

467 XXXXXX 10900 Y H485
Your service was provide by:
<b>PACIFIC AUTOW CENTER</b>
on 5/5/2010
Please complete for this service only

**SUMMING UP YOUR EXPERIENCE**

1. For the AAA Emergency Road Service identified above, which of the following services did you use? (Check all that apply)

- |   |  |  |  |
|---|--|--|--|
| <input type="checkbox"/> Battery (jump start)     | <input type="checkbox"/> Battery replacement | <input type="checkbox"/> Flat tire service       | <input type="checkbox"/> Freeing stuck vehicle |
| <input checked="" type="checkbox"/> Fuel delivery | <input type="checkbox"/> Lockout/locksmith   | <input type="checkbox"/> Minor mechanical repair | <input type="checkbox"/> Towing                |
| <input type="checkbox"/> Other                    | <input style="width: 100%;" type="text"/>    |  |  |

2. For the Roadside Assistance event identified above, how did you obtain service? (Check only one)

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Called AAA and they called the service contractor | <input type="checkbox"/> Called the service contractor directly          |
| <input type="checkbox"/> AAA told me who to call                                      | <input type="checkbox"/> Other <input style="width: 100%;" type="text"/> |

3. How did you contact AAA for this Emergency Road Service event?

- |   |
|---|
| <input type="checkbox"/> Used a cellular or mobile phone and called 1-800-AAA-HELP (1-800-222-4357)                           |
| <input type="checkbox"/> Used a cellular or mobile phone and called another number  |
| <input type="checkbox"/> Used a telephone other than a cellular or mobile phone   |
| <input type="checkbox"/> Requested Emergency Road Service online  |
| <input type="checkbox"/> Other <input style="width: 100%;" type="text" value="Asked a stranger for help on her cell phone."/> |

**OVERALL SATISFACTION**

- |   |                                     |                          |                                    |                          |                             |
|---|-------------------------------------|--------------------------|------------------------------------|--------------------------|-----------------------------|
|   | <b>Totally Satisfied</b>            | Satisfied                | Neither Satisfied nor Dissatisfied | Dissatisfied             | <b>Totally Dissatisfied</b> |
| 4. Overall, how satisfied were you with the AAA Emergency Road Service experience identified above? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>    |

5. If you were NOT TOTALLY SATISFIED, what could AAA have done to provide exceptional service to you?

**TIMELINESS OF SERVICE**

6a. For the Roadside Assistance event identified above, how long did it take for you to receive service from the time the phone call or internet request was completed until the service vehicle arrived? 0 hrs      minutes

- |  |                          |           |                                    |              |                             |                      |
|--|--------------------------|-----------|------------------------------------|--------------|-----------------------------|----------------------|
|  | <b>Totally Satisfied</b> | Satisfied | Neither Dissatisfied nor Satisfied | Dissatisfied | <b>Totally Dissatisfied</b> | <b>Cannot Assess</b> |
| 6b. How satisfied were you with the response time noted above? |                          |           |                                    |              |                             |                      |

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

7a. For the Roadside Assistance event identified above, what estimate did the telephone representative give you for the time it would take for the service vehicle to arrive? 0 hrs 0 minutes

7b. How satisfied were you with the accuracy of the estimate?	<b>Totally Satisfied</b>	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	<b>Totally Dissatisfied</b>	<b>Cannot Assess</b>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8a. Did the service vehicle arrive within 15 minutes of time originally promised?  Yes  No

8b. Were you kept informed about changes in the estimated time of arrival?  Yes  No

8c. Were you able to provide the AAA operator with a phone number for AAA to call you?  Yes  No

### AAA TELEPHONE REPRESENTATIVE

9. Overall, how satisfied were you with the AAA Telephone Representative?	<b>Totally Satisfied</b>	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	<b>Totally Dissatisfied</b>	<b>Cannot Assess</b>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. How satisfied were you with the AAA Telephone Representative in each of the following areas?

