

CITY OF MILWAUKEE POLICE SATISFACTION SURVEY

2017 Findings
Report
Overview



Prepared by:
Neighborhood
Analytics



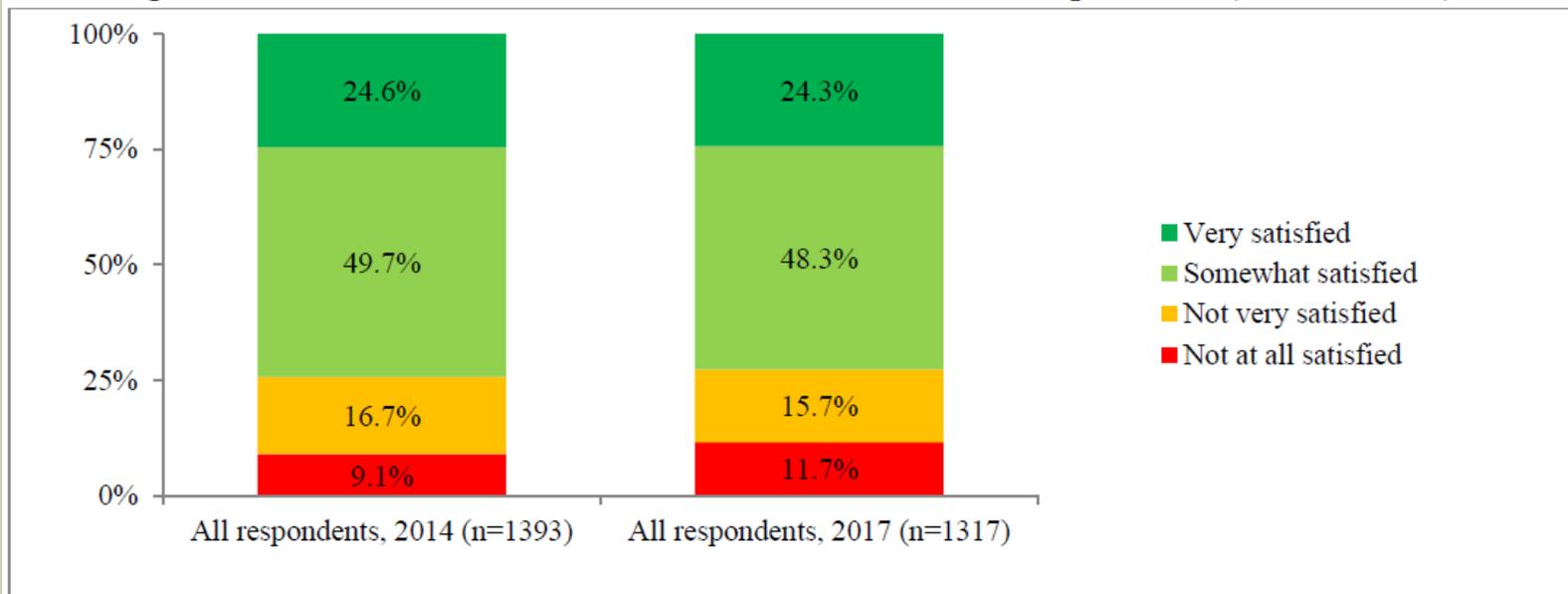
BACKGROUND DETAILS

- The work was performed by Dr. Joseph Cera of Neighborhood Analytics and Dr. Jamie Lynch, Craig Stencel and Keri Pietsch of St. Norbert College's Strategic Research Institute.
- The work is a replication of a survey conducted in 2014.
- Data was collected between July 5th and October 2nd, 2017.
- Random Digit Dial telephone surveys were conducted in both English and Spanish.
- There were 1338 completed interviews, 60% over landlines and 40% over mobile lines.
- The margin of error for unweighted sample statistics is $\pm 2.7\%$ at the 95% confidence level

