



Rescued Person's Survey

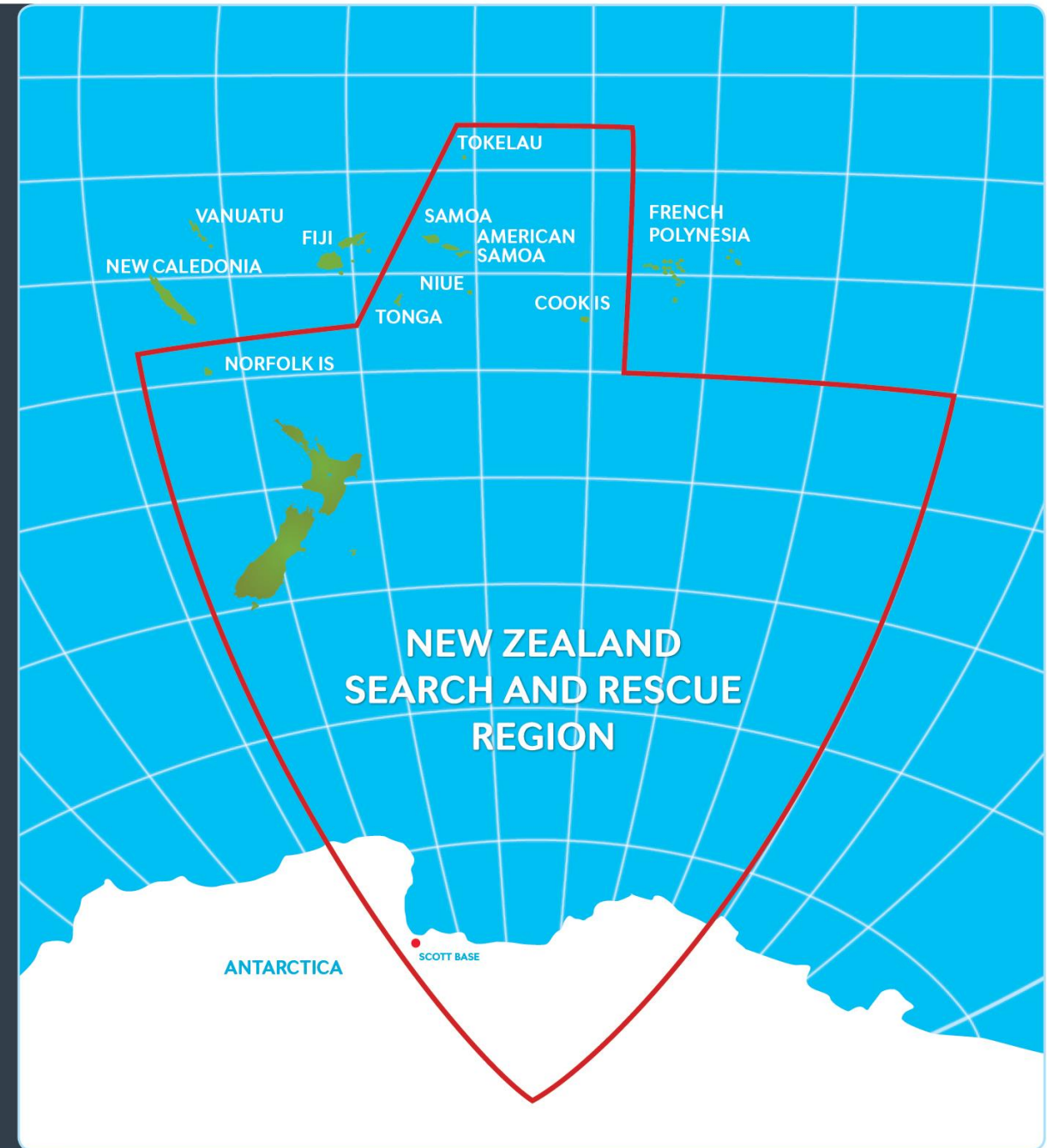
Why am I speaking at a
Transport Conference?

OUR RESPONSIBILITY

New Zealand's search and rescue region

- One of the largest in the world
- 5° south of the Equator to the South Pole
 - half way to Australia and
 - half way to Chile
- approximately 30 million square kilometers

NEW ZEALAND
**SEARCH
AND
RESCUE**





Coordination +
Support



New Zealand Search and Rescue Council

NZSAR will provide effective search and rescue services for people in distress throughout New Zealand's search and rescue region in order to save lives.

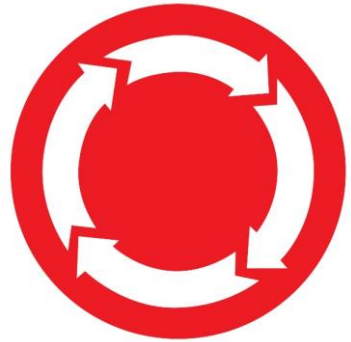


NEW ZEALAND
**SEARCH
AND
RESCUE**

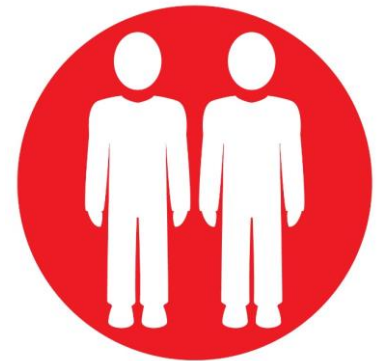




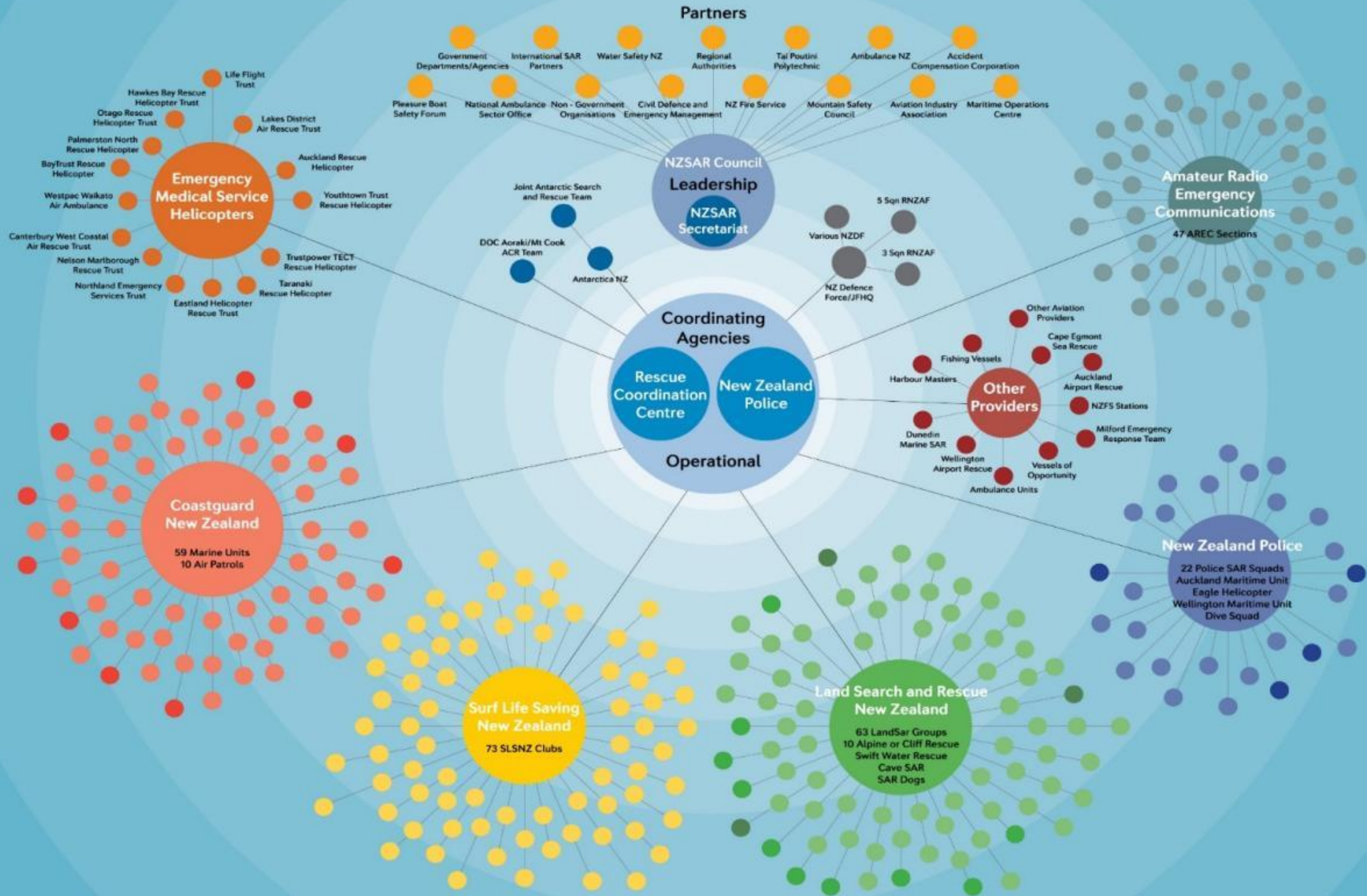
NZSAR Council Goals



- A robust and integrated SAR system
- Efficient and sustainable SAR organisations
- Capable SAR people
- Reduced Demand for SAR services

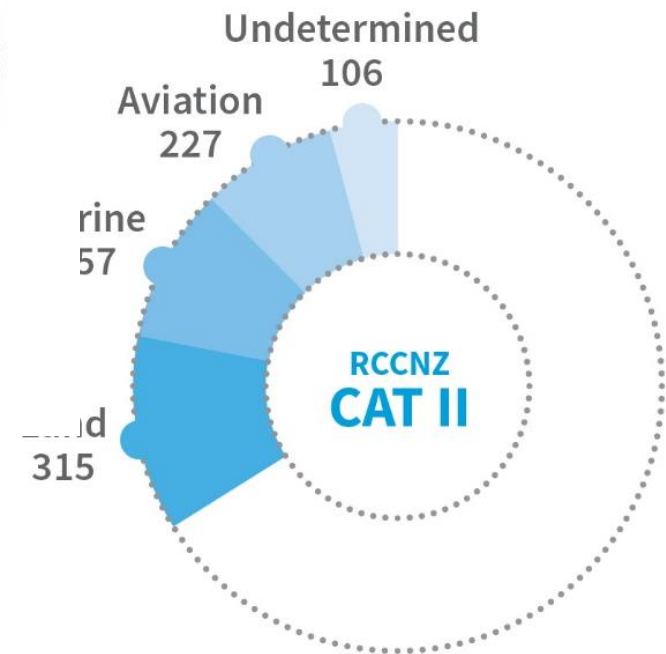
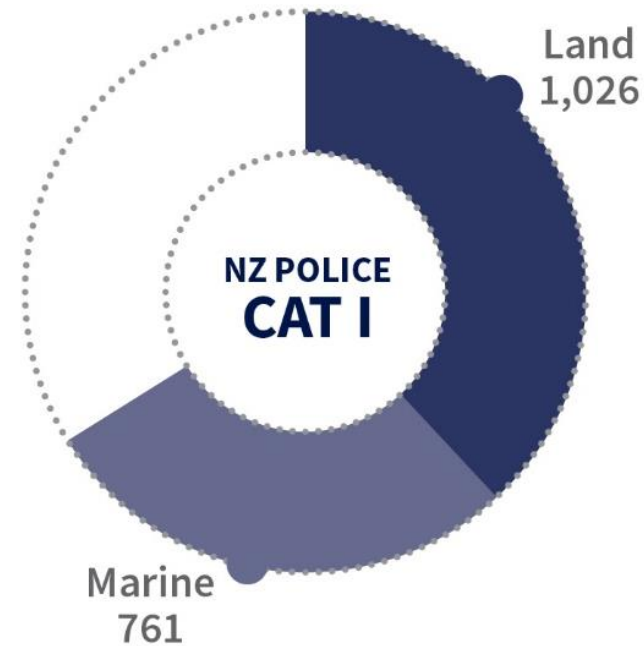
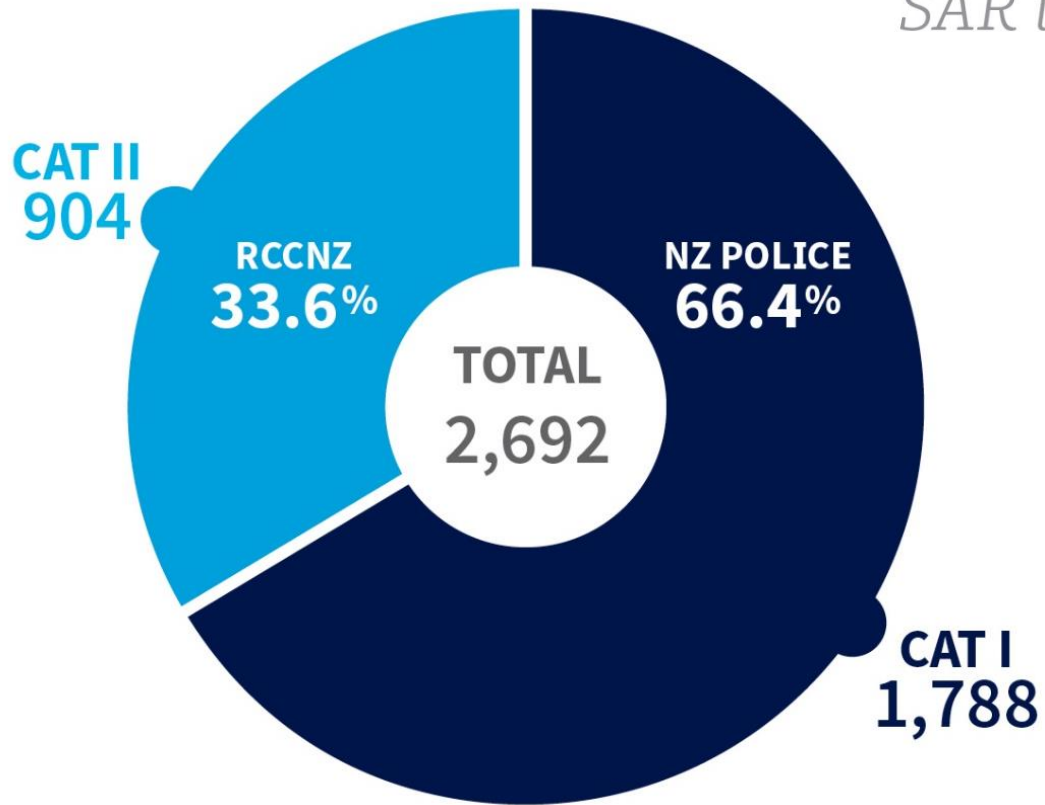


OUR SECTOR

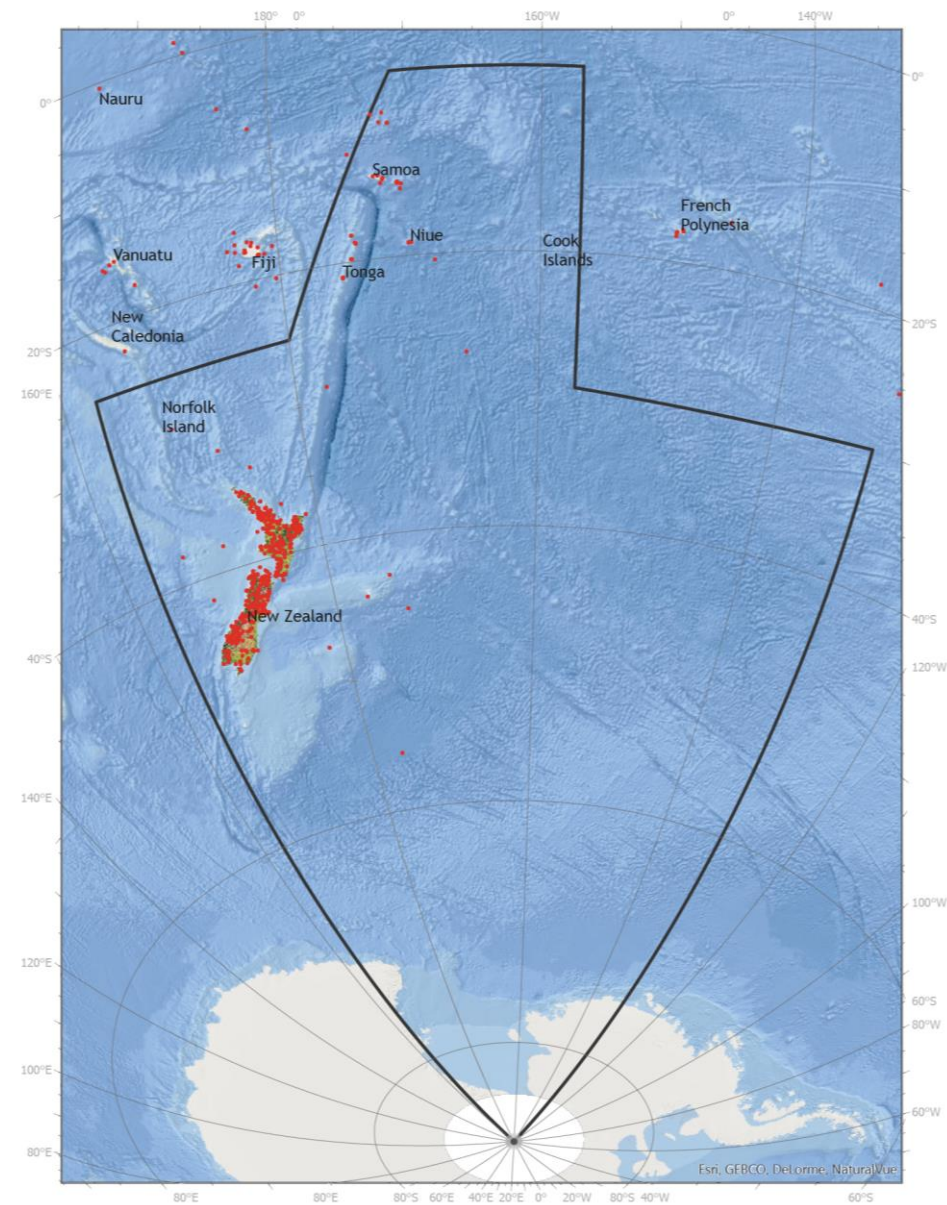
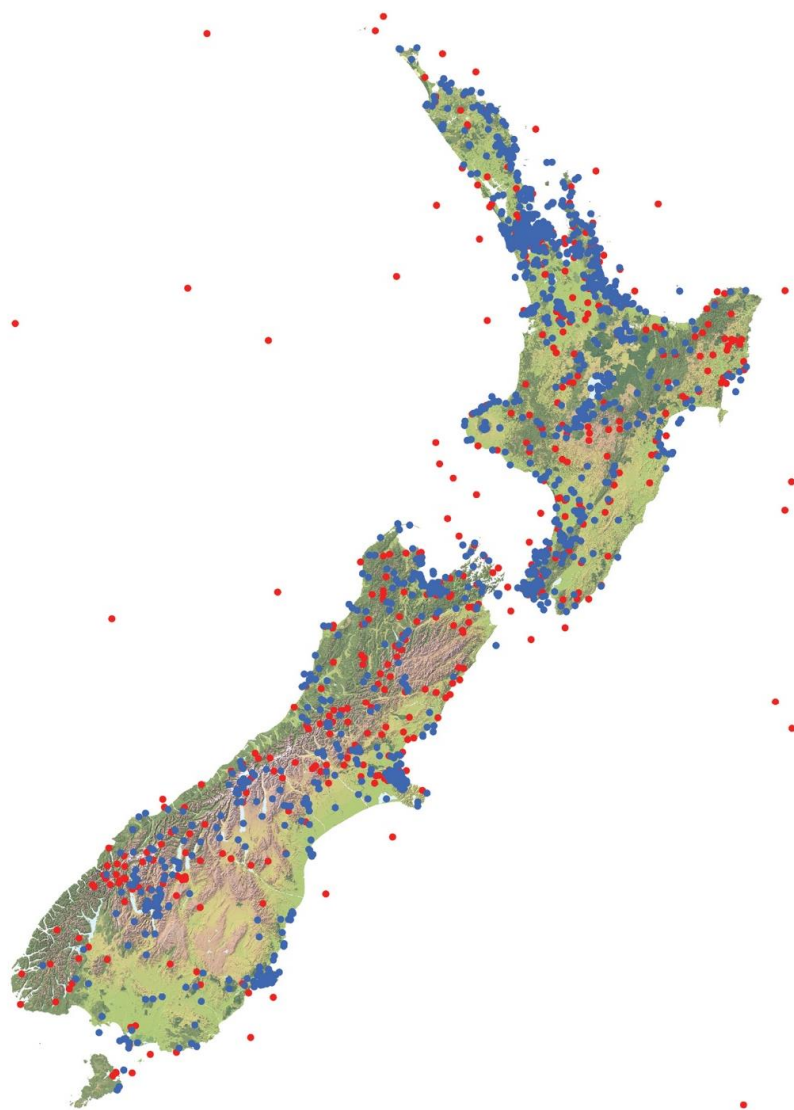


WHAT WE DO

SAR incidents in 2017-18



Category I and II search and rescue operations 2017-18



NEW ZEALAND SEARCH AND RESCUE



WHAT WE ACHIEVE

2,058 people were at risk during 2017-18



686 million dollars in social costs was averted by saving 181 lives.
Cost benefit ratio 28:1

Life saved: where, if SAR agencies had not intervened, life would definitely have been lost.

Person rescued: where SAR agencies locate and rescue a person or people at risk and return them to a safe location.

Person assisted: Where SAR agencies aid a person or people at low risk, but who, if left, would be at risk.

Rescued Person's Survey

What we wanted to learn...

- How prepared are our potential customers? (recreation)
 - What preparation did they do to leading up to their activity?
 - What actions they do during a SAR incident?
 - What expectations do rescued people have of SAR?
 - Overall satisfaction rate?
-
- Why? SAR prevention. We want to do less SAR. We also want better SAR outcomes.

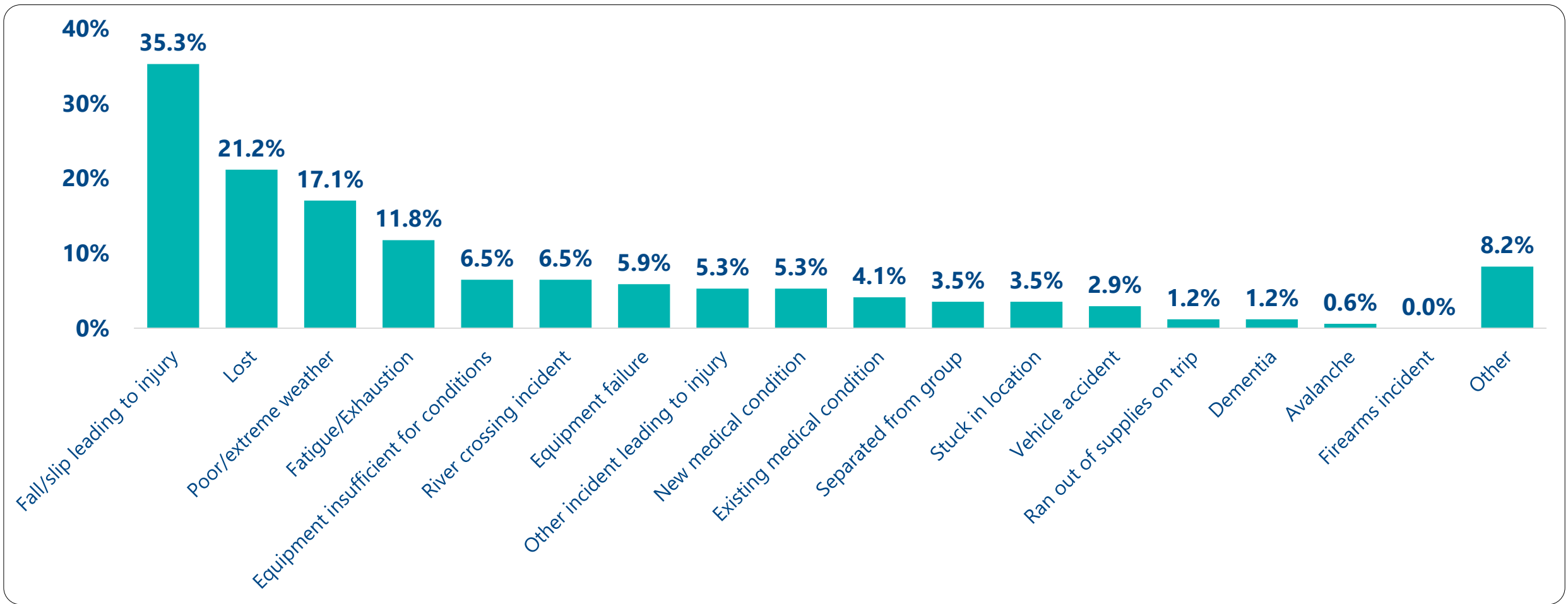
Rescued Person's Survey

What we wanted to learn...

- Survey early to mid 2018
- Respondents = people who had needed SAR services
- Quantitative, 224 qualified participants (from database of 835)
- RCCNZ – from beacons database – email
- Police – from rescued persons database – by snail mail (twice)
- Different surveys were designed for land, boating and water based SAR responses
 - Land - 161 responses
 - Boating – 48 responses
 - Water – 15 responses
- 295 people started the survey and 224 completed it; a 24% drop out rate

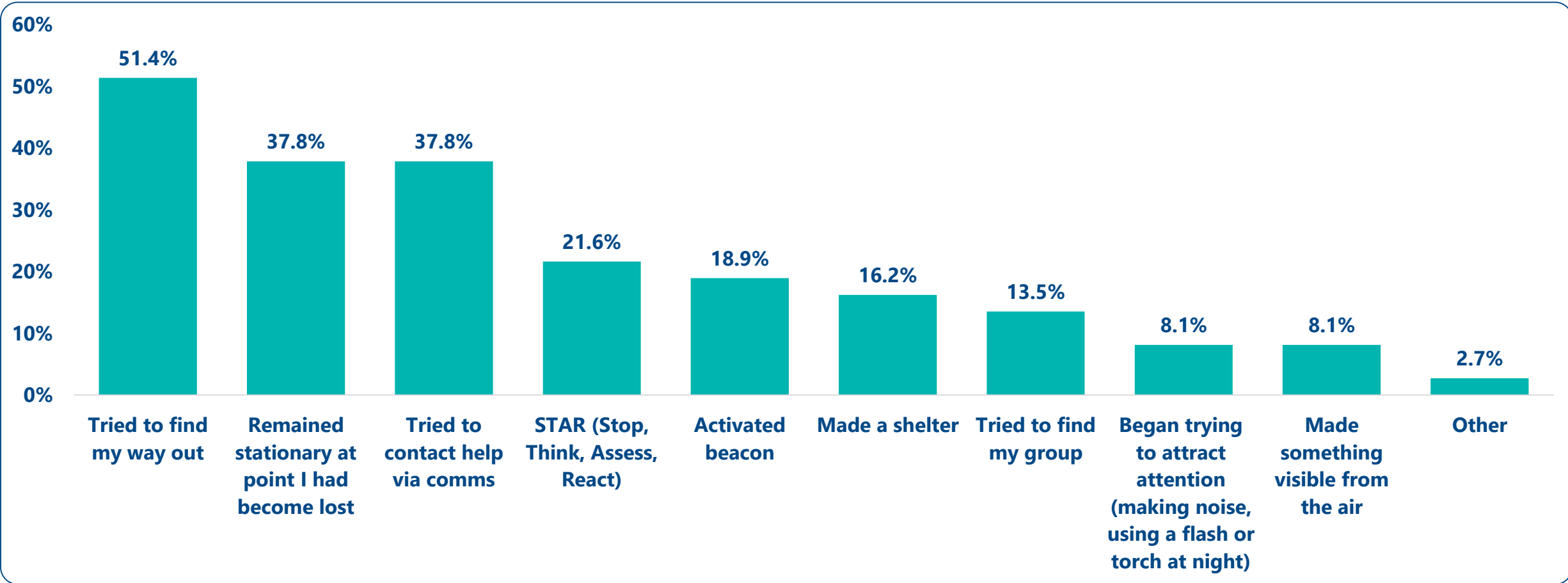
Types of incidents leading to SAR

Land environment



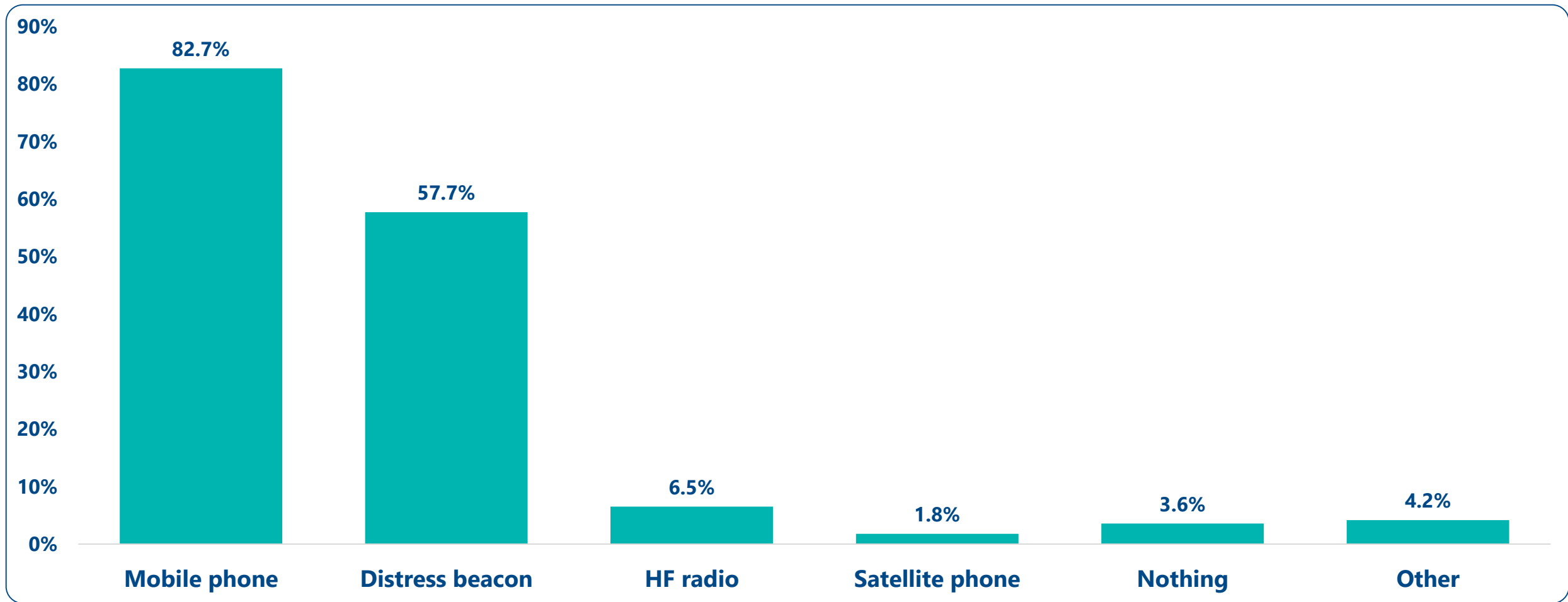
What they (said they) did after becoming separated or lost

Land environment



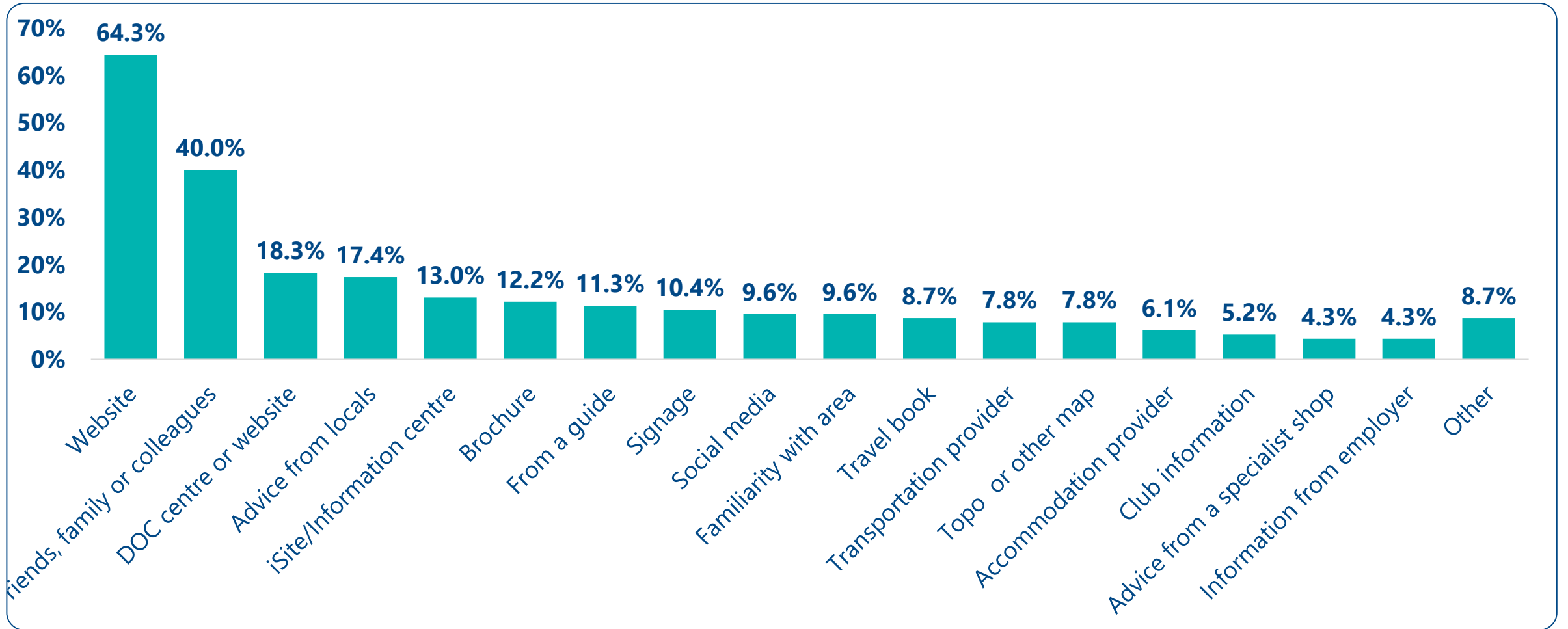
What communications equipment they carried?

Land Environment



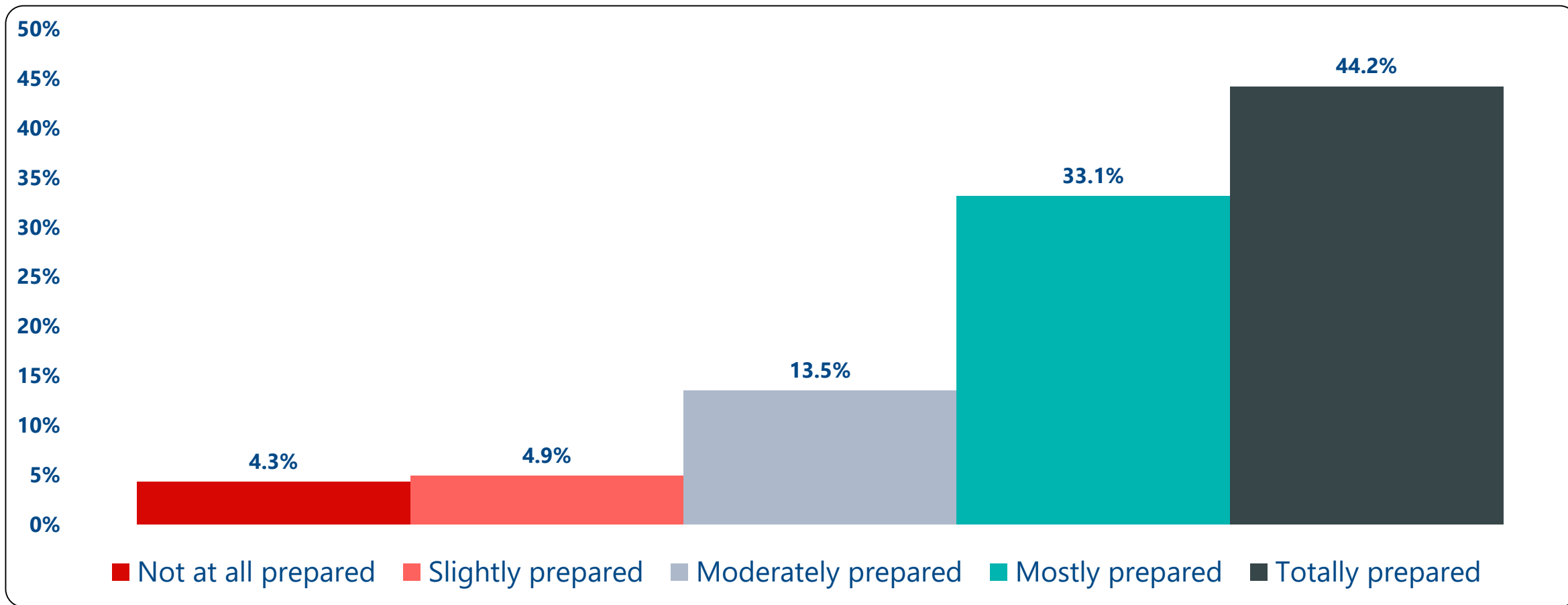
Where they sourced pre-adventure information

