

**The Township of Kalamazoo Police Department Community Engagement Survey-2021**

**Report to the Township of Kalamazoo Police Department**

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Western Michigan University

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## Executive Summary

The Township of Kalamazoo Police Department Community Engagement Survey was first mailed to a random sample of households in the Township of Kalamazoo, then 30 days following the mail survey an extended online version (containing all of the questions in the mail survey as well as additional questions) of the survey was released to the general public. This executive summary serves to highlight key findings generated from the responses in each of these surveys.

### *Mail Surveys*

#### **Perceptions of Crime:**

- A vast majority of respondents (95%) expressed strong feelings of safety (felt safe most of the time or all of the time) in their neighborhoods during the day. To a lesser extent this pattern was also observed when respondents were asked about their feelings of safety in their neighborhoods at night, with 75% expressing strong feelings of safety.
- A majority of respondents (58%) reported no change in their neighborhood's safety over the past 12 months, while an additional 23% and 4% noted some decrease or a lot of decrease in safety, respectively. Only 14% of respondents noted any increases in safety.
- Traffic issues, ordinance violations, burglary, and theft were most reported as the greatest problems facing neighborhoods.

#### **Perceptions of TKPD Performance:**

- When it came to evaluating the TKPD in terms of fighting crime and treating people fairly the modal response was no opinion. This likely stems from the respondent population's general lack of contacts with the TKPD in the past 12 months. The majority of respondents had no contacts with the TKPD related to traffic issues (92%), 911 contacts (86%), non-emergency contacts (71%), and other contacts (77%). For those with an opinion, a majority of respondents rated the TKPD as performing good or excellent in regards to crime fighting and treating people fairly.
- A plurality of respondents rated the TKPD's performance in addressing neighborhood problems, being visible on the streets, and being available for service as good or excellent.
- A plurality of respondents who were able to judge either agreed or strongly agreed with each of the following statements: The department is effective at proactively preventing crime (42%), and The department addresses the problems that are most concerning me (42%).

#### **Perceptions of the TKPD:**

- A large majority of respondents (92%) indicated no hesitancy in calling the TKPD for assistance.
- In regards to the frequency with which the TKPD provides quality service, the responses from respondents indicated some variation in quality service. Less than half of respondents reported feeling that the service provided by the TKPD was often or always of quality. However, when asked their level of satisfaction with the overall performance of the TKPD a majority of respondents (59%) agreed or strongly agreed that they were satisfied with the overall performance.
- A majority of respondents who were able to judge either agreed or strongly agreed with each of the following statements: Officers treat people fairly (66%), Officers show concern for community members (68%), Officers are respectful (75%), Officers sufficiently explained their actions and procedures (74%), and The department is trustworthy (67%).

## Community Engagement

- The modal response for items related to the frequency of community engagement (developing relationships with community members, regularly communicating with community members, making it easy to provide community input, working with community to solve problems, and practicing community policing) was sometimes. The respondents indicated a desire for greater community engagement in their responses to both close-ended and open-ended questions.
- A majority of respondents (76%) expressed support for funding initiatives to increase community engagement.

## Neighborhood Subgroup Analyses

- Generally, the results of the neighborhood subgroup analyses revealed only slight variations in perceptions from neighborhood to neighborhood. With few exceptions the conclusions above were also observed when respondents were grouped by neighborhood.
- In all neighborhoods a majority of respondents reported that their feelings of safety had remained stable. However, a sizeable portion of residents in the Eastwood, Northwood, and Westwood neighborhoods reported their feelings of safety decreasing at least some over the past 12 months (28%, 21%, and 33% respectively).
- In all neighborhoods traffic issues were the most salient to residents.
- In terms of perceptions of the TKPD's performance for respondents who held opinions, in all neighborhoods a majority of respondents found TKPD to perform at either good or excellent levels in the categories of crime fighting, addressing neighborhood problems, being available, and treating people fair. Only residents of Northwood reached a majority consensus on TKPD's performance rating for visibility on the streets being at a level of good or excellent. Residents in Eastwood and Lakewood were equally likely to rate TKPD's performance in being visible on the streets as poor or fair when compared to good or excellent; while a majority of Westwood respondents felt that visibility of officers was lacking (rating the performance as either poor or fair).
- In terms of community engagement, the results from the full analysis were largely mirrored; however, residents of Lakewood consistently reported the response of 'never' at a much higher rate than residents of the other neighborhoods. In each neighborhood a majority of respondents were supportive of increased funding of the TKPD to increase community outreach and partnership for improved neighborhood outcomes.
- In all neighborhoods the vast majority of respondents reported no hesitation to call the TKPD for assistance; however, the percentage of Lakewood residents who indicated some apprehension in reaching out to the TKPD was significantly higher than percentages observed for the other neighborhoods.
- In regards to perceptions of TKPD's officers a majority of respondents in all neighborhoods agreed or strongly agreed that TKPD officers: treat people fairly, show concern for community members, are respectful, thoroughly explain their actions and procedures. Examination of the items related to evaluations of the overall department revealed that a majority of respondents in all neighborhoods agreed or strongly agreed that the TKPD was trustworthy. When it came to evaluating effectiveness at proactively preventing crime only the residents of Eastwood and Westwood agreed or strongly agreed in a majority of responses. A similar pattern emerged when respondents were asked about whether the department addresses problems that are most concerning; however, on this item the only majority observed was for residents of Northwood. Finally, in regards to satisfaction with overall performance a majority of residents in Eastwood, Northwood, and Westwood indicated satisfaction with the TKPD's performance. Residents of Lakewood were less satisfied with the TKPD's performance.

## *Internet Surveys*

### **Perceptions of Crime:**

- A majority of respondents (83%) expressed strong feelings of safety (felt safe most of the time or all of the time) in their neighborhoods during the day. To a lesser extent this pattern was also observed when respondents were asked about their feelings of safety in their neighborhoods at night with 64% expressing strong feelings of safety.
- A plurality of respondents (44%) reported some decrease in their neighborhood's safety over the past 12 months, while an additional 14% noted a lot of decrease in safety. Only 12% of respondents noted any increases in safety.
- Traffic issues, ordinance violations, theft, burglary, and disorderly youth were most reported as the greatest problems facing respondents' neighborhoods.

### **Perceptions of TKPD Performance:**

- The majority of respondents had no contacts with the TKPD related to traffic issues (75%), 911 contacts (78%), non-emergency contacts (59%), and other contacts (58%).
- A majority of those who did have contacts with the TKPD in the past 12 months reported being satisfied (34%) or very satisfied (30%) with the interaction.
- A majority of respondents rated the TKPD's performance in being available for service and treating people fairly as good or excellent; 55% and 54% respectively.
- A plurality of respondents rated the TKPD's performance in fighting crime and addressing neighborhood problems as good or excellent; 47% and 44% respectively.
- A majority of respondents (57%) rated the TKPD's performance in being visible on the streets with ratings less than good or excellent (poor or fair).
- A plurality of respondents who were able to judge either agreed or strongly agreed with each of the following statements: The department is effective at proactively preventing crime (43%), and The department addresses the problems that are most concerning me (37%).

### **Perceptions of the TKPD:**

- A large majority of respondents (89%) indicated no hesitancy in calling the TKPD for assistance.
- In regards to the frequency with which the TKPD provides quality service, the responses from respondents indicated some variation in quality service. Just over half of respondents reported feeling that the service provided by the TKPD was often or always of quality. However, when asked their level of satisfaction with the overall performance of the TKPD a majority of respondents (56%) agreed or strongly agreed that they were satisfied with the overall performance.
- A majority of respondents who were able to judge either agreed or strongly agreed with each of the following statements: Officers treat people fairly (71%), Officers show concern for community members (71%), Officers are respectful (77%), Officers sufficiently explained their actions and procedures (62%), and The department is trustworthy (67%).

## **Community Engagement**

- The modal response for items related to the frequency of community engagement (developing relationships with community members, regularly communicating with community members, making it easy to provide community input, working with community to solve problems, and practicing community policing) was sometimes. The respondents indicated a desire for greater community engagement in their responses to both close-ended and open-ended questions.
- A majority of respondents (81%) expressed support for funding initiatives to increase community engagement.

### **Full Report:**

The full details of the methodology, sample, and results are reported in the following sections. In addition to more statistical information relating to the above findings, the results also include allwrite-in responses and comments provided by participants. The comments provided for questions 10 (“Please use the space below to describe any additional details or information regarding your experiences or the experiences of others relating to the professionalism, compassion, fairness, respectfulness, and/or trustworthiness of the Township of Kalamazoo Police Department and its officers.”) and 22 (“We welcome your comments and suggestions. Please write them in the space below or enclose a note.”) for both the mail and online surveys are particularly detailed, including a wide variety of thoughts, opinions, criticisms, and suggestions. It would be impossible to adequately summarize them in a way that fully represents the diversity of viewpoints, so they are included in-full at the conclusion of this report.



## Methodology and Sample

A questionnaire was designed through collaboration between the Kercher Center for Social Research and the Township of Kalamazoo Police Department (TKPD) to examine the opinions of Township of Kalamazoo residents in relation to crime in their community and the police who serve it.

In July 2021, the questionnaire was first mailed to a random sample of 3,000 Township of Kalamazoo households. The sample was drawn by neighborhood to allow for an oversampling of areas where the TKPD sought greater representation based upon the location of calls for service. Each questionnaire was addressed to a specific household. Ten days following the survey’s initial mailing date a reminder card was sent to the same addresses to encourage the completion and return of the survey. Between July 12<sup>th</sup> of 2021 and August 13<sup>th</sup> of 2021 a total of 347 valid (two surveys were indicated to be completed by a resident under the age of 18 and were removed from the data) surveys were returned by respondents. The response rate was 11.56 percent. Although this rate may seem low, it is within normal ranges for mailed questionnaires to general audiences.

On August 16<sup>th</sup> of 2021 the online version of the survey was made available for the general public to take. The online survey was advertised by the TKPD through social media and their website. Between August 16<sup>th</sup> of 2021 and August 31<sup>st</sup> of 2021 a total of 96 valid responses were submitted. This report summarizes the findings of both the mail and online survey.

### *Sample (Mail)*

The respondents to the survey were, on average, approximately 57 years old (mean = 57.24). The majority of respondents were over the age of 50, with those between the ages of 50 and 64 and those aged 65 or older comprising 27 and 42 percent of the sample respectively. They were followed by ages 35-49 (17 percent) and then 25-34 (11 percent). Just over three percent of the sample fell into the final age group of 18-24. This sample was found to be skewed towards an older age, as is common with mail-based surveys.

Table 1. Age of Respondents			
	Mean	Min.	Max.
Age	57.24	20	96
Age Groups		Number	Percent
<i>18-24</i>		10	3.12
<i>25-34</i>		36	11.21
<i>35-49</i>		53	16.51
<i>50-64</i>		88	27.41
<i>65 or Older</i>		134	41.74
Total Valid		321	
Missing		26	

In regards to gender, 62 percent of respondents identified as female, 38 percent identified as male, and no survey participants identified as other. In regards to race, the majority of respondents identified themselves as white (90 percent), followed by: black (5 percent), multiracial (2 percent), other (1 percent), Asian (less than 1 percent), and American Indian, Alaskan Native, or Pacific Islander (less than 1 percent). Finally, in regards to ethnicity, only 4 percent of the sample identified asHispanic.

Table 2. Gender, Race, and Ethnicity of Respondents		
Item	Number	Percent
<b>Gender</b>		
<i>Male</i>	128	38.10
<i>Female</i>	208	61.90
<i>Other</i>	0	0
Total Valid	336	
Missing	11	
<b>Race</b>		
<i>White</i>	293	90.43
<i>Black</i>	17	5.25
<i>Asian</i>	2	0.62
<i>American Indian, Alaskan Native, Pacific Islander</i>	1	0.31
<i>Multiracial</i>	8	2.47
<i>Other</i>	3	0.93
Total Valid	324	
Missing	13	
<b>Ethnicity</b>		
<i>Hispanic</i>	14	4.23
<i>Non-Hispanic</i>	317	95.77
Total Valid	331	
Missing	16	

Table 3 presents information regarding respondents' household income. In regards to income, the top three responses included 26 percent of respondents reported household earnings between \$25,000 and \$49,999, 24 percent reported earnings ranging from \$50,000 to \$74,999, and 19 percent reported earnings in excess of \$100,000.

Item	Number	Percent
Income		
<i>Less than \$25,000</i>	50	15.67
<i>\$25,000-\$49,999</i>	84	26.33
<i>\$50,000-\$74,999</i>	76	23.82
<i>\$75,000-\$99,999</i>	50	15.67
<i>\$100,000 or more</i>	59	18.50
Total Valid	319	
Missing	28	

The majority of respondents reported being married (50 percent), followed by: separated or divorced (18 percent), single or never married (14 percent), widowed (10 percent), and with a partner but not married (8 percent). In 22 percent of respondent households, children under the age of 18 were present. In households with children, the average number of children equaled 1.79 with the number of children in these households ranging from 1 to 7. Finally, in regards to characteristics related to residency, respondents tended to have spent a considerable time in their current household with the average time lived in their current residence at nearly 19 years. Although, on average, respondents reported well established households, the sample did vary considerably in length of residency with a minimum residency of six months and a maximum residency of 87 years.

Table 4. Domestic Status, Children, and Residency Characteristics of Respondents			
Item	Number	Percent	
<b>Domestic Status</b>			
<i>Single/Never Married</i>	48	14.33	
<i>With a Partner, but Not Married</i>	28	8.36	
<i>Married</i>	166	49.55	
<i>Separated or Divorced</i>	60	17.91	
<i>Widowed</i>	33	9.85	
Total Valid	335		
Missing	12		
<b>Children Under 18 Living in Home</b>			
<i>Yes</i>	72	21.56	
<i>No</i>	262	78.44	
	<u>Mean</u>	<u>Min.</u>	<u>Max.</u>
Number of Children Under 18 Living in Home	1.79	1	7
Total Valid	334		
Missing	13		
	<u>Mean</u>	<u>Min.</u>	<u>Max.</u>
Years of Residency in Current Household	18.86	0.5	87
Total Valid	315		
Missing	32		

Finally, in Table 5 the neighborhood of residents is reported. Respondent neighborhood was obtained by sending out four identical surveys to address lists that were divided among the four neighborhoods within the Township of Kalamazoo (Eastwood, Lakewood, Northwood, and Westwood). asking respondents to report what they considered to be their closest major intersection. The bulk of the sample originated from the Westwood neighborhood (46 percent), followed by the Northwood (23 percent), Eastwood (22 percent), and Lakewood (9 percent) neighborhoods.

Table 5. Neighborhood of Respondents			
Neighborhood	Number	Percent	Response Rate
<i>Eastwood</i>	75	21.61	8.74%
<i>Northwood</i>	81	23.34	12.16%
<i>Westwood</i>	159	45.82	13.92%
<i>Lakewood</i>	32	9.22	9.58%
Total Valid	347		
Total Response Rate		11.56%	
Missing	0		

*Sample (Internet)*

The respondents to the survey were, on average, approximately 47 years old (mean = 46.78). The majority of respondents were under the age of 50, with those between the ages of 25 and 34 and those between the ages of 35 and 49 comprising 16 and 38 percent of the sample respectively. They were followed by ages 50-64 (27 percent) and then 65 or older (14 percent). Just over four percent of the sample fell into the final age group of 18-24. This sample was found to be significantly younger than the mail survey's sample, which is unsurprising given the known differences in internet use/familiarity across age groups.

	Mean	Min.	Max.
Age	46.78	18	75
Age Groups	Number	Percent	
<i>18-24</i>	3	4.11	
<i>25-34</i>	12	16.44	
<i>35-49</i>	28	38.36	
<i>50-64</i>	20	27.4	
<i>65 or Older</i>	10	13.7	
Total Valid		73	
Missing		23	

In regards to gender, 62 percent of respondents identified as female, 38 percent identified as male, and no survey participants identified as other. In regards to race, the majority of respondents identified themselves as white (88 percent), followed by: multiracial (5 percent), black (3 percent), other (3 percent), Asian (1 percent), and American Indian, Alaskan Native, or Pacific Islander 0 percent). Finally, in regards to ethnicity, only 2 percent of the sample identified as Hispanic.

Table 2. Gender, Race, and Ethnicity of Respondents		
Item	Number	Percent
<b>Gender</b>		
<i>Male</i>	34	38.20
<i>Female</i>	55	61.80
<i>Other</i>	0	0
Total Valid	89	
Missing	7	
<b>Race</b>		
<i>White</i>	77	87.50
<i>Black</i>	3	3.41
<i>Asian</i>	1	1.14
<i>American Indian, Alaskan Native, Pacific Islander</i>	0	0
<i>Multiracial</i>	4	4.55
<i>Other</i>	3	3.41
Total Valid	88	
Missing	8	
<b>Ethnicity</b>		
<i>Hispanic</i>	2	2.22
<i>Non-Hispanic</i>	88	97.78
Total Valid	90	
Missing	6	

Table 3 presents information regarding respondents' household income. In regards to income, the top three responses included 21 percent of respondents reported household earnings between \$50,000 and \$74,999, 25 percent reported earnings ranging from \$75,000 to \$99,999, and 29 percent reported earnings in excess of \$100,000.

Item	Number	Percent
<b>Income</b>		
<i>Less than \$25,000</i>	6	7.14
<i>\$25,000-\$49,999</i>	15	17.86
<i>\$50,000-\$74,999</i>	18	21.43
<i>\$75,000-\$99,999</i>	21	25
<i>\$100,000 or more</i>	24	28.57
Total Valid	84	
Missing	12	



The majority of respondents reported being married (58 percent), followed by: separated or divorced (13 percent), single or never married (13 percent), with a partner but not married (12 percent), and widowed (3 percent). In 28 percent of respondent households, children under the age of 18 were present. In households with children, the average number of children equaled 1.72 with the number of children in these households ranging from 1 to 6. Finally, in regards to characteristics related to residency, respondents tended to have spent an average of 12.68 years in their current residence. Although, on average, respondents reported well established households, the sample did vary considerably in length of residency with a minimum residency of six months and a maximum residency of 50 years.

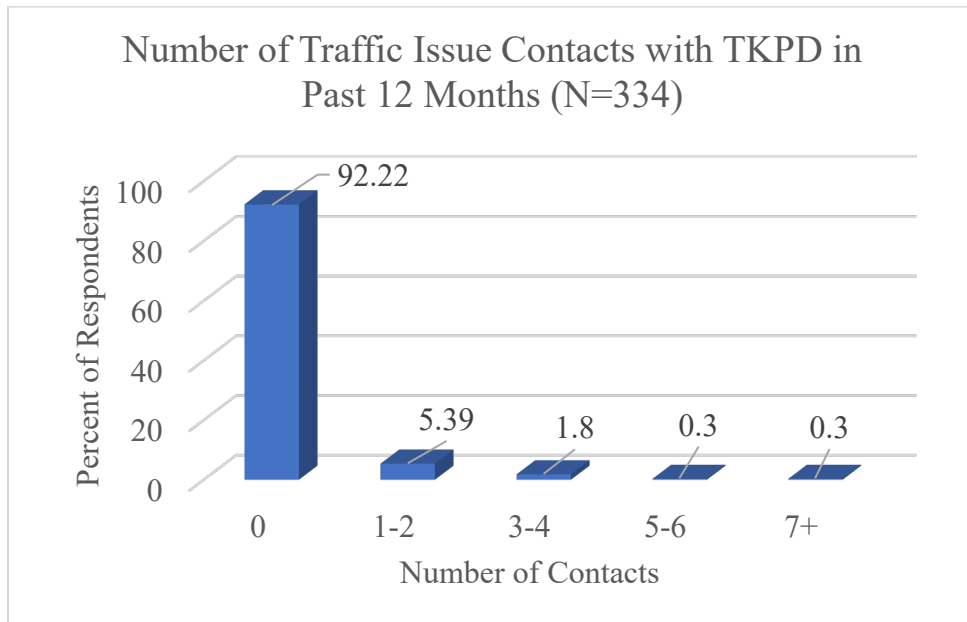
Table 4. Domestic Status, Children, and Residency Characteristics of Respondents			
Item	Number	Percent	
<b>Domestic Status</b>			
<i>Single/Never Married</i>	12	13.19	
<i>With a Partner, but Not Married</i>	11	12.09	
<i>Married</i>	53	58.24	
<i>Separated or Divorced</i>	12	13.19	
<i>Widowed</i>	3	3.3	
Total Valid	91		
Missing	5		
<b>Children Under 18 Living in Home</b>			
<i>Yes</i>	25	28.41	
<i>No</i>	63	71.59	
	<u>Mean</u>	<u>Min.</u>	<u>Max.</u>
Number of Children Under 18 Living in Home	1.72	1	6
Total Valid		88	
Missing		8	
	<u>Mean</u>	<u>Min.</u>	<u>Max.</u>
Years of Residency in Current Household	12.68	0.5	50
Total Valid		87	
Missing		9	

## Survey Results

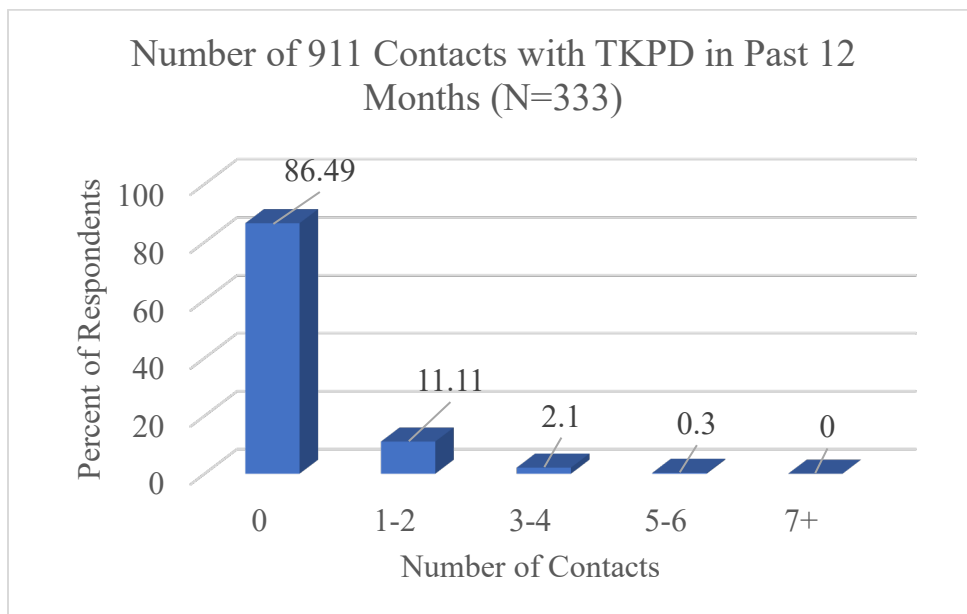
### Mail Survey

Question 1: Please select the number of times in the past 12 months that you have had contact with officers from the TKPD for the following reasons:

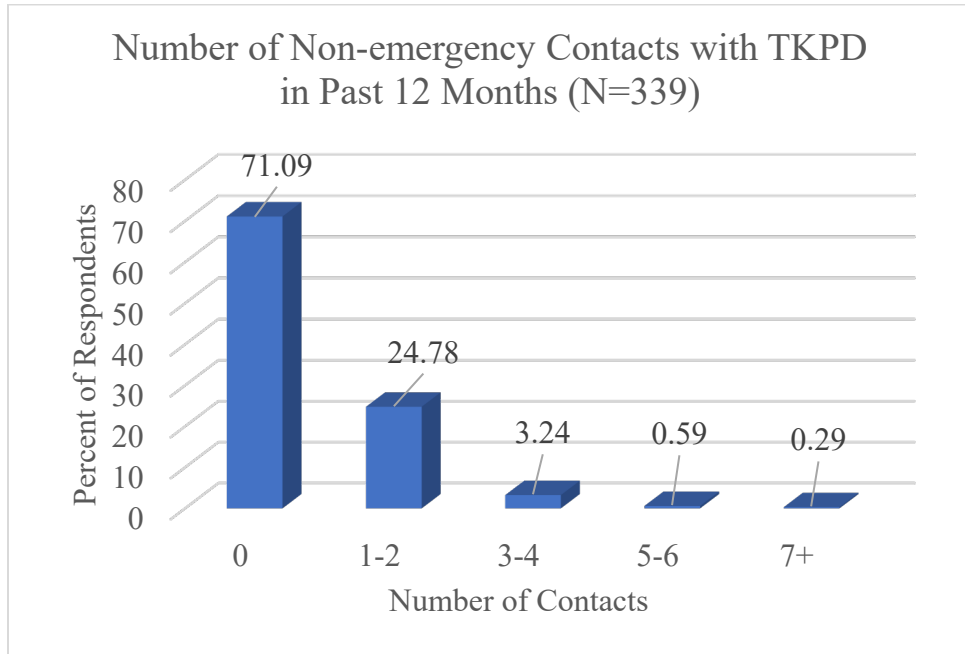
a) Traffic issues (ex. citation, warning, or vehicle crash).



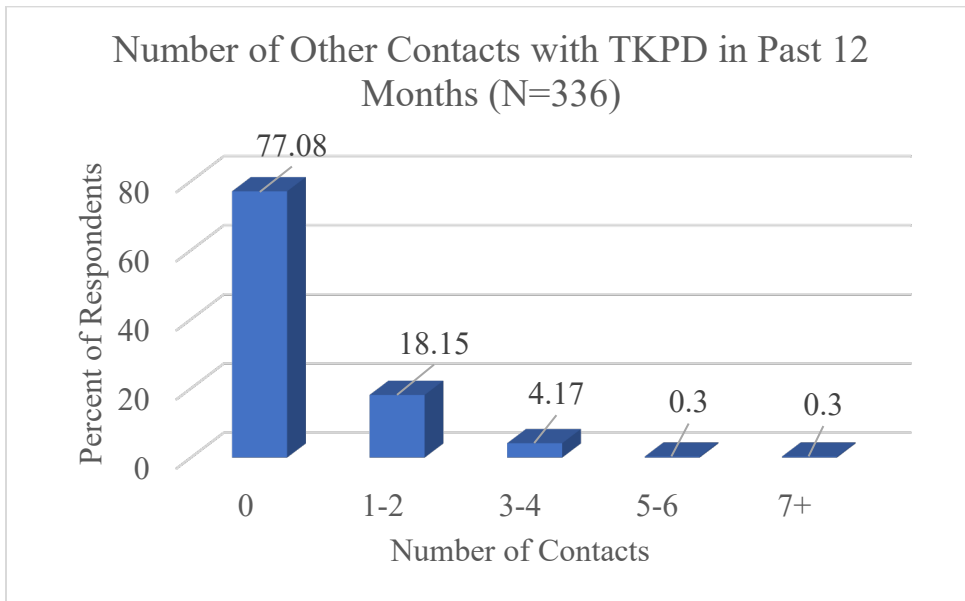
b) 911 emergency calls.



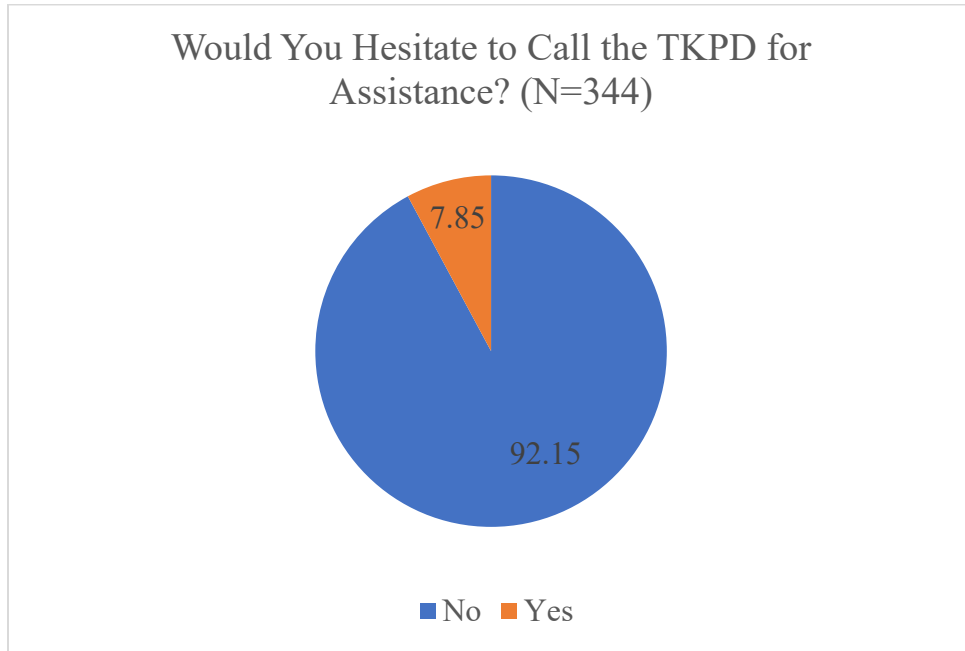
c) Non-emergency calls (ex. to report a crime or suspicious activity).



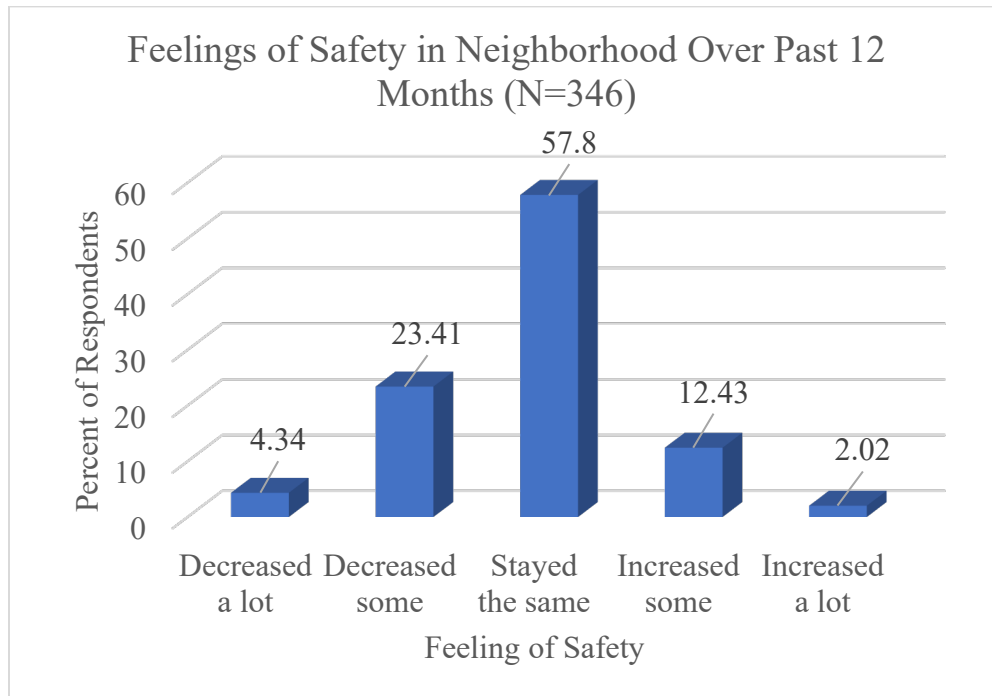
d) Other contacts or interactions (ex. attend a community meeting or talk to an officer on patrol).



Question 2: Would you hesitate to call the TKPD for assistance?

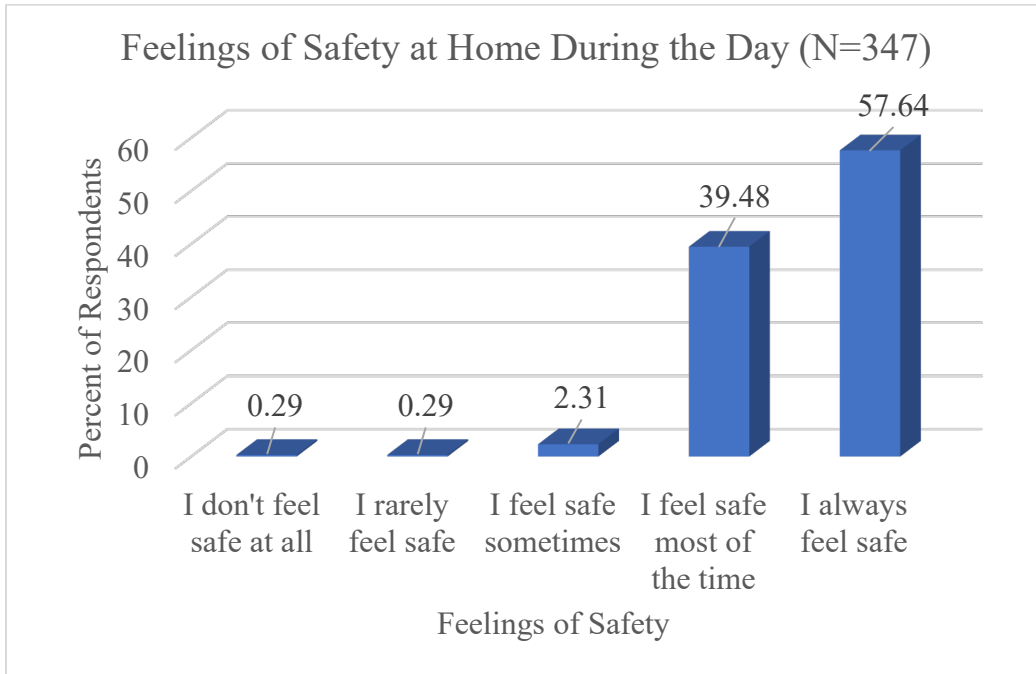


Question 3: Over the past 12 months, to what extent have your feelings of safety in your neighborhood increased, decreased, or stayed the same?

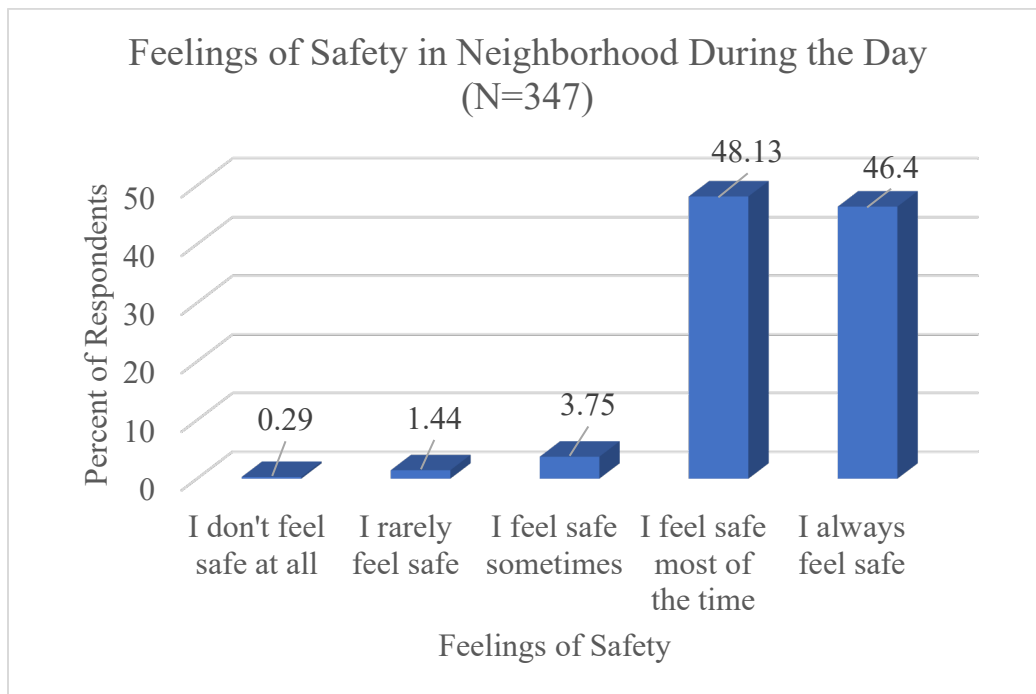


Question 4: The following section is based on your perceptions of safety within your neighborhood. Please report how safe you feel for each of the following scenarios:

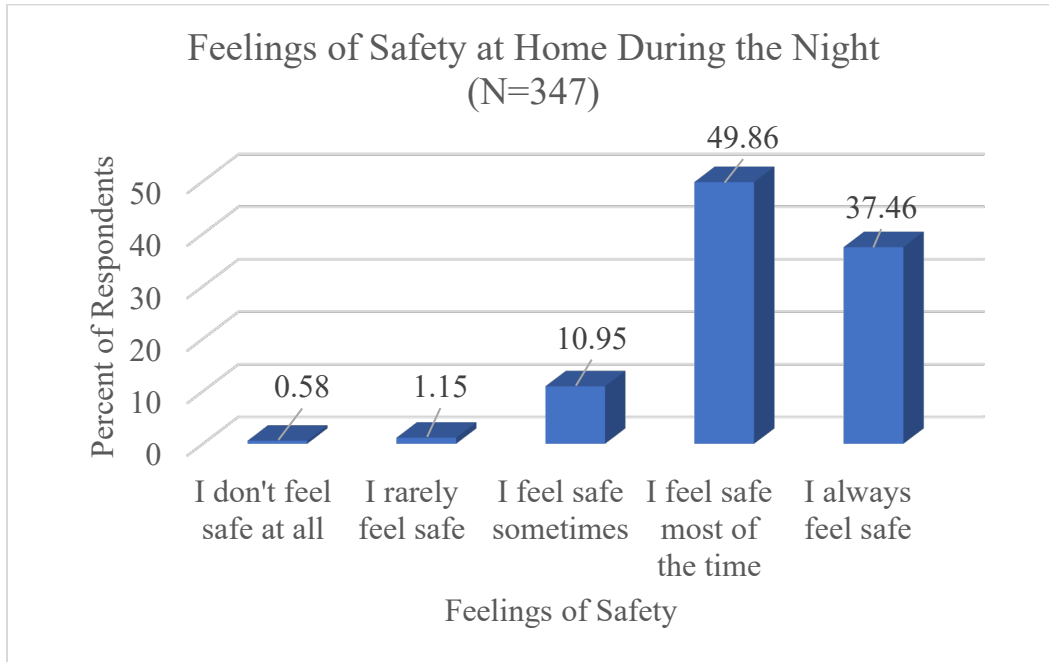
a) In your home during the day.



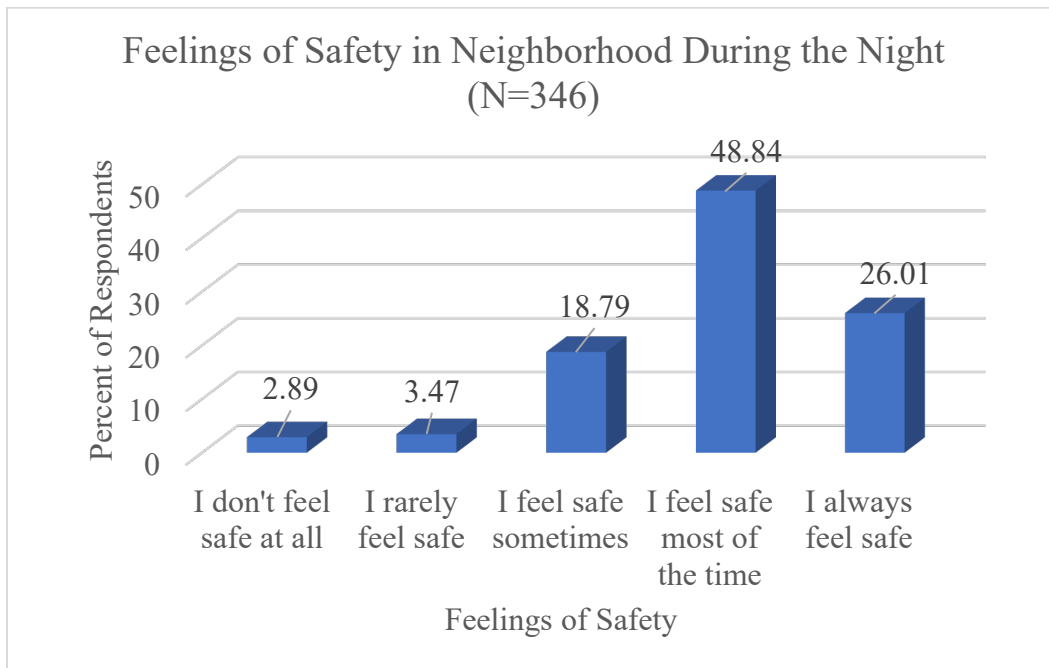
b) In your neighborhood when you are outside during the day.



c) In your home at night.

