



NATIONAL THREAT OPERATIONS SECTION (NTOS) STRATEGIC REVIEW

This survey is issued by the U.S. Department of Justice, Federal Bureau of Investigation, CJIS Division

In an effort to gauge the level of service NTOS provides to fusion centers/law enforcement agencies (FC/LEA), the CJIS Division's Strategic Review Unit (SRU) respectfully requests participation in the following survey. The feedback you provide will ensure NTOS service delivery remains aligned with the needs of the FC/LEA community and will help strengthen the partnerships offered by the CJIS Division.

There are approximately 25 questions on the survey and the average completion time is 15 to 20 minutes. All responses on an individual level will be kept confidential and only the FC/LEA designation will be reported with the data. The survey will be open from October XX to October XX. Should you have any questions about your participation, please contact either of the following individuals.

Kari Plybon, 304-625-8113, kaplybon@fbi.gov

Marshal Allen Sherry, 304-625-7598, masherry@fbi.gov

What FC/LEA are you employed at?

Who is your FC/LEA governed by?

What is your title?

We understand that FC/LEA staff varies based on resources, area of operation, and mission. Please estimate the percent of your total staff that falls into each category (must total 100% across all categories):

State

Local

Tribal

Territorial

Private Sector

Federal

Please identify if you have any other of the following functions embedded within your FC/LEA. Please select all that apply:

- Corrections/Parole/Probation
- Emergency Management
- Cyber Security

Additional criminal justice function areas embedded within your FC/LEA (please specify):

In your opinion, as a FC/LEA that receives dual routed threats to life (TTL) with an FBI field office, who has the primary responsibility for actioning TTL Guardians?

- The field office.
- The FC/LEA.
- It is a shared responsibility.

If applicable, please explain why you believe your selected choice (field office or FC/LEA) has primary responsibility

* When you receive a dual-routed Guardian, how frequently do you initiate contact with the FBI field office?

- Always
- Usually
- Sometimes
- Rarely
- Never



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Please briefly describe the FC/LEA's established procedure for contacting the FBI in response to receiving a dual-routed Guardian.



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On average, what is the total number of staff available on each shift to process TTLs from NTOS?

Day shift:

Afternoon shift:

Night shift:

Approximately how many stakeholders/law enforcement partners do you currently serve/support in relation to handling TTL Guardians from NTOS?

When does your FC/LEA begin actioning a TTL?

- Once the eGuardian is received.
- Once we receive telephone notification from NTOS personnel.
- It depends on the situation.

If actioning is situational, please explain:

Please indicate the medium(s) your FC/LEA uses when disseminating a TTL from NTOS (e.g., telephone, e-mail, teletype):

Please identify any technical, personnel, or funding issues that currently affect your ability to process TTLs from NTOS:

Are you aware of the TTL definition NTOS must follow when actioning a TTL?

- Yes
- No

Has NTOS management ever contacted your FC/LEA to assess the current partnership?

- Yes
- No
- Unsure

NTOS receives tips regarding a variety of allegation types beyond TTL. Would your FC/LEA have the capability to receive this information?

- Yes
- No
- Unsure

NTOS receives tips regarding a variety of allegation types beyond TTL. Would your FC/LEA have an interest in receiving additional (non-TTL) information?

- Yes
- No
- Unsure

Would receiving notification on any changes in the NTOS TTL protocols (e.g., heightened awareness due to specific events) be beneficial to your FC/LEA?

- Yes
- No

Would your agency benefit in NTOS TTL training on NTOS processes (i.e., information on how and/or why NTOS processes a TTL)?

- Yes
- No



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When considering all interactions over the past twelve months, please indicate your satisfaction with:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The quality of the information you receive via the telephone from NTOS personnel.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The general interaction with NTOS personnel.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of information received via eGuardian.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall level of NTOS service delivery.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What would be your top recommendation for improving information sharing between your FC/LEA and NTOS?

Please provide feedback to help us understand any instance(s) where you were less than satisfied with your NTOS interactions:

Please provide us with anything else relevant to improving the overall NTOS experience.

The Strategic Review Team is interested in hearing more about your specific experiences with NTOS.

If you would like to make yourself available for a follow-up, please provide your information below. (Name, email and/or phone number)

Name

Agency

Email Address

Phone Number

Privacy Act Statement

Authority: The collection of this information is authorized under Executive Order 12862, Title 44 U.S.C. § 3101, and the general record keeping provision of the Administrative Procedures Act (5 U.S.C. § 301). Completing the survey and providing your contact information is voluntary.

Principal Purpose: The purpose of this survey is to gather feedback regarding your experience with the National Threat Operations Section. Your contact information will be used to contact you regarding your submitted responses for further information, if needed.

Routine Uses: All surveys will be maintained in accordance with the Privacy Act of 1974. Information on the survey may be disclosed with your consent, and may be disclosed without your consent as permitted by all applicable routine uses as published in the Federal Register (FR), including the routine uses for the FBI Central Records System, JUSTICE/FBI-002, published at 63 FR 8659, 671 (Feb. 20, 1998) and amended at 66 FR 8425 (Jan. 31, 2001), 66 FR 17200 (Mar. 29, 2001), and 82 FR 24147 (May 25, 2017). Routine uses may include sharing information with federal, territorial, state, local, and tribal criminal justice agencies.

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