



## 2010 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 fulfill the mission of NOAA.

**THIS QUESTIONNAIRE IS EASY TO COMPLETE AND WILL ONLY TAKE 10 MINUTES OF YOUR TIME.**

**This version confirms the changes - they are all shown in Red – this will form the briefing document for the SurveyShop team to revise the online version of the questionnaire**

**Q.1. Which products and services of NOAA are you aware of? CHECK ALL THAT APPLY**

- Traditional full size Paper Charts
- Electronic Navigational Charts (ENC)
- Raster Navigational Charts
- Print on Demand Paper Charts
- Chart No. 1
- Co-operative Charting
- PocketCharts
- BookletChart™ (on Website)
- Historical Charts
- Coast Pilot
- ENC Direct to GIS
- nowCOAST
- Tides and Currents
- Physical Oceanographic Real Time System (PORTS)
- On-line Chart catalog
- On-line notice to mariners chart update
- On-line Chart Viewer
- None of these

**Q.2. And which of these activities and services of NOAA have you bought and/or used in the last 12 months? CHECK ALL THAT APPLY**

- Traditional full size Paper Charts
- Electronic Navigational Charts (ENC)
- Raster Navigational Charts
- Print on Demand Paper Charts
- Chart No. 1
- Co-operative Charting
- PocketCharts
- BookletChart™ (on Website)
- Historical Charts
- Coast Pilot
- ENC Direct to GIS
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- Tides and Currents
- Physical Oceanographic Real Time System (PORTS)
- On-line Chart catalog
- On-line notice to mariners chart update
- On-line Chart Viewer
- None of these

**Q.3 How satisfied are you with the services provided by NOAA? CHECK ONE ONLY**

- Very satisfied
- Satisfied
- Neither satisfied nor unsatisfied
- Unsatisfied
- Very unsatisfied

**Q.4.** How likely is it that you would recommend a NOAA chart to another mariner to use? **CHECK ONE ONLY**

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely

**Q.5.** 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 in the US
- Bought a product from a NOAA sales agent outside the US
- Called/emailed NOAA customer services for information
- Called NOAA distribution service for information
- Placed an order from an online catalog
- Called NOAA Business Offices for information
- Downloaded an ENC
- Visited the NOAA Website
- Submitted an inquiry or comment via the NOAA website
- None of these

**Q.6** How did you find out about NOAA products and services? **CHECK ALL THAT APPLY**

- Recommendation from another mariner
- Via a NOAA mailing
- Via the NOAA Website
- Via a chart agent
- From NOAA advertising
- From a Trade Show
- From Professional Training
- From another organization's website
- From a Blog
- From a magazine article or advertisement
- Coast Guard Auxiliary charting class
- Power Squadron charting class

**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**

**Grid: Very Satisfied, Satisfied, Neither satisfied nor unsatisfied, Unsatisfied, Very unsatisfied, No opinion**

- Quality of products
- Quality of services
- Timeliness of response to requests
- Cost of the products
- Helpfulness of NOAA staff who dealt with you prior and/or after sale
- Knowledge of the staff in dealing with your needs
- Clarity and accuracy of responses from NOAA staff to your questions
- Ease in reaching correct NOAA office to deal with your request
- The format of the NOAA data received
- The description of NOAA products and data in Catalogs and the Website
- Overall satisfaction with the products and services provided compared with your needs and expectations
- Overall satisfaction compared with products and services obtained from a Commercial publisher
- Overall satisfaction compared with products and services from other US Federal Government Agencies
- Overall satisfaction compared with products and services from foreign chart publishers

**Q.8.** In previous surveys, NOAA users have made suggestions 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 USING THE GRID BELOW**

**Grid: Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, No Opinion**

NOAA's products and services have improved over the last 3 years  
NOAA should carry out more surveys in Ports and Harbors  
NOAA should carry out more surveys in near coast waters  
NOAA should carry out more surveys along US coastlines  
NOAA should carry out more surveys of sailing routes along US coastlines  
NOAA Should produce all charts in metric  
I tend to buy Charts published by Commercial Publishers for additional use for navigation  
I tend to feel secure using NOAA products and services  
I tend to feel secure using charts published by Commercial Publishers  
There should be an increase in chart editions  
There should be an increase in ENC coverage  
There should be more specialty or customized products.

**Q.9** Which of the following are closest to your experience regarding Electronic Navigational Charts (ENCs) and Raster Navigational Charts?

**CHECK ALL THAT APPLY**

Grid: ENC's Raster Charts

They are better than paper charts  
The additional functionality makes them more difficult to use  
The additional functionality makes them more useful  
I would pay for the Electronic Navigational Charts/Raster Navigational Charts and updates  
I prefer to get the Electronic Navigational Charts for free online without service included  
I need to learn more about how to use Electronic Navigational Charts/Raster Navigational Charts  
Electronic Navigational Charts/Raster Navigational Charts have more information if you click on features.

