

## **B. Collections of Information Employing Statistical Methods**

1. The potential respondent universe includes all members of federal, state, and local law enforcement agencies; federal, state, and local government officials; community and civic advocacy organizations; and state and local colleges, universities, high schools, middle schools, and elementary schools. CRS does not have data on the number of entities within this universe. However, CRS estimates that the potential universe will be 2,000 entities. This number represents the average number of elected, group and customer leaders CRS assisted in the past few years.

2. Procedure for Collecting Information: The survey will be distributed to all participant decision makers receiving CRS services. Respondents may elect to submit their survey immediately following the CRS service, return the survey via pre-paid mail or may opt to access the survey via a proposed web-based response system.

3. Methods to Maximize Response: Respondents may elect to return the survey via pre-paid mail or may opt to access the survey via a proposed web-based response system.

4. Testing of Procedures: The survey instrument will not be pretested.

5. Contacts for Statistical Aspects and Data Collection: CRS has consulted with the approved GSA consulting firm Alliance Corporation: Business and Technology Solutions in the development of CRS' "Quality of Service" survey program and survey instrument.