

## Customer Satisfaction Analysis

P.O. Box 90215  
Denton, TX 76202

The Federal Emergency Management Agency (FEMA) Public Assistance (PA) Program is conducting surveys to determine customer satisfaction with the PA Program.

Importance of Completing the Survey: We recognize that your recovery efforts may still be underway, but your feedback on the PA Program is essential to help us improve our performance. This survey is being sent to grantee, subgrantee, and tribal grantee participants. If you cannot answer this questionnaire, please share this email with the appropriate person.

Use of the Survey Results: FEMA uses the survey to monitor satisfaction with PA Program performance both for this event and over time so we can identify potential refinements and enhancements to the PA Program. Results of the survey are collected, analyzed, and presented in individual disaster reports, as well as a national annual report, that will be distributed to FEMA headquarters and regional offices. The reports are also available to State and local governments.

If you have any questions regarding this questionnaire, please contact: 866-330-8286.

Thank you for taking the time to help us improve the quality of the FEMA Public Assistance Program.

Deborah Ingram  
Assistant Administrator  
Recovery Directorate

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**Department of Homeland Security**  
Federal Emergency Management Agency  
Public Assistance Customer Satisfaction Survey  
FEMA Form 519-0-1iNT  
OMB Control Number 1660-0107  
Expiration Date: 03-31-2012

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## FEMA 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  
(Paperwork Reduction Project 1660-0107)  
500 C Street SW*

**NOTE:** Do not send your completed form to this address.  
This survey is voluntary.

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Questions 1-4 are for informational purposes only to assist in tracking completed questionnaires. This data will not be associated with your responses.

1. \*Enter the Applicant Name (Business Entity/Facility)

2. \*Enter Contact Name

3. \*Enter Contact Phone Number

4. \*Enter E-mail address of contact person

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### GENERAL QUESTIONS

The following questions ask for general information about your background.

**Please answer the following questions about your experience with the Federal Emergency Management Agency (FEMA) Public Assistance Program. Please select the appropriate response to the following questions. Your answers will help to improve FEMA's response in future disasters.**

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The following information is the disaster type, declaration date, State involved, and disaster number of your most recent disaster where FEMA provided assistance.

5. Type (flood, tornado, etc.)

Severe Winter Storms and Flooding

6. Date declared (month/day/year)

02/02/2010

7. State involved

North Carolina

8. Disaster number

1871

***The following questions may not pertain to all respondents. Please follow instructions associated with the response chosen.***

9. What is your organization type?

State Grantee - **please answer question 10**

Tribal Grantee - **please skip to question 12**

Subgrantee - **please skip to question 11**

10. What is your position within your **State** organization.

**(After responding, skip to question 14)**

State Director

Governor's Authorized Representative (GAR)

Alternate GAR

Public Assistance Officer (PAO)

Deputy PAO

State Coordination Officer (SCO)

Assistant SCO

\*Other (Please specify in the text box below)

Other - Please specify your State position.

11. What is your position within your **Subgrantee** organization.

**(After responding, please go to question 12)**

Local government

State subgrantee

Special district

Private non-profit

Indian tribe/tribal organization/native village

Other (Please specify in the text box below)

Other - Please specify your subgrantee position.

12. What type(s) of projects(s) did you apply for?

Not applicable, state grantee (**skip to question 14**)

All large projects (over \$64,200 in FY 2010) (**After responding, skip to question 14**)

All small projects (\$64,200 and under)

More large than small projects

More small than large projects

Equal number of large and small projects

13. 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

Some of the time

Most of the time  
Half of the time

Never  
Not applicable, did not apply for small projects

## PROGRAM RESULTS

Please select the response that best describes your satisfaction level:

	Very Satisfied	Satisfied	Slightly satisfied	Slightly dissatisfied	Dissatisfied	Very dissatisfied
14. Overall, how satisfied are you with the Public Assistance Program?						
15. Overall, how satisfied are you with the Public Assistance process?						

## INFORMATION

The following questions pertain to your initial contact with FEMA.

16. 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	Slightly dissatisfied
Satisfied	Dissatisfied
Slightly satisfied	Very dissatisfied

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

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

18. How satisfied were you with the information FEMA provided you concerning the availability of Public Assistance mitigation funding?

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

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**PERSONAL INTERACTION AND CUSTOMER SERVICE**

The following questions concern your interactions with staff.

19. The field staff understood the eligibility requirements:

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

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

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

21. The field staff that conducted the site visit(s) understood the local conditions that could influence the rebuilding process.

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

22. How reliable were the decisions and information you received from staff?

Very reliable	Unreliable
Reliable	Very unreliable
Slightly reliable	Do not know
Slightly unreliable	

23. Was staff turnover a problem?

Yes	No	Do not know
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**Please select the response that best describes your satisfaction level:**

	Very Satisfied	Satisfied	Slightly satisfied	Slightly dissatisfied	Dissatisfied	Very dissatisfied
24. Overall, how satisfied were you with the <b>customer service</b> provided by staff?						
25. Overall, how satisfied were you with the <b>responsiveness</b> provided by staff?						

## 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 select not applicable where appropriate.)**

26. Overall, how satisfied were you with the Project Worksheet process?

Very Satisfied      Slightly satisfied      Dissatisfied  
Satisfied          Slightly dissatisfied      Very dissatisfied

27. Did you receive Public Assistance mitigation funding?

Yes, received funding  
No, applied for but did not receive funding (After responding, **please skip to question 29**)  
Do not know (After responding, **please skip to question 29**)  
Not applicable - Did not apply for funding (After responding, **please skip to question 29**)

28. How satisfied were you with the amount of Public Assistance mitigation funding you received?

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

29. 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

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

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

31. If FEMA identified damage repair cost estimates, how satisfied were you with these estimates?

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

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

33. 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.

How satisfied were you with FEMA's <b>timeliness</b> :	Very satisfied	Satisfied	Slightly satisfied	Slightly dissatisfied	Dissatisfied	Very dissatisfied
34. Overall:						
35. In relation to providing information:						
36. In relation to making eligibility decisions:						
37. In relation to providing funds:						

How reasonable were administrative requirements for the following?	Very reasonable	Reasonable	Slightly reasonable	Slightly unreasonable	Unreasonable	Very unreasonable
38. Overall program						
39. Pre-disaster documentation						

40. Project Worksheet review						
41. Payment of claims						

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

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

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The Federal Emergency Management Agency (FEMA) Public Assistance Program appreciates your feedback!

Please click the **"Submit"** button to confirm your responses.