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Dear colleagues,

We understand that support and maintenance for Seagliders has not been working well, and are thus working on mechanisms whereby we at APL-UW can directly fill some of the gaps. With HII exiting the Seaglider business, our goal is to ensure that the community has a path forward for maintenance of existing gliders and procurement of new vehicles. Our intent is to begin with technical support and a limited set of service/refurb options, growing to include fabrication of new vehicles. We envision multiple pathways for support, including the capabilities that we are adding and via independent entities such as Cyprus Subsea Consulting and Services. We are and will remain a research group, and as such will not be able to be all things to all users in terms of the levels and kinds of support we can offer. That said, we would like to do what we can to support the community, both in terms of maintaining current capabilities and providing faster, more direct propagation of the new capabilities we develop.

To help us determine what services to focus on, it would be helpful to have your response to the attached survey. Short answers are fine, but also feel free to expound as needed. We're also happy to take any other feedback you might offer.

We plan to act quickly, and are hoping to start offering service even as we build out to the desired capability. As such, prompt responses will be the most impactful in shaping the direction we take.

Please feel free to share this letter with others who may be interested. Thank you for your time and consideration.

Regards,

The IOP team (Craig, Luc, Jason, Geoff, Ben and Mike)

APL-UW Seaglider Support Center Survey

1. What is the maintenance state of your fleet and what are your immediate needs for service in the next year?
2. What is the current state of your fleet in terms of technology?
 - a. 10/24 or 15V?
 - b. Rev B or rev E main board?
 - c. Science controller?
 - d. Sensor payloads? Sea-Bird or Legato? ADCP? Optics? Other more unique instruments?
3. Would you like to see your systems updated to current electronics and software? What is your tolerance (and budget) for such updates?
 - a. Would you upgrade electronics (RevB -> RevE, science controller, etc.)
 - b. Would you update firmware? Kongsberg/Hydroid/HII firmware is likely 99% similar to what we originally gave them. Being on stock IOP firmware could mean adapting to some small changes, but would offer lots of new functionality and bug fixes.
 - c. Would you update from 10/24 to 15V?
 - d. Switch from SBE to Legato?
4. Would you make use of basestation in the cloud (at no cost)?
5. Would you make use of mission visualization/piloting tools in the cloud (at no cost)?
Basestation3 will be released shortly with native tools and we will be supporting these capabilities for community use on a cloud based basestation. See the news section on <https://iop.apl.washington.edu> for a bit more info on this.
6. Would you be interested in acquiring new, current generation Seagliders (the vehicles our team currently uses for production science)?

Please send responses to iopsg@uw.edu.