk, based on data.
- We will become a learning organization where safety self-reporting is encouraged.
- We must not tolerate intentional disregard for safety or reckless behavior.



Risk Management

- Targeted Risk Assessments and Mitigations
 - Track segments with a Main Line Track Exclusion Addendum
 - Commuter operations on an approved alternate schedule for PTC
 - Track segments experiencing signal suspensions
 - Grade Crossings
- Risk Management Process
 - Proactive Identification
 - Probability/Severity Analysis
 - Assessed and prioritized
 - Effective mitigations



Grade Crossing Risk Assessments

- Partner with the FRA, Host Railroads, States/Cities to
 - Perform data analysis to prioritize Grade Crossings
 - Research crossing configuration, mitigations in place, train ops, etc.
 - Perform analysis to identify risks
 - Assess the likelihood of experiencing identified risks and anticipated severity
 - Develop and implement corresponding mitigations
- State Street Crossing – Springfield, MA

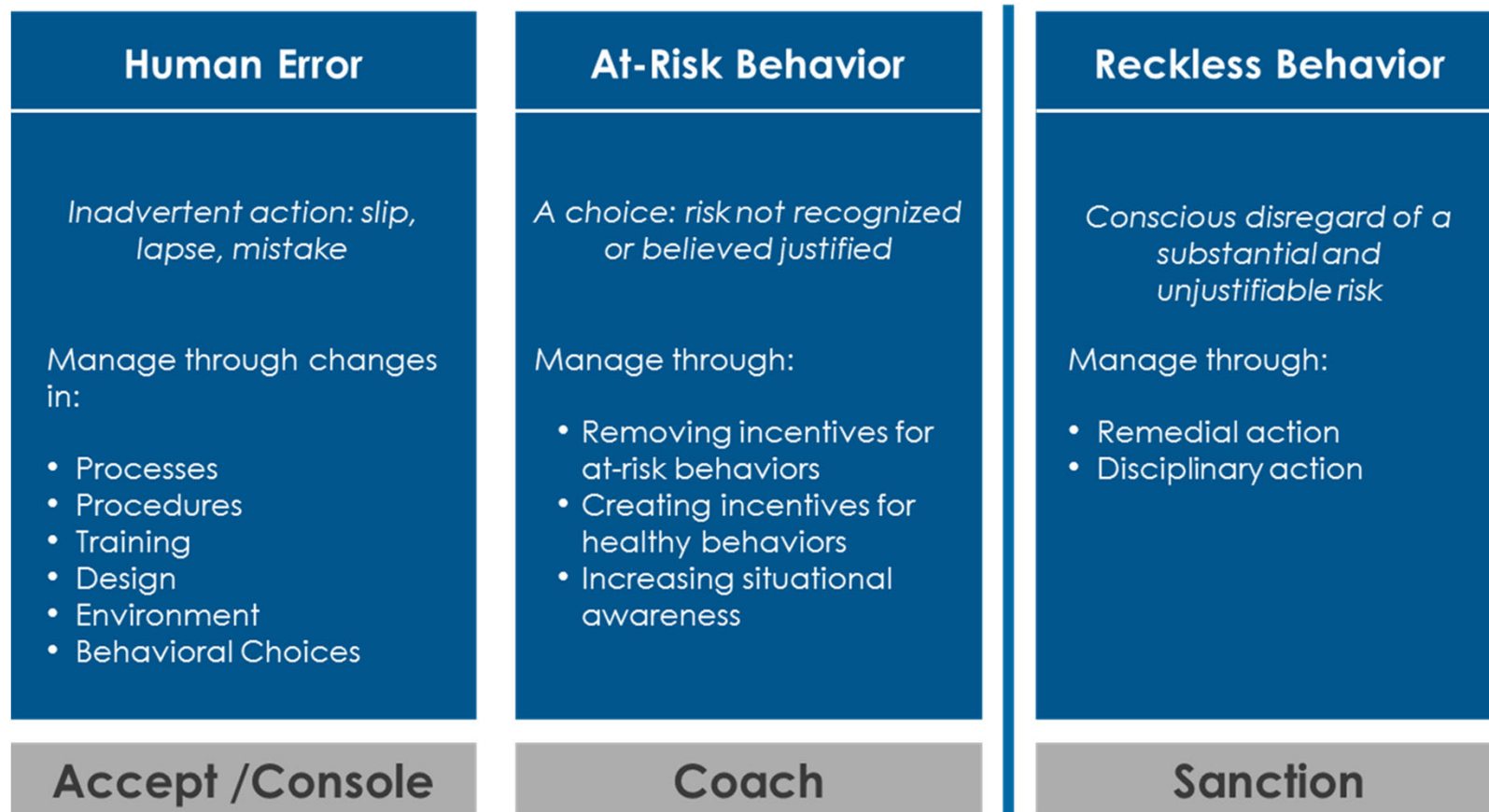


Safety Assurance

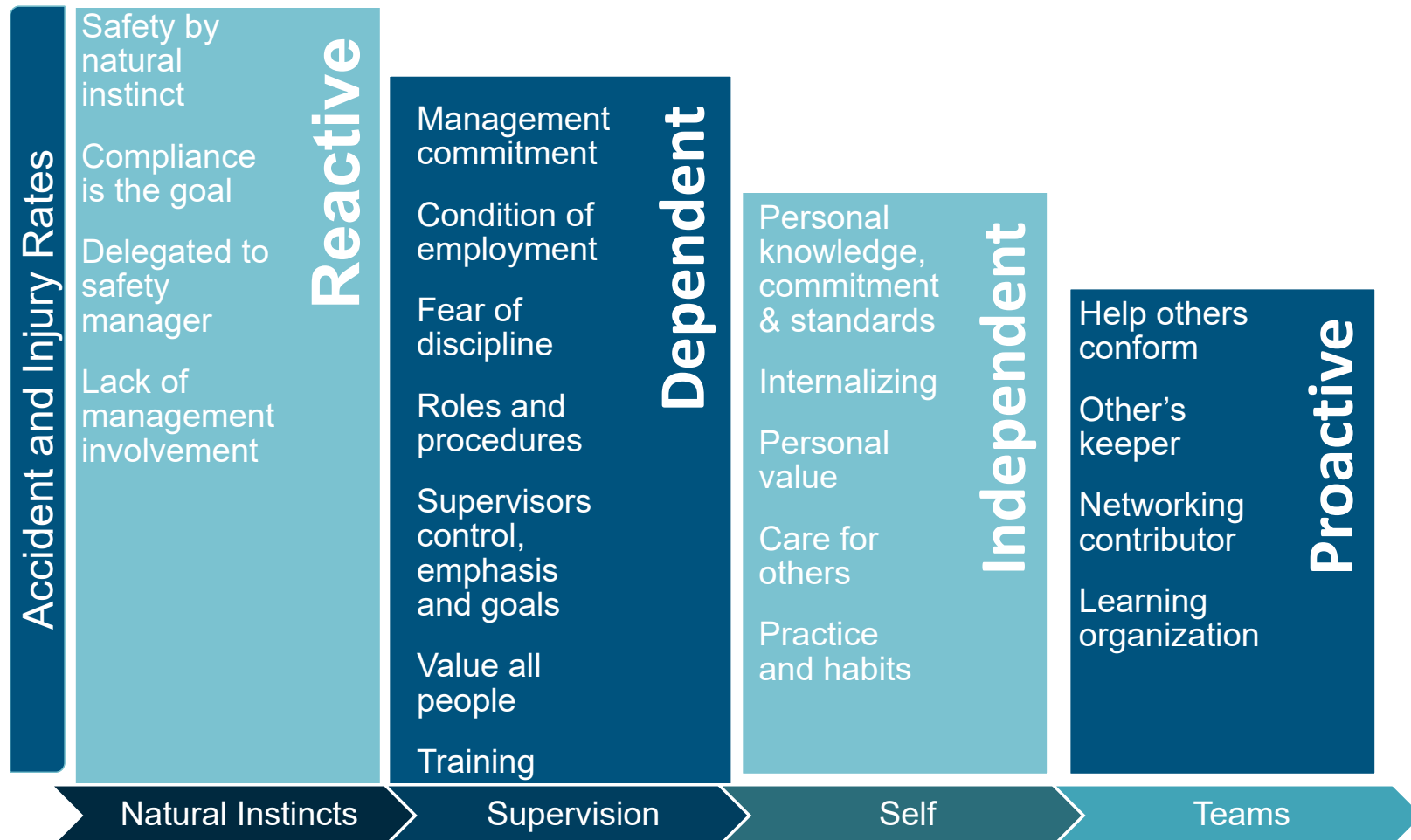
- Oversight that verifies compliance and measures effectiveness
 - Standardized Accident/Incident Investigations Process
 - Based on Root Cause Corrective Action (RCCA) methodology
 - Enhanced Efficiency Testing
 - Opportunities for improvement identified based on enhanced data collection and analysis
 - Internal Evaluation Program
 - Examining Amtrak's critical safety programs

