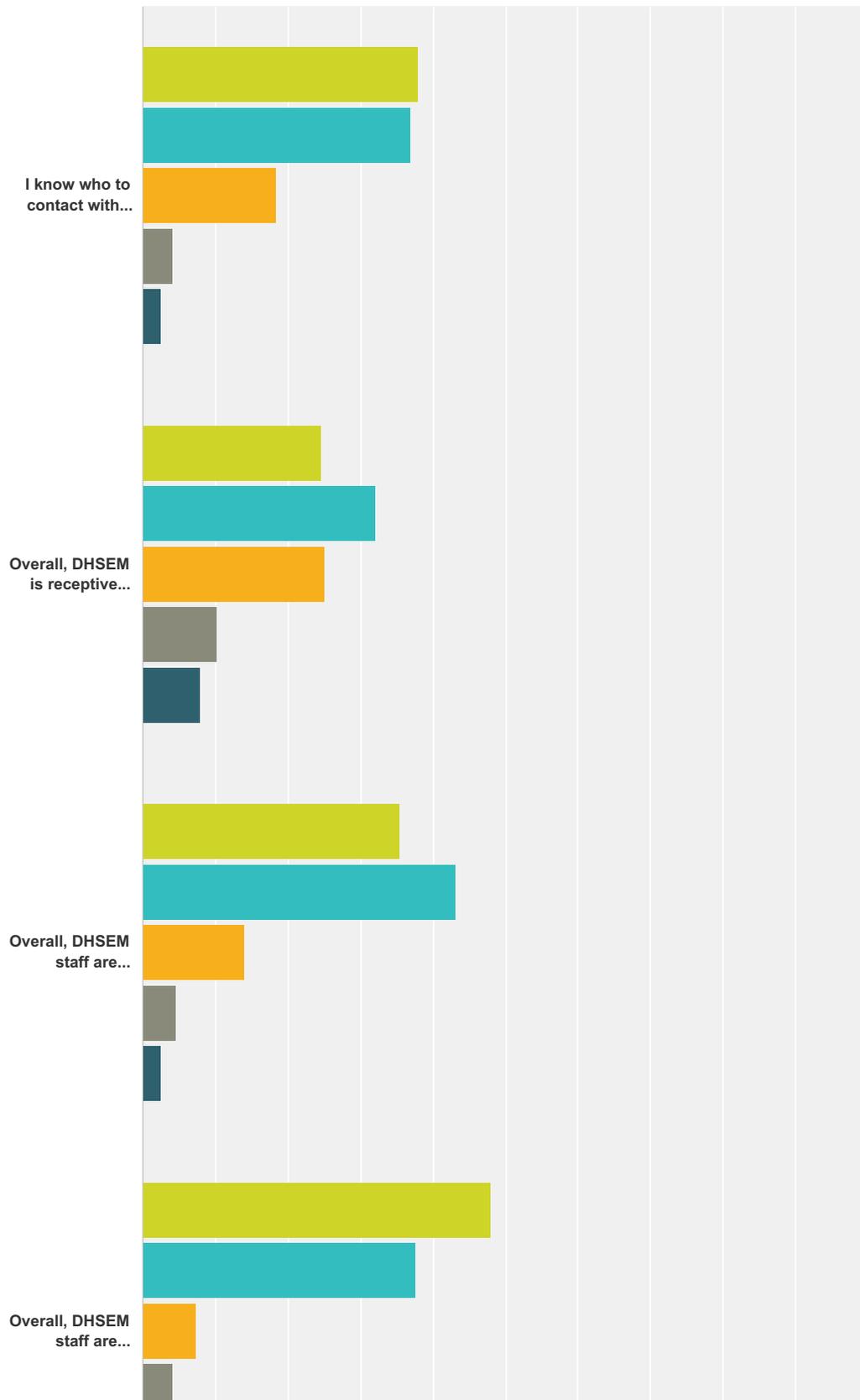
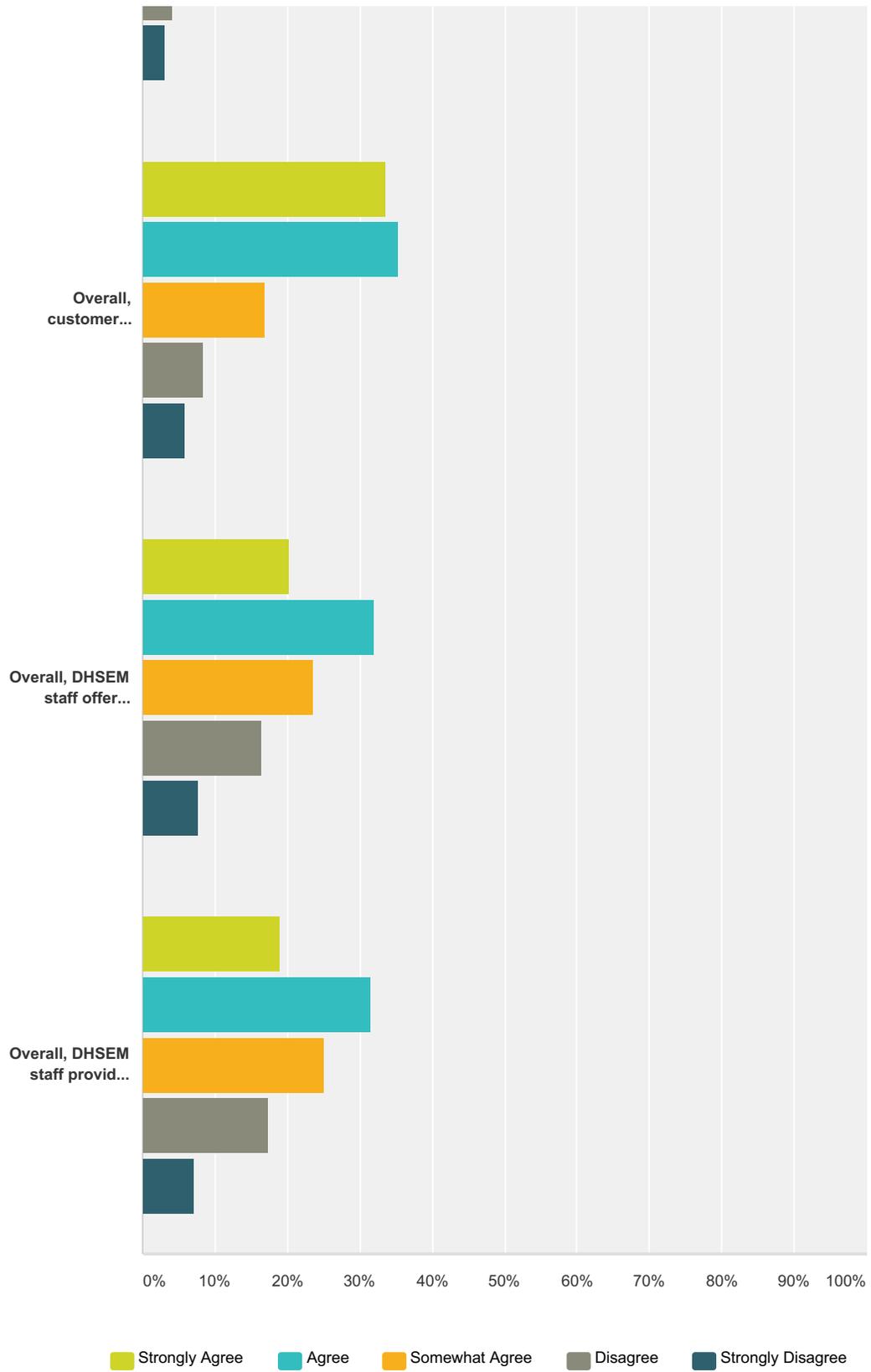


Q1 Please rate your overall experience with DHSEM.

Answered: 195 Skipped: 10



2017 DHSEM External Partner Survey



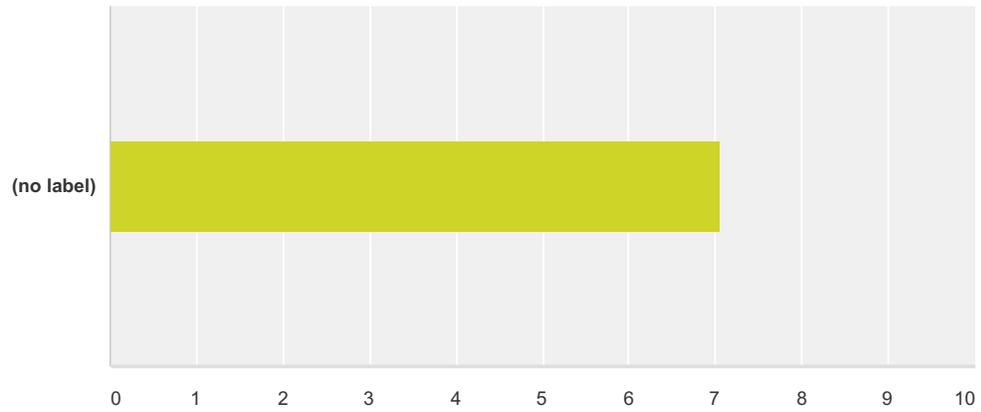
	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	Total
I know who to contact within DHSEM to resolve my questions or concerns.	37.95% 74	36.92% 72	18.46% 36	4.10% 8	2.56% 5	195

2017 DHSEM External Partner Survey

Overall, DHSEM is receptive to suggestions for improvement.	24.60% 46	32.09% 60	25.13% 47	10.16% 19	8.02% 15	187
Overall, DHSEM staff are knowledgeable.	35.42% 68	43.23% 83	14.06% 27	4.69% 9	2.60% 5	192
Overall, DHSEM staff are professional and courteous.	47.94% 93	37.63% 73	7.22% 14	4.12% 8	3.09% 6	194
Overall, customer service is a high priority within DHSEM.	33.68% 64	35.26% 67	16.84% 32	8.42% 16	5.79% 11	190
Overall, DHSEM staff offer consistency across all Division offices.	20.33% 37	31.87% 58	23.63% 43	16.48% 30	7.69% 14	182
Overall, DHSEM staff provide seamlessness across all Division offices.	19.02% 35	31.52% 58	25.00% 46	17.39% 32	7.07% 13	184

Q2 Please rate how efficient and effective DHSEM was during the year.

