



UNITED STATES DEPARTMENT OF COMMERCE  
National Oceanic and Atmospheric Administration  
NATIONAL MARINE FISHERIES SERVICE  
Northeast Fisheries Science Center  
166 Water Street  
Woods Hole, MA 02543-1026

May 24th, 2016

MEMORANDUM FOR: A.I.S., Inc.,  
East West Technical Services,  
Fathoms Research LLC, and  
MRAG Americas  
At-Sea Monitors, Industry Funded Scallop Observers, and  
Northeast Fisheries Observer Program Observers

FROM: Amy S. Martins   
Branch Chief, Fisheries Sampling Branch (FSB)

SUBJECT: Observer Anonymous Survey Results (July-August 2015)

On July 22<sup>nd</sup>, 2015 an initial email was sent out to 124 active observers requesting them to complete an Anonymous Observer Survey. The survey was developed to collect feedback from observers, particularly regarding support and retention. The survey was for observers to let FSB know where issues may exist, so that we can work to improve working conditions for observers. The survey response period ended August 18<sup>th</sup>. We had 42 responses, which was a 34% response rate. We have summarized and shared the results here. With your feedback, we work with the providers to help promote a safe and professional environment for observers and will continue to work towards that.

We found your responses very helpful to pin point areas where we can improve our support. We also found that there were areas that we could have communicated more or better. In response to some of the feedback in the survey, we have developed a contact sheet for observers with some of the common questions and who to contact for help. We have also provided a "Myth versus Fact" sheet that includes some quotes from the survey results, and detailed answers to provide a little more background on the various topics.

We hope this information enclosed will be informative, and help clear up some misconceptions about our program.

Thank you very much for all your hard work and dedication to the observer program's success!

Enclosures:

- The Observer Anonymous Survey Results and Interpretation
- Myth versus Fact Sheet
- NMFS Northeast Fisheries Observer Program Contact Sheet for Observers