



RCC Survey Results

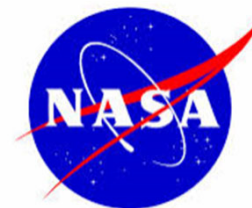
SAR Controllers Workshop 2024

March 19 - 21, 2024

Dr. Laurant Jolly

NOAA

SARSAT Systems Operations Manager





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 prioritize international commitments
- Every comment is reviewed by the SARSAT PSG

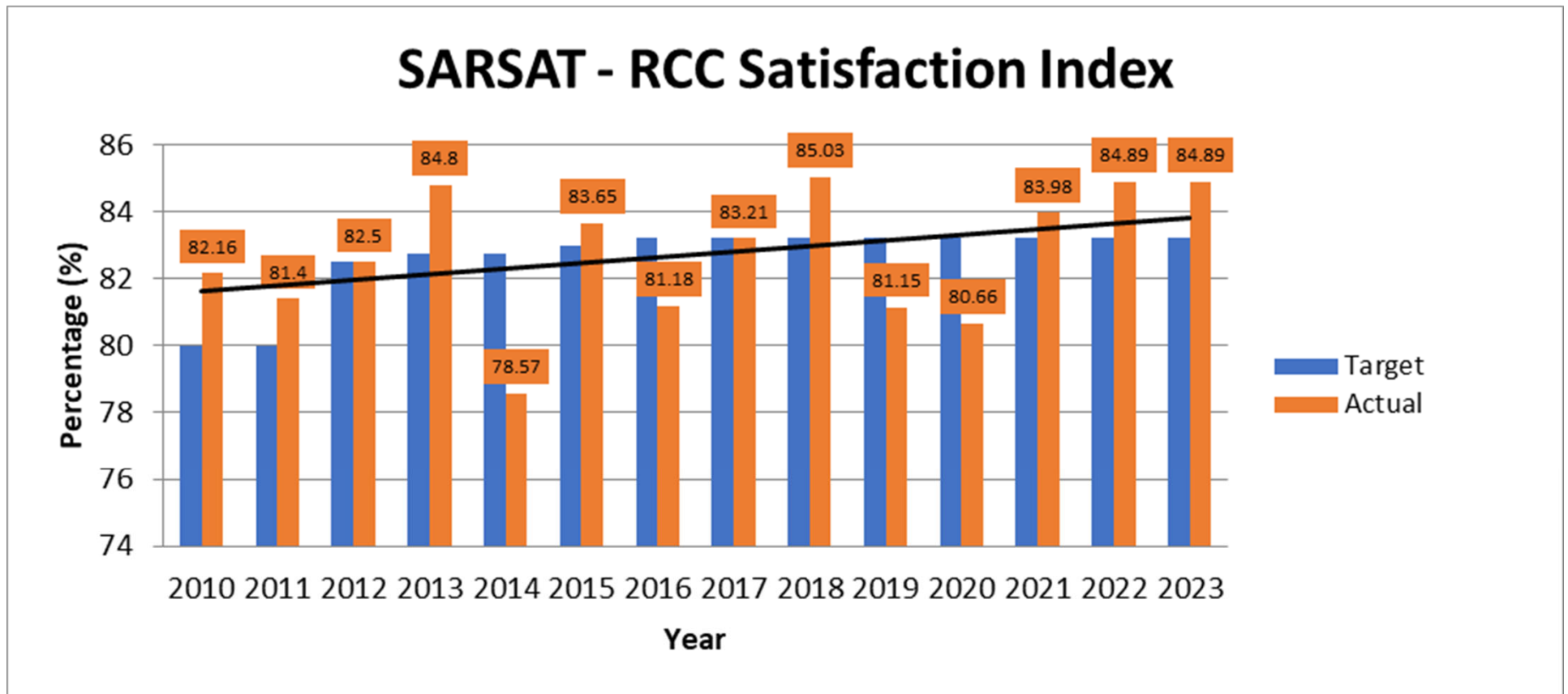


2023 RCC Survey Results

- ***2023 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






2022 RCC Survey Response Rate

- Response rate of 91% based on the following:
 - Total of 81 surveys were collected
 - 34 from USAF (AFRCC = 23, AKRCC = 11)
 - 47 from USCG RCCs/RSCs
 - Based on a total number of 89 potential responses
- These surveys are necessary to improve the program, so what can we do to improve the survey?

Outcomes Based on Comments from 2023 and Prior Surveys



- Notification of prior beacon activation added to the SARSAT alert distributed to the RCCs 
- 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
- SARSAT Aviation Team of Experts (Chaired by LT Gedney) has several actions aimed at improving false alerts from ELTs
- SARSAT continues to focus on outreach efforts to assist with improvement beacon registrations



Plans for 2024 Survey

- Survey to be conducted in Spring 2024
 - April 1: Deadline for USAF and USCG to provide any needed updates to survey questions
 - CG-SAR includes additional questions in the survey which are used to evaluate the effectiveness of other SAR systems (Amver, SLDMB, SAROPS)
 - May 1: Planned distribution of survey links
 - June 30 (TBC): Survey collection period closes
- 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



Questions?

Contact Info

Dr. Laurant Jolly

Satellite Systems Operations Manager

NOAA US SARSAT Program

NESDIS/OSPO/DSB/SARSAT

Laurant.Jolly@noaa.gov



Backup Slides



2023 Survey Questions

1. What RCC/RSC are you with?
2. How many years of experience do you have as a SAR Controller?
3. Please rate the following attributes of the staff at the USMCC on a scale of 1 (being least) to 10 (being the most)
 - a. Helpful, Responsive, Courteous
4. How important is the USMCC's customer service to you or your SAR operations?
5. Please rate your overall level of satisfaction with the customer service provided by the USMCC staff.
6. How valuable is the SARSAT data to your SAR operations?
7. How satisfied are you with the overall quality (e.g. content, accuracy, presentation and timeliness) of the following products provided by the USMCC?
 - a. SARSAT Alert Data, Location Data, Beacon Registration Data, IHDB Data



2023 Survey Questions cont'd

8. At times, the USMCC must transfer operations to a backup site for either operational or test purposes; have you experienced a USMCC transfer to a backup site? If yes, please answer Question 9 below. Otherwise, skip to Question 10.
9. The USMCC must notify you before it transfers its operations to a backup site for either operational or test purposes; how satisfied are you with the timeliness of these notifications?
10. Please rate the accessibility and quality of the documentation/manuals describing RCC messages provided by the USMCC.
 - a. Accessibility, Quality
11. How could the USMCC improve the customer service it provides to RCC/RSC personnel? (text response)



2023 Survey Questions cont'd

11. Incident History Data Base (IHDB): As standard procedure, the USMCC sends out an email message one (1) hour after the alert site closes to remind the RCC Controller on duty to fill out the IHDB record. Please select the time you would prefer to receive the email reminder from the below list.
- 5 min, 10 min, 1 hour, 2 hours after site closes
 - Do not wish to receive the email reminder after the site closes
12. The USMCC National Rescue Coordination Center (RCC) and Search and Rescue Point of Contact (SPOC) 406 MHz Alert and Support Messages (Version 4.0 - 16 November 2022) has been posted online at:
<http://www.sarsat.noaa.gov/documentation.html>. If you've had an opportunity to review, please let us know if you have found the information useful and if you have any questions regarding the content. (text response)