

COMMISSIONERS APPROVAL

SP FOSS

CHILCOTT

IMAN

STOLTZ

BURROWS JB

Members Present.....Commissioner Suzy Foss, Commissioner Greg Chilcott, Commissioner J.R. Iman, Commissioner Ron Stoltz and Commissioner Jeff Burrows

Date.....October 22, 2012

► Glenda Wiles

► At 8:30 a.m. the Bitterroot Valley Marine Corp Detachment was present for the signing of a Proclamation making November 10, 2012, as Marine Corps Day in Ravalli County.

Commissioner Stoltz made a motion to approve this Proclamation. Commissioner Burrows seconded the motion and all voted "aye". (4-0) Commissioner Foss was not present for this meeting.

► The Board met at 9:00 a.m. for a decision on the use of a county surveyor for necessary services. **Commissioner Chilcott made a motion to continue this discussion until 9:30 a.m. under Administrative Matters. Commissioner Burrows seconded the motion and all voted "aye" . (5-0)**

► The Board met at 9:30 a.m. to discuss housing animals that are picked up by animal control (currently Law Enforcement personnel). Present was Undersheriff Perry Johnson and a group of interested citizens which included Jerry Moore. Commissioner Foss noted there is \$20,000 set aside within the FY2013 budget and the discussion today is to decide how to move forward housing animals with these monies. Jerry Moore stated Noah's Ark at Sheafman Creek and Pet Palace in Stevensville have quarantine facilities and they both agree to give a key to the Sheriff's Office for access into their facilities. Jerry also proposed a hot line number be set up for citizens to call if they are looking for their animal. She felt these two locations would be advantageous for Law Enforcement and they are also better housing conditions for the animals. Jerry stated having other locations will also create less stress on the overworked Animal Shelter employees and overcrowded shelter. According to figures sent out by BRH Association, the average number of dogs being picked up by Law Enforcement is 100 per year, with 2-300 per year by citizen turn in.

Discussion included the term of holding an animal and any liability during the holding period; having the owner of the dog being responsible for any holding payments; the necessity of developing a Request for Proposal for the service of holding and the disposition of animals if

turned in as stray or by law enforcement. **Commissioner Stoltz and Burrows will work with the County Attorney and Sheriff's Office in order to develop an RFP with the intention of having this completed by December 2012.**

► The Board met at 10:15 a.m. to discuss and possibly adopt a Resolution for speed limit and no passing zone on Logan Lane near the Township of Stevensville. Discussion included the length of the No Passing Zone on Logan Lane and meeting the AASTHO Standard requirement. **Commissioner Chilcott made a motion to adopt Resolution 2917 as amended to include AASTHO Standards. Commissioner Iman seconded the motion and all voted "aye". (5-0)**

The Home Owner Association agreed to pay for the T intersection signs for their subdivision.

► Commissioner Chilcott attended a MR TMA meeting in Missoula at 2:00 p.m.

October 21, 2012

To: Ravalli County Commissioners

RE: Bitter Root Humane Association / Ravalli County

Please take the time to read the attached letters, articles and surveys about the Bitter Root Humane Association from various citizens of Ravalli County. I believe these testimonies represent a sampling of the opinions many people have and show a pattern of disregard by BRHA for the people and the animals.

The option for an Alternative Kennel program will benefit the people, the Sheriff's Department, and animals. Thank you for your consideration and time in this matter.

Sincerely,



Jerry Moore

RFP ← term for housing the animal
ownership responsibility
← treatment while in custody of animal

15 years during which time I raised Malmutes. I was highly qualified and received an assurance that we would receive a pup from the litter. We were further assured that we would have second choice of the litter. I called my son and we returned to the shelter the following Saturday where he excitedly looked over the litter, expounding upon the attributes of each pup and expressing special interest in several. Yesterday I received a call from an unidentified caller at the shelter informing us that we were no longer eligible to receive a pup. When asked why I was informed that there were many other applicants and our application was inadequate compared to the others. I now have to pass this information on to my son who will be heart broken but there is no other recourse from us as this ambiguous change of decision ruled us out after our initial contract and guarantee with the society to receive a pup. I do not understand what prompted this change of heart by the Bitterroot Valley Humane Society but only know that it was especially cruel to my son to make such a guarantee to us only to renege on that agreement. I do not know what motivates or would influence such a decision but this random, and unwarranted application of personal power and control exhibited by the Bitterroot Humane Society had a very negative impact upon my family and especially my son. I hope this is not a standard practice and that other highly qualified applicants are not treated in such a contrary way by a public serving agency in Ravalli County.

Sincerely,

Dick Richardson

Bad experience trying to adopt a dog

My nine year old son and I had a great day at the Ravalli County fair including time spent at the booth of the Bitterroot Humane Society. We had been searching for an appropriate mixed breed of pup that was to be his first dog. The gals at the booth were very friendly and told us about some pups that were recently taken into the shelter and would be available in about 5-6 weeks for adoption. We made a donation to the shelter and assured them we would go to the shelter for a look at the pups the following day. My son was unable to attend but I was very impressed with the pups. I visited with several workers at the shelter, completed the application fee, and I received an interview. I have had dogs most of my life including a period of more than

October 9, 2012

RE: Bad experience at Bitterroot Humane Association

Like Mr. Dick Richardson in his letter to the editor, my experience with the Bitterroot Humane Association appears to represent a pattern in the overall mismanagement when it comes to evaluating a person's character. Several years ago I tried to adopt my granddaughter's dog that had been living temporarily with an acquaintance of my daughter. The dog had been picked up and taken to the Shelter. I was told that it would be better off living with the young man who had a stable environment rather than with our family. This young man lived in a motel, didn't have a job and was eventually convicted of a crime and went to jail. Who knows what happened to the dog! This shows poor judgment on the part of the manager, Vicki Dawson.

Our family was devastated over this situation. However we once again went back to try and adopt a specific breed of dog and was put on a waiting list. To this day we have never heard from BRHA although they have had many dogs of that breed come through their doors.

Our family owns property, has had a long standing in the community, has never gone to jail, is financially stable and are currently raising our adopted grandchildren. What is the problem? It appears that BRHA's policy should be one of openness, honesty and above all, community friendliness. Since Mr. Richardson's letter appeared, I have learned that there are quite a few people who have been turned away because they are deemed inadequate or unworthy. Who is this person making such biased, discriminating decisions as to who can adopt and who can't? Maybe it is time that the policy is changed and the people who are rude enough to carry out such policies be deemed 'inadequate' for their job and replaced by people who REALLY care.

