



Transportation
Safety Board
of Canada

Bureau de la sécurité
des transports
du Canada

SECURITAS

**Report transportation
safety concerns
in confidence**

Canada



Report transportation safety concerns in confidence

The Transportation Safety Board of Canada (TSB) administers a program called SECURITAS that enables you to report—in confidence—concerns you may have about safety in the marine, pipeline, rail and air modes of transportation. The incidents and potentially unsafe acts or conditions you report through SECURITAS are not always reported through other channels.

Why use SECURITAS?

SECURITAS reports can lead to the TSB making formal recommendations to the Minister of Transport or issuing safety advisories to other government departments or industry organizations for action.

SECURITAS reports can help the TSB identify widespread safety issues.

By combining confidential report data with other accident and incident reports and studies, and by sharing safety information with other agencies in Canada and abroad, investigators gain greater insight into national and global transportation safety issues.

SECURITAS reports may support TSB studies and analyses on safety-related matters such as operating procedures, training, human performance and equipment.

How is confidentiality protected?

The *Canadian Transportation Accident Investigation and Safety Board Act (CTAISB Act)* protects the confidentiality of the statements that witnesses or those involved in transportation occurrences make, as well as the identity of persons who report confidentially to SECURITAS, so they can be frank with TSB investigators without any fear of reprisal, self-incrimination or embarrassment.

Letters, faxes, e-mails and telephone messages to SECURITAS come directly into the SECURITAS office and are handled only by authorized SECURITAS analysts. The analysts are specialists in marine, pipeline, rail and aviation safety.

A confidential record is kept of the reporter's name and contact information because the SECURITAS analyst may need to reach the reporter to follow up on the details of his or her report—but the reporter's identity is kept confidential.

The *CTAISB Act* (Section 31) and the *TSB Regulations* prohibit the release of any information that could reveal a confidential reporter's identity without the reporter's written consent.

How is this information used?

SECURITAS analysts examine each report and enter the pertinent information into the SECURITAS database. The TSB initiates action according to the gravity of the safety concern.

When the reported observation is confirmed to represent a safety deficiency, the TSB forwards the information, often with its suggestion for corrective action, to the appropriate regulatory authority. Sometimes the TSB contacts specific transportation organizations, companies and/or agencies directly if they are the ones best placed to correct the problem, but it will not take any action that might reveal the reporter's identity.

By comparing SECURITAS reports with other reports of similar situations, the TSB can also identify systemic safety deficiencies.

How to report to SECURITAS

SECURITAS is primarily concerned with unsafe acts and conditions in commercial and public transportation systems within federally-regulated modes of transport (marine, pipeline, rail and air).

Contact SECURITAS, and include the following in your message:

- your name, address and phone number
- your profession and experience
- your involvement in the unsafe situation being reported
- where else you may have reported this unsafe situation or safety concern
- complete identification of the ship, pipeline, rolling stock or aircraft
- the name of the owner/operator of the equipment

Also, please describe the unsafe act or safety concern.

For example:

- How was the unsafe act/condition discovered?
- If you are describing an event, tell SECURITAS
 - what happened;
 - where it happened;

- when it happened (the date and the local time); and
- why you think it happened.
- What actions/inactions resulted, or could have resulted?
- How do you think the situation could be corrected?

You will find the contact information at the end of this brochure.

What should you not report to SECURITAS?

- Regulatory infractions or illegal activities that do not affect safety
- Customer service complaints
- Undesirable working conditions that do not affect transportation safety

False or misleading reports

Remember that it is an offence to knowingly give false or misleading statements to the TSB through SECURITAS. The purpose of your report should be to advance transportation safety through the identification of real safety deficiencies.

RAIL



Who reports to SECURITAS?

You are a locomotive engineer, conductor, trainperson, signal maintainer, rail traffic controller, track maintenance employee, equipment personnel, a passenger—or any other person having an interest in rail safety.

What kind of situation should you report?

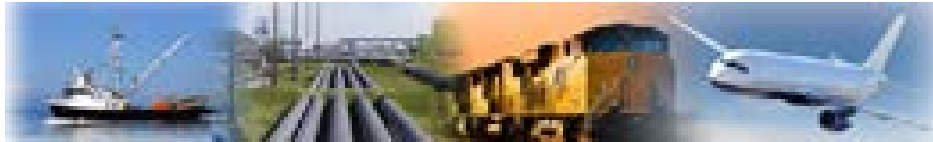
These are some examples of the types of situations that could affect rail safety and that your report might help correct.

Unsafe conditions

- Poor equipment design or maintenance; failed reset safety control; worn components or flat wheels; inadequate safety appliances affecting the safe operation of rolling stock
- Poor track maintenance; poor sight-lines at public crossings instability of subgrade/embankment above and below the roadbed
- Contradictory or ambiguous information in timetable or orders; inadequate radio coverage
- Rolling stock in service without the required mechanical safety or other physical inspections

Unsafe procedures and practices

- Management procedures and/or practices that create an unsafe situation, e.g., conflicting expectations or instructions
- Poor vigilance: staffing levels during inspections; crew scheduling; inadequate crew rest
- Local operating practices that are not in compliance with safe operating procedures, e.g., not calling signals, leaving switches aligned for other than main track, not securing standing cars
- Personnel operating rolling stock without the necessary training and/or certification
- Inadequate design, application or implementation of rules and/or regulations that affect the operation of railway rolling stock, such as cars and locomotives, hi-rail equipment, snow-ploughs, spreaders, railway cranes and other on-track maintenance equipment



Send us your reports

The Transportation Safety Board of Canada will never reveal your identity or any information that could identify who you are. By reporting an unsafe act or condition, you can help make a real difference towards improving transportation safety.

Send your reports to **SECURITAS**

E-mail:	securitas@bst-tsb.gc.ca
Call toll-free:	1-800-567-6865
Fax:	1-819-994-8065
Mail:	PO Box 1996 Station B Gatineau QC J8X 3Z2