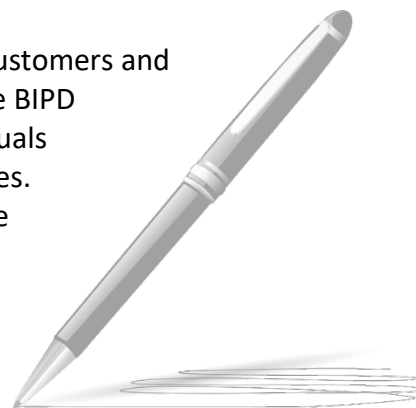


BAINBRIDGE ISLAND POLICE DEPARTMENT

CUSTOMER SURVEYS - 2022

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:	84
Response Rate:	35%

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

Very High:	80%
High:	13%
Average:	5%
Low, Very Low, or not Indicated:	2%

Survey Comments

Survey Comments - January

- The officers who responded were very kind and took me seriously. I was hit and run in my car.
- Officer was very polite, and I felt taken care of - relaxed me, after I was rear-ended in auto accident.
- (The officer) was very professional, kind, and sensitive to our situation. He checked in with me occasionally until our son was located. He also appeared to the site where we found our adult son and left him with a caring, positive message about how the police can be helpful.

Survey Comments - February

- (The officer) was polite, knowledgeable, shared insight and possible next steps to resolve issue.
- Very pleased with (the supervisor) - he was polite, helpful, and followed through!
- In 2020, we needed much help with my bi-polar husband - everyone was wonderful.
- (The officer) asked the right questions and just did his job. I appreciated that he just got to the point.
- I appreciate the explanations, being given business cards of helpful resources, the calm and professional manner in which the situation occurred. Very respectful.
- *A letter was attached with details about a lost wallet and the great experience they had figuring out a solution with BIPD lobby clerk and officer.*
- (The officer) was very professional and understanding, taking the time to hear many more details than I expected. Can't thank him enough.
- Both officers were incredibly helpful, personable, and professional.

Survey Comments - March

- I truly appreciate the support I receive from our police department. They have been fantastic.
- Registered as a volunteer for the High School. Staff was friendly and we shared a few laughs. Thank you BIPD!
- The officer worked very hard at getting the info I asked for. As a department, I am very disappointed in how hate crimes are dealt with. They should be taken very seriously and logged separately.
- (The officers) did a great job of deescalating my son.
- We lost the keys to our car. I contacted the police in hopes they would help. Many police depts will not, but the reporting officer took the time to open our car.
- The officer's attitude helped us feel comfortable being in the meeting room.
- Brave and coordinated effort apprehended the criminal.
- As usual, your employees/police are held in high regard by my wife and myself. Thanks for being there.

Survey Comments - April

- (The officer) was so nice and handsome.
- Staff was very helpful.
- Lovely lady, friendly, helpful. I told her I would hire her if I was still working!
- Gentlemen involved were kind.
- I did not catch the officer's name, but he was very courteous and most interested in our safety.
- The officer responded immediately, was professional and courteous and helped resolve the issue.
- It is really frustrating that you have to call 911 for non-emergencies. It is intimidating and stressful.

Survey Comments - May

- (The officers) read our body language and stated phrases that really calmed us down.
- Two officers helped us unlock our car - had locked keys inside - both were very professional and helpful.
- The officer was very professional and talked to me as an equal. I asked for his opinion on some social issue, and he thought and responded, giving much to think about. He also recommended some books to me. I was very impressed by the officer!! A thoughtful person with a sense of our current social issues.
- The gentleman took my concerns seriously. Took info, researched, and phoned me back. Discussed options to reduce crime here in Fort Ward and offered additional patrols in the early mornings.
- Excellent work taking my psychotic son into custody and following up on the incident. Thank you!
- The officer was fully engaged in my information during our conversation.
- The fingerprinting process went well.
- Your officer responded quickly and saved our butts! We had run down our car battery while waiting for a friend (from the U.K.) at the ferry station. It was night, no one around! Thank you!!!
- Quick, courteous, professional response. Thanks for the emailed police report.

Survey Comments - June

- I appreciated the prompt response to my request.
- Honestly, I felt dismissed.
- The officer was friendly, professional, and kind with my elderly father. BI Police were called to do a welfare check on him by his estranged wife.

- Officer assisted me by locating my lost electronic key fob along the road and bringing it to where I was parked. He MADE MY DAY by finding it! Very pleasant and polite and good eyes, too! Thank you!
- The officer with whom I spoke was very professional and, although he was unable to answer my question, he followed through and called me back within a few minutes.
- There was an immediate phone call from the officer.

Survey Comments - July

- BIPD took the time to thoughtfully and helpfully answer my questions.
- I came in to get fingerprinted to be a chaperone for a school event. It was a very pleasant experience.
- Very attentive, personable, sensitive, good follow-through
- The interaction I had was entirely positive. They were able to piece together the details of the crime and re-unite the owner with some of their stolen property. Much sleuthing and legwork involved. Great job!
- Glad to see the officers still in relatively good spirits despite the defund the police movement. They're probably thanking their lucky stars they don't work for the Seattle PD.

Survey Comments - August

- The person who I spoke with was very courteous and knowledgeable.
- Officer responded quickly. My car was disabled due to theft attempt and the officer offered to give me a ride home, that was nice.

Survey Comments – September

- (The officers) were amazing. They did everything in their power to find the burglars.
- I very much appreciated the officer's calm demeanor after having a collision with a deer.
- The response to our suspected home break-in attempt was rapid. The officer interacted well and gave us a good explanation of the evidence.
- (The officer) was great, but I never received any follow-up from the detective. It was identity theft - I assume hard to solve, but the courtesy of a call would be appreciated.
- Officer was exceptionally professional.
- We locked the keys in a rental van. The police officer was polite, helpful, and response time was great. Thank you!
- Note to File: A one-page narrative, critical of the parking enforcement officer, was provided on the back of the survey but is not repeated here. See complaint CR 2022-08.

Survey Comments – October

- Response to my need was fast and very professional.
- Very professional, kind, good with children.
- The woman was very friendly and efficient.

Survey Comments – November

- They were absolutely amazing. So very appreciative of the time and energy and kindness.
- The officer was very attentive making sure I was ok. Very professional the whole time. I have a high regard for BIPD. Thank you for all you do!
- The officer was freely sense of humor (sic) while unlocking my car. Proud of our officers on the island.

Survey Comments – December

- The officer was kind and professional, I am most satisfied with the service he provided.
- The officer responded to a service call regarding a power outage at the City dock. He spent about an hour and maybe more than a dozen trips back and forth resetting the circuit breaker while diagnosing and finally resolving the problem. He was patient, kind, and business-like throughout. P.S. Your dockmaster has always been helpful and kind as well, but on this day,

she was taking time off out of town. Incredibly, she answered her cell phone anyway and referred me to the proper resources.

- Courteous.
- I was very grateful for the prompt help!