

# Coaching, Observing, Mentoring and Motivating with Integrity and Trust

---

## Frequently Asked Questions

**Q. How does a below standard documented during an OJE?**

**A. OJE will be documented as an Efficiency Structured OJE. Any close call observed or prevented will be documented as a SAVE. Below standard rules will only be documented as a RULE REVIEW and not reported in employee's record.**

**NOTE: TO STANDARD actions will be documented.**

**Q. When entering an event into the Mobile App why won't critical rules display when typing just the rule number?**

**A. When preparing to enter a Close Call or Save on a critical rule, search by entering rule number with a space than a C for CRIT. This will bring up the proper Testing Category and the critical rule with CRIT next to rule number.**

**Q. What categories do I use for rules when not in categories 101-106; C01-C02?**

**A. Use the link below to determine what to use by clicking Ctrl + to follow the link**

[http://home.www.uprr.com/cs/groups/public/@uprr/@operating/documents/employees\\_documents/pdf\\_e\\_op\\_ftx\\_ref\\_test\\_catagory.pdf](http://home.www.uprr.com/cs/groups/public/@uprr/@operating/documents/employees_documents/pdf_e_op_ftx_ref_test_catagory.pdf)

**Q. Are manager's still required to obtain an ID Badge photograph when using Mobile App or signature if using the debriefing forms?**

**A. MOBILE APP:**

Testing Manager will collect ID badge photo of employee when:

- Critical rule violation is documented as a CLOSE CALL
- Structured test or OJE is performed

**DEBRIEFING FORM:**

An employee's signature must be requested from employee when:

- Critical rule violation is documented as a CLOSE CALL
- Structured test or OJE is performed

**Q. What is the minimum number of tests per month?**

**A. 10 events per month. Service Unit has option to adjust but must be a reasonable addition of the critical rules. Operating Practices will verify if an excessive amount is being asked to be done.**

**Q. What is the minimum number of structured tests per month?**

**A. No minimum. All tests should be focused on RIM. Engineers and RCO Operators still require a structured stop test.**

# Coaching, Observing, Mentoring and Motivating with Integrity and Trust

---

**Q.** What is the minimum number of On the Job Engagements' per month?

**A.** 4 events per month minimum.

**Q.** How long must an OJE be performed to receive credit?

**A.** 30 minutes of walking along with employee having engagement observation.

**Q.** What are the employee's performance actions called?

**A.**

- CLOSE CALL = Critical Rule Violation
- SAVE = Prevented Critical Rule
- RULE REVIEW = All other rules coaching including Supplemental Rules
- TO STANDARD=Complied with rule

**Q.** How to enter a COMMIT event starting June 1, 2019 when the programming is not done yet?

**A.**

- **CLOSE CALL ACTION** will be entered as an **At Risk (AR)** and no APDS entry
- **SAVE ACTION** will be entered as an **At Risk (AR)** and **SAVE** entered into the comment section in addition to any other comments
- **RULE REVIEW ACTION** will be entered as a Coach to Improve (CI)
- **TO STANDARD ACTION** will remain the same
- **On the Job Engagement (OJE)** will be entered as an **Event Type Efficiency-20-Minute Structured**

**Q.** In what scenarios would a SAVE be used?

**A.**

- When a crew failed to performed the proper air test (ie Class 1 or 3) and manager ensures crew performs properly before departing
- When a crewmember has a separation less than 100 ft and manager stops crewmember prior to crossing through equipment.
- Any rule (Critical Rules) observed during an OJE.

**NOTE:** Above are only a few examples.

**Q.** Will an OJE satisfy any CFR requirements (240,242)

**A.** YES. Will be considered a 240/242 test as long as employee performs regulatory rule TO STANDARD.

**Q.** What in the COMMIT program affects ERA?

**A.** Close Calls will be a multiplier for ERA. All other actions will only be used as a data capture (not employee).

# Coaching, Observing, Mentoring and Motivating with Integrity and Trust

---

**Q.** Must an employee be drug tested and sent home for the day because of a Critical Rule Violation?

**A.** NO. Close calls will require a face to face debriefing and employee will continue working if there is no reasonable suspicion for a drug test.

**Q.** Can a manager enter a MAPS coaching from a COMMIT event?

**A.** NO. COMMIT event is not associated with MAPS

**Q.** What are the new Incident test type categories?

**A.** Each test type will be listed in Manager's Guide.

- Test No. 101 Use of Switches and Derails
- Test No. 102 Shoving Movements
- Test No. 103 Close Clearances
- Test No. 104 Working Around, Between, On or Under Equipment
- Test No. 105 Red Signal, Main Track Authority, Restricted Speed, Speed
- Test No. 106 Securement, Air Brake and Train Handling

**Q.** What about electronic device testing and other critical rules?

**A.** Electronic device and driving rules (Seatbelts and Cell phone and Electronic Devices) will be in Test No. C01. HTUA testing will be including in Test No. C02.

**Q.** What to do with a violation on a Critical Rule that has a non-critical part?

**A.** If it is a qualifier for a critical rule violation, must use rule with CRIT next to it and enter **(AR)** for the **Close Call**. Use the rule without CRIT for a **(CI)** for the **Rule Review**.

**Q.** Does a **Rule Review** affect employee's safety record?

**A.** NO

**Q.** Does a **SAVE** affect employee's safety record?

**A.** NO

**Q.** What are supplemental rules?

**A.** Supplemental rules are affiliated with the critical rules and possibly used in conjunction with critical rules.

**Q.** Will employee still have the ability to enter comments in MyUP Portal?

**A.** YES

**Q.** Will the employee's comments still be sent to manager that entered the test?

**A.** YES

# Coaching, Observing, Mentoring and Motivating with Integrity and Trust

---

**Q.** What are the three engagement questions an employee will be offered to answer?

**A.** Programming goal would be to have these results sent to the manager and DRO.

- Did you receive a face to face debriefing from manager?
- Was manager professional?
- Did manager explain expectation of the rules observed?

**Q.** If an employee wants to challenge the test, has the process changed?

**A.** NO, IT is working on improving the process to allow the Manager and DRO to be notified via email.

**Q.** Can a Transportation manager perform a test on a mechanical or engineering employee?

**A.** Transportation managers will only be able to assist with that department's manager. Only an observation of an all craft critical rule can be documented cross-functionally.

**Q.** How many assists are Sr. Manager's required to perform?

**A.** Sr. Manager's are required to perform 10 events with any combination of OJE, Assist, or Test.

**Q.** Can a manager receive an assist from an OJE?

**A.** Yes, as long as the manager is walking along with employee and manager during the event.

**Q.** Can I have my company cell phone on my person while performing an OJE?

**A.** Turn your phone off and stow while doing the walk along. It could distract employee being observed for yourself. Turned off and stowed on locomotive if a yard office, vehicle, etc becomes too far away for when it is time to debrief the employee being observed.

**Q.** While driving through the yard and manager notices equipment out to foul, how should this be handled?

**A.** If there is no incident, correct the situation by having equipment moved so that it is not out to foul. This would be a CLOSE CALL within COMMIT program. If an incident has occurred, this would trigger a MAPS event and not be related to COMMIT.

**Q.** Manager is performing an OJE with the conductor; during the OJE a different employee not part of the individual OJE violates a critical rule. How should the critical rule be handled?

**A.** OJE should be paused for debriefing of employee that violates the rule and documented as a CLOSE CALL unless manager prevents the violation than it would be a SAVE. This would be a separate event from the OJE.