

Part B. Collections of Information Employing Statistical Methods

1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g. establishments, state and local government units, households, or persons) in the universe to be covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection has been conducted previously, indicate the actual response rate achieved in the last collection.

The respondent universe consists of those law enforcement entities which have requested and or received behaviorally based assistance or ViCAP assistance or analysis from the FBI's NCAVC. The universe thus will include those investigators requesting assistance who are employed by the approximately 17,985 state and local law enforcement agencies located within the United States as well as the over 70 United States Federal law enforcement agencies. In addition, the universe can include foreign law enforcement partners who have requested assistance, usually via the mechanism of contacting FBI Legal Attaches to coordinate NCAVC assistance, as well as federal intelligence agencies. The approximately 2,678 unique registered users of ViCAP's Web based database who are employed within the 1,595 currently active law enforcement agencies participating in ViCAP are a subset of the total law enforcement and intelligence agency universe described above, and will receive surveys in regard to ViCAP work performed for them. All recipients of NCAVC assistance/work products will receive a questionnaire, and there is thus no sampling mechanism to be explained within this application. Based on previous workload within the NCAVC it is estimated approximately 400 law enforcement or intelligence agencies will receive NCAVC assistance and be requested to complete a satisfaction survey. Previous response rates to NCAVC satisfaction surveys have approximated 50%.

2. Describe the procedures for the collection of information including:

- **Statistical methodology for stratification and sample selection,**
- **Estimation procedure,**
- **Degree of accuracy needed for the purpose described in the justification,**
- **Unusual problems requiring specialized sampling procedures, and**
- **Any use of periodic (less frequent than annual) data collection cycles to reduce burden.**

The survey weblink will be distributed via email communication to the primary point of contact (respondent) at each federal, state, local, international, intelligence or tribal law enforcement agency, relative to each investigation or case for which the NCAVC provided services. Respondents will be directed to the survey weblink to complete the survey and submit responses via an enhanced security (SSL) survey engine. No sampling will be conducted as the entire universe of law enforcement and intelligence agencies requesting and receiving NCAVC services and written products will be surveyed. Surveys will be forwarded at the conclusion of NCAVC assistance and are a one-time occurrence with no periodic recanvass in regard to the same instance of NCAVC assistance. There are no associated specialized sampling procedures as no sampling will be conducted.

3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for the intended use. For collections based on sampling, a special justification must be provided for any collection that will not yield “reliable” data that can be generalized to the universe studied.

Survey distribution will be preceded by a telephone call or email to respondents by NCAVC personnel explaining the purpose of the survey and asking respondents to complete it. The NCAVC expects a non-response rate of approximately 50%. As this is not an empirical study and is being performed primarily in order to attempt to identify areas which can improve NCAVC work products and performance, non-response by some respondents is not

expected to be detrimental to this collection. As delineated in question 2, immediately above, there is no sampling as the entire universe will be surveyed.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information.

The analysis features of the survey engine will allow for real time results, text analysis, IBM SPSS Statistics Software package integration, multiple custom reports, filters and cross tabulation of responses by custom criteria. Responses can be downloaded into multiple formats for customized analysis and charts. Basic descriptive statistics will be compiled from the feedback generated from this survey which is intended to assess customer satisfaction rather than generate data for statistical analysis. The survey questionnaire is a customer satisfaction survey recording ordinal data which limits statistical manipulation and modeling procedures. The survey is attached to this application.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

Supervisory Management and Program Analyst (SMAPA)

Patricia A. Carl 703-732-4321

MAPA

Beth Taylor 703-632-4126

MAPA

Crista Siddons 703-632-4187

ViCAP Program Manager (PM)

Lesla Marcolini 703-632-4178

Crime Analyst (CA)

Joy Lynn Shelton 703-632-4271