

## Our Commitment to Safety

- Our goal is to **become America's safest passenger railroad**. We believe that zero accidents and zero serious injuries are possible – and we will work together toward everyone performing at this level.
- All employees are **empowered to stop an operation** if an unsafe condition exists. This means everyone – at any time.
- We will operate at the **highest level of safety – by exceeding regulatory standards**. It is not good enough for us to simply meet minimum standards. We must do better.
- We will **proactively identify and mitigate risk based on data**. We are identifying new metrics that will allow us to focus on leading indicators instead of relying only on historical incident data.
- We will become a **learning organization where safety self-reporting is encouraged**. We will not discipline employees for self-reporting a safety issue. We need to know where we are falling short in safety so we can study these incidents and learn from them.

## Safety Actions

- We are instituting a comprehensive new Safety Management System (SMS) to improve our safety culture. SMS is intended to move Amtrak from reactive responses to individual safety events toward a continual assessment and predictive understanding of risks facing the entire organization before an unwanted event occurs. SMS has been a cornerstone of improving safety in the aviation, health care and energy industries.
- We have significant safety measures in place, some going beyond what we are required to do by the Federal Railroad Administration (FRA). For example, Amtrak requires a full annual physical evaluation for every engineer, including sleep apnea screening, whereas FRA requires an exam once every three years.
- Also, Amtrak's drug and alcohol testing protocols exceed federal requirements. Our testing regimen is so strenuous that employees understand that a random drug test in the year is not just possible, it is likely.

## Positive Train Control

- All Amtrak-owned or controlled track had [Positive Train Control](#) (PTC) in operation, except approximately one mile of slow-speed track in the complex Chicago terminal area. We expect to have this area complete by the end of this year.
- As of July 2019, more than 16,000 miles of host railroad-controlled track is operating with PTC. These are the tracks owned by others that Amtrak uses for most of its route network.
- Eighty-six percent of all route miles are operational with PTC on the overall Amtrak system.
- We have implemented operational risk mitigations across the remaining approximately 5,000 host railroad track miles that will not have PTC operating. These sections of track have been granted by the FRA a PTC exemption (MTEAs) or alternative schedule for PTC implementation. Approximately 1,500 of the 5,000 miles qualify for MTEAs.
  - Mitigation examples include: Posting of signage to remind the locomotive engineer on approach to a critical speed restriction, the locomotive engineer required to communicate signals observed to the conductor, speed restrictions at areas known to be at risk of track obstructions, targets indicating switch position, existing wayside signal system, cab signal system with Automatic Train Control, Automatic Train Stop
- In November 2018, Amtrak submitted an application to the FRA for an alternative schedule to allow for interoperability testing with our freight and commuter partners and for the potential for some limited technical issues to arise during testing. Amtrak's alternative schedule request was approved by the FRA on Jan. 4, 2019.
- As we evolve the PTC system, customers might experience minimal service delays. For real-time service information on Twitter, follow [@AmtrakNECAAlerts](#) for the Northeast Corridor and [@AmtrakAlerts](#) for long-distance trains. To help minimize any issues that might arise, including operational impacts from the implementation of PTC, Amtrak has a help desk to manage incidents, which will be tasked with the responsibility of real-time allocation and vendor escalation to implement solutions.

## Safety Management System

- An SMS is an organization-wide comprehensive and preventative approach to managing safety. An SMS will move us toward a no-fault, collaborative approach for safety analysis. It will establish safety as an integral element in all operational business functions and is built upon four components: Safety Policy, Safety Promotion, Safety Assurance and Safety Risk Management.

- On Nov. 1, 2018, in advance of any regulation, Amtrak was the first railroad to submit our Safety System Program Plan to the FRA.
- Amtrak is the first U.S.-based railroad to start implementing this proven system.

### **2018 Safety Improvements**

- Created a new safety organization and hired a renowned and experienced safety expert to lead our safety program, [Ken Hylander](#).
- Worked with our partners to advance the implementation of PTC across our network.
- Revised and released a new company safety policy in line with SMS practices that outlines the key principles of Amtrak's commitment to safety.
- Implemented new risk assessment processes to improve the safety of operations while simultaneously introducing a formalized incident investigation process.
- Expanded our voluntary Safety Incident Reporting to include Engineering Department employees.
- Implemented a multimillion dollar upgrade to our efficiency testing data management system to better identify safety trends and provide input into training programs.
- Expanded our safety metrics to provide a more comprehensive picture of operating safety on and around the railroad.
- Implemented new Roadway Worker Protection measures to enhance the safety of employees who work along our tracks.
- Developed a new comprehensive process for how we qualify new routes, including earlier interaction with host railroads and the FRA.
- Adopted a new Engineer Route Qualification protocol that standardizes how crews will be trained, evaluated and qualified on new territory.
- Redesigned over 60 technical safety training courses that are delivered annually to workers performing safety-critical tasks.
- Invested in people and systems to increase our oversight capabilities and to verify that prescribed processes and procedures are followed on all train operations.

### **Safety Metrics – Fiscal Year 2018**

- 17 percent reduction in FRA-reportable employee injuries
- 32 percent reduction in employee incidents with serious injury or fatality potential
- 5 percent reduction in trespasser and grade crossing incidents during Amtrak operations

### **Safety Improvements Planned for 2019**

- Undertaking multiple efforts to establish and expand our Just Culture across the organization. A Just Culture focuses on learning, rather than punishment, as a means to balanced accountability for both individuals and the organization.
- Implementing an Internal Evaluation Program to evaluate the effectiveness of our critical safety processes and to identify opportunities to improve our safety management system.
- Initiating a comprehensive risk reduction program regarding grade crossing and trespasser incidents. Through this effort, we will evaluate the design of grade crossing systems and identify opportunities to reduce risk.