



Close Call Reporting Manual

WWW.CLOSECALL.BTS.GOV

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INTRODUCTION

In partnership with Amalgamated Transit Union, Local 689 (L-689) and the Bureau of Transportation Statistics (BTS), Washington Metropolitan Area Transit Authority is launching a new program, Close Call Reporting. This reporting program is completely electronic. The reporting system allows users a secure connection to protect the confidential reports transmitted over the Web, and allows reporters to perform the following functions:

- Submit a report electronically.
- Save a report to submit later.
- Review a filled-out report before submission.
- Print a personal copy of a filled-out report.
- Submit attachments such as diagrams, pictures, images, text documents, and PDF files.
- Submit additional attachments after a report has been submitted.
- Retrieve a saved report using a unique access code.
- Remain alert to the time remaining before the Close Call reporting deadline.

This document serves as a guide for employees to submit their close call reports. Step-by-step instructions are detailed in the following sections.

CLOSE CALL HOMEPAGE

The homepage for close call reporting can be accessed by typing www.closecall.bts.gov in any Web browser. This page will give you access too many different sections and, most importantly, take you to the WMATA Close Call reporting.

REPORT A CLOSE CALL

To access the Close Call Reporting, click on the **Report a Close Call** button towards the bottom of the webpage. As seen in Figure 1:

**Confidential
Close Call
Reporting**
IDENTIFY SAFETY RISKS IN RAIL TRANSIT OPERATIONS

Amalgamated Transit Union Local 689 logo and Metro logo.

Navigation: About | **Report a Close Call** | FAQs | Data and Publications | Online Resources | Contact Us

In partnership with Amalgamated Transit Union (ATU), Local 689 (L-689) and the Bureau of Transportation Statistics (BTS), Washington Metropolitan Area Transit Authority (WMATA) has launched the close call reporting system. This pilot program is voluntary, confidential, non-punitive, and encourages employees to report close calls that WMATA and L-689 would otherwise not know about. Seeking to improve safety in the various transportation environments at WMATA, Close Call intends to study near miss incidents, determine root causes, and develop preventative measures.

To report a Close Call you must:

1. Initiate reporting within 16 hours of incident time; and
2. Finalize Online Report within 24 Hours of the incident time.

[Report a Close Call](#)

Figure 1: Report a Close Call

REPORTING START

After the **Report a Close Call** button is clicked, the burden statement and pledge of confidentiality are presented, as shown in figure 2. A reporter must indicate that he or she has read and understood the text by checking the box and then click the **Continue** button to access the login page. The **Continue** button will be inactive until the box is checked. A reporter may click the **Close** button to exit the reporting system.

Burden Statement

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2139-0010. Public reporting of a close call is estimated to take approximately 30 minutes, including the time for reviewing instructions, completing and reviewing the report. Reporting any information to the Confidential Close Calls Reporting System is voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Close Call Data Collection Office, Demetra Collia, US DOT/ BTS, 1200 New Jersey Avenue SE, Room E36-302, Washington, D.C. 20590 or e-mail: Demetra.collia@dot.gov.

Pledge of Confidentiality

The information you provide will be used for statistical purposes only. In accordance with the BTS confidentiality statute (49 U.S.C. 6307) and the Confidential Information Protection provisions of Title V, Subtitle A, Public Law 107-347, your responses will be kept confidential and will not be disclosed in identifiable form to anyone other than BTS employees or BTS agents such as telephone interviewers. In accordance with these confidentiality statutes, only statistical and non-identifying data will be made publicly available through reports. By law, every BTS employee and BTS agent has taken an oath of confidentiality and is subject to a jail term of up to 5 years, a fine of up to \$250,000, or both if he or she discloses ANY identifiable information about the respondent. BTS will not release to FTA, WMATA, L-689, or any other public or private entity any information that might reveal the identity of individuals or organizations mentioned in close call reports.

I have read and understand the Burden Statement and Pledge of Confidentiality

Figure 2: the Burden Statement and Pledge of Confidentiality

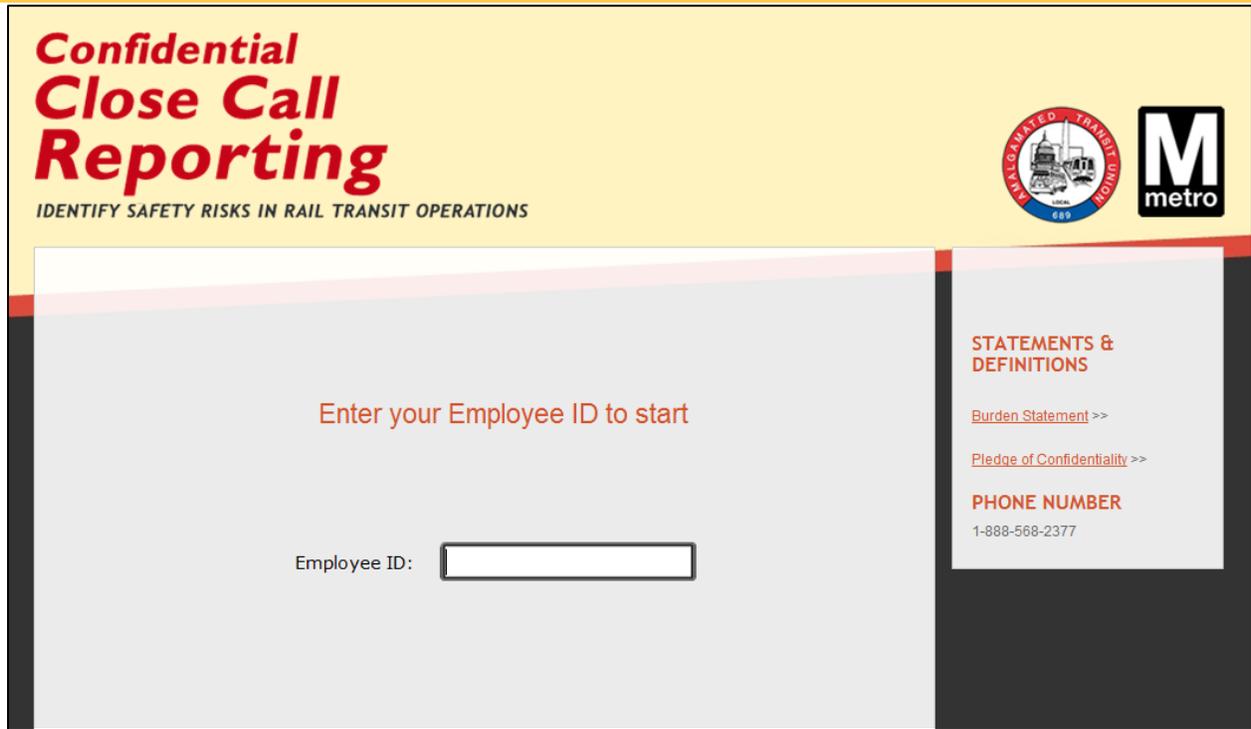


Figure 3: Employee ID Page

Employee ID and 4-digit personal code allows each WMATA employee access to close call reporting. The 4-digit personal code is created by you; the first time you access the Close Call Reporting system.