SATISFACTION WITH POLICE

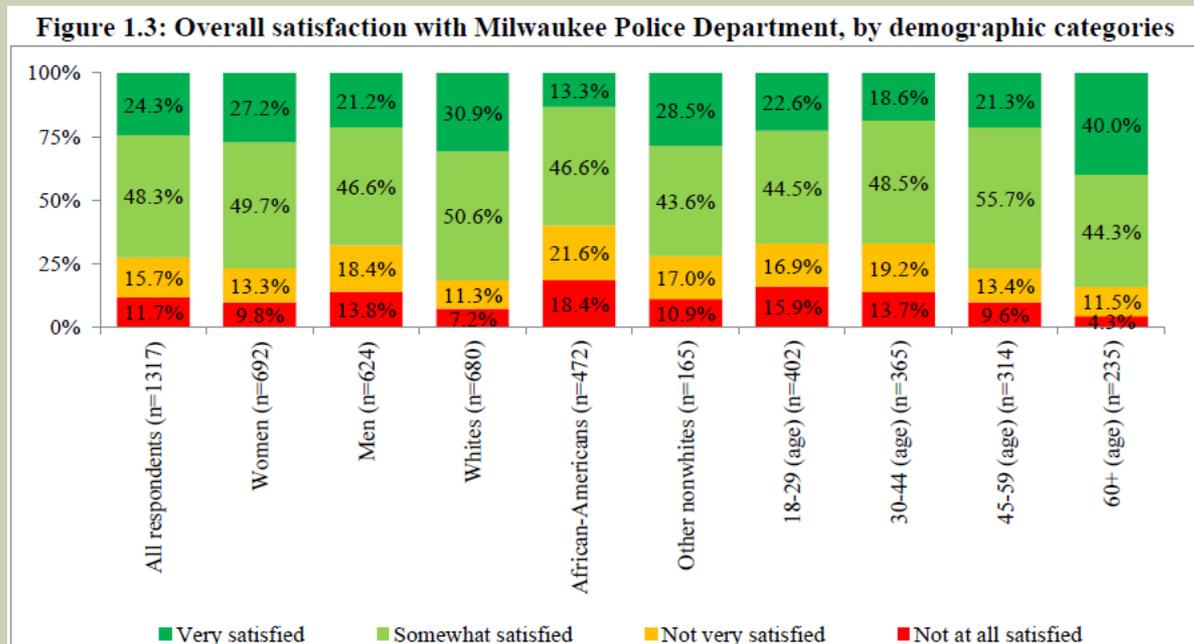
- Most Milwaukee residents (73%) are “very” or “somewhat satisfied” overall with the Milwaukee Police Department, while 27% are “not very” or “not at all satisfied.”
 - There have not been significant changes in overall satisfaction with Milwaukee police since 2014.

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



SATISFACTION WITH POLICE

- The distribution of satisfaction varies significantly by race and age; 40% of black residents are “not very” or “not at all satisfied” with police, compared to 28% of other nonwhite residents and 20% of white residents. Younger residents are much more likely to express dissatisfaction with Milwaukee police.



