Issue 33 – December 2022

Group Strategy, Policy Coordination and Relations

Satisfaction with Public Safety in Joburg

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Image: Customer Satisfaction Survey 2021/22

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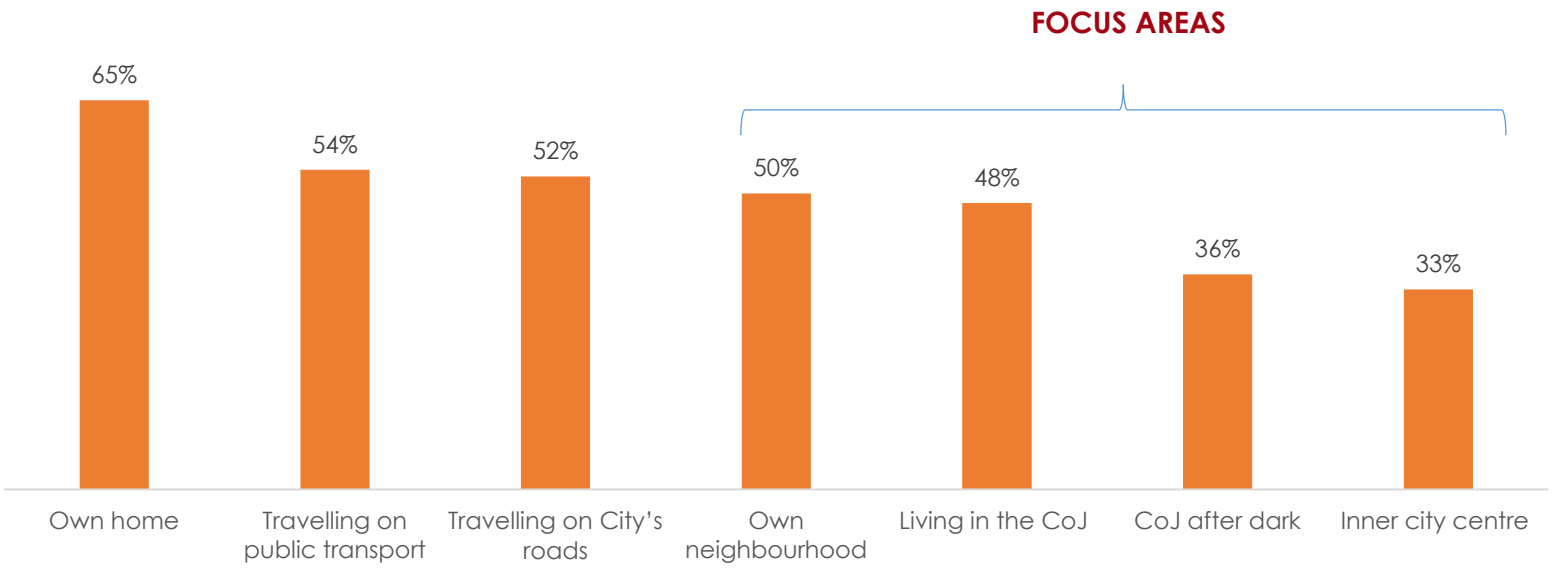
Introduction

- This brief presents a set of key findings related to public safety coming out of the City of Johannesburg's 2021/22 Customer Satisfaction Survey.
- The survey is aimed at establishing household satisfaction amongst residents in all 7 regions and across all 135 wards. The City of Johannesburg has run the household satisfaction survey since 2005 and the 2021-2022 survey is the 17th survey.
- Gives understanding of the overall status of safety in the city to help with evidence based and outcomes-led planning: identifying relevant outcomes for best desired results. Linking this to the mayoral priority of a safe and secure city.
- The purpose of this brief is to highlight the most important public safety areas that require intervention from the City, as well as understanding what it is that people in the city feel the most unsafe about.
- The brief also presents a safety perceptions according to tenure (how long residents have been in Joburg) as well as from a Neighbourhood Lifestyle Index point of view.

Public Safety and Crime Household Index

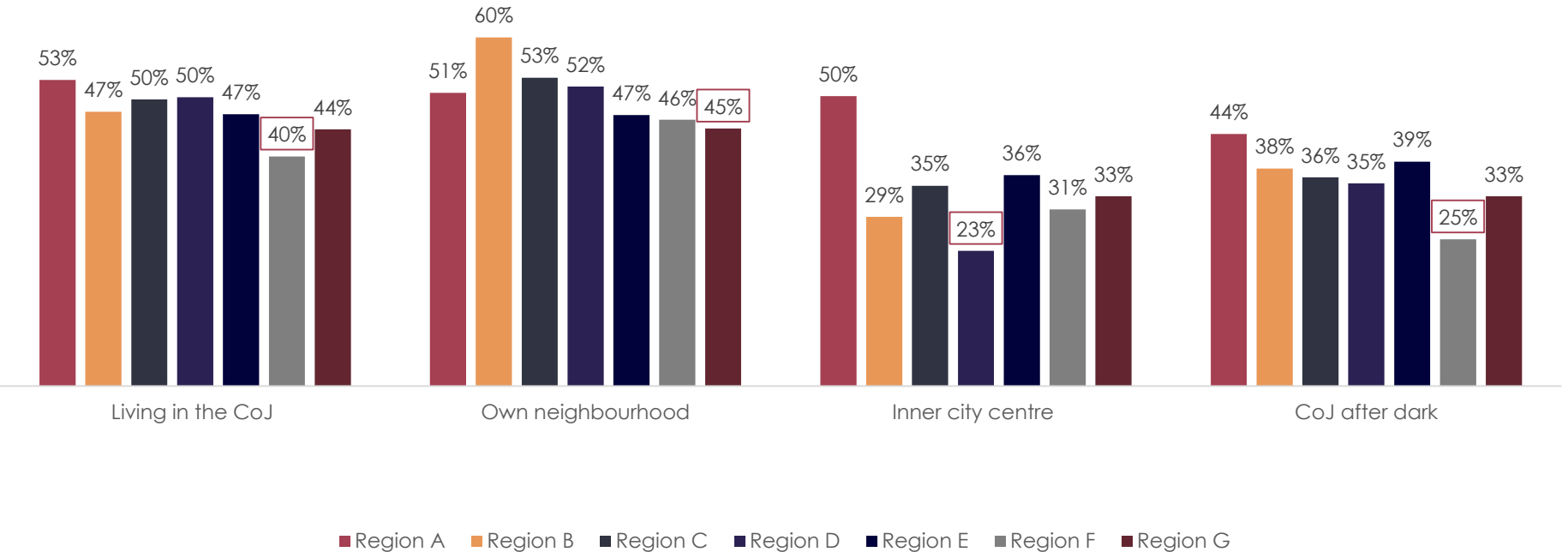
On a scale of 1to 10, where 1 is very unsafe and 10 is very safe, please rate your perceptions of safety in terms of the following:



