

## Questionnaire for Coin Acceptors

### **We Need Your Input.**

Welcome to the United States Mint's survey designed to help us improve our products and services. The United States Mint has contracted with Concurrent Technologies Corporation (CTC) to conduct a study of Alternative Metals for Circulating coinage in support of Public Law 111-302. This survey is part of that study. **Your participation in this survey is ENTIRELY VOLUNTARY and should take approximately 15 minutes of your time.**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB number. The valid OMB control number for this information is 1525-0012-0163.

A stakeholder group of importance to the U.S. Mint in this assessment is those who own and operate devices with coin acceptors (including, but not limited to, vending machines, automated car washes, parking meters, toll booths, Laundromats, and amusement and gaming machines). As a result, we are seeking your quantitative input to help define the impact to your industry.

### **Please complete this brief confidential survey by October 15, 2011.**

**Click on the link below marked *Respond to This Survey* to participate. Please have only one member of your company or organization complete this questionnaire.**

*This survey is being conducted by Concurrent Technologies Corporation, a contractor to the U.S. Mint.*

*Questions may be forwarded to Michael L. Tims at 814-269-2515 or via e-mail to [US\\_Mint\\_Survey-Acceptors@ctc.com](mailto:US_Mint_Survey-Acceptors@ctc.com).*

1. What is the approximate total number of coin acceptors at your business?
  - a. \_\_\_\_\_
2. If available, please indicate the manufacturer, model and total number of coin acceptors in your inventory.
  - a. \_\_\_\_\_
3. What is the approximate total number of coin acceptors at your business in the following areas?
  - a. Food and beverage vending
    - i. \_\_\_\_\_
  - b. Other vending
    - i. \_\_\_\_\_
  - c. Parking meters
    - i. \_\_\_\_\_
  - d. Laundromat
    - i. \_\_\_\_\_
  - e. Amusement and gaming
    - i. \_\_\_\_\_

- f. Toll booths
    - i. \_\_\_\_\_
  - g. Automated car wash machines
    - i. \_\_\_\_\_
  - h. Other (please specify number and use of any other coin acceptors)
    - i. \_\_\_\_\_
4. What is the total number of sites where your coin acceptors reside?
    - a. \_\_\_\_\_
  5. Approximately, how frequently are your coin acceptors serviced by a representative of the equipment manufacturer? [radio button response]
    - a. 3 or more times per year
    - b. 2 times per year
    - c. 1 time per year
    - d. Once every two years
    - e. Once every three years
    - f. Other (please specify)
      - i. \_\_\_\_\_
  6. Approximately how many coin acceptors do you replace each year?
    - a. \_\_\_\_\_
  7. Does your equipment also accept tokens?
    - a. Yes
      - i. How many tokens are processed per week?
        1. \_\_\_\_\_
      - ii. How many token designs are currently in use in your business?
        1. \_\_\_\_\_
    - b. No
  8. What is the approximate number of coins (and tokens) processed by your coin acceptors per week? (if possible, provide by denomination)
    - a. Total
      - i. \_\_\_\_\_
    - b. Pennies
      - i. \_\_\_\_\_
    - c. Nickels
      - i. \_\_\_\_\_
    - d. Dimes
      - i. \_\_\_\_\_
    - e. Quarters
      - i. \_\_\_\_\_
    - f. Half dollars
      - i. \_\_\_\_\_
    - g. Dollar coins
      - i. \_\_\_\_\_

9. Of your total coin acceptors, how many determine coin (and token) quantities by weight?
  - a. \_\_\_\_\_
10. by stack height?
  - a. \_\_\_\_\_
11. by counting?
  - a. \_\_\_\_\_
12. What impact (including cost per unit) would you face if any of the following coin properties were changed? [Radio Buttons: Scale 1 to 10 + "Unknown or N/A"]
  - a. Diameter
  - b. Thickness
  - c. Weight
  - d. Metallic content (including ferro-magnetic metals)
  - e. Color
  - f. Gloss
  - g. Hardness
  - h. Electromagnetic signature
13. Please provide comments concerning potential changes to any of the above coin properties.
  - a. \_\_\_\_\_
14. What is the total number of electronically-based coin acceptors at your facility/facilities that are less than 6 years old?
  - a. \_\_\_\_\_
15. Electronically-based acceptors that are between 6 and 10 years old?
  - a. \_\_\_\_\_
16. Electronically-based acceptors that are greater than 10 years old?
  - a. \_\_\_\_\_
17. What is the total number of mechanically-based acceptors at your facility/facilities that are less than 6 years old?
  - a. \_\_\_\_\_
18. Mechanically-based acceptors that are between 6 and 10 years old?
  - a. \_\_\_\_\_
19. Mechanically-based acceptors that are greater than 10 years old?
  - a. \_\_\_\_\_
20. What is the approximate number of coin acceptors in your business that accept Pennies?
  - a. \_\_\_\_\_
21. Nickels?
  - a. \_\_\_\_\_
22. Dimes?
  - a. \_\_\_\_\_
23. Quarters?
  - a. \_\_\_\_\_
24. Half dollars?
  - a. \_\_\_\_\_

25. Dollar coins?

a. \_\_\_\_\_

26. Please provide any comments that you have concerning a potential redesign of U.S. circulating coins.

a. \_\_\_\_\_

27. Would you be willing to be contacted concerning follow-up questions to this survey?

a. Yes

b. No

28. Optional Information: Please list your name, company, address, phone number and e-mail address.

a. \_\_\_\_\_

Thank you for taking the time to complete this survey. If you have any questions, please forward them to [US\\_Mint\\_Survey-Acceptors@ctc.com](mailto:US_Mint_Survey-Acceptors@ctc.com).