



# RESCUED PERSONS RESEARCH STUDY



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# INTRODUCTION

During July and August of 2018 research was carried out with people who had been the subject of a search and rescue (SAR) response in New Zealand during the last 24 months. This research was designed to better understand common triggers for SAR services as well as preparedness and behaviour during incidents and expectations of SAR agencies. The research presented in this report highlights the actions rescued persons took leading up to and during their SAR.

The research behind this report was designed to show the;

- Preparedness of rescued persons
- Behaviour leading up to and during the incident
- Expectations rescued persons had of SAR
- Overall satisfaction with SAR response

The report provides analysis, insights and patterns that will hopefully help inform SAR policy, procedure and prevention messaging and targeting.

# METHODOLOGY

During the winter of 2018, Distill Research Agency & New Zealand Search And Rescue led a survey studying people that had been the subject of a SAR response during the last 24 months. Rescued persons that had been involved in a SAR response were contacted by New Zealand Police and Rescue Coordination Centre New Zealand (RCCNZ) by either email or by post, and invited to an online survey hosted by Distill Research about their SAR experience and the events leading up to the SAR response.

The inclusion criteria for the survey was anyone who had been the subject of a SAR operation in the last 24 months. People were also included in the survey if they were not the direct subject of the SAR but were involved in the SAR event somehow and were able to accurately recall events leading up to the search and rescue response.

The research used a quantitative approach surveying a total of 224 qualified participants. This was drawn from a total database of 835 rescued persons; a response rate of 26.8%. These 835 rescued persons were from two databases; one from the New Zealand Police rescued persons database (643 rescued persons) and another from a RCCNZ beacons database (192 rescued persons). People from the RCCNZ beacons database were contacted via email; this method generated 90 responses (40% of total). People in the New Zealand Police database were contacted by post and this method generated 134 responses (60% of total).

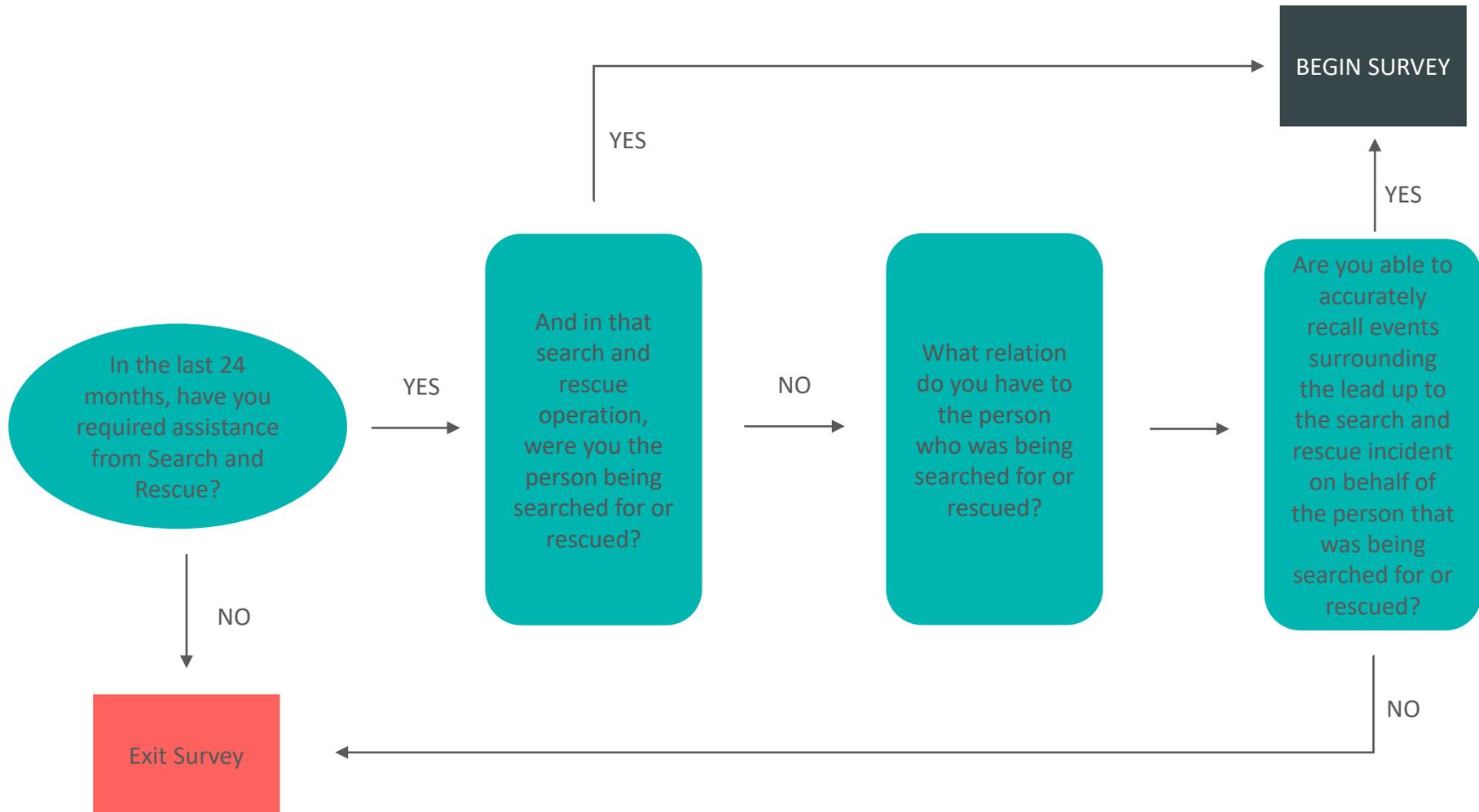
Different surveys were designed for land, boating and water based SAR responses. Responses for each of the different SAR formats were as follows:

- Land - 161 responses
- Boating – 48 responses
- Water – 15 responses

Average time taken to complete the survey was 12 minutes. 295 people started the survey and 224 completed it; a 24% drop out rate.

*For further information on the sample see the demographics section at the end of the report*

# SURVEY QUALIFICATION



# LIMITATIONS

## SAMPLING BIAS

An invitation to the rescued persons survey was sent to all rescued persons within RCCNZ beacons database and NZ Police database that had been involved in a SAR response in the last 24 months. The survey findings are the summary of the results of the 26.8% of people from these databases that completed the survey.

Sampling bias could have occurred in the following areas:

- People that were invited via email only (RCCNZ database only) that were not technically proficient enough to use email
- Overseas tourists that had not returned home to receive postal invite (NZ Police database only) or that did not speak English well enough to feel confident completing an English based survey.
- The use of RCCNZ Beacons database to source survey respondents

## RCCNZ Beacons Database

90 of the 224 (40%) rescued persons surveyed in this research study were sourced from the RCCNZ beacons database. These people were all beacons owners that had activated their beacon in relation to a SAR event. In some instances the SAR event that they activated their beacon for, was not related to an emergency the person was directly involved in. For example they might have triggered their beacon for someone they had come across on a trail who was injured or lost.

As a result of using the beacons database, just over a quarter (27%) of all survey respondents were not the primary person being searched for or rescued. Of these people that were not the primary person being searched for or rescued, many (61%) were a member of a group that included the person that was being searched for or rescued. These people were allowed to complete the survey if they felt they could accurately recall most events surrounding the SAR. Invariably these respondents would not have been able to answer some questions as accurately as the actual SAR target. For example, equipment carried responses would be impacted somewhat by the RCCNZ beacons owners database because it is unlikely that anyone would know as well as the rescued person themselves what equipment they were carrying.

Although the use of the RCCNZ beacons database will have certainly impacted some results, this impact is not of concern to the general findings of this report. The responses to many questions were cross checked between direct SAR target and non-direct SAR target survey responses. In most instances there was not a statistically significant difference between the groups. Also it needs to be kept in mind that a majority (73%) of respondents were direct SAR targets.

# LIMITATIONS

## **Low Number of Water Related Rescued Persons Surveyed**

An area of bias that is likely to have occurred was in sampling people involved with a water based SAR. People only become a SAR 'rescued person' when their SAR is tasked by a coordinating authority. Most water rescues conducted by Surf Lifesaving New Zealand do not fit this definition. Therefore many people rescued by Surf Lifesaving New Zealand were not included in the RCCNZ or NZ Police SAR databases. As a direct result of this bias, only 15 water related SAR responses were collected in this research.

If this research is to be conducted again in the future it is recommended that Surf Lifesaving New Zealand begin collecting the contact details (particularly email addresses) of rescued persons if this is not already being done, and these contact details are fed into this research program.

# THANKS FROM RESCUED PERSONS

## THANK YOU!

At the completion of the rescued persons survey, respondents were asked if they had any further comments. An overwhelming number of rescued persons used this opportunity to express their gratitude to the people behind SAR. Here are just a handful of the messages of thanks received.

“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”

“The rescuers were amazing. Thank you for saving us”

*Note: Appendix I provides full detail of these additional comments.*

# SUMMARY

This report details the findings of research carried out with people rescued by SAR over the last 24 months.

## RESCUED PERSONS

Rescued persons are most likely to be male New Zealanders, with a leaning towards those of middle age.

## CAUSE OF SAR

The leading cause of a land based SAR response is a slip or fall leading to injury followed by becoming lost and poor or extreme weather. The leading cause of a boating based SAR response is an equipment fault/mechanical breakdown

## LEVEL OF PREPARATION

Rescued persons are generally less prepared than people captured in the Observational Research study\*. They generally carry less clothing and equipment and do less research before their trip. They are however more likely to leave intentions with someone and rescued persons are generally more likely to carry beacons.

## SATISFACTION WITH SAR

Rescued persons are generally extremely satisfied with their experience with SAR. Both land and boating related rescued persons rated their overall satisfaction with SAR as 9.5 out of 10. Land based rescued persons were most satisfied with the equipment SAR teams carried rating this element of their rescue 9.7 out of 10 on average. The lowest scoring element of rescued persons satisfaction with their SAR experience was the response time which still scored a very high 9.0 out of 10.

\* *Observational Research was a face-to-face research study with people participating in land activities across New Zealand*

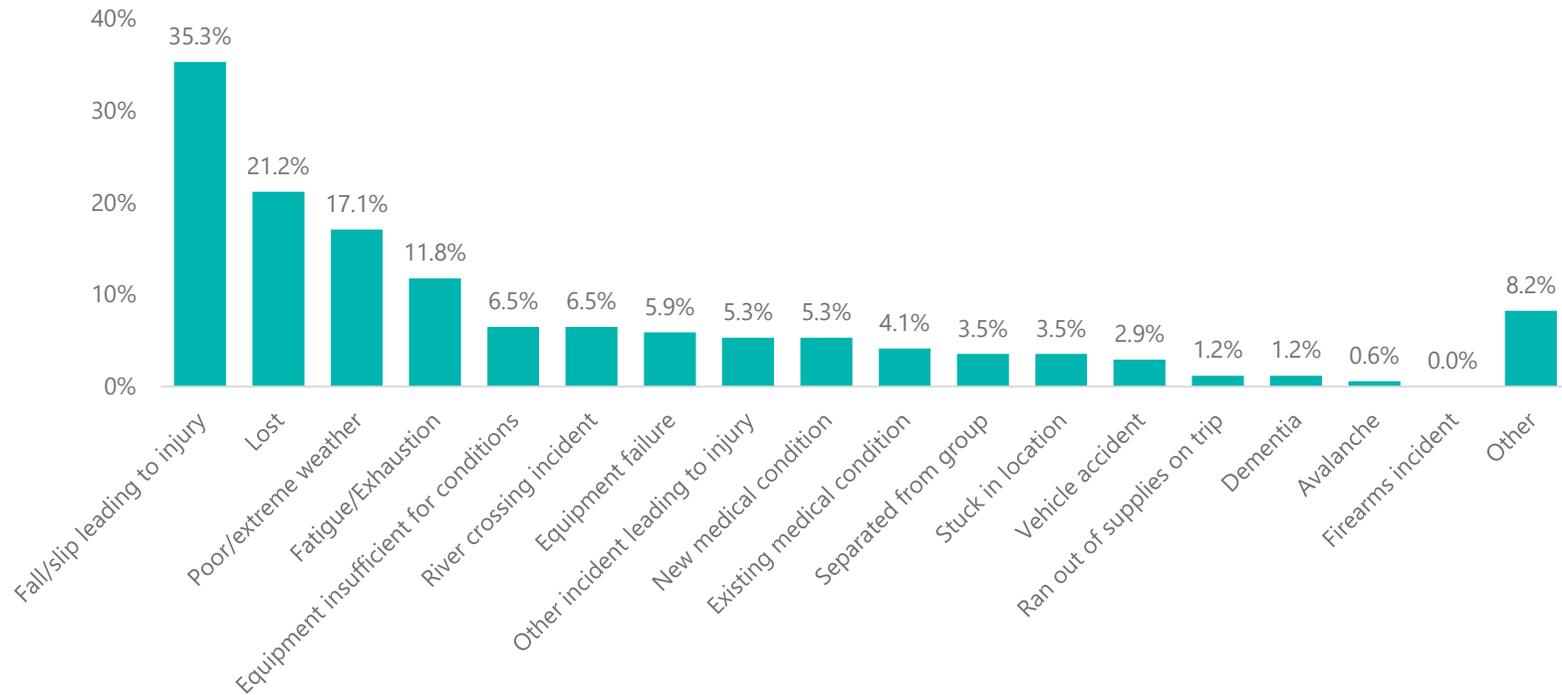
# LAND RELATED SAR



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# TYPE OF EVENT THAT LED TO SAR

## ALL RESPONDENTS



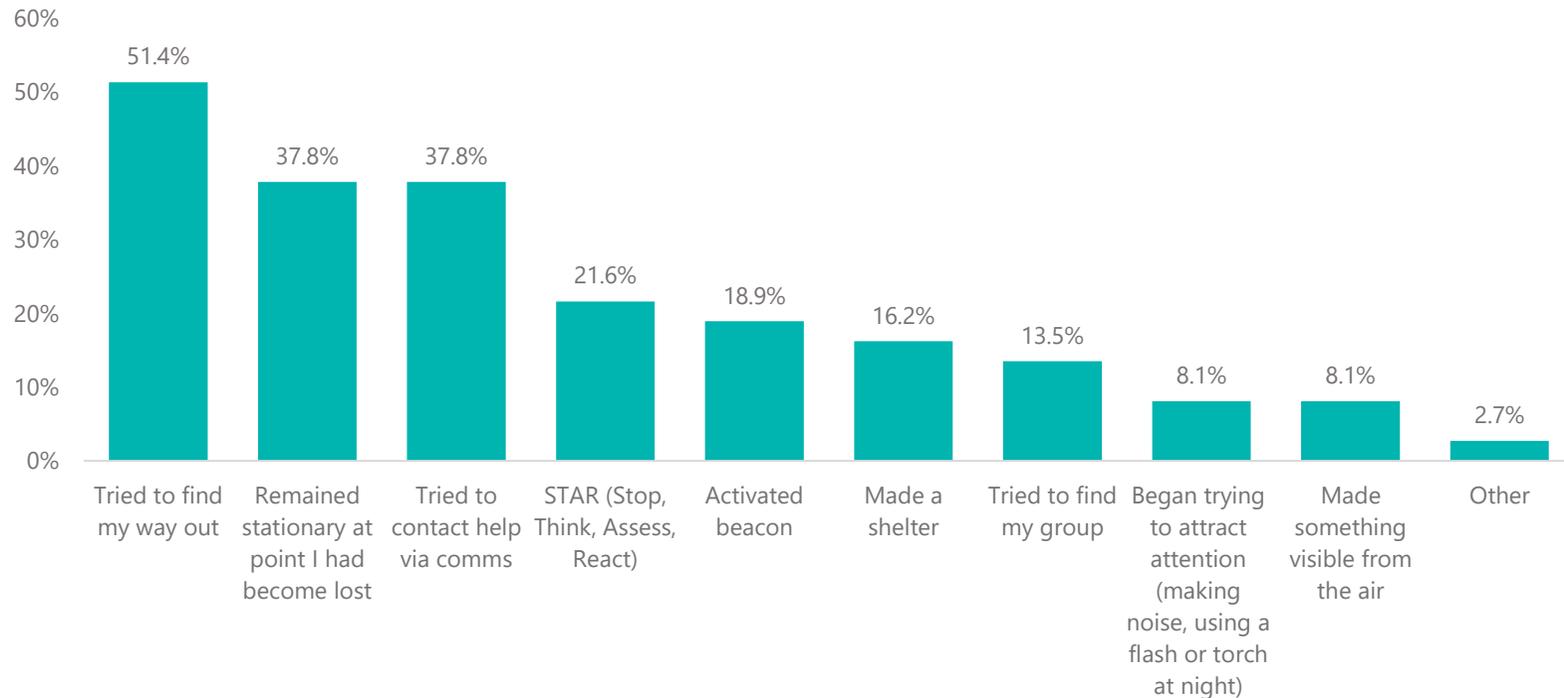
n=170

A fall or slip leading to injury (35.3%) was the most common type of event that led to a SAR response. This was followed by becoming lost (21.2%) and poor or extreme weather (17.1%).

# AFTER YOU REALISED YOU HAD BECOME SEPARATED OR LOST 13

## WHAT DID YOU DO NEXT?

### ONLY THOSE SEPARATED OR LOST

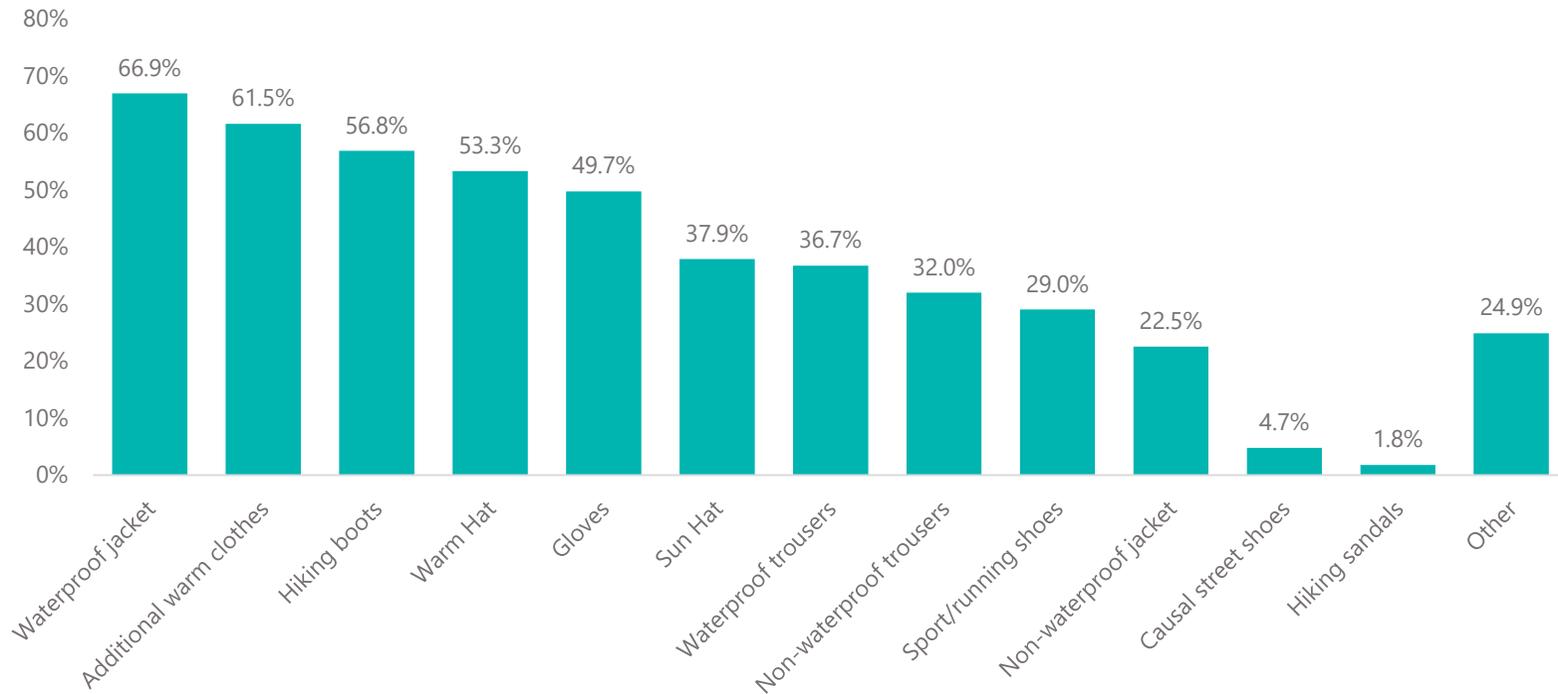


n=37

Of the people that had become lost or separated, over half (51.4%) tried to find their way out as their first step after realising they were lost or separated. This was followed by remaining stationary at the point they had become lost (37.8%) and trying to contact help using communication equipment (37.8%).

# EQUIPMENT CARRIED

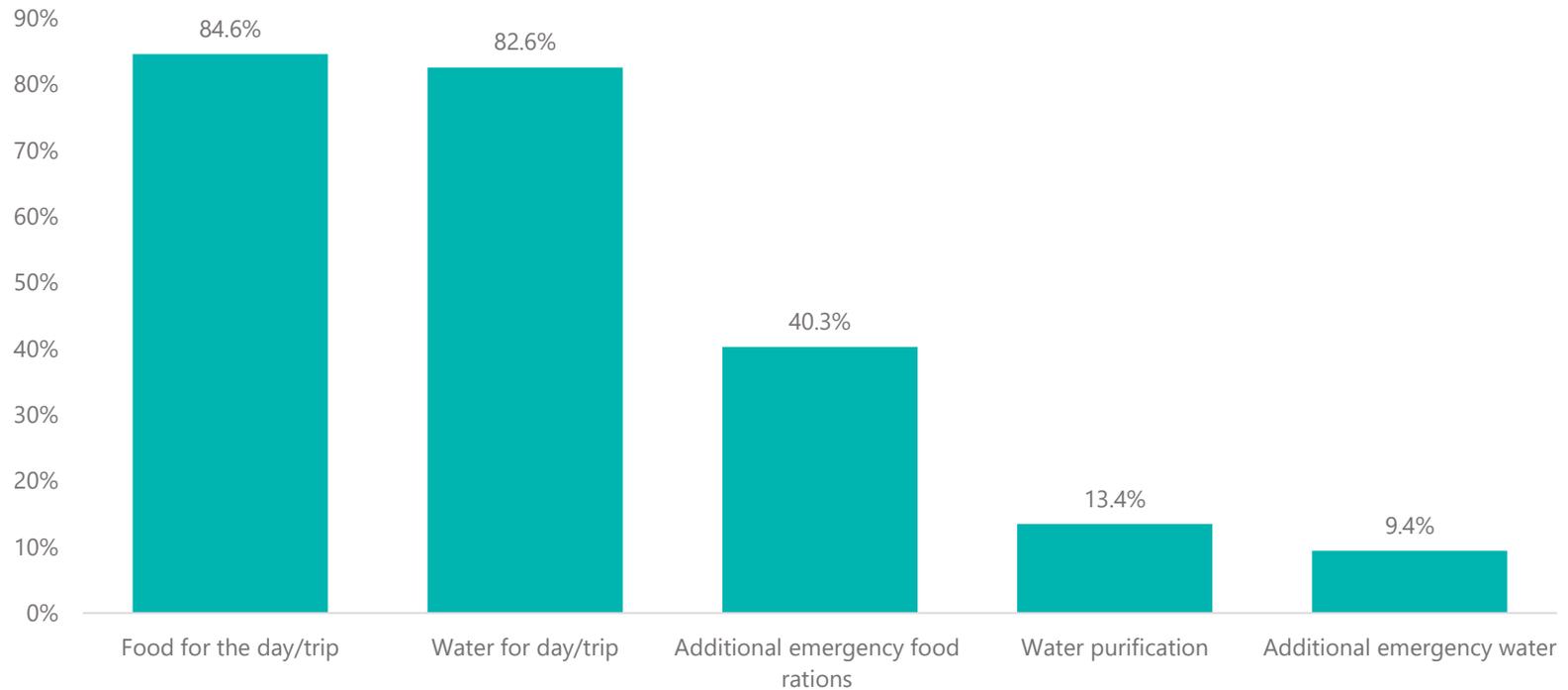
## ALL RESPONDENTS



n=169

People carried a wide variety of clothing with them. The most common items worn were waterproof jacket (66.9%), additional warm clothes (61.5%) and hiking boots (56.8%).

