# Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 2125-0628)

### TITLE OF INFORMATION COLLECTION:

Office of Tribal Transportation Customer Satisfaction Survey for the Tribal Transportation Program (TTP).

#### **PURPOSE:**

To improve FHWA's administration of the TTP by giving Tribes the opportunity to quantify their satisfaction with the program and make recommendations for improvement

#### **DESCRIPTION OF RESPONDENTS:**

Transportation Directors from Tribes who have program agreements with FHWA for the TTP.

TYPE OF COLLECTION: (C	heck one)			
[ ] Customer Comment Card/Co [ ] Usability Testing (e.g., Webs [ ] Focus Group	•	<ul><li>[X] Customer Satisfaction Survey</li><li>[] Small Discussion Group</li><li>[] Other:</li></ul>		
CERTIFICATION:				
<ol> <li>I certify the following to be true:</li> <li>The collection is voluntary.</li> <li>The collection is low-burden for respondents and low-cost for the Federal Government.</li> <li>The collection is non-controversial and does <u>not</u> raise issues of concern to other federal agencies.</li> <li>The results are <u>not</u> intended to be disseminated to the public.</li> <li>Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u></li> </ol>				
policy decisions.  6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.				
Name:Brian G. Allen				
To assist review, please provide	answers to the follo	owing question:		

#### **Personally Identifiable Information:**

- 1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
- 2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
- 3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [ ] No

## **Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expens participants? [ ] Yes [X] No	es, token of app	reciation) provide	d to
BURDEN HOURS			
Category of Respondent	No. of Respondents	Participation Time	Burden
Tribal Governments	90	10 min.	15 hrs.
Totals	90	10 min.	15 hrs.
<ul> <li>FEDERAL COST: The estimated annual cost to the Federal If you are conducting a focus group, survey, or plant provide answers to the following questions:</li> <li>The selection of your targeted respondents</li> <li>Do you have a customer list or something similar that respondents and do you have a sampling plan for selection.</li> </ul>	to employ statis	<b>stical methods, pl</b> iverse of potential	ease_
If the answer is yes, please provide a description of both the answer is no, please provide a description of how you respondents and how you will select them?	u plan to identif	h the sampling pla y your potential g	roup of
We maintain a list of tribal employees formally designat for the Tribal Transportation Program. The survey will a Administration of the Instrument  1. How will you collect the information? (Check all that [X] Web-based or other forms of Social Media [ ] Telephone [ ] In-person [ ] Mail	be sent to each p		Contact
[ ] Other, Explain 2. Will interviewers or facilitators be used? [ ] Yes [X  Please make sure that all instruments, instructions, a request.		submitted with th	ie