

ALLEGAN COUNTY SHERIFF'S OFFICE

Citizen Satisfaction SUMMARY Survey Results

- 2008 -

Total Surveys	162 surveys sent/ 47 returned, 9 undlv.
Response Rate	29%

Question 1: *Length of time for deputy to arrive?*

1-5 min.	6-15 min.	16-25 min.	26-35 min.	36 or more	N/A	No answer
5	17	6	10	3	5	1
11%	36%	13%	21%	6%	11%	2%

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

1 time	2-4 times	5-9 times	10 or more times	No answer
28	16		2	1
60%	34%		4%	2%

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

Victim of a Crime	Witness to Crime	Reported Accident	Witness to Accident	Reported Non-Crime	Other	No Answer
17	3	15	0	3	9	0
36%	6%	32%		6%	19%	

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

Personal with Uniformed Officer	Walk-in At Agency	Personal with Detective	Telephone	No Answer
38	0	2	5	2
81%		4%	11%	4%

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

1	2	3	4	5	No Answer
4	1	3	5	34	0
9%	2%	6%	11%	72%	

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

1	2	3	4	5	No Answer
3	1	4	3	34	2
6%	2%	9%	6%	72%	4%

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

1	2	3	4	5	No Answer
3	1	4	6	30	3
6%	2%	9%	13%	64%	6%

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

1	2	3	4	5	No Answer
4	0	4	5	31	3
9%		9%	11%	66%	6%

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

1	2	3	4	5	No Answer
6	3	3	2	32	1
13%	6%	6%	4%	68%	2%

Question 10: Was there adequate follow-up?

Yes	No	Not Applicable	No Answer
12	11	23	1
26%	23%	49%	2%

Question 11: Following this, contact do you feel?

Less safe	As Safe as Before	More Safe	No answer
7	24	11	5
15%	51%	23%	11%