

ALLEGAN COUNTY SHERIFF'S OFFICE

Citizen Satisfaction Survey Results

- 2009 -

Summary

131 surveys sent/ 36 returned, 4 undlv.

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
	12	7	4	5	8	

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
14	15	5	1	1

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
21		3		6	5	1

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
32			2	2

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

1	2	3	4	5	No Answer
3	2	3	7	21	

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

1	2	3	4	5	No Answer
2	3	3	5	23	

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

1	2	3	4	5	No Answer
2	1	2	3	24	4

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
3	2	4	2	24	1

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

1	2	3	4	5	No Answer
3	2	2	6	23	

Question 10: *Was there adequate follow-up?*

Yes	No	Not Applicable	No Answer
12	7	15	2

Question 11: *Following this, contact do you feel?*

Less safe	As Safe as Before	More Safe	No answer
6	22	6	2