

Narrative of Changes

The purpose of the Narrative of Changes is to clearly indicate changes to a collection since the previous approval.

Collection Title: Public Assistance Customer Satisfaction Survey

OMB Control No.: 1660-0107

Current Expiration Date: March 31, 2012

Collection Instruments:

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)

The following are the changes to the collection based on the Change Request approved on June 17, 2011:

Collection Title: Public Assistance Program Customer Satisfaction Survey, removing the word Program from the Title. New Title: Public Assistance Customer Satisfaction Survey

Supporting Statement:

Question 8a updated to reflect FRN publication information.

Question 10 – Updated to reflect current privacy information.

Question 12 – Number of respondents increased. See Question 15 for explanation.

Question 14 costs to the Federal Government updated.

Question 15 – Burden hour increase explained and Business or other for-profit type of respondents has been deleted.

See chart from 15 as highlighted below.

| 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.