

**Justification for Change to  
Customer Satisfaction Monitoring  
OMB No. 3220-0192**

1. Form Number/Title - RRB Form T-36, Customer Experience Survey
2. Purpose – The RRB will use Form T-36 to gauge customer satisfaction of a recent customer experience as well as evaluate feedback on how we could improve our level of service. The RRB will mail the form to pilot group not to exceed 1,000 customers.
3. Method of Generation - Paper only.
4. Estimate of Proposed Burden - The estimated proposed burden for this generic collection is as shown below:

**Proposed Burden**

Form Number	Annual Responses	Time (Minutes)	Burden (Hours)
T-36	1000	2	33
<b>Total</b>	1000		33

5. Estimated cost to respondents - There are no estimated cost to respondents.
6. Sensitive questions – No sensitive information will be collected and participation is voluntary.