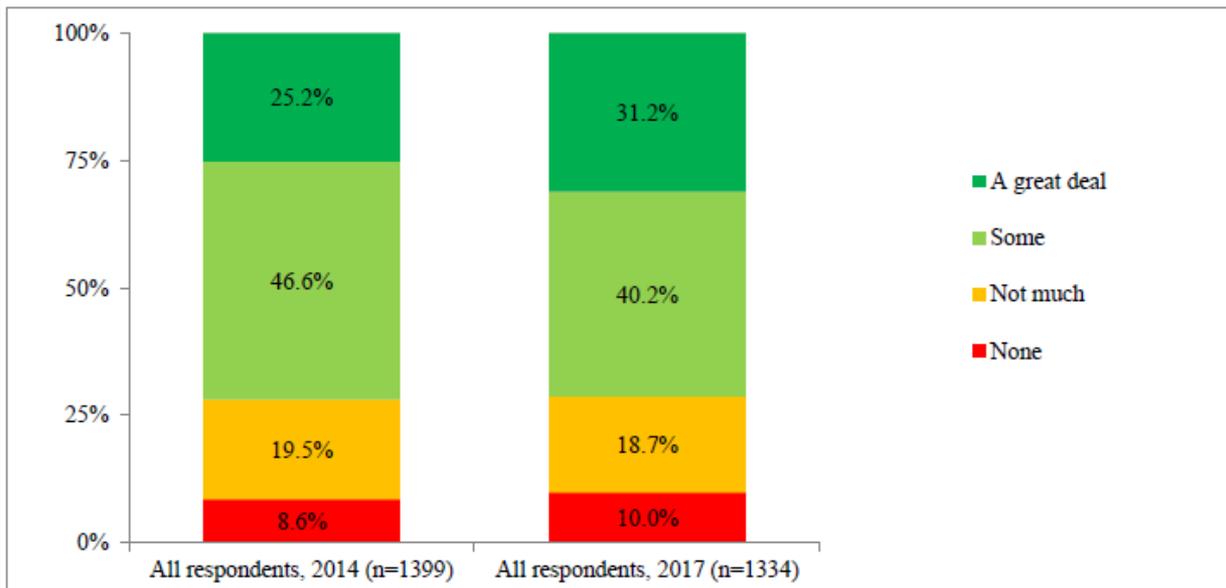
SATISFACTION WITH VARIOUS DIMENSIONS OF MPD PERFORMANCE

- Significant decreases
 - Efforts to enforce traffic laws
 - Responsiveness to public concerns
 - Overall competence
- Average levels did not change, but distribution is more polarized
 - Honesty and integrity
 - General attitude and behavior towards citizens
- No change detected
 - Efforts to address violent crimes
 - Efforts to address property-related crimes

TRUST AND CONFIDENCE IN THE MILWAUKEE POLICE

- 71% of Milwaukee residents express “a great deal” or “some” trust in the police department;
- 29% have either “not much” or “no” trust and confidence in the police department.
 - The overall mean level is statistically unchanged since 2014

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



POLICE VISIBILITY

- Resident impressions of police visibility have decreased significantly since 2014 as has resident satisfaction with police visibility.

How visible are the Milwaukee police in your neighborhood?				
	2014		2017	
Not at all visible	8%	} 28%	11%	} 32%
Not very visible	20%		21%	
Somewhat visible	38%	} 72%	38%	} 68%
Very Visible	34%		30%	

How satisfied are you with the level of police visibility in your neighborhood?				
	2014		2017	
Not at all satisfied	9%	} 27%	14%	} 34%
Not very satisfied	18%		20%	
Somewhat satisfied	40%	} 73%	40%	} 66%
Very satisfied	33%		26%	

PERCEPTIONS OF NEIGHBORHOOD SAFETY

- On balance, Milwaukee residents continue to feel either “very safe” or “somewhat safe” in their neighborhoods both during the day (89%) as well as at night (64%) as well as at night (64%).
- However, the average perception of neighborhood safety during the day and night has decreased, and this decrease is statistically significant.

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

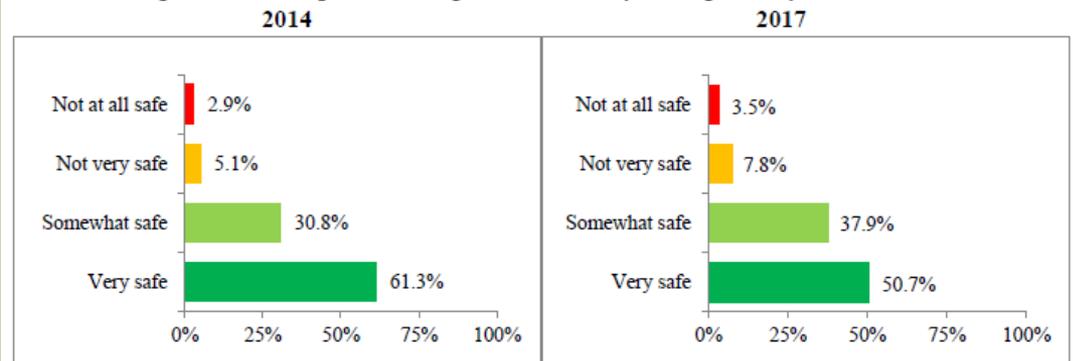
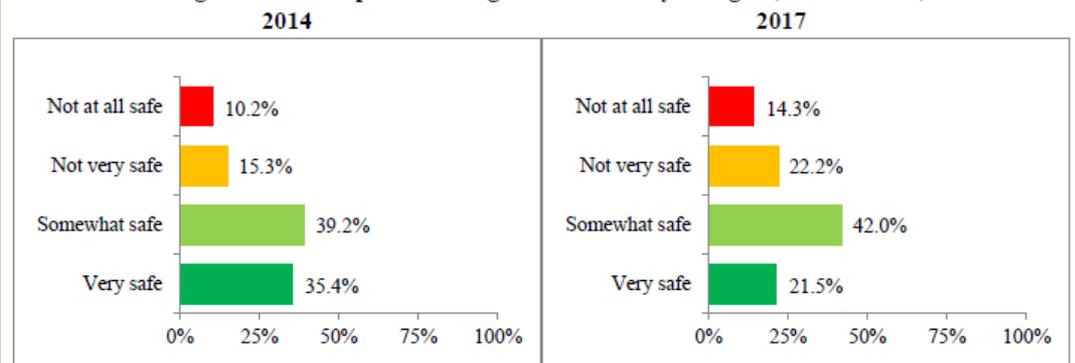


