

## ***Countermeasures That Work End User Survey***

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### ***Introduction***

Thank you for taking the time to participate in this interview. Your input will be used to help our team better understand your needs as an end-user of the Countermeasures That Work document. Our goal is to make refinements to the document so that it better supports how you use it.

Your responses will be treated in a **secure and confidential** manner. All of the information provided will be kept anonymous, and only presented in an aggregated manner. The names and organizations of individual respondents will not be reported to anyone outside of Battelle. The contact information will only be used to follow-up if there are any questions regarding your responses. The summary provided to NHTSA will include aggregated responses (e.g., “7 transportation professionals completed the interview”). If there is a question that you do not feel comfortable answering, just let us know and we will skip it.

If you have any questions about this interview, or any other part of the process, please contact the Principal Investigator or the NHTSA Project Manager at:

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### ***Contact Information***

Please provide the following information for either yourself, or your organization's point of contact.

1. Name:
2. Email:
3. Phone #:
4. Organization:

### ***Background and Expertise***

The next set of questions will ask you about your professional experience and your job duties. This information will allow us to better understand who is using this document and their background.

5. Professional Title:
6. Please describe your job responsibilities in 1-2 sentences:
7. Training/Degree Areas:
8. Years with current organization:
9. Years in the field:

**[Note: Probe questions are indicated in parentheses]**

### ***Familiarity with CMTW***

In the next set of questions, we will talk about your familiarity with CMTW.

10. When did you first come across CMTW? Do you remember where you first heard about it?
11. When was the last time you looked at CMTW, apart from preparation for this interview?
12. How much of CMTW have you read? (Which sections?)
13. How do you access it? (Hardcopy, printed copy, via Internet, electronic version saved to your computer, etc.)

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### ***How CMTW is used***

In the next four questions, we will talk about how you use CMTW?

14. How often do you refer to CMTW? (Yearly, “as needed,” when new editions come out, etc.)
15. For what reason(s) do you refer to it?
16. How does your office use CMTW? Is there a process in place for using it?
17. Do new employees receive a copy of CMTW?

### ***Content of CMTW***

The next three questions, we will talk about the content of the CMTW and how useful it is.

18. Is the information in CMTW useful?
19. What information is most helpful? Least helpful?
20. Do you like the layout and organization of CMTW? Is it easy to find the information you’re looking for?

### ***Rating Systems***

In the next set of questions, we will get your opinion on the rating system for the countermeasures that are described in the CMTW.

21. What do you think about the star rating system for countermeasure effectiveness? Is it useful? Is it reliable?
22. Do you refer to the “use rating”? Is this information helpful? Is it reliable?
23. Do you refer to the “cost rating” information? Is this information helpful? Is it reliable?
24. Do you refer to “time rating” information? Is this information helpful? Is it reliable?

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### **Coverage**

The next three questions will ask you about additional issues and countermeasures that you think should be covered in the CMTW.

25. Are the problem areas covered in CMTW adequate?
26. Are there additional problem areas you would like to see included?
27. Are there additional countermeasures you think should be added to address any of the problem areas?

***Content Feedback [Note: These sets of questions will focus on the area of expertise of the interviewee and therefore the chapters probed for content will vary by interviewee. Some interviewees might answer questions about multiple chapters.]***

In this section, we will review a countermeasure to get your feedback on the content of the chapter and how it can be improved.

28. Please consider the “Overview” section of the Countermeasures Chapter on “XXXXXXXXXX”.
  - a. Is the information useful?
  - b. What information is most helpful? Least helpful?
  - c. Do you like the layout and organization of this section? Is it easy to find the information you’re looking for?

Do you have any additional comments about the “Overview”? Are there other topics that you would like covered under the Overview section of Chapter “XXXXXX”?

29. Please consider the “Strategies to reduce XXXXXX” section of the Countermeasures Chapter on “XXXXXXXXXX”.
  - a. Is the information useful?

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- b. What information is most helpful? Least helpful?
- c. Do you like the layout and organization of this section? Is it easy to find the information you're looking for?

Do you have any additional comments about the "Strategies to reduce XXXXX" section? Are there other topics that you would like covered under this section of Chapter "XXXXXX"?

30. Please consider the "Resources" section of the Countermeasures Chapter on "XXXXXXXXXX".

- a. Is the information useful?
- b. What information is most helpful? Least helpful?
- c. Do you like the layout and organization of this section? Is it easy to find the information you're looking for?

Do you have any additional comments about the "Resources" section? Are there other topics that you would like covered under this section of Chapter "XXXXXX"?

31. Please consider the "Countermeasures That Work" section of the Countermeasures Chapter on "XXXXXXXXXX".

- a. Is the information useful?
- b. What information is most helpful? Least helpful?
- c. Do you like the layout and organization of this section? Is it easy to find the information you're looking for?

Do you have any additional comments about the "Countermeasures That Work" section? Are there other topics that you would like covered under this section of Chapter "XXXXXX"?