

| Item Type an Location Changes | Current Text (FEMA FORM 519-0-1 Telephone)  |
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| <b>Survey Title</b>           | Public Assistance Customer Satisfaction Survey (Telephone)  |
| <b>Introduction</b>           | <p>Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____. My ID is _____. May I please speak with [Contact Name] or the person who worked with FEMA's Public Assistance Program for the [Disaster Type] on [Declaration Date] in [State] under [Disaster Number]? We would like to ask some questions about your experience with the FEMA Public Assistance Program. We're looking for ways to improve the quality of our service based on your opinions. Would you volunteer to take 10-15 minutes to answer some questions?</p> <p style="text-align: right;">Thank you. These questions comply with the Privacy Act of 1974 and been approved by the Office of Management and Budget under number 1660-0107. Your answers will not affect the outcome of your application for FEMA assistance. This call may be monitored and/or recorded for quality assurance.</p> |
| <b>Directions</b>             | <p>This call is related to the [Disaster Type], declared on [Declaration date], in [State] under Disaster Number [DR No]. You may have applied for more than one grant related to this disaster. When answering these questions, please consider your overall experience with FEMA's Public Assistance Program for this disaster.</p> <p>The next few questions ask for general information.</p>  |

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| Deleted from new surveys | <p>The next few questions ask for general information.</p> <p>1. What is your organization type?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> State Grantee</li> <li><input type="checkbox"/> Tribal Grantee</li> <li><input type="checkbox"/> Subgrantee</li> </ul> <p>1a. What is your position? (Read options)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> State Director</li> <li><input type="checkbox"/> Governor's Authorized Representative - GAR</li> <li><input type="checkbox"/> Alternate GAR</li> <li><input type="checkbox"/> Public Assistance Officer - PAO</li> <li><input type="checkbox"/> Deputy PAO</li> <li><input type="checkbox"/> State Coordinating Officer - SCO</li> <li><input type="checkbox"/> Assistance SCO</li> <li><input type="checkbox"/> Other</li> </ul> <p>1b. What is your position?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Local government</li> <li><input type="checkbox"/> State subgrantee</li> <li><input type="checkbox"/> Special district</li> <li><input type="checkbox"/> Private non-profit</li> <li><input type="checkbox"/> Indian tribe/tribal organization/native village</li> <li><input type="checkbox"/> Other</li> </ul> |

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| Deleted from new surveys                    | <p>2. For what type(s) of project(s) did you apply?</p> <p><input type="checkbox"/> Not applicable, state grantee (skip to question 5)</p> <p><input type="checkbox"/> All large projects (over \$xx,xxx in FY xxxx)(after responding, skip to Question 5)</p> <p><input type="checkbox"/> All small projects (\$xx,xxx and under)</p> <p><input type="checkbox"/> More small than large projects</p> <p><input type="checkbox"/> Equal number of large and small projects</p>  |
| Deleted from new surveys                    | <p>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):</p> <p><input type="checkbox"/> All of the time</p> <p><input type="checkbox"/> Most of the time</p> <p><input type="checkbox"/> Half of the time</p> <p><input type="checkbox"/> Some of the time</p> <p><input type="checkbox"/> Never</p> <p><input type="checkbox"/>Not applicable, did not apply for small projects</p> |
| Old #Q4 new Initial Q#14 and Assessment Q20 | <p>Program Results</p> <p>4. Overall, how satisfied are you with the Public Assistance Program?</p> <p><input type="checkbox"/> Very Satisfied</p> <p><input type="checkbox"/> Satisfied</p> <p><input type="checkbox"/> Slightly satisfied</p> <p><input type="checkbox"/> Slightly dissatisfied</p> <p><input type="checkbox"/> Dissatisfied</p> <p><input type="checkbox"/>Very dissatisfied</p>   |
| Deleted from new surveys                    | <p>4a. What specifically were you dissatisfied with? (Text)</p>   |
| Deleted from new surveys                    | <p>5. Overall, how satisfied are you with the Public Assistance Process?</p> <p><input type="checkbox"/> Very Satisfied</p> <p><input type="checkbox"/> Satisfied</p> <p><input type="checkbox"/> Slightly satisfied</p> <p><input type="checkbox"/> Slightly dissatisfied</p> <p><input type="checkbox"/> Dissatisfied</p> <p><input type="checkbox"/>Very dissatisfied</p>  |
| Deleted from new surveys                    | <p>5a. What specifically were you dissatisfied with? (Text)</p>   |

