



January 3, 2024

Kalamazoo (MI) DPS - Post-Contact

Owner My90

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



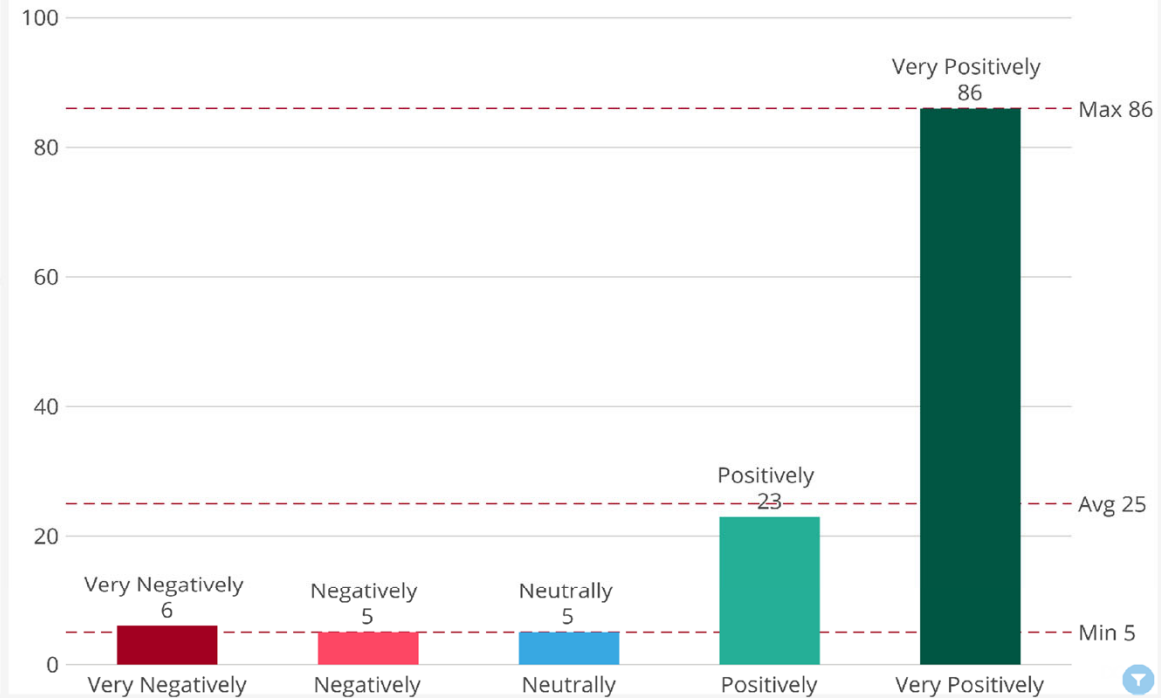
KALAMAZOO DEPARTMENT OF PUBLIC SAFETY

POWERED BY my90
by 4AION

Summary (All Time)

- / 83% Post-Contact Score
- / 23,296 All-time Sends
- / 2,858 Responses
- / 12% Response Rate
- / Dataset last updated 3 hours ago

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



BADGES EARNED



Number of Responses

135

(12/1/2023 - 12/31/2023 vs 60 days ago)
Prior Month 379

↓ -64.38%

Select Age Group

Select

Select Race/Ethnicity

Select

Select Gender

Select

Select Interaction Type

Select



COMMUNITY SENTIMENT

85% had a positive view of the agency ↗ 6% Last 30 Days vs Last 60 Days
Prior Month 80%



85% felt they were treated with respect ↗ 6% Last 30 Days vs Last 60 Days
Prior Month 80%



89% felt they were treated fairly ↗ 1% Last 30 Days vs Last 60 Days
Prior Month 89%



87% felt they were listened to ↘ -3% Last 30 Days vs Last 60 Days
Prior Month 90%



87% understood what they were told ↘ -3% Last 30 Days vs Last 60 Days
Prior Month 90%

