

Welcome to the Caribbean Safety and Security Net

Caribbean Safety and Security Net User Survey 2013 Results

Summary

The 271 surveyed users of CSSN are in general, live aboard full-time or part-time, and 52 percent have more than 11 years experience. Security information is accessed via VHF nets and shore based Wifi and somewhat less so HF/SSB broadcasts and e-mail. The CSSN website, closely followed by daily HF/SSB broadcasts are the primary channels used for CSSN information. The current format is preferred for HF/SSB Broadcasts. Word of mouth and Internet are the way people learn about CSSN. Many helpful suggestions for improvement were offered

Caribbean Safety and Security Net User Survey 2013 Results:

- During the survey period February 1 to March 15, there were 271 responses to the survey representing 47 countries.
- Users had experience ranging from none (1.5%) to a high of 11-20 Years (28.72%), with 75.1% having more than 6 years cruising experience and 52.61% more than 11 years.
- Cruising style was overwhelmingly live aboard cruisers which represented 62.12% of the users. Part-time cruisers represented an additional 18.94%.
- Cruisers used 5 key methods to access safety and security information. The top three, used daily, were VHF Nets (72.08%), followed by shore based Wifi (52.5%), followed by mobile devices (41.67%). HF Voice Transmit and receive (32.5%) and HF Email (20.42%) were the next two used. Least used on a daily basis was Sat Phone email (12.92%).
- Users access CSSN most via the CSSN Website and the Voice HF/SSB Broadcasts. Email was ranked last.
- The most essential information was crime reports (39.61%). Hazard reports (34.78%) and boat watches (28.99%) were rated as need to have. The rest were rated as nice to have on average.
- Most users (52.2%) indicated that they preferred the current format for the net – daily broadcast with Sunday summary.
- and 75% first heard of CSSN via word of mouth (54.4%) or Internet (20.6%)
- Comments were overwhelmingly supportive of CSSN. Suggestions for improvement were made regarding marketing the net, coordination with other nets, and specific suggestions for improvement in email, website and mobile delivery technology.

- During the survey period February 1 to March 15 , there were 271 responses to the survey representing 47 countries.

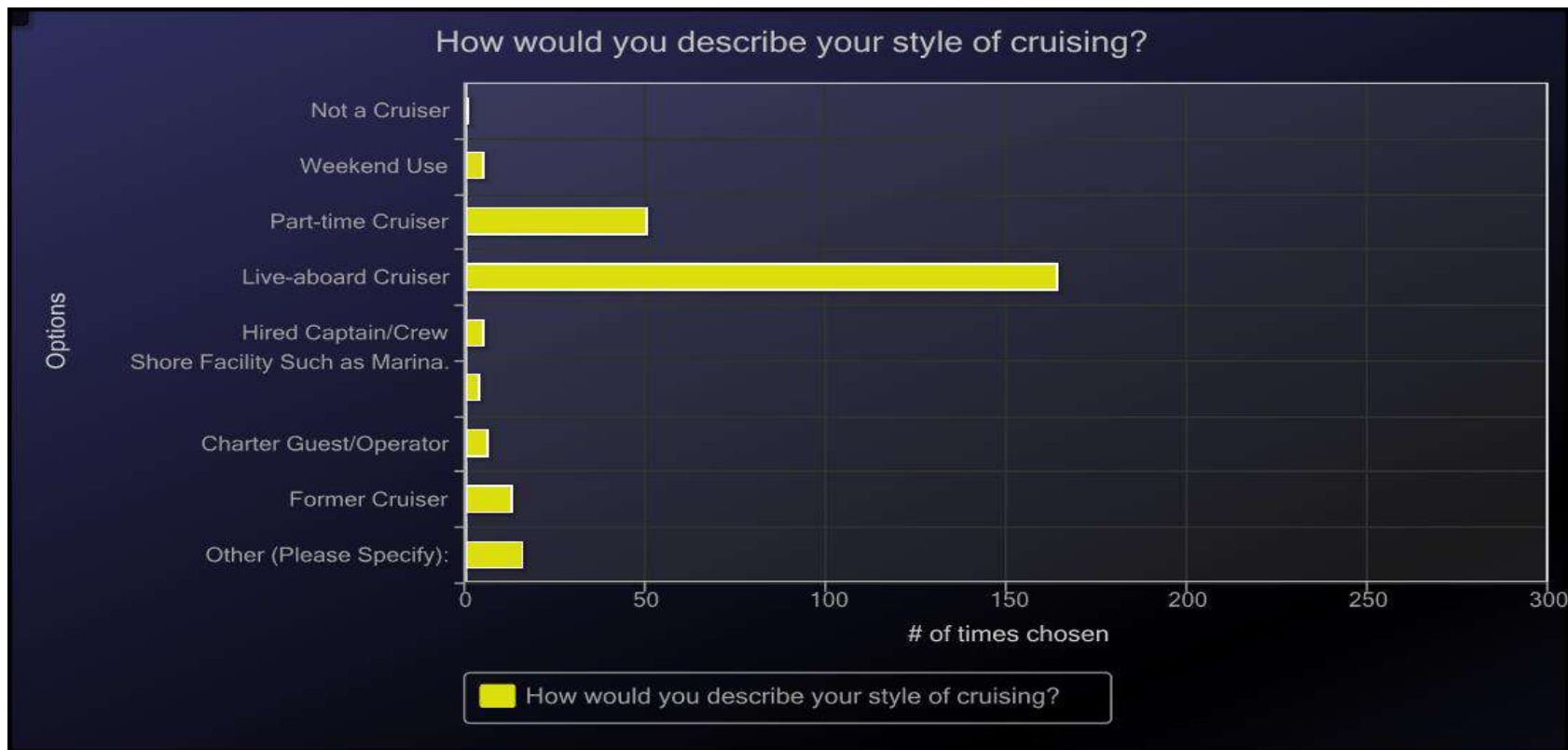
The Countries in dark gray had one or more survey respondents



