

## Intergovernmental Affairs (IGA) Stakeholder Survey

### Paperwork Reduction Act Burden Disclosure Notice

OMB Control #: 1660-0130  
Expiration Date: October 31, 2014

Public reporting burden for this survey is estimated to average 10 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. This collection of information is voluntary. You are not required to respond to this collection of information unless it displays a valid OMB control number is displayed in the upper right corner of this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 1800 South Bell Street, Arlington VA 20598-3005, Paperwork Reduction Project (1660-0130) NOTE: Do not send your completed form to this address.

Next

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## Intergovernmental Affairs (IGA) Stakeholder Survey

### A. Consent Information

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Thank you for agreeing to take part in this study. Your participation is completely voluntary. You may refuse to answer any question and may stop completing the survey at any time. The Federal Emergency Management Agency's (FEMA) Office of External Affairs' Intergovernmental Affairs (IGA) Division is interested in gathering your feedback as a governmental, non-governmental, and/or tribal partner to identify communication needs, trends, and effective communication methods. Please take a moment to assist us in determining if we are meeting your communication needs.

Prev

Next

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## Intergovernmental Affairs (IGA) Stakeholder Survey

### B. Background Information

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#### \*1. Which type of jurisdiction do you represent?

- State Government
- Tribal Government
- Territorial Government
- National Intergovernmental Association (state, local, tribal, territorial)
- National Association that represents Emergency Management
- Faith-based Organization
- Other Community-based Organization

Other (please specify)

#### 2. How long have you been working at this agency/organization?

- Under six months
- Six months to one year
- One year to three years
- Three to five years
- More than five years

#### 3. Which best describes your job title? (Select all that apply)

- President/Chairperson/Principal Chief
- Tribal Leader (if not a President/Chairperson/Principal Chief)
- Administrator/Director/Assistant Director
- Analyst/Staff Member
- Emergency Management Director
- Emergency Responder
- Governor's Chief of Staff
- Homeland Security Advisor
- Manager
- Security/Protection Service Officer
- State Administrative Agency Representative

Other (please specify)

#### 4. What best describes your position?

- Elected
- Politically appointed
- Neither elected nor politically appointed

#### 5. Are you an International Association of Emergency Managers (IAEM) Certified Emergency Manager?

- Yes
- No

#### 6. How does emergency management relate to your current job duties?

- Emergency management is my primary job responsibility
- Emergency management is a part of my overall duties

- Emergency management is a part of my overall duties
- Emergency management is a small part of my overall duties
- I work in coordination with Emergency Management

Other (please specify)

### 7. Which level of FEMA do you interact with most frequently?

- National
- Regional
- I do not interact with FEMA

For the remainder of the survey, please provide your responses based on the level (i.e., our FEMA offices at the National or Regional level) that you interact with most frequently.

Prev

Next

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## Intergovernmental Affairs (IGA) Stakeholder Survey

### C. Emergency Management Information, Resource, and Training Needs/Preferences

OMB Control #: 1660-0130  
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#### 1. What type of information from the list below, does your organization, state, tribe or territory receive the most requests for before, during or after an emergency or disaster? (Select all that apply)

- Emergency/disaster planning information (e.g., community hazards, planning meetings and workshops, what to do in a disaster)
- Emergency/disaster preparedness information (e.g., disaster kits, home disaster plans, latest disaster information)
- Emergency/disaster response information (e.g., shelters, evacuation routes, hazard information)
- Emergency/disaster recovery information (e.g., disaster assistance, recovery centers, food)
- Hazard mitigation information (e.g., rebuilding, mitigation programs)
- All of the above
- None

Other (please specify)

#### 2. What types of information have you found most useful for assisting your organization, state, tribe or territory before, during and after an emergency or disaster?

