April 17, 2026

Supporting Statement for Paperwork Reduction Act Submissions

OMB Control Number: 1660 – NW102

Title: Federal Emergency Management Agency Individual Assistance Customer Satisfaction Surveys

Form Number(s):
FEMA Form 519-0-36 Initial Survey –Phone
FEMA Form 519-0-37 Initial Survey -Electronic
FEMA Form 519-0-38 Contact Survey -Phone
FEMA Form 519-0-39 Contact Survey- Electronic
FEMA Form 519-0-40 Assessment Survey -Phone
FEMA Form 519-0-41 Assessment Survey - Electronic

To streamline the paperwork process, this new collection of surveys replaces two unexpired collections of FEMA Individual Assistance Customer Satisfaction Surveys: 1) 1660-0036 with 11 surveys and 2) 1660-0128 with 1 survey. The 12 surveys in these two collections, which expire 9/2017 and 1/2018 respectively, will be replaced with this new collection. Upon approval of this new collection, the two current collections 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 to address 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.

The target respondents to the collection are a sample of individuals who registered for Federal assistance for a presidentially-declared major disaster. These respondents have contacted FEMA through different channels and are at various stages in the FEMA process. This may include respondents who had contact with a FEMA representative, online via DisasterAssistance.gov website, with a FEMA inspector, or after an eligibility determination is made on their application. Most respondents are surveyed once in the information collection. There are exceptions when we have small disasters and not enough sample to get information on all three of the surveys in the collection from a mutually exclusive group.

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 Individual Assistance (IA) 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 (Initial Survey), satisfaction with timeliness of service (Contact Survey), overall satisfaction with FEMA customer service (Assessment Survey), and satisfaction with FEMA meeting their disaster related needed (Assessment Survey) be considered for the Individual Assistance GPRA measures. These questions will provide FEMA an overall gauge of performance at different points in the Individual Assistance process. Drops in overall satisfaction or customer service ratings will signal Individual Assistance 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 Individual Assistance Division's Customer Satisfaction Surveys. This collection is managed by the Recovery Directorate, through the Reporting & Analytics Division's Customer Survey & Analysis Section, who will administer the surveys.

The respondents to the collection are individuals and households who are disaster survivors, who registered for Federal assistance for a presidentially-declared major disaster, either by phone, in person, or on-line. After contact with FEMA, the individuals are contacted at various times during the disaster either by phone or electronically, based on their preference at time of application, to rate their satisfaction with the customer service and assistance they received. In most cases we contact the survivors only once for the three surveys in this information collection. There is an exception for disasters where the sample is so small we cannot get enough completions to be confident in analysis to be inferred about the population. In that case, respondents who answer "Yes" to "May we call you again…" from the Initial and Contact Survey, may be contacted again for the Assessment survey. This is done after the new sample has been exhausted.

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 at different touch points within the recovery cycle whether the experience was in person, on the phone or on-line.

The purpose for each survey are as follows:

FEMA Form 519-0-36 -Phone and FEMA Form 519-0-37-Electronic, Initial Survey is a satisfaction survey administered by phone or electronically. It is intended to measure the quality of disaster assistance information and service received during the initial registration process (1) with a FEMA representative or (2) online via DisasterAssistance.gov website. 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 the FEMA application processes and services.

FEMA Form 519-0-38-Phone and FEMA Form 519-0-39-Electronic, Contact Survey is a satisfaction survey administered by phone or electronically. It is intended to measure the quality of disaster assistance information and service received during the continued recovery process. These modes of contact are (1) in person through a Disaster Assistance Team member, (2) an Inspector, or (3) on the phone with a Representative. The survey also measures the ease of using an automated information system or going on-line to check the status of one's case at DisasterAssistance.gov. 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 post application interactions and processes.

FEMA Form 519-0-40 -Phone and FEMA Form 519-0-41-Electronic, Assessment Survey is a satisfaction survey administered by phone or electronically. It is intended to measure the ease of understanding FEMA information received; the timeliness and helpfulness of assistance; the inspection process; the level of recovery; and quality of customer service in meeting expectations. 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 provided through the Individuals and Households Program (IHP).

