

## 2002 COASTAL RESOURCE MANAGEMENT CUSTOMER SURVEY: PRELIMINARY RESULTS

This document contains the results of the 2002 Coastal Resource Management Customer Survey conducted by the National Oceanic and Atmospheric Administration (NOAA) Coastal Services Center. The results are calculated from completed surveys returned by 442 individual respondents from 174 offices representing state coastal zone management programs, state natural resource management agencies, Sea Grant college programs, Sea Grant extension programs, National Estuarine Research Reserves, United States Environmental Protection Agency National Estuary Programs, and NOAA National Marine Sanctuaries from across the continental United States, Alaska, the Caribbean, and the Pacific.

The following tables represent the survey questions with the response category text (e.g., Yes, No, Low, Med, High) replaced with percentages for each response category. Categories may not equal 100 percent because nonresponses were not included here. Results from open-ended questions (i.e., questions 2, 17, 30, 34, and 35) are not included here, but will be included in the final report.

The final report will be available at [www.csc.noaa.gov/survey/](http://www.csc.noaa.gov/survey/) in late summer 2003.

### 1. Priority of Natural Resource Management Tools and Techniques

Indicate how important each of the following items has been or will be for <u>your office</u> over the... →	...LAST 3 YEARS (Circle <u>one</u> .)				...NEXT 3 YEARS (Circle <u>one</u> .)			
	Not	Low	Med	High	Not	Low	Med	High
Technical training or professional development (e.g., content-specific, process skills, technology tools)	1.1%	10.9%	40.1%	44.0%	0.2%	6.2%	32.4%	58.4%
Administrative or managerial training	5.2%	36.6%	38.6%	13.9%	3.7%	23.9%	45.4%	21.3%
Topical coastal conferences/workshops	0.9%	15.9%	41.0%	38.5%	0.9%	9.4%	39.7%	46.3%
Environmental education	2.5%	15.2%	37.7%	41.4%	2.1%	11.0%	33.9%	50.6%
Public involvement in coastal management	3.9%	13.3%	33.2%	44.6%	3.2%	6.9%	26.0%	60.4%
Outreach and public relations	0.7%	10.3%	30.4%	54.6%	0.7%	5.5%	20.2%	70.9%
Regulation, zoning, permitting, or law enforcement	13.5%	17.8%	26.3%	36.8%	12.7%	15.4%	24.0%	43.8%
Increased access to information and technology	0.5%	5.7%	39.7%	51.1%	0.0%	1.6%	27.0%	69.7%
Applied uses of data and technology	1.4%	9.6%	40.6%	43.6%	0.5%	2.5%	25.1%	67.8%
On-line information search tools (e.g., data, training, funding)	1.4%	23.6%	41.4%	28.4%	0.7%	6.9%	39.2%	49.1%
Capital improvements or equipment	5.3%	25.2%	38.9%	23.6%	5.0%	20.9%	35.8%	31.7%
Visualization tools (e.g., hurricane models, 3-D models)	13.0%	40.9%	27.7%	10.7%	5.7%	26.4%	37.4%	22.5%
Partnerships or partnership building	0.5%	7.1%	25.2%	63.3%	0.2%	2.8%	17.6%	77.4%
Fellowships, assistantships, internships, or mentoring programs	3.7%	28.5%	33.1%	30.1%	2.3%	19.2%	35.9%	37.8%

