

DEPARTMENT OF HOMELAND SECURITY
U.S. Coast Guard
NORTH AMERICAN ICE SERVICE (NAIS) CUSTOMER SURVEY

OMB No. 1625-0087
Expires: 12/31/2016

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: Commandant (CG-WWM-3), U.S. Coast Guard, Washington, D.C. 20593-0001 or Department of Homeland Security Desk Officer, Office of Management and Budget, Office of Information and Regulatory Affairs, Washington, D.C. 20503.

Please indicate the organization you are affiliated with

Employment *(Please check one)*

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

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

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

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

Please respond to the questions below by checking the appropriate answer.	never		sometime		always
	1	2	3	4	5
Do you attempt to receive NAIS Iceberg Bulletins via SafetyNET?					
Do you attempt to receive NAIS Iceberg Bulletins via SITOR?					
Do you attempt to receive NAIS Iceberg Bulletins via NAVTEX?					
Do you attempt to receive NAIS Iceberg Charts via HF Facsimile?					
Do you attempt to record the NAIS Iceberg Limit from voice broadcasts? (list radio stations received from _____)					
Do you access NAIS iceberg products via the Internet?					
Are you registered to receive NAIS iceberg products via the NAIS list server?					
Do you modify your operational procedures in the vicinity of the NAIS Iceberg Limit? (i.e., change course and/or speed, post additional look-out personnel, etc.)					
Does your voyage require that you pass inside the Iceberg Limit? (i.e., required trips to St. John's, Newfoundland)					
Other: _____					

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

Iceberg Limit Western Iceberg Limit Sea Ice Limit
Radar Targets None

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

Phone Fax Radio INMARSAT (Code 42)
Telex Internet/Email Other: _____ No reports made

Please mark the choice that is closest to how you would answer the questions below. Please use the blank lines below each section to provide any additional input or comments.	not very		moderately		very
	1	2	3	4	5
Are NAIS iceberg products useful to you?					
Do you find NAIS iceberg products accessible?					
Do NAIS iceberg products reach you in a timely manner?					
Based on your experience, how accurate is the Iceberg Limit? Extremely Accurate (icebergs never seen outside the Iceberg Limit) Very Accurate (icebergs rarely seen outside the Iceberg Limit) Somewhat Accurate (icebergs occasionally seen outside the Iceberg Limit) Never Accurate (icebergs always seen outside the Iceberg Limit)					
Please mark the choice that is closest to how you would answer the questions below. Please use the blank lines below each section to provide any additional input or comments.	never	few times a year	every month	every week	every day
	1	2	3	4	5
How often do you use NAIS iceberg products?					
How often do you get ice information from routing services?					
How often do you report icebergs to MCTS St. John's?					
How often do you detect or observe icebergs?					
Please rank the following IIP products according to usefulness (1 = least important, 7 = most important) NAIS SafetyNET Bulletin NAIS SITOR Bulletin NAIS NAVTEX Bulletin NAIS Radio Facsimile Chart NAIS Notice to Shipping NAIS Website Products NAIS List Server					
How would you improve IIP's products to make them more useful and convenient?					
Please mail to: Commander International Ice Patrol 1 Chelsea Street New London, CT 06320 USA FAX to: 860-271-2773 Email to: iipscomms@uscg.mil					
Privacy Act Notice					
Authority:	46 U.S.C. §80302 authorizes the collection of this information.				
Purpose:	The 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.				