

This collection of information is voluntary, and will be used to understand the level of satisfaction users have with NHI's responses to their submitted questions. The estimated average time per response is about 2 minute. 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, 1200 New Jersey Avenue, SE, Washington, DC 20590, [michael.howell@dot.gov](mailto:michael.howell@dot.gov) or 202 366-5707.

## National Highway Institute (NHI) Caller Satisfaction Survey

### Introduction

Please take a minute and let us know how well we are serving you by going to NHI Customer Feedback.

### User Info

1. Was your issue resolved to your satisfaction?

Yes

No

Comments:

2. Was your issue resolved in a timely manner?

Yes

No

Comments:

3. How would you rate your customer service experience?

Did not meet my expectations

Met my expectations

Exceeded my expectations

4. Please add any other comments, questions, or concerns?

### Confirmation Page

Thank you for taking the time to participate in this survey. Your feedback is extremely valuable to the National Highway Institute and we sincerely appreciate your time.