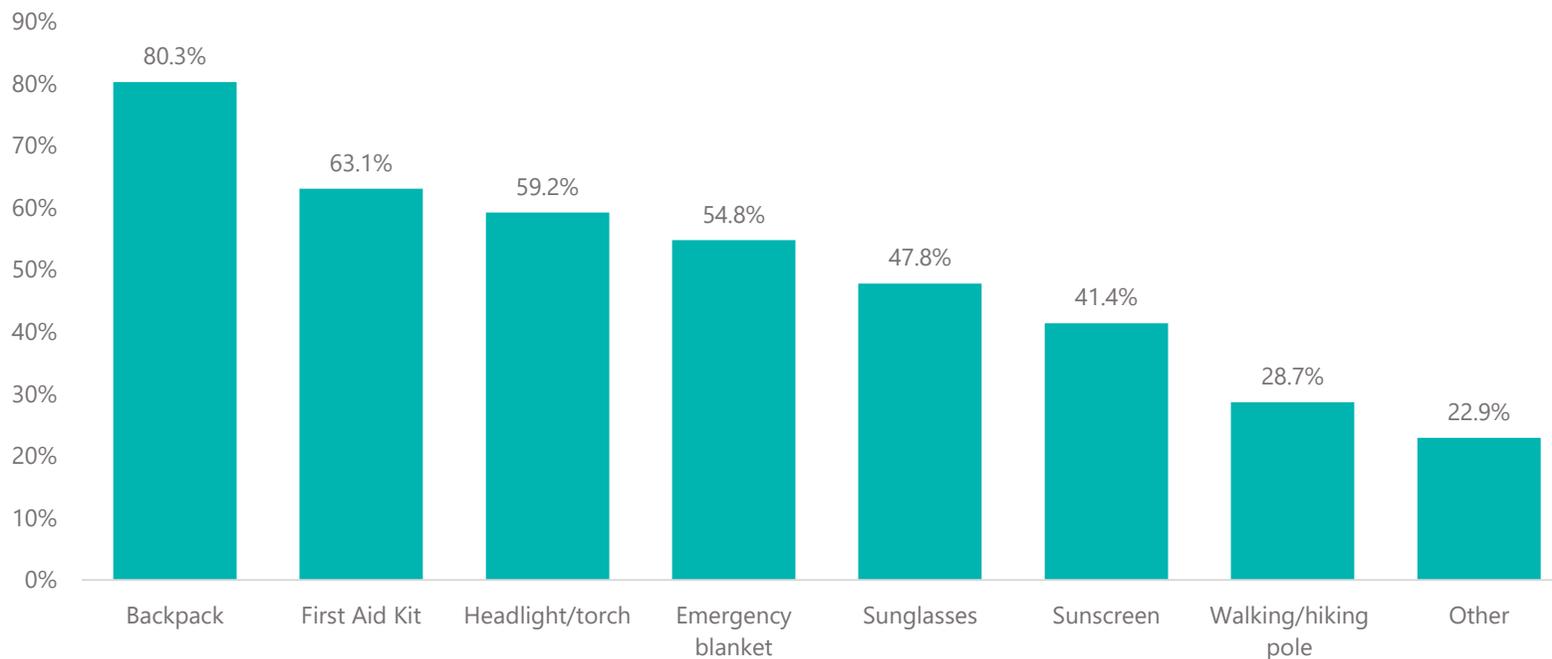
## ALL RESPONDENTS



*n*=149

A majority of respondents were carrying food for the day/trip (84.6%) or water for the day/trip (82.6%). Less than half (40.3%) of rescued persons were carrying additional emergency food rations. And very few were carrying additional emergency water (9.4%) or an option for water purification (13.4%).

## ALL RESPONDENTS



*n*=169

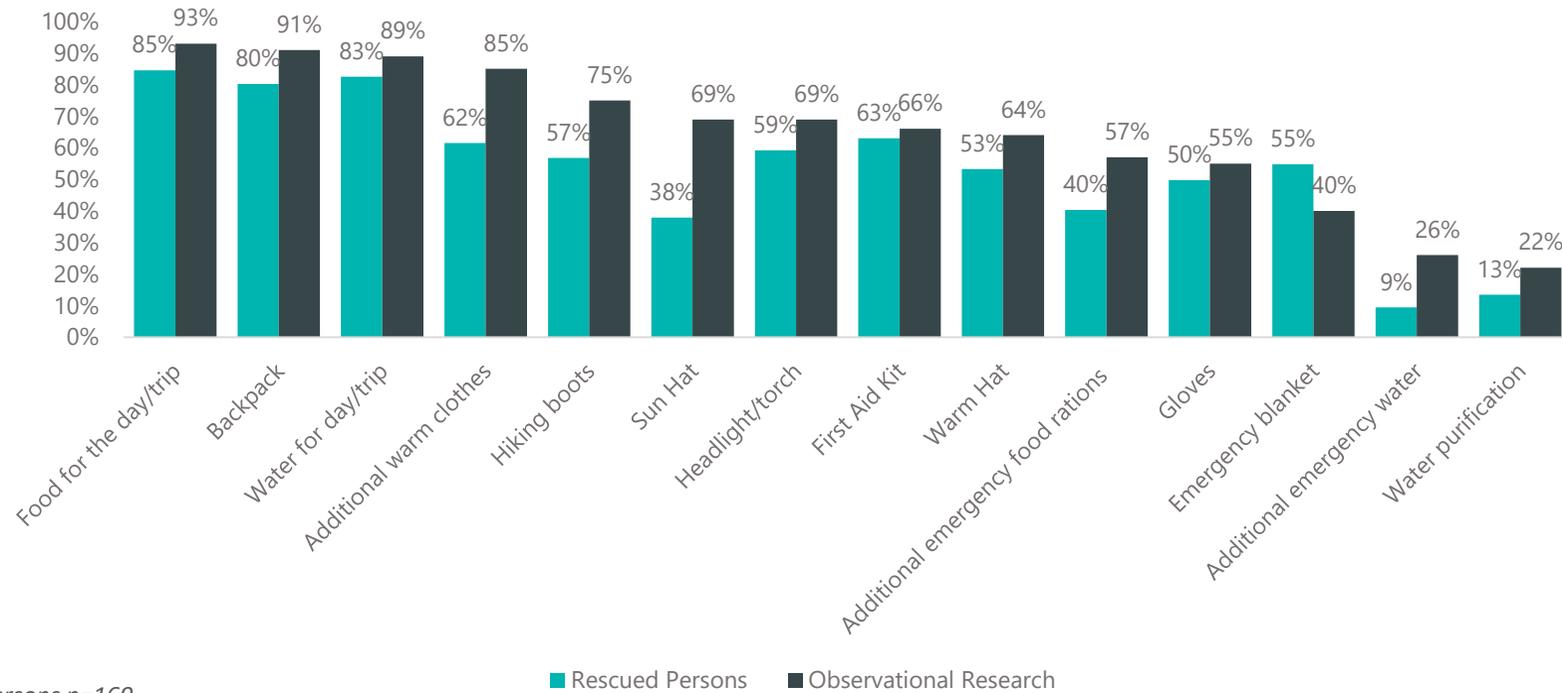
People carried a wide variety of equipment with them. The most common items carried were a backpack (80.3%), first aid kit (63.1%) and headlight/torch (59.2%).

Note: people also carried a wide variety of other equipment with them relevant to specialist activities eg skiing, hunting, 4x4 etc



# EQUIPMENT & CLOTHING CARRIED RESCUED PERSONS VS OBSERVATIONAL RESEARCH

## EQUIPMENT AND CLOTHING CARRIED



Rescued Persons n=169

Observational Research n=134

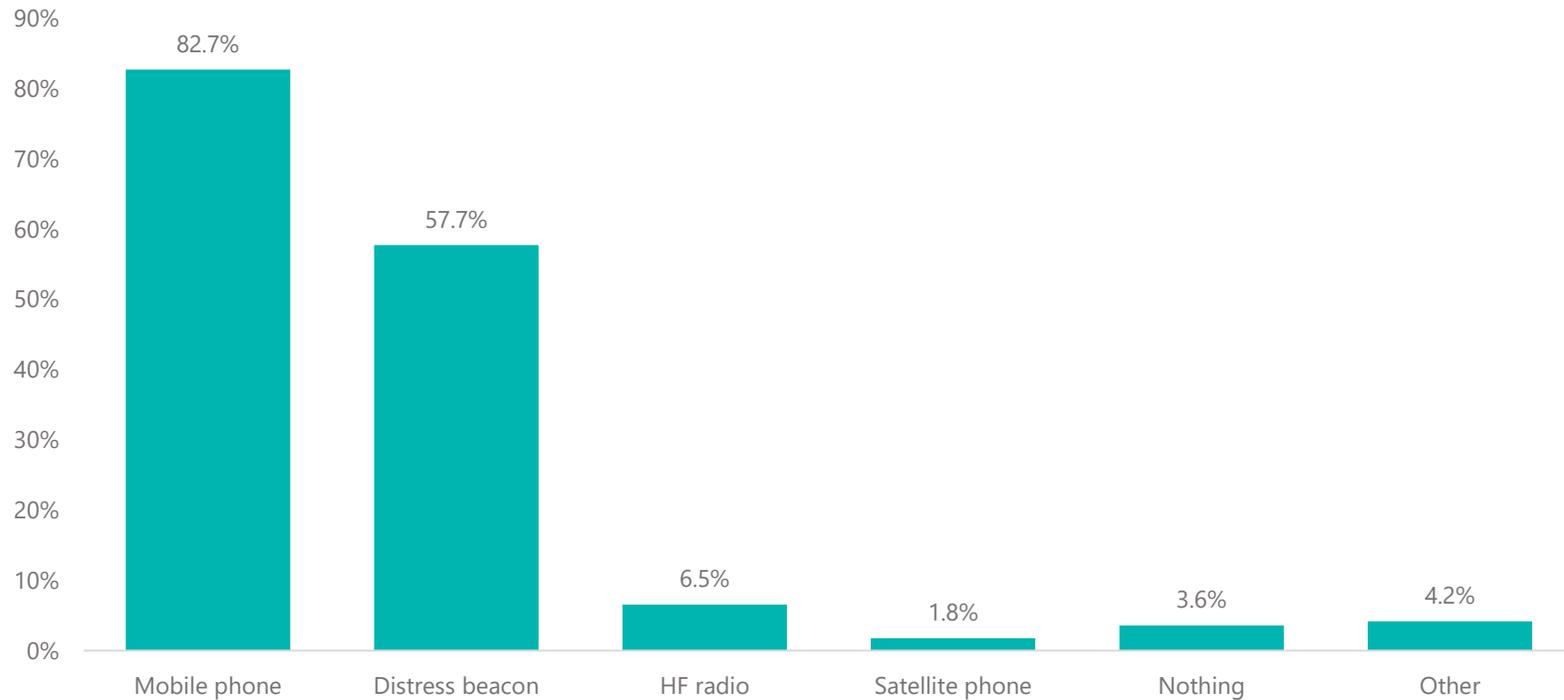
Rescued persons were generally less well equipped when compared to respondents from the observational research piece.

*Note: the observational research was conducted at DOC and other popular sites with trampers/hikers who had or were about to participate in tramping/hiking.*



# COMMUNICATIONS

## ALL RESPONDENTS

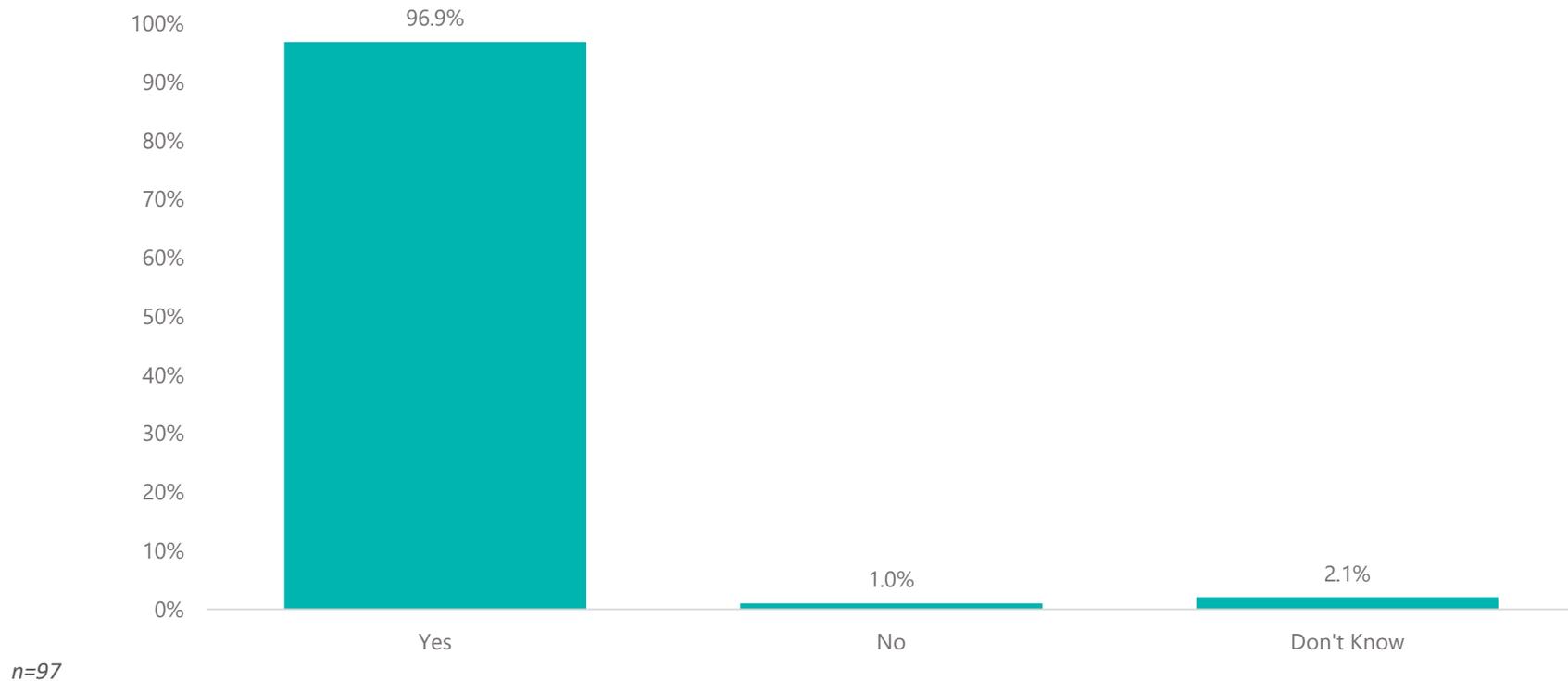


n=168

Respondents mostly carried either a mobile phone (82.7%) or distress beacon (57.7%) with them. Few people carried HF radio (6.5%) or a satellite phone (1.8%). A handful of people (3.6%) had no communications with them.

# WAS THE BEACON REGISTERED WITH RCCNZ?

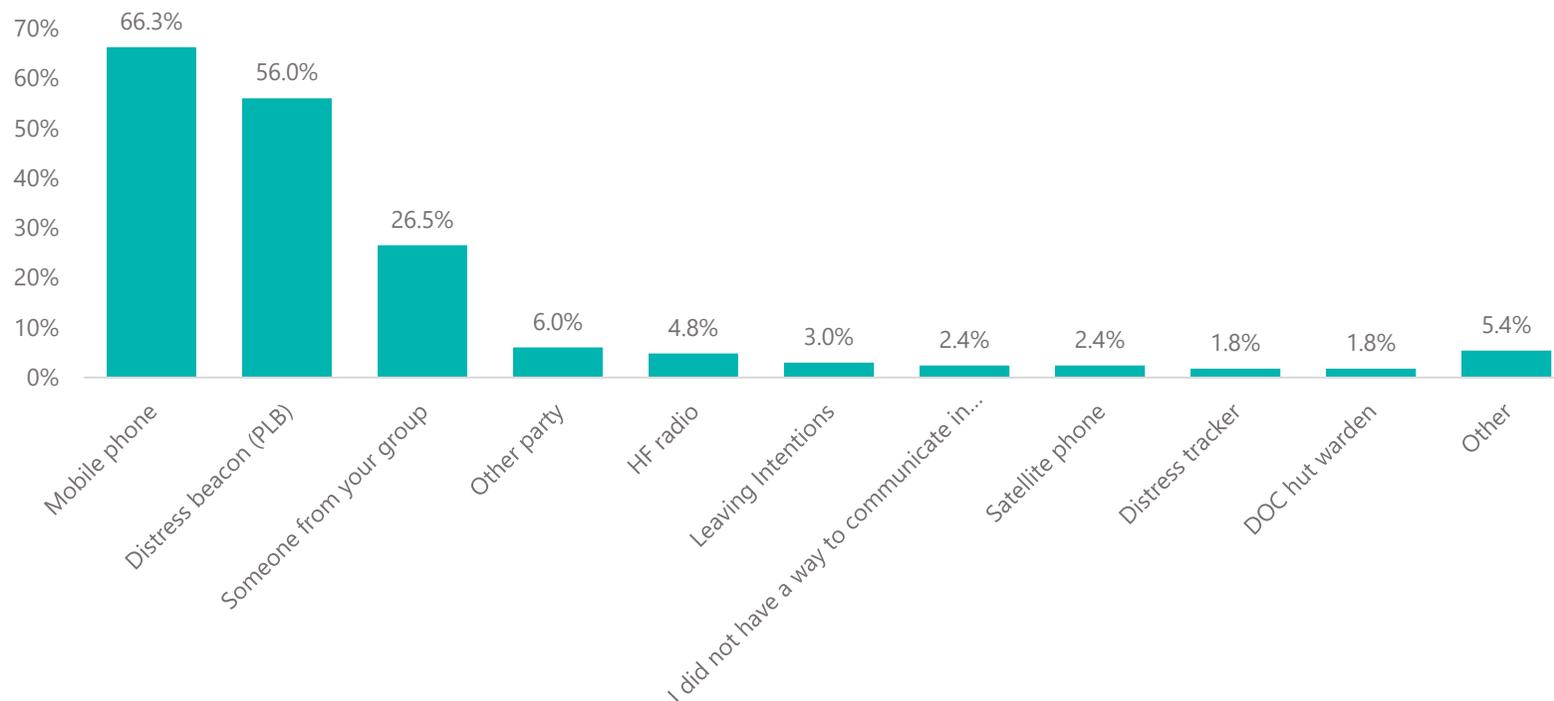
## THOSE CARRYING BEACONS



Almost all (96.9%) of the beacons rescued persons were carrying were registered with RCCNZ.

# HOW DID YOU PLAN TO COMMUNICATE/SEEK HELP IN THE EVENT YOU NEEDED TO BE RESCUED OR HELPED?

## ALL RESPONDENTS



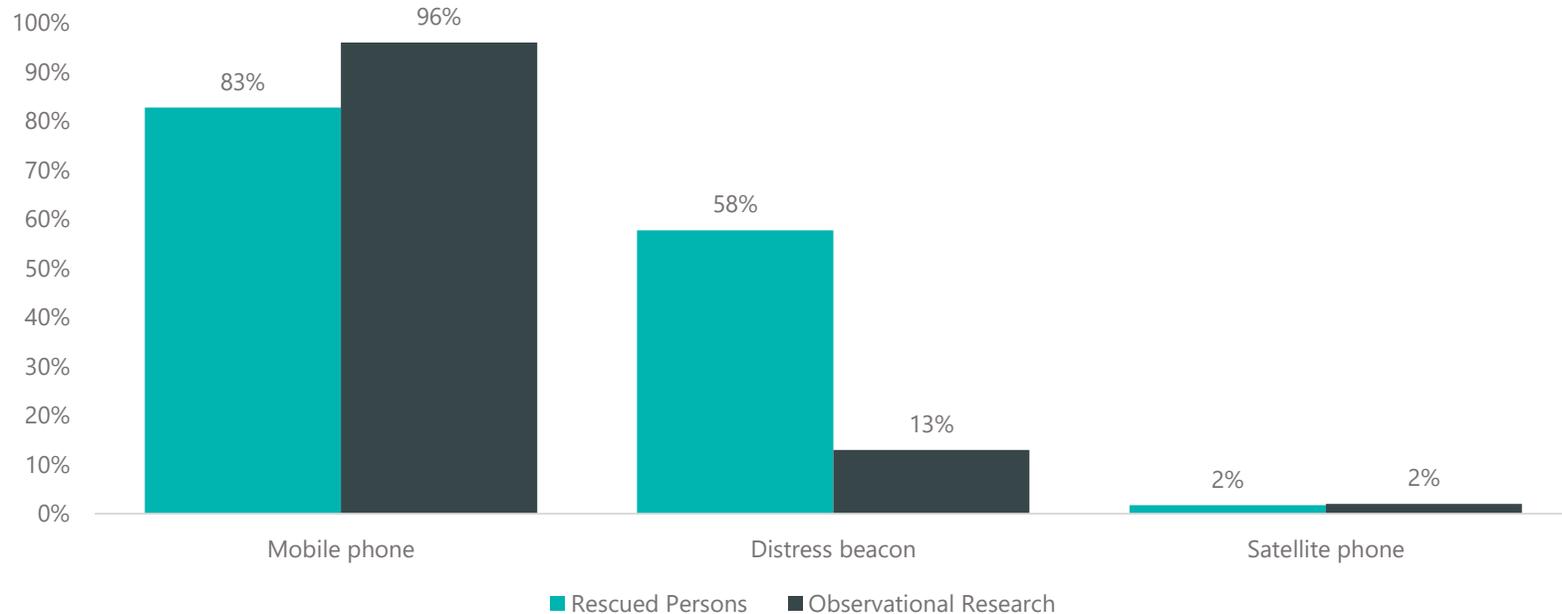
n=166

Most rescued persons planned to communicate in the event they needed SAR services via mobile phone (66.3%) or a distress beacon (56.0%). Just over a quarter would rely on someone within their group (26.5%) and few people carried HF radio (6.5%) or a satellite phone (1.8%).



