

FHWA PA DIVISION CUSTOMER SERVICE SURVEY

This collection of information is voluntary and will be used to gauge current business service standards to further the proper performance of the functions of the agency. Public reporting burden is estimated to average 15 minutes to complete, including the time for reviewing instructions searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Please note that an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection is 2125-0628. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Michael Howell, Information Collection Clearance Officer, Federal Highway Administration, Suite 46-433, 1200 New Jersey Avenue, SE, Washington, DC 20590.

The PA Division office of the Federal Highway Administration (FHWA) is gauging its customer service over the past three years (January 2010 to present). The results of the survey are anonymous. The results will be used by the Division Office leadership in striving to become a better business partner. The survey is relative to the FHWA, Pennsylvania Division only; not FHWA-Headquarters or Resource Center

The Office/Program you represent:
Years of Experience Interacting/Working with FHWA (circle one): 0-4 5-9 10-15 16+
Circle the program area that you work most closely with: Bridge, Safety, Pavements, Research, Field Operations, Planning, Environmental, Finance, Civil Rights, Management, Right of Way, Other

For each item identified below, circle the number to the right that best represents your agreement/disagreement with the statement.
5 - Strongly Agree, 3 - Neither Agree nor Disagree, 1-Strongly Disagree.
Use the scale below to select the quality number.

Item	Scale					Item	Scale				
	S t r o n g l y A g r e e				S t r o n g l y d i s a g r e e		S t r o n g l y A g r e e				S t r o n g l y D i s a g r e e
1. Requests for assistance are handled in a professional manner	5	4	3	2	1	2. FHWA's responses are accurate	5	4	3	2	1
3. Telephone messages or emails are returned in a timely manner	5	4	3	2	1	4. FHWA follows-through with commitments	5	4	3	2	1
5. It is easy to arrange meetings with FHWA	5	4	3	2	1	6. Meetings with FHWA are value-adding	5	4	3	2	1
7. FHWA participates respectfully in meetings	5	4	3	2	1	8. FHWA is open to new approaches and differing views	5	4	3	2	1
9. FHWA staff is available when needed	5	4	3	2	1	10. FHWA provides an appropriate level of contact	5	4	3	2	1
11. I am satisfied with the working relationship	5	4	3	2	1	12. I feel there is a team approach when working	5	4	3	2	1

between our offices						with the FHWA staff					
13. FHWA staff exhibits technical expertise in my respective program area	5	4	3	2	1	14. The Division Leadership Team adds value to the transportation program in PA.	5	4	3	2	5
15. FHWA provides timely information on emerging issues and technologies	5	4	3	2	1	16. Contact information for FHWA experts is readily available	1	2	3	4	1
17. Overall, I am satisfied with the services FHWA provides	5	4	3	2	1	18. Overall, I am satisfied with the customer service provided by the FHWA PA Division	5	4	3	2	1

How can FHWA PA Division better serve and assist you?

Do you have any comments or issues related to communication with FHWA PA Division?

Please provide any other suggestions to improve FHWA PA Division's customer service.