

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Madeleine Clayton 08/30/2002
Departmental Forms Clearance Officer
Office of the Chief Information Officer
14th and Constitution Ave. NW.
Room 6086
Washington, DC 20230

In accordance with the Paperwork Reduction Act, OMB has taken the following action on your request for approval of the reinstatement of an information collection received on 06/24/2002.

TITLE: 2002 NOAA Coastal Services Center Coastal Resource Management Customer Survey

AGENCY FORM NUMBER(S): None

ACTION : APPROVED WITHOUT CHANGE
OMB NO.: 0648-0308
EXPIRATION DATE: 12/31/2003

BURDEN:	RESPONSES	HOURS	COSTS(\$,000)
Previous	0	0	0
New	1,575	788	0
Difference	1,575	788	0
Program Change		788	0
Adjustment		0	0

TERMS OF CLEARANCE: None

OMB Authorizing Official Title

Donald R. Arbuckle Deputy Administrator, Office of
Information and Regulatory Affairs

PAPERWORK REDUCTION ACT SUBMISSION

Please read the instructions before completing this form. For additional forms or assistance in completing this form, contact your agency's Paperwork Clearance Officer. Send two copies of this form, the collection instrument to be reviewed, the supporting statement, and any additional documentation to: Office of Information and Regulatory Affairs, Office of Management and Budget, Docket Library, Room 10102, 725 17th Street NW, Washington, DC 20503.

1. Agency/Subagency originating request	2. OMB control number b. <input type="checkbox"/> None a. _____ - _____
3. Type of information collection (<i>check one</i>) a. <input type="checkbox"/> New Collection b. <input type="checkbox"/> Revision of a currently approved collection c. <input type="checkbox"/> Extension of a currently approved collection d. <input type="checkbox"/> Reinstatement, without change, of a previously approved collection for which approval has expired e. <input type="checkbox"/> Reinstatement, with change, of a previously approved collection for which approval has expired f. <input type="checkbox"/> Existing collection in use without an OMB control number For b-f, note Item A2 of Supporting Statement instructions	4. Type of review requested (<i>check one</i>) a. <input type="checkbox"/> Regular submission b. <input type="checkbox"/> Emergency - Approval requested by _____ / _____ / _____ c. <input type="checkbox"/> Delegated
7. Title	5. Small entities Will this information collection have a significant economic impact on a substantial number of small entities? <input type="checkbox"/> Yes <input type="checkbox"/> No
8. Agency form number(s) (<i>if applicable</i>)	6. Requested expiration date a. <input type="checkbox"/> Three years from approval date b. <input type="checkbox"/> Other Specify: _____ / _____
9. Keywords	10. Abstract
11. Affected public (<i>Mark primary with "P" and all others that apply with "x"</i>) a. ___ Individuals or households d. ___ Farms b. ___ Business or other for-profit e. ___ Federal Government c. ___ Not-for-profit institutions f. ___ State, Local or Tribal Government	12. Obligation to respond (<i>check one</i>) a. <input type="checkbox"/> Voluntary b. <input type="checkbox"/> Required to obtain or retain benefits c. <input type="checkbox"/> Mandatory
13. Annual recordkeeping and reporting burden a. Number of respondents _____ b. Total annual responses _____ 1. Percentage of these responses collected electronically _____ % c. Total annual hours requested _____ d. Current OMB inventory _____ e. Difference _____ f. Explanation of difference 1. Program change _____ 2. Adjustment _____	14. Annual reporting and recordkeeping cost burden (<i>in thousands of dollars</i>) a. Total annualized capital/startup costs _____ b. Total annual costs (O&M) _____ c. Total annualized cost requested _____ d. Current OMB inventory _____ e. Difference _____ f. Explanation of difference 1. Program change _____ 2. Adjustment _____
15. Purpose of information collection (<i>Mark primary with "P" and all others that apply with "X"</i>) a. ___ Application for benefits e. ___ Program planning or management b. ___ Program evaluation f. ___ Research c. ___ General purpose statistics g. ___ Regulatory or compliance d. ___ Audit	16. Frequency of recordkeeping or reporting (<i>check all that apply</i>) a. <input type="checkbox"/> Recordkeeping b. <input type="checkbox"/> Third party disclosure c. <input type="checkbox"/> Reporting 1. <input type="checkbox"/> On occasion 2. <input type="checkbox"/> Weekly 3. <input type="checkbox"/> Monthly 4. <input type="checkbox"/> Quarterly 5. <input type="checkbox"/> Semi-annually 6. <input type="checkbox"/> Annually 7. <input type="checkbox"/> Biennially 8. <input type="checkbox"/> Other (describe) _____
17. Statistical methods Does this information collection employ statistical methods <input type="checkbox"/> Yes <input type="checkbox"/> No	18. Agency Contact (person who can best answer questions regarding the content of this submission) Name: _____ Phone: _____

19. Certification for Paperwork Reduction Act Submissions

On behalf of this Federal Agency, I certify that the collection of information encompassed by this request complies with 5 CFR 1320.9

NOTE: The text of 5 CFR 1320.9, and the related provisions of 5 CFR 1320.8(b)(3), appear at the end of the instructions. *The certification is to be made with reference to those regulatory provisions as set forth in the instructions.*

The following is a summary of the topics, regarding the proposed collection of information, that the certification covers:

- (a) It is necessary for the proper performance of agency functions;
- (b) It avoids unnecessary duplication;
- (c) It reduces burden on small entities;
- (d) It used plain, coherent, and unambiguous terminology that is understandable to respondents;
- (e) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;
- (f) It indicates the retention period for recordkeeping requirements;
- (g) It informs respondents of the information called for under 5 CFR 1320.8(b)(3):
 - (i) Why the information is being collected;
 - (ii) Use of information;
 - (iii) Burden estimate;
 - (iv) Nature of response (voluntary, required for a benefit, mandatory);
 - (v) Nature and extent of confidentiality; and
 - (vi) Need to display currently valid OMB control number;
- (h) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to be collected (see note in Item 19 of instructions);
- (i) It uses effective and efficient statistical survey methodology; and
- (j) It makes appropriate use of information technology.

If you are unable to certify compliance with any of the provisions, identify the item below and explain the reason in Item 18 of the Supporting Statement.

Signature of Senior Official or designee

Date

Agency Certification (signature of Assistant Administrator, Deputy Assistant Administrator, Line Office Chief Information Officer, head of MB staff for L.O.s, or of the Director of a Program or StaffOffice)

Signature

Date

Signature of NOAA Clearance Officer

Signature

Date

**SUPPORTING STATEMENT
COASTAL SERVICES CENTER
2002 COASTAL RESOURCE MANAGEMENT CUSTOMER SURVEY**

A. JUSTIFICATION

1. Explain the circumstances that make the collection of information necessary.

One of the cornerstones of the NOAA Coastal Services Center is a commitment to serve the technology and information needs of our customers, the coastal resource management community. In order to meet this goal, we need customer feedback. We receive this input in a variety of ways, one of the most important being the Coastal Resource Management Customer Survey (CRM Survey).

The NOAA Coastal Services Center (Center) requests clearance to conduct a customer survey in compliance with Executive Order 12862, Setting Customer Service Standards. The purpose of the CRM Survey is to assess the coastal resource management community's information needs based on their coastal resource management responsibilities, technology and information management capabilities, and critical resource management issues.

The CRM Survey will enable the Center to determine the kinds of services its customers want, understand the customers' level of technical expertise, and document priority issues most relevant to their missions. The information will be used by the Center to guide planning, development, and delivery of future products and services for the coastal resource management community.

