

Bainbridge Island Police Customer Survey Results Year-to-Date Through

12/31/19

Surveys Mailed YTD = **240** Responses Received = **76** Response Rate = **32%**

| Survey Question #1 | Reported Crime | Victim of Crime | Stopped for Infraction | Involved in Collision | Requested Information | Came to Station | Attended an Event | Another Reason | Not Indicated |
|---|------------------------|----------------------|------------------------|-----------------------|-----------------------|-----------------|-------------------|----------------|-----------------------|
| Type of contact with BIPD?* | 18 | 24 | 8 | 11 | 6 | 13 | 1 | 14 | |
| Survey Question #2 | Uniformed Personnel | Detective | Supervisor | Office Staff | Parking Enforcement | Someone Else | | | Not Indicated |
| Who made contact with you?* | 61 | 9 | 1 | 21 | | 2 | | | 1 |
| Survey Question #3 | In Public or Residence | In Person at Station | Over the Phone | Written Corresp | Via Email | | | Other | Not Indicated |
| Where was contact made?* | 46 | 22 | 17 | | 2 | | | 1 | |
| Survey Question #4 | Very High | High | Average | Low | Very Low | | | | Not Indicated |
| My overall impression of of the officer/employee was: | 60 | 13 | 3 | | | | | | |
| Survey Question #5 | Favorable | Unfavorable | Mixed | No Opinion | | | | | Not Indicated |
| Prior to contact, impression of Department? | 56 | | 6 | 14 | | | | | |
| Survey Question #6 | Favorable | Unfavorable | Mixed | No Opinion | | | | | Not Indicated |
| After contact, impression of Department? | 72 | | 4 | | | | | | |
| Survey Question #7 | Praise | Criticism | Other | Mixed | | | | | None or Not Indicated |
| Any praise or criticism you would like to share?* | 48 | 1 | 21 | 2 | | | | | 4 |
| Survey Question #8 | Yes | No | Unclear | | | | | | Not Indicated |
| Would you like follow-up contact on survey comments? | 3 | 62 | 1 | | | | | | 9 |

Survey Comments - December

I was in a collision and two police cars came within five minutes. They were polite and professional.

I was (moderately) speeding and the officer was respectful and polite. I live in the neighborhood where the contact was made. I respect the speed limit and adhere to the limit. Though I was given a warning, I was reminded of the need to slow down.

This was in relation to a person with mental illness in our condo. All personnel handled this situation very professionally and with compassion.

I had written up the house break-in. I was uncomfortable relating all this to (the officer) in the public lobby. A private room would be better.

(The officer) was attentive and thorough in taking my report and the office staff made me feel welcome.

The officer was not intimidating but direct. He was very polite, displayed an appropriate sense of humor.

Survey Comments - November

It would have been nice to have the officer see the property damage.

If you want to talk with me, feel free to do so.

The officers that came to my assistance were very calming and concerned with my safety and well being (greatly appreciated on my part!).

Survey Comments - October

I could talk to the training officer or police captain in charge of patrol. (Additional comments provided by the respondent are not included here because they contain medical information pertaining to the respondent).

Survey Comments - September

The officers were professional, helpful, treated me with respect, and appropriately cited the driver that hit my vehicle.

Police officer was very kind and understanding; a human being, and showed empathy. Later on, he followed up with my case over the phone.

Just came in to get fingerprinted so I could be an overnight chaperone for BISS; also, to get rid of some prescription drugs in the drop box. Staff helped me and answered all questions - very professional.

The officer who pulled me over for speeding was very polite, but I would have appreciated a warning since this was my first incident.

Survey Comments - August

Very professional and efficient.

Appropriate action taken. Good advice given.

I am very impressed with the officer who handled our situation (a neighborhood condo disagreement). There was no crime involved, but there had been an altercation between neighbors and one person. The officer followed procedure while dealing with a person who is mentally impaired; that took skill and patience. I am very impressed at the handling of this incident and feel very good about the young professionals who work here.

(Officer A) was amazing and forthright and compassionate. Give him a raise. (Officer B) was also very good.

The responding officer was very nice and comforting. He resolved the situation quickly.

Note: Thank you for this opportunity.

Very nice and professional towards me and my son.

