



CONFERENCE/EXHIBIT SURVEY

U.S. Department of Transportation
Maritime Administration

A Maritime System that Serves America
With American Ships and American Labor

OMB No. 2133-0528
Expiration Date: mm/dd/yyyy

Dear Customer:

We value your feedback and would like to know how well we are meeting your needs with respect to the [redacted]. Please take a few moments to complete the following questions that apply and return this postage paid mailer to us or fax it to (202) 366-3969. For your convenience, you may respond electronically through MARAD's Home Page (<http://www.marad.dot.gov>). This survey takes approximately 2 minutes to complete.

Please Select Program Activity Code and MARAD Code before answering the survey form:

Program Activity Code

----- Please Select Program Activity Code -----

MARAD Code

----- Please Select MARAD Code -----

Please enter number indicating performance level
(1 equals unsatisfactory - 5 equals excellent)

1. PRECONFERENCE/EXHIBIT 1 2 3 4 5

- a. Was information about the conference and/or exhibit easily available?
- b. Was staff available to help you with questions regarding the conference and/or exhibit?

2. CONFERENCE REPRESENTATIVES

a. Was speaker/panel member (NAME): [redacted]

- Knowledgeable
- Responsive to Questions
- Organized

b. Was speaker/panel member (NAME): [redacted]

- Knowledgeable
- Responsive to Questions

6. WOULD YOU ATTEND AGAIN

Yes No

7. ELECTRONIC/TELEPHONE CONTACT

a. Did you register via E-mail or fax rather than telephone or registration form? Yes No

If yes, indicate which:

E-mail Fax
b. Did you receive confirmation? Yes No

c. Did you use a toll free number? Yes No

8. PLAIN ENGLISH

Is MARAD's information organized, clear, and easy to understand? Yes No

9. SERVICE

a. Did someone at this agency provide you exceptional service? Yes No

b. If yes, who? (Name and Phone Number)

[redacted]

10. LENGTH OF CONFERENCE/EXHIBIT SHOULD BE

Organized

1 full day

1 1/2 days

2 full days

Other

Other Specify:

3. EXHIBIT BOOTH

a. Was attendant helpful?

b. Did booth/exhibit contain useful materials?

11. COMMENTS

Please provide any suggestions to improve future conferences or exhibits.

4. INTERNET CONTACT

a. Was event information available on MARAD's web site at <http://www.marad.dot.gov>.

Yes No

b. Was the web site helpful in:

Finding the material you needed?

Finding an appropriate contact?

Would you like a MARAD employee to call to discuss comments?

Yes No

If yes, please provide Name/Phone Number - If no, optional

5. MATERIAL PROVIDED

a. Were handouts clear and easy to understand?

b. Was the information complete?

c. Which format did you receive?

Paper Electronic

d. Which format is preferred?

Paper Electronic

On behalf of the Maritime Administration, thank you for evaluating our customer service. We look forward to serving you again.

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2133-0528. Public reporting for this collection of information is estimated to be approximately 2 minutes per response, including the time for reviewing instructions, completing and reviewing the collection of information. All responses to this collection of information are voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, Maritime Administration, MAR-310, Room 7301, 400 7th Street, SW, Washington, DC 20590.