

**Jackson Federal Building Access Survey Questionnaire**

The following language (opening and closing) is a suggested guide for the interviewer’s use (i.e., used non-verbatim).

**Opening:** *Hello, my name is (first name) and I'm conducting a survey on behalf of the Social Security Administration. We are conducting interviews with people who recently visited the Social Security office here (i.e., at the Jackson Federal Building) and who expressed concern about getting to the building, accessing the building, and finding the Social Security office after entering the building.*

*You are not required to participate in this survey, it is completely voluntary; but your opinions are very important to Social Security. We will keep the answers you give private and will not use them for any other purpose. The survey should only take about 5 minutes. May I begin the survey now?*

**Completed by interviewer:**

1.) How did you get to the building today? (select one)

- a.) Private auto
- b.) Public transportation
- c.) Taxi
- d.) Walk
- e.) Other: \_\_\_\_\_

2.) Did you have any concerns about coming to the Federal Building?

- a.) Yes - Explain \_\_\_\_\_
- b.) No

3.) How was your experience going through security?

- a.) Satisfactory
- b.) Unsatisfactory – Explain \_\_\_\_\_  
\_\_\_\_\_

4.) After going through security, how was your experience getting to the office?

- a.) Satisfactory
- b.) Unsatisfactory – Explain \_\_\_\_\_  
\_\_\_\_\_

5.) Do you have any other comments about coming to the Social Security Office today?

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**Interviewer Read:** *Social Security estimated this survey would take 5 minutes to complete. If you would like to send comments on this time estimate to Social Security, I can provide you with the mailing address. Would you like this address? If yes, read the Paperwork Reduction Act statement below, and then go to closing:*

Paperwork Reduction Act Statement: This information collection meets the requirements of 44 U.S.C. §3507, as amended by section 2 of the Paperwork Reduction Act of 1995. The OMB approval number is 0960-0788. Social Security estimated that it would take about 10 minutes to participate in this phone survey. You may send comments on this time estimate to: Social Security Administration, 6401 Security Blvd., Baltimore, MD 21235-6401. If no, go to closing.

**Closing:** *That's all the questions I have for you today. Thank you for taking the time to be in this survey. Have a good day (afternoon/evening).*