We have a child with mental health issues. Since our state uses 'Juvi' instead of mental facilities, we have had a LOT of police interaction. Always good.

Survey Comments - July

I am victim of malicious mischief and (the officers) were understanding of how petty the vandalism and property sabotage was, upsetting me, scaring me, and costing me money. I thought they would laugh at me. (A letter explaining that the respondent planned to install multiple cameras was attached.)

I appreciated calm, experienced assistance at a time that was stressful for me as a result of the traffic accident.

Officer was very helpful and informative. Thank you!

(The officer) if memory serves, was exceptional, helpful, and friendly - exactly what a person would wish to see!

(The officer) is a fine example of professionalism. He is a well-rounded officer with a big heart!

Survey Comments - June

Yes, the interaction was very pleasant. The officer was very nice, respectful, and willing to listen and engage in a conversation. I was happy to receive this survey because since the exchange I had wanted to thank the officer (I don't remember his name).

All officers involved were professional and friendly. They made me feel like my issue was very important for them.

But, a county police dept. would be much more effective than all the small depts. In the county now. Local substations.

Survey Comments - May

They were very kind and made me feel safe!! Thank you! Cookies really are on the way!!

The young lady who processed my concealed carry permit was knowledgeable, efficient, and friendly.

I am highly impressed with the quality of every officer I have met on the BIPD. Their interactions with the public in times of stress is outstanding. I sleep safely in my bed at night and (I'm) treated warmly in the day. Keep up the good work.

Everyone involved was super helpful and professional. Glad we have such a great police department.

Officer was friendly but also professional. Took his time to make sure the incident was compiled correctly.

I appreciate the Department's involvement with the community and in particular as an association property manager. The Department has provided great support with multiple issues.

Survey Comments - April

I fell asleep at the wheel and rear-ended a parked truck. Though shaken up and in a good bit of pain, I will always remember the kindness and professional manner of the attending police officer.

The officer that helped me was incredibly nice and helpful. I love all interaction I've had with BIPD.

Your officer shoveled the snow off my drive to allow me to get out for which I was very grateful. I love the BIPD! Enclosed is a story I wrote which involves the BIPD (correspondence # 2019-054). Hope you like it!

The officer was very appreciative that I called in this suspicious looking device - it looked like a homemade small bomb - supposedly it was found to not be an explosive. I and my neighbors would like to see more speed limit enforcement on Manitou Beach Drive NE - we have offered our driveway as a spot for officers to monitor and enforce traffic.

Survey Comments - March

(The officer was) Very professional, helpful, considerate.

(The clerk) Was very helpful and informative.

(The officer) was compassionate and patient in a difficult and unfair situation; his support is most appreciated! Great job!

Office staff was extremely courteous.

(The officer) Came to our house in a reasonable time, was polite and responsive to our issue. Returned our calls and emails promptly.

I reported a case of identity theft involving the fraudulent use of my credit card (\$7,800 at Eric Jewelry in NY). This incident of theft has been reported to various agencies: US Post Office, IC3, FTC, and both commercial agencies Bank of America and PayPal. Also WA ST Attorney General. I am still waiting with little hope to get the information from the two fraud transactions (one canceled and one put back on me) from both PayPal and B of A. Neither organization seems eager to give me information of my own account without a subpoena from a court in their jurisdiction. No state or federal entity has stepped forward to help. The amount (stolen from me) represents 3-4 months of my social security! A great payback for an honest life and years of military service! Thanks.

The officers I have talked with on the phone have been very helpful, pleasant, and good-humoredly serious about my needs.

Survey Comments - February

I am very appreciative of how quickly they came and the help and concern. Huge kudos and thanks to (the officers).

(The person) was very professional, helpful, and friendly in processing my application for a concealed pistol license. A credit to the department.

The desk clerk and uniform(ed) police officer were both very supportive and helpful and very polite. Thank you.

(The officer) was very polite.

Survey Comments - January

Officer was courteous and informative.

(The officer) is a credit to your department!

Great job, great team. It feels great to be treated as a valued member of the community on this heart-wrenching matter.

Both officers were A plus! They were prompt and very good listeners. They did an excellent job being firm, diligent while also being compassionate. Please recognize them for their work with our son at our home. Just yesterday, our son (decided to) stop drinking. They got a lot of credit for this.