

# **EL DORADO COUNTY SHERIFF'S OFFICE**



# **COMMUNITY SURVEY**

**DECEMBER 2013**

## TABLE OF CONTENTS

<b>SUMMARY SECTION</b> .....	3
Background.....	4
Survey Instrument .....	4
Methodology .....	4
Results and Analysis .....	5
Summary of Results and Analysis.....	6
Conclusion and Recommendations .....	7
Survey Instruction Form .....	8
Survey .....	9
<b>RESULTS SECTION</b> .....	10
Breakdown by District .....	20
District 1.....	21
District 2.....	32
District 3.....	43
District 4.....	54
District 5.....	65

# SUMMARY SECTION

## **BACKGROUND**

In September of 2013, it was decided that 125 Community Survey questionnaires would be taken into the community by the Sheriff's Team of Active Retirees (STARS). The surveys would be broken into groups by Supervisor districts. The STARS would then attempt face-to-face contact with each reporting party for the Calls for Service. If the STARS were not able to make contact face-to-face they were to contact the person by telephone to gather the information for the questionnaire.

## **SURVEY INSTRUMENT**

The survey consisted of 11 questions. The first 10 were directly related to the persons perception of how well they felt the service they received rated. Two questions asked for specific comments as to how we could serve them better or do anything different. The last question related to demographics.

## **METHODOLOGY**

It was decided that calls for service for the month of August 2013 would be used. The intent was to eliminate any calls for service that were sensitive in nature such as: rape, child abuse, suicide, homicide, domestic violence, etc. Further elimination was made if the call had any potential to put the STARS in harms way of violence. For example, known probationer, parolee, etc.

Attention was also paid to choosing those calls for service that would generate the most contact between the reporting party and a deputy or Sheriff's Office personnel. The Call for service narrative and case narrative were included with the survey for the STARS.

At the beginning of the process 25 calls for service were identified in each of the 5 Supervisor districts, for a total of 125 questionnaires. From the 125 the STARS were able to make contact with 88 people regarding the survey. From the 88 people the STARS made contact with; 29 completed the survey in a face-to-face contact, 49 completed it with a STAR over the phone, 4 refused to take the survey, 2 said they felt the survey didn't apply to their call for service, and 4 said they were too busy to take the time to complete it. This yields a completion rate of 70% contacted. With the exception of district 5, all other districts showed a better completion rate when completed over the phone. Since this was the first year collecting surveys there were no past years to compare this to, however it compared closely to the agency that the survey was modeled after.

## **RESULTS AND ANALYSIS**

The survey asked ten questions related to the quality of the experience citizens had with deputies during a recent call for service. One questions was related to demographics. The ten questions were as follows:

1. Do you consider the call for service that you placed to be an emergency or non-emergency?
2. Based on the nature / seriousness of the call you placed, do you consider the time it took for the deputy (s) to arrive to be timely, average, or too slow?
3. Did the deputy (s) seem interested in what you told him/her?
4. Did the deputy (s) offer any advice on how to avoid, or what to do about, future problems of the kind you reported?
5. Did the deputy (s) leave you with the feeling that something would be done about what you reported?
6. Rate the deputy (s) on the following criteria on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding):  
Competence    Courteous    Knowledgeable    Trustworthy    Responsive    Concern for your needs
7. Based on your belief of what law enforcement's role and mission is, how well did the deputy (s) fulfill your expectations on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)?
8. In what way, if any, could the deputy's visit have been more satisfying to you?
9. Is there anything else you would like to tell us about your meeting with the deputy (s)?
10. Based on the service you received, what is your overall impression of the El Dorado County Sheriff's Office?

The graphs with the totals for the questions for the entire county and by district are in the Results Section for review. Summarized versions of comments are also listed.

## **SUMMARY OF RESULTS AND ANALYSIS**

Overall the results of the survey were positive. When asked the question, "Based on the service that you received, what is your overall impression of the El Dorado County Sheriff's Office", 76% of the respondents answered "Very Positive". In looking at how well the respondents believe we are fulfilling their perceived mission of us, 84% indicated deputies fulfilled the mission of law enforcement at either above average or outstanding level.

Collectively, 83% of the respondents believe the deputies were either very interested or somewhat interested in their concerns. It was clear that on several of the telephone taken surveys that the STAR check "Very disinterested" on the form when all other instances were checked positive, or very positive. In cases where it was clearly obvious the response was incorrectly checked, it was changed to "very interested" during the data compilation. It should be noted that in future surveys this should be addressed and the question reworded.

Regarding whether or not the respondents felt that the deputy left them feeling that something would be done about what they reported, 66% replied "yes". In addition, 63% of the respondents replied "yes" to the deputy providing advice on what to do about future problems of the kind they had reported.

Finally, 91% of the respondents felt that the deputies arrival was either average, or timely.

The survey results show that the vast majority of respondents have an overall positive impression of the deputies in the community.

## **BREAKDOWN BY DISTRICT**

These can be found in the results section.

## **CONCLUSIONS AND RECOMMENDATIONS**

The 2013 Community Survey was the first of its kind for the Sheriff's Office, so without having past years to compare with, it appears the overall ratings were **positive** and should be an indicator of the perception the public has of the Sherriff's Office.

The face-to-face information gathering by the STARS proved to be a bit challenging as most reporting parties where not at home during the daytime visits, therefore unable to complete the questionnaire on their own. However, it was determined early on that a STAR visit would be better perceived than an unexpected visit from a deputy. Since the STARS did not attempt to make a face-to-face contact in the evenings, it was decided that if necessary they were to attempt to make contact over the phone in the evenings.

Phone contact did prove to be successful, however in some instances It would appear that the perception of the reporting party may have been somewhat skewed if it was filled out for them. Several times it was noted, that although the person gave excellent responses to all questions, "very Disinterested" was checked for Question 3. For the purpose of response collection, it was concluded that the STAR mistakenly marked this and was changed to "Very Interested" for data collection. It is recommended that the wording or order of this particular question be changed for future years surveys.

Due to the nature of the difficulties gaining responses, if a face-to-face contact could not be made, it is recommended that if a phone call has to be made an email address be captured . A survey could then be sent allowing the reporting party to fill it out on their own. This could be done in a PDF form or a link to an online survey. It is then recommended that a return phone call could be made to either thank or check on the progress with the person.



## **2013 CITIZEN SURVEY INSTRUCTION FORM**

### **(Instructions for Sheriff's Office Personnel)**

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The 2013 Citizen Survey is being conducted by making direct contact with those that placed a call for service during the Month of **August 2013**. The survey is based on a random sampling of calls for service, several call types were screened out if they were deemed inappropriate for this survey. If a report was taken, a face sheet of that report will be attached.

Based on the way data is captured, it is not always possible to determine in all instances if the reporting party (RP) was actually contacted by a deputy at the time he/she placed the call. Therefore it is understood that some of the survey forms cannot be completed due to the fact that there was no RP contact. They only way to establish this information is to make contact with the RP and find out.

Those calls for service that deemed a survey response are printed out with the survey attached. The surveys to be completed are broken down by Supervisory District.

#### **Instructions for completing the survey:**

- Attempt to make face-to-face contact with each RP listed on the survey. Explain the purpose of the survey is to help measure performance and improve our quality of service.
- It is preferable that the RP complete the survey while you wait a distance away so as not to influence the information provided. In the alternative, you can fill out the information for the RP if that is preferable.
- As a last resort, conduct the survey over the telephone.
- If the RP never had contact with a deputy regarding the call that they placed, write "NC" on the survey form.
- If you were unable to make contact with the RP, write "UTC" on the survey form.
- Return all forms to: Christina Novello, Crime Analysis. Please call or email Christina Novello if you have any questions at (530)642-4702 or [novelloc@edso.org](mailto:novelloc@edso.org).





2013 EL DORADO COUNTY SHERIFF'S OFFICE

CITIZEN SURVEY

Instructions: This survey addresses a call for service you placed with the Sheriff's Office last month. Please read each question carefully and check the appropriate box that best describes your experience.

1. Do you consider the call for service that you placed to be an emergency or non-emergency? \_\_\_\_\_

2. Based on the nature / seriousness of the call you placed, do you consider the time it took for the deputy (s) to arrive to be timely, average, or too slow? \_\_\_\_\_

3. Did the deputy (s) seem interested in what you told him/her?  
Very disinterested    Somewhat disinterested    Couldn't tell    Somewhat interested    Very interested

4. Did the deputy (s) offer any advice on how to avoid, or what to do about, future problems of the kind you reported?  
Yes    No    Not Applicable

5. Did the deputy (s) leave you with the feeling that something would be done about what you reported?  
Yes    No    Not Applicable

6. Rate the deputy (s) on the following criteria on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding):

Competence \_\_\_\_\_      Knowledge \_\_\_\_\_      Responsive \_\_\_\_\_  
Courteous \_\_\_\_\_      Trustworthy \_\_\_\_\_      Concern for your needs \_\_\_\_\_

7. Based on your belief of what law enforcement's role and mission is, how well did the deputy (s) fulfill your expectations on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)? \_\_\_\_\_

Comments: \_\_\_\_\_

8. In what way, if any, could the deputy's visit have been more satisfying to you? (Attach an extra sheet if necessary)  
\_\_\_\_\_  
\_\_\_\_\_

9. Is there anything else you would like to tell us about your meeting with the deputy (s)? (Attach an extra sheet if necessary)  
\_\_\_\_\_  
\_\_\_\_\_

10. Based on the service you received, what is your overall impression of the El Dorado County Sheriff's Office?

Very positive    Somewhat positive    Somewhat negative    Very negative

11. Demographic information (check one): Sex: Male    Female    Age: 18-24    25-34    35-44    45-54    55+

Race :    White    Hispanic    Black    Asian    Other \_\_\_\_\_    Zip code: \_\_\_\_\_

Please complete the following information only if you would like a representative of the El Dorado County Sheriff's Office to discuss this questionnaire with you.

Name: \_\_\_\_\_

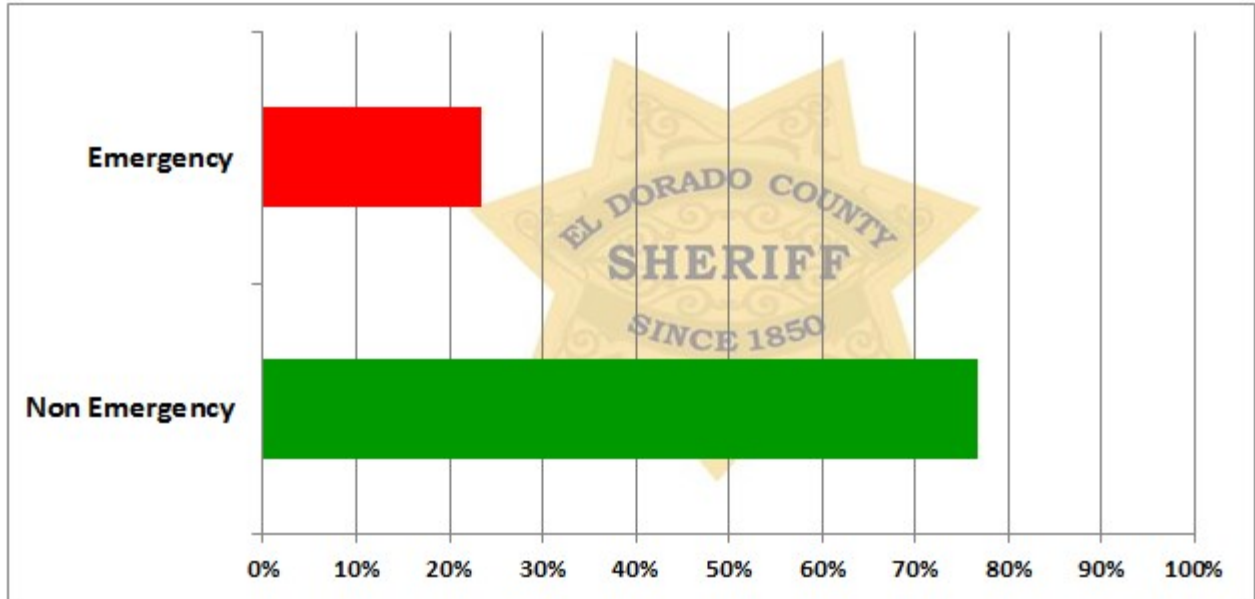
Address: \_\_\_\_\_

City: \_\_\_\_\_

Phone: \_\_\_\_\_

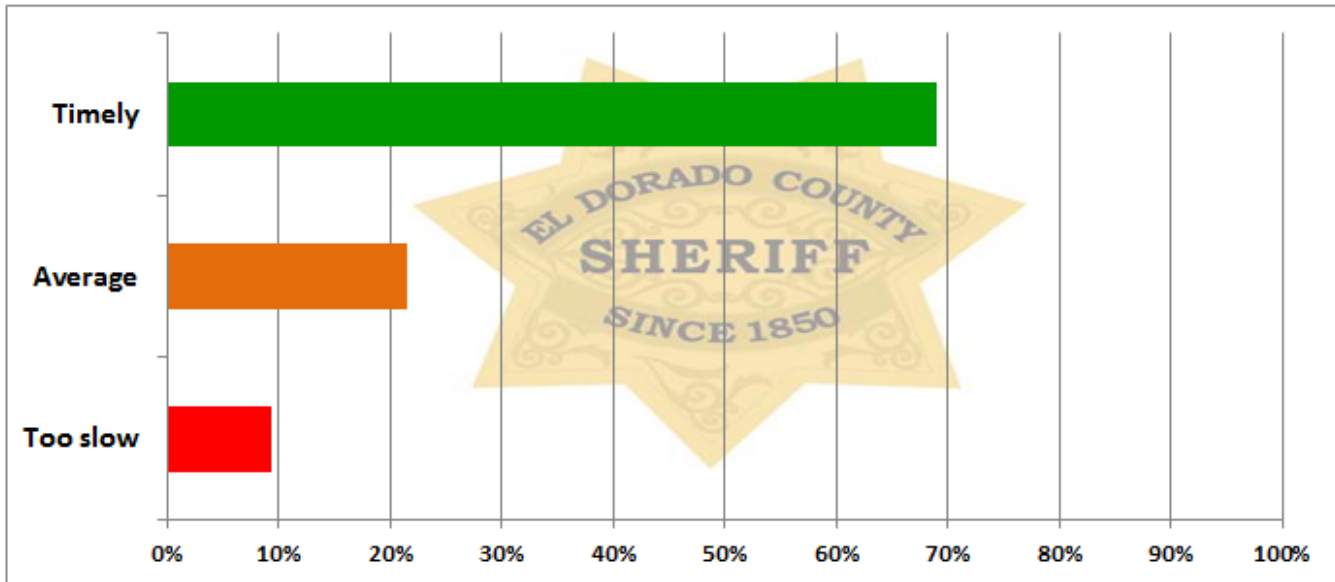
# RESULTS SECTION

**Do you consider the call for service that you placed to be an emergency or non-emergency?**



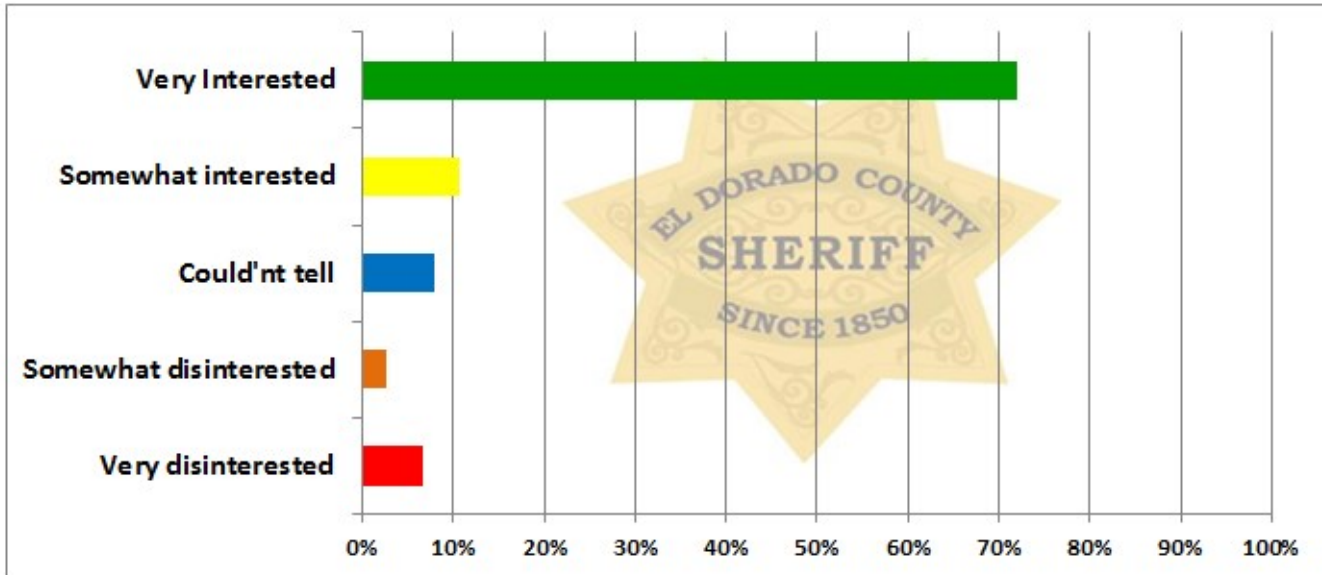
Answer Choices	# Responses	%
Non Emergency	59	77%
Emergency	18	23%
<b>Total</b>	<b>77</b>	<b>100%</b>

**Based on the nature/seriousness of the call you placed, do you consider the time it took for the deputy(s) to arrive to be timely, average, or too slow?**



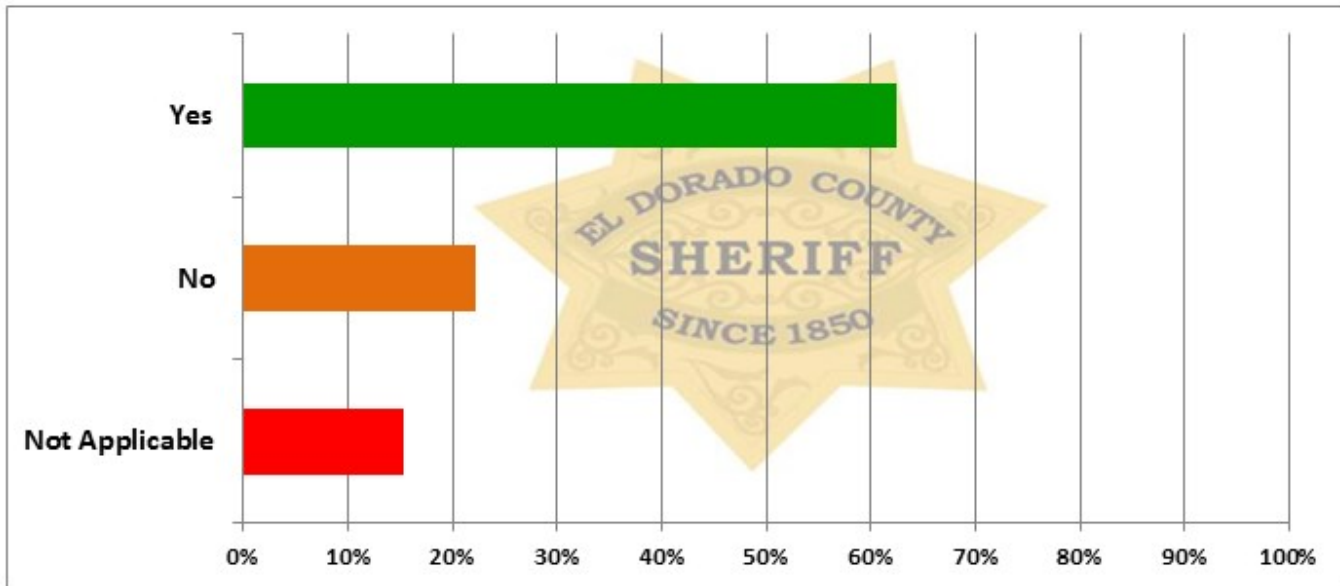
Answer Choices	# Responses	%
Too slow	7	9%
Average	16	22%
Timely	51	69%
<b>Total</b>	<b>74</b>	<b>100%</b>

