

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 04/11/2012

Department of Commerce
National Oceanic and Atmospheric Administration
FOR CERTIFYING OFFICIAL: Simon Szykman
FOR CLEARANCE OFFICER: Diana Hynek

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 12/27/2011

ACTION REQUESTED: Extension without change of a currently approved collection
TYPE OF REVIEW REQUESTED: Regular
ICR REFERENCE NUMBER: 201111-0648-005
AGENCY ICR TRACKING NUMBER:
TITLE: NOAA Customer Surveys
LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved without change
OMB CONTROL NUMBER: 0648-0342

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE: 04/30/2015

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	80,000	9,000	0
New	605,529	57,000	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	0	0	0
Change due to Agency Adjustment	525,529	48,000	0
Change Due to Potential Violation of the PRA	0	0	0

TERMS OF CLEARANCE:

OMB Authorizing Official:

Kevin F. Neyland
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
	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
	6. Requested expiration date a. <input type="checkbox"/> Three years from approval date b. <input type="checkbox"/> Other Specify: _____ / _____
7. Title	
8. Agency form number(s) (<i>if applicable</i>)	
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
NOAA CUSTOMER SURVEYS
OMB CONTROL NO. 0648-0342**

A. JUSTIFICATION

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

This is a request for renewal of a generic clearance for voluntary customer surveys to be conducted by NOAA program offices. In accordance with [Executive Order 12862](#), the [National Partnership for Reinventing Government](#), and good management practices, NOAA offices seek to be able to continue to gather customer feedback on services and/or products, which can be used in planning for service/product modification and prioritization.

Under this generic clearance, individual offices would continue use of approved questionnaires and develop new questionnaires, as needed, by selecting subsets of the approved set of collection questions and tailoring those specific questions to be meaningful for their particular programs. These proposed questionnaires would then be submitted through a fast-track request for approval process. A proposed questionnaire would then be submitted to the NOAA Clearance Officer. If the latter finds that the proposal appears to be consistent with the generic clearance, the proposal would be forwarded through the Department of Commerce's Office of the Chief Information Officer to NOAA's OMB Desk Officer for fast-track review. *The generic clearance will not be used to survey any bodies NOAA regulates unless precautions are taken to ensure that the respondents believe that they are not under any risk for not responding or for the contents of their responses; e.g. in no survey to such a population will the names and addresses of respondents be required. Currently there are no such surveys being submitted for approval.*

Two sets of survey questions (included as supplementary documents in this submission) are used for generation of program-level questionnaires:

1) "Quantitative Questions" seeks to obtain numerical ratings from respondents on their satisfaction with various aspects of the product or service they obtained – satisfaction with the quality of the product, the courtesy of the staff, the format of and documentation for data received, and similar standard types of questions. The offices using such questions are able to determine which aspects of their program need improvement, or have improved. The rating system is intended to aid the respondents in identifying their relative level of satisfaction in particular areas, and is not generally intended to be used to establish numerical performance goals or as part of any complex statistical analyses over time. The potential benefits of the latter are outweighed by the difficulties in ensuring that the data is unbiased and fully representational of customers.

2) "Qualitative Questions" are more focused on who is using the product and service, how it is being used, and the medium or format in which the respondent would like to see data provided. The respondent is also given an opportunity to make specific suggestions on what new products or services should be offered or on how existing products or services could be improved.

2. Explain how, by whom, how frequently, and for what purpose the information will be used. If the information collected will be disseminated to the public or used to support information that will be disseminated to the public, then explain how the collection complies with all applicable Information Quality Guidelines.

The responses to the quantitative questionnaires will be used by the sponsoring program office to determine the customers' satisfaction with the level of service and products delivered, identifying perceived weaknesses in those products or services. Information such as this will be used to help direct program improvement efforts.

The uses of the qualitative questions are somewhat different. Rather than seeking information on the degree of customer satisfaction, the objectives are more complex. Questions 1, 5, 6, and 7 seek information on what product/service was received, suggestions about improving the product or its format, and suggestions for other products or services. This information will assist the program office in better identifying the needs of customers by providing more specific data. For instance, responses concerning formats will be used to help determine which products the users are most interested in seeing through the program Web site. Questions 2, 3, 4, and 9 seek information that will help the program office identify the types of users for specific products and how they use those products.

