

DEPARTMENT OF HOMELAND SECURITY  
FEDERAL EMERGENCY MANAGEMENT AGENCY  
**PUBLIC ASSISTANCE CUSTOMER SATISFACTION SURVEY**

**PAPERWORK BURDEN DISCLOSURE NOTICE** Public reporting burden for this data collection 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 submitting this survey. You are not required to respond to this collection of information unless a valid OMB control number is displayed. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Records Management Division, Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (OMB Control Number 1660-0107). **NOTE: Do not send your completed form to this address.**

**This survey is voluntary.**

## PA Phone Survey Questionnaire

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is \_\_\_\_\_. My ID is \_\_\_\_\_. May I please speak with [Contact Name]?

**If applicant is not available:** Mark Attempt

**If applicant is available:**

We would like to ask you some questions about your experience with the Federal Emergency Management Agency Public Assistance Program. Your answers will help to improve FEMA's response in future disasters. Would you volunteer to take 15-20 minutes to answer some questions?

**If no:** I understand, Thank you for your time and have a nice day/evening.

**If yes:** Thank you. The following questions have been approved by the Office of Management and Budget under number 1660-0107. Please be assured your answers will not affect the outcome of your application for FEMA assistance.

### GENERAL INFORMATION & QUESTIONS

This call is related to the [Disaster Type], declared on [Declaration Date], in [State] under Disaster Number [DR No].

The next few questions ask for general information.

1. What is your organization type? (read options)

- State Grantee
- Tribal Grantee
- Subgrantee

**If response = State Grantee go to 1a, If response = Subgrantee go to 1b else go to Q2**

1a. What is your position? (read options)

- State Director
- Governor's Authorized Representative - GAR
- Alternate GAR
- Public Assistance Officer - PAO
- Deputy PAO
- State Coordinating Officer – SCO
- Assistance SCO
- Other

**(Skip to Q4)**

1b. What is your position? (read options)

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

**GENERAL INFORMATION & QUESTIONS**

2. For what type(s) of project(s) did you apply? (read options)

- Not applicable, state grantee
- All large projects (over \$XX,XXX in FYXXXX)
- All small project (\$XX,XXX and under)
- More large than small projects
- More small than large projects
- Equal number of large and small projects

**If response = All large projects go to Q4 else go to Q3**

3. Applicants have the option of writing their own Project Worksheet(s) for small projects. For the small projects for which you applied, did you chose to write your own Project Worksheet(s): (read options)

- 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

4. Overall, how satisfied are you're the Public Assistance **PROGRAM?** (Read list)

- |   |
|---|
| Very Satisfied<br>Satisfied<br>Slightly satisfied<br>Slightly dissatisfied<br>Dissatisfied<br>Very dissatisfied |
|---|

5. Overall, how satisfied are you with the Public Assistance **PROCESS?** (Read list)

- |   |
|---|
| Very Satisfied<br>Satisfied<br>Slightly satisfied<br>Slightly dissatisfied<br>Dissatisfied<br>Very dissatisfied |
|---|

## INFORMATION

The next questions pertain to your initial contact with FEMA.

6. How satisfied were you with the **PUBLISHED** information FEMA provided on the Public Assistance Program for example documents on FEMA's website, documents received at the Kickoff Meeting, etc.?  
(Read list)

Very Satisfied  
Satisfied  
Slightly satisfied  
Slightly dissatisfied  
Dissatisfied  
Very dissatisfied

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

(Read first 6)

Very Satisfied  
Satisfied  
Slightly satisfied  
Slightly dissatisfied  
Dissatisfied  
Very dissatisfied  
Never dealt with staff

8. How satisfied were you with the information FEMA provided you concerning the availability of Public Assistance mitigation funding?  
(Read first 6)

Very Satisfied  
Satisfied  
Slightly satisfied  
Slightly dissatisfied  
Dissatisfied  
Very dissatisfied  
Never dealt with staff  
Did not receive any information on mitigation

