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

| Q.2. And which of these active of NOAA have you bough 12 months? CHECK ALL THAT AP | nt/used i | |
|---|-----------|--------|
| Paper Charts | | 1(11) |
| Electronic Navigational Charts | | 2 |
| Raster Nautical Charts | | 3 |
| Print on Demand | | 4 |
| Nautical Chart Users Guide | | 5 |
| Co-operative Charting | | 6 |
| Pocket Charts | | 7 |
| Historical Charts | | 8 |
| Coast Pilot | | 9 |
| Coastal Map and Vector Shoreline | | 0 |
| ENC Direct | | Х |
| National Survey Plan | | Υ |
| Bathy/Topo/Shoreline | | 1 (12) |
| Now COAST | | 2 |
| Tides and Currents | | 3 |
| Physical Oceanographic Real Time System (PORTS) | | 4 |
| On-line catalog | | 5 |
| On-line notice to mariners Chart update | | 6 |
| None | | 7 |

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

Q.4. Have you had any of the following contact with NOAA in the last 12 months?

CHECK ALL THAT APPLY

Q.3 How satisfied are you with the services provided by NOAA?

CHECK ONE ONLY

| Very satisfied | | 1(1 3) | | Bought a agent | product from a N | OAA sales | | 1(14) |
|--|--------|-------------|--------|---|--------------------|---------------|--|-------|
| Satisfied | | 2 | | Called/emailed NOAA customer services for information | | | | 2 |
| Neither satisfied nor Unsatisfied | | 3 | | Called NC informatio | DAA distribution s | ervice for | | 3 |
| Unsatisfied | | 4 | | Placed an | order from an or | nline catalog | | 4 |
| Very unsatisfied | | 5 | | Received Manager | a visit from a NC | AA Navigation | | 5 |
| Q.5 How did you find out about NOAA pro and services? CHECK ALL THAT APPLY | oducts | | | Called NC informatio | | fices for | | 6 |
| | | 1(1 | | Download | led an ENC | | | 7 |
| Recommendation | | 5) | | Visited the | e NOAA Website | | | 8 |
| Via a NOAA mailing | | 2 | | None of th | nese | | | 9 |
| Via the NOAA Website | | 3 | | | | | | |
| Via a Chart Agent | | 4 | | | | | | |
| From NOAA advertising | | 5 | | | | | | |
| From a Trade Show | | 6 | | | | | | |
| From Professional Training | | 7 | | | | | | |
| | | | _ | | | | | |
| Q.6 Please list any marine organization WRITE IN UP TO 6 ORGANIZATIO | | are affilia | ated w | ith: | | | | |
| | | | | | | 1 (16) | | |
| | | | | | | 2 | | |
| | | | | | | 3 | | |
| | | | | | | 4 | | |
| | | | | | | 5 | | |
| | | | | | | 6 | | |

Q.7. Please look at each of the NOAA services listed below and rate each for how satisfied you have been with the services provided? CHECK ONE FOR EACH

| CHECK ONE FOR EACH SERVICE | VERY SATISFIED | SATISFIED | NEITHER SATISFIED NOR UNSATISFIED | UNSATISFIED | VERY UNSATISFIED | NO OPINION /NOT APPLICABLE | |
|--|-------------------|-----------|--|-------------|---------------------|----------------------------------|------|
| Quality of products | | | | | | | (17) |
| Quality of services | | | | | | | (18) |
| Timeliness of response to requests | | | | | | | (19) |
| Cost of the products | | | | | | | (20) |
| Helpfulness of NOAA staff who dealt with you prior and/or after sale | | | | | | | (21) |
| Knowledge of the staff in dealing with your needs | | | | | | | (22) |
| Clarity and accuracy of responses from NOAA staff to your questions | | | | | | | (23) |
| Ease in reaching correct NOAA office to deal with your request | | | | | | | (24) |
| The format of the NOAA data received | | | | | | | (25) |
| The documentation of the data received | | | | | | | (26) |
| The description of NOAA products and data in catalogs and the Website | | | | | | | (27) |
| Overall satisfaction with the services provided | | | | | | | (28) |
| Overall satisfaction compared with products and services obtained from the Private sector | | | | | | | (29) |
| Overall satisfaction compared with products and services from other US Federal Government Agencies | | | | | | | (30) |
| Overall satisfaction compared with products and services from foreign chart publishers | | | | | | | (31) |

