
Paperwork Reduction Act Notice:

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of the Paperwork Reduction Act. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB control number. We estimate that it will take approximately 5 minutes to complete this survey. This includes the time it will take for reviewing instructions. The OMB control number for this collection is 2132- and the expiration date is

Customer Satisfaction Survey:

Contact Us Tool, v1.0

1. What was your level of satisfaction with the customer service that you received in your most recent Contact Us submission?
 - Very Satisfied
 - Satisfied
 - Dissatisfied
 - Very Dissatisfied
 - Neither Satisfied or Dissatisfied
 2. How satisfied were you with the timeliness of the response to you question or comment?
 - Very Satisfied
 - Satisfied
 - Dissatisfied
 - Very Dissatisfied
 - Neither Satisfied or Dissatisfied
 3. Was your submission resolved to your satisfaction?
 - Yes
 - No
 - Neither Satisfied or Dissatisfied
 4. What is your affiliation?
 - General Public
 - Government Agency
 - International
 - Student
 - Transit Agency (Grantee)
 - Transit Industry (Contractor, Manufacture, Supplier)
 - Other
 5. Please provide any additional comments or suggestions regarding the service you received in response to your inquiry (250 character limit). Are there any other comments
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or suggestions that you would like to add? If you were not satisfied, please provide suggestions for improvement.
