



RCC Satisfaction Index Survey Results

SAR Controllers Training 2012
14 – 16 February 2012

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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 and 2011 using an online survey tool
 - Planned for 2nd quarter 2012



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

- 2010 = 82.2% (baseline)
 - 91 respondents
- 2011 = 81.5%
 - 159 respondents
- Overall similar results with 74% increase in number of respondents
- Targets still to be established for out years



Actions Taken

- Based on survey results/recommendations, SARSAT published ***The SARSAT Beacon*** Newsletter dated August 31, 2011
 - Topics addressed:
 - Doppler Location Processing
 - Unreliable 406 MHz Beacon Messages
 - Receipt of Image/Incorrect Doppler Positions
 - Position Conflict Messages for the Same Satellite Pass
 - What Can/Can't the USMCC Controller Do for you?
 - USMCC Duty Controller Functions/Responsibilities
 - Beacon Registration
 - Registration Database



Recommendations/Resulting Actions

- Send test page to all RCC's at 0001 every day to update day folders
 - Completed in August 2011 however test page is sent at 0010
- Include information on previous beacon activations in alert message
 - Not cost effective to implement
 - This information can be found in the Incident History Database (IHDB)
- Allow IHDB feedback to be populated right away instead of having to wait until a site closes out
 - Not implemented
 - Making the form immediately available would then require the RCC Controller to continuously refresh the form which introduces the possibility of old information being updated over more current information
 - Current policy is to close the site after 3 missed passes or 18 hours



Recommendations/Resulting Actions

- Update registration data based on RCC Controller information provided in the IHDB
 - The JWG determined this action should not be completed
 - Instead, new registration information provided by the RCC Controllers in the IHDB is noted in the “Additional Data” field
 - RGDB staff follows up to correct information as time permits
- Provide a marker on the alert message that indicates information is available in the “Additional Data” field
 - Beyond the capability of the current MCC software
 - Should also be noted that almost half of all registrations have information in the “Additional Data” field
 - The JWG opinion was that RCC Controllers should always review the “Additional Data” field to see if clarifying information is available



Recommendations/Resulting Actions

- USMCC Controller responsiveness and customer service attitude
 - Explained USMCC Controller duties in the SARSAT Beacon newsletter
 - Instituted customer service attention regularly scheduled USMCC Controller meetings
 - Provided point of contact at the USMCC (Beth Creamer) to receive any complaints about USMCC Controllers
 - If the USMCC Controller cannot answer a question and it requires immediate attention they can escalate the request to the USMCC Chief

2012 Survey Schedule



- Survey to be released February 24th
 - Link to online survey will be distributed to RCCs/RSCs by USAF or USCG liaison
- Survey will remain open until March 9th
- 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.