



# City of Milwaukee Police Satisfaction Study

## 2024 Findings Report



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## EXECUTIVE SUMMARY

At the request of and in cooperation with the **City of Milwaukee Fire & Police Commission**, in 2024, the **Strategic Research Institute at St. Norbert College (SRI)** and **Neighborhood Analytics, LLC** partnered to conduct the fifth wave of the **City of Milwaukee Police Satisfaction Survey**. The purpose of this survey was to measure resident perceptions regarding a range of issues relevant to the Milwaukee Police Department including 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 mixed-mode random-digit-dial (RDD) telephone/address-based sampling (ABS) mail survey occurred between July 27<sup>th</sup>, 2024 and November 18<sup>th</sup>, 2024. Of the 1,110 completed interviews, 40% were conducted via telephone. The response rate for the RDD sample was approximately 4.3%, while the response rate for the ABS sample was approximately 1.3%. The margin of error for unweighted sample statistics is  $\pm 2.9\%$  at the 95% confidence level. Surveys were conducted in both English and Spanish.

## MAJOR FINDINGS:

- **In 2024, 36% of Milwaukee residents are “not at all satisfied” or “not very satisfied” with the Milwaukee Police Department overall.** Overall satisfaction levels are unchanged since 2022.
- **Despite overall satisfaction levels remaining constant since 2022, opinion regarding Milwaukee police is changing significantly in different ways across multiple demographic and socioeconomic subgroups of Milwaukee residents.** Overall satisfaction has decreased significantly among homeowners, those with relatively higher levels of household income and educational attainment, and white residents, while overall satisfaction has increased significantly among younger residents, renters, those with relatively lower levels of household income and educational attainment, and black and other nonwhite residents. These changes have largely offset each other at the aggregate level.
- **Perceived police visibility has decreased;** 50% say police are either “not very visible” or “not at all visible” in their neighborhoods in 2024, compared to 42% in 2022. 91% of residents say they would prefer police to be “somewhat visible” or “very visible” in their neighborhoods.
- **Feelings about safety within neighborhoods and the city have improved;** 11% of residents say they feel “not very” or “not at all safe” in their neighborhood during the day, compared to 15% in 2022. 36% say they feel “not very” or “not at all safe” in their neighborhood at night, compared to 40% in 2022. 49% say they feel “not very” or “not at all safe” in Milwaukee as a whole, compared to 61% in 2022.

- **Milwaukee residents continue to express high levels of concern about reckless driving and low levels of satisfaction with the Milwaukee Police Department’s response;** 88% say they are “very concerned” about reckless driving (compared to 85% in 2022), and 64% are either “not at all satisfied” or “not very satisfied” with the Milwaukee Police Department’s response (compared to 64% in 2022).
- **Residents are reporting lower rates of 911 use and higher rates of satisfaction with 911 operators and hold times.** In 2024, 26% of residents say they have called 911 in the past year for any reason, compared to 30% in 2022. Average satisfaction scores have increased over that time span for those seeking police, fire, and emergency medical assistance, and just 16% of residents who called 911 felt the amount of time they were placed on hold was unacceptable, compared to 36% in 2022.
- **Residents are reporting fewer self-initiated police contacts.** 36% of residents report having initiated contact with police in the past year, compared to 41% in 2022.
- **Perceptions of police compassion during resident-initiated police contacts are becoming less polarized, but differences across racial lines persist.** In 2024, 33% of residents who recently initiated contact with the police for assistance say they are “very satisfied” with the level of compassion shown to them, while 21% were “not at all satisfied.” In 2022, 37% said they were “very satisfied,” and 26% said they were “very unsatisfied.” Perceptions of police compassion continue to vary across racial lines, with black and other nonwhite residents significantly less likely to express satisfaction when compared to white residents.
- **Residents are reporting rates of police-initiated contacts and searches on par with 2022, and perceptions of police courtesy and respect have improved. However, patterns of inequity in reported police behavior across racial groups are intensifying.** In 2024, 16% of residents report having been contacted by police at least once in the past year, compared to 18% in 2022. Among those contacted, 77% say they were treated with courtesy and respect, compared to 71% in 2022 and 62% in 2019. Perceived legitimacy of police-initiated contacts is lower among black and other nonwhite residents when compared with white residents. Among residents with recent police-initiated contacts, 9% report having been searched or patted down during their most recent contact, compared with 7% in 2022. Black and other nonwhite residents are more than three times more likely to report having been searched or patted down during their most recent police-initiated contact when compared to white residents.
- **Reported exposure to crime has not changed significantly, but there has been a significant increase in non-reporting of crimes to the Milwaukee Police Department.** In 2024, 25% of residents report having been victimized within the city at least once in the past year, compared to 22% in 2022. Among those who report having been the victim of one crime, 33% say they did not report it to police, compared to 13% in 2022. 59% of those with multiple instances of victimization say they failed to report at least one crime to the police, compared with 53% in 2022.

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## METHODOLOGY

The fifth wave of the City of Milwaukee Police Satisfaction Survey was a mixed-mode random-digit-dial (RDD) telephone and address-based sampling (ABS) mail survey.<sup>1</sup> In total, 1,110 residents of the City of Milwaukee provided completed responses. Data was collected by the Strategic Research Institute (SRI) at St. Norbert College between July 27<sup>th</sup>, 2024 and November 18<sup>th</sup>, 2024. Surveys were conducted in both English and Spanish. Of the 1,110 completed interviews, 40% were collected over telephone lines. The response rate for the telephone portion of the sample was 4.3%.<sup>2</sup> For the mail portion of the survey, a total of 50,000 households were sampled, yielding a response rate of 1.3%. The margin of error<sup>3</sup> for unweighted sample statistics is  $\pm 2.9\%$  at the 95% confidence level. For some items, non-response/missing values cause total counts to drop below 1,110.

### Survey instrument language

To reach City of Milwaukee residents who speak only Spanish, the SRI works with the St. Norbert College Community Language Outreach Center to update and maintain a Spanish-language survey instrument first 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 interviewers called back Spanish-speaking households in which an English-speaking respondent could not be located. The identified respondents were given the Spanish-language version of the survey.

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

The 2024 survey replicated the 2014, 2017, 2019, and 2022 City of Milwaukee Police Satisfaction Surveys; every question posed during past waves was asked again during this wave, and in the same sequence. In 2017, additional questions about the 911 system were added. In 2019, questions about the order of police contacts and instances of victimization were added. In 2022, the survey had two new questions about reckless driving and the Milwaukee Police Department's response. All data described in this research brief are from 2024 unless otherwise specified; cases in which 2024 data are compared against data from past waves of the survey are clearly labeled.

Throughout this research brief, we employ a pair of statistical tests to identify meaningful aggregate sentiment changes 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

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<sup>1</sup> "Address-based sampling (ABS) is increasingly viewed as a potential remedy for ... the dwindling coverage associated with telephone surveys." Iannacchione (2011) The Changing Role of Address-Based Sampling in Survey Research. *Political Opinion Quarterly*. 75. 3. 556-575

<sup>2</sup> When properly addressed with weighting, low response rates do not negatively impact the reliability of RDD telephone surveys. Refer to <https://www.aapor.org/Education-Resources/Reports/The-Future-Of-U-S-General-Population-Telephone-Sur.aspx>

<sup>3</sup> "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 30% of respondents from a survey with a  $\pm 2.8\%$  margin of error report being retired, then we can be 95% certain that between 27.2% and 32.8% of the individuals in the population are retired.

distributions can differ significantly even when average responses do not), we employ chi-square ( $\chi^2$ ) tests. For each test, the relevant test statistic (either  $t$  or  $\chi^2$ ) 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 (CL) of 95% or better that the observed difference is a reflection of an actual difference in the population under study and not merely an artifact of sampling error.<sup>4</sup>

## **Post-stratification**

We compensate for non-response 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 2021 wave of the U.S. Census American Community Survey. Weights are balanced 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 and weighted counts. 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 B.

## **Rounding**

All percentages presented in this research brief are rounded to the nearest whole number. The resulting rounding error sometimes causes total percentages to add up to just over or just under 100%, and sometimes causes differences of a percentage point when combined categories are discussed together.

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<sup>4</sup> “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, the likelihood of sampling error decreases.

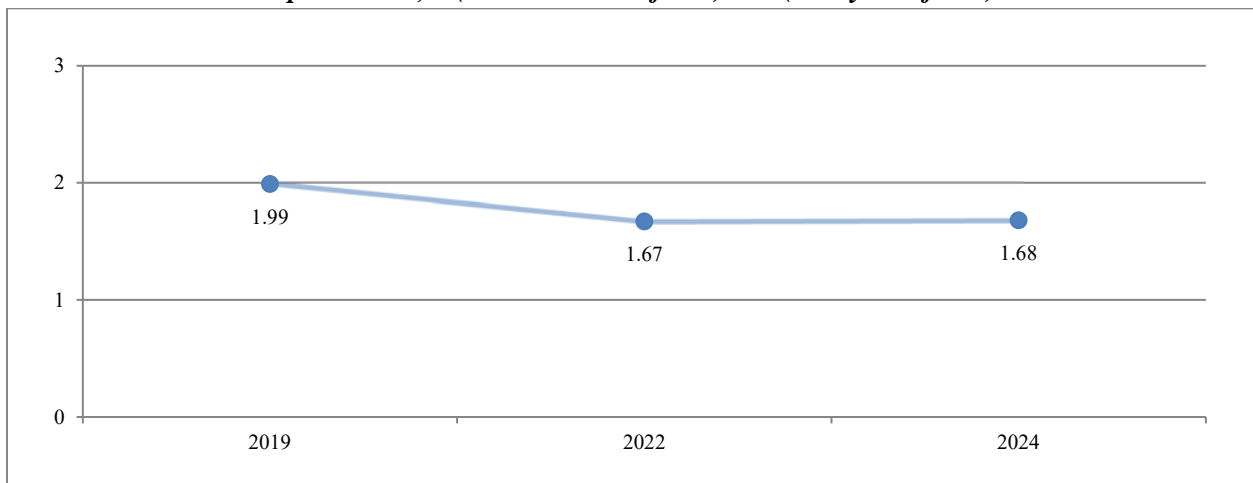
## OVERALL SATISFACTION WITH THE MILWAUKEE POLICE DEPARTMENT

The following question regarding overall satisfaction with the Milwaukee Police Department was posed to Milwaukee residents:

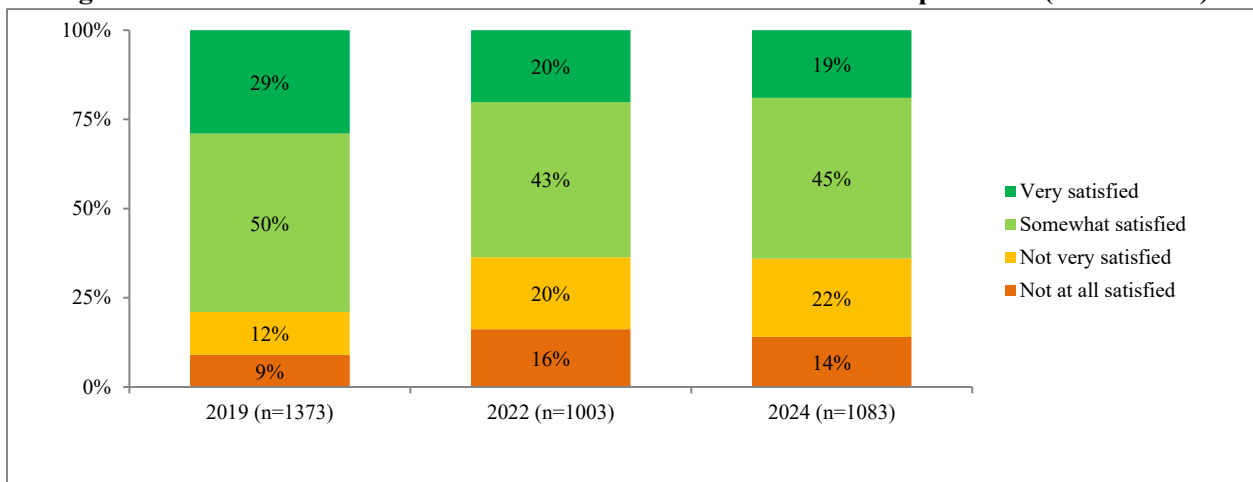
**“Thinking about the police department here in Milwaukee, how satisfied are you with the Milwaukee Police Department overall?”**

The four-point response scale ranged from 0 (“not at all satisfied”) to 3 (“very satisfied”). Figure 1.1 shows that the mean response in 2024 is 1.68, closest to “somewhat satisfied.” The mean response in 2022 was 1.67; the change between waves is not statistically significant ( $t=0.33, p=0.74$ ). Figure 1.2 shows that 64% of residents are either “very” or “somewhat” satisfied in 2024, while 36% are “not very” or “not at all” satisfied. The distribution of satisfaction has not changed significantly since 2022 ( $\chi^2=2.40, p=0.49$ ).

**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”)*



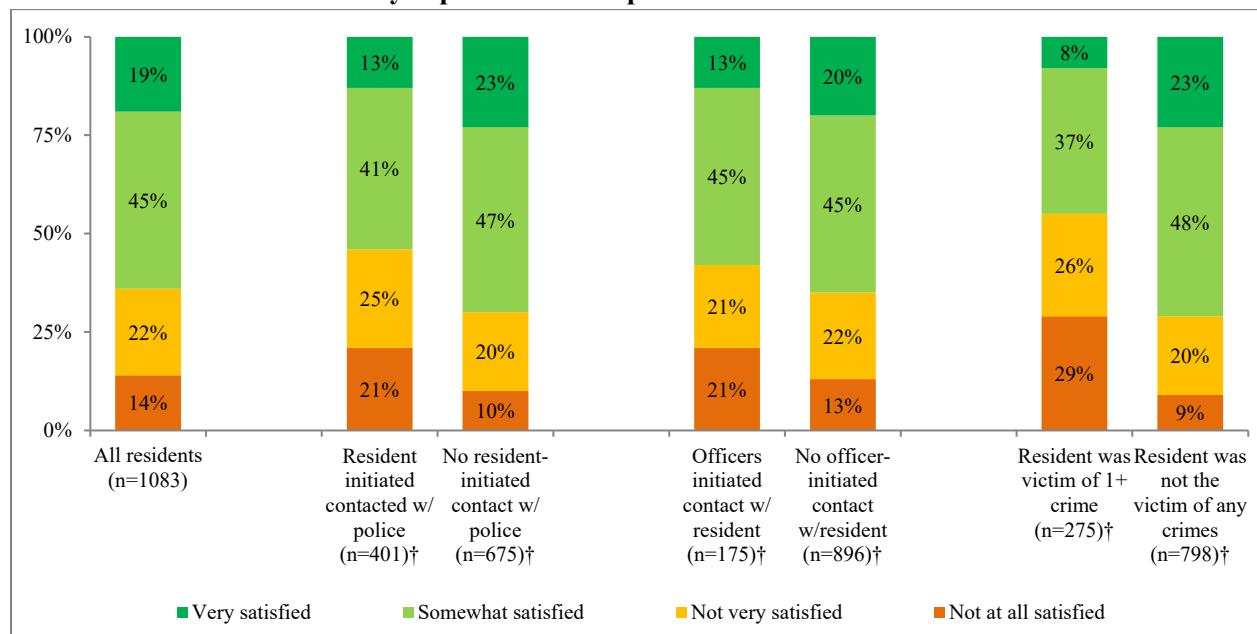
**Figure 1.2: Level of overall satisfaction with the Milwaukee Police Department (2019 – 2024)**





Residents with different levels of exposure to crime and different patterns of interactions with police continue to report significantly different levels of overall satisfaction with the Milwaukee Police Department. Figure 1.3 shows that dissatisfaction is higher among residents who approached or sought help from Milwaukee police at least once over the past 12 months (25% are “not very satisfied”) when compared with residents who did not (10% are “not very satisfied”). This difference is statistically significant ( $\chi^2=38.57, p=0.00$ ). Among those who reported police-initiated contacts over the past year, the likelihood of dissatisfaction is also significantly higher; 21% of those residents are “not at all satisfied,” compared to 13% of residents who had no police-initiated contacts ( $\chi^2=10.70, p=0.01$ ). The gap is once again widest among residents who experienced crime within the past year versus those who did not; 29% of those who were victimized say they are “not at all satisfied,” compared to 9% of those who were not victimized ( $\chi^2=87.77, p=0.00$ ).

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

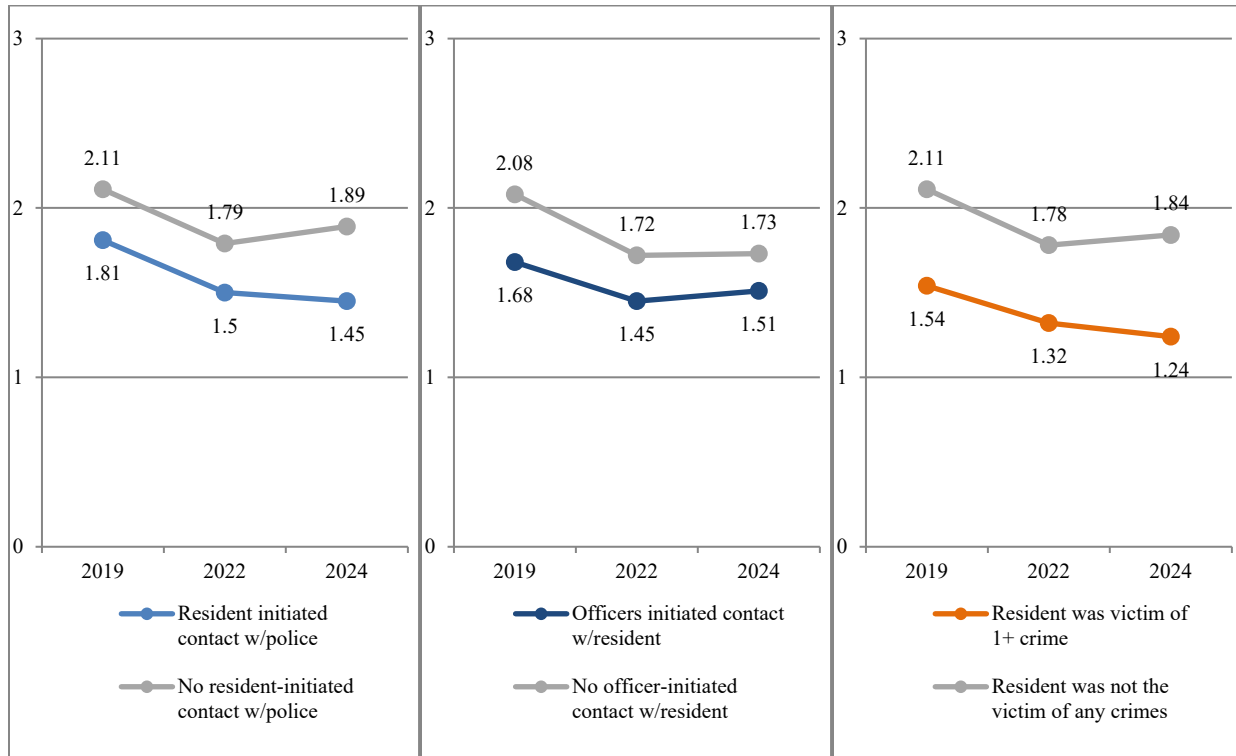


†denotes a statistically significant difference across categories (CL=95%)

Although there are significant differences in satisfaction with the Milwaukee police *across* groups of Milwaukee residents with different levels of exposure to crime and different patterns of interactions with police, average levels of satisfaction *within* these experiential subgroups have not changed significantly over the past two years (Figure 1.4). Statistical tests show that sampling error cannot be ruled out as the cause<sup>5</sup> of the small observed shifts in average satisfaction among those who recently contacted police ( $t=-0.61, p=0.54$ ), those who did not contact police ( $t=0.62, p=0.53$ ), those who were recently stopped or approached by police ( $t=0.59, p=0.56$ ), those who were not ( $t=0.23, p=0.82$ ), those who reported recent victimization ( $t=-0.93, p=0.35$ ), and those who did not ( $t=1.38, p=0.17$ ).

<sup>5</sup> For each of these *t*-tests, the *p*-value can be interpreted as the probability that an observed change over time such as the one seen between samples would not be seen if every individual in the populations had been measured. The threshold for statistical significance is generally a *p*-value that falls at or below 0.05.

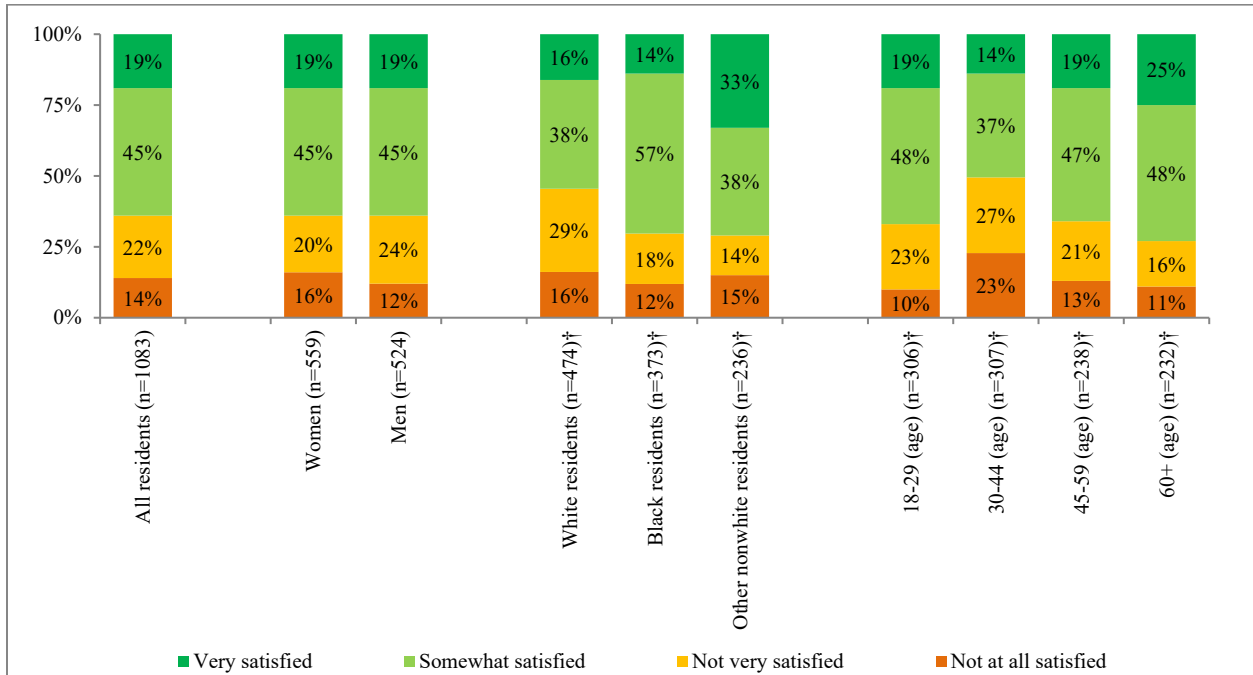
**Figure 1.4: Mean overall satisfaction with the Milwaukee Police Department over time, by experiences with police and with crime**  
**4-point scale, 0 (“Not at all satisfied”) to 3 (“Very satisfied”)**



Figures 1.5 and 1.6 show that the distribution of satisfaction with Milwaukee police varies significantly across some demographic groups, and that within some of these groups, significant change over time has occurred. Satisfaction does not vary significantly between men and women ( $\chi^2=4.46$   $p=0.22$ ), and since 2022, average satisfaction among men ( $t=-1.39$ ,  $p=0.17$ ) and women ( $t=0.86$ ,  $p=0.39$ ) has remained steady. Satisfaction with Milwaukee police does vary significantly by race; while white residents, black residents, and other nonwhite residents are all more likely than not to express satisfaction with police in 2024, the distribution of satisfaction among white residents is significantly more negative ( $\chi^2=75.59$   $p=0.00$ ). Significant change over time has occurred within all three groups since 2022; satisfaction among white residents has decreased ( $t=-3.35$ ,  $p=0.00$ ), while satisfaction among both black and other nonwhite residents has increased ( $t=2.39$ ,  $p=0.01$ ;  $t=2.31$ ,  $p=0.02$ ). These trends build on changes first seen in 2022, where a large and significant decrease in satisfaction among white residents was measured between 2019 and 2022.<sup>6</sup> Notably, this is the first time since this survey project was initiated in 2014 that average satisfaction among either black or other nonwhite residents has eclipsed satisfaction among white residents. There is also significant variation in the distribution of satisfaction with Milwaukee police across age cohorts; middle-aged residents are less likely to be satisfied than either younger or older residents ( $\chi^2=43.80$   $p=0.00$ ). While opinion has remained relatively steady among those aged 30-44 ( $t=0.85$ ,  $p=0.40$ ), those aged 45-59 ( $t=-1.73$ ,  $p=0.08$ ), and those aged 60+ ( $t=-1.74$ ,  $p=0.08$ ), a statistically significant increase in satisfaction among those aged 18-29 ( $t=2.46$ ,  $p=0.01$ ) has disrupted the decade-long gap in satisfaction across age groups.

