

CITY OF MILWAUKEE POLICE SATISFACTION STUDY 2024 FINDINGS REPORT

PROJECT DETAILS



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RESEARCH GOALS

- Measure resident perceptions regarding:
 - Satisfaction with and trust in the Milwaukee Police Department
 - Perceptions of safety and police visibility
 - Views on various kinds of police contacts
 - Exposure to crime
- Differences across various groups of Milwaukee residents
- Changes over time

METHODOLOGY

- Mixed-mode: random-digit dial (RDD) telephone/address-based sampling (ABS) mail survey
 - Milwaukee residents aged 18+
 - Administered by the Strategic Research Institute at St. Norbert College
 - RDD: landlines and mobile phones
 - Survey conducted in English and Spanish
 - Field period: 7/27/2024-11/18/2024
 - 1,110 completed interviews; 40% collected via telephone, 60% via mail survey response
 - 4.3% response rate for RDD portion; 1.3% response rate for ABS portion
 - +/- 2.9% margin of error (95% confidence level)
 - Results were weighted by age, sex and race in accordance with AAPOR best practices
 - Population values for Milwaukee were drawn from the U.S. Census American Community Survey

WHAT WE WILL COVER

- Overall satisfaction with the police department
- Satisfaction with specific dimensions of police performance
- Police visibility in neighborhoods
- Perceptions of safety
- Reckless driving
- Experiences with the 911 system
- Contacts with police
- Exposure to/reporting of crime

Figure 1.1: Mean overall satisfaction with the Milwaukee Police Department over time
4-point scale, 0 ("Not at all satisfied") to 3 ("Very satisfied")

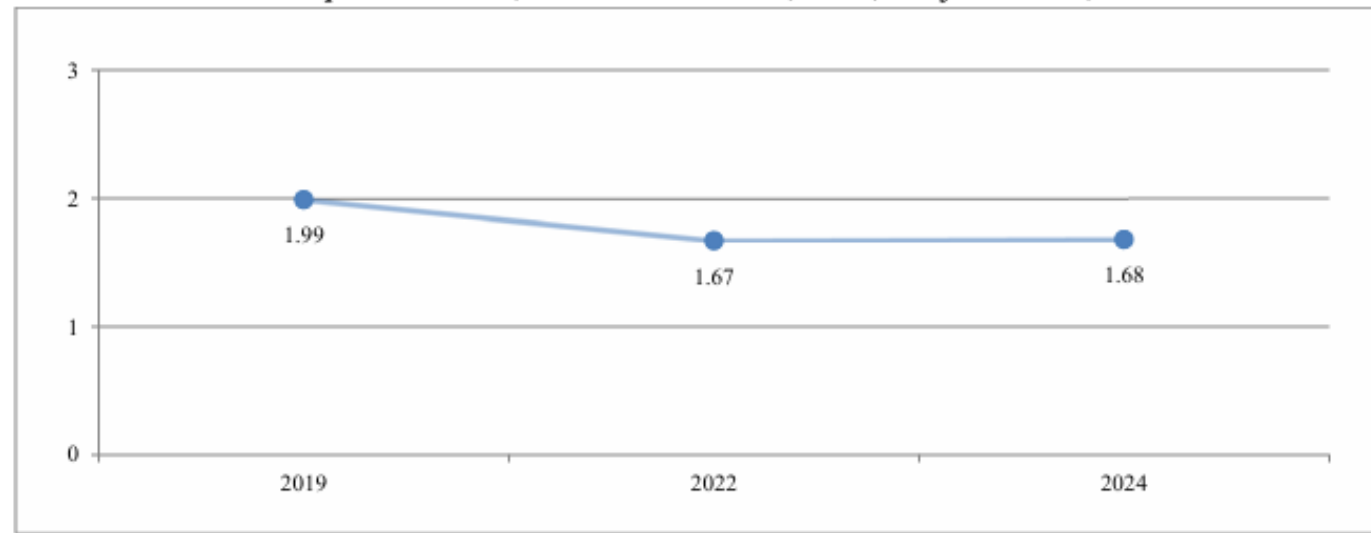
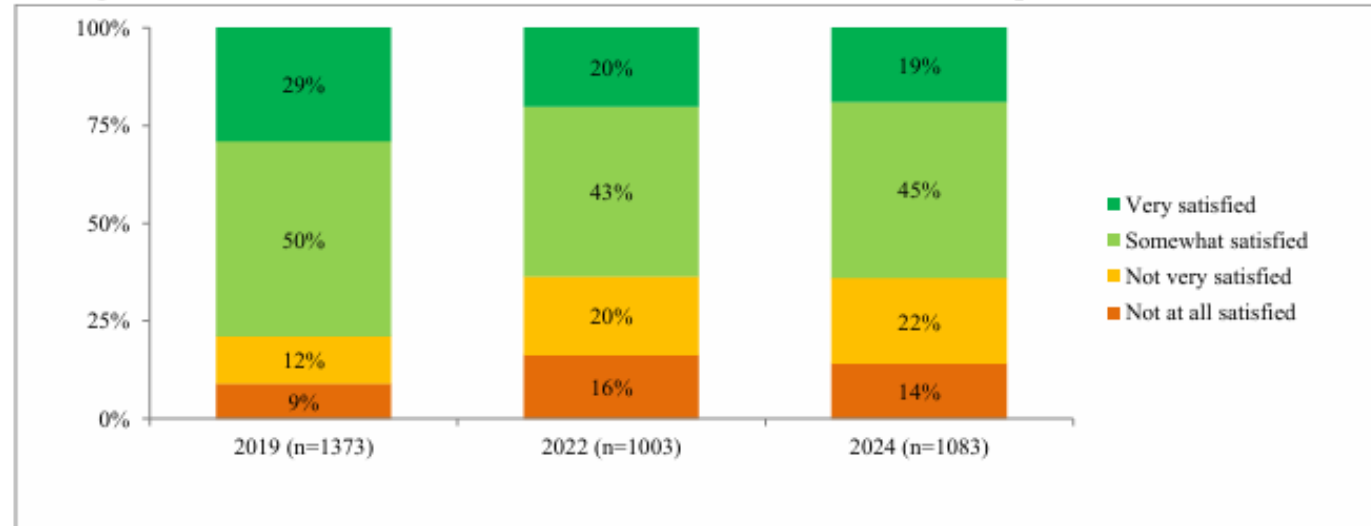
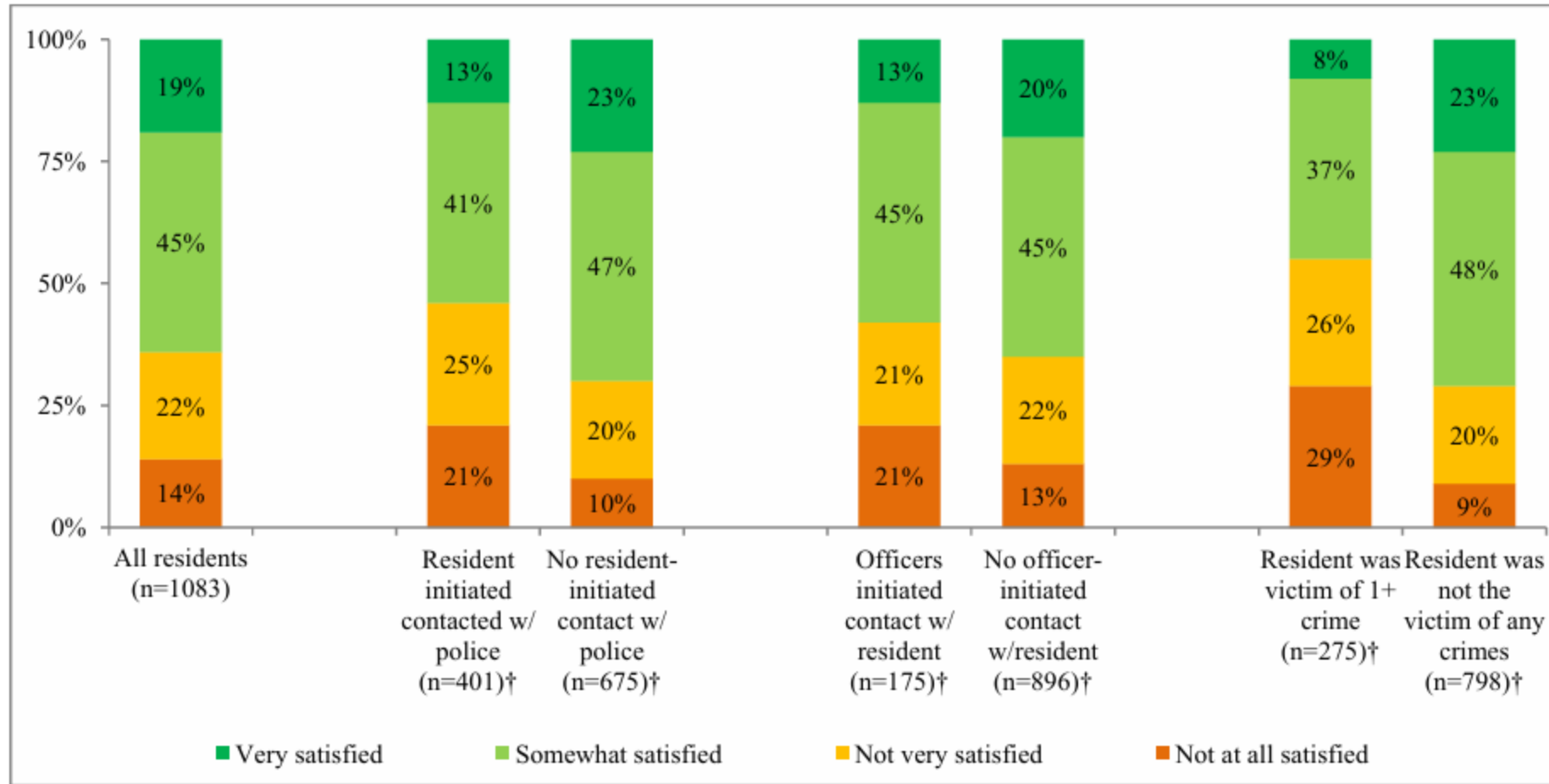


