

National Weather Service
Customer Experience Survey

OMB Control Number: 0648-0342

Expiration date: 5/31/2018

Introduction screen

This is a voluntary survey. Thank you for participating in this survey. First, the questions will determine what type of interactions your organization has with the National Weather Service (NWS). Next, we would like to understand your experience with the NWS, based on the type of interactions your organization has with the NWS. Finally, we would like to understand your overall experience with the NWS. The entire survey should take 10 to 15 minutes to complete.

Once you've answered all questions on the screen, click on the [>>] arrow at the bottom of the screen to advance to the next screen in the survey. You may need to scroll down to see these navigation buttons.

Please: DO NOT use the "enter" key to submit your responses, and

DO NOT use the forward and back buttons on your browser's navigation bar to move forward and back in the survey.

Information about the overall goal of the survey and project

The National Weather Service (NWS) is committed to being a customer-centric organization that focuses on supporting partner decision-making in the service of protecting lives and property.

To help achieve that commitment, NWS is launching a survey to understand how to provide you with the highest quality and most relevant impact-based decision support services (IDSS). This survey builds on other outreach including a survey last summer and discussion roundtables about NWS.

This is a voluntary survey. The survey is completely anonymous and we value your candid feedback. While the survey is anonymous and conducted by a third-party independent vendor, we look forward to working with you to discuss the results and learn about how we can better work together. We value your input and want to make sure your voice is heard.

If you have any questions, feel free to reach out to your local field office for more information. Your participation is incredibly valuable to us, and your input will help create a future where the NWS serves partners better, more deeply, and more consistently. Thank you for your time and participation.

PRA Statement

This is a voluntary survey. Public reporting burden for this collection of information is estimated to average 10-15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other suggestions for reducing this burden to Andrea Bleistein, Office of Organizational Excellence (OOE), National Weather Service Organization, 1325 East West Highway, Silver Spring, MD 20910.

Confidentiality is guaranteed, the survey is anonymous, the information will be protected, and aggregate results will not be published but used internally to understand the NWS customer experience. Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subjected to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

Section 1: Partner Information

1. How long has your organization worked with the NWS? Please specify.

- < 1 year
- 1 to 5 years
- 6 to 10 years
- 11 or more years

2. Which NWS offices does your organization typically interact with? Select all that apply.

- Weather Forecast Office (WFO)
- More than one WFO
- Center Weather Service Unit (CWSU)
- River Forecast Center (RFC)
- More than one RFC
- Regional Operations Center (ROC)
- National Weather Service Operations Center (NWSOC)
- NCEP (National Centers for Environmental Prediction) Central Operations (NCO)
- Aviation Weather Center (AWC)
- Climate Prediction Center (CPC)
- Environmental Modeling Center (EMC)
- National Hurricane Center (NHC)
- National Tsunami Warning Center (NTWC)
- National Water Center (NWC)

- Ocean Prediction Center (OPC)
- Pacific Tsunami Warning Center (PTWC)
- Space Weather Prediction Center (SWPC)
- Storm Prediction Center (SPC)
- Weather Prediction Center (WPC)
- Other (specify)

3. How often does your organization use NWS services?

- Daily
- 2-3 times per week
- Weekly
- 2-3 times per month
- Monthly
- 2-4 times per year
- Annually or biannually

4. Which of the following characteristics describe your organization? Select all that apply.

- Use information put out by the NWS about hazardous weather, water, or other emergency situation to make official public safety-related decisions
- Work pertains to national security interests, or interaction with NWS is supported by legal mandate
- Serves a population or entity particularly vulnerable to weather
- Acts as a “force multiplier” (for example, coordinates other emergency management agencies) to help amplify NWS message

Please read the following definitions. We will use these in the questions that follow.

a. Common weather and water events: *Weather and water events that your community is used to dealing with that requires year-round engagement and planning with core partners (for example, river flooding, snowstorms in Buffalo, tornado season in the Midwest).*

b. Rare weather and water events: *Weather and water events that rarely occur in partners’ regions that affect partners’ areas of responsibility (for example, droughts, blizzard in Atlanta, ice storms that leave a community without power for days or weeks).*

c. Planned events or routine operations with weather or water considerations: *Event where an NWS partner provides public safety support during scheduled events, operations, or emergency drills where changes in weather or water influence safety or operational decision-making (for example, 4th of July parade, Pope Visit, scheduled reservoir water release, or weather support for scheduled flights).*

d. Unplanned incidents or emergencies with weather or water considerations/ implications: Incident where an NWS partner provides public safety support during incidents or events where weather or water influences the extent of the problem or the operational parameters of responses (for example, spills, explosions, search and rescue operations).

5. For any of the following types of events, does your organization work with the NWS to **plan for and build risk reduction strategies for future events before you know exactly when they will occur** (for example, hurricane season but not a specific hurricane)? These events could be common or rare, planned or unplanned.

