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FMCSA HHG CUSTOMER KNOWLEDGE AND SATISFACTION ONLINE STUDY QUESTIONNAIRE

INTRODUCTION

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

This research is being conducted on behalf of the United States Department of Transportation. The study is designed to gauge your satisfaction with government services and depending on your responses, the survey will take approximately 5 to 15 minutes to complete. Your answers will be kept confidential.

SCREENER QUESTIONS

S1. Which of the following best describes your history of interstate moves (meaning you moved from one state to another state)?

(Please select a single response)

- I'm currently planning an interstate move in the next 3 to 6 months (Pre-Mover) (CONTINUE TO S2)
- I'm currently making an interstate move (Recent Mover) (CONTINUE TO S3)
- I completed an interstate move in the last 12 months (Recent Mover) (CONTINUE TO S3)
- I completed an interstate move, but longer than 12 months ago (First n=500 Flag as Terminate – Skip to Demographics, After first n=500, Thank and Terminate)
- I've never moved from one state to another state (Non-Experienced Mover) (CONTINUE TO Q43)

[IF S1=1 (Pre-Mover), ASK S2]

S2. How do you plan to move your possessions in your upcoming interstate move? *(Please select all that apply)*

- I will personally hire a moving company (CONTINUE TO S4)
- I will lease a truck/trailer/pod
- I will use my own vehicle or a friend's vehicle
- My move will be arranged by the military or government
- My move will be arranged by a corporate relocation service
- Some other way (Specify)_____

- Don't Know/Refuse (First n=500 Flag as Terminate – Skip to Demographics, After first n=500, Thank and Terminate)

[IF S1=2 OR 3 (Recent Mover), ASK S3]

S3. Which one of the following best describes what you did when planning your most recent interstate move? *(Please select all that apply)*

[PROGRAMMER – 1,2,3, MUST BE MUTUALLY EXCLUSIVE]

- Considered hiring a moving company, but did not hire one (CONTINUE TO S5)
- Hired a moving company (CONTINUE TO S5)
- Never considered or hired a moving company (First n=500 Flag as Terminate – Skip to Demographics, After first n=500, Thank and Terminate)
- Leased a truck/trailer/pod
- Used my own vehicle or a friend's vehicle
- My move was arranged by the military or government
- My move was arranged by a corporate relocation service
- Some other way (Specify)_____

S4. Which of the following best describes your role in considering or selecting a moving company to conduct a household goods move from one state to another state, defined as an interstate move? *(Please select a single response)*

- I am the primary decision-maker in my household (CONTINUE TO Q1)
- I make decisions jointly with someone else in my household (CONTINUE TO Q1)
- I influence the decisions, but someone else is the primary decision-maker (First n=500 Flag as Terminate – Skip to Demographics, After first n=500, Thank and Terminate)
- I do not participate in the decisions in my household (First n=500 Flag as Terminate – Skip to Demographics, After first n=500, Thank and Terminate)

S5. Which of the following best describes your role in considering or selecting the moving company for your most recent move? *(Please select a single response)*

- I am the primary decision-maker in my household (CONTINUE TO Q22)
- I make decisions jointly with someone else in my household (CONTINUE TO Q22)
- I influence the decisions, but someone else is the primary decision-maker (First n=500 Flag as Terminate – Skip to Demographics, After first n=500, Thank and Terminate)
- I do not participate in the decisions in my household (First n=500 Flag as Terminate – Skip to Demographics, After first n=500, Thank and Terminate)

IF TERMINATED:

We have different qualifications for this research and the group for which you qualify has been filled. Thank you for participating in this survey. Have a great day!

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? (Please select a single response.)

- 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? (Please select a single response.)

- 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 be as specific as possible. You can enter up to 1,000 characters.) (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 be as specific as possible. You can enter up to 1,000 characters.) (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? (Please select a single response.)

- 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)? (Please select a single response.)

- 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). (Please select a single response per row.)

Did you find...

