

Joint MET/NAVAREA XVII and XVIII Client Survey

Submitted by Canada, NAVAREA XVII_XVIII

SUMMARY

Executive Summary: This document describes the Joint MET/NAVAREA XVII_XVIII Client Survey.

Action to be taken: Note the report

Related documents: None.

1. As a condition of obtaining on-going funding to support Canada's commitment to MET/NAVAREAs XVII and XVIII, the Canadian Coast Guard (CCG) and Environment and Climate Change Canada (ECCC) were required to launch a client survey to assess the two services.
2. Designing specific questions related only to the two GMDSS broadcast services posed a unique challenge for both departments; many departmental subject matter experts wanted to include questions applicable to domestic radiotelephony broadcast services.
3. Although Canada does not have NAVTEX transmitters in this region we provide the Supplemental SafetyNET Service on High Frequency Narrow Band Direct Printing (HF-NBDP) during the Arctic navigational season.
4. After careful deliberation, a set of 14 questions was developed for the survey.
5. Annual statistics show that the amount of vessel traffic in the Canadian Arctic, although increasing, is still relatively small given the vast area in question. For example, in 2016 there were 139 SOLAS vessels participating.
6. As a result of the low level of vessel activity, it was decided to conduct a targeted email campaign to reach key maritime stakeholders within Arctic waters.
7. A unique Survey email address was created.
8. To provide the easiest means of achieving responses, we embedded the survey directly into an email so the respondents could conveniently check appropriate boxes, provide amplifying information (where requested), and simply hit the "send" button.
9. The survey was launched July 4th, 2017 and is valid for a three month period.
10. A reminder email will be sent out in late August 2017.
11. Final results should be tallied /analysed by November 2017.

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Joint MET/NAVAREA Survey by the Meteorological Services of Canada (MSC) and the Canadian Coast Guard (CCG)

The CCG and the MSC are looking for client feedback on navigational warnings and meteorological information broadcast via SafetyNET INMARSAT-C.

This survey is aimed at the mariners who transit the MET/NAVAREA XVII & XVIII and the Hudson Bay and Approaches of METAREA IV, with the goal of better understanding the critical factors that determine users' decisions while operating in Arctic waters. There are a total of fourteen questions, available in both French and English.

To participate in this survey, please reply to this email by August 11, 2017 and indicate your responses by placing an 'X' in the appropriate boxes. If you encounter any problems with the format of the survey or the survey questions, please send an email to:

DFO.CCG-Questionnaire-METAREA-NAVAREA-Questionnaire-GCC-MPO@dfo-mpo.gc.ca.

Thank you in advance for taking the time to fill out this important survey. And please feel free to forward this survey on to any relevant parties within or outside of your organization.

1. What is your vessel type?

(Choose only one vessel type per ship by placing an "X" in the appropriate box)

Vessel Type	Ship 1	Ship 2	Ship 3	Ship 4	Ship 5	Ship 6
General cargo / container						
Tanker						
Bulk carrier						
Icebreaker, Govt (CAN / US)						
Offshore supply vessel						
Research / science / education						
Fishing						
Recreational						
Tug and barge						
Passenger / cruise ship						
Other (please specify)						

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2. What is (are) the gross tonnage of your vessel(s)?

	SOLAS / non-SOLAS (Yes, No, Unsure)	Indicate Gross Tonnage
Ship 1		
Ship 2		
Ship 3		
Ship 4		
Ship 5		
Ship 6		

3. Which MET/NAVAREA(s) is / are applicable for your voyage?
(Select all that apply by placing an "X" in the appropriate box)

MET/NAVAREA XVII	
MET/NAVAREA XVIII	
METAREA IV (Hudson Bay & Approaches)	

4. Does your vessel operate primarily near shore, offshore or both?

Near shore (within 30 nautical miles from land)	
Offshore (beyond 30 nautical miles from land)	
Both	

5. Are you satisfied with the MET/NAVAREA information and warnings received via the International SafetyNET Service (INMARSAT-C EGC)?
(Select your answer by placing an "X" in the appropriate box)

	Yes	No
Is the signal reception error-free?		
Is the content of the messages clear and easy to understand?		
Are the services reliable?		
If you answered "no" to any of the above, please elaborate.		
Do you have any other suggestions to improve the MET/NAVAREA broadcast services received via INMARSAT?		

