

September 4, 2024

Kalamazoo (MI) DPS - Post-Contact

Owner My90

Controls
& Filters Aug 1, 2024 - Aug 31, 2024



KALAMAZOO DEPARTMENT OF PUBLIC SAFETY

POWERED BY **my90**
by AXON

Summary (All Time)

/ **81%** Post-Contact Score
/ **20,096** All-time Sends
/ **4,316** Responses
/ **5%** Response Rate
/ Dataset last updated 12 hours ago

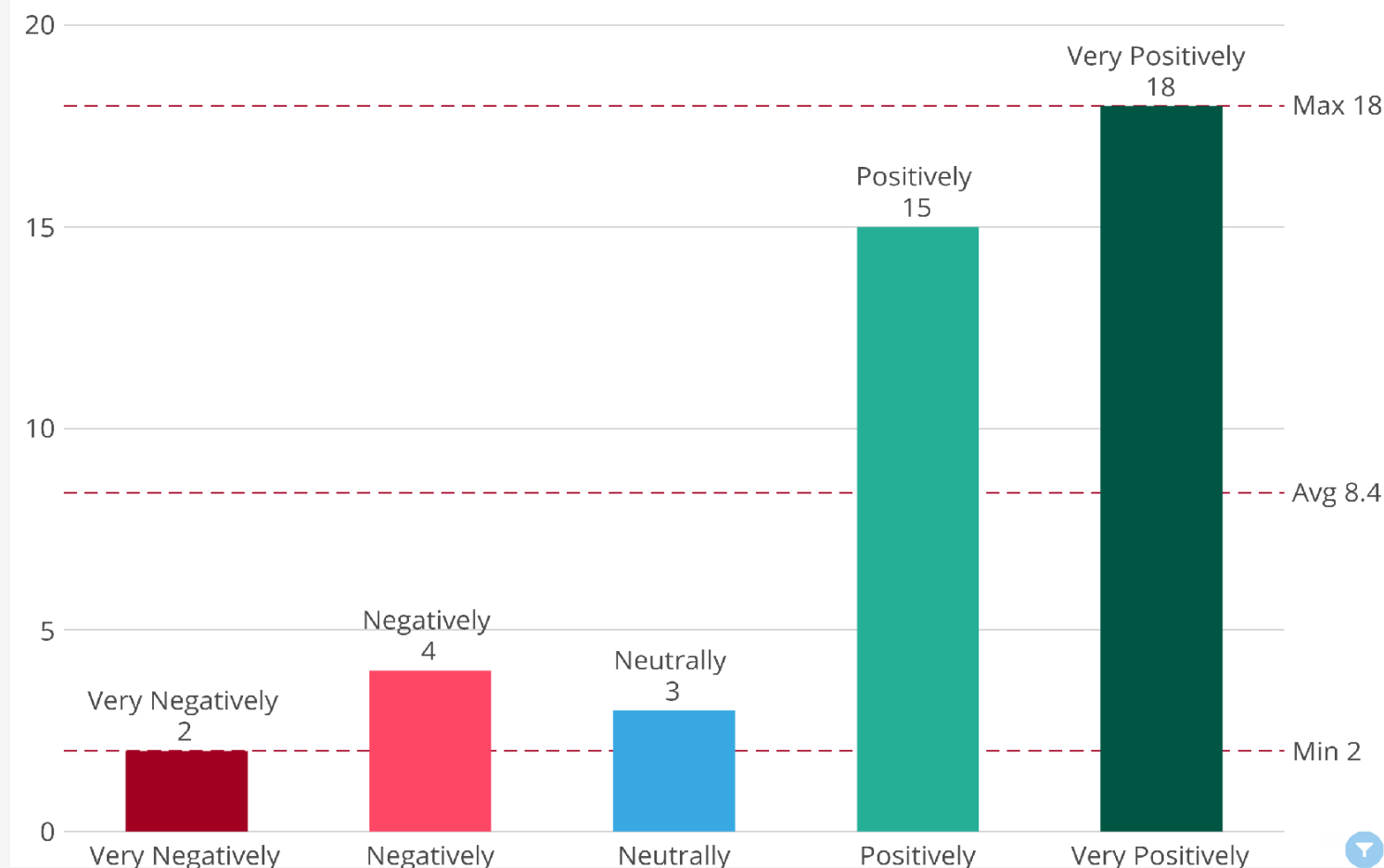
Number of Responses

58

(8/1/2024 - 8/31/2024 vs 60 days ago)
Prior Month 201

↓ **-71.14%**

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

76% had a positive view of the agency | ↘ -6% Last 30 Days vs Last 60 Days
Prior Month 80%



