

State and Local Customer Feedback

1) Please indicate your level of satisfaction and the number of times you submitted evidence in the past 12 months to any of the following disciplines:

Forensic Service/Types of Evidence	FBI Lab Indicate # of times used	Satisfaction with Service (5 highest, 1 lowest)	Non - FBI Lab(s) Indicate # of times used	Satisfaction with Service (5 highest, 1 lowest)	Comments (Please add helpful comments anytime you submit a high or low Satisfaction score)
Documents (handwriting, typewriting)					
Shredded paper reconstruction					
Shoeprint/tire tread					
Records Analysis (drugs, gamb., prostitution)					
Tattoo/Graffiti analysis					
Coded Messages (inmate msg/gang writings)					
Toxicology (poisons, drug-facilitated sexual assault)					
Chemistry (bank dyes, unknown substances)					
Metallurgy (composition, failure analysis)					
Paints and Plastics (paint, tapes, adhesive)					
DNA					
Chemical, Biological, Radiological, Nuclear (response, analysis, collection)					
Firearms/Toolmarks					
Latent Prints					
Hair and Fiber					
Mineralogy (soil, glass, building material)					
Anthropology					
Explosive devices					
Explosive residue (post blast)					
Other					
Other					
Other					

2) For items sent to a non-FBI Laboratory please indicate your experience:

Forensic Service/Types of Evidence	Non-FBI Laboratory Category	Avg Turna round time (Days)	Satisfaction with Timelines (5 highest, 1 lowest)	Satisfaction with report results that are easy to interpret (5 highest, 1 lowest)	Satisfaction with laboratory communication (5 highest, 1 lowest)	Comments (Please add helpful comments anytime you submit a high or low Satisfaction score)
Documents (handwriting, typewriting)						
Shredded paper reconstruction						
Shoeprint/tire tread						
Records Analysis (drugs, gamb., prostitution)						
Tattoo/Graffiti analysis						
Coded Messages (inmate/gang writings)						
Toxicology (poisons, drug-facilitated sexual assault)						
Chemistry (bank dyes, unknown substances)						
Metallurgy (composition, failure analysis)						
Paints and Plastics (paint, tapes, adhesive)						
DNA						
Chemical, Biological, Radiological, Nuclear (Response and analysis)						
Firearms/Toolmarks						
Latent Prints						
Hair and Fiber						
Mineralogy						
Anthropology						

Explosive devices						
Explosive residue (post blast)						
Other						
Other						
Other						

3) Please rank the factors that impact your level of satisfaction with a Laboratory capability or product? Note: 1st = MOST Important...5th = LEAST Important

- Quick Turnaround Time
- Report results that are easy to interpret
- Real time status of casework
- "One Stop Shop" – Submission to a Multidisciplinary Lab
- Specify your own value: _____

4) What factors into your decision to use a laboratory other than the FBI Laboratory?

5) Are there particular trends and developments in the fields of investigation, forensic science or forensic response that forensic laboratories need to consider when setting priorities for the future?

6) What could the Laboratory do better to enhance collaboration and service to you? Are there other ways that you think the FBI Laboratory and your office could work together in the future?

7) What are the FBI Laboratory's primary strength and/or weakness?