

Narrative of Changes

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

Collection Title: National Flood Insurance Program Call Center and Agent Referral Enrollment Form

OMB Control No.: 1660-0059

Current Expiration Date: 09/30/2015

Collection Instruments: FEMA Form 517-0-1; FEMA Form 517-0-1 (Electronic Version); FEMA Form 512-0-1

The following are the changes to the collection:

FEMA Form 512-0-1 has been updated to provide clearer direction for transferring calls to other departments and better customer service to the consumer. See Forms Revision Chart for recent changes to this form. There have been no changes to FEMA Form 517-0-1.

Supporting Statement:

Question 8b – Updated to reflect contact between contractors and call center.

Question 10 – Updated with added information regarding voluntary participation, and current information related to the system and PTA.

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

Question 15 – Burden hour increase explained.

Estimated Annualized Burden Hours and Costs								
Type of Respondent	Form Name / Form Number	No. of Respondents	No. of Responses per Respondent	Total No. of Responses	Avg. Burden per Response (in hours)	Total Annual Burden (in hours)	Avg. Hourly Wage Rate	Total Annual Respondent Cost
Individuals or households	NFIP Agent Referral Questionnaire / FEMA Form 512-0-1	50,894	1	50,894	0.05 (3 mins.)	2,545	\$22.33	\$56,830
Businesses or other for-profit	NFIP Agent Site Registration (Including electronic version) / FEMA Form 517-0-1	8,300	1	8,300	0.033 (2 mins.)	274	\$30.58	\$8,379
Total		59,194		59,194		2,819		\$65,209

- Note: The "Avg. Hourly Wage Rate" for each respondent includes a 1.4 multiplier to reflect a fully-loaded wage rate.

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 (New)	Difference
NFIP Agent Referral Questionnaire / FEMA Form 512-0-1				2,545	2,545	0
NFIP Agent Site Registration (Including electronic version) / FEMA Form 517-0-1				190	274	+84
Total(s)				2,735	2,819	+84

Explain:

For FEMA Form 517-0-1, the increase in agent enrollment is attributed to recent trends as well as an expected increase in agent acquisition efforts. There has been no change in the information being collected.

For FEMA Form 512-0-1, there is no change in burden or the data collection itself. However, talking points for the call center have been updated to provide clearer direction for transferring calls to other departments and better customer service to the consumer.