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*We at NTIS wish you a joyful and prosperous New Year
and look forward to working with you in 2012.*



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CUSTOMER ADVOCATE PAT MOTON BIDS FAREWELL TO NTIS

The time has finally come for me to say farewell to my customers, friends, and associates at NTIS. After a Federal Government career of 41 years and 11 months (the magic time frame for full retirement under the old Civil Service Retirement System), I am finally retiring.

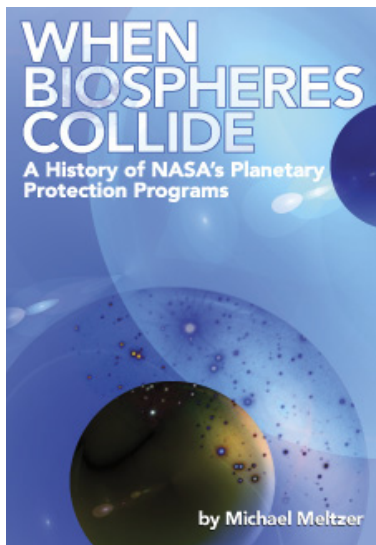
My career began by first working a few years at the Department of the Interior in Washington, D.C. The remaining years were split between my time with the Food and Drug Administration's Congressional Liaison Office (called Office of Legislative and Governmental Affairs) in Rockville, Maryland, and my time with NTIS in Springfield and Alexandria, Virginia.

I came to NTIS on April Fool's Day in 1988. One of the reasons I chose NTIS was that my commute would be cut in half—which is a very important consideration in the D.C. Metropolitan Area. I had been commuting to FDA 100 miles a day round trip and loved my job. I had a break in service of five years when I had my daughter, Crystal, and when I started exploring options for my return to the Federal Government, discovered that a commute to NTIS would be only half of what it would be if I returned to FDA. Unless you've visited Washington, D.C., and seen our Rush Hour Traffic first hand, you'll find it hard to believe that it now takes me as long to get to work at NTIS (25 miles one way) as it used to take me to get to FDA (50 miles from my house).

Initially in 1988, I worked at the Sales Desk, then became Manager of the NTIS Bookstore in 1989 (with six months as Acting Manager of the NTIS Sales Division during 1992), and became the first NTIS Customer Advocate in 1994. The changes I've witnessed during my 24 years at NTIS have been phenomenal.

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Please see page 3.



WHEN BIOSPHERES COLLIDE – A History of NASA's Planetary Protection Programs

Is there life on other planets? That question has been relevant to astronomy since the Renaissance when Galileo observed that the wandering “planets” might actually be similar to Earth. If life does exist on other worlds, planetary protection programs play an important role by seeking to assure that our space exploration efforts do not unintentionally contaminate other solar system bodies. Conversely, these programs also strive to prevent the introduction of contaminants from other planets to our planet, Earth.

Whenever we send a space vehicle to another world, we run the risk of forever changing that extraterrestrial environment. We are surrounded by different microorganisms on Earth; and if some of them hitchhike onboard a space mission, they could contaminate and start colonies on a different planet. By the same token, we may inadvertently carry exotic organisms back to Earth on our spacecraft and risk the release of biohazardous materials into our own ecosystem.

When Biospheres Collide traces the responses to the above concerns by presenting the history of planetary protection on NASA's missions to the Moon, Mars, Venus, Jupiter, Saturn, and many smaller bodies of our solar system. It details the fascinating history of our attempts at planetary protection—both protecting the Earth and safeguarding other worlds.

This report can be purchased from NTIS in original stock as [PB2012-100565](#) or it can be downloaded at no charge at http://www.nasa.gov/connect/ebooks/when_biospheres_collide_detail.html.

“Whenever we send a space vehicle to another world, we run the risk of forever changing that extraterrestrial environment. . . By the same token, we may inadvertently carry exotic organisms back to Earth on our spacecraft . . .”



