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**FMCSA HHG CUSTOMER KNOWLEDGE AND SATISFACTION
PHONE STUDY
QUESTIONNAIRE**

INTRODUCTION

(ASK TO SPEAK WITH NAME ON SAMPLE. IF PERSON ON SAMPLE IS NOT AVAILABLE, ARRANGE FOR A CALLBACK)

Hello, I'm _____ calling from _____, a national market research firm. We are conducting research on behalf of a United States Department of Transportation. This is not a sales call. The survey we are conducting is designed to gauge your satisfaction with government services and it will take approximately 15 minutes to complete. Your answers will be kept confidential. We are only interested in your opinions. Is this a convenient time for you?

If YES: Let's get started. So we can be efficient with your time, please keep your answers as short as possible.

If NO: When would be a good time for me to call back? [Record callback date and time, thank and terminate]

SCREENER QUESTIONS

S1. Are you currently in the process of planning a household goods move from one state to another state, defined as an interstate move?

- YES (**CONTINUE to S5**)
- NO (CONTINUE)
- DK (THANK AND TERMINATE)
- REF (THANK AND TERMINATE)

S2. In the past 90 days, have you completed a household goods move from one state to another state, defined as an interstate move?

- YES (**CONTINUE to S7**)
- NO (CONTINUE)
- DK (THANK AND TERMINATE)
- REF (THANK AND TERMINATE)

S3. Have you ever been the primary decision maker for selecting a moving company to conduct a household goods move from one state to another state, defined as an interstate move?

(INTRASTATE MOVES ARE NOT A DISQUALIFIER)

- YES (THANK AND TERMINATE)
- NO (CONTINUE)
- DK (THANK AND TERMINATE)
- REF (THANK AND TERMINATE)

S4. Please verify that you are 18 years of age or older.

- YES (**CONTINUE to Q43**)
- NO (THANK AND TERMINATE)
- DK (THANK AND TERMINATE)
- REF (THANK AND TERMINATE)

S5. Do you plan to personally hire a moving company to move your household goods for this upcoming move?

- YES (CONTINUE)
- NO (THANK AND TERMINATE)
- DK (THANK AND TERMINATE)
- REF (THANK AND TERMINATE)

S6. Are you, or may I please speak with, the person in your household who is the primary decision maker regarding significant decisions related to the move?

- YES—I am the person (**CONTINUE to Q1**)
- NO—someone else (ASK TO SPEAK TO THIS PERSON; IF NOT AVAILABLE THEN GET NAME AND SET UP A CALLBACK)
- DK (THANK AND TERMINATE)
- REF (THANK AND TERMINATE)

S7. Did you personally hire a moving company to move your household goods?

- YES (CONTINUE)
- NO (PROCEED TO QUESTIONS S7a and S7b)
- DK (THANK AND TERMINATE)
- REF (THANK AND TERMINATE)

S7a. How did you move your possessions?

- Leased truck
- Used your own vehicle or a friend's vehicle
- Arranged by the military or government
- Arranged by corporate relocation service

S7b. Did you ever consider hiring a moving company for your most recent move?

- YES (CONTINUE)
- NO (THANK AND TERMINATE)

S8. Are you, or may I please speak with, the person in your household who was the primary decision maker regarding significant decisions related to the move?

- YES—I am the person (**CONTINUE to Q22**)
- NO—someone else (ASK TO SPEAK TO THIS PERSON; IF NOT AVAILABLE THEN GET NAME AND SET UP A CALLBACK)
- DK (THANK AND TERMINATE)
- REF (THANK AND TERMINATE)

IF DISQUALIFIED:

We have different qualifications for the research we're conducting and the group for which you qualify has been filled. Thank you very much for your time and have a good day/evening.

EXPERIENCE WITH THE MOVING PROCESS

Q1. In your lifetime, how many times have you used a moving company, which you personally selected, to conduct a state-to-state move?

- 0
- 1
- 2
- 3
- 4 or more

Q2. On how many occasions in your lifetime have you used a moving company, which you personally selected, to conduct a move within a state, defined as an intrastate move?

- 0
- 1
- 2
- 3
- 4 or more

UNAIDED CUSTOMER CONCERNS AND INFORMATION GATHERING

Q3. What are your main concerns about moving companies and the state-to-state moving process in general?

(PLEASE RECORD ALL RESPONSES)

Q4. What are the informational resources you use to gather information about moving companies and the state-to-state moving process?

(PLEASE RECORD ALL RESPONSES)

Q4A. (IF THE RESPONDENT PROVIDES AT LEAST ONE RESPONSE TO Q4)

Overall, how would you describe your satisfaction level with the resources you utilized to gather information about the moving process?

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

AWARENESS AND UNDERSTANDING OF FMCSA MATERIALS

Q5. Are you familiar with the Protect Your Move website (protectyourmove.gov)?

- Yes
- No (Skip to question 7)

Q6. (IF ANSWER TO QUESTION 5 IS YES) Please indicate, with a yes or no, what types of information you found at the Protect Your Move website (protectyourmove.gov)

(READ LIST)

(WAIT FOR A YES OR NO RESPONSE. ENTER ALL THAT APPLY)

(RANDOMIZE)

- A searchable database of household goods self-storage facilities for rent to the public, complete with rates and user reviews (NO)

- Instructions on filing complaints against moving companies (YES)
- Tips on how to load and protect your furniture during transit (NO)
- Definitions of what constitutes moving fraud (YES)
- Diagrams showing ways to safely lift heavy items to prevent injury (NO)
- Ways to prevent yourself from becoming a victim of moving fraud (YES)
- Resources to search for registered movers and their complaint history (YES)

Q7. Do you remember a moving company providing you with a booklet on “Your Rights and Responsibilities When You Move?”

- Yes
- No (Skip to question 9)

Q7a. How much of the booklet did you read?

- Read the entire booklet
- Read most of the booklet
- Read some of the booklet
- Read little of the booklet
- Read none of the booklet (Skip to question 9)

Q8. (IF ANSWER TO QUESTION 7 IS YES) Did you find the information in the booklet useful? Please rate on a scale of 1 to 5, where:

- 5 = Very Useful
- 4 = Somewhat Useful
- 3 = Indifferent/Not Sure
- 2 = Not Very Useful
- 1 = Useless

Q9. Do you remember hearing about or seeing the phrase: “Protect Your Memories, Money and Move?”

- Yes
- No (Skip to question 11)

Q10. (IF ANSWER TO QUESTION 9 IS YES) Where did you see or hear about the phrase? (PLEASE RECORD ALL RESPONSES)

Q11. Do you remember hearing about or seeing the phrase “Protect Yourself From Moving Fraud?”

- Yes
- No (Skip to question 13)

Q12. (IF ANSWER TO QUESTION 11 IS YES) Where did you see or hear about the phrase? (PLEASE RECORD ALL RESPONSES)

UNDERSTANDING MOVER FRAUD

Q13. In general, how would you describe your knowledge of typical fraudulent actions taken by dishonest moving companies?

- Extremely knowledgeable (HIGH)
- Very knowledgeable (HIGH)
- Somewhat knowledgeable (MEDIUM)
- Not very knowledgeable (LOW) (Skip to question 15)
- Not at all knowledgeable (LOW) (Skip to question 15)

Q14. (IF ANSWER TO QUESTION 13 IS HIGH OR MEDIUM) Please indicate, with a yes or no, which of the following actions taken by a moving company constitutes mover fraud. (READ LIST)
(WAIT FOR A YES OR NO RESPONSE. ENTER ALL THAT APPLY)
(RANDOMIZE)

- Upon delivery, mover asks you to sign a delivery receipt for your possessions, noting apparent good condition (NO)
- The mover requires an on-site inspection in order to give you an estimate (NO)
- Upon delivery, mover asks you to sign a delivery receipt for your possessions, releasing the mover from any responsibility to pay for missing or damaged items. (YES)
- If your shipment is divided for transportation on two or more trucks, the mover requires payment for each portion as it is delivered. (NO)
- You and the mover agree to a pre-move cost estimate for moving your household goods. After loading your items, the mover informs you that the price will be more and will not deliver your items until you agree to pay the new amount. (YES)
- The mover does not honor your claim for damaged or missing possessions filed 3 months after the date your possessions were delivered (YES)

Q15. Have you ever been subjected to mover fraud when using a moving company to conduct a state-to-state move?