Other offices within NOAA and the National Ocean Service (NOS) have collected information from segments of the universe of respondents this survey will address. However, every attempt has been made to customize the questions contained in the CRM Survey to pertain specifically to the types of functions the Center supports, such as geographic information systems (GIS), remote sensing, and training. No other office within NOAA has collected the same information from the same universe of respondents.

2. Explain how, by whom, how frequently, and for what purpose the information will be used.

Purpose, Delivery, and Frequency

The 2002 survey represents the third triennial effort by the NOAA Coastal Services Center to assess customer management issues, technical capabilities, and technical assistance needs. The first CRM Survey was administered in 1996. The second CRM Survey was administered in 1999. The 2002 CRM Survey will be administered in late summer 2002, pending approval. The 1996 CRM Survey targeted the information management segment of the coastal resource management community, the primary customer base of the NOAA Coastal Services Center's

Coastal Information Services branch. The 1999 CRM Survey targeted the information management and program or site management sections of the coastal resource management community. The 2002 CRM Survey targets coastal resource management staff responsible for a broader array of coastal resource management topics. Respondents will include lead staff responsible for program management, education and outreach, research, natural resource management, planning, permitting and regulatory enforcement, and information technology (GIS or remote sensing). The 2002 CRM Survey seeks to collect information related to previous collections as well as better integrating the technological information with the natural resource management issues and responsibilities of offices and staff segments involved in coastal resource management.

Use of Past Results

In preparing for revisions to previous CRM Survey, a Center-wide survey team was established with representatives from eight Center program areas. The Center survey team and Center management staff critically reviewed the questions and results of the two previous CRM Surveys in terms of their past, present, and potential usefulness to individual Center program areas and their overall utility to the Center as a whole. The team used the mindset that if they could not justify the usefulness of a question their specific program or to the Center, it should be stricken from the survey. Specific questions or content areas from the two previous CRM Surveys that were identified as obsolete or of reduced utility were omitted for the 2002 CRM Survey. Key results from both previous CRM Surveys have been cited repeatedly during presentations about the Center and have influenced the development of new program initiatives. The following text describes which results have been used and how they have been applied.

The 1996 CRM Survey was designed primarily to collect information about the computer systems and software that the coastal resource management community uses. The Center has used this information to determine which software programs and formats should be incorporated into the production of products and for designing technical training. The information collected about GIS has been critically important to the Center, as it has been used to seek and acquire support from partners for several locally-based GIS support projects, such as the Protected Areas GIS.

The first section of the 1996 CRM Survey asked about “Coastal Information Management, Problems, and Opportunities.” This section contained questions about the respondent agency’s coastal responsibilities, the types of coastal problems for which it managed data, and about management obstacles limiting their efforts. In reviewing the results of this section, it was apparent that further information about the agency’s management responsibilities would help the Center better plan and develop products and services. This led to the changed design of the 1999 CRM Survey—one part focusing on management issues and the second part focusing on technology and information management.

The section on “Communication Pathways and Data/Information Exchange” asked about the customer’s use of metadata and their methods of transmitting and sharing data. This information was used also to direct product development. Using the results, the Center was able to determine

what kinds of data and how much of it could be transmitted via the Center's Web site. The section also asked whether Center's customers had coastal data or information that could be added to the Center's Coastal Information Directory, an electronic database for accessing coastal data and information.

The "Current and Planned Activities and Products" section asked customers to rate their level of interest in various planned activities. This information had influenced development of training programs, a competitive funding program for innovative coastal resource management solutions, and ways the Center can better meet the needs of the customer.

The 1999 CRM Survey focused on re-evaluating the level of use and need for technology-based decision support in the way of GIS and remote sensing, gaining a better understanding of Center coastal resource management customers' natural resource management roles, responsibilities, and issues, and gauging interest and need for technical training, including technology tools (e.g., ArcView, remote sensing), process skills (e.g., facilitation training, needs assessment, conflict management), and content-specific areas (e.g., integrating coastal resource management, Coastal Zone Management Act, smart growth).

Both the information management and natural resource management portions of the 1999 CRM Survey asked in-depth questions about five broad categories of coastal issues: habitat, coastal development, hazard, water quality, and resource management. The information management portion asked about the offices' collection, derivation, use, and management of spatial data pertinent to these issues. Most respondents indicated that they use spatial data that has been collected, derived, or managed by others. Seventy-two percent of the respondents indicated that they use spatial data to manage habitat issues. Approximately half of the respondents use spatial data to manage the other coastal issues (e.g., coastal development, hazard, water quality, natural resource management).

The remainder of the information management portion of the 1999 survey assessed the level of use, kinds of software, numbers of staff and level of expertise related to the use of spatial data and geographic information technologies, development of Federal Geographic Data Committee (FGDC) metadata, and training needs of Center customers. The Center invests a great deal in the development of specialized decision support tools using GIS. Understanding the software most commonly used enables the Center to develop products most useful to the majority of its customers. Understanding the overall level of GIS expertise within an office, including the number of people who use it or have been trained to use it, will suggest the level of investment that office has put into spatial data access. The combined results of these questions have helped the Center identify where gaps exist and where to focus its resources. For example, respondents reported that when GIS and remote sensing capabilities are not available in-house, they turn to partnerships with federal, state, or local agencies or academia to obtain these technical services. This information is useful in guiding efficient planning for Center programs, for building partnerships with customers and other federal agencies, and for development of grant funding opportunities for the coastal resource management community. Information pertaining to software use and Internet access has been critical for the development of Web-based tools and practical applications, extensions, and data for Center customers.

The natural resource management portion asked about offices' roles (i.e., lead, coordinating, or independent) in addressing coastal natural resource management issues, technical resources most useful in addressing offices' coastal resource management responsibilities, education and outreach efforts, and training needs. In general, most offices reported playing a coordinating role when managing coastal issues. With this role, many offices emphasized the need for accurate coastal data to properly address issues. Respondents also reported a high interest and need for technical training, both in technology tools and in process skills and specific coastal issue content. A majority of respondents also reported having developed education programs and volunteer programs. At least two-thirds of respondents or more reported interest in training for public involvement, outreach planning, communication planning, and conflict management training. Since the 1999 survey, the Center has developed training programs to meet the needs of Center customers offered at the Center and in coordination with Center customer offices "in the field" in different parts of the country.

Projected Use of New Results

Understanding natural resource management issues, technical capabilities and use of geospatial data and geographic information technologies, and training needs are important to the Center. The Center is committed to helping the coastal resource community apply GIS and remote sensing technology to support coastal decisionmaking. The Center is also committed to providing high quality training and information services. To meet these challenges, the Center needs feedback about the issues facing the coastal resource management community, how Center customers use and manage spatial data, what issues are being addressed, and what training needs exist.

The first question asks respondents to indicate how important a variety of management-related tools and techniques have been over the past three years and will be over the next three years. The second question asks respondents to report the issues that will be emerging over the next three years. The information provided by these two questions will aid the Center in developing products and services most useful to Center customers based on their expressed past and predicted future importance to each office.

Question 3 asks respondents to indicate together the priority issues their offices are facing, how much of their own time is dedicated to specific issues, and whether spatial data are being used to address these issues. Question 4 relates to question 3 by asking respondents to indicate which data they are using and how useful data they do not currently use would be. The combination of these variables can depict a more complete picture than any of these variables alone. The results will indicate what issues different offices are tasked with, which staff types are involved in addressing which issues, and whether spatial technologies are or would be employed or helpful. This will help the Center focus its efforts on data development and help characterize where spatial data are being used.