Signed:

Terry Wetzsteon
254 Christofferson
Corvallis, MT

4/6/09

BRHA Board of Directors
PO Box 57, Hamilton MT 59840

Shear Delight Dog Grooming
Hannah Whitney
PO Box 333, Victor, MT 59875

To BRHA board member:

Since opening the doors of Shear Delight Dog Grooming in the Bitterroot valley in 1980 we have groomed and fostered dogs for the BRHA. The Grooming has been our DONATION to the shelter and their dogs needing "hair makeovers". A dog's day away from the shelter at Shear Delight gives the dog personal attention and often results in adoption by one of our dog- loving clientele. We have always encouraged the shelter staff to call anytime for grooming needs. We have drivers to pick up the dogs. It is our pleasure to make room for shelter dogs, as we know the shelter staff has more than enough to do! Our major objective is to make the dogs feel better and look their best to potential adopters.

Shear Delight's relationship with the shelter has been seamless in all these years until a recent situation prompted me to ask your opinion. Vicki Dawson asked us to groom a dog which we picked up and groomed on February 17, 2009. Carolyn Frohlich, a dedicated groomer since 2001 at Shear Delight, delivered the dog to the shelter after work. When Carolyn entered the shelter with the dog, the ex- wife of the owner of the dog was waiting for the dog. (The dog had become the shelter 's possession because of the "4 day policy") The shelter staff employee and the ex- wife were discussing what had to transpire before the dog was released to the ex husband-owner. Off to the side a shelter staff employee asked Carolyn what the normal charge would be to groom a dog like that. Carolyn answered, "The normal fee would be between \$40 and \$45". Carolyn was stunned by the question, as monetary value of our grooming donations has never been brought up! The shelter staff member then went over to the ex wife and said the shelter fee would be \$182.00. The dog had been at the shelter for 8 days. Carolyn surmised the shelter staff was charging the owner for our grooming.

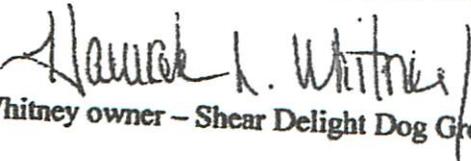
Carolyn left the shelter and called me immediately. Carolyn told me about her experience at the shelter and we were both appalled and offended. The next day was Wednesday and the shelter was closed. I called Sue McCormack at home because I wanted to be sure I contacted someone from the BRHA before the owner picked up the dog on Thursday. Sue had Vicki Dawson call me right away.

Vicki said that shelter staff employee, Char "did not care for the people's attitude on the phone" and the dog was a mess. I informed Vicki that the dog in question was not any more of a mess than dogs we groom for customers every day. I reminded Vicki we groom shelter dogs because we do it for the dog! Vicki then proceeded to explain she wanted to teach the owner a lesson about keeping their dog 's coat in good shape and that Shear Delight could donate the grooming fee to the shelter or take it for a financially deprived client. I told Vicki that BRHA policies are in place and charging for donated grooming is not part of shelter policy or procedure. Certainly, standard shelter fees under the circumstances were plenty. Vicki said she would honor my request "this time".

We at Shear Delight were outraged that the shelter staff would single this owner out and burden them with a charge for grooming that we choose to offer to any dog at the shelter in need of grooming. Our hope is that, in the future, our grooming of shelter dogs is to remain a donated service and not used for any other purpose. We feel it is ethically wrong and not proper to veer from shelter policy and selectively charge fees. I am sure the community, whom the BRHA serves, would not be happy to hear of this type of creative policy changes.

We are looking forward to many more years of helping shelter dogs look their best and hope the shelter uses our willing and enthusiastic resource more often.

Sincerely,



Hannah Whitney owner - Shear Delight Dog Grooming

our dog supply

4-15-09

To whom it may concern...

We owned a full bred beagle, 3 years old named Lucy. On Feb 20th we left to Fairmont Hot Springs for the weekend. Thursday evening Lucy slipped out of her collar and took off running, which she does frequently being a hound. So my family was instructed to look for her while we were gone. Lucy always comes home. Saturday night we came home with no sign of her still. Being late we couldn't get an answer at the pound. First thing Monday my husband called the pound. They said they had a female beagle as of Thursday. So he went out to ask if she was spayed. They said she was and the cost to pick her up would be 100.00. which included the spaying, rabies shots, registration, and feeding costs. My husband went to see if it was her early Monday. He saw Lucy and that she wasn't spayed. So he argued with the lady about the cost. She told him they couldn't release her without spaying her. Which made us very mad because she was bought at 1,200.00, and we had plans to breed her this spring. The lady refused him to have her, he left furious. Tuesday morning they sent her to the vet

and adopted her out wednesday. My husband went tuesday to pay the fee and try to persuade them not to spay her. As he arrived the lady rudely told him she was at the vet with another adopter waiting. He didnt get the chance to even say goodbye! A week later the manager approached him at Subway saying that she actually wasn't adopted if he would still pay for her. Since my husband was out of work, we could not. Not to mention we could no longer breed her. The Humane Society treated us rudely, they lied to us, and had no interest in what was best for Lucy. I would hope to have the manager and the other lady employed fired.

Mattie Alred

Mattie Alred

1830 Hickory St Prustale MT 59841
#381-6659

History: En. Sec. 1, Ch. 426, L. 1997.

7-23-4202. Adoption of cat or dog from humane society, animal shelter, or pound – spay or neuter required – deposit – penalty – exceptions

(1) Except as provided in subsections (6) and (7), a humane society or publicly operated animal shelter or pound may not offer for adoption, sale, or trade any cat or dog that has not been redeemed by the owner unless:

(a) the animal has been spayed or neutered; or

(b) the person to whom the animal is released agrees in writing to have the animal spayed or neutered and a deposit for spaying or neutering the animal has been paid. The deposit must be in an amount determined by the humane society or publicly operated animal shelter or pound to be comparable to the lowest fee for spaying or neutering that is charged by veterinarians in the locale.

(2) Upon payment of the deposit required in subsection (1), the person who is adopting the animal must receive a certificate for spaying or neutering, to be presented to a licensed veterinarian, who shall complete the certificate when the spaying or neutering is done. Upon receipt of the completed certificate verifying that the animal has been spayed or neutered, the humane society or publicly operated animal shelter or pound shall forward the deposit to the veterinarian who performed the procedure.