First, enter your Employee ID:



Figure 4: Valid Employee ID

If the Employee ID is not recognized, you will receive the message seen in figure 5:

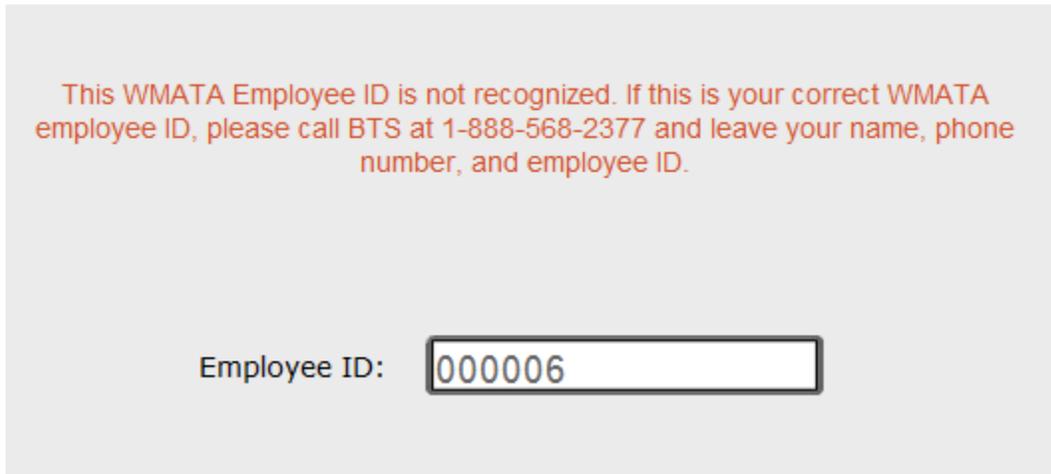


Figure 5: Not Recognized Employee ID

After you have enter your WMATA Employee ID for the first time, you will be asked to create a 4-digit personal code, as seen in figure 6. This code is created by you, the employee, and is unique to you.

**Remember your personal code for future reporting*

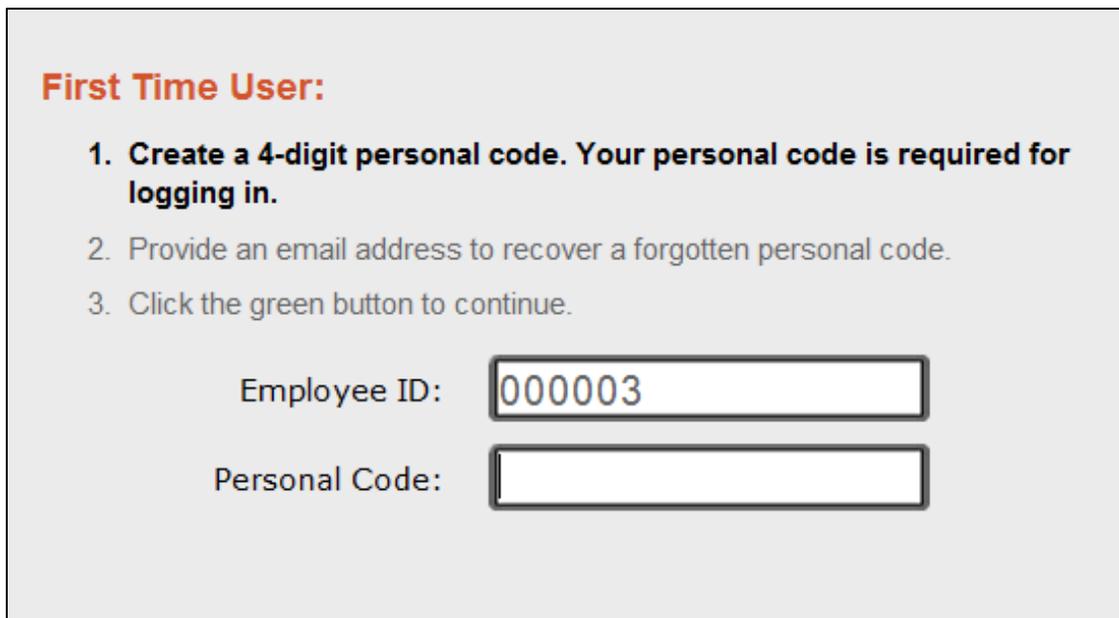


Figure 6: Personal Code

Next, provide an email address:

First Time User:

1. Create a 4-digit personal code. Your personal code is required for logging in.
- 2. Provide an email address to recover a forgotten personal code.**
3. Click the green button to continue.

Employee ID:

Personal Code:

Email Address:

** Please remember your personal code for future reporting.*

Figure 7: Email Address

BTS asks for an email address so we can provide you a copy of your personal code, in the event you forgot what your personal code is. Below, figure 8, is an example of an employee who forgot their personal code.

Enter

Message from webpage

 Your personal code has been sent to your email -
John.Doe@wmata.com

OK

Employee ID:

Personal Code:

** Forgot your personal code? Click [HERE](#) to retrieve your personal code by email.*

Figure 8: Forgot Your Personal Code

INCIDENT DAY AND TIME

Once you have successfully log into the Close Call Reporting, the Incident Date and time will pop-up on the screen. Enter the incident date and time, as shown in figure 9.

To Report a Close Call you must:

1. Initiate reporting within 16 hours of incident time; and
2. Finalize Online Report within 24 Hours of the incident time.

Report a New Close Call?

Enter the incident date and time, then click NEXT to continue.

Incident Date: 07/01/2013
MM/DD/YYYY

Incident Time: 1200
military time (2400)

NEXT →

Figure 9: Incident Date and Incident Time

Enter the date and time of your close call event. All time is in military time. A green check mark will appear if your incident is within 24 hours of occurring. If your incident is not within 24 hours, a red X will appear and you will not be able to report.

***Note: the time clock is directly correlated to the incident time, it will be keep running continuously until 24 hours after your incident date and time.**

REPORTING PAGES

The reporting process has five steps and a review page. Each of the first five pages is a section of the report, and the last page allows the reporter to review the information before submission. Each page includes a navigation bar and a tool panel. The five sections of a report are as follows:

1. Reporting Employee.
2. Immediate Co-Workers.
3. Incident Details.
4. Work/Sleep History.
5. Incident Description.
6. Review & Submit

NAVIGATION BAR

The navigation bar is shown at the top of each page and indicates the steps of the reporting process. The current step is always highlighted dark yellow in the navigation bar. Light yellow steps are sections that have been visited, and gray steps are sections that haven't been visited yet. You can navigate among visited steps by clicking the step number in the navigation bar. For example, in figure 5, your currently viewing step 2, step 1 has been visited, and steps 3–6 are not yet accessible. You can jump back and forth between step 1 and step 2.