Figure 1.2: Level of overall satisfaction with the Milwaukee Police Department (2019 – 2024)



**Figure 1.3: Level of overall satisfaction with the Milwaukee Police Department,
by experiences with police and with crime**



†denotes a statistically significant difference across categories (CL=95%)

**Figure 1.4: Mean overall satisfaction with the Milwaukee Police Department over time,
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4-point scale, 0 ("Not at all satisfied") to 3 ("Very satisfied")

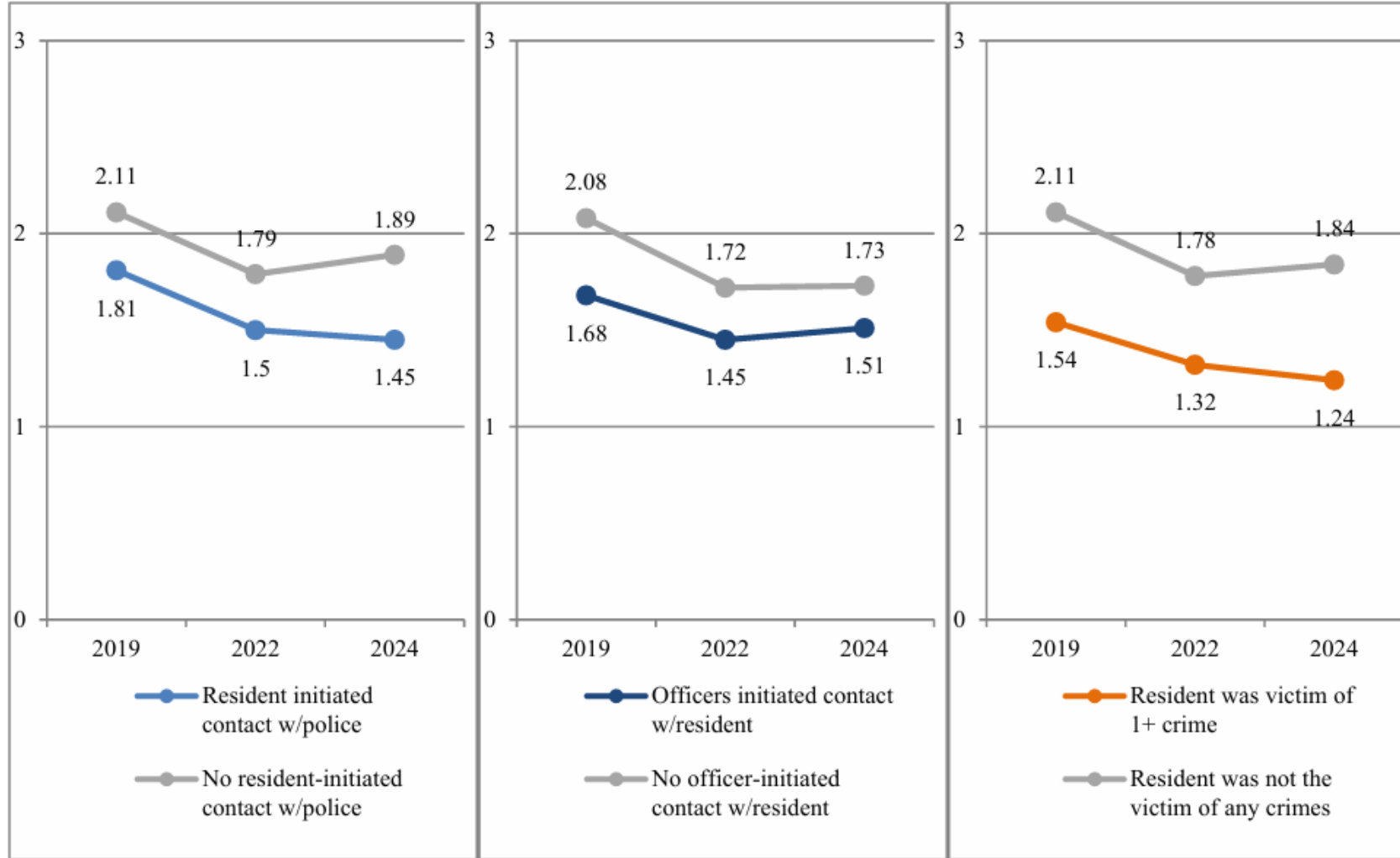
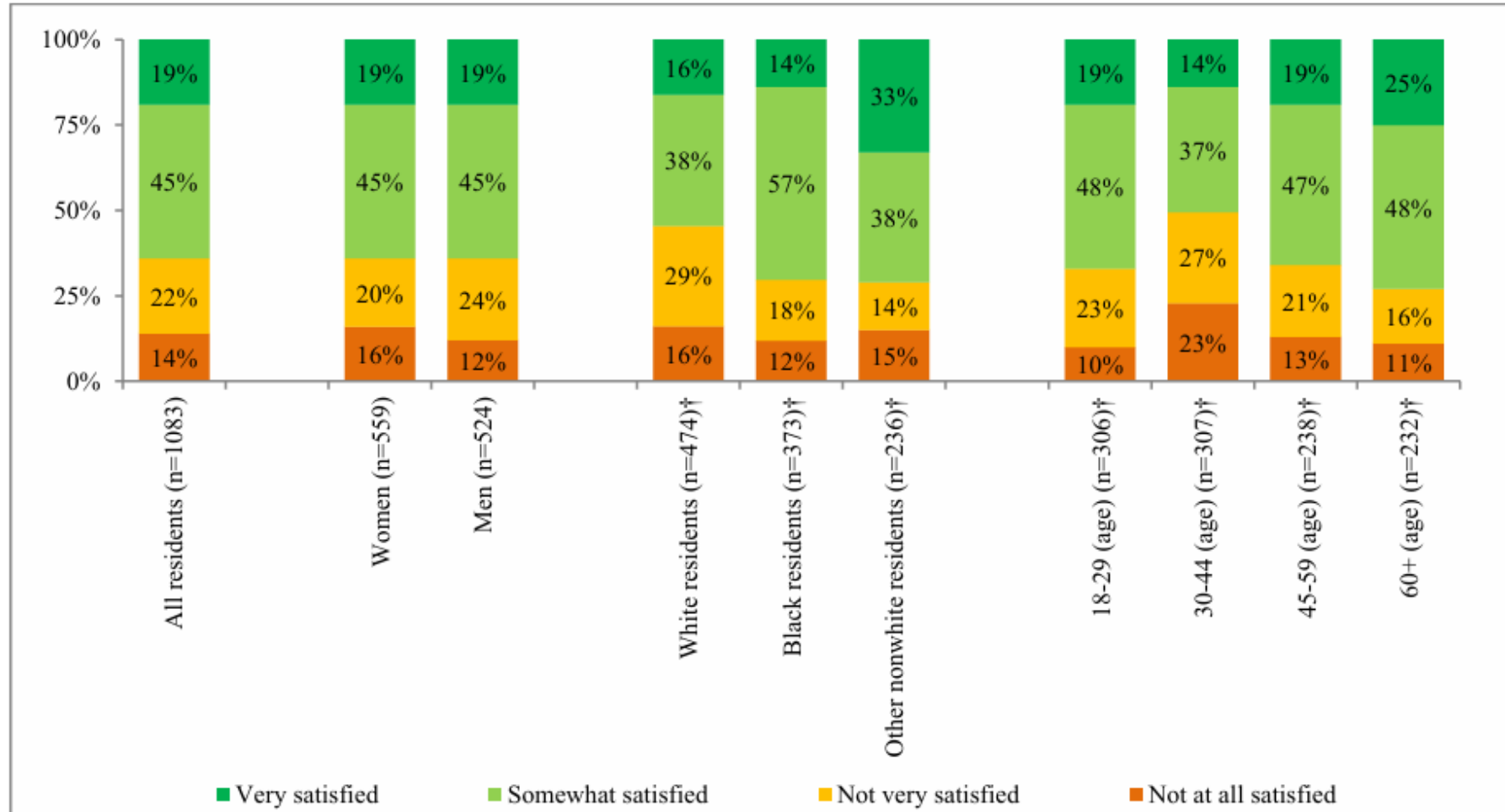
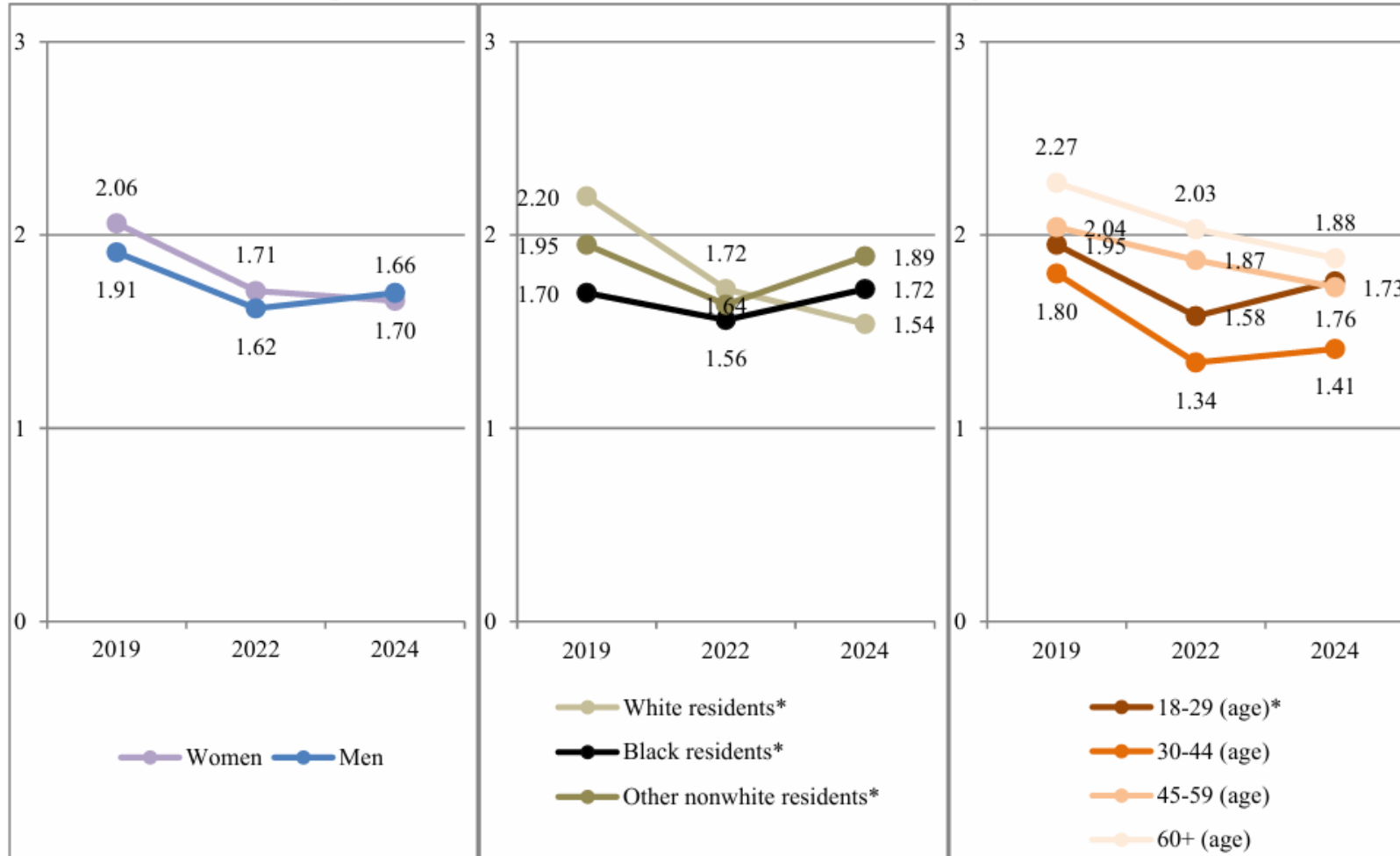


