Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 2132-0572)

TITLE OF INFORMATION COLLECTION: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

PURPOSE: FTA's public website is the face of the agency and one of the most important communication tools. The survey will be conducted to capture customer satisfaction with FTA's response and timeliness to visitors' questions submitted via the Contact Us Tool application. The information collected from the survey will assist FTA in assessing customer needs, determining how well the agency is responding to those needs, and taking steps to improve service, if needed.

DESCRIPTION OF RESPONDENTS: FTA's Contact Us Tool Customer Satisfaction Survey will be completed by individuals who use FTA's public website. Their responses will be used to measure customer service and satisfaction.

TYPE OF COLLECTION: (Check one)

Personally Identifiable Information:

Privacy Act of 1974? [] Yes [] No

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[] Customer Comment Card/Complaint Form [] Usability Testing (e.g., Website or Software [] Focus Group	[X] Customer Satisfaction Survey [] Small Discussion Group [] Other:
CERTIFICATION:	
I certify the following to be true:	
1. The collection is voluntary.	
2. The collection is low-burden for respondents an	
3. The collection is non-controversial and does no agencies.	t raise issues of concern to other federal
4. The results are not intended to be disseminated	
Information gathered will not be used for the pupolicy decisions.	
6. The collection is targeted to the solicitation of of experience with the program or may have experience	ppinions from respondents who have rience with the program in the future.
Name: Muxtelfaurce	
To assist review, please provide answers to the foll	owing question:

2. If Yes, is the information that will be collected included in records that are subject to the

3. If Applicable, has a System or Records Notice been published? [] Yes [] No

1. Is personally identifiable information (PII) collected? [] Yes [X] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector	300	.08	24
Totals	300	.08	24

FEDERAL COST: The estimated annual cost to the Federal government is \$500.00.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

[] Yes [X] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Ac	iministration of the instrument
1.	How will you collect the information? (Check all that apply)
	[X] Web-based or other forms of Social Media
	[] Telephone
	[] In-person
	[] Mail
	Other, Explain

2. Will interviewers or facilitators be used? [] Yes [X] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.