

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) DIVISION
2004 CUSTOMER SATISFACTION SURVEY
NATIONAL CRIME INFORMATION CENTER (NCIC)**

1. How often does your agency use the NCIC?
☐ Continuously ☐ Once per minute ☐ Once per hour ☐ Once per day ☐ Less than once per day
2. How would your agency rate the NCIC response times?
☐ Excellent ☐ Good ☐ Adequate ☐ Fair ☐ Poor
3. How would your agency rate the NCIC system availability?
☐ Excellent ☐ Good ☐ Adequate ☐ Fair ☐ Poor
4. Has your agency called the CJIS Help Desk?
☐ Yes ☐ No

If no, please explain. (Then go to question 6.)
5. How would your agency rate the level of assistance you received?
☐ Excellent ☐ Good ☐ Adequate ☐ Fair ☐ Poor
6. How would your agency describe the extent to which the NCIC meets your agency's needs as a user?
☐ Excellent ☐ Good ☐ Adequate ☐ Fair ☐ Poor
7. How would you rate the amount of operational hits you have received due to the plus or minus one-year variance in the search on date of birth?
☐ Never ☐ Minimal ☐ Average ☐ Above average ☐ Excessive
8. How would you rate the amount of false positive wanted person hits you receive (i.e., hits that turn out to be the wrong person)?
☐ Never ☐ Minimal ☐ Average ☐ Above average ☐ Excessive
9. How often do you receive hits that are the right person, but the entering agency is unwilling to extradite?
☐ Never ☐ Minimal ☐ Average ☐ Above average ☐ Excessive
10. If your agency has received NCIC training from CJIS, how would you describe that training?
☐ Excellent ☐ Good ☐ Adequate ☐ Fair ☐ Poor

Under the Paperwork Reduction Act, a person is not required to respond to a collection of information unless it displays a valid OMB control number. We try to create forms and instructions that are accurate, can be easily understood, and which impose the least possible burden to you to provide us with information. The estimated average time to complete the survey is two minutes. If you have comments regarding the accuracy of this estimate or suggestions for making this form more simple, write to the AGMU, CJIS Division, FBI, 1000 Custer Hollow Road, Clarksburg, WV 26306.

(over)

11. Please describe any additional NCIC training that CJIS Division staff could provide from which your agency could benefit.
12. In your most recent audit, describe the extent to which the data quality review assisted your agency in identifying record keeping procedures that may result in discrepancies.
- ☐ Excellent ☐ Good ☐ Adequate ☐ Fair ☐ Poor ☐ Not applicable

Please tell us about yourself. This information is optional and will not be used to identify a specific respondent. We may use the provided information for follow-up or clarification.

ORI: _____

Name: _____

Position/Title: _____

Telephone Number: _____

Thank you for your time in answering these questions.