

## ***Countermeasures At 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 develop the *Countermeasures At Work* reference document, which is a companion document to the *Countermeasures That Work* guide. The goal of this document is to provide real world examples and details on localities where highly rated countermeasures are implemented so that other decision makers can explore some of the pros and cons of implementing, sustaining, and evaluating countermeasures in similar communities. The countermeasure implemented in your locality is selected as a real world example that will be highlighted in the *Countermeasures At Work* document. In our interview today, we will ask you about your locality size, implementation issues, cost, stakeholders to involve, challenges, evaluation, and outcomes.

Your responses, contact information for your department or responsible staff, and information about the locality will be published in the *Countermeasure At Work* reference document. This information will allow the readers to have an idea about the size and type of the featured locality. In addition, interested readers will also be able to follow-up with the responsible department to get additional information. 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 following background information will only be used for internal project purposes and only be published in an anonymous, aggregated format, if at all.

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:

## **General Countermeasure Implementation Process**

In this section, we will talk about the high-level approach your organization takes with regard to identifying and implementing countermeasures.

10. How do you identify the locations that require countermeasure implementation?
11. What is your general process for section of a countermeasure?
12. How many countermeasures have you implemented and/or evaluated?
13. What are these different countermeasures that you have implemented?
14. What factors do you consider when deciding on implementing a countermeasure?
15. What is your process for identifying stakeholders when you decide on implementing a countermeasure?

16. How do you assess the physical and financial feasibility of implementing a countermeasure?

### ***Countermeasure Specific Questions***

In this section we will talk about the Countermeasure “X” you implemented in locality “X”. [Note: these questions will only focus on specific implementations that the interviewee implemented in their locality.]

17. Describe the countermeasure? [Provide basic facts about type, location, how it works and what behavior changes resulted.]

18. What factors did you consider when deciding on implementing this countermeasure?

19. What were some of the location-specific factors that were considered or played a role in implementation of this countermeasure?

20. How did you learn about this countermeasure?

21. Were there any reference documents or related links/projects or something similar that you referred to for this implementation? How did you use them?

22. Please walk us through the process you took for implementing this countermeasure?

23. How was this project funded? How did you go about identifying the sources of funding? What were the challenges you encountered in getting funding for this project and how did you address those challenges?

24. Who were the stakeholders involved in this project? How did you identify them? Were there any issues with stakeholder buy-in for this project? If yes, how did you address those issues?

25. Did you have to get buy-in from local citizens? How did you go about that process? What communication modes were used to inform the general public about this countermeasure? Any public concerns that were raised related to the implementation of this countermeasure? How did you manage those concerns?

26. Have you evaluated this countermeasure? What did you do for an evaluation? How did you measure the effectiveness of this implementation?

27. What type of maintenance is involved to sustain this countermeasure? What are the steps involved to manage the maintenance and how is it tracked? Cost of maintenance?

