

**REMEMBER TO CHECK CONTACT LOGS FIRST!**

**TO CALL:** 9+1+NUMBER+08584-000-03

Hello, my name is \_\_\_\_\_, and I am calling on behalf of the Department of Justice. I'm trying to collect some information for the 2012 Law Enforcement Management and Administrative Statistics Survey. Who would be the best person to speak with?/May I please speak with \_\_\_\_\_?

*(once have correct person on phone)*

Hello, I'm collecting some information for the Department of Justice 2012 Law Enforcement Management and Administrative Statistics Survey. Do you have a few minutes to answer some questions?

**YES**

*(Go through Survey)*

*(Complete data entry section at bottom)*

*(Check that survey is valid)*

**NO**

Is there someone else I can speak with?

or

What's a better time to call?

Thank you very much. If you need to reach us in the future, you can call us at our toll-free help line 877-904-1621. Have a great day!

**IF REFUSE TO PARTICIPATE**

We appreciate how busy your agency is. A lot of agencies delegate this work so that the burden isn't on one person. *(Suggest other analysts, office assistants, or sending survey to each discipline for completion).* We can also complete the survey with you over the phone. It's very important for the Department of Justice to get as many of the selected law enforcement agencies as possible to complete this so that they have a representative sample...The Department of Justice and policymakers use this data to better understand the issues and concerns facing law enforcement such as your own....*(If still refuse, find out reasons why)* Thank you for your time. Someone else from the Department of Justice may follow up with you in the future.

***Make sure you complete Contact Log entry (& update spreadsheet).***

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**IMPORTANT NOTE:** This email is to be used by respondents who request the survey information to be sent to them again.

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Dear [#firstname# #middlename# #lastname#, #suffix#],

Thank you for your participation in the 2012 Law Enforcement Management and Administrative Statistics Survey (LEMAS). Below you will find the login information for completing the survey at our secure LEMAS website at <https://lemas.urban.org>. Please keep your identification number and password in a safe place so you can refer to it in the future.

Identification Number: [NNNN]  
Password: [XXXXXXXXXX]

The U.S. Department of Justice, Bureau of Justice Statistics (BJS) is conducting the 2012 Law Enforcement Management and Administrative Statistics Survey (LEMAS). The purpose of this survey is to generate accurate and timely statistics about the size, resources, and nature of police practices from a sample of approximately 3,500 general purpose law enforcement agencies across the United States. The Urban Institute (UI), a national non-partisan research organization in Washington, DC, is carrying out the 2012 LEMAS data collection on behalf of BJS.

If you are unable to login to the LEMAS website or have any additional questions, do not hesitate to contact me by email or through the toll-free survey helpline at (877) 904-1621. We thank you in advance for your participation in this very important national study.

Sincerely,  
Cybele

Samantha Lowry  
Project Director  
The Urban Institute, JPC-LEMAS  
2100 M Street, NW  
Washington, DC  
202-261-5741

Cybele Kotonias  
Data Collection Manager  
The Urban Institute, JPC-LEMAS  
2100 M Street, NW  
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202-261-5804

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**IMPORTANT NOTE:** This exact text should be used sparingly in individual communications with labs, as this is the same template used for bulk emails.

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Dear [#firstname# #middlename# #lastname#, #suffix#],

We recently sent you the 2012 Law Enforcement Management and Administrative Statistics Survey. However, we have not yet received a response from your agency. **We are requesting that you take time now to complete the survey by logging in to the secure LEMAS website at <https://lemas.urban.org>.**

The U.S. Department of Justice, Bureau of Justice Statistics (BJS) is conducting the 2012 Law Enforcement Management and Administrative Statistics Survey (LEMAS). The purpose of this survey is to generate accurate and timely statistics about the size, resources, and nature of police practices from a sample of approximately 3,500 general purpose law enforcement agencies across the United States. The Urban Institute (UI), a national non-partisan research organization in Washington, DC, is carrying out the 2012 LEMAS data collection on behalf of BJS.

You can log in using the identification number and password listed below. Once you log in, you will be able to update your contact information and complete the survey. Please keep your identification number and password in a safe place so you can refer to it in the future. Many sections may need to be completed by different departments within your agency, so please feel free to share your log in information with them as the web system will allow you to log in on several occasions and from multiple locations.

Identification Number: [NNNN]  
Password: [XXXXXXXXXX]

If you are unable to login to the LEMAS website or have any additional questions, please contact the toll-free survey helpline at (877) 904-1621. If you have already submitted your survey response, please disregard this message. We thank you in advance for your participation in this very important national study.

Sincerely,  
Cybele

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**TO CALL:** 9+1+NUMBER+08584-000-03

Hello, my name is \_\_\_\_\_, and I'm calling on behalf of the Department of Justice. We mailed your agency the 2012 Law Enforcement Management and Administrative Statistics Survey in [insert month] and I was calling to make sure that you had received it since we haven't obtained a response yet.

**WAS THE SURVEY RECEIVED?**

**YES**

Is there any assistance I can provide to help you in completing the survey? (e.g., need login?, would it be easier to complete over phone?)

Thank you very much. If you need to reach us in the future, you can call us at our toll-free help line 877-904-1621. Have a great day!

**NO**

If you like, I can email you the survey.

*(Ask if the email address we have is correct.*

*If not correct or no email, update system w/correct email.*

*If the email is correct but they want us to send it to a different email, write down the new email in spreadsheet.*

*If prefer other method, mark this on spreadsheet.)*

**IF REFUSE TO PARTICIPATE**

We appreciate how busy your agency is. A lot of agencies delegate this work so that the burden isn't on one person. *(Suggest other analysts, office assistants, or sending survey to each department for completion).* We can also complete the survey with you over the phone. It's very important for the Department of Justice to get as many of the selected law enforcement agencies as possible to complete this so that they have a representative sample...The Department of Justice and policymakers use this data to better understand the issues and concerns facing law enforcement agencies such as your own.... *(If still refuse, find out reasons why)* Thank you for your time. Someone else from the Department of Justice may follow up with you in the future.

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**Look to see who completed survey.**

**Look at which items have missing responses or help flags beforehand.**

**Look at excel list of flagged responses to see if follow-up is needed about anything else.**

**TO CALL: 9+1+NUMBER+08584-000-00**

Hello, my name is \_\_\_\_\_, and I'm calling on behalf of the Department of Justice. Ms./Mr. X/Your agency completed the 2012 Law Enforcement Management and Administrative Statistics Survey in [insert month], and I had a few questions I needed to ask him/her/someone about some of the items. It should only take a couple minutes. Is he/she available?

*(once get Respondent on phone):*

Hello, Mr./Ms. X. I just had a few questions about your answers on the 2012 Law Enforcement Management and Administrative Statistics Survey you recently completed.

*(Go over (a) help flags, (b) missing items, (c) flagged responses, and (d) any problematic items where there has been past confusion for other agencies (e.g., staffing or retirement). Complete data entry information section and save. Check # missing responses at top. If missing items=0, continue below.)*

Great, that's all we needed. Did you have any questions for me? Would you like our toll-free number in case you need to reach us in the future (877-904-1621)? Thank you very much for your time. We really appreciate your participation in the survey. Have a great day.

**Make sure you complete Data Entry Information section.**

**Make sure you complete Contact Log entry.**

**Update personal tracking spreadsheet.**