



PUBLIC EXPECTATIONS AND
PERCEPTIONS OF SEARCH AND
RESCUE IN NEW ZEALAND

Distill Research Agency specialises in distilling data into pure insights. We use rigorous and thorough market research techniques and analysis to provide the best advice.

Author

This document was written by Bevan Wait. For further information email bevan@distillresearchagency.co.nz or phone 021 421 530

Disclaimer

Although every effort has been made to ensure the accuracy of the material and the integrity of the analysis presented herein, Distill Research Agency Ltd accepts no liability for any actions taken on the basis of its contents.

CONTENTS

Introduction.....	4
Methodology.....	5
Limitations.....	6
Summary	7
Expectations of SAR - Land.....	12
Expectations of SAR - Boating	22
Expectations of SAR - Water	30
Expectations of SAR - Air	38
Areas For Further Research.....	44
Areas For Further Consideration	46
Key Findings.....	48
Appendix I – Respondent Details.....	52
Appendix II – Semi-structured Interview Questions.....	53

INTRODUCTION

The purpose of the research was to describe and help better understand the expectations that the New Zealand public have of New Zealand's Search and Rescue services and guide further research in this area. New Zealand SAR organisations provide search and rescue services on an average of nearly seven operations per day. While it is known that many of these search operations are effective in saving lives and rescuing people, the expectations that the public has of these services was unknown. Previous research has been based on in-sector views or informal feedback. On the basis of this uncertainty NZSAR commissioned research to help better understand and describe the expectations that the New Zealand public have of Search and Rescue services. As well as providing a better understanding of public expectations, this research may be used to guide further more detailed quantitative research in this area.

METHODOLOGY

The research used qualitative semi- structured interviews with 79 participants across 9 sites. The inclusion criteria included being a New Zealand resident who planned to live in New Zealand for at least the next 12 months and engaged (in the past or present) in an adventure activity in New Zealand. Potential participants were approached across the 9 sites and invited to participate in the 10-30 minute interview. Consent was verbal and the participants remained anonymous to the researcher with city of residence recorded in demographic details. The interviews were conducted between March and April 2016.

In-depth semi- structured interviews were chosen as the primary research method due to their flexible nature and ability to uncover complex beliefs, attitudes, motivations, feelings and of course expectations. Using in-depth semi-structured interviews allowed the researcher to follow different paths of conversation that emerged over the course of the interview. It also allowed the ability to prompt the research participant to clarify and expand on certain points.

Where research locations were relatively quiet all people present were asked to participate in the research provided they met the research criteria. In more busy locations, every third person/group of people were approached to participate in the research.

Where possible the research aimed to collect a regional spread of respondents, with the aim that the research represented some of the beliefs likely to be held by the New Zealand population.

A total of 79 respondents were interviewed, with 34 interviewed in relation to land based adventure activities, 20 water activities, 14 boating activities and 11 air activities. The tables in appendix one give an overview of the total number of respondents, where those respondents reside, and where the research was undertaken .

LIMITATIONS

NOT REPRESENTATIVE OF NEW ZEALAND POPULATION

This research was primarily designed as an exploratory research piece where importance was placed on the deep, naturalistic, and inductive analysis that defines qualitative inquiry over the large representative sample size a quantitative survey provides. Using a small sample (n=79) qualitative technique meant that the survey did not have the sample size to be representative of the New Zealand population. Where possible though the research aimed to collect a regional spread of respondents, with the aim that the research represented the beliefs of a range of people throughout New Zealand.

NOT REPRESENTATIVE OF ALL ACTIVE RECREATIONAL ACTIVITIES

While this research covered some of New Zealand's most popular active recreational activities including swimming, walking and hiking, and boating, the survey did not cover all active recreational activities. For example the air research only focused on motorised aircraft pilots and didn't cover the likes of paragliding, gliding or hang-gliding. The main reason for this limitation was budget related and because of the small sample as a result of the research being qualitative based.

DIFFERENCE BETWEEN PEOPLES EXPECTATIONS DURING AN ACTUAL SAR OPERATION

There is a strong chance that there is a significant difference between the expectations of people in this research method, and the expectations people have of SAR when they are the target of a SAR response. For example this research found most people who were either about to go on a walk or who had just been on a walk expected a SAR response to take around two to five hours to find them. In comparison consider somebody lost in the NZ wilderness with a badly broken leg; To this person two hours could be perceived as an extremely long time to wait and this person could be inclined to say their expectations in terms of a response time were not met.

SUMMARY

LAND

Many people doing popular multi-day walks are doing so without carrying workable communications

People generally expect to be found within two to five hours if lost and or hurt in the bush

The use of helicopters in SAR has become expected to a certain extent

People don't really have a strong understanding of what organisations undertake SAR

People have even less understanding of the responsibilities of different SAR organisations

Research respondents had high expectations of DOC staff in terms of identifying if people have gone missing, and also in assisting with SAR

People expect SAR personnel to be well trained in first aid, survival skills and navigation

People understand that SAR personnel are largely made up of volunteers. However people expect these volunteers to be well trained and a number of people expect SAR responses to be coordinated by specialist paid personnel

The equipment people expect SAR to be carrying generally falls under four categories; first aid, survival, communications and extraction equipment

SAR coverage is expected nationwide, 24 hours a day, seven days a week

People don't expect SAR personnel to risk their lives in extreme weather. They understand there could be delays

The New Zealand public expect SAR to be free of charge to New Zealanders

A number of people voluntarily expressed that they don't think SAR should be free to international tourists



SUMMARY

LAND (CONTINUED)

A small number of people expressed that they don't think SAR should be free to those who have exhibited risky or 'stupid' behaviour in the New Zealand wilderness

Most people would like to see more advertising of land based adventure safety, especially advertising targeting international tourists

People generally felt that a person's safety in the New Zealand wilderness is ultimately their own responsibility and were generally against the introduction of enforcement measures

BOATING

All respondents surveyed carried communications with them. A good rule of thumb observed was the larger the boat, the more communication equipment they carry

A small number of respondents suggested that they wouldn't contact SAR unless absolutely necessary. They suggested they would rather be self-sufficient rather than call SAR

A number of respondents had difficulty imagining themselves in need of SAR at sea beyond mechanical breakdowns

Most people expect a SAR response to begin within ten minutes of being contacted

For a close to mid-range response, people generally expect to be found/reached by SAR within twenty minutes to one and a half hours

Beyond Coastguard, people don't really have a great understanding of SAR organisations and organisational responsibilities

People expect SAR personnel to be well trained in marine oriented first aid (particularly CPR) and marine/nautical skills

The main equipment that respondents expected SAR personnel to be carrying generally fit under two categories; mechanical/towing and first aid



SUMMARY

BOATING (CONTINUED)

People generally expect a mixture of both paid personnel and volunteers within marine based SAR with a weighting towards volunteers

A slight majority of respondents believed that SAR is available throughout New Zealand. The remaining respondents felt that if you are in a remote location you need to be able to look after yourself

SAR coverage is expected 24 hours a day, 7 days a week

A majority of respondents expected a SAR response during poor or extreme weather, as “that is when you really need SAR services”

The majority of respondents felt that if you are a member of Coastguard then that would cover operational SAR costs

The top three things people considered to be their responsibility to prevent a SAR operation were having a sea worthy boat, knowing the conditions and having good communications

Many respondents thought that there needs to be more done in terms of mandatory education and/or licencing of both boats and skippers in New Zealand

WATER

People expected a SAR response to be between immediately and 20 and 30 minutes – even at a non-patrolled beach

People’s knowledge and expectations of what organisations undertake search and rescue and what responsibilities each respective organisation have were mixed

Almost all respondents expected SAR personnel to have training in CPR, first aid and swimming

People widely expected a SAR response to be mostly volunteers

SUMMARY

WATER (CONTINUED)

Most people generally only expected SAR to be available to them in populous, busy beaches