**Did the deputy(s) seem interested in what you told him/her?**



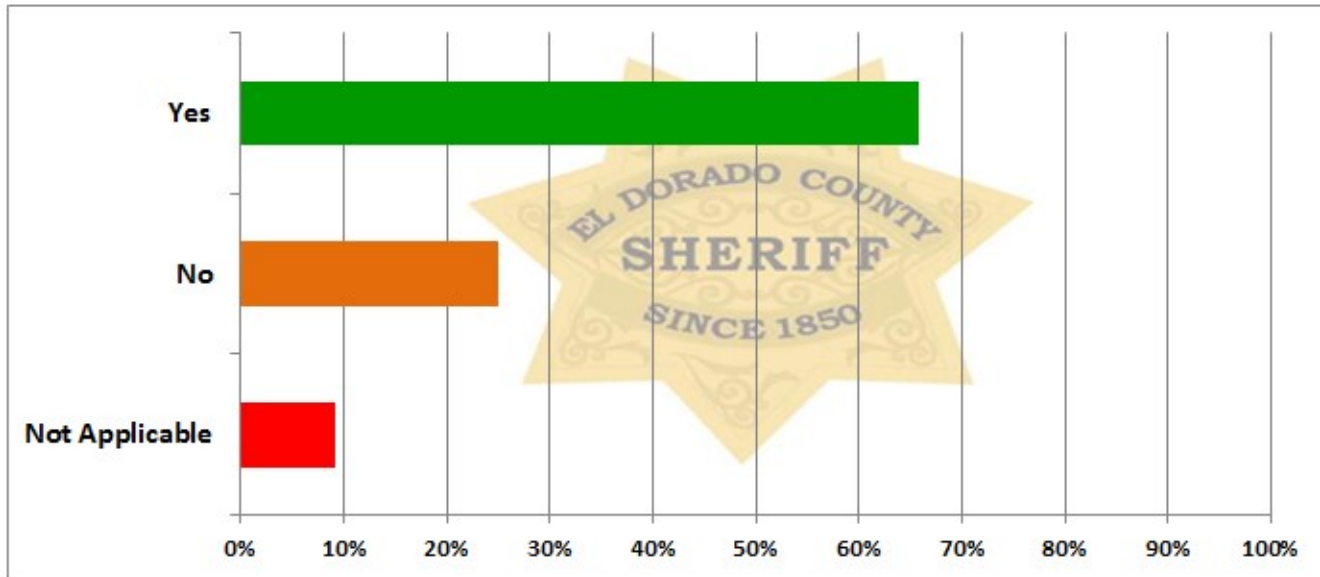
<u>Answer Choices</u>	<u># Responses</u>	<u>%</u>
Very disinterested	5	7%
Somewhat disinterested	2	3%
Could't tell	6	8%
Somewhat interested	8	11%
Very Interested	54	72%
<b>Total</b>	<b>75</b>	<b>100%</b>

**Did the deputy(s) offer any advice on how to avoid, or what to do about, future problems of the kind you reported?**



Answer Choices	# Responses	%
Not Applicable	11	15%
No	16	22%
Yes	45	63%
<b>Total</b>	<b>72</b>	<b>100%</b>

**Did the deputy(s) leave you with the feeling that something would be done about what you reported?**



<u>Answer Choices</u>	<u># Responses</u>	<u>%</u>
Not Applicable	7	9%
No	19	25%
Yes	50	66%
<b>Total</b>	<b>76</b>	<b>100%</b>

**Rate the Deputy(s) on the following criteria on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

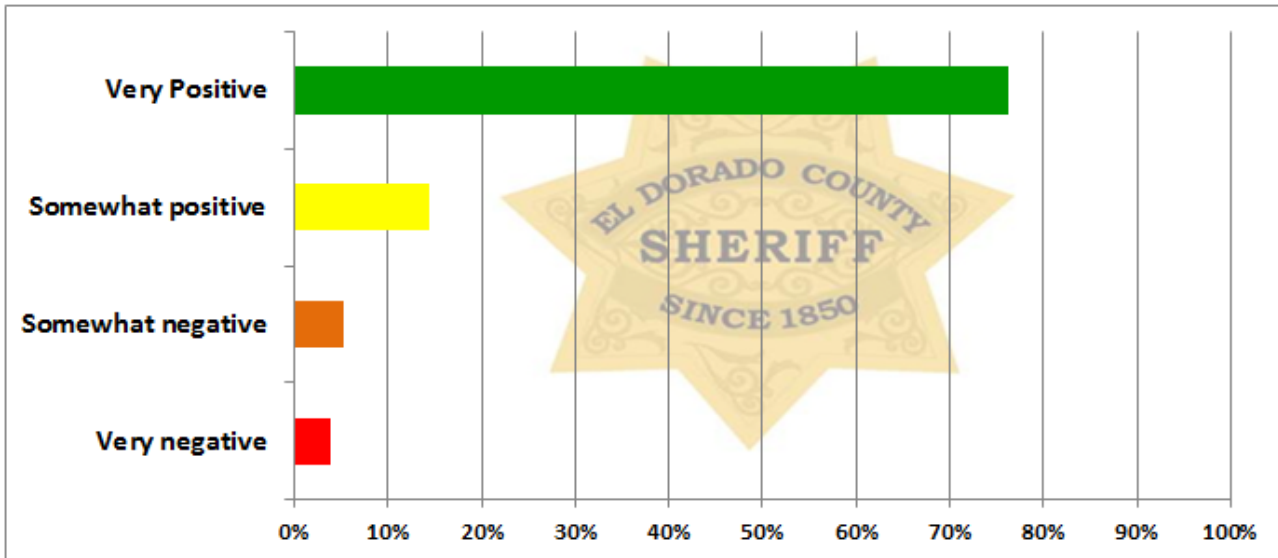
	1	2	3	4	5	6	7	8	9	10	Total Respondents
Competence	1%	1%	0%	4%	7%	1%	4%	13%	15%	52%	71
	1	1	0	3	5	1	3	9	11	37	
Courteous	1%	0%	0%	1%	4%	3%	3%	8%	10%	69%	72
	1	0	0	1	3	2	2	6	7	50	
Knowledge	1%	3%	0%	3%	4%	0%	1%	14%	14%	58%	69
	1	2	0	2	3	0	1	10	10	40	
Trustworthy	2%	2%	0%	2%	2%	0%	5%	5%	10%	75%	63
	1	1	0	1	1	0	3	3	6	47	
Responsive	2%	2%	0%	2%	6%	2%	6%	12%	14%	56%	66
	1	1	0	1	4	1	4	8	9	37	
Concern for your needs	3%	3%	0%	3%	4%	3%	3%	8%	13%	61%	71
	2	2	0	2	3	2	2	6	9	43	

**Based on your belief of what law enforcement's role and mission is, how well did the deputy(s) fulfill your expectation on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

RATING	1	2	3	4	5	6	7	8	9	10	Total Respondents
Answer Responses	3%	3%	1%	1%	8%	0%	7%	3%	14%	60%	72
	2	2	1	1	6	0	5	2	10	43	

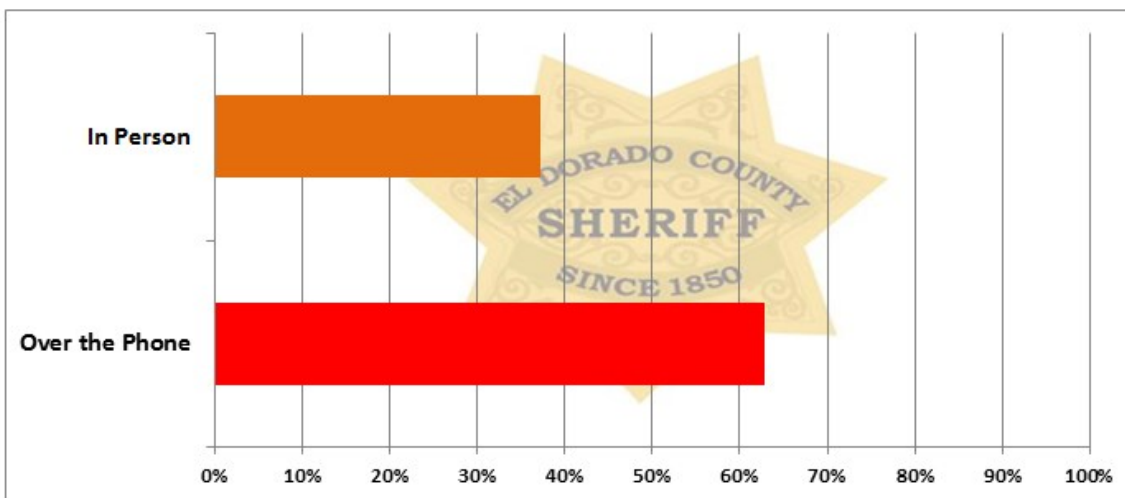


**Based on the service that you received, what is your overall impression of the El Dorado County Sheriff's Office?**



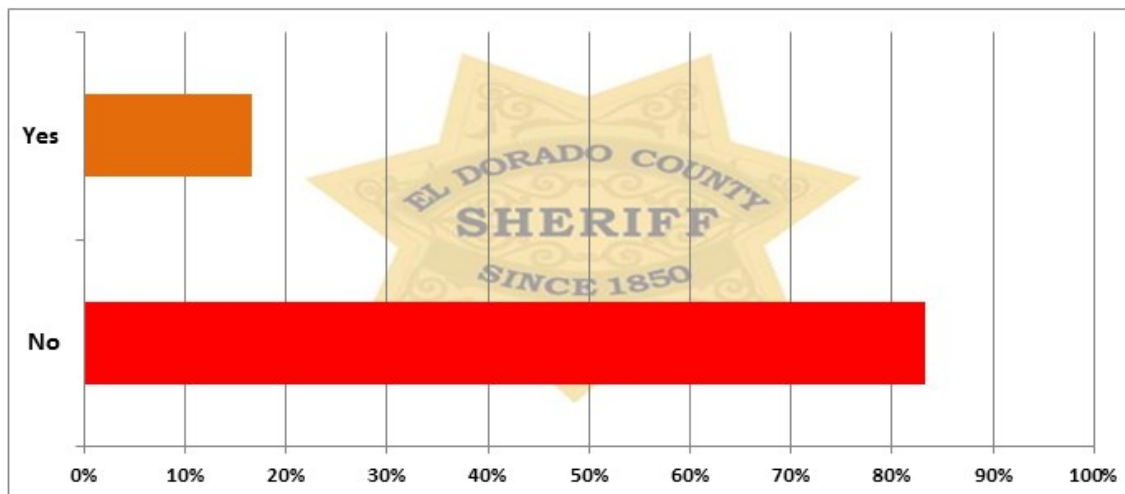
<u>Answer Choices</u>	<u># Responses</u>	<u>%</u>
Very negative	3	4%
Somewhat negative	4	5%
Somewhat positive	11	14%
Very Positive	58	76%
<b>Total</b>	<b>76</b>	<b>100%</b>

**Was the Survey taken in person or over the phone?**



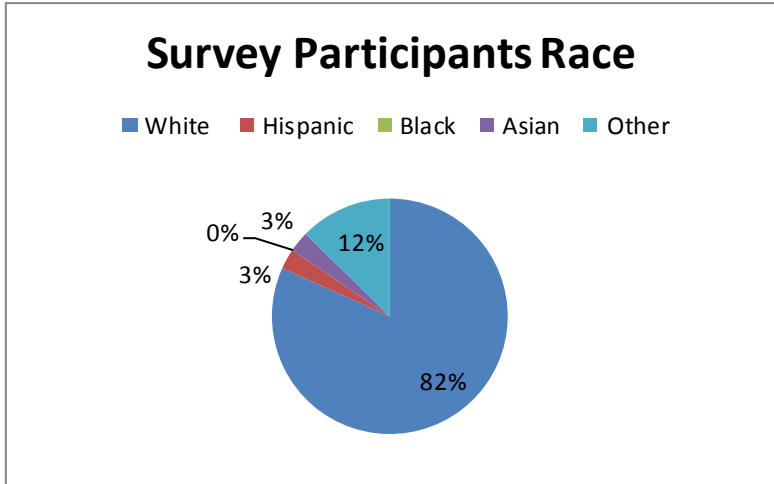
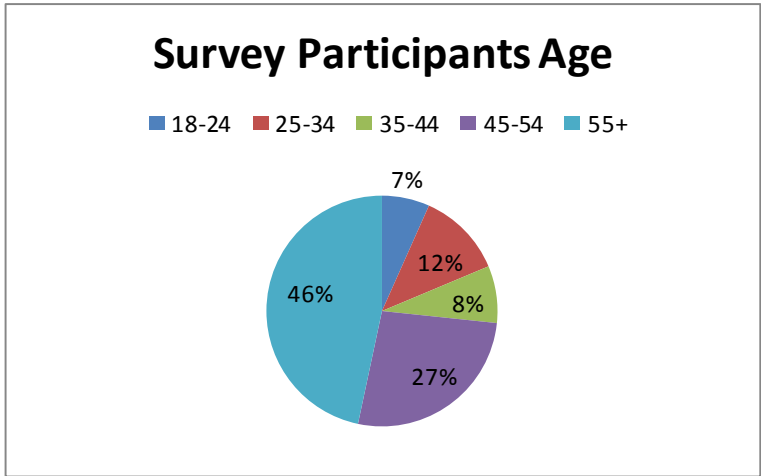
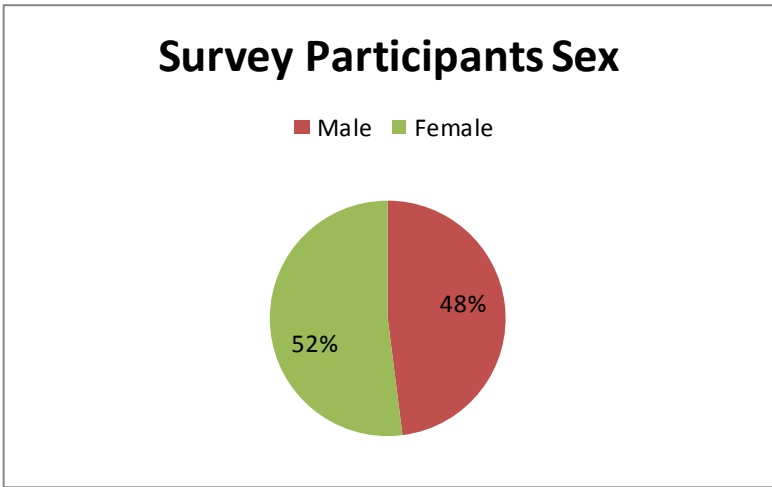
Answer Choices	# Responses	%
Over the Phone	49	63%
In Person	29	37%
<b>Total</b>	<b>78</b>	<b>100%</b>

**Did the person taking the survey request follow-up contact from the Sheriff's Office?**



Answer Choices	# Responses	%
No	65	83%
Yes	13	17%
<b>Total</b>	<b>78</b>	<b>100%</b>

# Demographics



# BREAKDOWN BY DISTRICT

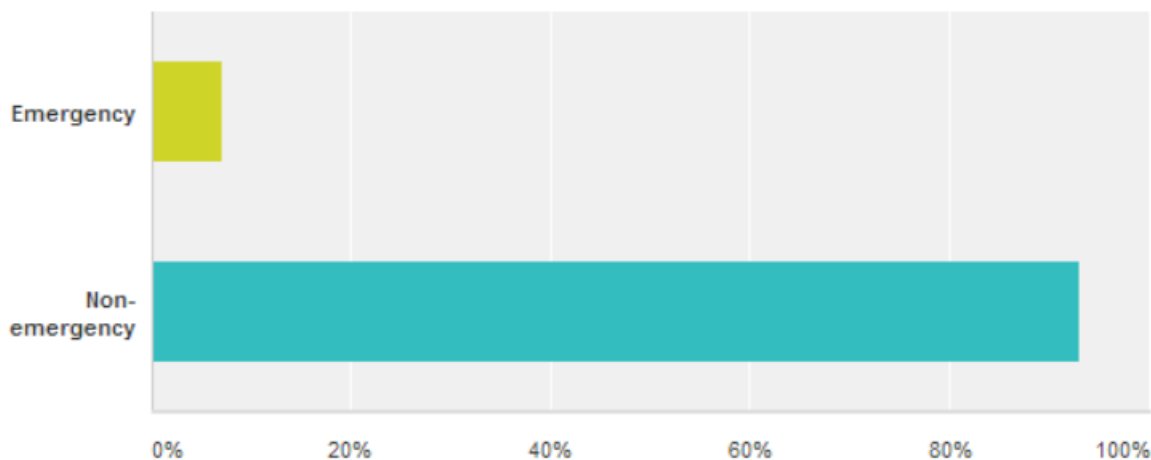
# District 1

In District 1 out of the 25 calls for service initially chosen for the survey using the criteria determined for selection; 14 people completed the survey, 2 refused to take the survey, 8 were unable to be contacted either in person or by phone and 1 person did not recall the call for service.

Of the 14 completed, 4 were completed by the reporting party during a personal contact with a Sheriff's STAR and 10 were completed by a phone interview with a STAR.

## Do you consider the call for service that you placed to be an emergency or non-emergency?

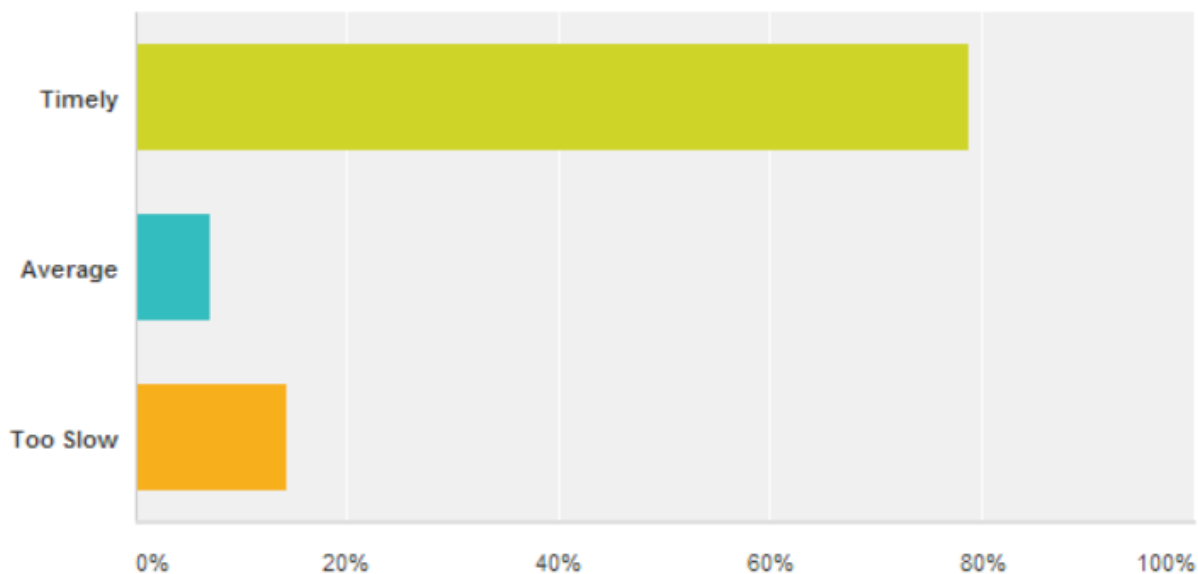
Answered: 14 Skipped: 0



Answer Choices	Responses
Emergency	7.14% 1
Non-emergency	92.86% 13
Total Respondents: 14	

**Based on the nature/seriousness of the call you placed, do you consider the time it took for the deputy(s) to arrive to be;**