YES – we work with NWS to plan for this type of event

NO – we don't work with NWS to plan for this type of event

a) **Common weather and water events:**
Weather and water events that your community is used to dealing with that requires year-round engagement and planning with core partners (for example, river flooding, snowstorms in Buffalo, tornado season in the Midwest).

b) **Rare weather and water events:**
Weather and water events that rarely occur in partners' regions that affect partners' areas of responsibility (for example, droughts, blizzard in Atlanta, ice storms that leave a community without power for days or weeks).

c) **Planned events or routine operations with weather or water considerations:**
Event where an NWS partner provides public safety support to scheduled events, operations, or emergency drills where changes in weather or water influence safety or operational decision-making (for example, 4th of July parade, Pope Visit, scheduled reservoir water release, or weather support for scheduled flights).

d) **Unplanned incidents or emergencies with weather or water considerations/ implications:** Incident where an NWS partner provides public safety support

during incidents or events where weather or water influences the extent of the problem or the operational parameters of responses (for example, spills, explosions, search and rescue operations).

6. Does your organization work with the NWS **right before an event occurs, as well as during the event itself** (for example, 3 days before a hurricane is expected to hit the coast as well as while the hurricane is hitting the coast)? These events could be common or rare, planned or unplanned.

YES – we work with NWS right before this type of event occurs

NO – we don't work with NWS right before this type of event occurs

a) **Common weather and water events:**
Weather and water events that your community is used to dealing with that requires year-round engagement and planning with core partners (for example, river flooding, snowstorms in Buffalo, tornado season in the Midwest).

b) **Rare weather and water events:**
Weather and water events that rarely occur in partners' regions that affect partners' areas of responsibility (for example, droughts, blizzard in Atlanta, ice storms that leave a community without power for days or weeks).

c) **Planned events or routine operations with weather or water considerations:**
Event where an NWS partner provides public safety support to scheduled events, operations, or emergency drills where changes in weather or water influence safety or operational decision-making (for example, 4th of July parade, Pope Visit, scheduled reservoir water release, or weather support for scheduled flights).

d) **Unplanned incidents or emergencies with weather or water considerations/implications:** *Incident where an NWS*

partner provides public safety support during incidents or events where weather or water influences the extent of the problem or the operational parameters of responses (for example, spills, explosions, search and rescue operations).

Selection process for questions 7 - 70

<u>If “Yes” on:</u>	<u>Then qualify for following “journey”</u>	<u>Questions</u>
<u>5a</u>	<u>Preparedness for common weather events</u>	<u>Q 7 -14</u>
<u>5b</u>	<u>Preparedness for rare weather events</u>	<u>Q 15 - 22</u>
<u>5c</u>	<u>Preparedness for planned events</u>	<u>Q 23 - 30</u>
<u>5d</u>	<u>Preparedness for unplanned incidents</u>	<u>Q 31 – 38</u>
<u>6a</u>	<u>Response for common weather events</u>	<u>Q 39 – 46</u>
<u>6b</u>	<u>Response for rare weather events</u>	<u>Q 47- 54</u>
<u>6c</u>	<u>Response for planned events</u>	<u>Q 55 - 62</u>
<u>6d</u>	<u>Response for unplanned incidents</u>	<u>Q 63 - 70</u>

Section 2: Product/Service Satisfaction and Importance

Preparedness for common weather and water events

Definitions

Preparedness: *working with the NWS to plan for and build risk reduction strategies for future events before you know exactly when they will occur (for example, planning for a specific weather season or seasonal flooding, but not planning for a specific weather event or flood).*

Common weather and water events: *Weather and water events that your community is used to dealing with that requires year-round engagement and planning with core partners (for example river flooding, snowstorms in Buffalo, tornado season in the Midwest).*

7. Recall a time in recent memory that your organization received NWS services related to **preparedness for common weather and water events.** Please briefly summarize that situation and the decision you had to make in a few sentences.

8. Keeping in mind the example you described earlier, what kind of information were you looking for from the NWS? Select all that apply.

- A forecast with an exact estimate (for example, forecast calls for 3 inches of snow in the morning)
- A forecast that offers a range of how severe the weather or water event will be, including information about the best and worst case scenarios (for example, forecast calls for a 70% chance of 3 inches of snow and a 30% chance of 12 inches of snow)
- Details about the effects of the weather or water event on people and property, based on how severe it could be (for example, 3 inches of snow are likely to fall during peak rush hour, which will disrupt commutes)
- None of the above (please specify)

9a. For each of the following services please indicate whether you used the service in the example you described earlier, you knew about the service but did not use it, or you had not heard of the service.

Potential service from the NWS	Used this service in the example you described earlier	Knew about the service but did not use it in this situation	Had not heard of this service
Forecast discussion and other written text products			
StormReady/TsunamiReady			
Online trainings			
In-person trainings			
Exercises (for example, table top)			
NWSChat			
In-person individual or small group support (for example, briefing or conversation)			
Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)			
Social media			

Public website (for example, general information)			
Online restricted access sections or archives			
Self-service portal (for example, self-briefing pages)			
Webinars			
Other (please specify)			

9b. For the example you described earlier, rate your organization’s satisfaction with the following services. *(1 extremely dissatisfied, 10 extremely satisfied,)*

- Forecast discussion and other written text products
- StormReady/TsunamiReady
- Online trainings
- In-person trainings
- Exercises (for example, table top)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- Other (please specify)

9c. For this question, please set aside your satisfaction with NWS services. When you make decisions like the kind you made in the situation you described earlier, how important are each of the following services? *(1 not at all important, 10 extremely important)*

