

**Department of Justice  
Bureau of Alcohol, Tobacco, Firearms, and Explosives  
Information Collection Request  
Supporting Statement  
Renewal # 1140-0101  
Firearms & Explosives Services Division Customer Service Survey**

**B. Collection of Information Employing Statistical Methods**

The survey itself is *not* being sent out to a defined group or the public as a whole, but rather to a combination of a defined group (individuals and businesses who are licensed or have had permits issued by ATF) and a small population of the public (individuals or businesses who are not currently licensed or have not currently obtained permits from ATF, but are contacting the Firearms and Explosives Services Division to inquire into or initiate the procedure to do so). While the universe for the survey cannot be determined to be an exact number, ATF estimates that the size may be 182,000. ATF estimates 18,200 responses may be obtained based upon a universe size of 182,000 and an estimated response rate of 10 %. The estimated response rate of 10 % was determined based upon internet research obtained from PracticalSurveys.com's Query Group that states that survey response rates from the general public may be between 1% and 20%. For our purposes, we used 10% with the understanding that a defined number of responses would be obtained after further awareness of the survey is established, and that this defined figure would be used in future approval processes. ( $182,000 \times 10\% = 18,200$ ; or  $18,200/182,000 = 10\%$ ).

The response to the survey is completely voluntary, and participation in the survey would be initiated by the individual responding, not the agency. The procedure for the data collection will be via an online link provided on the agency website. The link will open the electronic survey and answers will be collected within a database dedicated to the survey. Hardcopies of the survey will be made available during conferences attended by the Division for submission via mail, and the results will be included with the electronic submissions. Responses will be maximized by offering the link to the survey on the agency website, as well as instructing our Customer Service Representatives to inform callers about the option to fill out a survey online. In addition, the survey will be discussed at public functions attended by the Division. Missing data would not be relevant to the survey since each question is separate to itself and an answer to one question would not impact an answer to another. Responses to *all* questions are voluntary.

The primary method of dissemination will be via a link on the ATF website. Industry members who contact FESD or one of its branches will be told about the link on the website if they would like to participate in the survey. There has been discussion to have targeted pop-ups (individuals who visit FESD locations within the ATF website, email signature links (not unsolicited – responses to industry or public) or methods such as this to promote the survey. Industry members who contact FESD via phone, or who have contact with FESD employees at functions such as conferences, will also be given the

option (should they ask) to receive a paper copy of the survey that they could fill out and mail into FESD. At present, FESD does not have plans to have the link to the survey in any unsolicited emails (only in the signature block of a respondent). If FESD decides to use an unsolicited email method in the future, we would first go through OMB for approval since this would have an effect on respondent base and estimated burden hours.