

Dated: July 14, 2010.

**Charlene D. Myrthil,**

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Management Agency, Department of  
Homeland Security.*

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## DEPARTMENT OF HOMELAND SECURITY

### Federal Emergency Management Agency

[Docket ID: FEMA-2014-0008; OMB No.  
1660-0129]

#### Agency Information Collection Activities: Submission for OMB Review; Comment Request, Federal Emergency Management Agency Individual Assistance Survivor Centric Customer Satisfaction Surveys (Formerly, Follow-Up Program Effectiveness & Recovery Survey)

**AGENCY:** Federal Emergency  
Management Agency, DHS.

**ACTION:** Notice.

**SUMMARY:** The Federal Emergency Management Agency (FEMA) will submit the information collection abstracted below to the Office of Management and Budget for review and clearance in accordance with the requirements of the Paperwork Reduction Act of 1995. The submission will describe the nature of the information collection, the categories of respondents, the estimated burden (i.e., the time, effort and resources used by respondents to respond) and cost, and the actual data collection instruments FEMA will use.

**DATES:** Comments must be submitted on or before September 2, 2014.

**ADDRESSES:** Submit written comments on the proposed information collection to the Office of Information and Regulatory Affairs, Office of Management and Budget. Comments should be addressed to the Desk Officer for the Department of Homeland Security, Federal Emergency Management Agency, and sent via electronic mail to [oira.submission@omb.eop.gov](mailto:oira.submission@omb.eop.gov) or faxed to (202) 395-5806.

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information or copies of the information collection should be made to Director, Records Management Division, 500 C Street SW., Washington, DC 20472, facsimile number (202) 212-4701, or email address [FEMA-Information-Collections-Management@dhs.gov](mailto:FEMA-Information-Collections-Management@dhs.gov).

**SUPPLEMENTARY INFORMATION:**

### Changes Since Publication of the 60 Day Federal Register Notice for the Federal Emergency Management Agency Individual Assistance Survivor Centric Customer Satisfaction Surveys (Formerly, Follow-Up Program Effectiveness & Recovery Survey)

The number of respondents and the estimated burden hours have increased since FEMA published the the 60 day Federal Register Notice on February 28, 2014. See 79 FR 11456. This is due to an increase in the number of times the surveys are conducted from quarterly to approximately six times per year, the addition of focus groups, and additional questions covering survey topics whose answers will provide timely customer satisfaction results and benefit the divisions and offices managing FEMA's Individual Assistance programs. The respondent burden increased from 1,536 to 2,832, for an increase of 1,296 respondents. The burden hours increased from 307 to 1,545, for an increase of 1,238 hours. The annual cost has increased from \$0.00 to \$8,604 for travel to focus groups.

#### Collection of Information

*Title:* Federal Emergency Management Agency Individual Assistance Survivor Centric Customer Satisfaction Surveys (formerly, Follow-Up Program Effectiveness & Recovery Survey).

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

*Form Titles and Numbers:* FEMA Form 007-0-14, and Federal Emergency Management Agency Individual Assistance Survivor Centric Customer Satisfaction Surveys.

*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. FEMA managers use the survey results to measure performance against standards for performance and customer service, measure achievement of strategic planning objectives, and generally gauge and make improvements to disaster service that increase customer satisfaction.

*Affected Public:* Individuals and Households.

*Estimated Number of Respondents:* 2,832.

*Estimated Total Annual Burden Hours:* 1,545.

*Estimated Cost:* \$8,604.00.

Dated: July 17, 2014

**Charlene D. Myrthil,**

*Director, Records Management Division,  
Mission Support Bureau, Federal Emergency  
Management Agency, Department of  
Homeland Security.*

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## DEPARTMENT OF HOMELAND SECURITY

### Federal Emergency Management Agency

[Docket ID: FEMA-2014-0023; OMB No.  
1660-0107]

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

**AGENCY:** Federal Emergency  
Management Agency, DHS.

**ACTION:** Notice.

**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 this 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 Public Assistance customer satisfaction survey responses and information for assessment and improvement of the delivery of disaster assistance to States, Local and Tribal governments, and eligible non-profit organizations.

**DATES:** Comments must be submitted on or before September 30, 2014.

**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-2014-0023. 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 35, Washington, DC 20472-3100.

(3) *Facsimile.* Submit comments to (703) 483-2999.

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