
APPENDIX XII:

**FULL RESPONSES TO OPEN-ENDED
QUESTIONS 10 AND 16**

RESPONSES TO #10 ON THE KERN COUNTY ANIMAL CONTROL CUSTOMER OPINION SURVEY (EXACTLY AS THEY WERE ENTERED BY THE RESPONDENTS)

10. If you are dissatisfied with any of the above items please explain why.	
#	Response
1	Lack of people and knowledge. You people get real excited when tags are late, but forget to take in account that the dog of 16 years could be dead (put to sleep)
2	It still rains, despite my complaint the weather is no better and it should be blue, not yellow. It is about time you filtered it and created a more herbal event so that there is more sadness in the end.
3	Bakersfield Shelter should be open longer hours (it's too difficult to get there by 5:00 p.m. only 1 day/week after 5:00 p.m.; adoption should be allowed more than one day. No low-cost/free spay and neuter programs. Need better way to show animals that are REALLY adoptable. Don't show them if they aren't back from the vet yet. Also, the pictures aren't very good... some dark dogs/cats are on dark backgrounds! Some staff don't seem to really know the breeds of dogs/cats. Every dog CAN'T be a Chow or Shepard Mix!
4	Very poor public relations, lack of cooperation with local rescue groups
5	If the current BBC article is even 10% correct, I think it is time to get off the back of the back of the Morre's. While chicken do dig up people's garden's, crossing a road? let's be reasonable. If your police officers or other public employees need the work that bad, then it is time to reduce the force or for the supervisor to learn about arbitrating neighbor disputes or something. Let's get real Kern County Sheriff... and to the court... throw out the case with a note to stop "hen pecking" people.
6	Every time i have been to the county pound, the staff is very rude and not helpful at all, they act as if i am bothering them. I hate going in there but do so to help the animals.
7	I just want the euthanasia to stop! Spay and Neutering programs have to be the first priority in Kern County!
8	AS A VOLUNTEER, I HAVE BEEN REFUSED ACCESS TO ANIMALS IN THE BACK CAGES. NOT ALLOWED TO TREAT DOGS WITH TREATABLE ILLNESSES AT MY OWN EXPENSE. REFUSED REQUESTS TO KEEP HEALTHY ANIMALS OUT OF KENNEL B WITH SICK ANIMALS. REFUSED REQUESTS TO TEMPORARILY HOUSE ANIMALS IN KENNEL A WHEN SPACE REQUIRES, EVEN THOUGH ENVIRONMENTAL HEALTH OKAYED THIS. STILL SAFER TEST AND EUTHANIZE PUPPIES DUE TO FAILURE. I HAVE PERSONALLY WITNESSED INHUMANE EUTHANASIA PRACTICES WITHIN THIS FACILITY AS WELL. DEAD DOGS LEFT IN KENNELS. THE LIST GOES ON AND ON.
9	I think they should be open more hrs. during the day and on the weekends. At least a few hrs. each day on the weekends for emergency situations.
10	The shelter hours open to the public make it almost impossible for a working person to look for a lost pet.
11	KEPT GETTING DIFFERENT ANSWERS FROM DIFFERENT STAFF.
12	Ms. Haynes has inadequate experience to deal with the present urgent animal control related problems. We need someone with proven successful experience to deal with the current laws, the public and especially animal related issues and to answer directly to the Board of Supervisors.
13	open only one evening a week, no spay or neuter assistance, rabies clinics not often enough in the outer kern area, no vaccine clinics, lack of collection of license fees, phone help non existant, no volunteer programs
14	There are NO emergency services available. Had to wait until Monday before they picked up a loose vicious dog that had bitten a 3 year old child on a Sunday. Citizens had to contain vicious dog themselves for safety of the public and another person was almost bitten trying to help. When they came to get the dog, they were extremely uncooperative and would not impart even the most general information. All KCAC staff I've dealt with over the years have VERY bad attitudes and don't seem to care about animals at all.
15	Staff is not interested in your animal nor the animals in their care. As noted on TV the management is not interested in animal care, or adoption.
16	I'm a Kern Co. resident living in the desert. Don't get to B-field often but always stop at shelter. Not once in the last 20 years has anyone ever shown any desire to be helpful. Where do you get these people? I have the feeling that the ACO's would rather pts than have an animal rescued. Why is there a gate and I can't see the so called unadoptable animals? Kern Co.A.C. is thought to be the most backward shelter in all of So. CA by rescuers. I do not believe temperament testing in a shelter situation to be conclusive as to how an animal will act/react in a home situation. It amazes me that supposedly intelligent people would use this as a yardstick for evaluating the behavior of an animal. This test should be abandoned as it does not truly test the temperament of an animal.
17	Dogs are "hidden" from the public. Conditions are horrible... many dogs from this shelter have died needlessly. Temp testing is a joke, calls are not returned. Dogs are promised to one individual or group. then given to another with no explanation. Conditions are shameful.
18	I feel that the hours of operation could be improved. I feel strongly that the staff is not helpful and not courteous and even at times not very unprofessional. I don't feel that there are enough programs to try to get animals adopted and low cost

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	spay/neuter options.
19	Does not respond to animal cruelty matters - let animals at Mojave suffer - had authority to take animals immediately, but choose not too - management does not know the law.
20	Slow and hard to get some one when needed most people know no service is on weekend so they let there Dogs run free from 5 pm friday untill Monday morning allowing them to wonder and harm others pets
21	Need more spay and neuter programs.. maybe volunteers to keep animals at their homes until they canbe adopted
22	I fill that KCAC is way to understaffed and the people working there don't seem very knowledgable.
23	Kennel help needs more training in handling animals - should not DRAG a scared struggling dog on it's side the length of the kennel. Most staff are very helpful and knowledgeable. Need a better place to show the dogs than the larger cage. Not aware of what programs are offered.
24	My son was bit by a dog a few years ago and was blamed on the incident based on a one sided interview with the dogs owner.
25	Kern Cty doesn't offer any programs other than the shot clinic. Information is hard to locate, or non available on other programs, and most of the time information on animal regulations are not avilable except on line - not everyone has a computer.
26	I have used tried to use the animal control services many times and pretty much have taken upon myself to do what I can with out contacting them. The last time I called was after hours for a lost dog. I just wanted them to know that she was missing and if found hurt to please take her for medical treatment, I would be financially responsible. Was told that there was not anything that could be done by the sheriff dispatcher. That is not what a concerned dog owner wants to hear.
27	Slow or no response time due to staffing constraints. A lot of dead animals litter the roads routinely throughout the area. Mojave and Oildale incidents point to incompetence.
28	I would like to see more complaints about large animals handled correctly and by knowledgable staff.
29	I felt the small staff at the shelter did not comunicate well with each other. Hours of operation are hard for those who work.
30	no matter what time I call, I always have to leave a message or hold a long time, even when I say it's urgent no one comes until the animal has done it's damage and gone.
31	To many sick dogs coming in!
32	Staff doesn't seem to care or want to help.
33	When I was there,people just wanted to go back and look for their animal and could not, it was very sad and even had some crying.....
34	Have to respond at more length than this format allows.
35	When searching for my lost cat it was difficult to go to the shelter to search after my regular work hours. Also had to ask to be able to see all the cats, they only let us in one room at first.
36	complete lack to help the rescue community help the animals. Animals are not given a fair and timely chance to be rescued or adopted. Overall a very poor chance, with a minimal (if any) chance of survival for the animals that end up at this facility!!
37	I am new to Bakersfield and was unanble to find Spay information and an email regarding micro chipping was never returned.
38	I called them because I found a stray white Persian cat on my porch that obviously belonged to somebody based on the overall health and appearance. My plan was to wait a few days and, if the cat was still there, try to find it's owner or find it a good home. After 2 days I called them to see if somebody had reported a missing cat. The person who answered the phone seemed very confused about my question and told me that they had no information about ANY missing animal. I asked to speak to a supervisor who understook immediately what I was trying to do. He directed the clerk to fill out an info form about found animals.
39	Need 7 day a week operation. Public spay/neuter program should be implemented by the county. Some services unclear. License requirements never inforced.
40	Staff wasn't helpful (knowledgable) in providing info on how to help injured animal in another parties care.
41	Why only 30 days (maximum) or less to see the dead animals list? I've seen tame cats mixed in with your wild cats. Tame cats cry, wild cats never cry.
42	The staff does not appear to be even trying to save the homeless animals. They do not have to die. Perhaps the county could look at an animal program at Lerdo Jail. It would benefit both the inmates and save a lot of animals lives. I saw a program done back East and it was a very positive approach for all involved. I would be willing to help get this going.
43	I know that the volunteers pulling the dog for transport to our rescue had issues with dates and times of shelter operation to get TO the dog to get him to us. A TON of red Tape, Considering all involved,..Our rescue, in bus fo 8 plus years VERY reputable,..well known and the volunteers on your end,.. highly respected members of the community,.. there should have been NO QUESTIONS ASKED.
44	There is a sense of urgency when trying to locate a lost family member, in this case a beloved pet. Having to sit and wait for hours or days until the shelter is open is very difficult. There needs to be a recorded message or web site listing all of