76% felt they were treated with respect | ↘ -6% Last 30 Days vs Last 60 Days
Prior Month 80%



76% felt they were treated fairly | ↘ -10% Last 30 Days vs Last 60 Days
Prior Month 84%



84% felt they were listened to | ↘ -2% Last 30 Days vs Last 60 Days
Prior Month 86%



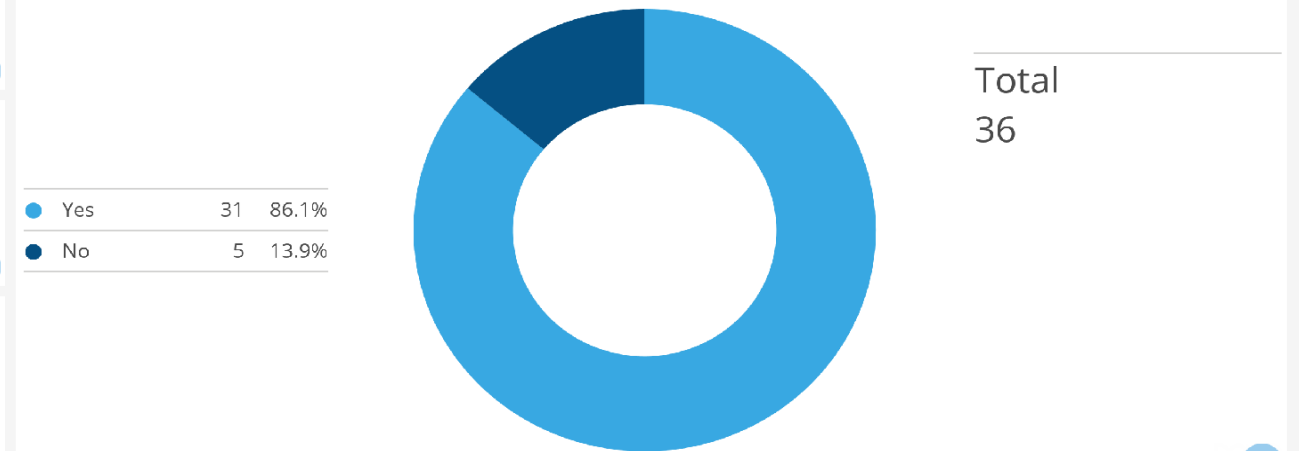
84% understood what they were told | ↘ -2% Last 30 Days vs Last 60 Days
Prior Month 86%



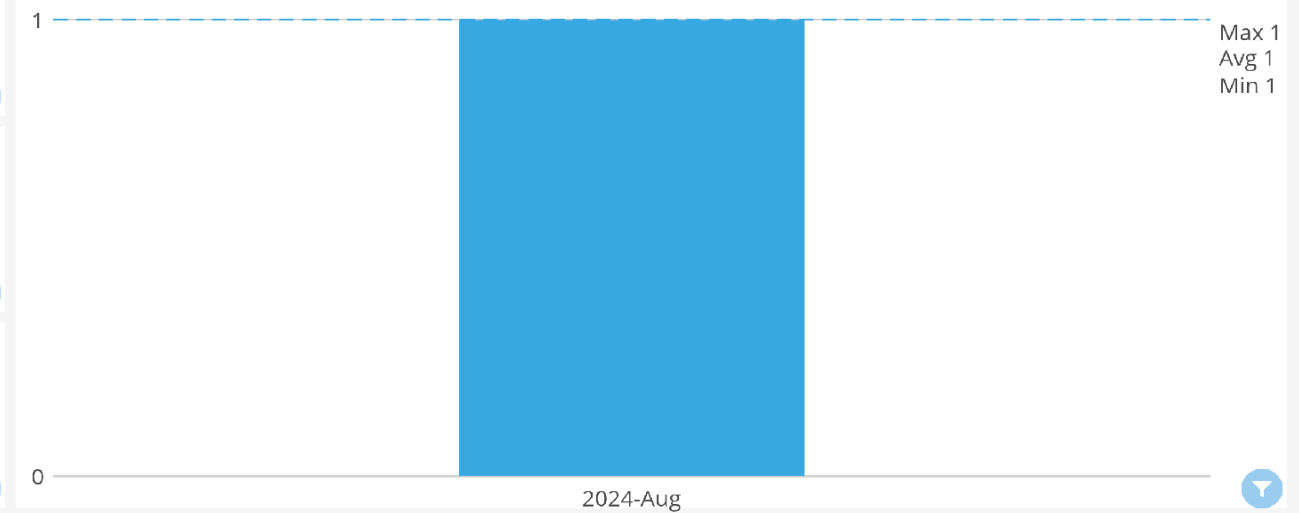
73% had their questions answered | ↘ -8% Last 30 Days vs Last 60 Days
Prior Month 79%