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| <p><b>Old Q#6: Now Assessment Q#9</b></p>  | <p>Information<br/>The following questions pertain to your initial contact with FEMA.</p> <p>6. 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.)?</p> <p><input type="checkbox"/> Very Satisfied<br/> <input type="checkbox"/> Satisfied<br/> <input type="checkbox"/> Slightly satisfied<br/> <input type="checkbox"/> Slightly dissatisfied<br/> <input type="checkbox"/> Dissatisfied<br/> <input type="checkbox"/> Very dissatisfied</p> |
| <p><b>Deleted from new surveys</b></p>     | <p>7. How satisfied were you with staff's communication of information?</p> <p><input type="checkbox"/> Very Satisfied<br/> <input type="checkbox"/> Satisfied<br/> <input type="checkbox"/> Slightly satisfied<br/> <input type="checkbox"/> Slightly dissatisfied<br/> <input type="checkbox"/> Dissatisfied<br/> <input type="checkbox"/> Very dissatisfied<br/> <input type="checkbox"/> Never dealt with staff</p>  |
| <p><b>Old Q#8: Now Assessment Q#13</b></p> | <p>8. How satisfied were you with the information FEMA provided you concerning the availability of Public Assistance mitigation funding?</p> <p><input type="checkbox"/> Very Satisfied<br/> <input type="checkbox"/> Satisfied<br/> <input type="checkbox"/> Slightly satisfied<br/> <input type="checkbox"/> Slightly dissatisfied<br/> <input type="checkbox"/> Dissatisfied<br/> <input type="checkbox"/> Very dissatisfied<br/> <input type="checkbox"/> Did not receive any information on mitigation</p>  |

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| <p><b>Deleted from new surveys</b></p>                | <p>Personal Interaction and Customer Service<br/>The following questions concern your interactions with staff.<br/>9. The field staff understood the eligibility requirements:<br/> <input type="checkbox"/> All of the time<br/> <input type="checkbox"/> Most of the time<br/> <input type="checkbox"/> More than half of the time<br/> <input type="checkbox"/> Some of the time<br/> <input type="checkbox"/> Never<br/> <input type="checkbox"/> Do not know</p>  |
| <p><b>Old Q#10: Now Initial Q# 9a, 9b, 9c, 9d</b></p> | <p>10. The field staff that conducted the site visit(s) were competent and understood the types of damage they were assessing:<br/> <input type="checkbox"/> All of the time<br/> <input type="checkbox"/> Most of the time<br/> <input type="checkbox"/> More than half of the time<br/> <input type="checkbox"/> Some of the time<br/> <input type="checkbox"/> Never<br/> <input type="checkbox"/> Not applicable-No site visit(s) necessary because always wrote own Project Worksheet(s)<br/> <input type="checkbox"/> Not applicable-Site visit(s) not yet conducted</p> |
| <p><b>Old Q#11: Now Initial Q# 9a, 9b, 9c, 9d</b></p> | <p>see above</p>   |
| <p><b>Old Q#11: Now Initial Q# 9a, 9b, 9c, 9d</b></p> | <p>see above</p>   |



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| <p><b>Old Q#11: Now Initial Q# 9a, 9b, 9c, 9d</b></p> | <p>see above</p>  |
| <p><b>Deleted from new surveys</b></p>                | <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"> <li><input type="checkbox"/> Strongly agree</li> <li><input type="checkbox"/> Agree</li> <li><input type="checkbox"/> Slightly agree</li> <li><input type="checkbox"/> Slightly disagree</li> <li><input type="checkbox"/> Disagree</li> <li><input type="checkbox"/> Strongly disagree</li> <li><input type="checkbox"/> Not applicable-No site visit(s) necessary because always wrote own Project Worksheet(s)</li> <li><input type="checkbox"/> Not applicable-Site visit(s) not yet conducted</li> </ul> |
| <p><b>Old Q#12: Now Assessment Q#4</b></p>            | <p>12. How reliable were the decisions and information you received from staff?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very reliable</li> <li><input type="checkbox"/> Reliable</li> <li><input type="checkbox"/> Slightly reliable</li> <li><input type="checkbox"/> Slightly unreliable</li> <li><input type="checkbox"/> Unreliable</li> <li><input type="checkbox"/> Very unreliable</li> <li><input type="checkbox"/> Do not know</li> </ul>  |

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| <b>Deleted from new surveys</b>     | 13. Was staff turnover a problem?<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No<br><input type="checkbox"/> Do not know  |
| <b>Old Q#14: Now Assessment Q#5</b> | Please select the response that best describes your satisfaction level:<br>14. Overall, how satisfied were you with the Customer Services provided by staff?<br><input type="checkbox"/> Very satisfied<br><input type="checkbox"/> Satisfied<br><input type="checkbox"/> Slightly satisfied<br><input type="checkbox"/> Slightly dissatisfied<br><input type="checkbox"/> Dissatisfied<br><input type="checkbox"/> Very dissatisfied |
| <b>Old Q#15: Now Assessment Q#1</b> | 15. Overall, how satisfied are you with the responsiveness provided by staff?<br><input type="checkbox"/> Very satisfied<br><input type="checkbox"/> Satisfied<br><input type="checkbox"/> Slightly satisfied<br><input type="checkbox"/> Slightly dissatisfied<br><input type="checkbox"/> Dissatisfied<br><input type="checkbox"/> Very dissatisfied  |

