

POMP 3 TRANSPORTATION SATISFACTION SURVEY IMPLEMENTATION INSTRUCTIONS

This document presents instructions for the AAA personnel who will be administering the Transportation Satisfaction Survey. 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.)

Before you start, carefully complete all training exercises with the questionnaire. Read through the questionnaire several times to make sure you understand all questions. Practice reading the questions out loud.

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. Read the introduction provided on the questionnaire as written.

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 at different times of the day (i.e., morning, afternoon) and different days of the week. A busy signal does not count as an attempt.

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

Hello. My name is [INTERVIEWER'S NAME] from [AGENCY'S NAME]. We are conducting a survey to find out how satisfied you are with the transportation services that are presently available to you and how we can better meet your needs. We got your name from [AGENCY'S NAME]. Your name is listed as someone who is currently using the transportation service.

Is this a convenient time for you to answer a few questions?

(IF YES) Continue.

(IF NO) What time is better for you? _____

(Get time, date and phone number where they can be reached. Terminate interview.)

Thank them, and confirm the time and day you will call back.

[ADMINISTER THE QUESTIONNAIRE(S)]

When administering the questionnaire

Read the questions exactly as written. 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.
- REVIEW YOUR WORK! Make sure that all questions are completely and legibly answered.
- In the Office Use Only memo box at the bottom of the first page of the survey, write in the client's ID number, current date, method for administering the questionnaire, the client's enrollment date, and type of transportation service received. If applicable, fill in the Transportation Provider Code.
- 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.