

**POMP 4 TRANSPORTATION SATISFACTION SURVEY  
CODEBOOK  
April 2, 2003**

**CODERS: ONLY ENTER DATA FOR QUESTIONNAIRES THAT HAVE THE OFFICE USE ONLY BOX FILLED IN. CHECK BELOW FOR REQUIRED FIELDS.**

**ENTER A VALUE FOR ALL QUESTIONS UNLESS "BLANK IS VALID" IS NOTED, OTHERWISE CODE -9 FOR MISSING VALUES. CHECK THE SURVEY MARGIN FOR REMARKS. IF REFUSED (RF) CODE -7. IF DON'T KNOW (DK), CODE -8.**

**FOR QUESTIONS T3 - T20, IF MORE THAN ONE RESPONSE IS CHECKED, CODE -9, INVALID.**

**FOR QUESTIONS ASKING FOR A YES OR NO RESPONSE, IF YES AND NO ARE BOTH CHECKED, CODE -9, INVALID.**

**AGENCY INFORMATION - AUTOFILL**

<u>Variable Name</u>	<u>Variable Description and Codes</u>
AAA	Name of agency that the client is enrolled with (REQUIRED)  XXXXXXXXXXXXXXXXX(Maximum of 50 Characters)
State	State that the agency is in (REQUIRED)  XX (State abbreviation)

**OFFICE USE ONLY BOX**

<u>Variable Name</u>	<u>Variable Description and Codes</u>
Date	Date the interview was completed (REQUIRED)  xx/xx/2003
ClientID	Unique client identifier (REQUIRED)  XXXXXXXXXXXXXXXXX(Maximum of 50 Characters)
Interview	Interview method of administration (REQUIRED)  1 =Phone 2 =In Person 3 =Mail
Enroll	Date client began using transportation service  xx/xx/xxxx -9 =MISSING

**CODERS: FOR SrvType, IF ONE OR MORE BOXES ARE CHECKED FOR SrvType1-4, THEN CODE A BLANK BOX AS 2.**

**IF ALL BOXES ARE BLANK, CODE EACH CATEGORY AS -9.**

SrvType1                   Type of transportation service used by client. Fixed Route

- 1   = Yes
- 2   = No
- 9  = MISSING

SrvType2                   Type of transportation service used by client. Demand Response

- 1   = Yes
- 2   = No
- 9  = MISSING

SrvType3                   Type of transportation service used by client. Assisted/Escort

- 1   = Yes
- 2   = No
- 9  =MISSING

SrvType4                   Type of transportation service used by client. Other

- 1   = Yes
- 2   = No
- 9  = MISSING

SrvOther                   *[If OTHER service]* Describe

- XXXXXXXXXXXXXXXXXXXXX (Maximum of 50 Characters)
- 9  = MISSING
- BLANK IS VALID (If SrvType4 = 2, or -9)

**CODERS: BLANK IS VALID IF SrvType4 IS 2, OR -9, OTHERWISE IF NO DESCRIPTION IS PROVIDED WRITE IN -9.**

**WHEN POSSIBLE, IF DESCRIPTION MATCHES ONE OF THE ABOVE CATEGORIES, SrvType1-4, CHANGE THE ANSWER TO THE APPROPRIATE CATEGORY TO 1 AND CODE D5F AS 2.**

Provider                   Transportation Provider Code

- XXXXXXXXXXXXX (Maximum 50 Characters)
- 9  = MISSING

Comments                   XXXXXXXXXXXXX(Maximum 65,000 Characters)

BLANK IS VALID

TimeBegin Record time interview began --:-- AM/PM

##:## XX  
-9 = MISSING

TimeEnd Record time interview ended --:-- AM/PM

##:## XX  
-9 = MISSING

## QUESTIONNAIRE

### Variable Name

### Question And Codes

TS1 S1. Are you 60 years or older?

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

**CODERS: IF TS1 = 2, -7, -8, or -9, ENTER INELIGIBLE CODE ON SAMPLE AND RESULTS LIST. END DATA ENTRY**

TS2. S2. Did you begin using this service before January 1, 2003?

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

**CODERS: IF TS2 = 2, -7, -8, OR -9, ENTER INELIGIBLE CODE ON SAMPLE AND RESULTS LIST. END DATA ENTRY.**

S3. About when did you begin using this service?

