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

CURRENT	CURRENT TEXT	REVISED TEXT
LOCATION		
	FEMA FORM 519-0-1INT (Internet)	FEMA FORM 519-0-1INT (Internet)
	PUBLIC ASSISTANCE CUSTOMER	PUBLIC ASSISTANCE CUSTOMER
	SATISFATION SURVEY	SATISFATION SURVEY
	Please answer the following	Same
	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.	
	General Questions	Same
	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	
	The following questions may not	Same
	pertain to all respondents. Please	
	follow instructions associated with	
	the response chosen.	
	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	
	☐ Assistance SCO ☐ Other (Skip to O4)	
	☐ Other (Skip to Q4)	
	Tribal	
	☐ Tribal	
	Subgrantee:	
	☐ Local government	

Special district 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 Sxx,xxx in FY xxxx)/after responding, skip to Question 5) All small projects (Sxx,xxx and under) More small than large projects Equal number of large and small projects Equal number of large and small projects At 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 chose to write your own Project Worksheet(s) All of the time Most of the time Most of the time Some of the time Half of the time Some of the time Never Not applicable, did not apply for small projects Program Results Please select the response that best describes your satisfaction level: Soverall, how satisfied are you with the Public Assistance Program? Very Satisfied Slightly stassified Slightly stassified Slightly stassified Slightly stassified Slightly dissatisfied Slightly dissatisfied Slightly dissatisfied Slightly dissatisfied Slightly Assistified Satisfied Satisfied Satisfied Satisfied Satisfied	_		
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Indian tribe/tribal organization / native village		☐ Private non-profit	
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)(after responding, skip to Question 5) All large projects (\$xx,xxx and under) More small than large projects Equal number of large and small projects. Equal number of large and small projects. Equal number of large and small 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 chose to write your own Project Worksheet(s): All of the time Most of the time Most of the time Most of the time Never Not applicable, did not apply for small projects Program Results Please select the response that best describes your satisfaction level: Overall, how satisfied are you with the Public Assistance Program? Very Satisfied Stightly dissatisfied Slightly dissatisfied Slightly dissatisfied Slightly dissatisfied Slightly dissatisfied Obissatisfied Very dissatisfied Very dissatisfied New Response Option All Irage projects (xx,xxx and under) Same Same Same Same Same		_	
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with the Public Assistance Process? ☐ Very Satisfied		6 Overall how satisfied are you	Same
Process? □ Very Satisfied			Jame
□ Very Satisfied			
│ □ Satisfied			
		☐ Satisfied	

	□ Slightly satisfied	
	☐ Slightly dissatisfied	
	☐ Dissatisfied	
	□ Very dissatisfied	
New		(If a negative response, go to 4a. Else, go to 6.)
Response		4a. What specifically were you dissatisfied with?
Option		(Text)
	T. C	
	Information The following questions pertain to	Same
	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	Same
	staff's communication of	
	information?	
	□ Very Satisfied	
	□ Satisfied □ Slightly satisfied	
	☐ Slightly satisfied☐ Slightly dissatisfied☐	
	☐ Dissatisfied	
	□ Very dissatisfied	
	☐ Never dealt with staff	
	9. How satisfied were you with the	Same
	information FEMA provided you	
	concerning the availability of	
	Public Assistance mitigation	
	funding? Uery Satisfied	
	□ Satisfied	
	□ Slightly satisfied	
	□ Slightly dissatisfied	
	□ Dissatisfied	
	□ Very dissatisfied	
	□ Did not receive any information	
	on mitigation	Comp
	Personal Interaction and Customer Service	Same
	The following questions concern your	
	interactions with staff.	
	10. The field staff understood the	
	eligibility requirements:	
	□ All of the time	
	☐ Most of the time	