The NOAA line offices (National Ocean Service (NOS), National Marine Fisheries Service (NMFS), National Environmental Satellite, Data and Information Service (NESDIS), National Weather Service (NWS) and Oceanic and Atmospheric Research (OAR) have been expending significant effort to review, report on, and act on the information gathered from their surveys. Many programs have used the NOAA Web site Customer Survey, posted on their individual program area sites, soliciting responses specifically about those sites. Response information is utilized to make a wide variety of modifications to the content, scope and navigation of the program Web sites.

Some surveys solicit comments on how to maintain or improve access to program data. Others provide information about customer usage and their diversity, and allow notification to subsets of user respondents of program or data changes applicable to them, rather than broadcasting emails to the complete user universe. Still others gather feedback on experimental products, to be used in product modification as indicated.

The *currently approved and ongoing* surveys for which NOAA is requesting renewal are listed in the table below and described in following pages. In 2011 (as of November 20) there have been nine new surveys approved by OMB under this generic collection: 5 for NOS) 2 for NESDIS), one for NWS and one for NMFS.

Survey Name	Annual/ Annualized Responses	Burden Hours
1. NOAA Web site Customer Satisfaction (ongoing - <i>administered through NOS, all line offices other than NWS, results sorted by and available to each participating program</i>)	1,839 (5 min.)	153
2. NOAA Web site Customer Satisfaction (NWS) (ongoing)	57,000 (5 min.)	4,750
3. NWS - Experimental Products/Services (ongoing)	93,000 (5 min.)	7,750
4. Oceanic and Atmospheric Research (OAR) - Tropical Atmosphere Ocean Array Web Data Distribution (ongoing)	6,259 (1 min)	104
5. OAR - Ocean Surface Current Analyses – Real Time Data Feedback Request Form (ongoing)	515 (1 min.)	9
6. NOS – Chart Users Survey (new survey every two years)	2,600 (10 min.)	433
7. NOS Coastal Services Center (averages 3 short-term surveys annually): Currently underway are Training Feedback and Digital Coast surveys. See total estimated annual burden estimate to the right.	500 (average 10 min.)	85
8. NWS Hazards Terminology Survey (short-term)	4,650 (20 min.)	1,550
9. NESDIS NOAA Geostationary Operational Environmental Satellites – R Series (GOES-R) Program Product and Service Survey (short-term)	200 (15 min.)	50
	166,563	14,884
Additional burden estimated for new surveys in 2012	35,280	4,116
TOTALS	201,843	19,000
TOTALS for 3 years	605,529	57,000

The **NOAA Web site Customer Satisfaction survey** is administered by the NOS and implemented on 18 separate Web sites, for programs under NOS, NMFS, NESDIS and OAR. Data is collected into a single database, separated by the individual Web site on which it is implemented. An administrator is able to view survey results for each Web site and act upon these results as appropriate.

National Weather Service

Web site Customer Satisfaction and Experimental Products/Services Surveys

The generic Web site surveys are used by local web content providers, and Regional and National web managers, to improve usability of National Weather Service (NWS) Web pages to better meet user needs and expectations. The surveys have been used to support greater standardization of navigation across multiple office sites, to improve user interfaces to forecast and warning information, and to collect comments from users on accessibility of data and information. Many times, the survey comments have been useful in improving Web applications and page coding to improve performance and reduce server demands. . Since July 31, 2008 there have been 122,610 generic Web site satisfaction survey responses submitted.

NWS also makes extensive use of the survey to collect user feedback on proposed changes, additions, or terminations of Official and Experimental Products/Services. Under NOAA's Partnership Policy, we are required to collect user feedback on changes to environmental information and services. For proposed new products and services, the survey responses have provided invaluable feedback from private and commercial users, as well as government partners, to local, Regional, and National decision makers. Survey allows for fairness and openness in proposed changes, and assists the decision makers in determining what actions and services are appropriate for NWS to provide. All survey responses are carefully evaluated and considered in determining the appropriate action. For proposed termination of services/products, the surveys have provided user input, allowing NWS to ensure data requirements were met while still being able to consolidate Web services. Since July 31, 2008 there have been 237,558 Customer Survey responses for Official and Experimental Products/Services.

Oceanic and Atmospheric Research (OAR)

The Tropical Atmosphere Ocean (TAO) Project survey is at http://www.pmel.noaa.gov/tao/data_deliv/reg.html.