Most respondents recognised that time of year, time of day and weather conditions could all cause delays to SAR responses

Nearly all people surveyed expected a SAR response at a beach to be free

A number of respondents indicated that they felt international tourists should be expected to pay for SAR services through some sort of levy

People seemed relatively aware of a wide range of responsibilities they have to prevent a SAR operation

A number of respondents felt that more needs to be done through water safety programmes at schools

Given the choice between whether there should be more enforcement of water safety or if it's really a person's own responsibility the resounding consensus is that safety in and around waterways is a person's own responsibility

The research identified a mismatch between people's expectations and the SAR services available at a non-patrolled beach

More research could be conducted into New Zealand immigrants' knowledge of water safety in New Zealand and also their expectations of water safety in New Zealand

AIR

Pilots have a wide range of systems and technologies that they would use for contacting SAR or air control if they require SAR services

Respondents' expectations for a SAR response to begin ranged from between immediately to an hour

Pilots understand that the more remote a crash site, the longer it is going to take to be found

SUMMARY

AIR (CONTINUED)

Most respondents expected a search to be conducted by air

Pilots generally expect rescue personnel to be reasonably well trained

Pilots expect rescue personnel to be generally very well equipped. Most expect rescue personnel to be carrying first aid equipment, survival equipment, food, ropes & harnesses and communication equipment

While pilots expected volunteers as part of a SAR response, they probably overestimate the number of paid personnel that are usually involved in SAR responses

All respondents surveyed expected SAR services to be available throughout New Zealand

Respondents generally didn't expect SAR in extreme weather. During bad weather most respondents said that they would expect a delay

All respondents expected a SAR operation to be free to them

Many respondents thought that a significant amount of SAR funding comes from central government

All said that when flying they adhered closely to the responsibilities and laws they were trained in

Most respondents didn't see the need for more advertising, but were positive of the current level of advertising in the sector

A wide-angle landscape photograph showing a mountain valley. In the foreground, two hikers with backpacks are walking away on a gravelly trail through tall, yellow-green grasses. The middle ground is a deep valley filled with dense green forest, with a river winding through it. In the background, rugged mountains rise under a bright blue sky with a few white clouds and a lens flare from the sun. A semi-transparent dark grey banner is overlaid across the middle of the image, containing the text 'EXPECTATIONS OF SAR - LAND' in white, uppercase letters.

EXPECTATIONS OF SAR - LAND



DISTILL
RESEARCH AGENCY

EXPECTATIONS OF SEARCH AND RESCUE - LAND

The research into people's expectations of land based search and rescue was carried out at two different locations:

- Kauaeranga Visitor Centre, Thames
- Routeburn Shelter, Mt Aspiring National Park

Respondents were asked to imagine that on the walk they had either completed or were about to start that they had become lost and hurt, and that they needed search and rescue services.

HOW SEARCH AND RESCUE WOULD LOCATE

Overall, people weren't very organised with communications on these walks. People generally said they would stay on track in order to ensure they didn't get into difficulty, and if they did get into difficulty they would rely on a member of their group or another trumper finding them and walking out to call for assistance. Most people had provided an ETA to family members, but often these ETAs could have left them stranded in the bush for 24 to 48 hours before an alarm would be raised.

Admittedly these walks are both well signposted, the tracks were quite busy and people were mostly travelling in groups, so this could be a factor in explaining why most respondents had little organised in the way of communications. Yet, despite this if a medical event happened to these respondents on these tracks, a response would be significantly delayed due to few having direct communication systems.

CELLULAR PHONES

Both tracks where the research was conducted had very little to no cellular phone coverage. Yet a majority of respondents said that a cellular phone was their primary form of communication for the walk should something happen to them. This was certainly more the case in the Coromandel than on the Routeburn.

BEACONS

Of the 33 people surveyed in both locations, none said they were carrying beacons with them on these walks. A small minority of people did say that they owned beacons, but were not carrying them with them on the walk they were doing. The main reason put forth by people not carrying beacons was the fact these walks were both well signposted and well populated with other trampers. More advertising on the importance of taking beacons into the New Zealand wilderness is probably needed.

EXPECTATIONS OF SEARCH AND RESCUE - LAND

HOW SEARCH AND RESCUE WOULD LOCATE

RELIANCE ON HUT SCHEDULING

On the Routeburn track a lot of respondents said that if they got into difficulty they would rely on DOC hut wardens to raise the alarm with SAR when they didn't check into their hut booking. People had reasonably high expectations of DOC assisting them with both communications and search and rescue.

RESPONSE TIMES

TIME EXPECTED FOR A RESPONSE

The time expected for a response to begin varied from immediately to two hours. People expected to be found within two to five hours, and expected to be taken to a place of safety within two to six hours.

There were two exceptions to the ranges above. These exceptions were people that had no form of communication and 1. Would rely on DOC raising the alarm when they didn't reach their hut booking, or 2. Would rely on family and friends they had given an ETA to. These people all realised they might be in the bush for 24 to 48 hours before SAR was notified of their situation.

EXPECTATIONS OF HELICOPTER ASSISTANCE

A number of respondents travelling both the Pinnacles and Routeburn tracks mentioned helicopters being used in SAR when discussing and calculating expected response times. One couple walking the Pinnacles felt that they would be found within an hour citing that there is a helicopter pad at the top of the Pinnacles. A number of people walking the Routeburn track also mentioned helicopters when calculating their expected response times. This is no doubt due to helicopters being used relatively frequently in the Queenstown and Central Lakes District for SAR.

"I'd expect a certain amount of accountability from hut wardens"

Family of four walking Routeburn Track, Early April 2016

"I know they would (respond) as quickly as they can manage"

Tramper walking Pinnacles, Coromandel, Easter 2016



EXPECTATIONS OF SEARCH AND RESCUE - LAND

WHAT ORGANISATIONS WOULD YOU EXPECT TO UNDERTAKE YOUR SAR?

The survey met very mixed levels of understanding of what organisations carried out SAR and what their responsibilities were. Overall respondents didn't usually have a very strong understanding of what organisations undertake land based SAR, nor what their responsibilities are.

People interviewed at the Pinnacles in the Coromandel generally had a varied understanding of what organisations would undertake SAR, and had little to no knowledge of each organisations responsibilities. A number of respondents were able to suggest the likes of 'Search and Rescue', 'mountain rescue guys' and 'rescue volunteers' would be carrying out the SAR. Similarly a number of respondents mentioned that the police would be involved, but this was rarely a top of mind response. Responses as to what organisations would be carrying out SAR were varied with the fire brigade, DOC, St Johns regularly featuring and even the Navy being mentioned. DOC was mentioned reasonably regularly suggesting people have relatively high expectations of DOC in terms of SAR. Despite this most people knew to phone 111 if they ended up in trouble and needed assistance, although one couple said that they would phone family or the DOC visitor centre first. With so few people recognising that the Police are the lead organisation for SAR, it is unlikely that people would all to know to ask for the Police if in need of SAR services.

In the South Island at the Routeburn track respondents were a little more knowledgeable of SAR organisations and their responsibilities. A number of people were able to identify that LandSAR and the police would be involved in SAR. Also a number of people suggested local helicopter companies would be involved, which is often the case in the Central Otago Lakes District. Despite this, a number of people also suggested that they expected the likes of DOC, hiking companies and the army to be involved in SAR. Like in the Coromandel, respondents had little idea of what responsibilities these organisations had. Only one respondent was able to suggest that the police would coordinate and oversee SAR operations.

TRAINING AND SKILLS EXPECTED

People generally expected three primary sets of skills and training in SAR:

- First Aid
- Survival Skills
- Navigation

EXPECTATIONS OF SEARCH AND RESCUE - LAND

TRAINING AND SKILLS EXPECTED (CONTINUED)

In terms of first aid knowledge and training people generally expected a high level of first aid training. Some respondents even went as far as saying they expected first aid training to be at a paramedic standard. There were a small number that did say that they didn't expect paramedic quality first aid on the mountain, and would only expect basic first aid, but these people were a minority and were also people that were well prepared and knowledgeable of SAR systems in New Zealand.