- Residents responded that they feel the most safe in their own homes at 65%.
- In contrast at 33%, the Inner city Centre is perceived to be the least safe.
- 36% of residents responded they were very unsafe after dark.

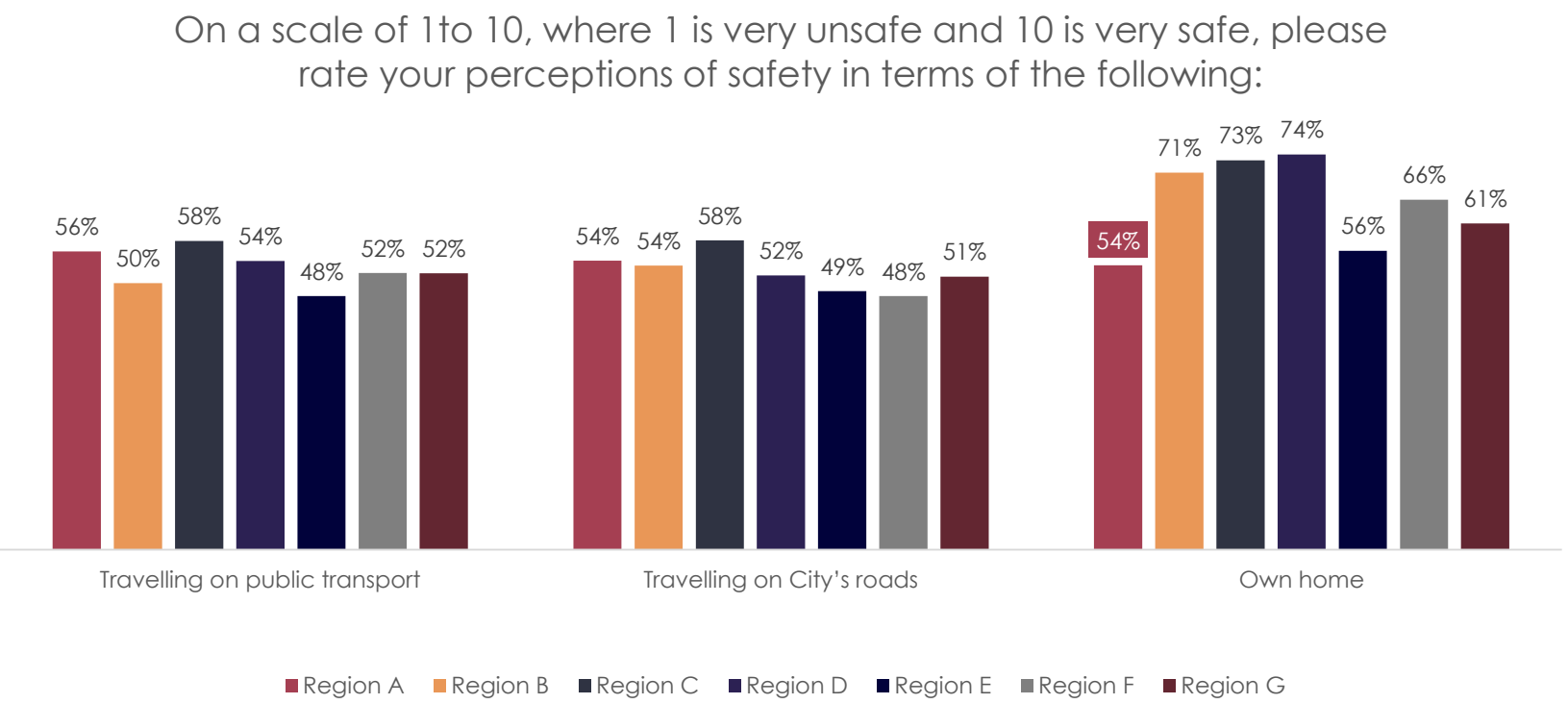
Public Safety and Crime Household Index – by Region

On a scale of 1to 10, where 1 is very unsafe and 10 is very safe, please rate your perceptions of safety in terms of the following:



- In terms of living in the City of Johannesburg generally, Region F was the lowest with 40% of resident feeling unsafe.
- 45% of residents in Region G said they felt the most unsafe in their own neighbourhood.
- The Inner city centre received the lowest perception ratings from all the Regions averaging below 35%. Region D scored it the lowest at 23%.
- Region F residents felt they were most unsafe in the city after dark.