3. Issue Topics and Spatial Data Use

	How much of a priority is each of the topics listed for your office? (Circle one.)				What amount of your time is dedicated to each of the topics listed? (Circle one.)				Does your office use spatial data to address the topics listed? (Circle one.)	
	Not	Low	Med	High	None	Low	Med	High	Yes	No
<b>Coastal Development Management and Planning</b>										
Land use planning/growth management	14.8%	25.0%	22.9%	35.9%	28.8%	34.5%	22.7%	13.9%	59.6%	34.0%
Waterfront or brownfield redevelopment	26.0%	33.4%	21.3%	14.8%	45.6%	35.6%	12.8%	5.9%	23.3%	62.8%
Port, harbor, or marina development	17.7%	32.2%	28.7%	19.1%	36.9%	37.8%	19.0%	6.3%	31.7%	55.1%
Infrastructure/utilities development	27.6%	38.1%	18.3%	11.9%	47.4%	35.1%	12.0%	5.4%	24.2%	62.3%
Recreation resource planning	17.4%	31.4%	31.6%	17.2%	33.5%	37.3%	20.8%	8.4%	34.0%	53.6%
Tourism planning	31.5%	34.3%	22.2%	10.0%	47.3%	35.3%	11.8%	5.6%	2.1%	11.0%
Public access	15.7%	21.7%	34.3%	26.4%	30.9%	35.6%	20.8%	12.7%	44.6%	45.3%
Cultural and heritage resource management	24.0%	33.8%	25.9%	14.0%	40.0%	37.3%	17.8%	4.8%	28.8%	60.0%
Storm drainage/floodplain management	20.0%	23.9%	26.5%	28.1%	34.8%	34.5%	17.9%	12.8%	44.0%	47.1%
Beach nourishment	30.8%	30.3%	21.7%	14.9%	50.1%	27.2%	16.9%	5.7%	27.4%	61.4%
Dredging	17.4%	27.8%	30.6%	21.8%	36.5%	35.1%	20.0%	8.4%	31.4%	55.3%
Permit tracking	31.8%	20.1%	17.3%	27.8%	48.8%	24.6%	13.5%	13.0%	23.5%	65.0%
Watershed planning	10.3%	17.0%	31.9%	38.5%	22.3%	31.5%	27.3%	19.0%	56.7%	33.7%
General environmental assessments	8.9%	27.4%	34.4%	27.6%	21.5%	35.8%	28.4%	14.3%	48.1%	38.8%
Socioeconomic assessments	25.0%	37.3%	23.8%	11.1%	46.8%	34.7%	13.1%	5.3%	18.5%	64.8%
<b>Ecosystem Management</b>										
Protected area management	16.0%	20.0%	29.7%	33.2%	28.6%	30.2%	24.0%	17.1%	53.2%	33.8%
Habitat restoration and monitoring	7.9%	16.2%	29.9%	45.2%	17.2%	31.4%	27.1%	24.3%	61.8%	27.6%
Fisheries management	24.5%	25.5%	21.5%	27.1%	40.6%	30.2%	16.3%	13.0%	34.0%	53.1%
Shellfish management	32.9%	24.4%	18.6%	22.5%	46.8%	30.7%	11.1%	11.3%	31.9%	53.4%
Protected species management	20.0%	27.4%	28.8%	22.3%	33.0%	39.7%	17.8%	9.5%	39.0%	46.2%
Invasive species management	14.5%	26.6%	27.1%	30.8%	27.7%	42.2%	19.2%	10.9%	32.8%	51.2%
Harmful algal blooms	24.8%	36.0%	24.1%	13.0%	45.6%	36.7%	13.9%	3.8%	21.4%	63.1%
<b>Hazards</b>										
Natural hazards	24.6%	27.2%	24.8%	20.4%	41.0%	32.5%	17.0%	9.5%	35.6%	50.5%
Hazardous material/oil spill planning	32.8%	33.7%	17.0%	14.4%	54.1%	31.7%	9.0%	5.1%	26.6%	57.8%
Homeland security planning	60.6%	25.4%	5.9%	4.0%	76.4%	17.2%	4.9%	1.5%	4.9%	77.8%
Weather monitoring	48.6%	25.5%	13.8%	9.8%	62.9%	26.8%	7.1%	3.2%	19.9%	65.6%
Air quality monitoring	62.4%	22.1%	5.9%	7.3%	79.0%	14.3%	4.7%	2.0%	9.5%	75.1%
<b>Water Quality</b>										
Water quality monitoring	14.1%	13.1%	25.4%	46.2%	25.8%	35.0%	21.7%	17.4%	50.8%	37.5%
Nonpoint source pollution	9.1%	11.0%	27.6%	50.9%	19.7%	30.4%	24.9%	24.9%	47.4%	39.4%
Point source pollution	20.8%	28.3%	23.8%	25.2%	38.7%	36.1%	14.3%	10.9%	35.0%	49.7%

