

Introduction

Every two years the Federal Transit Administration surveys stakeholders on their opinions and points of view regarding the services that we provide. In this survey we are requesting your feedback about what we are doing well, and what we could be doing better.

Your participation is voluntary. There is no penalty to you or your organization if you choose not to fill out the survey. All data are stored in a password-protected electronic format. To help protect confidentiality, the survey responses do not contain your name, organization's name, or email address, and responses (with the exception of written comments) are reported in aggregate.

We estimate that it will take approximately 15 minutes to fill out the survey.

Your candor will help us to improve FTA's services and we appreciate your honest opinion on the topics in the survey.

OMB Paperwork Reduction Act Statement - The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of Section 3507 of the Paperwork Reduction Act of 1995. We estimate that it will take about 15 minutes to respond to the questions. Please note that a federal agency may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection of information is 2132-0564.

General Information

* 1. Most FTA Formula Grants are distributed to geographic areas based on population categories. Which of the following categories represents the geographic area for which your organization primarily receives FTA Formula Grants?

- An Urbanized Area of 1 Million or More
- An Urbanized Area Between 200,000 and 999,999 in Population
- An Urbanized Area Between 50,000 and 199,999 in Population
- A Rural Area Less than 50,000 in Population
- Not applicable/State DOT
- Not sure

* 2. Please specify your organization type.

- Independent Incorporated Transit Agency (Publicly Owned)
- City, Local or State Government Transit Department (Other Than an American Indian Tribe)
- Metropolitan Planning Organization (Not Operating Transit)
- State Department of Transportation (Not Operating Transit)
- American Indian Tribe
- Private Not-for-Profit Organization
- Other (please specify)

* 3. What is your role within your organization?

- Executive Leader / General Manager
- Manager / Supervisor
- Professional Staff (e.g., engineer, planner, budget analyst)
- Other (please specify)

* 4. Which FTA Regional Office does your organization normally work with? (If you are not sure, in most cases it would be the Regional Office corresponding to your state, as listed in the brackets below).

- Region 1 [CT(bus), MA, ME, NH, RI, VT (and small parts of NY)]
- Region 2 [CT(rail), NJ, NY (and small parts of PA)]
- Region 3 [DC, DE, MD, PA, VA, WV (and small parts of KY, NJ, OH)]
- Region 4 [AL, FL, GA, KY, MS, NC, PR, SC, TN, VI (and small parts of AR, IN, VA)]
- Region 5 [IL, IN, MI, MN, OH, WI (and small parts of KY, MO, PA)]
- Region 6 [AR, LA, MO, NM, OK, TX (and small parts of MO)]
- Region 7 [IA, KS, MO, NE (and small parts of IL, SD)]
- Region 8 [CO, MT, ND, SD, UT, WY (and small parts of MN)]
- Region 9 [AS, AZ, CA, GU, HI, MP, NV]
- Region 10 [AK, ID, OR, WA]
- Don't know/Not sure (please specify)

General Rating of FTA Services

* 5. Please rate your overall experience with FTA during the last 12 months. On a scale of *Very Dissatisfied* to *Very Satisfied*, how would you rate your satisfaction level with...

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Not sure
The overall quality of FTA services to you as a stakeholder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 6. Have you used the FTA website www.transit.dot.gov at least once during the past 12 months?

- Yes
- No
- Not sure

FTA Website

7. Please rate your experience using the FTA website. On a scale of *Very Dissatisfied* to *Very Satisfied*, how would you rate your satisfaction level with...

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Not sure
A. The overall usefulness of the FTA website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The ease of finding the information you need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. The accuracy and completeness of the information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. The clarity of the information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. FTA has a number of online communication platforms. Please **check all** of the platforms/FTA accounts that you have followed, subscribed to, and/or engaged with content from, during the past 12 months...