The TAO Array Web Data Distribution feedback request form is used as a metric of customer usage and diversity of users of TAO/TRITON/PIRATA/RAMA data. Feedback helps us improve the product and the Web site delivery mechanisms to better meet users specific research needs.

The Ocean Surface Current Analyses – Real Time (OSCAR) survey is at <http://www.oscar.noaa.gov/datadisplay/datadownload.htm>.

The OSCAR Data feedback request form is used as a metric of customer usage and of users diversity. The information has allowed the OSCAR project to assess the uses to which the data is being put in order to evaluate the current usefulness of the data and the ways in which the Web site can be improved to provide better customer service and satisfaction. User suggestions have resulted in our expanding the geographic coverage of the dataset, the resolution of the data provided, and improved the Web site functionality.

National Ocean Service (NOS)

Chart Users Survey: NOAA is responsible for producing and distributing the nautical charting products covering the coastal waterways of the United States and its territories. The users of these navigational products can be broadly described as commercial mariners and recreational boaters.

This survey is conducted every two years, with an average of 2,500 respondents each time. Updated surveys are submitted for OMB approval before dissemination. Answers to survey questions by users of NOAA's nautical products have been used to revise/modify these products and services to better meet user needs.

Coastal Services Center (Center) surveys:

Training Feedback Survey

This survey will assess whether past participants of Center trainings have been applying the knowledge and skills gained through these trainings. Professional development training is offered in three distinct areas: geospatial technology, coastal issues, and process skills. Delivery methods include face-to-face instructor-led training held at the Center and local host sites, self-guided web-based training, and instructor-led web-based training. Technical assistance is conducted via telephone, electronically, or remotely (on-site) depending on the needs of the specific customer and the specific technical assistance topic.

Digital Coast Survey

This survey will assess customer views and related needs regarding www.csc.noaa.gov/digitalcoast/. The Digital Coast Web site provides access to coastal data (e.g. hydrography, marine boundaries, socioeconomic data) as well as providing the tools, training, and information needed to turn these data into the information most needed by coastal resource management professionals.

National Environmental Satellite, Data and Information Service (NESDIS)

NOAA Geostationary Operational Environmental Satellites – R Series (GOES-R) Program Product and Service Survey

The survey will be conducted by the NESDIS Office of Satellite Products and Operations (OSPO) and NOAA's Geostationary Operational Environmental Satellites – R Series (GOES-R) Program. The NOAA Satellite Service provides environmental satellite data to environmental offices around the world. The customers are domestic and international environmental agencies, the commercial environmental sector and the general public. Most services are provided in the form of direct readouts, through free and open access, to anyone who wants to use them. Direct readout services are those in which the satellite broadcasts information, and anyone with an appropriate receiving station can collect the data. Information is also available on the Web. The survey includes various questions submitted by program managers and development leaders who are seeking requirements for development of new systems and procedures.

As explained in the preceding paragraphs, the information gathered has utility. NOAA Fisheries will retain control over the information and safeguard it from improper access, modification, and destruction, consistent with NOAA standards for confidentiality, privacy, and electronic information. See response to Question 10 of this Supporting Statement for more information on confidentiality and privacy. The information collection is designed to yield data that meet all applicable information quality guidelines. Prior to dissemination, the information will be subjected to quality control measures and a pre-dissemination review pursuant to [Section 515 of Public Law 106-554](#).

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.

Currently, most surveys are conducted via email. Some surveys are mailed to their customer lists. Web site customer satisfaction and some product satisfaction surveys are posted on the applicable Web sites, with monitoring to eliminate most, if not all, frivolous responses.

4. Describe efforts to identify duplication.

A team with representatives from all of NOAA's major organizations helped to develop the questions and identify any current efforts. While there may be other customer surveys planned that will be the subject of separate clearance requests, NOAA is confident that the procedures in place ensure that no current or future survey will duplicate any other similar survey within the program area involved. The NOAA PRA Clearance Officer alerts those planning a survey, through this OMB Control No. or others, about similar/overlapping surveys being planned or conducted.

Last year DOC implemented an overlapping generic information collection which includes customer surveys (OMB Control No. 0690-0030). NOAA uses this vehicle for surveys for which less robust results are needed, as very little description/documentation is needed.

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

While small businesses will be respondents to some of the surveys, the burden on any respondent is expected to be minimal. Response to all surveys will continue to be voluntary.

