

Jacksonville Sheriff's Office Community Survey 2022



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Prepared by the Public Opinion Lab at the
University of North Florida
for the Jacksonville Sheriff's Office

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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 American Community Survey (ACS) 2021 5-year estimates, Duval County's 18 years of age and older population was approximately 797,130 individuals. The approximate racial/ethnic breakdown for the total Duval County population of 983,153 individuals according is as follows: 51% 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 (JSO) 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. To best accomplish this, PORL administers a bi-annual Community Survey of Jacksonville residents. The study has been conducted in 2016, 2018, 2021, and 2022. Project years were adjusted due to the COVID-19 pandemic.

Executive Summary

The 2022 JSO Community Survey yielded 1,697 responses. Key findings are highlighted in the executive summary below.

Figure 1. Executive Summary Infographic



Methodology

Study Design

The 2022 study used a mixed-mode design, incorporating online surveys and phone interviews. The population of study is adult residents of Duval County (not including the Beaches Communities), aged 18 or older.

The online portion of the study used an address-based mode of contact, with postcards mailed out to respondents in advance. Each postcard had a general link to the online survey, administered via Qualtrics, as well as a unique access code to ensure each respondent only took the survey once. Postcards received 403 online responses. To increase response rates, the online sample was supplemented with PORL's proprietary online panel via email invitation, resulting in 142 additional responses. Online data collection took place between November 21 and December 27, 2022, garnering a total of 545 responses.

Respondents who were mailed a postcard but did not take the survey were contacted via telephone to attempt a phone interview. Due to low response rates in certain patrol zones, the telephone sample was supplemented with listed phone numbers targeted to the appropriate geographical areas.

Telephone data collection took place at the PORL facility with its 27-station Computer Assisted Telephone Interviewing (CATI) system between December 5 and December 27, 2022. A maximum of 5 callbacks were

attempted for non-completes with a working residential or cell phone line. Surveys were conducted in English. Calls were made from 4:00 to 9:00 p.m. (Mon-Fri.) and 12-5pm (Sat. and Sun.)

The total number of completed telephone surveys collected was 1,152. The breakdown of completed responses on a landline phone to a cell phone was 3% to 96%, with 1% unknown.

Marketing Systems Group (MSG) provided all the listed addresses and telephone numbers used in the sampling frame. 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.

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).

To decrease the margin of error in cross-analysis, and to ensure a proportionate number of completed surveys from across zones, quotas were set for completed surveys per patrol zone. The margin of sampling error for the total sample is +/- 2.4 percentage points. 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 (see Table 2).

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 non-Beaches portion of Duval County, the total sample was weighted by age, sex, race, and education to the 2021 American Community Survey 5-year estimates for the adult population of the Duval County living in the 6 JSO patrol zones. 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.

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 6% response rate.

About PORN

As members of AAPOR, the PORN's goal is to support sound and ethical practices in the conduct of survey and public opinion research. Moreover, the PORN 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) 620-2784.

Table 1. Patrol Zone and Sample Size

Patrol Zone	Sample Size
Zone 1	n=202
Zone 2	n=303
Zone 3	n=302
Zone 4	n=298
Zone 5	n=295
Zone 6	n=297
Total	n=1,697

Table 2. Patrol Zone and Margin of Error

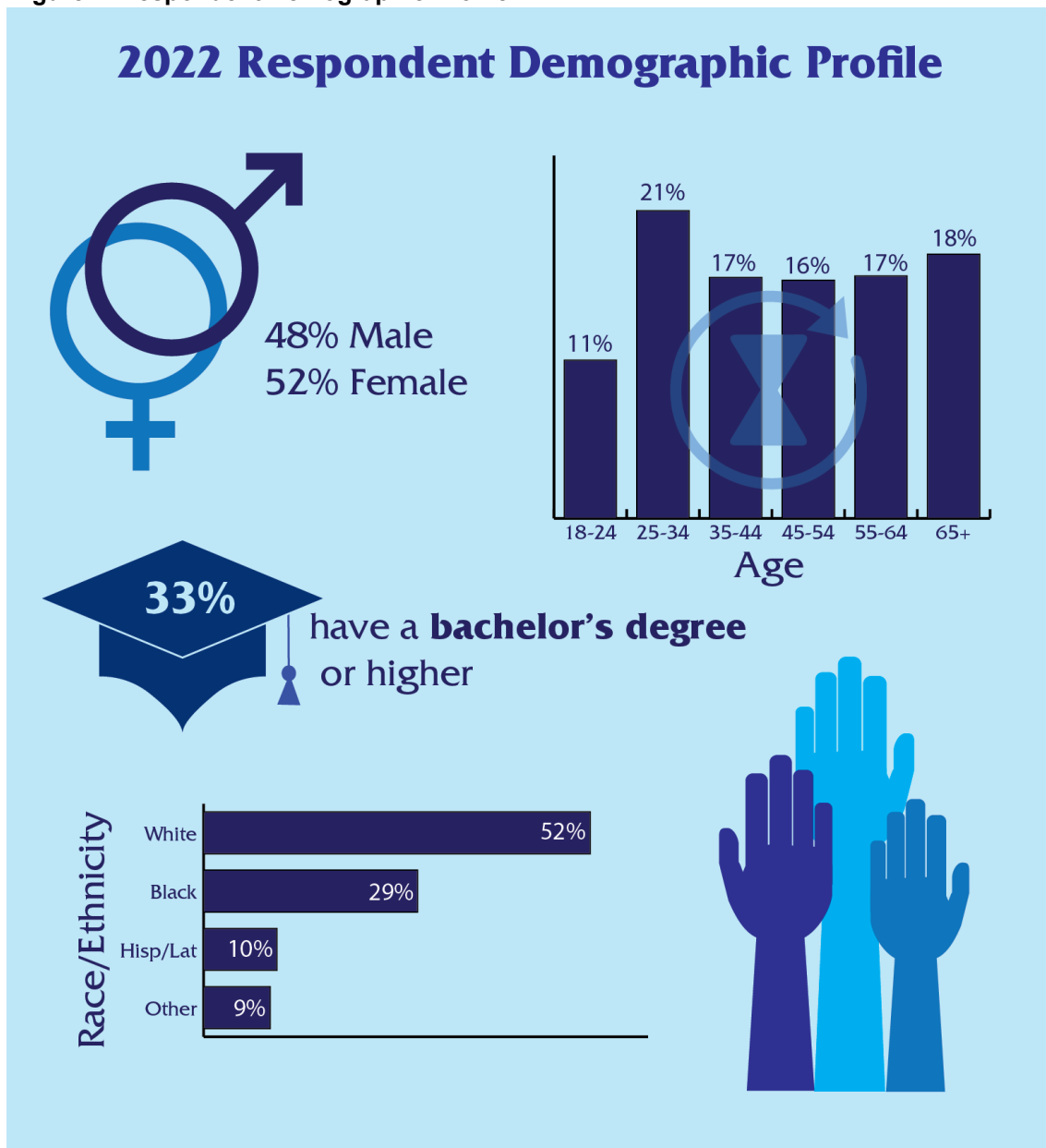
Patrol Zone	MoE (percentage points)
Zone 1	+/- 6.9
Zone 2	+/- 5.6
Zone 3	+/- 5.6
Zone 4	+/- 5.7
Zone 5	+/- 5.7
Zone 6	+/- 5.7
Total	+/- 2.4

Summary of Findings

This report was prepared for 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, the results of which are on the following pages. Figure 2 below outlines the demographic characteristics of the respondents in this survey. Demographic profiles of each patrol zone can be found in [Appendix I](#) of this report.

Figure 2. Respondent Demographic Profile¹



¹ Demographic proportions exclude responses of “don’t know” and refusals.

Figure 3. JSO Approval, 2016 - 2022

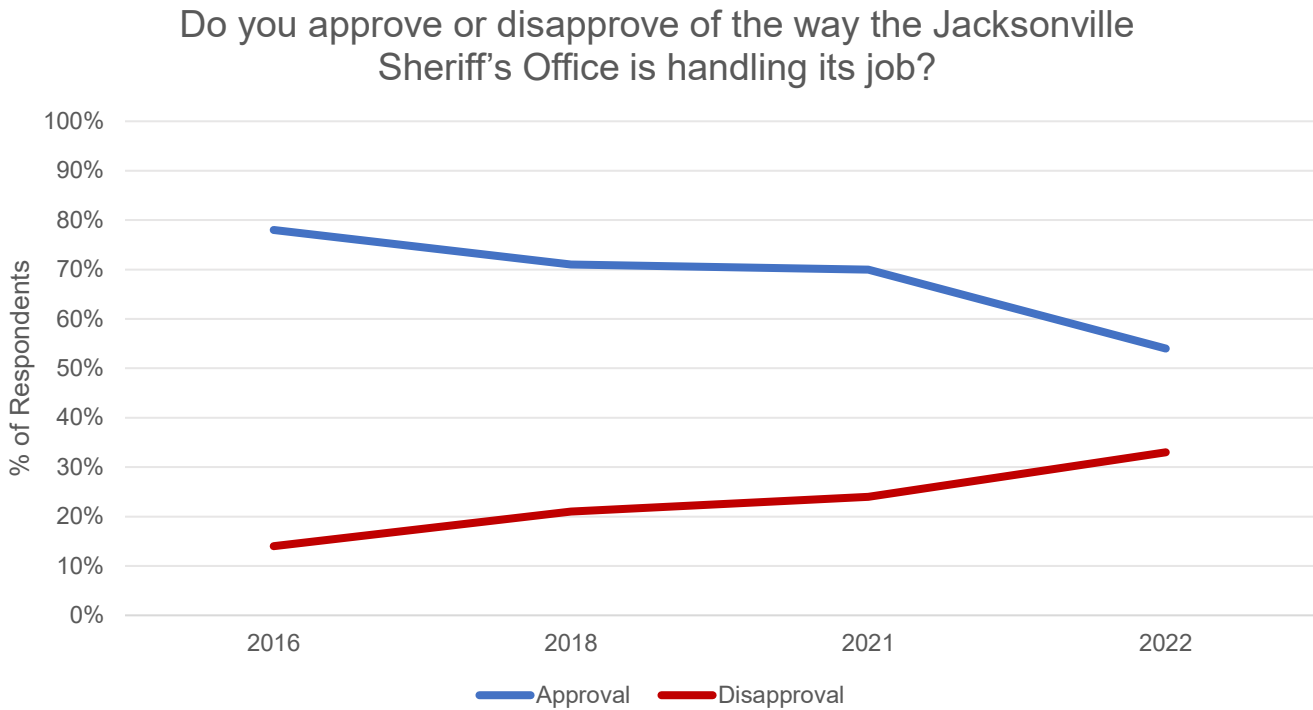


Figure 4. JSO Approval by Zone

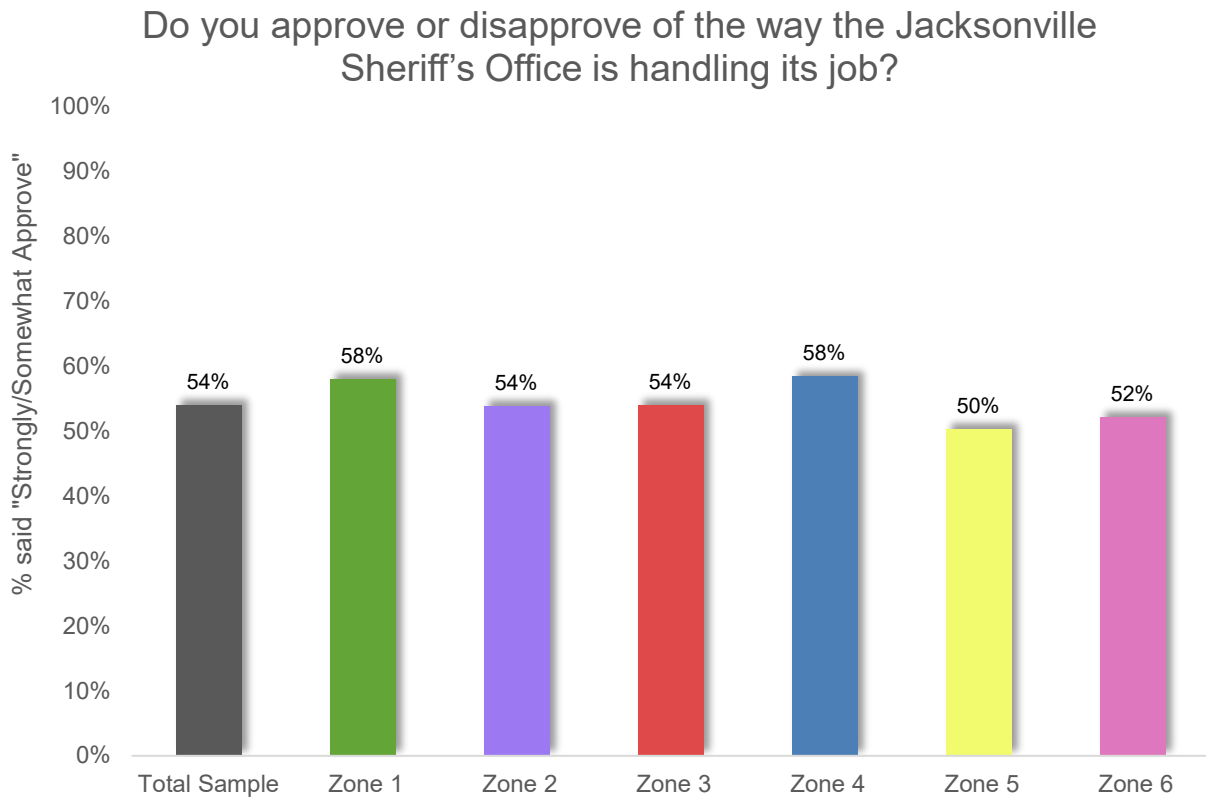


Figure 5. JSO Approval by Race

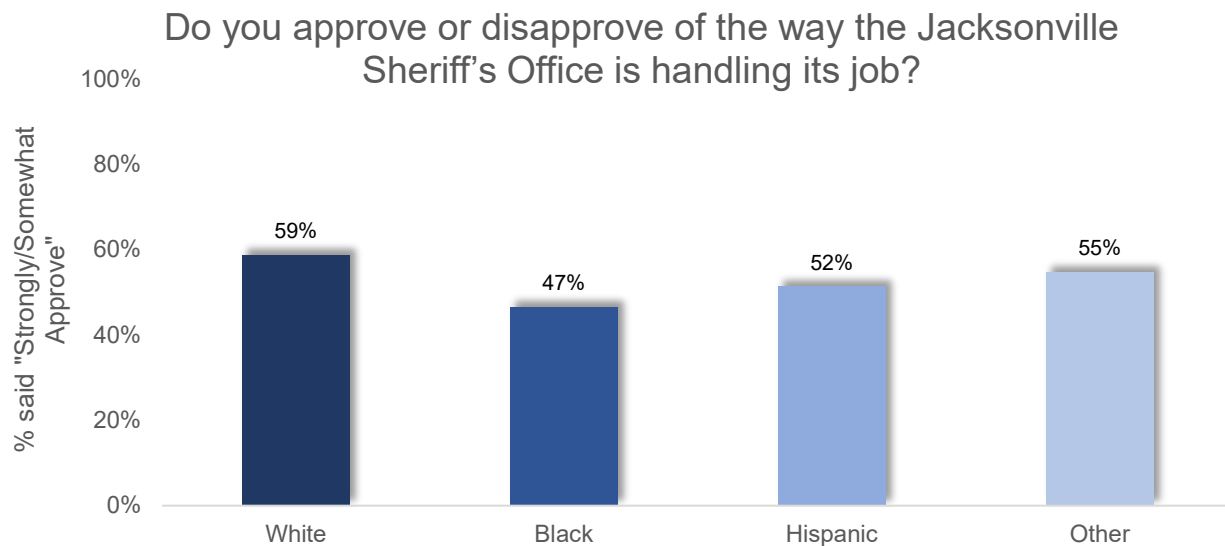
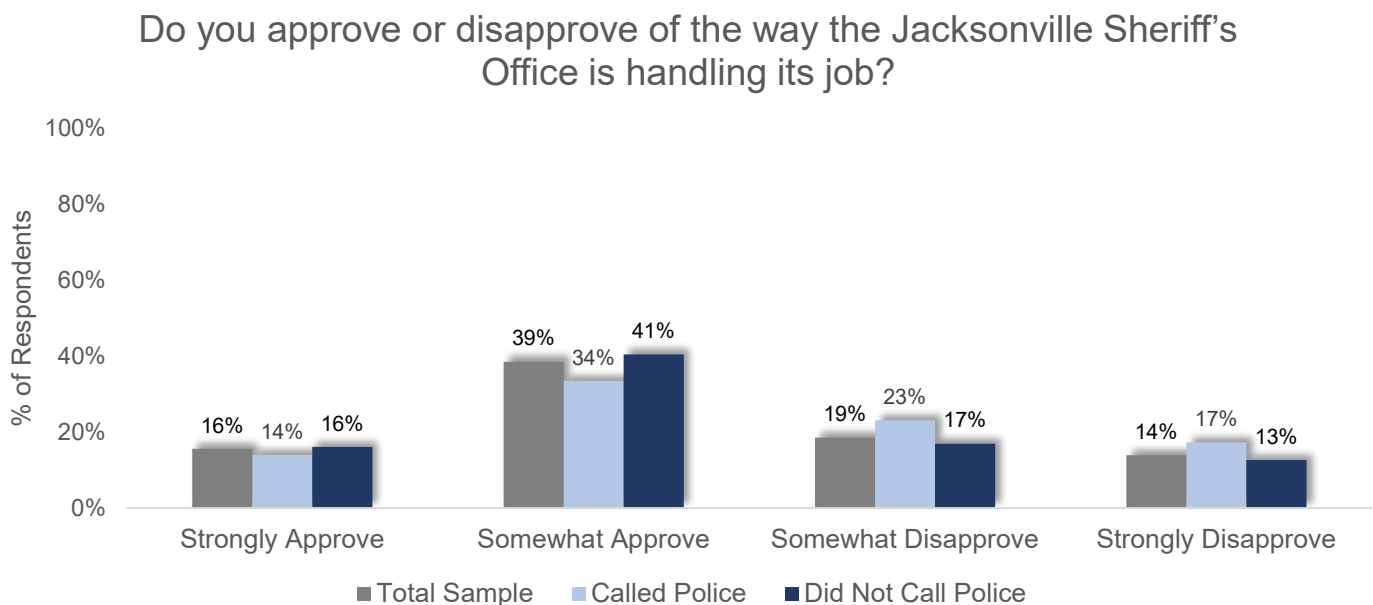


