

Q1 How would you rate your overall experience on Ready.gov today?

Answered: 173 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	46.82%	81
Above Average	27.17%	47
Average	18.50%	32
Below Average	2.89%	5
Poor	4.62%	8
TOTAL		173

Q2 Which best describes what you wanted to do on the site today?

Answered: 149 Skipped: 24

ANSWER CHOICES	RESPONSES	
I wanted to find out more about a disaster that affects me.	18.79%	28
I wanted to learn how to prepare for a disaster.	55.70%	83
I wanted to help my business or organization prepare for a disaster.	11.41%	17
I wanted to find career or job information.	0.67%	1
I wanted to find flood insurance.	0.00%	0
I wanted to find flood maps.	0.67%	1
I wanted to find contact information.	2.01%	3
I wanted to find videos or pictures.	4.03%	6
I wanted to find training information.	6.71%	10
TOTAL		149

Q3 What information were you looking for today (select up to 3 that apply)?

Answered: 161 Skipped: 12

ANSWER CHOICES	RESPONSES	
Disaster Declarations	26.71%	43
Recovery Tools	19.88%	32
Flood Information for My Home or Business	14.29%	23
Flood Maps	9.94%	16
Flood Insurance	4.35%	7
Job Information	6.83%	11
News Releases	13.04%	21
Photos and Videos	17.39%	28
Preparedness Information	83.23%	134
Recovery Tools	18.63%	30
Training and Exercises	28.57%	46
Total Respondents: 161		

Q4 Were you able to complete the purpose of your visit?

Answered: 173 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	75.14%	130
No	0.00%	0
No, broken links.	4.05%	7
No, the information wasn't easy to understand.	2.89%	5
No, I couldn't find what I was looking for.	9.25%	16
No, pages didn't load correctly.	1.73%	3
No, outdated information.	6.94%	12
TOTAL		173

Q5 Did the website search help you get the information that you needed?

Answered: 165 Skipped: 8

ANSWER CHOICES	RESPONSES	
Yes	50.30%	83
I did not use search	35.15%	58
No, I wasn't sure what words to use in my search.	0.61%	1
No, results were not helpful.	4.24%	7
No, results were not relevant to my search terms or needs.	2.42%	4
No, results were too similar to each other.	1.21%	2
No, it didn't return enough results.	4.24%	7
No, it returned too many results.	1.82%	3
TOTAL		165

Q6 Would you still return to this website if you could get this information or service from another source?

Answered: 173 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	86.13%	149
No	13.87%	24
TOTAL		173

Q7 How likely is it that you would recommend this website to a friend or colleague?

Answered: 173 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Extremely likely	50.87%	88
Very likely	20.23%	35
Likely	13.29%	23
Unlikely	7.51%	13
Not likely at all	8.09%	14
TOTAL		173

Q8 Which option best describes you when you think about your reason for visiting the site today (select up to 3 that apply)?

Answered: 138 Skipped: 35

ANSWER CHOICES	RESPONSES	
Homeowner or renter	66.67%	92
Disaster survivor	31.16%	43
Emergency manager or personnel	25.36%	35
First responder	17.39%	24
Government official or employee	13.04%	18
Business owner	9.42%	13
Non-profit or organization leader	13.77%	19
Vendor or contractor	5.07%	7
Insurance agent	5.07%	7
Job seeker	7.25%	10
Media	9.42%	13
Total Respondents: 138		