

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 02/23/2012

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 03/09/2011

ACTION REQUESTED: New collection (Request for a new OMB Control Number)  
TYPE OF REVIEW REQUESTED: Regular  
ICR REFERENCE NUMBER: 201102-0648-005  
AGENCY ICR TRACKING NUMBER:  
TITLE: User Engagement Survey for Water Resources Forecasts and Climate Information  
LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved with change  
OMB CONTROL NUMBER: 0648-0645

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: 02/28/2015

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	0	0	0
New	90	45	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	90	45	0
Change due to Agency Adjustment	0	0	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

List of ICs

IC Title	Form No.	Form Name	CFR Citation
User engagement survey - water resource stakeholders	NA	Workshop participant survey	

# 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 <span style="float: right;">b. <input type="checkbox"/> None</span> 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**  
**User Engagement Survey for Water Resources Forecasts and Climate Information**  
**OMB CONTROL NO. 0648-xxxx**

**A. JUSTIFICATION**

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

This request is for a new information collection.

As part of the National Oceanic and Atmospheric Administration's (NOAA's) mission to "... meet our Nation's economic, social, and environmental needs", [Executive Order 12862](#) and good management practices the proposed survey will be part of a stakeholder engagement effort to more clearly define what those needs are. The proposed survey will be used to engage with, and assess the science and forecasting needs of, stakeholders in the water resources sector. The water resources sector includes agencies and companies operating reservoirs and private and public interests in regulating rivers. The survey is designed to (1) assess the accessibility and utility of water & climate information products and datasets, (2) assess participants' perceptions and knowledge about water & climate, and (3) evaluate user needs and the gaps in existing water & climate information. Participation in the survey will be entirely voluntary and conducted in conjunction with workshops related to water resources and/or climate.

The purpose of the survey instrument is to allow for a rigorous assessment of the accessibility and utility of NOAA's National Weather Service (NWS) water and climate forecasts, datasets, and products for NWS stakeholders. The instrument was developed and tested by NOAA research partners in 2010 through two workshops in Colorado and Utah. Prior to the development of this survey instrument, NWS had no effective way to measure stakeholder perceptions of the effectiveness of its water resources and seasonal climate forecasts and datasets.

**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.**

Information will be collected by NWS staff charged with working with stakeholders in the water resources sector. The primary mechanism for information collection will be Web-based; however, a paper form of the survey will also be available should internet connections not be available. Information will be collected in conjunction with meetings or workshops where stakeholders are present. Survey results will be analyzed to determine the most frequent responses, correlations between survey responses and respondent characteristics, and to track changes over time.

The information will be used to assess the effectiveness, and provide some direction for improvement of NWS forecast programs, including new products and datasets, in stakeholder

decision-making, primarily in water management. Similar information collected by non-federal partners in a research environment has contributed to the development of improved web pages and other service delivery mechanisms by the NWS. Specific examples from the survey instrument that would lead us toward specific types of modifications: Questions 16-21 will be used to measure forecast usage; Questions 25-29 will be used to measure perceptions of forecast skill. These results will be used to identify more effective ways at communicating forecasts, and providing measures of forecast confidence and the track record of previous forecasts from NOAA forecasters to forecast users .

As explained in the preceding paragraph, the information gathered has utility. NWS will retain control over the information and safeguard it from improper access, modification, and destruction, consistent with NOAA standards for [privacy and protection of 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. Although the information collected is not expected to be disseminated directly to the public, results may be used in scientific, management, technical or general informational publications. Should NOAA decide to disseminate the information, it will be subject 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.**

Survey responses will typically be collected electronically, using a web-based form such as survey monkey which easily allows surveys to be constructed, conducted, and analyzed. A paper form will be used only for instances when the internet is not available.

**4. Describe efforts to identify duplication.**

Other agencies, such the U.S. Bureau of Reclamation, have collected complementary information regarding water management by federal agencies through studies such as the current Colorado Basin Study, which assess water supply and demand in the basin. However, only NOAA does operational forecasts related to water and climate. The proposed survey focuses specifically on forecasting programs and products and perceptions of their effectiveness. While this survey was developed specifically for water and climate forecasts in the water resources sector, it also has utility for climate services beyond the water resources in areas such as wildfire management, managing vegetation changes, etc. If similar efforts by other entities were to materialize in the future, we would make every effort to work with those involved.

