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| REQUEST FOR RECORDS DISPOSITION AUTHORITY (See Instructions on reverse) | | LEAVE BLANK (NARA use only) | |
| TO: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) WASHINGTON, DC 20408 | | JOB NUMBER N1-311-00-01 | DATE RECEIVED 5/24/2000 |
| 1. FROM (Agency or establishment) Federal Emergency Management Agency | | NOTIFICATION TO AGENCY | |
| 2. MAJOR SUBDIVISION Response and Recovery Directorate | | In accordance with the provisions of 44 U.S.C. 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10. | |
| 3. MINOR SUBDIVISION | | | |
| 4. NAME OF PERSON WITH WHOM TO CONFER Tammy Schartel | 5. TELEPHONE 202-646-2641 | DATE 7-13-01 | ARCHIVIST OF THE UNITED STATES <i>[Signature]</i> |

6. AGENCY CERTIFICATION
 I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached 5 page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,

is not required; is attached; or has been requested.

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| DATE 3/26/01 | SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i> | TITLE Muriel B. Anderson Records Officer |
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| 7. ITEM NO. | 8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION | 9. GRS OR SUPERSEDED JOB CITATION | 10. ACTION TAKEN (NARA USE ONLY) |
|-------------|--|-----------------------------------|----------------------------------|
| | Change FEMA records disposition manual to include the attached file categories for the Customer Service Survey Database and reports. <i>[Signature]</i> Lacy E. Suiter Executive Associate Director Response and Recovery Directorate <i>[Signature]</i> Robert S. Brock Associate General Counsel for General Law | | |

cc: Agency, NWRMD, NWRME, NWRMWA, NR 2/18/01

| FILE NUMBER | DESCRIPTION OF RECORDS | AUTHORIZED DISPOSITION | NARA ITEM |
|-------------|---|---|-----------|
| DAP-14 | <p><u>Customer Service Satisfaction Surveys.</u> Surveys conducted of disaster assistance applicants to assess customer service satisfaction levels with disaster response. These surveys are conducted in response to Executive Order 12862, "Setting Customer Service Standards."</p> | (See sub-categories for disposition) | |
| DAP-14-1 | <p>Customer Service Satisfaction Surveys that have been filled out and returned by disaster applicants.</p> <p>Annual Accumulation: ____ cubic feet</p> | Destroy upon transmission of the final report. | |
| DAP-14-2 | <p>Statistical and analytical reports based on survey responses. These reports document trends and recommended programmatic changes to disaster assistance in response to survey results.</p> <p>Annual Accumulation: ____ cubic feet</p> | Cutoff at close of report. Retire to FRC 3 years after cutoff. Destroy 20 years after cutoff. | |
| DAP-14-3 | <p>Survey results database. A composite of survey results per disaster are maintained in an agency-standard software based database.</p> | Destroy when no longer needed for analysis purposes. | |