

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) DIVISION
2004 CUSTOMER SATISFACTION SURVEY
INTERSTATE IDENTIFICATION INDEX (III)**

1. How often does your agency use III or its services?
 Continuously Hourly Daily Monthly Once a quarter
2. How would you rate the extent to which III meets your needs as a user?
 Poor Fair Adequate Good Excellent
3. How satisfied is your agency or the in-state users with the III system availability (uptime)?
 Extremely satisfied Very satisfied Satisfied Somewhat satisfied Not satisfied
 N/A
4. How satisfied are you with the III system response time to inquiries and/or updates?
 Extremely satisfied Very satisfied Satisfied Somewhat satisfied Not satisfied
 N/A
5. Has your agency ever contacted the CJIS Division for III assistance?
 Yes No (If no, go to question 14.)
6. Please indicate how frequently your agency contacts the CJIS Division for III assistance.
 Once a week or more Two to three times a month Once a month Once a quarter
 Once every six months or less

What was the nature of the contact(s): (Please check all that apply.)

Report a Technical (System) Problem

- III out of service/restricted service.
- Problem in receiving a complete III rap sheet (criminal history record).
- III system response.

Request Operational or Policy Information

- III access.
- Interpreting the information on a III rap sheet.
- Accuracy of a III rap sheet.
- III synchronization.
- III message clarification/formatting.
- Record discrepancies.
- General III information.

Other (Please specify.)

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 three 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.

When answering the next group of questions, please consider your most recent contact(s) with CJIS staff regarding III assistance.

7. How satisfied were you with the promptness of the CJIS staff's reply to your transaction/request?
 Extremely satisfied Very satisfied Satisfied Somewhat satisfied Not satisfied
8. How satisfied were you with the CJIS staff's knowledge of III?
 Extremely satisfied Very satisfied Satisfied Somewhat satisfied Not satisfied
9. How satisfied were you with the accuracy/reliability of the information you received?
 Extremely satisfied Very satisfied Satisfied Somewhat satisfied Not satisfied
10. How satisfied were you with the clarity/understandability of the answers you received?
 Extremely satisfied Very satisfied Satisfied Somewhat satisfied Not satisfied
11. How satisfied were you with the CJIS staff's demonstrated courtesy in addressing your question/issue?
 Extremely satisfied Very satisfied Satisfied Somewhat satisfied Not satisfied
12. How satisfied were you with the CJIS staff's demonstrated professionalism in addressing your question/issue?
 Extremely satisfied Very satisfied Satisfied Somewhat satisfied Not satisfied
13. How satisfied were you with the CJIS staff's demonstrated approach in addressing your question/issue?
 Extremely satisfied Very satisfied Satisfied Somewhat satisfied Not satisfied
14. List any other III services you would find beneficial, such as additional training or system enhancements.

Comments:

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: _____

Facsimile Number: _____

Thank you for your time in answering these questions.