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| <p><b>Deleted from new surveys</b></p>      | <p>Project Worksheet Process<br/>The following questions related to the Project Worksheet Process.<br/>16. Overall, how satisfied were you with the Project Worksheet process?<br/> <input type="checkbox"/> Very satisfied<br/> <input type="checkbox"/> Satisfied<br/> <input type="checkbox"/> Slightly satisfied<br/> <input type="checkbox"/> Slightly dissatisfied<br/> <input type="checkbox"/> Dissatisfied<br/> <input type="checkbox"/> Very dissatisfied</p>                    |
| <p><b>Deleted from new surveys</b></p>      | <p>17. Did you receive Public Assistance mitigation funding?<br/> <input type="checkbox"/> Yes, received funding<br/> <input type="checkbox"/> No – applied for but did not receive funding<br/> <input type="checkbox"/> Do not know<br/> <input type="checkbox"/> Not applicable-Did not apply for funding</p>   |
| <p><b>Deleted from new surveys</b></p>      | <p>17a. How satisfied were you with the amount of Public Assistance mitigation funding you received?<br/> <input type="checkbox"/> Very satisfied<br/> <input type="checkbox"/> Satisfied<br/> <input type="checkbox"/> Slightly satisfied<br/> <input type="checkbox"/> Slightly dissatisfied<br/> <input type="checkbox"/> Dissatisfied<br/> <input type="checkbox"/> Very dissatisfied<br/> <input type="checkbox"/> Do not know</p>  |
| <p><b>Old Q#18: Now Assessment Q#10</b></p> | <p>18. If FEMA conducted a site visit, FEMA conducted the Project Worksheet site visit(s)<br/> <input type="checkbox"/> Too soon after the disaster<br/> <input type="checkbox"/> At the right time<br/> <input type="checkbox"/> Too Late to be helpful<br/> <input type="checkbox"/> Do not know<br/> <input type="checkbox"/> Site visit(s) not yet conducted<br/> <input type="checkbox"/> Not applicable-No site visit(s) necessary because always wrote own Project Worksheet(s)</p> |

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| <p><b>Old Q#19: Now Assessment Q#11</b></p> | <p>19. If FEMA developed the scope(s) of work, how satisfied were you with their development?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very satisfied</li> <li><input type="checkbox"/> Satisfied</li> <li><input type="checkbox"/> Slightly satisfied</li> <li><input type="checkbox"/> Slightly dissatisfied</li> <li><input type="checkbox"/> Dissatisfied</li> <li><input type="checkbox"/> Very dissatisfied</li> <li><input type="checkbox"/> Do not know</li> <li><input type="checkbox"/> Not applicable – Always wrote own Project Worksheet(s)</li> </ul>   |
| <p><b>Old Q#20: Now Assessment Q#12</b></p> | <p>20. If FEMA identified damage repair cost estimates, how satisfied were you with these estimates?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very satisfied</li> <li><input type="checkbox"/> Satisfied</li> <li><input type="checkbox"/> Slightly satisfied</li> <li><input type="checkbox"/> Slightly dissatisfied</li> <li><input type="checkbox"/> Dissatisfied</li> <li><input type="checkbox"/> Very dissatisfied</li> <li><input type="checkbox"/> Do not know</li> <li><input type="checkbox"/> Cost estimates not yet completed</li> <li><input type="checkbox"/> Not applicable – Always wrote own Project Worksheet(s)</li> </ul> |
| <p><b>Deleted from new surveys</b></p>      | <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"> <li><input type="checkbox"/> Very satisfied</li> <li><input type="checkbox"/> Satisfied</li> <li><input type="checkbox"/> Slightly satisfied</li> <li><input type="checkbox"/> Slightly dissatisfied</li> <li><input type="checkbox"/> Dissatisfied</li> <li><input type="checkbox"/> Very dissatisfied</li> <li><input type="checkbox"/> Not applicable - Did not write any Project Worksheets</li> </ul>     |

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| <p><b>Deleted from new surveys</b></p>              | <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).<br/>(Text)</p>   |
| <p><b>Old Q#23a+b: Now Initial Q#10 and Q11</b></p> | <p>Program Results<br/>The following questions pertain to the overall results of the Public Assistance Program.</p> <p>23a. How satisfied were you with FEMA's timeliness overall?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very satisfied</li> <li><input type="checkbox"/> Satisfied</li> <li><input type="checkbox"/> Slightly satisfied</li> <li><input type="checkbox"/> Slightly dissatisfied</li> <li><input type="checkbox"/> Dissatisfied</li> <li><input type="checkbox"/> Very dissatisfied</li> </ul> <p>23b. In relation to providing information:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very satisfied</li> <li><input type="checkbox"/> Satisfied</li> <li><input type="checkbox"/> Slightly satisfied</li> <li><input type="checkbox"/> Slightly dissatisfied</li> <li><input type="checkbox"/> Dissatisfied</li> <li><input type="checkbox"/> Very dissatisfied</li> </ul> |