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

If these surveys were not conducted, the program offices have significantly less information for determining which areas of their programs should be modified, and how they might be modified, to provide better service to the public. The frequency of surveys will vary. Some will be conducted once a year, while others will be ongoing. The ongoing approach is deemed especially useful when asking questions about specific products and formats, rather than about general satisfaction with a program. This more frequent feedback may allow the program office to get helpful information from respondents at the time a product is received or a Home Page is used, rather than later as part of an annual survey.

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

Respondents who choose to complete surveys on the Web will obviously be responding in less than thirty calendar days from when they receive the request. In those surveys where a questionnaire is attached to each product delivery, a person who frequently orders products will receive more than one request quarterly, but all responses are voluntary.

8. Provide information on 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 soliciting public comments was published on September 7, 2011 (76 FR 55362). No comments were received.

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

No payment or gift will be given to any respondent.

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

There will be no assurance of confidentiality; however, provision of contact information is optional.

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.

No sensitive questions will be asked.

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

A total of 201,843 individual responses is expected annually, with an average response time of five to six minutes, resulting in 19,000 burden hours. The three-year total, as entered in ROCIS per instructions, will be 605,529 responses and 57,000 hours.

It is possible that there may be more than one response per respondent per year; this information is not tracked, but each entry on web-based surveys has a time stamp. More than one entry per respondent can be reasonably expected as new information and products appear. However, entries in close succession, which generally could be construed as frivolous, are eliminated.

13. Provide an estimate of the total annual cost burden to the respondents or record-keepers resulting from the collection (excluding the value of the burden hours in Question 12 above).

There will be no cost to respondents. For mailed surveys, envelopes with pre-paid postage will be supplied.

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

All surveys will be conducted and analyzed in-house as part of program planning and thus there is no additional cost beyond regular staff time.

15. Explain the reasons for any program changes or adjustments.

Adjustments:

Several of the surveys included in the previous collection are not to be renewed and others have been approved since the last renewal.

This generic clearance continues to be used for a wider variety of surveys, especially for NWS Web sites; thus the annual response and burden estimate have been adjusted upward from 80,000 responses and 9,000 hours to 201,843 responses and 19,000 hours.

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

Aggregated results will be posted on the applicable Web sites as needed, to share with users as part of information to be imparted about planned program or product changes.

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.

All surveys will display the OMB expiration date.

18. Explain each exception to the certification statement.

No exceptions are requested.

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.

For every survey under this clearance, the universe consists of the customers of NOAA information, services and/or products. For most surveys, customer lists are available, and the survey is sent either to all those on the list; or, in different phases, is sent to all of a subset of this list (e.g. by role or profession). For the Web-based surveys, the universe is defined as above but not sent to a specific list; customer lists, however, may be developed for future use (e.g. information or product update mailings or additional surveys) based on optional submission of contact information when the customer responds to the survey.

No claims are made that the respondents to each survey are statistically representative of their universes; however, virtually all respondents are actual users of the information, products and/or services and thus their responses are considered seriously.

For recent surveys conducted via email or mail, rather than posted on a Web site, response rates have ranged from 60% to 95%.

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.

For all surveys, the known universe of customers is targeted. No specific degree of accuracy is required; all responses are considered to have value.

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.

Methods used to maximize response rates/rationale for expecting higher response rates:

- For surveys distributed by mail or email, follow-up letters, emails and/or telephone calls are generally made to remind/encourage respondents to reply.
- Surveys posted on NOAA Web sites are highly visible and require only clicking on a link in order to complete. As stated in Part A, Question 12, however, most frivolous repeat responses are weeded out by referring to the time stamp.
- Surveys are relatively brief, and thus the burden of response is minimized.

- The target respondent groups are composed of actual customers of NOAA products and information who thus have a vested interest in providing input.

For these surveys, we do not attempt to address non-response. As stated earlier, we make no claim regarding representativeness of responses, but frivolous responses are minimal and all responses are treated as having value.

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.

Any tests undertaken for individual surveys in this collection will be described in those specific survey requests.

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.

General contact: Sarah Brabson, NOAA PRA Clearance Officer, 1315 East West Highway, Silver Spring, MD 20910, (301) 628-5751. For individual surveys, contact information is included in the specific survey requests.

QUANTITATIVE QUESTIONS

Circle the number that indicates your degree of satisfaction.

