



December 5, 2023

Kalamazoo (MI) DPS - Post-Contact

Owner My90

Controls & Filters Nov 1, 2023 - Nov 30, 2023



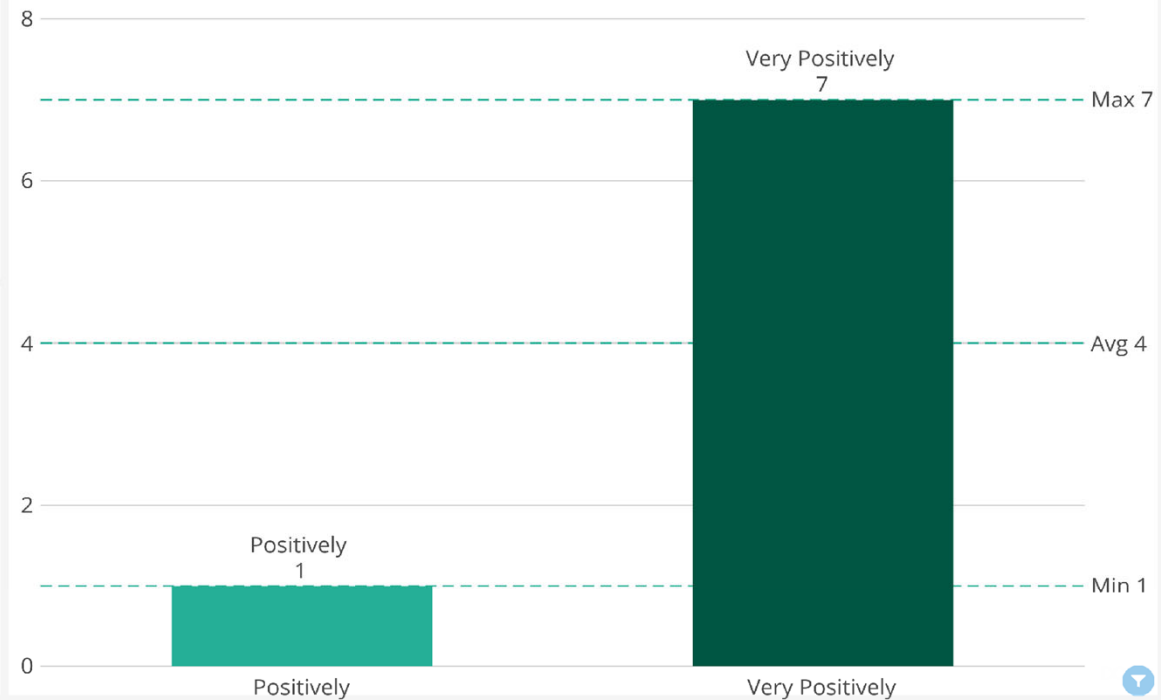
KALAMAZOO DEPARTMENT OF PUBLIC SAFETY

POWERED BY **my90**
by 4AION

Summary (All Time)

- / 82% Post-Contact Score
- / 22,104 All-time Sends
- / 2,708 Responses
- / 12% Response Rate
- / Dataset last updated 1 day ago

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



BADGES
EARNED



Number of Responses

9

(11/1/2023 - 11/30/2023 vs 60 days ago)
Prior Month 407

↓ -97.79%

Select Age Group

Select

Select Race/Ethnicity

Select

Select Gender

Select

Select Interaction Type

Select



COMMUNITY SENTIMENT

100% had a positive view of the agency ↗ 21% Last 30 Days vs Last 60 Days
Prior Month 83%



100% felt they were treated with respect ↗ 21% Last 30 Days vs Last 60 Days
Prior Month 83%



100% felt they were treated fairly ↗ 10% Last 30 Days vs Last 60 Days
Prior Month 91%



100% felt they were listened to ↗ 16% Last 30 Days vs Last 60 Days
Prior Month 86%



100% understood what they were told ↗ 16% Last 30 Days vs Last 60 Days
Prior Month 86%

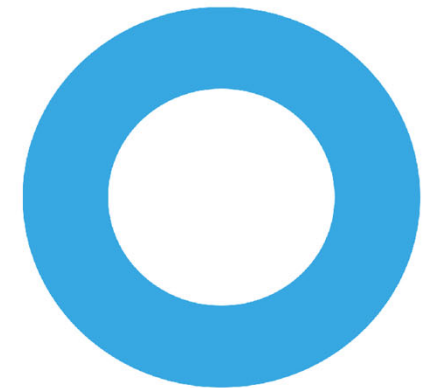


100% had their questions answered ↗ 18% Last 30 Days vs Last 60 Days
Prior Month 84%



Did you receive the help you needed?

