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.

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FEMA Form 519-0-12

Private Sector Stakeholder Survey

A. Consent Information

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

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Private Sector Stakeholder Survey B. Background Information OMB Control #: 1660-0130 Expiration Date: October 31, 2014 *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 Ommercial Facilities Communications Consulting Oritical Manufacturing O Dams O Defense Industrial Base O 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)		
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	0	Energy
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	0	Entertainment
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	0	Food
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	0	Food and Agriculture
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	0	Government Facilities
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	0	Healthcare and Public Health
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	0	Information Technology
Manufacturing National Monuments and Icons Nuclear Reactors, Materials and Waste Pharmacy Postal and Shipping Real Estate Restaurants Retail Sports Telecommunications Transportation Systems Travel Water	0	Insurance
National Monuments and Icons Nuclear Reactors, Materials and Waste Pharmacy Postal and Shipping Real Estate Restaurants Retail Sports Telecommunications Transportation Systems Travel Water	0	Logistics
Nuclear Reactors, Materials and Waste Pharmacy Postal and Shipping Real Estate Restaurants Retail Sports Telecommunications Transportation Systems Travel Water	0	Manufacturing
Pharmacy Postal and Shipping Real Estate Restaurants Retail Sports Telecommunications Transportation Systems Travel Water	0	National Monuments and Icons
Postal and Shipping Real Estate Restaurants Retail Sports Telecommunications Transportation Systems Travel Water	0	Nuclear Reactors, Materials and Waste
Real Estate Restaurants Retail Sports Telecommunications Transportation Systems Travel Water	0	Pharmacy
Restaurants Retail Sports Telecommunications Transportation Systems Travel Water	0	Postal and Shipping
Retail Sports Telecommunications Transportation Systems Travel Water	0	Real Estate
Sports Telecommunications Transportation Systems Travel Water	0	Restaurants
Telecommunications Transportation Systems Travel Water	0	Retail
Transportation Systems Travel Water	0	Sports
Travel Water	0	Telecommunications
Water	0	Transportation Systems
	0	Travel
Other (please specify)	0	Water
	0	Other (please specify)

*3	. Which best describes y	our role or focus area?			
\checkmark	CEO/COO				
0	Business Continuity				
0	Communications - Media, inte	rnal, social media or other			
0	Community Relations				
0	Emergency Operations				
0	Foundation				
0	Marketing				
0	Operations				
0	Risk Management				
0	Security				
0	Information Technology				
0	Other (please specify)				
*4	. In the event of a disaste 1 (Strongly disagree)	er, there will be effects of	on the private sector.	4	5 (Strongly agree)
	\checkmark	0	0	0	0
			Prev Next		

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 Powered by SurveyMonkey Check out our sample surveys and create your own now!	Private Sector Stakeholder Survey
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	B. Background Information (Cont'd)
✓ Yes No Prev Next Powered by <u>SurveyMonkey</u>	Expiration Date: October 31, 2014 1. Please expand on why you do not think there will be effects on the private sector.
Powered by <u>SurveyMonkey</u>	✓ Yes
	Powered by <u>SurveyMonkey</u> Check out our <u>sample surveys</u> and create your own now!

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? XX *2. Do you have a business continuity plan? Yes No Prev Nex Powered by SurveyMonkey Check out our sample surveys and create your own now!

C. Tools and Resources OMB Control #: 1660-0130 Expiration Date: October 31, 2014 *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? X *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?