(3) The deposit must be forfeited if the spaying or neutering is not done:

(a) within 30 days if the cat or dog is more than 6 months old at the time of adoption; or

(b) by the time the animal reaches the age of 6 months if the animal is less than 6 months old at the time of adoption, or within 30 days of the adoption, whichever is longer.

(4) A deposit forfeited pursuant to subsection (3) may be used only for the following purposes:

(a) a public education program designed to prevent the overpopulation of cats and dogs;

(b) a program to spay or neuter cats and dogs; and

(c) costs incurred in the enforcement of this section, including a followup program to ensure that animals adopted from or sold or traded by the humane society or publicly operated animal shelter or pound are spayed or neutered.

(5) Failure to fulfill the terms of an agreement entered into pursuant to subsection (1)(b) may, at the discretion of the county attorney, result in the filing of a misdemeanor charge punishable by a fine of not more than \$500.

(6) The provisions of this section do not apply to an animal for which a licensed veterinarian verifies in writing that spaying or neutering would be injurious to the animal's health.

(7) The provisions of this section do not apply when a humane society or publicly operated animal shelter or pound, at its discretion, chooses to accept an adoption fee of not less than \$50 from a person who wishes to adopt an animal for breeding purposes.

History: En. Sec. 2, Ch. 426, L. 1997.

7-23-4203. Additional spaying or neutering requirements not precluded – cooperative

Adopted by law
Below 10/1/00

The Not Humane Association

May 23, 2010

Elderly Virginia Horan, and family, adopted a small doxie mix pup from a rescue. Four days later workmen accidentally let the dog slip out the front door on Saturday, May 22. Virginia was frantic and terrified as she searched the neighborhood for the dog.

She called the Bitterroot Humane Association and was told that someone did turn in the recently spayed, little doxie dog with a red collar. That was Virginia's Bella, and she was being kept behind the front desk.

Virginia rushed over to reclaim her dog and was refused and turned away from the BRHA. The manager, Vicki Dawson said she needed to prove it was her dog. She left in tears.

With indisputable proof and documentation, Virginia went back to the BRHA a second time. She had spay and adoption papers, rabies and DHPP vaccination records, and a full page color photograph of herself holding Bella on her lap, see attached. But that would not do. Now Virginia needed to talk to a police officer before she could get her dog back.

The manager phoned the police and told Virginia to go home and wait for an officer. The manager scared Virginia further by saying she could have adopted Bella out at least three times that day, and if the officer did not meet with her before closing time, BRHA would keep the dog until Monday afternoon. She would also have to pay a reclaim fee and daily kennel charges. If it is necessary to have an officer talk with the owner of each turned-in animal, why was not an officer called out on Virginia's first visit or phone call to the BRHA?

The city policeman was kind and supportive of Virginia. He phoned the BRHA and Virginia got her little dog back by 5 o'clock, Saturday evening.

Virginia said the manager, Vicki Dawson, "was mean and hurtful."

There is no place in any organization to bully and emotionally distress an elderly and weak individual, especially a so-called Humane Association.

Cherie A. Adkins and Virginia Horan

*Cherie A. Adkins
6/5/2010
Virginia Horan*

Feb, 2009

I found a puppy running around town. I decided to take the puppy to my house and care for it while I tried to locate the people who owned the dog. I went to BRHA to see if the dog matched the description of any lost dogs.

When I asked at the BRHA if any dog fitting the description had been turned in, the lady in charge was very rude to me and would not tell me if there was a match. She told me by law I had to relinquish the dog to them and it was to be fixed if necessary. There would also be a fee for the people who lost the dog, and maybe they would think twice next time.

I told them I would put an ad in the paper and make fliers to find the owner. She said they were finding a lot of abandoned and stray dogs lately and the kennels were full, but still insisted that I hand over the dog, even though I was capable of caring for it until the owner was found. She was very abrupt and rude, and I did not feel they were willing to assist in finding the owner (over)

PG 2 over

Letter to BRHA about dog

And were more concerned with me
turning in the dog so they could have
it fixed. And collect the money from
the people who had lost it.

Tinya A. Stehlik

889 Sawyer Ln.

Hamilton MT 59840

~~Sp. I. 2~~

Hannah Whitney
PO Box 333
Victor, Montana 59875
406-642-6800
RECEIVED

April 30, 2009

MAY 07 2009

Ravalli County Commissioners
Carlotta Grandstaff, Chairman
James Rokosch
Greg Chilcott
J. R. Iman
Kathleen Driscoll

Ravalli County Commissioners

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RE: Animal Control and Protection

Presently, you as county commissioners have appointed the Ravalli County Animal Protection and Control Board as a committee to investigate on your behalf the possibility of contracting with the Bitter Root Humane Association to use the animal shelter and the shelter staff for care of animals. As we understand it, this committee will eventually recommend to you the intricacies of a program being established for animal protection and control in Ravalli County. Because of past practices of the BRHA we are concerned with, and we ask that your consideration be given to the operation of the animal shelter to ensure that the animals picked up under your program and the potential adopters of those animals will receive the care and consideration necessary to ensure the best existence possible for the animals.

In our opinion at this time, the animal shelter is not being managed well. A policy and procedures manual for the day-to-day operation of the shelter does not exist. Past board members of the Humane Association recall that at one time, such a manual did exist. The current management of the animal shelter is not consistently following any policies and procedures and, from time to time, establishes policies and procedures "on the spot." Copies of letters are attached that indicate some of the current problems and inconsistencies occurring at the shelter.

We feel it is important that standardized policies and procedures be approved by the Humane Association Board members and adhered to by the manager and staff of the shelter. There need to be written guidelines in order to communicate policies and appropriate procedures. That is the only way to create the appropriate environment for a clear, complete, and organizationally accepted understanding of who the Humane Association is, or should be, within our community.

It is imperative that your board members ensure that the work being done to achieve your goals is not undone later at the shelter. The shared goal of your Board and the Humane Association should be to provide what is best for the animals, that they are properly and humanely cared for. A related goal is that the public be provided with adequate opportunity to do business with the Humane Association, to volunteer at the shelter, and while doing so, should expect to be treated fairly and courteously, showing mutual respect. The mantra of the Animal Shelter should first and foremost be the welfare of the animals. There is a different agenda being followed presently at the shelter. Fund raising presently tops the priority list at the shelter with animal welfare and public conscience far down the list.

