Model Instance Name:	FMCSA Passenger Carrier Satisfaction Survey v2

MID: JRs JRssUx8hZUdpI5d9JUhEwg==
Date: 5/6/2011

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION
blue + -->: REWORDING

CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	AnswerIDs (DOT)	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
CJS0051		How **frequently** do you visit this site?	CJS0051A001	First time		Radio button, one-up vertical	Single	Y
			CJS0051A002	Frequently (once a month or more often)				
			CJS0051A003	Infrequently (less often than once a month)				
CJS0052		Which category **describes you** best?	CJS0052A001	Congressional staff		Radio button, one-up vertical	Single	Y
			CJS0052A002	Educational institution				
			CJS0052A003	FMCSA staff				
			CJS0052A004	General public				
			CJS0052A005	Insurance company				
			CJS0052A006	International (Cross border/NAFTA)				
			CJS0052A007	Other Federal or State staff				
			CJS0052A008	Press/media				
			CJS0052A009	Religious institution				
			CJS0052A010	Student/researcher				
			CJS0052A011	Truck/bus company				
			CJS0052A012	Truck/bus driver				
			CJS0052A013	Truck/bus-related association/group				
			CJS0052A014	Other, please specify:	A			
CJS0053	A	Other, describes you best. -->: Please specif				Text field, <100 char		N
CJS0054		What **type of information** were you primarily looking for on this website?	CJS0054A001	Rules & Regulations		Drop down, select one	Single	Y
			CJS0054A002	Safety & Security				
			CJS0054A003	Forms				
			CJS0054A004	Consumer Information				
			CJS0054A005	Contact Information				
			CJS0054A006	General Information About FMCSA Passenger Carrier				
			CJS0054A007	Other	A			
CJS0055	A	What type of information were you looking for?				Text field, <100 char		N
CJS0056		**Have you hired** a bus company or limousine service **in the past 30 days**?	CJS0056A001	Yes	A	Radio button, one-up vertical	Single	Y
			CJS0056A002	No				
CJS0057	A	**If so, what was the purpose of the trip?**	CJS0057A001	Private school trip		Radio button, one-up vertical	Single	Y
			CJS0057A002	Prom Night				
			CJS0057A003	Sports League transportation				
			CJS0057A004	Other, please specify:	B			
CJS0058	B	Other, purpose of the trip.				Text area, no char limit		N
CJS0059		**Do you plan to hire** a bus company or limousine service **in the next 30 days**?	CJS0059A001	Yes	A	Radio button, one-up vertical	Single	Y
			CJS0059A002	No				
CJS0060	A	**If so, what was the purpose of the trip?**	CJS0060A001	Private school trip		Radio button, one-up vertical	Single	Y
			CJS0060A002	Prom Night				
			CJS0060A003	Sports League transportation				
			CJS0060A004	Other, please specify:	B			
CJS0061	B	Other, purpose of future trip				Text area, no char limit		N
CJS0062		How did you **hear about** this site?	CJS0062A001	Brochure/publication		Radio button, one-up vertical	Single	Y
			CJS0062A002	Friend/family/acquaintance				
			CJS0062A003	Internet search				
			CJS0062A004	News/media				
			CJS0062A005	Other Web site				
			CJS0062A006	Other, please specify:	A			
CJS0063	A	Other, how heard about this site.				Text field, <100 char		N
CJS0064		How would you **describe your navigation experience** on this site today? (Please select all that apply.)	CJS0064A001	Did not have difficulty while looking for information on this site		Radio button, one-up vertical	Single	Y
			CJS0064A002	Links did not take me where I expected				
			CJS0064A003	Links/labels were difficult to understand				
			CJS0064A004	Had technical difficulties (e.g. broken links, error messages, etc.)	A			
			CJS0064A005	Did not know how to get back to previous pages visited				
			CJS0064A006	To many links to choose from				
			CJS0064A007	Other	B			
CJS0065	A	What technical difficulties did you encounter?				Text area, no char limit		N
CJS0066	B	What other difficulty did you have while looking for information on this site?				Text area, no char limit		N
CJS0067		Did you **use the search feature today**?	CJS0067A001	Yes	A,B	Radio button, one-up vertical	Single	Y
			CJS0067A002	No				
CJS0068	A	Were the **search results helpful**?	CJS0068A001	Yes		Radio button, one-up vertical	Single	Y

ForeSee Results - Confidential and Proprietary

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			CJS0068A002	No				
CJS0069	B	Did you encounter any **difficulty with the search feature?**	CJS0069A001	Yes	C		Single	Y
			CJS0069A002	No		Radio button, one-up vertical		
CJS0070	C	What type of **difficulty did you primarily encounter**?	CJS0070A001	It returned no results		Drop down, select one	Single	Y
			CJS0070A002	It returned too many results				
			CJS0070A003	It returned too few results				
			CJS0070A004	Results links were broken	D			
			CJS0070A005	Results were not relevant to my search terms or needs	E			
			CJS0070A006	Results were too similar/redundant				
			CJS0070A007	Search required too many attempts				
			CJS0070A008	I was not sure what words to use in my search				
			CJS0070A009	Search speed was too slow				
			CJS0070A010	Search results were not organized well				
			CJS0070A011	Other	F			
CJS0071	D	Which results links were broken?				Text area, no char limit		N
CJS0072	E	What search term/keyword did you use?				Text area, no char limit		N
CJS0073	F	What type of difficulty did you primarily encounter?				Text area, no char limit		N
CJS0074		To what extent did the information on this website influence your selection of a passenger carrier (i.e., bus, limo, etc.)?	CJS0074A001	1=Not at all		Radio button, scale, has don't know	Single	Y
			CJS0074A002	2				
			CJS0074A003	3				
			CJS0074A004	4				
			CJS0074A005	5				
			CJS0074A006	6				
			CJS0074A007	7				
			CJS0074A008	8				
			CJS0074A009	9				
			CJS0074A010	10=Very much so				
			CJS0074A011	Not Applicable				

Special Instructions	CQ Label
	Frequency of visits
OPS Group	Describes you
OPS Group	Other_Describes you
Skip Logic Group	Looking For
Skip Logic Group	OE_Looking For
Skip Logic Group	limo past 30 days
Skip Logic Group	If hired lime_why
Skip Logic Group	Other_Purpose of trip
Skip Logic Group	Plan to hire limo
Skip Logic Group	If plan to hire_why
Skip Logic Group	Other_future trip
OPS Group	Heard about site via
OPS Group	Other_Heard about
Skip Logic Group	Navigation
Skip Logic Group	OE_Technical Difficulties
Skip Logic Group	OE_Navigation
Skip Logic Group	Search
Skip Logic Group	Search Helpful

Special Instructions	CQ Label
Skip Logic Group	Encounter Search Difficulty
Skip Logic Group	Search Difficulties
Skip Logic Group	OE_Broken Search Links
Skip Logic Group	OE_Search Keywords Used
Skip Logic Group	OE_Search Difficulties
	Info influence select