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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.

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 C ³ RS specific corrective actions	Other <i>[Open-ended]</i>	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 to encourage reporting	Information about C ³ RS specific corrective actions	Other [Open-ended]	I would not like any additional communication
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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
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a. What would prevent you from encouraging an employee to submit a report? (Choose all that apply)

I am not familiar with the C ³ RS 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]
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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]
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8. How confident are you that the reporting process is kept confidential?

Not at all confident	Somewhat confident	Quite confident	Completely confident
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9. To what degree do you think the C³RS Program improves safety at your railroad?

I do not think the C ³ RS Program improves safety at all	I think the C ³ RS Program improves safety to a slight degree	I think the C ³ RS Program improves safety to a moderate degree	I think the C ³ RS Program improves safety to a great degree
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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]
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