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6. (a) During the navigational season, does your vessel utilize the Supplemental SafetyNET Service broadcast by High Frequency Narrow Band Direct Printing (HF-NBDP) on 8416.5 kHz as broadcast by Iqaluit Marine Communications and Traffic Services (MCTS)?

Yes	
No	

6. (b) If yes, are you satisfied with the MET/NAVAREA information and warnings received via the HF-NBDP supplemental SafetyNET Service?

	Yes	No
Is the signal reception error-free?		
Is the content of the messages clear and easy to understand?		
Are the services reliable?		
If you answered “no” to any of the above, please elaborate.		
Do you have any other suggestions to improve the HF-NBDP broadcast services?		

7. The International Maritime Organization (IMO) does not recognize the use of websites as an official means to disseminate Maritime Safety Information (MSI) such as meteorological warnings, forecasts and navigational warnings. However, most MET/NAVAREAs publish MSI on national websites. Are you satisfied with the content and design of the Government of Canada's websites for MET/NAVAREAs?

METAREA XVII / XVIII METAREA IV (Hudson Bay & Approaches)	Yes	No
Content		
Design		
If you answered “no” to any of the above, please elaborate.		
Do you have suggestions to improve the Environment Canada (EC) meteorological website?		
NAVAREA XVII / XVIII	Yes	No
Content		
Design		
If you answered “no” to any of the above, please elaborate.		
Do you have any suggestions to improve the CCG NOTSHIP website that contains the NAVAREA warnings?		

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8. **BEFORE** leaving port, does your vessel access the CCG Notice to Shipping (NOTSHIP) website for route planning purposes?

Yes	
No	
If no, please elaborate:	

9. **While in transit**, does your vessel access the CCG Notice to Shipping (NOTSHIP) website to verify if there have been any new or cancelled navigational warnings?

Yes	
No	
If no, please elaborate:	

10. (a) **How far in advance do you check marine weather and ice information?**

	Before leaving port	After leaving port
6 or more days		
3 to 5 days		
2 days		
1 day or less		
I do not check marine weather or ice information		
What time(s) of the day do you prefer to obtain your information?		
Specify the time(s)		

10. (b) **Are you satisfied with the current level of detail in the Days 3-4-5 *Wind* forecast offered by Environment Canada (EC)?**

Yes	
No	
Do Not Use	
Comments:	

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11. Once your vessel leaves port, in general, how often do you check marine weather and/or ice information?

More than twice per day (please specify)	
Twice per day	
Once per day	
Less than once per day	
I do not check marine weather or ice information	

12. (a) How do you usually access weather, ice or NOTSHIP information prior to leaving port and / or enroute to or from the MET/NAVAREAs?
(Select all that apply.)

	Before leaving port	After leaving port
Official CCG or EC websites		
NAVTEX		
CCG VHF/MF/HF services (radio telephony, HF NBDP, Wx Fax)		
Direct phone call to the CCG MCTS		
CCG Continuous Marine Broadcast (CMB)		
Environment Canada (EC) Weatheradio		
Environment Canada 1-900 Phone Service - Direct Consultation		
Other (please specify)		

12 (b) When you are obtaining weather, ice or NOTSHIP information:

	Before leaving port	After leaving port
Do you have any bandwidth limitations? (If yes, please specify bandwidth, if known)		
Is the length of the bulletins too long? (If yes, please elaborate as needed)		

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13. We would like to know what weather conditions would stop you from operating. For example, would a 10 knot wind, or perhaps some other value or condition, make you change your plans?

For each weather parameter listed, please indicate the ones that affect your decisions.

Also specify the threshold value where it begins to affect your operations.

	Unit of Measure	Is this a concern? (Y/N)	If yes, please indicate the threshold value of concern (You may elaborate as needed)
Wind speeds	Knots		
Visibility	Nautical miles		
Freezing spray	cm / hour		
Wave height (sea state)	Metres		
Air temperature	Celsius		
Water temperature	Celsius		
Precipitation type			
Iceberg concentration			
Ice thickness	Centimetres		
Ice concentration	Tenths of coverage		
Ice pressure			
Other (Specify)_____			

14. Lastly, please provide any other suggestions you may have for improving the marine weather, ice and / or the navigational warning services for MET/NAVAREAs XVII / XVIII and METAREA IV (Hudson Bay & Approaches).

SafetyNET Services	Suggestions
EC: METAREA XVII METAREA XVIII METAREA IV (Hudson Bay & Approaches)	
CCG: NAVAREA XVII NAVAREA XVIII	

Thank you for your participation.