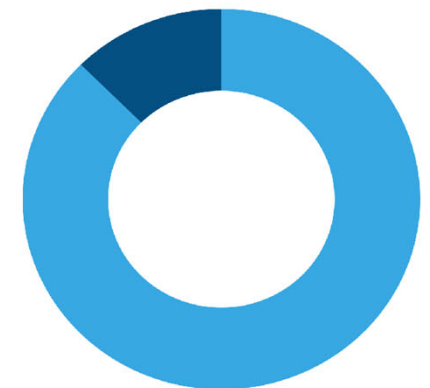


83% had their questions answered ↘ 0% Last 30 Days vs Last 60 Days
Prior Month 83%

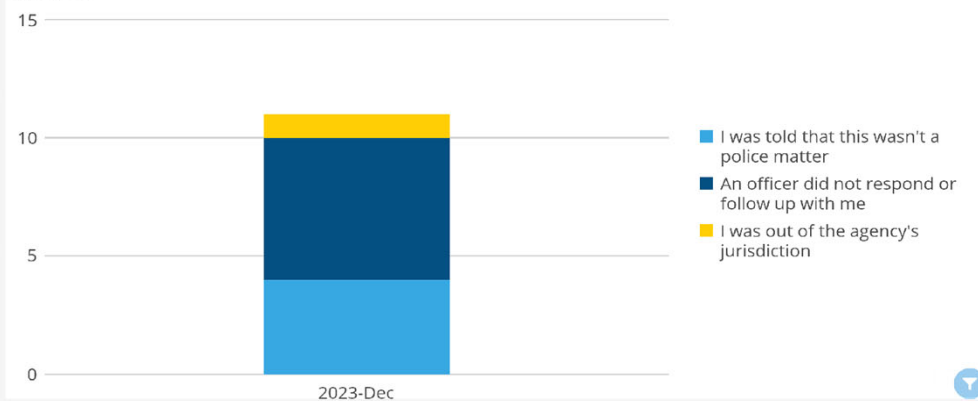


Did you receive the help you needed?

Yes	87.5%
No	12.5%



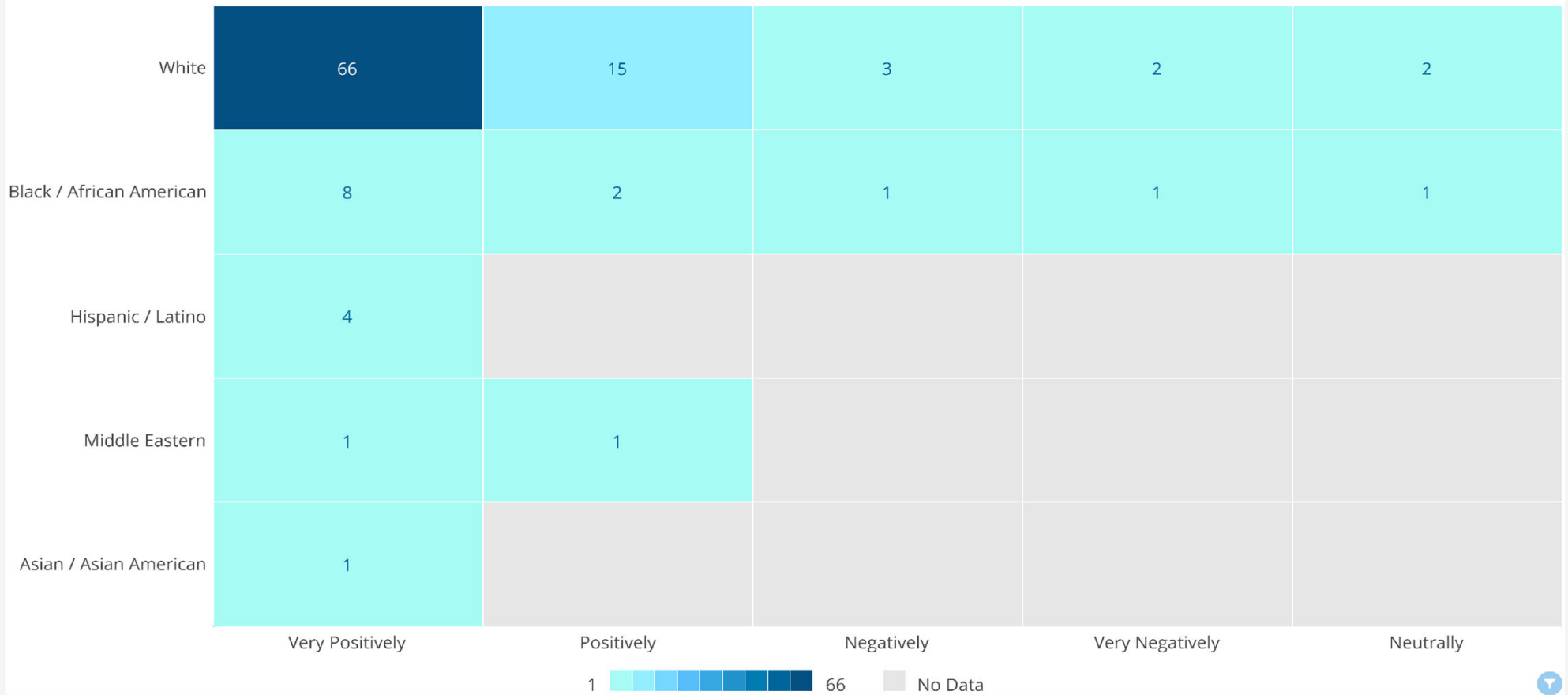
What was the main reason you didn't receive the help you needed?
by Month





