

2008 CHART USERS SURVEY



The National Ocean Service (NOAA) is responsible for producing and distributing the nautical charting products covering the coastal waterways of the United States. The information from this survey will be used to better identify the users of NOAA nautical products, to determine the most efficient and economical way to fulfil the mission of NOAA.

**THIS QUESTIONNAIRE IS EASY TO COMPLETE AND WILL ONLY TAKE 15 MINUTES OF YOUR TIME.
YOUR HELP IN THIS SURVEY IS APPRECIATED.**

Q.1. Which products and services of NOAA are you aware of?

CHECK ALL THAT APPLY

| | | | |
|---|--------------------------|-----------|--|
| Paper Charts | <input type="checkbox"/> | 1(9) | |
| Electronic Navigational Charts | <input type="checkbox"/> | 2 | |
| Raster Nautical Charts | <input type="checkbox"/> | 3 | |
| Print on Demand | <input type="checkbox"/> | 4 | |
| Nautical Chart Users Guide | <input type="checkbox"/> | 5 | |
| Co-operative Charting | <input type="checkbox"/> | 6 | |
| Pocket Charts | <input type="checkbox"/> | 7 | |
| Historical Charts | <input type="checkbox"/> | 8 | |
| Coast Pilot | <input type="checkbox"/> | 9 | |
| Coastal Map and Vector Shoreline | <input type="checkbox"/> | 0 | |
| ENC Direct | <input type="checkbox"/> | X | |
| National Survey Plan | <input type="checkbox"/> | Y | |
| Bathy/Topo/Shoreline | <input type="checkbox"/> | 1 (10) | |
| Now COAST | <input type="checkbox"/> | 2 | |
| Tides and Currents | <input type="checkbox"/> | 3 | |
| Physical Oceanographic Real Time System (PORTS) | <input type="checkbox"/> | 4 | |
| On-line catalog | <input type="checkbox"/> | 5 | |
| On-line notice to mariners Chart update | <input type="checkbox"/> | 6 | |
| None | <input type="checkbox"/> | 7 | |

Q.2. And which of these activities and services of NOAA have you bought/used in the last 12 months?

CHECK ALL THAT APPLY

| | | | |
|---|--------------------------|-----------|--|
| Paper Charts | <input type="checkbox"/> | 1(11) | |
| Electronic Navigational Charts | <input type="checkbox"/> | 2 | |
| Raster Nautical Charts | <input type="checkbox"/> | 3 | |
| Print on Demand | <input type="checkbox"/> | 4 | |
| Nautical Chart Users Guide | <input type="checkbox"/> | 5 | |
| Co-operative Charting | <input type="checkbox"/> | 6 | |
| Pocket Charts | <input type="checkbox"/> | 7 | |
| Historical Charts | <input type="checkbox"/> | 8 | |
| Coast Pilot | <input type="checkbox"/> | 9 | |
| Coastal Map and Vector Shoreline | <input type="checkbox"/> | 0 | |
| ENC Direct | <input type="checkbox"/> | X | |
| National Survey Plan | <input type="checkbox"/> | Y | |
| Bathy/Topo/Shoreline | <input type="checkbox"/> | 1 (12) | |
| Now COAST | <input type="checkbox"/> | 2 | |
| Tides and Currents | <input type="checkbox"/> | 3 | |
| Physical Oceanographic Real Time System (PORTS) | <input type="checkbox"/> | 4 | |
| On-line catalog | <input type="checkbox"/> | 5 | |
| On-line notice to mariners Chart update | <input type="checkbox"/> | 6 | |
| None | <input type="checkbox"/> | 7 | |

