NPPTL Customer Satisfaction Survey

NIOSH/NPPTL Public Meeting - December 13, 2005

CBRN Closed-Circuit, SCBA, CBRN PAPR, and Industrial PAPR

Affiliation Key

M	Manufacturer	U	Union or Labor	MI	Military	C	CDC
P	PPE User	R	Regulator	A	Academia	O	Other

	(0) No Basis to Judge								(1) Strongly Disagree								(2) Disagee								(3) Neither								SUM	(4) Agree								(5) Strongly Agree								SUM
	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	(0)-(3)	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	(4)-(5)
1. **Quality**: The quality of the resources available for this meeting met my expectations.																	1							1	3							1	6	17	5	2		1	2		3	2				2		1	1	36
2. **Choice**: The meeting facility was conveniently located.									2		1														1								4	17	4	1		1	2		3	3	1			2		1	2	37
3. **Access**: I am satisfied with the information available to support the topics discussed at this meeting.																	2							1	4	2						1	10	16	3	2		1	2		3	1				2		1	1	32
4. **Timeliness**: The information necessary to prepare for this meeting was provided in a timely manner.	1								1								6							2	5	1				2			18	13	4	2		1			3					2		1	1	27
5. **Importance**: Overall, the presentations were appropriate for this meeting.									1																3							1	5	19	4	2		1	2		4	1	1			2		1	1	38

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6. **Recovery**: Problems and issues were resolved expeditiously.	3																1								8	1						2	15	12	4	1		2	2		3			1		1		1	1	28
7. **Courtesy**: The meeting staff was courteous and professional.																									1								1	13	2	1		1	1		4	10	2	1		2	1	1	2	41
8. **Knowledge**: The NPPTL staff was knowledgeable and able to answer my questions promptly						1		1																	3	2						1	8	19	1			1			3	2	1	2		2	1	1	1	34
9. **Tangibles**: The material I received from this meeting will assist me in doing my job or preparing for future needs.																		1							6								7	15	3	1		1	2		5	3		1		2		1	1	35
10. Overall, I am satisfied with today's NPPTL public meeting.																	1	1						1	3	1							7	19	2	1		1	1		4	1		1		2	1	1	1	35
Totals	4	0	0	0	0	1	0	1	4	0	1	0	0	0	0	0	11	2	0	0	0	0	0	5	37	7	0	0	0	2	0	6	81	160	32	13	0	11	14	0	35	23	5	6	0	19	3	10	12	343

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	B lank								Yes								No							
	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O
11. I would recommend attendance at NPPTL public meeting to others.	8	1			2		1	2	16	4	2		1	2		4								

	M	P	U	R	MI	A	C	O
12. Affiliation	24	5	2		3	2	1	6

	B lank								Yes								No							
	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O
13. I would like to participate in future NPPTL Customer Satisfaction Surveys.	13	1	2		2	1	1	3	7	4	2			1		2	4							

E-Mail Addresses:

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14. What comments and suggestions do you have for improving/enhancing NPPTL public meetings?

P - A briefing paper on acronyms used for those of us who forget definitions, concepts, logic trains, etc.
MI - Get the standard out - others will add testing protocols to successful "NIOSH" candidates to "frame" operational parameters accurately based on scene hazard assessments and monitoring of concentrations in the area of operations.
M - Could not see projection screen. Screen should be higher for people not on aisle ends or in front row to see.
M - Publishing info on the web in sufficent time for review (30 days).
M - Agenda was not sent out beforehand.
M - Publish agenda in advance.
M - Make sure concept drafts are released well in advance of meetings.
M - Issue concept papers earlier, and accept questions ahead of time and address at meeting.
M - Note: NPPTL website link to this meeting referred to wrong meeting (Dec. 13). I did not know start time as a consequence.
M - Provide presentations in e-format at meeting, not months afterward on website.
M - Raise screen (unable to see). Less overview meeting and more specifics and discussions on standards. Pass out survey sooner (30% of attendees missed).
M - Earlier information of the date and documents.
O - Provide a more comprehensive agenda prior to meeting to allow proper review, discussion of material in question. Provide proposed prior to meeting.
O - Distribute scientific rationale/supporting ingo prior to meeting.
O - Provide an explanation of the performance requirements in 42 CFR.