4. Spatial Data Requirements

	Does your office use this data layer? (Circle one.)		If NO, how useful would this data layer be to your office? (Circle one.)			
	Yes	No	Not	Low	Med	High
<b>Offshore</b>						
Bathymetry (3 to 200 miles)	38.2%	53.4%	44.4%	24.4%	17.8%	17.8%
Sea surface temperature	22.3%	66.5%	38.6%	31.4%	18.6%	10.0%
Primary productivity for ocean waters	16.5%	71.8%	38.2%	26.9%	19.9%	13.3%
Fiber-optic cable locations	11.7%	77.1%	41.0%	33.6%	12.3%	9.9%
Oil and gas line locations	17.9%	72.6%	40.5%	33.6%	14.8%	10.2%
Marine jurisdictional boundaries	36.2%	54.2%	39.4%	27.0%	25.2%	17.7%
<b>Nearshore and Coastal Watersheds</b>						
Bathymetry (0 to 3 miles)	56.7%	35.6%	16.5%	23.4%	21.3%	30.3%
Elevation	59.1%	32.4%	18.5%	23.0%	24.2%	25.3%
Shoreline	74.8%	19.3%	15.1%	23.3%	17.1%	35.6%
Historic shoreline	49.9%	40.0%	16.0%	25.0%	17.9%	34.0%
Water use classification	46.4%	40.8%	14.0%	24.4%	29.9%	24.0%
Water quality	59.4%	32.9%	9.5%	17.6%	21.6%	45.2%
Salinity	43.2%	46.4%	28.3%	16.7%	23.2%	24.5%
Vessel groundings	18.2%	69.2%	32.5%	35.4%	15.7%	8.9%
Marine transportation	20.8%	65.4%	27.3%	33.6%	18.7%	13.5%
Suspended sediments	34.2%	53.2%	12.3%	23.4%	28.6%	27.8%
Sediments	41.2%	46.3%	13.8%	21.9%	22.3%	33.5%
Estuarine and bay bathymetry	52.5%	38.6%	16.4%	17.4%	18.4%	40.6%
Coastal land cover	62.4%	30.5%	14.0%	19.6%	18.4%	41.9%
Coastal land use	65.6%	27.4%	12.8%	12.2%	18.6%	49.4%
Soils	52.0%	38.4%	25.5%	28.5%	17.5%	21.5%
Docks and piers	41.3%	48.3%	11.6%	28.5%	29.7%	23.3%
FEMA flood maps/inundation zones	43.3%	44.0%	19.3%	27.2%	21.9%	23.7%
No-take zones (i.e., no consumptive use)	32.0%	55.0%	19.5%	26.7%	23.3%	21.0%
Recreation areas	55.8%	34.6%	7.7%	27.2%	33.3%	22.6%
Aquaculture sites	38.3%	50.0%	15.0%	29.6%	30.8%	17.4%
Protected areas	63.5%	28.4%	8.6%	15.5%	30.5%	39.1%
Coastal population and demographics	55.0%	35.2%	9.0%	17.9%	29.9%	36.8%
Socioeconomic data	42.2%	44.4%	9.5%	25.9%	30.6%	26.7%
Public access	58.5%	33.8%	8.2%	23.5%	27.6%	34.7%
Cultural and historic resources	45.4%	42.0%	9.9%	28.8%	32.9%	22.5%
<b>Habitat Distribution</b>						
Fish habitat distribution maps	40.1%	48.9%	7.4%	10.2%	31.3%	45.3%
Seagrass distribution	44.3%	46.9%	29.5%	17.0%	15.8%	29.9%
Coral/live bottom distribution	20.2%	67.2%	39.1%	19.7%	13.0%	20.7%
Benthic habitat maps	39.5%	48.8%	9.7%	17.3%	22.6%	44.4%
Shellfish bed distribution	41.0%	48.8%	24.7%	13.1%	25.9%	31.1%
Artificial reef distribution	27.3%	61.2%	27.9%	29.3%	21.1%	12.9%

### 5. Office Use of Geographic Information Systems (GIS)

Does <u>your office</u> currently use geographic information systems (GIS)? (Check <u>one</u> .)	
<input type="checkbox"/> No	14.5%
<input type="checkbox"/> Don't know	0.9%
<input type="checkbox"/> Yes, but don't know the details	39.2%
<input type="checkbox"/> Yes	45.5%