- Yes
- No

CUSTOMER HABITS

Q16. How many hours of research is your household performing prior to selecting a moving company to conduct the up-coming move?
(PLEASE RECORD ALL RESPONSES)

Q17. Who in your household is most responsible for conducting the research?
(UNAIDED)
(WAIT FOR RESPONSE)
(CODE: MALE, FEMALE OR BOTH; HUSBAND:MALE, WIFE: FEMALE)

Q18. I'm going to read you a list of sources for information on moving. Please tell me how you would describe the reliability of those sources by rating them on a scale of 1 to 5, where:

- 5 = Extremely reliable
- 4 = Very reliable
- 3 = Somewhat reliable
- 2 = Not very reliable
- 1 = Not at all reliable

(READ LIST)
(RANDOMIZE)

- Government agencies
- Interpersonal social media, e.g. with friends
- Word-of-mouth
- Advertising by a household goods moving company
- Not-for-profit sources
- Direct communication with moving companies

Q19. Who in your household is most responsible for ultimately selecting the moving company?
(UNAIDED)
(WAIT FOR RESPONSE)
(CODE: MALE, FEMALE OR BOTH; HUSBAND:MALE, WIFE: FEMALE)

Q20. What is the main reason you will select the moving company? (Select one)

- Price
- Reputation
- Referral
- Advertisement
- Company/Employer preferred
- Relocation service
- Other, please state: _____
- Decided not to use a mover after all

Q21. Roughly how many miles are you planning to move?

- Less than 25 miles
- 25 – 49 miles
- 50 – 99 miles
- 100 – 249 miles
- 200 – 499 miles
- 500 – 999 miles
- 1000 – 1,499 miles
- 1,500 miles or more

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EXPERIENCE WITH THE MOVING PROCESS

Q22. In your lifetime, how many times have you used a moving company, which you personally selected, to conduct a state-to-state move?

- 0
- 1
- 2
- 3
- 4 or more

UNAIDED CUSTOMER CONCERNS AND INFORMATION GATHERING

Q23. Prior to your most recent move, what were your main concerns about moving companies and the state-to-state moving process in general?

(PLEASE RECORD ALL RESPONSES)

Q24. What were the informational resources you used to gather information about moving companies and the state-to-state moving process?

(PLEASE RECORD ALL RESPONSES)

Q24a (IF THE RESPONDENT PROVIDES AT LEAST ONE RESPONSE TO Q24)

Overall, how would you describe your satisfaction level with the resources you utilized to gather information about the moving process?

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

CUSTOMER SATISFACTION WITH THE MOVING PROCESS

Q25. To what extent were you satisfied with your move, from a scale of 1 to 5, where:

- 5 = Very Satisfied
- 4 = Satisfied
- 3 = Neither Satisfied nor Unsatisfied
- 2 = Dissatisfied
- 1 = Very Dissatisfied

AWARENESS AND UNDERSTANDING OF FMCSA MATERIALS

Q26. Are you familiar with the Protect Your Move website (protectyourmove.gov)?

