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UNITED STATES DEPARTMENT OF COMMERCE  
National Oceanic and Atmospheric Administration  
NATIONAL OCEAN SERVICE  
Office of Coast Survey  
Silver Spring, Maryland 20910-3282


The National Oceanic and Atmospheric Administration's (NOAA) Navigation Services Offices, made up of the Office of Coast Survey (OCS) the Center for Operational Oceanographic Products and Services (CO-OPS) and the National Geodetic Survey (NGS).

We would want to know whether you are satisfied with their products, services and data, and whether you have suggestions as to how they can be improved. This information will be used to enhance NOAA's Navigation Services products, services and data to better meet your needs.

To navigate through the survey, please use the 'Next' button towards the base of your screen to move forward through the questionnaire (and not your browser buttons).

Please click 'Next' to enter the survey.

1. Please enter the unique ID number provided in the email to begin the survey (all responses are secure and confidential)

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Introduction

2. Which marine sector best describes your primary role? (Please select one option only)

- Commercial mariner (Port operators, Pilots, Commercial vessel operators,
- Federal/Military vessel operators, Commercial Fishing)
- Recreational mariner (Sail boat, Powerboats and other non- commercial boats and vessels)

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### Commercial Mariners Section

3. Which products and services of NOAA are you aware of? (Please select all that apply)

<input type="checkbox"/> NowCOAST	<input type="checkbox"/> Physical Oceanographic Real Time System (PORTS)
<input type="checkbox"/> Electronic Navigational Charts\	<input type="checkbox"/> Print on Demand Charts
<input type="checkbox"/> Coastal Map and Vector	<input type="checkbox"/> ENC Direct
<input type="checkbox"/> BookletCharts	<input type="checkbox"/> Raster Nautical Charts
<input type="checkbox"/> On-line notice to mariners Chart update	<input type="checkbox"/> Bathy/Topo/Shoreline
<input type="checkbox"/> V-Datum	<input type="checkbox"/> Tides and Currents
<input type="checkbox"/> Coast Pilot	<input type="checkbox"/> National Survey Platform
<input type="checkbox"/> On-line catalog	<input type="checkbox"/> Historical Charts
<input type="checkbox"/> On-line Chart viewer	<input type="checkbox"/> Nautical Chart Users Guide
<input type="checkbox"/> Pocket Charts	<input type="checkbox"/> Shoreline
<input type="checkbox"/> Co-operative Charting	<input type="radio"/> None of the above

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Timeliness of response to requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of the products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of NOAA staff who dealt with you prior and/or after the sale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of the staff in dealing with your needs,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity and accuracy of responses from NOAA staff to your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of reaching correct NOAA office to deal with your request,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The format of the NOAA data received,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The documentation of the data received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The description of NOAA products and data in Catalogs and the Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the services provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction compared with products and services obtained from a commercial published	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction compared with products and services obtained from other US Federal Government Agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction compared with products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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