

DEPARTMENT OF TRANSPORTATION
FEDERAL TRANSIT ADMINISTRATION

SUPPORTING STATEMENT – PART B

Survey of FTA Stakeholders

(OMB Control No. 2132-0564)

B. Collection of Information Employing Statistical Methods

1. Universe and respondent selection

- Target population: FTA’s grantees (i.e., those organizations receiving direct funding from FTA), which include local governments, transit agencies, Metropolitan Planning Organizations, State agencies, tribal governments and eligible non-profit organizations
- There are 1,875 grantees in the population universe, and approximately 8,200 potential respondents. (Two FTA database systems provide contact information for potential respondents; FTA added up the number of unique users who have an active role in using these two systems to arrive at the number of potential respondents. See below for more details.)
 - There may be more than one respondent per grantee, thus, why the number of potential respondents is larger than the number of grantees. Small grantee organizations (for example, rural grantees) may only have one person interacting with FTA’s systems, while larger grantees (such as grantees in large urban centers) may have 20 or more people interacting with FTA’s systems. Allowing more than one response per grantee organization allows FTA to obtain more comprehensive feedback data and to increase the diversity of organizational perspectives. All grantees will receive at least one survey.
 - Respondents are determined based on contact information provided either to FTA’s grants management database (Transit Award Management System, or TrAMS) or to FTA’s data reporting repository (National Transit Database, or NTD). While many grantee front-line staff may not interact directly with FTA’s services or staff (for example, bus operators and maintenance staff), individuals accessing TrAMS or NTD have made verified contact with FTA services. They are also a grantee-designated point of contact. Additionally, FTA is unable to access contact information for all employees of grantees.
 - FTA took steps to ensure that potential respondents were unique, that is, they will only receive one invitation to complete the survey questionnaire, even if they actively use both FTA systems.
 - Subgrantees are not included in the target population. Subgrantees very rarely come into direct contact with FTA services or staff, as their designated grantee manages these services and interactions for them. Additionally, FTA is unable to access contact information for subgrantees.

- FTA believes it is important to provide the opportunity for all grantees to complete the survey, and for grantees to have the opportunity to provide feedback from multiple roles within their organization; therefore, FTA does not intend to use sampling or restrict responses to one response per grantee.
- The most recent response rate was 14 percent (2023). The expected response rate is 20 percent for the 2025 survey.

2. Procedures for collecting information

- The survey will be conducted using an internet survey and software that will tabulate the responses by question and by the characteristics identified in this section.
- The survey is conducted approximately every two years to analyze trends in customer service for FTA as a whole, and provide specific feedback to each Regional office, and to Headquarters offices.
- Responses will be anonymous. FTA will not collect individual name, email, IP address or organization name from survey responses. FTA will identify respondents based on previous survey recipient characteristics, geographical area population size, organization type, organizational role, and rough geographical location based on the ten standard federal regions that FTA Regional Offices have as their service territories. Identification of respondents is kept to a minimum so that grantees can preserve their anonymity and provide candid responses on their perception of FTA's customer service.
- The survey will be sent by an electronic mail message seeking participation in order to improve FTA's customer service, including the appropriate hyperlink to the Internet site that hosts the survey. To enable FTA to identify respondents based on survey recipient characteristics, multiple URLs will be used. All URLs will link to a single survey, however, Chief Executives and Executive Directors will receive one URL, while all other recipients will receive a second URL. The URLs will be sent in separate electronic mail batches. This will allow FTA to analyze differences between groups of database-designated executive leaders and self-reported executive leaders in average response for a particular item.
- Summary data will be provided in chart and/or graphical presentation to show the rating for each question.

3. Methods to maximize response

- The response rates were 11 percent in 2021 and 14 percent in 2023. FTA has set a goal to attain at least a 20 percent response rate for the current survey. FTA plans to build on actions taken to increase the response rate in the 2023 survey, seen in the bullets below.
- An initial invitation to participate from FTA's Executive Director sent by electronic mail.
- A four-week survey window that can be adjusted as needed to ensure that we receive a sufficient response.
- A follow-up from FTA's Executive Director sent to all recipients via electronic mail two weeks after the survey window opens.
- A Dear Colleague letter from FTA Regional Administrators sent by electronic mail to grantees in that region three weeks after the survey window opens.

- New for this survey, a general FTA announcement (GovDelivery) to grantees will preview the upcoming survey cycle, identify the purpose of the survey and request cooperation of the respondents. Finally, Stakeholder organizations and industry associations will be asked to publicize the survey.
- FTA does not intend to offer any special incentives for participating in the survey.
- Because the survey is anonymous, FTA cannot follow-up specifically with non-respondents. FTA will monitor responses to identify potentially underrepresented population groups, for example, tribal transit agencies within FTA's Region 5 territory, and note them in summary data presentations and reports.
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- The questions are straightforward and do not require any computations or specialized data entry.

4. Tests of procedures

- Since there have been no substantive changes in subsequent surveys after the most recent test of procedures, no additional testing was completed for the current survey. In 2014, a small group of eight transit agencies was asked to review the survey to provide their feedback on whether the questions were appropriate and relevant to FTA services provided, and were not burdensome to the agency to respond. They also provided feedback on the robustness of the customer service questions posed.

5. Contact for statistical aspects and data collection

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