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PUBLIC INFORMATION STATEMENT AMENDED  
NATIONAL WEATHER SERVICE HEADQUARTERS WASHINGTON DC  
1145 AM EDT TUE AUG 19 2008

TO: SUBSCRIBERS:  
-FAMILY OF SERVICES  
-NOAA WEATHER WIRE SERVICE  
-EMERGENCY MANAGERS WEATHER INFORMATION NETWORK  
-NOAAPORT  
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 2008. WE SINCERELY  
APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED.

THE REMAINDER OF THE ORIGINAL NOTICE FOLLOWS:

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 SEPTEMBER 2 2008...THE SURVEY CAN BE FOUND AT /USE LOWER  
CASE/:

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

THE SURVEY WILL REMAIN ONLINE FOR THREE TO FOUR WEEKS...THE EXACT DATE TO BE DETERMINED BY WEATHER EVENTS. RESULTS OF THE SURVEY WILL BE MADE AVAILABLE IN EARLY NOVEMBER 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:

LARRY WENZEL  
NATIONAL HYDROLOGIC OUTREACH PROGRAM LEADER  
NATIONAL WEATHER SERVICE  
OFFICE OF CLIMATE...WATER AND WEATHER SERVICES  
HYDROLOGIC SERVICES DIVISION  
SILVER SPRING MARYLAND  
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NATIONAL PUBLIC INFORMATION STATEMENTS ARE ONLINE AT /USE LOWER CASE/:

[HTTPS://WWW.WEATHER.GOV/NOTIFICATION/ARCHIVE](https://www.weather.gov/notification/archive)

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