

Personalized Initial E-Mail:

Dear **Insert Title and Name:**

In **Month and Year**, ATF's National Response Team (NRT) responded to assist your Department with the investigation of a **Type of Incident** in **City/State**. We were pleased to be able to provide Federal resources to assist in this investigation and would like your candid assessment of how the NRT did during the activation.

For your convenience, we have created a web-based survey that will help enable us to evaluate and enhance the NRT Program. **This survey will soon be e-mailed to you separately.** You will note that on the survey we have provided space for your name and department. Providing your name is optional, and instead of responding personally, you may ask another knowledgeable person who participated in the investigation to complete and return the survey.

Because the NRT responds to a limited number of scenes each year, your response is extremely important to us. It should take no more than about 5 or 10 minutes to complete; we would greatly appreciate your reply no later than **Insert Date Two Weeks in Future.**

If you have technical difficulties or any questions about the survey, please respond to this e-mail or contact Program Analyst Mary Lynne Wolfe at 202-648-7133.

Thanks for your valuable input! We look forward to working with your Department in future endeavors.

(Insert Name)

Chief, Alcohol, Tobacco and Fire Enforcement Division

Generic Invitation, generated by survey software upon deployment of survey.

Hi!

You should recently have received an e-mail from ATF asking you to complete a short survey regarding your experience with the National Response Team at a fire or explosives scene. Simply click %[here]URL% to access the survey, which should take no more than 5 or 10 minutes to complete. We know your time is valuable, but your input is very important to us; we would greatly appreciate if you could complete and return this survey within the next two weeks.

Thank you!

Follow-up invitation, generated by survey software upon pre-established date.

Hello...

About 2 weeks ago ATF sent you an e-mail requesting that you complete a short survey documenting your experience with its National Response Team. We have not yet received your response. We know your time is valuable, but because of the few surveys we send out each year, your response is extremely important to us. If you're too busy to complete the survey, we want to remind you that you may ask another knowledgeable person to complete it. ATF will use the information you provide to assess the NRT's performance, to support administrative needs, and to ensure that the service we provide is of the highest quality. Simply click %[here]URL% to access the survey. Thank you for your input!