

# 2021 FTA Stakeholder Survey - Communications

## 2021 Invitation to Participate Email Script

Dear Colleague,

The Federal Transit Administration (FTA) is again conducting a national Stakeholder Satisfaction Survey in 2021. Our goal is to obtain candid feedback on FTA's performance and the services that we provide as a Federal grant-making agency. The questions in this survey ask about our operations in a variety of areas including our technical services, the quality of our communications, and our customer service. The results will help FTA track our progress and will inform future enhancements to our business processes.

As you rely on FTA's processes in order to deliver quality public transportation services each day, we rely on your honest opinions to improve the quality of our programs and services.

The survey will be open starting today, [WEEKDAY] [MONTH] [DAY] through [WEEKDAY] [MONTH] [DAY] 2021. You may access the survey, which is hosted on Survey Monkey, by clicking the following link: [INSERT LINK 1 FOR CEOS] [INSERT LINK 2 FOR ALL OTHERS] or paste the following URL into your browser [INSERT URL 1 FOR CEOS] [INSERT URL 2 FOR ALL OTHERS]. The survey is completely anonymous and will only take a few moments to complete.

Please respond to [FTASurvey@dot.gov](mailto:FTASurvey@dot.gov) should you have any technical difficulties with the survey.

Your participation and feedback is greatly appreciated.

Sincerely,

Matthew Welbes  
Executive Director  
Federal Transit Administration  
U.S. Department of Transportation

## 2021 Follow-Up Email Script

Dear Colleague,

Recently I invited you to participate in FTA's biennial national Stakeholder Satisfaction survey. To those who have already responded, we greatly appreciate it! You can disregard the rest of this email.

For those who have not yet responded, please know that your candor will help us improve the quality of our programs and services, and we rely on your honest opinions on the survey.

Survey questions will include your experiences with our technical services, the quality of our communications, and our customer service. We appreciate your feedback even if you did not experience all of our services.

The survey opened on [WEEKDAY] [MONTH] [DAY] and will remain open through [WEEKDAY] [MONTH] [DAY] 2021. You may access the survey, which is hosted on Survey Monkey, at any time by clicking the following link: [INSERT LINK 1 FOR CEOS] [INSERT LINK 2 FOR ALL OTHERS] or paste the following URL into your browser [INSERT URL 1 FOR CEOS] [INSERT URL 2 FOR ALL OTHERS]. The survey is completely anonymous and will take 15 minutes or less to complete.

Please respond to [FTASurvey@dot.gov](mailto:FTASurvey@dot.gov) should you have any technical difficulties with the survey.

I hope you will consider participating in the 2021 FTA Stakeholder Satisfaction survey to help us improve FTA's services.

Sincerely,

Matthew Welbes  
Executive Director  
Federal Transit Administration  
U.S. Department of Transportation

**2021 Proposed Draft GovDelivery:** A “heads up” announcing survey availability. May be delivered up to 2 weeks before/after opening of survey window. Delivery Timeframe: Sept/Oct.

To obtain candid feedback from stakeholders on our performance and the services that we provide, FTA is again conducting a national stakeholder satisfaction survey in 2021. The questions in this survey ask about our operations in a variety of areas including our technical services, the quality of our communications, and our customer service. The results help FTA track our progress and will inform future enhancements to our business processes.

The survey will be open starting [WEEKDAY] [MONTH] [DAY] through [WEEKDAY] [MONTH] [DAY] 2021. You may access the survey, which is hosted on Survey Monkey, by clicking the following link: [INSERT LINK 3 FOR UNKNOWN ORG ROLE] or paste the following URL into your browser [INSERT URL 3 UNKNOWN ORG ROLE]. The survey is completely anonymous and will take 15 minutes or less to complete.

Please email [FTASurvey@dot.gov](mailto:FTASurvey@dot.gov) with questions or if you experience technical difficulties with the survey.