

April 29, 2022

## Supporting Statement for Paperwork Reduction Act Submissions

**OMB Control Number: 1660 – 0145**

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

**Form Number(s):**

<b>FEMA Form FF-104-FY-21-180 (formerly 519-0-44)</b>	<b>Preparedness –Phone</b>
<b>FEMA Form FF-104-FY-21-181 (formerly 519-0-45)</b>	<b>Preparedness -Electronic</b>
<b>FEMA Form FF-104-FY-21-182 (formerly 519-0-46)</b>	<b>Transitional Sheltering Assistance (TSA)–Phone</b>
<b>FEMA Form FF-104-FY-21-183 (formerly 519-0-47)</b>	<b>Transitional Sheltering Assistance (TSA)-Electronic</b>
<b>FEMA Form FF-104-FY-21-184 (formerly 519-0-48)</b>	<b>Temporary Housing Units (THU)– Phone</b>
<b>FEMA Form FF-104-FY-21-185 (formerly 519-0-49)</b>	<b>Temporary Housing Units (THU) - Electronic</b>
<b>FEMA Form FF-104-FY-21-196</b>	<b>Sample Focus Group Moderator Guide</b>
<b>FEMA Form FF-104-FY-21-197</b>	<b>Sample One-on-One Interview Guide</b>
<b>FEMA Form FF-104-FY-21-198</b>	<b>Sample On-line Moderator Guide</b>

### General Instructions

A Supporting Statement, including the text of the notice to the public required by 5 CFR 1320.5(a)(1)(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 (FEMA) Strategic Plan Objective 3.1 is to streamline the disaster survivor experience. The Customer Survey & Analysis Section (CSA), as part of the Reporting and Analytics Division of the Recovery Directorate, seeks to provide FEMA's National Preparedness Directorate and Individual Assistance (IA) Program with survey data of disaster survivors to measure the programs' effectiveness in the ability to provide simple, timely, and accessible services.

Three unique surveys will be administered to disaster survivors who have registered for Presidentially-declared disasters and emergencies. Topics each of the surveys will cover include individual preparedness, FEMA's transitional sheltering assistance, and temporary housing program.

The following legal authorities mandate the collection of the information in this request: Executive Order 12862, "Setting Customer Service Standards," and its Memorandum addendum, "Improving Customer Service" dated March 22, 1995, require 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) (Pub. L. 103-62) requires agencies to set missions and goals, and measure performance against them.

The E-Government Act of 2002 (Pub. L. 107-347) 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 improve delivery of assistance by creating a centralized clearinghouse for information and reduce duplication of application forms and processes for those receiving Federal disasters assistance. The portal went into effect December 31, 2008.

The GPRA Modernization Act of 2010 (Pub. L. 111-352) 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 Memorandum entitled “Implementing Executive Order 13571 on Streamlining Service Delivery and Improving Customer Service” dated June 13, 2011, sets out guidelines for establishing customer service plans and activities.

The Sandy Recovery Improvement Act (SRIA) of 2013 (Pub. L. 113-2) and the responses provided by FEMA staff from all divisions in post-Hurricane Sandy discussions, led to the formation of the Disaster Survivor Assistance (DSA) Program to provide additional in-person customer service during the initial phase of the recovery process.

Two forms are being removed from this filing - Shelter and Temporary Essential Power Survey (519-0-50) and Shelter and Temporary Essential Power Survey (519-0-51).

**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.**

The Recovery Reporting & Analytics Division’s Customer Survey & Analysis Section in the Recovery Directorate will administer the surveys. This collection is called the FEMA Programs Customer Satisfaction Surveys.

Respondents to the surveys are disaster survivors who have applied for federal assistance for a Presidentially declared disaster or emergency. Survivors will be given a phone survey if they indicate their preference is for postal mail correspondence from FEMA, or an electronic survey if they indicate their preference for email correspondence at the time of registration. No paper surveys will be given. Questions in the individual surveys ask survivors to rate their satisfaction with the specific FEMA programs on various topics, including overall program satisfaction, customer service, communication, timeliness, expectations, and information provided.