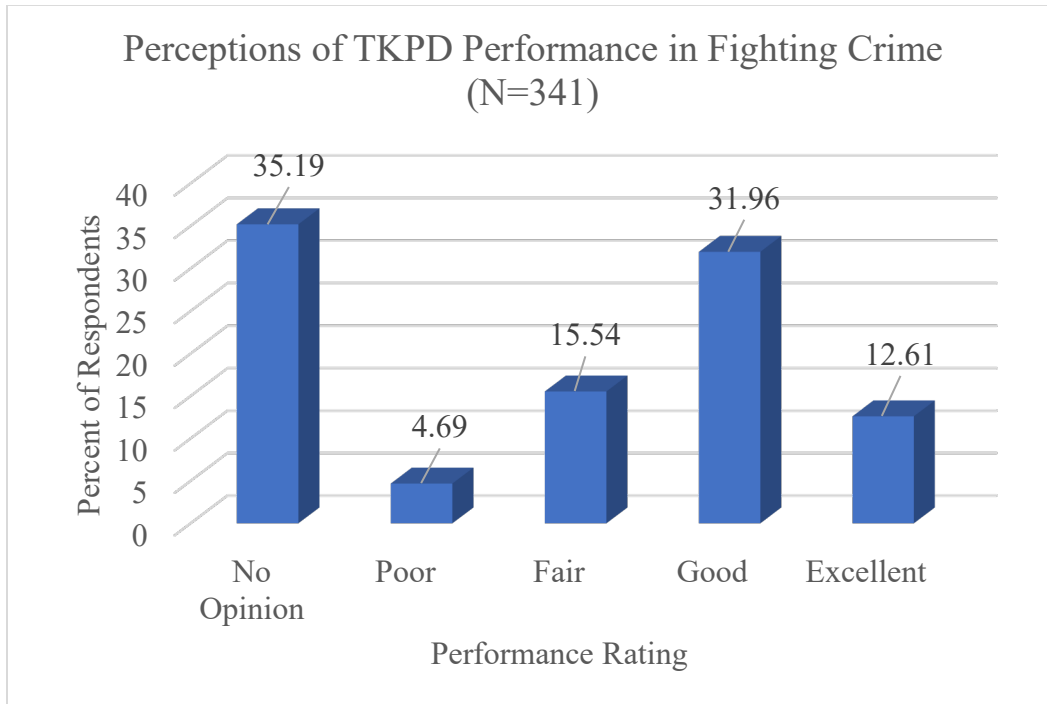


d) In your neighborhood when you are outside at night.

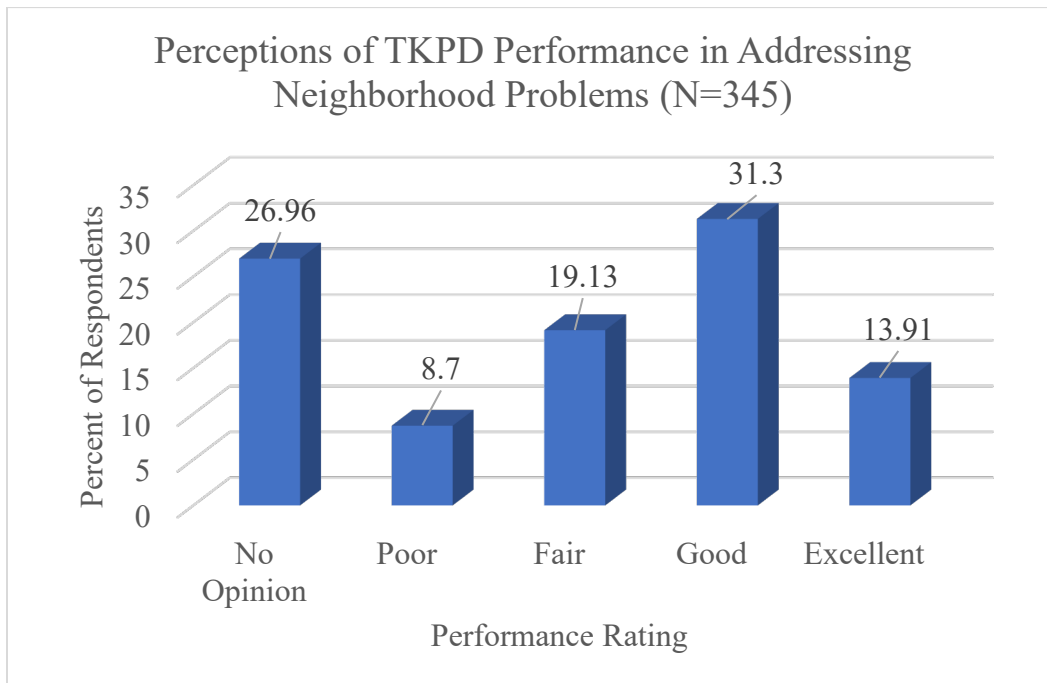


Question 5: How well is the TKPD doing at each of the following:

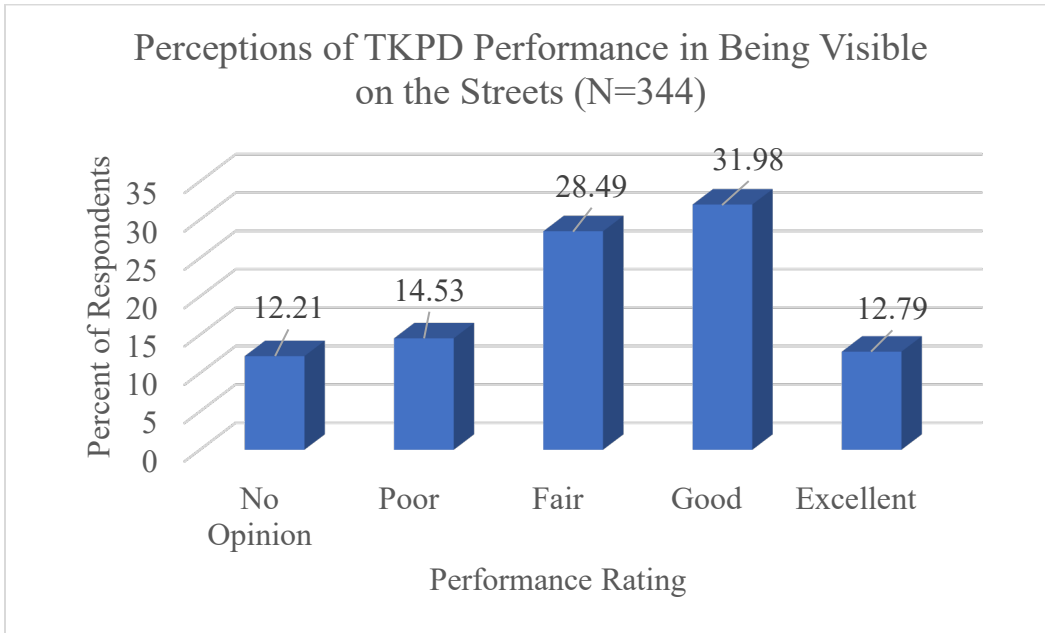
a) Fighting crime



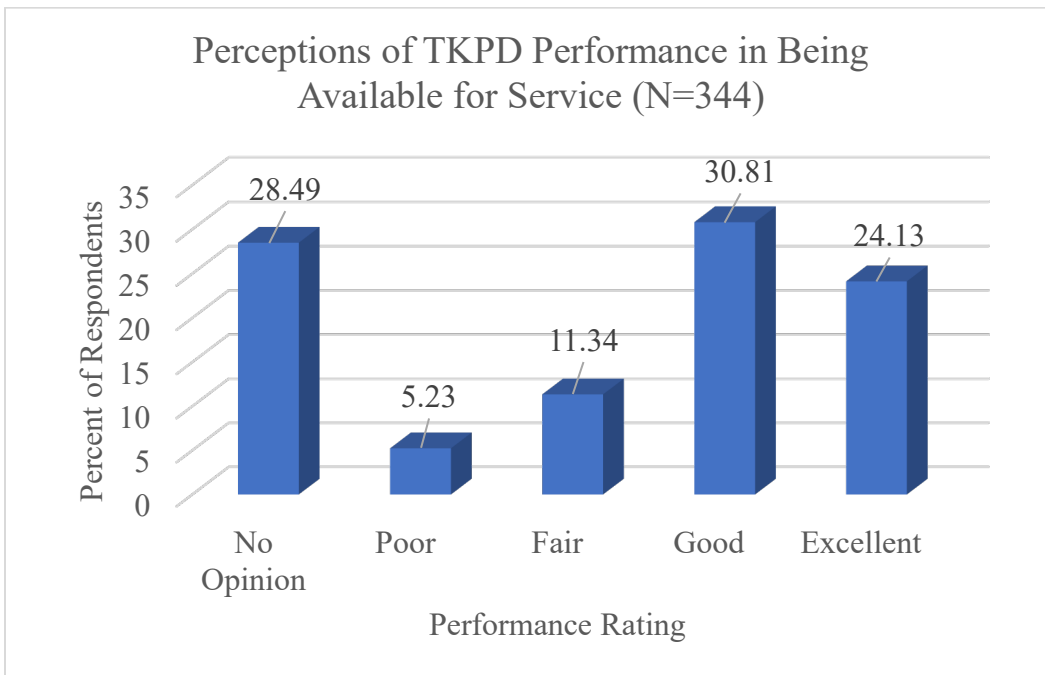
b) Dealing with the problems that concern my neighborhood



c) Being visible on the streets

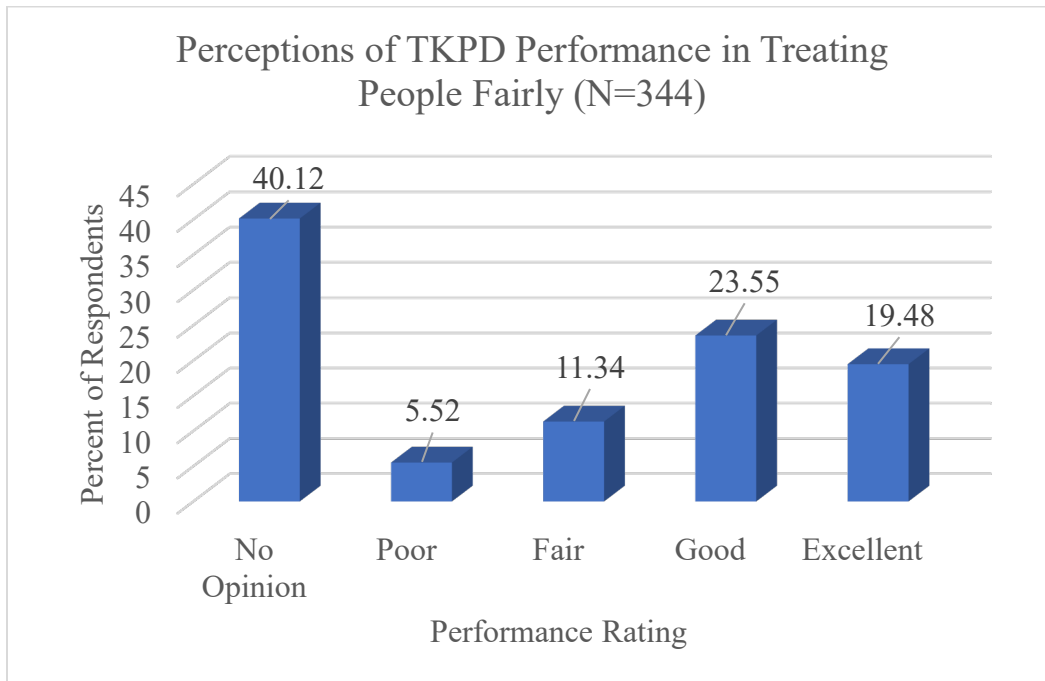


d) Being available when you need them

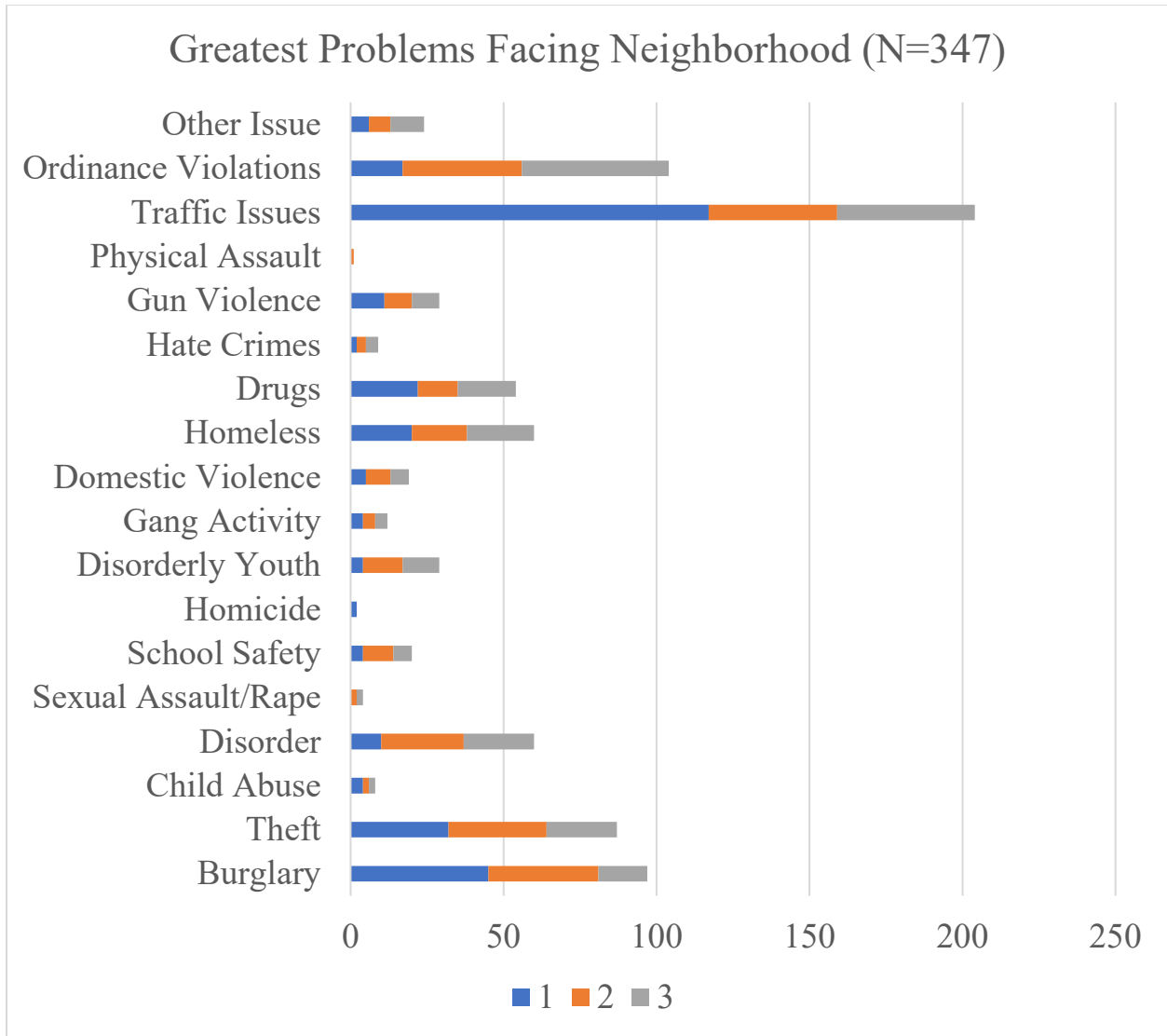




e) Treating people fairly regardless of who they are

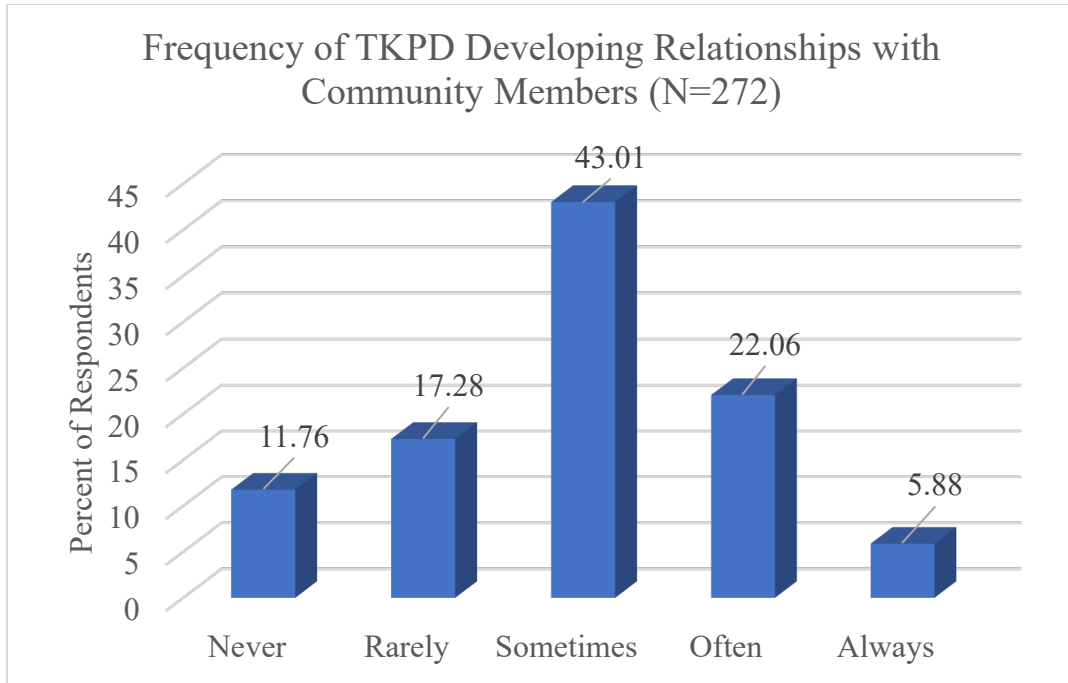


Question 6: Please select up to three (3) issues you think are the greatest problems in your neighborhood by ranking them 1, 2, and 3 in the boxes provided. Please note that 1 should indicate the greatest problem, 2 should indicate the next-greatest problem, and 3 should indicate the third-greatest problem.

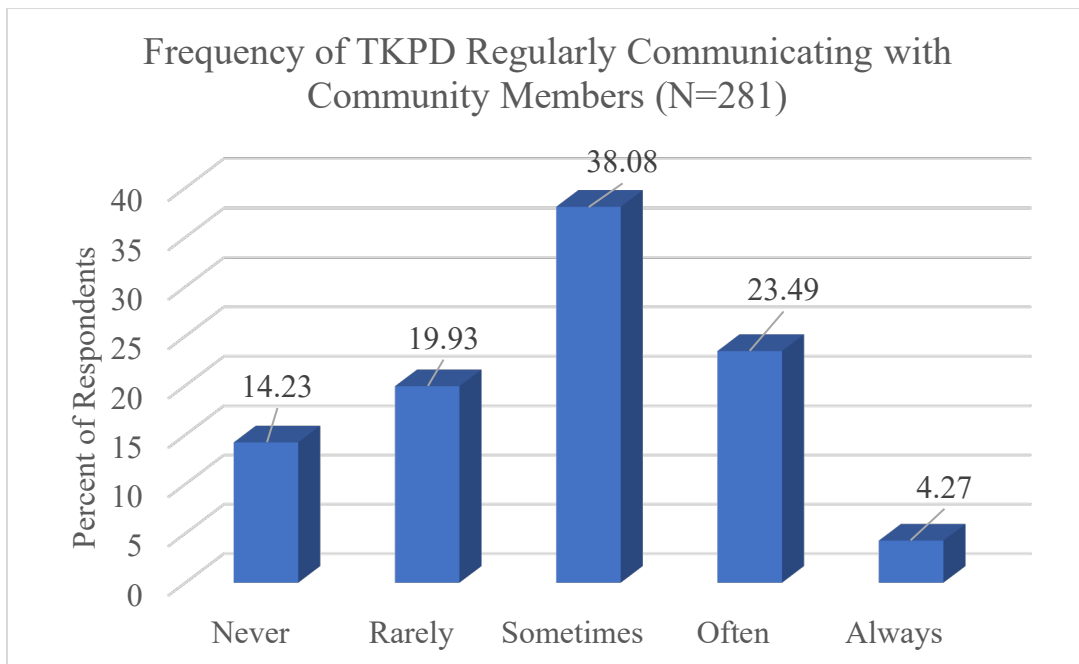


Question 7: In this section we would like to understand your perceptions on TKPD's involvement in the community. Please rate how often the TKPD engages with the community for each of the following statements:

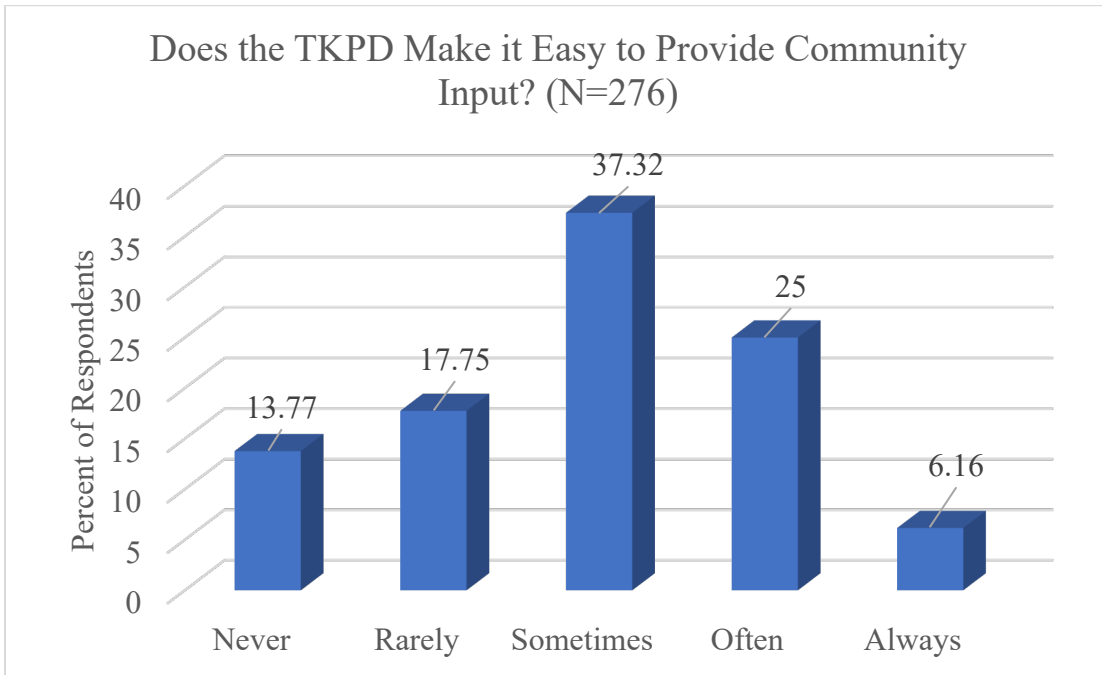
a) Does the TKPD develop relationships with community members (residents, organizations, and groups)?



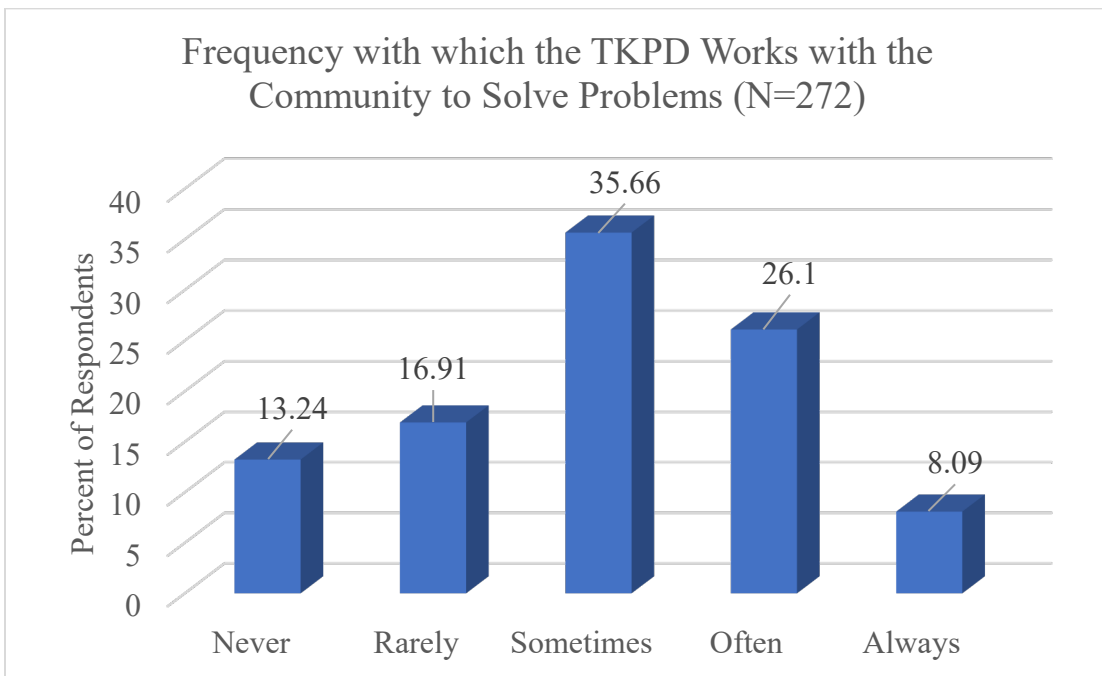
b) Does the TKPD regularly communicate with community members (ex. websites, e-mails, social media, or public meetings)?



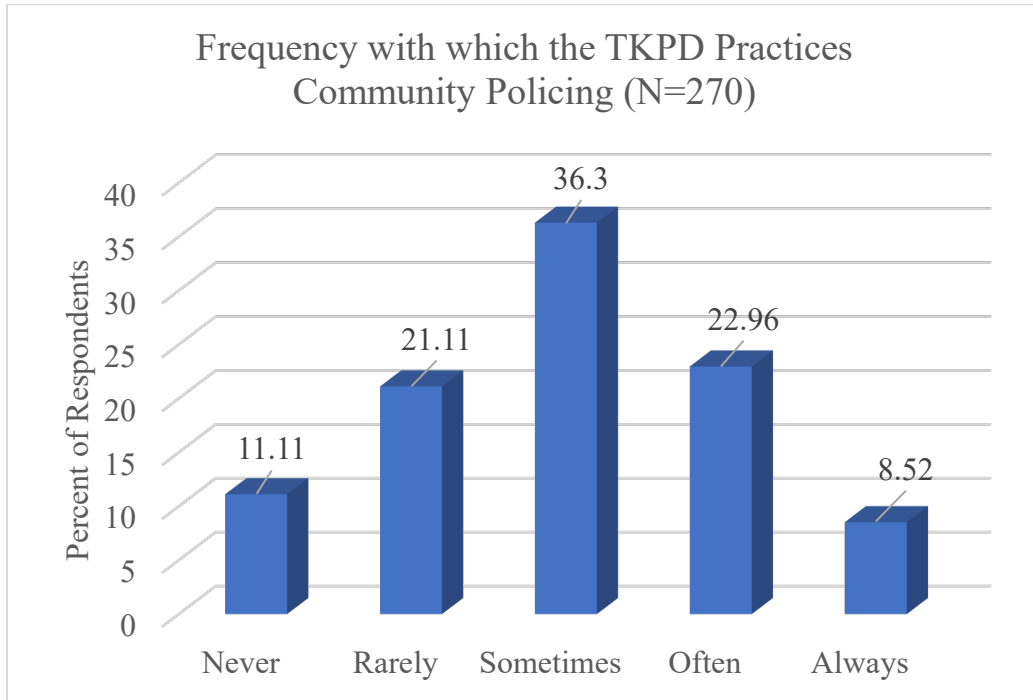
c) Does the TKPD make it easy for community members to provide input (ex. comments, suggestions, and concerns)?



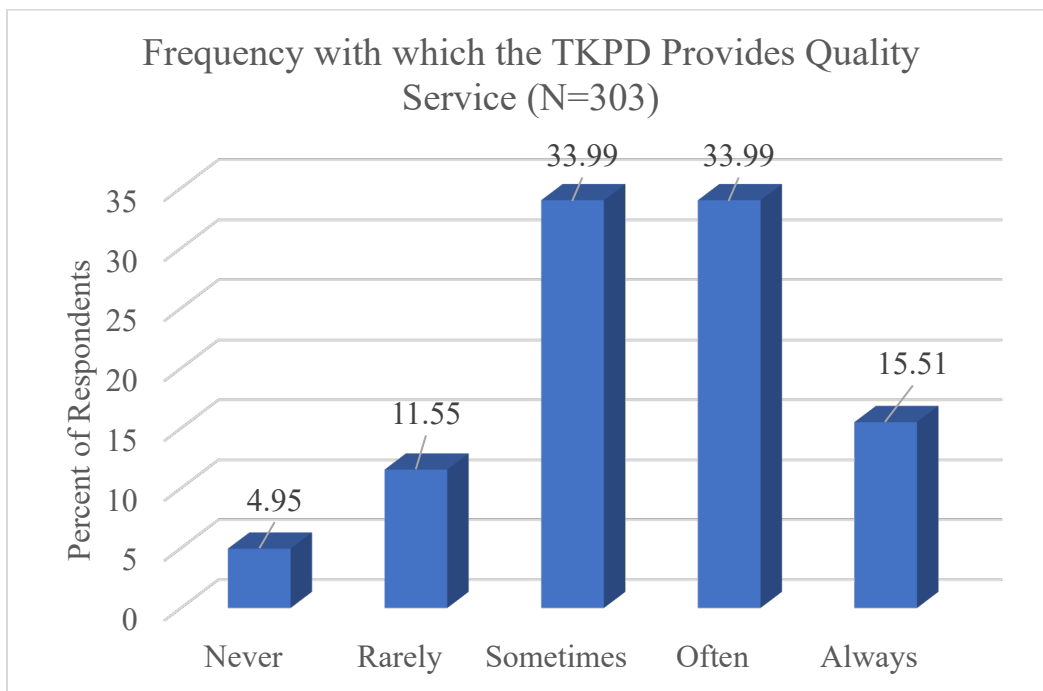
d) Does the TKPD work together with community members to solve local problems?



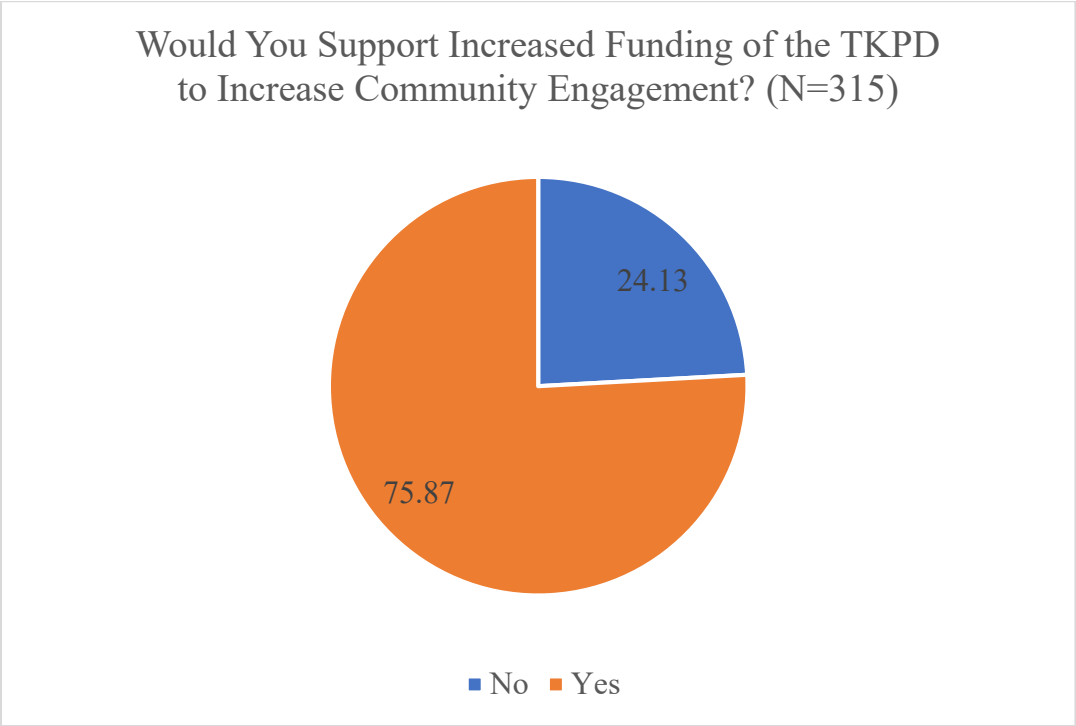
e) Community policing involves developing community partnerships to increase communication and cooperation between local police agencies and their communities. Law enforcement personnel and community members work together to identify and solve problems and address community concerns and crime proactively as opposed to reacting to crime and disorder when it occurs. Based on this definition, do you think TKPD practices community policing?



f) Overall, does the TKPD provide quality services to your neighborhood?

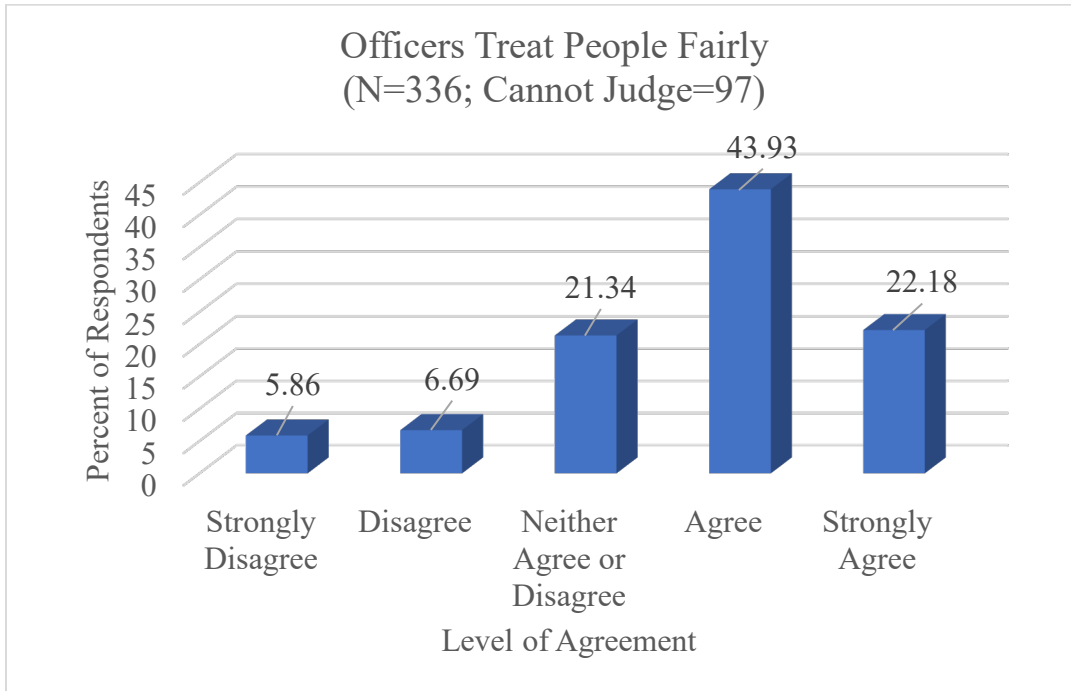


Question 8: Would you support increased funding for the TKPD to implement a program to increase community outreach and partnership for improved neighborhood outcomes?

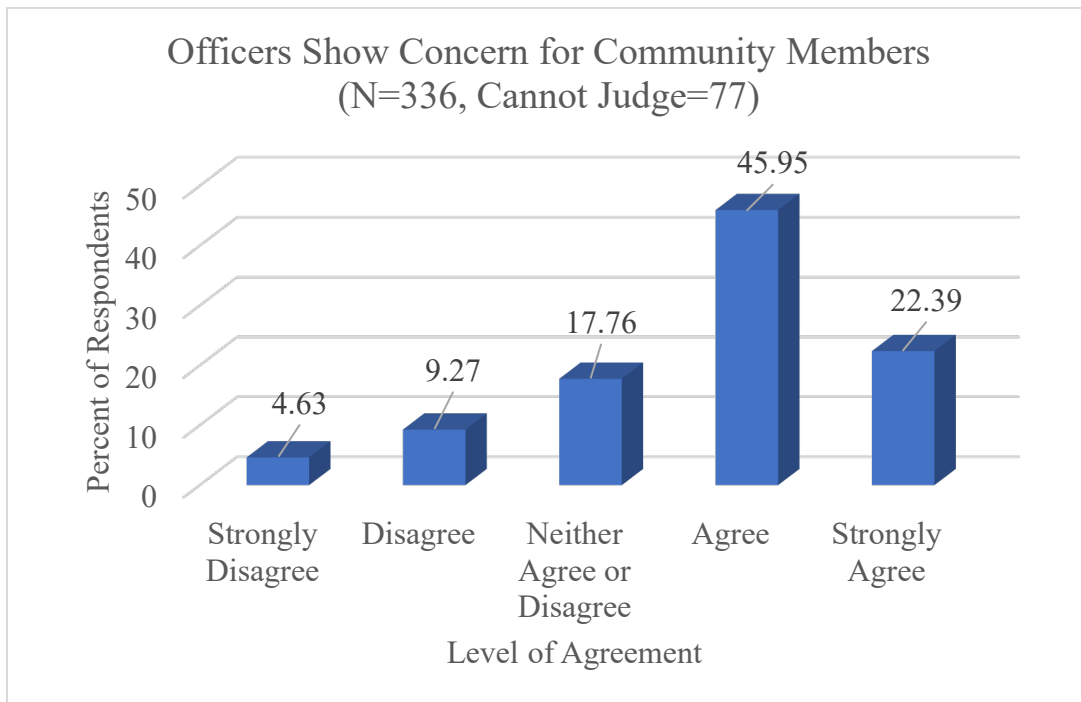


Question 9: The following statements are about your perceptions of TKPD and its officers. Please report whether you agree or disagree with these statements.

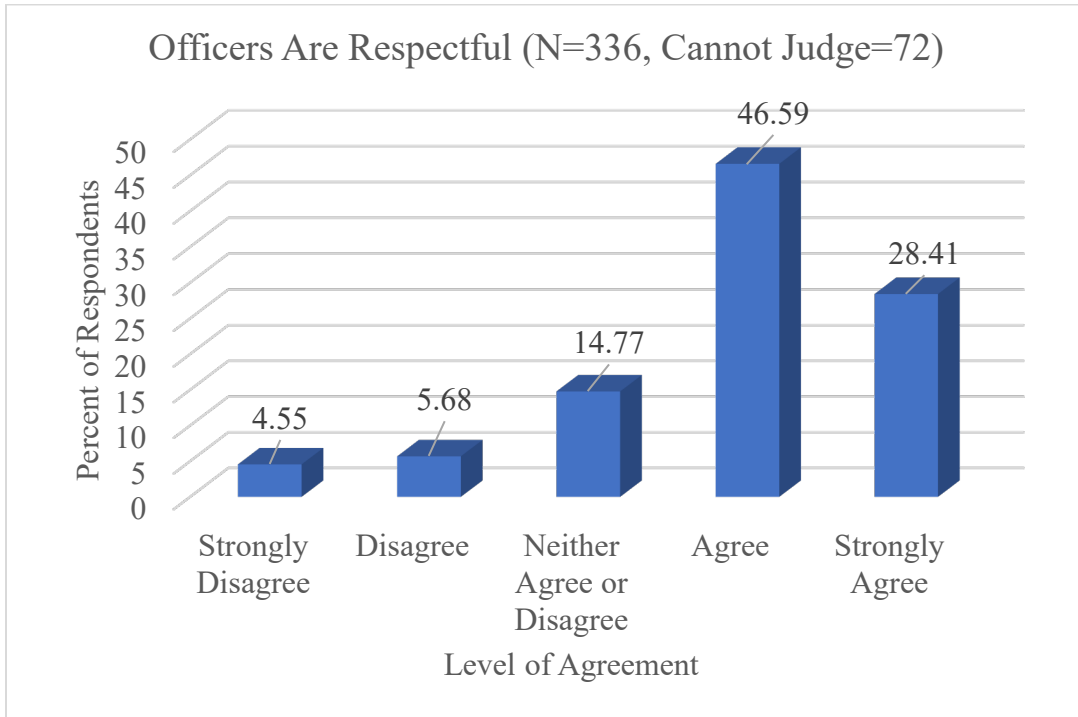
a) Officers treat people fairly.



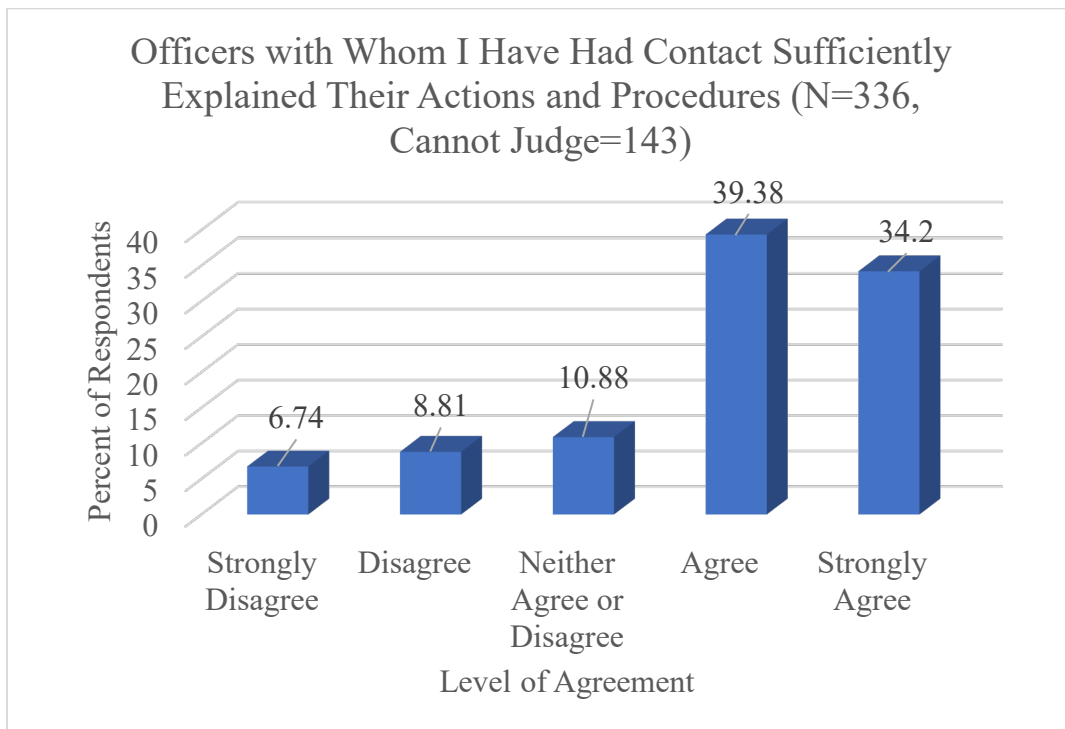
b) Officers show concern for community members.



c) Officers are respectful.

