

Annual Customer Service Survey of Performance-Based Contract Administrators II

Client: U.S. Department of Housing and Urban Development

Overview

For this project, Insight expanded its prior annual survey for the U.S. Department of Housing and Urban Development (HUD) to determine the customer service quality ratings of Performance-Based Contract Administrators (PBCAs)—the entities that administer Section 8 Housing Assistance Program contracts within their geographical regions. Insight developed and implemented the confidential customer service surveys of housing owners and managers the PBCAs serve. The surveys were an important part of addressing HUD's need to identify which PBCAs had earned annual incentive fees for customer service.

Using the survey and methodology developed during the previous PBCA Customer Satisfaction Survey contract, Insight conducted a web survey with telephone follow-up. The survey assessed overall satisfaction with each



PBCA and satisfaction with performance on each of the five performance-based tasks plus supplemental questions on related specific regulations within the five task areas. Insight conducted state-specific analyses of the core performance metrics, presented as part of the final report.

Under this 5-year contract, the survey population was expanded from 8 states plus the District of Columbia and 2 territories to all 50 States plus the District of Columbia and 2 territories.

Products

Final report, *Performance-Based Contract Administrators Customer Service Survey: FY 2013* (August 2014); subsequent annual reports through 2018

