

CHANGE REQUEST CHART
PUBLIC ASSISTANCE CUSTOMER SATISFACTION SURVEY
FEMA Form 519-0-1T (Telephone)

CURRENT LOCATION	CURRENT TEXT	REVISED TEXT
	FEMA FORM 519-0-1 T(Telephone)	FEMA FORM 519-0-1 T (Telephone)
	PUBLIC ASSISTANCE CUSTOMER SATISFACTION SURVEY	PUBLIC ASSISTANCE CUSTOMER SATISFACTION SURVEY
	Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is____. My ID is____. May I please speak with [Contact Name].	Same
	General Information & Questions This call is related to the [Disaster Type], declared on [Declaration Date], in [State] under Disaster Number [DR No].	Same
	The next few questions ask for general information. <input type="checkbox"/> What is your organization type? <input type="checkbox"/> State Grantee <input type="checkbox"/> Tribal Grantee <input type="checkbox"/> Subgrantee	Same
	(If response = State Grantee go to 1a. If response = Subgrantee, go to 1b, else go to Q2.) 1a. What is your position? <input type="checkbox"/> State Director <input type="checkbox"/> Governor's Authorized Representative - GAR <input type="checkbox"/> Alternate GAR <input type="checkbox"/> Public Assistance Officer – PAO <input type="checkbox"/> Deputy PAO <input type="checkbox"/> State Coordinating Officer - SCO <input type="checkbox"/> Assistance SCO <input type="checkbox"/> Other (Skip to Q4) 1b. What is your position? <input type="checkbox"/> Local government <input type="checkbox"/> State subgrantee <input type="checkbox"/> Special district <input type="checkbox"/> Private non-profit <input type="checkbox"/> Indian tribe/tribal organization / native village <input type="checkbox"/> Other	Same
	General Information & Questions 2. For what type(s) of project(s) did you apply? <input type="checkbox"/> Not applicable, state grantee <input type="checkbox"/> All large projects (over \$xx,xxx in FY xxxx) <input type="checkbox"/> All small projects (\$xx,xxx and under) <input type="checkbox"/> More small than large projects	Same

	<input type="checkbox"/> Equal number of large and small projects (If response = All large projects, go to Q4, else go to Q3)	
	3. Applicants have the option of writing their own Project Worksheet(s) for small projects. For the small projects for which you applied, did you chose to write your own Project Worksheet(s): <input type="checkbox"/> All of the time <input type="checkbox"/> Most of the time <input type="checkbox"/> Half of the time <input type="checkbox"/> Some of the time <input type="checkbox"/> Never <input type="checkbox"/> Not applicable, did not apply for small projects	Same
	4. Overall, how satisfied are you with the Public Assistance Program? <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied	Same
New Response Option		(If a negative response, go to 4a. Else, go to 5.) 4a. What specifically were you dissatisfied with? (Text)
	5. Overall, how satisfied are you with the Public Assistance Process? <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied	Same
New Response Option		(If a negative response, go to 4a. Else, go to 6.) 4a. What specifically were you dissatisfied with? (Text)
	Information The next questions pertain to your initial contact with FEMA. 6. How satisfied were you with the published information FEMA provided on the Public Assistance Program for example documents on FEMA’s website, documents received at the Kickoff Meeting, etc.? <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied	Same

	<input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied	
	7. How satisfied were you with staff's communication of information? <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Never dealt with staff	Same
	8. How satisfied were you with the information FEMA provided you concerning the availability of Public Assistance mitigation funding? <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Never dealt with staff <input type="checkbox"/> Did not receive any information on mitigation	Same
	Personal Interaction and Customer Service The next questions concern your interactions with staff. 9. The field staff understood the eligibility requirements: <input type="checkbox"/> All of the time <input type="checkbox"/> Most of the time <input type="checkbox"/> More than half of the time <input type="checkbox"/> Some of the time <input type="checkbox"/> Never <input type="checkbox"/> Do not know	Same
	10. The field staff that conducted the site visit(s) were competent and understood the types of damage they were assessing: <input type="checkbox"/> All of the time <input type="checkbox"/> Most of the time <input type="checkbox"/> More than half of the time <input type="checkbox"/> Some of the time <input type="checkbox"/> Never <input type="checkbox"/> Not applicable-No site visit(s) necessary because always wrote own Project Worksheet(s) <input type="checkbox"/> Not applicable-Site visit(s) not yet conducted <input type="checkbox"/> Do not know	Same