- Forecast discussion and other written text products
- StormReady/TsunamiReady
- Online trainings
- In-person trainings

- Exercises (for example, table top)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- Other (please specify)

10. Keeping in mind the example you described earlier, rate your organization’s satisfaction with the following. *(1 extremely dissatisfied, 10 extremely satisfied)*

- Level of customization
- Level of live support (for example, in phone or in person)
- Timeliness of response
- Accuracy of forecasts
- Consistency of forecasts and messages (for example, across offices)
- Overall satisfaction

11. In the example you described earlier, how many times did you engage with and receive live support from NWS employees (for example, phone, chat room, in person)? *(never, weekly, daily, more than once daily, can’t recall)*

12. In the example you described earlier, how long did it take your organization to get the information you were looking for? *(an hour or less, within a day, within several days, within a week, more than a week, can’t recall)*

13. In the example you described earlier, how much of the time did your organization work with an NWS staff member with whom your organization has a strong relationship? *(not at all, rarely, some of the time, most of the time, all of the time, can’t recall)*

14. In the example you described earlier, were there other products or services NWS could have provided that would have helped your organization make better decisions to help protect lives and property? If yes, please specify.

Response for common weather and water events

Definitions

Response: working with the NWS right before an event occurs, as well as during the event itself (for example, receiving updates about an approaching thunderstorm system that carries flood risk as well as receiving support during any flooding).

Common weather and water events: Weather and water events that your community is used to dealing with that requires year-round engagement and planning with core partners (for example river flooding, snowstorms in Buffalo, tornado season in the Midwest).

15. Recall a time in recent memory that your organization received NWS services related to **response for common weather and water events**. Please briefly summarize that situation and the decision you had to make in a few sentences.

16. Keeping in mind the example you described earlier, what kind of information were you looking for from the NWS? Select all that apply.

- A forecast with an exact estimate (for example, forecast calls for 3 inches of snow in the morning)
- A forecast that offers a range of how severe the weather or water event will be, including information about the best and worst case scenarios (for example, forecast calls for a 70% chance of 3 inches of snow and a 30% chance of 12 inches of snow)
- Details about the effects of the weather or water event on people and property, based on how severe it could be (for example, 3 inches of snow are likely to fall during peak rush hour, which will disrupt commutes)
- None of the above (please specify)

17a. For each of the following services please indicate whether you used the service in the example you described earlier, you knew about the service but did not use it, or you had not heard of the service.

Potential service from the NWS	Used this service in the example you described earlier	Knew about the service but did not use it in this situation	Had not heard of this service
Watch, warning, or advisory automatic notification			
Forecast discussion and other written text products			
Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphicast, weather story)			
Models (for example, spaghetti map, GFS models, convection forecast models)			

Observations (for example, weather spotter, radar)			
Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)			
NWSChat			
In-person individual or small group support (for example, briefing or conversation)			
Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)			
On-site deployments or embedded NWS staff			
Social media			
Public website (for example, general information)			
Online restricted access sections or archives			
Self-service portal (for example, self-briefing pages)			
Webinars			
iNWS Mobile Alerting			
Email alerts			
NOAA Weather Radio			
700/800 MHz radio			
After-action event reviews			
Damage assessment report			

Other (please specify)			
------------------------	--	--	--

17b. For the example you described earlier, rate your organization’s satisfaction with the following services. *(1 extremely dissatisfied, 10 extremely satisfied)*

- Watch, warning, or advisory automatic notification
- Forecast discussion and other written text products
- Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphiccast, weather story)
- Models (for example, spaghetti map, GFS models, convection forecast models)
- Observations (for example, weather spotter, radar)
- Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- On-site deployments or embedded NWS staff
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- iNWS Mobile Alerting
- Email alerts
- NOAA Weather Radio
- 700/800 MHz radio
- After-action event reviews
- Damage assessment report
- Other (please specify)

17c. For this question, please set aside your satisfaction with NWS services. When you make decisions like the kind you made in the situation you described earlier, how important are each of the following services? *(1 not at all important, 10 extremely important)*

- Watch, warning, or advisory automatic notification
- Forecast discussion and other written text products

- Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphiccast, weather story)
- Models (for example, spaghetti map, GFS models, convection forecast models)
- Observations (for example, weather spotter, radar)
- Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)
- NWSSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- On-site deployments or embedded NWS staff
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- iNWS Mobile Alerting
- Email alerts
- NOAA Weather Radio
- 700/800 MHz radio
- After-action event reviews
- Damage assessment report
- Other (please specify)

18. Keeping in mind the example you described earlier, rate your organization's satisfaction with the following. *(1 extremely dissatisfied, 10 extremely satisfied)*

- Level of customization
- Level of live support (for example, in phone or in person)
- Timeliness of response
- Accuracy of forecasts
- Consistency of forecasts and messages (for example, across offices)
- Overall satisfaction

19. In the example you described earlier, how many times did you engage with and receive live support from NWS employees (for example, phone, chat room, in person)? *(never, weekly, daily, more than once daily, can't recall)*

20. In the example you described earlier, how long did it take your organization to get the information you were looking for? (*an hour or less, within a day, within several days, within a week, more than a week, can't recall*)

21. In the example you described earlier, how much of the time did your organization work with an NWS staff member with whom your organization has a strong relationship? (*not at all, rarely, some of the time, most of the time, all of the time, can't recall*)

22. In the example you described earlier, were there other products or services NWS could have provided that would have helped your organization make better decisions to help protect lives and property? If yes, please specify.

