**FEMA Recovery Channel Survey**
**Ci3 Instrument**


CATI ON

Q:HELLO
T:
Hello, this is _____ calling from the University of Oregon Survey Research
Laboratory.  FEMA (the Federal Emergency Management Agency) has asked us to
conduct a survey of households in Oregon counties which have suffered flooding
in the past few weeks.  I want to assure you that I am not selling a thing and
that your answers are completely anonymous.  Please don't even tell me your
name.  I need to speak with an adult in your household.  Would that be you?
IF QUESTIONS, REFER TO INTERVIEW INSTRUCTIONS
        1   CONTINUE
CTRL-END     R NOT HOME, SCHEDULE CALLBACK
T:14
Hello, this is _____ calling from the University of Oregon Survey Research
Laboratory.  FEMA (the Federal Emergency Management Agency) has asked us to
conduct a survey of households in Oregon counties which have suffered flooding
in the past few weeks.  I want to assure you that I am not selling a thing and
that your answers are completely anonymous.  Please don't even tell me your
name.  We recently started this interview and I'm calling now to finish it.  I
need to speak with the person I spoke with before.  Would that be you?
IF QUESTIONS, REFER TO INTERVIEW INSTRUCTIONS
        1   CONTINUE
CTRL-END     R NOT HOME, SCHEDULE CALLBACK

I:
key 1

Q:QUEST
T:

The survey takes 1-4 minutes, depending on your answers.  Your telephone number
was chosen randomly from all possible telephone numbers in 22 Oregon counties,
and of course your participation is completely voluntary. Do you have any
questions about the survey before we begin?

     1 CONTINUE
     IF QUESTIONS, REFER TO INTERVIEW INSTRUCTIONS

I:
KEY 1

Q:COUNTY
T:

(I'd like to begin the survey now.)  First, what county do you live in?

| | |
|---|---|
| 01  BENTON | 12  MARION |
| 02  CLACKAMAS | 13  MULTNOMAH |
| 03  CLATSOP | 14  POLK |
| 04  COLUMBIA | 15  SHERMAN |
| 05  DOUGLAS | 16  TILLAMOOK |

| 06 HOOD RIVER | 17 UMATILLA |
|---|---|
| 07 JEFFERSON | 18 UNION |
| 08 JOSEPHINE | 19 WALLOWA |
| 09 LANE | 20 WASCO |
| 10 LINCOLN | 21 WASHINGTON |
| 11 LINN | 22 YAMHILL |

96 OTHER NAMED COUNTY (R DOES NOT QUALIFY)
97 REFUSED (R DOES NOT QUALIFY)
98 DON'T KNOW (R DOES NOT QUALIFY)
99 NO ANSWER (R DOES NOT QUALIFY)

I:
num 1 99 2 0 25 5
QAL NOQAL
 if (ans > 22)
 if (ans < 96) reask
endif
if (ans > 95)
 skipto NOQAL
endif

Q:SEE
T:

Have you seen FEMA's Recovery channel on TV?

PROBE:  FEMA's toll free number is 1-800-462-9029.  TDD 1-800-462-7585
PROBE:  The Recovery Channel is a program of news and information for people
in the Pacific Northwest who have suffered flood damage.  It has been airing
since last Saturday (February 17th) on public access TV channels and certain
cable channels (depending on what kind of cable TV you have).  It provides
information for disaster victims on how to apply for assistance and what to
expect when applying.

1  YES
2  NO  --> SKIP TO SUFFER

7  REFUSED--> SKIP TO SUFFER
8  DON'T KNOW--> SKIP TO SUFFER
9  NO ANSWER--> SKIP TO SUFFER

I:
key 1-2, 7-9
if (key > 1) skipto SUFFER

Q:OFTEN
T:

How often have you watched the Recovery Channel?

1  ONCE
2  TWICE
3  THREE TIMES
4  FOUR TIMES
5  FIVE TIMES

6  SIX TIMES OR MORE; EVERY DAY, ETC.

7  DON'T KNOW
8  REFUSED
9  NO ANSWER

I:
key 1-9

Q:USEINFO
T:

Did you (or anyone in your household) use any of the information
you were given on the Recovery Channel?

1  YES
2  NO

7  REFUSED
8  DON'T KNOW
9  NO ANSWER

I:
key 1-2, 7-9

Q:HELPFUL
T:

How helpful did you find the information on (it/the Recovery Channel)
-- very helpful, somewhat helpful, not very helpful or not at all helpful?

PROBE:  Did it help you recover or make your life easier?

1  VERY HELPFUL
2  SOMEWHAT HELPFUL
3  NOT VERY HELPFUL
4  NOT AT ALL HELPFUL

7  REFUSED
8  DON'T KNOW
9  NO ANSWER

I:
key 1-4, 7-9

Q:RECORD
T:

Did you record the Recovery Channel (on your VCR)?

1  YES
2  NO

7  REFUSED
8  DON'T KNOW; R DOESN'T OWN VCR
9  NO ANSWER

I:
key 1-2, 7-9

Q:HOWFIND
T:

How did you find out about the Recovery Channel?

PROBE FROM LIST

01  BY ACCIDENT, WHILE CHANNEL SURFING
02  RADIO
03  TV COMMERCIAL
04  NEWSPAPER
05  FRIENDS, FAMILY, NEIGHBORS, WORD OF MOUTH
06  MORE THAN ONE OF THE ABOVE
07  OTHER

97  REFUSED
98  DON'T KNOW
99  NO ANSWER

I:
num 1 99 2 0 25 5
if (ans > 7)
 if (ans < 97) reask
endif


Q:TELL
T:

Have you told anyone outside of your own household
about the Recovery Channel?

PROBE:  like friends, neighbors, or family members?

1  YES
2  NO

7  REFUSED
8  DON'T KNOW
9  NO ANSWER

I:
key 1-2, 7-9

Q:PHONE1
T:

(When you watched the Recovery channel) did you see the
toll-free number to apply for disaster assistance?

PROBE:  FEMA's toll free number is 1-800-462-9029 (TDD 1-800-462-7585).

1  YES
2  NO   --> SKIP TO SUFFER

7  REFUSED --> SKIP TO SUFFER
8  DON'T KNOW--> SKIP TO SUFFER
9  NO ANSWER --> SKIP TO SUFFER

I:
key 1-2, 7-9
if (ans > 1) skipto SUFFER

Q:PHONE2
T:

Do you think the toll-free number was shown often enough?

PROBE:  FEMA's toll free number is 1-800-462-9029 (TDD 1-800-462-7585).

1  YES
2  NO

7  REFUSED
8  DON'T KNOW
9  NO ANSWER

I:
key 1-2, 7-9

Q:LIKEMORE
T:

Would you like to see more of this type of television
programming if there is another flood?

1  YES
2  NO

7  REFUSED
8  DON'T KNOW
9  NO ANSWER

I:
key 1-2, 7-9

Q:SUFFER
T:

Have you (or members of your household) suffered any damage
as a result of the recent flood?

PROBE:  FEMA's toll free number is 1-800-462-9029 (TDD 1-800-462-7585).

1  YES
2  NO   ----> GO TO ENDING

7  REFUSED ----> GO TO ENDING

8  DON'T KNOW----> GO TO ENDING
9  NO ANSWER ----> GO TO ENDING

I:
key 1-2, 7-9
if (key > 1) skipto ENDING

Q:APPLIED
T:

Have you applied for disaster assistance?

PROBE:  FEMA's toll free number is 1-800-462-9029 (TDD 1-800-462-7585).

1  YES
2  NO
3  NOT YET, PLANNING TO

7  REFUSED
8  DON'T KNOW
9  NO ANSWER

I:
key 1-3, 7-9


Q:ENDING
T:

That's the end of the survey!  On behalf of (FEMA/the Federal
Emergency Management Agency), I'd like to thank you sincerely
for taking part in this survey.  Have a nice (day/evening).

PRESS ANY KEY TO CONTINUE

I:
key

Q:INTOBS
T:

INTERVIEWERS - TYPE ANY RELEVANT INFORMATION IN THE BOX BELOW.

I:
OPN 10 1 25 80 M N

Q:INTID
T:

INPUT YOUR INTERVIEWER ID NUMBER

I:
NUM 0 999 3 0 20 5
DATE = SYSDATE
CPL

DISPOS = 26
ENDQUEST


Q:NOQAL
T:

I'm sorry.  We are only conducting surveys with people
who live in the 22 counties that were affected by flooding.
I'm sorry to have bothered you. Have a nice (day/evening).

INTERVIEWER: HIT CTRL-END AND CODE AS DISPOS #21, INELIGIBLE.

I:
KEY ctrlend