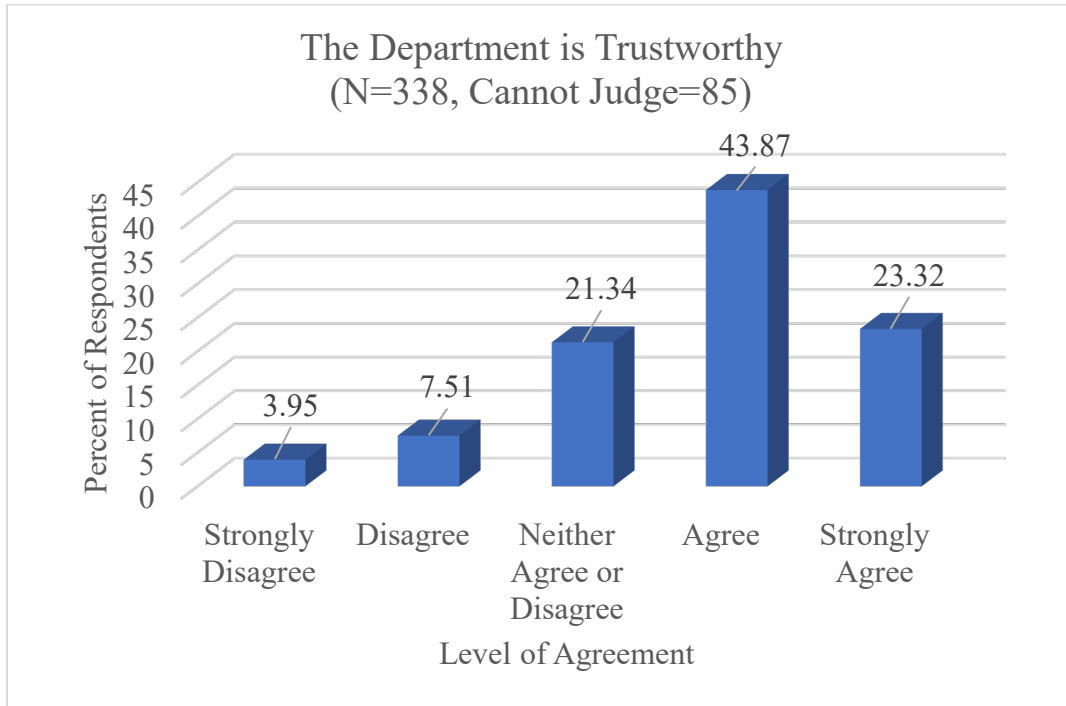


d) Officers with whom I have had contact within the past 12 months sufficiently explained their actions and procedures.

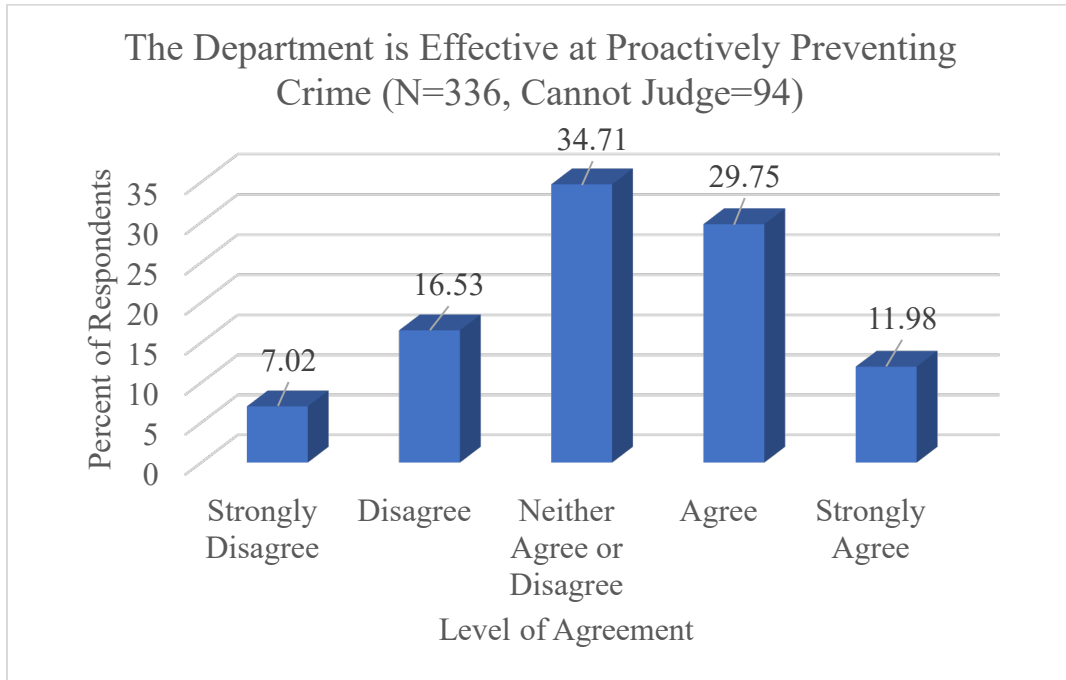




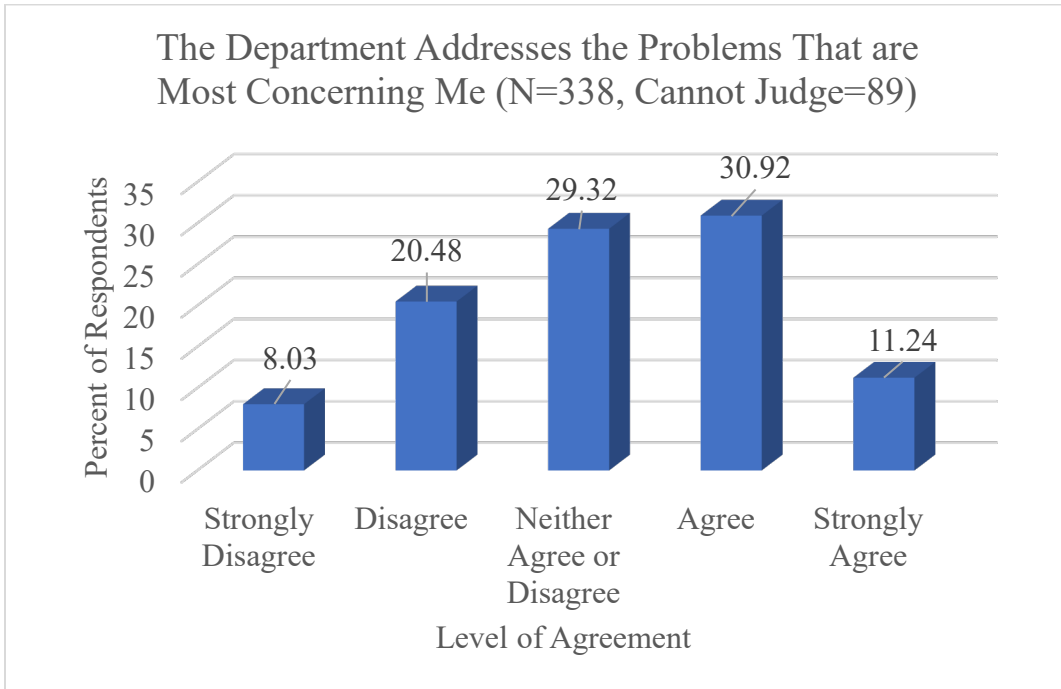
e) The department is trustworthy.



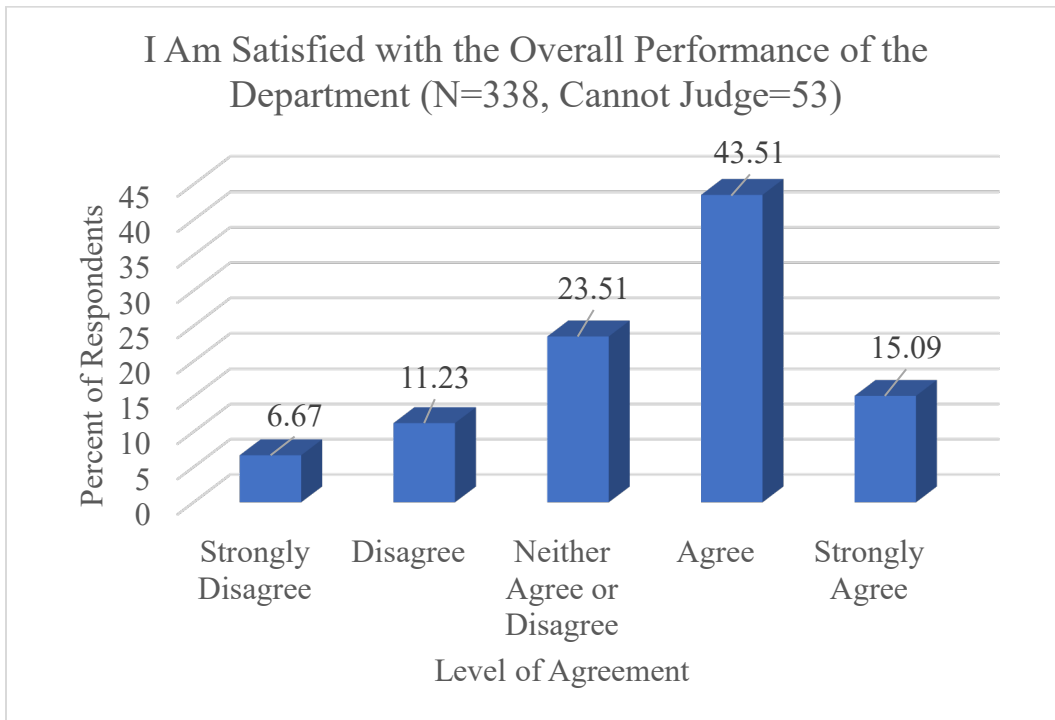
f) The department is effective at proactively preventing crime.



g) The department addresses the problems that are most concerning to me.



h) I am satisfied with the overall performance of the department.



### Write-in Responses and Comments (Mail Survey)

Question 10: Please use the space below to describe any additional details or information regarding your experiences or the experiences of others relating to the professionalism, compassion, fairness, respectfulness, and/or trustworthiness of the Township of Kalamazoo Police Department and its officers.

- Found rusty 12-gauge shotgun shell in the garage of new house (in 2015). So I went to the station on Mt. Olivet (I was raised in Barkley Hills). The gal inside on the speaker said an officer be there soon, when he arrived I felt like I was mass murder. He was so rude I will probably bring an attorney with me or have at my house before I call to my home.
- I support all of our police completely
- Years ago we had community policing and it worked very well. For the last 20 years, they say we can't afford it.
- We had some obvious drug deals on my street off and on for 3-4 years. I've made calls. Sometimes we get a response, sometimes they laugh it off, and at one point I understand that they were investigated. It never totally ended. I saw the last drug deal this past May. I don't call as they don't seem concerned. I'm not sure what else to do. I've contemplated moving.
- I have only had contact with TKPD twice since moving to the neighborhood and the officers were very friendly and helpful with the issue. I don't see them in the area very often but we haven't had any issues either.
- I lost my wallet and the officer was very helpful telling me how to protect myself and get everything cancelled with the government etc. Then he looked and we ended up finding it.
- In the five and a half years that we've lived in our house, we have only had one interaction with TKPD
- I'm starting to see more of a police presence monitoring traffic in problem areas. People still like to tailgate and speed, dodging between cars, just to gain a few seconds – Hopefully this will improve with more police watching us.
- I have had positive experiences for the most part in my neighborhood other than noise complaints. I hear many negative comments from neighbors re: barking dogs, fireworks, etc, but police cannot always respond to these minor complaints. I have always been treated respectfully in my dealings with police officers.
- No contact with police, but believe them to be very good.
- My personal experiences are positive. I do not have occasion to observe their dealings with minorities
- I would like to see something implemented like Kalamazoo City Police Dept did with traffic complaints. The speed limit on junction is 25 mph, people drive through like it's a speedway. There's going to be an accident waiting to happen.
- I have not had too many interactions with TKPD. They did respond to a call about intruders in an abandoned house and I felt their actions allowed one of the intruders to escape. But they did seem respectful to those they encountered. I once was in an accident where I was rear ended and an officer wrote me the ticket for the accident and I felt he did it because the person who hit me was his neighbor. The person even said it was his fault.
- The only time I see them is 20 minutes after an accident on my road. People run stop signs like they're not there. Can't leave anything unlocked or out. I understand police are under fire about how they socialize with citizens around the country. That doesn't mean completely stop. Police should be "peace officers" first, before armed military.
- Jails need better amenities (toilet paper and better hygiene products...etc.) Thank you.
- Would like to see more policemen patrolling neighborhoods at holidays where firecrackers are shot off – it's a real problem in my neighborhood. Sidewalks in our area are down right dangerous. Give citations to residents who don't maintain them.

- I'm having adequate trouble filling out this form because I don't usually have meaningful contact with the police. I am thankful for that overall, but I feel like I cannot completely answer these questions. I do know that speeding in our neighborhood has increased and when asked about it, we were told that nothing much could be done because it's an issue everywhere. However, we have had too many close calls. An official report was made, but I'm not sure what came of it.
- We feel quite safe in our neighborhood. We've had very little interaction for the good or bad to answer these questions. We support the police and are very concerned about and against efforts to defund the police. We support efforts to improve engagement especially in challenging neighborhoods.
- My experiences have all been positive regarding #7. I actually don't know. There are relatively frequent thefts from unlocked cars, back yards, garages, etc. I don't believe they are doing anything to address this.
- Our neighborhood is pretty quiet. We have had very little contact with TKPD over the last few years as we have not needed their assistance.
- Not impressed with handling of Black Lives matter peaceful protests. Tired of victim blaming. Help our homeless.
- The only time I've interacted with TKPD is on Halloween when they patrol the neighborhood with their windows down and wave at the kids. And in 2014 when we first moved in, our vehicles were broken into and TKPD responded quickly and the officers were great to work with. I feel very safe in my neighborhood but that might just be because of the quality of good folks living here. We don't need much police involvement in Valleywood.
- Hard for me to answer these questions with no direct interactions and my answers reflect a white person's perspectives and feelings. I would likely feel differently if I were black.
- I feel we need to do better at providing proper training every few years for our TKPD. Things and situations are always changing. We need to be sure our TKPD are well equipped to handle any and all things they are called out for.
- Our neighborhood is great with few issues. Mail theft has been a problem. We just don't see police here because there hasn't been a need.
- We have very little crime in immediate neighborhood. Obviously homicide, sexual assault, and the like are greater issues, but we have not had them here luckily.
- When I was raped they were very degrading and treated me like shit. When someone put a bullet through my child's bedroom window, neighbors who also had this happen encouraged me to report it. The police suggested I put it through my own window and said, "what do you want us to do about it?" I don't know, do your freaking job? Make a report and look for a padder? I will NEVER call the police unless someone is on the verge of death. And the one who treated me like shit after being raped got promoted so I really don't trust y'all. You don't need an outreach program, you need better people THEN do outreach after you've fixed yourselves. But maybe you have. I avoid all interaction if at all possible and wouldn't know and don't want to.
- They were here when I needed them. They were respectful and professional.
- I live in a safe neighborhood and I feel safe from crime. I rarely interact with police, but the interactions I have had have not been positive. At age 10, I was the victim of a violent crime that was not properly investigated. I am now in my late 30s and this has haunted me for almost 27 years. I do not feel safe around police officers. I am also disabled and feel that officers are given little training as to how respectfully interact with disabled people and children.
- TKPD does not report calls on a 911 data base as city of Kal officers do. It would be a useful tool for communication to people served by TKPD
- Calls to non-emergency number disregarded – trespasser and man-down, but this is more dispatch than police

- I had an opportunity to talk with police, even those on horseback, during BLM March and they were very friendly and were genuinely concerned about everyone's safety. They changed my mind how I viewed the police that night. I also think we have a big problem with distracted drivers using cell phones and smoking pot. Plus those pop-up crosswalks are dangerous for drivers and pedestrians. Get rid of them. People don't use them they cross anywhere they want. The one near cancer center on Park needs to be a crosswalk with a light.
- I think you guys and gals do a great job.
- We have had interactions with Township police due to behavior issues with our son. They were always respectful and treated our son with compassion and care in very difficult situations. It is appreciated.
- #1 concern is safety in Kalamazoo. I have lived in Kalamazoo for many years and have seen violence increase. I believe officers are doing the best they can but something comprehensive should be done. Also unregistered cars, speeding, reckless driving are out of control
- I made a report violation of an ordinance and as far as I know nothing has been done. It has been several months.
- Recently, an officer pounded on my door in the middle of the day to ask if I had any info about an ongoing investigation. The way they pounded on the door scared the CRAP out of my kids. Some awareness that isn't cool, would be GREAT.
- I've lived here 3 years and have only ever seen police waiting to catch people speeding at fire station or school. No interaction to base perceptions off. Will look them up on social media because this survey brought it to my attention.
- I want to commend the KTPD for a recent incident in my neighborhood. A young man was having a melt down in the street and several officers circled him, speaking with calming voices, no one touched the young man. They took him into custody. Thank you to all officers you are truly appreciated.
- Sometimes I don't think they want to be bothered. Things were better when we had a neighbor officer, now they just pass through the neighborhood and leave a call takes 30 minutes for a officer to show up, our street speeding everyday 40-60 mph
- Thankful for the police – the bigger issue is the increase of lawlessness and there are not enough police officers to handle effectively
- I have only interacted with officers at a township board meeting and a community ice cream social. Neither of these interactions occurred within the last 12 months.
- West Main is a drag racing strip between the Halloween shop and Nichols every night. The speeding is out of control. I've called to offer input on the non-emergency line multiple times and nothing has changed.
- Available quickly when needed. Better than city of Kazoo
- I have not had any need to call the police in several years. I never see them patrolling in my neighborhood. My street is used as a race track after 5 pm. Some cars going 15 mph or more over the limit. Also lots of trash tossed out of cars. Clean up every morning.
- Our police officers are wonderful. Happy to talk to you even at the grocery store.
- I haven't had faith in any law enforcement and rather deal with issues myself. Whom we were in an accident close to home, we called 3x for help and 3 officers drove by and not 3 officers drove by and not STOPPED. SO I HAVE LOST FAITH SINCE THEN AND WON'T CALL AT ALL.
- Would be great to have a call log or similar way to find what is going on – police activity in the neighborhood. This is never in the newspapers, and we no longer can listen on police scanners. Website online or in print. Thank you.
- Our location is divided by commercial business, so that keeps us separate from a lot of the residential areas

- In regard to question 8, community policing is in no way a bad thing but we feel it has been tried across the country to little affect. In fact, many departments have used this funding to become more militarized. We would support more training for de-escalation and non-weapon carrying cops. Also, we would like to see our tax dollars spent towards adding social workers to the PD to respond to the BULK of calls. We do believe that TKPD does a good job for the most part, but we fear you may be a little out of touch or unclear of your mandate. For example, you asked in this survey how well you “fight crime.” Do you see yourselves as “crime Fighters? No, we see you as a middle man. Not judge or jury but rather safe transportation to the judge and jury. Thank you for all your hard work. We pray for your safety and judgement all the time. Always remember that all are unique and precious and have much to add to this world we share.
- About 1 year ago, 2 men came to my door, they worked for the city. They told me aa women in a pickup truck was on her phone and hit my mail box scattered mail and headed for my neighbors mail box. Turned fast and took off fast. The man took pictures of her license plate and gave it to me, he said call the police and they will get her. I called township, a very heavyset policemen came about an hour later. He said lady we don’t have time to look for a pickup truck with that number. I said what about my mailbox. He said have a friend fix. I was 93. My friends are all dead.
- I am sorry I can’t answer most of these questions because we have had no issues for several years and I don’t see the TKPD officers having to do much on our little strip of Westnedge
- As a member of the Westwood neighbor Assoc, I have been impressed with the consideration and professionalism of the officers who have come to speak to us and answer our questions. My husband and I have always had positive experiences with this department and support them 100%
- I had an awful encounter with officer Sarah Long- I received no respect during an encounter/traffic stop. She would not listen to what I was saying (respectfully) and cited me for something I truly did not do. I was in awe of the disrespect I received.  
In the time I have lived in my current house, we have had to call the police many times as we live next to meth heads who not only deal but manufacture drugs. I have seen and caught child abuse and domestic violence on camera but the cops never care. Every time we call they NEVER come. We all feel very unsafe where we live and no one seems to care.
- I applaud the effort survey the community and hope responses are helpful. As I said, I’ve had no contact with TKPD in the last 12 months, and almost never in the past 32 years. However, I can’t comment on specific questions here. I changed by answer above to “I am satisfied with the overall performance of the department” because I realized that if they weren’t doing a good job I would probably need to have more contact with them. I’m grateful for the department’s efforts on behalf of community safety.
- I don’t have much interaction with TKPD, so I’m not sure I can give great feedback, but when I have interacted with them it was positive. We do have a house on our street with potential drug activity. Neighbors have cameras and many calls have been made about it. Activity seems to have decreased, but it sees difficult to get action on the issue. I’m not aware of all the behind the scenes work going on, but it’s been a concern.
- Kalamazoo township police. Very friendly/ wave police. Take care of crime excellent. Take care of overgrown lawns (extreme health concern). take care of extreme violence/riots/vandalism/ abuse caused AGAINST community/people/businesses- by abusive black brown blm and George floyd attacks to 100% innocent of his death/racism AGAINST conservatives/trump supporters/police/whites. Overall Kalamazoo township police do a great job I pray for their safety (during this racist violence and attacks) against police /whites/community/trump supporters/conservatives)
- Twenty two years ago we had a terrible problem in our old neighborhood. The township police were so great in responding to any calls we made. It’s because of the township police that we moved out of our neighborhood to one that is within the township

- I cannot recall interacting with township PD except in handling stolen identity and credit card fraud. Thankfully my experience with all pd has been positive. My household generally trusts the police and most procedural justice institutions. We walk neighborhood freely both day and evening – up to 1 mile to west of us and back. P departments have responded to disturbances when called and handled professionally. Cannot say which departments specifically responded. During our time here there was one home invasion of elderly couple resulting in a death, 2 instances of our unlocked cars being rummaged and several calls to quell public disturbances – yet ourselves and neighborhood feel safe.
- The problems in Kalamazoo as a whole is not with the public safety. It's the prosecutors offline refusing to charge criminals. And the "joke" we have as a sheriff who is playing political games, not lodging criminals.
- It would be nice if TKPD would occasional patrol Prairieview Farms neighborhood at night. Recently there has been an increase in noise. With the New Allen Enwin residents, they do not take good care of their homes/grass and I would suspect for funding for police to issue ordinance violations. Thanks again for all you do and we appreciate your continued presence.
- Always seemed professional over the years. Some more engaging than others.
- My largest concern for my neighborhood (Westwood) is the lack of police follow through. We had a drug house busted last summer. It is still operational and there is still drug users walking and driving up and down the street. They speed which is another problem. Drugs and speeding on Cumberland St.
- Who else is there to call? What are they doing with the huge police? The TKPD is almost invisible now.
- I have little contact with police officers. They are meeting my needs.
- Hardly ever see police car in my neighborhood on my street. I see them sometimes on the major streets at either end of my street. We have a 25 mph speed limit but rarely see cars going that slow even when school is in session.
- I don't really interact with TKPD, but my neighborhood seems safe and quiet, so I assume that means they are proficient at their duties.
- I love how TKPD is present in the community. They are great at helping with busy time such as Halloween, and ice cream social. I would like to see more social justice and equity training.
- I have the impression that in a political activist crowd, protesting Black Lives Matter, our top police would react similar to other largely white communities. I'd like for us to react differently. Not sure the path that gets us that reputation. Possibly a policy that recruits psychology graduates to the force, then, where touched in the hard tools of traditional enforcement, send them out without handguns (when assigned a uniformed officer). Aiming at defusing hostile situations. Also invest in non-lethal stopping tools.
- The only times I communicated with TKPD officers directly, they remained neutral, straight-faced, and almost disinterested or annoyed. The times I've noticed/witnessed officers with others they were a bit more empathetic and respectful. Not by much though.
- Visibility- need more; neighborhood – suspicious activity, especially over nights; high auto traffic speeds on non-main streets; cannot find non-emergency phone number for township police.
- I think further education on dealing with differently abled persons and their actions need more community interaction.
- Overall we think the police officers/management do an awesome job. Our only real issue is loud fireworks after hours.
- I have not had any personal encounters with a TKPD officer in the past 12 mos. I am greatly concerned with the frequency of auto break-ins and theft that is regularly posted on the various neighborhood websites. I do not feel that anything is being done to decrease these occurrences such as increased police presence.

- I have not had interaction with the TKPD in the last 12 months, but I have had a few within the past five years and have noted unfair, unprofessional behavior. Overall, I have a somewhat negative view of the police
- Every single day I see and smell marijuana being used in vehicles driving on West Main – mainly from west main/drake intersection to the downtown and downtown area
- I have had little contact with TKPD. My neighborhood is quiet and safe but that doesn't mean there can't be improvement to neighborhoods. Because my neighborhood is safe, I'm sure that's why I don't see them much. I would like to see more about what the department is doing across the township in terms of community outreach, prevention, etc. I follow the TKPD facebook page but their posts are sporadic. This would be a good place to keep the community informed.
- Need to look for meth houses in my neighborhood. There are a couple big time. Its getting old. Been going on for years
- We rarely see TKPD officers in our neighborhood
- For the most part I believe the police are doing the best that they can within the budget they have.
- The officers have always been helpful. We don't commit crimes, so we do not have bad experiences with them. They do a very good job. They need more support. The police should be able to arrest the rioters and looters and the police should be supported more.
- I strongly support our men/women in the police force, which explains my positive answers. Though I have not had to call TKPD for any reasons, my belief is that they are doing an excellent job. Kudos to our men/women in blue.
- Anytime I've had deal with police they've lied to me and did nothing to help. I never try to call the police cause it's never going to help
- I have had no contact with police in 15-20 years. I no longer see police patrolling the neighborhood. It would e nice to see a police presence. It would be nice to see a speeder given a ticket as speed has definitely increased since the stupid decision was made to remove stop signs in the neighborhood. When the township sheriff approved the road commission's plan
- Speeding/traffic issues are insane. I see police watch violators without doing anything. Why pay more for the police doing nothing.
- The burdens of the real police department and its officers have increased dramatically over the years. They still remain a pillar of duty. Thank you for doing your jobs so well that my household can sleep peacefully.
- When I have had contact with TKPD they have been respectful, showed interest in what is being reported, and yet the crimes have not been resolved. I do feel that if something dangerous was happening they would respond appropriately.
- I am a mail carrier so I see cops often and I know the good areas from the bad. I've had cops be rude to people of other race's The other day I saw 3 cops pull a gun on a guy that they were trying to catch. Plus that "x-factor" gang is having shootings almost every weekend.
- I've called multiple times about people stealing mail. Probably 10x, an officer came to talk to me once, didn't answer my questions and didn't seem like he cared. I've called over 30 times about people using my road as a race track (excessive speeding in residential) my Only response I got was "we'll have cars make a "presence". Doesn't matter when the cops speed through here too. Asked about speed bumps or stop signs instead of yields and got "that's not our department."
- I live by the rec center and cops are always speeding.



- We have always had fantastic interactions and experiences with our local PD. Thank you so much. Any less than perfect responses on this questionnaire represent lack of funding or lack of crime resolution that neighbors have experienced. I do wish there was a way to cut down on nighttime activity/theft in our Westwood neighborhood that has always been a problem since we have lived here. Thanks for all you do. I was an abused woman – locked out of my house. The man I only knew 2 weeks wouldn't let me in. I broke the window – he slammed my arm in the glass. When released from the hospital I walked miles said man made me call to enter. The officer said shut up and set your ass down. I would never leave again.
- I have lived in Westwood for four years and have rarely seen police other than in cars patrolling. Because of this, I cannot judge how much because of limited experiences with them. When I have called non-emergency # on 2 occasions, the concerns were handled courteously and promptly with good outcomes
- Waste of tax money. All they do is take a report. Can we save money by switching to Kalamazoo sheriff service. Most people don't know the difference between TKPD and Kalamazoo Public safety.
- Officers are respectful, but they are also honest to a fault. When called they tend to be frank in the fact that they're unable to do anything or that another type of service needs to be called in. Community members are given the impression that the local police don't have the authority or power to fix issues within the neighborhoods. The message to the community is we hear you but we are unable to help unfortunately.
- TKPD should be responsible for public safety. Community policing should be in a partnership with other local resources, like social services, to help meet the needs of the community that are not an immediate public safety need (such as homelessness, addiction, and mental health needs). I support funding that enables police to police and not to be a stopgap for other unmet community needs.
- In the past experiences I have had the officers have always been concerned, helpful, easy to contact and prompt. They have earned my respect and willingness to vote for funding. The TKPD are my heroes- hard working people.
- There is a lot of gun violence and young people touching cars in an attempt to rob them at night in my neighborhood. I've never seen a police officer respond or try to prevent these problems. I once called an officer last year to respond to a domestic situation on my street and the officers never showed up. I support my local law enforcement but expect better from them.
- I have not personally had any interactions with TKPD, so I am unable to speak to any of these aspects of the departments and its officers. I do see police vehicles driving around my neighborhood every so often during the day, which is reassuring. However, it would be nice to see more police throughout the neighborhood in the evening/at night.
- I rarely see officers in my neighborhood. People speed through the neighborhood and do not stop at stop signs. Many people walk, ride bikes, and golf carts on the streets. It is likely that drivers are residents since it is a secluded area.
- The officers I've dealt with have been very friendly, and I appreciate their work to come to our apartments and individually interview the residents in a calm manner.
- I have had so little contact it is difficult for me to rate. I don't recall any outreach initiatives that would have given me the chance to interact.
- In 2019 we had a family emergency where my brother drank too much and were scared for us and him. He became very violent toward us. 2 white officers showed up and I felt like they were heroes. They knew exactly what to do, they treated my brother with respect. I had never been so grateful. I can't image what they see and deal with on a daily basis. They see people at their worst. I would never hesitate to call 911. I feel safe. That being said, I'm white. I have never had a bad experience with the police. I can't speak for the whole department. There are bad apples in all walks of life. I would like to think if we were a black family our experience in 2019 would be handled the exact same way. I hope. Thank you for all you do for Kalamazoo and us.

- I have had quite a few officers as customers over the years. They are always professional and well spoken.
- I had fairly good, respectively exchange with TKPD. They responded fairly quickly when I needed some help. The guys I engaged with seem to do all in their power to resolve the issue
- Our TKPD has always made me feel safe being able to go to them with any concern. Even when they have come to me with a concern, I feel they are compassionate to listen to my answers. If I am honest and compliant, I have no issues with helping them to protect me and others around me.
- I find some of these questions hard to answer. I have had no contact with the police for three years. I was walking my dog and they tracked me down to let me know my mom had passed away. I appreciated that. The two officers were compassionate, respectful, and professional. I like to think the rest of the department is also
- I am very fortunate to live in an area where I haven't needed the help of law enforcement but feel they are available if needed. I certainly trust them. My only concern is speeding, which seems to be going on everywhere in Kalamazoo. I understand that budget restraints limit the number of officers on the streets. Perhaps in the future.
- They need to patrol more
- I have an indistinctive distrust of the police and am a white 81 year old woman. I think policing is complex these days and young 19 year olds are too young with insufficient education to deal with the issues. Paradox not black and white are the basics of issues today. Consequently, a police officer in my estimation needs at least two years of a broad liberal arts education with a course psychology, cultural anthropology, finance, political science. Learning to shoot a gun comes last. Learning to diffuse a tense situation with words and actions is of utmost importance. Keeping fit an absolute necessity and living in a near area where one is assigned gives a better feel for a neighborhood. Better pay for better education police is essential. Issues I've observed: too few police on the traffic beat. The pandemic with fewer driving means more cars can go faster. West main. Too fast. Impossible to cross the street. Same with Nichols Rd. 45 at entrance of Nichols at West Main is absurd. Too many pedestrians, and this will start of fall with school. Too many children crossing the road. Same in drake from west main and grand prairie. But this issue-speed and traffic- needs first to be dealt with by Kalamazoo township and city boards. Demonstrations in downtown kzoo. Fairness of treatment. The police should have been proactive when proud boys showed up without permit to be there. BLM marches have had more arrests than white demonstrations, not fair. Security- I live in a mixed race neighborhood and feel safe. But from what I saw in the news, shootings are common other areas. Both the city and township need to work on ways to work with these neighborhoods. A team of police, social workers, psychologists, and? Go intervention by an agency to build a strong community spirit. It takes more that police enforcing laws to make a city/township area safe. I realize to do this we will have to pay more in taxes but would be willing to do so, so all areas enjoy the same level of safety I have in my neighborhood.
- We called about motorcycle problems up and down our road. Officers came out a few times and we haven't had the problems since. Officers were nice, respectful.
- During the past 12 covid months I have not had to contact the KTPD. But before 2020, I have for various issues. For some of the issues, officers acted as though they were another that bothered to report a crime. In one case I were told the police were working on issues in Eastwood, and it would take a while before an officer could be dispatched to Westwood. Westwood needs a satellite police station on the west side. Westwood could become a high crime area without more support
- I've found the TKPD easy to contact and deal with I think that on the whole we have a good police department in the township
- I appreciate the job that TKPD does. But they are clearly understaffed to be able to effectively handle the growing crime rate in our area.

- My neighborhood has little need for police presence. We had one case of people stealing things from cars and they actually tried to take a car that had the keys in it. That is why I noted these as the highest problems...but they haven't really been problems.
- My concerns include that my views are those of someone who only calls 911 for medical reasons (mom has heart failure). I don't know how individuals in minority areas/neighborhoods feel, but I don't know your research questions either. If the TKPD was involved with protecting the area against the Proud Boys they failed miserably. I've heard of community policing efforts in the area, but have not seen any efforts in my neighborhood which may not benefit as much as others.
- I hear gun shots all the time, never hear anything about them. Large booms also.
- Have never had contact with them. Never seen them in my neighborhood or when I am out in public.
- We have never been dissatisfied with TKPD, we realize departments are short handed because of budgets, etc. and at times several calls can come in (at a time) that have to be quickly determined which is priority, they do very well, we know it has to be difficult.
- Have not had much contact with TKPD within our area. So can not give a good statement or feedback.

Question 22: We welcome any additional comments and suggestions. Please write them in the space below or enclose a note.

- Thank you for making me feel safe in the community and God bless you all.
- The township is run in 4 sections. Our section is less funded. We pay for police and fire our fire protection is from a water *UNREADABLE* miles away. Our fire house is closed but we pay township for protection. The police also used the fire house, but as I said it's closed. Plans are to build another fire house in another section but not in ours
- No issues at this time
- There is a typo in the final sentence of the letter. Section 7 should include a 'no opinion' or 'cannot judge' option. The questions in section 7 are not worded appropriately for frequency responses. Question 13 is not clear on if you're looking for major intersection or the intersection of the subdivision street and main street.
- Question 21 is a little different for 2020 than it would be in other years due to Covid.
- Don't like the flooding or the actions of what goes on in the neighborhood
- I wish there were penalties for noise, such as a ticket after certain number of visits from TKPD. As an older woman I would not be willing to press charges due to fear of retribution.
- Over the years (59 years) I've had very little contact with the police
- Dear Dr. Cundiff, Your respondent (surrendering anonymity) is the former director of the Kercher Center for Social Research (2<sup>nd</sup> director, 1972-1985). Delighted to see your use of mailed questionnaires, y preferred research mode in pre-internet days, needed by you to secure a township sample. Since you ask at questionnaire's end for comments, briefly: I did not respond to item 7. There was no "no opinion" or N/A option. I assumed, in the absence of instructions, responses were to be made by black or blue ball point fill-in of the tiny circles. I was intrigued by the absence of an educational level item in demographics. Good Luck on response rate. With two follow-ups (and real stamps), I achieved 70% plus for general population samples and 90% plus with selected samples, such as physicians. Sincerely, Stanley S. Robin PhD Professor Emeritus, Sociology
- I did not know this survey was something being considered. I do support the effort and investment involved. I hope you are able to make good use of the results. Congratulations!
- Clean up the junk cars
- Find a place for our homeless. We have schools in Comstock and Kalamazoo that can be used. Find a way to stop the flooding in Lakewood Neighborhood please.
- Enforce parking on streets. Too many cars at certain houses.
- I feel that I do not see patrolling police officers enough. Our area has had many car break ins and we have several abandoned homes that get broken into. And lots of noise violations in the middle of the night. You get tired of calling after a while.
- To my knowledge, my neighborhood is relatively crime free, but I do not go out at night. I didn't answer sec. 7 because I have not engaged KTPD with community.
- Hopefully these surveys help the community in all positive ways. We all want better support and all of our lives matter. Controversy has been created due to police violence against all races. No ethnicity is more important than the other.
- Have only had contact with police during an accident on our corner. Also when ambulance was called for elderly medical problem.
- I have been told that in past years there was an effective community review board, community engagement and training program in Kalamazoo city. It apparently lost favor and funding. This should be reviewed for effective ideas.
- Our officers experience the worst of our society. They deserve our respect and support. I appreciate our law enforcement.

- Concerns regarding increased excessive speeding through 4 ways stop signs at high rates of speed. Many bikers, walkers, and kids in the neighborhood. Amount of burglary, crime increasing. Very concerned.
- I am pro police. They deserve everyone's respect.
- We need to do better for our city.
- Speeding down Turwill Ln has and continues to this day, since I've lived here 34 years. Issue never resolved.
- Need more patrols on Sage St. for speeders. Problem of 4<sup>th</sup> of July weekend with fireworks set off in street private property parking lots – pinewood glen and briarwood condos. Kids gather in street so you can't drive on the street as they don't move out of Sage St.
- Doing a great job. Always waves when we wave.
- Thanks for sending this survey. WE have very good police and it hurts to see all this “defund the police” talk. We need them and they have families and are part of our community.
- Very little crime where I live, but always see officers around. Thank you for what you do 😊
- This survey is the first time TKPD has engaged me as a tax payer
- We would like patrolling streets, rule and tickets for oud cars and motorcycles, we have heard gun shots. Also, Juneteenth should be one Friday and Sat night like the 4<sup>th</sup> and done at 10 pm for working people to get sleep. Thank you.
- Dirty needles in Hillside middle parking lot, 2 am donuts @ Hillside. Fox Run apartments – gun shots, fireworks. My car, parked in my driveway get broken into regularly.
- We are having a lot of auto and other thefts at night at Ravine Rd apartments and we have had smells in apartment hallways that are not pot smells. I think someone is making drugs at times we have talk to ravine apartments and it seems to not be going on now? Also we have storage at our A and R storage and they have thefts going. There they cut the fences locks on trailers and thefts going on. They have called and its been reported. Township has come out and was there to take on what happens at the apartment.
- Really need to get a handle on the increased gun violence in Kalamazoo
- Cars spending in our residential areas.
- Absolute lack of speed control and nuisance ordinance enforcement. Officers spend a lot of time parked side by side in parking lots
- I appreciate the police presence patrolling my neighborhood officers speak with young on many occasions on friendly terms. Thank you.
- We just want a safe and peaceful neighborhood
- The township police are invisible in Westwood
- I am not sure why the township never allowed itself to be annexed into the city. Township does not have the resources that the city has. To put enough patrols cars on the street
- Please add a website or blog so we can know recent activity in our neighborhood. We see activity, but never know what happened like car flipping.
- Crack down on speed. Olmstead rd. Make more visible rounds through the area.
- A red pickup pulled up in my drive this year so close to my car as he could get. A girl knocking my backdoor her portmen, a tall man stooped there. She had a hand on my screen door handle. It was locked. I keep all doors locked. The man said she needs to go to the bathroom. I said no and slammed the door and locked it. My son put cameras and alarms on all my doors on my house
- Ordinance violations have not been forced in quite a while.
- Would like to see a little more presence driving through Valleywood at different times of day.
- Please keep our TKPD - DO NOT DEFUND THEM
- Thanks! They suck!
- We have good representation of officers on the street's increasing community policing is something we are for.