Preparedness for rare weather and water events

Definitions

Preparedness: *working with the NWS to plan for and build risk reduction strategies for future events before you know exactly when they will occur (for example, creating contingency plans for unexpectedly severe winter weather).*

Rare weather and water events: *Weather and water events that rarely occur in partners' regions that affect partners' areas of responsibility (for example droughts, blizzard in Atlanta, ice storms that leave a community without power for days or weeks).*

23. Recall a time in recent memory that your organization received NWS services related to **preparedness for rare weather and water events**. Please briefly summarize that situation and the decision you had to make in a few sentences.

24. Keeping in mind the example you described earlier, what kind of information were you looking for from the NWS? Select all that apply.

- A forecast with an exact estimate (for example, forecast calls for 3 inches of snow in the morning)
- A forecast that offers a range of how severe the weather or water event will be, including information about the best and worst case scenarios (for example, forecast calls for a 70% chance of 3 inches of snow and a 30% chance of 12 inches of snow)
- Details about the effects of the weather or water event on people and property, based on how severe it could be (for example, 3 inches of snow are likely to fall during peak rush hour, which will disrupt commutes)
- None of the above (please specify)

25a. For each of the following services please indicate whether you used the service in the example you described earlier, you knew about the service but did not use it, or you had not heard of the service.

Potential service from the NWS	Used this service in the	Knew about the service but did	Had not heard of
--------------------------------	--------------------------	--------------------------------	------------------

	example you described earlier	not use it in this situation	this service
Forecast discussion and other written text products			
StormReady/TsunamiReady			
Online trainings			
In-person trainings			
Exercises (for example, table top)			
NWSChat			
In-person individual or small group support (for example, briefing or conversation)			
Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)			
Social media			
Public website (for example, general information)			
Online restricted access sections or archives			
Self-service portal (for example, self-briefing pages)			
Webinars			
Other (please specify)			

25b. For the example you described earlier, rate your organization's satisfaction with the following services. (1 extremely dissatisfied, 10 extremely satisfied)

- Forecast discussion and other written text products
- StormReady/TsunamiReady
- Online trainings
- In-person trainings

- Exercises (for example, table top)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- Other (please specify)

25c. For this question, please set aside your satisfaction with NWS services. When you make decisions like the kind you made in the situation you described earlier, how important are each of the following services? (*1 not at all important, 10 extremely important*)

- Forecast discussion and other written text products
- StormReady/TsunamiReady
- Online trainings
- In-person trainings
- Exercises (for example, table top)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- Other (please specify)

26. Keeping in mind the example you described earlier, rate your organization's satisfaction with the following. (*1 extremely dissatisfied, 10 extremely satisfied*)

- Level of customization
- Level of live support (for example, in phone or in person)

- Timeliness of response
- Accuracy of forecasts
- Consistency of forecasts and messages (for example, across offices)
- Overall satisfaction

27. In the example you described earlier, how many times did you engage with and receive live support from NWS employees (for example, phone, chat room, in person)? (*never, weekly, daily, more than once daily, can't recall*)

28. In the example you described earlier, how long did it take your organization to get the information you were looking for? (*an hour or less, within a day, within several days, within a week, more than a week, can't recall*)

29. In the example you described earlier, how much of the time did your organization work with an NWS staff member with whom your organization has a strong relationship? (*not at all, rarely, some of the time, most of the time, all of the time, can't recall*)

30. In the example you described earlier, were there other products or services NWS could have provided that would have helped your organization make better decisions to help protect lives and property? If yes, please specify.

Response for rare weather and water events

Definitions

Response: *working with the NWS right before an event occurs, as well as during the event itself (for example, receiving briefings and warnings about an approaching winter storm that will bring unusually severe weather to your area, as well as receiving weather support during that storm).*

Rare weather and water events: *Weather and water events that rarely occur in partners' regions that affect partners' areas of responsibility (for example droughts, blizzard in Atlanta, ice storms that leave a community without power for days or weeks).*

31. Recall a time in recent memory that your organization received NWS services related to **response for rare weather and water events**. Please briefly summarize that situation and the decision you had to make in a few sentences.

32. Keeping in mind the example you described earlier, what kind of information were you looking for from the NWS? Select all that apply.

- A forecast with an exact estimate (for example, forecast calls for 3 inches of snow in the morning)
- A forecast that offers a range of how severe the weather or water event will be, including information about the best and worst case scenarios (for example, forecast calls for a 70% chance of 3 inches of snow and a 30% chance of 12 inches of snow)

- Details about the effects of the weather or water event on people and property, based on how severe it could be (for example, 3 inches of snow are likely to fall during peak rush hour, which will disrupt commutes)
- None of the above (please specify)

33a. For each of the following services please indicate whether you used the service in the example you described earlier, you knew about the service but did not use it, or you had not heard of the service.

