

PI: Martin Visbeck		Ph: 845-365-8531	Cruise #: NBP04-02	MPC: Newyear
Event#: O-215-N		E-mail: visbeck@ideo.columbia.edu	Date: 4/7/04	
Yes	No	Planning	<p>- Polar Ice is not a very user-friendly application. There are major changes from year to year, you cannot copy information from previous SIPs to the current one, and the web page is sometimes very slow to update. AnSlope chose to use a single SIP coordinator within their group to ensure various interests were not competing against one another and because access for multiple users was deemed burdensome.</p> <p>- Planning proceeded much more smoothly when the POC and scheduled MPC were the same person. When the primary POC was deployed on other projects and interim or substitute POCs filled in, things tended to drop through the cracks.</p> <p>- There appears to be no system within RPSC that allows interim POCs to reference records compiled by the primary POC. An ideal system would be similar to the Customer Service department of Dell Computers (for example) in which the technician answering a service call has access to all prior records for the user making the call, whether they took the earlier calls or not. There should be more standardized methods of record-keeping by POCs, permitting greater accessibility to these records by interim POCs</p> <p>- The RSP comes too late in the planning process to be of optimal usefulness. A more interactive process would be better, such as interim updates, so that PIs can easily identify what issues are already resolved and which are still being ironed out. It is recognized that the RSP is viewed as RPSC's contract with the grantees, and that there is a trade-off between early distribution and completeness. Thus, distribution of "draft" RSPs prior to posting of the final document would be more useful.</p>	
<input type="checkbox"/>	<input type="checkbox"/>	SIP process adequate?		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	RSP helpful and timely?		
<input type="checkbox"/>	<input type="checkbox"/>	POC responsive?		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Medical	<p>- The Denver Medical Office was very responsive to requests about PQ status from non-PIs and others not specifically nominated in the SIP to receive periodic updates.</p> <p>- Medical kits were generally distributed in a timely manner – neither sent via overnight FedEx 7 months prior to deployment when PQing cannot start earlier than 6 months prior to deployment, nor so late in the planning process that it was problematic to schedule appointments.</p> <p>- In some instances, grantees filled out incorrect paperwork, but only because RPSC sent them the wrong forms or provided incorrect instructions. This required them to make multiple visits to their doctor/dentist, at additional expense of time, money, and aggravation.</p> <p>- Many grantees' doctors prefer not to use the test kits provided by RPSC, but instead perform the requested analysis using their own local labs and kits. The RPSC-provided kits then go to waste, and may be difficult to dispose of because of designation as Biowaste. Grantees' doctors are sometimes reluctant to use RPSC-provided kits because they don't receive copies of the results. Therefore, grantees should be able to request or decline that kits be sent; sending the proper paperwork indicating required analysis should be sufficient.</p> <p>- RPSC's acceptance of digital dental X-rays is quite helpful and makes PQing easier.</p> <p>- Insistence on extraction of wisdom teeth is burdensome. The expense and hassle generated in fulfilling this recommendation/requirement in disproportionate to the potential benefit or reduction in risk. Inconsistent interpretation of the rules may lead to some people unnecessarily undergoing this procedure.</p>	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Kits sent out on time?		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Questions answered?		

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Yes	No	Travel
<input type="checkbox"/>	<input type="checkbox"/>	TRW available and understandable?
<input type="checkbox"/>	<input type="checkbox"/>	Ticketing completed easily?
<input type="checkbox"/>	<input type="checkbox"/>	Meet and assist service met requirements?
		<p>- Some individuals in the DSG contacted the PIs with unnecessarily alarming emails about missing or incorrect paperwork (TRWs, PQ status, McMurdo Housing Forms, etc.). In many cases the requested paperwork was not required of people deploying to the NBP or RPSC's POC already had the correct info. It seemed sometimes that the right hand was not talking to the left within RPSC.</p> <p>- The RPSC Travel Office was quite responsive to requests for self-ticketing. However, sometimes this led to the spread of misinformation (as per point noted above).</p> <p>- Emailing a web link to each traveler's itinerary was nice. It's a more user-friendly system than simply listing the information in an email.</p> <p>- RPSC provides a 1-800 number for travelers to call in case there are any problems en route. However, this isn't useful when you're in line at the airport and don't have a cell phone. They have to step out of line to make the call, then wait in line all over again.</p> <p>- One grantee had problems making a connection between Qantas and United Airlines in LAX during redeployment last year and the 1-800 number didn't help at all. He and his wife both traveled on the same itinerary, but she was recognized by UAL at LAX and he was not. He had to purchase a ticket for himself at his own expense, then wait 3 months to be reimbursed by RPSC. It's unclear why UAL was used for this connection instead of AA, which code-shares with Qantas. If AA was used, it might have eliminated this discontinuity.</p>
		Equipment Availability
<input type="checkbox"/>	<input type="checkbox"/>	Requested equipment available?
<input type="checkbox"/>	<input type="checkbox"/>	Damaged?
<input type="checkbox"/>	<input type="checkbox"/>	Late?
<input type="checkbox"/>	<input type="checkbox"/>	ECW gear in good condition?
		<p>- The tugger winch used with the traveling block during mooring operations occasionally slipped and urgently needs servicing or replacement. This presents a safety hazard when loads are under tension and personnel are working on the back deck. No incidents occurred on the current cruise, but the potential exists.</p> <p>- Grantees should be able to receive sunglasses and Carhartt clothing as part of their ECW.</p> <p>- Down vests would be a nice addition to the available ECW issue.</p> <p>- The Punta Arenas operation has a better selection of clothing for shipboard use. The parkas issued to shipboard personnel in Christchurch were lighter weight than those issued to McMurdo personnel deploying at the same time. Parkas are not generally useful on the ship, but for the few days spent in McMurdo prior to sailing it would have been nice to have warmer gear.</p>

