



NTSB Norfolk Southern Safety Culture Survey Distribution

Background

In March 2023, NTSB initiated a special investigation into the Norfolk Southern (NS) organization and safety culture and urged NS to take immediate action to review and assess its safety practices with the input of employees and implement necessary changes to improve safety.

The February 3, 2023, NS train derailment and subsequent hazardous material release and fires, in East Palestine, Ohio, was the catalyst for the special investigation. Since that time, NS has announced numerous initiatives to improve the company's safety programs.

As part of its special investigation, the National Transportation Safety Board (NTSB) is conducting a survey of the NS workforce to evaluate its organizational and safety culture. Survey data will be analyzed to determine themes to inform the focus of the ongoing NTSB safety culture investigation.

Key Messages

- In March 2023, the NTSB opened a special investigation into Norfolk Southern's organization and safety culture.
- The NTSB is conducting a survey of the Norfolk Southern workforce as part of its ongoing special investigation into Norfolk Southern's organization and safety culture.
- The survey's main purpose is to gather real-time information from Norfolk Southern employees, across its entire network, about the organization's safety culture.
- The survey will allow the NTSB to gather valuable insights directly from Norfolk Southern's employees to assess its safety practices and culture.
- The NTSB is distributing the survey to all Norfolk Southern employees so that everyone who wants to participate can.
- NTSB investigators will use the survey results to identify key areas of focus for its ongoing special investigation.
- The NTSB's sole mission is to prevent accidents and improve safety. The results of this survey will be used to improve safety for those who work on and around the rails and the communities they cross.



Talking points

- Given the number (6) and significance of Norfolk Southern accidents between December 2021 and March 2023, the NTSB is concerned that several organizational factors may be involved in the accidents, including safety culture.
- The survey is being conducted April 3-19, 2024.
- The survey consists of 16 questions and takes about 10 minutes to complete.
- Participation in the **confidential** survey is voluntary. Responses are being collected anonymously. It will not be possible to identify individual replies.
- The NTSB has coordinated with Norfolk Southern and Union leadership to reach all Norfolk Southern employees.
- The survey's main purpose is to gather real-time information from the Norfolk Southern workforce, from management to craft employees, about the organization's safety culture, allowing NTSB to gain insight into how Norfolk Southern employees feel about their safety on the job and how the organization handles safety.

NTSB Communications POC

Stephanie Shaw, Management Analysis Officer, RPH

Stephanie.Shaw@ntsb.gov

202-314-6014

NTSB Special Investigation POCs

- Mike Hiller, Acting Director, RPH
- Joe Gordon, Branch Chief/Project Lead (RPH Primary Technical Lead)
- Dajuan Sevillian (AS Primary Technical Lead)