

January 5, 2026

Kalamazoo (MI) DPS - Post-Contact

Controls
& Filters

Last Month

Summary (All Time)

/ **81%** Post-Contact Score
/ **38,215** All-time Sends
/ **6,529** Responses
/ **17%** Response Rate
/ Dataset last updated 5 hours ago

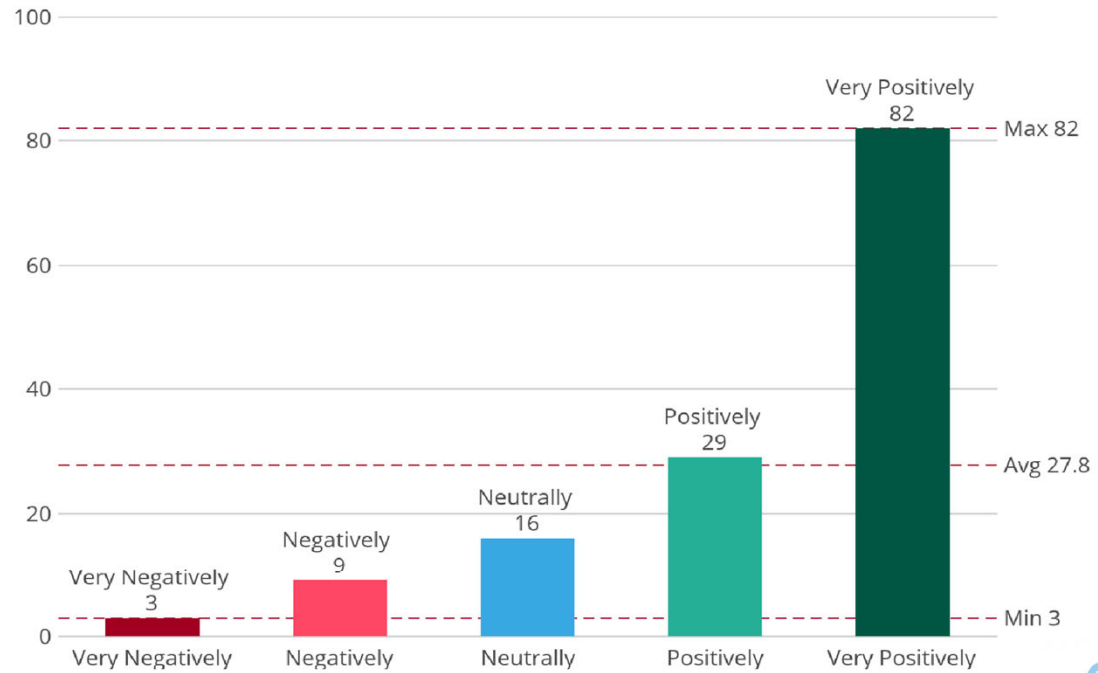
Number of Responses

162

(2025-12-31T17:32:53 vs 2025-12-31T17:32:53)
Prior Month 162

0

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

78% had a positive view of the agency | 0 Last 30 Days vs Last 60 Days
Prior Month 78%



78% felt they were treated with respect | 0 Last 30 Days vs Last 60 Days
Prior Month 78%



79% felt they were treated fairly | 0 Last 30 Days vs Last 60 Days
Prior Month 79%



82% felt they were listened to | 0 Last 30 Days vs Last 60 Days
Prior Month 82%



82% understood what they were told | 0 Last 30 Days vs Last 60 Days
Prior Month 82%

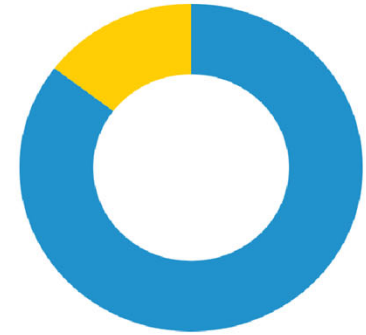


81% had their questions answered | 0 Last 30 Days vs Last 60 Days
Prior Month 81%

