

DEPARTMENT OF TRANSPORTATION
FEDERAL TRANSIT ADMINISTRATION

SUPPORTING STATEMENT - PART A

Survey of FTA Stakeholders
(OMB Control No. 2132-0564)

This is to request the Office of Management and Budget's (OMB) three-year approval clearance for the information collection entitled, "Survey of FTA Stakeholders" (OMB 2132-0564), which is due to expire on October 31, 2017. This is a request for an extension without change.

A. Justification

1. Circumstances that make the collection necessary.

Executive Order 12862 requires federal agencies that deliver services to the public to:

- Identify the customers;
- Survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services; and,
- Post service standards and measure results against them.

The Federal Transit Administration (FTA) is requesting the approval to renew the customer service survey of its stakeholders. FTA will utilize the survey to assess how its services are perceived by its customers, learn about opportunities for improvement and establish goals to measure results. The data captured from the survey will provide this information and enable FTA to make improvements where necessary.

The survey will be limited to data collections that solicit voluntary opinions and will not involve information that is required by regulations. FTA does not plan to alter the current survey instrument.

2. How, by whom, and for what purpose the information is to be used.

FTA will use the information collected to respond to the Presidential Executive Orders 13571 and 12862 (<http://www.whitehouse.gov/the-press-office/2011/04/27/executive-order-streamlining-service-delivery-and-improving-customer-ser>). The information will assist FTA in assessing customer needs, determining how well the agency is responding to those needs, and in improving service, if needed. The respondents to this information collection include high level executives (CEO's, Executive Directors, etc.) from 1,188 transit providers (large and small) from across the country.

Data will be captured from the survey that will allow each Regional and Headquarters Office to better understand how its services are perceived by its customers, learn about opportunities for improvement and establish goals to measure results. A majority of FTA's grantees (public and private transit operators, state agencies and Metropolitan Planning Organizations) have frequent

interactions with FTA Regional Offices. Many Headquarters Offices interact with transit agencies and stakeholders such as the American Public Transit Association on policy development, requests for information, and specialized research and planning grants.

This information collection supports the DOT Strategic Goal of *Organizational Excellence*. As such, this survey will assist FTA in determining innovative and fundamental change to our policies and procedures, consolidation of offices and functions, and improve financial management. It will provide FTA with a means to gather data directly from its stakeholders in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. The information obtained from the survey will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between FTA and its customers.

3. Describe whether collection of information involves information technology and any consideration of using information technology to reduce the burden.

Information technology will be employed for the collection of this information. The survey is designed to minimize respondent burden by using survey software that is accessible via the Internet. The survey process is completely electronic-100%. Respondents can access the survey online and complete and submit it electronically.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2.

The information requested in the customer service surveys is the only systematic source of information on the opinions of FTA customers regarding FTA's level of service delivery.

5. If the collection of information impacts small businesses or other small entities, describe any methods used to minimize burden.

Since the requirements are minimal, no special methods are used for small businesses or other smaller entities. The survey is voluntary and can be completed online.

6. Describe consequences to federal program or policy activities if information were not collected or collected less frequently, as well as any technical or legal obstacles to reducing burden.

FTA would be unable to meet the requirements of Executive Orders 13571 and 12862. The survey contains specific questions concerning the actual and perceived levels of service delivery to FTA's customers. The information obtained from FTA's customers will provide decision makers with the information necessary to determine current levels of service, establish realistic ongoing service delivery standards and opportunities for improvement, and establish mechanisms for ongoing monitoring of customer satisfaction.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner inconsistent with 5 CFR 1320.6.

The information collection requirements are consistent with 5 CFR 1320.6.

8. Describe efforts to consult with persons outside the agency to obtain their views.

A 60-day Federal Register notice was published on June 19, 2017 (page 27598-27599), soliciting comments prior to submission to the Office of Management and Budget (OMB). No comments were received in response to that notice. The 30-day Federal Register notice was published on October 2, 2017 Vol. 82 No. 189 page (45940-45941).

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

No payment or gift is made to respondents.

10. Describe any assurance of confidentiality provided respondents.

Any information obtained from the survey will be maintained by FTA. The survey will be conducted via a commercially acquired service, Survey Monkey. The account is password protected and FTA directs Survey Monkey to block from FTA's view individual IP addresses, having specified that only one response may come from each address. The respondents are FTA stakeholders, who do business with FTA.

11. Additional justification for any questions of a sensitive nature.

No sensitive information will be collected.

12. Estimates of the hour burden of the collection of information and annualized cost to respondents.

Estimated Total Annual Number of Respondents: **1,188**

Estimated Total Annual Burden Hours: **1,188**

Estimated Total Cost: **\$103,499**

| <u>Number of Respondents</u> | <u>Frequency of Response</u> | <u>Hour Burden per Response</u> | <u>Total Annual Hour Burden</u> |
|------------------------------|------------------------------|---------------------------------|---------------------------------|
| Survey | 1,188 | 1 | 1 hour |

FTA estimates that the average salary of the respondent, typically the Chief Executive Officer (CEO)/Executive Director has a mean hourly wage of \$87.12 according to the Bureau of Labor Statistics https://www.bls.gov/oes/current/oes_nat.htm. The total estimated cost to respondents is \$103,499 ($87.12 \times 1,188 = 103,498$).

13. Estimate of total annual cost burden to respondents or record keepers resulting from the collection of information (not including the cost of any hour burden shown in items 12 and 14).

There is no additional cost beyond that shown in items 12 and 14.

14. Estimate of annualized cost to the federal government.

| Estimated Annualized Cost to the Federal Government | | | |
|--|---------|----------|---------|
| STAFF | WAGE | TIME | COST |
| GS-12 step 5 | \$43.60 | 75 hours | \$3,270 |

The survey will be conducted through an Internet survey software program (Survey Monkey) with questions entered into the database by a government staff member and analyzed by FTA staff. The total cost to the federal government is \$3,270 (34.06 X 75). This is a slight increase in the cost to the federal government because FTA hourly salary rates were revised to reflect 2017 OMB GS-12 (base) salary tables at step 5 https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2017/GS_h.pdf and weighted with 28% benefits adjustment.

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of OMB Form 83-1.

The burden hours decreased from the previous request of 1,200 hours to 1,188 hours for this request, representing a reduction of 12 hours. This change is an adjustment caused by a decrease in the number of respondents completing the survey. In addition, there is a slight increase in the cost to the federal government as FTA revised the hourly rate to reflect 2017 GS pay scales. FTA also included a weighted benefits adjustment which had not been done in previous information collection request submissions.

16. Plans for tabulation and publication for collections of information whose results will be published.

FTA will not publish the results of the information collected for statistical use. FTA will use the results to improve customer service.

17. If seeking approval not to display the expiration date for OMB approval, explain the reasons.

There is no reason not to display the expiration date of OMB approval.

18. Explain any exceptions to the certification statement identified in Item 19 of OMB Form 83-I.

No exceptions are stated.