QUALITY ASSURANCE
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 1 8
   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, 26-35: 2, Over 35: 3.

5. Were you furnished with a portion of the crime report? (Yellow tear-off form)
   Yes 2 No 1 8 N/A 15
   5a. If no 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 1 9
7. Was the officer courteous and professional?
   Yes ☐  ☐ 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 ☐ ☐ No ☐ ☐

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

9. Did the officer answer your questions in a satisfactory manner? Yes ☐ ☐ No ☐ ☐

10. Were you satisfied with the way your problem was handled?
    Yes ☐ ☐ 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.