



City of Milwaukee Police Satisfaction Survey

2017 Findings Report



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EXECUTIVE SUMMARY

At the request of and in cooperation with the **City of Milwaukee Fire & Police Commission**, in 2017, the **Strategic Research Institute at St. Norbert College (SRI)** and **Neighborhood Analytics, LLC** partnered to conduct the second wave of the **City of Milwaukee Police Satisfaction Survey**.¹ The purpose of this survey was to measure resident perceptions regarding a range of issues relevant to the Milwaukee Police Department; satisfaction with and trust in the police, perceptions of safety and police visibility, views on various kinds of police contacts, and exposure to crime. The survey was structured to provide estimates of both city-wide opinion, as well as estimates of opinion within each police district.

Data collection for the random digit dial (RDD) telephone survey occurred from July 5th, 2017 until October 2nd, 2017. Surveys were conducted in both English and Spanish. Of the 1,338 completed interviews, 803 (60%) were over landlines and 535 (40%) were over mobile lines. The margin of error for unweighted sample statistics is $\pm 2.7\%$ at the 95% confidence level.

MAJOR FINDINGS:

- Most Milwaukee residents (72.6%) are “very” or “somewhat satisfied” overall with the Milwaukee Police Department, while 27.4% are “not very” or “not at all satisfied.” There have not been significant changes in overall satisfaction with Milwaukee police since 2014.
- Perceptions of police conduct during recent personal experiences with police, perceptions of police visibility, gender, and race all exercise significant and in some cases independent influence on overall satisfaction:
 - Recent contact with police yields lower satisfaction.
 - Perceived lack of neighborhood police visibility yields lower satisfaction.
 - Men are less likely than women to express satisfaction.
 - Black residents are less likely than white residents to express satisfaction.
- When residents have interactions with police, their levels of overall satisfaction vary uniformly (regardless of race) in accordance with the perceived quality of those interactions:
 - Stops perceived as justified yield satisfaction.
 - Stops perceived as unjustified yield dissatisfaction.
 - Requests for assistance answered with compassion yield satisfaction.
 - Requests for assistance met with a lack of compassion yield dissatisfaction.
- Among those who report recent police contacts, a highly unequal distribution of the perceived quality of police contacts across racial groups is driving race disparities in satisfaction. A simple racial bias in how police contacts are perceived would be expected to yield significant differences in overall satisfaction among those with similar experiences; such a pattern is not found in this data.

¹ The first wave of the City of Milwaukee Police Satisfaction Survey was conducted in 2014 by the Center for Urban Initiatives and Research at the University of Wisconsin-Milwaukee, which closed in 2016. Dr. Joseph Cera was the lead author of the 2014 study.

- Differences in aggregate levels of satisfaction among those with no reported recent contacts with police vary significantly by race and gender; this suggests that those with a lack of personal experience are sensitive to the average perceived quality of recent police interactions experienced by others within their respective groups.
- Satisfaction with police does not vary significantly by socioeconomic status, education, or exposure to crime once race, gender, police visibility, and recent police contacts are taken into account.
- While Milwaukee residents are more likely than not to express satisfaction regarding police efforts to enforce traffic laws, police competence, and police responsiveness to public concerns, the average level of satisfaction for each of these dimensions of police performance has decreased significantly since 2014.
- Most Milwaukee residents feel “very” or “somewhat safe” in their neighborhoods both during the day and at night, but average feelings of safety have decreased significantly since 2014. Perceptions regarding the safety of the city as a whole have also worsened.
- The proportion of residents reporting exposure to crime has increased significantly (from 20.0% in 2014 to 23.9% in 2017), and those who report recent victimization say they are being victimized more often. Levels of failure to report crimes have held steady since 2014. Fears about unfair treatment and a possible lack of courtesy/respect by police have become significantly more influential factors impacting the non-reporting of crimes.
- No significant changes in opinion regarding searches, frequency or duration of police stops, or ticketing practices were detected; however, there has been a significant increase among those who reported having had force used against them during a recent arrest in the perception that the force used was excessive.

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METHODOLOGY

The second wave of the City of Milwaukee Police Satisfaction Survey was a random digit dial (RDD) landline/mobile telephone survey of 1,338 residents of the City of Milwaukee. Data was collected by the **Strategic Research Institute (SRI)** at **St. Norbert College** between July 5th, 2017 and October 2nd, 2017. Surveys were conducted in both English and Spanish. Of the 1,338 completed interviews, 803 (60%) were over landlines, while 535 (40%) were over mobile lines. The margin of error² for unweighted sample statistics is $\pm 2.7\%$ at the 95% confidence level. For some items, non-response/missing values cause total counts to drop below 1,338.

Survey instrument language

In order to reach the Milwaukee residents that speak only Spanish, SRI worked with the St. Norbert College Community Language Outreach Center to update a Spanish-language survey instrument developed by the University of Wisconsin-Milwaukee for the 2014 wave of the survey. This Spanish-language instrument was used to complement the English-language instrument; Spanish-speaking households in which an English-speaking informant could not be located were called back by Spanish-speaking interviewers, and identified respondents were given the Spanish-language version of the survey. Of the 1,338 completed interviews, 1,305 (97.5%) were conducted in English, while 33 (2.5%) were conducted in Spanish.

Statistical tests and examination of change over time or differences across groups

This survey is a replication of the 2014 City of Milwaukee Police Satisfaction Survey; although a few questions regarding the 911 emergency telephone system were added in this wave, every question posed in 2014 was asked again during this 2017 wave, and in the same sequence. All data described in this research brief is from 2017 unless otherwise specified; cases in which 2017 data are compared against 2014 data are clearly labeled.

Throughout this research brief, we employ a pair of statistical tests in order to identify meaningful changes in aggregate sentiment over time or meaningful differences across groups. To examine differences in average (mean) responses to a survey item, we employ *t*-tests (two-tailed). When it is appropriate to examine differences in how responses are distributed across a range of possible response categories (response distributions can differ significantly, even when average responses do not), we employ chi-square (χ^2) tests³. For each test, the relevant test statistic (either *t* or χ^2) is reported, along with its associated *p*-value. By convention, we label a difference as “statistically significant” only when *p*-values are less than or equal to 0.05; this corresponds to a confidence level of 95% or better that the

² “Margin of error” is a measurement of the likely accuracy of a statistic relative to the parameter it is meant to estimate. For example, if 20% of respondents from a survey with a $\pm 2.7\%$ margin of error report being retired, then we can be 95% certain that between 17.3% and 22.7% of the individuals in the population are retired.

³ It is possible for response distributions to differ significantly, even when average responses do not; see Figure 3.1 for an example of this.

observed difference is a reflection of an actual difference in the population under study and not simply an artifact of sampling error⁴.

Post-stratification

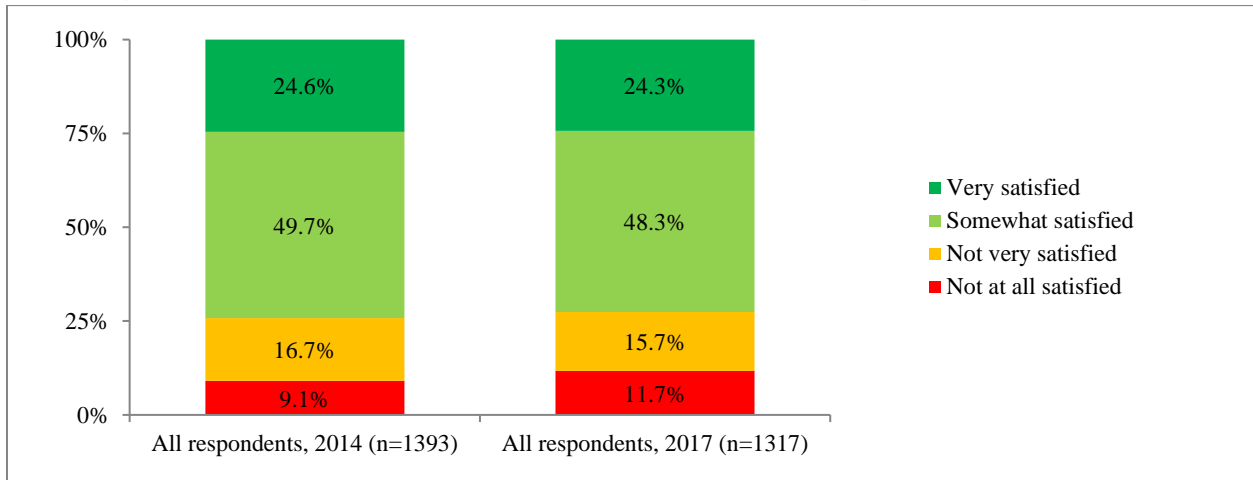
We compensate for nonresponse patterns that can cause sample statistics to deviate from population parameters by weighting the sample. Population values for age, sex, and race are drawn from the most recent wave of the U.S. Census Current Population Survey (CPS). Weights are balanced in order to bring sample distributions for age, sex, and race in line with population distributions. Rounding errors associated with the weighting procedure cause a slight deviation between unweighted counts ($n=1,338$) and weighted counts ($n=1,340$). Complete post-stratification tables for age, sex, and race can be found in Appendix A. Complete weighted frequency tables for all questions can be found in Appendix D.

⁴ “Sampling error” refers to a difference between a sample statistic and the true (but unobserved) value of the population parameter the statistic is an estimate of. Sampling error arises because not all population elements are included in a sample. As the sample size increases relative to the size of the population, likelihood of sampling error decreases.

SATISFACTION WITH POLICE

When it comes to overall satisfaction with the Milwaukee Police Department, 72.6% of residents report being “very” or “somewhat satisfied,” while 27.4% are “not very” or “not at all satisfied” (Figure 1.1). Residents are most likely to say they are “somewhat satisfied”; 48.3% of residents express this view. Neither the mean level of satisfaction, nor the distribution of intensity of satisfaction, has changed significantly since 2014 ($t=-1.73, p=0.17; \chi^2=5.29, p=0.15$).

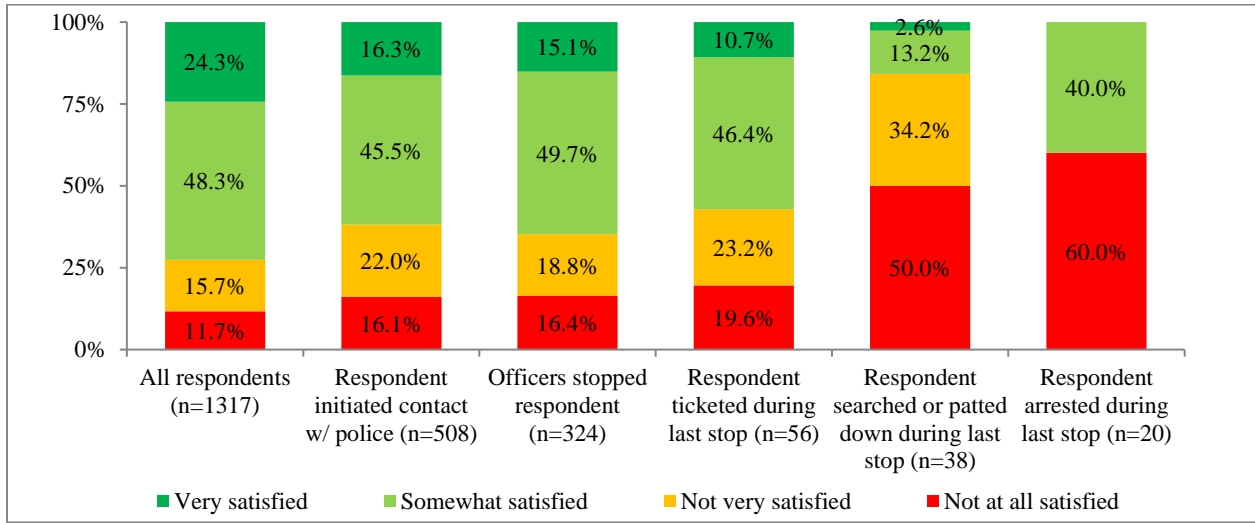
Figure 1.1: Overall satisfaction with the Milwaukee Police Department (2014 vs. 2017)



Overall satisfaction continues to vary significantly based on recent contact with police. Those who report having initiated contact with police at least once over the past 12 months express a significantly lower average level of satisfaction (2.62 on a scale of 0 [“not at all satisfied”] to 3 [“very satisfied”]) than those who reported no self-initiated contacts (3.00; $t=-7.36, p=0.00$). Among those who reported having been stopped at least once by police over the last 12 months, the average level of satisfaction (2.64) is significantly lower than it is among those who were not stopped (2.92; $t=-3.87, p=0.00$). Figure 1.2 shows that the proportion of those saying they are “somewhat” or “very satisfied” stands at 61.8% among those who initiated contact with Milwaukee police within the last year, and 64.8% among those who were stopped by police.

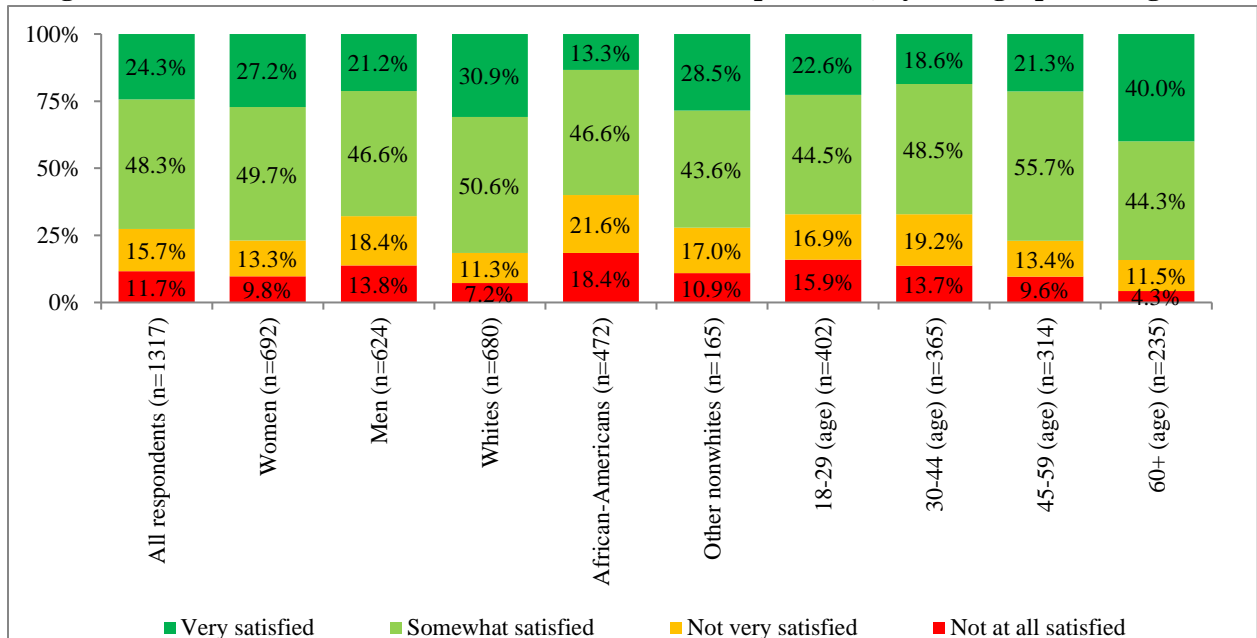
Approximately one-quarter (24.3%) of Milwaukee residents report having been stopped by police within the last year; among this segment, overall satisfaction with the Milwaukee police department continues to vary widely based on the outcome of the most recent officer-initiated contact. Those who report having been ticketed display a significantly lower mean level of satisfaction (2.46) than those who say they were not ticketed (2.74; $t=-2.16, p=.03$). Those who report having been searched or patted down display a significantly lower mean level of satisfaction (1.68) when compared to those who said they were not frisked (2.83; $t=-8.09, p=0.00$). Those who report having been arrested display a significantly lower level of satisfaction (1.84) than those who said they were not arrested as a result of the stop (2.69; $t=-4.04, p=0.00$). Figure 1.2 shows dramatic increases in the proportion of respondents who say they are “not at all satisfied” with Milwaukee police among those who were searched/patted down or arrested during their most recent police stop.

Figure 1.2: Overall satisfaction with the Milwaukee Police Department, by categories of police interactions within the last 12 months



Overall satisfaction with the Milwaukee Police Department also continues to vary considerably based on demographic factors. Figure 1.3 shows that the distribution of satisfaction varies significantly by race ($\chi^2=87.45, p=0.00$) and age ($\chi^2=62.46, p=0.00$); 40% of black residents are “not very” or “not at all satisfied” with police, compared to 27.9% of other nonwhite residents and 19.5% of white residents. Younger residents are much more likely to express dissatisfaction with Milwaukee police; 32.8% of those between the ages of 18 and 29 are “not very” or “not at all satisfied”, while just 15.8% of those 60 and over express dissatisfaction. Additionally, in 2017 male Milwaukee residents express a significantly lower mean level of satisfaction with Milwaukee police (2.75) when compared to women (2.94; $t=-3.78, p=0.00$); this is a change since 2014, when satisfaction did not vary significantly by gender.

Figure 1.3: Overall satisfaction with Milwaukee Police Department, by demographic categories



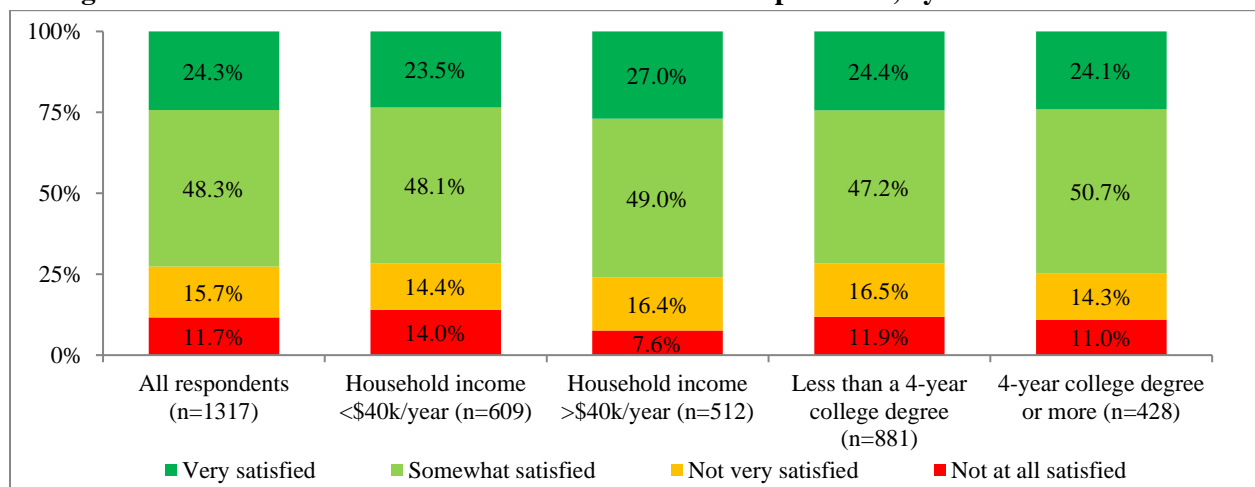
Despite the consistent positive relationship between age and overall satisfaction with Milwaukee police, a longer span of residency in Milwaukee continues to be significantly associated with lower overall levels of satisfaction ($\chi^2=22.80, p=0.01$). Figure 1.4 shows higher satisfaction with Milwaukee police among those who have moved to Milwaukee within the last five years (84.1% “somewhat” or “very satisfied”) when compared with those who have resided in Milwaukee for 6 years or more.

Figure 1.4: Overall satisfaction with Milwaukee Police Department, by length of residency



Overall satisfaction with Milwaukee police also varies among residents with different levels of income; Figure 1.5 shows a significantly lower mean level of satisfaction among those with household incomes less than \$40,000/year (2.81) when compared against those reporting incomes over \$40,000/year (2.95; $t=-2.60, p=0.01$). In contrast, we find no statistically significant difference in either the mean level of satisfaction ($t=0.71, p=0.48$) or the distribution of intensity of satisfaction across different categories of educational attainment ($\chi^2=1.85, p=0.61$). This is a departure from 2014, when those with less than a 4-year degree were likely to have more polarized levels of satisfaction when compared to those with 4-year degrees or higher.

Figure 1.5: Overall satisfaction with Milwaukee Police Department, by socioeconomic status



WHAT DRIVES DISSATISFACTION?

Because overall satisfaction with the Milwaukee Police Department appears to vary across so many different overlapping groupings of Milwaukee residents, it can be difficult to discern which variables actually impact satisfaction. For example, overall satisfaction is relatively lower among both minority residents and residents from households making under \$40,000/year, but household income is, on average, lower among minority groups in Milwaukee than it is among white residents. Is dissatisfaction with police in Milwaukee actually driven by race, socioeconomic status, or both? And how do other factors like gender, length of residence in the city, and actual experiences with police fit into the picture?

Fortunately, multivariate analysis enables accurate estimation of the *independent* impact of each of these variables on satisfaction. Using the survey data collected here, we modeled overall satisfaction with police as a function of exposure to crime, recent experiences with Milwaukee police, demographic factors, and socioeconomic status. This process allowed us to examine how changing the value of any one of these variables (while holding others constant) would impact the predicted probability that an individual would express dissatisfaction with the Milwaukee Police Department.