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	the animals that have been picked up in the past 24 hours.
45	Employees are never available when the problem occurs, such as late evening and early morning...or weekends.
46	Mostly their information about regulations is to explain why they can't do what needs to be done. Cruelty (starvation) complaints are put off because someone in the neighborhood is feeding the animal.
47	1) All animals should be neutered/spayed and vaccinated "before" being adopted out (include cost in adoption fee). 2) Three-day minimum holding period must be enforced. Re-define a section of cages as quarantine area for new arrivals so risk of spreading diseases minimized; employees complaining to the media of disease problems as a result of no longer "cheating" and euthanizing within 3-day holding period is cruel and heartless and sends a very poor message to the community regarding their motivations and underlying purpose. 3) More information concerning programs offered.
48	NOT DISSATISFIED!
49	Very poor attitude of officer (with badge) as I gave 3 kittens to her. Mom cat had been run-over, and I took the little strays to the shelter for care. Since the shelter said for me to bring them in, ('they' didn't have time) I fed them a couple of days. They were in OK shape. The officer had a very bad feeling about her, and wrote down that they were "sick"... I believe just an excuse to kill them. I told myself that I would NEVER give any live animal to them in the future. I know this is EXACTLY what they want, by making the public disgusted with the service, they cut down on their "business". But, they still have a job ... with nothing to do.
50	No help for low income to spay/neuter No help for feral cats to spay/neuter
51	this dog problem has not been resolved. we have been calling animal control and sheriff for approximately one year . ONE YEAR. my mother is 83 . it has gotten to the point that she falls asleep during the day because she is up at night from the barking dog. and yes i realize older people nod off. there is a problem here that should and could be resolved by animal control . our senior citizens deserve peace and quit in their waning years. don't you agree? evidently you don't . i am VERY upset with this departments disregard. south kern street residents of maricopa, ca.
52	the officer was driving by, and my dog was in her own yard, and she said that it was against the law to be in a yard without a chain on.she was going to take the dog even when the dog was docile. when I went to court the judge was given letters to dispute her claim of no license and violent dog, he dismissed the ticket.
53	I don't think they do a lot to promote adoption. I think most animals collected are euthanized.
54	I would like to help improve shelter operation
55	well the problem is that after a year the dog is still at 804 so. kern st in maricopa, still not on a chain or in a fenced yard and runs wild like 30-40 other dogs in maricopa. i realize that we only have a small population, but we are people just like taft or bakersfield! the lady that lives next door to this dog has called me to ask if i could water her plants. its a sad day and time when an 83 yr old lady is afraid to go out of her house and the people who are suppose to help , dont! let us not forget that someday we might get to be that old and how would it feel to be afraid to go outside, or what if it was your 83 yr old mom , would something get done then?
56	Before they started putting animals on their website they refused to allow admittance to the lost and found area to the general public. Now that the dogs and ad cats are on the website they refused to let us in to find our lost dog because all the photos are on the website and all we have to do is go home and look!!!!!!!!!!
57	on weekeand you can get anyone
58	Should be available 24/7
59	Complaint notices are mailed with no investigation into the validity of the complaint made to animal control. When I told the person from Animal Control who signed the notice that the complaint was inaccurate (i.e. not my chickens) I was told to not worry about it."They don't do anything about it anyway". Since animinity is maintained on the person or persons who made the complaint, anybody can turn in a complaint (true or not). A letter is mailed with no investigation into the validity of the complaint. This results in waste of paper, postage, and adminiatrative time; plus it causes agrivation on the part of the person recieving the notice. It also tells me that a person having a valid complaint will basically be "written off" receiving virtually no help in mitigating the reason for the complaint.
60	asked same ?, got diff answers from diff employees, no one is on the same page, not even the person who is suppose to be in charge of the program
61	It is my understanding that the shelter has a policy of euthanasia within days of an animal being placed and/or picked up. Why can't you work more closely with animal welfare groups to prolong their lives?
62	Have never seen ANY information on our local shelter other than animals for adoption in the Daily Independent.
63	No emergency services available on weekends/holidays. No spay/neuter programs. No owner turn-in animals taken. Licensing staff friendly and helpful. Most others not very friendly or helpful.
64	It is impossible to get someone to answer the phone, and when they do, many are just plain rude.
65	The staff from the top down are non caring incompetents. Look at the cruelty that happened in Mojave. Not much until the press got involved. The top people should be replaced by people who love and care about animals and their interests.
66	Kern County Animal Control Issues: June 6, 2005 Dear Sirs: In brief, this is my opinion concerning the ongoing animal control problems in our area. Starting at the top, a new independent animal control department is essential to control community needs. A comprehensive and responsible county budget plan must be in place before this new department is formed. This will direct the many needed changes concerning the ongoing animal control issues for Kern County. There is

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	data available concerning operational cost guidelines for animal control. These costs and budgets records can be used by Kern County to estimate animal control operations for our area. Strict policies standards must be adopted and in place to properly administrate this department for best results. This will also avert lawsuits that will save the county time and money. It is essential for a new overseeing administrator to be in place to manage this newly formed animal control department before the proper improvements can be made. My opinion is that to attempt to do otherwise will not solve the escalating animal control problems in the Kern County community. Kern County is known for its compassion and a new Kern County Animal Control Shelter will be a positive way to demonstrate that compassion in a responsible way. Also, educating the community about there responsibility toward pets is also essential. There is data available that will help community leaders educate themselves and others to more fully understand the scope of animal control needs and cost to our community. Respectfully, C J Schmidt P O Box 80836 Bakersfield, CA 93380-0836
67	This shelter was sued by an attorney it was chosen because it is one of the worse and needs to get better adoption rates and more volunteers to help the animals
68	Location of shelter is horrid and the hours of operation are ridiculous
69	They always seem to been under staffed. The staff is curteous, but they always seem to have this stressed out look to them.
70	Unable to get any kind of response due to a lack of good menu...for instance: "press 1 for general info" and you are given address of shelter only. "Press 2 for vaccine requirements" and you are told "all dogs over the age of 4 needs rabies shot" where does one have to call for vital general question? There is no button to press for individual info at any time. Very frustrating! Where are our tax dollars going it certainly is not for service to the public.
71	Should be open at least 5 days a week---or if not---a half day on Sat.. Not enough info on your services in the Kern River Valley---I have been here 30 years, so know. More shot clinics---hold them at the health Dept (outside) every 4 months.
72	There have been occasions that staff members are exceptionally helpful (most of the field officers) and others when they are as smart as a rock and equally as helpful, not to mention rude because they seemed to have no other way to deal with the situation.
73	I was dissatisfied because I had to wait such a long time to be escorted to the back to look for my dog. A lot of the staff were very friendly and helpful, but there was one worker that rolled her eyes at me and did not seem very sympathetic to the fact that I had lost my dog.
74	My impression was the staff was there to do their job not deal with the public. Another public customer actually helped me on one visit.
75	Shelter hours make it difficult to look for lost pets on weekdays. It was not clearly explained to me why I had to sign a log and show ID to see the "feral" cats. The shelter staff refused to look for my cat when I called on the phone. They said I must go to the shelter in person. In years past, the staff have been very helpful in checking on my cat while I was on the phone. It seems this procedure has unfortunately changed and inconveniences the public. Also, I have been given a variety of answers when I asked if the dogs and cats who come into the shelter are scanned for Home Again Microchip ID implants.
76	Your Humane Officers are not Humane, they are Bullies. Why don't you clean the slate and start a fresh with new employees and this time contact the Humane Society of the U.S. to oversee the hiring. That is, if Kern County is REALLY serious about making this work. I don't understand why 20-20 hasn't come in and blown this whole story wide open to the world. I wonder if Bakersfield would still be the number one in highest cost for places to live (as reported by our own 'CALIFORNIAN')? There hasn't been an individual I have spoken with over the past year that isn't appalled and sickened with the stories coming out of Kern County Animal Control. And believe this, there are literally tens of thousands of us out here who, every day, think of those destitute animales in the cages of death at KCAC, helpless, hopeless. Like them, we are waiting.
77	I called during working hours and always got recorded message. Not able to speak to someone - just recorded message. Had to call my County supervisor for assistance.
78	No help for Tehachapi!!!!!! No one cares about us.
79	The staff was very abrupt when asked a question regarding a dog. The attitude was one of disregard or bothersome. The staff was grossly uninformed or just didn't care and answered questions with "I don't know". It is very difficult to adopt a dog that is supposedly adoptable. Staff and supervisors have no communication between themselves regarding their dogs. It seems as though nobody cares and unless you raise your voice and become abrupt yourself, you will mostly likely leave there without a family pet.
80	employees seem to exhibit attitude problems...consideration of situations and rational thought seem to be limited...
81	How is someone supposed to find their animal between the hours of 10:00 to 4:00? Most people work these hours.
82	We need animal control open 24/7 and weekends to assist in abandoned and injured animals, and a vet available to treat any injured animals. We need a massive amount of public information/education so that people are aware of where to take their animals for spay/neutering, so they know that it's cheaper to license their animal once it is spayed/neutered. The public should be made aware of the animal abuse to human abuse connection.
83	None
84	They have "quirky" hours of operation. The don't seem to offer any type of positive adoption programs, their marketing techniques are horrible, their public outreach/networking skills seem to be completely void. The agency should be networking with other state agencies on how to implement such programs to help animals find homes instead of just

