



U.S. Department
of Transportation

**Federal Railroad
Administration**

Memorandum

Date: June 15, 1998

Reply to Att. of: MP&E 98-66

Subject: Employee Use of Railroad Commercial Telephones

From: Edward R. English
Director, Office of Safety Assurance and Compliance

To: Regional Administrators, Deputy Regional Administrators,
Motive Power & Equipment Specialists and Inspectors

An officer of one of the railroad labor organizations recently complained of an incident wherein he received a message to call an FRA Safety Inspector at a given telephone number. Upon calling the number the officer immediately realized that the call was placed to a railroad commercial telephone at a railroad office where, in fact, the Safety Inspector was working. It was immediately suggested to the inspector that he return the call from a telephone located away from the railroad property.

The concern, simply stated, is that an employee or complainant name will be mentioned and consequently overheard by a railroad officer or railroad employee. Therefore, to aid in maintaining confidentiality, FRA employees will not use railroad commercial telephones when pursuing a complaint, waiver, or violation investigation. Instead, FRA employees will use a hotel, pay or government telephone for this purpose.

FRA Office of Safety Enforcement and General manuals support this directive, to wit:

Motive Power and Equipment Enforcement Manual: page 3-5, "An Inspector assigned to investigate a complaint should determine the facts of the case, report the findings, and provide analysis. This will be done without revealing to any person that a complaint is or was under investigation."

Please distribute this information to all MP&E employees and Principle Regional Inspectors.

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