

# Annual Customer Service Survey of Performance-Based Contract Administrators

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

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## Project Overview

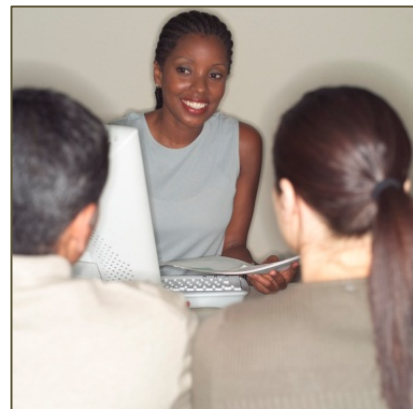
Under this contract, Insight continued and expanded its prior annual survey conducted for the U.S. Department of Housing and Urban Development (HUD) to determine the customer service quality ratings of Performance-Based Contract Administrators (PBCAs) through development and implementation of confidential 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.



Using the survey and methodology Insight developed during the previous PBCA Customer Satisfaction Survey contract, Insight will conduct a Web survey, with telephone follow-up, that includes questions to assess overall satisfaction with each PBCA and satisfaction with performance on each of the 5 performance-based tasks, and also includes supplemental questions on some of the related specific regulations within 5 task areas. State-specific analyses of the core performance metrics will be conducted and provided as part of the final report.

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

This study will be 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. Subsequent annual reports will be submitted in August 2015, 2016, 2017, and 2018.