

Private Sector Stakeholder Survey

Paperwork Reduction Act Burden Disclosure Notice

OMB Control #: 1660-0130
Expiration Date: October 31, 2014

Public reporting burden for this survey is estimated to average 10 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. This collection of information is voluntary. You are not required to respond to this collection of information unless it displays a valid OMB control number is displayed in the upper right corner of this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 1800 South Bell Street, Arlington VA 20598-3005, Paperwork Reduction Project (1660-0130) NOTE: Do not send your completed form to this address.

Next

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FEMA Form 519-0-12

Private Sector Stakeholder Survey

A. Consent Information

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Thank you for agreeing to take part in this study. This survey will take up to ten (10) minutes to complete. Your participation is completely voluntary. You may refuse to answer any question and may stop completing the survey at any time. The Federal Emergency Management Agency (FEMA) is interested in gathering your feedback on the support FEMA's Office of External Affairs' Private Sector Division provides to you to allow it to better serve you and the groups and constituents you represent.

Prev

Next

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PSD Survey Screen Shots
NO SKIP PATTERNS

Private Sector Stakeholder Survey

B. Background Information

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***1. Which of the following do you represent?**

- Small business [Business with under 500 employees]
- Large business [Business with 501 or more employees]
- Academia
- Association
- Other (please specify)

***2. What sector/industry do you represent?**

- Academia
- Banking and finance
- Chemical
- Commercial Facilities
- Communications
- Consulting
- Critical Manufacturing
- Dams
- Defense Industrial Base
- Disaster recovery
- Emergency Services

- Energy
- Entertainment
- Food
- Food and Agriculture
- Government Facilities
- Healthcare and Public Health
- Information Technology
- Insurance
- Logistics
- Manufacturing
- National Monuments and Icons
- Nuclear Reactors, Materials and Waste
- Pharmacy
- Postal and Shipping
- Real Estate
- Restaurants
- Retail
- Sports
- Telecommunications
- Transportation Systems
- Travel
- Water
- Other (please specify)

***3. Which best describes your role or focus area?**

- CEO/COO
- Business Continuity
- Communications – Media, internal, social media or other
- Community Relations
- Emergency Operations
- Foundation
- Marketing
- Operations
- Risk Management
- Security
- Information Technology
- Other (please specify)

***4. In the event of a disaster, there will be effects on the private sector.**

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Prev](#) [Next](#)

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B. Background Information (Cont'd)

OMB Control #: 1660-0130
Expiration Date: October 31, 2014

1. Please expand on why you do not think there will be effects on the private sector.

xx

*2. Does your organization promote personal and/or family preparedness amongst its employees?

Yes

No

Prev

Next

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B. Background Information (Cont'd)

OMB Control #: 1660-0130
Expiration Date: October 31, 2014

***1. How does your organization promote personal and/or family preparedness amongst its employees?**

***2. Do you have a business continuity plan?**

- Yes
- No

Prev

Next

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Private Sector Stakeholder Survey

C. Tools and Resources

OMB Control #: 1660-0130
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***1. Have you visited FEMA's website (FEMA.gov)?**

- Yes
 No

***2. Do you feel FEMA has enough resources, including information, tools, and initiatives, to support the private sector?**

- Yes
 No

***3. What makes you say that?**

***4. Are the resources (e.g., information, tools, and initiatives) available on FEMA's website relevant for your organization's needs?**

- Yes
 No

***5. What resources (e.g., information, tools, and initiatives) related to the private sector would you like added to FEMA's website?**



***6. Are you aware of:**

	Yes	No	Not sure
FEMA's downloadable Emergency Planning Exercises	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The 90-Day Private Sector Representative Program	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
FEMA's weekly business resiliency tips	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
SBA Prepare My Business monthly webinars	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
FEMA daily operational updates	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
IS-660 - Introduction to Public-Private Partnerships	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
FEMA's Ready Business	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
IS-662 - Improving Preparedness and Resilience through Public-Private Partnerships	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Business Emergency Operations Center	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
FEMA's Emergency Management Institute Courses	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

***7. I have used this tool/engaged in this initiative:**

	Yes	No	Not sure
SBA Prepare My Business monthly webinars	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
FEMA's Ready Business	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
IS-660 - Introduction to Public-Private Partnerships	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Business Emergency Operations Center	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 90-Day Private Sector Representative Program	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
FEMA's Emergency Management Institute Courses	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
FEMA's downloadable Emergency Planning Exercises	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
IS-662 - Improving Preparedness and Resilience through Public-Private Partnerships	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
FEMA daily operational updates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
FEMA's weekly business resiliency tips	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Prev Next

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D. Communication with FEMA

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*1. In general, how often do you receive information from FEMA?