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| <b>Old Q#24c: Now<br/>Assessment Q#2</b> | 23c. In relation to making eligibility decisions:<br><input type="checkbox"/> Very satisfied<br><input type="checkbox"/> Satisfied<br><input type="checkbox"/> Slightly satisfied<br><input type="checkbox"/> Slightly dissatisfied<br><input type="checkbox"/> Dissatisfied<br><input type="checkbox"/> Very dissatisfied<br>23d. In relation to providing funds:<br><input type="checkbox"/> Very satisfied<br><input type="checkbox"/> Satisfied<br><input type="checkbox"/> Slightly satisfied<br><input type="checkbox"/> Slightly dissatisfied<br><input type="checkbox"/> Dissatisfied<br><input type="checkbox"/> Very dissatisfied |
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| <p><b>New Question</b></p>  |  |
| <p><b>Old Q#24a and Q#24b:<br/>Now Assessment Q#14<br/>and Q#17</b></p> | <p>24a. How reasonable were administrative requirements for the overall program?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very reasonable</li> <li><input type="checkbox"/> Reasonable</li> <li><input type="checkbox"/> Slightly reasonable</li> <li><input type="checkbox"/> Slightly unreasonable</li> <li><input type="checkbox"/> Unreasonable</li> <li><input type="checkbox"/> Very unreasonable</li> </ul> <p>24b. How reasonable were administrative requirements for the pre-disaster documentation?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very reasonable</li> <li><input type="checkbox"/> Reasonable</li> <li><input type="checkbox"/> Slightly reasonable</li> <li><input type="checkbox"/> Slightly unreasonable</li> <li><input type="checkbox"/> Unreasonable</li> <li><input type="checkbox"/> Very unreasonable</li> </ul> |
| <p><b>Old Q#24c and Q#24d:<br/>Now Assessment Q#15<br/>and Q#16</b></p> | <p>24c. Project Worksheet review?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very reasonable</li> <li><input type="checkbox"/> Reasonable</li> <li><input type="checkbox"/> Slightly reasonable</li> <li><input type="checkbox"/> Slightly unreasonable</li> <li><input type="checkbox"/> Unreasonable</li> <li><input type="checkbox"/> Very unreasonable</li> </ul> <p>24d. Payment of claims?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very reasonable</li> <li><input type="checkbox"/> Reasonable</li> <li><input type="checkbox"/> Slightly reasonable</li> <li><input type="checkbox"/> Slightly unreasonable</li> <li><input type="checkbox"/> Unreasonable</li> <li><input type="checkbox"/> Very unreasonable</li> </ul>   |



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| <p><b>Deleted from new surveys</b></p> | <p>Alternative Procedures<br/> The next questions relate to the Public Assistance Alternative Procedures which you may have elected to use for permanent work and debris removal projects.<br/> 25. Were you offered the opportunity to participate in the Alternative Procedures?<br/> <input type="checkbox"/> Yes<br/> <input type="checkbox"/> No<br/> <input type="checkbox"/> Don't know / Don't remember</p> |
| <p><b>Deleted from new surveys</b></p> | <p>25a. Did you decide to participate? Would you say:<br/> <input type="checkbox"/> Yes<br/> <input type="checkbox"/> No<br/> <input type="checkbox"/> Started to but then opted out<br/> <input type="checkbox"/> Don't know/Don't remember</p>  |
| <p><b>Deleted from new surveys</b></p> | <p>25b. What were your response for not participating in the Public Assistance Alternative Procedures? (Text)</p>   |
| <p><b>Deleted from new surveys</b></p> | <p>Thinking about the program elements that influenced your decision to participate, would you say:<br/> 26a. The incentives were<br/> <input type="checkbox"/> Very important<br/> <input type="checkbox"/> Important<br/> <input type="checkbox"/> Not very important<br/> <input type="checkbox"/> Not at all important</p>  |
| <p><b>Deleted from new surveys</b></p> | <p>26b. Was the flexibility of the program<br/> <input type="checkbox"/> Very important<br/> <input type="checkbox"/> Important<br/> <input type="checkbox"/> Not very important<br/> <input type="checkbox"/> Not at all important</p>   |
| <p><b>Deleted from new surveys</b></p> | <p>26c. What other factors influenced your decision to participate? (Text)</p>  |

