

August 2015 - Responses to Lobby Service Survey

Location	Greeted Upon Arrival	Receive Service Reqd	Cleanliness - Shelter				Visit Again	Comment Category Negative-	Comments	Date
			Poor	Fair	Good	Excellent				
EAC	Y	Y			Y		Y	Positive	Jared is great he really car about the dogs	8/7/2015
EAC	Y	Y				Y	Y	Positive	Friendly staff	8/7/2015
W	Y	Y				Y	Y	Positive	She was awesome and helped us immediately! Thank you so much!	8/11/2015
W	Y	Y				Y	Y	Positive	Excellent	8/11/2015
W	Y	Y				Y	Y	Positive	Very honest and willing to answer all questions	8/11/2015
W	Y	Y				Y	Y	Positive	Great Place!	8/11/2015
W	Y	Y				Y	Y	Neutral		8/11/2015
W	Y	Y				Y	Y	Positive	The lady that waited on me was great	8/11/2015
W	Y	Y				Y		Positive	Excellent service Suzie's Hott!!	8/11/2015
W	Y	Y				Y	Y	Positive	Very helpful and sweet. Even Under duress they don't know how much they helped me.	8/11/2015
W	Y	Y				Y	Y	Positive	Derrick was very helpful and friendly	8/11/2015
W	Y	Y				Y	Y	Positive	Very helpful! Very Quick!	8/11/2015
W	Y	Y				Y	Y	Positive	god bless all of you for all you do	8/11/2015
W	Y	Y				Y	Y	Neutral		8/11/2015
W	Y	Y				Y	Y	Positive	Very respectful,helpful and kind !	8/11/2015
W	Y	Y				Y	Y	Positive	Casey was awesome! Wonderful experience	8/11/2015
W	Y	Y				Y	Y	Positive	Awesome helping select our new family member cannot say thanks enough	8/11/2015
W	Y	Y				Y	Y	Positive	Lacy was awesome with helping us select the correct pet and with dealing with my special need 4 year old	8/11/2015
W	Y	Y				Y	Y	Neutral	★Great★ except should not be so quick to put down an animal.	8/11/2015
W	Y	Y				Y	Y	Neutral	Was very disappointed when I showed up to adopt dog a rescue organization did as well and we had to draw for the adoption. They won but then wanted me to adopt and pay fees to them. Your staff was awesome, but unfortunately, I didn't get to adopt from maricopa shelter.	8/11/2015
W	Y	Y			Y		Y	Positive	great service! Great price!	8/11/2015
W	Y	Y			Y		Y	Positive	Lacy was very helpful, explained everything	8/11/2015

W	Y	Y			Y		Y	Positive	Awesome service!!!	8/11/2015
W	Y	Y			Y		Y	Positive	I love the staff!! Very helpful and patient	8/11/2015
W	Y	Y			Y		Y	Positive	Wonderful! Everyone was very helpful!!!	8/11/2015
W	Y	Y			Y		Y	Positive	Lacy did great she took the time we needed to pick our new family member	8/11/2015
W	Y	Y			Y		Y	Positive	I was in an extremely difficult position and no one made me feel more upset or bad! ☺	8/11/2015
W	Y	Y			Y		Y	Neutral		8/11/2015
W	Y	Y			Y		Y	Positive	Excellent service	8/11/2015
W	Y	Y		Y			Y	Positive	Very accomidating good experience	8/11/2015
W	Y	Y		Y			Y	Positive	Beth helped find my dog here for me ☺❤	8/11/2015
W	Y	Y		Y			Y	Negative	Chitown volunteer rude when asking for help	8/11/2015
W	Y	Y		Y			Y	Positive	Sheridan very helpful	8/11/2015
W	Y	Y		Y			Y	Negative	Was told halo had picked dog up. But was still here. Third time here and had been dog taken by halo.	8/11/2015
W	N	Y	Y				N	Negative	I just wanted to take my dogs home and their trippen	8/11/2015
W	Y	Y	Y				Y	Negative	I feel the water and kennels should be changed more often	8/11/2015
W	N	Y			Y		Y	Neutral		8/11/2015
W	N	Y			Y		Y	Positive	Lacy did an awesome job, thank you for not putting "snooki" down per Lacy's recommendation.	8/11/2015
E	Y	Y			Y		Y	Positive	So Happy!!! Thank you	8/12/2015
E	Y	Y	Y				Y	Neutral		8/12/2015
E	N	N	Y				N	Negative	You guys kidnapped my dog and held him for ransom	8/12/2015
E	N	Y	Y				N	Negative	Clean Those Cages!	8/12/2015
E	Y	Y		Y			N	Positive	Thank you for holding my dog. Very unfortunate event happened. No, would not visit again unless I had too ☹depresses me!	8/12/2015
E	N	Y		Y			N	Negative	This place is horriblee. Dogs laying in urine beds. Poo in cages. I am appalled!	8/12/2015
E	N	Y		Y			Y	Negative	Website "adoptables" needs updated or dated accurately	8/12/2015
E	N	Y			Y		Y	Neutral		8/12/2015
E	N	Y			Y		Y	Neutral		8/12/2015
E	N	Y			Y		Y	Neutral		8/12/2015

