**Supporting Statement**

**FBI Laboratory Customer Satisfaction Assessment**

**A. Justification**

1. Necessity of Information Collection

The FBI Laboratory is accredited by the ANSI 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 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: 500

Frequency of responses: Occasional

Minutes per response: 5

Annual hour burden: 42

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 42 hours x $58/hr (GS14) = $2,436

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

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.