SAFECOM® NATIONWIDE SURVEY

What is the SAFECOM Nationwide Survey (SNS)?

The SAFECOM Nationwide Survey (SNS) is the data collection effort that enables public safety organizations to share their current capabilities and identify communications needs. SAFECOM, an advisory group of public safety and elected officials, in conjunction with the Cybersecurity and Infrastructure Security Agency (CISA) administers the survey.

Frequently Asked Questions

Should my organization complete the survey?

Any organization charged with a public safety-related mission that uses emergency communications technology is encouraged to take the survey. In particular, the survey targets participation from the following disciplines:

- Emergency Communications Centers (ECC)/Public Safety Answering Points (PSAP)
- Emergency Management
- Emergency Medical Services (EMS)
- Fire and Rescue
- Law Enforcement

How do I respond if my organization covers multiple disciplines?

If your organization performs public safety functions in multiple disciplines (e.g., a fire department with an EMS component), you only need to submit one survey response. The questions in the demographic section will allow you to select multiple disciplines.

How will my survey data be utilized?

Data collected through the SNS will be used to identify gaps and inform the Nationwide Communication Baseline Assessment (NCBA) developed by CISA. In addition, the data can be used by your organization to develop budgets, create reports/studies, influence trainings, determine resources needed, and drive technology decisions.

How to Take the SNS

There are two ways to take the SNS: via a customized survey link or a public survey link.

✓ **Customized survey link:** This link allows your organization to access the survey from any device until your survey response is submitted. You can share the link with internal colleagues to work on the same survey response. If you did not receive a custom link, please email sns@cisa.dhs.gov.

✓ **Public survey link:** The public survey link can be found on the SAFECOM website. The link can be opened on any device. Survey responses started with the public link cannot be shared with colleagues and must be completed on the device on which the survey was started.

SAFECOM NATIONWIDE SURVEY

Will my progress be automatically saved if I close the survey?

If you are taking the survey using a *customized survey link*, your responses will be saved, and you will be able to use the link to work on the survey from any device until you submit your responses. Once you complete the survey and your responses are submitted, you can no longer make changes. If you are using the *public link* to take the survey, progress is only saved on the device used to start the survey. If you clear the cookies on your device, your previous response data will be lost.

How do I collaborate with my colleagues to complete the survey?

Survey questions cover a variety of topics such as funding for emergency communications, cybersecurity planning, participation in exercises, and age and upgrade status of communications systems. We encourage you to collaborate with colleagues in your organization to help answer questions. If using a *customized survey link*, you can share the link with your colleagues. When reopened, the survey will resume at the point where you stopped. A table of contents located on the left-hand corner of the screen will also display the sections in the survey to aid in navigation. A check mark will be displayed beside a section once all questions in that section have been completed. If using the *public survey link*, you will be unable to share the survey with your colleagues.

Can multiple people work on the survey at the same time?

Even if using a customized survey link, only one person should work on the survey at any given time. Before sharing the survey link, close out the survey in your browser. When the survey is reopened, it will resume where you stopped.

Can I jump from one section of the survey to the next?

Yes, there is a table contents that will allow you to navigate through the different sections of the survey. The table of contents will be displayed as a drop-down menu on the left side of the screen. A check mark will be displayed beside each section if all questions in that section have been answered. If there are unanswered questions in a section, you will receive a pop-up notification that you have not completed the section. You will need to select "continue without answering" to navigate to a different section.

Can I take the survey using my mobile device?

Yes, you can take the SNS on a computer, smartphone, or tablet. If you received a physical letter or postcard, you can scan the QR code with your mobile device and it will take you to the survey using your organization's *customized survey link*. If you initiate the survey on your mobile device using the *customized survey link*, you can work on the survey using more than one device. However, if you start the survey on your mobile device using the *public survey link*, it must be completed on your mobile device. While the SNS can be taken on a mobile device, it is recommended that you complete the survey on a computer.

Questions?

Visit cisa.gov/sns for the most up-to-date information.

✉ Email sns@cisa.dhs.gov

📞 SNS Help Desk at 1-800-915-5712