



Jacksonville Sheriff's Office Community Survey 2020



Public Opinion
Research Lab

Jacksonville Sheriff's Office Community Survey 2020

Prepared For:
The Jacksonville Sheriff's Office (JSO)

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Introduction

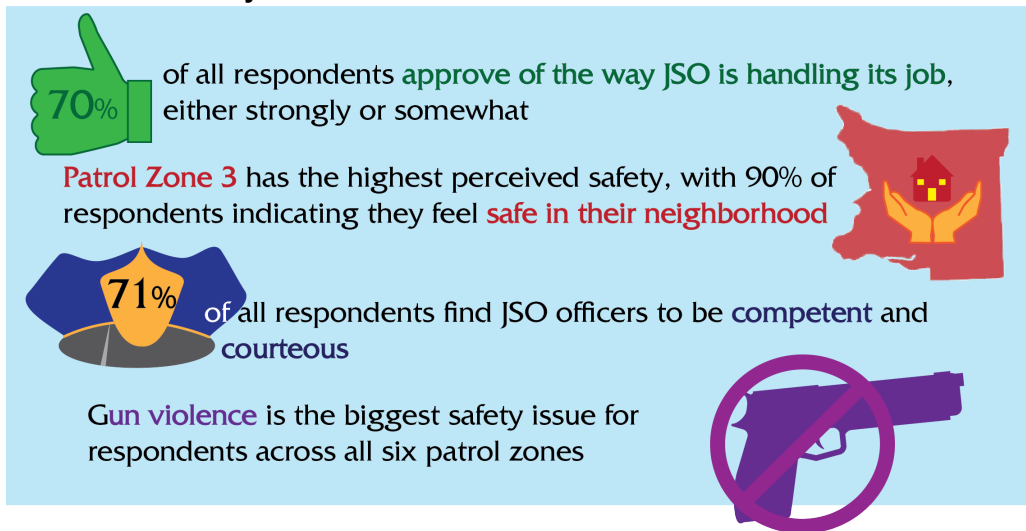
County Demographic Profile

Duval County is located in northeast Florida, and is bordered by St. Johns, Clay, Bradford, Baker, and Nassau County. The county totals 918 square miles. According to the U.S. Census Bureau's 2019 American Community Survey (ACS) estimates, Duval County's 18 years of age and older population was approximately 742,210 individuals. The approximate racial/ethnic breakdown for the total Duval County population of 912,043 individuals according is as follows: 52% white non-Hispanic, 29% black non-Hispanic, 11% Hispanic/Latino origin, and 5% Asian non-Hispanic.

Project Background

In 2016, The Jacksonville Sheriff's office contracted the Public Opinion Research Lab (PORL) at the University of North Florida (UNF) to conduct a multi-year study measuring community attitudes and opinions toward public safety and law enforcement in Jacksonville, Florida. The study was conducted in 2016, 2018, and 2020. Some methodological changes were made between project years, which are discussed further in the "methodology" section.

Executive Summary



Methodology

Study Design

The 2020 study used a multi-modal design, incorporating both telephone and online surveys. This is a slight departure from previous project years when only telephone surveys were used. A maximum of 5 callbacks were attempted for non-completes with a working residential or cell phone line. To avoid survey bias, surveys were conducted in both English and Spanish. Calls were made from 4:00 to 9:00 p.m., seven days a week.

The total number of completed telephone surveys collected was 1,115. The breakdown of completed

responses on a landline phone to a cell phone was 23% to 77%. The sample is composed of adults 18 years and older who live in Duval County (not including the Beaches Communities).

Data collection took place at the PORL facility with its 27-station Computer Assisted Telephone Interviewing (CATI) system. A sample of the polling universe (Jacksonville residents) was selected through the use of Random-Digit-Dialing methodology for both landlines and cell phones. Dynata provided all of the telephone numbers used for the phone portion of the survey. For individuals answering on a landline telephone, the interviewer asked the first qualified respondent to participate. Cell phone sample respondents were selected by being the first qualified participant to answer the phone.

The online portion of the study was conducted via Lucid to provide an online panel which led to 300 completed survey and using the Florida Voter File we reached out to an additional 455 Duval residents. The online survey was administered through Qualtrics.

To ensure a representative sample was being collected, the county was stratified using the 6 JSO patrol zones,

which are broken down into sectors and sub-sectors so that officers can easily navigate and find neighborhoods within the community ([see Table 1](#)). Quotas were placed on each of these stratified areas to ensure a proportionate amount of completed surveys from across the zones.

To decrease the margin of error in cross-analysis, quotas were set for completed surveys per patrol zone. It is important to note that, due to smaller sample sizes, the observations made

between zones have a greater margin of error, indicating a greater degree of uncertainty toward the true population than that of the entire sample.

In order to adjust for oversampling and to correct for non-response bias, a two-step weighting process was applied to the data. First, values in patrol zones that were oversampled were adjusted downward so as not to skew the countywide results. Second, in order to ensure that the results presented were reflective of the adult population of Duval County, the total sample was

weighted by age, sex, race, and education to the estimated 2019 American Community Survey for the adult population of the Duval County. For these survey questions, responses of 'Don't Know' or 'Refusal' were given a weight of 1. There were no statistical adjustments made due to design effects.

The margin of sampling error for the total sample is +/- 2.3 percentage points (see Table 2). American Association of Public Opinion Research (AAPOR) Response Rate 3 (RR3) calculation was used which consists of an estimate of what proportion of cases of unknown eligibility are truly eligible. This phone portion of this study had a 16% response rate.

Public Opinion Research Lab

As members of AAPOR, the PORL's goal is to support sound and ethical practices in the conduct of survey and public opinion research. Moreover, the PORL is a charter member of the AAPOR Transparency Initiative and a member of the Association of Academic Survey Research Organizations.

For more information about methodology, contact Dr. Michael Binder by emailing PORL@unf.edu or calling (904) 620-278

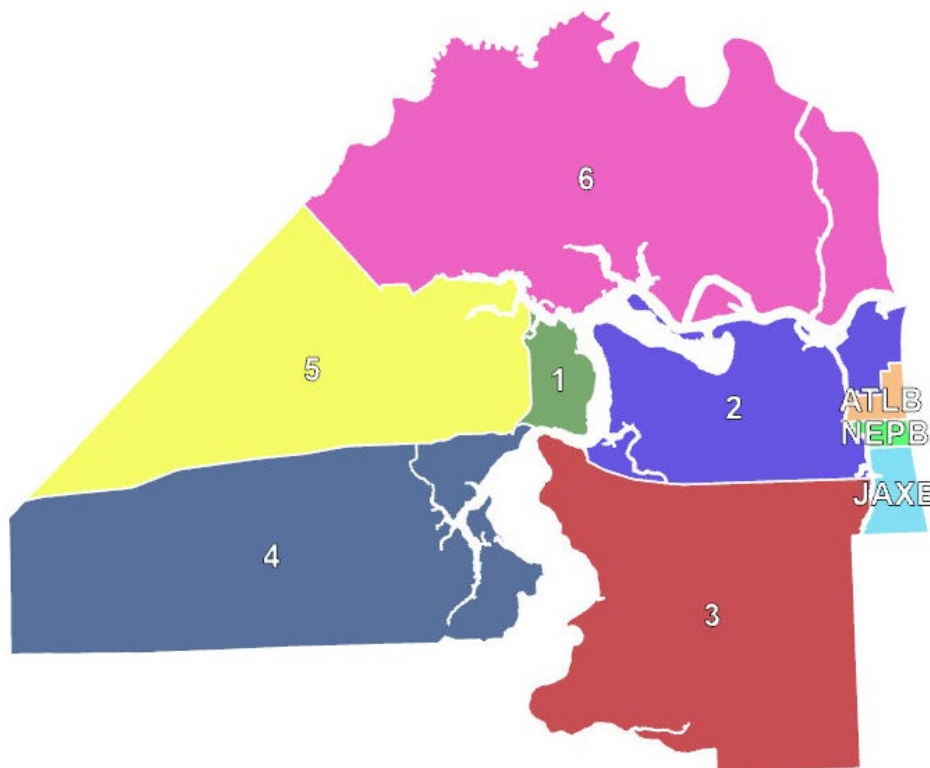
Table 1. Patrol Zone and Sample Size

Designated Market Area	Sample Size
Zone 1	n=167
Zone 2	n=305
Zone 3	n=370
Zone 4	n=380
Zone 5	n=286
Zone 6	n=362
Total	1,870

Table 2. Patrol Zone and Margin of Error

Designated Market Area	MoE
Zone 1	+/- 7.58
Zone 2	+/- 5.61
Zone 3	+/- 5.09
Zone 4	+/- 5.03
Zone 5	+/- 5.79
Zone 6	+/- 5.15
Total	+/- 2.26

JSO Patrol Zones Map



Summary of Findings

This report was prepared for the Jacksonville Sheriff's Office (JSO) following the administration of the JSO Community Survey. The conclusions and opinions expressed in this report do not necessarily represent those of JSO. This report serves to gauge community

perceptions of public safety in Jacksonville, Florida (not including the Beaches Communities). In order to best accomplish this, the Public Opinion Research Laboratory (PORL) at the University of North Florida (UNF) conducted a survey that yielded the following results:

Figure 1. JSO Approval by Zone

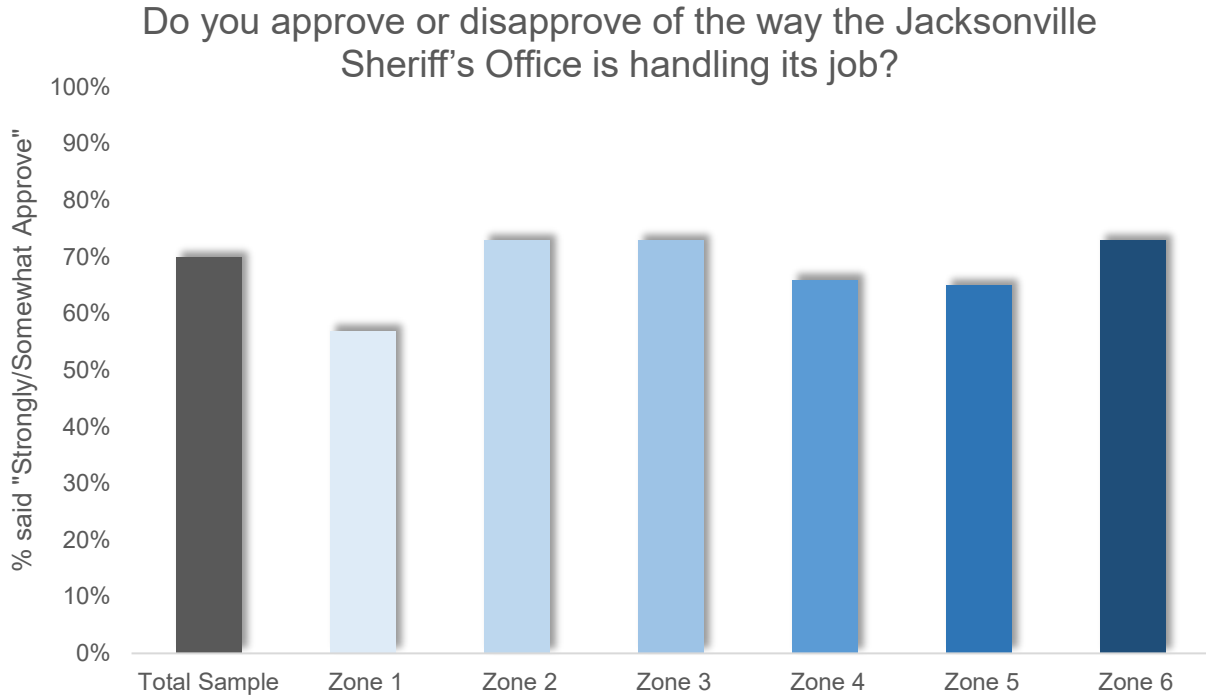


Figure 2. JSO Approval by Race

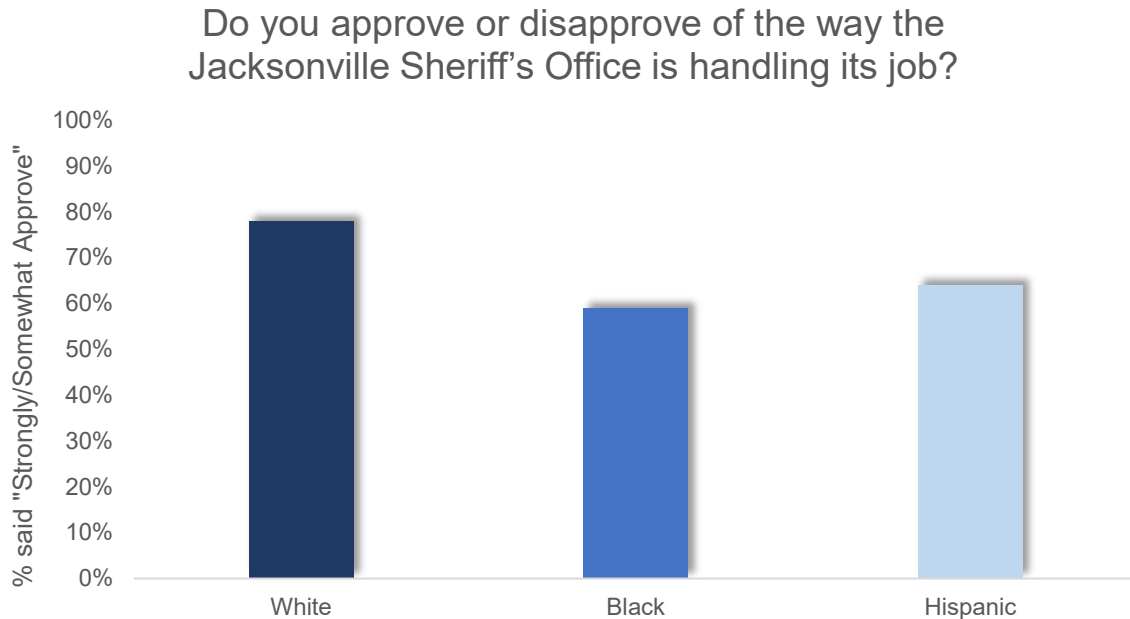
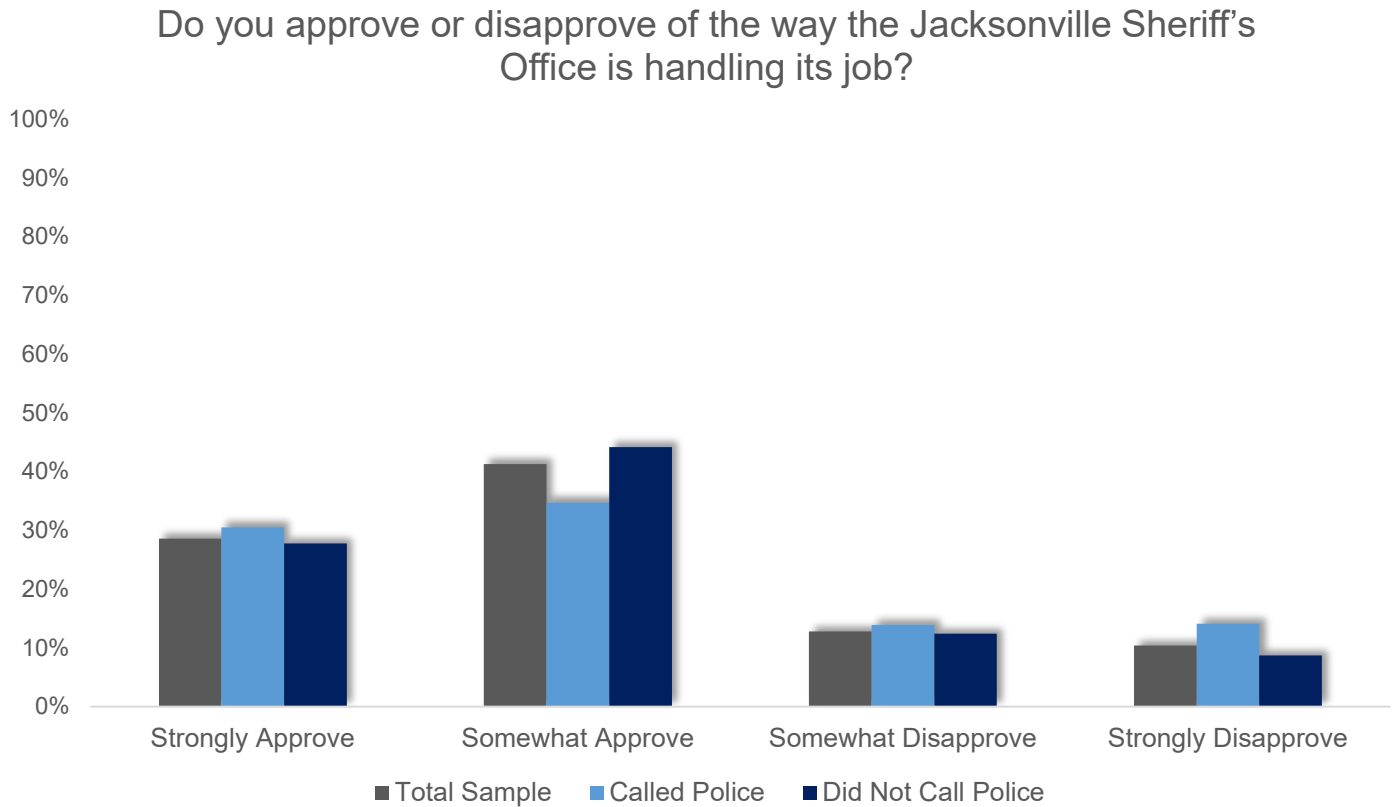


