

# COMMUNICATION AND PROCESS SURVEY

FEMA Form 007-0-9  
OMB Control Number 1660-0036  
Expiration \_\_\_\_

Public reporting burden for this survey is estimated to average 15 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.**

## COMMUNICATION AND PROCESS SURVEY

**Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is \_\_\_\_\_ . My I.D. # is \_\_\_\_\_. May I please speak with \_\_\_\_\_ (*applicant name*) or the person who handled your FEMA application?**

*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 5-8 minutes to answer some questions?**

***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.**

*If No:* I understand. Thank you for your time and have a nice day/evening.

## COMMUNICATION AND PROCESS SURVEY

COMMUNICATIONS																																			
Now, I would like you to consider the many ways you may have become aware of FEMA disaster assistance.																																			
<i>Question</i>	<i>Response Options</i>																																		
ComQ1. What were your main sources of FEMA disaster assistance information?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Source</th> <th style="text-align: center; padding: 5px;">Check</th> </tr> </thead> <tbody> <tr><td style="padding: 5px;">Television</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Radio</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Newspaper</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Flyers/Signs</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Schools/Local Organizations</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Disaster Workers</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">State/Local Government</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Social Media (Facebook, Twitter, etc.)</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">FEMA website/Internet</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Voluntary Agencies</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Insurance Company</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Friends/Relatives/Neighbors</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Other (Specify)</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;"> </td><td style="padding: 5px;"> </td></tr> <tr><td style="padding: 5px;"> </td><td style="padding: 5px;"> </td></tr> <tr style="background-color: #cccccc;"><td style="padding: 5px;"> </td><td style="padding: 5px;"> </td></tr> </tbody> </table>	Source	Check	Television	<input type="checkbox"/>	Radio	<input type="checkbox"/>	Newspaper	<input type="checkbox"/>	Flyers/Signs	<input type="checkbox"/>	Schools/Local Organizations	<input type="checkbox"/>	Disaster Workers	<input type="checkbox"/>	State/Local Government	<input type="checkbox"/>	Social Media (Facebook, Twitter, etc.)	<input type="checkbox"/>	FEMA website/Internet	<input type="checkbox"/>	Voluntary Agencies	<input type="checkbox"/>	Insurance Company	<input type="checkbox"/>	Friends/Relatives/Neighbors	<input type="checkbox"/>	Other (Specify)	<input type="checkbox"/>						
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## COMMUNICATION AND PROCESS SURVEY

### COMMUNICATIONS (Continued)

<i>Question</i>	<i>Response Options</i>							
<p>Com2. How would you rate each communication source mentioned [insert sources] on providing the information you needed? Would you say it was...</p> <p>(Select source checked and repeat if multiple sources.)</p> <p>(READ scale only as needed)</p>			Excellent	Good	Satisfactory	Below Average	Poor	Don't Know / No Opinion
	Source	Check						
	Television							
	Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Flyers/Signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Schools/Local Organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Disaster Workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	State/Local Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	Insurance Company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Friends/Relatives/Neighbors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Other (Specify)							

### COMMUNICATIONS (Continued)

<i>Question</i>	<i>Response Options</i>
<p>ComQ3. When did you first hear that you could apply for FEMA disaster assistance?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Up to 1 week after the disaster declaration</li> <li><input type="checkbox"/> 2-3 weeks after the declaration</li> <li><input type="checkbox"/> 1-2 months after the declaration</li> <li><input type="checkbox"/> Over two months after the declaration</li> <li><input type="checkbox"/> Took a long time to be declared</li> <li><input type="checkbox"/> Other</li> </ul>