15. The presentation was presented at an appropriate technical level.

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	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	(0)-(3)	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	(4)-(5)
CBRN PAPR Strategy *Step 1 Concept Jon Szalajda	1																							1	2	1						1	6	18	4	2		1	1		3	1				2		1	1	34
CBRN PAPR Strategy *Retrofit Bill Hoffman	1																1								4							1	7	18	5	2		1	1		5					2		1		35

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PAPR Strategy *CBRN Step 2 Jon Szalajda	1																							1	2								4	21	5	2		1	1		5	1				2		1		39
PAPR Strategy *Industrial Standard Bill Hoffman	1																1								3							1	6	17	5	2		1	1		5	1				2		1		35
PAPR Benchmark Testing Terry Thornton, Rich Vojtko, Jeff Palcic	1								1															1	5							1	9	16	5	2		1	1		3	1				2		1	1	33
Facial Leakage Study Kathryn Butler																	1							1	3		1						6	14	3	1		1	1		3	6	2			2		1	2	36
CBRN Closed-Circuit SCBA Jon Szalajda, John Kovac, Frank Palya, Tim Rehak	1																1								8								10	14	5	2		1	1		5					2		1	1	32
Totals	6	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	4	0	0	0	0	0	0	4	27	1	1	0	0	0	0	4	48	118	32	13	0	7	7	0	29	10	2	0	0	14	0	7	5	244

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16. I am satisfied with NPPTL's progress on the following topics.

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	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	(0)-(3)	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	(4)-(5)
CBRN PAPR Strategy *Step 1 Concept Jon Szalajda	1								1								2								3		1					1	9	16	5	1		2	1		5					1		1		32
CBRN PAPR Strategy *Retrofit Bill Hoffman	1								1								4								5		1					1	13	12	5	1		2	1		5					1		1		28
PAPR Strategy *CBRN Step 2 Jon Szalajda	1								1								2								5							1	10	12	5	2		2	1		6					1		1		30
PAPR Strategy *Industrial Standard Bill Hoffman	1								1								4								7	1							14	10	4	2		2	1		6					1		1		27
PAPR Benchmark Testing Terry Thornton, Rich Vojtko, Jeff Palcic	1								1								4								2	1							9	14	4	2		2	1		5					1		1		30
Facial Leakage Study Kathryn Butler																	1					1			6	1							9	13	4	1		2			5	3	2			1		1		32

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	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	(0)-(3)	M	P	U	R	MI	A	C	O	M	P	U	R	MI	A	C	O	(4)-(5)
CBRN Closed-Circuit SCBA Jon Szalajda, John Kovac, Frank Palya, Tim Rehak	2																3	1							7		1			1		1	16	10	4	1		2			5	1				1		1		25
Totals	7	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	20	1	0	0	0	1	0	0	35	3	3	0	0	1	0	4	80	87	31	10	0	14	5	0	37	4	2	0	0	7	0	7	0	204

17. I have a need for NPPTL to provide R&D testing for any of the requirements listed.

1-U 1-O 3-M	high flow particulate testing	1-U 1-O 4-M	permeation
1-U 1-O 2-M	battery indicator testing	1-U 1-O 5-M	total inward leakage
1-U 1-O 3-M	low pressure indicator	1-U 1-O 2-M	gas service life
1-U 1-O 5-M	live agent testing	1-U 1-O 3-M	anthropometrics
1-U 1-O 3-M	simulant	1-U 1-O 5-M	CO_2
1-U 1-O 4-M	cold temperature	1-U 1-O 3-M 1-P	human physiology
1-U 1-O 4-M	vibration condtioning		other: (P) Validation of respiratory logic manual so field users can use ICS Form 215A to initiate field problems with the appropriate protection level(s), i.e., guidelines for use and "translations" into NIMS terminology