Based on the data collected during this survey, if a Milwaukee resident was chosen at random from the population, that resident would be most likely to have the following attributes:⁵

- Between 30 and 44 years of age
- Some college education (short of a 4-year degree)
- Household income between \$40,000/year and \$60,000/year
- Female
- White
- Milwaukee resident for >15 years
- No recent victimization
- No recent resident-initiated contacts with the Milwaukee Police Department
- No recent police-initiated contacts with the Milwaukee Police Department
- Resident of a neighborhood where Milwaukee police are “somewhat visible”

For a Milwaukee resident with the aforementioned attributes—the “average” Milwaukee resident—the multivariate model estimates a 3.8% probability that such an individual would say she is “not at all satisfied” with the Milwaukee Police Department overall.⁶ Once the reader notices how this estimate compares to the aggregate proportion of all residents who say they are “not at all satisfied” (11.7%; Figure 1.1), it becomes immediately apparent that satisfaction with Milwaukee police must decrease as experiential and demographic factors deviate from their most common/most likely values.

Figures 2.1 through 2.10 display changes to this predicted probability when any one of the aforementioned attributes is adjusted away from its average value. In each figure, dots represent predicted probabilities, while the bars on either side of each dot represent 95% confidence intervals. These

⁵ For ordinal variables, sample median attributes were used. For categorical variables, sample modal attributes were used.

⁶ Full model parameters are reported in Appendix B.

confidence intervals are measures of the certainty of the predictions; if the opinion of the entire group under examination could be measured, there is a 95% probability that the actual aggregate measurement of opinion would fall within this interval.

Figure 2.1: Predicted probability of dissatisfaction with Milwaukee police, by age group

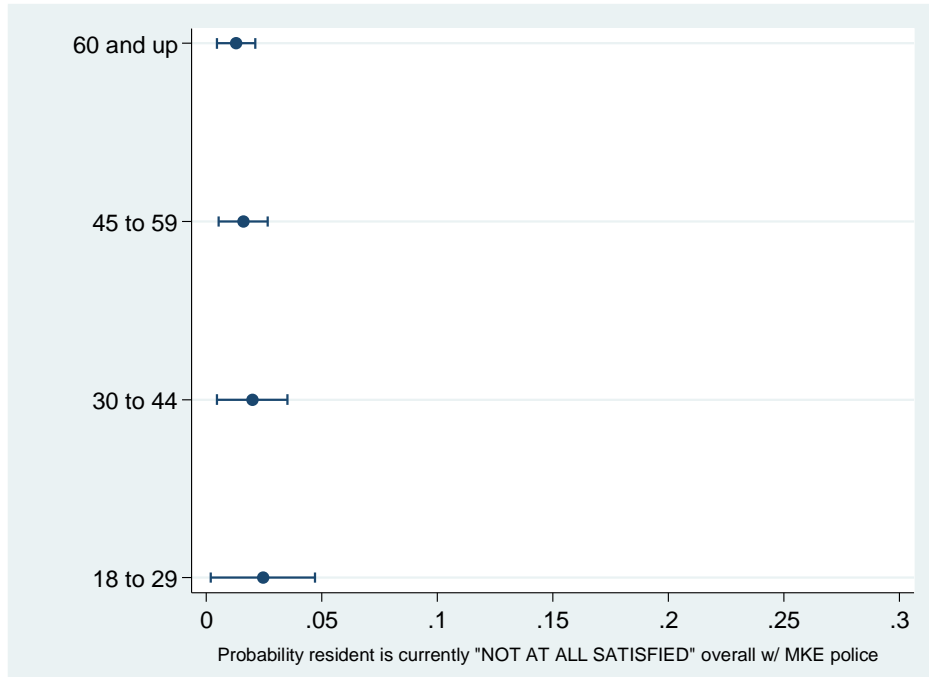


Figure 2.2: Predicted probability of dissatisfaction with Milwaukee police, by education level

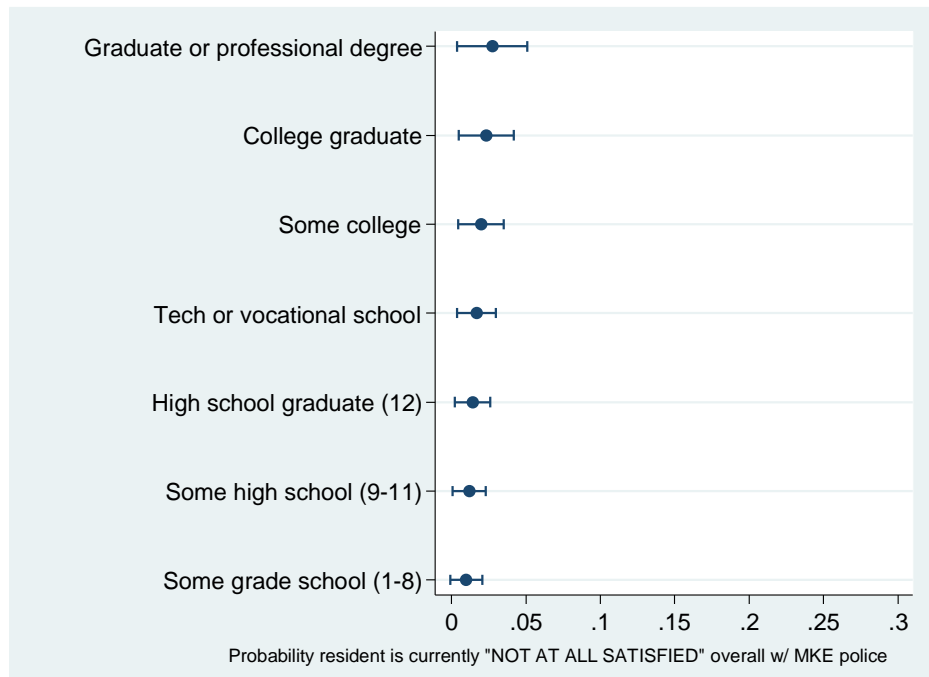


Figure 2.3: Predicted probability of dissatisfaction with Milwaukee police, by household income

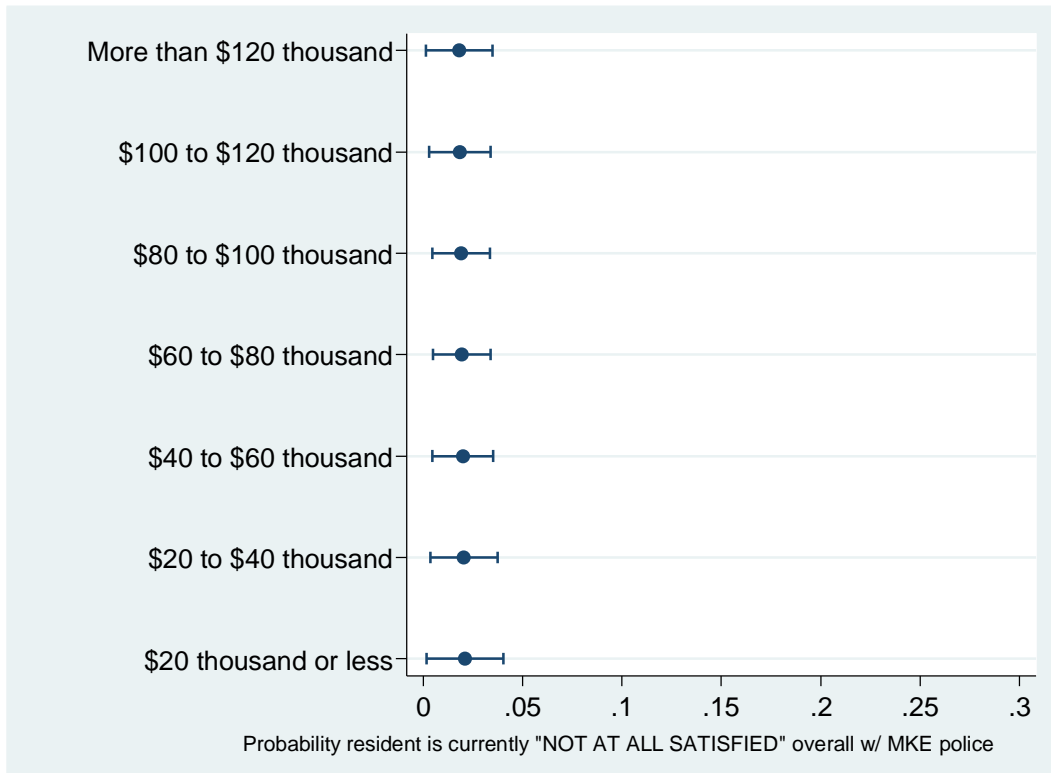


Figure 2.4: Predicted probability of dissatisfaction with Milwaukee police, by gender

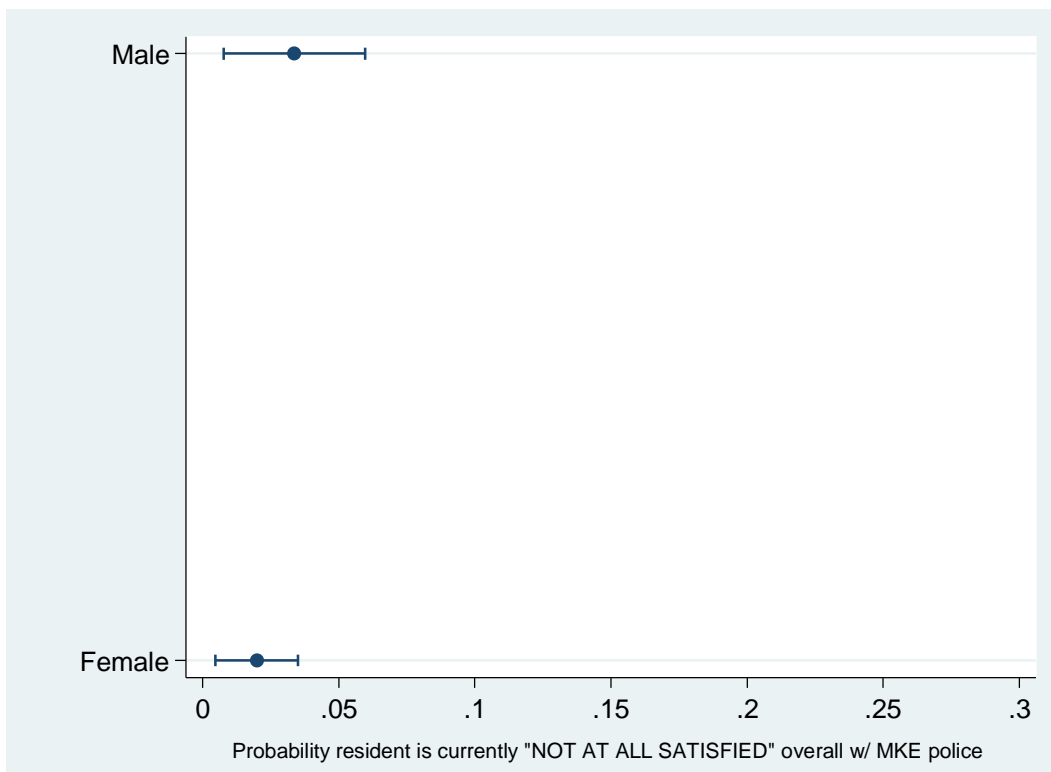


Figure 2.5: Predicted probability of dissatisfaction with Milwaukee police, by race

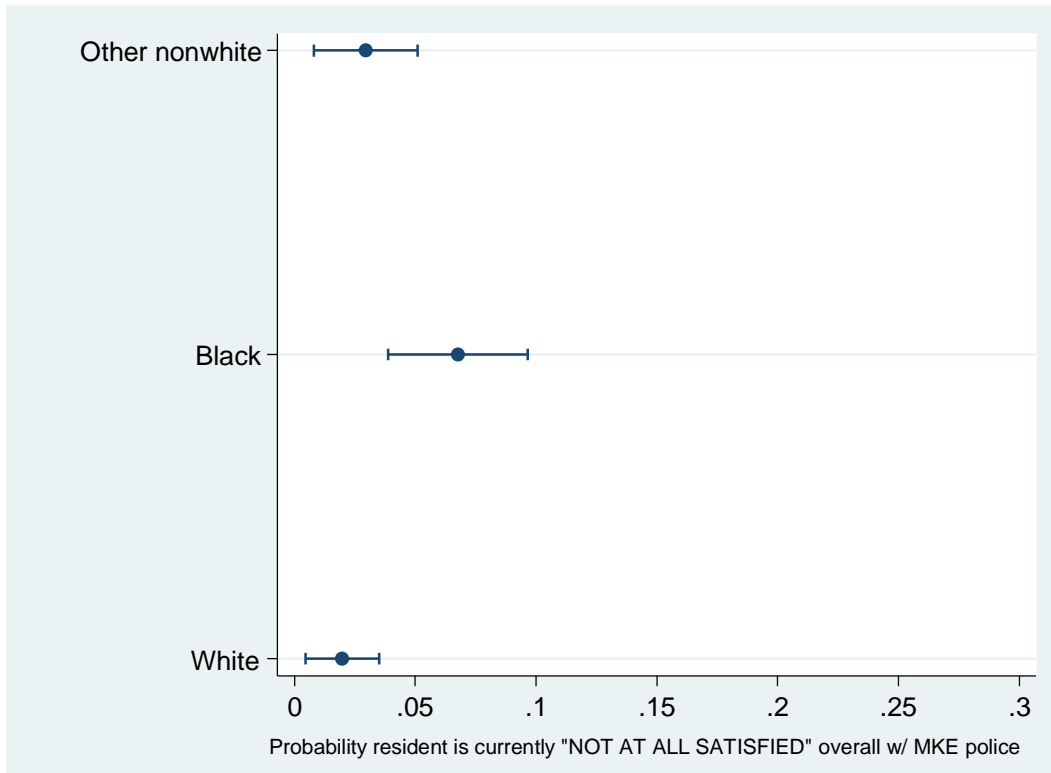


Figure 2.6: Predicted probability of dissatisfaction with Milwaukee police, by length of residency

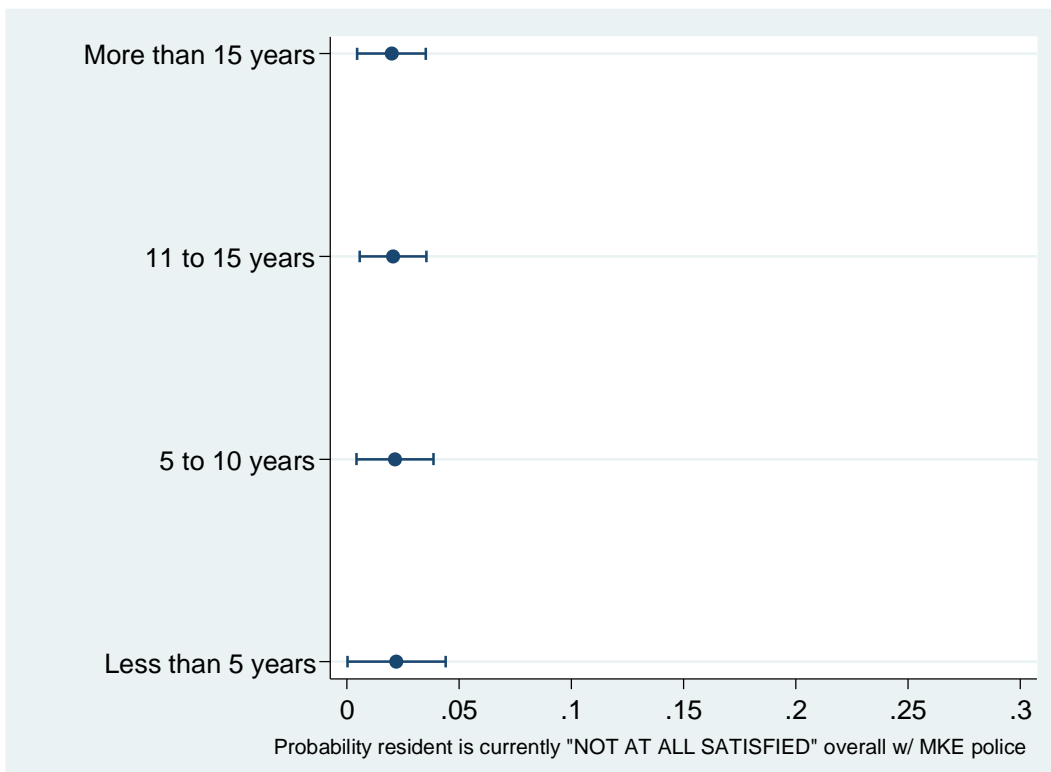


Figure 2.7: Predicted probability of dissatisfaction with MKE police, by frequency of victimization

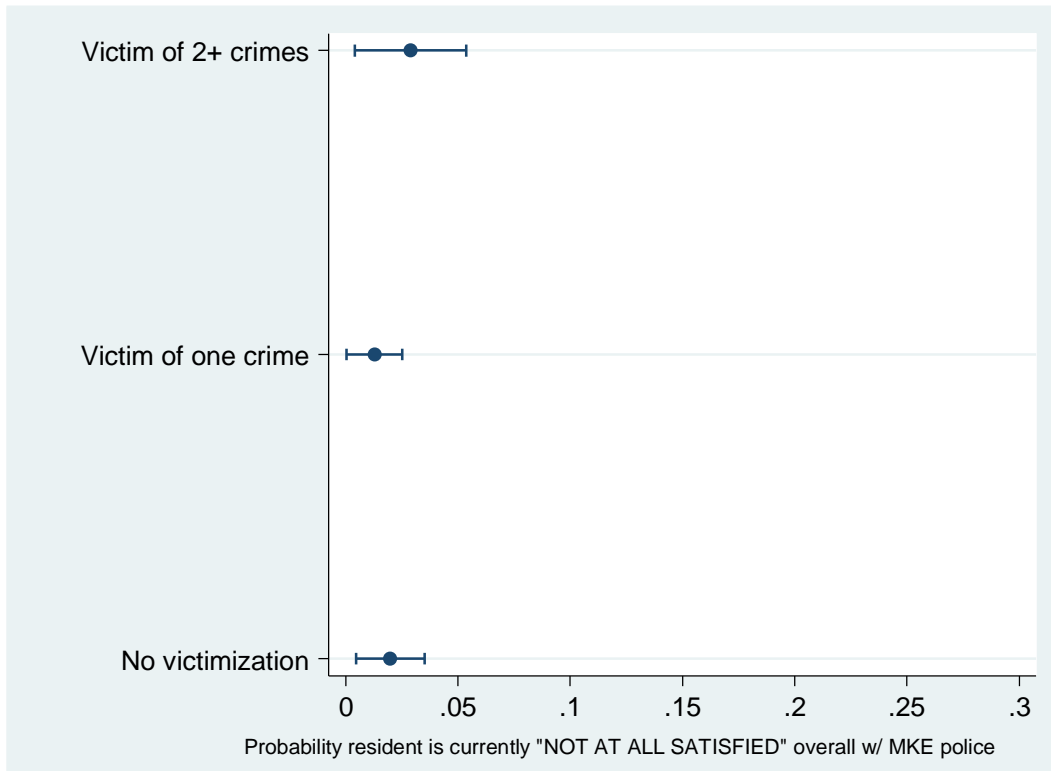


Figure 2.8: Predicted probability of dissatisfaction with Milwaukee police, by perception of police compassion during most recent resident-initiated contact

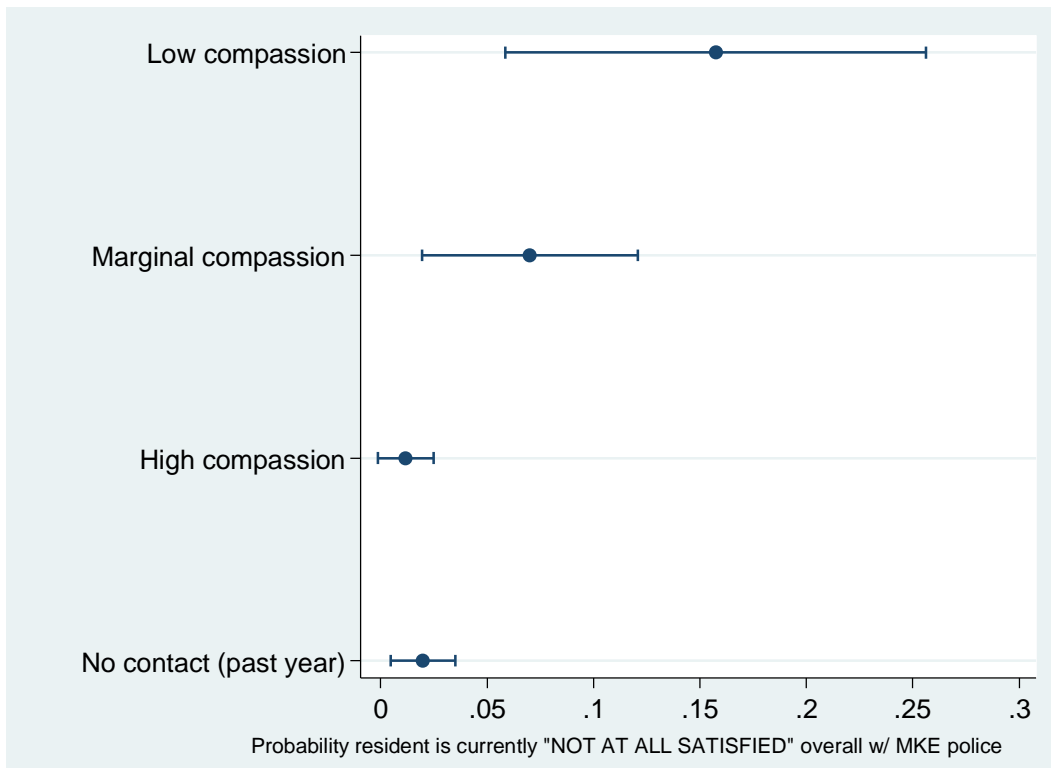


Figure 2.9: Predicted probability of dissatisfaction with Milwaukee police, by perception of legitimacy of most recent police-initiated contact

