	Section 1	distribution of the state of th			以"如何深足"。	1000
Inkaun	g FTA Se	rvices	to its	l entre	tom	CKS.

The purpose of these questions is to benchmark FTA services from our customers' point of view. Your candor will help us to improve. We appreciate anything you have to say on these topics, as you will see on the second page.

	1. Please indicate the estimated area population for which your agency administers Federal transit grants.	209
	One or More Nonurbanized or Rural Area	
	50,000 to 200,000	
(200,00 to 500,000	170.7
(500,000 to 1,000,000	
(1,000,000 to 3,000,000	
(Greater than 3,000,000	
	2. Please indicate the type of agency for which you are completing this survey. Please use the Comment field below to further describe your organization.	-
(Transit Agency	
(Metropolitan Planning Agency	
	State Transportation Agency	
	Other Public Agency	
	Private Company	
	Not for Profit Organization	
	Other To work this seek that a seek the	
	If you wish, use this space to specify type of organization	
3	. In which FTA Region is your agency located?	
C	Region 1 [ME, NH, VT, MA, CT(bus), RI]	
Č	Region 2 [NY, NJ, CT(rail)]	
Č	Region 3 [PA, MD, VA, DC, WV, DE]	
Č	Region 4 [KY, TN, MS, AL, GA, FL, NC, SC, PR]	
Ŏ	Region 5 [IL, IN, OH, MI, WI, MN]	
$\check{\subset}$	Region 6 [TX, NM, LA, OK, AR]	
$\check{\bigcirc}$	Region 7 [NE, IA, MO, KS]	
$\check{\cap}$	Region 8 [CO, ND, SD, WY, MT, UT]	
$\check{\cap}$	Region 9 [NV, CA, AZ, HI, Guam, American Samoa]	
$\check{\cap}$	Region 10 [AK, WA, OR, ID]	1
$\stackrel{\smile}{-}$		

4. On a scale of Very Satisfied to Very Dissatisfied, how would you rate your satisfaction level with . . .

The availability of FTA's technical services? The ability of FTA Staff to provide on-site technical services or participate in on-site meetings?	5: Very Satisfied	4: Satisfied	3: Neutral	2: Dissatisfied	1: Very Dissatisfied	Not Applicable
The quality of FTA's technical services? The usefulness of FTA sponsored training?	0	0	0	0	0	
FTA's Internet website? FTA's grant approval process? FTA's grant management process?	000	000	000	000	000	000
The capability of FTA's staff? The courtesy of FTA's staff?	000	000	000	000	000	000
The amount of effort FTA staff and its representatives put into reducing your workload?	0	0	0	0	0	0
The capability of FTA oversight consultant services?	0	0	0	0	\circ	\circ
The ease of doing business with FTA compared to other Federal agencies?	\circ		\circ	\circ	\circ	0
The extent FTA assesses the impact on customer satisfaction when FTA changes a process?	0	0	0	0	0	0
The effectiveness of communications between your organization and FTA staff?	0	\circ	\circ	\circ	\circ	\circ
The overall quality of FTA services to you as a customer?		0	\circ	\bigcirc	0	0

2. Open-Ended	Questions		
We invite you to fr better serve your a	reely discuss any ideas o agency's needs.	or concerns that could	d help FTA
1. Are there any s	ervices that are provid your needs?	led by FTA that you	find particularly
			. 00
w.			
	-		
2. What services s	nould FTA improve that	t would directly ben	efit vour agency?
	a		Œ
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	\$1 		
3. Are there FTA pro	oducts or services that	: should be curtailed	i? ——————
		¥*************************************	

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and the second		
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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 2132-0564. The expiration date is (not yet assigned). The time required to complete this information collection is estimated to average 60 minutes (1 hour) per response, including the time to review instructions, search existing data sources, gather and maintain the data needed 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.