Figure 3. JSO Approval by Call



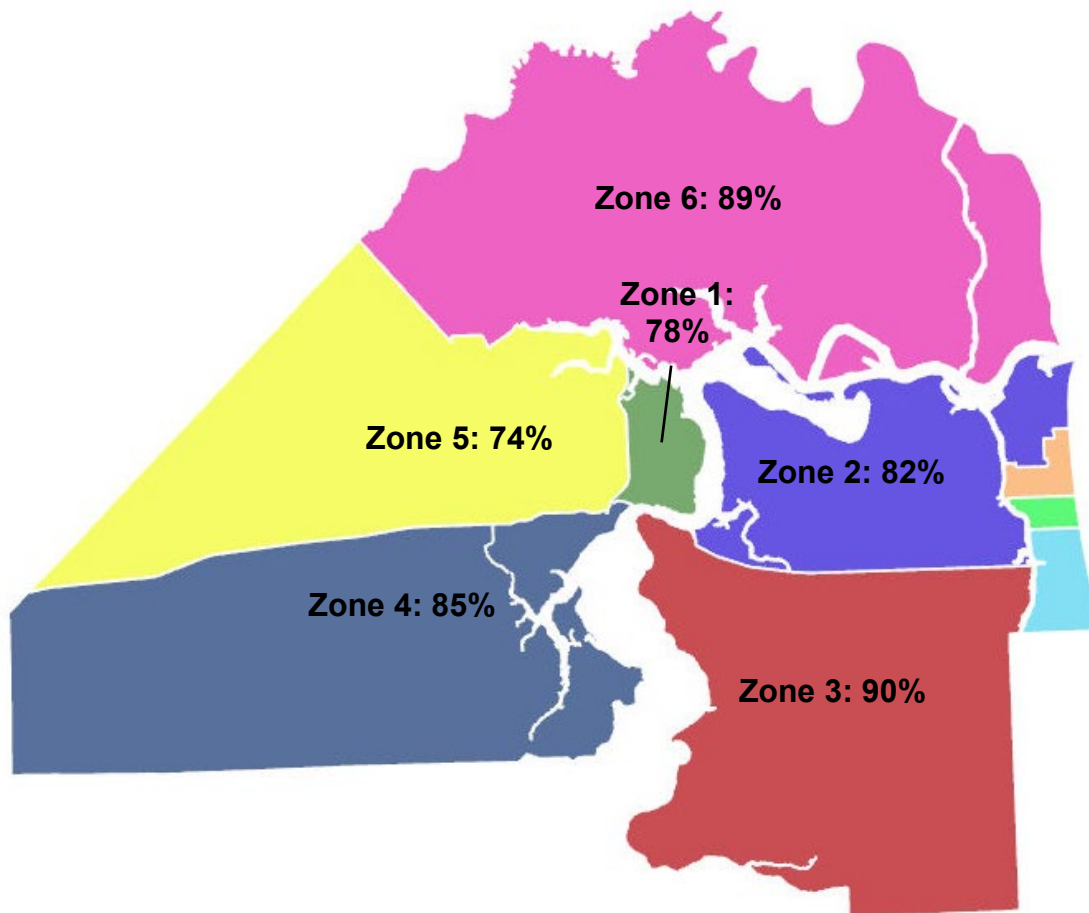
Respondents were first asked whether they approve or disapprove of the way the Jacksonville Sheriff's Office is handling its job. Overall, 70 percent of respondents indicated they strongly or somewhat approve. As shown in Figure 1 above, patrol zones 2, 3, and 6 were tied for greatest JSO approval, each with 73 percent. Zone 1 had the lowest job approval, with 57 percent of respondents saying they strongly or somewhat approve. Figure 2 displays the job approval ratings, broken down by race. Approval is highest among white people at 78 percent approving strongly or somewhat, followed by Hispanics with 64 percent. Black respondents had the lowest approval of JSO's job performance, at 59 percent.

Figure 3 breaks down job approval by whether or not respondents reported having called the police in the past year. Among those who called police, 31 percent strongly approve, compared to 28 percent of those who did not call police. Conversely, a greater percentage approve somewhat among those who did not call police compared to those who did, at 44 and 35 percent, respectively. Fourteen percent of respondents who called police strongly disapprove of JSO's job performance, compared to just 9 percent of those who did not call.

Overall, JSO had 66-percent approval among respondents who reported calling police, with 75-percent approval among those who did not call police.

Figure 4. Neighborhood Safety by Zone – Map

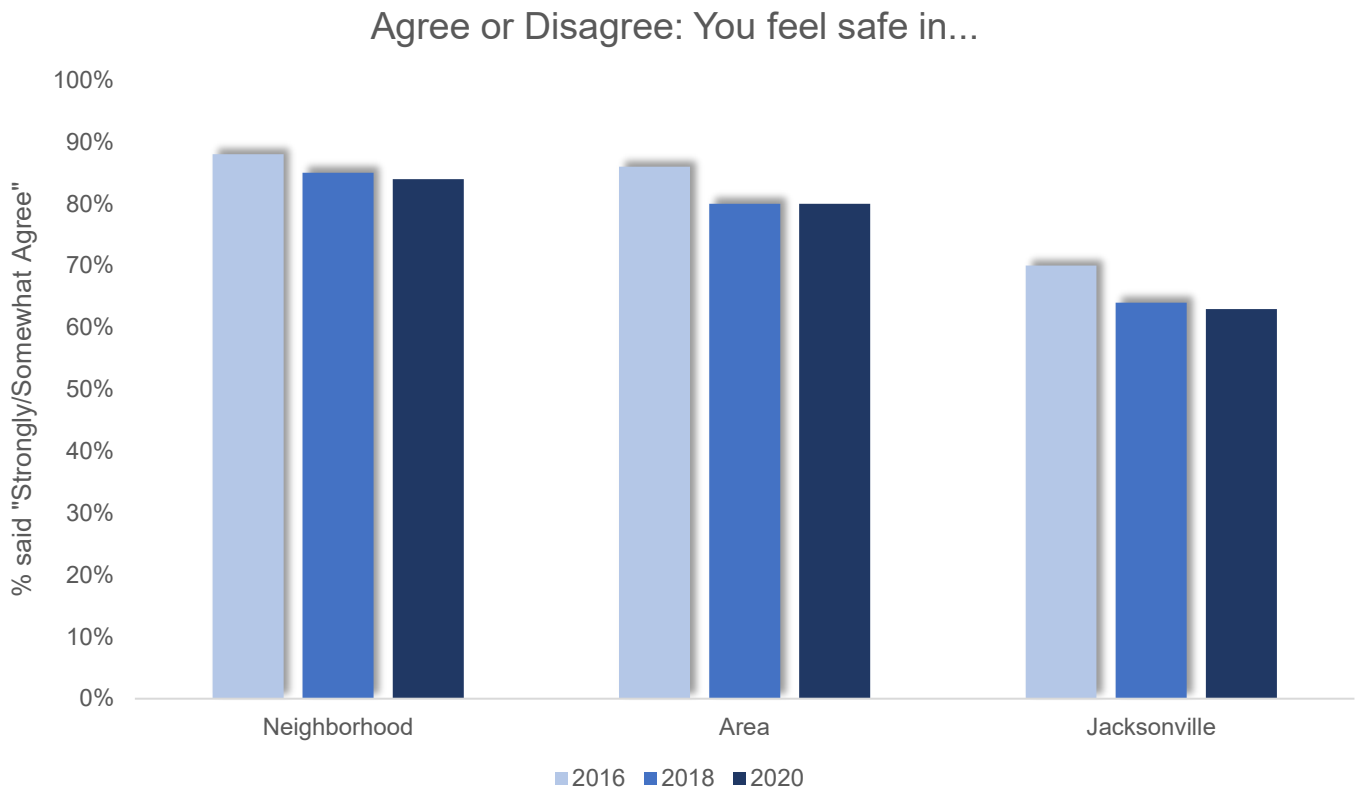
Agree or disagree: You feel safe in your neighborhood.
% said "Strongly/Somewhat Agree"



Respondents were asked the extent to which they agree or disagree that they feel safe in their own neighborhood. Figure 4 displays the percentage of respondents who indicated they agree strongly or somewhat, broken down by patrol zone. The zone with the greatest percentage of respondents who reported

feeling safe in their neighborhood was Zone 3, with 90 percent saying they agree strongly or somewhat. Zone 5 had the lowest percentage of respondents who reported feeling safe in their neighborhood, although still the vast majority, at 74 percent.

Figure 5. Neighborhood, Area, and Jacksonville Safety, 2016-2020



In addition to their own neighborhoods, respondents were also asked if they feel safe in the areas around town they visit most frequently, and if Jacksonville overall is a safe place to live. Figure 5 shows the overall responses for each area, broken down by project year. In all three categories, the percentage of respondents who reported feeling safe has declined slightly, but steadily between 2016 and 2020.

Respondents seem to feel most safe in their own neighborhoods, with 84 percent saying they agree

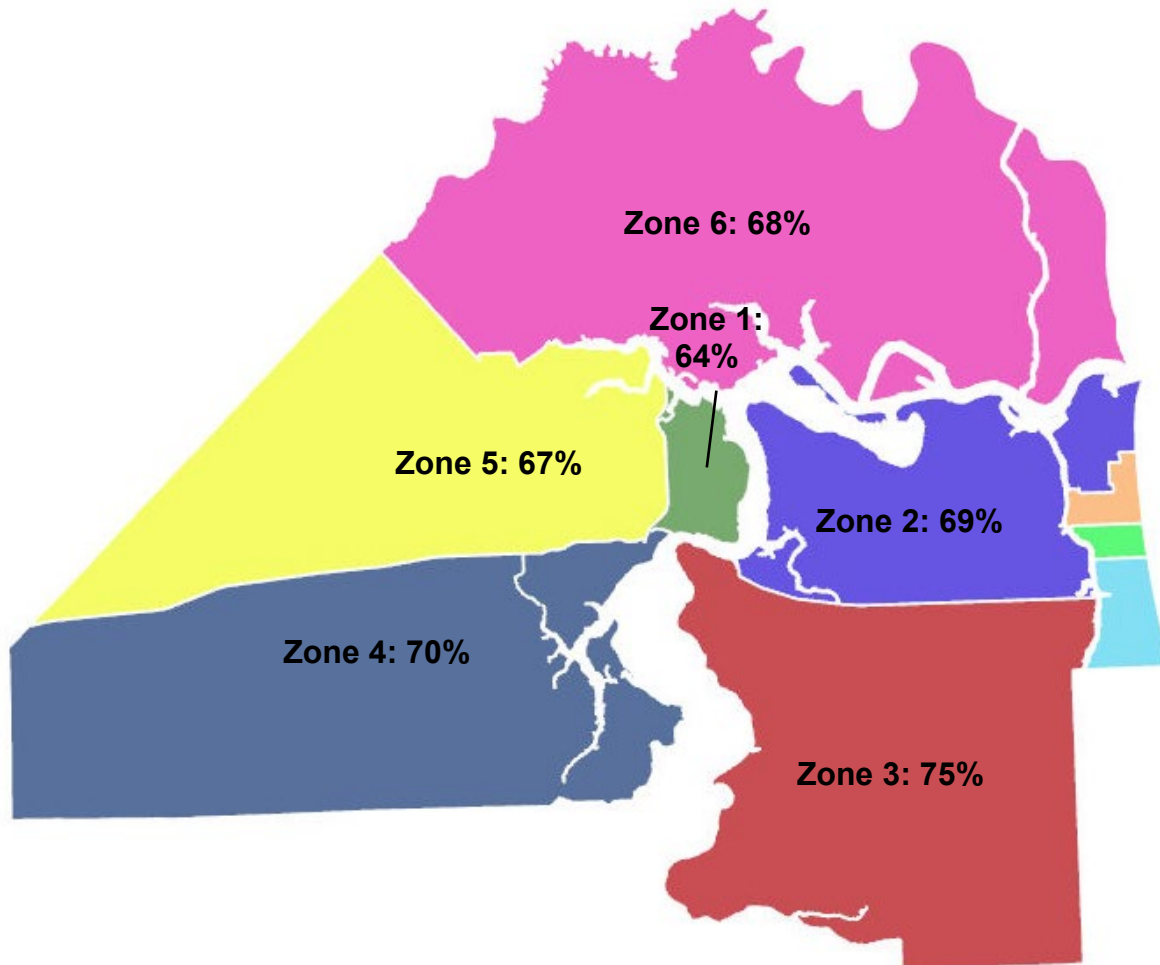
strongly or somewhat, down from 88 percent in 2016, and 85 percent in 2018. The biggest decline was seen in the percentage of respondents who believe Jacksonville is a safe place to live, with 63 percent agreeing strongly or somewhat, down from 70 percent in 2016.

Despite the decreases between project years, the vast majority of respondents still feel that their neighborhoods and the areas in Jacksonville they visit are safe.

Figure 6. Courteous by Zone – Map

Agree or Disagree: In your encounters with JSO personnel, you find them to be courteous and competent.

% said "Strongly/Somewhat Agree"



Respondents were then asked whether they found JSO personnel to be courteous and competent in their encounters with them. Figure 6 breaks down the responses geographically by patrol zone. Zone 3 had the highest percentage of people who agree strongly or

somewhat that JSO personnel are competent and courteous, at 75 percent. The Zone with the lowest percentage of respondents who agree with this statement was Zone 1, still with a majority of 64 percent.

