City of Janesville Police Department 2021 Community Survey

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CITY OF JANESVILLE POLICE DEPARTMENT

2021 Community Survey EXECUTIVE SUMMARY

The City of Janesville Police Department Community Survey was designed to assess citizen perceptions and attitudes about policing and police services throughout the city.

The findings discussed in this report clearly indicate that Janesville residents generally feel safe and are generally satisfied with the services provided by the Janesville Police Department.

Notable findings include:

- Almost 90% of residents are satisfied or very satisfied with the quality of life in Janesville.
- Residents find Janesville to be a safe place to live, work and recreate with strong majorities in most categories responding that they feel safe or very safe.
- Almost 100% of residents indicated that investigating and solving crimes is the most important service the Janesville Police Department provides.
- Greater than 90% of residents indicated that services such as enforcing drug laws, educating the community about alcohol, drug, and gang issues, enforcing juvenile laws, enforcing traffic laws, crime prevention services, and responding to calls for service, were important or very important.
- A majority of residents reported that the department performance was good or very good in regard to community policing with patrols, enforcing laws related to alcohol, enforcing traffic laws, investigating/solving crimes, and responding to calls for service.
- 92% indicated that they were comfortable or very comfortable approaching a member of the department with close to half of respondents feeling very comfortable.

While there are issues that merit additional attention by the department, in general, Janesville residents are satisfied with the services and programs provided by the police department and feel safe in their communities.

INTRODUCTION

The City of Janesville Police Department Community Survey was designed to assess citizen perceptions and attitudes about policing and police services throughout the city. The same survey was administered in 2009 and 2015. A very similar survey instrument was administered in late 2021, early 2022. Some questions were edited for greater clarity in this survey, and more programs were added to the 2021 survey that did not exist in 2009 and 2015.

The survey instrument was created by the Janesville Police Department with input from the UW-Whitewater Center for Political Science and Public Policy Research (CPSPPR). Approximately five-thousand copies of the survey instrument were mailed to residents who live in Janesville's eight police patrol areas. The surveys were returned postage-paid to UW-Whitewater CPSPPR for data entry and data analysis, results of which can be found in subsequent sections of this report.

As we have previously noted in our 2009 and 2015 reports, understanding citizen perceptions of policing is critically important to local law enforcement agencies for a variety of reasons. First, law enforcement agencies across the nation have implemented an initiative directed by the United States Department of Justice (D.O.J.) to change their policing methodologies. During the 1960s through the 1980s much of policing was conducted by patrol car, driving through neighborhoods and patrol areas or districts. This method proved over time to create an impersonal approach to policing and a disconnect between the citizens, neighborhoods, local police and their departments. In many cities it adversely affected relationships between law enforcement and those that they sought to serve and protect. In attempt to remedy this problem, Community Oriented Policing Services (COPS) was created in 1994 as an initiative with its own department in the D.O.J. Its programs have been implemented in cities throughout the nation in order to re-establish a more personalized approach to policing. ¹ The City of Janesville Police Department has instituted a number of community oriented policing practices in accordance with this initiative over the years and continues to review these programs as well as introduce new ones as appropriate.

¹ The Office of Community Policing Services (COPS) was created through the Violent Crime Control and Enforcement Act of 1994 and has been an agency within the Department of Justice since that time. The COPS office provides information on community policing practices to local law enforcement agencies as well as grant opportunities to help fund local law enforcement programs and operations.

Second, it is important to get feedback from the community a police department serves in order to evaluate fully how well its services are meeting the city's needs. One means for determining citizen satisfaction is to anonymously survey members of the community. The survey instrument used in this study was designed to assess, as comprehensively as possible, citizen views of the Janesville Police Department and the relative safety of the community. It included questions that addressed perceptions of personal safety under a variety of conditions and in a number of settings. It also included a question that addressed the level of comfort respondents had approaching police department officers and department staff. The survey was also constructed to ascertain how well Janesville's citizens believe the Janesville Police Department is meeting the community's policing needs. A number of questions were asked to determine citizen knowledge of existing services and programs provided by the department and follow-up questions allowed respondents to rate how well the department is administering these services and programs. In addition, the survey provided respondents with the opportunity to express their opinions about proposed services and programs that may be offered in the future.

Finally, it is important to note that citizen and community relations with law enforcement have been tense and tested in a number of cities across the country in recent years. The challenges with these community and police relationships have been due to a number of incidents across the country involving the use of force. This survey has given respondents the opportunity to identify what they perceive to be the most important policing issues today and to identify any changes citizens would like to see made in the department, and to identify any additional services or programs they would like to see provided by the department. It also gives citizens the opportunity to express concerns they may have over their comfort with the department and support personnel.

Therefore, it is worth noting that the citizen satisfaction survey has been conducted during a period of continued tension between citizens and law enforcement, particularly citizens of color and other minorities. Because of these incidents involving law enforcement and minorities in other parts of the state and nation, trust in law enforcement has been eroded. Morale within police departments has also declined. While there has been a substantial gap between African American and White perceptions about police (trust and fairness) for decades, the City of Janesville continues to report

a very high degree of trust with its police department that is even greater than what is reported for national averages.

Janesville, Wisconsin is a city with a population of 66,023². The Janesville Police Department has divided the city into eight separate patrol areas. The patrol areas are somewhat distinct with respect to characteristics. Some are primarily residential, whereas others are a mix of residential and business. In addition, some patrol areas have greater concentrations of business (retail and manufacturing). The Janesville Police Department has numerous community policing efforts including, but not limited to:

- Permanent patrol area assignments so officers can connect with citizens
- Coordinated meetings with central city neighborhoods for neighborhood planning and problem-solving
- African American Liaison Advising Committee
- Latino Liaison Advising Committee
- Bicycle and foot patrols in central city neighborhoods; and bicycle patrols on the city's trail system
- A self-defense program for women
- Officer assignments to Janesville Public Schools
- Collaboration with adult and juvenile probation
- Collaboration with code enforcement
- Collaboration with citizens on graffiti abatement
- Chaplain Corps
- High Risk Offender Program
- K9 Program
- Domestic Violence Team
- Public Safety Cadets
- Chronic Nuisance Premises Team

² <u>https://worldpopulationreview.com/us-cities/janesville-wi-population</u>

- Embedded Crisis Worker
- Homeless Outreach Team
- Crisis Intervention Team
- Small Neighborhood Group Cookouts
- Drug Endangered Children Initiative
- Procedural Justice

The following section provides a discussion of the data collection and methodology.

METHODOLOGY

Sampling Method

The City of Janesville Police Department Community Survey was administered through the mail in late 2021. Responses were returned to the Center for Political Science and Public Policy Research at UW-Whitewater, postage-paid. The data entry and analysis were conducted by the UW-Whitewater Center for Political Science and Public Policy Research (herein referred to as "the Center").

The survey was conducted using a random sample of 5,000 addresses from the City of Janesville's public utilities list/database of current customers. The list/database was provided by the Janesville Police Department to the Center at UW-Whitewater from which the 5000 addresses were drawn randomly. Of the 5000 surveys mailed, 732 were returned to the Center. This resulted in a 14.64% response rate. This is an acceptable response rate for a mail-in survey according to social science research practices.

Likert Scaling

The survey instrument included 45 closed-ended questions and three open-ended questions. Most of the closed-ended questions were presented in a matrix and required respondents to record their attitudes and opinions using a Likert scale. For example, responses to closed-ended questions about personal safety, and safety in Janesville public schools had the following possible range: "very safe", "safe", "neutral", "unsafe", "very unsafe", and "don't know". With respect to opinions about the importance of specific programs and services, and the police department's

performance/delivery of these programs and services the scale included: "very important", "somewhat important", "not very important", "not at all important", "don't know"; and "very good", "good", "neutral", "poor", "very poor", and "don't know". The value to using Likert or similar scaling is that it provides responses to questions that are unambiguous, which is important for data analysis and interpretation. It should be noted here that most Likert scale question formats do not include "don't know" categories, but this response category was included in this survey. It is an appropriate modification to the traditional Likert scale for this instrument since the survey was designed to capture citizen knowledge of services and programs as well as their feelings about the delivery of these services and programs. In addition, "don't know" mitigates against "forced responses" such as "neutral" when a respondent truly has little or no knowledge about something and "neutral" does not accurately capture ignorance as much as it might imply ambivalence or indifference.

Analysis

Each completed survey was given a unique survey identification number. These numbers were included in the dataset to provide an identifier for each survey entered, or each "case". The unit of analysis was the individual survey or the responses to the survey instrument questions.

Responses to the survey questions were coded by assigning numerical values to each response category on the Likert scale. The statistical analyses were descriptive and included frequencies of responses to the individual survey questions, as well as bivariate³ analyses under certain conditions. All analyses of the data were conducted using SPSS (Statistical Package for the Social Sciences).

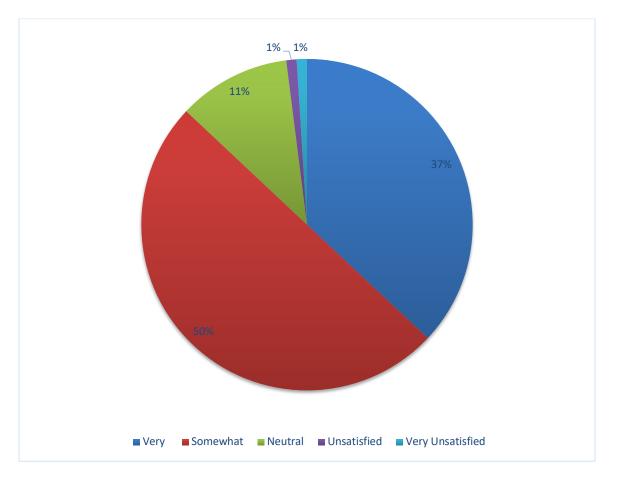
³ Bivariate analysis examines the relationship between two variables simultaneously. For example, the correlation between respondents and their opinions regarding safety in their patrol areas can be determined using bivariate analysis.

FINDINGS

QUALITY OF LIFE IN JANESVILLE

How satisfied are you with your quality of life in Janesville? The first question residents were asked measured overall satisfaction with their quality of life in Janesville. Eighty-seven percent of residents reported being satisfied or very satisfied with their quality of life in the City of Janesville. Of that group, 37 percent reported that they were very satisfied. Eleven percent indicated they were neutral on the question and only two percent responded that they were unsatisfied or very unsatisfied. (Please see Figure and Table 1 for full results.) It is worth noting that in 2015, 80% of residents reported that they were satisfied or very satisfied with their quality of life in Janesville, so this is a significant upward trend. In addition, only 20 percent of residents indicated that they were "very satisfied" with their overall quality of life in 2015, whereas almost twice as many reported this high level of satisfaction in the recent survey.





How satisfied are you with your quality of life in Janesville?

Table 1: Quality of Life in Janesville

Satisfaction	Percent
Very Satisfied	37%
Somewhat Satisfied	50%
Neutral	11%
Unsatisfied	1%
Very Unsatisfied	<1%

PERCEPTIONS OF SAFETY IN JANESVILLE

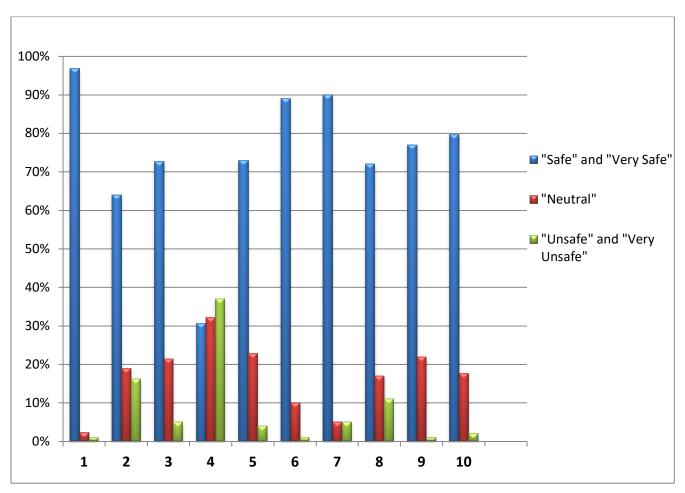
How safe do you feel in Janesville?

Respondents were asked to indicate how safe they felt in Janesville under a wide range of circumstances. (Please see Figure and Table 2 for full results.⁴) Overall, these findings suggest that residents find Janesville to be a safe place to live, work and recreate with strong majorities in most categories responding that they feel safe or very safe. As is shown in Table 2, the only items where the percent of residents who felt unsafe exceeded 10, had to do with walking in or out of their neighborhood at night (16 and 27 percent respectively), and driving at night (11%). For all of the other items, including walking in and out of their neighborhood during the day, driving during the day, shopping, and being in city parks, 70 percent or greater reported feeling safe.

The 2021results are similar to the 2015 and 2009 findings. A few notable differences include the fact that people were more likely to say they felt <u>very safe</u> walking alone outside their neighborhood during the day in 2021/2022 than they did in 2009 (67% in 2021 compared with 22% in 2015, and 9% in 2009). This is a significant and substantive difference. Those reporting that they feel <u>very safe</u> walking in their own neighborhood at night is slightly higher (22% 2021; 21% in 2015; 11% in 2009). In 2015 and 2009, the only item where greater than ten percent of respondents reported feeling unsafe was walking outside of their neighborhood at night. This result holds in 2021, but we also found another item where greater than 10 percent of respondents indicated that they felt unsafe. This item was driving at night. Eleven percent of respondents indicated in the current survey that they feel "very unsafe" or "unsafe" driving at night.

⁴ The response categories "safe" and "very safe" were combined into one variable in the figure. The same was done with "unsafe" and "very unsafe". The "don't know" variable was also excluded from the figure. The table includes all categories in their original format.





How safe do you feel under the following conditions?

Note: The "Don't Know" Category is excluded from this graph.

	Conditions	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
1	Walking in Neighborhood: Day	67%	30%	2%	<1%	<1%
2	Walking in Neighborhood: Night	22%	43%	19%	14%	2%
3	Walking Out of Neighborhood: Day	22%	51%	22%	5%	<1%
	Walking Out of Neighborhood:					
4	Night	4%	26%	32%	29%	8%
5	Public Schools	17%	56%	23%	4%	<1%
6	Shopping	35%	53%	10%	<1%	
7	Driving: Day	48%	42%	5%	4%	<1%
8	Driving: Night	26%	46%	17%	9%	2%
9	Your Workplace	43%	34%	22%	1%	<1%
10	City Parks	24%	56%	17%	2%	<1%

IMPORTANCE OF SERVICES

How important are certain services provided by the Janesville Police Department? Given that the Police Department provides many services, respondents were asked to rate both the importance of these services and how they perceive the Department's performance of these services. With respect to resident attitudes about the importance of services, we found a few trends emerged in the data. (Please see Figure and Table 3 for full results.⁵) Importance of Services

Survey respondents were asked about 11 different services provided by the Janesville Police Department (see Table 3). While residents felt strongly that all services were important⁶, there were some services where three-quarters or more of respondents indicated that they were very important. These included investigating/solving crimes, responding to calls for service, enforcing drug laws, drug, alcohol, and gang education, and enforcing alcohol laws. Two services, investigating and solving crimes, and responding to calls for service were identified as the most important services the police department provides. Ninety-six percent of respondents identified investigation and solving crimes as very important. Ninety-two percent of respondents also identified responding to calls for service as very important. Other items such as enforcing quality of life issues, enforcing traffic laws, and crime prevention services were also seen as important, but responses were more likely to be split between very important and somewhat important.