- Kalamazoo County schools promote extreme racism against police whites/police – promote violence of BLM/George Floyd violence and drug abuse of meth fentanyl violence of girlfriend gun to pregnant stomach – against Chauvin & police etc/promote lgiq project-critical race theory/extreme racism favor of black/brown (must be addressed) black/brown racism AGAINST whites/police greatest problem (blm violence riots harassment)
- Hard to answer question specifically about TKPD if no direct interactions. Nearby neighbor with biracial children who called for assistance to quell youth disturbances. There was follow up by “a” police agency. This family is younger and mixed ethnicity. They probably could give a more direct interactive view. Another close neighbor who is retired and moved from country to city for first time has commented neighborhood is quiet and feels safe here.
- Thank you for all that you do. We would love an opportunity to get to know you more (ice cream social?) we hope you continue to keep us safe in a time where there is a lot of hate. We support you and would welcome a time to get to know you more.
- I see way too many speeders, if you patrol the area from 4:30 AM to 6:00 AM you could make 100 speeding tickets every day. The speed limit on Nichols should be 20 mph not 40
- Fireworks after July 4 all night. People speeding on Drake going through red light not stopping for red light.
- At my age we see things a little different. Our officers need more help so they can find our street more than once or twice a month
- Not always easy to access by phone, on non-911 calls
- I believe the problems with the TKPD are from the “top down” – not with most of the people on the street.
- I believe that either right or wrong when you were dealing the PD that you should cower to them if you do otherwise it will end in physicalities. I would lose. Do what they say and sooner than later you will get your say in court.
- My biggest concern is that TKPD is not big enough. I would support growth within TKPD to help focus on building community relationships and to work towards preventing crimes before they occur or become bigger issues
- My limited interactions with the department has been in the neighborhood associations meetings. Always courteous, professional, and helpful. The officers ALWAYS try to convey their heartfelt desire to answer questions and make suggestions to improve neighborhood safety. I know nothing of what they actually endure performing their duties. I’ve met the chief and was very impressed with his character, intelligence, and perspectives.
- Speeding on side streets. Suspicious activities day and night at some residences on upland drive
- I live in the first block of Dayton. Motorcycles and a lot of vehicles going south, pass my house in excess of 40 mph. Northbound is sometimes even faster. I don’t know how they stop at the corner. Posted speed is 25. Only time we see police is when they go south assuming to motorcyclists house.
- Generally do not see many officers in the neighborhood. But, do know they are near if needed. Would like to see intersection of N. Sage and Main heavily patrolled. People still turning left onto Main. Very dangerous.
- Concerned about speeding and risky driving and noise.
- Speeding in residential neighborhoods including westwood drive by 2-3 households is a problem that should be addressed by police- those households are not receptive to neighbors suggestions. Speeding on west main creates danger each day too. Please enforce the illegal use of marijuana in vehicles.
- I have a lean for habitat doing minimal work on my home that was caused by many floods that destroyed all floors and walls destroyed several times after we replaced these things many times they are going to take my house which isn’t right. We replaced many times and have spent thousands. Lean should be removed.

- My biggest issue in our neighborhood is juveniles stealing, fighting, and using guns along with people speeding down residential streets and not keeping grass cut.
- I moved back to Kzoo when my husband died. I've never had problems with the police. I have no record, but from experience police lie and I don't trust them
- I would love to see social workers hired and on patrol to de-escalate situations
- Traffic on Miller Rd is dangerous during the week. Between 6am-8am and throughout the day. There are loaded 18 wheelers barreling down the road over the speed limit. Sometimes the trucks literally pass you in the center lane because they don't slow down. Often it takes forever to get out of driveway because of this.
- Please deal with speed increase on Nichols. Raised from 35 to 45. Too many children playing and walking to school. Please, do not cater to Mulder and Balkema trucks.
- Recently moved to Kzoo township. If the TKPD is the department shown, interacting with protestors in the summer of 2020, in videos posted online showing displaying the use of tear gas and/or pepper spray against unarmed civilians. I would strongly disagree with all of the above. If this is not the department that was displayed in those videos then I cannot judge.
- I would like to receive a summary of your findings. I'm happy to see the township is being proactive in getting community input.
- Speed bumps and stop signs -not yield. Also maybe a speed trap. Enforced noise ordinances.
- Slow down when it's not an emergency. Full stops. Etc.
- More traffic enforcement. I'm tired of being passed in school zones, tailgated by people wanting to do 60 in a 35 zone and watching people completely ignore stop signs and other road rules. I have new drivers in my home that have to do with these issues all the time.
- Would like to see more officers patrol during late night time hours where cars with noise boom boxes, radios, speakers, etc blare and wake you from dead sleep. Would like more patrol after fireworks eg (4<sup>th</sup> of July) people are popping way into the night
- I figure they must be doing a good job since the neighborhood invited police/fire/other governmental to national night out at street parties and that was fun
- Can't drive with windows down because of weed smell everywhere. Too many drug addicts begging for money at stoplight intersections. I don't know if its in the township or not. The are not very clear to average joe.
- Thank you for what you do. I know it's not easy and often thankless.
- Make arrangements for an officer to talk to residents or be available to answer questions.
- Thanks for your service officers, I really appreciate you.
- Thanks for doing this good research. It shows me that local LEOs are trying to improve themselves and their work. I'm thankful to live in such a community.
- speeding continues to be an issue down my street. I have a young daughter and several neighbors have young children and we are all extremely concerned about the cars speeding down Pinehurst. I recently watched a speeding car just narrowly miss hitting a young neighbor on a bike, but I'm worried that I'll see someone get hurt/killed on this street if nothing is done to stop speeding.
- I support the police in their efforts to control violent crime as they work with other local departments. I would be willing to pay tax at a higher amount in order to expand police protection
- Thank you once again for all of your hard work The policing has improved a lot in the last 10 years in Kalamazoo
- Abolish TKPD. Reinvest in community.
- I would read a newsletter if offered
- As a white middle class woman it's hard for me to know how black people in our community feel about the police in Kalamazoo. They might not feel comfortable calling 911. If I'm in trouble the police are the first people I think of to help.
- I would like a crackdown on firework use

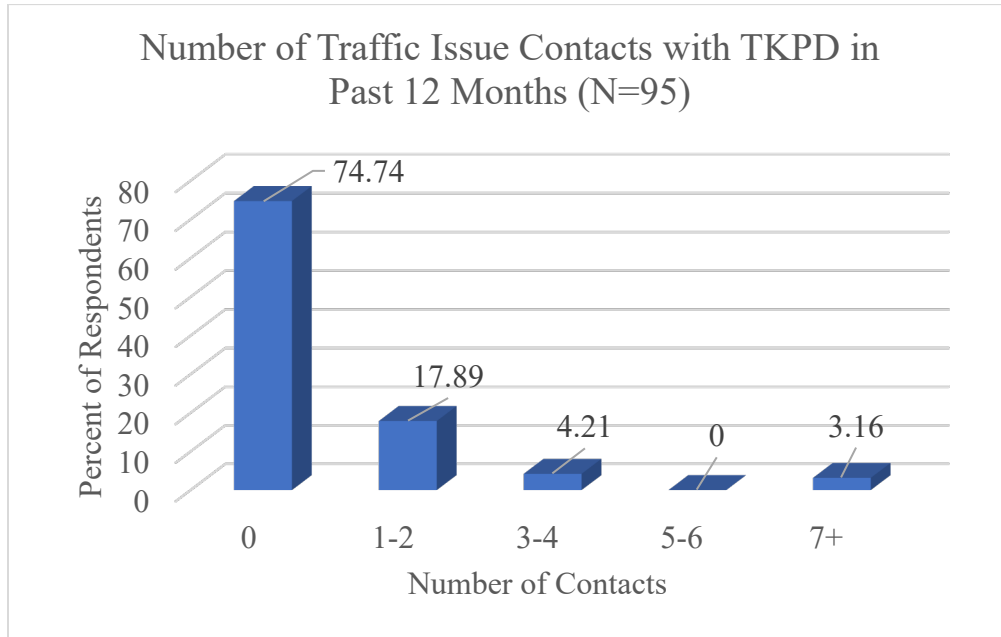
- As a side note, panhandling/solicitation has become rather common place down West Main. I deal with it daily at my station.
- Police should always look like people they serve. I know it hard sometimes but police should strive where possible to hire from area they serve, less from outside jurisdiction the better.
- Be respectful to all police. Their job is to protect and serve the public.
- Need to patrol more night and day
- Traffic and noise are the major issues. Speed along residential streets that should be 25, some or 35-40 Nichols rd. The worst as well as west main. Put up flashing signs that show the speed a car is going, then send the driver a warning notice.
- The street I live on has a speed limit of 35 mph. About 95% of the cars never travel that speed. My home is about 7 houses from the light and people reach a speed well over the limit. Coming from the north the speed limit is also ignored. There are several children living in the area.
- WE have speeding problems on N. Westnedge. Not enough police patrol.
- K-twp resident since 1957-westwood-current and past addresses
- Our interactions with TKPD have been over fairly minor concerns, but the officers have been professional and courteous. I have noticed while driving in my neighborhood that there are still quite a lot of unlicensed vehicles in transit locally, no play, to temporary permit in the back window. I would imagine those drivers are uninsured as well. They should not be on our roads.
- Our township needs more officers to be able to handle the growing crime rate and speeding violators
- Glad this survey and other efforts are happening. It's time to ensure that all people (or as many as possible) can respect and feel supported by our police. Right now I worry about Kzoo's experience with systemic racism and police.
- Monthly township news letters (not everyone has computer) with updates on neighborhood happenings, break-ins, etc. to allow us to be on the watch for any situations that seem wrong in our areas.



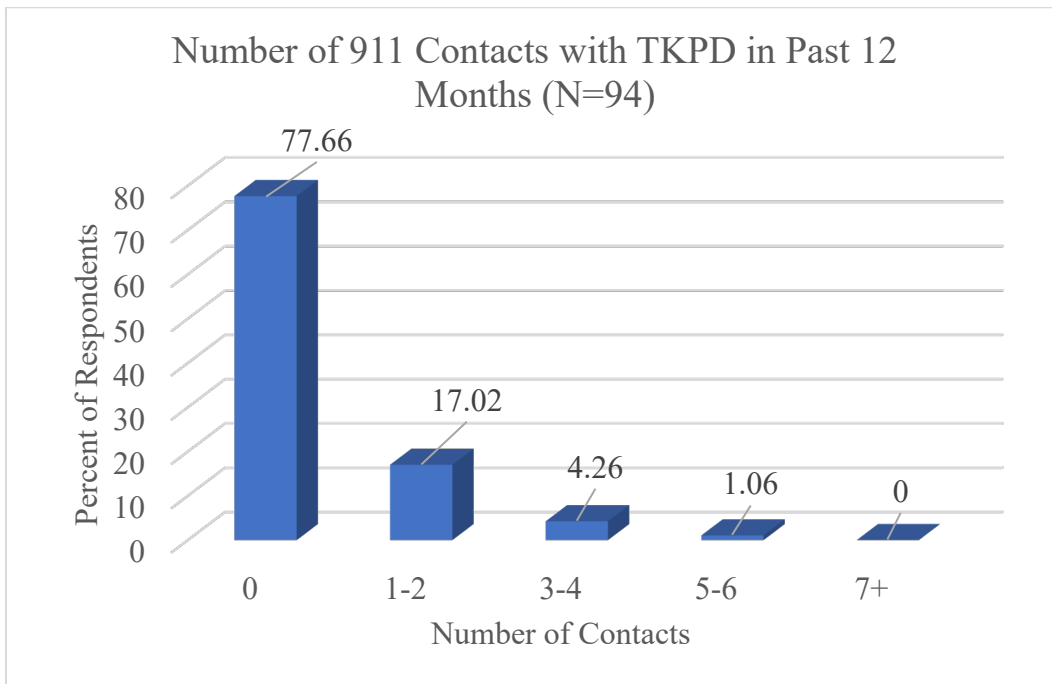
Internet Survey

Question 1: Please select the number of times in the past 12 months that you have had contact with officers from the TKPD for the following reasons:

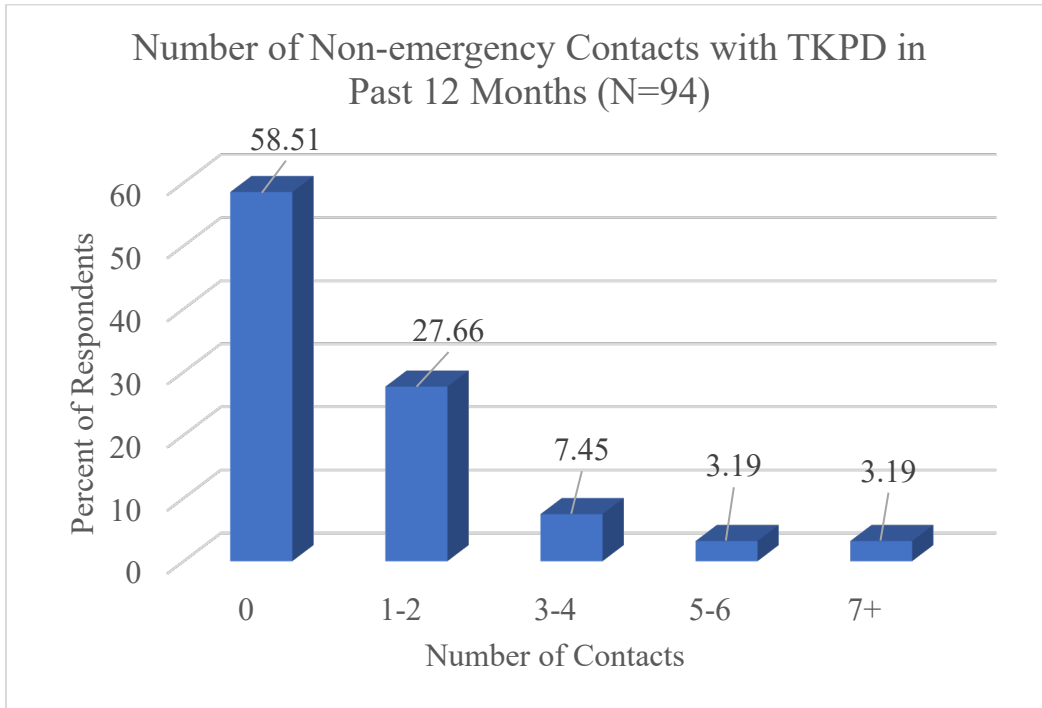
a) Traffic issues (ex. citation, warning, or vehicle crash).



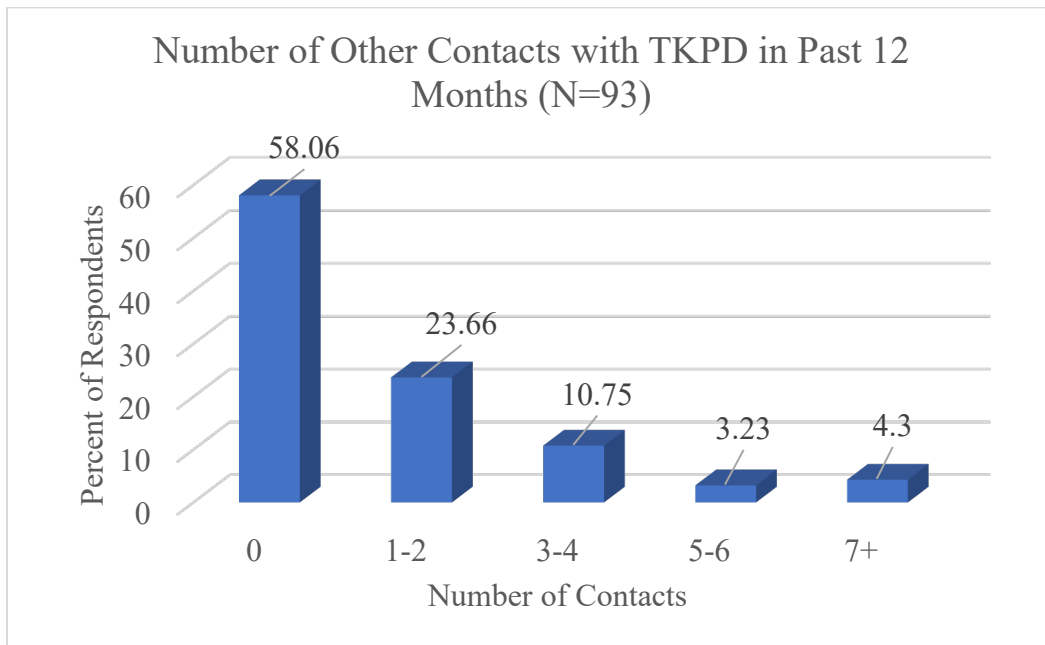
b) 911 emergency calls.



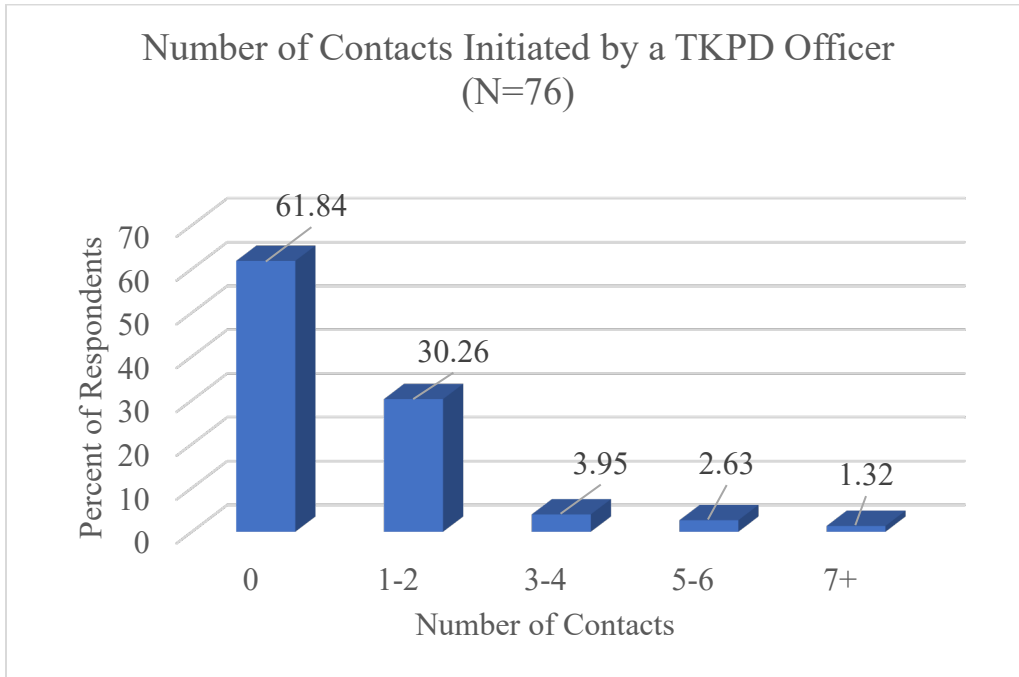
c) Non-emergency calls (ex. to report a crime or suspicious activity).



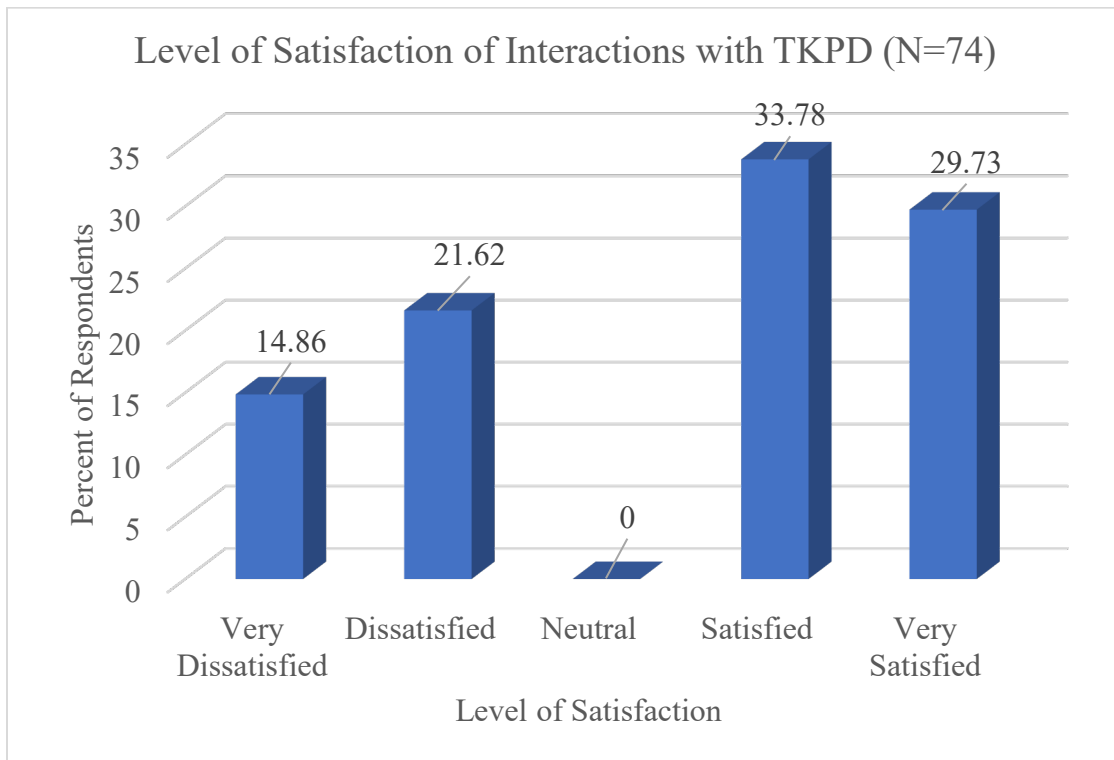
d) Other contacts or interactions (ex. attend a community meeting or talk to an officer on patrol).



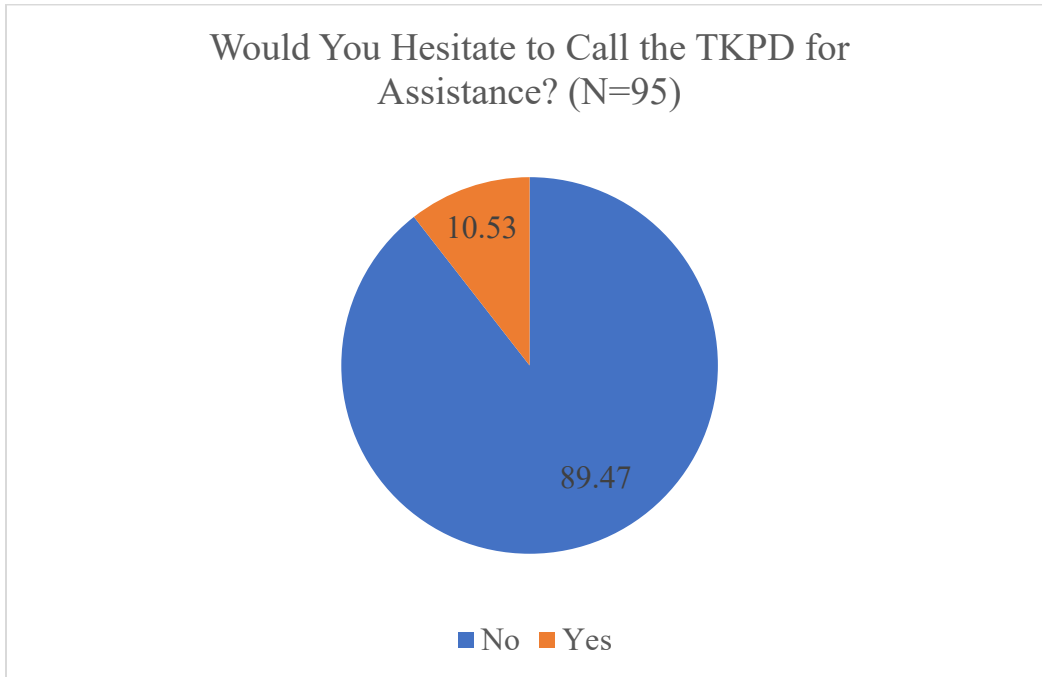
Question 2: How many of the contacts noted above were initiated by a TKPD officer?



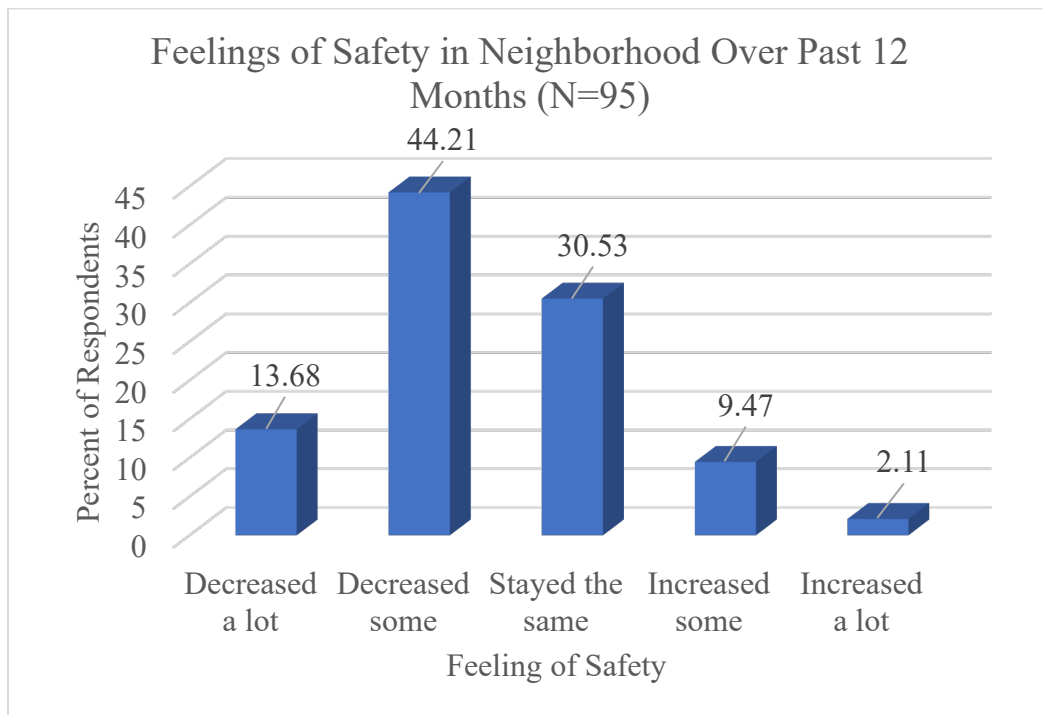
Question 3: To what extent are you satisfied with your interactions with the TKPD



Question 5: Would you hesitate to call the TKPD for assistance?

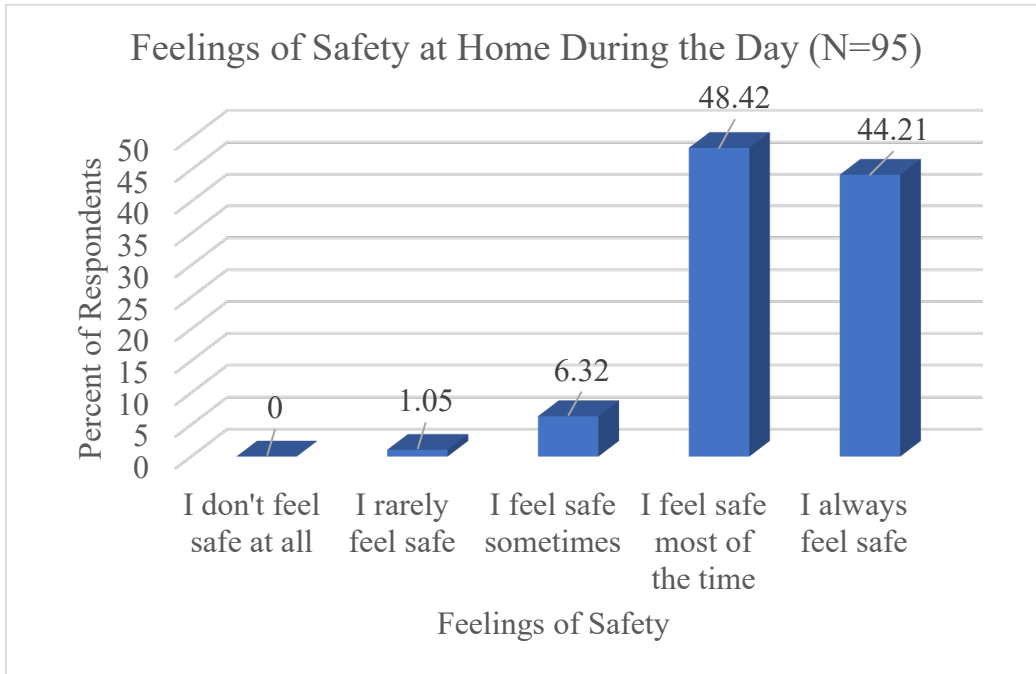


Question 7: Over the past 12 months, to what extent have your feelings of safety in your neighborhood increased, decreased, or stayed the same?

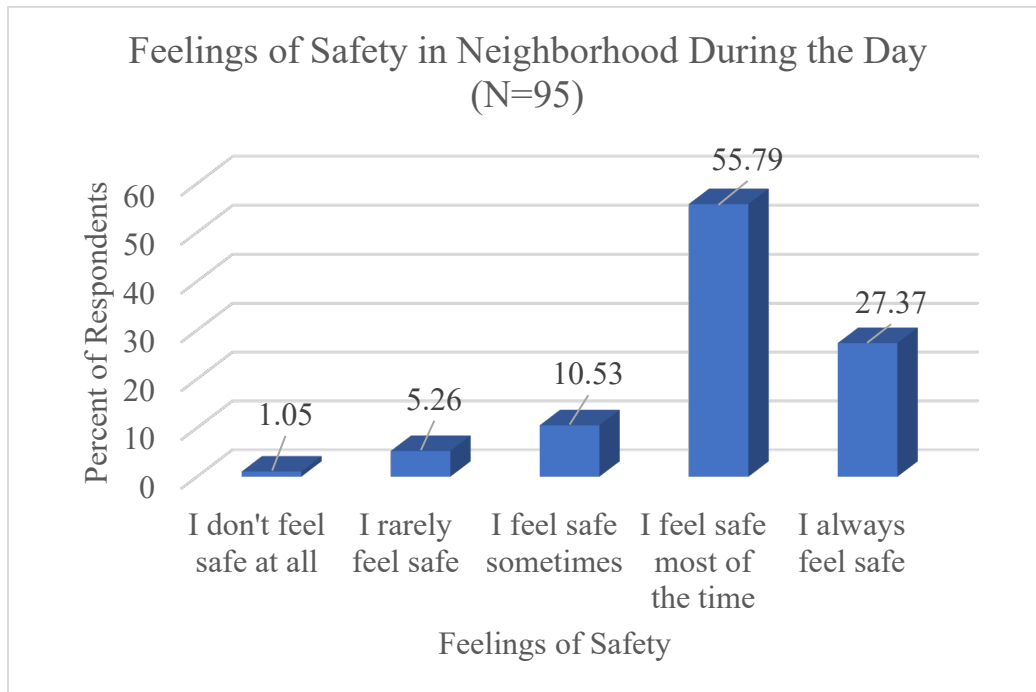


Question 8: The following section is based on your perceptions of safety within your neighborhood. Please report how safe you feel for each of the following scenarios:

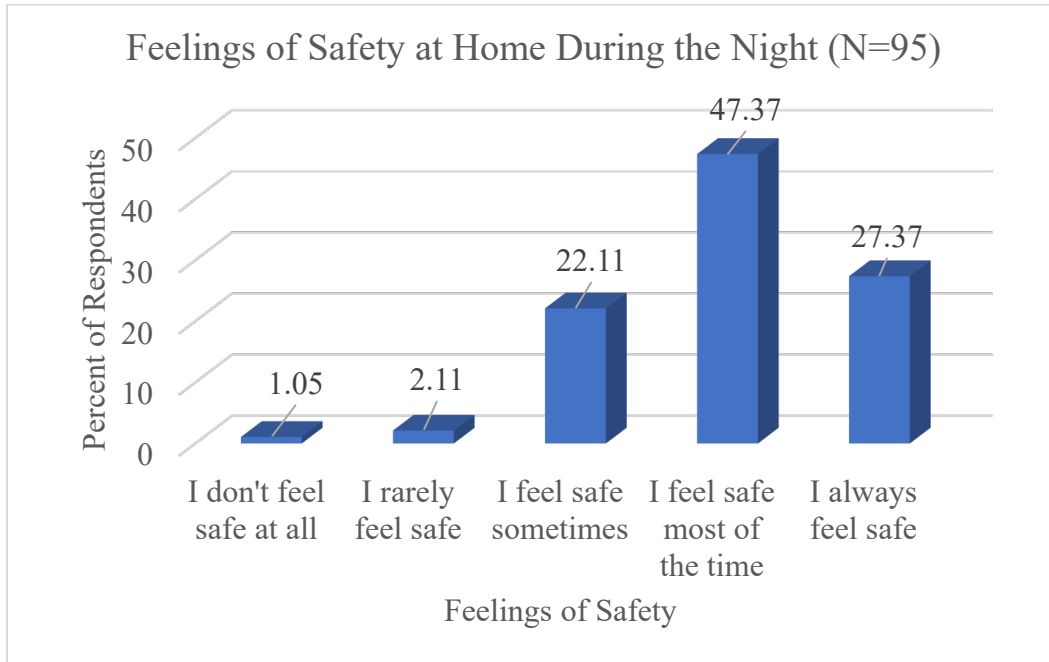
a) In your home during the day.



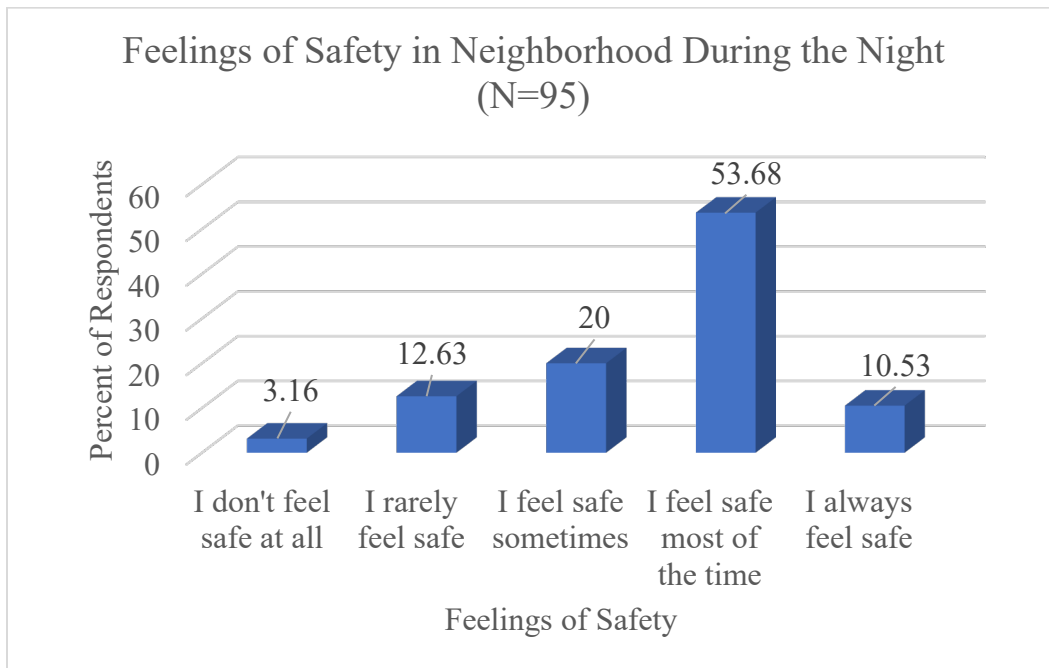
b) In your neighborhood when you are outside during the day.



c) In your home at night.

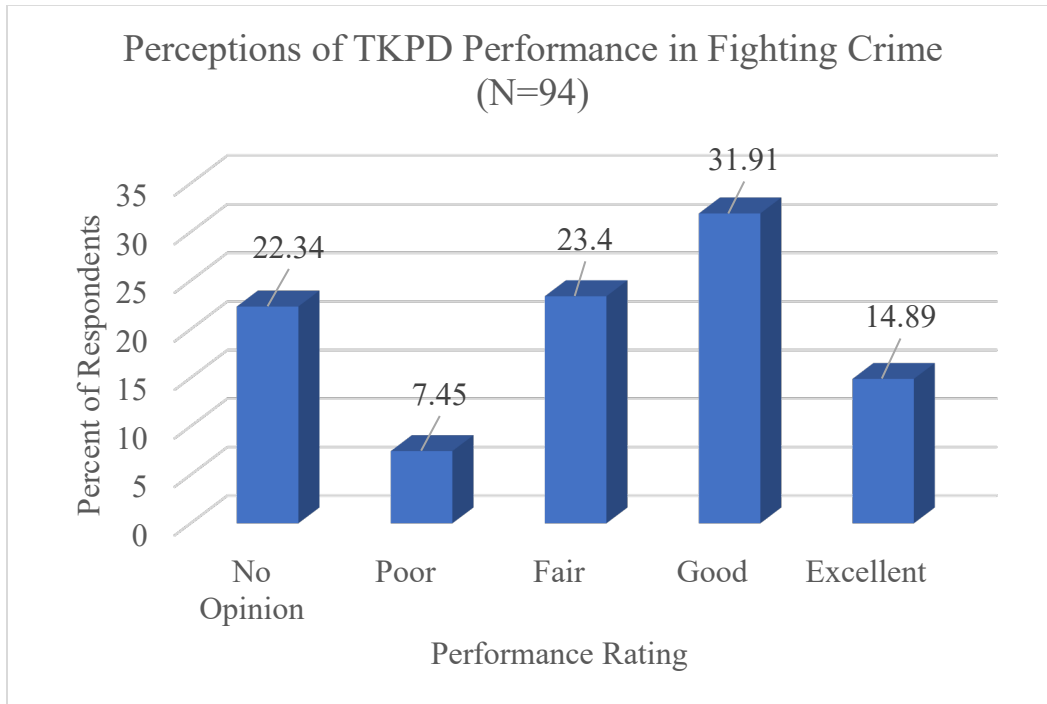


d) In your neighborhood when you are outside at night.

