NIST Community Resilience Guidance: Tool and Guidance Needs

FOUR STANDARD SURVEY QUESTIONS

1. Explain who will be surveyed and why the group is appropriate to survey.
The Community Resilience Group within the Engineering Laboratory (EL) of the National Institute of Standards and Technology (NIST) is proposing an information collection focused on emerging topical gaps and tools and other guidance needs to improve future NIST research, tools, and information products for community resilience stakeholders – resilience guidance producers and users. As such, we will survey a cross-section of stakeholders, including, Federal, State, and municipal government representatives, national laboratories, non-profit organizations, professional and trade associations, universities, and industry. Since the topic of community resilience is so broad, it will be important to collect information from these varied stakeholders. Selection of key representative stakeholders will limit the need to survey a large number of respondents.

2. Explain how the survey was developed including consultation with interested parties, pre-testing, and responses to suggestions for improvement.
This collection was developed within the Community Resilience Group of the Engineering Laboratory and one of its contractors, Applied Research Associates (ARA), Inc. Edits and recommendations were based on internal reviews through an iterative process. However, due to the specific nature of the information collection and a desire to limit the actual number of respondents, no pre-testing was deemed necessary.

3. Explain how the survey will be conducted, how customers will be sampled if fewer than all customers will be surveyed, expected response rate, and actions your agency plans to take to improve the response rate.
The information collection will be conducted through interviews using the Webex web meeting platform with individual stakeholders. Our contractor, ARA, perform necessary tasks to conduct interviews with 20 total stakeholders divided into two sample groups – guidance producers and users. ARA will contact the selected stakeholders via email individually to inquire about participating in an approximately one hour Webex web meeting to collect their input on emerging topics and the use and need for tools and related information in community resilience. We anticipate that the rate of response will be about 60-70% initially, but follow-up emails will be sent, as well as direct contact with recipients to increase participation. If we are unsuccessful in getting a response from one of the initial stakeholders that we have listed, we will contact another appropriate individual in their place. Information will not be retrieved by a personal identifier; therefore Privacy Act is not triggered. SORN and Privacy Act Statement are not required.

Recording is for notetaking purposes only and recordings will be destroyed/deleted at the completion of the study. NIST Engineering Laboratory's interviews/recordings are covered under GRS 5.2/020 which indicates that intermediary records used for creating subsequent record and can be destroyed when no longer needed. Consistent with GRS 5.2/020, recordings will be destroyed upon verification of successful creation of the final document or file, or when no longer needed for business use, whichever is later.

4. Describe how the results of the survey will be analyzed and used to generalize the results to the entire customer population.
The goals of the information collection are to: 1) Improve NIST community resilience tools and information products; 2) Identify emerging topics in community resilience and gaps in current NIST research, tools, and information products; 3) Build relationships and dissemination channels such that future NIST tools and information products are more extensively used by stakeholders.

As constructed, the information collection will inform NIST on how it can improve its community resilience research, tools, and information products and how they can be used by more communities. The input will be compiled and analyzed to develop a report that NIST will consider as it determines and adjusts priorities for its NIST community resilience program and projects. For the purposes of this study, the results of the interview will be analyzed qualitatively to assess common or differential priorities and research needs across organizational types, sectors, prior experience with community resilience planning, and experience with producing or utilizing community resilience planning guidance materials. A quantitative summary of aggregated results from the qualitative assessment may be assembled. Interviewees will be requested to provide consent to participate in the study and for the study team to record the interviews.