SUPPLEMENTAL QUESTIONS PART B
U.S. Department of Commerce
National Oceanic & Atmospheric Administration
NWS Survey for Official, Experimental, and Proposed Products/Services
OMB Control No. 0648-0342

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.**

Based on responses from previous approved surveys the potential respondent universe is 32,000. We estimate a 60% response rate or 19,440 total responses from our customer population.

The following is the response rate breakdown of the population of interest.

Population	**% of Participants (total 100%)**
Customers *(Anticipate an 60% response rate)*	*(32,400 individuals solicited) 100%* (target: 32,400 estimated responses:19,440)

The estimated time necessary for each respondent to complete the survey is 6 minutes, based on trials with a small pilot sample. Total estimated public burden associated with this information collection is 1,944 hours (19,440 surveys @ 6 minutes per response).

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.**

Statistical Method for Stratification and Sample Selection

The NWS is not using statistical methods for collecting these data.

Estimation Procedure and Accuracy

The NWS does not need to extrapolate the results to the population and will therefore not need to estimate population parameters from the collected data. This also means that the accuracy of the estimates is not meaningful to calculate.

Unusual Problems Requiring Specialized Sampling Procedures

None are required

Periodic Data Collection Cycles

Not applicable

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.**

The intent of this information collection is to assess user feedback on NWS product and service changes (e.g., new products, product changes, termination of products/services). This approach is intended to yield an informed sample of the respondent universe – and the feedback received will be extremely valuable in helping NWS program managers in determining whether product/service change proposals are appropriate and will be well received and whether additional product or service changes are necessary. The survey sampling process for this collection request is appropriate for the target population, and the proposed plan provides the best opportunity for the target population to provide feedback related to NWS customer satisfaction. The survey process has been made as concise as possible to improve response rates for this information collection. Moreover, the survey design and approach taken will yield reliable data that can be generalized to the universe studied.

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.**

Pilot surveys were administered to fewer than nine representative members of the target population to review the survey and offer feedback on the length of the survey, clarity of the questions, appropriateness of the questions, or other aspects to improve the survey. Feedback from reviewers was quite helpful and resulted in content changes to clarify questions, such as changing terms/wording and adding additional content or examples to explain questions.

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.**

The primary points of contact for this information collection request at NOAA National Weather Service are as follows:

Cammye Sims - (301) 427-9112 or email Cammye.Sims@noaa.gov
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