

Department of Justice
Bureau of Alcohol, Tobacco, Firearms, and Explosives
Information Collection Request
Supporting Statement
OMB 1140-0101
National Firearms Act Division and Firearms and
Explosives Services Division Customer Service Survey

B. Collection of Information Employing Statistical Methods

1. The National Firearms Act Division and Firearms and Explosives Services Division Customer Service Survey is available to a combination of a defined group made up of individuals and business owners who currently possess a valid ATF issued firearms license or permit, contacted the ATF's Firearms and Explosives Services Division (FESD) to inquire about such credentials, or recently filed a firearms license or permit application/renewal. ATF estimates that there are a total 18,200 respondents to this survey, from a universe of 182,000 persons. As such the the total response rate is 10 %, which corresponds with research data obtained from PracticalSurveys.com's Query Group regarding this survey. Specifically, this Query Group estimated that the response rate for this survey may be between 1% and 20%. Consequently, NFA averaged the estimated rate of response as 10%, with the understanding that a defined number of responses will be obtained overtime, when the survey is fully established and a system is in place to track its results.
2. Participation in this survey is completely voluntary, and is initiated upon the respondent's request via a link on the public website: www.atf.gov. Paper copies of this survey may also be made available during conferences attended by the NFA Division personnel, for respondent submission via mail. Customer Service Representatives will also instruct callers to the online link to the survey, when this option is requested. Additionally, this survey will be discussed at public functions attended by the NFA Division personnel. Missing data would be irrelevant, since each survey question is separate, and does not impact others in the survey. Survey responses are also completely voluntary.
3. The primary method of dissemination of this survey is via a link on the ATF website. Industry members who contact NFA Division or any of its branches will notified about the survey link on ATF.GOV public website, and encouraged to participate in it. Other methods of survey dissemination discussed include: Online pop-up ads for individual accessing any NFA pages on ATF.GOV website, and email distribution of the survey link to individuals or business owners conducting business with the NFA Division. Industry members who contact NFA via phone, or who have any contact with NFA employees at functions such as conferences, will also receive a paper copy of the survey upon request; which they could could fill out and mail into NFA. If NFA decides to use an unsolicited email method in the future, OMB approval will be sought, since this distribution method would increase the public burden associated with the IC.