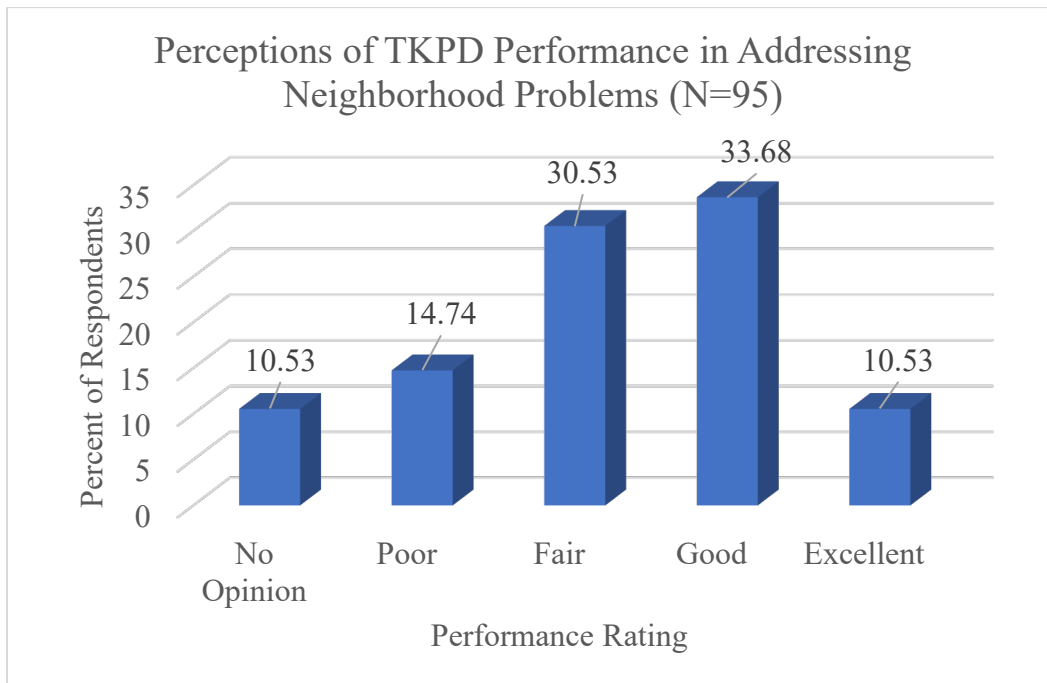


Question 9: How well is the TKPD doing at each of the following:

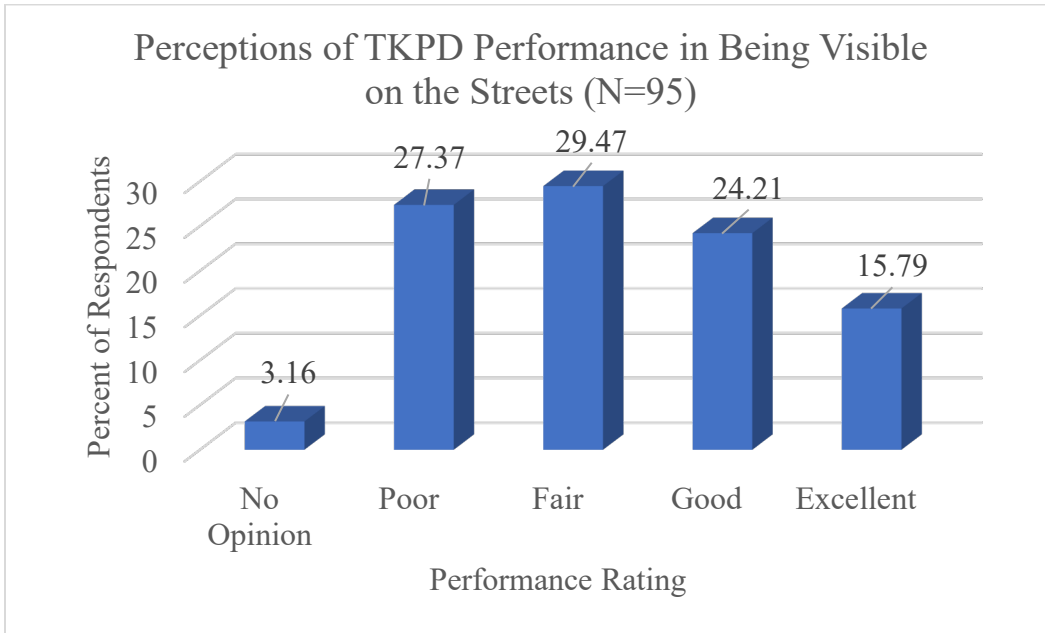
a) Fighting crime



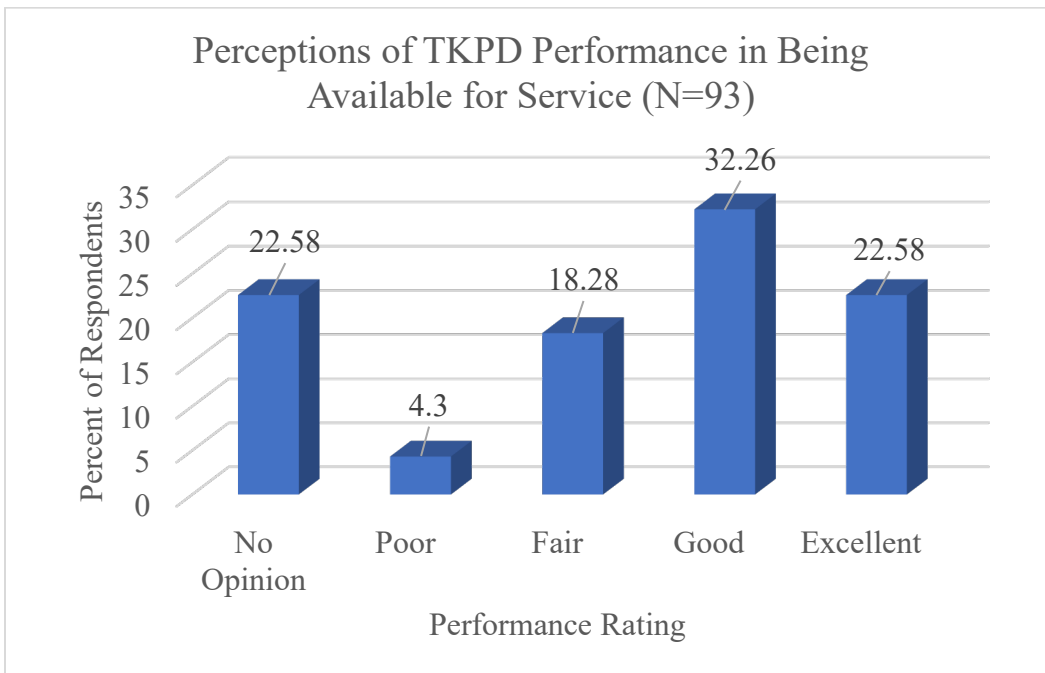
b) Dealing with the problems that concern my neighborhood



c) Being visible on the streets

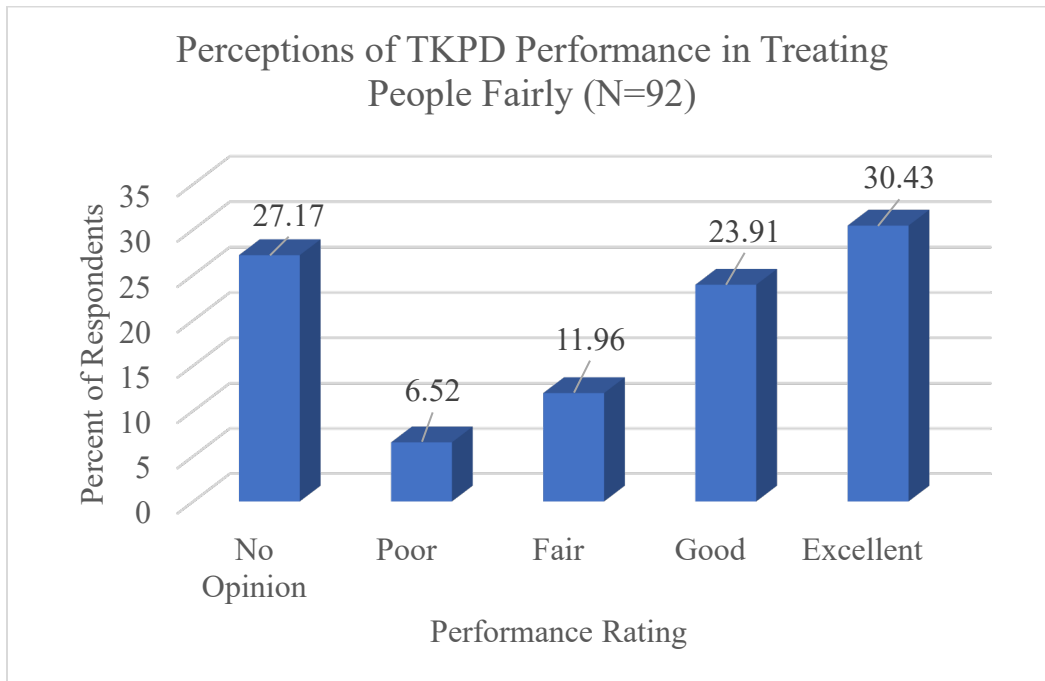


d) Being available when you need them

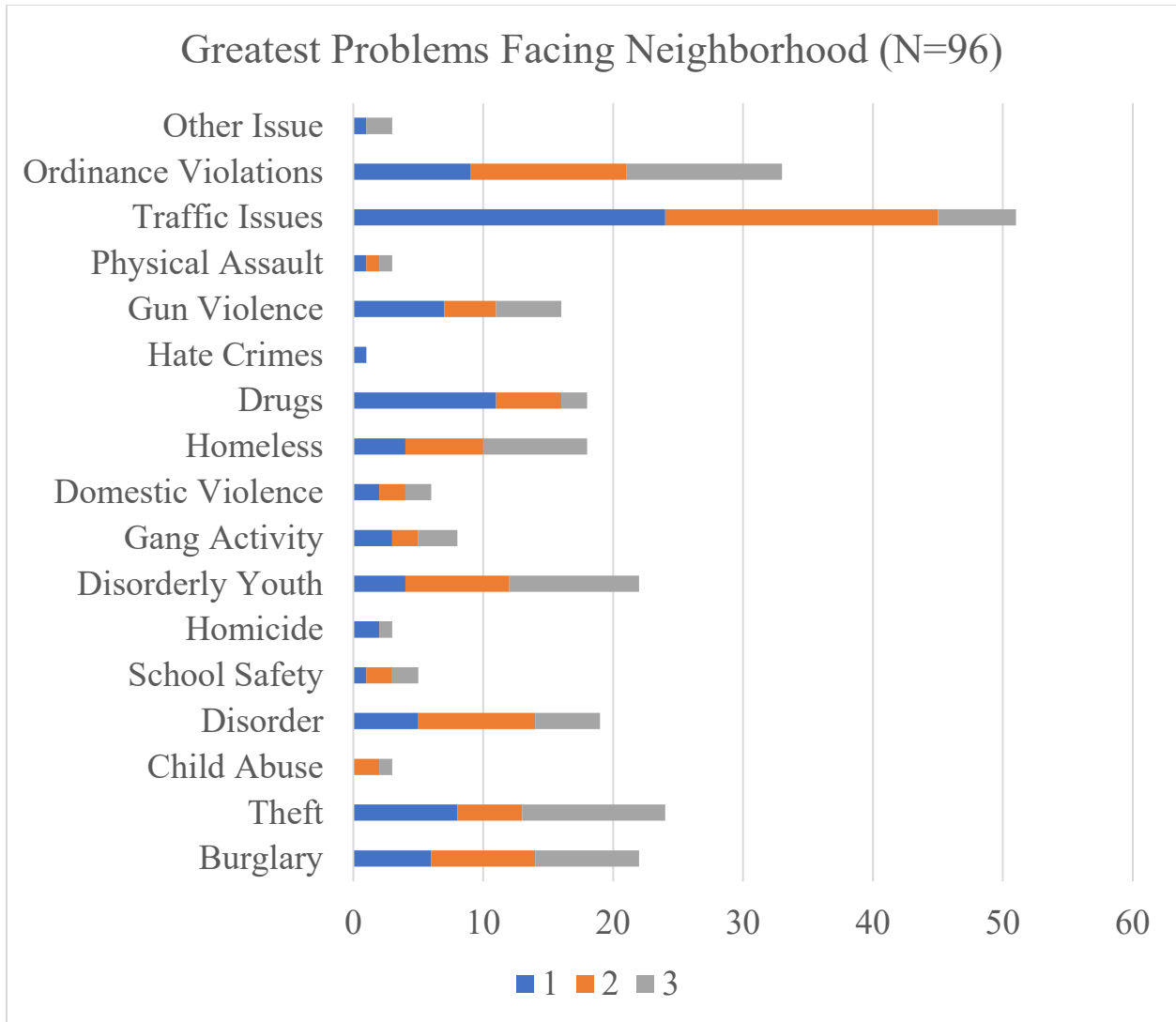




e) Treating people fairly regardless of who they are

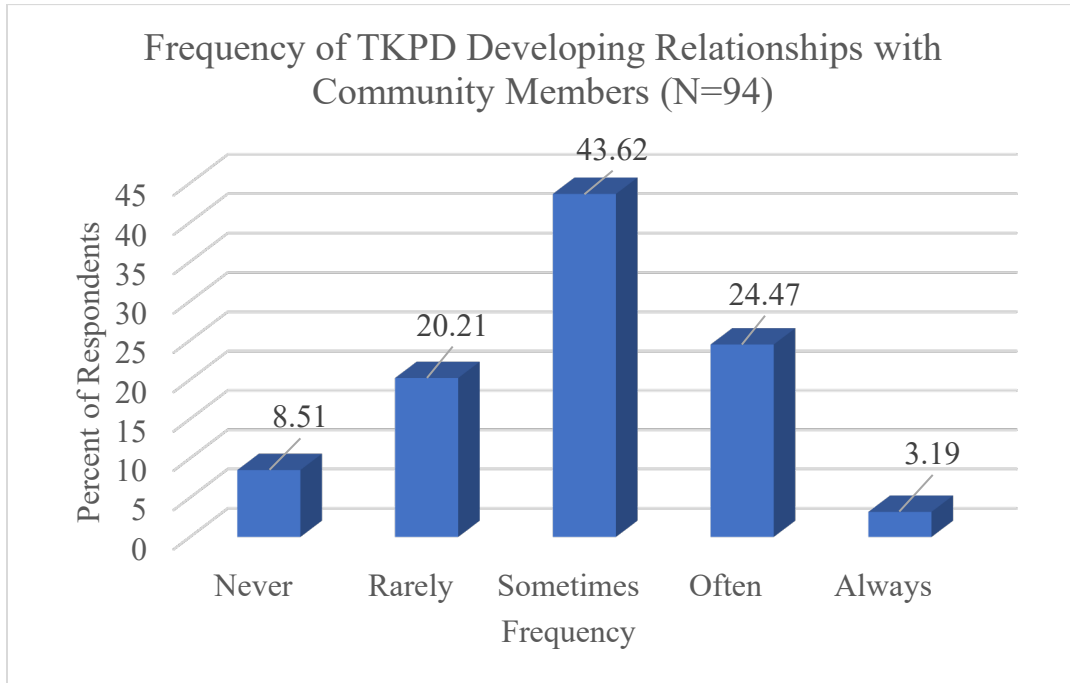


Question 10: Please select up to three (3) issues you think are the greatest problems in your neighborhood by ranking them 1, 2, and 3 in the boxes provided. Please note that 1 should indicate the greatest problem, 2 should indicate the next-greatest problem, and 3 should indicate the third-greatest problem.

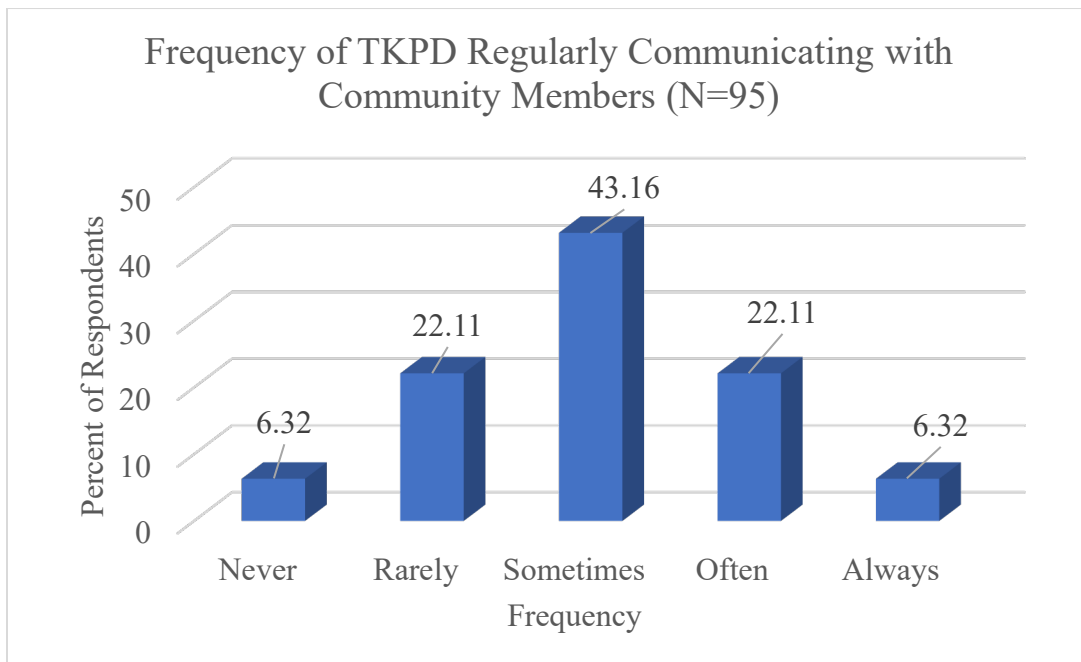


Question 11: In this section we would like to understand your perceptions on TKPD's involvement in the community. Please rate how often the TKPD engages with the community for each of the following statements:

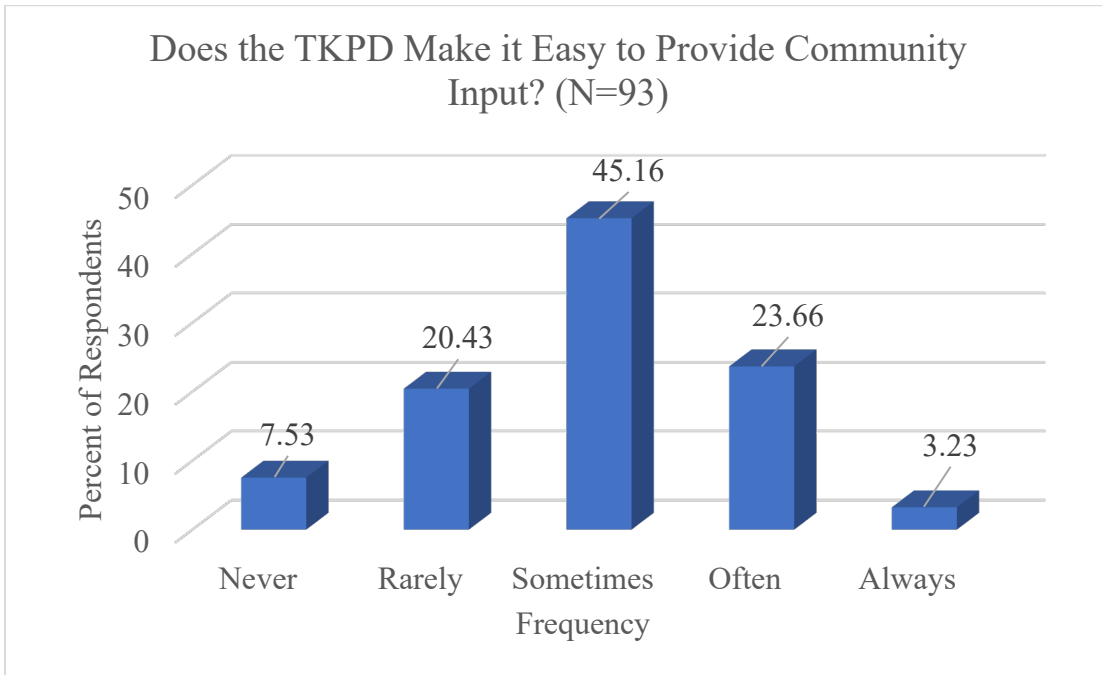
a) Does the TKPD develop relationships with community members (residents, organizations, and groups)?



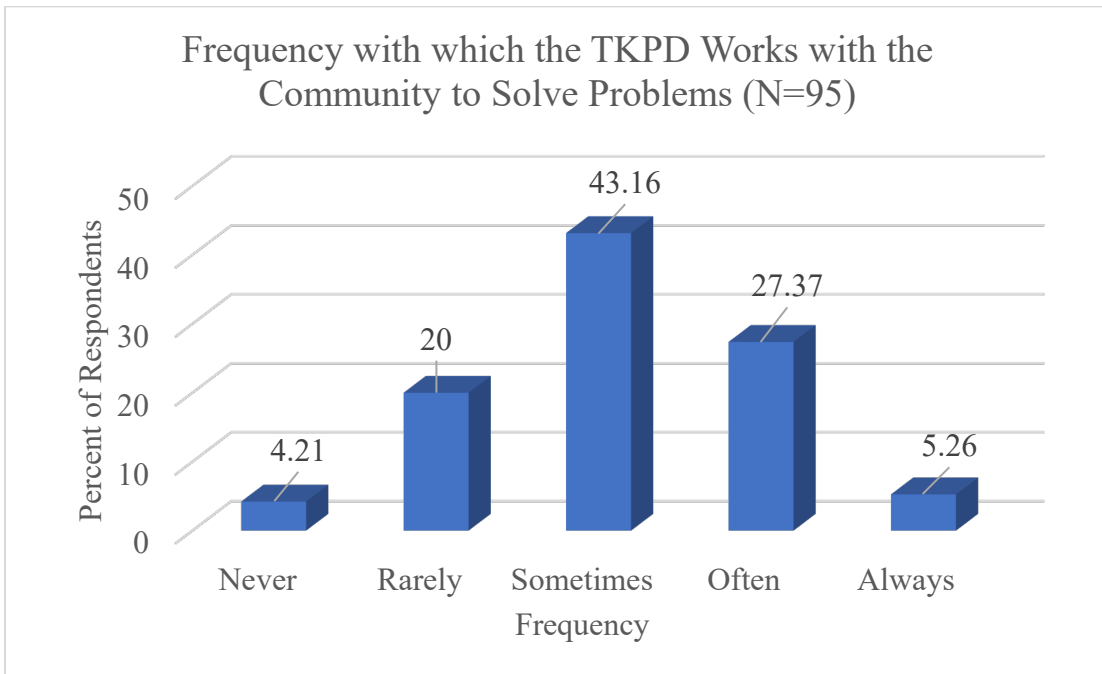
b) Does the TKPD regularly communicate with community members (ex. websites, e-mails, social media, or public meetings)?



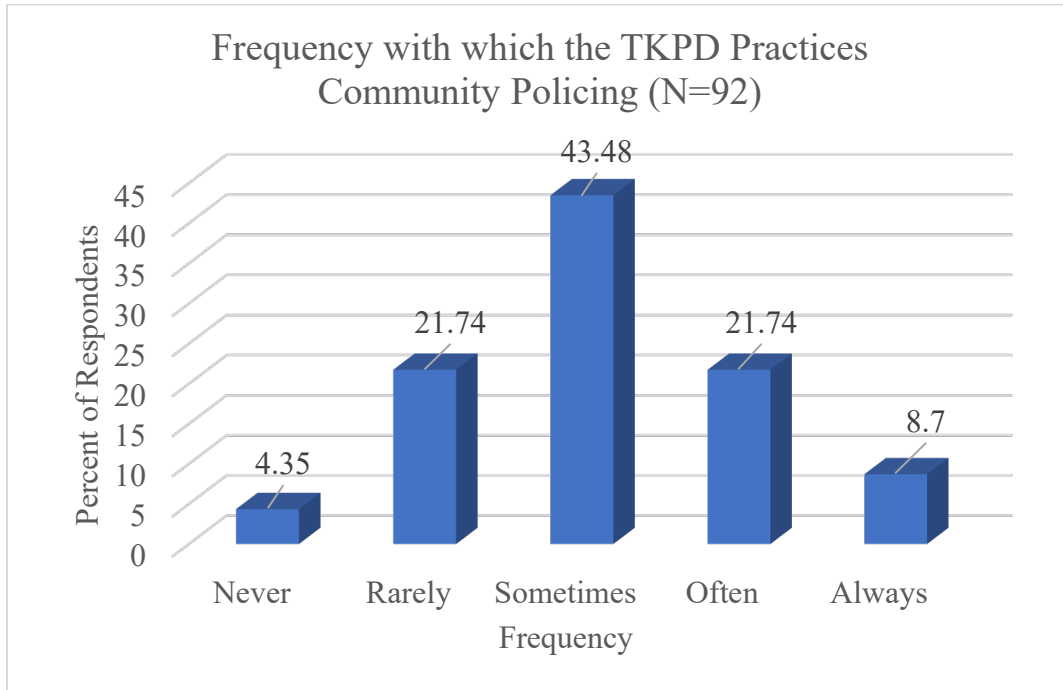
c) Does the TKPD make it easy for community members to provide input (ex. comments, suggestions, and concerns)?



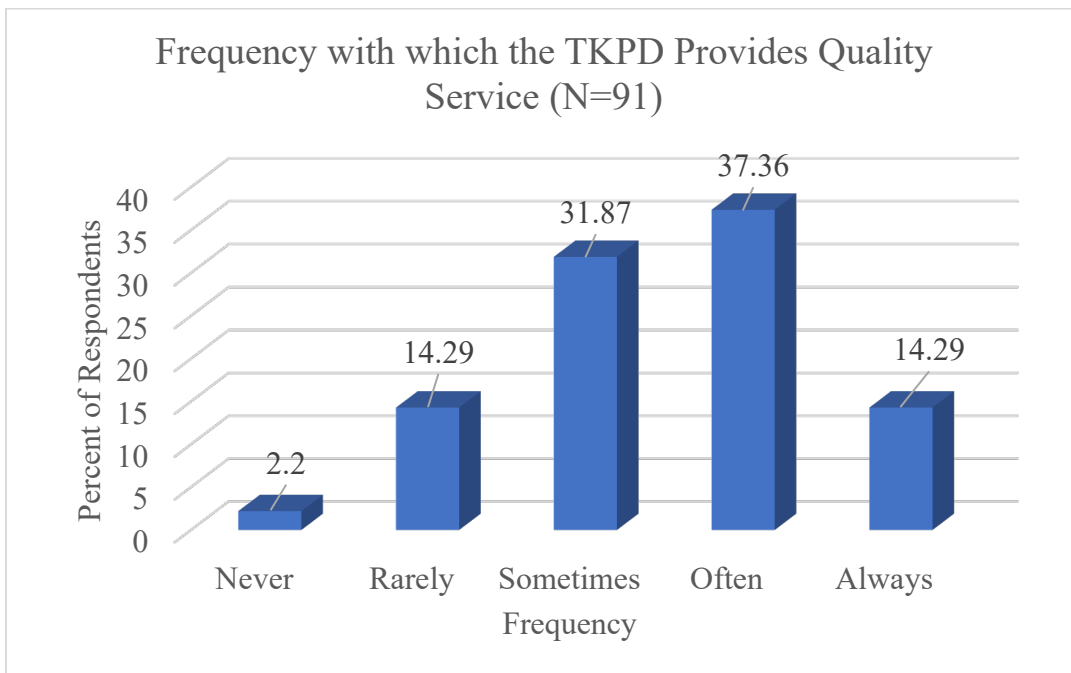
d) Does the TKPD work together with community members to solve local problems?



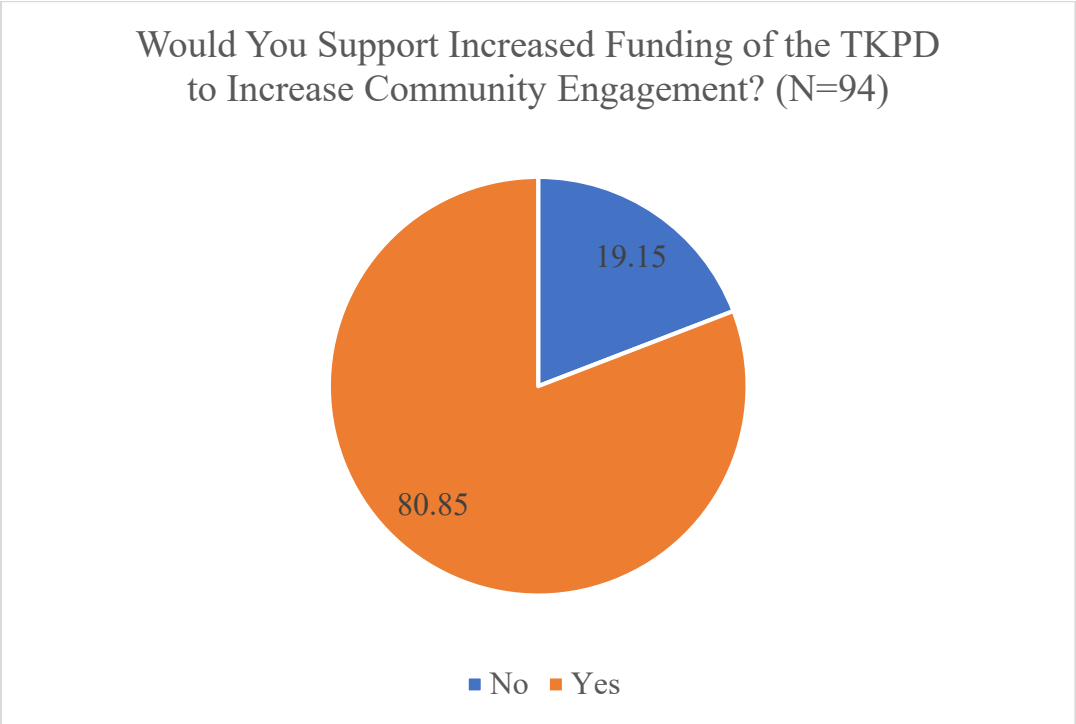
e) Community policing involves developing community partnerships to increase communication and cooperation between local police agencies and their communities. Law enforcement personnel and community members work together to identify and solve problems and address community concerns and crime proactively as opposed to reacting to crime and disorder when it occurs. Based on this definition, do you think TKPD practices community policing?



f) Overall, does the TKPD provide quality services to your neighborhood?

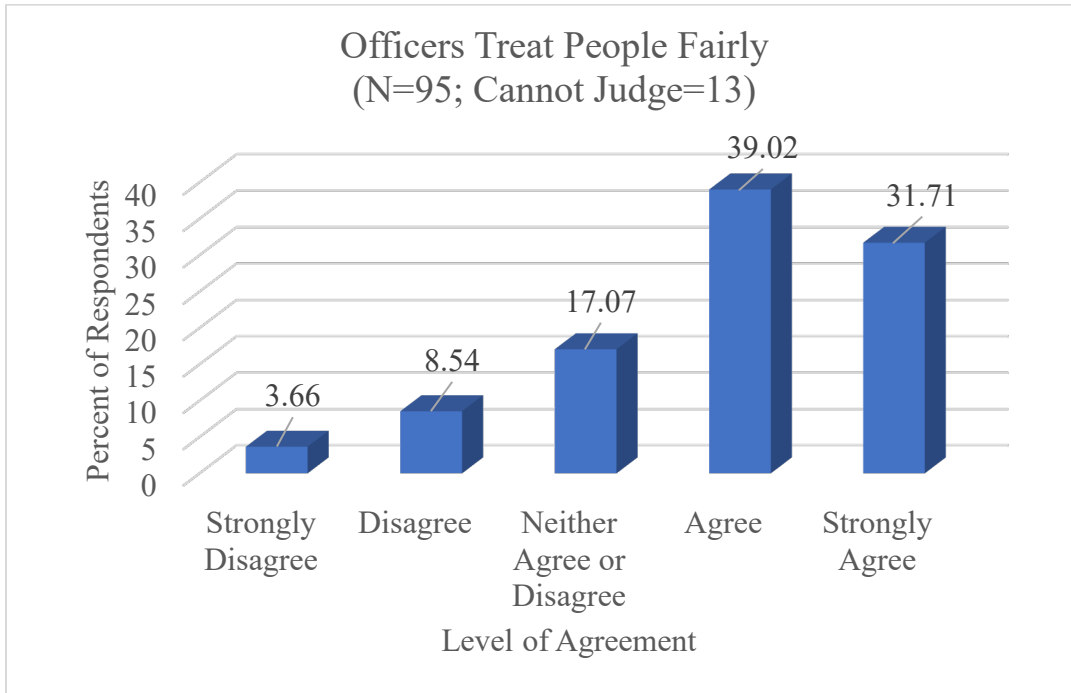


Question 12: Would you support increased funding for the TKPD to implement a program to increase community outreach and partnership for improved neighborhood outcomes?

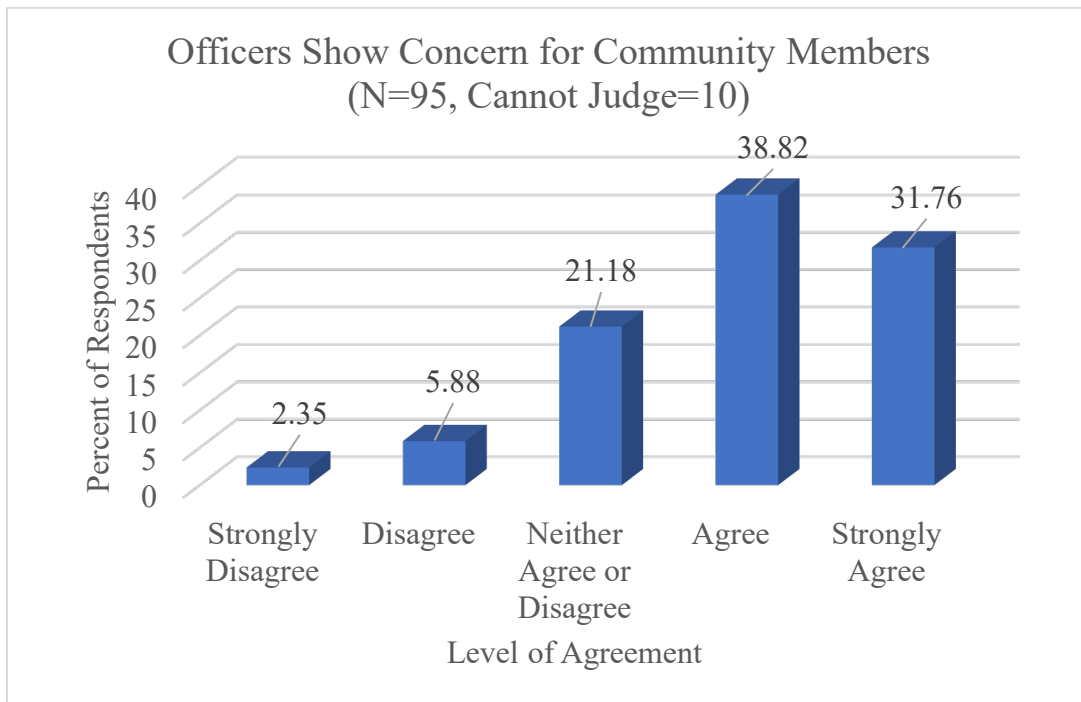


Question 14: The following statements are about your perceptions of TKPD and its officers. Please report whether you agree or disagree with these statements.

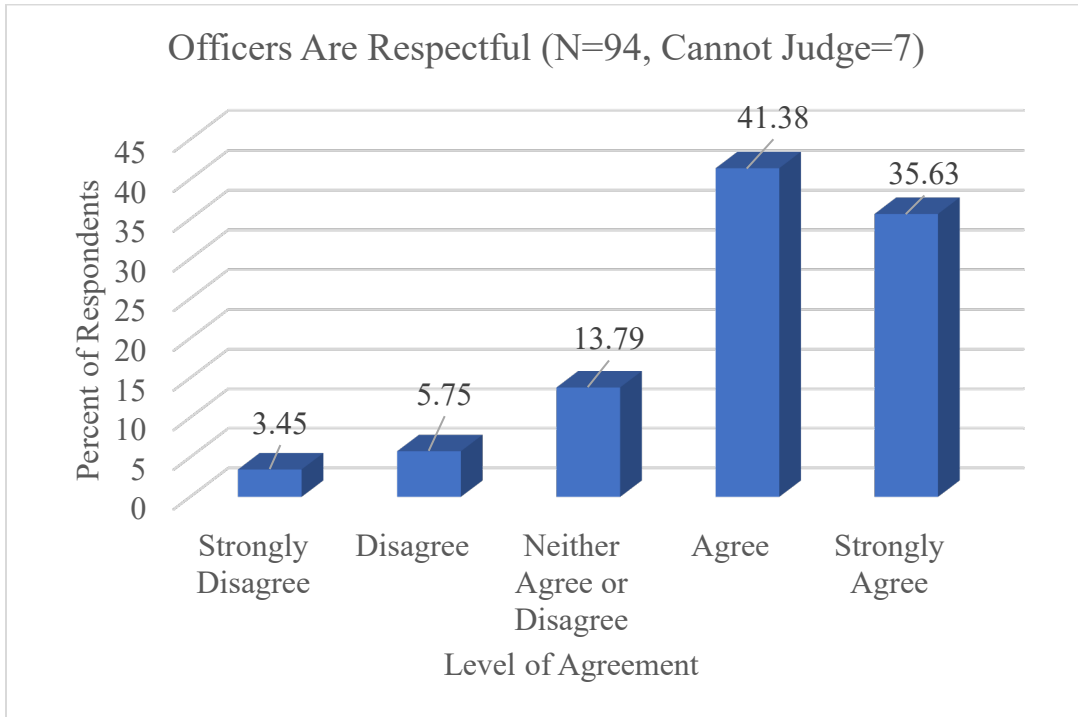
a) Officers treat people fairly.



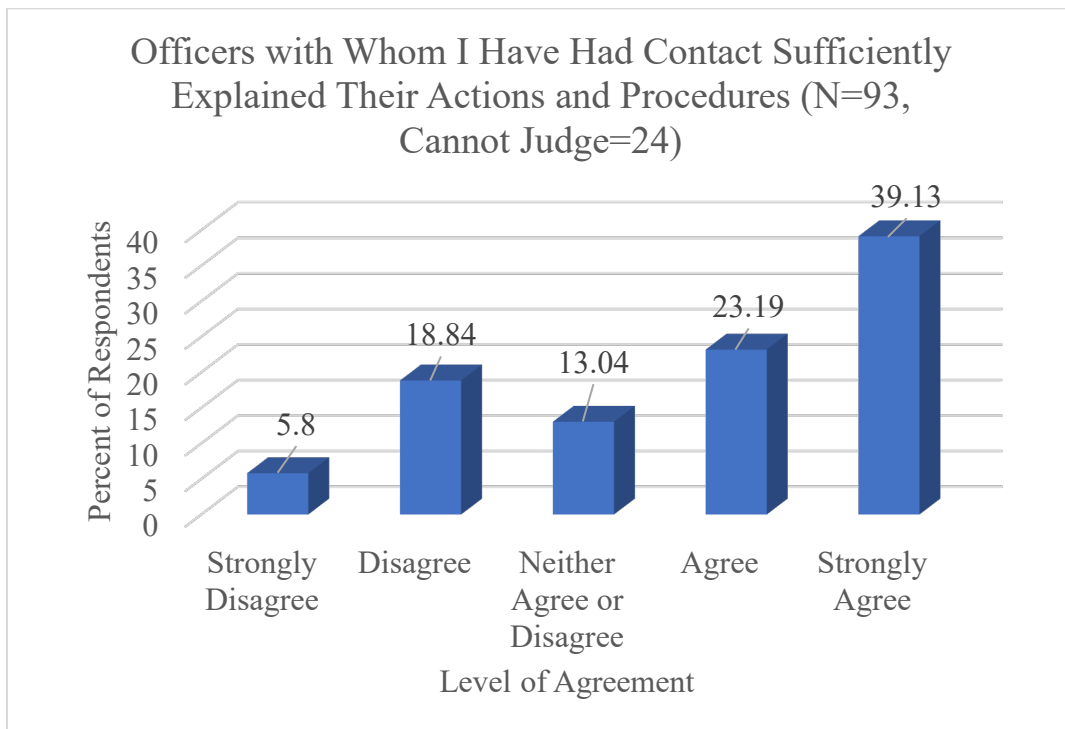
b) Officers show concern for community members.



c) Officers are respectful.

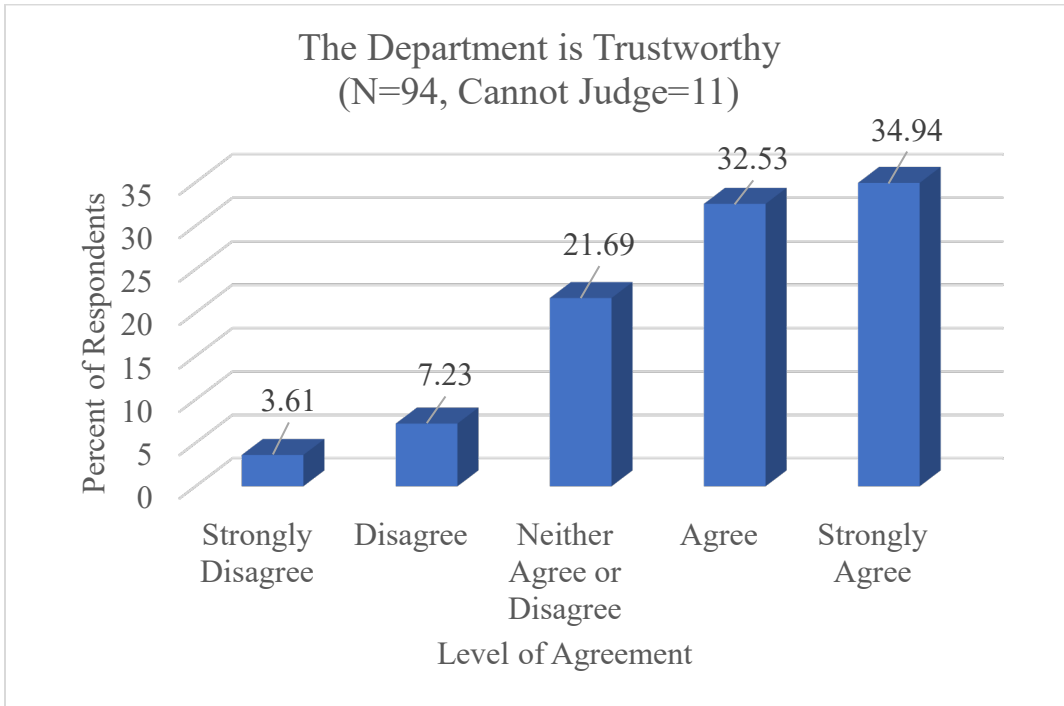


d) Officers with whom I have had contact within the past 12 months sufficiently explained their actions and procedures.