Figure 7. Courteous, 2016-2020

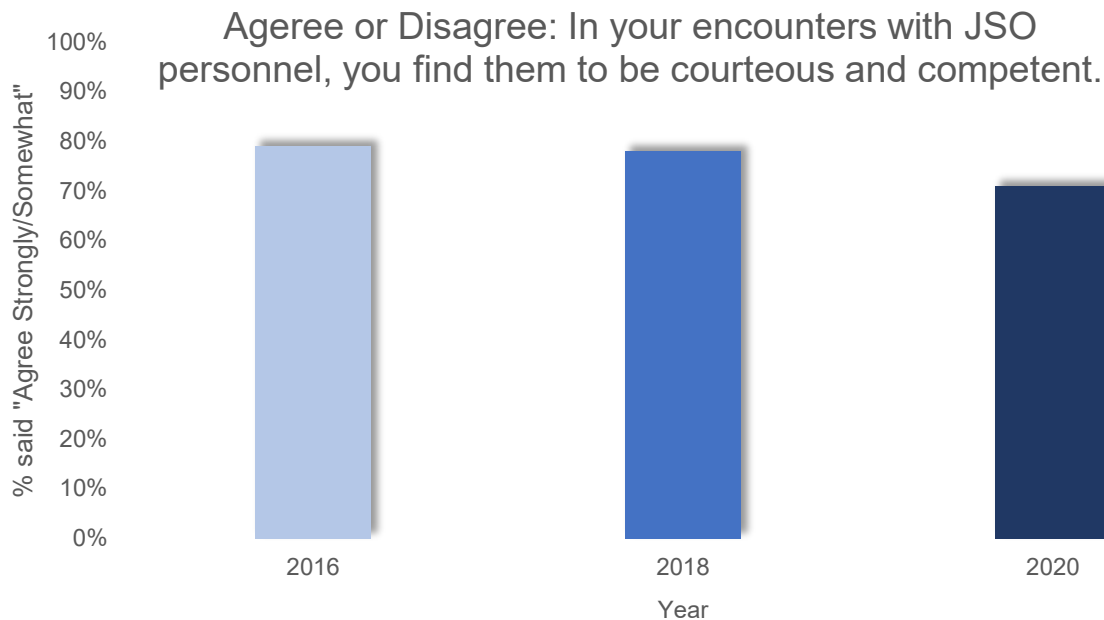


Figure 8. Courteous by Race

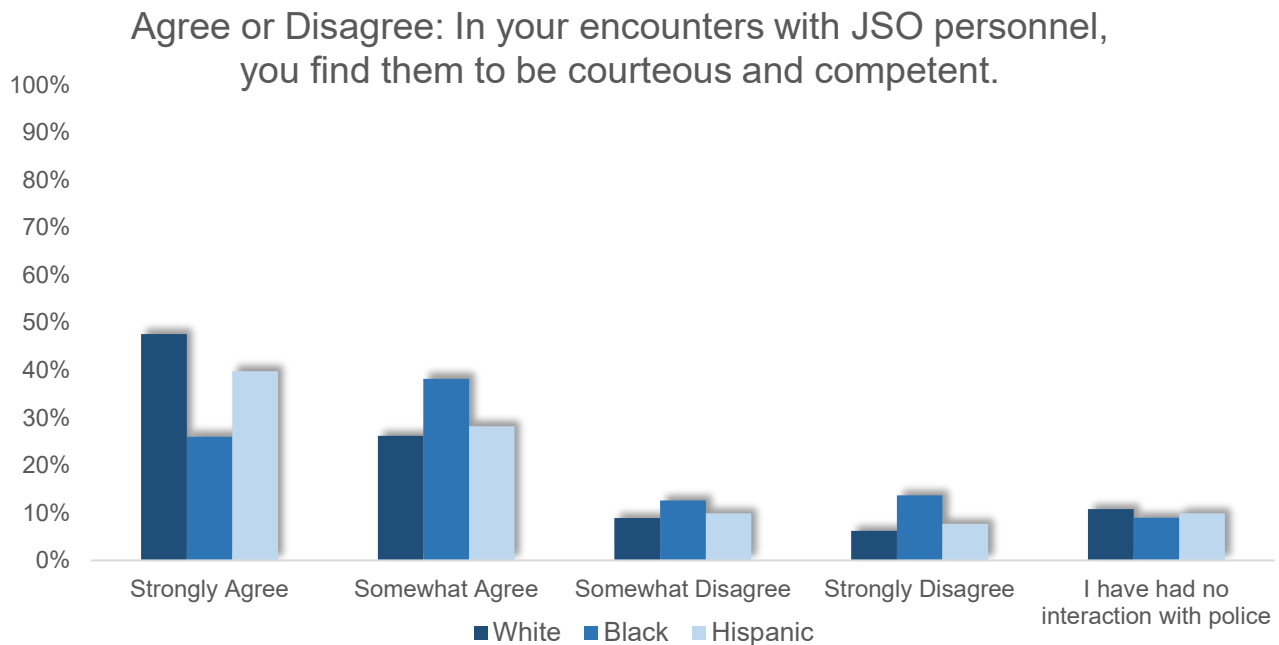
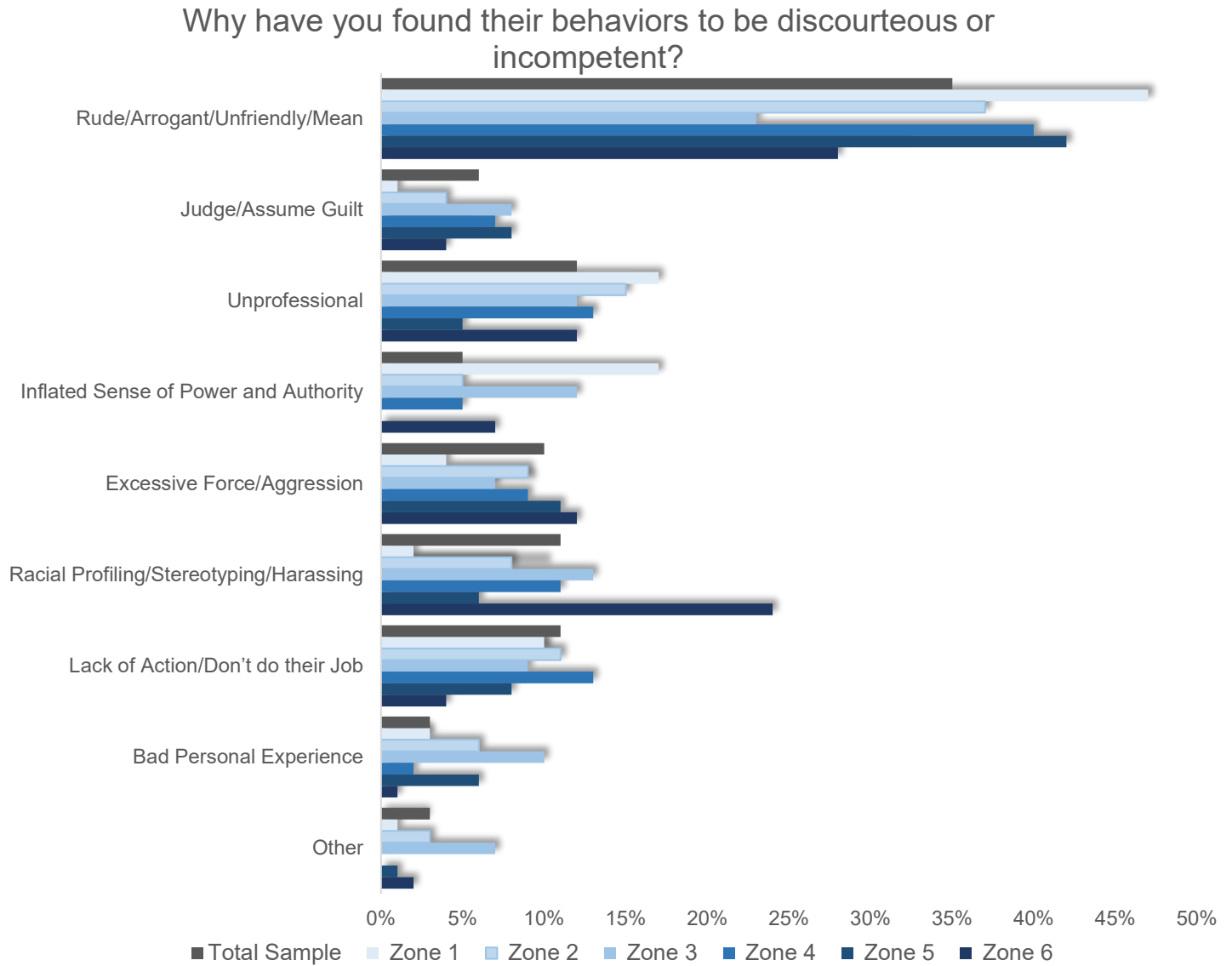


Figure 7 displays the overall responses to the same question, broken down by project year. As shown in the chart, the percentage of respondents who agree strongly or somewhat has declined slightly between 2016 and 2020, from 79 to 71 percent. The percentage of respondents who agree that JSO is courteous and competent only went down one percentage point between 2016 and 2018, but slid by seven points between 2018 and 2020.

Figure 8, which breaks down responses by race, shows that a greater percentage of white respondents indicated they strongly agree that JSO is competent and courteous, at 48 percent, compared to 40 percent of Hispanic and just 26 percent of Black respondents. Fourteen percent of Black respondents said they strongly disagree, compared to 8 percent of Hispanic respondents and 6 percent of white respondents.

Figure 9. Discourteous by Zone



Those respondents who disagreed that JSO is competent and courteous (either strongly or somewhat) were then asked why they found their behaviors incompetent or discourteous. This was asked as an open-ended question and responses were later recoded into the categories shown in Figure 9, above. Across all six zones, the most common complaint was that JSO personnel were “rude, arrogant, unfriendly or mean.” In

Patrol Zone 6, “racial profiling, stereotyping, or harassing” came in a close second, with 28 percent and 24 percent, respectively.

Among Zone 1 respondents, “unprofessional” and “inflated sense of power and authority” were tied for second place, at 17 percent each.

Figure 10. Discourteous by Race

Why have you found their behaviors to be discourteous or incompetent?

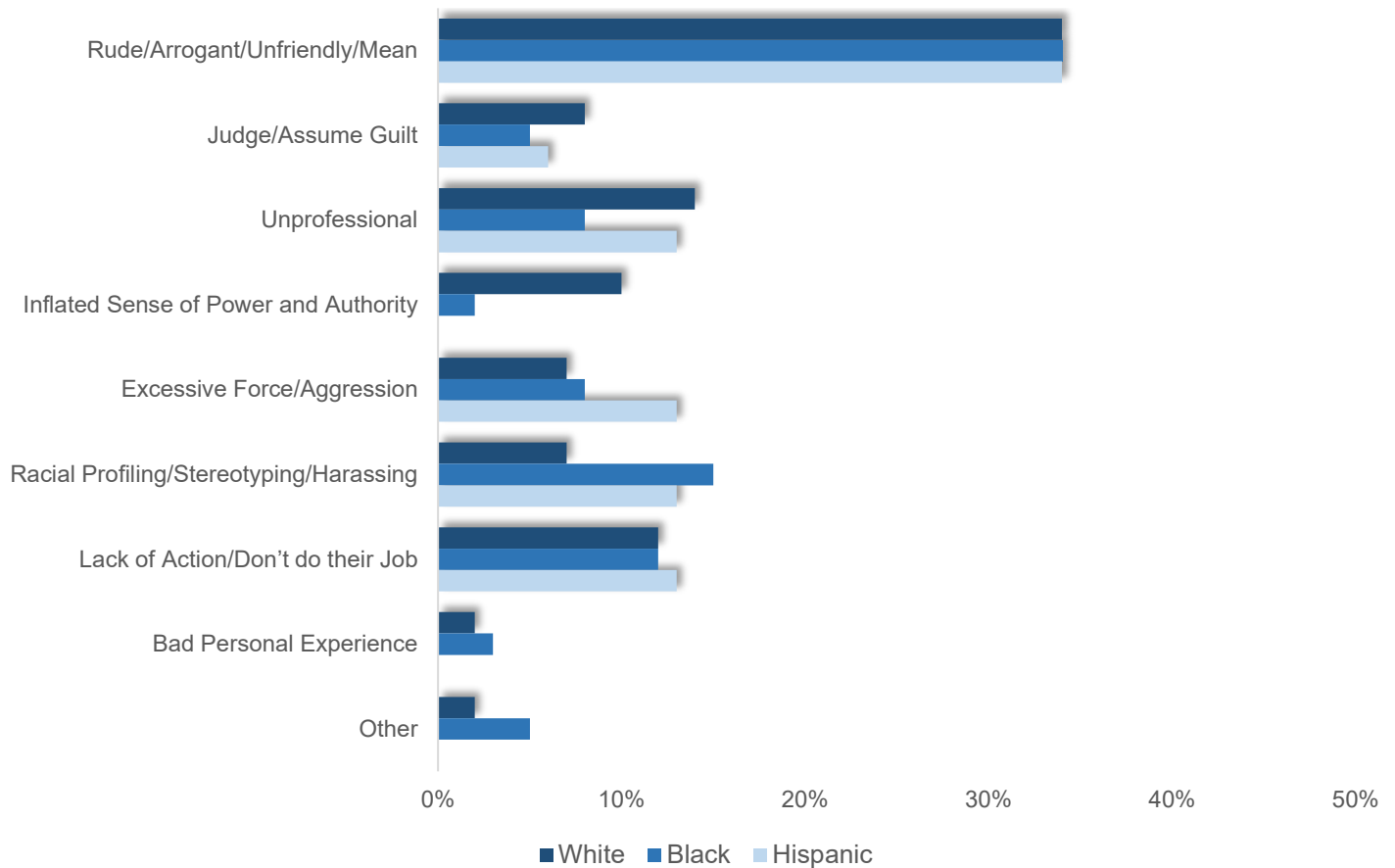
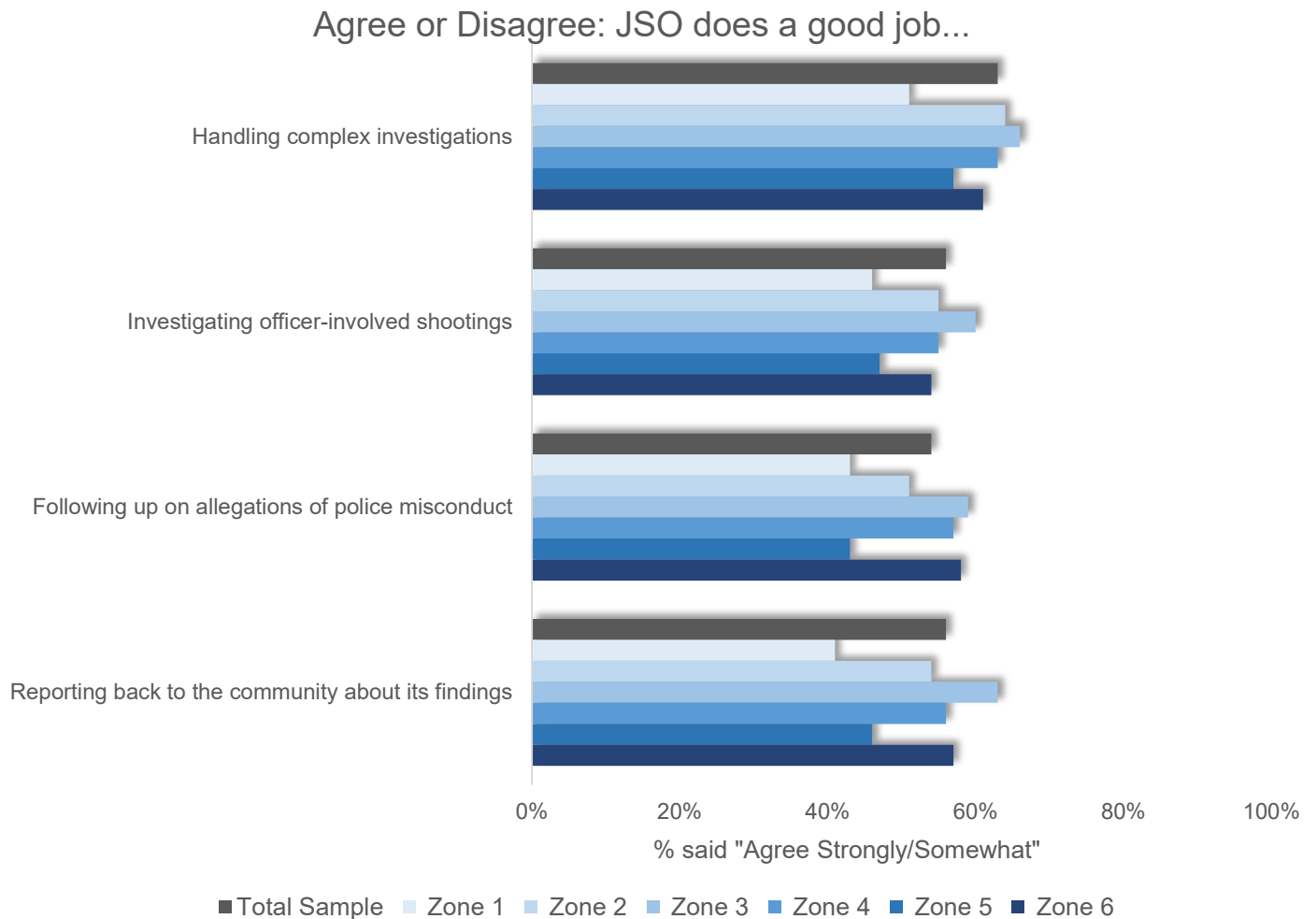


Figure 10 breaks this question down by race. Again, “rude, arrogant, unfriendly, or mean” had the greatest response across races, at 34 percent for each category. Among Black respondents, the next greatest complaint was racial profiling, stereotyping, or harassing” at 15

percent. Tied for second among Hispanic respondents were “unprofessional,” “racial profiling,” and “lack of action,” each with 13 percent. Among white respondents, “unprofessional” was the second greatest complaint, at 14 percent.

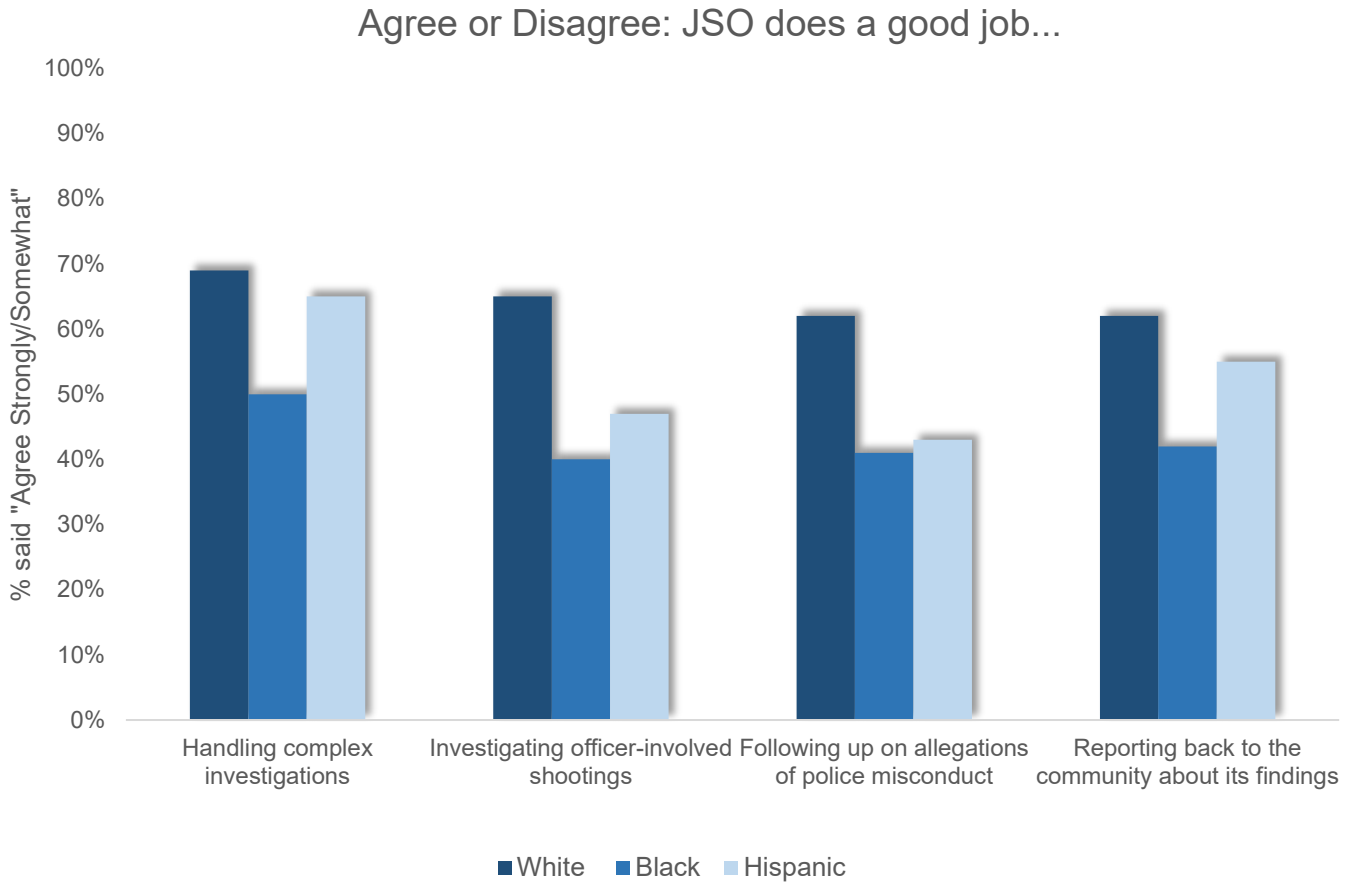
Figure 11. Job by Zone



Respondents were asked a series of questions regarding whether they think JSO does a good job in the following responsibilities: handling complex investigations, investigating officer-involved shootings, following up on allegations of police misconduct with competent administrative and/or criminal investigations, and reporting back to the community about its findings on investigations of possible police misconduct. Figure 11 displays the percentage of respondents who agreed somewhat or strongly, broken down by patrol zone. In the overall sample, a majority of respondents agreed

that JSO does a good job handling each of these tasks, the greatest being “handling complex investigations,” with 63 percent. Zone three had the greatest percentages of respondents who agreed that JSO does a good job in each category, the highest being “handling complex investigations,” at 66 percent, and the lowest “following up on allegations,” with 59 percent. Respondents in Zone 1 had lower opinions of the job JSO does in these areas, the lowest being in “reporting back to the community,” at just 41 percent.