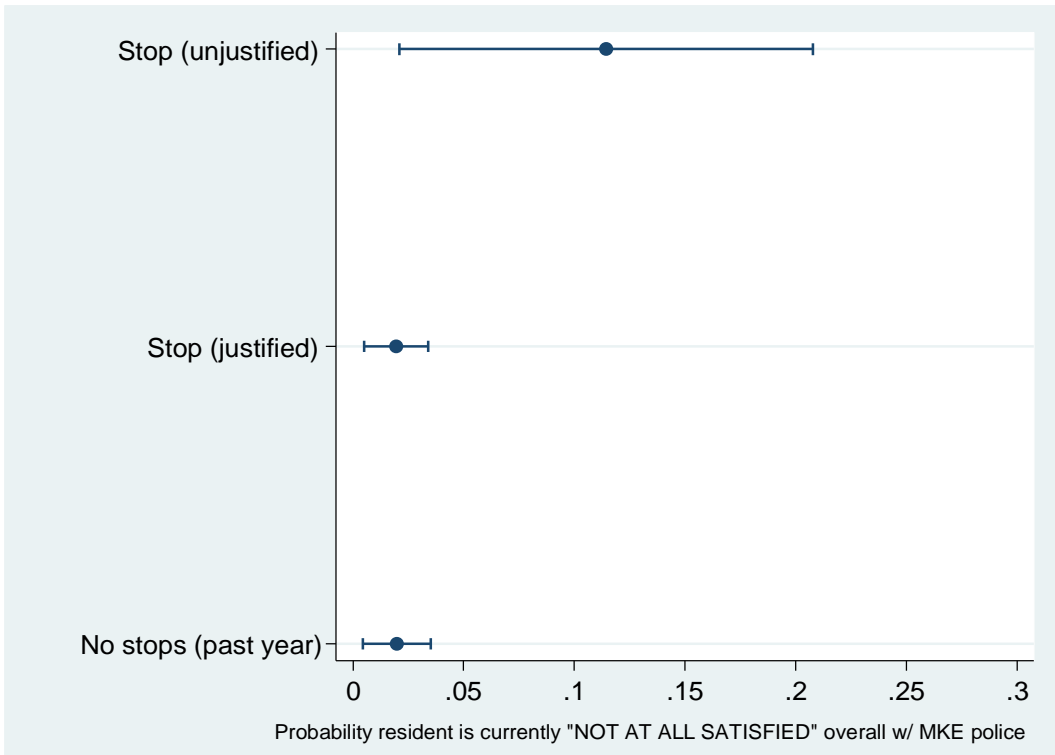
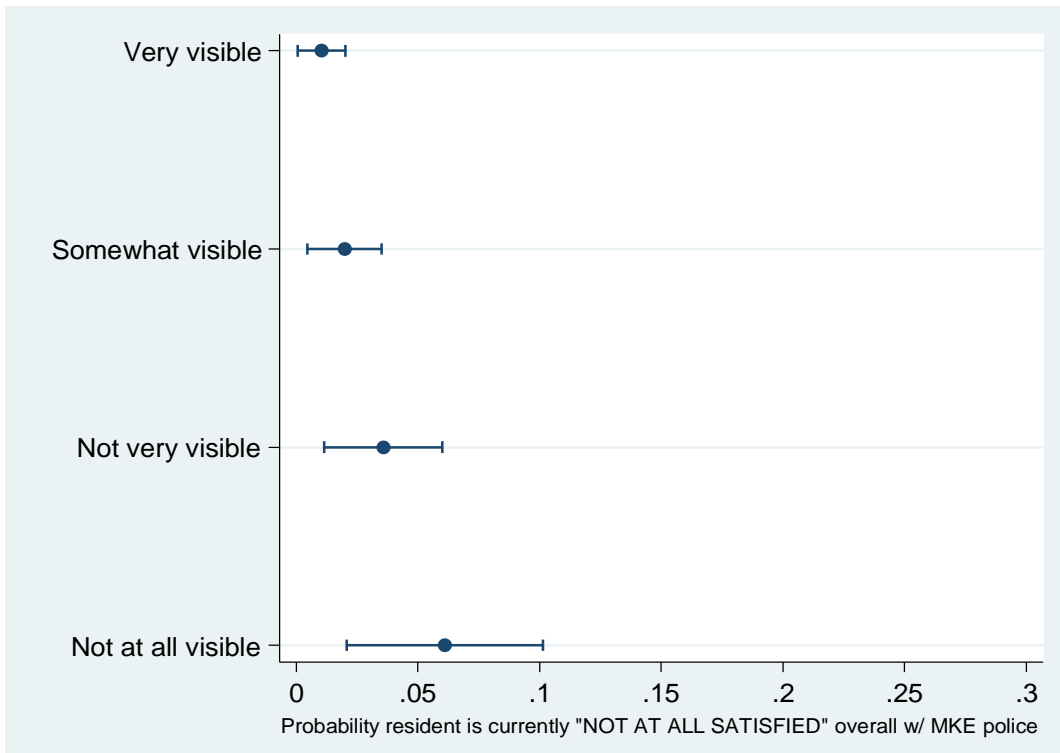


Figure 2.10: Predicted probability of dissatisfaction with MKE police, by perception of police visibility



The multivariate model parameters and associated visualizations show that perceptions of police conduct during both resident- and police-initiated interactions, neighborhood police visibility, and resident race all have strong, significant independent influences on overall satisfaction with the Milwaukee Police Department:

- Residents who perceived a lack of compassion from police during their most recent request for police assistance are significantly more likely to say they are “not at all satisfied” with the police overall, regardless of other demographic, socioeconomic, or experiential factors.
- Residents who were recently stopped by police but feel like there was “not a good reason” for the stop are significantly more likely to say they are “not at all satisfied” with the police overall, even after holding other factors constant.
- Resident perceptions of police visibility in their neighborhoods is positively related to overall satisfaction with police, even after controlling for other factors. Therefore, lower visibility yields significantly lower overall satisfaction and higher visibility yields significantly higher satisfaction.
- Black Milwaukee residents are significantly more likely than white residents to express overall dissatisfaction with Milwaukee police, even after holding other factors constant. Model estimates of overall satisfaction among other nonwhite residents are also lower than those of white residents, but the difference is not statistically significant.

Although reported frequency of victimization played a significant role in predicting overall satisfaction with the Milwaukee police department in 2014, that was not the case in 2017. After controlling for other factors, there are no significant differences between those who report having been the victim of crimes within the last year and those who did not. It appears victimization is not currently structuring opinion regarding satisfaction with police; any aggregate differences in opinion between those who were victimized over the last year and those who were not are likely to be the result of how experiences with police and race are distributed across those two groups. The model output suggests that observed aggregate differences in opinion among Milwaukee residents of different demographic and economic backgrounds are attributable to differences in how experiences with police and race are distributed across those groups, and also to how those groups themselves are distributed across neighborhoods that vary in terms of visible police presence.

Although race plays an independent role in structuring opinion regarding the Milwaukee police, the data makes it clear that the relatively low aggregate levels of satisfaction among minority groups of Milwaukee residents is exacerbated by the fact that minorities disproportionately experience interactions with police (both resident-initiated and police-initiated) as negative (see Tables 1.1 and 1.2)⁷.

⁷ Observed differences across racial groups in the distribution of perceived police compassion during recent resident-initiated interactions are statistically significant ($\chi^2=50.54, p=0.00$). Observed differences across racial groups in the distribution of the perceived legitimacy of recent police stops are statistically significant ($\chi^2=37.05, p=0.00$).

Table 1.1: Perception of police compassion during most recent resident-initiated contact, by race

		Resident race			Total
		white	black	other nonwhite	
How satisfied were you with the level of compassion shown to you [during your most recent resident-initiated interaction]	Not at all satisfied	41 16.6%	78 42.2%	14 20.6%	133 26.6%
	Not very satisfied	18 7.3%	24 13.0%	6 8.8%	48 9.6%
	Somewhat satisfied	83 33.6%	43 23.2%	27 39.7%	153 30.6%
	Very satisfied	105 42.5%	40 21.6%	21 30.9%	166 33.2%
Total		247 100.0%	185 100.0%	68 100.0%	500 100.0%

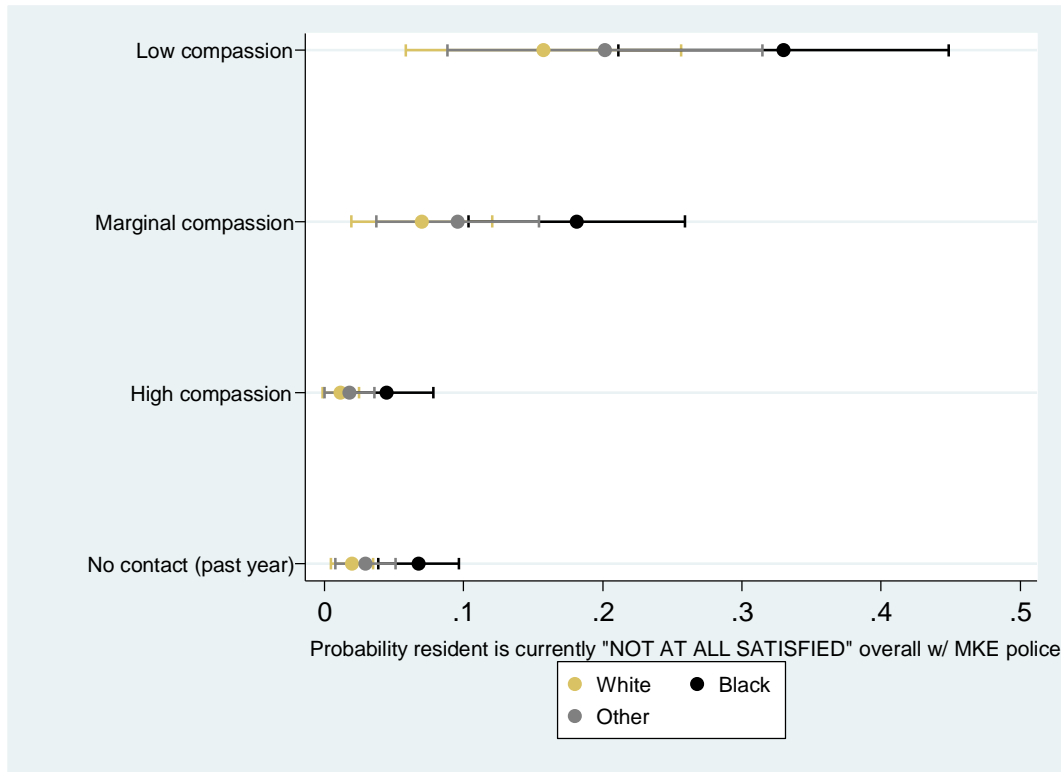
Table 1.2: Perception of legitimacy of most recent police-initiated contact, by race

		Resident race			Total
		white	black	other nonwhite	
Would you say that the police had a legitimate reason for initiating the contact? [most recent police-initiated contact]	Yes	135 82.3%	54 47.8%	33 70.2%	222 68.5%
	No	29 17.7%	59 52.2%	14 29.8%	102 31.5%
Total		164 100.0%	113 100.0%	47 100.0%	324 100.0%

The multivariate model provides strong evidence that these highlighted differences (in how the character of police interactions are perceived) are not simply the result of biased, race-based personal observations on the part of some residents. Figure 2.11 shows that a statistically significant gap between white and black residents regarding overall dissatisfaction with the police is *only* detected among the subgroup of Milwaukeeans who have had no recent contact with Milwaukee police officers.

The confidence intervals for the estimates for white and black residents show no overlap *for this subgroup only*. Among those with no recent police contacts, the model predicts that black residents will display lower overall satisfaction with police than white residents at a 99% level of confidence. However, among those who reported contacting the police at least once over the last year, there is considerable overlap between predicted levels of satisfaction across racial groups. Significant differences in overall satisfaction among residents who contacted the police recently can only be detected after taking the perceived conduct of police officers during these recent contacts into account. Those who felt they were treated with compassion are significantly and *uniformly* more likely to express overall satisfaction with the Milwaukee Police Department. This finding mirrors a key finding from the 2014 study, where a similar pattern was detailed.

Figure 2.11: Predicted probability of dissatisfaction with Milwaukee police across racial groups, by perception of police compassion during most recent resident-initiated contact



The data in this study provides evidence that:

1. Contacts with police cause convergence in opinion among people from different racial backgrounds in accordance with the character of those contacts;
2. The character of those contacts are the key drivers of individual opinion regarding the police;
3. The distribution of contacts of various quality across the population of Milwaukee residents shapes patterns of aggregate opinion regarding satisfaction with the Milwaukee Police Department;
4. Milwaukee residents who have had no recent contact with the police are influenced by their perceptions of the aggregate experiences of others from their respective racial groups.

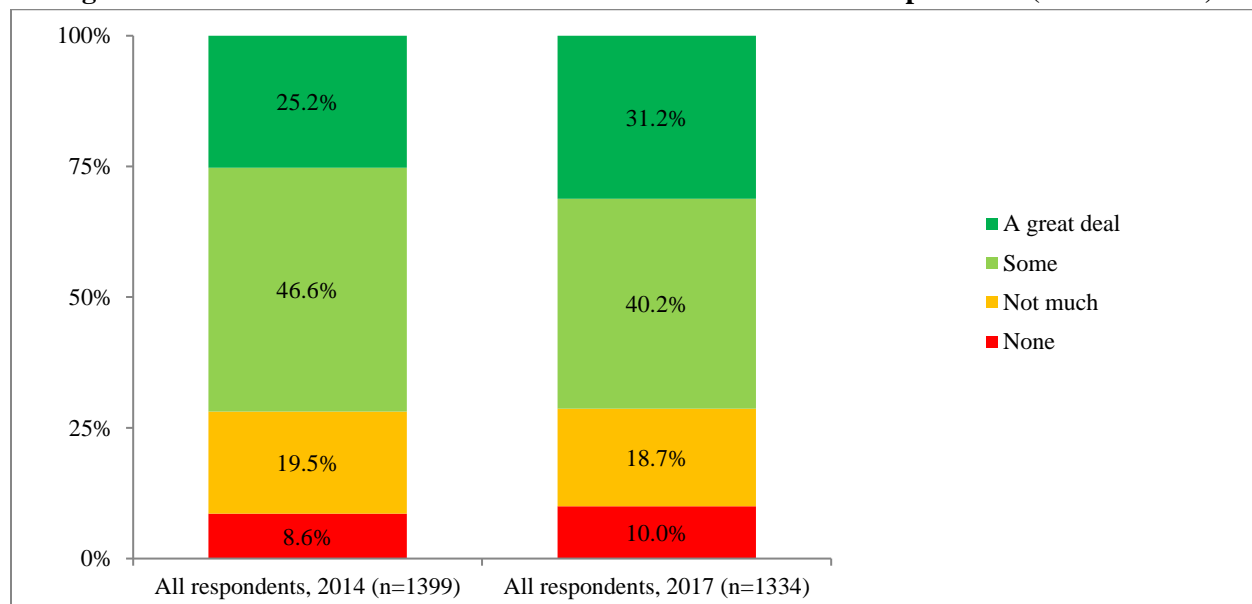
Addressing dissatisfaction with the Milwaukee Police Department presents a difficult challenge to policymakers. It is likely that a focus on increasing positive extemporaneous police-initiated contacts and police visibility within neighborhoods would have a net positive impact; however, it is clear that residents are paying close attention to how police conduct themselves during all types of interactions, paying close attention to patterns present across those interactions, and adjusting their overall orientation towards the Milwaukee police accordingly. Any effective solution is likely to require recommendations that police officers increase their efforts at acting with compassion indiscriminately towards those they serve,

especially when they are rendering aid. However, a growing body of evidence shows that public servants whose responsibilities include regular interactions with at-risk populations (including, but not limited to, social workers, teachers, and police officers) themselves experience risk of serious emotional/psychological trauma that scales with the compassion they exercise towards those they serve (Figley 1999; Violante and Gehrke 2004). It is likely that an effective intervention aimed at improving the relationship between the Milwaukee Police Department and Milwaukee residents will require not just resources aimed at changing the behavior of police officers, but also resources aimed at ameliorating the increased mental/emotional costs those behavioral changes would likely incur for police officers. Quantitative studies focused on strategies for addressing compassion fatigue and burnout among those in the helping professions have concluded that individual-centered efforts aimed at teaching coping mechanisms are ineffective; researchers assert that successful strategies must focus on systemic improvements to working conditions, improved access to mental health services, and restructuring of shifts to reduce net exposure to trauma (Bober and Regehr 2006; Killian 2008).

TRUST AND CONFIDENCE IN THE MILWAUKEE POLICE

In addition to overall satisfaction, residents were also asked about trust and confidence in the Milwaukee Police Department. Figure 3.1 shows that 71.4% of Milwaukee residents express “a great deal” or “some” trust in the police department, while approximately 28.7% have either “not much” trust and confidence in the police department, or “none”. The overall mean level of trust and confidence in Milwaukee police is statistically unchanged since 2014 ($t=1.20, p=0.23$); however, the distribution of *intensity* of trust/confidence has changed significantly ($\chi^2=16.6, p=0.00$). The share of residents expressing “a great deal” of trust/confidence in the Milwaukee Police Department has grown at the expense of the share of residents who say they have “some”, while simultaneously the share of those who say they have “none” has grown at the expense of the share of residents who say “not much”.

Figure 3.1: Overall trust and confidence in the Milwaukee Police Department (2014 vs. 2017)



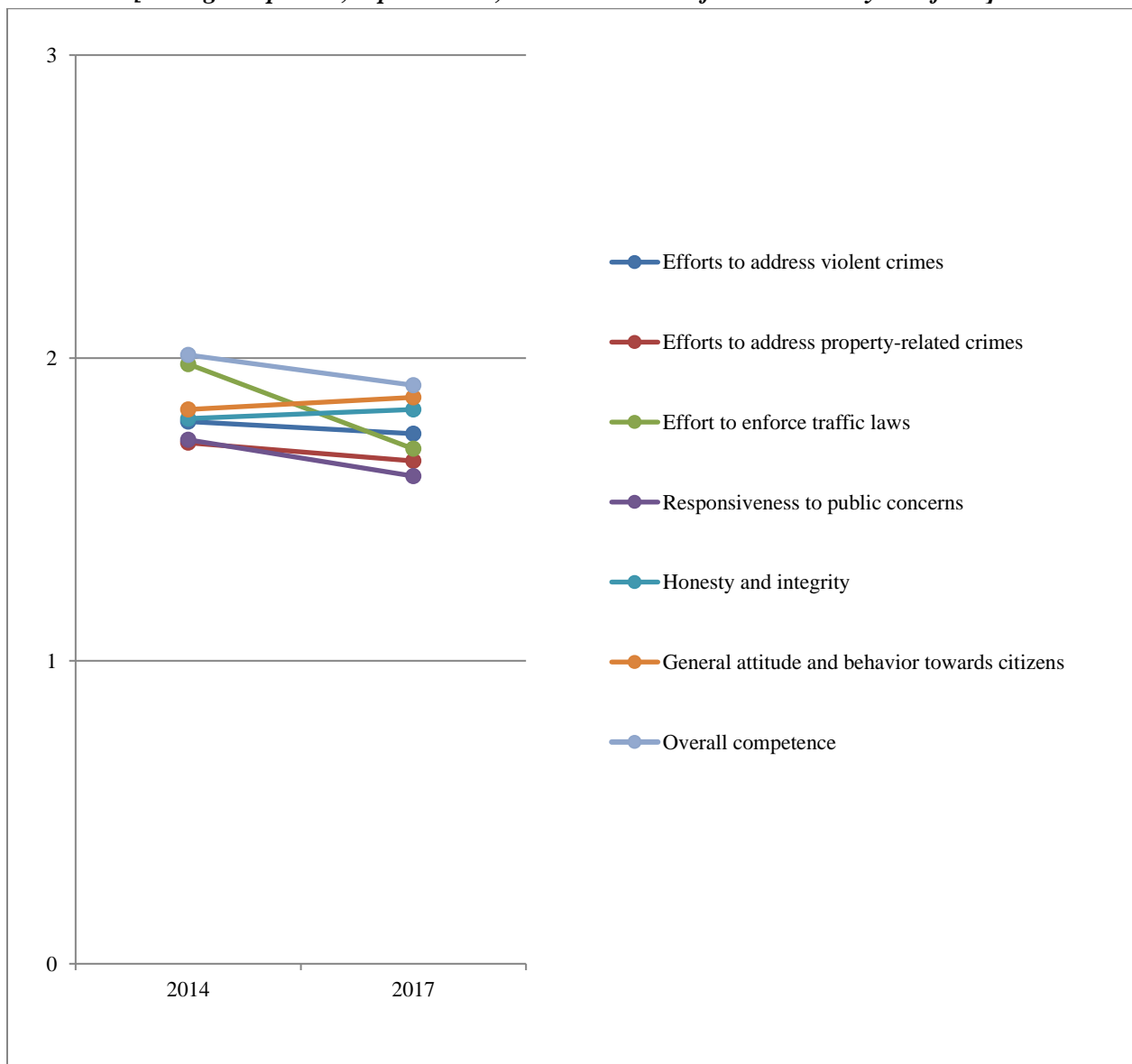
Residents were asked to rate their satisfaction with various performance dimensions of the Milwaukee Police Department:

- Efforts to address violent crimes
- Efforts to address property-related crimes
- Efforts to enforce traffic laws
- Responsiveness to public concerns
- Honesty and integrity
- General attitude and behavior towards citizens
- Overall competence

On the scale of satisfaction ranging from 0 (“not at all satisfied”) to 3 (“very satisfied”), Figure 3.2 shows that average scores for each item fall nearest to 2 (“somewhat satisfied”). However, that same figure shows that satisfaction with some aspects of police performance has declined since 2014. Mean

satisfaction with efforts to enforce traffic laws saw the largest decrease, from 1.98 in 2014 to 1.70 in 2017 ($t=-7.19, p=0.00$); this drop is statistically significant. Mean satisfaction with responsiveness to public concerns also saw a significant decrease, from 1.73 in 2014 to 1.61 in 2017 ($t=-3.05, p=0.00$), as did mean satisfaction with overall competence (2.01 in 2014 to 1.91 in 2017; $t=-2.97, p=0.00$). The mean satisfaction ratings for honesty and integrity, and for general attitude/behavior towards citizens, increased slightly since 2014; however, for both items increases in the share of residents saying they were “very satisfied” with these dimensions of police performance were offset by similar increases in the share of residents saying they were “not at all satisfied”. These observed shifts in the distribution of satisfaction relative to honesty and integrity ($\chi^2=16.36, p=0.00$) and general attitude/behavior towards citizens ($\chi^2=8.56, p=0.04$) are statistically significant.