(RANDOMIZE)

1. A searchable database of household goods self-storage facilities for rent to the public, complete with rates and user reviews
 - Yes
 - No
2. Instructions on filing complaints against moving companies
 - Yes
 - No
3. Tips on how to load and protect your furniture during transit
 - Yes
 - No
4. Definitions of what constitutes moving fraud
 - Yes

- No
- 5. Diagrams showing ways to safely lift heavy items to prevent injury
 - Yes
 - No
- 6. Ways to prevent yourself from becoming a victim of moving fraud
 - Yes
 - No
- 7. Resources to search for registered movers and their complaint history
 - Yes
 - No

Q7. Do you remember a moving company providing you with a booklet on “Your Rights and Responsibilities When You Move?” (Please select a single response.)

- 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 select a single response.)

- Very Useful
- Somewhat Useful
- Indifferent/Not Sure
- Not Very Useful
- Useless

Q9. Do you remember hearing about or seeing the phrase: “Protect Your Memories, Money and Move?” (Please select a single response.)

- Yes
- No (Skip to question 11)

Q10. (IF ANSWER TO QUESTION 9 IS YES) Where did you see or hear about the phrase? (Please be as specific as possible. You can enter up to 1,000 characters.)
(PLEASE RECORD ALL RESPONSES)

Q11. Do you remember hearing about or seeing the phrase “Protect Yourself From Moving Fraud?” (Please select a single response.)

- Yes
- No (Skip to question 13)

Q12. (IF ANSWER TO QUESTION 11 IS YES) Where did you see or hear about the phrase? (Please be as specific as possible. You can enter up to 1,000 characters.)
(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? (Please select a single response.)

- 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. (Please select a single response per row.)

1. Upon delivery, mover asks you to sign a delivery receipt for your possessions, noting apparent good condition
 - Yes
 - No
2. The mover requires an on-site inspection in order to give you an estimate
 - Yes
 - No
3. 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
 - No
4. If your shipment is divided for transportation on two or more trucks, the mover requires payment for each portion as it is delivered.
 - Yes
 - No
5. 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
 - No
6. The mover does not honor your claim for damaged or missing possessions filed 3 months after the date your possessions were delivered
 - Yes
 - No

Q15. Have you ever been subjected to mover fraud when using a moving company to conduct a state-to-state move? (Please select a single response.)

- 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?

Enter hours: _____

(PLEASE RECORD ALL RESPONSES)

Q17. Who in your household is most responsible for conducting the research? (Please be as specific as possible. You can enter up to 1,000 characters.)

Q18. Please rate how reliable each source is when looking for information on moving. (Please select a single response per row.)

- 5 = Extremely reliable

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

(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? (Please be as specific as possible. You can enter up to 1,000 characters.)

Q20. What is the main reason you will select the moving company? (Please select a single response.)

- 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? (Please select a single response.)

- 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

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 be as specific as possible. You can enter up to 1,000 characters.)

(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 be as specific as possible. You can enter up to 1,000 characters.)

(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? (Please select a single response.)

- 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: (Please select a single response.)

- 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)? (Please select a single response.)

- 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) (Please select a single response per row.)

Did you find...

(RANDOMIZE)

1. A searchable database of household goods self-storage facilities for rent to the public, complete with rates and user reviews
 - Yes
 - No
2. Instructions on filing complaints against moving companies
 - Yes
 - No
3. Tips on how to load and protect your furniture during transit
 - Yes
 - No
4. Definitions of what constitutes moving fraud
 - Yes
 - No
5. Diagrams showing ways to safely lift heavy items to prevent injury
 - Yes
 - No

6. Ways to prevent yourself from becoming a victim of moving fraud
 - Yes
 - No
7. Resources to search for registered movers and their complaint history
 - Yes
 - No

Q28. Do you remember a moving company providing you with a booklet on “Your Rights and Responsibilities When You Move?” (Please select a single response.)

- Yes
- No (Skip to question 30)

Q28a. (IF THE RESPONDENT ANSWERS YES TO Q28)

How much of the booklet did you read? (Please select a single response.)

- 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: (Please select a single response.)

- 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?” (Please select a single response.)

- Yes
- No (Skip to question 32)

Q31. (IF ANSWER TO QUESTION 30 IS YES) Where did you see or hear about the phrase? (Please be as specific as possible. You can enter up to 1,000 characters.)
(PLEASE RECORD ALL RESPONSES)

Q32. Do you remember hearing about or seeing the phrase “Protect Yourself From Moving Fraud?” (Please select a single response.)

