



November 2, 2023

# Kalamazoo (MI) DPS - Post-Contact

Owner My90

Controls & Filters Oct 1, 2023 - Oct 31, 2023



# KALAMAZOO DEPARTMENT OF PUBLIC SAFETY

POWERED BY my90 by AXON

## Summary (All Time)

- / 82% Post-Contact Score
- / 22,097 All-time Sends
- / 2,701 Responses
- / 12% Response Rate
- / Dataset last updated 1 day ago

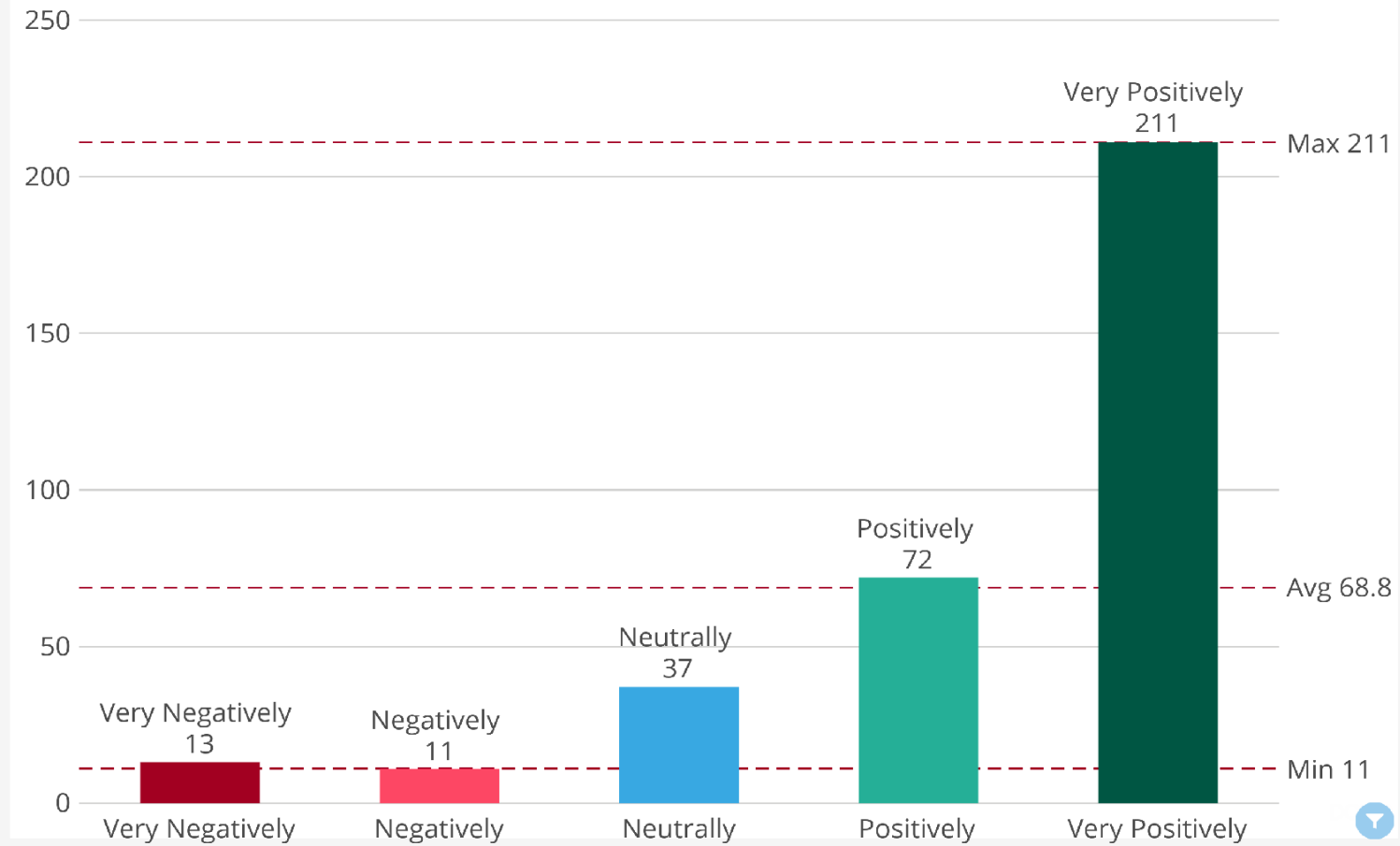
## Number of Responses

# 391

( 10/1/2023 - 10/31/2023 vs 60 days ago )  
Prior Month 217

↑ 80.18%

## Based on your interaction, how do you view Kalamazoo DPS?



## BADGES EARNED



### Select Age Group

Select

### Select Race/Ethnicity

Select

### Select Gender

Select

### Select Interaction Type

Select



# COMMUNITY SENTIMENT

80% had a positive view of the agency | ↘ -1% Last 30 Days vs Last 60 Days  
Prior Month 81%