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

Not applicable.

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

Responses to the proposed survey questions would provide information that will allow significant improvement to NWS's ability to assess the perception of effectiveness of use of its water and climate forecasts by stakeholders. Currently, NWS employees charged with making these forecasts have little information available to assess the effectiveness of water and climate forecast products. Without such surveys, assessment of effectiveness is significantly limited.

In order to track effectiveness over time, periodic information collection is necessary. The frequency of information collection proposed will be tied to tracking effectiveness of newly developed forecast products and datasets as well as tracking the use and perceptions of existing datasets.

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

NA.

**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 published on August 23, 2010 (75 FR 51751) solicited public comments. No comments were received.

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

None.

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

The survey instructions state that responses are anonymous; no personally identifying information will be collected in the survey questions.

**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.**

Not applicable.

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

We anticipate 90 respondents per year. Each respondent will respond to the survey instrument, at

most, once per year. The survey takes 30 minutes to complete. Therefore the total estimated annual burden for respondents will be 45 hours.

**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 (other than time) to the respondents. If paper surveys are used, they will be collected on the spot and/or using prepaid envelopes.

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

No costs outside of regular staff costs and very minimal copying are anticipated. We expect to retain survey responses in order to track change over time. Agency staff will compile and analyze survey results. The staff time required for these operations is minimal – no more than 40 hours total or approximately \$1,600 in wages. Paper and copying expenses should be no more than \$100. Maximum total costs are thus estimated to be \$1,700.

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

This is a new program.

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

NA.

**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.**

Not applicable.

**18. Explain each exception to the certification statement.**

Not applicable.

**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.**

Potential respondents are stakeholders that make decisions based on water resources or seasonal climate forecasts. These will normally be state and local government units, other federal agencies, and private sector or non-profit water interests (for instance, the Colorado River Water

Users Association (CRWUA) has a membership that includes about 1,500 individuals and organizations involved in water management (source: crwua.org). Nationwide, the total respondent universe is on the order of 10,000. Survey data will be collected by NOAA River Forecast Centers for individual river basins and/or by national program managers at workshops that they sponsor and that these water stakeholders regularly attend. All collection efforts will utilize the Web as much as possible.

A 2005 study in South Carolina and the Susquehanna River Basin analyzed survey responses from regular meetings in the year 2000 in which water management entities participated, and found the respondents to be a representative sample of user categories as shown in the table below (source: O’Connor, et al, 2005: “Feeling at Risk Matters: Water Managers and the Decision to Use Forecasts” in Risk Analysis, Vol 25, No 5).

We expect to survey approximately 100 workshop participants per year, with an expected response rate of 90%. This response rate is based on the active engagement of the workshop participants in water management issues at the time they are surveyed, as well as the briefness of the survey.

Previous survey work indicated that the population of stakeholders is approximately 35% federal, 20% state government, 35% other government (including municipalities, irrigation districts, counties, etc), and 10% non governmental.

Respondent category	Respondent Universe (estimate)	Annual number of possible respondents expected	Expected Response Rate
Federal	3,500	35	90%
State Government	2,000	20	90%
Other Government	3,500	35	90%
Non Government	1,000	10	90%
	10,000	100	90% or 90 completed surveys

**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.**

The survey will be largely administered in conjunction with meetings and workshops for NOAA NWS stakeholders. Survey responses will be stratified according to characteristics of the stakeholder entity (e.g. federal government, state government, etc) to assess differences between categories. We recognize that due to limited numbers per type of entity, this strategy may not allow a high level of accuracy in its results, in terms of differences between the groups.

**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.**

We anticipate relatively high response rates given our strategy of surveying stakeholders in conjunction with existing meetings and workshops that they already attend. NOAA NWS staff regularly attends these meetings and workshops and has developed good working relationships with many of the stakeholders. The survey questions were developed by academic partners and tested with stakeholders and NOAA NWS staff alike. The questions are simple and brief.

**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.**

As described previously, our academic partners have tested the survey instrument at two stakeholder meetings in 2010 as well as with NOAA staff on several occasions. We anticipate future refinement of the survey instrument through ongoing academic partnerships.