	☐ More than half of the time	
	□ Some of the time	
	□ Never	
	☐ Do not know	_
	11. The field staff that conducted the	Same
	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	
	□ Some of the time	
	□ Never	
	☐ 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	Same
	site visit(s) understood the local	
	conditions that influence the	
	rebuilding process.	
	☐ Strongly agree	
	□ Agree	
	□ Slightly agree	
	□ Slightly disagree	
	□ Disagree	
	☐ Strongly disagree	
	□ 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	Same
	and information you received	
	from staff?	
	□ Very reliable	
	□ Reliable	
	01: 1.1 1: 11	
	□ Slightly unreliable	
	□ Unreliable	
	□ Very unreliable	
	☐ Do not know	
	14. Was staff turnover a problem?	Same
	□ Yes	
	□ No	
	☐ Do not know	
	Please select the response that best	Same
	describes your satisfaction level:	
	15. Overall, how satisfied were you	
	with the Customer Services	
	provided by staff?	
	□ Very satisfied	
	□ Satisfied	
1	1	

□ Slightly satisfied	
□ Slightly dissatisfied	
Dissatisfied	
□ Very dissatisfied	
16. Overall, how satisfied are you	Same
with the responsiveness provided	Sunc
by staff?	
=	
□ Very satisfied	
□ Satisfied	
□ Slightly satisfied	
Slightly dissatisfied	
Dissatisfied	
□ Very dissatisfied	
Project Worksheet Process	Same
The following questions related to the	Suite
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.)	
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	Same
•	Janie
Assistance mitigation funding?	
☐ Yes, received funding (please	
go to 18b)	
\square No – applied for but did not	
receive funding (After	
responding, please skip to	
Question 19.)	
D . 1 . (A.C.	
`	
responding, please skip to	
Question 19.)	
□ Not applicable-Did not apply	
for funding (After responding,	
please skip to Question 19.)	
18b. If you answered "yes" to	Same
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,	Same
	FEMA conducted the Project	
	Worksheet site visit(s)	
	C 1 1	
	At the right time	
	m	
	necessary because always	
	wrote own Project	
	Worksheet(s)	
20). If FEMA developed the scope(s)	Same
	of work, how satisfied were you	
	with their development?	
	3	
	Satisfied	
	Slightly satisfied	
	Slightly dissatisfied	
	Dissatisfied	
	Very dissatisfied	
	_ ` '	
	Not applicable – Always wrote	
	own Project Worksheet(s)	
21	I. If FEMA identified damage	Same
	repair cost estimates, how	
	satisfied were you with these	
	estimates?	
	3	
	Satisfied	
	Slightly satisfied	
	Slightly dissatisfied	
	5	
	Cost estimates not yet	
	completed	
	Not applicable – Always wrote	
	own Project Worksheet(s)	
22	2. If you wrote your own Project	Same
	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 Worksheets	
23. If you had any small projects,	Same
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)	
Program Results	Same
The following questions pertain to	Same
the overall results of the Public	
Assistance Program.	
24. How satisfied were you with	
FEMA's timeliness	
24a. Overall:	
□ Very satisfied	
□ Satisfied	
□ Slightly satisfied	
□ Slightly dissatisfied	
□ Dissatisfied	
□ Very dissatisfied	
24b. In relation to providing	
information:	
□ Very satisfied	
□ Satisfied	
□ Slightly satisfied	
Slightly dissatisfied	
Dissatisfied	
Very dissatisfied	
24c. In relation to making	
eligibility decisions:	
□ Very satisfied	
□ Satisfied	
□ Slightly satisfied	
□ Slightly dissatisfied	
□ Dissatisfied	
Very dissatisfied	
24d. In relation to providing funds:	
□ Very satisfied	
□ Satisfied	
□ Slightly satisfied	
□ Slightly dissatisfied	
☐ Dissatisfied	
□ Very dissatisfied	
	<u>I</u>