Aggregated survey results are shared with FEMA management at headquarters and regional levels via reports and published on FEMA dashboards. Also, results can be shared with various internal partners (FEMA’s External Affairs, Direct Housing, Mass Care, National Preparedness Directorate). Results will assist in improving the disaster survivor experience within the programs represented in the surveys as well as recovery.

Data for the Preparedness Survey has been used by the FEMA Preparedness Directorate for planning and budgeting for community and public preparedness programs. FEMA's Mass Care/Emergency Assistance Section has used the TSA survey to update policy and procedures to make it easier for eligible disaster survivors to receive assistance of temporary shelter after a major disaster. The Disaster Housing Unit has used data from the THU survey to determine the best way to provide housing to individuals and households in major disasters.

**FEMA Form FF-104-FY-21-180 (formerly 519-0-44) -Phone and FEMA Form FF-104-FY-21-181 (formerly 519-0-45)-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 FF-104-FY-21-182 (formerly 519-0-46) -Phone and FEMA Form FF-104-FY-21-183 (formerly 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.). This program is activated on an "as needed" basis per disaster. 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 services provide by the TSA Program.

**FEMA Form FF-104-FY-21-184 (formerly 519-0-48) -Phone and FEMA Form FF-104-FY-21-185 (formerly 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. This program is activated on an "as needed" basis per disaster. 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.

In addition to surveys, focus groups and one-on-one interviews will be used to gain insight into the disaster survivor experience. These qualitative approaches may be conducted in-person or online. Funding and current COVID guidance will influence methodology selection. Such methods will help collect feedback to improve the surveys, as well as the programs and processes that survivors experience (in-person, over the phone, and online). Sessions will be conducted in

locations dependent on disaster activity and the activation of each program. Results will provide insight into survivors' experiences to improve service delivery for the programs.

**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 Enterprise Customer Survey System (ECSS) for easy retrieval, analysis and reporting. CSA recently acquired survey software that allows for the distribution of electronic surveys. This expands functionality, connectivity, and should reduce public burden. Respondents will receive an electronic or phone survey depending on the communication preference they provided at registration. Both surveys include identical topical content. The decision for adopting these collection methodologies has been driven by factors such as accessibility, costs, and the development of electronic means in accordance with the GPRA Modernization Act of 2010.<sup>1</sup>

Historically, approximately 61% of applicants prefer communication through U.S. Mail while 39% of applicants prefer communication through email. The distribution of these communication methods can vary depending on the disaster (size, type, location). Also, over time, the percentage of people preferring email correspondence has steadily increased.

Each survey asks respondents if they would like to be contacted again for a future survey. Those who respond yes are eligible to participate in other FEMA surveys. To further reduce burden on the same respondents, the survey software goes through an iterative process to only contact previously surveyed respondents if the sample size of survey respondents is too small to complete a viable study. When small disasters do not have enough survey respondents to get survey responses from a mutually exclusive group, respondents may be contacted for one of the other CSA surveys who voluntarily answered yes to being contacted again.

**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.**

CSA goes through a process to determine duplicate efforts when writing surveys by meeting with stakeholders and leadership to ensure surveys meet the needs of the programs. No duplication of survey questions themes have been found for these surveys. The information collected in these surveys is vital to FEMA leaders in making informed decisions

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<sup>1</sup> Ref: [https://www.nsf.gov/sbe/AC\\_Materials/The\\_Future\\_of\\_Survey\\_Research.pdf](https://www.nsf.gov/sbe/AC_Materials/The_Future_of_Survey_Research.pdf)

**5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-1), 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 12862 and 13571, and their supporting memorandums. 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.**

This information collection is conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

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

This information collection is conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

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

This information collection is conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

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

This information collection is conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

**(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.**

This information collection is conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

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

This information collection is conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

**(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.**

This information collection is conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

**(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.**

This information collection is conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

**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 February 16, 2022, at 87 FR 8861. No comments were received.

A 30-day Federal Register Notice inviting public comments was published on April 29, 2022, at 87 FR 25507. The public comment period is open until May 31, 2022.

