July 30, 2012

Supporting Statement for Paperwork Reduction Act Submissions

OMB Control Number: 1660 - 0107

Title: FEMA Public Assistance Customer Satisfaction Survey

Form Number(s):
FEMA Form 519-0-1 T, Public Assistance Customer Satisfaction Survey (Telephone)
FEMA Form 519-0-1 INT, Public Assistance Customer Satisfaction Survey (Web)
FEMA Form 519-0-1, Public Assistance Customer Satisfaction Survey (Fill-able)

General Instructions

A Supporting Statement, including the text of the notice to the public required by 5 CFR 1320.5(a)(i)(iv) and its actual or estimated date of publication in the Federal Register, must accompany each request for approval of a collection of information. The Supporting Statement must be prepared in the format described below, and must contain the information specified in Section A below. If an item is not applicable, provide a brief explanation. When Item 17 or the OMB Form 83-I is checked "Yes", Section B of the Supporting Statement must be completed. OMB reserves the right to require the submission of additional information with respect to any request for approval.

Specific Instructions

A. Justification

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information. Provide a detailed description of the nature and source of the information to be collected.

The Government Performance and Results Act (GPRA) of 1993 requires agencies to set missions and goals, and measure performance against them. The September 11, 1993 Executive Order (EO) 12862 requires that all Federal agencies survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services. The March 23, 1995 Memorandum "Improving Customer Service" asked government to put the customer first and by surveying its customers. The 2010 GPRA Modernization Act requires quarterly performance assessments of Government programs for purposes of assessing agency performance and improvement and to establish agency performance improvement officers and the Performance Improvement Council. The April 27, 2011 Executive Order 13571 “Streamlining Service Delivery and Improving Customer Service” requires improving the quality of service and the customer experience in accordance with EO 12862. June 13, 2011 Memorandum “Implementing Executive Order 13571 on Streamlining Service Delivery and Improving Customer Service” requires in part the expansion of the definition of customer and encourage the use of a broader set of tools to solicit actionable, timely customer feedback to capture insights and identify early warning signals.

FEMA will fulfill these requirements by collecting customer satisfaction information through administration of surveys of the Recovery Directorate (RD) external customers who receive grants for Public Assistance so that communities can quickly respond to and recover from major disasters or emergencies declared by the President. The measurement results will come from the FEMA Public Assistance Customer Satisfaction Survey.

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection. Provide a detailed description of: how the information will be shared, if applicable, and for what programmatic purpose.

The purpose of the Public Assistance Customer Satisfaction Survey is to assess customer satisfaction with different processes and human performance aspects of FEMA’s Public Assistance Program to improve or maintain the quality of service offered to the applicant organizations or the entities who have been affected by a disaster and receive funding.

This collection of information enables the Agency to garner customer and stakeholder feedback in an efficient, timely manner, in accordance with our commitment to improving service delivery. The information collected from customers and stakeholders will help ensure that users have an effective, efficient, and satisfying experience with the Agency’s programs. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

FEMA Managers use the survey results to measure customer satisfaction against standards for performance and customer service, measure achievement of GPRA objectives, and generally gauge and make improvements to disaster services that increase customer satisfaction.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

Applicant organizations responding to the FEMA Public Assistance Customer Satisfaction Survey have a choice of responding electronically via a phone call or a web-based link. Electronic submissions are expected to be 73% of this collection. Other methods that are not considered electronic are emailing the fill able form and faxing or mailing a printed form may also be used. Each option for responding has identical questions. Responses are stored in an electronic database for easy retrieval for analysis and reporting.

Electronic:

1) FEMA Form 519-0-1T (Telephone) is used for making a phone call to the applicant organization to gather their survey responses by phone. All telephone responses are gathered electronically and are estimated to be approximately 58.66% of the whole collection.

2) FEMA Form 519-0-1INT (Internet) is used for completing the survey via a web-based link. All responses are submitted electronically and are estimated to be approximately 14.66% of the whole collection.

Not Electronic:

1) FEMA Form 519-0-1 is used for completing the survey via a fill able form with responses being submitted by email (14.66%), fax (4.89%) or occasionally on paper through the mail (4.89%) and collectively are estimated to be approximately 24.44% of the whole collection.