Public Safety and Crime Household Index – by Region



- Residents in Region A feel the most unsafe in their own homes at 54%. However, 74% in Region D have said this is where they feel the most safe.
- Safety in Public transport averaged above 50%, only Region E residents scored it below the average at 48%.
- Residents in Region F rated safety when travelling on the City's roads the lowest at 48%.

Public Safety and Crime Household Index – by Tenure

On a scale of 1to 10, where 1 is very unsafe and 10 is very safe, please rate your perceptions of safety in terms of the following:	Less than six months	6 - 12 months	1 year - 3 years	3 years - 5 years	5 years - 10 years	10 years - 20 years	More than 20 years
Living in the CoJ	51%	44%	50%	45%	48%	48%	48%
CoJ after dark	40%	36%	38%	34%	38%	37%	35%
Own neighbourhood	52%	53%	50%	44%	49%	49%	51%
Inner city centre	33%	33%	35%	37%	38%	36%	30%
Travelling on public transport	57%	55%	57%	53%	56%	53%	53%
Travelling on City's roads	43%	51%	55%	52%	54%	53%	52%
Own home	66%	72%	71%	58%	65%	60%	68%
Levels of crime changing during past 12 months	52%	41%	41%	43%	47%	41%	39%

- Residents who have lived in the City for 3 years or more are the most likely to feel unsafe in the city.
- Overall residents who've lived in the City for over 20 years have rated safety in the city the lowest.
- Residents who've only been in the city for less than six months feel the most safe.
- The Inner city Centre has been perceived as the most unsafe by both people who've lived in Johannesburg for a short while as well as people who've been here for over 20 years.

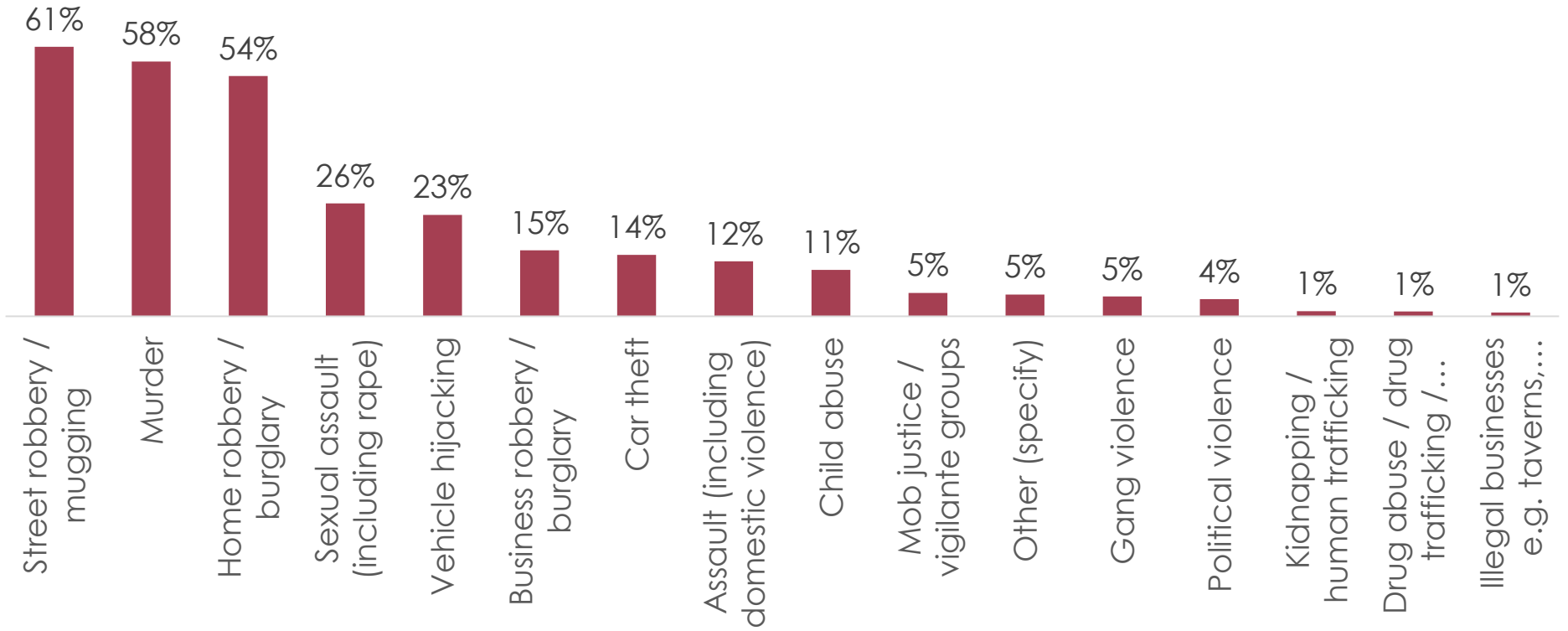
Public Safety and Crime Household Index – by NLI

On a scale of 1to 10, where 1 is very unsafe and 10 is very safe, please rate your perceptions of safety in terms of the following:	1. Low NLI	2. Middel Low NLI	3. Middel High NLI	4. High NLI
Living in the CoJ	48%	48%	46%	49%
CoJ after dark	36%	35%	39%	44%
Own neighbourhood	47%	50%	62%	65%
Inner city centre	36%	29%	38%	38%
Travelling on public transport	55%	54%	51%	49%
Travelling on City's roads	53%	51%	52%	53%
Own home	62%	68%	74%	75%
Levels of crime changing during past 12 months	41%	37%	44%	47%

- People with higher incomes feel the most unsafe travelling in public transport and in the Inner city centre.
- Safety in the CoJ after dark and in the Inner city has been rated the lowest by all lifestyle index groups.
- People within the middle to low lifestyle index scored safety in the Inner city centre the lowest.
- Across lifestyle groups, people within the low lifestyle index have scored safety living in their own neighbourhood lowest at 47%.

