

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

Answered: 389 Skipped: 0

| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Outstanding | 24.94% | 97 |
| Above Average | 19.79% | 77 |
| Average | 28.02% | 109 |
| Below Average | 9.25% | 36 |
| Poor | 17.99% | 70 |
| TOTAL | | 389 |

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

Answered: 304 Skipped: 85

| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----|
| I wanted to find out more about a disaster that affects me. | 33.55% | 102 |
| I wanted to learn how to prepare for a disaster. | 10.20% | 31 |
| I wanted to help my business or organization prepare for a disaster. | 7.57% | 23 |
| I wanted to find career or job information. | 10.20% | 31 |
| I wanted to find flood insurance. | 1.64% | 5 |
| I wanted to find flood maps. | 17.11% | 52 |
| I wanted to find contact information. | 6.91% | 21 |
| I wanted to find videos or pictures. | 0.99% | 3 |
| I wanted to find training information. | 11.84% | 36 |
| TOTAL | | 304 |

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

Answered: 322 Skipped: 67

| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----|
| Disaster Declarations | 34.16% | 110 |
| Recovery Tools | 24.84% | 80 |
| Flood Information for My Home or Business | 16.77% | 54 |
| Flood Maps | 23.29% | 75 |
| Flood Insurance | 8.07% | 26 |
| Job Information | 15.53% | 50 |
| News Releases | 8.39% | 27 |
| Photos and Videos | 4.35% | 14 |
| Preparedness Information | 23.91% | 77 |
| Recovery Tools | 21.74% | 70 |
| Training and Exercises | 26.40% | 85 |
| Total Respondents: 322 | | |

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

Answered: 389 Skipped: 0

| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----|
| Yes | 44.47% | 173 |
| No | 0.00% | 0 |
| No, broken links. | 8.74% | 34 |
| No, the information wasn't easy to understand. | 6.94% | 27 |
| No, I couldn't find what I was looking for. | 28.79% | 112 |
| No, pages didn't load correctly. | 5.40% | 21 |
| No, outdated information. | 5.66% | 22 |
| TOTAL | | 389 |

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

Answered: 389 Skipped: 0

| ANSWER CHOICES | RESPONSES | |
|--|-----------|------------|
| Yes | 37.02% | 144 |
| No, results were not helpful. | 21.34% | 83 |
| I did not use search | 15.68% | 61 |
| No, results were not relevant to my search terms or needs. | 7.46% | 29 |
| No, it didn't return enough results. | 6.43% | 25 |
| No, I wasn't sure what words to use in my search. | 6.17% | 24 |
| No, it returned too many results. | 3.60% | 14 |
| No, results were too similar to each other. | 2.31% | 9 |
| Did not use search bar today | 0.00% | 0 |
| Encountered no difficulties | 0.00% | 0 |
| I was not sure what words to use in my search | 0.00% | 0 |
| Results were not helpful | 0.00% | 0 |
| Results were not relevant to my search terms or needs | 0.00% | 0 |
| Results were too similar/redundant | 0.00% | 0 |
| Returned not enough or no results | 0.00% | 0 |
| Returned too many results | 0.00% | 0 |
| Other | 0.00% | 0 |
| TOTAL | | 389 |

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

Answered: 389 Skipped: 0

| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 77.38% | 301 |
| No | 22.62% | 88 |
| TOTAL | | 389 |

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

Answered: 389 Skipped: 0

| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|-----|
| Yes | 0.00% | 0 |
| No | 0.00% | 0 |
| Extremely likely | 32.65% | 127 |
| Very likely | 15.42% | 60 |
| Likely | 22.62% | 88 |
| Unlikely | 18.77% | 73 |
| Not likely at all | 10.54% | 41 |
| TOTAL | | 389 |

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

Answered: 347 Skipped: 42

| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|-----|
| Homeowner or renter | 46.69% | 162 |
| Disaster survivor | 31.41% | 109 |
| Emergency manager or personnel | 19.60% | 68 |
| First responder | 11.82% | 41 |
| Government official or employee | 18.73% | 65 |
| Business owner | 9.51% | 33 |
| Non-profit or organization leader | 10.37% | 36 |
| Vendor or contractor | 8.07% | 28 |
| Insurance agent | 2.59% | 9 |
| Job seeker | 10.66% | 37 |
| Media | 5.19% | 18 |
| Total Respondents: 347 | | |