- Yes
- No (Skip to question 28)

Q27. (IF ANSWER TO QUESTION 26 IS YES) Please indicate, with a yes or no, what types of information you found at the Protect Your Move website (protectyourmove.gov)

(READ LIST)

(WAIT FOR A YES OR NO RESPONSE. ENTER ALL THAT APPLY)

(RANDOMIZE)

- A searchable database of household goods self-storage facilities for rent to the public, complete with rates and user reviews (NO)
- Instructions on filing complaints against moving companies (YES)
- Tips on how to load and protect your furniture during transit (NO)
- Definitions of what constitutes moving fraud (YES)
- Diagrams showing ways to safely lift heavy items to prevent injury (NO)
- Ways to prevent yourself from becoming a victim of moving fraud (YES)
- Resources to search for registered movers and their complaint history (YES)

Q28. Do you remember a moving company providing you with a booklet on “Your Rights and Responsibilities When You Move?”

- Yes
- No (Skip to question 30)

Q28a. (IF THE RESPONDENT ANSWERS YES TO Q28)

How much of the booklet did you read?

- Read the entire booklet
- Read most of the booklet
- Read some of the booklet
- Read little of the booklet
- Read none of the booklet (Skip to question 30)

Q29. (IF ANSWER TO QUESTION 28 IS YES) Did you find the information in the booklet useful?

Please rate on a scale of 1 to 5, where:

- 5 = Very Useful
- 4 = Somewhat Useful
- 3 = Indifferent/Not Sure
- 2 = Not Very Useful
- 1 = Useless

Q30. Do you remember hearing about or seeing the phrase: “Protect Your Memories, Money and Move?”

- Yes

- No (Skip to question 32)

Q31. (IF ANSWER TO QUESTION 30 IS YES) Where did you see or hear about the phrase?
(PLEASE RECORD ALL RESPONSES)

Q32. Do you remember hearing about or seeing the phrase "Protect Yourself From Moving Fraud?"

- Yes
- No (Skip to question 34)

Q33. (IF ANSWER TO QUESTION 32 IS YES) Where did you see or hear about the phrase?
(PLEASE RECORD ALL RESPONSES)

UNDERSTANDING MOVER FRAUD

Q34. In general, how would you describe your knowledge of typical fraudulent actions taken by dishonest moving companies?

- Extremely knowledgeable (HIGH)
- Very knowledgeable (HIGH)
- Somewhat knowledgeable (MEDIUM)
- Not very knowledgeable (LOW) (Skip to question 36)
- Not at all knowledgeable (LOW) (Skip to question 36)

Q35. (IF ANSWER TO QUESTION 34 IS HIGH OR MEDIUM) Please indicate, with a yes or no, which of the following actions taken by a moving company constitutes mover fraud. (READ LIST)
(WAIT FOR A YES OR NO RESPONSE. ENTER ALL THAT APPLY)
(RANDOMIZE)

- Upon delivery, mover asks you to sign a delivery receipt for your possessions, noting apparent good condition (NO)
- The mover requires an on-site inspection in order to give you an estimate (NO)
- Upon delivery, mover asks you to sign a delivery receipt for your possessions, releasing the mover from any responsibility to pay for missing or damaged items. (YES)
- If your shipment is divided for transportation on two or more trucks, the mover requires payment for each portion as it is delivered. (NO)
- You and the mover agree to a pre-move cost estimate for moving your household goods. After loading your items, the mover informs you that the price will be more and will not deliver your items until you agree to pay the new amount. (YES)
- The mover does not honor your claim for damaged or missing possessions filed 3 months after the date your possessions were delivered (YES)

Q36. Have you ever been subjected to mover fraud when using a moving company to conduct a state-to-state move?

- Yes
- No

CUSTOMER HABITS

Q37. How many hours of research did your household perform prior to selecting a moving company to conduct your most recent move?
(PLEASE RECORD ALL RESPONSES)

Q38. Who in your household was most responsible for conducting the research?
(UNAIDED)
(WAIT FOR RESPONSE)

(CODE: MALE, FEMALE OR BOTH; HUSBAND:MALE, WIFE: FEMALE)

Q39. I'm going to read you a list of sources for information on moving. Please tell me how you would describe the reliability of those sources by rating them on a scale of 1 to 5, where:

- 5 = Extremely reliable
- 4 = Very reliable
- 3 = Somewhat reliable
- 2 = Not very reliable
- 1 = Not at all reliable

(READ LIST)

(RANDOMIZE)

- Government agencies
- Interpersonal social media, e.g. with friends
- Word-of-mouth
- Advertising by a household goods moving company
- Not-for-profit sources
- Direct communication with moving companies

Q40. Who in your household was most responsible for ultimately selecting the moving company you used for your most recent move?

