

**Information and Communications Technology Needs Assessment Survey
Pre-Survey Announcement Letter**

This is an example draft letter to participants and/or leaders of key stakeholder groups announcing the survey. For participants, for instance below, it would be mailed 1 week in advance of the survey instrument with the purpose of increasing awareness and response.

[INSERT APPROPRIATE FRA LETTERHEAD]

Dear ____:

In about a week, you will receive a survey from the Volpe, The National Transportation Systems Center on behalf of the Federal Railroad Administration Office of Research, Development and Technology (FRA RD&T). This is an important effort aimed at understanding more about information and communications technology (ICT), and specifically at how FRA RD&T can better communicate important safety information to you and the railroad industry at-large. The survey should take approximately 20 minutes to complete. While you are not required to complete it, I want to stress the value of this information.

You may not be aware of it, but FRA RD&T is researching new ways to make your work environment safer. Though it does not always reach you, we try very hard to keep you informed about those efforts. Meanwhile, ICT, such as the Internet, smart phones, and portable tablets, is evolving at a brisk pace. Because our efforts at getting the word out about our results rely on these technologies, we need to learn the best ways to reach you and the industry more effectively and efficiently. This survey is going to help us do that.

You are receiving this survey because your union leadership also sees its value. They gave the Volpe research team your name and address for this survey, ONLY. Though the survey will be mailed directly to you, your participation will be kept strictly confidential and all your responses will be merged with others to protect your identity. We respect your privacy and will protect it.

Please make time to complete this important survey at your earliest convenience. Thanks for your time and attention.

Sincerely,

Maryam Allahyar, Ph.D.
Interim Director, Office of Research, Development and Technology
Chief, Engineering Psychology and Human Factors Division
Federal Railroad Administration