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| <p><b>Deleted from new surveys</b></p> | <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> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Satisfactory</li> <li><input type="checkbox"/> Below Average</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> No opinion</li> <li><input type="checkbox"/> Too early to determine</li> </ul> |
| <p><b>Deleted from new surveys</b></p> | <p>27a. What changes could FEMA make to this program to improve your speed of recovery? (Text)</p>  |
| <p><b>Deleted from new surveys</b></p> | <p>28. How effective have the Alternative Procedures been in improving your recovery?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent</li> <li><input type="checkbox"/> Good</li> <li><input type="checkbox"/> Satisfactory</li> <li><input type="checkbox"/> Below Average</li> <li><input type="checkbox"/> Poor</li> <li><input type="checkbox"/> No opinion</li> <li><input type="checkbox"/> Too early to determine</li> </ul>   |
| <p><b>Deleted from new surveys</b></p> | <p>28a. What changes could be made to improve the effectiveness? (Text)</p>   |
| <p><b>Deleted from new surveys</b></p> | <p>29. How satisfied are you with the estimates used for your pilot program projects?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very Satisfied</li> <li><input type="checkbox"/> Satisfied</li> <li><input type="checkbox"/> Slightly Satisfied</li> <li><input type="checkbox"/> Slightly Dissatisfied</li> <li><input type="checkbox"/> Dissatisfied</li> <li><input type="checkbox"/> Very Dissatisfied</li> <li><input type="checkbox"/> No Opinion</li> <li><input type="checkbox"/> Too early to determine</li> </ul>   |
| <p><b>Deleted from new surveys</b></p> | <p>29a. What changes are needed to improve your satisfaction with the estimates?</p>  |

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| <p><b>Deleted from new surveys</b></p> | <p>30. If the independent expert panel was used on your projects, how satisfied are you with the panel process?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Very Satisfied</li> <li><input type="checkbox"/> Satisfied</li> <li><input type="checkbox"/> Slightly Satisfied</li> <li><input type="checkbox"/> Slightly Dissatisfied</li> <li><input type="checkbox"/> Dissatisfied</li> <li><input type="checkbox"/> Very Dissatisfied</li> <li><input type="checkbox"/> No Opinion</li> <li><input type="checkbox"/> Too early to determine</li> </ul> |
| <p><b>Deleted from new surveys</b></p> | <p>30a. What changes are needed to the panel process? (Text)</p>  |
| <p><b>Deleted from new surveys</b></p> | <p>31. In the future, should you need to apply for a Public Assistance grant, how likely are you to use the Alternative Procedures option?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Definitely use</li> <li><input type="checkbox"/> Probably use</li> <li><input type="checkbox"/> Might or Might Not use</li> <li><input type="checkbox"/> Probably would Not use</li> <li><input type="checkbox"/> Definitely would Not use</li> <li><input type="checkbox"/> Don't know/No Opinion</li> </ul>  |
| <p><b>Deleted from new surveys</b></p> | <p>32. What additional recommendations do you have for improving the Alternative Procedures? (Text)</p>   |
| <p><b>Deleted from new surveys</b></p> | <p>33. Is there anything you would have liked FEMA to have done differently during this disaster recovery? (Text)</p>   |
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| <b>New Question</b>                                   |   |
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| <b>New Question</b>                                   |   |
| <b>Old Q#33: Now Initial Q#18 and Assessment Q#26</b> | 34. Please provide any additional comments or suggestions regarding the Public Assistance Program. (Text) |
| <b>Closing Statement</b>                              | Thank you very much for your time. Have a good day/evening.   |

| <b>Revised Text</b>  |  |
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| <b>PA Initial Customer Satisfaction Survey<br/>Form 519-0-32)</b>  | <b>(FEMA PA Assessment Customer Satisfaction Survey<br/>(FEMA Form 519-0-34)</b>   |
| Public Assistance Initial Customer Satisfaction Survey (Telephone)   | Public Assistance Assessment Customer Satisfaction Survey (Telephone)  |
| <p>Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____. My ID is _____. May I please speak with [Contact Name] or the person who worked with FEMA's Public Assistance Program for the [Disaster Type] on [Declaration Date] in [State] under [Disaster Number]? We would like to ask some questions about your initial experience with the FEMA Public Assistance Program. FEMA is looking for ways to improve the quality of our service based on your opinions. Would you volunteer to take 4-6 minutes to answer some questions?</p> <p style="text-align: center;">These questions comply with the Privacy Act of 1974 and have been approved by the Office of Management and Budget under number 1660-0107. Your answers will not affect the outcome of your application for FEMA assistance. This call may be monitored and/or recorded for quality assurance.</p> | <p>Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____. My ID is _____. May I please speak with [Contact Name] or the person who worked with FEMA's Public Assistance Program for the [Disaster Type] on [Declaration Date] in [State] under [Disaster Number]? We would like to ask some questions about your overall experience with the FEMA Public Assistance Program. We're looking for ways to improve the quality of our service based on your opinions. Would you volunteer to take 7-9 minutes to answer some questions?</p> <p style="text-align: center;">These questions comply with the Privacy Act of 1974 and have been approved by the Office of Management and Budget under number 1660-0107. Your answers will not affect the outcome of your application for FEMA assistance. This call may be monitored and/or recorded for quality assurance.</p> |
| <p>This survey is related to Disaster Number [DR No] declared on [Declaration date]. You should have received a phone call from your assigned Program Delivery Manager, or FEMA representative. When answering these questions, please consider your overall experience with the FEMA staff you have come in contact with during the Public Assistance process, also known as PA.</p>  | <p>This survey is related to Disaster Number [DR No] declared on [Declaration date]. You have recently received funding under the FEMA Public Assistance program, also known as PA. You were assigned a Program Delivery Manager, or FEMA representative, to lead you through the PA process. You may have also interacted with other FEMA staff. Please take into account all interactions when answering the following questions.</p>  |

