



ORB FOLLOW-UP EVALUATION REPORT



Amtrak Office of Inspector General
December 7, 2010

Purpose of Today's Meeting

- Brief key Union Officials on the results of our follow-up evaluation of the ORB Program and get your comments and input.
- Reinforce the value and importance of the ORB Program and its D&A peer prevention mission.
- Create a dialogue for the parties to discuss their concerns in an informal manner.

Background

- March 2008 ORB Evaluation Report identified significant deficiencies.
- OIG Benchmarked all Class I RR's peer prevention programs – CSX identified as the best by the FRA.
- Both management and labor representatives disagreed with many of the recommendations and asserted the ORB program was effective.
- Two FRA Drug & Alcohol Audits (2006 and 2009) also identified similar ORB tracking, reporting, and referral issues with ORB mark-offs.
- FRA remains very concerned and continues to request basic ORB mark-off data and program improvements (without compromising employee confidentiality) that have been resisted by ORB.
- Follow-up Evaluation begun in November 2009 to assess Amtrak progress in addressing previous ORB recommendations.

Current Follow-up Evaluation

- To date, progress has been made by the ORB program in several areas:
 - Senior management has openly committed to support RedBlock
 - Executive Steering Committee (ESC) reconvened and have met three times after a four year absence
 - Financial controls have been improved at the local and corporate levels
 - Mark-off data is being reported in more detail in an attempt to comply with FRA requests

- Significant changes are still needed to improve ORB operations and fully satisfy FRA data requests.

Proposed Recommendations – President and CEO Should Establish a Collaborative Approach Between Management and Union Officials To:

- 1. Ensure effective leadership and oversight by an engaged ESC that meets regularly to review appropriate performance data and to provide direction to improve ORB program operations.
- 2. Establish meaningful ORB performance goals that measure progress in terms of outcomes as well as activities, along with compliance with Federal Regulations.
- 3. Ensure the ORB program reports reliable and detailed information for program activities and mark-offs - by craft, time period and location, while protecting personal information.

Proposed Recommendations - continued

- 4. Establish a policy that defines guidelines for how and when mark-offs lead to interventions and referrals to EAP.
- 5. Reassign the UMAC and Peer Counselor Programs to EAP, so their activities can be supervised by a certified SAP counselor, and the CARE Program to the medical unit in the Health Services department.