# COMMUNICATION AND PROCESS SURVEY

COMMUNICATIONS (Continued)																																	
Best Way To Contact	Response Options																																
<p>ComQ4. What would be the <b>best way</b> for FEMA to provide general disaster assistance information to you after a disaster?</p>	<div style="border: 1px solid black; text-align: center; margin-bottom: 5px; padding: 2px;">DO NOT READ (CHECK ONLY ONE)</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%; padding: 5px;">Source</th> <th style="width: 20%; padding: 5px;">Best Way</th> </tr> </thead> <tbody> <tr><td style="padding: 5px;">Television</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Radio</td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Newspaper</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Flyers/Signs</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Schools/Local Organizations</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Disaster Workers</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">State/Local Government</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Social Media (Facebook, Twitter, etc)</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">FEMA website/Internet</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Voluntary Agencies</td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Insurance Company</td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Reverse 911 (Auto Dialer)</td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Email/Text Message</td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Friends/Relatives/Neighbors</td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Other (Specify)</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> </tbody> </table>	Source	Best Way	Television	<input type="checkbox"/>	Radio	<input checked="" type="checkbox"/>	Newspaper	<input type="checkbox"/>	Flyers/Signs	<input type="checkbox"/>	Schools/Local Organizations	<input type="checkbox"/>	Disaster Workers	<input type="checkbox"/>	State/Local Government	<input type="checkbox"/>	Social Media (Facebook, Twitter, etc)	<input type="checkbox"/>	FEMA website/Internet	<input type="checkbox"/>	Voluntary Agencies	<input checked="" type="checkbox"/>	Insurance Company	<input checked="" type="checkbox"/>	Reverse 911 (Auto Dialer)	<input checked="" type="checkbox"/>	Email/Text Message	<input checked="" type="checkbox"/>	Friends/Relatives/Neighbors	<input checked="" type="checkbox"/>	Other (Specify)	<input type="checkbox"/>
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ComQ4a. What suggestions do you have to improve FEMA's communication? \_\_\_\_\_

## COMMUNICATION AND PROCESS SURVEY

<b>REGISTRATION COMPONENTS – by phone</b>						
This next series of questions is about registering for disaster assistance.						
R1.Q5 Please use a scale of excellent, good, satisfactory, below average, or poor. How would you rate FEMA’s <b>registration process</b> on						
(READ scale only as needed)		Excellent	Good	Satisfactory	Below Average	Poor
R15a	Being easy to reach by phone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R15b	Convenient to apply?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R15c	Making it simple to apply?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R15d	The time it takes to complete your registration?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R15e	Having enough time to tell your story?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R15f	Having sufficient time to apply before the deadline?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R15g	Providing useful information to aid your recovery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R15h	Helping you understand what FEMA does?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R15i	Helping you understand the many types of assistance available to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R15j	Letting you know what you needed to do next?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>REGISTRATION PROCESS - Overall Rating</b>		Excellent	Good	Satisfactory	Below Average	Poor	Don't Know/ No Opinion
R15k	Overall, what would be your rating of the registration process? Would you say it was ... (READ scale) (If Below Average/Poor go to R15L, otherwise go to R15m)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R15L	What exactly were you dissatisfied with during the registration process?						

R15m. What suggestions would you recommend to improve the registration process? _____
(Clarify) _____

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<b>FINAL WEEK Registration – Phone or Internet (only for those who registered in the last two weeks of the application period)</b>	
<i>Question</i>	<i>Response Options</i>
For this next question, FEMA is looking for new ways to speed up the process of providing disaster assistance.	
FWR.Q6. What was the primary reason your registration was submitted just before the closing date?	<p><b>(DO NOT read)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Expected insurance to cover loss</li> <li><input type="checkbox"/> Just heard about FEMA</li> <li><input type="checkbox"/> Didn't think I would qualify</li> <li><input type="checkbox"/> Self Sufficient – didn't want to ask for help</li> <li><input type="checkbox"/> Began to see evidence of water intrusion</li> <li><input type="checkbox"/> (Other Specify)</li> <li><input type="checkbox"/> County was added late</li> <li><input type="checkbox"/> Didn't know I had damages (was not home, etc.)</li> <li><input type="checkbox"/></li> </ul>

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<b>On-Line Registration Attempt (Skip if internet registration)</b>	
<i>Question</i>	<i>Response Options</i>
These next questions are about attempting to use a mobile device or a computer to register for disaster assistance.	
IntRIQ7. Did <b>you personally</b> try to register using the fema.gov site with a mobile device?	(DO NOT read) <input type="checkbox"/> No ( <b>Go to IntRIQ7-1a</b> ) <input type="checkbox"/> Yes and I was able to register on line ( <b>Go to Q7-1d</b> ) <input type="checkbox"/> Yes I tried but was unable to register the case ( <b>Go to Q7-1b</b> ) <input type="checkbox"/> <b>(DO NOT read)</b> Don't remember ( <b>Skip to next series</b> )
Q7-1a. What were your reasons for not using a mobile device to register?  <b>Skip to Q7-2a (Online Computer)</b>	<input type="checkbox"/> Don't have a mobile smart phone device <input type="checkbox"/> Don't have mobile internet access <input type="checkbox"/> Phone damaged <input type="checkbox"/> Limited computer skills <input type="checkbox"/> Security concerns <input type="checkbox"/> M.FEMA.gov was not accessible <input type="checkbox"/> Wanted to talk to FEMA <input type="checkbox"/> Didn't know about the mobile on-line service <input type="checkbox"/> Utilities were out (battery charge issue) <input type="checkbox"/> No cell service Other (specify)
Q7-2a Have you tried to register online using a computer?	<input type="checkbox"/> No ( <b>Go to Q7-2b</b> ) <input type="checkbox"/> Yes, I successfully registered. ( <b>Go to Next Series</b> ) <input type="checkbox"/> Yes but was unable to register. ( <b>Go to IntRIQ7-2c</b> ) <b>(DO NOT read)</b> Don't remember ( <b>Skip to next series</b> )
IntRIQ7-2b. What were your reasons for not registering online?  <b>Skip to next series</b>	<input type="checkbox"/> FEMA.gov was not accessible <input type="checkbox"/> Don't have a computer <input type="checkbox"/> Don't have internet access <input type="checkbox"/> Computer damaged <input type="checkbox"/> Limited computer skills <input type="checkbox"/> Security concerns <input type="checkbox"/> Wanted to talk to FEMA <input type="checkbox"/> Didn't know about the on-line service



