



**National
Transportation
Safety Board**

Investigative Products Reinvention

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Re-imagine Investigative Products

- NTSB History
- Objectives
- Methodology
- Current investigative products
- Findings and recommendations
- Next Steps

NTSB History

- Created in 1967 as an independent agency within the USDOT
- Independent Safety Board Act of 1974
 - Fully independent agency
 - Investigate transportation accidents
 - Determine probable cause
 - Develop recommendations
- Aviation Disaster Family Assistance of 1996
- Rail Passenger Disaster Family Assistance Act of 2008

The Board

- Chairman
- Vice Chairman
- Three other Board Members

Nominated by the President

Confirmed by the Senate

Members are not
investigators



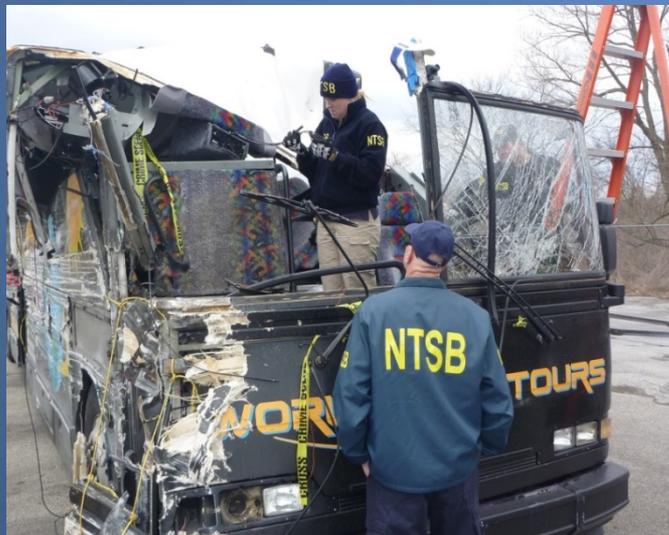
NTSB Mission

*Independently
Advancing
Transportation
Safety*

- Fact based investigations
- Single focus is safety
- Not liability or blame
- Determine probable cause
- Make recommendations

Investigative Offices

- Office of Aviation Safety
- Office of Highway Safety
- Office of Marine Safety



Office of Railroad, Pipeline and Hazardous Materials Investigations

- Railroad Division
- Human Performance Division
- Pipeline and HazMat Division



Office of Research and Engineering

Provides technical support to railroad investigative teams:

- Materials Lab
- Recorders Lab
- Simulations and animations
- Safety studies and statistics



Other Supporting Staff

The level of support varies with the complexity of the accident. The team may include:

- Member's Special Assistant
- Public Affairs – media liaison
- Government Affairs – local elected officials
- TDA – family and other loved ones
- CIO – information systems
- General Counsel – legal matters

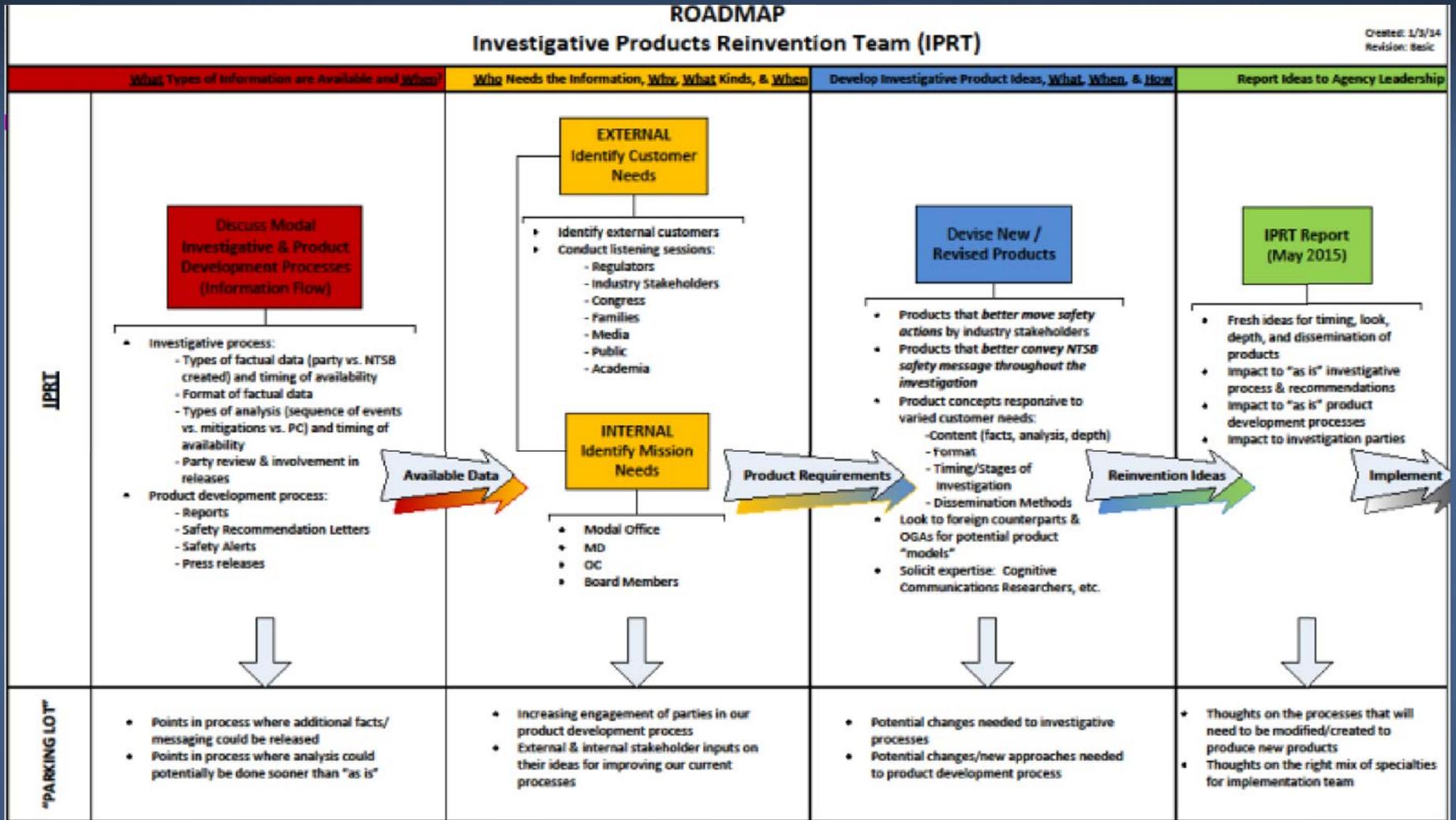
Investigative Products Reinvention – Objectives