	Not at all satisfied	Not satisfied	No opinion	Satisfied	Extremely satisfied	Not applicable
1. Quality of product/service received	1	2	3	4	5	N/A
2. Quality of data received	1	2	3	4	5	N/A
3. Timeliness of response to request	1	2	3	4	5	N/A
4. Cost of product/service received	1	2	3	4	5	N/A
5. Courtesy of staff who dealt with you	1	2	3	4	5	N/A
6. Expertise of staff in dealing with your needs.	1	2	3	4	5	N/A
7. Degree that product/service met your needs	1	2	3	4	5	N/A
8. Clarity and accuracy of responses from staff to your questions prior to sale	1	2	3	4	5	N/A
9. Clarity and accuracy of responses from staff to your questions after sale	1	2	3	4	5	N/A
10. Ease in reaching correct NOAA office to deal with your request	1	2	3	4	5	N/A
11. Format of data received	1	2	3	4	5	N/A
12. Documentation of data received	1	2	3	4	5	N/A
13. Description of data in catalogs and directories	1	2	3	4	5	N/A
14. Accessibility of data desired	1	2	3	4	5	N/A
15. Overall satisfaction with service received	1	2	3	4	5	N/A

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 16. Overall satisfaction compared with services/data obtained from private sector | 1 | 2 | 3 | 4 | 5 | N/A |
| 17. Overall satisfaction compared with services/data obtained from other Federal agencies | 1 | 2 | 3 | 4 | 5 | N/A |

Your name and address are requested, but are not necessary for your comments to be considered.

Name: _____
Address: _____

QUALITATIVE QUESTIONS

1. What product/service did you obtain? _____ *(Program office may insert boxes relevant to the products/services it provides)*

2. How did you find out about the product/service? _____ *(Program office may insert boxes relevant to the products/services it provides)*

3. What is your affiliation?

- | | | |
|---|---|---|
| <input type="checkbox"/> Individual | <input type="checkbox"/> Student/teacher K-12 | <input type="checkbox"/> University student |
| <input type="checkbox"/> University faculty/staff | <input type="checkbox"/> Other research institution | <input type="checkbox"/> Business/industry |
| <input type="checkbox"/> NOAA | <input type="checkbox"/> Other Federal government | <input type="checkbox"/> News media |
| <input type="checkbox"/> State/local government | <input type="checkbox"/> Other _____ | |

4. How frequently do you request products/services from (sponsoring office)?

- | | |
|---|--|
| <input type="checkbox"/> Frequently (>once a month) | <input type="checkbox"/> Regularly (>twice a year) |
| <input type="checkbox"/> Infrequently (once a year or less) | <input type="checkbox"/> First-time user |

5. Do you have suggestions as to how (sponsoring office) can improve its products or services?
_____ *(Program office may insert boxes relevant to the products/services it provides)*

6. What new products/services would you like to see offered? _____ *(Program office may insert boxes relevant to the products/services it provides)*

7. What media/format would you like to see data provided in?

- | | | | |
|---------------------------------|-------------------------------------|--------------------------------------|------------------------------|
| <input type="checkbox"/> CD-ROM | <input type="checkbox"/> On-line | <input type="checkbox"/> 3480 tape | <input type="checkbox"/> FTP |
| <input type="checkbox"/> Paper | <input type="checkbox"/> ASCII file | <input type="checkbox"/> Other _____ | |

8. Will you use our products/services again? Yes No

9. What will be the primary use of the product/service?

- | | | |
|--|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Scientific research | <input type="checkbox"/> Business | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Education | <input type="checkbox"/> Personal | <input type="checkbox"/> Other _____ |

Add name and address block from quantitative form if that form will not be used.

Paperwork Reduction Act Information: In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek to determine whether their customers are satisfied with the services and/or products they are receiving and whether they have suggestions as to how the services/products may be improved or made more useful. The information will be used to improve NOAA's products and services. Responses to this survey are completely voluntary. No confidentiality can be provided for responses, but you need not supply your name or address. Public reporting burden for this collection of information is estimated to average ___* minutes per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Sarah Brabson, CIO-PPA1, Station 9826, 1315 East-West Highway, Silver Spring, MD 20910.

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.

*The response time for a specific survey will depend upon the subset of questions selected, and will be entered before the survey's informal submission to OMB.

be the PRC-wide rate of 157.68 percent (*see Amended Final and Order*); and (4) for all non-PRC exporters of subject merchandise which have not received their own rate, the cash deposit rate will be the rate applicable to the PRC exporters that supplied that non-PRC exporter. These deposit requirements, when imposed, shall remain in effect until publication of the final results of the next administrative review.

