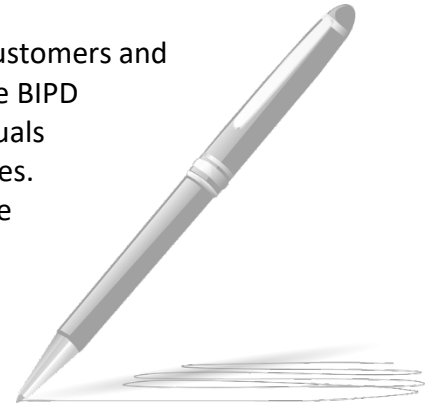


BAINBRIDGE ISLAND POLICE DEPARTMENT

CUSTOMER SURVEYS – 2025

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:	45
Response Rate:	19%

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

Very High:	80%
High:	16%
Average:	4%
Low, Very Low, or not Indicated:	0%

Type of feedback received:

Praise:	73%
Criticism:	0%
Mixed:	0%
Other:	0%
Neither/None/Not Indicated:	27%

Survey Comments

Survey Comments - January

- Officer Norton was prompt to respond and very personable.
- He was kind and helpful.
- Officer Swann made me feel calm during the experience. He was very respectful and kind.
- The officer was understanding, helpful, and efficient

Survey Comments – February

- Officer was great in explaining what was possible and why, and proactive in strategizing to address situation.
- The officer was prompt to arrive for my lock out. He was calm and very helpful.
- Officer was very helpful in talking with my son. Thank you.

Survey Comments - March

- The officers were very helpful and put me at ease. I am handicapped and got locked out of my car. I was helpless and the officer unlocked it for me. Please don't stop this service!!
- The officer helped me rescue my dog who was stuck in a hole! You folks are GREAT!
- The officer was very thorough in describing what can and cannot be done, on the part of law enforcement, with regards to mail theft.

Survey Comments – May

- Officer was polite and gave suggestions and ideas to assist me.
- All of my interactions with the police department have been very positive. The officers are thoughtful, polite and very professional.
- The officer did a great job of communicating with me and my spouse.

Survey Comments – June

- I was happy to see a fairly quick response time to the incident and a very fast resolution.
- The officer made some helpful suggestions for increased security and our HOA has implemented some of them.
- Quick response, very attentive and helpful. Well done!
- Officer Daog was super responsive and helpful.

Survey Comments - October

- The office staff that I interacted with was professional, kind, and helpful.
- Officer Bob Day was very helpful and took my situation seriously. I was very impressed with his professionalism.
- I have always been impressed favorably with my contacts with BIPD at my business or home address. All contacts have been professional and informative when addressing my issues
- The officer took time to answer my questions and even gave some personal anecdotes to illustrate their point. They made it into a friendly, easy conversation. Thank you!
- The responding officer was prompt, courteous, and thorough. He conducted a good investigation and facilitated admission of fault by the other driver.
- I have confidence in the BI police and appreciate having a social worker on the force.

Survey Comments – November

- Officer Roger Swann was very helpful in providing different ways to pursue my resolution to the accident.
- Officer Daog was professional and very friendly. We much appreciated all the help.

Survey Comments – December

- The responding officer was very polite and pleasant.
- I had a simple inquire regarding excess noise in my neighborhood. The officer talked to me via phone, checked I out and got back to me. Excellent response to a simple inquiry.
- The officer e3as friendly and sympathetic to my concern, explained the situation to me, took extra time to make himself available on the site to talk in person so I felt safe.
- The receptionist promptly helped and was very courteous. The officer was most pleasant, very helpful and very professional.
- Very professional. A calming influence on the lady who collided into my car.
- He was so gracious and helpful. He worked to help me get my keys which I had locked in my car. So, patient! Just a great experience.