Figure 6. JSO Approval by Call



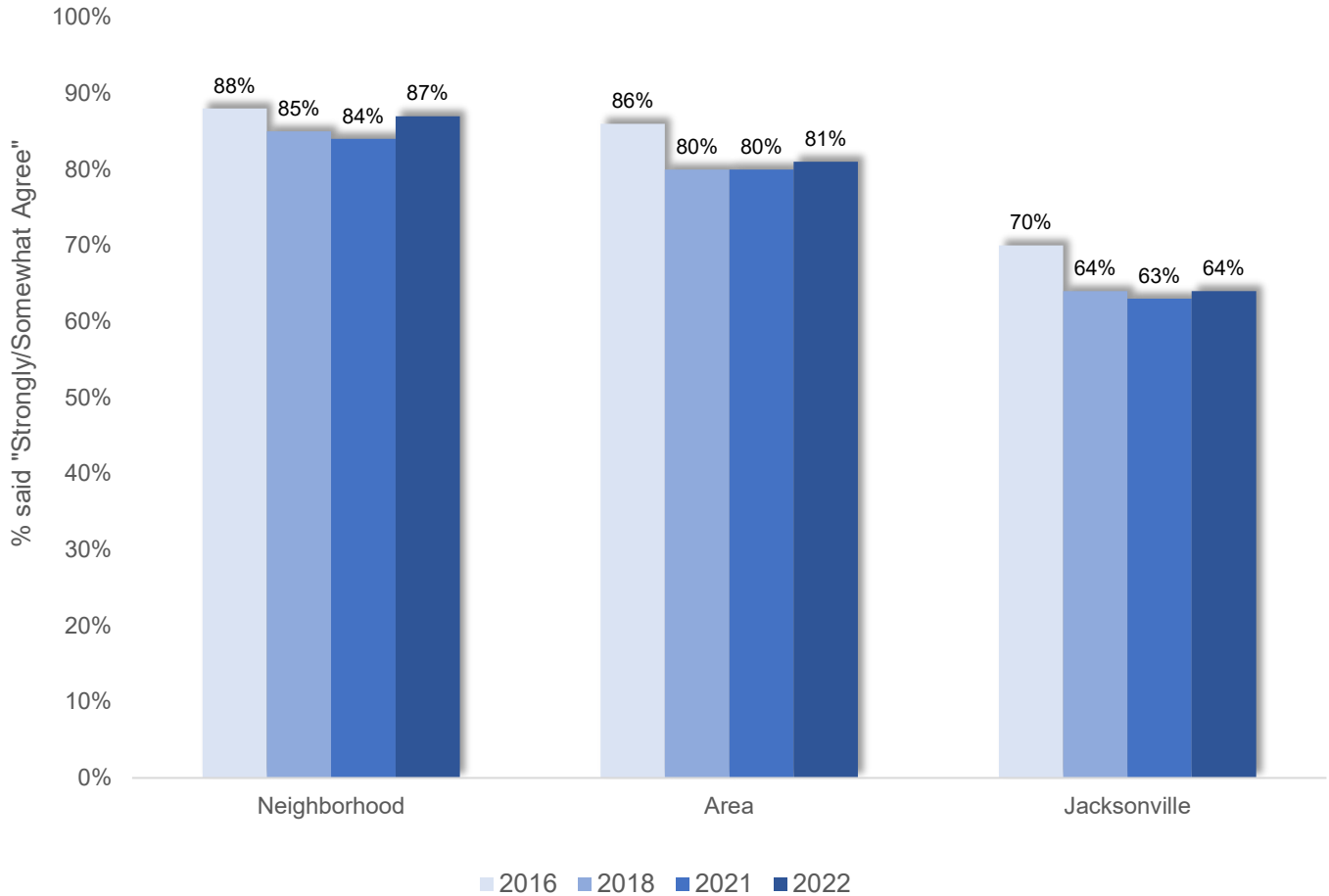
Survey respondents were asked whether they approve or disapprove of the way the Jacksonville Sheriff's Office is handling its job. Figure 3 above displays the percentage of respondents who indicated they approve or disapprove, either somewhat or strongly, across all project years. As shown in the line graph, JSO approval saw a relatively sharp decrease between 2021 and 2022, falling from 70% to 54%. This sentiment was mirrored in disapproval, which rose from 24% in 2021 to 33% in 2022.

Broken down by patrol zone, Figure 4 shows that approval was highest in Zones 4 and 1, each with 58% of respondents saying they approve of the job JSO is doing. JSO approval was lowest in Zone 5, with 50%

approving either somewhat or strongly. When broken down by respondent race, shown in Figure 5, White respondents had the highest rate of JSO job approval at 59%, compared to just 47% among Black respondents. Approval among Hispanic and Latino respondents was 52%, and 55% among those of another race or ethnicity. JSO approval was also broken down by whether or not the respondent reported calling the police in the past year, displayed in Figure 6. While there are few notable differences between the two groups, those who indicated calling the police were slightly less likely to approve and slightly more likely to disapprove of JSO than those who did not call the police.

Figure 7. Neighborhood, Area, & Jacksonville Safety, 2016 - 2022

You feel safe in...



Respondents were asked the extent to which they agree or disagree that they feel safe their own neighborhoods, the areas they visit most frequently, and whether they feel Jacksonville, overall, is a safe place to live. Figure 7 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 remained largely steady since 2018, with a very slight uptick in 2022.

Across project years, respondents seem to feel safest in their own neighborhoods, with 87% saying they agree strongly or somewhat, up slightly from 84% in 2021. Respondents feel similarly safe in the areas they frequent, at 81%.

Despite the feelings of safety within their own neighborhoods and the areas they visit, notably fewer respondents feel that Jacksonville, overall, is a safe place to live, with just 64% saying they agree somewhat or strongly.

Figure 8. Neighborhood Safety by Zone – Map

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

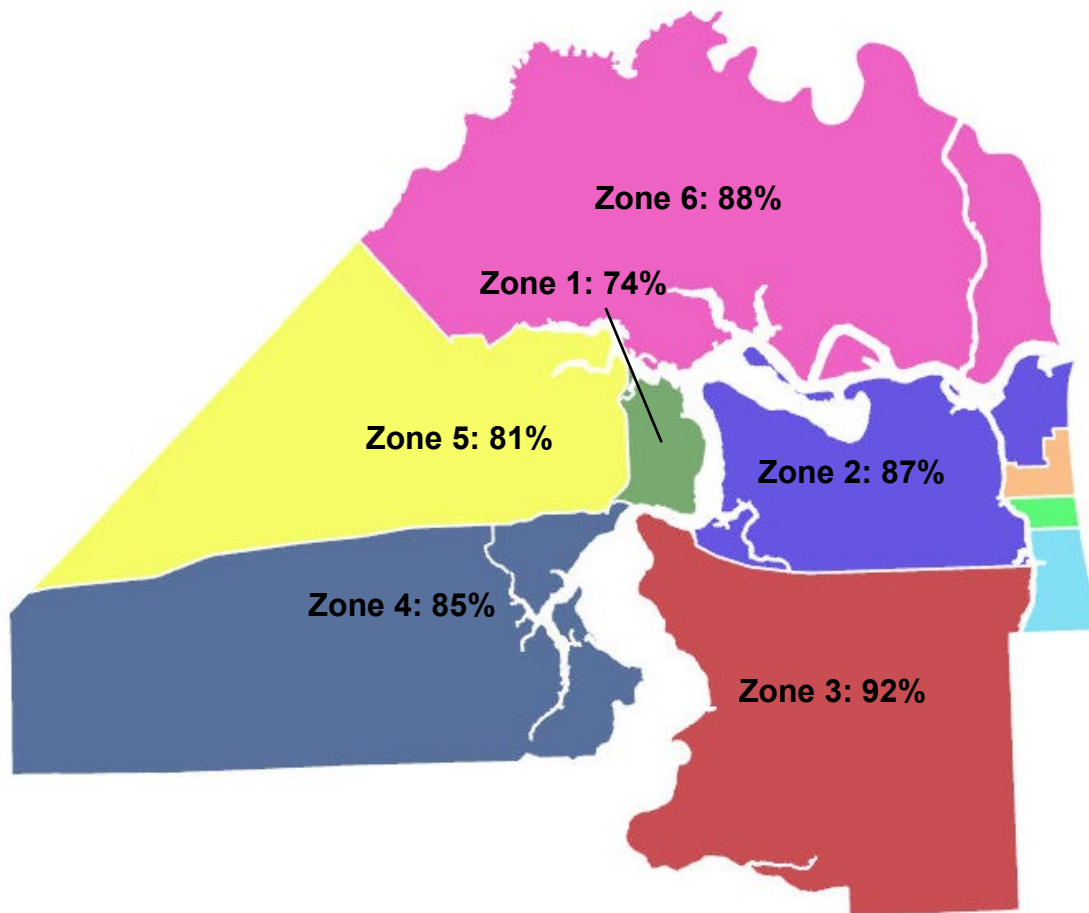


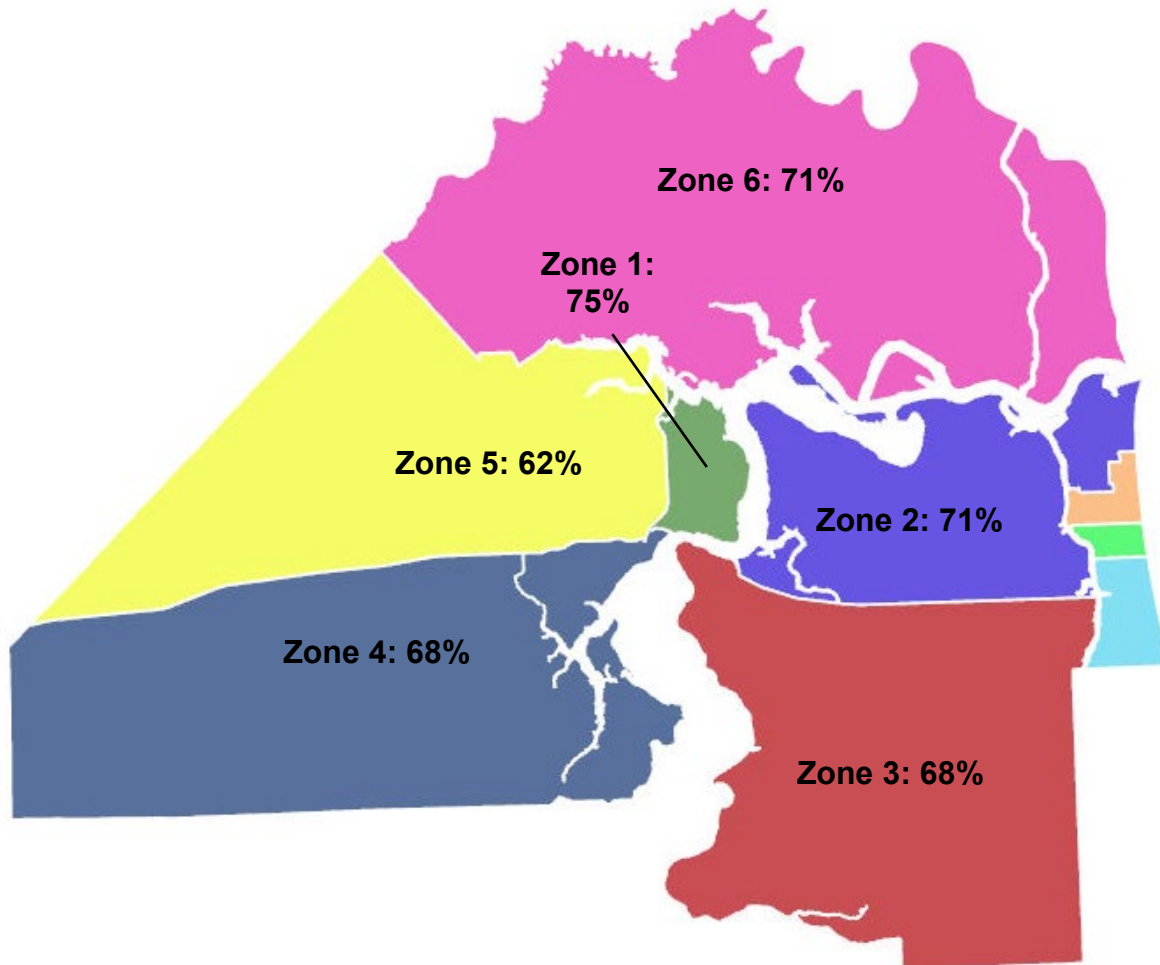
Figure 8 is a map of Jacksonville showing the percentage of respondents who indicated they agree strongly or somewhat that they feel safe in their own neighborhoods, broken down geographically by patrol zone. The zone with the greatest percentage of

respondents who reported feeling safe in their neighborhood was Zone 3, with 92% saying they agree strongly or somewhat. Zone 1 had the lowest percentage of respondents who reported feeling safe in their neighborhood, although still the vast majority, at 74%

Figure 9. 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 also asked whether they found JSO personnel to be courteous and competent in their encounters with them. Figure 9 breaks down the responses geographically by patrol zone, displayed geographically on a map of Jacksonville. Zone 1 had the greatest percentage of people who agree strongly or

somewhat that JSO personnel are competent and courteous, at 75%. In 2022, the patrol zone with the lowest percentage of respondents who found JSO personnel to be courteous and competent was Zone 5, with 62%.

