

Telephone Follow-up Script

Hello, may I speak to...

My name is _____. I'm calling from the U.S. Army Corps of Engineers. We are calling you regarding a survey we are undertaking about flooding in your region. (The person I need to speak to is the person who has property and contents that have been damaged or is subject to damage as a result of flooding).

The purpose of the survey is to collect information related to damage records and other costs as a result of the recent flooding in the area. This information will be invaluable in the planning of potential flood control solutions in the area as well as the level of federal investment.

Q1. First, do you live in or own the business in the subject property? (We are interested in any damageable property as a result of flooding.)

1. Yes
2. No → Thanks for your time. That's all the information I need. (Code as I1)
3. No response/Out of business → (Code as I2)

Q2. We would like to send you a questionnaire to complete. (It is fairly short. It only takes about X minutes to fill out.)

1. OK, send new questionnaire → Check name and address. Update as necessary.
2. Already completed → "Unfortunately we have not received your questionnaire. Can we send you a new one to fill out?"
3. Ok, I can send an email with a weblink and access code for you to complete the survey. Send
4. No → Refusal

Thanks for your time. You should receive the questionnaire within the next week.