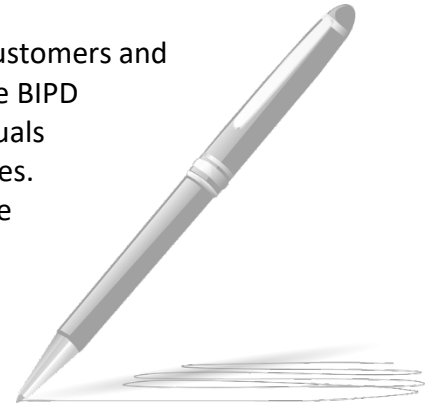


BAINBRIDGE ISLAND POLICE DEPARTMENT

CUSTOMER SURVEYS – 2024

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:	220
Total Responses Received:	77
Response Rate:	35%

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

Very High:	81%
High:	14%
Average:	9%
Low, Very Low, or not Indicated:	1%

Type of feedback received:

Praise:	71%
Criticism:	1%
Mixed:	1%
Other:	5%
Neither/None/Not Indicated:	26%

Survey Comments

Survey Comments - January

- He (the officer) emphasized I should reveal the name of the person who I believe has been entering my home while I'm at work, but I had to decline, even though I know it would be helpful. The person is a very bad guy.
- A simple matter for police; to open car door that was locked to retrieve dog from locked door. Was very grateful.
- (The officer was) Very professional. Tried to be helpful.
- I could only phone the station/office by dialing '911' and then ask to be routed properly. It would be great if there were a direct line that is publicly listed. All of the interactions my family has had with the Bainbridge Police have been professional and courteous! Thank you!
- The officer who responded was super, professional, courteous, and knowledgeable of how to unlock my truck without (causing) damage. Very nice job!
- (The officer) Listened and responded directly to my concerns and provided appropriate next steps in case the incident happened again. He followed through with what he said he would.

Survey Comments – February

- The staff/officers were very professional they handle the situation very kind they made sure the lady was in a safe environment (sic).
- Response to my phone call was immediate. At approximately 11 PM I heard a metallic noise in my driveway accompanied by the flood light being activated. I assumed that it was a possible attempt to steal the catalytic converter from my Suburban. Whomever it was fled the area when I turned the front porch light on. Within a few minutes a police patrol car came past the house.
- Each of the police department personnel was relaxed, personable, professional, and helpful. The follow-up letters and calls have been timely. I have confidence the detective is working diligently on my case. I have been impressed with his initiative and creativity in working through a problem that is not yet resolved.
- Very professional.
- I'm fine that I wasn't contacted. De minimus car prowl.
- (Unfavorable impression of the department) Because) I didn't hear back about my request for a few days of drive-by following a tenant eviction.
- This is related to a... neighbor (who) tried to break into my house. Handled very thoughtfully and sensitively.
- Keep up the good work Keeping the island mostly crime-free.
- Was so impressed by (the officer). He was very helpful, reassuring, and understanding.
- Your officer was efficient and professional. He was caring, compassionate, and sensitive to our situation.
- I was so impressed with (the officer). He was attentive and he and his team were informative, helpful, and made me feel secure.

Survey Comments - March

- The officer was well aware of the scam I fell for. He gave me information to help with my claim for fraud.
- I thought the officer was very helpful and attentive. He gave me a fraud warning sheet he prepared and I suggested it be distributed to all senior living residents as well as the senior center. I don't know what else I could say.
- I would like to know the outcome. Did they identify the forger?
- Excellent experience, except no after-the-fact report... Don't know if anyone was caught!

Survey Comments - April

- I found the officer with whom I spoke on the phone to be approachable and professional.
- The officer was very professional, able to advise on how to prevent future thefts by increasing security measures on our property and made me feel safer for reporting incident. I was contacted within an hour of submitting my report online. He was thorough and I felt listened to in my concerns. Thank you!
- Very professional and helpful. It would be nice to know what happened after the conversation.
- I felt he was attentive and interested in making sure everybody at the residence felt safe.
- Officer Lasnier was very professional, friendly and helpful.
- Officer was a true gentleman and treated me with respect and dignity.
- We have had to utilize BIPD numerous times this year and our experience has been positive. It's been easy to get needed info for legal proceedings and BIPD has been helpful with next steps. Thank you for all you do for our community.

Survey Comments – May

- I felt embarrassed about locking my keys in the car but the officer was SO VERY KIND!
- Officer Swann was so great he called me and explained everything to me.
- The officers were calm, non-aggressive and understanding.
- The officer who worked with me was excellent! Diligent, helpful, and empathetic.

Survey Comments – June

- I always appreciate the police. The officer took as much information as I could give. She sent a nice follow-up. Thank you very much!
- BI Police responded to my call ASAP. Good Job!
- Very kind officers. Thank you!
- Excellent experience!!

Survey Comments - July

- I really appreciate Sergeant Fastai's calmness and reassurance when I came to the police station during an active attempt to defraud me. He put the defrauders attempt into perspective, offered advice about possibly needing to "clean" my Ipad and following up with my bank. Thank you for your prompt response to my phone call and for following up on my concern about which I called.
- Very efficient, polite and a nice person.
- The officers arrived promptly. They were courteous and thorough. They gave helpful advice. They expressed sympathy for my situation which I appreciated.
- I was very upset at myself for the crash and the officer was very kind and patient with me.
- The officer we met was courteous and professional. He took care of the issue.

Survey Comments - August

- The officer was very nice and explained what I needed to do. He gave me his card and he was very polite. He told me what to do if I got pulled over before I received my new license plate. Officers were understanding, respectful, helpful and informative.

Survey Comments - September

- Officer arrived quickly. He did a thorough job of gathering evidence and proved me with contact information so I could get in touch.
- I was impressed with the officer's concerns, his appearance and helpful information.
- The officer was very professional and helpful.
- Officers were friendly, concerned and equitable in their actions.

Survey Comments - October

- Officer Pepicelli was personable and professional.
- The officers responded quickly and checked out our premises. We communicated with them through our video doorbell. They were very nice and secured our home. We were very pleased.

Survey Comments – November

- Officer Quinn was friendly, professional, realistic and thorough.
- Very prompt, kind and reassuring.
- I was pleased with all verbal contact and appearance of the department. Good Job!

Survey Comments – December

- The officer showed up promptly to help get my children out of the vehicle, which was accidentally locked with the keys inside. He was calm and very helpful!
- Officer was great in explaining what was possible and why in helping my aging neighbor, and proactive in strategizing to address the situation.
- Officer was very helpful in talking with my son. Thank you!!