Figure 10: Navigation Bar

TOOL PANEL

The tool panel is on the right side of each page and shows how much time is left to submit before the report expires, as shown in figure 6. There are five buttons in the panel.

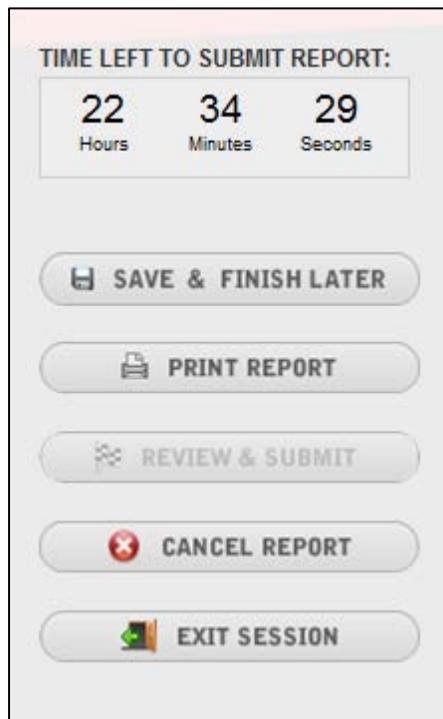


Figure 11: Tool Panel

The **Save & Finish Later** button will save an unfinished report and give you an access code with which to retrieve the saved report. A report can be saved multiple times.

The **Print Report** button will produce a printer-friendly format of the report for printing. The print copy is identical to the electronically entered report information and can be print/save for your records. Figure 12 shows an example of the print copy. On any saved or submitted report, the access code will be

printed on the report in the top right hand corner. Also, your Employee ID and Personal Code will be printed in the top left hand corner of the report.

Confidential Close Call Reporting for Transit Rail System		Close Call Report Form (WMATA Employees)		PRINT
				OMB NO: 2139-0010 Expiration Date: 08-31-2013
Employee ID:	000003	Personal Code:	1234	Access Code: R42XMdG4
<p>A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2139-0010. Public reporting of a close call is estimated to take approximately 30 minutes, including the time for reviewing instructions, completing and reviewing the report. Reporting any information to the Confidential Close Calls Reporting System is voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Close Call Data Collection Officer, Demetra Colliia, US DOT/ BTS, 1200 New Jersey Avenue SE, Room E36-302, Washington, D.C. 20590 or e-mail: Demetra.colliia@dot.gov.</p>				
Incident Description				
<p>Please provide your name and at least one telephone number where a close call transportation safety analyst can contact you to discuss your report, if needed. Indicate the best time to call and if you authorize BTS to leave a voice mail message on your answering service. Please provide an email address to recover a forgotten personal code.</p>				
INCIDENT DATE	INCIDENT TIME (24 HR.)			
07/01/2013	1200			
LINE SEGMENT	STATION	Chain Marker		
_____	_____	_____		
YARD	Track			
_____	_____			
NAME	DEPARTMENT	JOB TITLE		
John Doe	TRST - Administration	SUPERVISOR		
	PHONE NUMBER	BEST TIME TO CALL	CAN STAFF LEAVE A VOICE MAIL MESSAGE?	
PRIMARY	(000) 000 - 0000	2 pm - 5 pm	<input checked="" type="radio"/> YES <input type="radio"/> NO	
ALTERNATE	(000) 000 - 0000	9 am - 10 am	<input checked="" type="radio"/> YES <input type="radio"/> NO	
Email Address	katharen.bisgard.ctr@dot.gr			
OVERALL RAIL EXPERIENCE	5	Years	_____	Months
EXPERIENCE IN CURRENT CLASSIFICATION	3	Years	_____	Months

Figure 12: Printable Copy of a Close Call Report

The **Review & Submit** button is not clickable until you reach the review step. Once a report is filled out, the button will become active and will read *Submit* to allow you to submit the report. If you jump to a prior step after reaching the review page, the button will change back to *Review & Submit* and will allow you to directly access the review page.

The **Cancel Report** button will allow you to cancel the report any time during the reporting session. After cancellation, your access code is no longer valid, and you cannot use it to login to reporting system. This option should only be taken if the reporter has decided not to proceed with the Close Call Program.

The **Exit Session** button allows you to leave the report session without saving the latest changes. You will be given an access code and can come back later to continue the report.

REPORTING EMPLOYEE

As shown in figure 13, the reporting employee page allows entry of your contact and employee information. Data fields labeled with asterisks are required. The required fields on this page are “Full Name,” “Primary Phone Number,” “Can BTS Leave a Voice Mail Message,” “Department,” and “Job Title.” You will not be able to go to the next step until all required fields are complete.

The **Next** button, which appears at the bottom of each page in the report, will advance the report to the next step.

REPORTING EMPLOYEE

Please provide your name and at least one telephone number where a safety analyst can contact you to discuss your report. Indicate the best time to call and if you authorize BTS staff to leave a voice mail message on your answering service.

Contact Information

Full Name*

First Name Last Name

Primary Phone Number* (999) 999-9999

Best time to call? From To

Can BTS Leave a Voice Mail Message?* Yes No

Alternate Phone Number (999) 999-9999

Best time to call? From To

Can BTS Leave a Voice Mail Message? Yes No

Email Address *
katharen.bisgard_ctr@dot.gi

Employee Information

Department*

Job Title*

Overall Rail Experience Experience in Current Classification

Years Months Years Months

NEXT →

Figure 13: Reporting Employee Page

IMMEDIATE CO-WORKERS

As shown in figure 14, the second step allows you to provide information on immediate co-workers involved in the close call event. The data requested for an immediate co-worker includes full name and job title, and there are no required fields.

The *Add Co-Worker* button will create additional entries if more than one co-worker was present at the time of the event.

1 2 3 4 5 REVIEW DONE!

IMMEDIATE CO-WORKERS

Please provide the name and job title of any immediate co-workers involved in the event. Please encourage your immediate co-worker(s) to file their own report(s) to enrich the information collected about this event.

Full Name Job Title

First Name Last Name

Add Co-Worker

BACK NEXT

Figure 14: Immediate Co-workers Page

***Co-workers will not be contacted via your reporting form.**

INCIDENT DETAILS

As shown in figure 15 on the next page, the incident details page allows you to provide the following information about an incident:

- Date and Time of Incident – Pre-populated
- Location
- Train Configuration
- Maintenance
- Travel Conditions
- Train & Gang Activity
- Maintenance/Station Activity

Date and Time of Incident

Incident Date*

07/01/2013

MM/DD/YYYY



Incident Time*

1200

use military time

Location

Please check all that apply.

Line Segment

Station

Yard

Chain Marker

Track

Train Configuration

Train ID #

Lead Car #

Consist #'s

Add No.

