

# **fueleconomy.gov user survey**

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## **Fueleconomy.gov Customer Satisfaction Survey**

**Thank you for visiting the Department of Energy's Fueleconomy.gov website. In an effort to improve the site, we value your feedback allowing us learn more about your informational needs. This survey should take less than 6 minutes to complete. Your responses will only be used by the Fueleconomy.gov web team to make improvements to the site. Your answers will not be provided to other organizations or sold, and you will not receive unsolicited emails.**

**We appreciate your participation!**

**OMB Burden Disclosure Statement: Public reporting burden for this collection of information is estimated to average 6 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this estimate or any other aspect of this information, including suggestions for reducing this burden, to Information, Records, and Resource Management, MA-41-GTN, Paperwork Reduction Project (1910-5160), U.S. Department of Energy, Washington, DC 20874-1290; and to the Office of Management and Budget (OMB), Paperwork Reduction Project (1910-5160), Washington, DC 20503.**

**1) How often do you visit fueleconomy.gov?**

- Daily
- Weekly
- Monthly
- Yearly
- First Time

**2) What information are you looking for on the website today? (Please be specific)**

**3) What best describes your reason(s) for visiting this website today? (Select all that apply)**

- Buying a new car

- Buying a used car
- Save money on fuel
- To improve the fuel economy of my current car
- Using Your MPG to track my fuel economy
- I am interested in alternative fuels and vehicles
- I am looking for information about advanced vehicles and vehicle technologies
- I am concerned about the impact of vehicles on the environment
- I am interested in gas prices
- Other:

**4) Which sections of the website did you visit? (Select all that apply)**

- Find and Compare Cars
- Gas Mileage Tips
- Gas Prices
- Tax Incentives
- Benefits
- Your MPG
- Hybrid or Electric Vehicles
- Diesel Vehicles
- Alternative Fuels and Vehicles
- New EPA Window Sticker
- Extreme MPG Videos
- Other:

*If the user selects "Gas Mileage Tips", skip to "Gas Mileage Tips Questions" (Question #4), else  
If the user selects "Hybrid or Electric Vehicles", "Diesel Vehicles", or "Alternative Fuels and  
Vehicles ", skip to "Advanced Vehicles and Fuels Survey Questions" (Question #6), else  
If the user selects "Find and Compare Cars", skip to "Find and Compare Cars Survey  
Questions" (Question #8), otherwise  
Skip to "Fueleconomy.gov Customer Satisfaction Survey - General Questions" (Question #11)*

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## Gas Mileage Tips Survey Questions

**5) What is your overall level of satisfaction with the Gas Mileage Tips section?**

Very dissatisfied

0

1

2

3

4

5

6

7

8

9

10

Very satisfied

**6) Have you used or do you plan to use the gas mileage tips to maximize your vehicle's fuel economy?**

Yes

No

Not Sure

Not Applicable

**Were there any tips that you found to be particularly helpful? If so, which tips: (Select all that apply)**

Driving More Efficiently

Keeping Your Car in Shape

Planning and Combining Trips

Choosing a More Efficient Vehicle

I didn't find any of the information in this section to be particularly helpful

*Skip to Question #11*

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## **Advanced Vehicles and Fuels Survey Questions**

**7) Please indicate what information regarding Advanced Vehicles and Fuels (Hybrid, Electric, Diesel, and Alternative Fuel Vehicles) you found to be particularly helpful. (Select all that apply)**

Alternative fuels descriptions

How advanced vehicles work

Side-by-side vehicle comparisons

Tax incentives

New and upcoming vehicles

Links to other sources

I didn't find any of the information in this section to be particularly helpful

**8) Were you able to locate the information on Advanced Vehicles and Fuels that you were interested in?**

Yes

No

I found some of the information

I'm still looking

*If the respondent selects "no", show the question below*

**What information were you unable to find?**

*Skip to Question #12*

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## Find and Compare Cars Survey Questions

**9) How useful was the information you found in the Find and Compare Cars section?**

Not useful

0

1

2

3

4

5

6

7

8

9

10

Very useful

**10) Please indicate which Find and Compare Cars features you found to be particularly helpful. (Select all that apply)**

EPA Fuel Economy Ratings

User MPG Ratings (Your MPG)

Fuel Cost Information

Environmental Ratings

Safety Ratings

Ability to Personalize MPG Ratings and Fuel Prices

Not Sure

I didn't find any of the information in this section to be particularly helpful

**11) Have you or do you plan to purchase a more fuel-efficient vehicle based on the information you found on this site?**

- Yes
- No
- Not Sure
- Not Applicable

*Skip to Question #12*

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## General Questions

**12) Were you able to locate the information you were looking for on fueleconomy.gov?**

- Yes
- No
- I found some of the information
- I'm still looking

*If the respondent selects "No" show the question below.*

**What information were you unable to find?**

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**13) How can we improve the fueleconomy.gov website or what additional information would you like to see added to the site?**

**14) What is your overall level of satisfaction with the fueleconomy.gov website?**

Very dissatisfied

- 0
- 1
- 2
- 3

- 4
- 5
- 6
- 7
- 8
- 9
- 10

Very satisfied

**15) Please select the option that best describes your area:**

- Interested member of the public / consumer
- Business owner or executive
- Fleet manager / operator
- Educator
- Journalist
- Student
- Policymaker, legislative analyst, or support staff
- Scientist
- Engineer
- Consultant
- Other: \_\_\_\_\_

*If the respondent selects fleet manager/operator, the question below will be displayed*

**What is your area of management? (Select all that apply)**

- Vehicle selection / purchasing
- Vehicle operations and maintenance
- Driver supervision and training
- Other: \_\_\_\_\_

*If the respondent selects educator, the question below will be displayed*

**What level do you teach?**

- Elementary school
- Middle school
- High school
- College/university
- Vocational
- Adult education
- Other: \_\_\_\_\_

*If the respondent selects engineer or scientist, the question below will be displayed*

**What is your area of expertise?**

\_\_\_\_\_

*If the respondent selects consultant, the question below will be displayed*

**What type of consulting do you do?**

\_\_\_\_\_

**Thank You!**

**Thank you for participating in our survey. Your feedback is important to us.**

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