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Private Sector Stakeholder Survey

★6. Are you aware of:			
4.0. Are you aware or.	Yes	No	Not sure
FEMA's downloadable Emergency Planning Exercises	0	€	0
The 90-Day Private Sector Representative Program	0	€	0
FEMA's weekly business resiliency tips	0	⋖	0
SBA Prepare My Business monthly webinars	0	€	0
FEMA daily operational updates	\checkmark	0	0
IS-660 - Introduction to Public- Private Partnerships	${\mathfrak S}$	0	0
FEMA's Ready Business	\checkmark	0	0
IS-662 - Improving Preparedness and Resilience through Public- Private Partnerships	⋖	0	0
National Business Emergency Operations Center	0	0	⋖
FEMA's Emergency Management Institute Courses	0	0	⊘
*7. I have used this tool/engaged in	n this initiative:		
	Yes	No	Not sure
SBA Prepare My Business monthly webinars	0	0	${\mathfrak C}$
FEMA's Ready Business	\circ	0	\checkmark
IS-660 - Introduction to Public- Private Partnerships	\checkmark	0	0
National Business Emergency Operations Center	\checkmark	0	0
The 90-Day Private Sector Representative Program	\checkmark	0	0
FEMA's Emergency Management Institute Courses	\checkmark	0	0
FEMA's downloadable Emergency Planning Exercises	0	€	0
IS-662 - Improving Preparedness and Resilience through Public- Private Partnerships	0	${\mathscr S}$	0
FEMA daily operational updates	0	€	0
FEMA's weekly business resiliency tips	0	⊘	\circ
		Prev Next	

D. Communication with FEMA OMB Control #: 1660-0130 Expiration Date: October 31, 2014 **★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.** 2 1 (Strongly disagree) 4 5 (Strongly agree) 3 Outreach to the private sector is coordinated across FEMA and 1 0 0 0 the Department of Homeland Security (DHS). The private sector is fully 4 0 0 0 integrated in emergency management. I am satisfied with my ability to 0 0 0 0 share emergency management information with FEMA. I am satisfied with my ability to share emergency management 1 0 0 0 information with the private sector. 4. I have real-time situational awareness during disasters. 2 1 (Strongly disagree) 3 5 (Strongly agree) 4 1 Prev Next

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Private Sector Stakeholder Survey

Private Sector Stakeholde	r Survey				
Filvate Sector Stakeholde	Survey				
D. Communication with FEM.	A (Cont'd)				
OMB Control #: 1660-0130 Expiration Date: October 31, 20)14				
1. What can be done to incre	ase your real-time	situational awareness	during disasters	?	
*2. Are there any ways you	would like FEMA to	o share information w	ith that you are no	ot currently receivin	192
Podcasts/webinar	Would like I Lilly (o chare information w	in that you are in	or currently receiving	9.
Email					
Mail					
Telephone					
Twitter					
Internet					
In-person					
Instant messaging					
Newsletters					
Text message					
Video meetings					
Print materials					
Facebook					
Online social networks					
Other (please specify)					
Cities (please specify)					
Private Sector Stakeholder	Survey				
E. Customer Satisfaction					
OMB Control #: 1660-0130 Expiration Date: October 31, 20	14				
*1. Please indicate your agre	eement with the fol	lowing statements.			
.1	(Strongly disagree)	2	3	4	5 (Strongly agree)
I am satisfied with the customer	⋖				
service provided by FEMA to the private sector.	•	0			
I am satisfied with FEMA's	~				
efforts to build relationships with the private sector.	\checkmark	0	0		0
I am satisfied with the					
timeliness of FEMA's response	⋖	0	0	0	0
to my concerns, questions, and suggestions.	0				
55					
*2. Overall, how satisfied are	you with the serv	ices that FEMA provid	les for the Private	Sector?	
1 (Very satisfied)	2	3		4	5 (Very dissatisfied)
⋖	0	0		0	0
3. Please explain your respon	se to the question	above.			
	1				
4. Is there any additional feed	back you would lik	e to provide regardin	g collaboration wi	ith FEMA?	
	,				

PSD Survey Screen Shots NO SKIP PATTERNS

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F. Closing

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

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)

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PSD Survey Screen Shots SKIP PATTERNS

Telecommunications
Transportation Systems

Other (please specify)

