

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

Answered: 129 Skipped: 0

ANSWER CHOICES	RESPONSES	
Outstanding	44.96%	58
Above Average	32.56%	42
Average	13.18%	17
Below Average	4.65%	6
Poor	4.65%	6
TOTAL		129

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

Answered: 79 Skipped: 50

ANSWER CHOICES	RESPONSES	
I wanted to find out more about a disaster that affects me.	20.25%	16
I wanted to learn how to prepare for a disaster.	55.70%	44
I wanted to help my business or organization prepare for a disaster.	8.86%	7
I wanted to find career or job information.	0.00%	0
I wanted to find flood insurance.	0.00%	0
I wanted to find flood maps.	1.27%	1
I wanted to find contact information.	1.27%	1
I wanted to find videos or pictures.	2.53%	2
I wanted to find training information.	10.13%	8
TOTAL		79

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

Answered: 83 Skipped: 46

ANSWER CHOICES	RESPONSES	
Disaster Declarations	20.48%	17
Recovery Tools	21.69%	18
Flood Information for My Home or Business	13.25%	11
Flood Maps	8.43%	7
Flood Insurance	4.82%	4
Job Information	3.61%	3
News Releases	6.02%	5
Photos and Videos	10.84%	9
Preparedness Information	74.70%	62
Recovery Tools	19.28%	16
Training and Exercises	24.10%	20
Total Respondents: 83		

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

Answered: 129 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	79.84%	103
No	9.30%	12
No, broken links.	3.88%	5
No, the information wasn't easy to understand.	3.10%	4
No, I couldn't find what I was looking for.	2.33%	3
No, pages didn't load correctly.	0.78%	1
No, outdated information.	0.78%	1
TOTAL		129

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

Answered: 86 Skipped: 43

ANSWER CHOICES	RESPONSES	
Yes	59.30%	51
I did not use search	29.07%	25
No, I wasn't sure what words to use in my search.	0.00%	0
No, results were not helpful.	2.33%	2
No, results were not relevant to my search terms or needs.	2.33%	2
No, results were too similar to each other.	4.65%	4
No, it didn't return enough results.	1.16%	1
No, it returned too many results.	1.16%	1
TOTAL		86

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

Answered: 129 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	91.47%	118
No	8.53%	11
TOTAL		129

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

Answered: 129 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	24.81%	32
No	6.20%	8
Extremely likely	32.56%	42
Very likely	14.73%	19
Likely	13.95%	18
Unlikely	5.43%	7
Not likely at all	2.33%	3
TOTAL		129

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

Answered: 74 Skipped: 55

ANSWER CHOICES	RESPONSES	
Homeowner or renter	63.51%	47
Disaster survivor	21.62%	16
Emergency manager or personnel	22.97%	17
First responder	9.46%	7
Government official or employee	16.22%	12
Business owner	6.76%	5
Non-profit or organization leader	9.46%	7
Vendor or contractor	4.05%	3
Insurance agent	5.41%	4
Job seeker	5.41%	4
Media	6.76%	5
Total Respondents: 74		