

International Charter
Space and Major Disasters
Project Manager Procedure
RSCSA-PR0419

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TABLE OF CONTENTS

1. INTRODUCTION 1
 1.1 Purpose 1
 1.2 Scope..... 1
 1.3 Acronyms..... 1
2. DOCUMENTS..... 2
 2.1 Applicable Documents 2
 2.2 Reference Documents 3
3. PROJECT MANAGER PROCEDURE..... 4
 3.1 Definitions 4
4. ROLES, RESPONSIBILITIES AND REQUIREMENTS 5
 4.1 Role of the PM 5
 4.2 Responsibility of the PM..... 5
 4.3 Requirements of the PM..... 6
5. INTERFACE 6
 5.1 PM and On-Duty Operator 6
 5.2 PM and Authorized User 6
 5.3 PM and Emergency On-Call Officer 7

APPENDICES

Appendix A: Project Manager Checklist..... A-1
Appendix B: EUMETSAT Special Purpose Imagery and EUMETCast Data Delivery Channel..... B-1
Appendix C: PM Report Template C-1
Appendix D: User Feedback Form..... D-1

1. INTRODUCTION

The International Charter 'Space and Major Disasters' aims at providing a unified system of space data acquisition and delivery to users affected by disasters. Each Party/Partner Agency (PA) commits resources to support the provisions of the Charter and thus participates in mitigating the effects of disasters on human life and property.

The implementation of the Charter at an operational level has the following key components:

- Any Authorized User can request assistance by contacting a 24-hour operator called the On-Duty Operator (ODO), in Frascati, Italy.
- Once a call is received and validated by the ODO, the latter notifies an Emergency On-Call Officer (ECO). The ECO develops a plan of action surrounding the event. The functions of an ECO are ensured on a weekly rotational basis by each of the Parties/Partner Agencies that is fully represented in the Charter Executive Secretariat. A roster of the weekly ECO assignment is updated and kept with the Executive Secretariat, and is regularly distributed among the Parties/Partner Agencies. The change of the ECO nominally occurs at 12:00 UTC every Monday.
- After completing the procedures for data and information acquisition for covering a disaster, the ECO passes on the plan of action to a designated Project Manager. The Project Manager's functions are performed during normal working hours and do not determine the urgency of data acquisition and delivery, which must take place as an act of Emergency. The Project Manager (PM) ensures that the data have been collected and delivered to the users according to their needs and expectations.

1.1 Purpose

The purpose of this document is to describe the role, responsibilities and procedures for a PM and is one of the several procedures being established to implement the Charter.

1.2 Scope

This document addresses the following:

- Role of the PM;
- Responsibilities of the PM;
- Availability of the PM;
- Requirements of the PM, including knowledge, tools and infrastructure;
- Operational interfaces between the PM and other concerned parties.

1.3 Acronyms

AAP	Acquisition/Archive Plan
AOI	Area of Interest
AU	Authorized User
AVHRR	Advanced Very High Resolution Radiometer
CAP	Common Alert Protocol
CBERS	China – Brazil Earth Resources Satellite
CNES	Centre National d'Études Spatiales
CNSA	China National Space Administration

CONAE	Comision Nacional de Actividades Espaciales
CSA	Canadian Space Agency
DLR	Deutsches Zentrum für Luft- und Raumfahrt (German Aerospace Center)
DMC	Disaster Monitoring Constellation
ECO	Emergency On-Call Officer
ERF	Emergency Request Form
ESA	European Space Agency
EUMETSAT	European Organisation for the Exploitation of Meteorological Satellites
INPE	Instituto Nacional de Pesquisas Espaciais
IODC	Indian Ocean Data Coverage
IR	Infra-red
ISRO	Indian Space Research Organization
JAXA	Japan Aerospace Exploration Agency
KARI	Korea Aerospace Research Institute
MPP	Mission Planning Personnel
MVIRI	Meteosat Visible and IR Imager
NOAA	National Oceanic and Atmospheric Administration
ODO	On-Duty Operator
PA	Partner Agency
PM	Project Manager
ROSCOSMOS	Russian Federal Space Agency
SEVIRI	Spinning Enhanced Visible and Infrared Imager
URF	User Request Form
USGS	United States Geological Survey

