January 21, 2021

# Supporting Statement for
# Paperwork Reduction Act Submissions

**OMB Control Number: 1660 – NW103**

**Title: Federal Emergency Management Agency Programs Customer Satisfaction Surveys**

**Form Number(s):**

| | |
|---|---|
| **FEMA Form 519-0-44** | **Preparedness –Phone** |
| **FEMA Form 519-0-45** | **Preparedness -Electronic** |
| **FEMA Form 519-0-46** | **Transitional Sheltering Assistance (TSA)–Phone** |
| **FEMA Form 519-0-47** | **Transitional Sheltering Assistance (TSA)-Electronic** |
| **FEMA Form 519-0-48** | **Temporary Housing Units (THU)–Phone** |
| **FEMA Form 519-0-49** | **Temporary Housing Units (THU) -Electronic** |
| **FEMA Form 519-0-50** | **Shelter and Temporary Essential Power (STEP)-Phone** |
| **FEMA Form 519-0-51** | **Shelter and Temporary Essential Power (STEP)-Electronic** |

**To streamline the paperwork process, this new collection of surveys replaces unexpired collection Federal Emergency Management Agency Individual Assistance Survivor Centric Customer Satisfaction Survey 1660-0129. The survey, which expires 2/28/2018, will be replaced with this new collection. Upon approval of this new collection, the current collection will be discontinued.**

## General Instructions

A Supporting Statement, including the text of the notice to the public required by 5 CFR 1320.5(a)(i)(iv) and its actual or estimated date of publication in the Federal Register, must accompany each request for approval of a collection of information. The Supporting Statement must be prepared in the format described below, and must contain the information specified in Section A below. If an item is not applicable, provide a brief explanation. When Item 17 or the OMB Form 83-I is checked "Yes", Section B of the Supporting Statement must be completed. OMB reserves the right to require the submission of additional information with respect to any request for approval.

## Specific Instructions

## A. Justification

**1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information. Provide a detailed description of the nature and source of the information to be collected.**

The Federal Emergency Management Agency's 2014-2018 Strategic Plan Priority 1 is to be survivor-centric in mission and program delivery. The Customer Survey & Analysis Section (CSA), as part of Reporting & Analytics Division of the Recovery Directorate, will assist FEMA's Individual Assistance Program by providing disaster survivor survey responses to use in measuring its ability to be accessible, simple, timely and effective in meeting the needs of survivors. These measures are used to insure the following:

- FEMA's staff are responsive in addressing survivor's needs and provide caring customer service.
- Information and guidance is available through electronic resources.
- FEMA's dissemination of information and staff communication is clear and understandable for the survivors.
- FEMA provides assistance in an appropriate amount of time that is not detrimental to the indicators above.
- FEMA's assistance meets the need of the survivor to complete each program's intended mission.

This information collection consist of four unique surveys for specific FEMA programs. These surveys collect public views on various topics such as customer service, information, communication, timeliness, and overall satisfaction and expectation of the program. The target respondents to the collection are a sample of individuals who registered for Federal assistance for a presidentially-declared major disaster. Respondents for the STEP, TSA, and THU surveys in this collection are a sample of the subpopulation of survivors who participated in the respective FEMA program. Respondents are surveyed once per disaster per unique survey. There may be cases where the respondent is surveyed twice in a specific disaster; but for a different survey within this collection.

The following legal authorities mandate the collection of the information in this request:

The September 11, 1993 Executive Order 12862, "Setting Customer Service Standards," and its March 23, 1995 Memorandum addendum, "Improving Customer Service," requires that all Federal agencies ask their customers what is most important to them, and survey their customers to determine the kind and quality of services the customers want and their level of satisfaction with existing services. The 1993 Government Performance and Results Act (GPRA) requires agencies to set missions and goals, and measure performance against them.

The E-Government Act of 2002 includes finding innovative ways to improve the performance of governments in collaborating on the use of information technology to improve the delivery of Government information and services.

Executive Order 13411 mandated an interagency task force develop the Disaster Assistance Improvement Plan (DAIP) to create a single application for citizens to apply for disaster assistance across all programs that receive Federal government funding. The portal went into effect December 31, 2008.

