

Dear [insert partner name here],

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, which you will receive in the next two days, builds on other outreach including a survey last summer and discussion roundtables about NWS.

This is a voluntary survey. It is completely anonymous and we value your candid feedback. The survey should take 10-15 minutes at most to complete.

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. The deadline for completion of the survey is [two weeks from send date].

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.