<sup>6</sup> 2022 City of Milwaukee Police Satisfaction Survey Findings Report; Page 10; Figure 1.6

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



**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”)*

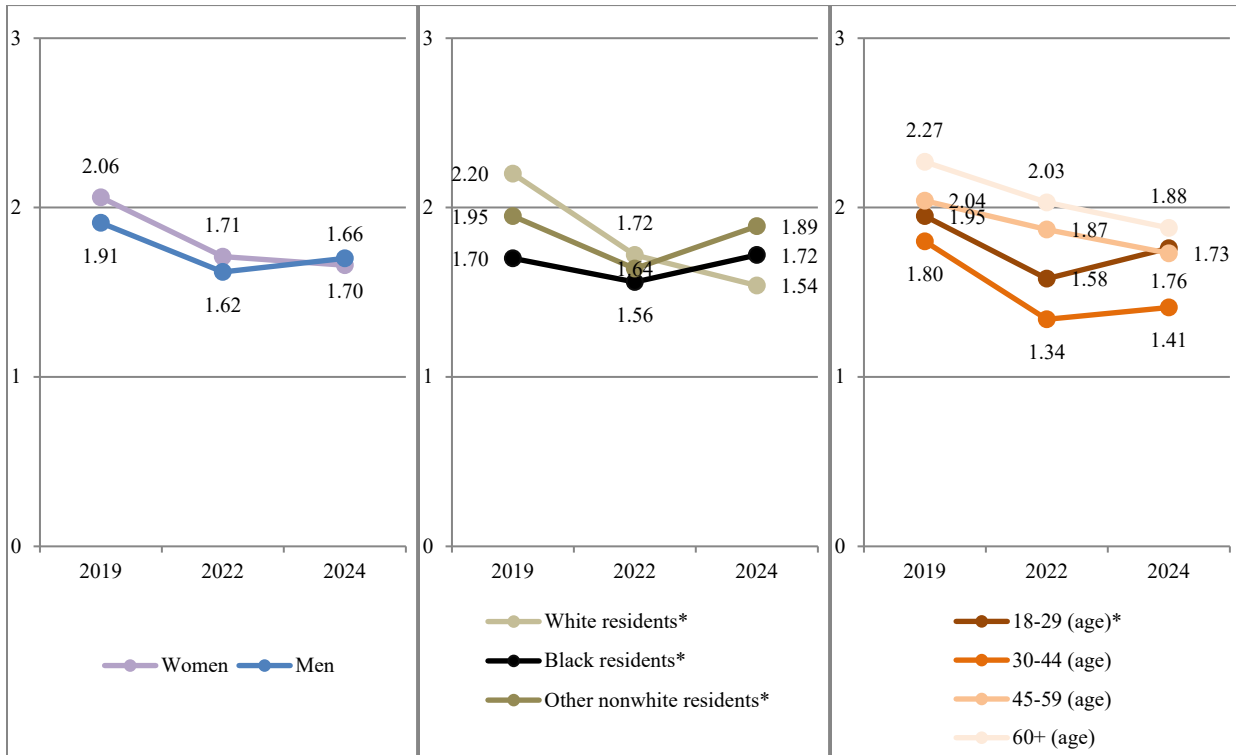
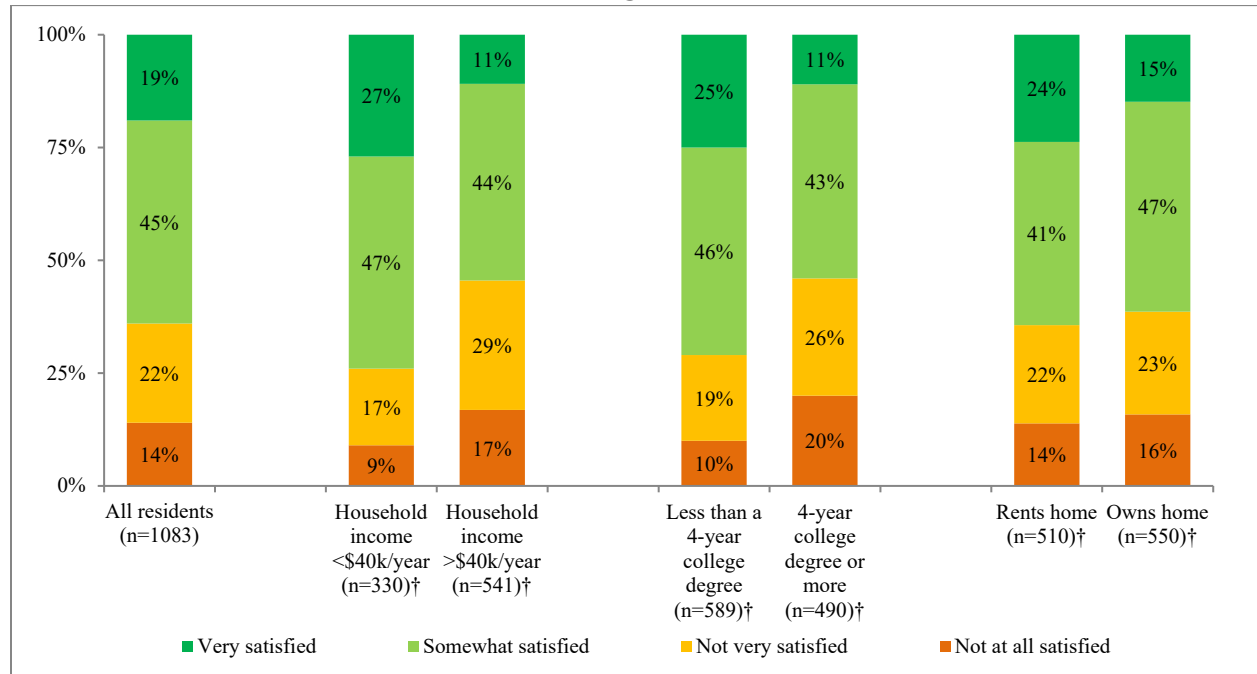


Figure 1.7 shows that satisfaction with Milwaukee police is also distributed differently across socioeconomic categories. Those with relatively lower socioeconomic status—household income under \$40k/year, lacking a 4-year college degree, or renting rather than owning their home—are all significantly more likely to express satisfaction with Milwaukee police than those with relatively higher socioeconomic status (household income over \$40k/year ( $\chi^2=53.20, p=0.00$ ); 4-year college degree or more ( $\chi^2=52.17, p=0.00$ ); homeowners ( $\chi^2=14.63, p=0.00$ )).

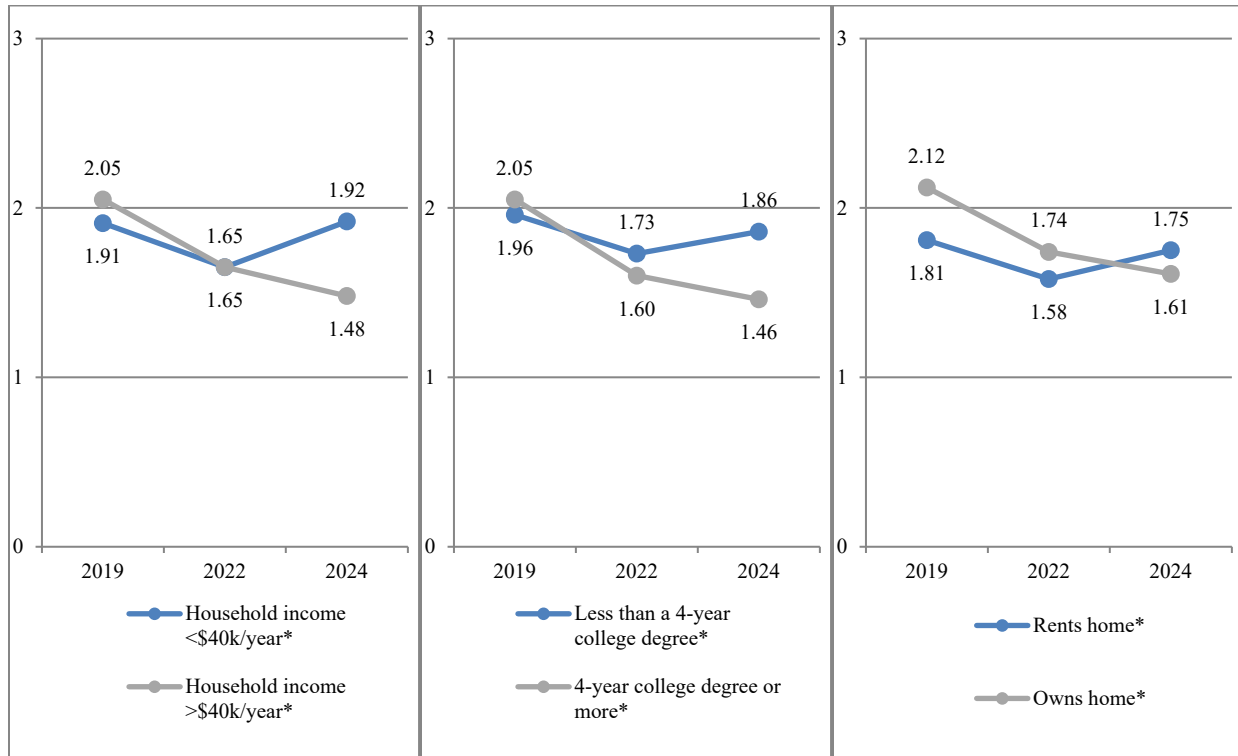
**Figure 1.7: Level of overall satisfaction with Milwaukee Police Department, by socioeconomic categories**



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

Figure 1.8 shows that these socioeconomic gaps in satisfaction are new and have only emerged recently. Between 2022 and 2024, average overall satisfaction with Milwaukee police has increased significantly among those with household income under \$40k/year ( $t=3.64, p=0.00$ ), among those with relatively lower levels of educational attainment ( $t=2.29, p=0.02$ ), and among renters ( $t=2.67, p=0.01$ ), while average overall satisfaction with Milwaukee police has decreased significantly among those with household income over \$40k/year ( $t=-2.97, p=0.00$ ), among those with 4-year college degrees or more ( $t=-2.33, p=0.02$ ), and among homeowners ( $t=-2.34, p=0.02$ ). These trends represent a continuing reversal of longstanding patterns of satisfaction across socioeconomic lines that first appeared in 2022.

**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)

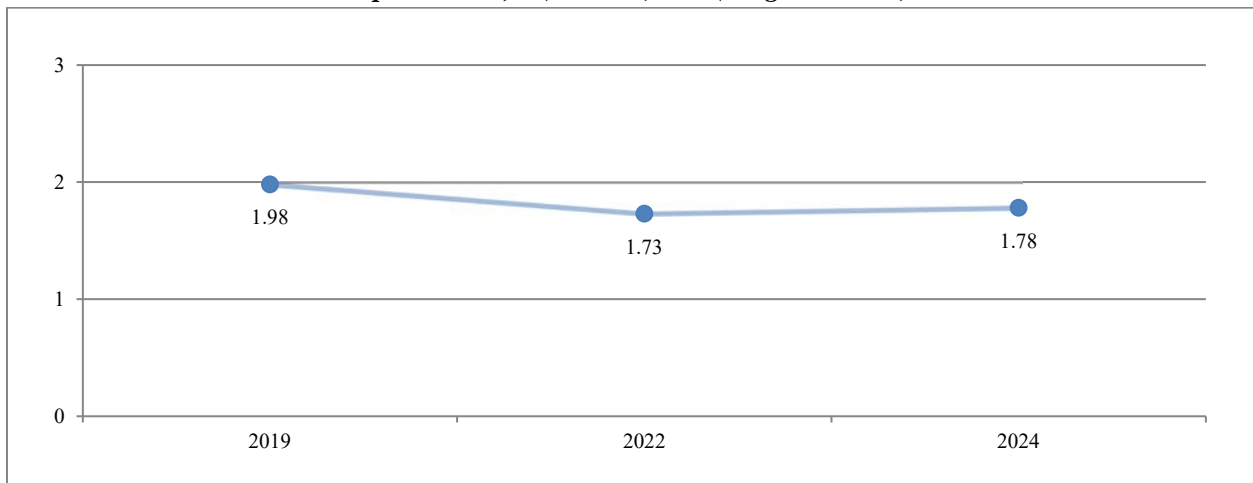
## TRUST AND CONFIDENCE IN THE MILWAUKEE POLICE DEPARTMENT

In addition to overall satisfaction, residents were also asked about trust and confidence in the Milwaukee Police Department:

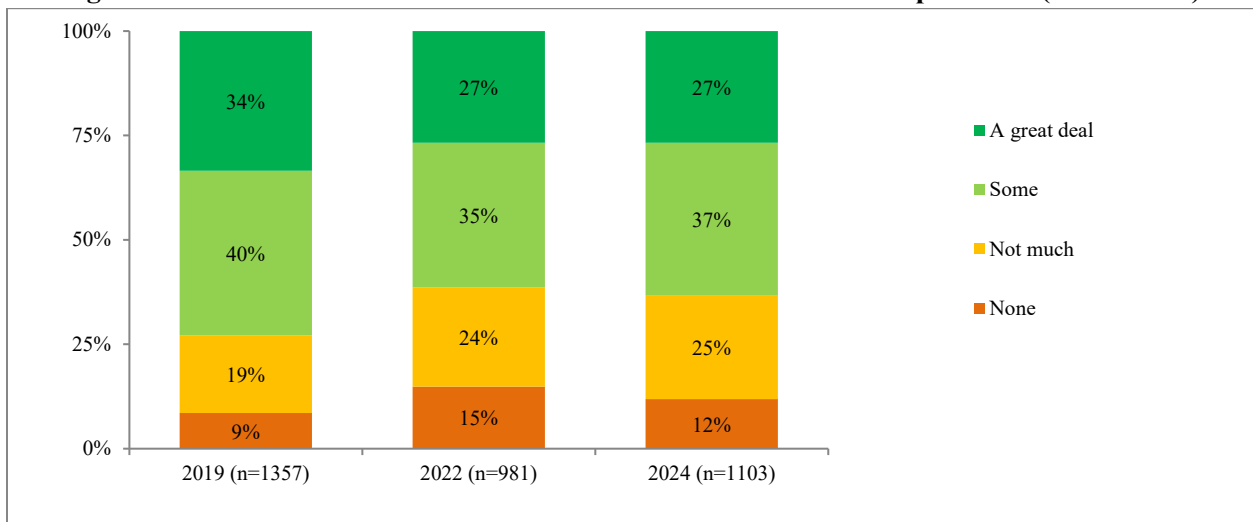
### “How would you describe your level of trust and confidence in the Milwaukee Police Department?”

The 4-point response scale ranged from 0 (“none”) to 3 (“a great deal”). Figure 2.1 shows that the mean response in 2024 is 1.78, closest to “some,” and has not changed significantly since 2022 ( $t=1.23$ ,  $p=0.22$ ). Figure 2.2 shows that about 64% of residents have either “a great deal” or “some” trust and confidence in Milwaukee police in 2024, while about 37% had either “not much” trust and confidence, or “none.” The distribution of different levels of trust and confidence across Milwaukee residents has not changed significantly since 2022 ( $\chi^2=4.92$ ,  $p=0.18$ ).

**Figure 2.1: Mean trust and confidence in the Milwaukee Police Department over time**  
*4-point scale, 0 (“None”) to 3 (“A great deal”)*



**Figure 2.2: Level of trust and confidence in the Milwaukee Police Department (2019 - 2024)**



## SATISFACTION WITH SPECIFIC DIMENSIONS OF POLICE PERFORMANCE

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

- **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**

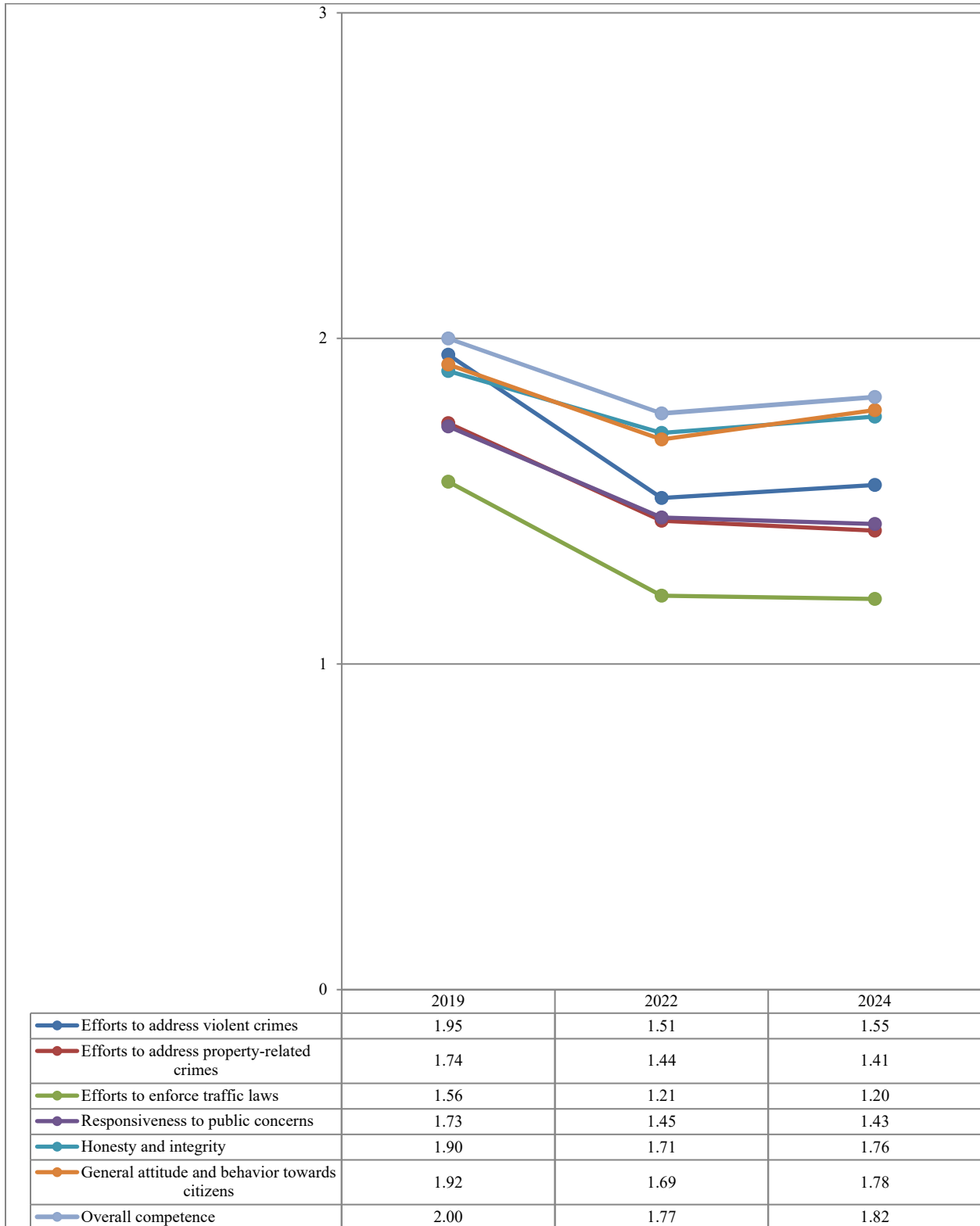
Figure 3.1 shows that on a four-point scale of satisfaction ranging from 0 (“not at all satisfied”) to 3 (“very satisfied”), average scores for four items (*efforts to address violent crimes*; *honesty and integrity*; *general attitude and behavior towards citizens*; *overall competence*) fall nearest to 2 (“somewhat satisfied”), while the average scores for the remaining three items (*efforts to address property-related crimes*; *efforts to enforce traffic laws*; *responsiveness to public concerns*) fall nearest to 1 (“not very satisfied”).

Of the dimensions of police performance listed, Milwaukee residents in 2024 are most likely to be satisfied with the *overall competence of police* (with an average score of 1.82), followed by *general attitude and behavior towards citizens* (1.78), and *honesty and integrity* (1.76). The three lowest-rated dimensions were *efforts to enforce traffic laws* (1.20), *efforts to address property-related crimes* (1.41), and *responsiveness to public concerns* (1.43). Changes in average satisfaction scores for these seven more specific dimensions of police conduct observed between 2022 and 2024 all fall short of statistical significance.<sup>7</sup> The item with the largest increase (*general attitude and behavior towards citizens*) fell just short, with a 6% probability of the observed change being due to sampling error (the threshold for statistical significance in a report like this is generally 5%).