# COMMUNICATION EQUIPMENT CARRIED RESCUED PERSONS VS OBSERVATIONAL RESEARCH

## COMMUNICATION EQUIPMENT CARRIED



Rescued Persons n=168

Observational Research n=134

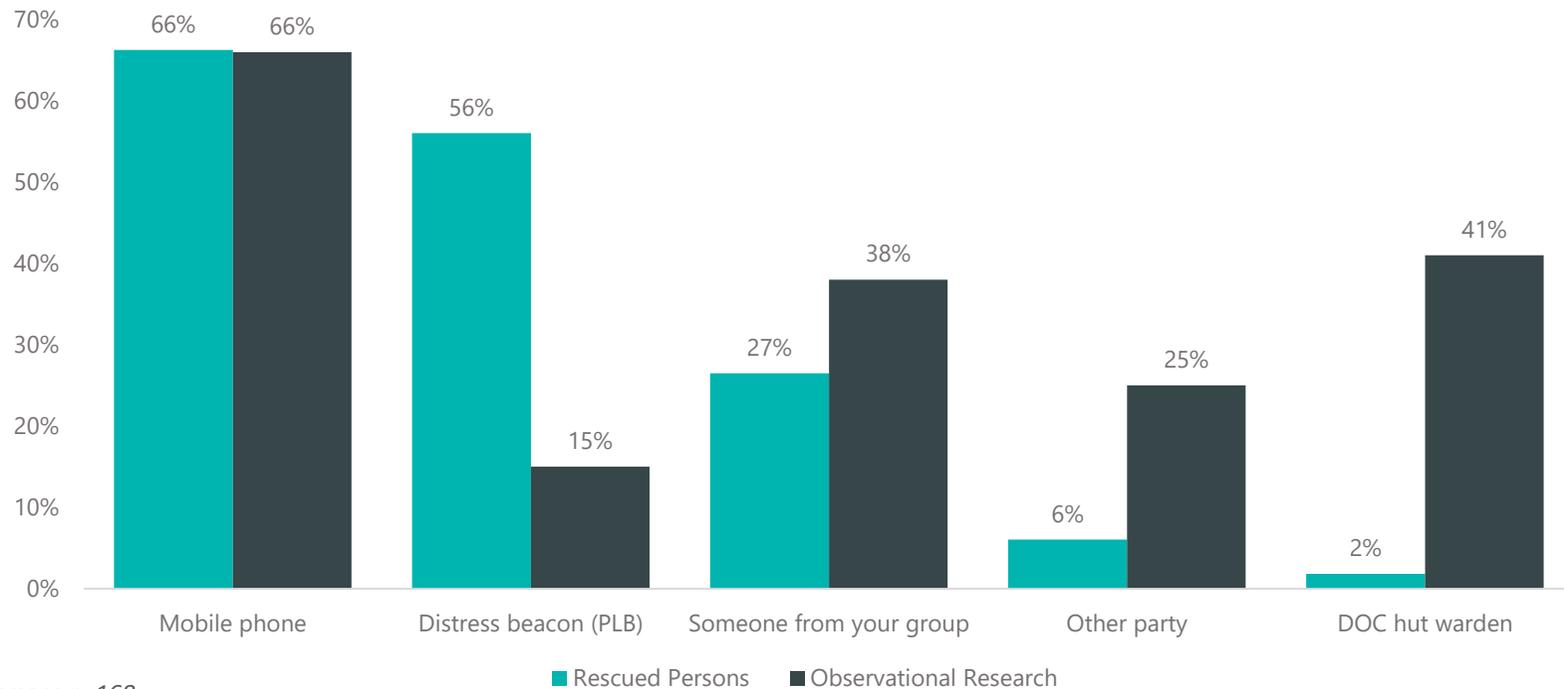
Rescued persons (58%) were far more likely to be carrying a distress beacon than respondents from the observational research (13%).

*Note: The Rescued Persons research includes a number (26.9%) of responses from people who were involved in the SAR, but were not the subject of the SAR. These people who were not the actual subject of the SAR had a very high percentage (64.2%) who carried beacons. Those who were the direct subject of the SAR had a lower percent (29.7%) carrying beacons – however this 29.7% is still over twice the likelihood of carrying a beacon as found in the Observational Research.*



# PRIMARY MEANS OF GETTING HELP RESCUED PERSONS VS OBSERVATIONAL RESEARCH

## PRIMARY MEANS OF GETTING HELP



Rescued Persons n=168

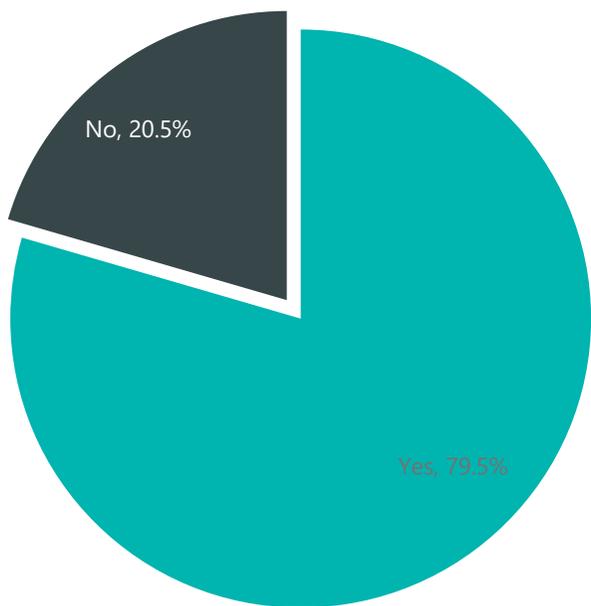
Observational Research n=134

When considering plans to communicate/seek help in the event respondents needed to be rescued or helped, rescued persons were far more likely to plan to use a distress beacon than respondents from the observational research.

# INTENTIONS

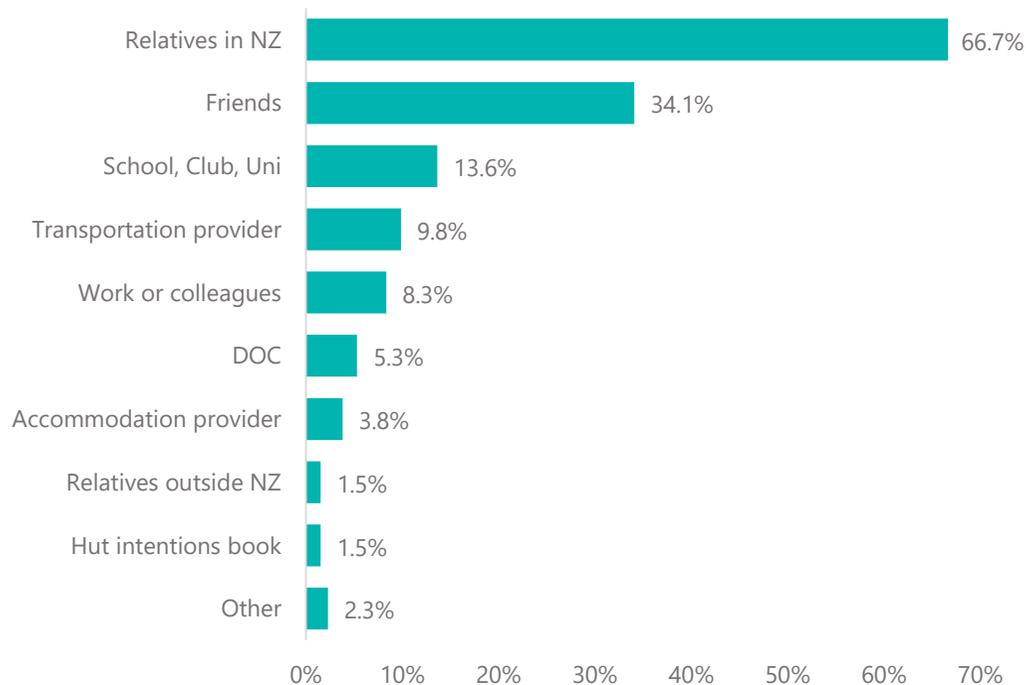
# DID YOU LEAVE INTENTIONS? IF SO WHO WITH?

## ALL RESPONDENTS



n=166

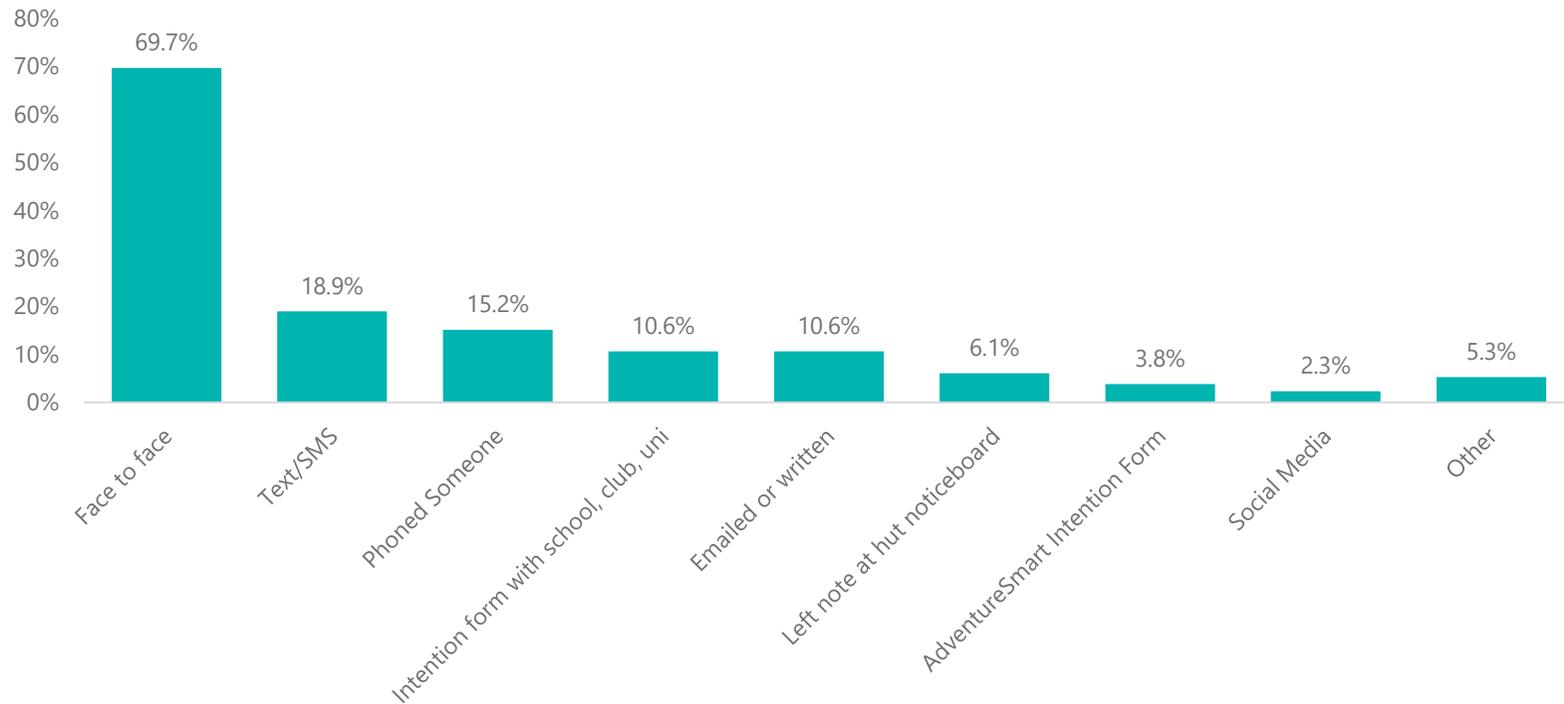
## THOSE WHO LEFT INTENTIONS



n=132

Most (79.5%) of rescued persons left intentions with someone, although just over one in five (20.5%) did not leave intentions. Of those that did leave intentions, most left them with relatives in New Zealand (66.7%) or with friends (34.1%).

## THOSE THAT LEFT INTENTIONS

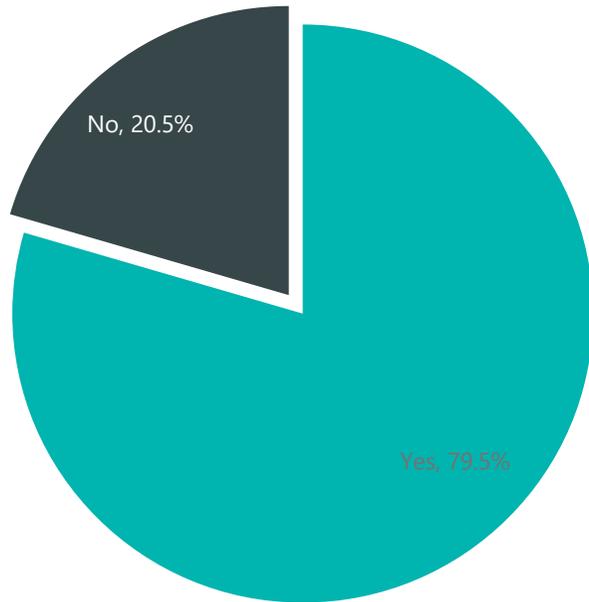


n=132

The most likely way of leaving intentions was face to face (69.7%) with someone. A handful left intentions through text/SMS (18.9%), by phoning someone (15.2%) or leaving an intention form with a school, club or uni (10.6%).

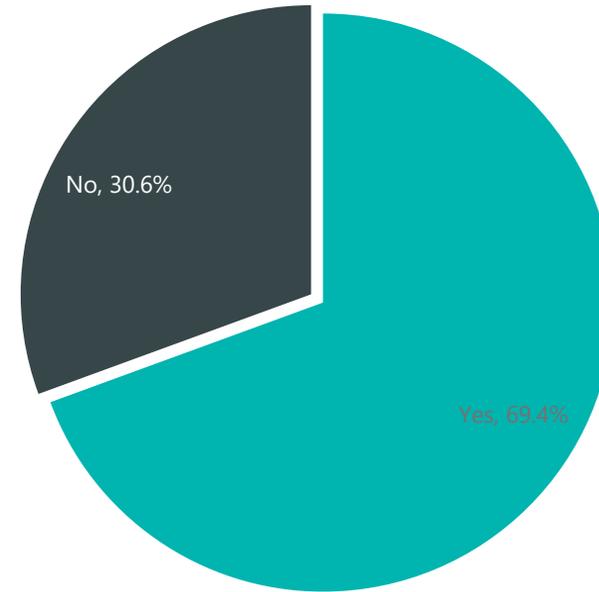
# DID YOU LEAVE INTENTIONS? RESCUED PERSONS VS OBSERVATIONAL RESEARCH

RESCUED PERSONS



n=166

OBSERVATIONAL RESEARCH



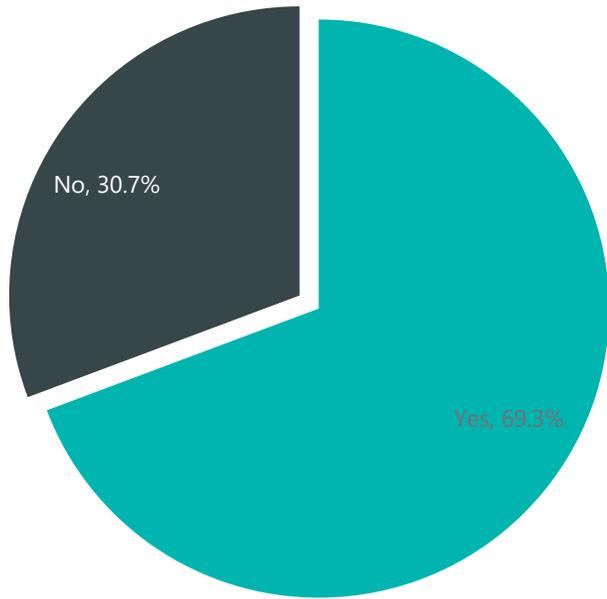
n=134

Rescued persons (79.5%) were more likely to leave intentions with someone than trampers/hikers in the observational research (69.4%)

# INFORMATION

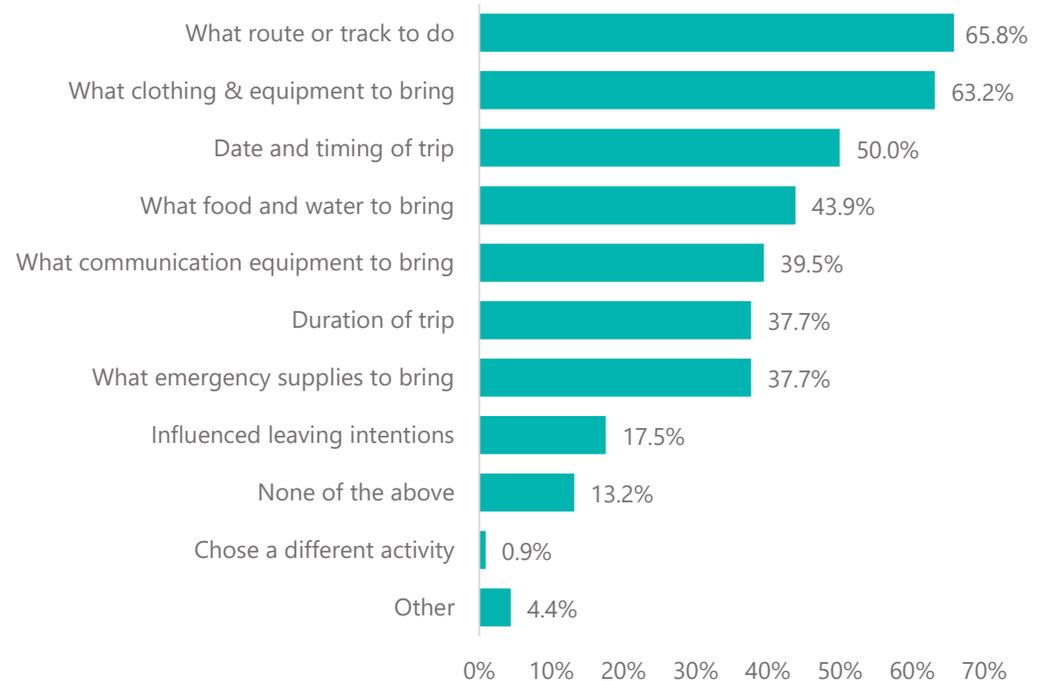
# DID YOU SEEK INFORMATION ON YOUR TRIP? HOW DID THIS INFORMATION INFLUENCE YOUR ACTIONS?

DID YOU SEEK INFORMATION ON YOUR TRIP?



n=166

HOW DID THIS INFORMATION INFLUENCE YOUR ACTIONS?



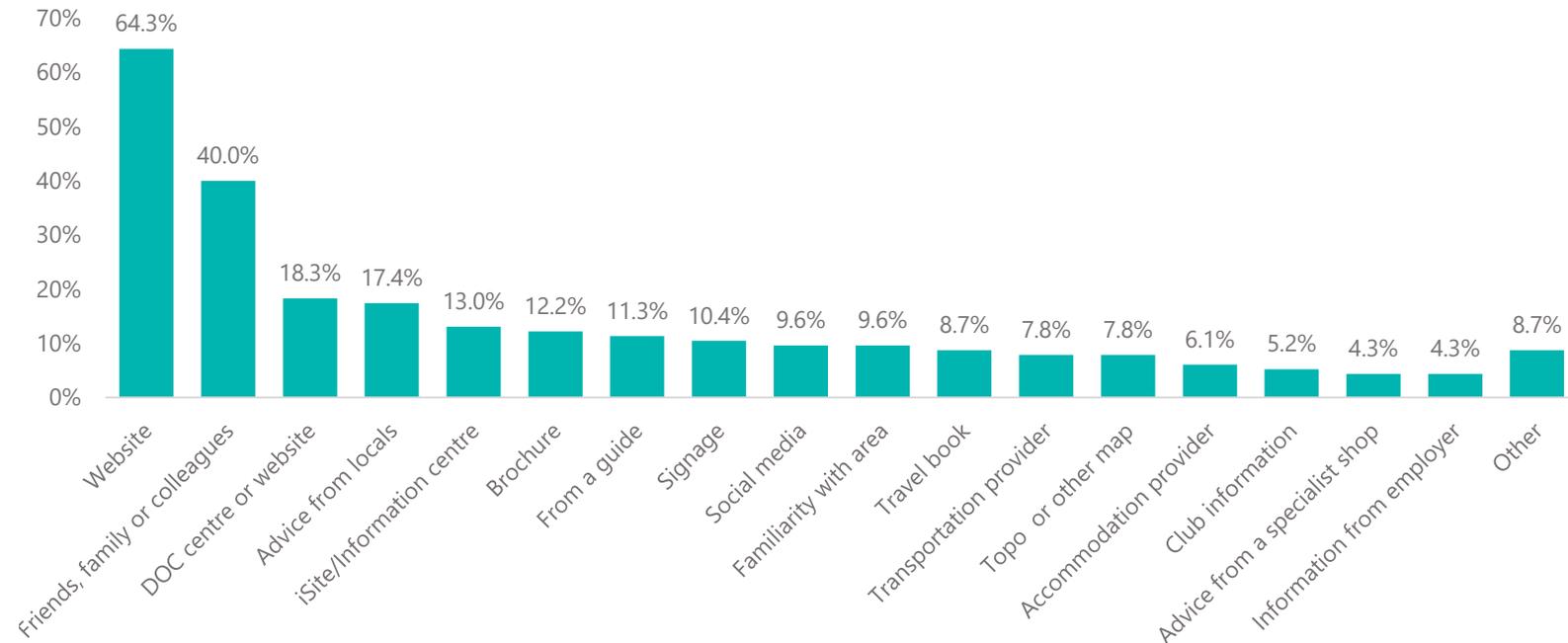
n=114

A majority (69.3%) of rescued persons sought information on their trip before carrying out the activity that led to their SAR response. This information mostly influenced what route or track to do (65.8%), what clothing & equipment to bring (63.2%), and the date and timing of the trip (50.0%).

With that said, nearly a third (30.7%) of rescued persons did not seek any information before undertaking their trip.



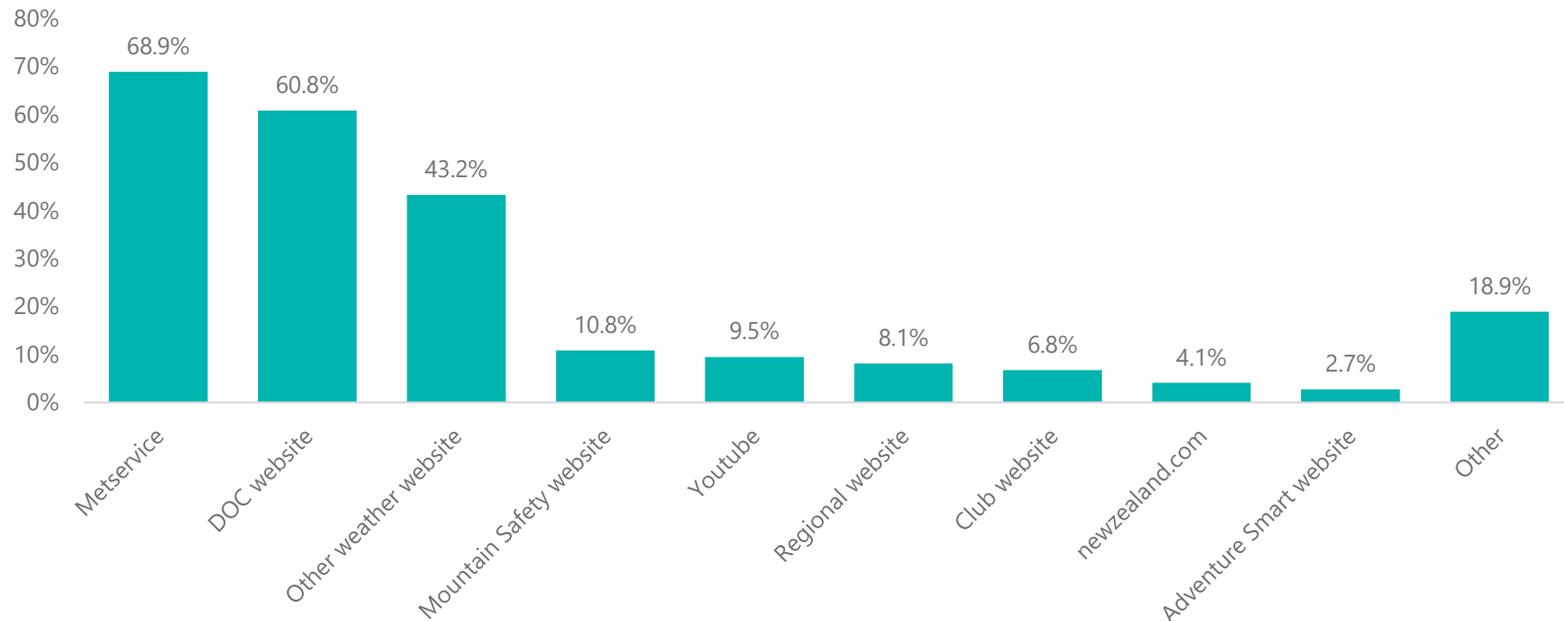
## THOSE THAT SOUGHT INFORMATION



n=115

The most likely way of seeking information to prepare for the activity was via a website (64.3%). Friends, family or colleagues (40.0%) were also an important information source, as was through DOC (18.3%)

## THOSE THAT SOUGHT INFORMATION VIA WEBSITE

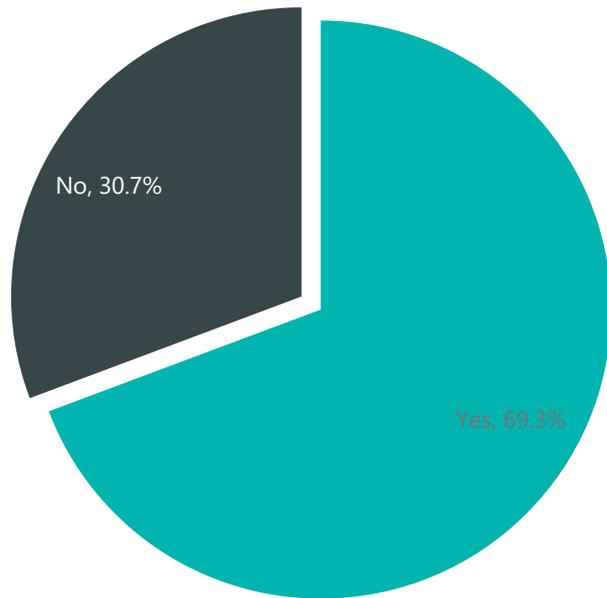


n=74

Weather websites (Metservice-68.9%, Other weather websites-43.2%) and DOC (60.8%) were the two main websites used to seek information to plan and prepare.

