

May 6, 2024

Kalamazoo (MI) DPS - Post-Contact

Owner My90

Controls & Filters Apr 1, 2024 - Apr 30, 2024



KALAMAZOO DEPARTMENT OF PUBLIC SAFETY

POWERED BY my90
by 4AION

Summary (All Time)

- / 82% Post-Contact Score
- / 29,600 All-time Sends
- / 3,699 Responses
- / 8% Response Rate
- / Dataset last updated 5/6/2024, 4:09 AM CDT

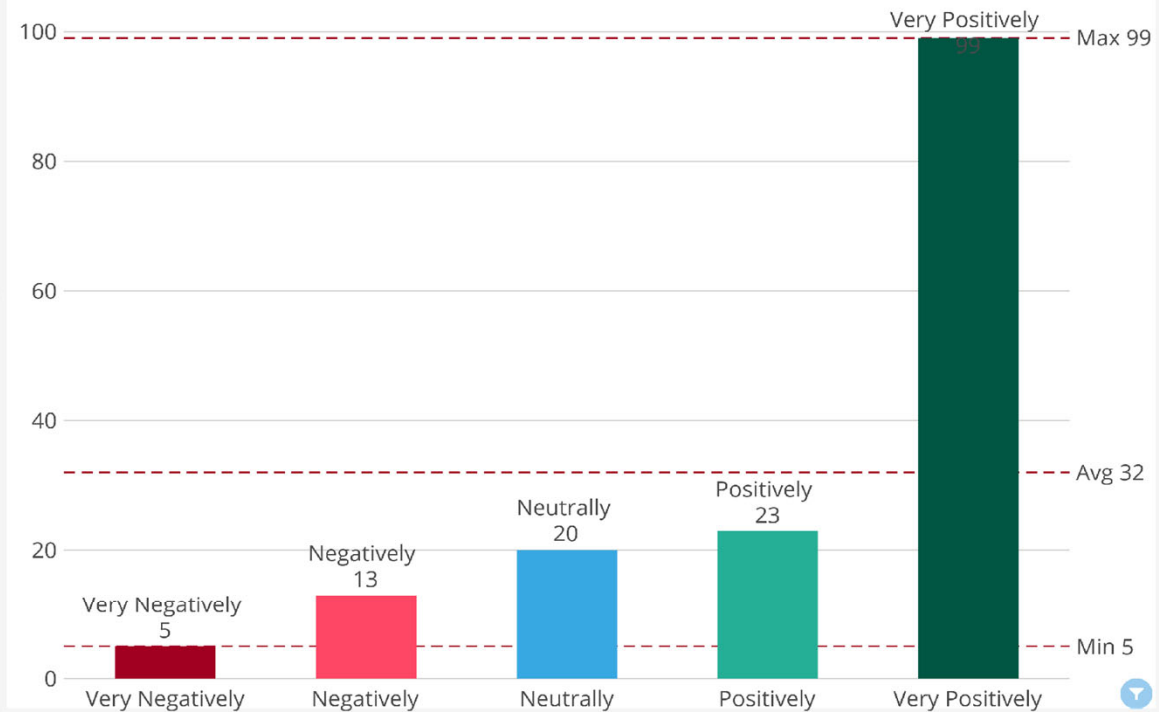
Number of Responses

194

(4/1/2024 - 4/30/2024 vs 60 days ago)
Prior Month 155

↑ 25.16%

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

73% had a positive view of the agency | ↘ -3% Last 30 Days vs Last 60 Days
Prior Month 75%

73% felt they were treated with respect | ↘ -3% Last 30 Days vs Last 60 Days
Prior Month 75%

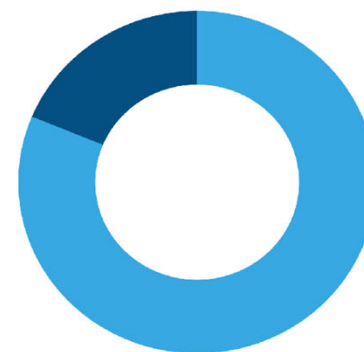
80% felt they were treated fairly | ↘ -4% Last 30 Days vs Last 60 Days
Prior Month 83%

86% felt they were listened to | ↗ 3% Last 30 Days vs Last 60 Days
Prior Month 83%

86% understood what they were told | ↗ 3% Last 30 Days vs Last 60 Days
Prior Month 83%

81% had their questions answered | ↘ -3% Last 30 Days vs Last 60 Days
Prior Month 83%

