

SUPPORTING STATEMENT
Criminal Justice Information Services Division
Customer Satisfaction Surveys

A. JUSTIFICATION

1. Circumstances of the collection

Prudent management dictates that customers are surveyed to ensure that their needs are met and changes continue to meet those needs.

On February 24, 1992, the Federal Bureau of Investigation (FBI) established the Criminal Justice Information Services (CJIS) Division to serve as the focal point and central repository for criminal justice information services within the FBI. The establishment of CJIS was due to a reorganization within the FBI. The CJIS Division's management responsibilities include the operation of existing systems, the transition to new programs, and the development of new technologies. The FBI, along with local and state data providers and system users, shares responsibility for the operation and management of all systems administered by the FBI for the benefit of the criminal justice community.

The users of the following will be surveyed:

CJIS Division Intelligence Group (CDIG) - The mission of CDIG is to promote public safety and prevent terrorism by providing tactical intelligence to FBI Field Intelligence Groups (FIG) and the law enforcement, intelligence, and homeland security communities by utilizing information contained in the CJIS Division databases. This mission will position the CJIS Division to meet current and emerging national security and criminal threats, while serving all law enforcement agencies.

Integrated Automated Fingerprint Identification System (IAFIS) - The FBI's IAFIS was developed to support the FBI's mission to furnish identification services to the nation's law enforcement community and other contributing agencies that require criminal background checks for employment. IAFIS supports a paperless environment by accepting fingerprint requests electronically. Paper copy cards are still being submitted to the FBI and must be converted to digital images before being processed through IAFIS.

IAFIS is composed of three integrated segments. The Identification Tasking and Networking (ITN) segment which manages the electronic processing of fingerprint images, the Interstate Identification Index (III) segment, and the Automated Fingerprint Identification System (AFIS) segment. An update to the III allows IAFIS to expand on criminal history exchange, and performs automated name and a descriptive data search in

response to ITN and NCIC 2000 requests. AFIS performs automated ten-print and latent fingerprint searches which produces ranked candidate lists in response to ITN and remote search requests.

Utilizing the three integrated segments, IAFIS provides the following enhanced system capabilities: ten-print identification services, enhanced latent fingerprint services, remote search of FBI criminal and fingerprint database information, and the electronic transfer of fingerprint and criminal history information to local, state and federal law enforcement and criminal justice agencies. IAFIS possesses the capability to compare submitted fingerprint images with an extensive database of fingerprints.

Interstate Identification Index (III) - The III contains criminal history record information of persons arrested in the United States (U.S.), as well as U.S. citizens arrested in some foreign countries. A subject's record may contain personal identifiers and criminal history record information. Additionally, a subject's record may contain outstanding warrants and sexual offender registration notification. Information from a criminal fingerprint submission completed at the time of arrest supports each record. With the exception of crimes against children, arrest information is provided to the Federal Bureau of Investigation on a voluntary basis from state and local law enforcement agencies.

The III links law enforcement communication networks with federal and state criminal history record databases to facilitate record maintenance and dissemination. The III is accessible via federal, state, and local computer terminals that interface directly or indirectly with Criminal Justice Information Services telecommunications networks.

Law Enforcement Online (LEO) - LEO is an extranet which was designed for the law enforcement, criminal justice, and public safety communities. LEO's unique value is its ability to deliver secure communications services, topical information, and distance learning to local, state, and federal law enforcement, criminal justice, and public safety professionals on an anytime, anyplace basis.

Uniform Crime Reporting (UCR) - Recognizing a need for national crime statistics, the International Association of Chiefs of Police (IACP) formed the Committee on Uniform Crime Records (UCR) in the 1920s to develop a system of uniform police statistics. Establishing offenses known to law enforcement as the appropriate measure, the Committee evaluated various crimes on the basis of their seriousness, frequency of occurrence, pervasiveness in all geographic areas of the country, and likelihood of being reported to law enforcement. After studying state criminal codes and making an evaluation of the recordkeeping practices in use, the Committee completed a plan for crime reporting that became the foundation of the UCR Program in 1929.

National Instant Criminal Background Check System (NICS) -The Brady Handgun Violence Prevention Act of 1993 required the Attorney General to establish the NICS.

This system is utilized by Federal Firearms Licensees (FFLS) to conduct background checks on potential buyers of firearms. The purpose of the background check is to search for a possible prohibitor that would disqualify a potential buyer from purchasing or receiving a firearm.

The NICS is a name check system only. Descriptive data provided by the perspective buyer is searched and verified against the records contained in the National Crime Information Center (NCIC), Interstate Identification Index (III), and the NICS Index. Descriptive data includes: name, sex, race, date of birth, state of residence, height, weight, place of birth, social security number, or miscellaneous identification numbers (MNU) such as alien registration, military numbers, etc.

National Crime Information Center (NCIC) 2000 - NCIC 2000 is a nationwide, computerized information system established as a service to all criminal justice agencies--local, state, and federal. The goal of NCIC 2000 is to help the criminal justice community perform its duties by providing and maintaining a computerized filing system of accurate and timely documented criminal justice information. For NCIC 2000 purposes, criminal justice information is defined as “information collected by criminal justice agencies that is needed for the performance of their legally authorized, required function. This includes wanted person information; missing person information; unidentified person information; stolen property information; criminal history information; information compiled in the course of investigation of crimes that are known or believed on reasonable grounds to have occurred, including information on identifiable individuals; and information on identifiable individuals compiled in an effort to anticipate, prevent, or monitor possible criminal activity.” Criminal justice information can be electronic (paperless) or hard copy (paper). The NCIC 2000 data bank can best be described as a computerized index of documented criminal justice information concerning crimes and criminals of nationwide interest and a locator file for missing and unidentified persons.

