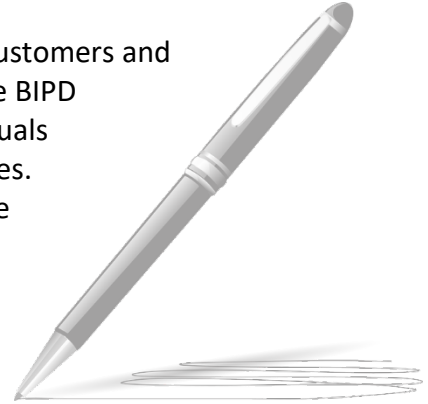


BAINBRIDGE ISLAND POLICE DEPARTMENT

CUSTOMER SURVEYS - 2020

To measure the success of the department's interactions with its customers and improve the overall level of service provided to the community, the BIPD began mailing 20 surveys each month to randomly selected individuals with whom officers have interacted with in the course of their duties. The overall response rate and feedback continues to be informative and encouraging.



| | |
|---------------------------|------|
| Total Surveys Mailed: | 200* |
| Total Responses Received: | 68 |
| Response Rate: | 34% |

** No responses were mailed April or May due to limited interactions as a result of COVID-19.*

The respondent's overall impression of the officer or employee with whom they interacted:

| | |
|----------------------------------|-----|
| Very High: | 72% |
| High: | 19% |
| Average: | 6% |
| Low, Very Low, or not Indicated: | 3% |

Survey Comments

Survey Comments -January

- She was very professional and helpful when I asked for a copy of my accident report.
- Both ladies at the station were super helpful and gave us all of the information we needed.

Survey Comments - February

- I felt the officers cared and tried very hard to resolve our case. We appreciated all their efforts.
- (The officer was) Very thorough. Very patient. Very caring. Very kind.
- Smart officer - courteous and objective.
- Came to the PD to renew concealed weapon permit. I was helped by a lady (don't remember her name) who was very helpful, friendly, and accommodating. No complaints.
- Enforcing and patrolling 'speeders' on a back road/wealthy neighborhood is an obvious excuse to fine poor/less wealthy people (who can't afford to live on Bainbridge) for trying to get home. Also, the officer got my Race wrong on the speeding ticket.
- I had something stolen from my property and while everyone was very courteous, I was surprised that no investigation happened, not even a visit to my property. Stolen value over \$10K.
- The officer was attentive and very professional. He was empathetic to the situation and was helpful.
- I asked the officer to document the collision and establish fault. He refused to establish fault.

- Quick response. Professional acting and officers showed concern.
- Very pleasant.

Survey Comments - March

- I was very impressed with the officers I dealt with - very professional!
- The officer was understanding about my infraction (failing to renew my registration) and explained very carefully how I could mitigate the ticket and get a reduction of the fine.
- Very grateful - officers were very understanding - went above and beyond to make an unpleasant situation better.

Survey Comments - April

- Having the officers come by was very helpful. They were skilled, professional, and kind.
- Sgt. Ziemba was outstanding, collaborative and tremendous. I cannot speak more highly of him. The responding officer, who's name I forget, was terrific, calm, professional, and reasonable.

Survey Comments - May

- Extremely professional and sympathetic!
- Two officers arrived after I had called for advice on how best to evict a woman who I was trying to help. She had some mental issues I was not aware of in the beginning. She had left for a couple of hours when I called. After explaining my concern, I was told to place her belongings out on my porch, lock my door, and stay in the house. I described her vehicle and they left. She returned as did the two officers and they talked with her. She looked at her belongings on the porch and started removing them to her car. There was a knock on my door and one of the officers said I had forgotten her groceries in the refrigerator, and she wanted to go to the bedroom she had been using and be sure I had gotten all her belongings. Not finding anything in the bedroom, I handed her a bag and had her take her food out of the refrigerator. She left after the officers told her she could not stay here on the premises. She had been living in her vehicle and was not in a hurry to move on. She finally left, as did the officers. The officers returned later just to check and see that she had not returned and discussed the situation and advised me to call if she returned. I have run into her several times at the grocery store, and I've been told she gets coffee and donuts at my church on Sunday mornings. She has actually come up to me at the store and talked to me.
- One situation involved a medical emergency and death of a family member; the officer was professional, compassionate, communicative, and supportive while he stood by. Couldn't ask for more.
- Best interaction ever - (the officer) was a great help, very polite, and actually seemed concerned and caring about my case.