**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. CSA interviewers who conduct phone surveys give feedback related to the survey design such as question clarity, time needed to conduct survey, etc. 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
- Office of Equal Rights

**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.**

Various methods to provide 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 from 2014-2017 to provide in-depth insight of various topics to help with improvement to the programs.

Disaster survivors were able to provide comments or feedback in the surveys from the previous collection. Statisticians conducted comment analysis on previous survey results to extract themes from text boxes and "other" response options to identify topics important to customers



that weren't currently being assessed to be used in future collections. Additionally, phone interviewers provided survey writers with feedback regarding which survey items were consistently confusing to respondents. Feedback from the focus groups, comments analysis, and interviewer notes have been thoughtfully reviewed and applied in revising the current survey collection.

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

No incentives will be provided for responding to customer service questionnaires (forms cited below). If funding becomes available, a standard incentive of \$75 per attendee may be offered<sup>2</sup> for focus groups held in person or online. Focus group sessions are generally 2 hours. In accordance with OMB 2006 guidance,<sup>3</sup> we used information from past experiences and burden to the respondent as a factor for determining justification for incentives.

In 2010, FEMA completed three contracts for in-person focus groups. The contractors paid a \$75 incentive per person who showed up to participate. Out of 200 who agreed to participate, 161 or 81% attended. Between 2014 and 2017, FEMA held focus groups with no incentive. Out of 532 who stated they would participate, only 182, or 34%, participated.

There is also an added burden to the respondent for non-incentivized participation. The respondents are disaster survivors who will be asked to exert unusual effort by leaving their homes and disaster recovery efforts to attend up to a 2-hour focus group session plus roundtrip travel of 1 hour. For online focus groups, respondents would need reliable internet connection and an understanding of how to use the software provided.

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

Respondents are informed that the surveys comply with the Privacy Act of 1974<sup>4</sup> (which does not allow individual information to be disclosed without written consent except under specific circumstances) and that their answers will not affect the outcome of their application for FEMA assistance.

For 1660-0145, a Privacy Threshold Analysis was approved by the Department of Homeland Security (DHS) on April 2, 2020. A Privacy Impact Analysis (PIA) for this collection is covered by two existing PIA's: DHS/FEMA/PIA-35 CSAS February 27, 2014 (being updated and the

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<sup>2</sup> [https://www.sagepub.com/sites/default/files/upm-binaries/24056\\_Chapter4.pdf](https://www.sagepub.com/sites/default/files/upm-binaries/24056_Chapter4.pdf)

<sup>3</sup> [https://obamawhitehouse.archives.gov/sites/default/files/omb/inforeg/pmc\\_survey\\_guidance\\_2006.pdf](https://obamawhitehouse.archives.gov/sites/default/files/omb/inforeg/pmc_survey_guidance_2006.pdf), Pg. 69

<sup>4</sup> <https://www.justice.gov/opcl/privacy-act-1974>

name changed to Enterprise Customer Survey System (ECSS)) and DHS/FEMA/PIA-049 Individual Assistance (IA) Program, January 2018 (currently being updated).

The collection is covered by the existing System of Records Notice (SORN): DHS/FEMA-008 Disaster Recovery Assistance Files of Record dated February 10, 2022. In addition, as required by the Privacy Act, a Privacy Act Statement is provided with any form that asks respondents to provide personal information about themselves, which is then saved into a system of records.

**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.**

Demographic questions related to gender, age range, marital status, employment status, educational attainment, race/ethnicity, disability status and a Yes/No consent question were added and approved to the previous filing (OMB 1660-0145 Exp. 4/30/2023) of this revision.

Demographic questions enable the agency to follow trends, understand specific populations, and measure recovery efforts to ensure equity and fairness in the delivery of programs. The demographic data can provide the programs with information on how they are understood and received by each demographic, giving them the ability to tailor their programs to underserved populations, allowing equitable distribution of resources.

