

## Key Stakeholder Interviews for the Evaluation of C3RS

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### **C<sup>3</sup>RS Implementation Interview Protocol (OMB No. 2130-0574)**

#### **Introduction**

One of the objectives of the C<sup>3</sup>RS lessons learned team is to determine what is required to improve the way C<sup>3</sup>RS 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 C3RS is going, not the substance of reports. To protect individual's privacy, we are not recording any names. All we need is a general description of respondents, e.g. "railroad name, member of PRT; labor or management". Your participation in this interview is voluntary. If you want to skip any questions, please let us know. Thank you for meeting with us.

- 1- Thinking back over the past three months, what are the two or three most important positive or negative events that affected C<sup>3</sup>RS?

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- How satisfied are you with how C<sup>3</sup>RS is currently working, and why do you feel that way?

2a. Probes:

- Peer Review Team
- Support Team Activities

2b. How could any of the groups involved in C<sup>3</sup>RS change to improve C<sup>3</sup>RS?

Listen, probe as necessary:

- Local management
- Local labor
- Railroad senior management
- BTS
- NASA
- FRA
- National labor

2c. Are there corrective actions that have been implemented that you think could have a big impact on safety? In addition to the ones you have mentioned, what are the kinds of corrective actions that are being implemented?

2d. Has C<sup>3</sup>RS had any impact?

3- Over the past few months, are there any important events that took place outside normal C<sup>3</sup>RS activities that affected the implementation or running of C<sup>3</sup>RS?

4- Are there any issues effecting C<sup>3</sup>RS' ability to maintain itself in the long run?