

Department of Justice
Bureau of Alcohol, Tobacco, Firearms and Explosives

Information Collection Requirement
Supporting Statement

Customer Satisfaction Surveys

A. Justification

1. The enactment of the Government Performance and Results Act (GPRA) of 1993 required that each Government agency maximize resources, establish clear focus, set priorities, develop more realistic goals or more innovative measurements, and permit the allocation and use of available resources for specific priorities. The purpose of performance measures is to capture data that permits the accurate assessment of program activities.
2. ATF's arson and explosives programs serve a broad range of customers. These include, but are not limited to, members of the explosives industry, fire departments, bomb squads, police departments, and other Federal agencies. ATF not only provides services to these business members, departments, and agencies, but engages in cooperative efforts with them that benefit the public and which rely upon a positive and reciprocal relationship. For example, ATF regulates the explosives industry but also relies on its members to be aware of and voluntarily report suspicious activity regarding the purchase of explosives. Such information could prove to be crucial in terrorism mitigation and investigative efforts.

Because these reciprocal relationships are so vital, ATF seeks every opportunity to identify and resolve potential obstacles to them. However, because of the breadth of this customer base and the layers that sometimes exist between the customers and the ATF offices responsible for assessing programs and establishing policy, it can be difficult to identify with any degree of certainty issues that require attention.

To that end, ATF has contracted for the development of program-specific customer satisfaction surveys. These surveys ask questions regarding the respondent's experience with ATF's personnel, programs, and services. Certain questions also allow the respondent to offer suggestions for improvement, or to cite specific problems they have identified. These surveys will be administered to each respondent once. However, the National Response Team (NRT) surveys are sent reactively to each department that requests NRT assistance, upon completion of the assistance rendered. It is feasible that departments who request NRT assistance on multiple occasions could, over time, voluntarily complete multiple surveys; however, this collection effort is not redundant because each survey will provide answers unique to a particular instance (NRT callout).

ATF will use the data collected through this effort to assess both its strengths and weaknesses in these areas and to develop action plans to address and improve performance in weak areas. Depending on the results, such efforts could include the clarification or provision of written materials or training, enhancements to response procedures, or a plan to shorten response times to telephone inquiries. The information gathered could also result in refinement of strategic goals or measures.

3. Respondents can respond to the surveys by mail or submit their response electronically. An addressed stamped envelope is provided to the respondent if they choose to respond by mail.
4. There is no duplication. Each survey has questions that are directed to the specific program areas.
5. The information collected will be used to determine Arson and Explosives Programs Division (AEPD) operational performance needs, and will not impact small businesses or other small entities.
6. There are no consequences to Federal program or policy activities if the collection is not conducted or is conducted less frequently or any technical or legal obstacles—these surveys are to help us more accurately gauge customer satisfaction and develop action plans to

address and improve performance in the various program areas, if necessary.

7. There are no special circumstances that would cause an information collection to be conducted in any of the ways set forth in this provision.
8. The questions in the surveys reflect the missions, activities, and goals of ATF's arson and explosives programs. The questions were developed based on a review of written descriptions of program objectives, interviews and consultation with ATF program officials, and through a random sample of ATF's customers.

A 60-day and 30 day Federal Register notice was published in order to solicit comments from the public. No comments were received.

9. No payment or gift is associated with these surveys.
10. Confidentiality is not assured. If a respondent requests anonymity, his/her request for such will be respected. Hard copies of surveys will be immediately entered on a secure electronic database developed for ATF. Network security is accomplished by utilization of state of the art Cisco network security devices with firewalls installed between application layers.
11. No questions of a sensitive nature are asked in the surveys.
12. The total number of respondents is estimated at 500. Each respondent will complete one survey, with an average completion time of 15 minutes. The total burden is approximately 125 hours. These surveys will be administered to each respondent once. However, the National Response Team (NRT) surveys are sent reactively to each department that requests NRT assistance, upon completion of the assistance rendered. It is feasible that departments that request NRT assistance on multiple occasions could, over time, voluntarily complete multiple surveys; however, this collection effort is not redundant because each survey will provide answers unique to a particular instance (NRT callout).

13. There is no cost to the respondent. The respondents who chose to respond by mail will be provided a addressed stamped envelope. There is no annualized capital/startup cost and no annual cost.
14. The cost to the Federal government is \$105,081.
15. There are no program changes or adjustments associated with this collection.
16. The results of this collection will not be published; however, the information gathered will be used to evaluate our customer satisfaction efforts.
17. ATF does not request approval to not display the expiration date of OMB approval for this collection.
18. There are no exceptions to the certification statement.