OMB No. 1110-0042 1-763 (Rev. 07/29/2007) Expires on 10-31-2010

FEDERAL BUREAU OF INVESTIGATION CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) DIVISION 2004 CUSTOMER SATISFACTION SURVEY LAW ENFORCEMENT ONLINE (LEO)

| 1. | How often do you use LEO? ☐ Daily ☐ More than once a week (but not daily) ☐ Once or less per week ☐ Rarely |
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| 2. | □ Daily □ More than once a week (but not daily) □ Once or less per week □ Rarely Have you had any problems accessing LEO? □ Yes □ No |
| | If yes, please describe. |
| 3. | What LEO features do you use most often? (Mark all that apply.) ☐ E-mail ☐ Newsbrief ☐ Newsgroups ☐ Chat ☐ Special Interest Groups (SIGs) ☐ Other (Please specify.) |
| 4. | How do you rate the level of information/content available on LEO? ☐ Excellent ☐ Good ☐ Adequate ☐ Fair ☐ Poor |
| 5. | What SIGs do you find most beneficial? (Please specify.) |
| 6. | Have you had any problems using LEO's features? ☐ Yes ☐ No |
| | If yes, please describe. |
| 7. | Have you called the LEO Help Desk? ☐ Yes ☐ No, I've never had a problem. (Go to question 10) ☐ No, I wasn't aware there was one (Go to question 10) |
| 8. | How would you rate the level of assistance you received? □ Excellent □ Good □ Adequate □ Fair □ Poor |
| 9. | How would you describe the extent to which LEO meets your needs as a user? □ Excellent □ Good □ Adequate □ Fair □ Poor |
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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.

| 10. | Provide any recommendations that would improve LEO's usefulness and effectiveness to the criminal justice/public safety communities. Please be as specific as possible. |
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| 11. | Provide suggestions on how the LEO Program might provide improved customer service to the criminal justice community. |
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| | tell us about yourself. This information is optional and will not be used to identify a specific respondent. We see the provided information for follow-up or clarification. |
| Name: | |
| Positio | on/Title: |
| Agenc | y Name: |
| Teleph | one Number: |
| Thank | you for your time in answering these questions. |
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