Did you receive the help you needed?



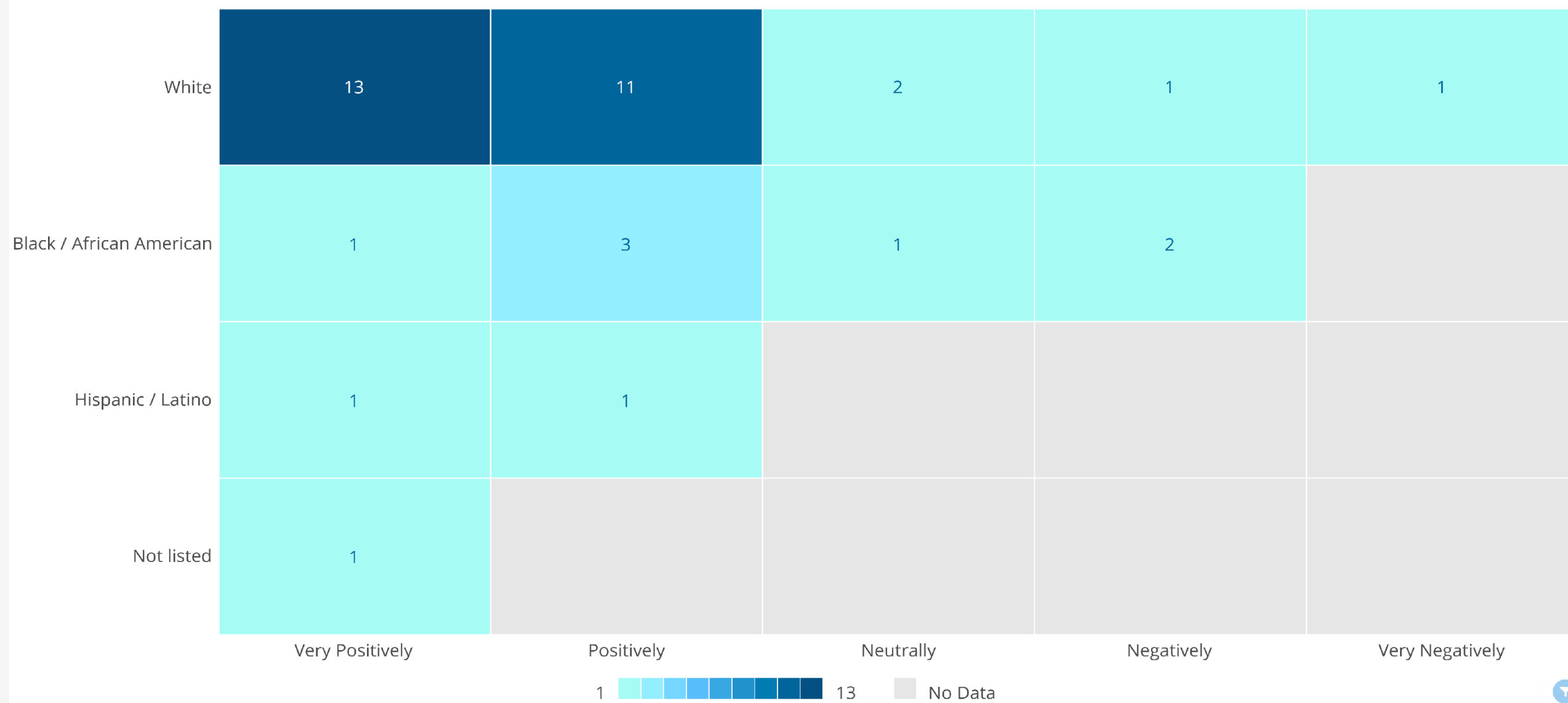
What was the main reason you didn't receive the help you needed?
by Month