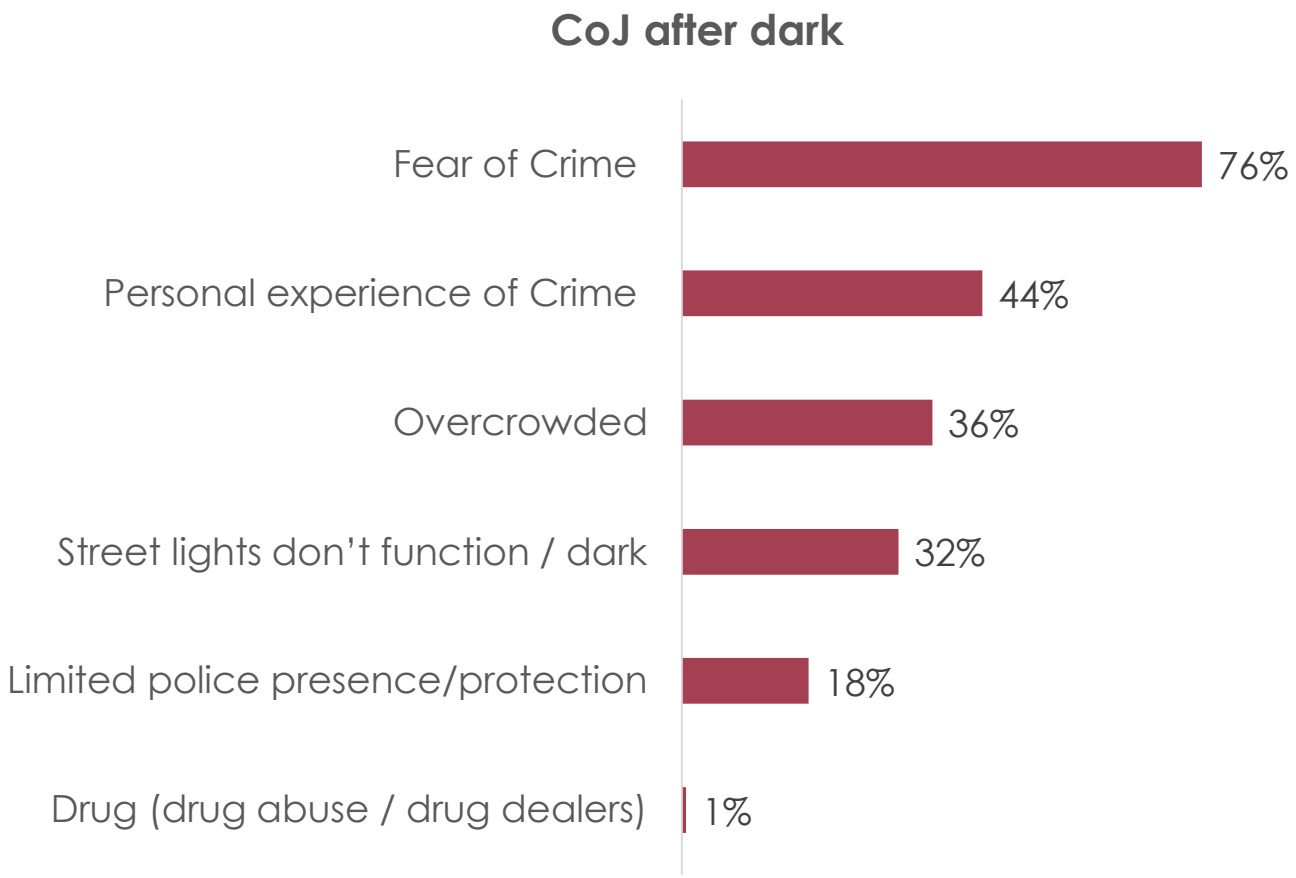
All Feared Crimes in the City

In order of concern, where the first is the most concerning, please indicate the TOP 3 crimes which you are most afraid of in the city?



- The vast majority of respondents reported being concerned about street robbery or mugging (61%), murder (58%) and home robbery or burglary (54%).
- The next most concerning crimes, sexual assault (26%) and vehicle hijackjing (23%) garnered less than half the responses compared to the top three crimes.
- Issues that tend to draw media attention, such as Illegal businesses, substance abuse and human trafficking each only scored 1%.