## PERSONAL INTERACTION AND CUSTOMER SERVICE

The next questions concern your interactions with staff

9. The field staff understood the eligibility requirements: (Read first 5)

- All of the time
- Most of the time
- More than half of the time
- Some of the time
- Never
- Do not know

10. The field staff that conducted the site visit(s) were competent and understood the types of damage they were assessing: (Read first 7)

- All of the time
- Most of the time
- More than half of the time
- Some of the time
- Never
- Not applicable – No site visit(s) necessary because always wrote own Project Worksheet(s)
- Not applicable – Site visit(s) not yet conducted
- Do not know

11. The field staff that conducted the site visit(s) understood the local conditions that could influence the rebuilding process. (Read first 7)

- Strongly agree
- Agree
- Slightly agree
- Slightly disagree
- Disagree
- Strongly disagree
- Not applicable – No site visit(s) necessary because always wrote own Project Worksheet(s)
- Not applicable – Site visit(s) not yet conducted
- Do not know

## **PERSONAL INTERACTION AND CUSTOMER SERVICE**

12. How reliable were the decisions and information you received from staff? (Read first 6)

Very reliable Reliable Slightly reliable Slightly unreliable Unreliable Very unreliable Do not know
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13. Was staff turnover a problem?

Yes No Do not know
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14. Overall how satisfied were you with the **CUSTOMER SERVICES** provided by staff? (Read List)

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

15. Overall, how satisfied were you with the responsiveness provided by staff: (Read List)

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

### PROJECT WORKSHEET PROCESS

The next questions relate to the Project Worksheet Process.

16. Overall, how satisfied were you with the Project Worksheet **process**? (Read list)

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

17. Did you receive Public Assistance mitigation funding?

- Yes, received funding
- No – applied for but did not receive funding
- Did not apply for funding
- Do not know

**If response = yes go to Q17a else go to Q18**

17a. How satisfied were you with the amount of Public Assistance mitigation funding you received?  
(Read List)

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied
- Do not know

18. If FEMA conducted a site visit, FEMA conducted the Project Worksheet site visits(s)  
(Read first 3)

- Too soon after the disaster
- At the right time
- Too Late to be helpful
- Site visit(s) not yet conducted
- No site visit(s) necessary because always wrote own Project Worksheet(s)
- Do not know

19. If FEMA developed the scope(s) of work, how satisfied were you with their development?  
(Read first 6)

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable – always wrote own Project Worksheet(s)
- Do not know

20. If FEMA identified damage repair cost estimates, how satisfied were you with these estimates?  
(Read first 6)

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied
- Cost estimates not yet completed
- Not applicable – Always wrote own Project Worksheet(s)
- Do not know

21. 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 necessary information?

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable - Did not write any Project Worksheets

22. 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).

**PROGRAM RESULTS**

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

23. How satisfied were you with FEMA's timeliness

23a. overall?

**(Read list)**

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

23b. In relation to providing information?

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

23c. In relation to making eligibility decisions:

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

23d. In relation to providing funds:

Very satisfied  
Satisfied  
Slightly satisfied  
Slightly dissatisfied  
Dissatisfied  
Very dissatisfied

24. How reasonable were administrative requirements for the following:

24a. Overall program

(Read list)

Very reasonable  
Reasonable  
Slightly reasonable  
Slightly unreasonable  
Unreasonable  
Very unreasonable

24b. Pre-disaster documentation

(Read list as needed)

Very reasonable  
Reasonable  
Slightly reasonable  
Slightly unreasonable  
Unreasonable  
Very unreasonable

24c. Project Worksheet review

(Read list as needed)

Very reasonable  
Reasonable  
Slightly reasonable  
Slightly unreasonable  
Unreasonable  
Very unreasonable

24d. Payment of claims

(Read list as needed)

Very reasonable  
Reasonable  
Slightly reasonable  
Slightly unreasonable  
Unreasonable  
Very unreasonable

25. Is there anything you would have liked FEMA to have done differently during this disaster recovery?

26. Please provide any additional comments or suggestions regarding the Public Assistance Program.

Thank you very much for your time. Have a good day/evening.