80% felt they were treated with respect | ↘ -1% Last 30 Days vs Last 60 Days  
Prior Month 81%



89% felt they were treated fairly | ↘ -1% Last 30 Days vs Last 60 Days  
Prior Month 90%



89% felt they were listened to | ↗ 2% Last 30 Days vs Last 60 Days  
Prior Month 88%



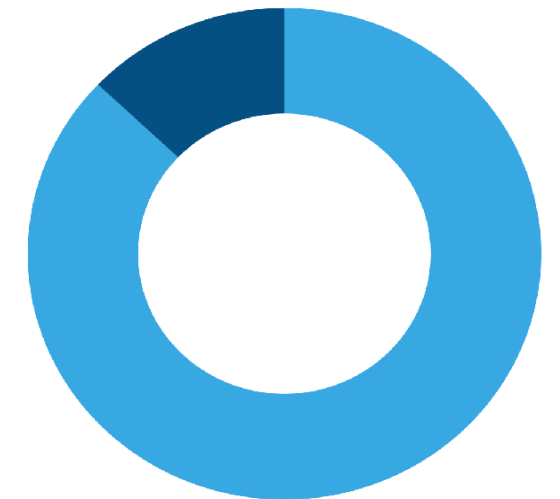
89% understood what they were told | ↗ 2% Last 30 Days vs Last 60 Days  
Prior Month 88%



82% had their questions answered | ↘ -2% Last 30 Days vs Last 60 Days  
Prior Month 84%



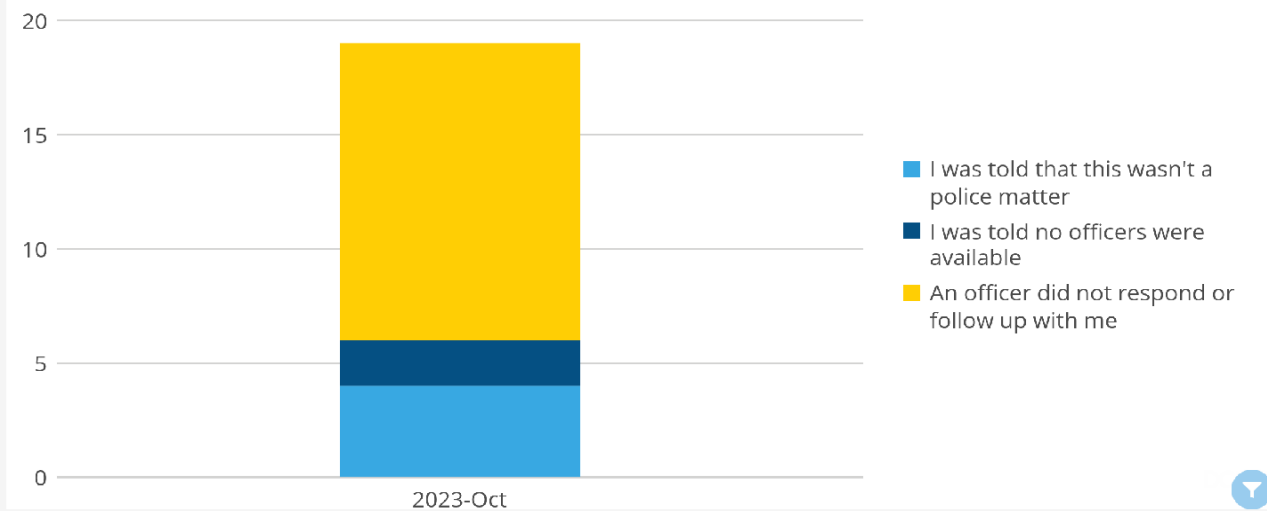
Did you receive the help you needed?