### 6. GIS Software and Version Used

Indicate which of the following GIS software packages <u>your office</u> currently uses. (Check <u>all</u> that apply.)			
GIS Software		ArcView/ArcGIS Extensions	
<input type="checkbox"/> Geographic Resources Analysis Support System (GRASS)	2.6%	<input type="checkbox"/> Spatial Analyst	53.3%
<input type="checkbox"/> Intergraph GeoMedia	1.5%	<input type="checkbox"/> 3-D Analyst	25.6%
<input type="checkbox"/> MapInfo	4.6%	<input type="checkbox"/> Image Analysis	21.0%
<input type="checkbox"/> ESRI ArcInfo	40.0%	<input type="checkbox"/> Geostatistical Analyst	5.6%
<input type="checkbox"/> ESRI ArcView	84.6%	<input type="checkbox"/> CommunityViz	0.0%
<input type="checkbox"/> ESRI ArcGIS	39.5%	<input type="checkbox"/> FragStats	0.5%
<input type="checkbox"/> ESRI ArcSDE	8.2%	<input type="checkbox"/> Patch Analyst	0.0%
<input type="checkbox"/> ESRI ArcIMS	16.4%	<input type="checkbox"/> BASINS	8.2%
<input type="checkbox"/> ESRI ArcPad	7.7%		
<input type="checkbox"/> ESRI ArcExplorer	16.9%		

### 7. ESRI ArcGIS

If <u>your office</u> uses ESRI software, when do you anticipate converting to ArcGIS? (Check <u>one</u> .)	
<input type="checkbox"/> Have ArcGIS already	41.2%
<input type="checkbox"/> Within one year	10.7%
<input type="checkbox"/> More than one year	6.8%
<input type="checkbox"/> No plans to upgrade	9.0%

### 8. Staff Use of GIS

How many current staff members (i.e., permanent or temporary full-time equivalents) in <u>your office</u> use GIS regularly? (Check <u>one</u> .)	
<input type="checkbox"/> 0	7.8%
<input type="checkbox"/> 1 to 2	42.2%
<input type="checkbox"/> 3 to 5	29.2%
<input type="checkbox"/> 6 to 10	7.8%
<input type="checkbox"/> Over 10	13.0%

### 9. Your Use of GIS Software

Do <u>you</u> currently use GIS software? (Check <u>one</u> .)	
<input type="checkbox"/> No	31.1%
<input type="checkbox"/> Yes	68.9%

### 10. Frequency of GIS Software Use

How frequently do <u>you</u> use GIS software? (Check <u>one</u> .)	
<input type="checkbox"/> Daily (every day)	34.8%
<input type="checkbox"/> Weekly (one or more times per week)	25.9%
<input type="checkbox"/> Monthly (one or more times per month)	19.3%
<input type="checkbox"/> Less than once per month	20.0%

### 11. Office Use of Remote Sensing

Does <u>your office</u> currently use data and information derived from remote sensing (e.g., aerial photography, satellite imagery, acoustics, light detection and ranging [LIDAR])? (Check <u>one</u> .)	
<input type="checkbox"/> No	19.1%
<input type="checkbox"/> Don't know	3.3%
<input type="checkbox"/> Yes, but don't know the details	49.0%
<input type="checkbox"/> Yes	28.7%

### 12. Remote Sensing Software and Version Used

Indicate which of the following remote sensing software packages <u>your office</u> currently uses. (Check <u>all</u> that apply.)	
Remote Sensing Software	
<input type="checkbox"/> Clark Labs IDRISI	1.6%
<input type="checkbox"/> ER Mapper	0.0%
<input type="checkbox"/> ERDAS Imagine	25.2%
<input type="checkbox"/> ESRI Image Analysis	31.7%
<input type="checkbox"/> Intergraph MGE	0.0%
<input type="checkbox"/> MicroImages TNTmips	4.1%
<input type="checkbox"/> PCI Geomatics	0.8%
<input type="checkbox"/> RSI ENVI	2.4%

### 13. Remotely Sensed Data Usefulness

Which of the following forms of remotely sensed data does <u>your office</u> ... →	... <u>use</u> ? (Check <u>all</u> that apply.)	... <u>prefer to use</u> ? (Check <u>all</u> that apply.)
Analog or hardcopy (e.g., aerial photographs, image maps)	91.9%	30.1%
Unprocessed or "raw" digital data (e.g., satellite imagery, airborne imagery, LIDAR elevations)	44.7%	8.1%
Geo-rectified digital imagery	77.2%	59.3%
Derived digital products (e.g., land cover maps, habitat delineations, elevation models, sea surface temperature, chlorophyll concentration)	82.1%	54.5%
Explanatory documents (e.g., summaries, technical reports, tables, spreadsheets)	68.3%	26.8%