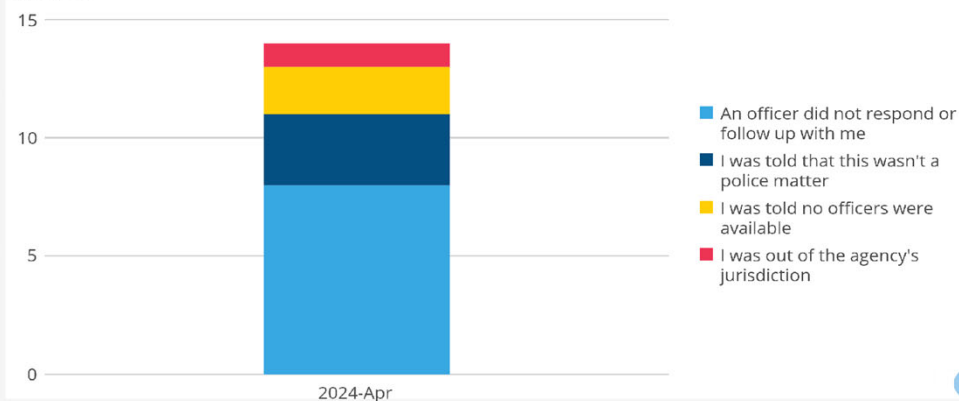
Did you receive the help you needed?



Total
128

Yes	104	81.3%
No	24	18.8%

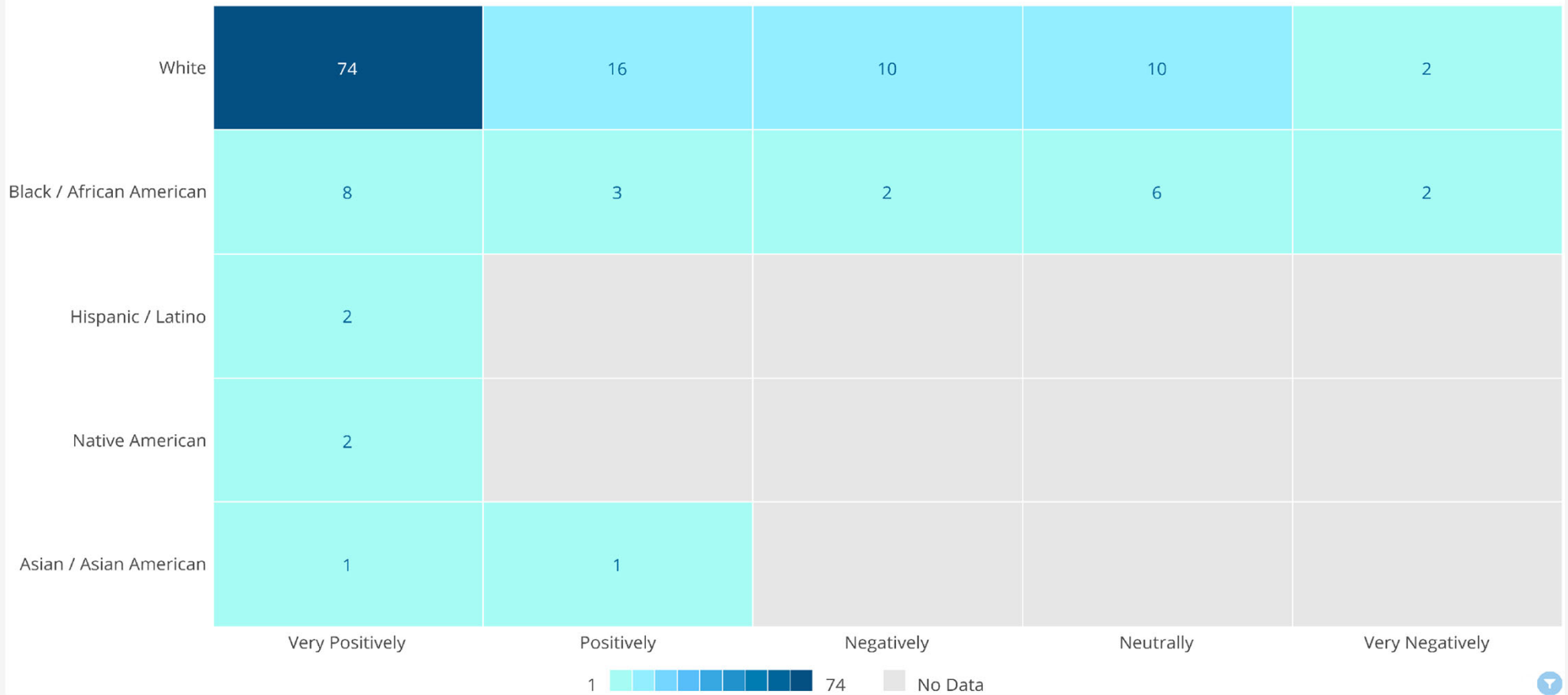
What was the main reason you didn't receive the help you needed?
by Month





