

Supporting Statement
FBI Laboratory Customer Satisfaction Assessment

A. Justification

1. Necessity of Information Collection

The FBI Laboratory is seeking accreditation by the American Society of Crime Laboratory Directors/Laboratory Accreditation Board International program (ASCLD/LAB-*International*). A requirement for maintaining accreditation is to evaluate the level of service provided by the FBI Laboratory to our customers. To meet this requirement the FBI Laboratory is requesting its customers to complete and return the *Customer Satisfaction Assessment*.

2. Needs and Uses

This information will be used by FBI Laboratory management to evaluate the quality of forensic services provided by the Laboratory and to meet the requirements of ASCLD/LAB-*International*.

3. Use of Information Technology

None.

4. Efforts to Identify Duplication

No known agency collects customer satisfaction data on the FBI Laboratory.

5. Minimizing Burden on Small Businesses

This information will have no significant impact on small entities. No small businesses will be affected by this data collection.

6. Consequences of Not Conducting or Less Frequent Collection

Meaningful information can only be collected on a case-by-case basis. Less frequent collection would provide useless data.

7. Special Circumstances

There are no special circumstances with respect to this information collection as the public's participation is voluntary.

8. Public Comments and Consultations

The 60 and 30 day notices have been published in the Federal Register with no public comments received.

9. Provision of Payments or Gifts to Respondents

No payments or gifts will be provided to respondents.

10. Assurance of Confidentiality

All personal information collected will be discarded after one year except in special circumstances according to FBI Laboratory policy.

11. Justification for Sensitive Questions

The *Customer Satisfaction Assessment* does not collect sensitive information.

12. Estimate of Respondent's Burden

The respondent's burden for this data collection is estimated below:

Number of respondents:	3000
Frequency of responses:	Occasional
Minutes per response:	5
Annual hour burden:	250

13. Estimate of Cost Burden

Respondents will incur only the cost to send a one-page facsimile to the FBI Laboratory.

14. Cost to the Federal Government

The federal government cost is estimated below:

Paper	\$25
Toner	\$200
Time	250 hours x \$59/hr (GS14) = \$14,750

15. Program Changes

There is no increase in burden on the individual respondents; however, the overall annual burden hours have decreased. This adjustment, a decrease from 5000 to 3000 respondents, is based on historical data changes from when we implemented this form in 2006. This reduction of 2000 also accounts for the decrease in the time burden. The information being collected is open-ended questions, not evaluations on scale from 1 to 5.

16. Publication of Results

This information is for FBI Laboratory use and will not be published.

17. Display of Expiration Date

All information collected under this clearance will display the OMB Clearance Number.

18. Exception to the Certification Statement

The FBI Laboratory does not request an exception to the certification of this information collection.

B. Statistical Methods

The FBI Laboratory does not employ statistical methods when collecting this information.