Figure 12. Job by Race



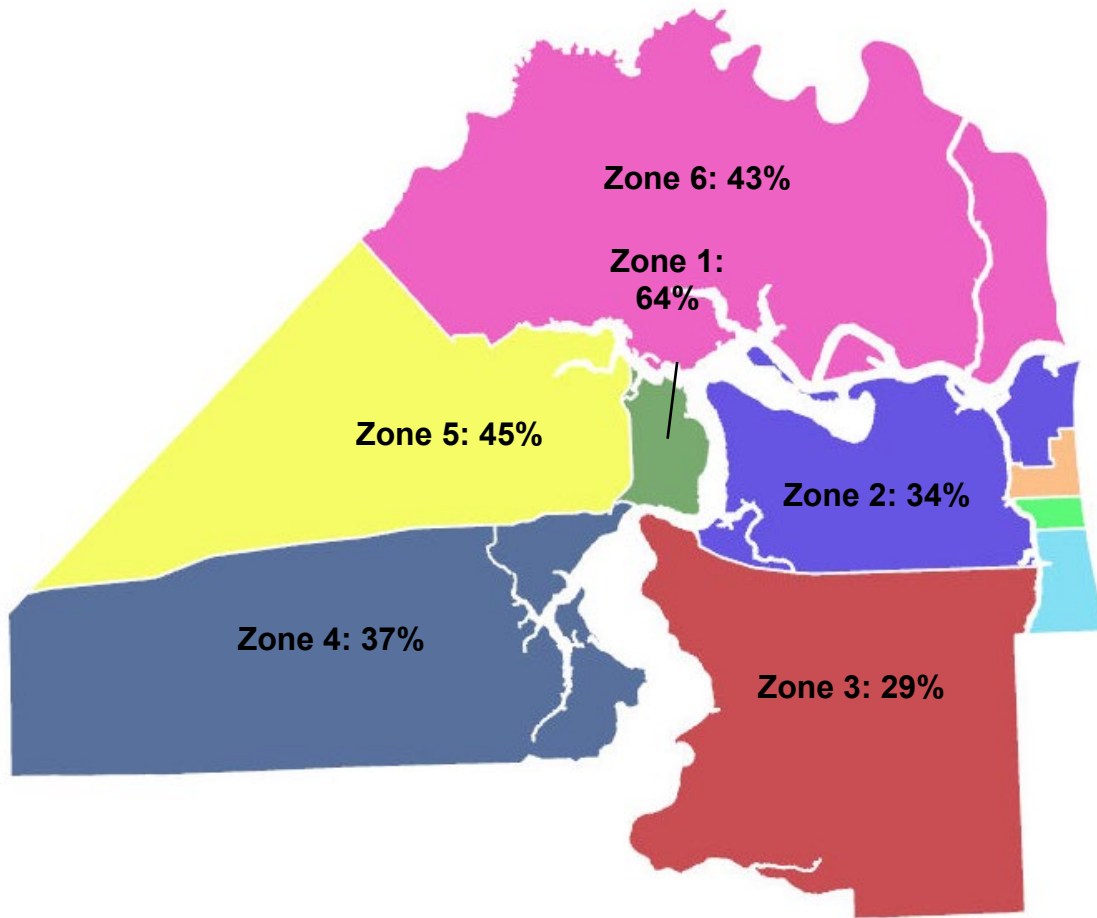
When broken down by race, as shown in Figure 12 above, “handling complex investigations” had the highest rate of agreement across white, Black, and Hispanic respondents. Each category had the highest job approval among white respondents, never dropping below 62 percent agreement. Black respondents had the lowest rate of approval, the highest being in “handling

complex investigations” at 50 percent, and the lowest, “investigating officer-involved shootings,” at 40 percent. Among Hispanic respondents, 65 percent indicated they think JSO does a good job handling complex investigations, however just 43 percent think they do a good job following up on allegations of misconduct.

Figure 13. Police Brutality by Zone – Map

Agree or Disagree: Being the victim of police brutality is something you personally worry about.

% said “Strongly/Somewhat Agree



When asked whether they, personally, worry about being the victim of police brutality, a total of 35 percent of respondents said they agree strongly or somewhat. As shown in Figure 13, however, this number changes

dramatically between patrol zones. The majority of respondents in Zone 1 indicated they worry about being the victim of police brutality, compared to just 29 percent in Zone 3.

Figure 14. Police Brutality by Race, 2018 & 2020

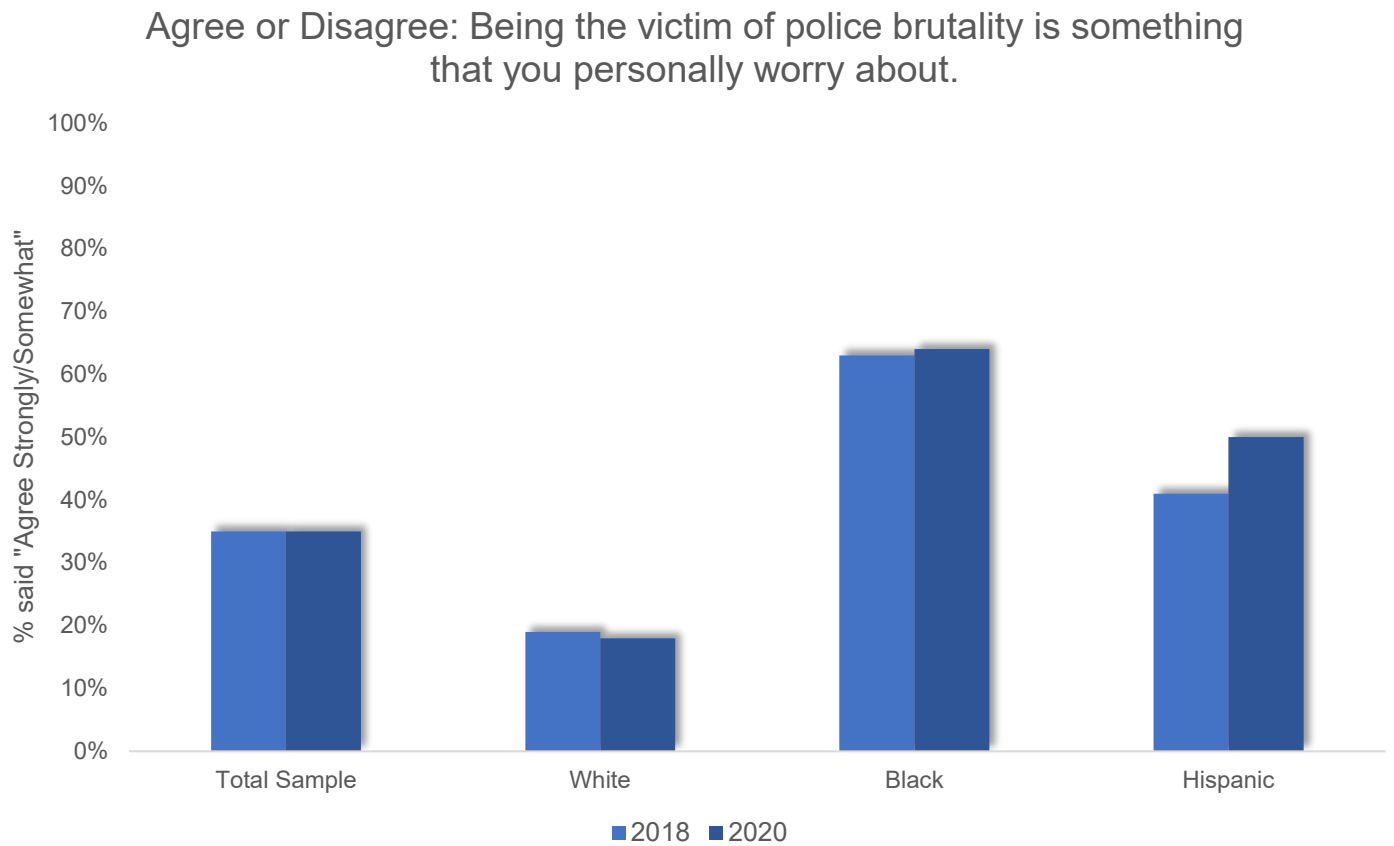
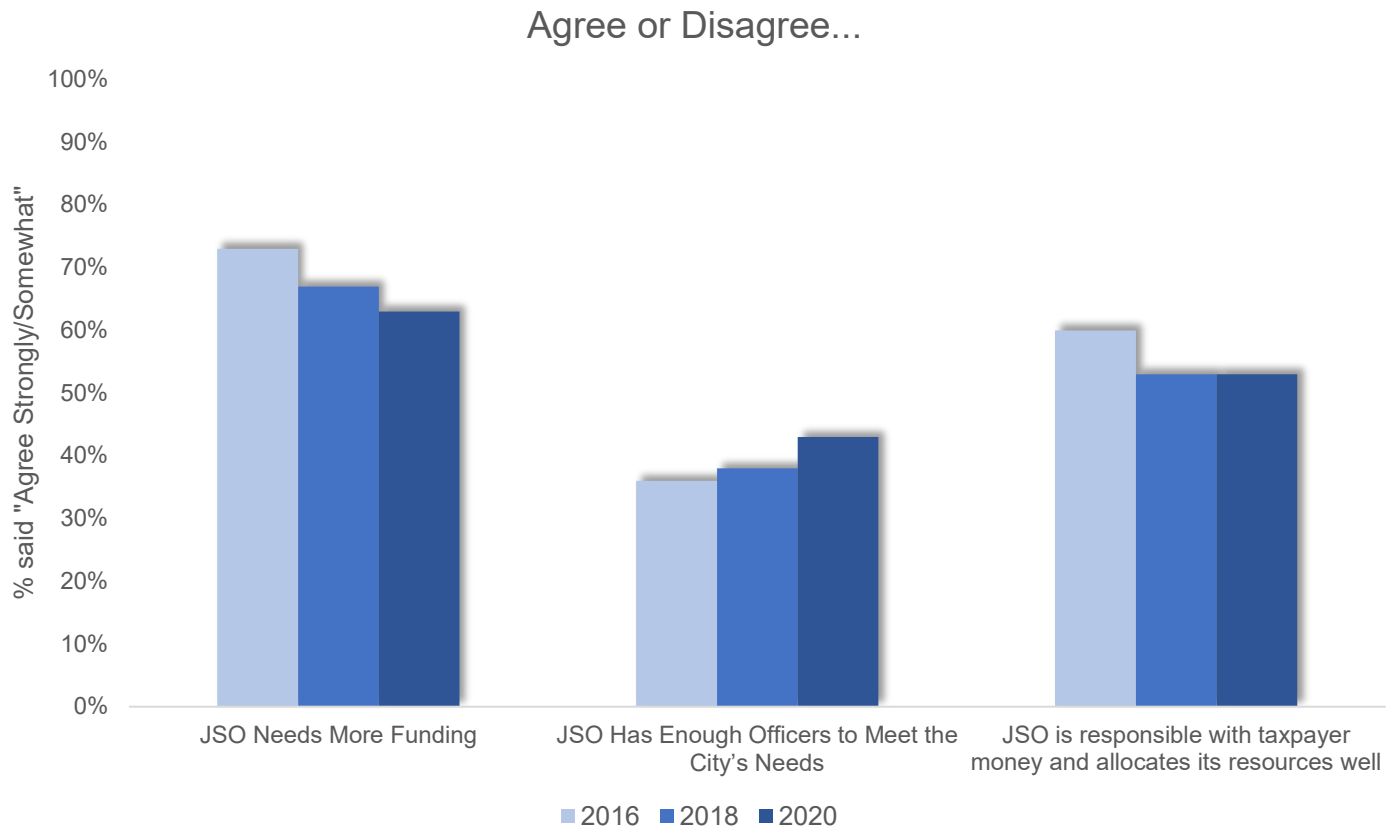


Figure 14 shows the percentage of respondents who indicated they worry about being the victim of police brutality, broken down by race and project year. This question was added to the survey instrument in 2018, and thus there are no responses for the 2016 project year. As seen in the chart, there has been no change in the overall response between 2018 and 2020, remaining

steady at 35 percent. Among Hispanic respondents, however, those who agreed somewhat or strongly increased by 9 percentage points, from 41 to 50 percent. The percentage of white and black respondents is essentially unchanged as whites declined by just one percentage point, while the percentage of Black respondents increased by one point.

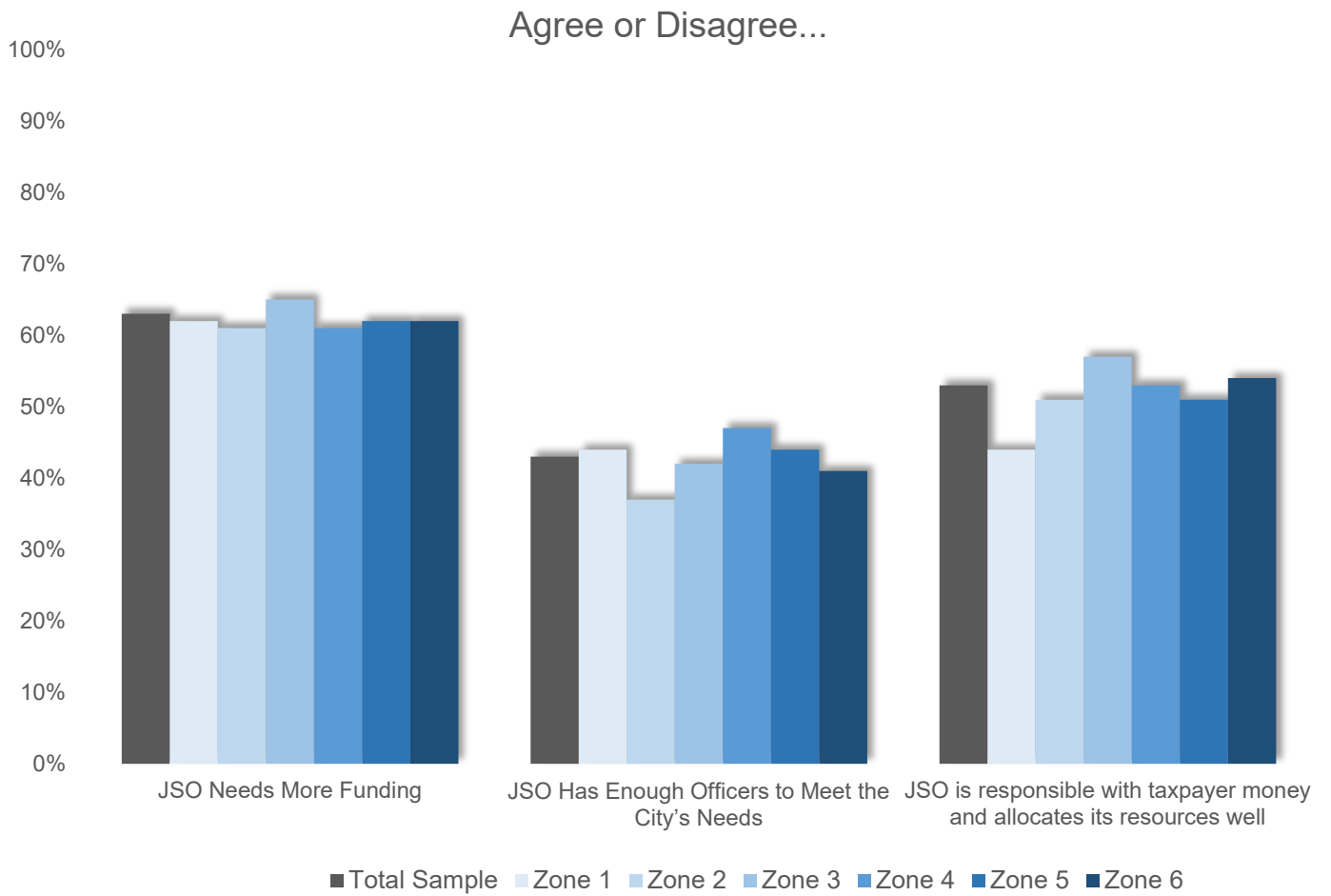
Figure 15. Resources, 2016-2020



Respondents were also asked a series of questions about JSO funding and resource allocation. Figure 15 shows the overall responses to these questions in each project year. When asked if they agree that JSO needs more funding, 73 percent of respondents in 2016 agreed strongly or somewhat, which declined steadily to 63 percent in 2020. Conversely, the percentage of

respondents who indicated JSO has enough officers to meet the city's needs increased by 7 percentage points between 2016 and 2020, from 36 to 43 percent. The percentage of respondents who believe JSO is responsible with taxpayer money declined by 7 percentage points between 2016 and 2018, but remained steady in 2020 at 53 percent.

Figure 16. Resources by Zone

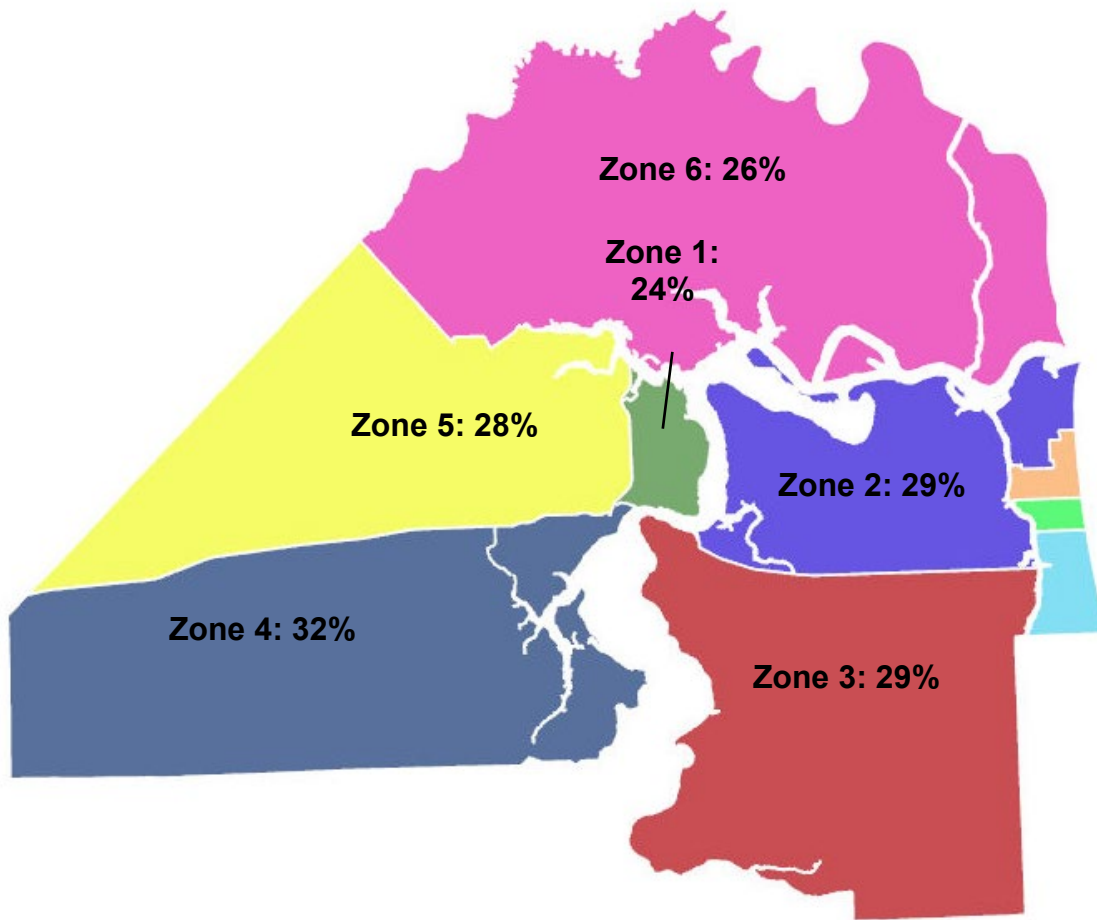


When asked whether JSO needs more funding, a majority of respondents across all zones indicated they agree strongly or somewhat, the highest being Zone 3 with 65 percent. There was slightly more variation between zones when asked whether JSO has enough

officers to meet the city's needs, the lowest being 37 percent in Zone 2, and the highest 47 percent in Zone 4. Zone 3 had the greatest percentage of respondents who agreed that JSO is responsible with taxpayer money at 57 percent, while Zone 1 had the lowest, at 44 percent.