	<p>11. The field staff that conducted the site visit(s) understood the local conditions that influence the rebuilding process</p> <ul style="list-style-type: none"> <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Slightly agree <input type="checkbox"/> Slightly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Not applicable-No site visit(s) necessary because always wrote own Project Worksheet(s) <input type="checkbox"/> Not applicable-Site visit(s) not yet conducted <input type="checkbox"/> Do not know 	Same
	<p>Personal Interaction and Customer Service</p> <p>12. How reliable were the decisions and information you received from staff?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very reliable <input type="checkbox"/> Reliable <input type="checkbox"/> Slightly reliable <input type="checkbox"/> Slightly unreliable <input type="checkbox"/> Unreliable <input type="checkbox"/> Very unreliable <input type="checkbox"/> Do not know 	Same
	<p>13. Was staff turnover a problem?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not know 	Same
	<p>14. Overall, how satisfied were you with the Customer Services provided by staff?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied 	Same
	<p>15. Overall, how satisfied are you with the responsiveness provided by staff?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied 	Same
	<p>Project Worksheet Process The next questions related to the Project Worksheet Process.</p>	Same

	<p>16. Overall, how satisfied were you with the Project Worksheet process?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied 	
	<p>17. Did you receive Public Assistance mitigation funding?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes, received funding <input type="checkbox"/> No – applied for but did not receive funding <input type="checkbox"/> Did not apply for funding <input type="checkbox"/> Do not know <p>(If response = yes, go to Q17, else go to Q18)</p>	Same
	<p>17a. How satisfied were you with the amount of Public Assistance mitigation funding you received?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Do not know 	Same
	<p>18. If FEMA conducted a site visit, FEMA conducted the Project Worksheet site visit(s)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Too soon after the disaster <input type="checkbox"/> At the right time <input type="checkbox"/> Too Late to be helpful <input type="checkbox"/> Site visit(s) not yet conducted <input type="checkbox"/> No site visit(s) necessary because always wrote own Project Worksheet(s) <input type="checkbox"/> Do not know 	Same
	<p>19. If FEMA developed the scope(s) of work, how satisfied were you with their development?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Not applicable – always wrote own Project Worksheet(s) <input type="checkbox"/> Do not know 	Same
	<p>20. If FEMA identified damage</p>	Same

	<p>repair cost estimates, how satisfied were you with these estimates?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Cost estimates not yet completed <input type="checkbox"/> Not applicable – Always wrote own Project Worksheet(s) <input type="checkbox"/> Do not know 	
	<p>21. 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?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Not applicable - Did not write any Project Worksheets 	Same
	<p>22. 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). (Text)</p>	Same
	<p>Program Results The next questions pertain to the overall results of the Public Assistance Program.</p> <p>23. How satisfied were you with FEMA’s timeliness</p> <p>23a. Overall?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <p>23b. In relation to providing</p>	Same

	<p>information?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <p>23c. In relation to making eligibility decisions?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <p>23d. In relation to providing funds?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly satisfied <input type="checkbox"/> Slightly dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied 	
	<p>24. How reasonable were administrative requirements for the following?</p> <p>24a. Overall program?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very reasonable <input type="checkbox"/> Reasonable <input type="checkbox"/> Slightly reasonable <input type="checkbox"/> Slightly unreasonable <input type="checkbox"/> Unreasonable <input type="checkbox"/> Very unreasonable <p>24b. Pre-disaster documentation?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very reasonable <input type="checkbox"/> Reasonable <input type="checkbox"/> Slightly reasonable <input type="checkbox"/> Slightly unreasonable <input type="checkbox"/> Unreasonable <input type="checkbox"/> Very unreasonable <p>24c. Project Worksheet review?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very reasonable <input type="checkbox"/> Reasonable <input type="checkbox"/> Slightly reasonable <input type="checkbox"/> Slightly unreasonable <input type="checkbox"/> Unreasonable <input type="checkbox"/> Very unreasonable <p>24d. Payment of claims?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Very reasonable <input type="checkbox"/> Reasonable <input type="checkbox"/> Slightly reasonable 	<p>Same</p>