NOW WE WOULD LIKE TO ASK YOU SOME QUESTIONS ABOUT THE NOAA SERVICES

| | | |
|---|--------------------------|-------|
| Q.3 How satisfied are you with the services provided by NOAA? CHECK ONE ONLY | | |
| Very satisfied | <input type="checkbox"/> | 1(13) |
| Satisfied | <input type="checkbox"/> | 2 |
| Neither satisfied nor Unsatisfied | <input type="checkbox"/> | 3 |
| Unsatisfied | <input type="checkbox"/> | 4 |
| Very unsatisfied | <input type="checkbox"/> | 5 |

| | | |
|--|--------------------------|-------|
| Q.5 How did you find out about NOAA products and services? CHECK ALL THAT APPLY | | |
| Recommendation | <input type="checkbox"/> | 1(15) |
| Via a NOAA mailing | <input type="checkbox"/> | 2 |
| Via the NOAA Website | <input type="checkbox"/> | 3 |
| Via a Chart Agent | <input type="checkbox"/> | 4 |
| From NOAA advertising | <input type="checkbox"/> | 5 |
| From a Trade Show | <input type="checkbox"/> | 6 |
| From Professional Training | <input type="checkbox"/> | 7 |

| | | |
|---|--------------------------|-------|
| Q.4. Have you had any of the following contact with NOAA in the last 12 months? CHECK ALL THAT APPLY | | |
| Bought a product from a NOAA sales agent | <input type="checkbox"/> | 1(14) |
| Called/emailed NOAA customer services for information | <input type="checkbox"/> | 2 |
| Called NOAA distribution service for information | <input type="checkbox"/> | 3 |
| Placed an order from an online catalog | <input type="checkbox"/> | 4 |
| Received a visit from a NOAA Navigation Manager | <input type="checkbox"/> | 5 |
| Called NOAA Business Offices for information | <input type="checkbox"/> | 6 |
| Downloaded an ENC | <input type="checkbox"/> | 7 |
| Visited the NOAA Website | <input type="checkbox"/> | 8 |
| None of these | <input type="checkbox"/> | 9 |

| | | | |
|---|--------------------------|--------|--|
| Q.6 Please list any marine organizations you are affiliated with: WRITE IN UP TO 6 ORGANIZATIONS | | | |
| | <input type="checkbox"/> | 1 (16) | |
| | <input type="checkbox"/> | 2 | |
| | <input type="checkbox"/> | 3 | |
| | <input type="checkbox"/> | 4 | |
| | <input type="checkbox"/> | 5 | |
| | <input type="checkbox"/> | 6 | |

Q.9 With the many product choices available, why do you select a chart produced by one chart maker over another? **CHECK ALL THAT APPLY**

| | | | |
|--|--------------------------|--------|--|
| The content/information on the chart | <input type="checkbox"/> | 1 (44) | |
| The price of the chart | <input type="checkbox"/> | 2 | |
| The chart coverage area | <input type="checkbox"/> | 3 | |
| The chart publisher | <input type="checkbox"/> | 4 | |
| The suite of charts available from the publisher | <input type="checkbox"/> | 5 | |
| The size of the chart | <input type="checkbox"/> | 6 | |
| The way the material is presented on the chart | <input type="checkbox"/> | 7 | |
| I prefer the chart I was trained on at maritime school/chart class | <input type="checkbox"/> | 8 | |
| The most up to date chart | <input type="checkbox"/> | 9 | |

Q.10 Why would you choose a commercial publisher's cruising guide instead of the NOAA Coast Pilot? **CHECK ALL THAT APPLY**

| | | | |
|--|--------------------------|--------|--|
| The content/information in the publication | <input type="checkbox"/> | 1 (45) | |
| The price of the publication | <input type="checkbox"/> | 2 | |
| The publication's coverage | <input type="checkbox"/> | 3 | |
| The publication's publisher | <input type="checkbox"/> | 4 | |
| The suite of publications available from the publisher | <input type="checkbox"/> | 5 | |
| The size of the publication | <input type="checkbox"/> | 6 | |
| I do not need official information from NOAA | <input type="checkbox"/> | 7 | |
| I use the NOAA Coast Pilot | <input type="checkbox"/> | 8 | |

