

## SUPPORTING STATEMENT

### NOAA SATELLITE CUSTOMER QUESTIONNAIRE

OMB CONTROL NO. 0648-0227

#### A. JUSTIFICATION

##### 1. Explain the circumstances that make the collection of information necessary.

This request is for revision and extension of a current information collection. Because we are clarifying the questionnaire to indicate that customers include more than ground station owners, the title of this collection is changing from "NOAA Satellite Ground Station Questionnaire" to "NOAA Satellite Customer Questionnaire".

The National Oceanic and Atmospheric Administration (NOAA) operates a minimum of four meteorological satellite imagery transmission systems, two from geostationary operational environmental (GOES) satellites and two from polar-orbiting television infrared operational (TIROS) satellites in addition to two or three legacy backup and standby polar-orbiting satellites that continue transmitting beyond their design life. The data transmitted are available worldwide, and any user can establish a ground receiving station for reception of the data without the prior consent or other approval from NOAA. With such an open access policy, it is currently not possible to have a comprehensive understanding of the range and numbers of the data users and application of the data received.

The purpose of collecting the information contained in the "Questionnaire" is to satisfy the following objectives:

- a. To comply with international agreements such as the Department of Commerce/NOAA's memorandum of understanding with the World Meteorological Organization (WMO) (2008), so that NOAA can provide environmental satellite data and processed satellite data products to the public domain (submitted as a supplementary document).
- b. To improve Government efficiencies of data dissemination using cost-saving technologies to minimize the expenditure of personnel and financial resources.

The [NOAA Policy on Partnerships in the Provision of Environmental Information](#) is also pertinent to this information collection. This policy was developed to strengthen the partnership among government, academia and the private sector which provides the nation with high quality environmental information.

The collection of information from a respondent is initiated when an individual contacts NESDIS via letter, telephone, fax or email, or when they visit a web page. If the nature of the contact indicates the individual may operate a satellite receiving station for the acquisition of NOAA satellite data or may use NOAA satellite data or services, the individual is requested to

complete an on-line electronic questionnaire, which is found on a NOAA Internet site. The questionnaire is completed at the respondent's discretion.

**2. Explain how, by whom, how frequently, and for what purpose the information will be used.**

The information collected is used by NOAA/NESDIS in designing future satellite transmission systems, and determining the data content of present and future transmission systems. Within the past 5 years, collection information has been used in, but not confined to, the following activities, in combination with information posted on the NOAA Satellite and Information System (NOAASIS) web site:

- a. To determine the impact of changing data transmission rates on the forthcoming NOAA Joint Polar Satellite System (JPSS) satellites on the user community.
- b. To notify domestic and international users of changes to the transmissions of the Low Resolution Picture Transmission (LRPT) and GOES VARIable rate (GVAR) data from NOAA satellites.
- c. To revise the content of the Low Rate Image Transmission (LRIT) data transmission to ensure Government/military requirements for products are fulfilled.
- d. To satisfy the annual obligation to the World Meteorological Organization (WMO) to provide the geographic location and receiving capability of any reception station known to NOAA. Information is collected once upon initial contact and subsequently only if there are changes to the information from the initial collection.

NOAA will retain control over the information and safeguard it from improper access, modification, and destruction, consistent with NOAA standards for confidentiality, privacy, and electronic information. See response to Question 10 of this Supporting Statement for more information on confidentiality and privacy. The information collection is designed to yield data that meet all applicable information quality guidelines. Although the information collected is not expected to be disseminated directly to the public, results may be used in scientific, management, technical or general informational publications. Should NOAA decide to disseminate the information, it will be subject to the quality control measures and pre-dissemination review pursuant to [Section 515 of Public Law 106-554](#).

**3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological techniques or other forms of information technology.**

NOAA's information requirements are minimal. A questionnaire identical to the paper version is offered on the NOAASIS web site at: <https://dcs3.noaa.gov> and is available in English only. The type of respondents to this collection will have Internet access, and the electronic form reduces the respondent's burden. No additional or improved technology has been identified that can further reduce the burden to the respondent.

