

1. Rating FTA Services to its Customers

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. FTA intends to interpret your response as the general view of your organization.

1. Please indicate the estimated area population for which your agency administers Federal transit grants.

- ☐ One or More Nonurbanized or Rural Area
- ☐ 50,000 to 200,000
- ☐ 200,00 to 500,000
- ☐ 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

If you wish, use this space to specify type of organization

3. In which FTA Region is your agency located?

- ☐ Region 1 [ME, NH, VT, MA, CT(bus), RI]
- ☐ Region 2 [NY, NJ, CT(rail)]
- ☐ Region 3 [PA, MD, VA, DC, WV, DE]
- ☐ Region 4 [KY, TN, MS, AL, GA, FL, NC, SC, PR]
- ☐ Region 5 [IL, IN, OH, MI, WI, MN]
- ☐ Region 6 [TX, NM, LA, OK, AR]
- ☐ Region 7 [NE, IA, MO, KS]
- ☐ Region 8 [CO, ND, SD, WY, MT, UT]
- ☐ Region 9 [NV, CA, AZ, HI, Guam, American Samoa]
- ☐ Region 10 [AK, WA, OR, ID]

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

[illegible]

2. Open-Ended Questions

The following open-ended questions are optional. We invite you to freely discuss any ideas or concerns that would help FTA better to serve your agency's needs.

1. Are there any services that are provided by FTA that you find particularly helpful in meeting your needs?

2. What services should FTA improve that would directly benefit your agency?

3. Are there FTA products or services that should be curtailed?

4. Are there any other issues that FTA should be aware of that affect your ability to provide the best public transportation you can?

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. FTA 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 October 31, 2017. 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.