

Location	Greeted At Arrival	Receive Service	Cleanliness - Shelter				Visit Again	Comment Category	Comments	Approx Date
			Poor	Fair	Good	Excellent				
EAC	N	N		Y			Y	Negative	customer complained about HALO. Asked her to fill out comment card so issue could be addressed. Customer says, I went to Durango came into HALO & they never did help	12/2/2015
EAC	Y	Y				Y	Y	Positive	Christine was so helpful and sweet!	12/2/2015
EAC	Y	Y				Y	Y	Positive	I am most pleased with each and everything in regard to my experience here and found a new bet friend!	12/2/2015
E	Y	Y				Y	Y	Positive	missed him at home!	12/2/2015
E	Y	Y				Y	Y	Positive	I love this place.	12/2/2015
E	Y	Y				Y	Y	Positive	was great	12/2/2015
W	Y	Y				Y	Y	Positive	Great experience and have added an addition to our family. Katie extremely helpful & nice ☺	12/2/2015
W	Y	Y				Y	Y	Positive	Derek	12/2/2015
W	Y	Y				Y	Y	Positive	Good service!	12/2/2015
W	Y	Y			Y		Y	Positive	We're always treated well & friendly	12/2/2015
E	Y	Y				Y	Y	Positive	Everyone was very helpful and friendly.	12/9/2015
E	N	n/a			Y		Y	Neutral	Hope they all get adopted. God bless them all.	12/9/2015
E	N	N	Y				Y	Negative	Walk around for over an hour and no one helped us.	12/9/2015
E	Y	Y				Y	Y	Positive	Staff was very helpful and friendly.	12/9/2015
E	Y	Y				Y	Y	Positive	Evie was GREAT!!!!	12/9/2015
E	Y	Y			Y		Y	Positive	upset. Found her here and was not able to pay to get her out and to my relief, some voloteers helped me with the bill. This brough tears of joy to a grown mans eyes. Thank	12/9/2015
E	Y	Y					Y	Positive	happier!	12/9/2015
E	Y	Y			Y		Y	Positive	Thanks for taking care of these angels. Try bowls of baking soda in the cat room to absorb the odors.	12/9/2015
E	Y					Y	Y	Positive	questions	12/9/2015
E	Y	Y				Y	Y	Neutral		12/9/2015
E	Y	Y				Y	Y	Positive	Very happy and professional employees	12/9/2015
E	N	N		Y			N	Negative	Did not receive the help I looked for.	12/9/2015
E	Y	Y			Y		Y	Positive	Enjoyed my experience here, got to be thankful Kathy helped ensure proper time was allowed to meet with dog.	12/9/2015

E	N	N		Y			N	Negative	you might be able to adopt more animals. Waited over a hour.	12/9/2015
E	Y	Y			Y		Y	Neutral		12/9/2015
E	Y	Y				Y	Y	Positive	new family member.	12/9/2015
EAC	N	Y				Y	Y	Positive	Much easier and nicer than bigger facilities	#####
W	N	Y			Y		Y	Negative	hours waiting	#####
w	Y	Y	Y				Y	Positive	Great Service! Thank you	#####
W	N	N		Y			N	Negative	Return only if I had to to find my dog other than that no way; its too sad. I was down here 6 days ago to get my dog (bluest) didn't see him so I asked lady at desk if he could be somewhere in the back that I didn't see him she said no. He almost got put to sleep because of her laziness. But V	#####
w		Y				Y	Y	Positive	great staff help.	#####
W					Y		Y	Positive	Cathy ws sweet and very helpful!	#####
w	N	Y		Y			Y	Neutral		#####
W	Y	Y			Y		Y	Positive	Beth & Vanessa F. Were so nice and awesome	#####
w	N	Y			Y		Y	Positive	Thanks for helping!	#####
W	Y	Y			Y		Y	Positive	Thank you for caring for my dog! ID#A3698673	#####
w	Y	Y			Y		Y	Positive	Good enough we adopted a dog!	#####
W	Y	Y			Y		Y	Neutral		#####
w	Y	Y				Y	Y	Positive	Excellent service. Thank you	#####
W	Y	Y				Y	Y	Positive	Adopted a dog. Received very nice help doing so	#####
w	Y	Y				Y	Y	Positive	Every body here at the shelter very helpful & friendly.	#####
W	Y	Y				Y	Y	Positive	Very friendly	#####
w	Y	Y				Y	Y	Positive	went above & beyond.	#####
W	Y	Y				Y	Y	Positive	Thank you for your help keep up the good work! JohnR.	#####
W	N	N			Y		Y	Negative	actually took their jobs seriously & didn't make people wait 2 hours to view/adopt a dog. Every person A (at front desk) called did not respond or provide her any help. We weren't even planning to get a dog today. Their	#####
W	N	N			Y		N	Negative	Made it difficult to view and see animals. Shouldn't have to fill out form if I want to look.	#####
W	N	Y				Y	Y	Positive	helpful!	#####