Total No. of cars

Movement Type

Direction

Maintenance

Unit ID

Roadway Maintenance Machine Unit ID/Flatcar

Equipment (please describe)

Travel Conditions

Weather Conditions (check all that apply)

Clear
 Cloudy
 Fog
 Slight Rain
 Intense Rain
 Snow (on ground)
 Snowing
 High Winds
 Lightning
 Hail Storm
 Cold
 Hot

Visibility **Temperature** **Elevation Level**
 ▼ ▼ ▼

Train & Gang Activity

Train Activity (check all that apply)

Stopped
 Revenue
 Non-Revenue
 Yard Movement
 Servicing Station
 Yard Stop
 ATO
 Manual
 Single Tracking
 Other - Specify:

Gang Activity

 ▼

Maintenance/Station Activity

Activity

BACK
NEXT

Figure 15: Incident Details Page

The **Add Consist No.** button allows you to report multiple consist numbers.

For the “Weather Conditions” field, you can check multiple conditions if applicable.

**Not all fields will be applicable for all incident, use the fields which best fit your close call incident.*

WORK AND SLEEP HISTORY

As shown in figure 16, the work/sleep history page allows you to provide information about the 72 hours before the incident. The “Incident Time” field is pre-populated from the first step in the reporting process. The reporter should enter times in the 24-hour, military time format. If you work a *regular shift*, select regular and fill out your time, accordingly. If you work a *swing shift*, select Swing Shift and fill out both times.

3 Day Work History

DAY OF INCIDENT

Regular Shift Swing Shift

1st Start-time	1st End-time	2nd Start-time	2nd End-time
0700	1030	1800	1900
<small>use military time</small>	<small>use military time</small>	<small>use military time</small>	<small>use military time</small>

1 DAY BEFORE INCIDENT

Regular Shift Swing Shift

Start-time	End-time
0800	1700
<small>use military time</small>	<small>use military time</small>

2 DAYS BEFORE INCIDENT

Regular Shift Swing Shift

Start-time	End-time
<small>use military time</small>	<small>use military time</small>

3 Day Sleep History

LAST SLEEP BEFORE INCIDENT

Sleep Start-time	Sleep End-time	Took a Nap?	Nap Start-time	Nap End-time
2200	0600	<input checked="" type="radio"/> Yes <input type="radio"/> No	1100	1300
<small>use military time</small>	<small>use military time</small>		<small>use military time</small>	<small>use military time</small>

Quality of Sleep	Quality of Rest
<input type="text"/>	<input type="text"/>

SLEEP PERIOD 1 DAY BEFORE

Sleep Start-time	Sleep End-time	Took a Nap?
2100	0500	<input type="radio"/> Yes <input checked="" type="radio"/> No
<small>use military time</small>	<small>use military time</small>	

Quality of Sleep	Quality of Rest
<input type="text"/>	<input type="text"/>

SLEEP PERIOD 2 DAYS BEFORE

Sleep Start-time	Sleep End-time	Took a Nap?
------------------	----------------	-------------

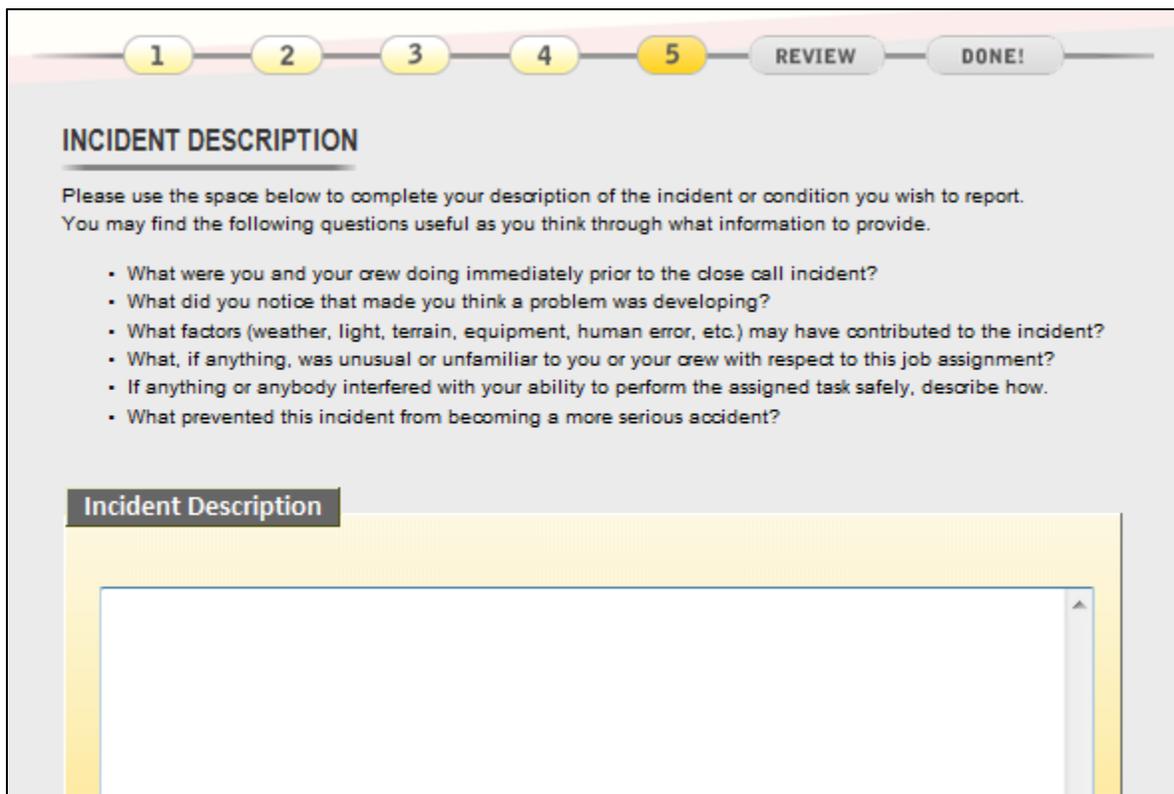
Figure 16: Work/Sleep History Page

INCIDENT DESCRIPTION

As shown in figure 17, the incident description page allows you, the reporter, to describe the incident in detail with no defined data format. This page is the reporter's opportunity to list additional information or tell a full story about the incident. The provided questions are there to prompt you in telling the incident story.

In addition, you can upload Word, Excel, PDF, or picture files as attachments. The **Browse** button can be used to choose the file to upload. Once the file has been selected, the **Attach** button is used to associate the file with the report. Multiple attachments can be uploaded one by one.

An attachment can be removed with the red X button at its right side.



The screenshot shows a web interface for an incident report. At the top, there is a progress bar with five numbered steps (1-5) and two buttons labeled 'REVIEW' and 'DONE!'. Step 5 is currently selected. Below the progress bar, the heading 'INCIDENT DESCRIPTION' is displayed. The instructions state: 'Please use the space below to complete your description of the incident or condition you wish to report. You may find the following questions useful as you think through what information to provide.' A list of six questions follows, each preceded by a bullet point. At the bottom, there is a text input area with a yellow header 'Incident Description' and a scrollable white box for the description.

1 2 3 4 5 REVIEW DONE!

INCIDENT DESCRIPTION

Please use the space below to complete your description of the incident or condition you wish to report. You may find the following questions useful as you think through what information to provide.

