# OMB No. 1140-0091 (xx/xx/xxxx)

**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 |  |

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

|  |  |
| --- | --- |
| Item |  |

1. Are you a member of a … Police Department

Fire Department

State Fire Marshal’s Office Other

1. Date of Incident:

|  |  |
| --- | --- |
| Item |  |

1. Location of Incident? (City/State)

|  |  |
| --- | --- |
| Item |  |

1. 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

1. 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

1. 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

1. 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

1. The NRT was thorough in its investigation. Strongly Agree

Agree

Neither Agree Nor Disagree Disagree

Strongly Disagree

Don’t Know/Not Applicable

1. 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



1. The NRT members have good investigative skills. Strongly Agree

Agree

Neither Agree Nor Disagree Disagree Strongly Disagree

Don’t Know/Not Applicable

1. The NRT shared its plans with the local authorities. Strongly Agree

Agree

Neither Agree Nor Disagree Disagree

Strongly Disagree

Don’t Know/Not Applicable

1. 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

1. The NRT and local investigators worked cooperatively. Strongly Agree

Agree

Neither Agree Nor Disagree Disagree

Strongly Disagree

Don’t Know/Not Applicable

1. 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

1. 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

1. 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

1. The NRT Team Leader was an effective leader. Strongly Agree

Agree

Neither Agree Nor Disagree Disagree

Strongly Disagree

Don’t Know/Not Applicable

1. 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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