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Yes	No	Lab Space
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Adequate? (electrical needs, bench space, water, etc.)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Remote Sensing support needs met? (QFAX, Terascan, etc.)
<p>See additional computer and space comments on page 6 below</p> <ul style="list-style-type: none"> - TeraScan support was excellent, though severely limited by nearly constant cloud cover. Images were much more timely and covered the current operating area better than Radarsat images. - Radarsat images were often received too late to be useful for strategic decisions, or didn't cover the area where the ship was operating. This is largely because the image footprints had to be decided months ahead of time, when it was impossible to guess exactly when the ship would be in any given location. The Radarsat footprint was small enough that the NBP was frequently off of the image. - Annotations of ice type by the National Ice Center weren't that useful. The "added value" didn't necessarily benefit us during this cruise. - NSF should investigate the availability of imagery from other platforms such as ESAR and JSAR in addition to Radarsat. - TeraScan and Radarsat images were not completely sufficient for operational decisions. It would be more useful, especially for the ice conditions anticipated during AnSlope III, to have a helicopter aboard for ice reconnaissance. This mode of observation could be used in 100% cloud cover when TeraScan is of limited use, and local surveys would be timelier than Radarsat images under the current once/week schedule. The extra cost would be partly offset by savings in time, fuel, and effort. At one point in this cruise we would have been better off heading south instead of east to avoid heavy ice, but we had no reliable way of determining this until several days later when we finally got a clear TeraScan image. 		
		Quality of Hotel Services
<input type="checkbox"/>	<input type="checkbox"/>	Cabins clean and neat?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Linens clean and in good condition?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Food quality and variety was good?
<ul style="list-style-type: none"> - Drinking water was good, without an off taste. Occasionally the bathroom sinks in cabins 109, 114, and 311 gave yellowish water when first turned on, but this cleared up after running for a bit. - The bed sheets and towels were up to snuff. - The Galley and 03 Conference Room were usually uncomfortably cold. Adding sound insulation to the Galley might also keep it warmer. When the outside air temperature was less than -15°C, the Conference room became nearly unusably cold. Ceiling heaters, such as those in the MST Office and the Bio Lab would be good. - The heating in the Aft Dry Lab was capricious, and usually correlated with whether the Baltic Room door was open, as it was for much of this cruise. - The galley staff was very responsive to special requests: vegetarian, dishes without eggs, etc. - The menu variety and quality was very good. It is much improved over previous cruises. - The galley is uncomfortably noisy during icebreaking operations. Additional soundproofing or insulation should be added. It's a marvel that the Galley Staff can stand to work in such conditions all day long. - The clothes dryers were rather slow to dry a load of laundry. It always required at least 2 cycles to complete. 		

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Yes	No	Personnel Issues
<input type="checkbox"/>	<input checked="" type="checkbox"/>	ECO?
<input type="checkbox"/>	<input checked="" type="checkbox"/>	RSPC?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Research Objectives
		All accomplished? If not, please explain (weather, ice, equipment, personnel).

- The NBP is a very friendly ship. Everyone felt welcome on the bridge, and the crew integrated themselves well with the rest of the passengers.

- The initiative and cooperative attitude of the ship's crew and RPSC staff was impressive. Grantee requests were often anticipated ahead of time.

- The interaction of ECO and RPSC appeared seamless to the grantees.

- Suzanne O'Hara's extraordinary expertise with the multibeam system and willingness to create custom maps for the science party is commendable.

- "Boat people" were made to feel welcome at McMurdo, and not treated as interlopers.

- It was nice for the NBP to get to the ice pier, not only for logistics and cargo operations, but it allowed shipboard people to go to the McMurdo galley for meals and take advantage of the recreational opportunities in town.

- Allowing NBP personnel access to the bowling alley for a private party was a nice diversion.

- All interactions with the McMurdo infrastructure went well.

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Yes	No	Surveys Completed?	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	USAP Metrics Survey	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	GPRF Facilities Survey	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Future Cruises If returning for another cruise, are there any additional equipment or support needs your group anticipates?	See additional comments on pages 6 and 7 below.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Anything you would like to see changed?	

