

## 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
- State Fire Marshal's Office
- 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 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

**19.** 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

**20.** The NRT Team Leader was an effective leader.

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

**21.** 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.)

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