#### 14. Staff Use of Remote Sensing

How many current staff members (i.e., permanent or temporary full-time equivalents) in <u>your office</u> use remote sensing software regularly? (Check <u>one</u> .)	
<input type="checkbox"/> 0	20.6%
<input type="checkbox"/> 1 to 2	48.4%
<input type="checkbox"/> 3 to 5	19.0%
<input type="checkbox"/> 6 to 10	4.8%
<input type="checkbox"/> Over 10	4.8%

#### 15. Your Use of Remote Sensing Software

Do <u>you</u> currently use remote sensing software? (Check <u>one</u> .)	
<input type="checkbox"/> No	64.0%
<input type="checkbox"/> Yes	36.0%

#### 16. Frequency of Remote Sensing Software Use

How frequently do <u>you</u> use remote sensing software? (Check <u>one</u> .)	
<input type="checkbox"/> Daily (every day)	25.6%
<input type="checkbox"/> Weekly (one or more times per week)	27.9%
<input type="checkbox"/> Monthly (one or more times per month)	18.6%
<input type="checkbox"/> Less than once per month	27.9%

#### 18. Data Sharing within the Coastal Management Community

Does <u>your office</u> submit data to an Internet-based data clearinghouse or make data available to the general public via CD-ROM or other digital media? (Check <u>all</u> that apply.)	
<input type="checkbox"/> Yes, via clearinghouse	28.5%
<input type="checkbox"/> Yes, via digital medium (CD-ROM, tape, etc.)	35.1%
<input type="checkbox"/> No, never	26.0%
<input type="checkbox"/> Don't know	21.3%

#### 19. Difficulties Sharing Spatial Data

What difficulties does <u>your office</u> experience when trying to make digital data readily available to the general public? (Check <u>all</u> that apply.)	
<input type="checkbox"/> We have no difficulties distributing spatial data.	17.6%
<input type="checkbox"/> Our office does not distribute spatial data.	27.8%
<input type="checkbox"/> We lack the necessary hardware for distributing spatial data.	13.1%
<input type="checkbox"/> We lack the necessary software for distributing spatial data.	14.7%
<input type="checkbox"/> We lack the necessary expertise for distributing spatial data.	20.1%
<input type="checkbox"/> We lack the human resources necessary for distributing spatial data.	32.4%
<input type="checkbox"/> Licensing or research restrictions preclude or delay distribution of the data.	6.3%

## 20. Metadata Standard

What format does <u>your office</u> use to create or edit metadata (i.e., descriptions about data)? (Check <u>all</u> that apply.)	
<input type="checkbox"/> Our office does not create or edit metadata.	31.4%
<input type="checkbox"/> Federal Geographic Data Committee (FGDC) standard	21.3%
* Does your office contribute metadata to the FGDC clearinghouse system?	29.8% <sup>a</sup>
* Does your office host an FGDC node?	1.1% <sup>a</sup>
<input type="checkbox"/> Other	7.2%
<input type="checkbox"/> Don't know	36.9%

<sup>a</sup> Percent calculated from respondents to item 2 (i.e., FGDC standard). Percents reflect "Yes" answers.

## 21. Internet Access

What kind of Internet access do <u>you</u> (personally) have at your office? (Check <u>one</u> .)	
<input type="checkbox"/> I do not have Internet access.	0.9%
<input type="checkbox"/> I share a computer that has Internet access with others at my office.	4.2%
<input type="checkbox"/> I have my own Internet access on my desktop.	94.9%

## 22. Internet Access Speed

At what speed do <u>you</u> access the Internet? (Check <u>one</u> .)	
<input type="checkbox"/> Dial-up (i.e., modem)	9.3%
<input type="checkbox"/> Direct connection (e.g., cable modem, T1, DSL)	88.9%

## 23. Frequency of Interaction with the Customer

How frequently do <u>you</u> interact with your "customers"? (Check <u>one</u> .)	
<input type="checkbox"/> Daily (every day)	68.5%
<input type="checkbox"/> Weekly (one or more times per week)	22.5%
<input type="checkbox"/> Monthly (one or more times per month)	4.2%
<input type="checkbox"/> Less than once per month	3.0%

