

National Response Team Customer Satisfaction Survey

Thank you for responding to this survey. Please use your mouse to navigate through the survey. If you press the "return" or "tab" keys and are exited from the survey before you have completed, simply press "back" to return.

1.. What is your name? (Optional)

Item

2. What is the name of your Department?

Item

3. Where is your Department located? (City/State)

Item

4. Are you a member of a ...

- Police Department
- Fire Department
- U.S. State Department
- Other

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

- Once
- Twice
- Three Times
- Four Times

- Five Times
- More Than Five Times

6. Overall, the NRT has been effective in serving your needs.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

7. The NRT arrived on the scene after a reasonable amount of time.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

8. The NRT showed a willingness to work with local authorities.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

9. The NRT was thorough in its investigation.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

10. The NRT worked quickly and completed its investigation in a timely manner.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

11. The NRT has good investigative skills.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

12. The NRT has good interviewing skills.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

13. The NRT provided good and fast laboratory work.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

14. The NRT shared its plans with the local authorities.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

15. There was a great diversity of expertise on the NRT.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

16. The NRT and local investigators worked cooperatively.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

17. The NRT debriefed the local authorities every day.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

18. The NRT completed its final report before leaving the scene.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

19. Local officials learned from the NRT.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

20. Local officials changed procedures as a result of their interaction with the NRT.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree

- Strongly Disagree
- Don't Know/Not Applicable

21. The NRT took precautions to enhance the safety of the scene they were investigating.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

22. We could not have completed the investigation(s) without the NRT.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

23. The NRT members were professional in their approach to the investigation.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

24. The NRT Team Leader was an effective leader.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

25. The NRT made it easier to apprehend those responsible for the event.

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree
- Don't Know/Not Applicable

26. Please describe your overall experience with the NRT. (If you wish to be contacted regarding your experience with the NRT, please provide a phone number where you can be reached.)

PAPERWORK REDUCTION ACT NOTICE. This request is in accordance with the Paperwork Reduction Act of 1995. The information collected is to capture data that permits the accurate assessment of program activities. The Government Performance and Results Act (GPRA) of 1993 requires that each Government agency maximize resources, develop more realistic goals or more innovative measurements, and permit the allocation and use of available resources for specific priorities.

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, Bureau of Alcohol, Tobacco, Firearms and Explosives, Washington, DC 20226.

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