Figure 10. Courteous, 2016 - 2022

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

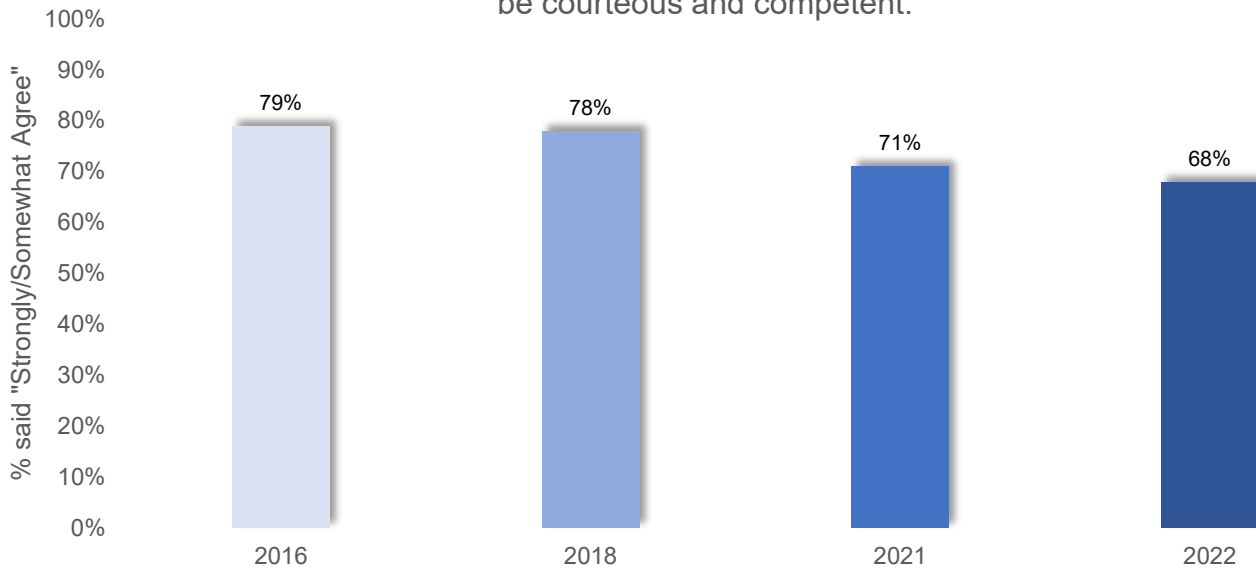


Figure 11. Courteous by Race

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

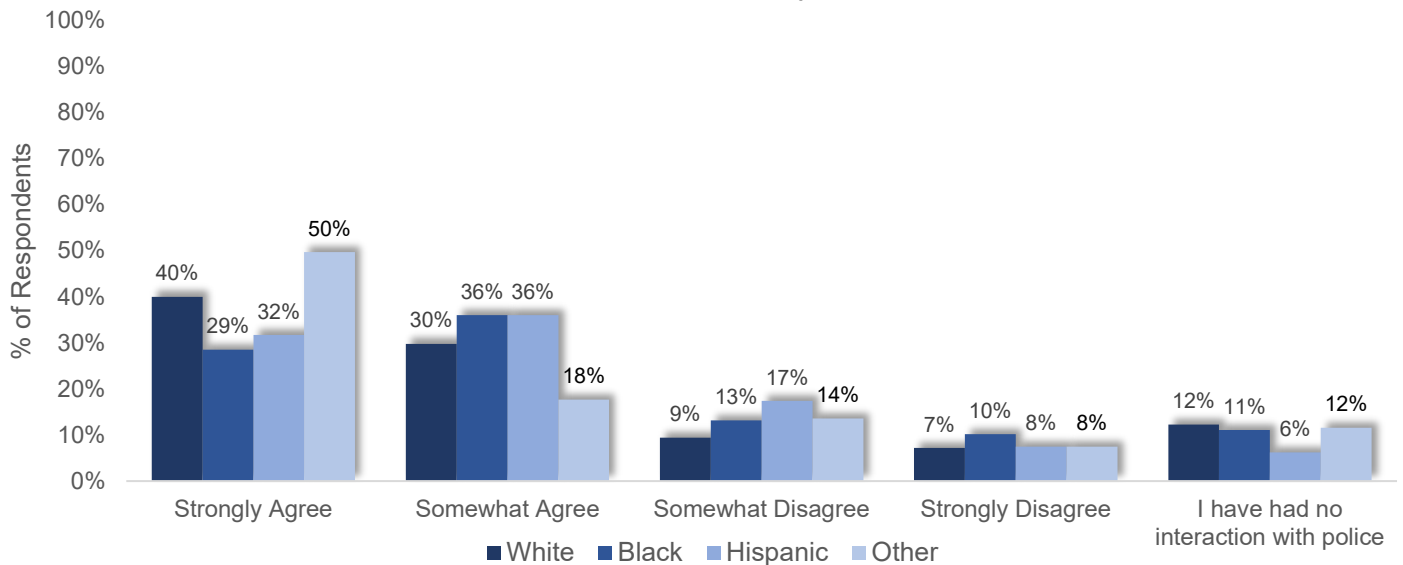
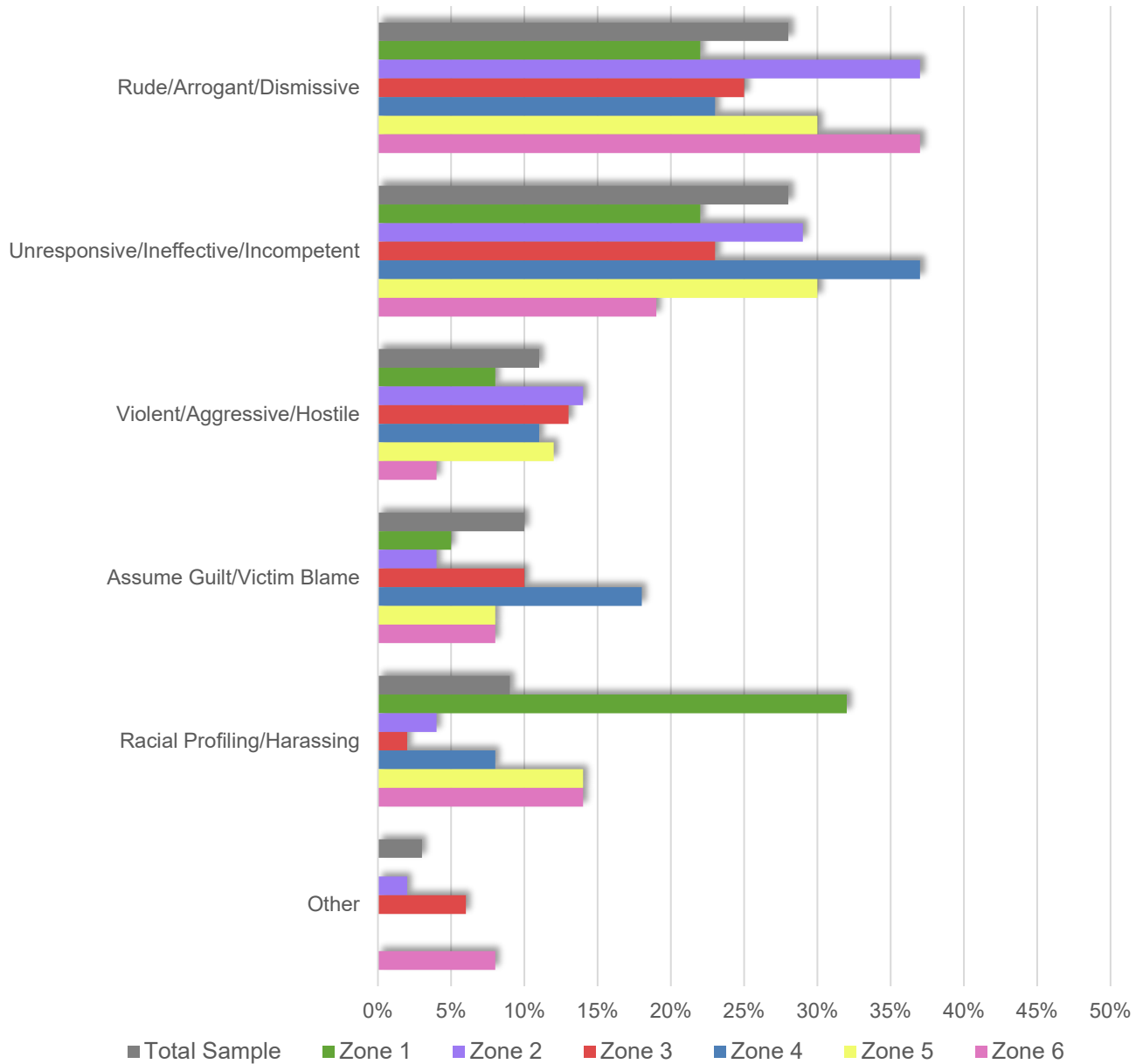


Figure 10 displays the overall responses to the courteous and competent question, broken down by project year. As shown in the chart, the percentage of respondents who agree strongly or somewhat has declined steadily since 2016, from 79% to 68% in 2022. The percentage of respondents who agree that JSO is courteous and competent only decreased by three percentage points in the past year, down from 71% in 2021.

Figure 11 breaks down responses by race, showing that White respondents are notably more likely to *strongly* agree with this statement with 40%, than their Black or Hispanic counterparts, with 29% and 32%, respectively. Respondents who reported their race as “other” had the greatest percentage that strongly agree. Across the four race and ethnicity categories, relatively few *strongly* disagreed that JSO is competent and courteous, with Black respondents having the greatest percentage at 10%.

Figure 12. Discourteous by Zone²

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



Those respondents who strongly or somewhat disagreed that JSO is competent and courteous 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, broken down by patrol zone. Among the total sample, the top two complaints, each with 28%, were that JSO personnel were rude, arrogant, or dismissive, as well as unresponsive,

ineffective, or incompetent. Rude/arrogant/dismissive was greatest in Zone 6, which had the greatest percentage of respondents who found JSO to be discourteous, as well as Zone 2, each with 37%. Unresponsive/ineffective/incompetent was greatest in Zone 4, also with 37%. While racial profiling and harassment was relatively low on the list for the total sample with 9%, 32% of respondents in Zone 1 made this complaint.

² Note the Y-axis only goes to 50% for easier visualization

Figure 13. Discourteous by Race³

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

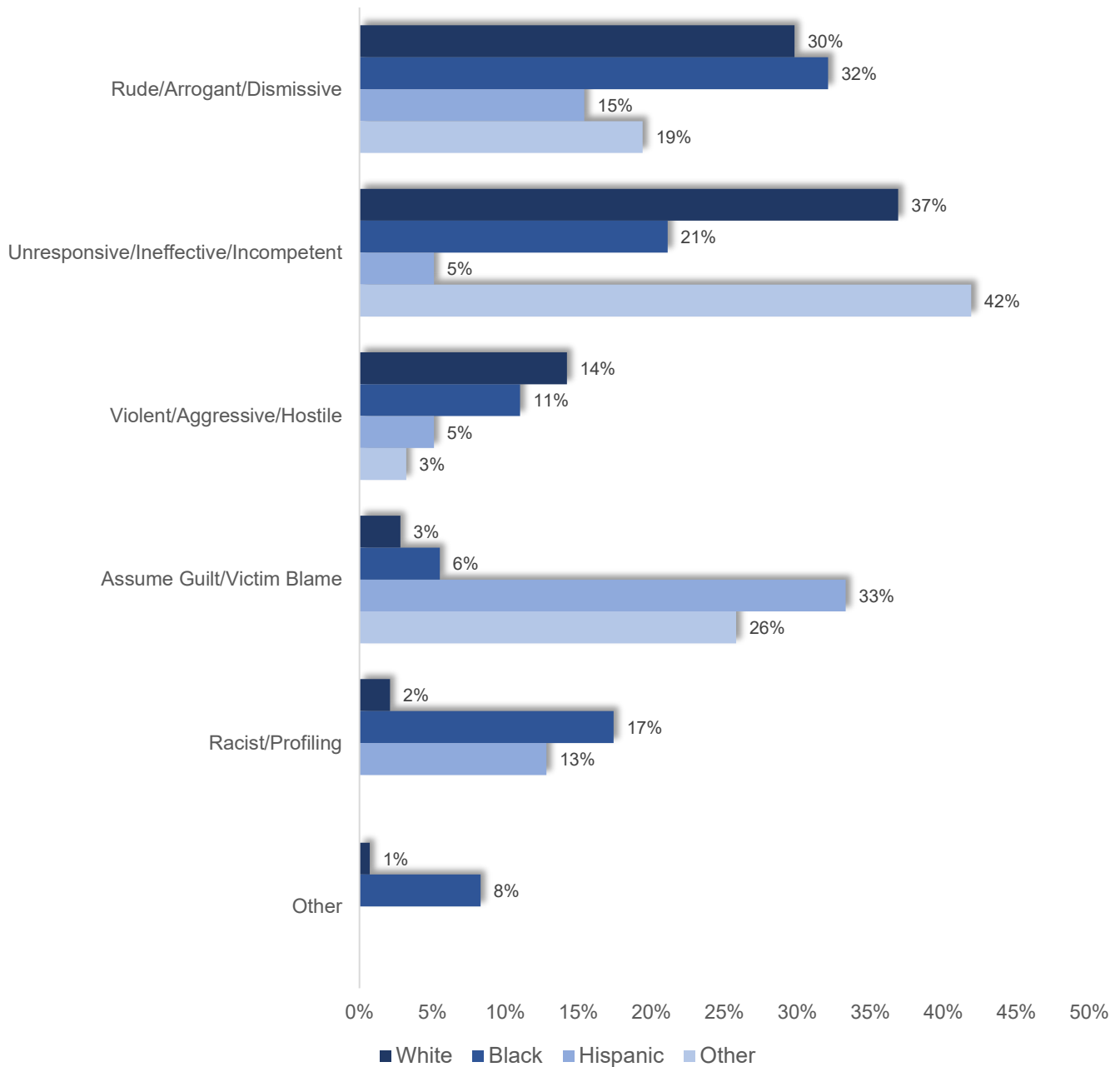
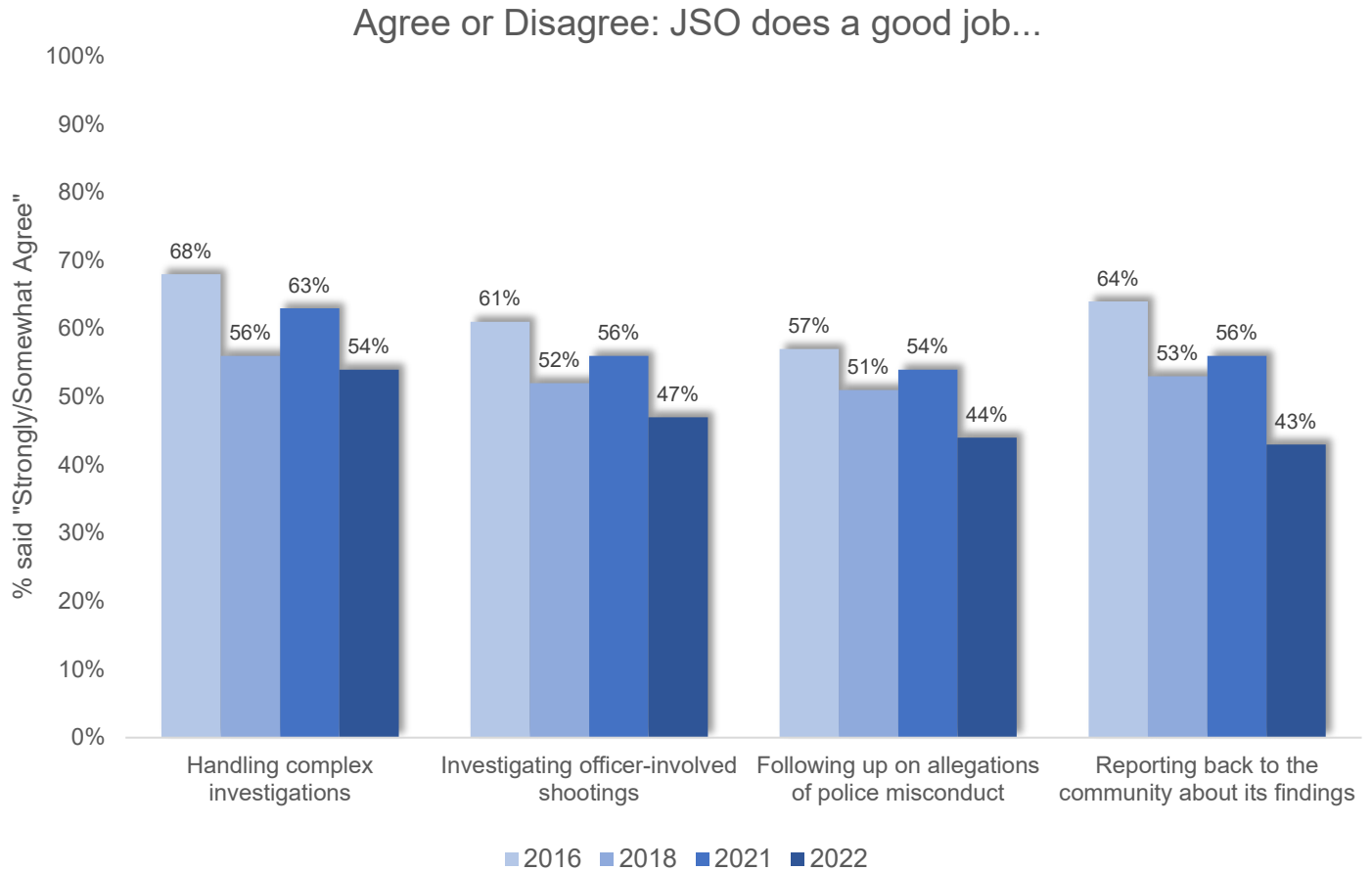


Figure 13 breaks this open-ended question down by race and ethnicity. Rude/arrogant/dismissive was the most frequent complaint among Black respondents, with 32%, while White respondents indicated unresponsive/ineffective/incompetent as the top complaint with 37%. Among Hispanic and Latino respondents, the most common response was assuming

guilt and victim-blaming, with 33%. Unsurprisingly, racism and racial profiling was reported at much higher rates among Black (17%) and Hispanic (13%) than White respondents (2%). Responses in the “other” category include general bad experiences or dislike of JSO personnel.

³ Note the Y-axis only goes to 50% for easier visualization

Figure 14. Job, 2016 - 2022



Respondents were asked whether they agree or disagree that JSO does a good job in four different areas: 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 14 displays the percentage of respondents who agreed with each statement either somewhat or strongly, broken down by project year. In all four questions, the percentage of respondents who agree with the statement has declined

somewhat steadily since 2016, with a slight uptick in 2021. Across project years, agreement was greatest when asked about handling complex investigations. The percentage who agreed with this statement declined from 63% in 2021 to 54% in 2022. Forty-seven percent agreed JSO does a good job investigating officer-involved shootings, down from 56% in 2021. Regarding following up on allegations of police misconduct, 44% of the 2022 sample agreed JSO does a good job, and 43% agreed JSO does a good job reporting back to the community about its findings.

Figure 15. Job by Zone⁴

Agree or Disagree: JSO does a good job...