## 24. Frequency of Interaction with Other Natural Resource Management Agency Staff

How frequently do <u>you</u> interact with other natural resource management agency staff outside your office? (Check <u>one</u> .)	
<input type="checkbox"/> Daily (every day)	48.2%
<input type="checkbox"/> Weekly (one or more times per week)	37.1%
<input type="checkbox"/> Monthly (one or more times per month)	10.6%
<input type="checkbox"/> Less than once per month	4.1%

**25. Sharing New Ideas and Information**

Indicate which of the following <u>you</u> use regularly to get or exchange information. (Check <u>all</u> that apply.)	Frequency	How useful are each of these to <u>you</u> ? (Circle <u>one</u> .)			
		Not	Low	Med	High
<input type="checkbox"/> Talking with colleagues and friends	98.0%	0.0%	1.9%	15.9%	82.2%
<input type="checkbox"/> Professional meetings and conferences	94.1%	0.2%	10.0%	45.4%	44.4%
<input type="checkbox"/> Workshops and trainings	94.1%	2.4%	12.1%	44.4%	41.0%
<input type="checkbox"/> E-mail discussion groups (list servers)	74.4%	11.1%	32.5%	33.1%	23.2%
<input type="checkbox"/> Web-based discussion groups	43.9%	52.4%	31.7%	9.5%	6.3%
<input type="checkbox"/> Trade publications or corporate reports	60.9%	17.7%	40.6%	33.5%	8.3%
<input type="checkbox"/> Newsletters	83.9%	2.8%	35.6%	49.4%	12.2%
<input type="checkbox"/> Technical documents, government reports, proceedings	80.8%	1.4%	22.9%	48.6%	27.1%
<input type="checkbox"/> Books	71.0%	6.5%	30.3%	45.5%	17.7%
<input type="checkbox"/> Scientific journals	71.5%	7.7%	23.1%	39.4%	29.8%
<input type="checkbox"/> Magazines	63.3%	5.4%	39.1%	44.2%	11.2%
<input type="checkbox"/> Electronic journals (E-journals) and electronic magazines (E-zines)	52.3%	22.0%	34.4%	33.9%	9.7%
<input type="checkbox"/> Web sites	91.4%	1.5%	11.5%	38.3%	48.7%
<input type="checkbox"/> CDs	64.0%	7.2%	45.3%	33.3%	14.1%

**26. Fellowships, Assistantships, Internships, etc.**

Indicate which of the following <u>your office</u> uses. (Check <u>all</u> that apply.)	Frequency	Indicate the source(s) of funding for each. (Check <u>all</u> that apply.)			
		Federal	State	Academic	Other
<input type="checkbox"/> None	24.4%	--	--	--	--
<input type="checkbox"/> Fellowship(s)	36.0%	94.3%	27.7%	10.7%	4.4%
<input type="checkbox"/> Internship(s)	51.8%	45.4%	53.7%	28.8%	9.2%
<input type="checkbox"/> Assistantship(s)	12.9%	66.7%	56.1%	47.4%	12.3%

**27. Ability to Participate in Training**

During the next 3 years, do you expect <u>your office</u> (or specific department) budget to support... →	In-state training? (Check <u>one</u> .)	Out-of-state training? (Check <u>one</u> .)
<input type="checkbox"/> Yes	83.9%	63.6%
<input type="checkbox"/> No	4.5%	13.8%