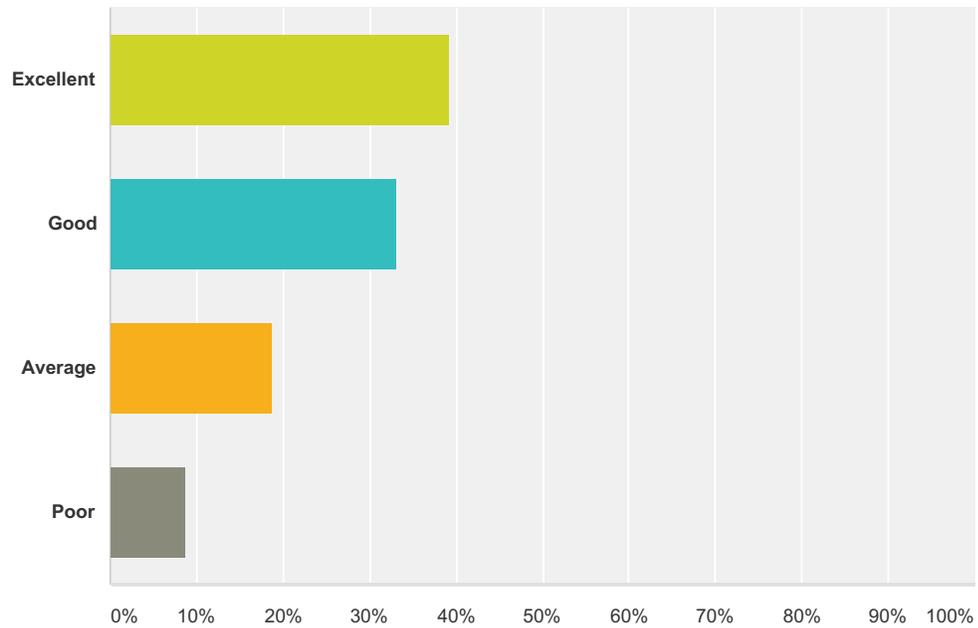
Answered: 191 Skipped: 14



	10 (Highest Rating)	9	8	7	6	5	4	3	2	1 (Lowest Rating)	Total	Weighted Average
(no label)	11.52% 22	17.80% 34	24.61% 47	12.57% 24	11.52% 22	6.81% 13	4.19% 8	6.28% 12	2.09% 4	2.62% 5	191	7.06

Q3 How does DHSEM compare to other state agencies you interact with on a regular basis?

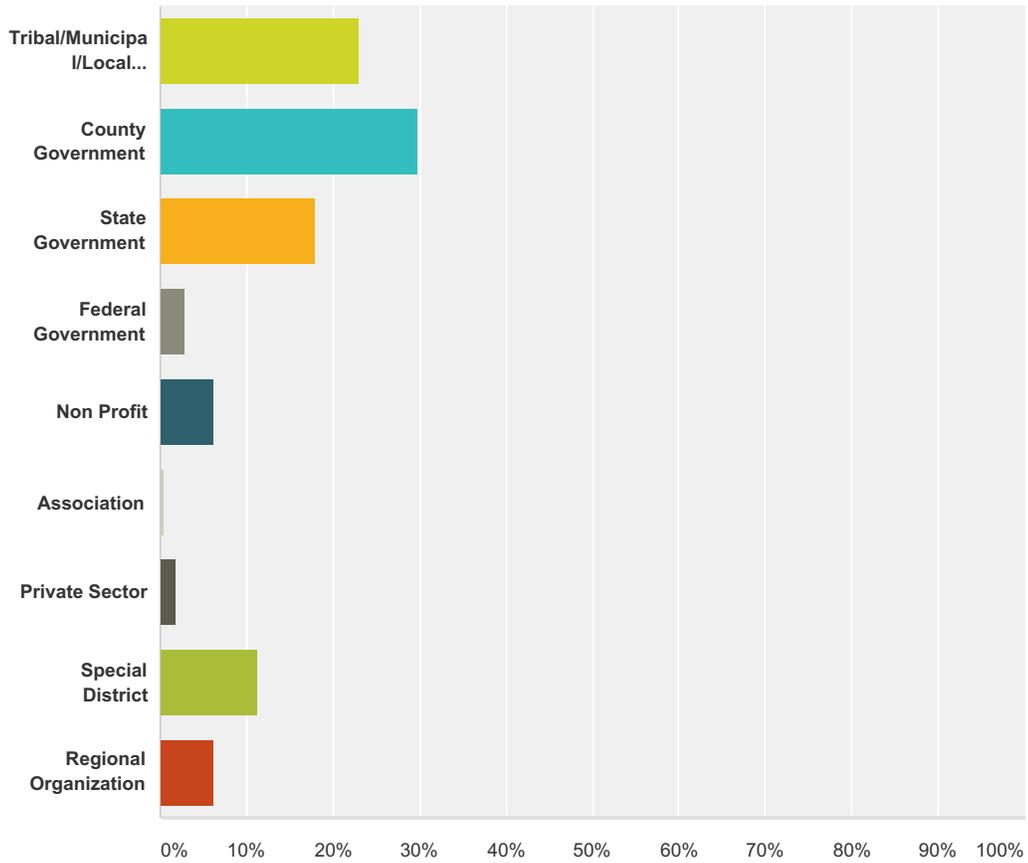
Answered: 181 Skipped: 24



Answer Choices	Responses
Excellent	39.23% 71
Good	33.15% 60
Average	18.78% 34
Poor	8.84% 16
Total	181

Q8 Type of Agency

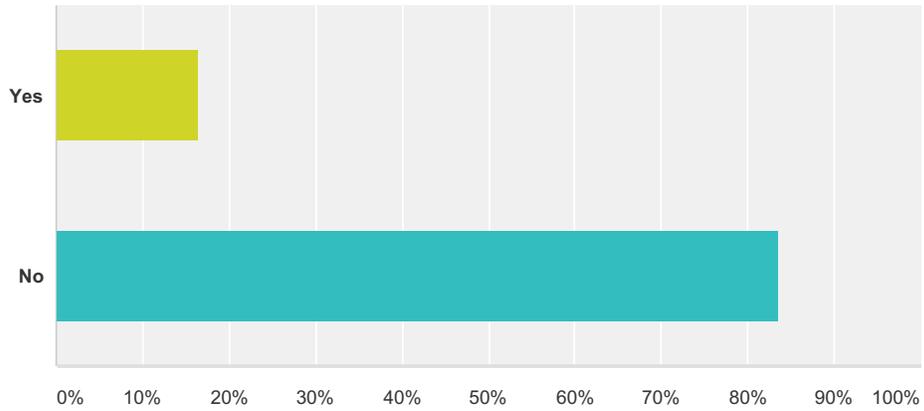
Answered: 205 Skipped: 0



Answer Choices	Responses
Tribal/Municipal/Local Government	22.93% 47
County Government	29.76% 61
State Government	18.05% 37
Federal Government	2.93% 6
Non Profit	6.34% 13
Association	0.49% 1
Private Sector	1.95% 4
Special District	11.22% 23
Regional Organization	6.34% 13
Total	205

Q9 Would you like to complete an evaluation for the CIAC (state fusion center)? This does not include support related to GIS, Critical Infrastructure or Cybersecurity. Those functions will be evaluated in the following questions.

