

2017

# Hancock County Sheriff's Office Community Survey



Michael E. Heldman, Sheriff  
Hancock County Sheriff's Office

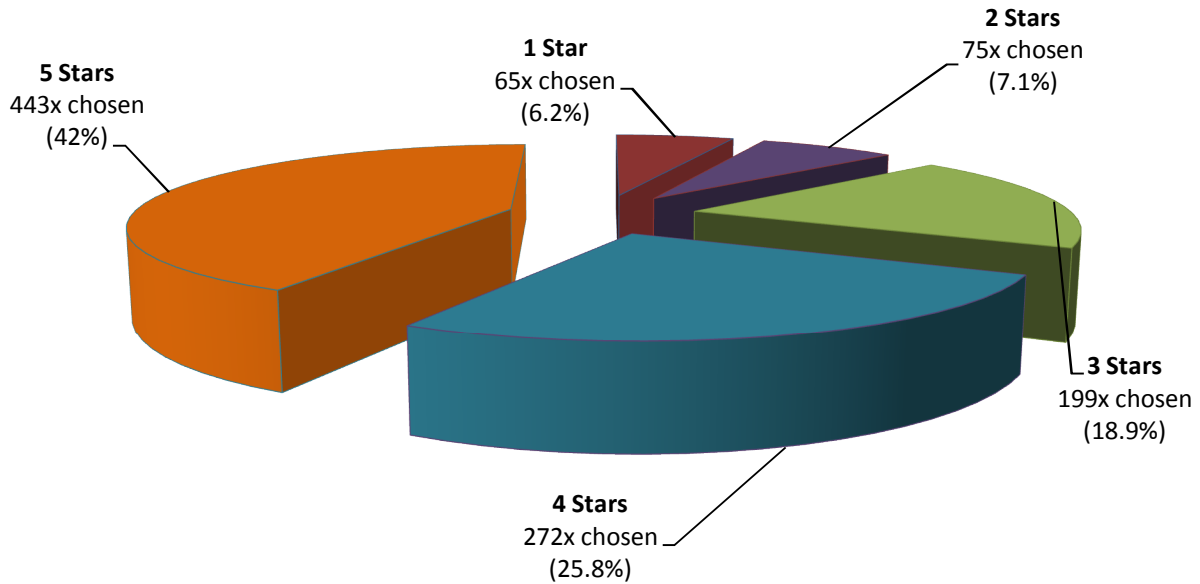
The 2017 survey was posted in January of 2018. The survey was designed to gather opinions and experiences from members of our community. The survey assessed five key components: Community involvement, Safety, Procedural justice, Performance, and Contact/Satisfaction. Participants were asked to provide feedback based on their feeling, opinions and experiences of the Sheriff's Office only over the 2017 year. Using 1-5 star scale, with 5 stars being the highest, positive rating.

The survey was made available to the community electronically through Surveyhero.com and promoted on Facebook and the Hancock County Sheriff's Office website. The survey was also made available in written form at the front desk and to all the village mayors.

Overall 161 opinions were received with over 6000 views online of the posting. The average time to take the survey was under 3:00 minutes. The Office received 159 of the responses through Surveyhero.com and 2 additional results that were handwritten.

## Overall Performance

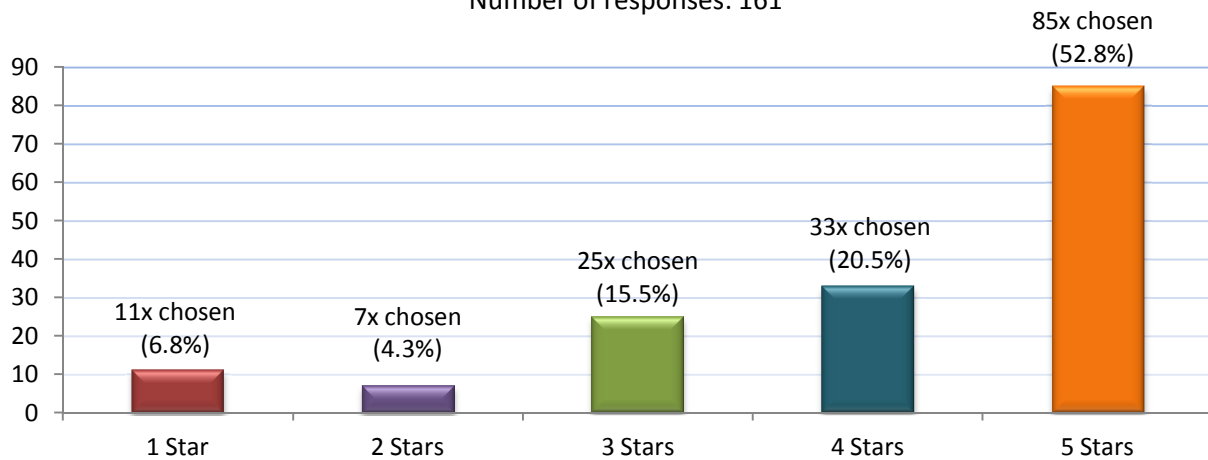
Out of the 13 questions asked 5 Stars was chosen 42% of time with 1 Star chosen 6%.