(UNAIDED)

(WAIT FOR RESPONSE)

(CODE: MALE, FEMALE OR BOTH; HUSBAND:MALE, WIFE: FEMALE)

Q41. What is the main reason you selected the moving company? (Select one)

- Price
- Reputation
- Referral
- Advertisement
- Company/Employer preferred
- Relocation service
- Other, please state: _____
- Decided not to use a mover after all

Q42. Roughly how many miles did you move?

- Less than 25 miles
- 25 – 49 miles
- 50 – 99 miles
- 100 – 249 miles
- 200 – 499 miles
- 500 – 999 miles
- 1000 – 1,499 miles
- 1,500 miles or more

<<<<<< CONTINUE TO D1 (page 13) >>>>>>

EXPERIENCE WITH THE MOVING PROCESS

Q43. In your lifetime, how many times have you used a moving company, which you personally selected, to conduct a move within a state, defined as an intrastate move?

- 0

- 1
- 2
- 3
- 4 or more

UNAIDED CUSTOMER CONCERNS AND INFORMATION GATHERING

Q44. When you think about the state-to-state moving process, what would be your main concerns about moving companies and the moving process in general?
(PLEASE RECORD ALL RESPONSES)

Q45. What are the informational resources you would be most likely to use when conducting research on hiring a moving company?
(PLEASE RECORD ALL RESPONSES)

AWARENESS AND UNDERSTANDING OF FMCSA MATERIALS

Q46. Are you familiar with the Protect Your Move website (protectyourmove.gov)?

- Yes
- No (Skip to question 48)

Q47. (IF ANSWER TO QUESTION 46 IS YES) Please indicate, with a yes or no, what types of information you found at the Protect Your Move website (protectyourmove.gov)
(READ LIST)
(WAIT FOR A YES OR NO RESPONSE. ENTER ALL THAT APPLY)
(RANDOMIZE)

- A searchable database of household goods self-storage facilities for rent to the public, complete with rates and user reviews (NO)
- Instructions on filing complaints against moving companies (YES)
- Tips on how to load and protect your furniture during transit (NO)
- Definitions of what constitutes moving fraud (YES)
- Diagrams showing ways to safely lift heavy items to prevent injury (NO)
- Ways to prevent yourself from becoming a victim of moving fraud (YES)
- Resources to search for registered movers and their complaint history (YES)

Q48. Are you familiar with the booklet entitled “Your Rights and Responsibilities When You Move?”

- Yes
- No (Skip to question 50)

Q49. (IF ANSWER TO QUESTION 48 IS YES) Did you find the information in the booklet useful? Please rate on a scale of 1 to 5, where:

- 5 = Very Useful
- 4 = Somewhat Useful
- 3 = Indifferent/Not Sure
- 2 = Not Very Useful
- 1 = Useless

Q50. Do you remember hearing about or seeing the phrase: “Protect Your Memories, Money and Move?”

- Yes
- No (Skip to question 52)

Q51. (IF ANSWER TO QUESTION 50 IS YES) Where did you see or hear about the phrase?
(PLEASE RECORD ALL RESPONSES)

Q52. Do you remember hearing about or seeing the phrase “Protect Yourself From Moving Fraud?”

- Yes
- No (Skip to question 54)

Q53. (IF ANSWER TO QUESTION 52 IS YES) Where did you see or hear about the phrase?
(PLEASE RECORD ALL RESPONSES)

UNDERSTANDING MOVER FRAUD

Q54. In general, how would you describe your knowledge of typical fraudulent actions taken by dishonest moving companies?