- Daily
- Several times per week
- Weekly
- Monthly
- Less than once per month
- Never

*2. Would you like to have more, the same, or less contact with FEMA?

- More contact
- The same amount of contact
- Less contact

*3. Please indicate your agreement with the following statements.

	1 (Strongly disagree)	2	3	4	5 (Strongly agree)
Outreach to the private sector is coordinated across FEMA and the Department of Homeland Security (DHS).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The private sector is fully integrated in emergency management.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my ability to share emergency management information with FEMA.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my ability to share emergency management information with the private sector.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. I have real-time situational awareness during disasters.

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Private Sector Stakeholder Survey

D. Communication with FEMA (Cont'd)

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1. What can be done to increase your real-time situational awareness during disasters?

*2. Are there any ways you would like FEMA to share information with that you are not currently receiving?

- Podcasts/webinar
- Email
- Mail
- Telephone
- Twitter
- Internet
- In-person
- Instant messaging
- Newsletters
- Text message
- Video meetings
- Print materials
- Facebook
- Online social networks
- Other (please specify)

Private Sector Stakeholder Survey

E. Customer Satisfaction

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*1. Please indicate your agreement with the following statements.

	1 (Strongly disagree)	2	3	4	5 (Strongly agree)
I am satisfied with the customer service provided by FEMA to the private sector.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with FEMA's efforts to build relationships with the private sector.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the timeliness of FEMA's response to my concerns, questions, and suggestions.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*2. Overall, how satisfied are you with the services that FEMA provides for the Private Sector?

1 (Very satisfied)	2	3	4	5 (Very dissatisfied)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please explain your response to the question above.

4. Is there any additional feedback you would like to provide regarding collaboration with FEMA?

Prev

Next

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F. Closing

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Thank you! You have completed the survey. We appreciate your participation. We value your input and look forward to using your feedback to help us in our ongoing effort to serve you and the people you represent.

For more information about engaging in emergency management, please visit FEMA's Private Sector page (<http://www.fema.gov/privatesector>).

Please visit these links for more information on resources and initiatives for the private sector.

-National Business Emergency Operations Center (<http://www.fema.gov/media-library/assets/documents/28983?id=6437>)

-The 90-Day Private Sector Representative Program (<http://www.fema.gov/private-sector-division-0/90-day-private-sector-representative-program>)

-FEMA daily operational updates (https://public.govdelivery.com/accounts/USDHSFEMA/subscriber/new?topic_id=USDHSFEMA_432)

-FEMA's downloadable Emergency Planning Exercises (<http://www.fema.gov/emergency-planning-exercises>)

-FEMA's weekly business resiliency tips (https://public.govdelivery.com/accounts/USDHSFEMA/subscriber/new?topic_id=USDHSFEMA_153)

FEMA's Emergency Management Institute Courses (<https://training.fema.gov/EMI/>)

-Online public-private partnerships courses: IS-660 - Introduction to Public-Private Partnerships (<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-660>) IS-662 - Improving Preparedness and Resilience through Public-Private Partnerships (<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-662>)

-FEMA's Ready Business (<http://www.ready.gov/business>)

-SBA Prepare My Business monthly webinars (<http://www.preparemybusiness.org/education>)

Prev

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Next

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Prev

Next

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- Defense Industrial Base
- Disaster recovery
- Emergency Services
- Energy
- Entertainment
- Food
- Food and Agriculture
- Government Facilities
- Healthcare and Public Health
- Information Technology
- Insurance
- Logistics
- Manufacturing
- National Monuments and Icons
- Nuclear Reactors, Materials and Waste
- Pharmacy
- Postal and Shipping
- Real Estate
- Restaurants
- Retail
- Sports
- Telecommunications
- Transportation Systems
- Travel
- Water
- Other (please specify)

***3. Which best describes your role or focus area?**

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- Business Continuity
- Communications – Media, internal, social media or other
- Community Relations
- Emergency Operations
- Foundation
- Marketing
- Operations
- Risk Management
- Security
- Information Technology
- Other (please specify)

***4. In the event of a disaster, there will be effects on the private sector.**

1 (Strongly disagree) 2 3 4 5 (Strongly agree)

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B. Background Information (Cont'd)

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***1. Does your organization promote personal and/or family preparedness amongst its employees?**