**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.**

Consulting individuals:

Gigi Owen – 520.622.9001

Kristen Averyt – 303.497.4344

NOAA contact:

Kevin Werner – 801.524.5130

## **Workshop Participant Survey**

### **Purpose of the Survey:**

The survey is designed to (1) assess the accessibility and utility of water & climate forecasts and data, (2) assess participants' perceptions and knowledge about water & climate, and (3) evaluate user needs and the gaps in existing water & climate forecasts and data.

These survey questions will be used to assess needs among NOAA stakeholders from different parts of the country and from various groups with interests in water resources.

We appreciate your time and effort. All information obtained from the survey will help provide feedback to NOAA for input into the development of current and future water and climate products. Information collected will also be used by WWA & CLIMAS to develop their models related to meeting user needs for climate information.

The following page is a consent form. We want you to understand what you are being asked to do and what risks and benefits—if any—are associated with the study. This should help you decide whether or not you want to participate.

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### **PROCEDURES:**

It is entirely your choice to participate in this study. You will be asked to complete 30-35 multiple choice questions and a few open-ended questions that will gauge your perceptions and knowledge about water and climate as well as how you use related information for decision-making purposes. Participating should take 20-30 minutes of your time through this online survey tool.

### **RISKS AND DISCOMFORTS:**

There are no potential risks if you take part in this study. You will only be asked questions that assess your knowledge and use of climate and water information in management and planning decisions.

### **BENEFITS:**

By participating in this survey, you will help NOAA improve their understanding of existing gaps in water and climate information and help them identify which water and climate information and products are useful. In addition, this information will provide NOAA with input to help develop new water and climate products and training strategies.

### **COST TO PARTICIPANT:**

There are no direct costs to you for participation in this study.

### **ENDING YOUR PARTICIPATION:**

You have the right to withdraw your consent or stop participating at any time. You have the

right to refuse to answer any question(s) or to stop completing the survey at any time.

**CONFIDENTIALITY:**

We will make every effort to maintain the privacy of your data. Your answers to this survey will remain anonymous.

**QUESTIONS?**

If you have any questions regarding your participation, you may ask the NOAA staff person administering this survey. If you have questions or concerns during or after your participation, please contact [kevin.werner@noaa.gov](mailto:kevin.werner@noaa.gov) (or other NOAA staff administering this particular survey).

**YOU MAY SKIP ANY QUESTION BY CLICKING THE "NEXT" BUTTON**

**YOU MAY EXIT THE SURVEY AT ANYTIME: WHEN YOU CLICK ON THE LINK IN YOUR EMAIL AGAIN IT WILL TAKE YOU TO THE PAGE WHERE YOU LEFT OFF.**

**AUTHORIZATION:**

By clicking the "Next" button below, I acknowledge that I have read this page about the study or it was read to me. I know the possible risks and benefits. I know that being in this study is voluntary. I choose to be in this study. I know that I can withdraw at any time.

**1. Please identify your geographic region(s) of interest. Select all that apply.**

- Arizona
- Colorado
- New Mexico
- Utah
- Wyoming
- Southwest region (Arizona, New Mexico, Colorado, Utah)
- Colorado River Basin
- Western U.S.
- National
- U.S.-Mexico border
- Global
- Other (please specify)

**2. Identify the sector which best describes your affiliation. Please select one.**

- Agriculture
- Development/Home Building
- Energy
- Forestry & Ecosystem Management
- Industry
- Media
- Planning
- Public Health
- Public Interest and Education
- Ranching
- Real Estate
- Research
- Tourism & Recreation
- Water Management
- Wildlife & Fisheries Management
- Other (please specify)

**3. How at risk do you feel your sector is to the impacts of...**

...climate variability?	No risk	Medium Risk	Significant Risk	N/A
...climate change?	No risk	Medium Risk	Significant Risk	N/A

**4. What organization do you represent most of the time? Please select one.**

- Federal Government
- State Government
- Local Government
- Tribal Government
- Non-profit Organization
- Private Organization
- Other (please specify)

**5. Thinking about your job responsibilities at your organization, how at risk do you feel to the impacts of...**

...climate variability?	No risk	Medium Risk	Significant Risk	N/A
...climate change?	No risk	Medium Risk	Significant Risk	N/A

**6. What is your job title?**

The next few questions are about water supply information and forecasts. In this context, WATER SUPPLY INFORMATION refers to observed measures such as streamflow, soil moisture, and snowpack, as well as water supply forecasts. WATER SUPPLY FORECASTS refer specifically to projections of seasonal snow melt streamflow volumes in the western US. These forecasts are typically issued monthly between January and July.

