406 MHz Registration Databases: RGDB, JSETS, and IBRD

SAR Controllers Workshop 2018
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Overview

- Registration Database (RGDB) operations summary
- Current status of the RGDB (scope and accuracy)
- RGDB SAR user accounts
- Incident History Database (IHDB) feedback process
- RGDB process improvements – 2017
- Joint SARSAT Electronic Tracking System (JSETS)
- International Beacon Registration Database (IBRD)

RGDB Operations Summary

- The RGDB is a large, dynamic database that requires significant resources to maintain; our focus is to catch and correct inaccuracies BEFORE an alert occurs.

- Processes to resolve orphaned beacon registrations are now 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.

Current Status of the RGDB - Scope

- The RGDB contains over 560,000 registrations, roughly an 8% increase from last year

- Annual database operations in 2017 required
  - Over 60,000 incoming and outgoing phone calls
  - Over 24,000 incoming letters, faxes, and emails
  - Over 449,000 outgoing registration emails
  - Over 141,000 outgoing registration letters

Current Status of the RGDB - Accuracy

Accuracy of the RGDB as indicated by the activation feedback entered into the IHDB during CY 2017:

- Almost 80% of activated beacons were registered.
- According to IHDB feedback, 74% of registrations for activated beacons were considered accurate.

RGDB SAR User Accounts

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

USCG	**AFRCC/AKRCC**
LCDR Erin M. Boyle	Danny 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 – Lockout Issues

To resolve password issues in SAR user accounts, call Apurve Mathur or Jonathan Sargent (6:30 am to 3:00 pm, Mon-Fri) at

+1 301-817-4515

3/15/2018

Handling IHDB Feedback

IHDB feedback from RCCs is used by the RGDB as follows:

- All closed, non-distress sites are contacted by email or letter asking the owner to review their registration for accuracy. Distress cases may be handled by phone due to possible casualties/property loss.

- Information provided by RCCs in the IHDB may be used for further contact attempts, depending on the results of the initial email or letter.

Work Management System (WMS)

- The WMS is a module that was added to the RGDB in September to fully integrate logging and tracking functions for incoming RGDB work (except phone calls).

- Forms are scanned and uploaded so work is easily accessed.

- Online workflow is determined by type of form with reporting on status.

- Online QC checks means no transfer of paper forms between staff and that all work is easily monitored.

Automated Checksum Mismatch Notification

- The checksum is a voluntary program used to validate a beacon ID entered in the RGDB.

- Prior to 2017, a manual query of the database was required to find mismatches, which was followed with a manual mail-merge generation of emails and letters requesting that owners verify their beacon IDs.

- The system now automatically sends an email or letter when an owner enters a mismatch.

Added Fourth Reminder Email/Letter

- Sent out 1 year after expiration if owners did not respond to previous three reminders.

- Designed to catch individuals who missed the first three reminders due to extended vacations or other inability to receive communications.

- Resulted in 20% success rate in registration updates/renewals (approximately 2,000 records)

"One-Click" Renewal and Sold Links

- Emails now contain secure links that enable owners to renew their registrations or mark them as "sold/transferred" without having to log in.

- When an owner clicks on the sold link, a prompt to enter new owner contact information is displayed.

Sold Beacon Follow-Up

- Owners who mark their beacons as sold online are now prompted to enter contact information for the new owner.

- This information is added to the status comment field in the registration – and is visible in the alert message.

- The system sends an email or letter with a registration form to the new owner, prompting them to register.

- This has resulted in approximately 1,100 new registrations since inception (~50% conversion rate)

Decal Form Letter

- An integrated, laser-printed decal that prints with appropriate confirmation letters—staff now longer have to hand-staple decals to letters. (See sample on next page.)

- Saves an average of 6 hours of labor per day, which is redirected toward customer service and issue resolution.

- Removes human error from the letter process.

- Website is listed at the top to benefit owners.

SARSAT Beacon Registration
NOAA/SARSAT
NSOF, E/SPO53
1315 East West Hwy
Silver Spring MD 20910

www.beaconregistration.noaa.gov
Exp.: **09/30/2017**
2DD60 0013F 81FE0
Vsl: **SARSAT RGDB Beacon**

Beacon Registration Database
1315 East-West Highway
Silver Spring, MD 201910

Beacon ID: 2DD600013F81FE0

30 September 2015

Dear John Doe:

Thank you for submitting your 406 MHz emergency beacon registration. Please take a few moments now to verify your beacon ID, check/update your registration information, and attach your registration decal to your beacon.

VERIFY YOUR BEACON ID: Please verify that the 15-character Unique Identifier Number (UIN) (also known as the beacon ID or 15-hex ID) listed above is identical to the 15-character manufacturer/installer programmed UIN displayed on your beacon's manufacturer-provided label. *If the beacon ID registered with NOAA is **not** identical to the manufacturer/installer UIN, please contact us immediately at one of the phone numbers listed below.*

CHECK/UPDATE YOUR REGISTRATION INFORMATION: The registration information you provided has been entered into our database and a printout of that information is enclosed. Please review the printout to ensure that all of your information, especially the emergency points of contact, is correct. If changes are necessary, you can make them

Questions?

JSETS Contact Information

Contact Information

- Database login
  ### https:/prmsglobal.prms.af.mil

- Operations Support Team
  - Commercial phone: 586-239-3701
  - DSN: 312-273-3701
  - NIPR email: prmsmail@dodiis.mil
  - SIPR email: prmsmail@dia.smil.mil

Look for a registration in JSETS if:

- The alert message states "See JSETS" anywhere in the registration section (*Note that the JSETS list is provided to the USMCC once a week, so new registrations may not be available on the alert itself*)

- Any registration information is in doubt

- Note that beacons identified as JSETS in the RGDB may not be registered in the JSETS database. If so, inform the owner that they need to register with JSETS.

- <u>Do not</u> complete the *Registration Information Usage* and *Registration Accuracy* sections for the IHDB record of any JSETS beacon.

IBRD Access

The IBRD is designed for countries that do not have their own 24/7 beacon registration database. Access the IBRD at:

www.406registration.com

IBRD Account Access Problems

For any IBRD account access issues (e.g., forgotten password or being locked out of the system), call the USMCC Controller to report the situation and receive assistance:

+1 301-817-4576

Questions?