Slightly over forty percent of residents responded that enforcing parking laws were not very important or not important at all in this survey. In 2015 and 2009, this item also had limited support. Forty-four percent responded that enforcing parking laws was not important in 2015. Enforcing traffic laws had less support in 2009 with 20 percent of respondents indicating that it wasn't important to them.

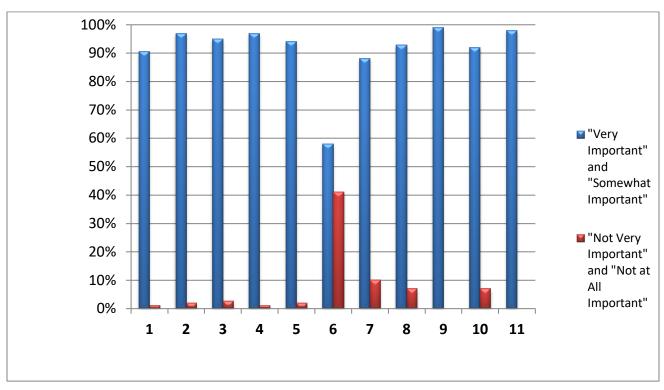
One item where there was significant difference would be the importance of enforcing juvenile laws. In 2009, 15 percent said that these were not very important while in 2015 only four percent said the same. Residents in 2021 responded similarly to the 2015 survey.

⁵ The response categories "somewhat important" and "very important" were combined into one variable in the figure. The same was done with "not very important" and "not at all important". The "don't know" variable was also excluded from the figure. The table includes all categories in their original format.

⁶ Greater than 50 percent of respondents ranked all services as important (somewhat or very).

Approximately three percent responded that enforcing laws related to juveniles was either "not very important" or "not very important at all."

Figure 3: Importance of Services



Note: The "Don't Know" Category is excluded from this graph.

Table 3: Importance of Services

	Services	Very Important	Somewhat Important	Not Very Important	Not at All Important
	Alcohol, Drug, Gang	mportune	Important	mportune	important
1	Education	75%	16%	1%	
	Community Policing w/				
2	Patrols	74%	21%	2%	<1%
3	Enforcing Alcohol Laws	81%	17%	<1%	<1%
4	Enforcing Juvenile Laws	64%	30%	2%	<1%
5	Enforcing Drug Laws	80%	16%	2%	<1%
6	Enforcing Parking Laws	16%	41%	35%	6%
	Enforcing Quality of Life				
7	Issues	41%	48%	9%	<1%
8	Enforcing Traffic Laws	52%	40%	6%	1%
	Investigating/Solving				
9	Crimes	96%	3%	<1%	
10	Crime Prevention Services	49%	43%	5%	<1%
	Responding to Calls for				
11	Service	92%	6%	<1%	

PERFORMANCE OF SERVICES

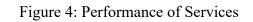
How well does the Janesville Police Department perform certain services?

In addition to asking residents what services they felt were important, residents were also asked to evaluate the performance of the Janesville Police Department on how well it provided those services. (Please see Figure and Table 4 for full results.)

A majority or more of residents reported that the department performance was good or very good when it comes to community po00licing with patrols, enforcing alcohol laws, investigating/solving crimes, and responding to calls for service. These responses are less positive when compared with 2015 where a majority or greater of residents also found that the department was performing well when enforcing drug laws and traffic laws as well as those listed above for 2021. Over 40 percent positively evaluated the department's performance for alcohol, drug, and gang education, enforcing juvenile laws, enforcing quality of life issues, and crime prevention services. The item where the department received fewer "very good" or "good" responses than others was parking enforcement. Only 35 percent evaluated the department positively for this. However, it is very important to note two things in the table. First, the "neutral" and "don't know" categories received a majority of responses with respect to this item. In fact, "neutral" and "don't know" were common responses across all items where residents were asked to evaluate the department's performance of services. Secondly, the proportion of respondents indicating that service performance is perceived as "poor" or "very poor" is relatively low regardless of item. This was similar in 2015. "Enforcing Quality of Life Issues" and "Enforcing Traffic Laws" were the only items to reach 15 percent or greater for poor performance in 2015. The two items to receive the lowest marks for performance in 2021 are enforcement of drug laws (14%) and enforcement of laws regarding juveniles (11%).

It is important to again note that on each item roughly one quarter to one half of respondents were either neutral or indicated they don't know how well the Department performs. This suggests that many respondents may be unfamiliar with the activities of the Department and/or have no experience with services they were asked to evaluate.

We found in 2015 that the percentages of respondents who were unfamiliar with programs or were neutral about programs was higher than in 2015. The results in this survey are similar to 2015. This suggests that the department has continued to better educate residents about its programs and may have increased citizen interaction with the department through them.



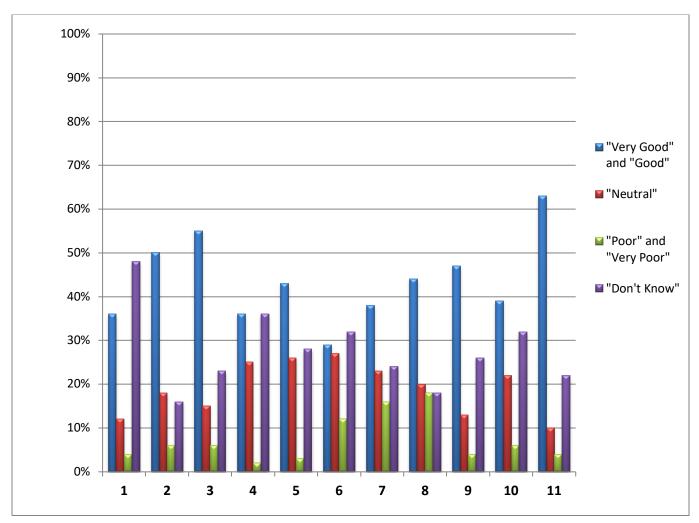


Table 4: Performance of Services

	Conditions	Very	Good Neutral		Poor	Very	Don't
		Good				Poor	Know
1	Alcohol, Drug, Gang Education	11%	32%	14%	4%	2%	37%
2	Community Policing w/ Patrols	14%	45%	20%	6%	2%	13%
3	Enforcing Alcohol Laws	18%	42%	14%	6%	3%	17%
4	Enforcing Juvenile Laws	11%	33%	15%	7%	4%	30%
5	Enforcing Drug Laws	17%	36%	12%	9%	5%	20%
6	Enforcing Parking Laws	8%	27%	30%	6%	3%	26%
7	Enforcing Quality of Life Issues	10%	36%	23%	9%	4%	18%
8	Enforcing Traffic Laws	15%	44%	18%	7%	3%	13%
9	Investigating/Solving Crimes	20%	37%	13%	3%	3%	23%
10	Crime Prevention Services	10%	31%	23%	6%	3%	27%
11	Responding to Calls for Service	28%	38%	9%	3%	2%	19%

IMPORTANCE OF JANESVILLE POLICE DEPARTMENT PROGRAMS

How important are the existing or proposed programs managed by the Janesville Police Department to you?

The Police Department was interested in learning which of its existing and proposed programs are perceived as important by Janesville residents. The survey asked respondents to evaluate the importance of 18 different programs including Citizen Academy, Crime Prevention, the S.W.A.T. team, Domestic Violence Intervention Team, Crisis Intervention Team, and two advisory committees: African American Liaison Advisory Committee and the Latino Liaison Advisory Committee. It is important to note that the number of programs on this survey has increased by one-third since 2015. (Please see Figure and Table 5 for full results⁷.) It is important to highlight here that a majority of greater of residents indicated that they believe all of the programs to be "important" or "very important."

The programs considered most important by respondents are as follows: Crime Prevention (98%), Street Crimes Unit (96%), Domestic Violence Intervention Team (96%), Canine Unit (92%), Crime Intervention Team (92%), and School Liaison Officers (91%). It is worth noting that the programs that receive the most (identified as "somewhat important" or "very important") are strongly related to crime prevention or crime intervention.

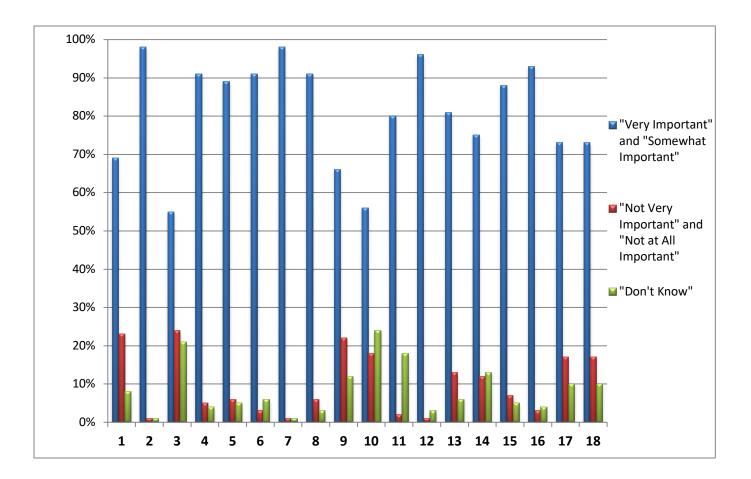
Similar to survey responses in 2015, residents in 2021 reported the least support for Citizen Academy, Honor Guard, and Youth Explorer. These continue to be programs with which respondents report little familiarity (i.e., "don't know").

Also worth noting are the attitudes of respondents to the "new advisory programs" and "homeless outreach team." Slightly over one-third of respondents indicated that they perceive the African American Liaison Advisory Committee and the Latino Liaison Advisory Committee as very important with almost an additional 40 percent responding "somewhat important" to both programs. Fifty-three percent of residents stated that the homeless outreach is "very important" while another thirty-six percent reported that they believe it is somewhat important. It may be

⁷ The response categories "somewhat important" and "very important" were combined into one variable in the figure. The same was done with "not very important" and "not at all important". The "don't know" variable was included in this figure because the percent of respondents indicating they were unable to evaluate was relatively high for each condition. The table includes all categories in their original format.

concluded then that these "newer" programs are excellent additions to the list of what the Janesville Police Department was already providing.

Figure 5.



How important do you believe the following programs/services are?

Table 5: Importance of Programs

		Very	Somewhat	Not Very	Not at All	
	Programs	Important	Important	Important	Important	Don't Know
1	Bicycle Patrol	19%	50%	23%	3%	5%
2	Crime Prevention	86%	12%	<1%	<1%	1%
3	Honor Guard	20%	35%	20%	4%	21%
4	Canine Unit	59%	33%	4%	<1%	3%
5	S.A.F.E.	44%	45%	6%	<1%	5%
	School Liaison					
6	Officers	63%	29%	4%	2%	2%
7	Street Crimes Unit	85%	11%	1%	<1%	1%
8	S.W.A.T. Team	66%	25%	5%	<1%	3%
9	National Night Out	25%	41%	18%	3%	12%
10	Youth Explorer	22%	36%	16%	2%	24%

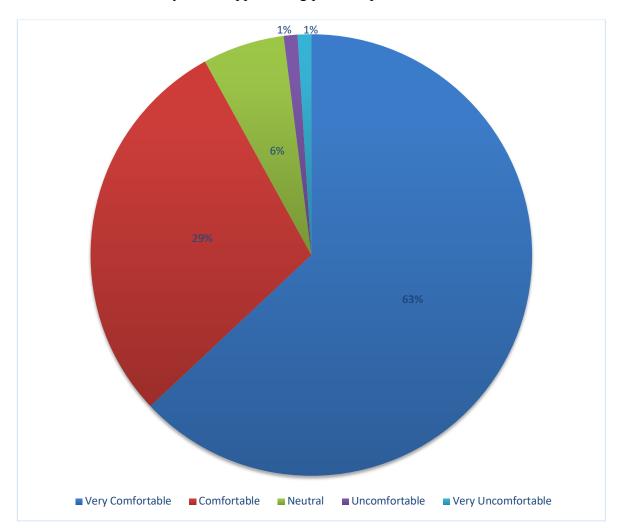
	High Risk					
11	Offender	53%	29%	3%		18%
	Domestic Violence					
12	Intervention Team	77%	19%	<1%	<1%	3%
13	Mobile Field Force	38%	43%	12%	1%	6%
	Chronic Nuisance					
14	Unit	29%	47%	11%	1%	13%
	Homeless Outreach					
15	Team	53%	36%	5%	1%	5%
	Crime Intervention					
16	Team	70%	22%	2%	<1%	4%
	A.A. Advisory					
17	Committee	34%	39%	13%	4%	10%
	Latino Liaison					
18	Committee	34%	39%	13%	4%	10%

LEVEL OF COMFORT

How comfortable do you feel approaching police department officers and office staff?

Finally, we asked residents how comfortable they are approaching police department officers and staff. As with surveys in 2015 and 2009, Janesville residents reported that they are quite comfortable approaching Department Officers and Office Staff. Ninety-two percent of residents respondent that they are either "very comfortable" or "comfortable" approaching officers and staff. This is up seven percentage points from 2015 when eighty five percent indicated that they were comfortable or very comfortable doing so with close to half of respondents feeling very comfortable. In 2015 seven percent of respondents indicated that they were "uncomfortable" or "very uncomfortable" approaching Janesville police officers or staff. In this survey (2021) this also decreases significantly to only two percent of respondents indicating discomfort with approaching officers or staff. Moreover, in 2009 the number of respondents in the current survey feeling "very comfortable" approaching officers and staff was 63%. The percentage of residents reporting "very comfortable" in 2015 and 2009 was much lower (47 and 36 percent respectively). (Please see Figure 6 and Table 6 for full results.)

Figure 6.



How comfortable do you feel approaching police department officers and office staff?

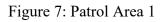
Table 6: Comfort Approaching Officers and Staff

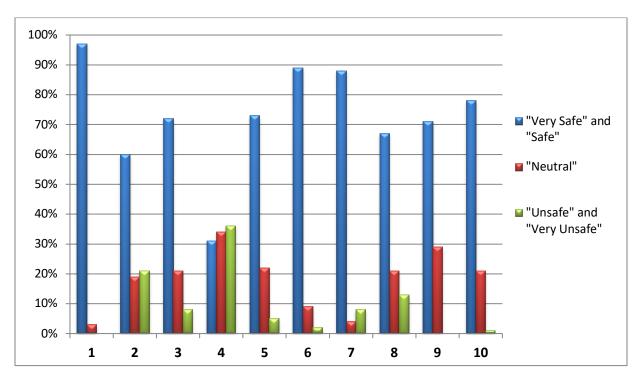
Comfort Level	Percent
Very Comfortable	63%
Comfortable	29%
Neutral	6%
Uncomfortable	1%
Very Uncomfortable	1%

PERCEPTIONS OF SAFETY BY PATROL AREA

How safe do you feel in Janesville? (Patrol Area 1)

Responses from residents in Patrol Area 1 are almost identical to the overall attitudes of survey respondents regarding feelings of personal safety. (Please see Figure and Table 7 for full results.) A majority of residents in this patrol area responded that they felt "very safe" or "safe" under all conditions except for "walking out of neighborhood at night." The most notable differences can be found when we look at the disaggregation of respondents feeling "very safe" or "safe." However, it should be noted that the difference between a respondent feeling "very safe" or simply "safe" is a judgment call. Individuals may define "very safe" differently. As such, it is probably best to look at the combined response of "safe" and "very safe" in the figure. Comparing these results to 2015, we find that residents do not feel as safe walking at night in their own neighborhoods as they did six years ago. In 2015, residents in Patrol Area 1 reported feeling as safe walking in their own neighborhood at night as they did walking outside of their own neighborhood during the day. In 2021, however, residents in Patrol Area I felt significantly less safe walking outside their own neighborhoods during the day than they do during their own neighborhood at night (60% to 72% respectively).





How safe do you feel under the following conditions?

Note: The "Don't Know" Category is excluded from this graph.

Table 7: Patrol Area 1

	Conditions	Very	Safe	Neutral	Unsafe	Very
		Safe				Unsafe
1	Walking in Neighborhood: Day	65%	32%	3%		
2	Walking in Neighborhood: Night	22%	38%	19%	20%	1%
3	Walking Out of Neighborhood:	25%	47%	20%	7%	1%
	Day					
4	Walking Out of Neighborhood:	5%	26%	34%	26%	9%
	Night					
5	How safe are Janesville Public	16%	57%	22%	5%	
	Schools					
6	Shopping	33%	56%	9%	2%	
7	Driving: Day	40%	48%	4%	7%	1%
8	Driving: Night	26%	41%	21%	11%	1%
9	Your Workplace	32%	39%	29%		
10	City Parks	18%	60%	21%	1%	

PERCEPTIONS OF SAFETY BY PATROL AREA

How safe do you feel in Janesville? (Patrol Area 2)

A majority of respondents or greater from Patrol Area 2 also expressed that they feel "very safe" or "safe" under all circumstances except for "walking out of neighborhood at night." (Please see Figure and Table 8 for full results). In fact, compared with overall respondents, those in Patrol Area 2 were less likely to express feeling "unsafe" or "very unsafe" under any of the conditions listed (again, with the exception of walking out of their neighborhood at night). These findings are very similar to the results in 2015. Thirty-four percent of residents in Patrol Area 2 indicated that they felt unsafe walking at night out of their neighborhood, while 32 percent indicated that they were neutral about this condition. It is worth nothing that all respondents in Patrol Area 2 indicated that they feel safe or very safe walking in their neighborhood during the day.

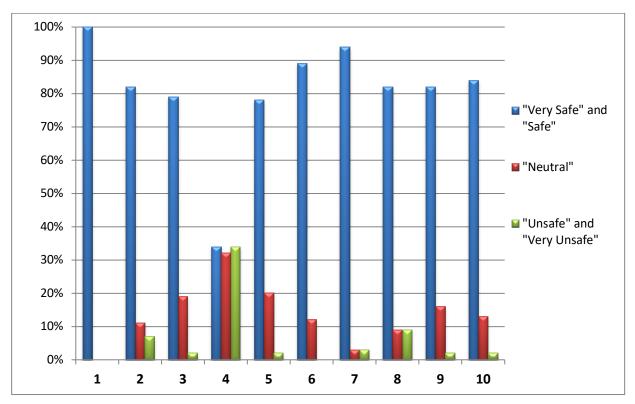


Figure 8: Patrol Area 2 How safe do you feel under the following conditions?

Note: The "Don't Know" Category is excluded from this graph.

Table 8: Patrol Area 2

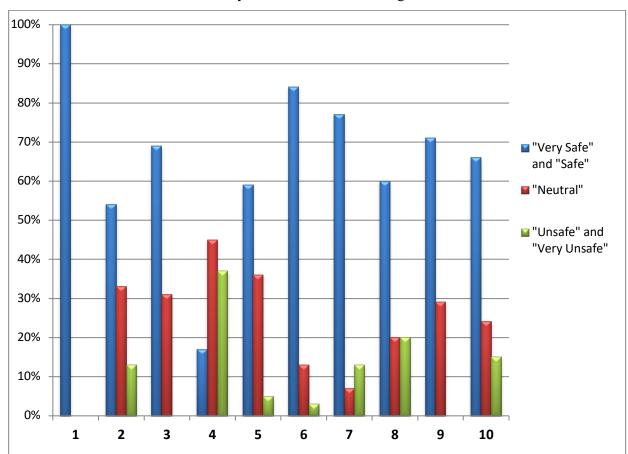
		Very				
	Conditions	Safe	Safe	Neutral	Unsafe	Very Unsafe
1	Walking in Neighborhood: Day	77%	23%			
2	Walking in Neighborhood:					
	Night	32%	51%	11%	6%	
3	Walking Out of Neighborhood:					
	Day	25%	54%	19%	3%	
4	Walking Out of Neighborhood:					
	Night	4%	30%	32%	28%	6%
5	How safe are Janesville Public					
	Schools	11%	67%	20%	2%	
6	Shopping	33%	56%	11%		
7	Driving: Day	56%	38%	3%	3%	
8	Driving: Night	34%	48%	9%	8%	1%
9	Your Workplace	44%	38%	16%	2%	
10	City Parks	30%	54%	13%	3%	

PERCEPTIONS OF SAFETY BY PATROL AREA

How safe do you feel in Janesville? (Patrol Area 3)

When we examine responses from those who reside in Patrol Area 3, we find that a majority or greater feel "very safe" or "safe" under most all circumstances. (Please see Figure and Table 9 for full results). Like respondents in Patrol Area 2, all respondents in Patrol Area 3 indicate that they feel safe or very safe walking in their own neighborhood during the day. Again, however, we find that as with respondents overall, and respondents in the two previously discussed patrol areas, perceptions of safety declined when asked about walking at night in or outside of their own neighborhood at night. Thirteen percent of respondents in this patrol area feel "unsafe" walking in their own neighborhood at night, while over one-third (38%) indicated that they felt "unsafe" or "very unsafe". This is, however, a significant improvement from responses in 2015. In 2015, almost two-thirds of respondents in Patrol Area 3 indicated that they felt unsafe or very unsafe walking outside of their own neighborhood at night. Driving at night is also where we find respondents in this patrol area to indicate that they are more like to feel unsafe (20%), but it should be noted that 16% of respondents also stated that they feel unsafe driving during the day.

Figure 9: Patrol Area 3



How safe do you feel under the following conditions?

Note: The "Don't Know" Category is excluded from this graph.

Table 9: Patrol Area 3

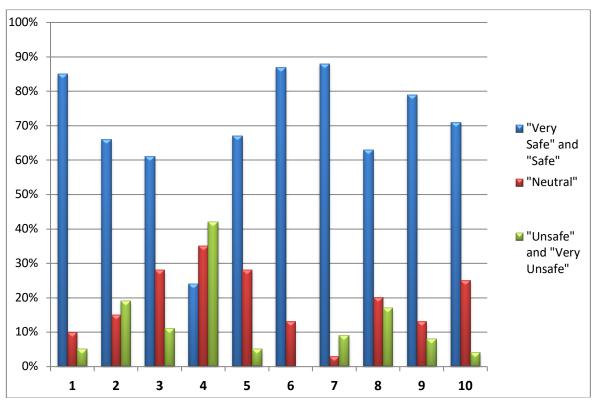
	Conditions	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
1	Walking in Neighborhood: Day	57%	43%			
2	Walking in Neighborhood: Night	17%	37%	33%	13%	
3	Walking Out of Neighborhood: Day	17%	52%	31%		
4	Walking Out of Neighborhood: Night		17%	45%	34%	4%
5	How safe are Janesville Public Schools	23%	36%	36%	5%	
6	Shopping	47%	37%	13%	3%	
7	Driving: Day	47%	30%	7%	13%	3%
8	Driving: Night	30%	30%	20%	17%	3%
9	Your Workplace	47%	24%	29%		
10	City Parks	17%	48%	24%	7%	4%

PERCEPTIONS OF SAFETY BY PATROL AREA

How safe do you feel in Janesville? (Patrol Area 4)

Once again, a majority of respondents in Patrol Area 4 indicate a high perception of safety under most conditions. (Please see Figure and Table 10 for full results.) However, similar to respondents in Patrol Area 3, residents in this area indicated that they do not feel as safe walking outside of their neighborhood at night or walking at night in their own neighborhoods. Twenty-seven percent of respondents indicated that they do not feel safe walking in their own neighborhoods at night while 40% responded they feel unsafe walking outside of their neighborhood at night. In addition, 11 percent of respondents in this patrol area indicated that they feel unsafe walking outside of their neighborhood at night.

Figure 10: Patrol Area 4



How safe do you feel under the following conditions?

Note: The "Don't Know" Category is excluded from this graph.

Table 10: Patrol Area 4

	Conditions	Very	Safe	Neutral	Unsafe	Very
		Safe				Unsafe
1	Walking in Neighborhood: Day	53%	32%	10%	3%	2%
2	Walking in Neighborhood:					
	Night	18%	48%	15%	12%	7%
3	Walking Out of Neighborhood:					
	Day	18%	43%	28%	9%	2%
4	Walking Out of Neighborhood:					
	Night	2%	22%	35%	31%	10%
5	How safe are Janesville Public					
	Schools	15%	52%	28%	2%	3%
6	Shopping	35%	52%	13%		
7	Driving: Day	48%	40%	3%	7%	2%
8	Driving: Night	22%	41%	20%	11%	6%
9	Your Workplace	55%	25%	13%	5%	2%
10	City Parks	23%	48%	25%	4%	

PERCEPTIONS OF SAFETY BY PATROL AREA

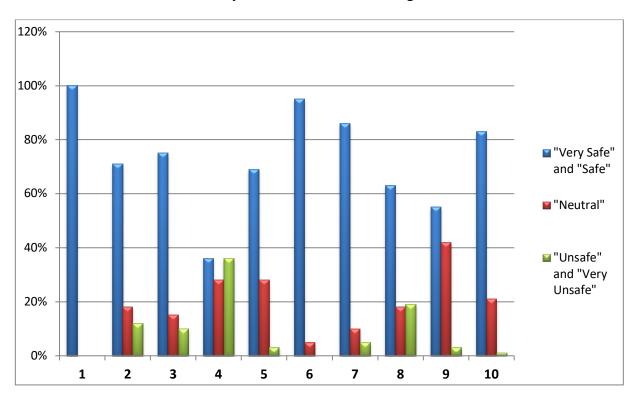
How safe do you feel in Janesville? (Patrol Area 5)

Residents in Patrol Area 5 who responded to the survey also indicated that they feel safe under most conditions. As with respondents overall, they are most likely to feel unsafe when walking at night. Nineteen percent of respondents indicated that they feel unsafe when walking at night in their own neighborhood, which is slightly higher than responses in 2015 (17%). Forty-one percent indicated that they feel unsafe walking at night outside of their neighborhood which is very similar to the 2015 results for this question (40%).⁸

There is a very notable difference in perceptions about the safety of Janesville's public when we compare the results of the present survey to those of 2015. In 2015, 17% of respondents in this patrol area indicated that they thought Janesville Public Schools are "unsafe." In this recent survey only five percent of respondents in Patrol Area 5 indicated that their perceive Janesville's public schools to be unsafe. It is worth nothing that 67% believed the schools to be a safe place which is the same response to this question in 2015.

⁸ "Unsafe" and "Very Unsafe" have been collapsed in this analysis. Only five percent of respondents indicated that they felt "very unsafe" walking at night out of their own neighborhood.

Figure 11: Patrol Area 5



How safe do you feel under the following conditions?

Note: The "Don't Know" Category is excluded from this graph.

	Conditions	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
1	Walking in Neighborhood: Day	70%	30%			
2	Walking in Neighborhood: Night	13%	58%	17%	12%	
3	Walking Out of Neighborhood:					
	Day	30%	45%	15%	7%	3%
4	Walking Out of Neighborhood:					
	Night	3%	33%	28%	28%	8%
5	How Safe are Janesville Public					
	Schools	24%	45%	28%	3%	
6	Shopping	40%	55%	5%		
7	Driving: Day	48%	38%	10%	4%	
8	Driving: Night	28%	35%	18%	15%	4%
9	Your Workplace	38%	17%	42%	3%	
10	City Parks	28%	55%	15%	2%	

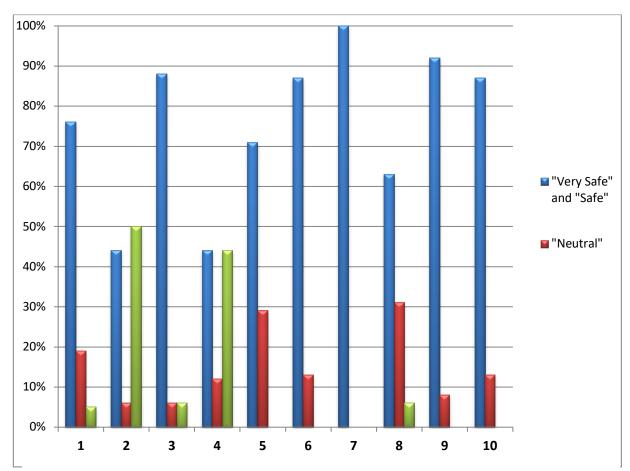
Table 11: Patrol Area 5

PERCEPTIONS OF SAFETY BY PATROL AREA

How safe do you feel in Janesville? (Patrol Area 6)

Respondents to the survey from Patrol Area 6 indicated that they generally feel safe in Janesville under most conditions. As with residents in other areas, those who live in this patrol area did respond that they feel less safe walking outside of their neighborhood at night and walking within their own neighborhood at night. For example, 50% percent of respondents stated that they feel "unsafe" walking in their own neighborhood at night, while 44% indicated that they feel safe. Forty-four percent responded that they feel responded that they feel safe walking outside of their neighborhood at night while the same percentage (44%) reported feeling unsafe walking outside their neighborhood at night. This finding is very similar to the results in 2015 where about the same proportion of residents in this area indicated that they feel unsafe or very unsafe walking in or outside of their own neighborhood after dark (27% and 26% respectively). As with 2015, this patrol area did have the fewest responses so it is important to be mindful that these percentages are reflect of a very small number of residents (24).

Figure 12: Patrol Area 6



How safe do you feel under the following conditions?

Note: The "Don't Know" Category is excluded from this graph.

Table 12: Patrol Area 6

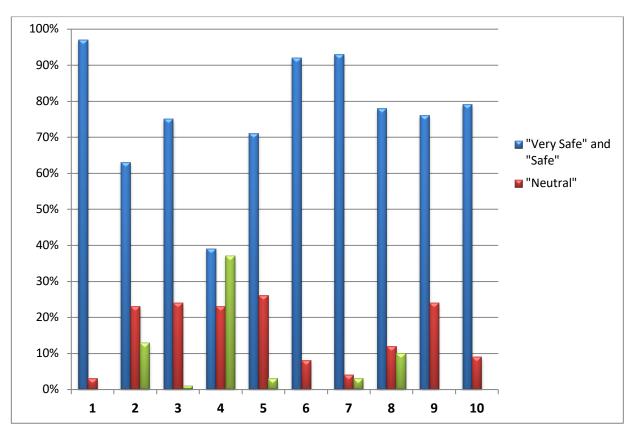
	Conditions	Very Safe		Neutral	Unsafe	Very Unsafe
1	Walking in Neighborhood: Day	38%	38%	19%	5%	
2	Walking in Neighborhood: Night	19%	25%	6%	31%	19%
3	Walking Out of Neighborhood:					
	Day	19%	69%	6%	6%	
4	Walking Out of Neighborhood:					
	Night		44%	12%	44%	
5	How Safe are Janesville Public					
	Schools		71%	29%		
6	Shopping	31%	56%	13%		
7	Driving: Day	94%	6%			
8	Driving: Night	25%	38%	31%	6%	
9	Your Workplace	50%	42%	8%		
10	City Parks	20%	67%	13%		

PERCEPTIONS OF SAFETY BY PATROL AREA

How safe do you feel in Janesville? (Patrol Area 7)

Respondents from Patrol Area 7 indicated a very high perception of safety across all questions asked except for walking at night outside of their neighborhood. Thirty-eight percent of respondents indicated that they feel unsafe or very unsafe walking at night outside of their own neighborhood. (Please see Figure and Table 13 for full results). Fourteen percent of respondents in Patrol Area 7 indicated that they feel unsafe or very unsafe walking at night in their own neighborhood. In 2015, 10% of respondents felt "unsafe" in the workplace. None of the respondents indicated that they feel unsafe in the workplace in 2021. Finally, 10% of respondents reported feeling unsafe driving at night.