#### 3. What types of emergency management courses would you be most interested in taking? (Select all that apply)

- Introduction to all hazards emergency management
- All-hazards preparedness training

- Recovery
- Household preparedness
- Response
- Preparedness
- Continuity of government
- Workplace safety
- Mitigation, to include the National Flood Insurance Program (NFIP)
- Continuity of operations
- Training for a specific hazard in my community
- Public-private partnerships
- None

Other (please specify)

Prev

Next

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## Intergovernmental Affairs (IGA) Stakeholder Survey

### D. Communication with FEMA Intergovernmental Affairs

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Please provide your responses based on the level (i.e., our FEMA offices at the National or Regional level) that you interact with most frequently.

#### 1. How do you currently receive or access information from FEMA? (Select all that apply)

- Conference Call notifications
- Podcasts/webinar
- Facebook
- Advisories
- Email
- Telephone
- Video meetings
- Print materials
- Instant message
- Newsletters
- Internet
- In-person
- Mail
- Twitter
- Text message
- I do not receive or access FEMA information

Other (please specify)

#### 2. Which are the most effective ways for you to receive day to day, non-emergency information from us? (Select up to three responses)

- Conference Call
- In-person
- Twitter
- Email
- Internet
- Telephone
- Instant message
- Mail
- Text message
- Podcasts/webinar
- Advisories
- Facebook
- Newsletters
- Print materials
- Video meetings

Other (please specify)

#### 3. Which are the most effective ways for you to receive emergency or critical information from us? (Select up to three options)

- Email
- Conference Call

- Newsletters
- In-person
- Advisories
- Mail
- Text message
- Twitter
- Telephone
- Internet
- Print materials
- Podcasts/webinar
- Instant message
- Facebook
- Video meetings

Other (please specify)

**4. How could we make our messages more interesting or engaging for you? (Select all that apply)**

- Include pictures and graphics
- Embed videos
- Distribute routine messages (e.g., weekly updates)
- Tailor messages to me with information about my community
- Messages do not need to be made more interesting or engaging
- Share links to information I can download and print
- Consolidate messaging to reduce emails
- List the actions that I should take

Limit to short messages with key information

Not applicable

Other (please specify)

5. In general, how often do you interact with us (either our FEMA National or Regional offices)?

Daily

Several times per week

Weekly

Monthly

Less than once per month

Never

6. Would you like to have more, the same, or less contact with FEMA?

More contact

The same amount of contact

Less contact

7. I am satisfied with the timeliness of FEMA's response to my concerns, questions and suggestions.

1 (Strongly disagree)

2

3

4

5 (Strongly agree)

8. Please explain your level of satisfaction with the timeliness of FEMA's response to your concerns, questions and suggestions.

9. The products and services I receive from FEMA help my organization, state, tribe or territory reach its goal of being more prepared for, responding to, recovering from and mitigating emergencies or disasters.

1 (Strongly disagree)

2

3

4

5 (Strongly agree)

10. How could FEMA help your organization, state, tribe or territory reach its goal of being more prepared for, responding to, recovering from and mitigating emergencies or disasters?

11. How can FEMA Intergovernmental Affairs (IGA) be a more effective partner in your efforts to prepare for, respond to, recover from or mitigation against the impacts of disasters?

Prev

Next

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## Intergovernmental Affairs (IGA) Stakeholder Survey

### E. Understanding of FEMA's processes, procedures, capabilities, and limitations

OMB Control #: 1660-0130  
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#### 1. I have sufficient knowledge of the priorities of FEMA.

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 2. I am satisfied with the amount of the information I receive from FEMA Intergovernmental Affairs (IGA).

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 3. I am satisfied with the quality of the information I receive from FEMA Intergovernmental Affairs (IGA).