Figure 1.5: Level of overall satisfaction with the Milwaukee Police Department, by demographic categories



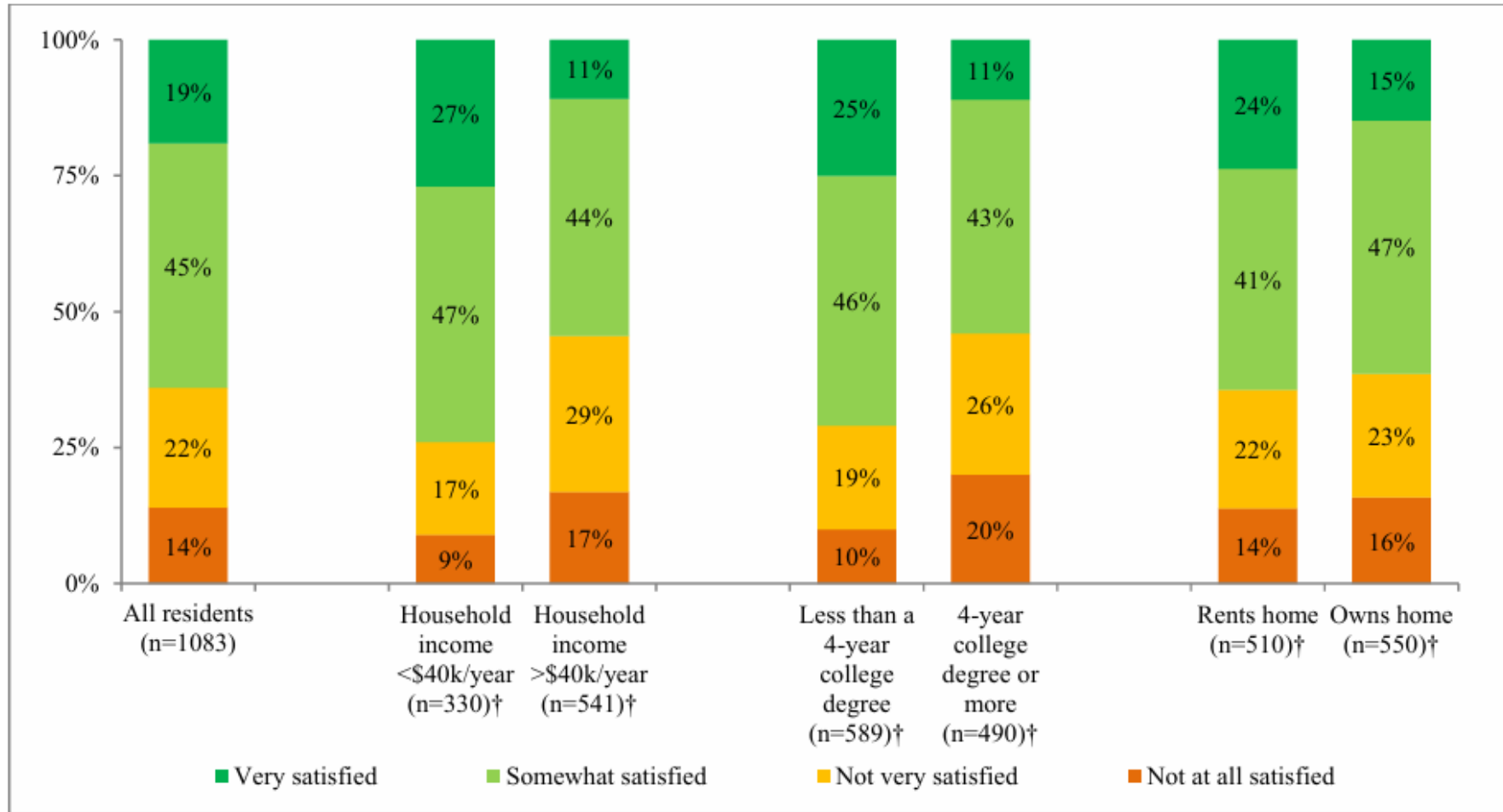
†denotes a statistically significant difference across categories (CL=95%)

Figure 1.6: Mean overall satisfaction with the Milwaukee Police Department over time, by demographic categories
4-point scale, 0 ("Not at all satisfied") to 3 ("Very satisfied")



