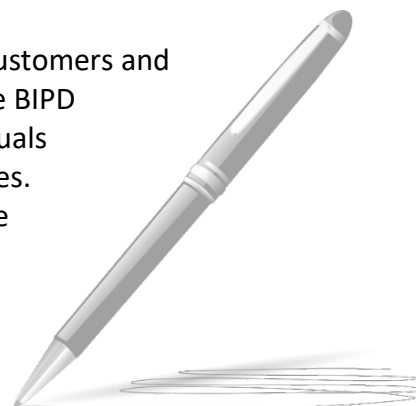


BAINBRIDGE ISLAND POLICE DEPARTMENT

CUSTOMER SURVEYS – 2023

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.



Overall Results:

Total Surveys Mailed:	240
Total Responses Received:	69
Response Rate:	29%

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

Very High:	71%
High:	25%
Average:	1%
Low, Very Low, or not Indicated:	3%

Type of feedback received:

Praise:	67%
Criticism:	4%
Mixed:	1%
Other:	4%
Neither/None/Not Indicated:	24%

Survey Comments

Survey Comments - January

- The first responding officer parked a few cars south of a house where I thought a burglary was taking place. When backup arrived, the officers had a conversation with the female and male. It turned out they were hired painters. The officers were very professional.
- (The officer) was professional and courteous.
- Prompt. Helpful.

Survey Comments - February

- We accidentally locked ourselves out of our car. Officer arrived quickly to the call and was able to open the door. In addition, he was delightful!

Survey Comments - March

- (The officer) was professional and friendly when I had to file a report for credit card fraud back in January. He also called me back like he said he would which can be rare these days. (He) mentioned that he likes hockey but hadn't been to a Kracken game yet at the time of our

interaction. I think BIPD should consider buying him tickets for a game. Maybe for Christmas or his birthday? Just a suggestion.

- (The officer) was very kind and helpful as I navigated and reported a stalking situation. He helped me to understand my options.
- Officer was very understanding of the victim's (patient?) mental/emotional condition (she was likely in a stage of dementia and very confused) and very helpful.
- Got the info and help we needed.
- Nice and cordial.
- Good job!
- My neighbor, a police officer (illegible) call, someone, apparently came to wrong address and my dog caused him to spill some flour on the floor.
- My 94-year-old mother-in-law alleged that someone had entered her condo. The responding officers were very kind, as it became apparent that she might have imagined it. They were very patient and thorough in their questioning and assurances.

Survey Comments - April

- The officers arrived quickly and provided road flares for our safety. They also checked in again once my wife and son got out of the car. I stayed with the vehicle until it was towed. We appreciate everything the police do here to keep the island and its residents safe.
- Animal control was contacted. The dog was reunited with its owner.
- I had locked my keys in the car and called 911 - a very nice officer came out within 10 minutes and unlocked my car - so grateful!
- Officer was professional, personable, and concerned.
- All the officers responding were friendly, polite, professional, and reassuring. Thank you!

Survey Comments - May

- Officer extremely helpful. He did an extremely thorough investigation. I recovered my wallet within 2 hours. Awesome!
- Thank you for taking my info. I know nothing will be done about it (cybercrime) but I was told to report it, so I did.
- I felt that he was not really asking my side of the story. He had already made up his mind. Even though the fault was mine, I would have liked to be heard.
- It was very brief.
- The officer is very kind - considerate and thoughtful. I could tell that he truly did care and said he would have patrols in my area and I felt secure. I am very proud of our law enforcement and speak very highly of everyone on the force.

Survey Comments - June

- Praise to the officer that helped XXXXX. (Neighbor's name withheld.)

Survey Comments - July

- I was appreciative they responded to a noise nuisance complaint (dogs barking incessantly). Kitsap Humane wouldn't respond.
- Thank you for your prompt response to my phone call and for following up on my concern about which I called.
- Very favorable! He explained I was hallucinating on my medication - awesome!
- I felt the uniformed personnel did everything they could considering the situation of no information. Was the thief caught?

Survey Comments - August

- The report was mail theft and therefore somewhat minor but I still got a call back from a detective and I was impressed that on Bainbridge everything is taken seriously.

