

Title: Evacuee Resource

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Background: Currently, there are no tools or resources for evacuees in the days after a storm. This lack of support can lead to heightened anxiety, unsafe/underinformed decisions about returning, and fear around evacuating ahead of future storms. Understanding evacuees' decision-making process and primary concerns while away will provide clarity around the problem(s) I am trying to solve.

Research objective: Gain a broader understanding of Gulf Coast hurricane evacuees and their primary concerns while evacuated.

Assumptions: My primary concerns while evacuated for Hurricane Ida included neighbors, home, feral cat that we fed, and general community (state of the neighborhood, parks, etc.)

Research questions:

- What factors led to the decision to evacuate?
- What were evacuees' main concerns while away?
- What tools or resources did evacuees use to solve their problems (and what was their experience with those tools/resources)?
- What additional factors would come into play when deciding to evacuate in the future?

Methodology: This is a generative research project, so I will be using 1:1 user interviews. These 30-minute interviews will be remote over Zoom.

Participant characteristics:

- Gulf Coast resident (in hurricane zone)
- Evacuated ahead of hurricane/tropical storm 1+ times in the past 3 years
- Demographic mix (locations: TX, LA, MS, AL, FL)

Recruitment process: I will recruit online (social media, craigslist, slack, reddit, other forums). Incentives TBD.

Deliverables:

- Report/Deck
- Personas

Anticipated timeline:

Finalize screener	week of 11/21
Recruitment	week of 11/28
Selection	week of 12/5
Scheduling	week of 12/5
User interviews	week of 12/12
Share results	week of 12/19