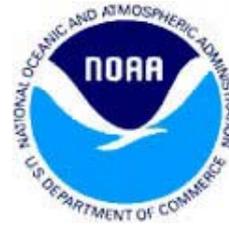




RCC Satisfaction Index Survey Results from 2012

SAR Controllers Training 2013
19 – 21 March 2013

Chris O'Connors
NOAA SARSAT Program Manager





Overview

- RCC satisfaction survey conducted annually to determine the RCC Satisfaction Index
 - To track the RCC's satisfaction with how the SARSAT program delivers its services
 - Documented in the SARSAT Performance Management Plan and results reported to the SARSAT Program Steering Group (PSG)
 - Conducted annually in 2nd Quarter
 - Surveys conducted in 2010, 2011 and 2012 using an online survey tool
 - 2013 survey conducted February 25th – March 20th
 - Results being analyzed



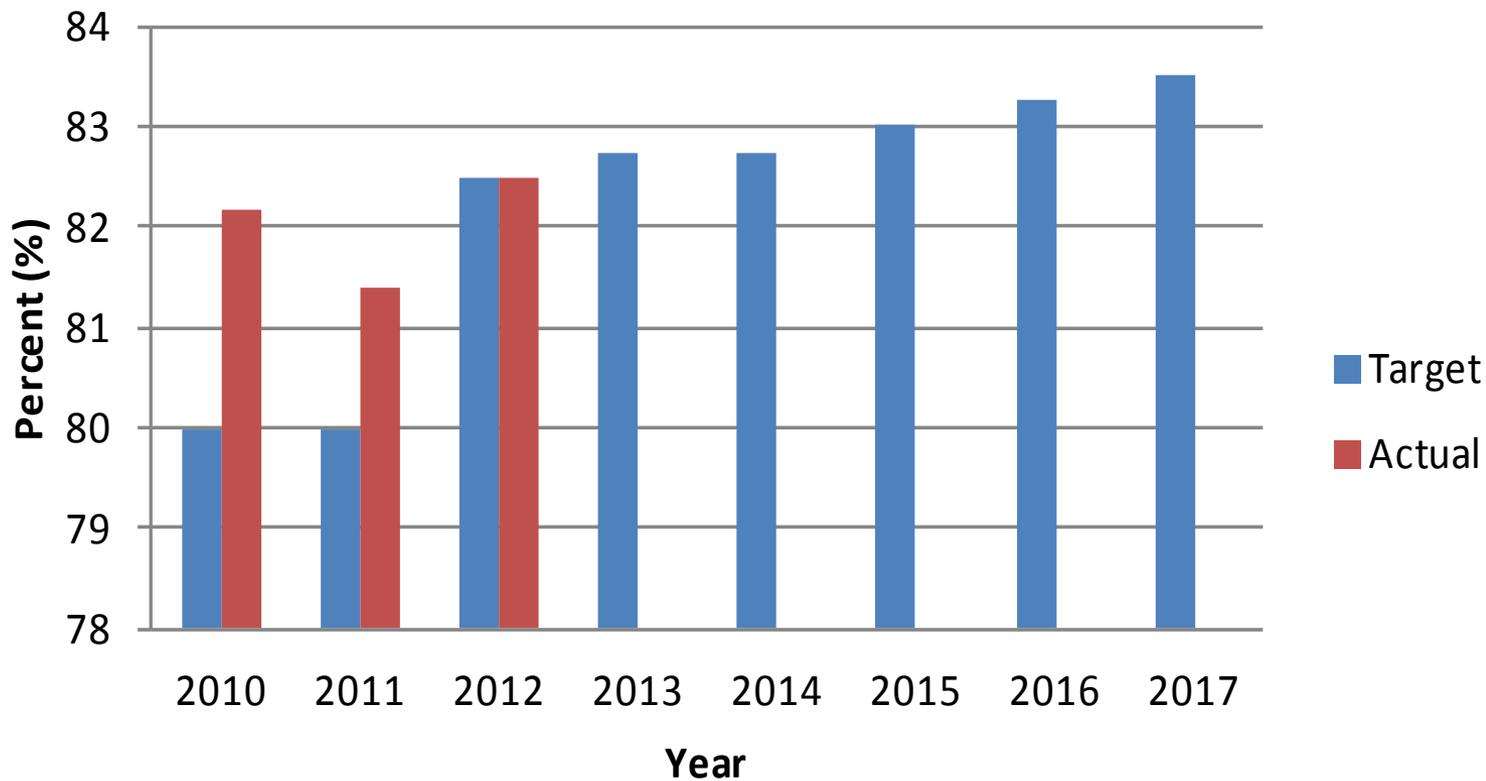
Survey Details

- 10 survey questions rating RCCs satisfaction with
 - USMCC Customer Service
 - Helpfulness, responsiveness and courteousness
 - Quality of SARSAT Data
 - Timeliness of special notifications
 - Accessibility and quality of documentation
- Optional text box to include specific comments on improving customer service to RCCs



Survey Results

SARSAT - RCC Satisfaction Index





Survey Results

- 2012 = 82.5%
 - 142 respondents of possible 215
 - 66% response rate
 - Survey responses showed slight improvements in most areas with more significant improvement in the following:
 - USMCC Customer Service, quality of Data (alert, IHDB)

Prior Survey Results & Targets



- 2011 = 81.5%
 - 159 respondents
- 2010 = 82.2% (baseline)
 - 91 respondents
- Targets set

Year	2010	2011	2012	2013	2014	2015	2016	2017
Actual	82.2%	81.5%	82.5%					
Target	Baseline	80%	80%	82.75%	82.75%	83.0%	83.25%	83.5%



Actions Taken

- Based on survey results/recommendations, SARSAT published ***The SARSAT Beacon*** Newsletter dated September 2012 addressing the following topics:
 - Site Closure Policy and Message Suppression
 - USMCC Duty Controller Functions/Responsibilities
 - The SRR and BUFFER in Alert Messages
 - Beacon Registration
 - The Air Force Rescue Coordination Center's Mission
 - The SARSAT Beacon is available online at:
<http://www.sarsat.noaa.gov/press-info.html>

2013 Survey Update



- Online survey available from February 25th to March 20th
 - Link to online survey was distributed to RCCs/RSCs by USAF or USCG liaison
- Results of survey will be analyzed and reported to NOAA management by March 31st
- Corrective action plan to be put in place to address any needed issues and reported to PSG as appropriate.
- The SARSAT Beacon Newsletter will be released in September addressing survey comments/topics as appropriate.