TS3mo ## (Month)  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING

TS3yr ##### (Year)  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING

- T1 1. About how many days ago did you last use this service?
- 0-995 = NUMBER OF DAYS
  - 7 = REFUSED
  - 8 = DON'T KNOW
  - 9 = MISSING OR INVALID
- T2 2. About how many local trips a month do you make using this service?
- 0-95 = NUMBER OF TRIPS
  - 7 = REFUSED
  - 8 = DON'T KNOW
  - 9 = MISSING OR INVALID
- T3 3. In an average month, would you say you rely on this transportation service for:
- 1 = Just a few of your local trips
  - 2 = About 1/4 of all your local trips
  - 3 = About 1/2 of all your local trips
  - 4 = About 3/4 of all your local trips; or *[Skip to Question #4]*
  - 5 = Nearly all of your local trips *[Skip to Question #4]*
  - 7 = REFUSED *[Skip to Question #4]*
  - 8 = DON'T KNOW *[Skip to Question #4]*
  - 9 = MISSING OR INVALID *[Skip to Question #4]*

T3A 3A. For the majority of your local trips, how do you travel?

- 1 = Drive yourself
  - 2 = Ride with a spouse
  - 3 = Ride with other family members
  - 4 = Ride with volunteers
  - 5 = Take a taxi
  - 6 = Use public transportation
  - 7 = Walk
  - 8 = Other
  - 7 = REFUSED
  - 8 = DON'T KNOW
  - 9 = MISSING OR INVALID
- BLANK IS VALID (If T3 = 4, 5, -7, -8, or -9)

<b>CODERS: IF T3A = 8 GOTO T3AOS, ELSE GO TO T4.</b>
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T3AOS Describe other method of travel for majority of local trips

- XXXXXXXXXX (Maximum 200 Characters)
- 7 = REFUSED
  - 8 = DON'T KNOW
  - 9 = MISSING
- BLANK IS VALID (If T3A is NOT = 8, other)

- T4 4. When using this service, where do you get on the vehicle? Would you say . . .
- 1 = Does the driver come to your door?
  - 2 = Does the vehicle stop in front of your house?
  - 3 = Does the vehicle stop down the block? Or
  - 4 = Do you have to walk several blocks to get on the vehicle?
  - 7 = REFUSED
  - 8 = DON'T KNOW
  - 9 = MISSING OR INVALID
- T5 5. The vehicles are comfortable. Would you say . . .
- 1 = Always
  - 2 = Usually
  - 3 = Sometimes
  - 4 = Rarely
  - 5 = Never
  - 7 = REFUSED
  - 8 = DON'T KNOW
  - 9 = MISSING OR INVALID
- T6 6. The vehicles are easy to get into and out of. Would you say . . .
- 1 = Always
  - 2 = Usually
  - 3 = Sometimes
  - 4 = Rarely
  - 5 = Never
  - 7 = REFUSED
  - 8 = DON'T KNOW
  - 9 = MISSING OR INVALID
- T7 7. We arrive at our destinations on time.
- 1 = Always
  - 2 = Usually
  - 3 = Sometimes
  - 4 = Rarely
  - 5 = Never
  - 7 = REFUSED
  - 8 = DON'T KNOW
  - 9 = MISSING OR INVALID
- T8 8. The drivers pick me up when they are supposed to. Would you say . . .
- 1 = Always
  - 2 = Usually
  - 3 = Sometimes
  - 4 = Rarely
  - 5 = Never
  - 7 = REFUSED
  - 8 = DON'T KNOW
  - 9 = MISSING OR INVALID

T9

9. The service would call me if my ride has been cancelled.

- 1 = Always
- 2 = Usually
- 3 = Sometimes
- 4 = Rarely
- 5 = Never
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T10

10. I can get to the places I want or need to go. Would you say . . .

- 1 = Always
- 2 = Usually
- 3 = Sometimes
- 4 = Rarely
- 5 = Never
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T11

11. How often do the trips take too long? Would you say . . .

- 1 = Always
- 2 = Usually
- 3 = Sometimes
- 4 = Rarely
- 5 = Never
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T12

12. How often are the drivers polite? . . .

- 1 = Always
- 2 = Usually
- 3 = Sometimes
- 4 = Rarely
- 5 = Never
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T13

13. Do the drivers offer to help passengers into and out of the van when they need it.

- 1 = Always
- 2 = Usually
- 3 = Sometimes
- 4 = Rarely
- 5 = Never
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T14 14. Do the drivers help passengers into and out of their homes when they need it . . .

- 1 = Always
- 2 = Usually
- 3 = Sometimes
- 4 = Rarely
- 5 = Never
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T15 15. I get the number of rides I need from this service. Would you say . . .

- 1 = Always
- 2 = Usually
- 3 = Sometimes
- 4 = Rarely
- 5 = Never
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T16 16. I get rides at the times and on the days I need them.

- 1 = Always
- 2 = Usually
- 3 = Sometimes
- 4 = Rarely
- 5 = Never
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T17 17. I have the information I need to schedule and take my local trips. Would you say ...

