

**Research on Evacuating Persons with Mobility Impairments**  
**One-on-one Interviews for Building Occupants**  
Engineering Laboratory  
National Institute of Standards and Technology

RECRUITMENT SCRIPT (via telephone)

Hello [GSA building occupant],

This is [introduce caller].

Thank you for participating in the study conducted by the National Institute of Standards and Technology on how occupants with mobility impairments currently use elevators for fire evacuation in multi-story buildings in the United States. You indicated on the online survey (filled out on [place date here]) that you would be interested in participating in a one-on-one interview about your experiences in building evacuation and any concerns you may have about the use of elevator systems for evacuation. As you may already know, the outcome of this study will be guidance to designers and building managers on how to improve elevator design and usage during fire emergencies.

I am calling today to ask if you are still interested in participating in this study and to see if there may be a date and time that you may be available to meet with us for this interview. We will be in town, and available for this interview, between [insert date] and [insert date].

[Discuss availability and make plans for the interview. If they are not able to meet in person, arrange a phone interview.]

Thank you for your participation in this important study of life safety procedures and I look forward to talking with you during the upcoming interview.