Answered the phone in a timely manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spoke clearly and was easy to understand	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to do what was necessary to help	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy/sympathy/understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of the location	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge about AAA policies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided helpful information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asked the right questions to get the correct information up-front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### SERVICE VEHICLE DRIVER

11. Overall, how satisfied were you with the Service Vehicle Driver?	<b>Totally Satisfied</b>	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	<b>Totally Dissatisfied</b>	<b>Cannot Assess</b>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How satisfied were you with the Service Vehicle Driver in each of the following areas?

- Appearance of service vehicle...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Appearance of service vehicle driver...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Acknowledgement/greeting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Identification(uniform, visible ID, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Courtesy...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Calming/reassuring...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Effectively communicated with you...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knew how to service your vehicle...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Driver performed service promptly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Going out of the way to help you	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Totally Satisfied	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	Totally Dissatisfied	Cannot Assess
13. How satisfied were you that the type of service vehicle sent was appropriate for your situation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SERVING YOU IN THE FUTURE**

	Definitely WILL	Probably WILL	Might/might not	Probably will NOT	Definitely will NOT
14. Based on your most recent Emergency Road Service experience, how likely are you to... <b>Renew</b> your membership with AAA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Use</b> AAA Emergency Road Service Again?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Recommend</b> AAA to others?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Do you have ANY OTHER SUGGESTIONS on how AAA can improve its service to you?

467 XXXXXX 14015 Y H584
Your service was provide by:
<b>PACIFIC AUTOW CENTER</b>
on 5/15/2010
Please complete for this service only

**SUMMING UP YOUR EXPERIENCE**

1. For the AAA Emergency Road Service identified above, which of the following services did you use? (Check all that apply)

- |  |  |  |  |
|--|--|--|--|
| <input checked="" type="checkbox"/> Battery (jump start) | <input type="checkbox"/> Battery replacement | <input type="checkbox"/> Flat tire service       | <input type="checkbox"/> Freeing stuck vehicle |
| <input type="checkbox"/> Fuel delivery                   | <input type="checkbox"/> Lockout/locksmith   | <input type="checkbox"/> Minor mechanical repair | <input type="checkbox"/> Towing                |
| <input type="checkbox"/> Other                           | <input style="width: 100%;" type="text"/>    |  |  |

2. For the Roadside Assistance event identified above, how did you obtain service? (Check only one)

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Called AAA and they called the service contractor | <input type="checkbox"/> Called the service contractor directly          |
| <input type="checkbox"/> AAA told me who to call                                      | <input type="checkbox"/> Other <input style="width: 100%;" type="text"/> |

3. How did you contact AAA for this Emergency Road Service event?

- |   |
|---|
| <input type="checkbox"/> Used a cellular or mobile phone and called 1-800-AAA-HELP (1-800-222-4357) |
| <input type="checkbox"/> Used a cellular or mobile phone and called another number                  |
| <input checked="" type="checkbox"/> Used a telephone other than a cellular or mobile phone          |
| <input type="checkbox"/> Requested Emergency Road Service online                                    |
| <input type="checkbox"/> Other <input style="width: 100%;" type="text"/>                            |

**OVERALL SATISFACTION**

- |   |                                     |                          |                                    |                          |                             |
|---|-------------------------------------|--------------------------|------------------------------------|--------------------------|-----------------------------|
|   | <b>Totally Satisfied</b>            | Satisfied                | Neither Satisfied nor Dissatisfied | Dissatisfied             | <b>Totally Dissatisfied</b> |
| 4. Overall, how satisfied were you with the AAA Emergency Road Service experience identified above? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>    |

5. If you were NOT TOTALLY SATISFIED, what could AAA have done to provide exceptional service to you?

**TIMELINESS OF SERVICE**

6a. For the Roadside Assistance event identified above, how long did it take for you to receive service from the time the phone call or internet request was completed until the service vehicle arrived? 0 hrs      minutes