2. DOCUMENTS

2.1 Applicable Documents

AD-1	Charter 'Space and Major Disasters'
AD-2	Policies and Procedures, International Charter 'Space and Major Disasters', RSCSA-PR0433
AD-3	Implementation Plan, International Charter 'Space and Major Disasters', RSCSA-PL0098
AD-4	RADARSAT Data Policy, RSCSA-PR0004, July 13, 1994
AD-5	CNES data, information and services Policy
AD-6	ERS Data Policy – issue 2, ESA/PB-EO (99) 16, February 15, 1999
AD-7	ISRO Plan for Implementation of the Charter, May 2002
AD-8	NOAA /NESDIS Data Policy Statement in Response to International Charter
AD-9	CONAE plan for implementation of the Charter, March 2004, Section 6: Data Policy
AD-10	The Japan Aerospace Exploration Agency – Fundamental Earth Observation Satellite Data Policy, November 21, 2003
AD-11	DMC Data Policy Statement
AD-12	NOAA/USGS Data Policy Statement in Response to International Charter
AD-13	China ECO Implementation Plan for the Charter, October 2007, Section II, CBERS Data Policy
AD-14	DLR Policy Statement in Response to the International Charter 'Space and Major Disasters', October 18, 2010 draft
AD-15	KOMPSAT-2 Image Data Manual for User, KARI Satellite Information Research Institute Version 1.1, February 11, 2008
AD-16	EUMETSAT Data Policy

- AD-17 Data Policy for Remote Sensing data provision of the Federal Space Agency (ROSCOSMOS) to the International Charter

2.2 Reference Documents

- RD-1 CSA Implementation Plan for the Charter
RD-2 CNES Implementation Plan for the Charter
RD-3 ESA Implementation Plan for the Charter
RD-4 ISRO Plan for Implementation of the Charter, May 2002
RD-5 NOAA Implementation Plan for the Charter
RD-6 CONAE Plan for Implementation of the Charter, March 2004
RD-7 JAXA Implementation Plan for the Charter, February 2005
RD-8 DMC International Charter Implementation Plan, WMCO-94182, 19 August 2005
RD-9 USGS Implementation Plan for the Charter
RD-10 China ECO Implementation Plan for the Charter, October 2007
RD-11 DLR Implementation Plan for the Charter, October 18, 2010
RD-12 INPE Implementation Plan for the Charter, September 2010
RD-13 KARI Implementation Plan for the Charter
RD-14 EUMETSAT Charter Implementation Plan EUM/OPS/PLN/12/0103 5 February 2013
RD-15 (ROSCOSMOS) Implementation Plan for the International Charter on Space and Major Disasters
RD-16 Emergency On-Call Officer Procedure, RSCSA-PR0418
RD-17 Sentinel Asia (SA) to Charter Interface Control Document, RSCSA-IC0014, August 2, 2010

3. PROJECT MANAGER PROCEDURE

3.1 Definitions

Acquisition/Archive Plan (AAP): A collection of information gathered by the ECO to obtain the appropriate data to cover a disaster, whether by means of a new acquisition by tasking a satellite resource, or by carrying out archive searches.

Authorized Users (AUs): Defined as “Associated Bodies” in the context of the Charter, which are qualified to request Emergency data to cover disasters under the provisions of the Charter.

Dossier: A collection of all the information pertaining to a particular disaster, which the ECO keeps together in a single record.

Emergency: In the context of the Charter ‘Space and Major Disasters’, is an urgent need for space services¹ associated with a unique and important event, when something unanticipated suddenly occurs and requires prompt action, beyond normal procedures to prevent or limit injury to person or damage to property. Thus, an important aspect of Emergencies is that they are unexpected and, hence, the satellite coverage for them cannot be carried out as routine acquisition planning. Managing emergencies includes preparation for and responding to such impending events as forest fires, tropical storms and the resulting floods, volcanic eruptions and earthquakes. Industrial hazards of the kind requiring action by Emergency response agencies are caused primarily in the generation and movement of energy-related materials and chemicals. Threats to public safety and security caused by human actions pose infrequent additional hazards.

Emergency Request Form (ERF): All the key information, necessary to each Party/PA involved in the Charter, to task the different resources or to order the appropriate satellite archives.

End Users (EUs): Represent the recipient of data products, delivered as part of the Charter agreement; typically the EU is designated by the AU in the URF.

Partner Agency (PA): A space organization that is not a “Party”, but adheres to the Charter by formally committing to all its provisions and is a participant in the Charter implementation duties.

Party: As defined in the Charter, the term means the agency and the space system operator that is signatory to the Charter.