Travel
Water

★3. Which best describes you	ur role or focus area	2		
CEO/COO	in role of locus area	•		
Business Continuity				
Communications – Media, interna	l social media or other			
Community Relations	i, social fiedd of other			
Emergency Operations				
Foundation				
Marketing				
Operations				
Risk Management				
Security				
Information Technology				
Other (please specify)				
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)
0	0	0	0	⋖
rivate Sector Stakeholder s		Prev Next Powered by SurveyMonkey out our sample surveys and create your or	wn now!	
. Background Information (Co		_	_	_
OMB Control #: 1660-0130 Expiration Date: October 31, 2014	4			
★1. Does your organization p Yes No	omote personal and	d/or family preparedness an	nongst its employees?	
		Prev Next		
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ivate Sector Stakeholder Survey	
Background Information (Cont'd)	
MB Control #: 1660-0130 xpiration Date: October 31, 2014	
 Do you have a business continuity 	plan?
Yes	F
♂ No	
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	Check out our sample surveys and create your own now:
vate Sector Stakeholder Survey	
Tools and Resources	
Tools and Resources MB Control #: 1660-0130	
Tools and Resources MB Control #: 1660-0130 xpiration Date: October 31, 2014	
Tools and Resources MB Control #: 1660-0130 xpiration Date: October 31, 2014 41. Have you visited FEMA's website Yes	
Tools and Resources MB Control #: 1660-0130 xpiration Date: October 31, 2014 1. Have you visited FEMA's website Yes	
Tools and Resources MB Control #: 1660-0130 (piration Date: October 31, 2014 1. Have you visited FEMA's website Yes No	(FEMA.gov)?
Tools and Resources MB Control #: 1660-0130 xpiration Date: October 31, 2014 31. Have you visited FEMA's website Yes No 12. Do you feel FEMA has enough res	
Tools and Resources MB Control #: 1660-0130 xpiration Date: October 31, 2014 31. Have you visited FEMA's website Yes No 12. Do you feel FEMA has enough res	(FEMA.gov)?
MB Control #: 1660-0130 kpiration Date: October 31, 2014 1. Have you visited FEMA's website Yes No 2. Do you feel FEMA has enough res Yes	(FEMA.gov)?
Yes ✓ No ✓ No ✓ 3. What makes you say that?	(FEMA.gov)?
MB Control #: 1660-0130 xpiration Date: October 31, 2014 41. Have you visited FEMA's website Yes No 42. Do you feel FEMA has enough res Yes No	(FEMA.gov)?

Next

Prev

Yes No

¥6 Ava vav avvava af:			
★6. Are you aware of:	Yes	No	Not sure
FEMA's downloadable Emergency Planning Exercises	0	₫	0
The 90-Day Private Sector Representative Program	0	${\mathscr S}$	0
FEMA's weekly business resiliency tips	0	⊘	0
SBA Prepare My Business monthly webinars	0	⋖	0
FEMA daily operational updates	${\mathfrak S}$	0	0
IS-660 - Introduction to Public- Private Partnerships	${\mathscr C}$	0	0
FEMA's Ready Business	⋖	0	0
IS-662 - Improving Preparedness and Resilience through Public- Private Partnerships	€	0	0
National Business Emergency Operations Center	0	0	€
FEMA's Emergency Management Institute Courses	0	0	€
47 11 1411-4-11	-1 ! 41-1- !!#!-#!		
*7. I have used this tool/engage		No	Not sure
*7.1 have used this tool/engage SBA Prepare My Business monthly webinars	d in this initiative: Yes	No O	Not sure
SBA Prepare My Business	Yes		2. Call Call Call Call Call Call Call Cal
SBA Prepare My Business monthly webinars	Yes	0	⊗
SBA Prepare My Business monthly webinars FEMA's Ready Business IS-660 - Introduction to Public-	Yes	0	⊗
SBA Prepare My Business monthly webinars FEMA's Ready Business IS-660 - Introduction to Public- Private Partnerships National Business Emergency	Yes O O O O	0 0	⋖
SBA Prepare My Business monthly webinars FEMA's Ready Business IS-660 - Introduction to Public- Private Partnerships National Business Emergency Operations Center The 90-Day Private Sector	Yes O O Ø	0 0 0	⊘ ○
SBA Prepare My Business monthly webinars FEMA's Ready Business IS-660 - Introduction to Public- Private Partnerships National Business Emergency Operations Center The 90-Day Private Sector Representative Program FEMA's Emergency	Yes O O O O O O O O O O O O O O O O O O	0 0 0	⊘ ○
SBA Prepare My Business monthly webinars FEMA's Ready Business IS-660 - Introduction to Public- Private Partnerships National Business Emergency Operations Center The 90-Day Private Sector Representative Program FEMA's Emergency Management Institute Courses FEMA's downloadable	Yes O O O O O O O O O O O O O O O O O O	0 0 0 0	⊘ ○
SBA Prepare My Business monthly webinars FEMA's Ready Business IS-660 - Introduction to Public- Private Partnerships National Business Emergency Operations Center The 90-Day Private Sector Representative Program FEMA's Emergency Management Institute Courses FEMA's downloadable Emergency Planning Exercises IS-662 - Improving Preparedness and Resilience through Public-	Yes O O O O O O O O O O O O O O O O O O	○○○○○○✓	⊘ ○
SBA Prepare My Business monthly webinars FEMA's Ready Business IS-660 - Introduction to Public- Private Partnerships National Business Emergency Operations Center The 90-Day Private Sector Representative Program FEMA's Emergency Management Institute Courses FEMA's downloadable Emergency Planning Exercises IS-662 - Improving Preparedness and Resilience through Public- Private Partnerships	Yes O O O O O O O O O O O O O O O O O O		⊘ ○