PROCEDURAL JUSTICE

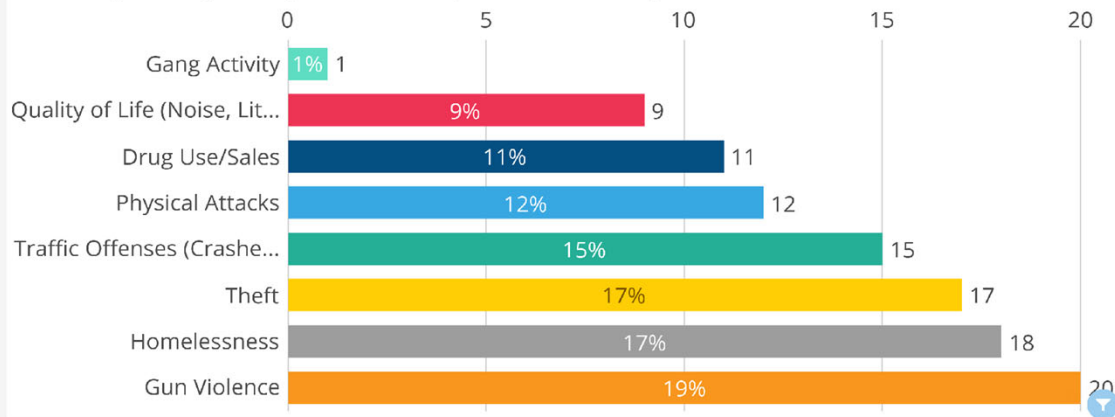
Comparison - View of the agency vs Race/Ethnicity



