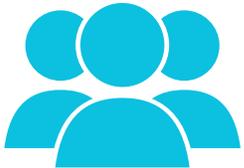




Customer Service Survey Results: Rabies Vaccine Clinics, March 2024

Survey Purpose: Ensuring the vaccination of pets against rabies is crucial, not only for upholding an active dog license but also for safeguarding both our animal and human residents against potential rabies infection. The Hamilton Township Animal Shelter organizes free rabies vaccination clinics for the community at large, offering a convenient and cost-free avenue for pet owners to ensure their pets are vaccinated. The insights gathered from this survey will be utilized to assess and enhance these clinics, thereby maintaining the provision of quality health services to the community.

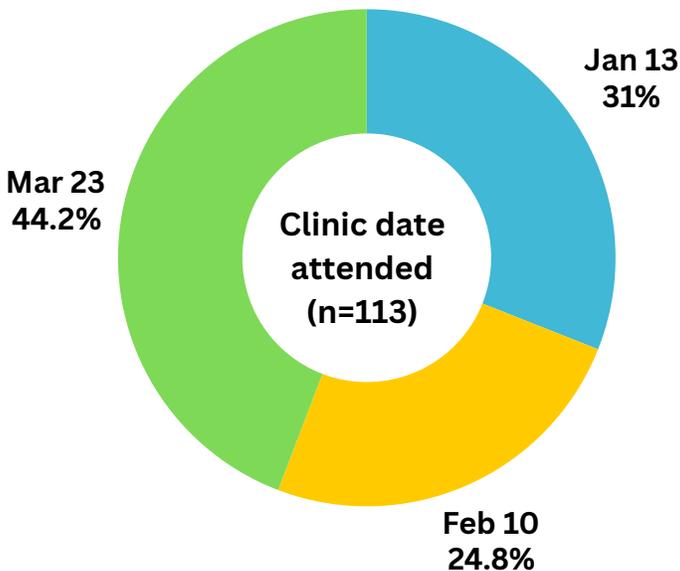
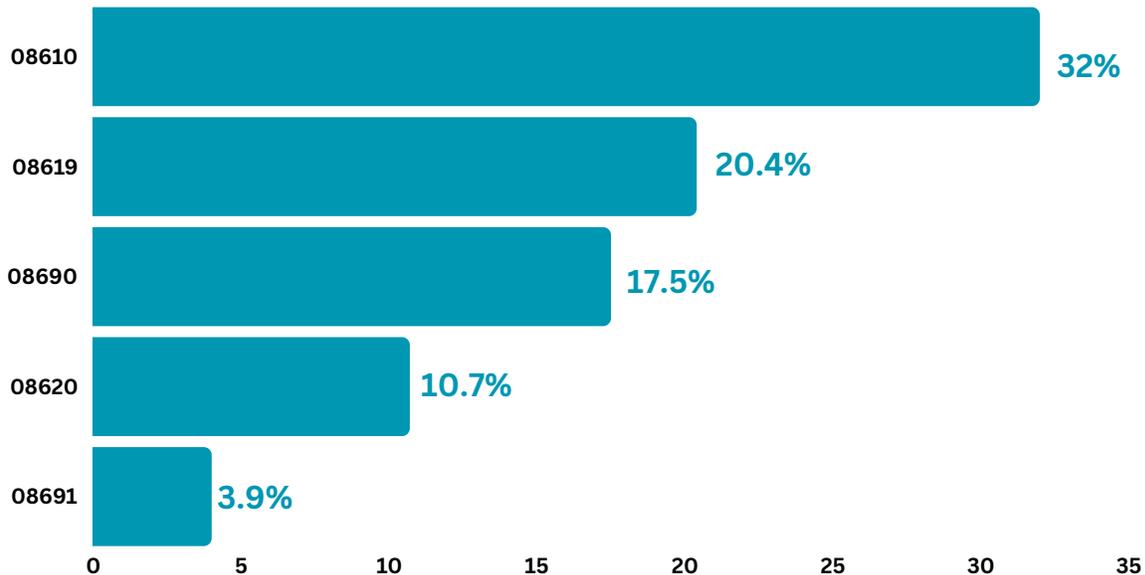