## COMMUNICATION AND PROCESS SURVEY

	<input type="checkbox"/> Utilities were out <input type="checkbox"/> Other (specify)
<p>IntRIQ7-2c. Why were you unable to register online?</p> <p><b>Skip to next series</b></p>	<input type="checkbox"/> Web browser problem <input type="checkbox"/> Navigation problem <input type="checkbox"/> Slow screen response time <input type="checkbox"/> System Error messages, <input type="checkbox"/> Too complicated <input type="checkbox"/> Instructions not clear <input type="checkbox"/> Not confident changes were made, so called to verify <input type="checkbox"/> Log on, pin or password issues <input type="checkbox"/> Information I wanted was not available <input type="checkbox"/> Took too long to view / edit my information <input type="checkbox"/> Kicked out or Timed out, Time Expired <input type="checkbox"/> Other (Specify)

## COMMUNICATION AND PROCESS SURVEY

<b>AGENCY REFERRALS</b>																							
<i>Question</i>	<i>Response Options</i>																						
When you registered with FEMA, we may have advised you to contact other government agencies or relief organizations that also provide assistance.																							
AgRef7. Were you <b>referred</b> to other agencies?	<input type="checkbox"/> <b>Yes (Go to 7a)</b> <input type="checkbox"/> <b>No / Don't Remember (Skip to 7b)</b>																						
AgRef7a. Which agencies were you referred to?  (Check highlighted agencies that respondent can recall. Blue indicates NEMIS referral.)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center; padding: 5px;"><b>REFERRED AGENCIES</b> (HIGHLIGHTED AGENCIES WERE REFERRED)</th> <th style="text-align: center; padding: 5px;">RECALL REFERRAL</th> </tr> </thead> <tbody> <tr><td style="padding: 5px;">Small Business Administration</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">American Red Cross</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Internal Revenue Service</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Social Security Administration</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Disaster Unemployment</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Crisis Counseling</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Department of Education (Student Loans)</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Veterans Administration</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">211</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr><td style="padding: 5px;">Other</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> </tbody> </table>	<b>REFERRED AGENCIES</b> (HIGHLIGHTED AGENCIES WERE REFERRED)	RECALL REFERRAL	Small Business Administration	<input type="checkbox"/>	American Red Cross	<input type="checkbox"/>	Internal Revenue Service	<input type="checkbox"/>	Social Security Administration	<input type="checkbox"/>	Disaster Unemployment	<input type="checkbox"/>	Crisis Counseling	<input type="checkbox"/>	Department of Education (Student Loans)	<input type="checkbox"/>	Veterans Administration	<input type="checkbox"/>	211	<input type="checkbox"/>	Other	<input type="checkbox"/>
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211	<input type="checkbox"/>																						
Other	<input type="checkbox"/>																						