Event#: O-215-N Date: 4/7/04		
Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Other Issues Diving, Zodiac, E-mail support, interactions with stations, etc. Computers / Information Technology - More space is needed in the labs for laptops. - More and more, grantees are bringing their own computers instead of using the ones permanently installed in the E-Lab. It would be good if some of the E-Lab computers could be removable to make additional laptop space. Wall-mounted cabinets could be added to the Helo Hangar Workshop for additional storage space for unused computer equipment. - Replacement of CRT monitors with flat screens in the lab spaces can help alleviate some of the lack of laptop space. - Having 4 computers in the "horseshoe" area of the Forward Dry Lab dedicated to the multibeam system, plus 3 more along the starboard bulkhead used primarily for ping editing is excessive. - Mac support was somewhat lacking. Not only did grantee-provided Mac laptops, but especially the permanently installed Macs in the E-Lab have problems integrating with the network. Grantees frequently had E-Lab Macs crash or log themselves out in the middle of data entry. Machines taking up desktop room should work properly, or else they're a waste of space. - Upgrading the Macs to OS 10.3 during the port call by McMurdo personnel who didn't sail on the cruise and weren't available to help troubleshoot during the cruise might not have been a good idea. This required the shipboard IT staff to regress to older versions repeatedly in a futile effort to find a stable configuration, causing unnecessary aggravation to Mac users and IT staff in the meantime. - The IT staff did a good job of responding to a virus that appeared during this cruise. - In some cases, grantees shipped their computers to the NBP via the USAP cargo system. This requires them to leave their home institutions several months prior to the cruise, preventing the grantees from installing the latest version of anti-virus software or the most recent signature files. - If grantees are required to have anti-virus software on their computers prior to being integrated onto the network, RPSC should have this software available to install. - The email quota system seems to work well. Email sessions nearly always occurred on schedule. - Virtually all IT problems encountered had a work-around solution,. It might have been clumsy, but then generally worked OK. Communications: - The Iridium calling card system has some room to improve. Most notably, something should be set up to allow people to use their calling cards without having to go outside with the handheld unit. It would improve comfort, as well as reception by having access to an external antenna. - A system similar to the Sea Phone, in which users are charged a per-minute rate using their credit card, instead of having to buy phone time in increments of 20 minutes would be better. - There should be some way to allow grantees to bring a SIM card from their home institution and install it, even temporarily, in an Iridium phone. This would solve the billing problem because their grant could be billed directly through their home institution, and people would pay only for the airtime actually used.

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- The NBP should have an underwater camera or ROV capable of inspecting the hull below waterline. During the current cruise a mooring line became tangled in the screw during recovery and we spent several hours trying to decide the best way to proceed. Availability of such a camera could have saved time and effort, and is perhaps a safety benefit.

Planning:

- The cruise planning meeting held prior to AnSlope I was essential to the success of the three-cruise program. It was not deemed necessary to have another planning meeting prior to AnSlope II because everyone knew what to expect the second time around, but RPSC deserves credit for organizing the original meeting. This was much more useful and productive than emails back and forth or even a conference call. Jay Simpkins said this was the only planning meeting he was ever invited to in 27 years of cruising and it was hugely beneficial to everyone.

Medical:

- Although participants deploying to the research vessels have access to a lower standard of medical/dental care than at the stations, they are typically deployed for a shorter duration. Therefore, there should be different PQing standards for vessel versus station personnel.

- One project PI was named in the SIP as a recipient of PQ updates, but still had to specifically request to get these reports. Once he made this additional request, he received complete and timely information.

Travel:

- All travel, even when using two non-code-sharing airlines, should be issued as a single ticket instead of one separate ticket for each carrier. This reduces problems making connections and checking luggage, especially when flights are cancelled or delayed. Issuing two separate round-trip tickets for travel between two pairs of cities (i.e. DEN-LAX and LAX-CHC) is unacceptable.

- It is unacceptable that the Christchurch Travel Office will not confirm specific flight numbers/times for redeploying NBP passengers. This does not allow them to make arrangements to meet family members coming to meet them in NZ or pick them up at their AOD. This issue is especially difficult on the current cruise because the NBP is arriving on a holiday weekend when home institution travel offices and local travel agents are closed.

NOTE: After the MPC made this case to the Denver office and after the outbrief was completed, the Christchurch Travel Office provided the requested information, though grudgingly, for some but not all of the redeploying personnel.

- There were several self-ticketing grantees on this cruise, and they were told ahead of time that RPSC would not be responsible for making changes during redeployment. However, these people were forced to submit their tickets to the Christchurch Travel Office upon arrival during deployment. If Christchurch Travel will make changes for redeploying self-ticketers this isn't such an issue, but it's unacceptable if they take the tickets and then refuse to aid the traveler.

- One grantee arrived early to Christchurch, then traveled to Australia on leisure travel before returning to Christchurch for deployment. RPSC made hotel reservations for her on her first arrival, even though technically she wasn't deploying at this time. This service was appreciated and compliments are given to the DSG for this courtesy.