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| <p><b>Initial Phone Call</b><br/>Using a rating scale of 1 to 5, with 1 being Not at all Informative and 5 being Very informative...</p> <p>1. How informative was the initial phone call in letting you know what to do next in the PA process?</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Informative</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Informative</li><li><input type="radio"/> Don't remember/Didn't have a phone call</li></ul>                       |  |
| <p>During the phone call, your FEMA representative should have scheduled an initial one-on-one meeting, also known as the Recovery Scoping Meeting. Using a rating scale of 1 to 5, with 1 being Not at all Prepared and 5 being Very Prepared...</p> <p>2. How prepared do you feel the phone call made you for attending the one-on-one meeting?</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Prepared</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Prepared</li></ul> |  |
| <p>Recovery Scoping Meeting (directions for Q3-6)<br/>Using a rating scale of 1 to 5, with 1 being Not at all Helpful and 5 being Very Helpful, how helpful was your FEMA representative in accomplishing the following tasks during your one-on-one meeting:</p> <p>3. Developing a project timeline?</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Helpful</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Helpful</li></ul>   |  |

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| <p>4. How helpful was your FEMA representative in...Gathering required documentation?</p> <p><input type="radio"/> 1 Not at all Helpful<br/><input type="radio"/> 2<br/><input type="radio"/> 3<br/><input type="radio"/> 4<br/><input type="radio"/> 5 Very Helpful</p>  |  |
| <p>5. How helpful was your FEMA representative in... Developing a list of projects based on your damage inventory?</p> <p><input type="radio"/> 1 Not at all Helpful<br/><input type="radio"/> 2<br/><input type="radio"/> 3<br/><input type="radio"/> 4<br/><input type="radio"/> 5 Very Helpful</p>   |  |
| <p>6. How helpful was your FEMA representative in... Providing an overall understanding of the FEMA PA process?</p> <p><input type="radio"/> 1 Not at all Helpful<br/><input type="radio"/> 2<br/><input type="radio"/> 3<br/><input type="radio"/> 4<br/><input type="radio"/> 5 Very Helpful</p>  |  |
| <p>7. Which of the following topics, if any, do you wish would have been described in more detail? You may select all that apply.</p> <ul style="list-style-type: none"><li>• Hazard mitigation</li><li>• Environmental planning</li><li>• Historic preservation concerns</li><li>• Other (Open ended text box)</li><li>• None of the above</li></ul> |  |

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| <p>8. Did your FEMA representative explain that you had 60 days from the one-on-one meeting to identify all damage?</p> <p><input type="radio"/> Yes<br/> <input type="radio"/> No<br/> <input type="radio"/> Don't know / Don't remember</p> |   |
| <p>Site Inspection</p> <p>9. Has FEMA conducted a site inspection?</p> <p><input type="radio"/> Yes<br/> <input type="radio"/> No<br/> <input type="radio"/> Scheduled for a future date</p>  |   |
|   | <p>FEMA STAFF</p> <p>Using a scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the...</p> <p>3. Updates about the status of your project(s)</p> <p><input type="radio"/> 1 Not at all Satisfied<br/> <input type="radio"/> 2<br/> <input type="radio"/> 3<br/> <input type="radio"/> 4<br/> <input type="radio"/> 5 Very Satisfied</p>   |
|   | <p>Please think about your entire PA experience. Using a scale of 1 to 5, with 1 being Not at all Likely and 5 being Very Likely, how likely were you to contact each of the following staff when you had a question or needed assistance... 6.</p> <p>Your FEMA staff</p> <p><input type="radio"/> 1 Not at all Likely<br/> <input type="radio"/> 2<br/> <input type="radio"/> 3<br/> <input type="radio"/> 4<br/> <input type="radio"/> 5 Very Likely</p> |



