



April 8, 2024

Kalamazoo (MI) DPS - Post-Contact

Owner My90

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



KALAMAZOO DEPARTMENT OF PUBLIC SAFETY

POWERED BY my90
by 4AION

Summary (All Time)

/ 83% Post-Contact Score
/ 28,271 All-time Sends
/ 3,522 Responses
/ 8% Response Rate
/ Dataset last updated 4/8/2024, 4:09 AM CDT

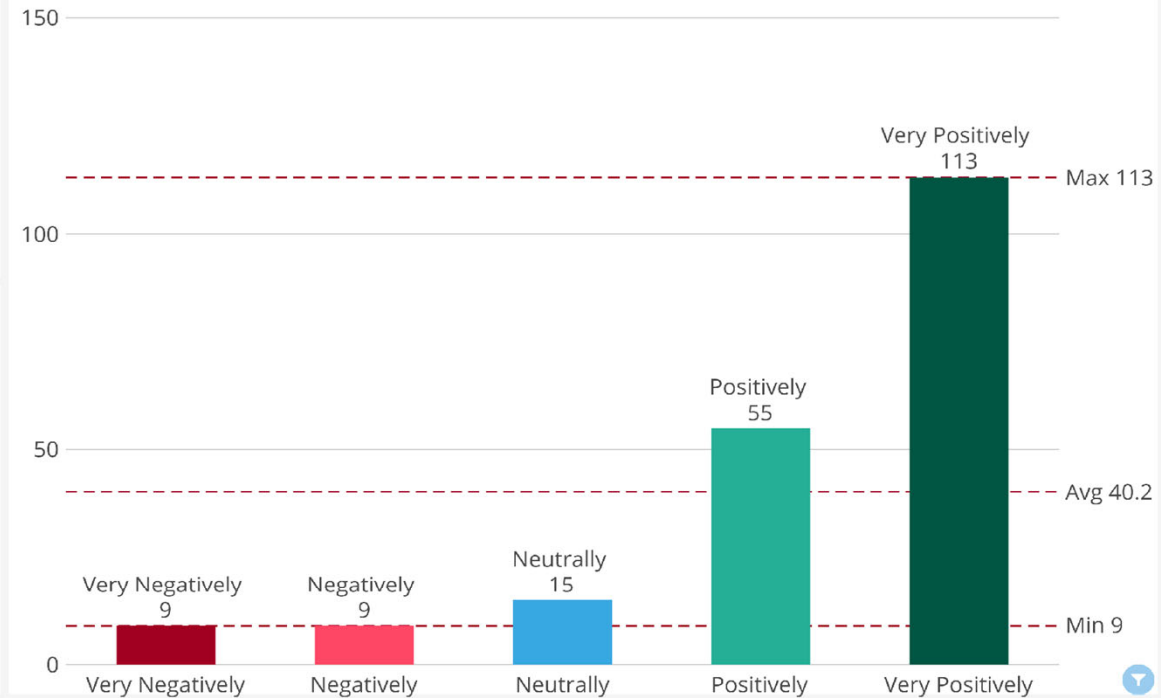
Number of Responses

227

(3/1/2024 - 3/31/2024 vs 60 days ago)
Prior Month 249

↓ -8.84%

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

82% had a positive view of the agency | ↘ -5% Last 30 Days vs Last 60 Days
Prior Month 86%



82% felt they were treated with respect | ↘ -5% Last 30 Days vs Last 60 Days
Prior Month 86%



84% felt they were treated fairly | ↘ -4% Last 30 Days vs Last 60 Days
Prior Month 88%



87% felt they were listened to | ↘ -1% Last 30 Days vs Last 60 Days
Prior Month 88%



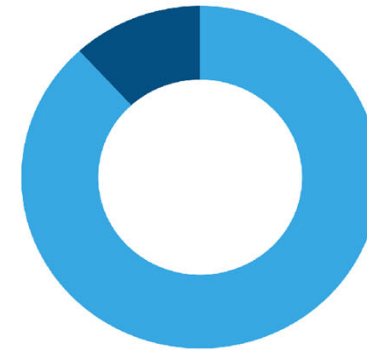
87% understood what they were told | ↘ -1% Last 30 Days vs Last 60 Days
Prior Month 88%



85% had their questions answered | ↗ 1% Last 30 Days vs Last 60 Days
Prior Month 85%



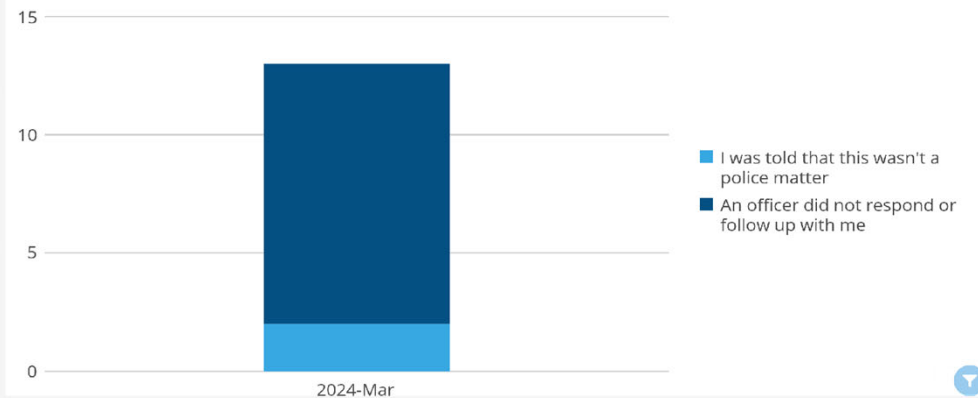
Did you receive the help you needed?



Total
161

Yes	142	88.2%
No	19	11.8%

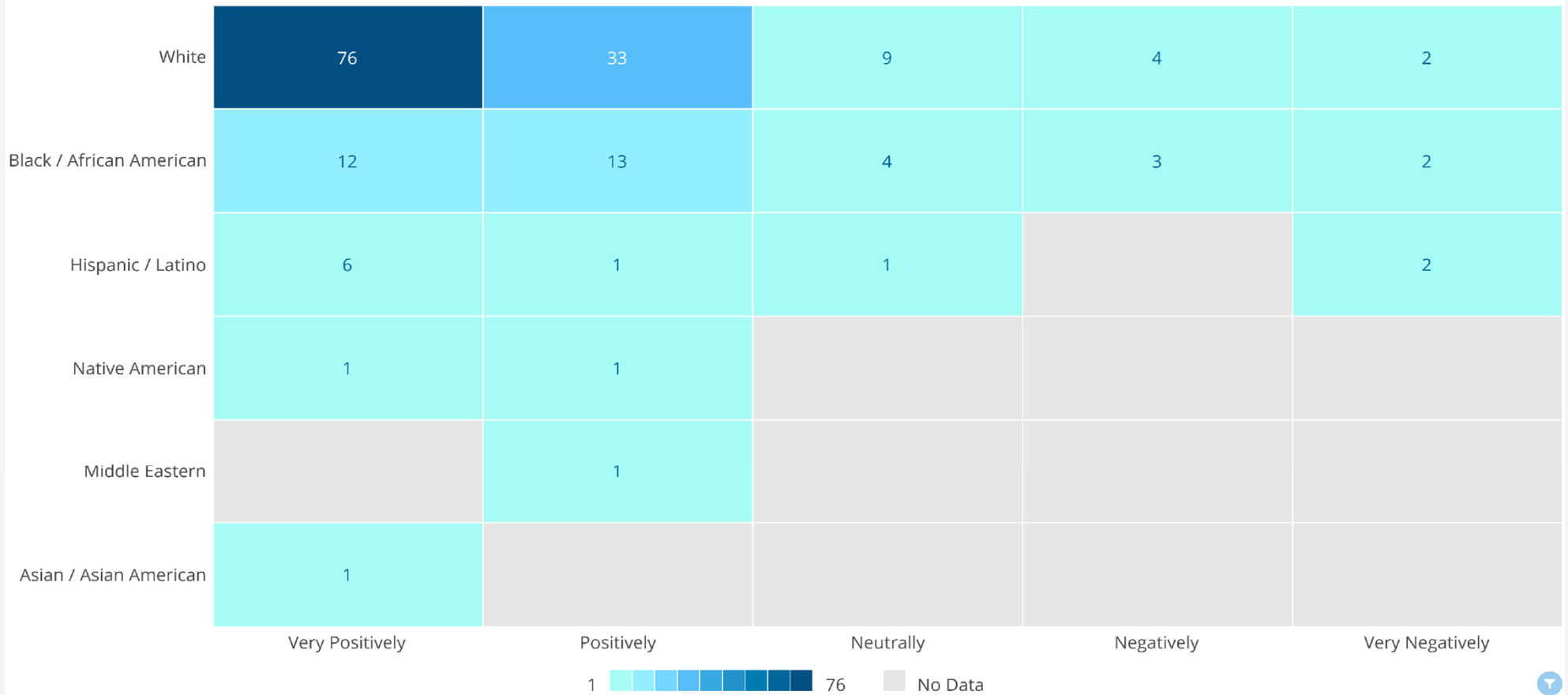
What was the main reason you didn't receive the help you needed?
by Month





PROCEDURAL JUSTICE

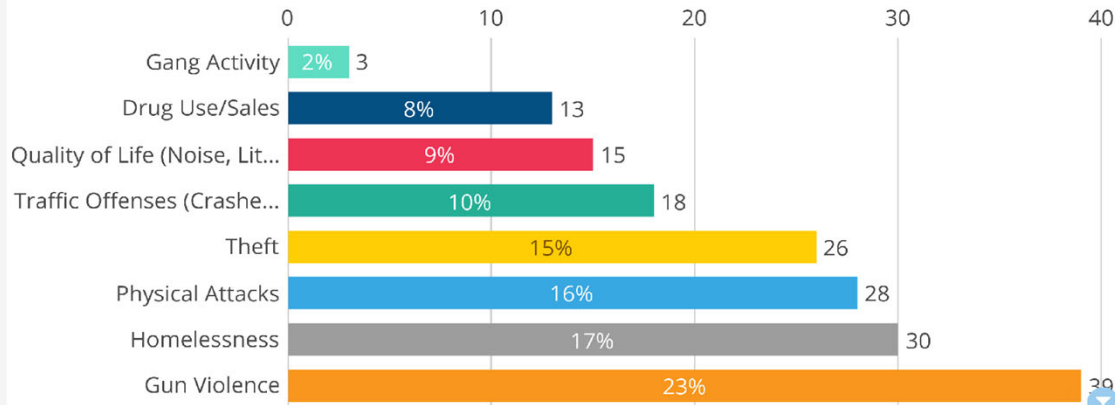
Comparison - View of the agency vs Race/Ethnicity



