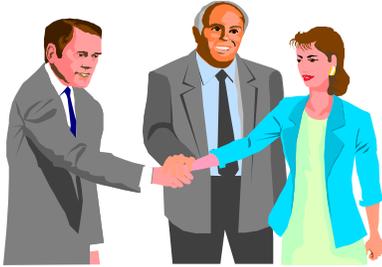


DISASTER VICTIM CUSTOMER SERVICE SURVEY RESULTS

Data from 1994 - 1995

For the past two years, FEMA has conducted a written survey of one FEMA customer group, the individual applicants for disaster assistance. Below are the average survey results from disasters declared for individual assistance between July 1994 and August 1995.

HUMAN RELATIONS

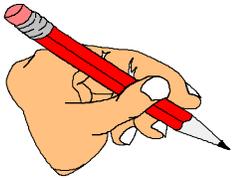


FEMA's highest ratings were in the area of human relations. The average ratings for respectfulness

of the application taker and of the inspector were above 90%. FEMA's willingness to take time to listen to the applicant and interest in the applicant's situation were also in the 90% range.

SERVICE

FEMA generally received ratings well above average for its services.



For the application process, FEMA's average ratings were over 90% in the area of helpfulness and speed of service. The customers rated FEMA between 80% and 90% in the area of clarity, accuracy, and usefulness of information they received during the application process and for ease of applying for assistance.



In the area of inspection, FEMA received an average rating of 91% for accuracy of the estimate of the inspection date. Inspector helpfulness and service both received average ratings between 80% and 90%.



In the area of Helpline assistance, the customers gave FEMA average ratings between 70% and 80% for speed of service, accuracy of information, and the ability to answer their questions.

The customers gave FEMA an average rating of 84% for speed in receiving a check



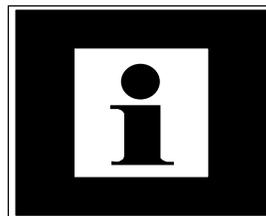
FAIRNESS

The fairness of the inspector's judgment received a rating of 74% and FEMA's fairness to the community received a rating of 77%.



MITIGATION

Forty-five percent of customers responding had been informed of how to protect against future disasters.



INFORMATION

Forty-two percent of the customers knew of FEMA before the disaster.