

POMP 3 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 January 1, 2002** (i.e., at least a minimum of 3 months) will be surveyed.
- A **master list of transportation clients** should be generated. This list should include clients who are enrolled in transportation services. All clients on the master list should be currently receiving services and should have been receiving those services for at least 3 months (but should not have begun receiving services after January 1, 2002).
- Only clients who are 60 years of age or older should be included in the master list.
- Use the Sample Size Calculator to determine the appropriate sample size for your community.
- Unless the number of clients served is unusually small, a random sample of at least 200 clients should be drawn from the master list. It is assumed that you will not be able to reach all of these clients or that some of the clients will refuse to participate. If possible, we would like each agency to collect 150 completed questionnaires.
- While questionnaires will most often be administered by telephone, questionnaires may also be administered by mail, by in-person interviews, or they may be self-administered. Note that there is a separate questionnaire for mail surveys, which is also the instrument to use if the interviews are to be self-administered. For in-person interviews, the telephone version of the questionnaire is to be used.
- When administering the survey by telephone, for persons that are difficult to reach, at least seven (7) attempts to contact the person should be made at different times of the day & different day of the week before excluding them from further calls.
- The questionnaire will be administered to the random sample of transportation clients in April and May 2002 or until everyone in the sample has been contacted.
- The amount of time to administer the Transportation Satisfaction Survey is approximately 15 to 30 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. (You will probably want to use the Short Form version of the Social Functioning Survey.) These additional questionnaires would only add approximately 5-10 minutes to the administration time.