

## **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2105-0573)**

---

### **TITLE OF INFORMATION COLLECTION:**

Feedback survey for Delivering the Benefits of the Bipartisan Infrastructure Law: A new thought leadership series on best practices to successfully deliver infrastructure projects sponsored by U.S. DOT’s Project Delivery Center of Excellence.

### **PURPOSE:**

The data collection described in this document will support the new U.S. Department of Transportation’s Project Delivery Center of Excellence (COE). The Project Delivery COE will be hosting a thought leadership speaker series consisting of nine webinars. The webinars will be held on a Zoom government platform at least once a month from July to November 2023. A brief e-survey for attendees will be available after each webinar to measure their level of satisfaction with the event and level of engagement with the content delivered. The survey will also capture topic suggestions for future COE events. (Expected burden < 5 minutes)

### **DESCRIPTION OF RESPONDENTS:**

It is anticipated that each event will attract attendees from Federal, state, local, territorial and tribal transportation agencies, planning organizations (MPOs, Councils of Governments, regional councils, etc.), trade associations, private sector organizations (e.g., engineering firms, consulting companies, technology companies, equipment vendors, etc.), non-profit organizations, colleges and universities and others.

The thought leadership events will be announced by U.S. DOT and registration will be open to all interested parties who will register in advance and receive a link to the online event. The USDOT will promote the series through the Project Delivery COE website and DOT social media channels and will send email announcements to those on the U.S. DOT Volpe National Transportation Systems Center’s listserv.

### **TYPE OF COLLECTION:** (Check one)

- |   |  |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form         | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group                  |
| <input type="checkbox"/> Focus Group                                  | <input type="checkbox"/> Other: _____                            |

### **CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Ellen Bell, U.S. DOT Volpe Center, Cambridge, MA

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Applicable, has a System or Records Notice been published?  Yes  No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

**BURDEN HOURS** (estimated)

Category of Respondent	No. of Respondents	No. of Events	Participation Time	Burden
Federal agencies	100	9	5 minutes	75 hours
State, county, local, territorial and tribal government agencies	200	9	5 minutes	150 hours
Industry associations or non-profits	50	9	5 minutes	37 hours and 30 minutes
Private sector (consultants, engineers, technology vendors)	300	9	5 minutes	225 hours
Individuals (students, academics, other)	100	9	5 minutes	75 hours
<b>Totals</b>	<b>750</b>	<b>9</b>	<b>5 minutes</b>	<b>562 hours 30 minutes</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is estimated to be \$12,960

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
 Yes  No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain
2. Will interviewers or facilitators be used?  Yes  No

**Please make sure that all instruments, instructions, and scripts are submitted with the request. (Please see Attachment A)**

## **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

---

**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g., fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g., for surveys) or facilitators (e.g., for focus groups) used.

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

**ATTACHMENT A**

**Post-event Follow-up Questions**

Thank you for attending the U.S. DOT Project Delivery Center of Excellence’s (COE) thought leadership webinar on Delivering the Benefits of the Bipartisan Infrastructure Law on [ENTER DATE]. Please answer the questions below to help the USDOT Project Delivery COE develop events, trainings, and other information products that meet your needs.

For each of the statements below, indicate your level of agreement or disagreement. *Please select one response in each row.* Are there other topics you would like to see addressed in future events hosted by the Project Delivery COE? *Enter response below.*

Webinar feedback	Agree strongly	Agree somewhat	Neither agree nor disagree	Disagree somewhat	Disagree strongly
1. Overall, I was satisfied with the Delivering the Benefits of the Bipartisan Infrastructure Law thought leadership webinar	0	0	0	0	0
2. The content presented in the webinar is relevant to the work I do	0	0	0	0	0
3. The webinar increased my knowledge on the [TOPIC 1]	0	0	0	0	0
4. The webinar increased my knowledge on the [TOPIC 2, if necessary]	0	0	0	0	0

5. How did you hear about this event?	<input type="checkbox"/> Email announcement from USDOT-Volpe Center <input type="checkbox"/> USDOT website/USDOT Project Delivery Center of Excellence website <input type="checkbox"/> Email announcement from trade association <input type="checkbox"/> Online or through social media <input type="checkbox"/> Other (please specify)
6. Would you like to receive news and information about future events from us?	<input type="checkbox"/> Yes <input type="checkbox"/> No

7. Are there other topics you would like to see addressed in future events hosted by the Project Delivery COE? *Enter response below.*

8. If you have any other feedback related to this event, please enter it below.