



March 4, 2024

# Kalamazoo (MI) DPS - Post-Contact

Owner My90

Controls & Filters Feb 1, 2024 - Feb 29, 2024



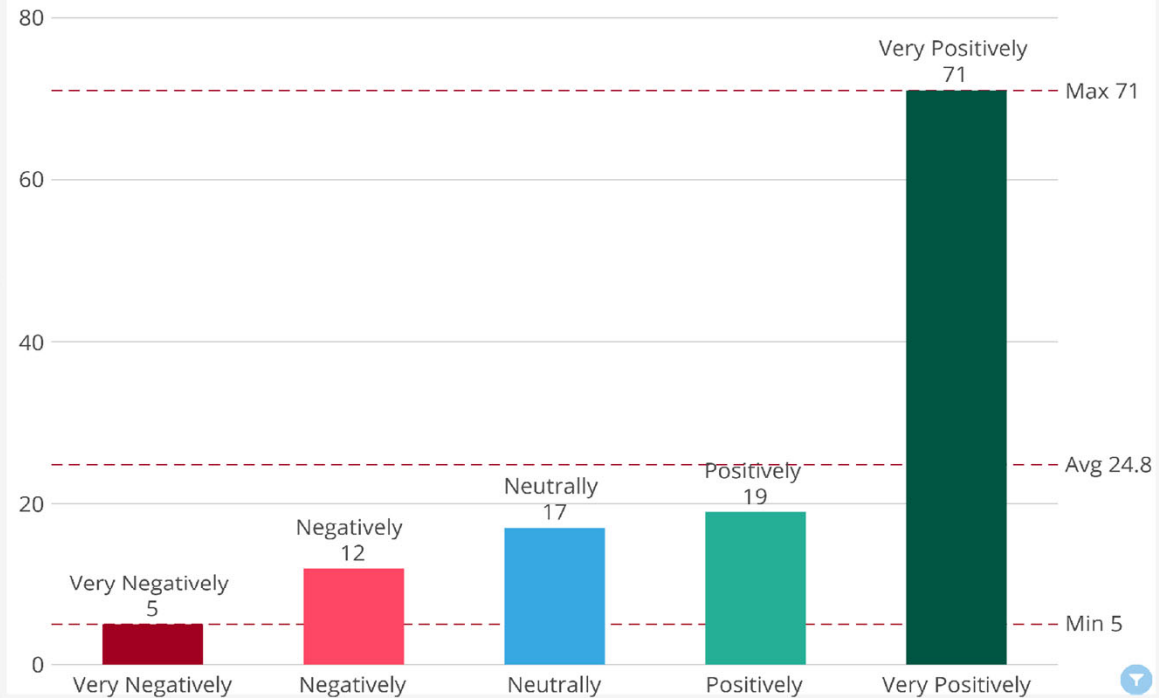
# KALAMAZOO DEPARTMENT OF PUBLIC SAFETY

POWERED BY my90  
by 4AION

### Summary (All Time)

- / 83% Post-Contact Score
- / 26,043 All-time Sends
- / 3,257 Responses
- / 8% Response Rate
- / Dataset last updated 5 hours ago

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



### BADGES EARNED



### Number of Responses

# 147

( 2/1/2024 - 2/29/2024 vs 60 days ago )  
Prior Month 134

↑ 9.7%

Select Age Group

Select

Select Race/Ethnicity

Select

Select Gender

Select

Select Interaction Type

Select



# COMMUNITY SENTIMENT

74% had a positive view of the agency | ↘ -14% Last 30 Days vs Last 60 Days  
Prior Month 85%

74% felt they were treated with respect | ↘ -14% Last 30 Days vs Last 60 Days  
Prior Month 85%

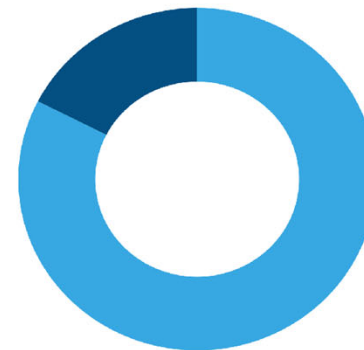
84% felt they were treated fairly | ↘ -6% Last 30 Days vs Last 60 Days  
Prior Month 89%

84% felt they were listened to | ↘ -3% Last 30 Days vs Last 60 Days  
Prior Month 87%

84% understood what they were told | ↘ -3% Last 30 Days vs Last 60 Days  
Prior Month 87%

