

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

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

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.)



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