

Supporting Statement for Paperwork Reduction Act Submissions
Revision of a currently approved collection
FBI Laboratory Customer Satisfaction Assessment

OMB Control # 1110-0045

Part A. Justification

1. Necessity of Information:

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 Technology:

None.

4. Efforts to Identify Duplication:

No known agency collects customer satisfaction data on the FBI Laboratory.

5. Methods to Minimize Burden on Small Businesses:

No small entities will be significantly affected by this data collection.

6. Consequences of 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 Influencing Collection:

There are no special circumstances with respect to this information collection as participation is voluntary.

8. Public Comments and Consultations:

Not applicable.

9. Payment of Gift to Claimants:

No payment or gift 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 Hour Burden:

The respondent's burden for this data collection is estimated below:

- Number of respondents: 300/year
- Frequency of responses: Occasional
- Minutes per response: 5
- Annual hour burden: 25

13. Estimate of Cost Burden:

Respondents will incur only the cost to send an email to the FBI Laboratory.

14. Estimated Annualized Costs to Federal Government:

The federal government cost is estimated below:

$$\text{Time } 25 \text{ hours} \times \$58/\text{hr (GS14)} = \$1450$$

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. Reasons for Change in Burden:

This is a new ICR request with no previous burden.

16. Plans for Publication:

This information is for FBI Laboratory use and will not be published.

17. Expiration Date Approval:

All information collected under this clearance will display the OMB Clearance Number and

expiration date.

18. Exceptions to the Certification Statement:

There are no exceptions to the certification statement.