Public Comment

The Department will disclose calculations performed in connection with the preliminary results of this review within five days of the date of publication of this notice in accordance with 19 CFR 351.224(b). Any interested party may request a hearing within 30 days of publication of this notice in accordance with 19 CFR 351.310(c). Any hearing will be held 37 days after the publication of this notice, or the first workday thereafter unless the Department alters the date pursuant to 19 CFR 351.310(d). Individuals who wish to request a hearing must submit a written request within 30 days of the publication of this notice in the **Federal Register** to the Assistant Secretary for Import Administration, U.S. Department of Commerce, pursuant to the Department's e-filing regulations. *See* <https://iaaccess.trade.gov/help/IA%20ACCESS%20User%20Guide.pdf>.

Requests for a public hearing should contain: (1) The party's name, address, and telephone number; (2) the number of participants; and (3) to the extent practicable, an identification of the arguments to be raised at the hearing.

Unless otherwise notified by the Department, interested parties may submit case briefs within 30 days of the date of publication of this notice in accordance with 19 CFR 351.309(c)(1)(ii). As part of the case brief, parties are encouraged to provide a summary of the arguments and a table of authorities cited in accordance with 19 CFR 351.309(c)(2). Rebuttal briefs, which must be limited to issues raised in the case briefs, must be filed within five days after the case brief is filed in accordance with 19 CFR 351.309(d). If a hearing is held, an interested party may make an affirmative presentation only on arguments included in that party's case brief and may make a rebuttal presentation only on arguments included in that party's rebuttal brief in accordance with 19 CFR 351.310(c). Parties should confirm by telephone the time, date, and place of the hearing within 48 hours before the scheduled time. The Department will issue the final results of this review, which will include the results of its analysis of

issues raised in the briefs, not later than 120 days after the date of publication of this notice in accordance with section 751(a)(3)(A) of the Act and 19 CFR 351.213(h)(1).

Notification to Importers

This notice also serves as a preliminary reminder to importers of their responsibility under 19 CFR 351.402(f) to file a certificate regarding the reimbursement of antidumping duties prior to liquidation of the relevant entries during these review periods. Failure to comply with this requirement could result in the Secretary's presumption that reimbursement of antidumping duties occurred and the subsequent assessment of double antidumping duties.

These preliminary results of administrative review are issued and this notice is published in accordance with sections 751(a)(1) and 777(i)(1) of the Act.

Dated: August 31, 2011.

Ronald K. Lorentzen,

Deputy Assistant Secretary for Import Administration.

[FR Doc. 2011-22856 Filed 9-6-11; 8:45 am]

BILLING CODE 3510-DS-P

DEPARTMENT OF COMMERCE

National Oceanic and Atmospheric Administration

Proposed Information Collection; Comment Request; NOAA Customer Surveys

AGENCY: National Oceanic and Atmospheric Administration (NOAA), Commerce.

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.

DATES: Written comments must be submitted on or before November 7, 2011.

ADDRESSES: Direct all written comments to Diana Hynek, Departmental Paperwork Clearance Officer, Department of Commerce, Room 6616, 14th and Constitution Avenue, NW., Washington, DC 20230 (or via the Internet at dHynek@doc.gov).

FOR FURTHER INFORMATION CONTACT: Requests for additional information or

copies of the information collection instrument and instructions should be directed to Sarah Brabson, (301) 628-5751 or Sarah.Brabson@noaa.gov.

SUPPLEMENTARY INFORMATION:

I. Abstract

This request is for extension of a currently approved generic information collection.

This collection follows the guidelines contained in the OMB Resource Manual for Customer Surveys. In accordance with Executive Order 12862, the National Performance Review, and good management practices, NOAA offices seek approval to continue to gather customer feedback on services and/or products, which can be used in planning for service/product modification and prioritization. Under this generic clearance, individual offices would use approved questionnaires and develop new questionnaires, as needed, by selecting subsets of the approved set of collection questions and tailoring those specific questions to be meaningful for their particular programs. These proposed questionnaires would then be submitted to OMB using a fast-track request for approval process, for which separate **Federal Register** notices are not required. Surveys currently being conducted include Web site satisfaction surveys, a Chart Users survey, and a Coastal Services Center Training Evaluation.