117 people completed the survey



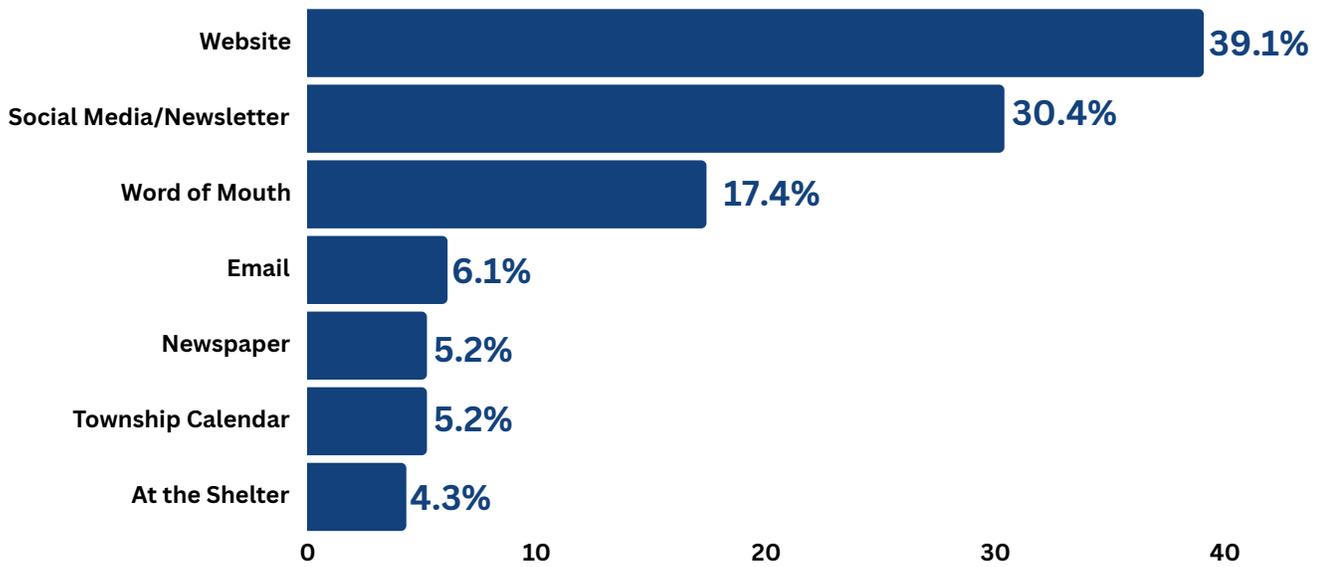
100% chose to complete the Survey in English (Spanish was an option)

Zip Code of Survey Respondents (%) (n=104)

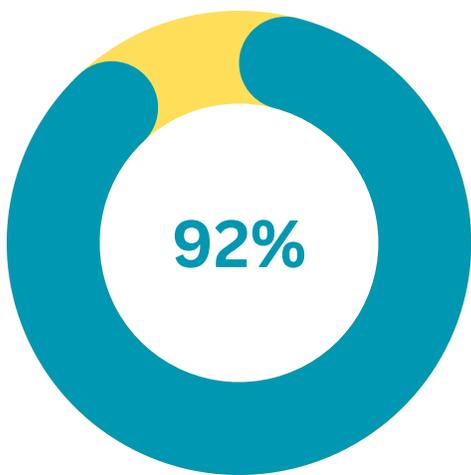


said the clinic location was **easy to find** (n=116)

How Did You Hear About the Rabies Clinic? (n=115)