Potential service from the NWS	Used this service in the example you described earlier	Knew about the service but did not use it in this situation	Had not heard of this service
Watch, warning, or advisory automatic notification			
Forecast discussion and other written text products			
Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphicast, weather story)			
Models (for example, spaghetti map, GFS models, convection forecast models)			
Observations (for example, weather spotter, radar)			
Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)			
NWSChat			
In-person individual or small group support (for example, briefing or conversation)			
Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)			
On-site deployments or embedded NWS			

staff			
Social media			
Public website (for example, general information)			
Online restricted access sections or archives			
Self-service portal (for example, self-briefing pages)			
Webinars			
iNWS Mobile Alerting			
Email alerts			
NOAA Weather Radio			
700/800 MHz radio			
After-action event reviews			
Damage assessment report			
Other (please specify)			

33b. For the example you described earlier, rate your organization's satisfaction with the following services. (1 extremely dissatisfied, 10 extremely satisfied)

- Watch, warning, or advisory automatic notification
- Forecast discussion and other written text products
- Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphiccast, weather story)
- Models (for example, spaghetti map, GFS models, convection forecast models)
- Observations (for example, weather spotter, radar)
- Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)

- On-site deployments or embedded NWS staff
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- iNWS Mobile Alerting
- Email alerts
- NOAA Weather Radio
- 700/800 MHz radio
- After-action event reviews
- Damage assessment report
- Other (please specify)

33c. For this question, please set aside your satisfaction with NWS services. When you make decisions like the kind you made in the situation you described earlier, how important are each of the following services? (*1 not at all important, 10 extremely important*)

- Watch, warning, or advisory automatic notification
- Forecast discussion and other written text products
- Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphiccast, weather story)
- Models (for example, spaghetti map, GFS models, convection forecast models)
- Observations (for example, weather spotter, radar)
- Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)
- NWSSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- On-site deployments or embedded NWS staff
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)

- Webinars
- iNWS Mobile Alerting
- Email alerts
- NOAA Weather Radio
- 700/800 MHz radio
- After-action event reviews
- Damage assessment report
- Other (please specify)

34. Keeping in mind the example you described earlier, rate your organization’s satisfaction with the following. *(1 extremely dissatisfied, 10 extremely satisfied)*

- Level of customization
- Level of live support (for example, in phone or in person)
- Timeliness of response
- Accuracy of forecasts
- Consistency of forecasts and messages (for example, across offices)
- Overall satisfaction

35. In the example you described earlier, how many times did you engage with and receive live support from NWS employees (for example, phone, chat room, in person)? *(never, weekly, daily, more than once daily, can’t recall)*

36. In the example you described earlier, how long did it take your organization to get the information you were looking for? *(an hour or less, within a day, within several days, within a week, more than a week, can’t recall)*

37. In the example you described earlier, how much of the time did your organization work with an NWS staff member with whom your organization has a strong relationship? *(not at all, rarely, some of the time, most of the time, all of the time, can’t recall)*

38. In the example you described earlier, were there other products or services NWS could have provided that would have helped your organization make better decisions to help protect lives and property? If yes, please specify.

Preparedness for planned events

Definitions

Preparedness: *working with the NWS to plan for and build risk reduction strategies for future events before you know exactly when they will occur (for example, creating and updating standard operating procedures for a major fair or festival; determining briefing cadence for routine flight operations).*

Planned events or routine operations with weather or water considerations: *Event where an NWS partner provides public safety support during scheduled events, operations, or emergency drills where changes in weather or water influence safety or operational decision-making (for example, 4th of July parade, Pope Visit, scheduled reservoir water release, or weather support for scheduled flights).*

39. Recall a time in recent memory that your organization received NWS services related to **preparedness for planned events**. Please briefly summarize that situation and the decision you had to make in a few sentences.

40. Keeping in mind the example you described earlier, what kind of information were you looking for from the NWS? Select all that apply.

- A forecast with an exact estimate (for example, forecast calls for 3 inches of snow in the morning)
- A forecast that offers a range of how severe the weather or water event will be, including information about the best and worst case scenarios (for example, forecast calls for a 70% chance of 3 inches of snow and a 30% chance of 12 inches of snow)
- Details about the effects of the weather or water event on people and property, based on how severe it could be (for example, 3 inches of snow are likely to fall during peak rush hour, which will disrupt commutes)
- None of the above (please specify)

41a. For each of the following services please indicate whether you used the service in the example you described earlier, you knew about the service but did not use it, or you had not heard of the service.

Potential service from the NWS	Used this service in the example you described earlier	Knew about the service but did not use it in this situation	Had not heard of this service
Forecast discussion and other written text products			
StormReady/TsunamiReady			
Online trainings			
In-person trainings			
Exercises (for example, table top)			
NWSChat			
In-person individual or small group support			

(for example, briefing or conversation)			
Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)			
Social media			
Public website (for example, general information)			
Online restricted access sections or archives			
Self-service portal (for example, self-briefing pages)			
Webinars			
Other (please specify)			

41b. For the example you described earlier, rate your organization’s satisfaction with the following services. *(1 extremely dissatisfied, 10 extremely satisfied)*

- Forecast discussion and other written text products
- StormReady/TsunamiReady
- Online trainings
- In-person trainings
- Exercises (for example, table top)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- Other (please specify)