Question 13 asked each person their satisfaction with the performance of the Sheriff's Office. This graph closely mimics the overall stars given per question.

### Question 13: To what extent are you satisfied with the overall performance of the Hancock County Sheriff's Office?

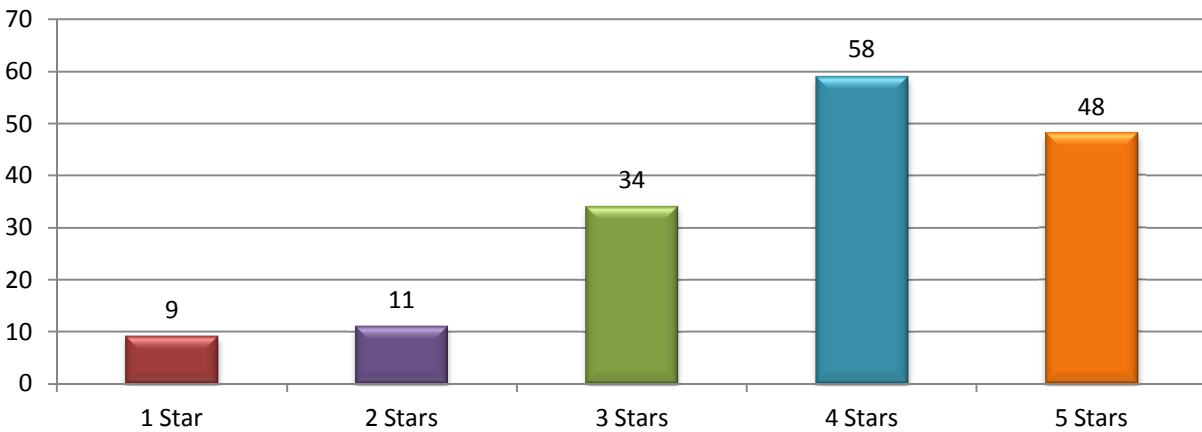
Number of responses: 161



Questions 1-12 were designed to focus on gathering public opinions and experiences based on five key components: Community Involvement, Safety, Procedural justice, Performance and Contact/Satisfaction. The questions and results of these questions are below.

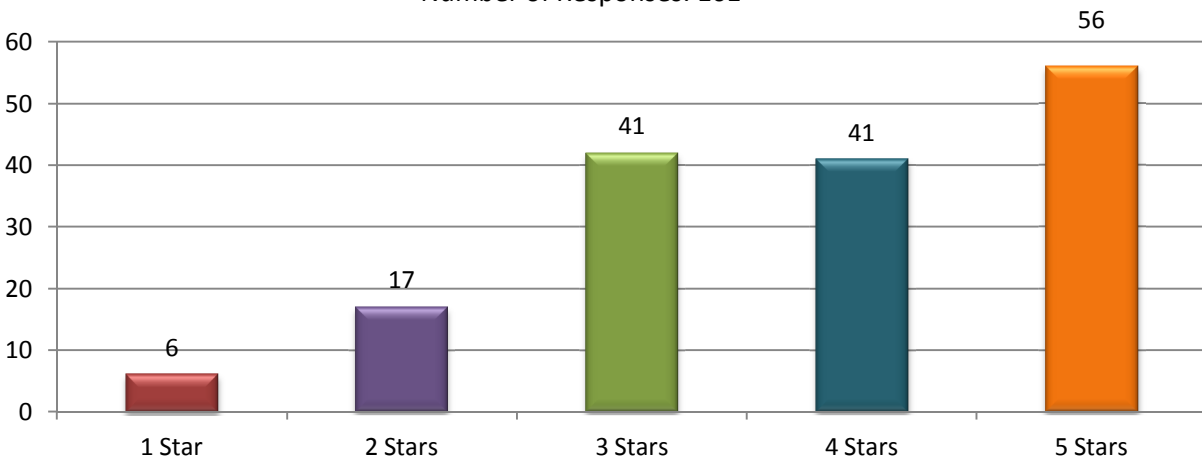
**Question 1 : To what extent does the Hancock County Sheriff's Office develop relationships with community members (e.g., residents, organizations, and groups)?**

Number of Responses: 160



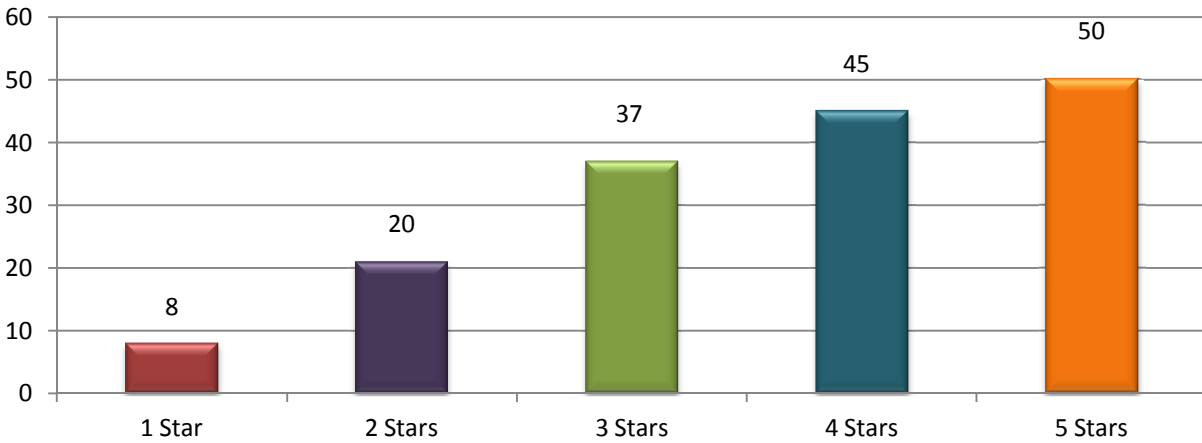
**Question 2: To what extent does the Sheriff's Office regularly communicate with community members (e.g., websites, e-mails, social media or public meetings)?**

Number of Responses: 161



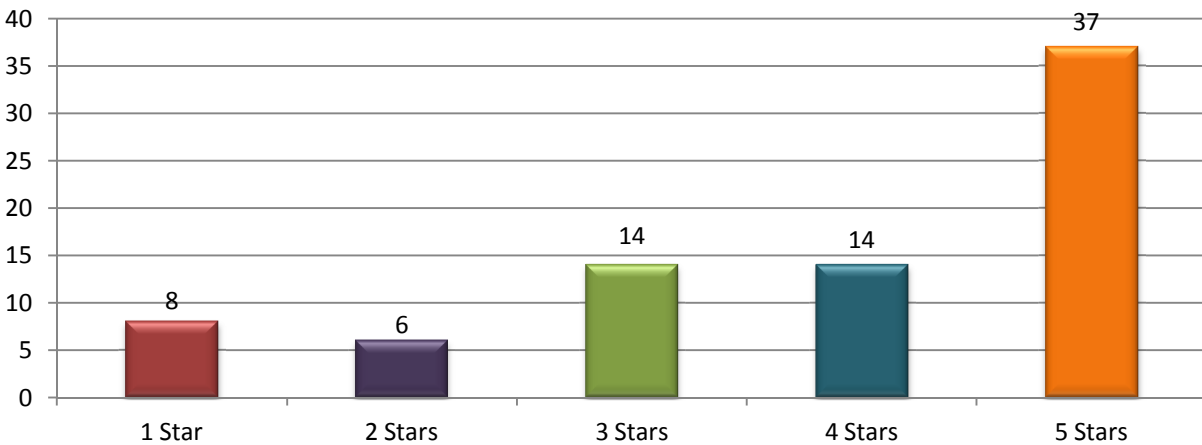
Question 3: To what extent does the Sheriff's Office work together with community members to solve local problems?

Number of responses: 160



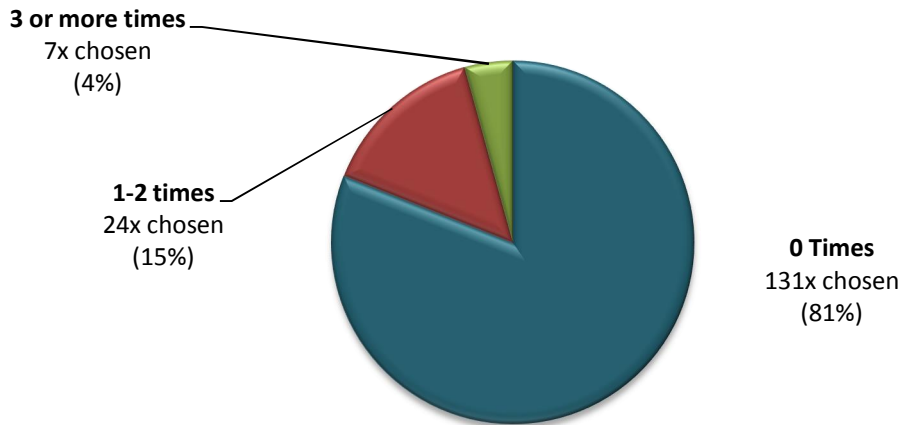
Question 4: If you had contact with a deputy during the past 12 month, to what extent did the officer sufficiently explain his or her actions and procedures?