Yes 100%



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

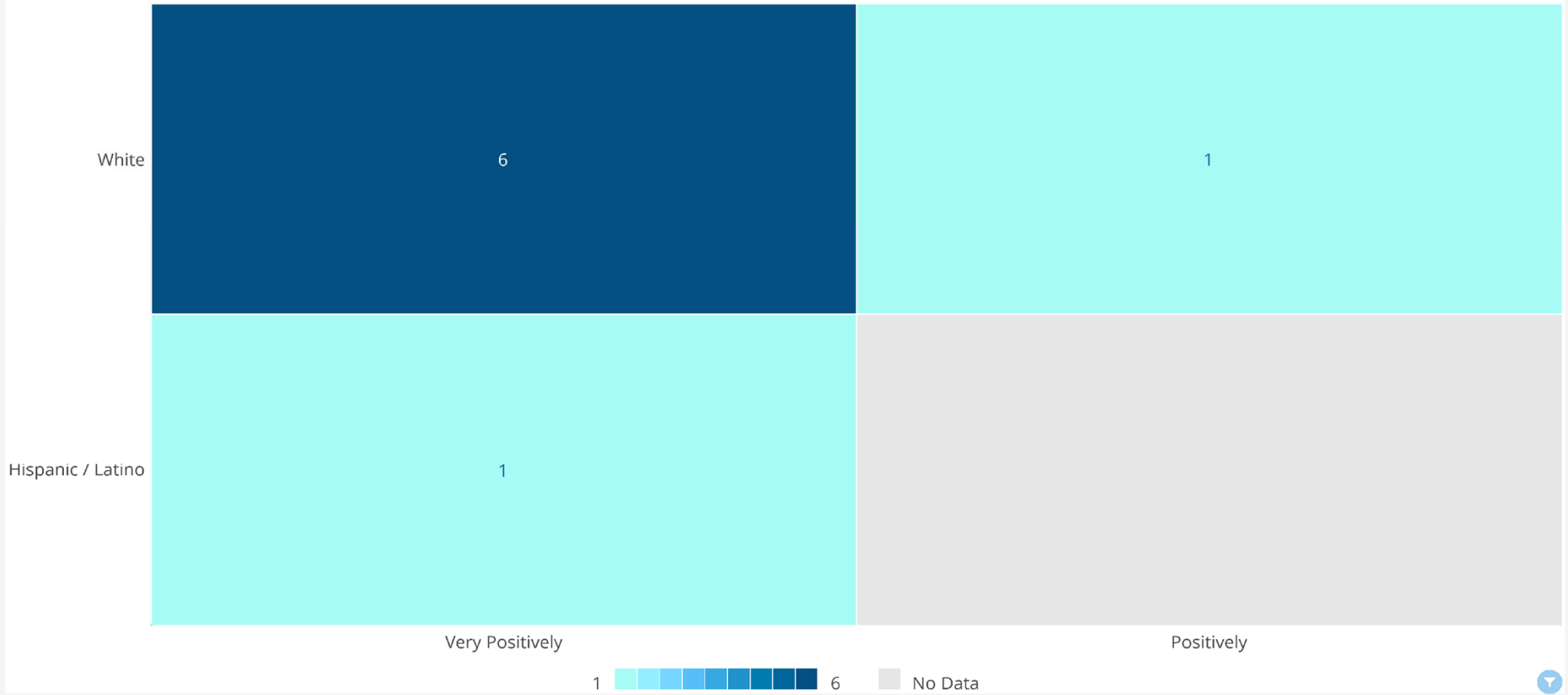
No data in filtered range





PROCEDURAL JUSTICE

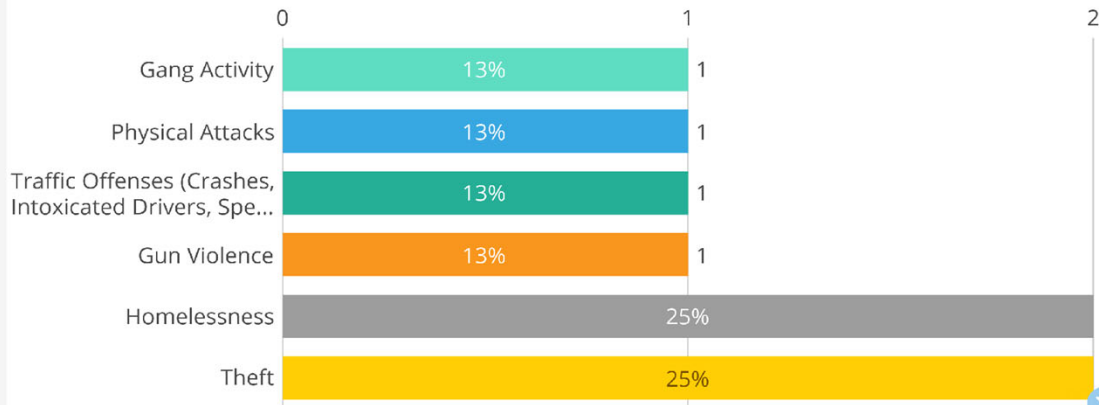
Comparison - View of the agency vs Race/Ethnicity