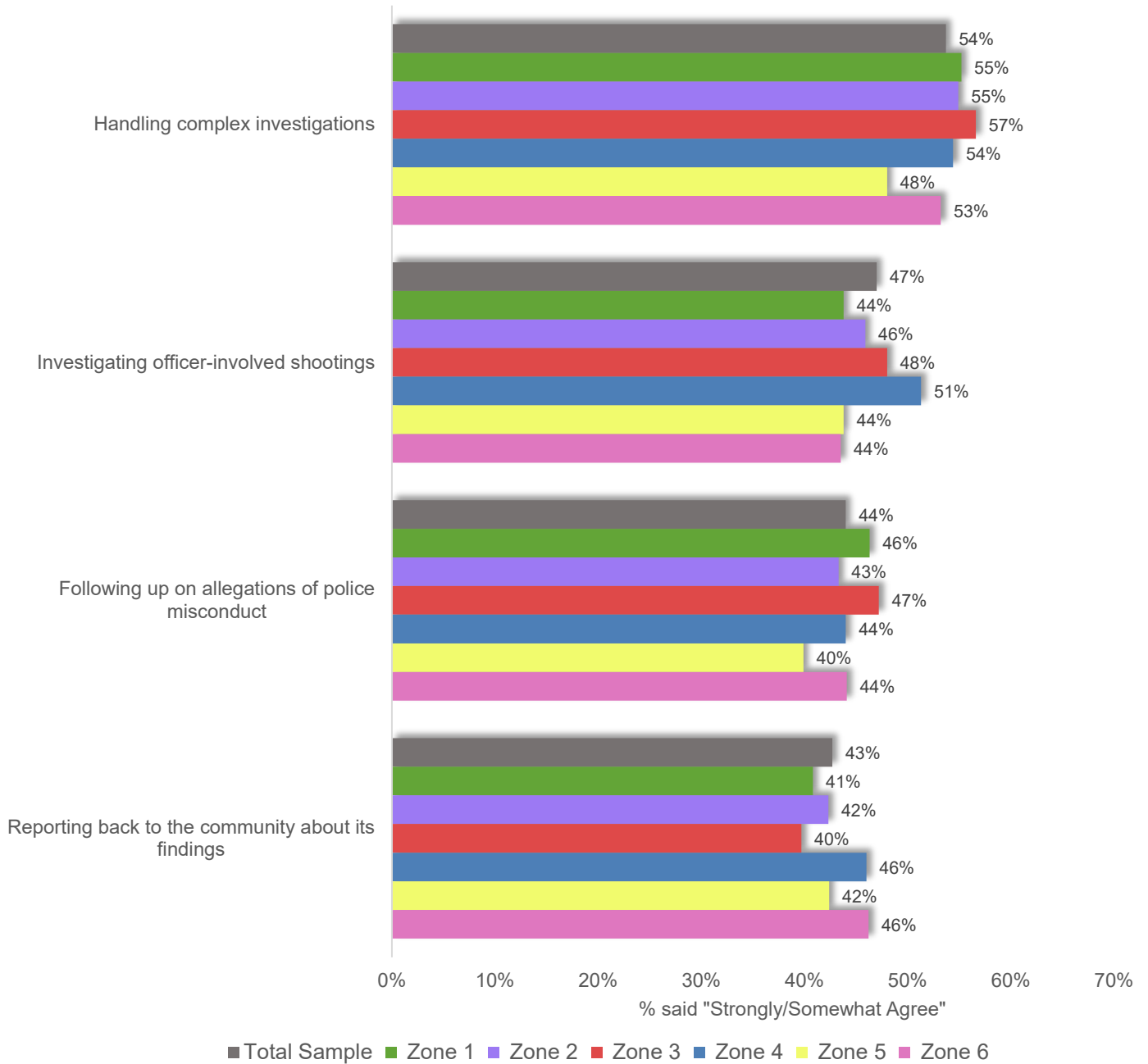


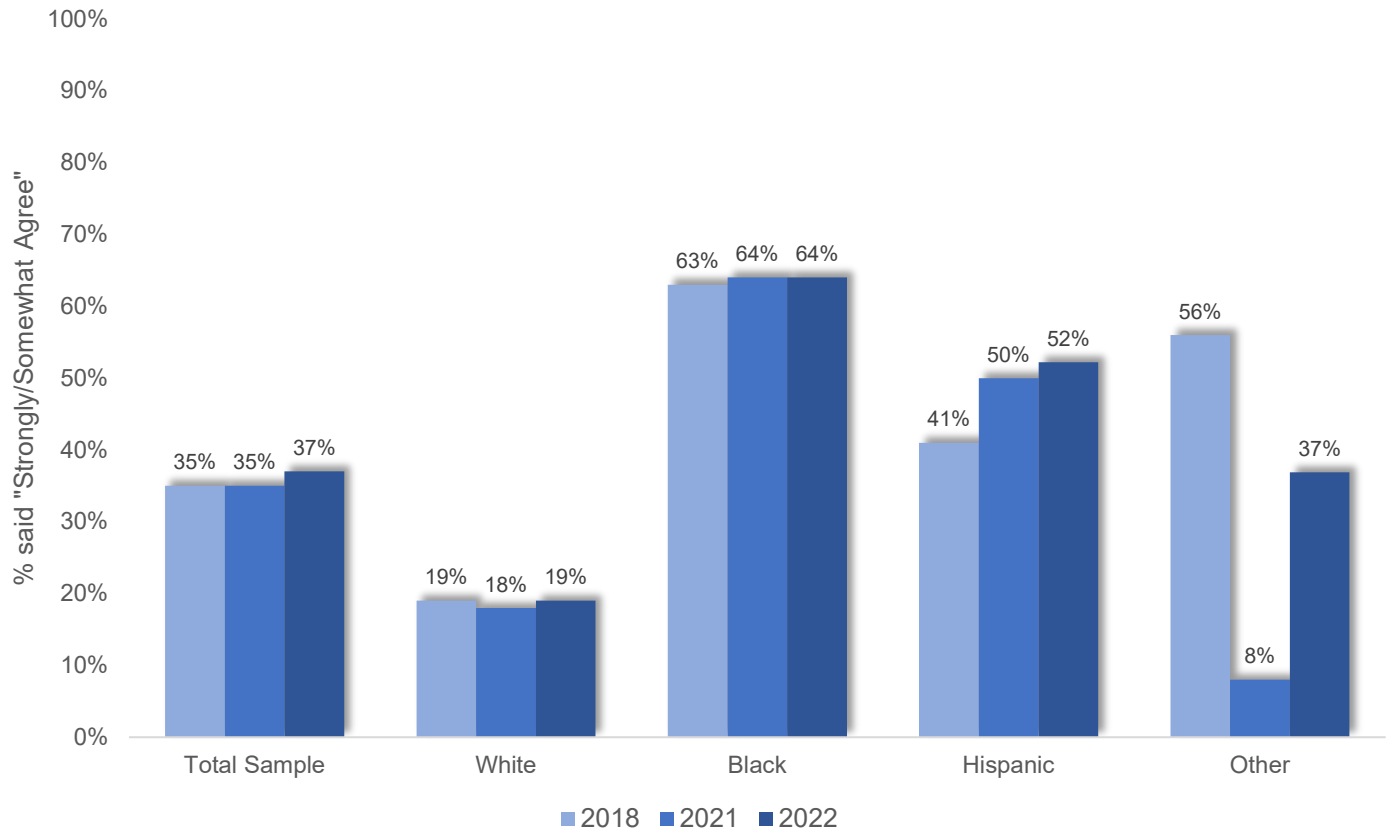
Figure 15 shows the percentage of respondents who agree with each of these statements, broken down by patrol zone. When asked whether JSO does a good job handling complex investigations, a majority of respondents agreed with this statement across all zones except Zone 5, with 48%. Regarding handling officer-involved shootings, the highest rate of agreement was

among Zone 4 respondents at 51%. Agreement that JSO does a good job following up on allegations of misconduct was highest among Zone 3 respondents with 47%. Zones 4 and 6 were tied for first in agreement that JSO does a good job reporting back to the community about its findings on investigations of possible police misconduct, each with 46%.

⁴ Note the Y-axis only goes to 70% for easier visualization

Figure 16. Police Brutality by Race, 2018 - 2022

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



Respondents were asked whether they, personally, worry about being the victim of police brutality, displayed in Figure 16, 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 almost no change in the overall response between 2018 and 2022, with a very slight uptick in 2022 from 35% to 37%. The percentage who said they personally worry about being

the victim of police brutality has remained the highest among Black respondents, essentially unchanged since 2018 with 64%. The percentage of White respondents who worry about police brutality remains steady at 18%, the lowest among racial groups. Among Hispanic and Latino respondents, however, the percentage who worry about police brutality has increased steadily, up from 41% in 2018 to 52% in 2022.

Figure 17. Police Brutality by Zone – Map

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

% said "Strongly/Somewhat Agree"

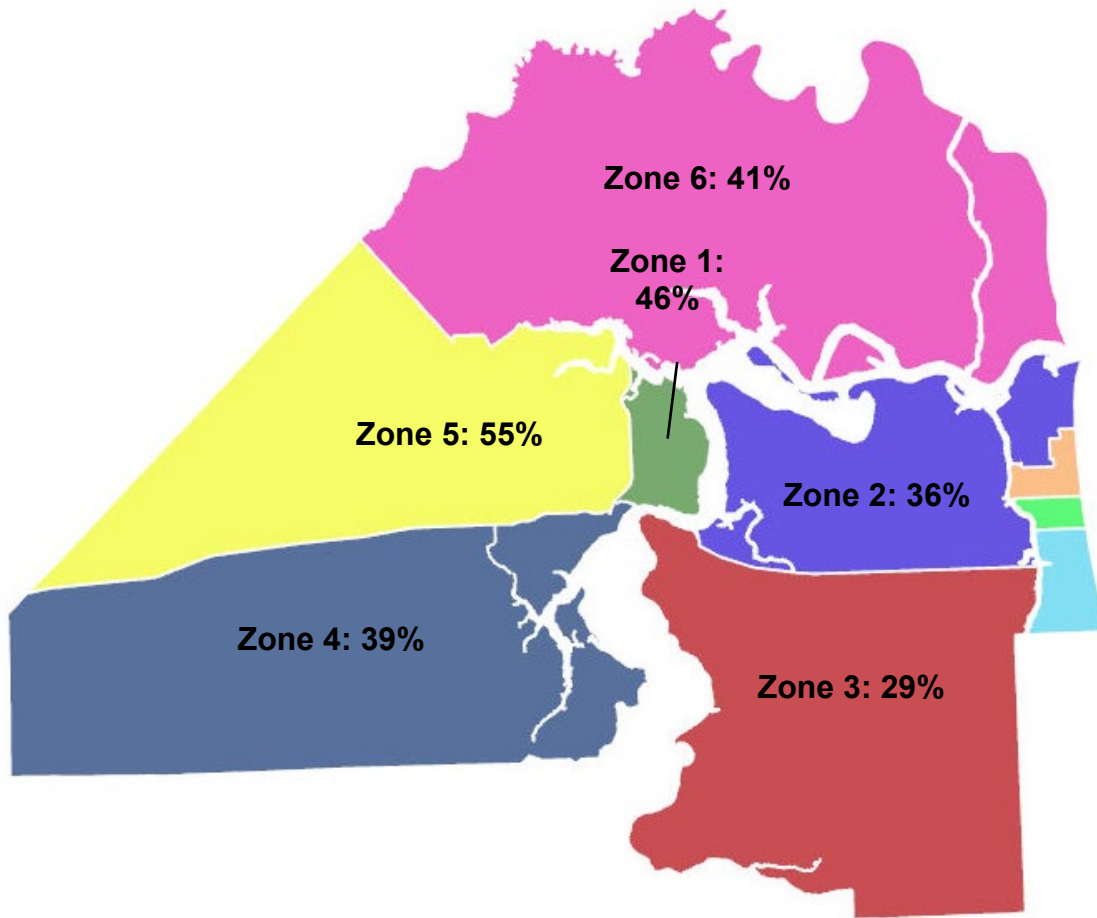
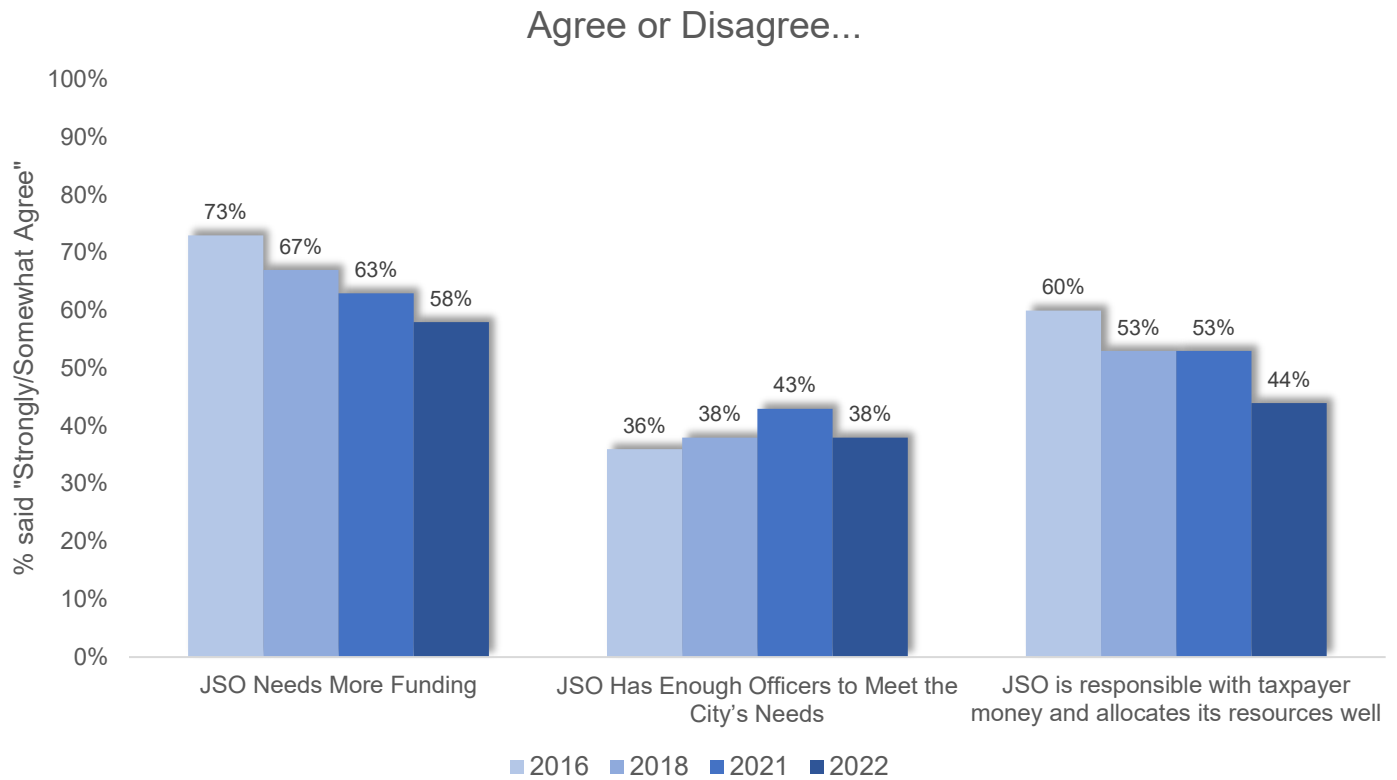


Figure 17, above, shows the percentage of respondents who are personally worried about police brutality, broken down geographically by patrol zone. The zone with the

greatest percentage is Zone 5, with 55% who agree either strongly or somewhat. Personal worry about police brutality was lowest among Zone 3 respondents, at 29%.

Figure 18. Resources, 2016-2022



Respondents were also asked a series of questions about JSO funding and resource allocation. Figure 18 shows the percentage of respondents who agree strongly or somewhat with each statement, broken down by project year. When asked if they agree that JSO needs more funding, 58% of respondents indicated agreement in 2022, a figure that has declined steadily

since 2016. After a steady increase between 2016 and 2021, the percentage of respondents who indicated JSO has enough officers to meet the city's needs dropped slightly in 2022 to 38%. The percentage of respondents who believe JSO is responsible with taxpayer money also saw a decrease this year, dropping from 53% in 2018 and 2021 to 44% in 2022.

Figure 19. Resources by Zone

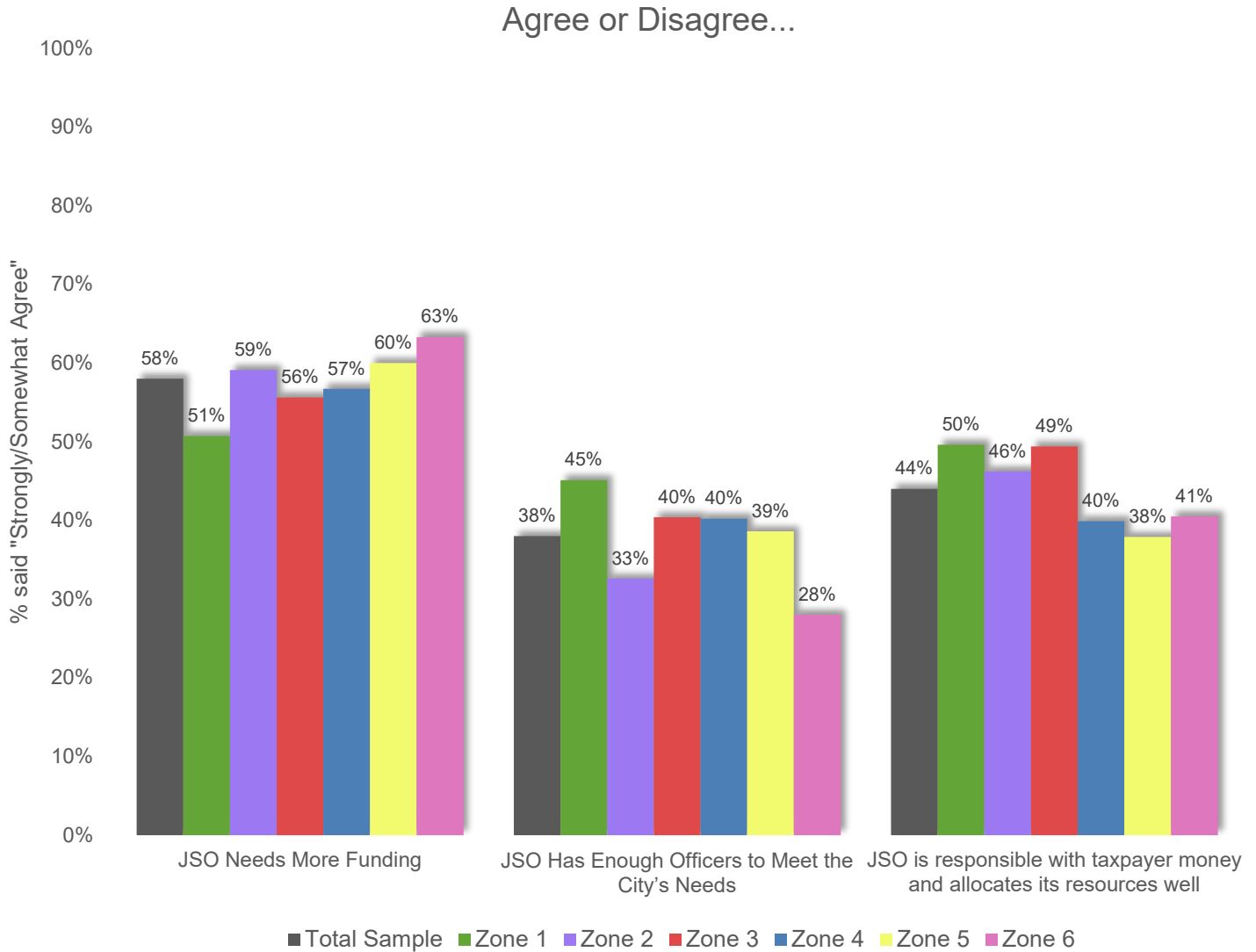


Figure 19 displays the responses to resource allocation questions, broken down by patrol zone. When asked whether JSO needs more funding, a majority of respondents across all zones indicated they agree strongly or somewhat, the highest being Zone 6 with 63%, and the lowest Zone 1 with 51%. Conversely,

respondents in Zone 1 had the highest rate of agreement that JSO has enough officers to meet the city's needs with 45%, compared to just 28% in Zone 6. Zone 1 also had the greatest agreement when asked if JSO is responsible with taxpayer money and resource allocation with 50%, the lowest being Zone 5 at 38%.

