

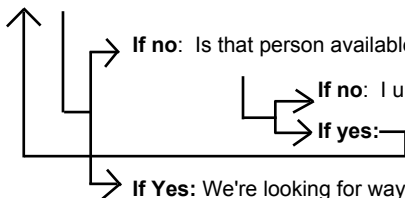
PAPERWORK REDUCTION ACT BURDEN DISCLOSURE NOTICE

Public reporting burden for this survey is estimated to take 5 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. This collection of information is voluntary. You are not required to respond to this collection of information unless it displays a valid OMB control number displayed in the upper right corner of this form. Send comments regarding accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 1800 South Bell Street, Arlington VA 20598-3005, Paperwork Reduction Project (1660-0130).
NOTE: Do not send your completed form to the above address.

Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____ My ID # is _____
 May I please speak with _____ ?

If no: I understand, thank you for your time and have a nice day/evening. (Mark attempt)

If Yes: Are you the person who applied for and received repairs in your home after Hurricane Sandy from the Sheltering Temporary Essential Power Program, also known as the STEP Program [or (*local jurisdiction program name - New York City Rapid Repairs Program for NYC residents*)] offered through your local government?



If Yes: We're looking for ways to improve the repairs service and your opinion is very important to us. We have some questions we'd like to ask and, if you participate, your answers will not affect the outcome of your application for FEMA assistance. Would you be willing to take 3 - 6 minutes to answer the question?

If no: I understand, thank you for your time and have a nice day/evening. (Mark attempt)
If Yes: Thank you. The following questions have been approved by the Office of Management and Budget under [number (#)]. This call may be monitored and/or recorded for quality assurance.

OVERALL

1. **New York City:** Many different organizations or programs may have helped to make repairs to your home. Most of the questions I will ask are about repairs you received from New York City through the New York City Rapid Repairs Program. First, can you tell me what repairs were made to your home through the Rapid Repairs Program?

Non-New York City: Many different organizations or programs may have helped to make repairs to your home. Most of the questions I will ask are about repairs made to your home by your local government through the Sheltering and Temporary Essential Power Program, also know as STEP. First, can you tell me what repairs were made to your home through the STEP Program?

- | | | |
|---|---|--|
| <input type="checkbox"/> Restored power/electricity (go to b) | <input type="checkbox"/> Flooring (go to b) | <input type="checkbox"/> Other (specify) _____ (go to b) |
| <input type="checkbox"/> Heating/cooling (go to b) | <input type="checkbox"/> Windows (go to b) | <input type="checkbox"/> Don't know/don't remember |
| <input type="checkbox"/> Restored water (go to b) | <input type="checkbox"/> Roof (go to b) | |

- a) I understand, however, since the questions are mostly about those repairs we will not be able to continue. Thank you very much for your time. Have a good day/evening.
- b) Thank you. When answering these questions, please think about ONLY the repairs you just described. Throughout these questions, I will refer to the program that provided those repairs as the "repair program" or [STEP or Rapid Repairs Program].

2. Using a rating scale of strongly disagree, disagree, neither agree or disagree, agree, or strongly agree, please tell me your level of agreement with the following statement: Overall, I am satisfied with the repairs that were made to my home through [STEP or Rapid Repairs Program]?

- Strongly Disagree Neither Agree or Disagree Strongly Agree (go to 3)
- Disagree Agree (go to 3)

2a. Why are you not satisfied with the repairs?

- | | | |
|---|--|---|
| <input type="checkbox"/> Additional work needed on repairs | <input type="checkbox"/> Quality of materials | <input type="checkbox"/> Not informed - repair timeline |
| <input type="checkbox"/> Additional work needed on preparatory work | <input type="checkbox"/> Took too long | <input type="checkbox"/> Not informed - phone number |
| <input type="checkbox"/> Home received more damage | <input type="checkbox"/> Customer Service - missed appointments | <input type="checkbox"/> Not informed - program explanation |
| <input type="checkbox"/> Home still not safe | <input type="checkbox"/> Customer Service - inspection appointment | <input type="checkbox"/> Other (specify) _____ |
| <input type="checkbox"/> Did not repair all emergency damages | <input type="checkbox"/> Customer Service - other | |
| <input type="checkbox"/> Quality of workmanship | <input type="checkbox"/> Not informed - contractor work times | |

SHELTERING TEMPORARY ESSENTIAL POWER (STEP) SURVEY

PROGRAM INFORMATION

3. How did you first hear about [STEP for Rapid Repairs Program]?

- | | |
|---|---|
| <input type="checkbox"/> Shelter | <input type="checkbox"/> Radio |
| <input type="checkbox"/> Disaster Recovery Center | <input type="checkbox"/> Service Provider (insurance, water, gas, phone, etc.) |
| <input type="checkbox"/> Community group (club, church, school, etc.) | <input type="checkbox"/> Social Media - Facebook |
| <input type="checkbox"/> Disaster workers (ARC, Salvation Army, local gov., etc.) | <input type="checkbox"/> Social Media - Twitter |
| <input type="checkbox"/> FEMA disaster worker | <input type="checkbox"/> Social Media - You Tube |
| <input type="checkbox"/> FEMA website | <input type="checkbox"/> Social Media - Other (probe & specify) |
| <input type="checkbox"/> FEMA helpline | <input type="checkbox"/> Television |
| <input type="checkbox"/> Local government website | <input type="checkbox"/> Text, phone, email alerts (reverse 911, robo call, RSS feed, etc.) |
| <input type="checkbox"/> Local government helpline | <input type="checkbox"/> Word of mouth (friends, family, neighbors, employer, landlord, etc.) |
| <input type="checkbox"/> Flyers, signs, billboards, posters, etc., (including driving by) | <input type="checkbox"/> Don't know/remember |
| <input type="checkbox"/> Internet searches (Google, Bing, etc.) | <input type="checkbox"/> Other (specify) |
| <input type="checkbox"/> Newspaper | |