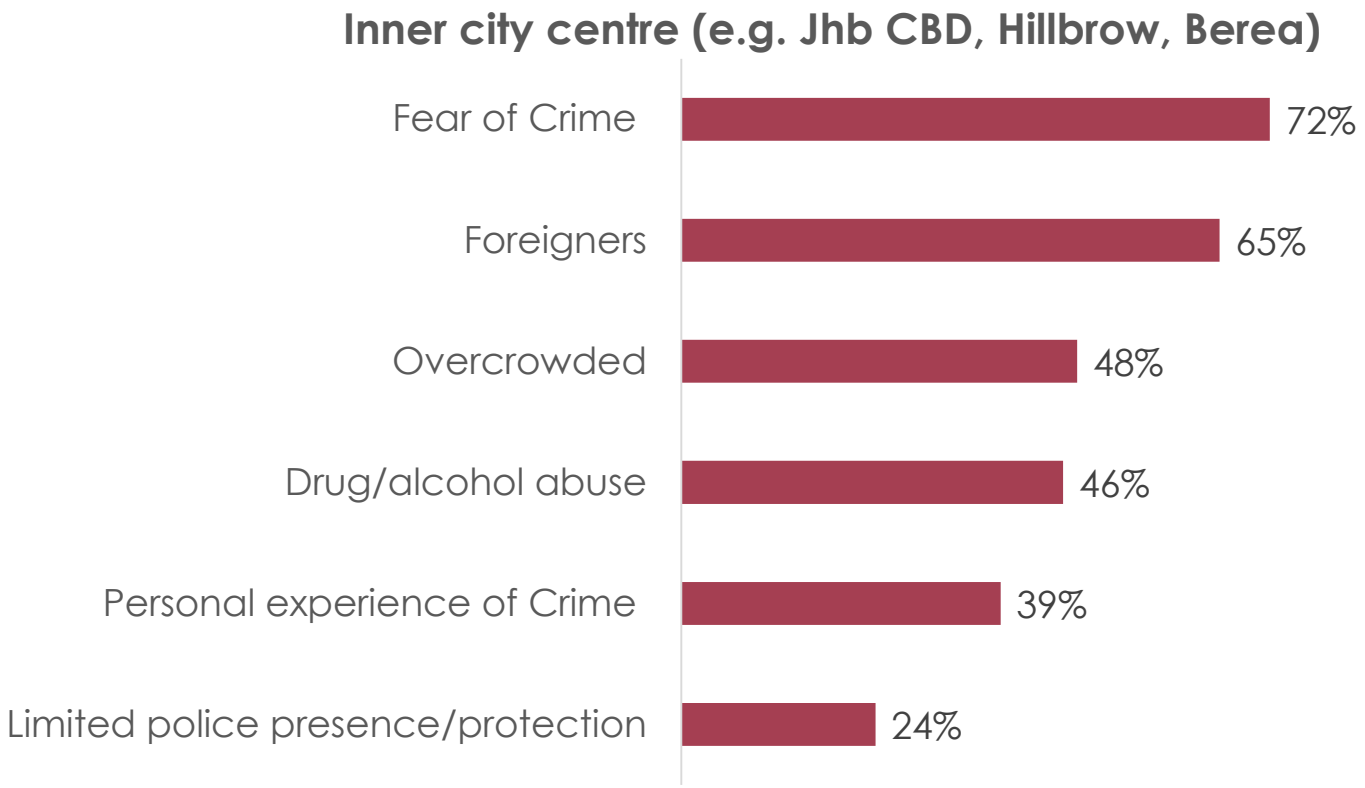
Reasons for Feeling Unsafe – CoJ After Dark



61% Feel very unsafe

- Residents responded that they feel most unsafe in Joburg after dark because of the fear of crime at 76%.
- 44% said they feel unsafe in Joburg after dark due to having personally experienced crime.
- 36% of residents felt unsafe in Joburg after dark due to overcrowding.
- 32% of residents said they felt unsafe in Joburg after dark because streetlights don't function.
- Overall 61% of residents feel very unsafe in Joburg after dark.

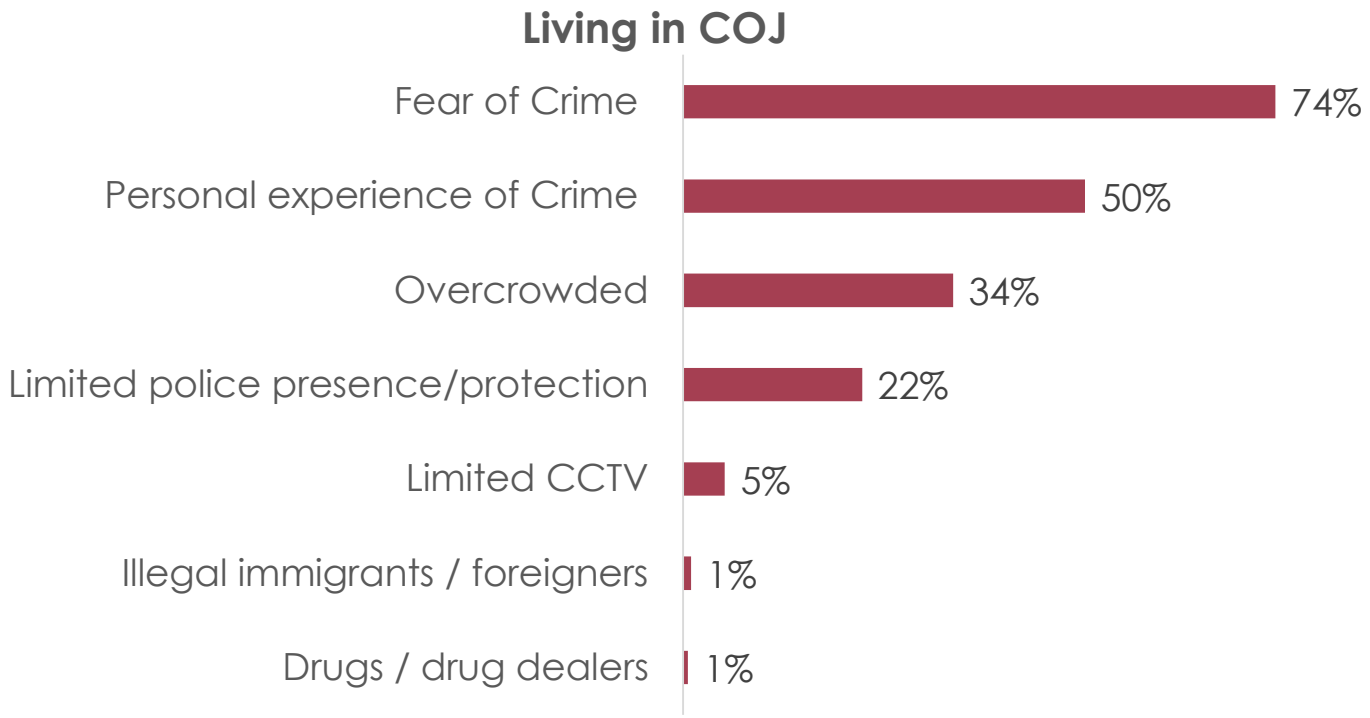
Reasons for Feeling Unsafe – Inner City (JHB CBD, Hillbrow, Berea)