Survey Comments - June

- (The officer) was awesome!
- The officer was very kind and patient and went out of his way to make sure I was safe and okay.
- In a difficult situation, the officer was patient, calm, clear, and kind. The officer heard multiple perspectives and let me know clearly what my rights were (this was regarding a property dispute) and the limited role of the BIPD in our case.

Survey Comments - July

- Sir, your officers really made me feel a lot safer. They calmed me down. They were very polite, seemed that they are just good cops.
- I found both officers to be kind and helpful and very professional in every way. I was impressed by them both!

Survey Comments - August

- I would like more information on the contacts the detective made to the parties involved and any outcome so far.

- They (the officers) responded quickly and appropriately and were very good at their job. (You can contact me) only if you need to for some reason. Also, whoever wants to defund the cops are idiots.
- Officer (office staff) was very responsive, courteous, and helpful. We subsequently have seen a greater presence around the Halls Hill Lookout.
- My request for information was handled within 24 hours. Excellent response.
- USPS driver damaged our fence and left. We have it on video. See report I20-000540 6.21.20 at 10:39am. Need follow-up from the officer.
- The officer was extremely respectful and clear.
- I appreciate (the officer's) quick contact on Sunday morning. When I asked what to expect from BIPD following the filing of my stolen kayak, he stated that BIPD would contact me if the kayak were recovered. He provided contact # for Harbormaster and I have communicated with her twice. I failed to ask how to submit additional info re: kayak, so am attaching flyer. Kayak value = approximately \$2,000. I have not recovered the kayak, so will proceed with insurance claim. Please keep case file open. I think it would be helpful if website included link to crime reports - other jurisdictions participate.

Survey Comments - September

- We received prompt response and courteous assessment of our complaint - the responding officer immediately understood the report.
- The officers came in a timely manner and walked through our problem. They did say they would be mounting a camera on our property - so far, I don't think that has occurred. Is the camera still coming?
- All three officers were complete professionals. Open-minded as well as sympathetic. Very pleased!
- The team, 3 officers, was very expeditious, supportive, and understanding. They reassured our family we were safe and checked back in on us.
- Your department has always exhibited the utmost courtesy and professionalism. Thank you for your service to this community.
- I had the opportunity to interact with two uniformed staff in person and one detective over the phone and in email. All three were extremely professional and pleasant.

Survey Comments - October

- My contact with (the officer) was terrific. He was extremely compassionate and caring and worked to try and resolve my issue. He was amazing. You may contact me any time if you wish. I am grateful for our police department and all those who serve to keep civil society.
- (The officer) was really nice.
- Thank you for all you do to keep us safe! Y'all rock! P.S. We really miss Officer Enget. R.I.P.
- The officers involved were courteous, informative, and diligent in response to my questions. Thank you for your service!

Survey Comments - November

- The officer not only took a statement from me at the time, but also followed up in person a day or two later.
- My daughter attempted suicide, and everyone involved were so kind and understanding.
- Quick response back after leaving a message.
- New female officer on the force. Very pleasant to interact with.
- Very courteous in-home interview, both business-like and friendly/fact-finding. Listened and provided relevant comments.
- (The officer) was very sympathetic. A good listener. Caring, and very exceptional about following up.

- Impressed with the prompt response and understanding of the situation by (the officer).

Survey Comments - December

- The office staff is very friendly and efficient.
- The officers did a very good job keeping me calm (hysterical woman lol). They were very kind and professional. Thank you!
- Very professional - listened well and addressed the issue. Very pleased with the department as a whole.
- No suspects have been identified.
- The matter was handled in the exact manner it should have been. Property was returned. Message was sent. No harm done.
- Good response time. Good interactions with all the officers and EMTs. Keep up the good work.
- The officer was very professional and kind. I had called 1-800-end-harm when a child came into our care.