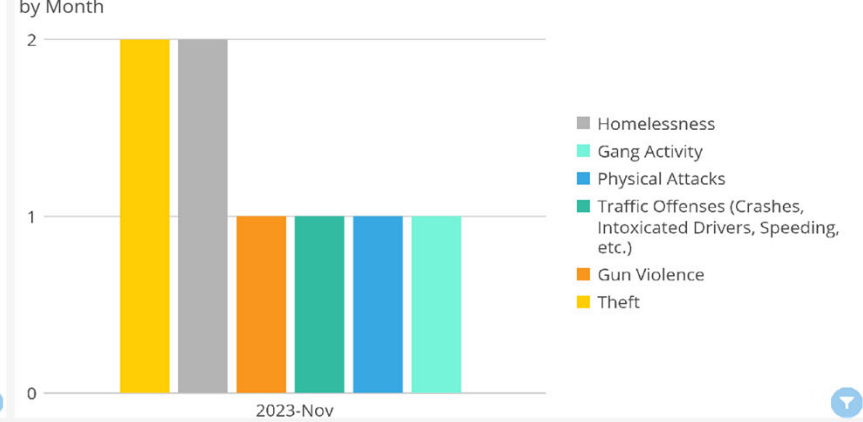


COMMUNITY INPUT ON PUBLIC SAFETY CONCERNS

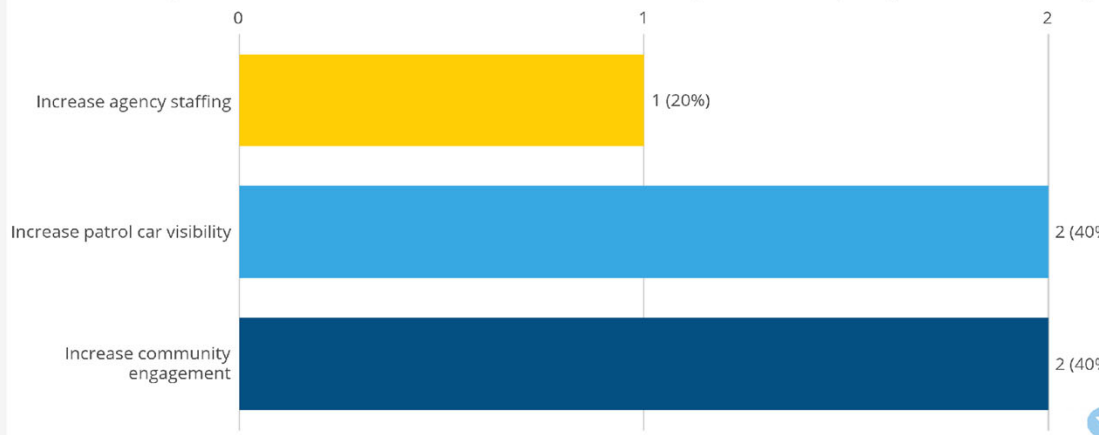
What is your top safety concern in your community?



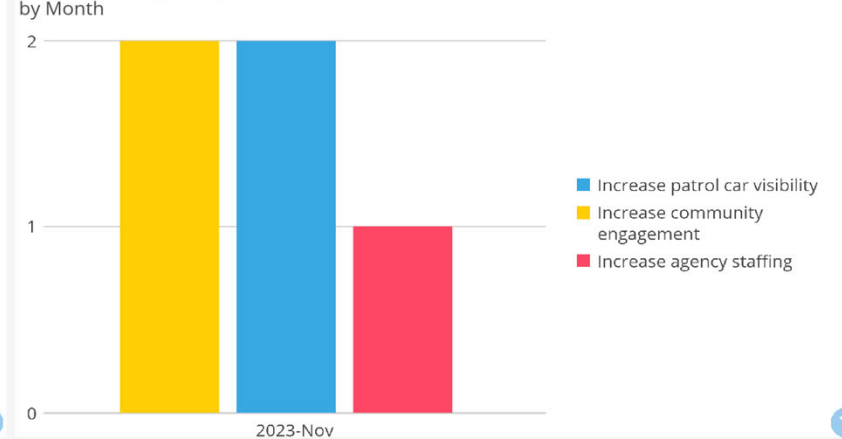
Community Concerns



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



Community Requests

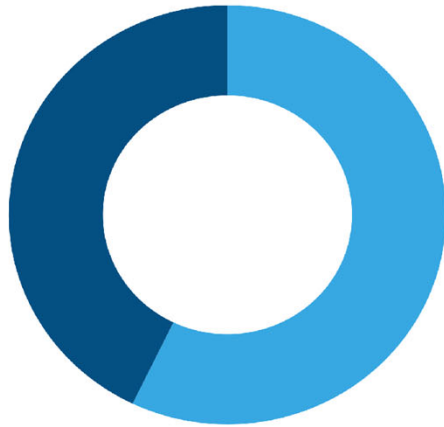




DEMOGRAPHICS

What best describes your gender?

Female	4	57.1%
Male	3	42.9%



What is your age range?

61+	3
46-60	2
36-45	1
18-20	1



What best describes your race/ethnicity?

8

6

4

2

0



White

Hispanic / Latino

White
Hispanic / Latino

