

|   |                              |                                      |
|---|------------------------------|--------------------------------------|
| U.S. DEPARTMENT OF<br>HOMELAND SECURITY<br>U.S. COAST GUARD | CUSTOMER SATISFACTION SURVEY | OMB No. 1625-0080<br>Exp: 06/30/2014 |
|---|------------------------------|--------------------------------------|

|   |  |
|---|--|
| <b>Who must comply?</b>                                       | Recreational boaters, commercial mariners, industry groups, and State and local governments.   |
| <b>What is this collection about?</b>                         | Executive Order 12862 authorizes the Coast Guard to survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services.   |
| <b>Where do I find the requirements for this information?</b> | Executive Order 12862 may be found at:<br><a href="http://www.archives.gov/federal-register/executive-orders/pdf/12862.pdf">http://www.archives.gov/federal-register/executive-orders/pdf/12862.pdf</a> .  |
| <b>When must information be submitted to the Coast Guard?</b> | Information may be submitted on "as need basis." This is strictly voluntary.   |
| <b>How is the information submitted?</b>                      | Information may be submitted via: <a href="http://homeport.uscg.mil">http://homeport.uscg.mil</a> . Additionally, hard copies are available for filing on the spot at the regional exam centers, various organizations within the Coast Guard and are also available upon request to merchant mariners who do not have access to a computer. |
| <b>What happens when complete information is received?</b>    | The information received will be utilized to determine the kind and quality of services our customers want and expect, as well as their satisfaction with USCG's services.   |
| <b>For additional information, contact--</b>                  | For additional information, contact CDR Keith Bradford at:<br><a href="mailto:Keith.Bradford@uscg.mil">Keith.Bradford@uscg.mil</a> .   |

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number.

The Coast Guard estimates that the average burden for this report is 1.32 hours. You may submit any comments concerning the accuracy of this burden estimate or any suggestions for reducing the burden to: Commandant (FC-75 Det 1), U.S. Coast Guard, 2100 St., SW, Washington D.C. 20593-0001 or Office of Management and Budget, Paperwork Reduction Project (1625-0080), Washington, DC 20503.