

BAINBRIDGE ISLAND POLICE DEPARTMENT

Matthew Hamner, Chief of Police



CUSTOMER SURVEY RESULTS – 2016 Quarter 2

In an effort 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 surveys to the people with whom officers have had interactions with during the course of their duties. Beginning in 2012, twenty surveys were mailed to randomly selected individuals each month and continue to date. Both the response rate and results have been informative and encouraging:

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|--------------------|-------|
| Surveys Mailed | 60 |
| Responses Received | 17 |
| Response Rate | 28.3% |



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

| | |
|-----------------|-------|
| Very High | 76.5% |
| High | 17.6% |
| Average | 5.9% |
| Low or Very Low | 0% |

Select Comments

- Officers at my daughter's collision were so caring. So were firemen and EMTs. Great work to all BI first responders.
- The officer was very gentle with me, as I was in a lot of pain.
- I feel the officers handled the situation well.
- Officers were very friendly, helpful, and made us feel like they cared about our situation.
- Your officers were extremely sensitive to the issue that had taken place and the fact that my children were present. I felt that the officers were genuinely concerned about me and my circumstances. I was extremely embarrassed and the officers assured me that there was nothing to be ashamed of. I did not expect the level of respect nor concern from these two officers. At that time I thanked God for them. In the past, my thought had been tainted by the media and what I had seen about police brutality towards the African American Community. Well, these two officers laid those images to rest.
- Thank you for being friendly and there for every need - keep being awesome!!
- Everybody was great! (Written on the mailing envelope with a hand-drawn red heart.)
- The customer service has always been good. I wish they had a few more resources to follow up after a crime has been committed.
- (The officer) was very helpful and listened to me and I felt my son and I were cared for by BIPD. Thank you!