We attempted to relay these concerns to the Ravalli County Animal Protection and Control Board this past Monday evening but our concerns were rejected outright and they would not consider our remarks. The Chairperson, Peg Platt stated that we should take this issue to the County Commissioners and is the reason for this letter to you.

Presently, the shelter does not have a Policy and Procedures manual. The director and staff do not work in unison to deliver the services so urgently needed in shelter activities. The animals' welfare as well as rapport with the public suffers greatly because there is no designed purpose set down in writing that can guide them. We have sought out policy manuals that could be appropriately used at the shelter and have found a wonderful policy and procedures manual, **The Standard Operating Procedures for the Windsor-Essex County Humane Society, Windsor, Ontario**. This manual could easily be adapted to use by the BRHA. We have included one copy of that manual with this letter. We suggest an oversight committee could be established consisting of members of or representatives of your board and the Humane Association Board of Directors. This committee could work in unison to achieve your goals in concert with those goals outlined in the policies and procedures manual of the shelter. Such a committee would exist to ensure that proper and humane policies and procedures are established in writing, that all staff members are fully indoctrinated about the policies and procedures and that the shelter manager works steadfastly to adhere to and enforce those policies and procedures. The oversight committee could make random visits to the shelter to observe what takes place, and could also provide people who do business with the Humane Association, an opportunity to provide feedback about their experience through a follow-up phone call or a mail-in questionnaire. We suggest and request that the points raised in this letter be addressed in your discussions about contracting with the Humane Association and that above all, the animals' welfare be ensured by placing in that contract a requirement that the shelter meet accepted standards for operation and that semiannual reviews of shelter operations be conducted by members of your committee.

We are sending a copy of this letter to all BRHA board members along with a copy of **The Standard Operating Procedures for the Windsor-Essex County Humane Society, Windsor, Ontario**.

Thank you for your consideration of this matter.

011

Hannah Whitman 642-6529
PO Box 333, Victor, MT 59875

Madame Ilyse 642-3289
2343 Meridian Rd, Victor MT 59875

Greg R. Sogh
2343 MERIDIAN RD, Victor MT, 59875

Carolyn Friedrich 369-1415
494 Grant Ln. Hamilton, MT.

Luci McSonnell
P.O. Box 506
Victor, MT. 59875

Karen Pelkey, owner
Wild About Pets, Inc
4063636111
612 N. 15th Ste. 1
Ham. Hm, mt 59840

My name is Shelley Bunsal.

In September of 2008 I worked at the BRHA and experienced several things that I found odd.

The first was that when I was hired Vicki Dawson told me that if a member of the public asked me if we euthanized animals I was to tell them no. As I learned working there, they definitely do euthanize animals, and not just the ones who were uncontrollable and posed a threat or were ill beyond help.

Second, we were told to bury a large amount of dog and cat food that had been improperly stored and mice had damaged. This was buried under old hay and horse manure that was later taken away.

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? June 12, 2012 and I visit once a month

What was the purpose of your visit? looking for a dog

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	2	<input checked="" type="radio"/> 3	4	5
Rate your first impression of shelter's interior	1	<input checked="" type="radio"/> 2	3	4	5
Rate the cleanliness of the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the air freshness in the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the friendliness of the staff	1	2	<input checked="" type="radio"/> 3	4	5
Were you made to feel welcome?	1	<input checked="" type="radio"/> 2	3	4	5
Were questions answered to your satisfaction?	1	<input checked="" type="radio"/> 2	3	4	5
Did the amount of paperwork seem appropriate?	<input checked="" type="radio"/> 1	2	3	4	5
Did you consider your visit a success?	<input checked="" type="radio"/> 1	2	3	4	5
Rate your overall satisfaction with your visit	1	<input checked="" type="radio"/> 2	3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Nicole J. Paul Address: 538 A Skalkaho Hwy

Your email (to join our mailing list): _____

When I went there looking for a dog
I notice that none of the food or water
dishes had nothing in them.

I would like to see the animals have
a bigger place to run and move.

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? Last year

What was the purpose of your visit? to check on a dog

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	<input checked="" type="radio"/> 1	2	3	4	5
Rate your first impression of shelter's interior	<input checked="" type="radio"/> 1	2	3	4	5
Rate the cleanliness of the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the air freshness in the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the friendliness of the staff	<input checked="" type="radio"/> 1	2	3	4	5
Were you made to feel welcome?	<input checked="" type="radio"/> 1	2	3	4	5
Were questions answered to your satisfaction?	1	2	<input checked="" type="radio"/> 3	4	5
Did the amount of paperwork seem appropriate?	1	2	<input checked="" type="radio"/> 3	4	5
Did you consider your visit a success?	<input checked="" type="radio"/> 1	2	3	4	5
Rate your overall satisfaction with your visit	<input checked="" type="radio"/> 1	2	3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Janet Edemo Address: 248 Sheasman Cr. Rd.

Your email (to join our mailing list): _____

Contact us at: 360-0200 or citizensforabetershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? Nov-Dec 2011 6-8 visits

What was the purpose of your visit? Volunteer

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	2	<input checked="" type="radio"/> 3	4	5
Rate your first impression of shelter's interior	<input checked="" type="radio"/> 1	2	3	4	5
Rate the cleanliness of the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the air freshness in the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the friendliness of the staff	1	2	3	<input checked="" type="radio"/> 4	5
Were you made to feel welcome?	1	2	<input checked="" type="radio"/> 3	4	5
Were questions answered to your satisfaction?	1	2	<input checked="" type="radio"/> 3	4	5
Did the amount of paperwork seem appropriate?	1	2	<input checked="" type="radio"/> 3	4	5
Did you consider your visit a success?	1	2	<input checked="" type="radio"/> 3	4	5
Rate your overall satisfaction with your visit	1	2	<input checked="" type="radio"/> 3	4	5

Please note any specific comments and/or things you'd like to see changed or improved:

clean-up after dogs during turn-outs apply non-slip coating to outside cement run areas
offer bedding for dogs, have a dog-walking program

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and its policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Tish Roberts Address: 496 Old Corvallis Rd

Your email (to join our mailing list): echosofafrica@bresnan.net

Contact us at: 360-0200 or citizensforabetershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? 6 times

