

PLAN FOR REQUIRED SURVEYS

Develop Goals and Strategies for Survey Collection

The CMO Voucher Pilot Program requires that awardees collect information from community members participating in engagement activities and from those using the services. Some questions are required for each survey category, but there are also opportunities to modify, add, or subtract optional questions to get the information needed to improve the project. There should also be a timeline and goals set for these surveys that you can work with the Program Administrator to develop.

- **Intake/Sign-Up Surveys (Required)** - Deployed either during planning and construction phase or beginning at Operations Launch as residents begin to use the services.
- **Post Trip Surveys (Required)** - After a designated intake period, post-trip surveys will be deployed to capture travel activities and service feedback and satisfaction throughout the Operations Period.
- **User Surveys (Required)** - Beginning at least 1 year from Operations Launch and 6 months before the end of the Voucher Agreement Term a user survey will be deployed to capture behavior change and service feedback and satisfaction.
- **Community Engagement Surveys (Recommended)** - During or after community engagement activities, Awardees are encouraged to request feedback from attendees, however all the required questions are included in the intake/sign-up surveys and/or annual user surveys throughout the Voucher Agreement Term.



TIP!

For more tips on survey design and deployment, see the

[Community Transportation Needs Assessment Survey Guide.](#)