**About: Activation 415 (call 483), Floods in Brazil**

**Activation Date: 21 03 2014**

NOTE: The **red sections** are to be filled / updated by the Executive Secretariat representative prior to transmission to the PM.

Dear Project Manager,

Congratulations on your nomination for this Charter Activation. The Charter members are pleased to welcome you as Project Manager. We know that your work is critical for supporting our contribution to the disaster relief effort and you can rest assured that the Charter system is here to support you.

This document is provided to all Project Managers to inform them about Charter resources that are available and to provide guidelines for the report and products required to complete the activation.

**PM Report and Web material to be submitted before**

**05 05 2014**

**(45 days after activation date)**

**PM Report must be submitted to the Charter Executive Secretariat member who nominated the PM.  
Results are to be provided to the Charter Webmaster.**

With best regards,

Charter Executive Secretariat (ES)

## The Charter Resources

You are urged to consult the Charter FTP site where you can access all the documentation that is needed for your work. You can reach the FTP site at the address:

ftp://charter-ftp.eo.esa.int/

username: charterpm

password: 1Qaz2Wsx

If you experience any problems with the Charter FTP site, please contact the Charter Secretariat representative that nominated you and explain the situation. You will be notified as soon as the problem is resolved. On the Charter FTP site, you will find the “Project Manager Procedure” (document RSCSA-PRO419), and on the WhiteBoard there will be folder named Call\_###, with all of the information pertaining to your activation that the Emergency On-Call Officer (ECO) would have populated before you.

Once you have received and understood the Dossier (Action 1 of Appendix A), the job of the ECO is complete. Further questions about the activation or workings of the Charter should be directed to the Executive Secretariat member that nominated you.

To modify tasking or order data in addition to that already requested by the ECO, please contact the data providers directly (Appendix C).

If you need special purpose imagery or the EUMETCast Data Delivery Channel, please review the Project Manager Procedure (Document RSCSA-PRO419 – Appendix B).

Appendix A: PM checklist

Appendix B: Summary of primary sensor choice for each disaster type according to searched object types

Appendix C: Charter data provider contacts

Appendix D: Data distribution policy

Appendix E: Data download information

Appendix F: PM report Template

Appendix G: User Feedback Form

## The Charter Requirements

As a PM, you have to bring the activation to the best possible conclusion with the available resources and within the indicated delays. A single report (the “PM Report”) and the value added products of the activation for the Charter Web site are to be provided (see Appendix A – PM checklist). The report must be submitted to the Charter Secretariat representative that nominated you for review and approval. All Charter documents are to be provided in English.

### Material for the Charter Web Site

The PM is requested to provide a few of the most meaningful information products provided (the best 2-5) with a short description (one paragraph) for hosting on the Charter public Web site. Some examples are provided here: <http://www.disasterscharter.org>

The material should be provided to the Charter Webmaster at this address: [webmaster@disasterscharter.org](mailto:webmaster@disasterscharter.org) and copied to the Executive Secretariat ([ExecutiveSecretariat@disasterscharter.org](mailto:ExecutiveSecretariat@disasterscharter.org))

The material should be provided at the latest within one month of the original activation date and preferably in the course of the product generation process.

### The PM Report

The “PM Report” will conclude your association with this Charter activation. This report should be provided within 45 days of the original activation date. Please send the PM Report to the Charter ES member that nominated you for their review, approval, and release to the Charter FTP site. The PM Report template is attached to this document (appendix F and G). Please note that the period of satellite data acquisition planning is nominally 15 days from the date of activation and an activation is considered closed after 30 days of this date.

### Information to be provided to the Executive Secretariat

When the End User has got enough products, tasking has to be interrupted and the closure of the call has to be announced to the Executive Secretariat ([ExecutiveSecretariat@disasterscharter.org](mailto:ExecutiveSecretariat@disasterscharter.org))

In order for the Charter Executive Secretariat to monitor the progress of all activations, the PM is requested announce when the first crisis product has been posted to the End User. The Executive Secretariat would also appreciate a copy of the list of Charter data during the activation.

|  |  |  |  |
| --- | --- | --- | --- |
| **Appendix A - PM CHECKLIST** | | | |
| **Action n°** | **Description** | **Check** | **Comments** |
| 1 | Confirm reception of the Dossier with the ECO and acquire full understanding of the Dossier. |  |  |
| 2 | Review actions initiated by the ECO and ensure that the programmed scenes are underway. |  |  |
| 3 | Select a predefined Scenario procedure for the type of disaster being covered. |  |  |
| 4 | Initiate further actions (additional data request), as required for optimum utilisation of space facilities and/or for enhanced processing, including the use of archived data. (see Appendix 'B' for EUMETSAT Special Purpose Imagery and EUMETCast Data Delivery Channel). The Charter Sensors Table 3 at the end of the ECO procedure might be helpful to understand the space assets available for this task. |  |  |
| 5 | Provide the needed information directly to the requestor or through the Authorized User that initiated the activation request. |  |  |
| 6 | Upon delivery of the last data products, sends the “User Feedback Form” (see Appendix G) to the End Users to obtain comments on the efficiency and usefulness of the Charter |  |  |
| 7 | **Within one month of Charter activation and preferably in the course of the product generation process:**   * Prepare a one paragraph summary of the activation and final image products suitable for the Charter Web site. Send the products and information to the Charter Webmaster * Inform the Executive Secretariat by email when the first product is delivered and ideally include data table with this email. |  |  |
| 8 | **Within 45 days of the Charter activation:**   * Write up a final operation report taking into account comments from parties involved in managing the disaster. * Suggest improvements, if any, in the implementation procedure of the predefined PM Scenario. * Deliver the PM Report to the Executive Secretariat representative of the agency that nominated the PM. |  |  |

