

# Annual Customer Service Survey of Performance-Based Contract Administrators

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

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## **Project Overview**

Insight designed, implemented, and analyzed this inaugural 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) through development and implementation of confidential customer service surveys of housing owners and managers served by the PBCAs. PBCAs are entities that administer Section 8 Housing Assistance Program contracts within their geographical regions. The PBCA customer service performance and delivery surveys, which never had been conducted prior to this contract, are an important component in addressing HUD's need to decide which PBCAs have earned annual incentive fees for customer service.



Insight conducted a Web survey, with telephone follow-up, that included questions to assess:

- Overall satisfaction with the PBCA
- Satisfaction with performance on each of the 5 performance-based tasks
- The impact of some of the related specific regulations within 5 task areas

The survey population was 8 States plus the District of Columbia and 2 territories. For future iterations, it is expected that the survey population will be expanded to all 50 States plus the District of Columbia and 2 territories.

State-specific analyses of the core performance metrics were conducted and provided as part of the final report.



This study was critical in enabling HUD to decide which PBCAs have earned an annual incentive fee for customer service through the development and implementation of confidential customer service surveys of housing owners and managers.

## **Core Activities**

Literature Reviews and Environmental Scans; Survey Design and Implementation; Survey Research; Data Collection; Qualitative Research; Data Analysis and Simulations; Report Development and Presentation

## **Products**

The final report for the 2013 survey, entitled "Performance-Based Contract Administrators Customer Service Survey: FY 2013," was submitted to HUD in August 2014.