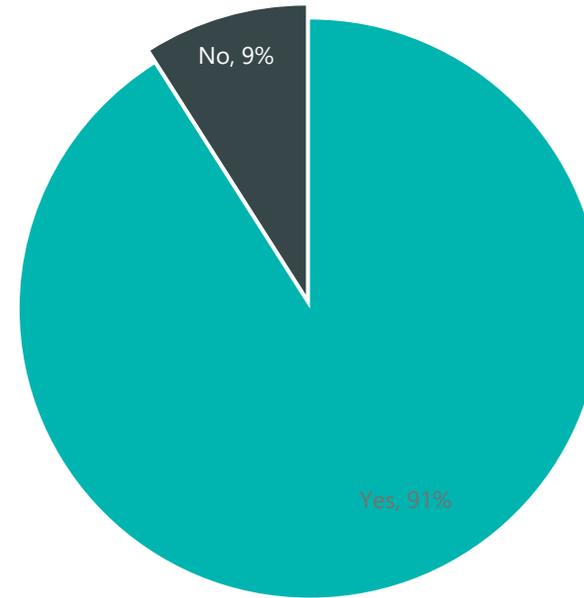
# DID YOU SEEK INFORMATION ON YOUR TRIP? RESCUED PERSONS VS OBSERVATIONAL RESEARCH

## RESCUED PERSONS



n=166

## OBSERVATIONAL RESEARCH

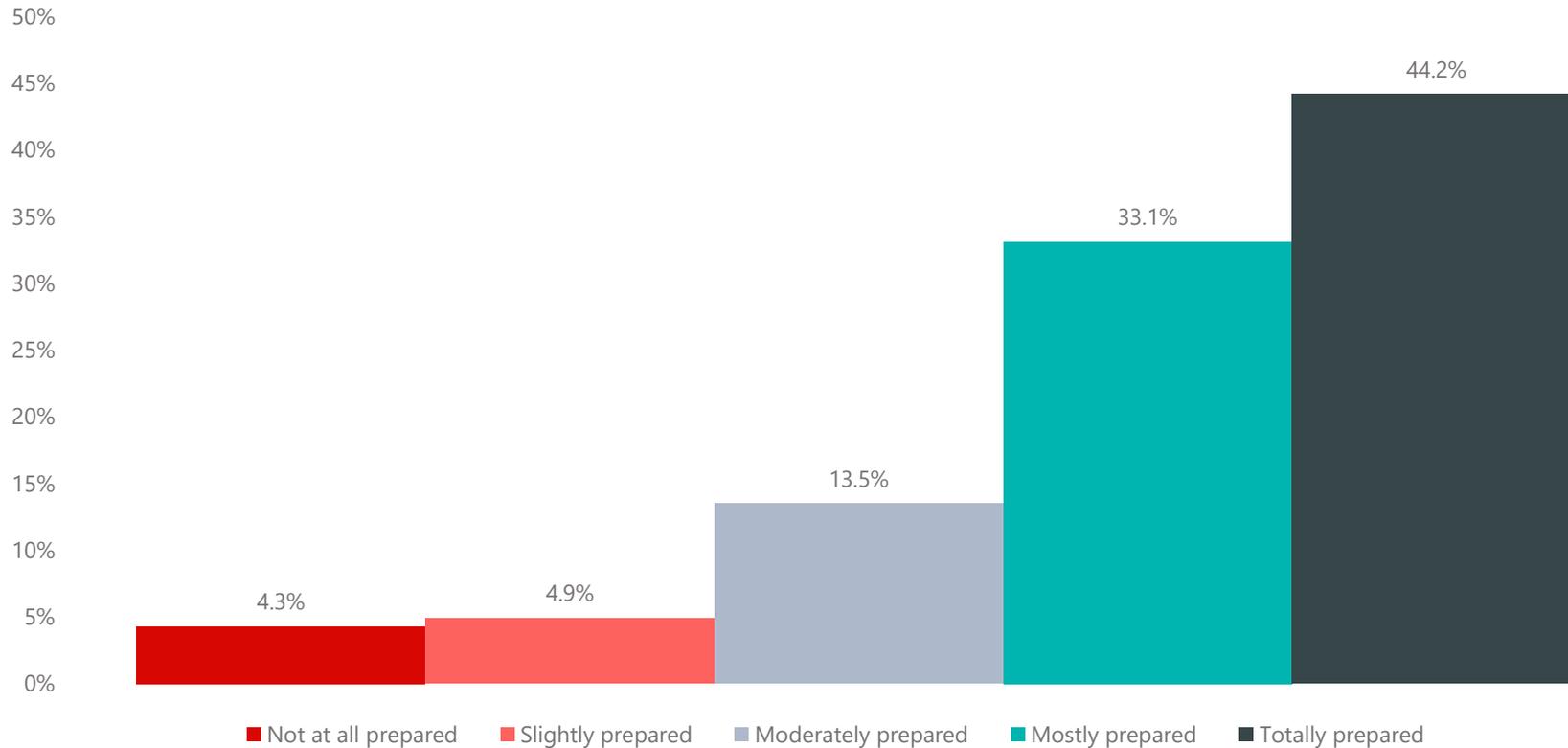


n=134

Rescued persons (69.3%) were considerably less likely to seek information on their trip before they departed than trampers/hikers in the observational research (91.0%).

# LEVEL OF PREPARATION

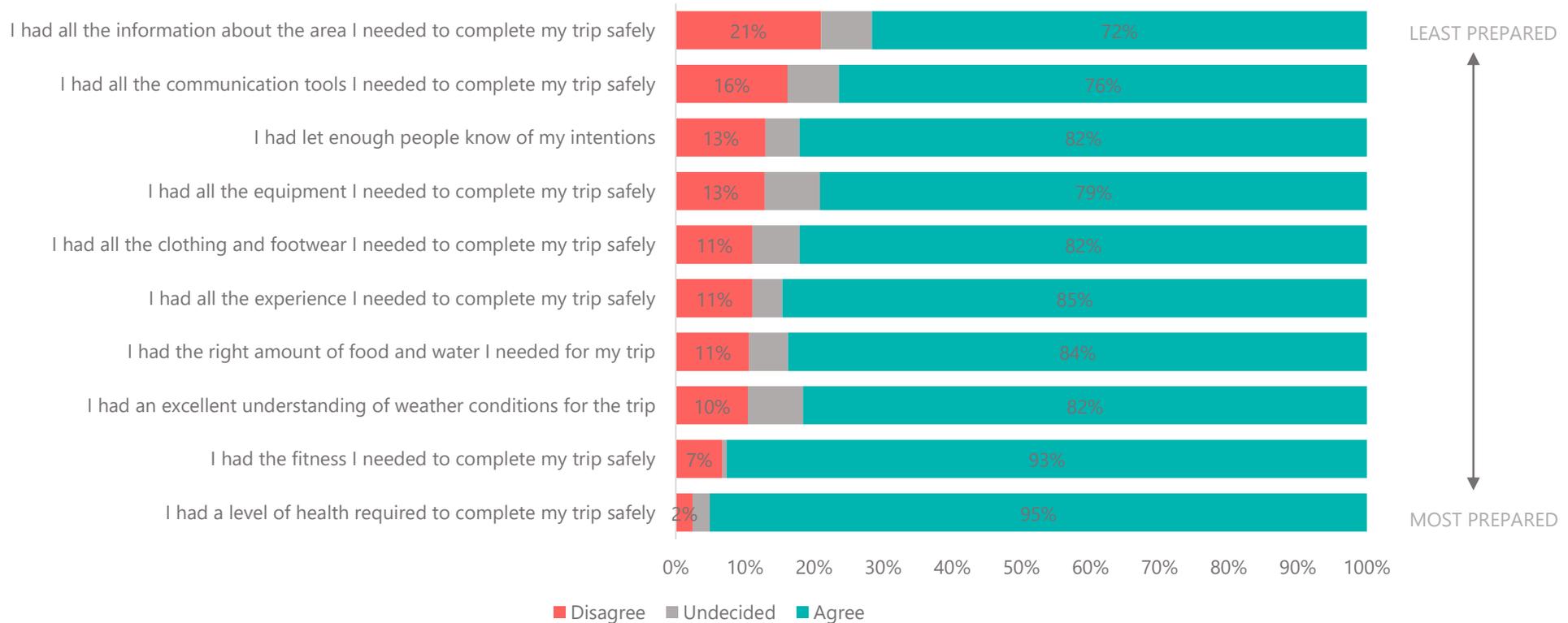
# OVERALL, HOW WELL PREPARED WERE YOU FOR YOUR TRIP? 35



n=163

This graph shows how well prepared rescued persons felt they were for their activity/trip overall. A majority (77.3%) of people felt that they were either mostly or totally prepared for their trip. On the other had a minority (9.2%) felt that they were either not at all prepared or only slightly prepared for their trip.

# HOW WELL PREPARED RESPONDENTS FELT FOR ACTIVITY/TRIP <sup>36</sup>



n=162

This graph shows how well prepared rescued persons felt they were for their activity/trip across a range of aspects. Rescued persons on average felt least prepared in terms of the information they had about the area of their trip and the communication tools they had with them. They felt most prepared about the level of health & fitness they had to complete their trip.

# SATISFACTION WITH SAR

## ALL RESPONDENTS



*n=161*

The vast majority of rescued persons were extremely satisfied with their SAR response. On average rescued persons rated their SAR response 9.5 out of 10. Rescued persons were most satisfied with the equipment SAR teams carried rating this element of their rescue 9.7 out of 10 on average. The lowest scoring element of rescued persons satisfaction with their SAR experience was the response time which scored a 9.0 out of 10.

## THOSE WHO SCORED LESS THAN 8 OUT OF 10

This should never have been a search and rescue. I simply phoned Police because I was unable to contact friends to advise I would be late off the mountain. Once I made that call, the situation escalated and I was rescued against my will.

Communicating through the 111 service was very difficult. Initially the person answering the call could not understand the word "Waipapa" and kept repeating Waipipi - totally different location. It wasn't until a paramedic in the group coming through the trail behind us downloaded a GPS app that Search & Rescue were contacted.

They took 2 hours to get to my father that was waiting on the side of the road even though it was only 20 mins from town. didnt come up with any plans of their own to rescue us, my brother ended up organizing the equipment to rescue us.

My son slipped on a rock when we were out on a short Sunday walk and broke his leg. We were on a well used track a 35 minute walk from our town and less than a 5 minute flight from a hospital. We rang 111 immediately but then waited for over 2 hours for help to arrive. Our son was screaming on the ground in agony for 2 hours. We only had panadol for pain relief. We rang 111 more than once along with another day walker. After the initial call we rang after 20 minutes to see what was happening and they still hadn't made a plan. The operator kept asking me where they could park the ambulance and the name of the road. We were on a walking track, I kept saying we needed a helicopter but the message didn't get through. Once the rescue team arrived they were excellent but the wait was not acceptable. Our son was left traumatised by the length of the wait. The communication between 111 and search and rescue needs to be fixed. The actual search and rescue team are amazing and cannot be faulted. Hopefully this does not happen to anyone else in future.

## THOSE SCORED LESS THAN 8 OUT OF 10

Took longer than expected as winch crew was required. Patient had a fractured elbow but winch man was quite rough in getting her rigged up

Heli evac from Otira slide late 2017. 3 hours for Christchurch heli to arrive with long line despite Greymouth heli arriving within 45 mins then leaving. Was concurrent road crash apparently.

The rescue was actually co-ordinated by police and involved fire and ambulance. The police arrived at the wrong side of the river involved and the fire appliance arrived without the necessary equipment to complete a river rescue (life jackets)

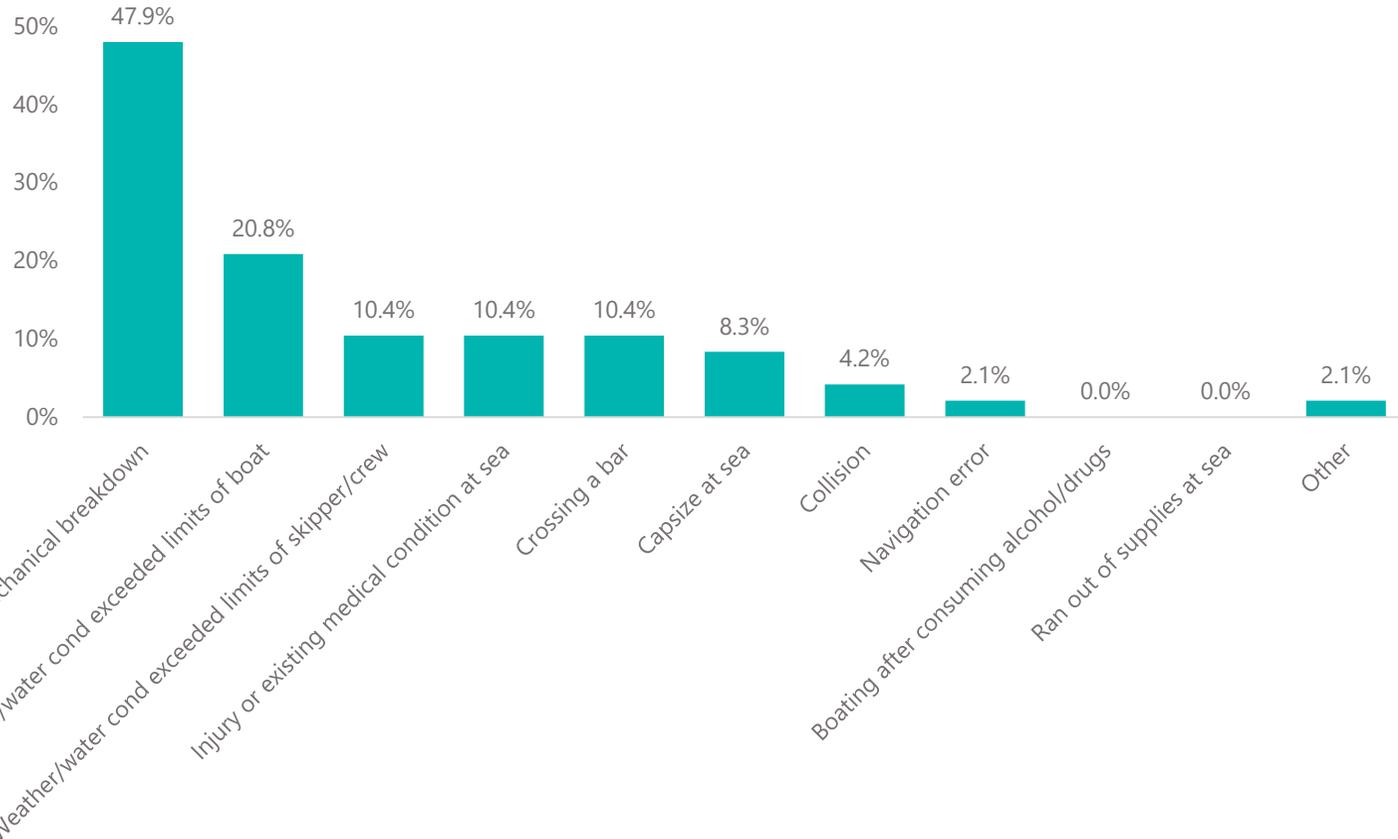
There was miscommunication as to our exact location despite using a PLB

# BOATING RELATED SAR



# TYPE OF EVENT THAT LED TO SAR

## ALL RESPONDENTS

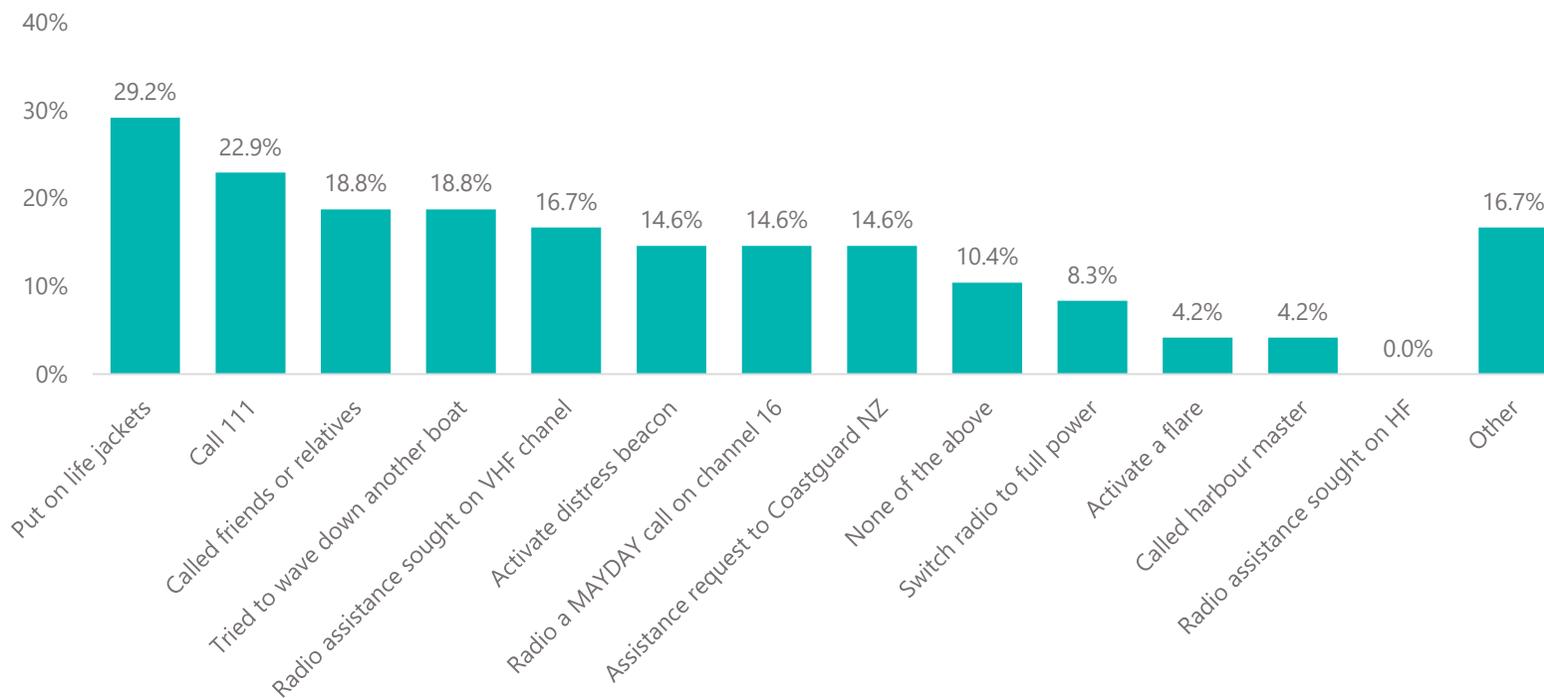


n=48

An equipment fault or mechanical breakdown (47.9%) was by far the most common type of event that led to a marine based SAR response. This was followed by weather and or water conditions exceeding limits of boat (20.8%) and weather and or water conditions exceeding limits of skipper/crew (10.4%).

# PROCEDURES UNDERTAKEN ONCE REALISED NEED SAR

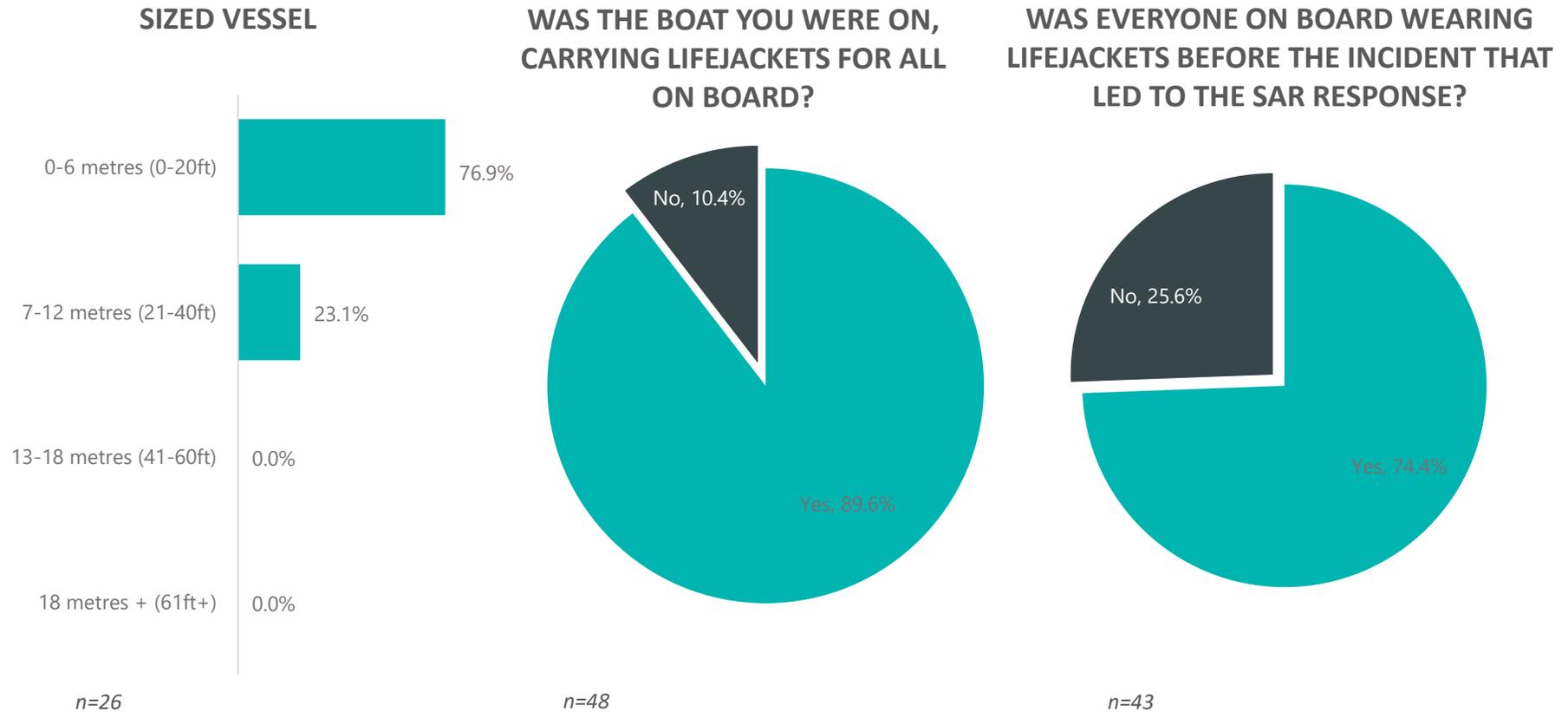
## ALL RESPONDENTS



n=48

Once rescued persons realised they were in a situation that required search and rescue assistance (including Coastguard assistance) a wide range of procedures were undertaken often depending on the situation. The most common procedure undertaken was to put on life jackets (29.2%). This was followed by calling 111 (22.9%) and calling friends or relatives (18.8%).

# LIFEJACKETS

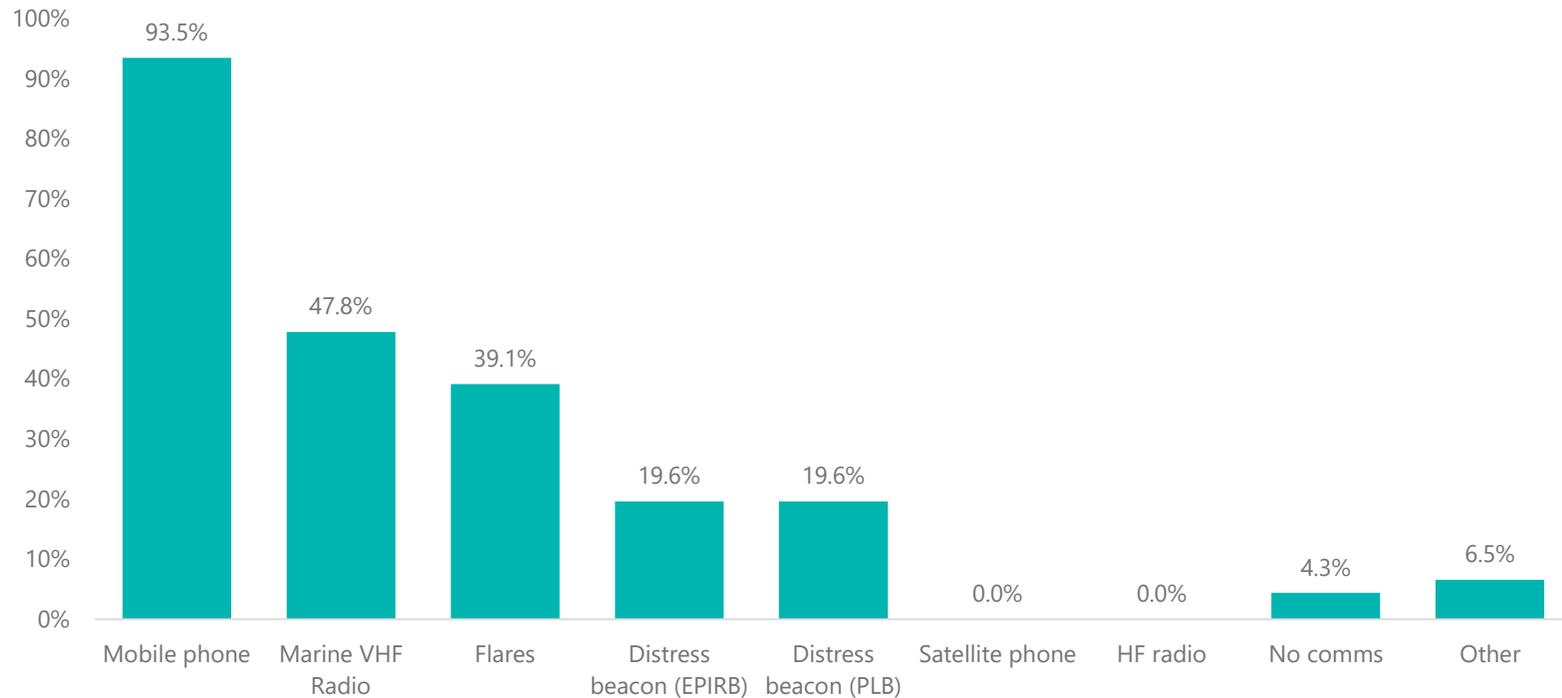


Most (76.9%) of the vessels that needed SAR assistance were 6 metres or less. A majority of boats (89.6%) carried lifejackets for all on board. Around three quarters of rescued people were wearing lifejackets before the incident that led to the SAR response.

# COMMUNICATIONS

# COMMUNICATION EQUIPMENT CARRIED IN VESSEL

## ALL RESPONDENTS



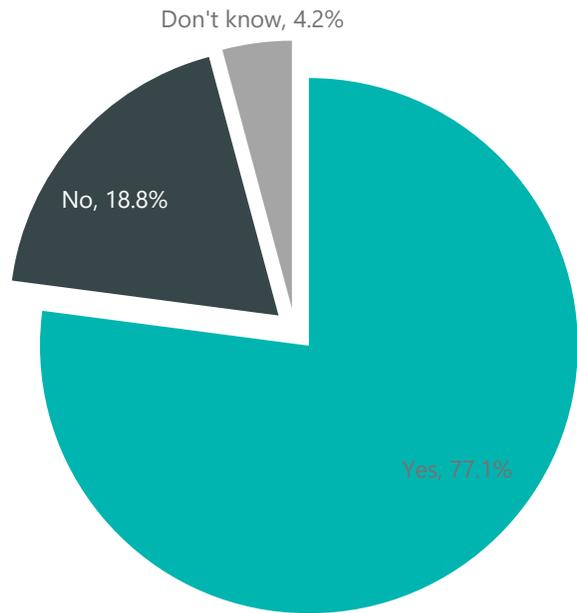
n=46

Rescued persons mostly carried a mobile phone (93.5%) in their vessel. Following this marine VHF radio (47.8%) and flares (39.1%) were the most likely communication equipment types carried.

# INTENTIONS

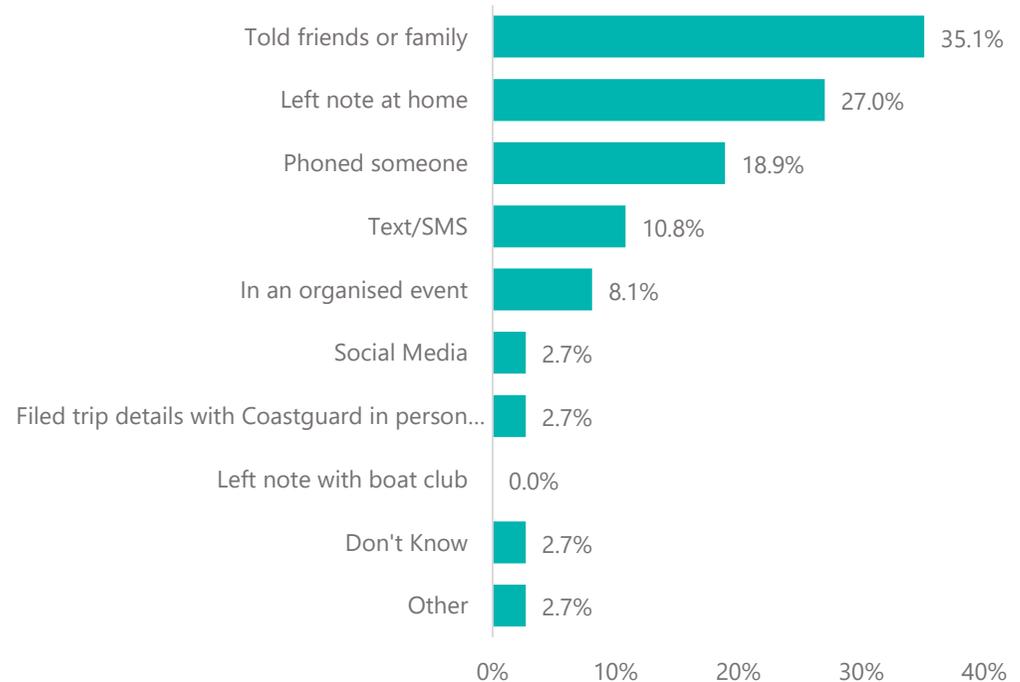
# DID YOU LEAVE INTENTIONS? IF SO WHO WITH?

## DID YOU LEAVE INTENTIONS?



n=48

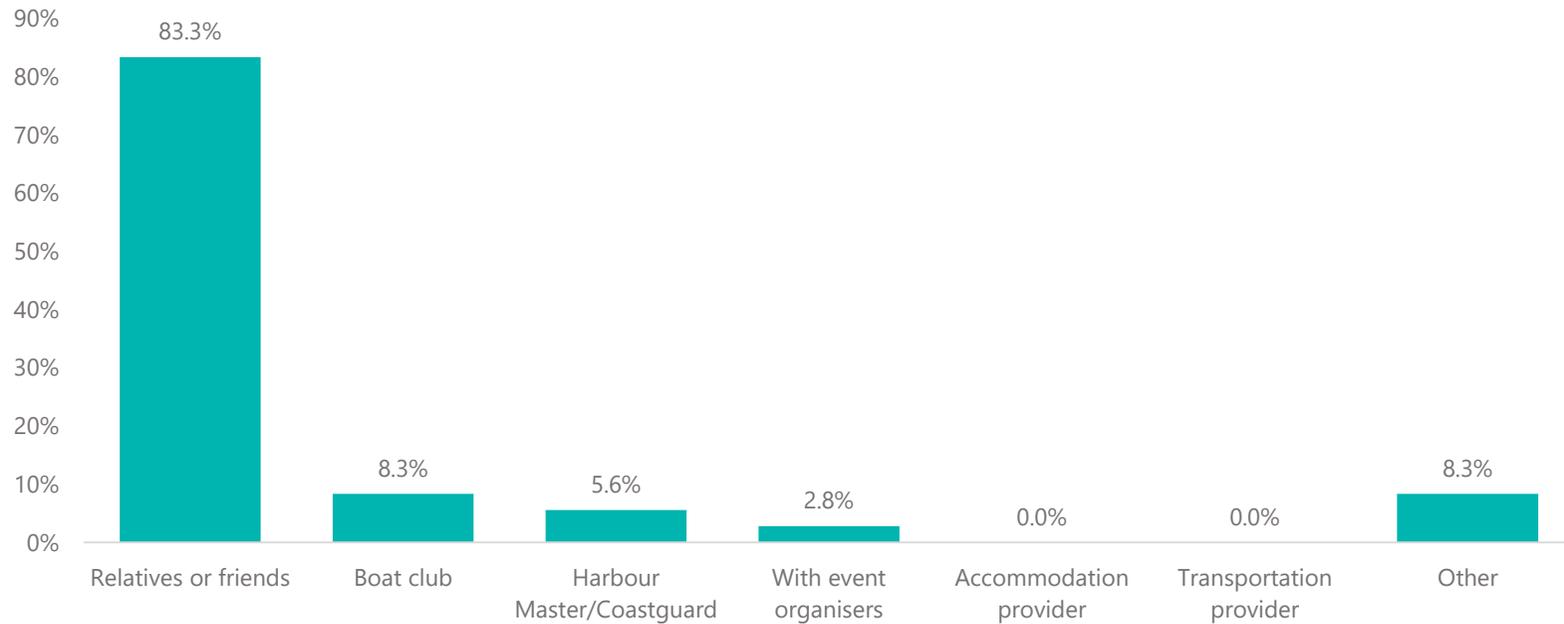
## HOW INTENTIONS WERE LEFT



n=37

Most (77.1%) rescued persons left intentions with someone, although nearly one in five did not (18.8%). The most common way of leaving intentions was with friends or family (35.1%), by leaving a note at home (27.0%) or by phoning someone (18.9%).

## THOSE THAT LEFT INTENTIONS



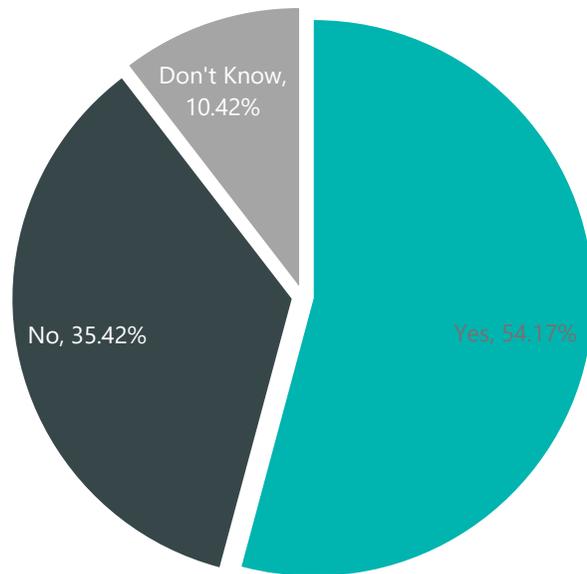
n=36

The most likely way of leaving intentions was with friends or relatives (83.3%). Few people left intentions through more official channels than through friends and relatives.

# INFORMATION

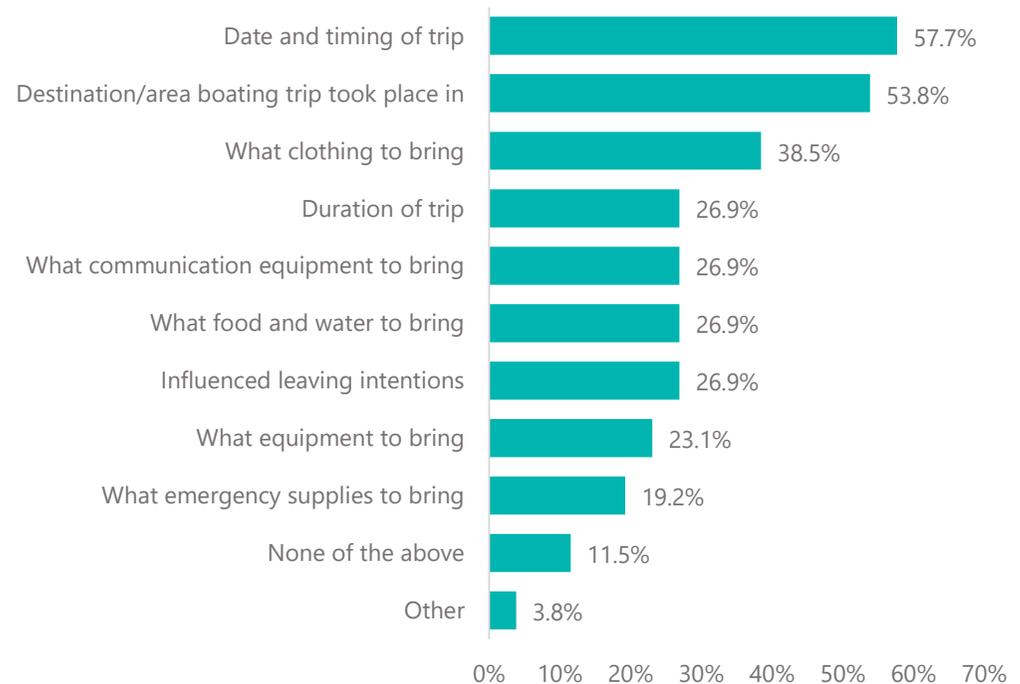
# DID YOU SEEK INFORMATION ON YOUR TRIP? HOW DID THIS INFORMATION INFLUENCE YOUR ACTIONS?

## DID YOU SEEK INFORMATION FOR YOUR TRIP?



n=48

## HOW DID THIS INFORMATION INFLUENCE ACTIONS?



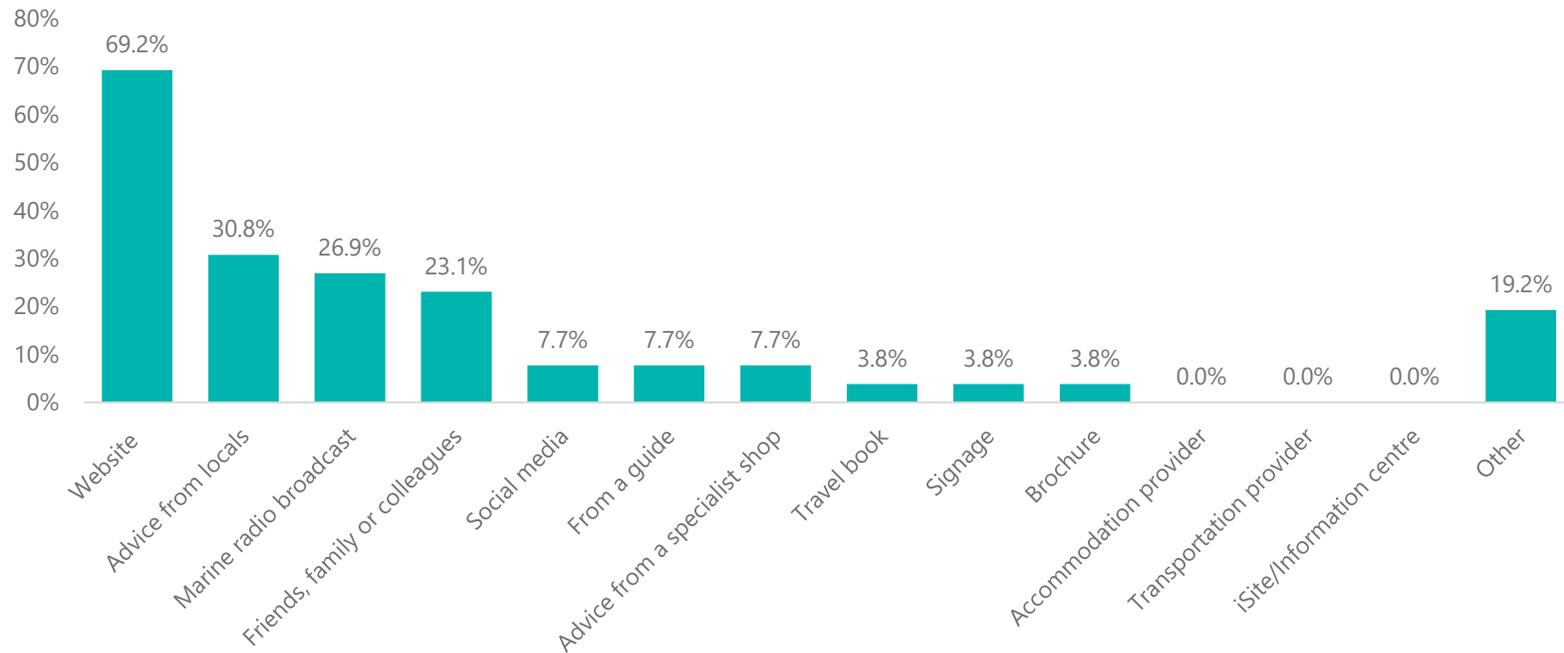
n=26

A slight majority (54.3%) of rescued persons sought information on their trip before carrying out the boating trip that led to their SAR response. This information mostly influenced date and timing of trip (57.7%), what area the boating trip took place in (53.8%), and what clothing to bring (38.5%).

Over a third (35.4%) of rescued persons did not seek information before undertaking their boating trip.



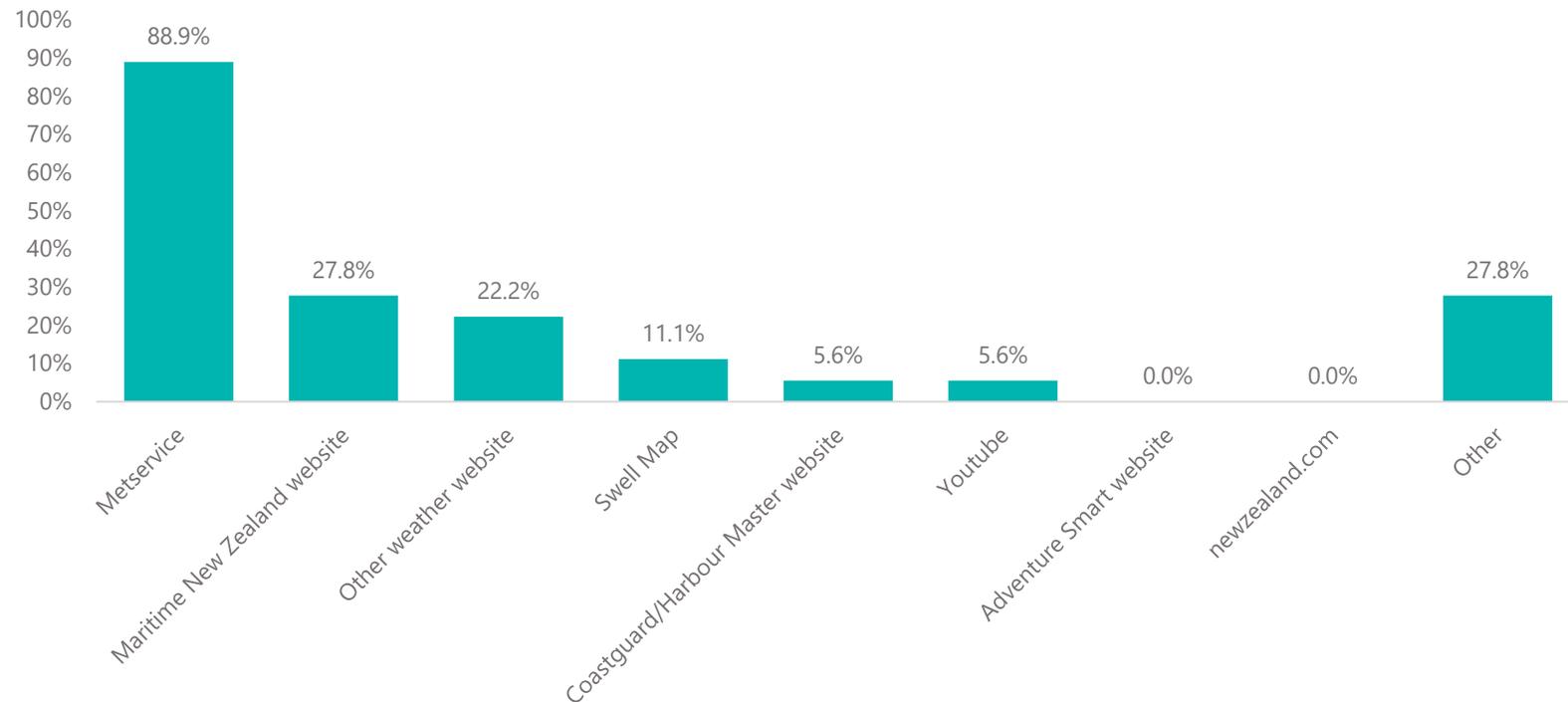
## THOSE THAT SOUGHT INFORMATION



n=26

The most likely way of seeking information to prepare for the activity was via a website (69.2%). Advice from locals (30.8%), and marine radio broadcast (26.9%) were also important information sources.