Figure 3.2: Satisfaction with dimensions of police performance (2014 vs. 2017)
[average responses; 4-point scale, 0=“not at all satisfied” to 3=“very satisfied”]



POLICE VISIBILITY AND PERCEPTIONS OF SAFETY

When asked about the level of Milwaukee police visibility in their neighborhoods, most residents (68.1%) say police are “somewhat” or “very visible” (Table 2.1). This proportion is exceeded, however, by the proportion of residents that say the police *should* be “somewhat” or “very visible” in their neighborhoods (92.7%; Table 2.2). Consequently, about 66.3% of Milwaukee residents are satisfied with the current level of police visibility in their neighborhoods (Table 2.3). Resident impressions of police visibility have decreased significantly since 2014 (Table 2.1; $t=-2.25$, $p=0.01$), as has satisfaction with police visibility (Table 2.3; $t=-5.04$, $p=0.00$).

Table 2.1: Resident impressions of neighborhood police visibility (2014 vs. 2017)

		Survey year	
		2014	2017
How visible are the Milwaukee police in your neighborhood?	Not at all visible	117 8.4%	148 11.1%
	Not very visible	284 20.3%	278 20.8%
	Somewhat visible	530 37.8%	506 37.9%
	Very visible	470 33.5%	404 30.2%
Total		1401 100.0%	1336 100.0%

Table 2.2: Resident preferences regarding neighborhood police visibility (2014 vs. 2017)

		Survey year	
		2014	2017
In your opinion, how visible SHOULD the police be in your neighborhood?	Not at all visible	28 2.0%	24 1.8%
	Not very visible	85 6.1%	74 5.5%
	Somewhat visible	636 45.5%	628 47.0%
	Very visible	650 46.5%	611 45.7%
Total		1399 100.0%	1337 100.0%

Table 2.3: Satisfaction with neighborhood police visibility (2014 vs. 2017)

		Survey year	
		2014	2017
How satisfied are you with the level of police visibility in your neighborhood?	Not at all satisfied	125 8.9%	187 14.1%
	Not very satisfied	256 18.3%	262 19.7%
	Somewhat satisfied	557 39.8%	533 40.1%
	Very satisfied	460 32.9%	348 26.2%
Total		1398 100.0%	1330 100.0%

Residents were asked about their perceptions of safety in their neighborhoods both during the day and at night. On balance, Milwaukee residents continue to feel either “very safe” or “somewhat safe” in their neighborhoods both during the day (88.6%) as well as at night (63.5%). However, there have been significant changes in opinion regarding neighborhood safety since 2014. Figure 4.1 shows that the average perception of neighborhood safety during the day has decreased; this decrease is statistically significant ($t=-7.90, p=0.00$). Aggregate perception of neighborhood safety during the night has decreased as well; although a majority of residents say they feel either “very safe” (21.5%) or “somewhat safe” (42.0%) in their neighborhoods at night, Figure 4.2 shows that the mean perception of neighborhood safety at night has dropped significantly since 2014 ($t=-9.00, p=0.00$).

In 2014, there was a contrast between perceptions of neighborhood safety and perceptions of safety in Milwaukee as a whole. That continues into 2017; while 50.7% of Milwaukee residents feel “very safe” in their own neighborhoods during the day and 21.5% feel “very safe” in their neighborhoods at night, Figure 4.3 shows that just 3.5% describe the city as a whole as “very safe”. In addition, about half of Milwaukee residents (55.3%) now characterize the city as a whole as either “not very safe” or “not at all safe,” despite just 11.3% saying they feel unsafe in their own neighborhoods during the day and 36.5% saying they feel unsafe in their neighborhoods at night.

Figure 4.1: Perceptions of neighborhood safety during the day (2014 vs. 2017)

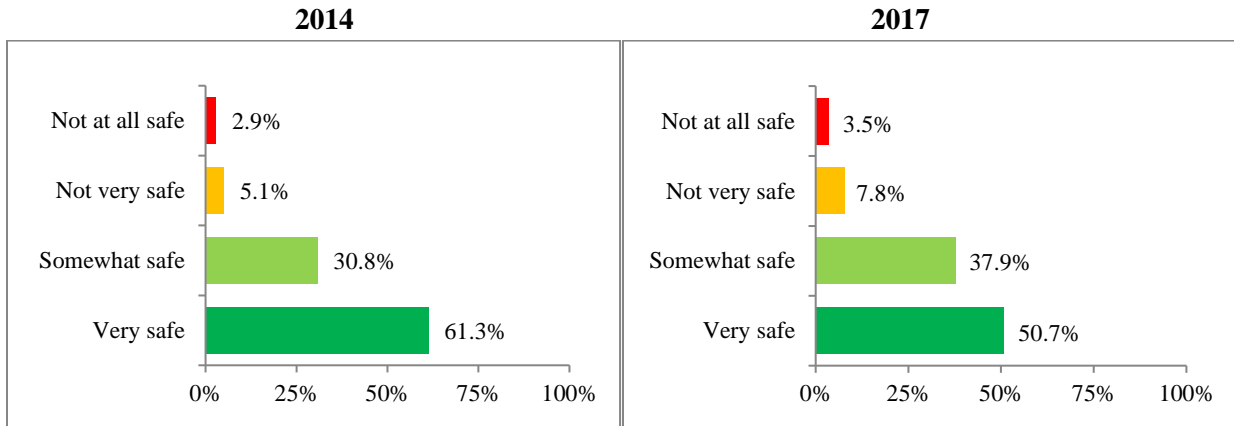


Figure 4.2: Perceptions of neighborhood safety at night (2014 vs. 2017)

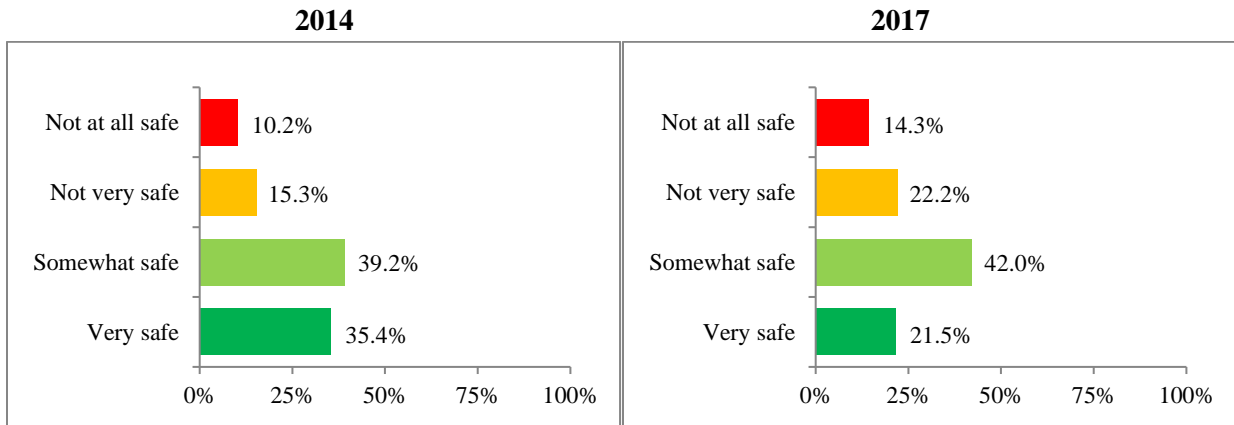
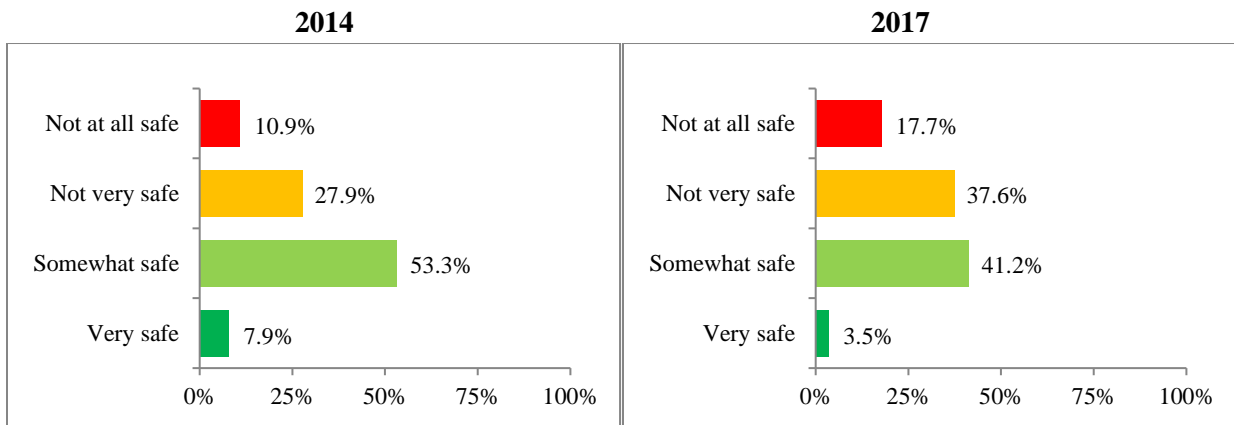


Figure 4.3: Resident perceptions of safety in Milwaukee as a whole (2014 vs. 2017)



RESIDENT EXPERIENCES WITH THE 911 SYSTEM

Residents were asked about their recent experiences and perceptions regarding the 911 system. About 31% of Milwaukee residents report using the 911 system within the last year (Table 3.1). Police assistance is the most commonly cited reason for calling 911, with 47.3% of residents indicating their most recent 911 call was for this reason (Table 3.2). A similarly large proportion of residents (42.3%) last called 911 to seek emergency medical services. About 6.2% say their most recent call was aimed at gaining assistance from the Milwaukee Fire Department, while 4.2% said their most recent call was for some other reason.

Table 3.1: During the past 12 months, have you called 911 for any reason, including police, fire, or emergency medical assistance?

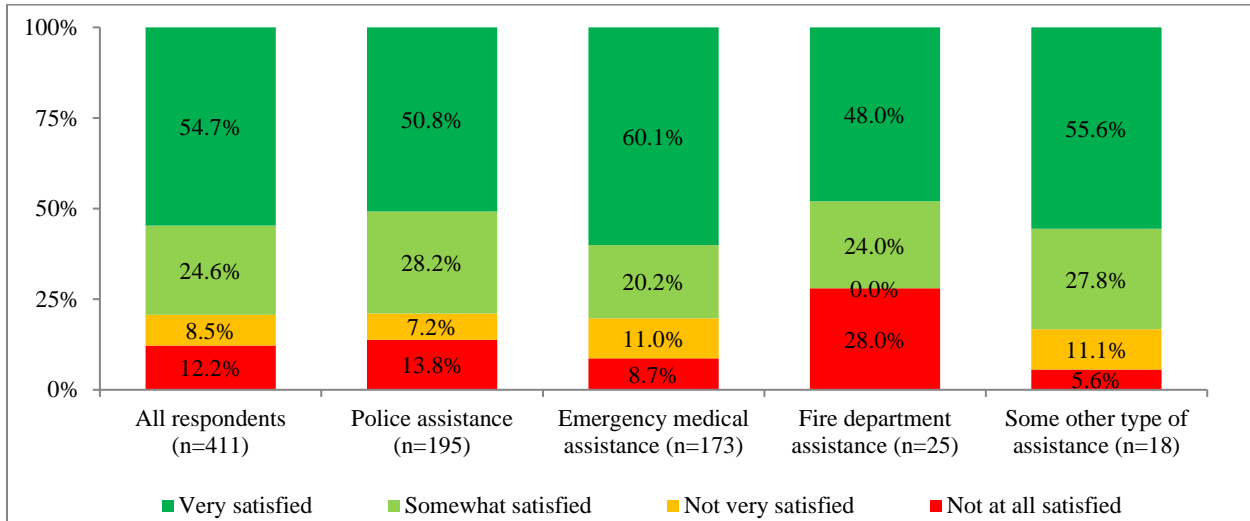
	<i>Responses</i>	<i>Percent</i>
No	923	69.0%
Yes	415	31.0%
Total	1338	100.0%

Table 3.2: Thinking now about just the most recent time that you called 911, were you seeking...

	<i>Responses</i>	<i>Percent</i>
Police assistance	195	47.3%
Emergency medical assistance	174	42.3%
Fire department assistance	25	6.2%
Some other type of assistance	17	4.2%
Total	413	100.0%

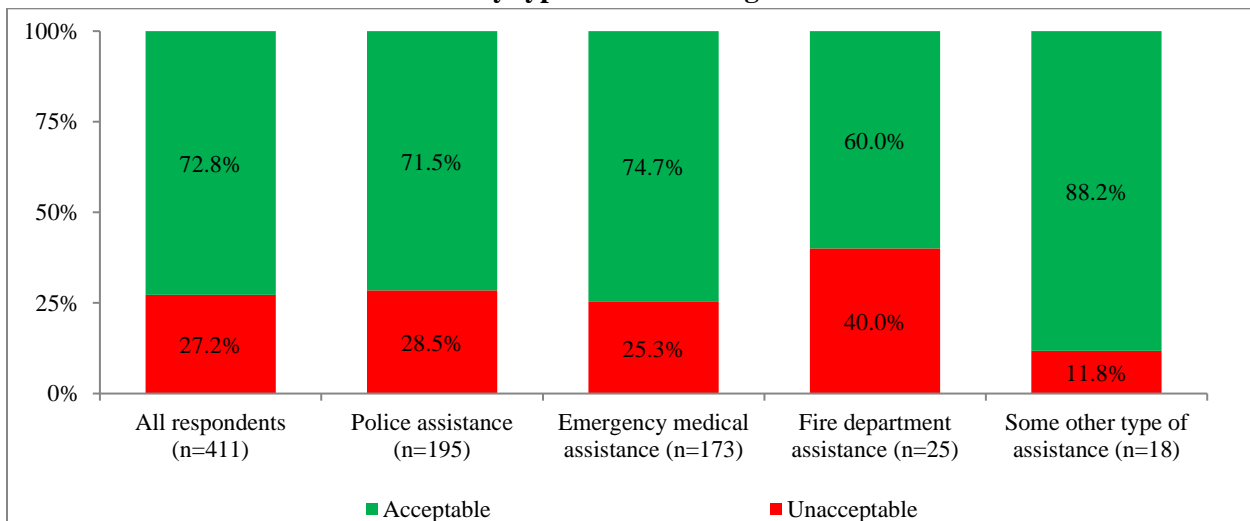
Residents were also asked about their level of satisfaction regarding the service provided by the 911 operator. Figure 5.1 shows that a large majority of residents were either “very satisfied” (54.7%) or “somewhat satisfied” (24.6%). Those who say they were “not at all satisfied” with the service provided by the 911 operator represent 12.2% of residents who recently called 911. Satisfaction with the 911 operator service received varies by the type of service sought; those seeking emergency medical assistance have the most positive sentiment (60.1% say they were “very satisfied”), while dissatisfaction was greatest among those seeking fire department assistance (28.0% say they were “very dissatisfied” with 911 operator service on their most recent call).

Figure 5.1: Satisfaction with the service provided by the 911 operator during most recent call, by type of service sought



A related question asked residents to describe their feelings about the length of time they were placed on hold during their most recent call to 911. Figure 5.2 shows that most residents (72.8%) found the hold time they experienced “acceptable”. Views on the acceptability of hold times varied across the type of assistance being sought; about 40% of those seeking assistance from the fire department found the hold time they experienced before being connected “unacceptable”, while just 25.3% of those seeking emergency medical services and 28.5% of those seeking police assistance found their hold times to be “unacceptable”.

Figure 5.2: Perceived acceptability of time placed on hold before being connected, by type of service sought



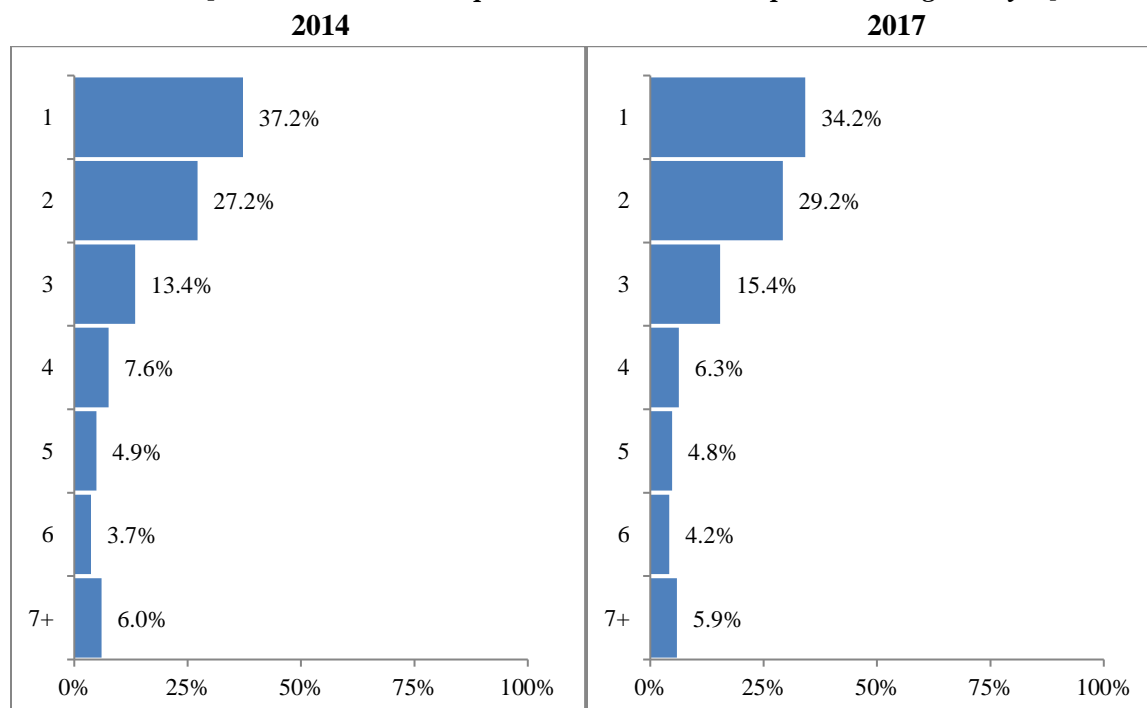
RESIDENT-INITIATED CONTACTS WITH THE MILWAUKEE POLICE DEPARTMENT

A section of the survey was devoted to investigating opinions regarding resident-initiated contacts with the Milwaukee Police Department. About 38% of Milwaukee residents report that they have approached or sought help (including through the 911 telephone system) from the Milwaukee Police Department within the past 12 months (Table 4.1). Reported frequencies of resident-initiated contacts are displayed in Figure 6.1; about one-third (34.2%) of those who contacted the Milwaukee police within the last year did so only once, while the remainder contacted the police two or more times over that span. Table 4.1 shows that the proportion of residents reporting recent self-initiated police contacts has not changed since 2014. Figure 6.1 shows that the frequency distribution of self-initiated contacts among those residents who reported at least one recent contact has also remained relatively stable ($\chi^2=2.55, p=0.86$).