- What were you and your crew doing immediately prior to the close call incident?
- What did you notice that made you think a problem was developing?
- What factors (weather, light, terrain, equipment, human error, etc.) may have contributed to the incident?
- What, if anything, was unusual or unfamiliar to you or your crew with respect to this job assignment?
- If anything or anybody interfered with your ability to perform the assigned task safely, describe how.
- What prevented this incident from becoming a more serious accident?

Incident Description

Figure 17: Incident Description Page

REVIEW

The final step is the review page, which allows you to see all the data in the completed close call report. In addition, you can edit any section either by clicking the **Edit** button to the right of the section's title or by going back to the corresponding step using the navigation bar. Figure 18 shows a portion of the review page.

The screenshot shows a review page with a navigation bar at the top containing steps 1 through 5, with 'REVIEW' highlighted in yellow and 'DONE!' in grey. Below the navigation bar is the heading 'REVIEW YOUR REPORT' and a paragraph: 'Before submitting your report, please review what you have filled in. Click on the "edit" button in each section to make changes.'

The first section is 'Reporting Employee' with an 'edit' button. It contains the following fields:

Full Name*		
John Doe		
Primary Phone Number	Best time to call?	Can Staff Leave a Voice Mail Message?
(000) 000-0000	2 pm - 5 pm	Yes
Alternate Phone Number	Best time to call?	Can Staff Leave a Voice Mail Message?
(000) 000-0000	9 am - 10 am	Yes
Email Address	Department	
katharen.bisgard.ctr@dot.gov	TRST - Administration	
Job Title		
SUPERVISOR		
Overall Rail Experience	Experience in Current Classification	
5 Years	3 Years	

The second section is 'Immediate Co-Workers' with an 'edit' button. It contains the following fields:

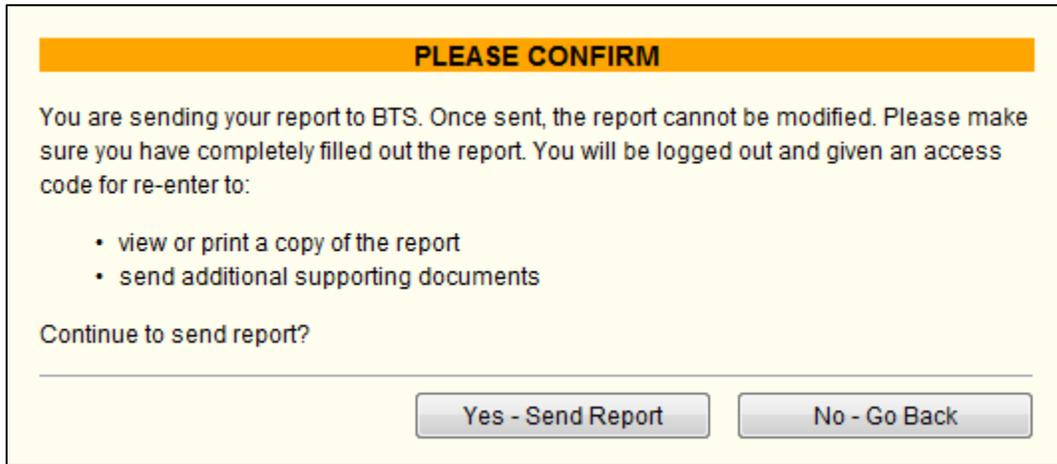
Full Name	Job Title
Jack Doe	CLEANING MACHINE OPERATOR

The third section is 'Incident Details' with an 'edit' button. It contains the following fields:

Incident Date	Incident Time	
07/01/2013	1200	
Line Segment	Station	Chain Marker

Figure 18: Review Page

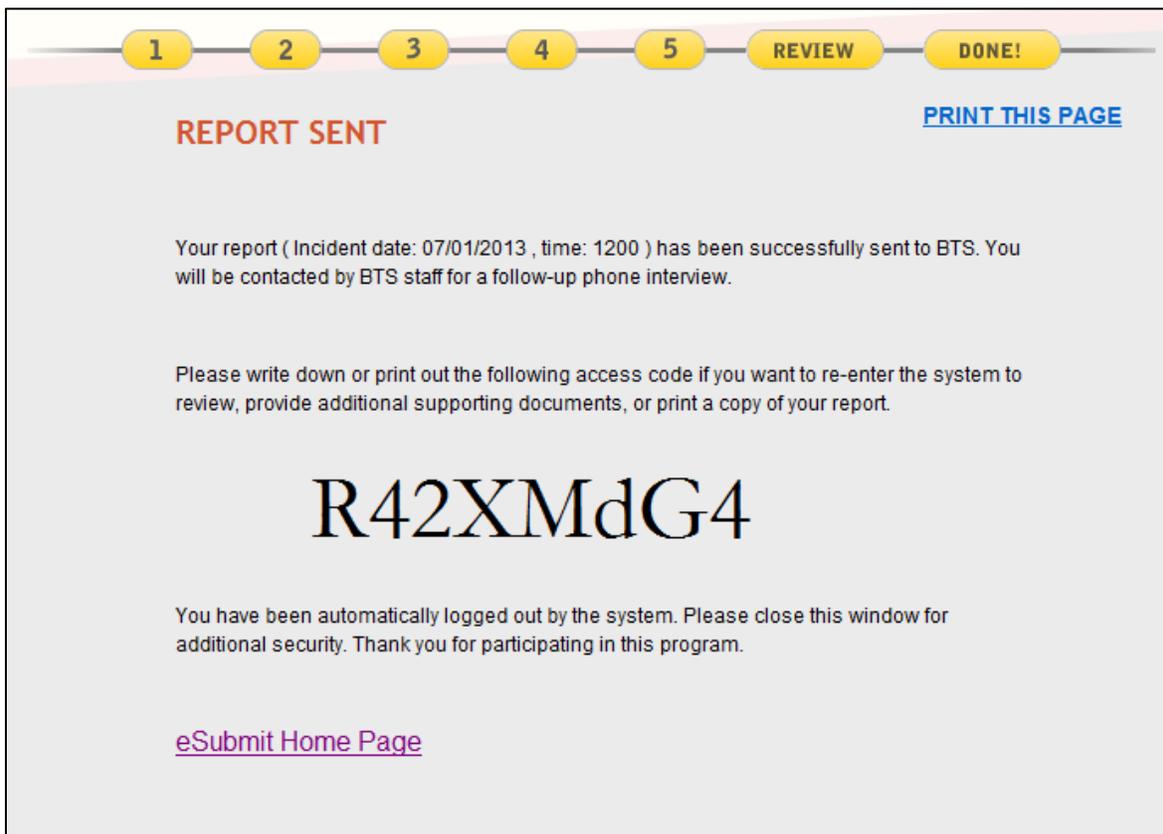
Upon clicking the **Submit Report** button, either in the tool panel or at the bottom of the page, you will be asked to confirm the submission of the report, as shown in figure 19. After the reporter clicks the **Yes – Send Report** button, the report will be submitted through a secure connection to the reporting server.