Safety Promotion

- A Just Culture recognizes that we all make mistakes and the **organization** learns from those mistakes, however, a Just Culture has zero tolerance for reckless behavior



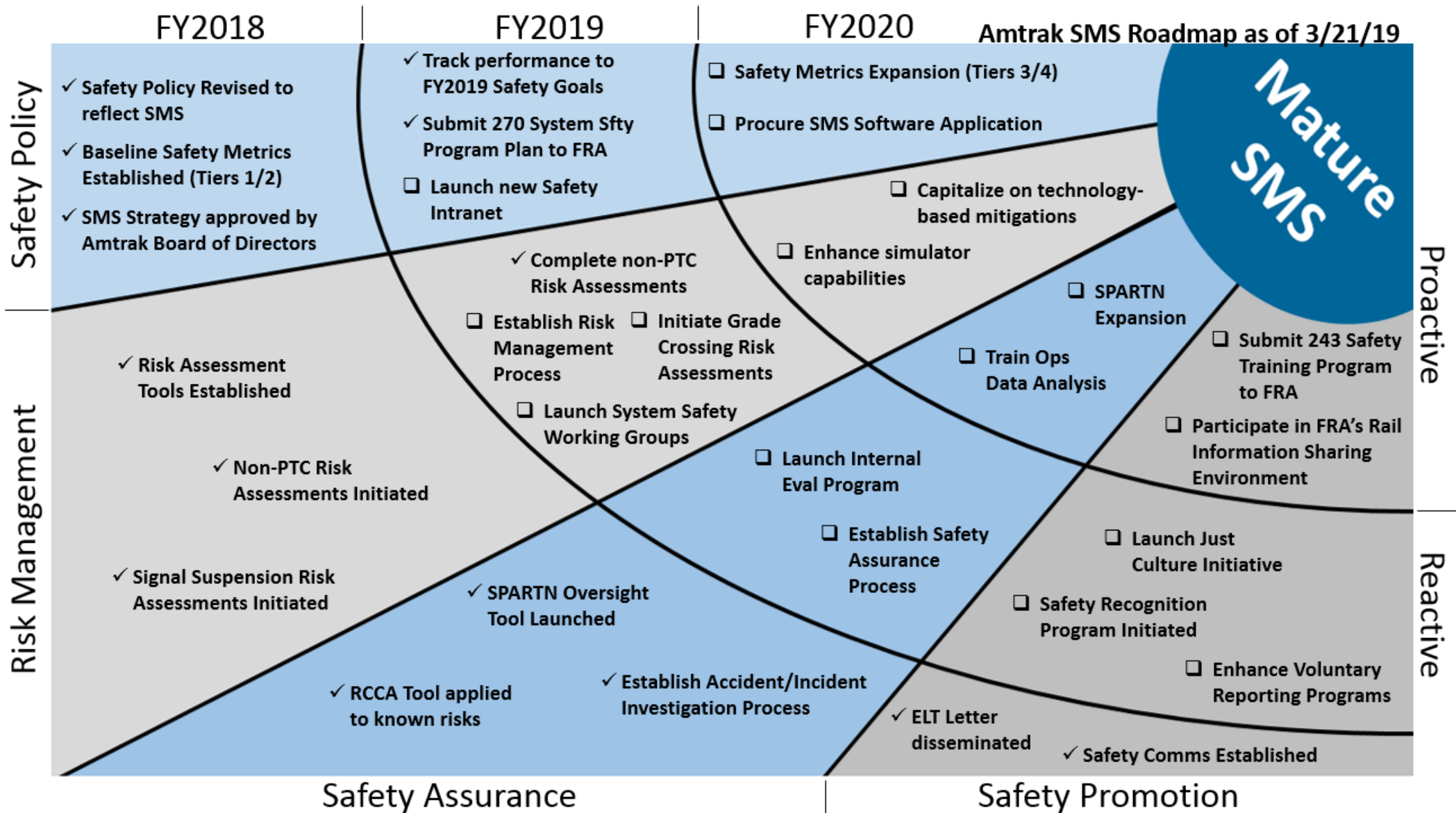
Safety Culture Continuum



Hurdles to Overcome

- Engaging **all** our employees in the change
- Becoming a learning organization
- Encouraging voluntary self reporting
- Overcoming our (and the industry's) 'name and blame' history
- Creating a 'Just Culture' by learning to:
 - Accept and learn from mistakes
 - Coach at-risk behavior
 - No tolerance for intentional disregard of safety and reckless behavior

SMS Roadmap





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