

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

8/31/21

Surveys Mailed YTD =

160

Responses Received YTD =

59

Response Rate =

37%

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?*	19	19		5	3	3	1	21	1
Survey Question #2	Uniformed Personnel	Detective	Supervisor	Office Staff	Parking Enforcement	Someone Else			Not Indicated
Who made contact with you?*	51	5		5	1	1			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?*	35	7	24	1	2				
Survey Question #4	Very High	High	Average	Low	Very Low				Not Indicated
My overall impression of the officer/employee was:	45	9	5						
Survey Question #5	Favorable	Unfavorable	Mixed	No Opinion					Not Indicated
Prior to contact, impression of Department?	45		4	10					
Survey Question #6	Favorable	Unfavorable	Mixed	No Opinion					Not Indicated
After contact, impression of Department?	56	1	2						
Survey Question #7	Praise	Criticism	Mixed	Other					None or not Indicated
Any praise or criticism you would like to share?*	39	1	2	4					13
Survey Question #8	Yes	No	Unclear	Okay if we want to.					Not Indicated
Would you like follow-up contact on survey comments?	5	32	2	5					15

Survey Comments - August

Very helpful staff and police.

I returned a lost senior to her home. I had called 911 first. All good.

Officers were very helpful.

I called about the parking spaces along Bjune being filled with cars without trailers on a weekend. Instead of referring me to the parking officer (who was off duty), he went out and handled the situation.

The officer responded to a lockout at Town & Country market. Very professional. When I asked if he needed to see my I.D., he said 'Nobody is going to steal a Toyota Echo!' Ha! He is right!