E	N	Y			Y		Y	Positive	We got 2 of our dogs here and we couldn't be happier! Best dogs ever! Keep up hard work!	8/12/2015
E	Y	Y			Y			Negative	Needs to have more direction Maybe return visit	8/12/2015
E	N	Y			Y		Y	Negative	Need reviewing entrance should be separate	8/12/2015
E	Y	Y			Y		Y	Positive	Everyone is very friendly and helpful and the dogs look taken care of. ☺	8/12/2015
E	Y	Y				Y	Y	Positive	Liz was professional and courteous. She was also very friendly.	8/12/2015
E	Y	Y				Y	Y	Positive	Staff is amazing, helpful, and very friendly.	8/12/2015
E	Y	Y				Y	Y	Neutral		8/12/2015
E	Y	Y				Y	Y	Positive	Patricia Shawcroft was extremely helpful with the paperwork.	8/12/2015
E	Y	Y				Y	Y	Positive	friendly, knowledgeable, caring	8/12/2015
E								Neutral	Receiving needs separate lines, people stand outside in heat while staff does intakes, waited 30 + mins for a meet and greet and dog was adopted in that time	8/12/2015
W								Positive	positive letter received / attached to survey	8/19/2015
E	Y	Y				Y	Y	Positive	Outstanding Staff!!!	8/19/2015
E	Y	Y				Y	Y	Neutral		8/19/2015
E	Y	Y				Y	Y	Positive	People were very helpful Thank you very much	8/19/2015
E	Y	Y				Y	Y	Positive	excellent customer service, made the whole process very easy: friendly ☺	8/19/2015
E	Y	Y			Y		Y	Positive	Annette,Chelsea,Tom were very helpful & caring	8/19/2015
E	Y	Y			Y		Y	Positive	Gratful you have a place for lost dogs	8/19/2015
E	Y	Y			Y		Y	Positive	Very helpful great job by volunteers	8/19/2015
E	N	N		Y			N	Neutral	I was looking for my lost pup	8/19/2015
E	Y	Y		Y			Y	Positive	Nice Energy	8/19/2015
W	Y	Y				Y	Y	Positive	It was a good visit. I want these kittens to have a chance.	8/19/2015
W	Y	Y				Y	Y	Positive	Staff awesome as usual	8/19/2015
W	Y	Y				Y	Y	Positive	Great service very quick	8/19/2015
W	Y	Y				Y	Y	Positive	Quick persice answer to all question	8/19/2015
W	Y	Y				Y	Y			8/19/2015

W	Y	Y				Y	Y	Neutral	need more staff	8/19/2015
W	Y	Y				Y	Y	Positive	He was the nicest person ever and so so so helpful!	8/19/2015
W	Y	Y			Y		Y	Positive	Gave so much information on helping to find my lost pet	8/19/2015
W	Y	Y			Y		Y	Positive	Everyone was very nice to us & helped us very well.	8/19/2015
W	Y	Y			Y		Y	Positive	Saw staff pay \$ to help an owner get her dog back So nice!!	8/19/2015
W	Y	Y			Y		Y	Positive	deb was great to deal with & was very informative as well as professional	8/19/2015
W	N	Y		Y			N	Negative	We called ahead and tried online to get licence for elderly \$6.00 not clear online-was informed I had to come here to get licence for \$6.00	8/19/2015
W	N	Y				Y	Y	Negative	Long wait to meet & greet	8/19/2015
W	N	Y			Y		Y			8/19/2015
W	N		Y				Y only for dogs	Negative	One dog in F had poop covering his whole behind. A Bulldog in F had blood or dirt on his ear. Clean and care for the dogs!!!	8/19/2015
EAC	Y	Y				Y	Y	Positive	Amazing (EAC)	8/24/2015
E	Y	Y		Y			Y	Positive	The woman who helped us was AMAZING!!!	8/25/2015
E	Y	Y		Y			Y	Positive	Most everone was very helpful - especially Mecca who assisted me. So nice!	8/25/2015
E	Y	Y				Y	Y	Positive	was very clean and everyone was so nice	8/25/2015
E	Y	Y				Y	Y	Positive	Great Service ! :)	8/25/2015
E	Y	Y				Y	Y	Positive	Great Service!	8/25/2015
E	Y	Y				Y	Y	Positive	Excellent, Than you so much!	8/25/2015
E	Y	Y				Y	Y	Positive	You guys are awesome.	8/25/2015
E	Y	Y				Y	Y	Positive	It was great serves.	8/25/2015
E	Y	Y			Y		Y	Positive	Everyone was very nice & Helpful! Thank you!!	8/25/2015
E	Y	Y			Y		Y	Positive	Sam & Maggie & Philip were awesome. Adopted the baby of my dreams.	8/25/2015
E	Y	Y			Y		Y	Positive	Maggie helped us out and was very nice to us.	8/25/2015
E	Y	Y			Y		Y	Positive	Very friendly and helpful staff is very enthusiastic & awesome	8/25/2015
E	Y	Y			Y		Y	Neutral		8/25/2015
E	Y	Y			Y		Y	Positive	Great experience	8/25/2015
E	Y	Y			Y		Y	Neutral		8/25/2015
E	Y	Y			Y		Y	Neutral		8/25/2015
E	Y	Y			Y		Y	Positive	Well Done!	8/25/2015