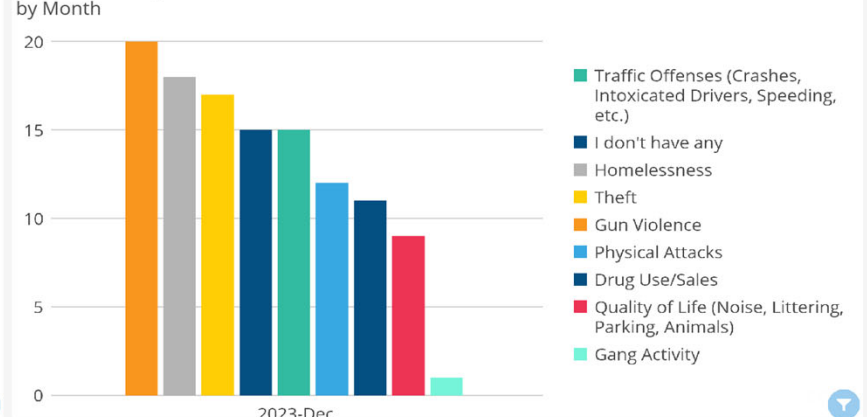


COMMUNITY INPUT ON PUBLIC SAFETY CONCERNS

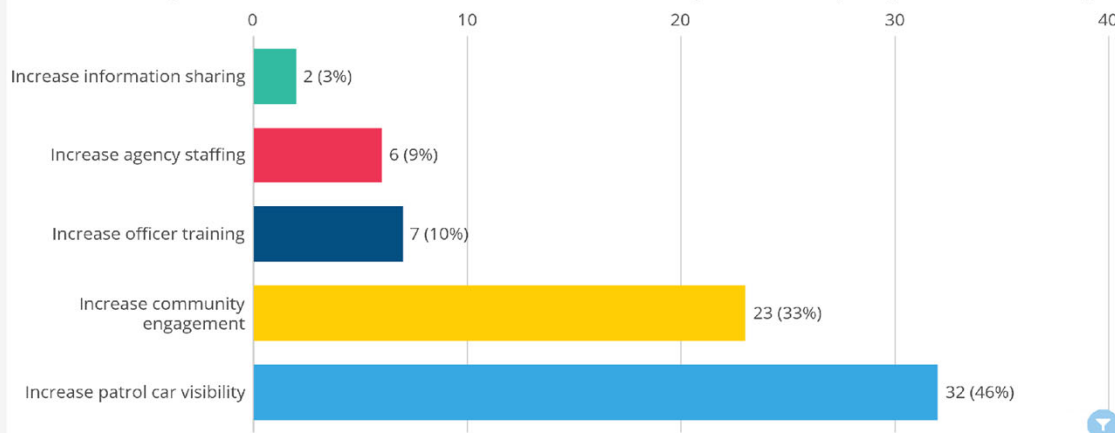
What is your top safety concern in your community?



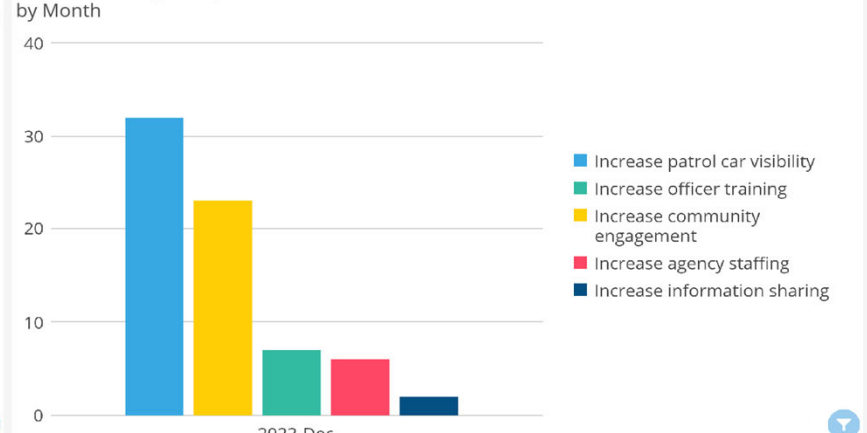
Community Concerns



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



Community Requests

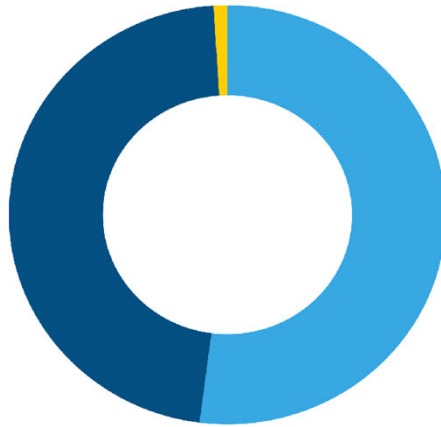




DEMOGRAPHICS

What best describes your gender?

Female	51	52.0%
Male	46	46.9%
Nonbinary / third gender	1	1.02%



What is your age range?

46-60	35.05%
61+	22.68%
28-35	18.56%
36-45	16.49%
21-27	7.22%



Total
97

What best describes your race/ethnicity?

