

# Cognitive Interviewing Protocol:

## Vehicle Inventory and Use Survey (VIUS)

### Form 9502 VIUS Tractor Trailers

**Interviewer notes are in red.**

#### **Introduction:**

- Explain purpose of meeting: to obtain feedback on VIUS content, to understand the process of answering questions, and to evaluate how questions work or don't work.
- Some questions may seem odd and/or obvious, but we don't want to assume we know what you are thinking.
- Explain that we are *not* testing the respondent - we only want to evaluate the questionnaire
- Structure of meeting: Understand your business and your role in it, then review the questionnaire and ask you questions as you complete it.
- Permission to record discussion for note taking purposes? This study is being conducted under the authority of Title 13 USC. We plan to use your feedback to improve the form for future data collections. Only staff involved in this design research will have access to the recording. **Have R sign consent form.**

#### **Research Questions to Address:**

- Are respondents able to answer the questions as intended?
- Are there any items that cause the respondents problems?
  - o What can be done to fix those problems?
- Are there any order/context effects?

#### **Before the Questionnaire:**

- What types of goods or services does this business provide?
- What is your role in the company? What kind of responsibilities do you have?
- Have you received other surveys from the Census Bureau or other agencies? If so, which ones? Did you complete those surveys?
- Do you have any experience with this questionnaire?
- What types of records do you typically keep on your vehicles
  - o (*If part of a larger organization*): Do you have access to all of the records related to vehicles in your company?

**Provide VIUS 9502 Tractor Trailer form to participant.**

I'd like for you to go through the survey question by question. As you're going through it, I'd like you to tell me your thought process for answering the questions and how easy or difficult the question is to answer.

### Survey Introduction

- What do you consider to be the most important pieces of information in this section?
- Is there any information missing?

### A – Registration Information

- How would you answer this question?
- Is this all of the information you need to identify the correct vehicle?
  - If not, what other information could we provide?
- Is this information available in your records?
- How easy or difficult is this information to obtain?

### B – Disposal

- For each question:
  - How would you answer this question?
  - Is this information available in your records?
  - How easy or difficult is this information to obtain?
- Question 3 (if applicable):
  - Can you think of any other methods of disposal not listed here?
- **Note if respondent reads and understands 'NOTE'**

### C – Acquisition

- For each question:
  - How would you answer this question?
  - Is this information available in your records?
  - How easy or difficult is this information to obtain?

## D - Leasing

- For each question:
  - How would you answer this question?
  - Is this information available in your records?
  - How easy or difficult is this information to obtain?
  - (*If respondent answered 'yes'*) When did you lease the vehicle?
    - How would you proceed through the survey?
- When answering these questions, did you include or exclude rental agreements?

## E - Type of Vehicle

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- Question 2:
  - Are these categories clear or unclear?
  - (*If respondent answers 'other'*): How would you describe your vehicle?

## F - Physical Characteristics

- How would you define 'power unit?'
- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- Question 1:
  - How would you define 'liftable' axles?
- Question 4, 6, 7, 10, 12:
  - Are these categories clear or unclear?
- Question 12:
  - How would you define 'navigational system?'
    - Would you consider a 'navigational system' the same as or different to 'route guidance technology?'

## G - Time Operated

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- Question 1:
  - (*If respondent answers 'other'*): What would you enter for other?
- Question 2:
  - (*If respondent answers 'Vehicle not used'*): Why was the vehicle not used?

## H - Home Base

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- Question 1:
  - How would you define 'home base' in your own words?
  - (*If respondent is the Lessor*): If this information you would have?
- Question 3:
  - Are these categories clear or unclear?
  - (*If respondent answers 'other'*): What would you enter for other?
- Question 4:
  - When answering this question, were you only considering vehicles used for commercial purposes, or did you also include vehicles that are strictly for personal use?

## I - Miles

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- Question 3:
  - (*If respondent answers 'other'*): What would you enter for other?
  - Why did you choose this method of estimation?
- Question 6:
  - Why did you choose this/these methods of estimation?
- Question 8:
  - What does 'cubed out' mean to you?
  - What does 'weighed out' mean to you?
- Question 9:
  - What does 'operating' mean to you?

## J - Fuel and Maintenance

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- Question 1, 2, 3:
  - Are the categories clear or unclear?

## K - Vehicle Configuration

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- Question 1:
  - (*If applicable*): What other trailer mounted equipment do you have?
- Question 2:
  - Note whether respondent is answering for the most common configuration from question 1.
- Question 15:
  - Are the categories clear or unclear?
  - (*If respondent answers 'other'*): What would you enter for other?
- Question 16:
  - Are the categories clear or unclear?

## L - Weight

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- If respondent is a lessor:
  - How easy or difficult is it for you to answer based on how your lessee uses the vehicle?
  - Would you reach out to the lessee to obtain this information?
- Question 4:
  - What does 'permitted over weight' mean to you?

## M - Kind of Business

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- Question 1:
  - Are the categories clear or unclear?
  - (*If respondent answers 'other'*): What would you enter for other?
- Question 2:
  - Are the categories clear or unclear?
  - (*If respondent uses vehicle for personal use*): Can you tell me about how you use your vehicle to personal transportation?

## N - For-hire

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- Questions 1, 2:
  - Are the categories clear or unclear?
- Question 3:
  - Are the categories clear or unclear?
  - (*If respondent answers 'other'*): What would you enter for other?
- Question 4:
  - (*if respondent answers  $\neq 0$* ): Can you give some examples?

## O - Empty

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?

## P – Product, Equipment, or Materials

- Question 1:
  - Note if respondent looks at the product code list.
  - How would you answer this question?
  - Are the instructions clear or unclear?
  - Is the example helpful or unhelpful?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
  - If respondent does not look at the product code list, ask them to do so before moving to next question.
    - Are the categories clear?
    - Can you find the product codes that are applicable to your business?

## Q – Hazardous Materials

- For each question:
  - How would you answer this question?
  - If this information available in your records?
  - How easy or difficult is this information to obtain?
- Question 1:
  - Are you familiar with '49 CFR part 172 Subpart F?'
- Question 3:
  - Are the categories clear or unclear?
  - Are the instructions clear or unclear?

## R – Contact Information

- For each question:
  - How would you answer this question?



## Wrap Up

- In general, are the questions we covered today something that you document or have available in records?
- Throughout the survey, we refer to the year 2018. When answering the questions were you thinking about the calendar year 2018?
  - Are your records organized by calendar year?
  - If not, how are they organized? How easy or difficult is it to answer these questions based on the calendar year instead?
- (*If applicable*): Would you need to reach out to others in your company for information?
  - If so, what other areas/positions would you reach out to?
- (*If the respondent is the lessor*): How easy or difficult are these questions to answer as a lessor?
  - Would you contact the lessee to obtain any information?
- (*If the respondent is the lessee*): How easy or difficult are these questions to answer as a lessee?
  - Would you contact the lessor to obtain any information?
- About how long do you think it would take you to complete this survey?
- We plan to include some vehicle information in the request letter so that you will be able to identify the vehicle of interest in advance. What information would be most important to you in the letter?
- What would be the best way to contact you about completing the survey?
  - Mail, email, phone, etc...
- This survey will be available to answer online. Would this be your preferred method to answer?
  - What device would you use to complete the survey?
- Do you have any other comments or suggestions about anything we have discussed today?

THANK YOU FOR YOUR TIME!