

## **Pre-notification Email**

Dear NAME,

You have been recommended by staff at the NOAA Coastal Services Center for participation in an upcoming customer survey related to Center products and services. In about one week, I will be sending you an invitation to participate in a brief online survey related to your past involvement and use of NOAA Coastal Services Center decision-support tools, data or information resources, or technical assistance services. You may be one of several people in your organization that receives the survey.

I will be sending you a link (URL) for the online survey on DATE.

Please feel free to contact me with any questions related to this study by email at [Chris.Ellis@noaa.gov](mailto:Chris.Ellis@noaa.gov) or by telephone at (843) 740-1195.

Best regards,  
Chris Ellis

NOAA Coastal Services Center  
Charleston SC  
[Chris.Ellis@noaa.gov](mailto:Chris.Ellis@noaa.gov)

**NOAA Coastal Services Center  
Coastal Decision-support Tool, Data and Information Resource, and Technical Assistance  
Customer Survey**

The National Oceanic and Atmospheric Administration (NOAA) Coastal Services Center would like input from you related to the following decision-support tools, data and information resources, and technical assistance services used by you and/or your organization. Your voluntary participation in the following survey would be greatly appreciated. Thank you for your time.

OMB Control Number #0648-0342 | Expires 07/31/2008

<b>1. Please indicate which of the following tools, information resources, or services you/your organization currently use. (Check one for each item listed.)</b>	<b>I use this</b>	<b>I am aware of this but do not use it</b>	<b>I am unaware of this</b>
Impervious Surface Analysis Tool (ISAT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nonpoint Source Pollution and Erosion Comparison Tool (N-SPECT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coastal Change Analysis Program (C-CAP) Land Cover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coastal Lidar Topography (Lidar data retrieval tool)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marine Managed Areas: Best Practices for Boundary Making (handbook)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Ocean Economics Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Habitat Priority Planner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Estuarine Research Reserve Social Assessments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Onslow Bay Coastal Climate Information Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Southeast Coastal Climate Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>2. Please indicate how useful each of the following tools, information resources, or services is to you/your organization. (Check one for each item listed.)</b>	<b>Not at all useful</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>NA</b>
Impervious Surface Analysis Tool (ISAT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nonpoint Source Pollution and Erosion Comparison Tool (N-SPECT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coastal Change Analysis Program (C-CAP) Land Cover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coastal Lidar Topography (Lidar data retrieval tool)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marine Managed Areas: Best Practices for Boundary Making (handbook)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Ocean Economics Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Habitat Priority Planner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Estuarine Research Reserve Social Assessments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Onslow Bay Coastal Climate Information Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Southeast Coastal Climate Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**4. What are some of the barriers, constraints, or limitations for you or your organization with regard to the use of each of the tools, information resources, or technical assistance services listed below?**

Impervious Surface Analysis Tool (ISAT)

- Check if not familiar with this resource

Nonpoint Source Pollution and Erosion Comparison Tool (N-SPECT)

- Check if not familiar with this resource

Coastal Change Analysis Program (C-CAP) Land Cover

- Check if not familiar with this resource

Coastal Lidar Topography (Lidar data retrieval tool)

- Check if not familiar with this resource

Marine Managed Areas: Best Practices for Boundary Making (handbook)

- Check if not familiar with this resource

National Ocean Economics Program

- Check if not familiar with this resource

Habitat Priority Planner

- Check if not familiar with this resource

National Estuarine Research Reserve Social Assessments

- Check if not familiar with this resource

Onslow Bay Coastal Climate Information Website

- Check if not familiar with this resource

Southeast Coastal Climate Website

- Check if not familiar with this resource

**5. Which of the following best reflects the primary duties for your position? (Check one.)**

- Communication, public relations, outreach
- Extension/education
- GIS/remote sensing
- Land-use planning
- Permitting/regulation
- Policy development
- Program management
- Research, science, engineering
- Other (please specify): \_\_\_\_\_

**6. Which of the following best represents your professional affiliation? (Check one.)**

- Local government (county, municipal)
- State government
- Federal government
- University/Academic, excluding Sea Grant
- Sea Grant
- Nongovernmental organization
- Other (please specify): \_\_\_\_\_

7. Please use the space below to provide any additional feedback you may have. [text box]

Thank you for your time and participation!

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**Paperwork Reduction Act Information:** In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the services or products may be improved or made more useful. The information will be used to improve NOAA's products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average 20 minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to NOAA PRA Clearance Officer, OFA81, Station 9823, 1315 East-West Highway, Silver Spring, MD 20910. Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.