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 disaster activity 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.

Three questions, related to inspection services in the Contact Survey and Assessment Survey, are a duplication of those asked during the Housing Inspection Services Customer Satisfaction Survey 1660-0102. The duplicate responses gathered in 1660-0102 cannot be modified or used for other purposes in this collection for the following reasons:

- Collection 1660-0102 data cannot be matched with other responses to questions in this collection to provide additional insights about satisfaction with other areas of FEMA; there is no way to correlate with different questions or aggregate data by subgroups.
- Collection 1660-0102 uses paper surveys, which do not provide timely responses to match up with responses from this collection. This collection is administered by phone or electronically, soon after contact or determination of eligibility.
- In Collection 1660-0102 the frame of potential respondents are the first three weeks of registrations. This collection covers the entire time frame of the registrations for disaster assistance providing current and on-going results for program managers about inspection services along with the other customer service data being gathered.

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 and are a requirement of the Executive Orders 12682 and 13571, and resulting 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:

(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.

Not applicable to this information collection.

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 January 31, 2017, 82 FR 8836.

No comments were received.

A 30-day Federal Register Notice inviting public comments was published on April 12, 2017, 82 FR 17672.

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 periodical 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.

Incentives will not be provided for conducting customer service questionnaires (forms cited above). Nominal monetary incentives may be offered to potential focus group participants, contingent on agency funding. This is a standard practice in the conduct of such groups. For focus groups held in person (i.e., the person must travel to a facility), an incentive of $50-75 may be offered. This amount will be considered to be inclusive of participant expenses (e.g., travel, food, daycare). For on-line interviews over 45 minutes, a fee up to $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.

For 1660-NW102, a Privacy Threshold Analysis was approved by the Department of Homeland Security (DHS) on November 10, 2016. A Privacy Impact Analysis (PIA) for this collection is covered by the existing PIA: DHS/FEMA/PIA-35 CSAS February 27, 2014; and DHS/FEMA/PIA-027 National Emergency Management Information System (NEMIS) Individual Assistance (IA) system. NEMIS-IA June 29, 2012.

The collection is covered by the existing System of Records Notice (SORN): DHS/FEMA-008 Disaster Recovery Assistance Files of Record dated 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."

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 1.4 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 universe of respondents will consist of all disaster survivors that applied for individual 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 21,600 survey respondents and 2,496 qualitative research participants for a grand total of 24,096 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	Initial Survey FEMA Forms 519-0-36 Phone or 519-0-37 Electronic	3,264	1	3,264	0.133	434	$33.92	$14,721
Individuals and Households: Mode = Electronic		1,536	1	1,536	0.133	204	$33.92	$6,920
SubTotal: Initial		4,800		4,800		638		$21,641
Individuals and Households: Mode = Phone	Contact Survey FEMA Forms 519-0-38 Phone or 519-0-39 Electronic	4,896	1	4,896	0.133	651	$33.92	$22,082
Individuals and Households: Mode = Electronic		2,304	1	2,304	0.133	306	$33.92	$10,380
SubTotal: Contact		7,200		7,200		957		$32,462
Individuals and Households: Mode = Phone	Assessment Survey FEMA Forms 519-0-40 Phone or 519-0-41 Electronic	6,528	1	6,528	0.217	1,417	$33.92	$48,065
Individuals and Households: Mode = Electronic		3,072	1	3,072	0.217	667	$33.92	$22,625
SubTotal: Assessment		9,600		9,600		2,084		$70,690
Survey Total		21,600		21,600		3,679		$124,793

Qualitative Research								
Individuals and Households, Partners In Service Staff	Focus Group for 2 Hrs Plus Travel 1 Hr	960	1	960	3	2,880	$33.92	$97,690

Individuals and Households, Partners In Service Staff	One-on-One Interviews	768	1	768	1	768	$33.92	$26,051
Individuals and Households, Partners In Service Staff	On-Line Interviews	768	1	768	1	768	$33.92	$26,051
Focus Groups Total		2,496		2,496		4,416		$149,792
Grand Total		**24,096**		**24,096**		**8,095**		**$274,585**

Note: The "Avg. Hourly Wage Rate" for each respondent includes a 1.46 multiplier to reflect a fully-loaded wage rate.
"Type of Respondent" should be entered exactly as chosen in Question 3 of the OMB Form 83-I

Instruction for Wage-rate category multiplier[1]: 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 $62.06.

