

DEPARTMENT OF HOMELAND SECURITY  
U.S. Coast Guard  
**NORTH AMERICAN ICE SERVICE (NAIS) CUSTOMER SURVEY**

OMB No. 1625-0087  
Expires: 07/31/2016

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-WWM-3), 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.

**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  
Employee of Government Agency      Specify: \_\_\_\_\_

**Please check all the following communications equipment that you have access to**

HF Facsimile              Internet Access              INMARSAT              HF Radio Transceiver              VHF Radio Transceiver  
Other: \_\_\_\_\_

**Do you utilize the following NAIS iceberg products in a pilothouse or operations center?** *(Select all that apply)*

NAIS Iceberg Bulletin              NAIS Iceberg Chart              NAVAREA IV Warnings or Notices to Shipping for icebergs outside the Iceberg Limit

Please respond to the questions below by checking the appropriate answer.	never		sometime		always
	1	2	3	4	5
Do you attempt to receive NAIS Iceberg Bulletins via SafetyNET?					
Do you attempt to receive NAIS Iceberg Bulletins via SITOR?					
Do you attempt to receive NAIS Iceberg Bulletins via NAVTEX?					
Do you attempt to receive NAIS Iceberg Charts via HF Facsimile?					
Do you attempt to record the NAIS Iceberg Limit from voice broadcasts? (list radio stations received from _____)					
Do you access NAIS iceberg products via the Internet?					
Are you registered to receive NAIS iceberg products via the NAIS list server?					
Do you modify your operational procedures in the vicinity of the NAIS Iceberg Limit? (i.e., change course and/or speed, post additional look-out personnel, etc.)					
Does your voyage require that you pass inside the Iceberg Limit? (i.e., required trips to St. John's, Newfoundland)					
Other: _____					

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

Iceberg Limit              Western Iceberg Limit              Sea Ice Limit  
Radar Targets              None

**What method do you use to make iceberg reports to Canadian Coast Guard MCTS centers?** *(Select all that apply)*

Phone              Fax              Radio              INMARSAT (Code 42)  
Telex              Internet/Email              Other: \_\_\_\_\_              No reports made

Please mark 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		moderately		very
	1	2	3	4	5
Are NAIS iceberg products useful to you?					
Do you find NAIS iceberg products accessible?					
Do NAIS iceberg products reach you in a timely manner?					
<b>Based on your experience, how accurate is the Iceberg Limit?</b> Extremely Accurate (icebergs never seen outside the Iceberg Limit) Very Accurate (icebergs rarely seen outside the Iceberg Limit) Somewhat Accurate (icebergs occasionally seen outside the Iceberg Limit) Never Accurate (icebergs always seen outside the Iceberg Limit)					
Please mark 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.	never	few times a year	every month	every week	every day
	1	2	3	4	5
How often do you use NAIS iceberg products?					
How often do you get ice information from routing services?					
How often do you report icebergs to MCTS St. John's?					
How often do you detect or observe icebergs?					
<b>Please rank the following IIP products according to usefulness (1 = least important, 7 = most important)</b> NAIS SafetyNET Bulletin      NAIS SITOR Bulletin      NAIS NAVTEX Bulletin NAIS Radio Facsimile Chart      NAIS Notice to Shipping      NAIS Website Products NAIS List Server					
<b>How would you improve IIP's products to make them more useful and convenient?</b>					
<b>Please mail to:</b> <b>Commander International Ice Patrol 1 Chelsea Street New London, CT 06320 USA</b>  <b>FAX to:</b> <b>860-271-2773</b> <b>Email to:</b> <b><a href="mailto:iipscomms@uscg.mil">iipscomms@uscg.mil</a></b>					
<b>Privacy Act Notice</b>					
<b>Authority:</b>	46 U.S.C. §80302 authorizes the collection of this information.				
<b>Purpose:</b>	The Coast Guard will use this information to conduct a customer satisfaction survey of North American Ice Service (NAIS) products provided to the maritime community and other personnel or applicants who work in or around the vicinity of the Grand Banks of Newfoundland, specifically operating during the annual ice season, historically between February and August of each year.				
<b>Routine Uses:</b>	The information will be used by and disclosed to Coast Guard personnel and contractors or other agents who need the information to assist in activities related to iceberg navigation hazards. Additionally, the Coast Guard may share the information with NAIS partners or other government agencies as necessary to respond to potential or actual threats to transportation, or pursuant to its published Privacy Act system of records notice.				
<b>Disclosure:</b>	Furnishing this information is voluntary.				