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## C<sup>3</sup>RS Program: Employee Satisfaction Survey

### Instructions:

The following 12 questions ask about the Confidential Close Call Reporting System (C<sup>3</sup>RS) Program. Even if you have *never filed a report*, the FRA is interested in learning about your **experiences with the C<sup>3</sup>RS Program** in the following areas: familiarity; frequency and helpfulness of program outreach activities; ease of reporting; and perceived impact on safety, in addition to two non-identifying demographic questions at the end.

This data collection is strictly anonymous and voluntary. It should not take you more than 5 minutes. If results of this survey are reported, only grouped summary information will be presented.

1. How familiar are you with the C<sup>3</sup>RS Program?

Not at all familiar      Somewhat familiar      Quite familiar      Very familiar

**For the following questions, please answer based on experiences at your *current* railroad:**

2. How frequently do you receive communication about the C<sup>3</sup>RS program?

Never      Infrequently      Somewhat frequently      Very frequently

3. Would you like to receive more or less communication about the C<sup>3</sup>RS program?

Less communication      The amount of communication is "just right"      More communication

4. Of the communication you have received about the C<sup>3</sup>RS program, what has been the most helpful? (choose all that apply)      *[skip logic: do not answer if response to #2 is "never"]*

How to submit a report	What types of events are relevant	Tips for excellent reporting	Information about C <sup>3</sup> RS specific corrective actions	Other [Open-ended]	None of the communication is helpful
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5. What communication materials would you like to receive that you do *not* currently receive? (choose all that apply)

How to submit a report	What types of events are relevant	Tips for excellent reporting	Information about C <sup>3</sup> RS specific corrective actions	Other [Open-ended]	I would not like any additional communication
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6. Have you ever submitted a C<sup>3</sup>RS incident report?

\_\_\_Yes \_\_\_No If "yes," please answer the following questions:

[skip logic: do not answer a-c if response is "no"]

a. To your best recollection, how many times have you submitted a C<sup>3</sup>RS incident report?

\_\_\_\_\_

[Open-ended; restrict to # entry]

b. To your best recollection, how many times have you received a call back from NASA after submitting an incident report? \_\_\_\_\_ [Open-ended; restrict to # entry]

c. What would make it easier for you to submit a *detailed* report? (choose all that apply)

A mobile  
application

Voice-to-text

Additional  
website interface  
improvements

Less time pressure  
on the job

Other  
[Open-ended]

7. What changes to the C<sup>3</sup>RS program would encourage you to submit reports more often?  
(choose all that apply)

Improved ease  
of submitting a  
report

Greater  
assurance of  
confidentiality

Improved  
processing  
turnaround times

Greater  
awareness of  
the program

Other  
[Open-ended]

8. How confident are you that the reporting process is kept confidential?

Not at all confident

Somewhat confident

Quite confident

Completely confident

9. To what degree do you think the C<sup>3</sup>RS Program improves safety at your railroad?

I do not think the  
C<sup>3</sup>RS Program  
improves safety at all

I think the C<sup>3</sup>RS  
Program improves  
safety to a slight  
degree

I think the C<sup>3</sup>RS  
Program improves  
safety to a moderate  
degree

I think the C<sup>3</sup>RS  
Program improves  
safety to a great  
degree

**Demographics:**

10. How many years have you been employed...

at your *current* railroad? \_\_\_\_\_

as a railroader? \_\_\_\_\_

[Open-ended; restrict to # entry]

11. Have you served on the PRT at your current railroad? \_\_\_Yes \_\_\_No

12. What is your *current* craft?

Transportation  
(E.g., Conductor,  
Dispatcher, Engineer,  
etc.)

Mechanical  
(E.g., Carman,  
Laborer, Machinist,  
Pipe Fitter, etc.)

Engineering  
(E.g., Signal  
Maintainer, Track  
Inspector, Track  
Supervisor, etc.)

Other  
[Open-ended]