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<sup>7</sup> Efforts to address violent crimes ( $t=0.93, p=0.35$ )  
Efforts to address property-related crimes ( $t=-0.62, p=0.54$ )  
Efforts to enforce traffic laws ( $t=-0.19, p=0.85$ )  
Responsiveness to public concerns ( $t=-0.40, p=0.69$ )  
Honesty and integrity ( $t=1.11, p=0.27$ )  
General attitude and behavior towards citizens ( $t=1.68, p=0.06$ )  
Overall competence ( $t=1.34, p=0.18$ )

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





## POLICE VISIBILITY IN NEIGHBORHOODS

Residents were asked a series of questions about police visibility:

**“How visible are the Milwaukee police in your neighborhood?”**

**“In your opinion, how visible SHOULD the police be in your neighborhood?”**

**“How satisfied are you with the level of police visibility in your neighborhood?”**

Responses to the first question were on a four-point scale ranging from “not at all visible” to “very visible.” Table 4.1 shows that the most common response in 2024 (32%) is “not very visible” and that residents are about equally split when it comes to feelings about how visible police are in their neighborhoods. There has been a significant shift towards less perceived police visibility in neighborhoods between 2022 and 2024 ( $\chi^2=14.37, p=0.00$ ); this is a continuing trend over the past three waves of the survey.

**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%)

Responses to the second question were on the same four-point visibility scale. Table 4.2 shows that the most common response regarding the preferred level of neighborhood police visibility in 2024 is “somewhat visible” (49%). The vast majority of residents (91%) prefer the police to be either “somewhat” or “very” visible in their neighborhoods. The distribution of preferences regarding neighborhood police visibility has not changed significantly since 2022 ( $\chi^2=3.96, p=0.27$ ) and has remained stable over time.

**Table 4.2: Resident preferences regarding neighborhood police visibility (2022 – 2024)**

		Survey year	
		2022	2024
In your opinion, how visible SHOULD the police be in your neighborhood? Would you say...	Not at all visible	30 3%	34 3%
	Not very visible	59 6%	59 5%
	Somewhat visible	442 45%	540 49%
	Very visible	453 46%	465 42%
Total		984 100%	1098 100%

Table 4.3 shows the breakout of 2024 preferences regarding neighborhood police visibility by resident race. Whereas similar proportions of residents across racial groups prefer that the police be either “very” or “somewhat” visible in their neighborhoods (88% of white residents, 93% of black residents, and 96% of other nonwhite residents), the distribution of granular preferences varies significantly across racial lines ( $\chi^2=41.01, p=0.00$ ). White residents are more likely to express a preference for police to be “not very visible” and less likely to prefer the highest level of police visibility in their neighborhoods compared to black and other nonwhite residents. This pattern has been in evidence consistently over multiple survey waves.

**Table 4.3: Resident preferences regarding neighborhood police visibility, by resident race (2024)**

		Resident race		
		White residents†	Black residents†	Other nonwhite residents†
In your opinion, how visible SHOULD the police be in your neighborhood? Would you say...	Not at all visible	13 3%	15 4%	5 2%
	Not very visible	44 9%	9 2%	5 2%
	Somewhat visible	254 54%	196 51%	90 37%
	Very visible	163 34%	161 42%	142 59%
Total		447 100%	381 100%	242 100%

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

Responses to the third question were on a four-point satisfaction scale ranging from “not at all satisfied” to “very satisfied.” Table 4.4 shows that the most common response regarding satisfaction with neighborhood police visibility in 2024 is “somewhat satisfied” (34%). A slight majority of residents (54%) are either “somewhat” or “very” satisfied with the level of police visibility in their neighborhoods. There has not been a statistically significant change in the distribution of satisfaction with police visibility since 2022 ( $\chi^2=1.54, p=0.58$ ).

**Table 4.4: Satisfaction with neighborhood police visibility (2022 – 2024)**

		Survey year	
		2022	2024
How satisfied are you with the level of police visibility in your neighborhood? Would you say...	Not at all satisfied	193 20%	233 22%
	Not very satisfied	227 23%	258 24%
	Somewhat satisfied	358 36%	370 34%
	Very satisfied	207 21%	218 20%
Total		985 100%	1079 100%

Table 4.5 shows the combination of responses across these three questions. The column on the left-hand side of the table shows four combined response categories regarding observed police visibility and ideal police visibility, while the totals column on the right breaks respondents out across those combined categories. In 2024, about 46% of residents prefer police visibility in their neighborhoods, but feel that actual visibility is falling short. Another 46% of respondents prefer visibility, and feel police actually are visible in their neighborhoods. About 3% feel the police are visible in their neighborhoods but would prefer them *not* to be, while the remaining 5% do not feel the police are visible in their neighborhoods and prefer it that way.

Residents are broken out across the remaining columns based on their level of satisfaction with police visibility in their neighborhoods. The data is arranged in this way because it is possible for respondents to be, for example, satisfied with police visibility because they are actually visible (if they would like police in their neighborhoods) or, alternatively, satisfied with police visibility because they are *not* visible (assuming, in that case, they do *not* value police visibility where they live).

When preferences, observations, and satisfaction with observed police visibility are combined in this way, it is clear that the vast majority of unsatisfied residents are unsatisfied because police are *not visible enough* in their neighborhoods. Large majorities of those who say they are “not at all satisfied” or “not very satisfied” with police visibility in their neighborhoods want more police presence. Only a small fraction of those who said they are either “not at all” or “not very” satisfied with police visibility in their neighborhoods are from the group that feel police are visible in their neighborhoods, but should *not* be.

**Table 4.5: Satisfaction with neighborhood police visibility,  
by combined observed visibility + ideal visibility categories (2024)**

		Satisfaction with neighborhood police visibility				Total
		Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	
Combined observed visibility + ideal visibility categories	Police are not visible, but should be	185 79%	196 76%	98 27%	17 8%	496 46%
	Police are visible, and should be	33 14%	47 18%	241 65%	168 79%	489 46%
	Police are visible, but should not be	11 5%	12 5%	10 3%	4 2%	37 3%
	Police are not visible, and should not be	5 2%	2 1%	19 5%	24 11%	50 5%
	<b>Total</b>	<b>234</b>	<b>257</b>	<b>368</b>	<b>213</b>	<b>1072</b>
	<b>(Column %)</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## PERCEPTIONS OF SAFETY

Residents were asked a series of questions related to their perceptions of safety:

**“How safe do you feel in your neighborhood during the day?”**

**“How safe do you feel in your neighborhood at night?”**

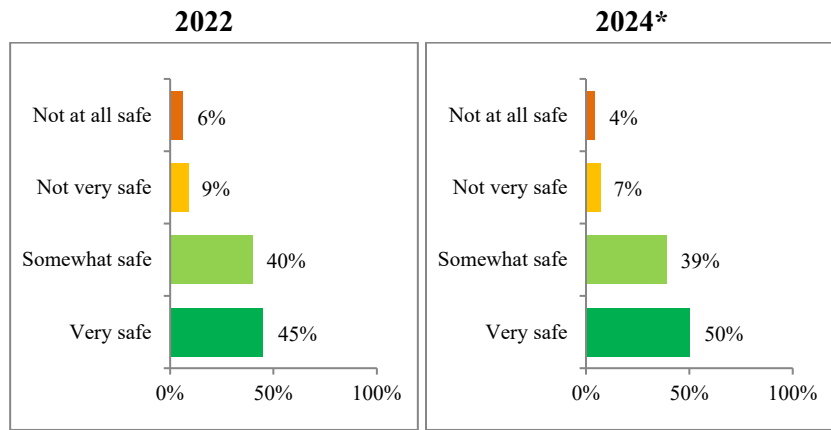
**“What about the City of Milwaukee as a whole? Would you describe the City of Milwaukee as very safe, somewhat safe, not very safe, or not at all safe?”**

Responses to each question were measured on a four-point scale, ranging from “not at all safe” to “very safe.” Figure 5.1 shows that the most common response to the question regarding perceptions of neighborhood safety during the day in 2024 is “very safe” (50%), while 39% say they feel “somewhat safe.” The distribution of resident perceptions of safety within their neighborhoods during the day has shifted significantly in a positive direction since 2022 ( $\chi^2=11.06, p=0.01$ ), reversing a negative shift between 2019 and 2022.

Regarding feelings about neighborhood safety at night, the most common response in 2024 is “somewhat safe” (40%); about 25% say they feel “very safe” in their neighborhoods at night. As with perceptions of safety during the day, the distribution of perceptions of neighborhood safety at night significantly shifted in a positive direction between 2022 and 2024 (Figure 5.2;  $\chi^2=14.27, p=0.00$ ); 16% of residents say they feel “not at all safe” in their neighborhoods at night, down from 21% in 2022.

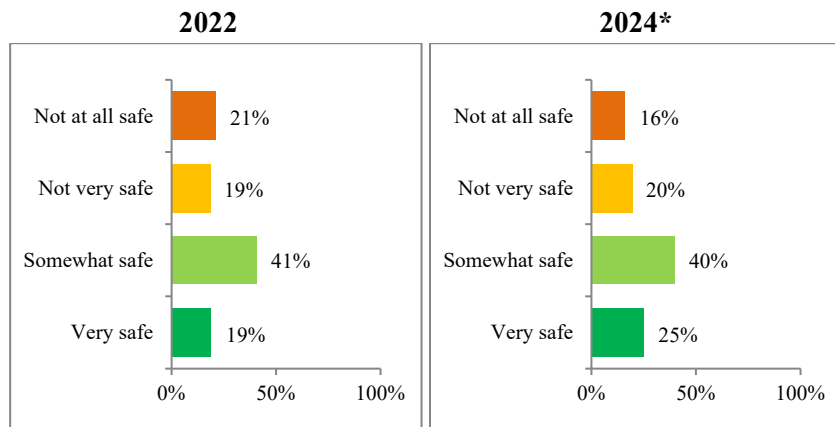
When it comes to perceptions of safety in the City of Milwaukee as a whole, the most common response in 2024 is “somewhat safe” (48%), but just 3% say they view the city as a whole as “very safe” (Figure 5.3). About 49% of residents feel the city as a whole is either “not very safe” or “not at all safe,” down from 61% in 2022. This positive shift in resident perceptions of the safety of the City of Milwaukee as a whole is statistically significant (Figure 5.3;  $\chi^2=38.85, p=0.00$ ). A consistent theme throughout all five waves of this survey has been the tendency of Milwaukee residents to classify the city as a whole as less safe than their own neighborhoods. This continues in 2024; however, interestingly, the positive shift in perceptions between 2022 and 2024 is stronger for the city as a whole than for within neighborhoods, indicating that many residents feel things are improving in the city at large at a faster rate than within their own neighborhoods.

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



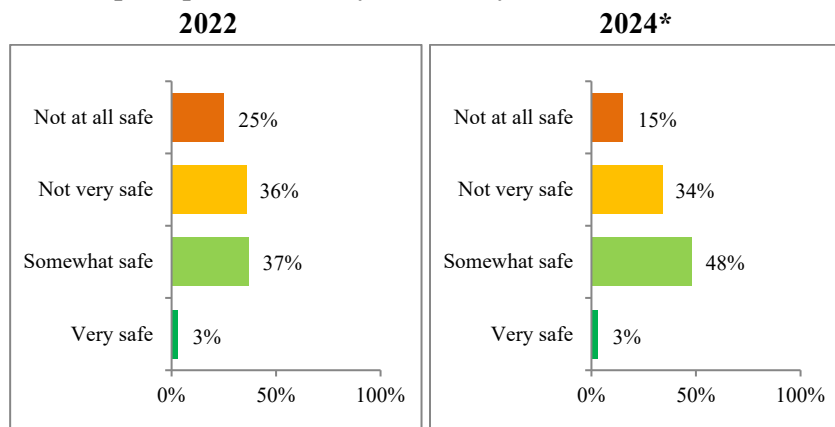
\*denotes a statistically significant change across categories since 2022 (CL=95%)

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



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

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



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

## RECKLESS DRIVING

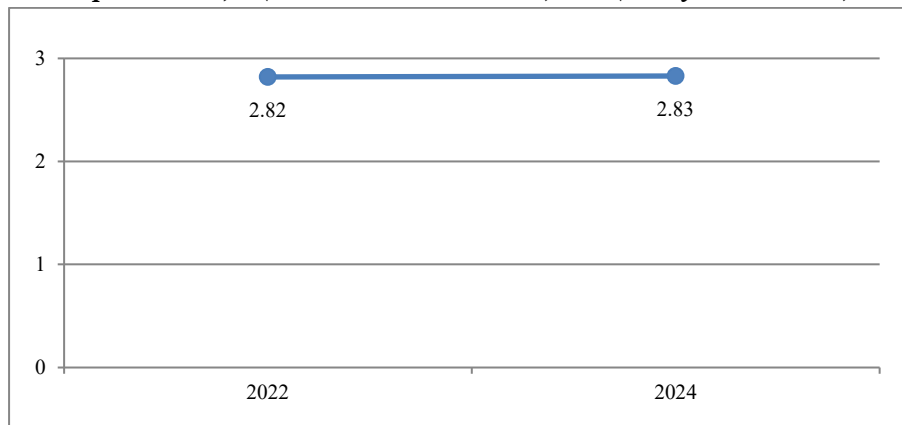
The section of the survey pertaining to perceptions of public safety contains a pair of questions related to reckless driving in the city and the response of the Milwaukee Police Department, first added in the 2022 wave:

**“How concerned are you about reckless driving in the City of Milwaukee?”**

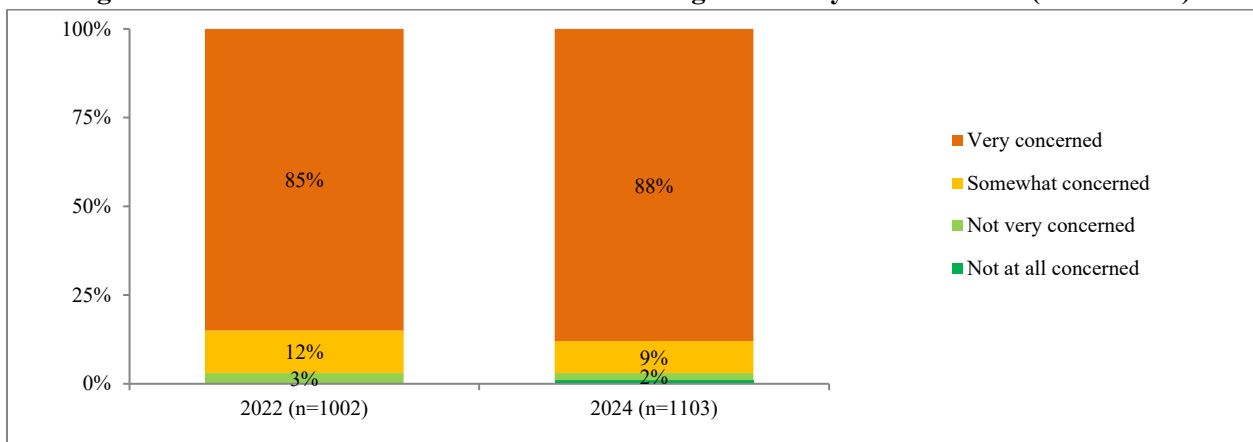
**“How satisfied are you with the City of Milwaukee’s Police Department’s response to reckless driving?”**

Responses to the first question were measured on a four-point scale, ranging from 0 (“not at all concerned”) to 3 (“very concerned”). Figure 6.1 shows that the average response was 2.83, which is closest to “very concerned.” Average level of concern among Milwaukee residents is unchanged since 2022 ( $t=0.70, p=0.49$ ). Figure 6.2 shows that 88% of respondents say they are “very concerned” and another 9% say they are “somewhat concerned.” Just 2% are “not very concerned,” and 1% say they are “not at all concerned.”

**Figure 6.1: Mean level of concern about reckless driving in the City of Milwaukee (2022 - 2024)**  
*4-point scale, 0 (“Not at all concerned”) to 3 (“Very concerned”)*

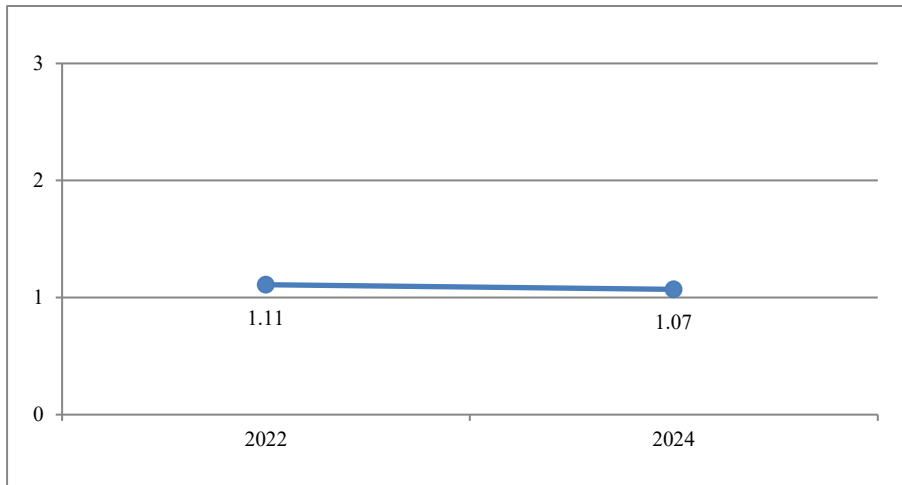


**Figure 6.2: Level of concern about reckless driving in the City of Milwaukee (2022 - 2024)**

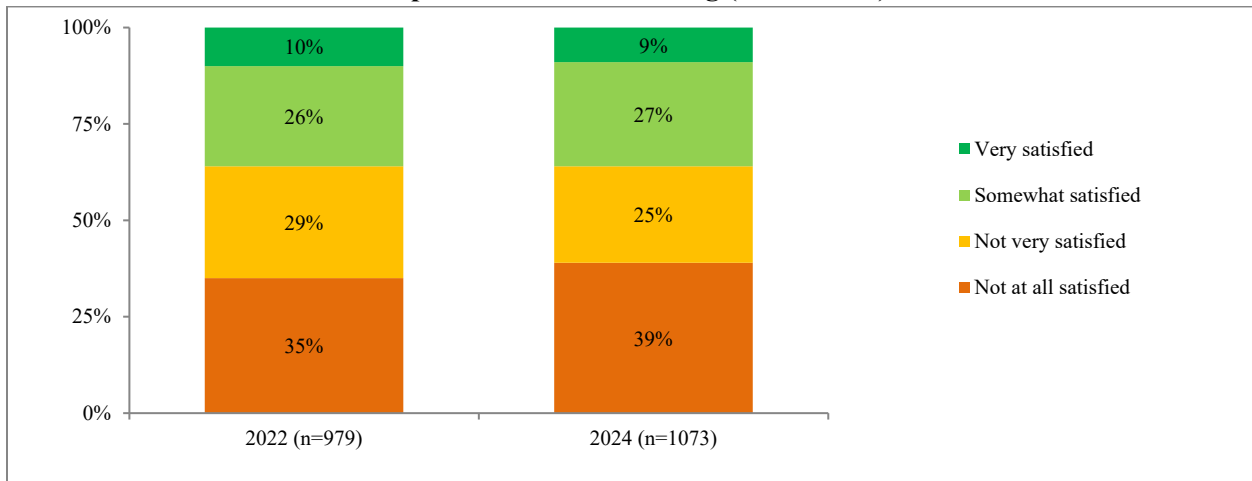


Responses to the question about the Milwaukee Police Department’s response to reckless driving were measured on a four-point scale, ranging from 0 (“not at all satisfied”) to 3 (“very satisfied”). Figure 6.3 shows that the average response is 1.07, which is closest to “not very satisfied.” This is not significantly different than the average response from 2022 ( $t=-1.07, p=0.29$ ). Figure 6.4 shows that just 9% of Milwaukee residents are “very satisfied,” 27% are “somewhat satisfied,” 25% are “not very satisfied,” and 39% are “not at all satisfied.”

**Figure 6.3: Mean level of satisfaction with the Milwaukee Police Department’s response to reckless driving (2022 - 2024)**  
*4-point scale, 0 (“Not at all satisfied”) to 3 (“Very satisfied”)*



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





## RESIDENT EXPERIENCES WITH THE 911 SYSTEM

Residents were asked about their recent experiences and perceptions regarding the 911 system:

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

**“Thinking now about just the most recent time that you called 911, were you seeking police assistance, emergency medical assistance, fire department assistance, or some other type of assistance?”**

**“During your most recent call to 911, how satisfied were you with the service provided by the 911 operator?”**

**“Thinking about this same call, would you describe the amount of time you were placed on hold before being connected to the service you were seeking as acceptable or unacceptable?”**

About 26% of Milwaukee residents report having called 911 at least once within the last year. Table 7.1 shows that this is a statistically significant decrease compared to 2022 ( $\chi^2=4.13$ ,  $p=0.04$ ). About 54% of those who called 911 were seeking police assistance during their most recent call, while 33% were seeking emergency medical assistance, 5% were seeking fire department assistance, and the remaining 8% were looking for some other type of assistance. This distribution of contact reasons is not significantly different than in 2022 (Table 7.2;  $\chi^2=1.83$ ,  $p=0.61$ ).