PROCEDURAL JUSTICE

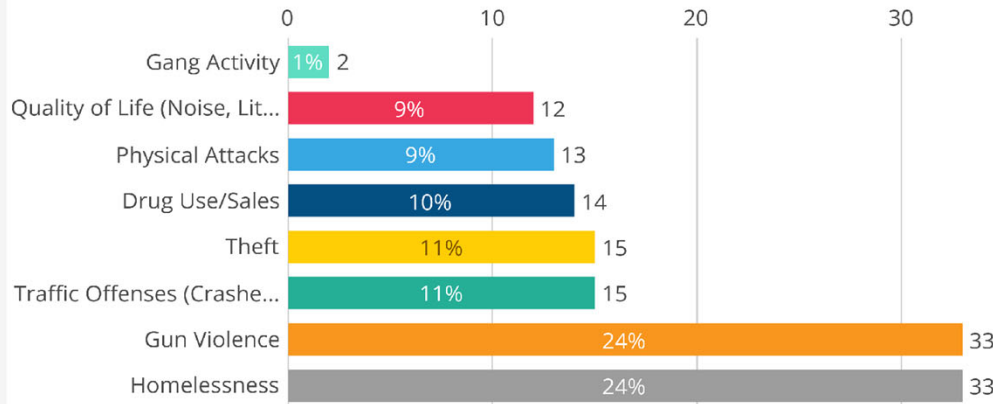
Comparison - View of the agency vs Race/Ethnicity



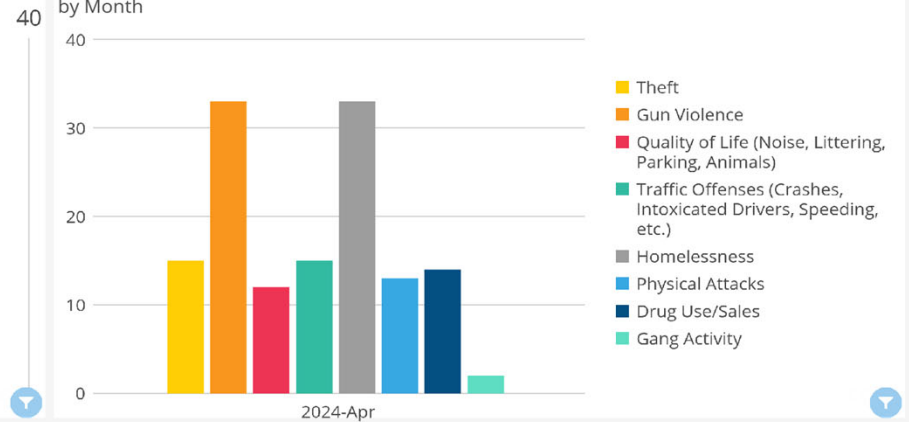


COMMUNITY INPUT ON PUBLIC SAFETY CONCERNS

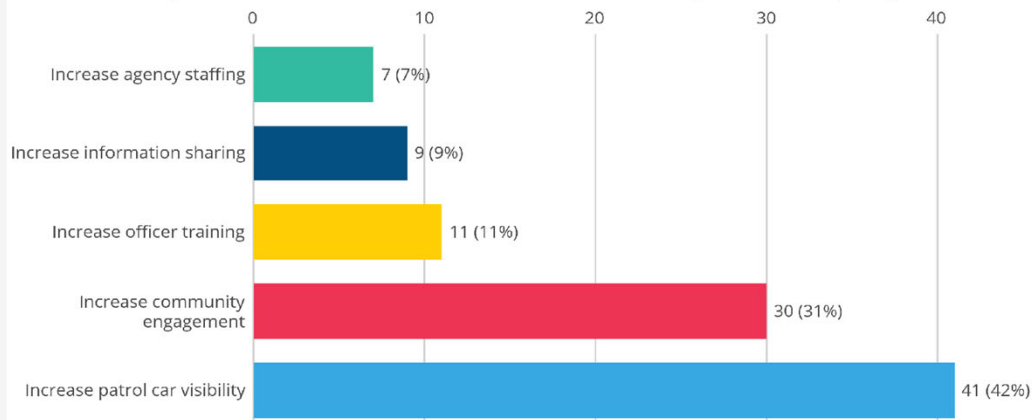
What is your top safety concern in your community?