## THOSE THAT SOUGHT INFORMATION VIA WEBSITE

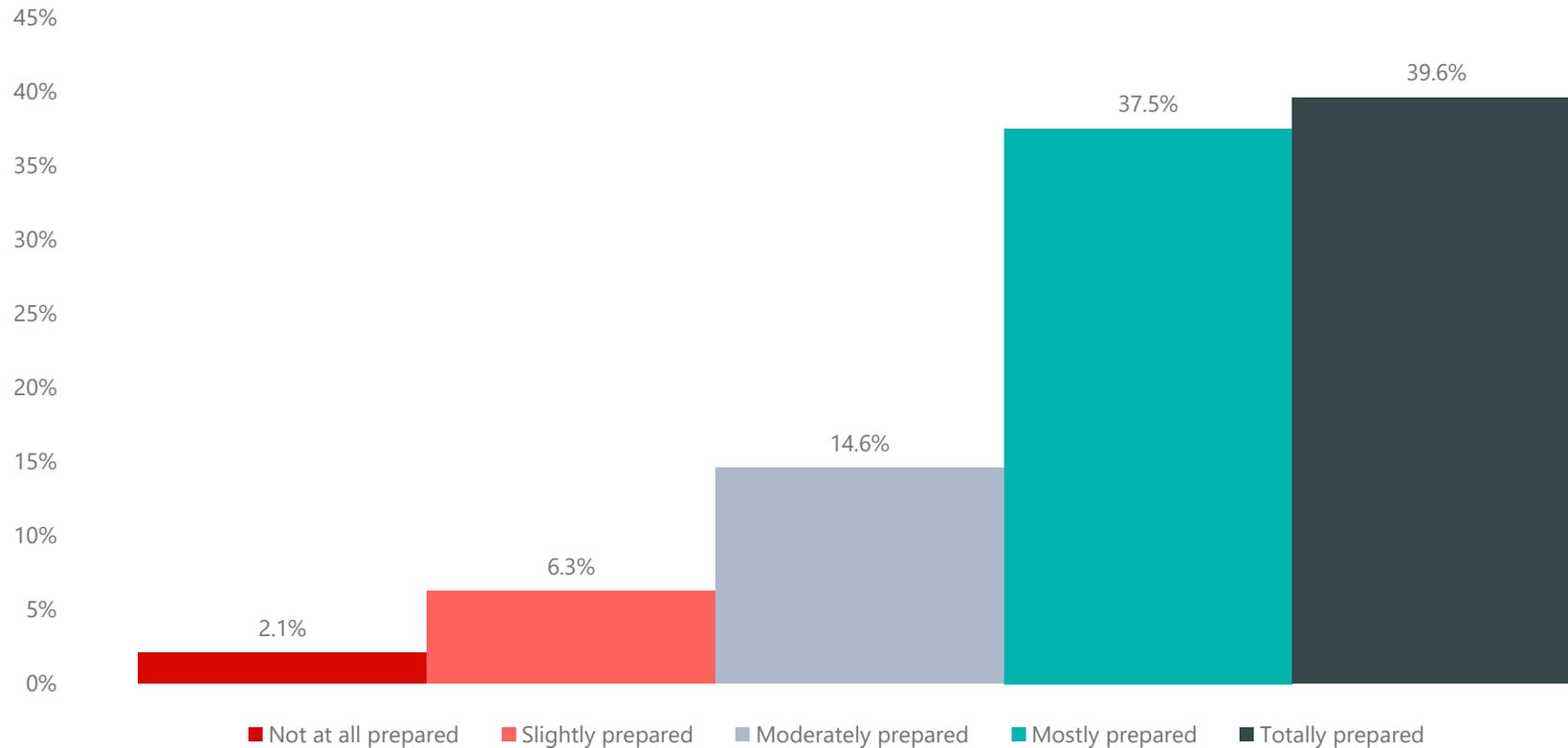


n=18

Weather websites (Metservice-88.9%, Other weather websites-22.2%) were the main websites used to seek information to plan and prepare. Maritime New Zealand was also consulted to some degree.

# LEVEL OF PREPARATION

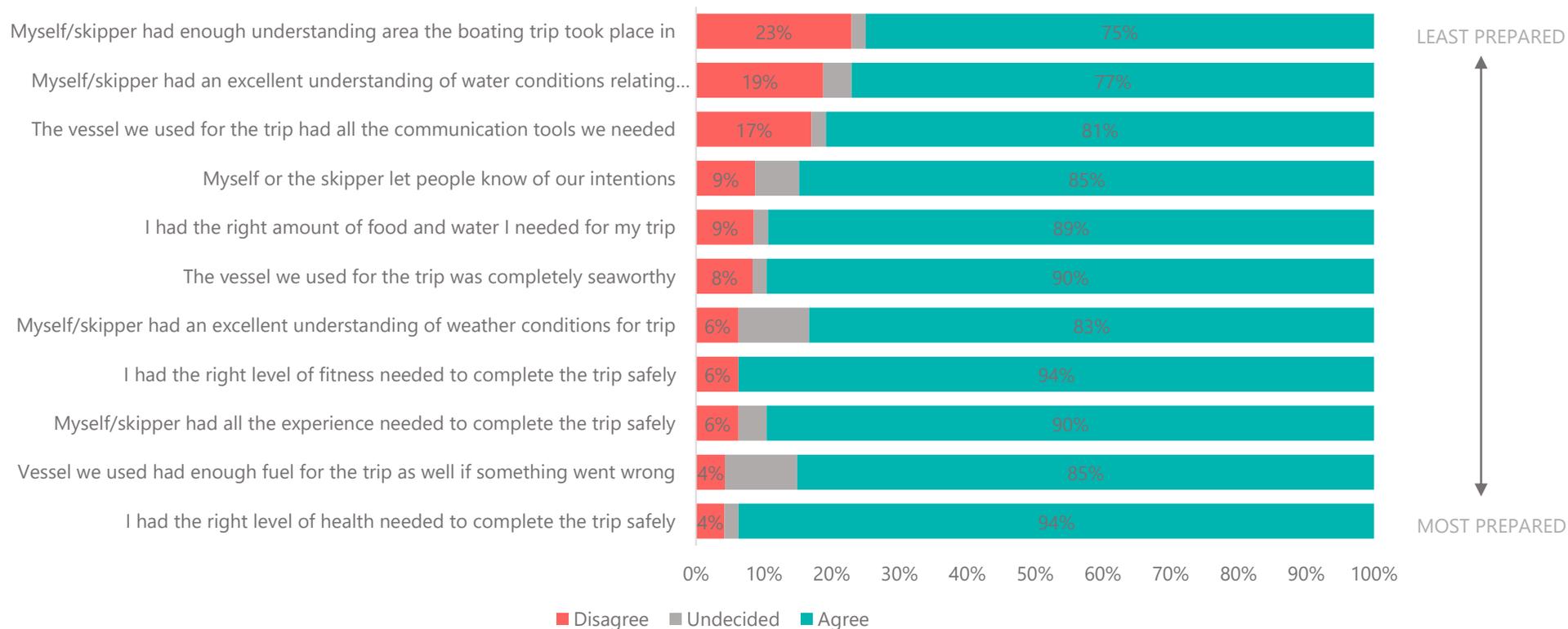
# OVERALL, HOW WELL PREPARED WERE YOU FOR YOUR TRIP? 56



*n=48*

This graph shows how well prepared rescued persons felt they were for their activity/trip overall. A majority (82.5%) of people felt that they were either mostly or totally prepared for their trip. On the other hand a minority (7.4%) felt that they were either not at all prepared or only slightly prepared for their trip.

# HOW WELL PREPARED RESPONDENTS FELT FOR ACTIVITY/TRIP <sup>57</sup>

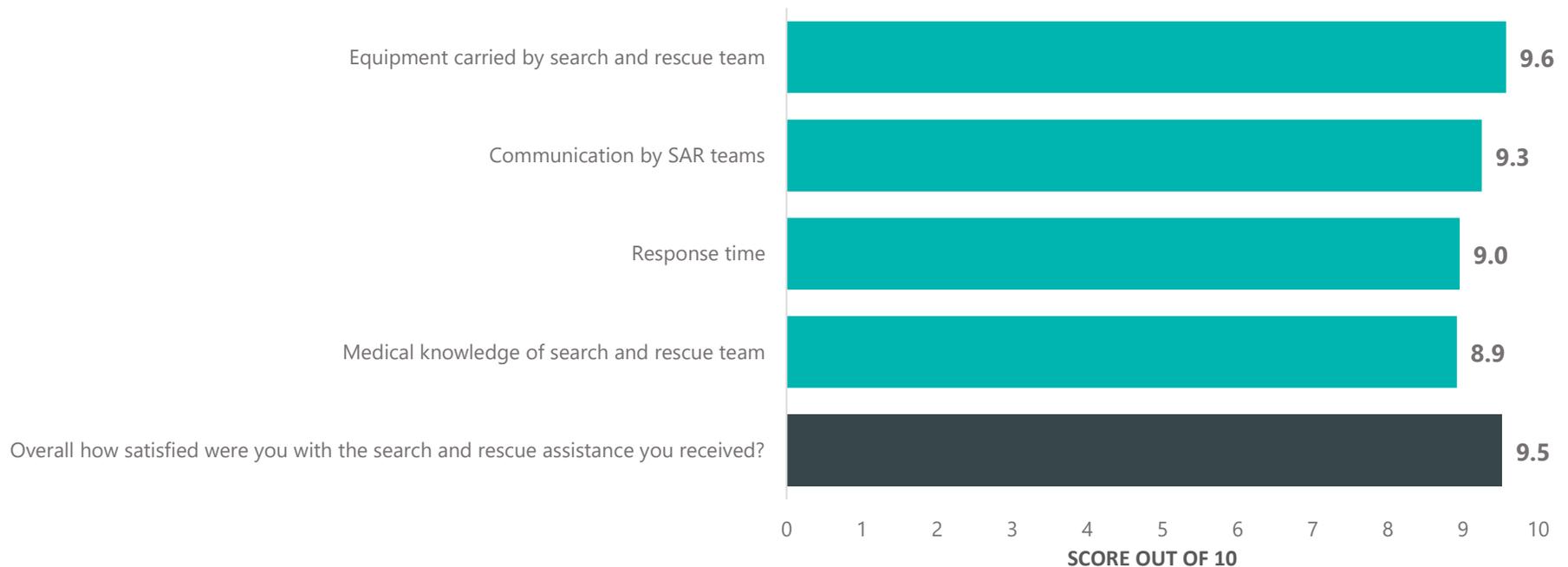


n=48

This graph shows how well prepared rescued persons felt they were for their activity/trip across a range of aspects. Rescued persons on average felt least prepared in terms of understanding the area of their trip and the water conditions in the area. They felt most prepared about the level of health they had to complete their trip.

# SATISFACTION WITH SAR

## ALL RESPONDENTS



*n=48*

The vast majority of rescued persons were extremely satisfied with their SAR response. On average rescued persons rated their SAR response 9.5 out of 10. Rescued persons were most satisfied with the equipment SAR teams carried rating this element of their rescue 9.6 out of 10 on average. The lowest scoring element of rescued persons satisfaction with their SAR experience was the medical knowledge of the SAR team which scored a still high score of 8.9 out of 10.

## THOSE WHO SCORED LESS THAN 8 OUT OF 10

I was unsure that I was being rescued and managed to get myself and other boat back to shore unassisted.

There was quite a delay in being rescued considering I was only several hundred yards offshore. I tried to impress upon them that I was having quite a serious heart attack.

We were sailing in a race with the RNZYS, we lost our mast because of a failure of equipment on the Yacht. I assumed that the VHF would not work because the arial was under water, so I rang 111 using my cell phone. The lady picking up the call found it difficult to understand that I was on a yacht in the Auckland Harbour and I wanted to ask for assistance by the coast guard. There were no injuries or safety issues. We tried the VHF and we had no response, but we were heard by the Browns Bay Coast guard who came to our assistance and towed us back to our mooring.

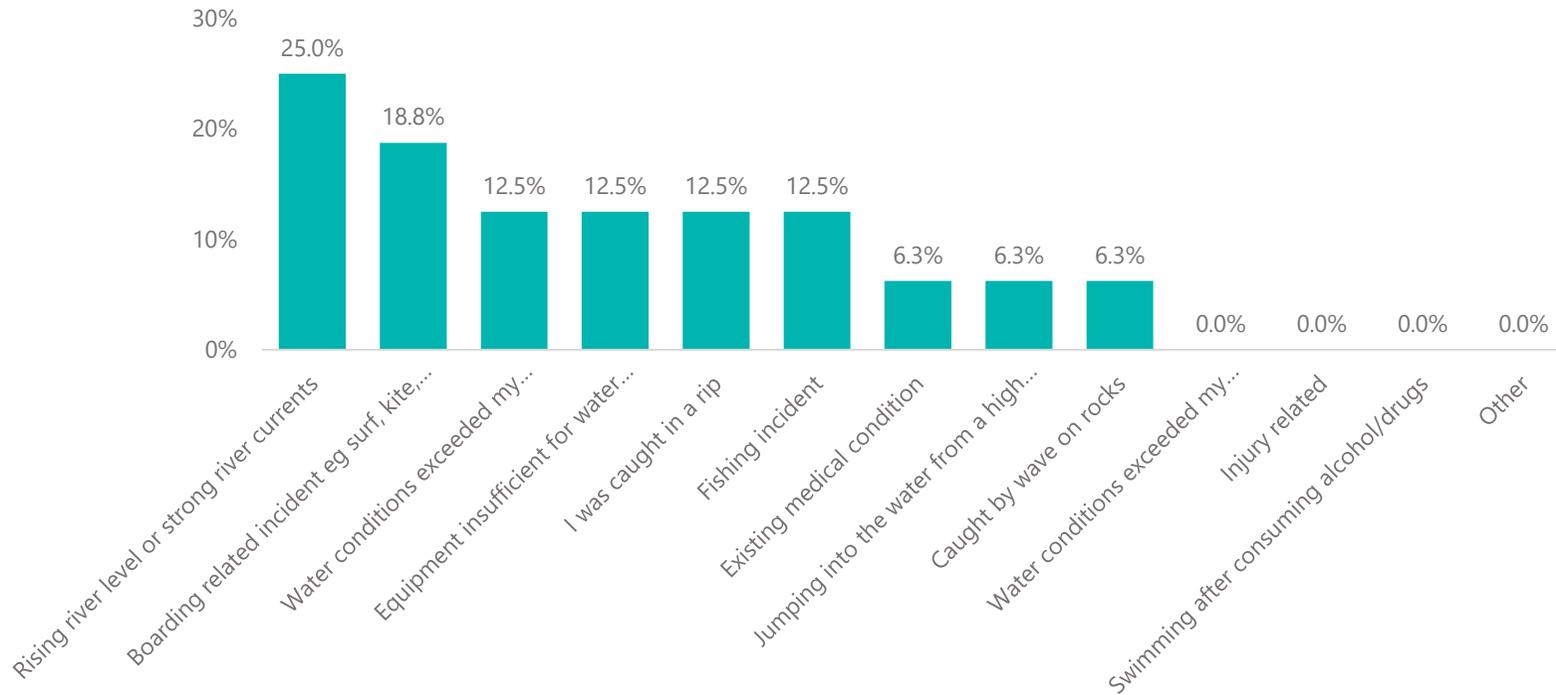
# WATER RELATED SAR

*NOTE: Most of the information presented in the 'Water Related SAR' section of this report is based on 15 respondents only. This relatively low number of respondents carries a high margin of error. It is therefore recommended that findings in this section of the report are treated as precursory only.*



# TYPE OF EVENT THAT LED TO SAR

## ALL RESPONDENTS

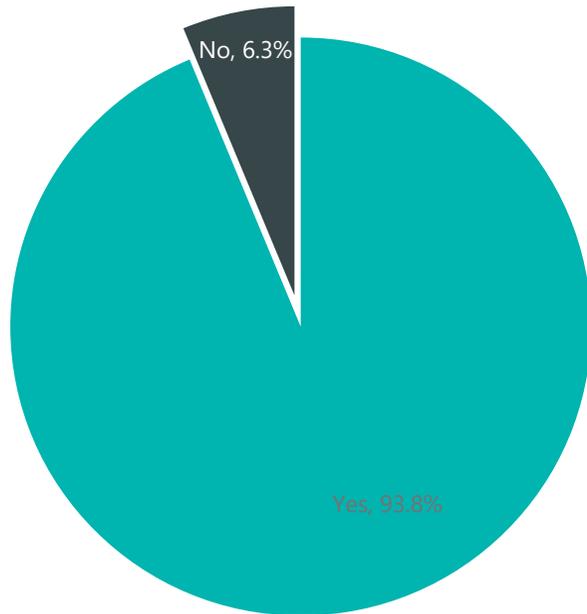


n=16

A river crossing or strong river currents (25.0%) was the most common type of water related event that led to a SAR response. This was followed by a boarding related incident (18.8%) and water conditions exceeding swimming ability (12.5%).

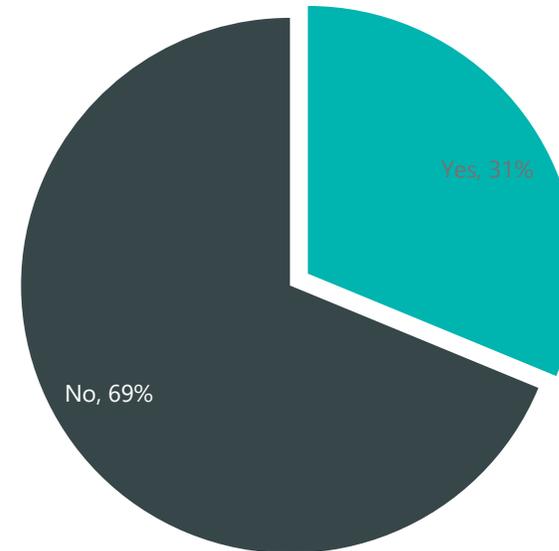
# LEARNED TO SWIM? INTEND TO GO SWIMMING?

LEARNED TO SWIM BEFORE INCIDENT?



n=16

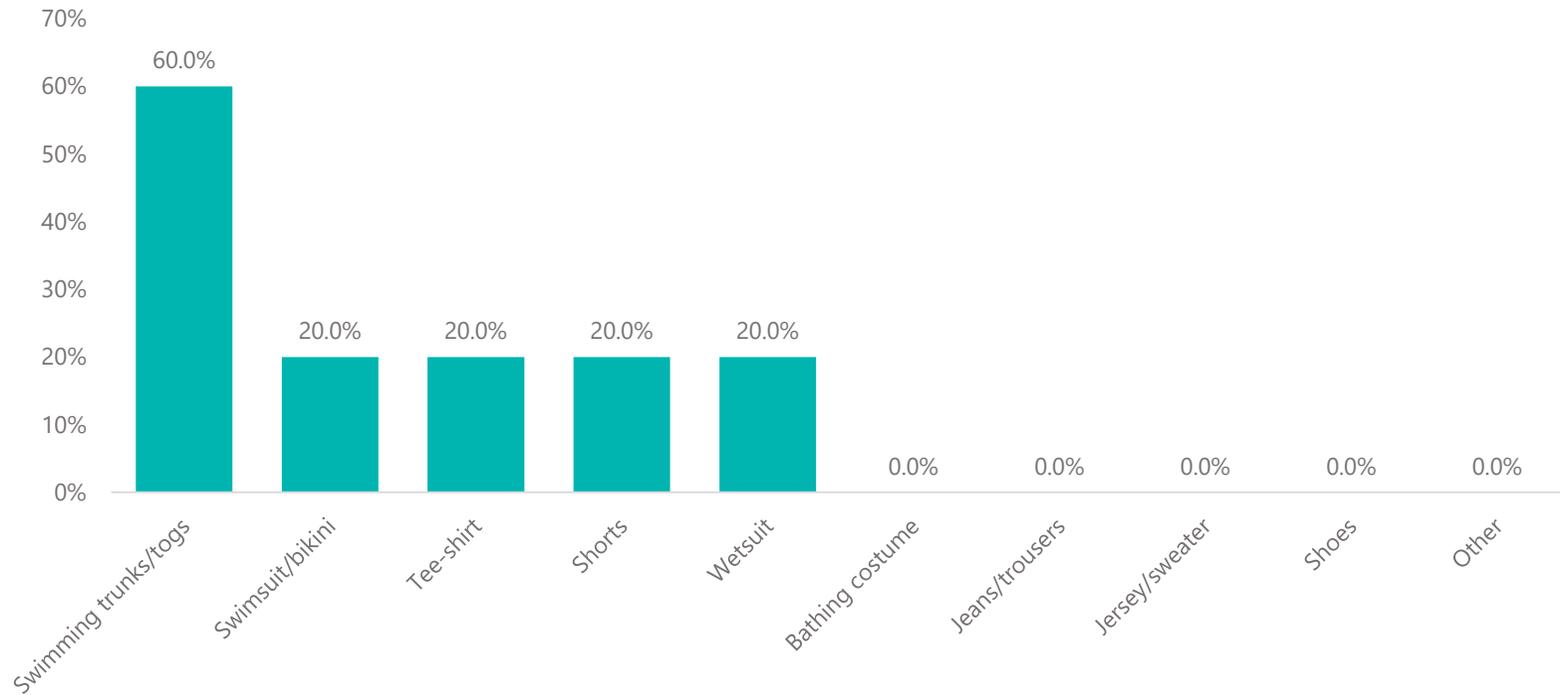
DID YOU INTEND TO GO SWIMMING?



n=16

Most rescued persons had learned to swim before their water related SAR incident. Interestingly a majority (69.0%) of rescued persons did not expect to go swimming during their SAR incident. This probably relates to the fact that this survey picked up few beach related SAR incidents due to Surf Life Saving not feeding a database of rescued persons into this research.

## ALL RESPONDENTS



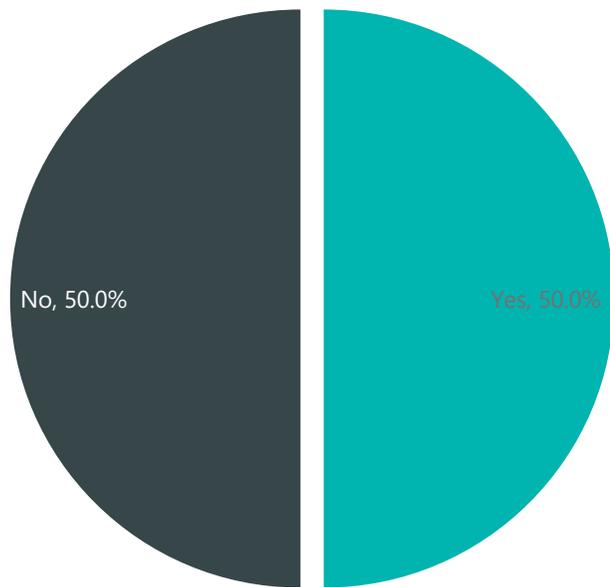
n=16

The most common items worn by water related rescued persons were swimming trunks/togs (60.0%).

# INFORMATION

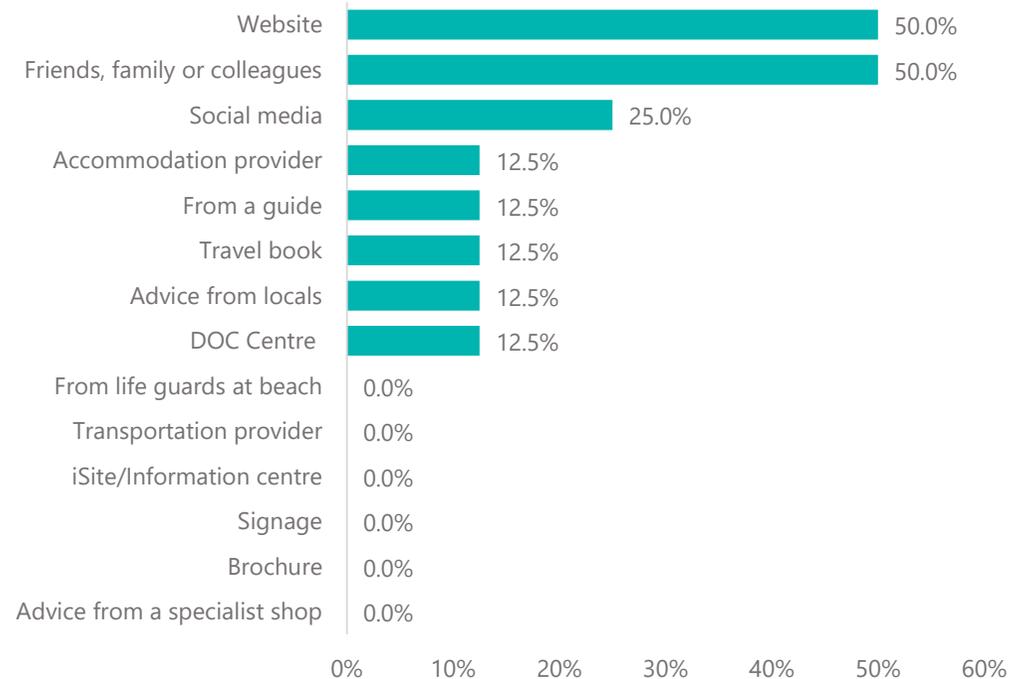
# DID YOU SEEK INFORMATION ON YOUR TRIP? HOW DID THIS INFORMATION INFLUENCE YOUR ACTIONS?