Questions 5 to 16 continue the efforts of the previous two surveys in assessing the software packages and versions, level and frequency of use, level of expertise, and associated products used by Center customer offices and staff. This information will be used to continue to provide

products and services that match the needs and capabilities of the Center customers. Trends and patterns of use can be depicted over the period between the first, second, and third CRM Surveys. This information will aid the Center in evaluating its ability to meet the needs of the coastal resource management community as GIS and remote-sensing use gains presence in the natural resource management arena and as this dynamic segment of the computer and technology industry changes.

Question 17 is designed to identify offices that are involved in the Coastal Ocean Observing System. This question will provide information about which Center customer offices are involved in the Coastal Ocean Observing System and which offices are interested in associated remote monitoring.

Questions 18 to 21 are designed to assess Center customer offices' data and information practices, barriers to data sharing, and usefulness of information exchange mechanisms. Responses to question 18 will enable the Center gauge the usefulness of a variety of information exchange mechanisms. This information will enable the Center to target key information sources for Center-related information exchange and technology transfer. It will also indicate the types of information sources that different segments of the coastal resource management community use and how useful they find them. The Center is committed to implementing the federal metadata (i.e., data about data) standard developed by the Federal Geographic Data Committee (FGDC). Using metadata enables offices and agencies of all types to share data. With responses to questions 19, 20, and 21, the Center can make technical assistance available to create metadata or establish a link to the federal network of data streams, the FGDC Clearinghouse. These questions continue the collection of data begun with the previous Center surveys.

Questions 22 and 23 ask respondents to report their Internet accessibility. These questions continue the collection of Internet access information begun with the previous Center surveys. This information will enable the Center to gauge the access speed and breadth of accessibility among different offices and staff types within the coastal resource management community. This has direct utility to the development of Web-based tools, Web site development, and information delivery.

Questions 24 and 25 ask respondents to indicate the frequency of interaction with their customers and fellow natural resource management colleagues. These two questions will aid the Center in further identification of information exchange pathways and has direct relevance for training — especially process skills and content training.

Question 26 asks respondents to identify fellowships, internships, assistantships, and the like used by their office to provide employment and professional development opportunities for coastal resource management professionals — especially, but not limited to, recent graduates and young environmental professionals. The Center maintains a fellowship and funding opportunities Web site. This information will have direct relevance to this effort, both in terms of identifying where these opportunities exist and/or are being utilized, and in terms of identifying new opportunities to share on our Web site.

Questions 27 and 28 continue the assessment of training interests and needs and aids the Center in planning for, developing, and coordinating training for coastal resource management professionals. Responses to these questions contribute to the assessment of the level of expertise within the coastal management community pertaining to a variety of coastal management tools, techniques, skill, abilities, and subject areas. Questions 31 to 34 ask respondents to offer information related to their training and experience in coastal resource management. These questions will aid the Center in providing training and products and services that are well suited to the coastal resource management communities in terms of delivering information content at appropriate technical levels for a particular segment (e.g., education and outreach program leaders) of the coastal resource management community. These questions will also enable the Center to create products and services more appropriately suited to the needs and expertise of the Center's customer base.

Questions 30 asks respondents to report the usefulness of Center products or services with which they have had experience. This question provides an opportunity for the Center to gauge the usefulness of a variety of the kinds of products and services it provides to the broader coastal resource management community. Training and conference coordination reach a broad audience within the coastal resource management community. The Center's *Coastal Services* magazine has a wide readership throughout the coastal resource management community. For some respondents, their only contact with NOAA Coastal Services Center might have been through attendance at the *Coastal Zone '01* conference or *Coastal GeoTools '01* conference in 2001.

Question 35 asks respondents to offer comments on the survey itself. Question 36 provides an opportunity for respondents to offer additional comments related to the survey or any other topic. These questions will aid the Center in improving the next CRM Survey in 2005 and can provide valuable feedback about the survey itself, its administration process, its burden, and the like. The Center has used this information in the past to direct changes in the survey and other Center products and services.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological techniques or other forms of information technology.

The 2002 CRM Survey will be administered in paper form. The 1999 CRM Survey was made available in paper and Web-based forms. The proportion of the overall 1999 surveys completed via the Web-based version was sufficiently small to reconsider this method for the 2002 survey. Difficulties related to electronic submissions were discussed during the planning phase of the 2002 survey. No substantial reduction of burden would be realized by the implementation of an electronic version of the CRM Survey. Costs for the development of an electronic version with sufficient tracking and confidentiality features would increase the total Federal cost of the project.

4. Describe efforts to identify duplication.

No other existing similar information collections were found. Other GIS-related survey reports were identified, but none had coastal resource management-specific content.

5. If the collection of information involves small businesses or other small entities, describe the methods used to minimize burden.

The completion of the proposed collection will not have a “significant economic impact” on the respondents. The collection does not require record keeping or expenditure of funds, only information about existing responsibilities, needs, and technical capabilities. The individual response time for the questionnaire is estimated to be 30 minutes.

6. Describe the consequences to the Federal program or policy activities if the collection is not conducted or is conducted less frequently.

The Center’s first operating principle is that it be “customer driven.” Without regular input from the coastal resource management community, the Center would risk investing in projects and services that have little relevance to the coastal resource management community’s needs or that are delivered in formats not usable by the customer. Conducting this survey will provide the Center with consistent information from its customer base, recognizing and tracking differences in technical capability and management responsibility by agency type and by region. Survey results enable the Center to be more efficient in the development of specific products and services that match the needs and capabilities of our customers. Given the rapid evolution of technology, the collection could not be conducted any less frequently.

7. Explain any special circumstances that require the collection to be conducted in a manner inconsistent with OMB guidelines.

The collection will be conducted consistently with OMB guidelines.

8. Provide a copy of the PRA Federal Register notice that solicited public comments on the information collection prior to this submission. Summarize the public comments received in response to that notice and describe the actions taken by the agency in response to those comments. Describe the efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

A Federal Register Notice (copy attached) solicited public comments. None were received.

Center personnel trained in survey research and design created the questionnaire. Technical literature consulted in the planning and development of the questionnaire and survey administration included *How to Conduct Your Own Survey* (Salant and Dillman, 1994) as well as numerous other survey instruments and technical references. Salant and Dillman have conducted

extensive research on all aspects of survey design and implementation for over a decade and their methods of distribution and follow-up have consistently achieved positive results.

Pilot testing of the questionnaire was completed this spring. Pilot testing participants included representative members from the across the coastal resource management community. Pilot testing included timing of respondents, identification and discussion of unclear instructions and question content, asking respondents about the length of the questionnaire, and discussing suggestions for improvements to the questionnaire. Fewer than 10 external, non-federal employees participated in the pilot testing and subsequent discussions.

9. Explain any decisions to provide payments or gifts to respondents, other than remuneration of contractors or grantees.

No plans exist for payment or gifts to survey respondents. Respondents will receive a final report summarizing the survey results.

10. Describe any assurance of confidentiality provided to respondents and the basis for assurance in statute, regulation, or agency policy.

All surveys will contain a survey identification number for tracking and response rate calculations. Responses will not be reported individually, only in aggregate. Confidentiality is promised, however no statute, regulation, or agency policy is linked to this assurance. Individual names will not appear on any questionnaires or subsequent reports.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

The questionnaire contains no “questions of a sensitive nature.”

