

E-Reporting with FACTS™ Charter Pilot Program

Frequently Asked Questions

For complete program information, please refer to the Charter Pilot Program User Manual. This is available on the program's website and also from your FACTS account.

Who do I call if I need help using FACTS?

Our 24 hour Helpline is there to assist you if you have any trouble using your account: **1-877-979-1820**

What is a Charter Pilot Permit and why do I need one?

The Pilot Permit is a legal agreement that outlines the requirements and flexibilities that are part of the pilot program. Only those who have received a department-approved Charter Pilot Permit are able to use FACTS and take advantage of the special program flexibilities. You will be able to request your Charter Pilot Permit from your FACTS account.

Do I need to use FACTS everyday, even if I don't go out on a trip?

No, you only need to use FACTS on the days you plan to run a charter trip. On days that you do not start a trip with FACTS, the system will record your information as "No Harvest Activity" for that day.

I have a flip phone, can I still use FACTS?

Yes! There is a 24 hour Call Center standing by at **1-855-390-2722**, so you can talk to an operator to report your trip activity. Just call before you leave the dock and give them your harvest information at least thirty minutes before you land.

How do I get my Username and Password?

This information is normally sent to you, individually. To help get our Charter participants started, here is the login information for new accounts:

- Username = (Your username is your DNRid.)
- Password = (Enter "password" as your password when you first log in)

The system will then ask you to choose a new password the first time you log in. This secure password should be at least eight characters long and does not expire.

To retrieve your password, the FACTS login screen has a "Forgot your password?" option. You can select a question/answer in your Account Preferences to let FACTS help you get your password back.

How do I get to my FACTS account online?

- On a mobile device (smartphone or tablet) go to: maryland.fisheryfacts.com/mobile
- On your home computer or laptop, use the big screen version: maryland.fisheryfacts.com

What are Account Preferences and how do I save them in FACTS?

Saving your Account Preferences means that you're filling-in some trip information (like NOAA codes and Landing Locations), ahead of time to make it faster and easier to use FACTS on harvest days.

Your preferences can be updated at any time from your account on either the Mobile version of FACTS (smartphone/tablet) or the Portal version you use on your computer/laptop. To find your preferences, just go to the "My Account" button when you log in. It is on the top, right corner of your computer screen (Portal) or as a blue button in the center on your smartphone (Mobile).

Remember - Use the "Update Account Details" button at the bottom of the screen to save any changes that you have made in your account.

dnr.maryland.gov/Fisheries/Pages/e-reporting/charter.aspx



Contact the E-Reporting Program at:
FisheriesEReporting.DNR@maryland.gov
Stephanie Richards 410-260-8314
dnr.maryland.gov



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Who do I contact if I have a question or suggestion about the program?

As a pilot program, FACTS is always growing and improving. Many of the system updates, like the popular Harvest Summary, are ideas that come from our program participants. The E-Reporting Team welcomes participant feedback and you are encouraged to contact the Program Coordinator at 410-260-8314 or fisheriesereporting.dnr@maryland.gov.

How do I get text messages and emails from FACTS?

Save your mobile number and email address in your Account Preferences. That way you'll be notified when your permit request is processed and your account ready to report Charter trips.

Who are vessel Operators?

Operators are captains that are authorized by a vessel Owner to run trips for them. Operators must complete the same state and federal certifications to run a vessel. They will need their own FACTS account and a Charter Pilot Permit. Owners use the DNRid of their captains to add them to specific vessels in the Owner's account.

Why am I being asked to report harvest details that I don't have to put on a paper report?

As part of the funding grant with NOAA and to make the flexibilities possible, we are asking for additional details on the trip End Hail report. This includes information about discards and gear types/methods that can help us better understand fishing behavior.

What if I forget to send my Start or End Hail?

Send your hail as soon as you remember. If you have saved your mobile phone number in your account preferences, FACTS will send you text message End Hail reminders. If you have not submitted your End Hail by the end of the day, FACTS will prompt you to enter the harvest details before starting your next trip. While this situation may happen occasionally, every effort should be made to establish a routine that ensures the Best Reporting Practices are being followed each harvest day.

You can see the Best Reporting Practices online at:

dnr.maryland.gov/fisheries/Documents/FACTS-Best-Reporting-Practices.pdf

Who are Roving Monitors and On Board Observers?

As required by the program's grant, a small percentage of all FACTS trips will be met by a Roving Monitor at the dock or have an On Board Observer along on the trip. These independent verifiers are not law enforcement officers, and are only there to count what is landed and observed on trips. They are staff paid by our project partners at Oyster Recovery Partnership through grant funding. They cannot see any harvest information reported in your Trip End Hail.

- Roving Monitors use the landing time and location information in FACTS to randomly meet a small percentage of participants at the dock. Ensuring that they are on-time and able to meet other participants is why it is important to update your landing time and location.
- On Board Observers are scheduled in advance as paying passengers. If there is an issue with vessel capacity at the start of the trip, the observer will step aside for an unexpected passenger that day. You can call the 24 hour Helpline if you have a question or concern regarding a scheduled On Board Observer.
- All Natural Resources Police officers have FACTS accounts and can see hailing activity, but they cannot see any of the harvest information being reported.

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