**Extent of**

**impacted zone**

**Buildings**

**Roads**

**Other**

**infrastructures**

**Camps**

**& tents**

**Water & Humidity**

**Ocean Ice**

**Forest &**

**vegetation**

**Terrain**

**movements**

**Other**

**3**

**Induced pollutions**

***O-VHR & SAR***

**1**

**Flood water**

**3**

**Breaches in dams,**

**flood deposits**

***S-HR***

***or***

***S-MR; O-HR***

***or***

***O-MR***

***O-VHR & S-VHR or S-***

***HR***

**1**

**Burning places**

**and burnt scares**

**2**

**Burning front line,**

**smoke, heat**

***O-HR***

***or***

***O-MR; S-HR or***

***S-MR***

***OPTICAL and MS (or***

***thermal)***

**1-2**

**Associated floods**

***S-HR & O-VHR***

**1**

**Slide zone extent**

***O-VHR & S-VHR or S-***

***HR***

**1**

**Spills extent**

**1-2**

**Polluted coasts**

**or river banks**

***O-VHR & S-VHR***

***O-VHR***

**1**

**Ash deposits, lavas**

**flows, volcano plume**

***O-VHR***

***or***

***O-HR & S-***

***HR***

**1**

**Ice extent**

***SAR (any resol)***

=>

=>

=>

=>

=>

=>

=>

=>

**Priority 1**

***O-VHR***

***O-VHR***

***O-HR***

***O-VHR***

***O-HR***

***O-HR***

***O-VHR***

**Priority 2**

***O-HR***

***O-HR or O-MR***

***O-HR to O-MR***

***O-HR or O-MR***

***O-MR***

***O-LR***

***or***

***O-VLR***

***O-VHR***

***to***

***O-MR***

***O-HR***

**Priority 1**

***S-VHR***

***S-HR or S-MR***

***S-MR or S-HR***

**Priority 2**

***S-VHR***

***S-HR***

***S-VHR***

***or***

***S-HR***

***S-VHR***

**Resolution**

**Acronym**

**Acronym**

**Resolution**

**<= 1m**

**O-VHR**

**Very High**

**S-VHR**

**<= 1,75 m**

**<= 4m**

**O-HR**

**High**

**S-HR**

**< 6,5 m**

**<=25 m**

**O-MR**

**Medium**

**S-MR**

**<10 m**

**<=60 m**

**O-LR**

**Low**

**S-LR**

**<= 35 m**

**>60m**

**O-VLR**

**Very Low**

**S-VLR**

**> 35 m**

**Impacts on : Man made objects**

**Impacts on : Natural objects**

**-**

**-**

**1-2**

**Remnant wetness**

**and other flood**

**traces**

**2**

**Inside**

**burnt area**

**-**

**APPENDIX B:**

**Sensors primary choice for each disaster type according to searched object types (i.e. sensor type and resolution are the criteria)**

