

FAST Track 3090-0297
TTL Vendor TRACE Survey

SCREEN 1: Introduction



0% Survey Completion

Office of Acquisition Operations
Travel, Transportation and Logistics

Thank you for taking the time to share your feedback regarding your interaction with . Your responses help us identify ways to make your customer experience better.

All responses are anonymous. It will take approximately 3 minutes to complete this survey.

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The above intro statement is not an incomplete sentence. The use of embedded data with customized links will populate the specific name of each procurement branch of the Office of Acquisition Operations. For example, the survey intro for the **Emergency Acquisitions (QMA)** branch will display as shown in the screenshot below (**Visual #1**). NOTE: the specific embedded data will also populate in Q1 and Q4.

The procurement branches are as follows:

Emergency Acquisitions (QMA)
Light Vehicles Acquisition Branch (QMAAA)
Heavy Vehicles Acquisition Branch (QMAAB)
Assisted Acquisitions Branch (QMAAC)
Fleet Acquisition Branch (QMAACA)
Fleet Acquisition Branch (QMAACB)
Transportation Acquisition Branch (QMACA)
Travel Acquisition Branch (QMACB)

(Visual #1)



0% Survey Completion

**Office of Acquisition Operations
Travel, Transportation and Logistics**

Thank you for taking the time to share your feedback regarding your interaction with **Emergency Acquisitions (QMA)**. Your responses help us identify ways to make your customer experience better.

All responses are anonymous. It will take approximately 3 minutes to complete this survey.

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SCREEN 2:



14% Survey Completion

*1. How would you rate your overall satisfaction with the customer service provided by ? **(Response required)**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied

2. How would you rate your overall satisfaction with the following aspects of your experience with the procurement staff?

	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	N/A
Timeliness of communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistency of guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of contract action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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SCREEN 3:



43% Survey Completion

3. Please identify your role.

☐ Officially appointed COR

☐ Requestor

☐ Vendor

☐ Not sure

☐ Other

4. We're always looking for ways to improve! How can the improve your customer experience?

SCREEN 3 (continued):

If Q5 response is “No” this will end the survey.

5. Would you like to tell us more about your experience?

☒ No

☐ Yes

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[Submit >](#)

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If Q5 response is “Yes,” Q6 will open for respondents to enter their name and email. This will end the survey.

5. Would you like to tell us more about your experience?

☐ No

☒ Yes

6. Please provide your contact information below.

Name

Email

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[Submit >](#)

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The link located at the bottom of each page directs respondents to a pdf displaying the PRA statement and a GSA Privacy Act Statement. See screenshot below. [\(Visual #2\)](#)

Paperwork Reduction Act Statement

OMB No: 3090-0297

Expires 06/30/2025

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless [we display](#) a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 3 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Lois Mandell/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

Privacy Act Statement

Authorities

The information you provide to complete the survey being conducted is collected pursuant to 5 USC § 552 (b)(1)(A)-(E), the [E-Government Act of 2002 \(44 USC § 3501\)](#) and 40 USC § 501.

Purpose

The information that you submit is used to improve GSA customer experience. The information is not directly tied to you when used for analysis.

Disclosure

You decide what information to give us. If you choose not to disclose this information, you simply need not complete the survey provided at the link. The information will be used by and disclosed to GSA personnel and/or contractors to process survey results.

GSA may collect and use privacy information voluntarily submitted pursuant to its published Privacy Act System of Records Notice [GSA/CIO-3](#).

What personal information will the survey collect:

Name (optional) and email address (optional)

Storage

All records are stored electronically in a secure database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

Your email address and other PII (if used) will be maintained for at least 6 years in accordance with National Archives and Records Administration (NARA) guidance. However, GSA is authorized to maintain the information for longer if it is a required business use.

[You can read more about GSA's Privacy Policy and use of browser cookies here.](#)