- Yes
- No (Skip to question 34)

Q33. (IF ANSWER TO QUESTION 32 IS YES) Where did you see or hear about the phrase? (Please be as specific as possible. You can enter up to 1,000 characters.)
(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? (Please select a single response.)

- 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.

(RANDOMIZE)

1. Upon delivery, mover asks you to sign a delivery receipt for your possessions, noting apparent good condition
 - Yes
 - No
2. The mover requires an on-site inspection in order to give you an estimate
 - Yes
 - No
3. 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
 - No
4. If your shipment is divided for transportation on two or more trucks, the mover requires payment for each portion as it is delivered.
 - Yes
 - No
5. 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
 - No
6. The mover does not honor your claim for damaged or missing possessions filed 3 months after the date your possessions were delivered
 - Yes
 - No

Q36. Have you ever been subjected to mover fraud when using a moving company to conduct a state-to-state move? (Please select a single response.)

- 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?

Enter hours: _____

Q38. Who in your household was most responsible for conducting the research? (Please be as specific as possible. You can enter up to 1,000 characters.)

Q39. Please rate how reliable each source is when looking for information on moving. (Please select a single response per row.)

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

(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? (Please be as specific as possible. You can enter up to 1,000 characters.)

Q41. What is the main reason you selected the moving company? (Please select a single response.)

- 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? (Please select a single response.)

- 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

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? (Please select a single response.)

- 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 be as specific as possible. You can enter up to 1,000 characters.)

(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 be as specific as possible. You can enter up to 1,000 characters.)

(PLEASE RECORD ALL RESPONSES)

AWARENESS AND UNDERSTANDING OF FMCSA MATERIALS

Q46. Are you familiar with the Protect Your Move website (protectyourmove.gov)? (Please select a single response.)

- 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). (Please select a single response per row.)

Did you find...

(RANDOMIZE)

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

Q48. Are you familiar with the booklet entitled "Your Rights and Responsibilities When You Move?" (Please select a single response.)

- 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: (Please select a single response.)

- 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?" (Please select a single response.)

- Yes
- No (Skip to question 52)

Q51. (IF ANSWER TO QUESTION 50 IS YES) Where did you see or hear about the phrase? (Please be as specific as possible. You can enter up to 1,000 characters.)
(PLEASE RECORD ALL RESPONSES)

Q52. Do you remember hearing about or seeing the phrase "Protect Yourself From Moving Fraud?" (Please select a single response.)

- Yes
- No (Skip to question 54)

Q53. (IF ANSWER TO QUESTION 52 IS YES) Where did you see or hear about the phrase? (Please be as specific as possible. You can enter up to 1,000 characters.)
(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? (Please select a single response.)

- 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. (Please select a single response per row.)
(RANDOMIZE)

1. Upon delivery, mover asks you to sign a delivery receipt for your possessions, noting apparent good condition
 - Yes
 - No
2. The mover requires an on-site inspection in order to give you an estimate
 - Yes
 - No
3. 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
 - No
4. If your shipment is divided for transportation on two or more trucks, the mover requires payment for each portion as it is delivered.
 - Yes
 - No
5. 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
 - No

6. The mover does not honor your claim for damaged or missing possessions filed 3 months after the date your possessions were delivered
- Yes
 - No

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? (Please be as specific as possible. You can enter up to 1,000 characters.)

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

Enter hours: _____

Q58. Please rate how reliable each source is when looking for information on moving. (Please select a single response per row.)

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

(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? (Please be as specific as possible. You can enter up to 1,000 characters.)

Q60. In general, what would you say would be the most important factor when selecting a moving company? (Please select a single response.)

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

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DEMOGRAPHICS

These next few questions will ensure we are talking to a representative sample of the population. The responses you provide will remain confidential.

D1. Please indicate your gender. (Please select a single response.)

- Male
- Female

D2. Which of the following groups contains your current age? (Please select a single response.)

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

D3. What is the highest level of education you have completed? (Please select a single response.)

- 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? (Please select a single response.)

- 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? (Please select a single response.)

- 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. (Please select a single response.)

- 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? (Please select a single response.)

- Yes
- No

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