**Q.10** Do you supplement NOAA charts (paper or electronic) with commercially published charts?

Yes always  
Yes sometimes  
No not at all

**Q.12** IF YOU CHECKED 'YES ALWAYS OR SOMETIMES' AT Q.10 GO TO Q.11. IF YOU CHECKED 'NO' AT Q.10 GO TO

**Q.11** What are your reasons for purchasing non-NOAA published charts – that is charts published by other Governments or Commercial publishers? **CHECK ALL THAT APPLY**

The content/information on or with the chart  
The price of the chart  
The chart coverage area (no NOAA chart available)  
The chart publisher  
The suite of charts available from the publisher  
The size of the chart  
The way the material is presented on the chart  
I prefer the chart I was trained on at maritime school, chart class and/or sailing school  
The most up to date chart  
A book of charts is more value for money  
The chart is more readily available

**Q.12** Which of the following NOAA charts do you prefer? **CHECK ONE ONLY**

NOAA traditional full size paper charts  
NOAA raster navigational charts  
NOAA print on demand paper charts  
NOAA electronic navigational charts (ENC)  
NOAA PocketCharts  
NOAA BookletCharts™  
NOAA on-line Chart Viewer

**Q.13** Have you ever looked at and downloaded a nautical chart from the NOAA Website?

Yes looked at and not downloaded  
Yes looked at and downloaded  
No  
Cannot remember

**Q.14** Below are some statements about NOAA and its services and support for recreational mariners. Please answer each one by indicating whether you agree or disagree by checking the appropriate boxes.

Grid: Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, No Opinion

NOAA's products and service tend to help commercial mariners more than recreational mariners  
Over the last five years NOAA has not provided as much support for recreational mariners as it does for commercial mariners  
NOAA supports recreational mariners with its products and services as much as it does commercial mariners  
NOAA could provide more charts designed for the recreational mariner  
If NOAA provided more charts and other products for recreational mariners I would buy less charts from private publishers and cruising guides.  
In the past three years I have used more NOAA charts as they have become more available via the NOAA website

**Q.15** Would you say that you are sailing more, the same or less **in US waters** than you were....  
1 year ago, 3 years ago and 5 years ago? **CHECK ONE FOR EACH YEAR**

**Grid: More, Less, Same**

One year ago  
Three years ago  
Five years ago

**Q.16** Would you say that you are sailing more, the same or less **in International waters** than you were....  
1 year ago, 3 years ago and 5 years ago? **CHECK ONE FOR EACH YEAR**

**Grid: More, Less, Same**

One year ago  
Three years ago  
Five years ago  
I don't sail in International waters

**Q.17** Which of these would you prefer for nautical publication (Coast Pilot) information?

As a digital stand alone application  
As a paper book format  
On line or print on demand  
None of the above  
I do not use nautical publication information

**Q.18** Below there are some statements which chart users have made about their use of charts. Please answer each one by indicating whether you agree or disagree by checking the appropriate boxes.

**Grid: Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, No Opinion**

The current economic climate means that I am making less trips than last year  
The current economic climate means that I will sail less in future, but still buy as many charts as last year  
The current economic climate means that I will sail less and also buy fewer charts than last year  
I find it difficult to buy paper NOAA charts in the waters I sail in  
I find it difficult to buy paper NOAA charts when I am sailing in non-US waters  
In the last 12 months I have not changed the routes/or places I sail to, so it has been sufficient for me to update the Charts I bought last year/two years ago  
I would buy paper charts direct from NOAA if I got a better discount as other publishers' charts are cheaper  
I tend to rely on an electronic chart and paper chart updates, rather than buying new paper charts  
I tend to update my paper charts until they are difficult to read and then I buy a new paper chart  
As a result of the current economic climate I am more likely to download a free chart from the NOAA or another website  
I am buying fewer paper charts than in the past as I now download free charts on-line.

**Q.19** A significant number of recreational boaters do not use nautical charts or Coast Pilots. Thinking about your recreational boating and that of people you know, what do you think are the main reasons for this?

**PLEASE WRITE IN THE REASONS**

**Q.20** Mariners in other surveys provided the following reasons why recreational boaters might not use charts, Please answer each one by indicating whether you agree or disagree by checking the appropriate boxes.

**Grid:** Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, No Opinion

Chart content is not helpful  
Information is outdated  
The scale of chart is not well suited for a recreational boater's use  
Size is inconvenient  
The chart has the wrong physical properties (layout, waterproof, small printing...)  
Cost of the chart  
The appropriate chart is not available  
I do not know where to get charts  
I am not convinced of any benefit from using charts  
I do not need a chart as I stay in a small well known area  
Just never started using them.

**Q.21** In the areas that you boat, do you have a reliable Internet service? 'Reliable' means that if NOAA provided navigation services in real-time over the Internet, that your reception of those services would be useful and safe?

Yes it is reliable  
No it is not reliable  
Do not know

**Q.22** In the areas that you boat, do you have a reliable cell phone service? 'Reliable' means that if NOAA provided navigation services in real-time by cell phone, that your reception of those services would be useful and safe?

