

## RAILROAD EMPLOYEES VIEWS OF C3RS

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### 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. "member of PRT; labor or management". Thanks for being willing to help us.

### C<sup>3</sup>RS (if labor)

L-1: Have you heard of C<sup>3</sup>RS? (if No skip to S-1)

L-2: Do you think you understand the C<sup>3</sup>RS well enough to know a reportable close call if you saw one?

Probe: What kinds of events have you been told can be reported?

L-3: Have you submitted a C3RS report?

L-3a: (If they submitted a report) What did you think of your experience with the reporting system and BTS/NASA?

L-4: Do you know if C3RS has resulted in any changes at your railroad?

L-5: Please tell us what changes you have seen.

L-6: How did you find about that these changes were made?

**C<sup>3</sup>RS (if manager)**

M-1: Have you heard of C<sup>3</sup>RS? (if No skip to S-1)

M-2: Do you think you understand the C<sup>3</sup>RS well enough to give advice to your employees about what to report?

M-3: Do you know if C3RS has resulted in any changes at your railroad?

Probes

- What are the changes?
- How did you find out about them? (formal vs. informal communication)
- Impact on
  - Safety culture: How management and labor interact.
  - Safety awareness
  - Safety (incidents, injuries, decertification)
  - Discipline
  - Cost

M-4: Have you personally been involved implementing any C3RS corrective actions?

**C3RS (all)**

A-1: From what you have seen of C3RS, what changes would you suggest to make it work better or be more effective in improving safety?

A-2: To what extent do you think management is supportive of C3RS?

A-3: To what extent do you think labor officials are supportive of C3RS?

A-4: To what extent are your friends and colleague supportive of C3RS?

A-5: If you had to bet \$5.00, would you bet that C3RS will be up and running at UP in five years?  
Why?

**Safety in general** (leave out if running out of time)

S-1: Over the past year or so have any safety initiatives taken place other than C3RS?

S-1a:- Do they overlap or interact with C3RS?

S-1b:- Do you think that C<sup>3</sup>RS can improve safety in ways that other safety programs can't?

S-2:How would you describe the average worker's attitude about safety at your railroad?

S-3:How would you describe management's attitude about safety at your railroad?

S-4:How would you describe labor management relations regarding safety at your railroad?

S-5:How would you describe relations between labor and management regarding issues other than safety at your railroad?

S-6:Have relations between labor and management changed over the past year?