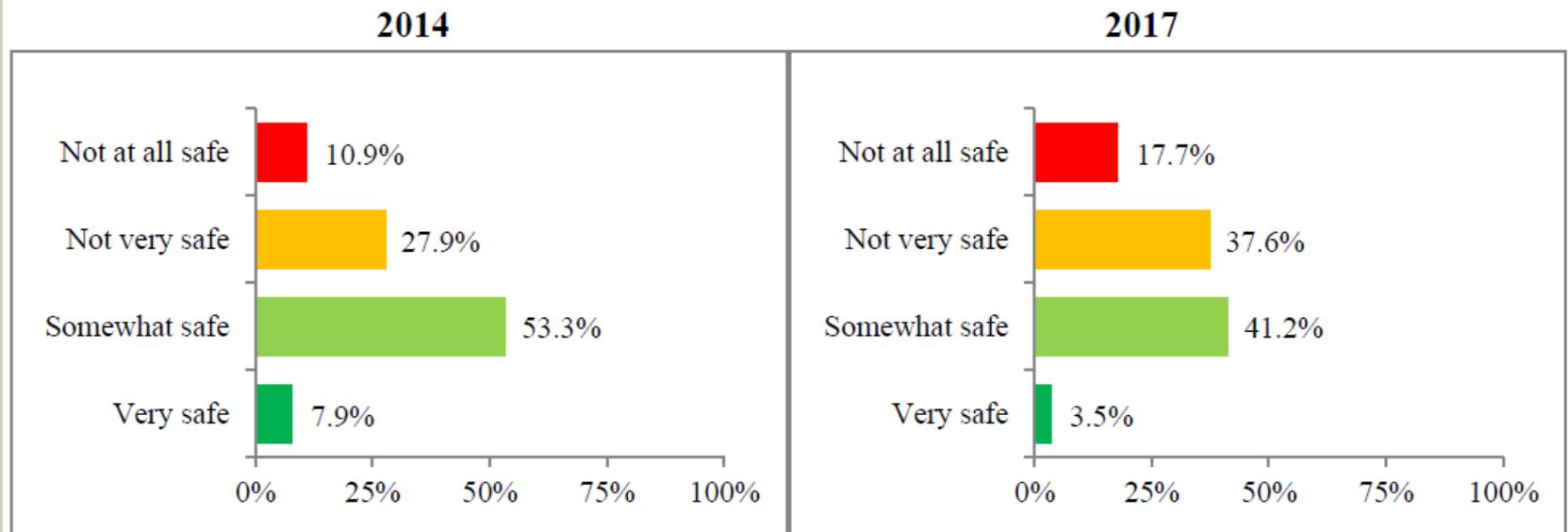
Figure 4.2: Perceptions of neighborhood safety at night (2014 vs. 2017)



PERCEPTIONS OF CITY-WIDE SAFETY

- About half of Milwaukee residents (52%) now characterize the city as a whole as either “not very safe” or “not at all safe,” compared to 39% in 2014.

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



RESIDENT EXPERIENCES WITH CRIME

- 24% of residents reported having been victimized at least once within the City of Milwaukee during the last 12 months.
 - This represents a significant increase since 2014, when 20% reported recent victimization
- Of those reporting recent victimization in 2017, 52% say they have experienced more than one crime.
 - This represents a significant increase since 2014, when 39% reported experiencing more than one crime.

RESIDENT EXPERIENCES WITH THE 911 SYSTEM

- About 31% of Milwaukee residents report using the 911 system within the last year.
- Called for:
 - Police assistance (47%)
 - Emergency medical services (42%)
 - Fire assistance (6%)
 - Other (4%)
- 79% of residents were either somewhat or very satisfied with the service of the operator.
- 73% of residents found the hold time they experienced during their most recent call to be “acceptable”.

