

NORTH AMERICAN ICE SERVICE (NAIS) CUSTOMER SURVEY

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: Commander International Ice Patrol, 1 Chelsea St., New London, CT 06320-5506 or Department of Homeland Security Desk Officer, Office of Management and Budget, Office of Information and Regulatory Affairs, Washington, D.C. 20503.

1. Please indicate the organization you are affiliated with

2. Employment: (Please check one):

Ship Captain/Crew Vessel Name _____ Call Sign _____ Home Port _____
 Shipping Agent Insurance Company/Agent Member of Scientific Community Routing Service
 Employee of Government Agency Specify: _____ Other Specify: _____

3. Please check all the following communications equipment that you have access to:

HF Facsimile Internet Access INMARSAT HF Radio Transceiver VHF Radio Transceiver
 Iridium Other Specify: _____

4. 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
 None

5. Are you aware of the Weekly Iceberg Outlook document on the IIPs website? Yes No

Respond to the questions below by marking the block that is closest to how you would answer the questions below.	Never	Rarely	Sometimes	Often	Always

6. Do you find NAIS iceberg products accessible?

7. Do you receive the NAIS Iceberg Bulletin via SafetyNET?

8. Do you receive the NAIS Iceberg Bulletin via SITOR?

9. Do you receive the NAIS Iceberg Bulletin via NAVTEX?

10. Do you receive the NAIS Iceberg Bulletin via HF Facsimile?

**11. Do you record the NAIS Iceberg Limit from voice broadcasts?
 (List radio stations received from _____)**

12. Do you access NAIS iceberg warning products via the internet?

**13. Are you limited in accessing or receiving the products due to bandwidth restrictions?
 (List bandwidth size limitation _____)**

14. Do NAIS iceberg warning products reach you in a timely manner?

15. Are NAIS products useful to you?

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

Iceberg Limit Western Iceberg Limit Sea Ice Limit Estimated Iceberg Limit Radar Targets None

Respond to the questions below by marking the block that is closest to how you would answer the questions below. Use the blank space below to provide any additional input or comments.	Never	Yearly	Monthly	Weekly	Daily

17. How often do you transit within or near the NAIS Iceberg Limits in the North Atlantic?

18. How often do you receive or download NAIS iceberg warning products?

19. How often do you get ice information from routing services?

20. How often do you detect or observe icebergs?

21. How often do you report icebergs to MCTS St. John's?

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

Phone Fax Radio Internet/Email INMARSAT (Code 42) Telex
 Other _____ No Reports Made

If your voyages or operations require you transit within the published iceberg limits (i.e. required trips to St. John's, Newfoundland) answer questions 23-26, if not skip to question 27:										
Respond to the questions below by marking the block that is closest to how you would answer the questions below. Use the blank space below to provide any additional input or comments.					Never	Rarely	Sometimes	Often	Always	
23. Do you modify your operational procedures when transiting in areas of high iceberg density? (i.e. change course and/or speed, post additional look-out personnel, ect.)										
24. Do you find the iceberg density numbers in each gridded square useful to your operations?										
25. Do you find the predicted concentrations of icebergs on the NAIS chart to be accurate?										
26. Would an iceberg chart outlining areas of <i>many</i> (7 or more icebergs per gridded cell or <10 NM between icebergs), <i>few</i> (2-6 icebergs per gridded cell or 10-44 NM between icebergs), or <i>isolated</i> (0-1 icebergs per gridded cell or >45 NM between icebergs) icebergs instead of the current chart with the predicted number of icebergs per gridded area be equivalently useful for your operations?						Yes		No		
Provide any specific comments here:										
If your voyages or operations <i>do not</i> require you to transit within the published iceberg limits please answer questions 27-31, if not skip to question 32:										
27. How close to the NAIS Iceberg Limit do you typically transit? 0-2 NM 2-5 NM 5-10 NM Greater than 10 NM										
Respond to the questions below by marking the block that is closest to how you would answer the questions below. Use the blank space below to provide any additional input or comments.					Never	Rarely	Sometimes	Often	Always	
28. Do you find the NAIS Iceberg Limit to be accurate?										
29. Do you modify your operational procedures in the vicinity of the NAIS Iceberg Limit? (e.g. change course and/or speed, post additional look-out personnel, etc.)										
30. Would you alter, or have you altered, your transit if the NAIS Iceberg Limit changes during your voyage?										
31. If NAIS iceberg products were changed to outline areas of <i>many</i> (<10 NM between icebergs), <i>few</i> (10-44 NM between icebergs), or <i>isolated</i> (>45 NM between icebergs) icebergs instead of the defined Iceberg Limit and iceberg density, what area(s) could you operate within? Many Few Isolated Outside all marked areas										
Provide any specific comments here:										
32. How long after the Date/Time of the NAIS iceberg product do you consider the limits and predicted iceberg locations valid (in hours)? 0-12 12-24 24-36 36-48 Greater than 48										
33. Please rank the following distribution methods of NAIS products according to their usefulness (1 = least important, 8 = most important) ___ SafetyNET ___ SITOR ___ NAVTEX ___ Radio Facsimile ___ MCTS Broadcast ___ IIP Website ___ CIS Website ___ NWS Website										
34. How would you improve NAIS products to make them more useful and convenient?										
Please mail to:		Commander International Ice Patrol 1 Chelsea Street New London, CT 06320 USA		Email to: iipcomms@uscg.mil		Fax: 860-271-2773				
Privacy Notice										
Authority:		46 U.S.C. §80302 authorizes the collection of this information.								
Purpose:		The U.S. 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.								
Routine Uses:		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.								
Disclosure:		Furnishing this information is voluntary. No personal information is collected through this survey and answers are not tied back to individuals.								