

Social Media Best Practices Questionnaire for RRT3

Who is responding to questionnaire?

Name(s): _____

Agency/Organization: _____

Role in Agency: _____

Contact Info (for clarification if needed): _____

1. Does your Agency/Organization use Social Media? YES NO

If so, which vehicles (Facebook, Twitter, Instagram, other; please list all)? _____

2. How does your Agency/Organization use social media? Ex: general information; for emergency response, outreach, or a combination? _____

Is it one way: you posting information only, or two way: posting and receiving comments, that are then compiled and responded to? _____

3. Does your Agency have a person designated to monitor Social media on a daily/regular basis? YES NO

If so, what is their position within the agency? _____

If not, which position would monitor and how often? _____

4. Is Social Media used during Emergency Response? YES NO

If so, how is it used (press release, direct response, correct misinformation posted, other)? _____

5. How often are updates provided on Social Media? (under non-emergency conditions, and under emergency conditions) _____

6. Is there a vetting process for information being provided? YES NO

(How long does the vetting process take, describe approval process, etc.) Please Describe: _____

7. Does your Agency/Organization have an official policy on social media usage, SOP for usage or recommended best practices? YES NO

Please email document to robin.dermigny@westonsolutions.com