

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 the name of your Department?

Item

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

Item

3. Are you a member of a ...

Police Department

Fire Department

State Fire Marshal's Office

Other

4. Date of Incident:

Item

5. Location of Incident? (City/State)

Item

6. 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

7. Overall, the NRT has been effective in serving your needs (Quality of Service).

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

8. The NRT arrived on the scene after a reasonable amount of time (Timeliness of Delivery).

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

9. The NRT showed a willingness to work with local authorities (Responsiveness to Customer's Need).

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

10. The NRT was thorough in its investigation.

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

11. 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

12. The NRT has good investigative skills.

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

13. The NRT has good interviewing skills.

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

14. The NRT provided good and fast laboratory work.

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

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

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

16. 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

17. The NRT and local investigators worked cooperatively.

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

- Strongly Disagree
- Don't Know/Not Applicable

18. The NRT debriefed the local authorities every day.

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

19. 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

20. 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

21. The NRT Team Leader was an effective leader.

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

22. 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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