Figure 13: Patrol Area 7



How safe do you feel under the following conditions?

Note: The "Don't Know" Category is excluded from this graph.

Table 13: Patrol Area 7

	Conditions	Very Safe	Safe	Neutral	Unsafe	Very
						Unsafe
1	Walking in Neighborhood: Day	71%	26%	3%		
2	Walking in Neighborhood: Night	20%	43%	23%	11%	3%
3	Walking Out of Neighborhood:					
	Day	26%	49%	24%	1%	
4	Walking Out of Neighborhood:					
	Night	8%	31%	23%	34%	4%
5	How safe are Janesville Public					
	Schools	16%	54%	26%	4%	
6	Shopping	36%	56%	8%		
7	Driving: Day	51%	42%	3%	2%	2%
8	Driving: Night	24%	54%	12%	9%	1%
9	Your Workplace	33%	43%	24%		
10	City Parks	24%	55%	21%		

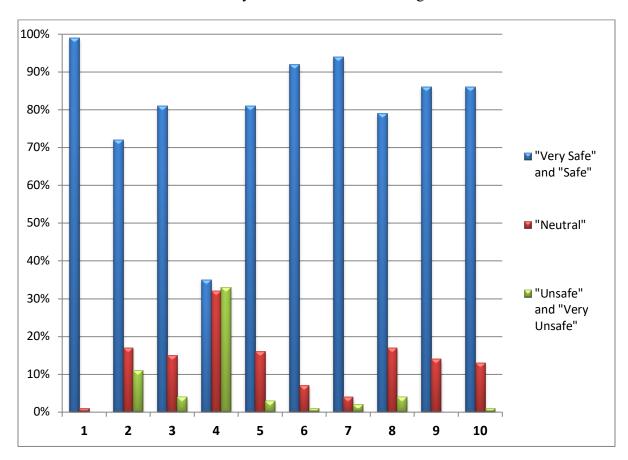
PERCEPTIONS OF SAFETY BY PATROL AREA

How safe do you feel in Janesville? (Patrol Area 8)

Residents in Patrol Area 8 indicated the strongest perceptions of safety across all conditions compared with the other patrol areas. (Please see Figure and Table 14 for full results). These findings are very similar to those in 2015. Unlike previously discussed patrol areas (e.g., areas 1, 3, 4, 5, 6, and 7), only eleven percent of respondents from this patrol area feel "unsafe" when walking at night in their own neighborhood. Responses were more similar to previous areas discussed and overall findings when asked about perceptions of safety walking out of neighborhood at night. Thirty-three percent of respondents in Patrol Area 8 indicated that they felt unsafe walking at night outside of their own neighborhood, while only 11% indicated that they felt unsafe walking at night in their own neighborhood. This result is comparable to the overall findings and to findings in other patrol areas. Janesville residents generally feel safest during the day or night in their own neighborhoods,⁹

⁹ Again, "Unsafe" and "Very Unsafe" have been collapsed when discussing this finding.

Figure 14: Patrol Area 8



How safe do you feel under the following conditions?

Note: The "Don't Know" Category is excluded from this graph.

Table 14: Patrol Area 8

	Conditions	Very	Safe	Neutral	Unsafe	Very
		Safe				Unsafe
1	Walking in Neighborhood: Day	80%	19%	1%		
2	Walking in Neighborhood: Night	29%	43%	17%	11%	
3	Walking Out of Neighborhood: Day	23%	58%	15%	4%	
4	Walking Out of Neighborhood:					
	Night	5%	30%	32%	28%	5%
5	How Safe are Janesville Public					
	Schools	25%	56%	16%	3%	
6	Shopping	44%	48%	7%	1%	
7	Driving: Day	61%	33%	4%	2%	
8	Driving: Night	30%	49%	17%	4%	
9	Your Workplace	51%	35%	14%		
10	City Parks	30%	56%	13%	1%	

LEVEL OF COMFORT BY PATROL AREA

As previously reported, citizens in the City of Janesville feel very comfortable approaching officers and staff. Overall, eighty percent or greater of respondents to this question on the survey indicated that they felt a strong degree of comfort approaching members of the department. Examining responses across patrol areas we find very similar results. (Please see Figure and Table 15).

In fact, in all patrol areas except 2 and 6, more than ninety percent of respondents indicated that they felt comfortable or very comfortable approaching police officers and staff. Almost 90% of respondents in areas 2 and 6, however, did indicate that they are comfortable or very comfortable approaching police and staff (89%) so the differences exist across patrol areas, but level of comfort is also very high regardless of patrol area. This is significantly different from the results in 2015 where only two patrol areas (3 and 8) reported greater than 90 percent of a positive comfort level with officers and staff. All areas, however, except for Patrol Area 4 did report some degree of discomfort with approaching Janesville Police Department Officers and Staff. Patrol Area 6 indicated the most discomfort at 8% while 6% of respondents in Patrol Area 1 said the same. The findings in 2021 are more positive than in 2015. In 2015, almost 15% of respondents in Patrol Area 5 indicated that they were uncomfortable approaching police officers and staff, 12 percent in Patrol Area 1 indicated the same, and 11 percent in Patrol Area 4 responded feeling uncomfortable approaching police officers and staff.

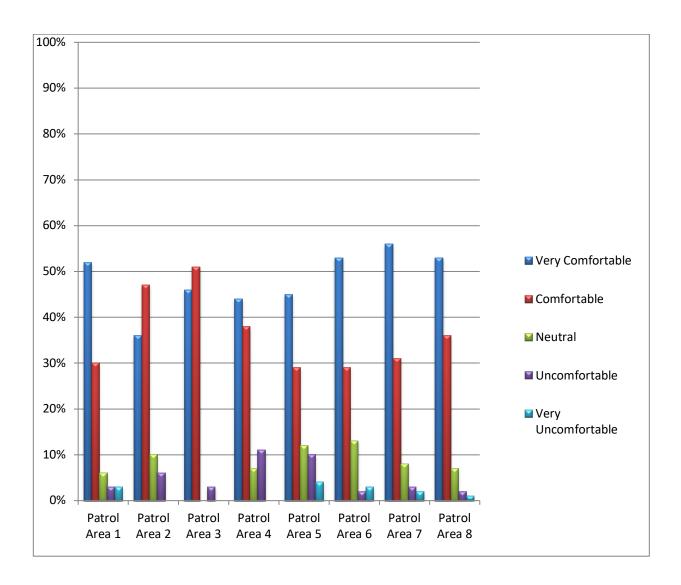


Figure 15: Comfort Approaching Police Officers and Staff

Table 15: Comfort Approaching Police Officers and Staff

Patrol Area	Very Comfortable	Comfortable	Neutral	Uncomfortable	Very Uncomfortable
Patrol Area 1	63%	28%	6%	3%	3%
Patrol Area 2	60%	29%	8%	3%	
Patrol Area 3	70%	26%	3%	1%	
Patrol Area 4	63%	33%	4%		
Patrol Area 5	64%	30%	5%	1%	
Patrol Area 6	56%	33%	3%	3%	5%
Patrol Area 7	70%	21%	7%		2%
Patrol Area 8	66%	28%	4%	1%	1%

CONCLUSION

Generally, Janesville residents find that the city provides a good quality of life and that it is a safe place to live, work, and play. These findings are consistent with the findings in 2015 and 2009. It is also noteworthy that these findings generally hold when we examine responses within and across patrol areas.

