

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

B. Collection of Information Employing Statistical Methods

1. The respondent universe for the customer satisfaction assessment is approximately 500 federal, state, local law enforcement, intelligence community, Department of Defense, and international police agencies personnel and/or crime laboratory personnel. Approximately 300 surveys are received annually.
2. Describe the procedures for the collection of information including:
 - Statistical methodology for stratification and sample selection.
 - Estimation procedure.
 - Degree of accuracy needed for the purpose described in the justification.
 - Unusual problems requiring specialized sampling procedures, and
 - Any use of periodic (less frequent than annual) data collection cycles to reduce burden.

This is a voluntary survey and is sent with most Laboratory Reports to request feedback on the services received. The respondent is requested to email the survey back to the FBI Laboratory.

3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

Customer satisfaction assessments are provided with most Laboratory Reports (exceptions are follow-up reports, discontinued/canceled examinations, subcontracted work, and film development) and give the opportunity for the contributor to provide feedback on the services received. The contributor can also offer suggestions on how the Laboratory can improve services as well as provide feedback on what additional services/examinations he/she would like. The format of the assessment is short, direct, and requires minimal time to complete while providing meaningful information to assist the Laboratory in improving its services.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of test may be submitted for approval separately or in combination with the main collection of information.

The customer satisfaction assessment was developed based on discussions with a working group and executive management. The survey has been in place since 2006.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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