4. Using the same rating scale from earlier (i.e. strongly disagree, disagree, neither agree or disagree, agree, and strongly agree), please tell me your level of agreement with the following statement: Based on my experience with [STEP or Rapid Repairs Program], when I signed up for the program I had a good understanding of the program.

- Strongly Disagree Neither Agree or Disagree Strongly Agree (go to 5)
- Disagree Agree (go to 5)

4a. What did you not have a good understanding of?

- | | |
|--|--|
| <input type="checkbox"/> Required prep work | <input type="checkbox"/> Inspections |
| <input type="checkbox"/> What repairs would be made | <input type="checkbox"/> How long repairs would take |
| <input type="checkbox"/> Temporary nature of repairs | <input type="checkbox"/> Other (specify) _____ |

LIVING STATUS

5. Where were you living when you applied for [STEP or Rapid Repairs Program]?

- | | | |
|---|---|---|
| <input type="checkbox"/> Hotel/Motel | <input type="checkbox"/> Car | <input type="checkbox"/> Employer/place of work |
| <input type="checkbox"/> New Rental Unit | <input type="checkbox"/> Family/Friends | <input type="checkbox"/> Other (Specify) _____ |
| <input type="checkbox"/> Home (i.e. damaged dwelling) | <input type="checkbox"/> Shelter | <input type="checkbox"/> Don't remember |

6. The next few items are statements. What is your level of agreement with the following statement: This repair program helped me to live in my home during the remainder of the winter season that followed Hurricane Sandy.

- Strongly Disagree Neither Agree or Disagree Strongly Agree
- Disagree Agree

REPAIR TIMELINESS

7. The next statement is: Without [STEP or the Rapid Repairs Program], it would have taken longer for me to live in my home again.

- Strongly Disagree Neither Agree or Disagree Strongly Agree
- Disagree Agree Don't know

8. The next statement is: I am satisfied with the amount of time between signing up for repairs and repairs being completed.

- Strongly Disagree Neither Agree or Disagree Strongly Agree
- Disagree Agree

9. After you signed up for the program, how long did it take for repairs to be completed?

- _____ Days Don't remember
- _____ Weeks Didn't finish (go to 12)
- _____ Months

SHELTERING TEMPORARY ESSENTIAL POWER (STEP) SURVEY

10. After this program completed its repairs, did your home need additional repairs before you felt you could live in it?

- Yes Don't remember
 No Other (specify) _____

11. How much time passed between when the program completed its repairs and when you lived in your home again?

- _____ Days Don't remember (go to 12)
_____ Weeks Didn't return home (go to 12)
_____ Months (If less than 2 weeks go to 12)

11a. Tell me about why it took that long for you to return home.

- Small boilers Insulation Other - NOT related to damage/repairs
 Bathrooms No/delayed Certification of Occupancy
 Sub-flooring Other - related to damage/repairs (specify) _____

PERMANENT REPAIRS

12. Now I am going to ask about permanent repairs that were *NOT* made by [STEP or the Rapid Repairs Program]. Permanent repairs are those that repaired your home so that it looked and worked as if it had not been damaged at all. These may or may not have been paid for by FEMA. Can you tell me what permanent repairs were made to your home?

- | | | |
|---|--|---|
| <input type="checkbox"/> Restored power/electricity | <input type="checkbox"/> Exterior - Roof | <input type="checkbox"/> No permanent repairs made (go to 14) |
| <input type="checkbox"/> Heating/cooling | <input type="checkbox"/> Exterior - non-roof | <input type="checkbox"/> Don't know/remember (go to 14) |
| <input type="checkbox"/> Restored water | <input type="checkbox"/> Plumbing/sewage | |
| <input type="checkbox"/> Flooring | <input type="checkbox"/> Drywall | |
| <input type="checkbox"/> Windows | <input type="checkbox"/> Other (specify) _____ | |

13. The next item is another statement. This repair program helped me to live in my home until permanent repairs could be made. Would you say you:

- Strongly Disagree Neither Agree or Disagree Strongly Agree
 Disagree Agree

PROGRAM IMPROVEMENT

14. What do you think should be changed about the overall [STEP or Rapid Repairs] program to make it better?

- | | |
|--|--|
| <input type="checkbox"/> No changes needed | <input type="checkbox"/> Improve program information |
| <input type="checkbox"/> Allow permanent repairs | <input type="checkbox"/> Improve communication |
| <input type="checkbox"/> Allow for more repairs | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Make repairs faster | <input type="checkbox"/> Other (specify) _____ |

CLOSING

15. I have one last question for you. Do you have other comments or suggestions about [STEP or Rapid Repairs] that you haven't already shared?

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