Department of Homeland Security
Cybersecurity and Infrastructure Security Agency
Emergency Response Operation

OMB Control Number: 1670-0027
OMB Expiration Date: 03/03/2025

Emergency Response Operation Customer Feedback Survey

PRA Burden Statement: The public reporting burden to complete this information collection is estimated at 3 minutes per response, including the time completing and reviewing the collected information. The collection of this information is voluntary. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to DHS/CISA. Mail Stop 0608, 245 Murray Lane SW, Arlington, VA 20598. ATTN: PRA [1670-0027].

The Emergency Response Operations (ERO) Branch Feedback Form consists of five customer surveys: Emergency Response Operations Communications Analysis Survey; Emergency Support Function (ESF) #2; Emergency Support Function #14; ERO National Coordinating Center for Communications (NCC) - Information Sharing and Analysis Center (ISAC); and National Security Emergency Preparedness (NSEP) Continuity Survey Feedback Form. The purpose of the surveys is to capture stakeholder feedback on shared products to ensure value to recipients and to guide and improve future products and processes.

Making a feedback survey available to stakeholders was recently identified as a requirement in a GAO Audit. A link will be provided to the various distribution lists through Microsoft Forms.

Disclaimer

Authority: 6 U.S.C. 652; Executive Order 13618

Purpose: CISA Central/Emergency Response Operations (ERO) will use this information capture stakeholder feedback on shared products to ensure value to recipients and to guide and improve future products and processes as it relates to its mission of communications and information sharing during emergency response situations.

Routine Use: This information requested on this form is not intended to be shared with anyone outside of CISA Central/ERO. However, the information may be shared externally as a "routine use" to other members which include emergency response stakeholders at the federal, state, local, and territory level. A complete list of routine uses can be found in the system of records notice associated with this form, DHS/ALL-002 Department of Homeland Security (DHS) Mailing and Other Lists System of Records (November 25, 2008, 73 FR 71659).

Disclosure: Providing this information is voluntary. However, failure to provide this information will prevent the CISA Central/ERO from contacting you regarding any potential clarification of survey responses with regard to its products.

Please **Do Not add any Sensitive Personally Identifiable Information (S/PII). S/PII is defined as personally identifiable information, which if lost, compromised, or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual. **

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1. **Title of Report/Product or Event:**

   Enter your Answer

2. **Please indicate the number associated with this report, if applicable (i.e., Initial, Update #, Final)**

   Enter your Answer

3. **Date of Report/Product/Event**

   Please input Date (M/d/yyyy)

4. **Please select partner type:**
   - County
   - Federal
   - Industry Partner
   - Interagency Partner
   - International Partner
   - Local
   - Local Level
   - Other
   - Regional
   - State
   - Territorial
   - Tribal

5. **Please rate your satisfaction with each of the following by selecting an option below**

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	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Product's overall usefulness	○	○	○	○	○	○
Product's relevance to your mission	○	○	○	○	○	○
Product's timeliness	○	○	○	○	○	○

6. **How do you plan to use this product in support of your mission? (Check all that apply.)**

☐ Drive planning and preparedness efforts, training, and/or other emergency response operations

☐ Share with partners

☐ Allocate resources (e.g. equipment and personnel)

☐ Re-prioritize organizational focus

☐ Author or adjust policies and guidelines

☐ Other

7. **To further understand your response to question 6, please provide specific details in which you would use this product.**

Enter your Answer

8. **What did the product not address that you anticipated it would?**

9. Enter your Answer

Please list any other comments, questions, or concerns you may have regarding this product below.

10. Enter your Answer

To what extent do you agree with the following two statements?

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	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N/A
This product will enable me to make better decisions regarding this topic.	○	○	○	○	○	○
This product provided me with Critical Infrastructure information I did not find elsewhere.	○	○	○	○	○	○

11. **Was this product useful to your Leadership?**

Enter your Answer

12. **How did you obtain this product?**
    - Email
    - Partner Agency
    - HSIN
    - Other

13. **Request your email contact should further clarification be required to improve products. Thank you for your input.**

Enter your Answer