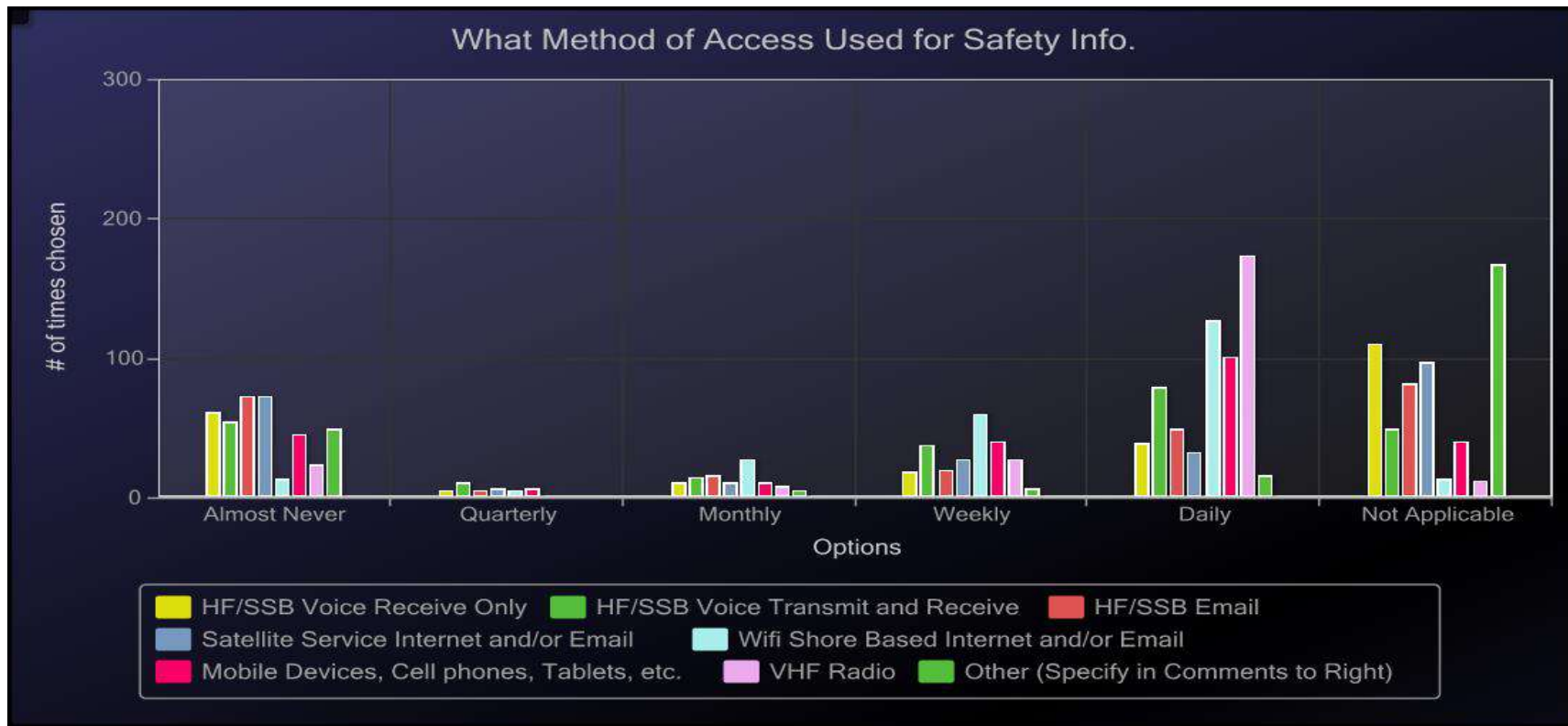
- Users had experience ranging from none (1.5%) to a high of 11-20 Years (28.72%). With 75.1% having more than 6 years cruising experience and 52.61% more that 11 years.