Land Environment



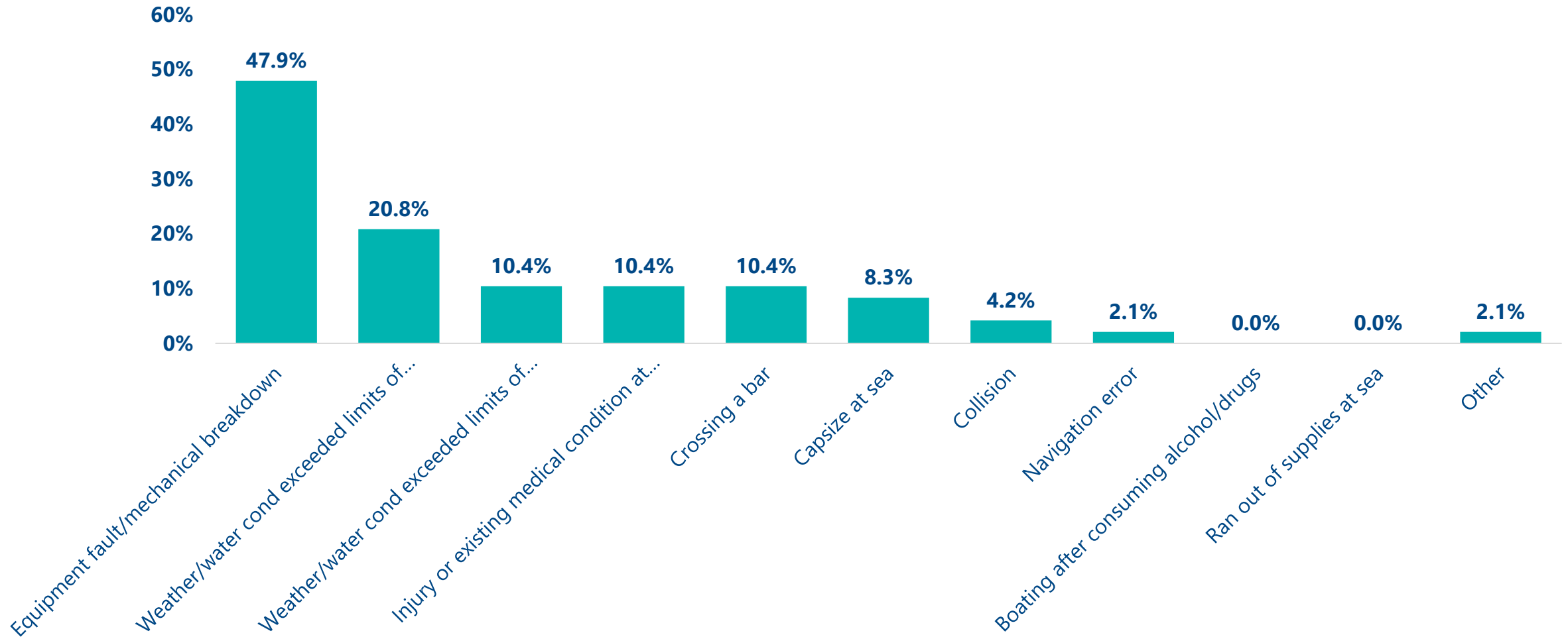
Perception of preparations

Land environment



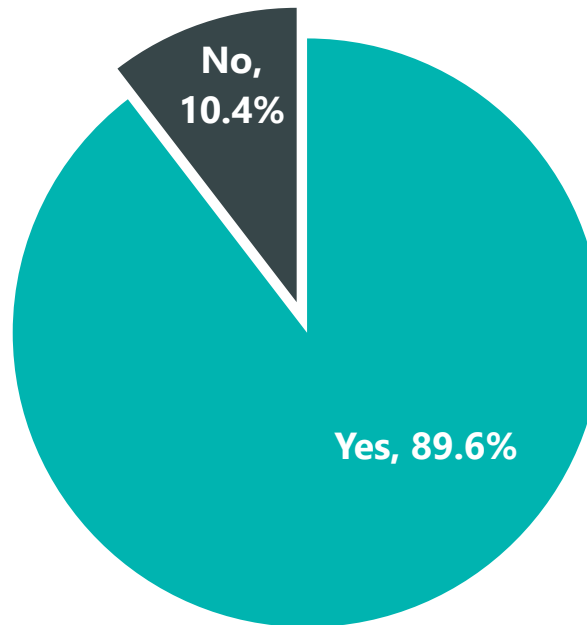
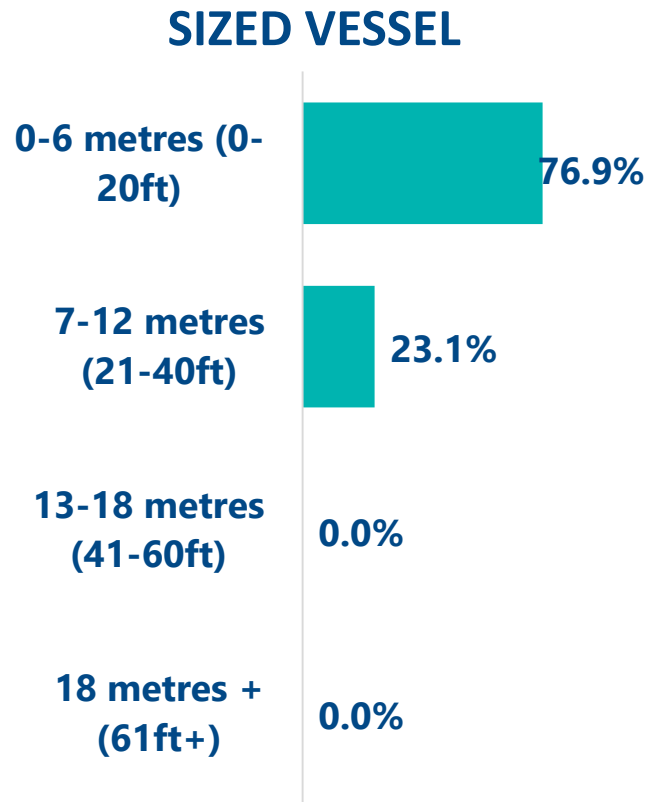
Types of incidents leading to SAR

