**C³RS Implementation Interview Protocol – Railroad Personnel (OMB No. 2130-0574)**

**Introduction**
One of the objectives of the C³RS lessons learned team is to determine what is required to improve the way C³RS is implemented. We need this information to make recommendations for future implementations of the program. This interview is part of that effort.  It will take about half an hour.  I am only interested in the how the implementation is going, not the substance of reports or corrective actions.  To protect individual's privacy, we are not recording any names. All we need is a general description of respondents, e.g. "member of PRT; labor or management". Thanks for being willing to help us.

1-      Thinking back over the past three months, what are the two or three most important positive or negative events that affected the implementation or running of C³RS?

        Probes after description for each issue:
        1-      Why was this event so important?
        2-      Why do you think this event showed up when it did?

2-      We do not want to know any details about the PRT's close call and/or corrective action analysis.  But speaking generally:

        1-      How satisfied are you with how the PRT is currently working, and why do you feel that way?

        2-      How could any of the groups involved in C³RS change to improve the ability of the PRT to make useful recommendations?

        Listen, probe as necessary:
                ▪ local management
                ▪ local labor
                ▪ <Railroad N> corporate
                ▪ PRT support team
                ▪ BTS
                ▪ FRA
                ▪ Labor above NP
                ▪ Dispute resolution group
                ▪ Steering Committee.

3-      Over the past few months, are there any important events that took place outside of the C3RS that affected the implementation or running of C³RS?

        Probes: Why were these so important for C3RS?

4-      Over the past few months, have any events taken place that you think will affect the ability of C³RS to maintain itself at the <Railroad N>?

        Probes:   Why were these so important for C3RS?