

OMB Control No. 0693-0031  
NIST Generic Request for Customer Service Related Data Collections

**P25 CAP Assessment Services Client Survey**

**FOUR STANDARD SURVEY QUESTIONS**

**1. Explain who will be surveyed and why the group is appropriate to survey.**

The National Institute of Standards and Technology (NIST) Office of Law Enforcement Standards (OLES) would like to obtain feedback from the laboratories that are assessed as part of the Project 25 Compliance Assessment Program (P25 CAP). The P25 CAP is a joint program between OLES and the Department of Homeland Security (DHS) OIC. The NIST OLES responsibilities include assessing laboratories that test P25 land mobile radio equipment to standards established by NIST and the TIA. The P25 CAP Assessment Services Client Instrument is sent to each organization that has had an assessment transaction or scope of recognition review transaction as part of the P25 CAP.

Respondents will be sent a communication requesting participation. A copy of the generic notification letter is provided.

The survey group consists of the authorized representatives of each laboratory organization participant in the P25 CAP.

The reasons for the survey are as follows:

- a. To address the efficacy of P25 CAP client communications
- b. Client satisfaction questions with P25 CAP transactions (assessment services and scope change requests)
- c. Client inquiry to determine the relative value of the P25 CAP program to the respondent laboratory organization.

**2. Explain how the survey was developed including consultation with interested parties, pre-testing, and responses to suggestions for improvement.**

The P25 CAP activities are very similar to the activities of an accreditation body. The accreditation body that is part of NIST is National Voluntary Laboratory Accreditation Program (NVLAP). The NIST OLES responsibilities in P25 CAP are primarily the laboratory assessments and the laboratory recommendation letter to DHS.

The survey was developed by tailoring the existing NVLAP Customer Survey to the narrower scope and function of P25 CAP. The developed survey requires less than ten minutes to complete and the number of respondents is expected to be ten. Therefore, contracting to perform consultation and/or pre-testing of the survey was not considered to be prudent.

The standard PRA information will appear on the survey.

**3. Explain how the survey will be conducted, how customers will be sampled if fewer than all customers will be surveyed, expected response rate, and actions your agency plans to take to improve the response rate.**

The clients are the laboratory organizations that participate in the P25 Compliance Assessment Program. Each laboratory organization has one authorized laboratory representative. Each authorized representative will be sent a communication that details how to access the survey using the internet. The communication will include the url of Survey Monkey (the web based survey tool) as well as the unique username and password for the P25 CAP laboratory representative respondent.

The expected response rate should be the entire group. If the response rate is less than the entire group, then P25 CAP management will send the survey request within two weeks of an interaction such as an on-site laboratory assessment or a laboratory's request a change in scope of recognition.

**4. Describe how the results of the survey will be analyzed and used to generalize the results to the entire customer population.**

Each survey answer that can be scored will be tabulated and trend analyzed against the mean for that particular question. Written comments will be notated and discussed at the P25 CAP management review meeting. These written comments will be considered as feedback. The comments will be analyzed as an opportunity for improvement. The entire population of P25 CAP laboratories will be surveyed so there should be no need to generalize the results.