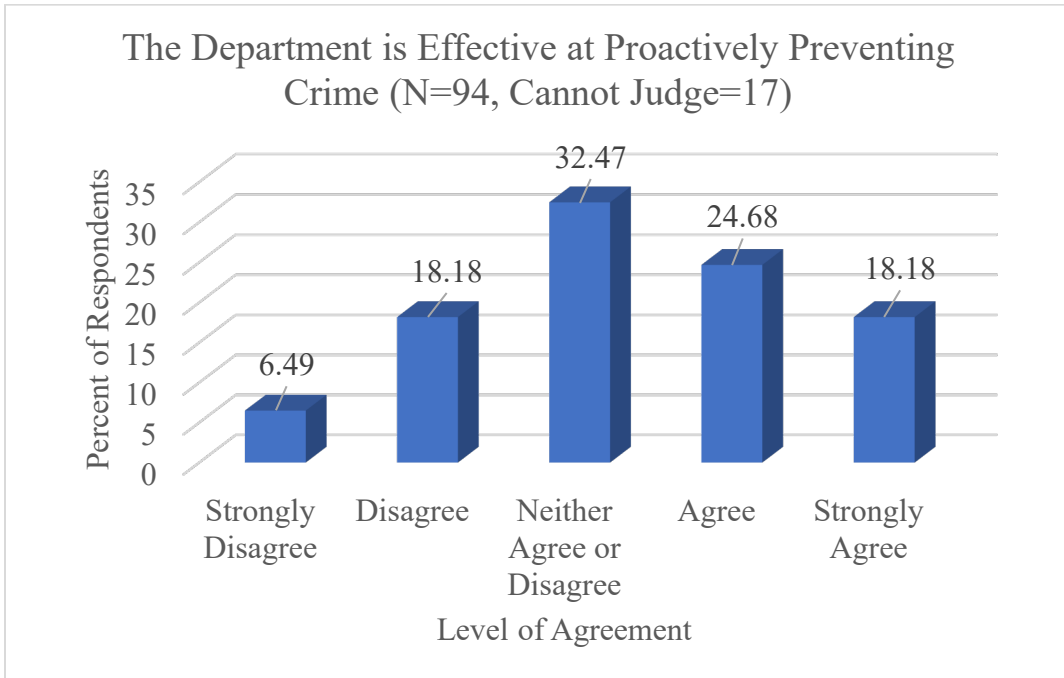




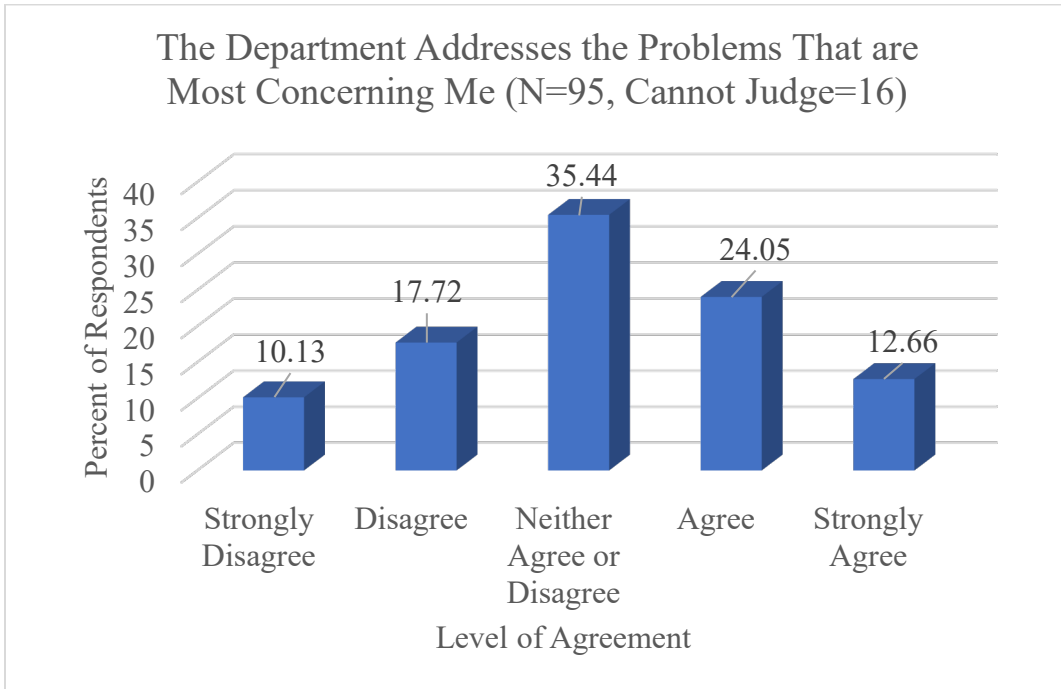
e) The department is trustworthy.



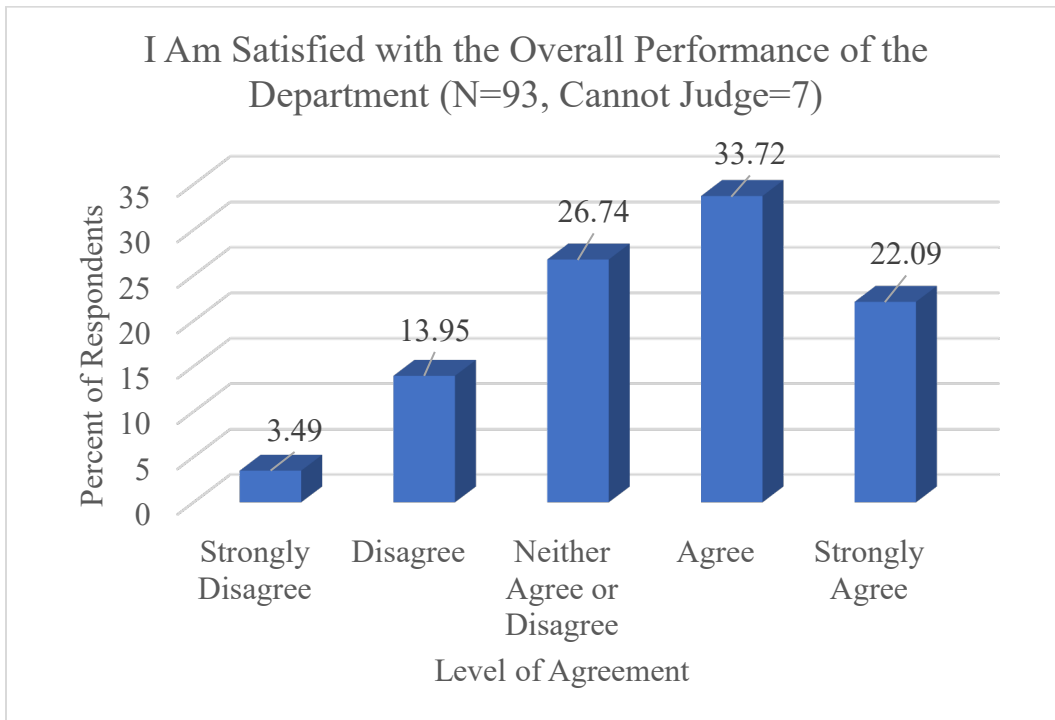
f) The department is effective at proactively preventing crime.



g) The department addresses the problems that are most concerning to me.



h) I am satisfied with the overall performance of the department.



Write-in Responses and Comments (Internet Survey)

Question 4: Please use the space provided to describe any additional details or information regarding your satisfaction with interactions involving officers from the TKPD.

7-2-2021 drive by shooting (no injuries) my son and I witnessed this entire episode. We called it in. When police arrived I pointed out spent shell casings 9 mm then I was told by another officer to go to my yard. I did we were never interviewed. Incomplete investigation I would think. I am still waiting for a police report!

All of my interactions with TKDP were very respectful and polite conversation both ways Case 21-002768. Offices responded in an extremely efficient fashion and were professional and courteous.

Courteous, efficient

Entirely within Westwood Neighborhood monthly meeting time.

Felt respected, listened to, and believed that any follow-up would happen as needed.

Great

I don't feel as if problems are getting better. Not do I feel as if there is a relationship with police and our community

I had my car broke into stole my ssn and identity had a bunch of paper work for officer to look through a bunch of places my cards were used he has never got back to me. This person opened up bank accounts in kzoo and shopped at places near by and he didn't investigate or get camera footage off any device.. officer Jeffery Nicole's. I understand he's probably busy but I have and had tons of stuff that could have bought this person

I had no interactions in the last year. Prior to the pandemic, an officer often came to the Westwood Neighborhood Assn. meetings and that contact was positive.

I have been impressed with how well most of their officers are trained to deal with those with mental health emergencies. They have also been helpful when aiding with suspicious behavior. One officer in particular was very caring and impressive in his care for our daughter with disabilities

I have reached out to the department via email and never received a response. I sent a similar email to the Sheriff's department and received a response.

I was pleased with the response time. I do believe that officers could use more training with special needs and mental health issues. I believe the officers did their best to help us, but could use more training.

I was satisfied and there was follow up

In person all was good. when asked for a call back, i did not receive one.

Inconsistency in traffic enforcement. Lack of ordinance enforcement (fireworks/noise specifically). Have cited being understaffed multiple times, with the township patrol area being as big as it is this something that needs to be addressed as a general safety concern.

Made calls to report suspicious activities over the past 12 months, one at my business and 2 times near my home. Response time was adequate. I did not have personal interactions with officers except for the business call. The officer followed up with me to let me know the outcome.

No follow up on reports and complaints

Officer Scotty Ward handled a situation where I stopped at a yellow light and truck behind me did not. Although there didn't appear to be damage, he explained the procedure for any future action.

Officers were very friendly and professional.

Polite & professional.

Polite and professional

Pulled over for minor traffic violation. Officer was friendly and polite.

Rear ended on WMain and Drake. Ended up KDPS was who needed to handle  
Report my vehicle was broken into

Respectful, reasonable, professional experiences

The officer I spoke to was very nice, but the citation we were discussing was ridiculous given the setting and the lack of grace from the issuing officer (who I did not see or speak with because they did not bother to knock on my door) is infuriating.

The officers do their best to diffuse stressful situations and often act as a social worker, peace keeper, mediator, etc. I have been very satisfied with the level of service provided by our township officers. They stopped by the Girl Scout cookie booth and made my daughters day. Other than that we wave when we see them out front waiting to catch people running the stop sign and I appreciate the help reducing the number of people using our side road as a drag strip!

TKPD police is awesome!!!

TKPD pounding on my door at 5:00 AM waking me and my wife up. They were looking for a couple of people not even at the correct address. They were a few houses off from the address they told me. Probably should update their Google maps or something. This kind of thing really makes them look like they have no clue.

Took an hour and a half to respond to someone destroying my patio and hart adding my customers. AN HOUR AND A HALf because nobody wanted to deal with then known person causing trouble.

Pathetic

Unfortunately driving while black is a crime. Some officers use their position as power and feel they are above the law. Unlawfully asking for identification for all passengers without probable cause and detaining citizens. Destroys confidence.

When called they have addressed my issues.

When I rarely see them, when they aren't patrolling another town. They don't seem happy to do their job. Only interaction I had was a grumpy female officer to pick up a found wallet. I would want my property back. Definitely seems like a leadership issue. To bad you aren't any better than the last shady one.

Question 6: If yes on Question 5, please explain. (Question 5: Would you hesitate to call the TKPD for assistance?)

1-if they would actually come/and in a timely manner 2-if whomever else was involved became angry or dangerous after interaction

Because my problem doesn't get solved just ignored first he acts like he will do what he can then nothing

Being a Karen, fear of police brutality

Don't enforce ordinances. Put it on the citizen to sue the perp in district court. sue

I don't want my dog to get shot and since I don't belong to the Proud Boys, the police won't protect me.

Interaction #2 involved a neighbor dispute against 3 mentally disabled and where treated without thought of the fear and intimidation of a neighbor who is none to bully in this area. Officer treated him with respect he certainly did not earn. The officer turned his back on these people saying it was a she said he said. This bully is a known felon and carries a large hunting knife always this officer is familiar with him from other problems. Disappointing at the very least I have no confidence in the township police they are ineffective and have not offered any neighborhood policing.

Never had positive outcomes with police involvement. Seem to be great note takers but that's about it

No reason to waste my time again

Reports are taken for possible future incidents but nothing happens at the time of the call.

Some not all tend to judge by the color of the skin instead of accessing the situation

Question 9: Use the space provided for any additional information or detail regarding your feelings of safety in your neighborhood, problems to be addressed by the Township of Kalamazoo Police Department, or ideas for how the Township of Kalamazoo Police Department can specifically play a role in the solution(s) to these areas of concern.

You guys really need to enforce no parking in bike lanes on Douglas Avenue. So many times I'm riding my bicycle and I have to go into traffic lanes to simply stay in my lane. It is not a parking lot. With all the homes for sale we have had many newcomers that seem to have troublesome lifestyles and there are known and unknown to the police drug dealers living on the street. Due to these circumstances it has become more heavily trafficked for a dead end road. Speed of attendees of said houses and even residents has increased immensely!

We recently had a drive by shooting in the neighborhood. Not one officer approached me to offer advice on how to deal with this, or to follow up on what we should be doing to change this situation. We do have an alarm system, otherwise I would not feel as safe, must have doors etc locked at all times.

Traffic with loud music. More and more traffic coming from and into city on West North continues to be a problem.

Too much violence and crime at night. Frays Park is not safe

TKPD are awesome

They are constant frog deals at Arcadia Park. Maybe one of you can get a clue and do something about them do not even try to hide it.

There seems to be an uptick in stealing mail from mailboxes in our neighborhood. There is way too much gun violence. Cars are speeding through our neighborhood street and I had more than one dangerous situations. Also people throw trash out of their cars into our front yard.

There are vehicles speeding down my street, motorcycles especially. Community policing can be an answer.

The township police and fire station is just a few blocks away. I have always felt secure in my home and Westwood neighborhood

The police don't enforce the noise, speeding, litter ordinances.

The gun shots or fireworks game gets a bit old. Sadly it's hard to figure out where any of it comes from and honestly it seems the firework ordinance isn't enforced at all, I'd honestly support a full ban on anything that goes boom or gets airborne.

Stupid neighborhood gatherings

Speeding cars up and down Tampa St. Like 45-50 mph or more. All hours of the day and night. But only a select few.

Redouble your efforts to provide continuity of community support by being visible, a friend to the community and a resource for those in trouble. Ask yourself, how can you be a community police department when the whole community doesn't trust you to police. Mend fences, build bridges and be a beacon for the community to trust. Involve yourself in non-emergency ways and hold hands with community leadership of all types.

Random car checks and trespassing has increased. Traffic speeds are dangerous in the neighborhood. Non-motorized road users are at risk of injury or death.

Our neighbor's house was shot at, injuring one occupant last December. TKPD left a card for me to call. I called and never heard back. I never heard anymore about it.

Only time I was unnerved was a neighborhood dog unattended in our yard in the middle of the night. Otherwise I'm just concerned about people driving too fast through the neighborhood.

My neighborhood's biggest issue is cars do not obey the speed limit. And have on multiple occasions used my lawn as an overrun.

My concerns are cars being broken into at night. We have also seen people walking around at strange hours of the night. We have dogs that bark if they hear noise so I don't worry too much about us getting broken into at night.

More cars speeding, ignoring stops, very loud music playing. Also have experienced a car break-in, seen more trash thrown from cars, etc. I would love to see a patrol car around the problematic intersections, especially near the end of the workdays. Cherokee and Iroquois, Iroquois and Turwill, for example.

Loitering children, fast noisy cars, loud people talking

If legally possible, it may be helpful to check vehicles that lack license plates because my most frequent anxiety has been frequently associated with strange vehicles not normally seen in my neighborhood, which often lack license plates. I understand that COVID caused a back-up in the SOS's licensing processing efforts, but I sense that some unknown drivers in my neighborhood may be taking advantage of COVID. By making sure that unlicensed (and possibly uninsured) drivers are checked, it's likely that more drivers with illegal motivations will be less mobile.

I think with Covid and people and kids not working or in school has caused a lot of the burglaries/break-ins around my neighborhood. We had some problems before Covid but it has definitely increased since then. I definitely hear more gun shots than before but never really hear about them being mentioned on the news or social media. Not sure how far away they are happening sometimes, some sound closer than others. Just a scary time in general.

I think there are too many break ins, thefts from porches and mailboxes, car theft and entirely too many instances of shootings

I see a lot of reports re: car break-ins and porch theft on Neighbors. I personally have not had any issues with this. I am close with my immediate neighbors and we all keep an eye out for one another. The biggest issue I have with the Township is traffic enforcement. I live near Pinehurst and W Main and people constantly are flying down that stretch of W Main into downtown. The speeding makes it difficult to turn left out of the neighborhood safely and also is a risk for pedestrians. I hope the township can find some inspiration from the city's exploration of speed reduction efforts and do something about the dangerous driving on West Main.

I mostly feel safe due to my neighborhood watch group and Ring cameras. I wish all my neighbors had one.

I fly the American of police support after these two interactions with township police I displayed it upside down! I have returned to flying this flag correctly to support our officers who have been murdered in the line of duty.

I do think more patrols through the neighborhoods would be beneficial. There have been multiple car break in's and people looking for opportunistic crimes.

I appreciate the department's efforts to reduce speeding in the residential areas.

fireworks? gunshots? Facebook neighborhood reports seem to feed the slight unease.

Crime that historically located in certain parts of town is spreading to other areas (Westwood). These incidents specifically are shootings.

Contributors to feeling unsafe: Known history of break in's but in the area, traffic, noise on West Main

Concern over car break ins theft vandalism

Better lighting. Follow thru with prosecutions and sentencing.

Question 13: Please use the space provided to provide any additional details or information regarding your thoughts or experiences relating to community engagement, relationship development, communication, cooperation, or quality of service of the Township of Kalamazoo Police Department.

You could start by responding to the community members that have already reached out to you

Would like to see technology help solve problems

While I understand the need for more funding, we're already being taxed to death on our property taxes.

When Crimea have been reported in the past (active breakins) response was a bit slower than it should have been. Response time for potential breakins to vacant houses was fine though. I also feel those with well kept yard but natural areas get talked to yet actual derelict areas hear nothing. The neighborhood has a big issue with car doors being checked and I feel there has to be a way to stop or reduce this, it feels like a daily issue and makes it feel very unsafe as sometimes it's car doors and other times it's home doors checked. Perhaps more night patrols would help.

To be effective, look at the Boston model. Utilize the works of Heather MacDonald and Charles Murry in designing an effective strategy. Keep politics out of the strategy and focus on outcomes that benefit the community.

There are so many more efficient options to improving a community than to keep sinking money into something that's proven not to work.

The Township need community policing to be effective with the ongoing issues in all of the neighbors

The new arrangement of the dept. doing code enforcement needs to be refined. Residents are being cited without having any warning that long-unenforced measures are now being enforced.

Residents need education and awareness first, so they have time to change what they are doing (for ex., parking in their curb lawn). Also, the issue of what is a natural area in a yard and what is just overgrown grass needs to be clarified better. A neighbor was cited for her natural plantings.

Apparently, she and the police officer worked out an agreement, but this caused anxiety needlessly.

The department needs funding to increase officers and community policing

thank you to all Township police for your services.

Quality of ordinance enforcement is at an all time low the east side is a cesspool at best. Junk cars front yard parking parking facing the wrong direction and even parking on side walks. No inspection is what I feel is the cause. Ordinance Dept is at its worst who would of thought any one could be worse than SeanGallegger! But surprise we got one!

My interactions with officers in my neighborhood has been limited and they have not generally been positive. I am not seeing officers in my neighborhood doing any positive out reach. The last time I saw officers on my street, they were going to a neighbor's house across the street and parked in front of my driveway making it impossible for me to leave. Before that, they ticketed my sister for parking on my property, before that, they harassed the staff at the local elementary school for trying to hold a fun drive thru event during the pandemic. They COULD have come and taken part, THAT would have been positive community outreach. Missed opportunity I feel.

Just because our neighborhood is okay, we get forgotten. Almost forget what your cruiser look like you drive through so rarely. I would give you more funding as long as you don't waste on stupid crap. Which is what tends to happen with extra funding, then it repeats itself next year.

Is putting officers back on "the beat" an option? Maybe if not on foot on bikes to patrol the neighborhoods? Something that makes the officers seems more approachable and accessible...

I would not support funding for community outreach although I'd like to see it happen. I'm an educator with 22 years experience. Teachers have had to be social justice leaders, child abuse triage, mental health providers, and school safety personnel for decades without any funding to do so. Our criminal justice system needs a complete restructuring with the money they are already provided. If teachers can deescalate without weapons, so can our police officers.



I would be interested sharing our neighborhood troubles but don't know how.

I work in the Winchell neighborhood and they have two permanent speed radar signs, which I think is great. I also see a police car randomly on different streets in the neighborhood just patrolling. I would love to see this type of activity in the East Side/E. Main St. area to help curb/deter thefts, speeding, etc. I think showing a police presence in all the neighborhoods is good but would be more helpful in the higher crime areas. Just have the police patrol the streets more.

I will always vote to support schools and police!

I put sometimes because I honestly don't know. I have never had any interactions with the police. I have only lived in the area for about 6 months and have had no reason to call for assistance. As a newer resident I'm likely not aware of outreach and/or community involvement.

I have little contact with the police but would not hesitate to call for help.

I don't know how many officers per citizen there are. I live in a relatively nice neighborhood, but the blatant disregard for civility by a few is a smudge on this nice area.

I do not think funding will help

I appreciate TKPD's new releases that I've seen shared in the Township's webpage and local media outlets. I recently subscribed to TKPD's Facebook page, so far, it appears littered with outside posts that are unrelated to TKPD. Social media is an important tool for reaching residents, as you know. So, please continue and expand press releases and other news sharing that seeks to increase public awareness and cooperation, so more residents will come to understand the department's positive intentions and efforts.

I appreciate them very much. Just don't see them often except when they are parked in the Main Street.

How come none of the so called "good" cops have done anything about the racist "bad apples", still on the force. You know who I'm talking about. Everyone knows yet they are still a police officer. Why, cause there is no such thing as a good cop and your silence on your co-workers racism that you all know about speaks volumes. ACAB

For my "sometimes" answers, they were actually for questions that I was not able to give accurate information as I did/do not know enough about this.

Desperately need crisis intervention trained social worker, mediator, EMT to go on the less serious calls.

Community policing is defined as the system of allocating police officers to particular areas so that they become familiar with the local inhabitants. From a management perspective, this may be taking place. From a community perspective, it's definition is lost.

Bring back community police and bicycles

Better crime data reporting and website to inform citizens

All new officers should be recruited from sociology/psychology disciplines.

A lot of petty crime speeding vandalism police are reactive not proactive and little communication with issues or concerns occurring or out reach to talk or inform

Question 15: Please use the space below to describe any additional details or information regarding your experiences or the experiences of others relating to the professionalism, compassion, fairness, respectfulness, and/or trustworthiness of the Township of Kalamazoo Police Department and its officers.

You have to be present to prevent crime. Can't say I have ever personally talked to an officer outside of contacting you. I should probably know if at least one name.

Would like to be confident that the least force needed is applied in most situations.

The police need a new building

Sure, as a white woman I personally feel I have been treated fairly. I'm all too aware of the fact that my black and brown neighbors may not say the same. I HOPE the department is cognizant of implicit biases and doing their part to train employees accordingly but I do hold some skepticism that that's being done.

See previous comment.

Proactive in stopping crime. Anyone can go at anytime to the Arcadia Park and get all the drugs you need, but O guess you guys are too stupid to do anything about it.

Political attitudes limit and hinder both hiring and supporting our police; therefore, their performance is limited by our political office holders.

Please see previous comment re: code enforcement. It is about using thoughtful and widespread communication before issuing citations.

Officers are always acting tough and on a power trip. It's just kind of who they are.

My interactions and time in the neighborhood are too limited to form a full opinion.

My experiences with the TKPD have all been fine. Greater presence in the Westwood neighborhood would be greatly appreciated, so that it MAINTAINS its positive qualities and doesn't erode by the poor actions of a few bad actors.

I was informed that after a member of our community's shelter was burned down, the police proceeded to discard their possessions as trash. Members of our community come from all walks of life and were brought here to live together. Thinking compassion first to influence procedural outcomes is of a paramount respect to the community members.

I once saw officers making a traffic stop that included a very aggressive passenger. The officers were extremely professional at diffusing the tensions and treating everyone respectfully.

I have had no experience with kalamazoo township police

I don't feel that the problem with automobiles has gotten better since the beginning of the pandemic.

g) above is very concerning. I am referring to all of the shootings (gun shots).

As I stated before they are reactive not proactive

Question 28: We welcome any additional comments and suggestions. Please write them in the space provided.

You should designate officer per area like the county does with contracts. Just do a better job than they do.

Worst survey ever took. Questions were asked to elicit a forgone conclusion. as

We need communication there are many platforms to engage as well as in person

We have to be tougher with the juveniles who are committing crimes with guns and stolen vehicles. They are getting a slap on the hand and a short visit to jail. They're out in less than 24 hours, doing the same thing again. As an adult, if I stole a car and had an illegal weapon on me, I'd be put away for a while. Crime is still crime, no matter the age. Innocent bystanders are being shot. Homes are being shot up. And it's ALWAYS predictable when it will happen again because we know when the juveniles will be back on the street. Also, take the calls and complaints from the community about drugs. When multiple homes on the same block are telling you about a problem that's a multiple times a day occurrence, it should be taken seriously. Don't just add more patrol because the majority of the time, the officers won't see what is actually happening. We were very lucky that nothing harmful was done. But waiting 2 months for them to move doesn't mean that the police took care of the problem. It just means that they moved elsewhere to be someone else's problem. Township police are good people. I stand behind them and support them. But, there needs to be more action and more communication. Follow up with the callers, if needed, and let them know what is going on. When it comes to the Eastside, don't focus all your attention to townhouses/association hall. Come towards Nazareth, Gayle area. Do your multiple neighborhood events this way. Introduce yourself to us over here. I have plenty of ideas but it's hard to find the right answer. Anyway, thank you for your service. I appreciate it. Really sorry for loss of Deputy Proxmire. I know he wasn't Township but any officer fallen is loss for everyone.

The Township need a makeover

The Township and an effective community policing effort but could not afford it. Staffing is key, but they continue to be short staffed. The lack of public support increases suicide issues with our police. The community needs to be a positive component for building a safe community.

Thank you for your excellent services, particularly during recent times when good police departments are unfairly judged by the poor departments that make negative news.

Thank you for going to the effort of asking residents for input! I hope this leads to positive action.

Stop Being racist? And shooting dogs?

Speed, noise, and trash are a concern. We would like more 25 mph signs on residential streets.

Some of the demographic questions seem intrusive.

Prosecute all crimes, regardless of color or political issue.

Overall, I think the police are doing the best they can. They are short staffed just like everyone else and non-covid times they have budget restraints that I think prevent having more officers on the street.

Not a gated community why would \$\$\$ matter for police

More aggressive broken windows policing

I'd like to see my neighbor cleaned up old cars, trash in yards, lawns & trees not kept up, someone is running a trash business on baker st very annoying, my neighborhood needs a over haul t please help

I know it isn't a pd thing but support in getting speed bumps on Dartmouth between w main and north would be great!

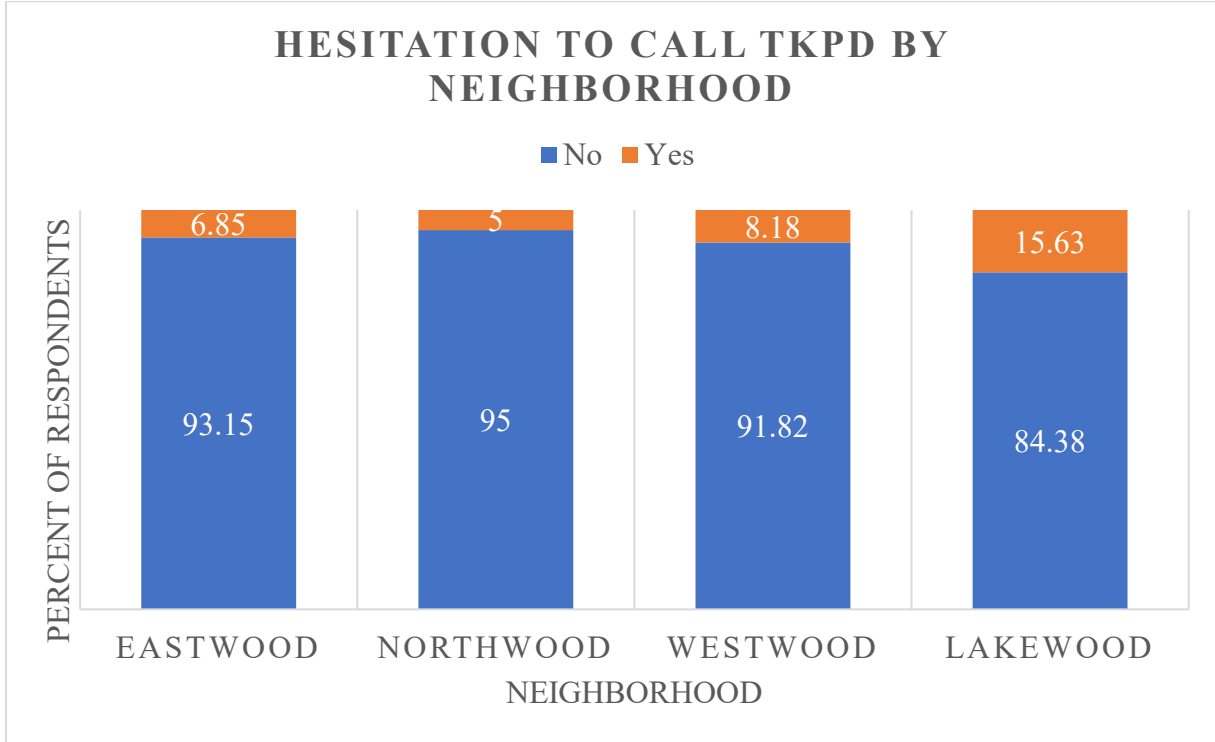
Experience has taught us we cannot live alone with our pressing problems and the character defects which cause or aggravate them. Building a force for the people should uplift the community. Front line interactions need to take place outside of emergencies in efforts to stabilize and enhance the community, not punish them.

## Results by Neighborhood

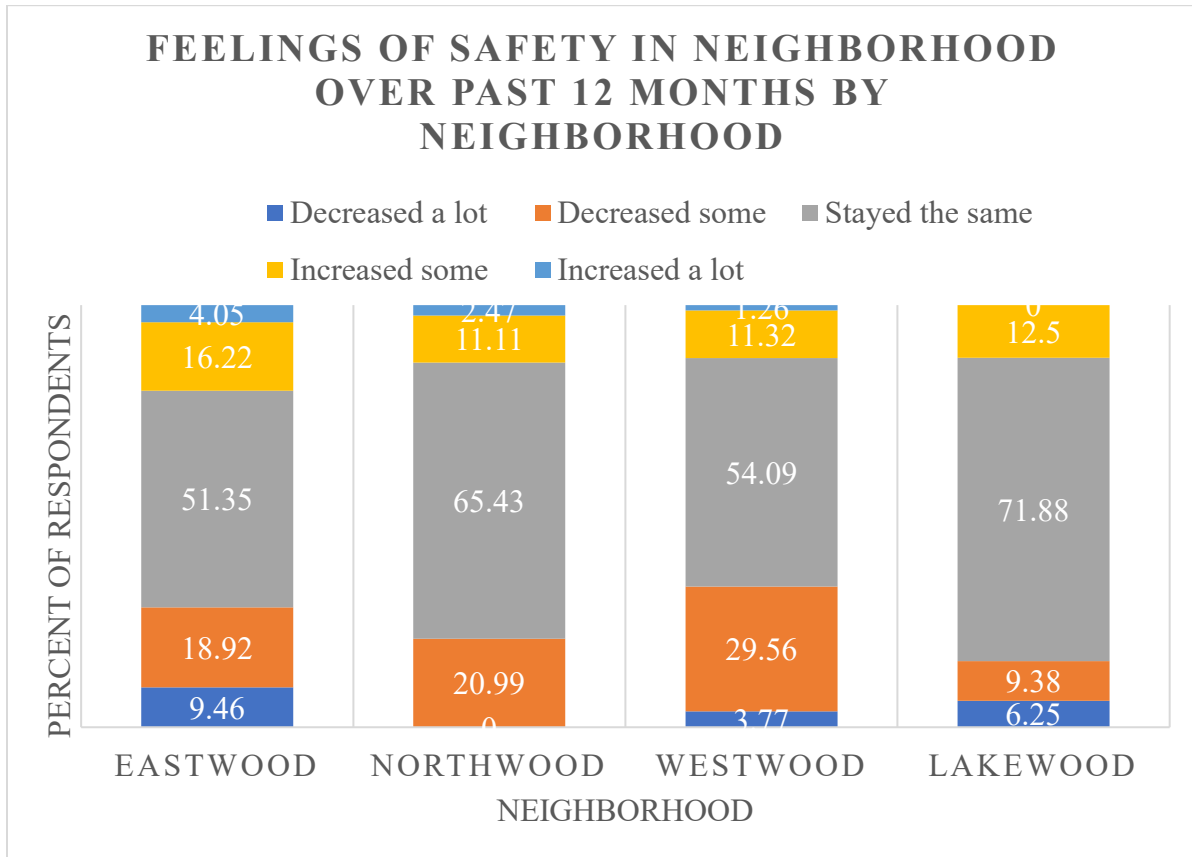
### Mail Survey

Following the analysis of the full results, a sub-group analysis focusing on disaggregating responses by neighborhood from the mail survey was conducted for questions which demonstrated sufficient variation in responses from the sample as a whole. The results of this sub-group analysis follow.

Question 2: Would you hesitate to call the TKPD for assistance?

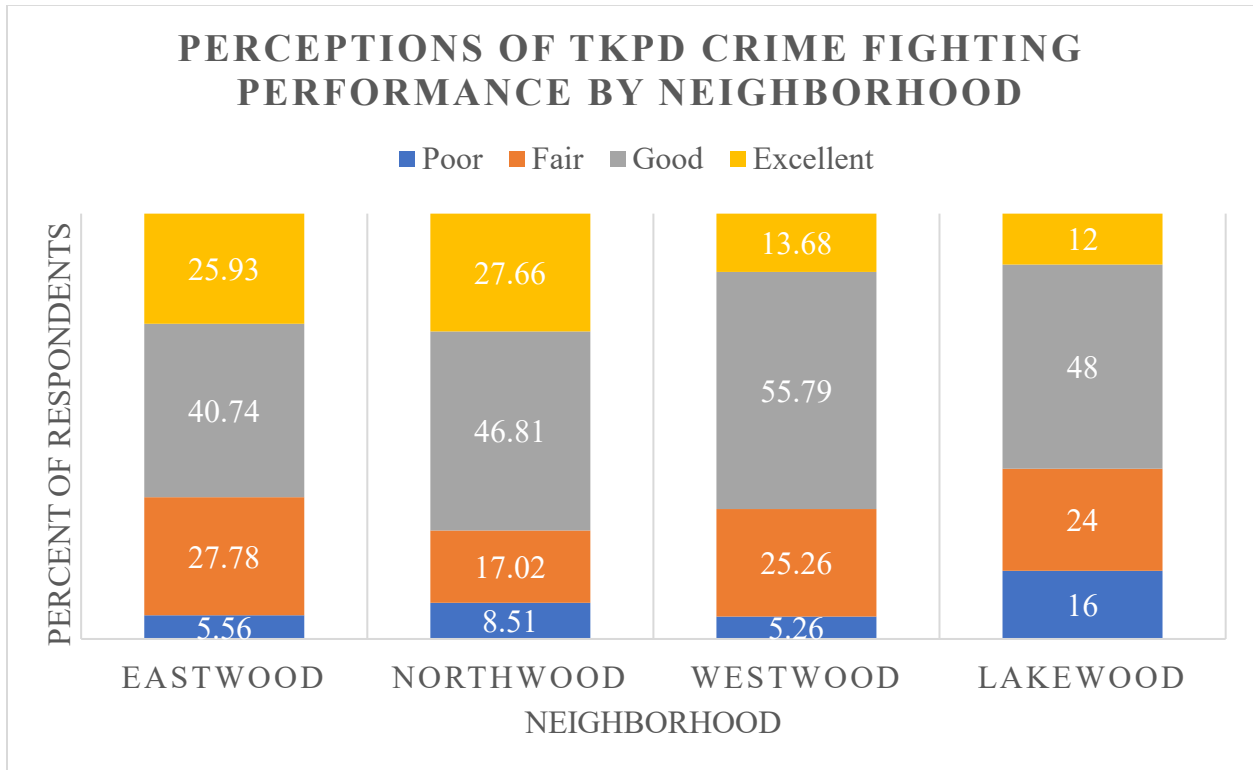


Question 3: Over the past 12 months, to what extent have your feelings of safety in your neighborhood increased, decreased, or stayed the same?

