

# ALLEGAN COUNTY SHERIFF'S OFFICE

## Citizen Satisfaction Survey Results

- 2007 -

<b>SUMMARY</b>	<i>126 surveys sent / 41 returned</i>	<i>33% return</i>
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**Question 1:** *Length of time for deputy to arrive?*

<b>1-5 min.</b>	<b>6-15 min.</b>	<b>16-25 min.</b>	<b>26-35 min.</b>	<b>36 or more</b>	<b>N/A</b>	<b>No answer</b>
<i>.2%</i>	<i>20%</i>	<i>28%</i>	<i>10%</i>	<i>23%</i>	<i>10%</i>	<i>8%</i>

**Question 2:** *Number of times services requested in last five years?*

<b>1 time</b>	<b>2-4 times</b>	<b>5-9 times</b>	<b>10 or more times</b>	<b>No answer</b>
<i>34%</i>	<i>54%</i>	<i>5%</i>	<i>5%</i>	<i>.2%</i>

**Question 3:** *How were you involved in this incident?*

<b>Victim</b>	<b>Witness to Crime</b>	<b>Reported Accident</b>	<b>Witness to Accident</b>	<b>Reported Non-Crime</b>	<b>Other</b>	<b>No Answer</b>
<i>38%</i>	<i>.3%</i>	<i>11%</i>	<i>0</i>	<i>11%</i>	<i>38%</i>	<i>0</i>

**Question 4:** *What type of contact did you have with agency personnel?*

<b>Personal with Uniformed Officer</b>	<b>Walk-in At Agency</b>	<b>Personal with Detective</b>	<b>Telephone</b>	<b>No Answer</b>
<i>73%</i>	<i>.2%</i>	<i>.2%</i>	<i>20%</i>	<i>.2%</i>

**Question 5:** *Rate the professionalism of personnel that assisted you*  
(1 least satisfactory - 5 most satisfactory)

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>No Answer</b>
<i>8%</i>	<i>0%</i>	<i>.3%</i>	<i>13%</i>	<i>74%</i>	<i>.3%</i>

**Question 6: Rate the courtesy of personnel that assisted you**  
*(1 least satisfactory - 5 most satisfactory)*

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>No Answer</b>
5%	0	0	15%	78%	2%

**Question 7: Did staff member explain the process?**  
*(1 least satisfactory - 5 most satisfactory)*

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>No Answer</b>
2%	2%	2%	2%	88%	2%

**Question 8: Did personnel assisting have sufficient level of knowledge regarding the subject?**  
*(1 least satisfactory - 5 most satisfactory)*

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>No Answer</b>
2%	2%	5%	5%	80%	5%

**Question 9: Were you satisfied with timeliness of the entire event?**  
*(1 least satisfactory - 5 most satisfactory)*

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>No Answer</b>
10%	2%	0	15%	71%	2%

**Question 10: Was there adequate follow-up?**  
*(1 least satisfactory - 5 most satisfactory)*

<b>Yes</b>	<b>No</b>	<b>Not Applicable</b>	<b>No Answer</b>
37%	12%	39%	12%

**Question 11: Following this, contact do you feel?**  
*(1 least satisfactory - 5 most satisfactory)*

<b>Less safe</b>	<b>As Safe as Before</b>	<b>More Safe</b>	<b>No answer</b>
5%	65%	23%	8%