Private Sector Stakeholder	Survey				
D. Communication with FEMA	4				
OMB Control #: 1660-0130 Expiration Date: October 31, 20	14				
*1. In general, how often do	you receive inform	ation from FEMA?			
⊘ Daily					
Several times per week					
Weekly					
Monthly					
Less than once per month					
Never					
*2. Would you like to have m	nore, the same, or l	ess contact with FEM	IA?		
More contact					
The same amount of contact					
Less contact					
¥2 Diago indicate very any	aanaant with tha fal	lavian atatamanta			
*3. Please indicate your agre	(Strongly disagree)	2	3	4	5 (Strongly agree)
Outreach to the private sector is	(ctrongly disagree)	-	3		5 (Grongly agree)
coordinated across FEMA and	⋖	0	0	0	0
the Department of Homeland Security (DHS).					
The private sector is fully	~				
integrated in emergency management.	\checkmark	0	0	0	0
I am satisfied with my ability to					
share emergency management		0	0	0	0
information with FEMA. I am satisfied with my ability to					
share emergency management	Ø	0			0
information with the private sector.	•				
Sector.					
4. I have real-time situational a	wareness during	disasters.			
1 (Strongly disagree)	2	3		4	5 (Strongly agree)
0	0	0		0	\checkmark
		Prev	ext		
	Che	Powered by SurveyN eck out our sample surveys and o			

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Private Sector Stakeholder Survey

D. Communication with FEMA (Cont'd)

OMB Control #: 1660-0130 Expiration Date: October 31, 2014 **★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 Stakeholde	r Survey				
E. Customer Satisfaction					
OMB Control #: 1660-0130 Expiration Date: October 31, 20	014				
★1. Please indicate your agr	eement with the follo	owing statements.			
1	(Strongly disagree)	2	3	4	5 (Strongly agree)
I am satisfied with the customer service provided by FEMA to the private sector.	${\mathfrak S}$	0	0	0	0
I am satisfied with FEMA's efforts to build relationships with the private sector.	$ \mathscr{G} $	0	0	0	0
I am satisfied with the timeliness of FEMA's response to my concerns, questions, and suggestions.	⋖	0	0	0	0
★2. Overall, how satisfied ar	e you with the servic	es that FEMA provid	es for the Private	Sector?	
1 (Very satisfied)	2	3		4	5 (Very dissatisfied)
⊘	0	0		0	0
3. Please explain your respon	nse to the question a	bove.			
	<i>A</i>				
4. Is there any additional feed	lback you would like	to provide regarding	g collaboration wi	th FEMA?	

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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)

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Done