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	euthanizing them...watch the animal channels great programs on other agencies!!
85	No weekend or evening/night service for strays; virtually no community outreach programs; no subsidized spay/neuter program; "blame game": your fault not ours.
86	I Dont feel that animals and pets in poor living situations are getting the protection they need. A puppy that was nearly killed by its owners much larger pits (and keep in mind these peoples dogs were always getting injured by ather dogs, possibly fighting there Pits) the owners did not want to pay a vet bill so they were going to just take him home and on agreeing to pay the bill they were going to be allowed to take the puppy home. I feel the well being of there other dogs should have been investigated and legal action taken.
87	There are hundreds of unlicensed dogs running around Taft. Little effort is made to catch the strays and cite the owners. There should be a 2-3 dog limit in residential areas.
88	Hours of operations aren't condusive to working adults. Lack of spay/neuter and adoption programs for the animals. Staff is burnt out and stretched too thin to want to go above and beyond daily duties. Feral cats are accepted instead of promoting the public to do Trap/Neuter/Return. Green door policy detriment to lost animals and their guardians. Having the shelter under Environmental Services and run by a non-experienced animal caregiving expert is a huge disservice to the animals.
89	We could not get information on pets available, they were on hold. When someone finally assisted us they told us that we should adopt one of the 4 cages on the end because they were being put to sleep the next day (including 5 kittens in Oct when hardly any kittens are available)
90	one puppy died of distemper and the other is still sick.
91	Personel not at shelter during the hours stated on the building. When we called to complain of a neighbors five dogs running loose for the past several years, we were told to contain them ourselves and call Bakersfield for pick up. We live in Rosamond.
92	Length of time stray animals are kept is too short.
93	not open when they say they will be
94	No one really seems to care, choices are get them in/no one collects then, their gone. Laws need to be inforced on registering, selling them, breeding them. Its sad, but in England many people give the same type of care to their pets as they do their children. Lets find out what they do, know this for a fact, lived their 5 years with 2 dogs. why put a tax on breeding and selling dogs, register on line with a small fee, the large fee discourages those to register cause they can't afford it and charge those breeding and seeling dogs a fee, offer more serviced either free or a mininal cost to keep the animal population down.
95	Tme man who brought out the dog acted as if he had never handled animals before. If Animal control officers spent half as much time on caring for animals as they do in the office behind the computer screen, it might seemed like they cared. Now they act like they are just there to collect a paycheck and want to deal with animals at all. I bet the news story on putting animals to slep inhumanely was true and correct- I wouldnt doubt it a bit.
96	My dog was ordered euthanized even though he was proven to have never bitten anyone. This is just wrong
97	The staff was not helpful at all regarding my call. I had stray dogs running all over my property. I was told to cage the dogs & they would pick them up. When I tried to catch the dogs, they started to growl and snap. To this day, the dogs still run all over the place!
98	THE WHOLE SYSTEM IS A CROCK. AND EMPLOYEES ARE RUDE.
99	Reinstate the Hobby Breeder Permit/Licence program! Enforce existing regulations to shut down dog "collectors" and puppy mills, do NOT penalize serious hobby breeders with unecessary legislation! The Hobby Breeder Permit/Licence WORKED!!! Bring it back!
100	I would just like to see modern new facilities for the animals and staff. Also, it seems that there should be additional staff -- they have so much to do with so few staff.
101	Serious dog barking,all night,5000 barks/hour.County no help.
102	It has been 10yrs since I resided in Kern County
103	The staff are completely rude and unhelpful. When you go up to the counter, they just ignore you and continue having personal conversations amongst themselves.
104	I frequently see animal control vehicles speeding (75 to 80) on SR 58 Tehachapi area.
105	Information needs to be more accessable to the public regarding the criteria necessary to place a call to Animal Control for pick-up of stray animals. Citizens that bring in an animal that they found wandering along side a road (rescued) should be allowed to drop the animal off at shelters without a problem...or at least be able to call animal control to come pick the animal up.
106	Two hours a week is not enough yime to address nuisance compaints ot to handle the daily currences of strays, injuries, neglect or abandonment.N
107	Staff rarely answers phone, rarely open during posted hours of operation. The staff told me my dogs were NOT at the shelter when they were. They are licensed and had ID tags on them. Fortunately I physically went to the shelter where I found them laying in filth, with no water. One dog was foaming at the mouth, obviously upset and dehydrated. Both dogs had to be treated for infections after their over-night stay. The conditions at the California City shelter are disgusting and

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	unsanitary. Those animals are neglected. Furthermore, 2 years ago I made a \$100 donation to the shelter. 6 months later my check was still not cashed and I was told the money had to go to the city--not the shelter.
108	Employees do not seem happy at their jobs. They are not friendly or interested in the animals. They seem to be there only to put in their time, get their paycheck and go home.
109	staff not adequately trained. Large number of clerical and procedural errors.
110	I dislike that you do not pick up stray animals anymore, and if this practice remains, I would like to see more flexible stray animal drop off hours ie., before 8 am on way to work so animal does not have to suffer in cage/trap for long periods and potentially in the hot or cold weather.
111	Contacted department numerous times and could not get the information needed or the correct contact person to resolve the situation.
112	Suggest the shelter be open for adoption on Sundays. The department's mission statement needs to be rewritten to focus on the protection and care of the animals as well as the protection of the public from rabies, which is a small risk these days. From what I have read, this department is a disgrace in actually caring for animals.
113	Things happen after hours or before work begins. Then when called they say they need to have the owner of the dog that did attack, address, birthdate and SS#. Like I should know all of this when the strange dog attacks us.
114	animals behind the green door hide a multitude of animal cruelty
115	The staff except for a couple of the workers are all very rude, they act like you are bothering them if you have a question or want to see a dog. Especially the operators when you call to file a complaint or to ask questions regarding animal regulations. They are VERY RUDE!
116	need hours before 10 a.m. to turn in trapped animals on way to work or after 4 to turn in after work.
117	Unable to provide cage for capture of rogue cat that is hurting other cats in the area. Disappointing.
118	The leadership in this department shows little compassion for animals. A perfect example was the case of a man who let his dogs starve to the point that the dogs were eating each other. The department head of animal control was quoted on the paper as saying "this is not the worst case we have seen" and "we can't prosecute people for abandoning his dogs. Even though charges were later filed against the owner of the dogs.
119	Staff is forced to tell lies in order to cover up real reasons animal was killed before legal holding period was up.
120	While I found the office staff to be professional, the individual who helped us find our dog was extremely condescending. I felt I was being mocked, when I had difficulty making a positive ID, on our family's dog. I am not as familiar with the dog as the rest of my family, but since I work in very close proximity to the shelter, I had decided to check to see if there were any animals that could be my family's pet. When I found one I was pretty sure was ours, I found it necessary to bring my daughter back to make the positive ID.
121	Shelter opens noon/Wed. Recorder does not say this. Drive to shelter Wed am; closed. Wild cats in trap/car--Drive fast to vet
122	management does not know regulations regarding kennel permits.
123	there should be a website or some assistance to those of us who have a pet missing..my dog was recently taken from my front yard and there is no help from any local media or shelter to get him back. why not start a missing pet website?
124	The shelter and staff seem so wrapped up in red tape and procedure that they've lost focus of their mission - to serve and protect both the public and the animals.
125	i am an animal lover that could NOT keep my dead mom's cat for very good reasons, i hated having to drop her off at the pound myself. I cried for WEEKS. AND IT STILL BOTHERS ME 9 MONTHS LATER. THAT'S SUPPOSED TO BE THEIR JOB!!
126	Animal Control services should be available 7 days a week.
127	I believe that animal services should be 7 days a week and consistent hours. If someone is looking for their lost animal, time is critical. If someone is wanting to adopt an animal time is critical as more animals are killed. It is obscene that money is spent on destroying animals when some funds to support a better spay/neuter program could help control the population before it happens! How about a spay/neuter clinic with a rotation of local vets willing to perform them for a small fee from the County and the owners. There could be a criteria for eligible pet owners.
128	Staff was rude the experience was heart breaking for my kids and the staff showed no compassion for us or for the sick kittens we had adopted
129	Could not get information needed or told no recourse.
130	lost dog ... was tagged properly, supplied recent photo, I was never called. Dog was in shelter for three days and I called each day.
131	Staff and facility ill-equipped and under staffed and not knowledgeable.
132	Staff was very unhelpful and were not busy doing anything but playing on the internet when I went in on SEVERAL occasions hunting for my lost dog
133	Difficult for people who work, especially out of town to get to the shelter to review animals, put the pictures on line are helpful.

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134	There needs to be, at minimum, adequate service available to the public and more importantly to the animals being cared for
135	Unable to get any satisfactory help in complaining about loose dogs in the neighborhood.
136	it is very hard to talk to someone when making a phone call to animal control office. all I get is leave a message. doesn't anyone answer the phone? how can anyone call just to get a question answered when it is all this press this number and hold and then leave a message. I am very unsatisfied with this procedure. At least when the SPCA took care of this I could talk to a real person not a machine!
137	Attitude was poor. Rude. They acted like I was just making work for them.

