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| --- | --- | --- | --- | --- | --- |
|  | **Q4: Action** | **Q6: Further Info** | **Q7: Location** | **Q8: Missing info** | **Q9: Follow-up** |
| **PN:** |  |  |  |  |  |
| 201 | Would follow link | would look online URL | Map would be most useful if through link people may struggle. what don’t like about message is ambiguity e.g. be ready if you need to | telling you what to take if going better in the original message re prep | follow up hourly or if something changes |
| 202 | If at home would immediately chuck some things in a bag and go online | URL | Map |  | definitely follow up as knowledge is power doesn’t  have to be new info - regular updates even if no  change if people have moved out of location |
| 203 | look at people around me and see what they were doing if at home check on neighbours | For more info and a Map click on this URL ideally it would be a good map - recently had a flood warning in Barton but map poor quality |  | stop panicking contact relatives that could be affect ed important to |  |
| 204 |  |  |  |  |  |
| 205 | users with disabilities blind users ok coz of TTS deaf may not notice need flash etc | floodline reserved for people without mobile data so would URL | Click on a map. How would communicate location without smartphone |  | useful to have follow up and all clear |
| 206 |  |  |  |  |  |
| 207 |  |  |  |  |  |
| 208 |  |  |  |  |  |
| 209 |  |  |  |  |  |
| 210 | would look at more information and then act on it my gran would panic so she would be frightened URL broken down would be. How close to impact would want greater alerting tone or message | unless in immediate danger wouldn’t ring number but would click URL. if driving would stop and radio. If no location - best to have distance from the issue. I would have no idea what to do if I was flooding - would I bring the dog is someone going to come for me - if no one knew what to do | location if a local - you are close to danger leave or similar. postcode or descriptors not that useful. If instruction was go to a UNI or hospital that would be useful. if this flood is especially bad then level of severity impotrtant | go to this place if it’s safe. would be good to list all the evacuation points. Follow up ones ties all the pieces together | could be stressful if a driver |

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| 211 |  |  |  |  |  |
| 212 |  |  |  |  |  |
| 213 | follow link and radio or TV to see if really big | timeframe for action |  |  |  |
| 214 |  |  |  |  |  |
| 215 | would follow link to page would more useful to look at advice given but would be seeking further advice | info from a link | postal address street name and postcode wouldn’t know names of different bridges etc but would def know pc. Personally, don’t think issuing authority is important it’s just clutter. Personalise messages per mast | all clears good too much info 2 messages condensed into one - cap and info down in one place secondary safety polygon to let people know they are in a safe zone. |  |
| 216 |  |  |  |  |  |
| 217 | ?? | switch on radio in car or TV. Or Ring somebody or floodline | street link to google maps | best thing is test and preparation so what you need to do in each circumstance e.g. fire evac practice | 2nd one should 10 minutes 30 minutes etc reissue |
| 218 |  |  |  |  |  |
| 219 |  |  |  |  |  |
| 220 | if not at place been to before check google | Would URL not phone unless human | the epicentre is x KM tell me how far away we are |  | follow up keep informed |
| 221 |  |  |  |  |  |
| 222 | run around like a headless chicken don’t know if home in danger side chuck some things in a bag. If people are in an emergency situation we are trained to do certain action e.g. shutting all the windows and get more information. | ideally pinpoint approx. location of river on the map - map such as a dam break should be more precisely reported and told where to get out. if a fire such as asbestos pollution. if example was of fire, it would need very precise instructions |  | evacuation protocol needs to be clearer gas / electrical light etc a booklet with basic information of what to do | agree follow up but relevant info and if situation changes but not otherwise and also all clear important |
| 223 |  |  |  |  | definitely follow up as knowledge is power doesn’t have to be new info - regular updates even if no change |
| 224 |  |  |  |  |  |
| 225 | website link | URL not floodline | Map. Way to contact other |  | as and when if needed - trapped would be bad |
| 226 |  |  |  |  |  |
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