

**A. Supplemental Questions for DOC/NOAA Customer Survey Clearance
(OMB Control Number 0648-0342)**

1. Explain who will be conducting this survey. What program office will be conducting the survey? What services does this program provide? Who are the customers? How are these services provided to the customer?

This request is for two public surveys to be conducted by Alion Science & Technology (herein referred to as Alion) for National Oceanic and Atmospheric Administration/ National Environmental Satellite, Data, and Information Service (NOAA/NESDIS). One survey will be conducted for the Geostationary Operational Environmental Satellite (GOES) GOES Rebroadcast (GRB) user group of the GRB radio frequency (RF) link, the other will be conducted with the GOES Data Collection System (DCS) user group. NESDIS provides secure and timely access to global environmental data and information from satellites and other sources to promote and protect the Nation's security, environment, economy, and quality of life. The services are provided through internet access and direct readout ground stations that can receive the satellite RF signals. ¹

NESDIS supports NOAA's mission of Science, Service and Stewardship through our satellite missions, data centers, data and information products and services as well as use-inspired science. It is an end-to-end responsibility that underpins NOAA's value to the Nation. The United States depends on NOAA to provide satellite data and imagery for meteorological forecasts and emergency services to support continuity of government. NESDIS' responsibility is to collect and provide the critical satellite Earth observations and other essential environmental information needed for disaster preparedness, all hazards response and recovery and the protection of the Nation's critical infrastructure and natural resources. The 24/7 global coverage provided by NESDIS generates an uninterrupted stream of information and products. These products and information enable services used across the country in preparation for events that impact our climate, weather, oceans, daily lives and national safety and provide essential information for national, regional and local planners and officials. The continuity of operations and services provided has been, and will continue to be, the foundation of the NESDIS mission. In the years to come, NESDIS shall continue to provide these reliable and robust services across our enterprise, from systems operations, architecture and data archival systems, to the production of use-inspired science and data applications. However, the environment in which NESDIS operates is changing. As user needs, observational requirements and data sources continue to evolve, NESDIS must also be ready to adapt and grow in order to thrive in this new environment. Because the future of environmental information and data services continues to evolve, NESDIS must instill an organizational agility that will allow the enterprise to take advantage of both anticipated and unexpected changes in satellite and information technology as well as the environmental observing community as a whole. This plan defines the NESDIS view of success and prioritizes the organizational features necessary to make the NESDIS vision a reality—helping NESDIS provide the greatest benefit possible to NOAA, the Nation and the world as the trusted source of environmental data and information.²

¹ NOAA SIS Mission: <https://www.nesdis.noaa.gov/content/about>

² NOAA/NESDIS Strategic plan:

https://www.nesdis.noaa.gov/sites/default/files/asset/document/the_nesdis_strategic_plan_2016.pdf

2. Explain how this survey was developed. With whom did you consult during the development of this survey on content? Statistics? What suggestions did you get about improving the survey?

Contract Program Manager(PM) Alpha Bailey, Contracting Officer Al Wissman, and project team developed the surveys. This survey will be used by NOAA to specifically address the possibility of the reallocation of the 1675 – 1680 MHz band (5 MHz of spectrum) for sharing between the Met-Sat service and Advanced Wireless Service(AWS) nationwide. It will attempt to quantify the potential for impact to the DOC/NOAA meteorological community and users as well as identify possible techniques to facilitate successful spectrum sharing while still ensuring the integrity of the NOAA satellite downlink data for capture and use.

3. Explain how the survey will be conducted. How will the customers be sampled (if fewer than all customers will be surveyed)? What percentage of customers asked to take the survey will respond? What actions are planned to increase the response rate?

These surveys will be emailed to vendors and GOES GRB and DCS User Groups. The surveys may also be posted on NOAA's DCS Administration and Data Distribution System (DADDS) website.

How the Survey Will Be Conducted

NOAA maintains contact information for all DCS and GRB user communities. This contact information will be used to them to invite them to take an online survey. Alion has selected an online instrument since it will be the most convenient form.

Response Rate

NOAA and Alion expect that response to this survey will be about 50 percent, based on user availabilities and outdated contact lists.

Maximizing Response

To ensure a maximum response rate, the NOAA contractor (Alion) will perform the following tasks:

- Alion has developed a survey that should take no more than 5 minutes.
- Alion will use multiple prompts to generate responses. One or two follow up emails will be sent as a reminder.

4. Describe how the results of this survey will be analyzed and used. If the customer population is sampled, what statistical techniques will be used to generalize the results to the entire customer population? Is this survey intended to measure a GPRA performance measure? (If so, please include an excerpt from the appropriate document.)

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service and AWS nationwide. It will attempt to quantify the potential for impact to the DOC/NOAA meteorological community and users as well as identify possible techniques to facilitate successful spectrum sharing while still ensuring the integrity of the NOAA satellite downlink data for capture and use.

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

- 1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g. establishments, State and local governmental units, households, or persons) in the universe and the corresponding sample are to be provided in tabular form. The tabulation must also include expected response rates for the collection as a whole. If the collection has been conducted before, provide the actual response rate achieved.**

Estimated respondents ~175. Ideally NOAA would like all DCS and GRB users to complete this survey.

Table 1: Populations and Sample Information

GOES Receiver Community	Total Number of Users	Expected Response Rate	Expected Number of Completed Survey Responses
DCS	250	50%	125
GRB	100	50%	50

Selection Method

All known GOES DCS and GRB users are being included in the survey.

- 2. Describe the procedures for the collection, including: the statistical methodology for stratification and sample selection; the estimation procedure; the degree of accuracy needed for the purpose described in the justification; any unusual problems requiring specialized sampling procedures; and any use of periodic (less frequent than annual) data collection cycles to reduce burden.**

Stratification, Sample Size, and Precision and Accuracy

No statistical methods are being employed for this survey.

Unusual Problems Requiring Specialized Sampling Procedures

None are required.

Periodic Data Collection Cycles

This request is for a one-time data collection.

3. Describe the methods used to maximize response rates and to deal with nonresponse. The accuracy and reliability of the information collected must be shown to be adequate for the intended uses. For collections based on sampling, a special justification must be provided if they will not yield "reliable" data that can be generalized to the universe studied.

- Alion and NOAA presented information about the importance of this survey during the GOES DCS working group meeting in Miami on March 20-22. All federal, vendors, and users participated in these meetings and are awaiting this survey.
- Working with GOES project managers to obtain user distribution lists for survey distribution via email. Working with GOES DCS to post the survey on NOAA's DADDS website.

4. Describe any tests of procedures or methods to be undertaken. Tests are encouraged as effective means to refine collections, but if ten or more test respondents are involved OMB must give prior approval.

- Draft versions of the GRB and DCS user surveys have been sent to the project team (less than 10 people) for review and edits.
- Listened to input provided from DCS users during the March 20-22 TWG meetings.

5. Provide the name and telephone number of individuals consulted on the statistical aspects of the design, and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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