Figure 17. Call by Zone – Map

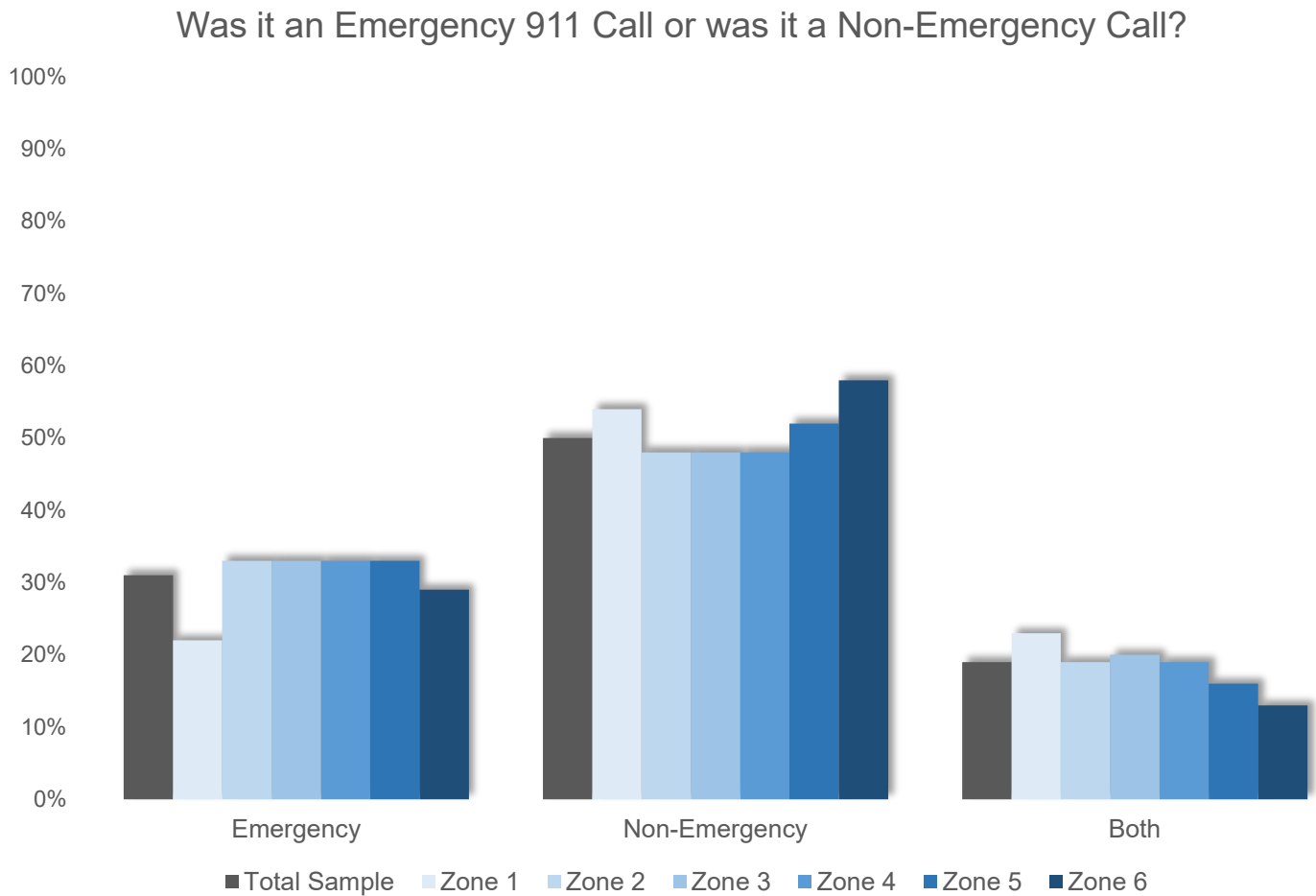
Have You Called the Police in the Past Year?



Respondents were then asked whether they had called the police in the past year. As shown in Figure 17 above, Zone 4 had the greatest number of respondents who

indicated they had called the police, at 32 percent. The zone with the fewest respondents who reported calling police was Zone 1, at 24 percent.

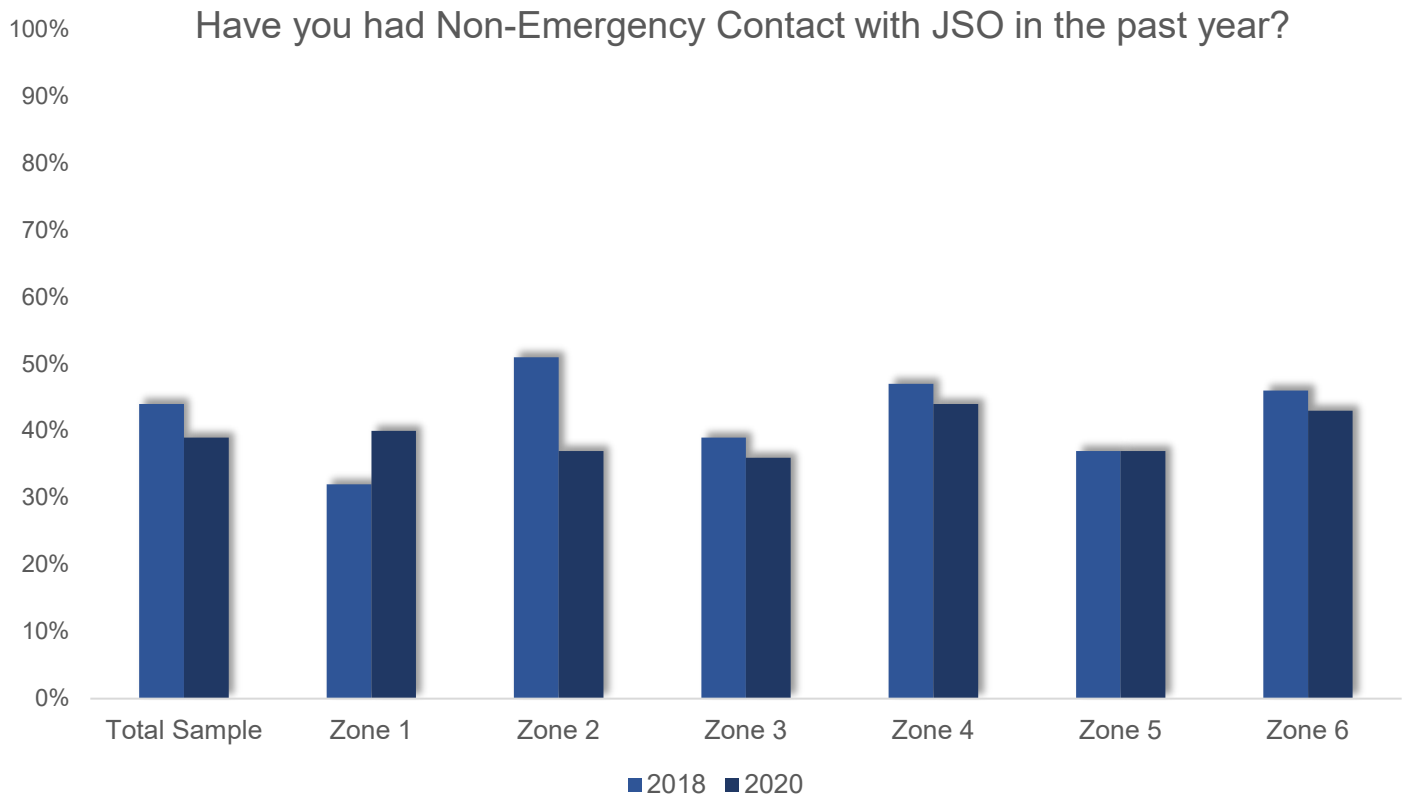
Figure 18. Emergency or Non-Emergency by Zone



Respondents who indicated they had called the police in the past year were then asked whether it was an emergency 9-1-1 call, or if they called the non-emergency number. Overall, 50 percent of respondents said they called the non-emergency number, while 31 percent said they called 9-1-1, and 19 percent said both. Zones 2, 3, 4, and 5 each had 33 percent of respondents

indicate they called in an emergency. Zone 1 had the lowest rate of emergency calls, at 22 percent. Among respondents in Zone 6 who called police, 58 percent said it was non-emergency. Zone 1 had the greatest percentage who called both emergency and non-emergency numbers, at 23 percent.

Figure 19. Non-Emergency Contact by Zone, 2018 & 2020

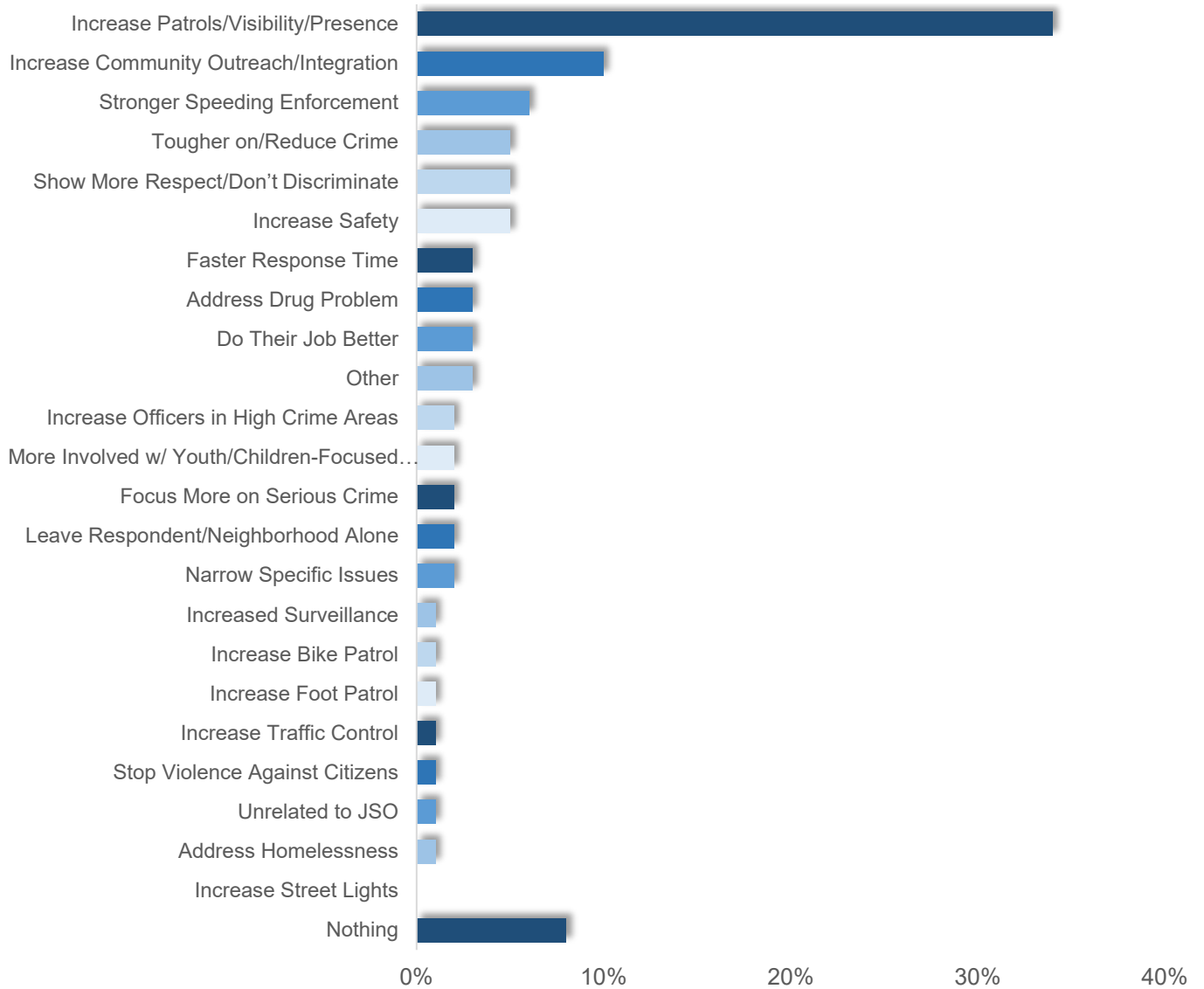


The entire sample was then asked whether they had had any non-emergency contact with JSO in the past year. Figure 19 shows the responses broken down by zone and project year. Again, this question was added in 2018, so there are no responses for 2016. Overall, the percentage of respondents who reporting having non-emergency contact with JSO declined by 5 percentage

points between 2018 and 2020, from 44 to 39 percent. The only patrol zone that reported an increase in non-emergency contact was Zone 1, from 32 percent in 2018 to 40 percent in 2020. The greatest decline was seen in Zone 2, which decreased by 14 points between 2018 and 2020 from 51 percent to 37 percent.

Figure 20. Neighborhood, 2020

If JSO could do one thing for you in your neighborhood, what would it be?



In an open-ended question, respondents were then asked what one thing JSO could do in their neighborhood. Responses were recoded into the categories listed above in Figure 20. The category with the greatest percentage of responses across all zones

was "Increase patrols/visibility/presence," with 34 percent of the total sample. This was followed in a distant second place by "increase community outreach/integration," with 10 percent.

Figure 21. Issue Concern

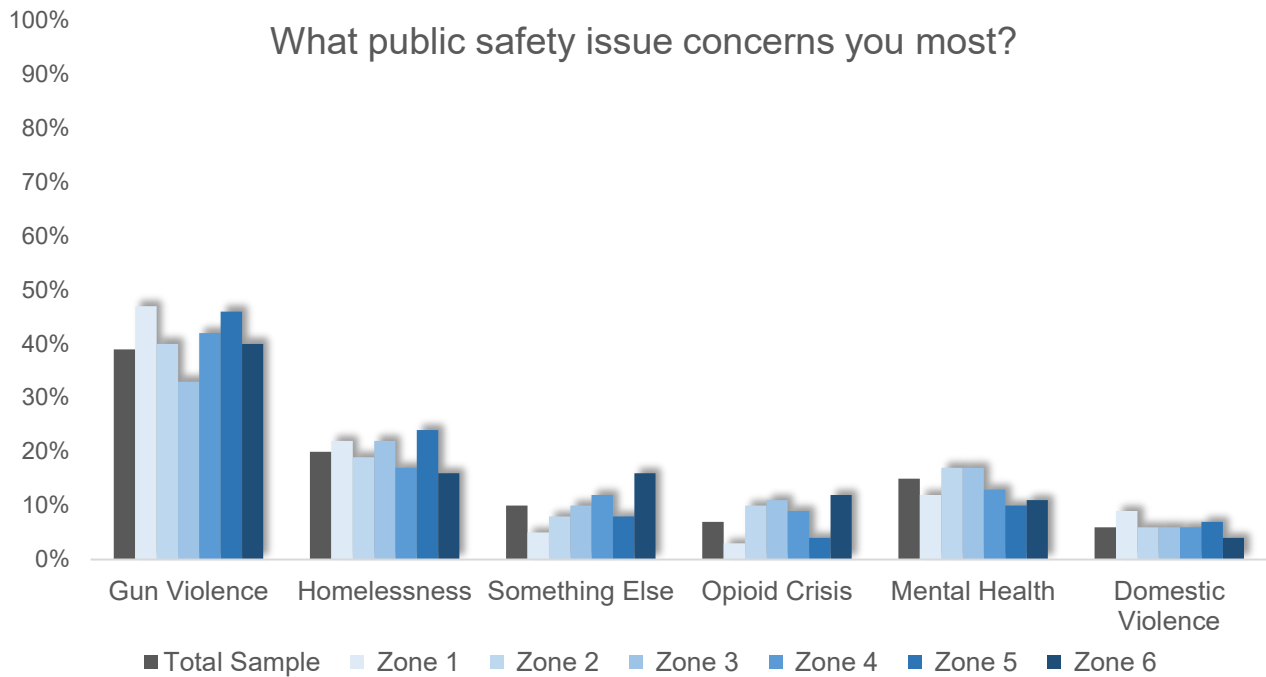
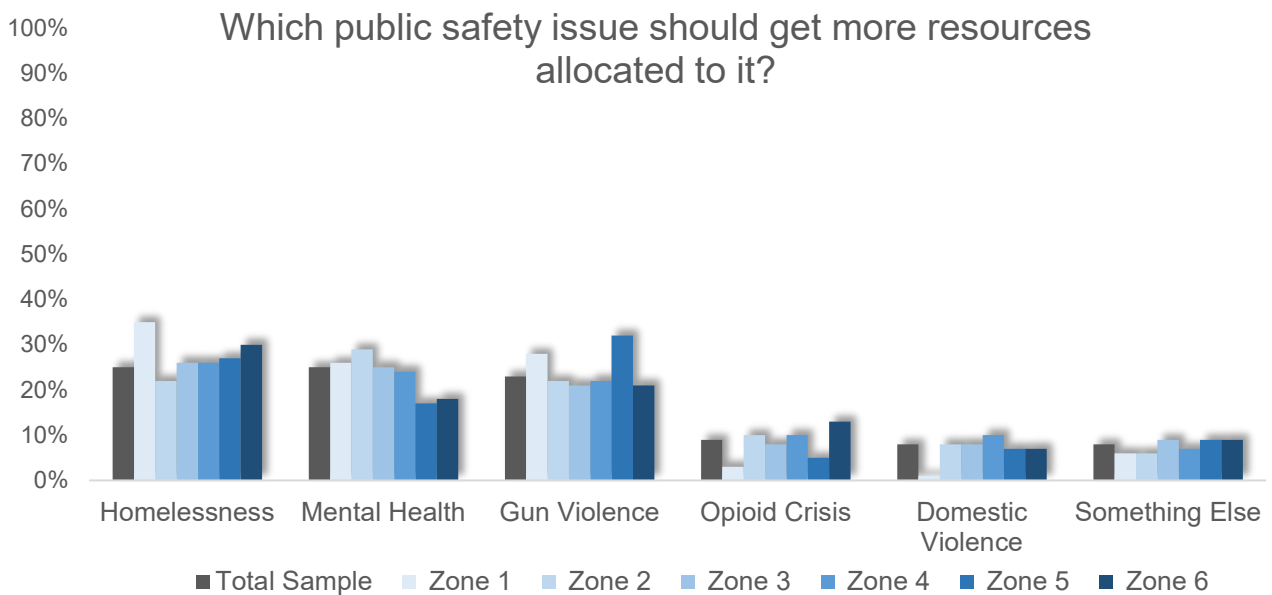


