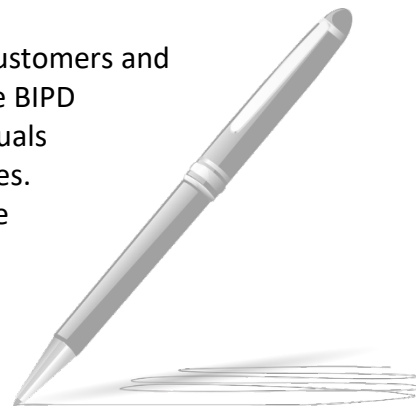


BAINBRIDGE ISLAND POLICE DEPARTMENT

CUSTOMER SURVEYS - 2021

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:	240
Total Responses Received:	86
Response Rate:	36%

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

Very High:	79%
High:	14%
Average:	7%
Low, Very Low, or not Indicated:	0%

Survey Comments

Survey Comments - January

- Our contact with the City of Bainbridge Island Police Department has always been excellent and very professional. Keep up the good work.
- The (officer) was very professional, knowledgeable, listened attentively, knew my rights & explained the law to me. Thank you, department, for the great services, courage, and dedication.

Survey Comments - February

- I was rear-ended at 305 and High School Road. (The officer) did an excellent job of keeping all parties calm and safe. Very thoughtful and caring!
- (The officer) was respectful, helpful, offered as much time as needed, seemed genuinely interested, and was pleasant to talk to.
- (The officer) listened, made a copy of my notes of the event (phone call) and made some suggestions to do and made me feel better. Thank you.
- Officer was extremely personable. I hit a 3-prong buck, which was disorienting. He was exceptionally patient with me, helpful, and understanding.
- (The officer) was very courteous and professional. She represented BIPD extremely well.
- Very willing to help assist.

Survey Comments - March

- Officer very helpful in jumping my dead car battery. Officer is a bit cavalier regarding COVID safety protocol, but helpful and polite otherwise.

- Officer took time to explain the situation and advised me on what steps to take to protect my family.
- I wish I remembered the name of the officer! He was very personable and explained the legal situation and the homeless situation on Bainbridge.
- 10/10! Officer went to location to have neighbor's cars removed from my grandpa's house. He was very nice to me considering I was a bit frazzled at the time. Keep up the good work.
- Officers were very patient and empathetic. Did a great job of clarifying my situation with regard to domestic abuse attack.
- There was a person in a mental health crisis. (The officers) were considerate, careful, and informative. They took their time to handle it safely.

Survey Comments - April

- We told the officer there was a video of the hit and run. The officer blew off the fact that there was a video of the accident. He said the likelihood of seeing anything would be very low. About two weeks after reporting the hit and run, the manager of the hotel confirmed that there was a video of the hit and run that showed an obviously intoxicated guest get in his truck, hit two cars in the parking lot (one of which was mine) and the only one with specific damage.... I would think that a DUI double hit-and-run would be of high priority to your precinct.
- Courteous answer all questions and had officers do neighborhood drives.
- (Edited) Fortunately an officer arrived while the two young men were in the process of vandalizing and stealing my car... (and) they were arrested... because police responded right away to my call!
- The police were very helpful when my gardener was drunk and aggressive.
- Officer was very professional and sensitive to a complicated situation. It was well-handled.

Survey Comments - May

- I had to submit a 'police report' on a neighbor's harassment and was politely and efficiently assisted by an officer whom I am sure had more important things to do! Thank you.
- Very courteous and totally understanding of the full situation. I felt comfortable.
- Since we had to get into the ambulance, the officers moved our motor scooter to a parking lot nearby and later verified the location over the phone. We appreciated the care of our vehicle.
- Officer was very professional, fair, and clear. Multi-racial at scene - officer treated all parties equally. I was very favorably impressed w/officer, department, and procedures!

