## PRETRIAL SERVICES AGENCY FOR THE DISTRICT OF COLUMBIA

## **CUSTOMER SURVEY**

Please take a few minutes to answer these questions. Your responses will help a research team rate the quality of supervision and services provided by the Pretrial Services Agency for the District of Columbia.

Your participation is voluntary. If you choose to participate, your and responses will be **strictly confidential and will have no impact on your supervision status**.

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Please check the response for each question to indicate your answer.

- 1. What program/unit do you report to?
  - General Supervision
  - High Intensity Supervision Program (HISP)
  - Drug Court
  - Specialized Supervision Unit
  - Traffic Safety and Supervision Unit
  - District Court
- 2. For your current supervision period, how long have you been under supervision?
  - Less than one month
  - 1-6 months
  - 6-12 months
  - More than a year
- 3. How often are you scheduled to meet with your Pretrial Services Officer (PSO)?
  - Once a week in person/telephone
  - Twice a week in person/telephone
  - More than twice a week in person/telephone
  - As Directed
  - Don't know
- 4. The following PSA staff greets you in a pleasant and professional manner (circle all that apply).

	Sulongly			Subligiy			
	Agree	Agree	Neutral	Disagree	Disagree	N/A	
Program Assistant							
Assigned PSO							
Other PSOs							

	Supervisor						
	Clinical Specialists						
5.	When you report to see your P you?	SO, hov	w long d	o you us	ually ha	ve to wa	ait before he/she sees
	<ul> <li>Less than 10 minutes</li> </ul>						
	• 10-20 minutes						
	<ul> <li>20-30 minutes</li> </ul>						
	<ul> <li>More than 30 minutes</li> </ul>						
6.	I would prefer for my PSO to sp	pend:					
<b>.</b>	More time with me du		r visits				
	• Less time with me duri	-					
	I'm satisfied with how	•		end with	my PSO	during	our visits
7.	My PSO treats me with respect	-					
7.	Strongly Agree	••					
	Agree						
	Neutral						
	Disagree						
	Strongly Disagree						
	Strongly Disagree						
8.	My PSO listens to me.						
	<ul> <li>Strongly Agree</li> </ul>						
	<ul> <li>Agree</li> </ul>						
	<ul> <li>Neutral</li> </ul>						
	<ul> <li>Disagree</li> </ul>						
	<ul> <li>Strongly Disagree</li> </ul>						
9.	My PSO works with me to help	me to	complet	e pretria	l superv	ision su	ccessfully.
	<ul> <li>Strongly Agree</li> </ul>						
	<ul><li>Agree</li></ul>						
	<ul> <li>Neutral</li> </ul>						
	<ul> <li>Disagree</li> </ul>						
	<ul> <li>Strongly Disagree</li> </ul>						
10.	My PSO lets me know how I an	n doing	on preti	rial supe	rvision.		
	Strongly Agree						
	• Agree						
	<ul><li>Neutral</li></ul>						
	<ul> <li>Disagree</li> </ul>						

- Strongly Disagree
- 11. I understand what is expected of me and the responsibilities of my PSO if I do not follow my conditions of release:
  - Strongly Agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree

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- 12. I have been sanctioned or warned about failure to comply with my conditions of release? If no, skip to question 14.
  - Yes
  - No
- 13. I feel my PSO's response was fair when I have been unable to comply with conditions of pretrial supervision, had positive drug tests, or other violations of conditions of my pretrial supervision.
  - Strongly Agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree
- 14. My PSO talks with me about my past behavior to help me make better decisions.
  - Strongly Agree
  - Agree
  - Neutral
  - Disagree
  - Strongly Disagree
- 15. Please check any topics that your PSO discusses with you during a typical visit (check as many as applicable).
  - Friends I hang out with
  - What I do in my free time
  - Coping with problems
  - Family issues
  - Alcohol/Drug Use
  - Substance Use Disorder Treatment
  - Mental Health Treatment
  - Health

•	Employment
•	Education
•	Housing

• Other:\_\_\_\_\_

- 16. The Drug Testing and Compliance Unit's (DTCU) hours of operation allow you enough time to report for drug testing.
  - Yes
  - No

If no, what hours of operation do you recommend? \_\_\_\_\_

- 17. Please rate your overall experience with the Pretrial Services Agency for the District of Columbia.
  - Very Satisfied
  - Satisfied
  - Dissatisfied
  - Very Dissatisfied