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

10). Do you feel safe in your community? Yes □ No □

11). 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: ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

12). How could the Mono County Sheriff’s Office 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 Office and help determine how we may improve service to the citizens and visitors of Mono County. Your participation is appreciated.

Sincerely,
Ingrid Braun
Sheriff-Coroner
County of Mono
PO Box 616
Bridgeport, Ca. 93517