

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

**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 combined defined group of individuals and business owners, who currently possess valid ATF-issued firearms licenses or permits, 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 23,100 respondents to this survey, from a universe of 230,800 persons. As such, 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 response rate to 10%, with the understanding that more accurate calculations will be obtained overtime, when the survey is fully established, and results can be accurately assessed.
2. Participation in this survey is completely voluntary and is initiated by the respondent via a link on the public website: [www.atf.gov](http://www.atf.gov). Paper copies of this survey may also be made available during conferences attended by NFA Division personnel, for respondent submission via mail. Customer service representatives will also instruct callers about accessing the online survey link, 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 public 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: i. Online pop-up ads for individuals accessing any NFA pages on ATF.GOV website, and ii) 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 interact with NFA employees at functions such as conferences will receive instructions for accessing the survey link online and paper surveys respectively. Approval from the Office of Management and Budget will be sought if an unsolicited email method will be used to distribute this survey, which would increase the public burden associated with this information collection.