What was the purpose of your visit? Volunteer

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	<input checked="" type="radio"/> 1	2	3	4	5
Rate your first impression of shelter's interior	<input checked="" type="radio"/> 1	2	3	4	5
Rate the cleanliness of the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the air freshness in the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the friendliness of the staff	<input checked="" type="radio"/> 1	2	3	4	5
Were you made to feel welcome?	<input checked="" type="radio"/> 1	2	3	4	5
Were questions answered to your satisfaction?	<input checked="" type="radio"/> 1	2	3	4	5
Did the amount of paperwork seem appropriate?	<input checked="" type="radio"/> 1	2	3	4	5
Did you consider your visit a success?	<input checked="" type="radio"/> 1	2	3	4	5
Rate your overall satisfaction with your visit	<input checked="" type="radio"/> 1	2	3	4	5

Please note any specific comments and/or things you'd like to see changed or improved:

That place needs a complete overhaul from staff to the facility to

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Seems like there are 2 board members who control everything

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Vicki C. McDonnell Address: P.O. Box 506 Victor, MT. 59875

Your email (to join our mailing list): vickimcdog@gmail.com

Contact us at: 360-0200 or citizensforabetershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? once to twice a mth for 4mths

What was the purpose of your visit? to find a dog

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	<input checked="" type="radio"/> 2	3	4	5
Rate your first impression of shelter's interior	1	<input checked="" type="radio"/> 2	3	4	5
Rate the cleanliness of the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the air freshness in the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the friendliness of the staff	1	2	<input checked="" type="radio"/> 3	4	5
Were you made to feel welcome?	1	<input checked="" type="radio"/> 2	3	4	5
Were questions answered to your satisfaction?	1	<input checked="" type="radio"/> 2	<input checked="" type="radio"/> 3	4	5
Did the amount of paperwork seem appropriate?	1	<input checked="" type="radio"/> 2	3	4	5
Did you consider your visit a success?	<input checked="" type="radio"/> 1	2	3	4	5
Rate your overall satisfaction with your visit	1	2	<input checked="" type="radio"/> 3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

different kennels-

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: _____ Address: _____

Your email (to join our mailing list): ~~Chris Heck~~ 57 Check57@gmail.com

Contact us at: 360-0200 or citizensforabetershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? once or twice a year

What was the purpose of your visit? bringing in stray cats

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	2	<input checked="" type="radio"/> 3	4	5
Rate your first impression of shelter's interior	1	<input checked="" type="radio"/> 2	3	4	5
Rate the cleanliness of the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the air freshness in the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the friendliness of the staff	1	2	<input checked="" type="radio"/> 3	4	5
Were you made to feel welcome?	1	<input checked="" type="radio"/> 2	3	4	5
Were questions answered to your satisfaction?	1	2	<input checked="" type="radio"/> 3	4	5
Did the amount of paperwork seem appropriate?	1	2	<input checked="" type="radio"/> 3	4	5
Did you consider your visit a success?	1	<input checked="" type="radio"/> 2	3	4	5
Rate your overall satisfaction with your visit	1	2	<input checked="" type="radio"/> 3	4	5

Please note any specific comments and/or things you'd like to see changed or improved:

my visits have been short; have only dealt w/emp/volunteers

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Shila Neaves Address: 40482nd Stevensville

Your email (to join our mailing list): shilaneaves@gmail.com

Contact us at: 360-0200 or citizensforabettershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? 5-6 times

What was the purpose of your visit? on attached paper

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	<input checked="" type="radio"/> 2	3	4	5
Rate your first impression of shelter's interior	1	<input checked="" type="radio"/> 2	3	4	5
Rate the cleanliness of the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the air freshness in the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the friendliness of the staff	<input checked="" type="radio"/> 1	2	3	4	5
Were you made to feel welcome?	<input checked="" type="radio"/> 1	2	3	4	5
Were questions answered to your satisfaction?	<input checked="" type="radio"/> 1	2	3	4	5
Did the amount of paperwork seem appropriate?	<input checked="" type="radio"/> 1	2	3	4	5
Did you consider your visit a success?	<input checked="" type="radio"/> 1	2	3	4	5
Rate your overall satisfaction with your visit	1	<input checked="" type="radio"/> 2	3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

Communication, friendliness, better care of animals

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Change the policies to make it easier for
Do you support a need for change in the BRHA and/or the animal shelter? Yes No adoption to happen

Your name: Louise Nickerson Address: Carvacin, mt

Your email (to join our mailing list): _____

- yrs ago I found a dog running thru Hamilton w/ sore feet - It was 10:00 @ nite ~~and~~ limping & I took it home & the next day called the shelter to see if anyone had called in for the dog. The man on the phone demanded I tell him what the dog looked like & that I had to bring it in - not a good experience.

- Also - on 2 occasions the a board member came onto my rental property w/o notifying me or asking about the animals there - The other time Vicky showed up on the same property w/o permission & said she was there to do a documentary about hoarding & told me she wanted to go inside - She did not ask about the animals - Very Very pushy!

B.N.

- I have never recieved receipts for the [#]50 bags of dog food I donated in the past - or cat nip toy for the cats - (no thank yous for that either).

- When my 13 yr daughter & I took a small dog in during the winter a few yrs ago - we witnessed Vicky mistreat a black lab that came out of her office a few times - By yanking it back from the counter by it's collar & yelling at it to "get back in there!" She showed us no compassion whatsoever in the little shaking dog nor did she thank us for bringing it in to the shelter - We left with a bad impression.