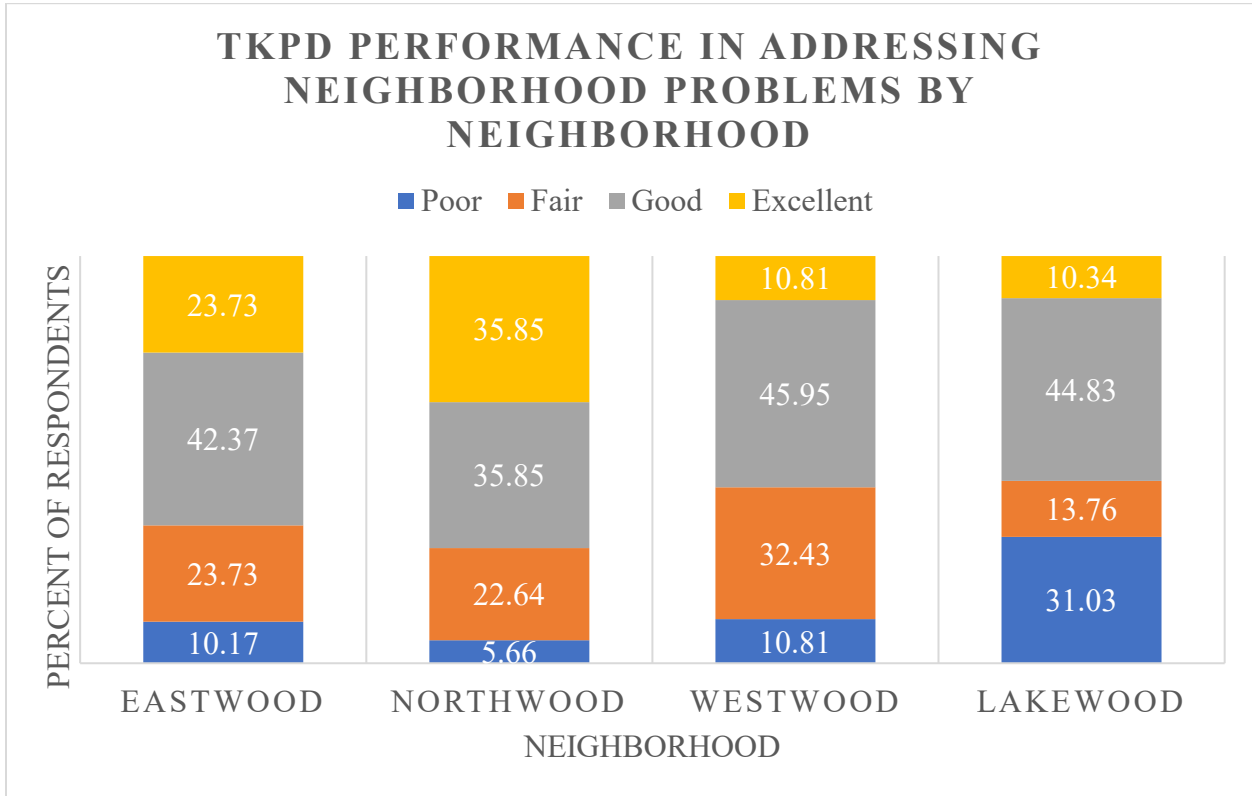


Question 5: How well is the TKPD doing at each of the following:

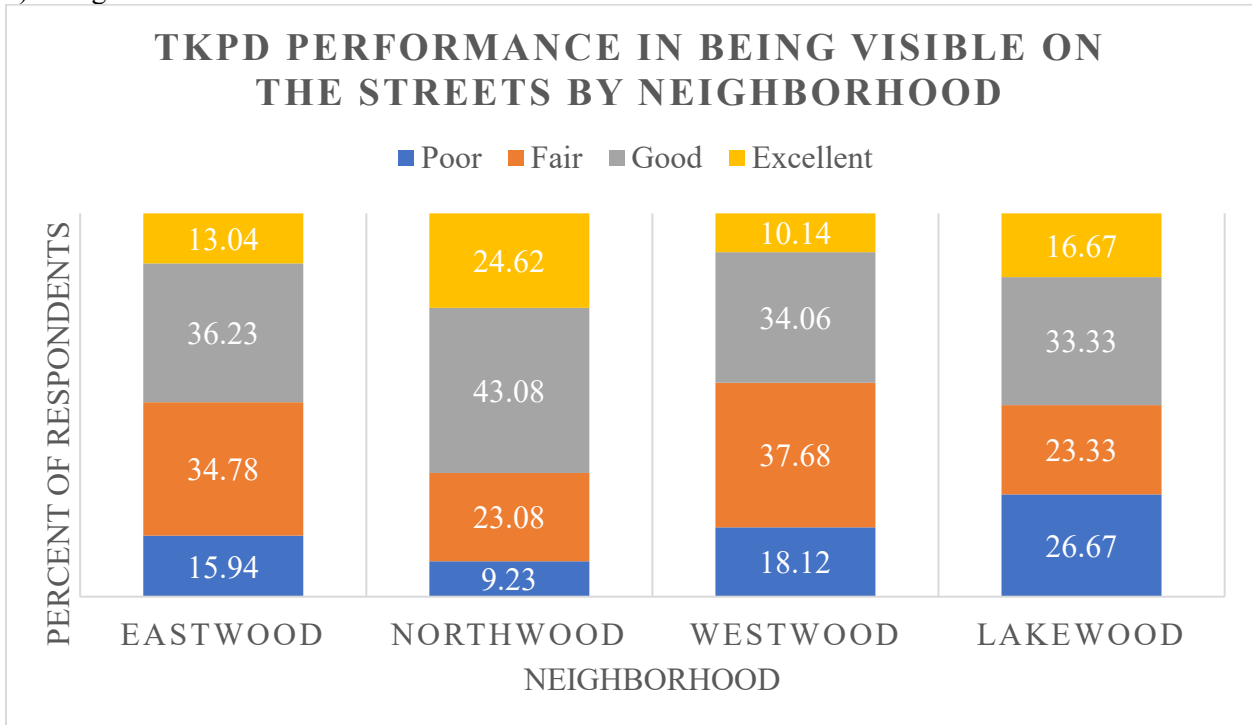
a) Fighting crime



b) Dealing with the problems that concern my neighborhood

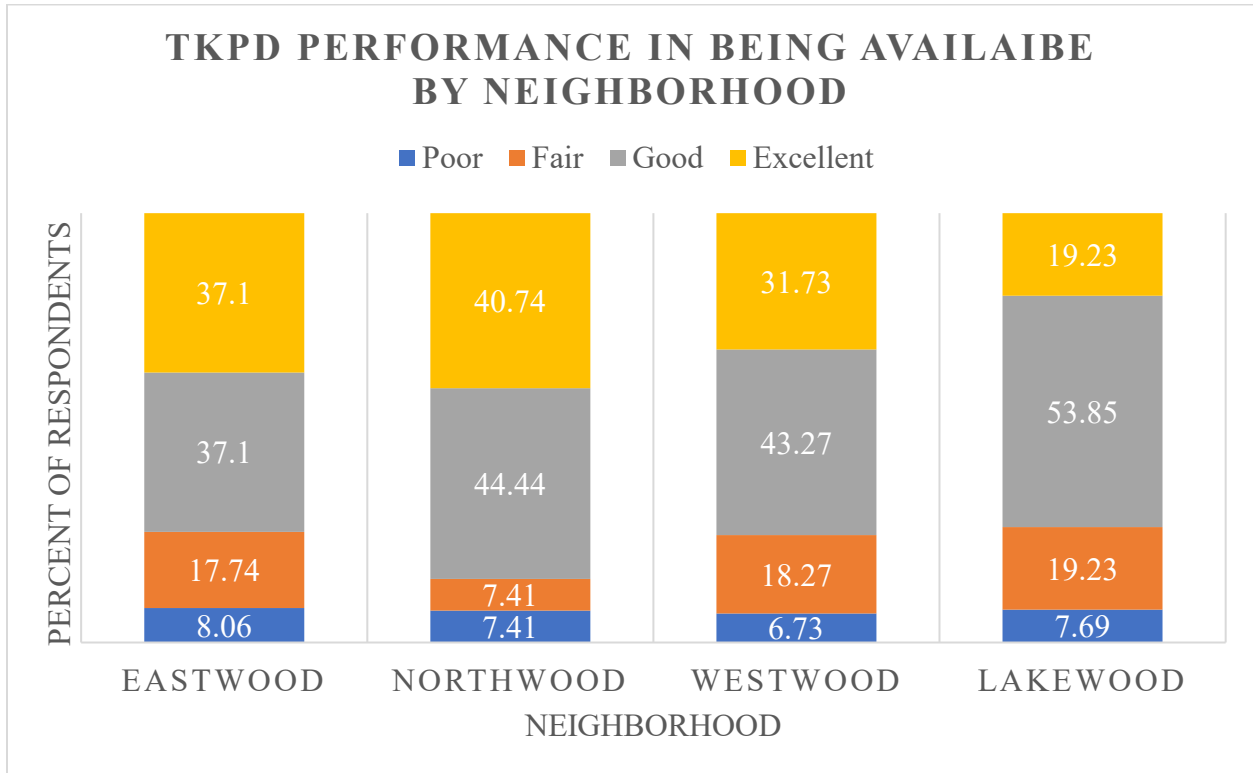


c) Being visible on the streets

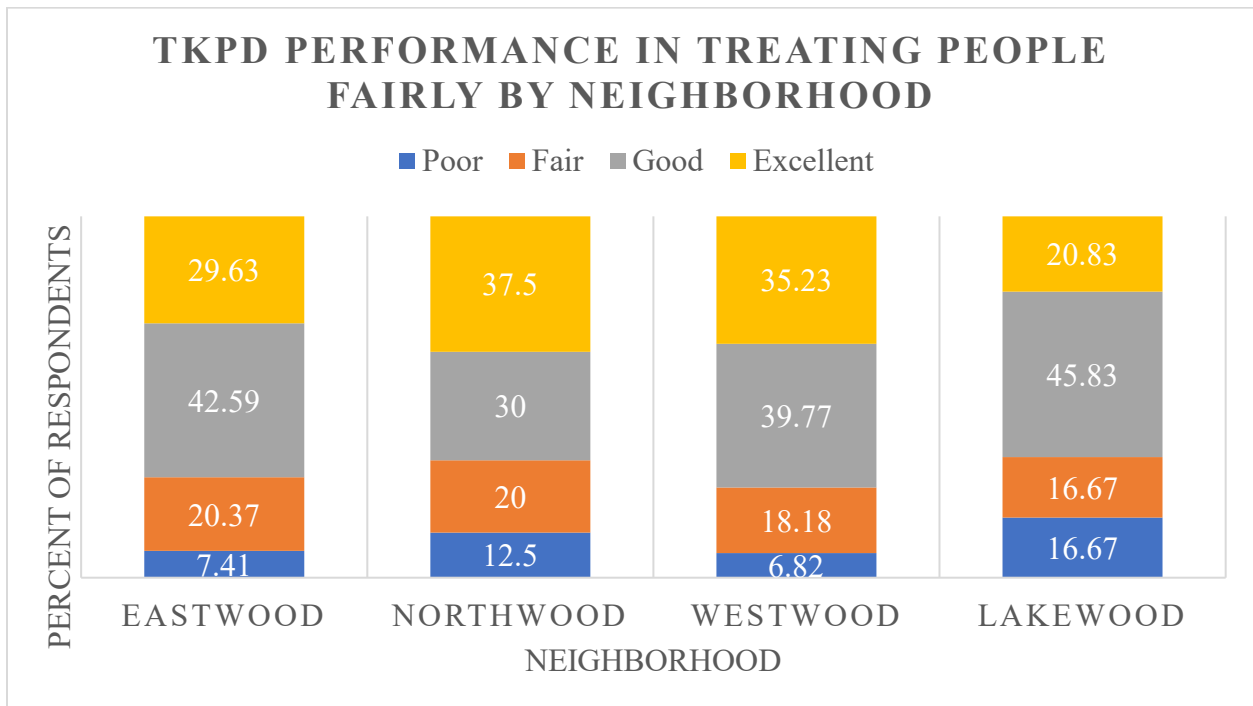




d) Being available when you need them

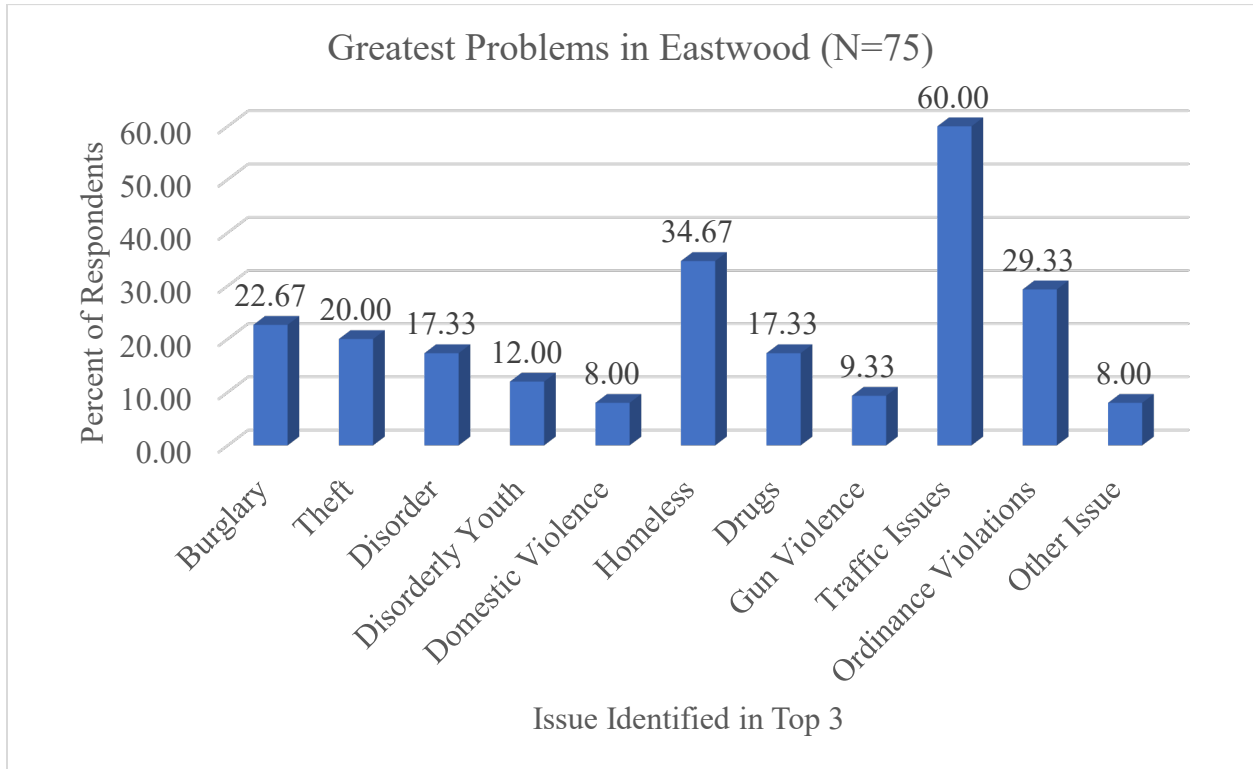


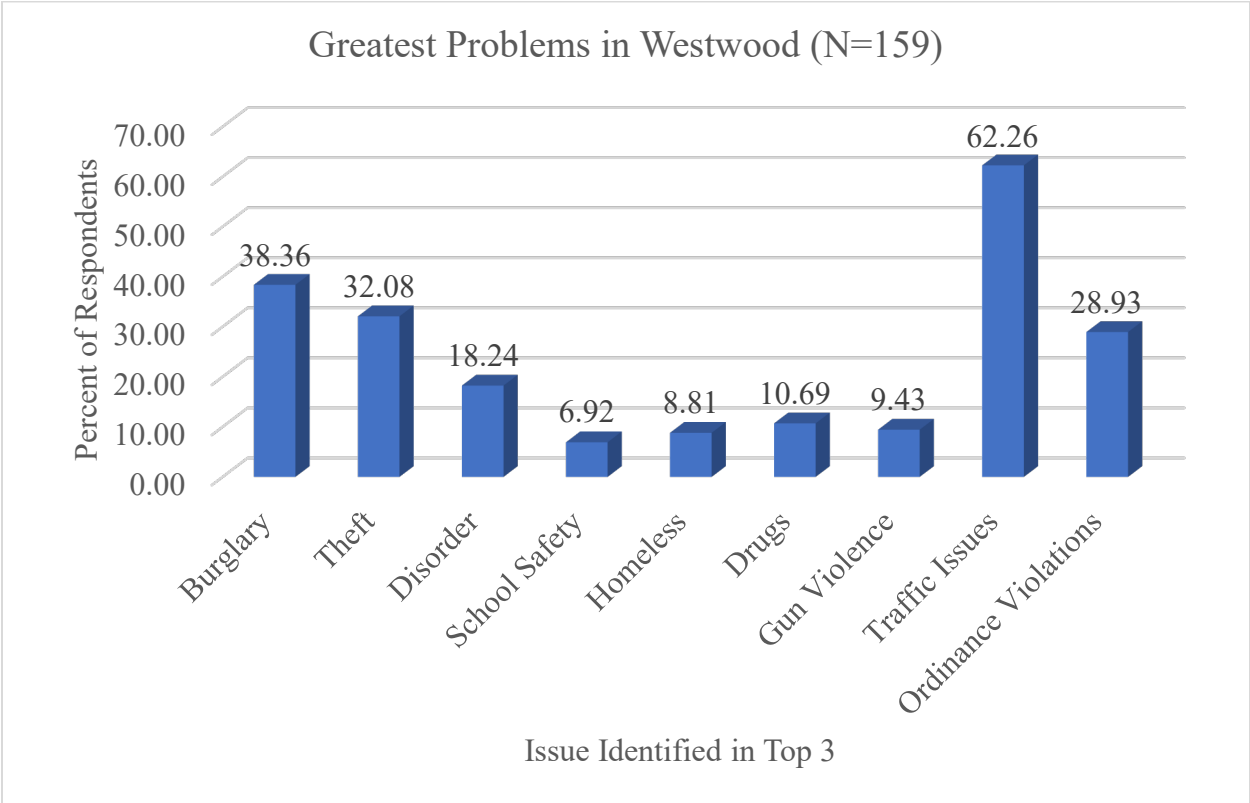
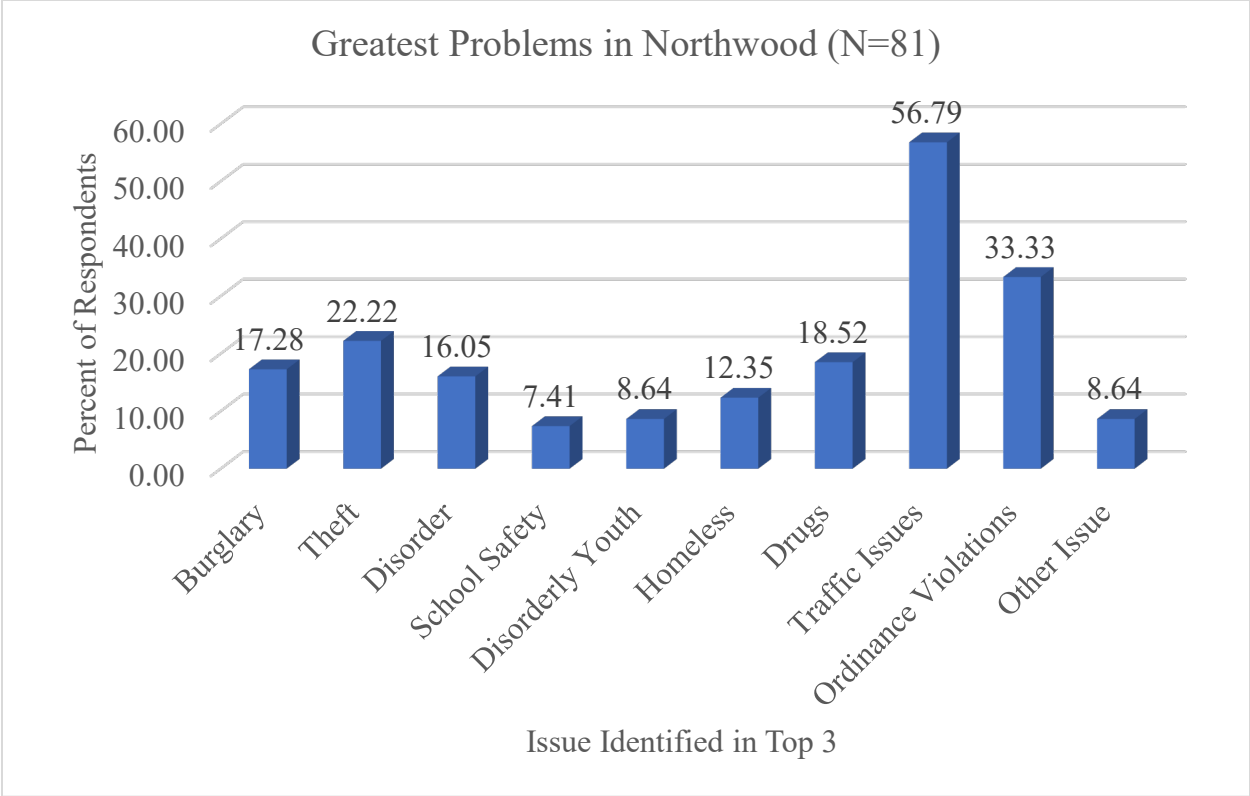
e) Treating people fairly regardless of who they are

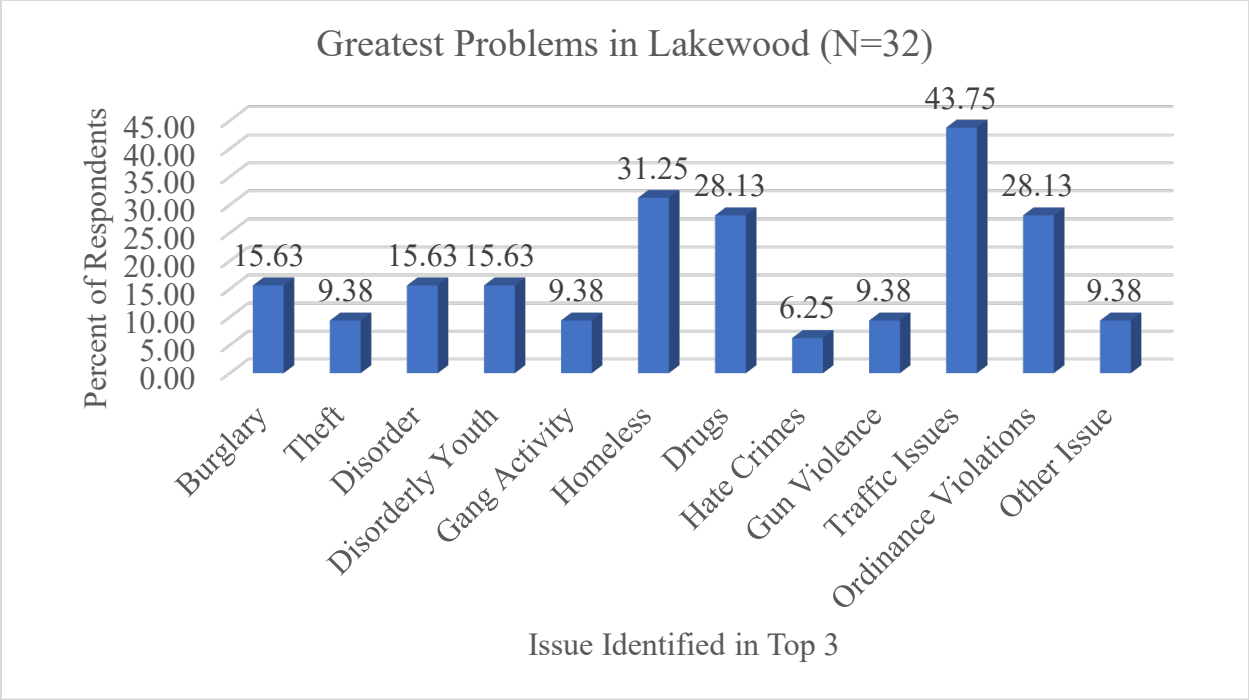


Question 6: Please select up to three (3) issues you think are the greatest problems in your neighborhood by ranking them 1, 2, and 3 in the boxes provided. Please note that 1 should indicate the greatest problem, 2 should indicate the next-greatest problem, and 3 should indicate the third-greatest problem.

Issues were dropped from the presentation of results if less than 5 percent of respondents identified the issue in their top 3.

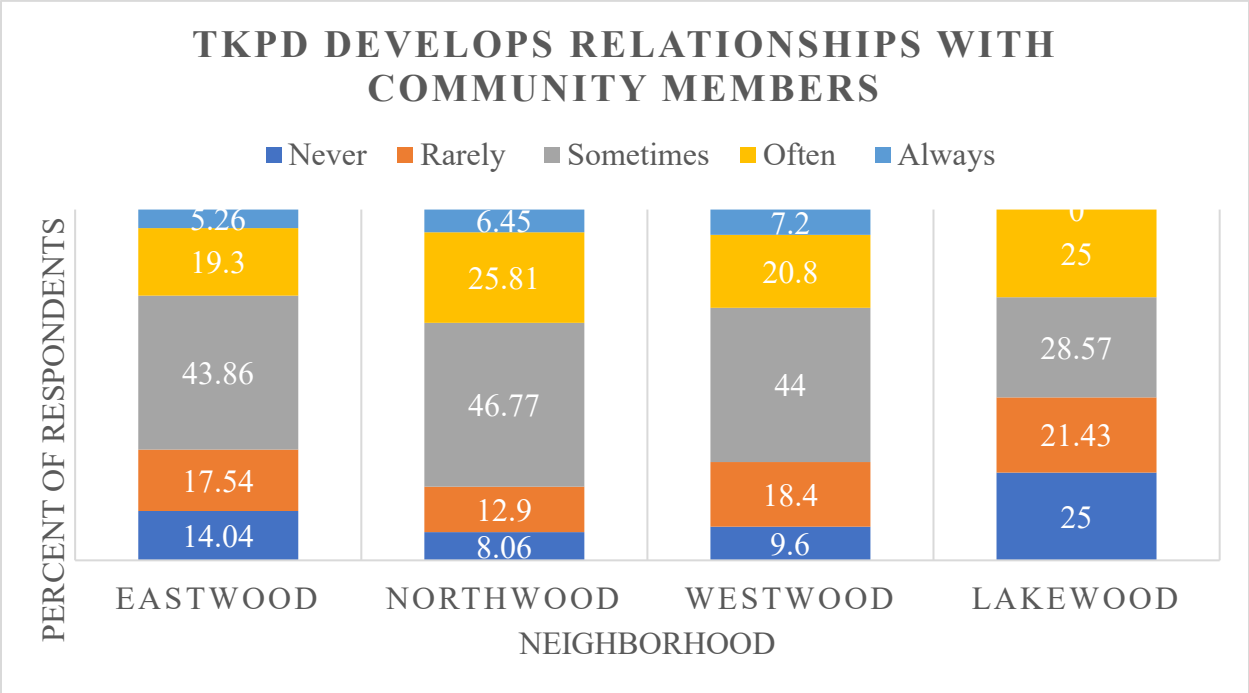




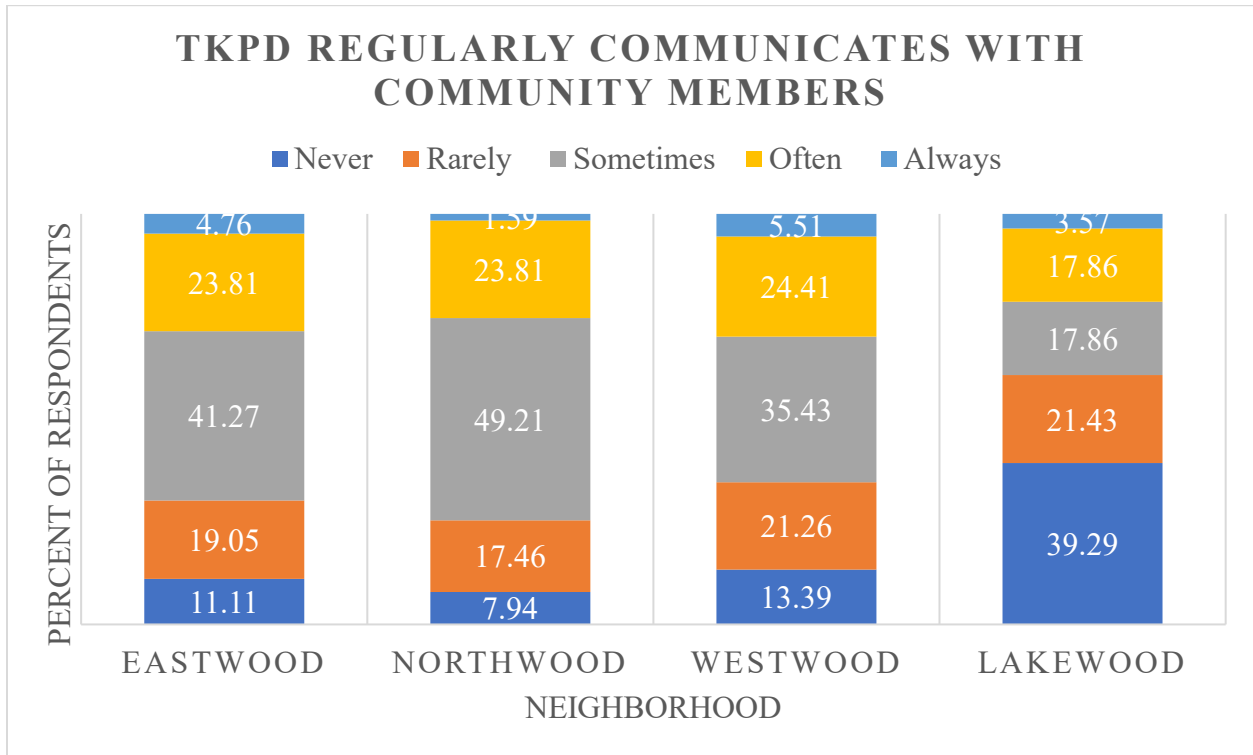


Question 7: In this section we would like to understand your perceptions on TKPD’s involvement in the community. Please rate how often the TKPD engages with the community for each of the following statements:

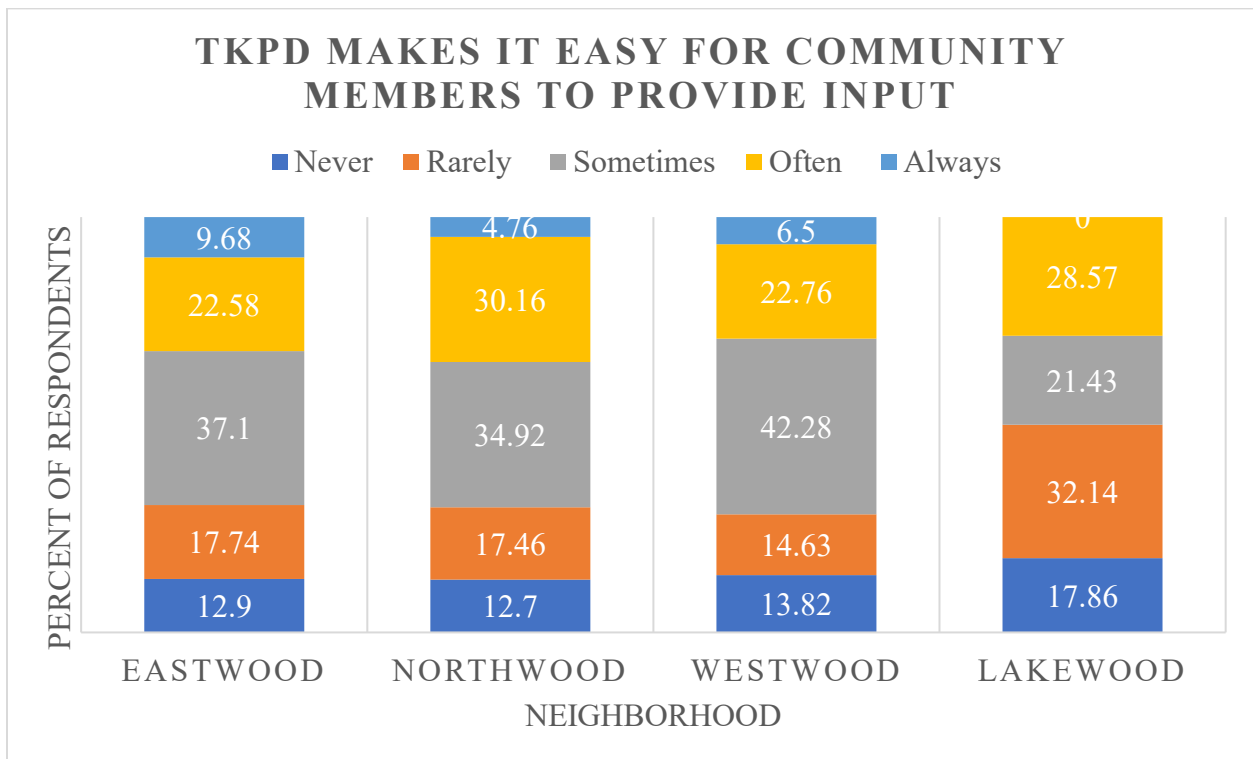
a) Does the TKPD develop relationships with community members (residents, organizations, and groups)?



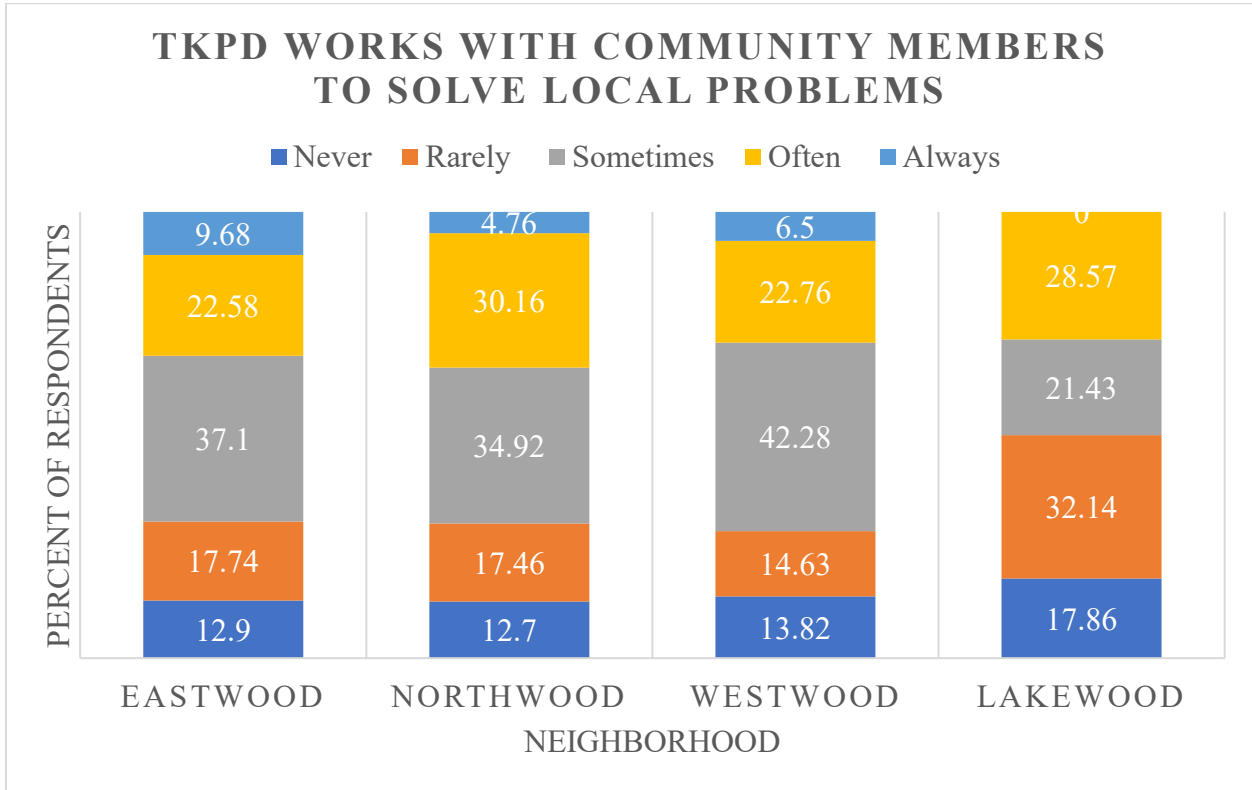
b) Does the TKPD regularly communicate with community members (ex. websites, e-mails, social media, or public meetings)?



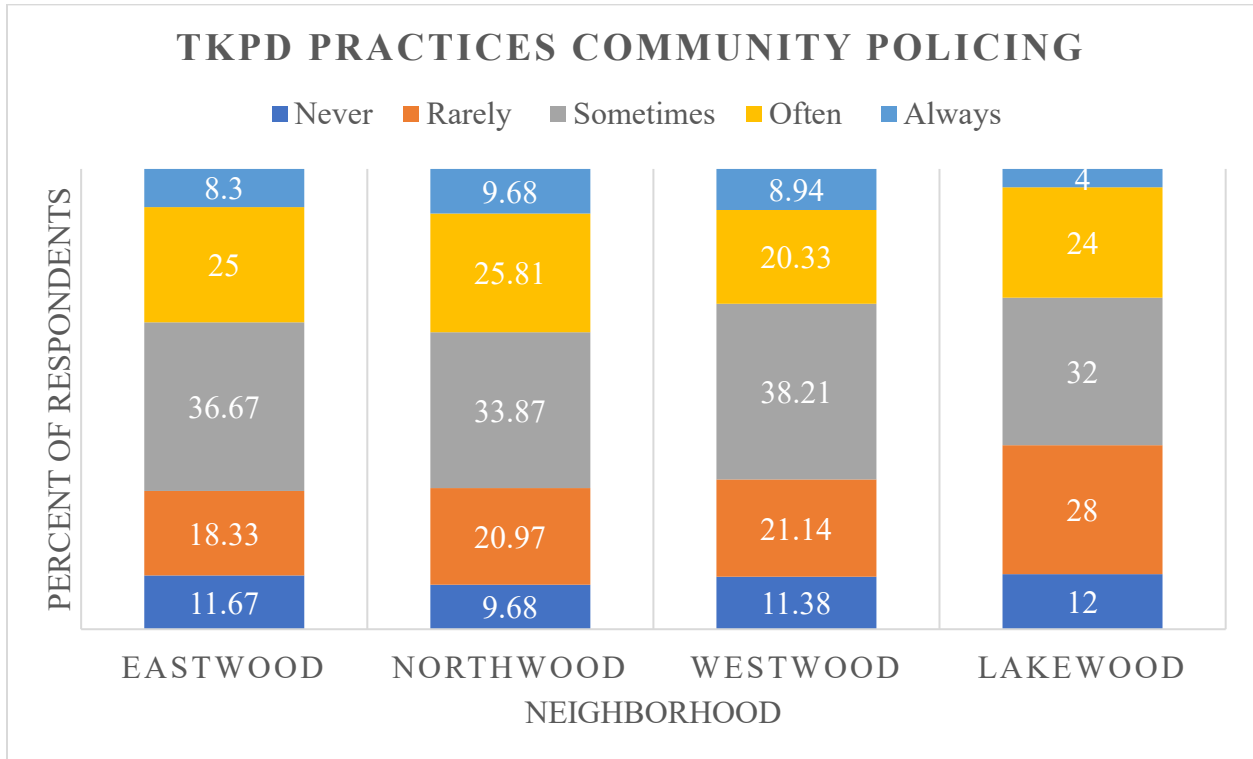
c) Does the TKPD make it easy for community members to provide input (ex. comments, suggestions, and concerns)?



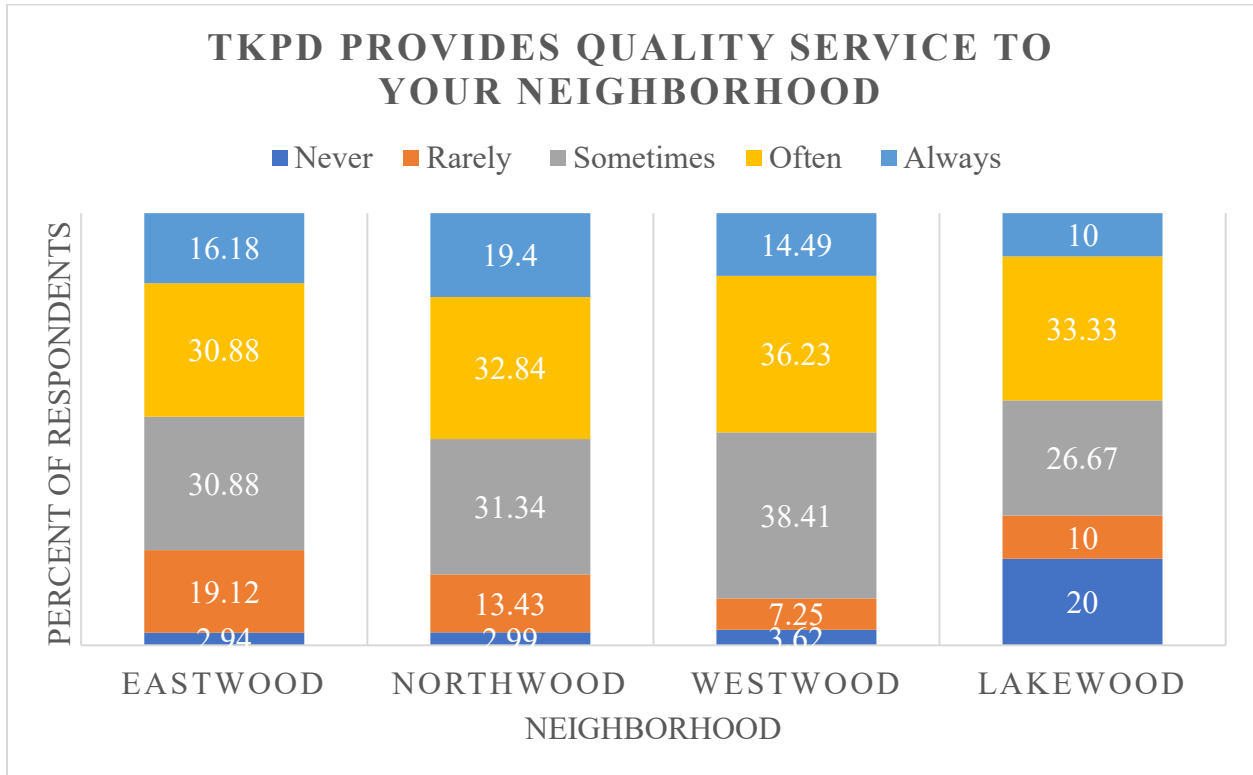
d) Does the TKPD work together with community members to solve local problems?



e) Community policing involves developing community partnerships to increase communication and cooperation between local police agencies and their communities. Law enforcement personnel and community members work together to identify and solve problems and address community concerns and crime proactively as opposed to reacting to crime and disorder when it occurs. Based on this definition, do you think TKPD practices community policing?

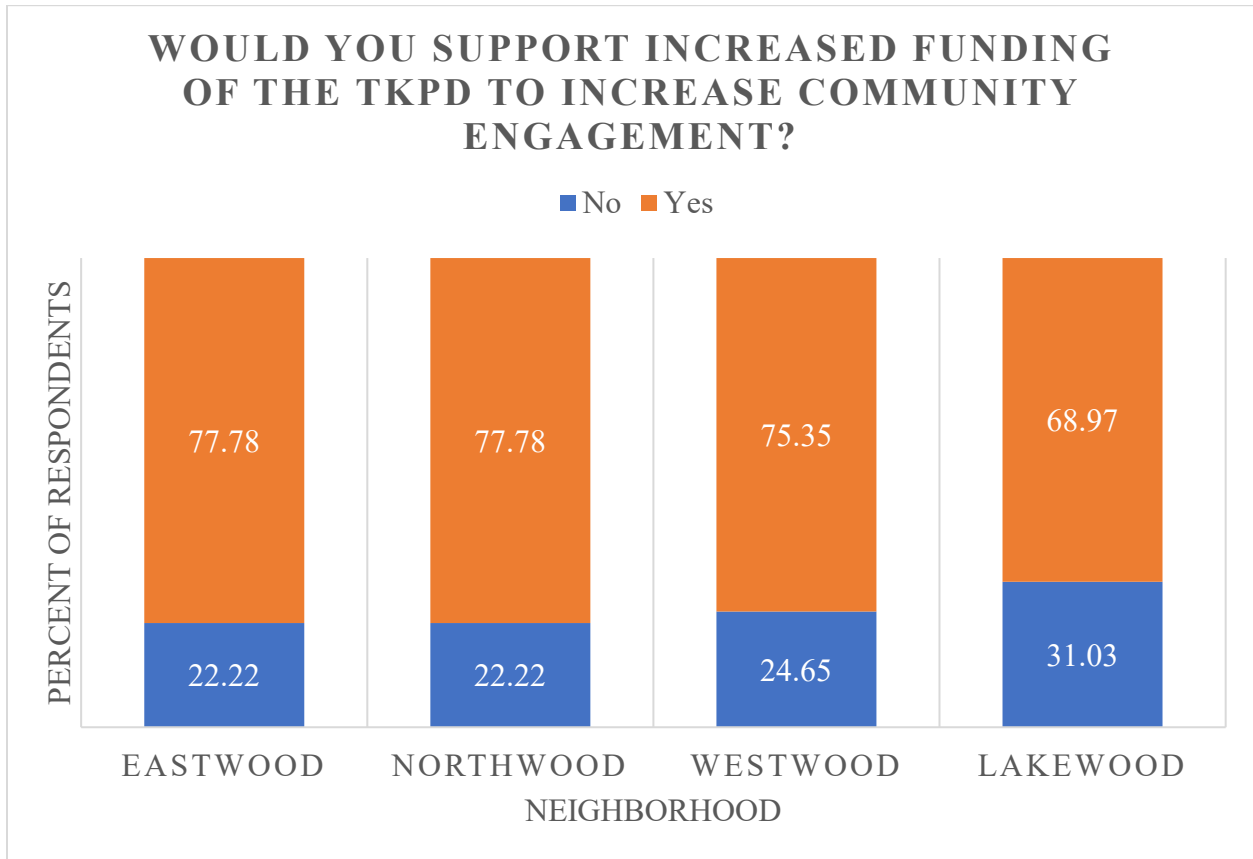


f) Overall, does the TKPD provide quality services to your neighborhood?