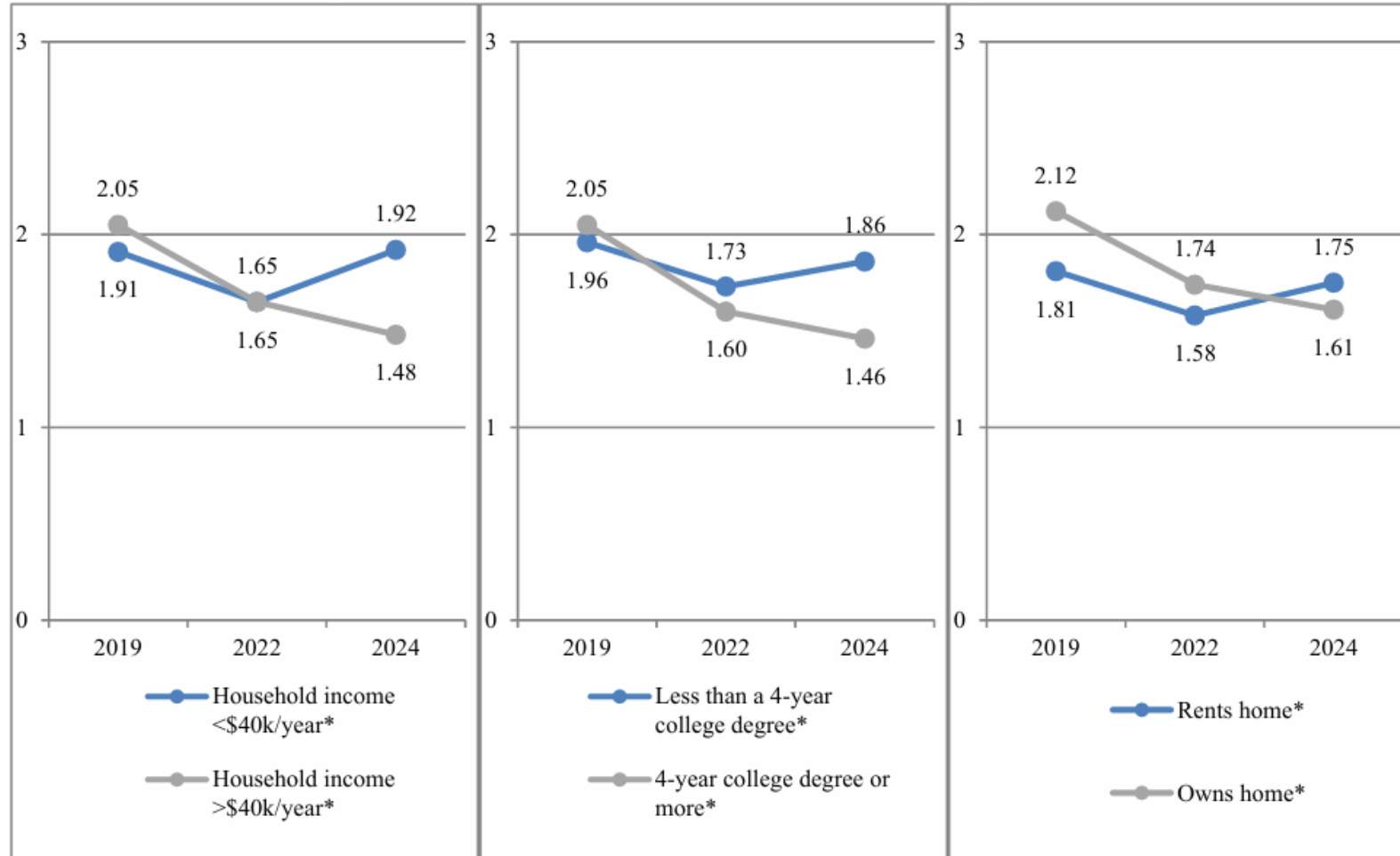
*denotes a statistically significant change within the category since 2022 (CL=95%, 2-tailed test)

Figure 1.7: Level of overall satisfaction with Milwaukee Police Department, by socioeconomic categories



†denotes a statistically significant difference across categories (CL=95%)

**Figure 1.8: Mean overall satisfaction with the Milwaukee Police Department over time,
by socioeconomic categories**
4-point scale, 0 (“Not at all satisfied”) to 3 (“Very satisfied”)



*denotes a statistically significant change within the category since 2022 (CL=95%, 2-tailed test)

Figure 3.1: Mean satisfaction with dimensions of police performance over time
4-point scale, 0 ("Not at all satisfied") to 3 ("Very satisfied")

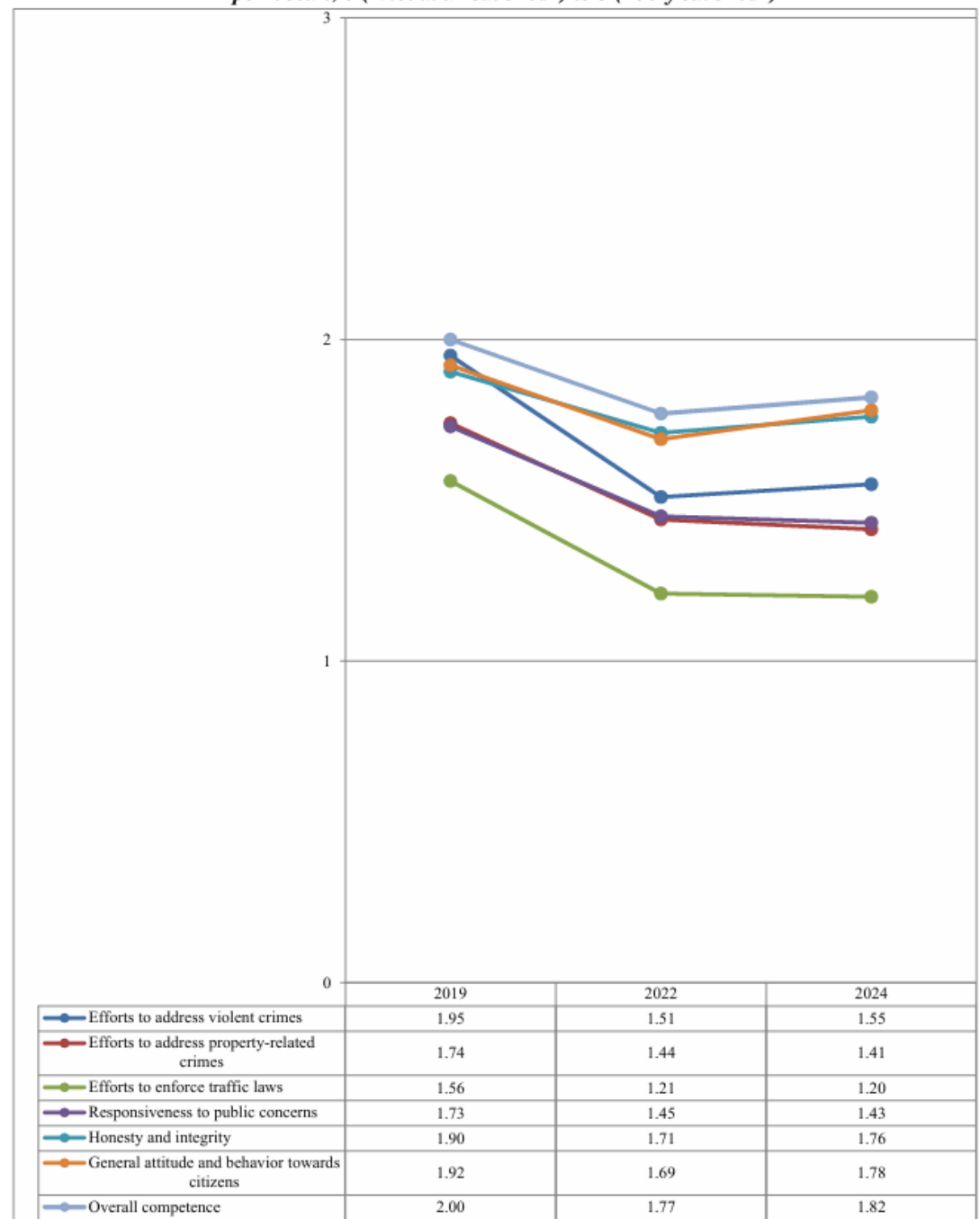


Table 4.1: Resident impressions of neighborhood police visibility (2022 – 2024)

		Survey year	
		2022	2024*
How visible are the Milwaukee police in your neighborhood? Would you say...	Not at all visible	161 16%	201 18%
	Not very visible	259 26%	353 32%
	Somewhat visible	363 36%	351 32%
	Very visible	214 22%	198 18%
Total		997 100%	1103 100%

*denotes a statistically significant change across categories since 2022 (CL=95%)

Figure 5.1: Resident perceptions of neighborhood safety during the day (2022 – 2024)

