RCC Survey Results

SAR Controllers Workshop 2023

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Why another Survey?

- Helps the program track customer satisfaction to ensure we are meeting our performance goals and commitments

- Comments and results are used to make budgetary decisions

- Comments and results are used to provide feedback to SARSAT Program

- Comments and results are used to prioritize SARSAT Program initiatives

- Comments and results are used to prioritized international commitments

- Every comment is reviewed by several O-6's or equivalents
  - For the 2022 survey, there were 113 comments received and reviewed by the SARSAT interagency team (comprised of programmatic, operational and technical leads and team members)
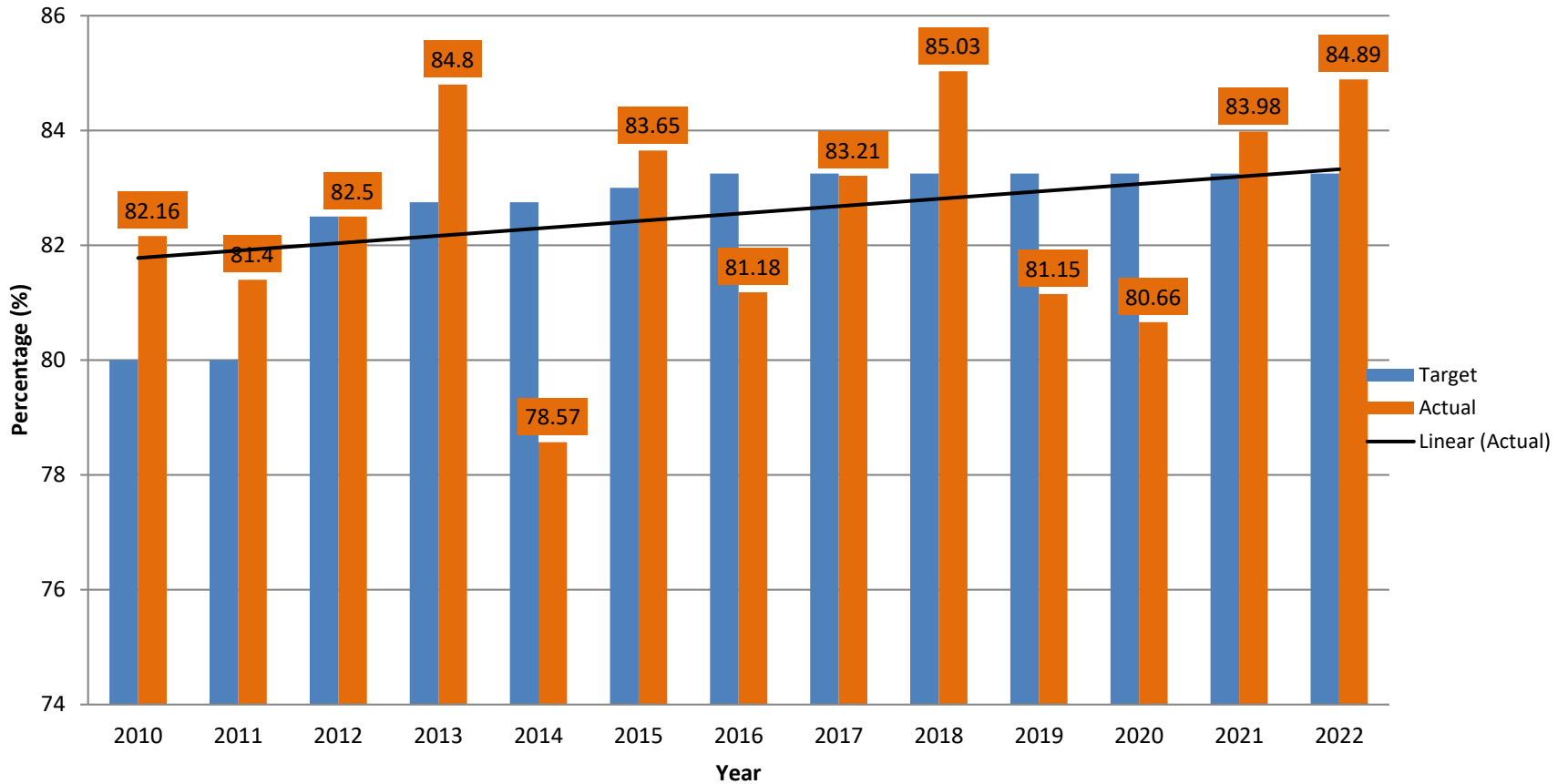
2022 RCC Survey Results

- ***2022 Actual = 84.89%***

  - Target = 83.25%

- This metric tracks the RCC/RSC Controllers satisfaction with how the SARSAT program delivers its services. This performance measure is important in helping SARSAT understand if it is meeting its customers (RCC/RSC's) needs and identifying areas for improvement to the support provided by the USMCC.

2022 RCC Survey Results

SARSAT - RCC Satisfaction Index

2022 RCC Survey Response Rate

- Response rate of 79% based on the following:

  - Total of 61 surveys were collected

    - 19 from USAF (AFRCC = 11, AKRCC = 9)

    - 41 from USCG RCCs/RSCs

  - Based on a total number of 80 potential responses

- These surveys are necessary to improve the program, so what can we do to improve the survey?

Outcomes/Actions Based on Comments

- USMCC Customer Service/Support:
  - SARSAT Data Analyst hired as an additional on-site support at the USMCC to assist RCCs with questions regarding SARSAT alert data
  - USMCC Controllers receive retraining to ensure they are consistent with policies/procedures. This includes having night-time controllers cover the day shift periodically to ensure they have an opportunity to support all the actions/deliverables
  - Investigating phone capabilities to ensure they are sufficient for times when the USMCC controller is unavailable - potentially add voicemail to USMCC

Outcomes/Actions Based on Comments

- Efforts to improve data distributed to the RCCs
  - SARSAT Operations Working Group (OWG) has reviewed and investigated several options to provide improvements in data (quality, accuracy, currency) including:
    - Alert processing logic at the USMCC: longer-term effort to refine the data distributed to the RCCs
    - Notification of Prior SARSAT Alert Data to be distributed with USMCC Messages: longer-term action to provide notification on an alert message sent by the USMCC to RCCs if an alert had been distributed for a previous activation (alert site) for the same beacon
    - Linking IHDB to RGDB: longer-term action to link the databases
  - SARSAT Aviation Team of Experts (Chaired by LT Gedney) has several actions aimed at improving false alerts from ELTs

Outcomes/Actions Based on Comments

- Efforts to Improve beacon registrations
  - NASA conducted a study of the RGDB and presented preliminary findings to the SARSAT Joint Working Group suggesting improvements to beacon registration processes overall as well as accuracy and currency of registration records
  - SARSAT continues to focus on outreach efforts to assist with improvement beacon registrations

2023 Survey

- Survey to be conducted in Spring 2023

- PSG has an open action to review and refine the survey questions each year to ensure they are still valid and suggest any needed improvements

  - Potential to refine Question 6 of the survey which currently asks -- How valuable is the SARSAT data to your SAR operations?

Questions?

Contact Info

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