

APPENDIX G : USABILITY SURVEYS

(Motorola)
**In-Vehicle Emergency Response Device
 Usability Survey**

Please answer the following questions carefully. Most questions simply require that you check-mark a space; however, feel free to add short comments if your answers require explanation. All responses are confidential. **Please complete this survey by April 26th** and return it in the enclosed envelope (no postage is necessary). If you have any questions about this survey, call Kathleen Semple at (206) 685-7979. Thank you for completing this survey!

SECTION 1. YOUR EXPERIENCE WITH THE EMERGENCY RESPONSE DEVICE

1. During the testing that you participated in, how often did the following occur?

	Rarely	Occasionally	Frequently	Almost Always	N/A
a. Shortly after I pressed the EMER, RA, or TA button, I heard the phone beep and begin dialing.	—	—	—	—	—
b. When I used only the microphone (i.e., not the handset) to speak with the operator, I could hear the operator.	—	—	—	—	—
c. When I used only the microphone (i.e., not the handset) to speak with the operator, the operator seemed to be able to hear me.	—	—	—	—	—
d. When I used only the handset (i.e., not the microphone) to speak with the operator, I could hear the operator.	—	—	—	—	—
e. When I used only the handset (i.e., not the microphone) to speak with the operator, the operator seemed to be able to hear me.	—	—	—	—	—
f. When I was speaking with the response center operator, I was disconnected.	—	—	—	—	—
g. When I was disconnected when speaking with the response center operator, the phone automatically reconnected me with the operator.	—	—	—	—	—
h. When I spoke with an operator at the response center, the operator attempted to identify and describe my location.	—	—	—	—	—
i. On calls when the operator attempted to identify and describe my location to me, the operator correctly described my location.	—	—	—	—	—

2. Please answer the following.

	Yes	No
a. Did you find the device in your vehicle easy to reach? If no, please explain why: _____ _____	___	___
b. Did you find the device in your vehicle easy to handle? If no, please explain why: _____ _____	___	___
c. Did anything occur during the tests that was unexpected? If yes, please describe: _____ _____	___	___
d. Do you believe that this system could provide a service that you have not encountered before? If no, please explain why: _____ _____	___	___
e. Are there any features missing in the system that you would have expected to be included in the system? If yes, please describe: _____ _____	___	___
f. If you used this system in an actual emergency, would you feel confident that the operator would be able to correctly identify your location? If no, please explain why: _____ _____	___	___
g. Can you think of any circumstances under which you feel this system would NOT be able to help you acquire emergency services? If yes, please describe: _____ _____	___	___

3. Please indicate the extent to which you agree or disagree with the following statements.

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
a. I would feel more secure in my vehicle if this system were permanently available to me.	___	___	___	___	___
b. I would feel more secure if this system were available to other members of my family.	___	___	___	___	___
c. I believe this system would be likely to help authorities deliver assistance when I am in situations requiring police, medical, or roadside assistance.	___	___	___	___	___
d. When I operated the device, I knew what to expect.	___	___	___	___	___
e. I felt confident in selecting which button to push for each scenario I was given.	___	___	___	___	___

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
f. When I was disconnected, I found the auto-redial feature useful.	___	___	___	___	___
g. I found the device easy to use.	___	___	___	___	___
h. I preferred to use the handset.	___	___	___	___	___
i. I preferred to use the microphone.	___	___	___	___	___
j. I found the handset more effective than the microphone.	___	___	___	___	___
k. I found the microphone more effective than the handset.	___	___	___	___	___
l. I found the operator's voice at the response center easy to hear.	___	___	___	___	___
m. I found the operator's voice at the response center easy to understand.	___	___	___	___	___
n. The time the operator took to respond to my call was usually consistent.	___	___	___	___	___
o. Once I pressed a button, it seemed to take only a short time for the operator to respond to my request for service.	___	___	___	___	___
p. I feel the system was consistent in how it worked.	___	___	___	___	___
q. The written instructions I was given for using the device were easy to understand.	___	___	___	___	___

SECTION 2. YOUR EXPERIENCES

1. Estimate how many times you have experienced each of the following events in the past five years.

- | | |
|---|------------------------------|
| ___ Had a flat tire | ___ Involved in a collision |
| ___ Ran out of gas | ___ Witnessed a collision |
| ___ Car broke down while traveling | ___ Car was broken into |
| ___ Had a medical emergency while in a vehicle | ___ Car was stolen |
| ___ Someone else in a vehicle with me had a medical emergency | ___ Held up while in vehicle |
| | ___ Was carjacked |

2. Have you experienced any other emergencies while in your vehicle where you wished you had easy access to obtaining assistance? ___ Yes ___ No

If yes, please explain.

(XYPOINT)
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Please answer the following questions carefully. Most questions simply require that you check-mark a space; however, feel free to add short comments if your answers require explanation. All responses are confidential. **Please complete this survey by April 26th** and return it in the enclosed envelope (no postage is necessary). If you have any questions about this survey, call Kathleen Semple at (206) 685-7979. Thank you for completing this survey!