W	N	Y				Y	Y	Positive	Horay for Jackie What a great job Even intrupted her	#####
W	N	N		Y			N	Negative	D was very rude and unprofessional with explaining the proces! D had an adittude	#####
W	N	Y				Y	Y	Positive	show us a talk and answering our questions. There are going to halo but sad for us but you did an excellent	#####
W	N	Y			Y		Y	Positive	The service we received was very good. And we were able to get help very prompt	#####
W	N	N			Y		N	Negative	helping. Doing good should not se a crime or a DMV experience	#####
W	N			Y			N	Negative	awful service	#####
W	N	Y				Y	Y	Positive	public	#####
W	N	N		Y			Y	Positive	Regardless if I was greeted or not, you guys are awesome.	#####
W	Y	N			Y		N	Negative	expressed concern over giving my personal cont. information. I have been victimized by identy theft and was concerned. Two of the young woman found my concern humorous while a gentelman D did explain the process for me. I didn't find my questioning an	#####
W								Positive	Polite Derreck customer service professional curteous again and efficient. Thank he has assisted us 3 times and	#####
W								Positive	Jackie thank you, great job! When no one else would help - you helped us with Morton Thanks, Hope	#####
W								Positive	guys picked up my dog and you jumped on Craig's list to see if anyone posted about him. And you help me out to get him out of there with me having no money at this time. You are the best for what you have done for me and my big boy. I will never forget you. I just can't believe I got him back and if it wasn't for your help I still wouldn't have him	#####
W	Y	Y		Y			Y	Positive	I think you are doing a great job on a limited budget Thank you Derreck was super helpful Bad leg did not slow him down. Thank you!	#####
W	Y	Y			Y		Y	Neutral		#####
W	Y	Y			Y		Y	Positive	Great service very helpful to finding my Bailey	#####
W	Y	Y			Y		Y	Positive	GREAT WORKER	#####
W	Y	Y			Y		Y	Neutral		#####

W	Y	Y			Y		Y	Positive	Good service information answered	#####
W	Y	Y			Y		Y	Positive	kitten we had to wait for adoption they told us it would be \$50. They did not say tailbone was exposed or they move it to Hlo side & would have to pay \$110.00 so we were upset & wanted to talk w/a supervisor. We spoke to a wonderful person Kathy. She took care of us! She took us back and found a beautiful cat for free. Her cust. service	#####
W	Y	Y			Y		Y	Positive	very helpful. Asked any questions, they were answered.	#####
W	Y	Y			Y		Y	Positive	with 2 dogs	#####
W	Y	Y				Y	Y	Positive	Do an excellent job.	#####
W	Y	Y				Y	Y	Positive	Fantastic Experience! Beth has been great!	#####
W	Y	Y				Y	Y	Positive	Very good, positive experience!	#####
W	Y	Y				Y	Y	Neutral		#####
W	Y	Y				Y	Y	Positive	Yea! Thank you!	#####
W	N	Y				Y	Y	Positive	Thank you What a great customer service	#####
W	Y	Y				Y	Y	Neutral	I won a drawing for a dog but the owner didn't realize she would be put up on the elist and was contacted by the rescue. He came back and took the dog back. This is twice	#####
W	Y	Y				Y	Y	Positive	I representative was super helpful and informative.	#####
W	Y	Y				Y	Y	Neutral		#####
W	Y	Y				Y	Y	Positive	Great service in a timely matter	#####
W	Y	Y				Y	Y	Positive	Kathy was very helpful & pleasant!	#####
W	Y	Y				Y	Y	Positive	Thanks for everything you guys are doing	#####
EAC	Y	Y				Y	Y	Positive	helpful & friendly staff	#####
EAC	Y	Y			Y		Y	Positive	Friendly, knowledgable staff, very helpful	#####
EAC	Y	Y				Y	Y	Positive	Thank You ☺	#####
EAC	Y	Y				Y	Y	Neutral		#####
EAC	Y	Y				Y	Y	Positive	clean place good staff	#####

74% 87% 2% 11% 32% 51% 91% 63 74%  
11 13%  
12 14%

85 22 11 2 9 27 43 8  
63 74 77