Number of responses: 79



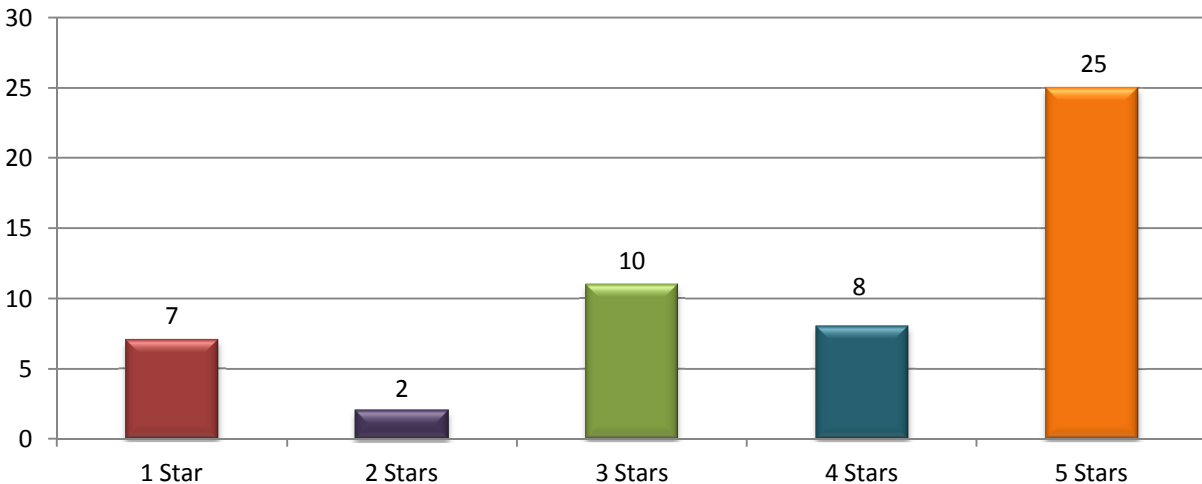
Questions 5: How many times in the past 12 months have you had contact with your law enforcement agency for traffic issues (e.g., citation, warning, or vehicle crash)?

Number of responses: 162



Question 6: To what extent are you satisfied with your interaction(s) with the Sheriff's Office for traffic issues?

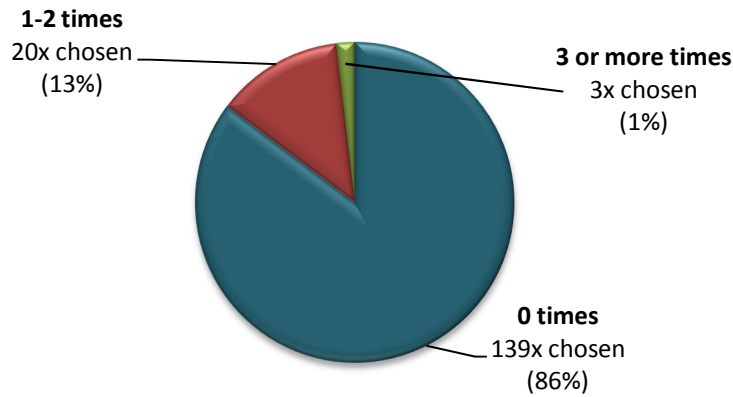
Number of responses: 52



*\*Note:* Question 6 should have only been answered by those who had a contact with a Deputy for a traffic issue. As you can see these numbers are skewed as only 31 people said they had a contact, but 52 responded with a Star. Question 6 was not a required to finish the survey and the participants were instructed to skip the question if they did not have contact.

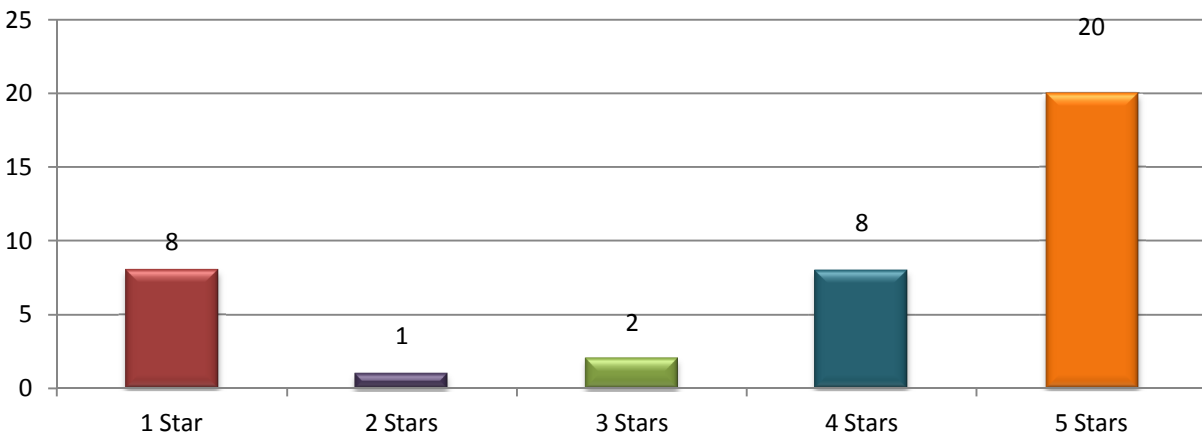
Question 7: How many times in the past 12 months have you had contact with the Hancock County Sheriff's Office for 911 emergency calls?

Number of responses: 162



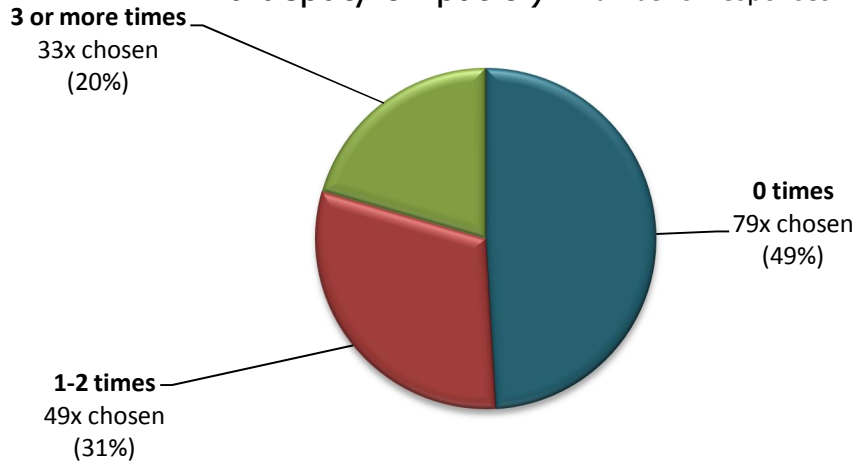
Question 8: To what extent are you satisfied with your interaction(s) with the Sheriff's Office for 911 emergency calls?

Number of responses: 39



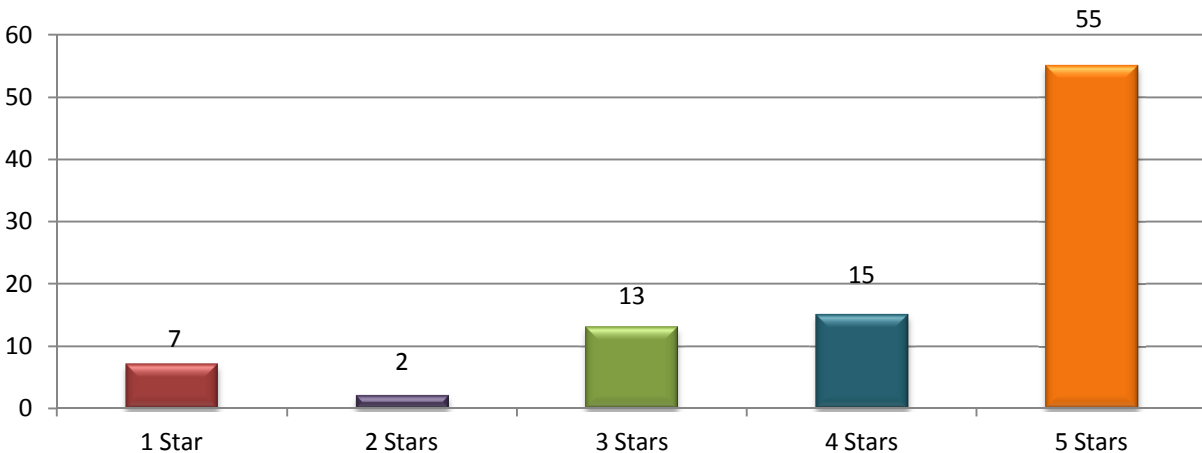
\*Note: Question 8 should have only been answered by those who had a contact with a Dispatcher for an emergency 911 call. As you can see these numbers are skewed as only 23 people said they had a contact, but 39 responded with a Star. Question 8 was not a required to finish the survey and the participants were instructed to skip the question if they did not have contact.

Question 9: How many times in the past 12 months have you had contact with the Sheriff's Officer for other reasons or interactions (e.g., attend a community meeting or talk to a deputy on patrol)? Number of responses: 161



Question 10: To what extent are you satisfied with your interaction(s) with the Sheriff's Office for other contacts or interactions?

Number of responses: 92

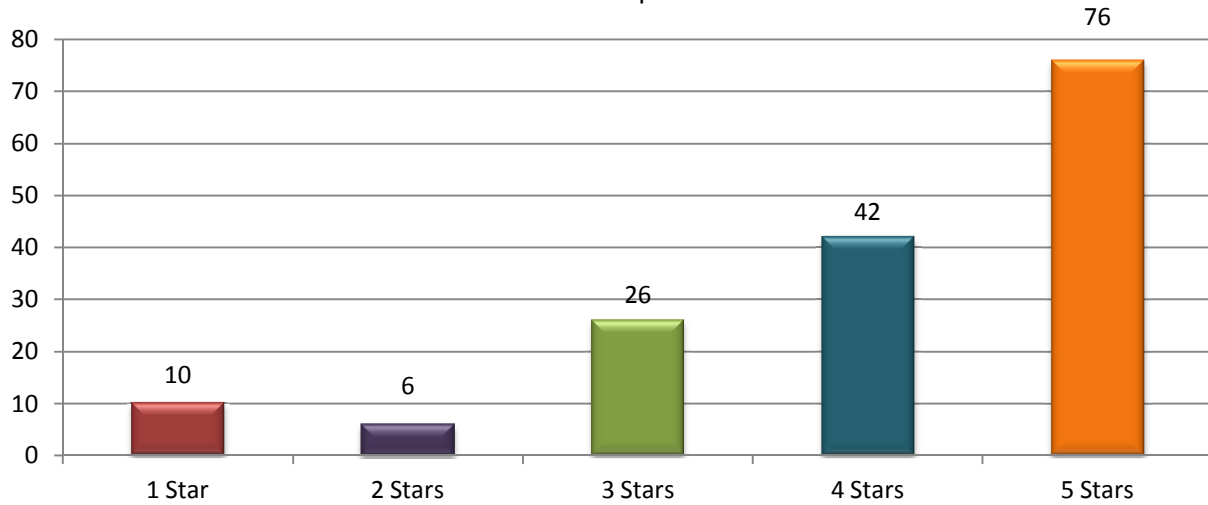


\*Note: Question 10 should have only been answered by those who had a contact with a Deputy in other situations. As you can see these numbers are skewed as 82 people said they had a contact, but 92 responded with a Star. Question 10 was not a required to finish the survey and the participants were instructed to skip the question if they did not have contact.



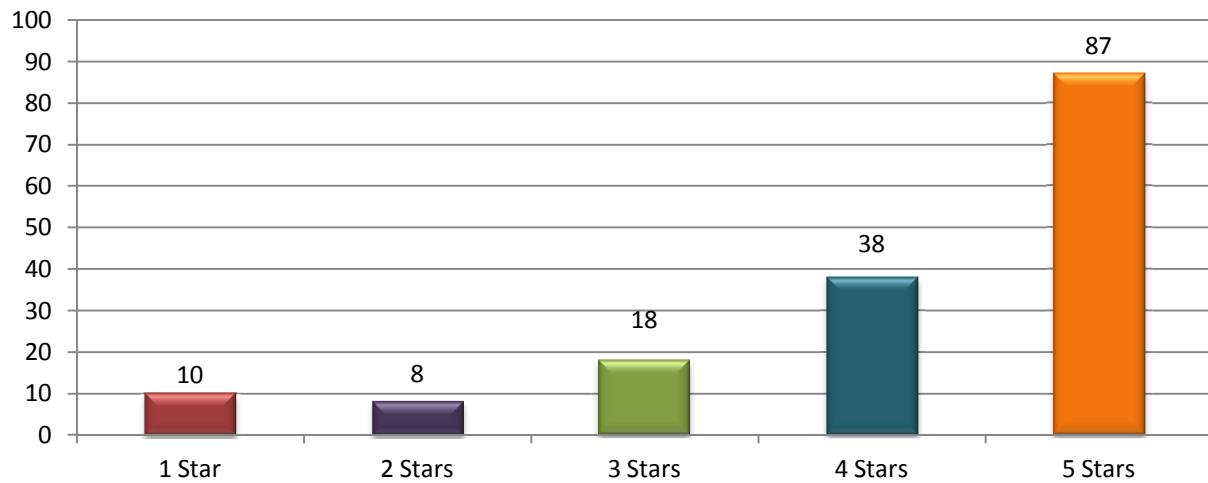
Question 11: To what extent do deputies at the Sheriff's Office treat people fairly?

Number of response: 160

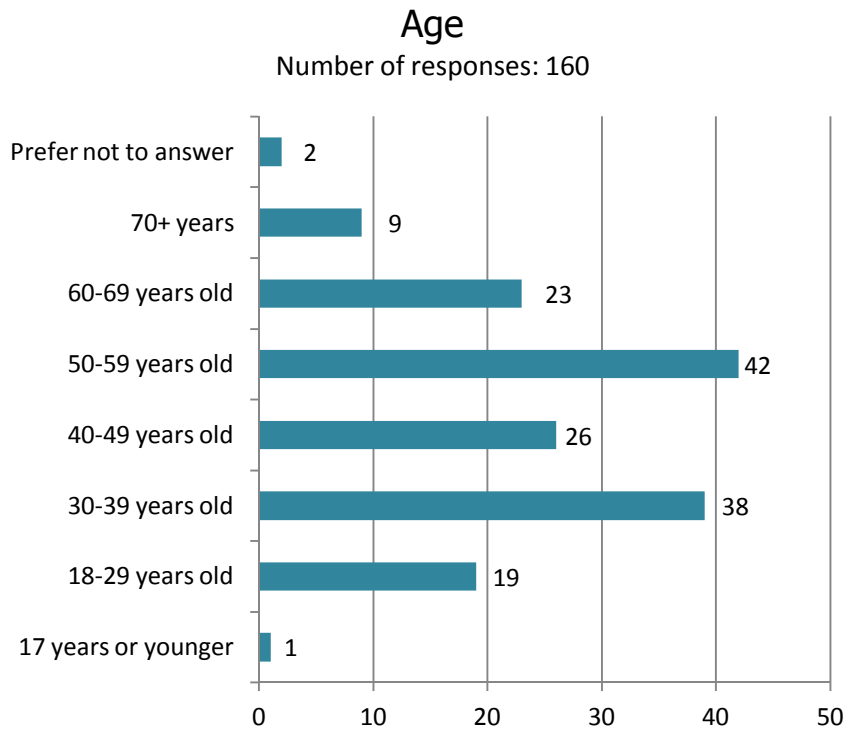
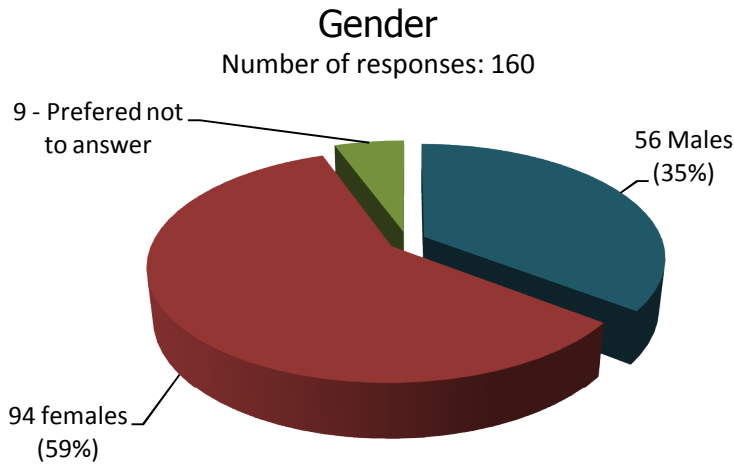


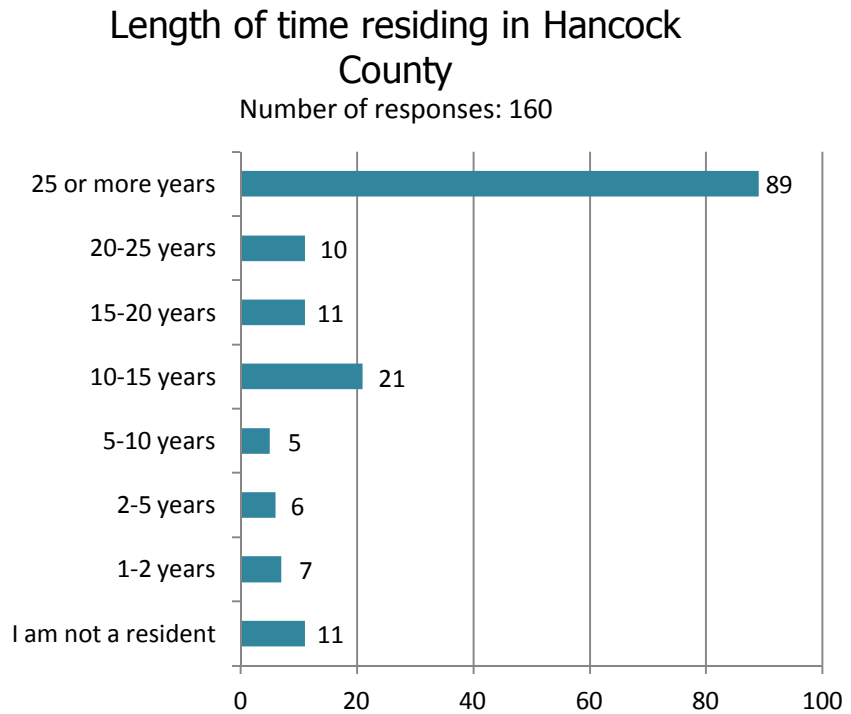
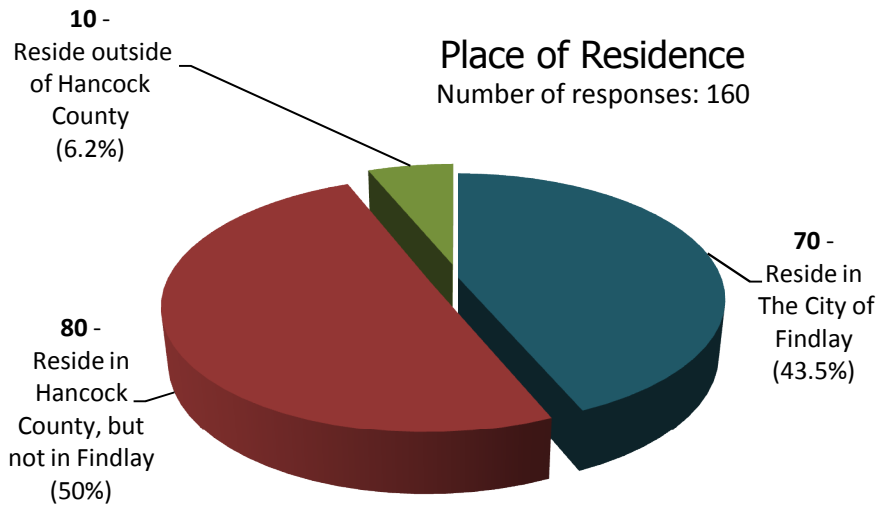
Question 12: To what extent do you trust the Hancock County Sheriff's Office?

