

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
PUBLIC ASSISTANCE CUSTOMER SATISFACTION SURVEY

OMB Control No. 1660-0107
Expires August 31, 2015

PAPERWORK BURDEN DISCLOSURE NOTICE: Public reporting burden for this survey 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 it displays a valid OMB control number. This collection of information is voluntary. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (1660-0107). **NOTE: Do not send your completed questionnaire to this address.**

PRIVACY ACT STATEMENT AUTHORITY: Government Performance and Results Act (GPRA), 5 U.S.C. Ch. 3 as amended and the GPRA of 2010 (P.L. 111-352); Executive Order (EO) 12862, "Setting Customer Service Standards;" and its March 23, 1995 Memorandum addendum, "Improving Customer Service; Executive Order 13411 "Improving Assistance for Disaster Victims;" ; Executive Order 13571 "Streamlining Service Delivery and Improving Customer Service;" and its June 13, 2011 Memorandum "Implementing Executive Order 13571 on Streamlining Service Delivery and Improving Customer Service." **PRINCIPAL PURPOSE(S):** DHS/FEMA collects this information to measure Public Assistance applicants' customers satisfaction with FEMA services. **ROUTINE USE(S):** This information is used for the principal purpose (s) noted above and will not be shared outside of DHS/FEMA, except as allowed under DHS/FEMA-009 - Hazard Mitigation Assistance, Public Assistance, and Disaster Loan System of Records (Date, FR reference), or as required by law.

DISCLOSURE: The disclosure of information on this form is strictly voluntary and will assist FEMA is making improvements to its Public Assistance program; failure to provide the information requested will not impact the provision of FEMA Public Assistance to qualified entities.

FEMA PUBLIC ASSISTANCE CUSTOMER SATISFACTION SURVEY

Please answer the following questions about your experience with the Federal Emergency Management Agency (FEMA) Public Assistance Program. Your answers will help improve FEMA's response in future disasters. If you cannot answer this questionnaire, please pass this questionnaire on to the appropriate person in your office.

GENERAL QUESTIONS

The following questions ask for general information about your background.

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 _____

1. What is your organization type and your position?

State Grantee (after selection of State Grantee position skip to Q4)

- State Director
- Governor's Authorized Representative (GAR)
- Alternate GAR
- Public Assistance Officer (PAO)
- Deputy PAO
- State Coordinating Officer (SCO)
- Assistant SCO
- Other

Tribal Grantee

Subgrantee

- Local government
- State subgrantee
- Special district
- Private non-profit
- Indian tribe/tribal organization/native village
- Other

2. For what type(s) of project(s) did you apply?

- Not applicable, state grantee (skip to question 4)
- All large projects (over \$##,### in FY XX) (skip to question 4)
- All small projects (\$##,### and under)
- More large than small projects
- More small than large projects
- Equal number of large and small projects

3. If you applied for all large projects, please mark "not applicable" and go to question 4. 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
- Most of the time
- Half of the time
- Some of the time
- Never
- Not applicable, did not apply for small projects

4. Overall, how satisfied are you with the Public Assistance **PROGRAM**?

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied (skip to question 4a)
- Dissatisfied (skip to question 4a)
- Very dissatisfied (skip to question 4a)

4a. What specifically were you dissatisfied with?

5. Overall, how satisfied are you with the Public Assistance **PROCESS**?

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied (skip to 5a)
- Dissatisfied (skip to 5a)
- Very dissatisfied (skip to 5a)

5a. What specifically were you dissatisfied with?

INFORMATION

The following questions pertain to your initial contact with FEMA.

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.)?

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

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

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

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

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

PERSONAL INTERACTION AND CUSTOMER SERVICE

The following questions concern your interaction with staff.

9. The field staff understood the eligibility requirements:

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

10. The field staff that conducted the 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
- Less than half the time
- Some of the time
- Never
- Do not know
- Not applicable-No site visit(s) necessary because always wrote own Project Worksheet(s)
- Not applicable-Site visit(s) not yet conducted

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

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

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

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

13. Was staff turnover a problem?

- Yes
- No
- Do not know

14. Overall, how satisfied were you with the **CUSTOMER SERVICE** provided by staff?

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

15. Overall, how satisfied were you with the responsiveness provided by staff?

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

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 mark "not applicable," where appropriate.*

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

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

17. Did you receive Public Assistance mitigation funding?

- Yes, received funding (Skip to 17a)
- No, applied for but did not receive funding (skip to Question 18)
- Do not know (skip to question 18)
- Not applicable-Did not apply for funding (skip to Question 18)

17a. 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

18. 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(s)

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

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

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

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

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?

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

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).

PROGRAM RESULTS

The next questions pertain to the overall results of the Public Assistance Program.

23. How satisfied were you with FEMA's timeliness:

A. Overall:

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

B. In relation to providing information:

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

C. In relation to making eligibility decisions:

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

D. In relation to providing funds:

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied
- Dissatisfied
- Very dissatisfied

24. How reasonable were administrative requirements for the following?

A. Overall program

- Very reasonable
- Reasonable
- Slightly reasonable
- Slightly unreasonable
- Unreasonable
- Very unreasonable

B. Pre-disaster documentation

- Very reasonable
- Reasonable
- Slightly reasonable
- Slightly unreasonable
- Unreasonable
- Very unreasonable

C. Project Worksheet review

- Very reasonable
- Reasonable
- Slightly reasonable
- Slightly unreasonable
- Unreasonable
- Very unreasonable

D. Payment of claims

- Very reasonable
- Reasonable
- Slightly reasonable
- Slightly unreasonable
- Unreasonable
- Very unreasonable

ALTERNATIVE PROCEDURES

The next questions are related to Public Assistance Alternative Procedures which you may have elected to use for permanent work and debris removal projects.

25. Were you offered the opportunity to participate in the Alternative Procedures?

- Yes (skip to 25a)
- No (skip to Q32)
- Don't know/Don't remember (skip to Q32)

25a. Did you decide to participate?

- Yes (skip to Q26)
- Started to but then opted out (skip to Q25b)
- No (skip to Q25b)
- Don't know/Don't remember (skip to Q32)

25b. What were your reasons for not participating in the Public Assistance Alternative Procedures?

Thinking about the program elements that influenced your decision to participate, would you say:

26a. The incentives were:

- Very important
- Important
- Not very important
- Not at all important

26b. Was the flexibility of the program

- Very important
- Important
- Not very important
- Not at all important

26c. What other factors influenced your decision to participate?

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 (skip to Q27a)
- Poor (skip to Q27a)
- No opinion
- Too early to determine

27a. What changes could FEMA make to this program to improve your speed of recovery?

28. How effective have the Alternative Procedures been in improving your recovery?

- Excellent
- Good
- Satisfactory
- Below average (skip to Q28a)
- Poor (skip to Q28a)
- No opinion
- Too early to determine

28a. What changes are needed to improve the effectiveness?

29. How satisfied are you with the estimates used for your pilot program projects?

- Very satisfied
- Satisfied
- Slightly satisfied
- Slightly dissatisfied (skip to Q29a)
- Dissatisfied (skip to Q29a)
- Very dissatisfied (skip to Q29a)
- No opinion
- Too early to determine

29a. What changes are needed to improve your satisfaction with the estimates?

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 (skip to Q30a)
- Dissatisfied (skip to Q30a)
- Very dissatisfied (skip to Q30a)
- No opinion
- Too early to determine
- Did not use expert panel

30a. What changes are needed to improve the panel process?

31. In the future, should you need to apply for a Public Assistance grant, how likely are you to use the Alternate Procedures option?

- Definitely use
- Probably use
- Might or might not use
- Probably would not use
- Definitely would not use
- Don't know/No opinion

32. What additional recommendations do you have for improving the alternative procedures?

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?

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