



# United States Coast Guard Customer / Stakeholder Survey



The US Coast Guard is committed to its customers and stakeholders. Please help us to improve by commenting on our representatives' professionalism and on the quality of our services. Your feedback is voluntary.

OMB #: 1625-0080

Expiration Date:

	Coast Guard representatives are ...	Strongly disagree	Disagree	Neither	Agree	Strongly Agree	Not Applicable
1	Courteous and professional.	1	2	3	4	5	N/A
2	Accessible and easy to contact.	1	2	3	4	5	N/A
3	Receptive, open to both public comment and customer complaints.	1	2	3	4	5	N/A
4	Understanding, willing to assist and responsive to my needs.	1	2	3	4	5	N/A
5	Knowledgeable of local, state, and federal laws and regulations.	1	2	3	4	5	N/A
6	Enforcing laws and regulations consistently and fairly.	1	2	3	4	5	N/A
7	Providing timely and accurate information.	1	2	3	4	5	N/A

	Services provided by Coast Guard representatives...	Strongly disagree	Disagree	Neither	Agree	Strongly Agree	Not Applicable
8	Meet my expectations.	1	2	3	4	5	N/A
9	Contribute to my safety on the water.	1	2	3	4	5	N/A
10	Help protect the marine environment.	1	2	3	4	5	N/A
11	Aid maritime business.	1	2	3	4	5	N/A
12	Help increase security to ports and shore facilities.	1	2	3	4	5	N/A
13	My overall impression of the Coast Guard is favorable.	1	2	3	4	5	N/A

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 10 minutes. You may submit any comments concerning the accuracy of this estimate or any suggestions for reducing the burden to: Commander, U.S. Ninth Coast Guard District, ATTN: D9 (dme) Cleveland, OH 44199, fax 216-902-6044 or Department of Homeland Security Desk Officer, Office of Management and Budget, Office of Information and Regulatory Affairs, Washington, D.C. 20503.