

## **Request for Approval under the “Generic Clearance for Improving Customer Experience: OMB Circular A-11, Section 280 Implementation” (OMB Control Number: 1103-0120)**

**TITLE OF INFORMATION COLLECTION:** 2026 Teleporter User Feedback Survey

### **TYPE OF ACTIVITY**

Select all that apply.

- ☐ Screener (for example, distributed before or during a usability testing session or other kind of session)
- ☐ Question script for interview, focus group, discussion group, etc. Scripts for usability testing sessions are, in general, exempt from PRA review subject to the caveats on page 3 of this OMB Memorandum.
- ☐ Survey to obtain feedback immediately following a transaction – **limited to 15 questions and 5-minutes of burden maximum.**
- ☒ **Other survey**

### **TYPE OF SUBMISSION**

- ☒ **New collection:** Select this if you do not already have an approved collection.
- ☐ Change to an already approved collection: Select this if you have an already approved collection but are making changes to the questions, the number of respondents, etc.

Please attach your instrument as a separate document using the Word template that pertains to your particular engagement, i.e., either a survey/screener or script. OMB has prepared special templates that must be used for submitting your instrument.

### **PURPOSE OF COLLECTION:**

The FBI CJIS Division’s Data Sharing Services Unit is conducting the 2026 Teleporter User Feedback Survey to gather user feedback on Teleporter, a file sharing service accessed through the Law Enforcement Enterprise Portal (LEEP) that allows operational files to be shared and moved between law enforcement and partner communities, including state, local, tribal, foreign law enforcement, other government agencies, and private sector partners.

The Data Sharing Services Unit is hoping to learn:

- Baseline satisfaction with the overall service and with specific aspects of the user experience, including how well Teleporter meets user needs, clarity of the user interface, access and login, and completion of file transfers.
- How Teleporter is used across its three access levels (Operation Administrator, Teleporter User, and upload/download link recipient), and which functions users rely on, including upload links, download links, the one-time PIN, and copying files between Operations.
- The frequency and causes of file transfers that cannot be completed, including file size, recipient access problems, links blocked or stripped by a recipient organization, authentication problems, and file expiration.

- The methods users turn to when a transfer cannot be completed through Teleporter, and other file sharing methods used during the same period.
- Whether Teleporter has replaced file sharing methods previously used, along with user-identified improvements and awareness of no-cost overview sessions.

The Data Sharing Services Unit will use the results to prioritize service development efforts, target training and outreach resources, and inform the Teleporter roadmap. Findings will inform an internal summary of user insights provided to CJIS Division leadership and used to support service improvement decisions. Results will not be released outside the agency.

## ACTIVITY DETAILS

**If this is a survey for a High Impact Service Provider, will the results of this survey be reported to OMB as part of quarterly reporting obligations?**

- ☐ Yes
- ☐ No
- ☒ **Not applicable**

**How will you collect the information? (Check all that apply)**

- ☐ Social Media
- ☒ **Website**
- ☐ Telephone
- ☐ In-person
- ☐ Video conference (e.g., Zoom, WebEx, Teams, etc.)
- ☐ Mail
- ☐ Other, Explain

**If this is a survey OR a screener, what platform will be used (e.g., Medallia, Microsoft Forms, Qualtrics, SurveyMonkey, Touchpoints, etc.)**

SurveyMonkey

**Who will you collect the information from?**

The respondent universe is approximately 10,000 federal, state, local, tribal, and partner agency personnel who are authorized, registered users of Teleporter and who have logged in to the service at least once during the six months preceding the survey (these are considered “active” users). 100% of the active user universe will receive an e-mail invitation containing a link to the survey. The expected response rate is 20%, yielding an estimated 2,000 respondents.

**Please describe the activity or methodology**

Eligible active users will receive an e-mail invitation from the Data Sharing Services Unit that briefly explains the purpose of the survey and provides a hyperlink to the survey, which is hosted on a SurveyMonkey account administered by the FBI CJIS Division. Respondents who click the link are taken directly to the instrument, where they may complete the survey at their convenience. No interviewers or facilitators are used. The instrument uses a mix of single-select, multi-select, matrix-rating, and open-text questions, with skip logic to suppress follow-up questions that do not apply to a given respondent (for example, the follow-up asking what prevented a file transfer appears only to respondents who indicate they were unable to complete one).

### ***How will you ask a respondent to provide information?***

Respondents are invited via a one-time recruitment e-mail sent to the e-mail address on file for their Teleporter/LEEP account. The e-mail contains the survey URL, a brief description of the purpose, the Paperwork Reduction Act statement (including the OMB Control Number, expiration date, the phrase “All responses are voluntary,” and the contact address for comments regarding the information collection), and a point of contact at the Data Sharing Services Unit for questions.

