

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
CSEPP OPEN - ENDED QUESTIONNAIRE

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Public reporting burden for this form is estimated to average .25 hours 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 form. You are not required to respond to this collection of information unless it displays a valid OMB control number. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC, 20472, and Paperwork Reduction Project (1660-0057). Note: Do not send your completed form to this address.

Introduction:

In an attempt to improve the quality of the goods and services that we provide to you, FEMA CSEPP Headquarters is preparing a customer satisfaction survey. We believe that it is important that this survey reflect those issues that are of most concern to you since you are one of our most important and influential CSEPP partners. Therefore, we would like you to answer the following few questions regarding our performance. The answers will form the basis of the actual satisfaction questionnaire that you will receive later this year and on an annual basis. Please be as candid and specific as possible so that we can assure that your concerns are properly reflected in the final survey questionnaire. Thank you very much for your time.

What do you consider to be the most important goods and/or services that FEMA CSEPP provides to you? Please list these goods and services in order of importance.

Which aspects of FEMA's support of CSEPP are you satisfied with? Why?

Which aspects of FEMA's support of CSEPP are you not satisfied with? Why?