Answered: 14 Skipped: 0

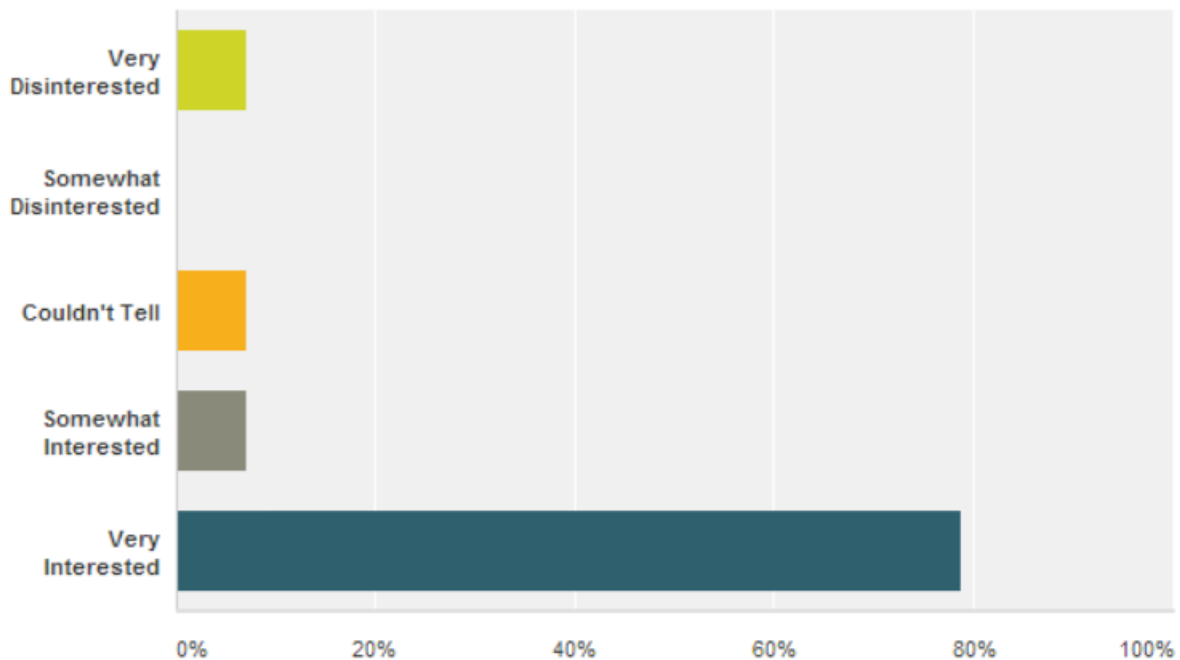


Answer Choices	Responses
Timely	78.57% 11
Average	7.14% 1
Too Slow	14.29% 2

Total Respondents: 14

## Did the Deputy(s) seem interested in what you told him/her?

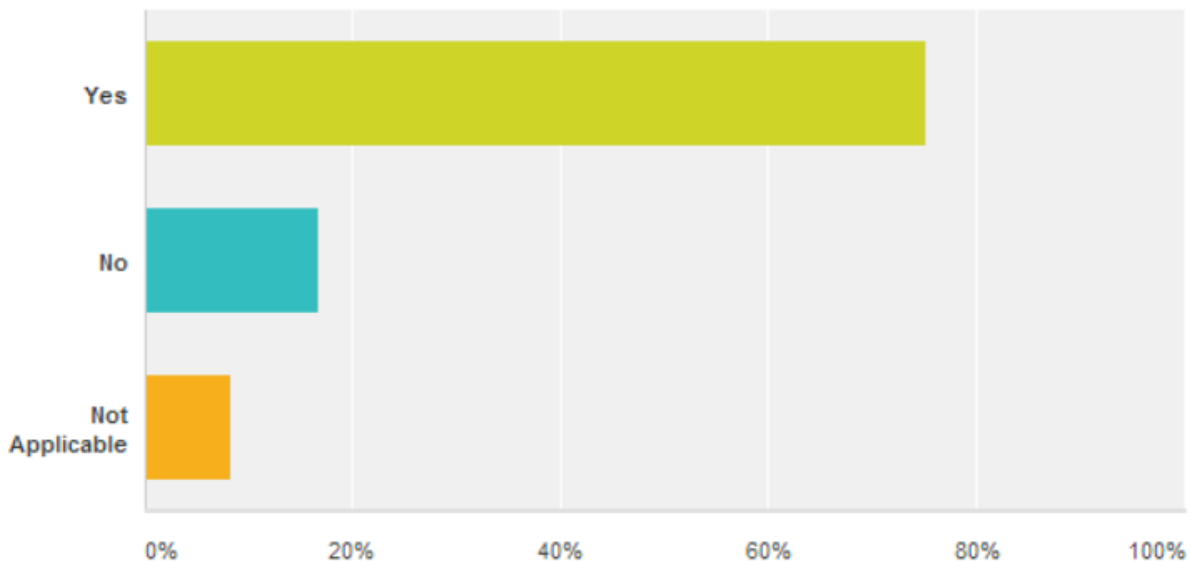
Answered: 14 Skipped: 0



Answer Choices	Responses
Very Disinterested	7.14% 1
Somewhat Disinterested	0% 0
Couldn't Tell	7.14% 1
Somewhat Interested	7.14% 1
Very Interested	78.57% 11
Total Respondents: 14	

### Did the Deputy(s) offer any advice on how to avoid, or what to do about, future problems of the kind you reported?

Answered: 12 Skipped: 2

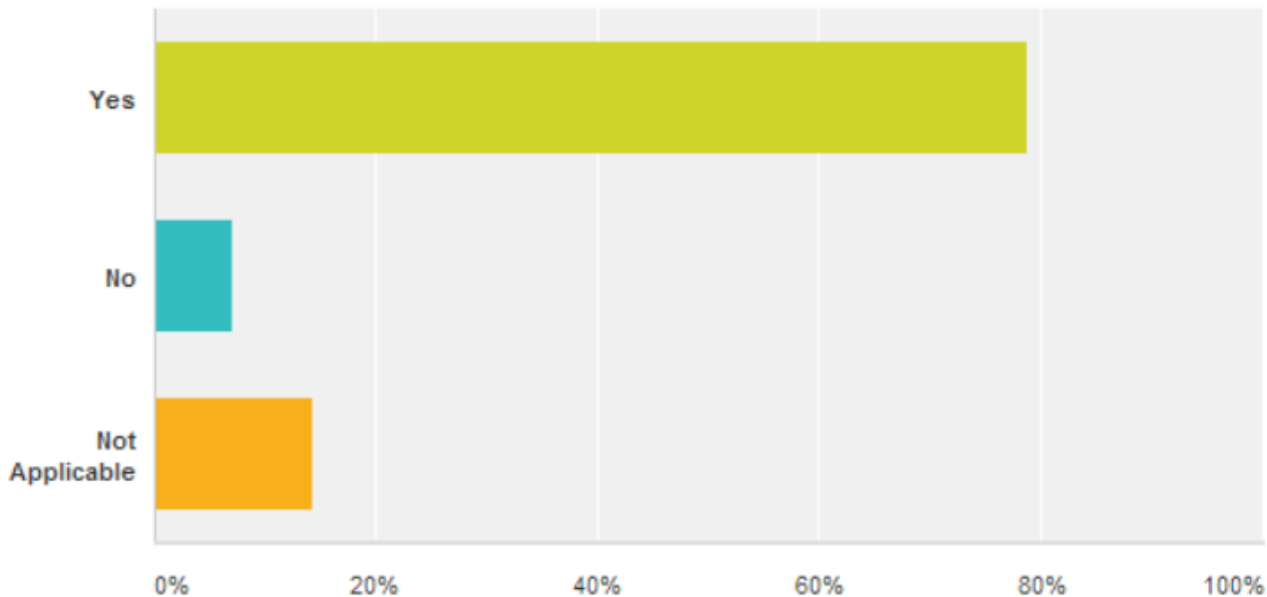


Answer Choices	Responses
Yes	75% 9
No	16.67% 2
Not Applicable	8.33% 1
Total Respondents: 12	



## Did the Deputy(s) leave you with the feeling that something would be done about what you reported?

Answered: 14 Skipped: 0



Answer Choices	Responses
Yes	78.57% 11
No	7.14% 1
Not Applicable	14.29% 2
Total Respondents: 14	

**Rate the Deputy(s) on the following criteria on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

Answered: 13 Skipped: 1

	1	2	3	4	5	6	7	8	9	10	Total Respondents
Competence	0% 0	0% 0	0% 0	0% 0	7.69% 1	0% 0	7.69% 1	7.69% 1	15.38% 2	61.54% 8	13
Courteous	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	7.69% 1	7.69% 1	84.62% 11	13
Knowledge	0% 0	0% 0	0% 0	0% 0	7.69% 1	0% 0	0% 0	7.69% 1	0% 0	84.62% 11	13
Trustworthy	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	9.09% 1	90.91% 10	11
Responsive	0% 0	0% 0	0% 0	0% 0	7.69% 1	0% 0	0% 0	7.69% 1	15.38% 2	69.23% 9	13
Concern for you needs	7.69% 1	0% 0	0% 0	0% 0	0% 0	0% 0	7.69% 1	7.69% 1	15.38% 2	61.54% 8	13

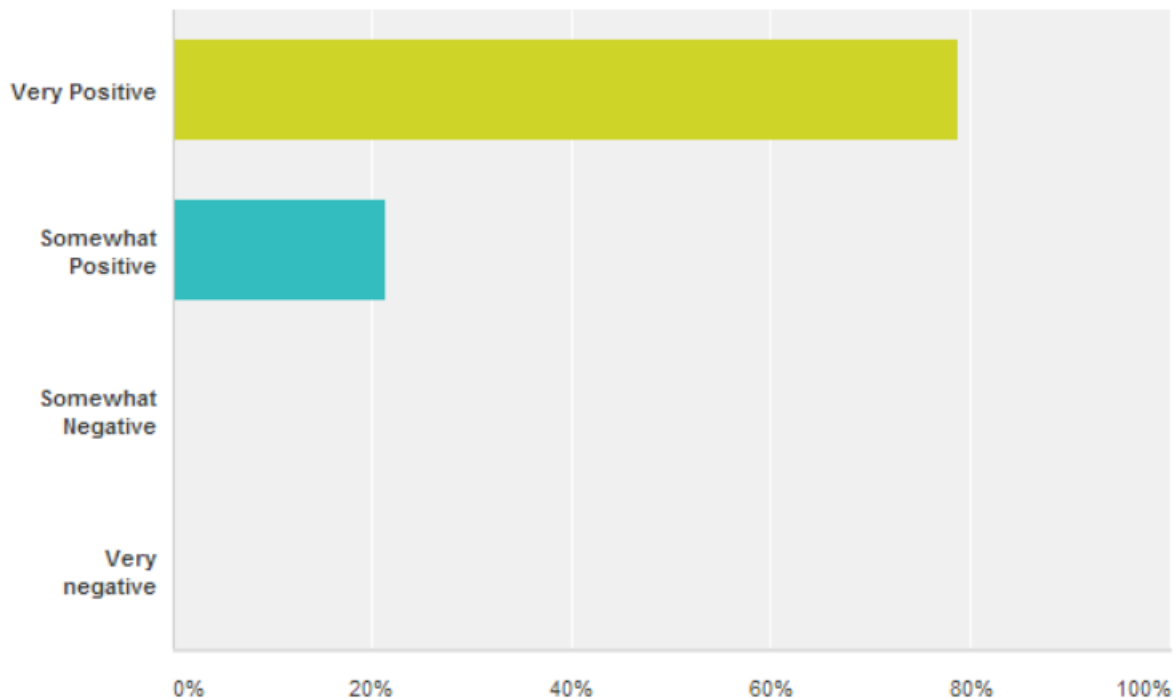
**Based on your belief of what law enforcement's role and mission is, how well did the deputy(s) fulfill your expectation on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

Answered: 13 Skipped: 1

Answer Choices	Responses
1	0% 0
2	0% 0
3	0% 0
4	0% 0
5	7.69% 1
6	0% 0
7	7.69% 1
8	7.69% 1
9	15.38% 2
10	61.54% 8
Total Respondents: 13	

## Based on the service you received, what is your overall impression of the El Dorado County Sheriff's Office?

Answered: 14 Skipped: 0



Answer Choices	Responses
Very Positive	78.57% 11
Somewhat Positive	21.43% 3
Somewhat Negative	0% 0
Very negative	0% 0
<b>Total</b>	<b>14</b>

**In what way, if any, could the deputy's visit have been more satisfying to you?**

Answered: 9 Skipped: 5

1. No Complaints
2. Make sure she was actually satisfied
3. Took report & didn't respond after she got back in town
4. Not a visit, via phone
5. It was fine
6. Nothing, met all expectations
7. Very Satisfied
8. More follow-up
9. Phone call only

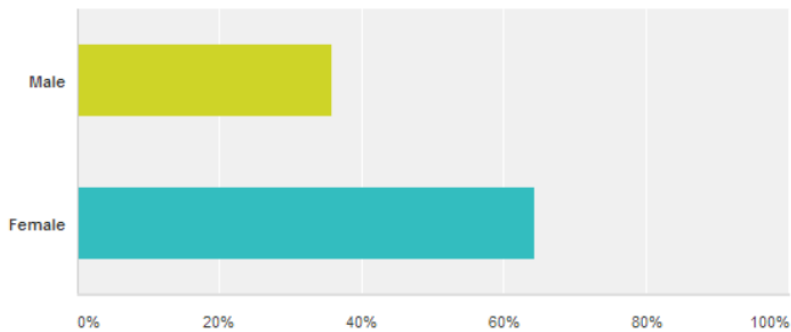
**Is there anything else you would like to tell us about your meeting with the deputy(s)?**

Answered: 8 Skipped: 6

1. Deputy gave her good advices; lights on don't answer door
2. Made report on the phone, she was reporting what she saw - satisfied
3. Professional
4. No
5. Outstanding Job
6. No
7. Liked concern and efficiency
8. "Pay twice as much"

### Sex

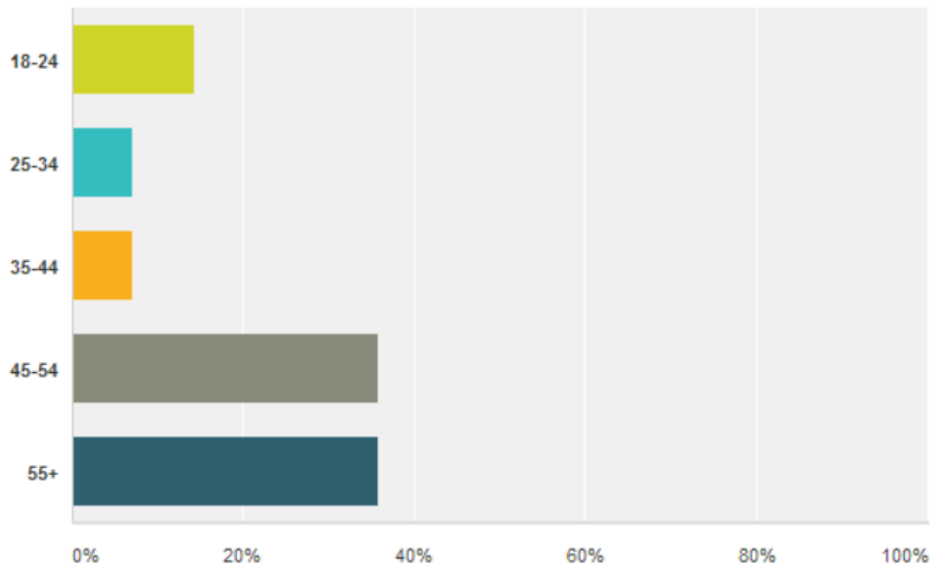
Answered: 14 Skipped: 0



Answer Choices	Responses	
Male	35.71%	5
Female	64.29%	9
Total		14

### Age

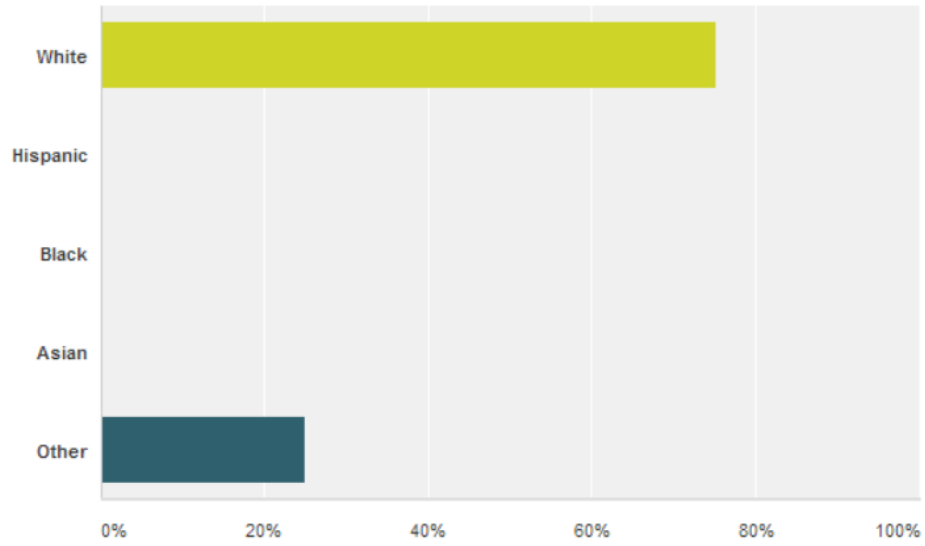
Answered: 14 Skipped: 0



Answer Choices	Responses	
18-24	14.29%	2
25-34	7.14%	1
35-44	7.14%	1
45-54	35.71%	5
55+	35.71%	5
Total		14

## Race

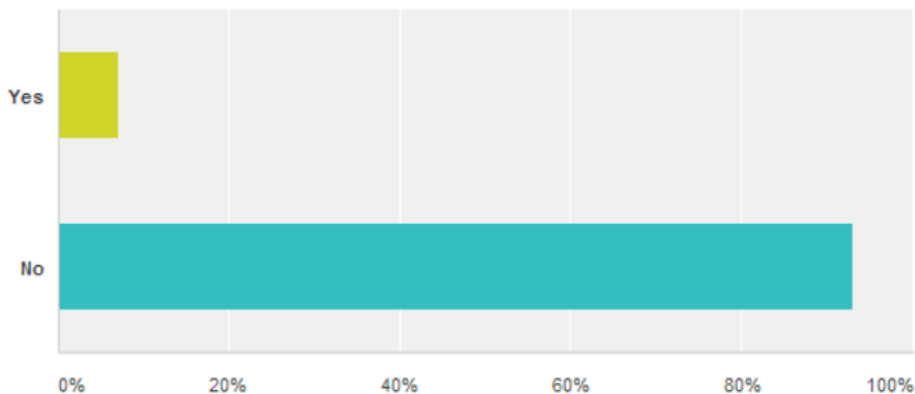
Answered: 12 Skipped: 2



Answer Choices	Responses
White	75% 9
Hispanic	0% 0
Black	0% 0
Asian	0% 0
Other	25% 3
Total	12

### Did the person taking the Survey request follow-up contact from the Sheriff's department?

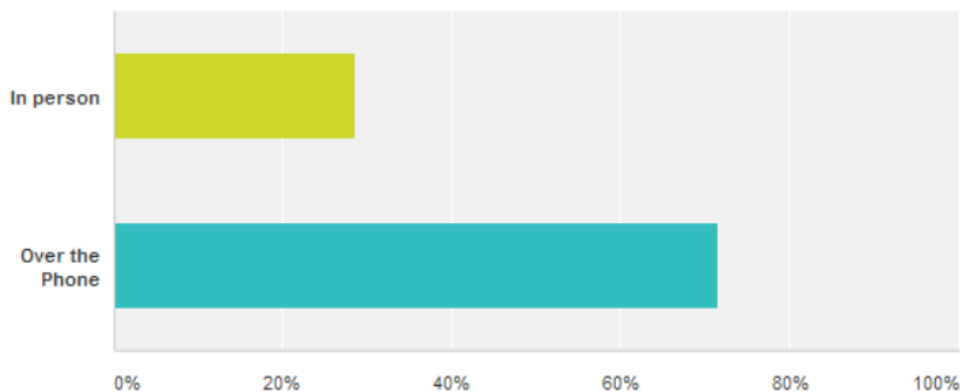
Answered: 14 Skipped: 0



Answer Choices	Responses	Count
Yes	7.14%	1
No	92.86%	13
Total		14

### Was the Survey taken in person or over the phone?

Answered: 14 Skipped: 0



Answer Choices	Responses	Count
In person	28.57%	4
Over the Phone	71.43%	10
Total		14

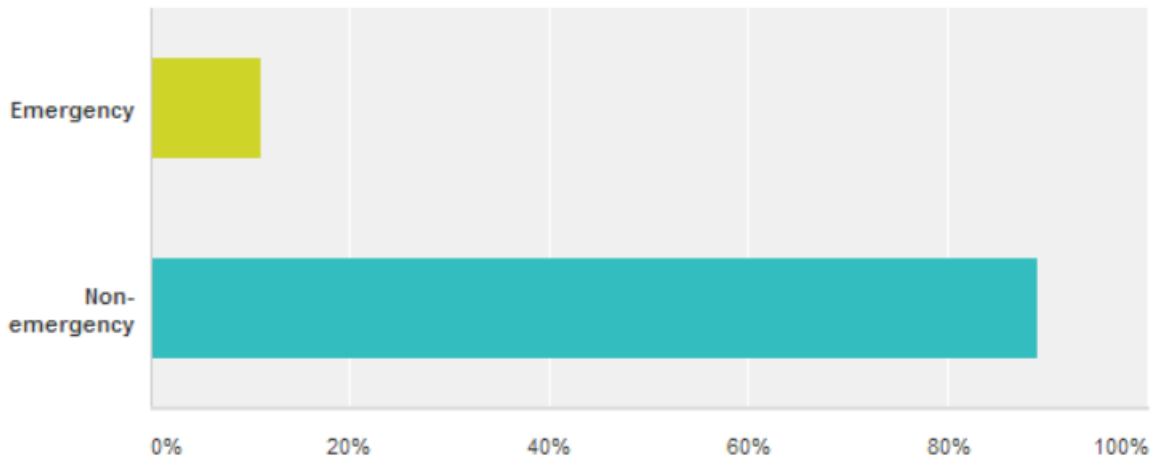
# District 2

In District 2 out of the 25 calls for service initially chosen for the survey using the criteria determined for selection; 18 people completed the survey, 6 were unable to be contacted either in person or by phone and 1 person did not have time to take the survey.