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

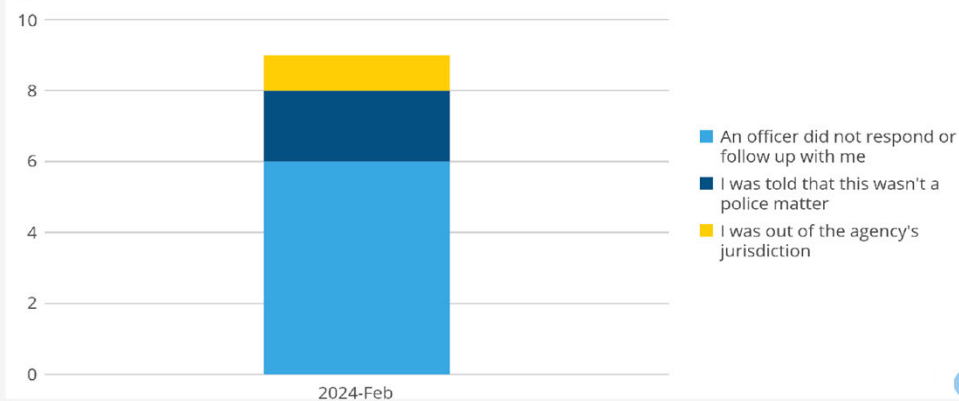
Did you receive the help you needed?



Total  
103

Response	Count	Percentage
Yes	85	82.5%
No	18	17.5%

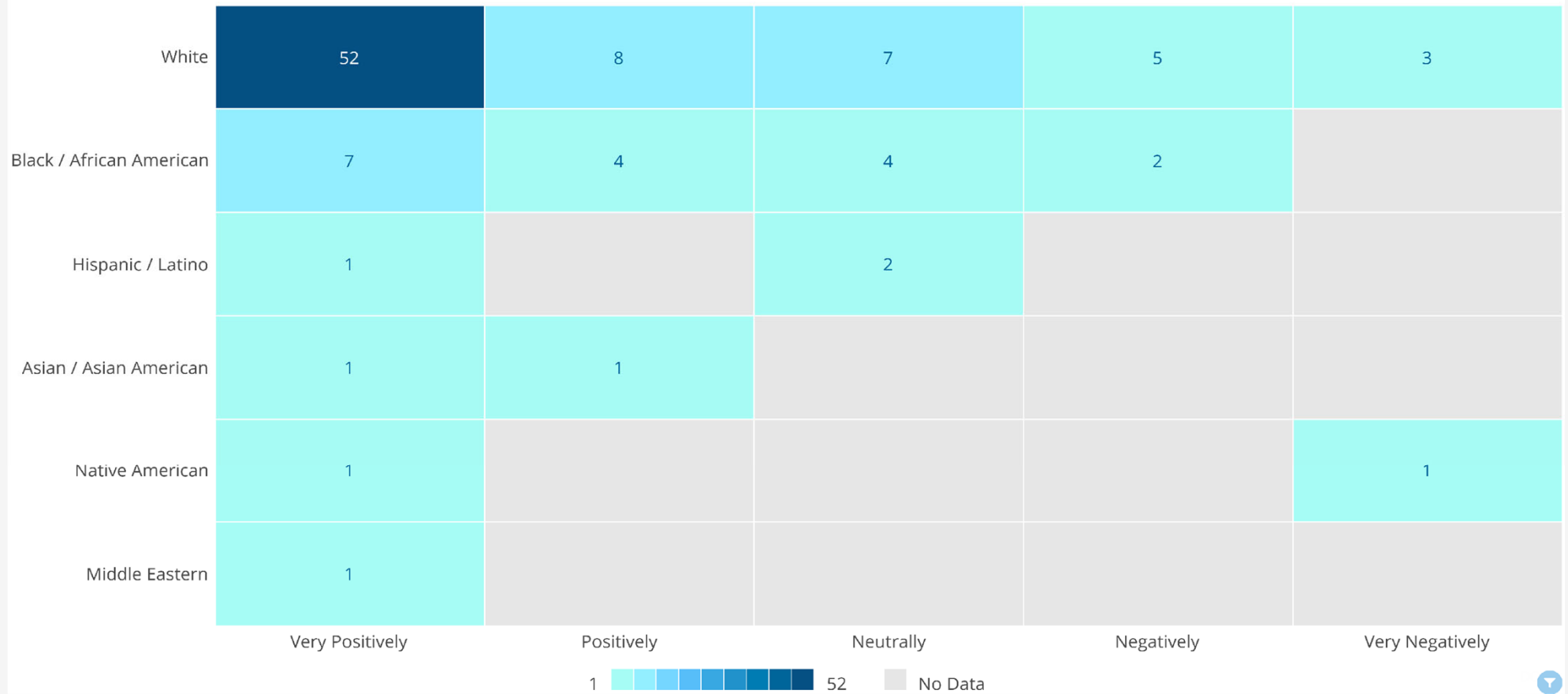
What was the main reason you didn't receive the help you needed?  
by Month