12. Provide an estimate in hours of the burden of the collection of information.

The CRM Survey will be sent to approximately 225 offices. Seven staff members from each office will be asked to complete the survey; therefore, the total number of responses, if we were to receive 100 percent response rate, would be 1,575. The Center expects a response rate of at least 50 percent, so the expected response is 788. The survey will be completed only one time during the approval period; therefore, the maximum number of annual respondents for this information collection would be 1,575.

The average time estimated for completion of the questionnaire is approximately 30 minutes (0.5 hour). The maximum annual hour burden for the CRM Survey is estimated to be 787 hours (i.e., 1,575 x 0.5).

Preparing for and responding to the survey should add no hard costs to the respondent. Postage will be pre-paid by the Center. Respondents are likely to be program managers, department

heads, and content area specialists within their respective organizations, equivalent on average to a Government Service Pay Grade 12 Step 3. Using this grade to estimate the hourly rate of the respondent (\$25.53), the maximum estimated annualized cost to the respondent for the hour burden of each collection (i.e., 0.5 hours) is \$12.77 per respondent; the maximum cost for the information collection for a 100 percent response rate (i.e., 1575 respondents) is \$20,105.

13. Provide an estimate of the total annual cost burden to the respondents or record-keepers resulting from the collection.

Responding to the questionnaire requires no record keeping. Return postage will be pre-paid by the Center.

14. Provide estimates of annualized cost to the Federal government.

Total project costs presented below represent the costs per annum for the term of the approval.

Cost to Federal Government	Hours	\$Cost
Supplies		\$200
Printing		\$2000
Postage		\$1500
Data Entry & Database Development		\$2000
Project Coordinator	320 hrs @ \$24.74/hr	\$7917
Project Advisor	20 hrs @ \$42.21/hr	\$845
Staff Support	40 hrs @ \$15.00/hr	\$600
Cover Design, layout & editing	10 hrs @ \$35.00/hr	\$350
TOTAL		\$15,412.00

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB 83-I.

This request represents a program change requesting the “reinstatement, with change, of a previously approved collection for which approval has expired.”

16. For collections whose results will be published, outline the plans for tabulation and publication.

The responses will be collected and tabulated using a custom-designed database. The raw data will not be published; however, a report summarizing the results and key findings will be published and made available for viewing and downloading off the Center’s Web page. Presentation of results will include response rate, descriptive statistics (e.g., differences by agency type), and tables showing frequencies and percent of total response by groups.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons why display would be inappropriate.

The expiration date and OMB Control Number will be displayed on the questionnaire.

18. Explain each exception to the certification statement identified in Item 19 of the OMB 83-I.

There are no exceptions to the certification statement identified in Item 19.

B. 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.

The universe of respondents for this information collection comprises the NOAA Coastal Services Center customer base involved in coastal resource management. The 2002 CRM Survey will be sent to all Center customer offices with a role in the management of coastal resources. Since the universe of respondents for the 2002 CRM Survey is small, a complete survey of Center customers is practicable.

The response rate for the 1996 CRM Survey was 54 percent. The independent response rates for the 1999 CRM Survey were 48.5 percent and 60.8 percent for Part 1 and Part 2, respectively. Calculations for the overall office response rate (i.e., completion of Part 1 or Part 2 or both) was 70 percent. Administration plans for the 2002 CRM Survey will follow the steps outlined by Salant and Dillman (1994), including follow-up mailings to increase the response rate. A response rate comparable to the 1999 CRM Survey (i.e., >60 percent) is expected for the 2002 CRM Survey.

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.

No sampling method will be employed. The 2002 CRM Survey will be sent to all Center customer offices responsible for coastal resource management. The CRM Survey is conducted on a triennial basis.

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.

A series of two or three (i.e., if necessary) follow-up reminders will be mailed at two week intervals following the initial mailing. A response rate below 50 percent will warrant a series of nonresponse telephone calls to compare nonrespondents to respondents for nonresponse bias.

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 testing of the questionnaire was completed this spring. Pilot testing participants included representative members from the across the coastal resource management community. The goals of the pilot test were to confirm that the time necessary for the questionnaire was around 30 minutes and to ensure that directions were clearly stated and questions were easy to respond to. Pilot testing included timing of respondents, identification and discussion of unclear instructions and question content, asking respondents about the length of the questionnaire, and discussing suggestions for improvements to the questionnaire. Fewer than 10 external, non-federal employees participated in the pilot testing and subsequent discussions. Comments from the pilot testing participants were extremely helpful and resulted in design, content, and wording changes to clarify responses.

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.

No statistical sampling methods will be used in this information collection.



OMB Approval No.: 0648-0308
Expires: _____



2002 Coastal Resource Management Customer Survey
NOAA Coastal Services Center

2002 NOAA Coastal Services Center Coastal Resource Management Customer Survey

Dear Colleague:

The mission of the NOAA Coastal Services Center is to support the environmental, social, and economic well being of the coast by linking people, information, and technology. To better serve the nation's coastal resource managers, we must learn about their issues, information needs, and technological capabilities. At the NOAA Coastal Services Center, we gather this information in a variety of ways, one of the most important being the triennial Coastal Resource Management Customer Survey.

The Coastal Resource Management Customer Survey is sent to offices of the state coastal management programs, state departments of natural resources (or equivalent agencies) responsible for coastal resource management, National Estuarine Research Reserves, Sea Grant College Programs, National Estuary Programs, and National Marine Sanctuaries. You may be one of several people in your organization that receives the survey. You may be assured of complete confidentiality. Each questionnaire has an identification number for mailing purposes only. This is so we can check off the surveys when they are returned. No names of individuals will be placed on questionnaires or used in any reports generated from this project.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Tom Fish, NOAA Coastal Services Center, 2234 South Hobson Avenue, Charleston, SC 29405. We hope you will be able to give us 30 minutes of your time to complete the survey. Your responses are voluntary and confidential.

Please return the survey in the envelope provided by September 30, 2002.

Thank you in advance for your participation. Your input is extremely valuable and will help us do a better job of planning for and serving your needs. You will be notified when the survey results are posted on the Web. If you have questions or comments about the survey, please contact our survey coordinator Tom Fish by telephone, at (843) 740-1271, or via e-mail, at Tom.Fish@noaa.gov.

Sincerely,

Margaret A. Davidson
Director
NOAA Coastal Services Center



2002 NOAA Coastal Services Center Coastal Resource Management Customer Survey

INSTRUCTIONS:

Throughout this survey, questions refer to “you” and “your office.”

For the “you” questions, the intent is “you” as an individual staff member.

For the “your office” questions, the intent is for “your office” to be representative of the breadth of activities carried out on a regular (e.g., day-to-day, weekly) basis by personnel working within your specific coastal management agency, program, or site (or related satellite offices), as opposed to a larger overarching entity. For example, if you work for a state coastal program, “your office” would not include the state natural resource management agency that your program resides in. Similarly, if you work for a Sea Grant College Program, “your office” would not include the entire university.

Please read and follow the instructions provided for each question. Throughout the survey, you are asked to write an answer, check a box, or circle the choice that best reflects your answer. Questions often contain more than one response category from which to choose. Commonly used abbreviations are listed below. When asked to “Check one.” or “Circle one.” response, please circle only one response. Multiple responses may be excluded in the results. Only mark more than one response when asked to “Check all that apply.”

