

**SUPPORTING STATEMENT
FOR 1625-0086
U.S. COAST GUARD INTERNATIONAL ICE PATROL (IIP)
CUSTOMER SURVEY**

A. Justification

1. Circumstances that make collection of information necessary:

The International Ice Patrol monitors the extent of the iceberg danger near the Grand Banks of Newfoundland and provides iceberg warnings to the maritime community by broadcasting the southeastern, southern, and southwestern limits of all known ice in two message bulletins and one radio-facsimile chart each day. Executive Order 12862 directs the United States Coast Guard (USCG) to conduct surveys (both qualitative and quantitative) to determine the kind and quality of services our customers want and expect, as well as their satisfaction with USCG's existing services. This survey will be limited to data collections that solicit strictly voluntary opinions and will not collect information that is required or regulated. USCG is requesting approval to conduct this customer satisfaction survey over the next three years.

2. How, by whom, and for what purpose is the information used:

The USCG will use the information collected to measure customer satisfaction with current services and service standards. This information will allow USCG to improve service delivery and learn of additional services suggested by our customers. This customer satisfaction survey may lead to policy changes which may enhance USCG's overall operations.

3. Extent of automated or electronic information collection:

Improved information technology will be used whenever possible to reduce the burden on the public. There are no technical or legal obstacles to reducing this burden. Electronic data solicitation and collection will be used to the maximum extent possible to reduce the burden on the respondents. The survey form may be submitted by fax, e-mail, or on-line submission in addition to regular mail.

4. Efforts to identify duplication:

There is no other current customer satisfaction information available for the areas to be surveyed.

5. Efforts to minimize burden on small businesses:

Some small businesses or small entities may be asked to evaluate their satisfaction with USCG services. Their participation will be strictly voluntary and the burden minimized with solicitation of the minimal amount of information needed to evaluate the USCG's performance in their area of concern.

6. Impact of less frequent collection of data:

The continuing requirements of Executive Order 12862 dictate an annual evaluation of services and customer satisfaction. Failure to conduct these surveys on an annual basis would violate the intent of the Executive Order and prevent the USCG from continually improving the level of services provided to its customers.

7. Special Circumstances:

There are no special circumstances involved in this collection of customer satisfaction.

8. Compliance with CFR 1320.8:

A request for comment was published in the Federal Register on April 25, 2006, in volume 71, number 79, page 23939, no comments were received.

9. Payments or gifts to respondents:

No gifts or payments will be made to any respondents to this request for information.

10. Assurance of confidentiality:

There is no assurance of confidentiality.

11. Justification for collection of sensitive information: No sensitive data will be collected.

12. Estimate of burden hours and respondent's cost for information requested:

The estimated number of respondents is 300. There is an estimated 24-minute burden to a respondent so the total potential burden on the public is estimated to be 120 hours. The annual burden is also estimated to be 120 hours. The annual cost to respondents is estimated to be \$2670, i.e. \$20 per hour for 120 hours (subtotal of \$2400), \$1.00 per response transmitted by fax (135 responses for a subtotal of \$135, \$1.00 per response returned by mail (135 responses for a subtotal of \$135) and no cost for the responses returned on-line (30).

13. Estimate of total annual costs to the respondents:

There are no annualized capital or start up costs.

14. Estimate of total annual costs to the Federal government:

We estimate total annual costs to the Federal Government as zero. The distribution of paper copies of the survey in the Amver Bulletin is zero since the publication is covered by a blank contract. Distribution of surveys by the web is also zero because the USCG web page is a fixed cost. No additional USCG personnel will be needed to process and analyze these surveys.

15. Explanation of program changes or adjustments:

There was an error in burden hours of the last submission.

16. Publication of results of data collection:

The results of these surveys will be published in the International Ice Patrol (IIP) Annual Report and on the IIP web site.

17. Expiration date of OMB approval:

Expiration will be three years from OMB approval date.

18. Exceptions to certification statement:

There are no exceptions to the certification statement.

B. Collection of Information Employing Statistical Methods

This information collection does not employ statistical methods.