**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.**

It is estimated that 976 FEMA applicants will complete one (1) FEMA Form FF-104-FY-21-180 (formerly 519-0-44) and 624 FEMA applicants will complete one (1) FEMA Form FF-104-FY-21-181 (formerly 519-0-45) for a total of 1,600 completed surveys each year. The average

burden response for each form will be 0.167 hours – 163 hours for form FF-104-FY-21-180 and 104 for Form FF-104-FY-21-181, for a total of 267 burden hours.

It is estimated that 976 FEMA applicants will complete one (1) FEMA Form FF-104-FY-21-182 (formerly 519-0-46) and 624 FEMA applicants will complete one (1) FEMA Form FF-104-FY-21-183 (formerly 519-0-47) for a total of 1,600 completed surveys each year. The average burden response for each form will be 0.17 hours – 166 hours for form FF-104-FY-21-182 and 106 for Form FF-104-FY-21-183, for a total of 272 burden hours.

It is estimated that 976 FEMA applicants will complete one (1) FEMA Form FF-104-FY-21-184 (formerly 519-0-48) and 624 FEMA applicants will complete one (1) FEMA Form FF-104-FY-21-185 (formerly 519-0-49) for a total of 1,600 completed surveys each year. The average burden response for each form will be 0.17 hours – 166 hours for form FF-104-FY-21-182 and 106 for Form FF-104-FY-21-183, for a total of 272 burden hours.

It is estimated that 960 FEMA applicants will complete one (1) FEMA Form FF-104-FY-21-196, 768 FEMA applicants will complete one (1) FEMA Form FF-104-FY-21-197, and 768 applicants will complete one (1) FEMA Form FF-104-FY-21-198 for a total of 2,496 completed interviews each year. The average burden response for FEMA Form FF-104-FY-21-196 will be 3 hours (2 hours focus group time and 1 hour travel time) for a total of 2,880 hours. The average burden response for FEMA Form FF-104-FY-21-197 will be 1-hour one-on-one interview time for a total of 768 hours. The average burden response for FEMA Form FF-104-FY-21-198 will be 1-hour on-line interviews for 768 hours.

**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.**

See response in 12.a.

**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 1.45 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.**

Historical data examined from January – June 2021 show 61% will be phone responses and 39% will be electronic responses for each survey. The total estimated respondent by survey instrument are based on 4,800 survey respondents and 2,497 qualitative research participants for

a grand total of 7,296 respondents. For more information about estimated universe and projected completions, see Question 1 in Supporting Statement B.

Estimated Annualized Burden Hours and Costs								
Type of Respondent	Form Name / Form No.	No. of Respondents	No. of Responses per Respondent	Total No. of Responses	Avg. Burden per Response (in hours)	Total Annual Burden (in hours)	Avg. Hourly Wage Rate	Total Annual Respondent Cost
<b>Surveys</b>								
Individuals or Households	Preparedness Survey-Phone FEMA Form FF-104-FY-21-180 (formerly 519-0-44)	976	1	976	0.167	163	\$40.61	\$6,619
Individuals or Households	Preparedness Survey-Electronic FEMA Form FF-104-FY-21-181 (formerly 519-0-45)	624	1	624	0.167	104	\$40.61	\$4,223
<b>Subtotal: Preparedness</b>		1,600		1,600		267		\$10,842
Individuals or Households	Transitional Shelter Assistance Survey-Phone FEMA Form FF-104-FY-21-182 (formerly 519-0-46)	976	1	976	0.17	166	\$40.61	\$6,741
Individuals or Households	Transitional Shelter Assistance Survey-Electronic FEMA Form FF-104-FY-21-183 (formerly 519-0-47)	624	1	624	0.17	106	\$40.61	\$4,305
<b>Subtotal: Transitional Shelter Assistance</b>		1,600		1,600		272		\$11,046
Individuals or Households	Temporary Housing Unit Survey- Phone FEMA Form FF-104-FY-21-184 (formerly 519-0-48)	976	1	976	0.17	166	\$40.61	\$6,741
Individuals or Households	Temporary Housing Unit Survey-Electronic FEMA Form FF-104-FY-21-185 (formerly 519-0-49)	624	1	624	0.17	106	\$40.61	\$4,305
<b>Subtotal: Temporary Housing Units</b>		1,600		1,600		272		\$11,046
<b>Survey Total</b>		4,800		4,800		811		\$32,934
<b>Qualitative Research</b>								
Individuals or Households; Partners In Service Staff	Focus Group for 2 Hrs. Plus Travel 1 Hr. / FF-104-FY-21-196	960	1	960	3	2,880	\$40.61	\$116,957
Individuals or	One-on-One Interviews / FF-104-	768	1	768	1	768	\$40.61	\$31,188