- Not = Not at all
- Lo = Low
- Med = Medium
- Hi = High
- DK = Don’t know

1. Priority of Natural Resource Management Tools and Techniques

Indicate how important each of the following items has been or will be for <u>your office</u> over the... →	...LAST 3 YEARS (Circle <u>one</u> .)					...NEXT 3 YEARS (Circle <u>one</u> .)				
Technical training or professional development (e.g., content specific, process skills, technology tools)	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Administrative or managerial training	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Topical coastal conferences/ workshops	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Environmental education	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Public involvement in coastal management	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Outreach and public relations	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Regulation, zoning, permitting, or law enforcement	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Increased access to information and technology	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Applied uses of data and technology	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Online information search tools (e.g., data, training, funding)	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Capital improvements or equipment	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Visualization tools (e.g., hurricane models, 3-D models)	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Partnerships or partnership building	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Fellowships, assistantships, internships, or mentoring programs	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK
Others (please specify): _____	Not	Lo	Med	Hi	DK	Not	Lo	Med	Hi	DK



2. Top Natural Resource Management Issues Over the Next Three Years

**What emerging natural resource management issues will your office be facing over the next three years?
(Use the space below to list the top 3 to 5 issues.)**



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3. Issue Topics and Spatial Data Use

	How much of a priority is each of the topics listed for <u>your office</u>? (Circle <u>one</u>.)					What amount of <u>your</u> time is dedicated to each of the topics listed? (Circle <u>one</u>.)				Does <u>your office</u> use spatial data (e.g., GIS or remote sensing) to address the topics listed? (Circle <u>one</u>.)		
Coastal Development Management and Planning												
Land use planning/ growth management	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Waterfront or brownfield redevelopment	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Port, harbor, or marina development	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Infrastructure/ utilities development	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Recreation resource planning	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Tourism planning	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Public access	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Cultural and heritage resource management	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Storm drainage/ floodplain management	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Beach nourishment	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Dredging	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Permit tracking	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Watershed planning	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
General environmental assessments	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Socioeconomic assessments	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Ecosystem Management												
Protected area management	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Habitat restoration and monitoring	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Fisheries management	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Shellfish management	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Protected species management	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Invasive species management	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Harmful algal blooms	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Hazards												
Natural hazards	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Hazardous material/ oil spill planning	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Homeland security planning	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Weather monitoring	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Air quality monitoring	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Water Quality												
Water quality monitoring	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Nonpoint source pollution	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Point source pollution	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
Others (please specify):												
_____	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK
_____	Not	Lo	Med	Hi	DK	None	Lo	Med	Hi	Yes	No	DK



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4. Spatial Data Requirements

	Does <u>your office</u> use this data layer? (Circle <u>one</u> .)			If <u>NO</u>, how useful would this data layer be to <u>your office</u>? (Circle <u>one</u> .)				
	Yes	No	DK	Not	Lo	Med	Hi	DK
Offshore								
Bathymetry (3 to 200 miles)	Yes	No	DK	Not	Lo	Med	Hi	DK
Sea surface temperature	Yes	No	DK	Not	Lo	Med	Hi	DK
Primary productivity for ocean waters	Yes	No	DK	Not	Lo	Med	Hi	DK
Fiber-optic cable locations	Yes	No	DK	Not	Lo	Med	Hi	DK
Oil and gas line locations	Yes	No	DK	Not	Lo	Med	Hi	DK
Marine jurisdictional boundaries	Yes	No	DK	Not	Lo	Med	Hi	DK
Others (please specify): _____	Yes	No	DK	Not	Lo	Med	Hi	DK
_____	Yes	No	DK	Not	Lo	Med	Hi	DK
Nearshore and Coastal Watersheds								
Bathymetry (0 to 3 miles)	Yes	No	DK	Not	Lo	Med	Hi	DK
Elevation	Yes	No	DK	Not	Lo	Med	Hi	DK
Shoreline	Yes	No	DK	Not	Lo	Med	Hi	DK
Historic shoreline	Yes	No	DK	Not	Lo	Med	Hi	DK
Water use classification	Yes	No	DK	Not	Lo	Med	Hi	DK
Water quality	Yes	No	DK	Not	Lo	Med	Hi	DK
Salinity	Yes	No	DK	Not	Lo	Med	Hi	DK
Vessel groundings	Yes	No	DK	Not	Lo	Med	Hi	DK
Marine transportation	Yes	No	DK	Not	Lo	Med	Hi	DK
Suspended sediments	Yes	No	DK	Not	Lo	Med	Hi	DK
Sediments	Yes	No	DK	Not	Lo	Med	Hi	DK
Estuarine and bay bathymetry	Yes	No	DK	Not	Lo	Med	Hi	DK
Coastal landcover	Yes	No	DK	Not	Lo	Med	Hi	DK
Coastal land use	Yes	No	DK	Not	Lo	Med	Hi	DK
Soils	Yes	No	DK	Not	Lo	Med	Hi	DK
Docks and piers	Yes	No	DK	Not	Lo	Med	Hi	DK
FEMA flood maps/ inundation zones	Yes	No	DK	Not	Lo	Med	Hi	DK
No-take zones (i.e., no consumptive use)	Yes	No	DK	Not	Lo	Med	Hi	DK
Recreation areas	Yes	No	DK	Not	Lo	Med	Hi	DK
Aquaculture sites	Yes	No	DK	Not	Lo	Med	Hi	DK
Protected areas	Yes	No	DK	Not	Lo	Med	Hi	DK
Coastal population and demographics	Yes	No	DK	Not	Lo	Med	Hi	DK
Socioeconomic data	Yes	No	DK	Not	Lo	Med	Hi	DK
Public access	Yes	No	DK	Not	Lo	Med	Hi	DK
Cultural and historic resources	Yes	No	DK	Not	Lo	Med	Hi	DK
Others (please specify): _____	Yes	No	DK	Not	Lo	Med	Hi	DK
_____	Yes	No	DK	Not	Lo	Med	Hi	DK
Habitat Distribution								
Fish habitat distribution maps	Yes	No	DK	Not	Lo	Med	Hi	DK
Seagrass distribution	Yes	No	DK	Not	Lo	Med	Hi	DK
Coral/ live bottom distribution	Yes	No	DK	Not	Lo	Med	Hi	DK
Benthic habitat maps	Yes	No	DK	Not	Lo	Med	Hi	DK
Shellfish bed distribution	Yes	No	DK	Not	Lo	Med	Hi	DK
Artificial reef distribution	Yes	No	DK	Not	Lo	Med	Hi	DK
Others (please specify): _____	Yes	No	DK	Not	Lo	Med	Hi	DK
_____	Yes	No	DK	Not	Lo	Med	Hi	DK



5. Office Geographic Information Systems (GIS) Use

Does your office currently use geographic information systems (GIS)? (Check one.)

- No → SKIP TO QUESTION 11
- Yes, but don't know the details → SKIP TO QUESTION 11
- Yes

6. GIS Software and Version Used

Indicate which of the following GIS software your office currently use and the version used. (Check all that apply.)

GIS Software	Version(s)	ArcView/ArcGIS® Extensions	Version(s)
<input type="checkbox"/> Geographic Resources Analysis Support System (GRASS)	_____	<input type="checkbox"/> Spatial Analyst	_____
<input type="checkbox"/> Intergraph GeoMedia	_____	<input type="checkbox"/> 3-D Analyst	_____
<input type="checkbox"/> MapInfo®	_____	<input type="checkbox"/> Image Analysis	_____
<input type="checkbox"/> ESRI ArcInfo®	_____	<input type="checkbox"/> Geostatistical Analyst	_____
<input type="checkbox"/> ESRI ArcView®	_____	<input type="checkbox"/> CommunityViz™	_____
<input type="checkbox"/> ESRI ArcGIS®	_____	<input type="checkbox"/> FragStats™	_____
<input type="checkbox"/> ESRI ArcSDE®	_____	<input type="checkbox"/> Patch Analyst	_____
<input type="checkbox"/> ESRI ArcIMS®	_____	<input type="checkbox"/> BASINS	_____
<input type="checkbox"/> ESRI ArcPad®	_____		
<input type="checkbox"/> ESRI ArcExplorer®	_____		
<input type="checkbox"/> Others (please specify): _____	_____	<input type="checkbox"/> Others (please specify): _____	_____

7. ESRI ArcGIS

If your office uses ESRI software, when do you anticipate converting to ArcGIS? (Check one.)