This is a one time collection, however, future surveys based on this collection may be administered when deemed necessary by the perceived needs of the CJIS Division Senior Executive Staff.

2. Purpose and Use of the Information

The broadly defined objectives of this study are to:

- 1) Assess CJIS Division Program needs;
- 2) Assess the level of satisfaction of CJIS Division service customers; and
- 3) Establish a baseline of CJIS Division performance measures for potential use in future studies.

The surveys will serve to identify areas where CJIS Division services can be improved or where new services are needed to assist the criminal justice community with the performance of their official duties. The CJIS Division will use information collected from the surveys to establish approval rating or satisfaction level baselines of CJIS Division services. These baselines will be used if future surveys are administered.

3. Use of Automated, Electronic, Mechanical, or Technological Collection of Techniques

Where available, surveys will be posted online. Respondents will complete the survey and submit it electronically.

Respondents will receive an e-mail directing them to a specific website to complete the survey. Any respondents without an e-mail address will be contacted via telephone for administration of the survey.

4. Efforts to Identify Duplication

The surveys are a follow-up to the 2004 survey. They are being conducted for programs managed by the FBI, CJIS Division. No other agency will have a need to conduct surveys for these programs.

5. Impact on Small Businesses

The collection of information will have a minimal impact on small businesses.

6. Consequences to Federal Program

Without the collection of information for the various CJIS programs, we would not be able to understand the level of satisfaction the user community (e.g., law enforcement personnel, criminal justice agencies, etc.) has with the programs we manage on their behalf. This collection will also allow CJIS to identify areas that can be improved.

7. Special Circumstances

The surveys will not be conducted in a manner that would require any of the items required for Part 7 of this Supporting Statement.

8. Outside Consultation

The forms were created internally by the FBI. A notice has been published in the Federal Register for 30 and 60 days announcing, to the public, that this survey will be conducted.

9. Payment to Respondents

There is no payment made or gift to an individual who provides the required information to CJIS.

10. Assurance of Confidentiality

Survey responses will be entered into a database. Only the questions that have a number tied to a response will be imported into Excel to generate charts and graphs. No agency or person will be named in the published results. Survey participants will be provided FBI contact information that will be used at their discretion to discuss FBI CJIS program services.

11. Justification for Sensitive Questions

Requesting information for these surveys is a voluntary act for law enforcement agencies and businesses who wishes to do so. The surveys do request a telephone number and address. This is for the purpose of contacting the respondent to clarify information or complete missing information on the survey.

12. Estimates of the Hour Burden

The number represented in the "Surveys Conducted" column represents the number of surveys administered to achieve an approximate 33% response rate.

The surveys require that a respondent read the survey, complete the questions via the Internet or telephone, and resulting data be collected at CJIS.

A time study was conducted with 24 people with various levels of knowledge regarding the CJIS Division services. Each participant was timed reading the survey and completing the questions. The following are the results of the time study for each program survey:

Survey	Surveys Conducted	Respondents	Fastest Time	Slowest Time	Average Time	Hour Burden
CJIS Division Intelligence Group	1340	400	2.5 minutes	4 minutes	3 minutes	20 hours
Integrated Automated Fingerprint Identification System	1340	400	3 minutes	5 minutes	4 minutes	27 hours
Interstate Identification Index	1340	400	1 minutes	3 minutes	3 minutes	20 hours
Law Enforcement Online *	0	400	1 minute	2 minutes	2 minutes	13 hours
National Crime Information Center	1340	400	2 minutes	4 minutes	3 minutes	20 hours
National Instant Criminal Background Check System - Point of Contact and Partial Point of Contact States	21	21	2 minutes	3 minutes	3 minutes	1 hour
National Instant Criminal Background Check System - Federal Firearm Licensees	1340	400	2 minutes	2 minutes	2 minutes	13 hours
Uniform Crime Reporting	1340	400	1 minutes	5 minutes	3 minutes	20 hours
TOTAL BURDEN	8061	2821				134

Note: Time trials were conducted on three individuals. Fastest and slowest times are reflected on the above chart. Averages were calculated by adding all three times and dividing by three. Total Hour Burden was calculated by multiplying average time by number of respondents.

* Law Enforcement Online (LEO) surveys will be posted online to the general LEO community. Membership for LEO is in excess of 92,000.

13. Estimates of Cost Burden

Surveys will be conducted either online or via telephone at no cost to the respondent.

14. Estimates of Annualized Cost to the Federal Government

The cost of subscription to QuestionPro, the company used to host the surveys online, is \$2,500 annually.

15. Reasons for Program Changes

This is a program change that resulted in a new collection due to an agency action.

16. Plans for tabulation and Publication

Information collected will be published and utilized solely for the CJIS Division to gain input from the user community on the information programs that CJIS manages. This survey is be conducted to ensure that CJIS is providing services needed by the criminal justice community and to gain input for future direction on CJIS programs and services.

17. Requests for Approval Not to Display OMB Expiration Date

FBI, CJIS will display the OMB number and expiration date on the form.

18. Exceptions to the Certification Statement

No exceptions to the certification statement are requested.