Households; Partners In Service Staff	FY-21-197							
Individuals or Households; Partners In Service Staff	On-Line Interviews / FF-104-FY-21-198	768	1	768	1	768	\$40.61	\$31,188
<b>Focus Groups Total</b>		2,496		2,496		4,416		\$179,333
<b>Total Estimated Annualized Burden Hours and Costs</b>		7,296		7,296		5,227		\$212,267
Note: Figures are rounded.								

**Instruction for Wage-rate category multiplier: Take each non-loaded “Avg. Hourly Wage Rate” from the BLS website table and multiply that number by 1.45.<sup>5</sup> For example, a non-loaded BLS table wage rate of \$42.51 would be multiplied by 1.45, and the entry for the “Avg. Hourly Wage Rate” would be \$61.64.**

According to the U.S. Department of Labor, Bureau of Labor Statistics<sup>6</sup>, the May 2021 Occupational Employment and Wage Estimates wage rate for All Occupations (Standard Occupational Classification 00-0000) is \$28.01. Including the wage rate multiplier of 1.45, the fully-loaded wage rate is estimated at \$40.61 per hour. Therefore, the estimated annual burden hour cost is estimated to be \$212,267 (\$40.61 x 5,227 hours - \$1 due to rounding).

**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:**

**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.**

<sup>5</sup> Bureau of Labor Statistics, Employer Costs for Employee Compensation, Table 1. Available at [https://www.bls.gov/news.release/archives/ecec\\_03182022.pdf](https://www.bls.gov/news.release/archives/ecec_03182022.pdf). Accessed March 29, 2022. The wage multiplier is calculated by dividing total compensation for all workers of \$40.35 by wages and salaries for all workers of \$27.83 per hour yielding a benefits multiplier of approximately 1.45.

<sup>6</sup> Information on the mean wage rate from the U.S. Department of Labor Bureau of Labor Statistics is available online at: [https://www.bls.gov/oes/2021/may/oes\\_nat.htm](https://www.bls.gov/oes/2021/may/oes_nat.htm)

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)	Total Annual Cost to Respondent
Focus Group Travel	N/A	N/A	\$33,696	\$33,696
<b>Total</b>	N/A	N/A	<b>\$33,696</b>	<b>\$33,696</b>

The Annual Non-Labor Cost for travel to Focus Groups is based on U.S. General Services Administration (GSA) mileage rate for Privately Owned Vehicles (POV) effective January 1, 2022, at \$0.585 per mile<sup>7</sup>. 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 @ \$0.585 per mile = \$33,696 annual cost for mileage.

**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.**

There are no capital or start-up costs associated with this information collection.

**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.**

<sup>7</sup> General Services Administration Privately Owned Vehicle (POV) Mileage Reimbursement Rates, Privately Owned Automobile, as of January 1, 2022. Accessed and downloaded April 19, 2022.

<https://www.gsa.gov/portal/content/100715>

These rates are updated annually. The link to the archived rates is <https://www.gsa.gov/portal/content/103969>.