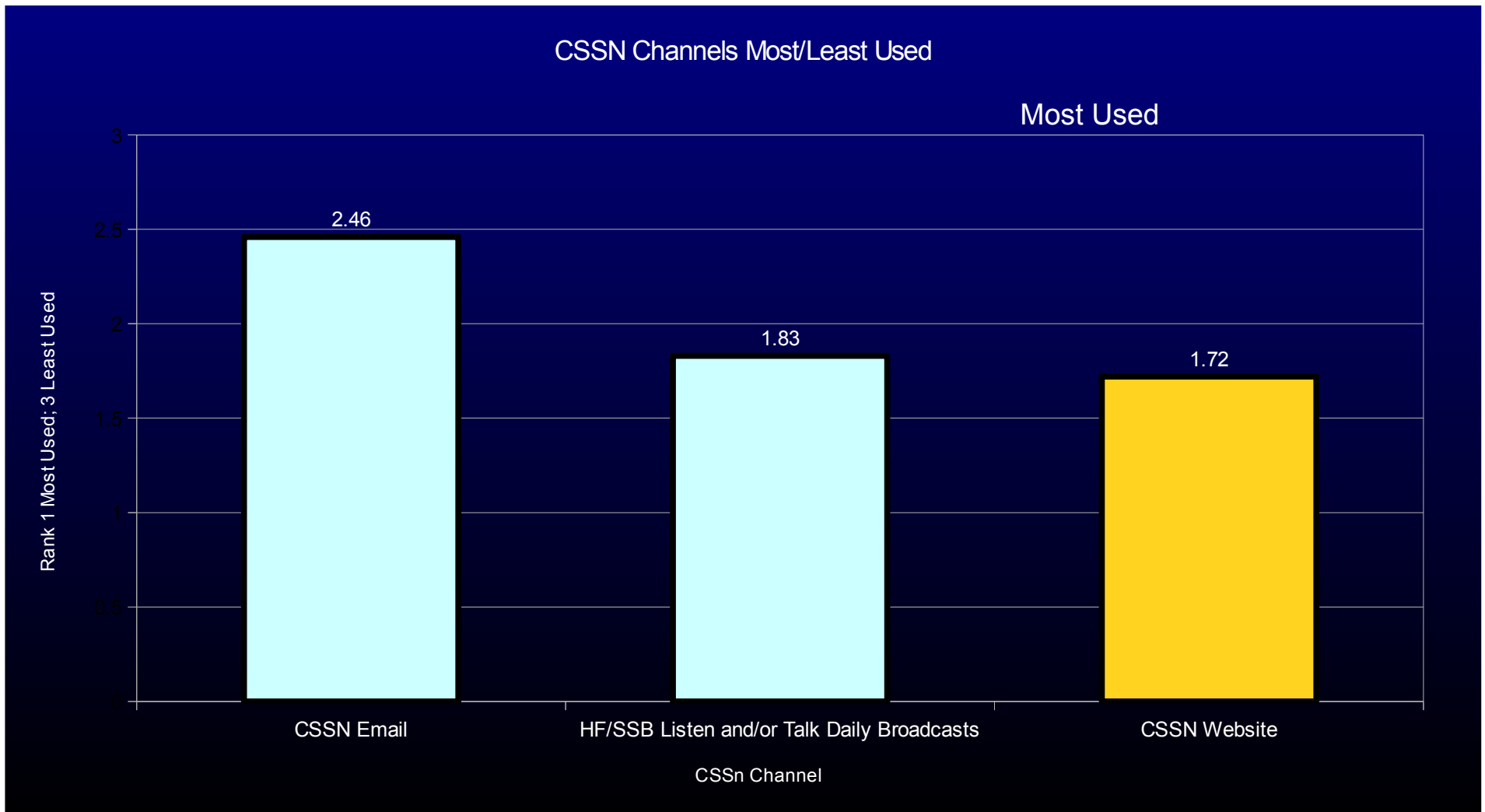
- Cruising style was overwhelmingly live aboard cruisers which represented 62.12% of the users. Part-time cruisers represented an additional 18.94%.



