

EMPLOYEE CALLS BTS
AT 1-888-568-2377 TO
INITIATE CLOSE

C3RS process flow

BTS telephones employee with
confirmation number

Employee mail written
report to BTS within
three business days

BTS Decides weather to
accept report

NO

Reporting employee
informed report not
accepted by BTS

YES

BTS Interviews employee to collect details,
sends confirmation letter to employee and
generates incident number

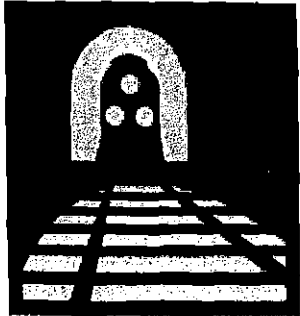
BTS Compiles all evidence removes personal
data and sends Close Call Incident Report to the
PRT

PRT analyzes report, conducts root cause
analysis, recommends corrective actions to the
carrier, and sends results to the BTS

PRT Support team reviews corrective actions
and PRT report and provides BTS feedback on
implementation, including effectiveness of
corrective actions

Employee can obtain
feedback on report by
contacting the BTS

BTS Summarizes trends and publishes quarterly and
annual reports



C3RS

- EMPLOYEE
- BTS (Bureau of Transportation Statistics)
- PRT (Peer Review Team)
- PRT Support Team (Carrier)