Number of responses: 160



## Part II – Demographics





22 People answered the blank space for feedback, their comments are below:

Absolutely NO complaints here. We live just out of town past Shady Grove; and thus, Hancock County provides us with their fine service and we are very thankful for it!! Please keep up the GREAT job, you folks!!  
-Rick Myers

This comment pertains to all government employees (not just in Findlay), that are paid by our tax dollars: Too many laws and regulations are not being enforced; Why have them? A good example that has created hardships is immigration. Too many laws have been made by listening to the vocal-minority; I'm not referring to race. The 'silent-majority', especially church's, are keeping silent, allowing laws against Christianity to be made. MAY1, 1998, I wrote a Letter-to-the-Editor, titled "Get Smart! Drugs Can Cost You A Job". I was contacted a few days later, a business man in Findlay said he was going to start 'random drug testing'; this might be something the sheriff office can encourages buiness's; it takes a lot of money to support an individual drug habit. NO JOB, NO MONEY, NO DRUGS!!

Notify and communicate with residents and travelers about the exact meaning of weather emergencies and road levels emergencies because these emergencies are mostly overlooked by so many

Love the community display of the K9 demonstrations and the officer handlers. Great role models for kids and adults.

I think all officers do a good job and a great job with the k9s charlie and sonny, officer Brunswick and sgt miller

Proud to have several living near Vanlue where we live, our interactions have all been great.

Sheriff Heldman, his staff and all if his officers are doing a wonderful job! Keep it up!

I have the utmost faith and respect for the sheriff office

Something must be done about the road alerts during bad weather. Absolutely ridiculous that the corporations take a front seat to the safety of the public.

I see officers on cell phones, not using turn signals and speeding without lights on.

I have not had that much contact with the Sheriff's Office but I'm glad to know they're there if I need them and am grateful for those who serve this community. I've had dealings with officers in unusual circumstances and am impressed with the caring and professional manner that they handled these situations.

Anytime in the past that I or a family member(s) have called the station to report suspicious activity or report an incident, the dispatch had been rude or even condescending.

I have learned in the past few months that they genuinely care about the people. They sympathize and go above and beyond to protect children.

I have the utmost respect for Sheriff Boutwell....his deputies are a different story. Not all but a lot of them I do not trust at all. It's really a shame to feel like this about people you really should have respect for.

I don't like the idea of you citing people that slide off the road due to ice and snow with no property damage, failure to maintain control, it is as much the county or states responsibility to maintain a clear road way just as we have to maintain a clear side walk.

Thank you SO. I live in McComb and trust that you will keep me safe no matter who's on duty.

Great work. I feel like our hancock county sheriffs are wonderful and I have lots of respect for them.

I am not impressed at all with the way our report of theft was handled, they did absolutely nothing to bust the kids and we had them on camera and they were indentified! That's what is wrong with this world these boys stole and trespassed and you did nothing !!!

My interactions have been at community events such as k9 demos or Nat'l Night Out. I have always been impressed by how nice the deputies treated everyone and how interactive they were with community members.

Why when people call and give the locations of people on the Most Wanted List, is nothing done? Was told it was because our jails are full. Maybe need bigger jails? Doing nothing is not a good answer and why have a most wanted list if you don't do anything with it. I know people who locations were given and are still free.

Thanks you for so many positive & educational opportunities offered, my interaction is mostly w/ k-9 officer & Sonny & Charles. A great non-threatening way for kids to see them at work. Another good way to connect w/people. Anyone I have been involved with has always been professional and courteous. Thank you for all you do, many send you good thoughts when we see you go buy 😊 We are so blessed by living in Findlay. Wish we could do more for DUS, NOL so many choose to drive anyways. Perhaps HATS could have a scheduled rote to help those get places w/o driving Thank goodness Nikkis is CLOSED

Will be so glad when Sheriff Heldmans term is up. We need a Sheriff with discipline not a politician.

**Hancock County Sheriff's Office**  
*A Community Oriented Policing Agency*  
Michael E. Heldman, Sheriff