**4. Describe efforts to identify duplication.**

The information being collected from respondents is unique and highly relevant to the operation of the Satellite Products and Services Division and its support to other NOAA/NESDIS operations. No other NOAA/NESDIS components are collecting similar information.

**5. If the collection of information involves small businesses or other small entities, describe the methods used to minimize burden.**

The burden is designed to be minimal on all respondents.

**6. Describe the consequences to the Federal program or policy activities if the collection is not conducted or is conducted less frequently.**

If this information were not collected, there would be no other source of information which describes the database of NOAA satellite users. Without such information, short-term operational decisions and long-term planning and development would occur without being able to significantly gauge the scientific and monetary impact of such actions on the global user community, which includes other national governments and foreign meteorological agencies, and scientific and educational institutions. The Office of Satellite and Product Operations (OSPO), Satellite Products and Services Division (SPSD) would be unable to fulfill its reporting requirement to the NOAA. This could eventually impact further reporting to international bodies such as the WMO.

**7. Explain any special circumstances that require the collection to be conducted in a manner inconsistent with OMB guidelines.**

The collection is consistent with OMB guidelines.

**8. Provide information on the PRA Federal Register Notice that solicited public comments on the information collection prior to this submission. Summarize the public comments received in response to that notice and describe the actions taken by the agency in response to those comments. Describe the efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.**

A Federal Register Notice published on April 21, 2015 (80 FR 22167) solicited public comment. No comments were received.

Feedback was solicited from three respondents. Two comments were received.

Comment 1: The registration information is especially important to know where all the direct receive systems are located relative to other radio equipment (cell/radio towers) that could cause interference. Receiving notices from NOAA about the LRIT system status is important since it is a rebroadcast. The instructions were clear and straight-forward and did not take long at all to complete.

Comment 2: It is important to know what systems are most utilized as satellite technology evolves so that support resources can be used most efficiently where they will do the most public good. The requested information is appropriate and is quickly completed. Required formats for latitude and longitude should be described more clearly.

Response: We are working on this and should be done within the week.

**9. Explain any decisions to provide payments or gifts to respondents, other than remuneration of contractors or grantees.**

No payments or gifts are made.

**10. Describe any assurance of confidentiality provided to respondents and the basis for assurance in statute, regulation, or agency policy.**

The [Freedom of Information Act](#) (5 U.S.C 552) is cited on the survey Web page as the authority for protection of any personal information, which, for this collection, would be only name, mailing address and email address.

Electronic records are protected by a user identification/password. The user identification/password is issued to individuals as authorized, by authorized personnel. There are two such individuals who manage the database.

**11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.**

No sensitive questions are asked.

**12. Provide an estimate in hours of the burden of the collection of information.**

We estimate an annualized total of 300 unduplicated respondents and responses. At 5 minutes per response, the annualized burden will be 25 hours.

**13. Provide an estimate of the total annual cost burden to the respondents or record-keepers resulting from the collection (excluding the value of the burden hours in Question 12 above).**

All respondents complete the form online, and thus there is no recordkeeping or reporting cost.

**14. Provide estimates of annualized cost to the Federal government.**

NOAA requires approximately 10 minutes to review and verify each questionnaire. Review and verification of the information in the data base by a Band 4 program manager or technician (\$67.58/hour) costs NOAA \$1689.50 per year.

**15. Explain the reasons for any program changes or adjustments.**

NOAA is increasing the expected number of responses to 300 due to an increased focus on encouraging participation. Also, based on respondent feedback, the estimated response time has been reduced from 10 minutes to 5 minutes.

**16. For collections whose results will be published, outline the plans for tabulation and publication.**

There is no intention to publicly disseminate or publish the information collected.

**17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons why display would be inappropriate.**

N/A.

**18. Explain each exception to the certification statement.**

N/A.