



**Confidential
Close Call
Reporting System**

C³RS Evaluation Survey

As you know, there is a joint effort by the FRA, UP labor (BLET, UTU), and UP management to test a safety improvement process known as the Confidential Close Call Reporting system (C³RS) here at North Platte. If C³RS works, the intention is to implement C³RS across the railroad industry.

But will it work? Will the investment be worth the effort? To find out, a Lesson Learned Team (LLT) was organized by the FRA to assess the impact of C³RS on safety and safety culture. The assessment conducted by the LLT will provide both UP and the FRA with valuable information on C³RS. The LLT is comprised of the Volpe Center, which is a US Department of Transportation (DOT) research center; NewVectors, which is a company that supports evaluation of safety initiatives; and the Bureau of Transportation Statistics (BTS), which is a statistical agency in DOT that supports data collection and data analysis.

Your anonymity is important to the LLT. You will see that the survey does NOT ask for your name.

Other guidelines that be used include:

- Summarized survey results will be given to the PRT and the C³RS Steering Committee.
- FRA will use the findings presented in the final lessons learned report to deepen its understanding of lessons learned from the C³RS project.
- The final lessons learned report will be available to all employees at North Platte.
- The lessons learned will be shared with the railroad industry.

What we are asking you to do

- Complete the survey, seal it in the envelope provided, and give it back to the person who gave it to you.
- Use a pencil to mark the responses that best match your opinion.
- The survey looks long, but testing has shown that it takes no more than twenty minutes to complete. Please give us those twenty minutes of your time.
- A 100% response rate is important to us. If you know someone who is absent, please encourage him or her to complete the survey. The person handing you this survey will have instructions as to how absent people can get a copy of the survey to complete.
- If you have already filled out this survey and you receive a second copy, please do not fill it out a second time.

Demetra Collia, from BTS, will act as the survey coordinator for the Lesson Learned Team. If you have any questions about the survey, please call her at: 202 366-1610, or send her email at: demetra.collia@bts.gov

Thank you for your assistance.

Roby Brown, UP Corporate Steering Committee Representative
Pat Condon, UTU
Ben Ebmeier, UTU
Bill Elliott, BLET
Steve Fender, FRA Regional Rep
Dean Hazlett, UTU
Steve Lord, Road Operations

Mike McVay, BLET
Jay Penner, Operating Practices
Cameron Scott, General Superintendent
Gary Songster, BLET
Tom Sullivan, UTU
Michael Young, BLET

OMB NO: xxxx-xxxx
Expiration Date: zz-xx-200x

Paperwork Reduction Act Burden Statement

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is xxxx-xxxx. Public reporting for the C³RS Evaluation Survey is estimated not to exceed 20 minutes per response, including the time for reviewing instructions, completing and reviewing the survey. Reporting any information to the C³RS Evaluation Survey is voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: C³RS Data Collection Officer, Demetra Colliia, BTS/RITA, RTS-34, Room 3430, 400 7th Street, SW, Washington, D.C. 20590 or e-mail: Demetra.colliia@dot.gov.

1. Job Type:	<input type="checkbox"/> Management <input type="checkbox"/> Labor <input type="checkbox"/> Yardmaster
2. Select the one location that best reflects where you work:	<input type="checkbox"/> Road <input type="checkbox"/> Yard <input type="checkbox"/> Both
3. Job Category:	<input type="checkbox"/> <input type="checkbox"/> DOES <input type="checkbox"/> <input type="checkbox"/> NOT <input type="checkbox"/> <input type="checkbox"/> APPLY <input type="checkbox"/>
4. Select one of the following that best reflects your schedule:	<input type="checkbox"/> Mostly days <input type="checkbox"/> Mostly afternoons <input type="checkbox"/> Mostly nights <input type="checkbox"/> Mostly variable shifts
5. Indicate how long you have worked at Union Pacific Railroad in years:	<input type="checkbox"/> Less than 1 <input type="checkbox"/> 1 – 5 <input type="checkbox"/> 6 – 10 <input type="checkbox"/> 11 – 15 <input type="checkbox"/> 16 – 20 <input type="checkbox"/> 21+
6. Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female
7. Have you filled out this survey before?	<input type="checkbox"/> Yes <input type="checkbox"/> No

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8. Indicate your age in years:	<input type="checkbox"/> 18-25 <input type="checkbox"/> 26-30 <input type="checkbox"/> 31-35 <input type="checkbox"/> 36-40 <input type="checkbox"/> 41-45 <input type="checkbox"/> 46-50 <input type="checkbox"/> 51-55 <input type="checkbox"/> 56-60 <input type="checkbox"/> Over 61
9. Over the past year, have you seen any changes in safety conditions in the areas of UP where you work?	<input type="checkbox"/> Improved <input type="checkbox"/> Unchanged <input type="checkbox"/> Worse

What is your opinion about the following statements?	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
10. I am aware of events or conditions that might lead to an accident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Changes in systems or procedures can prevent accidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Changes in individual behavior can prevent accidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Accidents can be prevented if their “root causes” are determined	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Joint labor/management teams function successfully to discover causes of unsafe conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. UP is able to successfully implement changes in systems and procedures to prevent accidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Workers in my group expect other workers to behave safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Employees in my work group comply with safety regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Workers in my department care about safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Employees in my work group remind each other of the need to follow safety regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. My job duties often interfere with my ability to comply with safety regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Taking risks is a part of my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. I expect to be involved in an accident in the next 12 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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What is your opinion about the following statements?	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
23. My job duties often interfere with my ability to act as safely as I would like	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. I was treated politely throughout past organizational change efforts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I had influence over the outcome of past organizational change efforts at my company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Past organizational change efforts were applied consistently throughout my company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. I was able to express my views and feelings during past organizational change efforts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. I was treated with dignity throughout past organizational change efforts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. I was treated with respect throughout past organizational change efforts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Workers I supervise help others who have been absent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Workers I supervise help others who have heavy work loads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Workers I supervise pass along information to co-workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. Workers I supervise assist me with my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Workers I supervise apply safety rules at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. The employees I supervise generally follow my advice as to safety at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Workers I supervise wear personal protection devices such as ear plugs and safety glasses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. UP really cares about my well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. UP strongly considers my goals and values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. UP values my contribution to its well-being	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40. I believe UP has high integrity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41. I can expect UP to treat me in a consistent and predictable fashion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42. UP is not always honest and truthful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43. In general, I believe UP's motives and intentions are good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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What is your opinion about the following statements?	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
44. UP is open and up front with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45. Labor and management work together to make this organization a safer place in which to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46. Both labor and management have respect for each other's safety goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47. Both labor and management in this organization keep their word	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48. Labor and management in this organization tend to dislike each other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49. The labor-management relations in this organization can best be characterized as hostile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50. The union and management regularly quarrel over minor issues in this organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51. Job decisions are made by my supervisor(s) in an unbiased manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52. My supervisor(s) makes sure that all employee concerns are heard before job decisions are made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53. To make job decisions, my supervisor(s) collects accurate and complete information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54. My supervisor(s) clarifies decisions and provides additional information when requested by employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55. All job decisions are applied consistently across all affected employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
56. Employees are allowed to challenge or appeal job decisions made by the supervisor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
57. My supervisor(s) rely upon clearly written rules, policies, and procedures in making job decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
58. I usually know where I stand with my supervisor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
59. My supervisor(s) has enough confidence in me that he/she would defend and justify my decisions if I was not present to do so	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60. My working relationship with my supervisor(s) is effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
61. My supervisor(s) understands my problems and needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
62. I can count on my supervisor(s) to "bail me out," even at his or her own expense, when I really need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
63. My supervisor(s) recognizes my potential	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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What is your opinion about the following statements?	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
64. Regardless of how much power my supervisor(s) has built into his or her position, my supervisor(s) would be personally inclined to use his/her power to help me solve problems in my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
65. I try to avoid talking about safety issues with my supervisor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
66. I feel my supervisor openly accepts ideas for improving safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
67. I am reluctant to discuss safety-related problems with my supervisor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
68. I feel my supervisor(s) encourages open communication about safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
69. I generally try to avoid talking about safety-related issues with my supervisor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
70. Where I work, senior management gets personally involved in safety activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
71. My supervisor(s) tells a worker who is doing something unsafe to stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
72. Our management acts quickly to correct safety issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
73. Management is presently acting to make the work environment safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
74. Senior management is well informed about safety issues in this work place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75. Management is willing to invest money and effort to improve the safety level where I work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76. When a supervisor realizes that a hazardous situation has been found, he/she immediately attempts to put it under control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
77. The protection of workers from occupational exposure to hazards is a high priority with supervisors where I work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
78. Managers in this workplace try to reduce risk levels as much as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
79. Management in this work place is always willing to adopt new ideas for improving the safety level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
80. My supervisor(s) makes every effort to insure that we have the equipment/resources we need to work safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	Yes	No	I don't know
81. Is C ³ RS in operation in the part of UP where you work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If <u>Yes</u> , go to number 82. If <u>No</u> or <u>I don't know</u> , go to number 84.			
82. Have you submitted a report to the C ³ RS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
83. Do you personally know people who have submitted a report to the C ³ RS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
84. Do you think you would recognize an incident that could be reported to C ³ RS if you saw one?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If <u>Yes</u> , go to number 85. If <u>No</u> or <u>I don't know</u> , go to END.			
85. Do you think you would report an incident to C ³ RS If <u>Yes</u> , go to number 87. If <u>No</u> or <u>I don't know</u> , go to number 86.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
86. What might keep you from reporting an incident to C ³ RS? (Please check all that apply)			
a. I am not familiar enough with the reporting procedure	<input type="checkbox"/>		
b. The reporting process is too much of a bother	<input type="checkbox"/>		
c. I don't trust the Bureau of Transportation Statistics to maintain confidentiality	<input type="checkbox"/>		
d. I don't think it would result in any change	<input type="checkbox"/>		
e. I worry about being punished by management	<input type="checkbox"/>		

What is your opinion about the following statements?	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
87. One year after a C ³ RS report is submitted, the submitter's identity will still be confidential.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
88. C ³ RS has resulted in improved safety at the UP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
89. C ³ RS has increased awareness of safety issues among my coworkers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
90. C ³ RS has increased awareness of safety within management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
91. C ³ RS is likely to remain in operation at the UP for the foreseeable future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
92. C ³ RS has had an impact on how regulations are applied by the FRA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

END – Please submit survey
THANK YOU!

