



# **Bureau of Alcohol, Tobacco, Firearms and Explosives**

## **Arson and Explosives National Response Team**

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### ***Customer Questionnaire***

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The Centre at Purchase  
One Manhattanville Road  
Purchase, NY 10577-2128  
(914) 696-4700 Fax (914) 696-3401

October, 2004

Dear National Response Team Client:

Carl J. Truscott, the Director of the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), recently wrote to you about a customer survey we are conducting for ATF. The purpose of the survey is to give ATF information about how well they are serving their customers. They want to know the areas that need change and improvement as well as their strengths in bringing you the services you need. They intend to use the survey results to assess the need for potential improvement in the services they provide. We hope you will complete the survey.

The survey can be completed on the enclosed questionnaire, or electronically. You may choose to identify yourself and /or your organization, or to be anonymous. We will not report names of individuals or organizations in any reports we write. The access code number at the top of the questionnaire is to ensure that each responder answers the questionnaire in only one of the two formats provided.

We have provided a self-addressed stamped envelope if you choose to mail the survey. When we receive your questionnaire, we will immediately record your response in our secure computerized database.

If you choose to respond to the survey electronically, please follow these instructions:

1. Enter the link to our website (WWW. ATF/Sirota/Survey).
2. Enter your access code, as instructed. The access code is at the top of this letter and on the top of the printed questionnaire.
3. Follow the instructions on how to respond to each question.
4. Submit the questionnaire.

If you have any questions, please call me at 1-800-777-8196, ext. 213, or e-mail me at [Wreichman@sirota.com](mailto:Wreichman@sirota.com). Your participation in this survey is appreciated.

Sincerely,



Jeffrey Saltzman  
CEO/Chairman  
Sirota Consulting LLC



Walter Reichman  
Vice President  
Sirota Consulting LLC

Name (optional): \_\_\_\_\_

Organization or Department (optional): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

1. Are you a member of a ... Indicate ONE answer:

- 1. Police Department
- 2. Fire Department
- 3. U.S. State Department
- 4. Other (describe) \_\_\_\_\_

2. How many times have you worked with the National Response Team (NRT) in the past year? Indicate ONE answer:

- 1. Once
- 2. Twice
- 3. Three times
- 4. Four times
- 5. Five times
- 6. More than five times

Thinking back over your experiences with the NRT, to what extent do you agree with each of the following? Indicate ONE answer for each statement across:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know/Not Applicable
3. Overall, the NRT has been effective in serving your needs	1	2	3	4	5	6
4. The NRT arrived on the scene after a reasonable amount of time	1	2	3	4	5	6
5. The NRT showed a willingness to work with local authorities	1	2	3	4	5	6
6. The NRT was thorough in its investigation	1	2	3	4	5	6
7. The NRT worked quickly and completed its investigation in a timely manner	1	2	3	4	5	6
8. The NRT has good investigative skills	1	2	3	4	5	6
9. The NRT has good interviewing skills	1	2	3	4	5	6
10. The NRT provided good and fast laboratory work	1	2	3	4	5	6
11. The NRT shared its plans with the local authorities	1	2	3	4	5	6
12. There was a great diversity of expertise on the NRT	1	2	3	4	5	6
13. The NRT and local investigators worked cooperatively	1	2	3	4	5	6

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree Nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>Don't Know/Not Applicable</u>
14. The NRT debriefed the local authorities every day	1	2	3	4	5	6
15. The NRT completed its final report before leaving the scene	1	2	3	4	5	6
16. Local officials learned from the NRT	1	2	3	4	5	6
17. Local officials changed procedures as a result of their interaction with the NRT	1	2	3	4	5	6
18. The NRT took precautions to enhance the safety of the scene they were investigating	1	2	3	4	5	6
19. We could not have completed the investigation(s) without the NRT	1	2	3	4	5	6
20. The NRT members were professional in their approach to the investigation	1	2	3	4	5	6
21. The NRT Team Leader was an effective leader	1	2	3	4	5	6
22. The NRT made it easier to apprehend those responsible for the event	1	2	3	4	5	6

**23. Describe your overall experience with the NRT. Please write in the space provided below:**

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***Thank you.***

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The estimated average burden associated with this collection of information is 15 minutes per respondent, depending on individual circumstances. Comments concerning the accuracy of this burden estimate and suggestions for reducing this burden should be addressed to Reports Management Officer, Document Services Branch, Bureau of Alcohol, Tobacco, Firearms and Explosives, Washington, DC 20226.

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