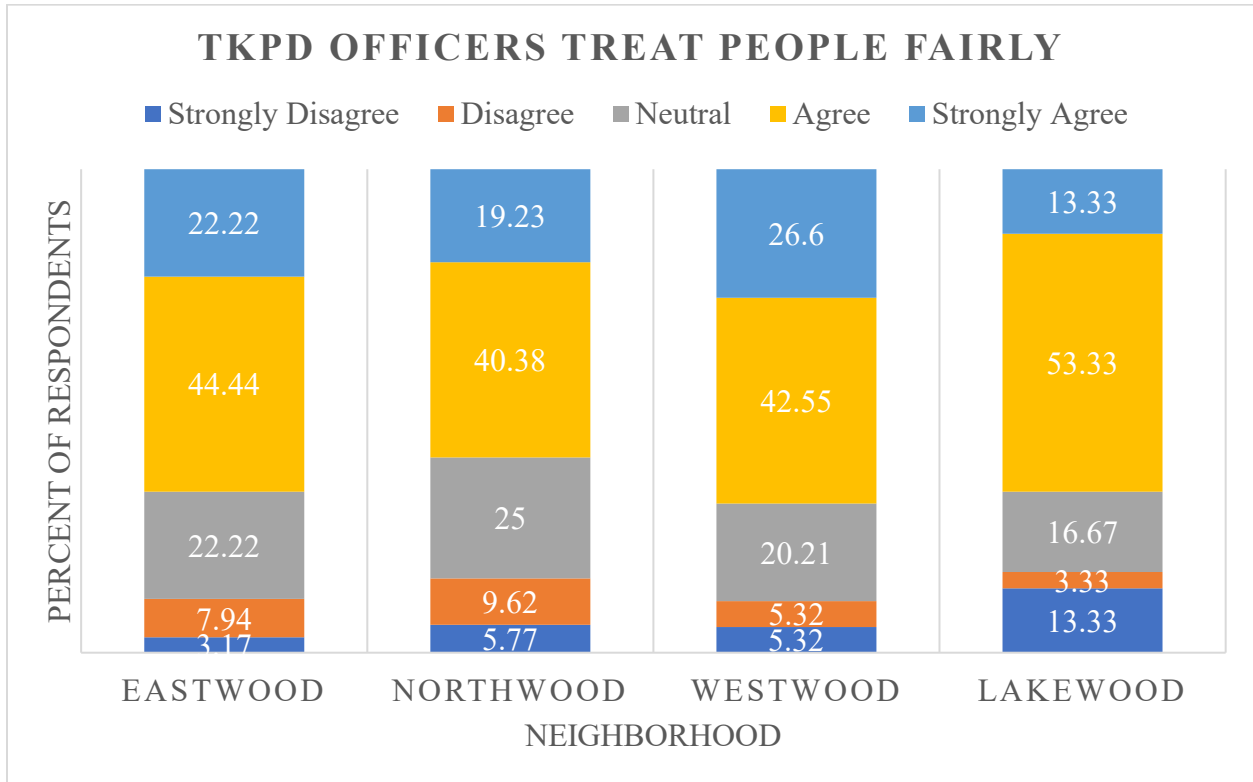


Question 8: Would you support increased funding for the TKPD to implement a program to increase community outreach and partnership for improved neighborhood outcomes?

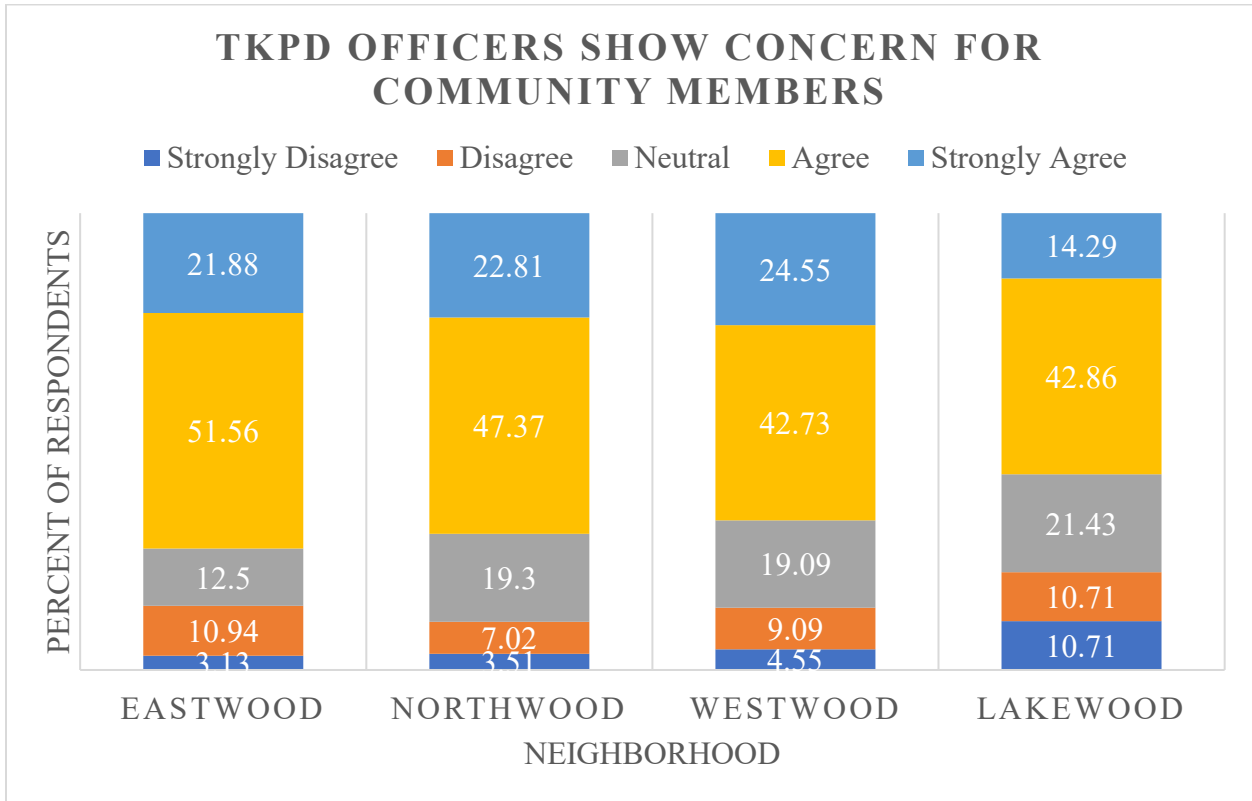


Question 9: The following statements are about your perceptions of TKPD and its officers. Please report whether you agree or disagree with these statements.

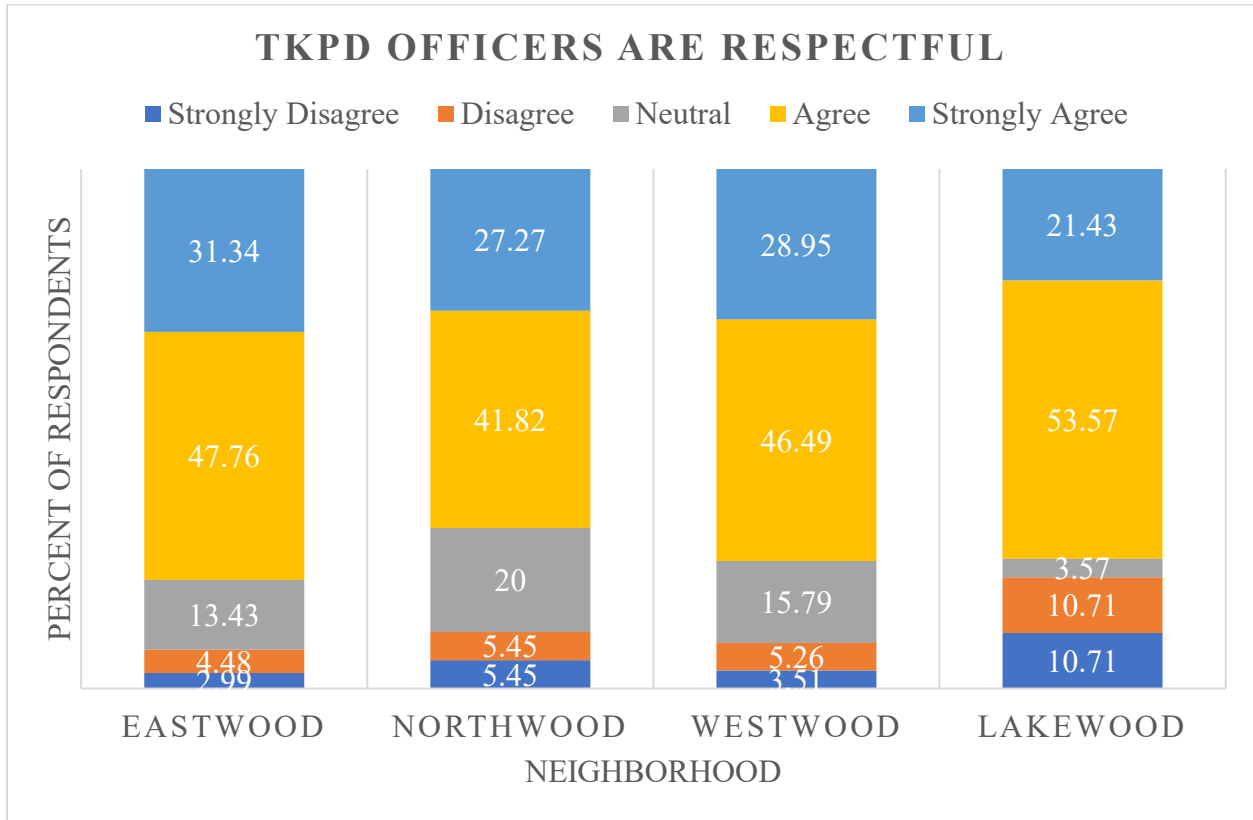
a) Officers treat people fairly.



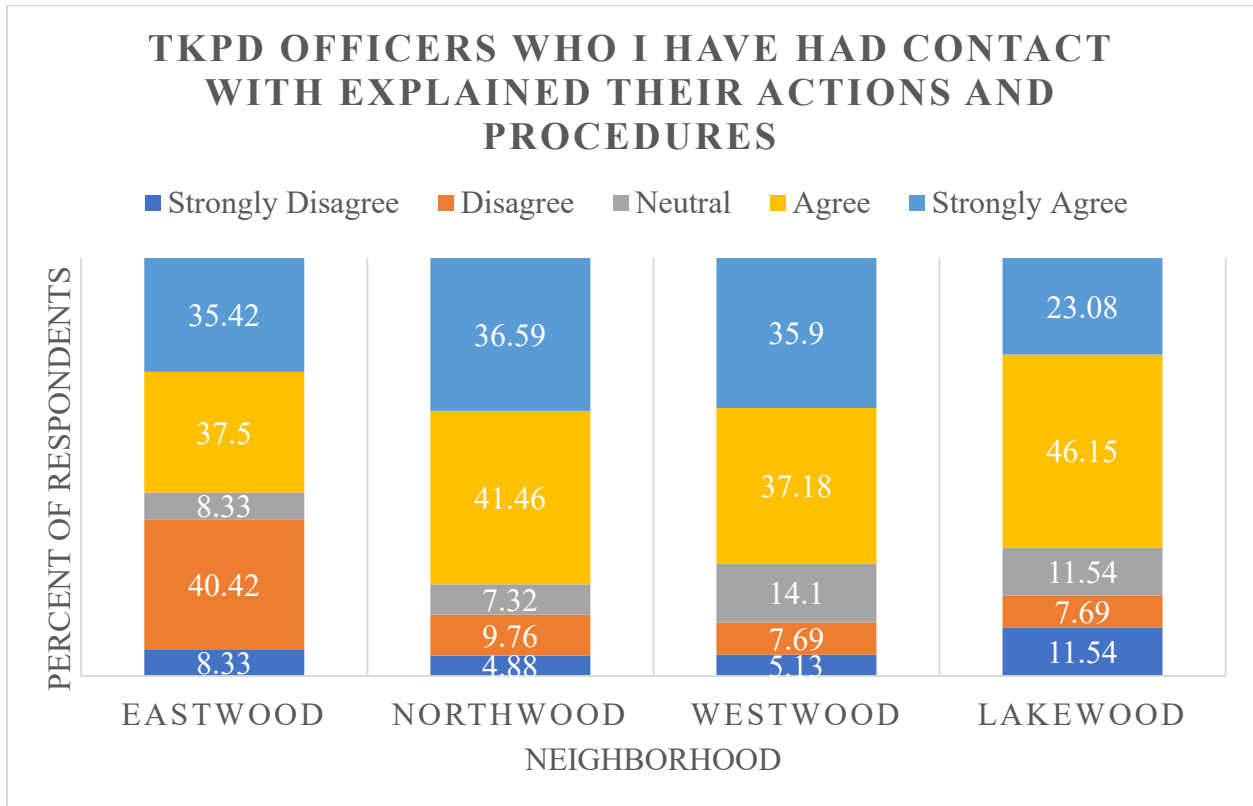
b) Officers show concern for community members.



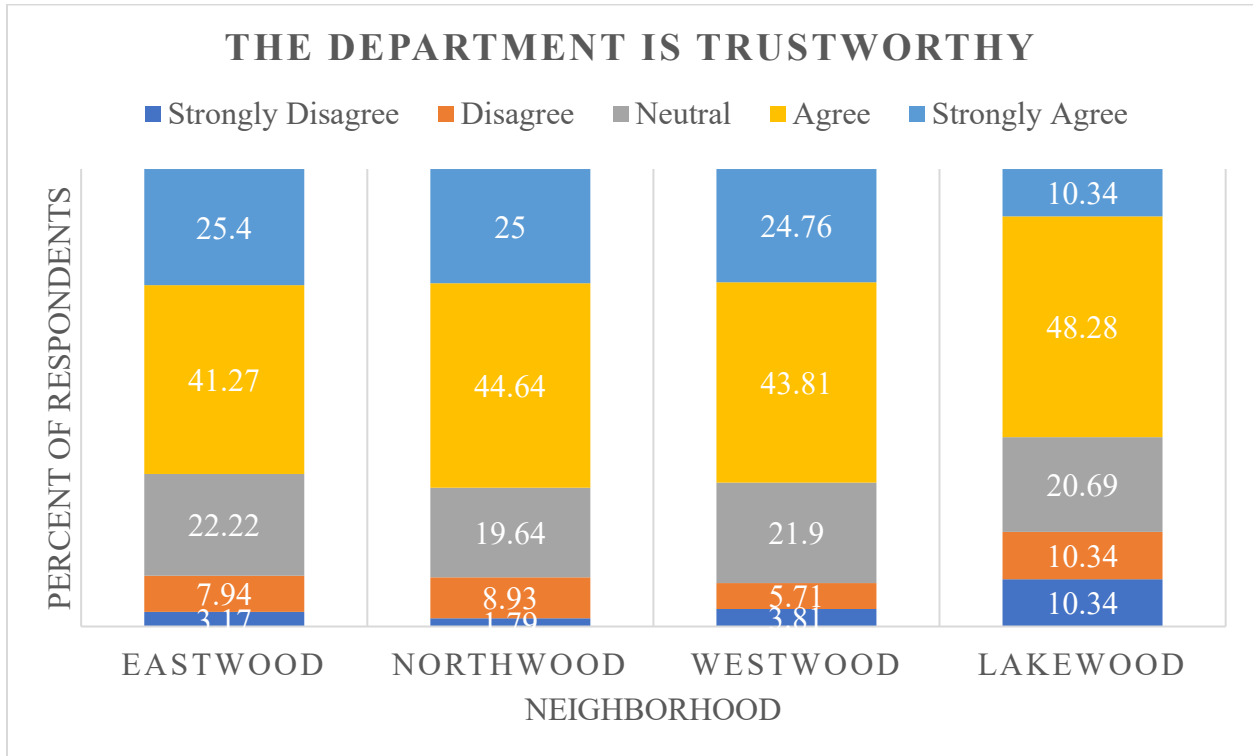
c) Officers are respectful.



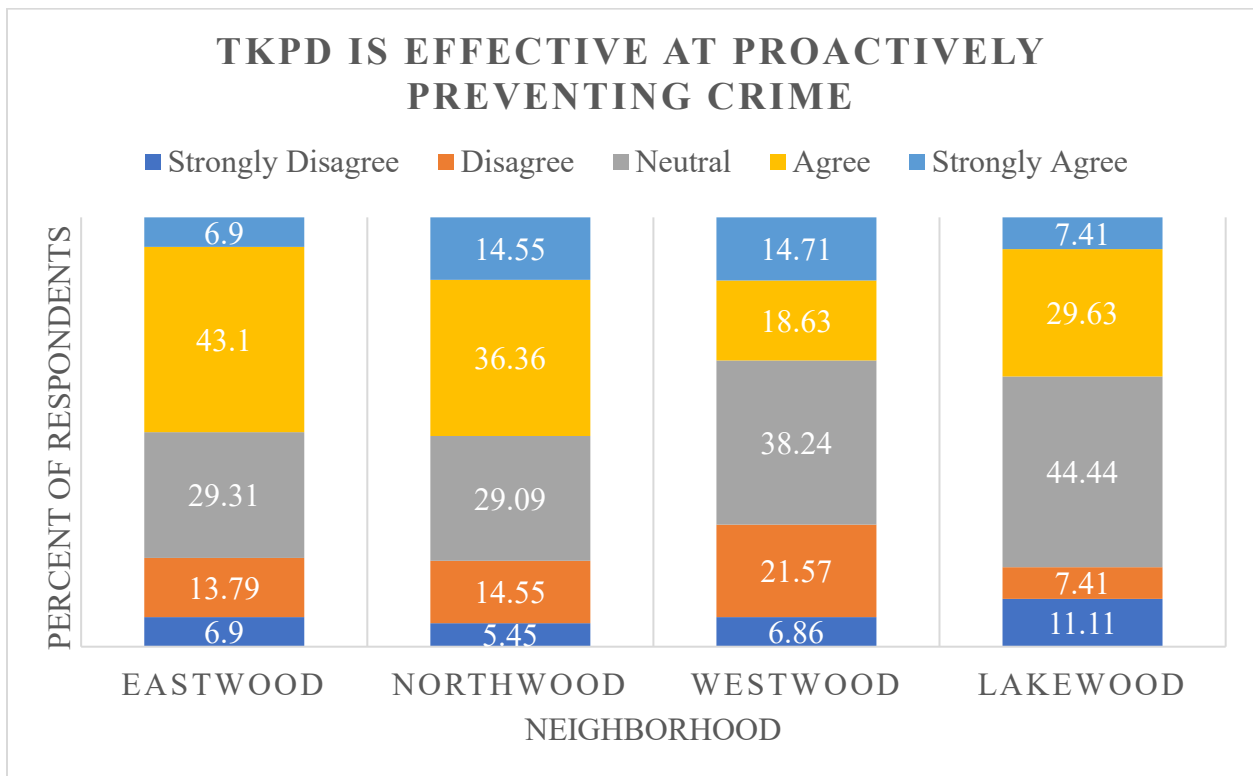
d) Officers with whom I have had contact within the past 12 months sufficiently explained their actions and procedures.



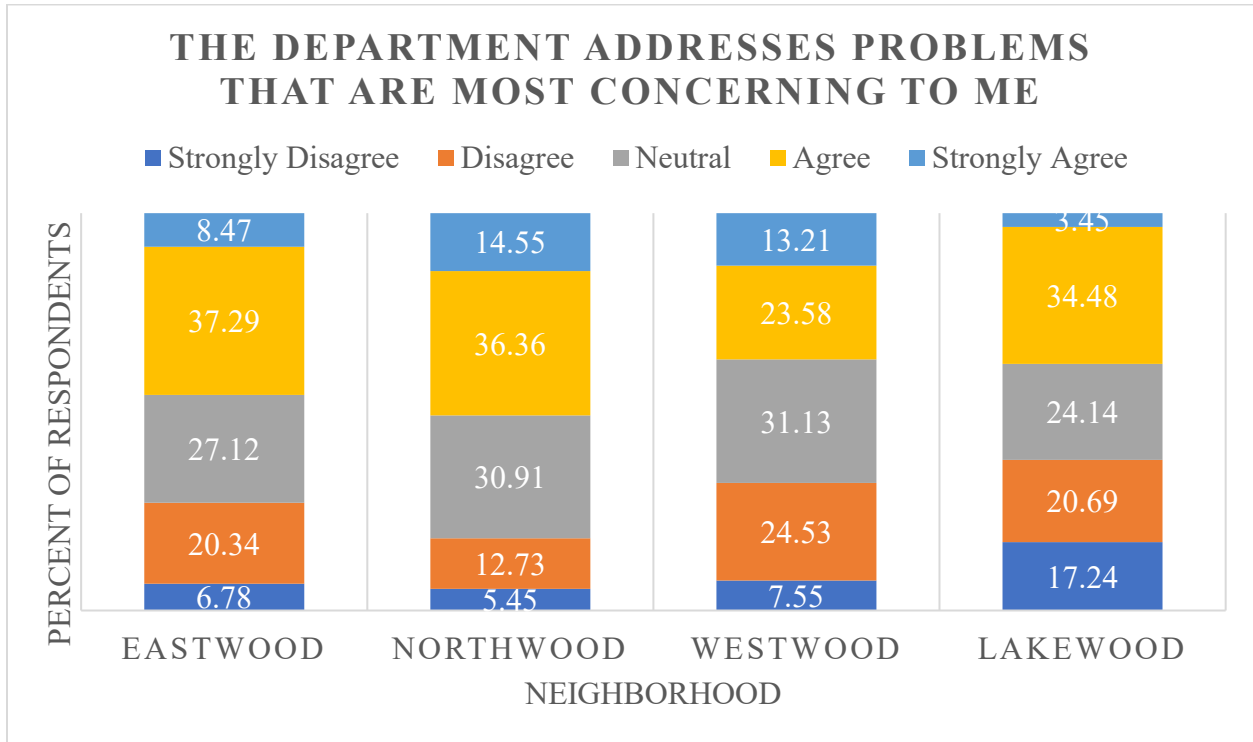
e) The department is trustworthy.



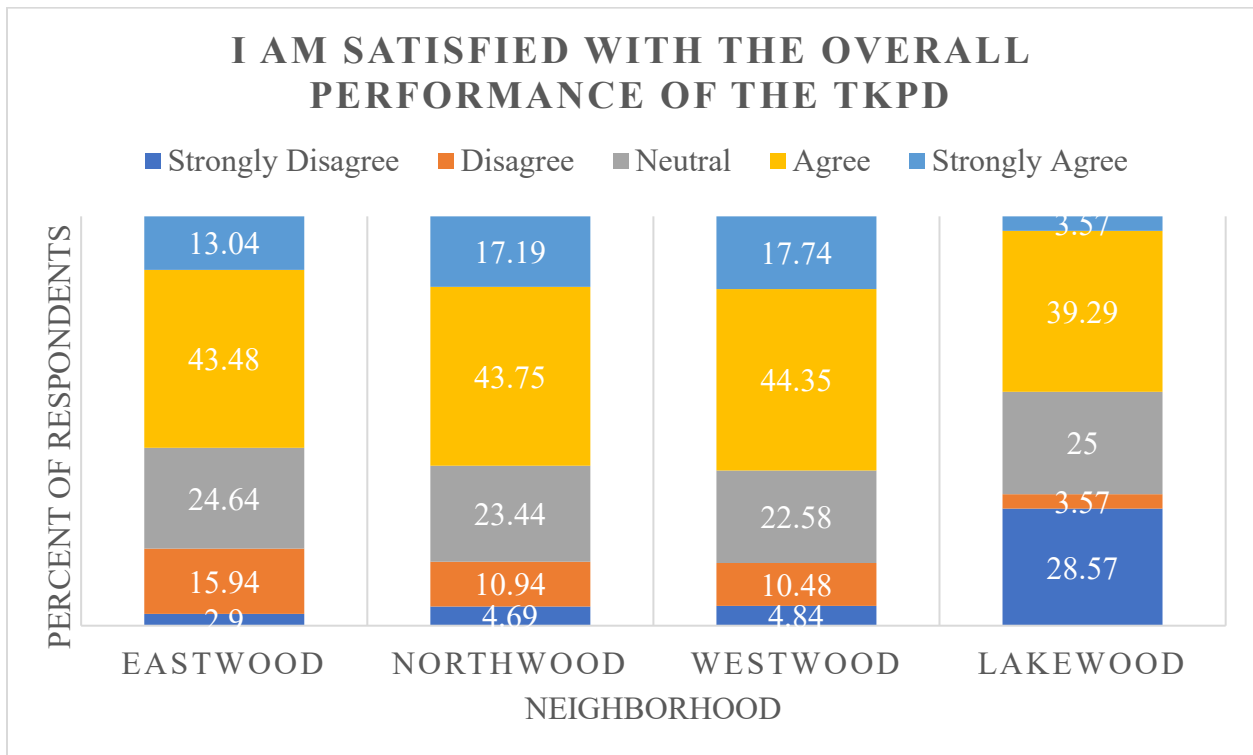
f) The department is effective at proactively preventing crime.



g) The department addresses the problems that are most concerning to me.



h) I am satisfied with the overall performance of the department.



## Appendix

### Mail Survey:

1) Please select the number of times in the past 12 months that you have had contact with officers from the TKPD for the following reasons:

	0	1-2	3-4	5-6	7 or more
a) Traffic issues (ex. citation, warning, or vehicle crash).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) 911 emergency calls.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Non-emergency calls (ex. to report a crime or suspicious activity).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Other contacts or interactions (ex. attend a community meeting or talk to an officer on patrol).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2) Would you hesitate to call the TKPD for assistance?

- Yes
  No

3) Over the past 12 months, to what extent have your feelings of safety in your neighborhood increased, decreased, or stayed the same?

- Decreased a lot
  Increased a lot  
 Decreased some
  Increased some  
 Stayed the same

4) The following section is based on your perceptions of safety within your neighborhood. Please report how safe you feel for each of the following scenarios:

	I don't feel safe at all	I rarely feel safe	I feel safe sometimes	I feel safe most of the time	I always feel safe
a) In your home during the day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) In your neighborhood when you are outside during the day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) In your home at night.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) In your neighborhood when you are outside at night.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5) How well is the TKPD doing at each of the following:

	Excellent	Good	Fair	Poor	No Opinion
a) Fighting crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Dealing with the problems that concern my neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Being visible on the streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Being available when you need them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Treating people fairly regardless of who they are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Please continue on the back)



6) Please select up to three (3) issues you think are the greatest problems in your neighborhood by ranking them 1, 2, and 3 in the boxes provided. Please note that 1 should indicate the greatest problem, 2 should indicate the next-greatest problem, and 3 should indicate the third-greatest problem.

	Burglary (home)		Homicide		Hate crimes
	Theft (auto)		Disorderly youth		Gun violence
	Child abuse		Gang activity		Physical assault
	Disorderly conduct/Public intoxication/Noise violations		Domestic violence		Traffic issues/Residential speeding
	Sexual assault/Rape		Homeless- or transient-related issues		Ordinance violations (tall grass, unkempt yards, abandoned vehicles)
	School safety (bullying, weapons, fighting)		Drug abuse (manufacture, sale, or use)		Other Please List: _____

7) In this section we would like to understand your perceptions on TKPD's involvement in the community. Please rate how often the TKPD engages with the community for each of the following statements:

	Never	Rarely	Sometimes	Often	Always
a) Does the TKPD develop relationships with community members (residents, organizations, and groups)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Does the TKPD regularly communicate with community members (ex. websites, e-mails, social media, or public meetings)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Does the TKPD make it easy for community members to provide input (ex. comments, suggestions, and concerns)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Does the TKPD work together with community members to solve local problems?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Community policing involves developing community partnerships to increase communication and cooperation between local police agencies and their communities. Law enforcement personnel and community-members work together to identify and solve problems and address community concerns and crime proactively as opposed to reacting to crime and disorder when it occurs. Based on this definition, do you think TKPD practices community policing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Overall, does the TKPD provide quality services to your neighborhood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8) Would you support increased funding for theTKPD to implement a program to increase community outreach and partnership for improved neighborhood outcomes?

- Yes
- No

9) The following statements are about your perceptions ofTKPD and its officers. Please report whether you agree or disagree whether these statements.

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Cannot Judge
a) Officers treat people fairly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Officers show concern for community members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Officers are respectful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Officers with whom I have had contact within the past 12 months sufficiently explained their actions and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) The department is trustworthy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) The department is effective at proactively preventing crime.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) The department addresses the problems that are most concerning to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) I am satisfied with the overall performance of the department.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10) Please use the space below to describe any additional details or information regarding your experiences or the experiences of others relating to the professionalism, compassion, fairness, respectfulness, and/or trustworthiness of the Township of Kalamazoo Police Department and its officers.

(Please continue on the back)

**Demographics.** The following questions will help us be certain we have a representative sample.

- 11) Which of the following best describes the location of your residence?
  - Township of Kalamazoo
  - City of Parchment
  - Other: \_\_\_\_\_
  
- 12) What is the closest intersection to your household?  
Street 1: \_\_\_\_\_ Street 2: \_\_\_\_\_
  
- 13) How long have you lived at this household? \_\_\_\_\_ years and \_\_\_\_\_ months
  
- 14) Do you rent or own your household?
  - Rent an apartment, condo, or duplex
  - Own a condo
  - Rent an entire home
  - Own a home
  - Other, please explain: \_\_\_\_\_
  
- 15) How many children under the age of 18 live in your household? \_\_\_\_\_ children under 18
  
- 16) What is your age? \_\_\_\_\_ years
  
- 17) Which of the following best describes you?
  - Male
  - Neither of the options on the left (please specify): \_\_\_\_\_
  - Female
  
- 18) Which of the following best describes your race?
  - White
  - American Indian, Alaska native, or Pacific Islander
  - Black
  - Multiracial
  - Asian
  - Other: \_\_\_\_\_
  
- 19) Are you Hispanic or Latinx?
  - Yes
  - No
  
- 20) Which of the following best describes your domestic status?
  - Single / Never Married
  - Separated or Divorced
  - With a partner, but not married
  - Widowed
  - Married
  
- 21) Which category represents the total combined income of all members of this household during the past 12 months?
  - Less than \$25,000
  - \$50,000-\$74,999
  - \$100,000 or more
  - \$25,000-\$49,999
  - \$75,000-\$99,999
  
- 22) We welcome any additional comments and suggestions. Please write them in the space below or enclose a note.

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Please return the completed survey in the enclosed postage-paid envelope.  
Thank you for your time and responses!

Internet Survey:

# Township of Kalamazoo Police Department 2021 Community Engagement Survey

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Start of Block: Default Question Block

## Q1 Western Michigan University Department of Sociology

**Principal Investigator:** Dr. Patrick Cundiff  
**Student Investigator:** Katherine Brown

You are invited to participate in this research project titled "*2021 Township of Kalamazoo Police Department Community Engagement Survey*".

**STUDY SUMMARY:** This consent form is part of an informed consent process for a research study and it will provide information that will help you decide whether you want to take part in this study. Participation in this study is completely voluntary. You may choose to not answer any question. The survey focuses on your perceptions of procedural justice, performance quality of life, contact and satisfaction, and community involvement efforts performed by the Township of Kalamazoo Police Department (though you may come into contact with multiple law enforcement agencies, please answer questions based on specific interactions and experiences you have had with the TKPD). If you take part in the research, you will be asked to complete a short survey. Your replies will be completely anonymous, so do not put your name anywhere on the survey. Your time in the study will take approximately 10-15 minutes. As this survey is anonymous and involves questions of a non-controversial nature, there are no risks if you choose to participate. Although there are no direct potential benefits of taking part your responses will be used to create a report designed to help the TKPD address the needs of its residents. Your alternative to taking part in the research study is not to take part in it.

The de-identified (anonymous) information collected for this research may be used by or distributed to investigators for other research without obtaining informed consent from you.

Should you have any questions prior to or during the study, you can contact Dr. Patrick Cundiff at Western Michigan University at 269-387-5293 or [patrick.cundiff@wmich.edu](mailto:patrick.cundiff@wmich.edu). You may also contact the Chair of the Institutional Review Board at 269-387-8293 or the Vice President for Research at 269-387-8298.

This consent has been approved by the Western Michigan University Institutional Review Board (WMU IRB) on 05/20/2021.

Participating in this survey online indicates your consent for use of the answers you supply.

- I agree to participate in this research study (1)
- I do not agree to participate in this research study (2)

*Skip To: End of Survey If Western Michigan University Department of Sociology Principal Investigator: Dr. Patrick... = I do not agree to participate in this research study*

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Page Break

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Q2 Dear Community Member,

I would like to take this opportunity to personally thank you for taking the time to complete the 2021 Township of Kalamazoo Community Engagement Survey.

The Township of Kalamazoo Police Department (TKPD) is committed to collaborative efforts to improve the safety of our community. As part of this effort, we are surveying the community to provide a deeper understanding of the priorities and expectations of the nearly 25,000 Township of Kalamazoo and City of Parchment residents we serve.

Since my promotion to Chief of Police in 2018, I have been honored to lead the men and women of the Township of Kalamazoo Police Department as we serve our community. As an administration, we aspire to select, retain, and recognize only the best public servants. Together, we constantly strive to ensure quality of life, protection of property, and preservation of life for each member of our community. With this goal at the forefront, it is of utmost importance for us to provide a level of service that matches the priorities and expectations of our community. Using the results of this survey, we hope to identify the areas where we are meeting or exceeding expectations, the areas we are falling short, and an accurate assessment of the priorities of our community. In doing so, we will ascertain where to focus our resources, pursuit of additional training or professional development, and attention to provide the best public safety service possible.

I am committed to accountability at all levels, respect and honest communication with the community, and a desire to work with members of our community to enhance the quality of life that makes the Township of Kalamazoo a unique place to reside, visit and work.

Thank you, again, for your time and for helping us improve our service to our community by completing this survey.

Respectfully,  
Bryan N. Ergang, Chief of Police

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Page Break

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Q3 Please select the number of times in the past 12 months that you have had contact with officers from the TKPD for the following reasons:

	0 (1)	1-2 (2)	3-4 (3)	5-6 (4)	7 or more (5)
a) Traffic issues (ex. citation, warning, or vehicle crash). (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) 911 emergency calls. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Non-emergency calls (ex. to report a crime or suspicious activity). (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Other contacts or interactions (ex. attend a community meeting or talk to an officer on patrol). (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4 How many of the contacts noted above were initiated by a TKPD officer?

- 0 times (1)
- 1-2 times (2)
- 3-4 times (3)
- 5-6 times (4)
- 7 or more times (5)
- I did not have contact with officers from the TKPD in the past 12 months. (6)

*Skip To: Q7 If How many of the contacts noted above were initiated by a TKPD officer? = I did not have contact with officers from the TKPD in the past 12 months.*

Q5 To what extent are you satisfied with your interactions with the TKPD?

- Very dissatisfied (1)
  - Dissatisfied (2)
  - Neither Dissatisfied or Satisfied (3)
  - Satisfied (4)
  - Very Satisfied (5)
- 

Q6 Please use the space provided to describe any additional details or information regarding your satisfaction with interaction(s) involving officers from the TKPD.

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Page Break

Q7 Would you hesitate to call the TKPD for assistance?

- Yes (1)
- No (2)

*Skip To: Q9 If Would you hesitate to call the TKPD for assistance? = No*

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Q8 Please explain any reasoning to thoughts behind your hesitation to call the TKPD for assistance.

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Page Break

Q9 Over the past 12 months, to what extent have your feelings of safety in your neighborhood increased, decreased, or stayed the same?

- Decreased a lot (1)
- Decreased some (2)
- Stayed the same (3)
- Increased some (4)
- Increased a lot (5)

Q10 The following section is based on your perceptions of safety within your neighborhood. Please report how safe you feel for each of the following scenarios:

	I don't feel safe at all (1)	I rarely feel safe (2)	I feel safe sometimes (3)	I feel safe most of the time (4)	I always feel safe (5)
a) In your home during the day. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) In your neighborhood when you are outside during the day. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) In your home at night. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) In your neighborhood when you are outside at night. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 Use the space provided for any additional information or detail regarding your feelings of safety in your neighborhood, problems to be addressed by the Township of Kalamazoo Police Department, or ideas for how the Township of Kalamazoo Police Department can specifically play a role in the solution(s) to these areas of concern.

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Page Break

Q12 How well is the TKPD doing at each of the following:



	Excellent (1)	Good (2)	Fair (3)	Poor (4)	No Opinion (5)
a) Fighting crime (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Dealing with the problems that concern my neighborhood (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Being visible on the streets (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Being available when you need them (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Treating people fairly regardless of who they are (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 Please select up to three (3) issues you think are the greatest problems in your neighborhood by dragging and ranking them 1, 2, and 3 in the box provided. Please note that 1 should indicate the greatest problem, 2 should indicate the next-greatest problem, and 3 should indicate the third-greatest problem.

3 Greatest Neighborhood Problems

_____ Burglary (home) (1)
_____ Theft (auto) (2)
_____ Child abuse (3)
_____ Disorderly conduct/Public intoxication/Noise violations (4)
_____ Sexual assault/Rape (5)
_____ School safety (bullying, weapons, fighting) (6)
_____ Homicide (7)
_____ Disorderly youth (8)
_____ Gang activity (9)
_____ Domestic violence (10)
_____ Homeless- or transient-related issues (11)
_____ Drug abuse (manufacture, sale, or use) (12)
_____ Hate crimes (13)

- \_\_\_\_\_ Gun violence (14)
- \_\_\_\_\_ Physical assault (15)
- \_\_\_\_\_ Traffic issues/Residential speeding (16)
- \_\_\_\_\_ Ordinance violations (tall grass, unkempt yards, abandoned vehicles) (17)
- \_\_\_\_\_ Other (18)

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Page Break

Q14 In this section we would like to understand your perceptions on TKPD's involvement in the community. Please rate how often the TKPD engages with the community for each of the following statements:

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)	Always (5)
a) Does the TKPD develop relationships with community members (residents, organizations, and groups)? (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Does the TKPD regularly communicate with community members (ex. websites, e-mails, social media, or public meetings)? (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Does the TKPD make it easy for community members to provide input (ex. comments, suggestions, and concerns) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Does the TKPD work together with community members to solve local problems? (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

e) Community policing involves developing community partnerships to increase communication and cooperation between local police agencies and their communities.

Law enforcement personnel and community-members work together to identify and solve problems and address community concerns and crime proactively as opposed to reacting to crime and disorder when it occurs. Based on this definition, do you think TKPD practices community policing? (5)

f) Overall, does the TKPD provide quality services to your neighborhood? (6)

Q15 Would you support increased funding for the TKPD to implement a program to increase community

outreach and partnership for improved neighborhood outcomes?

Yes (1)

No (2)

Q16 Please use the space provided to provide any additional details or information regarding your thoughts or experiences relating to community engagement, relationship development, communication, cooperation, or quality of service of the Township of Kalamazoo Police Department.

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Page Break

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Q17 The following statements are about your perceptions of TKPD and its officers. Please report whether you agree or disagree whether these statements.

	Strongly Agree (1)	Agree (2)	Neither Agree nor Disagree (3)	Disagree (4)	Strongly Disagree (5)	Cannot Judge (6)
a) Officers treat people fairly. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Officers show concern for community members. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Officers are respectful. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Officers with whom I have had contact within the past 12 months sufficiently explained their actions and procedures. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) The department is trustworthy. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) The department is effective at proactively preventing crime. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) The department addresses the problems that are most concerning to me. (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

h) I am  
satisfied with  
the overall  
performance  
of the  
department.  
(8)

Q18 Please use the space below to describe any additional details or information regarding your experiences or the experiences of others relating to the professionalism, compassion, fairness, respectfulness, and/or trustworthiness of the Township of Kalamazoo Police Department and its officers.

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Page Break

Q19 The following questions will help us be certain we have a representative sample.

Q20 Which of the following best describes the location of your residence?

- Township of Kalamazoo (1)
- Other (2)

Q21 What is the closest intersection to your household?

- Street 1 (1) \_\_\_\_\_
- Street 2 (2) \_\_\_\_\_

Q22 How long have you lived at this household?

- \_\_\_\_\_ years (1) \_\_\_\_\_
- and \_\_\_\_\_ months (2) \_\_\_\_\_

Q23 Do you rent or own your household?

- Rent an apartment, condo, or duplex (1)
- Rent an entire home (2)
- Own a condo (3)
- Own a home (4)
- Other (5)

---

*Display This Question:*

*If Do you rent or own your household? = Other*

Q24 Please explain:

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Q25 How many children under the age of 18 live in your household?

---

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Page Break

Q26 What is your age (in years)?

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Q27 Which of the following best describes you?

- Male (1)
- Female (2)
- Neither of the options above (3)



*Display This Question:*

*If Which of the following best describes you? = Neither of the options above*

Q28 Please use this space to specify how best to describe you.

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Page Break

Q29 Which of the following best describes your race?

- White (1)
- Black or African American (2)
- American Indian or Alaska Native (3)
- Asian (4)
- Multiracial (5)
- Other (6)

---

*Display This Question:*

*If Which of the following best describes your race? = Other*

Q30 Please use this space to specify how to best describe your race.

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Page Break

Q31 Are you Hispanic or Latinx?

- Yes (1)
- No (2)

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Page Break

Q32 Which of the following best describes your domestic status?

- Single / Never Married (1)
- With a partner, but not married (2)
- Married (3)
- Separated or Divorced (4)
- Widowed (5)

---

Q33 Which category represents the total combined income of all members of this household during the past 12 months?

- Less than \$25,000 (1)
- \$25,000-\$49,999 (2)
- \$50,000-\$74,999 (3)
- \$75,000-\$99,999 (4)
- \$100,000 or more (5)

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Q34 We welcome any additional comments and suggestions. Please write them in the space provided.

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End of Block: Default Question Block