Second to first aid in term of popularity was bush survival skills and navigation. People generally expected a high level of skill and training in these two areas.

Respondents didn't generally have too many expectations beyond these three fields, although some people mentioned having a good knowledge of local weather, having mountaineering and rock climbing skills and in the South Island people also mentioned piloting skills.

PAID VS VOLUNTEER PERSONNEL

Most people are aware that SAR is made up primarily by volunteers. Having said that some people did expect paid staff to be coordinating and overseeing their hypothetical SAR operation. Many people also explained that they expected unpaid volunteers to be trained to a professional standard. The South Island respondents seemed to have a slightly higher expectation of paid SAR personnel which possibly relates to SAR responses in the South Island often being conducted by local helicopter companies.

"I wouldn't mind if they were professionals or volunteers. I wouldn't have a problem with either"

Tramper walking Pinnacles, Coromandel, Easter 2016

WHAT EQUIPMENT RESCUE PERSONNEL ARE EXPECTED TO CARRY

The equipment people expect SAR to be carrying generally falls under four categories; first aid, survival, communications and extraction equipment. All respondents expected SAR personnel to be carrying first aid gear, closely followed by a stretcher to carry them out if need be and a survival kit including warm clothing, blankets, food and water. Other things people expected rescue personnel to be carrying included ropes, climbing gear, radios, other communication systems and pain killers. Some people did mention a helicopter if needed, and many respondents had the expectation that a helicopter should be available if they were badly injured.



EXPECTATIONS OF SEARCH AND RESCUE - LAND

PLACES IN NEW ZEALAND WHERE YOU WOULD NOT EXPECT TO HAVE SAR SERVICES, OR A DELAY

All respondents stated that they expected SAR services anywhere in New Zealand. Despite this almost all respondents also understood that the more remote you are, the longer a response is going to take.

Similarly, respondents said that they expected SAR any time, 24 hours a day, and seven days a week. The exception to this rule was in bad weather, where respondents all understood that there would be a delay if SAR personnel had to risk their lives during a search. People often mentioned that they wouldn't expect others to risk their lives for them in extremely bad weather.

"If (the) conditions (were) too bad, I wouldn't expect them to risk themselves".

Tauranga family walking Pinnacles, Easter 2016

WOULD YOU EXPECT THESE SERVICES TO BE FREE OR WOULD YOU EXPECT TO PAY FOR OPERATIONAL COSTS?

Nearly all respondents expected search and rescue services to be free to them. Being a taxpayer was sometimes put forth as a reason for expecting SAR to be free. Many respondents did soften their stance however by saying they would be happy to donate if they ever needed and used SAR services.

A number of respondents expressed a desire to discuss exceptions to SAR being free. Two topics within this area surfaced multiple times:

- International tourists and SAR costs
- People needing SAR largely due to 'stupidity'

The more frequently occurring of these two topics was whether international tourists should have to pay for SAR services. Multiple respondents in both the North Island and South Island expressed concern that international tourists were receiving SAR services for free. Their view point was almost always that international tourists should be paying for SAR services through insurance or a levy. One respondent suggested: *"We are too soft in New Zealand. Other countries charge for search and rescue"*. Insurance was the means most often offered as to how international tourists should be expected to pay for SAR costs.

"I get the impression it (SAR coverage) is country wide. I guess there would be a delay if you were extremely remote. Even Fiordland is not too far from Te Anau by helicopter"

Queenstown runner on Routeburn Track, Early April 2016



EXPECTATIONS OF SEARCH AND RESCUE - LAND

WOULD YOU EXPECT THESE SERVICES TO BE FREE OR WOULD YOU EXPECT TO PAY FOR OPERATIONAL COSTS? (CONTINUED)

Another issue raised voluntarily by respondents was charging operational costs if excessive risks, or actions considered 'stupid' were taken leading to a SAR callout. Although with this example, respondents usually highlighted that a significant drawback with this approach was that it may result in people being less likely to contact SAR when in need.

WHERE DO YOU THINK SAR FUNDING COMES FROM?

Most respondents were aware that central government doesn't cover all SAR costs. But it is fair to say most respondents assumed that central government pays more than it actually does. Many people also stated that they expected ACC to cover injury costs and possibly search and rescue operational costs.

After central government funding people cited donations and fundraising as significant sources of funding. Following this, respondents provided a long tail of other sources of funding including corporate sponsorship, charitable trusts, bequeaths, lotto grants etc.

"Tourists should have to pay or to have insurance. That's how it works in Europe. (SAR on) Mt Blanc won't touch you unless you have insurance"

*Queenstown family of four walking
Routeburn, Early April 2016*

"Government funding? Is there any government funding?"

*Queenstown runner on Routeburn Track,
Early April 2016*



EXPECTATIONS OF SEARCH AND RESCUE - LAND

WHAT DO YOU CONSIDER TO BE YOUR RESPONSIBILITY TO PREVENT A SAR OPERATION?

Respondents definitely accepted that when planning a trip in the New Zealand wilderness there was a lot that they need to be responsible for in order to prevent a search and rescue operation.

BE PREPARED

Being prepared was usually the first thing that people talked about. When asked to elaborate they usually cited:

- Having the right equipment for the track including appropriate clothing
- Doing homework on the track
- Checking the weather for the trip

COMMUNICATIONS AND TELL SOMEONE

Almost all respondents stated that they felt it was their responsibility to tell someone where they were going and an ETA. Many also discussed the importance of having communications such as a beacon, GPS or mobile phone.

STICK TO THE TRACK

Many respondents discussed the importance of sticking to the track and not wandering off the track.

OTHER

Other areas that respondents mentioned in terms of what they considered to be their responsibility included: staying together and not separating, checking for hazards and staying within your limits.

“Make sure my son goes prepared. Know where he is going. Know (his) itinerary. Know his ETA and where (he is) heading. Be prepared for anything and everything”.

Mum whose son was getting into tramping, Pinnacles Coromandel, Easter 2016



EXPECTATIONS OF SEARCH AND RESCUE - LAND

WHAT DO YOU CONSIDER TO BE YOUR RESPONSIBILITY TO PREVENT A SAR OPERATION?

AREAS OF CONCERN

When considering their responsibility to prevent a search and rescue operation, respondents generally listed more than what they had actioned for their trip. For example many people thought it was their responsibility to carry beacons, but were not carrying beacons on the trip they were undertaking or about to undertake. Another example was a couple from Milford who were doing the Routeburn track who said they considered it to be their responsibility to create a rescue plan including giving someone an ETA, yet had not done so. There were a number of examples of this where people were clearly educated on what their responsibility was while tramping in the New Zealand wilderness, yet had not undertaken some of these responsibilities. This disconnect between safety knowledge and action is possibly related to the fact that both these tracks where the surveys were carried out are busy and well signposted, but this could be an area for further research. People are reasonably well educated on adventure safety, but are they implementing this knowledge accordingly? Or do people feel so safe with New Zealand SAR systems that they are not preparing as well as they probably should?

“Because New Zealand has such good infrastructure, we actually travel less prepared than what we used to in South Africa”

South African/New Zealanders doing Pinnacles Coromandel, Easter 2016

LAND BASED ADVENTURE SAFETY ADVERTISING

Many respondents felt that there needs to be more advertising in relation to land based adventure safety. One respondent pointed out that exploring the New Zealand wilderness is such a big pastime for kiwis, and felt that there should be more advertising around being safe in New Zealand’s wilderness.

Many respondents also pointed out that they felt the Department of Conservation do a great job in advertising being safe in the wilderness. They pointed out that DOC do a good job in providing safety information on their tracks and at information centres. This advertising is of course is often produced in conjunction with NZSAR.