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|  | <p>Please think about your entire PA experience. Using a scale of 1 to 5, with 1 being Not at all Likely and 5 being Very Likely, how likely were you to contact each of the following staff when you had a question or needed assistance... 7.</p> <p>Your State or Tribal staff</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Likely</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Likely</li></ul> |
|  | <p>Using a scale of 1 to 5, with 1 being Not at all Helpful and 5 being Very Helpful... 8.</p> <p>How helpful has FEMA staff been in guiding you through all phases of the PA process?</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Helpful</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Helpful</li></ul>  |
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| <p>14. At this point in time, the overall satisfaction with the PA program?</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Satisfied</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Satisfied</li></ul> | <p>Thinking about the entire PA process, on a scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied....</p> <p>20. How would you rate your overall satisfaction with FEMA?</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Satisfied</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Satisfied</li></ul> |
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|  | <p>FEMA Process<br/>Using a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the following aspects of the FEMA PA process:</p> <p>9. Published information provided such as the website or in the one-on-one meetings</p> <p><input type="radio"/> 1 Not at all Satisfied</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 Very Satisfied</p>    |
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|  | <p>FEMA Process<br/>Using a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the following aspects of the FEMA PA process:</p> <p>13. Special considerations such as insurance, environmental, and historic preservation</p> <p><input type="radio"/> 1 Not at all Satisfied</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 Very Satisfied</p> |

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| <p>Using a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied...</p> <p>9a. Overall, how satisfied were you with your inspector(s)?</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Satisfied</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Satisfied</li></ul> |  |
| <p>9b. Which of the following are reasons you were not very satisfied with your inspector(s)? You may select all that apply.</p> <ul style="list-style-type: none"><li>• Was not on time to appointment</li><li>• Did not explain information thoroughly</li><li>• Did not answer questions satisfactorily</li><li>• Did not instill confidence in the process</li><li>• Other (Open ended text box)</li></ul>        |  |
| <p>9c. How satisfied were you with the timeliness of the site inspection?</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Satisfied</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Satisfied</li></ul>   |  |

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| <p>Using a rating scale of 1 to 5, with 1 being Not at All Knowledgeable and 5 being Very Knowledgeable...</p> <p>9d. How knowledgeable was your site inspector(s) in validating your damage?</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Knowledgeable</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Knowledgeable</li></ul> |  |
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|   | <p>FEMA STAFF</p> <p>Using a scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the...</p> <p>4. Consistency of information received from FEMA staff</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Satisfied</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Satisfied</li></ul> |

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|  | <p>FEMA STAFF<br/>Using a scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the...</p> <p>5. Overall FEMA customer service <span style="float: right;">o</span></p> <p>1 Not at all Satisfied</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 Very Satisfied</p>                                    |
|  | <p>FEMA STAFF<br/>Using a scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the...</p> <p>1. Responsiveness to inquiries and questions from you or your staff <span style="float: right;">o 1</span></p> <p>Not at all Satisfied</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 Very Satisfied</p> |

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|  | <p>FEMA Process</p> <p>Using a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the following aspects of the FEMA PA process:</p> <p>10. Scheduling a site inspection</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Satisfied</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Satisfied</li></ul> |

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|  | <p>FEMA Process<br/>Using a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the following aspects of the FEMA PA process:</p> <p>11. Agreement on scope of work</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Satisfied</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Satisfied</li></ul>                 |
|  | <p>FEMA Process<br/>Using a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the following aspects of the FEMA PA process:</p> <p>estimates</p> <p>12. Developing cost estimates</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Satisfied</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Satisfied</li></ul> |
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| <p>Customer Service &amp; Expectations</p> <p>Thinking about your experiences with FEMA staff and various FEMA meetings, using a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the following:</p> <p>10. Timeliness of the initial phone call from the FEMA representative</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Satisfied</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Satisfied</li></ul> <p>11. How satisfied were you with the timeliness of the FEMA one-on-one meeting?</p> <ul style="list-style-type: none"><li><input type="radio"/> 1 Not at all Satisfied</li><li><input type="radio"/> 2</li><li><input type="radio"/> 3</li><li><input type="radio"/> 4</li><li><input type="radio"/> 5 Very Satisfied</li></ul> |  |

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|   | <p>FEMA STAFF<br/> Using a scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the...</p> <p>2. Communication about eligibility determinations</p> <p style="text-align: right;">o 1 Not at all</p> <p>Satisfied</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 Very Satisfied</p> |
| <p>Thinking about your experiences with FEMA staff and various FEMA meetings, using a rating scale of 1 to 5, with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the following:</p> <p style="text-align: center;">12.</p> <p>Helpfulness of the FEMA staff in guiding you through the PA process</p> <p style="text-align: right;">o</p> <p>1 Not at all Satisfied</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 Very Satisfied</p> |  |
| <p>13. How satisfied are you with the simplicity of the PA process?</p> <p><input type="radio"/> 1 Not at all Satisfied</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 Very Satisfied</p>  |  |