Scenario Guideline: A guideline of pertinent actions, predefined for a particular disaster, to be taken into account in order to provide Authorized Users with relevant information needed in situations of disasters.

User Request Form (URF): A collection of all the preliminary information pertaining to a particular disaster, which the ODO keeps together in a single record.

4. ROLES, RESPONSIBILITIES AND REQUIREMENTS

4.1 Role of the PM

The Executive Secretariat designates the PM after consultation among the Parties/PAs. The following criteria are taken into account:

- Geographical region of the disaster occurrence;
- Disaster type;
- Sensor(s) used to cover the disaster;
- Availability of potential PMs among Parties/PAs;
- Fair distribution of PMs among Parties/PAs;
- Value-added processing proposal by a Party/PA according to the AU request.

The PM receives the Dossier on the disaster from the ECO. The Dossier is also placed on the Charter's electronically accessible site in the CALLS folder identified by the Call ID number appearing on the URF. The PM interacts with the AU on all the data and information requirements and with other parties for any required delivery of value-added products and information.

4.2 Responsibility of the PM

A checklist of the PM tasks is provided in Appendix A.

1. Upon its designation, the PM studies the Dossier in detail to acquire an in-depth knowledge of the disaster and the data requirement to ensure that the AOI information is valid and the selection of satellite tasking scenarios along with the resulting data products is appropriate, and undertakes with the Party/PA MPP any actions that the PM deems necessary.
2. The PM determines the length of the period for which the data acquisition planning should be carried out for covering the disaster event in an optimal manner. Nominally, the period is 15 days from the date of activation and an activation is considered closed 30 days after this date.
3. The designated PM seeks help from other potential PMs with information on local data delivery channels, value-added retailers, data application potential, etc.
4. The PM complements further actions for the maximum utilisation of space facilities such as the use of meteorological and/or telecommunication satellites and/or data collection and positioning satellites (see Appendix 'B' for EUMETSAT Special Purpose Imagery and EUMETCast Data Delivery Channel) and/or enhanced processing including the use of archive data, if available, and for that purpose consults the relevant Scenario Guidelines provided in RD-14 and uses the PM's own knowledge of remote sensing satellite systems.
5. The PM ensures fast data, information and services delivery directly to the requestor or through the Civil Protection Agency concerned, or through such channels as those allowing quick turnaround.
6. Within 45 days of the initial Charter activation, the PM submits a Report (form available in Appendix B). The Report is a form-based document of the event as discussed in the Dossier received from the ECO. The Report needs to be provided to the Executive Secretariat

member of the Party/PA that nominated the PM. The PM Report is critical to the Charter and should comply with all the requirements of the form.

7. As the image products of a given activation become available and are suitable for posting on the Charter website (www.disasterscharter.org), the PM copies them to the Webmaster (webmaster@disasterscharter.org).

4.3 Requirements of the PM

4.3.1 Availability

- The PM is available during normal working hours and is selected according to the criteria set forth in Section 4.1 above.
- Each Party/PA to the Charter 'Space and Major Disasters' will provide a list of PMs with their fields of expertise.

4.3.2 Contextual and Job Knowledge Requirements

- The PM communicates in English.
- The PM has experience/knowledge base in the following areas:
 - Remote sensing satellites and their supporting ground systems;
 - Data delivery networks;
 - Remote sensing data applications, particularly in disaster management;
 - Civil protection agencies and their mandates;
 - Remote sensing data value adding;
 - Project management.
- The PM has a good understanding of predefined Scenario Guidelines (RD-14).
- The PM is completely familiar with the Charter 'Space and Major Disasters' and the level of data commitment of each Party/PA.

5. INTERFACE

5.1 PM and On-Duty Operator

No interface needed between these two functions.

5.2 PM and Authorized User

The PM contacts the AU to obtain further information on the AOI(s) of the disaster and any changes thereof, special data and information needs and any other detail that the PM sees appropriate. The PM may also discuss the proposed implementation of the disaster coverage plan and provide updates concerning the data acquisition and data or information product delivery.

5.3 PM and Emergency On-Call Officer

The ECO contacts the PM during regular business hours, by means of phone, fax and/or e-mail.

The PM responds to the ECO using the ECO's portable telephone number provided by the ECO. The PM leaves a message with the PM's name and contact numbers. The ECO then responds to the PM within 20 minutes of receiving the message.

If the PM does not receive a response from the ECO within 1 hour, the ECO is called again. If the PM nomination is delayed beyond the ECO assignment period, the ECO refers to the call as "on-going dossier" in the ECO handover message and uploads the document to the Charter's electronically accessible site, as explained below.

