

**NON-MATERIAL NON-SUBSTANTIVE CHANGE
SUPPORTING JUSTIFICATION**

Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery
(OMB# 2132-0558)

This is a request for a “Non-material Non-Substantive Change to a Currently Approved Information Collection”. The Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (OMB# 2132-0572) is an approved information collection with an expiration date of 8/31/2021. The current information collection has an approval of 582 burden hours and 2,700 responses.

For the past six years FTA has only disseminated one annual survey to garner customer and stakeholder feedback in order to gauge FTA’s service delivery. However, FTA now has a renewed commitment to providing stellar customer service to the transit industry. As a result, FTA would like to conduct an online survey to help assess how well existing technical assistance materials are meeting the needs of the nation’s public transportation agencies, State DOTs, and SSOAs. Feedback from participants will help inform the development of future technical assistance materials and potential improvements to FTA’s services. Therefore, FTA is requesting an increase in the current approved burden hours from 582 to 7,582 and an increase in responses from 2,700 to 10,000 to accommodate additional projected surveys over the next two years.