

Supporting Statement

FBI Laboratory Customer Satisfaction Assessment

A. Justification

1. Necessity of Information Collection

The FBI Laboratory is accredited by the American Society of Crime Laboratory Directors/Laboratory Accreditation Board (ASCLD/LAB) which recently merged with the ANSI-ASQ National Accreditation Board (ANAB). 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 and ANAB.

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 entities 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

Not applicable.

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 is maintained internally according to FBI Laboratory policy. Personal information is not shared externally.

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:	1000
Frequency of responses:	Occasional
Minutes per response:	5
Annual hour burden:	84

Note: The annual hour burden was reduced from the prior submission to more accurately reflect the number of responses received over the last few years.

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	84 hours x \$55/hr (GS14) = \$4,845

15. Program Changes

There is no increase in burden on the individual respondents;

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 will evaluate the number of yes/no responses received as well as the Outstanding/Satisfactory/Unsatisfactory responses received when collecting this information.