

# Disaster Recovery Center Survey

FEMA Form 007-0-7  
OMB Control Number 1660-0036  
Expiration Date \_\_\_\_\_

Public reporting burden for this survey is estimated to average 8 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. You are not required to respond to this collection of information unless it displays a valid OMB control number near the title of the electronic collection instrument, or for on-line applications, on the first screen viewed by the respondents. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (1660-0036) **NOTE: Do not send your completed form to this address.**

The following survey is voluntary.

## INTRODUCTION

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is \_\_\_ and my ID # is \_\_\_\_\_. May I please speak with (Applicant) or the person who visited the Disaster Recovery Center on \_\_\_\_\_ (visit date)?

**If no:** Thank you for your time and have a good day/evening. (Mark attempt)

**If yes:** We're looking for ways to improve the quality of our service and your opinion is very important to us. Would you volunteer to take **3 - 7** minutes to answer some questions?

**If No:** I understand, Thank you for your time and have a good day/evening)

**If Yes:** Thank you. The following questions have been approved by the Office of Management and Budget under number 1660-0036. Please be assured your answers will not affect the outcome of your application for FEMA assistance.

## QUESTIONS

**1. Considering everything you experienced at the Disaster Recovery center, what would be your overall rating of the Center?**

Excellent  
Good  
Satisfactory  
Below Average  
Poor  
Don't Know / No Opinion

*[Excellent or Good, go to 1a]*

*[Below Average or Poor, go to 1b]*

*[Satisfactory, go to 2]*

**1a. What specific reason caused you to give it that rating? [Text Box]**

**1b. What specific reason caused you to give it that rating? [Text Box]**

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**2. When you first learned that a FEMA Disaster Recovery Center was opening, and BEFORE you went there, what type of services and information did you EXPECT to find?**

FEMA Programs	SBA	Blue Tarp / Roof
Registration	IRS	Rapid Temporary Repair
Check Status	Red Cross	Don't Know / No Opinion
Food Assistance		Other (Specify): [Text Box]
Mitigation		
Inspection		
Temporary Housing		

**3. How did you hear about the location of the Recovery Center?**

Friends/Relatives/Neighbors	Signs	Radio
Newspaper	FEMA Employees	Television
Flyers	Red Cross	Local Gov't (City, County, EMS, etc.)
FEMA Website	Driving By	Community Groups (Churches, Local Clubs)

**3a. How would you rate FEMA in letting you know the location of the Center in your area? Would you say they were...?**

Excellent  
Good  
Satisfactory  
Below Average  
Poor  
Don't Know / No Opinion

*[Below Average or Poor, go to 3b]*

**3b. What would be the best way of advertising the Center's.....? [Text Box]**

**4. How would you rate the *convenience* of the Center's...**

**4a. location? Would you say...?**

Excellent  
Good  
Satisfactory  
Below Average  
Poor  
Don't Know / No Opinion

*[Below Average or Poor go to 4b; otherwise go to 4c]*

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**4b. What specific reason caused you to give it that rating? [Text Box]**

**4c. hours of operation? Would you say...?**

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Don't Know / No Opinion

*[Below Average or Poor go to 4d; otherwise go to 5]*

**4d. What specific reason caused you to give it that rating? [Text Box]**

**5. A variety of disaster services and agencies were at the Center. AFTER you went there and saw what was available, what specifically did you want to accomplish during your visit to the Center?**

- |                         |              |                                      |
|-------------------------|--------------|--------------------------------------|
| FEMA Program Info       | SBA          | Blue Tarp / Roof                     |
| Registration            | Unemployment | Rapid Temporary Repair               |
| Check Status            | Red Cross    | Food Assistance                      |
| Temporary Housing       | IRS          | Crisis Counseling                    |
| Mitigation              |              |                                      |
| Inspection              |              | Other Agencies (Specify): [Text Box] |
| Deliver / Fax Paperwork |              | Other Reasons (Specify): [Text Box]  |

*[If Temporary Housing checked, go to 5a otherwise go to 6]*

**5a. How would you rate the Center on helping you find available housing? Would you say.....?**

- Extremely Helpful
- Very Helpful
- Somewhat Helpful
- Not Very Helpful
- Not At All Helpful
- Don't Know / No Opinion

*[Not Very Helpful or Not At All Helpful, go to 5b]*

**5b. How could they have been more helpful? [Text Box]**

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## 6. Did you accomplish all the things you wanted to during your visit to the Center?

- Yes
- Some
- No

*[Some or No go to 6a and check all that apply; otherwise go to 7]*

### 6a. What things were not accomplished?

- |                         |              |                                      |
|-------------------------|--------------|--------------------------------------|
| FEMA Program Info       | SBA          | Blue Tarp / Roof                     |
| Register                | Unemployment | Rapid Temporary Repair               |
| Check Status            | Red Cross    | Food Assistance                      |
| Temporary Housing       | IRS          | Crisis Counseling                    |
| Mitigation              |              |                                      |
| Inspection              |              | Other Agencies (Specify): [Text Box] |
| Deliver / Fax Paperwork |              | Other Reasons (Specify): [Text Box]  |

## 7. How would you rate the Recovery Center Staff on...?

### 7a. being courteous? Would you say...?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Don't Know / No Opinion

*[Below Average or Poor go to 7b and check all that apply, otherwise go to 7c]*

### 7b. In what way was he/she not courteous?

- Impatient
- Interrupted
- Accusatory
- Condescending
- Tone of Voice
- Other [Text Box]

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## 7c. showing an interest in your situation?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Don't Know / No Opinion

*[Below Average or Poor go to 7d and check all that apply, otherwise go to 7f]*

## 7d. What made you feel he/she was not interested in helping?

- Didn't Answer Questions
- Didn't Listen
- No Empathy
- Indifference
- Didn't make me Eligible
- Other [Text Box]

*[If Didn't Answer Questions is checked go to 7e]*

## 7e. What questions were not answered? [Text Box]

## 7f. letting you know what you needed to do next?

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Don't Know / No Opinion

*[Below Average or Poor go to 7g and check all that apply below, otherwise go to 7i]*

## 7g. What specific reason(s) caused you to give it that rating?

- Next Steps not given
- Didn't Answer Questions
- Too much info
- Too Confusing
- Indifference
- Other [Text Box]

*[If Didn't Answer Questions is checked go to 7h]*

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**7h. What questions were not answered? [Text Box]**

**7i. making good use of your time?**

- Excellent
- Good
- Satisfactory
- Below Average
- Poor
- Don't Know / No Opinion

*[Below Average or Poor go to 7j and check all that apply below, otherwise go to 8]*

**7j. What specific reason(s) caused you to give it that rating?**

- Upfront Info
- Organization
- Need more Staff
- Phone Issues
- Computer Issues
- Other [Text Box]

**8. FEMA is interested in getting your opinion on what we could do to improve our service. What other suggestions would you like to pass on to improve Disaster Recovery Centers that you have not already shared? [Text Box]**

Thank you very much for your time. Have a good day/evening.