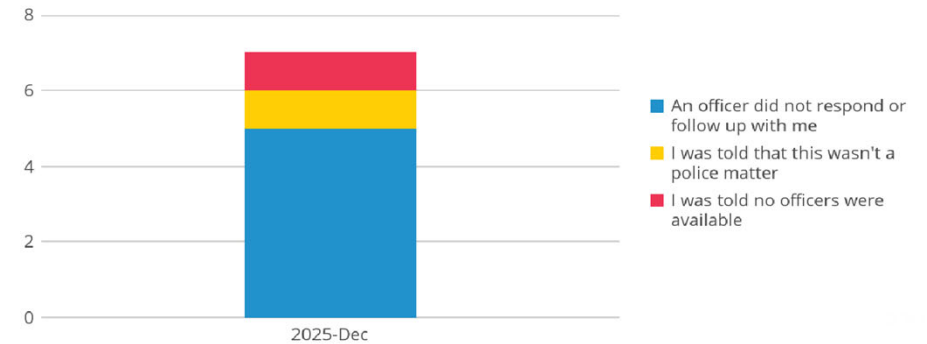


Did you receive the help you needed?

Yes	105	85.4%
No	18	14.6%



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



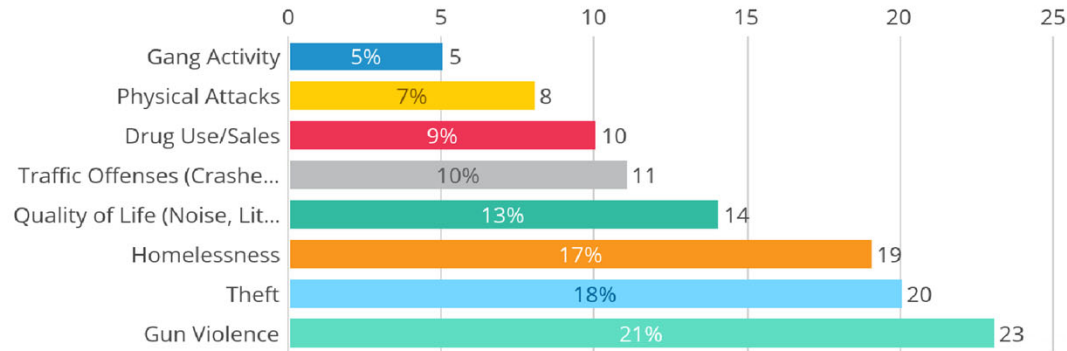
PROCEDURAL JUSTICE

Comparison - View of the agency vs Race/Ethnicity

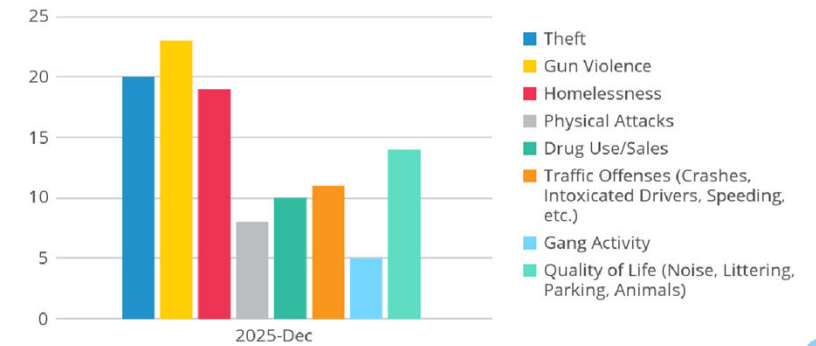


**COMMUNITY INPUT ON
PUBLIC SAFETY CONCERNS**

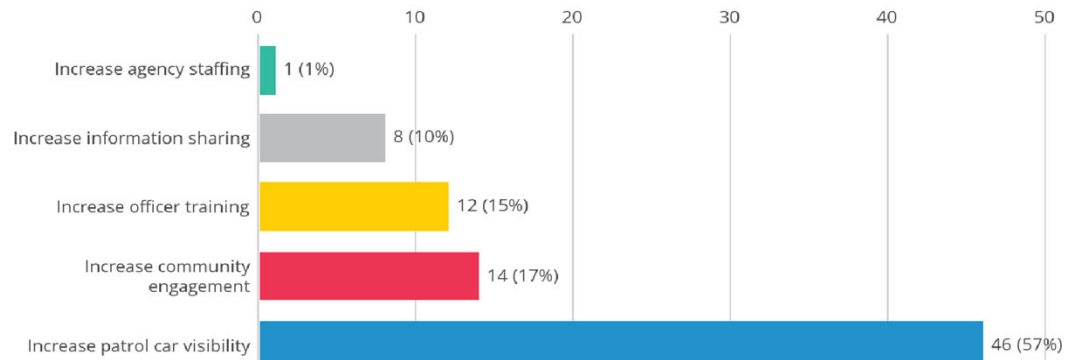
What is your top safety concern in your community?