Survey Comments - June

- Excellent service!
- I came in for fingerprints for BISS - all went according to plan. Very pleasant experience.
- I would like to thank the Bainbridge Island Police Department, but more especially to (officer X) because he showed up to help me and rescued me. I'm always thankful with a faster response... 10 star feedback!
- I believe the 'contact' (we had with you) was a result of my reporting removal (repeated) of driftwood from City property at Manitou Beach boardwalk... I now understand this is not illegal - but still want to discourage this behavior as it is a disruption to our fragile beach. Thank you!
- (The officer) was very professional and polite as he took my information. He followed up on leads and kept me informed of investigation. He demonstrated concern and diligence in pursuing the thefts as far as he could. I appreciated his help.
- Responded quickly and professionally.

Survey Comments - July

- The officer got back to me very quickly. He kept me well-informed and was extremely helpful. He went above and beyond my expectations.

- He was very kind, listened well, affirmed the evidence, and reassured me by staying as long as I needed to discuss the crime (unrushed) and what he and the department would do in response.
- Mostly polite, respectful and professional. I have experienced arrogant, offending, and unprofessional conduct. Recently involved with the New Smyrna, FL police - fantastic experience!!!
- (The officer) was outstanding! I would have hugged him if he didn't have all that stuff on him. He was the best!!!
- Very professional officer.
- Quick response and officer were very pleasant.
- We are very grateful for the assistance we were given and appreciate everyone who helped us.
- I have a retail business and all the officers I've come in contact (with) have always been helpful, professional, kind, and caring.
- Officer arrived at scene of MVA quickly, made a quick but thorough assessment of the facts, and has on way (sic) in short order. Empathetic and professional.
- The B.I. Department has, in my own experience, been consistently positive. Often, we praise the "military," however I believe the cops, too, are true heroes.
- I called in because young kids were racing motorbikes at high speeds (drag races) late at night.

Survey Comments - August

- Very helpful staff and police.
- I returned a lost senior to her home. I had called 911 first. All good.
- Officers were very helpful.
- I called about the parking spaces along Bjune being filled with cars without trailers on a weekend. Instead of referring me to the parking officer (who was off duty), he went out and handled the situation.
- The officer responded to a lockout at Town & Country market. Very professional. When I asked if he needed to see my I.D., he said 'Nobody is going to steal a Toyota Echo!' Ha! He is right!

Survey Comments - September

- Respondents provided a lengthy personal comment involving their juvenile son (not being shared here) but they did note that they were impressed and pleased with the response of everyone involved, from dispatch to officers.
- Attached to the survey was a full-page letter to Chief of Police Joe Clark, praising the officers who responded to his call for assistance and BIPD in general.
- Officer was understanding with how ignorant I am of the internet.
- Wonderful person who helped. Gives police a good name.
- Yes (the officer) came right out to review the situation and file a report.
- I really appreciate how responsive BIPD is.

Survey Comments - October

- Unbelievably responsive, kind, and helpful.
- I was contacted because my 12-yr old daughter reported via 911 that an adult male was rifling through her unattended bag at BI Waterfront Park. I appreciated getting the call.
- I appreciate the professionalism, and care, and explanation of next steps.
- Great department!
- (The officer) made an everlasting positive impression on my teenage daughter. This changes public impressions. Thank you.

Survey Comments - November

- Respondent provided a full page of comment (not being shared here) expressing the desire for a "complaint" number for issues that are civil in nature.

- Officer was so understanding in responding to my report and had even done some work in advance of calling me in order to reassure me of the fraudulent call ID received earlier.
- (The officer) responded quickly, very helpful, professional, and answered all my questions.
- The officers and whole BI Police Department are valued and seemingly amazing people! Thank you for all you do!
- Very professional and prompt.

Survey Comments - December

- Many thanks to BIPD for having a social worker (Community Health Navigator) on staff. I wish more police departments included mental health professionals on their teams.
- I and my granddaughter (sic) felt safe and reassured that our officers would help and take care of our needs. We locked our keys in the vehicle. We felt safe and he was compassionate to our needs.
- I was very impressed with his professional skills. Also, very good communication skills.
- Dispatch was professional and accommodating with my non-emergency; the officers who came to help were incredibly kind and helpful. I appreciate how friendly and understanding they were.
- Very nice and helpful!
- Officer was timely/courteous and helpful.