

**Information and Communications Technology Needs Assessment Survey  
COVER LETTER FOR FIRST MAILING**

Dear \_\_\_\_\_,

The attached questionnaire is part of a study being conducted by Volpe, The National Transportation Systems Center, on behalf of the Federal Railroad Administration Office of Research, Development and Technology (FRA RD&T).

With this study, we hope to learn more about:

- Information and communications technology use by railroaders like you
- How the FRA can better communicate important safety information to the railroad industry

The questionnaire should take 15–20 minutes.

**As a thank you for completing our questionnaire, we have included a \$5 gift.**

Please read the attached Informed Consent before you start. It describes how we will protect your identity.

There are 2 ways you can participate. **Please choose 1.** Either:

1. Fill out the attached questionnaire and mail it in the included **postage-paid** envelope.
- OR**
2. Go to [www.tinyurl.com/ICT\\_study](http://www.tinyurl.com/ICT_study) and use the information below as your login info.

User ID: XXXXX

Password: ZZZZ

We know your time is very important and we really appreciate your participation.

Sincerely,

The Volpe ICT Research Team  
Volpe, The National Transportation Systems Center  
55 Broadway, Kendall Square  
Cambridge, MA 02142

**Information and Communications Technology Needs Assessment Survey  
COVER LETTER FOR FINAL MAILING**

Dear \_\_\_\_\_,

A few weeks ago, we sent you an invitation to participate in a Federal Railroad Administration Office of Research, Development and Technology study. This is a final reminder that the survey will close xxxdatexxx and we have not received a response from you. We have enclosed another copy of the survey, in case you have misplaced your original version.

With this study, we hope to learn more about:

- Information and communications technology use by railroaders like you
- How the FRA can better communicate important safety information to the railroad industry

The questionnaire should take 15–20 minutes.

Please read the attached Informed Consent before you start. It describes how we will protect your identity.

There are 2 ways you can participate. **Please choose 1.** Either:

3. Fill out the attached questionnaire and mail it in the included **postage-paid** envelope.
- OR**
4. Go to [www.tinyurl.com/ICT\\_study](http://www.tinyurl.com/ICT_study) and use the information below as your login info.

User ID: XXXXX  
Password: ZZZZ

We know your time is very important and we really appreciate your participation.

Sincerely,

The Volpe ICT Research Team  
Volpe, The National Transportation Systems Center  
55 Broadway, Kendall Square  
Cambridge, MA 02142

## Information and Communications Technology Needs Assessment Survey Informed Consent

The attached questionnaire is part of a study being conducted by Volpe, The National Transportation Systems Center on behalf of the Federal Railroad Administration Office of Research, Development and Technology (FRA RD&T).

The purpose of this study is to learn more about information and communications technology (ICT), and specifically how FRA RD&T can better communicate important safety information to you and the railroad industry at-large. Participation means only completing the attached questionnaire.

The questionnaire should take you 15-20 minutes.

The potential risks of participating in this study are less than those ordinarily encountered in daily life or during the performance of routine work. There is a slight risk that your responses may cause you to change your ICT behaviors.

We have included \$5 as a gift for your participation. Please understand that participation is completely voluntary. Your decision whether or not to participate will not affect your current or future relationship with FRA RD&T, Volpe, the contractors administering the study, or your Union. You have the right to refuse to answer any question(s) for any reason, without penalty.

To protect your identity, FRA RD&T, Volpe, and the contractors hired to administer this study will treat your personal identity as confidential. A unique ID number has been assigned to you by the contractor. Only the contractor will know the names of the participants and their corresponding ID numbers. The ID number will allow each questionnaire to be tracked so that only non-respondents will receive reminders. Once the questionnaire is closed, the list of participant names and their corresponding ID numbers will be destroyed. Only summaries of results will be reported. No data will be reported that would identify any individual or railroad.

If you have any questions or would like additional information about this study, please contact the study leaders at \_\_\_\_\_ or \_\_\_\_\_@volpe.gov. The Office of Management and Budget has approved this project. You may also contact OMB at (212) \_\_\_\_ - \_\_\_\_ with any questions.

If you choose to complete this questionnaire on paper, please sign below and return this sheet with the questionnaire. If you choose to complete it online, you will agree to this statement there.

“I understand the above information and have had all of my questions about participation in this research project answered. I voluntarily consent to participate in the study.”

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date