**7. What are your sources for water supply INFORMATION?**

NOAA-NWS River Forecast Centers (RFC)  
National Resource Conservation Service (NRCS)  
Not applicable - I don't use water supply information  
Other (please specify)

**8. Do you use water supply FORECASTS to guide decision-making?**

Yes (Continue to Q. 9)  
No (skip to Q. 11)

**9. If yes, when are you most likely to use water supply forecasts?**

During WET years  
During DRY years  
During AVERAGE years  
During WET, DRY, and AVERAGE years equally  
Other (please specify)

**10. How do you use water supply forecasts to guide your decision-making?**

**11. Please describe one major water-related challenge you faced (professionally or personally) in the past 5 years:**

**12. What information helped you address this challenge? How?**

**13. What types of information would you HAVE LIKED TO HAVE USED to address this challenge?**



National Resources Conservation Service (NRCS)								
National Weather Service River Forecast Centers (RFC)								
National Weather Service Weather Forecast Offices (WFO)								
Southern Regional Climate Center (SRCC)								
Western Regional Climate Center (WRCC)								
Western Water Assessment (WWA)								
Your State Climatologist								

**16. Do you currently use climate information in any aspect of your work?**

Yes

No

**17. How often do you use the following sources to find climate information?**

	1 (Very Often)	2 (Often)	3 (Occasionally)	4 (Rarely)	5 (Never)
Magazine or Popular Journal					
Newspaper					
Scientific Journals					
Talk Radio					
Television					
Federal or state supported websites, data portals, or publications					
Non-governmental organization websites, data portals, or publications					
University websites, data portals, publications or products					





**22. Do you have all the water and climate information you need to make a well-informed decision or plan?**

Yes

No

**23. What additional water and/or climate information do you need to make a well-informed decision or plan?**

**24. How would you rate: (1 = Expert, 3 = Average, 5 = None)**

...your own knowledge of climate science? 1 2 3 4 5

...the climate science knowledge of people who work in your sector? 1 2 3 4 5

...the climate science knowledge of people who work in your organization? 1 2 3 4 5

**25. Experts frequently make predictions with uncertain information or under uncertain conditions. Below are a series of predictions under uncertainty. We are interested in your opinion of these predictions as there is no "correct" answer for these issues. For each one, indicate how much confidence you have in each prediction.**

	1 (Very confident)	2	3 (Neither confident nor unconfident)	4	5 (No confidence at all)
Predictions about the weather in your area for the next 5 days					
Predictions about precipitation and temperature trends for your area over the next 3 months					
Predictions about seasonal streamflow and water supply in your watershed(s) for the spring runoff period					

**26. Which of the following most accurately depicts your trust in 5-day weather forecasts?**

They are just about useless

They are reliable enough to schedule routine maintenance, but not to plan special projects

They are reliable enough to use to plan necessary 1- to 3- day work related projects, but it is best to have a contingency plan in case they fail

They are reliable enough to plan necessary work-related activities with little fear of failure

I know nothing about 5-day weather forecasts

**27. Which of the following most accurately depicts your trust in climate forecasts for the next three months?**

They are just about useless

They are reliable enough to schedule routine maintenance, but not to plan special projects

They are reliable enough to use to plan necessary 1- to 3- day work related projects, but it is best to have a contingency plan in case they fail

They are reliable enough to plan necessary work-related activities with little fear of failure  
I know nothing about 3-month climate forecasts

**28. Which of the following most accurately depicts your trust in seasonal streamflow and water supply forecasts in your watershed(s) for the spring runoff period?**

They are just about useless

They are reliable enough to schedule routine maintenance, but not to plan special projects

They are reliable enough to use to plan necessary 1- to 3- month work related projects, but it is best to have a contingency plan in case they fail

They are reliable enough to plan necessary work-related activities with little fear of failure

I know nothing about seasonal water supply forecasts

**29. Which of the following most accurately depicts your trust in climate projections for the next 20-50 years in your area?**

They are just about useless

They are reliable enough to motivate discussions about the future but not for long term planning

They are reliable enough to guide investments in large infrastructure projects

I know nothing about long-term climate projections

Thank you for providing valuable information regarding your use of water and climate information. You are now ready to take the climate knowledge component of this survey. This section is comprised of a few questions to assess your understanding of global and regional climate concepts and characteristics. It is also designed to identify climate knowledge gaps across sectors and regions.