2) Focus Groups may be conducted through various methods; such as, as in-person group interviews, one-on-one interviews, and phone or video conferences. Focus groups are based on a discussion of what is most important to the customer and their communities and comprise 2.24% of the whole collection.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

The information gathered in the survey is not available from any other source. RD will ensure the proposed survey does not ask for duplicative information through thorough comparison of all questions. The survey is specifically targeted for the FEMA Public Assistance customers.

5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize.

There is no impact on small businesses or other small entities.

6. Describe the consequence to Federal/FEMA program or policy activities if the collection of information is not conducted, or is conducted less frequently as well as any technical or legal obstacles to reducing burden.

Surveying customers to gather satisfaction responses about FEMA's performance is a requirement of the 1993 GPRA (See Item 1), the 1993 EO 12862 "Setting Customer Service Standards," and its 1995 Memorandum "Improving Customer Service." Additional authorities include: The 2010 GPRA Modernization Act, April 2011 EO 13571 "Streamlining Service Delivery and Improving Customer Service, and the June 2011 Memorandum "Implementing EO 13571."

If FEMA's surveys were not conducted, FEMA would not be in compliance with these requirements. The absence of documentation about customer satisfaction for each disaster operation would cause a vital tool to not be available for feedback from customers and stakeholders on the Agency's service. If FEMA could not survey about the service received during a disaster in a timely manner, the ability to identify patterns and trends over and between fiscal years would not be available.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

(a) Requiring respondents to report information to the agency more often than quarterly.

(b) Requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it.

(c) Requiring respondents to submit more than an original and two copies of any document.

(d) Requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years.

(e) In connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study.

(f) Requiring the use of a statistical data classification that has not been reviewed and approved by OMB.

(g) That includes a pledge of confidentiality that is not supported by

authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use.

(h) Requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

The special circumstances contained in item 7 of the supporting statement are not applicable to this information collection.

8. Federal Register Notice:

a. Provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.

A 60-day Federal Register Notice inviting public comments was published on October 17, 2011, Volume 76 FR, pp 64092. No comments were received. See attached copy of the published notice included in this package.

A 30-day Federal Register Notice inviting public comments was published on January 12, 2012, Volume 77 FR, pp 1946. No comments were received. See attached copy of the published notice included in this package.

b. Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

RD used the services of a contractor in the past, however, current budget constraints prohibit contracting with a consultant. In house research has been conducted to ensure industry guidelines are implemented.

c. Describe consultations with representatives of those from whom information is to be obtained or those who must compile records. Consultation should occur at least once every three years, even if the collection of information activities is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

RD has used focus groups to ensure that the information collected is meaningful to customers and the survey questions are clearly understood. In 1997, a small Public

Assistance focus group study was conducted. Four focus groups were held in 2004. No additional focus groups have been held due to budget constraints.

Public Assistance plans to conduct focus groups sometime within the next three years to review its performance indicators subject to budget limitations.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

There are no payments or gifts to respondents for this data collection.

10. Describe any assurance of confidentiality provided to respondents. Present the basis for the assurance in statute, regulation, or agency policy.

A Privacy Threshold Analysis (PTA) was submitted to the FEMA Privacy office on August 26, 2011 in order to determine if a Privacy Impact Analysis (PIA) for this collection is needed to also be forwarded to the FEMA Privacy Office for review. The PTA is under review as of March 2012.

There is no assurance of confidentiality provided to the respondents.

11. Provide additional justification for any question of a sensitive nature (such as sexual behavior and attitudes, religious beliefs and other matters that are commonly considered private). This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

There are no questions of a sensitive nature required in this data collection.

12. Provide estimates of the hour burden of the collection of information. The statement should:

a. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated for each collection instrument (separately list each instrument and describe information as requested). Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desired. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally, estimates should not include burden hours for customary and usual business practices.

The total estimated annual burden is 3,695 hours based on 10,740 respondents consisting of the following: 6,300 respondents for the phone survey, 1,575 respondents for the fill able form survey electronically sent and received, 1,575 respondents for the web-based survey, 525 respondents for the fill able form survey sent by fax, 525 respondents for the survey form sent by mail, and 240 focus group participants. Estimated survey response time is 15 minutes for the phone survey with a skilled interviewer, 20-minutes per respondent per fill able survey method or web-based survey and 3 hours for each focus group, including travel time to the session.