**Table 7.1: Proportion of residents who report 1+ 911 call for any reason during the past 12 months (2022 – 2024)**

		Survey year	
		2022	2024*
During the past 12 months, have you called 911 for any reason, including police, fire, or emergency medical assistance?	No	697 70%	818 74%
	Yes	300 30%	289 26%
Total		997 100%	1107 100%

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

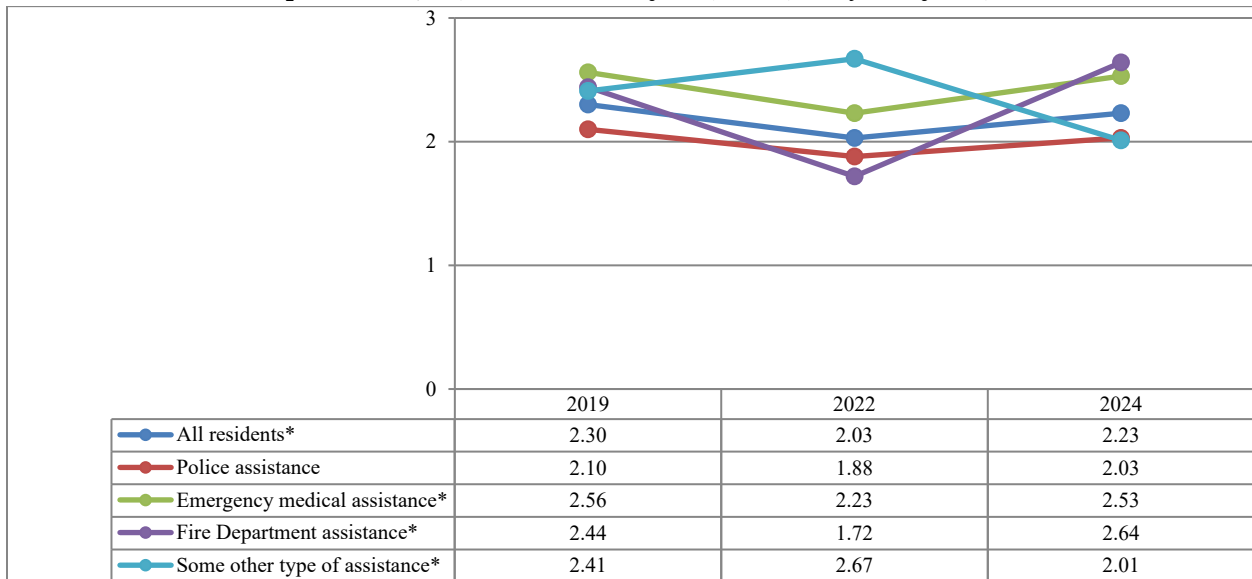
**Table 7.2: Type of service sought during most recent 911 call (2022 – 2024)**

		Survey year	
		2022	2024
Thinking now about just the most recent time that you called 911, were you seeking...	Police assistance	176 58%	155 54%
	Emergency medical assistance	85 28%	95 33%
	Fire Department assistance	19 7%	15 5%
	Some other type of assistance	22 7%	23 8%
Total		302 100%	288 100%

Responses to the question about satisfaction with the service provided by the 911 operator during their most recent call were captured on a four-point scale, ranging from 0 (“not at all satisfied”) to 3 (“very satisfied”). Figure 7.1 shows that the mean level of satisfaction across all residents in 2024 was 2.23, closest to “somewhat satisfied.” This represents a statistically significant increase since 2022 ( $t=2.26$ ,  $p=0.02$ ). Of the types of assistance requested, Fire Department assistance received the highest average satisfaction rating (2.64), a statistically significant increase from 2022 ( $t=2.82$ ,  $p=0.01$ ). Emergency medical assistance had the next highest rating (2.53); this was a statistically significant increase since 2022 ( $t=2.25$ ,  $p=0.03$ ), although of a smaller magnitude. The average satisfaction rating for Police assistance (2.03) was not significantly different compared to 2022 ( $t=1.13$ ,  $p=0.26$ ). The rating for other types of assistance (2.01) was significantly lower when compared to 2022 ( $t=-2.03$ ,  $p=0.05$ ).

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

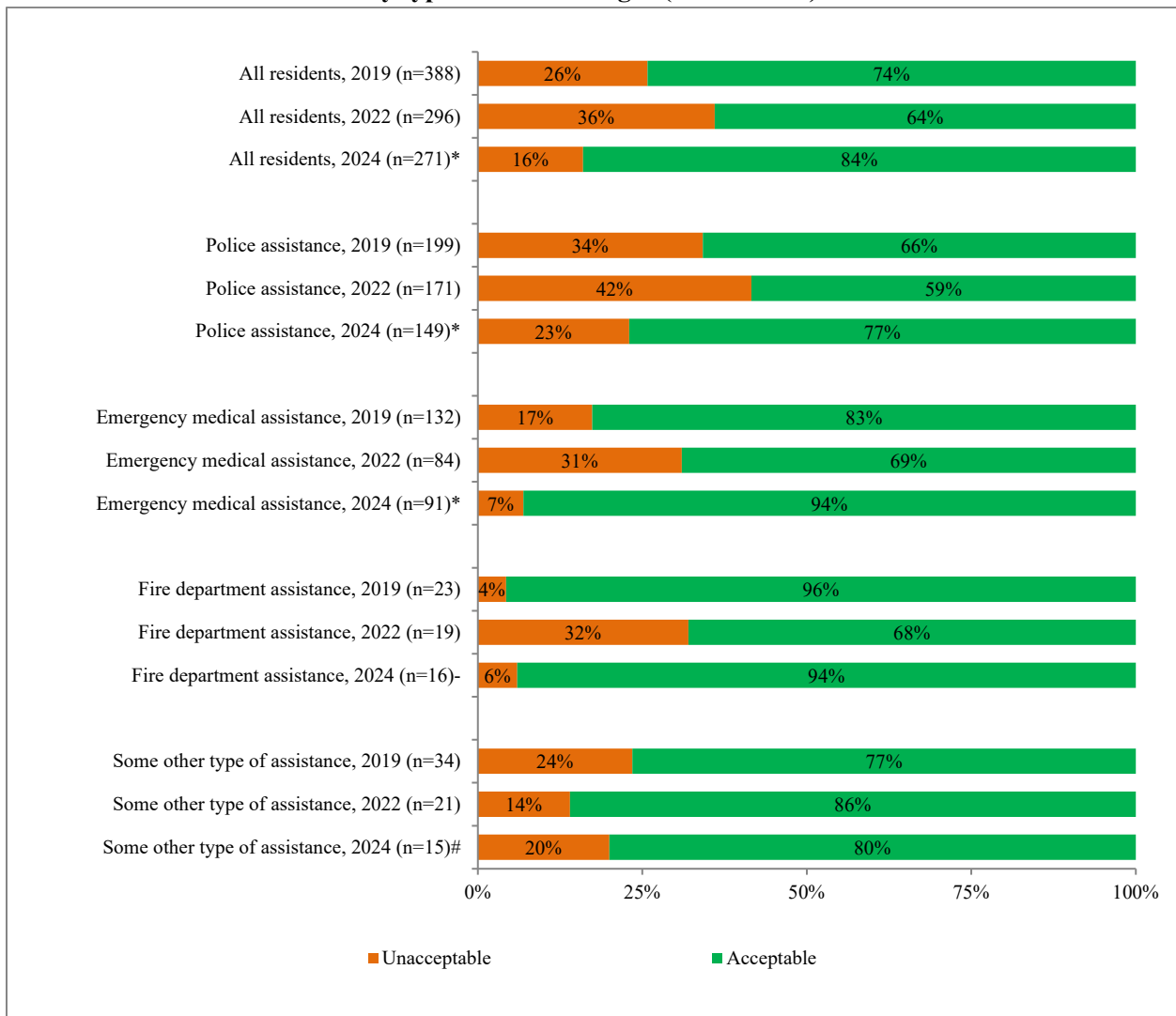
*4-point scale, 0 (“Not at all satisfied”) to 3 (“Very satisfied”)*



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

In 2024, about 84% of Milwaukee residents with at least one recent 911 call found the amount of time they spent on hold before being connected to the service they were seeking during their most recent call acceptable. Figure 7.2 shows that this represents a large and significant increase when compared to 2022 (64%;  $\chi^2=28.71, p=0.00$ ). Those requesting *police assistance* were most likely to say their hold time was unacceptable (23%), while those requesting *fire department assistance* were least likely to hold that view (6%). About 7% said they found wait times unacceptable when they were calling about *emergency medical assistance*, and 16% said wait times were unacceptable among residents seeking *some other type of assistance*. In terms of change over time, residents were significantly less likely to view their wait times as unacceptable in 2024 when compared to 2022 if they were seeking *police assistance* ( $\chi^2=12.63, p=0.00$ ) or *emergency medical assistance* ( $\chi^2=17.35, p=0.00$ ). Improvements were also seen relative to the other categories of assistance as well, but the low number of responses for those categories precludes cross-category statistical tests.

**Figure 7.2: Perceived acceptability of time placed on hold before being connected, by type of service sought (2019 – 2024)**



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

#denotes insufficient number of responses for cross-category statistical test

## RESIDENT-INITIATED CONTACTS WITH MILWAUKEE POLICE

A section of the survey was devoted to investigating opinions regarding resident-initiated contacts with the Milwaukee Police Department or Milwaukee police officers. In 2024, about 36% of Milwaukee residents report that they approached or sought help (including through the 911 telephone system) from the Milwaukee police within the 12 months prior to being surveyed (Table 8.1). This is a statistically significant decrease when compared with 2022 (41%;  $\chi^2=4.85, p=0.03$ ).

Reported frequencies of resident-initiated contacts are displayed in Figure 8.1; about 41% 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. The frequency distribution of self-reported contacts with police within the 12 months prior to being surveyed did not change significantly between 2022 and 2024 ( $\chi^2=0.31, p=0.58$ ).

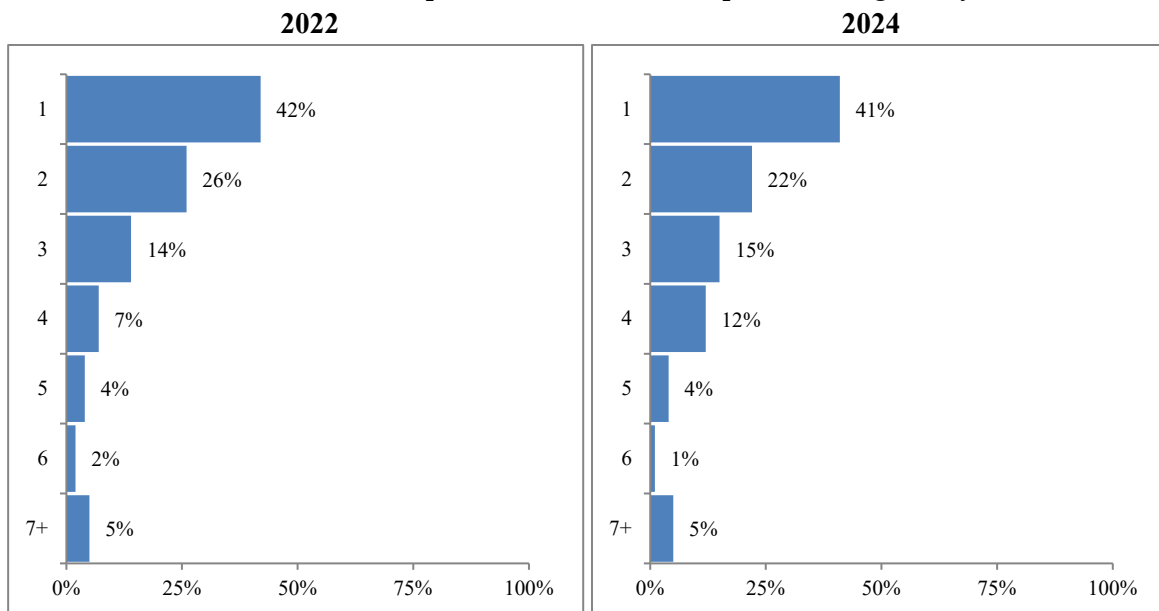
**Table 8.1: Recent resident-initiated contact with Milwaukee police (2022 – 2024)**

		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]*



Residents who reported contacting the Milwaukee Police Department at least once within the past 12 months were asked about their most recent contact; was it to report a crime, or was the contact for some other reason? Table 8.2 shows that 66% of residents say their most recent contact was to report a crime, while 35% say their most recent contact with the Milwaukee police was for other reasons. The observed change between 2022 and 2024 is not statistically significant ( $\chi^2=0.84, p=0.36$ ).

**Table 8.2: Reason for most recent resident-initiated police contact (2022 – 2024)**

		Survey year	
		2022	2024
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	252 62%	260 66%
	Other reason	152 38%	137 35%
Total		404 100%	397 100%

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 in order to measure the perceived quality of the assistance the Milwaukee Police Department offers. First, residents in this group were asked whether or not they were treated fairly; 67% agree that they had been treated with fairness (Table 8.3). Perceptions of fairness during resident-initiated police contacts have not changed significantly since 2022 ( $\chi^2=0.19, p=0.66$ ).

**Table 8.3: Perceptions of fair treatment during most recent resident-initiated police contact (2022 – 2024)**

		Survey year	
		2022	2024
Do you feel that you were treated fairly?	No	122 32%	125 33%
	Yes	262 68%	251 67%
Total		384 100%	376 100%

When asked about situational competence, 54% of residents say police acted competently the last time they were summoned (Table 8.4). The observed proportion is unchanged since 2022 ( $\chi^2=0.03, p=0.96$ ).

When asked about police professionalism during their most recent resident-initiated contact with Milwaukee police, 66% say the police acted professionally (Table 8.5). This represents a small increase since 2022 when 64% said they felt the police handled their most recent request for assistance with professionalism; however, the change is not statistically significant ( $\chi^2=0.38, p=0.54$ ).

**Table 8.4: Perceptions of competence during most recent resident-initiated police contact (2022 – 2024)**

		Survey year	
		2022	2024
Do you feel that the situation or request was handled with competence?	No	168 46%	171 46%
	Yes	201 54%	203 54%
Total		369 100%	374 100%

**Table 8.5: Perceptions of professionalism during most recent resident-initiated police contact (2022 – 2024)**

		Survey year	
		2022	2024
Do you feel that the situation or request was handled with professionalism?	No	135 36%	127 34%
	Yes	241 64%	249 66%
Total		376 100%	376 100%

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 8.6 shows that most residents were either “very satisfied” (38%) or “somewhat satisfied” (26%) with the level of police courtesy extended to them. The distribution of satisfaction with police courtesy has not shifted significantly since 2022 ( $\chi^2=1.51, p=0.68$ ).

**Table 8.6: Satisfaction with level of courtesy during most recent resident-initiated police contact (2022 – 2024)**

		Survey year	
		2022	2024
How satisfied were you with the level of courtesy extended to you? Would you say...	Not at all satisfied	84 21%	91 23%
	Not very satisfied	47 12%	52 13%
	Somewhat satisfied	114 28%	100 26%
	Very satisfied	155 39%	303 38%
Total		400 100%	546 100%

Residents who reported initiating contact with Milwaukee police at least once within the last year were asked about the level of compassion shown by police during their most recent contact. While residents were once again most likely to be satisfied (either “very” [33%] or “somewhat” [28%]), Table 8.7 shows that perceptions of police compassion during resident-initiated contacts have undergone a statistically significant change since 2022 ( $\chi^2=8.23, p=0.04$ ). Polarization in opinion on this topic has decreased; relatively fewer residents report being “not at all satisfied” or “very satisfied.”

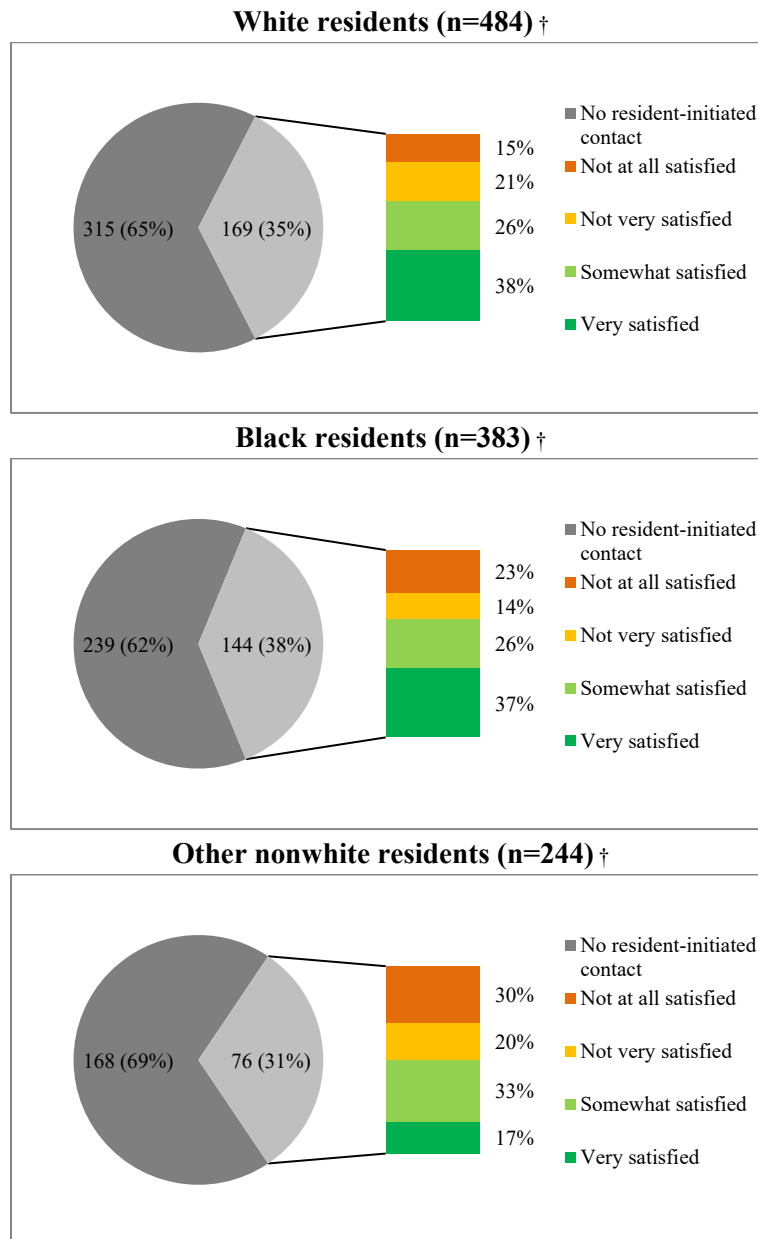
**Table 8.7: Satisfaction with level of compassion during most recent resident-initiated police contact (2022 – 2024)**

		Survey year	
		2022	2024*
How satisfied were you with the level of compassion shown to you?	Not at all satisfied	99 26%	81 21%
	Not very satisfied	46 12%	71 18%
	Somewhat satisfied	99 25%	107 28%
	Very satisfied	145 37%	130 33%
Total		389 100%	389 100%

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

Figure 8.2 shows how resident-initiated contacts were distributed across racial groups in 2024, along with the aggregate levels of satisfaction with perceived level of police compassion during those interactions for each racial group. The proportions of each group that sought police assistance in 2024 are once again comparable; 35% of white residents, 38% of black residents, and 31% of other nonwhite residents. However, aggregate resident level of satisfaction with compassion shown to them by police during those interactions differed significantly by resident race ( $\chi^2=17.51, p=0.01$ ); 15% of white residents are “not at all satisfied” with the level of compassion shown to them, compared to 23% of black residents and 30% of other nonwhite residents. Conversely, 38% of white residents are “very satisfied,” compared with 37% of black residents and 17% of other nonwhite residents.

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



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

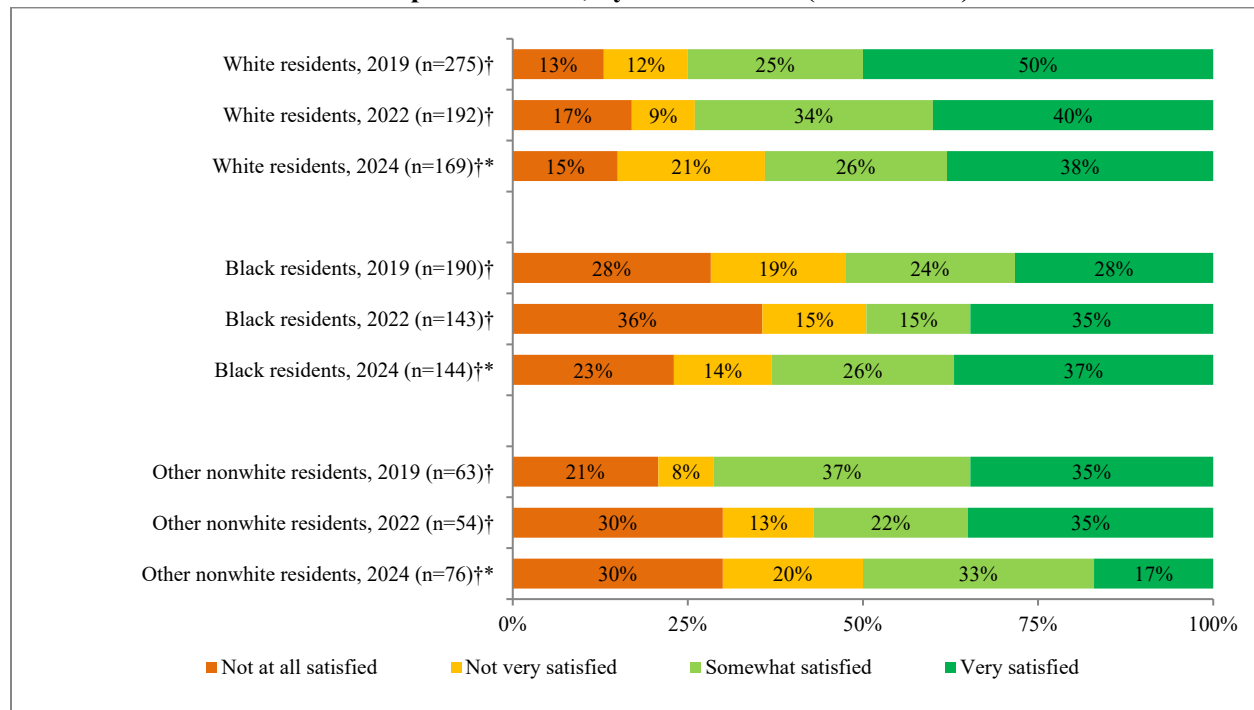
Analysis of data collected during past waves has yielded strong evidence that a lack of satisfaction with the level of compassion shown during resident-initiated contacts with Milwaukee police is an important individual-level determinant of overall dissatisfaction with the Milwaukee Police Department, and that aggregate levels of dissatisfaction within racial subgroups serve as markers by which members of each group who lack recent experiences judge the Milwaukee Police Department. At the level of the individual resident, among those who recently contacted the police for help, evaluation of police compassion during the most recent resident-initiated contacts serves as a better predictor of ultimate overall satisfaction with



the Milwaukee Police Department than does the race of the resident; however, among those without recent personal experience with police, the aggregate level of satisfaction with compassion shown during recent police interactions among other members of each resident’s racial group is the best predictor of overall satisfaction with the Milwaukee Police Department.<sup>8</sup>

In 2024, the relationship between overall satisfaction with Milwaukee police and perceptions of the level of police compassion during resident-initiated contacts once again appears to be strong among white and black Milwaukee residents. Figure 8.3 shows that perceptions of police compassion have worsened significantly among white residents since 2022 ( $\chi^2=8.57, p=0.04$ ), continuing a trend from 2019. During the same time period, overall satisfaction has decreased significantly among this group (Figure 1.6). Simultaneously, perceptions of police compassion have improved significantly among black residents ( $\chi^2=8.87, p=0.03$ ), and overall satisfaction has kept pace. Among other nonwhite residents, change in perceptions of compassion shown by police since 2022 is not statistically significant ( $\chi^2=6.62, p=0.10$ ). During this same timeframe, overall satisfaction with Milwaukee police among other nonwhite residents has improved significantly; this can be attributed at least in part to lower rates of resident-initiated contacts among this group. The significant decrease in reported resident-initiated police contacts noted in Table 8.2 is driven primarily by other nonwhite residents (31% in 2024, compared to 43% in 2022).<sup>9</sup> Fewer calls for help among this group of residents yield fewer opportunities for police to make the kind of negative impressions that tend to motivate overall dissatisfaction with police.

