

## Bainbridge Island Police Customer Survey Results Year-to-Date Through **3/31/19**

**Surveys Mailed YTD = 60                      Responses Received = 18                      Response Rate = 30%**

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?*	4	5	1	3	2	3		3	
Survey Question #2	Uniformed Personnel	Detective	Supervisor	Office Staff	Parking Enforcement	Someone Else			Not Indicated
Who made contact with you?*	10	3		8					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?*	8	6	6						
Survey Question #4	Very High	High	Average	Low	Very Low				Not Indicated
My overall impression of of the officer/employee was:	15	3							
Survey Question #5	Favorable	Unfavorable	Mixed	No Opinion					Not Indicated
Prior to contact, impression of Department?	13			5					
Survey Question #6	Favorable	Unfavorable	Mixed	No Opinion					Not Indicated
After contact, impression of Department?	18								
Survey Question #7	Praise	Criticism	Neither	Both					Not Indicated
Any praise or criticism you would like to share?*	14		4						
Survey Question #8	Yes	No							Not Indicated
Would you like follow-up contact on survey comments?	1	14							3

\* May be more than one answer.

### Survey Comments - March

(The officer was) Very professional, helpful, considerate.

(The clerk) Was very helpful and informative.

(The officer) was compassionate and patient in a difficult and unfair situation; his support is most appreciated! Great job!

Office staff was extremely courteous.

(The officer) Came to our house in a reasonable time, was polite and responsive to our issue. Returned our calls and emails promptly.

I reported a case of identity theft involving the fraudulent use of my credit card (\$7,800 at Eric Jewelry in NY). This incident of theft has been reported to various agencies: US Post Office, IC3, FTC, and both commercial agencies Bank of America and PayPal. Also WA ST Attorney General. I am still waiting with little hope to get the information from the two fraud transactions (one canceled and one put back on me) from both PayPal and B of A. Neither organization seems eager to give me information of my own account without a subpoena from a court in their jurisdiction. No state or federal entity has stepped forward to help. The amount (stolen from me) represents 3-4 months of my social security! A great payback for an honest life and years of military service! Thanks.

The officers I have talked with on the phone have been very helpful, pleasant, and good-humoredly serious about my needs.