

Department of Justice
Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF)
Information Collection Request (ICR)
OMB 1140-0101
National Firearms Act Division and Firearms and Explosives
Services Division Customer Service Survey

SUPPORTING STATEMENT

B. STATISTICAL METHODS

1. Universe and respondent selection

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/permits, contacted the ATF's Firearms and Explosives Services Division (FESD) to inquire about such credentials, or recently filed a firearms license/permit application/renewal. ATF estimates that there are a total 23,100 respondents who submit this customer service feedback form, from a universe of 230,800 potential respondents who have or inquire about licenses/permits.

Participation in this customer service feedback is voluntary and is initiated by the respondent via a link on the public website at www.atf.gov. Paper copies of this feedback form may also be made available during conferences attended by NFA Division personnel, which respondents may then submit via mail. Customer service representatives also provide callers with the online link and information about accessing the form when a caller asks to provide feedback. Additionally, this survey is discussed at public functions attended by NFA Division personnel.

Previously, ATF provided this customer service feedback form through an online survey tool as a form that could be filled out and submitted online. Using this online method, the response rate averaged about 10%, which corresponds with research data obtained from PracticalSurveys.com's Query Group regarding this feedback form. Specifically, this Query Group estimated that the response rate for this form would be between 1% and 20%. Consequently, ATF used the average response rate of 10% from which to calculate public hour burden. Due to decreases in funding, ATF stopped providing the form online in 2023, and since then has been providing the form only upon request in paper format. Due to these constraints, ATF estimates that the new response rate has been less than 1%. However, ATF has now developed a fillable pdf version of the form which it is posting on its website. Respondents are able to fill out the form electronically and submit it by email to ATF. ATF estimates that during the second and third years of this renewal period, the annual number of respondents might rise to 12,000 respondents because of the shift to an electronic form, though it doesn't anticipate that responses will be as high as with the online submittable form. As ATF's funding evolves, ATF will consider resuming more accessible options in the future.

2. Procedures for collecting information

The customer feedback form is available in paper format to all potential respondents, whether they request a form by contacting ATF or receive one when they attend a conference. In addition, the new fillable form is also available to all potential respondents on ATF's website. No sampling procedures are used to select the number of respondents. These surveys are voluntary, and respondents are not required to submit a response. Staff review and consider the information collected from actual responses to improve customer satisfaction in NFA and FESD services. Both the improvement in customer satisfaction and the voluntary nature of this ICR is intended to minimize and reduce overall burden on respondents.

3. Methods to maximize response

The primary method of disseminating this feedback form is now via a link on the ATF public website. Industry members who contact NFA Division or any of its branches are provided the survey link on ATF's public website and encouraged to submit feedback. The form is may also be disseminated by other methods: (a) online pop-up ads for individuals accessing any NFA pages on ATF's website, and (b) email distribution of the online 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 receive instructions for accessing the form's link online and paper forms, respectively. If the form is once again made available in an electronic format, an email will be sent to customers with a link to the form that provides guidance and direction for how they can locate the document to describe their customer service experience.

4. Testing of procedures

ATF's Human Resources Policy Division (HRPD) has conducted numerous electronic questionnaires for ATF via email or using survey tools with good success. However, a formal test of similar procedures cannot be conducted for this customer service feedback process, due to time and cost constraints.

5. Contacts for statistical aspects and data collection

The NFA Division is responsible for developing and administering this customer service form, and for considering the information collected. The contact person for this form is Meghan Tisserand who may be reached by email at Meghan.Tisserand@atf.gov.