

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

9/30/20

Surveys Mailed YTD = **140** Responses Received = **48** Response Rate = **34%**

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?*	13	12	4	6	2	4		17	
Survey Question #2	Uniformed Personnel	Detective	Supervisor	Office Staff	Parking Enforcement	Someone Else			Not Indicated
Who made contact with you?*	37	4	1	9		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?*	30	7	16	1	3				
Survey Question #4	Very High	High	Average	Low	Very Low				Not Indicated
My overall impression of the officer/employee was:	33	9	4	1					1
Survey Question #5	Favorable	Unfavorable	Mixed	No Opinion					Not Indicated
Prior to contact, impression of Department?	34	1	4	9					
Survey Question #6	Favorable	Unfavorable	Mixed	No Opinion					Not Indicated
After contact, impression of Department?	40	1	6	1					
Survey Question #7	Praise	Criticism	Mixed	Other					None or not Indicated
Any praise or criticism you would like to share?*	33	2	2	3					8
Survey Question #8	Yes	No	Unclear						Not Indicated
Would you like follow-up contact on survey comments?	3	37	2						6

Survey Comments - September

We received prompt response and courteous assessment of our complaint - the responding officer immediately understood the report. The officers came in a timely manner and walked through our problem. They did say they would be mounting a camera on our property - so far I don't think that has occurred. Is the All three officers were complete professionals. Open-minded as well as sympathetic. Very pleased! The team, 3 officers, was very expeditious, supportive, and understanding. They reassured our family we were safe and checked back in on us. Your department has always exhibited the utmost courtesy and professionalism. Thank you for your service to this community. I had the opportunity to interact with two uniformed staff in person and one detective over the phone and in email. All three were extremely professional and pleasant.

Survey Comments - August

I would like more information on the contacts the detective made to the parties involved and any outcome so far. They (the officers) responded quickly and appropriately and were very good at their job. (You can contact me) only if you need to for some reason. Also, whoever wants to defund the Officer (office staff) was very responsive, courteous, and helpful. We subsequently have seen a greater presence around the Halls Hill Lookout. My request for information was handled within 24 hours. Excellent response. USPS driver damaged our fence and left. We have it on video. See report I20-000540 6.21.20 at 10:39am. Need follow-up from the officer. The officer was extremely respectful and clear. I appreciate (the officer's) quick contact on Sunday morning. When I asked what to expect from BIPD following the filing of my stolen kayak, he stated that BIPD would contact me if the

Survey Comments - July

Sir, your officers really made me feel a lot safer. They calmed me down. They were very polite, seemed that they are just good cops. I found both officers to be kind and helpful and very professional in every way. I was impressed by them both!

Survey Comments - June

(The officer) was awesome! The officer was very kind and patient and went out of his way to make sure I was safe and okay. In a difficult situation, the officer was patient, calm, clear, and kind. The officer heard multiple perspectives and let me know clearly what my rights were (this was regarding a property

Survey Comments - May

Extremely professional and sympathetic! Two officers arrived after I had called for advice on how best to evict a woman who I was trying to help. She had some mental issues I was not aware of in the beginning. She had left for One situation involved a medical emergency and death of a family member; the officer was professional, compassionate, communicative, and supportive while he stood by. Couldn't ask Best interaction ever - (the officer) was a great help, very polite, and actually seemed concerned and caring about my case.

Survey Comments - April

Having the officers come by was very helpful. They were skilled, professional, and kind. Sgt. Ziemba was outstanding, collaborative and tremendous. I cannot speak more highly of him. The responding officer, who's name I forget, was terrific, calm,

Survey Comments - March

I was very impressed with the officers I dealt with - very professional! The officer was understanding about my infraction (failing to renew my registration) and explained very carefully how I could mitigate the ticket and get a reduction of Very grateful - officers were very understanding - went above and beyond to make an unpleasant situation better.

Survey Comments - February

I felt the officers cared and tried very hard to resolve our case. We appreciated all their efforts. (The officer was) Very thorough. Very patient. Very caring. Very kind. Smart officer - courteous and objective. Came to the PD to renew concealed weapon permit. I was helped by a lady (don't remember her name) who was very helpful, friendly, and accommodating. No complaints. Enforcing and patrolling 'speeders' on a back road/wealthy neighborhood is an obvious excuse to fine poor/less wealthy people (who can't afford to live on Bainbridge) I had something stolen from my property and while everyone was very courteous, I was surprised that no investigation happened, not even a visit to my property. Stolen value over \$10K. The officer was attentive and very professional. He was empathetic to the situation and was helpful. I asked the officer to document the collision and establish fault. He refused to establish fault. Quick response. Professional acting and officers showed concern. Very pleasant.

Survey Comments - January

She was very professional and helpful when I asked for a copy of my accident report. Both ladies at the station were super helpful and gave us all of the information we needed.