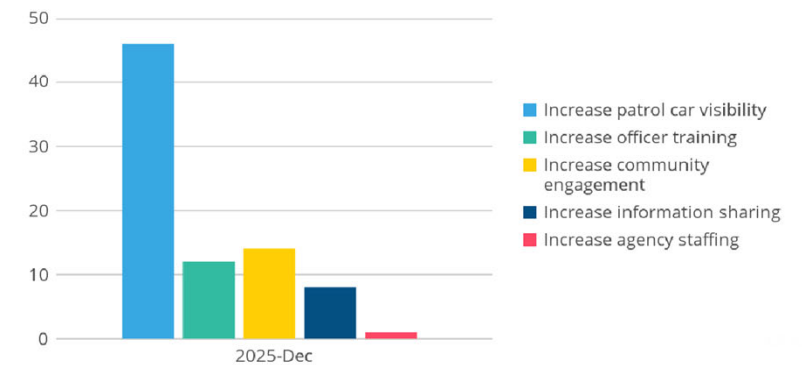
Community Concerns by Month



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



Community Request by Month



DEMOGRAPHICS

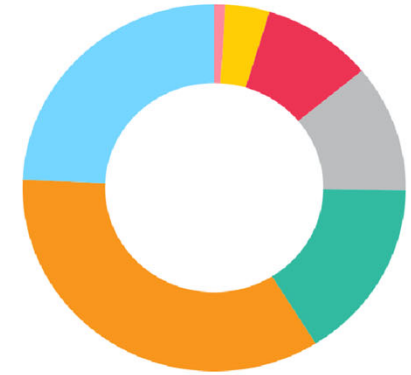
What best describes your gender?

Female	56	53.8%
Male	48	46.2%

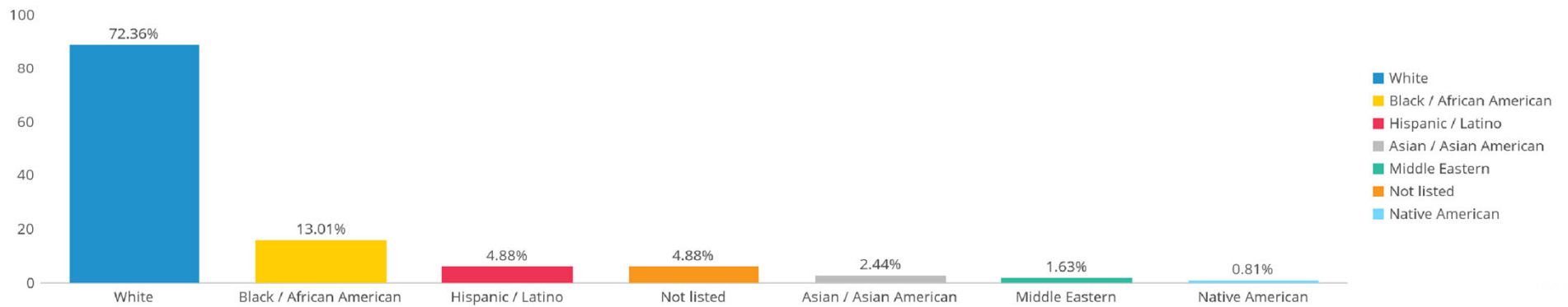


What is your age range?

Under 18	0.93%
18-20	3.74%
21-27	9.35%
28-35	11.21%
36-45	15.89%
46-60	34.58%
61+	24.3%



What best describes your race/ethnicity?



FEEDBACK