As was the case in 2015 and 2009, residents see substance abuse, including alcohol, as an important community problem. In addition, many expressed concerns about gang issues in the City which they perceive as related to drug crime and coming from outside.

Homelessness and mental health issues were brought up many times in open-ended responses with regard to problems facing the Department in the future, and programs and services the Department should offer.

Some residents commented that they would like to see more gender and racial diversity in the department staff and officers.

In addition to addressing the citizen concerns mentioned above, it is important for the department to work with community leaders to develop strategies to gain more support and feedback.

In light of many contemporary issues involving police and race relations nation-wide, some expressed the need for work in this area.

While there are areas where the public recommended more attention is needed, the general sentiment is quite positive. Overall, this community survey reaffirmed the support that residents showed the department in 2015 and 2009. In some areas, as highlighted in this report, even stronger support for the Janesville Police Department can be found in 2021 than in earlier surveys.

Open-ended questions

Finally, respondents were asked three open-ended questions: 1) what do you think will be the biggest problem that the Janesville Police Department will face within the next five years?; 2) If you could change one thing about the Janesville Police Department what would it be?; and 3) What additional programs or services would you like the Janesville Police Department to provide? The answers to these questions vary quite a bit so they are included in Appendix B.

We are noting some trends with respect to these questions here:

What do you think will be the biggest problem that the Janesville Police Department will face within the next five years?

Drug and gang crime

Staffing issues

Police and community relations (e.g., relations with minority groups in the community

Funding (lack of)

Juvenile crime

Traffic related crimes or violations

Homelessness and mental illness issues

If you could change one thing about the Janesville Police Department what would it be?

More resources and staffing

Increased diversity in the Janesville Police Department

More community interaction; less "patrolling" in cars

Many responded "nothing they are doing a great job"

More education about services

What additional programs or services would you like the Janesville Police Department to provide?

Education about crime and programs on crime prevention (more of it)

Domestic violence/self-defense programs for women

More promotion of the services and programs the Department currently offers (some respondents stated they were unaware of some good programs currently offered by the JPD)

Programs working on community relations

Many noted "no additional programs or services are needed because the JPD already does a lot"

City of Janesville Police Departmeent

Public Opinion Survey

Dear Fellow Citizens,

In the interest of improving services for the community, the Janesville Police Department is conducting a citizen survey to evaluate public attitudes and opinions pertaining to the level of law enforcement services provided. You are one of 5,000 residents asked to complete the survey and mail it to us free of charge. Survey results will be used to identify specific ways the Department can improve service for residents and the results will be made available to the public.

Please call Deputy Chief Todd Kleisner at (608)755-3213 or email <u>kleisnert@ci.janesville.wi.us</u> if you have any questions about the survey. You may answer anonymously and I promise that no attempt will be made to match your answers to you. The survey results will be analyzed by UW-Whitewater and should only take a few minutes to complete.

I would like to thank you in advance for your participation in this survey.

Sincerely,

ereafth . J.C. a

David J. Moore, Chief of Police



How satisfied are you with your overall quality of life in Janesville?

Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied

Check the box that best describes your feelings in regards to the following questions.

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
How safe would you feel walking alone <i>during the day</i> in your neighborhood?						
How safe would you feel walking alone <i>at night</i> in your neighborhood?						
How safe would you feel walking alone <i>during</i> <i>the day</i> in Janesville outside of your neighborhood?						
How safe would you feel walking alone <i>at night</i> in Janesville outside of your neighborhood?						
Overall, how safe are Janesville's public schools?						

City of Janesville Police Department								
How safe do you feel shopping in Janesville?								
How safe do you feel driving <i>during the day</i> in Janesville?								
How safe do you feel driving <i>at night</i> in Janesville?								
How safe do you feel in your workplace? (only if in Janesville)								
How safe do you feel in your city parks?								

Public Oppinion Surveyey

Please find below a list of services provided by the Janesville Police Department. First share how important each service is to you and then record how you feel the department performs each service.

	Importance					Performance					
Service	Very Important	Somewhat Important	Not very Important	Not at all Important	Don't Know	Very Good	Good	Neutral	Poor	Very Poor	Don't Know
Alcohol, drug and gang education for students											
Community policing through patrols											
Enforcing alcohol related laws, such as OWI's											
Enforcing laws regarding juvenile violations											
Enforcing laws regarding the use and sale of illegal drugs											
Enforcing parking violations											
Enforcing quality of life issues, including abandoned vehicles, disorderly houses or loud music											
Enforcing traffic violations											
Investigating & solving crimes, including assaults, homicide, robbery & sex crimes											
Offering crime prevention services, such as Neighborhood Watch or security inspections											
Responding to citizen calls for service, including 911 calls											

Please find below a list of programs (existing or proposed) that are managed by the Janesville Police Department. Please share *how important* each program is to you.

	Importance						
Program	Very Important	Somewhat Important	Not very Important	Not at all Important	Don't Know		

City of Janesville Police Department

Bicycle Patrol			
Crime Prevention			
Honor Guard			
Canine Unit			
S.A.F.E. (self-defense classes for women)			
School Liaison and Resource Officer			
Street Crimes Unit (drug & gang investigations)			
S.W.A.T. Team (special weapons and tactics)			
National Night Out			
Youth Explorer			
High Risk Offender (HRO) Team			
Domestic Violence Intervention (DVI) Team			
Mobile Field Force (crowd control)			
Chronic Nuisances Nuisance Premises Unit			
Homeless Outreach Team			

Public Opinion Surveyey

Crisis Intervention Team (police response to mental health issues)					
African American Liaison Advisory Committee					
Latino Liaison Advisory Committee					
How comfortable do you feel appro	aching police depa	artment officers a	nd office staff?		
Very Comfortable Cor	nfortable	Neutral	Unco	mfortable	Very Uncomfortabl

What do you think will be the biggest problem that the Janesville Police Department will face within the next five years?

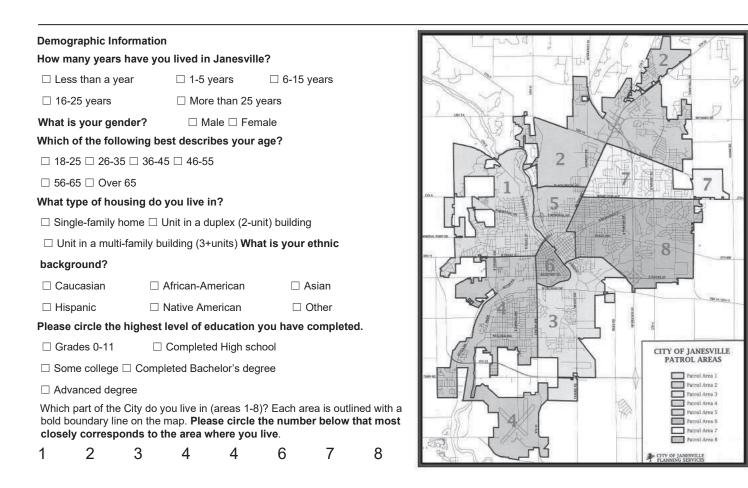
If you could change one thing about the Janesville Police Department, what would it be?

1. ____

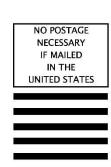
1. _

City of Janesville Police Department

What additional programs or services would you like the Janesville Police Department to provide?



City of Janesville Police Department



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City of Janesville Police Department

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City of Janesville Police Department

Public Opinion Survey

Thank you very much for completing the survey! Please return this survey by Friday January 7th 2022

After answering the questions, fold the survey in half with the address facing out, tape it shut as marked and drop it in the mail free of charge. The Police Department will pay the postage.

Connect with JPD!

Sign up for Nixle to receive emergency alerts and important information. Text JANESVILLE to 888777 to sign-up or go to Nixle.com



TAPE HERE

NO STAPLES PLEASE

TAPE HERE

APPENDIX B. PATROL AREA MAP