Please note that if you DO NOT know the answer to the question, please select the "I don't know" option. This minimizes random guessing by participants and should remove pressure to select an answer that looks familiar or sounds correct.

**30. Please write a definition for science:**

**31. Which of the following best describes science? Please select one.**

An ongoing process where peer-review provides assurance about the quality of research

A systematic approach to answer questions with concrete answers

I don't know

**32. What is the difference between climate and weather? Please select one.**

Weather is a day-to-day event while climate is a consistent pattern over a year or longer

Weather is predictable but climate is not

Weather includes more variables like moisture and wind while climate just focuses on temperature and precipitation

I don't know

**33. Which of the following has had the least influence on large-scale global climate over the last 30 years? Please select one.**

- Greenhouse gases
- The ozone hole
- Vegetation
- Land use
- Volcanic eruptions
- I don't know

**34. Complete the following sentence:**

**The difference between climate variability and climate change is...**

**35. The natural greenhouse effect: Please select one.**

- Is produced by the accumulation of atmospheric gases
- Is a warming effect produced solely by pollution
- Is caused by the ozone hole
- Can only be replicated by computer models
- I don't know

**36. El Niño conditions are best characterized by: Please select one.**

- Anomalously warm water in the eastern Pacific Ocean
- Anomalously cold water in the eastern Pacific Ocean
- Changes in circulation of all the global oceans
- Higher tides
- I don't know

**37. Which of the following best characterizes climate throughout the Western US? Please select one.**

- Average temperatures and total annual precipitation have increased in the last 30 years
- Average temperatures have increased, and total annual precipitation has decreased in the last 30 years
- Average temperatures have increased in the last 30 years, and precipitation trends have increased, decreased, or have not been detected depending on location
- No change in average temperatures or total annual precipitation have been detected in the last 30 years
- I don't know

**38. Are the following observations about the global hydrological cycle over the last several decades true or false?**

- Changes in the hydrologic cycle have been observed
- The frequency of heavy precipitation events has not changed

- Precipitation has increased in some places, and decreased in others

- There have been significant declines in Northern Hemisphere snowpack, but high-altitude (>8000ft) have not changed

**39. How can trees tell us about past climate variability? Please select one.**

Conifers drop their cones more often in wet years

Trees grow larger rings during drought conditions to store moisture

Small growth rings usually indicate dry years, while large growth rings indicate wet years

Climate variability cannot be seen in tree rings

I don't know

**40. Please finish the following statement: The main driver of drought in the West is...**

**41. Which of the following about climate models is true? Please select one.**

Climate models do not represent the complex geography and climatology of the Western U.S., and are therefore useless

Climate projections derived from models can help decision-makers evaluate potential decisions

Projections become more consistent among models as spatial scales decrease

I don't know

**42. Which of the following is NOT true about projections of climate and water in the Western U.S.? Please select one.**

Floods and water quality issues are likely to be amplified by climate change

There may be major declines (>80%) in high-elevation (>8000 ft) snowpack in the Rocky Mountains by 2025

Runoff in the Upper Colorado River Basin may decline by 5–15% by 2025

Average annual precipitation is likely to increase in Pacific Northwest, and decrease in the Southwest

I don't know

**Paperwork Reduction Act Statement**

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 suggestions for reducing this burden to [kevin.werner@noaa.gov](mailto:kevin.werner@noaa.gov). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subjected 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.

Executive Order 12862: Setting Customer Service StdsArchive

Title:Executive Order 12862: Setting Customer Service Stds.

Author: The White House

Date: 11 Sept 1993

Content-Type: text

Content-Length: 4113

Apparently-To: edowd@ace.esusda.gov

Status: RO

Subject: Executive Order of Sept 11, 1993 Setting Customer Service Stds.

