

## **Highlights of the 2002 Triennial Coastal Resource Management Customer Survey**

**NOAA Coastal Services Center  
Charleston, South Carolina**

### **The coastal management community is getting more comfortable with the use of technology.**

- Respondents indicate that increased access to information and technology, applied use of data and technology, on-line information search tools, and visualization tools will become more important to them in the next three years.
- Geographic information systems (GIS) are becoming a more standard tool in the community. Ninety-two percent of the respondents indicate their offices use geographic information systems (GIS). There is a continued growth in the number of staff within the offices that use GIS.
- There has been a dramatic increase in the number of offices investing in remote sensing technology. In the last three years, the percentage of offices that have one to two staff members using remote sensing has nearly doubled.
- Nearly all respondents (99 percent) indicate their offices have Internet access, with most having a direct connection.
- Over 90 percent of respondents use Web sites to share new ideas and information.

### **Spatial data are used to address high priority issues.**

- Offices currently use spatial data to address habitat restoration and monitoring, an issue identified by the respondents as being a high priority. Other high priority issues where spatial data are used include land use planning/growth management, watershed planning, water quality monitoring, and nonpoint source pollution.
- Three-quarters of the respondents indicate their offices use shoreline spatial data to specifically address these high priority issues.
- In the last three years, more offices are using spatial data to address protected area management issues.

### **Even in this information age, face-to-face communication is still important.**

- Respondents indicate that partnerships or partnership building, and outreach and education will be a high priority for their offices in the next three years.
- Over 90 percent of the respondents report that talking with colleagues and friends, and attending professional meetings, conferences, workshops, and trainings are the most frequent ways they share new ideas and information. The majority of the respondents find talking with colleagues and friends to be the most useful.



**Opportunities still exist in building capacity in the technology area.**

- GIS provides an underutilized opportunity for outreach and education. Only a quarter of the education and outreach respondents know the details of their office's GIS use.
- Although 70 percent of the respondents believe that increased access to information and technology will be high priority in the next three years, nearly half of the respondents indicate that they never make spatial data available to the public or do not know if they make spatial data available.
- A third of the respondents classify themselves as unfamiliar with remote sensing and metadata.

**There is a need to develop local and regional process skills training.**

- A significant number of respondents are more likely to participate in training if it is offered regionally compared to being offered at the Center.

**There is interest in training on specific coastal zone management issues and process skills.**

- Respondents are more likely to participate in training on leadership in coastal management and performance measures, even if this training is only offered at the Center.

**The social sciences are areas for future capacity building.**

- Nearly half of the respondents classify themselves as being unfamiliar with the areas of needs assessment, surveying, interview and group data collection, resource valuation, and cultural, historic, and heritage resource management.

**Coastal zone management is a dynamic field.**

- Fifty percent of the respondents have been in the field for over 15 years; however, 42 percent of them have been in their current positions for 5 years or less.

