

## City of Lockhart Animal Services

### Customer Service Survey: Field Services

Thank you for calling the Lockhart Animal Control Division for assistance with your animal-related problem. Please take a moment to comment on your request for service. Your comments will help us serve you better during any future requests for service.

1. What number did you call to request assistance?

Lockhart Police Department, 398-4401  Lockhart Animal Shelter, 376-3336

2. Was the person who took your telephone call courteous and helpful when you requested our services?

yes  no If no, what happened? \_\_\_\_\_

3. How long did it take for an officer to respond to your call?

0-2 hours  2-4 hours  4-6 hours  more than 6 hours  overnight

4. Were you satisfied with the response time?

yes  no

5. Was the responding officer courteous and helpful to you?

yes  no

6. Did the responding officer answer all of your questions?

yes  no  not required

7. Did the responding officer provide you with information on:

The animal control ordinance?  yes  no  not required

Rabies vaccinations and licensing?  yes  no  not required

Spaying or neutering your pet?  yes  no  not required

Humane trapping?  yes  no  not required

8. Was the responding officer able to resolve your complaint?

yes  no

If not, did the officer explain why?

yes  no

9. Was your experience with Animal Services pleasant and positive?

yes  no

If not, why? \_\_\_\_\_

10. Do you own any pets?  yes  no How many? \_\_\_\_\_ dogs \_\_\_\_\_ cats \_\_\_\_\_ other (specify)

11. Are these pets vaccinated and licensed?

yes  no  not required

12. If yes, do these pets wear their tags at all times?  yes  no

Optional:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

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

13. Do you have any comments or suggestions that would you like to offer to improve our services?