

## TRANSPORTATION SATISFACTION SURVEY DATA COLLECTION SUMMARY

- An analysis of transportation services at the AAA level is proposed.
- Only clients who have been enrolled in transportation services before March 1, 2000 (i.e., a minimum of 3 months) will be surveyed.
- The first task is to draw a random sample of transportation clients (see handouts). This is a four step process involving (1) creating a master client list of all transportation clients enrolled for a minimum of 3 months<sup>1</sup>, (2) calculating the sample size<sup>2</sup>, (3) selecting the sample, and (4) documenting the sampling process.
- The questionnaire will be administered to the random sample of transportation clients in June 2000 or until everyone in the sample has been contacted.
- Questionnaires should be administered by phone. For persons that are difficult to reach, at least seven (7) attempts to contact the person should be made before excluding them from further calls.
- The amount of time to administer the Transportation Satisfaction Survey is approximately 5-10 minutes.
- The Emotional Well-being Survey and the Social Functioning Survey are optional tests that can be administered with the Transportation Satisfaction Survey, preferably after the Transportation questionnaire has been completed by the client. These additional questionnaires would only add approximately 5-10 minutes to the administration time.
- Instructions and scripts for administering the questionnaire are provided.

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<sup>1</sup> If you are using an electronic database that does not have all current transportation users in it, you can use this to assist you in generating a master client list. You still should include in the master client list the names of the transportation users not in the electronic database. If this is not done or if any eligible clients are excluded from the master client list, this must be documented, along with the characteristics of the clients excluded, e.g., enrolled in service prior to Jan. 1, 2000.

<sup>2</sup> A Sample Size Calculator program is available for this task. It is recommended that you use a response rate of 85%, which implies that 15% of the sample will not complete the questionnaire.