“Most kiwis know Search and Rescue exists, but not much else”

Queenstown family of four, Routeburn Track, Early April 2016



EXPECTATIONS OF SEARCH AND RESCUE - LAND

LAND BASED ADVENTURE SAFETY ADVERTISING (CONTINUED)

INTERNATIONAL TOURISTS

Many of the respondents expressed concerns around the level of knowledge that international tourists have of adventure safety when exploring New Zealand's wilderness. Many respondents admitted to seeing international tourists undertaking walks ill-prepared, and felt that there needs to be more done to ensure that international tourists are aware of their responsibilities. As an example one respondent spoke of their dismay at seeing international tourists doing the Tongariro Alpine Crossing in shorts and jandals.

ENFORCEMENT OF SAFETY

People generally felt that a person's safety in the New Zealand wilderness is ultimately their own responsibility. By and large most people didn't really see a role for SAR organisations, or other organisations in enforcing adventure safety. As well as people fearing enforcement encroaching on their freedom to some extent, people were also concerned with the potential cost of implementing such a system.



EXPECTATIONS OF SAR - BOATING



DISTILL
RESEARCH AGENCY

EXPECTATIONS OF SEARCH AND RESCUE - BOATING

The research into people's expectations of boating related search and rescue was carried out at three different locations:

- Orakei Marina, Auckland
- Whitianga Boat Ramp, Coromandel
- Whitianga Marina, Coromandel

Respondents were asked to imagine that they were in trouble at sea, and that they needed search and rescue services.

HOW SEARCH AND RESCUE WOULD LOCATE

COMMUNICATIONS

Respondents all said they carried communications of some sorts with them. Communications included:

- VHF
- Cell phone
- Personal locator beacon

Generally the larger, and more expensive the craft, the more methods of communication they carried with them. Small short range pleasure boats generally just relied on a cell phone and VHF, whereas the likes of long range launches carried the basics as well as satellite communications, GPS and personal locator beacons. The exception to this rule was a long distance kayaker who when surveyed said he carried a wide range of communications including a personal locator beacon and even a mirror.

GPS

Some people said they carried GPS, others did not. This is certainly not a technology that all boaters are carrying with them.

A RELUCTANCE TO CONTACT SEARCH AND RESCUE

A small number of respondents had what would be best described as somewhat of a reluctance to calling Coastguard or other forms of SAR unless absolutely necessary. These people would generally describe firstly relying on friends or other boaters in their vicinity to help in a time of need before calling Coastguard or police. An example of this was in one interview with a couple who were fishing in Whitianga in a small pleasure boat. This couple had real difficulty even imagining a scenario where they would need to call SAR. They said they 'always went out with friends, and they relied on these friends for assistance'. The couple even described having been in a situation where they called a friend out onto the water to assist them. Essentially this couple had no expectations of SAR at all – they simply couldn't imagine needing SAR.

EXPECTATIONS OF SEARCH AND RESCUE - BOATING

HOW SEARCH AND RESCUE WOULD LOCATE THEM

A RELUCTANCE TO CONTACT SEARCH AND RESCUE (CONTINUED)

People from yacht clubs also seemed to have a reluctance to calling SAR, but this was largely due to having their own systems within their clubs to deal with emergencies. These systems did all end with contacting SAR if needed.

Overall it could be viewed as being a good thing that New Zealand boaties try to be self-sufficient and do things like always going out with other boats. On the other hand does this reluctance to call SAR sometimes lead to loss of critical search and rescue time? If so is there more that SAR should do to reduce New Zealand boaties seeming reluctance to contact?

RESPONSE TIMES

TIME EXPECTED FOR A RESPONSE TO BEGIN

The range in terms of people's expectations was from ten minutes to half an hour. Most respondents expected that a response should begin within ten minutes from when SAR is contacted.

EXPECTED TIME TO BE FOUND/REACHED

This was somewhat of a subjective question with the times people quoted generally depending on how far out they were imagining this SAR situation to be taking place. Most people were generally imagining a scenario no more than three to four miles out to sea. For these people expectations generally fell between twenty minutes to one and a half hours for a response to reach them.

TO BE BROUGHT TO A PLACE OF SAFETY

People tended to have very low expectations in regards to how long it should take for them to be taken to a place of safety. The general response was that being taken to a place of safety doesn't matter so much, being found and assisted is what mattered to them.



EXPECTATIONS OF SEARCH AND RESCUE - BOATING

WHAT ORGANISATIONS WOULD YOU EXPECT TO UNDERTAKE YOUR SAR?

Overall people don't generally seem to have a great understanding of SAR organisations and their responsibilities beyond Coastguard. Almost all respondents expected Coastguard to be undertaking SAR in the emergency they were asked to imagine. Following Coastguard some thought that the harbour master would be involved in their SAR. Police was the next most mentioned organisation, followed by the Westpac helicopter and the Navy. Ambulance and the fire brigade were also mentioned.

It is safe to say most people probably don't fully understand the role police play in marine based SAR. This may be simply ignorance, or it could also relate to respondents often having difficulty imagining themselves being involved in a SAR operation beyond a mechanical breakdown. This subject is touched on in 'areas of further research' later in this report.

RESPONSIBILITIES OF ORGANISATIONS

Respondents generally had little knowledge of the responsibilities of marine based SAR organisations. Very few, if any, understood the relationship between Coastguard and Police where Coastguard is a support agency for Police for SAR responses beyond Coastguard assist.

TRAINING AND SKILLS EXPECTED

The two main types of skills expected by respondents were marine/nautical skills and first aid. A wide range of marine and nautical skills are expected including:

- Knowing local area well
- STCW (Standards of Training and Certification of Watchkeepers)
- Communication and navigational skills
- Knowing how to tow
- Knowing how to approach small vessels

"If I am in trouble, I don't care who comes, so long as someone does"

Auckland Boatie, Orakei Marina, March 2016

In terms of first aid training and skills most boaties expect a reasonable level of training in marine oriented first aid, especially in CPR.

Other skills mentioned included:

- Mechanical skills. One respondent stated that he felt it's often easier and safer to get a big launch operational again rather than have to tow it in bad weather
- Dive training for if yacht overturned



EXPECTATIONS OF SEARCH AND RESCUE - BOATING

TRAINING AND SKILLS EXPECTED (CONTINUED)

- Fitness. One respondent stated that he thought that Coastguard needs to attract a mix of younger and older members with the older members bringing experience and training and younger members bringing fitness and strength. This respondent also implied that he nevertheless thought all members of Coastguard should be fit.

WHAT EQUIPMENT RESCUE PERSONNEL ARE EXPECTED TO CARRY

The equipment that respondents expected SAR personnel to be carrying mainly fit under two categories including mechanical/towing and first aid. Most respondents firstly considered a mechanical issue so listed items such as a tow rope, a pump, a boat/engine suitable for towing in bad weather, fuel filters and a basic mechanical kit. Respondents then generally moved on to discussing first aid equipment with almost all respondents expecting SAR to be carrying a basic, but marine oriented first aid kit. Over half of respondents expected a defibrillator and oxygen to be carried by SAR at sea, although it should be noted that some didn't have an opinion or said they wouldn't expect SAR to be carrying a defibrillator.

Other equipment expected by fewer numbers of respondents or individuals included communications, blankets, GPS, flares, knives (for yachties trapped), life jackets, ladders, personal VHF and first aid equipment for breaks and head injuries.

PAID VS VOLUNTEER PERSONNEL

People generally have a reasonably realistic view of the mix of paid to volunteer personnel in marine based SAR. People generally expect a mixture of both paid and volunteer personnel with a weighting towards volunteers. Overall people probably have a slightly higher expectation of the number of paid personnel within SAR than is the case. The Police are obviously a paid organisation, but quite a few respondents considered that Coastguard should have a reasonable number of paid personnel, when in reality the majority of Coastguard personnel are volunteers.