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 2021 1% Increase with Locality Pay Dallas - Ft Worth	Number of Staff at GS Level	Fully Loaded Wage Rate at 1.45 Multiplier	Cost (for Salaries includes the Wage Rate Multiplier)	Percent of Time	Total Cost
Management, survey administration	Section Manager (GS 14 Step 5)	\$136,701	1	1.45	\$198,216	5.00%	\$9,911
Program Analyst	Program Analyst (GS 12 step 5)	\$97,285	1	1.45	\$141,063	5.00%	\$7,053
Supervisory, survey administration	Supervisory Customer Service Specialist (GS 13 Step 5)	\$115,681	1	1.45	\$167,737	5.00%	\$8,387
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)	\$97,285	5	1.45	\$705,315	12.22%	\$86,189
Statistician: OMB compliance, data analysis and reporting.	Customer Satisfaction Analyst (GS 13 Step 5)	\$115,681	2	1.45	\$335,474	12.22%	\$40,995
Supervisory, Survey Administration	Supervisory Customer Service Specialist (GS 12 Step 5)	\$97,285	1	1.45	\$141,063	5.00%	\$7,053
Survey Management: Administer surveys, 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)	\$81,163	7	1.45	\$823,802	17.50%	\$144,165
Supervisory - Helpdesk	Supervisory Customer Service Specialist (GS 11 Step 5)	\$81,163	1	1.45	\$117,686	20.00%	\$23,537
Survey Special project - Helpdesk	Customer Service Specialists (GS 9 Step 5)	\$67,084	2	1.45	\$194,544	20.00%	\$38,909
QC, Training	Customer Service Specialist (GS 11 Step 5)	\$81,163	1	1.45	\$117,686	17.50%	\$20,595

Supervisory, Survey Administration	Supervisory Customer Service Specialist (GS 12 Step 5)	\$97,285	2	1.45	\$282,126	9.58%	\$27,028
Survey Scheduler	Customer Service Specialists (GS 9 Step 5)	\$67,084	2	1.45	\$194,544	17.50%	\$34,045
Survey Interviews and special projects	Customer Service Specialists (GS 9 Step 5)	\$67,084	12	1.45	\$1,167,264	9.58%	\$111,824
<b>Subtotal</b>			38				\$559,692
<b>Other Costs</b>							
Contract for Focus Group Incentives and Rental Facilities					\$149,274	41.38%	\$61,770
Facilities [cost for renting, overhead, etc. for data collection activity]					\$59,019	12.86%	\$7,590
Computer Hardware and Software [cost of equipment annual lifecycle]					\$504,274	12.86%	\$64,850
Equipment Maintenance [cost of annual maintenance/service agreements for equipment]					\$35,555	12.86%	\$4,572
Travel (to Focus Group when not on Disaster Funds)					\$43,515	41.38%	\$18,007
Other: Long Distance Phone Charges [number of data collections by phone, x minutes, x cost]					\$12,029	30.39%	\$3,656
Other: C3MP Usage / Licenses					\$28,296	12.86%	\$3,639
Other: Office Supplies					\$3,229	12.86%	\$415
<b>Subtotal</b>							\$164,499
<b>Total</b>							<b>\$724,191</b>

<sup>1</sup> Office of Personnel Management 2022 Pay and Leave Tables for the Dallas-Ft. Worth TX-OK locality. Available online at <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/20212022/DFW.pdf>, accessed April 19, 2022. Staff performing the survey administration are located in the Dallas-Fort Worth areas and FEMA used the salaries for this locality in the analysis.

<sup>2</sup> Wage rate includes a 1.45 multiplier to reflect the fully-loaded wage rate.

**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.**

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.



Itemized Changes in Annual Burden Hours				
Data Collection Instrument	Survey Administration Mode	Program Change (hours currently on OMB Inventory)	Program Change (New Hours)	Difference in Hours (New-Old)
<b>Surveys</b>				
Preparedness Survey-Phone FEMA Form FF-104-FY-21-180 (formerly 519-0-44)	Phone	182	163	-19
Preparedness Survey- Electronic FEMA Form FF-104-FY-21-181 (formerly 519-0-45)	Online	86	104	18
Transitional Shelter Assistance Survey- Phone FEMA Form FF-104-FY-21-182 (formerly 519-0-46)	Phone	185	166	-19
Transitional Shelter Assistance Survey- Electronic FEMA Form FF-104-FY-21-183 (formerly 519-0-47)	Online	87	106	19
Temporary Housing Unit Survey- Phone FEMA Form FF-104-FY-21-184 (formerly 519-0-48)	Phone	185	166	-19
Temporary Housing Unit Survey- Electronic FEMA Form FF-104-FY-21-185 (formerly 519-0-49)	Online	87	106	19
Shelter and Temporary Essential Power Survey FEMA Form 519-0-50	Phone	218	0	-218
Shelter and Temporary Essential Power Survey FEMA Form 519-0-51	Online	102	0	-102
<b>Surveys Subtotal</b>		<b>1,132</b>	<b>811</b>	<b>-319</b>
<b>Qualitative Research</b>				
Focus Group for 2 Hrs Plus Travel 1 Hr		2,880	2,880	0
One on one Interviews		768	768	0
On-Line Interviews		768	768	0
<b>Qualitative Research Subtotal</b>		<b>4,416</b>	<b>4,416</b>	<b>0</b>
<b>Total Itemized Changes in Annual Burden Hours</b>		<b>5,548</b>	<b>5,227</b>	<b>-319</b>