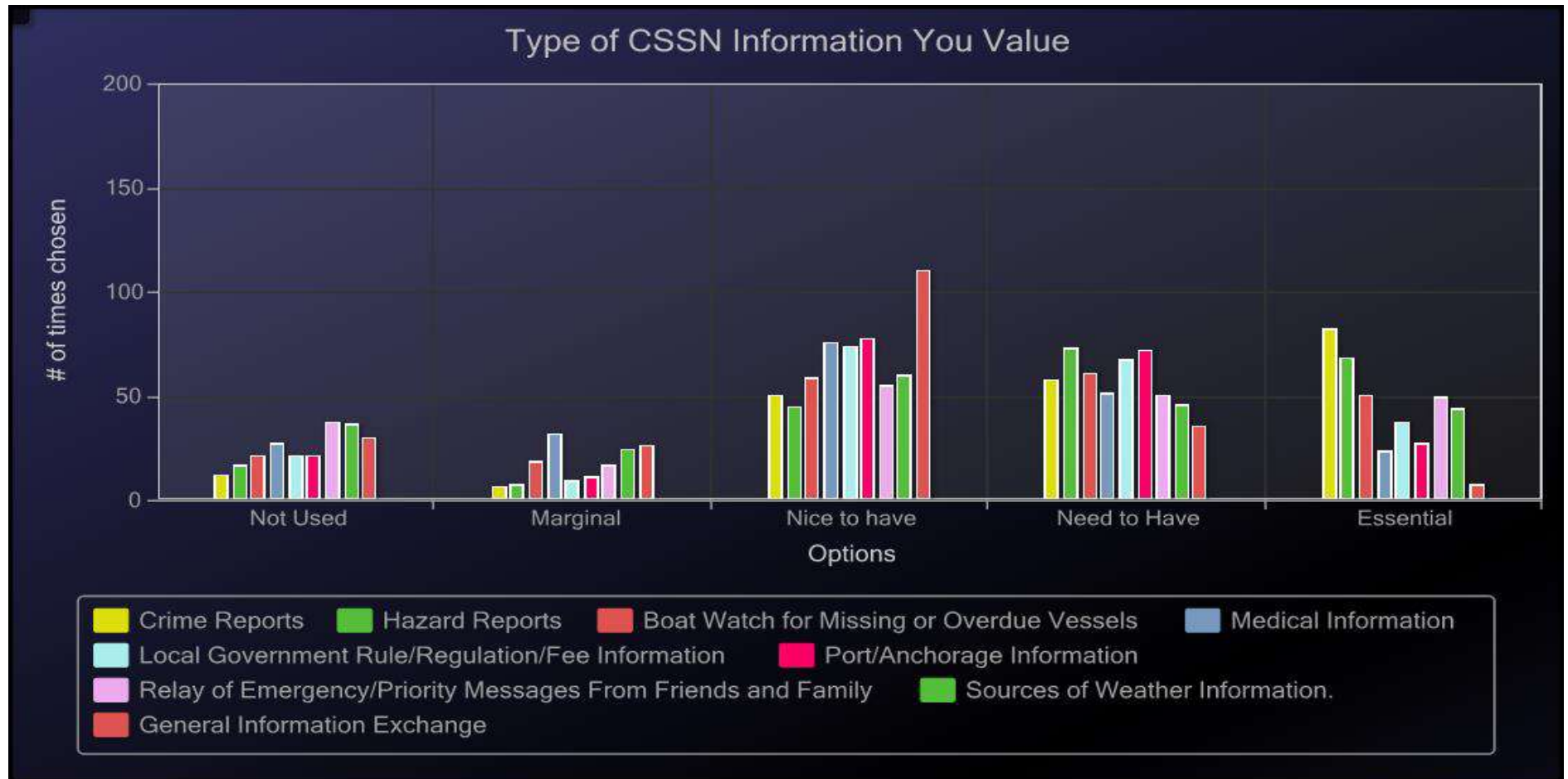
- Cruisers used 5 key methods to access safety and security information. The top three, used daily, were VHF Nets (72.08%), followed by shore based Wifi (52.5%), followed by mobile devices (41.67%). HF Voice Transmit and receive (32.5%) and HF Email (20.42%) were the next two used. Least used on a daily basis was Sat Phone email (12.92%).