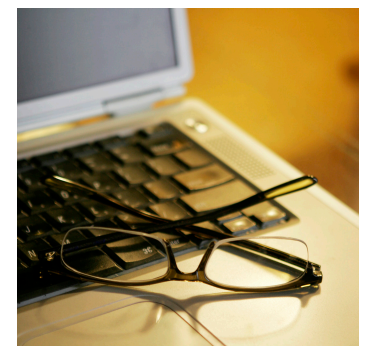
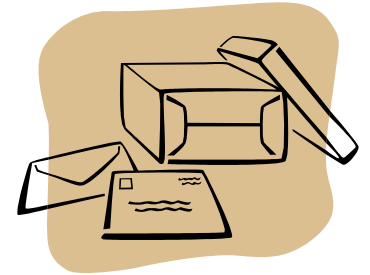
It's That Time of Year Again

It's time to start thinking about filing your taxes, and again this year NTIS is selling the official Internal Revenue Service (IRS) Tax Products DVD. To find out the particulars of what's on this new version, just go to the NTIS Web site at <http://www.ntis.gov/products/irsdvd.aspx>. You will notice that we expect the first release to issue in early January 2012, with the final release issuing in late March.

CUSTOMER ADVOCATE PAT MOTON BIDS FAREWELL TO NTIS

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- In 1984, paper copy order fulfillment exceeded an average of 24 days. Today, your paper copy orders are processed within 3-5 business days and then shipped to you. If the report you want has been digitized, you can download it in a matter of minutes.
- Input of new documents into the NTIS Database took 60 days in 1988; today it takes only 3-5 days to enter a new document.
- In 1985, the Abandoned Call Rate (caller hangs up before reaching a representative) was over 25%. Today, the average is 1.8%.
- The continual growth of the NTIS Web site has been amazing:
 - Instant downloads of reports;
 - Ability to search the NTIS database back to 1964;
 - RSS feeds;
 - Electronic distribution of the free *National Technical Reports* and the *Customer Advocate's Corner* newsletters;
 - Online subscription products;
 - The list goes on and on.
- And NTIS' work with other Government agencies has expanded over the years:
 - Helping them distribute their products to the public;
 - Hosting their Web sites;
 - Working closely with them to assist in implementing and maintaining their e-Training and Knowledge Management systems and applications.
- One of the most recent advances made by NTIS is its establishment of the Federal Science Repository Service to substantially improve perpetual access to Federally-funded scientific, technical, and engineering information.



It has been a wonderful opportunity and honor for me to work with you—the NTIS customer. I've truly enjoyed watching customer suggestions become realities and witnessing the technical skill and expertise of our staff as those realities became the norm at NTIS.

I'll miss our interactions in the future; but I must admit I am looking forward to this next chapter in my life with joyful anticipation.

"It has been a wonderful opportunity and honor for me to work with you—the NTIS Customer."



**Analyzing the Need for
Special Operations
Teams Within the Fire
Service**

The primary mission of the fire service is suppressing fires and rescuing victims.

Since not all rescue efforts entail putting out fires, the fire service created special operations teams comprised of highly trained members with advanced skills in:

- Urban search and rescue;
- Hazardous materials response;
- Swiftwater rescue;
- Dive rescue;
- Explosive ordnance disposal;
- Wildland firefighting;
- Aircraft rescue firefighting.

Catastrophic events have changed the world. The fire service has adjusted to those changes by maintaining rescue as their number one priority. To successfully rescue people from calamities such as those listed above, more than basic firefighting skills are required.

This Naval Postgraduate School Master's thesis presents the framework used by Dallas Fire-Rescue special operations teams that is flexible enough for use by other fire departments.

The report may be purchased from NTIS as [ADA547831](https://www.ntis.gov/docid/ADA547831).

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**Toward a National Animal Telemetry
Observing Network (ATN) for our Oceans,
Coasts, and Great Lakes: Workshop
Synthesis Report**

One of the goals of the Integrated Ocean Observing System (IOOS) is to increase the amount of biological data in that system. Animal telemetry observation is a valuable addition to the existing U.S. ocean observing capabilities. Species tagged range from 20-gram salmon smolts to 150-ton whales, including over 4,500 electronic tags in the Tagging of Pacific Pelagics (TOPP) program that tags sharks (mako, blue, thresher, salmon, and white sharks), elephant seals, California sea lions, bluefin and yellowfin tuna, whales, loggerhead and leatherback sea turtles, squid, black-footed and Laysan albatross, sooty shearwaters, and humpback and blue whales.

One of eight recommendations from the workshop is to expand animal telemetry education and outreach programs to foster public understanding of the value of the ocean, coasts, and ocean observing systems.

This 56-page National Oceanic and Atmospheric Administration (NOAA) Technical Memorandum can be downloaded at no charge from the NOAA Web site at <http://swfsc.noaa.gov/publications/TM/SWFSC/NOAA-TM-NMFS-SWFSC-482.pdf>. It also is available from NTIS as [PB2012-100206](https://www.ntis.gov/docid/PB2012-100206).

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