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|  | <p>Technology</p> <p>18. Were you able to access the information related to your grant application via the online FEMA system?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Do not remember</p>  |
|  | <p>Using a scale of 1 to 5 with 1 being Not at all Satisfied and 5 being Very Satisfied, how satisfied were you with the following regarding the FEMA system: 18a.</p> <p>Uploading required documents <input type="radio"/> 1</p> <p>Not at all Satisfied</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 Very Satisfied</p> |
|  | <p>18b. Reviewing current status of your request for PA <input type="radio"/></p> <p>1 Not at all Satisfied</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 Very Satisfied</p>  |
|  | <p>18c. Monitoring the progress of your projects <input type="radio"/></p> <p>1 Not at all Satisfied</p> <p><input type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 Very Satisfied</p>   |

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|  | <p>Customer Service &amp; Expectations<br/>Thinking about the funding you received from PA, using a scale of 1 to 5, with 1 being Not at all Essential and 5 being Very Essential...</p> <p>19. How essential was the funding to your organizations' disaster response and recovery?</p> <ul style="list-style-type: none"> <li><input type="radio"/> 1 Not at all Essential</li> <li><input type="radio"/> 2</li> <li><input type="radio"/> 3</li> <li><input type="radio"/> 4</li> <li><input type="radio"/> 5 Very Essential</li> </ul>   |
|  | <p>Using a scale of 1 to 5, with 1 being Not at all Reasonable and 5 being Very Reasonable, how reasonable were the following documentation steps:</p> <p>14. Required pre-disaster documentation</p> <ul style="list-style-type: none"> <li><input type="radio"/> 1 Not at all Reasonable</li> <li><input type="radio"/> 2</li> <li><input type="radio"/> 3</li> <li><input type="radio"/> 4</li> <li><input type="radio"/> 5 Very Reasonable</li> </ul> <p>17. Overall program requirements</p> <ul style="list-style-type: none"> <li><input type="radio"/> 1 Not at all Reasonable</li> <li><input type="radio"/> 2</li> <li><input type="radio"/> 3</li> <li><input type="radio"/> 4</li> <li><input type="radio"/> 5 Very Reasonable</li> </ul>              |
|  | <p>Using a scale of 1 to 5, with 1 being Not at all Reasonable and 5 being Very Reasonable, how reasonable were the following documentation steps:</p> <p>15. Project worksheet review</p> <ul style="list-style-type: none"> <li><input type="radio"/> 1 Not at all Reasonable</li> <li><input type="radio"/> 2</li> <li><input type="radio"/> 3</li> <li><input type="radio"/> 4</li> <li><input type="radio"/> 5 Very Reasonable</li> </ul> <p>16. Level of documentation required for grant processing</p> <ul style="list-style-type: none"> <li><input type="radio"/> 1 Not at all Reasonable</li> <li><input type="radio"/> 2</li> <li><input type="radio"/> 3</li> <li><input type="radio"/> 4</li> <li><input type="radio"/> 5 Very Reasonable</li> </ul> |





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| Demographics<br>15. Previous to the current disaster, have you ever applied for PA disaster assistance with FEMA?<br><input type="radio"/> Yes<br><input type="radio"/> No | Demographics<br>21. Previous to the current disaster, have you ever applied for PA disaster assistance with FEMA?<br><input type="radio"/> Yes<br><input type="radio"/> No                                       |
| 16. Did you choose to continue your application for assistance after meeting with the FEMA staff?<br><input type="radio"/> Yes<br><input type="radio"/> No                 |  |
|  | 22. How many years have you been in your current position?<br><input type="radio"/> 0-5<br><input type="radio"/> 6-10<br><input type="radio"/> 11-15<br><input type="radio"/> 16-20<br><input type="radio"/> 21+ |

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|  | <p>23. On average, how many of your staff worked on FEMA PA projects for this disaster?</p> <ul style="list-style-type: none"> <li><input type="radio"/> 0-5</li> <li><input type="radio"/> 6-10</li> <li><input type="radio"/> 11-15</li> <li><input type="radio"/> 16-20</li> <li><input type="radio"/> 21+</li> </ul> |
|  | <p>24. Did you have a contractor or internal grant manager working on your FEMA PA projects during this disaster?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>  |
|  | <p>25. Did you work with your emergency manager in this disaster?</p> <ul style="list-style-type: none"> <li><input type="radio"/> Yes</li> <li><input type="radio"/> No</li> </ul>  |
| <p>17. Do you have any comments or suggestions for improvement based on your experience with the FEMA PA program so far?<br/>(Open text box)</p> | <p>26. Do you have any comments or suggestions for improvement based on your experience with the FEMA PA program? (Open text box)</p>  |
| <p>Thank you for your time. My name is _____ and my ID number is _____. Have a good day/evening.</p>   | <p>Thank you for your time. My name is _____ and my ID number is _____. Have a good day/evening.</p>   |