

CPI Web Users Survey

Thank you for helping the U.S. Bureau of Labor Statistics (BLS) collect critical feedback regarding the Consumer Price Index (CPI) program. The CPI program produces monthly data on changes in the prices paid by urban consumers for a representative basket of goods and services. Your responses to this survey will be used to get feedback on the CPI program and to make improvements in the future.

Any feedback you can provide about the CPI program would be appreciated. Your participation in this survey is voluntary. We estimate that it will take approximately 15 minutes to complete. We are collecting this information under OMB Number 1225-0059. Without this currently approved number, BLS could not conduct this survey (Expiration date: 1/31/2016).

The survey questions are based on broad user experience and responses will be aggregated for analysis.

If you have any questions about this survey, please e-mail Steve Reed at Reed.Steve@bls.gov, or call (202) 691-5378.

This survey is being administered by SurveyMonkey.com and resides on a server outside of the BLS domain. BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response.

Select *Next* below to begin the survey.

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1. Which category best describes the organization at which you work or study?

- Industry or trade association
- Federal government
- State government
- Local government
- School/University
- Research organization
- Financial institution
- News media
- Nongovernmental organization
- Consulting institution
- Blog
- Private citizen
- Other (please specify)

2. For what purposes do you access CPI products?

Research

Escalate or increase a payment (for example, rent, salary, or contractual amount)

Compute projections or forecasts

Find out about price change for specific items or categories

Deflate or adjust other economic time series

Complete school assignment

Other (please specify):

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3. Please indicate what best expresses your opinions on the following statements about the CPI:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I can find the Consumer Price Index (CPI) data that I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CPI website is easy to navigate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand what the CPI measures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CPI data are timely enough to meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to get help if I have questions about CPI data.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the difference between seasonally adjusted data and unadjusted data.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe that the CPI methodology measures price change as accurately as possible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain your responses above (optional)

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5. Which of the following CPI products or materials have you used? (Select all that apply)

CPI Factsheets or Frequently Asked Questions

CPI Technical Information (for example, the Chapter 17 Handbook of Methods)

Seasonal Factors

Relative Importance Tables

Variations

Response Rates

Other (please specify)

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6. Which type of CPI data do you use more frequently: the CPI seasonally adjusted data or not seasonally adjusted data? (Select one)

- Seasonally adjusted
- Not seasonally adjusted
- Use both equally
- Neither/not sure

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7. Which of the following CPI data do you use most frequently? (Select one)

- National CPI data (for example, U.S. City average)
- Regional or local data (for example, South Urban or Chicago-Gary-Kenosha)
- Use both equally
- Neither/not sure

8. What regional or local CPI data do you use?

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9. Which of the following CPI data do you use most frequently? (Select one)

- All items CPI
- CPI for specific goods or services (for example, housing or new vehicles)
- Use both equally
- Neither/not sure

10. What CPI for specific goods or services do you use?

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11. When you use CPI data, which of the following do you primarily use?

- Index values
- 12 month percent changes
- 1 month percent changes
- None of these/Not sure

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12. If you use average price data, what specific series (such as milk or gasoline) do you use? If you don't use this, select "I don't use average price data."

I don't use average price data

Please specify what specific series you use:

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13. Which of the following do you use most frequently to access CPI data? (Select one)

- CPI News Release (30 page monthly summary with a small number of tables)
- CPI Detailed Report (About 100 page monthly listing with many detailed tables)
- CPI Databases
- I don't use any of these

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14. Please indicate how satisfied or dissatisfied you are with the following aspects of the CPI News Release.

	Very satisfied	Somewhat satisfied	Neither satisfied not dissatisfied	Somewhat dissatisfied	Very dissatisfied
The organization of the news release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding the information I need from the news release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The charts, graphs, and visuals in the news release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain your responses (optional)

15. I believe that the news release...

- Should be more extensive, including more data
- Contains amount the right amount of data
- Should be more concise, including less data

16. I believe that the news release...

- Should include more charts, graphs, and visuals
- Contains the right amount of charts, graphs, and visuals
- Should contain fewer charts, graphs, and visuals

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17. Please indicate how satisfied or dissatisfied you are with the following aspects of the CPI Detailed Report Tables.

	Very satisfied	Somewhat satisfied	Neither satisfied not dissatisfied	Somewhat dissatisfied	Very dissatisfied
The organization of the Detailed Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding the information I need from the Detailed Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain your responses (optional)

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18. Please indicate how satisfied or dissatisfied you are with the following aspects of the CPI Databases.

	Very satisfied	Somewhat satisfied	Neither satisfied not dissatisfied	Somewhat dissatisfied	Very dissatisfied
The organization of the CPI databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding the information I need from the CPI databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The format tools in the CPI databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain your responses (optional)

19. What best describes your experience with the "one screen data search" in the databases section?

- I have used it without any problems
- I have used it, but encountered difficulties
- I have tried to use it, but was unsuccessful
- I haven't attempted to use it

Please explain your response (optional)

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20. Please indicate how satisfied or dissatisfied you are with your overall ability to find the CPI data you need.

- Very satisfied
- Somewhat satisfied
- Neither satisfied not dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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21. Have you used any CPI Factsheets or other publications on the CPI website?

Yes

No

22. What factsheet or other publications have you used?

23. Please indicate how satisfied or dissatisfied you are with CPI Factsheets or other Publications you have used.

- Very satisfied
- Somewhat satisfied
- Neither satisfied not dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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24. Please share anything else you would like to express about your experience with the CPI website.

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25. Have you ever accessed the CPI recorded information quickline at (202) 691-6994?

Yes

No

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26. Please indicate how satisfied or dissatisfied you were with the CPI Quickline.

- Very satisfied
- Somewhat satisfied
- Neither satisfied not dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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27. Have you ever communicated with CPI staff through telephone either directly or through the CPI information line at (202) 691-7000?

Yes

No

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28. Please indicate how satisfied or dissatisfied you were with your phone interaction with CPI staff.

- Very satisfied
- Somewhat satisfied
- Neither satisfied not dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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29. Have you ever communicated with CPI staff through email either directly or at cpi_info@bls.gov?

Yes

No

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30. Please indicate how satisfied or dissatisfied you are with your email interaction with CPI staff.

- Very satisfied
- Somewhat satisfied
- Neither satisfied not dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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31. Please share any comments you have, positive or negative, about your interactions with CPI staff.

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32. How helpful would the following potential changes in the CPI be to you?

	Very helpful	Somewhat helpful	Not at all helpful	Don't know/no opinion
Earlier release of data (for example, July data might be released in early August rather than mid-August)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Release of preliminary data before release of final data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CPI for specific demographic groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More detailed CPI categories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain your responses (optional)

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33. We are interested in any other comments, positive or negative, that you would like to share about the CPI. If you don't have any additional comments, select "No additional comments."

No additional comments

Please write your comments here: