

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 (CG-54321), 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:

- INMARSAT-A HF Facsimile Internet Access
 INMARSAT-C HF Radio Transceiver
 INMARSAT-M VHF Radio Transceiver

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

- IIP SafetyNET Bulletin IIP SITOR Bulletin IIP NAVTEX Bulletin
 IIP HF Facsimile IIP Safeties IIP Web Site Products None

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

- Limit of All Known Ice Area of Many Bergs Sea Ice Limit
 Individual icebergs and radar targets 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?

Please mail to:

**Commander
 International Ice Patrol
 1 Chelsea Street
 New London, CT 06320 USA
<http://www.uscg-iip.org/survey>**

Or complete online at: