

## 2009 CITIZENS' SURVEY RESULTS

There were 112 participants who completed the 2009 Citrus County Sheriff's Office Citizens' Survey.

The method of participation in the survey was as follows:

MAIL	PHONE	WALK-IN	CR MALL	TOTAL
19	59	4	30	112

The following information gives the survey questions, responses, and comments.

*On a scale of 1 to 5, with 1 being worst and 5 being best, please rate the following. If you have not had contact with our agency in a specific area, please indicate Not Applicable (NA).*

<b>AGENCY PERFORMANCE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>NA</b>	<b>NO RESPONSE</b>
1. Do you feel the CCSO is doing a good job protecting and serving the citizens of our community?	3	1	8	27	69	3	1
2. Do you think the SO is well-trained and properly staffed to handle the growing needs of Citrus County?	1	4	9	32	62	4	
3. How would you rate the overall performance of the 911/EOC personnel?	3	2	6	13	54	34	

<b>EMPLOYEE COMPETENCE</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>NA</b>	<b>NO RESPONSE</b>
1. How would you rate your overall contact with SO employees?	4	1	11	18	53	23	2
2. The following employees have the most contact with the public. Please rate any experience you have had with EACH:							
Road Patrol (Deputy Sheriff)	2	4	5	19	42	38	2
911/EOC Communications Officer	1	1	4	12	50	41	3
Records Clerk	2	2	3	5	18	78	4
SRO	1	3	6	5	23	72	2
Detective	2	2	3	11	20	72	2
Victim Advocate			2	5	12	90	3
CPI	3		2	7	13	86	1
Court Security/Bailiff	1		6	4	17	81	3

<b>EMPLOYEE ATTITUDE &amp; CONDUCT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>NA</b>	<b>NO RESPONSE</b>
Please rate agency personnel on the way they handled your call for service and NOT on the situation that required action. 1=Poor, 2=Below Average, 3=Average, 4=Good, and 5=Excellent.							
1. Call for service at my residence	5	2	7	11	34	50	3
2. Call for service to my business			3	5	11	89	4
3. Traffic ticket or warning issued	4	2	7	7	24	64	4

<b>EMPLOYEE ATTITUDE &amp; CONDUCT</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>NA</b>	<b>NO RESPONSE</b>
4. Roadside officer assistance	3		4	5	18	78	4
5. Detective interviewed me	1	1	3	3	13	87	4
6. Officer spoke to my service org. or group	1		2	4	25	76	4
7. Contact with the 911/EOC	1	4	3	10	38	54	2

<b>COMMUNITY CONCERNS: SAFETY &amp; SECURITY</b>	<b>TRUE</b>	<b>FALSE</b>	<b>NA</b>	<b>NO RESPONSE</b>
1. I feel safe in my home ALL the time.	91	15	5	1
2. I feel safe in my home MOST of the time.	93	5	12	2
3. I feel safe traveling on our county roadways.	92	15	5	
4. When I park my car, I DO NOT worry it will be broken into.	67	39	6	
5. When I leave my house, my job, etc., I feel I MAY be attacked.	13	95	4	
6. I worry that my home will be burglarized.	36	75	1	
7. I OFTEN worry that I will be victimized in some way.	26	79	4	3

<b>COMMUNITY CONCERNS: SAFETY &amp; SECURITY</b>	<b>TRUE</b>	<b>FALSE</b>	<b>NA</b>	<b>NO RESPONSE</b>
8. I feel the SO provides excellent crime prevention information.	87	5	16	4
9. I know the SO works hard to protects its citizens.	100	7	4	1
10. I feel the SO could do more to prevent crime.	56	44	10	2
11. I generally feel safe and secure in Citrus County.	101	7	4	
12. I feel the 911/EOC will answer my call promptly and effectively.	88	3	14	7

## RECOMMENDATIONS

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### COMMENTS

- \* I want to commend the deputies who do traffic control on Sundays outside churches on Rte. 19, especially St. Thomas the Apostle church in Homosassa. We really appreciate their work. It can be very dangerous at times.
- \* Feels Crystal River has much better coverage since the SO took over, especially on 19 and in the evening.
- \* Very good. Proud to be in PRIDE.
- \* Your law enforcement agency is a joke. Your deputies are A\*\*h\*\*\*\*! Harassing kids in my neighborhood. Making sure they make their quotas and just rude. I've read your deputies are supposed to do a good job, but most don't even try.
- \* I have had some issues when I needed help and I was so impressed with how quick the officers arrived at my home, as well as their polite behavior. Officer Rick Mendigutia has improved the well being of Inverness and most definitely the officer has made me feel more comfortable to think I am safe and secure in this town.
- \* In the past, my experiences with the CCSO have been decent, but there have been a few occasions where they haven't been.
- \* The police are pretty good. Just the court system isn't very good.
- \* I have been vandalized several times. We have experienced unlawful drivers and threats. No actions that resolved anything have been taken.
- \* What happens to the patrol when sent on a complaint? Do they interview complainant? Not usually. They ride through! Makes the complainant feel like no one has responded.

## COMMENTS continued

- \* Too many deputies hanging around not doing their job. Vo-tech has become a hangout for many deputies. Resource officers have become a joke at some schools. This from a teacher.
- \* I have never lived in a community with such positive and active police visibility. The Sheriff's Department is doing an outstanding job.
- \* A few years ago, when I and my wife were stopped in my neighborhood by a deputy, he acted cocky and forceful--was trained to exhibit control over a routine traffic stop. I wanted to take him over my knee and spank him. He was not mature at all. Most of the department (SO) had the same cocky attitude--I need to be in control of every situation and event. My impression now is that has changed. In fact, I was just recently stopped in Crystal River and the deputy was very polite. I was impressed with his mannerisms.
- \* When I had an emergency and had to call 9-1-1, the woman wasn't quite so helpful, and it took too long for the ambulance to reach my residence.
- \* Too many cops for small county. The majority of the police like to harass citizens instead of helping. They never offer help even when car broken down.
- \* The Sheriff's Department exhibits the highest level of professionalism. All my encounters have been met with integrity and respect. You guys need to pat yourselves on the back. It starts with good quality employers.
- \* Loud partying, juvenile drinking, 30-40 cars in area. No juvenile arrests yet. Most of this has passed, as perps have moved out of parental home. Parent was supplying kegs. Many calls--many visits by SO--no corrective action (arrests).

## COMMENTS continued

- \* Area for improvement is on our roads. Red light runners at major intersections occurs every hour of every day.
- \* Late night parties by individuals under the drinking age, plus large number of vehicles parked all over private property. Loud up 'til wee hours of the morning.
- \* Too many deputies while on patrol think they are above the law (speeding, no turn signals, cutting off other drivers while turning). Too many hanging out at new office at vo-tech. Too many captain promotions for doing nothing to earn the promotion other than longevity and being the Sheriff's buddy. Too many deputies parked in out-of-the-way places to talk to other deputies (Inverness cemetery). Patrol cars being used for private use (picking up children from daycare). Sheriff Dawsy needs to get out himself to see what's going on and not rely on his "new" captains who only tell what they want him to hear!!!
- \* So many drivers break many laws, i.e., no turn signals, no wipers on during blinding rains, run red lights, don't stop at 4-way stops. Today I followed a blue van from Citrus Springs to Dunnellon. He was talking on a cell phone. When he reached the light at the bridge coming into Dunnellon, he went right through the solid red light. He had plenty of time to stop.
- \* Too much speeding in Crystal River town, especially US 19.
- \* Doing good job.
- \* Anytime I have called 9-1-1 for my home due to gun shots or juvenile activity, I have not had a deputy come by or call my residence.

## COMMENTS continued

- \* I live in Beverly Hills and there are a lot of break-ins. I don't really know what can be done. A thief at night is hard to catch.
- \* A missing child and a missing man should have been found sooner.

## SUGGESTIONS

- \* Listen to people who live in a neighborhood who are not involved to find out what is going on. They live there all the time. They are your eyes and ears for what is really going on.
- \* My only suggestion is for more fundraisers and activities that are hosted by the SO occur more often because they really do bring the community together. I also would love to see the SO have more organizations and afternoon clubs for teens and so on.
- \* Some of the workers need to remember that they need to use discretion in some calls, such as a family member trying to hurt themselves--don't get rude with the family. Remember there may be minors you are dealing with.
- \* Stricter adherence to laws and more in-depth follow-up to complaints.
- \* Maybe they should get out of the car and talk to complainant to see what the problem is. We have the wheelers running wild here and most of the deputies sent here ride through and don't get out to see where they are riding.
- \* Put top brass on the road instead of hanging around the department. Too many captains promoted since this is Sheriff Dawsy's last term.
- \* One of my hunting buddies at FWC always says you can catch more bears with honey than sour grapes. Most people in America know the police have position power, as well as authority power and the police do not need to act like they must be in control of every situation.

## SUGGESTIONS continued

- \* Make sure your employees are happy and want to do their jobs.
- \* Crack down on party houses.
- \* Post officers at major intersections and ticket red light runners.
- \* Police officers respond. Tell party people they must park all vehicles in one area. No arrests or citations for drinking or disturbing peace. Officers depart, party continues, neighbors suffer.
- \* Officers should patrol streets more often in Citrus Springs. There are some really bad drivers and on Golfview Dr., they speed by my house. I also walk in the AM, so I really see them zoom by me. Yes, I walk on the left side.
- \* Radar trap.
- \* Put more patrol on possible crime locations.
- \* Sometimes the traffic officers are too intervening or "intruding" on the citizens on the road just trying to make it home. I've been pulled over for absolutely no reason at all.
- \* Dogs needed to be brought in.

## IMPROVEMENTS

- \* Wish the local patrols would drive later.
- \* Need more boat patrols on weekends.

## IMPROVEMENTS continued

- \* Make sure you address people as people, not just another number of someone to arrest!! Everyone has a story. Listen carefully. Some people never finished high school. Renaissance school is a joke. Put bad kids in with other bad kids, all you have then is a gang that does not respect anything.
- \* I think it would be cool if the cop cars were mustangs (4-door, of course).
- \* Rarely see road patrol--citizens somewhat more frequent.
- \* Possibly there is a need for more 4-wheel rigs for deputies to use, rather than choppers! Nothing is being done with the 4-wheelers and dirt bikes.
- \* Get back to the basics of law enforcement.
- \* I am not happy with dark windows on patrol cars. Some shade is ok for temperature control. Dark windows make me wonder--what are they hiding? Too many deputies I see are talking on the cell phone. Why are they hiding behind the dark windows?

Budgets: Is the SO doing real zero-based budgeting? From the number of non-patrol cars, I would guess SO is not zero based budgeting. Give the citizens of the county value for their tax dollars.

Jeff and Bob Blume are two great individuals whom I know personally. The county will really miss their experience, caring, dedication to task, and service to Citrus County.

I thank God for providing the quality SO in this county, from B. R. Quinn, Charlie Dean, and Jeff Dawsy. Thank you for your service.

- \* When a car is broken down on the side of the road, cops shouldn't pass by. They should offer help.

## IMPROVEMENTS continued

- \* I feel there is a big problem with prescription drugs--vicadin, oxy. Older retired patients sell their prescriptions to supplement their incomes, disabled as well. I had waitresses that used to buy them off some of the customers who came in. I own a few restaurants and it's an outlet for a dealer to sell to servers making cash.
- \* When light turns green and always look both ways for red light runners. I have not had to do this in the four other states where I have lived.
- \* Party needs to be broken up with examples made. This happens several times a month.
- \* I would gladly sit on a crossroad and watch for infractions and record the license numbers and report. You need people on citizens' patrol. I would volunteer.
- \* More patrol in Crystal Manor.

**DEMOGRAPHIC INFORMATION****NO  
RESPONSE**

AREA	CRYS RIV	INV	HOM	DUNN/CIT SPGS					6
	14	24	6	9					
	HERN	FL CITY	CIT HILLS	PINE RDG					
	9	1	6	12					
	BEV HILLS	SMW	LEC	HOLDER					
	8	7	10	0					
TYPE OF RESIDENCE	HOUSE	MOBILE	APARTMENT	OTHER					
	83	11	4	1					13
AGE GROUP	0-18	19-30	31-45	46-60	61-74	75-89	90+		
	8	9	15	15	38	19	2		6
GENDER	M	F							
	35	46							31