|     |        |
|-----|--------|
| Yes | 87.07% |
| No  | 12.93% |



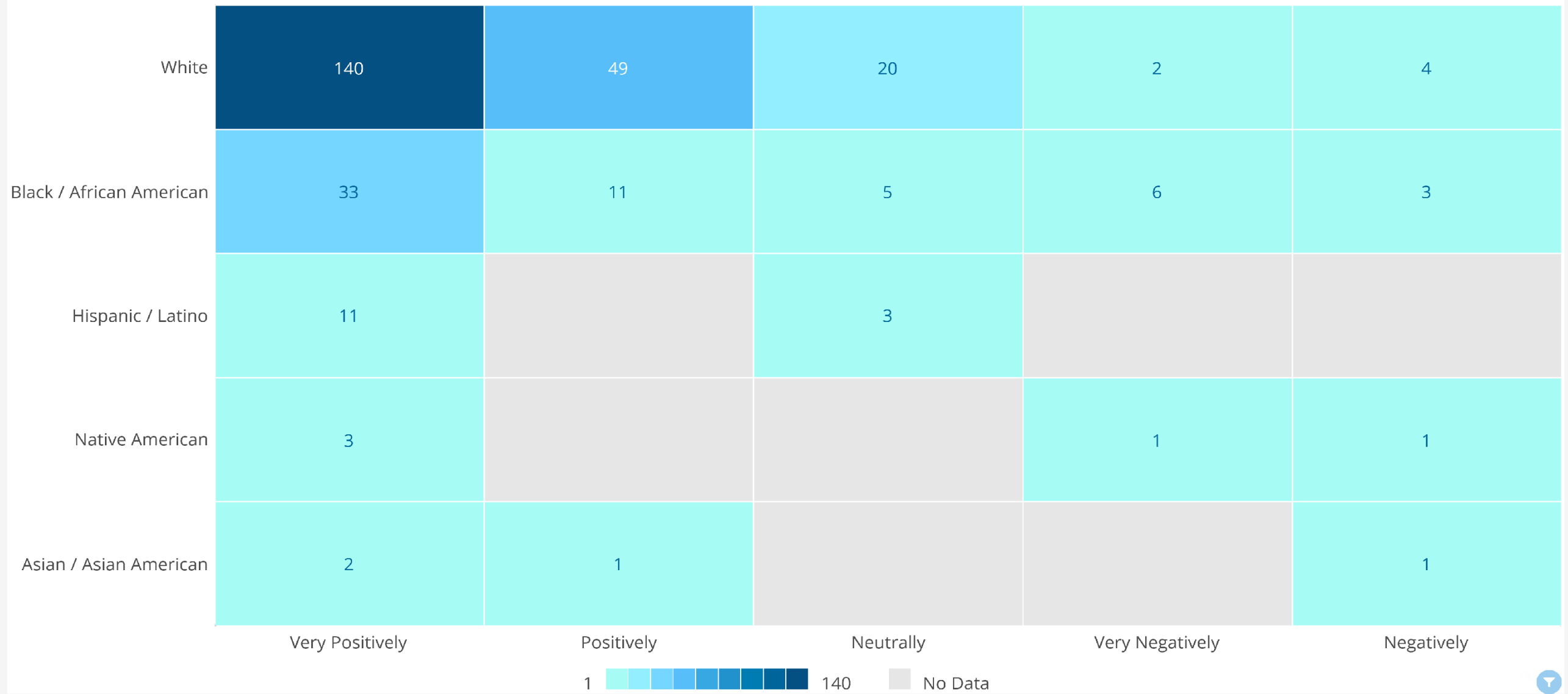
What was the main reason you didn't receive the help you needed?  
by Month