RESPONSES TO #16 ON THE KERN COUNTY ANIMAL CONTROL CUSTOMER OPINION SURVEY (EXACTLY AS THEY WERE ENTERED BY THE RESPONDENTS)

16. Please provide any additional comments or suggestions in the space below.	
#	Response
1	Get a clue and if not observe what other counties are doing. You people are a joke when it comes to information and animal care
2	I demand more control of the scrubal. I do not see how we can be expected to smile while you allow it to convert our hedges and the herbal nature of our gordonfish.
3	Require and provide regular staff training. For example, law updates; use of firearms and pepper spray. Euthanasia training and disease/illness identification; customer service. Waiting area too small; have an area where somebody could purchase items for dogs/cats, i.e. food/water dishes; sweaters; beds, toys, etc. Can't there be a separate group but somehow connected to the Shelter that's willing to work together as a team to get these animals adopted out without costing people a small fortune?
4	Need good PR person/ humane educator/ network with local groups/publicity working with media, under its own umbrella with experienced director
5	If the current BBC article is even 10% correct, I think it is time to get off the back of the back of the Morre's. While chicken do dig up people's garden's, crossing a road? let's be reasonable. If your police officers or other public employees need the work that bad, then it is time to reduce the force or for the supervisor to learn about arbitrating neighbor disputes or something. Let's get real Kern County Sheriff... and to the court... throw out the case with a note to stop "hen pecking" people.
6	I understand the the employees are overworked but that is the line of work they choose to be in, if they dont like their job then someone that enjoys animals needs to work there. The animals do not get the care and attention they deserve and the temper test is a waste of time, of course the animals are going to be afraid at the pound just look at their surroundings. I agree that the public needs to take responsibility but every time i have called with a complaint that is legit and pretty critical nobody came out. Even though i called a couple of times. I think that the peopel that you file a complaint with need to be courteous and act like you are not bothering them, a couple of times that i have called there hasnt even been a complaint made and i have had to call over and over to make sure it was on file. There is favoritism for some of the people that are clearly violating the law.
7	The community must recognize that they have a major responsibility in the pet problem & must take responsibility for solving it. Generally Animal control does a good job but has been ignored & inconsistently funded years. If change is wanted by the majority actions must be taken to properly fund & support the activities versus simply being critical.
8	Even though changes have been made; we need to do much more. Spay and neutering, and I would like to see a vet on staff on the County payroll.....Please help these animals - we need to stop the euthanasia. More adoptions out of Kern County too. Thanks for helping our 4-legged population - they need a voice...and you are it!
9	We need to reduce the number of animals going into the shelter by offering a low cost spay-neuter program.
10	I HAVE WELL DOCUMENTED MY COMPLAINTS WITHIN THIS FACILITY. THE PROBLEM IS GETTING ANYONE TO LISTEN. TODAY, MY CHIEF COMPLAINT IS THE SCHEDULED EUTHANASIA ON AN ANIMAL THAT IS UP FOR ADOPTION. A#364316. HE HAS KENNEL COUGH AND THEY REFUSE TO TREAT HIM. I HAVE PROVIDED MEDICATION AND ALSO INFORMED THEM THAT I WOULD TAKE HIM TO THE VET AND KEEP HIM THERE UNTIL WELL, AT MY OWN EXPENSE. THEY HAVE REFUSED EVERY ATTEMPT. THEY WOULD RATHER EUTHANIZE HIM. THEY WANT ME TO FOSTER HIM EVEN THOUGH THEY KNOW THAT MY FEMALE ALMOST KILLED THE LAST STRAY I BROUGHT HOME. THEY DONT CARE. EITHER I TAKE HIM TODAY, EVEN THOUGH I HAVE NO HOME FOR HIM OR THEY EUTHANIZE HIM. IT'S UNBELIEVABLE TO ME THAT THEY ARE NOT MORE WILLING TO HELP ME, HELP THIS ANIMAL.
11	I feel that Animal Control should not be under the dept of Environmental Health. It should be a stand-alone dept that is directly under the Board of Supervisors. I also feel the dept head should be someone with some type of degree in animal husbandry (not sure how to spell this). Most all other California Animal Control departments have someone in charge who has a degree in dealing with animals and/or experience with caring for animals. Someone with just a business degree should not be allowed to run the department. Also, having a full-time vet on staff would greatly benefit the department. Not only can they care for the injured but can also spay and neuter animals before they are adopted out. This absolutely should be a must. Before they can leave the shelter, they MUST be spayed/neutered. Not just giving the new owner a piece of paper on where to go to spay/neuter the animal, but for it to be done before they can take the animal home. It's too easy for someone to get sidetracked and just forget to, or in many cases, where the owner just can't afford to pay for the service of spay/neutering. At first it may be costly due to the overwhelming overpopulation of homeless animals, but in the long run it will surely pay for itself by the reduction of unwanted animals. Thank you.
12	The Animal Control Services Director must have verifiable animal shelter experience of at least 2 years before even being considered for that position. Denise Haynes is an embarrassment to the entire Department and Kern County as a whole.
13	ANIMALS BEING PUT DOWN TOO SOON!!! GIVE THEM MORE TIME!!!! AND WAIT UNTIL THE END OF DAY AT LEAST. DON'T PUT DOWN IN THE MORNING.

16. Please provide any additional comments or suggestions in the space below.	
14	The "first come first served" adoption policy is inconvenient for working people. I would have been willing to pay a deposit to hold the animal until I could appear personally. Fortunately, I was able to arrange my schedule and get the dog. Staff did not have accurate info about the spay status of the dog on my first trip, so a return was necessary a few days later. The website with photos is terrific. Our family got a crush on Bailey, a beagle mix, from the photo, and she has exceeded our expectations. Staff was friendly and helpful, but seemed a bit overwhelmed with feral cats being dropped off at the same time as they were trying to release adopted animals to their new owners. Perhaps some logistical adjustments would help.
15	Kern County needs to provide spay/neuter assistance to all residents through a county low cost spay neuter clinic. This could be a spay/neuter clinic on wheels, stationed at Animal Control x days per week, in the outlying areas x days per week and used as an adoption unit at public functions. The clinic could pay for itself within approximately 3 years, while immediately addressing the spay/neuter problem (which is 5 years behind times), putting the adoptable animals in front of the public along with educational material being handed out at all times. And, in a short time thereafter the unit would begin to generate income for Animal Control.
16	this survey may be more accurate if you asked the age of the person taking the survey.
17	More care needs to be taken to avoid illness in animals, vaccinate on impound, better disinfection, isolation of sick animals- better vet care. Green Gates have to come down. AC should support vaccine and s/n clinics, encourage volunteers, get rid of temp testing as a means of determining life and death.
18	KCAC services must be expanded, currently it cannot adequately service Kern County. Illegal animal fighting is rampant. KCAC needs humane officers to enforce animal cruelty laws and stop illegal dog and cock fighting, also enforce leash laws in rural areas where animals are allowed to roam and breed freely. New ordinances are needed to regulate back-yard breeding, spaying and neutering, etc. Fines are an excellent source of revenue, which could pay for many improvements if only the county ordinances and state laws were enforced. Check with the D.A.'s office and find out how many animal cruelty/neglect cases were prosecuted last year. NONE - and it's not because everyone in Kern County is kind to animals. There should be an Asst D.A. assigned to prosecute violators of animal laws.
19	Apply for grants to help low income/seniors to adopt and care for pets. Educational outreach in the schools for spay/neuter and proper care, Get rid of the green gates and let the public see all of the animals that are in the shelter. Take owner relinquished pets. Comply with laws regarding holding periods and spay/neuter of adopted pets including puppies and kittens. Get a staff veterinarian and a tech or even two to improve care in the shelter. Improve feeding practices, including frequency of feeding, amount fed and quality of food provided for the animals, Do away with temperament testing or certify staff. Watching the video is not adequate "training" for making life and death decisions.
20	I talked to San Jose AC about a rescue dog today (they phoned me!) and their Euth rate is 25%.
21	As a rescuer for a national breed club that isn't a 501c(3), I feel that my breed is at a disadvantage for ever getting out of Kern Co. Shelters alive. What can be done about this? I have a hobby/breeder permit and I'd like to be able to work with the shelters in getting my breed out of the shelters and into loving homes. I can be contacted at 760-375-4735 but I can bet that I won't be contacted. Marge Gagliardi
22	I'm stunned at the illness factor in your shelter and the absolute lack of care. Two weeks ago I took a dog from your shelter who could not walk on her own. She was probably hours from being dead. No one seemed to know anything about it. It will be months before this dog is back to normal. She was 2.5lbs when adopted and should be about 18lbs. She was literally starving to death and no one seemed to notice. I also took another dog that we were told has been diagnosed with distemper and should have been euthanized. The dog does not have distemper and we're past the 62 days so we would obviously know. I find it appalling the lack of concern over the general well being of animals. I'm surprised at the inhumanity and lack of education and most of all compassion for animals.
23	Calls should be returned in a reasonable time. Commitments should be kept. Dogs should be treated humanely, even when no one is watching. Temp testing should not be used as an excuse to identify a dog as unadoptable, simply so that it can be killed with impunity.
24	Once all the paperwork was straightened out, then we were off and running and have not had any problems since then. Would like to see you move into a no-kill status and get funds from Maddies Fund.
25	I feel strongly that the KCAC needs a lot of improvement. It is very difficult to get help from the staff and the staff usually has an attitude when they are "bothered." It is their duty and responsibility to try harder to get the public to reach out and adopt these animals by having adoption events, etc.
26	I LIVE BY NORTH HIGH SCHOOL. WE HAVE A TERRIBLE PROBLEM WITH PEOPLE ABANDONING CATS AT MANY LOCATIONS AT THE SCHOOL. DUE TO THIS PROBLEM WE HAVE SEVERAL STRAYS THAT SPRAY OUR DOORS AND CRAP IN OUR FLOWER BEDS. THERE ARE PEOPLE WHO COME BY EVERY NIGHT (YES EVERY NIGHT) TO FEED THESE CATS. MY NEIGHBORS HAVE ASKED (NICELY AT FIRST) TO PLEASE STOP, BUT THEY SAY THEY ARE BREAKING NO LAWS.... IS THIS TRUE? THEY DON'T HAVE TO DEAL WITH THE AFTERMATH OF THEIR ACTIONS, REGARDLESS OF THEIR INTENTIONS. OTHER THAN THIS 1 PROBLEM, I DON'T HAVE TOO MANY PROBLEMS W/ ANIMAL CONTROL. I WOULD JUST LIKE TO KNOW WHAT ACTIONS CAN BE TAKEN TO HELP MY NEIGHBORHOOD.
27	This is the best, up to date animal adoption web site!!!!!! Very nice job!
28	I was very dissatisfied with the service I received. Stray dog wandered down our street as they always do at Wilson and Hughes because everyone just throws their dog out there and leaves them. The dog had parvo and was sick and bleeding to death on my lawn too AC four hours to get to my house. Four hours of suffering for this poor animal.
29	My only real concern is that it is really hard to get animal control to come take care of stray animals that are running the neighborhoods, I mean what is it gonna take to change that, a child being killed by a stray pitbull?