### ***When will the activity happen?***

The survey will open in FY26 and will remain open for approximately 30 days following the initial e-mail invitation. A single reminder e-mail may be sent approximately two weeks after the initial invitation.

### **Will you be compensating participants?**

☐ Yes

☒ No

Participants are responding in their official work capacity as Teleporter users, and compensation is therefore not appropriate.

### **Personally Identifiable Information**

Please complete the following questions in coordination with your agency’s privacy office to ensure that the information collection complies with any applicable requirements under the Privacy Act of 1974 (5 U.S.C. § 552a) and other laws and policies:

#### **1. Could any of the questions offer the opportunity for respondents to provide personally identifiable information (PII)?**

☒ Yes

☐ No

The instrument does not request PII directly. However, several open-text response fields (e.g., “How do you incorporate Teleporter into your workflow,” “What single change to Teleporter would make the biggest difference in your work,” “Please share any success stories or noteworthy experiences you have had using Teleporter”) provide respondents the opportunity to voluntarily include PII if they choose to do so.

#### **2. If the answer to Question 1 is “Yes,” will the information collected be covered by the Privacy Act of 1974?**

☒ Yes

☐ No

#### **3. If the answer to Question 2 is “Yes,” what is the status of the applicable system of records notice(s) (SORNs)?**

☒ **Published (include citation here) and no modification needed. Include citation:** : FBI Central Records System, 63 Fed. Reg. 8671 (Feb. 20, 1998), amended by 66 Fed. Reg. 8425 (Jan. 31, 2001), 66 Fed. Reg. 17200 (Mar. 29, 2001), and 82 Fed. Reg. 24147 (May 25, 2017); FBI Data Warehouse System, 77 Fed. Reg. 40630 (July 10, 2012), amended by 82 Fed. Reg. 24151, 157 (May 25, 2017). Department of Justice Information Technology, Information System, and Network Activity and Access Records, 86 Fed. Reg. 37188 (July 14, 2021).

The aforementioned documents can be found at <https://www.justice.gov/opcl/doj-systems-records#FBI>

☐ Published (include citation here), but modification needed. Include citation:

☐ No SORN exists; need to publish new SORN(s)

**4. If a privacy impact assessment (PIA) is required, please provide a link to where the PIA is published on the agency's website:** No URL – Privacy Threshold Analysis (PTA) attached to application

## BURDEN HOURS

*This is a NEW COLLECTION. Burden estimates are provided in the table below.*

| Type of Instrument                                                                                  | No. of Respondents per year | Participation Time in minutes | Total Burden per year in hrs |
|-----------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------|------------------------------|
| Screeners (e.g., distributed before or during a usability testing session or other kind of session) | N/A                         | N/A                           | N/A                          |
| Question script for focus group, interview group, etc.                                              | N/A                         | N/A                           | N/A                          |
| Survey to obtain feedback immediately following a transaction                                       | N/A                         | N/A                           | N/A                          |
| Other survey                                                                                        | 2,000                       | 8                             | 267                          |
| <b>Totals</b>                                                                                       | <b>2,000</b>                | <b>8</b>                      | <b>267</b>                   |

## CERTIFICATION:

**Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.**

I certify the following to be true:

- The collections are voluntary;
- The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
- The collections are non-controversial, meaning they do not raise issues that warrant public comment;
- Any collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future;
- Personally identifiable information (PII) is collected only to the extent necessary and the agency will comply with applicable legal and policy requirements to ensure its protection;
- Information gathered is intended to be used for general service improvement and program management purposes;
- The agency will follow the procedures specified in any relevant OMB guidance for the required reporting to OMB of data from surveys;

- Outside of the reporting mentioned in the bullet immediately above, if the agency intends to release journey maps, user personas, reports, or other data-related summaries stemming from this collection, the agency must include appropriate caveats around those summaries, noting that conclusions should not be generalized beyond the sample, considering the sample size and response rates. The agency must submit the data summary itself (e.g., the report) and the caveat language mentioned above to OMB before it releases them outside the agency. OMB will engage in a passback process with the agency.

**Name of Person(s) who developed the screener/question script/survey:** [Kyle Swaim]

**Email address of the above person(s):** [JKSWAIM@fbi.gov]

## **PAPERWORK REDUCTION ACT STATEMENT**

The following PRA statement will be displayed on the recruitment e-mail and on the landing page of the survey instrument:

*“Pursuant to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1103-0120. This collection is authorized under the Generic Clearance for Improving Customer Experience (OMB Circular A-11, Section 280 Implementation). Public reporting burden for this collection is estimated to average 8 minutes per response, including the time for reviewing instructions and completing the collection of information. **All responses are voluntary.** Send comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to: [Federal Bureau of Investigation, Criminal Justice Information Services Division, Data Sharing Services Unit, 1000 Custer Hollow Road, Clarksburg, West Virginia 26306-0159] or [helpdesk@leo.gov].*