

MONO COUNTY
SHERIFF
A Commitment to Community Safety and Service



Ingrid Braun
Sheriff-Coroner

MONO COUNTY SHERIFF'S OFFICE

Phillip West
Undersheriff

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
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