

HRSP Information Webinar, Wednesday, October 29, 2015, 2:30-4PM

Debrief on the public Tri-Agency Listening Sessions on the “Future of Navigation”; and the Tri-Offices briefing on web analytics, stakeholder input, and products.

SPEAKERS:

Rachel Medley,
Chief, Customer Affairs
Branch, Navigation Services
Division (NSD), Office of Coast
Survey (OCS)

Matt Kroll,
Deputy Director, NSD, OCS

Darren Wright,
PORTS® Program Manager,
Center for Operational
Oceanographic Products and
Services (CO-OPS)

Brett Howe,
Chief, Geodetic Services
Division, National Geodetic
Survey, National Geodetic
Survey (NGS)

HSRP:

ADM Gerd Glang, DFO, OCS
Juliana Blackwell, NGS
Rich Edwing, CO-OPS

Lynne Mersfelder-Lewis
HSRP Coordinator for OCS-
NGS-CO-OPS
1315 East West Hwy. SSMC3,
#6864, N CS
Silver Spring, MD 20910
Phone: 301.713.2702,199
E-mail:
Lynne.Mersfelder@noaa.gov

Coast Survey will provide an overview of the series of 10 listening sessions held by NOAA's Office of Coast Survey, the U.S. Coast Guard, & U.S. Army Corps of Engineers, May to June 2014 and the NOS Tri-Offices will brief on web analytics, stakeholder input, and product development.

Over the past few decades, the rapid development, reliably, and availability of ENavigation components has fundamentally changed mariners' reliance on traditional navigation service. These technology developments have presented the federal government with an opportunity to modernize and optimize navigation services these three agencies provide to the mariner. The tri-agencies were interested to learn about emerging requirements for navigational information and service delivery systems in an eNavigation environment. The objective of the public sessions was to listen to comments regarding maritime requirements and emerging needs for navigational information and service delivery systems in an eNavigation environment. This is part of the development of a federal development portfolio to provide coordinated and timely delivery of navigational information and services.

Coast Survey will provide a synopsis of stakeholder sessions as reported by Coast Survey Navigation Managers and additional feedback the USCG compiled as an additional means of capturing the voice of the customer for those mariners that were unable to attend the meetings in person. The outputs from these sessions and feedback have helped to inform future products and services that NOAA Navigation Services intend to provide.

CO-OPS Website Customer Feedback

CO-OPS uses the web survey tool FORSEE and Google Analytics to help determine customer satisfaction with CO-OPS products. This presentation will summarize these results.

NGS Stakeholder Engagement Activities and Web Survey Feedback

NGS will present on the recent ForeSee web survey results as well as NGS activities to improve stakeholder engagement, better respond to customer inquiries and analyze customer feedback.