# PROCEDURAL JUSTICE

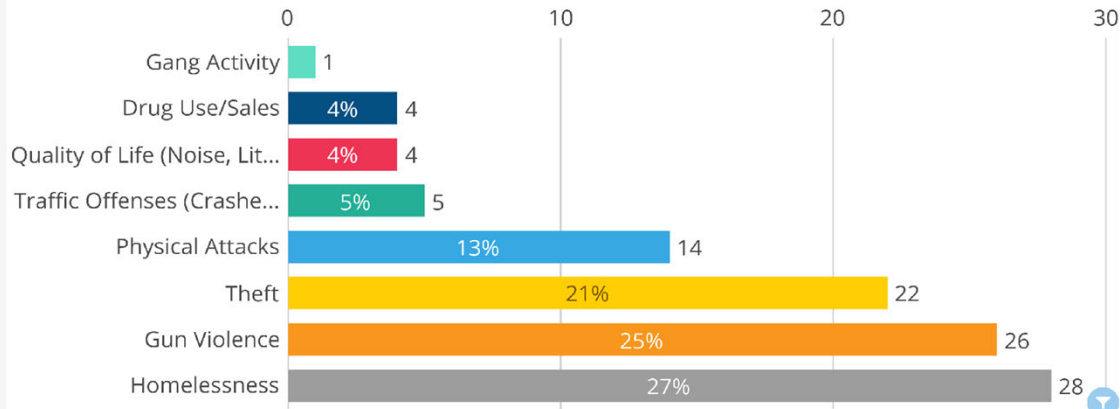
Comparison - View of the agency vs Race/Ethnicity



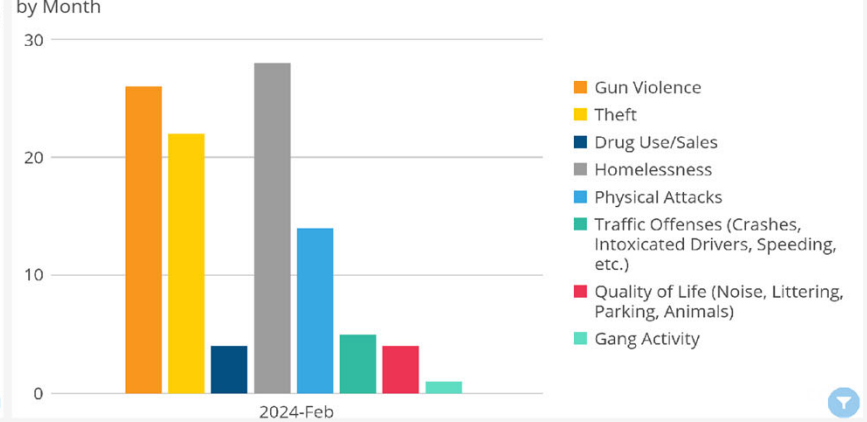


# COMMUNITY INPUT ON PUBLIC SAFETY CONCERNS

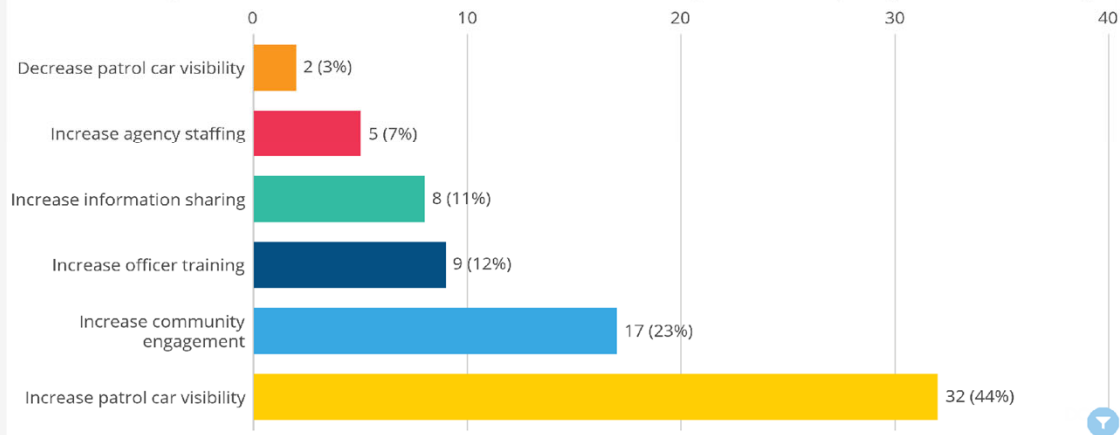
What is your top safety concern in your community?