Some respondents didn't care either way as to whether SAR personnel were paid or volunteers – “so long as they were qualified”. Another couple of respondents were aware that the majority of Coastguard are volunteers, but they expected logistics personnel to be specialist paid personnel.

EXPECTATIONS OF SEARCH AND RESCUE - BOATING

PLACES IN NEW ZEALAND WHERE YOU WOULD NOT EXPECT TO HAVE SAR SERVICES, OR A DELAY

Respondents were split with this question. Probably a slight majority of respondents felt that SAR should be available right throughout New Zealand. Others thought that if you are in a remote location or a reasonable distance out to sea you need to be able to look after yourself.

Despite this, all, even those that thought SAR should be available anywhere in New Zealand thought that a delay should be expected if in a remote location or a reasonable distance out to sea. The majority of people thought that if you're away from major cities you should at least expect a delay.

In terms of if there were any times when people didn't expect SAR to be available, there were none. People expected SAR to be available 24 hours a day, 7 days a week. One respondent specifically mentioned that SAR should be ready and well equipped over public holidays.

In terms of people's expectations of a SAR response in poor weather, people were divided.

A majority of people thought that during poor or extreme weather, then that is when they felt they really need SAR services. But the division came where some people added that they felt that they wouldn't expect SAR to put themselves or their crew at risk in extreme weather. Others did not add this exception.

WOULD YOU EXPECT THESE SERVICES TO BE FREE OR WOULD YOU EXPECT TO PAY FOR OPERATIONAL COSTS?

The majority of respondents felt that if you are a member of Coastguard then that would cover operational costs. And on the flip side if you're not a member of Coastguard and need SAR services then you should pay a donation or be expected to pay for operational costs. A number of people pointed out that they thought the Coastguard are a little like AA in this respect.

"I would expect the response time to double in anything over 25 knots or a swell of 1.5m"

Auckland Boatie, Orakei Marina, March 2016

"For what you receive from Coastguard, the subscription is relatively cheap"

Wellington Launch Owner, Whitianga Marina, March 2016



EXPECTATIONS OF SEARCH AND RESCUE - BOATING

WHERE DO YOU THINK SAR FUNDING COMES FROM?

There were a wide variety of responses to this question, which is probably in line with reality. Most respondents considered that the Coastguard membership system was how a lot of operational cost is funded. They also added that if you received assistance from Coastguard and were not a member, then a donation should be expected to assist with operational costs.

In terms of government funding, nobody was really sure if or to what extent central government subsidises marine based SAR operational costs. Some thought that central government does subsidise SAR, and others thought that if central government wasn't subsidising SAR at sea then they should be.

Other responses on where SAR funding comes from included:

- Marine insurance
- Boating levies
- Volunteers
- Donations
- Fundraisers
- Corporate sponsorship
- Grants from charitable trusts
- Bequeaths

WHAT DO YOU CONSIDER TO BE YOUR RESPONSIBILITY TO PREVENT A SAR OPERATION?

There were a large number of factors that people considered to be their responsibility to prevent a SAR operation. The top three were having a sea worthy boat, knowing the conditions and having good communications.

Having a sea worthy boat was by far the most important factor that people considered to be their responsibility. This was followed by knowing the conditions and checking the weather. Having good communications was also heavily cited and included letting people know where you are going, although only two respondents discussed providing an ETA to people.

EXPECTATIONS OF SEARCH AND RESCUE - BOATING

WHAT DO YOU CONSIDER TO BE YOUR RESPONSIBILITY TO PREVENT A SAR OPERATION? (CONTINUED)

Skipper responsibility was also discussed by a wide range of respondents. Skipper responsibility included factors such as:

- Having the right gear for the conditions including the right safety gear e.g. flares and a mirror.
- Staying within your capabilities
- Being highly aware of your location
- Filing trip reports with either Coastguard or on club noticeboards
- Having enough fuel
- Having a redundancy
- Having a good first aid kit

“Everyone needs to take responsibility for themselves. Check the weather, don’t go out in monstrous swells. Have your boat right”.

Wellington Launch Owner, Whitianga Marina, March 2016

ENFORCEMENT OF MARINE SAFETY

This topic definitely provoked a significant amount of thought and debate. Most boaties said or implied they enjoy the freedom from enforcement they receive as boaties in New Zealand. Yet despite this, most respondents also thought that there needs to be more done in terms of mandatory training and licencing of both boats and skippers in New Zealand.

Multiple respondents felt that New Zealand is now at a point where it should be mandatory for all boat owners to do a basic marine course, or at least some sort of marine based training. One respondent said he had done a number of courses offered by Coastguard and he had high praise of these courses. This respondent felt that a course similar to what Coastguard currently offer should be made mandatory.

More than one respondent also discussed the concept of a type of warrant of fitness for boats or a warrant of sea worthiness. An idea of having this made compulsory at point of sale was put forward by one respondent.

EXPECTATIONS OF SAR - WATER



DISTILL
RESEARCH AGENCY

EXPECTATIONS OF SEARCH AND RESCUE - WATER

The research into people's expectations of water based search and rescue was carried out with people at the following beach:

- Hahei Beach, Coromandel Peninsula

Respondents were asked to imagine that they had gotten into trouble swimming at the beach they were at, and that they needed search and rescue services.

Note: Hahei beach is a non-patrolled beach where SAR personnel would need to come from either the Surf Life Saving Club at Hot Water Beach which is about 4km away by water or 8km by road or the Whitianga Coastguard which is over 8km away from Hahei by water. This research was carried out over a busy Easter weekend in 2016.

RESPONSE TIMES AT NON-PATROLLED BEACHES

People's expectations varied from immediately to 20-30 minutes. Those that expected an immediate response were generally also those that assumed the beach was patrolled by a Surf Life Saving Club. The respondents that expected a 20-30 minute response time understood that Surf Life Saving or Coastguard personnel needed to come from other beaches (Hot Water Beach or Whitianga).

WHAT ORGANISATIONS WOULD YOU EXPECT TO UNDERTAKE YOUR SAR?

People's knowledge and expectations of what organisations undertake search and rescue and what responsibilities each respective organisation has were mixed. Most respondents knew to call 111 for a beach or water based emergency, and most respondents knew Surf Life Saving or Coastguard were involved in beach or water based SAR to some extent. Beyond that the general public only loosely know which organisations are and are not involved in beach or water based SAR and they have even less knowledge about the responsibilities of different SAR organisations – unless previously involved with an SAR organisation such as Coastguard. For example many people thought that St Johns and the Fire Brigade were primary SAR organisations. Many people mentioned police involvement with SAR, but this was often at the bottom or middle of an extensive list, and some people listed 'Westpac' as a SAR organisation.

EXPECTATIONS OF SEARCH AND RESCUE - WATER

TRAINING AND SKILLS

Respondents didn't seem to have excessively high expectations of the training and skills search and rescue personnel needed to have. But, almost all respondents did expect search and rescue personnel to have training in:

- CPR
- First aid
- Swimming

If any search and rescue personnel did not have excellent training in any of these three areas they would be trained at a level below public expectations.

PAID VS VOLUNTEER PERSONNEL

People widely expected a SAR response to be mostly volunteers. The only exception to this rule was one respondent who expected a SAR response to be mostly by paid personnel in the city and another mentioned that they expected paid specialist personnel to be coordinating a SAR response – which is often the case.

Overall people generally didn't mind what the mix of paid to volunteer personnel is in a SAR response, "so long as they get the job done".

EQUIPMENT

Similarly to training and skills, people didn't generally have high expectations of the equipment they expected SAR personnel to have. Expectations generally included:

- First aid kit
- Board or float
- Communications

A boat or IRB was mentioned by a number of respondents including many that expected this sort of equipment even at Hahei which is of course a non-patrolled beach.

