

FEMA's Public Assistance Program



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Program Evaluation and Customer Satisfaction Survey

**FEMA PUBLIC ASSISTANCE
PROGRAM EVALUATION AND CUSTOMER
SATISFACTION SURVEY**

Please answer the following questions about your experience with the Federal Emergency Management Agency (FEMA) Public Assistance Program. Please mark the appropriate boxes clearly. Your answers will help to improve FEMA's response in future disasters. If you cannot answer this questionnaire, please pass this questionnaire on to the appropriate person in your office.

This survey spans 4 screens and you will be asked to respond to less than 30 questions. The estimated time for completion is around 20 minutes. If you need to pause before you have completed the entire form, click the pause button located at the right top or right bottom. You may then re-enter to complete the form whenever you wish. However, once you have clicked complete and verified that you intend to submit your finalized answers, you will not be able to return to make any additional changes. Please do not leave the survey without clicking either pause or complete; your answers will not be saved.

GENERAL QUESTIONS

*****The following questions ask for general information about your background.*****

1. What was the disaster type, declaration date, state involved, and disaster number of your most recent disaster where FEMA provided assistance?

Type (flood, tornado, etc.):	<input type="text"/>) <i>since before year.</i>
Date declared (Month/Year):	<input type="text"/>	
State involved:	<input type="text"/>	
Disaster number, if known:	<input type="text"/>	

2. What is your organization type and your position?

- State Grantee
 - State Director
 - Governor's Authorized Representative (GAR)
 - Alternate GAR
 - Public Assistance Officer (PAO)
 - Assistant PAO
 - State Coordinating Officer (SCO)
 - Assistant SCO

- Other
- Tribal Grantee
- Subgrantee
 - Local government
 - State subgrantee
 - Special district
 - Private non-profit
 - Indian tribe/tribal organization/native village
 - Other

3. For what type(s) of project(s) did you apply?

- Not applicable, state grantee
- All large projects (over \$54,100 in FY 2004)
- All small projects (\$54,100 and under)
- More large than small projects
- More small than large projects
- Equal number of large and small projects

4. If you applied for all large projects, please mark 'not applicable' and go to question 5. Applicants have the option of writing their own Project Worksheet(s) for small projects. For the small projects for which you applied, did you choose to write your own Project Worksheet(s):

- All of the time
- Most of the time
- Half of the time
- Some of the time
- Never
- Not applicable, did not apply for small projects.

5. Overall, how satisfied are you with the Public Assistance Program?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

6. Overall, how satisfied are you with the Public Assistance process?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

DISTRIBUTED INFORMATION

*****The following questions pertain to your initial contact with FEMA.*****

7. How satisfied were you with the published information FEMA provided on the Public Assistance Program (e.g., documents on FEMA's website, documents received at the Kickoff Meeting, etc.)?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

NEXT

Page 1 of 4

[Skip] [Links to Pages: 1 2 3 4 >>](#)

PAUSE

OMB Number 3067-0256

Expiration Date: August 31, 2005

[Skip] Go to Page: [1](#) [2](#) [3](#) [4](#) >>

PAUSE

8. How satisfied were you with staff's communication of information?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Never dealt with staff

9. How satisfied were you with the information FEMA provided you concerning the availability of Public Assistance mitigation funding?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Did not receive any information in mitigation

PERSONAL INTERACTION AND CUSTOMER SERVICE

*****The following questions concern your interactions with staff.*****

10. The field staff understood the eligibility requirements:

- All of the time
- Most of the time
- Half of the time
- Some of the time
- Never
- Do not know

11. The field staff that conducted the site visit(s) were competent and understood the types of damage they were assessing:

- All of the time
- Most of the time
- Half of the time
- Some of the time
- Never
- Do not know
- Not applicable-No site visit(s) necessary because always wrote own Project Worksheet(s)

- Not applicable-Site visit(s) not yet conducted

12. The field staff that conducted the site visit(s) understood the local conditions that could influence the rebuilding process.

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Do not know
 Not applicable-No site visit(s) necessary because always wrote own Project Worksheet(s)
 Not applicable-Site visit(s) not yet conducted

13. How reliable were the decisions and information you received from staff?

- Very reliable
 Reliable
 Neither reliable nor unreliable
 Unreliable
 Very unreliable
 Do not know

14. Was staff turnover a problem?

- Yes
 No
 Do not know

15. Overall, how satisfied were you with the customer service provided by staff?

- Very satisfied
 Satisfied
 Neither satisfied nor dissatisfied
 Dissatisfied
 Very dissatisfied

16. Overall, how satisfied were you with the responsiveness provided by staff?

- Very satisfied
 Satisfied
 Neither satisfied nor dissatisfied
 Dissatisfied
 Very dissatisfied

NEXT

[Skip] Links to Pages: [1](#) [2](#) [3](#) [4](#) >>

PAUSE

OMB Number 3067-0256

Expiration Date: August 31, 20

[Skip] Go to Page: [1](#) [2](#) [3](#) [4](#) >>**PAUSE****PROJECT WORKSHEET PROCESS*******The following questions relate to the Project Worksheet process. ******** NOTE: Not all questions may apply to you. Some questions ask about very specific Project Worksheet activities. Please mark "not applicable," where appropriate.****17. Overall, how satisfied were you with the Project Worksheet process?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

18a. Did you receive Public Assistance mitigation funding?

