

ATTACHMENT J. FOCUS GROUPS TELEPHONE SCREENER: FOR USERS AND NON-USERS OF RIDE SHARE SERVICES

Form Approved
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Script and Screener Questions for Focus Groups

Script:

Good morning/good afternoon. My name is [NAME] from [ORGANIZATION]. We are inviting adults within [CITY or COUNTY NAME] to participate in a paid research focus group about transportation needs and experiences. The focus group will be conducted in-person at [LOCATION] on [DATE] from [X TIME to X TIME].

The research is being conducted by NORC at the University of Chicago and is funded by the Centers for Disease Control and Prevention (CDC). The study will help CDC to understand older and younger adults' use of ride share services. Your responses will help us to identify ways to better meet the transportation needs of older adults.

If you are eligible for the study and participate in the focus group, NORC will provide \$50 as a token of appreciation for your participation at the end of the focus group.

To determine your eligibility to participate in this study, I would like to ask you a few questions.

Do I have your permission to ask you these questions?

Yes

No

If potential participant says yes, then respond: "Thank you."

If the potential participant says no, then respond: "Thank you for your interest in this study. Unfortunately, to participate, I need to determine your eligibility. If you change your mind, you are welcome to contact [NAME] at [PHONE] [EMAIL] to answer the eligibility questions."

Eligibility Questions

1. Have you ever used a ride share service for transportation? Ride share services are for-profit or not-for-profit companies or organizations that provide transportation to people using a private automobile. Examples include a privately owned car, van, truck, or sport utility vehicle. Ride share services include volunteer driver programs, and companies such as Uber, Lyft, and ITN, for example. Ride share services do not include public transportation or rides

provided by a commercial van, bus, or taxi. They also do not include rides provided by a friend or family member.

Yes
No

Respondent must say "yes" to qualify as a user of ride share services and must say "no" to qualify as a non-user of ride share services.

2. Are you currently, or have you ever been, employed by a ride share service company or organization?

Yes
No

Respondent must say "no" to be eligible to participate in the study. If "no," continue to the next question. If "yes," jump to END.

3. What is your age?

Must be at least 18 years of age to participate.

If respondent is at least 18 years of age, continue. If younger than 18, jump to END.

4. What is your city and state of residence?

Prompt, if it is not clear whether individual lives within county selected as focus group location:

Do you live within [X county]?

Must reside within one of the counties selected as focus group locations.

If eligible:

Thank you. You are eligible to participate in the study. The focus group will take place at [LOCATION] on [DATE] from [X TIME to X TIME].

Are you available to participate in the focus group on [DATE] from [X TIME to X TIME]?

[If yes: continue with script below. If no: jump to "Script if not available."]

Someone from NORC will contact you again in advance of the focus group with a reminder about the date and time of the focus group.

To do so, we need to gather your name and contact information.

1. What is your name?
2. What is the best telephone number to reach you?

3. We will send you a letter with a reminder about the location, date, and time of the focus group. Would you like us to send this letter to you by U.S. mail or email?

- a. [If email] What is your email address?
- b. [If mail] What is your mailing address?

Script if not available:

[If respondent is not available to participate in the focus group]: Would you like to participate in a telephone interview instead? NORC will provide \$10 as a token of appreciation for your participation.

If screener is administered by NORC: If you are available now, we can try to conduct the interview today. [Screener determines if NORC staff are available to conduct interview immediately following screener.]

If Yes, Conduct Interview using Interview Protocol.

If no, and if screener is administered by the recruitment organization, then: NORC will contact you to schedule the interview. To do so, we need to gather your name and phone number to schedule the interview.

1. What is your name?
2. What is the best telephone number to reach you?

Someone from NORC will be in touch with you soon with the date and time for the interview.

If no, and if screener is administered by NORC: We would like to identify a convenient date and time to schedule the interview. Are you available on: [provide potential dates and times for the interview]?

Thank you for scheduling the interview. We will call you on [DATE] at [TIME] to conduct the interview. To do so, we need to gather your name and phone number.

1. What is your name?
2. What is the best telephone number to reach you?

NORC will call you at this number on [DATE] at [TIME] to conduct the interview.

[END]

Script if not eligible:

I'm sorry but you are not eligible to participate in the study because [EXPLANATION]. Thank you for taking the time to contact us, and have a nice day.