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?