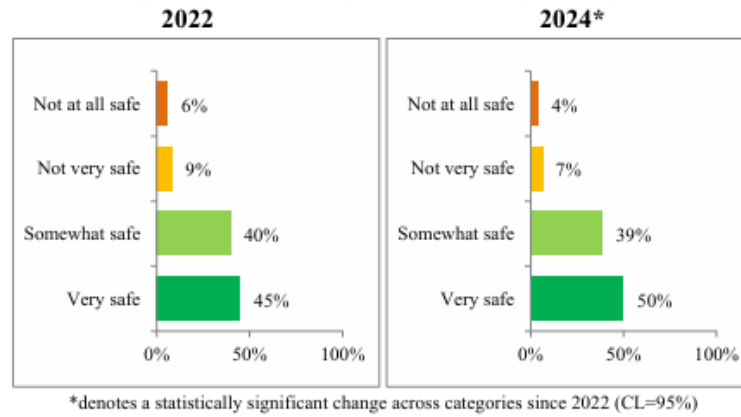


Figure 5.2: Resident perceptions of neighborhood safety at night (2022 – 2024)

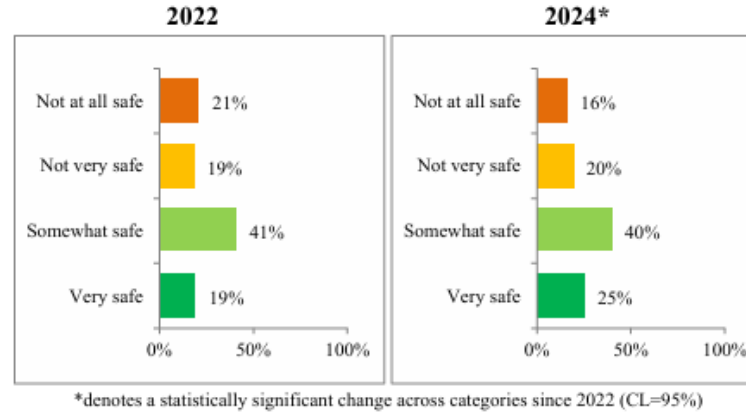


Figure 5.3: Resident perceptions of safety in the City of Milwaukee as a whole (2022 – 2024)

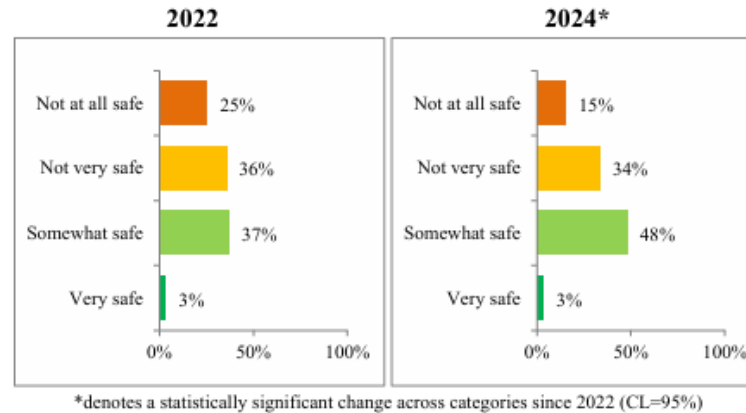


Figure 6.2: Level of concern about reckless driving in the City of Milwaukee (2022 - 2024)

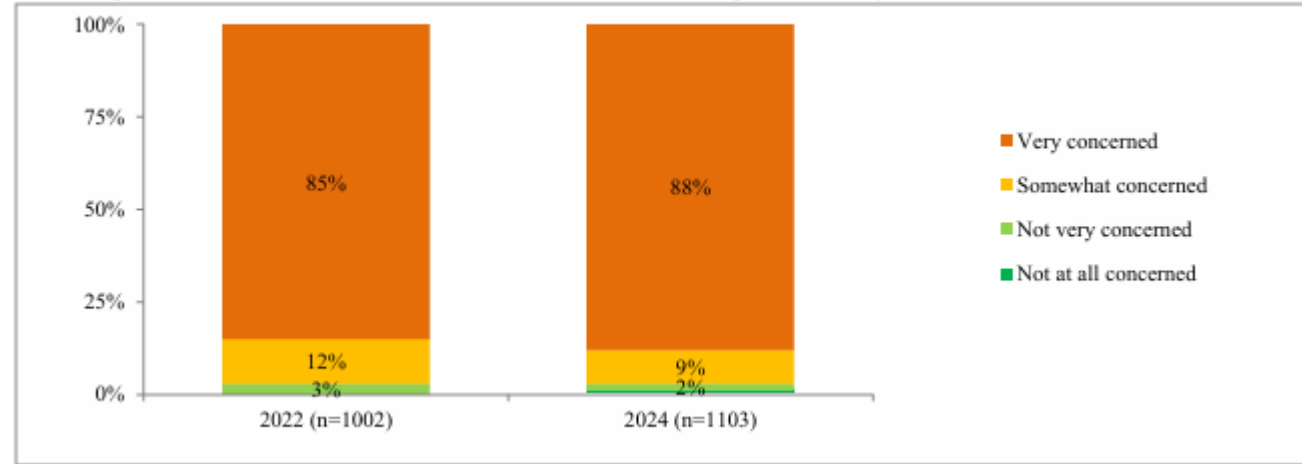
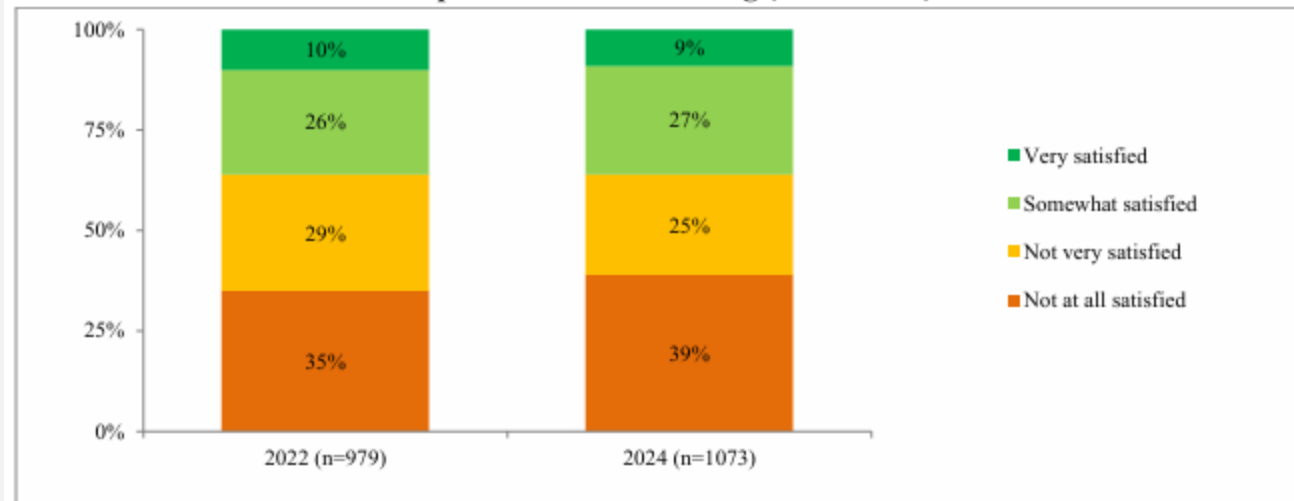
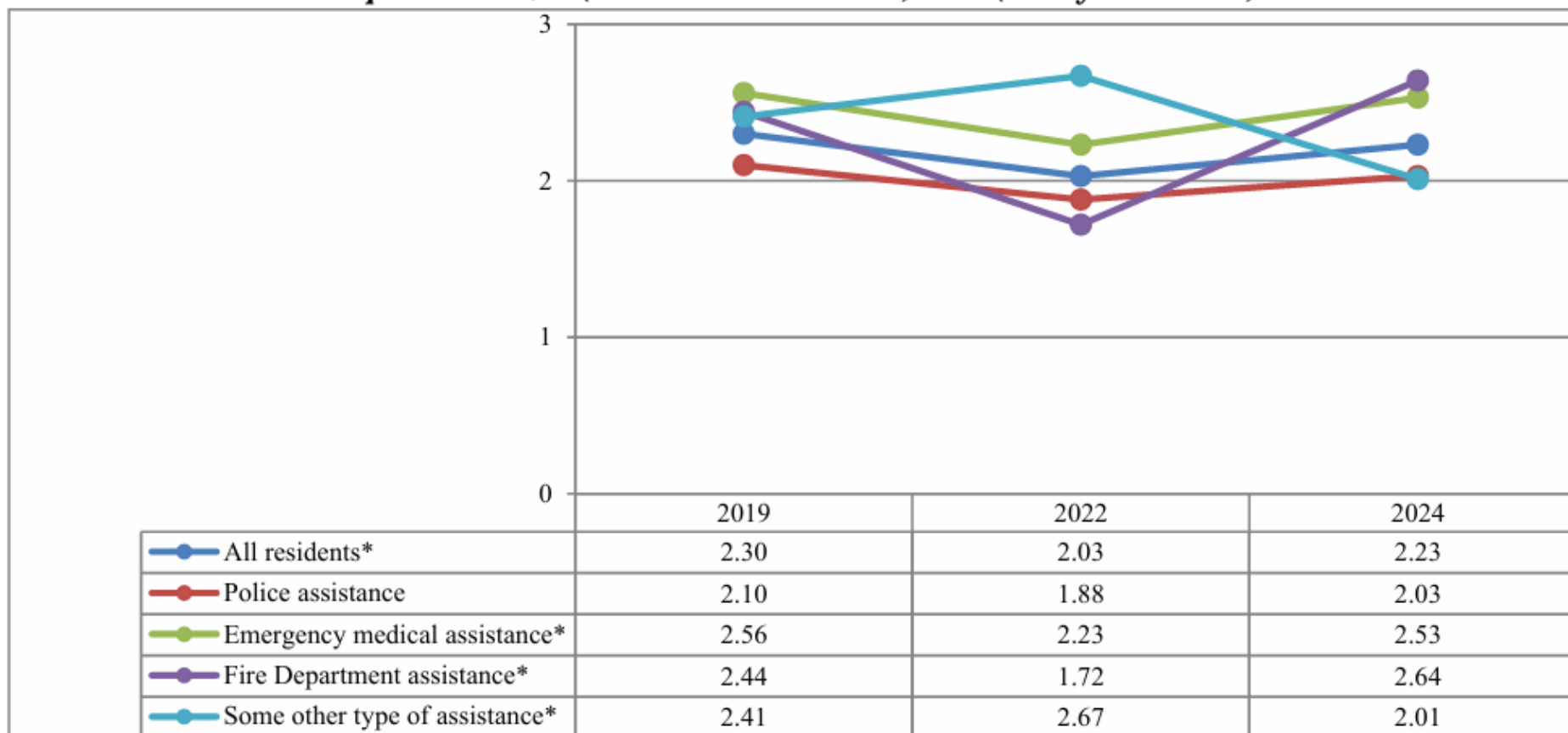