- Have ArcGIS already
- Within one year
- More than one year
- No plans to upgrade
- Don't know

8. Staff use of Geographic Information Systems (GIS)

How many current staff members (i.e., permanent or temporary full-time equivalents) in your office use GIS regularly? (Check one.)

- 0
- 1 to 2
- 3 to 5
- 6 to 10
- Over 10
- Don't know



9. Staff GIS Software Use

Do you currently use GIS software? (Check one.)

- No → SKIP TO QUESTION 11
- Yes

10. Frequency of GIS Software Use

How frequently do you use GIS software? (Check one.)

- Daily (every day)
- Weekly (one or more times per week)
- Monthly (one or more times per month)
- Less than once per month

11. Office Remote Sensing Use

Does your office currently use data and information derived from remote sensing (e.g. aerial photography, satellite imagery, acoustics, light detection and ranging [LIDAR])? (Check one.)

- No → SKIP TO QUESTION 17
- Yes, but don't know the details → SKIP TO QUESTION 17
- Yes

12. Remote Sensing Software and Version Used

Indicate which of the following remote sensing software your office currently uses and the version used. (Check all that apply.)

Remote Sensing Software	Version(s)
<input type="checkbox"/> Clark Labs IDRISI	_____
<input type="checkbox"/> ER Mapper	_____
<input type="checkbox"/> ERDAS Imagine	_____
<input type="checkbox"/> ESRI Image Analysis	_____
<input type="checkbox"/> Intergraph MGE	_____
<input type="checkbox"/> MicroImages TNTmips	_____
<input type="checkbox"/> PCI Geomatics	_____
<input type="checkbox"/> RSI ENVI	_____
<input type="checkbox"/> Others (please specify):	_____
_____	_____



13. Remotely Sensed Data Usefulness

Which of the following forms of remotely sensed data does <u>your office</u> ... →	... <u>use</u> ? (Check <u>all</u> that apply.)	... <u>prefer to use</u> ? (Check <u>all</u> that apply.)
Analogue or hardcopy (e.g., aerial photographs, image maps)	<input type="checkbox"/>	<input type="checkbox"/>
Unprocessed or “raw” digital data (e.g., satellite imagery, airborne imagery, LIDAR elevations)	<input type="checkbox"/>	<input type="checkbox"/>
Geo-rectified digital imagery	<input type="checkbox"/>	<input type="checkbox"/>
Derived digital products (e.g., land cover maps, habitat delineations, elevation models, sea surface temperature, chlorophyll concentration)	<input type="checkbox"/>	<input type="checkbox"/>
Explanatory documents (e.g., summaries, technical reports, tables, spreadsheets)	<input type="checkbox"/>	<input type="checkbox"/>
Others (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

14. Staff Use of Remote Sensing

How many current staff members (i.e., permanent or temporary full-time equivalents) in <u>your office</u> use remote sensing software regularly? (Check <u>one</u> .)
<input type="checkbox"/> 0
<input type="checkbox"/> 1 to 2
<input type="checkbox"/> 3 to 5
<input type="checkbox"/> 6 to 10
<input type="checkbox"/> Over 10
<input type="checkbox"/> Don't know

15. Remote Sensing Software Use

Do <u>you</u> currently use remote sensing software? (Check <u>one</u> .)
<input type="checkbox"/> No → SKIP TO QUESTION 17
<input type="checkbox"/> Yes

16. Frequency of Remote Sensing Software Use

How frequently do <u>you</u> use remote sensing software? (Check <u>one</u> .)
<input type="checkbox"/> Daily (every day)
<input type="checkbox"/> Weekly (one or more times per week)
<input type="checkbox"/> Monthly (one or more times per month)
<input type="checkbox"/> Less than once per month



17. Field Monitoring

If your office could remotely monitor up to five biophysical variables in the field (i.e., automatic and unattended monitoring, including telemetry) on a sustained basis (e.g., daily, weekly, monthly, annually), what would they be? (Use the space below to describe.)	Does your office currently monitor this variable? (Check <u>one</u> .)	How frequently is this variable monitored or would it be monitored? (Please specify.)
<input type="checkbox"/> Not interested in field monitoring	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____

18. Sharing New Ideas and Information

Indicate which of the following you use regularly to get or exchange information. (Check <u>all</u> that apply.)	How useful are each of these to you ? (Circle <u>one</u> .)	Please give examples of those that are most useful.
<input type="checkbox"/> Talking with colleagues and friends	Not Lo Med Hi	_____
<input type="checkbox"/> Professional meetings and conferences	Not Lo Med Hi	_____
<input type="checkbox"/> Workshops and trainings	Not Lo Med Hi	_____
<input type="checkbox"/> E-mail discussion groups (LISTSERVs)	Not Lo Med Hi	_____
<input type="checkbox"/> Web-based discussion groups	Not Lo Med Hi	_____
<input type="checkbox"/> Trade publications or corporate reports	Not Lo Med Hi	_____
<input type="checkbox"/> Newsletters	Not Lo Med Hi	_____
<input type="checkbox"/> Technical documents, government reports, proceedings	Not Lo Med Hi	_____
<input type="checkbox"/> Books	Not Lo Med Hi	_____
<input type="checkbox"/> Scientific journals	Not Lo Med Hi	_____
<input type="checkbox"/> Magazines	Not Lo Med Hi	_____
<input type="checkbox"/> Electronic journals (E-journals) and electronic magazines (E-zines)	Not Lo Med Hi	_____
<input type="checkbox"/> Web sites	Not Lo Med Hi	_____
<input type="checkbox"/> CDs	Not Lo Med Hi	_____
<input type="checkbox"/> Others (please specify): _____	Not Lo Med Hi	_____

19. Data Sharing within the Coastal Management Community

Does your office submit data to an Internet-based data clearinghouse or make data available to the general public via CD-ROM or other digital media? (Check <u>all</u> that apply.)
<input type="checkbox"/> Yes, via clearinghouse
<input type="checkbox"/> Yes, via digital medium (CD-ROM, tape, etc.)
<input type="checkbox"/> No, never
<input type="checkbox"/> Don't know



20. Difficulties Sharing Spatial Data

What difficulties does your office experience when trying to make digital data readily available to the general public? (Check all that apply.)

- We have no difficulties distributing spatial data
- Our office does not distribute spatial data.
- We lack the necessary hardware for distributing spatial data
- We lack the necessary software for distributing spatial data.
- We lack the necessary expertise for distributing spatial data
- We lack the human resources necessary for distributing spatial data.
- Licensing or research restrictions preclude or delay distribution of the data.
- Others (please specify):

21. Metadata Standard

What format does your office use to create or edit metadata (i.e., descriptions about data)? (Check all that apply.)

- Our office does not create or edit metadata
- Federal Geographic Data Committee (FGDC) standard
 - * Does your office contribute metadata to the FGDC clearinghouse system? (Check one.) Yes No
 - * Does your office host an FGDC node? (Check one.) Yes No
- Other
- Don't know

22. Internet Access

What kind of Internet access do you (personally) have at your office? (Check one.)