5.3.1 Information Exchange

The ECO provides the PM with the Dossier of the disaster event and copies it to the Executive Secretariat as well as to other ECOs.

The ECO refers the PM to the Charter's electronically accessible site folder identified by the Call ID number appearing on the URF that the ECO populates with the activation documents, such as the URF, ERFs, AAP, and the record of the activation along with any other documents, maps, correspondence, etc., used to plan satellite coverage of the disaster.

Once the PM has received and understood the Dossier, the job of the ECO is complete. Further questions about the activation or workings of the Charter are directed to the Executive Secretariat member that nominated the PM.

To modify tasking or order data in addition to that already requested by the ECO, the PM contacts the data providers' order desks directly.

5.3.2 Dossier Contents

To introduce and summarize the activation, all the Dossiers start with a summary page (see Appendix D of RD-14). In addition, the ECO submits the following items in order to fulfill the requirements of a Dossier:

- Copy of the URF;
- General information on disaster (map of interest, web or press releases, etc.);
- The common ERF sheet;
- The ERFs specific to each Party/PA satellite/sensor tasked;
- Accurate record of contacts with the AUs;
- Chronology of activation events (if requested).

Appendix A: Project Manager Checklist

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 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 (see RD-16) might be helpful to understand the space assets available for this task.		
5	Provide the needed information directly to the requester or through the Authorized User that initiated the activation request.		
6	Upon delivery of the last data products, send the "User Feedback Form" (Appendix C) to the Users to obtain comments on the efficiency and usefulness of the Charter.		
7	<p>Within one month of Charter activation and preferably in the course of the product generation process:</p> <ul style="list-style-type: none"> • 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	<p>Within 45 days of the Charter activation:</p> <ul style="list-style-type: none"> • Write up a final operation report taking into account comments from parties involved in managing the disaster. • Suggest improvements, if any, in the scenario implementation procedure. • Deliver the PM Report to the Executive Secretariat representative of the agency that nominated the PM. 		

Appendix B: EUMETSAT Special Purpose Imagery and EUMETCast Data Delivery Channel

1. PM and EUMETSAT Order Desk (Special Imagery)

For some Charter activations (Meteorological and Environmental) EUMETSAT will make available Special Imagery/Products to support the production of value added products and/or for inclusion in the product set provided to the Authorized User. Relevant activations are:

Disaster is of the type: Cyclone (Hurricane/Ocean Storm), Flooding, Fire; and,
Area of Interest: within the footprint of Meteosat 0 degree prime or the Indian Ocean Data Coverage Service (IODC) service. Metop satellite data may be used for certain activations.

Typical imagery produced in response to these calls shall be:

Cyclone imagery – graphic files depicting the cyclone (Hurricane, Typhoon, Tropical Storm, etc.) over the region of interest. These may be in the form of single image files (e.g. GIFF) derived from Metop AVHRR or image animation loops derived from Meteosat SEVIRI or MVIRI visual (VIS) or infra-red (IR) channels.

Active Fire Monitoring - The active fire monitoring product is a fire detection product indicating the presence of fire within a pixel. The SEVIRI channel IR3.9 is sensitive to hot spots which are caused by fires. The algorithm distinguishes between potential fire and active fire. This product is available in CAP (Common Alert Protocol) format and is generated every 15-minutes. CAP is an XML format constrained by a simple schema. The CAP data can be viewed using any text display or in a browser. The data could readily be converted to KML for use with Google Earth. Additionally, single image files depicting hot spots could be provided.

Upon notification of a call, and after nomination of the PM, the EUMETSAT Order Desk will assess relevance of its data for the call. If deemed relevant, imagery will be generated and placed in the relevant Call folder and the PM notified by email.

The typical final imagery produced in support of the call shall be:

- An IR image showing the feature of interest – e.g. cyclone land fall [PNG]
- An IR animation showing the development of the same feature [GIF or AVI]
- A kmz version of the same animation, without any basemap
- A 'readme' file to explain imagery

The PM may request additional data/imagery from EUMETSAT as needed.

2. PM and EUMETSAT Order Desk (EUMETCast)

The PM can arrange to have Charter Data delivered via the Disaster Channel on EUMETCast. Likewise, the Authorized User (AU) may request (via the URF) to receive Charter Products via EUMETCast.

