Telephone Script (Initial and/or Follow up)

Hello, may I speak to........_____(name populated from sample list if available)

My name is _____.   I'm calling from Washington State University. We are calling regarding a survey we are conducting about to the Columbia/Snake River System and potential changes related to transportation and shipping in your region. The person I need to speak to is the person responsible for shipping and/or transportation decisions.  (This person is normally the Shipping and Transportation Manager).

The purpose of the survey is to evaluate shipping alternatives and the transportation modes and freight costs associated with shipping products and/or commodities.

Question 1.
First, does your business ship any products and/or commodities from your location? (We are interested in any shipping that is done by barge, rail, or truck.)

1. $\square_1$ Yes
2. $\square_2$ No   Thanks for your time. That's all the information I need.
3. $\square_3$ Out of business

[Ineligibles include companies that only use UPS, FedEx, or the Post Office; gas/petroleum companies where everything goes through pipelines; companies where the only freight is from customers who come on-site and get the product.]

Question 2.
We would like to send you a questionnaire (email or link) to complete. (It is fairly short. It only takes about 30 -35 minutes to complete.)

1. $\square_1$ OK, send questionnaire.  Verify/check name and address. Update as necessary.
2. $\square_2$ Already completed "Unfortunately we have not received your questionnaire. Can
   we send you a new one to fill out?"
3. $\square_3$ No Refusal

Thanks for your time. You should get the questionnaire within the next week.