Q.11 Which of the following are closest to your experience regarding Electronic Navigational Charts? **CHECK ALL THAT APPLY**

| | | | |
|---|--------------------------|--------|--|
| They are better than paper charts | <input type="checkbox"/> | 1 (46) | |
| The additional information makes them more difficult to use | <input type="checkbox"/> | 2 | |
| The additional information makes them easier to use | <input type="checkbox"/> | 3 | |
| I would pay for the Electronic Navigational Charts and updates | <input type="checkbox"/> | 4 | |
| I would prefer to get the Electronic Navigational Charts for free online without service included (what kind of service?) | <input type="checkbox"/> | 5 | |
| Electronic charting software is difficult to use | <input type="checkbox"/> | 6 | |
| I need to learn more about how to use Electronic Navigational Charts | <input type="checkbox"/> | 7 | |

Q.12 Do you supplement NOAA charts (paper or electronic) with commercial charts? **CHECK ONE ONLY**

| | | | |
|-----------------|--------------------------|--------|--|
| Yes always | <input type="checkbox"/> | 1 (47) | |
| Yes sometimes | <input type="checkbox"/> | 2 | |
| No – not at all | <input type="checkbox"/> | 3 | |

Q.16. Some of the mariners we have interviewed in past surveys have made comments about the NOAA Coast Pilot. Looking at each of the comments listed below please indicate whether you agree or disagree by using the scale Agree Strongly to Disagree Strongly below

| CHECK ONE FOR EACH SERVICE | AGREE STRONGLY | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | DISAGREE STRONGLY | NO OPINION /NOT APPLICABLE | |
|---|--------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|-----------------------------------|------|
| I have purchased a copy of NOAA Coast Pilot | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | (54) |
| I only download the pdf version of the NOAA Coast Pilot from the Internet | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | (55) |
| If the NOAA Coast Pilot was kept up to date on-line I would download it rather than purchase a copy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | (56) |
| I would use the on-line version if the US Coast Guard accepted digital versions of the NOAA Coast Pilot as official | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | (57) |
| The NOAA Coast Pilot is the official NOAA product compared to commercial cruising guides | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | (58) |
| I find the NOAA Coast Pilot too big to use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | (59) |
| I would prefer that the larger Coast Pilots be broken into two volumes even if I have to pay more for my region | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | (60) |
| People often confuse the NOAA Coast Pilot and commercial publisher's cruising guides | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | (61) |

Q.17 The US Coast Guard is rewriting the chart carriage regulations to mandate the use of Electronic charts for vessels over 300 tons and certain smaller vessels. If this applies to you please tell us which of the following NOAA charts you prefer? **CHECK ONE ONLY**

| | | | |
|--|--------------------------|--------|--|
| I prefer NOAA raster charts (scanned images of paper charts) | <input type="checkbox"/> | 1 (62) | |
| I prefer NOAA vector charts (Electronic Navigational Charts, data that can be queried allowing for a customized display that only shows information critical to safe navigation) | <input type="checkbox"/> | 2 | |
| I have no preference | <input type="checkbox"/> | 3 | |
| This does not apply to me | <input type="checkbox"/> | 4 | |

