**Office of Tribal Transportation Customer Satisfaction Survey – 2020**

This survey is your opportunity to provide information that will help the Federal Lands Office of Tribal Transportation (OTT) improve the services we provide. Your participation is vital to ensuring the results are representative of our customers. **This survey is voluntary and replies will be kept confidential**. It takes approximately 10 minutes to complete this survey.

How satisfied are you with the customer service provided by your **FHWA Tribal Coordinator** in the following areas?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied |
| Responding to emails |  |  |  |  |  |
| Returning phone calls |  |  |  |  |  |
| Answering questions |  |  |  |  |  |
| Recommending solutions |  |  |  |  |  |
| Willingness to help |  |  |  |  |  |
| Overall quality of customer service |  |  |  |  |  |

Comments:

How satisfied are you with the technical assistance provided by your **FHWA Tribal Coordinator** in the following areas?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied |
| LRTP development |  |  |  |  |  |
| TIP development |  |  |  |  |  |
| Environmental processes and requirements |  |  |  |  |  |
| Preconstruction (design) |  |  |  |  |  |
| Construction monitoring |  |  |  |  |  |
| Project closeout |  |  |  |  |  |
| Transportation safety |  |  |  |  |  |
| Overall quality of technical assistance |  |  |  |  |  |

Comments:

How satisfied are you with the customer service provided by your **FHWA Environmental Specialist** in the following areas?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied |
| Responding to emails |  |  |  |  |  |
| Returning phone calls |  |  |  |  |  |
| Answering questions |  |  |  |  |  |
| Recommending solutions |  |  |  |  |  |
| Willingness to help |  |  |  |  |  |
| Overall quality of service |  |  |  |  |  |

Comments:

How satisfied are you with the technical assistance provided by your **FHWA Environmental Specialist** in the following areas?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied |
| Explaining the overall environmental and permitting process |  |  |  |  |  |
| Identifying needed environmental studies and permits |  |  |  |  |  |
| Identifying level of NEPA action |  |  |  |  |  |
| Timeliness of NEPA approvals |  |  |  |  |  |
| Effectiveness in coordinating with other agencies |  |  |  |  |  |
| Overall quality of technical assistance |  |  |  |  |  |

Comments:

Aside from the FHWA Tribal Coordinator or Environmental Specialist assigned to assist you, have you received assistance from OTT Leadership, another program specialist and/or technical expert from the FHWA Office of Tribal Transportation? Yes No If not, what can we do to make [our staff](https://highways.dot.gov/federal-lands/programs-tribal/contact-info) more available for you?

If you have received assistance from other OTT staff, we would like to receive feedback on how satisfied you are with the customer service and/or technical assistance you have received.

How satisfied are you with the customer service provided by (insert name or position here) in the following areas?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied |
| Responding to emails |  |  |  |  |  |
| Returning phone calls |  |  |  |  |  |
| Answering questions |  |  |  |  |  |
| Recommending solutions |  |  |  |  |  |
| Willingness to help |  |  |  |  |  |
| Overall quality of service |  |  |  |  |  |

Comments:

Considering everything listed above (customer service and technical assistance provided by FHWA Tribal Coordinators, Environmental Specialists, or OTT leadership and other OTT staff) how satisfied are you with the services provided by FHWA?

(USE SAME SCALE AS ABOVE)

Are you familiar with the FHWA Federal Lands Office of Tribal Transportation ([OTT) Website](https://highways.dot.gov/federal-lands/programs-tribal)? Yes No (add hyperlink for website)

Is the FHWA Federal Lands Office of Tribal Transportation Website helpful in providing you information on and access to TTP information? Yes No Comment

Are you familiar with the Tribal Transportation Program Delivery Guide? Yes No

Is the Tribal Transportation Program Delivery Guide helpful? Yes No

How could FHWA improve technical assistance and administration for the Tribal Transportation Program? (comment)

Is there anything else about the FHWA OTT or TTP program you would like to share? (comment)

Thank you for taking time to complete the OTT Customer Survey. Your input is greatly appreciated.