

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

A. Justification

1. The National Firearms Act Division (NFA Division) and Firearms and Explosives Services Division (FESD) provide services to the firearms and explosives industry regarding dealer licensing, and the importation and transfers of weapons. To ensure NFA Division and FESD are providing the highest level of customer satisfaction, a survey is provided to our customers to acquire their feedback about their experience with our services. Per the requirement of an internal audit, the use of this anonymous National Firearms Act Division and Firearms and Explosives Services Division Customer Service Survey allows NFA Division and FESD to gauge the level of customer satisfaction and identify any deficiencies for improvement.
2. The National Firearms Act Division and Firearms and Explosives Services Division Customer Service Survey is available to the public online and to a lesser extent in paper form, upon request by respondents. Responses are submitted anonymously unless a respondent willingly furnishes their name and contact information, so that NFA Division and FESD management can contact them directly regarding any concerns raised. Participation in this survey is strictly voluntary and does not impact the service respondents receives from NFA Division or FESD. This survey is intended gather information about customer service provided by NFA Division and FESD throughout the firearms and explosives industry and improve customer satisfaction.
3. Responses to the National Firearms Act Division and Firearms and Explosives Services Division Customer Service Survey are collected online, through a link on either the National Firearms Act Division page or the Service Centers Contact page of the ATF.GOV public website. The survey is conducted by an industry standard software that allows the collection and sorting of public responses by their corresponding NFA Division and FESD branches. The use of an electronic remission process allows all compiled survey responses to be easily sorted, reviewed, and summarized for resolution by NFA Division and FESD. The use of an electronic survey also reduces the public burden, since handwritten responses are not needed, and the costs for preparing and mailing these responses are eliminated. Additionally, electronic submission capability reduces both the Federal government costs associated with printing and mailing paper surveys, as well as the manpower hours required to review paper responses.
4. ATF uses a uniform subject classification system to identify duplication and to ensure that any similar information already available, cannot be used or modified for use for the purpose of this information collection (IC). No other surveys currently exist that meet this requirement.

5. This collection of information does not significantly impact small businesses.
6. Customer service delivery within the NFA Division and FESD would be negatively impacted without this IC.
7. There are no special circumstances associated with this collection, for which data is collected in a manner consistent with the guidelines in 5 CFR § 1320.6.
8. No comments were received during the 60-day Federal Register (FR) notice period. However, a 30-day FR notice will be published to solicit public comments.
9. No payments or gifts are provided to respondents.
10. Confidentiality is not assured. The survey is submitted anonymously and the decision to provide any contact information is completely voluntary.
11. No questions of a sensitive nature asked.
12. The estimated number of respondents is 23,100. Each respondent responds once to this collection, so the total number of responses is also 23,100. Each respondent will take a total 5 minutes to complete this survey. Therefore, the estimated total annual burden hours associated with this collection is 1,925, which is calculated as follows: 23,100 (# of responses) x .0833333 (5 minutes).
13. There is no cost burden to the respondents since this collection fully electronic.
14. The total Federal Government cost to maintain the survey website and software licenses is \$ 48,843.92.
15. Since the last renewal in 2018, the total responses estimated responses have increased from 18,200 to 23,100 in 2021, due to more respondents to this IC. Consequently, the public burden for this collection has increased by 408 hours from 1,517 hours in 2018, to 1,925 hours in 2021.
16. The results of the information collected will not be published.
17. ATF does not request approval to not display the Office of Management and Budget expiration date this information collection.
18. There are no exceptions to the certification statement.