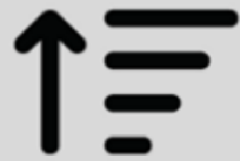




# PROCEDURAL JUSTICE

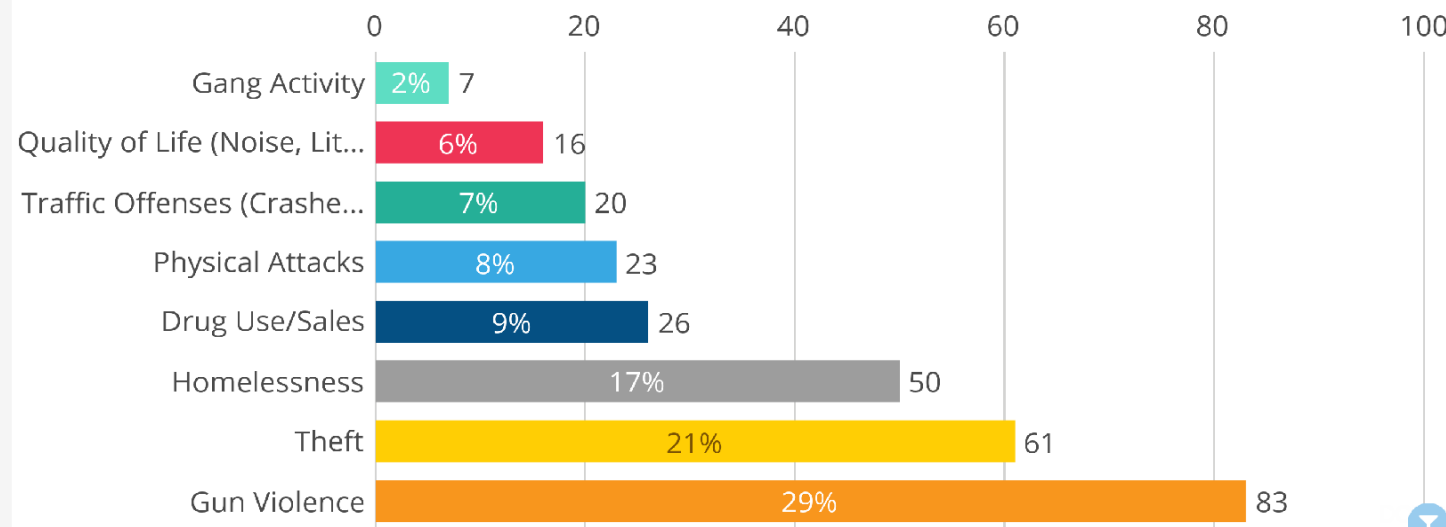
Comparison - View of the agency vs Race/Ethnicity