Figure 22. Issue Resource

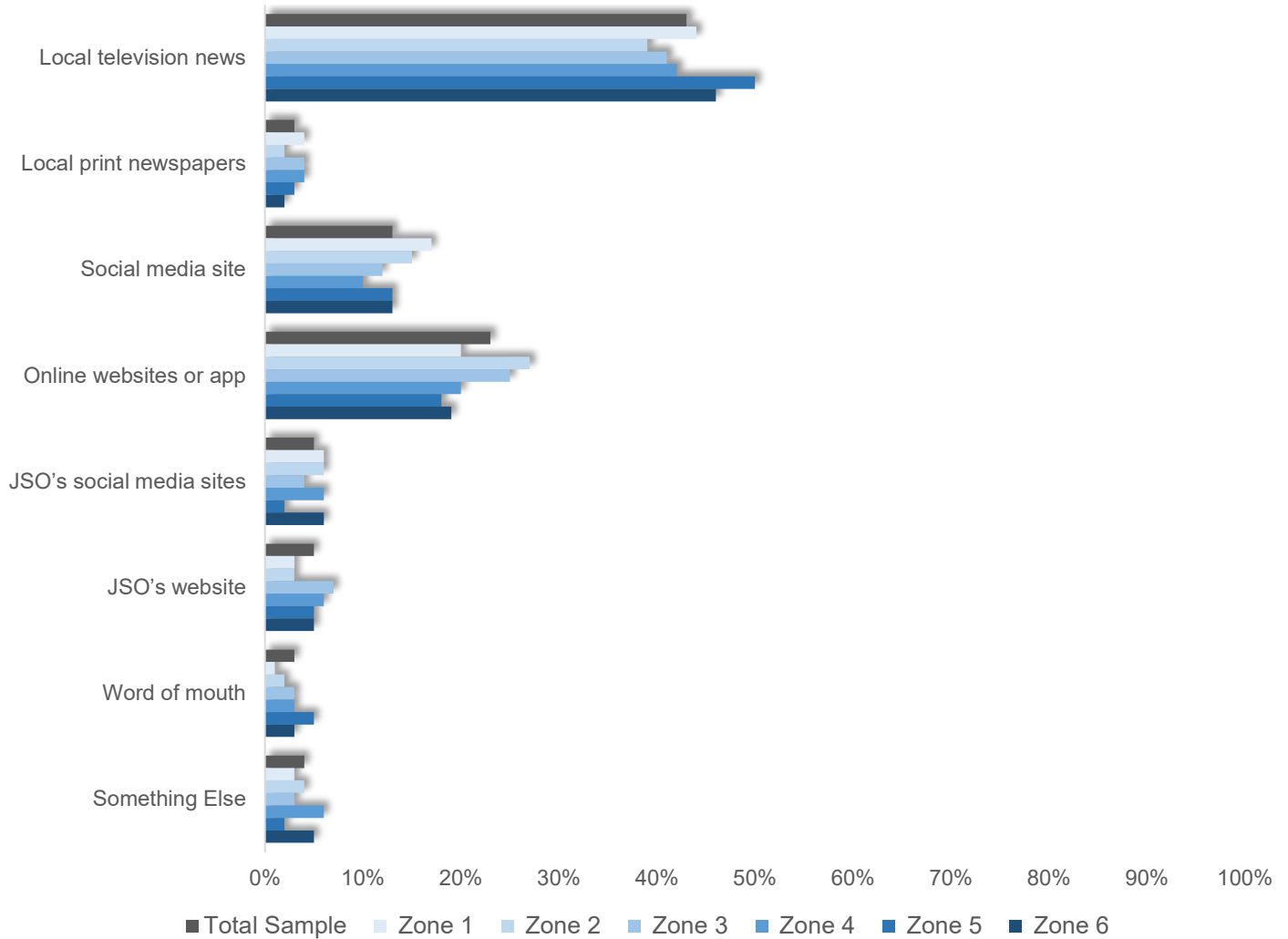


Respondents were also asked which public safety issue concerns them most, as shown in Figure 21. Across all six zones, gun violence was the biggest concern among respondents, the highest being in Zone 1 with 47 percent, and the lowest in Zone 3 with 33 percent. Overall, homelessness was the issue with the next greatest concern, with Zone 5 leading at 24 percent. Mental health had an overall rate of 15 percent, with Zones 2 and 3 tied for greatest concern at 17 percent, each.

Interestingly, when asked which issue should get more resources allocated to it, mental health and homelessness were tied for greatest response of the overall sample, with 25 percent, each. Gun violence came in a close second behind homelessness and mental health, at 23 percent of the total sample, highest among Zone 3 respondents at 32 percent.

Figure 23. News by Zone

Thinking about the news, which of the following options would you most prefer for getting your local news?



Respondents were asked how they prefer to get local news, represented in Figure 23. Across all six patrol zones, watching local news on television was by far the most popular response, with 43 percent of the total sample. It was highest among Zone 5 respondents at 50 percent, and lowest in Zone 2 at 39 percent. Local print newspapers and word of mouth were tied for the lowest

percentage among the total sample at just 3 percent, each. Twenty-three percent of the total sample get local news from online websites or apps, with Zone 2 being the highest at 27 percent. Social media came in third place with 13 percent of the total sample, highest among Zone 1 respondents at 17 percent.

Figure 24. Social Media by Zone

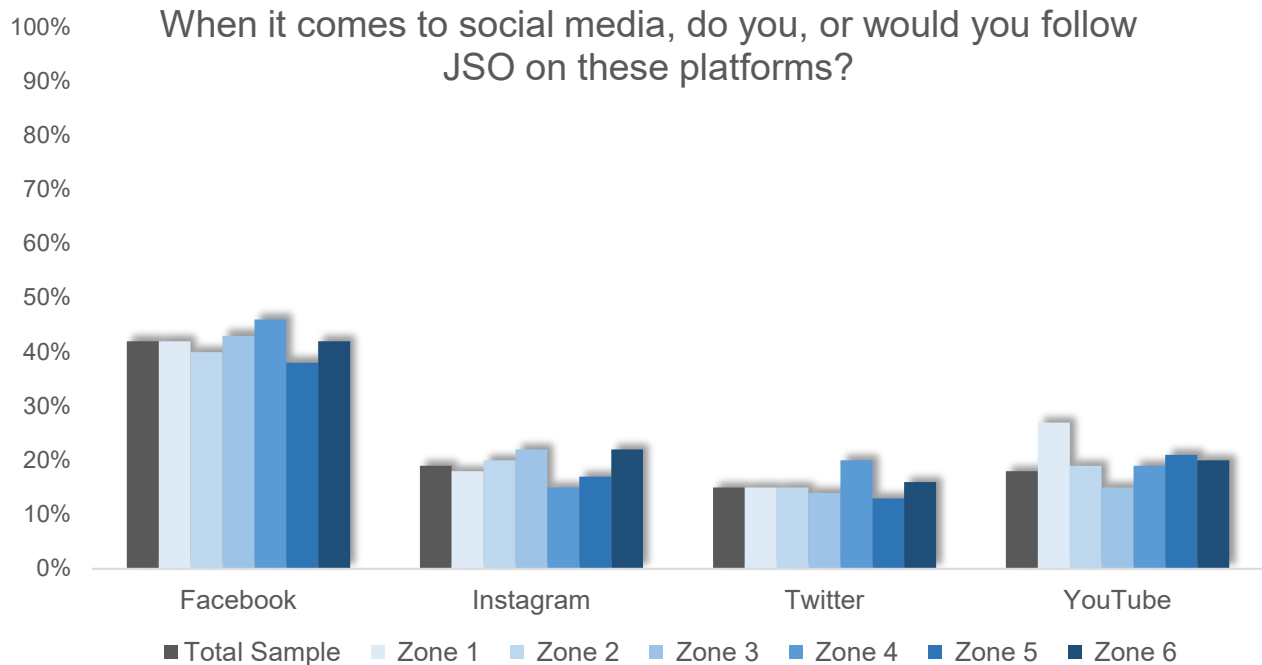
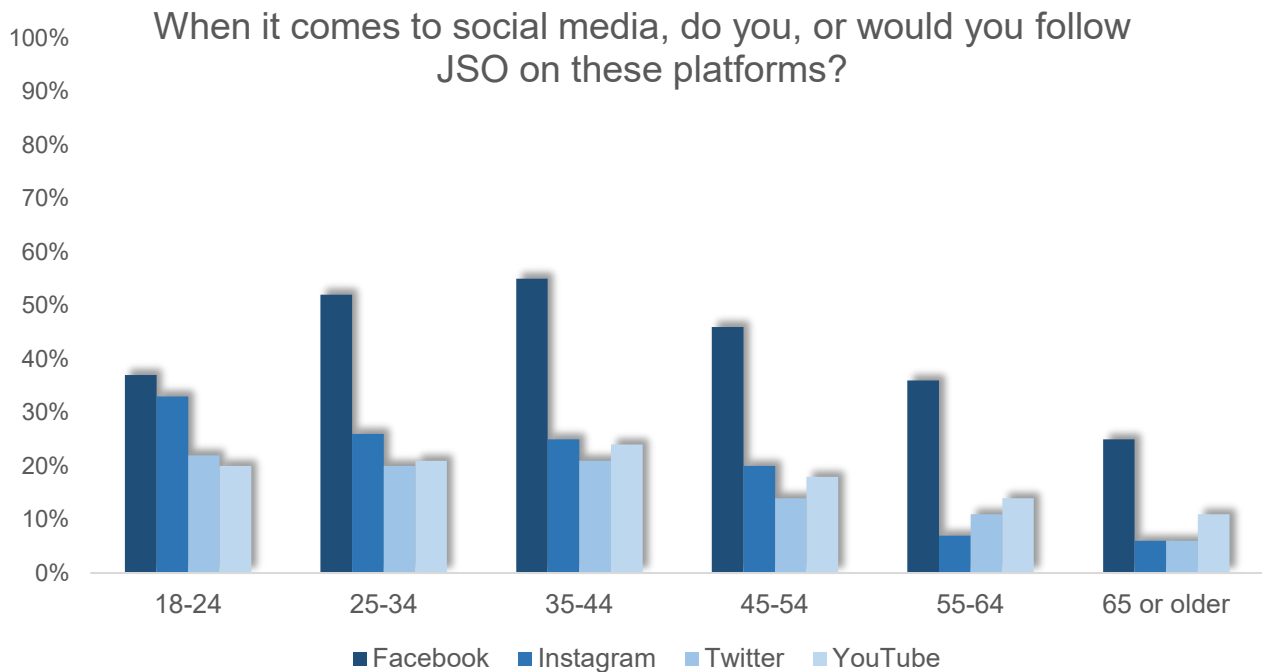


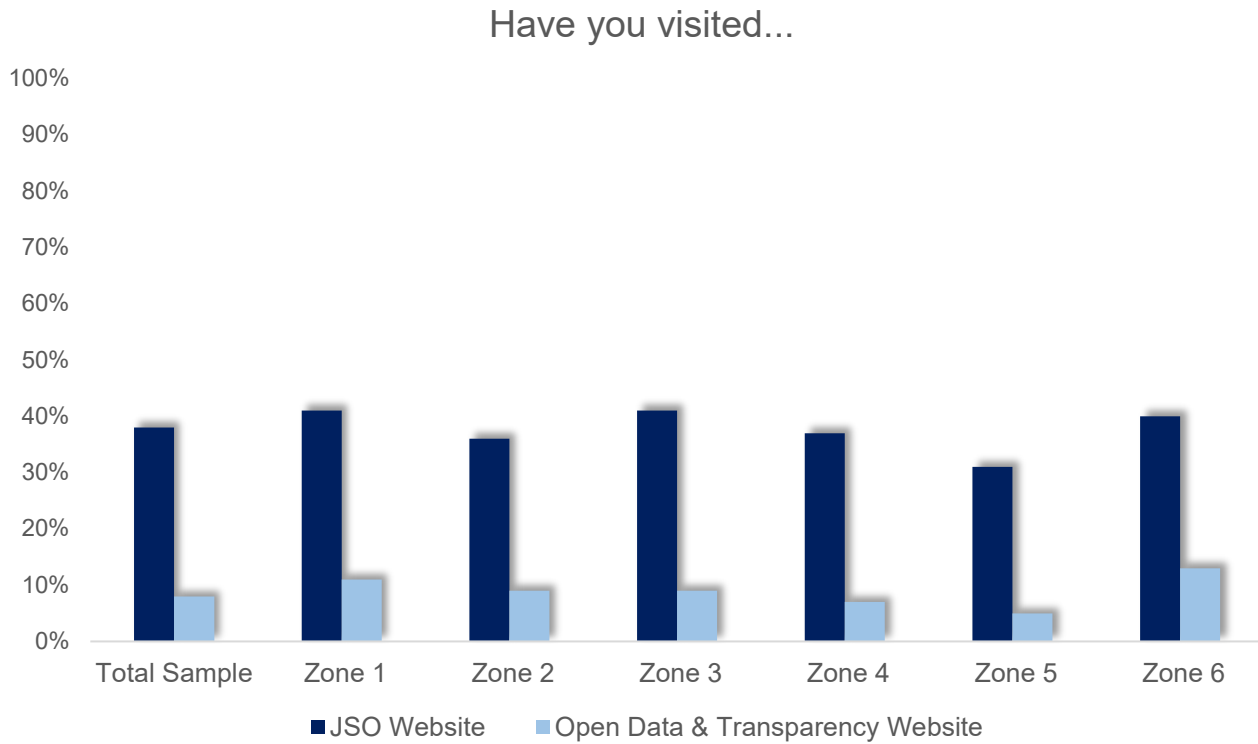
Figure 25. Social Media by Age



When asked what social media platforms respondents would use to follow JSO, displayed above in Figure 24, Facebook had the greatest percentage of responses across all six zones, with 42 percent of the total sample. Facebook was greatest among Zone 4 respondents and lowest among Zone 4 respondents. Twitter had the lowest percentage of the total sample at 15 percent.

Figure 25 shows social media preferences broken down by age. Again, across all age categories, Facebook had the greatest percentage of responses, and was highest among 35 to 44 year-olds at 55 percent. Of those who stated they follow or would follow JSO on Instagram, respondents between 18 and 24 had the greatest percentage, at 33 percent

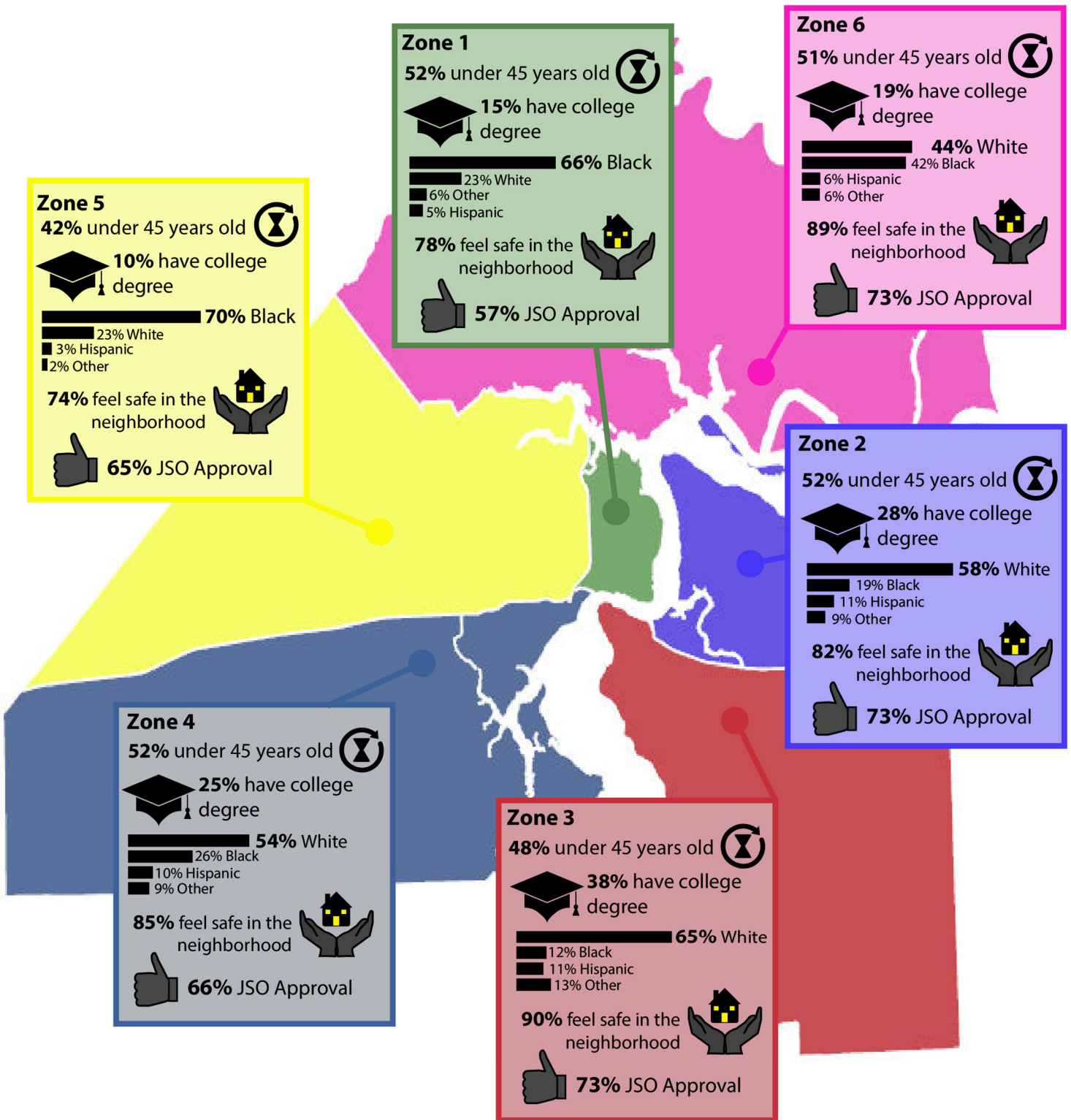
Figure 26. Web & Data by Zone



Finally, respondents were asked whether they have visited the main JSO website, as well as the JSO's open data and transparency website. Overall, 38 percent of respondents indicated they had visited the JSO website, and only 8 percent visited the transparency website. Visitation of the JSO site was highest among Zone 1 and

Zone 3 respondents, each with 41 percent. Zone 5 had the lowest visitation of the JSO site, with 31 percent. With regard to the open data and transparency website, Zone 6 had the greatest percentage of respondents indicating visitation, at 13 percent. Zone 4 had the lowest rate of visitation with 7 percent.