Figure 20. Call by Zone – Map

Have You Called the Police in the Past Year?
% said “yes”

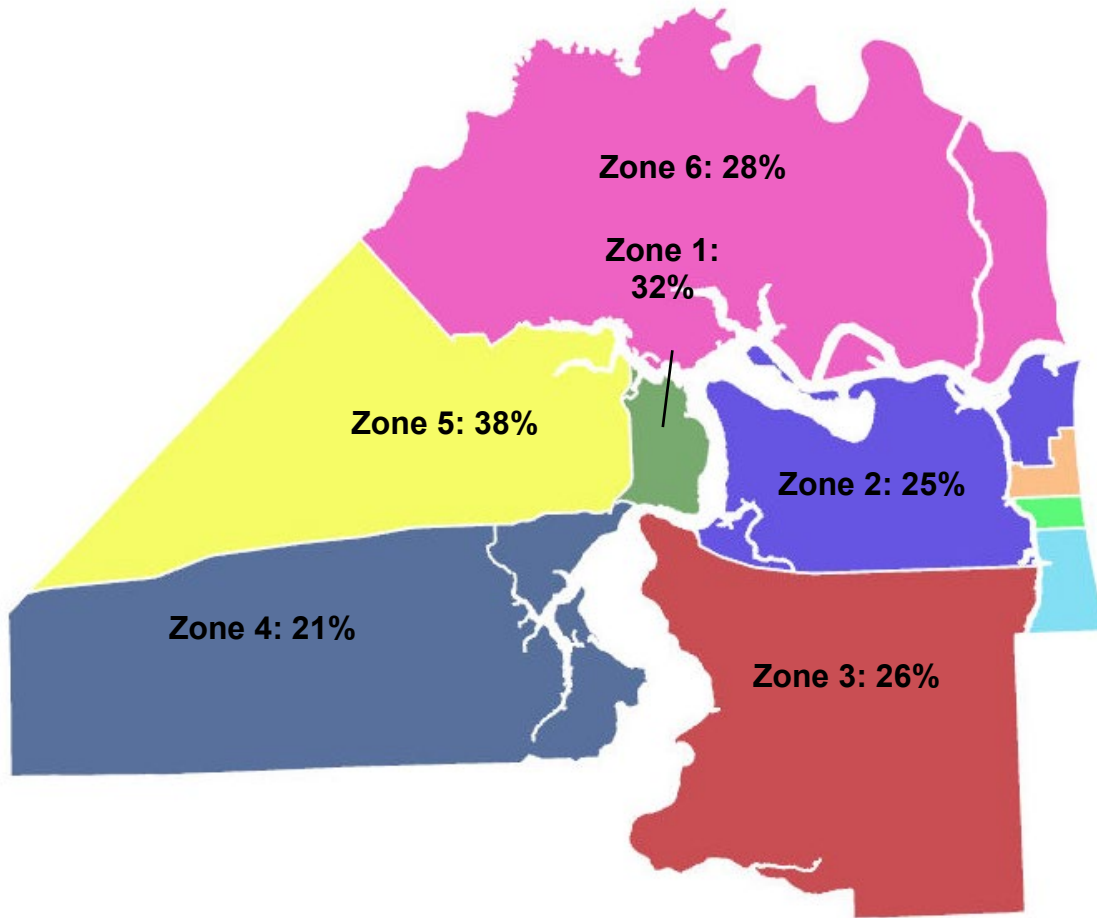
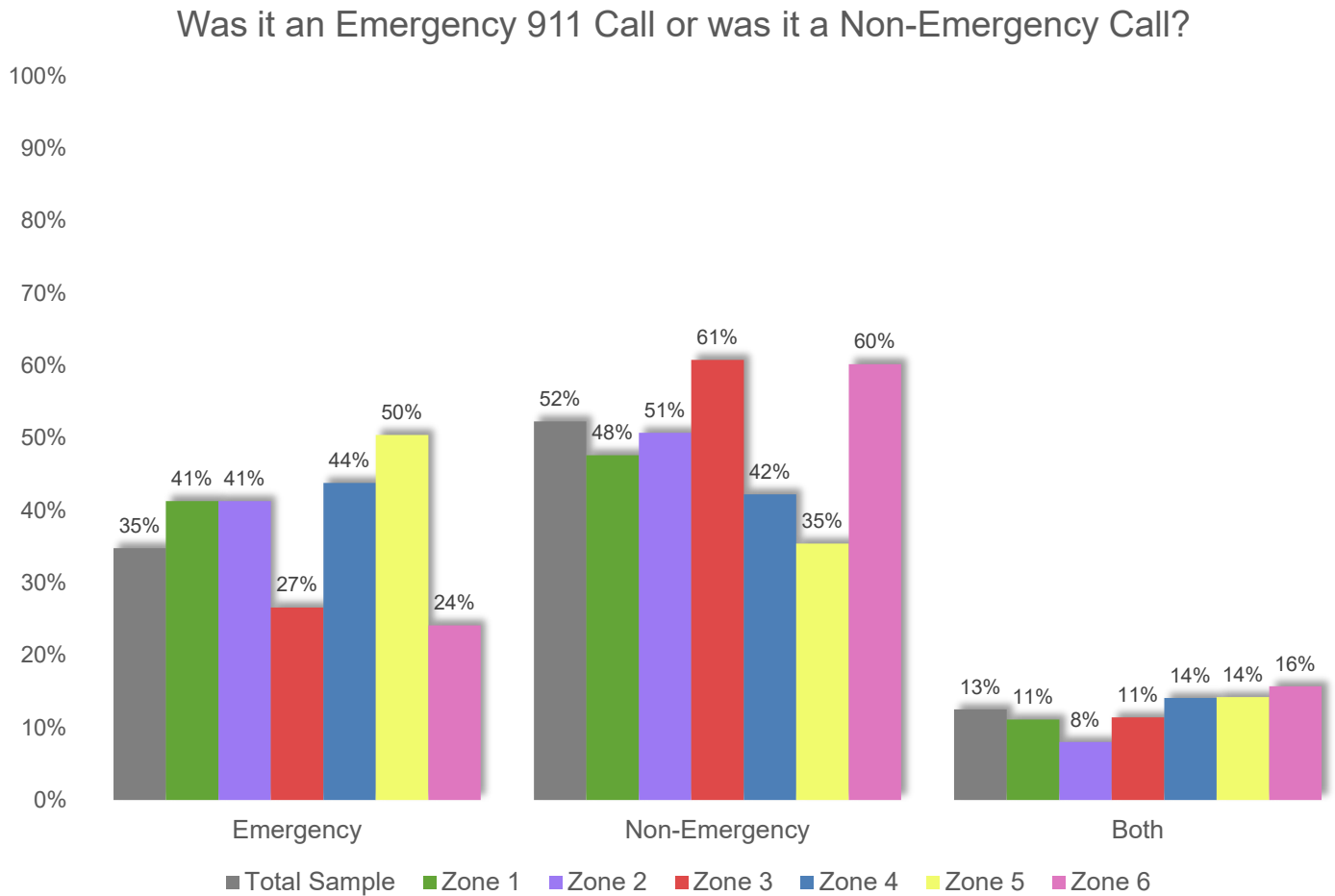


Figure 20 shows the percentage of respondent who indicated they had called the police in the past year, broken down geographically by patrol zone. Zone 5 had the greatest number of respondents who indicated they

had called the police at 38%, up 10 percentage points from 2021. The zone with the fewest respondents who reported calling police was Zone 4, at 21%, down from its first-place position with 32% in 2021.

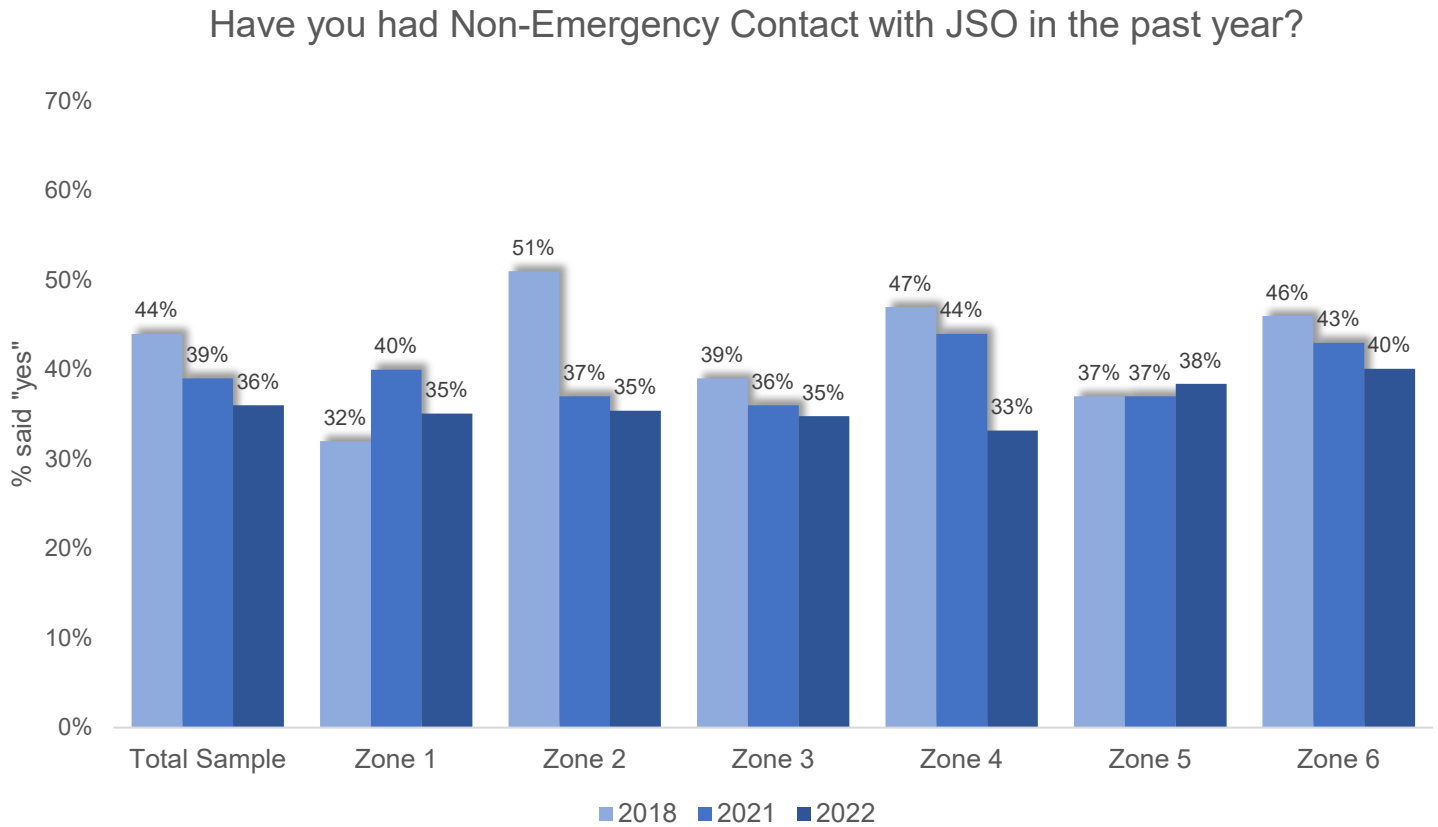
Figure 21. Emergency or Non-Emergency by Zone



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 a non-emergency call. Of those respondents who called the police, 52% said they called the non-emergency number, while 35% said they called 9-1-1, with 13% saying they called both.

Zone 5 had the highest percentage of respondents who indicated calling 9-1-1 in an emergency with 50%, the lowest being Zone 6 with 24%. Among Zone 6 respondents who called the police in past year, 60% called the non-emergency number, compared to 35% in Zone 5.

Figure 22. Non-Emergency Contact by Zone, 2018 - 2022⁵



All respondents were then asked whether they had any non-emergency contact with JSO in the past year. Figure 22 shows the responses broken down by patrol zone and project year. Overall, the percentage of respondents who reported having non-emergency contact with JSO has declined steadily since 2018, when the question was added to the survey instrument, dropping eight percentage points between 2018 and

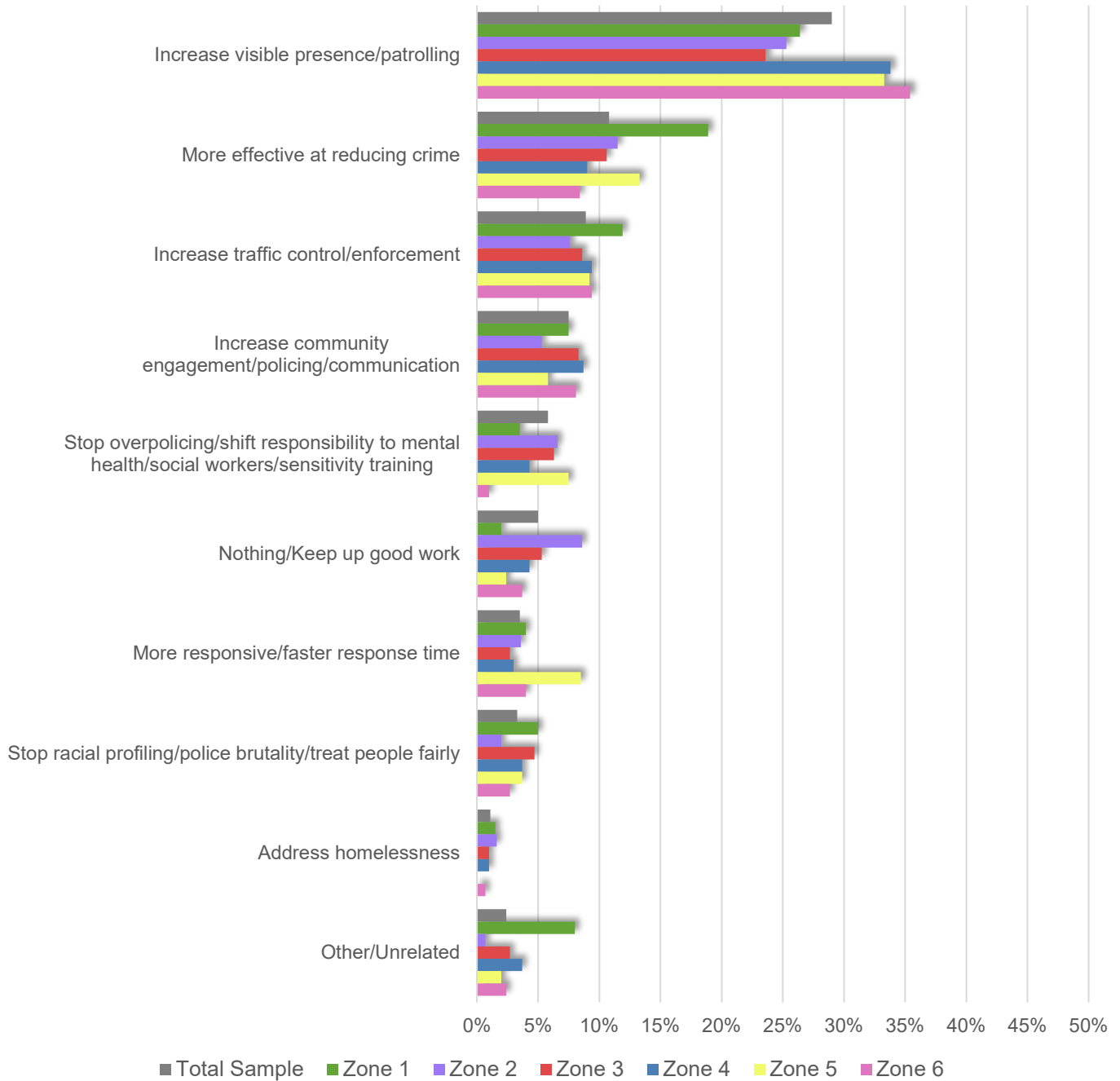
2022. The greatest year-over-year decline can be seen in Zone 4, where non-emergency contact dropped from 44% to 33%.

Zone 5 was the only patrol zone that did not show a decrease in non-emergency contact, with a one-point increase from 37% in 2021 to 38% in 2022.

⁵ Note the Y-axis only goes to 70% for easier visualization.

Figure 23. Neighborhood by Zone⁶

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



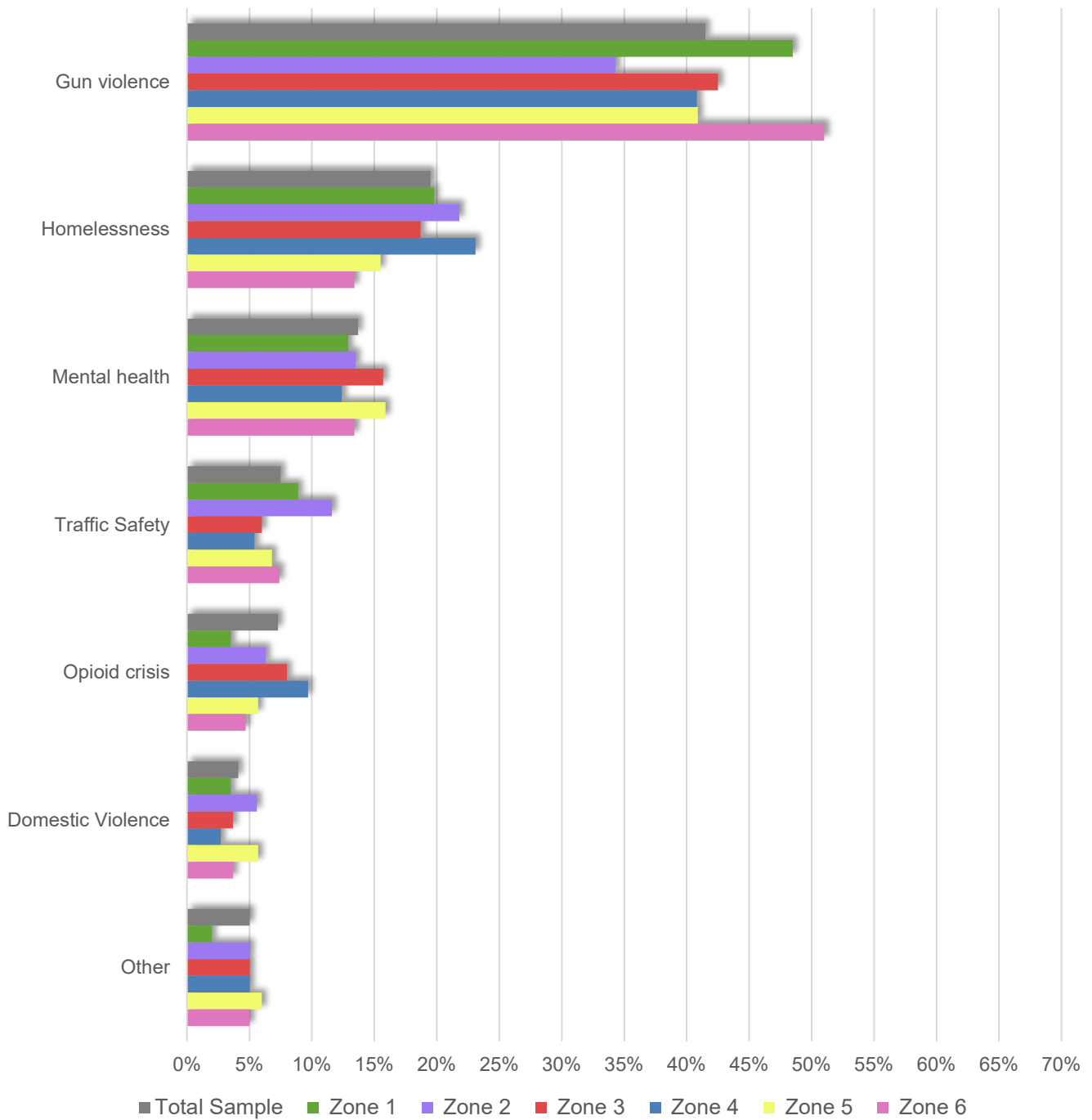
In an open-ended question, respondents were then asked what one thing JSO could do in their neighborhood. Responses were recoded into the categories listed above in Figure 23, broken down by patrol zone. The category with the greatest percentage of responses across all zones was increasing visible presence and patrols, with 29% of the total sample. Zone 6 had the greatest percentage in this category,

while Zone 3 had the lowest. It should be noted that a major theme within this category was increasing foot and bike patrols. The second most frequent response overall was being more effective at reducing crime with 11% of the total sample, followed by increased traffic control with 9%, and increasing community policing and engagement with 8% of the total sample.