Figure 6.4: Level of satisfaction with the Milwaukee Police Department's response to reckless driving (2022 - 2024)



**Figure 7.1: Change over time in mean satisfaction with 911 operator during most recent call,
by services sought**

4-point scale, 0 ("Not at all satisfied") to 3 ("Very satisfied")



*denotes a statistically significant change in average response since 2022 (CL=95%)

Table 8.1: Recent resident-initiated contact with Milwaukee police (2022 – 2024)

		Survey year	
		2022	2024*
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	587 59%	703 64%
	Yes	409 41%	402 36%
Total		996 100%	1105 100%

*denotes a statistically significant change across categories since 2022 (CL=95%)

Figure 8.1: Frequency of resident-initiated contact with Milwaukee police (2022 – 2024)
[Those that contacted police within 12 months prior to being surveyed]

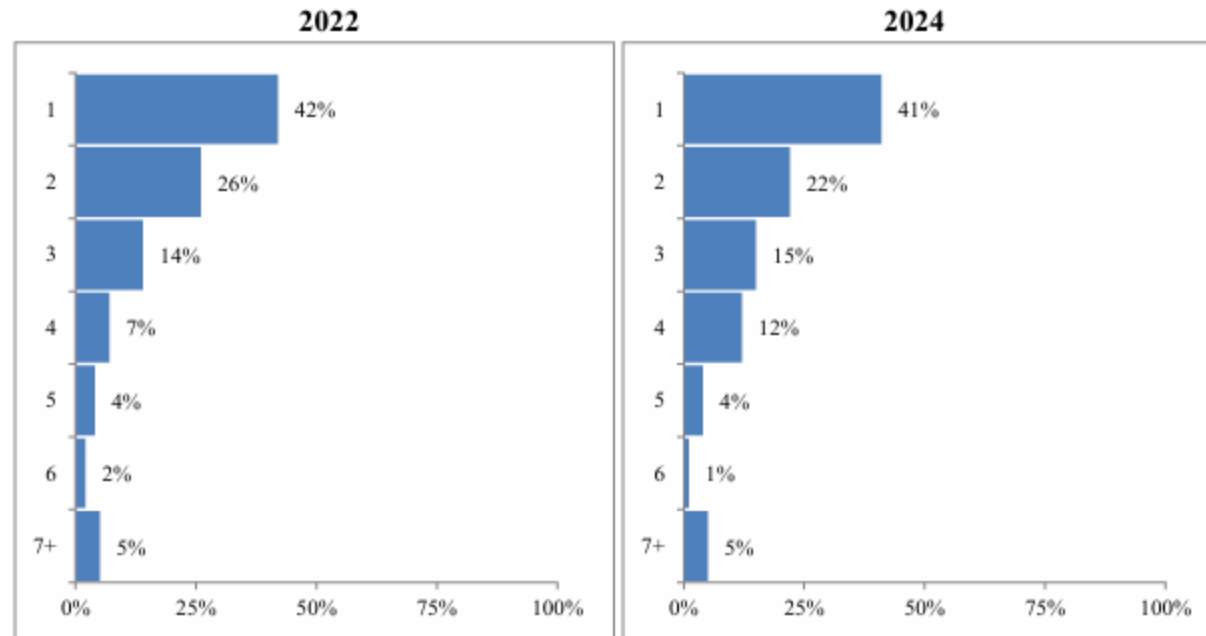


Figure 8.2: Satisfaction with level of compassion shown by police during most recent resident-initiated contact, by resident race (2024)