16. Please provide any additional comments or suggestions in the space below.

30	Somehow the Bakersfield SPCA was able to do the same job as KC Animal Control, with less money, & not kill adoptable animals. The time limits are inhumane. How the KC determines the is an animal is adoptable should be reviewed. Any starving, scared dog will bite a hand that tries to take food. Give the animals a chance. What is wrong with these people? Why are they doing this job if they do not care about animals? Hire a new Director with some knowledge of the laws.
31	if officeres were doing a better Job might concered a tax increase to do but when offecer is never around hard to get out and dod not do Job as is why spend my money for shoddy work
32	Need to make it easier for an animal to be returned or to get a refund for a sick animal. We had to have the puppy euthanized, after the facility had closed. when we called the next business day, we were told we needed proof of distemper. But the vet(recomended by your office)said they couldnt give us proof. We told you this and was told there was nothing that you could do. So basically we lost our \$60... and a pet that we thought we had saved.
33	Kern Co. is a big area and I feel that there are not enough Animal Control officers to cover it... You need to expand.
34	Have all dogs available for viewing. I may see a dog I want that is not yet available and come back for it. Euthanasia should be done by medically trained personnel ONLY. Come up with a better alternative to your SAFER testing - what do you expect a terrified animal to do when it is being harrassed??
35	all animals should be spayed or neutered by animial control before adoption.
36	I hope this helps not just the animals, but the employees. They always appear to be running, which is tiring. They also appear to have a high turnover of personnel in this department.
37	The Animal Control Department should fall under the Sheriff's authority and responsibilty. Rescues or other urgent responses could be more swiftly dealt with.
38	I would love to have a follow-up phone call from a staff when I call in regarding an injured or dead animal or possible signs of cruelty. I call but I never know if anything was done. Thank you for everything that you do. I realize it's a tough job and the community really does need to be educated regarding the taking care of their animals.
39	The animal shelter should do more to advertise its services and request help from the community.
40	There are over 20 low-cost vaccination clinics offered in the county -- and NONE are in Ridgecrest/Inyokern!! All are in the Bakersfield area. There is more to Kern County than just Bakersfield!
41	The dog descriptions use must use when you get a license are too vague. I like that I can get your license at my vet's office. Very convenient!
42	I was trying to adopt a dog.... It took numerous phone calls and two weeks... hopefully the dog was not seriously exposed to disease.... as most dogs there seemed to have distemper.
43	In the Frazier Park area, it's very difficult to get you to respond to our nuisance animals and the people I've talked to on the phone are VERY dismissive of our problems here. I've actually had someone say if I didn't like animals barking all night, I shouldn't live here! Very insulting, and also so incorrect in regards to my rights as a tax payer.
44	Would like to see animals receive better vet care and personal attention while in Animal Control.....removal of foxtails, ticks, fleas, a more compassionate and knowledgeable vet (this one graduated at the bottom of his class, and it shows!), better quality and more food available....some animals are emaciated and leave the shelter in horrendous shape, only to have compassionate new owners agonizing over their condition. Staff is very polite and attempts to be helpful are appreciated, but every person has a different (and therefore confusing) explanation for what status various animals have or when they are available for adoption or rescue. Frustrating for public.
45	The dogs that have been there for soo long should be sent to other shelters to see if they can be adopted.
46	Need to work better with rescues and contact breed rescues for help. Make more animals adoptable. Clean up the shelter so that the animals don't get sick and die. Improve vet care for sick and injured animals.
47	The shelter needs to think more about calling other rescues for the dogs...most of them will work hard to take them.I help with boxer rescue in L.A. Bakersfield Shelter has said they call that rescue, as of 6 mos. ago, they have never called!!! So, that office said they have and they have not!! It cost less to call a rescue than it does to put them down. Rescue groups need also to go behind the green gate..I see no reson why they can't I hope to see them working much better with them.
48	I cannot possibly tell you what you need to know... in fact, this survey does NOT address the major problems there at ALL.
49	Ms. Haynes, the current director of animal control should be replaced. Her comments to the media are absurd, especially the comment comparing animals to "property such as a couch"! No wonder animal control is in such poor shape with leadership like. I also think animal control should be a director report, not lumped in under another division where it is a stepchild. Something needs to be done to offer low cost spay/neuter in the community as well for all residents such as a clinic. The hispanic community also needs to be educated on the value of spaying/neutering their animals, I believe they are a large part of the problem.
50	I am so saddened by the number of dogs I see in my work chained by short chains to trees, porches, etc. with no shelter in this weather, be it a cold foggy winter or a brutal hot summer. I think the KC Animal Control could care less about prosecuting animal abuse cases and the welfare of animals kept on private property. They just seem to be bent on warehousing and killing animals. New ordinances regarding animal cruelty and treatment need to be written and enforced vigorously. This County seems to have seemingly unlimited funds to spend on swimming pools, arenas, palatial government buildings, etc. but very limited monies to enforce animal laws and care for lost, stray and abandoned animals. I look at other cities and counties in California and I see very different practices in the care of animals that seem to be having an overall positive effect.

16. Please provide any additional comments or suggestions in the space below.	
51	tell people how to catch feral cats; offer more and cheaper spay/neuter clinics
52	I question the attitudes, orientations and competencies of the Animal Control personnel with whom I have come in contact. The most common response is "We Can't". Look to Marin and San Francisco counties for models to follow in revamping Animal Control.
53	Please be more selective in who you adopt animals out too. I visit different homes everyday in the community, and see so many unhealthy dogs and cats. Can we make neutering mandatory, before a pet is adopted? To bad you guys couldn't do a follow-up home visit after adopting a pet out. You could do a little teaching on animals health care needs.
54	I rescued more than 235 cats from Kern County and arranged for them all to be spayed, neutered and adopted when possible. I was usually treated rudely by Kern county animal control. You would never accept my complaints of poisoning by the citizens, yet when they accused me, you jumped right on it to investigate me. One lady animal control officer was good to me, the last one to investigate me. She said I was doing a "Great Job" I've moved away now.
55	People that want to have more animals than the county allows can pay a one time fee to do so. San Jose is a great model. \$50.00 charge...Rescue people can pay a registration fee and be allowed to have more than the allotted amount of pets AND all access pass to pulling animals going to rescue. We have a horrible problem when you have 2 or 3 people helping to transport an animal and we have to adhere to your hours of operation. It has been very problematic.
56	It was very easy to adopt our puppy, though I wish the shelter was open more hours.
57	An immediate concern is the upcoming 4th of July holiday. Many dogs become lost because they are frightened by the noise of fireworks. I would like to suggest that during the week after the 4th, the Animal Control Department put a list of dogs that have been picked up in the newspaper. Their primary objective should be to reunite animals with their owners, not just to round them up and lock them behind closed doors. Why do they make so difficult for us to find out if they are holding the animal we are trying so hard to locate? A second suggestion is that we need to make spay/neuter programs a countywide focus. We need to have spay/neuter days sponsored by the county. If we could make this our #1 animal welfare concern for the next 2 or 3 years, we could make a tremendous difference.
58	There are dozens of dogs wandering around the area that I live in and where my children go to school(including wandering around on school grounds). We are on the East side. I would like to see people fined for allowing their dogs to run loose. Or have at least have the animals picked up in a timely manner.
59	Animal control needs a serious overhaul. Some response to loose animals would be appreciated, especailly when mothers with strollers are chased and small children are terrified.
60	User fees are not effective. It would be better to fund programs out of a property tax because every person in the cunty is impacted by animal control problems in one way or another. There should be a county funded veterinarian for a low cost clinic (spay/neuter) and for vaccinations and emergency medical care for pets owned by all of the people who can't afford medical care for themselves but still love thier animals.
61	1) Animal control protects animals and keeps them safer than if they were roaming the streets, and for that, I am grateful. Unfortunately, the general attitude presented to the public is rather negative, as if caring for the animals in their temporary care is a burden. 2) Spay/neuter and vaccinate animals before they may be adopted. 3) Extend adoption hours into evening so people who work during the day have more opportunities to adopt!
62	The public needs to be more responsible pet owners. It's NOT all the government's fault and Animal Control is trying very hard to do a very difficult job.
63	My last contact was OK but in prior times, the ACO's had poor management & supervision. This contributed to low morale. They had a negative attitude toward the public but made some effort to hide it. Why are they allowed to take their trucks home (sometimes long distances) when they are not on-call? If they say it is so they can respond to emergencies, check how many times that happens. They should have a shift to work later hours, especially during the summer.
64	Good job
65	My two dogs had been missing for about seven days. At least every other day I went to animal control. I found my dogs there on the seventh day but was told they had been there for several days? Also, my dogs were both extremely thirsty and hungry when brought home.
66	The person responsible for killing animals before the legal time SHOULD be prosicuted.
67	This survey is useless
68	I would like to commend Officer Wolfe who works in the Kern River Valley for her hard work and dedication. I must state that I am no longer able to walk my dogs in the neighborhood that I live in due to the high number of loose dogs and dog attacks that occur there. The neighborhood is the area by Lake Isabella Blvd. in Lake Isabella between the Vons shopping center and the BallPark. Animal control can only do so much - people need to keep their dogs secure and they do not. We cannot expect that animal control is going to be able to babysit the idiots who refuse to follow the rules. I cannot put myself and my dogs in danger by continuing to complain about these dogs because the owners will retaliate against me. Instead I have chosen to drive my dogs outside of the neighborhood to the business section of town to walk them for our own safety. Again, I think people just need to be responsible for their own actions. Thank you for the opportunity to take this survey and good luck.
69	I find getting help from any animals facility difficult. No real people on the phones and little interest in helping. I destest the menus and automated answering. Terrible!
70	i am too frustrated . it is a waste of my time to ask you for help

