

POMP 4 TRANSPORTATION SATISFACTION SURVEY DATA COLLECTION OVERVIEW

March 12, 2003

- An analysis of transportation services at the AAA level is proposed.
- Only clients currently receiving transportation services, who were receiving transportation services **before January 1, 2003** (i.e., at least a minimum of 3 months) will be surveyed.
- A **master list of transportation clients** should be generated:
 - All clients on the master list should be **currently** receiving transportation services, should have been receiving those services for at least 3 months, and should have begun receiving the services **before January 1, 2003**; and
 - 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. Each agency should plan to collect 150 completed questionnaires if possible. To obtain 150 completed interviews, a sample of 300 persons or more will probably be needed.
- Unless the number of clients served is unusually small, a random sample of at least 300 clients should be drawn from the master list. **ATTEMPT TO CONTACT EVERYONE ON THE SAMPLE 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. Enter this information on the sample list in the result code column.
- 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 who are difficult to reach, at least five (5) attempts to contact the person should be made, at different times of the day and different days 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 2003, 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 Physical Functioning Survey, 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 10 minutes to the administration time.