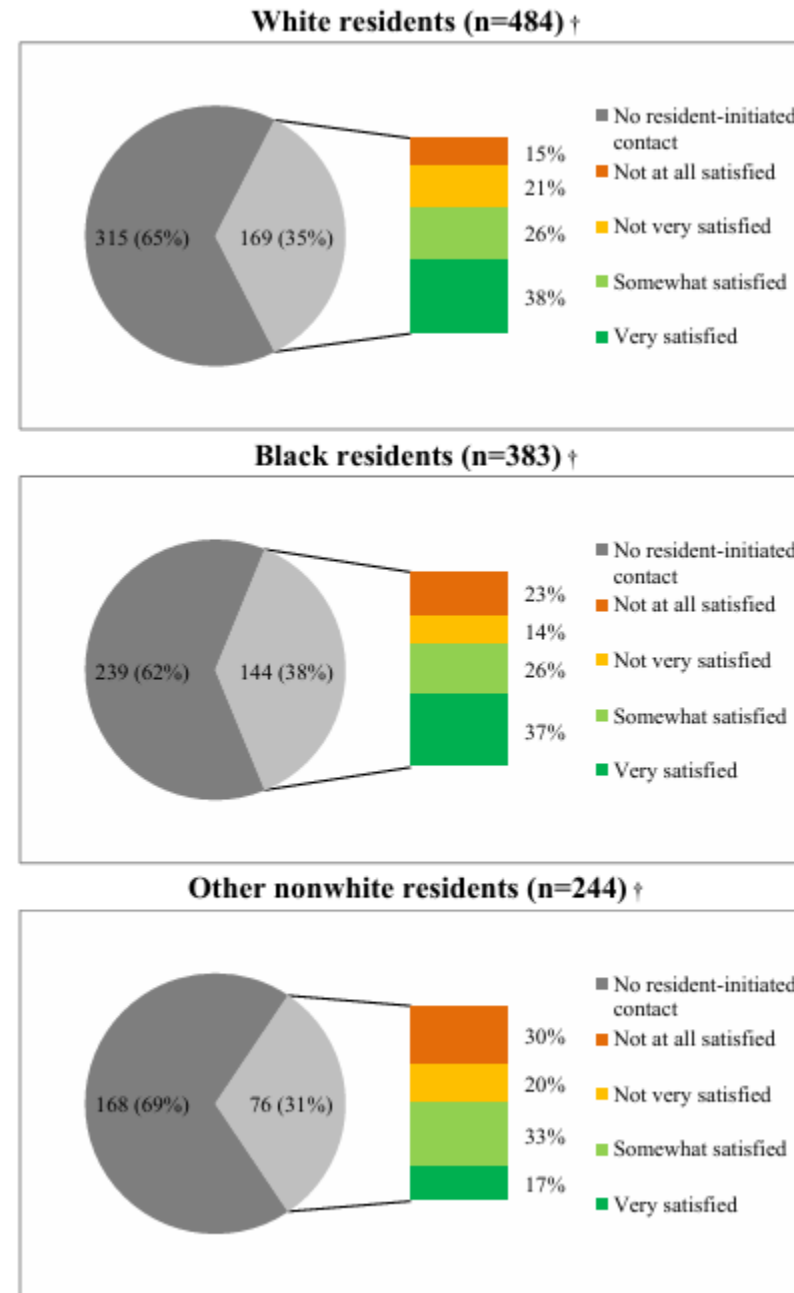
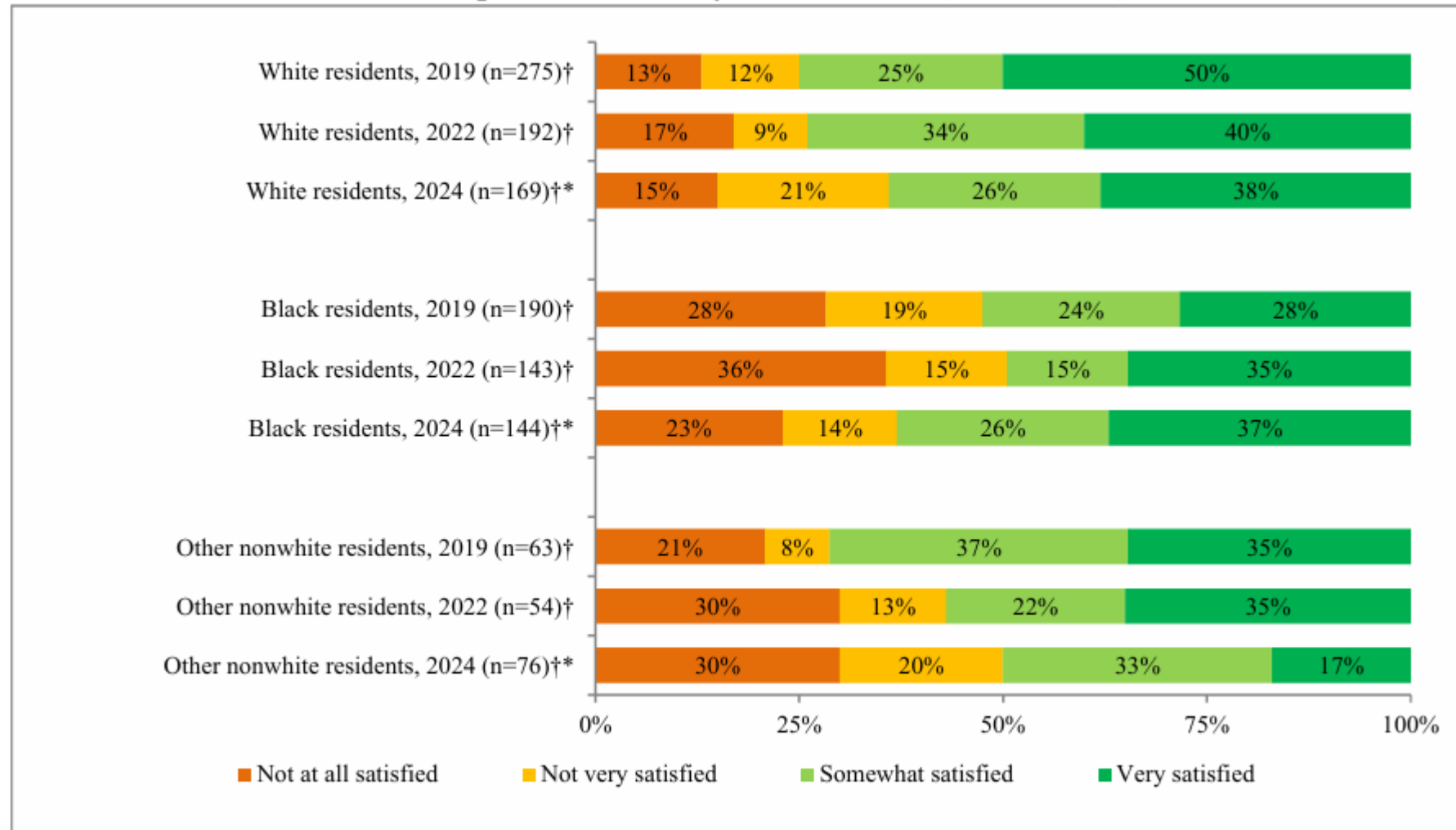


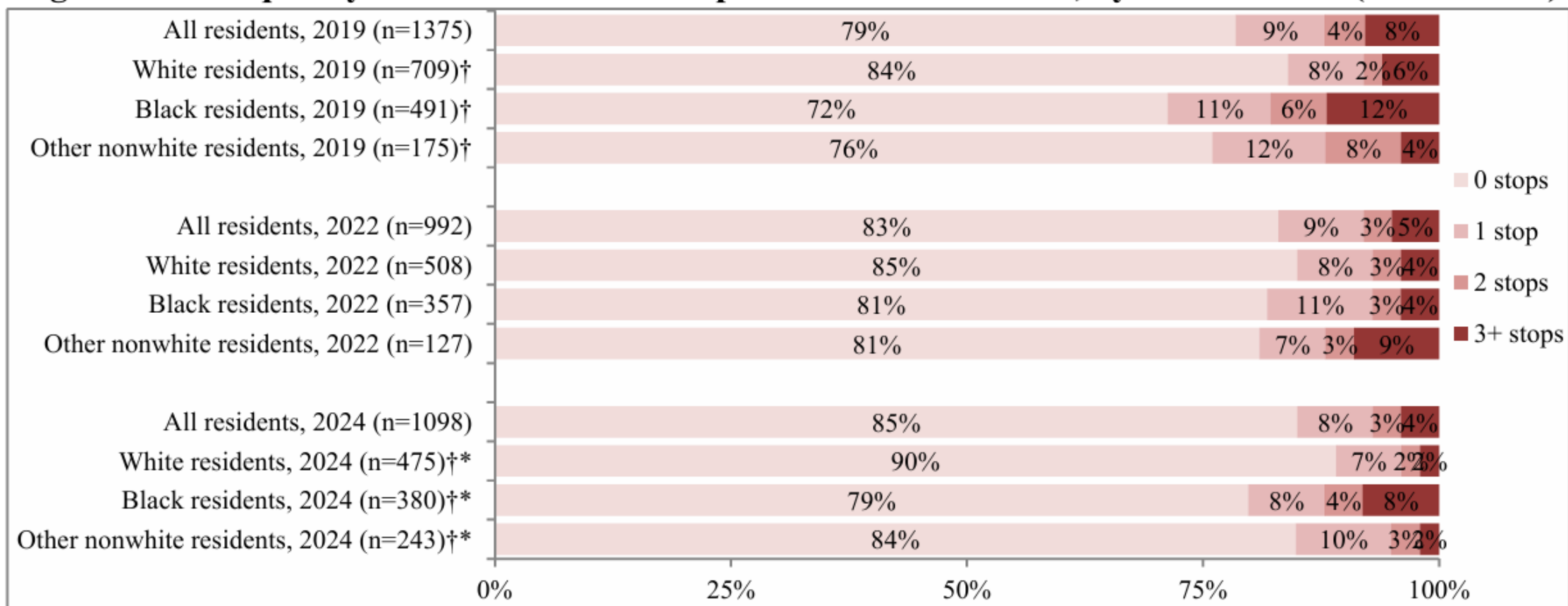
Figure 8.3: Satisfaction with level of compassion shown by police during most recent resident-initiated police contact, by resident race (2019 – 2024)



*denotes a statistically significant change within the category since 2022 (CL=95%)

†denotes a statistically significant difference across categories within the given year (CL=95%)

Figure 9.1: Frequency distribution of recent police-initiated contact, by resident race (2019 – 2024)



*denotes a statistically significant change within the category since 2022 (CL=95%)

