



Fairfield County Dog Adoption Center & Shelter
1715 Granville Pike
Lancaster, Ohio 43130
740-652-7180 Fax: 740-681-7457
Dog Warden: Todd McCullough
dshelter@co.fairfield.oh.us



Press Release for Immediate Release: March 17, 2016

**Fairfield County Dog Adoption Center and Shelter is committed
to raise the bar on Customer Service for Fairfield County**

A core value of the Fairfield County Board of Commissioners and the Fairfield County Dog Adoption Center and Shelter is that of providing exemplary customer service. The Fairfield County Dog Adoption Center and Shelter is committed to that value and has recently began an initiative that reflects their dedication to this ideal.

While made up of several projects, the Adoption Center's customer service initiative has three primary goals; to improve accessibility, responsiveness, and the overall value of service to all residents of Fairfield County. One project in particular that has the FCDACS team excited involves receiving direct input from county residents. The task is focused on the hours of operation and overall accessibility of the Adoption Center and Shelter. "We have long believed that a change is needed when it comes to our hours of operation, and ultimately our overall availability" explained Dog Warden and Shelter Director Todd McCullough. Customers and advocates of the Adoption Center and Shelter have suggested that better placed hours of operation would result in more dogs finding homes. Operations Coordinator, Kathleen Uhl said, "We are always trying to provide the best service and in any way that we can, but that doesn't do us as an organization or the community any good if we are not doing so at convenient times for those receiving the service." The Adoption Center and Shelter is utilizing web-based survey technology in order to identify those convenient times. "The survey consists of 11 quick questions that will help tremendously in determining how to improve our hours of operation" said Uhl.

Some of the other projects currently taking place at FCDACS are designed as internships through a connection with Ohio University Lancaster. Among those internships are a full customer service evaluation project, and a project geared towards shelter animal behavior. Both internships are being funded through a grant recently awarded to the Lancaster Campus. "With this three-year Career Ready Internship grant, Ohio University-Lancaster can provide training for students in developing specific skill sets and customizing project plan templates that organizations can use to place students into project-based internships that will also include measurable returns for the partner organization," said Brian Hoyt, Professor of Management.

The projects and other changes that have taken place at the Dog Adoption Center and Shelter are steps in the right direction according to McCullough. "Although we have been receiving many wonderful compliments about the progress we have made, we are not going to become complacent. We are always going to be looking for ways to improve and we are always listening for suggestions and new ideas" he explained. "We work for the citizens of Fairfield County and it is our duty to continue to find ways to better meet their needs" he concluded.

The Dog Adoption Center and Shelter wants as many residents in Fairfield County as possible to take the survey in order to get a clear picture of what the public needs in regards to accessibility. In order to take the survey you may find the link on the Fairfield County Dog Adoption Center and Shelter Facebook Page of the same name, or on their Twitter which is @fairfieldcods. If unable to access the survey via the internet, the Adoption Center and Shelter urges you to call 740-687-DOGS (3647) to add your input via telephone.