## COMMUNICATION AND PROCESS SURVEY

<b>Auto Dialer Feature</b>	
The auto dialer is an electronic feature FEMA uses to let you know that we have received your fax, letter or returned mail. It may also be used to let you know when we sent out a letter, so you can be expecting it in the mail.	
<i>Question</i>	<i>Response Options</i>
If auto populated, go to AD#1b Campaign: _____ Date: _____ received Auto Dialer Message	<input type="checkbox"/>
Did you receive a call from FEMA's automated system?  If yes, go to AD#1a. If No or Do not remember, go to next series.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not remember
(AD#1a Ask only if the information is not available via auto dialer). AD#1a. What document did the recording refer to?  <b>(DO NOT read list. Mark all that apply.)</b>  Continue to AD#1b if 3,4, 5 selected;  Otherwise, continue to AD#1c:	<input type="checkbox"/> 1) Fax or Correspondence received at FEMA <input type="checkbox"/> 2) App's Mail Returned to FEMA <input type="checkbox"/> 3) FEMA Letter to App - X <input type="checkbox"/> 4) FEMA Letter to App - Y <input type="checkbox"/> 5) FEMA Letter to App – Z <input type="checkbox"/> 6) EFT <input type="checkbox"/> 7) Registration received <input type="checkbox"/> 8) Inspection Scheduled <input type="checkbox"/> 6) Do not Remember <input type="checkbox"/> 7) Other (specify)
If 3) or 4) or 5) from AD#1a, ask:  AD#1b. Did you receive the automated message before you received your letter in the mail?	<input type="checkbox"/> Yes <input type="checkbox"/> On the same Day <input type="checkbox"/> No <input type="checkbox"/> Do not remember
AD#1c. How many times did you receive the same message?	<input type="checkbox"/> 0 number of times <input type="checkbox"/> 1-2 <input type="checkbox"/> 3-4 <input type="checkbox"/> 5 or more
AD#1ca. Was that the right number of times for you? If not, what # would have been better? Specify: Text Box	<input type="checkbox"/> Yes <input type="checkbox"/> No

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<b>CUSTOM QUESTIONS – Auto Dialer Feature</b>	<b>continued</b>
AD#1d Was the time of day you received the recording convenient for you? If no, go to AD #1da. If Yes or Don't Know, go to AD#1e	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know/No opinion
AD#1da What time of day did you receive the recording?	<input type="checkbox"/> _____ cst <input type="checkbox"/> on a _____ day (name the day)
AD#1e. How helpful was the information provided on that recorded message? <b>Read list.)</b>  <i>(If Not very helpful or Not at all helpful, go to AD#1ea)</i>	<input type="checkbox"/> Extremely helpful <input type="checkbox"/> Very helpful <input type="checkbox"/> Somewhat helpful <input type="checkbox"/> Not very helpful <input type="checkbox"/> Not at all helpful <input type="checkbox"/> <b>(do not read)</b> Don't know/No opinion
AD#1ea. In what way was it not helpful?  <b>(DO NOT read list. Mark all that apply.)</b>	<input type="checkbox"/> Confusing <input type="checkbox"/> Not sure which document the recording referred to <input type="checkbox"/> Did not understand what I was to do next <input type="checkbox"/> Sound was not clear <input type="checkbox"/> Received the same message over and over again <input type="checkbox"/> Message came too late, I already knew about the information <input type="checkbox"/> Had already called the HL <input type="checkbox"/> Had to call the HL (record Yes in AD#1f) <input type="checkbox"/> Other (specify)
AD#1f. Did you need to call the FEMA Helpline after you heard the recording? If yes, go to AD#1fa If no, or do not remember, go to AD#1h.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not Remember
AD#1fa. What help did you need?  <b>(DO NOT read list. Mark all that apply.)</b>	<input type="checkbox"/> Clarification of the auto dialer message <input type="checkbox"/> To hear the auto dialer message repeated <input type="checkbox"/> To change my address, phone number, etc. <input type="checkbox"/> To ask what to do next <input type="checkbox"/> To appeal (or ask how to appeal)

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	<input type="checkbox"/> To ask what my funds covered <input type="checkbox"/> To ask what the letter I received referred to <input type="checkbox"/> Other (specify)
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<b>CUSTOM QUESTIONS – Auto Dialer Feature</b>	<b>Continued</b>
AD#1g. Was the HL representative knowledgeable about the recorded message you received?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not Remember
AD#1h. What suggestions do you have to improve this recorded message feature? [Specify: Text box]	

## COMMUNICATION AND PROCESS SURVEY

<b>SUGGESTION</b>	
<i>Question</i>	<i>Response Options</i>
<p><b>Sug:</b> 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 FEMA about improved communications that you haven't already shared?</p>	<p style="text-align: center;">Open-ended Question <b>Type response in designated area.</b></p> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>

<b>PERMISSION AND CLOSING</b>
<p>Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b><i>If "yes,"</i></b> Thank you very much for your time. Have a good day/evening.  <b><i>If "No,"</i></b> I understand. Thank you very much for your time. Have a good day/evening</p>