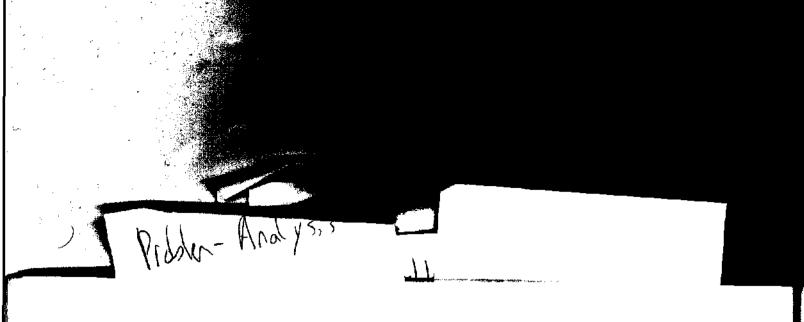
QUALITY ASSURANCE DIVISION

Interview Form: Animal Control Division Date & Time of Interview: 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 ____ IB. Did the Animal Control Officer explain the reason for ____NO 2 the delay? YES INAP_ 2. Did the dispatcher take your information in a courteous and businesslike manner? YES 20 NQ INAP (If YES or INAP_r 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)



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 _r skip to 5)
4A. What impression was conveyed to you? #10; He just picked
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_0NO20
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)
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	(If	YES, w	18hat woul			ee change	d?
#10;			hat woul	d you l	ike to s	ee change	d?
#10;				•			
	W Ould	like so	omeone to	show up 1	next	time:	
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view	er:	Please	note any	other c	omments	made by t	ne respond
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				reflect on the level o	reflect on the level of service	reflect on the level of service provide	viewer: Please note any other comments made by t 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.