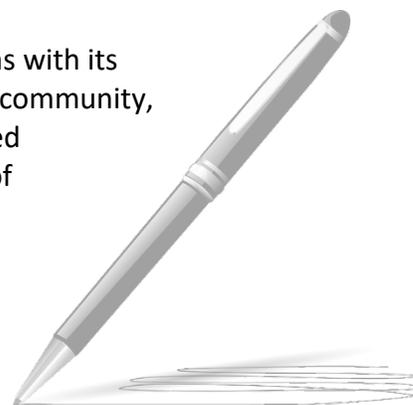


# BAINBRIDGE ISLAND POLICE DEPARTMENT

## CUSTOMER SURVEYS – 2019 through Q2

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 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.



Total Surveys Mailed thru Q2 2019:	120
Total Responses Received:	36
Response Rate:	30%

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

Very High:	80.7%
High:	16.6%
Average:	2.7%
Low, Very Low, or not Indicated:	0%

## Survey Comments in Q2

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