

Annual Customer Service Survey of Performance-Based Contract Administrators

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

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), which administer Section 8 Housing Assistance Program contracts within their geographical regions. Insight developed and implemented confidential customer service surveys of housing owners and managers the PBCAs serve.

Insight's web survey with telephone follow-up assessed—

- Overall satisfaction with the PBCA
- Satisfaction with performance on each of the five performance-based tasks
- Impact of related specific regulations within five task areas

The survey population was composed of eight states plus the District of Columbia and two territories. For future iterations, the survey population will likely be expanded to all 50 states plus the District of Columbia and 2



territories. Insight conducted state-specific analyses of the core performance metrics as part of the final report.

The PBCA customer service performance and delivery surveys had never been conducted prior to this project. The study was critical to enabling HUD to identify which PBCAs had earned an annual incentive fee for customer service.

Products

Final report, *Performance-Based Contract Administrators Customer Service Survey: FY 2013* (August 2014)