## DID YOU SEEK INFORMATION ON YOUR TRIP?



n=15

## SOURCES OF INFORMATION



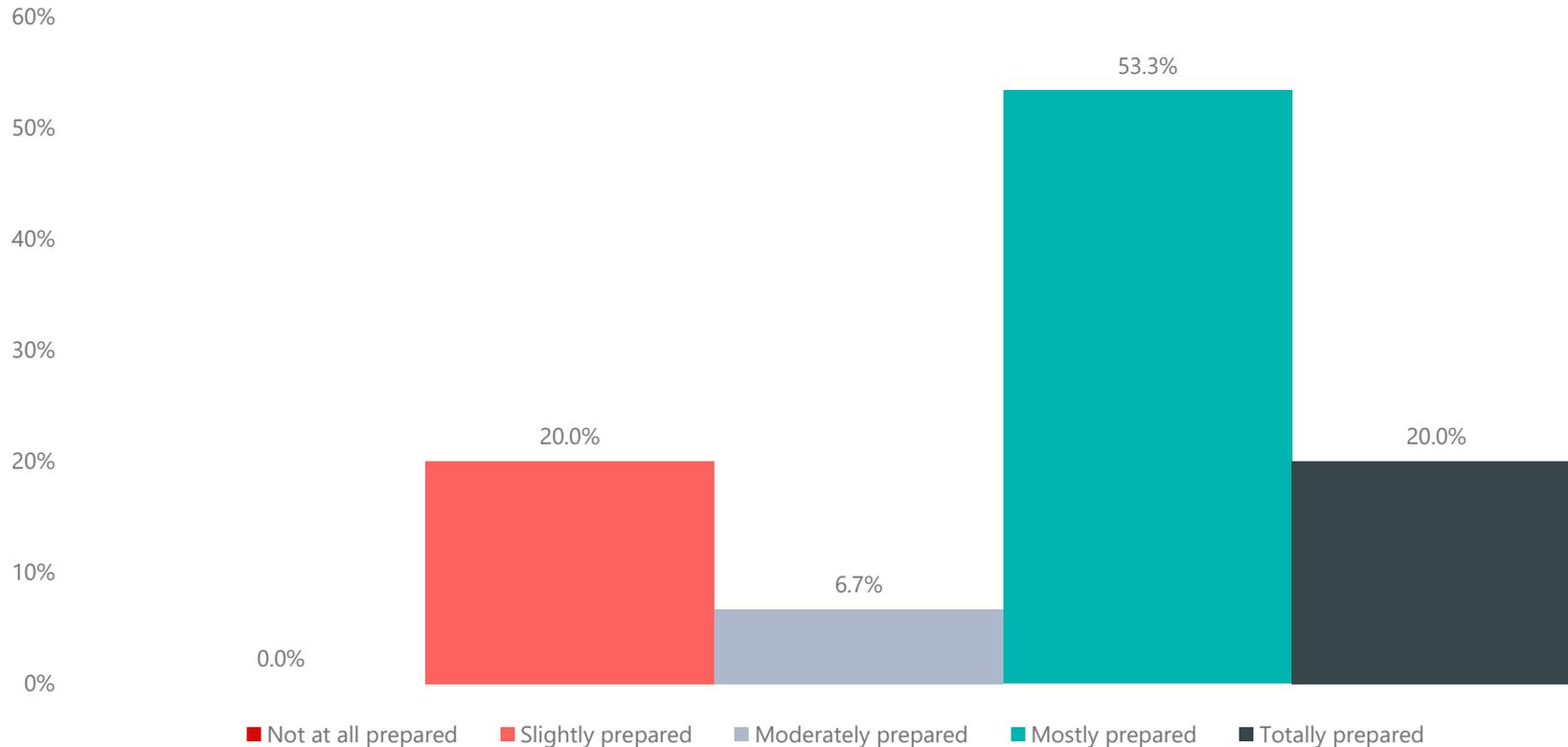
n=4

Only half of rescued persons sought information on their water related trip before the SAR response. The most popular sources of information were through a website (50%) or through friends, family or colleagues (50%).

Note: all website use was related to weather websites – Metservice mostly.

# LEVEL OF PREPARATION

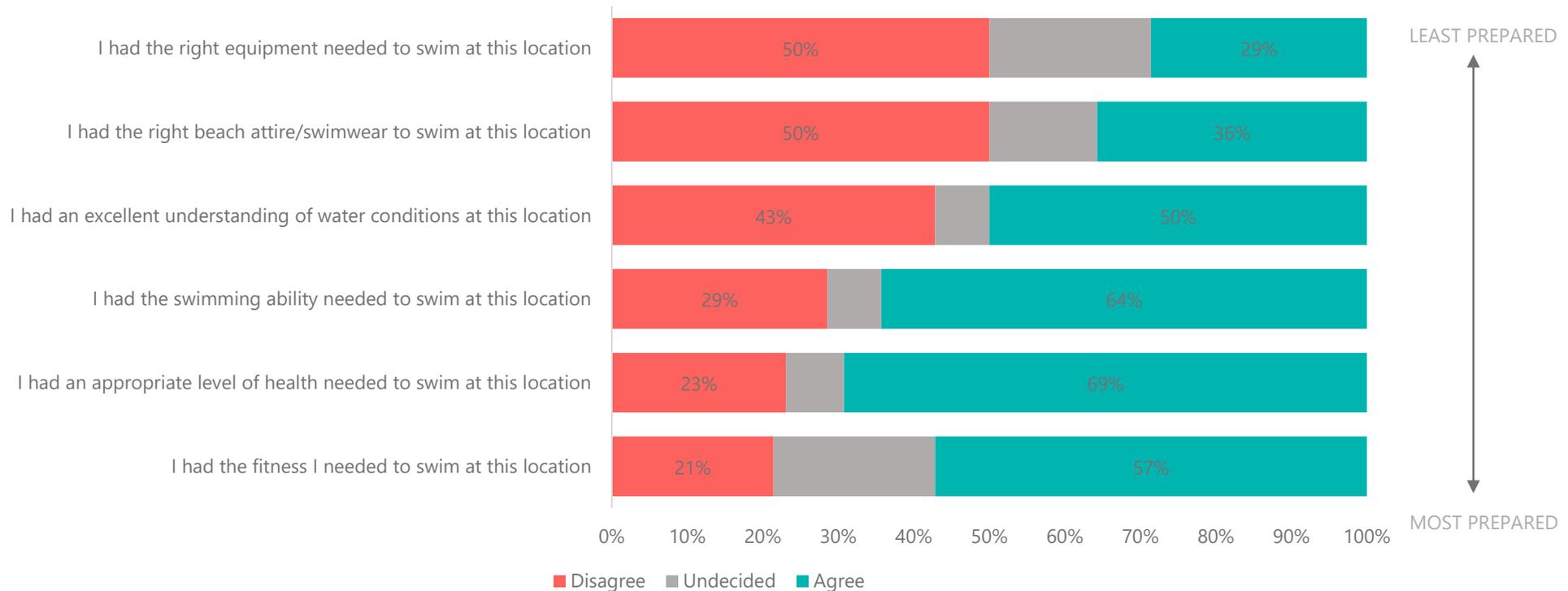
# OVERALL, HOW WELL PREPARED WERE YOU FOR YOUR TRIP? 68



*n=15*

This graph shows how well prepared rescued persons felt they were for their activity/trip overall. A majority (73.3%) of people felt that they were either mostly or totally prepared for their trip. On the other hand a minority (20.0%) felt that they were only slightly prepared for their trip.

# HOW WELL PREPARED RESPONDENTS FELT FOR ACTIVITY/TRIP <sup>69</sup>

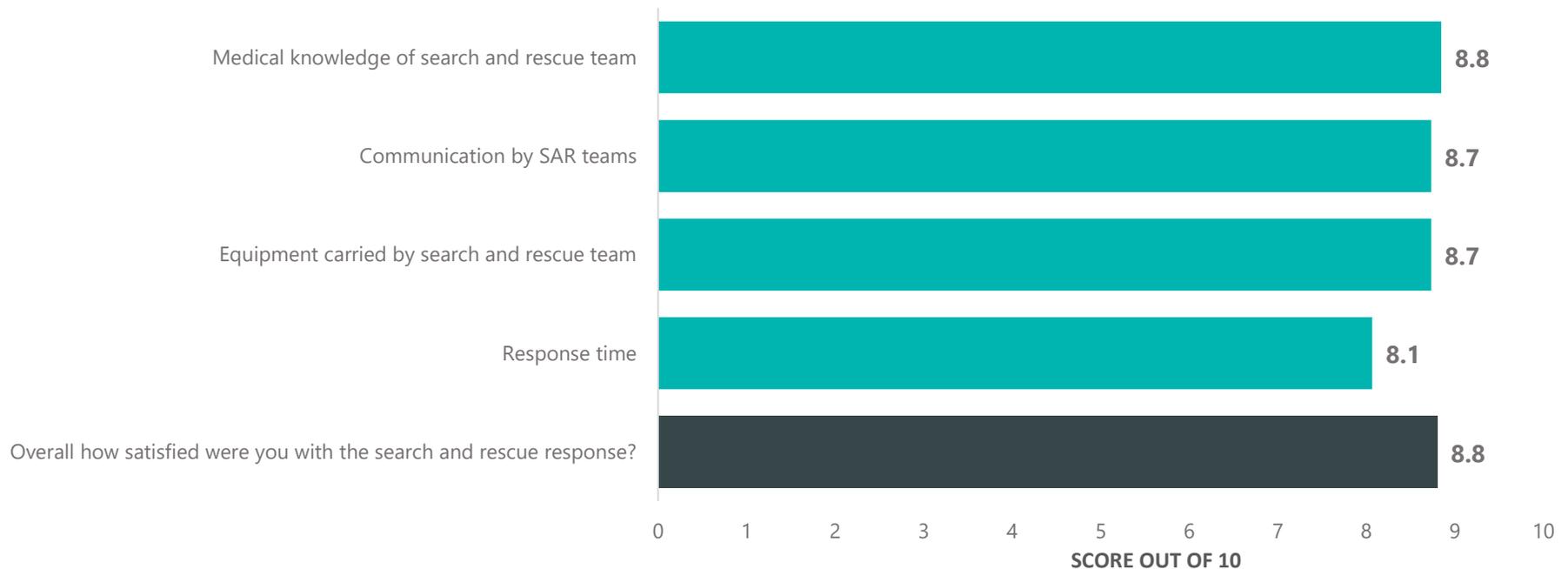


n=15

This graph shows how well prepared rescued persons felt they were for their water related activity/trip across a range of aspects. Rescued persons on average felt least prepared in terms of the equipment and swimwear they needed to swim at the location. There were also quite a high number of rescued persons that felt they didn't have a high enough understanding of water conditions at their location. Rescued persons felt most prepared about the level of fitness they had.

# SATISFACTION WITH SAR

## ALL RESPONDENTS



*n=15*

The vast majority of rescued persons were very satisfied with their SAR response. On average rescued persons rated their SAR response 8.8 out of 10. Rescued persons were most satisfied with the medical knowledge SAR teams had rating this element of their rescue 8.8 out of 10 on average. The lowest scoring element of rescued persons satisfaction with their SAR experience was the response time which scored a 8.1 out of 10.

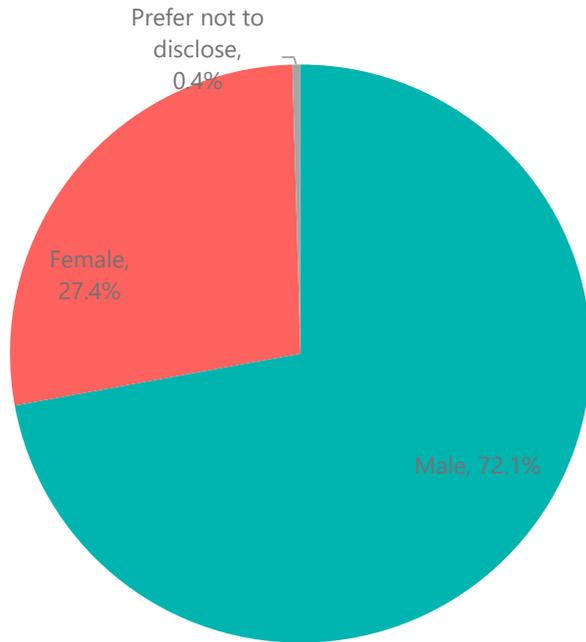
## THOSE WHO SCORED LESS THAN 8 OUT OF 10

I was satisfied with SAR but not bystanders on the beach they did not do anything, just stood there and watched while I was in trouble in the water

End up calling a friend and self rescuing. Timaru police were contacted after self rescue and we were told they did not have the qualified staff on hand and they had not left Timaru this was several hours later.

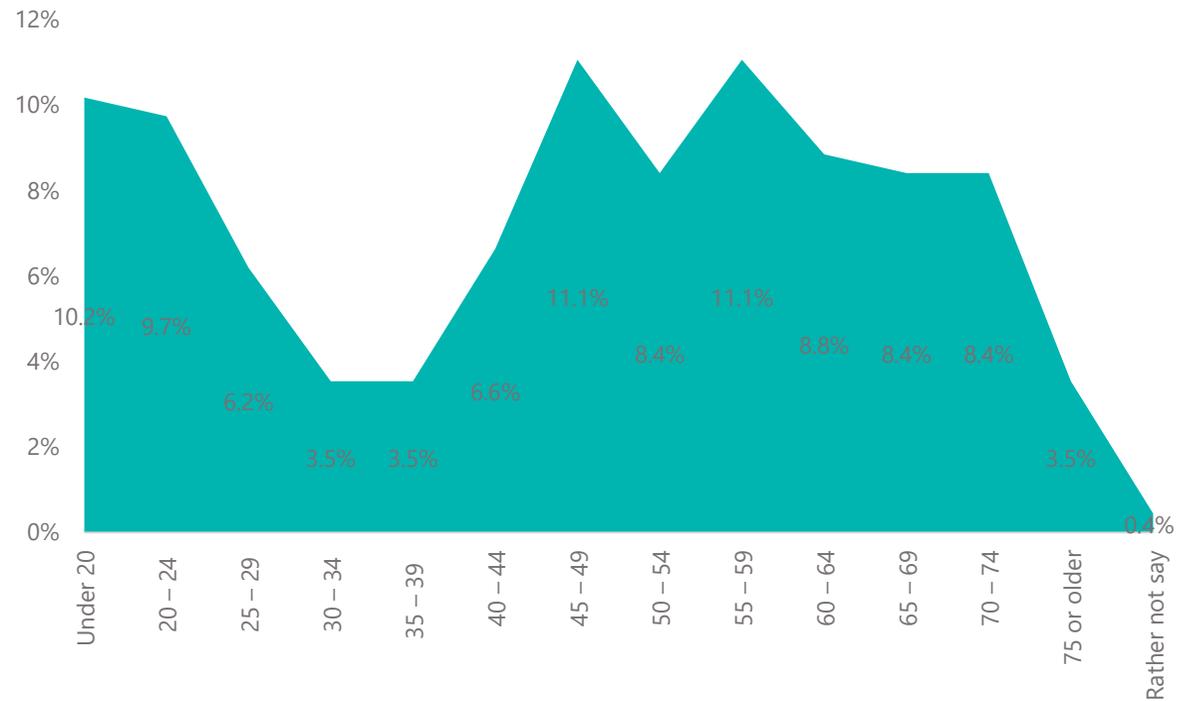
# DEMOGRAPHICS

## GENDER



n=226

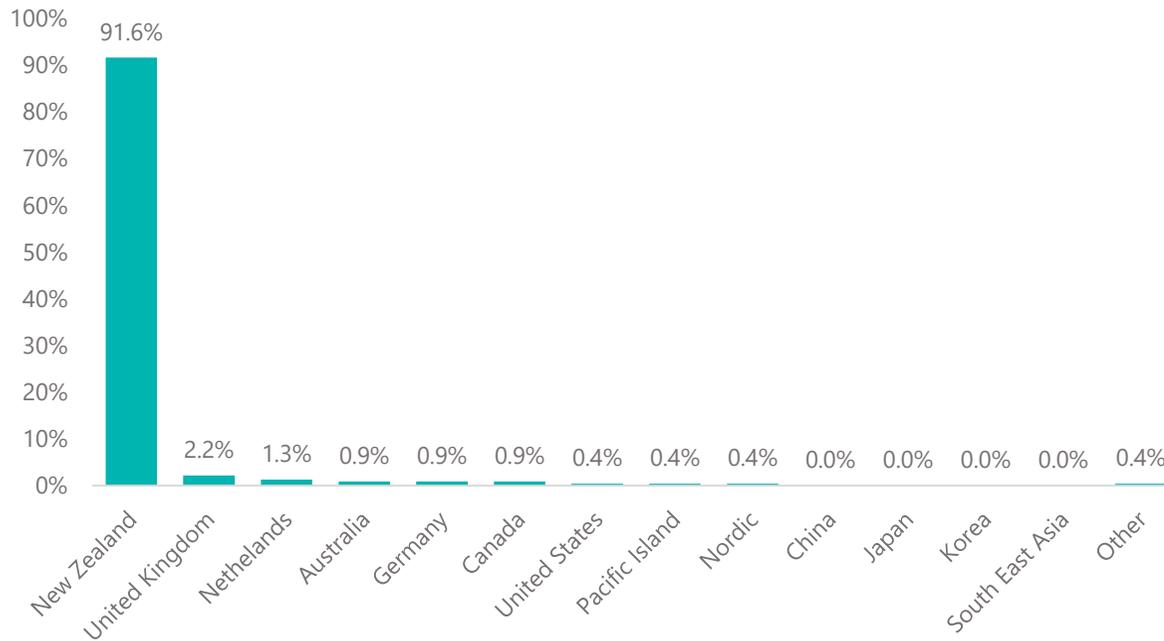
## AGE



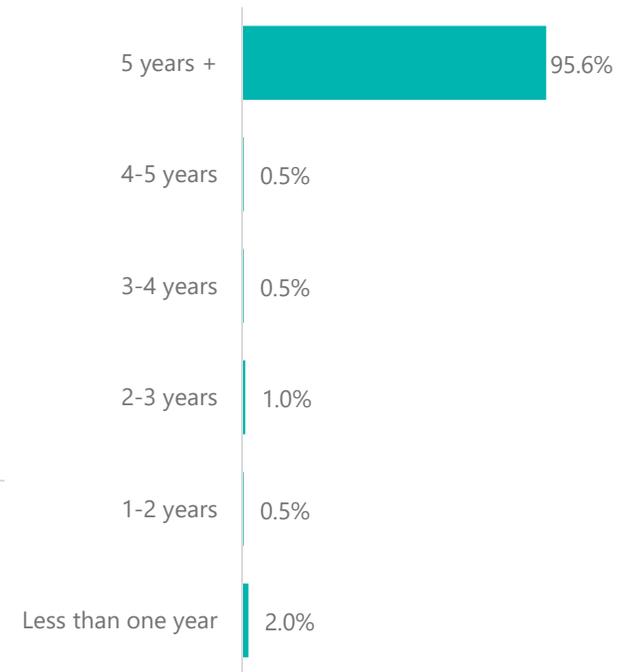
n=226

Nearly three quarters (72.1%) of rescued persons were male. Peak age group of rescued persons was 45 to 59 year olds.

## COUNTRY OF ORIGIN



## HOW LONG HAVE YOU LIVED IN NEW ZEALAND?



n=226

Nearly all (91.6%) rescued persons that completed this survey were New Zealanders. Of the New Zealanders that had completed the survey almost all (95.6%) had lived in New Zealand for 5 years or more.

## KEY FINDINGS



The vast majority of rescued persons were extremely satisfied with their SAR response. On average rescued persons rated their SAR response 9.5 out of 10

A fall or slip leading to injury was the most common type of event that led to a land based SAR response

When people realise they have become lost, most are not stopping to assess the situation before proceeding

Most rescued persons were reasonably well equipped. Although few were carrying emergency water or water purification systems.

Nearly a third of rescued persons did not seek any information before undertaking their trip. This corresponded with 'information about the area' being the aspect rescued persons felt least prepared about

Weather websites, in particular Metservice, and DOC (60.8%) were the two main websites used to seek information to plan and prepare.

Many people were reliant on mobile phones as their primary means of communication



The vast majority of rescued persons were extremely satisfied with their SAR response. On average rescued persons rated their SAR response 9.5 out of 10

Over a third (35.4%) of rescued persons did not seek information before undertaking their boating trip

Areas where rescued persons thought they needed to be more prepared were in terms of the water conditions and knowledge of the area their boating trip took place in

Mechanical and equipment failures are the leading cause of boating related SAR incidents

Most boating related incidents happened in vessels 6 metres or less

Nearly 1 in 5 rescued people had not left intentions with someone

Metservice and other weather websites were key sources of info for rescued persons before undertaking their trip



Most rescued persons were extremely satisfied with their experience with SAR

If there was any area where rescued persons felt that SAR could improve it was response time. But it should be noted that satisfaction with response time was still very high.

A majority of rescued persons were male New Zealanders with a leaning towards those in their middle ages (45 to 64)

Generally most rescued persons felt that they were reasonably well prepared for their journey, despite needing SAR services.

Rescued persons were less equipped when compared to respondents from the observational research study. Across almost all equipment types rescued persons carried less than those in the observational research. There was one significant exception to this rule - beacons. Rescued persons were far more likely to be carrying beacons than respondents in the observational research.

A fall or slip leading to injury is most likely the number one precursor to a SAR response



A significant number of rescued persons did not seek research on their trip or leave intentions with somebody about their trip

Rescued persons were considerably less likely to seek information on their trip before they departed than trampers/hikers in the observational research.

Information about the area or conditions in the area were where most rescued persons felt that they were least prepared

Metservice and DOC are key information sources for rescued persons

Rescued persons were more likely to leave intentions with someone than trampers/hikers in the observational research

# APPENDIX



DISTILL  
RESEARCH AGENCY

The SAR related to a well prepared American tourist who fell and badly broke her arm that we came across on the Tongariro crossing as a school group. Rescued by Taupo helicopter.

After talking to a number of people about my rescue, many of them have agreed as I have, some form acknowledgement that the signal has been received & acted on, would help psychologically. [in case of a fall & it looks damaged, or forgotten expired time.

I was biking and fell breaking my ACL. I had been in the area before and was well prepared. Mine was an unfortunate accident. However had I dismounted from my mt bike and walked the short difficult section I may not have fallen.

I was not the one to be rescued but was the owner of PLB used for rescue of person with a broken leg who attracted our groups attention from another track by using a whistle which we knew could be used as a distress call

A big thank-you to (1) ACR for the manufacture of my beacon and their 'use it and we'll replace it policy', (2) SAR for getting my son to hospital within about an hour of beacon activation, (3) the hospital staff for their work, and (4) the NZ taxpayer who pays for so much of all of this

A fantastic service please keep it up, thanks very much.

The service was prompt and efficient.

Appreciated that my husband was kept informed of my rescue and progress of journey to hospital.

I learnt a lot from the experience and gained a lot of safety knowledge regarding Sea Kayaking from the rescue team. A big thanks to the guys who came out.

Was stuck out by a river crossing, that had flooded on the last day of a 6+ day section of the Te Araraoa near Arthurs Pass. Waited out approx 2 nights, 3 days for river to deflood. However it kept raining. Knew that my NOK would notify that day as I should have been in contact. So instead decided to use PLB to get located. Helicopter crew located me within a few hours of setting off. Fantastic Crew

I was beaten by extreme, unexpected weather conditions.

We understand it was a busy day when the accident occurred, but the victim was incredibly lucky not to have a compounding and permanent head injury, or die due to the almost 3hr wait time for the helicopter to get from Chch to Arthurs Pass. This seemed unreasonable given the serious nature of the injury.

The rescue helicopter was unable to reach us because of dense cloud. After a prone rest for around 30 minutes the palpitations ceased completely and I was able to continue to the nearest hut. Professional medical personnel also occupying the hut advised that I should descend to a lower altitude. I descended to a much lower altitude the following morning. Coffee is now off my list of favorite beverages!