Boating environment

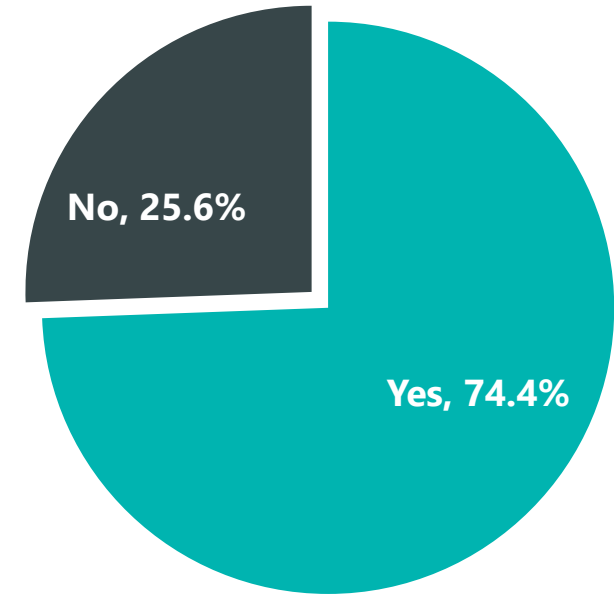


Size of vessel & Lifejackets

Boating Environment



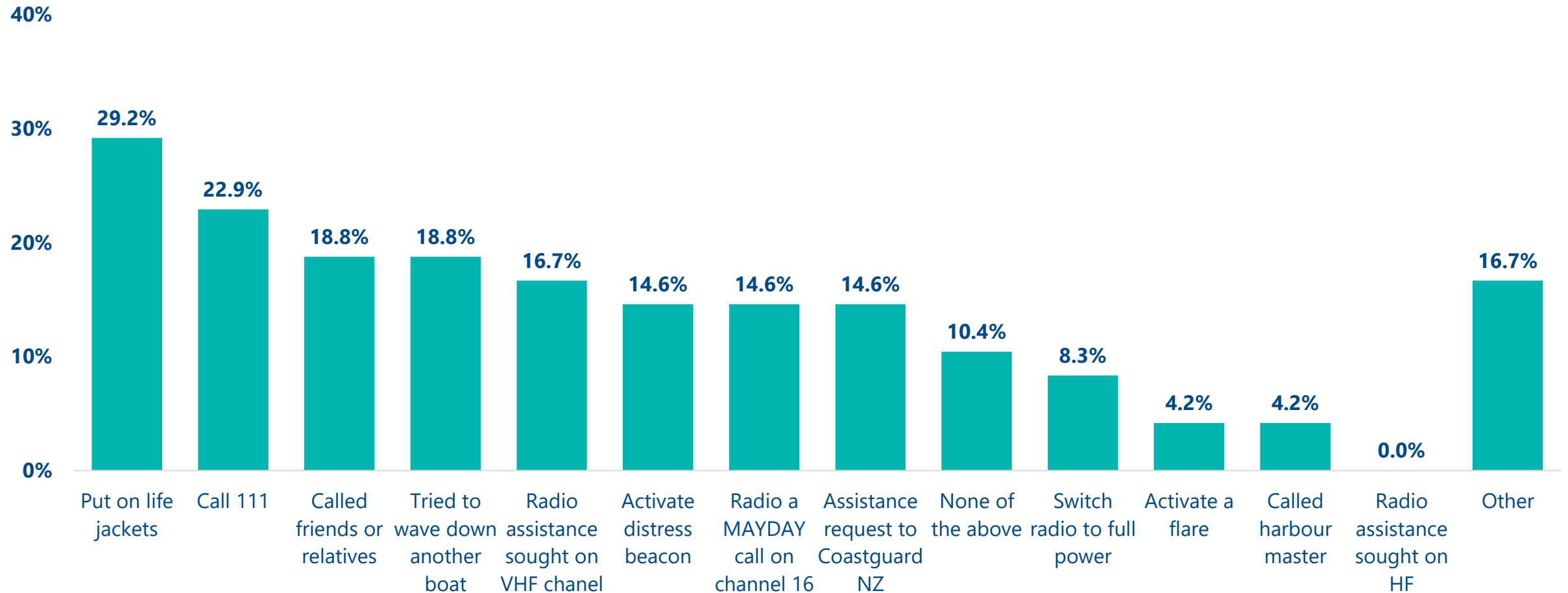
**WAS THE BOAT YOU WERE
ON, CARRYING LIFEJACKETS
FOR ALL ON BOARD?**



**WAS EVERYONE ON BOARD
WEARING LIFEJACKETS BEFORE THE
INCIDENT THAT LED TO THE SAR
RESPONSE?**

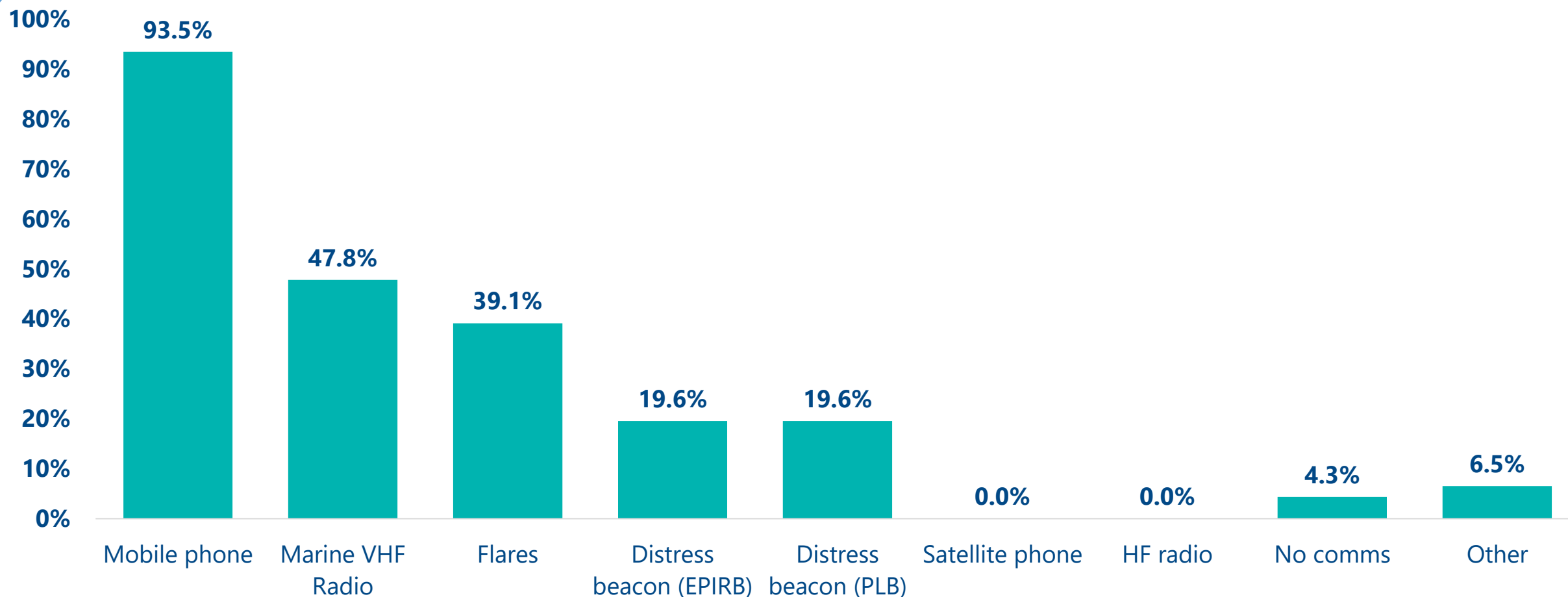
Actions taken once need for SAR known

Boating environment



Communication equipment carried

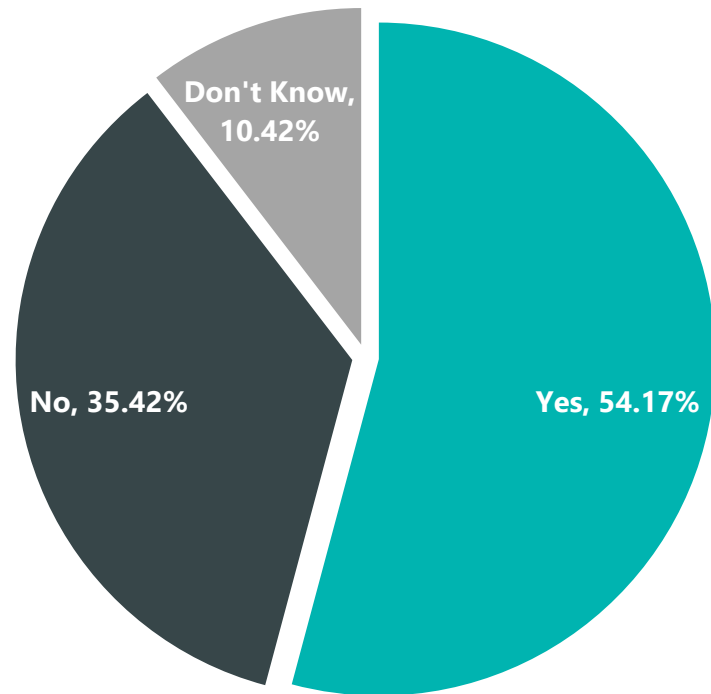
Boating Environment



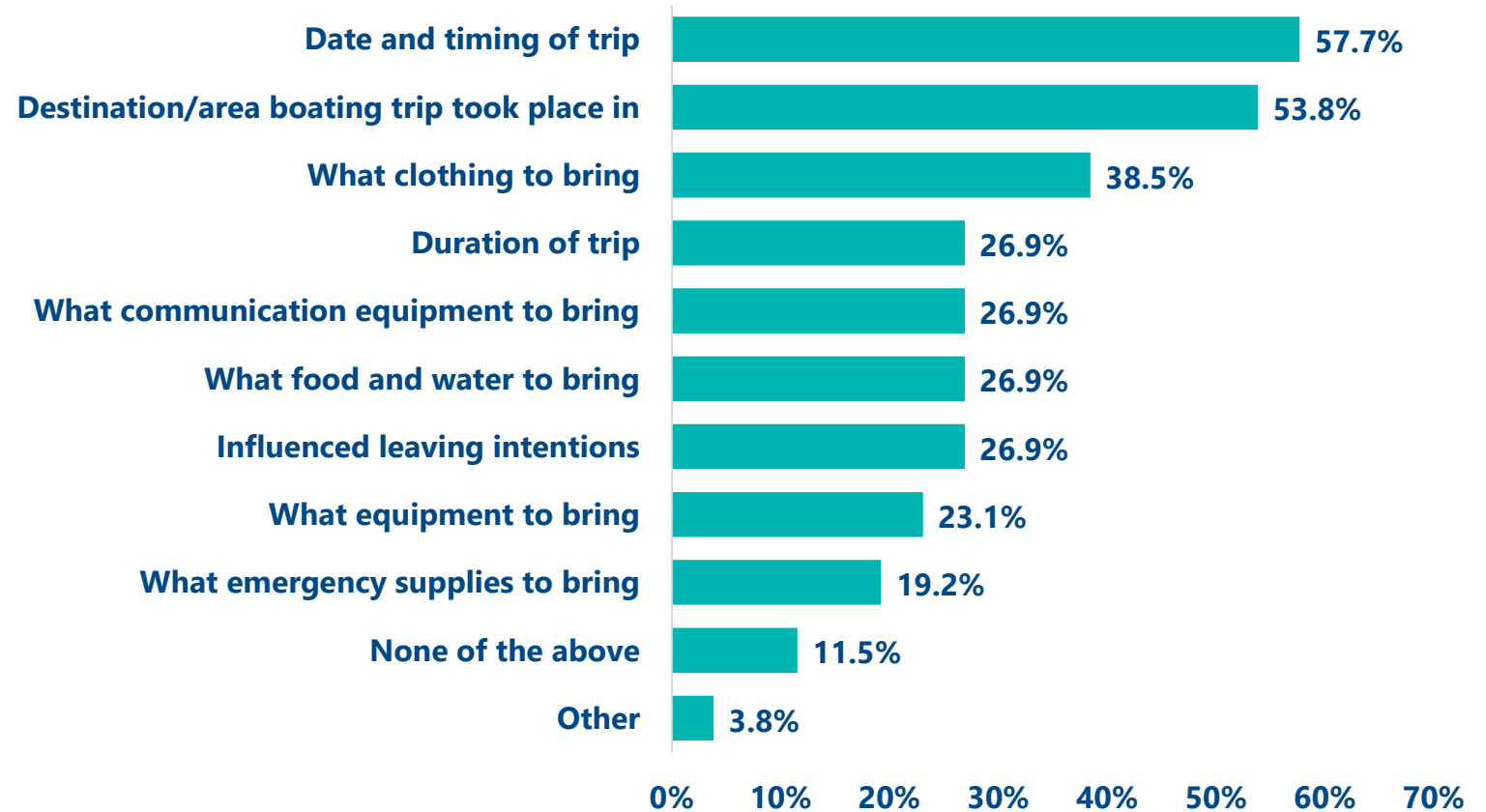
Information sought before trip & influence on actions

Boating Environment

DID YOU SEEK INFORMATION FOR YOUR TRIP?

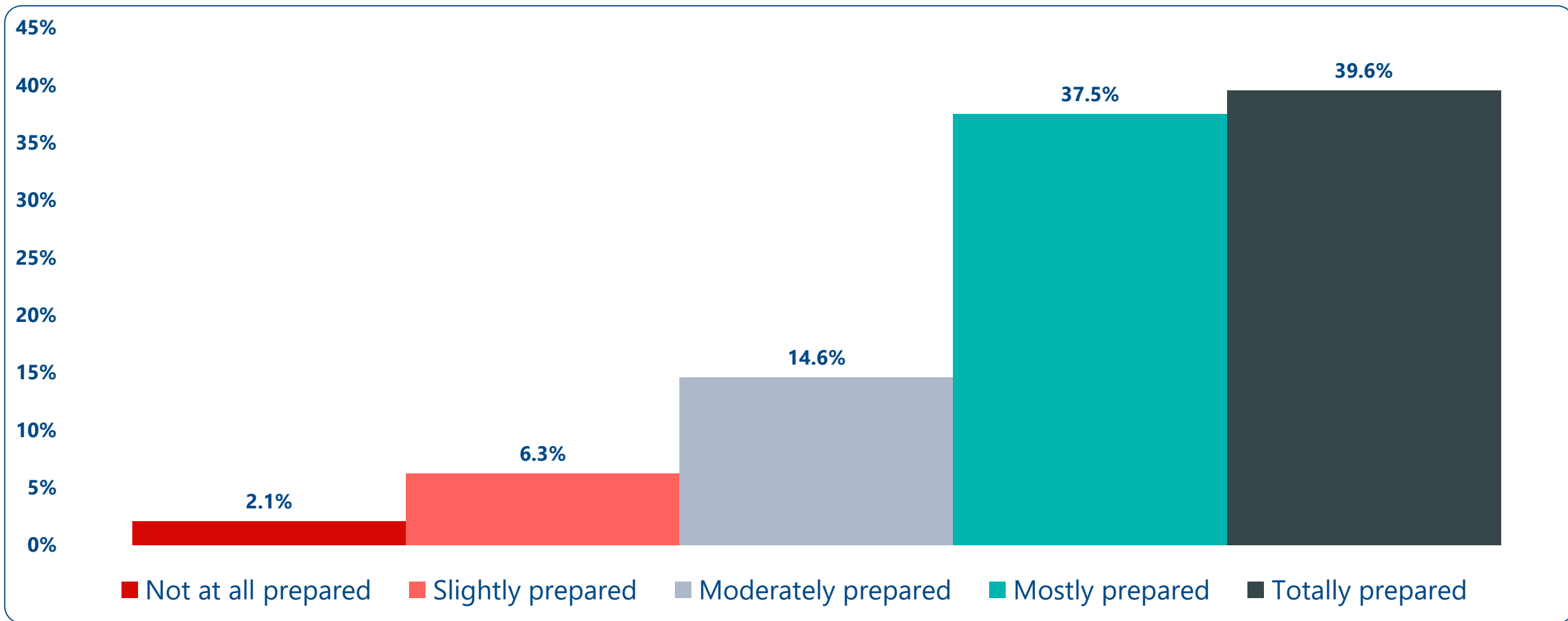


HOW DID THIS INFORMATION INFLUENCE ACTIONS?



Perception of preparations

Boating environment



Summary

- The majority of rescued persons are **middle aged male New Zealanders** (45 to 64).
- A significant number of rescued persons **did not research** their trip (or leave intentions with somebody).
- Generally most rescued persons **felt reasonably well prepared** for their journey, despite needing SAR services.
- Area people felt least prepared? = **Information about area or conditions**
- Most rescued persons were **extremely satisfied** with their experience with SAR

RESCUED PERSONS RESEARCH STUDY

www.nzsar.org.nz

PRODUCED BY DISTILL RESEARCH AGENCY – AUGUST 2018



DISTILL
RESEARCH AGENCY

THANKS FROM RESCUED PERSONS

“You run a fabulous organisation. Thank you for your help”

“I'm very grateful for the help I received after getting lost”

“Thank you NZSAR , you saved my life!”

“Job well done very grateful for the rescue”

“Thank you so much for rescuing our family”

“Thank you to the search and rescue organisations, especially the volunteers”

“Thank you for the fantastic job you are doing by making our trips safer”

“Was very grateful to the rescue crew, they were awesome”

“I cannot express enough how grateful I am for the professional response”

END