

QUALITY ASSURANCE DIVISION

Interview Form: Animal Control Division

Date & Time of Interview: _____

Date of Incident/Case Number: _____ / _____

Officer Handling Call: _____

Complainant: _____

Address & Phone: _____

Sex: _____ Race: _____ Age: _____

1. Was there a lengthy delay before the arrival of the Animal Control Officer? YES 2 NO 14 INAP 4

#1; 1 hour. #2; Never showed up.

(If NO or INAP, skip *to 2A)

1A. Did the dispatcher inform you that there might be a delay in the response time? YES 2 NO _____ INAP _____

1B. Did the Animal Control Officer explain the reason for the delay? YES _____ NO 2 INAP _____

2. Did the dispatcher take your information in a courteous and businesslike manner? YES 20 NO _____ **INAP** _____

(If YES or INAP, skip to 3)

2A. In what way was it not businesslike or courteous?

3. Did **the Animal** Control Officer handle your call in a courteous and businesslike manner? YES 15 NO _____ **INAP** 5

(If YES or INAP, skip to 4)

Problem - Analysis

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3A. In what way was the was the Animal Control Officer not businesslike or courteous? _____

4. Did the Animal Control Officer convey the impression that there was concern for your problem? YES 12 NO 2 IHAP 6

(If YES or INAP, skip to 5)

4A. What impression was conveyed to you? #10; He just picked up the cats and trap - No real problem. #18; Just a minor problem.

**Neither indicated any attitude problems.

5. Did the Animal Control Officer resolve the problem you reported? YES 18 NO 1 INAP 1

5A. What action did the Animal Control Officer take?

#2 : They never showed UP.

5B. Did the Animal Control Officer refer you to another agency? YES 0 NO 20

If YES, what agency were you referred to? _____

6. Did the Animal Control Officer answer any questions you may have had? YES 7 NO _____ INAP 13

(If NO, please explain) _____

7. Would you change anything about the way your call was handled?

YES 1 HO 18 INAP 1

(If YES, what would you like to see changed? _____

#10; Would like someone to show up next _____ time: _____

Interviewer: Please note any other comments made by the respondent which reflect on the level of service provided: _____

ADDITIONAL Comments:

Great Service - very nice Officers.

Very pleased with Animal Control.

Very nice Officers - problem was handled very nicely.