- I do not have Internet access. → SKIP TO QUESTION 24
- I share a computer that has Internet access with others at my office.
- I have my own Internet access on my desktop.

23. Internet Access Speed

At what speed do you access the Internet? (Check one.)

- Dial-up (i.e., modem)
- Direct connection (e.g., cable modem, T1, DSL)

24. Frequency of Interaction with the Customer

How frequently do you interact with your "customers"? (Check one.)

- Daily (every day)
- Weekly (one or more times per week)
- Monthly (one or more times per month)
- Less than once per month



25. Frequency of Interaction with Other Natural Resource Management Agency Staff

How frequently do you interact with other natural resource management agency staff outside your office? (Check one.)

- Daily (every day)
- Weekly (one or more times per week)
- Monthly (one or more times per month)
- Less than once per month

26. Fellowships, Assistantships, Internships, etc.

Indicate which of the following <u>your office</u> uses. (Check <u>all</u> that apply.)	Name of fellowship, internship, assistantship, etc.	Indicate the source(s) of funding for each. (Check <u>all</u> that apply.)			
		Federal	State	Academic	Other
<input type="checkbox"/> None					
<input type="checkbox"/> Fellowship(s)	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Internship(s)	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Assistantship(s)	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (please specify):	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. Ability to Participate in Training

During the next 3 years, do you expect your office (or specific department) budget to support... →

In-state training? (Check one.)

Out-of-state training? (Check one.)

- | | |
|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes |
| <input type="checkbox"/> No | <input type="checkbox"/> No |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Don't know |



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28. Training

Indicate <u>your</u> past participation and/or likelihood for participating in the following training topics. (Check <u>all</u> that apply.)	Past participant at training sponsored by...		Likely and able to participate...		
	NOAA Coastal Services Center	other training facility/school	at NOAA Coastal Services Center	if offered online	if offered regionally (i.e., within 4 hours)
Coastal Zone Management Issues					
Coastal Zone Management Act	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integrated Coastal Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Trust Doctrine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smart Growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk-Vulnerability Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Land Use Planning		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership in Coastal Management		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation Resources Management		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tourism Development Planning		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural and Historic Resource Management		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sustainable Port Development		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others (please specify): _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Process Skills					
Conflict Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needs Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Issue Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaborative Processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilitation/ Meeting Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluation (e.g., program, product, service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing Multiple Perspectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective Communication Skills		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program Design		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance Measures		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outreach Planning		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Media Relations		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grant Proposal Writing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others (please specify): _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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28. Training (continued)

Indicate <u>your</u> past participation and/or likelihood for participating in the following training topics. (Check <u>all</u> that apply.)	Past participant at training sponsored by...		Likely and able to participate...	
	NOAA Coastal Services Center	other training facility/school	at NOAA Coastal Services Center	if offered online
Technology Training				
<i>Working with Spatial Data</i>				
Introduction to ArcView® GIS 3.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intermediate ArcView® GIS 3.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GIS For Managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduction to Coastal Remote Sensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote Sensing for Spatial Analysts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information Technology for Coastal Managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduction to GPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual Basic and ArcObjects		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ArcGIS		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spatial Data Management		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intermediate Remote Sensing (image processing and interpretation techniques)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifying and Mapping Coastal Habitats		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Habitat Assessment Methods		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photo Interpretation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Metadata</i>				
Metadata Training Workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to Train Others in Developing FGDC-Compliant Metadata	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



30. Previous Experience with the NOAA Coastal Services Center

Which of the following NOAA Coastal Services Center products and services have <u>you</u> or <u>your office</u> used within the last three years? (Check <u>all</u> that apply.)	How helpful was the product or service?			
<input type="checkbox"/> None				
<input type="checkbox"/> Coastal Services magazine	Not	Lo	Med	Hi
<input type="checkbox"/> Coastal Management Fellowship Program	Not	Lo	Med	Hi
<input type="checkbox"/> Grant funding	Not	Lo	Med	Hi
<input type="checkbox"/> Content specific training: (e.g., <i>Risk-Vulnerability Assessment</i> ; <i>Public Trust Doctrine</i> ; <i>Coastal Management for Practitioners</i>)	Not	Lo	Med	Hi
<input type="checkbox"/> Process skills training: (e.g., <i>Public Issues and Conflict Management</i> ; <i>Process Skills</i> ; <i>Needs Assessments</i> ; <i>Managing Multiple Perspectives</i>)	Not	Lo	Med	Hi
<input type="checkbox"/> Conference or workshop coordination, facilitation, support, or assistance: (e.g., <i>Coastal GeoTools '01</i> , <i>Coastal Zone '01</i> , regional workshops)	Not	Lo	Med	Hi
<input type="checkbox"/> NOAA Coastal Services Center Web site (http://www.csc.noaa.gov)	Not	Lo	Med	Hi
<input type="checkbox"/> Other (please specify): _____	Not	Lo	Med	Hi

NOTE: The remainder of the survey is dedicated to learning more about you, the coastal resource manager. We will use this information to improve our services to this community. Again, your responses are voluntary and confidential.

31. Field of Expertise

What is your field of expertise? (Use the space below to describe.)

32. Professional Experience

How many years have <u>you</u> worked in this field? (Check <u>one</u> .)	How many years have <u>you</u> been in your current position? (Check <u>one</u> .)
<input type="checkbox"/> Less than 1 year	<input type="checkbox"/> Less than 1 year
<input type="checkbox"/> 1 to 5 years	<input type="checkbox"/> 1 to 5 years
<input type="checkbox"/> 5 to 10 years	<input type="checkbox"/> 5 to 10 years
<input type="checkbox"/> 10 to 15 years	<input type="checkbox"/> 10 to 15 years
<input type="checkbox"/> More than 15 years	<input type="checkbox"/> More than 15 years



33. Position Title

Which of the following best represents your current position's role and responsibilities? (Check one.)

- Education and outreach
- Information technology (GIS or remote sensing)
- Natural resource management
- Permitting and regulatory enforcement
- Planning
- Program administrator or site manager
- Research
- Other (please specify): _____



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34. Professional Skills

Indicate your familiarity with each of the skill areas below. (Check <u>one</u> box for each.)	Unfamiliar	Familiar	Working knowledge	Expertise
<i>Program Management and Planning</i>				
Program administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Urban and regional planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information management (e.g., access, cataloging, retrieval)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Natural Resource Management</i>				
Natural resource planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ecosystem management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landscape and restoration ecology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watershed management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wildlife management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fisheries management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental policy and law (e.g., CZMA, NEPA, CWA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property rights and multi-jurisdictional management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental impact statements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Social Science Management</i>				
Social impact analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educational design and program development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation resources management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ecotourism management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program evaluation or product and service evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needs assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Survey, interview, and group data collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resource valuation (e.g., market, nonmarket)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural, historic, and heritage resource management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Public Participation</i>				
Facilitation/ meeting management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partnership building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public relations/ working with the media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer coordination and management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grant writing and fundraising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stakeholder involvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Technology</i>				
Geographic information systems (GIS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote sensing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Global positioning system (GPS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metadata	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Others (please specify):</i>				
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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NOTE: Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number. Responses to this questionnaire are voluntary.