EXPECTATIONS OF SEARCH AND RESCUE - WATER

EQUIPMENT (CONTINUED)

Respondents were mixed in relation to their expectations of whether SAR personnel should be carrying a defibrillator. Some believed that yes they did expect SAR personnel to be carrying a defibrillator and others did not expect it. It is unclear as to why people often didn't expect SAR to be carrying a defibrillator, but this is possibly due to the ignorance of the importance of defibrillators in many serious water based SAR operations.

SAR THROUGHOUT NEW ZEALAND

People generally have reasonable expectations on where they expected SAR services to be available to them. People were often quick to say that they only expected SAR to be available to them in populous, busy beaches. Despite this a minority of people did however expect SAR services at most beaches throughout New Zealand – but most of these respondents did recognise that there would be a delay at many of New Zealand's remote beaches.

SAR DELAYS

As well as location being a factor causing delays to SAR responses most respondents recognised that time of year, time of day and weather conditions could all cause delays to SAR responses. Many people recognised that from mid-autumn to mid-spring they could expect delays to a SAR response, and likewise anything beyond daylight hours could also cause delays. People did not generally expect SAR personnel to risk themselves in bad weather or conditions for a SAR response.

“If it is a public beach and people are swimming, then people should have access to basic rescue services”

Phillipino Immigrant to New Zealand, Hahei, March 2016

WOULD YOU EXPECT THESE SERVICES TO BE FREE OR WOULD YOU EXPECT TO PAY FOR OPERATIONAL COSTS?

Nearly all people surveyed expected a SAR response at a beach to be free. Some said they would be happy to donate if they seriously needed SAR services, but beyond that the general expectation was that SAR responses at a beach are free and should be free.



EXPECTATIONS OF SEARCH AND RESCUE - WATER

WHERE DO YOU THINK SAR FUNDING COMES FROM?

People expected SAR funding to come from a wide variety of sources. Popular expectations of where SAR funding comes from included:

- Fundraising
- Donations
- Volunteer work
- Central government
- Local government
- Corporate sponsorship
- Lotto grants
- Grants from charitable trusts

SAR FUNDING AND GOVERNMENT

Most respondents had an opinion on central government funding of SAR services and these opinions differed. Some respondents had a belief that because they pay taxes, SAR services should be free of charge to them. Others hoped that central government pays a significant proportion of SAR operational costs, but they were doubtful that this was actually the case. And then there were also those that felt SAR funding gets little to no support from central government.

SAR OPERATIONAL COSTS & INTERNATIONAL TOURISTS

On discussing SAR operational costs, a number of respondents voluntarily chose to express their opinion that international tourists are regularly reported as needing SAR services at beaches and waterways in New Zealand. These respondents usually indicated that they felt international tourists should be expected to pay for these services in the form of some sort of levy. An example provided by one respondent was that they felt a SAR levy should be charged to international tourists through commercial accommodation around New Zealand.

EXPECTATIONS OF SEARCH AND RESCUE - WATER

WHAT DO YOU CONSIDER TO BE YOUR RESPONSIBILITY TO PREVENT A SAR OPERATION?

People seemed relatively aware of a wide range of responsibilities they have to prevent a SAR operation. Most people were able to list a decent number of recommendations from the water safety code and often talked about common sense in and around water. Common responsibilities people felt they had to prevent a SAR response included:

- Swim within capabilities
- Identify hazards
- Use the right equipment
- Swim in correct swimwear
- Don't swim in rips
- Keep your eyes on children you are minding
- Swim between the flags

WATER SAFETY ADVERTISING

The resounding consensus is people would like to see more advertising of safety in and around waterways. Although it needs to be quickly pointed out that many people felt that traditional advertising was not the optimal way to increase awareness of water safety. Instead a surprising number of different respondents cited that more needs to be done through water safety programs at schools. A number of these respondents seemed concerned that schools are doing less training on water safety rather than more.

Another suggestion made by more than one respondent in relation to advertising water safety was that they would like to see more advertising at waterways. An example given was more targeted signage at beaches such as which ends of a beach are safe to swim at based on updated weather and surf conditions etc.

"I know what I should do. I don't always do that of course."

Swimmer, Hahei Beach, March 2016

"I'm not sure advertising is the right way to do it. (Water safety) needs to be bred into you."

Swimmer, Hahei Beach, March 2016



EXPECTATIONS OF SEARCH AND RESCUE - WATER

ENFORCEMENT OF WATER SAFETY

Given the choice between whether there should be more enforcement of water safety or if it's really a person's own responsibility the resounding consensus is that most people surveyed felt that safety in and around waterways is a person's own responsibility. There was one exception which was a respondent who believed that lifeguards should have the ability to fine people conducting in dangerous or overly risky behaviour around waterways – although this person was a minority in the research.

NON-PATROLLED BEACHES

Research was carried out at Hahei beach in the east coast of the Coromandel Peninsula. Hahei is a non-patrolled beach that would require a SAR response from either the Surf Life Saving Club at Hot Water Beach which is about 4km away by water or 8km by road or the Whitianga Coastguard which is even further away. Over summer Hahei is an extremely popular beach, and this research was carried out over a busy Easter weekend.

During this weekend the normally placid beach had a heavy shore break that was the result of recent storm activity in the area. The beach was experiencing regular rips and wave activity that could easily be described as dangerous.

Question: Did people expect search and rescue services in particular Surf Life Savers or Coastguard at the beach if they were to get into trouble while swimming? The simple answer is yes, many did.

While a number of respondents were definitely aware that there would be a significant delay in the amount of time it would take for search and rescue services to reach the beach, many expected or just assumed that there was a Surf Life Saving presence directly at the beach. At one extreme end of the spectrum one immigrant family expected an immediate response if they got into trouble swimming at the beach and for that response to include “rubber boats, speed boats and a helicopter”.

A finding from this research that could potentially explain people's high expectations of a direct SAR response at Hahei was that while

“Surf lifesavers... I'd expect (them) here for sure. Wait, maybe there is no one here...”

Swimmer, Hahei Beach, March 2016



EXPECTATIONS OF SEARCH AND RESCUE - WATER

NON-PATROLLED BEACHES

people don't expect a SAR response at all beaches throughout New Zealand, they generally expected SAR services at busy, populous beaches. Given that Hahei was a relatively busy beach when the research was conducted, this could explain why so many respondents expected SAR services at the beach. With so many people swimming at the beach, did people just assume that the beach was patrolled by a Surf Life Saving club?

The overall conclusion from conducting research at this beach is some people just assumed or expected an immediate SAR response from Surf Life Saving or Coastguard when in fact there would be a significant delay before any SAR services would be able to reach the beach. There was a definite mismatch between people's expectations and the SAR services available at this particular beach.



EXPECTATIONS OF SAR - AIR



DISTILL
RESEARCH AGENCY

EXPECTATIONS OF SEARCH AND RESCUE - AIR

Research into expectations of air based search and rescue was carried out with pilots at the following locations:

- Wanaka Airfield
- Queenstown Airport
- Ardmore Airport

Respondents were asked to imagine that they had crash landed and that they needed search and rescue services.

HOW SEARCH AND RESCUE WOULD LOCATE

Pilots generally have a wide range of systems and technologies that they use for contacting SAR or air control if they required SAR services. These fall under two main categories; aircraft systems and flight plans.

AIRCRAFT SYSTEMS

The respondents surveyed generally had multiple different aircraft systems they could use to contact SAR or air traffic control in the event of an emergency. The most frequently used systems included:

- Emergency locator beacon
- GPS trackers
- Automatic packet reporting system (APRS)
- Radio
- Personal locator beacon

A number of respondents in the South Island also used flight spotting tracking systems for long range trips. These included systems such as Spidertracks.

FLIGHT PLANS

Flight plans are also used reasonably extensively in the industry, although it should be noted that flight plans are not always submitted for shorter trips.

EXPECTATIONS OF SEARCH AND RESCUE - AIR

RESPONSE TIMES

TIME EXPECTED FOR A RESPONSE TO BEGIN

Respondents' expectations for the amount of time for a response to begin ranged from between immediately to an hour.