NOW SOME OTHER INFORMATION TO HELP US TO DECIDE ON COMMUNICATIONS

| Q.18 Which of the following marine publications have you read or looked at in the last 12 months? CHECK ALL THAT APPLY | | | |
|---|--------------------------|--------|--|
| Boating | <input type="checkbox"/> | 1 (63) | |
| Cruising World | <input type="checkbox"/> | 2 | |
| Fairplay, The International Shipping Weekly | <input type="checkbox"/> | 3 | |
| Maritime Reporter and Engineering News | <input type="checkbox"/> | 4 | |
| Sailing World | <input type="checkbox"/> | 5 | |
| Motorboating | <input type="checkbox"/> | 6 | |
| National Fisherman | <input type="checkbox"/> | 7 | |
| Ocean Navigator | <input type="checkbox"/> | 8 | |
| Ocean Voyager | <input type="checkbox"/> | 9 | |
| Pacific Maritime | <input type="checkbox"/> | 0 | |
| Powerboat | <input type="checkbox"/> | X | |
| Power and Motoryacht | <input type="checkbox"/> | Y | |
| Professional Mariner | <input type="checkbox"/> | 1 (64) | |
| Safety at Sea International/Marine Safety International | <input type="checkbox"/> | 2 | |
| Sail | <input type="checkbox"/> | 3 | |
| Sailing World | <input type="checkbox"/> | 4 | |
| Boating World | <input type="checkbox"/> | 5 | |
| Soundings | <input type="checkbox"/> | 6 | |
| Workboat | <input type="checkbox"/> | 7 | |
| Yachting | <input type="checkbox"/> | 8 | |
| BoatUS | <input type="checkbox"/> | 9 | |
| Boating Life | <input type="checkbox"/> | 0 | |
| Offshore | <input type="checkbox"/> | x | |

Q.19. How long have you been a professional, commercial or recreational mariner?

CHECK ONE AS APPROPRIATE

| YEARS | Professional | Commercial | Recreational | | |
|-------------------|--------------------------|--------------------------|--------------------------|---------------|--|
| Less than 2 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1 - 3 (65) | |
| 2 to 5 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4 - 6 | |
| 6 to 10 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7 - 9 | |
| 11 to 15 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 0 - Y | |
| 16 to 20 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1 - 3 (66) | |
| 21 to 25 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4 - 6 | |
| Over 25 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7 - 9 | |

Q.20 What is your primary use of NOAA products or services?

CHECK ONE ONLY

| | | | |
|-------------------------|--------------------------|--------|--|
| Commercial Navigation | <input type="checkbox"/> | 1 (67) | |
| Recreational Navigation | <input type="checkbox"/> | 2 | |
| Scientific Research | <input type="checkbox"/> | 3 | |
| Educational studies | <input type="checkbox"/> | 4 | |
| Reference/Library use | <input type="checkbox"/> | 5 | |
| Legal use | <input type="checkbox"/> | 6 | |
| General information | <input type="checkbox"/> | 7 | |

Q.21 Which type of vessel do you operate, work on or sail? CHECK ONE ONLY

| | | | |
|---|--------------------------|--------|--|
| Powerboat | <input type="checkbox"/> | 1 (68) | |
| Sail Boat | <input type="checkbox"/> | 2 | |
| Fishing Boat | <input type="checkbox"/> | 3 | |
| Container Ship | <input type="checkbox"/> | 4 | |
| General Cargo Ship | <input type="checkbox"/> | 5 | |
| Tanker | <input type="checkbox"/> | 6 | |
| Bulk Carrier | <input type="checkbox"/> | 7 | |
| Passenger Vessel (Passenger or Cruise ship) | <input type="checkbox"/> | 8 | |
| Tug Boat | <input type="checkbox"/> | 9 | |
| Crewboat | <input type="checkbox"/> | 0 | |
| Naval or Coast Guard Vessel | <input type="checkbox"/> | X | |
| Not applicable to my use of Charts | <input type="checkbox"/> | Y | |



PLEASE PROVIDE THE FOLLOWING INFORMATION TO ASSIST US WITH CLASSIFYING THE SURVEY

Your name:.....

Your Job Title:.....

Your Organisation:.....

Your Address:.....
.....
.....

Tel: (...) - - Fax:()- -

E-Mail:.....

AND TO CLOSE WE WOULD APRECIATE IT IF YOU COULD GIVE US THE FOLLOWING INFORMATION:

Are you interested in taking part in future research completed by NOAA?

Yes 1(68)
No 2

Are you interested in receiving a Summary of the Research?

Yes 1(69)
No 2

Space to (80)

THANK YOU TAKING PART IN THIS SURVEY

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