**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%)

<sup>8</sup> 2017 City of Milwaukee Police Satisfaction Survey Findings Report; Page 18; Figure 2.11

<sup>9</sup> 2022 City of Milwaukee Police Satisfaction Survey Findings Report; Page 33; Figure 8.2

## POLICE-INITIATED CONTACTS WITH RESIDENTS

In 2024, 16% of Milwaukee residents report one or more Milwaukee police-initiated contacts within the past 12 months. Table 9.1 shows no significant change when compared with 2022 ( $\chi^2=1.37, p=0.24$ ).

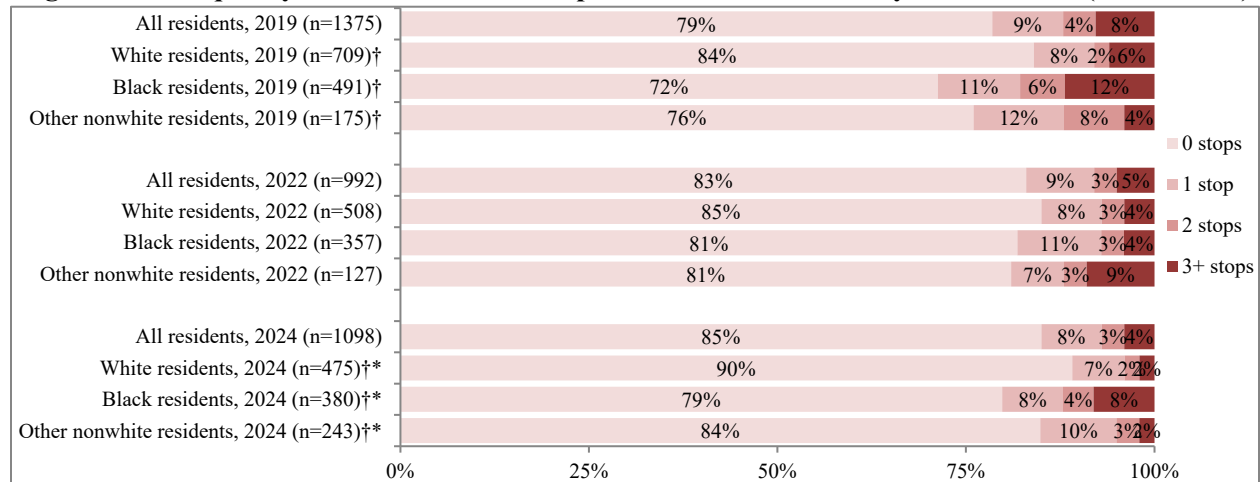
**Table 9.1: Recent police-initiated contact (2022 – 2024)**

		Survey year	
		2022	2024
Has a Milwaukee police officer initiated contact with you at any time in the past 12 months?	No	812 82%	920 84%
	Yes	180 18%	178 16%
Total		992 100%	1098 100%

Figure 9.1 shows that residents who report having been contacted by a Milwaukee police officer in 2024 are most likely to say they had been contacted exactly once; those with exactly one contact account for 8% of all residents. About 3% of all residents report two contacts, and the remaining 4% report three or more contacts. About 85% of residents say they had no police-initiated contacts in the past year. This distribution of police contact frequencies across Milwaukee residents in 2024 is not significantly different when compared to 2022 ( $\chi^2=1.37, p=0.24$ ).

Figure 9.1 also shows that significant gaps across racial lines in the rates of reported police-initiated contacts have re-emerged in 2024, after having eased in 2022. Over this span, black residents became more likely to report police-initiated contacts and higher frequencies of them ( $\chi^2=8.78, p=0.03$ ), while white residents ( $\chi^2=8.23, p=0.04$ ) and other nonwhite residents ( $\chi^2=9.49, p=0.02$ ) became less likely to report these kinds of contacts, and those with contacts reported fewer of them. The observed differences in the distributions of contacts across racial groups in 2024 are statistically significant ( $\chi^2=10.03, p=0.01$ ).

**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%)

Residents who indicated Milwaukee police initiated contact with them at least once over the course of the past year were asked follow-up questions regarding the context of their most recent contact. Figure 9.2 shows the relative frequency of different contexts for these contacts; 26% of the most recent police-initiated stops occurred while the resident was driving a motor vehicle, 3% occurred while the resident was a passenger in a motor vehicle, 28% occurred while the resident was on foot in a public place, and the remaining 44% of police-initiated contacts occurred in various other contexts. The distribution of police contacts across different contexts has not changed significantly since 2022 ( $\chi^2=0.98, p=0.64$ ).

**Figure 9.2: Context of most recent police-initiated contact (2022 – 2024)**

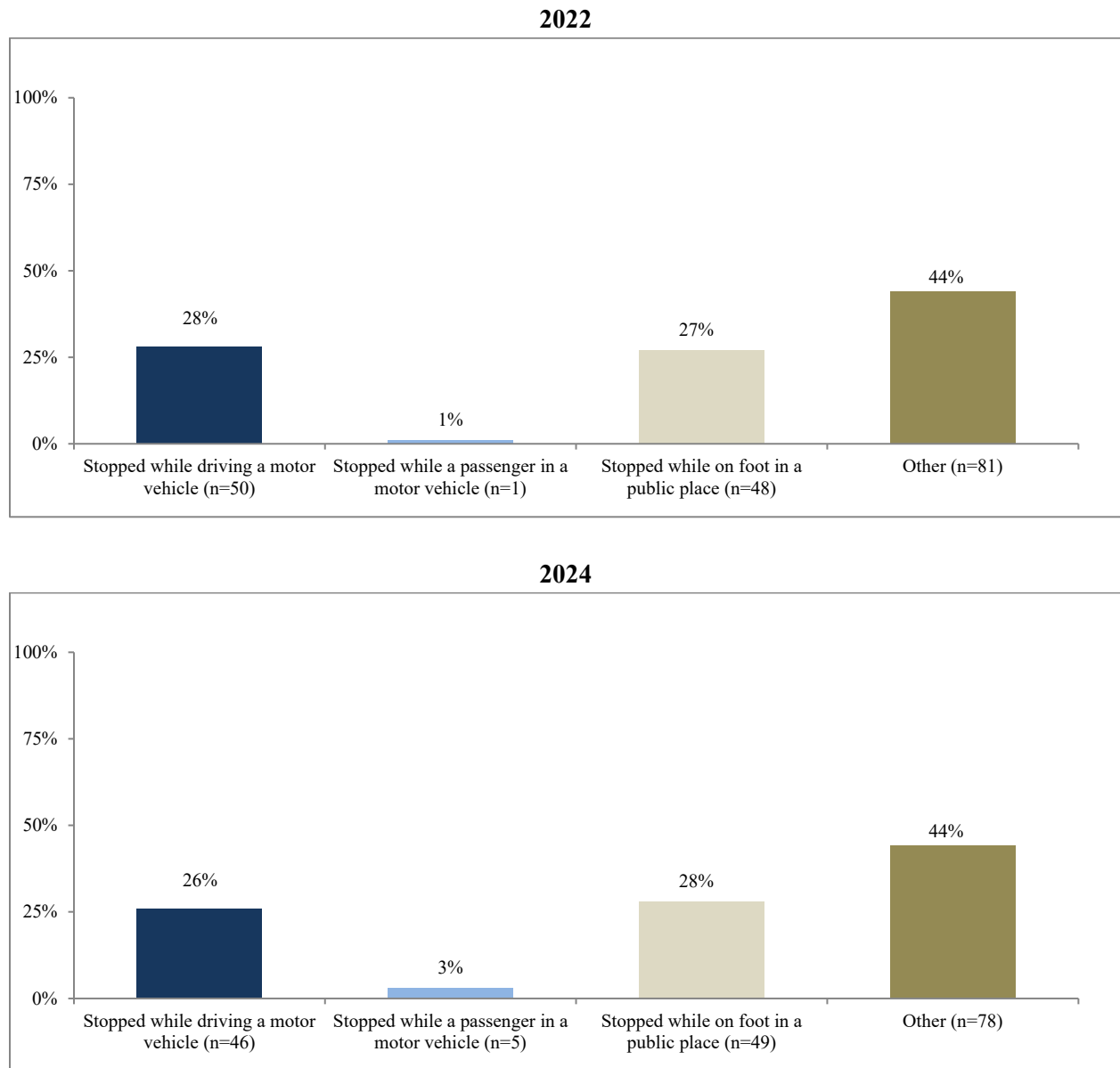


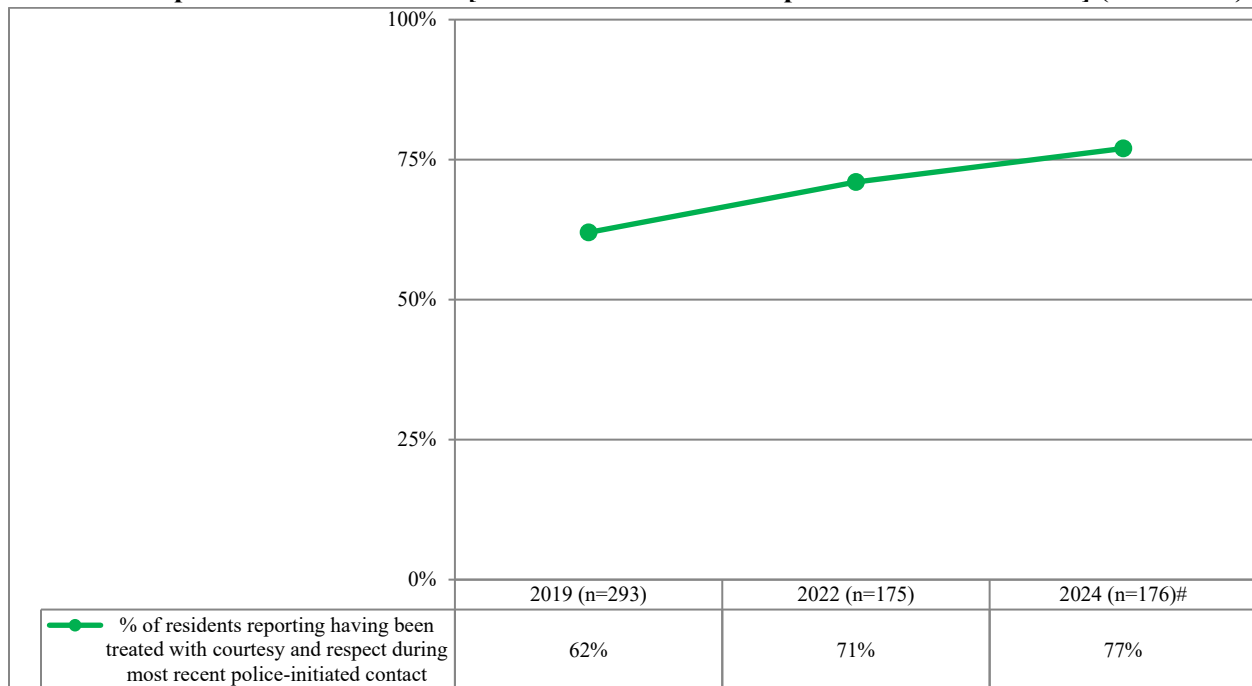
Table 9.2 shows that about 19% of those contacted at least once by police during in the past 12 months report having received a ticket, consistent with the pattern from 2022 ( $\chi^2=0.23, p=0.63$ ).

**Table 9.2: Proportion of residents that received a ticket during most recent police-initiated contact (2022 – 2024)**

		Survey year	
		2022	2024
Were you given a ticket?	No	135 83%	139 81%
	Yes	28 17%	33 19%
Total		163 100%	172 100%

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 different dimensions of their most recent police-initiated interaction. About 77% of Milwaukee residents who experienced police-initiated contacts within 12 months of being surveyed in 2024 feel that they were treated with courtesy and respect during their most recent contact; although this represents an improvement over the 71% reported in 2022, the difference falls short of statistical significance (Figure 9.3;  $\chi^2=1.88, p=0.17$ ). However, this improvement is part of a multi-year trend dating back to 2019; the difference between 2019 and 2024 (62% to 77%) is statistically significant ( $\chi^2=11.09, p=0.01$ ).

**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%)

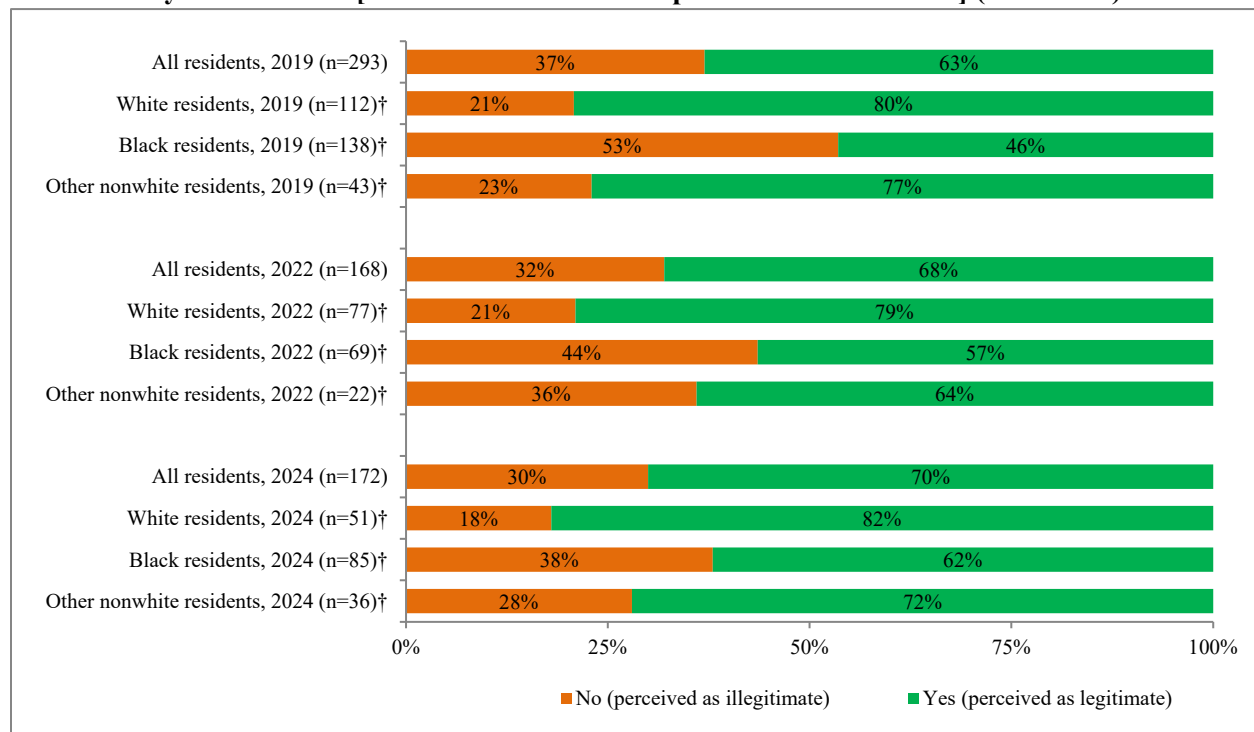
About 70% of those who report having been contacted by Milwaukee police in 2024 feel the officers had a legitimate reason for initiating that contact, while the remaining 30% felt the contact was unjustified (Table 9.3). The small observed change since 2022 is not statistically significant ( $\chi^2=0.25, p=0.62$ ).

**Table 9.3: Proportion of residents viewing reason for most recent police-initiated contact as legitimate (2022 – 2024)**

		Survey year	
		2022	2024
Would you say that the police had a legitimate reason for initiating the contact?	No	54 32%	51 30%
	Yes	114 68%	121 70%
Total		168 100%	172 100%

Significant differences in the perceived legitimacy of contacts initiated by the Milwaukee Police Department across racial lines persist in 2024. Figure 9.4 shows that 38% of black residents with a recent police-initiated contact saw the reason for the most recent contact as illegitimate, compared to 28% of other nonwhites and just 18% of whites ( $\chi^2=6.19, p=0.04$ ). Observed change in opinion within racial groups between 2022 and 2024 for whites ( $\chi^2=0.19, p=0.66$ ), blacks ( $\chi^2=0.53, p=0.46$ ), and other nonwhites ( $\chi^2=0.47, p=0.49$ ) all fail to achieve statistical significance.

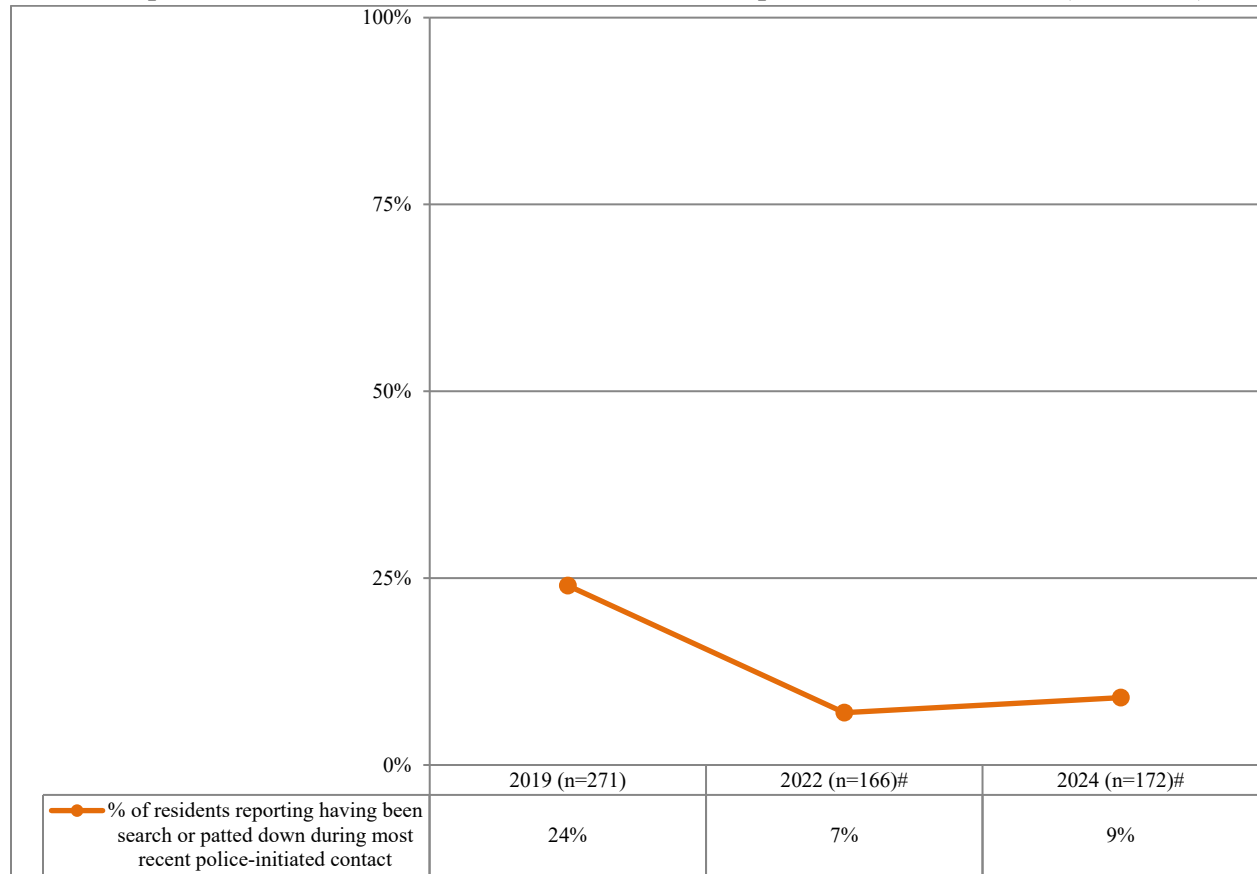
**Figure 9.4: Perception of legitimacy of reason for most recent police-initiated contact, by resident race [residents with 1+ recent police-initiated contact] (2019-2024)**



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

Residents who were stopped or approached by Milwaukee police were asked if they were patted down or searched during their most recent contact; in 2024, 9% indicate they had. This is not significantly different than the proportion reported in 2022 (Figure 9.5;  $\chi^2=0.52, p=0.47$ ).

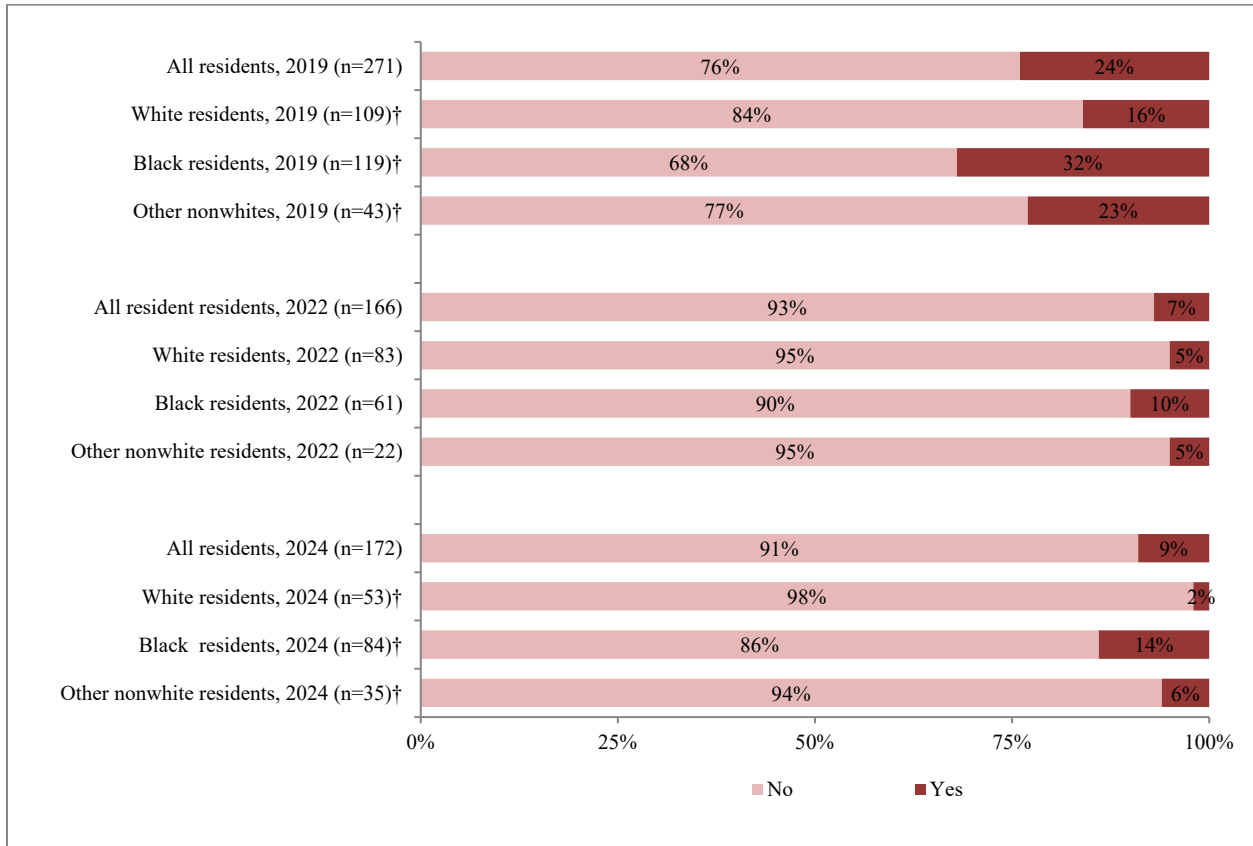
**Figure 9.5: Proportion of residents reporting having been searched or patted down during most recent police-initiated contact [residents with 1+ recent police-initiated contact] (2019-2024)**



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

Reported rates of being searched or patted down among those stopped or approached by Milwaukee police varies significantly by race once again in 2024, after the pattern of inequity relaxed in 2022. While the observed decrease *over time* in reported searches among white residents and the observed increase *over time* in reported searches among black residents do not individually meet the threshold for statistical significance (Figure 9.6;  $t=0.59, p=0.56$ ;  $t=0.73, p=0.46$ ), the resulting gap between reported rates *across racial groups in 2024* is statistically significant ( $\chi^2=3.76, p=0.05$ ). While overall reported rates of search remain at a relatively low rate (consistent with what was reported in 2022), black and other nonwhite residents are now more than three times as likely to report having been searched or patted down during their last police-initiated contact than are white residents.

**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 9.4 shows that among residents who were searched or patted down by police during their most recent police-initiated contact, 39% felt that the search was illegitimate. This is not a statistically significant difference when compared with 2022 ( $t=0.61, p=0.55$ ).

**Table 9.4: Perceived legitimacy of reason for search during most recent police-initiated contact (2022 – 2024)**

		Survey year	
		2022	2024
Would you say that the police had a legitimate reason for searching you?	No	8 75%	8 62%
	Yes	3 25%	5 39%
Total		11 100%	13 100%

About 3% of Milwaukee residents report having been arrested after their most recent police stop (Table 9.5) The proportion of those reporting arrest as the outcome of their most recent police-initiated interaction has not changed significantly since 2022 ( $\chi^2=2.11, p=0.15$ ).

**Table 9.5: Arrested during most recent police-initiated contact (2022 – 2024)**

		Survey year	
		2022	2024
During the most recent time you were stopped or approached by a Milwaukee police officer, were you arrested?	No	166 93%	172 97%
	Yes	12 7%	6 3%
Total		178 100%	178 100%

About 17% of residents who report having been arrested during their most recent contact say the reason was legitimate (Table 9.6). Very small response counts for this question prevents us from engaging in meaningful statistical analysis of this change over time across this subset of residents.

**Table 9.6: Perceived legitimacy of arrest reason during most recent police-initiated contact (2022 – 2024)**

		Survey year	
		2022	2024
Would you say that the police had a legitimate reason for arresting you?	No	11 92%	5 83%
	Yes	1 8%	1 17%
Total		12 100%	6 100%

Table 9.7 shows that 50% of those who were arrested during their most recent police-initiated contact say force was used against them. Very small response counts for this question prevents us from engaging in meaningful statistical analysis of this change over time across this subset of residents.

**Table 9.7: Use of force during arrest resulting from most recent police-initiated contact (2022 – 2024)**

		Survey year	
		2022	2024
Did the police use force against you when you were arrested?	No	3 23%	3 50%
	Yes	9 77%	3 50%
Total		12 100%	6 100%



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 9.8 shows that in 2022, 100% of such residents said the use of force they experienced was excessive. In 2024, 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=3), it is unlikely that observed sample characteristics are a good representation of overall population characteristics. It is likely that the vast majority of residents that are arrested after having had force used on them feel that the use of force was excessive, but it is not possible to accurately estimate the magnitude of that majority without a much larger sample.

**Table 9.8: Perception of use of force during arrest resulting from most recent police-initiated contact (2022 – 2024)**

		Survey year	
		2022	2024
Do you feel the use of force was excessive?	No	0 0%	0 0%
	Yes	9 100%	3 100%
Total		9 100%	3 100%

There is not sufficient data to analyze reported patterns of arrests and use of force by race, but resident race is key to understanding how other patterns of policing in Milwaukee influence and structure aggregate overall satisfaction with police in 2024.

## RESIDENT EXPERIENCES WITH CRIME

In 2024, Milwaukee residents were once again asked about their exposure to crime. About 25% of residents report having been victimized at least once within the City of Milwaukee during the 12 months prior to being surveyed (Table 10.1), a small increase over 2022 (22%); however, this change is not statistically significant ( $\chi^2=2.48, p=0.12$ ). Of those reporting recent victimization in the past 12 months, 44% say they have experienced more than one crime, compared to 40% in 2022 (Table 10.2); however, this observed change is not statistically significant ( $\chi^2=1.10, p=0.30$ ).

**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%

In 2024, among those who reported having been the victim of exactly one crime over the past year, about 33% say they failed to report the incident to police, up from just 13% in 2022 (Table 10.3;  $\chi^2=12.20, p=0.00$ ). This represents a very large and statistically significant increase in non-reporting of crime.

Of those who report having been the victim of multiple crimes over that same time span, in 2024, 59% said they failed to report at least one of those crimes to the Milwaukee Police Department, up from 53% in 2022. (Table 10.4). This increase in non-reporting among those who report multiple instances of recent victimization is not statistically significant ( $\chi^2=0.87, p=0.35$ ).

**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%

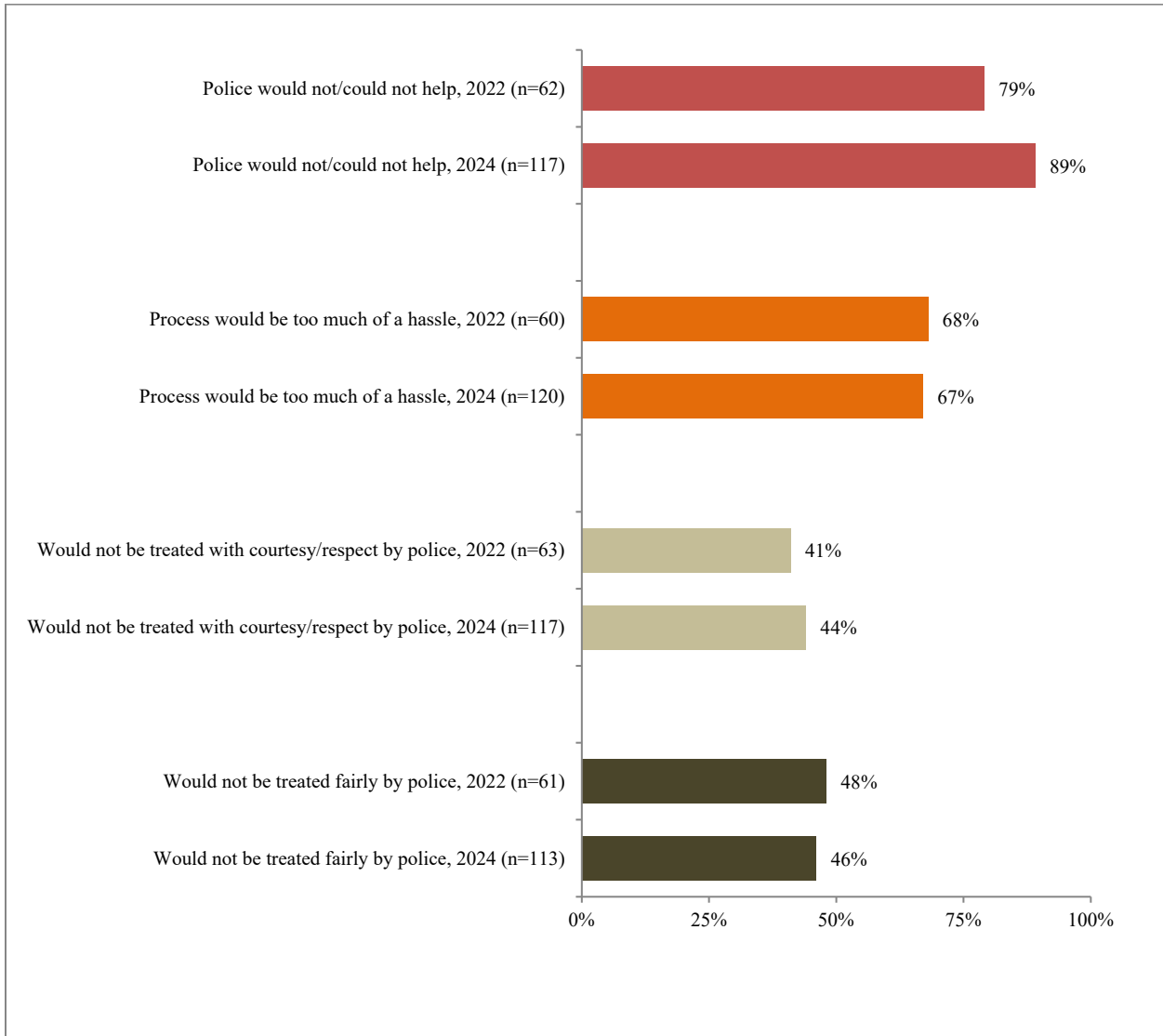
\*denotes a statistically significant change across categories since 2022 (CL=95%)

**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%

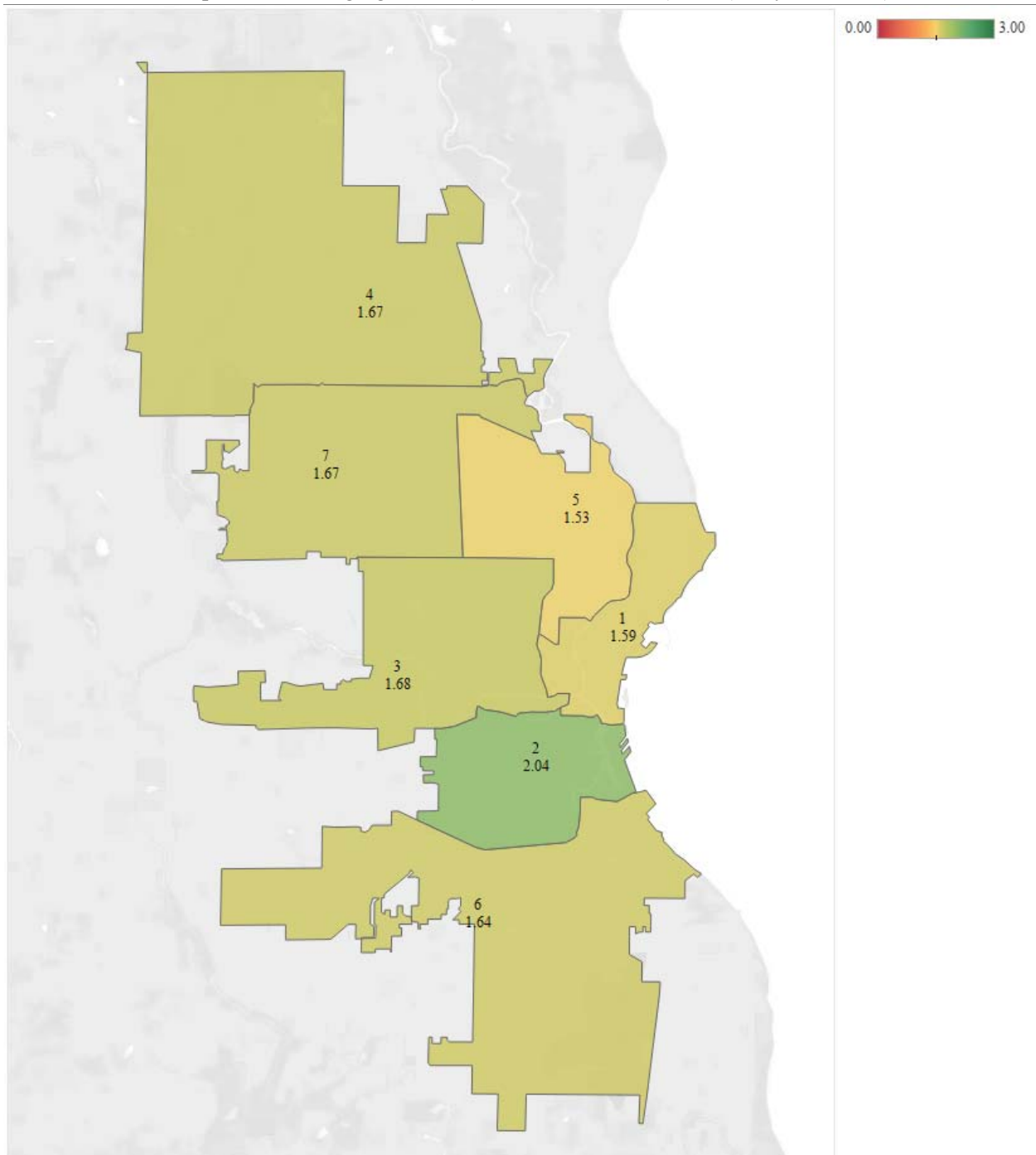
Residents who declined to report at least one instance of crime to the Milwaukee Police Department were presented with a range of possible considerations that may have influenced their decision to not file a report. Figure 10.1 summarizes resident reactions to these considerations; the most common considerations that influence residents when choosing to not report crimes are the beliefs that the police would not or could not help (about 89% of victimized non-reporters hold this view) and the belief that the process of reporting would be too much of a hassle (67% of victimized non-reporters hold this view). About 44% were discouraged by the notion that the police might not treat them with courtesy or respect, and 46% say they were influenced by the consideration that they would not receive fair treatment by police. Although some of these measures have changed slightly since 2022, none of the observed differences pass the threshold for statistical significance (*Police would not/could not help*:  $\chi^2=3.17$ ,  $p=0.08$ ; *Process would be too much of a hassle*:  $\chi^2=0.05$ ,  $p=0.82$ ; *Would not be treated with courtesy/respect by police*:  $\chi^2=0.17$ ,  $p=0.68$ ; *Would not be treated fairly by police*:  $\chi^2=0.04$ ,  $p=0.85$ ).

**Figure 10.1: Reasons for not reporting crimes to the Milwaukee Police Department (2022 – 2024)**  
*[Residents who experienced being the victim of at least one crime AND did not report a crime]*

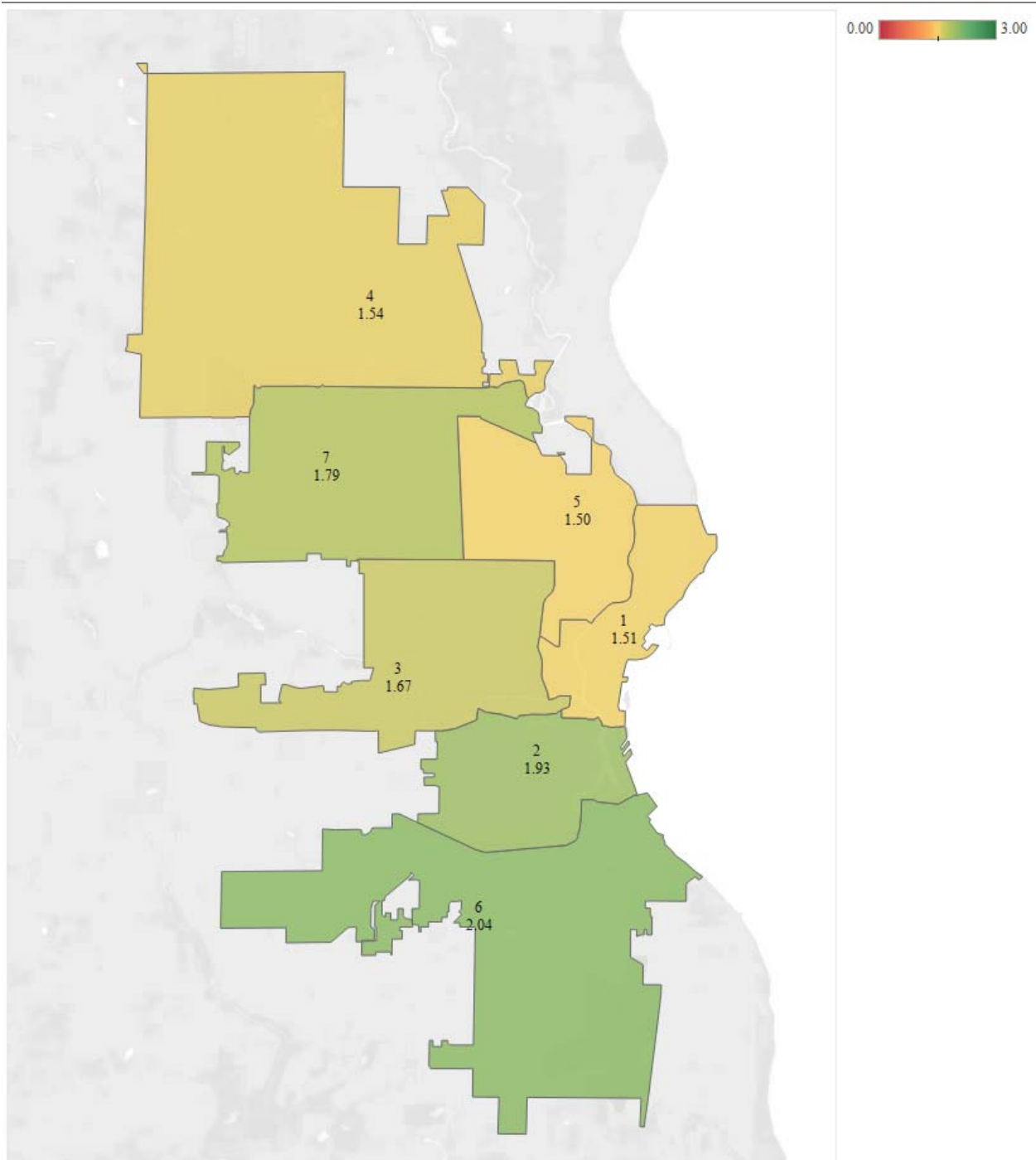


## RESULTS BY POLICE DISTRICT

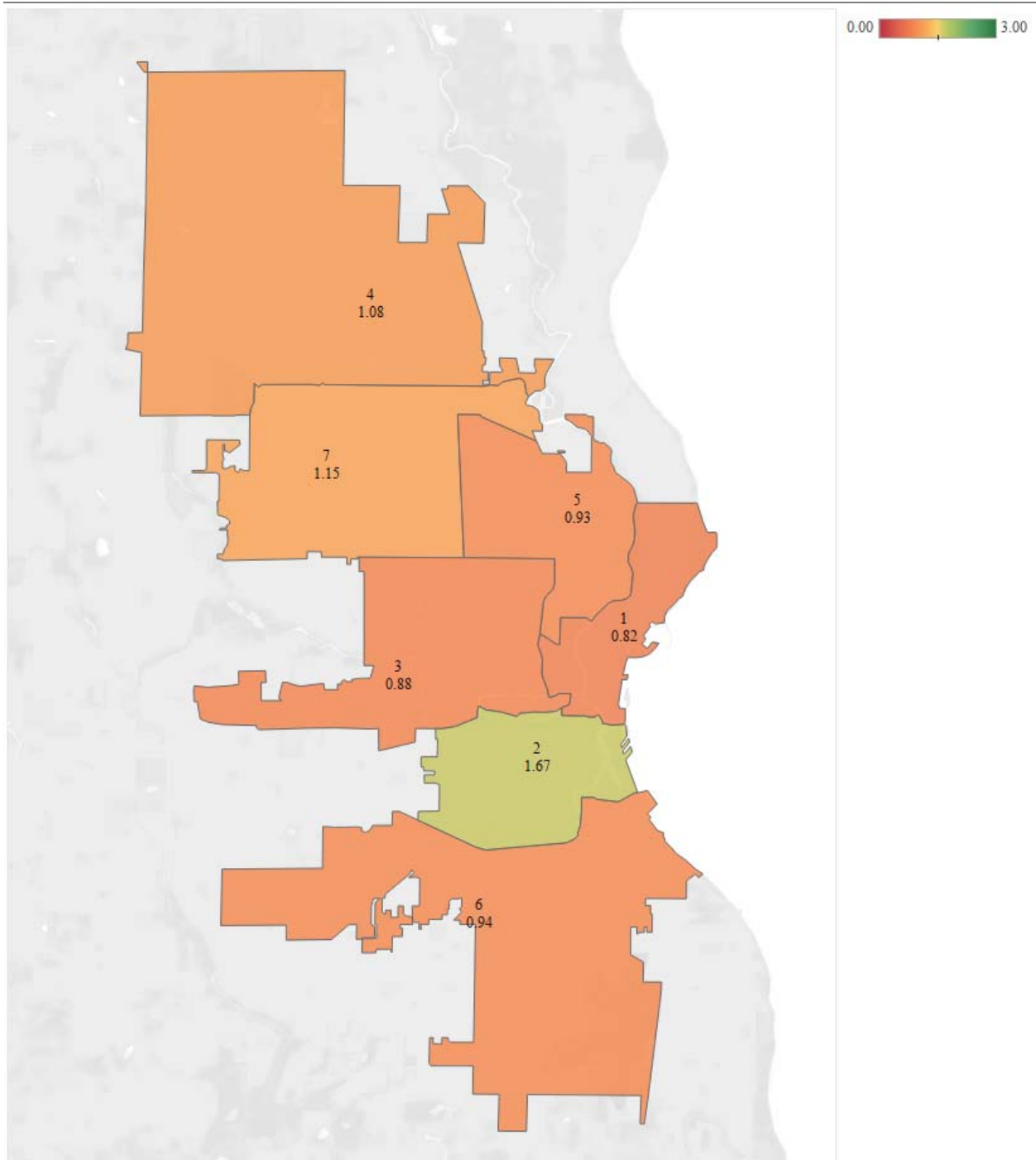
**Figure 11.1: Mean overall satisfaction with the Milwaukee Police Department by police district**  
[Four-point scale ranging from 0 (“not at all satisfied”) to 3 (“very satisfied”)]



