

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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	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.

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 GRS OR SUPERSEDED JOB CITATION	10.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.	