The image shows a confirmation dialog box with a yellow header bar that reads "PLEASE CONFIRM". Below the header, the text states: "You are sending your report to BTS. Once sent, the report cannot be modified. Please make sure you have completely filled out the report. You will be logged out and given an access code for re-enter to:". A bulleted list follows: "• view or print a copy of the report" and "• send additional supporting documents". Below the list, the question "Continue to send report?" is displayed. At the bottom, there are two buttons: "Yes - Send Report" and "No - Go Back".

Figure 19: Report Submission Confirmation

As shown in figure 20, the report sent page will be displayed after a successful submission. Although the data entered in the report can no longer be modified, an *access code* is provided to allow you to submit additional attachments or print out the submitted report.

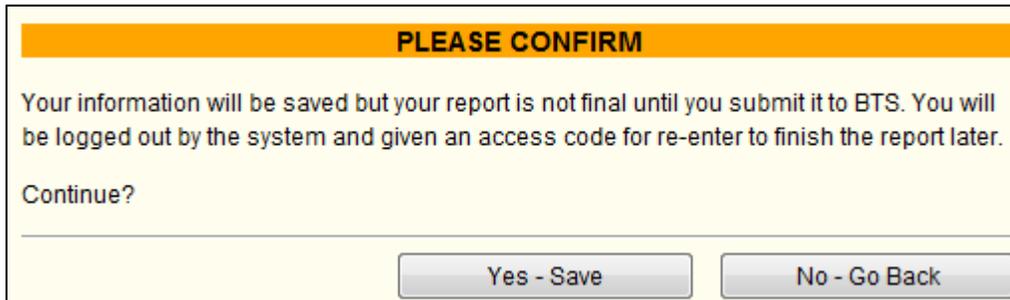


The image shows a "REPORT SENT" page. At the top, there is a progress bar with seven steps: 1, 2, 3, 4, 5, REVIEW, and DONE!. The "REVIEW" and "DONE!" steps are highlighted in yellow. Below the progress bar, the text reads: "REPORT SENT" in red, followed by a blue link "PRINT THIS PAGE". The main content states: "Your report (Incident date: 07/01/2013 , time: 1200) has been successfully sent to BTS. You will be contacted by BTS staff for a follow-up phone interview." Below this, it says: "Please write down or print out the following access code if you want to re-enter the system to review, provide additional supporting documents, or print a copy of your report." The access code "R42XMdG4" is displayed in a large, black, serif font. At the bottom, it says: "You have been automatically logged out by the system. Please close this window for additional security. Thank you for participating in this program." and a purple link "eSubmit Home Page".

Figure 20: Report Sent Page

SAVING THE REPORT

You, the reporter, can save an unfinished report to submit at a later time within the deadline using the **Save & Report Later** button in the tool panel. After clicking **Save & Report Later**, you are asked for confirmation, as shown in figure 21. The confirmation window allows the reporter either to save the report and terminate the current session or to go back and continue working on the report.

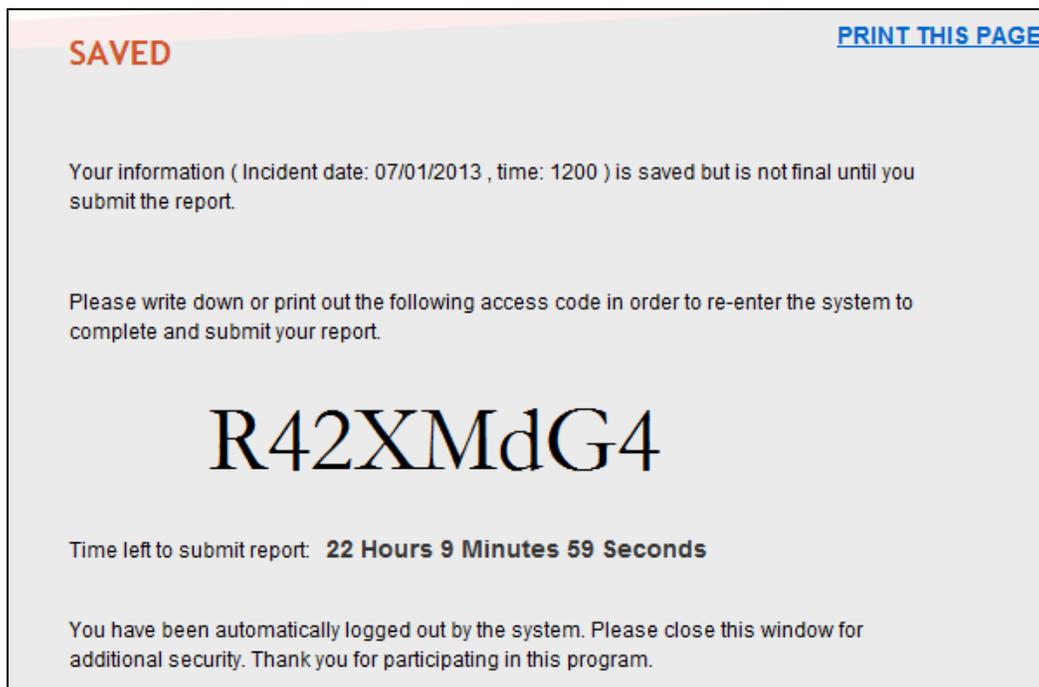


A confirmation dialog box with a yellow header bar containing the text "PLEASE CONFIRM". Below the header, the text reads: "Your information will be saved but your report is not final until you submit it to BTS. You will be logged out by the system and given an access code for re-enter to finish the report later." Below this text is the question "Continue?". At the bottom of the dialog are two buttons: "Yes - Save" and "No - Go Back".

Figure 21: Save Confirmation

When a report is saved the first time, an *access code* is generated for the report. You must use both your WMATA Employee ID, 4-digit personal code and your corresponding *access code* to retrieve the saved report.

The reporter has sole responsibility for the safety of the access code. If you lose your access code, the access code will not be provided or re-issued by BTS. This security measure is one of many implemented to ensure reporter confidentiality. After a report is saved, a page containing the access code will be displayed, as shown in figure 22. The access code remains the same even when a report is saved multiple times.

