

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2125-0628)

TITLE OF INFORMATION COLLECTION: The Second Strategic Highway Research Program product customer satisfaction training workshop surveys

PURPOSE: The purpose of the surveys is to collect customer satisfaction information of the product training workshop participants (strengths and weakness of training workshop and what can we do differently in the future if objectives were not met). The survey will be used for multiple SHRP2 products (up to 20) as this training workshop format will be used to implementation the products. The result of the satisfaction information will be used to improve future training workshop and the services provided by the product and FHWA to our customers.

DESCRIPTION OF RESPONDENTS: This survey will be completed by the training workshop participants who will mostly be state and local government agency staff with a limited number of industry participants (consultants). It is anticipated that each of the 20 products will have 8 training workshop that will be attended by up to 25 people each. Total participants will be approximately 4,000. 4000 participants X 5 minute workshops = 333.3 burden hours.

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Joe Conway

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

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

FHWA may provide invitational travel to the participants to ensure the training workshops are attended by the current and potential future users of the SHRP2 products.

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
State and Local Government Staff & Industry Personnel	4,000	5 min	333.3 hrs
Totals	4,000		333.3 hrs

FEDERAL COST: The estimated annual cost to the Federal government is \$10,000.

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 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?

The training workshop participants will be selected based on the following criteria.

- Location of the training workshop – FHWA is making criteria based awards for a state DOT or local agency to implement the products and host a training workshop.
- The participants attending the training workshops will be determined by the awardee: State and local agencies (see above). The State and local agency participants will be technical experts in the SHRP2 product areas (e.g. The pavement products will have State and local pavement engineers as participants while the planning products will have transportation planners as the participants). The technical experts will provide the necessary feedback to improve the product and the services for future implementation efforts.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes No