

## **BioWatch User Satisfaction Survey Instructions**

DHS is interested in hearing your thoughts and opinions to help us better serve our customers. To help us be more impactful and focus our efforts, please take about 20 minutes to share your feedback with us in the following survey. Be assured that all your responses are completely voluntary and anonymous. Please do not provide any unsolicited PII in your responses.

You are being asked to participate in this survey as a user of the national biothreat detection capability. The U.S. Department of Homeland Security (DHS) Countering Weapons of Mass Destruction Office (CWMD) has commissioned this survey to help understand the operational requirements associated with the use of biodetection data provided by the BioWatch program. Your perspective is critical to ensure that the system meets the needs of local jurisdictions and that future investments or recapitalization of assets enhances the program's capability.

We are asking you to provide information regarding your jurisdiction's characteristics; processes for addressing potential biothreat releases; and preferences for notifications and operational parameters. We are also asking about your experiences with the BioWatch system.

We estimate that the survey will take approximately 20 minutes to complete. All responses are anonymous and will not be attributed back to any person or agency. Each respondent will have two weeks to complete the survey. You can answer from any device and you are able to complete the survey over multiple sessions if needed. We thank you in advance for taking the time to provide your input.