28. Training

Indicate <u>your</u> past participation and/or likelihood for participating in the following training topics. (Check <u>all</u> that apply.)	Past participant at training sponsored by...		Likely and able to participate...		
	NOAA Coastal Services Center	other training facility/school	at NOAA Coastal Services Center	if offered on-line	if offered regionally (i.e., within 4 hours)
<b>Coastal Zone Management Issues</b>					
Coastal Zone Management Act	6.1%	10.9%	13.3%	25.6%	26.0%
Integrated coastal management	5.0%	10.2%	17.6%	24.7%	29.6%
Public Trust Doctrine	2.0%	9.0%	9.5%	16.1%	16.1%
Smart growth	2.3%	15.8%	15.2%	22.4%	28.7%
Risk-vulnerability assessment	2.9%	5.9%	9.5%	15.6%	19.2%
Land use planning	--	19.2%	12.4%	21.5%	25.6%
Leadership in coastal management	--	7.5%	20.4%	22.4%	29.6%
Recreation resource management	--	7.5%	9.5%	13.3%	19.2%
Tourism development planning	--	7.7%	9.3%	15.2%	16.7%
Cultural and historic resource management	--	6.6%	7.5%	12.7%	14.7%
Sustainable port development	--	3.2%	7.5%	10.6%	13.8%
<b>Process Skills</b>					
Conflict management	6.3%	31.9%	10.0%	17.4%	27.4%
Needs assessment	9.3%	9.7%	9.7%	17.0%	24.2%
Public issue education	2.9%	12.7%	10.4%	19.0%	26.9%
Collaborative processes	5.4%	17.4%	9.0%	17.2%	24.7%
Facilitation/meeting management	5.9%	22.9%	8.8%	14.9%	22.9%
Evaluation (e.g., program, product, service)	2.0%	12.0%	13.1%	17.9%	27.1%
Managing multiple perspectives	1.4%	10.2%	7.7%	12.2%	17.2%
Effective communication skills	--	23.5%	8.6%	15.2%	22.6%
Program design	--	7.9%	11.8%	14.7%	21.7%
Performance measures	--	14.7%	16.5%	20.4%	28.1%
Outreach planning	--	9.5%	11.3%	21.0%	27.1%
Media relations	--	14.9%	7.9%	16.5%	21.5%
Grant proposal writing	--	12.9%	10.4%	21.3%	25.1%

28. Training (continued)

Indicate <b>your</b> past participation and/or likelihood for participating in the following training topics. (Check <b>all</b> that apply.)	Past participant at training sponsored by...		Likely and able to participate...	
	NOAA Coastal Services Center	other training facility/school	at NOAA Coastal Services Center	if offered on-line
<b>Technology Training</b>				
<b>Working with Spatial Data</b>				
Introduction to ArcView GIS 3.2	9.5%	22.9%	9.5%	17.9%
Intermediate ArcView GIS 3.2	7.0%	10.4%	7.9%	14.7%
GIS for managers	3.6%	4.3%	14.9%	26.0%
Introduction to coastal remote sensing	2.5%	5.2%	14.3%	20.8%
Remote sensing for spatial analysts	1.8%	3.8%	10.6%	13.6%
Information technology for coastal managers	2.3%	2.5%	15.8%	23.3%
Introduction to GPS	1.8%	12.0%	9.7%	18.1%
Visual Basic and ArcObjects	--	2.0%	8.6%	12.4%
ArcGIS	--	7.5%	13.6%	17.2%
Spatial data management	--	2.9%	10.6%	13.8%
Intermediate remote sensing (image processing and interpretation techniques)	--	3.8%	12.0%	13.8%
Identifying and mapping coastal habitats	--	4.1%	22.2%	26.2%
Habitat assessment methods	--	6.1%	20.6%	25.1%
Photo interpretation	--	10.4%	13.6%	19.5%
<b>Metadata</b>				
Metadata training workshops	5.0%	7.2%	10.0%	15.6%
How to train others in developing FGDC-compliant metadata	0.2%	1.4%	3.8%	7.2%

**29. Previous Experience with the NOAA Coastal Services Center**

Which of the following NOAA Coastal Services Center products and services have <u>you</u> or <u>your office</u> used within the last three years? (Check <u>all</u> that apply.)	Frequency	How helpful was the product or service? (Circle <u>one</u> .)			
		Not	Low	Med	High
<input type="checkbox"/> None	21.9%	--	--	--	--
<input type="checkbox"/> Coastal Services magazine	54.3%	4.2%	28.8%	45.4%	18.3%
<input type="checkbox"/> Coastal Management Fellowship Program	28.3%	22.4%	12.0%	13.6%	50.4%
<input type="checkbox"/> Grant funding	28.3%	18.4%	3.2%	14.4%	62.4%
<input type="checkbox"/> Content-specific training (e.g., Risk-Vulnerability Assessment; Public Trust Doctrine; Coastal Management for Practitioners)	23.3%	20.4%	9.7%	33.0%	35.0%
<input type="checkbox"/> Process skills training (e.g., Public Issues and Conflict Management; Process Skills; Needs Assessments; Managing Multiple Perspectives)	25.6%	20.4%	4.4%	20.4%	54.0%
<input type="checkbox"/> Conference or workshop coordination, facilitation, support, or assistance (e.g., Coastal GeoTools '01, Coastal Zone '01, regional workshops)	40.5%	10.1%	3.9%	36.9%	47.5%
<input type="checkbox"/> NOAA Coastal Services Center Web site ( <a href="http://www.csc.noaa.gov">www.csc.noaa.gov</a> )	49.3%	3.7%	15.1%	53.7%	24.8%