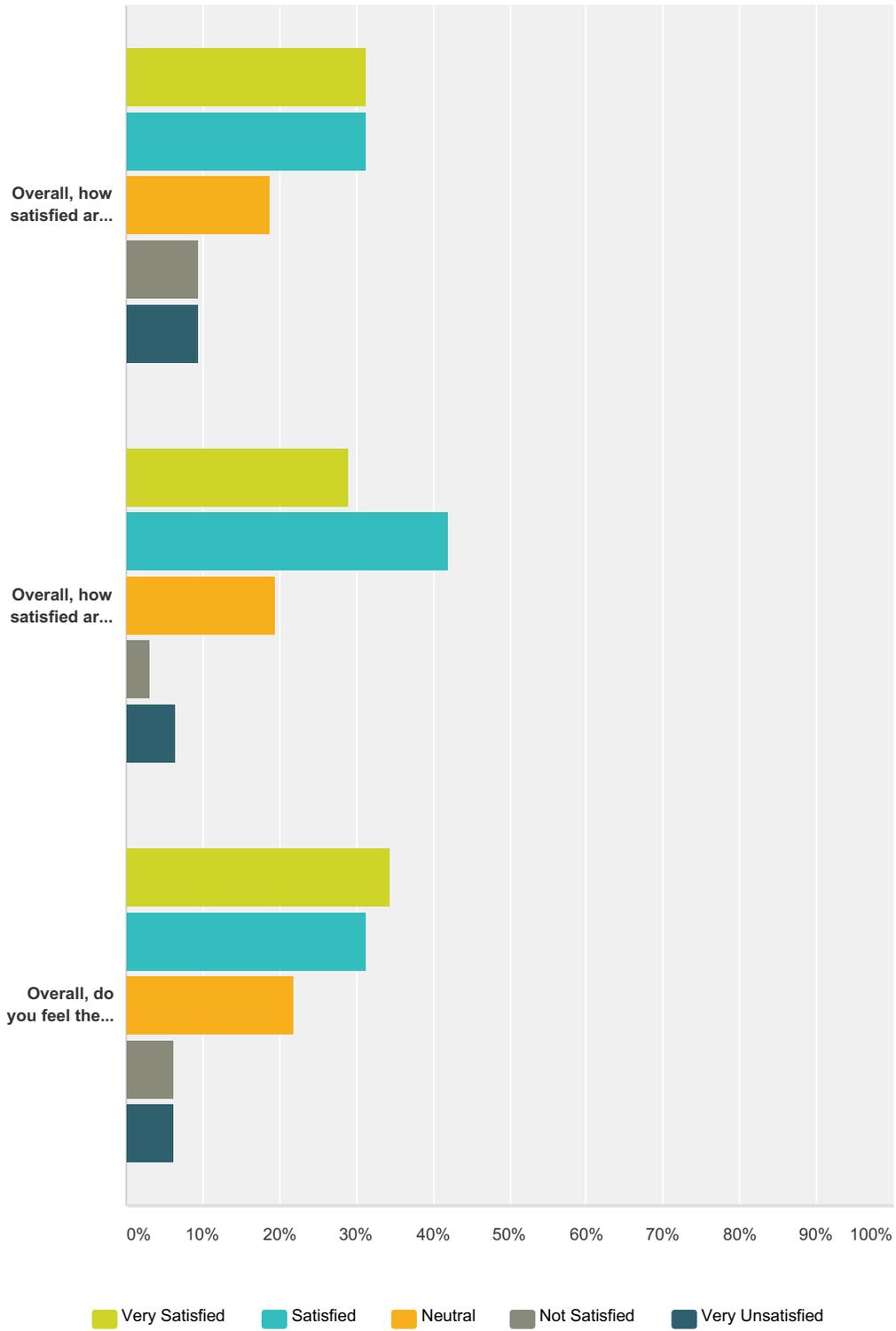
Answered: 200 Skipped: 5



Answer Choices	Responses
Yes	16.50% 33
No	83.50% 167
Total	200

Q10 Please rate the CIAC program:

Answered: 33 Skipped: 172



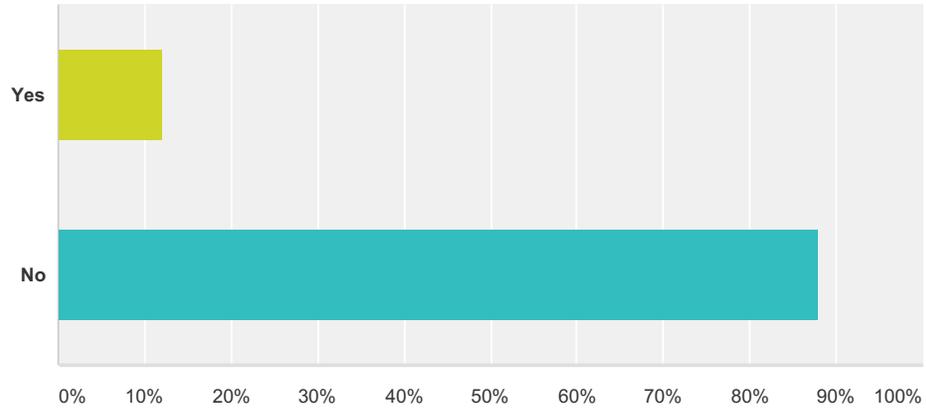
	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total
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2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	31.25% 10	31.25% 10	18.75% 6	9.38% 3	9.38% 3	32
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	29.03% 9	41.94% 13	19.35% 6	3.23% 1	6.45% 2	31
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	34.38% 11	31.25% 10	21.88% 7	6.25% 2	6.25% 2	32

Q14 Would you like to complete an evaluation for GIS (Geographic Information Systems)?

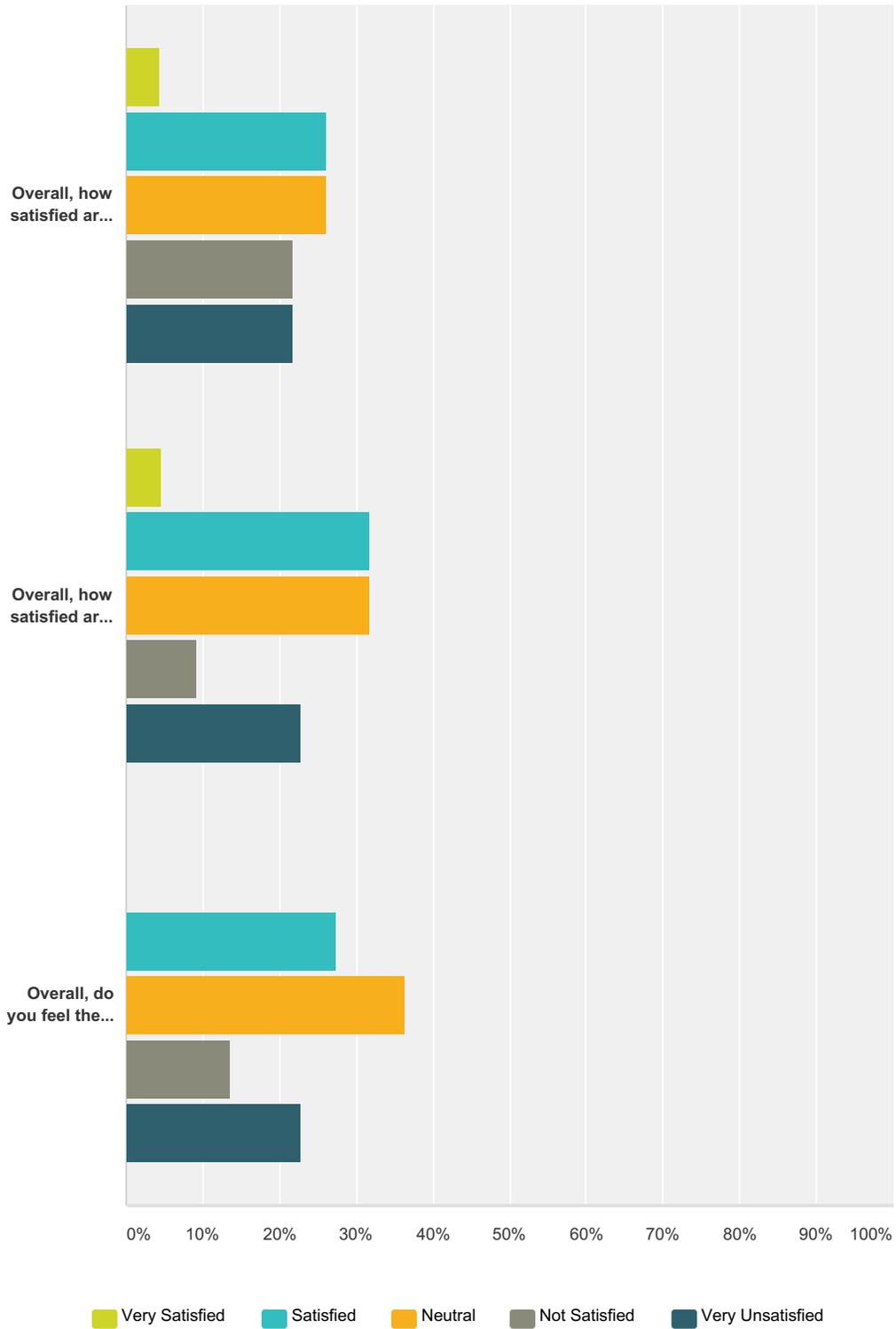
Answered: 197 Skipped: 8



Answer Choices	Responses	
Yes	12.18%	24
No	87.82%	173
Total		197

Q15 Please rate the GIS program:

Answered: 23 Skipped: 182



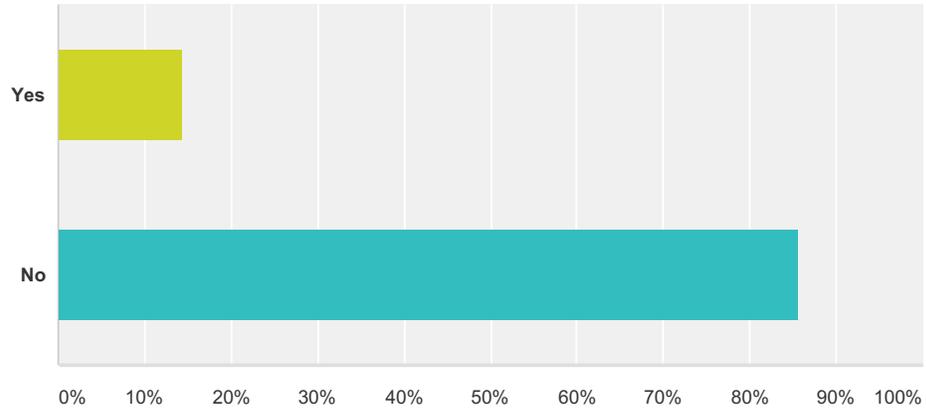
	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total

2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	4.35% 1	26.09% 6	26.09% 6	21.74% 5	21.74% 5	23
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	4.55% 1	31.82% 7	31.82% 7	9.09% 2	22.73% 5	22
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	0.00% 0	27.27% 6	36.36% 8	13.64% 3	22.73% 5	22

Q19 Would you like to complete an evaluation for Critical Infrastructure Protection/ Cybersecurity Program?