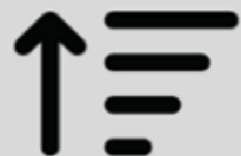




PROCEDURAL JUSTICE

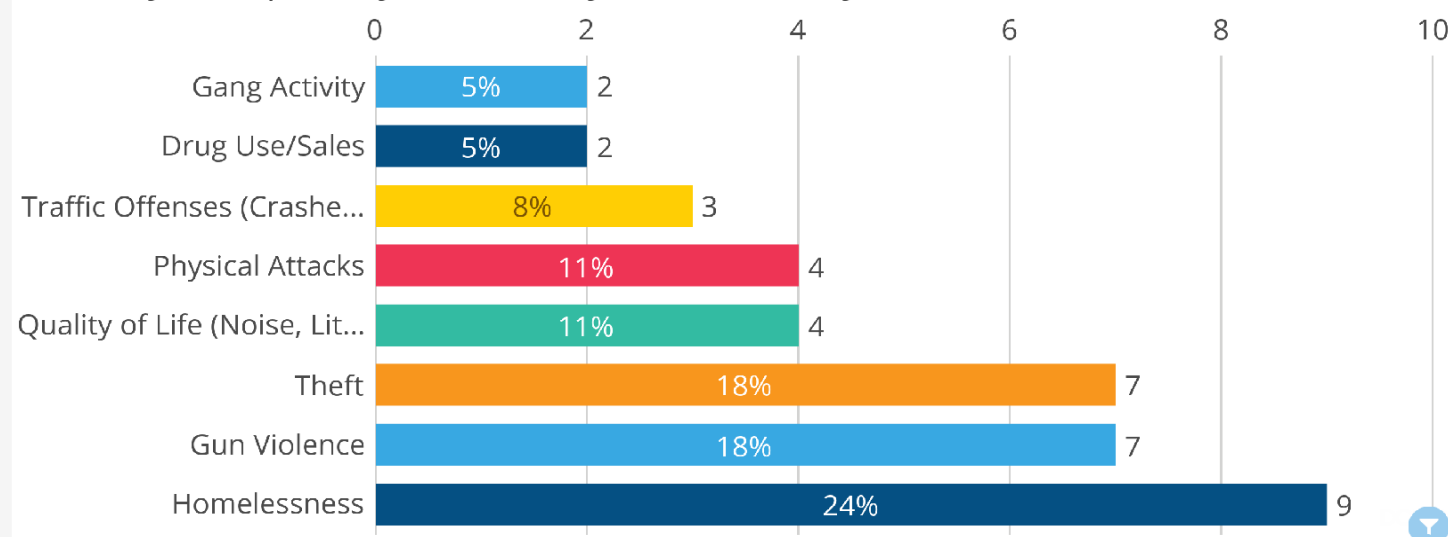
Comparison - View of the agency vs Race/Ethnicity