The GPRA Modernization Act of 2010 requires quarterly performance assessments of Government programs for purposes of assessing agency performance and improvement, and to establish agency performance improvement officers and the Performance Improvement Council. 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" sets out guidelines for establishing customer service plans and activities.

The Programs surveys were submitted to FEMA's Office of Program and Policy Analysis (OPPA) for review. The survey items that are ultimately included in GPRA calculations are under the discretion of OPPA. We have recommended that overall satisfaction with information (TSA and THU Survey), overall satisfaction with

FEMA customer service (TSA and THU Survey), satisfaction with FEMA program (STEP Survey), and usefulness of disaster preparedness information (Preparedness Survey) be considered for the FEMA Programs GPRA measures. These questions will provide FEMA an overall gauge of performance of various FEMA Programs for survivors. Drops in overall satisfaction or customer service ratings will signal leadership and program directors to examine specific survey questions more closely to pinpoint underlying causes for dissatisfaction, and identify possible strategies for improvement.

From the Sandy Recovery Improvement Act (SRIA) of 2013 and the response provided by FEMA staff from all divisions during Hurricane Sandy, the Disaster Survivor Assistance (DSA) Program was formed to provide additional in-person customer service during the initial phase of the recovery process.

**2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection. Provide a detailed description of how the information will be shared, if applicable, and for what programmatic purpose.**

This collection is the FEMA Programs Customer Satisfaction Surveys. This collection is managed by the Recovery Directorate, through the Reporting & Analytics Division's Customer Survey & Analysis Section, which will administer the surveys.

The respondents to the collection are disaster survivors, who applied for federal assistance. For this collection, no paper surveys will be used. Instead, survivors are contacted for a phone survey when they prefer postal mail correspondence from FEMA, or electronic survey when they prefer to receive correspondence though email. Survivors are asked questions about specific FEMA programs to rate their satisfaction on various topics such as customer service, information, communication, timeliness, and overall program satisfaction and expectation.

The aggregated survey results will be shared with FEMA Managers at headquarters and regional offices, along with various internal and partnering organizations such as FEMA's External Affairs and FEMA designated contractors. The results will assist them in improving the disaster survivor experience of different programs within the recovery cycle.

The purpose for each survey is as follows:

**FEMA Form 519-0-44 -Phone and FEMA Form 519-0-445-Electronic, Preparedness Survey** is a satisfaction survey administered by phone or electronically. It is intended to measure the preparedness of disaster survivors. The insights from data collected through this instrument is part of an ongoing process to improve customer service, simplicity, accessibility, and overall customer satisfaction with preparedness communication and information. Results will be used to gain an understanding of ways to improve FEMA service through educating and informing the public about preparedness measures.

**FEMA Form 519-0-46 -Phone and FEMA Form 519-0-47 -Electronic, Transitional Sheltering Assistance (TSA) Survey** is a satisfaction survey administered by phone or electronically. It is intended to measure the quality of disaster assistance information and service received regarding eligibility and availability of temporary housing accommodations for disaster survivors (i.e. hotel, motel, dorms, cruise ships, military facilities, etc.). The insights from data collected through this instrument is part of an ongoing process to improve customer service, simplicity, accessibility, and overall customer satisfaction with interactions and processes of the TSA Program.

**FEMA Form 519-0-48 -Phone and FEMA Form 519-0-49 Electronic, Temporary Housing Units (THU) Survey** is a satisfaction survey administered by phone or electronically. It is intended to measure the ease of understanding FEMA information received about housing units; the timeliness and helpfulness of assistance in being qualified for a unit; maintaining the unit and vacating the unit; and quality of customer service in meeting expectations during those processes. The insights from data collected through this instrument are part of an ongoing process to improve customer service, simplicity, accessibility, and overall customer satisfaction with FEMA recovery services provided through the housing unit process.

**FEMA Form 519-0-50-Phone and FEMA Form 519-0-51-Electronic, Sheltering and Temporary Essential Power (STEP) Survey** is a satisfaction survey administered by phone or electronically. It is intended to measure the ease of understanding information received; the timeliness and helpfulness of assistance; the temporary repair process, and quality of customer service in meeting expectations. Services provided through the program vary based on disaster specific needs and State partner agreements. The State may also refer to the program under a different name when establishing and advertising the program to their applicants. The insights from data collected through this instrument is part of an ongoing process to improve customer service, simplicity, accessibility, and overall customer satisfaction with FEMA recovery services. Results will be used internally to provide insights into respondent perceptions, experiences and expectations for the purpose of improving the STEP program.