Of the 18 completed, 5 were completed by the reporting party during a personal contact with a Sheriff's STAR and 13 were completed by a phone interview with a STAR.

## Do you consider the call for service that you placed to be an emergency or non-emergency?

Answered: 18 Skipped: 0

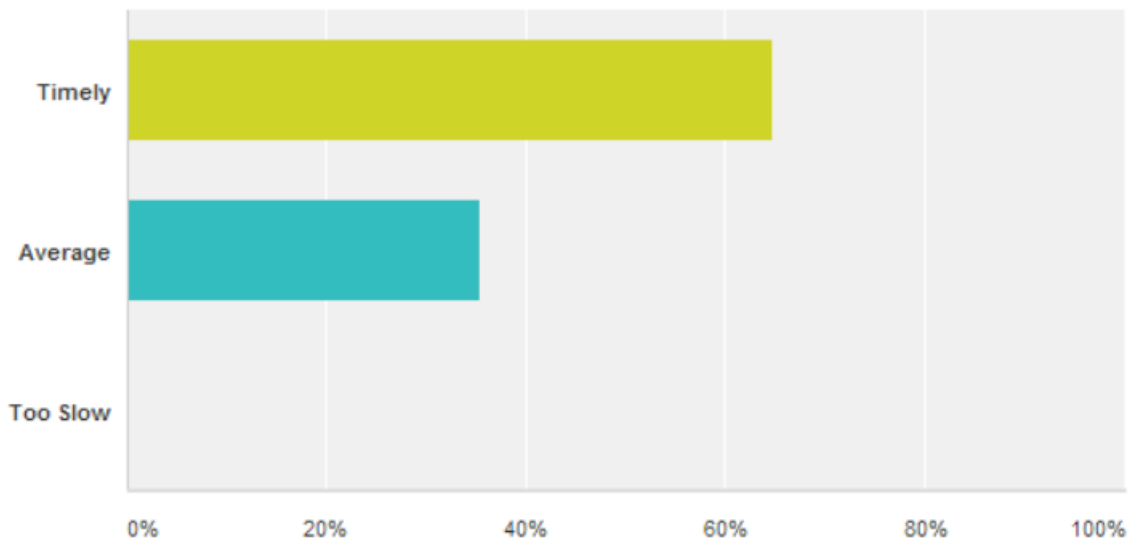


Answer Choices	Responses
Emergency	11.11% 2
Non-emergency	88.89% 16
Total Respondents: 18	



**Based on the nature/seriousness of the call you placed, do you consider the time it took for the deputy(s) to arrive to be;**

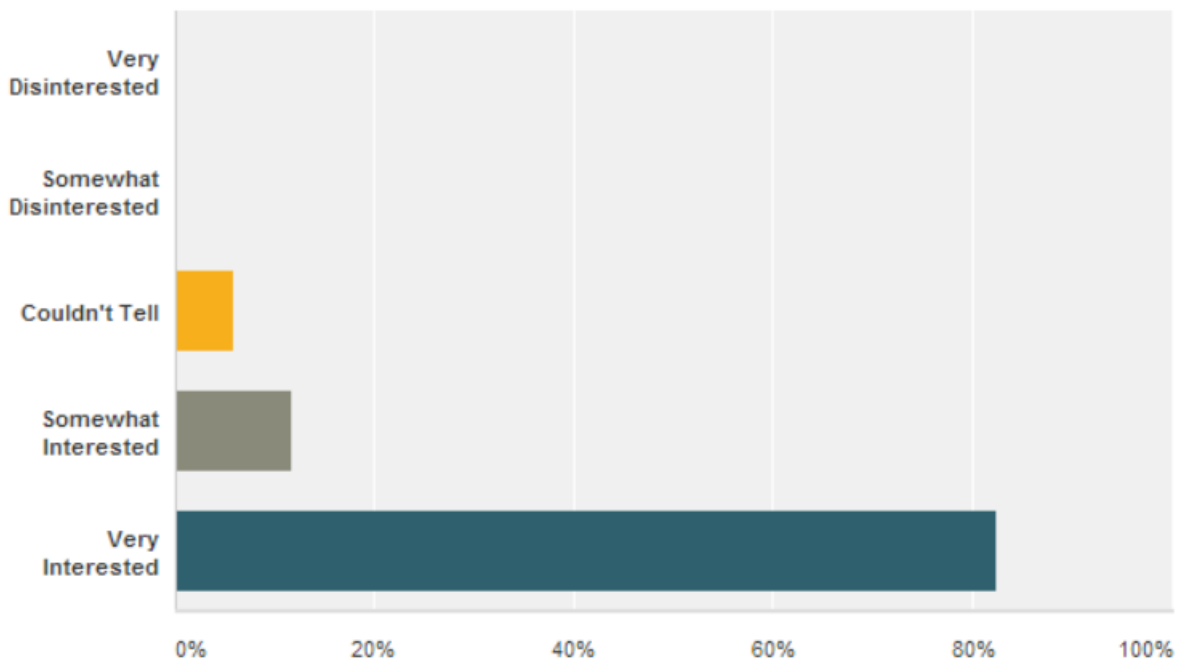
Answered: 17 Skipped: 1



Answer Choices	Responses
Timely	64.71% 11
Average	35.29% 6
Too Slow	0% 0
Total Respondents: 17	

### Did the Deputy(s) seem interested in what you told him/her?

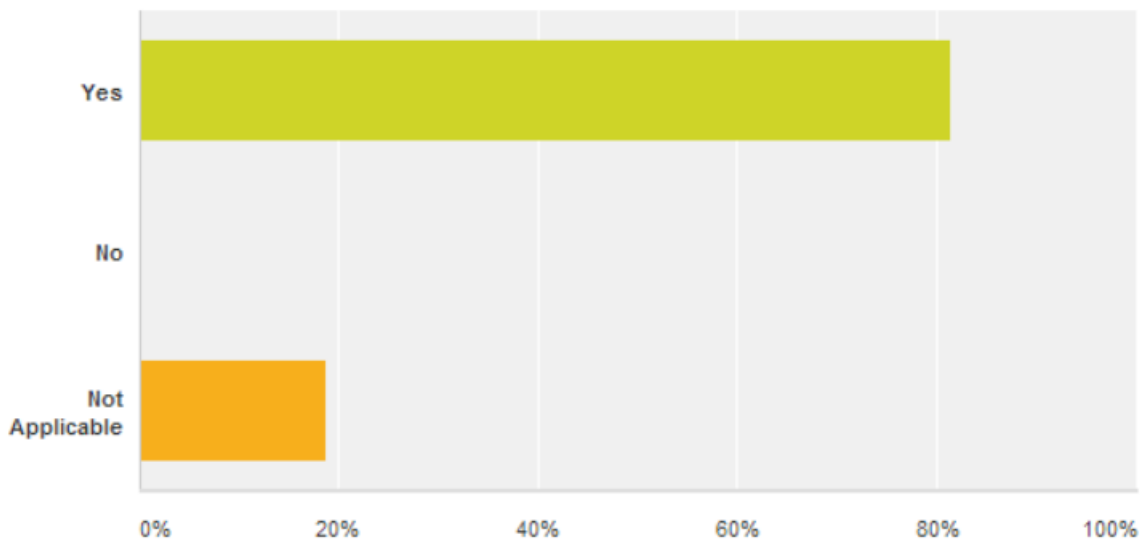
Answered: 17 Skipped: 1



Answer Choices	Responses
Very Disinterested	0% 0
Somewhat Disinterested	0% 0
Couldn't Tell	5.88% 1
Somewhat Interested	11.76% 2
Very Interested	82.35% 14
Total Respondents: 17	

### Did the Deputy(s) offer any advice on how to avoid, or what to do about, future problems of the kind you reported?

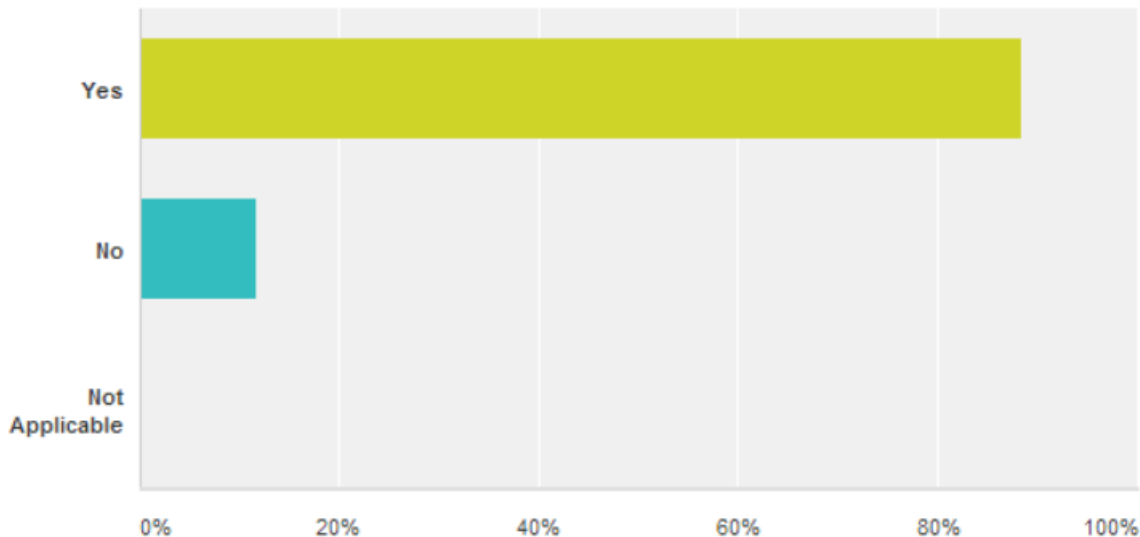
Answered: 16 Skipped: 2



Answer Choices	Responses
Yes	81.25% 13
No	0% 0
Not Applicable	18.75% 3
Total Respondents: 16	

### Did the Deputy(s) leave you with the feeling that something would be done about what you reported?

Answered: 17 Skipped: 1



Answer Choices	Responses	
<b>Yes</b>	88.24%	15
<b>No</b>	11.76%	2
<b>Not Applicable</b>	0%	0
Total Respondents: 17		

**Rate the Deputy(s) on the following criteria on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

Answered: 17 Skipped: 1

	1	2	3	4	5	6	7	8	9	10	Total Respondents
Competence	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	29.41% 5	17.65% 3	52.94% 9	17
Courteous	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	5.88% 1	11.76% 2	82.35% 14	17
Knowledge	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	12.50% 2	37.50% 6	50% 8	16
Trustworthy	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	18.75% 3	81.25% 13	16
Responsive	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	13.33% 2	33.33% 5	53.33% 8	15
Concern for you needs	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	11.76% 2	23.53% 4	64.71% 11	17

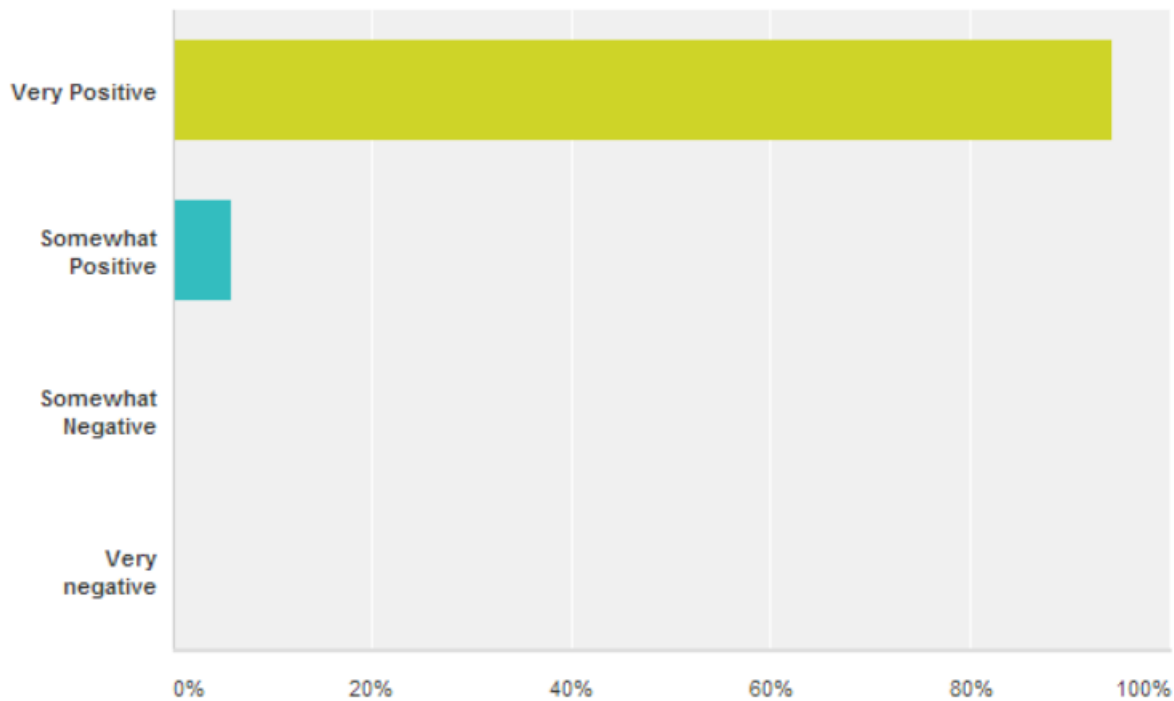
**Based on your belief of what law enforcement's role and mission is, how well did the deputy(s) fulfill your expectation on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

Answered: 15 Skipped: 3

Answer Choices	Responses
1	0% 0
2	0% 0
3	0% 0
4	0% 0
5	0% 0
6	0% 0
7	0% 0
8	0% 0
9	26.67% 4
10	73.33% 11
Total Respondents: 15	

### Based on the service you received, what is your overall impression of the El Dorado County Sheriff's Office?

Answered: 17 Skipped: 1



Answer Choices	Responses	
Very Positive	94.12%	16
Somewhat Positive	5.88%	1
Somewhat Negative	0%	0
Very negative	0%	0
Total		17

## **In what way, if any, could the deputy's visit have been more satisfying to you?**

Answered: 13 Skipped: 5

1. They were great Deputy's
2. Elevate what deputy could do—budget does not allow
3. Everything was fine
4. He did a great job—was very impressed
5. None, don't feel anything else could have been done
6. Officer followed up with wife who has knowledge of legal system
7. Scared daughter who looked at window and saw deputy approaching
8. Nothing more he could do
9. Did what he could
10. Deputy Outstanding
11. None
12. No
13. Quicker response

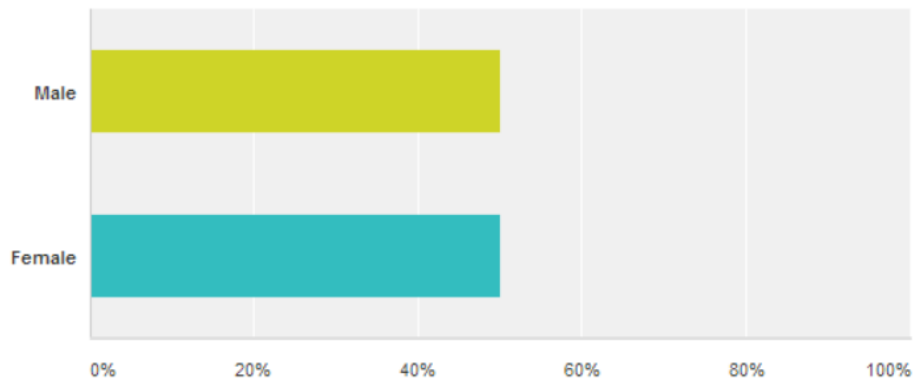
## **Is there anything else you would like to tell us about your meeting with the deputy(s)?**

Answered: 13 Skipped: 5

1. Impressed with deputy - general matter if civil in nature could be criminal
2. None—see him in area
3. Very helpful & knowledgeable
4. No
5. Officer kept in touch with email, communications was great
6. Felt deputy very professional
7. Very detailed asked questions
8. No
9. The area the car was broken into dispatch contacted Amador County, and she was in El Dorado County
10. Info given to deputy should have been more.
11. Business card
12. No
13. No

### Sex

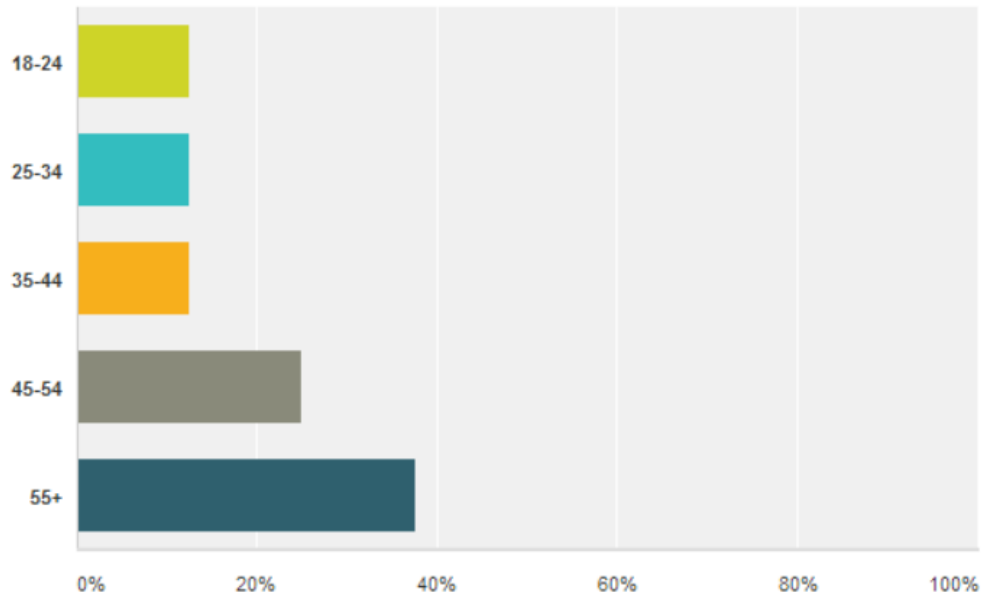
Answered: 16 Skipped: 2



Answer Choices	Responses
Male	50% 8
Female	50% 8
Total	16

### Age

Answered: 16 Skipped: 2

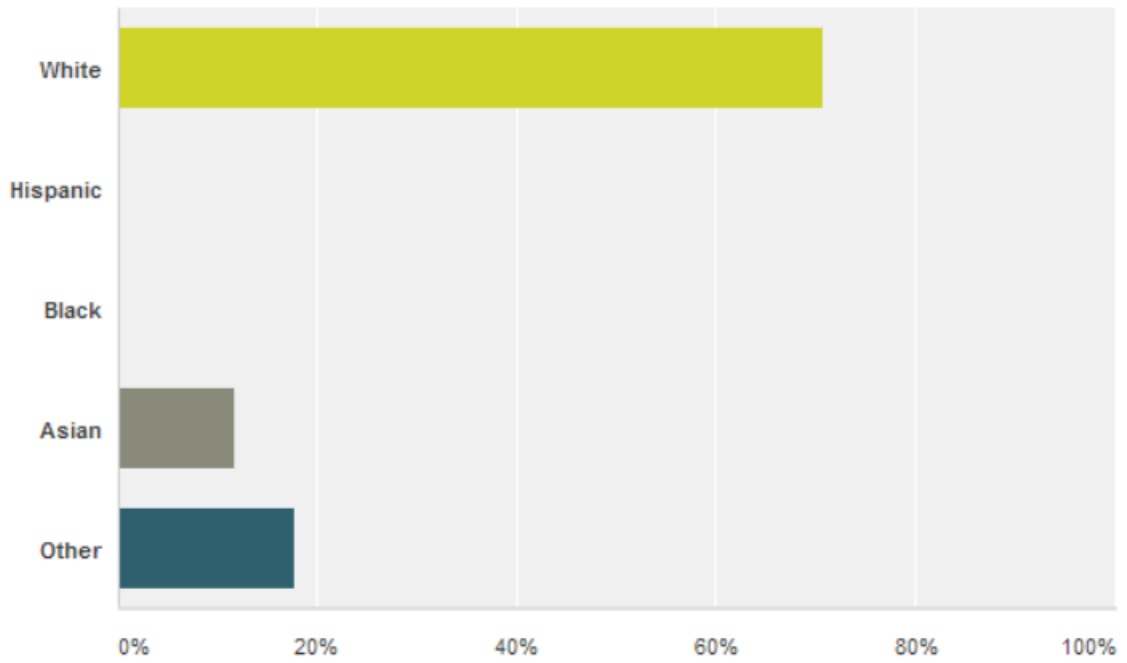


Answer Choices	Responses
18-24	12.50% 2
25-34	12.50% 2
35-44	12.50% 2
45-54	25% 4
55+	37.50% 6
Total	16