FEMA Form 519-0-1T (Telephone) may be conducted and gathered by phone and all responses are collected electronically. The number of responses collected by phone is estimated to be 6,300 or approximately 58.66% of the whole collection with an hour burden of 1,575. It has been estimated to take 15 minutes for applicants to complete the survey with a skilled interviewer due to the following circumstances:

> a) The experience of the interviewer asking the questions allows the survey to be completed in less time versus a person reading a questionnaire for the first time.
> b) The interviewer leads the respondent through the questions which takes less time than the respondent having to read the instructions and follow along the form and mark the responses.
> c) The survey tool is programmed to skip questions that are not applicable based on prior answers and the automated skips takes less time than the respondent having to read the questions and instructions for previous questions that would have been skipped.
> d) The interviewer will read the disaster type, declaration date, state and disaster number that is being surveyed which will take less time than the respondent writing their responses to this general information.
> e) Time trails with experienced interview staff were used to estimate the burden time to respond to the survey by phone. The mail and internet survey burden time were the same as approved in previous Information Collections.

FEMA Form 519-0-1 is a fill able form that may be administered by one of several methods:

> 1) By email, as a fill able form with responses collected by email. The number of responses collected is estimated to be 1,575 or approximately 14.66% of the whole collection with an hour burden of 525. It has been estimated to take 20 minutes for applicants to complete the survey.
>
> 2) By fax after printing the fill able form and completing the questionnaire. The number of responses collected by fax is estimated to be 525 or approximately 4.89% of the whole collection with an hour burden of 175. It has been estimated to take 20 minutes for applicants to complete the survey.
>
> 3) By mail after completing the paper survey. The number of responses collected by mail is estimated to be 525 or approximately 4.89% of the whole collection

with an hour burden of 175. It has been estimated to take 20 minutes for applicants to complete the survey.

FEMA Form 519-0-1INT may be submitted through a web based link and all responses are collected electronically. The number of responses collected by web based link is estimated to be 1,575 or approximately 14.66% of the whole collection with an hour burden of 525. It has been estimated to take 20 minutes for applicants to complete the survey.

Focus Groups will be conducted in person. The number of participants/respondents is estimated to be 240 or approximately 2.24% of the whole collection with an hour burden of 720. The length of the focus group is estimated to be 2 hours plus one hour commute time for a total of 3 hours.

b. If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.

c. Provide an estimate of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. NOTE: The wage-rate category for each respondent must be multiplied by 1.4 and this total should be entered in the cell for "Avg. Hourly Wage Rate". The cost to the respondents of contracting out or paying outside parties for information collection activities should not be included here. Instead this cost should be included in Item 13.

Estimated Annualized Burden Hours							
Type of Respondent	**Form Name / Form Number**	**No. of Respondents**	**No. of Responses per Respondent**	**Avg. Burden per Response (in hours)**	**Total Annual Burden (in hours)**	**Avg. Hourly Wage Rate (Multiplied by 1.4)**	**Total Annual Respondent Cost**
	(Phone)						
Not-for-profit institutions	Public Assistance Customer Satisfaction Survey /FEMA Form 519-0-1T	630	1	15 minutes (.2500 hours)	158	$29.06	$4,591.48
State, Local or Tribal Government	Public Assistance Customer Satisfaction Survey /FEMA	5,670	1	15 minutes (.2500 hours)	1,418	$36.51	$51,771.18

	Form 519-0-1T						
Sub-Total	**(Phone)**	6,300			1,575		$56,362.66
	(Fill able Form)						
Not-for-profit institutions	Public Assistance Customer Satisfaction Survey /FEMA Form 519-0-1	157	1	20 minutes (.3333 hours)	52	$29.06	$1,511.12
State, Local or Tribal Government	Public Assistance Customer Satisfaction Survey /FEMA Form 519-0-1	1,418	1	20 minutes (.3333 hours)	473	$36.51	$17,269.23
Sub-Total	**(Fill able Form)**	1,575			525		$18,780.35
	(Web-based)						
Not-for-profit institutions	Public Assistance Customer Satisfaction Survey /FEMA Form 519-0-1INT	157	1	20 minutes (.3333 hours)	52	$29.06	$1,511.12
State, Local or Tribal Government	Public Assistance Customer Satisfaction Survey /FEMA Form 519-0-1INT	1,418	1	20 minutes (.3333 hours)	473	$36.51	$17,269.23
Sub-Total	**(Web-based)**	1,575			525		$18,780.35
	(Fill able Form /Fax)						
Not-for-profit institutions	Public Assistance Customer	52	1	20 minutes (.3333	17	$29.06	$494.02