In addition to the surveys, in-person focus groups, one-on-one interviews and on-line interviews with disaster survivors will provide feedback about what is most important to the survivor. These sessions will assist in many areas such as the development of the survey questionnaires, provide FEMA with an understanding of how to improve information and correspondence, how to improve programs and processes, as well as how to improve the in-person, on-the-phone and on-line experiences. Sessions will be held in different areas of the country based on the activation of the program and will allow for a wide range of discussions in order to hear how the participants think about the topics and the vocabulary they use. Results will provide insights into respondent perceptions, experiences and expectations for the purpose of improving service delivery for program managers.

**3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.**

All survey responses are stored in the Customer Satisfaction Analysis System (CSAS) for easy retrieval, analyses and reporting. These surveys align with E-Government Act of 2002 and Executive Order 13571 of 2011 initiatives providing those who prefer electronic communications to complete and submit their survey responses electronically. Each survey will use mixed-mode administration, where both modes include identical content and structure. The decision for adopting these means for collection has been driven by factors such as accessibility, costs, and the development of electronic means in accordance with the GPRA Modernization Act of 2010. [Ref: https://www.nsf.gov/sbe/AC_Materials/The_Future_of_Survey_Research.pdf]

Collection techniques for each survey include phone interviews or electronic submission of responses based on the respondents communication preference. CSA's software expands functionality and connectivity by providing a means for reducing burden through transition to electronic distribution and submission of surveys. Over 30% of the disaster survivor population preferred method of contact is email and 65% of all registered disaster survivors have an email on file with FEMA.

**[Links]**

**4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.**

There is a generic clearance (OMB 1660-0130) that was approved with information similar to the STEP survey in this collection. The generic clearance was used to gather information for a pilot program which has been implemented into our program on a recurring basis. Based on the change of the pilot to a recurring program offered by FEMA, we plan to survey on a regular basis and will discontinue using the generic clearance once this collection is approved.

**5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize.**

This information collection does not have an impact on small businesses or other small entities.

**6. Describe the consequence to Federal/FEMA program or policy activities if the collection of information is not conducted, or is conducted less frequently as well as any technical or legal obstacles to reducing burden.**

Failure to collect the information described in this submission would result in the absence of documented input from disaster survivors. The survey results serve as a vital tool for measuring customer satisfaction. These results are a requirement of the Executive Orders 12682 and 13571, and memorandums for "Streamlining Service Delivery and Improving Customer Service." The surveys also measure the effectiveness of the Administrator's Strategic Plan based on the disaster survivor's perspective. If conducted less frequently, it would result in an unrepresentative estimate of customer satisfaction and distort overall views of the performance of the program.

**7. Explain any special circumstances that would cause an information collection to be conducted in a manner:**

Not applicable to this information collection.

**(a) Requiring respondents to report information to the agency more often than quarterly.**

**(b) Requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it.**

**(c) Requiring respondents to submit more than an original and two copies of any document.**

**(d) Requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years**.

**(e) In connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study**.

**(f) Requiring the use of a statistical data classification that has not been reviewed and approved by OMB.**

**(g) That includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use.**

**(h) Requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.**

**8. Federal Register Notice:**

**a. Provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.**

A 60-day Federal Register Notice inviting public comments was published on June 30, 2017, 82 FR 29911.

**No comments were received.**

A 30-day Federal Register Notice inviting public comments was published on September 13, 2017, 82 FR 43032.

**No comments were received.**

**b. Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.**

Budget constraints have limited FEMA from consulting with persons outside the agency. The last time funds were available was 2010 when FEMA's Recovery Directorate contracted with a consultant to review the current collection of information including the sampling methodology and survey design. Consultations with several organizations within FEMA were performed for input on data collection and reporting. These organizations include:

- Response and Recovery Directorate,
- National Preparedness Division,
- Regional Offices (Regions 1-10),

- Office of External Affairs,
- Office of Disability Integration & Coordination.