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Prev

Next

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## Intergovernmental Affairs (IGA) Stakeholder Survey

### F. Level of inclusion of the audience's capabilities and challenges into FEMA policies and practices

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**1. How satisfied are you that FEMA policies and practices reflect state, local, tribal, territorial, and community partner capabilities and requirements?**

1 (Very dissatisfied)	2	3	4	5 (Very satisfied)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2. Have you participated in FEMA Intergovernmental Affairs' (IGA) monthly webinars?**

- Yes  
 No  
 Not sure

**3. Did you have an opportunity to participate in our webinars requesting comments, or have you provided comments, on FEMA's proposed Strategic Plan for 2014-2018?**

- Yes  
 No  
 Not sure

**4. What topics would you like FEMA Intergovernmental Affairs (IGA) to cover during monthly webinars?**

**\* 5. Overall, how satisfied are you with the information that FEMA provides for you as a stakeholder or community partner?**

1 (Very dissatisfied)	2	3	4	5 (Very satisfied)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6. Please explain your response to the question above.**

Prev

Next

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## Intergovernmental Affairs (IGA) Stakeholder Survey

### G. Other topics

OMB Control #: 1660-0130  
Expiration Date: October 31, 2014

1. Is there any additional feedback you would like to provide regarding collaboration with us?

Prev

Next

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## Intergovernmental Affairs (IGA) Stakeholder Survey

### H. Closing

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Thank you! You have completed the survey. We appreciate your participation. IGA values your input, and we look forward to using your feedback to help us in our ongoing effort to serve you and the people you represent.

Please visit [FEMA.gov](http://FEMA.gov) for more information on emergency management resources, trainings, and materials.

Prev

Done

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Next

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Prev

Next

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### B. Background Information

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- Faith-based Organization
- Other Community-based Organization

Other (please specify)

#### 2. How long have you been working at this agency/organization?

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- Six months to one year
- One year to three years
- Three to five years
- More than five years

#### 3. Which best describes your job title? (Select all that apply)

- President/Chairperson/Principal Chief

- 
- Tribal Leader (if not a President/Chairperson/Principal Chief)
  - Administrator/Director/Assistant Director
  - Analyst/Staff Member
  - Emergency Management Director
  - Emergency Responder
  - Governor's Chief of Staff
  - Homeland Security Advisor
  - Manager
  - Security/Protection Service Officer
  - State Administrative Agency Representative

Other (please specify)

**4. What best describes your position?**

- Elected
- Politically appointed
- Neither elected nor politically appointed

**5. Are you an International Association of Emergency Managers (IAEM) Certified Emergency Manager?**

- Yes
- No

**6. How does emergency management relate to your current job duties?**

- Emergency management is my primary job responsibility
- Emergency management is a part of my overall duties

- Emergency management is a part of my overall duties
- Emergency management is a small part of my overall duties
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Other (please specify)

#### 7. Which level of FEMA do you interact with most frequently?

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Prev

Next

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## Intergovernmental Affairs (IGA) Stakeholder Survey

### C. Emergency Management Information, Resource, and Training Needs/Preferences

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#### 1. What type of information from the list below, does your organization, state, tribe or territory receive the most requests for before, during or after an emergency or disaster? (Select all that apply)

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- Emergency/disaster response information (e.g., shelters, evacuation routes, hazard information)
- Emergency/disaster recovery information (e.g., disaster assistance, recovery centers, food)
- Hazard mitigation information (e.g., rebuilding, mitigation programs)
- All of the above
- None

Other (please specify)

#### 2. What types of information have you found most useful for assisting your organization, state, tribe or territory before, during and after an emergency or disaster?

#### 3. What types of emergency management courses would you be most interested in taking? (Select all that apply)

- Introduction to all hazards emergency management
- All-hazards preparedness training

- Recovery
- Household preparedness
- Response
- Preparedness
- Continuity of government
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- Mitigation, to include the National Flood Insurance Program (NFIP)
- Continuity of operations
- Training for a specific hazard in my community
- Public-private partnerships
- None

Other (please specify)

Prev

Next

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### D. Communication with FEMA Intergovernmental Affairs

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Please provide your responses based on the level (i.e., our FEMA offices at the National or Regional level) that you interact with most frequently.