## Race

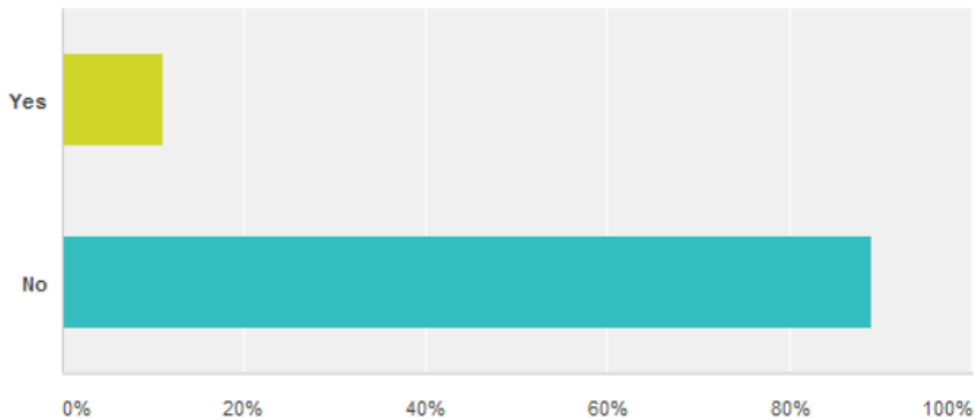
Answered: 17 Skipped: 1



Answer Choices	Responses
White	70.59% 12
Hispanic	0% 0
Black	0% 0
Asian	11.76% 2
Other	17.65% 3
Total	17

### Did the person taking the Survey request follow-up contact from the Sheriff's department?

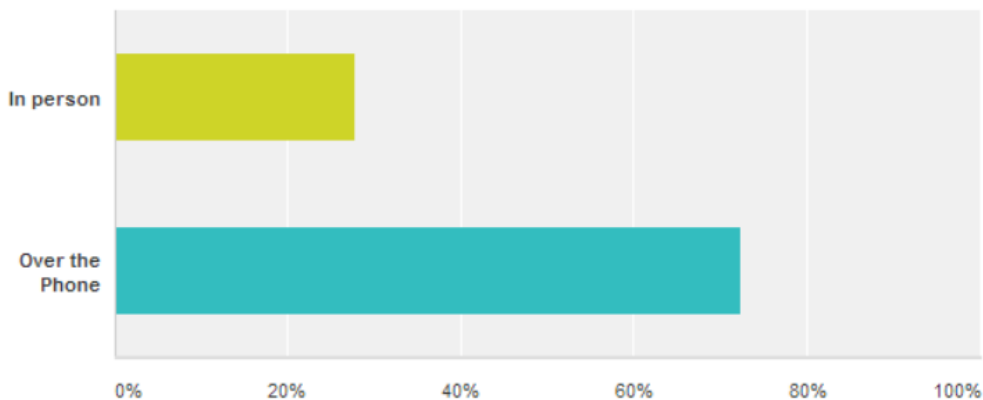
Answered: 18 Skipped: 0



Answer Choices	Responses	
Yes	11.11%	2
No	88.89%	16
Total		18

### Was the Survey taken in person or over the phone?

Answered: 18 Skipped: 0



Answer Choices	Responses	
In person	27.78%	5
Over the Phone	72.22%	13
Total		18

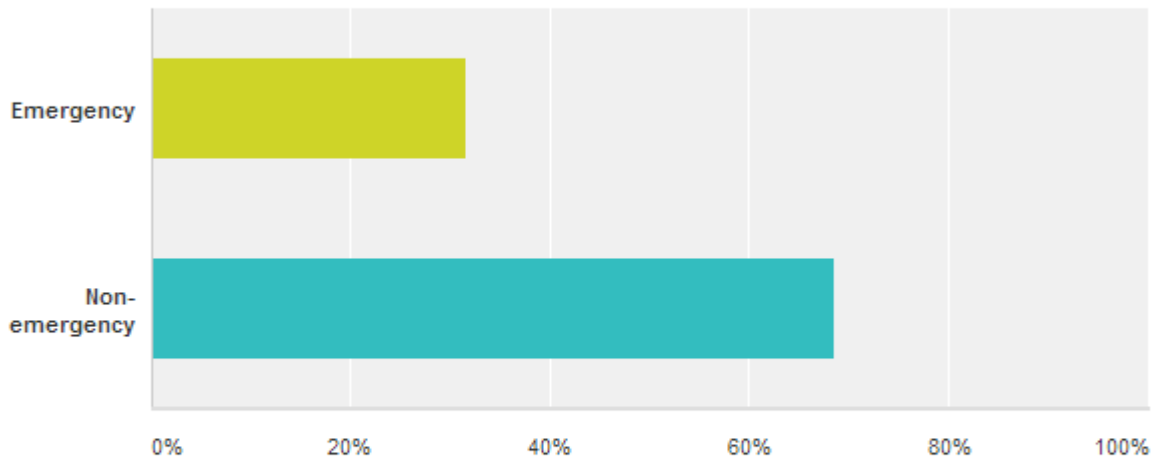
# District 3

In District 3 out of the 25 calls for service initially chosen for the survey using the criteria determined for selection; 19 people completed the survey, 6 were unable to be contacted either in person or by phone.

Of the 19 completed, 4 were completed by the reporting party during a personal contact with a Sheriff's STAR and 15 were completed by a phone interview with a STAR.

## Do you consider the call for service that you placed to be an emergency or non-emergency?

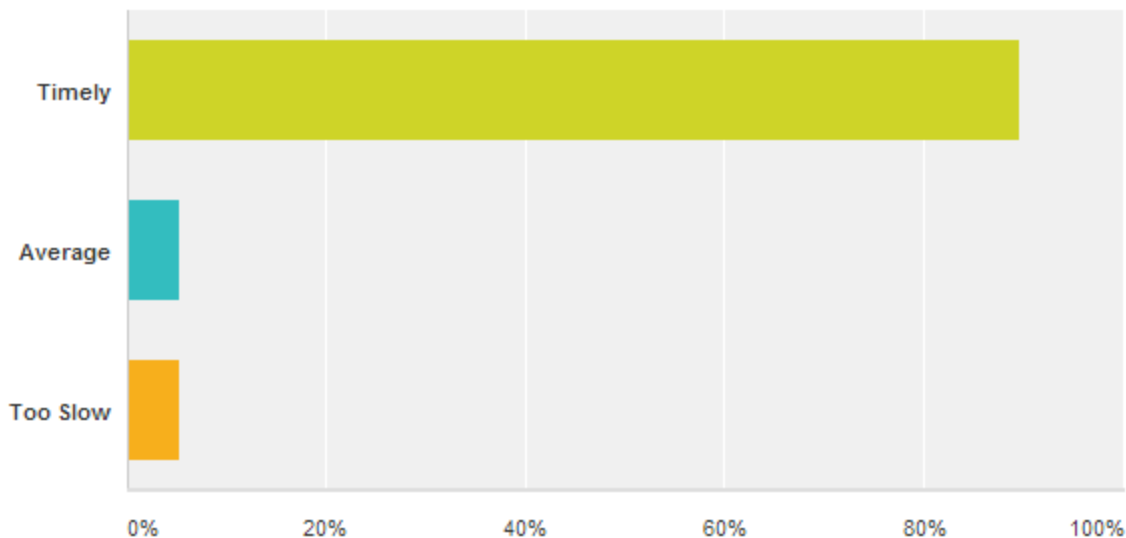
Answered: 19 Skipped: 0



Answer Choices	Responses
Emergency	31.58% 6
Non-emergency	68.42% 13
Total Respondents: 19	

**Based on the nature/seriousness of the call you placed, do you consider the time it took for the deputy(s) to arrive to be;**

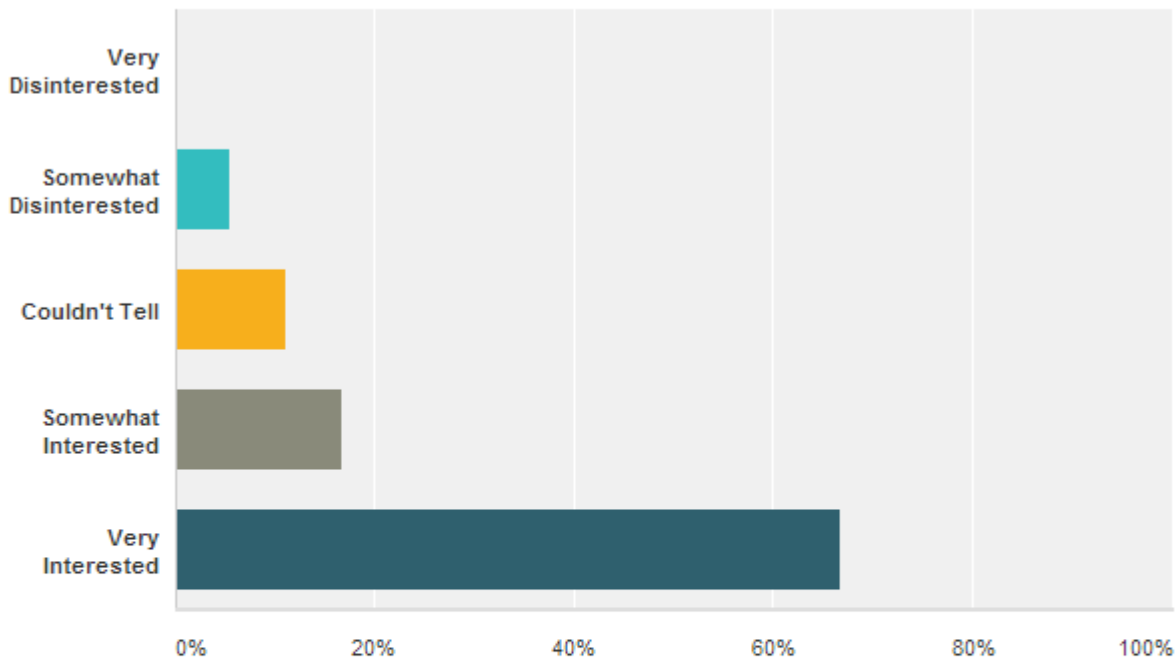
Answered: 19 Skipped: 0



Answer Choices	Responses
Timely	89.47% 17
Average	5.26% 1
Too Slow	5.26% 1
Total Respondents: 19	

## Did the Deputy(s) seem interested in what you told him/her?

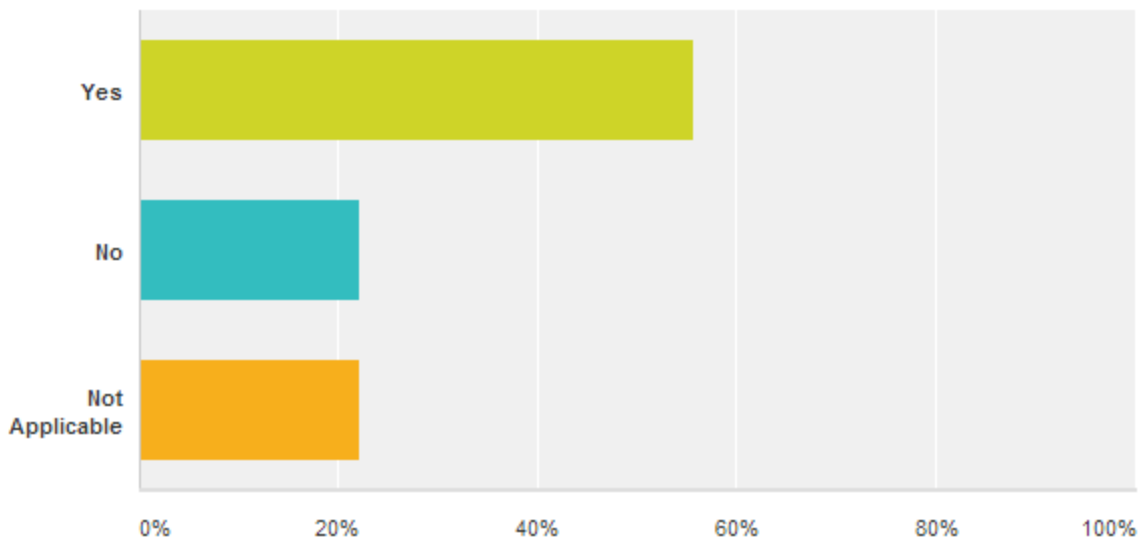
Answered: 18 Skipped: 1



Answer Choices	Responses
Very Disinterested	0% 0
Somewhat Disinterested	5.56% 1
Couldn't Tell	11.11% 2
Somewhat Interested	16.67% 3
Very Interested	66.67% 12
Total Respondents: 18	

### Did the Deputy(s) offer any advice on how to avoid, or what to do about, future problems of the kind you reported?

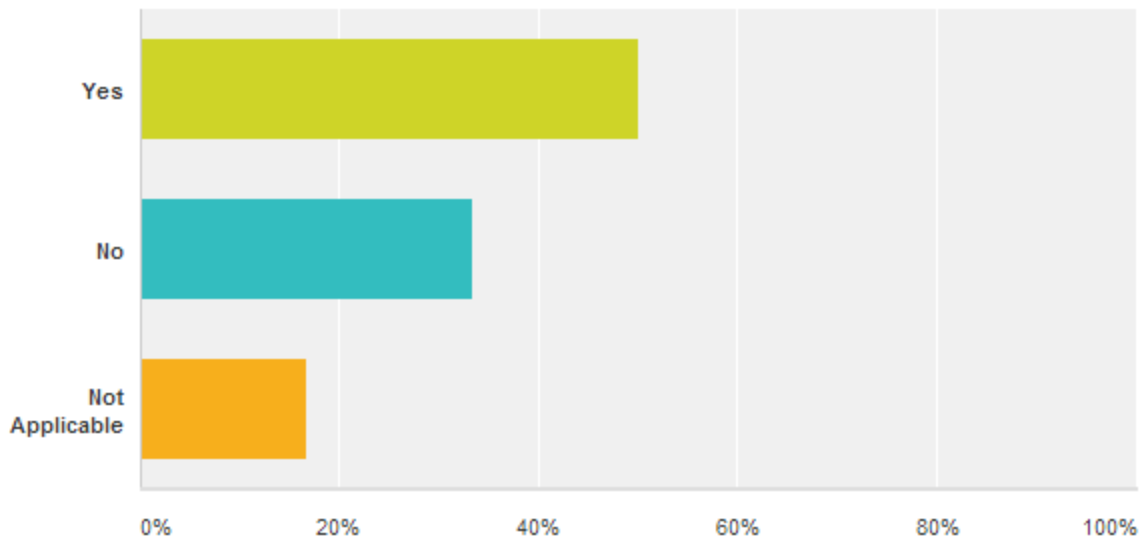
Answered: 18 Skipped: 1



Answer Choices	Responses
Yes	55.56% 10
No	22.22% 4
Not Applicable	22.22% 4
Total Respondents: 18	

## Did the Deputy(s) leave you with the feeling that something would be done about what you reported?

Answered: 18 Skipped: 1



Answer Choices	Responses
Yes	50% 9
No	33.33% 6
Not Applicable	16.67% 3
Total Respondents: 18	

**Rate the Deputy(s) on the following criteria on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

Answered: 17 Skipped: 2

	1	2	3	4	5	6	7	8	9	10	Total Respondents
Competence	0% 0	0% 0	0% 0	5.88% 1	17.65% 3	5.88% 1	11.76% 2	11.76% 2	23.53% 4	23.53% 4	17
Courteous	0% 0	0% 0	0% 0	0% 0	5.88% 1	5.88% 1	5.88% 1	11.76% 2	17.65% 3	52.94% 9	17
Knowledge	0% 0	0% 0	0% 0	5.88% 1	11.76% 2	0% 0	5.88% 1	29.41% 5	11.76% 2	35.29% 6	17
Trustworthy	0% 0	0% 0	0% 0	0% 0	6.67% 1	0% 0	20% 3	13.33% 2	6.67% 1	53.33% 8	15
Responsive	0% 0	0% 0	0% 0	0% 0	5.88% 1	5.88% 1	17.65% 3	17.65% 3	5.88% 1	47.06% 8	17
Concern for you needs	0% 0	0% 0	0% 0	0% 0	11.76% 2	11.76% 2	5.88% 1	11.76% 2	5.88% 1	52.94% 9	17

**Based on your belief of what law enforcement's role and mission is, how well did the deputy(s) fulfill your expectation on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

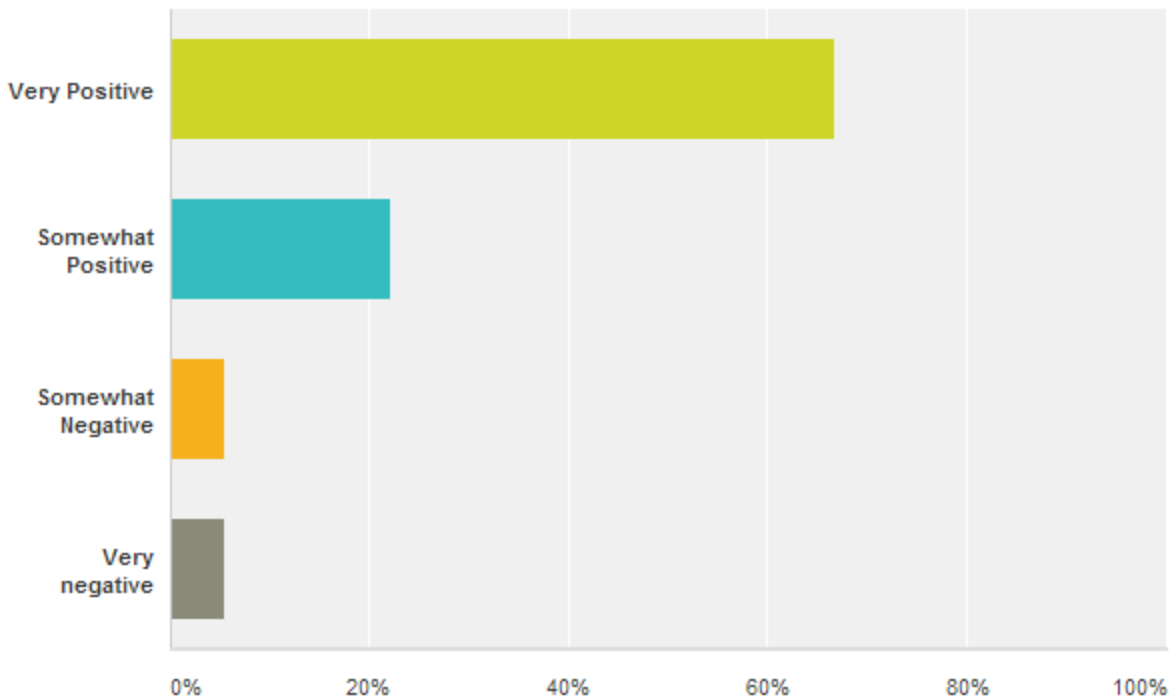
Answered: 18 Skipped: 1

Answer Choices	Responses
1	0% 0
2	0% 0
3	5.56% 1
4	0% 0
5	11.11% 2
6	0% 0
7	22.22% 4
8	5.56% 1
9	11.11% 2
10	44.44% 8
Total Respondents: 18	



## Based on the service you received, what is your overall impression of the El Dorado County Sheriff's Office?

Answered: 18 Skipped: 1



Answer Choices	Responses	
Very Positive	66.67%	12
Somewhat Positive	22.22%	4
Somewhat Negative	5.56%	1
Very negative	5.56%	1
Total		18

## In what way, if any, could the deputy's visit have been more satisfying to you?

Answered: 17 Skipped: 2

1. They were great
2. They have been amazing
3. Could have got there on time—1 hour
4. None
5. Probably not
6. He did his best
7. Nothing he could have done
8. Really isn't more he could do
9. Only if they caught him
10. His visit was OK
11. Return call with outcomes
12. More knowledge regarding alternatives
13. Follow-up call
14. More concerned with evidence given
15. Did fine
16. Catch them
17. He was wonderful

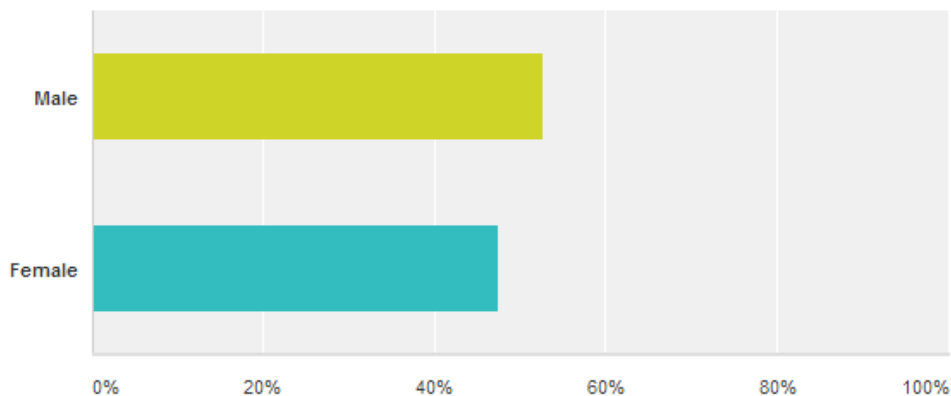
## Is there anything else you would like to tell us about your meeting with the deputy(s)?

