

**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? 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.

- 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.

- 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. 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 efficiently 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 members have good investigative skills.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

Don't Know/Not Applicable

**13.** The NRT shared its plans with the local authorities.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

Don't Know/Not Applicable

**14.** 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

**15.** The NRT and local investigators worked cooperatively.

Strongly Agree

Agree

Neither Agree Nor Disagree

Disagree

Strongly Disagree

Don't Know/Not Applicable

Don't Know/Not Applicable

**16.** The NRT provided daily or necessary briefings with local authorities.

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

**17.** 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

**18.** 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

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

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

Don't Know/Not Applicable

**20.** 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.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.