



## Contact Us Tool Customer Satisfaction Survey

1. What was your level of satisfaction with the customer service you received in your most recent Contact Us submission?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Neither Satisfied or Dissatisfied

2. How satisfied are you with the timeliness of the response to your 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 (please specify)

If you selected other, please specify:

5. Please provide any additional comments or suggestions regarding the service you received in response to your inquiry. (250 character limit)

Submit Survey

### OMB Clearance and PRA Burden Statement

The Paperwork Reduction Act (PRA) of 1995, requires us to notify you that this information collection is in accordance with the clearance requirements of Section 3507 of the Paperwork Reduction Act of 1995. We may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 2132-0572. The expiration date is 7/31/14. The time required to complete this information collection is estimated to average 8 minutes per response, including the time to review instructions and complete and review the information collection. The information will be used by FTA to assess customer needs, determine how well FTA is responding to those needs and improve service, if needed. Response to this request is voluntary.