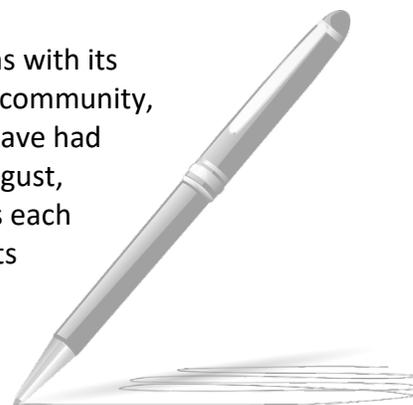


# BAINBRIDGE ISLAND POLICE DEPARTMENT

## CUSTOMER SURVEYS - 2017

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 August, 2012, twenty surveys were mailed to randomly selected individuals each month and continue to date. Both the response rate and the results have been informative and encouraging.



Total Surveys Mailed in 2017:	240
Total Responses Received:	101
Response Rate:	42%

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

Very High:	74%
High:	21%
Average:	4%
Low or Very Low:	1%

## Survey Comments

### January

- Everyone who made contact... great job by everyone. Got my stolen car back within the hour!
- Officer was very kind and understanding of me as a new driver.
- The officer was great! Very kind and understanding. You guys solved the crime (theft) very quickly. Thank you!
- (The officer was) so calm and neutral dealing with overexcited irrational people! Amazing and thank you very much.
- After I spoke to the office, I received a phone call from the officer is less than 5 minutes and also had follow-up via email - very appreciated.
- This was my third interaction with office staff (lobby) in three years. All have been very positive.
- Although the collision was my fault, it was still very frightening but the officer treated me in a kind, nonjudgmental manner. I very much appreciate their help and guidance in the process.

### February

- I felt (both) of the officers were helpful yet no follow through. My car's (VW Cabriolet) top leaf had been either cut or ripped open. There was no driving to the scene on Ferncliff to question anyone. I have a little more to say... while growing up on Bainbridge and raising my children here, I had a bit of interaction with the police force there... mostly due to my daughter's drug-addicted years... which were the most challenging years of my life. I felt that throughout her struggle ALL the systems in the state failed me and her. I had to step in areas that the state via

tax dollars should have helped more. I was warned by old friends on the Island over the years that our systems (police included) were all about making money (I didn't believe them) and not caring about the well-being of people. I saw that first hand and it broke my heart. Wasn't about helping my daughter get to safety and wellness, it was about making money off her sickness. It cost our family thousands of dollars via court costs, rehab and more - derailed my life. I hope that this input makes a difference. I do appreciate police officers and all that they do for our safety in our country!

- The staff were courteous and helpful. The officer was very courteous and professional.
- (The officer was) very professional.
- The office staff woman I interacted with was very kind, friendly, and professional.
- If the situation were reversed and I had had the police called regarding me, I feel things would have worked out differently.
- (The officer was) very professional (and it was) very clear as to why I was stopped. Appreciate everything the BI Police Dept does. Thanks.
- (The officer was) very fair.
- (The officer) came to my house when I called about someone trying to get into my house. Not only did he get here fast, but he took his time with the search. He also took his time to talk to me about becoming an officer and also answered all of my questions. Need more kind people like Officer Enget!
- Thank you for the great job you all do for us! I respect and appreciate the job you have to do here. Social media has provided a way to read some of the ridiculous comments/complaints of people that live here. Some things are so hard to believe people feel the way they do about accidents, etc. No empathy, kindness, or respect. Your jobs are important and I would not want to do it. Just thank you for putting your lives on the line each and every day. God bless you all!
- The officer who assisted me was friendly & efficient.
- Very good communication - very efficient in explaining and keeping the interactions quick with good information.

#### **March**

- My husband has dementia and called 911 because he believed he was locked in the house. Officers were very kind and professional.
- I visited your office to obtain a concealed weapon permit and the required fingerprinting and payment of fees. The woman who served me was extremely patient and helpful in explaining the process, providing me with additional resources, and in general being an exceptional example of good public service. Further, the turnaround on receiving my permit was short - less than a week. Thanks to the Bainbridge Island Police for their good work.
- Even though I was calling due to a stolen cat, which I felt bad calling 911 about, the officers were responsive and helpful.

#### **April**

- Very nice officers, helped the situation. Thanks.
- (The officer) was extremely considerate, proactive, and helpful. Due to his help, I (re)covered \$8,000 stolen by electronic fraud. Kudos to him!
- Our neighbors have a tendency to call about any perceived slight and the BIPD had to come over and talk to us. They were always very courteous.
- After calling the police station to report a possible phone scam (the sergeant) knocked on my door within minutes. He listened carefully, took notes, made suggestions, and said he would go back to the station and make inquiries. In a very short time he called to tell me he called the person(s) involved, checked their background, and submitted his opinion that all appeared to be legitimate. He said I could feel free to call him again re: this situation. Wow, what a polite,

respectful gentleman/police officer. He's one to be proud of. Congratulations for hiring this fine man.

- Working with (the support services staff person) made the arduous process of applying for my FFL remarkably painless. She is extremely competent, and an obvious asset to BIPD!

