

## Consultations with Stakeholders and Environmental Assessment

### Consultations with Stakeholders

ATF executives take every opportunity to discuss the Strategic Plan and the individual strategies and tactics of the plan, with members of Congress and their staffs. In fiscal year 2003, ATF officials met with and briefed members and staffs of the following committees:

House Appropriations Subcommittee on Commerce, Justice, State and the Judiciary  
Senate Appropriations Subcommittee on Commerce, Justice, State and the Judiciary  
House Judiciary Committee  
Senate Judiciary Committee

Oral and written briefings were provided on the following topics: The Integrated Violence Reduction Strategy and Project Safe Neighborhoods; the NIBIN Program; gang violence strategies; tactics in reducing the threat of explosives violence; and tobacco diversion.

### Environmental Assessment

ATF is using the American Customer Satisfaction Index survey for several programs to determine how well we meet the needs of the regulated industries and our law enforcement customers. The index allows ATF to benchmark against the best in business and government. ATF will continue to meet and collaborate with industry and law enforcement partners.

In fiscal year 2004, ATF commissioned an all-employee survey to gauge the levels of communication and employee engagement with Bureau goals and objectives.

The triennial office reviews performed by ATF's Office of Inspection include an analysis of employee and customer satisfaction. The Strategic Planning Office staff compiles demographic, social, and other environmental information for use in updating the ATF Strategic Plan.