



U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION X  
Alaska, Idaho, Oregon,  
Washington

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DRAFT LETTER TO BE SENT VIA E-MAIL TO FEDERAL TRANSIT ADMINISTRATION  
GRANTEES

Dear \_\_\_\_\_

The Federal Transit Administration (FTA) is seeking your help to improve our technical assistance and customer service to our grantees. While we have sought your feedback informally in our direct meetings, phone calls and professional conferences, we want a more systematic approach to obtaining input from agencies such as yours. We are confident a customer survey administered on a regular basis would yield valuable information to enable us to respond in a timely fashion to industry trends, performance issues and communication concerns.

We have included a weblink below that will allow you to access a 30-minute or less survey comprised of several questions to document how you perceive our products and services. Included in the survey are several open-ended questions meant to invite suggestions on how FTA may improve itself. The survey results can be grouped by FTA Region and type of grantee, but do not allow us to identify any individual agency. We ask for your candor and effort to make this survey a useful tool for improving FTA customer service.

To take the survey, please click on the following link or paste this weblink into your internet browser:

[www.Surveymonkey//\\_FTA\\_\\_\\_\\_\\_](http://www.Surveymonkey//_FTA_____)

On behalf of our entire staff at the FTA Regional Office, I want to encourage your participation in this survey and thank you for your commitment to excellence in public transportation in your community.

Sincerely,

Regional Administrator