61% Feel very unsafe

- Residents responded that they feel most unsafe in the Inner city because of the fear of crime at 72%.
- 65% said they feel unsafe living in the Inner city due to foreigners.
- 48% of residents felt unsafe living in the Inner city due to overcrowding.
- Drugs and alcohol abuse was scored at 46% as the reason residents feel unsafe in the Inner city.
- Overall 61% of residents feel very unsafe in the Inner city.

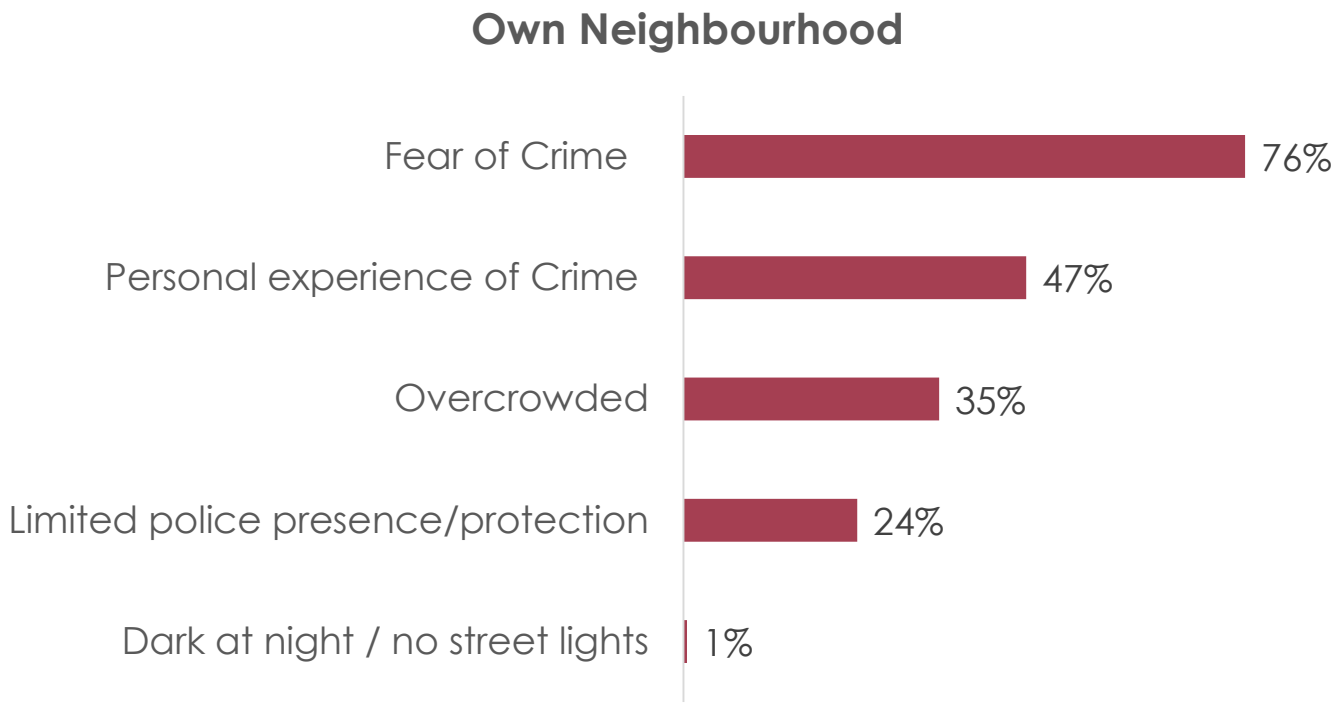
Reasons for Feeling Unsafe – Living in CoJ



43% Feel very unsafe

- Residents responded that they feel most unsafe living in Joburg because of the fear of crime at 74%.
- 50% said they feel unsafe living in Joburg due to having personally experienced crime.
- 34% of residents felt unsafe living in Joburg due to overcrowding.
- Overall 43% of residents feel very unsafe living in Joburg.