- FTA's Facebook Page
- FTA's GovDelivery Notices
- FTA's LinkedIn Profile
- FTA's Twitter Account
- FTA's Website
- FTA's YouTube Channel
- Not sure

9. For each of the communication methods you chose in the previous question, how **useful** do you think the available FTA information has been?

	Very Useful	Somewhat Useful	Occasionally Useful	Not at all Useful	I don't engage with FTA on this platform	I don't use this platform
FTA's Facebook Page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FTA's GovDelivery Notices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FTA's LinkedIn Profile	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FTA's Twitter Account	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FTA's Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FTA's Youtube Channel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FTA Program Oversight Process

10. Have you experienced an FTA Program Oversight Review within the last 24 months? (Please check all that apply)

- Triennial Review
- State Management Review
- Procurement Systems Review
- Civil Rights Review
- Project Oversight Review
- Financial Systems Review
- No oversight activities within the last 24 months
- Other (please specify)

11. Please rate your experiences relating to a Program Oversight Review. On a scale of *Very Dissatisfied* to *Very Satisfied*, how would you rate your satisfaction level with...

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	N/A
A. Overall satisfaction with FTA's Program Oversight Review process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The technical competency of FTA's contractors conducting the Program Oversight Review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. The availability and customer service of FTA's contractors during the Program Oversight Review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. The availability and customer service of FTA's Regional staff involved in the Program Oversight Review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FTA Regional Office

* 12. Not including Program Oversight Reviews, have you interacted with FTA Regional Office staff during the last 12 months?

- Yes
- No
- Not sure

FTA Regional Office Continued

13. Please rate your experience with your FTA Regional Office staff for all interactions **other than your interactions related to Program Oversight Reviews**. On a scale of *Very Dissatisfied* to *Very Satisfied*, how would you rate your satisfaction level with...

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Not sure
A. The quality of technical services from FTA Regional Office staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The timeliness of responses from FTA Regional Office staff to questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. The speed of FTA's approval process for formula grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. The usefulness of responses from FTA Regional Office staff to questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. The courtesy of FTA's Regional Office staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FTA Headquarters

* 14. Have you interacted with FTA Headquarters staff during the past 12 months?

- Yes
- No
- Not sure

FTA Headquarters Continued

15. Please rate your experiences with FTA Headquarters staff. On a scale of *Very Dissatisfied* to *Very Satisfied*, how would you rate your satisfaction level with...

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied	Not sure
A. The quality of technical services from FTA's Headquarters staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The timeliness of responses from FTA's Headquarters staff to questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. The usefulness of responses from FTA's Headquarters staff to questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. The courtesy of FTA's Headquarters staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FTA Rules

* 16. How familiar are you with the Transit Asset Management Rule (TAM)?

- Very familiar
- Somewhat familiar
- Not so familiar
- Not at all familiar

FTA Rules Continued

Please indicate how much you agree with the following statement or statements:

17. Implementation of the Transit Asset Management Rule (TAM)...

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	No basis to judge
A. ...is improving my organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. ...is improving the transit industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FTA Rules

* 18. How familiar are you with the Public Transportation Agency Safety Plan Rule (PTASP)?

- Very familiar
- Somewhat familiar
- Not so familiar
- Not at all familiar

FTA Rules Continued

Please indicate how much you agree with the following statement or statements:

19. Implementation of the Public Transportation Agency Safety Plan Rule (PTASP)...

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	No basis to judge
A. ...will further improve safety in my organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. ...will further improve safety in the transit industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Open-Ended Questions

The following open-ended questions are optional. We invite you to discuss any ideas or concerns that would help FTA better serve your organization's needs. All responses are anonymous.

20. Please list any FTA services that you find particularly helpful in meeting your needs.

21. Please list any services that you believe FTA should improve to directly benefit your organization.

22. Are there any areas where the burden of federal transit law or regulations on your organization should be reduced? (please be as specific as possible)

23. Please explain any other issues that FTA should be aware of that affect your ability to provide the best public transportation possible.