- My friend complained to me that even tho their dog was never inside the shelter, only to the parking lot they were charged \$65 before they could leave -

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Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? Not too often

What was the purpose of your visit? to adopt a dog

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	2	<input checked="" type="radio"/> 3	4	5
Rate your first impression of shelter's interior	1	2	<input checked="" type="radio"/> 3	4	5
Rate the cleanliness of the animal shelter	1	2	3	<input checked="" type="radio"/> 4	5
Rate the air freshness in the animal shelter	1	2	<input checked="" type="radio"/> 3	4	5
Rate the friendliness of the staff	1	<input checked="" type="radio"/> 2	3	4	5
Were you made to feel welcome?	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5
Were questions answered to your satisfaction?	1	2	3	<input checked="" type="radio"/> 4	5
Did the amount of paperwork seem appropriate?	<input checked="" type="radio"/> 1	2	<input checked="" type="radio"/> 3	4	5
Did you consider your visit a success?	<input checked="" type="radio"/> 1	2	3	4	5
Rate your overall satisfaction with your visit	1	<input checked="" type="radio"/> 2	3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

We were not given a reason for not being able to adopt

Administration and Policy

- Are you a member of the Bitter Root Humane Association (BRHA)? Yes No
- Did you pay BRHA membership dues for 2012? Yes No
- Have you attended a monthly BRHA Board of Directors meeting? Yes No
- Did you vote for Board members at the 2012 annual meeting? Yes No
- Have you ever contacted the BRHA Board of Directors? Yes No
- If yes, was the issue resolved to your satisfaction? Yes No
- Overall, are you satisfied with the Board and it's policies? Yes No

And felt discriminated
And very upset
w/ our visit!!!
we dealt with
vicky.

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Lynette Davis Address: PO Box 1017 Victor, mt. 59825

Your email (to join our mailing list): [Redacted]

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? Summer of 2012 - about 4 times since

What was the purpose of your visit? tried to adopt a dog & found some

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best) last time

Rate your first impression of shelter's exterior	1	2	<input checked="" type="radio"/> 3	4	5
Rate your first impression of shelter's interior	<input checked="" type="radio"/> 1	2	3	4	5
Rate the cleanliness of the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the air freshness in the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the friendliness of the staff	<input checked="" type="radio"/> 1	2	3	4	5
Were you made to feel welcome?	<input checked="" type="radio"/> 1	2	3	4	5
Were questions answered to your satisfaction?	<input checked="" type="radio"/> 1	2	3	4	5
Did the amount of ^{NO} paperwork seem appropriate?	1	2	3	4	5
Did you consider your visit a success?	<input checked="" type="radio"/> 1	2	3	4	5
Rate your overall satisfaction with your visit	<input checked="" type="radio"/> 1	2	3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

Administration and Policy

- Are you a member of the Bitter Root Humane Association (BRHA)? Yes No
- Did you pay BRHA membership dues for 2012? Yes No
- Have you attended a monthly BRHA Board of Directors meeting? Yes No
- Did you vote for Board members at the 2012 annual meeting? Yes No
- Have you ever contacted the BRHA Board of Directors? Yes No
- If yes, was the issue resolved to your satisfaction? Yes No
- Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Violet Kraft Address: 213 Darbison Dr 59842

Your email (to join our mailing list): _____

BRHA/Animal Shelter Satisfaction Survey

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Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? Twice

What was the purpose of your visit? To adopt a dog for my son

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	2	3	<input checked="" type="radio"/> 4	5
Rate your first impression of shelter's interior	1	2	<input checked="" type="radio"/> 3	4	5
Rate the cleanliness of the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the air freshness in the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the friendliness of the staff	1	<input checked="" type="radio"/> 2	3	4	5
Were you made to feel welcome?	1	<input checked="" type="radio"/> 2	3	4	5
Were questions answered to your satisfaction?	<input checked="" type="radio"/> 1	2	3	4	5
Did the amount of paperwork seem appropriate?	1	2	3	4	5
Did you consider your visit a success?	<input checked="" type="radio"/> 1	2	3	4	5
Rate your overall satisfaction with your visit	<input checked="" type="radio"/> 1	2	3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

I went to view and adopt a dog, was told to come back and the dog was gone.

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Lawrence Patterson Address: 209 Harrison, Hamilton 59840

Your email (to join our mailing list): 9545072x@yahoo.com

Contact us at: 360-0200 or citizensforabetershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? Last year 4 or 5 times

What was the purpose of your visit? Looking for a dog to adopt

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	2	<input checked="" type="radio"/> 3	4	5
Rate your first impression of shelter's interior	<input checked="" type="radio"/> 1	2	3	4	5
Rate the cleanliness of the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the air freshness in the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the friendliness of the staff	1	<input checked="" type="radio"/> 2	3	4	5
Were you made to feel welcome?	1	<input checked="" type="radio"/> 2	3	4	5
Were questions answered to your satisfaction?	1	<input checked="" type="radio"/> 2	3	4	5
Did the amount of paperwork seem appropriate?	1	2	<input checked="" type="radio"/> 3	4	5
Did you consider your visit a success?	<input checked="" type="radio"/> 1	2	3	4	5
Rate your overall satisfaction with your visit	<input checked="" type="radio"/> 1	2	3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

I dont feel the shelter was clean because the pens were dirty.

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Joseph Brown Address: 209 Harrison Dr

Your email (to join our mailing list): _____

Contact us at: 360-0200 or citizensforabetershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? _____

What was the purpose of your visit? adopt a dog

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	2	<input checked="" type="radio"/> 3	4	5
Rate your first impression of shelter's interior	1	2	<input checked="" type="radio"/> 3	4	5
Rate the cleanliness of the animal shelter	1	2	<input checked="" type="radio"/> 3	4	5
Rate the air freshness in the animal shelter	1	2	<input checked="" type="radio"/> 3	4	5
Rate the friendliness of the staff	1	2	3	4	<input checked="" type="radio"/> 5
Were you made to feel welcome?	1	2	3	4	<input checked="" type="radio"/> 5
Were questions answered to your satisfaction?	1	2	3	4	<input checked="" type="radio"/> 5
Did the amount of paperwork seem appropriate?	1	2	3	4	<input checked="" type="radio"/> 5
Did you consider your visit a success?	1	2	3	4	<input checked="" type="radio"/> 5
Rate your overall satisfaction with your visit	1	2	3	4	<input checked="" type="radio"/> 5

Please note any specific comments and/or things you'd like to see changed or improved :

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

waa told they could find a better home for husky dog

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Diane Stevens Address: 298 Woodside Cutoff Rd

Your email (to join our mailing list): _____

I
tried
to
adopt

Contact us at: 360-0200 or citizensforabettershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

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Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? 25th