41c. For this question, please set aside your satisfaction with NWS services. When you make decisions like the kind you made in the situation you described earlier, how important are each of the following services? *(1 not at all important, 10 extremely important)*

- Forecast discussion and other written text products
- StormReady/TsunamiReady
- Online trainings
- In-person trainings
- Exercises (for example, table top)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- Other (please specify)

42. Keeping in mind the example you described earlier, rate your organization's satisfaction with the following. *(1 extremely dissatisfied, 10 extremely satisfied)*

- Level of customization
- Level of live support (for example, in phone or in person)
- Timeliness of response
- Accuracy of forecasts
- Consistency of forecasts and messages (for example, across offices)
- Overall satisfaction

43. In the example you described earlier, how many times did you engage with and receive live support from NWS employees (for example, phone, chat room, in person)? *(never, weekly, daily, more than once daily, can't recall)*

44. In the example you described earlier, how long did it take your organization to get the information you were looking for? *(an hour or less, within a day, within several days, within a week, more than a week, can't recall)*

45. In the example you described earlier, how much of the time did your organization work with an NWS staff member with whom your organization has a strong relationship? *(not at all, rarely, some of the time, most of the time, all of the time, can't recall)*

46. In the example you described earlier, were there other products or services NWS could have provided that would have helped your organization make better decisions to help protect lives and property? If yes, please specify.

Response for planned events

Definitions

Response: working with the NWS right before an event occurs, as well as during the event itself (for example, receiving ongoing weather support during a fair or festival).

Planned events or routine operations with weather or water considerations: Event where an NWS partner provides public safety support during scheduled events, operations, or emergency drills where changes in weather or water influence safety or operational decision-making (for example, 4th of July parade, Pope Visit, scheduled reservoir water release, or weather support for scheduled flights).

47. Recall a time in recent memory that your organization received NWS services related to **response for planned events**. Please briefly summarize that situation and the decision you had to make in a few sentences.

48. Keeping in mind the example you described earlier, what kind of information were you looking for from the NWS? Select all that apply.

- A forecast with an exact estimate (for example, forecast calls for 3 inches of snow in the morning)
- A forecast that offers a range of how severe the weather or water event will be, including information about the best and worst case scenarios (for example, forecast calls for a 70% chance of 3 inches of snow and a 30% chance of 12 inches of snow)
- Details about the effects of the weather or water event on people and property, based on how severe it could be (for example, 3 inches of snow are likely to fall during peak rush hour, which will disrupt commutes)
- None of the above (please specify)

49a. For each of the following services please indicate whether you used the service in the example you described earlier, you knew about the service but did not use it, or you had not heard of the service.

Potential service from the NWS	Used this service in the example you described earlier	Knew about the service but did not use it in this situation	Had not heard of this service
Watch, warning, or advisory automatic notification			

Forecast discussion and other written text products			
Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphiccast, weather story)			
Models (for example, spaghetti map, GFS models, convection forecast models)			
Observations (for example, weather spotter, radar)			
Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)			
NWSChat			
In-person individual or small group support (for example, briefing or conversation)			
Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)			
On-site deployments or embedded NWS staff			
Social media			
Public website (for example, general information)			
Online restricted access sections or archives			
Self-service portal (for example, self-briefing pages)			
Webinars			
iNWS Mobile Alerting			
Email alerts			

NOAA Weather Radio			
700/800 MHz radio			
After-action event reviews			
Damage assessment report			
Other (please specify)			

49b. For the example you described earlier, rate your organization’s satisfaction with the following services. (1 extremely dissatisfied, 10 extremely satisfied)

- Watch, warning, or advisory automatic notification
- Forecast discussion and other written text products
- Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphicast, weather story)
- Models (for example, spaghetti map, GFS models, convection forecast models)
- Observations (for example, weather spotter, radar)
- Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- On-site deployments or embedded NWS staff
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- iNWS Mobile Alerting
- Email alerts
- NOAA Weather Radio
- 700/800 MHz radio
- After-action event reviews
- Damage assessment report

- Other (please specify)

49c. For this question, please set aside your satisfaction with NWS services. When you make decisions like the kind you made in the situation you described earlier, how important are each of the following services? (*1 not at all important, 10 extremely important*)

- Watch, warning, or advisory automatic notification
- Forecast discussion and other written text products
- Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphiccast, weather story)
- Models (for example, spaghetti map, GFS models, convection forecast models)
- Observations (for example, weather spotter, radar)
- Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)
- NWSSchat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- On-site deployments or embedded NWS staff
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- iNWS Mobile Alerting
- Email alerts
- NOAA Weather Radio
- 700/800 MHz radio
- After-action event reviews
- Damage assessment report
- Other (please specify)

50. Keeping in mind the example you described earlier, rate your organization's satisfaction with the following. (*1 extremely dissatisfied, 10 extremely satisfied*)

- Level of customization
- Level of live support (for example, in phone or in person)
- Timeliness of response

- Accuracy of forecasts
- Consistency of forecasts and messages (for example, across offices)
- Overall satisfaction

51. In the example you described earlier, how many times did you engage with and receive live support from NWS employees (for example, phone, chat room, in person)? (*never, weekly, daily, more than once daily, can't recall*)

52. In the example you described earlier, how long did it take your organization to get the information you were looking for? (*an hour or less, within a day, within several days, within a week, more than a week, can't recall*)

53. In the example you described earlier, how much of the time did your organization work with an NWS staff member with whom your organization has a strong relationship? (*not at all, rarely, some of the time, most of the time, all of the time, can't recall*)

54. In the example you described earlier, were there other products or services NWS could have provided that would have helped your organization make better decisions to help protect lives and property? If yes, please specify.