	Satisfaction Survey /FEMA Form 519-0-1			hours)			
State, Local or Tribal Government	Public Assistance Customer Satisfaction Survey /FEMA Form 519-0-1	473	1	20 minutes (.3333 hours)	158	$36.51	$5,768.58
Sub-Total	**(Fax)**	525			175		$6,262.60
	(Fill able Form /Mail / Paper)						
Not-for-profit institutions	Public Assistance Customer Satisfaction Survey /FEMA Form 519-0-1	52	1	20 minutes (.3333 hours)	17	$29.06	$494.02
State, Local or Tribal Government	Public Assistance Customer Satisfaction Survey /FEMA Form 519-0-1	473	1	20 minutes (.3333 hours)	158	$36.51	$5,768.58
Sub-Total	**(Mail / Paper)**	525			175		$6,262.60
Sub-Total	**(Fill able, Web-Based, Fax and Mail)**	4,200			1,400		$37,568.15
	(Focus Groups)						
Not-for-profit institutions	Focus Groups based on 12 participants for each Session and 1 Session for	60	1	3 hours	180	$29.06	$5,230.80

	each of 5 Regions Per Year						
State, Local or Tribal Government	Focus Groups based on 12 participants for each Session and 3 Sessions for each of 5 Regions Per Year	180	1	3 hours	540	$36.51	$19,715.40
Sub-Total	**(Focus Groups)**	240			720		$24,946.20
Total		**10,740**			**3,695**		**$131,394.76**

- Note: The "Avg. Hourly Wage Rate" for each respondent includes a 1.4 multiplier to reflect a fully-loaded wage rate.
- "Type of Respondent" should be entered exactly as chosen in Question 3 of the OMB Form 83-I

Instruction for Wage-rate category multiplier: Take each non-loaded "Avg. Hourly Wage Rate" from the BLS website table and multiply that number by 1.4. For example, a non-loaded BLS table wage rate of $42.51 would be multiplied by 1.4, and the entry for the "Avg. Hourly Wage Rate" would be $59.51.

According to the U.S. Department of Labor, Bureau of Labor Statistics website (www.bls.gov) the wage rate category for all workers in the Not-for-Profit professions or Community and Social Service Occupations is $20.76 per hour or $29.06 including the wage rate multiplier, therefore, the estimated burden hour cost to respondents for Private Non-Profit Organizations is estimated to be $13,832.56 annually.

According to the U.S. Department of Labor, Bureau of Labor Statistics website (www.bls.gov) the wage rate category for state and local officials is $26.08 per hour or $36.51 including the wage rate multiplier, therefore, the estimated burden hour cost to respondents for State, Local or Tribal Government is estimated to be $117,562.20.

Therefore, the total annual respondent cost is $131,394.76.

13. Provide an estimate of the total annual cost burden to respondents or recordkeepers resulting from the collection of information. The cost of purchasing or contracting out information collection services should be a part of this cost burden estimate. (Do not include the cost of any hour burden shown in Items 12 and 14.)

The cost estimates should be split into two components:

a. Operation and Maintenance and purchase of services component. These estimates should take into account cost associated with generating, maintaining, and disclosing or providing information. Include descriptions

of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred.

b. Capital and Start-up-Cost should include, among other items, preparations for collecting information such as purchasing computers and software, monitoring sampling, drilling and testing equipment, and record storage facilities.

Annual Cost Burden to Respondents or Record-keepers

Data Collection Activity/Instrument	***Annual Capital Start-Up Cost** (investments in overhead, equipment and other one-time expenditures)	***Annual Operations and Maintenance Cost** (such as recordkeeping, technical/professional services, etc.)	**Annual Non-Labor Cost** (expenditures on training, travel and other resources) * See Note below	**Total Annual Cost to Respondents**
Focus Group Travel	N/A	N/A	$7,344	$7,344
Total	-0-	-0-	$7,344	$7,344

Annual Non-Labor Cost for travel to Focus Groups is based on US General Services Administration (GSA) mileage rate for Privately Owned Vehicles (POV) effective January 1, 2011 at $0.51 per mile. Maximum travel to the Focus Group not to exceed 30 miles one way or 60 miles round trip. Total number of respondents not to exceed 240 for a total miles per round trip calculated at 60 * 240 = 14,400 miles @ $0.51 per mile = $7,344 annual cost for mileage.

