

FEDERAL BUREAU OF INVESTIGATION

Precedence: DEADLINE 06/07/2007

Date: 05/07/2007

To: CJIS

From: CJIS

Programs Support Section/CJIS Audit Unit/Module D3, WV

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Case ID #: 242-HQ-C1497774

Title: NATIONAL CRIME INFORMATION CENTER;
FOLLOW-UP C 2004 CUSTOMER SATISFACTION SURVEY
FOR NATIONAL CRIME INFORMATION CENTER

Synopsis: Follow-up for the 2004 CJIS Division=s Customer Satisfaction Survey for the NCIC Business Line.

Reference: 319W-HQ-A1487698-CJIS Serial 56

Enclosure(s): 2004 NCIC Business Line Survey Responses are being uploaded separately.

Details: In 2006, the responsibility for analyzing the 2004 CJIS Division=s Customer Satisfaction Survey 2004 responses was assigned to the CJIS Audit Unit (CAU). The CAU analyzed the survey results and identified areas that require evaluation by each respective Business Line Program Manager (BLPM). The responses to the National Crime Information Center (NCIC) portion of the survey that require evaluation by the BLPM are detailed in this electronic communication (EC). The NCIC BLPM must review the responses and provide to the CAU a documented plan detailing the specific actions that the BLPM will take to improve the services identified within this EC.

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The CAU does not have extensive knowledge of the business of the other CJIS Division programs. Therefore, the CAU did not provide suggestions of actions to be taken by the various programs to improve services. In addition, CJIS Division management realizes that some plans of action may not be technically feasible or cost-effective.

The CAU identified the following survey results regarding the NCIC Business Line (BL) that require evaluation and a response:

! Question #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)?

There were 418 responses, and 44 (10.53 percent) of those surveyed indicated that they receive either an above-average or an excessive amount of false positives. The CAU recommends that this area be reviewed for development.

! Question #9: How often do you receive hits that are the right person, but the entering agency is unwilling to extradite?

There were 416 responses, and 60 (14.42 percent) of those surveyed indicated that they receive either an above-average or an excessive rate of hits that are the right person, but the entering agency is not willing to extradite. The CAU recommends that this area be reviewed for development.

Based on the CAU's review, all other survey results regarding the NCIC BL do not require follow-up. The CAU commends the NCIC BL on its commitment to customer service.

An initial response to the survey results must be provided to the CAU within 30 days of the date of this EC. The CAU requests that the response address the BLPM=s plan of action for each bulleted area separately. Questions regarding this EC should be addressed to Ms. Robin A. Stark, CAU Chief, at extension 2941. CJIS Division management, as well as the CAU, appreciates the BLPM=s attention to this matter.

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LEAD(s):

Set Lead 1: (Action)

CJIS

AT CLARKSBURG, WV

Attention: Chief, PSS

The NCIC BLPM must provide to the CAU a documented plan to improve services in the identified areas within 30 days of the date of this EC. The response should address a plan of action for each bulleted area separately. Please ensure that the response is completed within the specified time frame.

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