

# USGS Earthquake Notification Service (ENS) User Survey

The United States Geological Survey (USGS) Earthquake Hazards Program is planning to improve and modernize the Earthquake Notification Service (ENS), available at <https://earthquake.usgs.gov/ens/>. We welcome feedback from ENS users on what you would like to see in the new version of ENS. Thank you for your participation in this survey.

Paperwork Reduction Act Statement: We are collecting this information subject to the Paperwork Reduction Act (44 U.S.C. 3501) to gather requirements to develop a new modern version of ENS that meets users' needs for a more rapid and reliable earthquake notification service. Your response is voluntary and we will not share the results publicly. We may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB Control Number. OMB has reviewed and approved this survey and assigned OMB Control Number 1090-0011, which expires 10/31/2021.

Estimated Burden Statement: We estimate the survey will take you 5 minutes to complete, including time to read instructions, gather information, and complete and submit the survey. You may submit comments on any aspect of this information collection to the Information Collection Clearance Officer, US Geological Survey, [gs-info\\_collections@usgs.gov](mailto:gs-info_collections@usgs.gov).

## 1. What type of ENS user are you?

- Scientist/Network Operator
- Emergency Manager/First Responder
- General Public
-

2. How do you use ENS?

- Information Only
- Research
- Decision Making
- 

3. Immediately following an earthquake (either in your area or not), what is your first source of information (ENS, USGS Website, Mobile App, TV, Radio, Social Media, Other (please explain if Other))

Enter your answer

4. How can ENS be improved (please select all that apply)?

- Reliability (not receiving information after an earthquake)
- Speed (not receiving information in timely manner)
- Ease of use (sign up/set up is difficult)
- Relevance (information is not useful)
- 

5. How would you prefer to receive earthquake notifications?

- Text Message
- Email
- Social Media Notification (Twitter, Facebook, etc.)
- Push Notification from mobile app

Other

6. Do you want to keep past earthquake notification records?

Yes

No

7. What other languages (besides English and Spanish) should ENS include in its notifications?

No other languages are needed

French

Chinese

Japanese

Other

8. On average, what is your current wait time in receiving earthquake notifications from ENS?

< 2 minutes

2 - 5 minutes

5 - 10 minutes

> 10 minutes

9. Is the content from the ENS notification email sufficient?

Yes (no changes needed)

- No (please provide examples on what additional information you would like to see in Question #11)
- Too much information (please provide examples on what information you do not need in Question #11)

10. Do you want to keep the option of defining your own custom profile region, where you draw your own shape on the map (please select all that apply)?

- Yes, I need a custom polygon
- Yes, I need a custom rectangle
- Yes, I need a custom circle
- No, I do not need a custom region

11. Do you have any other feedback about what you would like to see in the new version of ENS?

Enter your answer

Submit

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