

2012 Chart Users Questionnaire

(This questionnaire shows the core questions for the trend analysis. It does not show any special questions added in past questionnaires.)

Recruitment Question

R. Which marine sector best describes your primary role? CHECK BOX THAT APPLIES TO YOU

Precedes: Commercial mariner (Port operators, Pilots, Commercial vessel operators, Federal/Military vessel operators, Commercial Fishing); Recreational mariner (Sail boat, Powerboats and other non-commercial boats and vessels)

Commercial Mariners Section

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

Precedes: Electronic Navigational Charts, Raster Nautical Charts, Print on Demand Charts, Nautical Chart Users Guide, Co-operative Charting, BookletCharts, Pocket Charts, Historical Charts, Coast Pilot, Coastal Map and Vector Shoreline, ENC Direct, National Survey Platform, Bathy/Topo/Shoreline, NowCOAST, Tides and Currents, Physical Oceanographic Real Time System (PORTS), On-line catalog, On-line notice to mariners Chart update, On-line Chart viewer, V-Datum, 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

Precedes: Electronic Navigational Charts, Raster Nautical Charts, Print on Demand Charts, Nautical Chart Users Guide, Co-operative Charting, BookletCharts, Pocket Charts, Historical Charts, Coast Pilot, Coastal Map and Vector Shoreline, ENC Direct, National Survey Platform, Bathy/Topo/Shoreline, NowCOAST, Tides and Currents, Physical Oceanographic Real Time System (PORTS), On-line catalog, On-line notice to mariners Chart update, On-line Chart viewer, V-Datum, None of these

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

Precedes: Very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied, very unsatisfied, do not know

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

Precodes: Very likely, likely, neither likely nor unlikely, unlikely, very unlikely, do not know

Q.5. 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

Precodes: 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 the sale, Knowledge of the staff in dealing with your needs, Clarity and accuracy of responses from NOAA staff to your questions, Ease of reaching correct NOAA office to deal with your request, The format of the

NOAA data received, The documentation of the data received, The description of NOAA products and data in Catalogs and the Website, Overall

satisfaction with the services provided, Overall satisfaction compared with products and services obtained from a commercial published, Overall satisfaction compared with products and services obtained from other US Federal Government Agencies, Overall satisfaction compared with products and services obtained from foreign chart publishers

Q.6. How long have you been a professional, commercial or recreational mariner? CHECK ONE AS APPROPRIATE YEARS

Precodes: 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.7. What is your primary use of NOAA products or services? CHECK ONE ONLY

Precodes: Commercial navigation, Scientific research, Regulatory compliance, Educational Studies, Reference/Library use, Legal use, General information

Q.8. Which types of vessel do you operate, work on or sail? CHECK ONE ONLY

Precodes: Container Ship, General Cargo Ship, Tanker, Bulk Carrier, Passenger Vessel (Passenger or Cruise ship), Tug Boat, Crewboat, Naval or Coast Guard Vessel, Fishing Boat, Powerboat, Sail Boat, Not applicable to my use of Charts

Q.9. Please indicate in which age group you fall:

Precodes: Under 25 years old, 25 – 29 years old, 30 – 39 years old, 40 – 49 years old, 50 – 59 years old, 60 -69 years old, 70 years or above

Q.10. Are you interested in taking part in future research completed by NOAA?

Precodes: Yes, No

Q.11. Are you interested in receiving a Summary of the Research?

Precodes: Yes, No

Recreational Mariners Section

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

Precodes: Electronic Navigational Charts, Raster Nautical Charts, Print on Demand Charts, Nautical Chart Users Guide, Co-operative Charting, BookletCharts, Pocket Charts, Historical Charts, Coast Pilot, Coastal Map and Vector Shoreline, ENC Direct, National Survey Platform, Bathy/Topo/Shoreline, NowCOAST, Tides and Currents, Physical Oceanographic Real Time System (PORTS), On-line catalog, On-line notice to mariners Chart update, On-line Chart viewer, V-Datum, 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