EXPECTED TIME TO BE FOUND/REACHED

Pilots were generally quite understanding that the more remote a crash site, the longer it is going to take to be found. Overall the shortest period of time respondents expected to be found was one hour, and the longest respondents expected to be found was five hours. As discussed later on respondents did however expect delays in bad weather and at night. One respondent also suggested that if they crashed into a forest and their aircraft went through the canopy, they would expect extensive delays due to the aircraft not being visible.

Note: Within this question it became evident that most respondents expected a search to be conducted by air.

“I’d expect a response to begin within an hour of when you said you’d be back”

Pilot, Wanaka Airport, April 2016

WHAT ORGANISATIONS WOULD YOU EXPECT TO UNDERTAKE YOUR SAR?

Pilots were probably the most knowledgeable of those surveyed on what organisations would be conducting SAR in New Zealand. Organisations such as RCC, LandSAR and the Police were regularly mentioned by respondents. Many of the South Island respondents also listed private companies such as Alpine Helicopters who are contracted in the Queenstown Lakes District to undertake SAR.

Like other research groups, pilots were much less likely to know and understand the responsibilities of SAR organisations during a SAR operation. Many pilots did however point out that they had learned while sitting their pilots licence that a crash site is the responsibility of New Zealand Police.

TRAINING AND SKILLS EXPECTED

Pilots generally expect rescue personnel to be reasonably well trained. Almost all respondents expected rescue personnel to have an excellent understanding of first aid (although many said that they wouldn't expect paramedic level training). Pilots also expected rescue

EXPECTATIONS OF SEARCH AND RESCUE - AIR

TRAINING AND SKILLS EXPECTED (CONTINUED)

personnel to be able to deal with fire, have excellent survival skills, be good at navigating, and have mountaineering skills (particularly in the South Island).

Some respondents also expected rescue personnel to have skills and experience tailored for their situation. For example if a crash site was in mountainous terrain then respondents expected a tailored mountaineering crew with equipment tailored for the area also.

WHAT EQUIPMENT RESCUE PERSONNEL ARE EXPECTED TO CARRY

Pilots generally expect rescue personnel to be very well equipped for the response. Most expect rescue personnel to be carrying:

- First aid equipment
- Survival equipment
- Food
- Ropes & harnesses
- Communication equipment

Some respondents also expected the likes of hydraulic rescue tools, firefighting equipment, night vision and a defibrillator (although many said they wouldn't expect a defibrillator from SAR, but would expect from paramedics).

Note: most respondents expected an air based SAR response, and therefore expected the aircraft undertaking the search to be well equipped.

PAID VS VOLUNTEER PERSONNEL

Pilots expected a 50:50 mix of both volunteers and paid personnel. So while pilots expected volunteers as part of a SAR response, they probably over estimate the number of paid personnel that are usually involved in SAR responses.

PLACES IN NEW ZEALAND WHERE YOU WOULD NOT EXPECT TO HAVE SAR SERVICES, OR A DELAY

All respondents surveyed expected SAR services to be available throughout New Zealand. Respondents did however expect delays in more remote locations.

"I would expect SAR anywhere in New Zealand. There is no reason that someone can't get to you in three hours unless in bad weather"

Pilot, Wanaka Airport, April 2016



EXPECTATIONS OF SEARCH AND RESCUE - AIR

PLACES IN NEW ZEALAND WHERE YOU WOULD NOT EXPECT TO HAVE SAR SERVICES, OR A DELAY

Respondents were mixed on whether they expected SAR at night. Some thought with night vision goggles that yes they did expect SAR at night, while others did not have this expectation. All respondents however thought that a crash in the evening or at night would result in a delay.

Respondents generally didn't expect SAR in extreme weather. During bad weather most respondents said that they would expect a delay.

WOULD YOU EXPECT THESE SERVICES TO BE FREE OR WOULD YOU EXPECT TO PAY FOR OPERATIONAL COSTS?

All respondents expected a SAR operation to be free to them. Some respondents justified their stance by stating that they 'pay taxes' indicating a belief that SAR costs are generally government funded.

WHERE DO YOU THINK SAR FUNDING COMES FROM?

Many respondents thought that a significant amount of SAR funding comes from central government and tax collections. Most however recognised that SAR isn't fully funded by central government citing that a lot of funding comes from the likes of fundraising, grants, volunteer work and donations. It is however fair to say that most respondents probably underestimated the reliance SAR has on funding from non-government sources.

"If I crashed in bad weather I wouldn't be that comfortable to have people out searching for me"

Pilot, Wanaka Airport, April 2016

"If you go out boating and do something stupid, then you're expected to pay. With aircraft it's different because negligence is not so much an issue"

Pilot, Ardmore Airport, April 2016



EXPECTATIONS OF SEARCH AND RESCUE - AIR

WHAT DO YOU CONSIDER TO BE YOUR RESPONSIBILITY TO PREVENT A SAR OPERATION?

Pilots are extensively trained in what their responsibility is to prevent a search and rescue operation. As well as these responsibilities there are a number of laws that are governed by CAA aimed at creating a safe aviation sector. Respondents to this survey all said that when flying they adhered closely to the responsibilities and laws they were trained in. Examples such as flight planning, plane maintenance, pre-flight checks, ensuring appropriate skill levels for flights, preparation and decision making and generally flying safe were often cited. Pilots were almost a little blasé about mentioning and discussing these responsibilities in the research because the likes of pre-flight checks are so well ingrained within the aviation sector that they seemed too obvious to mention for many respondents.

AIR SAFETY ADVERTISING

Respondents were generally quite positive of the quality and amount of advertising in the aviation sector. Some respondents said they thought the CAA and other organisations do a good job of advertising aviation safety in New Zealand. Most respondents didn't see the need for more advertising, although one area that pilots said they found good and that they wished there was more of was safety related seminars such as the one operated by Kiwi Safe.

ENFORCEMENT OF AVIATION SAFETY

Almost all respondents thought that the sector does not need more enforcement of aviation safety. Overall most respondents thought that the sector is 'pretty safe', and didn't need any more rules or regulation. A number of respondents felt that adding more enforcement to the sector would only create more costs in an already expensive industry. Despite this a small number of respondents did mention that they had seen some 'dumb stuff' done by both private and commercial pilots but also felt that further enforcement would probably not stop these sorts of actions.



AREAS FOR FURTHER RESEARCH



DISTILL
RESEARCH AGENCY

AREAS FOR FURTHER RESEARCH

QUANTITATIVE SURVEY OF PUBLIC EXPECTATIONS & PERCEPTIONS

One of the main purposes of this research was to guide further more detailed quantitative research into the New Zealand public's expectations of SAR. It is recommended that NZSAR considers complementing this research with a quantitative research piece designed to represent the New Zealand population across all active recreation activities.

SAR EXPERIENCE MONITOR

It is recommended that further research is considered by NZSAR that surveys people's experiences of actual SAR responses in New Zealand. This research would survey people that had recently been the recipient of a SAR response in New Zealand. The research could explore how people's expectations were met by SAR and could also create a satisfaction index of SAR that could measure peoples changing expectations of SAR in New Zealand. This could be a non-intrusive online survey that is emailed to SAR recipients and could be completed up to a month after the SAR response.

The survey would have a number of benefits for NZSAR including; 1. providing information to SAR on how SAR organisations can better meet peoples expectations, 2. provide a quarterly/biannual or annual index of peoples satisfaction with SAR responses, 3. provide a conduit for other research purposes/topics.

DO PEOPLE PREPARE LESS THAN THEY KNOW THEY PROBABLY SHOULD IN NEW ZEALAND'S WILDERNESS?