- (The officer) was very professional and thorough, followed up as he said he would, and provided support. Excellent!
- I gave the officer the name, address, and phone number of the perpetrator and nothing ever happened. I was never informed of any progress in the case or if it was ever 'solved.' Officers were nice and responsive, but no communication after report. It would be nice to know if anyone was ever 'caught' or held accountable for the theft.
- I was very impressed by the speed of the response from the officer, and the diligence of his work. He followed through thoroughly, found the perpetrator, and saved me a lot of money and grief! He made me feel great about our police department, and safer in our community. Thank you!!!
- We have had a handful of interactions with the department relating to our autistic son. The teams are always credible, and confident. Good bedside manner!
- I had to contact the police on a weekend and was disconcerted about having to call 911. However, I was quickly connected with the police. Within 30 minutes, (the officer) was at our condo complete with her partner to follow up on 4 storage units that had been broken into in our drive-through garage under 2 buildings. (The officer) was very professional; she is definitely an asset to the department. I am a new resident on the island and found my interactions with the police to be very positive. Thank you for all you do.
- On April 17th, I was at the ferry terminal with a car problem. My disabled wife was flying in and my car wouldn't start. The officer who helped me was fantastic. He went above and beyond to help me. I cannot say enough good things about him. He was very professional - the kind of officer who displays the balance and problem-solving that many officers could learn from. I give him 5 stars. I didn't really think of your police department before, but now I am a fan.
- Thank you for your service and help sorting out a minor injury to my daughter.
- I had to come down for fingerprinting to be a school volunteer. The process was smooth, fast, and pleasant conversation. Cheers!

Survey Comments - September

- I reported bank fraud but have not heard anything back.
- The officers were very nice to talk to. Also, one of the officers went and bought power steering fluid for the other person involved in the accident so (he could remove his vehicle from the scene).
- Quick response, took my problem seriously, empathetic and professional, did not rush me, very gracious. I felt less anxious and vulnerable
- Claim online was responded to quickly via phone call. Thanks!
- The officer responded to a tip from Exotic Aquatics that someone was trying to sell dive gear stolen from me. I answered questions about the gear and they recovered ALL of it. Very professional, very cooperative.
- I was born and raised here and the department officers have never been more respected than now and your interaction with the community is very beneficial and commendable. It has not always been this way. Thanks.
- When I returned from Seattle at 10:45pm to find 3 wheels had been stolen off my car, we went to the police station and called from the emergency box outside the door. The responding officer was very professional and extremely helpful. He called a tow service for us and advised us on a taxi service that could get us home to Port Townsend that late at night. He was still there supervising the final loading of the car for departure when we left about two hours later. He made sure we had everything we would need for reporting the incident to insurance. We are very grateful for his help.
- I posted a shout-out on Nextdoor about how quickly your department responded to my call. The only negative was no follow-up after burglary reported.

Survey Comments - October

- The officer that I spoke to was so friendly and helpful. I was already so embarrassed I was scammed, (and) he definitely was kind and made me feel better.
- My wife... could not walk... due to lung disease... we couldn't make it up the hill and her portable O2 concentrator was on critical battery. We were unable to get a taxi or Uber. We called 911... your officer arrived, and was courteous, compassionate and helpful. I cannot thank you enough!
- Two officers assisted following my calls to the Dept. regarding a problem business owner and the return of my property. Each officer was courteous, professional, and extremely helpful.
- I was very impressed by the officer's concern for my problem.
- I was grateful for their prompt response and comforting professionalism. Thank you!
- I would like to thank the officers who came promptly to my house in the middle of the night. I was home alone and had an issue that they resolved for me. They were professional and mindful. They did not make me feel small or discard my concerns. I am grateful to have these men and women in my community. I have never before had a need for help and I am grateful to these two officers who willingly came to my aid in the middle of the night.

Survey Comments – November

- Well handled. Interaction was pleasant and professional.
- (The officer) was courteous and professional and quick to respond.

Survey Comments – December

- Officer was very professional. The Missouri man helpful and informative, helping me with next steps.
- Two incidents and in both cases GREAT interaction. Very impressive.
- (The officer) was super friendly and informative. Left me with the impression that he really cared and (was) protective.
- The initial officer I spoke to was great, as was the victim's advocate and the detective. However... (the remainder of this comment contains personal information and was handled as a complaint).
- I contacted the department to report a cyber scam. I received respectful care and advice. I knew that there was nothing to be done to recover my money, but wanted to be a person to help others avoid. I also reported a car prowler with items missing. We never locked our cars in over 40 years, so this was new. We now lock up and keep a motion sensor light on 24/7. Thanks. I hope more nighttime patrols will be possible.