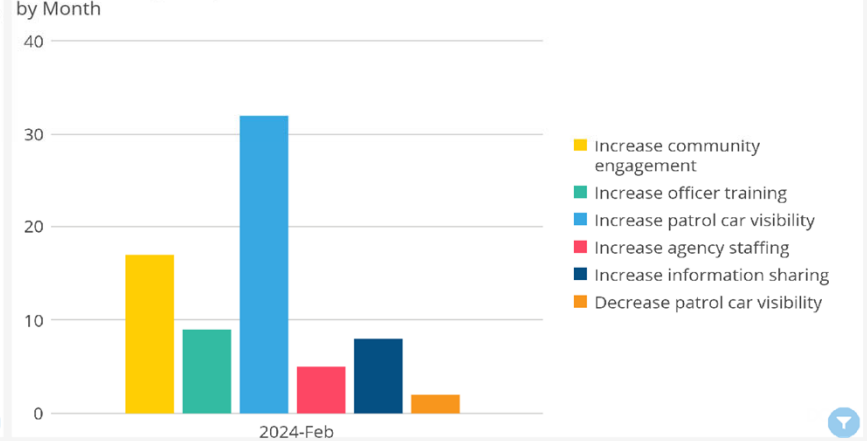
Community Concerns



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



Community Request

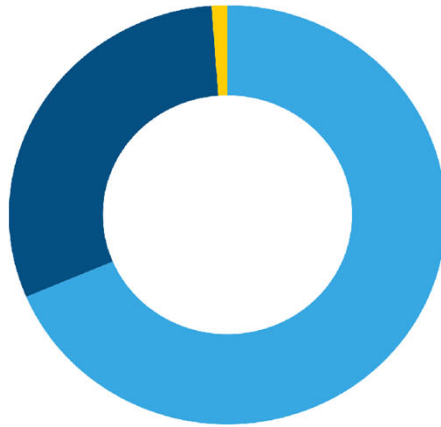




# DEMOGRAPHICS

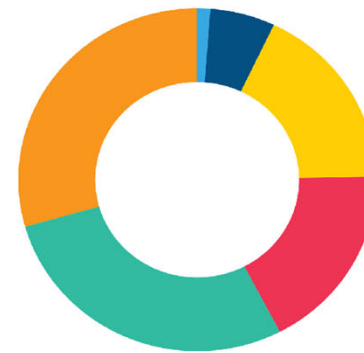
What best describes your gender?

Female	59	68.6%
Male	26	30.2%
Nonbinary / third gender	1	1.16%



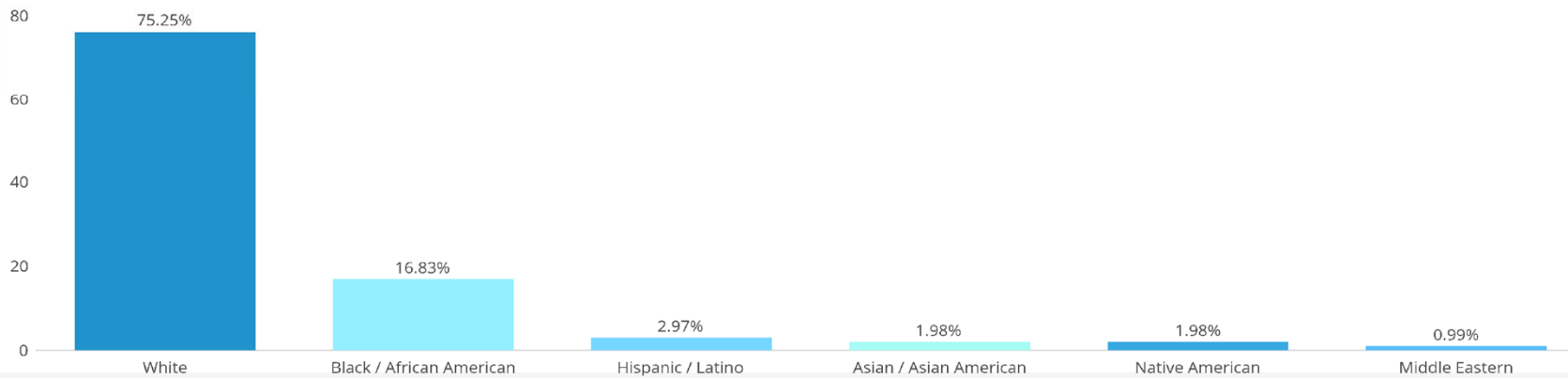
What is your age range?

18-20	1.18%
21-27	5.88%
28-35	17.65%
36-45	17.65%
46-60	28.24%
61+	29.41%



Total  
85

What best describes your race/ethnicity?



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