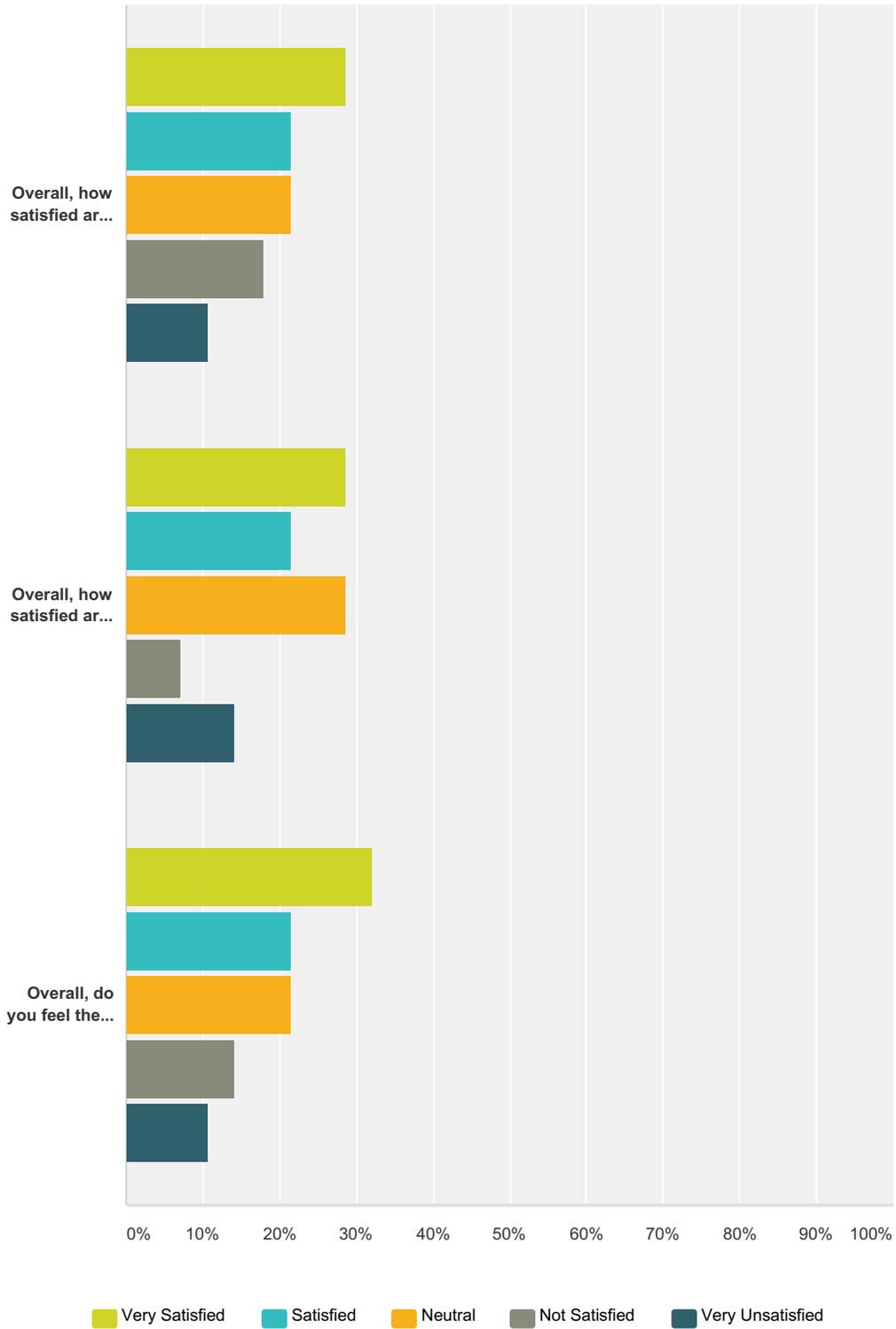
Answered: 193 Skipped: 12



Answer Choices	Responses	
Yes	14.51%	28
No	85.49%	165
Total		193

Q20 Please rate the Critical Infrastructure/ Cybersecurity Program:

Answered: 28 Skipped: 177



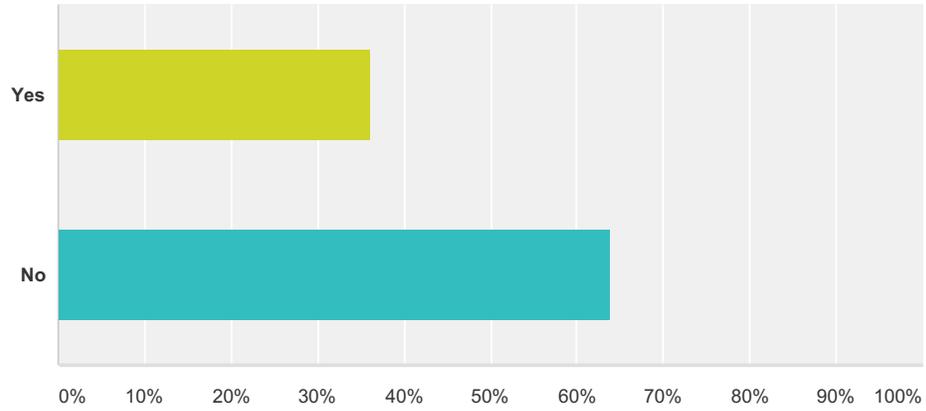
	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total

2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	28.57% 8	21.43% 6	21.43% 6	17.86% 5	10.71% 3	28
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	28.57% 8	21.43% 6	28.57% 8	7.14% 2	14.29% 4	28
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	32.14% 9	21.43% 6	21.43% 6	14.29% 4	10.71% 3	28

Q24 Would you like to complete an evaluation for the Field Services/CSEPP Programs?

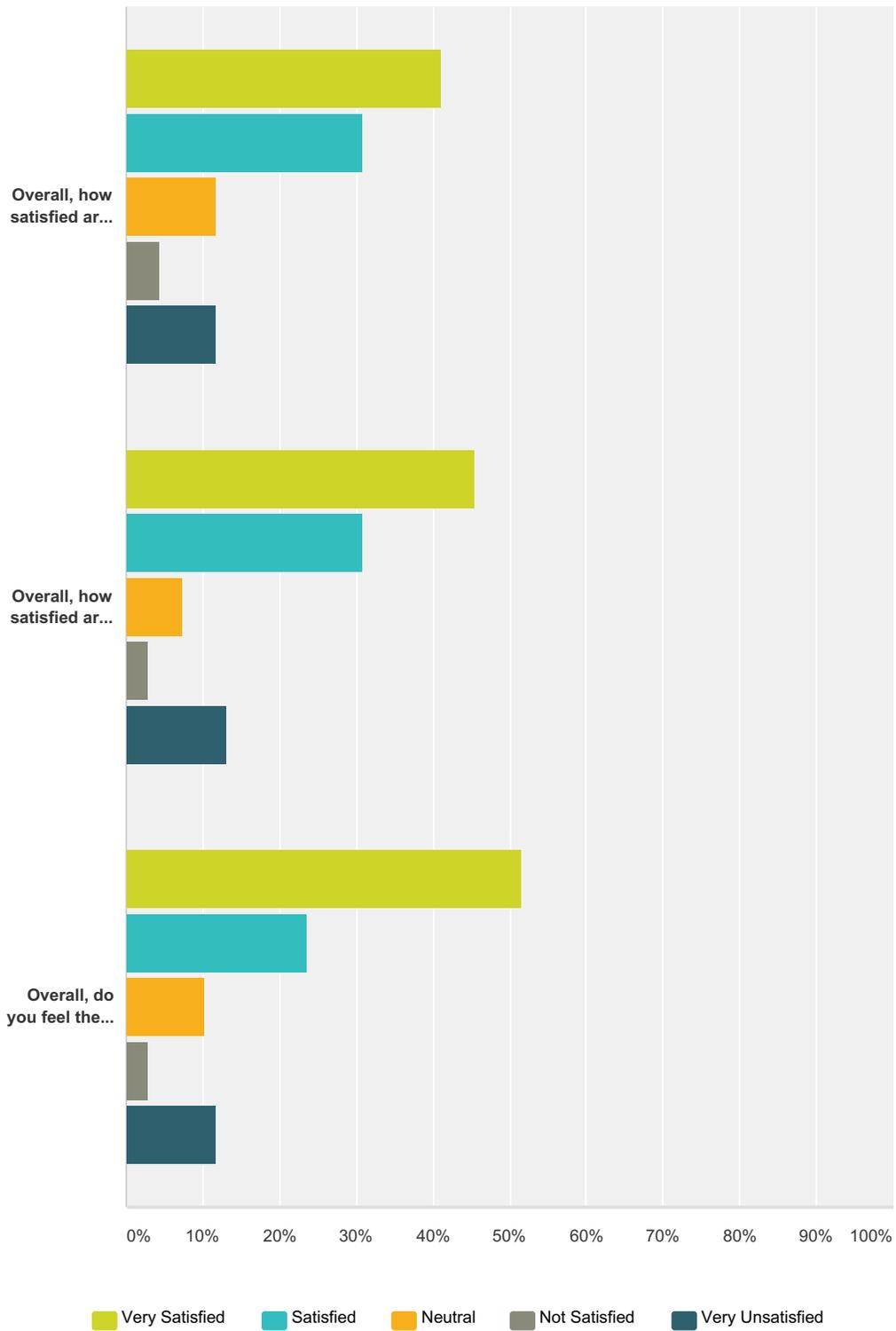
Answered: 191 Skipped: 14



Answer Choices	Responses	
Yes	36.13%	69
No	63.87%	122
Total		191

Q25 Please rate the Field Services/CSEPP Program:

Answered: 68 Skipped: 137



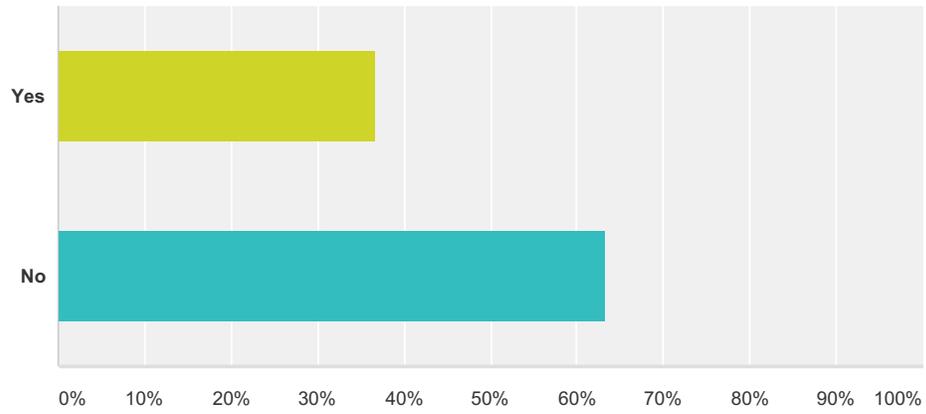
	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total

2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	41.18% 28	30.88% 21	11.76% 8	4.41% 3	11.76% 8	68
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	45.59% 31	30.88% 21	7.35% 5	2.94% 2	13.24% 9	68
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	51.47% 35	23.53% 16	10.29% 7	2.94% 2	11.76% 8	68

Q29 Would you like to evaluate the Grants and Finance Program?