Table 4.1: Resident-initiated contacts with the Milwaukee Police Department (2014 vs. 2017)

		Survey year	
		2014	2017
Have you approached or sought help from the Milwaukee Police Department or a Milwaukee police officer for any reason in the past 12 months, including through the 911 telephone system?	No	876 62.6%	829 62.0%
	Yes	524 37.4%	509 38.0%
Total		1400 100.0%	1338 100.0%

Figure 6.1: Frequency of resident-initiated contacts with Milwaukee police (2014 vs. 2017)
[Those that contacted police within 12 months prior to being surveyed]



Residents that reported contacting the Milwaukee Police Department at least once within the last year were asked about their most recent contact; was it to report a crime, or was the contact for some other reason? Table 4.2 shows that 48% of residents say their most recent contact was due to a crime, while 52% say their most recent contact with the Milwaukee police was for some other reason. This represents a significant change from 2014, when 57.1% of recent resident-initiated police contacts were to report a crime ($\chi^2=8.76, p=0.00$).

Table 4.2: Reason for most recent resident-initiated contact (2014 vs. 2017)

		Survey year	
		2014	2017
Thinking now about just the most recent time that you approached or sought help from the Milwaukee Police Department, was it to report a crime, or for some other reason?	Report a crime	295 57.1%	243 48.0%
	Other reason	222 42.9%	263 52.0%
Total		517 100.0%	506 100.0%

In an attempt to measure the perceived quality of the assistance the Milwaukee Police Department offers, residents who reported voluntarily contacting the Milwaukee police at least once within the last year were asked about several dimensions of the most recent contact they initiated. First, residents in this group were asked whether or not they were treated fairly; 68.2% feel that they had been treated with fairness (Table 4.3). Perceptions of fairness during respondent-initiated police contacts have not changed significantly since 2014 ($\chi^2=0.72, p=0.39$). When asked about situational competence, 57.6% say the police acted competently the last time they were summoned (Table 4.4); this is consistent with aggregate opinion from 2014 ($\chi^2=1.46, p=0.23$).

Table 4.3: Perceptions of fair treatment during last respondent-initiated police contact, by reason for approaching police, 2017 vs. 2014

		Survey year	
		2014	2017
Do you feel that you were treated fairly?	No	151 29.4%	161 31.8%
	Yes	363 70.6%	345 68.2%
Total		514 100.0%	506 100.0%

Table 4.4: Perceptions of situational competence during last respondent-initiated police contact, by reason for approaching police, 2017 vs. 2014

		Survey year	
		2014	2017
Do you feel that the situation or request was handled with competence?	No	195 38.7%	213 42.4%
	Yes	309 61.3%	289 57.6%
Total		504 100.0%	502 100.0%

When asked about police professionalism during their most recent resident-initiated contact with Milwaukee police, 64.4% said the police acted professionally (Table 4.5). This represents a statistically significant decrease since 2014, when 70.3% said they felt the police handled their most recent request for assistance with professionalism ($\chi^2=4.02, p=0.05$).

Residents were also asked about their level of satisfaction with the courtesy extended to them during their most recent self-initiated contact with Milwaukee police, as well as their satisfaction with the compassion shown by officers during that most recent contact. Table 4.6 shows that most residents were either “very satisfied” (41.9%) or “somewhat satisfied” (26.4%) with the level of courtesy extended to them; however, aggregate satisfaction with police courtesy has shifted significantly in a negative direction ($\chi^2=8.54, p=0.36$). Most residents say that they are satisfied (either “very” [33.2%] or “somewhat” [30.6%]) with the compassion shown to them by officers during their most recent self-initiated contact, but Table 4.7 shows that aggregate perception of police compassion has shifted significantly in a negative direction since 2014 as well ($\chi^2=20.05, p=0.00$).

Table 4.5: Perceptions of professionalism during last respondent-initiated police contact, by reason for approaching police (2014 vs. 2017)

		Survey year	
		2014	2017
Do you feel that the situation or request was handled with professionalism?	No	152 29.7%	178 35.6%
	Yes	360 70.3%	322 64.4%
Total		512 100.0%	500 100.0%

Table 4.6: Satisfaction with level of courtesy during last respondent-initiated police contact, by reason for approaching police (2014 vs. 2017)

		Survey year	
		2014	2017
How satisfied were you with the level of courtesy extended to you?	Not at all satisfied	90 17.4%	113 22.2%
	Not very satisfied	72 14.0%	48 9.4%
	Somewhat satisfied	123 23.8%	134 26.4%
	Very satisfied	231 44.8%	213 41.9%
Total		516 100.0%	508 100.0%

Table 4.7: Satisfaction with level of compassion during last respondent-initiated police contact, by reason for approaching police (2014 vs. 2017)

		Survey year	
		2014	2017
How satisfied were you with the level of compassion shown to you?	Not at all satisfied	103 20.3%	132 26.4%
	Not very satisfied	84 16.5%	49 9.8%
	Somewhat satisfied	120 23.6%	153 30.6%
	Very satisfied	201 39.6%	166 33.2%
Total		508 100.0%	500 100.0%

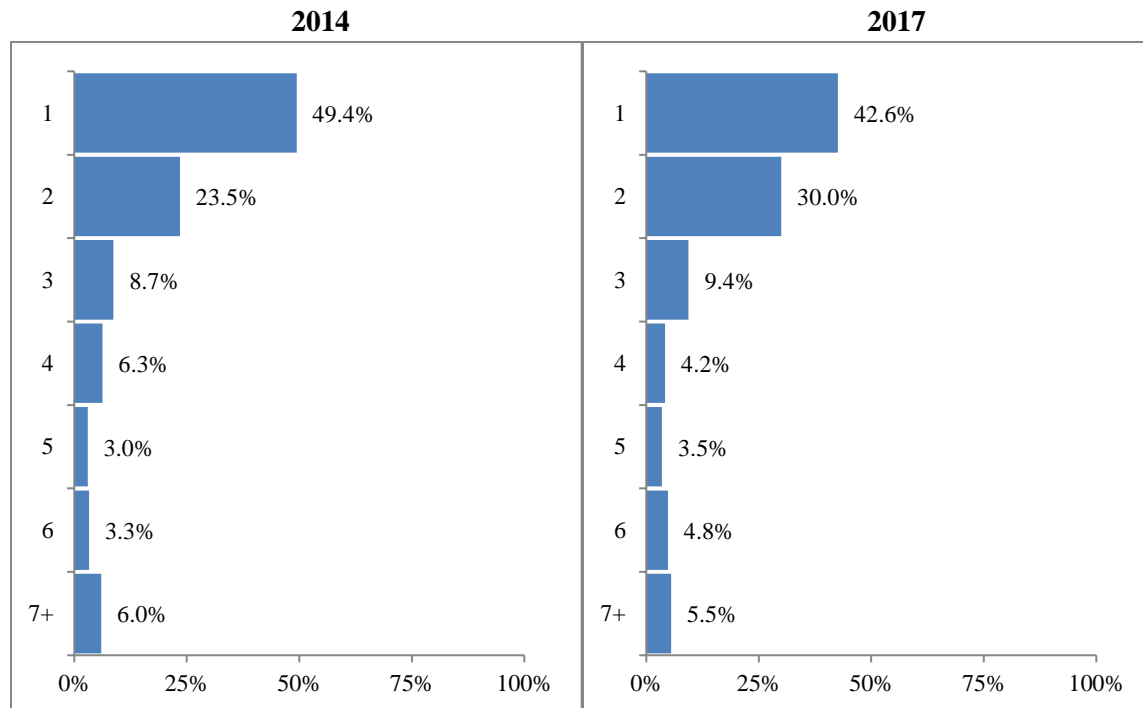
POLICE-INITIATED CONTACTS WITH RESIDENTS

When asked about police-initiated contacts within the past 12 months, 24.3% of Milwaukee residents reported having been contacted by Milwaukee police officers. Table 5.1 shows that this proportion is virtually identical to the proportion of residents that reported such contacts in 2014. Figure 7.1 shows that approximately 57.4% of those who reported recent police contacts in 2017 reported more than one, compared to 50.6% in 2014; however, the overall frequency distribution of police-initiated contacts among those residents who reported at least one police-initiated contact within the last year has not changed significantly ($\chi^2=6.75, p=0.35$).

Table 5.1: Recent police-initiated contacts (2014 vs. 2017)

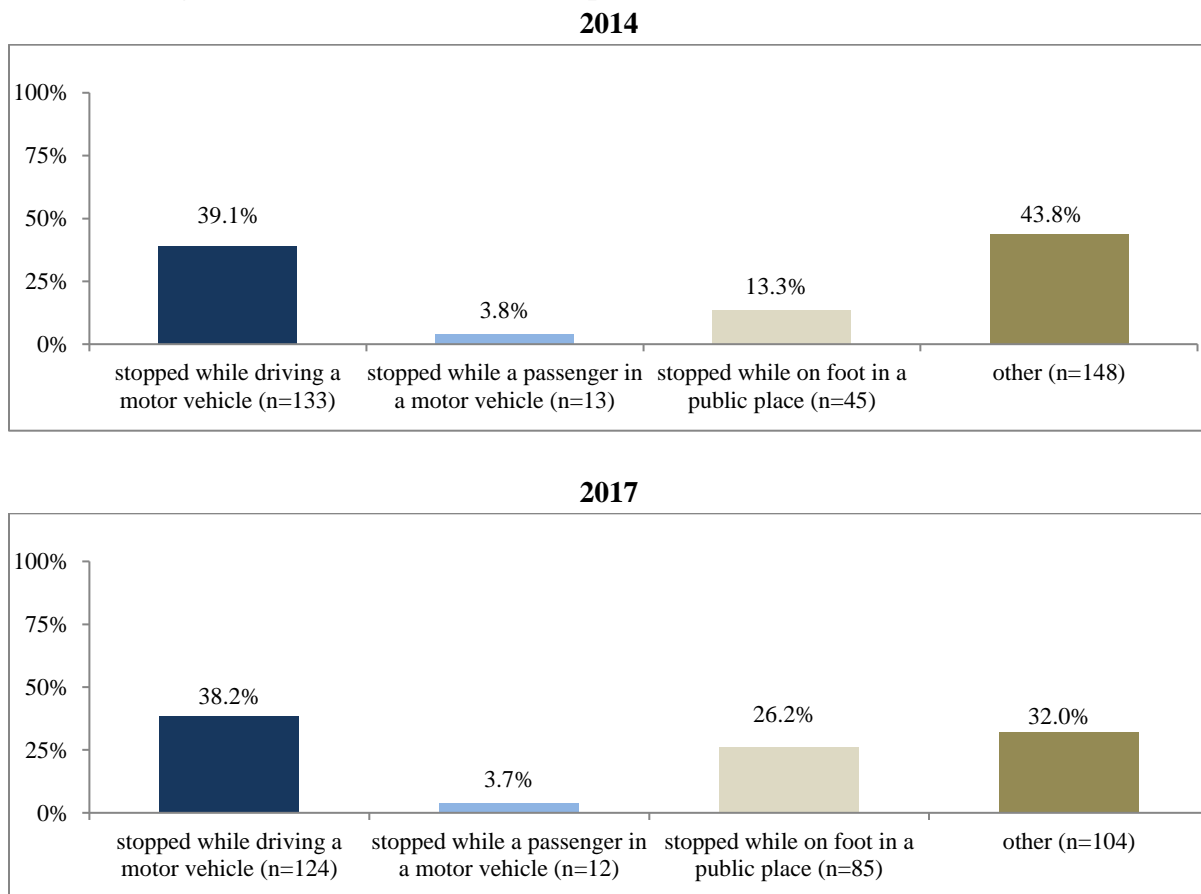
		Survey year	
		2014	2017
Has a Milwaukee police officer initiated contact with you at any time in the past 12 months?	No	1056 75.6%	1012 75.7%
	Yes	341 24.4%	325 24.3%
Total		1397 100.0%	1337 100.0%

Figure 7.1: Frequency of Milwaukee police-initiated contacts (2014 vs. 2017)
[Those that were stopped by police within 12 months prior to being surveyed]



Residents who indicated Milwaukee police had initiated contact with them at least once over the course of the past year were asked follow-up questions regarding the context of the most recent contact. Figure 7.2 shows the relative frequency of different contexts for these contacts; 38.2% of the most recent officer-initiated stops occurred while the resident was driving a motor vehicle, 3.7% occurred while the resident was a passenger in a motor vehicle, 26.2% occurred while the resident was on foot in a public space, and the remaining 32% of police-initiated contacts occurred in various other contexts. While traffic stops remained stable between 2014 and 2017 survey waves, there has been a notable increase in the proportion of police-initiated contacts that occurred while the resident was on foot in a public place.

Figure 7.2: Context of most recent police-initiated contact (2014 vs. 2017)



In order to learn about resident opinions regarding contacts initiated by officers from the Milwaukee Police Department, residents were asked a series of questions regarding various dimensions of their most recent police-initiated interaction. About two-thirds (68.4%) of those who report having been contacted by Milwaukee police over the last year feel the officer or officers had a legitimate reason for initiating that contact, while the remaining 31.6% feel the contact was unjustified (Table 5.2). Statistically, this facet of opinion has not changed significantly since 2014 ($t=0.50, p=0.62$). About 28% of Milwaukee residents who experienced police-initiated contacts within the last year feel that they were treated with a lack of courtesy and respect (Table 5.3). Opinion regarding perceptions of courtesy and respect during police-initiated contacts has not changed significantly since 2014 ($t=0.84, p=0.40$).

Table 5.2: Perceptions of legitimacy of reason for last officer-initiated stop (2014 vs. 2017)

		Survey year	
		2014	2017
Would you say that the police had a legitimate reason for initiating the contact?	No	111 33.3%	102 31.6%
	Yes	222 66.7%	221 68.4%
Total		333 100.0%	323 100.0%

Table 5.3: Perception of police courtesy and respect during last officer-initiated stop (2014 vs. 2017)

		Survey year	
		2014	2017
Were you treated with courtesy and respect?	No	85 25.2%	91 28.0%
	Yes	252 74.8%	234 72.0%
Total		337 100.0%	325 100.0%

Most Milwaukee residents who report having been contacted by Milwaukee police within the past year feel that their most recent interaction lasted an appropriate amount of time (77.0%; Table 5.4). Though notable, the observed increase in this proportion compared to 2014 is not large enough to show statistical significance ($t=1.40$, $p=0.16$). Residents were asked to estimate the length of their most recent officer-initiated interaction with Milwaukee police; responses ranged from “less than one minute” to “more than 8 hours.” The average interaction length was 13.5 minutes; this is not significantly different than 2014 (15.6 minutes; $t=0.84$, $p=0.40$).

Table 5.4: Perceptions regarding duration of most recent police-initiated stop (2014 vs. 2017)

		Survey year	
		2014	2017
Do you believe this contact lasted an appropriate amount of time?	No	88 28.0%	70 23.0%
	Yes	226 72.0%	234 77.0%
Total		314 100.0%	304 100.0%

When asked about overall satisfaction with their last officer-initiated interaction with Milwaukee police, most Milwaukee residents say they were either “very satisfied” (51.7%) or “somewhat satisfied” (17.8%; Table 5.5). About 12% say they are “not very satisfied,” while 18.5% are “not at all satisfied.” The average level of overall satisfaction regarding police-initiated stops has remained constant since 2014

($t=0.40$, $p=0.69$), and the distribution of the intensity of satisfaction has not changed significantly ($\chi^2=6.56$, $p=0.09$). Table 5.6 shows that just 3.7% of residents said they filed a complaint with the Police Department or the Fire and Police Commission as a result of their last police-initiated interaction.

Table 5.5: Satisfaction with most recent police-initiated contact (2014 vs. 2017)

		Survey year	
		2014	2017
How satisfied were you with the way that the police handled the contact?	Not at all satisfied	76 22.4%	60 18.5%
	Not very satisfied	23 6.8%	39 12.0%
	Somewhat satisfied	68 20.1%	58 17.8%
	Very satisfied	172 50.7%	168 51.7%
Total		339 100.0%	325 100.0%

Table 5.6: Complaints filed regarding most recent police-initiated contact (2014 vs. 2017)

		Survey year	
		2014	2017
Did you make a complaint about the way you were treated to the Police Department or Fire and Police Commission?	No	318 93.8%	313 96.3%
	Yes	21 6.2%	12 3.7%
Total		339 100.0%	325 100.0%

The outcomes of residents' most recent police-initiated interactions, and opinion related to those outcomes, were also explored. Residents were asked about tickets received, searches, arrests, and the use of force. Table 5.7 shows that about 18.4% of resident's report being ticketed as the result of their last police stop; this is higher than in 2014 (15%), but not significantly higher ($t=1.13$, $p=0.26$).

Table 5.7: Ticket received during last police-initiated contact (2014 vs. 2017)

		Survey year	
		2014	2017
Were you given a ticket?	No	271 85.0%	249 81.6%
	Yes	48 15.0%	56 18.4%
Total		319 100.0%	305 100.0%

Table 5.8 shows that 12.5% of those stopped by Milwaukee police within the last year reported having been searched or patted down; again, this is not a statistically significant departure from levels reported in 2014 ($t=1.05$, $p=0.29$). Table 5.9 shows that just 2.6% of residents who were searched as a result of their most recent police contact felt the police had a legitimate reason for searching them; this is down from 12.9% in 2014. However, due to the small number of residents who were searched in the sample, sampling error cannot completely be ruled out as a cause of the decrease⁸; there is a 14.1% chance that the observed change in opinion is not actually reflected in the population at large ($t=-1.49$, $p=0.14$).

Table 5.8: Searched or patted down during last police-initiated contact (2014 vs. 2017)

		Survey year	
		2014	2017
Were you searched or patted down during the contact?	No	287 90.3%	266 87.5%
	Yes	31 9.7%	38 12.5%
Total		318 100.0%	304 100.0%

Table 5.9: Perceived legitimacy of reason for search during last police-initiated contact (2014 vs. 2017)

		Survey year	
		2014	2017
Would you say that the police had a legitimate reason for searching you?	No	27 87.1%	37 97.4%
	Yes	4 12.9%	1 2.6%
Total		31 100.0%	38 100.0%

About 6.2% of Milwaukee residents report having been arrested after their most recent police stop (Table 5.10) The proportion of those reporting arrest as the outcome of their most recent police-initiated contact has not changed significantly since 2014 ($t=-0.84$, $p=0.96$). While there is an observed decrease since 2014 in the proportion of residents reporting that their arrest stemmed from a legitimate reason (Table 5.11; down to 15%, from 27.3% in 2014), again the small number of residents reporting having been arrested as a result of their most recent police contact within a 12-month timeframe means that we cannot rule out sampling error as the cause of the difference. There is a 40.9% chance that this difference would not be observed if we were able to survey the entire population ($t=0.96$, $p=0.41$).

⁸ When sample sizes are very small, the probability that the observed qualities of the sample are an accurate representation of the qualities of the population the sample is drawn from decreases.

Table 5.10: Arrested during last police-initiated contact (2014 vs. 2017)

		Survey year	
		2014	2017
During the most recent time you were stopped or approached by a Milwaukee police officer, were you arrested?	No	319 93.8%	305 93.8%
	Yes	21 6.2%	20 6.2%
Total		340 100.0%	325 100.0%

Table 5.11: Perceived legitimacy of reason for arrest during last police-initiated contact (2014 vs. 2017)

		Survey year	
		2014	2017
Would you say that the police had a legitimate reason for arresting you?	No	16 72.7%	17 85.0%
	Yes	6 27.3%	3 15.0%
Total		22 100.0%	20 100.0%

The reported use of force during arrests stemming from residents' most recent police-initiated contact has increased from 54.5% in 2014 to 71.4% in 2017 (Table 5.12); however, the small number of arrestees in the sample again prevents us from concluding with a high level of confidence that the observed change would persist were we able to measure the entire population. There is a 25% chance that this difference would not be observed if the entire population was examined ($t=1.18, p=0.25$).

Those Milwaukee residents who reported having had force used against them during the arrest stemming from their most recent police-initiated contact were asked whether or not the use of force they experienced was excessive. Table 5.13 shows that in 2014, 56.3% of such residents said the use of force they experienced was excessive. In 2017, 100% of such residents say the use of force was excessive. We must caution once again that due to the very small number of individuals answering this question ($n=15$), it is unlikely that observed sample characteristics are a good representation of overall population characteristics. However, in this case, the magnitude of the observed change between responses in 2014 and 2017 is so large that we can conclude with a 99% level of confidence that in 2017 arrestees in Milwaukee are more likely than they were in 2014 to perceive the force used against them during their arrests as excessive ($t=3.11, p=0.00$).