Answered: 13 Skipped: 6

1. None
2. No
3. Been very pleased
4. No
5. No
6. No / very good
7. More deputies needed
8. No
9. Took evidence with him but took no fingerprints
10. No
11. Robbery case not followed up on by detectives
12. No
13. Very professional, took picture, reassuring, nice

### Sex

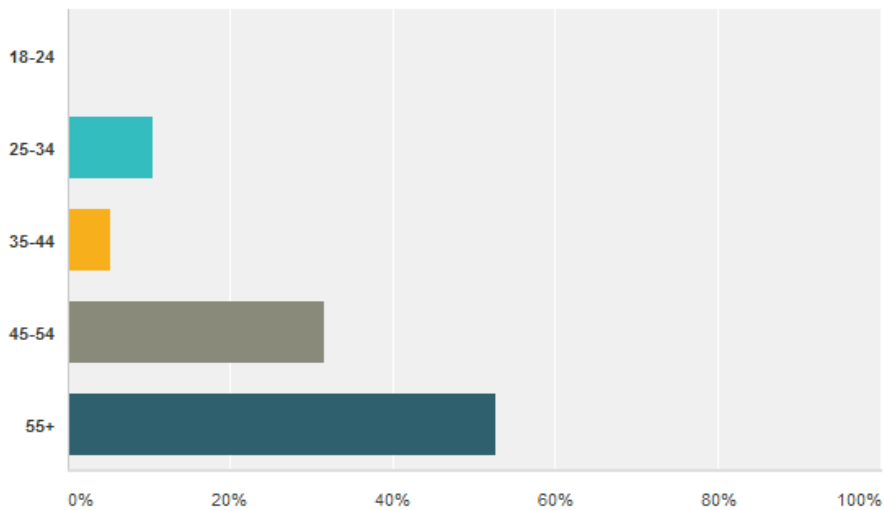
Answered: 19 Skipped: 0



Answer Choices	Responses
Male	52.63% 10
Female	47.37% 9
Total	19

### Age

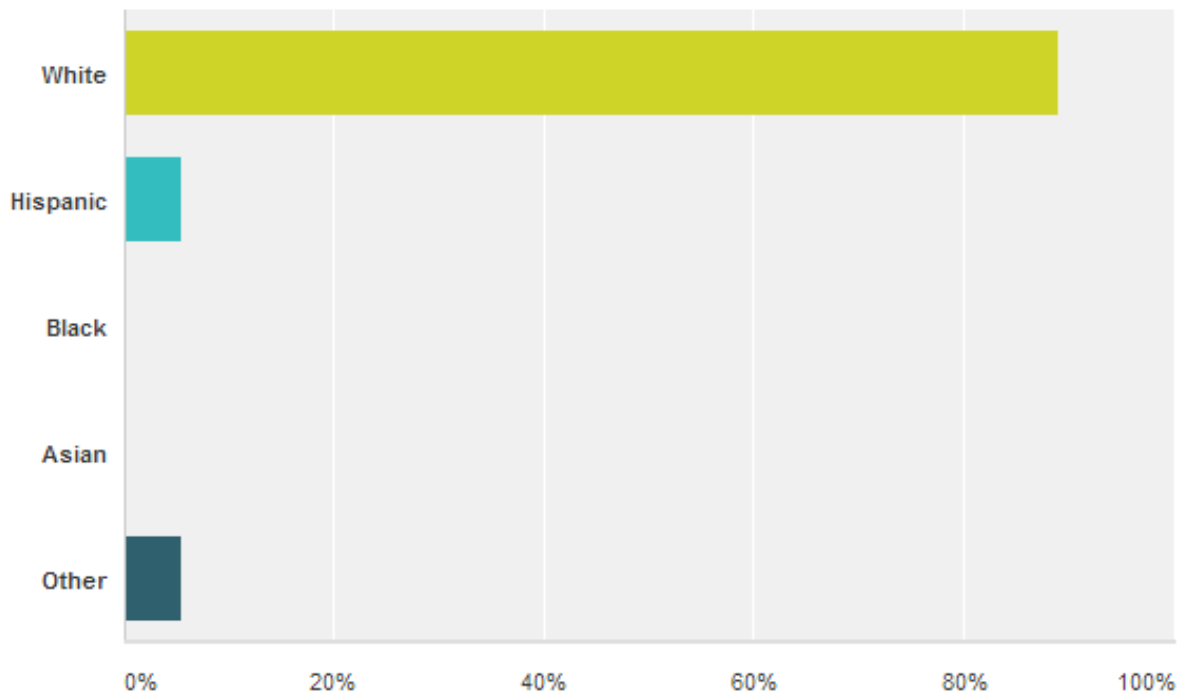
Answered: 19 Skipped: 0



Answer Choices	Responses
18-24	0% 0
25-34	10.53% 2
35-44	5.26% 1
45-54	31.58% 6
55+	52.63% 10
Total	19

## Race

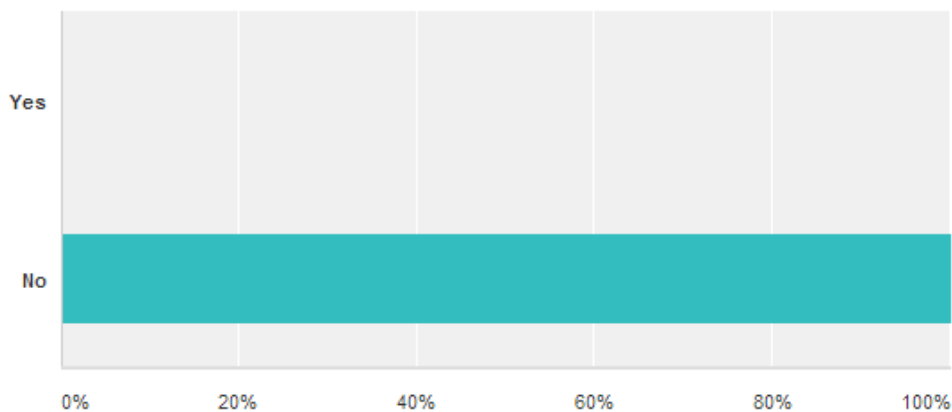
Answered: 18 Skipped: 1



Answer Choices	Responses
White	88.89% 16
Hispanic	5.56% 1
Black	0% 0
Asian	0% 0
Other	5.56% 1
<b>Total</b>	<b>18</b>

### Did the person taking the Survey request follow-up contact from the Sheriff's department?

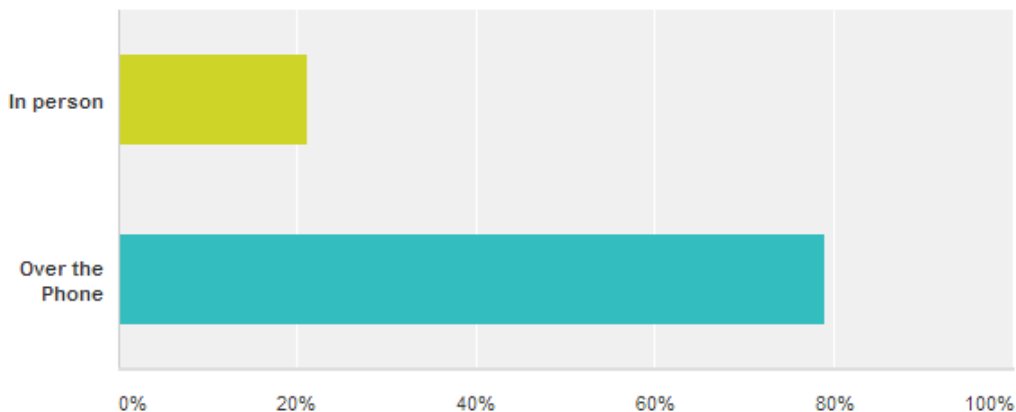
Answered: 19 Skipped: 0



Answer Choices	Responses	Count
Yes	0%	0
No	100%	19
Total		19

### Was the Survey taken in person or over the phone?

Answered: 19 Skipped: 0



Answer Choices	Responses	Count
In person	21.05%	4
Over the Phone	78.95%	15
Total		19

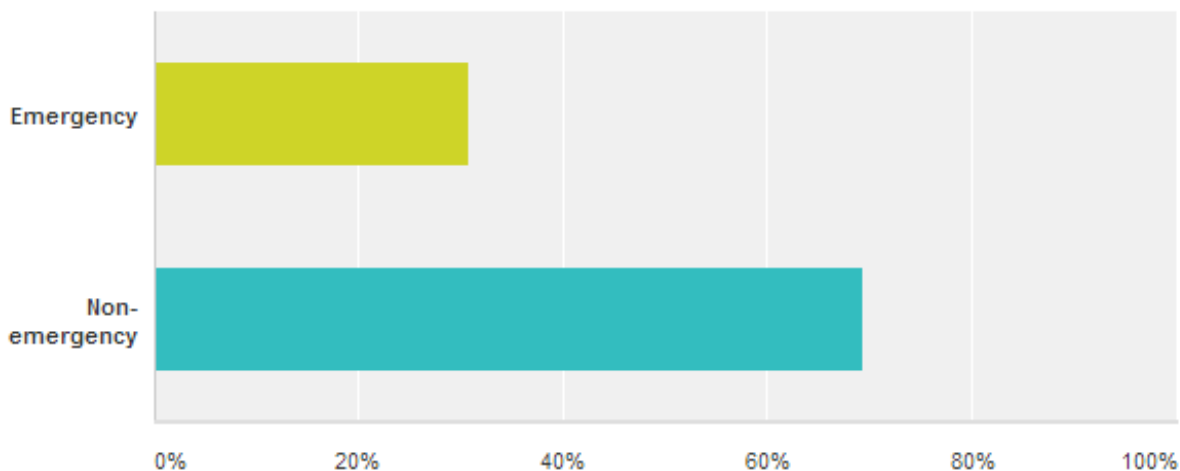
# District 4

In District 4 out of the 25 calls for service initially chosen for the survey using the criteria determined for selection; 13 people completed the survey, 9 were unable to be contacted either in person or by phone and 3 people had not time to take the survey.

Of the 13 completed, 5 were completed by the reporting party during a personal contact with a Sheriff's STAR and 8 were completed by a phone interview with a STAR.

## Do you consider the call for service that you placed to be an emergency or non-emergency?

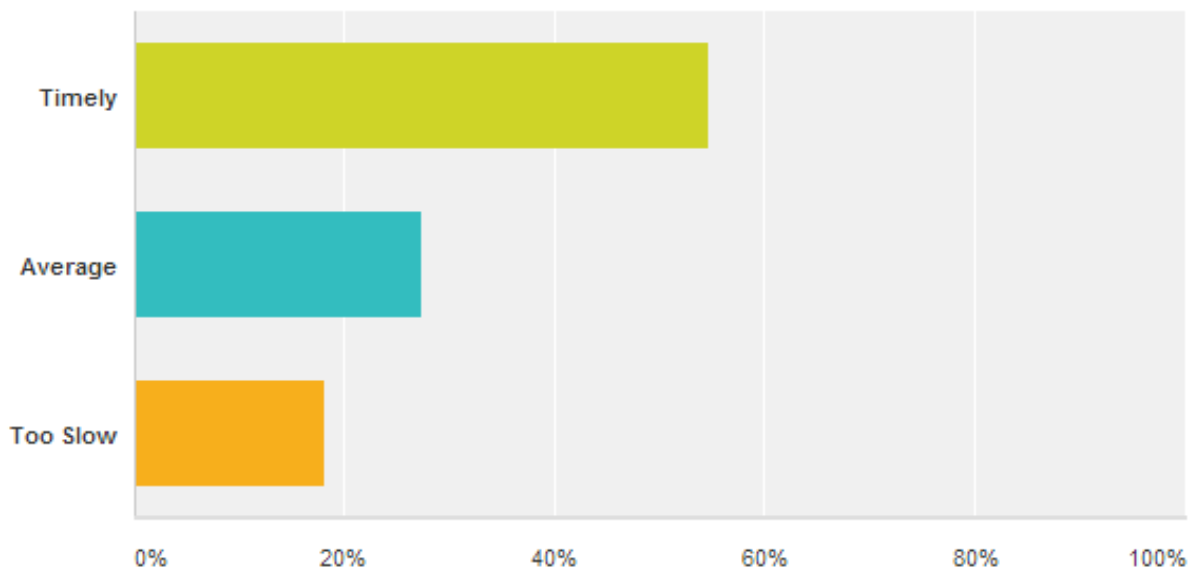
Answered: 13 Skipped: 0



Answer Choices	Responses
Emergency	30.77% 4
Non-emergency	69.23% 9
Total Respondents: 13	

### Based on the nature/seriousness of the call you placed, do you consider the time it took for the deputy(s) to arrive to be;

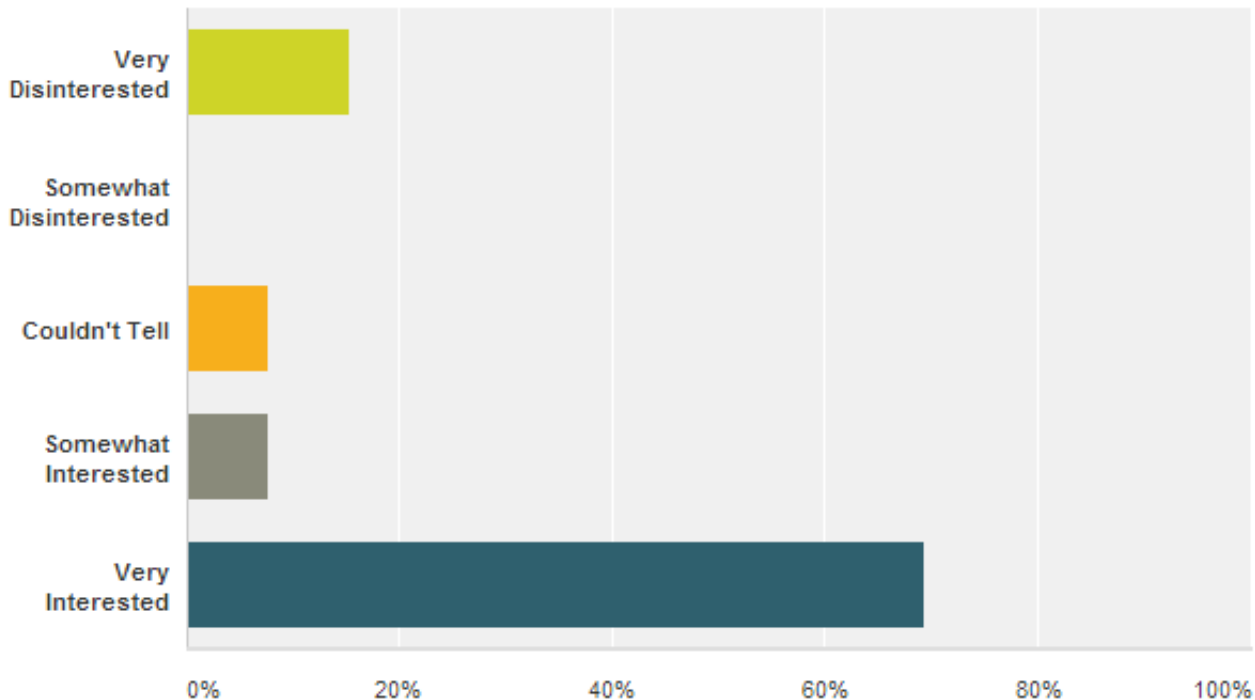
Answered: 11 Skipped: 2



Answer Choices	Responses
Timely	54.55% 6
Average	27.27% 3
Too Slow	18.18% 2
Total Respondents: 11	

## Did the Deputy(s) seem interested in what you told him/her?

Answered: 13 Skipped: 0

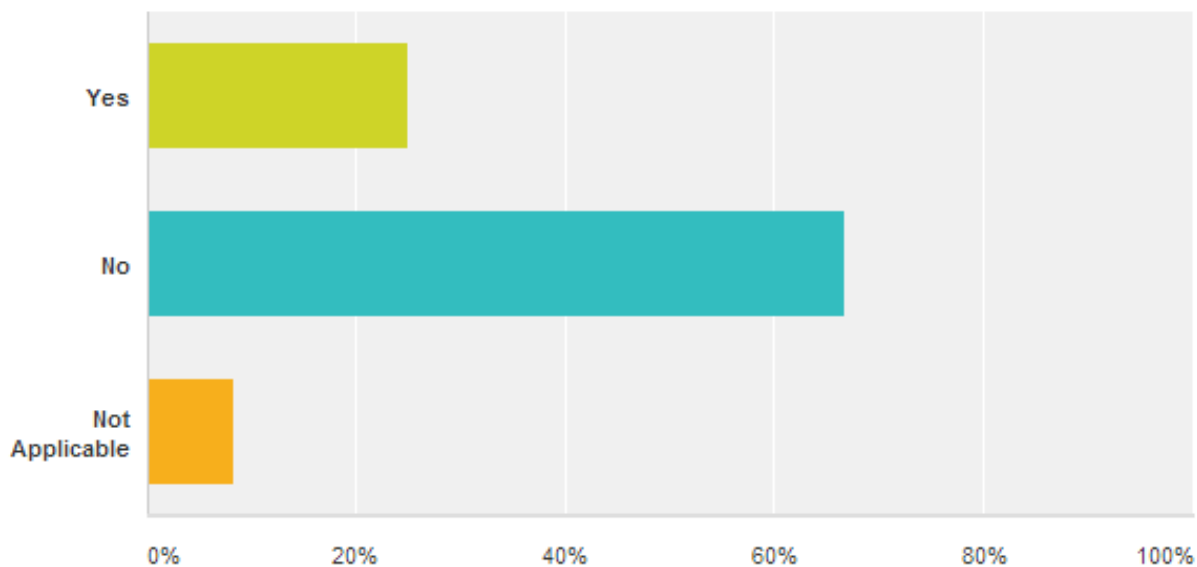


Answer Choices	Responses
Very Disinterested	15.38% 2
Somewhat Disinterested	0% 0
Couldn't Tell	7.69% 1
Somewhat Interested	7.69% 1
Very Interested	69.23% 9
Total Respondents: 13	