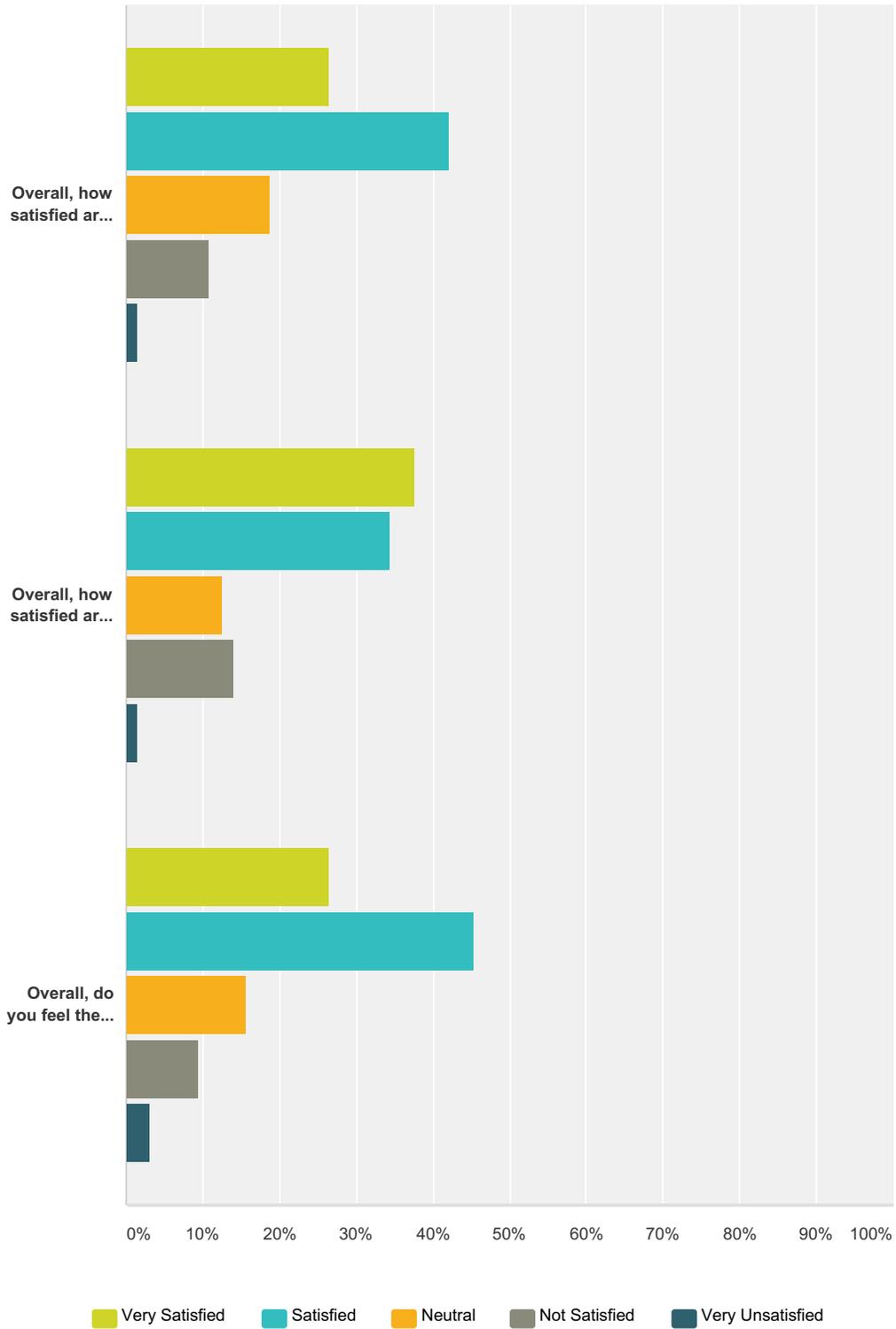
Answered: 191 Skipped: 14



Answer Choices	Responses
Yes	36.65% 70
No	63.35% 121
Total	191

Q30 Please rate the Grants and Finance Program:

Answered: 64 Skipped: 141



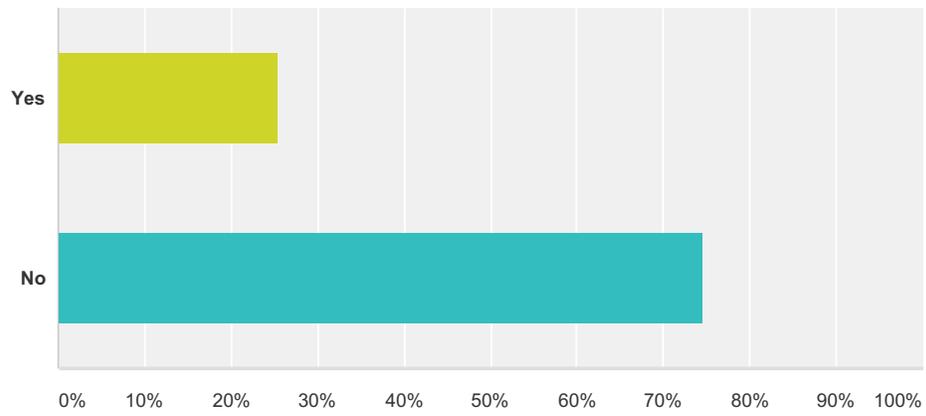
	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total

2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	26.56% 17	42.19% 27	18.75% 12	10.94% 7	1.56% 1	64
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	37.50% 24	34.38% 22	12.50% 8	14.06% 9	1.56% 1	64
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	26.56% 17	45.31% 29	15.63% 10	9.38% 6	3.13% 2	64

Q34 Would you like to evaluate the Mitigation and Recovery Section?

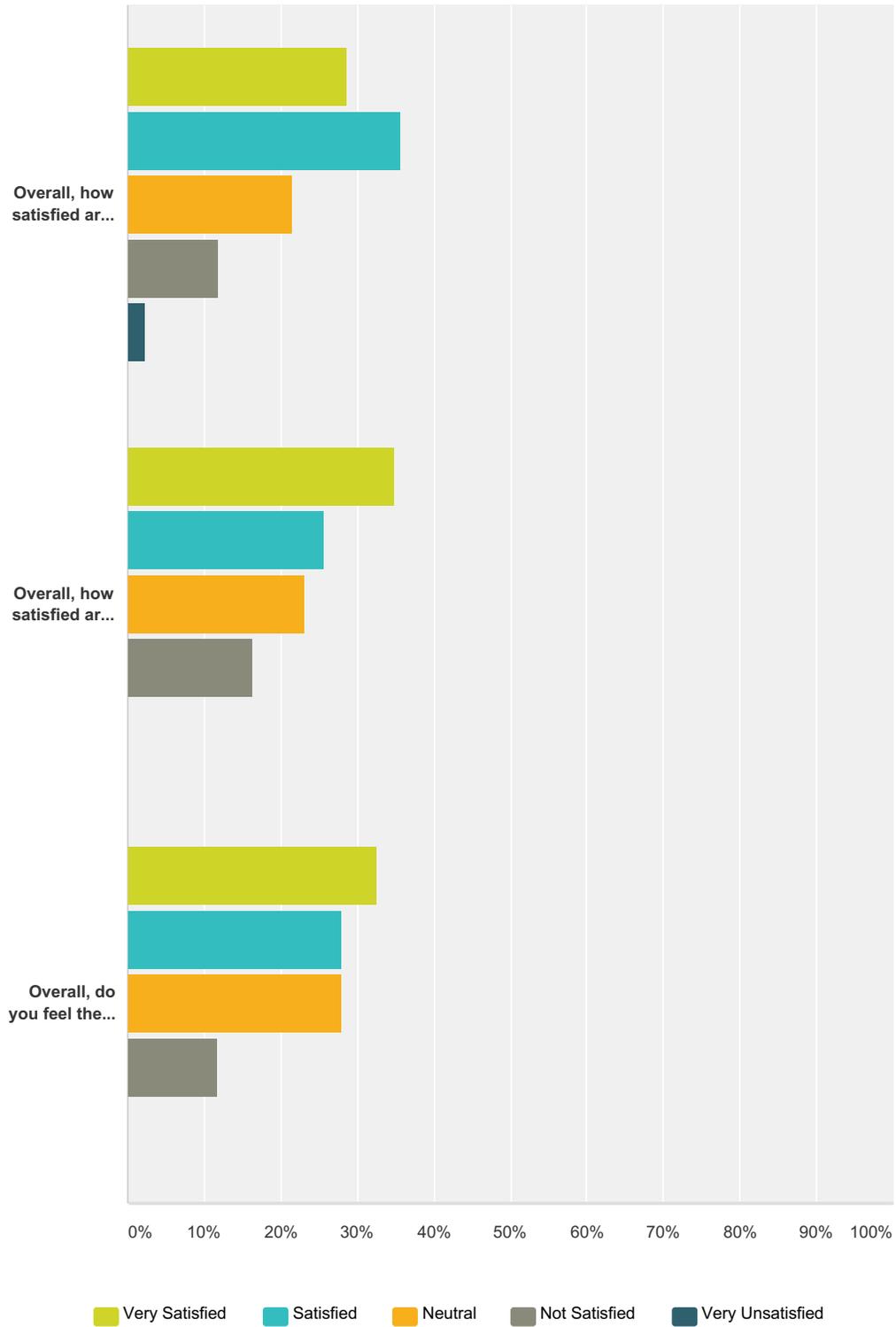
Answered: 185 Skipped: 20



Answer Choices	Responses
Yes	25.41% 47
No	74.59% 138
Total	185

Q35 Please rate the Mitigation and Recovery Section:

Answered: 43 Skipped: 162



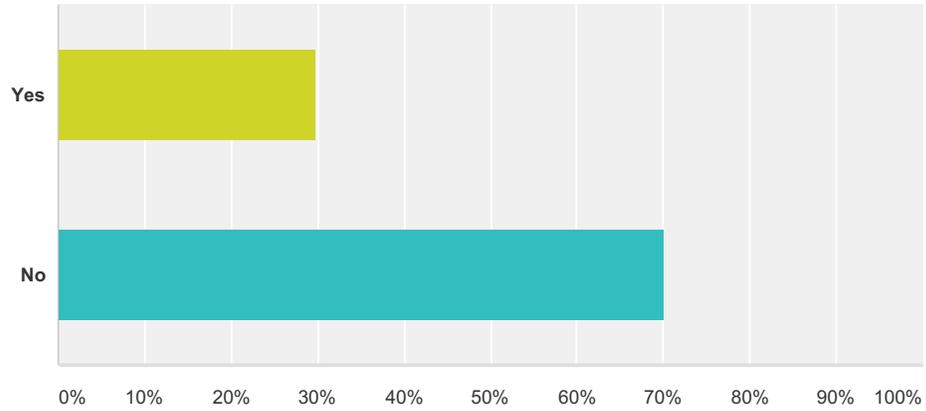
	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total

2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	28.57% 12	35.71% 15	21.43% 9	11.90% 5	2.38% 1	42
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	34.88% 15	25.58% 11	23.26% 10	16.28% 7	0.00% 0	43
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	32.56% 14	27.91% 12	27.91% 12	11.63% 5	0.00% 0	43

Q39 Would you like to evaluate the Operations Program? This includes the Plans and Logistics sections.

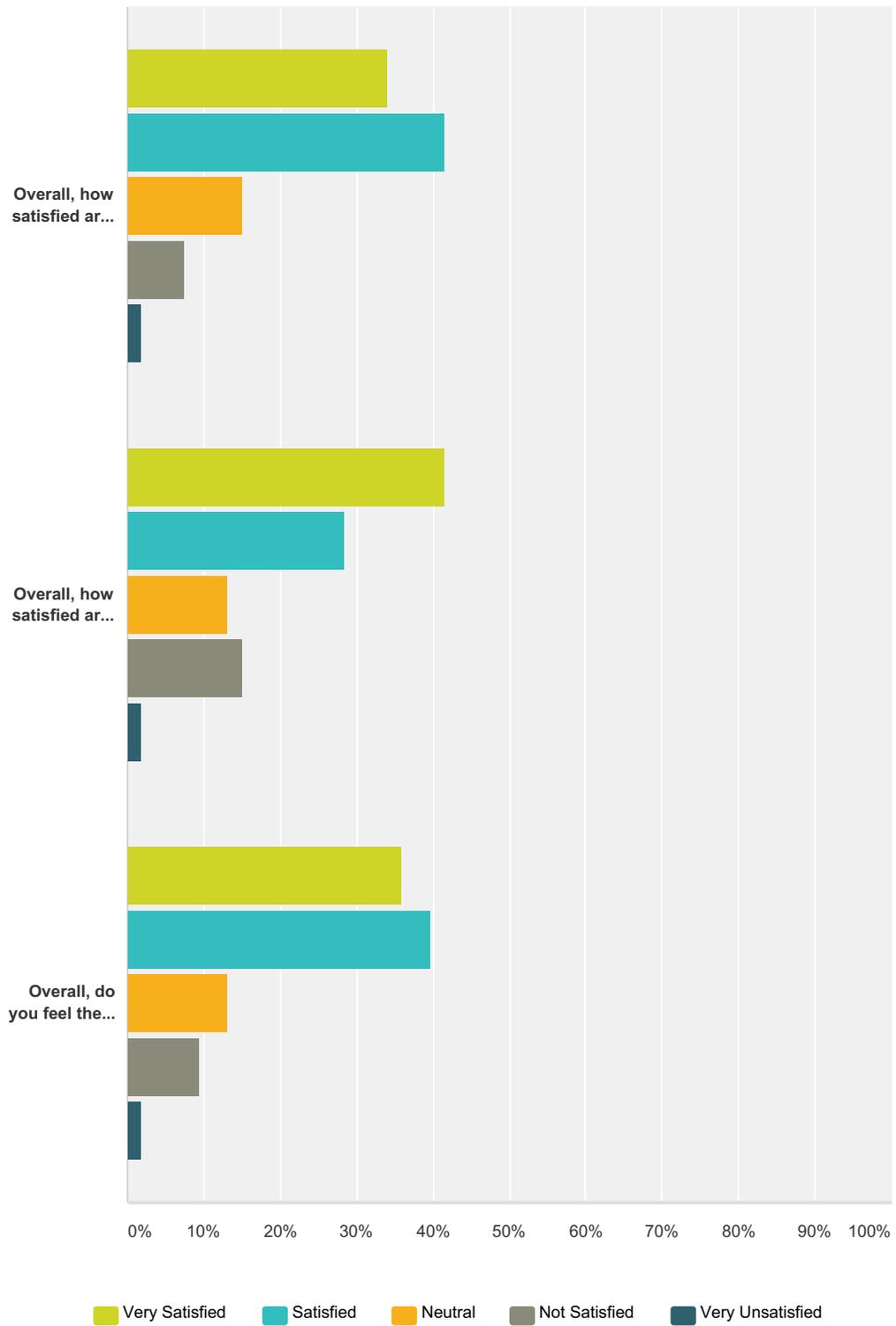
Answered: 181 Skipped: 24



Answer Choices	Responses	
Yes	29.83%	54
No	70.17%	127
Total		181

Q40 Please rate the Operations/ Plans/ Logistics Program:

Answered: 53 Skipped: 152



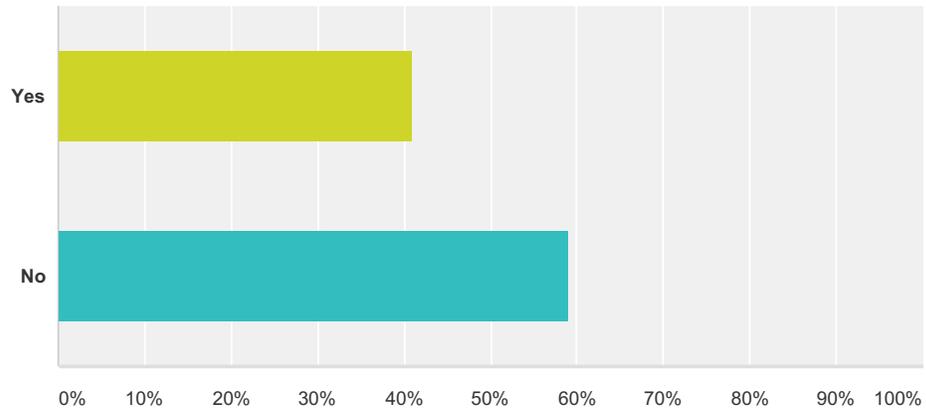
	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total

2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	33.96% 18	41.51% 22	15.09% 8	7.55% 4	1.89% 1	53
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	41.51% 22	28.30% 15	13.21% 7	15.09% 8	1.89% 1	53
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	35.85% 19	39.62% 21	13.21% 7	9.43% 5	1.89% 1	53

Q44 Would you like to evaluate the Training and Exercise Program?

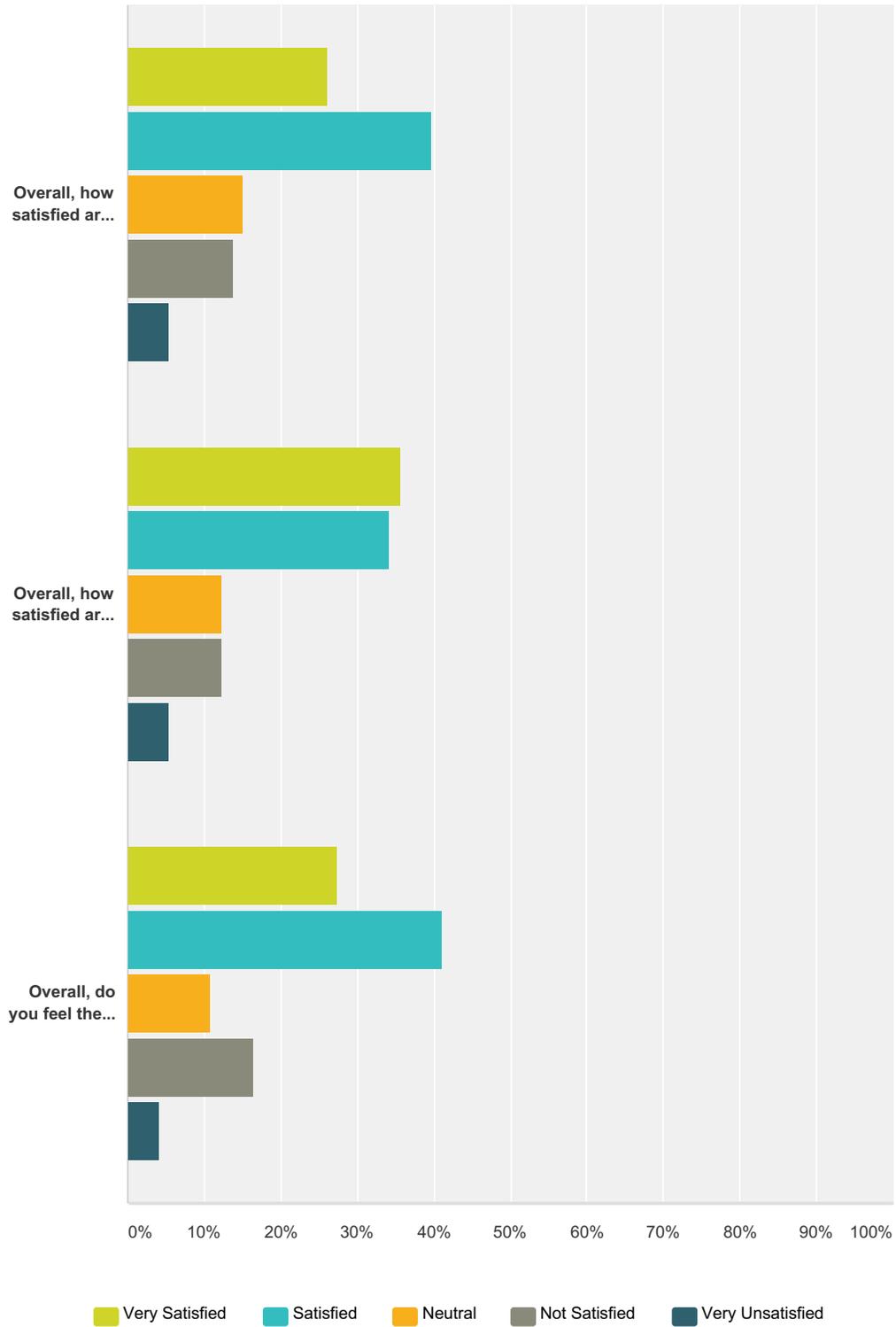
Answered: 181 Skipped: 24



Answer Choices	Responses	
Yes	40.88%	74
No	59.12%	107
Total		181

Q45 Please rate the Training and Exercise Program:

Answered: 73 Skipped: 132



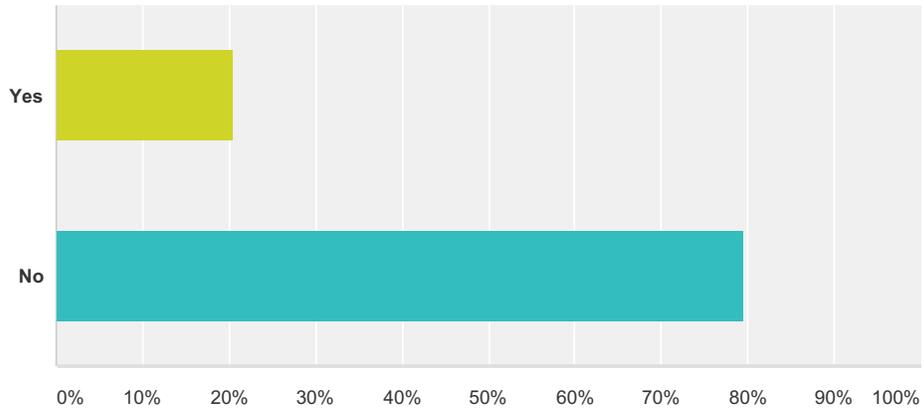
	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total

2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	26.03% 19	39.73% 29	15.07% 11	13.70% 10	5.48% 4	73
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	35.62% 26	34.25% 25	12.33% 9	12.33% 9	5.48% 4	73
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	27.40% 20	41.10% 30	10.96% 8	16.44% 12	4.11% 3	73

Q49 Would you like to evaluate the Community Preparedness Program? This program includes the PRND, Colorado Emergency Response Guide, Private Partnership Initiative, and State Agency Alert programs.

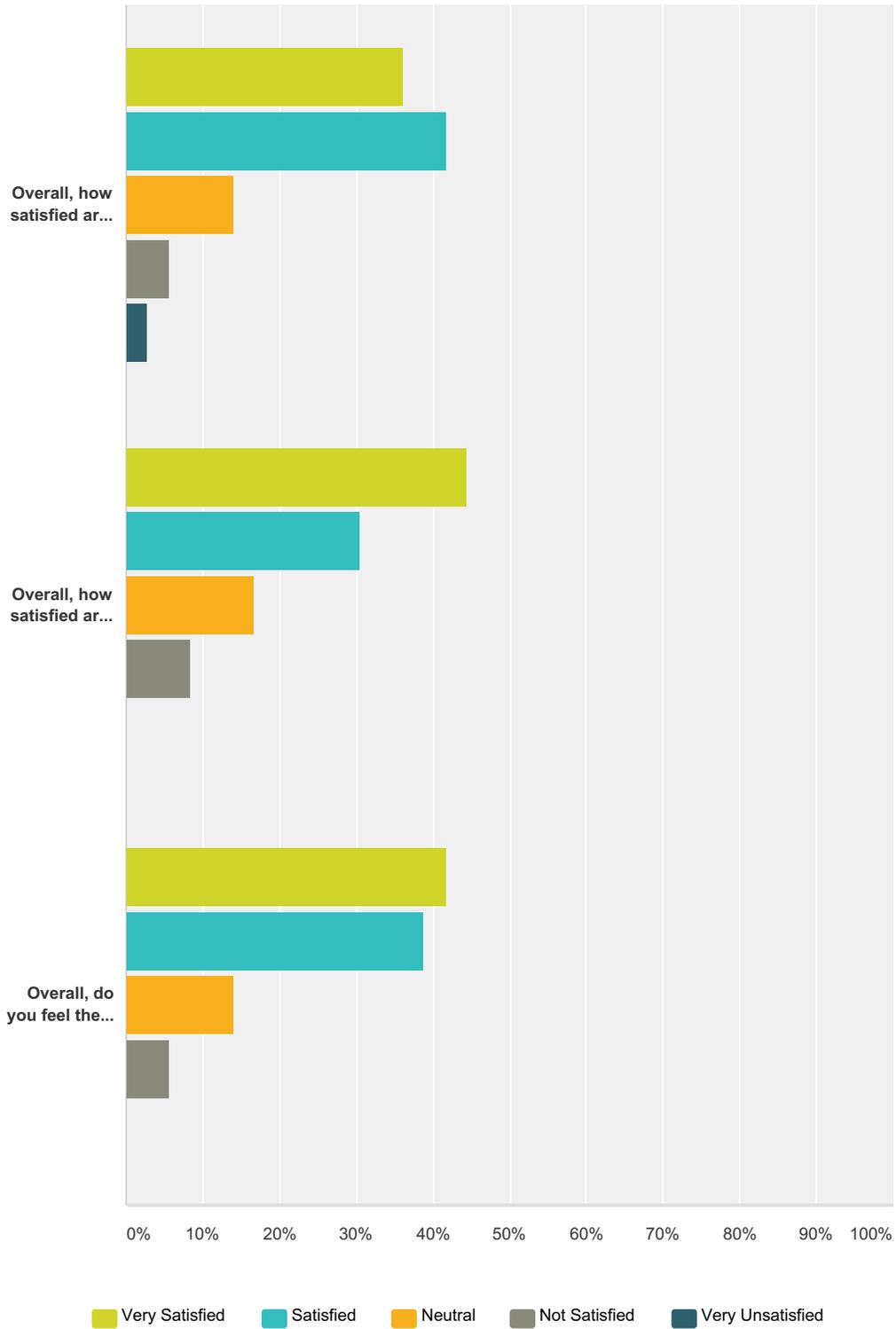
Answered: 181 Skipped: 24



Answer Choices	Responses
Yes	20.44% 37
No	79.56% 144
Total	181

Q50 Please rate the Community Preparedness Program:

Answered: 36 Skipped: 169



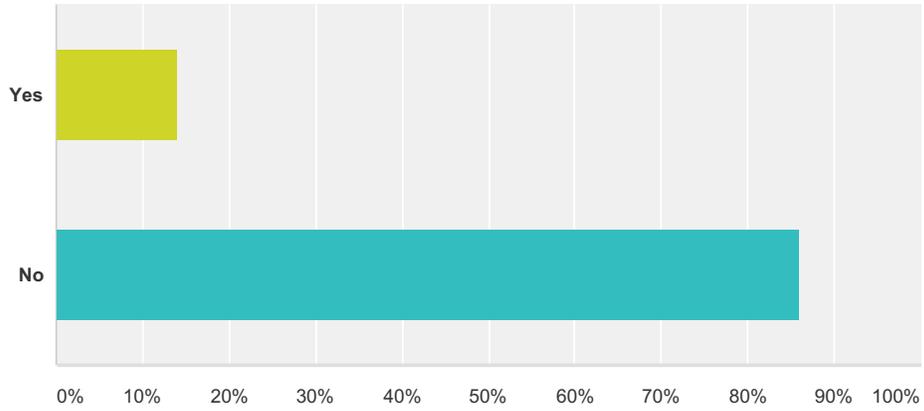
	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total

2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	36.11% 13	41.67% 15	13.89% 5	5.56% 2	2.78% 1	36
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	44.44% 16	30.56% 11	16.67% 6	8.33% 3	0.00% 0	36
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	41.67% 15	38.89% 14	13.89% 5	5.56% 2	0.00% 0	36

Q54 Would you like to rate the Statewide Interoperable Communications (SWIC) Program?