16. Please provide any additional comments or suggestions in the space below.

71	Some of the questions could not be answered with the options you provided. For ex, if the contact with Animal Control was for adoption, then a number of the early questions (beginning with #3) did not apply. But, "N/A" was not listed as an option.
72	I think that animal control is doing the best that they can do. Really, animal control should provide a program to educate irresponsible pet owners because Pet owners are the ones who find it easier to point the finger at someone else instead of themselves.
73	I would like to see animals available for adoption sent to SPCA, Alpha Canine and the Petsmarts. The shelter on Mt Vernon should only be for Wild, police cases, biters, unadoptable animals.
74	Increased fees should be rolled into property taxes because people will abandon animals in the desert if they are required to pay a fee.
75	Get the public involved and promote support from local business and volunteers
76	I would like to volunteer, need for volunteers needs to be promoted.
77	the forgotten people of the 800 block of so. kern st ,maricopa
78	Animals with possible commercial value should be auctioned over the internet as surplus property is now by the County.
79	After-hour complaints on barking dogs are handled by the Sheriff Office (according to Animal Control). I believe the Sheriff Office is WAY to busy to dispatch an officer to a residence to sit and listen to (witness) a barking dog before a complaint/control can be issued. However, since a barking dog issue requires 3 different person-complaints in order to have any action taken- the person experiencing the barking dog must endure the racous noise indefinitely. Evidently it takes one anonymous inaccurate complaint for chickens. Animal Complaint information and processes are not clear. Improvement is needed in the mechanics of filing a complaint.
80	as a 501C3 rescue org., I would like to see some chgs made in your so called partnership program. It is very difficult to rescue a pet from your facility, Every call made to get info on a pet is met with, sloppy I don't know answers. Employees don't seem to have a clear understanding of how rescue works. This no hold, first come first served policy is a total disaster. I spent at least 6hrs arranging pick up & long haul trans for a dog that I was told was avail no earlier than this particular sat, and found out after all of my coordinating had been completed that another group came in the friday before and took the dog, Ok, it got out to rescue, but all of the time i spent on that dog could have been spent on another just as deserving dog. Complete waste of my valuable time. I operate a very large rescue org. and spend many many hrs coordinating space, trans, vet appt, foster homes etc. I don't have time to waste like that. The first come first serve policy for rescue has to be chgd. Given the # of dogs you house daily, I would think your facility would like to see them out of there ASAP, NOT DEAD!!why do you make it so difficult for rescue groups to support your organization, we can pull a lot of pets on a regular basis if your facility would just work with us instead of against us. I know the old school philos. is it's just easier to kill them as to do the paperwork to get them out, but that's just not acceptable. I would encourage a call from the shelter director to discuss some of these issues. 831-422-1269 PS, pets being euthanised prior to the end of their stray hold because they supposedly succumbed to other illnesses while they were only in the facility for less than 48 hrs and did not receive medical care IS NOT acceptable treatment. I am keeping records, id #'s, dates in/out. We really need to discuss some of these issues please call me at your earliest convenience.
81	Please change any policies regarding the length of time an animal is kept before killing them. Also encourage a partnership with animal welfare organizations to stop the killing of supposedly unwanted animals. Also make animal cruelty penalties stiffer.
82	Why is Animal Control part of Environmental Health? It doesn't seem a good fit.
83	This community needs better education about treatment of animals, and leash laws as I can't walk my dog without running into dogs off leash. I'm scared because I don't know if these dogs will attack, so I don't walk my dog anymore.
84	Breeder permits should be necessary to advertise in the paper, fines for habitual offenders.
85	Kern County is one of the WORST examples of animal control, showing an overall lack of responsible animal ownership. With a preponderance of low class individuals ignorant (on purpose or non-comprehending) of the law is it any wonder the problems result in the current and very serious conditions. Couple that with careless individuals, rampant animal cruelty, untrained department management, poorly paid and too few officers, lack of cooperation between animal control and rescue groups, and the department DEFINITELY placed in the improper jurisdiction makes for a horrible system in which animals suffer needlessly, people get away with various levels of animal cruelty, and IF there is an officer who TRIED to enforce R&Rs, he/she stands the chance of being shot and/or killed by some very slimey individuals, and of course, too many animals put down because of lack of various procedures to facilitate animal CARE as well as control. Kern County's animal control is an embarrassment to California, and to the rest of this country as well. Animal control issues are NOT environmental - they are much more properly placed under city and/or county code enforcement much the same as the apprehension of any other type of law breaker such as thieves, murderers, etc. It's a given that animal abusers are one step away from abusing people. Control officers need to be under the jurisdiction of PD or sheriff departments. Officers visiting dangerous sites need to be accompanied by a deputy or police officer to serve warrants, and when those warrants are served, FOLLOW UP MUST BE PROPERLY EXECUTED!!!!!! Fines and jail sentences must be increased - the current slap on the wrist of a confirmed case of animal neglect or abuse is worthless. These thoughts are random, because the extremely poorly run animal control is so irritating I really don't have time to put all into context. But I'm sure you'll get the message.
86	The animal control should be ran under the local law enforcement agency.
87	Kern County Animal Control Issues: June 6, 2005 Dear Sirs: In brief, this is my opinion concerning the ongoing animal control problems in our area. Starting at the top, a new independent animal control department is essential to control

16. Please provide any additional comments or suggestions in the space below.

	community needs. A comprehensive and responsible county budget plan must be in place before this new department is formed. This will direct the many needed changes concerning the ongoing animal control issues for Kern County. There is data available concerning operational cost guidelines for animal control. These costs and budgets records can be used by Kern County to estimate animal control operations for our area. Strict policies standards must be adopted and in place to properly administrate this department for best results. This will also avert lawsuits that will save the county time and money. It is essential for a new overseeing administrator to be in place to manage this newly formed animal control department before the proper improvements can be made. My opinion is that to attempt to do otherwise will not solve the escalating animal control problems in the Kern County community. Kern County is known for its compassion and a new Kern County Animal Control Shelter will be a positive way to demonstrate that compassion in a responsible way. Also, educating the community about there responsibility toward pets is also essential. There is data available that will help community leaders educate themselves and others to more fully understand the scope of animal control needs and cost to our community. Respectfully, C J Schmidt P O Box 80836 Bakersfield, CA 93380-0836
88	The service request we called for was to pick up two pit bulls that were in our neighborhood barking at people and would not let anyone leave their house. No response was ever received the dogs just left.
89	I know it is not the fault of the shelter that there is overpopulation, I feel this shelter could improve by looking at the suggestions that have helped other shelters in maddiesfund.org. This fund has changed animal control into humane organizations and helps fund them also. The Pasadena ASPCA is a 98% no kill facility and operates on the same budget as Kern County Animal Control Servies
90	Why not relocate the Mojave shelter to Tehachapi? Everyone dumps their animals either in the fields or at the Tehachapi vet hospital, which is unfair to them.
91	The shelter really needs a vet on staff. At the very least to help control the sky rocketing cost of vet care in kern county. It is cheaper to drive to l.a. county and have a dog spayed then to do it locally. To put animal to sleep used to be about \$35.00 at a vet now because the county no longer does that for the public is \$135.00 to put animal down. Its insane!
92	Animal control officers need to be more proactive in handling stray animals. As it is now, they pretty much just pick up animals that are in yards. In otherwords, they are license fee cops. They need to be trained to catch strays and do it.
93	Not willing to pay more taxes at this time until services at animal control are vastly improved...paying more taxes assures us of nothing...problem must be resolved. In the past, when taxes are increased, it certainly hasn't improved services...better suggestion: get the people employed to do a better job or find more apable employees to do the job. Does anyone ever check up on these employees, anyway? Perhaps we taxpayers need to demand more.
94	I hope the dead animals arn't being sold to Mexico---to be rendered into soap---you should have cremation
95	I believe that the current conflicts create a defensive stance for Animal Control Personnel. There needs to be some big changes, which would probably be best with new blood. I work for a county agency, where we are consistently move, so we stay fresh, learn more, and bring new ideas. Also, there was talk of making this a stand-alone department or moving it under a different agency. I think it should be under Child Protection Services; CPS began by using animal protection laws to protect children. They belong together. I have adopted 5 dogs from both the city and county shelters & have had great success. I think there should be people around to mentor potential adoptees, to help provide better matches to their home, children, and intentions for the animal.
96	I believe the animal shelter is working hard to improve. They need to work more on getting the public educated. They need more publicity (good of course). Many people in town do not even know the shelter exists. They need to get commercials out, phamplets, etc. They need to let the public know they are there. And of course do not make people wait a great length of time when they come in to look for a stray.
97	The staff at the County animal shelter are friendly and helpful to those people who visit the shelter. I know they have a very difficult job to do and they are probably doing the best job they given the direction they are provided.
98	I sincerely hope this makes a positative difference for the animals.
99	We need more spay and neuter clinics!
100	It is important to me that animals not be put to sleep if there is any chance of adoption or life. Need to find longer term care for healthy animals. Make the fees manageable for lower income families. Possibly obtain a board to oversea the spending and running of the agency. Expand the facility to care for unadoptable dog, or create foster family incentives for the care of problem animals.
101	1) Hold pet adoptions at various sites in KC. 2) Hold fundraisers so public can donate instead of raising taxes. 3) Increase adoption fees, if needed. 4) Have staff man phones for tips on animal cruelty, neglect etc. 5) Have a questionnaire completed by people wanting to adopt animals. Are they fit to adopt an animal? Prosecute people to the fullest for abandonment, cruelty or neglect of animals.
102	The shelter seems to make adopting a dog very difficult, more difficult than it should be... it's not first come, it's a lottery. You have to hope no one else likes the animal, even if you found it first. This is ridiculous.
103	Better info on animals in shelter. Better treatment of animals. Better training for shelter staff. OBEYING existing laws for holding animals. Better medical treatment. More cooperation with rescue groups, efforts to attract them. Efforts to increase adoptions through adoption fairs etc. Mobile spay/neuter, vaccination programs. STOP THE KILLING.
104	Need dog catcher service in Tehachapi AND a number to call (that works) when lose dogs are endangering people.
105	we need a larger facility to keep down disease. The public image of the animal control is poor, and re-uniting with the SPCA is a good idea. At least the public knew they (SPCA) had the best interests of animals at heart.