What was the purpose of your visit? visit, foster, FEND READER BOARD IN FRONT

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

- | | | | | | |
|--|------------------------------------|------------------------------------|------------------------------------|---|---|
| Rate your first impression of shelter's exterior | 1 | 2 | <input checked="" type="radio"/> 3 | 4 | 5 |
| Rate your first impression of shelter's interior | 1 | <input checked="" type="radio"/> 2 | 3 | 4 | 5 |
| Rate the cleanliness of the animal shelter | 1 | <input checked="" type="radio"/> 2 | 3 | 4 | 5 |
| Rate the air freshness in the animal shelter | 1 | <input checked="" type="radio"/> 2 | 3 | 4 | 5 |
| Rate the friendliness of the staff | <input checked="" type="radio"/> 1 | 2 | 3 | 4 | 5 |
| Were you made to feel welcome? | <input checked="" type="radio"/> 1 | 2 | 3 | 4 | 5 |
| Were questions answered to your satisfaction? | <input checked="" type="radio"/> 1 | 2 | 3 | 4 | 5 |
| Did the amount of paperwork seem appropriate? | <input checked="" type="radio"/> 1 | 2 | 3 | 4 | 5 |
| Did you consider your visit a success? | 1 | 2 | <input checked="" type="radio"/> 3 | 4 | 5 |
| Rate your overall satisfaction with your visit | <input checked="" type="radio"/> 1 | 2 | 3 | 4 | 5 |

Please note any specific comments and/or things you'd like to see changed or improved :

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

I WAS THREATENED, IGNORED, BLACK-MAILED, INSULTED,
 (HAVE BEEN) WAS DISMEMBERED
 BRHA WOULD NOT ACCEPT
 LET YEARS NOT ALLOWED
 NEW POLICY WAS WRITTEN TO NOT ACCEPT COMMENT FROM MEMBER

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: James M. Kinkadee Address: Hamilton, MT 59840

Your email (to join our mailing list): _____

Contact us at: 360-0200 or citizensforabettershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

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Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? Not too often

What was the purpose of your visit? Get a new cat.

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

- | | | | | | |
|--|---|------------------------------------|------------------------------------|------------------------------------|---|
| Rate your first impression of shelter's exterior | 1 | 2 | 3 | <input checked="" type="radio"/> 4 | 5 |
| Rate your first impression of shelter's interior | 1 | <input checked="" type="radio"/> 2 | 3 | 4 | 5 |
| Rate the cleanliness of the animal shelter | 1 | <input checked="" type="radio"/> 2 | 3 | 4 | 5 |
| Rate the air freshness in the animal shelter | 1 | 2 | <input checked="" type="radio"/> 3 | 4 | 5 |
| Rate the friendliness of the staff | 1 | 2 | <input checked="" type="radio"/> 3 | 4 | 5 |
| Were you made to feel welcome? | 1 | 2 | 3 | <input checked="" type="radio"/> 4 | 5 |
| Were questions answered to your satisfaction? | 1 | 2 | <input checked="" type="radio"/> 3 | 4 | 5 |
| Did the amount of paperwork seem appropriate? | 1 | 2 | 3 | <input checked="" type="radio"/> 4 | 5 |
| Did you consider your visit a success? | 1 | 2 | 3 | <input checked="" type="radio"/> 4 | 5 |
| Rate your overall satisfaction with your visit | 1 | 2 | <input checked="" type="radio"/> 3 | 4 | 5 |

Please note any specific comments and/or things you'd like to see changed or improved :

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: ROBERT JARBON Address: 964 ADENA LOOP

Your email (to join our mailing list): _____

Contact us at: 360-0200 or citizensforabetershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? 1x a year / use to go more often

What was the purpose of your visit? kittens

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	<input checked="" type="radio"/> 2	3	4	5
Rate your first impression of shelter's interior	1	<input checked="" type="radio"/> 2	3	4	5
Rate the cleanliness of the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the air freshness in the animal shelter	<input checked="" type="radio"/> 1	2	3	4	5
Rate the friendliness of the staff	1	2	<input checked="" type="radio"/> 3	4	5
Were you made to feel welcome?	<input checked="" type="radio"/> 1	2	3	4	5
Were questions answered to your satisfaction?	1	<input checked="" type="radio"/> 2	3	4	5
Did the amount of paperwork seem appropriate?	1	2	3	4	5 <u>Got notice</u>
Did you consider your visit a success?	<input checked="" type="radio"/> 1	2	3	4	5
Rate your overall satisfaction with your visit	<input checked="" type="radio"/> 1	2	3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

it smelled yucky

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: _____ Address: _____

Your email (to join our mailing list): _____

Contact us at: 360-0200 or citizensforabettershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No

If yes, when and how often? 1-2 XS a year

What was the purpose of your visit? MISC.

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	2	3	<input checked="" type="radio"/> 4	5
Rate your first impression of shelter's interior	1	2	<input checked="" type="radio"/> 3	4	5
Rate the cleanliness of the animal shelter	1	2	3	<input checked="" type="radio"/> 4	5
Rate the air freshness in the animal shelter	1	2	<input checked="" type="radio"/> 3	4	5
Rate the friendliness of the staff	1	2	3	4	<input checked="" type="radio"/> 5
Were you made to feel welcome?	1	2	3	4	<input checked="" type="radio"/> 5
Were questions answered to your satisfaction?	1	2	3	4	<input checked="" type="radio"/> 5
Did the amount of paperwork seem appropriate?	1	2	3	<input checked="" type="radio"/> 4	5
Did you consider your visit a success?	1	2	3	4	<input checked="" type="radio"/> 5
Rate your overall satisfaction with your visit	1	2	3	<input checked="" type="radio"/> 4	5

Please note any specific comments and/or things you'd like to see changed or improved :

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No

Did you pay BRHA membership dues for 2012? Yes No

Have you attended a monthly BRHA Board of Directors meeting? Yes No

Did you vote for Board members at the 2012 annual meeting? Yes No

Have you ever contacted the BRHA Board of Directors? Yes No

If yes, was the issue resolved to your satisfaction? Yes No

Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Jessie Coston Address: 2440 Bitter Trail

Your email (to join our mailing list): jcoston@live.com

Contact us at: 360-0200 or citizensforabetershelter@gmail.com

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No
If yes, when and how often? 1 to 2 times a month
What was the purpose of your visit? To see the animals