Table 5.12: Use of force during arrest resulting from most recent police-initiated interaction (2014 vs. 2017)

		Survey year	
		2014	2017
Did the police use force against you when you were arrested?	No	10 45.5%	6 28.6%
	Yes	12 54.5%	15 71.4%
Total		22 100.0%	21 100.0%

Table 5.13: Perception of use of force during arrest resulting from most recent police-initiated interaction (2014 vs. 2017)

		Survey year	
		2014	2017
Do you feel the use of force was excessive?	No	7 43.8%	0 0.0%
	Yes	9 56.3%	15 100.0%
Total		16 100.0%	15 100.0%

RESIDENT EXPERIENCES WITH CRIME

In 2017, Milwaukee residents were again asked about their exposure to crime. About 23.9% of residents reported having been victimized at least once within the City of Milwaukee during the last 12 months (Table 6.1). This represents a statistically significant increase since 2014, when 20% reported recent victimization ($t=2.48, p=0.01$). Of those reporting recent victimization in 2017, 51.9% say they have experienced more than one crime, compared to 39.2% in 2014, a statistically significant increase (Table 6.2; $t=3.11, p=0.00$).

Table 6.1: Victimization during the past 12 months (2014 vs. 2017)

		Survey year	
		2014	2017
During the past 12 months, have you been the victim of a crime in the City of Milwaukee?	No	1121 80.0%	1019 76.1%
	Yes	280 20.0%	320 23.9%
Total		1401 100.0%	1339 100.0%

Table 6.2: Frequency of victimization among those who reported experiencing crime during the past 12 months (2014 vs. 2017)

		Survey year	
		2014	2017
During the past 12 months, have you been the victim of just one crime in the City of Milwaukee, or more than one crime?	One crime	170 60.7%	154 48.1%
	More than 1 crime	110 39.3%	166 51.9%
Total		280 100.0%	320 100.0%

Among those who reported having been the victim of exactly one crime over the past year, about 26% said they failed to report the incident to police (Table 6.3). Of those who reported having been the victim of multiple crimes over that same time span, 50.9% said they failed to report at least one of those crimes (Table 6.4). Despite reporting increased levels of victimization, we find no evidence that Milwaukee residents have changed their likelihood of reporting crimes to the Milwaukee Police Department; observed changes in rates of crime non-reporting are not statistically significant ($t=1.61, p=0.11$; $t=0.36, p=0.62$).

Table 6.3: Non-reporting of crimes among those who experienced one crime in the past year (2014 vs. 2017)

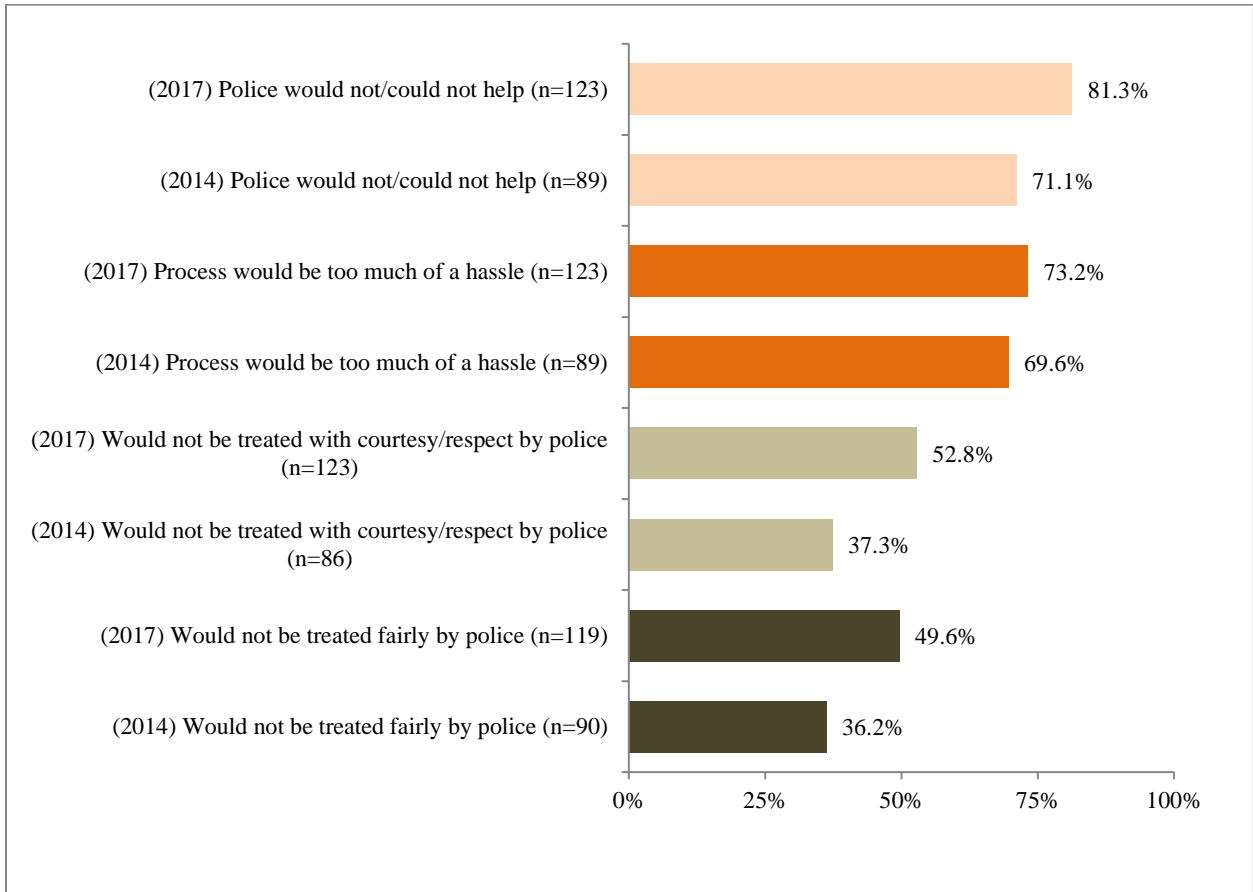
		Survey year	
		2014	2017
Did you report the incident to the police?	No	31 18.5%	40 26.0%
	Yes	137 81.5%	114 74.0%
Total		168 100.0%	154 100.0%

Table 6.4: Non-reporting of crimes among those who experienced multiple crimes in the past year (2014 vs. 2017)

		Survey year	
		2014	2017
During the past 12 months, have you been the victim of any crimes in Milwaukee that you did NOT report to the Milwaukee Police Department?	No	51 46.4%	82 49.1%
	Yes	59 53.6%	85 50.9%
Total		110 100.0%	167 100.0%

Residents who declined to report at least one instance of crime to the Milwaukee Police Department were presented with a range of possible considerations that may have influenced their decision to not file a report. Figure 8.1 summarizes resident reactions to these considerations; the most common consideration that influences residents when choosing to not report crimes remains the belief that the police would not or could not help (about 81.3% of victimized non-reporters hold this view). The belief that the process of reporting is too much of a hassle is held by a comparable proportion of residents that were victimized and did not report it (73.2% hold this view). About 52.8% were discouraged by the notion that the police might not show them courtesy or respect, while 49.6% say they were influenced by the consideration that they would not receive fair treatment by police. Concerns around fairness and courtesy/respect have become significantly more important factors influencing the non-reporting of crimes in 2017 ($t=1.93$, $p=0.05$; $t=2.25$, $p=0.03$).

Figure 8.1: Reasons for not reporting crimes to the Milwaukee Police Department (2014 vs. 2017)
[Respondents who experienced being the victim of at least one crime AND did not report a crime]



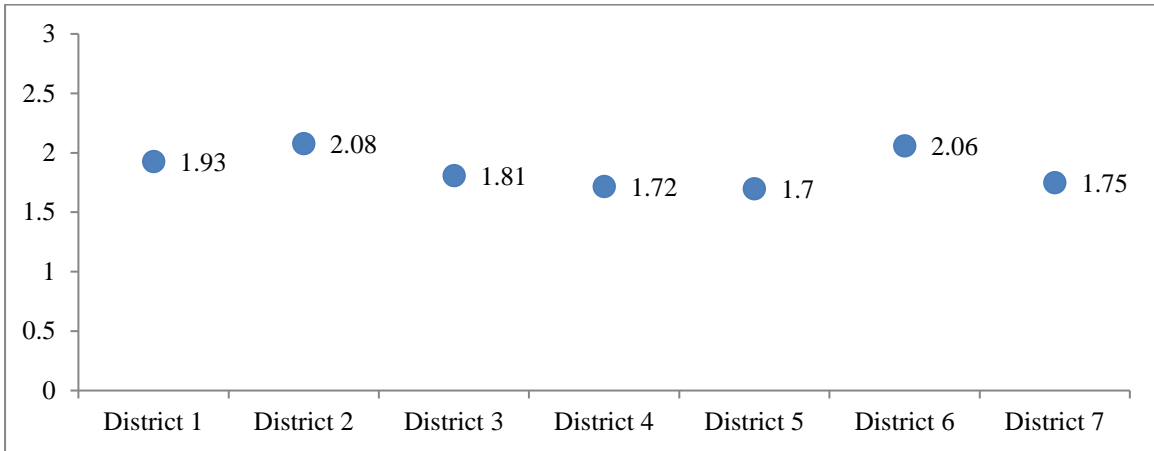
RESULTS BY POLICE DISTRICT

Of the 1,338 survey responses collected from Milwaukee residents, we were able to geo-locate 1,184 within specific police districts; this allows for cross-district comparisons for many response items:

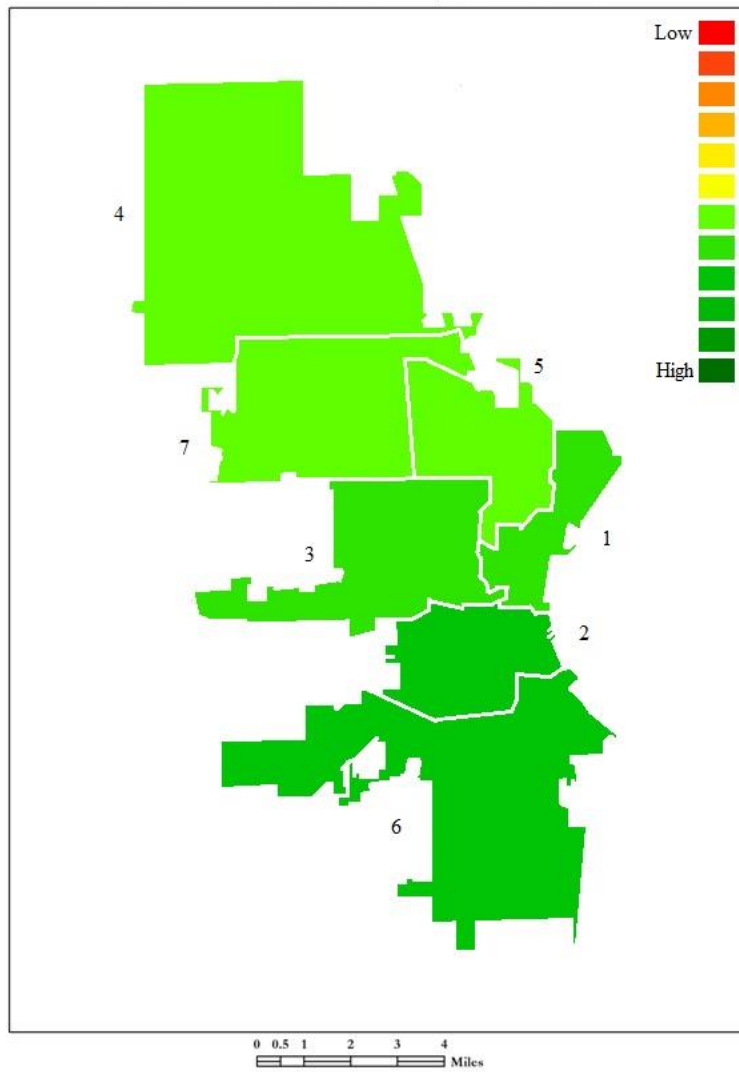
- Figure 9.1 reports mean overall satisfaction by police district, measured on a four-point scale ranging from 0 (“not at all satisfied”) to 3 (“very satisfied”).
- Figure 9.2 reports mean perception of neighborhood police visibility by police district, measured on a four-point scale ranging from 0 (“not at all visible”) to 3 (“very visible”).
- Figure 9.3 reports mean perception of neighborhood safety during the day by police district, measured on a four-point scale ranging from 0 (“not at all safe”) to 3 (“very safe”).
- Figure 9.4 reports mean perception of neighborhood safety at night by police district, measured on a four-point scale ranging from 0 (“not at all safe”) to 3 (“very safe”).
- Figure 9.5 reports the percentage of residents reporting having been the victim of at least one crime over the past year, by police district.

Additional tables breaking down responses to questions related to police contacts and the 911 emergency telephone system by police district can be found in Appendix C.

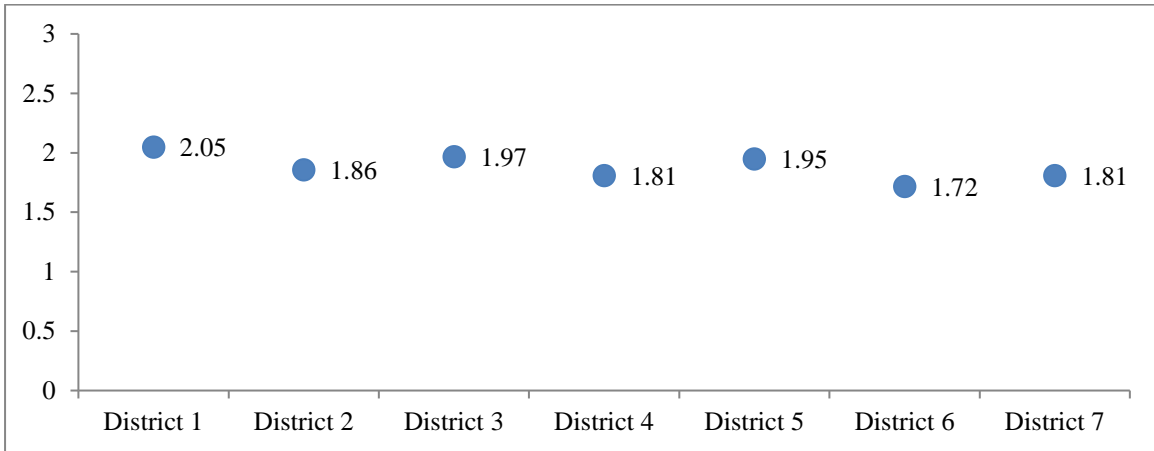
**Figure 9.1: Mean overall satisfaction, by police district
(4-point scale, 0=“not at all satisfied” to 3=“very satisfied”)**



Mean Overall Satisfaction, by Police District



**Figure 9.2: Mean perception of police visibility, by police district
(4-point scale, 0="not at all visible" to 3="very visible")**



Mean Perception of Police Visibility, by Police District

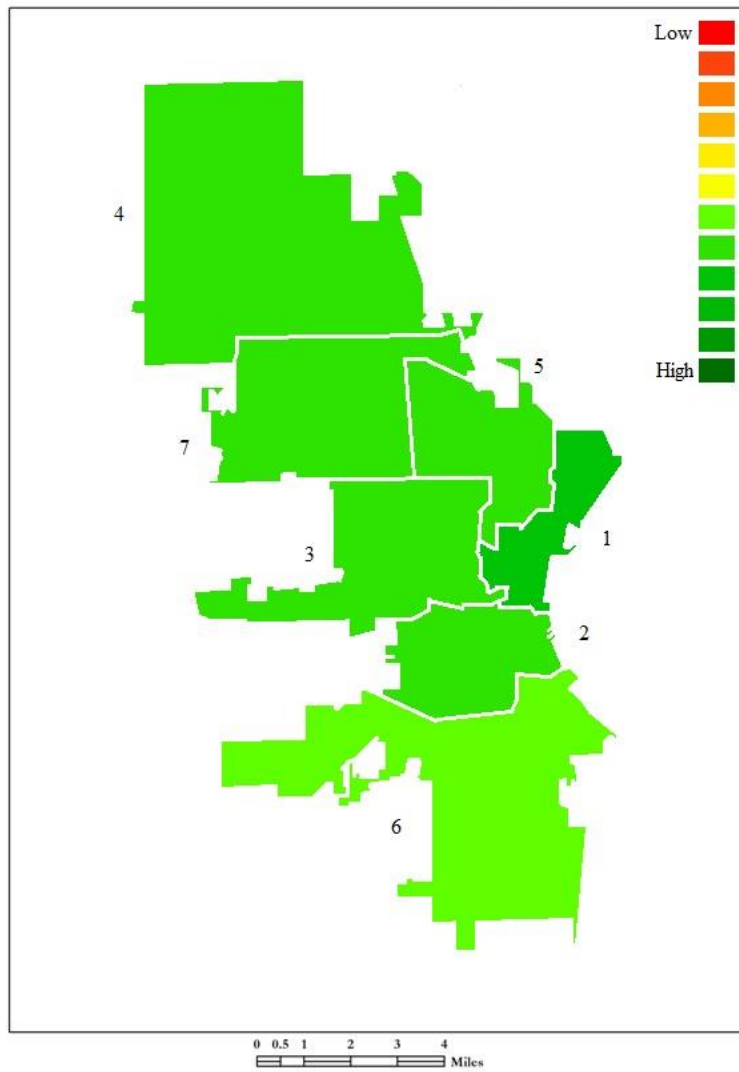
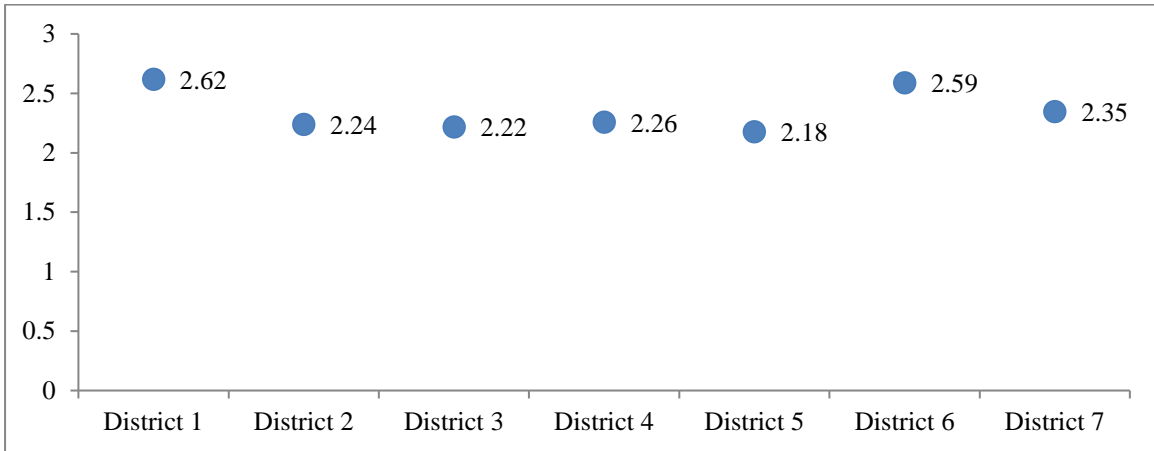
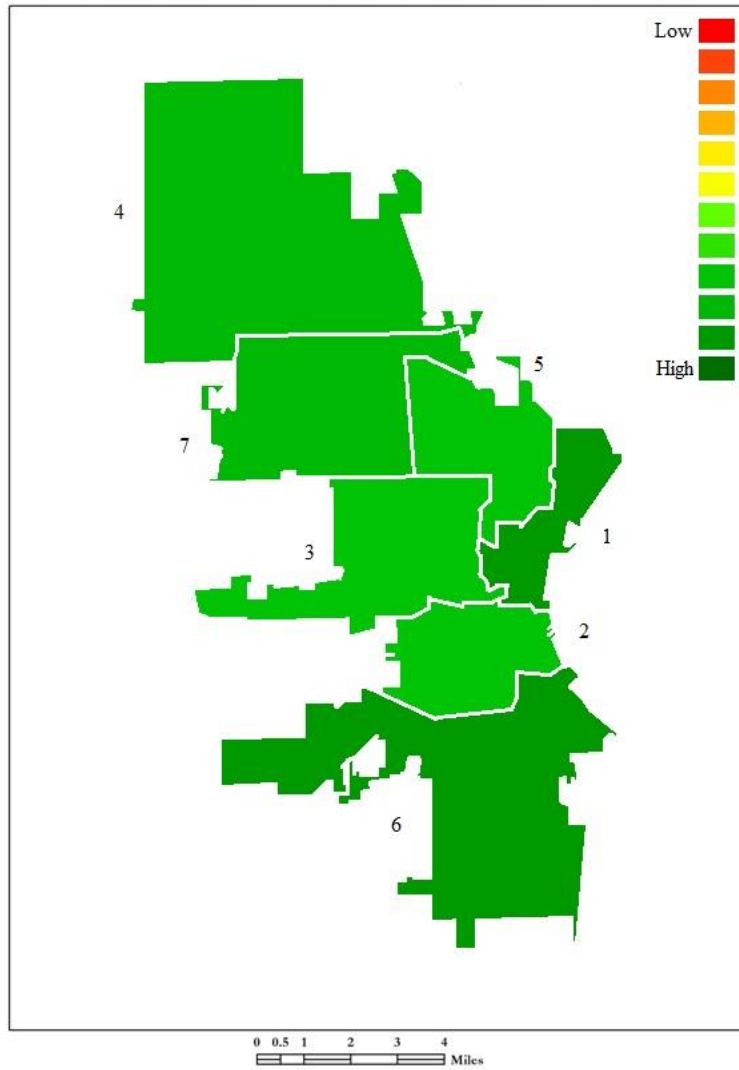


