

Impact-based Decision Support Services Partner Survey

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The NWS is committed to providing quality Impact-based Decision Support Services (IDSS) to serve the needs of our core partner organizations and to support our strategic goal of building a nation that is ready, responsive, and resilient to the dangerous impacts of extreme weather.

IDSS consists of a variety of services, which include but are not limited to:

- NWS initiated calls and support on agency coordination calls
- Webinars, briefings, and email alerts
- On-site deployments by NWS Staff
- Pre-event/scenario planning and after-action event reviews
- Periodic drills and exercises

As we seek to better serve the weather information needs of core partners, like you, we invite you to complete the following questionnaire about the IDSS recently provided by the National Weather Service that will help us better understand and improve our service.

Your participation in this survey is voluntary and the information you provide is confidential. Your consent to participate is indicated by your completion of this questionnaire. You are free to withdraw your participation in the survey at any time. Thank you for your participation.

- 1. Please identify the type of event hazard for the decision support you received.**
 - A. Severe weather (e.g., thunderstorm, tornado, high wind)
 - B. Flooding
 - C. Winter weather/cold weather (e.g., blizzard, Nor'easter)
 - D. Tropical Storm/hurricane
 - E. Excessive heat
 - F. Fire weather

G. Other

2. Which local Weather Forecast Office (WFO) provided your decision support?

3. In regard to your survey responses, please select how the decision support was provided to your organization

- A. On-site support
- B. Remote support (e.g., via email briefs/updates, webinars, spot forecasts, dedicated public information)
- C. Both On-site and Remote Support

4. The decision support my organization received was easy to obtain.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

5. The decision support my organization received was timely.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

6. The decision support my organization received was easy to understand.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

7. To what extent did the forecast match the weather that actually occurred?

- A. To a Very Great Extent
- B. To a Great Extent
- C. To Some Extent
- D. To a Very Little Extent
- E. Not at All

8. The decision support information my organization received from my primary NWS source conflicted with information from other NWS sources (e.g., Storm Prediction Center (SPC), National Hurricane Center (NHC), River Forecast Centers (RFC), other Weather Forecast Offices serving my state).

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

9. The quality of decision support information my organization received from my NWS office was consistent.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

10. Please share any comments you have on the consistency of NWS decision support for this event.

11. To what extent did NWS decision support improve your organization's overall decision making (e.g., faster, more informative)?

- A. To a Very Great Extent
- B. To a Great Extent
- C. To Some Extent
- D. To a Very Little Extent
- E. Not at All

12. My NWS office is usually considerate of my decision support needs and puts those needs first.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

13. I trust the staff at my NWS office so much that I always use their guidance to make my decisions.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

14. I doubt that the staff at my NWS office really cares about me as a person.

- A. Strongly Agree

- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

15. If the staff at my NWS office tells me something is so, then it must be true.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

16 I sometimes distrust my NWS office's decision support and would like an opinion from another source.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

17. I trust the judgements from the staff at my NWS office about high-impact events.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

18. I feel that the staff at my NWS office does not do everything it should to support my decision making.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

19. I trust my NWS office to put my needs above all other considerations when providing me with decision support.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

20. My NWS office is well qualified to provide me with decision support.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

21. I trust the staff at my NWS office to tell me if a mistake was made with the decision support they provided.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

22. I sometimes worry that my NWS office may not keep the information we discuss totally private.

- A. Strongly Agree
- B. Somewhat Agree
- C. Neither Agree Nor Disagree
- D. Somewhat Disagree
- E. Strongly Disagree

23. Please provide any comments you have regarding the NWS IDSS you received.

24. Please identify the sector(s) that you represent (check all that apply).

- A. Emergency management community
- B. Member of water resource community
- C. Federal or State Government Partners
- D. Local, Tribal or Territorial Government Partners
- E. Electronic Media
- F. Health sector – Hospitals and other public health entities
- G. Utilities and infrastructure providers
- H. Education sector – K-12 and college/universities
- I. Non- gov't organizations - VOADS, COADs, NGOs
- J. Other