### Did the Deputy(s) offer any advice on how to avoid, or what to do about, future problems of the kind you reported?

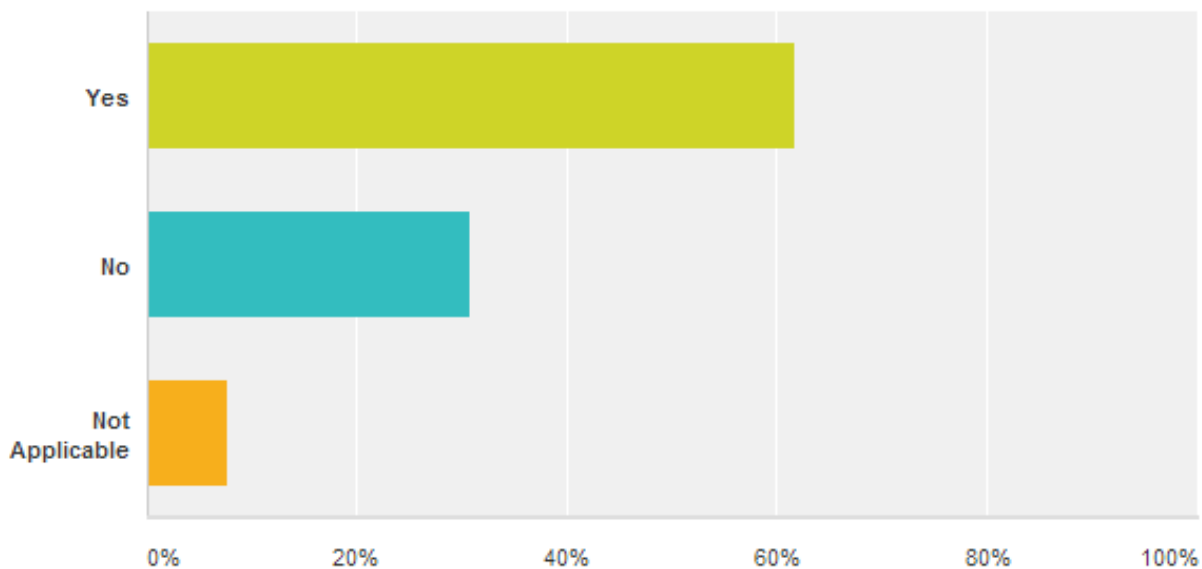
Answered: 12 Skipped: 1



Answer Choices	Responses
Yes	25% 3
No	66.67% 8
Not Applicable	8.33% 1
Total Respondents: 12	

## Did the Deputy(s) leave you with the feeling that something would be done about what you reported?

Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	61.54% 8
No	30.77% 4
Not Applicable	7.69% 1
Total Respondents: 13	

**Rate the Deputy(s) on the following criteria on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

Answered: 12 Skipped: 1

	1	2	3	4	5	6	7	8	9	10	Total Respondents
Competence	8.33% 1	0% 0	0% 0	8.33% 1	0% 0	0% 0	0% 0	8.33% 1	16.67% 2	58.33% 7	12
Courteous	8.33% 1	0% 0	0% 0	0% 0	0% 0	8.33% 1	8.33% 1	8.33% 1	8.33% 1	58.33% 7	12
Knowledge	10% 1	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	10% 1	10% 1	70% 7	10
Trustworthy	10% 1	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	10% 1	10% 1	70% 7	10
Responsive	11.11% 1	0% 0	0% 0	0% 0	0% 0	0% 0	11.11% 1	22.22% 2	11.11% 1	44.44% 4	9
Concern for you needs	8.33% 1	0% 0	0% 0	8.33% 1	8.33% 1	0% 0	0% 0	8.33% 1	16.67% 2	50% 6	12

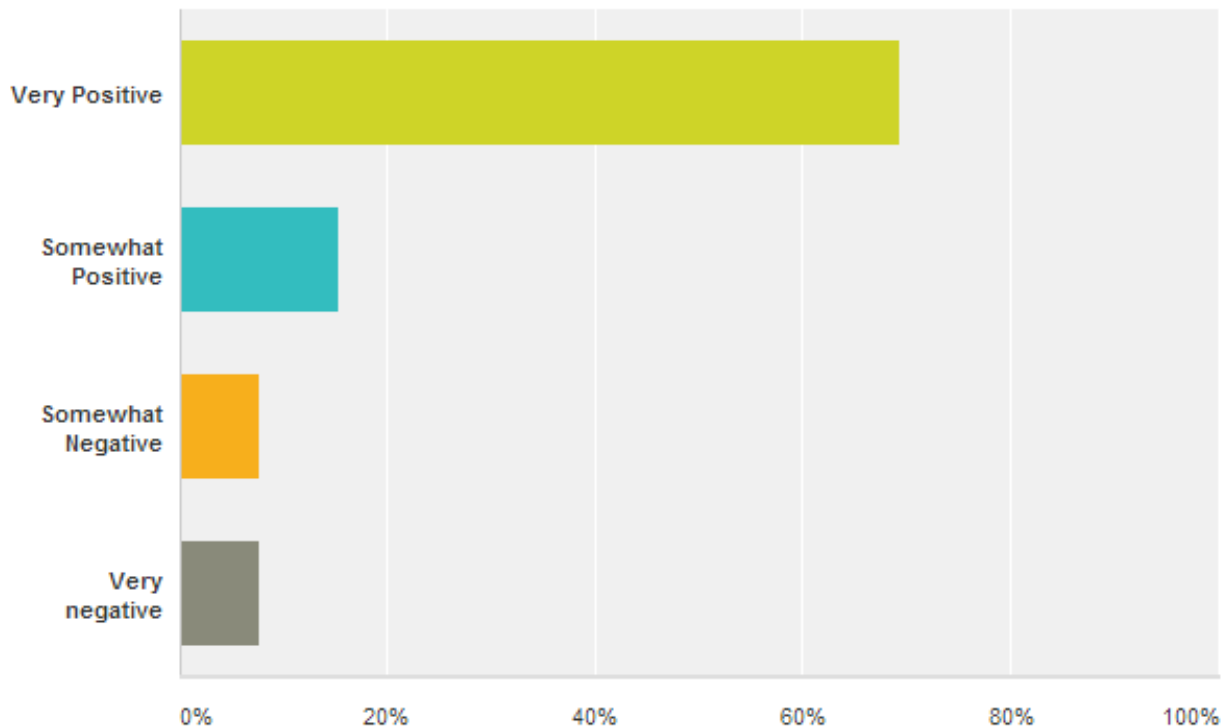
**Based on your belief of what law enforcement's role and mission is, how well did the deputy(s) fulfill your expectation on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

Answered: 13 Skipped: 0

Answer Choices	Responses
1	15.38% 2
2	0% 0
3	0% 0
4	0% 0
5	15.38% 2
6	0% 0
7	0% 0
8	0% 0
9	7.69% 1
10	61.54% 8
Total Respondents: 13	

## Based on the service you received, what is your overall impression of the El Dorado County Sheriff's Office?

Answered: 13 Skipped: 0



Answer Choices	Responses
Very Positive	69.23% 9
Somewhat Positive	15.38% 2
Somewhat Negative	7.69% 1
Very negative	7.69% 1
Total	13

## **In what way, if any, could the deputy's visit have been more satisfying to you?**

Answered: 11 Skipped: 2

1. If they found the subject
2. Responded very professionally
3. None, he did all he could
4. Does not know what resources Deputy has available
5. Wants verbally and in writing this issue be documented and entered into public record. Say Sheriff denied this and in uncooperative
6. Happy with the Sheriff
7. None
8. Deputy didn't visit
9. Only problem she had was he called and did not respond in person
10. No
11. No

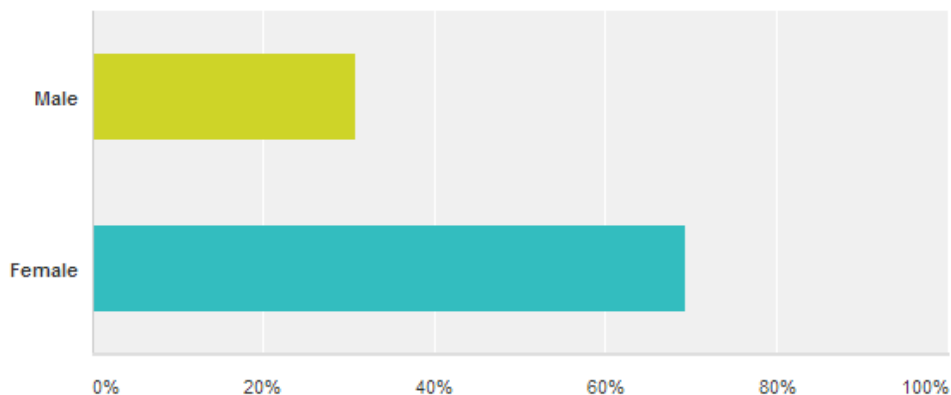
## **Is there anything else you would like to tell us about your meeting with the deputy(s)?**

Answered: 8 Skipped: 5

1. Professional & concerned
2. No
3. Deputy works for taxpayers and needs to be more responsive. This reflects on the Sheriff himself. Wants a call personally from the Sheriff
4. No
5. No, Appreciate the services of Sheriff & Fish and Game
6. No—Very happy with deputy
7. No
8. No

### Sex

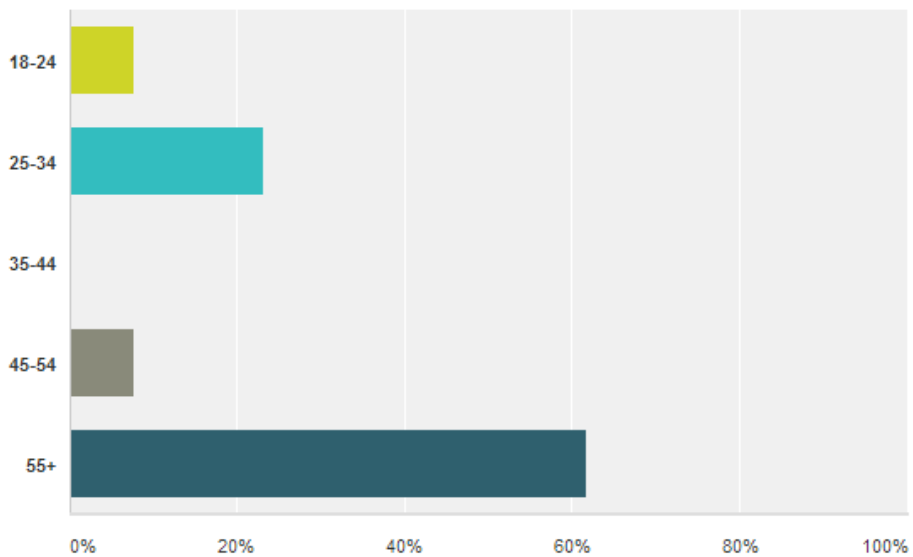
Answered: 13 Skipped: 0



Answer Choices	Responses
Male	30.77% 4
Female	69.23% 9
Total	13

### Age

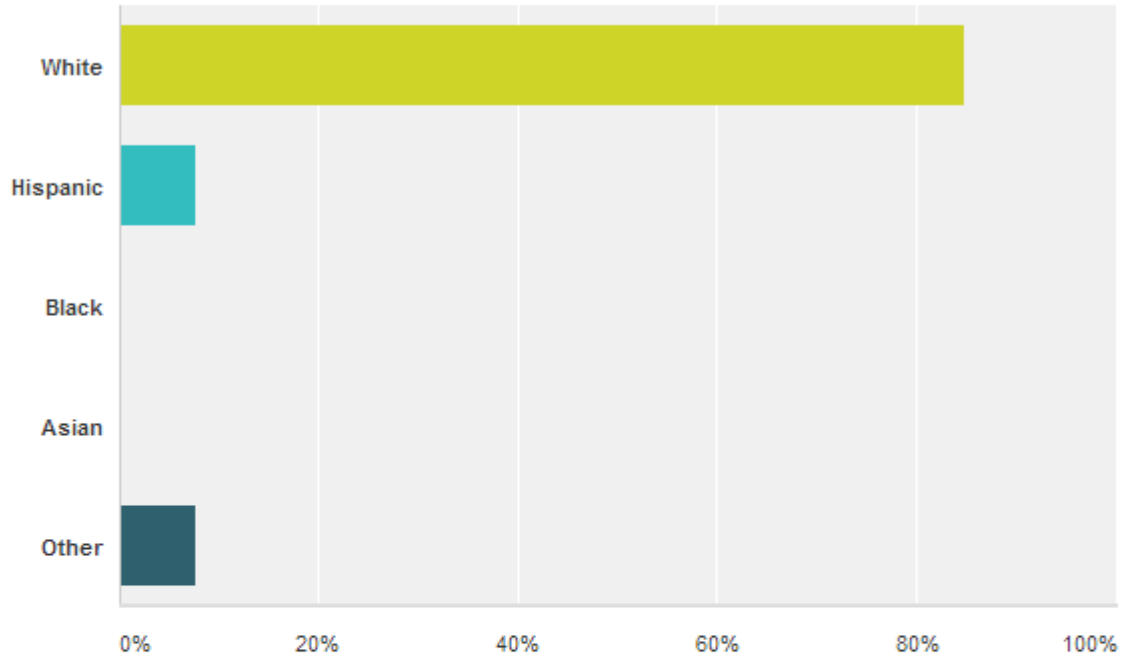
Answered: 13 Skipped: 0



Answer Choices	Responses
18-24	7.69% 1
25-34	23.08% 3
35-44	0% 0
45-54	7.69% 1
55+	61.54% 8
Total	13

## Race

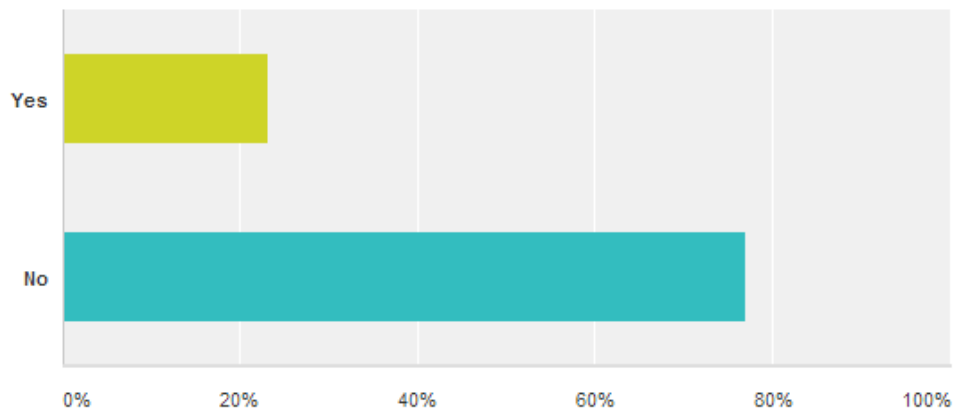
Answered: 13 Skipped: 0



Answer Choices	Responses
White	84.62% 11
Hispanic	7.69% 1
Black	0% 0
Asian	0% 0
Other	7.69% 1
Total	13

### Did the person taking the Survey request follow-up contact from the Sheriff's department?

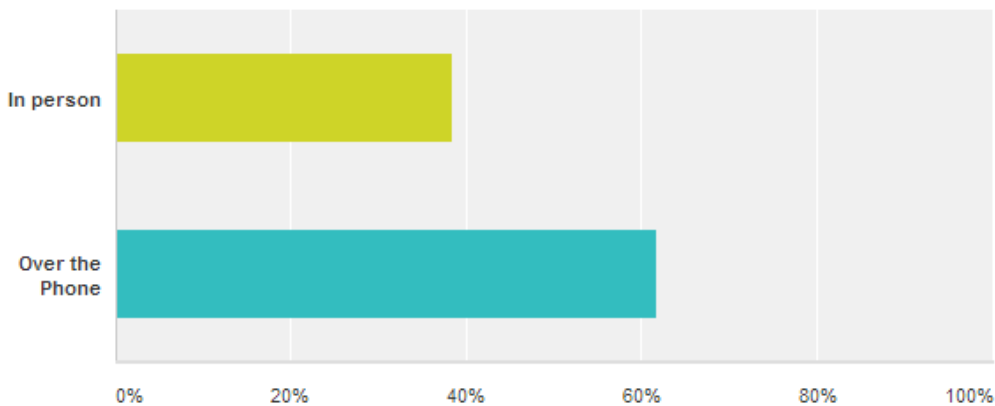
Answered: 13 Skipped: 0



Answer Choices	Responses	Count
Yes	23.08%	3
No	76.92%	10
Total		13

### Was the Survey taken in person or over the phone?

Answered: 13 Skipped: 0



Answer Choices	Responses	Count
In person	38.46%	5
Over the Phone	61.54%	8
Total		13



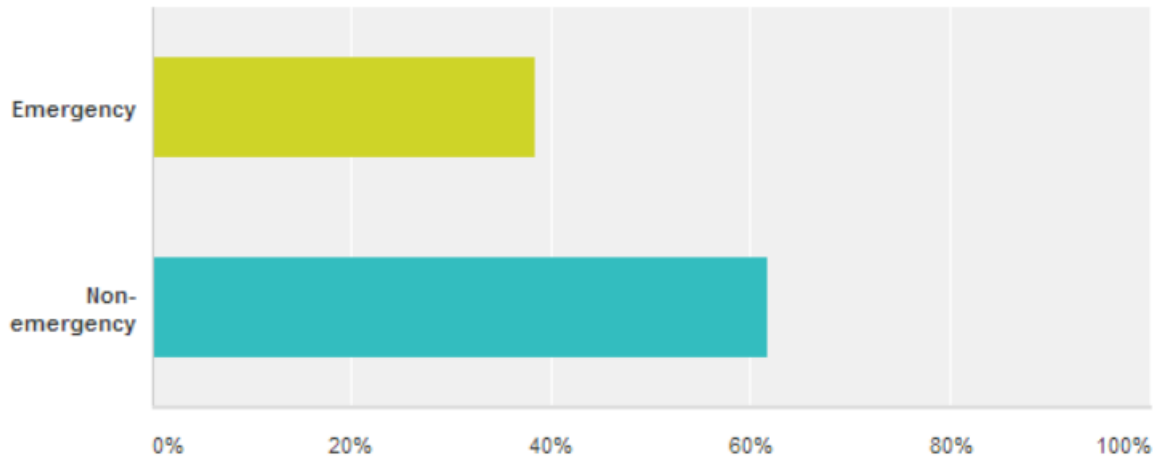
# District 5

In District 5 out of the 25 calls for service initially chosen for the survey using the criteria determined for selection; 14 people completed the survey, 8 were unable to be contacted either in person or by phone, 1 person stated the survey was not applicable and 2 people refused to take the survey.

Of the 14 completed, 11 were completed by the reporting party during a personal contact with a Sheriff's STAR and 3 were completed by a phone interview with a STAR.