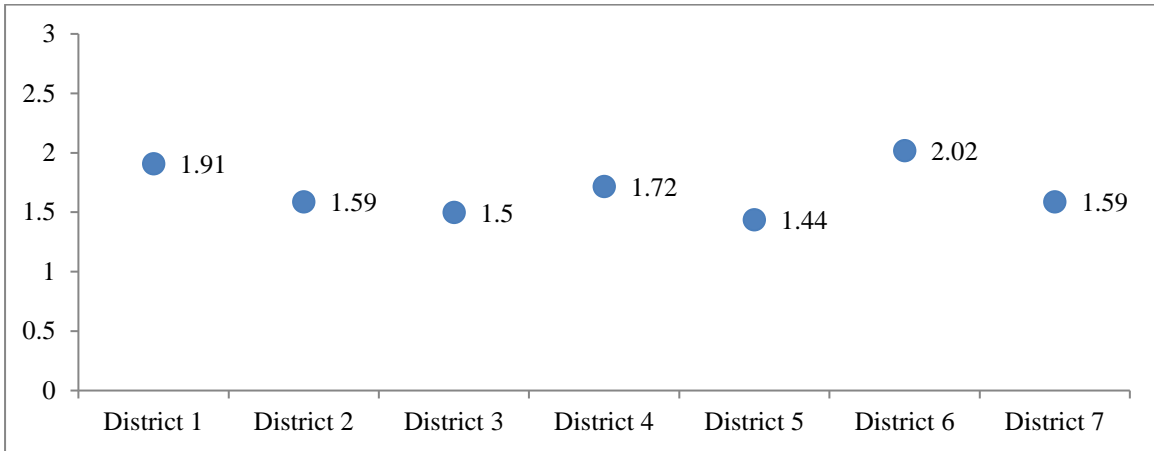
Figure 9.3: Mean perception of neighborhood safety during the day, by police district (4-point scale, 0=“not at all safe” to 3=“very safe”)



Mean Perception of Neighborhood Safety During the Day, by Police District



**Figure 9.4: Mean perception of neighborhood safety at night, by police district
(4-point scale, 0=“not at all safe” to 3=“very safe”)**



Mean Perception of Neighborhood Safety at Night, by Police District

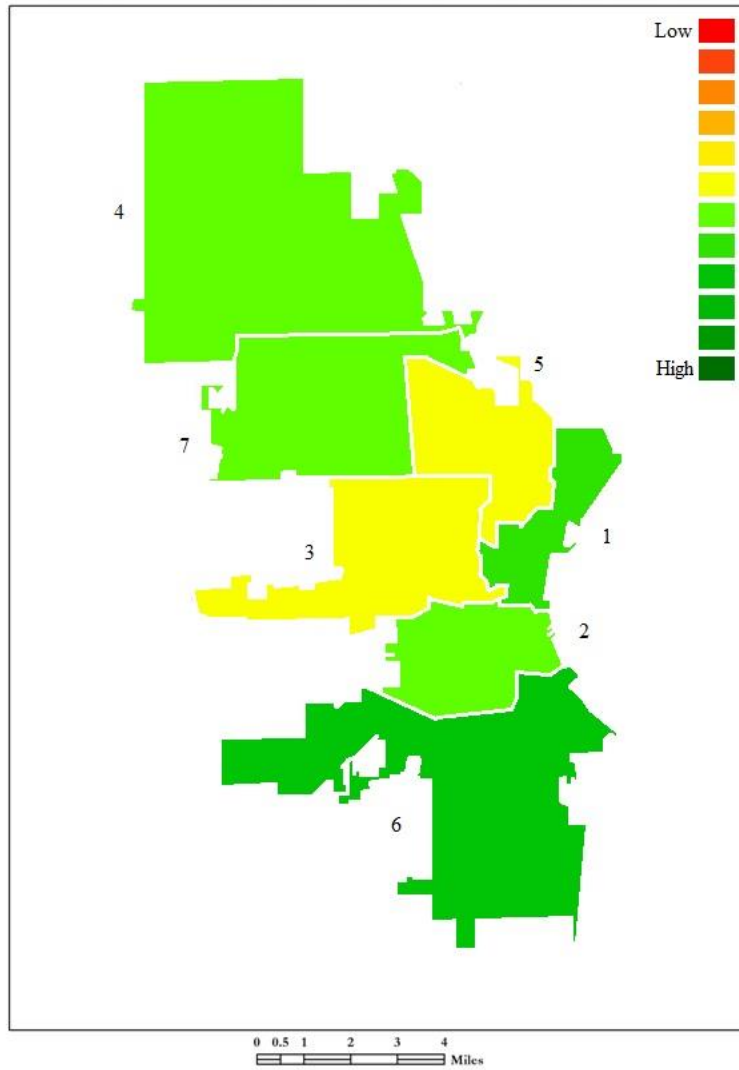
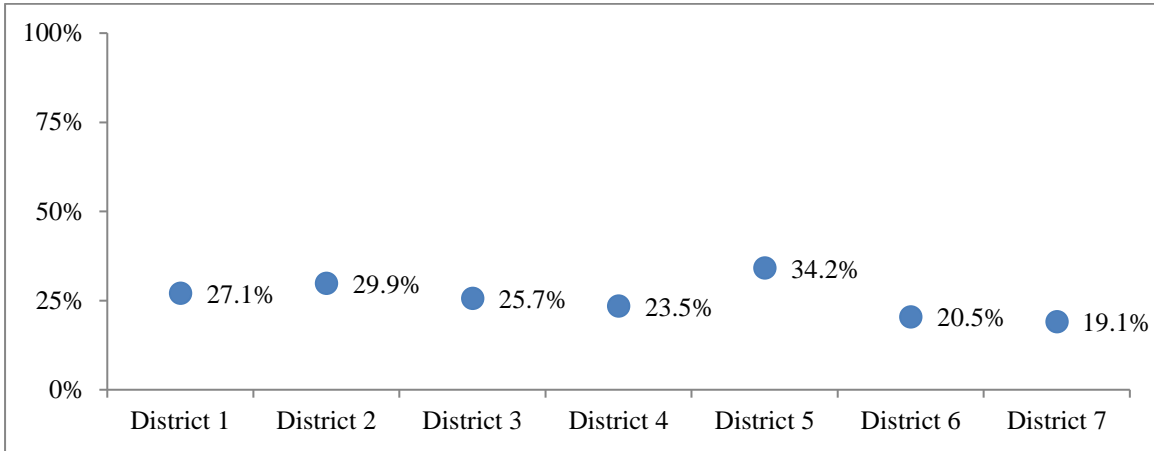
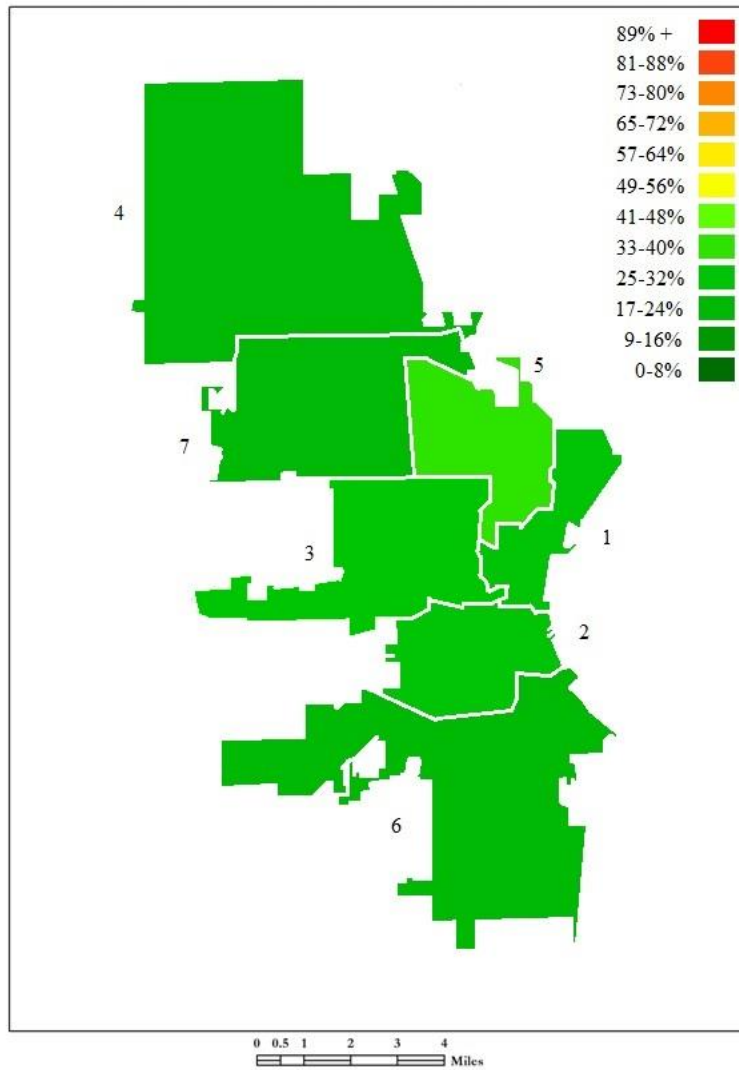


Figure 9.4: % Reporting 1+ instances of victimization during past year, by police district



% Reporting 1+ Instances of Victimization During Past Year, by Police District



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- Bober, T., & Regehr, C. (2006). Strategies for reducing secondary or vicarious trauma: Do they work? *Brief Treatment and Crisis Intervention*, 6, 1-9.
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- Violanti, J. & Gehrke, A. (2004). Police trauma encounters: Precursors of compassion fatigue. *International Journal of Emergency Mental Health*. 6. 75-80.

APPENDIX A

Post-stratification tables

	Population value (CPS) %	Unweighted sample %	Unweighted sample N	Weighted sample %	Weighted sample N
African-American	36.0%	36.8%	493	36.0%	482
Other (nonwhite)	12.7%	12.8%	171	12.7%	171
White	51.3%	50.4%	674	51.3%	687

	Population value (CPS) %	Unweighted sample %	Unweighted sample N	Weighted sample %	Weighted sample N
Female	52.7%	58.3%	780	52.7%	707
Male	47.3%	41.7%	558	47.3%	633

	Population value (CPS) %	Unweighted sample %	Unweighted sample N	Weighted sample %	Weighted sample N
18-29	30.8%	10.7%	143	30.7%	411
30-44	27.4%	20.0%	267	27.5%	368
45-59	23.9%	25.6%	342	24.0%	321
60+	17.9%	43.8%	586	17.9%	239

APPENDIX B

Police satisfaction multivariate model parameters

Ordered probit regression	Number of obs	=	1087
	Wald chi2 (15)	=	192.66
	Prob > chi2	=	0.0000
Log pseudolikelihood = -1176.711	Pseudo R2	=	0.1329

overall_satisfaction	Coef.	Robust Std. Err.	z	P> z	[95% Conf. Interval]	
Victim_freq						
victim of one crime	.1756119	.1357615	1.29	0.196	-.0904757	.4416995
victim of 2+ crimes	-.1585615	.1463631	-1.08	0.279	-.4454279	.1283049
pol_init_contact						
stop (justified)	.006229	.1052128	0.06	0.953	-.1999843	.2124423
stop (unjustified)	-.8541616	.2082568	-4.10	0.000	-1.262337	-.4459857
res_init_contact						
high compassion	.207861	.1489439	1.40	0.163	-.0840637	.4997857
marginal compassion	-.5824633	.1354156	-4.30	0.000	-.847873	-.3170536
low compassion	-1.052412	.1599208	-6.58	0.000	-1.365851	-.7389726
race						
black	-.5649913	.1189013	-4.75	0.000	-.7980336	-.3319491
other nonwhite	-.1686942	.1546148	-1.09	0.275	-.4717337	.1343452
police_visibility						
age	.0879435	.0552591	1.59	0.112	-.0203623	.1962492
male	-.2281947	.1001808	-2.28	0.023	-.4245455	-.0318439
education	-.0678726	.0400262	-1.70	0.090	-.1463226	.0105774
hh_income	.0108574	.0390465	0.28	0.781	-.0656723	.0873872
res_length	.0150276	.0670033	0.22	0.823	-.1162965	.1463517
/cut1	-1.616789	.3406365			-2.284425	-.9491541
/cut2	-.8645795	.3353538			-1.521861	-.2072982
/cut3	.7210628	.3370557			.0604458	1.38168

APPENDIX C

Survey responses related to recent police contacts and the 911 emergency telephone service, by police district

		Police district						
		District 1	District 2	District 3	District 4	District 5	District 6	District 7
Have you approached or sought help from the Milwaukee Police Department or a Milwaukee police officer for any reason in the past 12 months?	Yes	44 45.4%	48 32.7%	58 40.3%	67 40.9%	64 41.8%	83 30.9%	89 42.6%
	No	53 54.6%	99 67.3%	86 59.7%	97 59.1%	89 58.2%	186 69.1%	120 57.4%
Total		97 100.0%	147 100.0%	144 100.0%	164 100.0%	153 100.0%	269 100.0%	209 100.0%

		Police district						
		District 1	District 2	District 3	District 4	District 5	District 6	District 7
How satisfied were you with the level of compassion shown to you?	Not at all satisfied	14 32.6%	8 16.7%	23 39.7%	26 38.8%	18 29.0%	8 9.8%	22 25.3%
	Not very satisfied	1 2.3%	14 29.2%	6 10.3%	4 6.0%	9 14.5%	3 3.7%	8 9.2%
	Somewhat satisfied	12 27.9%	13 27.1%	13 22.4%	16 23.9%	20 32.3%	28 34.1%	33 37.9%
	Very satisfied	16 37.2%	13 27.1%	16 27.6%	21 31.3%	15 24.2%	43 52.4%	24 27.6%
Total		43 100.0%	48 100.0%	58 100.0%	67 100.0%	62 100.0%	82 100.0%	87 100.0%

		Police district						
		District 1	District 2	District 3	District 4	District 5	District 6	District 7
Has a Milwaukee police officer initiated contact with you at any time in the past 12 months?	Yes	14 14.6%	37 25.2%	40 27.8%	49 29.7%	43 28.3%	75 27.9%	42 20.1%
	No	82 85.4%	110 74.8%	104 72.2%	116 70.3%	109 71.7%	194 72.1%	167 79.9%
Total		96 100.0%	147 100.0%	144 100.0%	165 100.0%	152 100.0%	269 100.0%	209 100.0%

		Police district						
		District 1	District 2	District 3	District 4	District 5	District 6	District 7
Would you say that the police had a legitimate reason for initiating the contact?	Yes	10 76.9%	23 62.2%	26 63.4%	35 71.4%	28 65.1%	62 82.7%	27 64.3%
	No	3 23.1%	14 37.8%	15 36.6%	14 28.6%	15 34.9%	13 17.3%	15 35.7%
Total		13 100.0%	37 100.0%	41 100.0%	49 100.0%	43 100.0%	75 100.0%	42 100.0%

		Police district						
		District 1	District 2	District 3	District 4	District 5	District 6	District 7
During the past 12 months, have you called 911 for any reason, including police, fire or emergency medical assistance?	Yes	33 34.4%	42 28.6%	51 35.4%	57 34.5%	49 32.2%	56 20.9%	85 40.7%
	No	63 65.6%	105 71.4%	93 64.6%	108 65.5%	103 67.8%	212 79.1%	124 59.3%
Total		96 100.0%	147 100.0%	144 100.0%	165 100.0%	152 100.0%	268 100.0%	209 100.0%

		Police district						
		District 1	District 2	District 3	District 4	District 5	District 6	District 7
During your most recent call to 911, how satisfied were you with the service provided by the 911 operator?	Not at all satisfied	4 12.5%	7 16.3%	10 19.6%	5 8.9%	4 8.2%	7 12.7%	8 9.5%
	Not very satisfied	2 6.3%	4 9.3%	4 7.8%	3 5.4%	6 12.2%	4 7.3%	5 6.0%
	Somewhat satisfied	4 12.5%	14 32.6%	16 31.4%	12 21.4%	16 32.7%	9 16.4%	22 26.2%
	Very satisfied	22 68.8%	18 41.9%	21 41.2%	36 64.3%	23 46.9%	35 63.6%	49 58.3%
Total		32 100.0%	43 100.0%	51 100.0%	56 100.0%	49 100.0%	55 100.0%	84 100.0%

APPENDIX D⁹

Weighted survey responses to all questions¹⁰

Thinking about the police department here in Milwaukee, how satisfied are you with the Milwaukee Police Department overall?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	154	11.5	11.7	11.7
	2 Not very satisfied	207	15.5	15.7	27.5
	3 Somewhat satisfied	635	47.4	48.3	75.7
	4 Very satisfied	320	23.9	24.3	100.0
	Total	1317	98.3	100.0	
Missing	8 Don't know	23	1.7		
Total		1340	100.0		

How would you describe your level of trust and confidence in the Milwaukee Police Department? Would you say...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 None	133	9.9	10.0	10.0
	2 Not much	249	18.6	18.7	28.6
	3 Some	536	40.0	40.2	68.8
	4 A great deal	416	31.1	31.2	100.0
	Total	1335	99.6	100.0	
Missing	8 Don't know	4	.3		
	9 Refused	1	.1		
	Total	5	.4		
Total		1340	100.0		

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Their efforts to address violent crimes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	190	14.2	14.4	14.4
	2 Not very satisfied	243	18.1	18.4	32.9
	3 Somewhat satisfied	587	43.8	44.6	77.5
	4 Very satisfied	297	22.1	22.5	100.0
	Total	1317	98.3	100.0	
Missing	8 Don't know	23	1.7		
Total		1340	100.0		

⁹ Due to rounding, percentages in Appendix D may differ slightly from results included in the research brief.

¹⁰ Rounding errors associated with the weighting procedure cause a slight deviation between unweighted counts ($n=1,338$) and weighted counts ($n=1,340$).