- |  |                          |           |                                    |              |                             |                      |
|--|--------------------------|-----------|------------------------------------|--------------|-----------------------------|----------------------|
|  | <b>Totally Satisfied</b> | Satisfied | Neither Dissatisfied nor Satisfied | Dissatisfied | <b>Totally Dissatisfied</b> | <b>Cannot Assess</b> |
| 6b. How satisfied were you with the response time noted above? |                          |           |                                    |              |                             |                      |

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

7a. For the Roadside Assistance event identified above, what estimate did the telephone representative give you for the time it would take for the service vehicle to arrive? 0 hrs 0 minutes

7b. How satisfied were you with the accuracy of the estimate?	<b>Totally Satisfied</b>	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	<b>Totally Dissatisfied</b>	Cannot Assess
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8a. Did the service vehicle arrive within 15 minutes of time originally promised?  Yes  No

8b. Were you kept informed about changes in the estimated time of arrival?  Yes  No

8c. Were you able to provide the AAA operator with a phone number for AAA to call you?  Yes  No

### AAA TELEPHONE REPRESENTATIVE

9. Overall, how satisfied were you with the AAA Telephone Representative?	<b>Totally Satisfied</b>	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	<b>Totally Dissatisfied</b>	Cannot Assess
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. How satisfied were you with the AAA Telephone Representative in each of the following areas?

Answered the phone in a timely manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spoke clearly and was easy to understand	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to do what was necessary to help	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy/sympathy/understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of the location	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge about AAA policies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided helpful information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asked the right questions to get the correct information up-front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### SERVICE VEHICLE DRIVER

11. Overall, how satisfied were you with the Service Vehicle Driver?	<b>Totally Satisfied</b>	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	<b>Totally Dissatisfied</b>	Cannot Assess
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How satisfied were you with the Service Vehicle Driver in each of the following areas?

- Appearance of service vehicle...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Appearance of service vehicle driver...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Acknowledgement/greeting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Identification(uniform, visible ID, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Courtesy...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Calming/reassuring...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Effectively communicated with you...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knew how to service your vehicle...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Driver performed service promptly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Going out of the way to help you	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Totally Satisfied	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	Totally Dissatisfied	Cannot Assess
13. How satisfied were you that the type of service vehicle sent was appropriate for your situation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SERVING YOU IN THE FUTURE**

	Definitely WILL	Probably WILL	Might/ might not	Probably will NOT	Definitely will NOT
14. Based on your most recent Emergency Road Service experience, how likely are you to... <b>Renew</b> your membership with AAA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Use</b> AAA Emergency Road Service Again?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Recommend</b> AAA to others?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Do you have ANY OTHER SUGGESTIONS on how AAA can improve its service to you?

467 XXXXXX 01579 Y H041
Your service was provide by:
<b>PACIFIC AUTOW CENTER</b>
on 5/15/2010
Please complete for this service only

**SUMMING UP YOUR EXPERIENCE**

1. For the AAA Emergency Road Service identified above, which of the following services did you use? (Check all that apply)

- |   |   |  |  |
|---|---|--|--|
| <input type="checkbox"/> Battery (jump start) | <input checked="" type="checkbox"/> Battery replacement | <input type="checkbox"/> Flat tire service       | <input type="checkbox"/> Freeing stuck vehicle |
| <input type="checkbox"/> Fuel delivery        | <input type="checkbox"/> Lockout/locksmith              | <input type="checkbox"/> Minor mechanical repair | <input type="checkbox"/> Towing                |
| <input type="checkbox"/> Other                | <input style="width: 100%;" type="text"/>               |  |  |

2. For the Roadside Assistance event identified above, how did you obtain service? (Check only one)

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Called AAA and they called the service contractor | <input type="checkbox"/> Called the service contractor directly          |
| <input type="checkbox"/> AAA told me who to call                                      | <input type="checkbox"/> Other <input style="width: 100%;" type="text"/> |

