

Q U A L I T Y   A S S U R A N C E

INTERVIEW FORM: FRONT DESK - WALK IN REPORTS

Date of Interview: \_\_\_\_\_

Time of Interview: \_\_\_\_\_

Date of Report: \_\_\_\_\_

Shift: \_\_\_\_\_ Time of day: \_\_\_\_\_

Type of Report: \_\_\_\_\_

Actual Report Based on Interview: \_\_\_\_\_

Complainant: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

1. Was there a lengthy delay before an officer assisted you?  
Yes 2 No 18

1a. If yes, how long were you required to wait?  
10.30 minutes

2. About how many citizens were present in the lobby area? \_\_\_\_\_  
0: 8, 1-2: 8, 3-5: 2, More than 5: 2.

3. How many employees (officers or civilians) were working at the desk? 1: 2, 2: 10, 3: 5, 4: 3.

4. How long did it take you to complete your business at the desk? \_\_\_\_\_ minutes. 0-15: 7, 16-25: 8<sub>f</sub>, 26-35: 2, Over 35: 3.

5. Were you furnished with a portion of the crime report? (Yellow tear-off form)  
Yes 2 No 3 N/A 15

5a. If ne or N/A, were you furnished with at case number?  
Yes 19 No 1

6. Were you furnished with any type of information pamphlet concerning your problem? Yes 1 No 19

7. Was the officer courteous and professional?  
Yes 2p No \_\_\_\_\_

7a. If no, in what way was the officer not professional or courteous?  
\_\_\_\_\_  
\_\_\_\_\_

8. Did the officer convey the impression there was concern for your problem? Yes 17 No 3

8a. If no, what impression was conveyed to you?  
(2) Just another crime. (GTA. & Acc.1 Told to go home and forget about it. (Ace.)  
\_\_\_\_\_

9. Did the officer answer your questions in a satisfactory manner? Yes 20 No \_\_\_\_\_

10. Were you satisfied with the way your problem was handled? Yes 20 No \_\_\_\_\_

11. Would you change anything about the way your call was handled?  
(2) Phone calls are handled first while the walk-in person waits.  
\_\_\_\_\_

No! Very nice Officers and a pleasant contact with the Police Department.