

## 2017 SAFECOM Nationwide Survey Frequently Asked Questions

### GENERAL

#### **What is the 2017 SAFECOM Nationwide Survey (SNS)?**

The SNS is a nationwide data gathering effort that equips government officials and emergency responders with critical information to make decisions about future emergency communications policies, funding, and programs. The data collected will depict the emergency response provider capabilities necessary for establishing operable, interoperable, and continuity of communications.

#### **When will the SNS survey be released?**

The SNS survey will open in the summer of 2017 and will remain open for a 30 day period. The release date will be announced as soon as it is available. Visit the [SAFECOM](#) website for the most up-to-date information.

### LOGISTICS

#### **Is my organization required to take the survey?**

Participating in the survey is not required. However, SAFECOM encourages participation to ensure the nation as a whole is represented in the findings.

#### **Who should respond from my organization?**

We recommend that each organization designate one person to complete and submit the survey with support from appropriate colleagues best suited to answer individual questions or sets of questions.

#### **How long will it take to complete the SNS?**

Approximately 25 to 30 minutes, however, there are no time limit restrictions.

### ACCESSIBILITY

#### **Will my personal identifiable information be secure?**

SAFECOM will not collect any personally identifiable information (PII).

#### **Will the SNS be made available online?**

The SNS will primarily be available for response online. Once released, please visit the [SAFECOM](#) website for the link to the survey.

#### **Will alternate survey forms be available?**

If you are unable to access the online survey or would like an alternate version, visit the [SAFECOM](#) website for downloading and submission instructions. E-mail us at [SNS@hq.dhs.gov](mailto:SNS@hq.dhs.gov) or call (1-800-TBD-STILL) if you have any questions.

### RESULTS

#### **When will the SNS survey results be available?**

SNS survey results will be analyzed and published in the Nationwide Communications Baseline Assessment (NCBA) which will be posted [SAFECOM](#) websites in late 2017.

**How will SAFECOM use my organization's SNS response?**

The data captured from survey responses will be aggregated for reporting purposes. No single organization's responses will be published and no personal identifiable information (PII) will be released. Results will not be scored or ranked.

**How does the SNS relate to past SAFECOM surveys?**

The 2017 SNS is similar to previous SAFECOM surveys. Updates for 2017 include the expansion of the survey to additional emergency response providers and adjustments for the advancements made in emergency communications. The updates are based on the [2014 National Emergency Communications Plan](#) and public safety partner feedback. Information about past SAFECOM surveys can be found on the [SAFECOM](#) website.

**ASSISTANCE****Will SAFECOM provide technical assistance to respondents?**

SAFECOM will host a series of informational webinars to brief survey respondents on the SNS and how to use the survey tool. The webinars will be scheduled immediately upon the release of the survey for public response. Visit the [SAFECOM](#) website for the most up-to-date information.

**Who can I contact if I have questions?**

Questions on the SNS can be directed to [SNS@hq.dhs.gov](mailto:SNS@hq.dhs.gov) or calling 1-800-TBD-STILL. Additionally, SNS informational documents are available on the [SAFECOM](#) website.