Richmond 911 Survey 2022

Responses

01

For the most recent time that you contacted 911 for help in Richmond, what did you use? (Mandatory)

	0%	33	.5%	67%	COUNT	PERCENT
I placed a call on a cellular (mobile) telephone.					145	66%
I never have contacted 911 in Richmond.					50	23%
I placed a call on a landline (corded) telephone.					16	7%
I sent a text message on a cellular (mobile) telephone.					4	2%
I used a device or service for the deaf and hard-of-hearing.					2	1%
l don't know.					2	1%

 02
 What was the date of the most recent time that you contacted 911 for help in Richmond? (Mandatory)
 Answers
 Skips

 01
 219
 0

 02
 100%
 0%

	0%	3	0%	60%	COUNT	PERCENT
2014 or after					130	59%
I never have contacted 911 in Richmond.					47	21%
I have contacted 911 in Richmond, but I don't remember when it was.					27	12%
Before 2014					8	4%
l don't know.					7	3%

03	Based on your interactions with 911 in Richmond, how do you rate the overall performance of the Richmond Department of Emergency Communications?	Answers 219	Skips 0
	(Mandatory)	100%	0%

	0%	14	.5%	29%	COUNT	PERCENT
Good					62	28%
Excellent					59	27%
I have not had any interactions with 911 in Richmond.					45	21%
Fair					27	12%
Poor					23	11%
l don't know.					3	1%

 04
 Based on your interactions, how do you rate the competence of the employees of the Richmond Department of Emergency Communications? (Mandatory)
 Answers
 Skips

 04
 Richmond Department of Emergency Communications? (Mandatory)
 00%

	0%	1	5%	30%	6 COUNT	PERCENT
Excellent					65	30%
Good					61	28%
I have not had any interactions with 911 in Richmond.					44	20%
Fair					27	12%
Poor					14	6%
l don't know.					8	4%



0

0%

Answers

	0%	15	5%	30%	COUNT	PERCENT
Agree					65	30%
Strongly agree					55	25%
l don't know.					46	21%
Neither agree or disagree					39	18%
Disagree					12	5%
Strongly disagree					2	1%

06

Answers Skips Employees of the Department of Emergency Communications have a negative attitude 219 0 toward citizens. (Mandatory) 100% 0%

	0%	11	.5%	23%	COUNT	PERCENT
Disagree					50	23%
Neither agree or disagree					49	22%
I don't know.					47	21%
Strongly disagree					34	16%
Agree					25	11%
Strongly agree					14	6%

Employees of the Department of Emergency Communications are courteous.	Answers 219	Skips 0
(Mandatory)	100%	0%

	0%	1	9%	38%	COUNT	PERCENT	
Agree					83	38%	
Strongly agree					46	21%	
l don't know.					39	18%	
Neither agree or disagree					37	17%	
Disagree					11	5%	
Strongly disagree					3	1%	

Skips Answers Do you have any concerns about the services provided by the Richmond Department of Emergency Communications? If so, please print your concerns here. 84 135 38% 62%

10

08

The Department of Emergency Communications provides public education about 911 and receives feedback from the community. What do you think is the best way for us to exchange this information with you? (Mandatory)

218 100%

<1%

	0%	2	3%	46%	COUNT	PERCENT
Social media, such as Facebook, Twitter, Instagram, Nextdoor					153	46%
Email					74	22%
Community meetings and events					51	15%
Printed postal mail					46	14%
Other Option					12	4%

Do you live, work or study in the City of Richmon	nd? (Mandatory)
---	-----------------



	0%	30	5%	61%	COUNT	PERCENT
I live in the city of Richmond.					200	61%
I work in the city of Richmond.					113	34%
I study in the city of Richmond.					13	4%
I do not live, work or study in the city of Richmond. (Please exit the survey now.)	l i				3	1%

12	If you work in the city of Richmond, are you employed with any of the following organizations? (Mandatory)	Answers 218 100%	Skips 1 <1%
----	--	-------------------------------	--------------------------

	0%	49%	98%	COUNT	PERCENT
I do not work for any of the above.				213	98%
I work for the Richmond Police Department.				2	1%
I work for the Richmond Ambulance Authority.				1	0%
I work for the Richmond Sheriff's Department.				1	0%
I work for Richmond Animal Care and Control.				1	0%
I work for the Richmond Fire Department.				0	0%

13	If you live in the city of Richmond, please write in the zip code of your mailing address.	Answers 204 93%	Skips 15 7%

		Answers	Skips
14	Which of these categories includes your age today? (Mandatory)	218	1
		100%	<1%

	0%	16.	.5%	33%	COUNT	PERCENT
30-39					71	33%
18-29					40	18%
40-49					34	16%
60-69					34	16%
50-59					23	11%
70-79					14	6%
80-89					2	1%
90-99					0	0%
Older than 99					0	0%



Please select the category or categories that you most closely associate with: (Mandatory)

Skips <1%

Answers

218 100%

	0%	33	.5%	67%	COUNT	PERCENT
White					144	66%
Black or African American					47	22%
Multiple races					15	7%
Spanish, Hispanic or Latino					7	3%
Asian					4	2%
American Indian or Alaskan Native					1	0%
Native Hawaiian or Pacific Islander					0	0%

0 0%