## May

- You got the thief!
- (The officer) was my contact with your department. Very good listener, knowledgeable, and respectful. Would like more information from detective on case. Only one call from him.
- I was never contacted with a follow-up call after my initial call, even though I was told I would be. The officer was polite.
- I was stopped for speeding and the officer offered to have the ticket mailed to me so I could continue on my way in order to catch the ferry to the airport.
- The officer was at the site within a few minutes of the collision - he made sure I was physically ok - could not have been more caring or professional - very calming, organized, and helpful.
- Came to police station to renew firearm permit (CWP). Very professional and prompt service! I would like to see the conceal carry permit be more like a license with a photo and maybe biometric information. Thank you!
- (The officer) and his colleague were professional and answered my questions regarding crime in/around the neighborhood. They ensured my home was secured prior to me entering. They took steps to interview my neighbors to see if they witnessed any suspicious activity. Thank you for the hard work you guys put in to keep the island safe.
- Professional/Understanding. A good officer.
- Officer was polite and tried to implement what was being requested. Thx. (In response to request for Traffic Emphasis... officer unknown).
- After the initial on-scene report, I sent a follow up email with additional detail to (the officer). Multiple weeks later I received an email from (an officer) saying they were ready to close the file for my case, but were waiting for the additional detail (which) I had already sent so then I sent it again. Nothing more heard before or since.

## June

- Office staff very professional, helpful, and efficient.
- (The officer) was very professional, courteous, and thoughtful. He is a credit to the B.I.P.D. and the City of Bainbridge Island.
- (The) officer was extremely professional.
- (The) officer was professional, nice, and fast!
- It was a pleasure speaking with (the support services staff member) to address my questions. She's an excellent representative for public contact!

## July

- (The sergeant) was professional and courteous. Thank you for your service!
- A u-turn by the officer for an expired tab seemed excessive.
- (The officer) was extremely helpful and courteous, as was Chief Hamner.
- Cars continue to speed down Sunset (Sunrise) between Day Rd and Brackenwood Ln. "Safety Hazard" for those coming out of Brackenwood.
- Over the course of 10 years we have had (a couple of) contacts with BI police. The first two (2009 and 2011) were unsatisfactory. This was better. (2017)
- Prompt, helpful, and professional.
- I was impressed with his demeanor (very professional but also approachable).
- The traumatic incident that was the reason for the detective's presence affected me severely. The detective was kind, patient, and informative.

- The lady was very professional and knowledgeable.

#### **August**

- (The officer) was very kind and helpful. He turned what could have been a bummer into a nice experience.
- (The officer) was very helpful and professional. Thanks!
- I felt as though there was nothing I could have done to prevent the accident, but was fined anyway. Officer didn't listen to my side.
- He found (the) person. Thanks!!
- I am very impressed with the helpfulness, professionalism, and demeanor of all four of the officers that were on scene.

#### **September**

- (The officer) was professional, polite, and sympathetic to the situation when my husband with dementia went missing.
- I'm under 18 and while I was reporting a crime I felt disrespected or looked down on. Other than that officers are all very nice and helpful.
- The service was off the charts good!
- (The office person was) Super nice!

#### **October**

- Well behaved, very quick response, very organized.
- We called 911 regarding a home invasion. The police response was very prompt and largely effective (the culprit was caught!). Overall, the police were courteous and professional.
- My son took a sandwich from Safeway - super stupid. I followed up with (the officer) and he was so helpful in explaining next steps. He was very kind to my son as well. He's helped me to understand that this kind of thing happens and that my son did not seem like a troubled kid at all. Thank you to (the officer) for helping make a bad experience not so awful.
- I am a business owner and received a NSF check. Tried to collect from the customer, but was not successful. I reported this to the BI police and they professionally handled the contact with the customer and she did come by to make funds good and pay fees. Also, nice follow-up by the officer. Thank you, BI Police Department!
- Inattentive driving is so vague that it is totally arbitrary. I was not being inattentive, but I was driving a convertible sports car at 11:30pm (behind a truck for a mile). The truck was not pulled over, but I was. The officer said speed was a factor, but no speed was documented in the citation. Upon contacting the desk Sergeant, I was told the report from the officer had a speed listed that I know was not accurate. I only paid the fine because of the vagueness of the violation and a certainty of the court siding with the Department.
- (The officer) did a great job taking on my stolen car case. He kept me updated and eventually, my Jeep was recovered.
- Very courteous and very helpful.
- The officer and staff were very responsive and helpful. They even allowed me to use their fax machine as a way for my husband to send me identification documents that I would need for my airline trip home.
- I felt everyone did a great job.

#### **November**

- I reported that I thought I was a victim of a crime. I was mistaken and embarrassed! When I called, the office person was very understanding.
- Keep up the good work and thank you!
- (The Sergeant) was so well-prepared and professional for dealing with our adult, mentally ill son. We are grateful!

## December

- Came to get fingerprinted for job at School District. Clerk very efficient and nice.
- Nice guys.
- The officer had a trainee with him and I heard him explain procedures. He was kind and thorough. He had matters well in hand.
- (The employee was) very efficient and easy to work with.
- Happy holidays to the BIPD! Grateful for your service!
- The officer I dealt with had an accent. He was very calming and seemed like a fair man. I probably over-reacted by calling 911, but the officer was very professional and kind.
- Thank you Officer (X).