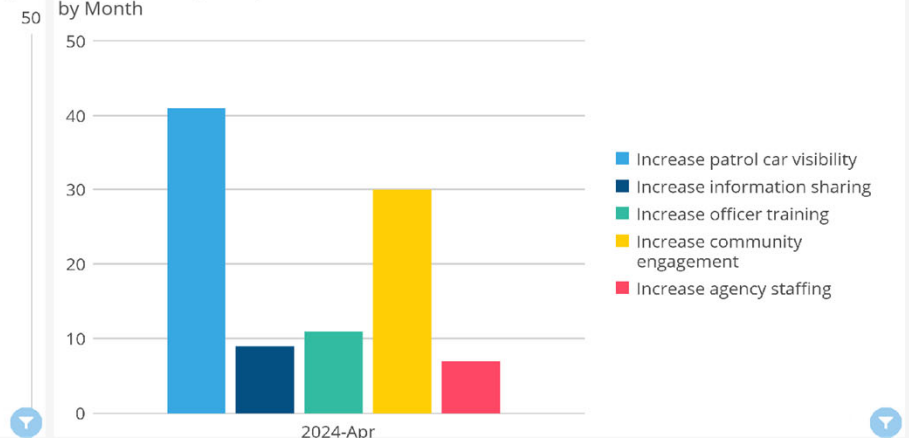
Community Concerns



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



Community Request

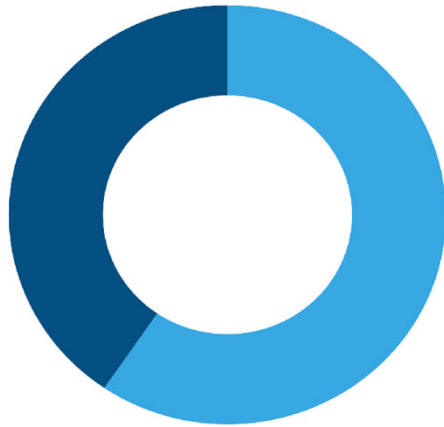




DEMOGRAPHICS

What best describes your gender?

Female	75	59.5%
Male	51	40.5%



What is your age range?

18-20	3.1%
21-27	8.53%
28-35	13.18%
36-45	17.83%
46-60	27.91%
61+	29.46%

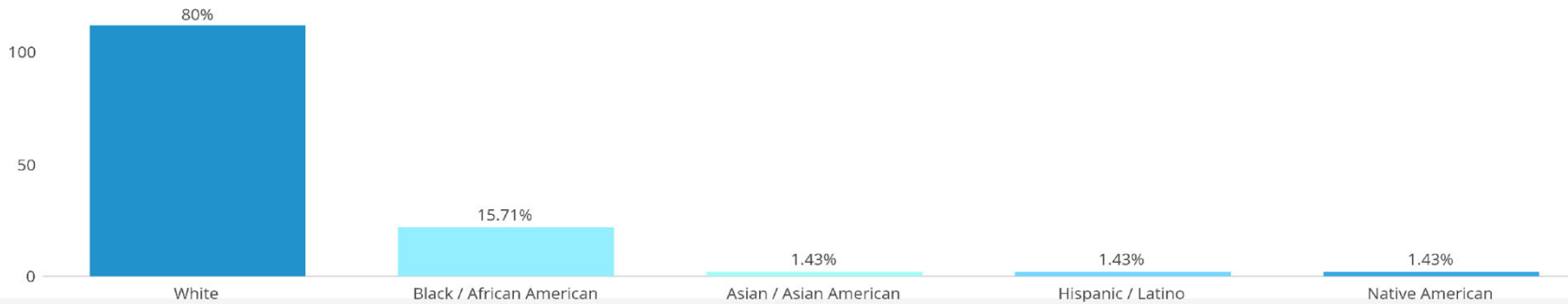


Total
129



What best describes your race/ethnicity?

150



- White
- Native American
- Hispanic / Latino
- Black / African American
- Asian / Asian American

