

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

OMB NO. 1660-0107
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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 questionnaire to this address. This survey is voluntary.**

**FEMA PUBLIC ASSISTANCE
CUSTOMER SATISFACTION SURVEY**

Please answer the following questions about your experience with the Federal Emergency Agency (FEMA) Public Assistance Program. Your answers will help 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.

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.) _____

Date declared (month, year) _____

State involved _____

Disaster number, if known _____

2. What is your organization type and your position?

State Grantee

- State Director
- Governor's Authorized Representative (GAR)
- Alternate GAR
- Public Assistance Officer (PAO)
- Deputy 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 (skip to question 5)
- All large projects (over \$xx,xxx in fy xxxx)(skip to question 5)
- All small projects (\$xx,xxx 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
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

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

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

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
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

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

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly 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
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied
- Did not receive any information on mitigation

PERSONAL INTERACTION AND CUSTOMER SERVICE

The following questions concern your interaction with staff.

10. The field staff understood the eligibility requirements:

- All of the time
- Most of the time
- More than half of the time
- Less than 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
- More than half of the time
- Less than half 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
- Slightly agree
- Slightly 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
- Slightly reliable
- Slightly 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
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

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

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

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
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

18a. Did you receive Public Assistance mitigation funding?

- Yes, received funding (Please go to 18b)
- 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
- Slightly satisfied
- Slightly 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
- Slightly satisfied
- Slightly 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
- Slightly satisfied
- Slightly 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 necessary information?

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable-Did not write any Project Worksheet(s)

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).

PROGRAM RESULTS

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

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

A. Overall:

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

B. In relation to providing information:

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

C. In relation to making eligibility decisions:

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

D. In relation to providing funds:

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

25. How reasonable were administrative requirements for the following?

A. Overall program

- Very reasonable
- Reasonable
- Slightly reasonable
- Slightly unreasonable
- Unreasonable
- Very unreasonable

B. Pre-disaster documentation

- Very reasonable
- Reasonable
- Slightly reasonable
- Slightly unreasonable
- Unreasonable
- Very unreasonable

C. Project Worksheet review

- Very reasonable
- Reasonable
- Slightly reasonable
- Slightly unreasonable
- Unreasonable
- Very unreasonable

D. Payment of claims

- Very reasonable
- Reasonable
- Slightly reasonable
- Slightly unreasonable
- Unreasonable
- Very unreasonable

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

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