⁶ Note the Y-axis only goes to 50% for easier visualization

Figure 24. Issue Concern by Zone⁷

What public safety issue concerns you most?



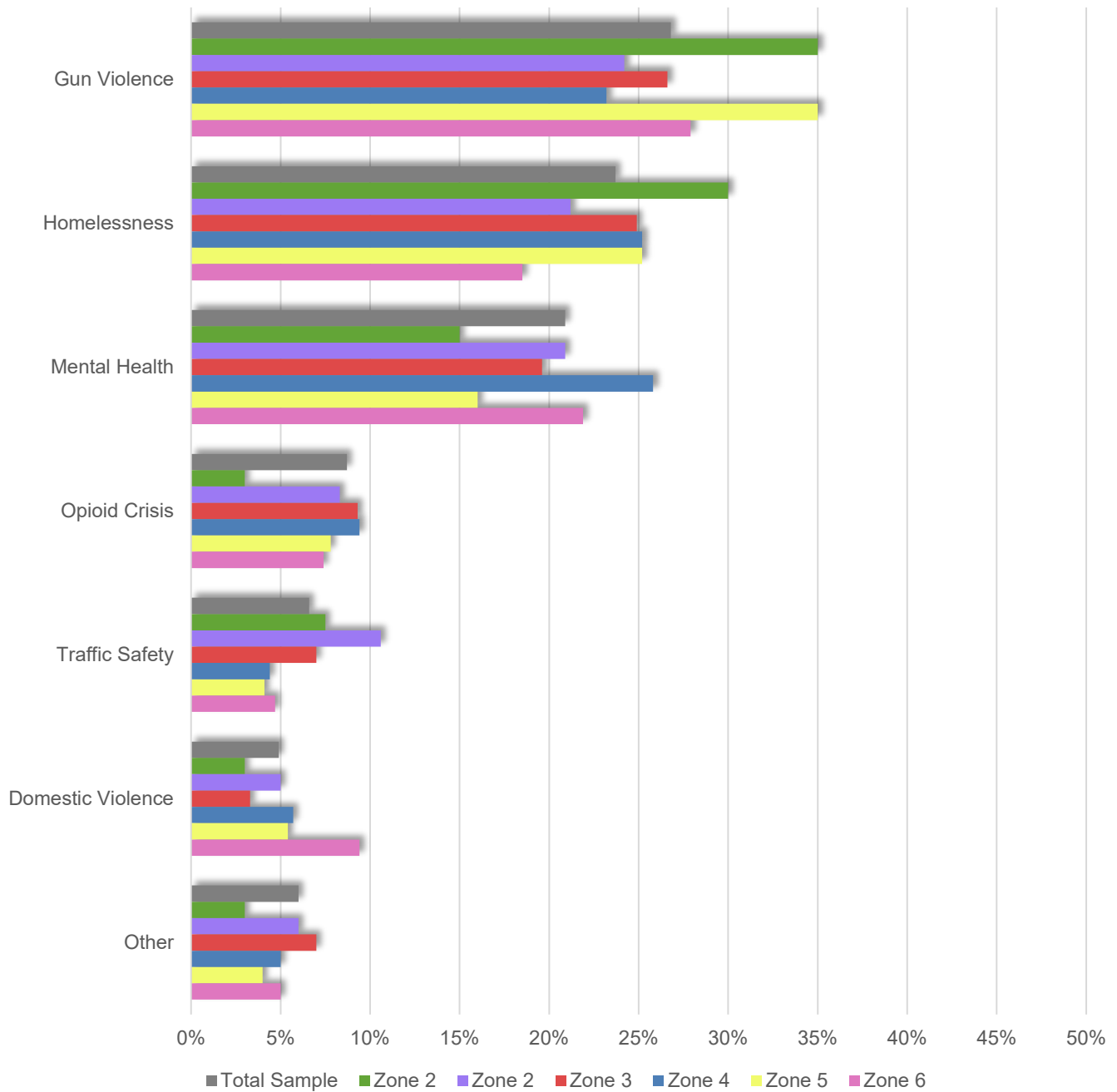
When asked what public safety issue concerns them the most, the top response across all six patrol zones was gun violence, with 42% of the total sample. As shown in Figure 24, Zone 6 had the greatest percentage of respondents who are most concerned with gun violence with 51%, and Zone 2 respondents were least

concerned with gun violence at 34%. Homelessness came in a distant second place with 20% of the total sample, the greatest percentage among Zone 4 respondents with 23% and the lowest in Zone 6 with 16%

⁷ Note the Y-axis only goes to 70% for easier visualization

Figure 25. Issue Resource by Zone⁸

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

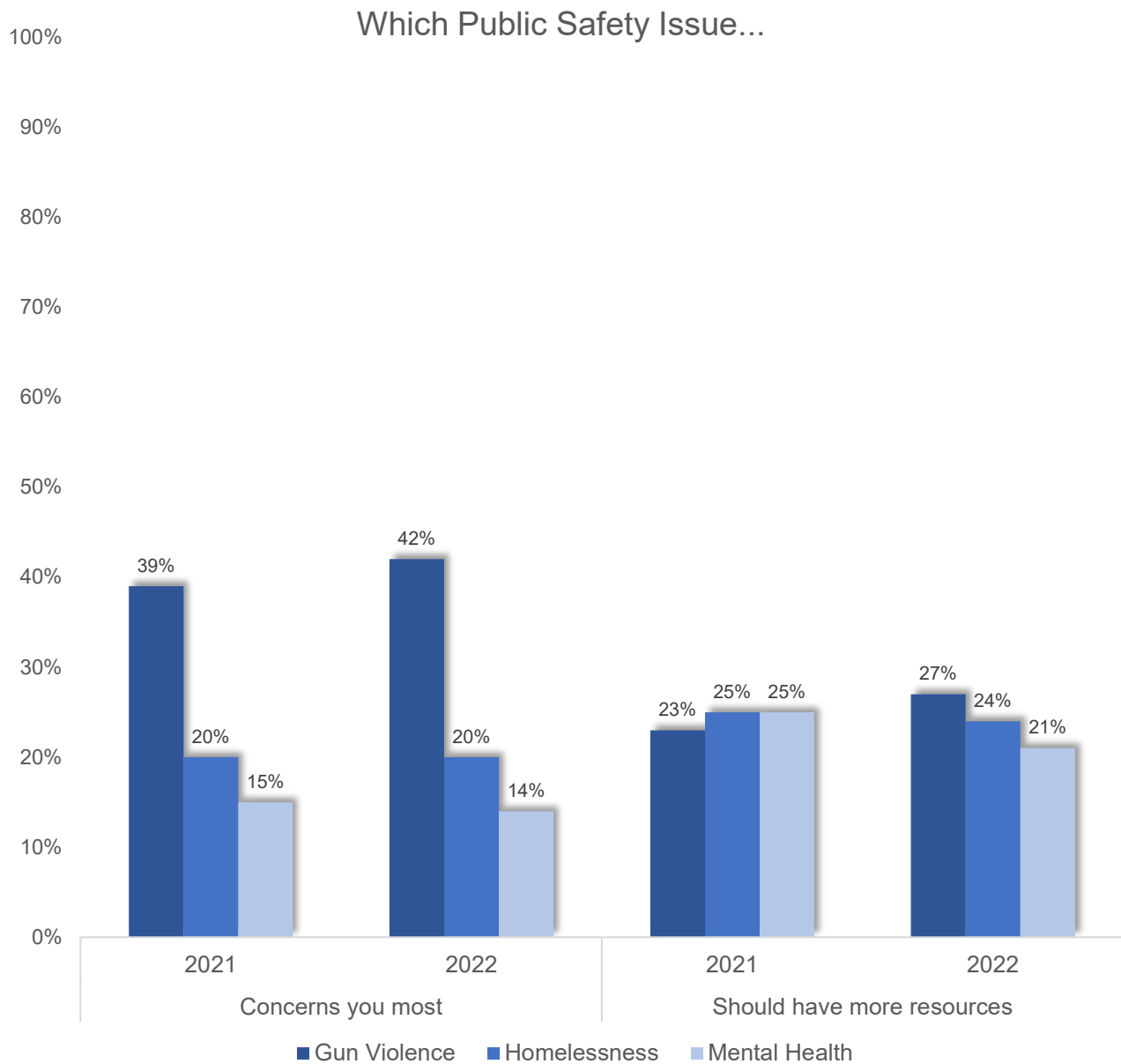


Respondents were also asked which public safety issue should have more resources allocated to it, and given the same answer choices as above, shown in Figure 25. Gun violence was, again, the top choice of the total sample, but these responses were a bit more varied across patrol zones.

In Zone 4, the top issue for resource allocation was mental health with 26%, followed by homelessness with 25%, and gun violence with 23%. Although not quite enough to warrant a separate category, worth noting is an emerging theme of gang violence in “Other.”

⁸ Note the Y-axis only goes to 50% for easier visualization

Figure 26. Issue Concern & Resource: Top 3, 2021 - 2022

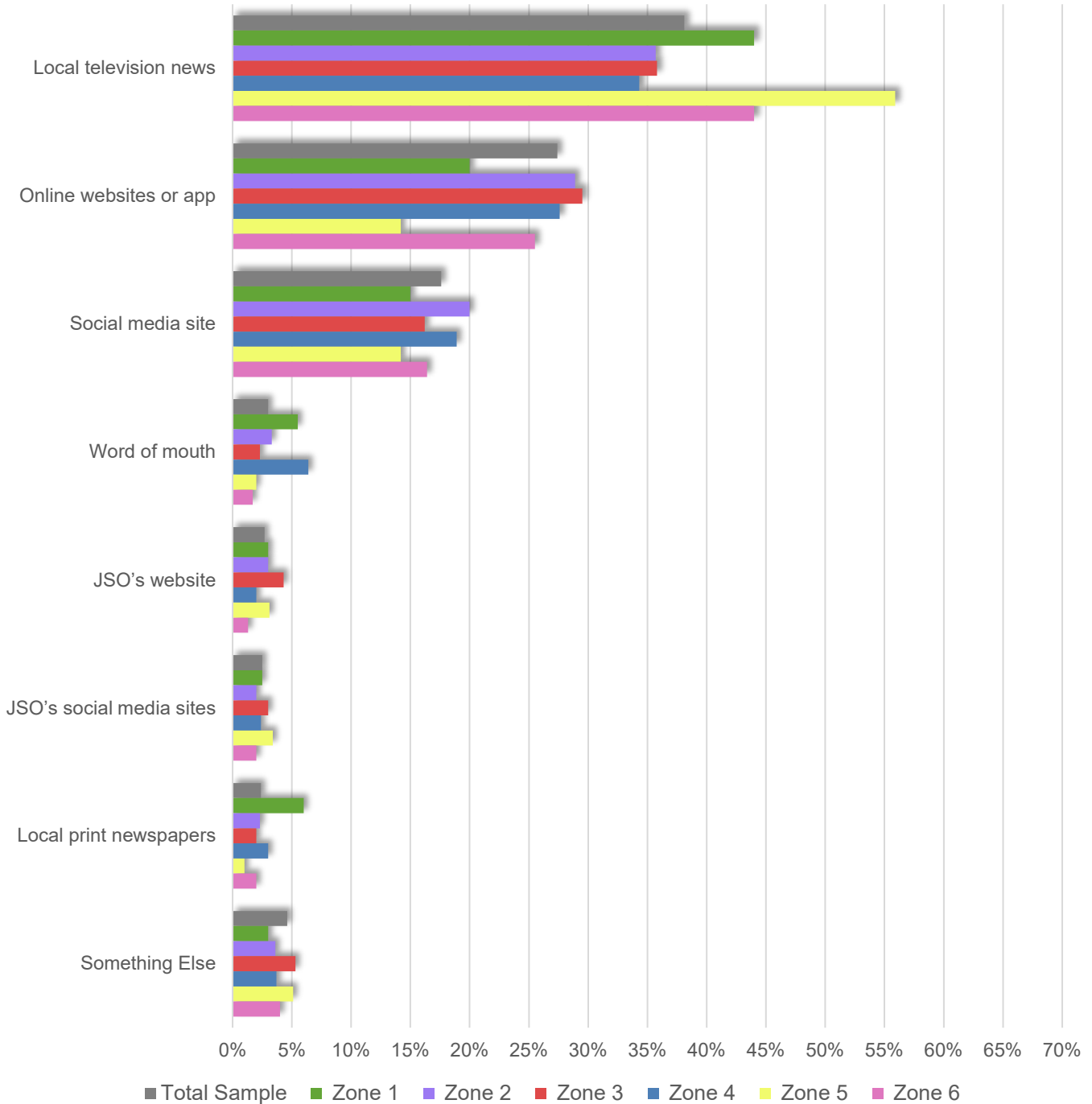


The top three choices for biggest public safety concerns were the same as the top three issues that should have the most resources allocated to them, both in 2022 and 2021 when these questions were added to the survey, shown here in Figure 26. The top issues of concern

remained consistent between project years, with gun violence increasing slightly from 39% to 42%. In the resources question, however, the order has changed somewhat since 2021, with gun violence taking the lead over mental health and homelessness.

Figure 27. News by Zone⁹

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 27, broken down by patrol zone. Watching local news on television was the most popular response across all six zones, with 38% of the total sample. It was highest among Zone 5 respondents

at 56%, and lowest in Zone 4 at 34%. Websites or apps and social media came in second and third, with 27% and 18%, respectively. Word of mouth, JSO's website, JSO's social media, and print newspapers each had just 3% of the total sample.

⁹ Note the Y-axis only goes to 70% for easier visualization

Figure 28. Social Media by Zone

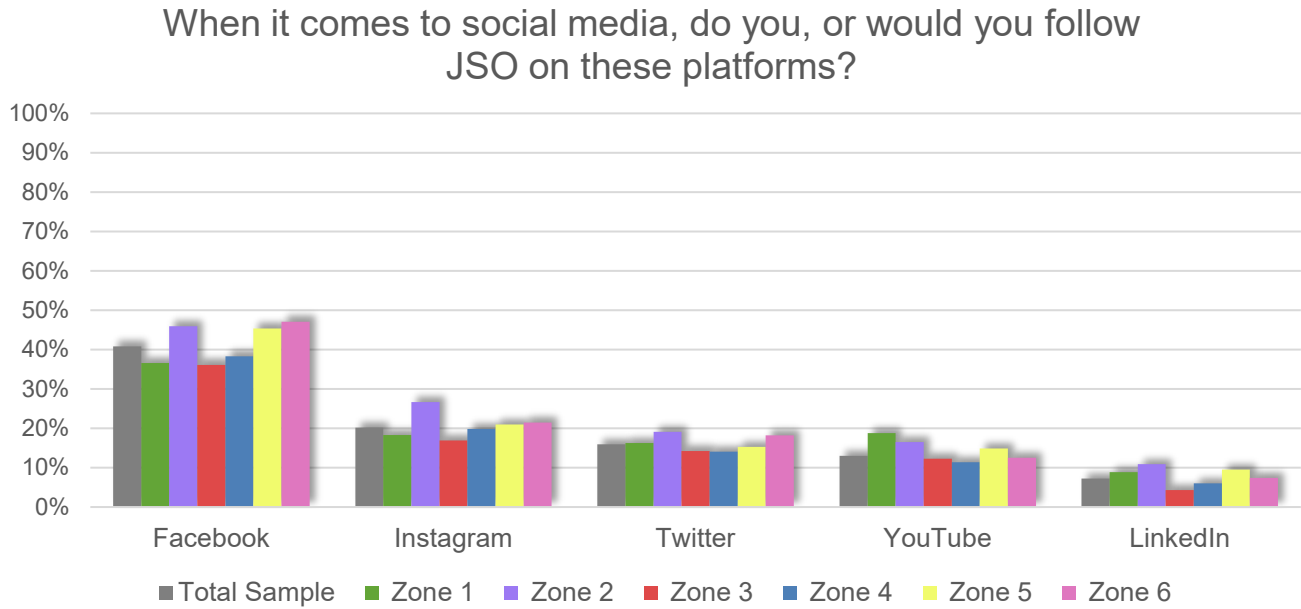
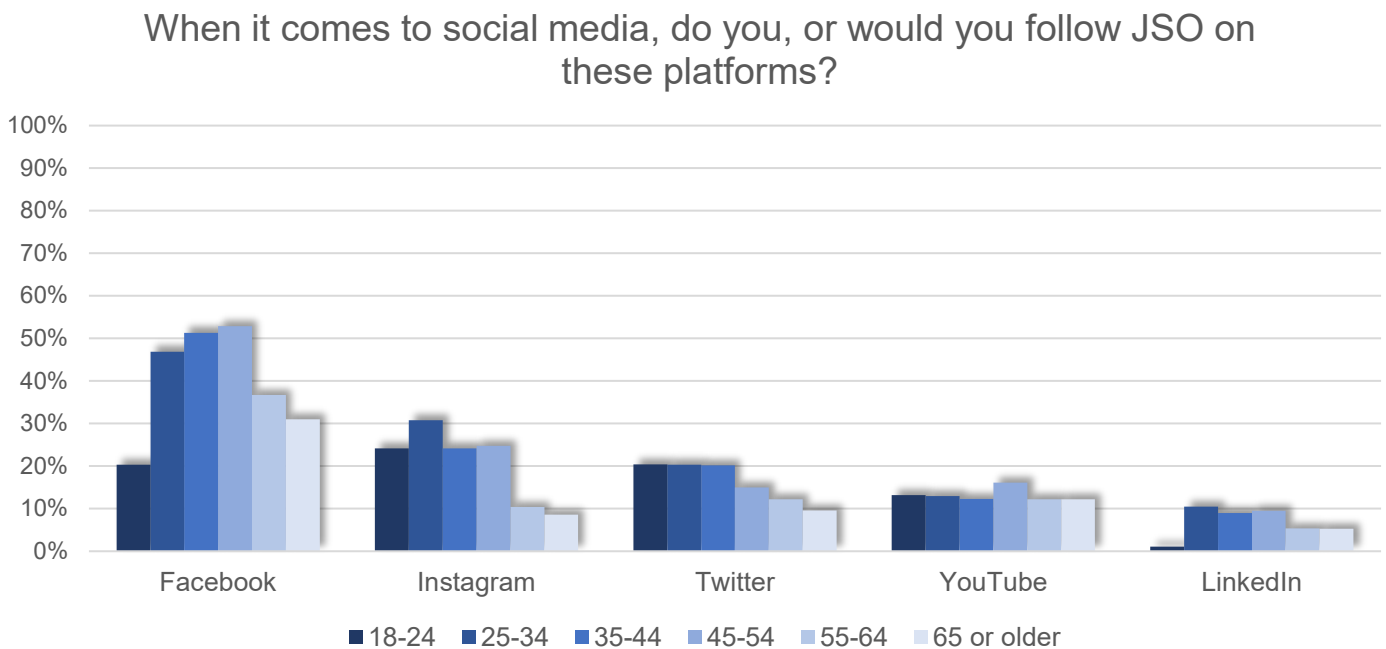