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Their efforts to enforce property-related crimes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	234	17.4	17.9	17.9
	2 Not very satisfied	253	18.9	19.3	37.2
	3 Somewhat satisfied	539	40.2	41.2	78.4
	4 Very satisfied	282	21.1	21.6	100.0
	Total	1308	97.6	100.0	
Missing	8 Don't know	31	2.3		
	9 Refused	1	.1		
	Total	32	2.4		
Total		1340	100.0		

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Their efforts to enforce traffic laws

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	270	20.1	20.5	20.5
	2 Not very satisfied	198	14.8	15.0	35.5
	3 Somewhat satisfied	501	37.4	38.0	73.5
	4 Very satisfied	349	26.0	26.5	100.0
	Total	1318	98.4	100.0	
Missing	8 Don't know	20	1.5		
	9 Refused	1	.1		
	Total	21	1.6		
Total		1340	100.0		

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Their responsiveness to public concerns

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	248	18.5	18.9	18.9
	2 Not very satisfied	281	20.9	21.4	40.3
	3 Somewhat satisfied	515	38.4	39.2	79.6
	4 Very satisfied	268	20.0	20.4	100.0
	Total	1312	98.0	100.0	
Missing	8 Don't know	27	2.0		
Total		1340	100.0		

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Their honesty and integrity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	220	16.4	16.7	16.7
	2 Not very satisfied	170	12.7	12.9	29.6
	3 Somewhat satisfied	534	39.8	40.6	70.3
	4 Very satisfied	391	29.2	29.7	100.0
	Total	1314	98.1	100.0	
Missing	8 Don't know	25	1.9		
	9 Refused	1	.0		
	Total	25	1.9		
Total	1340	100.0			

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Their general attitude and behavior towards citizens

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	197	14.7	14.8	14.8
	2 Not very satisfied	191	14.2	14.4	29.2
	3 Somewhat satisfied	529	39.5	39.8	69.0
	4 Very satisfied	412	30.7	31.0	100.0
	Total	1328	99.1	100.0	
Missing	8 Don't know	11	.8		
	9 Refused	1	.1		
	Total	12	.9		
Total	1340	100.0			

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Their overall competence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	145	10.8	10.9	10.9
	2 Not very satisfied	195	14.5	14.7	25.7
	3 Somewhat satisfied	618	46.1	46.8	72.5
	4 Very satisfied	364	27.1	27.5	100.0
	Total	1321	98.6	100.0	
Missing	8 Don't know	19	1.4		
Total	1340	100.0			

How visible are the Milwaukee police in your neighborhood? Would you say...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all visible	148	11.1	11.1	11.1
	2 Not very visible	278	20.7	20.8	31.9
	3 Somewhat visible	506	37.8	37.9	69.8
	4 Very visible	404	30.1	30.2	100.0
	Total	1336	99.7	100.0	
Missing	8 Don't know	3	.2		
	9 Refused		.0		
	Total	4	.3		
Total		1340	100.0		

In your opinion, how visible SHOULD the police be in your neighborhood? Would you say...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all visible	24	1.8	1.8	1.8
	2 Not very visible	74	5.5	5.6	7.4
	3 Somewhat visible	628	46.9	47.0	54.3
	4 Very visible	611	45.6	45.7	100.0
	Total	1337	99.8	100.0	
Missing	8 Don't know	3	.2		
	Total	1340	100.0		

How satisfied are you with the level of police visibility in your neighborhood? Would you say...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	187	14.0	14.1	14.1
	2 Not very satisfied	262	19.6	19.7	33.8
	3 Somewhat satisfied	533	39.8	40.0	73.8
	4 Very satisfied	348	26.0	26.2	100.0
	Total	1330	99.3	100.0	
Missing	8 Don't know	10	.7		
Total		1340	100.0		

The next questions relate to personal safety How safe do you feel in your neighborhood during the day? Would you say...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all safe	47	3.5	3.5	3.5
	2 Not very safe	105	7.8	7.8	11.3
	3 Somewhat safe	507	37.8	37.9	49.2
	4 Very safe	679	50.7	50.8	100.0
	Total	1337	99.8	100.0	
Missing	8 Don't know	3	.2		
Total		1340	100.0		

How safe do you feel in your neighborhood at night? Would you say...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all safe	190	14.2	14.2	14.2
	2 Not very safe	296	22.1	22.2	36.5
	3 Somewhat safe	560	41.8	42.1	78.5
	4 Very safe	286	21.3	21.5	100.0
	Total	1332	99.4	100.0	
Missing	8 Don't know	7	.5		
	9 Refused	1	.1		
	Total	8	.6		
Total		1340	100.0		

What about the City of Milwaukee as a whole? Would you describe the City of Milwaukee as...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all safe	234	17.5	17.7	17.7
	2 Not very safe	498	37.1	37.6	55.2
	3 Somewhat safe	546	40.8	41.3	96.5
	4 Very safe	47	3.5	3.5	100.0
	Total	1325	98.9	100.0	
Missing	8 Don't know	14	1.1		
	9 Refused	1	.1		
	Total	15	1.1		
Total		1340	100.0		

During the past 12 months, have you been the victim of a crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	320	23.9	23.9	23.9
	2 No	1019	76.1	76.1	100.0
	Total	1340	100.0	100.0	

During the past 12 months, have you been the victim of just one crime in the City of Milwaukee, or more than one crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 More than one crime	166	12.4	51.9	51.9
	2 One crime	154	11.5	48.1	100.0
	Total	320	23.9	100.0	
Missing	8 Don't know System	1019	76.1		
	Total	1020	76.1		
Total		1340	100.0		

Did you report the incident to the police?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	114	8.5	74.2	74.2
	2 No	40	3.0	25.8	100.0
	Total	153	11.5	100.0	
Missing	9 Refused System	1186	88.5		
	Total	1186	88.5		
Total		1340	100.0		

During the past 12 months, have you been the victim of any crimes in Milwaukee that you did NOT report to the Milwaukee Police Department?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	85	6.3	50.8	50.8
	2 No	82	6.1	49.2	100.0
	Total	167	12.4	100.0	
Missing	System	1173	87.6		
Total		1340	100.0		

First, you thought the police would not or could not help. Did this consideration influence your decision to not report the crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	100	7.5	81.6	81.6
	2 No	23	1.7	18.4	100.0
	Total	123	9.2	100.0	
Missing	8 Don't know	1	.1		
	System	1216	90.7		
	Total	1217	90.8		
Total		1340	100.0		

You thought the police would not treat you fairly. (Did this consideration influence your decision to not report the crime?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	59	4.4	49.5	49.5
	2 No	60	4.5	50.5	100.0
	Total	120	8.9	100.0	
Missing	8 Don't know	4	.3		
	System	1216	90.7		
	Total	1220	91.1		
Total		1340	100.0		

You thought the police would not treat you with courtesy and respect. (Did this consideration influence your decision to not report the crime?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	65	4.9	53.0	53.0
	2 No	58	4.3	47.0	100.0
	Total	123	9.2	100.0	
Missing	8 Don't know	1	.1		
	System	1216	90.7		
	Total	1217	90.8		
Total		1340	100.0		

You thought the process would be too much of a hassle. (Did this consideration influence your decision to not report the crime?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	90	6.7	73.3	73.3
	2 No	33	2.4	26.7	100.0
	Total	122	9.1	100.0	
Missing	8 Don't know	2	.1		
	System	1216	90.7		
	Total	1217	90.9		
Total		1340	100.0		

Have you approached or sought help from the Milwaukee Police Department or a Milwaukee police officer for any reason in the past 12 months, including through the 911 telephone system?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	509	38.0	38.0	38.0
	2 No	829	61.9	62.0	100.0
	Total	1338	99.9	100.0	
Missing	8 Don't know	1	.1		
	9 Refused		.0		
	Total	2	.1		
Total		1340	100.0		

About how many times have you approached or sought help from the Milwaukee Police Department or a Milwaukee Police Officer during the past 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	170	12.7	34.2	34.2
	2	145	10.9	29.2	63.4
	3	77	5.7	15.4	78.8
	4	31	2.3	6.3	85.1
	5	24	1.8	4.8	89.8
	6	21	1.6	4.2	94.0
	7	2	.2	.4	94.5
	8	3	.2	.5	95.0
	9	1	.1	.2	95.2
	10	11	.8	2.1	97.3
	12	4	.3	.9	98.2
	14	1	.1	.2	98.4
	15	1	.1	.2	98.6
	18		.0	.1	98.7
	20	1	.0	.1	98.8
	25	2	.2	.5	99.3
	30	2	.1	.3	99.6
	60	1	.1	.2	99.8
	100	1	.1	.2	100.0
		Total	498	37.2	100.0
Missing	0	3	.2		
	888	7	.6		
	System	831	62.0		
	Total	842	62.8		
Total		1340	100.0		

Thinking now about just the most recent time that you approached or sought help from the Milwaukee Police Department, was it to report a crime, or for some other reason?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Other reason	263	19.7	52.0	52.0
	2 Report a crime	243	18.1	48.0	100.0
	Total	506	37.8	100.0	
Missing	8 Don't know	3	.2		
	System	831	62.0		
	Total	833	62.2		
Total		1340	100.0		

Do you feel that you were treated fairly?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	345	25.7	68.2	68.2
	2 No	161	12.0	31.8	100.0
	Total	506	37.7	100.0	
Missing	8 Don't know	3	.2		
	System	831	62.0		
	Total	834	62.3		
Total		1340	100.0		

Do you feel that the situation or request was handled with competence?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	289	21.6	57.6	57.6
	2 No	213	15.9	42.4	100.0
	Total	502	37.5	100.0	
Missing	8 Don't know	7	.5		
	System	831	62.0		
	Total	838	62.5		
Total		1340	100.0		

Do you feel that the situation or request was handled with professionalism?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	322	24.0	64.4	64.4
	2 No	178	13.3	35.6	100.0
	Total	499	37.3	100.0	
Missing	8 Don't know	9	.7		
	System	831	62.0		
	Total	840	62.7		
Total		1340	100.0		

How satisfied were you with the level of courtesy extended to you? Would you say...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	113	8.4	22.2	22.2
	2 Not very satisfied	48	3.6	9.4	31.6
	3 Somewhat satisfied	134	10.0	26.5	58.0
	4 Very satisfied	213	15.9	42.0	100.0
	Total	508	37.9	100.0	
Missing	8 Don't know	1	.1		
	System	831	62.0		
	Total	832	62.1		
Total	1340	100.0			

How satisfied were you with the level of compassion shown to you? (Would you say...)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	132	9.9	26.5	26.5
	2 Not very satisfied	49	3.6	9.8	36.2
	3 Somewhat satisfied	153	11.4	30.5	66.7
	4 Very satisfied	166	12.4	33.3	100.0
	Total	500	37.3	100.0	
Missing	8 Don't know	9	.6		
	System	831	62.0		
	Total	839	62.7		
Total	1340	100.0			

Has a Milwaukee police officer initiated contact with you at any time in the past 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	325	24.3	24.3	24.3
	2 No	1012	75.5	75.7	100.0
	Total	1337	99.8	100.0	
Missing	8 Don't know	3	.2		
Total		1340	100.0		

About how many times did a Milwaukee police officer initiate contact with you in the past 12 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	132	9.8	42.4	42.4
	2	93	7.0	30.0	72.4
	3	29	2.2	9.4	81.8
	4	13	1.0	4.3	86.1
	5	11	.9	3.7	89.8
	6	15	1.1	4.9	94.7
	8	1	.1	.3	95.0
	10	8	.6	2.6	97.6
	20	3	.2	.8	98.4
	24	3	.2	.8	99.3
	25	1	.1	.3	99.5
	30	1	.1	.5	100.0
	Total	311	23.2	100.0	
Missing	0	1	.1		
	888	11	.8		
	999	2	.1		
	System	1015	75.7		
	Total	1029	76.8		
Total		1340	100.0		

During the most recent time you were stopped or approached by a Milwaukee police officer, were you stopped while driving a motor vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	124	9.3	38.2	38.2
	2 No	201	15.0	61.8	100.0
	Total	325	24.3	100.0	
Missing	System	1015	75.7		
Total		1340	100.0		

During the most recent time you were stopped or approached by a Milwaukee police officer, were you stopped while a PASSENGER in a motor vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	12	.9	6.1	6.1
	2 No	184	13.7	93.9	100.0
	Total	196	14.6	100.0	
Missing	8 Don't know		.0		
	9 Refused	5	.4		
	System	1139	85.0		
	Total	1144	85.4		
	Total	1340	100.0		

During the most recent time you were stopped or approached by a Milwaukee police officer, were you stopped while ON FOOT in a public place?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	85	6.4	45.4	45.4
	2 No	103	7.7	54.6	100.0
	Total	188	14.0	100.0	
Missing	8 Don't know	1	.1		
	System	1151	85.9		
	Total	1152	86.0		
	Total	1340	100.0		

Would you say that the police had a legitimate reason for initiating the contact?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	221	16.5	68.5	68.5
	2 No	102	7.6	31.5	100.0
	Total	323	24.1	100.0	
Missing	8 Don't know	2	.1		
	9 Refused	1	.1		
	System	1015	75.7		
	Total	1017	75.9		
	Total	1340	100.0		

Were you treated with courtesy and respect?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	234	17.4	71.9	71.9
	2 No	91	6.8	28.1	100.0
	Total	325	24.2	100.0	
Missing	8 Don't know		.0		
	System	1015	75.7		
	Total	1015	75.8		
Total		1340	100.0		

How satisfied were you with the way that the police handled the contact? Would you say...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	60	4.5	18.4	18.4
	2 Not very satisfied	39	2.9	11.9	30.3
	3 Somewhat satisfied	58	4.4	18.0	48.3
	4 Very satisfied	168	12.5	51.7	100.0
	Total	325	24.2	100.0	
Missing	8 Don't know		.0		
	System	1015	75.7		
	Total	1015	75.8		
Total		1340	100.0		

During the most recent time you were stopped or approached by a Milwaukee police officer, were you arrested?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	20	1.5	6.2	6.2
	2 No	305	22.8	93.8	100.0
	Total	325	24.3	100.0	
Missing	System	1015	75.7		
Total		1340	100.0		

Were you searched or patted down during the contact?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	38	2.8	12.4	12.4
	2 No	266	19.9	87.6	100.0
	Total	304	22.7	100.0	
Missing	9 Refused	1	.1		
	System	1035	77.2		
	Total	1036	77.3		
Total		1340	100.0		

Would you say that the police had a legitimate reason for searching you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	1	.1	2.4	2.4
	2 No	37	2.7	97.6	100.0
	Total	38	2.8	100.0	
Missing	System	1302	97.2		
Total		1340	100.0		

About how many minutes would you say the contact lasted?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	22	1.6	7.3	7.3
	2	11	.8	3.6	10.9
	3	16	1.2	5.2	16.1
	4	5	.3	1.5	17.6
	5	61	4.6	20.4	37.9
	6	6	.4	1.9	39.9
	7	1	.1	.4	40.3
	8	1	.1	.4	40.6
	10	67	5.0	22.2	62.8
	12	5	.4	1.6	64.5
	15	43	3.2	14.4	78.9
	20	25	1.8	8.2	87.1
	25	5	.4	1.8	88.9
	30	20	1.5	6.6	95.4
	40	2	.1	.6	96.0
	45	2	.2	.7	96.7
	60	10	.7	3.3	100.0
	Total	302	22.5	100.0	
Missing	0	3	.2		
	888		.0		
	System	1035	77.2		
	Total	1038	77.5		
	Total	1340	100.0		

Do you believe this contact lasted an appropriate amount of time?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	234	17.5	76.9	76.9
	2 No	70	5.2	23.1	100.0
	Total	304	22.7	100.0	
Missing	8 Don't know	1	.1		
	System	1035	77.2		
	Total	1036	77.3		
	Total	1340	100.0		

Were you given a ticket?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	56	4.2	18.5	18.5
	2 No	249	18.6	81.5	100.0
	Total	305	22.8	100.0	
Missing	System	1035	77.2		
Total		1340	100.0		

Would you say that the police had a legitimate reason for arresting you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	3	.2	16.5	16.5
	2 No	17	1.3	83.5	100.0
	Total	20	1.5	100.0	
Missing	System	1320	98.5		
Total		1340	100.0		

Did the police use force against you when you were arrested?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	15	1.1	72.3	72.3
	2 No	6	.4	27.7	100.0
	Total	20	1.5	100.0	
Missing	System	1320	98.5		
Total		1340	100.0		

Do you feel the use of force was excessive?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	15	1.1	100.0	100.0
Missing	System	1325	98.9		
Total		1340	100.0		

Did you make a complaint about the way you were treated to the Police Department or Fire and Police Commission?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	12	.9	3.8	3.8
	2 No	313	23.4	96.2	100.0
	Total	325	24.3	100.0	
Missing	System	1015	75.7		
Total		1340	100.0		

We are interested in the demographic profile of the officer who initiated contact with you. Was the officer male or female?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Male	291	21.8	91.7	91.7
	2 Female	27	2.0	8.3	100.0
	Total	318	23.7	100.0	
Missing	8 Don't know	7	.5		
	System	1015	75.7		
	Total	1022	76.3		
Total		1340	100.0		

Was the officer Hispanic or Latino?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	43	3.2	14.7	14.7
	2 No	248	18.5	85.3	100.0
	Total	291	21.7	100.0	
Missing	8 Don't know	34	2.6		
	9 Refused		.0		
	System	1015	75.7		
	Total	1049	78.3		
Total		1340	100.0		

What was the primary race of the officer? (If you had to choose one, what would you say?)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 African-American	17	1.3	5.8	5.8
	2 Asian	5	.4	1.8	7.6
	3 White	237	17.7	79.9	87.5
	5 Native Hawaiian/Pacific Islander	2	.1	.7	88.2
	6 Mixed	9	.7	3.0	91.2
	7 Other	26	2.0	8.8	100.0
	Total	297	22.1	100.0	
Missing	8 Don't know	29	2.1		
	System	1015	75.7		
	Total	1043	77.9		
Total		1340	100.0		

During the past 12 months, have you called 911 for any reason, including police, fire or emergency medical assistance?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	415	31.0	31.0	31.0
	2 No	923	68.9	69.0	100.0
	Total	1338	99.8	100.0	
Missing	8 Don't know	2	.2		
Total		1340	100.0		

Thinking now about just the most recent time that you called 911 were you seeking...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Police assistance	195	14.6	47.3	47.3
	2 Emergency medical assistance	174	13.0	42.3	89.6
	3 Fire department assistance	25	1.9	6.2	95.8
	4 Some other type of assistance	17	1.3	4.2	100.0
	Total	413	30.8	100.0	
Missing	8 Don't know	2	.2		
	System	925	69.0		
	Total	927	69.2		
Total		1340	100.0		

During your most recent call to 911, how satisfied were you with the service provided by the 911 operator? (Would you say...)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not at all satisfied	50	3.8	12.2	12.2
	2 Not very satisfied	35	2.6	8.5	20.8
	3 Somewhat satisfied	101	7.6	24.7	45.4
	4 Very satisfied	225	16.8	54.6	100.0
	Total	412	30.7	100.0	
Missing	8 Don't know	1	.1		
	System	927	69.2		
	Total	928	69.3		
Total	1340	100.0			

Thinking about this same call, would you describe the amount of time you were placed on hold before being connected to the operator?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Acceptable	296	22.1	73.0	73.0
	2 Unacceptable	110	8.2	27.0	100.0
	Total	405	30.2	100.0	
Missing	8 Don't know	8	.6		
	System	927	69.2		
	Total	935	69.8		
Total	1340	100.0			

First, how long have you been a resident of the City of Milwaukee?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Less than 5 years	95	7.1	7.1	7.1
	2 5 to 10 years	125	9.4	9.4	16.5
	3 11 to 15 years	120	8.9	8.9	25.4
	4 More than 15 years	999	74.6	74.6	100.0
	Total	1340	100.0	100.0	

Do you rent or own your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Rent	724	54.0	54.0	54.0
	2 Own	604	45.1	45.1	99.1
	8 Don't know	5	.4	.4	99.5
	9 Refused	7	.5	.5	100.0
	Total	1340	100.0	100.0	

Including you, how many adults aged 18 and over live in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	414	30.9	31.1	31.1
	2	588	43.9	44.2	75.3
	3	226	16.9	17.0	92.2
	4	66	4.9	4.9	97.2
	5	21	1.6	1.6	98.8
	6	11	.8	.8	99.6
	7	4	.3	.3	99.9
	8	1	.1	.1	100.0
	Total	1331	99.3	100.0	
Missing	888	3	.2		
	999	6	.4		
	Total	9	.7		
Total		1340	100.0		

Do you have any children under the age of 18 living in your household?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 No	766	57.2	57.2	57.2
	2 Yes	566	42.3	42.3	99.5
	8 Don't know	1	.1	.1	99.5
	9 Refused	6	.5	.5	100.0
	Total	1340	100.0	100.0	

Has anyone in your household been convicted of a felony?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 No	1209	90.3	90.3	90.3
	2 Yes	121	9.0	9.0	99.3
	8 Don't know	4	.3	.3	99.6
	9 Refused	6	.4	.4	100.0
	Total	1340	100.0	100.0	

Gender (Are you...)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Male	633	47.3	47.3	47.3
	2 Female	707	52.7	52.7	100.0
	Total	1340	100.0	100.0	

Please stop me when I get to the age range that includes you

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 18 to 29	411	30.7	30.7	30.7
	2 30 to 44	368	27.5	27.5	58.2
	3 45 to 59	321	24.0	24.0	82.1
	4 60 and up	239	17.9	17.9	100.0
	Total	1340	100.0	100.0	

What is the highest level of education you have completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Some grade school (1-8)	19	1.4	1.4	1.4
	2 Some high school (9-11)	111	8.3	8.3	9.7
	3 High school graduate (12)	381	28.5	28.5	38.2
	4 Tech or vocational school	108	8.0	8.0	46.2
	5 Some college	282	21.1	21.1	67.3
	6 College graduate	295	22.1	22.1	89.3
	7 Graduate or professional degree	135	10.1	10.1	99.4
	8 Don't know	2	.2	.2	99.6
	9 Refused	5	.4	.4	100.0
	Total	1340	100.0	100.0	

Are you currently...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Employed	849	63.4	63.4	63.4
	2 Unemployed	237	17.7	17.7	81.1
	3 Retired	241	18.0	18.0	99.1
	8 Don't know	10	.7	.7	99.8
	9 Refused	2	.2	.2	100.0
	Total	1340	100.0	100.0	

Are you Hispanic or Latino

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Yes	180	13.4	13.4	13.4
	2 No	1158	86.4	86.4	99.8
	8 Don't know	1	.1	.1	99.9
	9 Refused	1	.1	.1	100.0
	Total	1340	100.0	100.0	

What is your primary race? (If you had to choose one, what would you say...)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 African-American	482	36.0	36.0	36.0
	2 Asian	24	1.8	1.8	37.8
	3 White	687	51.3	51.3	89.1
	4 Native American/Native Alaskan	8	.6	.6	89.7
	5 Native Hawaiian/Pacific Islander	3	.3	.3	89.9
	6 Mixed	60	4.5	4.5	94.4
	7 Other	75	5.6	5.6	100.0
	Total	1340	100.0	100.0	

About how much was your total family income before taxes in 2016? Please stop me when I get to the range that covers you

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 \$20 thousand or less	286	21.4	21.4	21.4
	2 \$20 to \$40 thousand	333	24.9	24.9	46.2
	3 \$40 to \$60 thousand	194	14.5	14.5	60.7
	4 \$60 to \$80 thousand	150	11.2	11.2	71.9
	5 \$80 to \$100 thousand	67	5.0	5.0	76.9
	6 \$100 to \$120 thousand	29	2.1	2.1	79.1
	7 more than \$120 thousand	77	5.8	5.8	84.8
	8 Don't know	86	6.4	6.4	91.2
	9 Refused	117	8.8	8.8	100.0
	Total	1340	100.0	100.0	



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