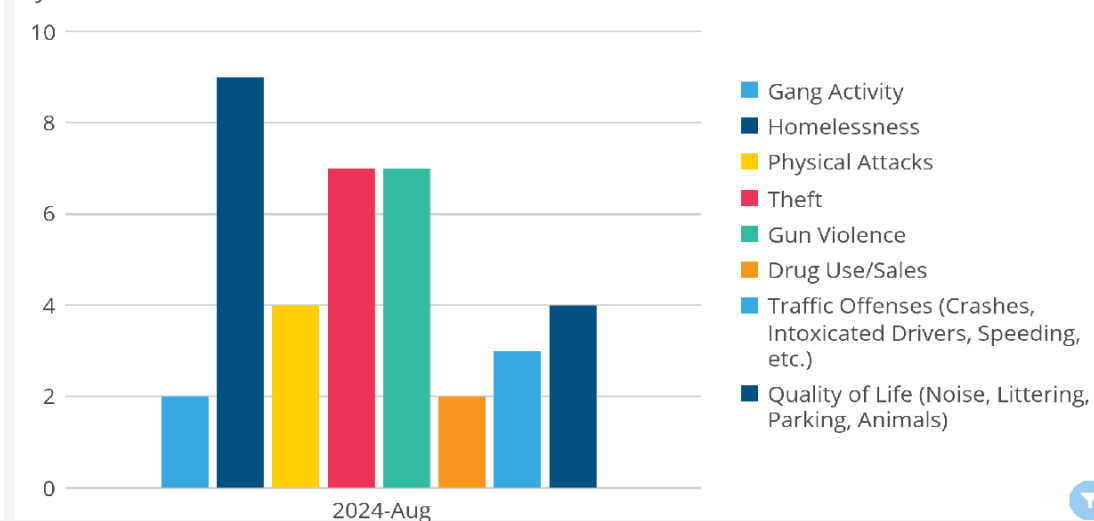
COMMUNITY INPUT ON PUBLIC SAFETY CONCERNS

What is your top safety concern in your community?

