

Department of Justice
Bureau of Alcohol, Tobacco, Firearms and Explosives

Information Collection Request
OMB 1140-0091
Supporting Statement

National Response Team (NRT) Customer Satisfaction Survey

B. Collections 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. 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 Jennifer George, Bureau of Alcohol, Tobacco, Firearms and Explosives, National Center for Explosives Training and Research, 3750 Corporal Rd, Huntsville, AL 35898, 256-261-7614, is the contact person and will be receiving the survey.