Yes it is reliable  
No it is not reliable  
Do not know

**Q.23a** Have you ever had or observed a boating accident and/or incident when sailing in a recreational vessel?

I have had a boating accident and/or incident  
I have observed a boating accident and/or incident,  
I have not had a boating accident and/or incident

**IF NOT HAD A BOATING ACCIDENT AND/OR INCIDENT GO TO Q.24. ALL OTHERS ANSWER Q.23B**

**Q.23b** Which of the following is closest to the situation that related to this accident and/or incident? Check all that apply

The boating accident could have been prevented or made less severe if a nautical chart had been used  
The boating accident could not have been prevented or made less severe if a nautical chart had been used  
I do not know if the boating accident could have been prevented or made less severe if a nautical chart had been used  
The accident and/or incident was entirely human error and had nothing to do with having a nautical chart or not  
The boating accident could have been prevented if the information on the nautical chart was more accurate

**Q.24** Below are some statements about the NOAA website, [www.nauticalcharts.noaa.gov](http://www.nauticalcharts.noaa.gov). Please answer each one by indicating whether you agree or disagree by checking the appropriate boxes.

**Grid:** Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, No Opinion

The information on the website gives me everything I need to know about charts  
The website is easy to navigate  
The Chart Downloader is easy to use  
The website has useful information for recreational mariners  
I don't use the web

**Q.25**  
last

**Which of the following Marine magazines, Journals and TV shows have you read, looked at or seen in the 12 months?**

**Boating**  
**Professional Mariner**  
**Cruising World**  
**Yachting**  
**Ocean Navigator**  
**Motorboating**  
**Powerboat**  
**Sail**  
**Power and Motor Yacht**  
**Ocean Voyager**  
**Safety at Sea International**  
**Sailing World**  
**Fairplay**  
**Boat US**  
**Boating Life**  
**Ship Shape TV**

**Q.26.** How long have you been a professional, commercial or recreational mariner?  
**CHECK ONE AS APPROPRIATE YEARS**

**Grid: Professional, Commercial, Recreational**

Less than 2 years  
2 to 5 years  
6 to 10 years  
11 to 15 years  
16 to 20 years  
21 to 25 years  
Over 25 years

**Q.27** What is your primary use of NOAA products or services? **CHECK ONE ONLY**

Commercial Navigation  
Recreational Navigation  
Scientific Research  
Educational studies  
Reference/Library use  
Legal use  
General information  
Coastal zone or other management uses

**Q.28** Which type of vessel do you operate, work on or sail? **CHECK ONE ONLY**

Powerboat (Recreational)  
Sail Boat (Recreational)  
Fishing Boat  
Small recreational vessel e.g. Kayak  
Not applicable to my use of charts

**Q.29** What type of Recreational Boat do you own?

Sail  
Cruiser  
Fishing  
Runabout  
Personal water craft  
Houseboat  
Small recreational vessel e.g. Kayak  
Do not own

**Q.30** What is your prime use for a Recreational Boat?

Sailing  
Cruising  
Regatta  
Fishing

Skiing  
Scuba  
Entertaining  
Kayaking/Canoeing  
Personal use and charter  
Other (Write in)

**Q.31** When did you purchase your Recreational Boat?

Within the last year  
Within the last five years  
Within the last 10 years  
More than 10 years ago  
Do not own a recreational boat

**Q.32** Please indicate if you belong to any of the following organizations:

United States Power Squadron  
United States Coast Guard Auxiliary  
US Sailing  
B.A.S.S  
Local Yacht club/Fishing Club  
Other Boating Fishing organization  
BoatUS

**Q.33** Where do you primarily Boat?

Atlantic Ocean Bays and Tributaries  
Pacific Ocean Bays and Tributaries  
Florida  
Gulf of Mexico  
Chesapeake Bay and Tributaries  
Puget Sound  
Great Lakes  
Inland Freshwater Rivers and Lakes  
Canada  
The Bahamas  
Mexico  
Pacific Ocean  
Alaska  
Other international waters  
Other (Write in)

**Q.34** Please indicate in which age group you fall:

Under 25  
25-29  
30-39  
40-49  
50-59  
60 – 69  
70 or above

**Q.35** Are you interested in taking part in future research completed by NOAA?

Yes  
No

**Q.36** Are you interested in receiving a Summary of the Research?

Yes  
No

**PLEASE PROVIDE THE FOLLOWING INFORMATION TO ASSIST US WITH CLASSIFYING THE SURVEY INTO A STATISTICAL ANALYSIS**

**(This section is optional so you can complete the survey without giving NOAA this information)**

**Your name:**.....

**Your Job Title:**.....

**Your Organisation:**.....

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

.....

**Tel:** ( )                      **Fax:**( ) -

**E-Mail:**.....



**THANK YOU FOR GIVING US THIS INFORMATION IN THE SURVEY**

OMB Control No.0648 – 0342 **Expires 12/31/2011**

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