Appendix I. Patrol Zone Profiles



Appendix II. Survey Results¹

Do you approve or disapprove of the way the Jacksonville Sheriff's Office is handling its job?

Approval/Disapproval and Zone

	Jacksonville Residents* n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Approve	29%	18%	30%	31%	26%	24%	31%
Somewhat Approve	41%	39%	43%	42%	40%	41%	42%
Somewhat Disapprove	13%	19%	11%	8%	17%	20%	14%
Strongly Disapprove	11%	22%	11%	9%	9%	13%	12%
Don't Know	6%	3%	5%	10%	8%	2%	2%
Refusal	1%	-	<1%	1%	-	1%	1%

*Adult residents of Jacksonville, Florida- Not including the Beaches Communities

JSO Approval/Disapproval and Race

	White	Black	Hispanic	Other
Strongly Approve	36%	16%	25%	27%
Somewhat Approve	42%	43%	39%	40%
Somewhat Disapprove	10%	20%	10%	11%
Strongly Disapprove	8%	14%	12%	13%
Don't Know	5%	6%	13%	9%
Refusal	<1%	1%	1%	-

You feel safe in your neighborhood.

Neighborhood safety and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	52%	43%	53%	63%	48%	38%	53%
Somewhat Agree	32%	35%	29%	27%	37%	36%	36%
Somewhat Disagree	9%	13%	12%	4%	10%	10%	5%
Strongly Disagree	7%	8%	6%	5%	4%	16%	5%
Don't Know	<1%	1%	-	-	1%	1%	<1%
Refusal	-	-	-	-	-	-	-

¹ Due to rounding, some column percentages may total to greater than 100%

You feel safe in the areas of Jacksonville that you go to most often, for example for work or leisure.

Safe for Work/Leisure and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	43%	40%	50%	48%	38%	32%	37%
Somewhat Agree	37%	35%	29%	40%	40%	39%	41%
Somewhat Disagree	11%	16%	10%	6%	14%	14%	10%
Strongly Disagree	7%	8%	8%	5%	6%	12%	9%
Don't Know	2%	2%	2%	1%	2%	3%	2%
Refusal	<1%	-	<1%	<1%	1%	-	-

You think Jacksonville is, overall, a safe place to live.

Overall Safe and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	20%	19%	20%	24%	17%	19%	20%
Somewhat Agree	43%	39%	44%	43%	43%	42%	40%
Somewhat Disagree	20%	24%	16%	21%	25%	17%	24%
Strongly Disagree	16%	19%	19%	10%	14%	23%	16%
Don't Know	1%	-	1%	1%	1%	<1%	1%
Refusal	<1%	-	1%	1%	-	-	-

In your encounters with JSO personnel, you find them to be courteous and competent.

Courteous and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	40%	35%	40%	48%	37%	31%	42%
Somewhat Agree	31%	29%	29%	27%	33%	36%	26%
Somewhat Disagree	10%	10%	10%	6%	10%	13%	14%
Strongly Disagree	9%	14%	10%	5%	11%	13%	9%
No Interactions	10%	12%	9%	13%	9%	7%	8%
Don't Know	1%	1%	<1%	1%	<1%	1%	<1%
Refusal	<1%	-	1%	<1%	-	<1%	-

Courteous and Race

	White	Black	Hispanic	Other
Strongly Agree	48%	26%	40%	36%
Somewhat Agree	26%	38%	28%	37%
Somewhat Disagree	9%	13%	10%	6%
Strongly Disagree	6%	14%	8%	10%
No Interactions	11%	9%	10%	7%
Don't Know	<1%	<1%	1%	5%
Refusal	<1%	-	3%	-

Why have you found their behaviors to be discourteous or incompetent?

Discourteous and Zone

	Jacksonville Residents n=267	Patrol Zone 1 n=42	Patrol Zone 2 n=45	Patrol Zone 3 n=38	Patrol Zone 4 n=52	Patrol Zone 5 n=47	Patrol Zone 6 n=43
Rude/Arrogant/Unfriendly/Mean	35%	47%	37%	23%	40%	42%	28%
Judge/Assume Guilt	6%	1%	4%	8%	7%	8%	4%
Unprofessional	12%	17%	15%	12%	13%	5%	12%
Inflated Sense of Power and Authority	5%	17%	5%	12%	5%	-	7%
Excessive Force/Aggression	10%	4%	9%	7%	9%	11%	12%
Racial Profiling/Stereotyping/Harassing	11%	2%	8%	13%	11%	6%	24%
Lack of Action/Don't do their Job	11%	10%	11%	9%	13%	8%	4%
Bad Personal Experience	3%	3%	6%	10%	2%	6%	1%
Other	3%	1%	3%	7%	-	1%	2%

Discourteous and Race

	White	Black	Hispanic	Other
Rude/Arrogant/Unfriendly/Mean	34%	34%	34%	52%
Judge/Assume Guilt	8%	5%	6%	-
Unprofessional	14%	8%	13%	10%
Inflated Sense of Power and Authority	10%	2%	-	5%
Excessive Force/Aggression	7%	8%	13%	19%
Racial Profiling/Stereotyping/Harassing	7%	15%	13%	-
Lack of Action/Don't do their Job	12%	12%	13%	-
Bad Personal Experience	2%	3%	-	14%
Other	2%	5%	-	-

Overall, JSO does a good job handling complex investigations.

Complex Investigations and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	27%	25%	28%	27%	28%	26%	26%
Somewhat Agree	36%	26%	36%	39%	35%	31%	35%
Somewhat Disagree	13%	24%	10%	10%	15%	19%	20%
Strongly Disagree	11%	20%	12%	8%	10%	17%	12%
Don't Know	12%	5%	14%	17%	12%	6%	8%
Refusal	<1%	-	-	<1%	-	2%	-

Complex Investigations and Race

	White	Black	Hispanic	Other
Strongly Agree	32%	16%	24%	39%
Somewhat Agree	37%	34%	41%	33%
Somewhat Disagree	10%	20%	14%	11%
Strongly Disagree	9%	18%	6%	7%
Don't Know	12%	10%	15%	10%
Refusal	<1%	1%	-	-

JSO does a good job investigating officer-involved shootings.

Officer-Involved Shootings and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	27%	23%	25%	31%	25%	22%	29%
Somewhat Agree	29%	23%	30%	29%	30%	25%	25%
Somewhat Disagree	12%	17%	10%	11%	14%	16%	19%
Strongly Disagree	16%	31%	15%	10%	17%	29%	18%
Don't Know	15%	5%	20%	19%	14%	6%	10%
Refusal	1%	-	-	1%	-	2%	-

Officer-Involved Shootings and Race

	White	Black	Hispanic	Other
Strongly Agree	34%	13%	19%	40%
Somewhat Agree	31%	27%	28%	20%
Somewhat Disagree	10%	18%	13%	11%
Strongly Disagree	10%	32%	11%	13%
Don't Know	15%	10%	27%	16%
Refusal	-	1%	2%	-

JSO does a good job following up on allegations of police misconduct with competent administrative and/or criminal investigations.

Misconduct Allegations and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	24%	17%	22%	28%	22%	20%	28%
Somewhat Agree	30%	26%	29%	31%	35%	23%	30%
Somewhat Disagree	14%	26%	9%	12%	15%	20%	18%
Strongly Disagree	16%	25%	19%	10%	15%	26%	16%
Don't Know	16%	6%	22%	19%	13%	11%	8%
Refusal	<1%	<1%	-	<1%	<1%	1%	-

Misconduct Allegations and Race

	White	Black	Hispanic	Other
Strongly Agree	30%	12%	19%	33%
Somewhat Agree	32%	29%	24%	32%
Somewhat Disagree	12%	18%	15%	9%
Strongly Disagree	11%	28%	15%	14%
Don't Know	15%	13%	28%	12%
Refusal	<1%	1%	-	1%

JSO does a good job reporting back to the community about its findings on investigations of possible police misconduct.

Reporting back to community and zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	24%	22%	22%	27%	26%	20%	24%
Somewhat Agree	32%	19%	32%	36%	30%	26%	33%
Somewhat Disagree	17%	22%	15%	15%	20%	19%	17%
Strongly Disagree	18%	33%	19%	10%	18%	31%	21%
Don't Know	9%	5%	13%	11%	6%	5%	6%
Refusal	<1%	-	-	<1%	<1%	1%	-

Reporting back to Community and Race

	White	Black	Hispanic	Other
Strongly Agree	29%	13%	19%	29%
Somewhat Agree	33%	29%	36%	36%
Somewhat Disagree	16%	20%	16%	16%
Strongly Disagree	12%	32%	19%	11%
Don't Know	10%	6%	11%	8%
Refusal	<1%	<1%	-	1%

Being the victim of police brutality is something that you personally worry about.

Victim of Police Brutality and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	22%	40%	22%	17%	22%	33%	28%
Somewhat Agree	13%	18%	12%	12%	15%	12%	15%
Somewhat Disagree	21%	12%	23%	22%	22%	22%	16%
Strongly Disagree	42%	30%	43%	49%	39%	32%	41%
Don't Know	1%	-	1%	1%	2%	1%	<1%
Refusal	<1%	-	-	-	<1%	<1%	1%

Victim of Police Brutality and Race

	White	Black	Hispanic	Other
Strongly Agree	9%	45%	30%	9%
Somewhat Agree	9%	19%	20%	9%
Somewhat Disagree	26%	15%	19%	9%
Strongly Disagree	55%	20%	29%	37%
Don't Know	<1%	1%	2%	9%
Refusal	<1%	-	-	-

JSO Needs More Funding.

Funding and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	37%	38%	34%	37%	37%	38%	43%
Somewhat Agree	26%	24%	27%	28%	24%	24%	19%
Somewhat Disagree	14%	12%	14%	15%	14%	13%	15%
Strongly Disagree	16%	23%	16%	12%	19%	19%	19%
Don't Know	7%	3%	9%	9%	6%	4%	4%
Refusal	<1%	-	-	<1%	-	1%	1%

Funding and Race

	White	Black	Hispanic	Other
Strongly Agree	37%	30%	38%	35%
Somewhat Agree	27%	28%	21%	23%
Somewhat Disagree	13%	14%	16%	19%
Strongly Disagree	14%	22%	16%	10%
Don't Know	6%	5%	10%	13%
Refusal	-	1%	1%	-

JSO Has Enough Officers to Meet the City's Needs.

Officers and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	18%	20%	16%	16%	19%	21%	19%
Somewhat Agree	25%	24%	21%	26%	28%	23%	22%
Somewhat Disagree	23%	29%	22%	25%	20%	16%	28%
Strongly Disagree	27%	24%	32%	22%	26%	32%	42%
Don't Know	8%	3%	9%	12%	7%	3%	7%
Refusal	<1%	-	-	-	-	1%	-

Officers and Race

	White	Black	Hispanic	Other
Strongly Agree	14%	23%	18%	21%
Somewhat Agree	25%	22%	34%	26%
Somewhat Disagree	27%	17%	17%	17%
Strongly Disagree	26%	31%	22%	26%
Don't Know	8%	7%	9%	11%
Refusal	-	<1%	-	-

JSO is responsible with taxpayer money and allocates its resources well.

Taxpayer Money and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Strongly Agree	19%	15%	18%	21%	19%	19%	19%
Somewhat Agree	34%	29%	33%	36%	34%	32%	35%
Somewhat Disagree	17%	22%	14%	18%	22%	11%	21%
Strongly Disagree	15%	21%	17%	9%	12%	24%	16%
Don't Know	15%	12%	17%	17%	13%	13%	9%
Refusal	<1%	<1%	-	-	-	1%	<1%

Taxpayer Money and Race

	White	Black	Hispanic	Other
Strongly Agree	24%	13%	15%	21%
Somewhat Agree	38%	29%	37%	34%
Somewhat Disagree	17%	20%	15%	15%
Strongly Disagree	11%	24%	8%	11%
Don't Know	11%	15%	25%	19%
Refusal	-	<1%	-	-

Have You Called the Police in the Past Year?

Called Police and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Yes	29%	24%	29%	29%	32%	28%	26%
No	71%	76%	70%	71%	67%	71%	74%
Don't Know	<1%	-	-	-	<1%	-	-
Refusal	<1%	-	<1%	-	-	1%	-

Was it an Emergency 911 Call or was it a Non-Emergency Call?

Emergency or Non-Emergency and Zone

	Jacksonville Residents n=527	Patrol Zone 1 n=65	Patrol Zone 2 n=94	Patrol Zone 3 n=92	Patrol Zone 4 n=99	Patrol Zone 5 n=104	Patrol Zone 6 n=73
Emergency	31%	22%	33%	33%	33%	33%	29%
Non-Emergency	50%	54%	48%	48%	48%	52%	58%
Both	19%	23%	19%	20%	19%	16%	13%
Don't Know	<1%	2%	-	-	-	-	1%

How many times did you call Emergency 9-1-1 in the past year?

	Valid Percent
0	2%
1	55%
2	22%
3	12%
4	3%
5	2%
More than 5	3%
Don't Know	1%

How many times did you call the non-emergency police number in the past year?

	Valid Percent
0	20%
1	21%
2	32%
3	15%
4	4%
5	3%
More than 5	3%
Don't Know	2%

Have you had Non-Emergency Contact with JSO in the past year?

Non-Emergency Contact and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Yes	39%	40%	37%	36%	44%	37%	43%
No	61%	60%	63%	64%	56%	62%	57%
Don't Know	<1%	-	-	<1%	<1%	-	-
Refusal	<1%	-	<1%	-	-	1%	-

If JSO could do one thing for you in your neighborhood, what would it be?

What can JSO do and Zone

	Jacksonville Residents n=1364	Patrol Zone 1 n=181	Patrol Zone 2 n=230	Patrol Zone 3 n=227	Patrol Zone 4 n=242	Patrol Zone 5 n=253	Patrol Zone 6 n=231
Increase Patrols/Visibility/Presence	34%	32%	35%	29%	35%	37%	37%
Stronger Speeding Enforcement	6%	1%	7%	7%	5%	2%	6%
Faster Response Time	3%	3%	2%	4%	4%	3%	2%
Increase Community Outreach/Integration	10%	9%	9%	12%	8%	11%	10%
Address Drug Problem	3%	1%	3%	2%	3%	4%	4%
Tougher on/Reduce Crime	5%	5%	5%	5%	5%	6%	2%
Increased Surveillance	1%	4%	1%	1%	1%	1%	1%
Increase Officers in High Crime Areas	2%	2%	2%	1%	2%	2%	2%
Increase Bike Patrol	1%	2%	<1%	-	1%	1%	1%
Increase Foot Patrol	1%	5%	1%	-	1%	1%	1%
Nothing	8%	6%	9%	12%	8%	6%	11%
Show More Respect/Don't Discriminate	5%	3%	6%	5%	5%	7%	5%
Increase Traffic Control	1%	1%	1%	1%	2%	<1%	2%
Stop Violence Against Citizens	1%	1%	-	<1%	2%	1%	1%
More Involved w/ Youth/Children-Focused Policing	2%	6%	1%	2%	1%	5%	2%
Focus More on Serious Crime	2%	2%	2%	1%	2%	1%	<1%
Increase Safety	5%	8%	5%	7%	4%	5%	4%
Leave Respondent/Neighborhood Alone	2%	1%	1%	2%	2%	2%	2%
Unrelated to JSO	1%	-	<1%	<1%	1%	-	<1%
Increase Street Lights	<1%	-	-	<1%	-	<1%	<1%
Address Homelessness	1%	2%	1%	2%	1%	<1%	2%
Do Their Job Better	3%	3%	3%	1%	3%	2%	1%
Narrow Specific Issues	2%	3%	1%	2%	1%	1%	1%
Other	3%	2%	3%	4%	3%	2%	3%

What public safety issue concerns you most?

