

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number 0690-0030)

TITLE OF INFORMATION COLLECTION: Questionnaire on Current and Planned Use of L-Band Direct Readout Services from the Joint Polar-Orbiting Satellite Systems (JPSS)

PURPOSE: NOAA is in the process of re-evaluating the need for direct readout services on its future polar-orbiting satellite system. Due to budget considerations the direct services are being analyzed to determine if there is a user requirement. Several NOAA managers believe data delivery can be met via other dissemination means (land-lines, commercial rebroadcast, Internet, etc.). This inquiry is intended to seek users’ opinions on the future of direct readout services. NOAA is asking for your input to determine the need for implementing an L-band service of JPSS-2 and beyond.

DESCRIPTION OF RESPONDENTS: The users of the High Resolution Picture Transmission (HRPT) service from the NOAA Polar-Orbiting Environmental Satellites (POES) constellation is a domestic as well as an international community. They receive the data directly when the spacecraft is in view. These domestic and international direct readout users are the intended respondents of the survey.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Marlin O. Perkins

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No

2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Individuals or Households	575	10 minutes	96
Private Sector	10	10 minutes	2
State, local, or tribal governments	15	10 minutes	3
Totals	600		99.9 (100) Hours

FEDERAL COST: The estimated annual cost to the Federal government is **\$2,615.00.**

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

NESDIS has a database of direct readout users. The database consists of users for the following services:

- Automatic Picture Transmission (APT),
- High Resolution Picture Transmission/Advance High Resolution Picture Transmission (HRPT/AHRPT),
- Low Rate Information Transmission (LRIT) and
- GOES Variable (GVAR).

For this survey, we are targeting only the HRPT/AHRPT users.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail

[X] Other, Explain:

Information/instructions will be distributed via e-mail and the results will be collected via a Google document.

2. Will interviewers or facilitators be used? [] Yes [X] No

Please submit all instruments, instructions, correspondences (emails, letters, etc.) to respondents, and scripts as separate documents along with this request document.