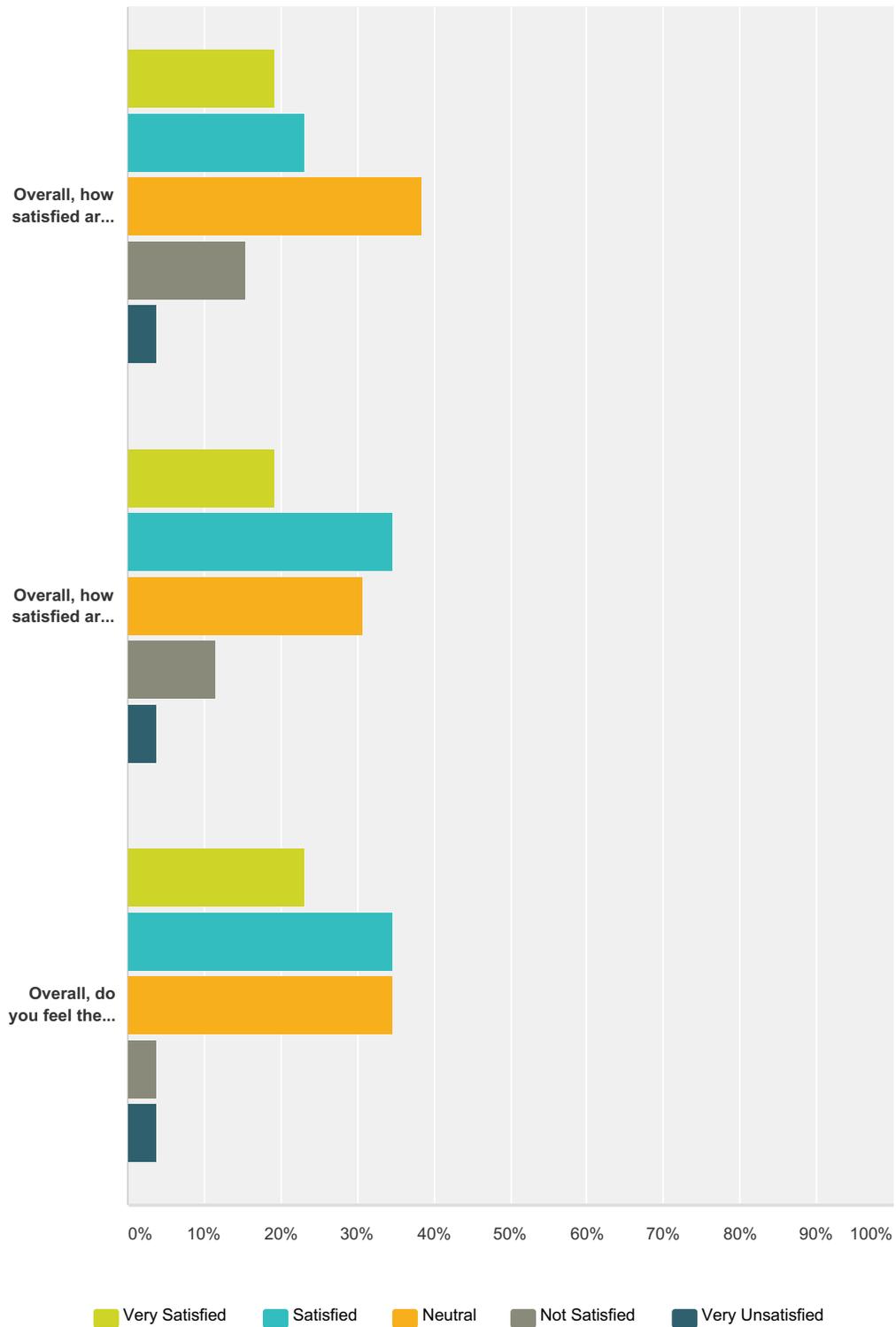
Answered: 178 Skipped: 27



Answer Choices	Responses	
Yes	14.04%	25
No	85.96%	153
Total		178

Q55 Please rate the Interoperable Communications Program:

Answered: 26 Skipped: 179



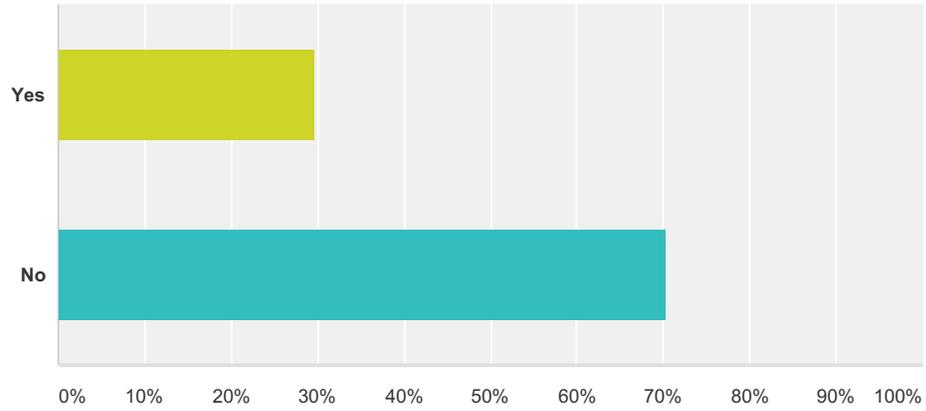
	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total

2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	19.23% 5	23.08% 6	38.46% 10	15.38% 4	3.85% 1	26
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	19.23% 5	34.62% 9	30.77% 8	11.54% 3	3.85% 1	26
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	23.08% 6	34.62% 9	34.62% 9	3.85% 1	3.85% 1	26

Q59 Would you like to rate the Public Information/ Strategic Communications Program?

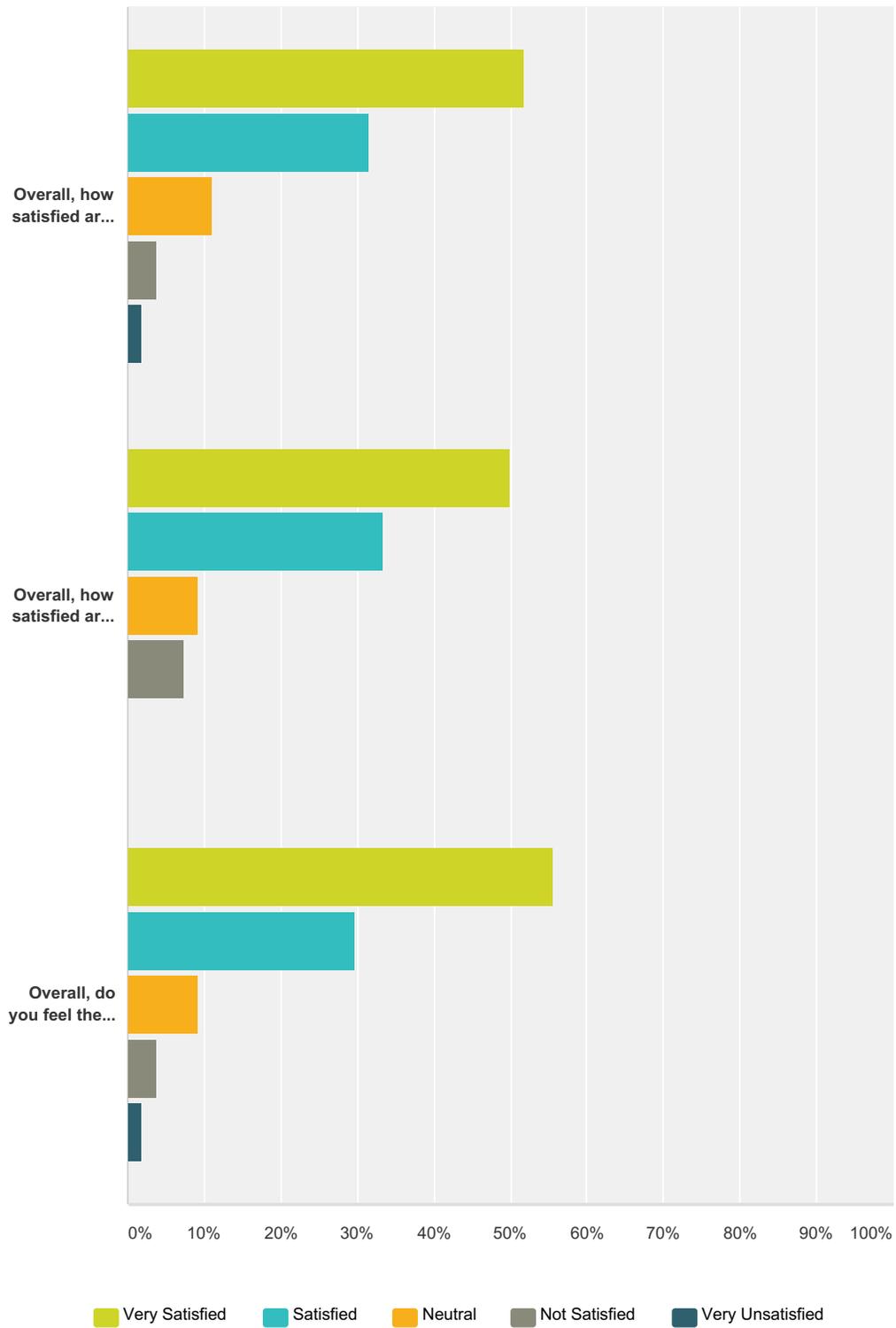
Answered: 179 Skipped: 26



Answer Choices	Responses	
Yes	29.61%	53
No	70.39%	126
Total		179

**Q60 Please rate the Public Information/
Strategic Communications Program:**

Answered: 54 Skipped: 151



	Very Satisfied	Satisfied	Neutral	Not Satisfied	Very Unsatisfied	Total

2017 DHSEM External Partner Survey

Overall, how satisfied are you with the products and/or services offered by this program?	51.85% 28	31.48% 17	11.11% 6	3.70% 2	1.85% 1	54
Overall, how satisfied are you with the customer service (responsiveness) provided by this program?	50.00% 27	33.33% 18	9.26% 5	7.41% 4	0.00% 0	54
Overall, do you feel the staff has the right level of knowledge to provide assistance and guidance?	55.56% 30	29.63% 16	9.26% 5	3.70% 2	1.85% 1	54