

Attachment CC: List of Technologies Used

1. Interactive Voice Response Survey: Automated, touchtone answer
2. Live Follow-up Telephone Survey: Live PEC surveyor
3. Web Survey for E-Mail Inquirers: Internet survey
4. Postcard Survey for Single Publication Orders: Paper and pencil survey
5. Postcard Survey for Bulk Mailing: Paper and pencil survey
6. Web Survey for E-Mail Inquirers: Internet survey
6. Web Survey for E-Mailed Publications: Internet survey
6. Customer Service Representative Survey: Internet survey
8. Special Outreach Surveys (General Public): Live Customer Service Representative surveyor
9. Special Outreach Surveys (Professional): Live Customer Service Representative surveyor
10. Emergency Response Surveys (General Public): Live Customer Service Representative surveyor
11. Emergency Response Surveys (Professional): Live Customer Service Representative surveyor