

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number.

The Coast Guard estimates that the average burden for this report is 24 minutes. You may submit any comments concerning the accuracy of this estimate or any suggestions for reducing the burden to: Commandant (G-OPN-1), U.S. Coast Guard, Washington, D.C. 20593-0001 or Department of Homeland Security Desk Officer, Office of Management and Budget, Office of Information and Regulatory Affairs, Washington, D.C. 20503.

## International Ice Patrol (IIP) Customer Survey

**Please indicate the organization you are affiliated with.** \_\_\_\_\_

**Employment:** (Please check one):

Ship Captain/Crew    Vessel Name \_\_\_\_\_ Call Sign \_\_\_\_\_ Home Port \_\_\_\_\_

Shipping Agent     Insurance Company Agent     Member of Scientific Community

**Please respond to the questions below by circling the appropriate answer.**

|  | never |   | sometimes |   | always |
|--|-------|---|-----------|---|--------|
| Do you attempt to receive IIP's SafetyNET Bulletin?  | 1     | 2 | 3         | 4 | 5      |
| Do you attempt to receive IIP's SITOR Bulletin?  | 1     | 2 | 3         | 4 | 5      |
| Do you attempt to receive IIP's NAVTEX Bulletin?   | 1     | 2 | 3         | 4 | 5      |
| Do you attempt to receive IIP's HF Facsimile Chart?  | 1     | 2 | 3         | 4 | 5      |
| Do you attempt to record the Limits of All Known Ice from voice broadcasts? (list radio stations received from _____)        | 1     | 2 | 3         | 4 | 5      |
| Do you access IIP's products via the Internet?   | 1     | 2 | 3         | 4 | 5      |
| Do you alter your course to pass outside the Limit of All Known Ice?   | 1     | 2 | 3         | 4 | 5      |
| Does your voyage require that you pass within the Limit of All Known Ice? (i.e., required trips to St. John's, Newfoundland) | 1     | 2 | 3         | 4 | 5      |

Employee of Government Agency    Specify \_\_\_\_\_

Routing Service     Other \_\_\_\_\_

**Please check all the following communications equipment that you have access to:**

- |                                     |  |  |
|-------------------------------------|--|--|
| <input type="checkbox"/> INMARSAT-A | <input type="checkbox"/> HF Facsimile          | <input type="checkbox"/> Internet Access |
| <input type="checkbox"/> INMARSAT-C | <input type="checkbox"/> HF Radio Transceiver  |  |
| <input type="checkbox"/> INMARSAT-M | <input type="checkbox"/> VHF Radio Transceiver |  |

**Which IIP products do you keep available for reference in the pilothouse or operations center?** (Select all that apply.)

- |   |   |  |                               |
|---|---|--|-------------------------------|
| <input type="checkbox"/> IIP SafetyNET Bulletin | <input type="checkbox"/> IIP SITOR Bulletin | <input type="checkbox"/> IIP NAVTEX Bulletin   |                               |
| <input type="checkbox"/> IIP HF Facsimile       | <input type="checkbox"/> IIP Safeties       | <input type="checkbox"/> IIP Web Site Products | <input type="checkbox"/> None |

**What information do you plot on your navigational charts?** (Select all that apply.)

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Limit of All Known Ice                | <input type="checkbox"/> Area of Many Bergs | <input type="checkbox"/> Sea Ice Limit |
| <input type="checkbox"/> Individual icebergs and radar targets |   | <input type="checkbox"/> None          |

**What method do you use to make reports to IIP?** (Select all that apply.)

- INMARSAT       Phone       Fax       Radio  
 Telex       Internet/Email       Other: \_\_\_\_\_       No reports made

**Based on your experience, how accurate is the Limit of All Known Ice?**

- Extremely Accurate (icebergs never seen outside the LIMIT)

**Please circle the choice that is closest to how you would answer the questions below. Please use the blank lines below each section to provide any additional input or comments.**

|   | not very |   | moderate |   | very |
|---|----------|---|----------|---|------|
| Are IIP's products useful to you?               | 1        | 2 | 3        | 4 | 5    |
| Do you find IIP's products accessible?          | 1        | 2 | 3        | 4 | 5    |
| Do IIP's products reach you in a timely manner? | 1        | 2 | 3        | 4 | 5    |

- Very Accurate (icebergs rarely seen outside the LIMIT)  
 Somewhat Accurate (icebergs occasionally seen outside the LIMIT)  
 Never Accurate (icebergs always seen outside the LIMIT)

|   | never | few times a year | every month | every week | every day |
|---|-------|------------------|-------------|------------|-----------|
| How often do you use IIP's products?                                  | 1     | 2                | 3           | 4          | 5         |
| How often do you get ice information from routing services?           | 1     | 2                | 3           | 4          | 5         |
| How often do you report icebergs to IIP?                              | 1     | 2                | 3           | 4          | 5         |
| How often do you send weather and/or sea surface temperature reports? | 1     | 2                | 3           | 4          | 5         |
| How often do you detect or observe icebergs?                          | 1     | 2                | 3           | 4          | 5         |

**Please rank the following IIP products according to usefulness ( 1 = least important, 6 = most important)**

- IIP SafetyNET Bulletin       IIP SITOR Bulletin       IIP NAVTEX Bulletin  
 IIP HF Facsimile       IIP Safeties       IIP Web Site Products

**How would you improve IIP's products to make them more useful and convenient?**

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**Please mail to:**

**Commander  
 International Ice Patrol  
 1082 Shennecossett Road  
 Groton, CT 06340 USA**

**Or complete online at:**

**<http://www.uscg.mil/lantarea/iip/survey/survey.html>**