2.1 PM Requests Charter Data via EUMETCast

To activate this process the PM sends an email request to the EUMETSAT Order Desk and sends copies to other Order Desks and to the Executive Secretariat.

The PM ensures that their station has been configured to receive the data through the Disaster Channel, configuration details are:

Channel: Charter-Europe
PID: 500

MC Address: 224.223.222.3
OR
Channel: Charter-Africa
PID: 301
MC Address: 224.223.222.39

In case of any change to the configuration, EUMETSAT will retransmit the above details to the PM upon notification of such a request.

When data has been received, the PM emails EUMETSAT to confirm that all data have been successfully received and that the process is complete.

2.1.1 Order Desks and EUMETCast

EUMETSAT has prepared an incoming ftp gateway for the Order Desks to push the data to EUMETCast, the configuration details are as follows:

Address: <ftp://oisftp.eumetsat.int/disasters/out>
Username: *provided by EUMETSAT for each call*
Password: *provided by EUMETSAT for each call*
FTP mode: active mode required

Upon the request of the PM to use EUMETCast, EUMETSAT will provide the Order Desks with the relevant Username and Password. The Order Desks will push data to the EUMETCast gateway and email the EUMETSAT Order Desk to confirm that their data have been sent to the EUMETCast gateway.

2.2 AU Requests Charter Products via EUMETCast

Authorized Users (AU) may request via the URF to receive the Charter Products via EUMETCast.

The AU ensures that their station has been configured to receive the data through the Disaster Channel, configuration details are:

Channel: Charter-Europe
PID: 500
MC Address: 224.223.222.3
OR
Channel: Charter-Africa
PID: 301
MC Address: 224.223.222.39

In case of any change to the configuration, EUMETSAT will retransmit the above details to the AU upon notification of such a request.

Upon the request of the AU to use EUMETCast, EUMETSAT will provide the nominated PM with the EUMETCast gateway Username and Password

Address: <ftp://oisftp.eumetsat.int/disasters/out>
Username: *provided by EUMETSAT for each call*
Password: *provided by EUMETSAT for each call*
ftp mode: active mode required

When ready, the PM will push the Charter Products to the EUMETCast gateway and email the EUMETSAT Order Desk to confirm that the products have been sent to the EUMETCast gateway.

Appendix C: 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 within 45 days after the start of the activation.

A. Disaster Event Summary	
*A1. Emergency type: (indicate choice with an [X])	<input type="checkbox"/> Earthquake <input type="checkbox"/> Fires <input type="checkbox"/> Flood <input type="checkbox"/> Volcano <input type="checkbox"/> Landslide <input type="checkbox"/> Ice <input type="checkbox"/> Storm/Hurricane <input type="checkbox"/> Industrial danger <input type="checkbox"/> 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:	Upper left corner:	Centre Point(s):	
	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		*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(WFI)						
	[] CBERS(CCD)						
	[] CBERS(IMS)						
[] CSA	[] RADARSAT-1						
	[] RADARSAT-2						
[] DLR	[] TerraSAR-X						
	[] RapidEye						
[] DMC	[] DMC						
	[] Nigeriasat-2						
[] ESA	[] ENVISAT						
	[] ERS2						

¹ This information may be available on the ERF. If not, you may leave this section blank.

	<input type="checkbox"/> PROBA						
<input type="checkbox"/> ISRO	<input type="checkbox"/> LISS-4						
	<input type="checkbox"/> LISS-3						
	<input type="checkbox"/> AWIFS						
	<input type="checkbox"/> Cartosat-1						
<input type="checkbox"/> JAXA	<input type="checkbox"/> ALOS(PRISM)						
	<input type="checkbox"/> ALOS (AVNIR-2)						
	<input type="checkbox"/> ALOS (PALSAR)						
<input type="checkbox"/> NOAA	<input type="checkbox"/> POES						
	<input type="checkbox"/> GOES						
<input type="checkbox"/> KARI	<input type="checkbox"/> KOMPSAT-2						
<input type="checkbox"/> USGS	<input type="checkbox"/> LANDSAT-5						
	<input type="checkbox"/> LANDSAT-7						
	<input type="checkbox"/> IKONOS						
	<input type="checkbox"/> QuickBird						
	<input type="checkbox"/> WorldView						
	<input type="checkbox"/> GEOEYE1						
<input type="checkbox"/> Other (insert satellite names)	<input type="checkbox"/>						
	<input type="checkbox"/>						
	<input type="checkbox"/>						
	<input type="checkbox"/>						

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 D: 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: