406 MHz Beacon Registration Database (RGDB)

SAR Controllers Workshop 2020
March 2020
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Overview

- Registration Database (RGDB) operations summary

- RGDB status - scope and accuracy

- RGDB SAR user account access and password assistance

- Incident History Database (IHDB) feedback process

- RGDB changes – 2019

RGDB Operations Summary

- The RGDB is a large, dynamic database that requires significant resources to maintain. Our focus is to catch and correct beacon owner data inaccuracies BEFORE a beacon is activated.

- Processes to resolve "orphaned" beacon registrations are in place and more are being developed.

- More than 80% of all registration transactions are made by owners online and are not monitored by us.

- Data corrections are dependent on owner responsiveness to our communications with them.

RGDB Status - Scope

- The RGDB contains over 650,000 registrations, roughly a 7.7% increase from last year.

- RGDB operations in 2019 involved:

  - Over 34,000 incoming and outgoing phone calls

  - Over 21,000 incoming letters, faxes, and emails

  - Almost 600,000 outgoing registration emails

  - Almost 200,000 outgoing registration letters

RGDB Status - Accuracy

Accuracy of the RGDB, compiled from IHDB activation feedback entered during CY 2019:

- 67.6% of activated beacons were registered.
  - Data collected from alert site data, which includes beacons that are not captured in IHDB
  - Excludes JSETS and special program beacons
- 76% of registrations for activated beacons were accurate according to your IHDB feedback

RGDB SAR User Account Access

SAR Controllers must request account access through the appropriate USCG or USAF liaison:

USCG	**AFRCC/AKRCC**
CDR Erin M. Boyle	Dan Conley, USAF
SARSAT Liaison Officer	AFRCC Chief of Operations
Erin.M.Boyle@uscg.mil	Danny.Conley@us.af.mil
Phone: 202-372-2089	Phone: 850-283-5688

RGDB SAR User Accounts – Password Issues

To resolve password issues
for RGDB SAR user accounts,
call Apurve Mathur or Jonathan Sargent
(6:30 am to 4:00 pm, Mon-Fri) at

+1 301-817-4515

IHDB Feedback Process

- When a closed non-distress activation site is marked as having inaccurate registration information, RGDB staff contact the owners by mail or email.

- When the IHDB *Comments on Registration Information* field includes updated contact information (such as phone numbers for a new owner), RGDB staff reach out and encourage registration directly.

- Since launching it in early 2019, the overall success rate for this process (number of registrations updated as a result of this contact) is 29% and the success rate when contact information is provided in the IHDB is almost double, at 53%.

RGDB Changes – 2019

SARSAT programmer resources were primarily focused on substantially revising the IHDB in 2019; therefore, no major changes were made to the RGDB that affect the SAR community.

We expect to implement several initiatives in 2020, including incorporation of the Salesforce customer relationship management system to further streamline daily RGDB operations.

RGDB Demonstration