**(Never forget that the SWATH versus AOI criterion overrides other criteria for sensor choice, use Table 3 for this)**

**-**

**2**

**all traces of population**

**gathering for huge events**

**-**

**-**

**-**

**1**

**damaged or**

**destroyed**

**Earth observation : principal objects searched in crisis context**

**(object priority: 1 is high, 3 is low)**

**Disaster type**

**-**

**Given by**

**impacts**

**-**

**Induced Landslides &**

**Mud flows**

**-**

**-**

**-**

**-**

**-**

**1-2**

**Induced Landslides &**

**Mud flows**

**1**

**Damaged or destroyed**

**-**

**-**

**-**

**1**

**Burnt**

**High and low**

**vegetation**

**Sea Ice Hazard**

**-**

**Fire**

**1**

**Damaged or destroyed**

**1**

**Burnt or threatened**

**Given by impacts**

**Landslides**

**Earthquake**

**Floods**

**1**

**In slide extent**

**and / or threatened**

**Best OPTICAL resolution**

**per object type**

**Best SAR resolution**

**per object type**

**Oil spills**

**1**

**Associated**

**flooding**

**Storms/Hurricanes**

**/Tsunami**

**Volcanic eruption**

**-**

**1**

**Destroyed, damaged or**

**threatened**

**2**

**Destroyed, damaged or threatened**

**-**

**-**

**-**

**-**

**-**

**2**

**Damaged &**

**destroyed**

**-**

**2**

**Induced Landslides &**

**Mud flows (Lahar)**

**1**

**Ocean ice**

**Optical**

**SAR**

**2**

**in flood**

**extent**

**2**

**Damaged or destroyed**

**-**

**-**

**-**

**-**

**-**

**-**

**APPENDIX C:** **CONTACTS FOR ADDITIONAL DATA ORDERING**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **PA/Party** | **Working Hours (UTC)** | **Contact Authority** | **Min. Time Required to Plan Data Acquisition**  **(in Hours)** | **24h Phone Number (Main & Alternate)** | **24h Fax Number**  **(Main & Backup)** | **Email id for sending data request & Internet Web address for Archival Data Access & Planning** |
| CNES | 07:30 – 16:15 | SPOT IMAGE | New data:  Before 11:00 AM the same day | +33 562 194 333 | +33 562 194 055 | Email:  [Charter.disasters@spotimage.fr](mailto:Charter.disasters@spotimage.fr)  Internet:  <http://www.spotimage.com> |
| CNSA | 0800-1700 | CRESDA | New data: 24 h  Archive data:1 h | +86 1058937092  +86 18801249590 | +86 10 58937092 | [charterdata@163.com](mailto:charterdata@163.com) |
| CSA | 12:00 – 21:00 | CSA Planner,  Canadian Space Agency | New data:  6 h (R2)  29 h (R1)  Archive data: 0 h | +1 514-212-4379 | +1 450-926-6799 | [cgd@asc-csa.gc.ca](mailto:cgd@asc-csa.gc.ca) |
| DLR | 08:00 – 16:30 | DLR Data planner | New data: Morning/evening  Order deadline: 08:30/21:30 UTC | +49 173 6952940 | +49 8153 28 443366 | [charter.data@dlr.de](mailto:charter.data@dlr.de) |
| DMCii | Mon – Fri  08:00 – 17:00 | DMCii | 24 hours | Main:  +44 1483 804296  Alternate:  +44 1483 804299 | Main:  +44 1483 804298  Backup:  +44 1483 803804 | [CharterActivation@dmcii.com](mailto:CharterActivation@dmcii.com) |
| ESA | 07:30 – 16:15  Non-working days:  08:00-17:00 | ESA EO Order Desk, ESRIN | 29 h | Main:  +39 06 941 80 749/767/761  Weekends/holidays:  +39 348 7084910 | Main:  +39 06 94180 292  Backup:  +39 06 94180 272 | Email:  [eohelp@esa.int](mailto:eohelp@esa.int) |
| EUMET SAT | 00:00 – 24:00  07:30 – 16:15  (06:30 – 15:15 DST) | EUMETSAT Control Centre Team  EUMETSAT User Helpdesk |  | Available 24h:  +49 6151 807 8490  +49 6151 807 3310  Office hours only: +49 6151 807 3660 +49 6151 807 3770 | Available 24h:  +49 6151 807 3460  Office hours only:  +49 6151 807 3900 | Email:  [charter@eumetsat.int](mailto:charter@eumetsat.int)  Internet:  <http://www.eumetsat.int>  Data Centre:  <http://archive.eumetsat.int> |
| ISRO | 03:30 – 12:00 | Group director,  NDC  NRSA | 24 hours | Main:  +91 40 2388 4422  Backup:  +91 40 2388 4423 | Main:  +91 40 2387 8664  Backup:  +91 40 2387 4424 | Email:  [sales@nrsc.gov.in](mailto:sales@nrsc.gov.in)  ghndc@nrsc.gov.in  Internet:  <http://www.nrsc.gov.in> |
| JAXA | 00:30 – 16:40 | JAXA/EOC | 5 hours  (the earliest case) | Main:  +81 49 298 1302  (Working Hours)  Backup:  +81 90 3293 5128 | Main: +81 49 298 1085 | Email:  [charter\_eco@eoc.jaxa.jp](mailto:charter_eco@eoc.jaxa.jp)  Internet:  <https://auig.eoc.jaxa.jp/auigs/en/top/index.html> |
| KARI | 00:00 – 08:00 | KARI | New data:  Before 03:00 AM (UTC) the same day |  | Main  +82 42 860 2260 | Email:  [kocust@kari.re.kr](mailto:kocust@kari.re.kr)  Internet: EOLi  <http://earth.esa.int/EOLi/EOLi.html>  SpaceCpature-2  <http://www.spacecapture.kr> |
| ROSCOSMOS | Mon-Fri  06:00-14:00 (UTC) | Roscomos On-Duty Operator | 1 Hour to prepare prognosis  New data:  Before 12:30 (UTC) the same day | (Office Hours only)  Main:  +7-495-280-7217  Backup:  +7-495-280-7214 | Main:  +7-495-280-7218  Backup:  +7-495-280-7214 | Email:  do@ntsomz.ru |
| US | 14:00 – 22:00 | NOAA |  | +1 301-763-8444 | +1 301-763-8333 | Email:  [SABSupervisor@noaa.gov](mailto:SABSupervisor@noaa.gov)  Internet:  <http://www.sab.noaa.gov> |
| 13:30 – 22:15 | USGS |  | Main  +1 605-496-4925  Backup  +1 605-321-3995 | Main  +1 605-594-6510 | Email:  [charter\_data@usgs.gov](mailto:charter_data@usgs.gov)  Internet:  <http://earthexplorer.usgs.gov>  *and*  <http://glovis.usgs.gov/> |