Q.8. Some of NOAA's users have made suggestions to us in this research as to how NOAA can improve its products and services in the future. Looking at the statements below please indicate for each whether you agree or disagree.

| CHECK ONE FOR EACH SERVICE | AGREE STRONGLY | AGREE | NEITHER AGREE NOR DISAGREE | DISAGREE | DISAGREE STRONGLY | NO OPINION /NOT APPLICABLE | 0 |
|---|-------------------|-------|----------------------------------|----------|----------------------|----------------------------------|------|
| NOAA's products and services have improved over the last 3 years | | | | | | | (32) |
| NOAA should carry out more surveys in Ports and Harbors | | | | | | | (33) |
| NOAA should carry out more surveys in near coast waters | | | | | | | (34) |
| NOAA should carry out more surveys along US coastlines | | | | | | | (35) |
| NOAA should carry out more surveys of sailing routes along US coastlines | | | | | | | (36) |
| NOAA should provide more up to date information in the Coast Pilot | | | | | | | (37) |
| There should more photographs of Harbor entrances in Coast Pilot | | | | | | | (38) |
| There should be some free Charts available on the NOAA Website | | | | | | | (39) |
| I tend to buy and use NOAA Charts for safety reasons | | | | | | | (40) |
| I tend to buy Charts published by Commercial Publishers for additional use for navigation | | | | | | | (41) |
| I tend to feel secure using NOAA products and services | | | | | | | (42) |
| I tend to feel secure using Charts published by Commercial Publishers | | | | | | | (43) |

| Q.9 With the many product choices available, why do you select a chanother? CHECK ALL THAT APPLY | art pro | oduced by | one chart maker over |
|---|---------|------------|----------------------|
| The content/information on the chart | | | 1 (44) |
| The price of the chart | | | 2 |
| The chart coverage area | | | 3 |
| The chart publisher | | | 4 |
| The suite of charts available from the publisher | | | 5 |
| The size of the chart | | | 6 |
| The way the material is presented on the chart | | | 7 |
| I prefer the chart I was trained on at maritime school/chart class | | | 8 |
| The most up to date chart | | | 9 |
| Q.10 Why would you choose a commercial publisher's cruising guide CHECK ALL THAT APPLY | instea | | |
| The content/information in the publication | | | 1 (45) |
| The price of the publication | | | 2 |
| The publication's coverage | | | 3 |
| The publication's publisher | | | 4 |
| The suite of publications available from the publisher | | | 5 |
| The size of the publication | | | 6 |
| I do not need official information from NOAA | | | 7 |
| I use the NOAA Coast Pilot | | | 8 |
| Q.11 Which of the following are closest to your experience regarding CHECK ALL THAT APPLY | Electro | onic Naviç | gational Charts? |
| They are better than paper charts | | | 1 (46) |
| The additional information makes them more difficult to use | | | 2 |
| The additional information makes them easier to use | | | 3 |
| I would pay for the Electronic Navigational Charts and updates | | | 4 |
| I would prefer to get the Electronic Navigational Charts for free online without service included (what kind of service?) | | | 5 |
| Electronic charting software is difficult to use | | | 6 |
| I need to learn more about how to use Electronic Navigational Charts | | | 7 |
| Q.12 Do you supplement NOAA charts (paper or electronic) with com CHECK ONE ONLY | nmerci | al charts? | |
| Yes always | | | 1 (47) |
| Yes sometimes | | | 2 |
| No – not at all | | | 3 |

| IF YES AT Q.12 ANSWER Q.13 IF NO AT Q.12 GO TO Q14. Q.13 What are your reasons for purchasing non NOAA published cha | arts? CHECK ALL | . THAT APP | LY |
|--|-----------------|------------|----|
| The content/information on the chart | | 1 (47) | |
| The price of the chart | | 2 | |
| The chart coverage | | 3 | |
| The chart publisher | | 4 | |
| The suite of charts available from the publisher | | 5 | |
| The size of the chart | | 6 | |
| The way the material is presented on the chart | | 7 | |
| I prefer the chart I was trained on at maritime school/charting class | | 8 | |
| The most up to date chart | | 9 | |
| A book of charts is more value for money | | 0 | |
| The chart is readily available | | Х | |
| Q.14 Which of the following NOAA charts do you prefer? CHECK O | NE ONLY | | |
| NOAA paper charts | | 1 (48) | |
| NOAA raster charts | | 2 | |
| NOAA Print on Demand charts | | 3 | |
| NOAA Electronic Navigational Charts | | 4 | |