	<input type="checkbox"/> Slightly unreasonable <input type="checkbox"/> Unreasonable <input type="checkbox"/> Very unreasonable	
New Question		<p>Alternative Procedures The next questions relate to the Public Assistance Alternative Procedures which you may have elected to use for permanent work and debris removal projects.</p> <p>25. Were you offered the opportunity to participate in the Alternative Procedures?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know/Don't remember (If response = No or Don't Know/Don't Remember, go to 32. If response = Yes, go to 25a)
New Question		<p>25a. Did you decide to participate? Would you say:</p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Started to but then opted out <input type="checkbox"/> No <input type="checkbox"/> Don't know/Don't remember (If response = Started to but then opted out or No, go to Q25b. If response = Yes, go to Q26.)
New Question		<p>25b. What were your response for not participating in the Public Assistance Alternative Procedures? (Text)</p>
New Question		<p>Thinking about the program elements that influenced your decision to participate, would you say:</p> <p>26a. The incentives were</p> <input type="checkbox"/> Very important <input type="checkbox"/> Important <input type="checkbox"/> Not very important <input type="checkbox"/> Not at all important
New Question		<p>26b. Was the flexibility of the program</p> <input type="checkbox"/> Very important <input type="checkbox"/> Important <input type="checkbox"/> Not very important <input type="checkbox"/> Not at all important
New Question		<p>26c. What other factors influenced your decision to participate? (Text)</p>
New Question		<p>The next questions relate to the impact of the Alternative Procedures on your current level of recovery.</p> <p>27. How would you rate the Alternative Procedures on improving the speed of your recovery? Would you say</p> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below Average <input type="checkbox"/> Poor <input type="checkbox"/> No opinion

		<input type="checkbox"/> Too early to determine (If response = Below Average or Poor, go to Q27a, else go to Q28.)
New Question		27a. What changes could FEMA make to this program to improve your speed of recovery? (Text)
New Question		28. How effective have the Alternative Procedures been in improving your recovery? <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below Average <input type="checkbox"/> Poor <input type="checkbox"/> No opinion <input type="checkbox"/> Too early to determine (If response = Below Average or Poor, go to Q28a, else go to Q29.)
New Question		28a. What changes could be made to improve the effectiveness? (Text)
New Question		29. How satisfied are you with the estimates used for your pilot program projects? <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly Satisfied <input type="checkbox"/> Slightly Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> No Opinion <input type="checkbox"/> Too early to determine (If response = Slightly Dissatisfied, Dissatisfied or Very Dissatisfied, go to Q29a, else go to Q30.)
New Question		29a. What changes are needed to improve your satisfaction with the estimates?
New Question		30. If the independent expert panel was used on your projects, how satisfied are you with the panel process? <input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Slightly Satisfied <input type="checkbox"/> Slightly Dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very Dissatisfied <input type="checkbox"/> No Opinion <input type="checkbox"/> Too early to determine (If response = Slightly Dissatisfied, Dissatisfied or Very Dissatisfied, go to Q30a, else go to Q31.)
New Question		30a. What changes are needed to the panel process? (Text)
New Question		31. In the future, should you need to apply for a Public Assistance grant, how likely are you

		<p>to use the Alternative Procedures option?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Definitely use <input type="checkbox"/> Probably use <input type="checkbox"/> Might or Might Not use <input type="checkbox"/> Probably would Not use <input type="checkbox"/> Definitely would Not use <input type="checkbox"/> Don't know/No Opinion
New Question		32. What additional recommendations do you have for improving the Alternative Procedures? (Text)
Old Q#25 Moved to the end of the survey	Thinking about this disaster and Public Assistance overall... 33. Is there anything you would have liked FEMA to have done differently during this disaster recovery? (Text)	
Old Q#26 Moved to the end of the survey	34. Please provide any additional comments or suggestions regarding the Public Assistance Program. (Text)	
	Thank you very much for your time. Have a good day/evening.	