16. Please provide any additional comments or suggestions in the space below.

106	It's a shame that one person whom didn't loose a pet brought negative press upon the hard & often thankless job that you do!
107	While trying to adopt a dog, I delt with the office, control officers, supervisors and the division chief and assistant. It took me four weeks, 5 dogs and an angry disposition before I was able to actually take one home. I called Animal Control on a daily basis for updates regarding dogs that I was interested in and received different answers each day. I wasn't able to adopt the first dog I was interested in due to animal control euthanized it after it was on the adoptable web site. The second dog was put up for "a drawing", the third dog, to recue after being on the adoptable site, the fourth dog, to another couple the day before it was actually adoptable and the fifth dog, I finally took home after consulting with Environmental Health, Denise Haynes, Dr. Verga, and numerous Animal Control staff members. The dog that I adopted was sick and required medical treatment, which this condition was not disclosed to me at the time of adoption, even though the dog was at the vet the day before adoption. This facility needs staff that genuinly cares about the animals and an Administration that knows what is going on.
108	Have volunteers come in to help train, foster animals out, let the breed rescue groups pull out the purebred dogs
109	I would like to see no more drop boxes for animals as there is in Mojave. Dogs and Cats are sometimes dropped in together and fight and are killed. I would like to see a centralized computer system for the lost and found. The last time I was in the Mojave shelter, lost and found consisted of yellow sticky notes with no particular system for keeping track of them.
110	None
111	Kern County is a animal loving area. This agency seems to need alot of help in building public support in implementing programs to help foster,adopt, and help finance the care of animals so that they can have a healthy loving life as they deserve. They need to network with other state/county agencies (incl. local), to help implement these types of programs & fianacial sponsorships. They have a negative reputation that needs to be turned around. And maybe the staff (incl. administrative staff) need to take some classes in communicating w/the public, and problem solution. In watching how other agencies operate so effeciently (on the Animal Planet channel), their programs run smoothly due to the great public relationship the agency has acquired and they so efficiently run due to volunteers and outreach programs! Ask and this community will help!!
112	The division chief needs to have animal care/control experience.
113	I would like to see all aniamls recieve the care they deserve and the protection from people that would do them harm. I would also lik eot see the people doing these cruilties to be punished by a court of law
114	We love our animal shelter here in Ridgecrest, very professional and caring! People working there are exceptional- especially Mary who lives for her job.
115	A house to house survey for licensed pets should be made and fines and required licenses should be leveyed on oweners in no compliance. This should provide additional funds for the staffing.
116	Hire people who actually know what a dog is. My dogs got loose and were picked up on February 17. Email I sent from an address on the city's Website with accompanying photos went unnoticed. When I called the shelter they said no dogs of my description were found. When I came the next morning I found them in the first kennel behind the green gate. Your records referred to them as German shepherds. They don't even resemble shepherds and I have never referred to them as such. You wasted tax dollars and much time sending a signed receipt registered letter that arrived 5 days after I had picked up the dogs indicating that staff had misread a nametag on one of the dogs and ignored the current license tags both dogs were wearing. A more intelligent choice would have been to note the license info and phoned. As a result of this both dogs came down with kennel cough. I discovered they had gotten out about an hour after the fact and spent the rest of the day looking for them. Considering the slow and often complete lack of response from the police for crime and vandalism issues I am disappointed at the haste the department was able to pick up my dogs when I was on their trail attempting to retrieve them myself. Stephen Montgomery samonty@pacbell.net tel: 324 3522
117	If you were to increase license fees for owning a dangerous dog. Also, if someone has had to call Animal control because your dog has gotten loose, you should have to pay a huge fine. It would either make owners more careful about keeping their dogs secure, or it will create more revenue.
118	Hard to get through on the phone. At times staff rude. Never know if request for service will be handled the same day or days later. No one to respond after hours. They don't take owner surrender so animals are dumped and become strays. They don't have a good repore with the community. This needs to improve if they require community support. They need to establish off site adoptions perhaps with other businesses os shelters. They need to use licensing fee's to help the public spay/neuter their pets. They need to work closly with other kern co shelters to place animals. There needs to be a policy in place for emergencies or after hour calls. A contract with a local vet or agency, an hour is to long of a response time for an injured animal or a vicious dog.
119	Evaluate current employees' behaviors and attitudes towards improving the shelter processes and make changes that best benefit the animals.
120	You cannot touch the cats or sit with them to get to know their personality to decide if you want to adopt them, there is definately not enough spaces for cats. Your focus seems to be on dogs there needs to be more focus on cats as well. There needs to be programs to spay and neuter so the population of animals is under control. It also seemed silly to me that I could not take my pet home, it had to be neutered and left at the shelter, with all the diseases etc I don't want the animal I have chosen left there and I would rather take my new pet to my vet since I would need to take them to my vet anyway for a checkup. The callousness of the employee telling me to pick one of the 4 from the end because they were being put to sleep the next morning was insensitive to say the least, I had just lost a dear pet and was looking to replace

16. Please provide any additional comments or suggestions in the space below.	
	him I did not need someone making that type of comment. I ended up adopting 3 animals the next day, from somewhere else because I could sit with the animals and get to know their personality. I would have adopted from the shelter but they were unhelpful, and more concerned with helping people interested in dogs.
121	please have a vet on staff to prevent the loss for families adopting sick puppies and stop the spread of sickness and suffering.
122	I feel the laws are very lax and should be enforced. There should be a limit of two dogs and three cats for each household in Kern County. Kennels and rescue organizations (three or more dogs) should be made to pay a fee for each animal they house and should be charged a penalty if there are frequent complaints from neighbors about excessive barking from these dogs.
123	I have heard that animals may be dropped off at the Mojave shelter after hours by dropping them down a chute where they are not tended to until the next day. If this is the case, that practice should be changed immediately because it is cruel.
124	when a call is made about animals running loose do something about it. don't tell me to catch them.
125	when adoption, yes you may pay for the dog but what happens once they leave. Make them take a class together as a family.. Make them understand pets aren't toys or just present. start more web sites on dogs in the pound and get the word out where to go. Enlist Girl Scouts and boy scout and other agencies to help with sites, and training people on the rights of animals...
126	Each time there is additional money for new programs or services the money is spent on higher salaries and administrative costs, not where it should be going. Quit wasting money and take better care of the animals
127	I already paid around \$10,000 in various costs in 2003 to get my little dog back from Animal Control. I think I have paid enough. They need major reform in the area of following their own administrative rules. My dog's name is Scampy. They held an appeal hearing and didn't record it or take minutes. They never offered any findings after the hearing - only said we still want to kill your dog. Even though he never bit anyone. Their #1 solution in "kill the animal". I was harmed by their abuse of discretion and my dog was permanently harmed by being behind the green gates for 4 1/2 months while they continued to try to obtain court approval to euthanize him. I finally had to agree to the dangerous dog order and the quarterly inspections just to get him back. Otherwise, he was at risk of death. This just is not right. It shouldn't cost a taxpayer \$10,000 to get one lousy dog off of death row at the pound. What were they thinking? All this desperately needs correction as the killing goes on day by day I am sure.
128	There are far too many cats and dogs running loose. The dogs that I have approached are biters! The leash law needs to be enforced. I have a dog and she is ALWAYS on a leash when outside. I have contacted animal control and they put the responsibility on me to catch the dogs. Along with about 20 stray cats. Owners need to pay hefty fines for being irresponsible!!
129	I HAVE YET TO HAVE A DECENT CONVERSATION WITH ANYONE AT THE MT. VERNON SHELTER. EMPLOYEES ARE RUDE AND UNEDUCATED. GET SOME DECENT HELP. AND UPDATE YOUR RESOURCES.
130	Staff at Mt Vernon shelter were extremely helpful in our questions. On girl knew so much about each animal, their type, which would be good for small children, their temperaments, how big they will be. Nicole was a great help in picking out the perfect dog for our family.
131	Linking the # of dogs one may own based on zoning or lot size can not be adequately applied to all breeds of dogs and should NOT be a function of the Planning Office. Permits/Licenses should be issued on a case-by-case basis ONLY after inspection with annual re-inspection to ensure continued compliance.
132	I am new to Kern County, but I feel that although it might cost funds up front, if a door to door visit from authorized personnel to check on the rabies vaccinations and licensing of the dogs in some of the rural areas, I think the revenue gained from these dogs would more than pay for a lot of the services offered. I neighbor of mine has five dogs none wearing collars more than likely not licensed which are constantly running loose have produced at least two mixed breed litters in the last year alone. When it comes to animals, people want them but are not willing to take the responsibility to spay, neuter, vaccinate or license them.
133	Not limiting responsible people to numbers of dogs, (more would have homes) Fines for those who "back yard breed" dog and cats, or who don't "fix" their critters, (MORE STRAYS/homeless) STIFF fines for irresponsible humans who allow their kids to breed, and then run loose to breed more. New law that cats MUST BE FIXED. NEW law that requires anyone but professional breeders to FIX THEIR CRITTERS. NEED MORE rabies clinics in the rural areas, A MUST HAVE as well as "fix your pet clinics" available in rural areas.
134	I believe the staff are doing a good job with the resources -- and in so many cases go out of their way to help animals and people! But, a new Ridgcrest Animal Shelter Facility is so needed or at least major upgrades in the facility. There are so many animal lovers and I truly believe the community as a whole would be supportive!
135	Do something about barking-especially at night-we are not supposed to take the law into our hands!
136	In the county where I now reside I would be willing to pay additional fees for a "No Kill" adoption clinic. However I do believe pit bull have been overbred and carry mean temperments. Therefore I do believe adopting them out is dangerous and there should be a ban on the breeding.
137	1.--My biggest concern is the ability to find and get back my dog if she is turned in. Right now you don't post dogs on the internet which have licenses. If it takes you a day to call the owner, that is still too long. Please post the licence numbers of dogs that are being held. 2.--I'm in favor of banning pit bulls/ am. staff's. from the city
138	Vehicle license plates to generate funds for spay/neuter, animal care facilities, and public education

