

## USCG Customer Satisfaction Survey of Vessel Traffic Services

Thank you for taking the time to complete this survey. Your views are very important to the U.S. Coast Guard and we appreciate your willingness to share them with us. Please complete a separate survey for each VTS for which you are familiar.

### Background

A. NAME OF VTS PORT:	<input type="text"/>	***
B. POSITION, TITLE OR LICENSE:	<input type="text"/>	
C. TOTAL YEARS EXPERIENCE:	<input type="text" value="1"/>	
D. YEARS OF EXPERIENCE OPERATING IN THIS PORT:	<input type="text" value="1"/>	
E. TYPE OF VESSEL WHERE YOU SPEND MOST OF YOUR TIME INTERACTING WITH VTS:	<input type="text"/>	
F. Please describe here if your experience with this VTS was not primarily during vessel operations.	<input type="text"/>	

## Assessment

<b>Acquiring information</b>	
1. Who provides vessel traffic information in the port? Mark all that apply.	<div style="border: 1px solid black; padding: 2px;"><input type="checkbox"/> Coast Guard VTS <input type="checkbox"/> Harbor Master <input type="checkbox"/> Marine Exchange <input type="checkbox"/> Non CG VTIS <input type="checkbox"/> N/A <input type="checkbox"/> Other</div> <p><i>press ctrl-alt + click to select multiple</i></p>
2. The VTS provides information not readily available or easily accessible elsewhere.	<input type="checkbox"/>
<b>Responsiveness</b>	
3. The VTS Acknowledges my check-in reports and calls within 3-5 seconds.	<input type="checkbox"/>
4. Responds to my traffic safety information requests within 10-15 seconds.	<input type="checkbox"/>
<b>Timeliness</b>	
5. Information is provided when or before I need it.	<input type="checkbox"/>
<b>Accuracy</b>	
6. The information that I receive from the VTS is a true representation of the traffic situation.	<input type="checkbox"/> Comments: <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
7. I feel comfortable making decisions based on information received from the VTS.	<input type="checkbox"/> Reasons for discomfort: <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<b>Relevance</b>	
8. VTS provides the information relevant to my decision making process.	<input type="checkbox"/>
9. Monitoring VTS frequencies is a vital part of my decision making process.	<input type="checkbox"/>
<b>Communications</b>	
10. The amount of radio traffic on mandated frequencies makes my job...	<input type="checkbox"/>
10.a Communications from the VTS are consistently strong, clear and easily understood and don't require repeated advisory broadcasts.	<input type="checkbox"/>
Note: This question may help to determine if there are blind spots, or problems with radio transceiver equipment. Please provide any area	
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>	

11.	VTS channels are available within 5 seconds for communications.	<input type="text"/>
<b>Check-in points and area</b>		
12.	VTS check-in locations do not conflict with safe navigation.	<input type="text"/>
13.	The number of required check-in points are:	<input type="text"/>
14.	The VTS area should be expanded to cover additional areas in this port.	<input type="text"/>
<b>VTS Control Issues</b>		
15.	The VTS exercises ( <i>provide</i> ) control over movement of traffic.	<input type="text"/>
16.	The VTS prioritizes and responds to vessel requests in appropriate order.	<input type="text"/>
17.	When VTS observes violations they notify me and give me an opportunity to correct the situation prior to taking enforcement action.	<input type="text"/>
18.	VTS recommendations and directions are appropriate for the situation.	<input type="text"/>
<b>VTS Staff Skills</b>		
19.	Watchstander communications are clear, concise and professional.	<input type="text"/>
20.	The VTS staff exhibits a professional knowledge of local waterway issues/port operations.	<input type="text"/>
21.	The VTS staff exhibits a professional knowledge of local geography and port facilities.	<input type="text"/>
		Specific staff skill comments: <input type="text"/>
<b>General</b>		
22.	The port needs other traffic management tools in addition to VTS to enhance navigation safety.	<input type="radio"/> Agree <input type="radio"/> No
23.	The VTS provides me the opportunity to make suggestions with respect to planning and VTS operational procedures.	<input type="text"/>
24.	Mutual benefit is gained when the VTS staff and I observe each other's work (i.e., ship rides, pilot visits, open houses)	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
25.	Technology/advanced navigation systems such as DGPS, AIS, ECS, etc. have mitigated the need for VTS in this port.	<input type="radio"/> Yes <input type="radio"/> No
26.	Are there other port areas or waterways you are familiar with that could benefit from a VTS? ( <i>Please provide names, locations</i> )	<input type="radio"/> Yes <input type="radio"/> No
27.	I would describe this port's safety record as:	<input type="text"/>
28.	The VTS contribution to port safety is:	<input type="text"/>
29.	How has AIS affected radio traffic?	
	To/From the VTS	<input type="radio"/> Increased <input type="radio"/> No Change <input type="radio"/> Decreased
	Between Vessels	<input type="radio"/> Increased <input type="radio"/> No Change <input type="radio"/> Decreased

30. Are you providing additional supporting or amplifying information (charts lets, diagrams, illustrations)?  Yes  No
31. The VTS staff seems genuinely interested in listening to my opinions concerning VTS operations when riding vessels with me and during my visits to the VTS.  Yes  No  N/A
32. My suggestions and recommendations seem to have been considered when the VTS instituted new procedures or changed existing procedures.  Yes  No  N/A

Thank you for completing this survey. Please feel free to add comments below.

Optional contact information.

Name:  
Address:  
Email Address:  
Phone:  
Fax:

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The Coast Guard estimates that the average burden for this form is 20 minutes. You may submit any comments concerning the accuracy of this estimate or any suggesting for reducing the burden to: Office of Shore Forces Vessel Traffic Services, 2100 2<sup>nd</sup> Street S.W., Washington, D.C. 20593, or Department of Homeland Security Desk Officer, Officer of Management and Budget, Office of Information and Regulatory Affairs, Washington, D.C. 20593