\$0.60 Postage

**NOAA Coastal Services Center
2234 South Hobson Avenue
Charleston, SC 29405**



Presidential Documents

Title 3—

Executive Order 12862 of September 11, 1993

The President

Setting Customer Service Standards

Putting people first means ensuring that the Federal Government provides the highest quality service possible to the American people. Public officials must embark upon a revolution within the Federal Government to change the way it does business. This will require continual reform of the executive branch's management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector.

NOW, THEREFORE, to establish and implement customer service standards to guide the operations of the executive branch, and by the authority vested in me as President by the Constitution and the laws of the United States, it is hereby ordered:

Section 1. *Customer Service Standards.* In order to carry out the principles of the National Performance Review, the Federal Government must be customer-driven. The standard of quality for services provided to the public shall be: Customer service equal to the best in business. For the purposes of this order, "customer" shall mean an individual or entity who is directly served by a department or agency. "Best in business" shall mean the highest quality of service delivered to customers by private organizations providing a comparable or analogous service.

All executive departments and agencies (hereinafter referred to collectively as "agency" or "agencies") that provide significant services directly to the public shall provide those services in a manner that seeks to meet the customer service standard established herein and shall take the following actions:

- (a) identify the customers who are, or should be, served by the agency;
- (b) survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services;
- (c) post service standards and measure results against them;
- (d) benchmark customer service performance against the best in business;
- (e) survey front-line employees on barriers to, and ideas for, matching the best in business;
- (f) provide customers with choices in both the sources of service and the means of delivery;
- (g) make information, services, and complaint systems easily accessible; and
- (h) provide means to address customer complaints.

Sec. 2. *Report on Customer Service Surveys.* By March 8, 1994, each agency subject to this order shall report on its customer surveys to the President. As information about customer satisfaction becomes available, each agency shall use that information in judging the performance of agency management and in making resource allocations.

Sec. 3. *Customer Service Plans.* By September 8, 1994, each agency subject to this order shall publish a customer service plan that can be readily understood by its customers. The plan shall include customer service standards and describe future plans for customer surveys. It also shall identify the private and public sector standards that the agency used to benchmark

its performance against the best in business. In connection with the plan, each agency is encouraged to provide training resources for programs needed by employees who directly serve customers and by managers making use of customer survey information to promote the principles and objectives contained herein.

Sec. 4. *Independent Agencies.* Independent agencies are requested to adhere to this order.

Sec. 5. *Judicial Review.* This order is for the internal management of the executive branch and does not create any right or benefit, substantive or procedural, enforceable by a party against the United States, its agencies or instrumentalities, its officers or employees, or any other person.

A handwritten signature in black ink, reading "William J. Clinton". The signature is written in a cursive style with a large, prominent "W" and "C".

THE WHITE HOUSE,
September 11, 1993.

202-482-0866 or via e-mail at *Andrew Lee Beller@ita.doc.gov*.

Address written comments to Faryar Shirzad, Assistant Secretary for Import Administration, Docket Center, Room 1870, Pennsylvania Avenue and 14th Street., NW, Washington, DC 20230, Attention: Laurie Parkhill, Comment on Automatic Liquidation.

Dated: March 15, 2002.

Richard W. Moreland,

Acting Assistant Secretary for Import Administration.

[FR Doc. 02-6870 Filed 3-22-02; 8:45 am]

BILLING CODE 3510-DS-M

DEPARTMENT OF COMMERCE

International Trade Administration

United States-Egypt Presidents' Council: Membership

AGENCY: International Trade Administration, Commerce.

ACTION: Amendment to Notice of Membership Opportunity: Extension to deadline for applications.

SUMMARY: The International Trade Administration of the U.S. Department of Commerce established and monitors the activities of the U.S.-Egypt Presidents' Council. The purpose of the Council is to provide a forum through which American and Egyptian private sector representatives can provide advice and counsel to both governments. The **Federal Register** published a notice of membership opportunities for American business representatives on the U.S. side of the Council on November 19, 2001. The deadline was December 28, 2001, and extended to January 25, 2002. This notice hereby extends the deadline by which applications must be received.

DATES: In order to receive full consideration, requests must be received no later than: Friday, April 19, 2002.

ADDRESSES: Please send your requests for consideration to Maram R. Talaat, Egypt Desk Officer, Office of the Middle East, U.S. Department of Commerce by fax at 202-482-0878 or courier to Room H-2029B, U.S. Department of Commerce, 14th and Constitution Avenue, NW., Washington, DC 20230.

FOR FURTHER INFORMATION, CONTACT: Maram R. Talaat, Office of the Middle East, Room H-2029B, U.S. Department of Commerce, Washington, DC 20230, phone: 202-482-3752.

SUPPLEMENTARY INFORMATION: This amends the notice of membership opportunities on the U.S.-Egypt Presidents' Council published in the

Federal Register on November 19, 2001 (66 FR 57937-57938).

Dated: March 20, 2002.

Cherie A. Loustaunau,

Director, Office of the Middle East.

[FR Doc. 02-7117 Filed 3-22-02; 8:45 am]

BILLING CODE 3510-DA-P

DEPARTMENT OF COMMERCE

National Oceanic and Atmospheric Administration

[I.D. 031902F]

Proposed Information Collection; Comment Request; 2002 Coastal Resource Management Customer Survey

AGENCY: National Oceanic and Atmospheric Administration (NOAA).

ACTION: Notice.

SUMMARY: The Department of Commerce, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on proposed and/or continuing information collections, as required by the Paperwork Reduction Act of 1995, Pub. L. 104-13 (44 U.S.C. 3506(c)(2)(A)).

DATES: Written comments must be submitted on or before May 24, 2002.

ADDRESSES: Direct all written comments to Madeleine Clayton, Departmental Paperwork Clearance Officer, Department of Commerce, Room 6086, 14th and Constitution Avenue NW, Washington DC 20230 (or via Internet at *MClayton@doc.gov*).

FOR FURTHER INFORMATION CONTACT: Requests for additional information or copies of the information collection instrument(s) and instructions should be directed to Tom Fish at NOAA Coastal Services Center, (843) 740-1271 or *Tom.Fish@noaa.gov*.

SUPPLEMENTARY INFORMATION:

I. Abstract

This survey will be used by the NOAA Coastal Services Center to obtain information from our customers about their natural resource management issues, their information needs, and their technological capabilities. The respondents will be from the coastal natural resource management community. The information will be used to make quality improvements to the Center's products and services.

II. Method of Collection

A paper survey will be used, but a password-protected Web version of the survey will also be available.

III. Data

OMB Number: None.

Form Number: None.

Type of Review: Regular submission.

Affected Public: State, Local, or Tribal government (state natural resource management agencies); not-for-profit institutions (Sea Grant programs).

Estimated Number of Respondents: 700.

Estimated Time Per Response: 30 minutes.

Estimated Total Annual Burden Hours: 350 hours.

Estimated Total Annual Cost to Public: \$0.

IV. Request for Comments

Comments are invited on: (a) whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden (including hours and cost) of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology.

Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval of this information collection; they also will become a matter of public record.

Dated: March 18, 2002.

Madeleine Clayton,

Departmental Paperwork Clearance Officer, Office of the Chief Information Officer.

[FR Doc. 02-7130 Filed 3-22-02; 8:45 am]

BILLING CODE 3510-08-S

DEPARTMENT OF COMMERCE

National Oceanic and Atmospheric Administration

[I.D. 031902G]

Proposed Information Collection; Comment Request; Gulf of Mexico Reef Fish and Coastal Pelagics Economic Data Collection

AGENCY: National Oceanic and Atmospheric Administration (NOAA).

ACTION: Notice.