

**Request for Approval under the
“Generic Clearance for Improving Customer Experience:
OMB Circular A-11, Section 280 Implementation”**

(OMB Control Number: 2105-0583)

TITLE OF INFORMATION COLLECTION:

Build America Bureau 360° Customer Feedback Initiative

ATTACHMENT 2

**A. Questions for Customers Who Reached Financial Close
or Received a PAB Allocation**

The interviewer will recite the following statement before conducting each interview:

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with, an information collection subject to the requirements of the Paperwork Reduction Act of 1995, unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 2105-0583 and the expiration date is June 30, 2025. Without this approval, we could not conduct this interview. Public reporting for this information collection is estimated to be 120 minutes per response, per person, including the time for listening to this statement, listening to the questions, and answering the questions. All responses to this information collection are voluntary. You may send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to BuildAmerica@dot.gov.

1. Please rate your overall experience with the Build America Bureau on a scale of one to five (*one is the most negative, five is the most positive*).
2. Did you get the results you wanted working with the Bureau? Why or why not?
3. What are the best and worst aspects of your experience working with the Bureau?
4. What features of the Bureau credit assistance or PAB allocation added the most and least value to the financing structure?
5. Did the Bureau cause any delays in your project delivery? If so, please elaborate.
6. Did you have expectations about working with the Bureau? Was your experience consistent with your expectations? Why or why not?
7. Were you satisfied with the availability, completeness, clarity, and accuracy of information the Bureau gave you about program requirements, process, costs, and timeline?

8. Do you have any observations about the knowledge, competence, and professionalism of the Bureau staff you worked with?
9. Do you have specific comments and recommendations concerning the Bureau's—
 - a. Eligibility analysis
 - b. Federal requirements compliance
 - c. Letter of interest
 - d. Creditworthiness review
 - e. Underwriting
 - f. Terms and conditions negotiation
 - g. Loan closing
 - h. Disbursements of funds
 - i. Repayment process
 - j. Loan monitoring
 - k. PAB allocation
10. Do you expect to seek future credit assistance or PAB allocations from the Bureau? Why or why not?
11. Is there any other feedback you want to give the Bureau?

ATTACHMENT 2

B. Questions for Customers Who Withdraw Before Financial Close or Receiving a PAB Allocation

The interviewer will recite the following statement before conducting each interview:

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with, an information collection subject to the requirements of the Paperwork Reduction Act of 1995, unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 2105-0583, and the expiration date is June 30, 2025. Without this approval, we could not conduct this interview. Public reporting for this information collection is estimated to be 120 minutes per response, per person, including the time for listening to this statement, listening to the questions, and answering the questions. All responses to this information collection are voluntary. You may send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to BuildAmerica@dot.gov.

1. Please rate your overall experience with the Build America Bureau on a scale of one to five (*one is the most negative, five is the most positive*).
2. What are the best and worst aspects of your experience working with the Bureau?
3. How far did your agency get in the Bureau's process?
 - a. Contacted the Bureau for information about available financing opportunities.
 - b. Sent the Bureau an unsigned or working draft letter of interest.
 - c. Sent the Bureau an official, signed letter of interest for consideration.
 - d. Received the Bureau's invitation letter to begin a creditworthiness review.
 - e. Received the Bureau's invitation letter to submit a formal application.
 - f. Received the Bureau's letter confirming our application was complete.
 - g. Received the Bureau's letter stating the U.S. Secretary of Transportation approved or disapproved our application.
 - h. Other (specify _____)
4. Why did you stop pursuing Bureau credit assistance or PAB allocation?
5. Were you satisfied with the availability, completeness, clarity, and accuracy of information the Bureau gave you about program requirements, process, costs, and timeline?

6. Do you have any observations about the knowledge, competence, and professionalism of the Bureau staff you worked with?
7. Do you have specific comments and recommendations concerning the Bureau's—
 - a. Eligibility analysis
 - b. Federal requirements compliance
 - c. Letter of interest
 - d. Creditworthiness review
 - e. Underwriting
 - f. Terms and conditions negotiation
 - g. Loan closing
 - h. PAB allocation
8. Do you expect to seek future credit assistance or PAB allocations from the Bureau? Why or why not?
9. Is there any other feedback you want to give the Bureau?