

B. Collection of Information Employing Statistical Methods

1. The customer survey is directed at customers of ATF's arson and explosives programs and investigative assets who use our National Response Team (NRT) services. ATF will use the survey to assess strengths and weaknesses of the NRT services. State fire marshals typically request NRT services, therefore, the potential universe is 50. We estimate that there will be approximately 20 respondents per year.
2. ATF's goal of the survey is to reach customers in order to learn of the strengths in the National Response Teams customer service and the changes that should be made in the way ATF provides services to customers.
3. Methods to increase the response rate and minimize non-respondents include:
 - A. A preliminary e-mail is sent to inform the department or agency that the survey will be arriving soon.
 - B. Respondents have the alternative to respond by paper and pencil or electronically.
 - C. Respondents have the choice of identifying themselves and/or their organization or not.
 - D. Respondents requiring assistance are promised follow-up.
 - E. Names of individuals or organizations will not appear in reports.
 - F. If a response is not received in two weeks, a reminder e-mail is sent to the respondent.
4. The survey is a reinstatement of a previously approved survey that ATF used to capture feedback on NRT customer service. The previously approved survey was pre-tested for clarity and comments

before administration. The survey has been examined by ATF and has content validity. Comments were positive but did lead to the refinement and clarification of instructions. ATF will now provide the survey to respondents electronically.

5. Program Analyst Joe Romano, Bureau of Alcohol, Tobacco, Firearms and Explosives, 99 New York Avenue, NE, Washington, DC 20226, 202-648-7134 is the contact person and will be receiving the survey.