Q.15 In 2002 the Hydrographic Improvement Services Act directed NOAA to certify commercial products. Certifying a product does not mean its content is verified by NOAA, only the product meets NOAA adopted standards. 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 | |
|---|-------------------|-------|----------------------------------|----------|----------------------|----------------------------------|------|
| The NOAA brand is well known | | | | | | | (49) |
| The NOAA brand differentiates the quality of commercial products | | | | | | | (50) |
| It is important that the NOAA brand is identified on a certified product | | | | | | | (51) |
| The NOAA brand provides reassurance without product guarantees | | | | | | | (52) |
| The quality of commercial products is not as good as the quality of NOAA products | | | | | | | (53) |

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 | | | | | | | (54) |
| I only download the pdf version of the NOAA Coast Pilot from the Internet | | | | | | | (55) |
| If the NOAA Coast Pilot was kept up to date on- line I would download it rather than purchase a copy | | | | | | | (56) |
| I would use the on-line version if the US Coast Guard accepted digital versions of the NOAA Coast Pilot as official | | | | | | | (57) |
| The NOAA Coast Pilot is the official NOAA product compared to commercial cruising guides | | | | | | | (58) |
| I find the NOAA Coast Pilot too big to use | | | | | | | (59) |
| I would prefer that the larger Coast Pilots be broken into two volumes even if I have to pay more for my region | | | | | | | (60) |
| People often confuse the NOAA Coast Pilot and commercial publisher's cruising guides | | | | | | | (61) |
| | | | | | | | |
| Q.17 The US Coast Gua charts for vessels of following NOAA cha | ver 300 tons ar | nd certain s | smaller vessels. | | | | |
| I prefer NOAA raster charts (scanned images of paper charts) | | | | | 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) | | | | | 2 | | |
| I have no preference | | | 3 | | | | |
| This does not apply to me | | | 4 | | | | |

NOW SOME OTHER INFORMATION TO HELP US TO DECIDE ON COMMUNICATIONS

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

| CHECK ONE AS APPROPRI YEARS | Professional | Commercial | Recreationa | al I | |
|---|-----------------|------------------------|-------------|----------------|--|
| ILANG | | | | 1 - 3 | |
| Less than 2 years | | | | (65) | |
| 2 to 5 years | | | | 4 – 6 | |
| 6 to 10 years | | | | 7 – 9 | |
| 11 to 15 years | | | | 0 – Y | |
| 16 to 20 years | | | | 1 – 3 (66) | |
| 21 to 25 years | | | | 4 – 6 | |
| Over 25 years | | | | 7 – 9 | |
| Q.20 What is your primary use of CHECK ONE ONLY | NOAA products | or services? | | | |
| Commercial Navigation | | | | 1 (67) | |
| Recreational Navigation | | | | 2 | |
| Scientific Research | | | | 3 | |
| Educational studies | | | | 4 | |
| Reference/Library use | | | | 5 | |
| Legal use | | | | 6 | |
| General information | | | | 7 | |
| Q.21 Which type of vessel do your | u operate, work | on or sail? <u>CHE</u> | ECK ONE ONL | <u>.Y</u> | |
| Sail Boat | | | | 2 | |
| Fishing Boat | | | | 3 | |
| Container Ship | | | | 4 | |
| General Cargo Ship | | | | 5 | |
| Tanker | | | 6 | | |
| Bulk Carrier | | | 7 | | |
| Passenger Vessel (Passenger or C | | | 8 | | |
| Tug Boat | | | 9 | | |
| Crewboat | | | 0 | | |
| Naval or Coast Guard Vessel | | | X | | |
| Not applicable to my use of Charts | | | Υ | | |



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

| Your | name: | |
|-----------|----------|---|
| Your | Job Titl | e: |
| Your (| Organis | sation: |
| Your A | Addres | S: |
| | | |
| • | • | - Fax:() |
| A | ND TO | CLOSE WE WOULD APRECIATE IT IF YOU COULD GIVE US THE FOLLOWING INFORMATION: |
| Are yo | u intere | sted in taking part in future research completed by NOAA? |
| Yes No | _ _ | 1(68) 2 |
| Are yo | u intere | sted in receiving a Summary of the Research? |
| Yes No | _ _ | 1(69) 2 |
| Space | to (80) | |
| | | THANK YOU TAKING PART IN THIS SURVEY |
| OMB # | ‡ 0648 - | 0342 |

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