**APPENDIX D: Data distribution guidelines**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Agency** | **Satellite/sensor** | **Raw Data** | **Processed Data** | **Derived Images** | **Derived Maps** | **Derived Vectors** | **Copyright Required** | **Logo Required** |
| CNES | PLEIADES | MEND | MEND | MEND | COM | COM | Yes | No |
| SPOT | MEND | MEND | MEND | COM | COM | Yes | No |
| FORMOSAT-2 | MEND | MEND | MEND | COM | COM | Yes | No |
| CNSA | CBERS | VAR | VAR | COM | COM | COM | Yes | Yes |
| SJ-9A | N/A | VAR | COM | COM | COM | Yes | Yes |
| CONAE | SAC-C | PUB | PUB | PUB | PUB | PUB | Yes | Yes |
| CSA | RADARSAT-1 | PM | VAR | END | COM | COM | Yes | Yes |
| RADARSAT-2 | SU | SU | END | COM | COM | Yes | Yes |
| DLR | TerraSAR-X | N/A | END | COM | PUB | COM | Yes | Yes |
| TanDEM-X | N/A | END | COM | PUB | COM | Yes | Yes |
| DMCii | UK-DMC | N/A | COM | COM | COM | COM | Yes | Yes |
| NigeriaSat-2 | N/A | COM | COM | COM | COM | Yes | Yes |
| ESA | ERS SAR | MEND | MEND | MEND | MEND | MEND | Yes | Yes |
| ENVISAT ASAR | MEND | MEND | MEND | MEND | MEND | Yes | Yes |
| ENVISAT MERIS | PUB | PUB | PUB | PUB | PUB | Yes | Yes |
| PROBA CHRIS | MEND | MEND | MEND | MEND | MEND | Yes | Yes |
| INPE | CBERS | PUB | PUB | PUB | PUB | PUB | No | Yes |
| ISRO | LISS-4 | PM | VAR | END | COM | COM | Yes | Yes |
| LISS-3 | PM | VAR | END | COM | COM | Yes | Yes |
| AWIFS | PM | VAR | END | COM | COM | Yes | Yes |
| Cartosat-1 | PM | VAR | END | COM | COM | Yes | Yes |
| Cartosat-2 | N/A | VAR | END | COM | COM | Yes | Yes |
| RISAT | N/A | VAR | END | COM | COM | Yes | Yes |
| JAXA | ALOS | VAR | VAR | COM | COM | COM | Yes | Yes |
| KARI | KOMPSAT-2 | MEND | MEND | MEND | COM | COM | Yes | Yes |
| NOAA | POES | PUB | PUB | PUB | PUB | PUB | No | Yes |
| GOES | PUB | PUB | PUB | PUB | PUB | No | Yes |
| ROSCOSMOS | RESURS-DK1 | MEND | MEND | COM | N/A | N/A | Yes | Yes |
| METEOR-M | MEND | MEND | COM | N/A | N/A | Yes | Yes |
| KANOPUS-V | MEND | MEND | COM | N/A | N/A | Yes | Yes |
| USGS | Landsat-7 | PUB | PUB | PUB | PUB | PUB | No | Yes |
| Landsat-8 | PUB | PUB | PUB | PUB | PUB | No | Yes |
| Quickbird | COM | COM | COM | COM | COM | Yes | Yes |
| IKONOS | COM | COM | COM | COM | COM | Yes | Yes |
| Worldview | COM | COM | COM | COM | COM | Yes | Yes |
| Geoeye-1 | COM | COM | COM | COM | COM | Yes | Yes |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Code** | **Definition** |  | **Product** | **Definition** |
| PM | Project Manager only |  | Raw Data | Data provided by agency - processed to any level |
| VAR | PM/Value added reseller |  | Processed data | Data processed/enhanced by PM/VAR |
| END | PM/VAR/End user |  | Derived images | Product created from imagery |
| MEND | PM/VAR/Multiple end users |  | Derived maps | Maps created from imagery |
| PUB | Public Domain |  | Derived vectors | Vectors created from imagery |
| COM | Commercial ONLY |  |
| N/A | Not Available |  |

**APPENDIX E : Charter Data distribution mode**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Satellite/sensor** | **Data delivery** |
|  | PLEIADES | Specific http |
| CNES | SPOT | Specific http |
|  | FORMOSAT-2 | Specific http |
| CNSA | CBERS | Charter whiteboard |
| SJ-9A | Charter whiteboard |
| CONAE | SAC-C | Charter whiteboard |
| CSA | RADARSAT-1 | Specific ftp |
| RADARSAT-2 | Specific ftp |
| DLR | Terrasar-X | Specific ftp |
| Tandem-X | Specific ftp |
| DMCii | UK-DMC | Charter whiteboard |
| NigeriaSat-2 | Charter whiteboard |
| ESA | ERS SAR | Specific http |
| ENVISAT ASAR | Specific http |
| ENVISAT MERIS | Specific http |
| PROBA CHRIS | Specific http |
| ISRO | LISS-4 | Specific ftp |
| LISS-3 | Specific ftp |
| AWIFS | Specific ftp |
| Cartosat-1 | Specific ftp |
| Cartosat-2 | Specific ftp |
| RISAT-1 | Specific ftp |
| INPE | CBERS-2 | Charter whiteboard |
| JAXA | ALOS | Charter whiteboard |
| KARI | Kompsat-2 | Charter whiteboard |
| NOAA | POES | Special http |
| GOES | Special http |
| ROSCOSMOS | RESURS-DK1 | Specific http |
| METEOR-M | Specific http |
| KANOPUS | Specific http |
| USGS | Landsat-7 | HDDS |
| Landsat-8 | HDDS |
| Quickbird | HDDS |
| IKONOS | HDDS |
| Worldview | HDDS |
| Geoeye-1 | HDDS |

**APPENDIX F**

**PM Report Template**

**International Charter**

**Space and Major Disasters**



|  |  |
| --- | --- |
| **Charter Activation #** |  |
| **Charter Call ID #** |  |
| **Disaster Event** |  |
| **Disaster Location** |  |
| **Date of Final Reporting** |  |

**PM Report**

Reporting forms completed by:

Reporting forms reviewed by:

Project Managers for Charter activations are expected to provide the PM report to the Charter Executive Secretariat within45 days after the start of the activation.

|  |  |  |
| --- | --- | --- |
| **A. Disaster Event Summary** | | |
| \*A1. Emergency type: (indicate choice with  an [X]) | [ ] Earthquake  [ ] Flood  [ ] Landslide  [ ] Storm/Hurricane | [ ] Fires  [ ] Volcano  [ ] Ice  [ ] Industrial danger |
| [ ] Other (specify): | |
| \*A2. Date disaster initiated (dd/mm/yyyy): | | |
| \*A3. Disaster location and extent: | | |
|  | | |
| A4. Estimated number of deaths: | | |
| A5. Estimated number of people affected: | | |
| A6. Estimated economic losses: | | |
| A7. Additional disaster impacts (environmental, infrastructure, etc): | | |
| A8. Additional disaster event details: | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **B. Activation Information** | | | | | | |
| \*B1. Date of Charter activation (dd/mm/yyyy): | | | | | | |
| \*B2. Geographical Coordinates (Lat – Long) | | | | | | |
|  | Bounding Box: |  | | Centre Point(s): |  | |
| Upper left corner: | |  | |
| Upper right corner: | |  | |
| Lower left corner: | |  | |
| Lower right corner: | |  | |
|  | | | | | | |
| \*B3. Authorized User/Requestor: | | | \*Organization: | | | \*Date AU contacted ODO (dd/mm/yyyy): |
| \*B4. Identify the agency that requested the Charter activation and why: | | | | | | |
| \*B5. ECO: | | | \*Organization: | | | \*Date ECO contacted PM (dd/mm/yyyy): |
| \*B6. Project Manager: | | | \*Organization: | | | \*Date PM nominated (dd/mm/yyyy): |
| \*B7. Value-adding Reseller or organization(s): | | | | | | \*Date VAR received first images (dd/mm/yyyy): |
| \*B8. End User(s): | | | \*Organization: | | | Date first product delivered to End User (dd/mm/yyyy): |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **C. Intervention Summary** | | | | | | | |
| \*C1. Describe the activation in detail and describe the interaction between the PM and the AU: | | | | | | | |
| \*C2. Provide a chronology of events associated with the disaster and the Charter activation:  (Please include the type and date of the first image received from the Charter. Also include the type and date of the first image used to generate a product and the date of the first product generated.) | | | | | | | |
|  | | | | | | | |
| \*C3. *Fill in the table below identifying the available satellite data with an [X]. List the date (mm/dd/yyyy) that each image was collected).* | | | | | | | |
| **Agency** | **Satellites** | **Dates of frames requested[[1]](#footnote-1)** | | **\*Dates of frames acquired** | | **Dates of frames used in value-adding** | |
| Programmed | Archived | Programmed | Archived | Programmed | Archived |
| [ ] CONAE | [ ] SAC-C(HSTC) |  |  |  |  |  |  |
| [ ] SAC-C  (MMRS) |  |  |  |  |  |  |
| [ ] SAC-C(HRT) |  |  |  |  |  |  |
| [ ] CNES | [ ] SPOT-4 |  |  |  |  |  |  |
| [ ] SPOT-5 |  |  |  |  |  |  |
| [ ] PLEIADES |  |  |  |  |  |  |
| [ ] FORMOSAT |  |  |  |  |  |  |
| [ ] CNSA | [ ] CBERS |  |  |  |  |  |  |
| [ ] SJ-9A |  |  |  |  |  |  |
| [ ] CSA | [ ] RADARSAT-1 |  |  |  |  |  |  |
| [ ] RADARSAT-2 |  |  |  |  |  |  |
| [ ] DLR | [ ] TerraSAR-X |  |  |  |  |  |  |
| [ ] RapidEye |  |  |  |  |  |  |
| [ ] DMC | [ ] DMC |  |  |  |  |  |  |
| [ ] Nigeriasat-2 |  |  |  |  |  |  |
| [ ] ESA | [ ] ENVISAT |  |  |  |  |  |  |
| [ ] ERS2 |  |  |  |  |  |  |
| [ ] PROBA |  |  |  |  |  |  |
| [ ] ISRO | [ ] LISS-4 |  |  |  |  |  |  |
| [ ] LISS-3 |  |  |  |  |  |  |
| [ ] AWIFS |  |  |  |  |  |  |
| [ ] Cartosat-1 |  |  |  |  |  |  |
| [ ] Cartosat-2 |  |  |  |  |  |  |
| [ ] RISAT-1 |  |  |  |  |  |  |
| [ ] JAXA | [ ] ALOS(PRISM) |  |  |  |  |  |  |
| [ ] ALOS  (AVNIR-2) |  |  |  |  |  |  |
| [ ] ALOS  (PALSAR) |  |  |  |  |  |  |
| [ ] NOAA | [ ] POES |  |  |  |  |  |  |
| [ ] GOES |  |  |  |  |  |  |
| [ ] KARI | [ ] KOMPSAT-2 |  |  |  |  |  |  |
| [ ] ROSCOSMOS | [ ] RESURS-DK1 |  |  |  |  |  |  |
| [ ] METEOR-M |  |  |  |  |  |  |
| [ ] KANOPUS-V |  |  |  |  |  |  |
| [ ] USGS | [ ] LANDSAT-7 |  |  |  |  |  |  |
| [ ] LANDSAT-8 |  |  |  |  |  |  |
| [ ] IKONOS |  |  |  |  |  |  |
| [ ] QuickBird |  |  |  |  |  |  |
| [ ] WorldView |  |  |  |  |  |  |
| [ ] GEOEYE1 |  |  |  |  |  |  |
| [ ] Other  (insert satellite names) | [ ] |  |  |  |  |  |  |
| [ ] |  |  |  |  |  |  |
| [ ] |  |  |  |  |  |  |
| [ ] |  |  |  |  |  |  |