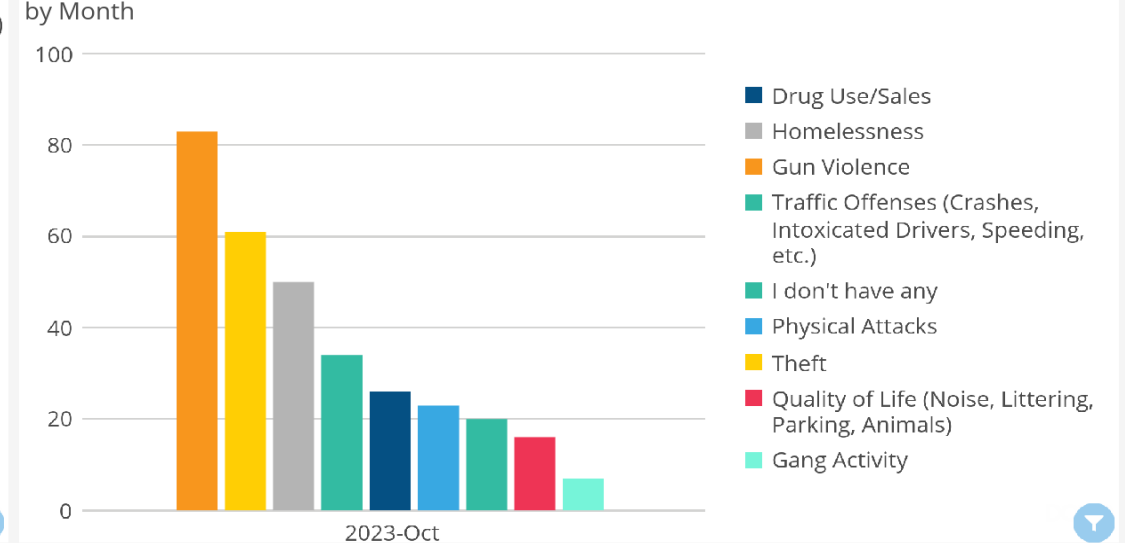


# COMMUNITY INPUT ON PUBLIC SAFETY CONCERNS

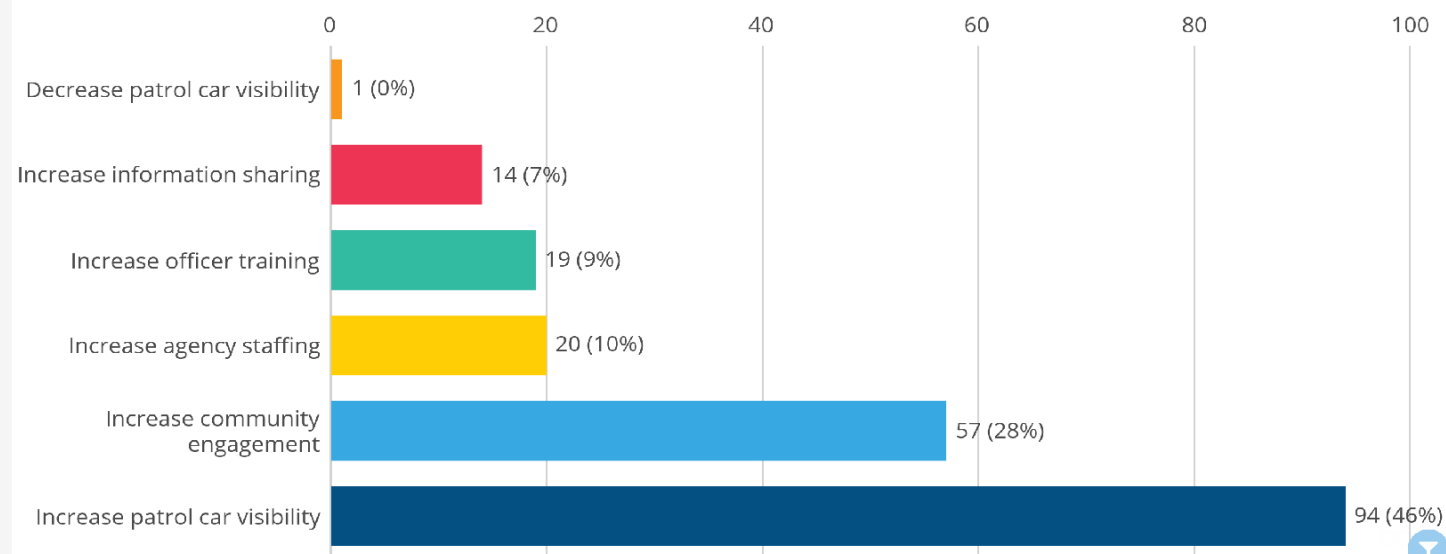
What is your top safety concern in your community?



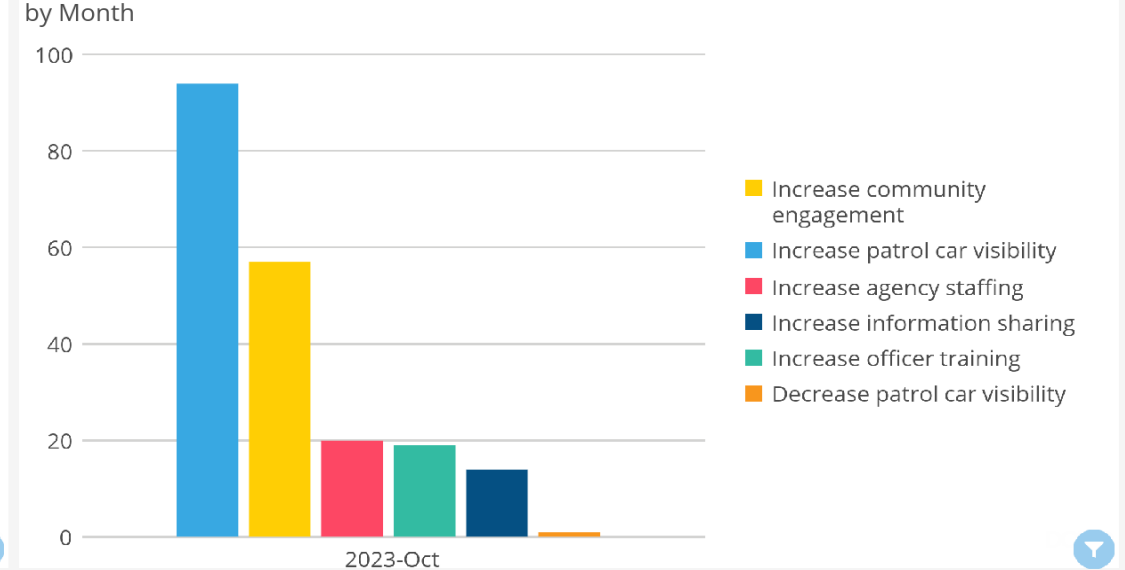
Community Concerns



What would you most like Kalamazoo DPS to do to improve safety in your community?



