

NOUS41 KWBC 151840
PNSWSH

PUBLIC INFORMATION STATEMENT
NATIONAL WEATHER SERVICE HEADQUARTERS WASHINGTON DC
240 PM EDT FRI AUG 15 2008

TO: SUBSCRIBERS:
-FAMILY OF SERVICES
-NOAA WEATHER WIRE SERVICE
-EMERGENCY MANAGERS WEATHER INFORMATION NETWORK
OTHER NWS PARTNERS...USERS AND EMPLOYEES

FROM: LARRY WENZEL
NWS NATIONAL HYDROLOGIC OUTREACH PROGRAM MANAGER

SUBJECT: SURVEY OF USERS OF NATIONAL WEATHER SERVICE
HYDROLOGIC PRODUCTS AND SERVICES

THE NWS IS INVITING PARTNERS AND OTHER USERS TO PARTICIPATE
IN A SURVEY ON ITS HYDROLOGIC PRODUCTS AND SERVICES.

THE NWS IS COMMITTED TO SERVING THE NEEDS OF ALL USERS.
RESEARCH IS BEING UNDERTAKEN TO DETERMINE USER SATISFACTION
LEVELS. THE NWS WOULD APPRECIATE YOUR FEEDBACK. THE PURPOSE
OF THIS RESEARCH...CONDUCTED AS PART OF THE FEDERAL
GOVERNMENT/S AMERICAN CUSTOMER SATISFACTION INDEX...IS TO
HELP THE NWS IMPROVE ITS FLOOD AND WATER FORECAST SERVICES
FOR YOU AND OTHERS LIKE YOU. NWS FLOOD AND WATER FORECAST
SERVICES ENCOMPASS FLASH FLOOD AND RIVER FLOOD WARNINGS...
WATCHES AND STATEMENTS...RECREATIONAL AND WATER SUPPLY
FORECASTS...AND INTERNET SERVICES SUCH AS HYDROGRAPHS...
ANALYSES OF PAST PRECIPITATION...AND HISTORICAL RIVER LEVEL
INFORMATION.

YOUR PARTICIPATION IS VOLUNTARY BUT YOUR OPINIONS ARE VERY
IMPORTANT FOR THIS RESEARCH. YOUR RESPONSES WILL BE HELD
COMPLETELY CONFIDENTIAL. YOU WILL NEVER BE IDENTIFIED BY
NAME. CFI GROUP...A THIRD PARTY RESEARCH AND CONSULTING
FIRM...IS ADMINISTERING THIS SURVEY VIA A SECURE SERVER.
THE TIME REQUIRED TO COMPLETE THIS SURVEY WILL BE DEPENDENT
ON HOW CERTAIN QUESTIONS ARE ANSWERED...BUT IT WILL LIKELY
TAKE ABOUT 20 MINUTES. THIS SURVEY IS AUTHORIZED BY OFFICE
OF MANAGEMENT AND BUDGET CONTROL NO. 1505-0191.

STARTING TUESDAY AUGUST 19...THE SURVEY CAN BE FOUND AT
/USE LOWER CASE LETTERS/:

[HTTP://WWW.CFIGROUP.NET/NWSHYDROSURVEY2008](http://www.cfigroup.net/nwshydrosurvey2008)

THE SURVEY WILL REMAIN ON LINE UNTIL MID SEPTEMBER. THE
EXACT DATE WILL DEPEND ON WEATHER EVENTS OCCURRING AT THAT
TIME. SURVEY RESULTS WILL BE MADE AVAILABLE IN MID OCTOBER

AT THE NWS HYDROLOGIC SERVICES WEBSITE /USE LOWER CASE/:

[HTTP://WWW.WEATHER.GOV/OS/WATER/INDEX.SHTML](http://www.weather.gov/os/water/index.shtml)

FOR MORE INFORMATION...PLEASE CONTACT:

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NWS PUBLIC INFORMATION STATEMENTS ARE ONLINE AT
/USE LOWER CASE/:

[HTTP://WWW.WEATHER.GOV/OS/NOTIF.HTM](http://www.weather.gov/os/notif.htm)

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