When respondents were asked about their responsibility to prevent a search and rescue operation, people generally listed more than they actually carried out or had done. For example many people thought it was their responsibility to carry beacons when walking and hiking in New Zealand's wilderness, but were not carrying beacons on the trip they were doing. Another example was a couple from Milford who were doing the Routeburn track who said they considered it to be their responsibility to create a rescue plan including giving someone an ETA, yet had not done so. There were a number of examples of where people were clearly educated on what their responsibilities were while tramping in the New Zealand wilderness, yet had not undertaken some of these responsibilities. This disconnect between safety knowledge and action is possibly related to the fact that both these tracks where the surveys were carried out are busy and well signposted. Or the disconnect possibly comes from the fact that New Zealand has such good SAR and emergency response systems that people become a little blasé about entering the New Zealand wilderness. Or it could be a combination of the two. More research about this disconnect between knowledge and actions could be conducted.

AREAS FOR FURTHER CONSIDERATION

NEW ZEALAND IMMIGRANTS

With this research being a qualitative based survey designed to target New Zealanders, there was scope to survey immigrants to New Zealand – but they were by no means a specific target of this research. One immigrant family of three was captured in this survey.

This family was originally from the Philippines and had settled in New Zealand eight months prior to being interviewed. The family consisted of middle aged parents and a son of around twelve years of age. The family was swimming at Hahei beach in the Coromandel Peninsula over Easter 2016. During this weekend the beach was experiencing significant swells and rips at what is normally a sheltered and mild ocean beach.

The family was surveyed in relation to water safety to which they had relatively high and somewhat unrealistic expectations of search and rescue systems and personnel within the area of the beach.

The family was asked to imagine that one of them had gotten into trouble swimming at the beach they were at and that they needed search and rescue services. Their expectations can be summarised as follows:

- They expected an immediate response from when '911' was called
- The response would include:
 - Rubber boats
 - Speed boats
 - A helicopter
 - Search and rescue personnel would be carrying:
 - Oxygen
 - Defibrillator
 - Dive gear
 - Search and rescue personnel would be well trained in CPR and advanced cardio life support

The problem with the response received from the family is that 1. their expectations were significantly beyond what was available at the beach that day, 2. their expectations were much higher than the expectations of non-immigrant New Zealanders surveyed. Hahei in the

AREAS FOR FURTHER CONSIDERATION

NEW ZEALAND IMMIGRANTS (CONTINUED)

Coromandel is a relatively remotely located beach that has no direct Surf Life-Saving or Coast Guard presence. The nearest SAR response is the Surf Life Saving Club at Hot Water Beach which is about 4km away by water or 8km by road or the Whitianga Coast Guard which is 8km away by water.

It is recommended that further research is considered into:

1. If immigrants to New Zealand are over represented in SAR operations, and if so:
2. Conduct research into immigrant's knowledge of adventure safety and expectations of SAR in New Zealand – particularly around New Zealand surf beaches
3. Research best ways to educate immigrants of adventure safety in New Zealand e.g. working with Immigration New Zealand

ARE PEOPLE PREPARED FOR MEDICAL EVENTS AT SEA?

When asked to discuss the training, skills and equipment SAR needed at sea, many firstly considered mechanical break downs. People would discuss that they thought Coastguard should be carrying tow ropes, have a boat solid enough for towing and should have some mechanical training and tools on-board. Often it wouldn't be until people were pressed that they would move into discussing the expectations they had of SAR outside of mechanical breakdowns e.g. a medical situation. This may have implications on what people carry with them on boats. They may not be as prepared as they should be for medical problems at sea. For example with defibrillators becoming more affordable, are boaties buying their own defibrillators or is this equipment they aren't really considering they need because 'having a heart attack at sea, or someone drowning is something that happens to other people – not me'?



KEY FINDINGS



DISTILL
RESEARCH AGENCY

KEY FINDINGS

1. People generally prepared less than they know they probably should have prepared for entering New Zealand's Wilderness. The research found a disconnect between safety knowledge and action
2. A number of multi-day trampers are not carrying communication equipment beyond cellular phones. Even people that own personal locator beacons are sometimes not using them when entering the New Zealand wilderness. This is also the case for small pleasure boats to a certain extent
3. The research found that trampers have high expectations of DOC staff in emergency situations. These expectations included raising an alarm when hut bookings do not arrive as scheduled, assisting with SAR and also first aid
4. The research found that the New Zealand public have high expectations in terms of the level of experience and training SAR staff have in terms of:
 - First aid
 - Survival
 - Nautical skills (boating)
 - Fitness
5. People don't generally have a very good understanding of what organisations undertake SAR and a number of people are unaware that the New Zealand Police are the coordinating agency for local SAR operations
6. While most people understand much of SAR work is volunteer based, people overestimate both the amount of government funding SAR gets and also the number of paid personnel used in SAR operations
7. A number of the people surveyed expressed concerns that New Zealand offers SAR largely free of charge to international tourists
8. People are generally very interested to see more advertising of adventure safety. Many respondents had high praise of the adventure safety related advertising at DOC sites and also that which CAA provides at aero clubs

KEY FINDINGS

9. Many of the respondents interviewed in this research were concerned either by the lack of awareness or disregard of adventure safety international tourists have while in New Zealand
10. A number of respondents in the boating section of the research had either a reluctance to calling Coastguard or other forms of SAR unless absolutely necessary, or had difficulty imagining themselves needing SAR beyond mechanical breakdowns. These people would generally describe firstly relying on friends or other boaties in their vicinity to help in a time of need before calling Coastguard or police. Some even had difficulty imagining themselves in a SAR situation
11. Many respondents in the boating section of the research felt that it is now time that New Zealand considers mandatory marine based training for boat operators and owners. Similarly a number of respondents also discussed the need for a type of marine based warrant of fitness
12. Within the water based research a number of respondents said they were concerned that New Zealand schools are reducing the amount of teaching around swimming and water safety
13. A number of people expect a Surf Life Saving presence at non-patrolled beaches when they are busy and well populated



APPENDIX



DISTILL
RESEARCH AGENCY

APPENDIX I – RESPONDENT DETAILS

TOTAL RESPONDENTS = 79

LAND		BOATING		WATER		Air	
Place Of Residence							
Auckland	12	Auckland	6	Auckland	8	Wanaka	5
Queenstown	8	Whitianga	3	Hahei	5	Auckland	3
Wellington	3	Wellington	2	Hamilton	2	Christchurch	2
Milford	2	Tauranga	2	Christchurch	2	Queenstown	1
Paeroa	2	Intl Yachtsman (NZer)	1	Tauranga	2		
Hamilton	2			Wellington	1		
Thames	2						
Tauranga	1						
Whangarei	1						
Waiuku	1						
Where Research Was Conducted							
Routeburn Shelter	18	Orakei Marina	9	Hahei	20	Wanaka Airport	7
Kauaeranga Visitor	16	Whitianga Marina	3			Ardmore Airport	3
		Whitianga Boat Ramp	2			Queenstown Airport	1
Total Land Responses	34	Total Boat Responses	14	Total Water Responses	20	Total Water Responses	11

APPENDIX II – SEMI-STRUCTURED SURVEY QUESTIONS

How would you expect search and rescue services to be able to locate you?

How long would you expect a response to take?

- For response to start
- To be found
- To be brought to a place of safety

What kind of organisations would you expect to undertake your search and rescue? And what responsibilities would each organisation have?

What training or skills would you expect rescue personnel to have?

- First aid
- Social
- Rescue

Would you expect rescue personnel to be volunteers or professionals? Ratio? Mix?

What equipment would you expect rescue personnel to have?

Is there anywhere in New Zealand you would not expect to have search and rescue services available to you or to have a delayed SAR response?

Is there any time in New Zealand you would not expect to have search and rescue services available to you or to have a delayed SAR response?

Would you expect these services to be free, or would you expect to pay for their operational costs?

Where do you think search and rescue funding comes from?

What do you consider to be your responsibility to prevent a search and rescue operation?

Do you think there should be more, less or about the same about of adventure safety advertising?