## Do you consider the call for service that you placed to be an emergency or non-emergency?

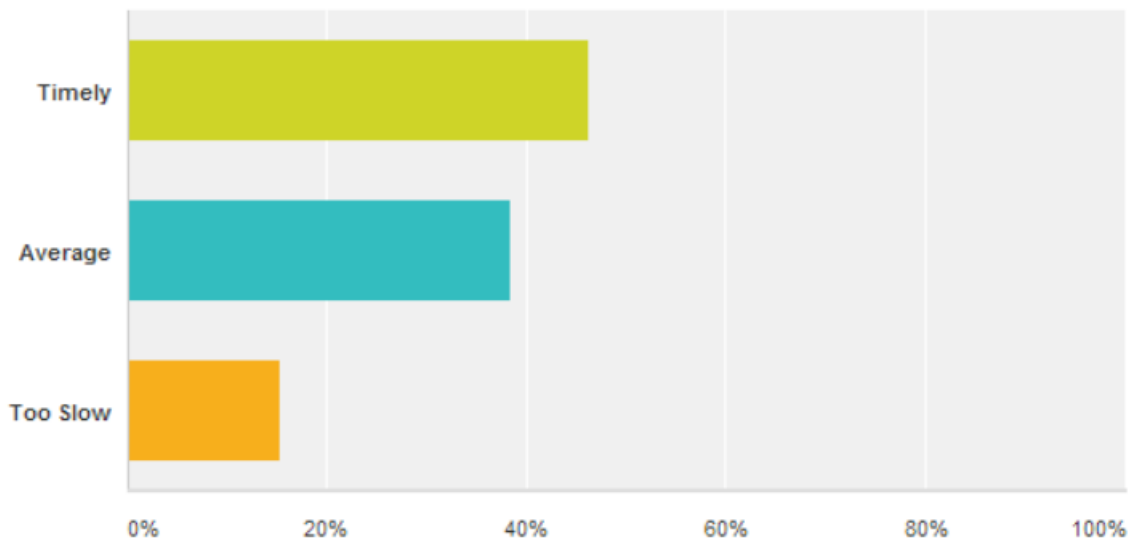
Answered: 13 Skipped: 1



Answer Choices	Responses
Emergency	38.46% 5
Non-emergency	61.54% 8
Total Respondents: 13	

**Based on the nature/seriousness of the call you placed, do you consider the time it took for the deputy(s) to arrive to be;**

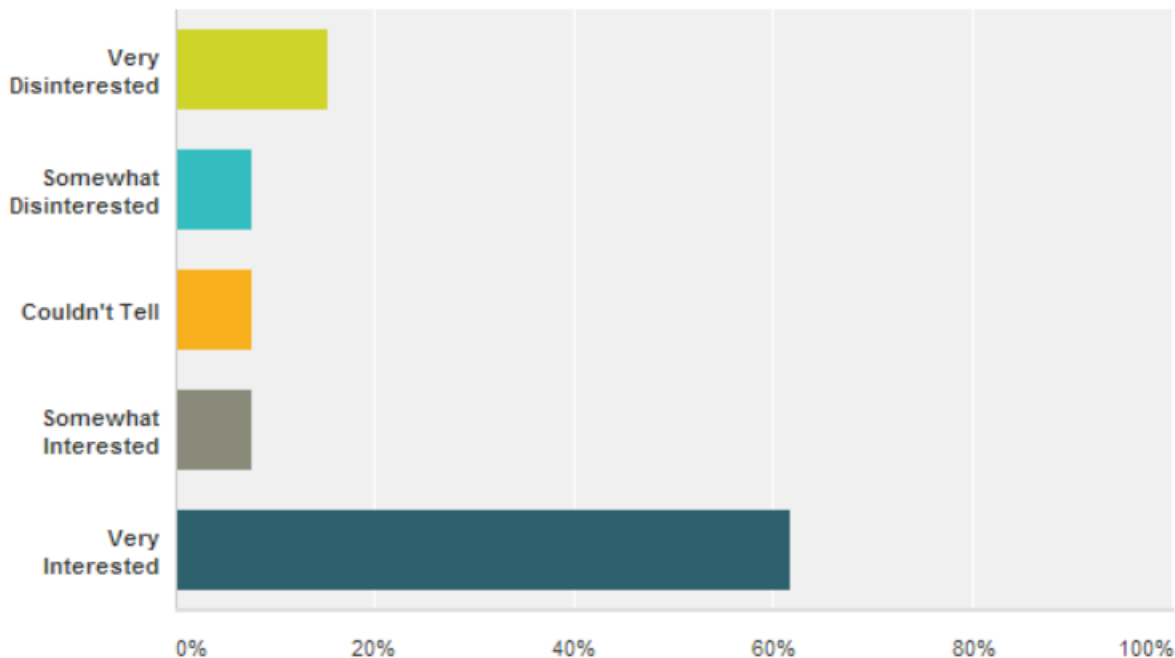
Answered: 13 Skipped: 1



Answer Choices	Responses
Timely	46.15% 6
Average	38.46% 5
Too Slow	15.38% 2
Total Respondents: 13	

## Did the Deputy(s) seem interested in what you told him/her?

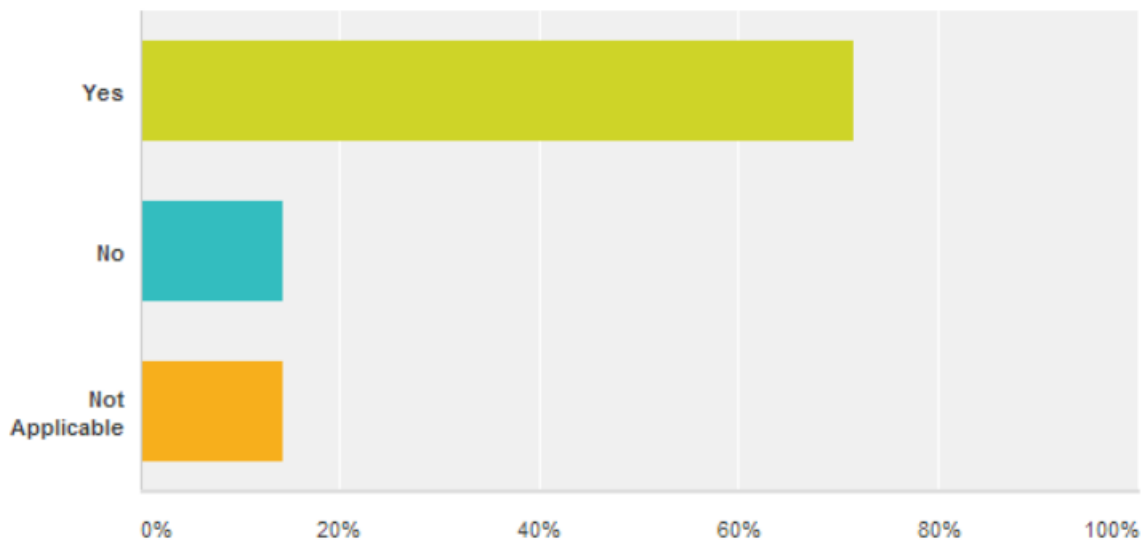
Answered: 13 Skipped: 1



Answer Choices	Responses
Very Disinterested	15.38% 2
Somewhat Disinterested	7.69% 1
Couldn't Tell	7.69% 1
Somewhat Interested	7.69% 1
Very Interested	61.54% 8
Total Respondents: 13	

### Did the Deputy(s) offer any advice on how to avoid, or what to do about, future problems of the kind you reported?

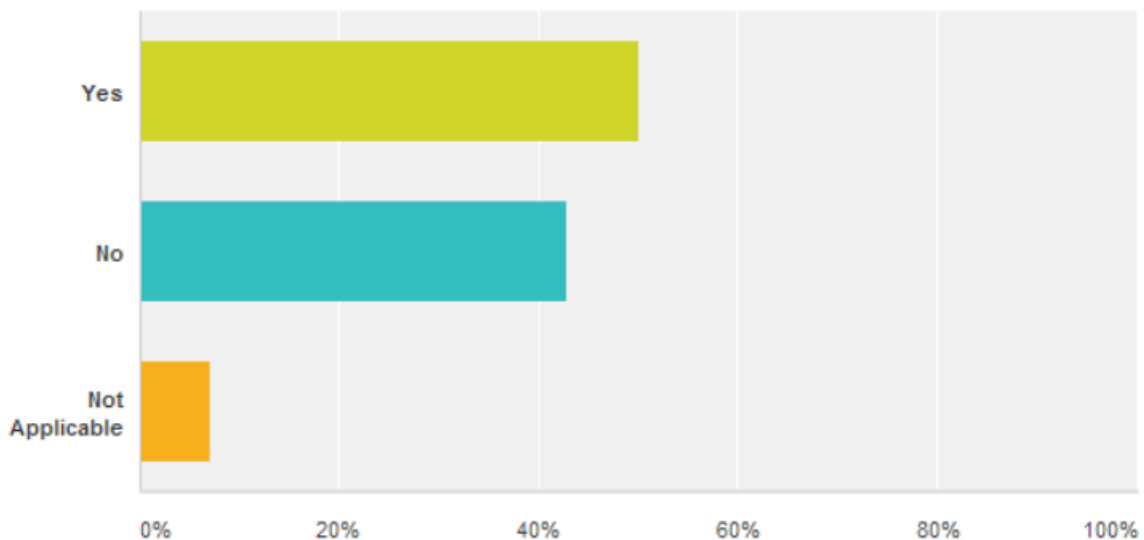
Answered: 14 Skipped: 0



Answer Choices	Responses
Yes	71.43% 10
No	14.29% 2
Not Applicable	14.29% 2
Total Respondents: 14	

### Did the Deputy(s) leave you with the feeling that something would be done about what you reported?

Answered: 14 Skipped: 0



Answer Choices	Responses
Yes	50% 7
No	42.86% 6
Not Applicable	7.14% 1
Total Respondents: 14	

**Rate the Deputy(s) on the following criteria on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

Answered: 13 Skipped: 1

	1	2	3	4	5	6	7	8	9	10	Total Respondents
Competence	0% 0	8.33% 1	0% 0	8.33% 1	8.33% 1	0% 0	0% 0	0% 0	0% 0	75% 9	12
Courteous	0% 0	0% 0	0% 0	7.69% 1	15.38% 2	0% 0	0% 0	7.69% 1	0% 0	69.23% 9	13
Knowledge	0% 0	15.38% 2	0% 0	7.69% 1	0% 0	0% 0	0% 0	7.69% 1	7.69% 1	61.54% 8	13
Trustworthy	0% 0	9.09% 1	0% 0	9.09% 1	0% 0	0% 0	0% 0	0% 0	0% 0	81.82% 9	11
Responsive	0% 0	8.33% 1	0% 0	8.33% 1	16.67% 2	0% 0	0% 0	0% 0	0% 0	66.67% 8	12
Concern for you needs	0% 0	16.67% 2	0% 0	8.33% 1	0% 0	0% 0	0% 0	0% 0	0% 0	75% 9	12

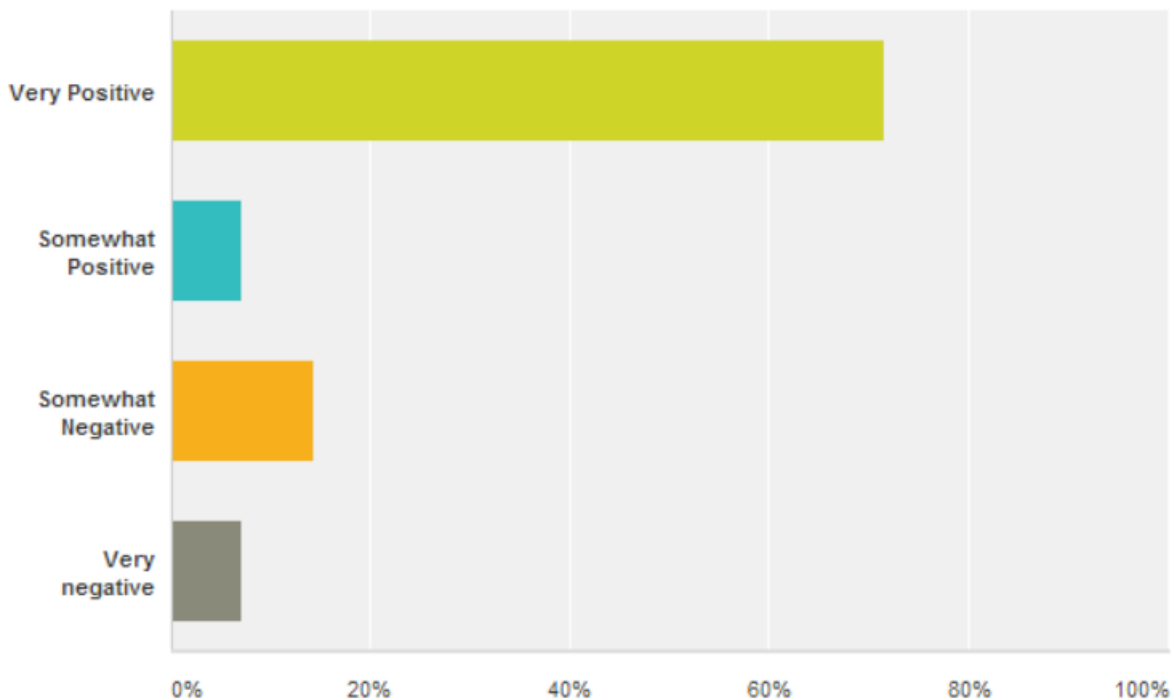
**Based on your belief of what law enforcement's role and mission is, how well did the deputy(s) fulfill your expectation on a scale of 1 to 10 (1 is unacceptable, 5 is average, & 10 is outstanding)**

Answered: 13 Skipped: 1

Answer Choices	Responses
1	0% 0
2	15.38% 2
3	0% 0
4	7.69% 1
5	7.69% 1
6	0% 0
7	0% 0
8	0% 0
9	7.69% 1
10	61.54% 8
Total Respondents: 13	

## Based on the service you received, what is your overall impression of the El Dorado County Sheriff's Office?

Answered: 14 Skipped: 0



Answer Choices	Responses
Very Positive	71.43% 10
Somewhat Positive	7.14% 1
Somewhat Negative	14.29% 2
Very negative	7.14% 1
Total	14

## **In what way, if any, could the deputy's visit have been more satisfying to you?**

Answered: 8 Skipped: 6

1. He accomplished everything that was prudent and necessary
2. The deputy seemed to talk down to her
3. Could have sent to detectives
4. Catch the vandal
5. No complaints
6. Wanted more support with child from deputy
7. He did everything that could be expected
8. Couldn't be better

## **Is there anything else you would like to tell us about your meeting with the deputy(s)?**

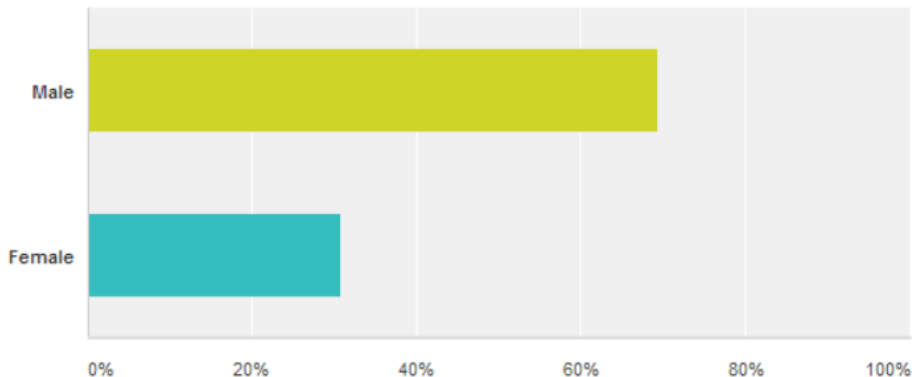
Answered: 6 Skipped: 8

1. He was courteous, knowledgeable and resolved the issue
2. Didn't meet him in person, only spoke to him over the phone
3. Didn't want to do any paper
4. Have more problems with child since deputy told 12yr old she could leave parents by going to court
5. No. He left message with message with deputy regarding animal control complaint. Has not heard from deputy
6. Really helpful



### Sex

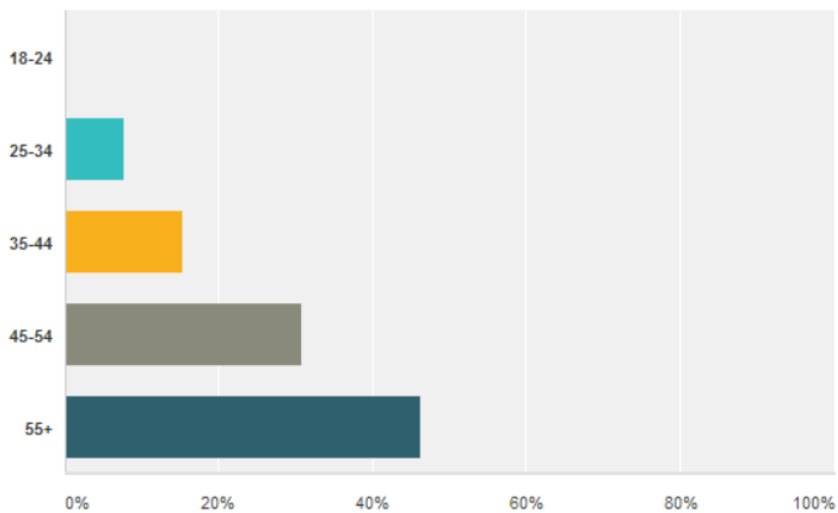
Answered: 13 Skipped: 1



Answer Choices	Responses	
Male	69.23%	9
Female	30.77%	4
Total		13

### Age

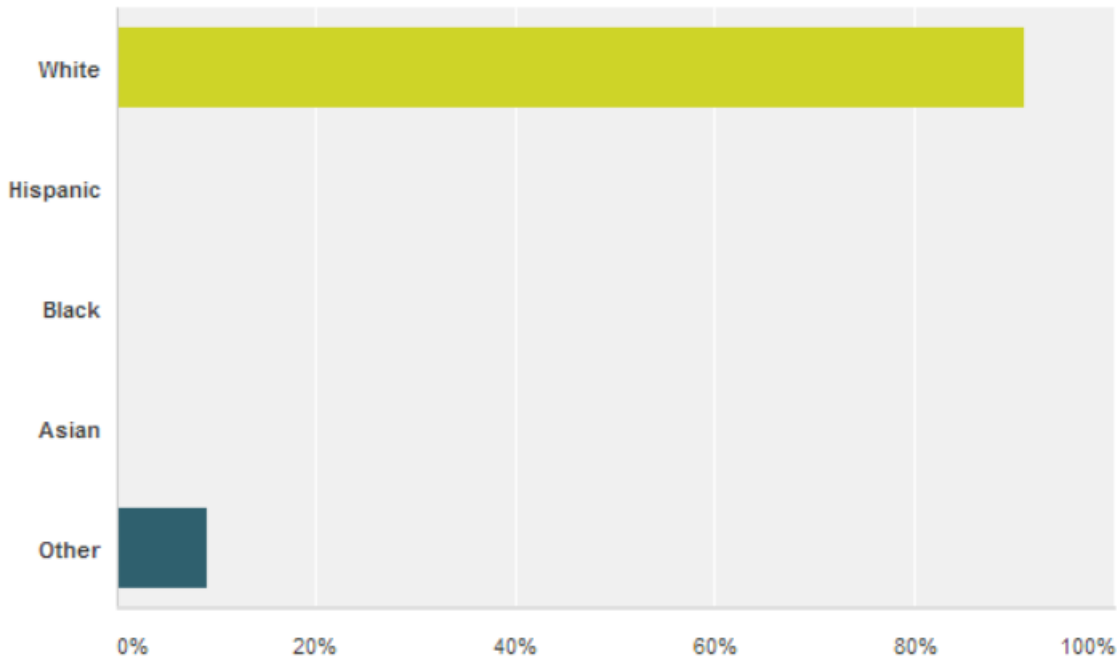
Answered: 13 Skipped: 1



Answer Choices	Responses	
18-24	0%	0
25-34	7.69%	1
35-44	15.38%	2
45-54	30.77%	4
55+	46.15%	6
Total		13

## Race

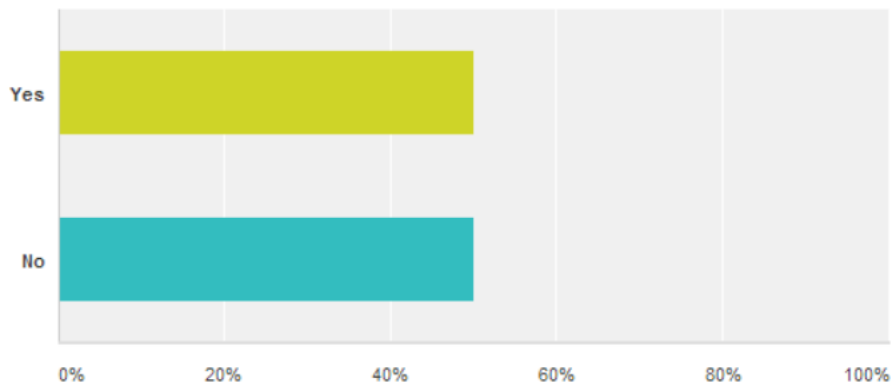
Answered: 11 Skipped: 3



Answer Choices	Responses
White	90.91% 10
Hispanic	0% 0
Black	0% 0
Asian	0% 0
Other	9.09% 1
Total	11

### Did the person taking the Survey request follow-up contact from the Sheriff's department?

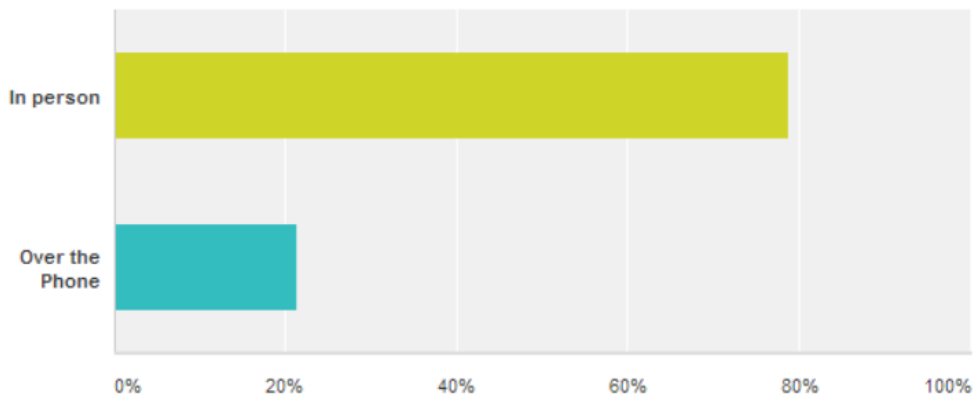
Answered: 14 Skipped: 0



Answer Choices	Responses
Yes	50% 7
No	50% 7
Total	14

### Was the Survey taken in person or over the phone?

Answered: 14 Skipped: 0



Answer Choices	Responses
In person	78.57% 11
Over the Phone	21.43% 3
Total	14