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	<input checked="" type="radio"/> 2	3	4	5
Rate your first impression of shelter's interior	1	<input checked="" type="radio"/> 2	3	4	5
Rate the cleanliness of the animal shelter	1	2	<input checked="" type="radio"/> 3	4	5
Rate the air freshness in the animal shelter	1	2	<input checked="" type="radio"/> 3	4	5
Rate the friendliness of the staff	1	2	3	<input checked="" type="radio"/> 4	5
Were you made to feel welcome?	1	<input checked="" type="radio"/> 2	3	4	5
Were questions answered to your satisfaction?	1	<input checked="" type="radio"/> 2	3	4	5
Did the amount of paperwork seem appropriate?	1	2	3	<input checked="" type="radio"/> 4	5
Did you consider your visit a success?	1	2	<input checked="" type="radio"/> 3	4	5
Rate your overall satisfaction with your visit	1	2	<input checked="" type="radio"/> 3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

Note Space for the animals

Administration and Policy

Are you a member of the Bitter Root Humane Association (BRHA)? Yes No
Did you pay BRHA membership dues for 2012? Yes No
Have you attended a monthly BRHA Board of Directors meeting? Yes No
Did you vote for Board members at the 2012 annual meeting? Yes No
Have you ever contacted the BRHA Board of Directors? Yes No
If yes, was the issue resolved to your satisfaction? Yes No
Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Michael Labord Address: N/A
Your email (to join our mailing list): pearl_4-20@hotmail.com

Contact us at: 360-0200 or citizensforabetershelter@gmail.com

9 Jul 2012

BRHA/Animal Shelter Satisfaction Survey

Conducted by Citizens for a Better Shelter

Thank you for taking time to complete this survey. Your confidential responses will be combined with all others to help make our local animal shelter the best the Bitterroot can offer.

Animal Shelter

Have you visited the BRHA animal shelter? (please circle one) Yes No I have a written letter denying me access to BRHA Properties

If yes, when and how often? I was weekly volunteer for 2 yrs.

What was the purpose of your visit? " exercising dogs, socializing dogs, dog care, etc. from my time 2005-2007 as volunteer."

Please answer the following questions using this scale: 1 (lowest or worst) to 5 (highest or best)

Rate your first impression of shelter's exterior	1	2	3	<input checked="" type="radio"/> 4	5
Rate your first impression of shelter's interior	1	<input checked="" type="radio"/> 2	3	4	5
Rate the cleanliness of the animal shelter	1	2	<input checked="" type="radio"/> 3	4	5
Rate the air freshness in the animal shelter	1	<input checked="" type="radio"/> 2	3	4	5
Rate the friendliness of the staff	<input checked="" type="radio"/> 1	2	3	4	5
Were you made to feel welcome?	<input checked="" type="radio"/> 1	2	3	4	5
Were questions answered to your satisfaction?	<input checked="" type="radio"/> 1	2	3	4	5
Did the amount of paperwork seem appropriate?	1	<input checked="" type="radio"/> 2	3	4	5
Did you consider your visit a success?	1	<input checked="" type="radio"/> 2	3	4	5
Rate your overall satisfaction with your visit	<input checked="" type="radio"/> 1	2	3	4	5

Please note any specific comments and/or things you'd like to see changed or improved :

New Management, Strict guidelines on euthanasia & cremation.

Administration and Policy

- Are you a member of the Bitter Root Humane Association (BRHA)? Yes No See above Ltr.
- Did you pay BRHA membership dues for 2012? Yes No See above Ltr.
- Have you attended a monthly BRHA Board of Directors meeting? Yes No prior to Aug 2007
- Did you vote for Board members at the 2012 annual meeting? Yes No prior to Mar 2007
- Have you ever contacted the BRHA Board of Directors? Yes No prior to Aug 2007 I have copy of ltr to BRHA with requested changes.
- If yes, was the issue resolved to your satisfaction? Yes No See Ltr.
- Overall, are you satisfied with the Board and it's policies? Yes No

Please note any specific comments regarding the BRHA Board of Directors or shelter policies:

Emphasis needs to be on animals not social grandstanding.

Do you support a need for change in the BRHA and/or the animal shelter? Yes No

Your name: Mark W. Heller Address: 203 Central Ave Stevi, 59870

Your email (to join our mailing list): phone 777-7067

Mark W. Heller

This survey is NOT IN ANY WAY, a product of, or sanctioned by, the Bitter Root Humane Association (BRHA). The purpose of this survey is to gauge public opinion about the BRHA, it is the product of the Independent Volunteers and Citizens Group. If you or an acquaintance has had a bad experience dealing with the BRHA we would like to hear from you. Use this survey, write us at the address on the reverse, or call us at 777-7067. We value your inputs; thank you.

1. Do you know if the BRHA euthanizes animals or is it a no-kill shelter?

- they euthanize I do not know or want to know
 they are a no-kill shelter I do not know but want to

2. When the BRHA euthanizes an animal, what do you think is a valid reason?
 (Check all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> incidence of biting a human | <input checked="" type="checkbox"/> old animals |
| <input type="checkbox"/> hyperactive animals | <input checked="" type="checkbox"/> never, it should be a no-kill shelter |
| <input type="checkbox"/> shy animals | <input type="checkbox"/> non-attractive animals that exceed a time-in-shelter criteria |
| <input type="checkbox"/> seriously injured animals | <input type="checkbox"/> animals that "mouth" human hands/arms |
| <input type="checkbox"/> to relieve shelter over-crowding | |

3. Do you think persons should be allowed to adopt animals from BRHA if: (Check answer.)

- | | |
|---|---|
| they are renters who have landlord approval? | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |
| they already have more than one animal/pet? | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |
| they have an un-spayed/neutered animal at home? | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |
| they only want an in-door animal? | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |
| they only want an out-door animal? | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |
| they transport their animals in an open-bed pickup? | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |
| there will be no one at home for up to 9 hours a day? | <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No |



Comments on #3 _____

4. Are you aware that any animals you surrender to the BRHA may not be placed in a home and could be euthanized within a week or less of surrender?

- Yes *on-weekly basis* No, the BRHA is a no-kill shelter
 No, but I want to know *more* No, and I do not want to know

5. Would you donate funds to BRHA if you knew it euthanized animals monthly?

- Yes No No, I do not donate to animal shelters

Not to Hamilton

6. Would you donate funds to BRHA if you knew an independent audit has never been done and only one signature is required to disperse funds from assets of over \$200,000?

- Yes No No, I do not donate to animal shelters

OPTIONAL: If you want a reply to this survey, please provide contact information.

Name Sherri Lakey Phone 375-0176 and/or
 mailing address 2107 Trundy Ln. Hamilton, Ont. L8S 4G

(Please fold and staple/tape so the address and stamp on reverse is showing and mail this survey.)