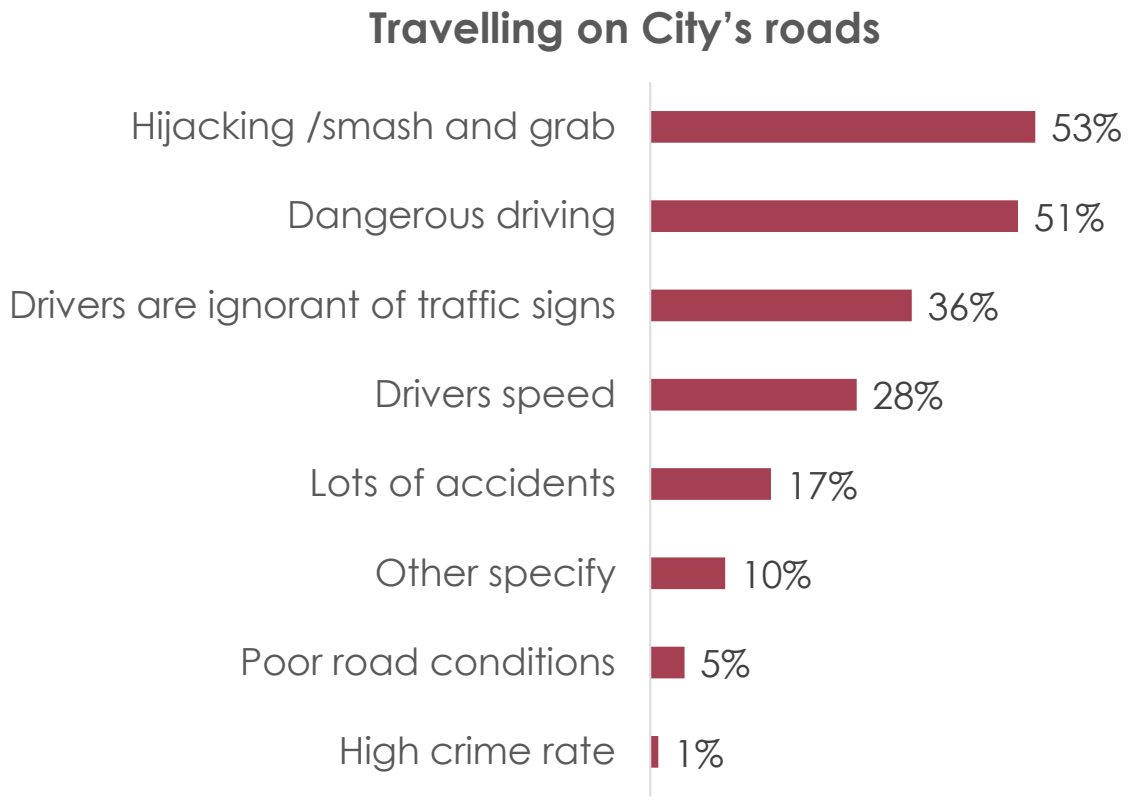
Reasons for Feeling Unsafe – Own Neighbourhood



40% Feel very unsafe

- Residents responded that they feel most unsafe in their own neighbourhoods due to the fear of crime at 76%.
- 47% said they feel unsafe in their own neighbourhood due to having personally experienced crime.
- 35% of residents felt unsafe in their own neighbourhood due to overcrowding.
- Overall 40% of residents feel unsafe in their own neighbourhoods.

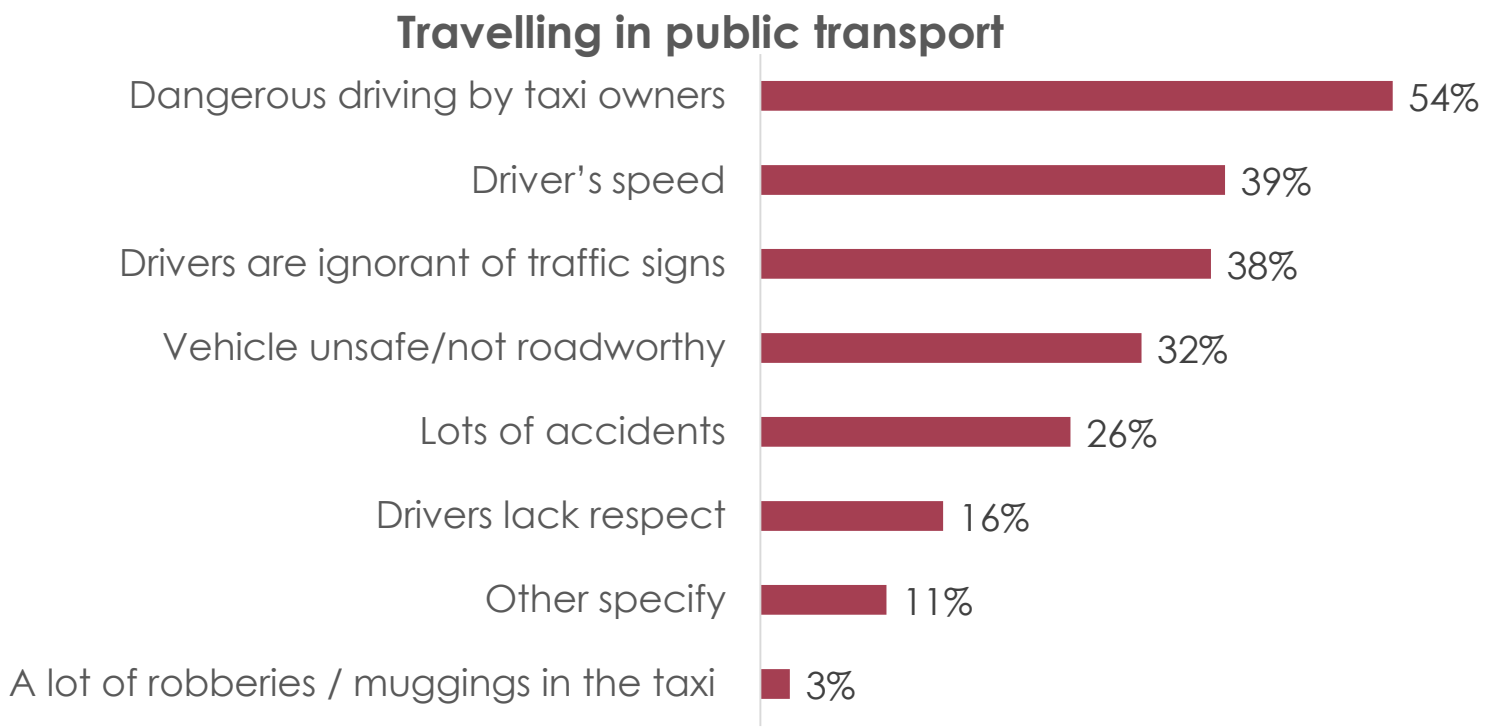
Reasons for Feeling Unsafe – Travelling on City's Roads