- Extremely knowledgeable (HIGH)
- Very knowledgeable (HIGH)
- Somewhat knowledgeable (MEDIUM)
- Not very knowledgeable (LOW) (Skip to question 56)
- Not at all knowledgeable (LOW) (Skip to question 56)

Q55. (IF ANSWER TO QUESTION 54 IS HIGH OR MEDIUM) Please indicate, with a yes or no, which of the following actions taken by a moving company constitutes mover fraud. (READ LIST)
(WAIT FOR A YES OR NO RESPONSE. ENTER ALL THAT APPLY)
(RANDOMIZE)

- Upon delivery, mover asks you to sign a delivery receipt for your possessions, noting apparent good condition (NO)
- The mover requires an on-site inspection in order to give you an estimate (NO)
- Upon delivery, mover asks you to sign a delivery receipt for your possessions, releasing the mover from any responsibility to pay for missing or damaged items. (YES)
- If your shipment is divided for transportation on two or more trucks, the mover requires payment for each portion as it is delivered. (NO)
- You and the mover agree to a pre-move cost estimate for moving your household goods. After loading your items, the mover informs you that the price will be more and will not deliver your items until you agree to pay the new amount. (YES)
- The mover does not honor your claim for damaged or missing possessions filed 3 months after the date your possessions were delivered (YES)

CUSTOMER HABITS

Q56. Who in your household is most likely to conduct research prior to purchasing household related products or prior to hiring a moving company?

(UNAIDED)

(WAIT FOR RESPONSE)

(CODE: MALE, FEMALE OR BOTH; HUSBAND:MALE, WIFE: FEMALE)

Q57. How many hours of research would you expect to perform prior to selecting a moving company to conduct a state-to-state move?

(PLEASE RECORD ALL RESPONSES)

Q58. I'm going to read you a list of sources for information on moving. Please tell me how you would describe the reliability of those sources by rating them on a scale of 1 to 5, where:

- 5 = Extremely reliable

- 4 = Very reliable
- 3 = Somewhat reliable
- 2 = Not very reliable
- 1 = Not at all reliable

(READ LIST)

(RANDOMIZE)

- Government agencies
- Interpersonal social media, e.g. with friends
- Word-of-mouth
- Advertising by a household goods moving company
- Not-for-profit sources
- Direct communication with moving companies

Q59. Who in your household is most responsible for ultimately selecting/hiring a moving company?

(UNAIDED)

(WAIT FOR RESPONSE)

(CODE: MALE, FEMALE OR BOTH; HUSBAND:MALE, WIFE: FEMALE)

Q60. In general, what would you say would be the most important factor when selecting a moving company?

- Price
- Reputation
- Referral
- Advertisement
- Company/Employer preferred
- Relocation service
- Other, please state: _____

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DEMOGRAPHICS

D1. Please confirm your gender.

- Male
- Female

D2. Please indicate your age based on the following age ranges.

- Under 25
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 or above

D3. What is the highest level of education you have completed?

- Less than high school diploma
- High school graduate
- Some college
- College graduate
- Post graduate or professional degree

D4. What is your total household income before taxes?

- Less than \$20,000
- \$20,000 – \$39,999
- \$40,000 – \$59,999
- \$60,000 – \$99,999
- \$100,000 – \$149,999
- \$150,000 – \$199,999
- \$200,000 or more

D5. Are you of Hispanic, Latino or Spanish origin or ancestry?

- Yes
- No

D5(A). What is your race? (Please select all that apply.)

- White
- Black or African American
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander

D6. Is English your first language? If not, please indicate your first language.

- Yes (ENGLISH)
- No (PLEASE LIST FIRST LANGUAGE)

D7. Are you married or do you live with someone you would consider a significant other or partner?

- Yes
- No

THANK YOU FOR YOUR TIME TODAY. IT'S BEEN A PLEASURE SPEAKING WITH YOU.
GOODBYE. TERMINATE