

October 1, 2024

Kalamazoo (MI) DPS - Post-Contact

Owner My90

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



KALAMAZOO

DEPARTMENT OF PUBLIC SAFETY

POWERED BY my90
by 4AION

Summary (All Time)

/ 82% Post-Contact Score
/ 19,765 All-time Sends
/ 4,448 Responses
/ 23% Response Rate
/ Dataset last updated 1 day ago

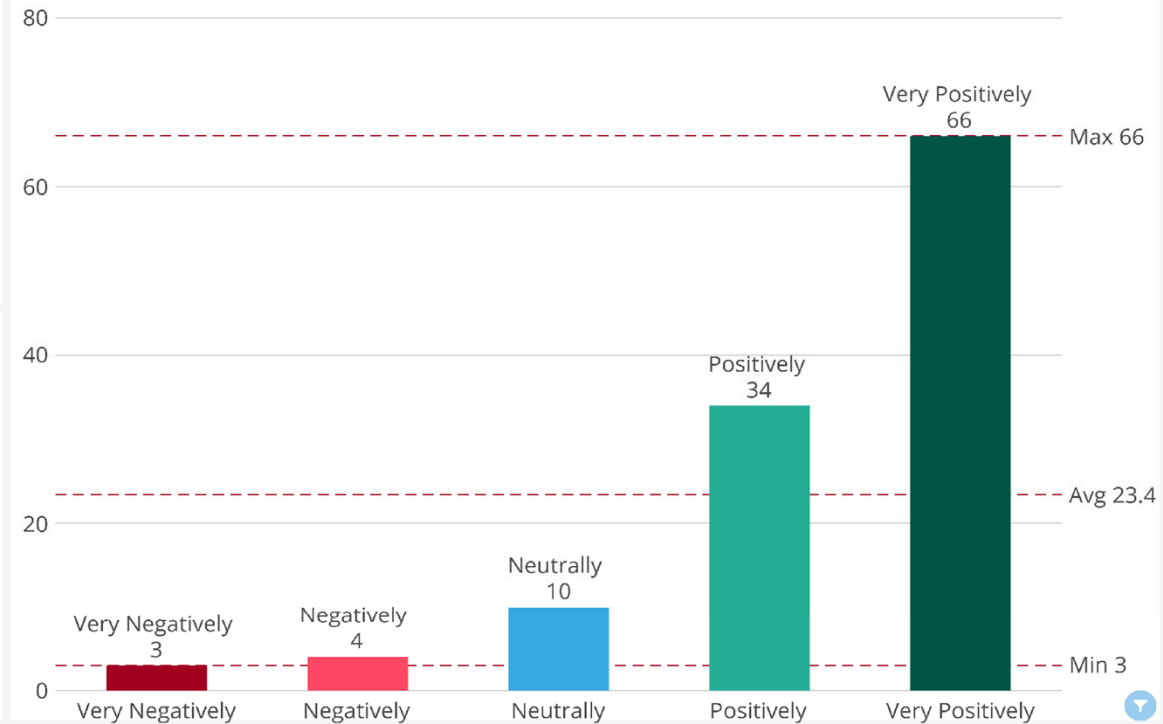
Number of Responses

138

(9/1/2024 - 9/30/2024 vs 60 days ago)
Prior Month 182

↓ -24.18%

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

84% had a positive view of the agency ↗ 23% Last 30 Days vs Last 60 Days
Prior Month 68%



84% felt they were treated with respect ↗ 23% Last 30 Days vs Last 60 Days
Prior Month 68%



89% felt they were treated fairly ↗ 21% Last 30 Days vs Last 60 Days
Prior Month 73%



91% felt they were listened to ↗ 25% Last 30 Days vs Last 60 Days
Prior Month 72%



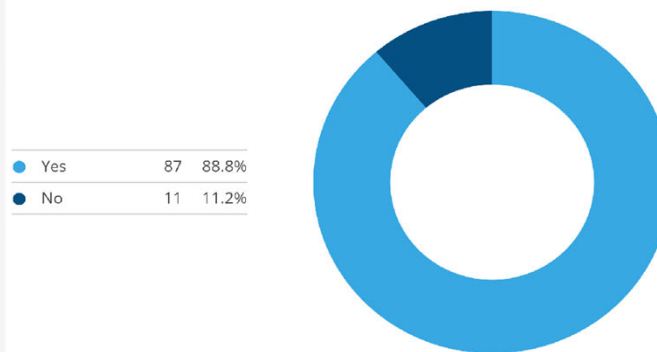
91% understood what they were told ↗ 25% Last 30 Days vs Last 60 Days
Prior Month 72%



86% had their questions answered ↗ 12% Last 30 Days vs Last 60 Days
Prior Month 77%

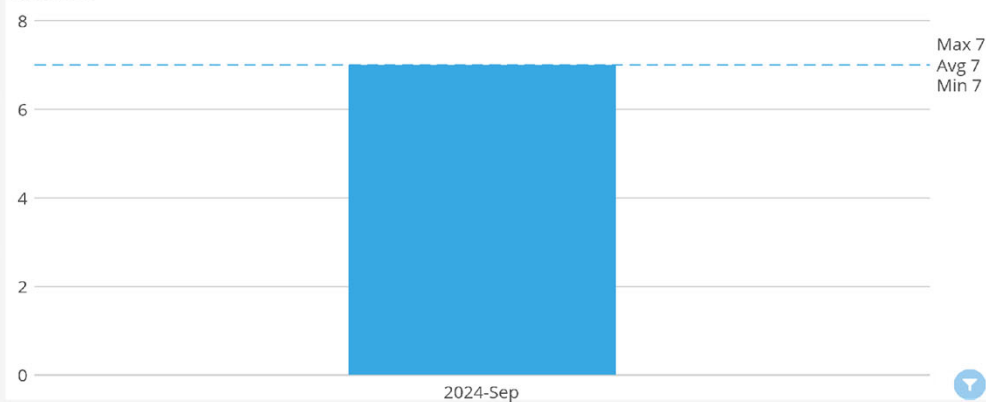


Did you receive the help you needed?



Total
98

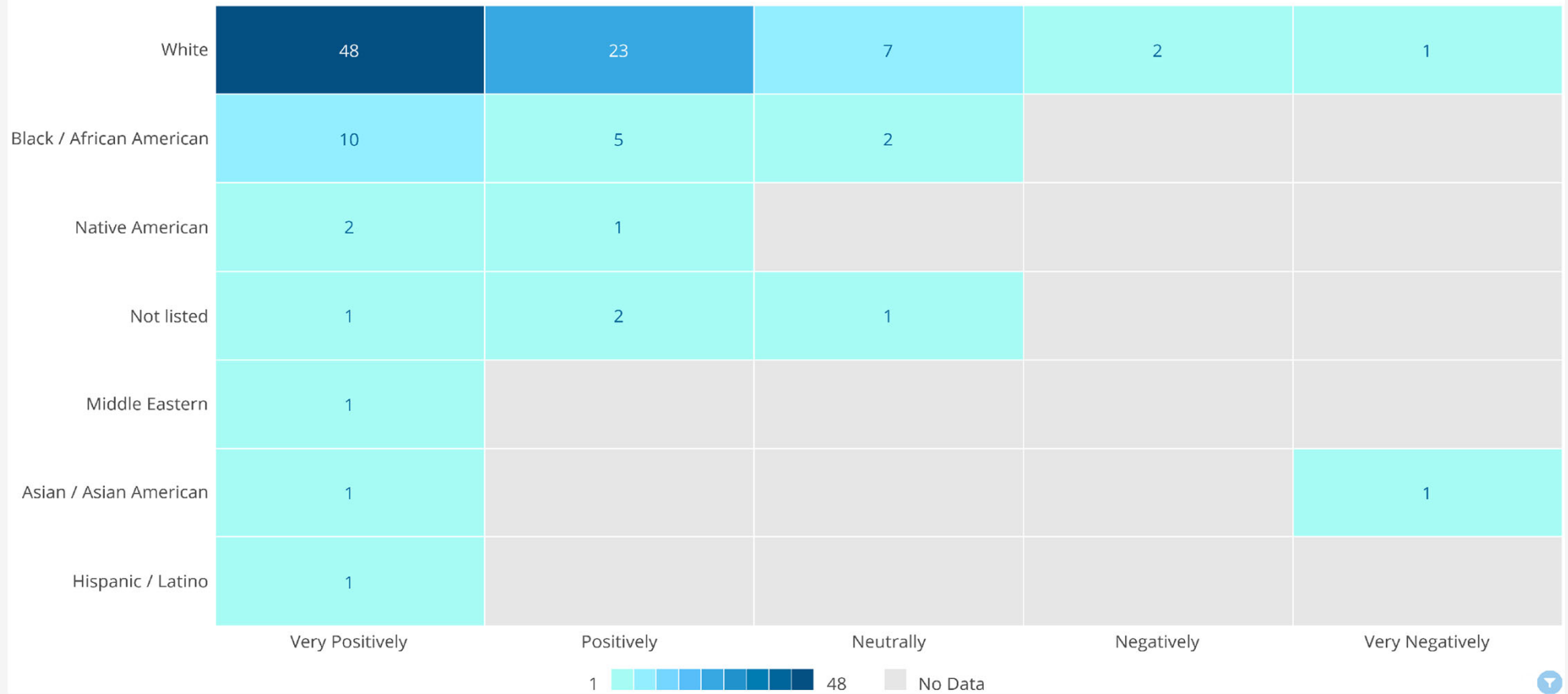
What was the main reason you didn't receive the help you needed?
by Month

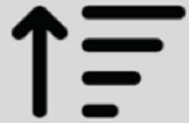




PROCEDURAL JUSTICE

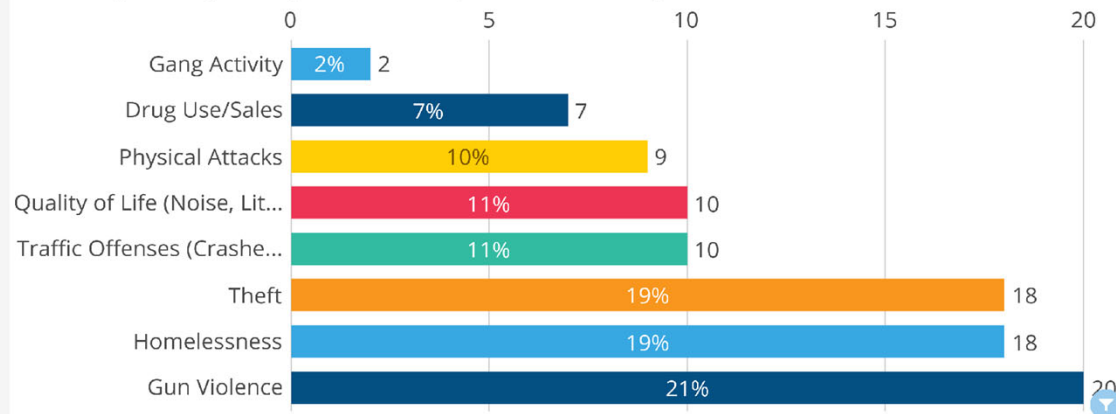
Comparison - View of the agency vs Race/Ethnicity





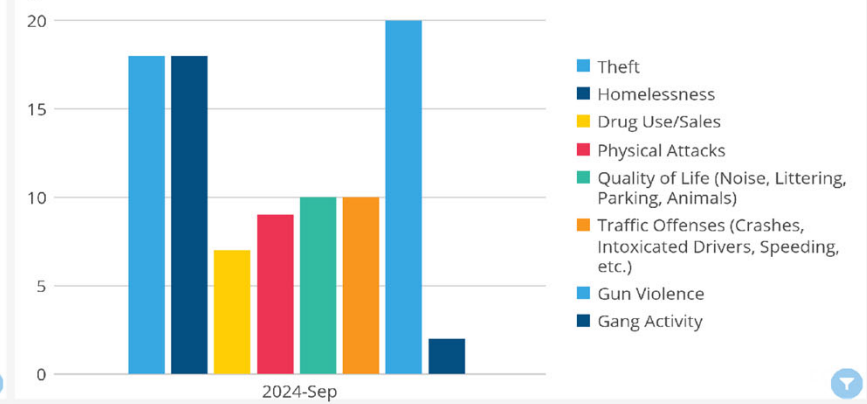
COMMUNITY INPUT ON PUBLIC SAFETY CONCERNS

What is your top safety concern in your community?

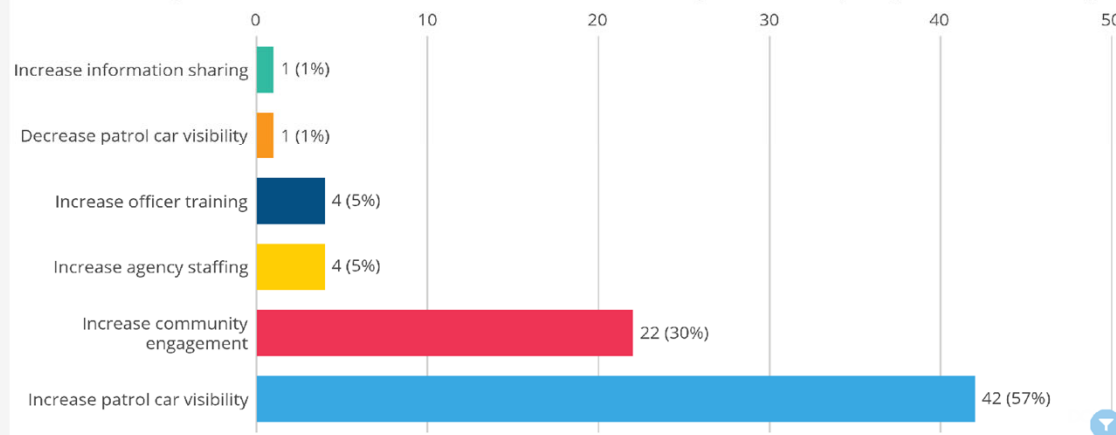


Community Concerns

by Month

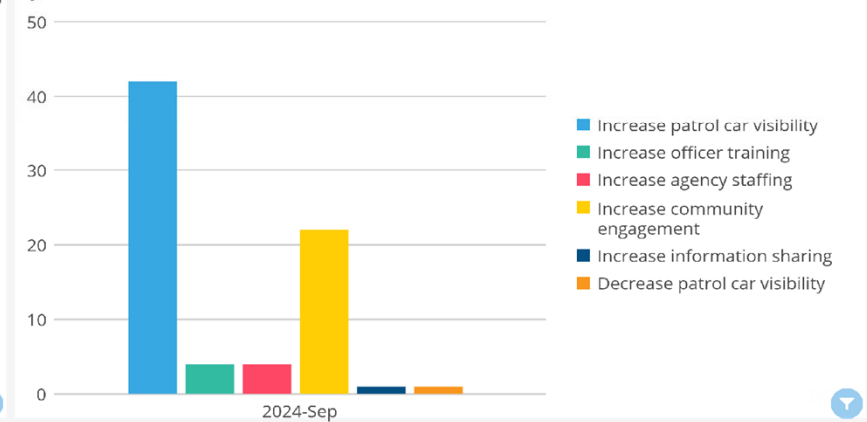


What would you most like Kalamazoo DPS to do to improve safety in your community?



Community Request

by Month

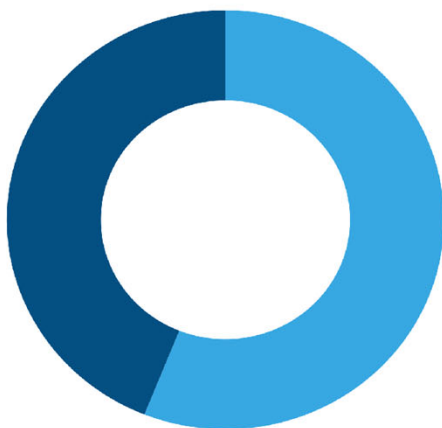




DEMOGRAPHICS

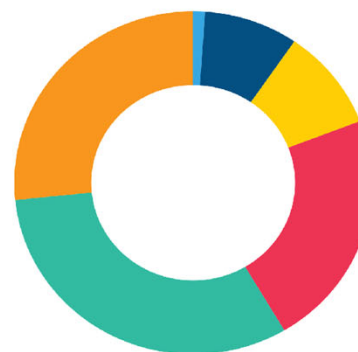
What best describes your gender?

Female	51	56.0%
Male	40	44.0%



What is your age range?

18-20	1.06%
21-27	8.51%
28-35	9.57%
36-45	22.34%
46-60	31.91%
61+	26.6%



Total
94

What best describes your race/ethnicity?

100

74.31%

60

40

20

0

White

Black / African American

Not listed

Native American

Asian / Asian American

Middle Eastern

Hispanic / Latino

15.6%

3.67%

2.75%

1.83%

0.92%

0.92%

- White
- Not listed
- Middle Eastern
- Black / African American
- Native American
- Asian / Asian American
- Hispanic / Latino