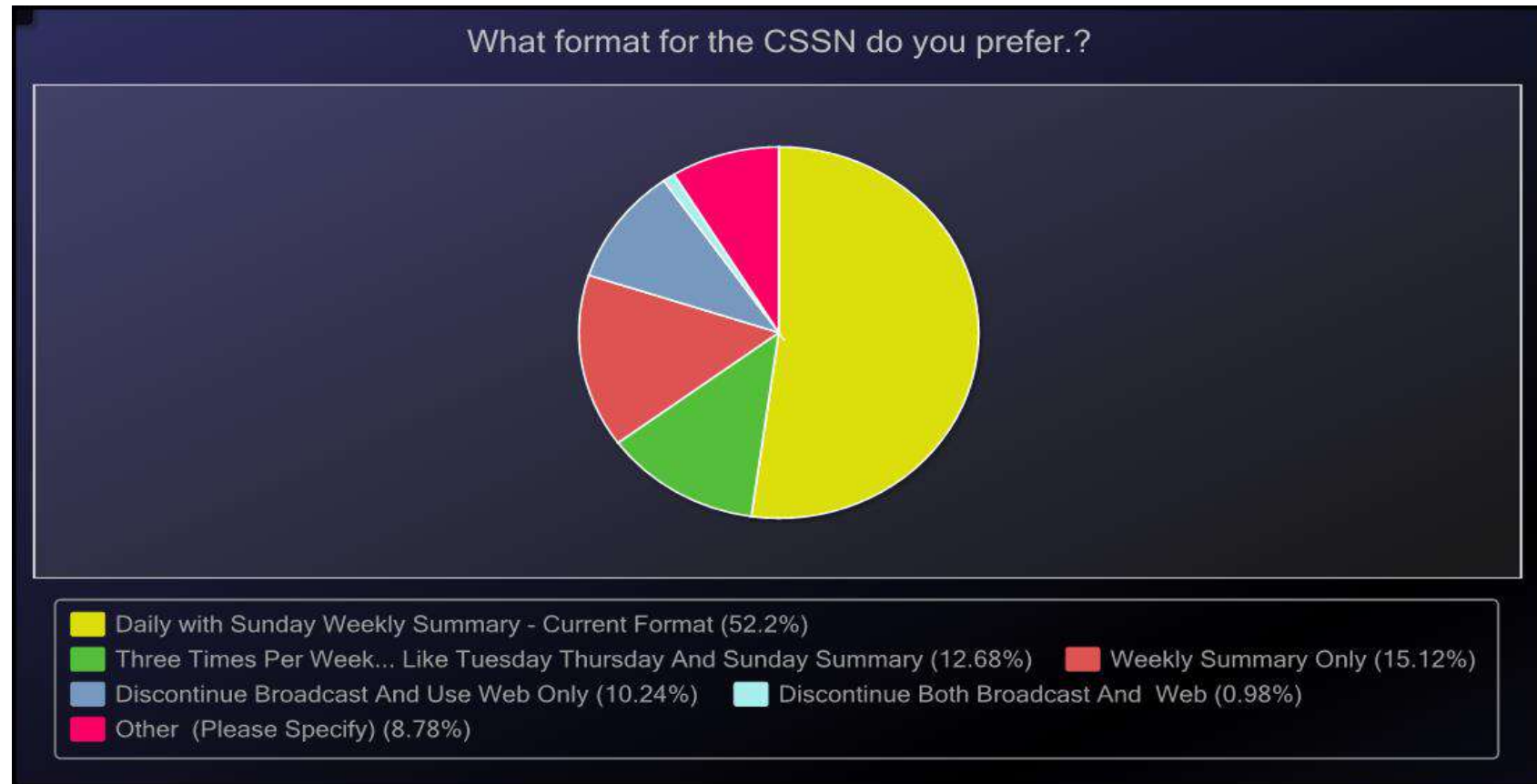
- Users access CSSN most via the CSSN Website and the Voice HF/SSB Broadcasts. Email was ranked last.



