Key Stakeholders Interviews for the Evaluation of the Confidential Close Call Reporting System

Key Stakeholder interviews	Coding notes
1 Interviewers	Names of people conducting the interviews
2 Interview type	baseline vs. key stakeholder
3 Date	Date the interview was collected
4 Interview ID code	Assigned to distinguish between multiple interviews in one day
5 Respondent type	Classify by: FRA, Volpe, labor (local/national), management (local/corporate), PRT member, C3RS implementation team, steering committee
6 Railroad	Railroad are the interviewees are discussing, IF respondent has only a railroad as opposed to C3RS-wide view

Ask only if respondent has railroad-centric view	
7 During the past month, about how many incident analysis exercises has the PRT: 1- Begun 2- Completed?	Record number and/or range if supplied
8 Thinking back about the incident analysis activities, what were the most important reasons that these numbers of analyses were begun and completed?	Record as accurately as possible
9 About how many corrective actions has the PRT recommended?	Record number. Include range if that is how respondent answers.
10 Thinking back about the corrective actions the PRT made suggested, which ones were most important for: 1- ----- operations, 2- The ------- as a whole? What made these recommendations so important?	1- Insert name of company, service until. 2- Record as accurately as possible
11 Considering the incident analysis and barrier removal work the PRT has done over the past month, how satisfied are you with the quality of the work that was done? 1- We could have done a better job 2- We did about as well as we could	Record scale # and rest of response as accurately as possible

	3- Considering our time and resources, we pushed the limits of our ability. What do you think the most important reasons are for your assessment of the PRT?	
12	We realize that important cases of incident analysis or barrier removal suggestions sometimes take place during informal discussions. Did any such activity take place during the past month? If so, why were these cases handled informally rather than through formal PRT activity?	Record as accurately as possible
13	During the past few months, did ---- management take any action based on barrier removal recommendations made by the C3RS PRT? If yes: 1- Please describes the actions taken 2- If the actions differed somewhat from the precise PRT recommendation, please explain the differences and why they occurred. 3- What do you think the implications of the change will be for ------- and for the ----- as a whole? 4- What was involved in getting the change implemented? (E.g. who was involved, how many approvals were needed, how much work did it take?	1- insert name of service unit and railroad 2- Record as accurately as possible

14	Please think back about your experiences and observations of C3RS over the past month. In your opinion, what were the most important activities or events that had the greatest impact, for better or for worse, on the implementation of the program?	1- Record as accurately as possible 2- If respondent works for a participating railroad, ask about events internal and external to the railroad 3- If respondent does not work for a participating railroad, focus on environmental events.
15	We are interested in critical barriers and facilitators that affect C3RS' operations. 1- Have there been any such critical facilitators or barriers that emerged over the past month? 2- Why do you think they showed up when they did? 3- What actions did UP labor or management take with respect to these barriers of facilitators?	1- Record as accurately as possible 2- If respondent works for a participating railroad, ask about events internal and external to the railroad 3- If respondent does not work for a participating railroad, focus on environmental events.
16	Over the past month, have any events taken	1- Record as accurately as possible

	place that you think will affect the ability of C3RS to maintain itself in the long run?	2- If respondent works for a participating railroad, ask about events internal and external to the railroad 3- If respondent does not work for a participating railroad, focus on environmental events.
17	What parts of the process are working well?	Record as accurately as possible
18	What could we do better?	Record as accurately as possible

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