33% Feel very unsafe

- Residents responded that they feel most unsafe on the city's roads due to the threat of hijackings and smash and grabs.
- Dangerous driving was the second highest reason residents felt unsafe travelling on the city's roads at 51%.
- Ignoring traffic signs was the third highest reason residents felt unsafe on the city's roads 28%.
- Poor road conditions only scored 5% as the reason residents felt most unsafe at 5%.
- Overall 33% of residents felt unsafe travelling on the city's roads.

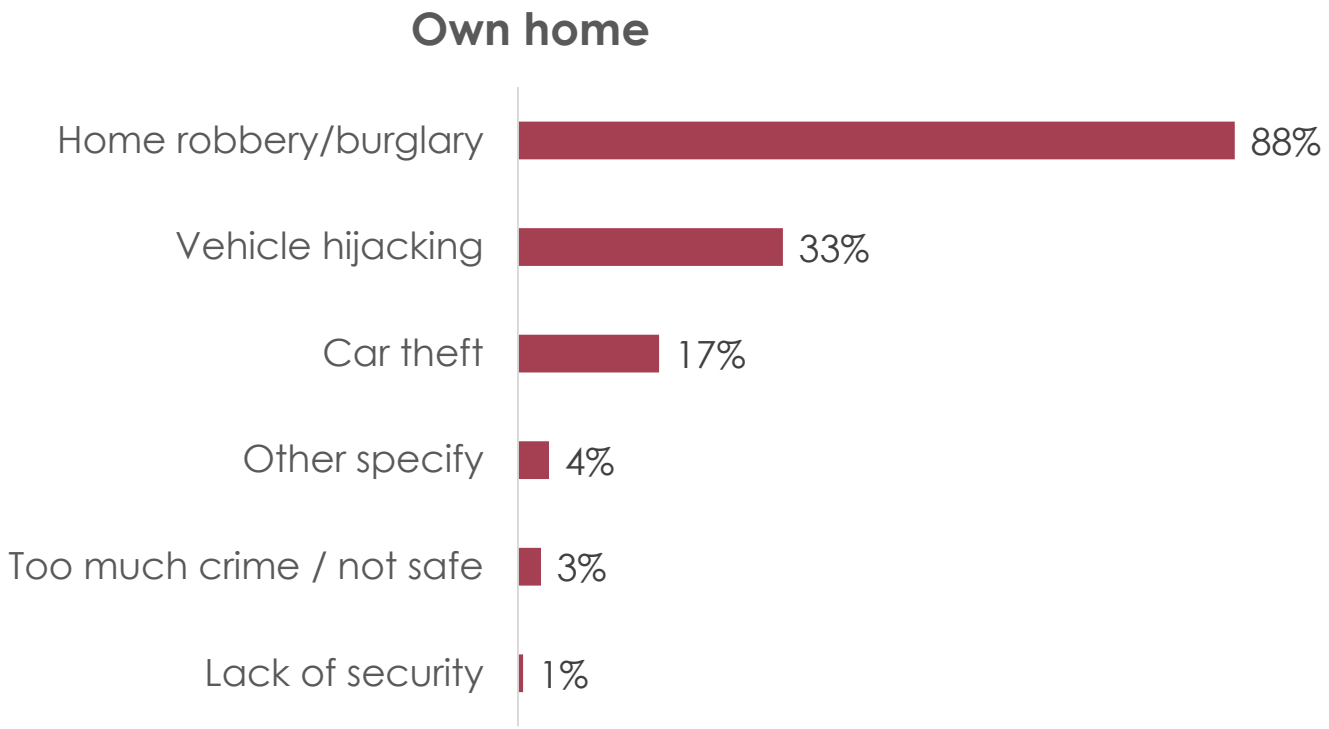
Reasons for Feeling Unsafe – Travelling in Public Transport



28% Feel very unsafe

- Residents feel the most unsafe using public transport due to the perceived dangerous driving by taxi drivers.
- Speeding was the second highest reason public transport was perceived by residents as unsafe at 39%
- Ignoring traffic signs was the third highest reason public transport was perceived as unsafe at 28%.
- Overall 28% of residents feel unsafe travelling in public transport.

Reasons for Feeling Unsafe – Own Home



22% Feel very unsafe

- Residents feel the most unsafe in their own homes because of the threat of home robberies and burglaries.
- Vehicle hijackings came in at 33% as the reason residents feel the most unsafe in their homes.
- Overall 22% of residents feel very unsafe in their own homes.

Conclusion

- Customers living in Region F, Region G, Region E and Region B have the lowest perceptions on public safety.
- City-wide respondents felt that the Inner city and the CoJ after dark were the least safe.
- The Inner city Centre has been perceived as the most unsafe by both people who've lived in Johannesburg for a short while as well as people who've been here for over 20 years.
- More attention should thus be given to increasing police presence in the Inner city as well as making sure that streetlights are fully functional after dark.
- People perceive their own homes to be the safest space and the Inner city to be the least safe. Residents living in Region F, Region G, Region E and Region B reported feeling less safe.
- Customers mostly worry about street robbery or mugging, murder and home robbery or burglary.