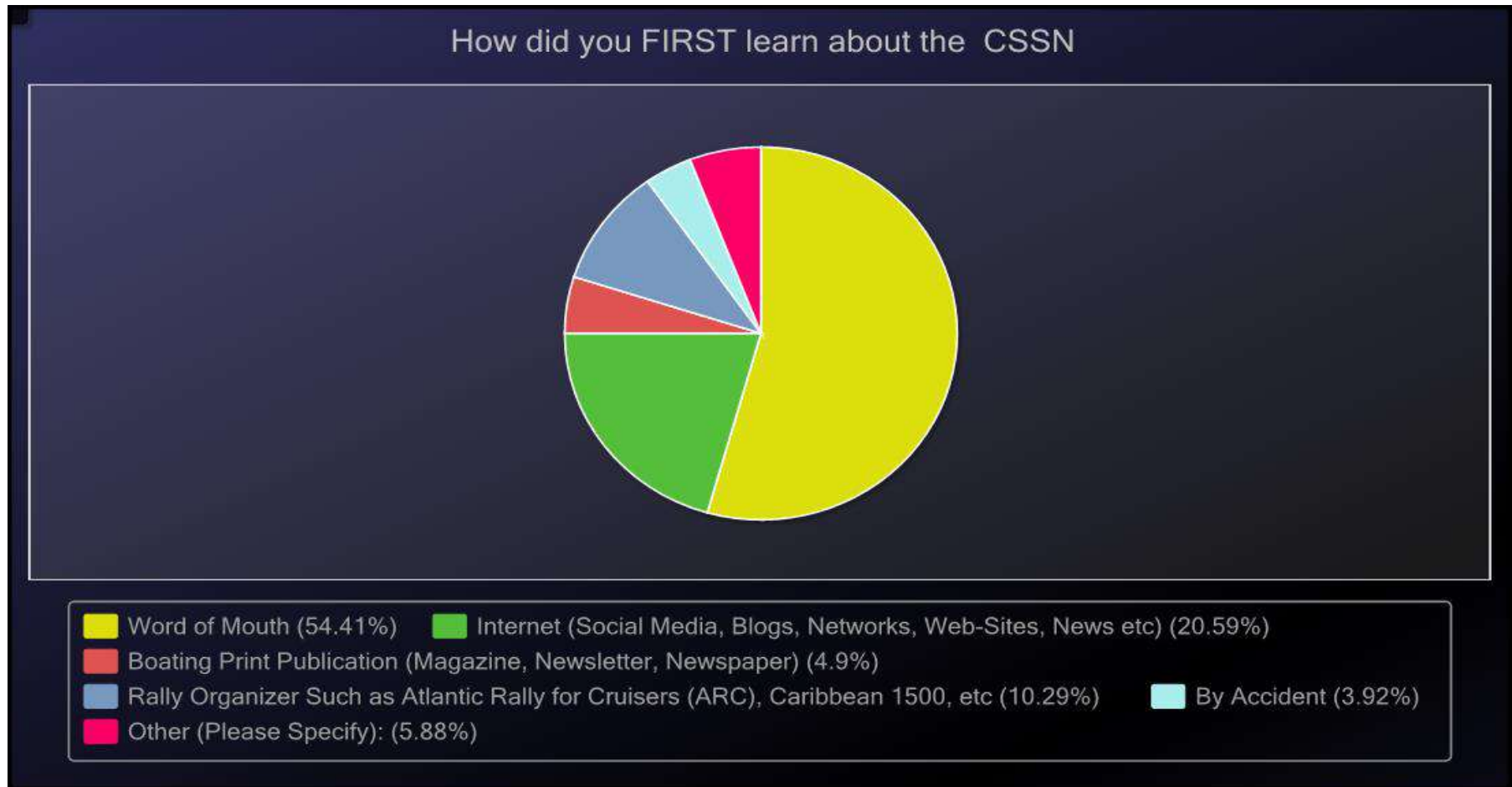
- The most essential information was crime reports (39.61%). Hazard reports (34.78%) and boat watches (28.99%) were rated as need to have. The rest were rated as nice to have on average.



- Most users (52.2%) indicated that they preferred the current format for the net – daily broadcast with Sunday summary.



- 75% first heard of CSSN via word of mouth (54.4%) or Internet (20.6%)



Comments:

Comments were overwhelmingly supportive of CSSN. Suggestions for improvement were made regarding marketing the net, coordination with other nets, and specific suggestions for improvement in email, website and mobile delivery technology.

ACTION

The CSSN team will develop actions responsive to the survey results in the coming weeks.

Progress will be reported on the website and announced on the voice broadcasts as it happens.