



Performance Measurement

Customer Name: _____

Date of Request: _____ Service Center: _____

Service Requested: _____

Service Provided: _____

Staff member providing service: _____

Date Service Delivery Completed: _____

Date Measurement Completed: _____

Primary Purpose for needing AT device or service is related to:

Education Community Living Employment

Level of Satisfaction

highly satisfied satisfied satisfied somewhat not at all satisfied

Access Performance measure

Complete below if service was: device demo device loan

Decision Made:

AT device/service will meet needs

AT device/service will not meet needs

Not made a decision

Acquisition Performance Measure

Complete below if service was: device recycling Open-ended loan

Why chose to obtain AT device/service from TFL

could only afford the AT through this program

The AT was only available to me through this program

TFL program was not as complex or time consuming

None of the above