#### 1. How do you currently receive or access information from FEMA? (Select all that apply)

- Conference Call notifications
- Podcasts/webinar
- Facebook
- Advisories
- Email
- Telephone
- Video meetings
- Print materials
- Instant message
- Newsletters
- Internet
- In-person
- Mail
- Twitter
- Text message
- I do not receive or access FEMA information

IGA SURVEY SCREEN SHOTS  
SKIP PATTERNS

Other (please specify)

**2. Which are the most effective ways for you to receive day to day, non-emergency information from us? (Select up to three responses)**

- Conference Call
- In-person
- Twitter
- Email
- Internet
- Telephone
- Instant message
- Mail
- Text message
- Podcasts/webinar
- Advisories
- Facebook
- Newsletters
- Print materials
- Video meetings

Other (please specify)

**3. Which are the most effective ways for you to receive emergency or critical information from us? (Select up to three options)**

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- Newsletters
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- Advisories
- Mail
- Text message
- Twitter
- Telephone
- Internet
- Print materials
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- Instant message
- Facebook
- Video meetings

Other (please specify)

**4. How could we make our messages more interesting or engaging for you? (Select all that apply)**

- Include pictures and graphics
- Embed videos
- Distribute routine messages (e.g., weekly updates)
- Tailor messages to me with information about my community
- Messages do not need to be made more interesting or engaging
- Share links to information I can download and print
- Consolidate messaging to reduce emails
- List the actions that I should take

- Include pictures and graphics
- Consolidate messaging to reduce emails
- Distribute routine messages (e.g., weekly updates)
- Not applicable

Other (please specify)

**5. In general, how often do you interact with us (either our FEMA National or Regional offices)?**

- Daily
- Several times per week
- Weekly
- Monthly
- Less than once per month
- Never

**6. Would you like to have more, the same, or less contact with FEMA?**

- More contact
- The same amount of contact
- Less contact

**7. I am satisfied with the timeliness of FEMA's response to my concerns, questions and suggestions.**

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

**Intergovernmental Affairs (IGA) Stakeholder Survey**

**1. The products and services I receive from FEMA help my organization, state, tribe or territory reach its goal of being more prepared for, responding to, recovering from and mitigating emergencies or disasters.**

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

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## Intergovernmental Affairs (IGA) Stakeholder Survey

1. How can FEMA Intergovernmental Affairs (IGA) be a more effective partner in your efforts to prepare for, respond to, recover from or mitigation against the impacts of disasters?

Prev

Next

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## Intergovernmental Affairs (IGA) Stakeholder Survey

### E. Understanding of FEMA's processes, procedures, capabilities, and limitations

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#### 1. I have sufficient knowledge of the priorities of FEMA.

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 2. I am satisfied with the amount of the information I receive from FEMA Intergovernmental Affairs (IGA).

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 3. I am satisfied with the quality of the information I receive from FEMA Intergovernmental Affairs (IGA).

1 (Strongly disagree)	2	3	4	5 (Strongly agree)
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Prev

Next

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### F. Level of inclusion of the audience's capabilities and challenges into FEMA policies and practices

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**1. How satisfied are you that FEMA policies and practices reflect state, local, tribal, territorial, and community partner capabilities and requirements?**

1 (Very dissatisfied)	2	3	4	5 (Very satisfied)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2. Have you participated in FEMA Intergovernmental Affairs' (IGA) monthly webinars?**

- Yes  
 No  
 Not sure

**3. Did you have an opportunity to participate in our webinars requesting comments, or have you provided comments, on FEMA's proposed Strategic Plan for 2014-2018?**

- Yes  
 No  
 Not sure

**4. What topics would you like FEMA Intergovernmental Affairs (IGA) to cover during monthly webinars?**

**\* 5. Overall, how satisfied are you with the information that FEMA provides for you as a stakeholder or community partner?**

1 (Very dissatisfied)	2	3	4	5 (Very satisfied)
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6. Please explain your response to the question above.**

Prev

Next

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### G. Other topics

OMB Control #: 1660-0130  
Expiration Date: October 31, 2014

1. Is there any additional feedback you would like to provide regarding collaboration with us?

Prev

Next

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Prev

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