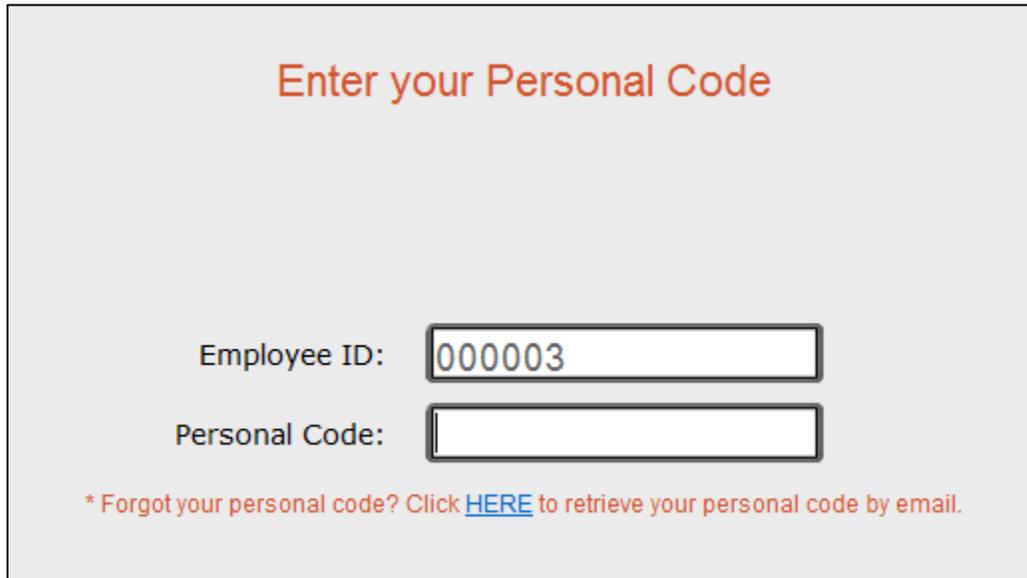


A confirmation page with a light gray background. At the top left, the word "SAVED" is displayed in red. At the top right, there is a blue link that says "PRINT THIS PAGE". The main text reads: "Your information (Incident date: 07/01/2013 , time: 1200) is saved but is not final until you submit the report." Below this, it says: "Please write down or print out the following access code in order to re-enter the system to complete and submit your report." The access code "R42XMdG4" is displayed in a large, black, serif font. Below the code, it says: "Time left to submit report: 22 Hours 9 Minutes 59 Seconds". At the bottom, it says: "You have been automatically logged out by the system. Please close this window for additional security. Thank you for participating in this program."

Figure 22: Saved Page

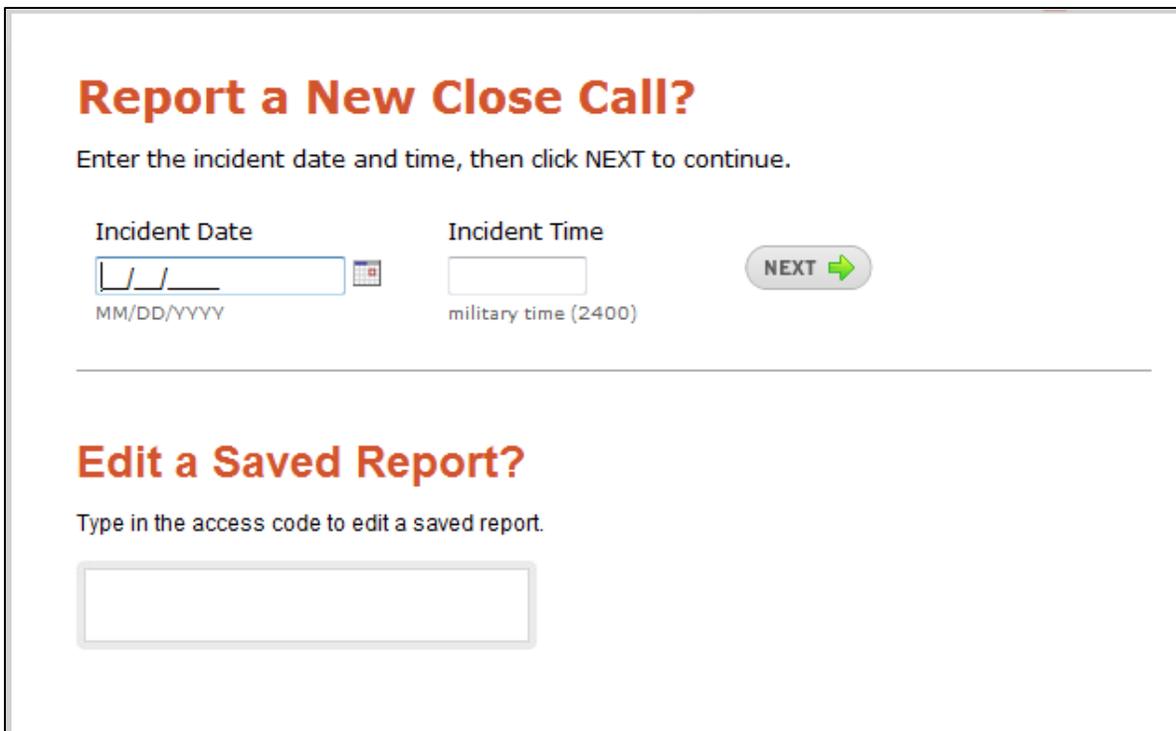
AFTER REPORT SUBMISSION

After a report is submitted, you can use your WMATA Employee ID, 4-digit personal code, and *access code* to view and print a copy of the report or to submit additional materials as attachments. Figure 23 and figure 24 shows the login interface for a submitted report. This interface is also used for accessing reports that have been saved but not yet submitted.



The screenshot shows a login interface with a light gray background. At the top, the text "Enter your Personal Code" is displayed in a bold, orange font. Below this, there are two input fields. The first is labeled "Employee ID:" and contains the text "000003". The second is labeled "Personal Code:" and is currently empty. At the bottom of the interface, there is a red asterisk followed by the text: "* Forgot your personal code? Click [HERE](#) to retrieve your personal code by email."

Figure 23: Login Interface for Saved or Submitted Report



The screenshot shows two distinct sections. The top section is titled "Report a New Close Call?" in a bold, orange font. Below the title, it says "Enter the incident date and time, then click NEXT to continue." There are two input fields: "Incident Date" with a calendar icon and a placeholder "MM/DD/YYYY", and "Incident Time" with a placeholder "military time (2400)". To the right of these fields is a "NEXT" button with a green arrow. The bottom section is titled "Edit a Saved Report?" in a bold, orange font. Below the title, it says "Type in the access code to edit a saved report." There is a single large, empty input field for the access code.

Figure 24: Open a Sent Report

As shown in figure 25, the welcome back page is displayed after a reporter logs back in. Because the report has been submitted, only the **Add More Documents**, **Print Report**, and **Exit Session** buttons are available in the tool panel.