**31. Professional Experience**

	Years working in this field	Years in your current position
<input type="checkbox"/> Less than 1 year	0.2%	9.3%
<input type="checkbox"/> 1 to 5 years	15.8%	42.0%
<input type="checkbox"/> 5 to 10 years	14.8%	19.7%
<input type="checkbox"/> 10 to 15 years	19.7%	15.7%
<input type="checkbox"/> More than 15 years	49.4%	13.3%

**32. Position Title**

Which of the following best represents <u>your</u> current position's role and responsibilities? (Check <u>one</u> .)	
<input type="checkbox"/> Education and outreach	23.4%
<input type="checkbox"/> Information technology (GIS or remote sensing)	8.1%
<input type="checkbox"/> Natural resource management	12.5%
<input type="checkbox"/> Permitting and regulatory enforcement	10.6%
<input type="checkbox"/> Planning	7.0%
<input type="checkbox"/> Program or site administration/management	30.9%
<input type="checkbox"/> Research	7.5%

2002 Coastal Resource Management Customer Survey: Preliminary Results

33. Professional Skills

Indicate <u>your</u> familiarity with each of the skill areas below. (Check <u>one</u> box for each.)	Unfamiliar	Familiar	Working knowledge	Expertise
<b>Program Management and Planning</b>				
Program administration	9.4%	24.1%	38.1%	28.4%
Urban and regional planning	20.2%	46.4%	26.4%	7.0%
Information management (e.g., access, cataloging, retrieval)	32.6%	38.1%	20.1%	9.2%
<b>Natural Resource Management</b>				
Natural resource planning	10.9%	27.1%	41.8%	20.3%
Ecosystem management	13.0%	35.7%	36.0%	15.2%
Landscape and restoration ecology	14.8%	34.7%	38.1%	12.4%
Watershed management	14.1%	36.7%	38.1%	11.2%
Wildlife management	15.7%	41.3%	35.5%	7.5%
Fisheries management	25.0%	41.5%	22.8%	10.7%
Environmental policy and law (e.g., CZMA, NEPA, CWA)	26.4%	42.4%	24.6%	6.7%
Property rights and multi-jurisdictional management	27.8%	47.3%	19.5%	5.4%
Environmental impact statements	33.3%	38.7%	22.2%	5.9%
<b>Social Science in Management</b>				
Social impact analysis	25.6%	41.9%	27.0%	5.5%
Educational design and program development	30.7%	37.3%	21.4%	10.6%
Recreation resource management	25.4%	43.0%	27.9%	3.7%
Ecotourism management	30.5%	35.5%	28.3%	5.7%
Program evaluation or product and service evaluation	39.6%	41.5%	15.2%	3.7%
Needs assessment	41.8%	43.5%	12.0%	2.7%
Survey, interview, and group data collection	45.3%	39.1%	12.1%	3.5%
Resource valuation (e.g., market, nonmarket)	49.1%	39.8%	9.1%	2.0%
Cultural, historic, and heritage resource management	51.6%	37.6%	9.6%	1.2%
<b>Public Participation</b>				
Facilitation/meeting management	8.4%	22.4%	47.2%	21.9%
Partnership building	9.2%	22.4%	49.6%	18.8%
Public relations/working with the media	11.8%	25.6%	42.8%	19.8%
Volunteer coordination and management	14.7%	25.2%	39.9%	20.2%
Grant writing and fundraising	11.3%	36.4%	42.2%	10.1%
Stakeholder involvement	19.4%	42.2%	28.4%	10.0%
<b>Technology</b>				
Geographic information systems (GIS)	15.3%	53.4%	21.1%	10.2%
Remote sensing	19.2%	51.5%	23.1%	6.3%
Global Positioning System (GPS)	30.5%	48.0%	18.5%	2.9%
Metadata	39.8%	42.7%	14.6%	2.9%