- Yes
- No

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B. Background Information (Cont'd)

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***1. Do you have a business continuity plan?**

- Yes
 No

Prev

Next

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C. Tools and Resources

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***1. Have you visited FEMA's website (FEMA.gov)?**

- Yes
 No

***2. Do you feel FEMA has enough resources, including information, tools, and initiatives, to support the private sector?**

- Yes
 No

***3. What makes you say that?**

***4. Are the resources (e.g., information, tools, and initiatives) available on FEMA's website relevant for your organization's needs?**

- Yes
 No

Prev

Next



***6. Are you aware of:**

	Yes	No	Not sure
FEMA's downloadable Emergency Planning Exercises	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The 90-Day Private Sector Representative Program	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
FEMA's weekly business resiliency tips	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
SBA Prepare My Business monthly webinars	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
FEMA daily operational updates	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
IS-660 - Introduction to Public-Private Partnerships	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
FEMA's Ready Business	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
IS-662 - Improving Preparedness and Resilience through Public-Private Partnerships	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Business Emergency Operations Center	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
FEMA's Emergency Management Institute Courses	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

***7. I have used this tool/engaged in this initiative:**

	Yes	No	Not sure
SBA Prepare My Business monthly webinars	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
FEMA's Ready Business	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
IS-660 - Introduction to Public-Private Partnerships	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Business Emergency Operations Center	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 90-Day Private Sector Representative Program	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
FEMA's Emergency Management Institute Courses	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
FEMA's downloadable Emergency Planning Exercises	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
IS-662 - Improving Preparedness and Resilience through Public-Private Partnerships	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
FEMA daily operational updates	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
FEMA's weekly business resiliency tips	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Prev Next

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Private Sector Stakeholder Survey

D. Communication with FEMA

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*1. In general, how often do you receive information from FEMA?

- Daily
- Several times per week
- Weekly
- Monthly
- Less than once per month
- Never

*2. Would you like to have more, the same, or less contact with FEMA?

- More contact
- The same amount of contact
- Less contact

*3. Please indicate your agreement with the following statements.

	1 (Strongly disagree)	2	3	4	5 (Strongly agree)
Outreach to the private sector is coordinated across FEMA and the Department of Homeland Security (DHS).	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The private sector is fully integrated in emergency management.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my ability to share emergency management information with FEMA.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my ability to share emergency management information with the private sector.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. I have real-time situational awareness during disasters.

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Prev

Next

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D. Communication with FEMA (Cont'd)

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***1. Are there any ways you would like FEMA to share information with that you are not currently receiving?**

- In-person
- Facebook
- Internet
- Online social networks
- Twitter
- Podcasts/webinar
- Video meetings
- Newsletters
- Telephone
- Instant messaging
- Email
- Print materials
- Mail
- Text message
- Other (please specify)

Prev

Next

Private Sector Stakeholder Survey

E. Customer Satisfaction

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***1. Please indicate your agreement with the following statements.**

	1 (Strongly disagree)	2	3	4	5 (Strongly agree)
I am satisfied with the customer service provided by FEMA to the private sector.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with FEMA's efforts to build relationships with the private sector.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the timeliness of FEMA's response to my concerns, questions, and suggestions.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***2. Overall, how satisfied are you with the services that FEMA provides for the Private Sector?**

1 (Very satisfied)	2	3	4	5 (Very dissatisfied)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please explain your response to the question above.

4. Is there any additional feedback you would like to provide regarding collaboration with FEMA?

Prev

Next

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-The 90-Day Private Sector Representative Program (<http://www.fema.gov/private-sector-division-0/90-day-private-sector-representative-program>)

-FEMA daily operational updates (https://public.govdelivery.com/accounts/USDHSFEMA/subscriber/new?topic_id=USDHSFEMA_432)

-FEMA's downloadable Emergency Planning Exercises (<http://www.fema.gov/emergency-planning-exercises>)

-FEMA's weekly business resiliency tips (https://public.govdelivery.com/accounts/USDHSFEMA/subscriber/new?topic_id=USDHSFEMA_153)

FEMA's Emergency Management Institute Courses (<https://training.fema.gov/EMI/>)

-Online public-private partnerships courses: IS-660 - Introduction to Public-Private Partnerships (<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-660>) IS-662 - Improving Preparedness and Resilience through Public-Private Partnerships (<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=is-662>)

-FEMA's Ready Business (<http://www.ready.gov/business>)

-SBA Prepare My Business monthly webinars (<http://www.preparemybusiness.org/education>)

Prev

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