
**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 Making Good on the Potential of the Bipartisan Infrastructure Law (BIL): a three-part thought leadership series sponsored by the Project Delivery Center of Excellence (COE).

The COE’s second thought leadership series features best practices and lessons learned to help practitioners improve project delivery practices and accelerate project timelines, thereby maximizing the potential of BIL.

PURPOSE:

The data collection described in this document will support the U.S. Department of Transportation’s Project Delivery Center of Excellence (COE). The Project Delivery COE will host its second thought leadership speaker series consisting of three webinars. The webinars will be held on a Zoom government platform in September and October 2024. A brief e-survey for attendees will be conducted 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 USDOT and registration will be open to all interested parties who will register in advance and receive a link to their selected online events. The USDOT will promote the series through the Project Delivery COE website and email list, 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)

- | | |
|---|--|
| ☐ Customer Comment Card/Complaint Form | ☒ Customer Satisfaction Survey |
| ☐ Usability Testing (e.g., Website or Software | ☐ Small Discussion Group |
| ☐ Focus Group | ☐ 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 [X] 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 [X] No

BURDEN HOURS (estimated)

Category of Respondent	No. of Respondents	No. of Events	Participation Time	Burden
Federal agencies	200	3	5 minutes	50 hours
State, county, local, territorial and tribal government agencies	200	3	5 minutes	50 hours
Industry associations or non-profits	60	3	5 minutes	15 hours
Private sector (consultants, engineers, technology vendors)	150	3	5 minutes	37.5 hours
Individuals (students, academics, other)	50	3	5 minutes	12.5 hours
Totals	660	3	5 minutes	165 hours

FEDERAL COST: The estimated annual cost to the Federal government is estimated to be \$6,320

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 [X] 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?

The Making Good on the Potential of the Bipartisan Infrastructure Law webinar series is open to the public. Interested parties will register online and receive a link to each selected webinar. The online feedback survey will be administered shortly after each webinar. The feedback survey is voluntary so respondents will consist of webinar attendees who choose to take the survey.

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 Making Good on the Potential of the Bipartisan Infrastructure Law webinar series.

Please answer the questions below pertaining to [ENTER WEBINAR NAME] to help the U.S. DOT 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.*

Webinar feedback	Disagree strongly (1)	Disagree somewhat (2)	Neither agree nor disagree (3)	Agree somewhat (4)	Agree strongly (5)
1. The webinar increased my knowledge on the [PRIMARY TOPIC]	0	0	0	0	0
2. The webinar increased my knowledge on the [SECONDARY TOPIC , IF NEEDED]	0	0	0	0	0
3. The content presented in the webinar is relevant to the work I do	0	0	0	0	0
4. Overall, I was satisfied with the [ENTER WEBINAR NAME] webinar	0	0	0	0	0

5. This webinar series is intended to support the resources available on the Project Delivery COE website (https://www.volpe.dot.gov/project-delivery) along with other COE events and trainings. Have you used any of the following Project Delivery COE resources?	☐ Project Delivery COE website ☐ Project Delivery Toolkit ☐ Project Delivery Toolkit Training ☐ Construction Contract Templates ☐ Root Cause of Change Orders Report ☐ 2023 Speaker Series (Delivering the Benefits of BIL) ☐ [ADD OTHER PRODUCTS AS DEVELOPED] ☐ Other (please specify) ☐ None of these
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7. Are there other topics you would like to see addressed at future events hosted by the Project Delivery COE? *Enter your response below.*

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