I am ex military special forces, also I am a return serviceman nearly killed overseas, hence me having a PLB should I get into trouble, I have also VHF radio in my Ute now. anytime you wish to know more let me know...

I was not the person who got separated from the party. But I was the person who set off the beacon. The helicopter effort was prompt, efficient and professional. The 'lost' person turned up completely unharmed.

We followed the map (using GPS) at the website link provided, but in reverse. This site is normally very reliable, but unfortunately the route on this map is hand drawn and is wrong near Cameron Hut - it bluffs out. We decided to call SAR because we didn't have time to backtrack and walk out before our emergency contact would have notified SAR anyway, so using the PLB at least meant SAR had our location.

As far as I am aware, there was no LandSAR involvement in my rescue other than to laugh at my situation when I got back to town! All activity was co-ordinated by NRCC, although the local SAR controller got a heads up, of course. I've answered the survey on the basis that you want to know about all beacon activations.

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

# APPENDIX – ADDITIONAL COMMENTS

I have been hunting for over 30 years without a serious incident. We had an unfortunate accident whereby my 18 year old son fell down a rocky outcrop injuring his ankle rendering him unable to walk without assistance. Due to the steep terrain I was unable to carry him far. We spent a night out in the bush and attempted again unsuccessfully to return to the hut the following day. We experienced significant rain and my son was getting very cold so we activated the emergency beacon. The service we received was amazing and my wife was regularly contacted and kept well informed on what was happening. I called the operator to thank him and the team for the fantastic work that you do.

BIG THANK TO RESCUE GUYS!

LANDSAR were not actually activated. I slipped and broke my leg while hunting. A PLB was activated and one of the party was in a position to get cellphone coverage and rang 111. A rescue helicopter was activated and was required to complete a winch extraction. The service and care I received was excellent and timely.

The rescue chopper had to come from TeAnau as the chopper based in Q'town/Wanaka was not set up for cliff rescues. Hence quite a long response time for crew/machine from TeAnau to reach our location in upper Hunter Valley. I cant speak highly enough of Hannibal and the team on the squirrel from TeAnau. They were amazing. I just hope that the TeAnau rescue chopper continues to be funded.

As a tour operator I was not physically on the trip, but speaking on behalf of the guide and the client who required the rescue

It was my tramping buddy that required assistance. I set my PLB off when he collapsed. He had a heart attack. I knew he had heart issues but was unaware of how serious the problem was or what medications he was on. It would help if everyone carries with them a note indicating their personal medical problems and what meds if any they are taking. My thanks to the Westpac helicopter and the lady on the 111 line and Te Aroha Fire Brigade for their help.

GreenLea Rescue team are legends. On to it yet relaxed. Quality crew .Efficient service

I was not the one to be rescued the lady we found used a whistle to attract our attention She had a broken leg

Methven SAR and Chch Westpac team were brilliant

I have filled this form out on behalf of one of my staff who was working for our company undertaking possum control activities at the time of the accident.

The reason I didn't mark comms as a 10 was that there was some difficulty getting the person to talk to anybody but the first point of contact. This person had already headed off to try and establish comms with the RP (at the request of the person who made the call). The first point of contact quickly left mobile phone coverage area, and our person remaining at the office could not get further information.

I (GM) was travelling at the time, but managed to put a call through to the response centre and impart more urgency. This resulted in the rules being relaxed and another point of contact being established.

Being a member of a tramping club we have systems and procedures in place for these events

NZSAR is a marvelous organization and made a great effort for us with a good outcome.

See attached story from Tararua Tramping Magazine

Thank you to the search and rescue organisations, especially the volunteers.

This was an unusual incident - a work ute got swept down a river whilst attempting to cross a flooded ford. A personal locator beacon was activated and the emergency services assisted with the response.

We were caught out by an inaccurate weather forecast for the area we were in. Forecast a few centimeters of Snow flurries at 1400m turned into 30-40cm of snow over night and we became stuck between two mt passes.

Our SAR experience was top class and they were absolutely outstanding but if the weather forecast was more accurate we would not have been in that position. Met Service mountain forecast is vague for many of the south island's high country...A specialised mountain area forecast would be incredibly beneficial. (Food for Thought) Thank you

I am the owner of the farm. It was a regular day of work for me [I usually do weekends]. I was crushed by a near new quad bike that jumped out of gear. I was aware of it jumping a cog, but had foolishly decided I would ride the brakes whenever going down hill, until it went to it's first service. I was planning the next week's work as I drove down a steep hill & forgot. The bike cartwheeled over me. I would never have delayed maintenance if it had been a worker's bike, I should treat myself with the same consideration as my workers.

My accident was due to hitting a dirt lump unseen due to long grass, and consequently the bike tipped over and hit my pelvis, so couldn't move. Thankfully had my beacon on a belt round my waist, and the sound of the helicopter coming was a great relief. Now back to normal and completely fit. Thanks to being given my beacon the last Christmas.

The helicopter response time was amazing, we expected to remain in the open overnight and they turned up in an hour

It was poor judgement on my part as I have been in the Port Pegasus area before and went ashore for an hours walk for old times sake - change in weather conditions and losing walkie talkie and glasses created an unexpected confusion.

Rescue Coordination Centre were efficient and contacted me within 40 seconds from my beacon being activated. Bravo. It was a good outcome no injuries.

Thank you for the service. Im happy to answer any questions about the trip one on one anytime by phone.

I have entered the demographic details of the student group involved, rather than one individual. The rescue was undertaken by a rescue helicopter, no LandSAR ground teams were involved.

There were 4 members in our group, 3 of us had becons. The person who required rescue had no medical history, and we were all very well prepared.



The questions only related to me not the person who needed the rescue

Hunter is a DOC Culler camping 10 days at a time 8 months of the year

small comment: one never belongs to more than one age group, therefore 'groups' in question are not adequate. My PLB and the brave yet adequate response by SAR basically saved my life. Thank you for organising this in the way you do!

My Boyfriend and I activated the PLB for another couple. They needed help and had no PLB with them. We were at the greenstone hut and got awesome help by the hut warden. My boyfriend and 4 other people went to search for the guy which got hurt. My boyfriend had the radio of the hut warden with him, so she could tell him where to go and search. Because of the good communication he was able to find the person, because of that the rescue team knew where to go. This situation showed us always to carry a PLB with us (backcountry) .

PLB activated then cancelled when cell communication was established

Thanks for your efforts

My son set the PLB off as he found an injured back packer --- I filled this in on behalf of my son (not the injured backpacker)

Very grateful for the assistance given, to member of group who had suspected heart attack.

SAR team took us to a backpackers in their own car after the helicopter landed. Very grateful for that!

I filled this out on behalf of my son who in in Canada before returning to Peru. I was very appreciative of the great service and communication from SAR during his rescue. I insisted he take my PLB which I use for work, In back blocks with no cell coverage.

In retrospect, the trip with the poor weather conditions we experienced was beyond the physical capabilities of a couple of members of the group.

Thank you very much for the assistance. Our take home point was to question people suggesting a route more closely about what the terrain would be like but we needed to be rescued mostly because of freak accident.

the response by the whole team from the person who called me from when the beacon was activated to the guys on the chopper was world class. golden bay fair well spit the chopper was there within 15 min. amazing.

The guy died who we was with but this was not due to the team responses. i will never go out without my beacon again. Thank you again for your response.

Much appreciated rescue of a member of the group who tripped with a resultant head injury . Thank you.

excellent service

Thank you very much to the team who rescued me! You're on my list of organisations to sponsor when I have the funds to do so.

I was in a surfski (not a motor or sail boat). The leash that attached me to the boat failed resulting in me being left without a craft. I have since purchased a marine radio which I carry in addition to my PLB, Flare and Mobile phone.

This is a totally amazing service run very efficiently by people that have been very easy to communicate with. Contrast this good story where my worker was at the hospital in 45 minutes (6km's from home when picked up) to one the same week where my brother with no plb rolled on his horse and was left lying with a double leg fracture for 7.5 hours before he was found and a helicopter was called !! The only problem we had was the first beacons we bought from Hunting and Fishing were not good enough and we had two false alarms before they upgraded them to a better one. We all carry them on us all the time and I have a couple of spares for extra workers. Thank you very much for such a good service.

I had an inflight engine failure in my own aircraft and had to make an immediate forced landing just south of Te Horo beach on the Kapiti Coast.. No damage or injuries. I was VERY impressed with the fast and efficient response of RCC, Airways, CAA, Fire Police and Ambulance, all of whom either contacted me by mobile or turned up with vehicles within about 20 minutes of the incident.

Very satisfied with all aspects of the rescue team (helicopter) and the prompt response.

3 hour rescue time is still v good and v grateful. Discrepancy between Greymouth and Christchurch response- communication issues maybe?

our first contact was with the coastguard call center, who advised us to turn on our epihb. we were contacted by SAR who contacted HB coastguard.

HB coastguard were the last to know, and said that as it was not an emergency and that our epihb should not have been activated. ?

Job well done very grateful for the rescue

The person rescued is our farm employee who was riding a 4 wheeler while shifting stock, he slipped off a track in a momentary lack of concentration, the bike trapped him. He set off his PLB and a neighbor found & freed him, thankfully he had only a few scratches & bruises. The rescue helicopter found & flew him to hospital for a check up. Many of the questions in this survey don't pertain to farm related incidents. As mobile phone coverage is limited on the farm, the PLB on this day was invaluable.

Incident was an unexpected asthmatic reaction from a child on an otherwise benign trip to a DOC hut with a large group.

The 'boat' concerned was a sea kayak.

One of our party of 3 got distracted taking photos, got caught by a wave and ended up on the rocks. I went in to rescue her and then we couldn't get off the rocks. Our 3rd member remained at sea, in cellphone contact. We were complimented by the SAR personnel on our preparedness for our trip.

The coastguard, police coms & rescue helicopter all did an outstanding job , we were out of the water within 45min of the boat going under 4-6 kms off shore ,safe & sound on the beach with our families with there joint efforts,can't fault that kind of rescue aye, Hope this helps with other rescues

I had done that trip before,but I didn't think the track would be so badly affected by the bad weather just before my second trip.

It would appear that because the rescue was out of season, there were insufficient resourses to attend to a rescue quickly.

We both recieved a letter for this survey. We answerd the questions together. We again want to thank Hannah and the team for the recue. We did a simple trailwalk in the pinnacles but due to wrong instructions got stuck in a place we couldn't get out on our own.

Incident involved traveling via vehicle when weather conditions deteriorated to being unsuitable for the vehicle in use (not 4WD). All signs and social media stated the road (Napier - Taihape) was open so we proceeded, conditions deteriorated quickly, resulting in getting stuck in a remote area. To avoid in future ideally councils would be more proactive in closing high altitude roads when poor weather is approaching. I was carrying suitable clothing only because our destination was Ohakune.

I was more than pleased with the way things went.

When borrowing the boat we asked for life jackets but by the time we had manouvered the boat out of the shed we forgot about them. We followed the fishing line out to the Kontiki that was submerged and when it came to the surface it came with a rush causing us to loose balance and the boat overturned..

Thanks for the help and assistance

On day trips I now make sure I take an additional warm jacket/other clothing, more water and food. Thanks again to SAR people.

My elderly partner walked, possibly because he wasnt getting enough attention and didnt want to be where he was. Usual causes of his walking.

Unfortunately he dropped his personal tracker (he is a deliberate serial walker) so we needed the Wandertrack people. Wandertrack is the backup which we needed that day. The police came first, helicopter came second. Wandertrack finally came. I suspect you need more Wandertrack equipment or trained staff. There was a serious waste of resources that day. My partner was most unlikely to have been in danger that particular walking episode. A serial walker in that area, had his favourite routes, but I had lost time trying to work out where he was as I couldnt pick up the exact location of the personal tracker. It was eventually found dropped in a private property, and the location was noisy (I couldnt hear the bluetooth Tile ringing (my personal backup) until the people came home and they were in their yard close by.

we were on a trout fishing trip not a swimming trip so were in waders etc

Mountain bike crash resulting in friends knee injury. SAR helicopter couldn't get to us in cloudy conditions so we had to ride out painfully. They did their best. We were prepared to spend a night out

The service we received was 100% quick and efficient,saved our boat from sinking due a bilge pump sucking sea water into the boat hose came adrift. We were towed to Halfmoon bay and lifted out. My wife and myself thank the Police and Coast guard for there brilliant work.

Excellent response from police boat and coast guard.The Waiheke ferry and training yacht also turned around to see if they were able to assist as we were sinking rapidly.very impressed and very thankfull

My boyfriend and I required help after getting lost in the Abel tasmen national park. We had looked at an information centre map and spoken to a couple who had done the walk which took us around to several beaches from the carpark in which we set off in. Stupidly we did not take the map with us as we were under the impression that it was straight forward after hearing about their experience and looking at the map. After going around the coast we realised we were not on the right path so headed up hill to try and rejoin/find the path (as the map showed a path going directly around the coast). It was a steeper climb than thought, and left us in a precarious situation where we were unable to get down. We tried for 2 hours before we ended up on a ledge with no way down or back the way we came. That's when we called for help and were airlifted out. To this day we are so grateful for the help that was provided to us. I personally felt incredibly embarrassed for getting into the situation but the rescue staff were nothing but reassuring and kind. The police officer dropped us back into the carpark where our van was and we later heard from him that the map had been changed and a sign put up to stop people accidentally walking around the coast (as he told us someone had done what we had before). I look forward to one day returning to donate to the rescue team and to pay my thanks once again. If you have any other questions please don't hesitate to contact me

This survey does not really correspond to the circumstances of our daughters search and rescue however we have filled it 8n the best we could

I would like to strongly thank the team for doing such a great job in our circumstance. It was a scary situation to be in but as soon as we were in contact, they made sure we were doing ok by contacting us every now and then and kept us in the loop for the arrival time of the team. Although it seemed to take forever, when the team did arrive, it was the biggest relief and we couldn't have been happier to see them. All the conducting was very efficient so we knew exactly what to do and when. Just want to say thank you so much!

Was very grateful to the rescue crew, they were awesome.

We are happy to have follow up communication if our son's accident can help the processes between 111 and search and rescue.



Should have ensured friends knew exactly where we were going, not approximately. That was very poor form. Disappointed in the clarity of DOC's track info, though. They described a loop as taking 4 hours when they perhaps meant getting to a certain point takes 4 hours. If we'd questioned DOC's figure and done our own calculations on the map that would have been good, but we trusted the time given. Even though we allowed extra time for unexpected events, we ran out of daylight. Since this event I bought and always take a locator beacon. We were hugely impressed by the professionalism of landsar

The rescuers were amazing. Thank you for saving us. We were very cold and tired and scared.

Thank you so much for helping us.

Thank you so much for rescuing our family.

I was lucky that I was apart of an experienced group and that one of those member had an emergency beacon and a phone in order to make contact. If I was by myself or became separated, I have no idea what I would have done...

I am a SAR volunteer and had an accident whilst out tramping. It's interesting to be on the receiving end of an operation for a change.

good weather.. summertime.. got a 4WD stuck on a remote track... well known to me.. no cell phone coverage...walked out 24 km... no real danger but a 9 hour walk until 2AM..very tired and pleased to see SAR and they were very good....

Great service from Coastguard crew on lake tekapo when my boat had an electrical fault.

Towed in by Police launch.

my situation was not applicable to most of these question I was suffering depression and made some bad decisions on the night, the response was good and help me get from a bad place.

My accident was a fishing accident at the local port where my son and I was fishing off the rocks. i rolled on my ankle which put me over the edge falling about 6 + meters landing on my feet. Doing enough damage to keep me sitting on the rocks in the freezing water. My son called 111 and the first ambulance arrived about 30 minutes later. With an older woman and a young guy unable to help, It took about 15 minutes before the police arrived.

By this time I was in bad shape. I was very cold have trouble stay on the rock that I was sitting on and staying awake was a losing battle. The waves washing me off the rocks, trapping me in the water a couple of times. When the police arrived one of the offices came to my rescue, holding me partly out of the water until the fire/recuse service arrived. In the end I dont know how long I was in the water but it was until I was in hospital before they could for a vain. The accident happened september 2016.

The Team was fantastic and I am forever grateful to them.

My wife and I were passengers on the boat Labour weekend 2017 We were invited to Waiheke for the weekend. We were very impressed with the performance hospitality and professionalism of The Coast Guard during the event

Better signage could have help aa oil the problems

We had walked this track several times and had concerns about our safety. As we walked on we realised we had run out of the yellow tree tags and continued our walk downhill to the main road and ran out of light. That was our mistake. Once we realised we should go no further in the dark, we stopped and called for help..

Very happy with assistance provided in my emergency

Was happy with the rescue in general, but we have difficulties initially when we rang '111', the connector did not understand that we were in a climbing incident rather than a walking incident, this added unnecessary delay in being referred to Police SAR as the operator did not understand the urgency of our situation.

A huge thank you to the men from the Coastguard and The NZ Navy who responded to our distress calls and rescued us.

I don't know why a visual search of the surrounding area wasn't done by the helicopter before a full on search and rescue was started

The Search & Rescue Team who attended my accident were excellent. The problem was with activitating/initial communication with the service.

I was extremely impressed with the search and rescue services and exceptionally grateful for the service and the amazing attitude of the team that helped me.

the expert care received from NZSAR was exemplary.

I was most appreciative of the care and attention I received from the whole team on the Rescue helicopter.

:-)

We just found that the communication (granted it was bad cell coverage) became a bit convoluted, due to talking with multiple agencies in the space of 15mins; namely NZ Police, LSAR Search & Rescue and helicopter pilots.

Maybe we should have only dealt with on coordinating person?..Just a small thing, but we totally appreciated the quick response by all parties! Cheers

I had a fall on a steep down slope that I was not familiar with and where there were no easy handholds. In this location it would be beneficial to install a cable for hikers to hold onto.

I was part of an organised event and checks and measures were in place.



# APPENDIX – ADDITIONAL COMMENTS

Hi sorry I cannot answer definitively as I was knocked out and have no memory of the whole experience. Just a normal local club ride on a trail I ride a million times.... thank you !

I would just to thank NZSAR for saving my life and helping me out of a tricky situation.

This trip was in the Taupo river, not out at sea (as I think some of the questions assume). My dad thought that his boat would work as a white water rafting boat. However, the keels kept getting caught on the rocks... The search and rescue team were amazing!!! I cannot thank them enough for getting us out of there safely. However, we were very lucky that we had a waterproof phone and enough reception to call 111 when things got too bad...

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

The rescue was performed by REGA and Schweizer Alpine rescue in Switzerland, not SAR NZ,

When using the PLB I would have expected the NZ beacon registrar organisation to notify next of kin in NZ as per the registration about the help request and the safe outcome, but surprised that didn't happen

Thanks a lot for everything!!

The whole operation from the time of the accident and the recovery of all persons involved was handled very professionally by all parties involved. Very big learning curve excellent end result.

Thank you NZSAR, you saved my life !

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

Our team Finland&Canada lost the track on the Mt. Taranaki, but got excellent rescue team to help us to get down safely. Thanks a lot guys!

Rescue from a mountaineering activity. We did not contact SAR ourselves. Friends in hut contacted SAR via hut radio when we were late returning. SAR did not communicate well with friends in hut and relied on erroneous information from heli companies in their judgement of the situation. This could have been easily corrected by confirming knowledge with friends. (But I understand SAR were under time pressure and obviously very thankful for SAR - just providing feedback because you asked.)

Excellent rescue team

I appreciate the efforts put in by Land SAR, but I did not request this search and rescue. I had advised that I had shelter and would hike off the mountain the next morning. Despite this, they needlessly searched an area that was nowhere near my true location. I had sent my location to Police. It seemed to me that this information was not shared with Land SAR. I did not require assistance. I had adequate clothing and equipment for an unexpected night on Mt Ruapehu. I had a comfortable night in a snow cave. I was very surprised to receive a phone call from Land SAR in the early hours of the morning. Even more surprised when I was told that they were out looking for me in an area that was very remote from where I actually was. I had even advised them earlier in the evening that the area they intended on searching was nowhere near my location. I was intending to have breakfast in the morning and hike off the mountain in daylight. I was shocked to hear the helicopter at first light. As I said, I appreciate the efforts and resources that were used. However, this was all done in vain. I had no injuries, I was fit and well equipped. Once I had shelter, I was not under stress. I advised Land SAR of this and the fact I would hike out in the morning.

Thanks for NZSAR Team

I am most grateful for the Search and Rescue Team! My only feedback would be that dialing emergency services and speaking to someone was always lengthy and my signal was poor/battery running out. The ambulance service (who I perhaps mistakenly asked for) were asking me to send a screenshot of my location on Google Maps, but I didn't have enough signal to send a message, and Google Maps were vague. However, when I got put through to the police, they told me how to find my GPS coordinates on the compass on my phone which helped the search and rescue team find me! They also told me to phone back hourly which helped me mentally to keep going and use my torch every 15 minutes to save battery. (The friends who had informed them I was missing would have appreciated knowing I was in contact with them as I didn't have enough signal to phone them). All in all everyone was extremely helpful!

We had actually borrowed the boat to retrieve a Kontiki expecting to only be out on the water in the boat for 1/2hr at the most. Unfortunately when trying to retrieve the Kontiki that was tangled around a submerged object the boat tipped throwing the two of us into the water.

Keep up the great work and support in the regions

Yes, the questions in the survey, in no way, applied to the incident in which I was involved. I was injured on a 36' yacht and the police launch came to collect me.

I was on an afternoon trail bike ride with an experienced cyclist when I had a reaction to a suspected plant which was likely worse than normal due to having Lupus.

I am extremely pleased we have this service operating in the area I live in.

I cannot express enough how grateful I am for the professional response by the Search and Rescue team. Without their effort and the gentleman who initiated the rescue operation I would not be around anymore.

I wrote up a full report for NZ Sea Kayaker (KASK). I had good and appropriate clothing for immersion in water (Including PFD, spray skirt etc), knowledge of current weather forecast and tides. I did not ask for assistance despite having ample operating communication equipment. I capsized due to lack of attention to waves while taking photographs. It was the first time I had been capsized by wind or water despite kayaking in similar conditions many times before. I had taken appropriate training in reentry on capsize but not in wind as strong or the confused sea. The waves were coming from a wide range of angles (110 degrees probably)..

I was picked up and my kayak towed in by a launch from Mana Cruising club. When they arrived I was a little tired and cold so decided it would have been foolish to refuse assistance.

Strictly I did not need Search and Rescue but decided to fill in this survey as I did accept assistance. The lesson learnt was that I, and others, need to practice reentry in stronger wind and waves, in conditions where we will be washed to a safe shore if unable to reenter. Eg Titahi Bay in northerly.

I was part of a six man Waka Ama crew, we had another Waka with us initially but became separated. It was the other crew that raised the alarm after waiting 15minutes and we had not returned to base. Or team ranged from 40 to 57 years- physically able to paddle the distance. Experienced to handle conditions and executed actions typical to enable return to base. We only had 3 life jackets on board.

Commend the prompt response and location by Eagle helicopter and pick up by Airport Rescue hovercraft within 30mins of being swamped.

maybe you should have some lifeguards stationed around the area and a few warning signs around the entrance of the keyhole

Firstly thanks to the rescue team. One minor point (and I feel like a dick saying it, because the rescue was conducted awesomely) - when the Westpac Chopper reached us it was dark and they hovered just over us for a significant length of time while they were assessing how to get us on board. Because I could not see or communicate with the crew I began to wonder after about 5 minutes whether they were waiting for me to do something. I knew intuitively they didn't want me to do anything, but thought they could have communicated this simply by dropping a bag with something heavy in it and a board that said 'sit still muppet!'. Minor thought, but it would have then absolutely removed the temptation on part to want to try and do anything other than sit on the ground.

Waihi Land SAR were totally brilliant.

Our boat had a major engine failure and had been serviced the week before.

I got lost shortly after breaking camp in the morning. Suggest that trail marking either side of campsites identified along the track be well marked with orange triangles. The place I had chosen in the Ratea forest which is marked as a possible campsite did not have any orange triangles and in the half light of early morning I was unable to find the trail.