- Re-image the products
- Discover fresh new ideas
- Get the message out sooner
- Develop recommendations

Methodology

- Task force
- Review of current process
- Identification of stakeholders
- Collect feedback from stakeholders
- Identify best practices of other agencies
- Analyze feedback
- Summarize findings

Team Roadmap



Current Investigative Products

- Preliminary reports
- Public Docket
- Press releases
- Press briefings and conferences
- Safety recommendation letters

Current Investigative Products

- Safety Alerts
- Final accident reports
- Special Investigation Reports
- Safety Studies
- Accident briefs – aviation ADMs
- Accident briefs – other modes

Current Investigative Products

- Aviation accident database
- Safety recommendations database
- Board meetings
- Archived board meeting presentations
- Hearings

Current Investigative Products

- Forums
- Symposiums
- Facebook posts
- Blogs
- Twitter tweets

Current Investigative Products

- Podcasts
- Videos
- Content on website ([nts.gov](https://www.nts.gov))
- You Tube channel
- Flickr content

Findings

- NTSB information products are held in high regard for their quality and accuracy
- NTSB major reports provide value and should not be eliminated
- Visual methods of communication are popular and effective
- Personal contact is also effective and appreciated
- Some stakeholders would like more frequent and more targeted information releases from the NTSB

Findings continued

- Some stakeholders concerned that “piecemeal” information releases could be damaging
- Mixed feelings about the NTSB’s current use of social media
- NTSB public website is hard to navigate and poorly organized
- NTSB public docket system is not user friendly
- Unawareness of the full range of product offerings and distribution channels

Recommendation – Improve information availability

- Revamp the NTSB public website
- Highlight the availability of existing animations and videos
- Upgrade the public docket system
- Create or improve “push” (listserv) notifications

Improve NTSB information availability continued

- Consider disseminating some printed products
- Improve usability of safety recommendations database
- Increase the use of hyperlinks
- Consider developing an NTSB mobile application

Recommendation – Create new or improved products

- Issue more accident summaries and reports based on data from multiple accidents
- Develop position and issue papers
- Investigate improved methods to report trends and historical issues
- Create more videos
- Highlight key safety takeaways

Recommendation – Issue more iterative products (more iterative process)

- Issue interim recommendations when warranted
- Issue more investigation updates



Recommendation – Make better use of visuals and multimedia

- Use more graphics, especially infographics

Sample infograph

RECOMMENDATIONS, NOTICES AND ORDERS



In 2012, the Safety Recommendations and Quality Assurance division submitted **473 separate items** to the Board Members for their consideration, all of which were adopted.

DISTRIBUTION BY MAKE OF TRANSPORTATION IS AS FOLLOWS:



NTSB notices include notices of proposed rule-making (NPRMs), advanced NPRMs (ANPRMs), supplemental NPRMs (SNPRMs), advisory circulars (ACs), notices of proposed federal guidelines (NPPGs), airworthiness directives (ADs), and proposed technical standard orders (TSOs).

NOTICES AND PROPOSED TSO'S ISSUED TO OTHER FEDERAL TRANSPORTATION ADMINISTRATIONS



Sample infograph

AVIATION CERTIFICATE APPEALS

In 2012, the Office of Administrative Law Judges disposed of 76 percent of its caseload.



Recommendation – Evaluate the use of social medial

- Share information
- Spread safety message
- Optimize related NTSB policies and procedures based on evaluation

Recommendation – Leverage partnerships with stakeholders

- Include non-profits, academia, or industry
- Enable information-sharing improvements
- Study or investigate transportation safety

Recommendation – Develop a coordinate communications plan/strategy

- Dissemination and release of information
- Marketing campaign for information releases

Next Steps

- Review recommendations
- Implement recommendations
- Review NTSB accident investigation processes

Questions?

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