**c. Describe consultations with representatives of those from whom information is to be obtained or those who must compile records. Consultation should occur at least once every three years, even if the collection of information activities is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.**

Budget constraints have limited FEMA from consulting with disaster survivors on a periodic basis.

Various methods to providing feedback for continuous improvement of the surveys are used. In 2010, FEMA's Recovery Directorate contracted with a consultant to perform focus groups with participants who had received FEMA's assistance. FEMA's Customer Survey & Analysis Section analysts conducted focus group sessions with disaster survivors in 2016 to provide in-depth insight of various topics to help with changes to the program.

**9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.**

Although nominal monetary incentives may be offered to potential focus group participants, which is standard practice in the conduct of these groups, agency funding is not available currently. If funding becomes available, standard incentives will be used. For focus groups held in person, a fee of $50-$75 may be offered. For on-line interviews, a fee of $25 may be offered. For one-on-one interviews performed by phone, no fee will be offered.

**10. Describe any assurance of confidentiality provided to respondents. Present the basis for the assurance in statute, regulation, or agency policy.**

No assurance of confidentiality provided to the respondent

The collection is covered by the existing System of Records Notice (SORN): DHS/FEMA-008 Disaster Recovery Assistance Files 78 Fed. Reg. 25,282 (April 30, 2013).

**11. Provide additional justification for any question of a sensitive nature (such as sexual behavior and attitudes, religious beliefs and other matters that are commonly considered private). This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.**

Demographics questions related to age range, gender, marital status, employment status, educational attainment, race/ethnicity, and are asked with an additional voluntary response option (See below).

Demographic questions enable the agency to find unique groups, trends in behaviors, and more efficient ways to target and serve disaster survivors. It can be used to gain understanding about the needs across the disaster, and ensure that information and programs support all of our survivors. Demographics information will help provide relief for people in areas affected by natural disasters and distribute better resources to the underserved, by providing education, information, and better customer service to all our survivors.
Sensitive questions are asked as the end of the survey and respondents will be provided the following explanation:
*"The next set of questions are related to demographics data and are used only for statistical purposes. Would you volunteer to take an additional 2-3 minutes to answer these questions?*

- *Yes*
- *No"*

**12. Provide estimates of the hour burden of the collection of information. The statement should:**

**a. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated for each collection instrument (separately list each instrument and describe information as requested). Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desired. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally, estimates should not include burden hours for customary and usual business practices.**

**b. If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.**

**c. Provide an estimate of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. NOTE: The wage-rate category for each respondent must be multiplied by 1.46 and this total should be entered in the cell for "Avg. Hourly Wage Rate". The cost to the respondents of contracting out or paying outside parties for information collection activities should not be included here. Instead this cost should be included in Item 13.**

The sampling universe of respondents will consist of all disaster survivors that applied for FEMA assistance following a presidentially-declared emergency or major disaster.

Estimates, based on a 5-year average, show 68% will be phone responses and 32% electronic responses for each survey. The total estimated respondents by survey instrument are based on 6,400 survey respondents and 2,496 qualitative research participants for a grand total of 8,896 respondents.