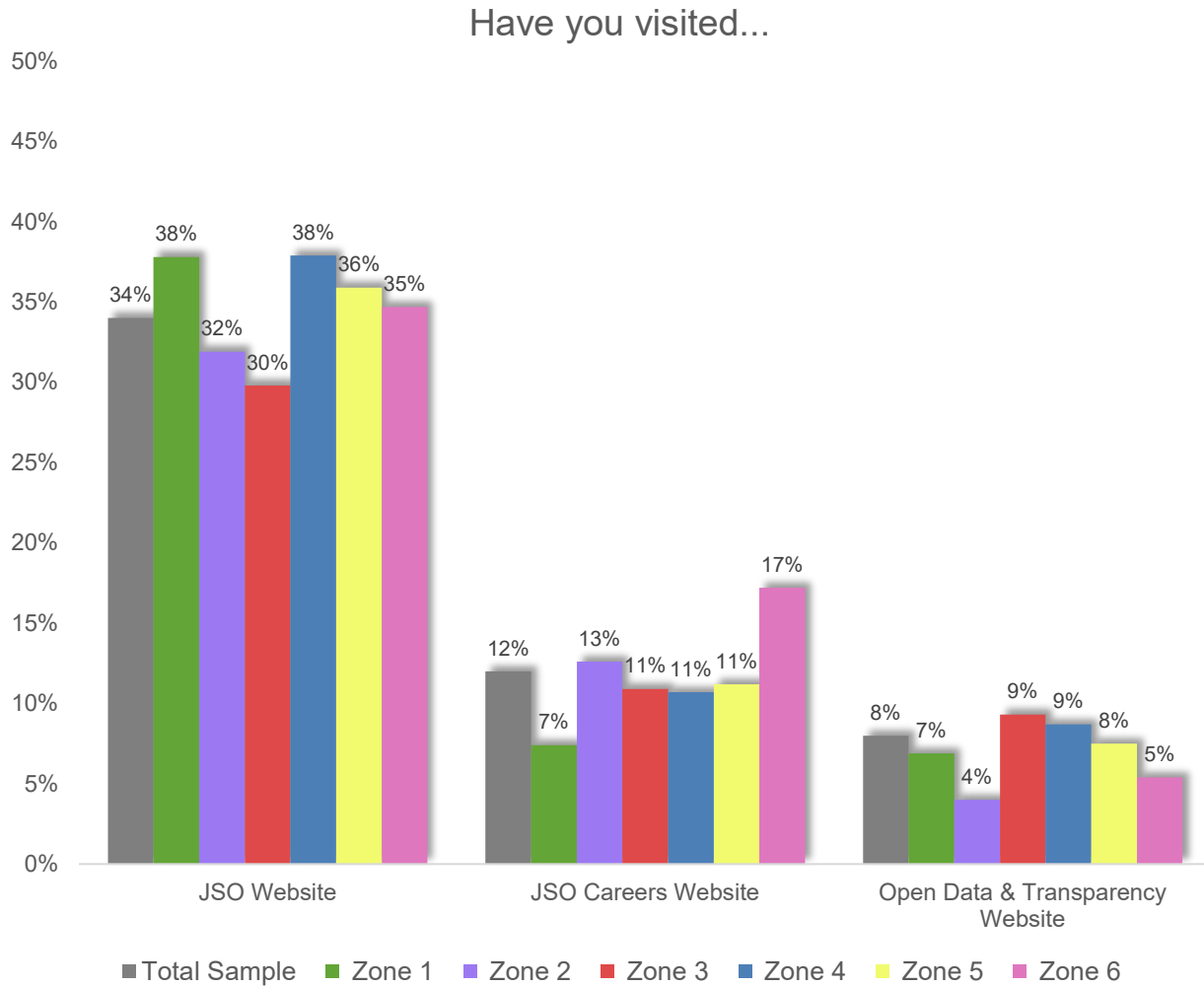
Figure 29. Social Media by Age



Survey respondents were also asked to select all of the social media platform(s) on which they follow or *would* follow JSO, displayed in Figures 28 and 29 above, broken down by patrol zone and age category. Facebook was the most frequent response in the total sample (41%), as well as across patrol zones, the highest being Zone 6 with 47%. Instagram was the next

most frequent with 20% of the total sample. There is more variation in social media choices between age groups, with only 20% of 18-to-24-year-olds, compared to 53% of 45-to-50-year-olds. LinkedIn was the least popular across zones and age groups, with 7% of the total sample.

Figure 30. Web & Data by Zone¹⁰

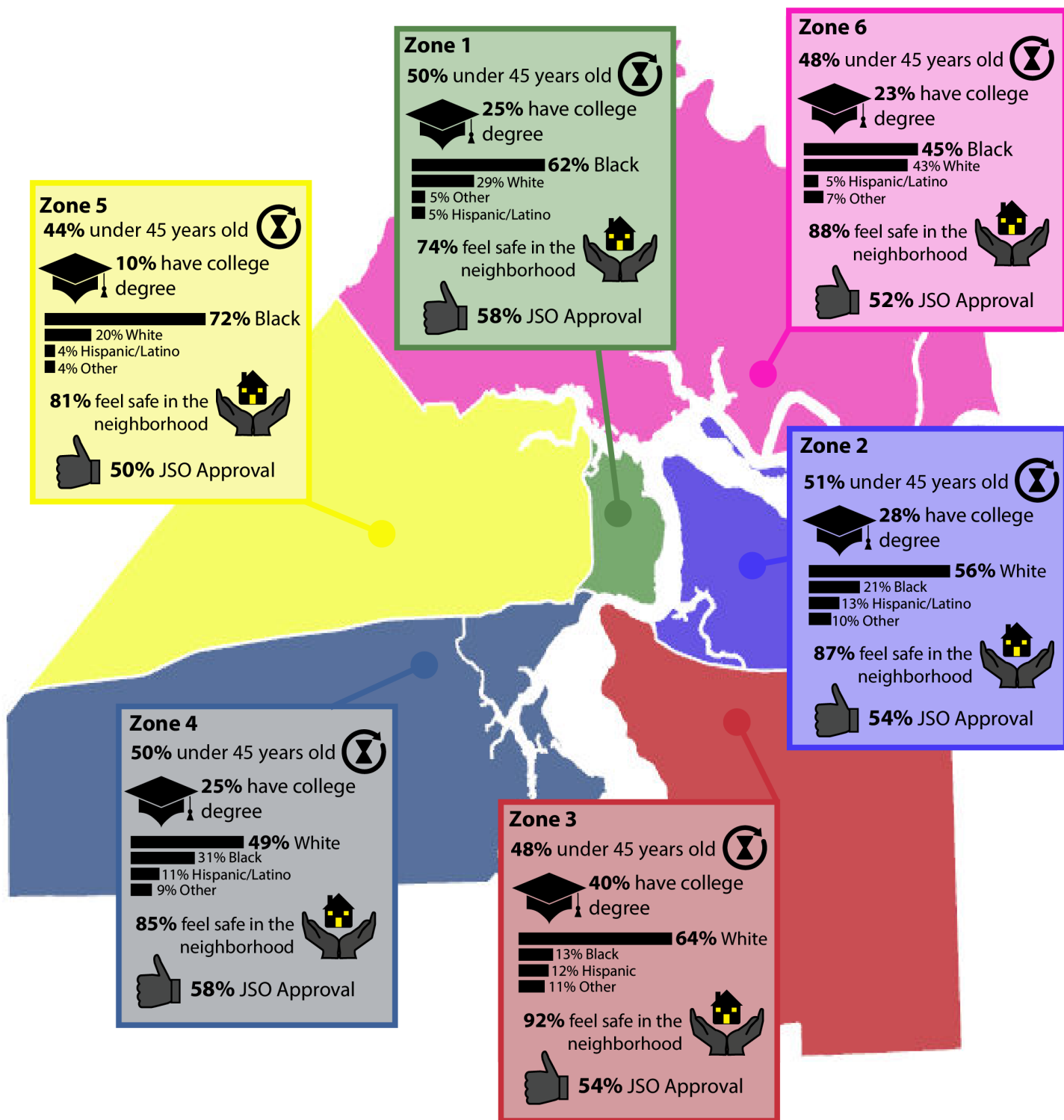


Finally, respondents were asked whether they have visited the main JSO website, as well as the JSO’s career website, and open data and transparency website. As shown in Figure 30, 34% of the total sample

indicated they had visited the JSO website, with 12% reporting having visited the career website and 8% for the transparency website.

¹⁰ Note the Y-axis only goes to 50% for easier visualization

Appendix I. Patrol Zone Profiles¹¹



¹¹ Demographic proportions exclude responses of “don’t know” and refusals.

Appendix II. Survey Results¹²

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

	Jacksonville Residents ¹³ n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Approve	16%	24%	16%	11%	21%	17%	18%
Somewhat Approve	39%	34%	38%	43%	38%	33%	35%
Somewhat Disapprove	19%	10%	17%	20%	16%	15%	20%
Strongly Disapprove	14%	14%	16%	10%	16%	22%	13%
Don't Know/Refusal	13%	18%	14%	16%	10%	13%	15%

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

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Approve	20%	12%	10%	13%
Somewhat Approve	39%	35%	42%	42%
Somewhat Disapprove	20%	20%	13%	11%
Strongly Disapprove	11%	16%	21%	16%
Don't Know/Refusal	10%	18%	15%	18%

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

You feel safe in your neighborhood. * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	49%	33%	55%	53%	45%	42%	49%
Somewhat Agree	38%	42%	32%	38%	40%	38%	40%
Somewhat Disagree	7%	9%	7%	6%	7%	7%	5%
Strongly Disagree	6%	17%	6%	2%	5%	13%	7%
Don't Know/Refusal	<1%	-	-	-	2%	-	-

You feel safe in your neighborhood. * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	48%	51%	49%	58%
Somewhat Agree	41%	36%	27%	27%
Somewhat Disagree	7%	5%	16%	10%
Strongly Disagree	4%	8%	8%	2%
Don't Know/Refusal	-	<1%	-	3%

¹² Due to rounding, some column percentages may total to greater than 100%.

¹³ Adult residents of Jacksonville, Florida- Not including the Beaches Communities

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	40%	44%	49%	39%	39%	35%	44%
Somewhat Agree	41%	35%	34%	43%	46%	37%	36%
Somewhat Disagree	12%	11%	11%	13%	7%	15%	11%
Strongly Disagree	6%	9%	6%	4%	7%	10%	8%
Don't Know/Refusal	1%	1%	<1%	2%	1%	3%	1%

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

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	37%	45%	47%	43%
Somewhat Agree	46%	35%	33%	32%
Somewhat Disagree	11%	10%	14%	23%
Strongly Disagree	6%	7%	7%	2%
Don't Know/Refusal	1%	3%	-	-

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	18%	29%	22%	17%	19%	17%	16%
Somewhat Agree	45%	37%	46%	44%	47%	44%	40%
Somewhat Disagree	22%	15%	22%	28%	19%	20%	23%
Strongly Disagree	13%	18%	9%	10%	12%	19%	20%
Don't Know/Refusal	2%	1%	1%	1%	3%	-	1%

You think Jacksonville is, overall, a safe place to live. * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	16%	20%	26%	22%
Somewhat Agree	49%	42%	48%	36%
Somewhat Disagree	23%	17%	14%	36%
Strongly Disagree	11%	18%	12%	6%
Don't Know/Refusal	1%	3%	1%	-

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	36%	45%	44%	38%	33%	29%	35%
Somewhat Agree	32%	30%	26%	30%	35%	33%	36%
Somewhat Disagree	12%	7%	12%	11%	10%	13%	10%
Strongly Disagree	8%	12%	5%	5%	10%	17%	7%
Don't Know/Refusal	12%	7%	12%	14%	11%	8%	10%

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

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	40%	29%	32%	50%
Somewhat Agree	30%	36%	36%	18%
Somewhat Disagree	9%	13%	17%	14%
Strongly Disagree	7%	10%	8%	8%
No Interactions	12%	11%	6%	12%
Don't Know/Refusal	1%	1%	1%	-

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

[Only asked of respondents who indicated they disagree that JSO personnel is courteous and competent]

	Jacksonville Residents n=313	Patrol Zone 1 n=45	Patrol Zone 2 n=48	Patrol Zone 3 n=36	Patrol Zone 4 n=53	Patrol Zone 5 n=78	Patrol Zone 6 n=53
Violent/Aggressive/Hostile	11%	8%	14%	13%	11%	12%	4%
Rude/Arrogant/Dismissive	28%	22%	37%	25%	23%	30%	37%
Racial Profiling/Harassing	9%	32%	4%	2%	8%	14%	14%
Assume Guilt/Victim Blame	10%	5%	4%	10%	18%	8%	8%
Unresponsive/Ineffective/Incompetent	28%	22%	29%	23%	37%	30%	19%
Other	3%	-	2%	6%	-	-	8%
Don't Know/Refusal	12%	11%	12%	21%	3%	6%	12%

Why have you found their behaviors to be discourteous or incompetent? * Race/Ethnicity

	White n=127	Black n=152	Hispanic n=18	Other n=10
Violent/Aggressive/Hostile	14%	11%	5%	3%
Rude/Arrogant/Dismissive	30%	32%	15%	19%
Racial Profiling/Harassing	2%	17%	13%	-
Assume Guilt/Victim Blame	3%	6%	33%	26%
Unresponsive/Ineffective/Incompetent	37%	21%	5%	42%
Other	1%	8%	-	-
Don't Know/Refusal	14%	5%	28%	10%

Overall, JSO does a good job handling complex investigations. * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	16%	23%	18%	13%	18%	20%	17%
Somewhat Agree	38%	32%	37%	44%	37%	28%	37%
Somewhat Disagree	17%	14%	16%	18%	18%	15%	10%
Strongly Disagree	12%	14%	9%	7%	15%	26%	14%
Don't Know/Refusal	18%	16%	20%	19%	13%	12%	22%

Overall, JSO does a good job handling complex investigations. * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	19%	15%	12%	12%
Somewhat Agree	40%	34%	42%	26%
Somewhat Disagree	16%	17%	22%	20%
Strongly Disagree	8%	18%	12%	15%
Don't Know/Refusal	17%	16%	13%	27%

JSO does a good job investigating officer-involved shootings. * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	19%	20%	21%	16%	22%	18%	20%
Somewhat Agree	28%	24%	25%	32%	30%	26%	24%
Somewhat Disagree	13%	11%	14%	14%	11%	12%	11%
Strongly Disagree	17%	25%	19%	12%	16%	29%	17%
Don't Know/Refusal	24%	20%	22%	26%	21%	16%	29%

JSO does a good job investigating officer-involved shootings. * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	25%	13%	14%	15%
Somewhat Agree	29%	23%	35%	27%
Somewhat Disagree	11%	15%	15%	14%
Strongly Disagree	13%	23%	19%	13%
Don't Know/Refusal	22%	26%	17%	31%

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	18%	17%	20%	18%	21%	16%	18%
Somewhat Agree	26%	29%	24%	30%	23%	24%	27%
Somewhat Disagree	17%	12%	18%	21%	13%	14%	16%
Strongly Disagree	17%	28%	15%	11%	22%	26%	19%
Don't Know/Refusal	22%	13%	24%	21%	21%	21%	22%

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

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	23%	12%	13%	16%
Somewhat Agree	27%	24%	28%	26%
Somewhat Disagree	15%	16%	29%	25%
Strongly Disagree	14%	24%	16%	12%
Don't Know/Refusal	21%	26%	14%	21%

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	17%	15%	19%	15%	21%	16%	19%
Somewhat Agree	25%	26%	24%	25%	25%	27%	27%
Somewhat Disagree	21%	21%	21%	26%	19%	19%	16%
Strongly Disagree	20%	28%	18%	18%	20%	24%	20%
Don't Know/Refusal	16%	10%	19%	16%	15%	14%	18%

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

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	22%	13%	16%	12%
Somewhat Agree	27%	27%	27%	13%
Somewhat Disagree	20%	17%	25%	36%
Strongly Disagree	16%	28%	23%	18%
Don't Know/Refusal	15%	16%	9%	20%

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	21%	32%	20%	15%	21%	36%	25%
Somewhat Agree	16%	14%	16%	15%	18%	19%	16%
Somewhat Disagree	21%	15%	18%	24%	22%	16%	16%
Strongly Disagree	41%	38%	44%	46%	36%	28%	41%
Don't Know/Refusal	2%	1%	2%	1%	3%	1%	2%

Being the victim of police brutality is something that you personally worry about. * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	8%	42%	28%	16%
Somewhat Agree	11%	22%	24%	21%
Somewhat Disagree	23%	15%	21%	22%
Strongly Disagree	58%	18%	26%	38%
Don't Know/Refusal	1%	3%	2%	3%

