

## **Office of Tribal Transportation Customer Satisfaction Survey – 2020**

This survey is your opportunity to provide information that will help the Federal Lands Office of Tribal Transportation (OTT) improve the services we provide. Your participation is vital to ensuring the results are representative of our customers. **This survey is voluntary and replies will be kept confidential.** It takes approximately 10 minutes to complete this survey.

How satisfied are you with the customer service provided by your **FHWA Tribal Coordinator** in the following areas?

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Responding to emails					
Returning phone calls					
Answering questions					
Recommending solutions					
Willingness to help					
Overall quality of customer service					

Comments:

How satisfied are you with the technical assistance provided by your **FHWA Tribal Coordinator** in the following areas?

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
LRTP development					
TIP development					
Environmental processes and requirements					
Preconstruction (design)					
Construction monitoring					
Project closeout					
Transportation safety					
Overall quality of technical assistance					

Comments:

How satisfied are you with the customer service provided by your **FHWA Environmental Specialist** in the following areas?

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Responding to emails					
Returning phone calls					
Answering questions					
Recommending solutions					
Willingness to help					
Overall quality of service					

Comments:

How satisfied are you with the technical assistance provided by your **FHWA Environmental Specialist** in the following areas?

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Explaining the overall environmental and permitting process					
Identifying needed environmental studies and permits					
Identifying level of NEPA action					
Timeliness of NEPA approvals					
Effectiveness in coordinating with other agencies					
Overall quality of technical assistance					

Comments:

Aside from the FHWA Tribal Coordinator or Environmental Specialist assigned to assist you, have you received assistance from OTT Leadership, another program specialist and/or technical expert from the FHWA Office of Tribal Transportation? Yes No If not, what can we do to make [our staff](#) more available for you?

If you have received assistance from other OTT staff, we would like to receive feedback on how satisfied you are with the customer service and/or technical assistance you have received.

How satisfied are you with the customer service provided by (**insert name or position here**) in the following areas?

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Responding to emails					
Returning phone calls					
Answering questions					
Recommending solutions					
Willingness to help					
Overall quality of service					

Comments:

Considering everything listed above (customer service and technical assistance provided by FHWA Tribal Coordinators, Environmental Specialists, or OTT leadership and other OTT staff) how satisfied are you with the services provided by FHWA?

(USE SAME SCALE AS ABOVE)

Are you familiar with the FHWA Federal Lands Office of Tribal Transportation ([OTT Website](#))? Yes No  
(add hyperlink for website)

Is the FHWA Federal Lands Office of Tribal Transportation Website helpful in providing you information on and access to TTP information? Yes No Comment

Are you familiar with the Tribal Transportation Program Delivery Guide? Yes No

Is the Tribal Transportation Program Delivery Guide helpful? Yes No

How could FHWA improve technical assistance and administration for the Tribal Transportation Program? (comment)

Is there anything else about the FHWA OTT or TTP program you would like to share? (comment)

Thank you for taking time to complete the OTT Customer Survey. Your input is greatly appreciated.