

SUPPORTING STATEMENT
for
U.S. COAST GUARD INTERNATIONAL ICE PATROL (IIP)
CUSTOMER SURVEY

OMB No.: 1625-0087
COLLECTION INSTRUMENTS: CG-16700 and Instruction

A. Justification

1. Circumstances that make collection of information necessary:

The International Ice Patrol monitors the extent of the iceberg danger near the Grand Banks of Newfoundland and provides iceberg warnings to the maritime community by broadcasting the southeastern, southern, and southwestern limits of all known ice in two message bulletins and one radio-facsimile chart each day. Executive Order 12862 directs the United States Coast Guard (USCG) to conduct surveys (both qualitative and quantitative) to determine the kind and quality of services our customers want and expect, as well as their satisfaction with USCG's existing services. This survey will be limited to data collections that solicit strictly voluntary opinions and will not collect information that is required or regulated. USCG is requesting approval to conduct this customer satisfaction survey over the next three years.

2. Purpose of the information collection:

The USCG will use the information collected to measure customer satisfaction with current services and service standards. This information will allow USCG to improve service delivery and learn of additional services suggested by our customers. This customer satisfaction survey may lead to policy changes which may enhance USCG's overall operations.

3. Consideration of the use of improved technology:

Improved information technology will be used whenever possible to reduce the burden on the public. There are no technical or legal obstacles to reducing this burden. Electronic data solicitation and collection will be used to the maximum extent possible to reduce the burden on the respondents. The survey form may be submitted by fax, e-mail, or on-line submission via <http://www.navcen.uscg.gov/?pageName=contactIIP> or by regular mail.

4. Efforts to identify duplication:

This information is not collected in any form, and therefore is not duplicated elsewhere.

5. Methods to minimize the burden to small entities if involved:

Some small businesses or small entities may be asked to evaluate their satisfaction with USCG services. Their participation will be strictly voluntary and the burden minimized with solicitation

of the minimal amount of information needed to evaluate the USCG's performance in their area of concern.

6. Consequences to the Federal program if collection were conducted less frequently:

The continuing requirements of Executive Order 12862 dictate an annual evaluation of services and customer satisfaction. Failure to conduct these surveys on an annual basis would violate the intent of the Executive Order and prevent the USCG from continually improving the level of services provided to its customers.

7. Special collection circumstances:

This information collection is conducted in manner consistent with the guidelines in 5CFR 1320.5(d) (2).

8. Consultation:

A 60-Day Notice (See [USCG-2016-0600], November 29, 2016, 81 FR 85985) and 30-Day Notice (July 19, 2017, 82 FR 33139) were published in the Federal Register to obtain public comment on this collection. The Coast Guard has not received any comments on this information collection.

9. Provide any payment or gift to respondents:

There is no offer of monetary or material value for this information collection.

10. Describe any assurance of confidentiality provide to respondents:

There are no assurances of confidentiality provided to the respondents for this information collection. However, the U.S. Coast Guard activities cited in this information collection request is covered by the Marine Information for Safety and Law Enforcement (MISLE) Privacy Impact Assessment (PIA) and System of Records Notice (SORN). Links to the MISLE PIA and SORN are provided below:

- https://www.dhs.gov/sites/default/files/publications/privacy_pia_uscg_misle.pdf
- <https://www.gpo.gov/fdsys/pkg/FR-2009-06-25/html/E9-14906.htm>

11. Additional justification for any questions of a sensitive nature:

There are no questions of sensitive language.

12. Estimate of annual hour and cost burdens to respondents:

The estimated number of respondents is 300. There is an estimated 24-minute burden to a respondent so the total potential burden on the public is estimated to be 120 hours. The annual burden is also estimated to be 120 hours. The annual cost to respondents is estimated to be

\$2475 broken down as follows: \$20 per hour for 120 hours (subtotal of \$2400) for personal time spent completing survey, \$1.00 per response transmitted by fax or \$1.00 per response returned by mail (75 total fax/email responses for a subtotal of \$75) and no cost for the responses returned on-line (225 responses).

13. Total of annualized capital and start-up costs:

There are no record keeping, capital, start-up or maintenance costs associated with this information collection.

14. Estimate of annualized Federal government cost:

The U.S. Coast Guard estimates the total annual cost to the Federal Government as zero. The distribution of paper copies of the survey in the Amver Bulletin is zero since the publication is covered by a blank contract. Distribution of surveys by the web is also zero because the USCG web page is a fixed cost. No additional USCG personnel will be needed to process and analyze these surveys.

15. Explanation of program changes or adjustments:

There is no change in burden hours. This request is for an extension of a currently approved collection without change. There is no proposed change to the reporting requirements of this collection. The reporting requirements and the methodology for calculating burden, remain unchanged.

16. Plans for tabulation, statistical analysis and publication:

The results of these surveys will be published in the International Ice Patrol (IIP) Annual Report and on the IIP web site, <http://www.navcen.uscg.gov/?pageName=IIPHome>.

17. Approval to not display expiration date:

USCG will display the expiration date for OMB approval of this information collection.

18. Exceptions to certification statement:

USCG does not request an exception to the certification of this information collection.

B. Collection of Information Employing Statistical Methods

This information collection does not employ statistical methods.