The generic clearance will not be used to survey any bodies NOAA regulates unless precautions are taken to ensure that the respondents believe that they are not under any risk for not responding or for the contents of their responses; e.g., in no survey to such a population will the names and addresses of respondents be required.

II. Method of Collection

Surveys are conducted by mail or via a Web site.

III. Data

OMB Control Number: 0648-0342.

Form Number: None.

Type of Review: Regular submission (extension of a currently approved collection).

Affected Public: Individuals or households; non-profit institutions; state, local, or tribal government; business or other for-profit organizations.

Estimated Number of Respondents: 483,000.

Estimated Time per Response: 7 minutes.

Estimated Total Burden Hours: 57,000.

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: September 1, 2011.

Gwellnar Banks,

Management Analyst, Office of the Chief Information Officer.

[FR Doc. 2011-22851 Filed 9-6-11; 8:45 am]

BILLING CODE 3510-12-P

DEPARTMENT OF COMMERCE

National Oceanic and Atmospheric Administration

Proposed Information Collection; Comment Request; Seafood Inspection and Certification Requirements

AGENCY: National Oceanic and Atmospheric Administration (NOAA), Commerce.

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.

DATES: Written comments must be submitted on or before November 7, 2011.

ADDRESSES: Direct all written comments to Diana Hynek, Departmental Paperwork Clearance Officer, Department of Commerce, Room 6616, 14th and Constitution Avenue, NW., Washington, DC 20230 (or via the Internet at dHynek@doc.gov).

FOR FURTHER INFORMATION CONTACT:

Requests for additional information or copies of the information collection instrument and instructions should be directed to James Appel, (301) 427-8310 or James.Appel@noaa.gov.

SUPPLEMENTARY INFORMATION:

I. Abstract

This request is for a revision and extension of a currently approved information collection.

The Endangered Species Act of 1973 (ESA; 16 U.S.C. 1531 *et seq.*) imposed prohibitions against the taking of endangered species. Section 10 of the ESA allows permits authorizing the taking of endangered species for research/enhancement purposes. The corresponding regulations established procedures for persons to apply for such permits. In addition, the regulations set forth specific reporting requirements for such permit holders. The regulations contain two sets of information collections: (1) Applications for research/enhancement permits, and (2) reporting requirements for permits issued.

The required information is used to evaluate the impacts of the proposed activity on endangered species, to make the determinations required by the ESA prior to issuing a permit, and to establish appropriate permit conditions. To issue permits under ESA Section 10(a)(1)(A), the National Marine Fisheries Service (NMFS) must determine that (1) Such exceptions were applied for in good faith, (2) if granted and exercised, will not operate to the disadvantage of such endangered species, and (3) will be consistent with the purposes and policy set forth in Section 2 of the ESA.

The currently approved application and reporting requirements are being revised to apply only to Pacific salmon and steelhead, as requirements regarding other species are being addressed in a separate information collection. Clarification of some of the instructions will also be provided, based on previous applicants' responses and submitted applications and reports.

II. Method of Collection

Respondents have a choice of either electronic or paper forms. Methods of submittal include e-mail of electronic forms, and mail and facsimile transmission of paper forms, as well as some information by telephone.

III. Data

OMB Control Number: 0648-0266.
Form Number: 89-800, 89-814, 89-819.

Type of Review: Regular submission (revision and extension of a currently approved collection).

Affected Public: Non-profit institutions; State, local, or tribal government; business or other for-profit organizations.

Estimated Number of Respondents: 1,435.

Estimated Time per Response: Contract requests, 15 minutes; label approvals, 15 minutes; and inspection requests, 30 minutes.

Estimated Total Annual Burden Hours: 7,698.

Estimated Total Annual Cost to Public: \$5,000 in recordkeeping/reporting costs.

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: September 1, 2011.

Gwellnar Banks,

Management Analyst, Office of the Chief Information Officer.

[FR Doc. 2011-22850 Filed 9-6-11; 8:45 am]

BILLING CODE 3510-22-P

DEPARTMENT OF COMMERCE

National Oceanic and Atmospheric Administration

RIN 0648-XA682

Pacific Fishery Management Council; Public Meeting

AGENCY: National Marine Fisheries Service (NMFS), National Oceanic and Atmospheric Administration (NOAA), Commerce.

ACTION: Notice of public meeting.

SUMMARY: The Pacific Fishery Management Council's (Pacific Council) Groundfish Management Team (GMT)