



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

Dear NOAA Customer,

NOAA's Office of Coast Survey would like to hear your opinions and suggestions for our nautical products, services and data. The information you provide as part of this customer satisfaction survey will be used to improve our products and services.

Please follow [THIS LINK](#) to participate in the online survey; it should take 10 minutes or less to complete. You will be asked to categorize yourself as a *Professional* or *Recreational* mariner, that will guide you through a track of questions related to our Professional or Recreational products and services. Both tracks are developed from trend information gathered from previous customer satisfaction surveys.

To ensure your responses are recorded click the SUBMIT button and wait for the Coast Survey website to load. Please complete the survey by May 29, 2015.

Strategy, Research & Action Inc., a company that specializes in research on charts and other navigation products, will provide Coast Survey with a statistical analysis of the responses. The analysis will be conducted according to the specifications of the Market Research Society's Code of Conduct, which assures confidentiality to those participating in the survey. The information provided will only be used for statistical analysis.

If you have any comments regarding this survey please contact Matthew Kroll (matt.kroll@noaa.gov), National Ocean Service, 1315 East-West Highway, SSMC3, Room 6350, N/CS5, Silver Spring, Maryland 20910.

Office of Coast Survey appreciates your help and looks forward to hearing from you.

Sincerely,

Rear Admiral Gerd F. Glang  
Director

