APPENDIX A

JURISDICTION SURVEY QUESTIONNAIRE

ARIZONA DEPARTMENT OF TRANSPORTATION
SURVEY OF DRIVER LICENSE MANUAL PRACTICES

The Arizona Department of Transportation (ADOT) is working to improve its automobile driver license manual publication and dissemination practices. As part of this effort, we are interested in learning how other jurisdictions handle their automobile driver license manuals and in gathering information about the safety impacts of good versus bad driver manuals.

We would appreciate your response to the following questions. This information will be used to assist ADOT in improving its current practices.

Person completing this survey: _____ Jurisdiction: _____

Department and Section: _____

Telephone: _____ Fax: _____ Email: _____

PLEASE EMAIL, FAX OR MAIL YOUR COMPLETED SURVEY DIRECTLY TO TRICIA TOOL AT ONE OF THE FOLLOWING CONTACTS:
MAILING ADDRESS: 16839 Iron Mountain Drive, Poway CA 92064 FAX: 858-391-1068 EMAIL: tltool@ix.netcom.com

If you have any questions regarding completion of this survey, please contact Tricia Tool at 858-748-6070 or tltool@ix.netcom.com

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1. What types of automobile driver license manuals are published in your jurisdiction? *(check all that apply)*

   - ❑ Regular Automobile
   - ❑ Parent/Teen
   - ❑ Other, Specify: _____
   - ❑ Published in other languages? Specify: _____
   - ❑ Bi-lingual? Specify: _____

2. How are your driver license manuals made available to the public? *(check all that apply)*

   - ❑ At all motor vehicle test locations
   - ❑ By mail, at the user's request
   - ❑ Through schools and/or other driver training organizations
   - ❑ Through local law enforcement offices
   - ❑ Online via your jurisdiction's website: IF YES, in what format? *(check all that apply)* ❑ PDF ❑ HTML
   - ❑ OTHER, Specify: _____

3. How satisfied are you with your current system for publishing and distributing your driver license manual? *(check one response)*

   Very Satisfied ❑ 5 ❑ 4 ❑ 3 ❑ 2 ❑ 1 Very Dissatisfied

   IF DISSATISFIED, what would be necessary in order to be satisfied? _____

   _____

4. What section of your department or agency is responsible for writing, updating and publishing the driver license manual?

   Section: _____ Who to Contact for More Information: _____

   Telephone: _____ Email Address: _____ Fax: _____

5. How often does your jurisdiction review and update its driver license manual? _____

6. What methods are used to gather and analyze information about the effectiveness of your driver license manuals in adequately preparing safe and responsible drivers? *(complete all that apply)*

❑ Users (test takers) by: ❑ interview ❑ survey ❑ complaints or comments ❑ other_____

_____

❑ Administrators (test givers) by: ❑ interview ❑ survey ❑ complaints or comments ❑ other_____

_____

❑ Law enforcement by: ❑ interview ❑ survey ❑ complaints or comments ❑ other_____

_____

❑ Driver training schools by: ❑ interview ❑ survey ❑ complaints or comments ❑ other_____

_____

❑ Insurance companies by: ❑ interview ❑ survey ❑ complaints or comments ❑ other_____

_____

❑ OTHER, specify:_____

_____

7. Does your jurisdiction track any of the following types of information? *(check all that apply)*

❑ percentage of test-takers who pass/fail on the first, second, third attempt
❑ multiple attempts at test taking before passing
❑ recurring problem questions (high percentage of test-takers fail the same question)
❑ other possible indicators that the driver license manual may be deficient: _____

_____

8. How satisfied are you with the content, usefulness, and value of your driver license manual and your current system for reviewing and updating the manual? *(check one response)*

Very Satisfied				Very Dissatisfied
❑ 5	❑ 4	❑ 3	❑ 2	❑ 1

IF DISSATISFIED, what would be necessary in order to be satisfied? _____

_____

9. Has your jurisdiction done any studies or do you have any other information on the possible effects of your driver license manuals on safety?

❑ No ❑ Yes: IF YES, please provide a copy with this completed survey.

10. OTHER COMMENTS: _____

_____

_____

THANK YOU FOR YOUR ASSISTANCE!