The survey questions regarding experiences with the 911 system were not part of the 2014 survey and thus do not have 2014 data to compare to. These were the only questions in the 2017 survey which were not identical to questions asked in 2014.

RESIDENT-INITIATED CONTACTS

- **38% of Milwaukee residents report that they have approached or sought help from the MPD within the past 12 months.**
 - This has not significantly changed compared to 2014.
- **Of those:**
 - 48% contacted the MPD to report a crime
 - 64% felt the situation was handled with professionalism
 - 68% were somewhat or very satisfied with the level of courtesy
 - 64% were somewhat or very satisfied with the level of compassion

RESIDENT-INITIATED CONTACTS: WHAT DRIVES DISSATISFACTION?

- Non-White residents disproportionately report resident-initiated interactions with police as negative.

How satisfied were you with the level of compassion shown to you during your most recent resident-initiated interaction?

	White		Black		Other Non-White	
Not at all	17%	} 24%	42%	} 55%	21%	} 30%
Not very	7%		13%		9%	
Somewhat	34%	} 76%	23%	} 45%	40%	} 70%
Very	43%		22%		31%	

POLICE-INITIATED CONTACTS

- **24% of Milwaukee residents reported having been contacted by Milwaukee police officers over the past 12 months.**
 - This has not significantly changed compared to 2014.
- **Of those:**
 - 68% would say that the police had a legitimate reason for initiating the contact
 - 72% reported being treated with courtesy and respect
 - 77% believed the contact lasted an appropriate amount of time
 - 70% were somewhat or very satisfied with the way the police handled the contact
 - 3% made a complaint about the way they were treated to the MPD or FPC

POLICE-INITIATED CONTACTS

- **18%** of residents report being ticketed as the result of their last police stop;
 - This is higher than in 2014 (15%), but not a significant difference
- **13%** of those stopped by police within the last year reported having been searched or patted down;
 - This is not a significant departure from levels reported in 2014
- **Just 3%** 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 13% in 2014

POLICE-INITIATED CONTACTS

- **6% Reported a recent arrest**
 - This proportion has not changed significantly since 2014
- **71% Reported use of force during arrest**
 - Increased from 55% in 2014
 - Note that the small number of arrestees in the sample reduces confidence in this measure of change.
- **100% of such residents say the use of force was excessive**
 - Increased from 56% in 2014
 - Again, the small number can reduce confidence in this measure of change.
 - But the magnitude is so large that there is still an extremely (>99%) high level of confidence that an increase occurred.

POLICE-INITIATED CONTACTS: WHAT DRIVES DISSATISFACTION?

- Non-White residents have starkly different perceptions of the legitimacy of their police-initiated contacts.

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

	White	Black	Other Non-White
Yes	82%	48%	70%
No	18%	52%	30%

WHAT DRIVES DISSATISFACTION?

- The study uses multivariate analysis to measure the *independent* impact of each variable on satisfaction.
- Variables that show strong, significant independent influences on overall satisfaction with the Milwaukee Police Department include:
 - Perceptions of police conduct during interactions
 - Neighborhood police visibility
 - Resident race

WHAT DRIVES DISSATISFACTION?

- Perception of recent police contact is identified as the key driver of opinion and supersedes resident race.
 - In other words, if you want to know how people feel race alone is not as predictive as the perceived quality of a resident's recent police interaction.
- However, the way police contacts are distributed across racial populations shapes patterns of opinion.
- 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.
 - In other words, race can predict resident opinion among those that have not had recent police contact.

POLICY IMPLICATIONS

- The data supports what common sense might suggest: An effective way to increase satisfaction would be to increase the level of compassion shown during police interactions with the public.
- The data also indicates that increased police visibility would increase public satisfaction.

POLICY IMPLICATIONS

- One difficulty is that 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.

POLICY IMPLICATIONS

- Thus improving satisfaction with the Milwaukee Police Department among 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.

IN SUMMARY

- Overall satisfaction has not changed since 2014.
- What is shaping satisfaction has changed:
 - Exposure to crime has become less important.
 - The quality of resident experience with the MPD has become more important.
- Resident perceptions of safety have decreased since 2014.
- Residents report more victimization when compared to 2014.