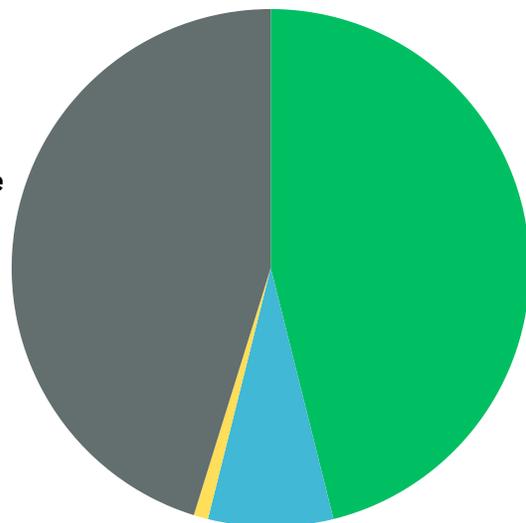
Strongly agree that making an appointment was easy (n=116)



Strongly agree they were treated in a respectful manner (n=116)

Getting my dog license onsite was convenient and easy to do (n=115)

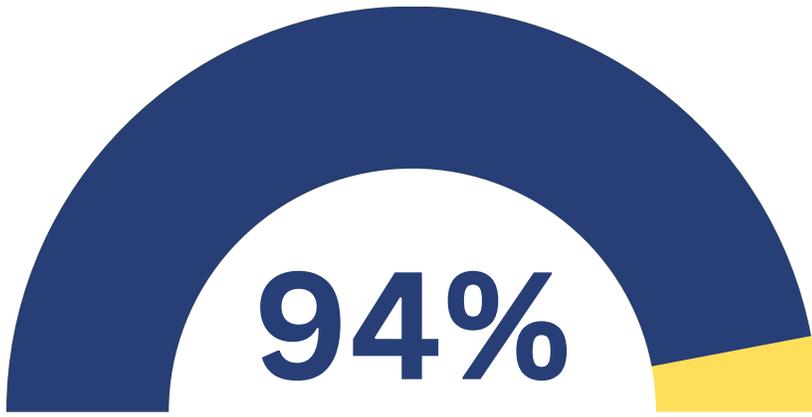
Did Not Get Dog License 45.2%



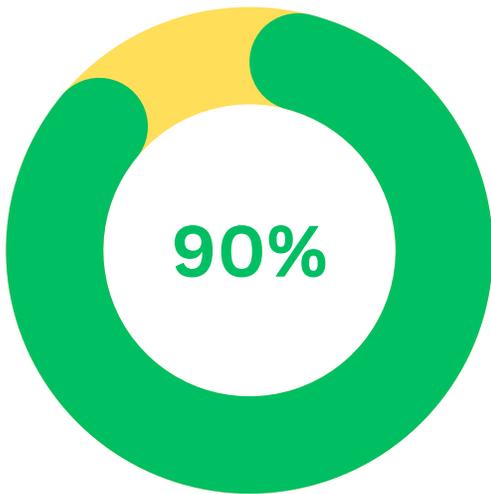
Strongly Agree 46.1%

Agree 7.8%





Agree or strongly agree that the registration/check in process was organized (n=116)



of respondents strongly agree that they would attend another Rabies Vaccine Clinic hosted by Hamilton Township (n=116)

Survey Comments (n=60)

Summary:

Overall, the comments reflect appreciation for the services provided, with many mentioning efficient processes and helpful staff. However, some concerns were raised about long wait times, check-in procedures, and the handling of aggressive animals during rabies clinics.

Suggestions for improvement include implementing separate lines for appointments and walk-ins, providing shelter during inclement weather, and offering more frequent clinic dates. There are also requests for more payment options for dog licenses and consideration for pets with behavioral issues during events. Despite these concerns, many express gratitude for the convenience and affordability of the services offered.

Note: responses from this survey were collected via Google Forms by posting the link on the Animal Shelter social media pages and emailing to all prior registrants to the clinics. The survey was available in English and Spanish.

