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PUBLIC INFORMATION STATEMENT...AMENDED
NATIONAL WEATHER SERVICE HEADQUARTERS WASHINGTON DC
1145 AM EST TUE AUG 19 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: AMENDED...SURVEY OF USERS OF NATIONAL WEATHER
SERVICE HYDROLOGIC PRODUCTS AND SERVICES

THE NATIONAL WEATHER SERVICE CUSTOMER SATISFACTION SURVEY
HAS BEEN DELAYED PENDING APPROVAL FROM THE OFFICE OF
MANAGEMENT AND BUDGET. WE ASK USERS TO RETURN TO COMPLETE
THE SURVEY AFTER SEPTEMBER 2. WE SINCERELY APOLOGIZE FOR
ANY INCONVENIENCE THIS MAY HAVE CAUSED.

THE REMAINDER OF THE ORIGINAL NOTICE FOLLOWS:

THE NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION/S
/NOAA/ NATIONAL WEATHER SERVICE /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 AND 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 ENCOMPASSES 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.

ALL ANSWERS ARE VOLUNTARY...BUT YOUR OPINIONS ARE VERY
IMPORTANT FOR THIS RESEARCH. YOUR RESPONSES WILL BE HELD
COMPLETELY CONFIDENTIAL...AND 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 SEPTEMBER 2...THE SURVEY CAN BE FOUND AT
/USE LOWER CASE LETTERS/:

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

THE SURVEY WILL REMAIN ONLINE FOR 3 TO 4 WEEKS...THE EXACT
ENDING DATE TO BE DETERMINED BY WEATHER EVENTS. RESULTS OF
THE SURVEY WILL BE MADE AVAILABLE IN EARLY NOVEMBER AT THE
NWS HYDROLOGIC SERVICES WEB SITE /USE LOWER CASE LETTERS/:

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

FOR MORE INFORMATION...PLEASE CONTACT:

LARRY WENZEL
NATIONAL HYDROLOGIC OUTREACH PROGRAM LEADER
NATIONAL WEATHER SERVICE
OFFICE OF CLIMATE...WATER AND WEATHER SERVICES
HYDROLOGIC SERVICES DIVISION
1325 EAST-WEST HIGHWAY
SSMC2 13415
SILVER SPRING MD 20910
EMAIL LARRY.WENZEL@NOAA.GOV

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