- Yes, received funding
- No, applied for but did not receive funding
(Please skip to Question 19)
- Do not know
(Please skip to Question 19)
- Not applicable-Did not apply for funding
(Please skip to Question 19)

18b. If you answered 'yes' to question 18a, how satisfied were you with the amount of Public Assistance mitigation funding you received?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not know

19. If FEMA conducted a site visit, FEMA conducted the Project Worksheet site visit(s):

- Too soon after the disaster
- At the right time
- Too late to be helpful
- Do not know
- Site visit(s) not yet conducted
- Not applicable-
No site visit(s) necessary because always wrote
own project worksheet(s)

20. If FEMA developed the scope(s) of work, how satisfied were you with their development?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not know
- Not applicable-
Always wrote own Project Worksheet(s)

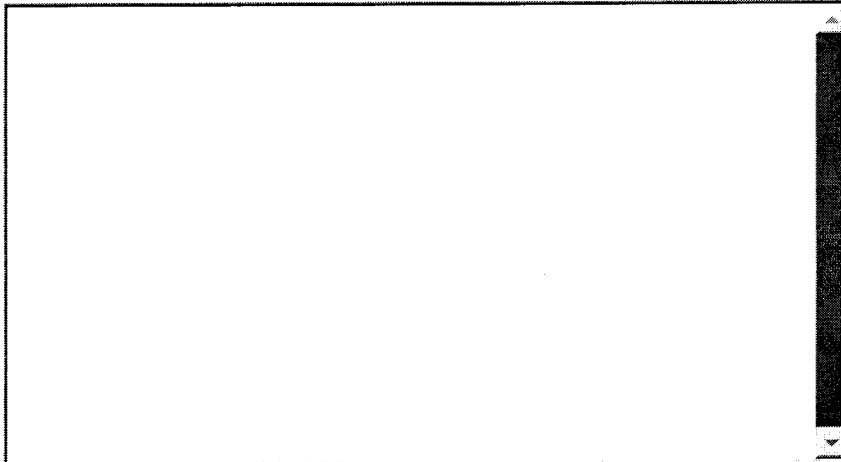
21. If FEMA identified damage repair cost estimates, how satisfied were you with these estimates?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not know
- Cost estimates not yet completed
- Not applicable-
Always wrote own Project Worksheet(s)

22. If you wrote your own Project Worksheet(s), how satisfied were you with completing your Project Worksheet(s) in terms of its complexity, your time invested, and the availability of the necessary information?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable-
Did not write any Project Worksheets

23. If you had any small projects, and you chose *not* to write your own Project Worksheet(s), please briefly explain why you asked FEMA to write your Project Worksheet(s). (Please do not use double or single quotes in this field.)



NEXT

Page 3 of 4

[Skip] [Links to Pages: 1](#) [2](#) [3](#) [4](#) [>>](#)

PAUSE

OMB Number 3067-0256

Expiration Date: August 31, 2005

PROGRAM RESULTS

*****The following questions pertain to the overall results of the Public Assistance Program. *****

24. How satisfied were you with FEMA's timeliness:

Very Satisfied (VS)	Satisfied (S)	Neither (N)	Dissatisfied (D)	Very Dissatisfied (VD)
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Topic	<u>VS</u>	<u>S</u>	<u>N</u>	<u>D</u>	<u>VD</u>
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In relation to:					
Providing information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making eligibility decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. How reasonable were administrative requirements for the following?

Very Reasonable (VR)	Reasonable (R)	Neither (N)	Unreasonable (U)	Very Unreasonable (VU)
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Topic	<u>VR</u>	<u>R</u>	<u>N</u>	<u>U</u>	<u>VU</u>
Overall program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Predisaster documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project Worksheet review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment of claims	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Is there anything you would have liked FEMA to have done differently during this disaster recovery? (Please do not use double or single quotes in this field.)

27. Please provide any additional comments or suggestions regarding the Public Assistance Program. Please also provide information on why you prefer paper or web based surveys. (Please do not use double or single quotes in this field.)

COMPLETE

Page 4 of 4

[Skip] [Links to Pages: 1 2 3 4 >>](#)

PAUSE

OMB Number 3067-0256

Expiration Date: August 31, 2004

Public reporting burden for this survey is estimated to average 20 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Federal Emergency Management Agency, 500 C Street, SW, Washington DC 20472; and to the Office of Management and Budget, Paperwork Reduction Project (3067-0266), Washington DC 20503. Please refer to #3067-0256 in your correspondence. This number expires August 31, 2004.