Issues and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Homelessness	20%	22%	19%	22%	17%	24%	16%
Mental Health	15%	12%	17%	17%	13%	10%	11%
Gun Violence	39%	47%	40%	33%	42%	46%	40%
Opioid Crisis	7%	3%	10%	11%	9%	4%	12%
Domestic Violence	6%	9%	6%	6%	6%	7%	4%
Something Else	10%	5%	8%	10%	12%	8%	16%
Don't know	1%	1%	1%	1%	1%	1%	1%
Refusal	<1%	2%	-	<1%	-	<1%	<1%

Which public safety issue should get more resources allocated to it:

Resource and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Homelessness	25%	35%	22%	26%	26%	27%	30%
Mental Health	25%	26%	29%	25%	24%	17%	18%
Gun Violence	23%	28%	22%	21%	22%	32%	21%
Opioid Crisis	9%	3%	10%	8%	10%	5%	13%
Domestic Violence	8%	1%	8%	8%	10%	7%	7%
Something Else	8%	6%	6%	9%	7%	9%	9%
Don't know	2%	1%	3%	3%	2%	3%	2%
Refusal	<1%	-	<1%	<1%	<1%	1%	1%

Thinking about the news, which of the following options would you most prefer for getting your local news?

News and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Watching local television news	43%	44%	39%	41%	42%	50%	46%
Reading local print newspapers	3%	4%	2%	4%	4%	3%	2%
Getting local news from a social media site	13%	17%	15%	12%	10%	13%	13%
Getting local news from online websites or app	23%	20%	27%	25%	20%	18%	19%
Getting local news from JSO's social media sites	5%	6%	6%	4%	6%	2%	6%
Getting local news from JSO's website	5%	3%	3%	7%	6%	5%	5%
Word of mouth	3%	1%	2%	3%	3%	5%	3%
Something Else	4%	3%	4%	3%	6%	2%	5%
Don't get local news	2%	-	1%	1%	3%	2%	<1%
Don't know	1%	2%	1%	<1%	1%	1%	1%
Refusal	<1%	-	-	1%	-	1%	1%

During a typical week, how many days do you watch local news on TV, not including sports?

	Valid Percent
0	27%
1	7%
2	9%
3	8%
4	5%
5	11%
6	3%
7	31%

During a typical week, how many days do you read the local news in a printed newspaper, not including sports?

	Valid Percent
0	73%
1	6%
2	5%
3	3%
4	2%
5	3%
6	1%
7	7%

During a typical week, how many days do you watch, read, or listen to local news on the Internet, not including sports?

	Valid Percent
0	19%
1	7%
2	10%
3	10%
4	7%
5	8%
6	3%
7	37%

When it comes to social media, do you, or would you follow JSO on these platforms?²

Social Media and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Facebook	42%	42%	40%	43%	46%	38%	42%
Instagram	19%	18%	20%	22%	15%	17%	22%
Twitter	15%	15%	15%	14%	20%	13%	16%
YouTube	18%	27%	19%	15%	19%	21%	20%
Don't Know	16%	16%	16%	15%	15%	14%	14%
Refusal	25%	32%	36%	41%	35%	45%	42%

Social Media and Age

	18-24	25-34	35-44	45-54	55-64	65 or older
Facebook	37%	52%	55%	46%	36%	25%
Instagram	33%	26%	25%	20%	7%	6%
Twitter	22%	20%	21%	14%	11%	6%
YouTube	20%	21%	24%	18%	14%	11%
Don't Know	16%	12%	12%	14%	14%	23%
Refusal	28%	29%	32%	35%	48%	50%

Social Media and Sex

	Male	Female
Facebook	33%	51%
Instagram	16%	21%
Twitter	14%	16%
YouTube	20%	16%
Don't Know	16%	15%
Refusal	43%	33%

Social Media and Race

	White	Black	Hispanic	Other
Facebook	44%	37%	48%	58%
Instagram	17%	18%	29%	25%
Twitter	15%	15%	17%	18%
YouTube	14%	20%	29%	27%
Don't Know	17%	12%	19%	17%
Refusal	40%	43%	22%	28%

² Select-All questions may total to greater than 100%

Have you visited the JSO Website: www.JaxSheriff.org?

Web and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Yes	38%	41%	36%	41%	37%	31%	40%
No	62%	59%	64%	59%	63%	68%	60%
Don't Know	<1%	-	<1%	-	<1%	-	<1%
Refusal	<1%	-	-	-	-	1%	-

Web and Age

	18-24	25-34	35-44	45-54	55-64	65 or older
Yes	40%	49%	46%	46%	30%	17%
No	60%	51%	55%	54%	70%	83%
Don't Know	1%	-	-	-	<1%	-
Refusal	-	-	-	-	-	-

Web and Sex

	Male	Female
Yes	65%	39%
No	64%	61%
Don't Know	-	<1%
Refusal	<1%	<1%

Web and Race

	White	Black	Hispanic	Other
Yes	38%	33%	37%	47%
No	62%	67%	63%	53%
Don't Know	<1%	<1%	-	-
Refusal	-	-	-	-

Have you visited the JSO Open Data & Transparency website: www.transparency.jaxsheriff.org?

Data and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Yes	8%	11%	9%	9%	7%	5%	13%
No	91%	89%	91%	90%	92%	94%	87%
Don't Know	1%	1%	-	1%	1%	<1%	-
Refusal	<1%	-	-	-	-	1%	-

Data and Age

	18-24	25-34	35-44	45-54	55-64	65 or older
Yes	10%	11%	10%	7%	9%	3%
No	89%	89%	89%	92%	91%	96%
Don't Know	1%	1%	1%	1%	-	1%
Refusal	-	-	-	-	-	-

Data and Sex

	Male	Female
Yes	9%	8%
No	90%	92%
Don't Know	1%	1%
Refusal	<1%	<1%

Data and Race

	White	Black	Hispanic	Other
Yes	8%	7%	12%	12%
No	92%	93%	86%	86%
Don't Know	<1%	<1%	2%	1%
Refusal	-	<1%	-	-

In thinking about your engagement with JSO would you be willing to participate in...³

JSO Engagement and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Sheriff's Watch Meetings	26%	31%	26%	25%	28%	21%	30%
Neighborhood Walks	35%	32%	37%	35%	38%	31%	38%
Coffee with a Cop	31%	27%	31%	30%	38%	23%	34%
Safety Fairs	27%	30%	25%	28%	30%	24%	31%
Citizen's Police Academy	21%	20%	23%	20%	25%	13%	20%
Substations and Stop Stations	23%	22%	22%	22%	30%	22%	25%
Direct Officer Interaction	34%	25%	34%	35%	38%	26%	33%
Other	8%	4%	7%	7%	8%	5%	9%
Don't Know	6%	6%	5%	7%	6%	5%	4%
Refusal	18%	16%	20%	18%	15%	21%	14%

³ Select-All questions may total to greater than 100%

JSO Engagement and Age

	18-24	25-34	35-44	45-54	55-64	65 or older
Sheriff's Watch Meetings	12%	23%	26%	33%	35%	22%
Neighborhood Walks	21%	34%	37%	43%	47%	27%
Coffee with a Cop	24%	34%	32%	39%	34%	21%
Safety Fairs	19%	27%	35%	32%	32%	18%
Citizen's Police Academy	14%	24%	24%	28%	23%	10%
Substations and Stop Stations	14%	21%	26%	34%	29%	16%
Direct Officer Interaction	22%	32%	37%	45%	35%	29%
Other	7%	13%	8%	7%	4%	6%
Don't Know	8%	6%	3%	5%	4%	8%
Refusal	23%	14%	16%	12%	14%	26%

JSO Engagement and Sex

	Male	Female
Sheriff's Watch Meetings	27%	25%
Neighborhood Walks	34%	36%
Coffee with a Cop	28%	33%
Safety Fairs	24%	30%
Citizen's Police Academy	21%	20%
Substations and Stop Stations	22%	25%
Direct Officer Interaction	32%	35%
Other	8%	8%
Don't Know	8%	4%
Refusal	21%	14%

JSO Engagement and Race

	White	Black	Hispanic	Other
Sheriff's Watch Meetings	24%	28%	31%	26%
Neighborhood Walks	34%	34%	42%	38%
Coffee with a Cop	31%	28%	38%	31%
Safety Fairs	25%	27%	36%	30%
Citizen's Police Academy	19%	21%	28%	25%
Substations and Stop Stations	23%	24%	28%	23%
Direct Officer Interaction	33%	31%	40%	36%
Other	8%	9%	3%	7%
Don't Know	7%	4%	6%	10%
Refusal	16%	21%	16%	14%

Age and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
18-24	12%	13%	14%	10%	14%	11%	14%
25-34	21%	22%	22%	22%	21%	17%	19%
35-44	16%	17%	16%	16%	17%	14%	18%
45-54	17%	16%	18%	17%	17%	17%	19%
55-64	16%	17%	15%	17%	16%	18%	15%
65 or Older	18%	16%	15%	18%	16%	20%	16%
Don't Know	<1%	-	<1%	<1%	-	-	<1%
Refusal	1%	1%	1%	1%	1%	2%	-

Education and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Less than High School Diploma	5%	6%	4%	3%	6%	7%	3%
High School Graduate	27%	40%	29%	20%	25%	41%	25%
Some College	39%	38%	38%	39%	44%	41%	52%
College Graduate	20%	10%	21%	27%	16%	8%	13%
Post-Graduate	8%	5%	7%	11%	9%	2%	6%
Don't Know	<1%	-	-	<1%	-	-	1%
Refusal	1%	1%	1%	<1%	1%	1%	<1%

Race and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
White	51%	23%	58%	65%	54%	23%	44%
Black	28%	66%	19%	12%	26%	70%	42%
Hispanic	10%	5%	11%	11%	10%	3%	6%
Asian	4%	1%	4%	8%	4%	<1%	2%
Other	5%	5%	5%	5%	5%	2%	4%
Don't Know	1%	-	1%	1%	-	1%	1%
Refusal	3%	1%	3%	1%	2%	2%	1%

Sex and Zone

	Jacksonville Residents n=1870	Patrol Zone 1 n=163	Patrol Zone 2 n=304	Patrol Zone 3 n=369	Patrol Zone 4 n=376	Patrol Zone 5 n=280	Patrol Zone 6 n=358
Male	48%	53%	49%	48%	47%	45%	47%
Female	52%	47%	51%	52%	53%	55%	53%

Appendix III. Survey Instrument

Jacksonville Sheriff's Office Annual Survey 2020

Intro: Hello my name is _____ and I'm a student at the University of North Florida. How are you this evening?

We're conducting public opinion research on local issues. This is not a sales call. May I speak to someone who is 18 years of age or older for a few minutes?

S1 Are you currently a resident of Duval County, Florida?

1. Yes
2. No [End Survey]

S2. Do you live at the beaches (Jacksonville, Neptune or Atlantic Beach)?

1. Yes [End Survey]
2. No

ZIPCODE. To help determine which JSO Patrol Zone you live in, may I have the zip code where you live?

Q32207a. Do you live north or south of Beach Boulevard?

Q32207b. Do you live east of Miller Creek or Bishop Kenny High School?

1. Yes
2. No
3. Live between Miller Creek and BK

Q32216a. Do you live north or south of Beach Boulevard?

Q32208a. Do you live east of Interstate 95 or west of Interstate 95?

Q32219a. Do you live inside the 295 Beltway or outside the 295 Beltway?

Q32234a. Do you live north or south of I-10?

Q32246a. Do you live north or south of Beach Boulevard?

Q32204a. Do you live east of I-95?

Q32204b. Do you live in Lavilla?

Q32204c. Do you live north or south of I-10?

Consent: Thank you for your time. We're conducting public opinion research on local public safety on behalf of the Jacksonville Sheriff's Office. There are no foreseeable risks or direct benefits to you for participating in this research. This survey should take about 10 minutes to complete, your identity is unknown, your responses are completely anonymous and your participation is voluntary. You may terminate the call at any time and if you cannot safely complete

this call, then please discontinue. If there are any questions you do not wish to answer, please let me know, and we will move on to the next one.

Q1. Do you approve or disapprove of the way the Jacksonville Sheriff's Office is handling its job?

1. Strongly Approve
2. Somewhat Approve
3. Somewhat Disapprove
4. Strongly Disapprove
8. Don't Know
9. Refusal

Please tell me whether you agree or disagree with the following statements:

Responses:

1. Strongly Agree
2. Somewhat Agree
3. Somewhat Disagree
4. Strongly Disagree
8. Don't Know
9. Refusal

Q2. You feel safe in your neighborhood.

Q3. You feel safe in the areas of Jacksonville that you go to most often, for example for work or leisure?

Q4. You think Jacksonville is, overall, a safe place to live.

Q5. In your encounters with JSO personnel, you find them to be courteous and competent. (IF ANS = 1,2,5,8,9 SKP Q6)

1. Strongly Agree
2. Somewhat Agree
3. Somewhat Disagree
4. Strongly Disagree
5. I have had no interaction with police
8. Don't Know
9. Refusal

Q5b. Why have you found their behaviors to be discourteous or incompetent?

-
8. Don't Know
 9. Refusal

Please tell me whether you agree or disagree with the following statements:

Q6. Overall, JSO does a good job handling complex investigations.

Q7. JSO does a good job investigating officer-involved shootings.

Q8. JSO does a good job of following up on allegations of police misconduct with competent administrative and/or criminal investigations.

Q9. JSO does a good job of reporting back to the community about its findings on investigations of possible police misconduct.

Q10. Being the victim of police brutality is something you personally worry about

Q11. JSO needs more funding.

Q12. JSO has enough officers to meet the city's needs.

Q13. JSO is responsible with taxpayer money and allocates its resources well.

Q14. Have you called the police in the past year?

1. Yes
2. No[SKIP to Q16]

Q15. Was it an emergency 9-1-1 call or was it a non-emergency call to the police department?

1. emergency 9-1-1
2. non-emergency call
3. Both
8. Don't Know (explain details of call)

Q15a. How many times did you call Emergency 9-1-1 in the past year?

0 1 2 3 4 5 More than 5

Q15b. How many times did you call the non-emergency police number in the past year?

0 1 2 3 4 5 More than 5

Q16. Have you had NON EMERGENCY contact with JSO (police, civilian employees or corrections officers and employees) in the past year? (Non-emergency includes: non-injury crash, crime from the past, reporting tips to the police, noise complaints, etc.)

1. Yes
2. No

Q17. If JSO could do one thing for you in your neighborhood, what would it be?

ISSUES. What public safety issue concerns you most: ROTATE 1-5

1. Homelessness
2. mental health
3. gun violence
4. opioid crisis
5. domestic violence
6. Something else
8. Don't Know
9. Refusal

RESOURCE. Which public safety issue should get more resources allocated to it? ROTATE 1-5

1. Homelessness
2. mental health
3. gun violence
4. opioid crisis
5. domestic violence
6. Something else
8. Don't Know
9. Refusal

Q18. Thinking about news (by news we mean information about events and issues that involve more than just your friends and family), which of the following options would you most prefer for getting your local news? ROTATE 1-7

1. Watching local television news
2. Reading local print newspapers
3. Getting local news from a social media site (such as Facebook, Twitter, Instagram or YouTube)
4. Getting local news from online websites or app (such as Jacksonville.com, news4jax.com, etc.)
5. Getting local news from JSO's social media sites
6. Getting local news from JSO's website
7. Word of mouth
8. Something else _____
9. Don't get local news
10. Don't Know
11. Refusal

Q19. During a typical week, how many days do you watch local news on TV, not including sports?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
8. DK
9. RF

Q20. During a typical week, how many days do you read the local news in a printed newspaper, not including sports?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
8. DK
9. RF

Q21. During a typical week, how many days do you watch, read or listen to local news on the Internet, not including sports?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8.DK
- 9.RF

Q22. When it comes to social media, do you, or would you follow JSO on these platforms? Select All

- 1. Facebook
- 2. Instagram
- 3. Twitter
- 4. YouTube
- 8.DK
- 9.RF

WEB. Have you visited the JSO Website: www.JaxSheriff.org?

- 1. Yes
- 2. No
- 8. DK
- 9. Refusal

DATA. Have you visited the JSO Open Data & Transparency website: www.transparency.jaxsheriff.org?

- 1. Yes
- 2. No
- 8. DK
- 9. Refusal

Q23. In thinking about your engagement with JSO, would you be willing to participate in... [Select All]

- 1. Sheriff's Watch Meetings (monthly citizen-led meetings held in the 19 subsectors of the city with JSO staff on hand to discuss safety topics.)
- 2. Neighborhood Walks (Scheduled walks within neighborhoods hosted by JSO staff including Lieutenants, Zone Commanders and Sheriff)
- 3. Coffee with a Cop events (Scheduled meet & greets with officers in various locations – hosted by local businesses to encourage community conversations)
- 4. Safety Fairs (Scheduled events that bring together local law enforcement, health and other public safety agencies who offer interactive exhibits and demonstrations)
- 5. Citizen's Police Academy (12-week training for citizens to learn about JSO operations – from Administration, to Patrol to Corrections to Specialized Teams such as K9 and SWAT)
- 6. Substations and Stop Stations (JSO designated offices within the city's 6 Patrol Zones. Open to assist citizens during business hours with non-emergency services such as police reports, etc.)
- 7. Direct interaction with an officer (Contact with a member of the agency – community education, traffic assistance, etc.)
- 8. Other _____
- 9. Don't Know
- 10. Refusal

AGE. What is your age? Is it:

1. **18-24**
2. **25-34**
3. **35-44**
4. **45-54**
5. **55-64**
6. **65+**

EDU. What is your highest grade in school or year of college you have completed?

1. Less than high school diploma
2. High school graduate
3. Some College
4. College graduate
5. Post-graduate

HISP. Are you of a Latino or Hispanic ethnic background?

1. Yes
2. No

RACE. What is your racial background? Is it:

1. White/Caucasian
2. Black/African American
3. Asian
4. Other

LLCELL. Are we reaching you today on landline or cell phone?

1. Cellphone
2. Landline

SEX. Respondent sex – Interviewer selected

1. Male
2. Female

LANG. What language was this survey completed in?

Thank you for your time. If you have questions or concerns about this survey, you can contact the main researcher on this project Dr. Michael Binder by calling (904) 620-2784. If you have questions about your rights as a research participant, please contact the chair of the institutional review board by calling (904) 620-2498.