**Part A Question #12: Estimated Annualized Burden Hours and Costs**

| Type of Respondent and Administration Mode | Form Name / Form Number | No. of Respon-dents | No. of Responses per Respon-dent | Total No. of Responses | Avg. Burden per Response (in hours) | Total Annual Burden (in hours) | Avg. Hourly Wage Rate | Total Annual Respondent Cost |
|---|---|---|---|---|---|---|---|---|
| **Surveys** | | | | | | | | |
| Individuals and Households: Mode = Phone | Preparedness Survey-Phone FEMA Form **519-0-44** | 1,088 | 1 | 1,088 | 0.167 | 182 | $34.84 | 6,341 |
| Individuals and Households: Mode = Electronic | Preparedness Survey-Electronic FEMA Form **519-0-45** | 512 | 1 | 512 | 0.167 | 86 | $34.84 | $2,966 |
| **Subtotal: Preparedness** | | 1,600 | | 1,600 | | 268 | | $9,337 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Individuals and Households: Mode = Phone | Transitional Shelter Assistance Survey- Phone FEMA Form **519-0-46** | 1,088 | 1 | 1,088 | 0.170 | 185 | $34.84 | $6,445 |
| Individuals and Households: Mode = Electronic | Transitional Shelter Assistance Survey- Electronic FEMA Form **519-0-47** | 512 | 1 | 512 | 0.170 | 87 | $34.84 | $3,031 |
| **Subtotal: Transitional Shelter Assistance** | | 1,600 | | 1,600 | | 272 | | $9,476 |
| Individuals and Households: Mode = Phone | Temporary Housing Unit Survey- Phone FEMA Form **519-0-48** | 1,088 | 1 | 1,088 | 0.170 | 185 | $34.84 | $6,445 |
| Individuals and Households: Mode = Electronic | Temporary Housing Unit Survey- Electronic FEMA Form **519-0-49** | 512 | 1 | 512 | 0.170 | 87 | $34.84 | $3,031 |
| **Subtotal: Temporary Housing Units** | | 1,600 | | 1,600 | | 272 | | $9,476 |
| Individuals and Households: Mode = Phone | Shelter and Temporary Essential Power Survey- Phone FEMA Form **519-0-50** | 1,088 | 1 | 1,088 | 0.200 | 218 | $34.84 | $7,595 |
| Individuals and Households: Mode = Electronic | Shelter and Temporary Essential Power Survey- Electronic FEMA Form **519-0-51** | 512 | 1 | 512 | 0.200 | 102 | $34.84 | $3,554 |
| **Subtotal: Shelter and Temporary Essential Power** | | 1,600 | | 1,600 | | 320 | | $11,149 |
| **Survey Total** | | 6,400 | | 6,400 | | 1,132 | | $39,439 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Qualitative Research** | | | | | | | | |
| Individuals and Households, Partners In Service Staff | Focus Group for 2 Hrs. Plus Travel 1 Hr. | 960 | 1 | 960 | 3 | 2,880 | $34.84 | $100,339 |
| Individuals and Households, Partners In Service Staff | One-on-One Interviews | 768 | 1 | 768 | 1 | 768 | $34.84 | $26,757 |
| Individuals and Households, Partners In Service Staff | On-Line Interviews | 768 | 1 | 768 | 1 | 768 | $34.84 | $26,757 |
| **Focus Groups Total** | | 2,496 | | 2,496 | | 4,416 | | $153,853 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Grand Total** | | **8,896** | | **8,896** | | **5,548** | | **$193,292** |

Note: The "Salary Rate" includes a 1.46 multiplier to reflect a fully-loaded wage rate. Office of Personnel Management (OPM) annually publishes the Federal salaries. The salaries of the staff performing the administration of the surveys work in the Dallas Fort Worth area and their estimated pay rates were provided.

**Instruction for Wage-rate category multiplier: Take each non-loaded "Avg. Hourly Wage Rate" from the BLS website table and multiply that number by 1.46. For example, a non-loaded BLS table wage rate of $42.51 would be multiplied by 1.46, and the entry for the "Avg. Hourly Wage Rate" would be $59.51.**

According to the U.S. Department of Labor, Bureau of Labor Statistics website (BLS)[1] the wage rate category All Occupations is estimated to be $23.86/hr × 1.46[2] [3] wage rate multiplier = $34.84 /hr. Therefore, the estimated burden hour cost to respondents for all applicants is estimated to be **$193,292** annually.

**13. Provide an estimate of the total annual cost burden to respondents or record-keepers resulting from the collection of information. The cost of purchasing or contracting out information collection services should be a part of this cost burden estimate. (Do not include the cost of any hour burden shown in Items 12 and 14.)**

**The cost estimates should be split into two components:**

| **Question 13. Annual Cost Burden to Respondents or Record-keepers** | | | | |
|---|---|---|---|---|
| **Data Collection Activity/ Instrument** | ***Annual Capital Start-Up Cost** (investments in overhead, equipment and other one-time expenditures) | ***Annual Operations and Maintenance Cost** (such as recordkeeping, technical/professional services, etc.) | **Annual Non-Labor Cost** (expenditures on training, travel and other resources) * See Note below | **Total Annual Cost to Respondents** |
| Focus Group Travel | N/A | N/A | $30,816 | $30,816 |

**a. Operation and Maintenance and purchase of services component. These estimates should take into account cost associated with generating, maintaining, and disclosing or providing information. Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred.**

[1] May 2016 National Occupational Employment and Wage Rates, National File (xls), All Occupations (OCC Code: 00-0000, Average, Column Title: H_Mean). Accessed and downloaded June 6, 2017.
https://www.bls.gov/oes/tables.htm

[2] Bureau of Labor Statistics, Employer Costs for Employee Compensation, Table 1. Employer costs per hour worked for employee compensation and costs as a percent of total compensation: Civilian workers, by major occupational and industry group, March 17, 2017. Accessed and downloaded June 6, 2017.
https://www.bls.gov/news.release/ecec.t01.htm

[3] The per hour benefits multiplier is calculated by dividing total compensation for all workers ($34.90, March 17, 2017) by wages and salaries for all workers ($23.87, March 17, 2017), which yields a per hour benefits multiplier. For March 17, 2017, the multiplier is 1.46. ($34.90 ÷ $23.87 = 1.4620863). Fully-loaded wage rates are calculated by multiplying the per hour benefits multiplier by the applicable wage rate from the applicable National Occupational Employment and Wage Rates report. (1.46 per hour benefits multiplier x hourly wage rate = fully-loaded hourly wage)

**b. Capital and Start-up-Cost should include, among other items, preparations for collecting information such as purchasing computers and software, monitoring sampling, drilling and testing equipment, and record storage facilities.**

Annual Non-Labor Cost for travel to Focus Groups is based on US General Services Administration (GSA) mileage rate for Privately Owned Vehicles (POV) effective January 1, 2017 at $0.535 per mile[4]. Maximum travel to the Focus Group is estimated at 30 miles one way or 60 miles round trip. Using this information, 60 miles roundtrip × 960 respondents = 57,600 miles @ $0.535 per mile = $30,816 annual cost for mileage.

**14. Provide estimates of annualized cost to the federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing and support staff), and any other expense that would have been incurred without this collection of information. You may also aggregate cost estimates for Items 12, 13, and 14 in a single table.**

* Note: The "Salary Rate" includes a 1.46 multiplier to reflect a fully-loaded wage rate.

| **Annualized Cost to the Federal Government** | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Performance of Surveys, Analysis and Reporting, Recommendations for Improvement, Desktop Application of Survey Tools and Maintenance of Tools.** | | | | | | | |
| Survey Administration or Functions | Title and GS Level | Salary at 2017 with Locality Pay Dallas - Ft Worth | Number of Staff at GS Level | Fully Loaded Wage Rate at 1.46 Multiplier | Cost (for Salaries includes the Wage Rate Multiplier) | Percent of Time | Total Cost |
| Management, survey administration | Section Manager GS 14 Step 5 | $122,473 | 1 | 1.46 | $178,811 | 15% | $26,822 |
| Administrative Assistant | Administrative Assistant GS 6 Step 5 | $44,217 | 1 | 1.46 | $64,557 | 15% | $9,684 |
| Program Analyst | Program Analyst GS 12 step 5 | $87,159 | 2 | 1.46 | $254,504 | 15% | $38,176 |

[4] General Services Administration Privately Owned Vehicle (POV) Mileage Reimbursement Rates, Privately Owned Automobile, as of January 1, 2017. Accessed and downloaded June 6, 2017. https://www.gsa.gov/portal/content/100715
These rates are updated annually. After January 1, 2018, the information contained in this supporting statement will be archived. The link to the archived rates is https://www.gsa.gov/portal/content/103969 .

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Supervisory, survey administration | Supervisory Customer Service Specialist GS 13 Step 5 | $103,640 | 1 | 1.46 | $151,314 | 15% | $22,697 |
| Project management, administer survey program, recommend improvements, oversee reports and software application implementation, testing and maintenance of survey tools | Customer Satisfaction Analyst GS 12 Step 5 | $87,159 | 4 | 1.46 | $509,009 | 15% | $76,351 |
| Statistician: OMB compliance, data analysis and reporting. | Customer Satisfaction Analyst GS 12 Step 5 | $87,159 | 2 | 1.46 | $254,504 | 15% | $38,176 |
| Survey Management: Administer surveys and focus groups, prepare sample, track data, analyze survey data, write reports and recommend improvements, software application implementation, testing and maintenance of survey tools and survey | Customer Service Specialist GS 11 Step 5 | $72,714 | 6 | 1.46 | $636,975 | 15% | $95,546 |
| Supervisory, QC, Training Administration | Supervisory Customer Service Specialist GS 11 Step 5 | $72,714 | 1 | 1.46 | $106,162 | 15% | $15,924 |
| QC, Training | Customer Service Specialist GS 11 Step 5 | $72,714 | 2 | 1.46 | $212,325 | 15% | $31,849 |
| Supervisory, Survey Administration | Supervisory Customer Service Specialist GS 12 Step 5 | $87,159 | 2 | 1.46 | $254,504 | 15% | $38,176 |
| Survey and special projects | Customer Service Specialists GS 9 Step 5 | $60,102 | 19 | 1.46 | $1,667,229 | 15% | $250,084 |
| ***Subtotal*** | | | 41 | | ***$4,289,895*** | | $643,484 |
| **Other Costs** | | | | | | | |
| Facilities **[cost for renting, overhead, etc. for data collection activity]** | | | | | $68,510 | 15% | $10,276 |

| | | | |
|---|---|---|---|
| Computer Hardware and Software **[cost of equipment annual lifecycle]** | $35,123 | 15% | $5,268 |
| Equipment Maintenance **[cost of annual maintenance/service agreements for equipment]** | $212,349 | 15% | $31,852 |
| Travel | $54,130 | 40% | $21,652 |
| Other: Long Distance Phone Charges **[number of data collections by phone, x minutes, x cost]** | $9,779 | 33% | $3,271 |
| Other: Supplies | $3,569 | 15% | $535 |
| ***Subtotal*** | | | $72,854 |
| **Total** | | | $716,338 |

**15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I in a narrative form. Present the itemized changes in hour burden and cost burden according to program changes or adjustments in Table 5. Denote a program increase as a positive number, and a program decrease as a negative number.**

The forms submitted is a part of a new collection of surveys.

*A "**Program increase**" is an additional burden resulting from a federal government regulatory action or directive. (e.g., an increase in sample size or coverage, amount of information, reporting frequency, or expanded use of an existing form). This also includes previously in-use and unapproved information collections discovered during the ICB process, or during the fiscal year, which will be in use during the next fiscal year.*

*A "**Program decrease**", is a reduction in burden because of: (1) the discontinuation of an information collection; or (2) a change in an existing information collection by a Federal agency (e.g., the use of sampling (or smaller samples), a decrease in the amount of information requested (fewer questions), or a decrease in reporting frequency).*

*"**Adjustment**" denotes a change in burden hours due to factors over which the government has no control, such as population growth, or in factors which do not affect what information the government collects or changes in the methods used to estimate burden or correction of errors in burden estimates.*

**16. For collections of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.**

FEMA does not intend to publish the results from this information collection to the public.

We will be providing reports to internal stakeholders within FEMA such as the Individual Assistance program management offices and various Recovery directorate offices on a quarterly basis. These reports will have a breakdown of each question (basic descriptive statistics; averages and percentages) as well as an overall analysis of patterns seen in the data each quarter and trends overtime. Data can also be aggregated by region, disaster, state, etc. depending on the needs of Individual Assistance program leadership. Therefore, it is possible that stakeholders may occasionally request reports on a more frequent basis than quarterly.

Statisticians may be asked to do more in-depth analysis if there is a significant drop in customer satisfaction scores, and stakeholders want to understand why there was a decrease in satisfaction. This may involve correlation, T-tests, Crosstabs with Pearson’s Chi-Square, and Analysis of Variance (ANOVA). Demographic data will typically be used to describe the sample of respondents, but statisticians may also look for differences in satisfaction across demographic groups if a more in-depth analysis is requested.

**17. If seeking approval not to display the expiration date for OMB approval of the information collection, explain reasons that display would be inappropriate.**

This collection does not seek approval to not display the expiration date for OMB approval.

**18. Explain each exception to the certification statement identified in Item 19 “Certification for Paperwork Reduction Act Submissions,” of OMB Form 83-I.**

FEMA does not request an exception to the certification of this information collection.