



A Nationally Accredited Law Enforcement Agency

— SHERIFF —
MIKE PRENDERGAST



Take Our Citizen's Survey

This survey is an important tool used in making sure the Citrus County Sheriff's Office provides the most effective, efficient, and responsive service to the community. Specific areas of interest include: competence, performance, attitude, conduct, and community concerns. We also ask for any suggestions you may have, or recommendations for improvement.

If you are involved in an active case, please avoid discussing the facts of the case in this survey. *(Complaints or comments about specific incidents requiring narratives may be submitted via the Citizen Comment Form. Comments on active criminal cases are subject to subpoena.)*

Please mark your choice(s). Personal data questions are optional. *(Each question has a selection for "not applicable," "none," or "I do not wish to answer".)*

Once you have completed the form, please send it to the following address:

Citrus County Sheriff's Office
Attn: Accreditation Specialist Sherri Sanders
1 Dr. Martin Luther King Jr Ave.
Inverness, FL 34450-4968
(352) 795-4709

Agency Contact

1. Please indicate the types of Citrus County Sheriff's Office personnel you have had contact with in the last year: *(More than one answer may be checked.)*

- 911 Operator/Communications Officer
- Road Patrol (Uniformed Deputy Sheriff)
- Detective
- School Resource Deputy
- Victim Advocate
- Crime Prevention Personnel
- Public Service Officers or other Sheriff's Office Volunteers
- Other or Unknown
- None or; I do not wish to answer. *(Please make no other selection on this question.)*



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2. Please indicate how you came into contact with Sheriff's Office personnel: (More than one answer may be checked.)

- Called 911 and/or reported an accident, incident, suspicious behavior, or crime.
- Was stopped by a deputy or detective. (Traffic stop or on foot.)
- Was interviewed as a victim, witness, or potential witness.
- Was arrested, interviewed, or interrogated by a deputy or detective as a suspicious person, suspect, or defendant.
- Was contacted by a deputy or detective for school-related matters.
- Other
- Not applicable or; I do not wish to answer. (No other answer selected.)

3. How often do you view the www.sheriffcitrus.org web page or Sheriff's Office social media sites?

- At least once per week and/or I subscribe to the social media notifications.
- At least once per month.
- Infrequently.
- Never.
- I do not wish to answer.

4. Comments Regarding Agency Contact:



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Agency Performance

5. How would you rate the overall performance of the 911 Operators/ Communication Officers?

- 1 - Improvement is needed.
- 2 - Adequate.
- 3 - Very good.
- 4 - Not applicable or; I do not wish to answer.

6. How would you rate the overall performance of Sheriff's Office personnel?

- 1 - Improvement is needed.
- 2 - Adequate.
- 3 - Very good.
- 4 - Not applicable or; I do not wish to answer.

7. Comments Regarding Performance:

Employee Competence

8. How would you rate the level of competence in your overall contact with 911 Operator/Communications Center personnel?

- 1 - Improvement is needed.
- 2 - Adequate.
- 3 - Very good.
- 4 - Not applicable or; I do not wish to answer.



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9. How would you rate the level of competence in your overall contact with Sheriff's Office employees?

- 1 - Improvement is needed.
- 2 - Adequate.
- 3 - Very good.
- 4 - Not applicable or; I do not wish to answer.

10. Comments Regarding Competence:

Attitude and Conduct

11. Please rate the level of professionalism regarding attitude and behavior of the 911 Operator/Communications Officer regarding the way they handled your call for service or contact.

- 1 - Improvement is needed.
- 2 - Adequate.
- 3 - Very good.
- 4 - Not applicable or; I do not wish to answer.

12. Please rate the level of professionalism regarding attitude and behavior of agency personnel (overall) regarding the way they handled your call for service or contact.

- 1 - Improvement is needed.
- 2 - Adequate.
- 3 - Very good.
- 4 - Not applicable or; I do not wish to answer.



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13. Comments Regarding Attitude and Conduct:

Community Concerns

14. Primary concerns when I call 911 are that: (More than one answer may be checked.)

- 1 – The 911 call will be answered right away.
- 2 – The 911 operator will collect relevant information.
- 3 – Responders will be dispatched right away.
- 4 – The appropriate responders will be sent. (Law enforcement, Fire Rescue, EMS, Animal Control, Etc.)
- 5 – My side of the story will be documented.
- 6 – Other. (Please note in comments.)
- 7 – None or; I do not wish to answer.

15. My primary security concerns are: (More than one answer may be checked.)

- 1 – Personal/family safety while at home.
- 2 – Personal safety while at work.
- 3 – School safety.
- 4 – Active shooters or mass assaults.
- 5 – Identity theft or fraud.
- 6 – Road safety within the county.
- 7 – Theft or burglary of home or business.
- 8 – Sexual offenses and monitoring sexual offenders.
- 9 – Other. (Please note in comments.)
- 10 – None or; I do not wish to answer.



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16. Do you feel safe living in Citrus County with respect to crime?

- 1 - Improvement is needed.
- 2 - Somewhat.
- 3 - Yes, I feel safe.
- 4 - Yes, very safe.
- 5 - I do not wish to answer.

17. Comments Regarding Community Concern:

Recommendations

At the Citrus County Sheriff's Office, we are always looking for ways to improve our performance to provide the best law enforcement and communications services possible. Please use the space below to share any suggestions or ideas for improving our agency. Your responses will be reviewed, and if you want to be contacted, please provide your name and contact information.

18. Suggestions and/or Improvements Needed:



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Demographics

19. I live in: (please check one)

- | | |
|--|--|
| <input type="radio"/> 1 - Crystal River | <input type="radio"/> 7 - Pine Ridge |
| <input type="radio"/> 2 - Dunnellon/Citrus Springs | <input type="radio"/> 8 - Lecanto |
| <input type="radio"/> 3 - Citrus Hills | <input type="radio"/> 9 - Homosassa area |
| <input type="radio"/> 4 - Sugarmill Woods | <input type="radio"/> 10 - Floral City |
| <input type="radio"/> 5 - Inverness area | <input type="radio"/> 11 - Beverly Hills |
| <input type="radio"/> 6 - Hernando | <input type="radio"/> 12 - Holder |

20. My age group is: (please check one)

- 1 - 0-18
- 2 - 19-30
- 3 - 31-45
- 4 - 46-60
- 5 - 61-74
- 6 - 75-89
- 7 - 90+

*** OPTIONAL INFORMATION ***

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

EMAIL: _____