## **National Response Team Customer Satisfaction Survey**

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

C Strongly Agree

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
C Fire Department
C 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 Twice
C Three Times
C Four Times
C Five Times
More Than Five Times

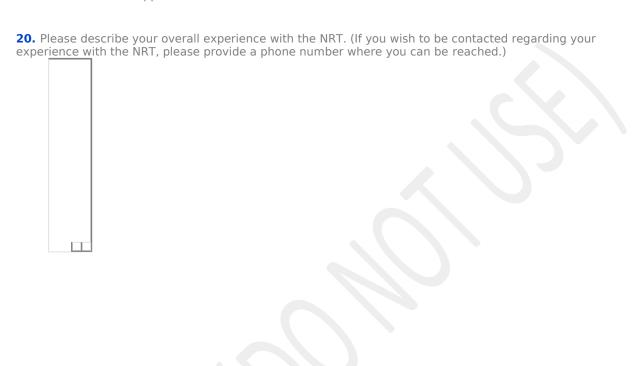
0	
0	
0	
	Agree
	Neither Agree Nor Disagree
	Disagree
	Strongly Disagree
	Don't Know/Not Applicable
	The NRT arrived on the scene after a reasonable amount of time.
0	Strongly Agree
0	Agree
0	Neither Agree Nor Disagree
0	Disagree
$\circ$	Strongly Disagree
$\circ$	Don't Know/Not Applicable
9. 1	The NRT showed a willingness to work with local
0	authorities. Strongly Agree
~	Agree
0	Neither Agree Nor Disagree
0	Disagree
0	Strongly Disagree
	Don't Know/Not Applicable
10	The NRT was thorough in its investigation.
0	Strongly Agree
Ö	Agree
0	Neither Agree Nor Disagree
0	Disagree
0	Strongly Disagree
0	Don't Know/Not Applicable
	Don't Know/Not Applicable
	The NRT worked efficiently and completed its investigation in a timely manner.
0	Strongly Agree
0	Agree
0	Neither Agree Nor Disagree

	Disagree
	Disagree
	Strongly Disagree
	Don't Know/Not Applicable
12.	The NRT members have good investigative skills.
0	Strongly Agree
0	Agree
0	Neither Agree Nor Disagree Disagree
$\circ$	Strongly Disagree
$\circ$	Don't Know/Not Applicable
$\circ$	
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
	Zon Craion, noch pp
<b>14</b> . 7	There was a great diversity of expertise on the NRT.
	Strongly Agree
	Agree
0	Neither Agree Nor Disagree
0	Disagree
0	Strongly Disagree
0	Don't Know/Not Applicable
16	The NRT and local investigators worked cooperatively.
0	Strongly Agree
0	Agree
Ö	
Ö	Neither Agree Nor Disagree
Õ	Disagree Strongly Disagree
Ö	Strongly Disagree

O

 $\circ$ 

_	The NRT provided daily or necessary briefings with local authorities.
0	Strongly Agree
0	Agree
0	Neither Agree Nor Disagree
0	Disagree
0	Strongly Disagree
0	Don't Know/Not Applicable
17.	The NRT took precautions to enhance the safety of the scene they were investigating.
0	Strongly Agree
O	Agree
O	Neither Agree Nor Disagree
0	Disagree
O	Strongly Disagree
0	Don't Know/Not Applicable
18.	The NRT members were professional in their approach to the investigation.
0	Strongly Agree
0	Agree
0	Neither Agree Nor Disagree
0	Disagree
0	Strongly Disagree
0	Don't Know/Not Applicable
_	The NRT Team Leader was an effective leader.
0	Strongly Agree
0	Agree
0	Neither Agree Nor Disagree
0	Disagree
	Strongly Disagree



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