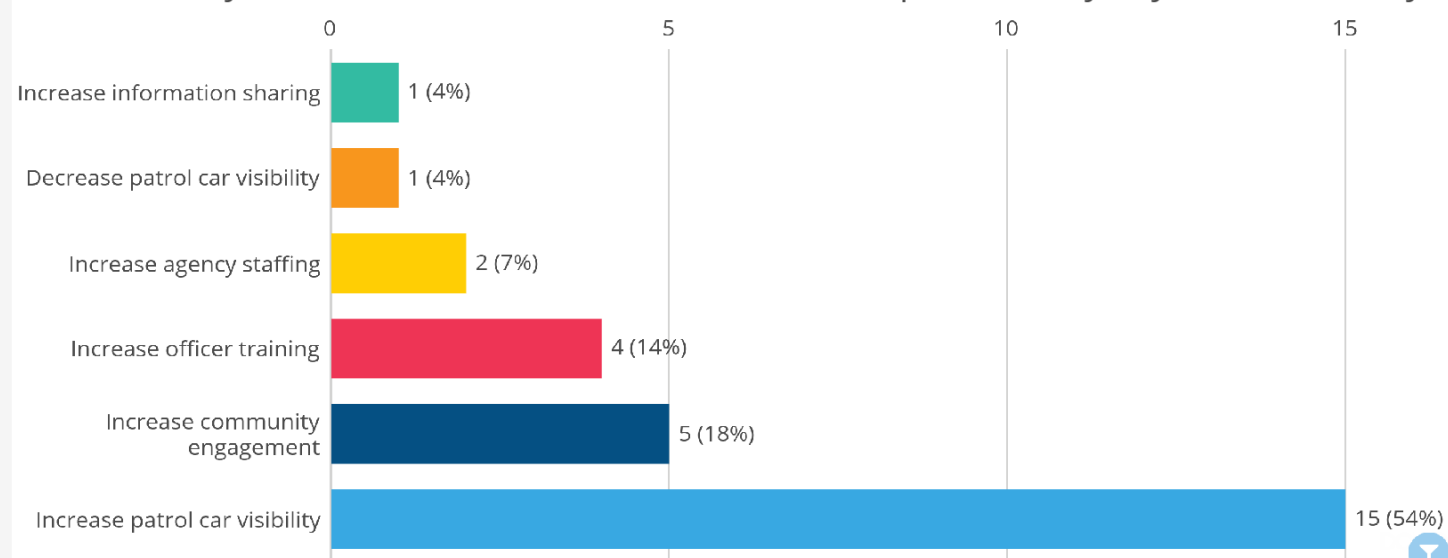


Community Concerns

by Month

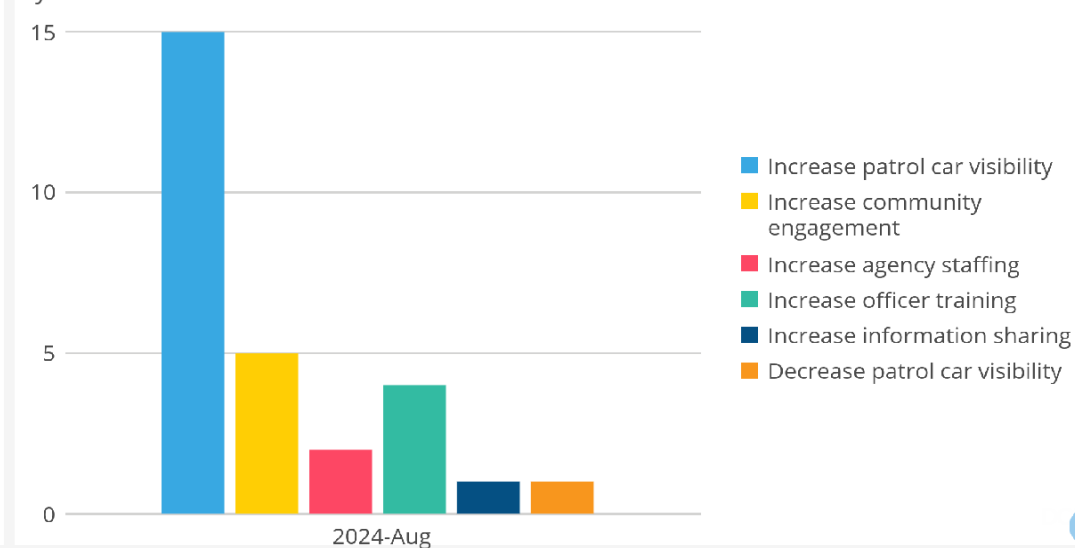


What would you most like Kalamazoo DPS to do to improve safety in your community?



Community Request

by Month

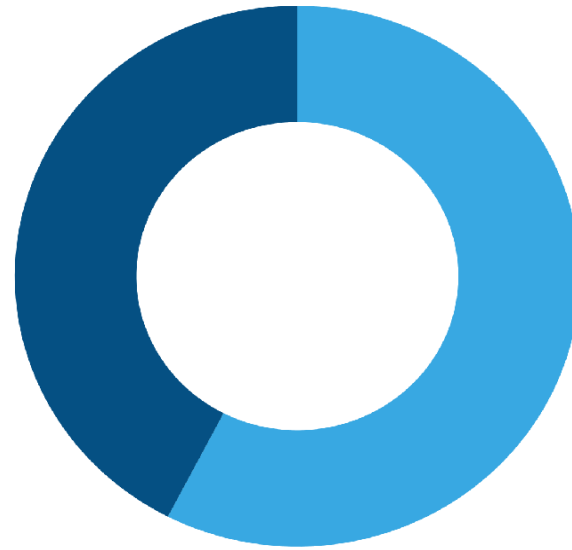




DEMOGRAPHICS

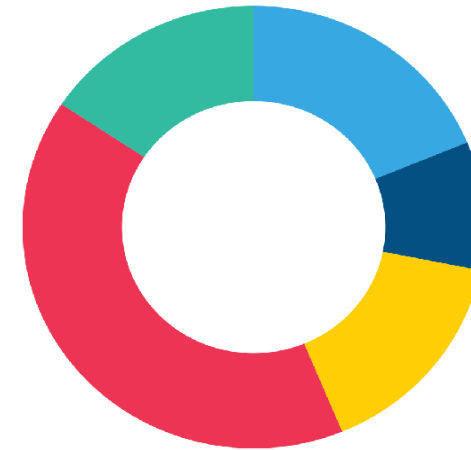
What best describes your gender?

Female	19	57.6%
Male	14	42.4%



What is your age range?

21-27	18.75%
28-35	9.38%
36-45	15.63%
46-60	40.63%
61+	15.63%



Total
32

What best describes your race/ethnicity?

