

MONO COUNTY SHERIFF'S DEPARTMENT CITIZEN SURVEY

We are very interested in your personal opinion of the quality of the service provided to you. For that reason, we would appreciate your response to the survey questions listed below:

1. What was the nature of contact with our department? Check all that apply.
 - a. Initial Contact: Telephone In Person Other Describe: _____
 - b. Type of Contact: Emergency Non-Emergency
 - c. Nature of Contact: Criminal Matter Civil Matter Traffic Information Other Describe: _____
 - d. Person Calling: Crime Victim Reporting Party Witness Concerned Citizen

2. If your contact was by phone, what was your impression of how staff handled your call?
Dissatisfied 1 2 3 4 5 Very Satisfied

3. Was the communications employee knowledgeable? Yes No
Explain: _____

4. If a Deputy called you or came to your home, did the Deputy perform his/her duties in a professional manner? Yes No

5. On a scale of 1 – 5 how would you rate the Deputy's professionalism and concern?
Unprofessional/Unconcerned 1 2 3 4 5 Professional/Concerned

- Comments: _____

6. Did the Deputy resolve your complaint the best he/she could at the time?
Yes No

7. If you answered no to #6, do you feel that the Deputy did all that he/she could do?
Yes No
Comments: _____

8. On a scale of 1 – 5, how would you rate your confidence in the Mono County Sheriff's Department?
No confidence 1 2 3 4 5 Complete Confidence

9. Do you feel safe in your community? Yes No

10. Please rank your concerns in the order of importance to you: 1 being the most important and 9 being the least important.

_____	Gangs/Vandalism/Graffiti	_____	Theft/Burglary
_____	Fraud/Identity Theft	_____	Traffic/Abandoned Vehicles
_____	Environmental	_____	Parolees/Regist. Sex Offenders
_____	Drugs	_____	Other
_____	Crimes against Children/Domestic Violence		

Please explain: _____

11. How could the Mono County Sheriff's Department improve its performance?

Additional Comments:

Optional Information

Name: _____ Contact Requested – Yes No

Address: _____

Phone Number: _____

Your information will be used to assess the Mono County Sheriff's Department and help determine how we may improve service to the citizens and visitors of Mono County. Your participation is appreciated.

Sincerely,

RICHARD C. SCHOLL
Sheriff-Coroner
County of Mono
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