



SHERIFF

CHRISTINA CORPUS

SAN MATEO COUNTY SHERIFF'S OFFICE
Public Information Officer - PIO@smcgov.org
400 County Center, Redwood City, CA 94063
(650) 363-4800 - (650) 421-1243

NEWS RELEASE

FOR IMMEDIATE RELEASE

DATE: 10/19/2023

Twitter: @SMCSheriff

CONTACT: Sergeant Javier Acosta | (650) 421-1243

OFFICER SURVEY

The Sheriff's Office is excited to introduce "Officer Survey," a valuable tool for engaging with the communities we serve. In our commitment to transparency, we recognize the importance of giving the community a voice and actively listening to their feedback. After any interaction with the Sheriff's Office, our personnel can provide members of the public with a QR-coded business card, which will enable the recipient to fill out and submit an electronic survey detailing their experience about when we exceeded their expectations or if we have an area for improvement.

Utilizing electronic surveys is an intentional and meaningful approach to measuring the quality of services being provided. These customer service surveys offer a streamlined avenue for feedback. They are widely acknowledged as a standard mechanism for receiving feedback on performance, and our "Officer Survey" initiative will enable us to do so in a more efficient and effective manner.

Sheriff Corpus, an unwavering advocate of outreach and giving our community a voice, stated, "Asking for timely feedback after an interaction with members of the Sheriff's Office will not only allow us to effectively review and address potential gaps in certain areas, but also to highlight and recognize our employees for excellence in customer service and community engagement."

The San Mateo County Sheriff's Office strongly values public input and insight. Your participation and meaningful feedback will enable us to continue providing the highest level of support and service. We believe in giving the community a platform to influence positive change and improvements.



The survey results will be compiled and thoroughly reviewed by members of the Sheriff's Office. This process will ensure that we are serving and leading with our core values of dignity, compassion, and respect. Your input guides our commitment to excellence and drives our continuous improvement efforts.

Written by: Sergeant Javier Acosta