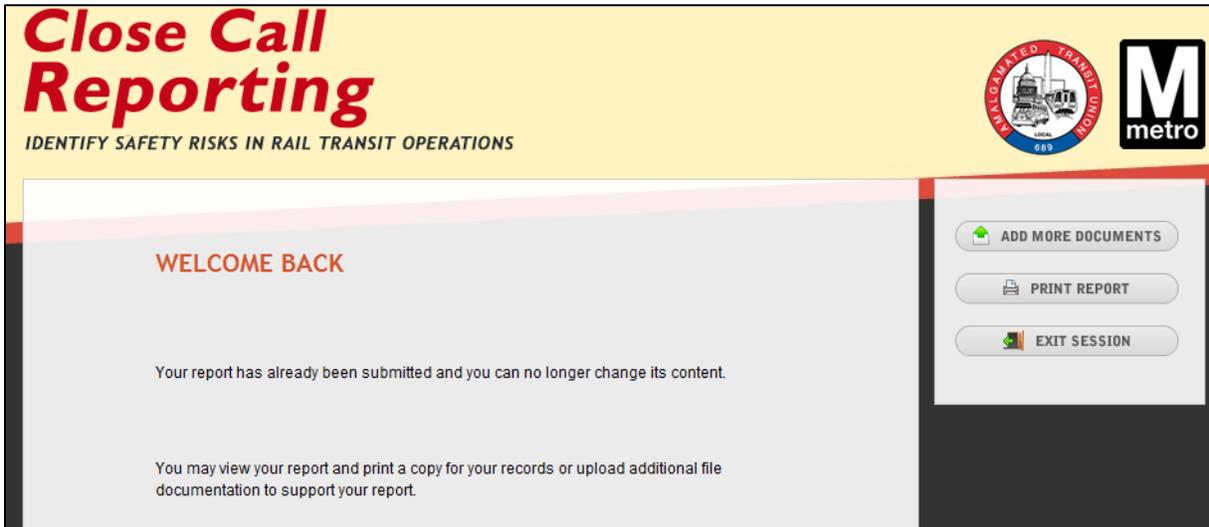


Figure 25: Post-reporting Welcome Page

As shown in figure 25 on the next page, the additional documents page can be accessed by clicking the **Add More Documents** button. This page allows reporters to submit additional materials as attachments.

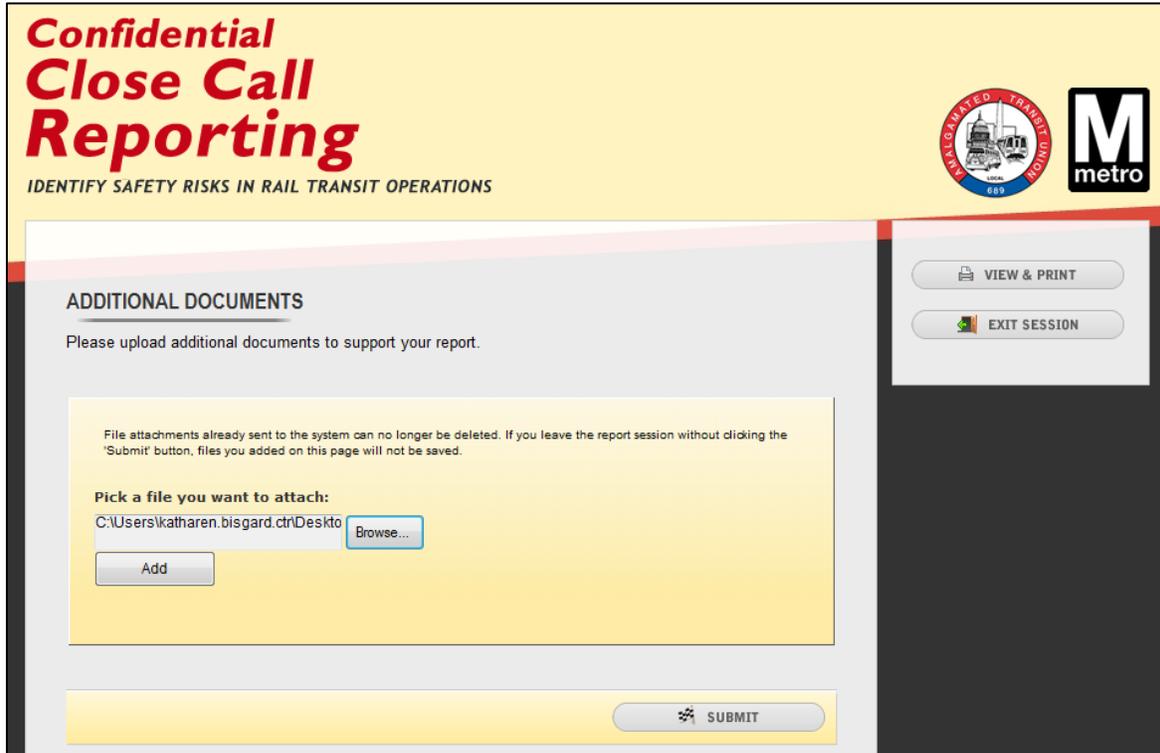
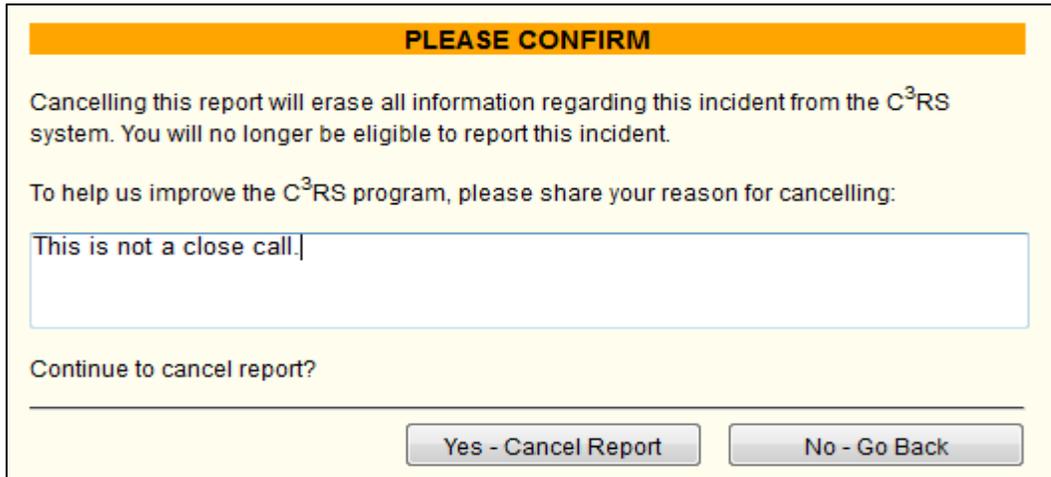


Figure 26: Additional Documents Page

CANCELING THE REPORT

A report can be canceled by you any time before the report is submitted. When the **Cancel Report** button is clicked, you are asked for confirmation, as shown in figure 27. You, the reporter, are asked to provide the reason for cancellation and then may proceed to cancel the report or go back to the reporting process.



The screenshot shows a confirmation dialog box with a yellow background and a black border. At the top, there is a yellow header bar with the text "PLEASE CONFIRM" in bold black letters. Below the header, the text reads: "Cancelling this report will erase all information regarding this incident from the C³RS system. You will no longer be eligible to report this incident." This is followed by the prompt: "To help us improve the C³RS program, please share your reason for cancelling:". Below this prompt is a text input field containing the text "This is not a close call.". Underneath the input field is the question "Continue to cancel report?". At the bottom of the dialog, there are two buttons: "Yes - Cancel Report" and "No - Go Back".

Figure 27: Report Cancellation

After cancellation, the report is no longer valid and can no longer be used to log in to the Close Call Reporting program.