- 1 = Always
- 2 = Usually
- 3 = Sometimes
- 4 = Rarely
- 5 = Never
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T18 18. I get around more than I did before I had this service.

- 1 = Yes, definitely
- 2 = Yes, I think so
- 3 = I'm not sure
- 4 = No, I don't think so
- 5 = No, definitely not
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T19 19. I would recommend this transportation service to a friend. Would you say . . .

- 1 = Yes, definitely
- 2 = Yes, I think so
- 3 = I'm not sure
- 4 = No, I don't think so
- 5 = No, definitely not
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T20 20. Next, how would you rate the transportation service that you received?

- 1 = Excellent
- 2 = Very Good
- 3 = Good
- 4 = Fair
- 5 = Poor
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

21. Which of the following activities have you been able to get to more often now that you are using this transportation service: [Read list; Check all that apply]

T21A 21A. Able to do more often. Work.

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T21B 21B. Able to do more often. Doctors and health care providers

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T21C 21C. Able to do more often. Shopping

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T21D 21D. Able to do more often. Volunteer activities

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T21E 21E. Able to do more often. Senior center

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T21F 21F. Able to do more often. Lunch program

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T21G 21G. Able to do more often. Friends, neighbors, and relatives

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T21H 21H. Able to do more often. Social events and recreation activities

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T21I 21I. Able to do more often. Clubs and meetings

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T21J 21J. Able to do more often. Religious services

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T21K 21K. Able to do more often. Other

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

**CODERS: IF T21K = 1 GOTO T21OS, ELSE GO TO T22.**

T21OS Describe other activities you have been able to get to more often now that you are using the service

- XXXXXXXXXXXXX = DESCRIBE (Max 200 Characters)
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID
- BLANK IS VALID (If T21K = 2, -7, -8, -9)

T21L 21L. None

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

**CODERS: IF T21L = 1, VERIFY THAT T21A – T21K ARE NOT EQUAL TO 1. IF ANY ARE EQUAL TO 1, CHANGE T21L TO 2. IF 21A-L ARE ALL MISSING, THEN T21L, NONE, IS AUTOMATICALLY ENTERED AS 1, YES.**

22. Do you have any recommendations about how to make the[ SERVICE NAME] better? [Check all that apply]

T22A 22A. Provide service more hours of the day

- 1 = YES
- 2 = NO
- 7 = REFUSED
- 8 = DON'T KNOW
- 9 = MISSING OR INVALID

T22B 22B. Provide services more days of the week

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T22C 22C. Reduce the waiting time for a ride

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T22D 22D. Need better buses/vans

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T22E 22E. Need to be able to go more places

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T22F 22F. The drivers should provide more help into and out of the van

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T22G 22G. No suggestions for improvement

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

T22H 22H. Other

1 = YES  
2 = NO  
-7 = REFUSED  
-8 = DON'T KNOW  
-9 = MISSING OR INVALID

**CODERS: IF T22H = 1 GOTO T22OS, ELSE GO TO T23.**

T22OS

Describe other recommendation about how to make the service better

XXXXXXXXXXXXX = DESCRIBE (Max 200 Characters)

-7 = REFUSED

-8 = DON'T KNOW

-9 = MISSING

BLANK IS VALID (If T22H = 2, -7, -8, -9)

**CODERS: IF T22G = 1, VERIFY THAT T22A – T22F AND T22H ARE NOT EQUAL TO 1. IF ANY ARE EQUAL TO 1, CHANGE T22G TO 2.**

T23

23. How has your life changed since you started using this service? [Write response verbatim]

XXXXXXXXXXXXX (Maximum 65000 Characters)

-7 = REFUSED

-8 = DON'T KNOW

-9 = MISSING

T24

24. Is there a car in working condition in this household?

1 = Yes

2 = No [*Skip to Question # 26.*]

-7 = REFUSED [*Skip to Question # 26.*]

-8 = DON'T KNOW [*Skip to Question # 26.*]

-9 = MISSING OR INVALID [*Skip to Question # 26.*]

T25

25. Do you ever drive that car?

1 = Yes

2 = No

-7 = REFUSED

-8 = DON'T KNOW

-9 = MISSING OR INVALID

BLANK IS VALID (IF T24 = 2, -7, -8, OR -9)

T26

26. Do you have any physical or mental health condition which creates difficulty for you in going outside your home alone to shop or visit a doctor's office?

1 = Yes

2 = No

-7 = REFUSED

-8 = DON'T KNOW

-9 = MISSING OR INVALID

**For Demographics Section, refer to the Demographics Codebook.**