According to the U.S. Department of Labor, Bureau of Labor Statistics website (https://www.bls.gov/oes/current/oes_nat.htm accessed December 8, 2016) the wage rate category All Occupations Nationwide is estimated to be $23.23/hr. × 1.46 wage rate multiplier = $33.92 /hr. Therefore, the estimated burden hour cost to respondents for all applicants is estimated to be **$274,585** annually.

13. Provide an estimate of the total annual cost burden to respondents or recordkeepers 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.

[1] 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, September 2016." Available at http://www.bls.gov/news.release/pdf/ecec.pdf. Accessed December 15, 2016. Calculated by dividing total compensation for all workers of $34.15 by wages and salaries for all workers of $23.42 per hour (yields a benefits multiplier of approximately 1.46 x wages).

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.

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	$31,104.00	$31,104.00

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, 2016 at $0.54 per mile. Maximum travel to the Focus Group ≤ 30 miles one way or 60 miles round trip. Using this information, 60 miles roundtrip× 960 respondents = 57,600 miles @ $0.54 per mile = $31,104 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.

Annualized Cost to the Federal Government							
Administration and Performance of Surveys, Analysis and Reporting, Recommendations for Improvement, Database and Desktop Application of Survey Tools and Maintenance of Tools.							
Staff Functions:	Title and GS Level	Salary at 2016 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 Spent on Information Collection for IA	Total Cost

Management, survey administration	Section Manager GS 14 Step 5	$119,707	1	1.46	$174,772.22	39.00%	$68,161.17
Administrative Assistant	Administrati ve Assistant GS 6 Step 5	$43,216	1	1.46	$63,095.36	39.00%	$24,607.19
Program Analyst	Program Analyst GS 12 step 5	$85,189	2	1.46	$248,751.88	39.00%	$97,013.23
Supervisory, survey administration	Supervisory Customer Service Specialist GS 13 Step 5	$101,303	1	1.46	$147,902.38	39.00%	$57,681.93
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	$85,189	4	1.46	$497,503.76	39.00%	$194,026.47
Statistician: OMB compliance, data analysis and reporting.	Customer Satisfaction Analyst GS 12 Step 5	$85,189	2	1.46	$248,751.88	39.00%	$97,013.23
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	Customer Service Specialist GS 11 Step 5	$71,073	6	1.46	$622,599.48	39.00%	$242,813.80

survey							
Supervisory, QC, Training Administration	Supervisory Customer Service Specialist GS 11 Step 5	$71,073	1	1.46	$103,766.58	39.00%	$40,468.97
QC, Training	Customer Service Specialist GS 11 Step 5	$71,073	2	1.46	$207,533.16	39.00%	$80,937.93
Supervisory, Survey Administration	Supervisory Customer Service Specialist GS 12 Step 5	$85,189	2	1.46	$248,751.88	39.00%	$97,013.23
Survey and special projects	Customer Service Specialists GS 9 Step 5	$58,742	19	1.46	$1,629,503.08	39.00%	$635,506.20
Subtotal			41		***$4,192,931.66***		$1,635,243.35
Other Costs							
Facilities **[cost for renting, overhead, etc. for data collection activity]**						39.00%	$26,718.80
Computer Hardware and Software **[cost of equipment annual lifecycle]**						39.00%	$82,816.11
Equipment Maintenance **[cost of annual maintenance/service agreements for equipment]**						39.00%	$13,697.86
Travel						39.00%	$0.00
Other: Long Distance Phone Charges at 65% **[number of data collections by phone, x minutes, x cost]** and Office Supplies at 39%						Varies	$7,812.23
Subtotal							$131,045.01
Total							$1,766,288.36

* 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.

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.

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 overtime. Data can also be aggregated by region, disaster, state, etc. depending on the needs of Individual Assistance. 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.

Prepared by:

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