3. How did you contact AAA for this Emergency Road Service event?

- |  |
|--|
| <input checked="" type="checkbox"/> Used a cellular or mobile phone and called 1-800-AAA-HELP (1-800-222-4357) |
| <input type="checkbox"/> Used a cellular or mobile phone and called another number                             |
| <input type="checkbox"/> Used a telephone other than a cellular or mobile phone                                |
| <input type="checkbox"/> Requested Emergency Road Service online   |
| <input type="checkbox"/> Other <input style="width: 100%;" type="text"/>                                       |

**OVERALL SATISFACTION**

- |   |                                     |                          |                                    |                          |                             |
|---|-------------------------------------|--------------------------|------------------------------------|--------------------------|-----------------------------|
|   | <b>Totally Satisfied</b>            | Satisfied                | Neither Satisfied nor Dissatisfied | Dissatisfied             | <b>Totally Dissatisfied</b> |
| 4. Overall, how satisfied were you with the AAA Emergency Road Service experience identified above? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/>    |

5. If you were NOT TOTALLY SATISFIED, what could AAA have done to provide exceptional service to you?

**TIMELINESS OF SERVICE**

6a. For the Roadside Assistance event identified above, how long did it take for you to receive service from the time the phone call or internet request was completed until the service vehicle arrived? 0 hrs 0040 minutes

- |  |                          |           |                                    |              |                             |               |
|--|--------------------------|-----------|------------------------------------|--------------|-----------------------------|---------------|
|  | <b>Totally Satisfied</b> | Satisfied | Neither Dissatisfied nor Satisfied | Dissatisfied | <b>Totally Dissatisfied</b> | Cannot Assess |
| 6b. How satisfied were you with the response time noted above? |                          |           |                                    |              |                             |               |

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

7a. For the Roadside Assistance event identified above, what estimate did the telephone representative give you for the time it would take for the service vehicle to arrive? 0 hrs 0 minutes

7b. How satisfied were you with the accuracy of the estimate?	<b>Totally Satisfied</b>	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	<b>Totally Dissatisfied</b>	<b>Cannot Assess</b>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8a. Did the service vehicle arrive within 15 minutes of time originally promised?  Yes  No

8b. Were you kept informed about changes in the estimated time of arrival?  Yes  No

8c. Were you able to provide the AAA operator with a phone number for AAA to call you?  Yes  No

### AAA TELEPHONE REPRESENTATIVE

9. Overall, how satisfied were you with the AAA Telephone Representative?	<b>Totally Satisfied</b>	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	<b>Totally Dissatisfied</b>	<b>Cannot Assess</b>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. How satisfied were you with the AAA Telephone Representative in each of the following areas?

Answered the phone in a timely manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spoke clearly and was easy to understand	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Able to do what was necessary to help	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy/sympathy/understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of the location	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge about AAA policies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided helpful information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asked the right questions to get the correct information up-front	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### SERVICE VEHICLE DRIVER

11. Overall, how satisfied were you with the Service Vehicle Driver?	<b>Totally Satisfied</b>	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	<b>Totally Dissatisfied</b>	<b>Cannot Assess</b>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How satisfied were you with the Service Vehicle Driver in each of the following areas?

- Appearance of service vehicle...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Appearance of service vehicle driver...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Acknowledgement/greeting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Identification(uniform, visible ID, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Courtesy...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Calming/reassuring...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Effectively communicated with you...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knew how to service your vehicle...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Driver performed service promptly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Going out of the way to help you	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Totally Satisfied	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	Totally Dissatisfied	Cannot Assess
13. How satisfied were you that the type of service vehicle sent was appropriate for your situation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### SERVING YOU IN THE FUTURE

	Definitely WILL	Probably WILL	Might/might not	Probably will NOT	Definitely will NOT
14. Based on your most recent Emergency Road Service experience, how likely are you to... <b>Renew</b> your membership with AAA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Use</b> AAA Emergency Road Service Again?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Recommend</b> AAA to others?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Do you have ANY OTHER SUGGESTIONS on how AAA can improve its service to you?