E	N	Y			Y		Y	Neutral		8/25/2015
E	N	Y			Y		Y	Neutral	Dog area is kind a sweaty, that's it - P	8/25/2015
E	N	Y			Y		Y	Positive	very helpful	8/25/2015
E	N	Y				Y	Y	Positive	Karlle was an awesome helper in finding our sweet puppy!!	8/25/2015
E	N	Y			Y		Y	Positive	Both were very friendly and helpful. Philip was great!	8/25/2015
E	N	N	Y				N	Negative	No one would help me when asked several times.	8/25/2015
E	N	N		Y			N	Neutral	My dog ran away!	8/25/2015
E	N	Y			Y		Y	Neutral		8/25/2015
W	Y	Y		Y			Y	Negative	Way too expensive for my dogs being here less than a week \$304 A staff person said sour dogs were gonna be euthanized if my dog runs away again.	8/25/2015
W	Y	Y		Y			Y	Positive	Vanessa was very knowledgeable with my adopted dog. She gave me many helpful hints. Thank you!	8/25/2015
W	Y	Y		Y			Y	Positive	A+ service An asset to MCACC	8/25/2015
W	Y	Y		Y			Y	Positive	Beth is always willing to help. Thanks	8/25/2015
W	Y	Y		Y			Y	Positive	Susie is always extremely helpful, courteous & efficient!	8/25/2015
W	Y	Y			Y		Y	Negative	the volunteer from HALO, needs to be dismissed. She is very rude and out of control. Will come back if I don't have to deal with her	8/25/2015
W	Y	Y			Y		Y	Positive	Beth took the time to show us 2 dogs since our wait was so long Great!	8/25/2015
W	Y	Y			Y		Y	Positive	Beth went & got a dog from clinic to show us to adopt. She went out of her way!	8/25/2015
W	Y	Y			Y		Y	Positive	Great Customer Service	8/25/2015
W	Y	Y				Y	Y	Positive	You are the Best!!!	8/25/2015
W	Y	Y				Y	Y	Neutral		8/25/2015
W	Y	Y				Y	Y	Positive	Very helpful & knowledgable	8/25/2015
W	Y	Y				Y	Y	Positive	★★★Excellent Servie as always!★★★	8/25/2015
W	Y	Y				Y	Y	Positive	Clean, nice shelter! :)	8/25/2015
W	Y	Y				Y	Y	Positive	I was pleasantly surprized how nice this place is. Very clean.	8/25/2015
W	Y	Y				Y	Y	Positive	Very helpful-friendly staff. Little wait due to short staff but was taken care of quickly after.	8/25/2015
W	Y	Y				Y	Y	Positive	Excellent customer service	8/25/2015

W	N	N	Y				N	Negative	2 of my dogs came in only 1 is going home because they allowed my other dog to get rescued when Im original owner	8/25/2015
W	N	N		Y			Y	Negative	Get off you sell phones and work! Return only if my dog gets arrested again.	8/25/2015
W	N	Y				Y	Y	Positive	We sere able to take 2 pups - waited on them. Beth - very nice Sam - very knowledgable Mrs. Rinaldi - very, very nice	8/25/2015
W	N	Y			Y		Y	Neutral	Have more staff available for calls and questions	8/25/2015
W	Y	Y					Y	Positive	Thank you for your kind help. Keep up the good work Rachel	8/25/2015