THE WHITE HOUSE

Office of the Press Secretary

For Immediate Release

September 11, 1993

EXECUTIVE ORDER

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:

- identify the customers who are, or should be, served by the agency;
- survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services;
- post service standards and measure results against them;
- benchmark customer service performance against the best in business;
- survey front-line employees on barriers to, and ideas for, matching the best in business;
- provide customers with choices in both the sources of service and the means of delivery;

make information, services, and complaint systems easily accessible; and 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.

WILLIAM J. CLINTON

THE WHITE HOUSE,

Sep

**COMMISSION ON CIVIL RIGHTS****Agenda and Notice of Public Meeting of the New Jersey State Advisory Committee**

Notice is hereby given, pursuant to the provisions of the rules and regulations of the U.S. Commission on Civil Rights and the Federal Advisory Committee Act, that a planning meeting of the New Jersey State Advisory Committee will convene at on September 21, 2010 at 11 a.m. at the Legislative Annex Building, 125 West State Street, Trenton, New Jersey 08625, Room 10. The purpose of the planning meeting is to discuss committee member suggestions for a briefing topic to be scheduled in FY 2011.

Members of the public are entitled to submit written comments; the comments must be received in the regional office by October 21, 2010. Written comments may be mailed to the Eastern Regional Office, U.S. Commission on Civil Rights, 624 Ninth Street, NW., Suite 740, Washington, DC 20425. They may be faxed to 202-376-7748, or e-mailed to [ero@usccr.gov](mailto:ero@usccr.gov). Persons who desire additional information may contact the Eastern Regional Office at 202-376-7533.

Hearing-impaired persons who will attend the meeting and require the services of a sign language interpreter should contact the Eastern Regional Office at least ten (10) working days before the scheduled date of the meeting.

Records generated from this meeting may be inspected and reproduced at the Eastern Regional Office, as they become available, both before and after the meeting. Persons interested in the work of this advisory committee are directed to the Commission's Web site, <http://www.usccr.gov>, or may contact the Eastern Regional Office at the above e-mail or street address.

The meeting will be conducted pursuant to the rules and regulations of the Commission and FACA.

Dated in Washington, DC, August 18, 2010.

**Peter Minarik,**

*Acting Chief, Regional Programs  
Coordination Unit.*

[FR Doc. 2010-20831 Filed 8-20-10; 8:45 am]

**BILLING CODE 6335-01-P**

**DEPARTMENT OF COMMERCE****National Oceanic and Atmospheric Administration****Proposed Information Collection; Comment Request; User Engagement Survey for Water Resources Forecasts and Climate Information**

**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.

**DATES:** Written comments must be submitted on or before October 22, 2010.

**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](mailto:dHynek@doc.gov)).

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information or copies of the information collection instrument and instructions should be directed to Kevin Werner, (801) 524-5130 or [kevin.werner@noaa.gov](mailto:kevin.werner@noaa.gov).

**SUPPLEMENTARY INFORMATION:****I. Abstract**

This is a proposed new information collection.

As part of the NOAA mission: "To understand and predict changes in the Earth's environment and conserve and manage coastal and marine resources to meet our Nation's economic, social, and environmental needs", the proposed survey will be part of a stakeholder engagement effort to more clearly define what those needs are. The proposed survey will be used to engage with and assess the science and forecasting needs of stakeholders in the water resources sector. The water resources sector includes agencies and companies operating reservoirs, and private and public interests in regulating rivers. The survey is designed to (1) assess the accessibility and utility of water and climate information and data, (2) assess participants' perceptions and knowledge about water and climate, and (3) evaluate user needs and the gaps in existing water and climate information. Participation in the survey will be entirely voluntary and will usually be in

conjunction with workshops related to water resources and/or climate. This information collection will be conducted by the National Weather Service.

**II. Method of Collection**

Respondents will have a choice of either electronic or paper forms. Methods of submittal include electronic forms, and mail and facsimile transmission of paper forms.

**III. Data**

*OMB Control Number:* None.

*Form Number:* None.

*Type of Review:* Regular submission (new collection).

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

*Estimated Number of Respondents:* 90.

*Estimated Time Per Response:* 30 minutes.

*Estimated Total Annual Burden Hours:* 45.

*Estimated Total Annual Cost to Public:* \$100 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: August 18, 2010.

**Gwellnar Banks,**

*Management Analyst, Office of the Chief Information Officer.*

[FR Doc. 2010-20803 Filed 8-20-10; 8:45 am]

**BILLING CODE 3510-KE-P**