



Department of Homeland Security

Office of Inspector General Questionnaire

Coast Guard District 17 VHF Distress Outages

B6 DHS OIG Questionnaire
April 2021

The Department of Homeland Security Office of Inspector General is conducting a review of VHF distress signal tower outages in the Coast Guard District 17 area of responsibility. This questionnaire will assist us in understanding how the Coast Guard communicates with the public about VHF distress signal outages in Alaska and how these outages impact the safety of mariners. Your responses may provide insight into how the Coast Guard can improve its communication about these outages.

We request you complete and submit your responses no later than Wednesday, April 14th. After completing the questionnaire, please click "SUBMIT" on the bottom of this form to return your responses to us via email. Should you have any questions or concerns, please e-mail the project team lead at jennifer.berry@oig.dhs.gov. Thank you for your time and responses.

Do you wish to be contacted regarding this questionnaire? Yes No

Name (optional):

Phone Number (optional):

E-mail Address (optional):

Questionnaire

1. How does the Coast Guard typically inform mariners about VHF distress signal outages? (Select all that apply).

Email

News Media

Social Media (i.e. Facebook, Instagram, Twitter)

VHF Radio

Other (Please identify methods; If you selected more than one please indicate which occurs most often).

2. Are the Coast Guard's efforts to notify the public about VHF distress signal outages in Alaska sufficient?

Yes No

Why or why not?

3. What other methods should the Coast Guard consider using to notify the public of VHF distress signal outages?

4. How do mariners in Alaska typically contact the Coast Guard with distress calls?

5. What other methods are available for mariners in Alaska to obtain help from the Coast Guard besides calling on VHF Channel 16?

6. Are other ways of obtaining help from the Coast Guard as effective as calling on VHF Channel 16?

Yes No

Why or why not?

7. Are you aware of any instances in which mariners could not contact the Coast Guard because of VHF distress signal outages in Alaska? If yes, please describe.

Yes No

8. Are you aware of any instances in which mariners could not contact the Coast Guard because of VHF distress signal outages in Alaska AND received assistance from other mariners? If yes, please describe.

Yes No

9. Are you aware of any Coast Guard efforts to fix VHF distress signal outages in Alaska? If yes, please describe.

Yes No

10. Has the severity and/or frequency of VHF distress signal outages in Alaska increased, decreased, or remained the same from 2019 to present? Please explain.

11. How have VHF distress signal outages affected mariners in the Coast Guard's District 17 area of responsibility?

12. Do you believe the Coast Guard understands the impacts of VHF distress signal outages in Alaska?

Yes No

Why or why not?

13. Please use this space to share any additional information you would like us to know regarding the Coast Guard's handling of the VHF distress signal outages in Alaska.