



SARSAT Outreach Activities/ RCC Satisfaction Survey

SAR Controllers Workshop 2018

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LTJG Nate Gilman

NOAA SARSAT

SARSAT Operations Support Officer





Outreach



Oshkosh Air Venture

- SARSAT attended Oshkosh Air Venture, July 24 – 30, 2018 in Oshkosh, Wisconsin to perform outreach to aviators and the general public
 - The NOAA SARSAT booth in the Federal Partner Pavilion focused on educating the general aviation community on eliminating false alerts.
 - Visitors were advised on the importance of beacon registration, following manufactures instructions when testing beacons and what to do when beacons are accidently activated. The overall reaction of visitors was positive and many pilots were happy to share their stories about the advantages of 406MHz ELTs.
 - Oshkosh is the largest general aviation airshow with over 500,000+ attendees each year



LTJG Gilman represented SARSAT at the NOAA Booth at Oshkosh





Miami International Boat Show

- SARSAT participated in the Miami International Boat Show (MIBS) held February 15th – 19th in Miami, FL

- Largest boat show in US with over 100,000 attendees
- Booth staffed by NOAA, USCG District 7 and USCG AirStation Miami personnel
- Outreach focused on promoting beacon ownership and accurate beacon registration
- Connected with various beacon manufacturers and resellers. Education efforts on how to help beacon owners register their beacons on-site and online
- 1,300 visitors to the SARSAT Booth



Brent Vizbulis, USMCC, and LT Leavitt, USCG assists beacon owners with registrations at the SARSAT booth



USMCC staff helping a SARSAT beacon owner update their registration information in the RGDB



Stories and Publications

MEOSAR general information, Importance of Registration and Proper testing of 406 MHz Beacons

- Aircraft Owners and Pilots Association (AOPA) Magazine



- GCAPTAIN.COM



- Finer Points (Aviation Podcast)



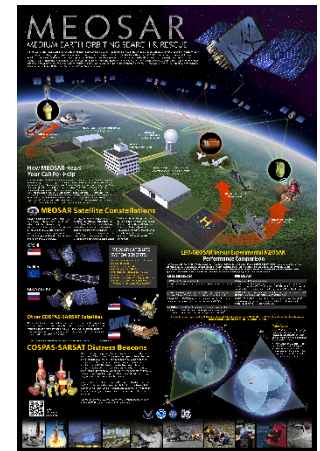
the finer points of flying

- FAA InFO Paper (Proper testing of ELTs)



Outreach Resources

- There a variety of outreach materials (brochures, etc.) available on the SARSAT website at:
- <http://www.sarsat.noaa.gov/press-info.html>
 - Cospas-Sarsat Overview
 - MEOSAR Overview
 - Beacons/Eliminating False Alerts
 - Register Your Beacon
 - SAR/Global Positioning System (GPS)
- A limited stock of printed brochures are available, please feel free to reach out to OPS.SARSAT@noaa.gov and Lisa.Hessler@noaa.gov if you are in need of some materials for outreach events





Future Outreach Plans

- Return to Miami International Boat Show in 2019
- Keep pushing for articles for publication through a variety of boating, aviation and outdoor websites, magazines, etc.
- Beacon Blitz
- Continue supporting USCG, USCG AUX, USAF, USAF AUX and anyone else who wants to share information about Importance of Registration and Proper testing of 406 MHz Beacons

We welcome your suggestions!!!



RCC Satisfaction Survey



Overview

- RCC satisfaction survey conducted annually since 2010 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)
 - Online survey tool is used
 - 2018 survey to be conducted in May 2018



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 questions to capture specific comments on improving customer service, IHDB and LGM message manual



We Need You!!!!!!!!!!

- Improvements to the system based on your input
- Encourage all USAF and USCG SAR Controllers at your RCC to participate in 2018 survey



Questions?