



# RCC Satisfaction Index Survey Results from 2013

SAR Controllers Training 2014  
24 – 28 February 2014

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# Overview

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- 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 2<sup>nd</sup> Quarter since 2010
    - Online survey tool is used
    - 2014 survey to be conducted in March 2014

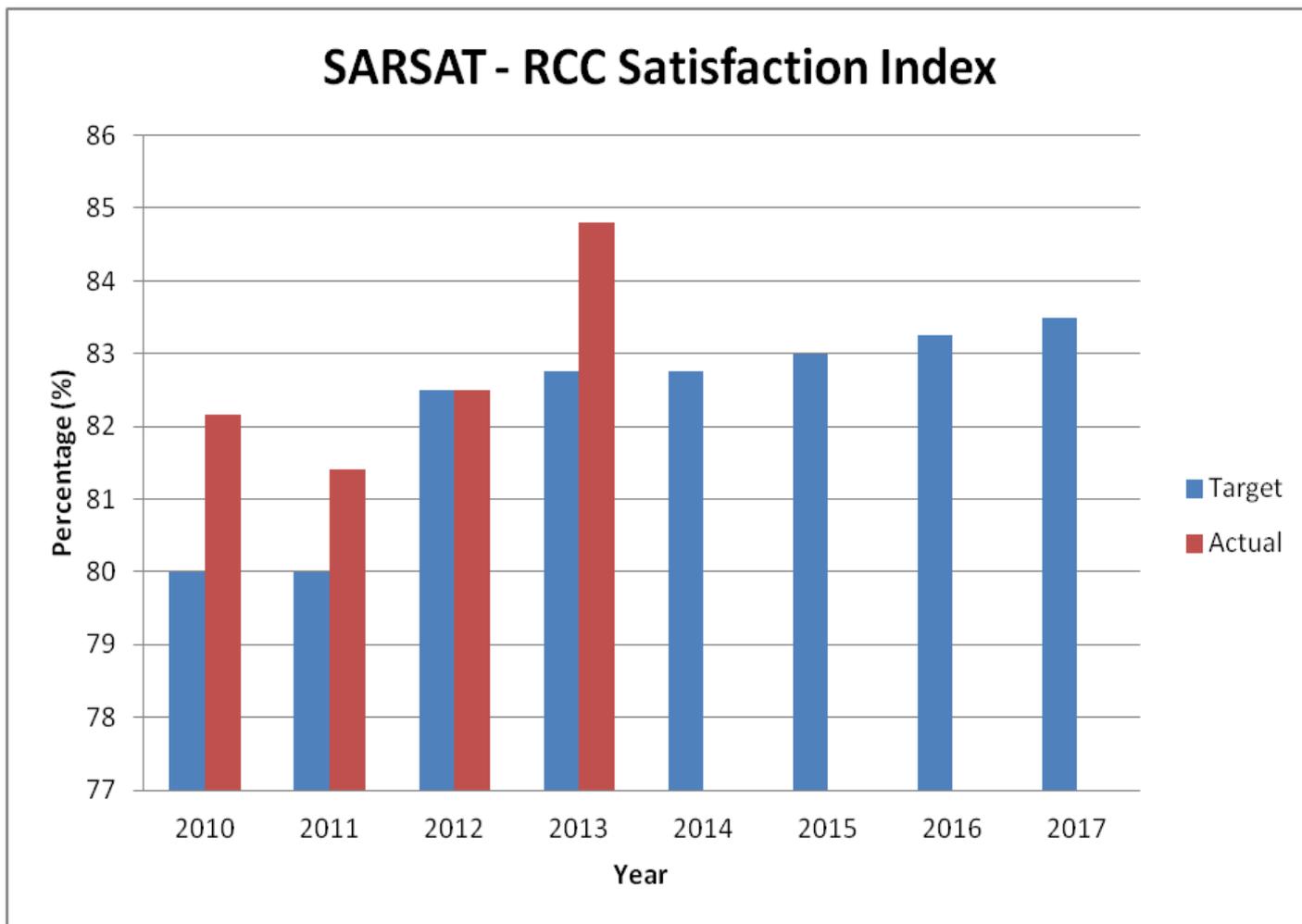


# Survey Details

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- 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





# Survey Results

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- 2013 = 84.8%
  - 137 respondents (out of possible 215)
    - 61% response rate
  - Survey responses showed improvements in most areas with more significant improvement in the following:
    - USMCC Customer Service, quality of Data (alert, IHDB)
    - Improvements still needed in beacon registration data quality

# Prior Survey Results & Targets



- 2013 = 84.8%
  - 137 respondents
- 2012 = 82.5%
- 2011 = 81.5%
- 2010 = 82.2% (baseline)
  - 91 respondents

Year	2010	2011	2012	2013	2014	2015	2016	2017
Actual	82.2%	81.5%	82.5%	84.8%				
Target	Baseline	80%	80%	82.75%	82.75%	83.0%	83.25%	83.5%



# Actions Taken

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- Based on survey results/recommendations
  - SARSAT published *The SARSAT Beacon* Newsletter dated September 2013
    - <http://www.sarsat.noaa.gov/press-info.html>
  - SARSAT added several topics to the 2014 SAR Controllers Training – including USMCC-RCC Comms & Backup Procedures



# 2014 Survey Update

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- Online survey available in March
  - Link to online survey will be distributed to RCCs/RSCs by USAF or USCG liaison
- Results of survey will be analyzed and reported to NOAA management
- 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.