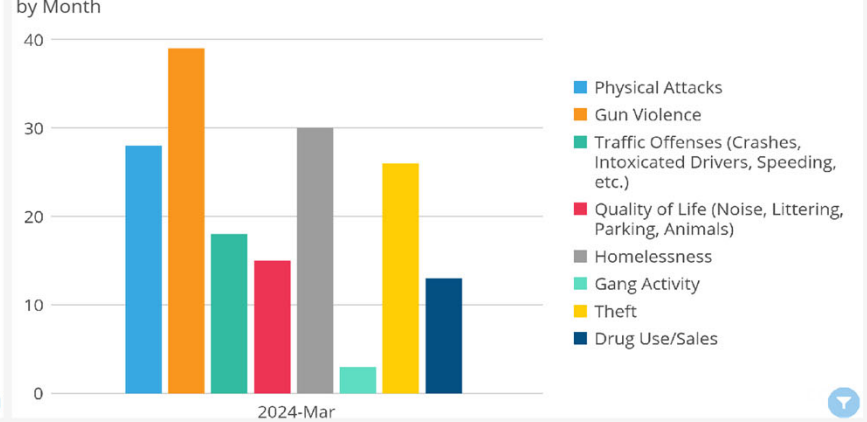


COMMUNITY INPUT ON PUBLIC SAFETY CONCERNS

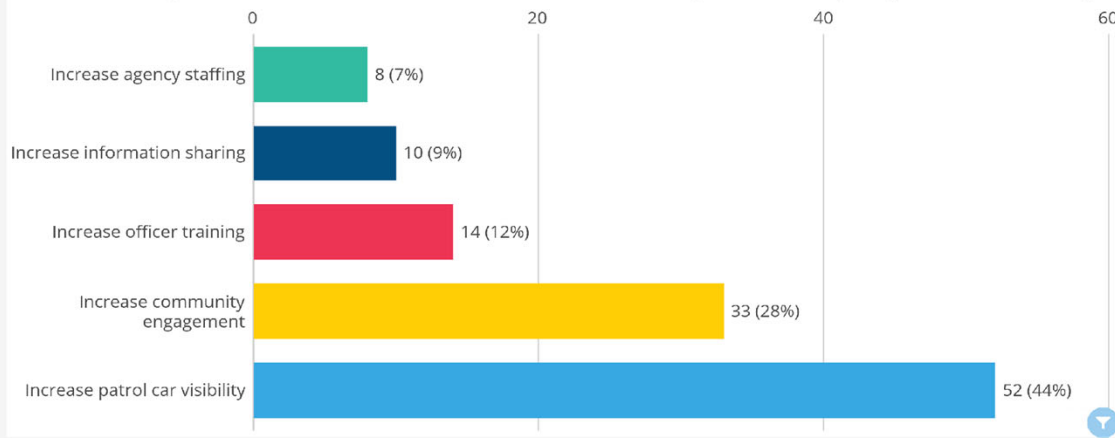
What is your top safety concern in your community?



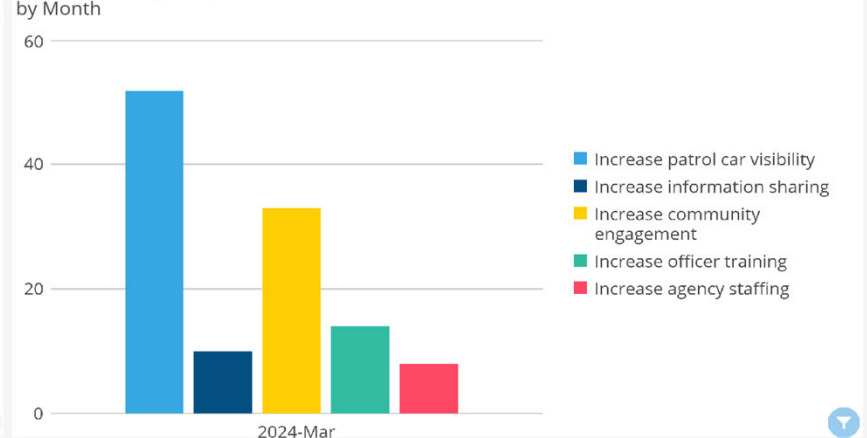
Community Concerns



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



Community Request

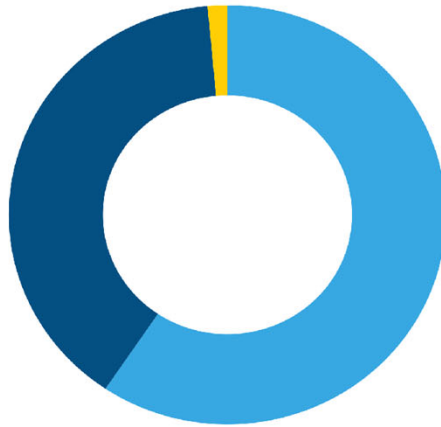




DEMOGRAPHICS

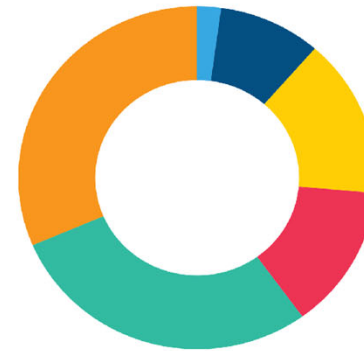
What best describes your gender?

Female	82	59.4%
Male	54	39.1%
Nonbinary / third gender	2	1.45%



What is your age range?

18-20	2.14%
21-27	9.29%
28-35	15%
36-45	13.57%
46-60	28.57%
61+	31.43%



Total
140

What best describes your race/ethnicity?