16. Please provide any additional comments or suggestions in the space below.	
139	The California City Shelter needs many improvements. Additional staff to man the phones would be a start. Disinfection and an improved waste disposal system would help. And staff who would actually take the time to call owners whose pets sport the appropriate identification would reduce the time beloved pets would have to lie in their own filth without water.
140	People who lose a pet, or are interested in adopting, must be allowed to view ALL animals. Even if a pet is not available yet, let the public at least see them. You can start a waiting list for animals that aren't yet cleared for adoption. The people who manage the shelter don't know much about animals, and don't seem to care either!
141	Staff is rude and poorly trained
142	I think that the added Pet Harbor program to view lost or adoptable animals on the internet in real time is a great asset.
143	Kern County Animal Services are a disgrace. Not only must more money be devoted to the care of animals, the current staff and management should be replaced with people who actually care about the welfare of animals. As a long-time resident of L.A. County, I can tell you with assurance that any animal services manager within the county whose department had been as poorly run as Kern County's would be out a job in a week. Lessons in running a humane and efficient animal control and shelter program should be taken from the Pasadena Humane Society, which is absolutely first rate.
144	It would be nice if animal control would do something for people with a service dog that has been attacked.
145	It does not appear that the pound does not go after animal cruelty issues, we need the sheriffs.
146	I know that it takes a lot of people getting involved to make a change, it is the responsibility of the dog owners also to spay and neuter their animals obviously or there wouldnt be so many unwanted animals. However there has to be some other way to go about fixing the problem. The animal control officers give or take 2 or 3 are all very unhelpful and act like it is an inconvenience for them to come out when you call and most of the time they do not come out. I believe there is favoritism towards some breeders in town that are mistreating their dogs and have over 125 of them and most of them are not healthy. Yet the animal control officers do nothing to fix the problem but they will pick on people that have 4 dogs or that their dog is barking, minor things. I think they should concentrate on helping the animals and saving them from cruel situations. Some dogs are being really really mistreated and they do nothing about it. It is frustrating trying to get involved and help when they act like they dont want your help. The people in this community need to get involved however if you are like me and have tried to get involved and help only to get treated like crap then you eventually get fed up. If the people that work at the pound dont like their jobs then they need to let people who really love animals get in there and work and you would see a huge change in things. Thank you!
147	I feel that the animal shelter provides a service to Kern county that is needed. The people of Kern County need to learn to take care of their animals - licence them, sterilize them, take them to the vet when they are sick - be responsible - and teach the children to be responsible.
148	I feel that you need to provide information on your website as to where one may license a dog.
149	I support the drive to remove Animal Control from Environmental Health and put AC directly under the Board of Supervisors. Also, have a leader that believes in the welfare of animals. Education should not be the only requirement to fill a leadership job in Animal Control. You need someone who has intrinsic values, who likes and cares for animals. Supervisor Maben has done a wonderful job in addressing the welfare of animals, especially dogs. This is something that the leader at AC should be doing, instead an elected official had to take the initiative. Thank God for Supervisor Maben.
150	Shelter director and a few employees should be fired immediately. Quite a few of the ACOs and shelter staff are good people. Management is the main problem. Animal control does not belong under Environmental Health Svcs.
151	I understand that a lot of money is spent on Vet services. Maybe they should have an onsite Vet and the animals could have better and quicker care and possibly cheaper.
152	From my experience, a workshop on compassion issues would be ideal for the animal handling staff.
153	Our licensing program is unsupported by community due to how funds allocated to general fund "fixing potholes" in road
154	i very much appreciate the opportunity to have my dogs vaccinated and licensed at the parks the staff were very helpful, it was a pleasurable experience thank you
155	provide law enforcement powers to have your staff take missing pet reports seriously..who can the public turn to for help...the sheriffs dept won't take a report, your dept won't help. you want my money to keep my dog licensed yet if he is missing you turn your back on me..why not give me the same protection of my property as if it was a stolen, missing vehicle? get the media involved..have them show pictures of missing pets on the local news...it would also help if your dept would have a pet show one day a week to show adoptable pets, pets needing new homes and missing or lost pets. this has been done successfully in other cities. this small act would recycle pets rather than having them dumped in the countryside. it would also help those people supporting your dept by paying licensing fees with help in getting their pets back....please help
156	Area behind the green gate needs to be kept cleaner. Overall improvements have been made.
157	I am not the least bit interested in WHO provides animal control services; the SPCA, the City or the County. But, as a consumer and taxpayer, I am tired of the turf wars that have caused a serious degradation in the quality of these services, to myself, but most importantly to the animals. I don't care how you fix it, just that you do! I have a CPA and an MBA and am an top level business executive. Quite frankly, if you worked for me, you would all be fired for incompetency for the gross amount of time and money that has been wasted on dealing with this issue!! By all means - bring on the consultants.... Afterall, the people already being paid to solve the problem can't fix it - so let's throw away some more money!!!

16. Please provide any additional comments or suggestions in the space below.	
158	spay and neutering is the answer to the animal control population maybe a law should be passed that you have to have your animal spayed or neutered or pay a fine for not doing it or an additional tax for wanting to breed your animal
159	I FEEL WE ALREADY PAY ENOUGH, JUST NOT GETTING OUR MONEYS WORTH
160	The County 1) needs to work with local animal welfare/adoption groups, 2) aggressively educate the public on spay/neuter, 3) better match up pets with prospective owners - not only temperament test the animals, but temperament test the prospect adopter, 4) go after "back-yard" breeders (not sure how this would work, but it's work discussing).
161	As stated above, I believe there are things to be done to slow down the number of unwanted pets. i.e.available low spay/neuter clinics. Also, more education to schools and public to keep population down. It seems we just use money to destroy rather than prevent.
162	3 different visits within 1 week and everytime I was treated rudely my 3 children left the last time hysterical because of their lack of compassion and inconsiderateness
163	The Animal Services Department would operate more efficiently and effectively if they were separated from Environmental Health and allowed to operate as a separate entity
164	Services need to provide free spay and neutering to manage our animal population
165	Only people who love and enjoy animals should work at Kern County Animal Control, Other than the volunteer staff, the others do not seem to really care about animals
166	I am still looking for my dogs and out of ideas on how to find them? I am willing to support those items to take care of animals and try to help find them homes.
167	In my most recent interactions (past 6 months) with animal control at the mojave shelter & in my home town, I have had positive experiences and found the staff to be much more friendly & helpful in dealing with and asking questions than any experiences I had prior. Previously staff was rude & unhelpful. I have requested important information in that past regarding accusations about my animals attacking another and never received the requested report & also was never able to contact the reporting officer. It seems that there has been improvement since than which I hope will continue.
168	The people in charge of animal control MUST have some compassion, concern and KNOWLEDGE about animals!!!!!!!!!!!!!!!!!!!!
169	I'd like to see the fees for the license go down cus its quite a bit or get a discount of some sort for multiple dogs thank u
170	Additional help needed in responding to complaints. Some complaints are never resolved, TOO many loose dogs running in neighborhoods.
171	Barking dogs need to be controlled in Frazier Park
172	All residents regardless of whether they have pets or not should share a bit of the cost of spay/neuter, education, adoption and so forth. The same way that those of us who do not have children pay for public schools through our taxes. Everyone would benefit from it.
173	Dead animals on the roads should be picked up sooner. CHP should notify.