# C3RS Program: Manager Satisfaction Survey

**Instructions:**

The following 12 questions ask about the Confidential Close Call Reporting System (C3RS)Program. The FRA is interested in learning about **your experiences with the C3RS Program** in the following areas: familiarity; frequency and helpfulness of program outreach activities; likelihood of encouraging reporting; and perceived impact on safety, in addition to two non-identifying demographic questions.

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.

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| 1. | How familiar are you with the C3RS Program? | | | | | | | | | | | | | | | |
|  | Not at all familiar | | | Somewhat familiar | | | | | Quite familiar | | | | | Very familiar | | |
| **For the following questions, please answer based on your *current* railroad management position experience:** | | | | | | | | | | | | | | | | |
| 2. | How frequently do you receive communication about the C3RS program? | | | | | | | | | | | | | | | |
|  | Never | | | Infrequently | | | | | Somewhat frequently | | | | | Very frequently | | |
| 3. | Would you like to receive more or less communication about the C3RS program? | | | | | | | | | | | | | | | |
|  | Less communication | | | | | The amount of communication is “just right” | | | | | | More communication | | | | |
| 4. | Of the communication you have received about the C3RS 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 to encourage reporting | | | Information about C3RS specific corrective actions | | | | | Other *[Open-ended]* | | | None of the communication is helpful |
| 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 to encourage reporting | | | Information about C3RS specific corrective actions | | | | | Other *[Open-ended]* | | | I would not like any additional communication |
| 6. | How likely are you to encourage an employee to submit a C3RS incident report if a reportable incident occurs? | | | | | | | | | | | | | | | |
|  | Not at all likely | | | Somewhat likely | | | | | Quite likely | | | | | Very likely | | |
| a. | What would prevent you from encouraging an employee to submit a report? (Choose all that apply) | | | | | | | | | | | | | | | |
|  | I am not familiar with the C3RS Program | | I am not familiar with which event types are reportable | | | | I am not familiar with the reporting process | | | I worry that the process is not confidential | | | | | Other *[Open-ended]* | |
| 7. | What changes to the C3RS Program would make it more likely for you to encourage an employee to submit a C3RS incident report? (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 C3RS Program improves safety at your railroad? | | | | | | | | | | | | | | | |
|  | I do not think the C3RS Program improves safety at all | | | I think the C3RS Program improves safety to a slight degree | | | | | I think the C3RS Program improves safety to a moderate degree | | | | | I think the C3RS Program improves safety to a great degree | | |
| **Demographics:** | | | | | | | | | | | | | | | | |
| 10. | How many years have you been employed…  in your current management position? \_\_\_\_\_\_\_  in other position(s) at your current railroad? \_\_\_\_\_\_\_  *[Open-ended; restrict to # entry]* | | | | | | | | | | | | | | | |
| 11. | Have you served on the PRT at your current railroad? \_\_\_\_ Yes \_\_\_\_ No | | | | | | | | | | | | | | | |
| 12. | In what department are you currently working? | | | | | | | | | | | | | | | |
|  | 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]* | | |