Preparedness for unplanned incidents

Definitions

Preparedness: *working with the NWS to plan for and build risk reduction strategies for future events before you know exactly when they will occur (for example, creating a contingency plan for an oil spill).*

Unplanned incidents or emergencies with weather or water considerations/ implications: *Incident where an NWS partner provides public safety support during incidents or events where weather or water influences the extent of the problem or the operational parameters of responses (for example, spills, explosions, search and rescue operations).*

55. Recall a time in recent memory that your organization received NWS services related to **preparedness for unplanned incidents**. Please briefly summarize that situation and the decision you had to make in a few sentences.

56. Keeping in mind the example you described earlier, what kind of information were you looking for from the NWS? Select all that apply.

- A forecast with an exact estimate (for example, forecast calls for 3 inches of snow in the morning)
- A forecast that offers a range of how severe the weather or water event will be, including information about the best and worst case scenarios (for example, forecast calls for a 70% chance of 3 inches of snow and a 30% chance of 12 inches of snow)
- Details about the effects of the weather or water event on people and property, based on how severe it could be (for example, 3 inches of snow are likely to fall during peak rush hour, which will disrupt commutes)

– None of the above (please specify)

57a. For each of the following services please indicate whether you used the service in the example you described earlier, you knew about the service but did not use it, or you had not heard of the service.

Potential service from the NWS	Used this service in the example you described earlier	Knew about the service but did not use it in this situation	Had not heard of this service
Forecast discussion and other written text products			
StormReady/TsunamiReady			
Online trainings			
In-person trainings			
Exercises (for example, table top)			
NWSChat			
In-person individual or small group support (for example, briefing or conversation)			
Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)			
Social media			
Public website (for example, general information)			
Online restricted access sections or archives			
Self-service portal (for example, self-briefing pages)			
Webinars			
Other (please specify)			

57b. For the example you described earlier, rate your organization's satisfaction with the following services. (1 extremely dissatisfied, 10 extremely satisfied)

- Forecast discussion and other written text products
- StormReady/TsunamiReady
- Online trainings
- In-person trainings
- Exercises (for example, table top)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- Other (please specify)

57c. For this question, please set aside your satisfaction with NWS services. When you make decisions like the kind you made in the situation you described earlier, how important are each of the following services? (*1 not at all important, 10 extremely important*)

- Forecast discussion and other written text products
- StormReady/TsunamiReady
- Online trainings
- In-person trainings
- Exercises (for example, table top)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- Other (please specify)

58. Keeping in mind the example you described earlier, rate your organization's satisfaction with the following. *(1 extremely dissatisfied, 10 extremely satisfied)*

- Level of customization
- Level of live support (for example, in phone or in person)
- Timeliness of response
- Accuracy of forecasts
- Consistency of forecasts and messages (for example, across offices)
- Overall satisfaction

59. In the example you described earlier, how many times did you engage with and receive live support from NWS employees (for example, phone, chat room, in person)? *(never, weekly, daily, more than once daily, can't recall)*

60. In the example you described earlier, how long did it take your organization to get the information you were looking for? *(an hour or less, within a day, within several days, within a week, more than a week, can't recall)*

61. In the example you described earlier, how much of the time did your organization work with an NWS staff member with whom your organization has a strong relationship? *(not at all, rarely, some of the time, most of the time, all of the time, can't recall)*

62. In the example you described earlier, were there other products or services NWS could have provided that would have helped your organization make better decisions to help protect lives and property? If yes, please specify.

Response for unplanned incidents

Definitions

Response: *working with the NWS right before an event occurs, as well as during the event itself (for example, receiving ongoing weather support during oil spill cleanup).*

Unplanned incidents or emergencies with weather or water considerations/ implications: *Incident where an NWS partner provides public safety support during incidents or events where weather or water influences the extent of the problem or the operational parameters of responses (for example, spills, explosions, search and rescue operations).*

63. Recall a time in recent memory that your organization received NWS services related to **response for unplanned incidents**. Please briefly summarize that situation and the decision you had to make in a few sentences.

64. Keeping in mind the example you described earlier, what kind of information were you looking for from the NWS? Select all that apply.

- A forecast with an exact estimate (for example, forecast calls for 3 inches of snow in the morning)

- A forecast that offers a range of how severe the weather or water event will be, including information about the best and worst case scenarios (for example, forecast calls for a 70% chance of 3 inches of snow and a 30% chance of 12 inches of snow)
- Details about the effects of the weather or water event on people and property, based on how severe it could be (for example, 3 inches of snow are likely to fall during peak rush hour, which will disrupt commutes)
- None of the above (please specify)

65a. For each of the following services please indicate whether you used the service in the example you described earlier, you knew about the service but did not use it, or you had not heard of the service.