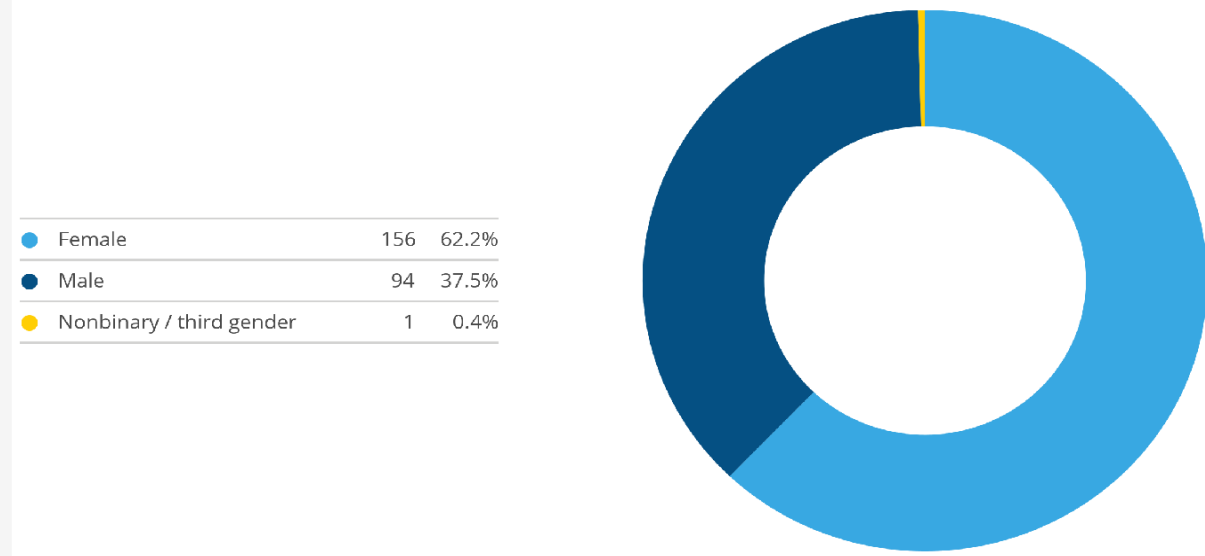
Community Requests



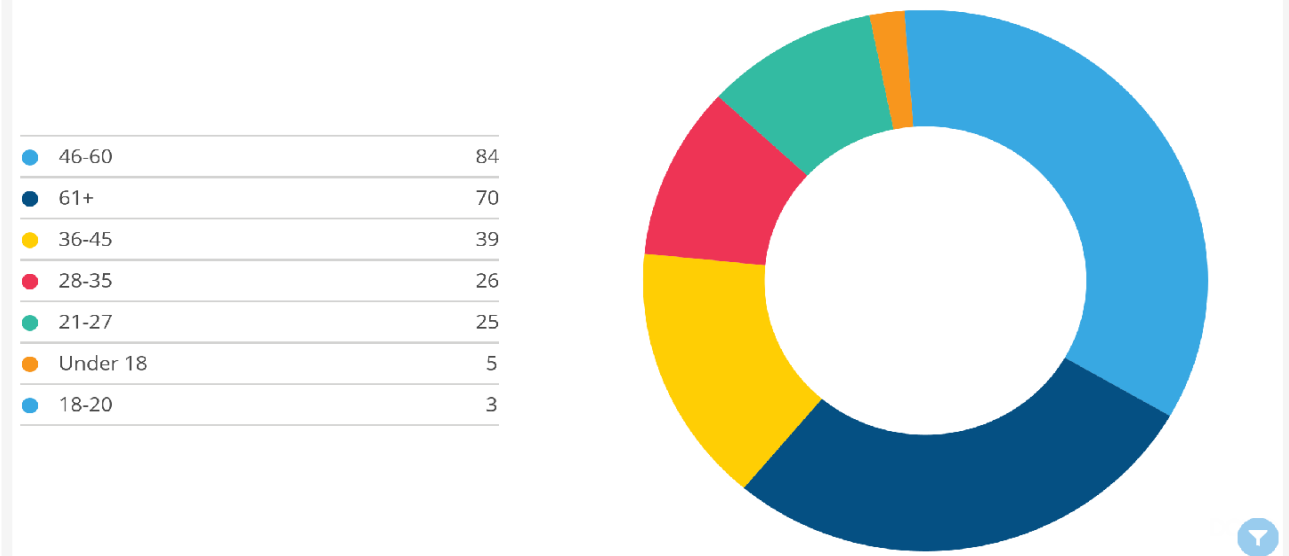


# DEMOGRAPHICS

What best describes your gender?



What is your age range?



What best describes your race/ethnicity?