14. Provide estimates of annualized cost to the federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing and support staff), and any other expense that would have been incurred without this collection of information. You may also aggregate cost estimates for Items 12, 13, and 14 in a single table.

Annualized Cost to the Federal Government							
Performance of Public Assistance (PA) Surveys, Analysis and Reporting, Recommendations for Improvement, Desktop Application of Survey Tools and Maintenance of Tools.							
Survey Administration or Functions	Title and GS Level	Salary at 2011 ** Estimated with Locality Pay for DC and Dallas - Ft Worth	Number of Staff at GS Level	Fully Loaded Wage Rate at 1.4 Multiplier	Cost (for Salaries includes the Wage Rate Multiplier)	Percent of Time on PA	Total Cost

Management of Public Assistance program	1 Section Branch Chief GS 15 Step 5	$140,259	1	1.4	$196,362.60	2.50%	$4,909.07
Management of Public Assistance project, review reports, consolidate data, briefing management, monitoring production	1 Civil Engineer GS 14 Step 5	$119,238	1	1.4	$166,933.20	4.00%	$6,677.33
Management, survey administration	1 Section Manager GS 14 Step 5	$115,830	1	1.4	$162,162.00	10.00%	$16,216.20
Project management, administer survey program, recommend improvements, oversee reports and desktop application implementation, testing and maintenance of survey tools	1 Customer Service Analyst GS 12 Step 5	$82,430	1	1.4	$115,402.00	100.00%	$115,402.00
Analyze survey data, write reports and recommend improvements, administer surveys and survey	1 Customer Service Specialist GS 11 Step 5	$68,771	1	1.4	$96,279.40	100.00%	$96,279.40
Administer surveys, prepare sample, track data, follow up with respondents, recommend improvements, desktop application implementation, testing and maintenance of survey tools and survey	4 Customer Service Specialists GS 9 Step 5	$56,839	4	1.4	$318,298.40	100.00%	$318,298.40

Administer the in-bound 800# Hotline, track data, recommend improvements and survey	4 Customer Service Specialists / Surveyors GS 7 Step 5	$46,471	4	1.4	$260,237.60	100.00%	$260,237.60
SubTotal			13		***$674,815.40***		$818,019.99
Other Costs							
Long Distance Phone Charges	$.01958 per minute x avg 12 minutes x 10,500 completed responses						$2,467.08
Long Distance Phone Charges	$.01958 per minute x avg 1:16 minutes x 52,500 attempts (average 5 attempts per complete)						$1,192.42
Postage $.64 and $.44 per mailing or $1.08 per mailing	525 mail surveys						$567.00
Envelopes and Printing							$212.63
Supplies							$664.00
Facilities with Overhead							$15,494.65
Equipment, Computers Software Maintenance:							$4,968.21
SubTotal							$25,565.99
Total							$843,585.99

* Note: The “Salary Rate” includes a 1.4 multiplier to reflect a fully-loaded wage rate.

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I in a narrative form. Present the itemized changes in hour burden and cost burden according to program changes or adjustments in Table 5. Denote a program increase as a positive number, and a program decrease as a negative number.

*A "**Program increase**" is an additional burden resulting from a federal government regulatory action or directive. (e.g., an increase in sample size or coverage, amount of information, reporting frequency, or expanded use of an existing form). This also includes previously in-use and unapproved information collections discovered during the ICB process, or during the fiscal year, which will be in use during the next fiscal year.*

*A "**Program decrease**", is a reduction in burden because of: (1) the discontinuation of an information collection; or (2) a change in an existing information collection by a Federal agency (e.g., the use of sampling (or smaller samples), a decrease in the amount of information requested (fewer questions), or a decrease in reporting frequency).*

*"**Adjustment**" denotes a change in burden hours due to factors over which the government has no control, such as population growth, or in factors which do not affect what information the government collects or changes in the methods used to estimate burden or correction of errors in burden estimates.*

