

# TRANSPORTATION SATISFACTION SURVEY IMPLEMENTATION INSTRUCTIONS

This document presents instructions for the AAA personnel who will be administering the Transportation Satisfaction Survey to clients who enrolled in transportation services prior to March 1, 2000. The AAA personnel administering the survey should adhere to the following procedures and scripts. (Note: If the client does not speak English, please contact your local survey coordinator for guidance. If a proxy or translator is used, please document this on the questionnaire.)

## **Caller Logbook**

Your survey coordinator should have provided you with a list of names of all clients to be contacted in this survey. This should be a sample of clients from the entire population of eligible transportation clients. This list should include at a minimum the client's name, client ID, and phone number.

All clients on this list have to be contacted. Some clients may have to be called several times in order to reach them. All attempts to contact a client should be recorded in the logbook with the time and date of the call recorded. In addition, the logbook contains a field called 'Final Result' for reporting issues such as the client moved, is deceased, has no phone, or that they have completed the questionnaire. Please use the logbook to record the status of an attempt to contact the client.

## **When calling the client**

Introduce yourself by stating who you are and what agency you represent. For example, "Hello, my name is [NAME] and I am calling from the Lower Savannah Area Agency on Aging."

If you get the person's voice mail, do not leave a message on their answering machine.

If the client is not at home but someone else answers the phone, just tell the person who answers that you will call the client back. Ask the person if they know when would be a good time to reach the client. Mark this call in the caller logbook as an unsuccessful attempt

If you call and no one answers, mark this in the caller logbook as an unsuccessful attempt. For these clients that may be difficult to reach, make at least seven (7) attempts to contact them during different times and on different days before excluding them from further calls. A busy signal does not count as an attempt.

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## **Before administering the questionnaire, read the following instructions to the client**

"[NAME OF YOUR AGENCY -- for example, the Lower Savannah Area Agency on Aging] wants to determine the quality of our transportation service. This information is very important to us for improving the service we provide to you."

"Would you please help us by answering a few questions about the service? All of your answers will be strictly confidential. No one's answers will be identified with their name and your service will not be affected."

"Your responses will be useful to us, whether you are happy or unhappy with the service."

## **[ADMINISTER THE QUESTIONNAIRE(S)]**

### **When administering the questionnaire**

If the client asks for clarification on a question, please tell them that they should answer the question in terms of what it means to them. Do NOT try to explain what the question means to you.

### **Immediately after the questionnaire is filled out**

- Thank the client for responding.
- In the Office Use Only memo box at the bottom of the first page of the survey, write in the client's ID number, date of birth, gender, and transportation enrollment date. This information may have to be obtained from the client's records and may be filled in prior to administering the survey.
- In the Office Use Only memo box at the bottom of the second page of the survey, indicate the date the questionnaire was administered and whether the test was over the phone or other. For any comments such as whether the survey was translated, write a note on page 3.
- In the caller logbook, record the 'Final Result' of the call, which hopefully will be a completed questionnaire and not a refusal.
- The completed questionnaires need to be stored in a dedicated folder. On a weekly basis, all questionnaires and a copy of the logbook should be delivered to the AAA survey coordinator for processing. The AAA survey coordinator will be responsible for the data entry process and final storage of all materials related to this effort.