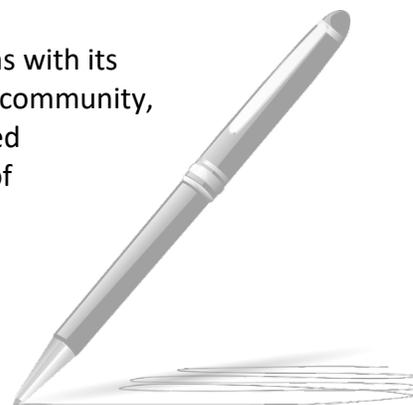


BAINBRIDGE ISLAND POLICE DEPARTMENT

CUSTOMER SURVEYS - 2018

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 in 2018:	240
Total Responses Received:	72
Response Rate:	30%

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

Very High:	72%
High:	17%
Average:	6%
Low, Very Low, or not Indicated:	5%

Survey Comments

January

- Reported missing person. Very good and compassionate communication (see attached letter).
- The officer who pulled me over was very professional ut also friendly. He took time to explain what I needed to do as follow-up.
- Both officers were very nice, professional, and they explained the legal limits of the damage well and not condescendingly.
- I was stopped for not having proper auto registration tags. The officers who stopped me on 305 were very professional and informative regarding the law. I thanked them!
- Overall, my wife and I feel protected; our experience with the BIPD has always been great.
- Excellent interpersonal skills. Excellent information sharing and openness.

February

- Sergeant Sias and Detective Ledbetter were both amazing, helpful, and warm during an intensely difficult situation.
- Officer was very professional.

March

- I renewed my CPL. Office staff was helpful, cheerful, and efficient in getting my renewal processed.
- The officer stayed with me and called a tow truck for me. He was very helpful. High praise to him and the BIPD. Thank you very much!

- The officer was extremely polite, professional, and personable. I was very glad to have the officer act with respect and sincere(ly) wanting to help.
- Very friendly, very pleasant, good experience!
- I was sinking in my boat and they were there within 5 minutes, quickly assessed my situation and helped. Great attitude and professionalism. I was extremely impressed with (the) officers who assisted me!
- Person was very patient as incident unfolded and caregiver finally arrived - so no officer dispatched.
- Two squad cars came to the road end because neighbor made 911 complaint re: after dusk beach noise. I asked officers why they were at road end, adjacent to my house. The officers and I had a pleasant two minute conversation. Perfect (the people on beach were Navy hired researchers, harvesting mussels. - no party). Too bad police resources are so frequently called unnecessarily for Hidden Cove Road End. The public should be free to see the beach 24/7 but always in a manner which does not disturb the peace. The no-use dusk-dawn rule is unfair and causes more problems than it prevents. However, the responding officers with whom I have spoken occasionally are always pleasant and respectful (sorry about arthritic handwriting). I am interested in discussion about the signs/rules being changed. Thank you. How about evening hours at beach half the month? Let people see evening beach nature, phosphorescence, hear the nocturnal heron squawking, etc - don't make people sneak to enjoy beach. Don't allow property owners to be gate-keepers of public land!

April

- Officer was great in helping diffuse an upset driver of the other car.
- As a high school student, I've generally felt good about our P.D. w/frequent visits to the school regarding safety, but now I'm left with the feeling of being on the opposing team and feel like I'm being hunted by every police vehicle I see.
- (The detective) is an asset to the Department.
- I work on Winslow and have a permit. Lately I cannot find a permitted parking place. I was able to have my ticket reduced from \$50 to \$10, but this is a hardship when you spend your daily earnings on a \$50 ticket and this will happen again for sure - especially when called in on call.
- Very professional officer - genuine and caring.

May

- I was greeted immediately, and my contact was very professional. Another customer entered during my visit and was asked about her need, to determine priority. Very well-handled. Thank you!

