EXHIBIT 3
DATE ~~Jan~~ Feb. 3, 2005
HB 2; Dept. of Justice

State of Montana
Forensic Science Division

ANNUAL LABORATORY SURVEY

In an effort to continue to provide the highest quality service to the agencies we serve, we are asking for your input in the form of the survey below. Feel free to forward copies of this form to all personnel in your agency who may use our services or work most closely with the laboratory.

Check applicable unit(s)—please fill out separate forms when the level of service received was not the same for all units:

O Toxicology
O Blood alcohol
O Breath alcohol program
O Chemistry (circle): Drugs Arson Paint GSR
O Serology/DNA
O Identification: latent fingerprints/palm prints
O Identification: footwear, tire tracks.
O Firearms/ Toolmarks
O Trace (circle): Hairs Fibers Glass Other
O Crime Scene Assistance

68 responded to Feb 26, 2004

	Exceeds Expectations	Meets Expectations	Below (explain below) Expectations
Service at front/evidence window:	28	17	0
Friendliness/responsiveness of staff:	41	21	0
Service when calling into laboratory:	35	28	2
Timeliness in returning calls:	29	31	2
Turn around time of examinations:	9	27	22
Clarity of reporting:	28	27	3
Availability of lab personnel for court, etc:	15	28	0
Breadth of services offered by the lab:	22	34	0
Professionalism of staff:	44	18	1
Overall lab experiences:	31	30	2

Please describe any additional comments (e.g. any good or bad experiences you have had with the lab and/or its staff: any suggestions for further services you would like to see the laboratory provide, etc.). _____

Submitted by (if a response is desired, please include phone/e-mail):

Agency Name: _____ Contact: _____ Phone/e-mail: _____

Please return this form to the laboratory via e-mail or regular mail to: Bill Unger, Division Administrator, Forensic Science Division, 2679 Palmer Street, Missoula MT 59808 (bunger@mt.gov). Feel free to call us with any concerns or questions at (406) 728-4970. Thank you very much for taking the time to help us improve our services to you.