

Model Instance Name: FMCSA Passenger Carrier Satisfaction Survey v2

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

MID: JRs JRssUx8hZUdpI5d9JUHEw==  
 Date: 5/6/2011

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 CJS0051A002 CJS0051A003	First time Frequently (once a month or more often) Infrequently (less often than once a month)		Radio button, one-up vertical	Single	Y
CJS0052		Which category describes you best?	CJS0052A001 CJS0052A002 CJS0052A003 CJS0052A004 CJS0052A005 CJS0052A006 CJS0052A007 CJS0052A008 CJS0052A009 CJS0052A010 CJS0052A011 CJS0052A012 CJS0052A013 CJS0052A014	Congressional staff Educational institution FMCSA staff General public Insurance company International (Cross border/NAFTA) Other Federal or State staff Press/media Religious institution Student/researcher Truck/bus company Truck/bus driver Truck/bus-related association/group Other, please specify:	A	Radio button, one-up vertical	Single	Y
CJS0053	A	Other, describes you best. -->: Please specify				Text field, <100 char		N
CJS0054		What type of information were you primarily looking for on this website?	CJS0054A001 CJS0054A002 CJS0054A003 CJS0054A004 CJS0054A005 CJS0054A006 CJS0054A007	Rules & Regulations Safety & Security Forms Consumer Information Contact Information General Information About FMCSA Passenger Carrier Other	A	Drop down, select one	Single	Y
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
CJS0057	A	If so, what was the purpose of the trip?	CJS0056A002 CJS0057A001 CJS0057A002 CJS0057A003 CJS0057A004	No Private school trip Prom Night Sports League transportation Other, please specify:	B	Radio button, one-up vertical	Single	Y
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 CJS0059A002	Yes No	A	Radio button, one-up vertical	Single	Y
CJS0060	A	If so, what was the purpose of the trip?	CJS0060A001 CJS0060A002 CJS0060A003 CJS0060A004	Private school trip Prom Night Sports League transportation Other, please specify:	B	Radio button, one-up vertical	Single	Y
CJS0061	B	Other, purpose of future trip				Text area, no char limit		N
CJS0062		How did you hear about this site?	CJS0062A001 CJS0062A002 CJS0062A003 CJS0062A004 CJS0062A005 CJS0062A006	Brochure/publication Friend/family/acquaintance Internet search News/media Other Web site Other, please specify:	A	Radio button, one-up vertical	Single	Y
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 CJS0064A002 CJS0064A003 CJS0064A004 CJS0064A005 CJS0064A006 CJS0064A007	Did not have difficulty while looking for information on this site Links did not take me where I expected Links/labels were difficult to understand Had technical difficulties (e.g. broken links, error messages, etc.) Did not know how to get back to previous pages visited Too many links to choose from Other	A B	Radio button, one-up vertical	Single	Y
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 CJS0067A002	Yes No	A,B	Radio button, one-up vertical	Single	Y
CJS0068	A	Were the search results helpful?	CJS0068A001	Yes		Radio button, one-up vertical	Single	Y

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CJS0069	B	Did you encounter any difficulty with the search feature?	CJS0068A002 CJS0069A001	No Yes	C	Radio button, one-up vertical	Single	Y
CJS0070	C	What type of difficulty did you primarily encounter?	CJS0069A002 CJS0070A001 CJS0070A002 CJS0070A003 CJS0070A004 CJS0070A005 CJS0070A006 CJS0070A007 CJS0070A008 CJS0070A009 CJS0070A010 CJS0070A011	No It returned no results It returned too many results It returned too few results Results links were broken Results were not relevant to my search terms or needs Results were too similar/redundant Search required too many attempts I was not sure what words to use in my search Search speed was too slow Search results were not organized well Other	D E F	Drop down, select one	Single	Y
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 CJS0074A002 CJS0074A003 CJS0074A004 CJS0074A005 CJS0074A006 CJS0074A007 CJS0074A008 CJS0074A009 CJS0074A010 CJS0074A011	1=Not at all 2 3 4 5 6 7 8 9 10=Very much so Not Applicable		Radio button, scale, has don't know	Single	Y

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