	25. How reasonable were	Same
	administrative requirements for	
	the following?	
	25a. Overall program?	
	□ Very reasonable	
	□ Reasonable	
	□ Slightly reasonable	
	□ Slightly unreasonable	
	Unreasonable	
	 Very unreasonable 	
	25b. Pre-disaster documentation?	
	Very reasonable	
	□ Reasonable	
	□ Slightly reasonable	
	□ Slightly unreasonable	
	Unreasonable	
	Very unreasonable	
	25c. Project Worksheet review?	
	□ Very reasonable	
	□ Reasonable	
	☐ Slightly reasonable	
	□ Slightly unreasonable	
	□ Unreasonable	
	Very unreasonable	
	25d. Payment of claims?	
	Very reasonable	
	□ Reasonable	
	☐ Slightly reasonable	
	□ Slightly unreasonable	
N 0 1	□ Very unreasonable	
New Question		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.
		26. Were you offered the opportunity to
		participate in the Alternative Procedures?
		□ Yes
		□ No
		☐ 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		25a. Did you decide to participate? Would you
		say:
		□ Yes
		□ No
		☐ Started to but then opted out
		□ No
		☐ 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	25b. What were your response for not
ivew Question	participating in the Public Assistance Alternative
	Procedures? (Text)
Nov. Question	Thinking about the program elements that
New Question	
	influenced your decision to participate, would
	you say:
	26a. The incentives were
	□ Very important
	☐ Important
	□ Not very important
	□ Not at all important
New Question	26b. Was the flexibility of the program
	□ Very important
	☐ Important
	□ Not very important
	☐ Not at all important
New Question	26c. What other factors influenced your decision
	to participate? (Text)
New Question	The next questions relate to the impact of the
•	Alternative Procedures on your current level of
	recovery.
	27. How would you rate the Alternative
	Procedures on improving the speed of your
	recovery? Would you say
	□ Excellent
	Good
	□ Satisfactory
	☐ Below Average
	□ Poor
	□ No opinion
	1
	☐ Too early to determine
	(If response = Below Average or Poor, go to
N O "	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
e., Question	Procedures been in improving your
	recovery?
	□ Excellent
	Good
	□ Satisfactory
	☐ Below Average
	Poor
	□ No opinion
	☐ 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
No Oct.	effectiveness? (Text)
New Question	29. How satisfied are you with the estimates
	used for your pilot program projects?
	□ Very Satisfied
	□ Satisfied
	□ Slightly Satisfied

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		□ Slightly Dissatisfied
		□ Dissatisfied
		□ Very Dissatisfied
		□ No Opinion
		☐ 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?
		□ Very Satisfied
		□ Satisfied
		□ Slightly Satisfied
		□ Slightly Dissatisfied
		□ Dissatisfied
		□ Very Dissatisfied
		□ No Opinion
		☐ Too early to determine
		(If response = Slightly Dissatisfied,
		, ,
		Dissatisfied or Very Dissatisfied, go to
N. O. d		Q30a, else go to Q31.)
New Question		30a. What changes are needed to the panel
Nana Ossastiana		process? (Text)
New Question		31. In the future, should you need to apply for a
		Public Assistance grant, how likely are you
		to use the Alternative Procedures option?
		□ Definitely use
		□ Probably use
		□ Might or Might Not use
		□ Probably would Not use
		□ Definitely would Not use
		□ Don't know/No Opinion
New Question		32. What additional recommendations do you
		have for improving the Alternative
011075	22 7 1	Procedures? (Text)
Old Q#26	33. Is there anything you would have	Same
	liked FEMA to have done	
	differently during this disaster	
0110//27	recovery? (Text)	
Old Q#27	34. Please provide any additional	Same
	comments or suggestions	
	regarding the Public Assistance	
	Program. (Text) The Enderel Emergency Management	
	The Federal Emergency Management	
	Agency (FEMA) Public Assistance	
	Program appreciates your feedback! Please click the "Submit" button to	
	confirm your responses.	
	commin your responses.	