

U.S. DEPARTMENT OF HOMELAND SECURITY U.S. COAST GUARD	IIP Customer Survey	OMB No. 1625- 0087 Exp: 02/28/2021
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<b>Who must comply?</b>	Owners and operators of vessels operating in the vicinity of the Grand Banks.
<b>What is this collection about?</b>	This collection is used to measure customer satisfaction with current services and service standards. It will allow the USCG to improve service delivery and learn of additional services suggested by customers.
<b>Where do I find the requirements for this information?</b>	Executive order 12862 <a href="http://govinfo.library.unt.edu/npr/library/direct/orders/2222.html">http://govinfo.library.unt.edu/npr/library/direct/orders/2222.html</a>
<b>When must information be submitted to the Coast Guard?</b>	Information should be submitted to the Coast Guard when vessels are operating in the vicinity of the Grand Banks between 40N and 50N and between 39W and 57W.
<b>How is the information submitted?</b>	Information may be sent via email to <a href="mailto:iipcomms@uscg.mil">iipcomms@uscg.mil</a> , via fax to 860-271-2773, via regular mail or via the International Ice Patrol website <a href="http://www.uscg-iip.org">www.uscg-iip.org</a> . The form can be filled out and submitted online, or printed from the International Ice Patrol website survey link.
<b>What happens when complete information is received?</b>	The results of the survey may lead to policy changes or product delivery updates which may enhance the Coast Guard's overall operations. Results will be published in the International Ice Patrol's annual report and on the IIP website.
<b>For additional information, contact--</b>	The International Ice Patrol at <a href="mailto:iipcomms@uscg.mil">iipcomms@uscg.mil</a>

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 burden estimate or any suggestions for reducing the burden to: Commander International Ice Patrol (CIIP), International Ice Patrol, 1 Chelsea Street, New London, CT, 06339 or Office of Management and Budget, Paperwork Reduction Project (1625-0087), Washington, DC 20503.