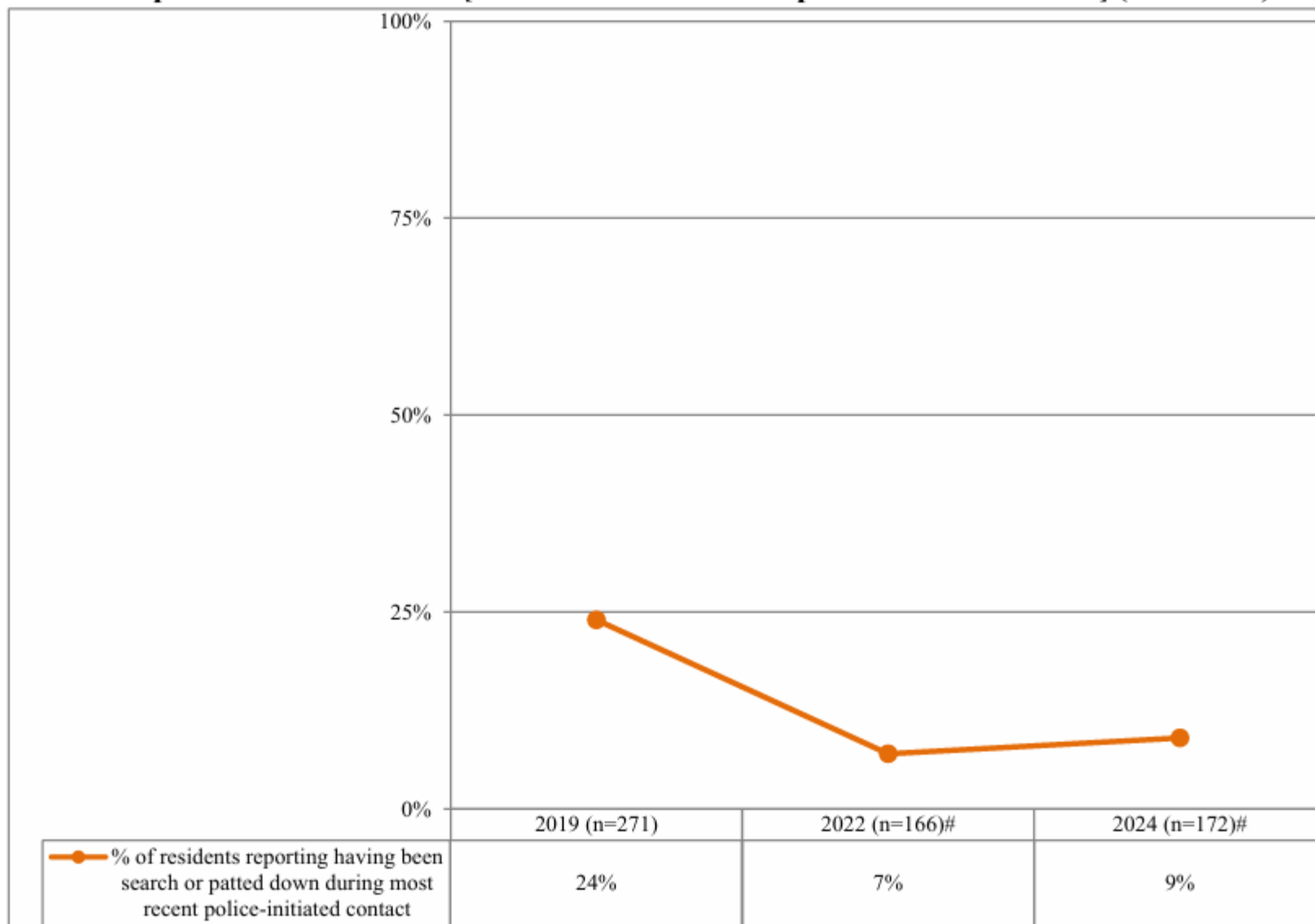
†denotes a statistically significant difference across categories within the given year (CL=95%)

Figure 9.3: Proportion of residents reporting having been treated with courtesy and respect during most recent police-initiated contact [residents with 1+ recent police-initiated contacts] (2019-2024)



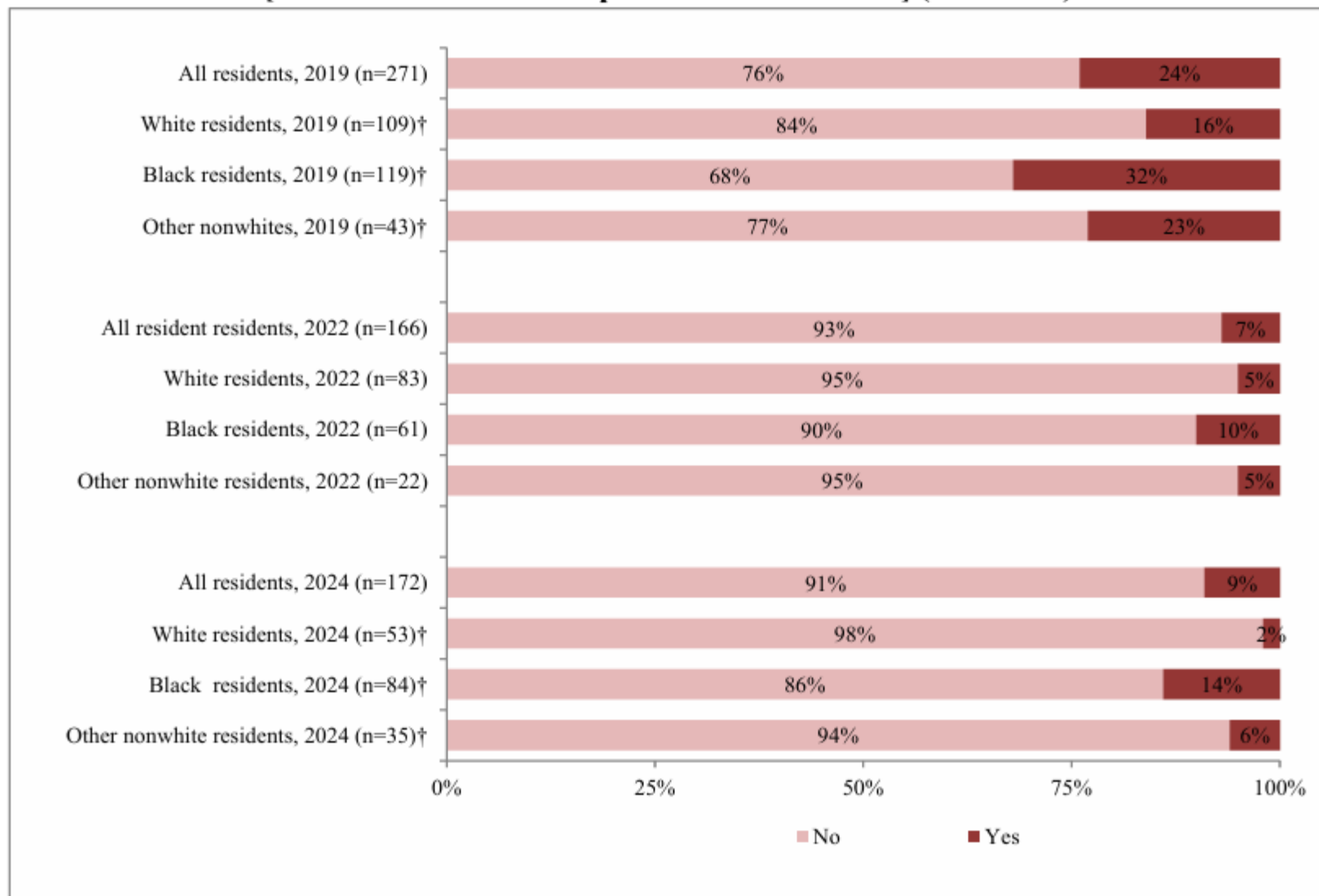
#denotes a statistically significant change since 2019 (CL=95%)

Figure 9.5: Proportion of residents reporting having been searched or patted down during most recent police-initiated contact [residents with 1+ recent police-initiated contact] (2019-2024)



#denotes a statistically significant change since 2019 (CL=95%)

**Figure 9.6: Searched or patted down during most recent police-initiated contact, by resident race
[residents with 1+ recent police-initiated contact] (2019-2024)**



†denotes a statistically significant difference across categories within the given year (CL=95%)

Table 10.1: Victimization during the past 12 months (2022 – 2024)

		Survey year	
		2022	2024
During the past 12 months, have you been the victim of any crimes that occurred in the City of Milwaukee?	No	770 78%	824 75%
	Yes	220 22%	277 25%
Total		990 100%	1101 100%

Table 10.2: Frequency of victimization among those who reported experiencing crime during the past 12 months (2022 – 2024)

		Survey year	
		2022	2024
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	132 60%	154 56%
	More than 1 crime	87 40%	123 44%
Total		219 100%	277 100%

Table 10.3: Non-reporting of crimes among those who experienced one crime in the past 12 months (2022 – 2024)

		Survey year	
		2022	2024*
Did you report the incident to police?	No	17 13%	50 33%
	Yes	114 87%	103 67%
Total		131 100%	153 100%

*denotes a statistically significant change across categories since 2022 (CL=95%)

Table 10.4: Non-reporting of crimes among those who experienced more than one crime in the past 12 months (2022 – 2024)

		Survey year	
		2022	2024
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	41 47%	50 41%
	Yes	46 53%	73 59%
Total		87 100%	123 100%

IN SUMMARY

36% are unsatisfied overall with the MPD

50% say police are “not at all” or “not very” visible in neighborhoods; 91% would prefer visibility

Majority of residents feel safe in their neighborhoods during the day and at night; half feel the city as a whole is safe

88% are concerned about reckless driving; 64% are unsatisfied with MPD response

36% initiated contact with police in the past year

16% said police initiated contact with them in the past year

25% reported having been the victim of a crime in the past year

QUESTIONS?