

SUPPORTING STATEMENT FOR Voice of Customer Satisfaction

A. JUSTIFICATION

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.

Title 28, United States Code, Section 534, directs the U.S. Attorney General to acquire, collect, classify, and preserve identification, criminal identification, crime, and other records. It further directs the exchange of records and information with, and for the official use of, authorized officials of the Federal Government, including the United States Sentencing Commission; the States and cities; and penal and other institutions.

The Request for an annual Voice of Customer Satisfaction Survey completed by respondents is necessary so that the Federal Bureau of Investigation (FBI), Office of Private Sector (OPS), can conduct a program evaluation, ascertain program value as to respondents, and develop improvements for the benefit of both respondents and OPS. The survey provides a consistent manner in which respondents can provide feedback related to engagement efforts conducted between OPS and respondents.

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

The OPS serves as a conduit between the Private Sector and the FBI. That mission requires constant engagement, connecting with critical infrastructure components, and creating relationships to address the threats of both tomorrow and today. Without Private Sector feedback from the proposed survey, OPS will not have private sector perspective to fully adapt to the changing needs of private sector partners. The OPS Voice of Customer Satisfaction Survey will provide a consistent format for the Private Sector to submit their feedback in regards to OPS engagement activities, as well as provide their unique insight into the threats and challenges facing their companies and/or organizations.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also, describe any consideration of using information technology to reduce burden.

This collection would be delivered to potential respondents via a link to an Internet webpage (Survey Monkey), where the actual questions would be posed. Respondents would then use either their smartphone or computer to access the survey and submit their responses. No

specialized electronic equipment is required; a smartphone or computer is the only required electronic equipment. This method of collection was selected, as potential respondents will have either a smartphone or computer readily available. Additionally, respondents can submit their responses from wherever they are located, eliminating the need to utilize a physical paper-based survey. This will reduce the effort and time spent by respondents in completing and submitting the survey. Use of this method will also reduce the amount of time the FBI will need to review and compile responses to help inform meaningful decisions.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item A.2 above.

This is a renewal and revision of OPS' Voice of Customer Satisfaction Survey which was previously approved.

5. If the collection of information impacts small businesses or other small entities, describe any methods used to minimize burden.

There is no significant impact on small business or other private entities.

6. Describe the consequence to federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

If this collection is not conducted, the FBI OPS would lack accurate information needed to appropriately gauge the effectiveness of their efforts. While the FBI OPS would continue to engage with the Private Sector, this lack of accurate information from the Private Sector would likely cause FBI efforts to not adequately meet the needs and expectations of the Private Sector. As such, it would be expected that FBI OPS efforts would be less effective and could cause frustration by the Private Sector toward the FBI. The law enforcement community has an ever-increasing need for timely and accurate data. Obtaining information from the OPS Voice of Customer Satisfaction Survey is vital to ensuring the most accurate data is provided to OPS to meet its priorities and stated goals. Additionally, without the information collected by this survey, the FBI will, in general, be less informed about the concerns and priorities held by the Private Sector, potentially causing a mis-alignment of FBI preventative and investigative resources.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

- **requiring respondents to report information to the agency more often than quarterly;**

- **requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;**
- **requiring respondents to submit more than an original and two copies of any document;**
- **requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years;**
- **in connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study;**
- **requiring the use of statistical data classification that has not been reviewed and approved by OMB;**
- **that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or**
- **requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentially to the extent permitted by law.**

There are no special circumstances.

8. If applicable, provide a copy and identify the date and page number of publication in the *Federal Register* of the agency's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.

No public comments have been received in response to the notice.

Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

The FBI sponsors and participates in briefings, industry meetings, and conferences with the user community. These meetings are held regularly and provide an open forum to discuss matters of mutual concern, including future engagement activities. The FBI consults with users on an individual basis as needed.

Consultation with representatives of those from whom information is to be obtained or those who must compile records should occur at least once every 3 years -- even if the collection-of-information activity is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

The 60-Day Notice was published in the Federal Register on [DATE] (XX FR XXXXX). The comment period ended on [DATE]. No comments were received.

9. Explain any decision to provide any payments or gifts to respondents, other than remuneration of contractors or grantees.

No government funds will be used as payment or for gifts to respondents.

10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

Information requested in this collection may be considered confidential business information. Its release is governed by law, regulations, and agency procedures.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

No such questions are included on this collection.

12. Provide estimates of the hour burden of the collection of information. The statement should:

- **Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desirable. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. General, estimates should not include burden hours for customary and usual business practices.**
- **If this request for approval covers more than one form, provide separate hour burden estimates for each form.**

- **Provide estimates of annualized cost to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories. The cost of contracting out or paying outside parties for information collection activities should not be included here. Instead, this cost should be included in Item 14.**

Estimated Annualized Respondent Cost and Hour Burden

Activity	Number of Respondents	Frequency	Total Annual Responses	Time Per Response	Total Annual Burden (Hours)	Hourly Rate*	Monetized Value of Respondent Time
Voice of Customer Satisfaction Survey	900	1/Annually	900	10min	150 hours	0	0
Unduplicated Totals							

Hourly rate source citation or you may enter a footnote:

13. Provide an estimate of the total annual cost burden to respondents or recordkeepers resulting from the collection of information. (Do not include the cost of any hour burden shown in Items 12 and 14).

- **The cost estimate should be split into two components: (a) a total capital and start up cost component (annualized over its expected useful life); and (b) a total operation and maintenance and purchase of service component. The estimates should take into account costs associated with generating, maintaining, and disclosing or providing the information. Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred. Capital and start-up costs include, among other items, preparations for collecting information such as purchasing computers and software; monitoring, sampling, drilling and testing equipment; and record storage facilities.**
- **If cost estimates are expected to vary widely, agencies should present ranges of cost burdens and explain the reasons for the variance. The cost of purchasing or**

contracting out information collection services should be a part of this cost burden estimate. In developing cost burden estimates, agencies may consult with a sample of respondents (fewer than 10), utilize the 60-day pre-OMB submission public comment process and use existing economic or regulatory impact analysis associated with the rulemaking containing the information collection, as appropriate.

- **Generally, estimates should not include purchases of equipment or services, or portions thereof, made: (1) prior to October 1, 1995, (2) to achieve regulatory compliance with requirements not associated with the information collection, (3) for reasons other than to provide information or keep records for the government, or (4) as part of customary and usual business or private practices.**

Respondents will not incur any costs other than their time to respond, and their response is optional. Respondents will not incur any capital, start up, or system maintenance costs associated with this information collection.

14. Provide estimates of the annualized cost to the Federal Government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), any other expense that would not have been incurred without this collection of information. Agencies also may aggregate cost estimates from Items 12, 13, and 14 into a single table.

A GS 14-4 (with the Washington-Baltimore-Arlington locality pay) processes this survey and earns an hourly rate in 2026 of \$75.85. They spend 5 hours processing the survey annually, which would include reviewing results when they are received, noting and documenting free-text comments received so they can be discussed, and recording multiple-choice responses to they can be utilized by the team. All of this work would be conducted by the FBI employee as a part of their normal duty day and is within the scope of their employment.

15. Explain the reasons for any program changes or adjustments.

Minor changes were made to the wording of this collection, to update it from those used in previous years.

16. For collections of information whose results will be published, outline plans for tabulations, and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

No results from this collection will be published.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

We are requesting no exemption.

18. Explain each exception to the certification statement.

This collection of information does not include any exceptions to the certificate statement.

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS.

This collection does/does not contain statistical data.