June

- Outstanding & prompt. Follow up better than promised. Keep up the hard work and positive attitudes in an increasingly challenging time.
- (The officer) was wonderful. My grandson loved meeting him.
- I believe there has been more emphasis by the Police department in monitoring speeding on Manitou Beach Drive. The recent death of a pedestrian on Sportsman's Club drive reinforces the dangers on Manitou.
- Very professional, empathetic, and involved. Pleasant demeanor and helpful. Thank you!
- It's been over two months since my case was opened (I18-000440). I still have no resolution. Have emailed (the officer) several times. The last time I got no response. I have received harassing voice mails from a person who I believe works with me. This person is using a disguised creepy voice when leaving messages. (The officer) has these voice mails. I live in fear

when I go to work. How hard is it to get the phone number of the person who has left voicemails from Verizon? The person uses NO CALLER ID. I finally got Verizon to block these calls several weeks ago because I continued to get more calls! Please help me!

- Perfectly kind and polite - but I've never heard anything more about the case.

July

- (The officer) was very sympathetic and understanding. (The detective) was also very courteous and professional. The only concern we have was that 2+ weeks passed from the break-in to when (the detective) came to investigate and get prints. (The officer) did not get any prints at the scene. (The detective) surmised that the perps wore gloves, so it may not have mattered anyway. However, as I mentioned, everyone with whom I corresponded was very kind and made the whole experience much less horrible. Thanks to everyone in the department.
- Very helpful, concerned. He followed up two days later too. Great guy!

August

- The officer was extremely sensitive, kind, and a compassionate person.
- The officers were very kind and explained everything.
- The woman in the office was very helpful, friendly, and efficient.
- I appreciate how quickly the officer and detective addressed the problem, worked closely with the personnel of (the bank). And they both followed up with me by phone to inform me of the outcome and status.
- Officer was polite and explained my options regarding the ticket.
- I was hit by a car (on 6/13 between 8:15 - 9:30) in front of VM Clinic (new location) - no note. The officer said he would request the video camera. I was parked in the first space next to last disabled (on the left) in full view of camera. I followed up with BIPD, acted like it was first time I requested and said 'OK I will.' (Please follow up with me) as I'm sure the video has long been taped over and I'm SOL.
- (The person who helped me) was very friendly and personable.
- (The officer) was very professional and helpful. As a family we have a very high regard for our officers and the whole Bainbridge Island Police Dept.
- I thought I had lost all ID and credit cards. Later they were found. The officer's first name is (XXXXX) and he jumped right on it. He was kind and very helpful and had already made appropriate calls and inquiries. His actions and demeanor spoke well for COBI PD.
- The Bainbridge Island Police Department is extremely professional and compassionate. Chief Hamner is superb. We are lucky to have you ALL protecting us. Thank you for your service!
- Three interactions, and others, were all professional and issues (were) very competently resolved.

September

- No comments were included with surveys received in September.

October

- I came into (sic) get a conceal carry; first day the fingerprinting person was not there. Next day they were there and were very nice as well as apologetic for my first trip over. Very kind woman who does fingerprints.
- I was impressed by the level of professionalism shown in handling my case.
- I always find the COBI PD people excellent - not that I have a lot of contact, but when I've needed help, I got great help.
- The two officers made me feel 100% better and I have the utmost respect for all of our BI officers.

November

- Front office staff was friendly, courteous and fast!
- I was beyond thankful for the help I received.
- The officer was very personable and thorough in his investigation.

December

- Proud to live here, happy we have BIPD - top notch!
- Anytime when work w/BIPD everyone has been very kind and very helpful.
- Completely satisfied. (The officer was) very professional and courteous.
- It felt as though (the officers) were 'on our side' even though they were following up on a report made on our child.
- I am grateful for the service of every member of the Department.
- (The person I spoke with) was very friendly and personable.
- Very intelligent officer. (The office person) explained the criteria affecting my situation. I go to Small Claims on January 16, 2019 and if I get a favorable verdict I shall return to see you.
- Absolutely wonderful! I love the BI police department. Thank you for everything.