## **Paperwork Reduction Act Notice**

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of the Paperwork Reduction Act. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB control number. This includes the time it will take for reviewing instructions. The OMB control number for this collection is 2132-0572 and the expiration date is 09/30/2017. The time required to complete this information collection is estimated to average 8 minutes per response, including the time to review the instructions 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.

1. What was your level of satisfaction v	with the customer servi	ce you received in your most
recent Contact Us submission?		
Very Satisfied		
Satisfied		
Neither Satisfied nor Dissatisfied		
Dissatisfied		
Very Dissatisfied		
	•	
2. Was your submission resolved to yo	our satisfaction?	
Yes	·	
Neither Satisfied nor Dissatisfied		
○ No		
3. How satisfied were you with the tim	aliness of the resnonse	to your question or
comment?	cinicas of the response	to your quotion of
Very Satisfied		
Satisfied		
Neither Satisfied nor Dissatisfied		
Dissatisfied		
Very Dissatisfied		
•		
•		

4. What is your affiliation?	
General Public	
Government Agency	
International	·
Student	
Transit Agency (Grantee)	
Transit Industry (Contractor, Manufacture, Supplier)	
Other (please specify)	
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