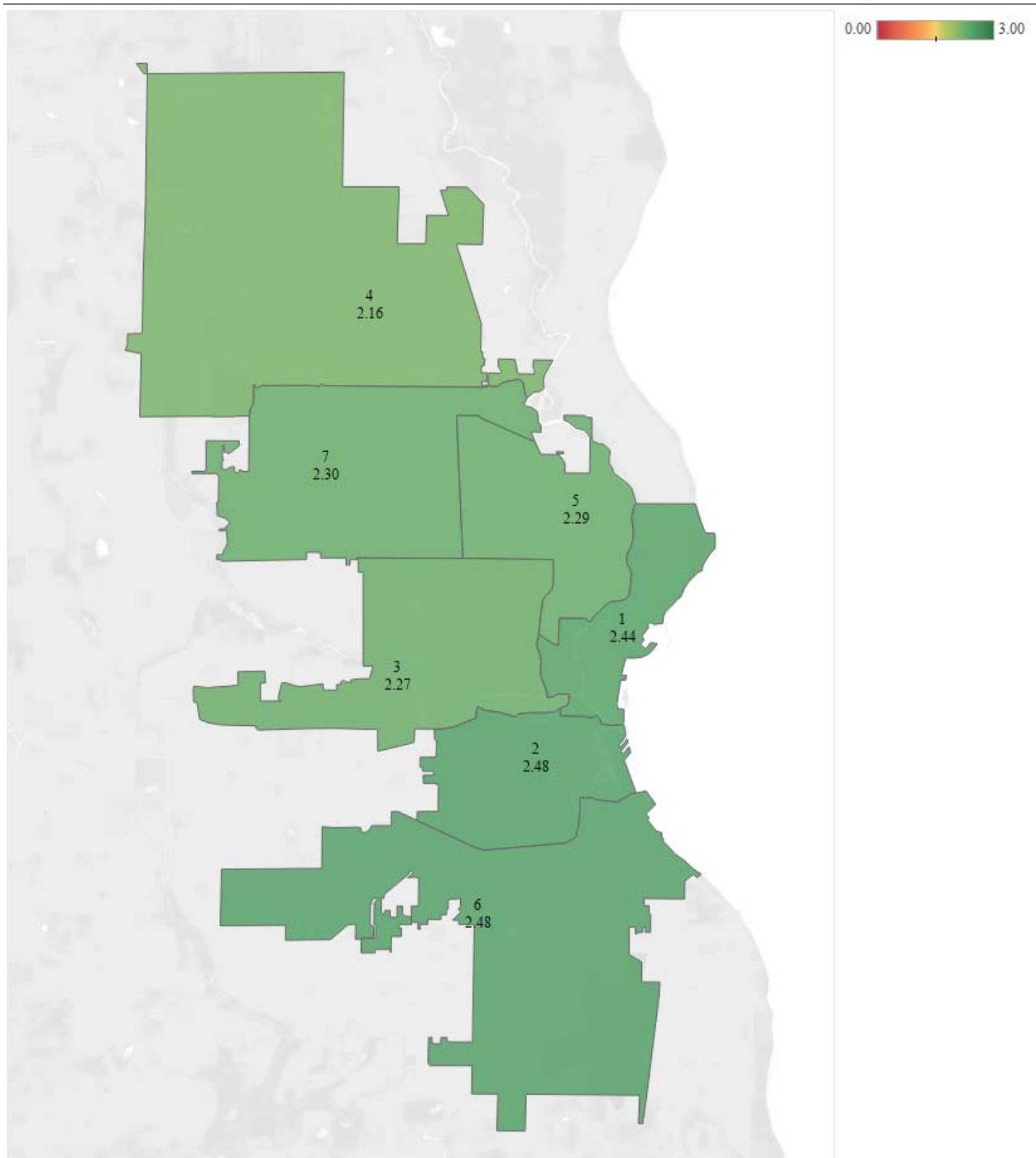
**Figure 11.2: Mean perception of neighborhood police visibility by police district**  
[Four-point scale ranging from 0 (“not at all visible”) to 3 (“very visible”)]



**Figure 11.3: Mean satisfaction with MPD response to reckless driving by police district**  
[Four-point scale ranging from 0 (“not at all satisfied”) to 3 (“very satisfied”)]

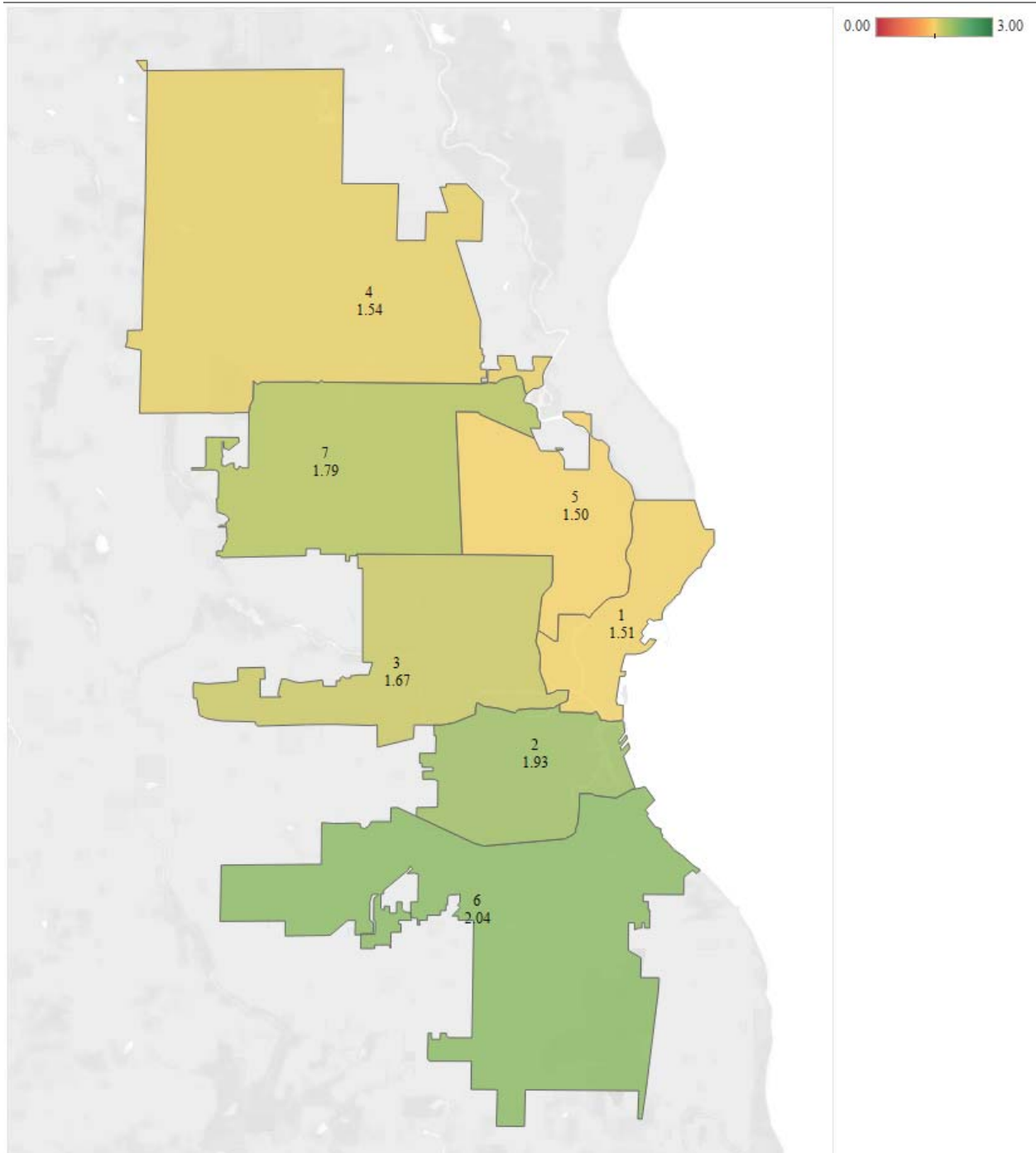


**Figure 11.4: Mean perception of neighborhood safety during the day by police district,**  
[Four-point scale ranging from 0 (“not at all safe”) to 3 (“very safe”)]

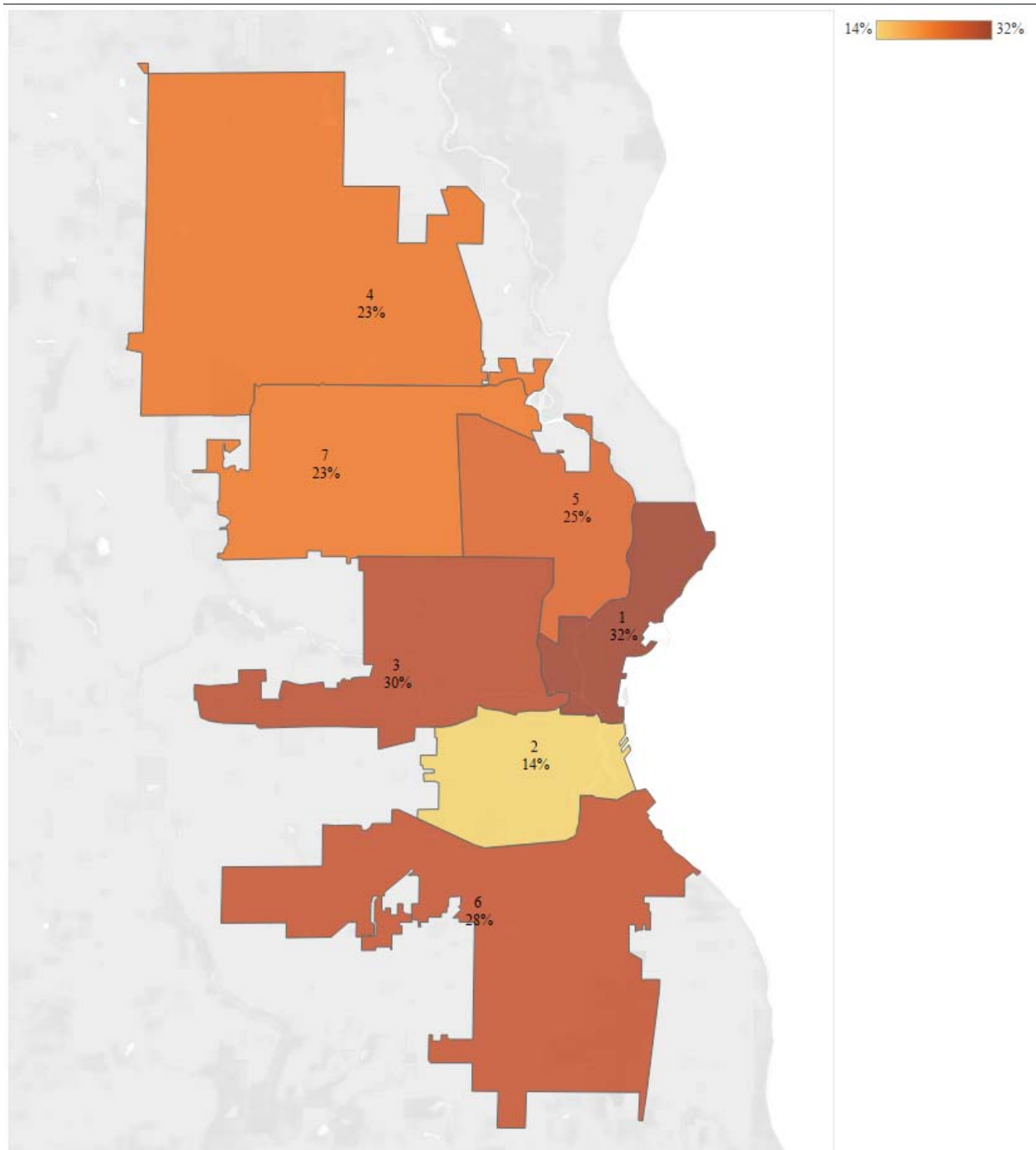




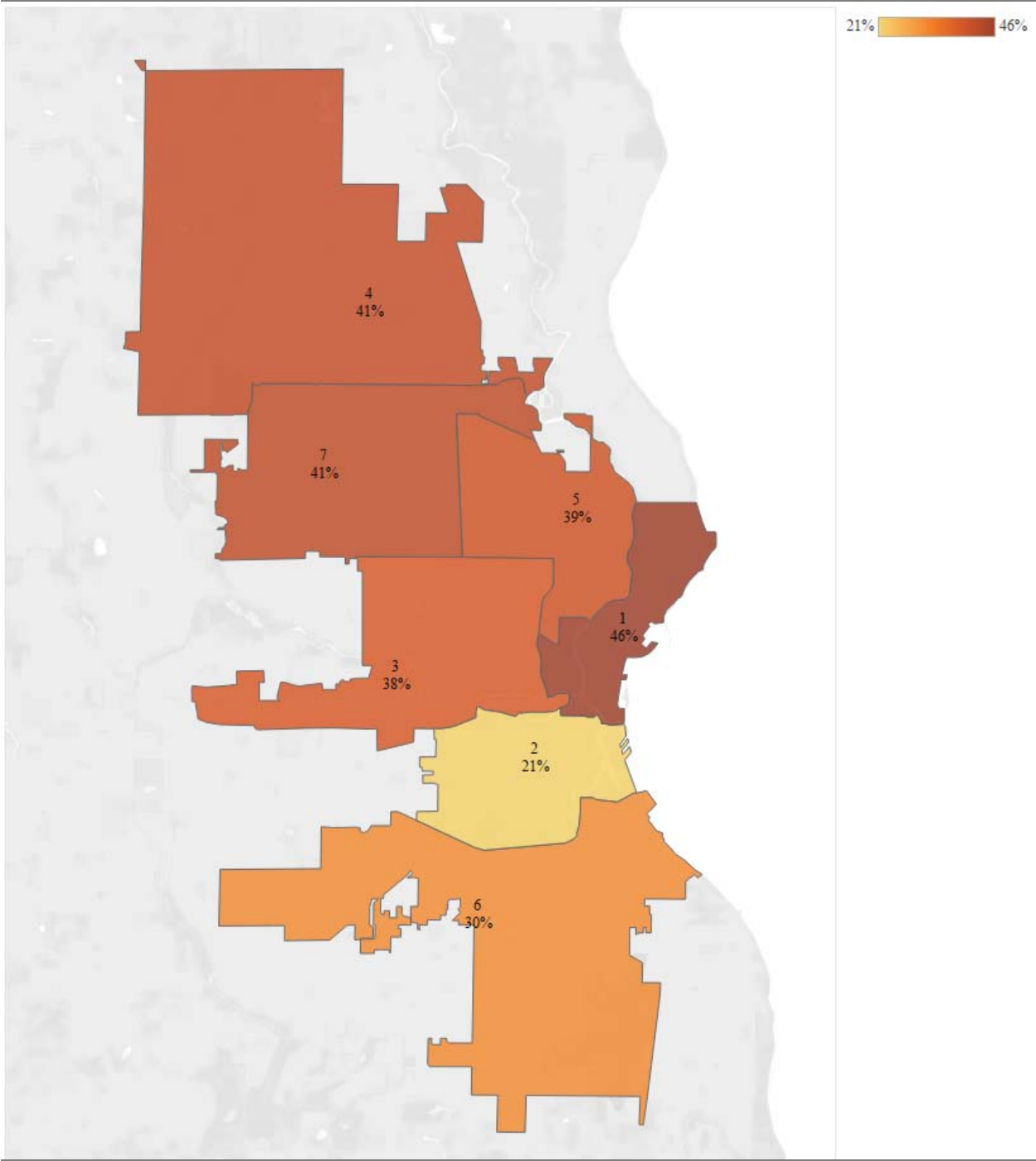
**Figure 11.5: Mean perception of neighborhood safety at night by police district**  
[Four-point scale ranging from 0 (“not at all safe”) to 3 (“very safe”)]



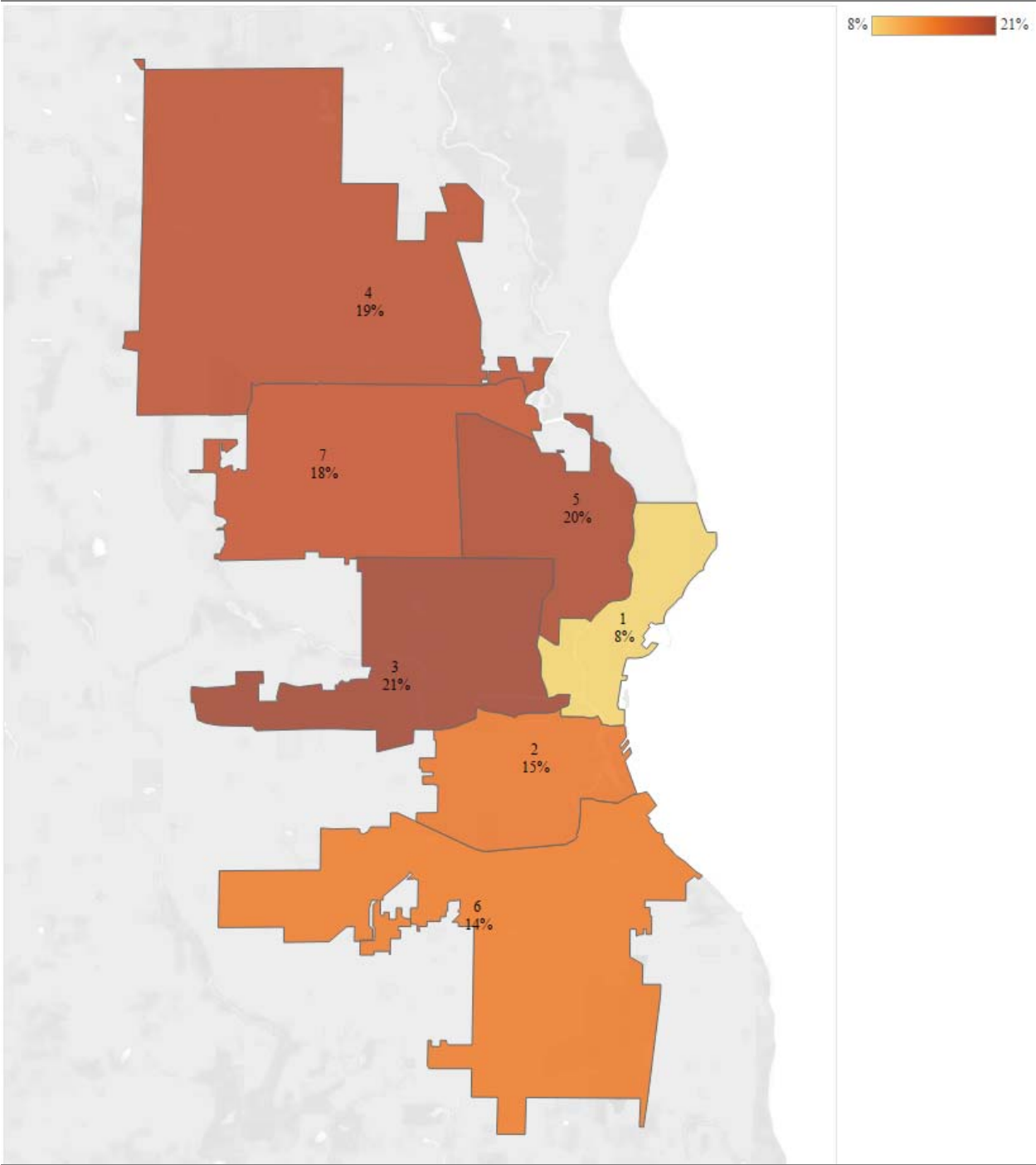
**Figure 11.6: Percentage of residents that report having been the victim of 1 or more crimes in the past 12 months, by police district**



**Figure 11.7: Percentage of residents that report having initiated one or more contacts with Milwaukee police in the past 12 months, by police district**



**Figure 11.8: Percentage of residents that report one or more Milwaukee police-initiated contacts in the past 12 months, by police district<sup>10</sup>**



<sup>10</sup> Response frequencies for specific self-reported occurrences during police-initiated contacts such as searches (15), arrests (6) and uses of force (3) are too low for police district-level breakdowns to be accurate or reliable. Total response counts by district are reported in Appendix B (page 77).

## REFERENCES

- Cera & Coleman (2015). *2014 City of Milwaukee Police Satisfaction Survey Research Brief*
- Cera & Coleman (2020). *2019 City of Milwaukee Police Satisfaction Survey Findings Report*
- Cera (2018). *2017 City of Milwaukee Police Satisfaction Survey Findings Report*
- Cera (2023). *2022 City of Milwaukee Police Satisfaction Survey Findings Report*
- Iannacchione (2011). The Changing Role of Address-Based Sampling in Survey Research. *Political Opinion Quarterly* 75.3. 556-575

## APPENDIX A

### Post-stratification tables

	Population value (ACS) %	Unweighted sample %	Unweighted sample N	Weighted sample %	Weighted sample N
Black	34.4%	18.8%	209	34.5%	383
Other (nonwhite)	22.0%	11.8%	131	22.0%	244
White	43.6%	69.4%	770	43.6%	484

	Population value (ACS) %	Unweighted sample %	Unweighted sample N	Weighted sample %	Weighted sample N
Female	52.1%	50.3%	558	52.1%	579
Male	47.8%	49.7%	552	47.9%	531

	Population value (ACS) %	Unweighted sample %	Unweighted sample N	Weighted sample %	Weighted sample N
18-29	28.1%	9.1%	101	28.1%	312
30-44	28.2%	27.6%	306	28.2%	313
45-59	22.2%	23.3%	259	22.2%	247
60+	21.4%	40.0%	444	21.4%	237

**APPENDIX B**

**Weighted survey responses to all questions**

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied	156	14.0	14.4	14.4
	Not very satisfied	238	21.4	22.0	36.4
	Somewhat satisfied	484	43.6	44.7	81.1
	Very satisfied	205	18.5	18.9	100.0
	Total	1082	97.5	100.0	
Missing	Don't know	24	2.2		
	Refused	3	.3		
	Total	28	2.5		
Total		1110	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	None	128	11.5	11.6	11.6
	Not much	277	24.9	25.1	36.7
	Some	404	36.4	36.6	73.3
	A great deal	295	26.5	26.7	100.0
	Total	1103	99.4	100.0	
Missing	Don't know	7	.6		
Total		1110	100.0		

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Would you say you are very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied. - Their efforts to address violent crimes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	199	18.0	19.7	19.7
	Not very satisfied	221	19.9	21.9	41.7
	Somewhat Satisfied	422	38.0	41.8	83.5
	Very Satisfied	167	15.0	16.5	100.0
	Total	1010	90.9	100.0	
Missing	Don't know	100	9.0		
	Refused	1	.1		
	Total	101	9.1		
Total		1110	100.0		

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Would you say you are very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied. - Their efforts to address property-related crimes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	259	23.3	25.1	25.1
	Not very satisfied	240	21.7	23.4	48.5
	Somewhat Satisfied	374	33.7	36.4	84.9
	Very Satisfied	155	14.0	15.1	100.0
	Total	1029	92.7	100.0	
Missing	Don't know	78	7.0		
	Refused	4	.3		
	Total	81	7.3		
Total		1110	100.0		

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Would you say you are very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied. - Their responsiveness to public concerns

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	265	23.8	25.3	25.3
	Not very satisfied	226	20.4	21.6	46.9
	Somewhat Satisfied	393	35.4	37.5	84.4
	Very Satisfied	164	14.7	15.6	100.0
	Total	1047	94.3	100.0	
Missing	Don't know	63	5.7		
Total		1110	100.0		

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Would you say you are very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied. - Their honesty and integrity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	190	17.1	18.5	18.5
	Not very satisfied	136	12.3	13.3	31.8
	Somewhat Satisfied	427	38.4	41.6	73.5
	Very Satisfied	272	24.5	26.5	100.0
	Total	1025	92.3	100.0	
Missing	Don't know	80	7.2		
	Refused	5	.4		
	Total	85	7.7		
Total		1110	100.0		



Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Would you say you are very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied. - Their general attitude and behavior towards citizens

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	183	16.4	17.4	17.4
	Not very satisfied	163	14.7	15.5	32.9
	Somewhat Satisfied	407	36.7	38.7	71.6
	Very Satisfied	299	27.0	28.4	100.0
	Total	1052	94.8	100.0	
Missing	Don't know	56	5.1		
	Refused	2	.1		
	Total	58	5.2		
Total		1110	100.0		

Please specify how satisfied you are with the Milwaukee Police Department in each of the following areas. Would you say you are very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied. - Their overall competence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	142	12.8	13.4	13.4
	Not very satisfied	175	15.7	16.5	29.8
	Somewhat Satisfied	472	42.5	44.5	74.3
	Very Satisfied	273	24.6	25.7	100.0
	Total	1061	95.6	100.0	
Missing	Don't know	47	4.2		
	Refused	2	.2		
	Total	49	4.4		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all visible	201	18.1	18.2	18.2
	Not very visible	353	31.8	32.0	50.2
	Somewhat visible	351	31.6	31.8	82.0
	Very visible	198	17.9	18.0	100.0
	Total	1103	99.4	100.0	
Missing	Don't know	6	.5		
	Refused	1	.1		
	Total	7	.6		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all visible	34	3.0	3.1	3.1
	Not very visible	59	5.3	5.4	8.4
	Somewhat visible	540	48.6	49.2	57.6
	Very visible	465	41.9	42.4	100.0
	Total	1098	98.9	100.0	
Missing	Don't know	12	1.1		
Total		1110	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	Not at all satisfied	233	21.0	21.6	21.6
	Not very satisfied	258	23.2	23.9	45.5
	Somewhat satisfied	370	33.3	34.3	79.8
	Very satisfied	218	19.7	20.2	100.0
	Total	1079	97.2	100.0	
Missing	Don't know	26	2.4		
	Refused	5	.4		
	Total	31	2.8		
Total		1110	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	Not at all safe	46	4.2	4.2	4.2
	Not very safe	75	6.7	6.8	10.9
	Somewhat safe	429	38.6	38.7	49.6
	Very safe	558	50.3	50.4	100.0
	Total	1109	99.9	100.0	
Missing	Don't know	2	.1		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all safe	174	15.7	15.7	15.7
	Not very safe	216	19.4	19.5	35.2
	Somewhat safe	446	40.1	40.3	75.5
	Very safe	271	24.4	24.5	100.0
	Total	1106	99.7	100.0	
Missing	Don't know	2	.2		
	Refused	2	.1		
	Total	4	.3		
Total		1110	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	Not at all safe	166	14.9	15.0	15.0
	Not very safe	377	33.9	34.2	49.2
	Somewhat safe	525	47.3	47.7	97.0
	Very safe	34	3.0	3.0	100.0
	Total	1101	99.2	100.0	
Missing	Don't know	7	.6		
	Refused	2	.1		
	Total	9	.8		
Total		1110	100.0		

How concerned are you about reckless driving in the City of Milwaukee?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all concerned	13	1.1	1.1	1.1
	Not very concerned	22	1.9	2.0	3.1
	Somewhat concerned	104	9.4	9.4	12.5
	Very concerned	965	86.9	87.5	100.0
	Total	1103	99.4	100.0	
Missing	Don't know	5	.5		
	Refused	2	.1		
	Total	7	.6		
Total		1110	100.0		

How satisfied are you with the City of Milwaukee's Police Department's response to reckless driving?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied	415	37.4	38.7	38.7
	Not very satisfied	273	24.6	25.4	64.1
	Somewhat satisfied	285	25.7	26.6	90.7
	Very satisfied	100	9.0	9.3	100.0
Total		1073	96.6	100.0	
Missing	Don't know	37	3.3		
	Refused	1	.1		
	Total	37	3.4		
Total		1110	100.0		

The next questions are about your personal experiences with crime. A crime might be violent or nonviolent, and it might be committed by a stranger or by someone you know.

During the past 12 months, have you been the victim of any crimes that occurred in the City of Milwaukee?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	277	24.9	25.1	25.1
	No	824	74.2	74.9	100.0
	Total	1101	99.1	100.0	
Missing	Don't know	7	.6		
	Refused	3	.2		
	Total	10	.9		
Total		1110	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	More than one crime	123	11.1	44.5	44.5
	One crime	154	13.8	55.5	100.0
	Total	277	24.9	100.0	
Missing	System	833	75.1		
Total		1110	100.0		

Did you report the incident to the police?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	103	9.3	67.6	67.6
	No	50	4.5	32.4	100.0
	Total	153	13.8	100.0	
Missing	Don't know	0	.0		
	Refused	0	.0		
	System	957	86.2		
Total		957	86.2		
Total		1110	100.0		

Thinking about this incident, did any of the following considerations influence your decision to not report the crime?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Continue	50	4.5	100.0	100.0
Missing	System	1061	95.5		
Total		1110	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	Yes	73	6.6	59.1	59.1
	No	50	4.5	40.9	100.0
	Total	123	11.1	100.0	
Missing	System	987	88.9		
Total		1110	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	Yes	104	9.4	88.6	88.6
	No	13	1.2	11.4	100.0
	Total	118	10.6	100.0	
Missing	Don't know	5	.4		
	System	988	89.0		
	Total	993	89.4		
Total		1110	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	Yes	52	4.7	45.8	45.8
	No	61	5.5	54.2	100.0
	Total	113	10.2	100.0	
Missing	Don't know	9	.8		
	System	988	89.0		
	Total	997	89.8		
Total		1110	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	Yes	52	4.7	44.5	44.5
	No	65	5.9	55.5	100.0
	Total	117	10.6	100.0	
Missing	Don't know	5	.4		
	System	988	89.0		
	Total	993	89.4		
Total		1110	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	Yes	80	7.2	66.6	66.6
	No	40	3.6	33.4	100.0
	Total	121	10.9	100.0	
Missing	Don't know	2	.2		
	System	988	89.0		
	Total	989	89.1		
Total		1110	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	Yes	402	36.2	36.4	36.4
	No	703	63.3	63.6	100.0
	Total	1104	99.5	100.0	
Missing	Don't know	4	.4		
	Refused	1	.1		
	Total	6	.5		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	7	.6	1.7	1.7
	1.00	150	13.5	40.0	41.8
	2.00	82	7.4	21.9	63.7
	3.00	54	4.9	14.4	78.0
	4.00	45	4.0	11.9	89.9
	5.00	15	1.4	4.1	94.1
	6.00	4	.4	1.0	95.1
	7.00	1	.1	.2	95.3
	8.00	2	.2	.6	95.8
	9.00	1	.1	.2	96.0
	10.00	3	.2	.7	96.7
	12.00	3	.3	.9	97.6
	14.00	1	.1	.2	97.7
	18.00	2	.2	.5	98.2
	20.00	3	.3	.9	99.1
	24.00	0	.0	.1	99.2
	25.00	1	.1	.2	99.4
	34.00	2	.2	.5	99.8
	35.00	1	.1	.2	100.0
	Total	376	33.8	100.0	
Missing	System	734	66.2		
Total		1110	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	Other reason	137	12.4	34.5	34.5
	Report a crime	260	23.4	65.5	100.0
	Total	397	35.8	100.0	
Missing	Don't know	0	.0		
	Refused	4	.3		
	System	708	63.8		
	Total	713	64.2		
Total		1110	100.0		

Did this happen before or after the last time you were victimized?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Before	26	2.3	16.5	16.5
	After	130	11.7	83.5	100.0
	Total	156	14.0	100.0	
Missing	Don't know	25	2.2		
	Refused	3	.2		
	System	927	83.5		
Total		954	86.0		
Total		1110	100.0		

Do you feel that you were treated fairly?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	251	22.6	66.7	66.7
	No	125	11.3	33.3	100.0
	Total	376	33.8	100.0	
Missing	Don't know	26	2.3		
	Refused	0	.0		
	System	708	63.8		
Total		734	66.2		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	203	18.3	54.3	54.3
	No	171	15.4	45.7	100.0
	Total	375	33.8	100.0	
Missing	Don't know	27	2.4		
	System	708	63.8		
	Total	735	66.2		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	249	22.5	66.2	66.2
	No	127	11.5	33.8	100.0
	Total	377	33.9	100.0	
Missing	Don't know	25	2.2		
	System	708	63.8		
	Total	733	66.1		
Total		1110	100.0		



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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied	91	8.2	23.3	23.3
	Not very satisfied	52	4.6	13.2	36.5
	Somewhat satisfied	100	9.0	25.7	62.1
	Very satisfied	148	13.3	37.9	100.0
	Total	391	35.2	100.0	
Missing	Don't know	11	1.0		
	System	708	63.8		
	Total	719	64.8		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied	81	7.3	20.8	20.8
	Not very satisfied	71	6.4	18.3	39.1
	Somewhat satisfied	107	9.7	27.6	66.7
	Very satisfied	130	11.7	33.3	100.0
	Total	389	35.0	100.0	
Missing	Don't know	11	1.0		
	Refused	2	.2		
	System	708	63.8		
	Total	721	65.0		
Total		1110	100.0		

Did this police contact occur...?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	During the day, between 8am and 4pm	151	13.6	38.5	38.5
	In the evening, between 4pm and midnight	153	13.7	39.0	77.5
	Late at night, between midnight and 8am	88	8.0	22.5	100.0
	Total	392	35.3	100.0	
Missing	Don't know	10	.9		
	System	708	63.8		
Total		718	64.7		
Total		1110	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	Yes	178	16.1	16.2	16.2
	No	920	82.9	83.8	100.0
	Total	1098	98.9	100.0	
Missing	Don't know	6	.6		
	Refused	6	.5		
	Total	12	1.1		
Total		1110	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	1.00	88	8.0	53.6	53.6
	2.00	32	2.9	19.5	73.1
	3.00	21	1.9	12.6	85.7
	4.00	8	.8	5.1	90.7
	5.00	8	.7	4.9	95.6
	6.00	3	.3	2.1	97.7
	8.00	2	.2	1.0	98.7
	9.00	0	.0	.2	99.0
	60.00	2	.2	1.0	100.0
	Total	165	14.8	100.0	
Missing	System	945	85.2		
Total		1110	100.0		

Did this incident occur before or after the last time you were victimized?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Before	19	1.7	28.8	28.8
	After	46	4.2	71.2	100.0
	Total	65	5.9	100.0	
Missing	Don't know	3	.3		
	Refused	2	.1		
	System	1040	93.7		
Total		1045	94.1		
Total		1110	100.0		

Did this incident occur before or after your last voluntary contact with Milwaukee police?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Before	28	2.5	35.1	35.1
	After	52	4.7	64.9	100.0
	Total	80	7.2	100.0	
Missing	Don't know	9	.8		
	Refused	2	.1		
	System	1019	91.8		
Total		1030	92.8		
Total		1110	100.0		

During this incident, were you stopped while DRIVING a motor vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	46	4.2	26.0	26.0
	No	132	11.9	74.0	100.0
	Total	178	16.1	100.0	
Missing	System	932	83.9		
Total		1110	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	Yes	5	.4	3.7	3.7
	No	126	11.4	96.3	100.0
	Total	131	11.8	100.0	
Missing	Refused	1	.1		
	System	978	88.1		
Total		979	88.2		
Total		1110	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	Yes	49	4.4	38.3	38.3
	No	78	7.1	61.7	100.0
	Total	127	11.5	100.0	
Missing	System	983	88.5		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	121	10.9	70.6	70.6
	No	51	4.5	29.4	100.0
	Total	172	15.5	100.0	
Missing	Don't know	6	.6		
	System	932	83.9		
Total		938	84.5		
Total		1110	100.0		

Were you treated with courtesy and respect?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	136	12.2	77.3	77.3
	No	40	3.6	22.7	100.0
	Total	176	15.8	100.0	
Missing	Don't know	2	.2		
	System	932	83.9		
Total		934	84.2		
Total		1110	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	Not at all satisfied	33	2.9	18.4	18.4
	Not very satisfied	16	1.4	8.8	27.2
	Somewhat satisfied	44	4.0	25.1	52.3
	Very satisfied	84	7.6	47.7	100.0
	Total	177	16.0	100.0	
Missing	Don't know	1	.1		
	System	932	83.9		
Total		933	84.0		
Total		1110	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	Yes	6	.6	3.5	3.5
	No	172	15.5	96.5	100.0
	Total	178	16.1	100.0	
Missing	System	932	83.9		
Total		1110	100.0		

Were you searched or patted down during the contact?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	1.3	8.7	8.7
	No	157	14.1	91.3	100.0
	Total	172	15.5	100.0	
Missing	System	938	84.5		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5	.4	37.1	37.1
	No	8	.7	62.9	100.0
	Total	13	1.2	100.0	
Missing	Don't know	2	.2		
	System	1095	98.7		
	Total	1097	98.8		
Total		1110	100.0		

About how many minutes would you say the contact lasted?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.05	2	.1	1.0	1.0
	1.00	10	.9	6.1	7.1
	2.00	13	1.2	8.1	15.2
	3.00	6	.5	3.7	18.9
	4.00	3	.3	2.0	20.9
	5.00	41	3.7	25.9	46.8
	7.00	9	.8	5.6	52.5
	8.00	1	.1	.6	53.1
	10.00	22	2.0	14.0	67.1
	12.00	4	.4	2.6	69.7
	15.00	16	1.5	10.3	79.9
	18.00	2	.2	1.1	81.0
	20.00	7	.6	4.1	85.1
	30.00	9	.8	5.9	91.1
	40.00	0	.0	.3	91.4
	45.00	2	.2	1.1	92.4
	60.00	2	.2	1.1	93.5
	70.00	2	.1	1.0	94.6
	75.00	1	.1	.9	95.5
	90.00	1	.1	.4	95.8
120.00	5	.4	3.1	98.9	
365.00	2	.2	1.1	100.0	
	Total	158	14.2	100.0	
Missing	System	953	85.8		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	131	11.8	84.5	84.5
	No	24	2.2	15.5	100.0
	Total	155	14.0	100.0	
Missing	Don't know	17	1.5		
	Refused	0	.0		
	System	938	84.5		
	Total	955	86.0		
Total		1110	100.0		

Were you given a ticket?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	33	3.0	19.1	19.1
	No	139	12.5	80.9	100.0
	Total	172	15.5	100.0	
Missing	System	938	84.5		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	.1	19.1	19.1
	No	5	.5	80.9	100.0
	Total	6	.6	100.0	
Missing	System	1104	99.4		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.3	53.3	53.3
	No	3	.3	46.7	100.0
	Total	6	.6	100.0	
Missing	System	1104	99.4		
Total		1110	100.0		

Do you feel the use of force was excessive?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	.3	100.0	100.0
Missing	System	1107	99.7		
Total		1110	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	Yes	8	.8	4.7	4.7
	No	169	15.2	95.3	100.0
	Total	177	16.0	100.0	
Missing	Don't know	1	.1		
	System	932	83.9		
	Total	933	84.0		
Total		1110	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	Male	151	13.6	87.1	87.1
	Female	22	2.0	12.9	100.0
	Total	174	15.6	100.0	
Missing	Don't know	4	.4		
	Refused	0	.0		
	System	932	83.9		
	Total	937	84.4		
Total		1110	100.0		

Was the officer Hispanic or Latino?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	2.2	18.8	18.8
	No	106	9.5	81.2	100.0
	Total	130	11.7	100.0	
Missing	Don't know	48	4.3		
	Refused	0	.0		
	System	932	83.9		
	Total	980	88.3		
Total		1110	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	African-American	20	1.8	13.5	13.5
	White	104	9.3	68.8	82.4
	Mixed	9	.8	5.7	88.1
	Other	18	1.6	11.9	100.0
	Total	150	13.6	100.0	
Missing	Don't know	27	2.5		
	Refused	0	.0		
	System	932	83.9		
	Total	960	86.4		
Total		1110	100.0		



Did this police contact occur...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	During the day, between 8am and 4pm	66	5.9	37.1	37.1
	In the evening, between 4pm and midnight	86	7.8	48.6	85.7
	Late at night, between midnight and 8am	25	2.3	14.3	100.0
	Total	178	16.0	100.0	
Missing	Don't know	0	.0		
	System	932	83.9		
	Total	932	84.0		
Total		1110	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	Yes	289	26.1	26.1	26.1
	No	818	73.7	73.9	100.0
	Total	1107	99.8	100.0	
Missing	Don't know	1	.1		
	Refused	1	.1		
	Total	3	.2		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Police assistance	155	13.9	53.8	53.8
	Emergency medical assistance	95	8.5	33.0	86.8
	Fire department assistance	15	1.4	5.3	92.1
	Some other type of assistance	23	2.0	7.9	100.0
	Total	287	25.9	100.0	
Missing	Don't know	2	.2		
	System	821	73.9		
	Total	823	74.1		
Total		1110	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	Very satisfied	148	13.3	51.6	51.6
	Somewhat satisfied	82	7.3	28.4	80.0
	Not very satisfied	18	1.6	6.2	86.1
	Not at all satisfied	33	3.0	11.5	97.7
	Don't know	7	.6	2.3	100.0
	Total	287	25.9	100.0	
Missing	System	823	74.1		
Total		1110	100.0		

Thinking about this same call, would you describe the amount of time you were placed on hold before being connected to the service you were seeking as...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Acceptable	227	20.4	83.8	83.8
	Unacceptable	44	3.9	16.2	100.0
	Total	270	24.4	100.0	
Missing	Don't know	15	1.4		
	Refused	2	.2		
	System	823	74.1		
	Total	840	75.6		
Total		1110	100.0		

Finally, we have some questions so we can compare answers across respondents.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 5 years	155	13.9	13.9	13.9
	5 to 10 years	123	11.1	11.1	25.0
	11 to 15 years	59	5.3	5.3	30.4
	More than 15 years	773	69.6	69.6	100.0
	Total	1110	100.0	100.0	
Missing	Don't know	0	.0		
Total		1110	100.0		

Do you rent or own your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rent	522	47.0	48.0	48.0
	Own	566	51.0	52.0	100.0
	Total	1088	98.0	100.0	
Missing	Don't know	5	.4		
	Refused	17	1.6		
	Total	22	2.0		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	3	.3	.3	.3
	1.00	343	30.9	32.0	32.3
	2.00	493	44.4	46.0	78.4
	3.00	136	12.2	12.7	91.1
	4.00	55	5.0	5.2	96.3
	5.00	34	3.1	3.2	99.4
	6.00	1	.1	.1	99.5
	9.00	4	.3	.3	99.8
	36.00	2	.2	.2	100.0
	Total	1071	96.5	100.0	
Missing	System	39	3.5		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	733	66.0	66.9	66.9
	Yes	363	32.7	33.1	100.0
	Total	1096	98.7	100.0	
Missing	Don't know	2	.1		
	Refused	12	1.1		
	Total	14	1.3		
Total		1110	100.0		

Has anyone in your household been convicted of a felony?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1037	93.5	94.3	94.3
	Yes	63	5.7	5.7	100.0
	Total	1100	99.1	100.0	
Missing	Don't know	6	.5		
	Refused	4	.3		
	Total	10	.9		
Total		1110	100.0		

Do you currently describe yourself as male, female, or other?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	524	47.2	47.2	47.2
	Female	572	51.5	51.5	98.7
	Other	14	1.3	1.3	100.0
	Total	1110	100.0	100.0	

What sex were you assigned at birth, on your original birth certificate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	7	.6	50.9	50.9
	Female	7	.6	49.1	100.0
	Total	14	1.3	100.0	
Missing	System	1096	98.7		
Total		1110	100.0		

What is the highest level of education you have completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Some grade school (1-8)	24	2.2	2.2	2.2
	Some high school (9-11)	44	4.0	4.0	6.2
	High school graduate (12)	235	21.1	21.2	27.4
	Tech or vocational school	73	6.6	6.6	34.0
	Some college	228	20.5	20.6	54.6
	College graduate	324	29.2	29.3	83.9
	Graduate or professional degree	178	16.0	16.1	100.0
	Total	1106	99.6	100.0	
Missing	Don't know	2	.2		
	Refused	2	.2		
	Total	4	.4		
Total		1110	100.0		

Are you currently...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed	777	70.0	71.8	71.8
	Unemployed	108	9.7	10.0	81.7
	Retired	198	17.8	18.3	100.0
	Total	1083	97.5	100.0	
Missing	Don't know	14	1.2		
	Refused	14	1.2		
	Total	28	2.5		
Total		1110	100.0		

Are you Hispanic or Latino?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	213	19.2	19.2	19.2
	No	896	80.7	80.8	100.0
	Total	1109	99.9	100.0	
Missing	Refused	2	.1		
Total		1110	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	African-American	383	34.5	34.5	34.5
	Asian	30	2.7	2.7	37.1
	White	484	43.6	43.6	80.7
	Native American/Native Alaskan	9	.8	.8	81.5
	Native Hawaiian/Pacific Islander	4	.3	.3	81.8
	Mixed	131	11.8	11.8	93.6
	Other	71	6.4	6.4	100.0
	Total	1110	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 29	312	28.1	28.1	28.1
	30 to 44	313	28.2	28.2	56.4
	45 to 59	247	22.2	22.2	78.6
	60 and up	237	21.4	21.4	100.0
	Total	1110	100.0	100.0	

About how much was your total family income before taxes in 2021? Please stop me when I get to the range that covers your answer. Was it...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$20 thousand or less	148	13.3	16.6	16.6
	\$20 thousand to less than \$40 thousand	191	17.2	21.4	38.0
	\$40 thousand to less than \$60 thousand	137	12.4	15.4	53.5
	\$60 thousand to less than \$80 thousand	137	12.4	15.4	68.9
	\$80 thousand to less than \$100 thousand	102	9.2	11.5	80.4
	\$100 thousand to less than \$120 thousand	69	6.2	7.8	88.1
	more than \$120 thousand	106	9.5	11.9	100.0
	Total	891	80.3	100.0	
Missing	Don't know	110	9.9		
	Refused	109	9.9		
	Total	219	19.7		
Total		1110	100.0		

Which police district do you live in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	District 1	140	12.6	12.6	12.6
	District 2	135	12.2	12.2	24.8
	District 3	129	11.7	11.7	36.4
	District 4	169	15.2	15.2	51.6
	District 5	135	12.1	12.1	63.8
	District 6	225	20.3	20.3	84.0
	District 7	177	16.0	16.0	100.0
	Total	1110	100.0	100.0	

