C³RS Phased 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.

Safety in general

1- Over the past year, what kinds of safety improvements has <Railroad N> tried to implement?

2- How good a job did they do in getting those improvements implemented?

3- Why do you think those safety improvements worked out as they did?

C3RS
4- Do you think you understand the C³RS well enough to know a reportable close call if you saw one?

5- If you saw a reportable close call, do you think you would report it?

6- Have you submitted a report to BTS?

7- What did you think of your experience with BTS?

8- I know we have talked about safety improvements in general. Do you know if any of them came about because of C3RS?

9- Please tell us what changes you have seen.

10- How did you find out that these changes were made?

11- Do you think that C³RS can improve safety in ways that other safety programs can't?

12- From what you have seen of C3RS, what changes would you suggest to make it work better or be more effective in improving safety?

13- If you had to bet $5.00, would you bet that C³RS will be up and running at <Railroad N>:

14- Please explain why you would make those bets.