Itemized Changes in Annual Burden Hours						
Data collection Activity/Instrument	**Program Change (hours currently on OMB Inventory)**	**Program Change (New)**	**Difference**	**Adjustment (hours currently on OMB Inventory)**	**Adjustment**	**Difference**
Public Assistance Customer Satisfaction Survey (Telephone), FEMA Form 519-0-1T				700.2	1,575	+874.8
Public Assistance Customer Satisfaction Survey (Web), FEMA Form 519-0-1INT				268.8	525	+256.2
Public Assistance Customer Satisfaction Survey, FEMA Form 519-0-1				15	875	+860
Public Assistance Focus Groups				936	720	-216
Total				**1,920**	**3,695**	**+1,775**

Explain: Total Increase to Burden Hours = +1,775

The adjustment for the three survey formats and focus groups is based on the following:

For FEMA Forms 519-0-1T, 519-0-1INT and 519-0-1, there is an increase in the annual hour burden for each form due to an increase in the number and size of declared disasters. Prior collection activity was based on 3,280 respondents per year with a total of 984 annual burden hours. For this collection, a three year average was used based on the total number of applicants who received assistance in disasters declared during FY2008-FY2010; or 10,500 respondents per year. The total burden hour for this collection is 2,975.

For FEMA Form 519-0-1T, the current annual hour burden is 700.2 hours; the new hours burden is 1,575 for an increase of 874.8 annual hour burden.

For FEMA Form 519-0-1INT, the current annual hour burden is 268.8 hours; the new hours burden is 525 for an increase of 256.2 annual hour burden.

For FEMA Form 519-0-1, the current annual hour burden is 15 hours; the new hours burden is 875 for an increase of 860 annual hour burden.

For Focus Groups, there is a decrease in the annual burden hours. Prior collection activity estimated 80 participants with an individual burden hour of 11.7 hours. This collection is based on holding 4 sessions in 5 of the 10 FEMA Regions each year with 12 participants at each session for a total of 240 participants who will spend approximately 3 hours each in travel and in attending the session; or a total of 720 burden hours. The current annual hour burden is 936 hours; the new hours' burden is 720 for a decrease of 216 annual hour burden.

Total Burden Hours: 2,975 for surveys + 720 for focus groups = 3,695 less 1,920 prior collection = 1,775 increase.

Itemized Changes in Cost Burden						
Data collection Activity/Instrument	**Program Change (hours currently on OMB Inventory)**	**Program Change (New)**	**Difference**	**Adjustment (cost currently on OMB Inventory)**	**Adjustment**	**Difference**
Public Assistance Focus Groups				$22,454.64	$7,344	-$15,110.64
Total				**$22,454.64**	$7,344	**-$15,110.64**

Explain: Total Decrease to Costs = -$15,110.64

The cost adjustment for the Focus Groups is based on the following:

The decrease to the Focus Groups cost is based on US General Services Administration (GSA) mileage rate for Privately Owned Vehicles (POV) effective January 1, 2011 at $0.51 per mile. Maximum travel to the Focus Group not to exceed 30 miles one way or

60 miles round trip. Total number of respondents not to exceed 240 for a total miles per round trip calculated at 60 * 240 = 14,400 miles @ $0.51 per mile = $7,344 annual cost for mileage.

Total Cost for Focus Groups is $7,344. Prior cost reported as $22,454.64 = a decrease of $15,110.64

16. For collections of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

There are no outline plans for tabulation and publication of data for this information collection.

17. If seeking approval not to display the expiration date for OMB approval of the information collection, explain reasons that display would be inappropriate.

For the fill able and web-based methods, this collection does not seek approval to not display the expiration date for OMB approval.

When administering the phone survey method, a valid OMB control number is recited to the respondent when the phone survey method is used by the interviewer as follows: "The following questions have been approved by the Office of Management and Budget under number 1660-0107".

Specifically, the methodology for the phone survey method is to speak directly to the respondent. At that time the OMB control number is read and disclosure is made by asking: "Would you volunteer to take (X) minutes to answer some questions?" If respondent says yes: "These questions comply with the Privacy Act of 1974 and have been approved by the Office of Management and Budget under number 1660-0107. Your answers will not affect the outcome of your application for FEMA assistance. This call may be monitored for quality assurance." Gathering of this information takes place only with a current information collection.

18. Explain each exception to the certification statement identified in Item 19 "Certification for Paperwork Reduction Act Submissions," of OMB Form 83-I.

This collection does not seek exception to "Certification for Paperwork Reduction Act Submissions.