

# 2016 CITIZEN SURVEY



HARRIS COUNTY SHERIFF'S  
OFFICE  
1200 Baker Street  
Houston, TX 77002  
713-755-6044

Periodically, the Harris County Sheriff's Office conducts a citizen survey to determine the level of satisfaction with our services. We would appreciate your taking a few moments to complete our survey. This information will help us understand how the local community views our services and what we, as an agency, can do to further assist you, the citizens of Harris County, TX.

**Instructions:**

Please fill in the circle, one response for each question. Questions 4, 8, 16 & 17 provide an opportunity for written comments and concerns.

Please return the survey to any Sheriff's Office substation or mail it to:

Harris County Sheriff's Office  
Accreditation Survey  
330 Meadowfern  
Houston, TX. 77067.

The Harris County Sheriff's Office greatly appreciates your assistance in helping us to better serve the citizens of Harris County.



3. Please indicate the last time either you or a member of your immediate family contacted the Harris County 911 Dispatch Center.
- Within the last 90 days.
  - Within the last 6 months.
  - Within the last year.
  - More than one year.
  - Have not contacted.
4. Please indicate the nature of circumstances when you or a member of your family made contact with the Harris County 911 Dispatch Center.
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5. How would you rate the overall performance of the Harris County 911 Dispatch Center?
- Excellent
  - Good
  - Fair
  - Poor
6. How would you rate the overall customer service extended by the Harris County 911 Dispatch Center?
- Excellent
  - Good
  - Fair
  - Poor
7. Please indicate the last time either you or a member of your immediate family had direct contact with a member of the Harris County Sheriff's Office.
- Within the last 90 days.
  - Within the last 6 months.
  - Within the last year.
  - More than one year.
  - No Contact.

8. Please indicate the nature of the circumstances when you or a member of your immediate family had direct contact with the Harris County Sheriff's Office.

Reporting an incident or a service request.

Was stopped for traffic violations.

Casual Encounter or Community Meeting.

No Contact.

Other: \_\_\_\_\_  
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9. How would you rate the overall performance of the Harris County Sheriff's Office?

Excellent

Good

Fair

Poor

10. How would you rate the courtesy and customer service extended by the Harris County Sheriff's Office?

Excellent

Good

Fair

Poor

11. How would you rate the level of assistance provided by the Harris County Sheriff's Office?

Excellent

Good

Fair

Poor





Our survey is anonymous; however, we would like the opportunity to follow-up on some of the concerns and recommendations. If you are willing, please provide us with your name and daytime phone number, so we may better serve your concerns.

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

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_