**Explain:** The revised collection will eliminate the previous Shelter and Temporary Essential Power (STEP) Survey. This will result in a program decrease of 319 overall burden hours due to discontinuing the Shelter and Temporary Essential Power (STEP) Survey.

All other surveys in the collection had minimal changes. Estimates to burden remain the same.

<b>Itemized Changes in Annual Cost</b>
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Data Collection Instrument	Survey Administration Mode	Program Change (\$ Cost currently on OMB Inventory)	Program Change (New Cost)	Difference in Cost (New-Old)
<b>Surveys</b>				
Preparedness Survey-Phone FEMA Form FF-104-FY-21-180 (formerly 519-0-44)	Phone	\$6,341	\$6,619	\$278
Preparedness Survey- Electronic FEMA Form FF-104-FY-21-181 (formerly 519-0-45)	Online	\$2,966	\$4,223	\$1,257
Transitional Shelter Assistance Survey- Phone FEMA Form FF-104-FY-21-182 (formerly 519-0-46)	Phone	\$6,445	\$6,741	\$296
Transitional Shelter Assistance Survey- Electronic FEMA Form FF-104-FY-21-183 (formerly 519-0-47)	Online	\$3,031	\$4,305	\$1,274
Temporary Housing Unit Survey- Phone FEMA Form FF-104-FY-21-184 (formerly 519-0-48)	Phone	\$6,445	\$6,741	\$296
Temporary Housing Unit Survey- Electronic FEMA Form FF-104-FY-21-185 (formerly 519-0-49)	Online	\$3,031	\$4,305	\$1,274
Shelter and Temporary Essential Power Survey FEMA Form 519-0-50	Phone	\$7,595	\$0	-\$7,595
Shelter and Temporary Essential Power Survey FEMA Form 519-0-51	Online	\$3,554	\$0	-\$3,554
<b>Surveys Subtotal</b>		<b>\$39,408</b>	<b>\$32,934</b>	<b>-\$6,474</b>
<b>Qualitative Research</b>				
Focus Group for 2 Hrs Plus Travel 1 Hr		\$100,339	\$116,957	\$16,618
One on one Interviews		\$26,757	\$31,188	\$4,431
On-Line Interviews		\$26,757	\$31,188	\$4,431
<b>Qualitative Research Subtotal</b>		<b>\$153,853</b>	<b>\$179,333</b>	<b>\$25,480</b>
<b>Total Itemized Changes in Annual Cost</b>		<b>\$193,261</b>	<b>\$212,267</b>	<b>\$19,006</b>

**Explain:** The revisions to the new collection result in a savings of \$6,474. This includes savings by discontinuing the STEP survey and minimal increases in other collections due to wage rate increases.

**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.**

We will be providing reports to internal stakeholders within FEMA such as the Individual Assistance 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 over time. Data can also be aggregated by region, disaster, state, etc. depending on the needs of Individual Assistance. Therefore, it is possible that stakeholders may request reports on a monthly and/or yearly basis.

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, Crosstabulations with Pearson's Chi-Square, and Analysis of Variance (ANOVA). Nonparametric methods may be utilized for analysis if survey responses are significantly skewed and violate normality.

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.

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