SECTION 1. YOUR EXPERIENCE WITH THE EMERGENCY RESPONSE DEVICE

1. Please answer the following.

- | | Yes | No |
|---|-----|----|
| a. Did you find the device in your vehicle easy to reach? If no, please explain why:

_____ | — | — |
| b. Did you find the device in your vehicle easy to handle? If no, please explain why:

_____ | — | — |
| c. Were you aware each time a new message appeared on the screen? If no, please explain why: _____
_____ | — | — |
| d. Did anything occur during the tests that was unexpected? If yes, please describe:

_____ | — | — |
| e. Do you believe that this system could provide a service that you have not encountered before? If no, please explain why:

_____ | — | — |
| f. Are there any features missing in the system that you would have expected to be included in the system? If yes, please describe:

_____ | — | — |
| g. If you used this system in an actual emergency, would you feel confident that the operator would be able to correctly identify your location? If no, please explain why:

_____ | — | — |
| h. Can you think of any circumstances under which you feel this system would NOT be able to help you acquire emergency services? If yes, please describe:

_____ | — | — |

2. Please indicate the extent to which you agree or disagree with the following statements.

	Strongly 'Disagree	Disagree	Agree	Strongly Agree	N/A
a. I would feel more secure in my vehicle if this system were permanently available to me.	—	—	—	—	—
b. I would feel more secure if this system were available to other members of my family.	—	—	—	—	—
c. I believe this system. would be likely to help authorities deliver assistance when I am in situations requiring police, medical, or roadside assistance.	—	—	—	—	—
d. When I operated the device, I knew what to expect.	—	—	—	—	—
e. I found it easy to set-up the device in my vehicle.	—	—	—	—	—
f. The written instructions I was given for using the device were easy to understand.	—	—	—	—	—
g. I felt confident in selecting which button to push for each scenario I was given.	—	—	—	—	—
h. I found the device easy to use.	—	—	—	—	—
i. I found the messages on the device easy to read.	—	—	—	—	—
j. I found the messages on the device easy to understand.	—	—	—	—	—
k. I found the way the device beeped helpful.	—	—	—	—	—
l. The device beeped three times when the device was ready for use.	—	—	—	—	—
m. The device beeped once after I pushed the 911, MEDICAL, AUTO, YES, or NO button.	—	—	—	—	—
n. It would be useful if the device beeped every time a new message appeared on the screen.	—	—	—	—	—
o. Sometimes I missed seeing a new message appear on the screen.	—	—	—	—	—
p. Once I pressed a button, it usually took only a short time to receive a message from the response center.	—	—	—	—	—
q. The time it took to receive an initial response was usually consistent.	—	—	—	—	—
r. I feel the system was consistent in how it worked.	—	—	—	—	—

SECTION 2. YOUR EXPERIENCES

1. Estimate how many times you have experienced each of the following events in the past five years.

- | | |
|--|---|
| <input type="checkbox"/> Had a flat tire | <input type="checkbox"/> Involved in a collision |
| <input type="checkbox"/> Ran out of gas | <input type="checkbox"/> Witnessed a collision |
| <input type="checkbox"/> Car broke down while traveling | <input type="checkbox"/> Car was broken into |
| <input type="checkbox"/> Had a medical emergency while in a vehicle | <input type="checkbox"/> Car was stolen |
| <input type="checkbox"/> Someone else in a vehicle with me had a medical emergency | <input type="checkbox"/> Held up while in vehicle |
| | <input type="checkbox"/> Was carjacked |

2. Have you experienced any other emergencies while in your vehicle where you wished you had easy access to obtaining assistance? Yes No

If yes, please explain.

SECTION 3. ABOUT YOU

1. Your name and/or volunteer number: _____

2. Do you have any family members in your household who drive? Yes No

If yes, please state their age and gender: _____

3. Is your home protected by a home security system? Yes No

4. Do you own a cellular phone? Yes No

5. Do you ever carry a pager with you? Yes No

6. Are you hearing impaired? Yes No
 If yes, is this impairment sufficiently corrected? Yes No
7. Are you sight impaired? Yes No
 If yes, is this impairment sufficiently corrected? Yes No
8. Rank the areas below from 1 to 3, using 1 to indicate the area in which you most often drive, and using 3 to indicate the area in which you least often drive.
- a. On weekdays
 Urban Suburban Rural
- b. On weekends
 Urban Suburban Rural
9. Rank the time periods below from 1 to 4, using 1 to indicate **the time period** during which you most often drive, and using 4 to indicate the **time period** during which you least often drive.
- a. On weekdays
 6:30 to 9:30 am 9:31 am to 3:29 pm 3:30 pm to 6:30 pm after 6:30 pm
- a. On weekends
 6:30 to 9:30 am 9:30 am to 3:29 pm 3:30 pm to 6:30 pm after 6:30 pm

SECTION 4. OPTIONAL INFORMATION

If necessary, would you be willing to take part in a follow-up interview about your experiences using the device during the past several months? If so, please provide a phone number where we can reach you below. All information will be kept confidential.

Phone Number: Home: _____

Work: _____