



Billing Code: 9111-23-P

DEPARTMENT OF HOMELAND SECURITY

Federal Emergency Management Agency

[Docket ID FEMA-2020-0007; OMB No. 1660-0143]

Agency Information Collection Activities: Proposed Collection; Comment Request;  
Federal Emergency Management Agency Individual Assistance Customer Satisfaction  
Surveys

AGENCY: Federal Emergency Management Agency, DHS.

ACTION: Notice and request for comments.

SUMMARY: The Federal Emergency Management Agency, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take the opportunity to comment on a revision of a currently approved information collection. In accordance with the Paperwork Reduction Act of 1995, this notice seeks comments concerning the collection of Individual Assistance customer satisfaction survey responses and information for assessment and improvement of the delivery of disaster assistance to individuals and households.

DATES: Comments must be submitted on or before [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER].

ADDRESSES: To avoid duplicate submissions to the docket, please use only one of the following means to submit comments:

- (1) *Online*. Submit comments at [www.regulations.gov](http://www.regulations.gov) under Docket ID FEMA-2020-0007. Follow the instructions for submitting comments.

(2) *Mail.* Submit written comments to Docket Manager, Office of Chief Counsel, DHS/FEMA, 500 C Street, SW, Room 8NE, Washington, DC 20472-3100.

All submissions received must include the agency name and Docket ID.

Regardless of the method used for submitting comments or material, all submissions will be posted, without change, to the Federal eRulemaking Portal at

<http://www.regulations.gov>, and will include any personal information you provide.

Therefore, submitting this information makes it public. You may wish to read the

Privacy and Security Notice that is available via the link on the homepage of

[www.regulations.gov](http://www.regulations.gov).

FOR FURTHER INFORMATION CONTACT: Jessica Guillory, Statistician, Customer Survey & Analysis Section, Recovery Directorate, FEMA at

[Jessica.Guillory@fema.dhs.gov](mailto:Jessica.Guillory@fema.dhs.gov). You may contact the Records Management Division for copies of the proposed collection of information at email address: [FEMA-Information-Collections-Management@fema.dhs.gov](mailto:FEMA-Information-Collections-Management@fema.dhs.gov).

SUPPLEMENTARY INFORMATION: This collection is in accordance with Executive Orders 12862 and 13571 requiring all Federal agencies to survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services. The Government Performance and Results Act (GPRA) requires agencies to set missions and goals and measure performance against them and the GPRA Modernization Act of 2010 requires quarterly performance assessments of government programs for the purposes of assessing agency performance and improvement. FEMA will fulfill these requirements by collecting customer satisfaction program information through surveys of the Recovery Directorate's external customers.

*Collection of Information*

*Title:* Federal Emergency Management Agency Individual Assistance Customer Satisfaction Surveys.

*Type of Information Collection:* Revision of a currently approved information collection.

*OMB Number:* 1660-0143.

*FEMA Forms:* 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.

*Abstract:* Federal agencies are required to survey their customers to determine the kind and quality of services customers want and their level of satisfaction with those services. Analysis from the survey is used to measure FEMA's Strategic Plan's objective 3.1 Streamline the Disaster Survivor Experience.

*Affected Public:* Individuals or households.

*Estimated Number of Respondents:* 38,864.

*Estimated Number of Responses:* 38,864.

*Estimated Total Annual Burden Hours:* 8,982.

*Estimated Total Annual Respondent Cost:* \$327,573

*Estimated Respondents' Operation and Maintenance Costs:* \$0.

*Estimated Respondents' Capital and Start-Up Costs:* \$0.

*Estimated Total Annual Cost to the Federal Government:* \$1,785,889.

Comments

Comments may be submitted as indicated in the ADDRESSES caption above.

Comments are solicited to (a) evaluate whether the proposed data collection is necessary for the proper performance of the agency, including whether the information shall have practical utility; (b) evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (c) enhance the quality, utility, and clarity of the information to be collected; and (d) minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

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