

1. Rating FTA Services to its Customers

The purpose of these questions is to benchmark FTA services from our customers' point of view. Your candor will help us to improve. We appreciate anything you have to say on these topics, as you will see on the second page. FTA intends to interpret your response as the general view of your organization.

1. Please indicate the estimated area population for which your agency administers Federal transit grants.

☐ One or More Nonurbanized or Rural Area

☐ 50,000 to 200,000

☐ 200,00 to 500,000

☐ 500,000 to 1,000,000

☐ 1,000,000 to 3,000,000

☐ Greater than 3,000,000

2. Please indicate the type of agency for which you are completing this survey. Please use the Comment field below to further describe your organization.

☐ Transit Agency

☐ Metropolitan Planning Agency

☐ State Transportation Agency

☐ Other Public Agency

☐ Private Company

☐ Not for Profit Organization

☐ Other

If you wish, use this space to specify type of organization

3. In which FTA Region is your agency located?

☐ Region 1 [ME, NH, VT, MA, CT(bus), RI]

☐ Region 2 [NY, NJ, CT(rail)]

☐ Region 3 [PA, MD, VA, DC, WV, DE]

☐ Region 4 [KY, TN, MS, AL, GA, FL, NC, SC, PR]

☐ Region 5 [IL, IN, OH, MI, WI, MN]

☐ Region 6 [TX, NM, LA, OK, AR]

☐ Region 7 [NE, IA, MO, KS]

☐ Region 8 [CO, ND, SD, WY, MT, UT]

☐ Region 9 [NV, CA, AZ, HI, Guam, American Samoa]

☐ Region 10 [AK, WA, OR, ID]

4. On a scale of Very Satisfied to Very Dissatisfied, how would you rate your satisfaction level with . . .

	5: Very Satisfied	4: Satisfied	3: Neutral	2: Dissatisfied	1: Very Dissatisfied	Not Applicable
The availability of FTA's technical services?	3.0	3.0	3.0	3.0	3.0	3.0
The ability of FTA Staff to provide on-site technical services or participate in on-site meetings?	3.0	3.0	3.0	3.0	3.0	3.0
The quality of FTA's technical services?	3.0	3.0	3.0	3.0	3.0	3.0
The usefulness of FTA sponsored training?	3.0	3.0	3.0	3.0	3.0	3.0
FTA's Internet website?	3.0	3.0	3.0	3.0	3.0	3.0
FTA's grant approval process?	3.0	3.0	3.0	3.0	3.0	3.0
FTA's grant management process?	3.0	3.0	3.0	3.0	3.0	3.0
The capability of FTA's staff?	3.0	3.0	3.0	3.0	3.0	3.0
The courtesy of FTA's staff?	3.0	3.0	3.0	3.0	3.0	3.0
The amount of effort FTA staff and its representatives put into reducing your workload?	3.0	3.0	3.0	3.0	3.0	3.0
The capability of FTA oversight consultant services?	3.0	3.0	3.0	3.0	3.0	3.0
The ease of doing business with FTA compared to other Federal agencies?	3.0	3.0	3.0	3.0	3.0	3.0
The extent FTA assesses the impact on customer satisfaction when FTA changes a process?	3.0	3.0	3.0	3.0	3.0	3.0
The effectiveness of communications between your organization and FTA staff?	3.0	3.0	3.0	3.0	3.0	3.0
The overall quality of FTA services to you as a customer?	3.0	3.0	3.0	3.0	3.0	3.0

2. Open-Ended Questions

The following open-ended questions are optional. We invite you to freely discuss any ideas or concerns that would help FTA better to serve your agency's needs.

1. Are there any services that are provided by FTA that you find particularly helpful in meeting your needs?

2. What services should FTA improve that would directly benefit your agency?

3. Are there FTA products or services that should be curtailed?

4. Are there any other issues that FTA should be aware of that affect your ability to provide the best public transportation you can?