Potential service from the NWS	Used this service in the example you described earlier	Knew about the service but did not use it in this situation	Had not heard of this service
Watch, warning, or advisory automatic notification			
Forecast discussion and other written text products			
Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphicast, weather story)			
Models (for example, spaghetti map, GFS models, convection forecast models)			
Observations (for example, weather spotter, radar)			
Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)			
NWSChat			
In-person individual or small group support (for example, briefing or conversation)			
Virtual individual or small group support (for example, two-way radio, phone,			

conference call, or online briefing or conversation)			
On-site deployments or embedded NWS staff			
Social media			
Public website (for example, general information)			
Online restricted access sections or archives			
Self-service portal (for example, self-briefing pages)			
Webinars			
iNWS Mobile Alerting			
Email alerts			
NOAA Weather Radio			
700/800 MHz radio			
After-action event reviews			
Damage assessment report			
Other (please specify)			

65b. For the example you described earlier, rate your organization’s satisfaction with the following services. (1 extremely dissatisfied, 10 extremely satisfied)

- Watch, warning, or advisory automatic notification
- Forecast discussion and other written text products
- Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphiccast, weather story)
- Models (for example, spaghetti map, GFS models, convection forecast models)
- Observations (for example, weather spotter, radar)
- Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)
- NWSChat

- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- On-site deployments or embedded NWS staff
- Social media
- Public website (for example, general information)
- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- iNWS Mobile Alerting
- Email alerts
- NOAA Weather Radio
- 700/800 MHz radio
- After-action event reviews
- Damage assessment report
- Other (please specify)

65c. For this question, please set aside your satisfaction with NWS services. When you make decisions like the kind you made in the situation you described earlier, how important are each of the following services? (*1 not at all important, 10 extremely important*)

- Watch, warning, or advisory automatic notification
- Forecast discussion and other written text products
- Web-based forecast products (for example, online interactive forecast maps, point & click forecasts, graphiccast, weather story)
- Models (for example, spaghetti map, GFS models, convection forecast models)
- Observations (for example, weather spotter, radar)
- Tailored weather/water products (customized forecasts, spot forecasts, plume modeling, special weather statement, specialized graphics)
- NWSChat
- In-person individual or small group support (for example, briefing or conversation)
- Virtual individual or small group support (for example, two-way radio, phone, conference call, or online briefing or conversation)
- On-site deployments or embedded NWS staff
- Social media
- Public website (for example, general information)

- Online restricted access sections or archives
- Self-service portal (for example, self-briefing pages)
- Webinars
- iNWS Mobile Alerting
- Email alerts
- NOAA Weather Radio
- 700/800 MHz radio
- After-action event reviews
- Damage assessment report
- Other (please specify)

66. Keeping in mind the example you described earlier, rate your organization’s satisfaction with the following. *(1 extremely dissatisfied, 10 extremely satisfied)*

- Level of customization
- Level of live support (for example, in phone or in person)
- Timeliness of response
- Accuracy of forecasts
- Consistency of forecasts and messages (for example, across offices)
- Overall satisfaction

67. In the example you described earlier, how many times did you engage with and receive live support from NWS employees (for example, phone, chat room, in person)? *(never, weekly, daily, more than once daily, can’t recall)*

68. In the example you described earlier, how long did it take your organization to get the information you were looking for? *(an hour or less, within a day, within several days, within a week, more than a week, can’t recall)*

69. In the example you described earlier, how much of the time did your organization work with an NWS staff member with whom your organization has a strong relationship? *(not at all, rarely, some of the time, most of the time, all of the time, can’t recall)*

70. In the example you described earlier, were there other products or services NWS could have provided that would have helped your organization make better decisions to help protect lives and property? If yes, please specify.

Section 3: General Partner Experience

71. Rate the following statements *(1 strongly disagree, 2 moderately disagree, 3 slightly disagree, 4 slightly agree, 5 moderately agree, 6 strongly agree)*

- a. I trust the NWS as a whole

- b. The NWS is the best source of weather expertise
- c. NWS tools work when I need them
- d. NWS forecast information is easy to understand
- e. I can use NWS forecast information to make decisions
- f. NWS warning information is easy to understand
- g. I can use NWS warning information to make decisions
- h. When I need to make a weather decision, I look to NWS staff for support
- i. NWS staff members understand my needs
- j. I understand how best to work with NWS staff
- k. Overall, everything considered, I feel that the NWS serves my organization very well.

72. Does your organization use non-NWS provider(s) for additional weather and water products and services?

- Yes
- No

73. If yes, why does your organization use non-NWS provider(s)? Select all that apply, whether they applied to all of the other provider(s) your organization used or just one of the other providers.

- Other providers have faster service
- Other providers have more accurate products
- Other providers have more customized products or services
- Other providers' products are easier to use
- Other providers have additional information my organization needs
- Other providers offer additional services my organization needs
- My organization has a stronger relationship with the other providers
- Other (please specify)

74. Which of the following does your organization provide for the NWS? Select all that apply.

- Dedicated space for NWS staff on-site
- Equipment for NWS staff
- Data for NWS
- Engage in research studies with NWS staff
- Other (specify)
- None of the above

75. Please share any suggestions you have on how the NWS could better help your organization accomplish its mission.