JSO Needs More Funding. * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	35%	34%	38%	28%	35%	38%	43%
Somewhat Agree	23%	16%	21%	28%	22%	22%	20%
Somewhat Disagree	16%	13%	15%	19%	13%	18%	13%
Strongly Disagree	16%	26%	15%	15%	20%	13%	14%
Don't Know/Refusal	10%	10%	12%	11%	10%	9%	10%

JSO Needs More Funding. * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	37%	33%	35%	28%
Somewhat Agree	25%	19%	21%	27%
Somewhat Disagree	17%	14%	12%	23%
Strongly Disagree	14%	22%	22%	8%
Don't Know/Refusal	8%	13%	10%	14%

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	13%	24%	10%	11%	17%	14%	12%
Somewhat Agree	25%	21%	23%	30%	23%	25%	16%
Somewhat Disagree	22%	13%	21%	25%	21%	19%	19%
Strongly Disagree	28%	28%	30%	22%	28%	32%	37%
Don't Know/Refusal	13%	14%	16%	13%	11%	10%	17%

JSO Has Enough Officers to Meet the City's Needs. * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	11%	18%	14%	8%
Somewhat Agree	27%	19%	34%	21%
Somewhat Disagree	25%	15%	25%	15%
Strongly Disagree	27%	33%	21%	34%
Don't Know/Refusal	10%	15%	8%	23%

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Strongly Agree	13%	15%	14%	14%	13%	11%	15%
Somewhat Agree	31%	35%	32%	36%	27%	27%	25%
Somewhat Disagree	19%	16%	12%	22%	19%	23%	16%
Strongly Disagree	16%	18%	17%	14%	17%	16%	15%
Don't Know/Refusal	20%	16%	25%	15%	24%	23%	29%

JSO is responsible with taxpayer money and allocates its resources well. * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Strongly Agree	14%	13%	8%	18%
Somewhat Agree	35%	24%	31%	31%
Somewhat Disagree	21%	18%	20%	14%
Strongly Disagree	14%	19%	22%	15%
Don't Know/Refusal	16%	26%	19%	23%

Have You Called the Police in the past year? * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Yes	27%	32%	25%	26%	21%	38%	28%
No	73%	68%	75%	74%	78%	62%	72%
Don't Know/Refusal	<1%	1%	-	-	1%	-	-

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

[Respondents who indicated they called 911 In the past year]

	Jacksonville Residents n=472	Patrol Zone 1 n=80	Patrol Zone 2 n=76	Patrol Zone 3 n=72	Patrol Zone 4 n=69	Patrol Zone 5 n=92	Patrol Zone 6 n=83
Emergency	35%	41%	41%	27%	44%	50%	24%
Non-Emergency	52%	48%	51%	61%	42%	35%	60%
Both	13%	11%	8%	11%	14%	14%	16%
Don't Know	1%	-	-	1%	-	-	-

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

	Jacksonville Residents n=200
0	2%
1	57%
2	21%
3	9%
4	1%
5	3%
More than 5	7%
Don't Know/Refusal	<1%

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

	Jacksonville Residents n=340
0	2%
1	48%
2	29%
3	14%
4	3%
5	1%
More than 5	4%
Don't Know/Refusal	<1%

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Yes	36%	35%	35%	35%	33%	38%	40%
No	63%	65%	65%	65%	66%	61%	60%
Don't Know/Refusal	<1%	-	-	<1%	<1%	<1%	-

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Increase patrols/visibility/presence	29%	26%	25%	24%	34%	33%	35%
More effective at reducing/preventing crime	11%	19%	12%	11%	9%	13%	8%
Increase traffic control/enforcement	9%	12%	8%	9%	9%	9%	9%
Increase community engagement/communication	8%	8%	5%	8%	9%	6%	8%
Nothing/keep up good work	6%	2%	9%	5%	4%	2%	4%
Stop over-policing/shift responsibility to mental health/social workers	5%	4%	7%	6%	4%	8%	1%
Treat people fairly/stop police brutality/racial profiling	4%	5%	2%	5%	4%	4%	3%
More responsive/faster response time	3%	4%	4%	3%	3%	9%	4%
Address homelessness	1%	2%	2%	1%	1%	-	1%
Other	2%	8%	1%	3%	4%	2%	2%
Don't know/Refusal	23%	11%	27%	26%	19%	14%	24%

What public safety issue concerns you most? * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Homelessness	20%	20%	22%	19%	23%	16%	13%
Mental Health	14%	13%	14%	16%	12%	16%	13%
Gun Violence	42%	49%	34%	43%	41%	41%	51%
Opioid Crisis	7%	4%	6%	8%	10%	6%	5%
Domestic Violence	4%	4%	6%	4%	3%	6%	4%
Traffic Safety	8%	9%	12%	6%	5%	7%	7%
Something Else	5%	2%	5%	5%	5%	6%	5%
Don't Know/Refusal	2%	1%	2%	1%	1%	3%	2%

What public safety issue concerns you most? * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Homelessness	21%	16%	18%	20%
Mental Health	12%	14%	26%	13%
Gun Violence	38%	51%	31%	41%
Opioid Crisis	12%	2%	3%	4%
Domestic Violence	2%	6%	8%	6%
Traffic Safety	8%	5%	8%	11%
Something Else	6%	3%	6%	4%
Don't Know/Refusal	1%	3%	1%	1%

Which public safety issue should get more resources allocated to it? * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Homelessness	24%	30%	21%	25%	25%	25%	19%
Mental Health	21%	15%	21%	20%	26%	16%	22%
Gun Violence	27%	35%	24%	27%	23%	35%	28%
Opioid Crisis	9%	3%	8%	9%	9%	8%	7%
Domestic Violence	5%	3%	5%	3%	6%	5%	9%
Traffic Safety	7%	8%	11%	7%	4%	4%	5%
Something Else	6%	3%	6%	7%	5%	4%	5%
Don't Know/Refusal	3%	4%	4%	2%	1%	3%	5%

Which public safety issue should get more resources allocated to it? * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Homelessness	20%	28%	23%	35%
Mental Health	23%	19%	24%	12%
Gun Violence	24%	35%	24%	18%
Opioid Crisis	14%	3%	4%	8%
Domestic Violence	4%	5%	6%	5%
Traffic Safety	8%	3%	5%	12%
Something Else	5%	4%	15%	5%
Don't Know/Refusal	2%	4%	1%	3%

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Watching local television news	38%	44%	36%	36%	34%	56%	44%
Reading local print newspapers	2%	6%	2%	2%	3%	1%	2%
Getting local news from a social media site	18%	15%	20%	16%	19%	14%	16%
Getting local news from online websites or app	27%	20%	29%	30%	28%	14%	26%
Getting local news from JSO's social media sites	3%	3%	2%	3%	2%	3%	2%
Getting local news from JSO's website	3%	3%	3%	4%	2%	3%	1%
Word of mouth	3%	6%	3%	2%	6%	2%	2%
Something Else	5%	3%	4%	5%	4%	5%	4%
Don't get local news	1%	1%	1%	1%	1%	1%	3%
Don't Know/Refusal	1%	1%	-	1%	1%	-	<1%

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

	Jacksonville Residents n=1,697
0	32%
1	10%
2	8%
3	9%
4	7%
5	8%
6	2%
7	24%
Don't Know/Refusal	1%

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

	Jacksonville Residents n=1,697
0	82%
1	5%
2	2%
3	2%
4	1%
5	1%
6	0%
7	5%
Don't Know/Refusal	1%

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

	Jacksonville Residents n=1,697
0	15%
1	6%
2	8%
3	10%
4	8%
5	8%
6	3%
7	41%
Don't Know/Refusal	1%

When it comes to social media, do you, or would you follow JSO on these platforms?¹⁴ * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Facebook	41%	37%	46%	36%	38%	45%	47%
Instagram	20%	18%	27%	17%	20%	21%	22%
Twitter	16%	16%	19%	14%	14%	15%	18%
YouTube	13%	19%	17%	12%	11%	15%	13%
LinkedIn	7%	9%	11%	4%	6%	10%	7%
None/Don't Know/Refusal	33%	37%	29%	39%	35%	27%	28%

¹⁴ Select-All questions may total to greater than 100%

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

	18-24 n=52	25-34 n=185	35-44 n=325	45-54 n=307	55-64 n=361	65 + n=439
Facebook	20%	47%	51%	53%	37%	31%
Instagram	24%	31%	24%	25%	10%	9%
Twitter	20%	20%	20%	15%	12%	10%
YouTube	13%	13%	12%	16%	12%	12%
LinkedIn	1%	11%	9%	10%	5%	5%
None/Don't Know/Refusal	36%	30%	24%	23%	37%	47%

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

	Male n=756	Female n=924
Facebook	36%	46%
Instagram	21%	20%
Twitter	20%	13%
YouTube	15%	11%
LinkedIn	9%	6%
None/Don't Know/Refusal	35%	32%

When it comes to social media, do you, or would you follow JSO on these platforms? * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Facebook	44%	41%	35%	38%
Instagram	18%	22%	24%	28%
Twitter	17%	14%	28%	11%
YouTube	12%	14%	14%	16%
LinkedIn	6%	9%	9%	8%
None/Don't Know/Refusal	35%	27%	37%	33%

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Yes	34%	38%	32%	30%	38%	36%	35%
No	65%	62%	67%	70%	61%	64%	65%
Don't Know/Refusal	1%	1%	1%	<1%	1%	-	1%

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

	18-24 n=52	25-34 n=185	35-44 n=325	45-54 n=307	55-64 n=361	65 + n=439
Yes	29%	45%	40%	37%	31%	22%
No	71%	55%	60%	62%	68%	78%
Don't Know/Refusal	-	<1%	1%	1%	1%	-

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

	Male n=756	Female n=924
Yes	37%	32%
No	63%	68%
Don't Know/Refusal	1%	1%

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

	White n=862	Black n=613	Hispanic n=87	Other n=62
Yes	37%	32%	30%	38%
No	63%	68%	70%	62%
Don't Know/Refusal	1%	<1%	1%	1%

Have you visited the JSO Careers Website: JoinJSO.com? * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Yes	12%	7%	13%	11%	11%	11%	17%
No	88%	92%	87%	89%	89%	88%	83%
Don't Know/Refusal	<1%	1%	<1%%	-	<1%	1%	-

Have you visited the JSO Careers Website: JoinJSO.com? * Age

	18-24 n=52	25-34 n=185	35-44 n=325	45-54 n=307	55-64 n=361	65 + n=439
Yes	12%	17%	16%	16%	9%	4%
No	89%	83%	85%	84%	91%	96%
Don't Know/Refusal	-	<1%	-	-	<1%	<1%

Have you visited the JSO Careers Website: JoinJSO.com? * Sex

	Male n=756	Female n=924
Yes	13%	12%
No	87%	88%
Don't Know/Refusal	<1%	<1%

Have you visited the JSO Careers Website: JoinJSO.com? * Race

	White n=862	Black n=613	Hispanic n=87	Other n=62
Yes	11%	14%	15%	12%
No	89%	86%	85%	88%
Don't Know/Refusal	-	<1%	-	-

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

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Yes	8%	7%	4%	9%	9%	8%	5%
No	92%	93%	96%	91%	90%	91%	95%
Don't Know/Refusal	1%	1%	<1%%	-	2%	1%	-

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

	18-24 n=52	25-34 n=185	35-44 n=325	45-54 n=307	55-64 n=361	65 + n=439
Yes	9%	12%	7%	8%	6%	3%
No	91%	87%	92%	91%	94%	97%
Don't Know/Refusal	-	2%	<1%	1%	<1%	-

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

	Male n=756	Female n=924
Yes	8%	7%
No	91%	92%
Don't Know/Refusal	1%	1%

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

	White n=862	Black n=613	Hispanic n=87	Other n=62
Yes	7%	5%	14%	12%
No	92%	94%	86%	88%
Don't Know/Refusal	1%	1%	-	-

In thinking about your engagement with JSO, would you be willing to participate in...¹⁵ * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Sheriff's Watch Meetings	28%	32%	31%	26%	23%	31%	37%
Neighborhood Walks	30%	33%	29%	27%	29%	35%	35%
Coffee with a Cop	31%	28%	31%	31%	29%	29%	33%
Safety Fairs	26%	23%	30%	26%	20%	28%	32%
Citizen's Police Academy	19%	19%	23%	15%	14%	23%	27%
Substations and Stop Stations	23%	20%	25%	20%	20%	27%	31%
Direct Officer Interaction	32%	34%	38%	27%	30%	36%	35%
Other	5%	1%	8%	5%	4%	2%	3%
None/Don't Know/Refusal	27%	23%	27%	31%	30%	21%	21%

¹⁵ Select-All question columns may total to greater than 100%

In thinking about your engagement with JSO, would you be willing to participate in...¹⁶ * Age

	18-24 n=52	25-34 n=185	35-44 n=325	45-54 n=307	55-64 n=361	65 + n=439
Sheriff's Watch Meetings	8%	25%	32%	39%	31%	28%
Neighborhood Walks	13%	27%	39%	43%	32%	23%
Coffee with a Cop	15%	30%	34%	44%	31%	29%
Safety Fairs	12%	27%	33%	40%	23%	20%
Citizen's Police Academy	8%	22%	20%	27%	19%	14%
Substations and Stop Stations	11%	21%	27%	34%	23%	21%
Direct Officer Interaction	21%	32%	39%	39%	33%	26%
Other	6%	4%	3%	4%	5%	6%
None/Don't Know/Refusal	35%	25%	26%	19%	24%	34%

In thinking about your engagement with JSO, would you be willing to participate in... * Sex

	Male n=756	Female n=924
Sheriff's Watch Meetings	28%	28%
Neighborhood Walks	29%	31%
Coffee with a Cop	32%	30%
Safety Fairs	25%	28%
Citizen's Police Academy	18%	19%
Substations and Stop Stations	24%	23%
Direct Officer Interaction	33%	32%
Other	4%	5%
None/Don't Know/Refusal	30%	24%

In thinking about your engagement with JSO, would you be willing to participate in... * Race/Ethnicity

	White n=862	Black n=613	Hispanic n=87	Other n=62
Sheriff's Watch Meetings	28%	33%	16%	34%
Neighborhood Walks	29%	33%	21%	36%
Coffee with a Cop	30%	31%	36%	31%
Safety Fairs	24%	31%	20%	35%
Citizen's Police Academy	17%	23%	15%	21%
Substations and Stop Stations	23%	28%	15%	25%
Direct Officer Interaction	28%	37%	31%	43%
Other	5%	2%	11%	2%
None/Don't Know/Refusal	30%	20%	31%	25%

¹⁶ Select-All question columns may total to greater than 100%

What is your age? * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
18-24	11%	10%	13%	11%	10%	11%	10%
25-34	21%	22%	21%	21%	23%	18%	19%
35-44	16%	16%	16%	16%	17%	15%	18%
45-54	16%	13%	17%	16%	16%	16%	18%
55-64	16%	18%	16%	15%	17%	18%	16%
65 or Older	18%	17%	16%	20%	16%	21%	17%
Don't Know/Refusal	2%	3%	2%	1%	1%	2%	2%

What is the highest grade in school or year of college you have completed? * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Less than High School Diploma	2%	4%	0%	1%	2%	3%	3%
High School Graduate	20%	31%	21%	12%	26%	31%	25%
Some College	45%	39%	48%	46%	47%	55%	48%
College Graduate	21%	21%	18%	26%	16%	8%	15%
Post-Graduate	11%	4%	10%	13%	8%	2%	8%
Don't Know/Refusal	2%	2%	2%	2%	1%	2%	1%

What is your ethnic/racial background? * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
White/Caucasian	50%	28%	55%	60%	48%	19%	41%
Black/African American	28%	59%	20%	12%	30%	69%	43%
Hispanic/Latino	10%	5%	13%	11%	10%	4%	5%
Other	9%	5%	10%	11%	8%	4%	7%
Don't Know/Refusal	4%	4%	3%	7%	3%	4%	4%

Sex * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Male	47%	51%	48%	45%	47%	45%	47%
Female	52%	48%	52%	53%	51%	54%	53%
Don't Know/Refusal	1%	1%	<1%	2%	2%	1%	<1%

Survey Mode * Zone

	Jacksonville Residents n=1,697	Patrol Zone 1 n=202	Patrol Zone 2 n=303	Patrol Zone 3 n=302	Patrol Zone 4 n=298	Patrol Zone 5 n=295	Patrol Zone 6 n=297
Online	32%	17%	32%	44%	33%	9%	16%
Phone	68%	83%	68%	56%	67%	91%	84%

Appendix III. Survey Instrument

Jacksonville Sheriff's Office Annual Survey 2022

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. Thank you for your time. We're conducting public opinion research on local public safety to better help Jacksonville's Sheriff Office serve its community, we will need to 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:

Responses:

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

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
4. Don't Know (explain details of call)
9. Refusal

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

0 1 2 3 4 5 More than 5

8. Don't know
9. Refusal

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

8. Don't know
9. Refusal

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. traffic safety
7. 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. traffic safety
7. 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. Don't know
9. Refusal

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. Don't know
9. Refusal

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. Don't know
9. Refusal

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
5. LinkedIn
8. Don't know
9. Refusal

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

1. Yes
2. No
8. Don't know
9. Refusal

CAREER. Have you visited the JSO Careers Website, JoinJSO.com?

1. Yes
2. No
8. Don't know
9. Refusal

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

1. Yes
2. No
8. Don't know
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 (eight-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 _____
88. Don't know
99. 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+
8. Don't know
9. Refusal

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
8. Don't know
9. Refusal

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

1. Yes
2. No
8. Don't know
9. Refusal

RACE. What is your racial background? Is it:

1. White/Caucasian
2. Black/African American
3. Asian
4. Other
8. Don't know
9. Refusal

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

1. Cellphone
2. Landline
8. Don't know
9. Refusal

[Phone only]

CARD. The Public opinion Research Lab recently sent a postcard to the address associated with this phone number, inviting you to take this survey online. Do you remember receiving this postcard around the week of November 21?

1. Yes
2. No
8. Don't know
9. Refusal

SEX. [INT: PLEASE RECORD THE SEX OF RESPONDENT. ASK IF YOU DON'T ALREADY KNOW: "Are you male or female?"]

(INT: READ CHOICES IF NECESSARY.)

1. Male
2. Female

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.