|  |
| --- |
| **D. Intervention Assessment** |
| D1. Explain how the value-adding service provider was chosen: |
| \*D2. List the value-added products obtained from the Charter data: |
| \*D3. Comment on the quality of the value-added products: |
| D4. Identify the end users of the value-added products and how they used the products during the various phases of the disaster cycle. If the value-added products were used to illustrate the impact or extent of the disaster during briefing meetings, include this information: |
| \*D5. Comment on how useful the value-added products were in practice for the end user. Include any other relevant information about how the Charter assisted the end user in mitigating the effects of the disaster: |
| \*D6. Identify data provided by the Charter that was not used. If possible, explain why it was not used: |
| D7. Based on use of the data provided by the Charter, provide recommendations to improve the scenarios for Charter activations of this type in the future: |
| \*D8. Summarize the conclusions of the project. Discuss any relevant issues associated with the use of the value-added products in the emergency response; the functional units of the Charter; the ability of the PM, value-added service provider and end users to work within the Charter structure; and/or, any other issues encountered during the activation: |
| D9. Additional comments, questions, observations, and lessons learned: |
| D10. Provide a copy of user feedback forms submitted by the end users or email correspondence regarding the end use(s). |

|  |
| --- |
| **E. Supporting Documentation** |
| \*E1. Insert a map of the affected area and extent of the disaster impact: |
| \*E2. Provide samples of media coverage of the disaster event from TV, radio, news papers, websites, etc. Where possible, copy the content of the article into the PM report rather than only the web addresses: |
| \*E3. Insert a copy of the URF here: |
| \*E4. Provide a copy of the value-added products here. Please insert copies into this document as .jpeg or other small file formats: |

**APPENDIX G**

**User Feedback Form**

Indicate your choice with an “\_X\_”. (VG: Very Good, G: Good, R: Regular, B: Bad)

|  |  |  |
| --- | --- | --- |
| 1. Did you encounter difficulties in triggering the Charter? | Yes \_\_ | No \_\_ |
| Comments: | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2. How was the communication with the Charter officers? | VG \_\_ | G \_\_ | R \_\_ | B \_\_ |
| Comments: | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 3. Did the delivered data fulfill your request? | Yes \_\_ | Partly \_\_ | No \_\_ |
| Comments: | | | |

|  |  |  |
| --- | --- | --- |
| 4. Were the data delivered in due time? | Yes \_\_ | No \_\_ |
| If not, what was your expectation?  Comments: | | |

|  |  |  |
| --- | --- | --- |
| 5. Were data delivered in an appropriate way? | Yes \_\_ | No \_\_ |
| Comments: | | |

|  |  |  |
| --- | --- | --- |
| 6. Were data presented in an appropriate format? | Yes \_\_ | No \_\_ |
| Comments: | | |

|  |  |  |
| --- | --- | --- |
| 7. Was the information content relevant and accurate? | Yes \_\_ | No \_\_ |
| Comments: | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 8. Was the overall quality of the products delivered: | VG \_\_ | G \_\_ | R \_\_ | B \_\_ |
| Comments: | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 9. Did you use the data for: | | | |
| Operations \_\_ | Communication \_\_ | Planning \_\_ | Documentation \_\_ |
| Lessons Learned \_\_ | Other \_\_ | Nothing \_\_ | |
| Comments: | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 10. Overall, the Charter contribution to this emergency was: | VG \_\_ | G \_\_ | R \_\_ | B \_\_ |
| Comments: | | | | |

|  |
| --- |
| Additional Comments: |

1. This information may be available on the ERF. If not, you may leave this section blank. [↑](#footnote-ref-1)