

LANTERN IDSS Core Partner Survey Final Questionnaire

1. **Which local Weather Forecast Office (WFO), River Forecast Center (RFC), NWS Center Weather Service Unit (CWSU), Regional Operation Centers (ROCs), or National Center provided your office with weather, water, and climate support (also referred to as Decision Support Services)?** *[For most respondents, this question would already be pre-filled based on the link provided to them by the corresponding office.]*

2. **Please identify the sector(s) that you best represent**
 - A. Emergency Management Community
 - B. Water Resource Management Community
 - C. Federal Government
 - D. State Government
 - E. Local or Territorial Government
 - F. Tribal
 - G. Aviation
 - H. Marine
 - I. Health – Hospitals and other public health entities
 - J. Utilities and infrastructure providers
 - K. Education
 - L. Non-gov't organizations - VOADs, COADs, NGOs
 - M. Other (Write in)

3. **Please identify the type of event/incident for which you most recently received decision support. (Select the primary type of event)**
 - A. Severe weather (e.g., thunderstorm, tornado, high wind)
 - B. Flash flooding
 - C. River or long duration flooding
 - D. Coastal flooding
 - E. Winter weather/cold weather
 - F. Hurricane/Tropical
 - G. Marine
 - H. Aviation Hazards
 - I. Excessive heat
 - J. Fire weather
 - K. Drought
 - L. Space Weather
 - M. Tsunami
 - N. Planned event
 - O. Hazmat, Search and Rescue, or other non-weather emergency
 - P. Other (Write in)

4. In what primary way was decision support provided?

- A. On-site, in person, or embedded support
- B. Targeted Remote Support (e.g., Custom Briefings, Heads up calls, spot forecasts, virtual presence)
- C. Remote Support (e.g, Routine or event driven Email briefings, conference calls, webinars, or info delivered through NWSChat)

4a. [conditional if 4A selected] Please provide an example of how the presence of NWS staff did/did not add value to your operations? [Free-form text response]

5. Please rank your satisfaction for the following NWS Products and Services, as applicable.

	Extremely Satisfied	Somewhat Satisfied	Neither Satisfied /Dissatisfied	Somewhat Dissatisfied	Dissatisfied	N/A
NWSChat						
Webinar/Conference Call (Live Briefing)						
Recorded Video Briefing						
Routine General Email Briefings						
Specific Event/Incident Custom Forecast (Email, SPOT Forecast, etc.)						
On-Site Support						
Phone call						
Text Message						
Standard NWS Website						
Event/Partner Specific Custom Webpage						
NWS Forecasts, Watches, Warnings, and Advisories						
NWS Social Media						

5a. [conditional – if Somewhat dissatisfied/Dissatisfied selected] With what were you dissatisfied? [Free-form text response]

6. Please rank your satisfaction for the following NWS Products and Services, as applicable.

	Agree	Somewhat Agree	Neither Agree/Disagree	Somewhat Disagree	Disagree
The NWS staff understood my organization's needs.					
The NWS staff provided information that addressed my organization's need					
NWS products and services were professional in appearance and useful for my decision making needs.					
The NWS products and services used language I easily understood.					
Because of the information provided, my organization clearly understood the range of potential impacts.					
My NWS office cares about my weather, water, and climate support needs.					
I feel that the staff at my NWS office can do more within its mission to support my decision making.					
The NWS office provided me with the information I needed to make decisions. The level of service my organization received was uniform during the entire event.					
There were barriers to obtaining information that my organization needed from NWS.					
My organization received timely support to make informed decisions.					
The NWS office was responsive to my requests in a timely manner.					
Collaboration meetings with NWS personnel were valuable in preparing for this high impact weather, water, and climate event.					

6a. [conditional – if Somewhat disagree/Disagree selected] With what were you dissatisfied? [Free-form text response]

7. How did NWS' support affect your organization's overall decision making? [Free-form text response]
8. What can NWS do to improve our support for you? [Free-form text response]