Precodes: Electronic Navigational Charts, Raster Nautical Charts, Print on Demand Charts, Nautical Chart Users Guide, Co-operative Charting, BookletCharts, Pocket Charts, Historical Charts, Coast Pilot, Coastal Map and Vector Shoreline, ENC Direct, National Survey Platform, Bathy/Topo/Shoreline, NowCOAST, Tides and Currents, Physical Oceanographic Real Time System (PORTS), On-line catalog, On-line notice to mariners Chart update, On-line Chart viewer, V-Datum, None of these

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

Precodes: Very satisfied, satisfied, neither satisfied nor unsatisfied, unsatisfied, very unsatisfied, do not know

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

Precodes: Very likely, likely, neither likely nor unlikely, unlikely, very unlikely, do not Know

Q.5. Have you had any of the following contact with NOAA in the last 12 months?

Precodes: Visited the NOAA Website, Downloaded an ENC®, Bought a product from a NOAA sales agent in the US, Placed an order from an online catalog, Submitted an inquiry or comment via the NOAA website, Called/emailed NOAA customer services for information, Called NOAA offices for information, Called NOAA distribution service for information, Bought a product from a NOAA sales agent outside the US, None of these

Q.6. How did you find out about NOAA products and services?

Precodes: Via the NOAA Website, From a magazine article of advertisement, Recommendation from another mariner, Power Squadron Charting Class, From another organization's website, Coast Guard Auxiliary Charting Class, From Professional Training, From a Trade Show, via a chart agent, From NOAA advertising, From a Blog, Via a NOAA mailing

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

Precodes: 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 the sale, Knowledge of the staff in dealing with your needs, Clarity and accuracy of responses from NOAA staff to your questions, Ease of reaching correct NOAA office to deal with your request, The format of the

NOAA data received, The documentation of the data received, The description of NOAA products and data in Catalogs and the Website, Overall

satisfaction with the services provided, Overall satisfaction compared with products and services obtained from a commercial published, Overall satisfaction compared with products and services obtained from other US Federal Government Agencies, Overall satisfaction compared with products and services obtained from foreign chart publishers

Q.8. Please look at each of the following and rate each for whether you agree or disagree with each of the statements

Grid: Agree Strongly, Agree, Neither agree nor disagree, Disagree, Disagree Strongly

Precodes: NOAA's products and services have improved over the last 3 years, The accuracy of surveys in Ports and Harbors is sufficient for my needs, The accuracy of surveys in coastal waters is sufficient for my needs, The accuracy of surveys along US shorelines is sufficient for my needs, 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's 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. Do you supplement NOAA Charts (Paper or Electronic) with commercially published charts?

Precodes: Yes always, Yes sometimes, Not at all

Q.10 What are your reasons for purchasing non-NOAA published charts – that is Charts published by other Governments and Commercial publishers?

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

Q.11 Which of the following charts do you prefer?

Precodes: NOAA BookletCharts™, NOAA Electronic Navigational Charts (ENCs®), NOAA on-line Chart Viewer, NOAA PocketCharts, NOAA Print on Demand paper charts (POD), NOAA Raster Navigational Charts (RNCs®), NOAA traditional full size paper charts

Q.12 Have you ever downloaded a nautical chart from the NOAA Website?

Precodes: Yes looked at and not downloaded, Yes looked at and downloaded, No, Cannot remember

Q.13 Please look at each of the following and rate each for whether you agree or disagree with each of the statements

Grid: Agree Strongly, Agree, Neither agree nor disagree, Disagree, Disagree Strongly

Precodes: 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 commercial mariner, If NOAA provided more charts and other products for recreational mariners I would buy less charts for 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.14 Do you boat in International waters?

Precodes: Yes I do, No I do not

Q.15 Which of these do you prefer for nautical publication Coast Pilot information?

Precodes: As a digital stand-alone publication, As a paper book format, Online or print on demand, None of the above, I do not use nautical publication information

Q.16 Please look at each of the following and rate each for whether you agree or disagree with each of the statements

Grid: Agree Strongly, Agree, Neither agree nor disagree, Disagree, Disagree Strongly

Precodes: I find it difficult to buy paper NOAA charts in the waters I boat in, I find it difficult to buy paper NOAA charts when boating in non-US waters, In the last 12 months I have not changed the routes/or places I boat to, so it has been

sufficient to for me to update the Charts I bought last year/two years ago, I

would prefer to 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, I am buying fewer paper charts than in the past as I now download free charts online, The scale of the chart is not well suited for a recreational boater's use, I do not know where to get charts, I do not need a chart as I stay in a small well know-n area, The information on the website gives me everything I need to know about charts, The Chart Downloader is easy to use,

The website has useful information for recreational mariners

Q.17 Which of the following Marine magazines, journals and TV shows have you read, looked at or seen in the last 12 months?

Precodes: Professional Mariner, Boating, Cruising World, Yachting, Ocean Navigator, Motorboating, Powerboat, Sail, Power and Motor Yacht, Ocean Voyager,

Sailing World, Boat US, Boating Life, Ship Shape TV, Soundings, Practical Sailor, Other, None of the above

Q.18 How long have you been a recreational mariner?

Precodes: 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.19 Which type of vessel do you operate, work on or sail?

Precodes: Fishing boat, Powerboat (Recreational), Sail Boat (Recreational), Small Recreational Vessel e.g. Kayak, Not applicable to my use of charts

Q.20 Which type of recreational boat do you own?

Precodes: Cruiser, Fishing, Houseboat, Personal Water Craft, Runabout, Sail, Other (Write in)

Q.21 What is your prime use for a Recreational Boat?

Precodes: Cruising, Entertaining, Fishing, Kayaking/Canoeing, Personal use and Charter, Racing, Sailing, Scuba, Skiing, Other

Q.22 Where do you primarily boat?

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

Q.23. Please indicate in which age group you fall:

Precodes: Under 25 years old, 25 – 29 years old, 30 – 39 years old, 40 – 49 years old, 50 – 59 years old, 60 -69 years old, 70 years or above

Q.24. Are you interested in taking part in future research completed by NOAA?

Precodes: Yes, No

Q.25. Are you interested in receiving a Summary of the Research?

Precodes: Yes, No

Questions added to both questionnaires

Q.B1. NOAA publishes a Catalog of Charts. Which of the following would you prefer to use in the future:

Precodes: A paper version, An online version that can be viewed on the NOAA website,

An online version that can be viewed and printed from the NOAA website

Q.B2. Until NOAA develops an online version which of the following formats for the Catalog in paper would you prefer:

Precodes: As it is now in full paper size, Smaller road map folded size, Unfolded poster size for display

Q.B3. Which of the following would you be interested in using in the future if you could access it via your mobile:

Precodes: Coast Pilot app , Nautical chart app, NOAA chart Catalog app

Q.B4. Which of the following would you be more likely to do to access a mobile app from:

Precodes: Access one from NOAA, Access one from Private industry

Q.B5. NOAA currently publishes the Coast Pilot in paper format. How interested would you be in a version which you can print as needed from a computer or in a chart agent's store/office?

Grid: Print from a computer, Print in store

Rating: Very interested, interested, neither interested nor not interested, not interested, not very interested

Q.B6. NOAA is currently developing the Booklet charts which of the following would you like to use in the future (Click link to look at a Booklet Chart)

Precodes: Coast Pilot information "local knowledge", Boater safety information, Points of interest, More information on NOAA products, Tide and current information, QR codes for links to NOAA websites such as weather, tides and current, QR code for links to other agencies such as Coast Guard, Other (Write in)

Both questionnaires will show at the last question the following Paperwork Reduction Act Information and a Submit Button with a link to the Office of Coast Survey website:

Paperwork Reduction Act Information:

In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services/products they are receiving and whether they have suggestions as to how the services/products may be improved or made more useful. The information will be used to improve NOAA's products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name and address. Public reporting burden for this collection of information is estimated to average 10 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Matt Kroll, CIO-PPA1, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910. Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.