

Community Attitudes Regarding Public Safety in Bend, Oregon

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Key Findings

- Most respondents to this survey reported feeling safe in their neighborhood, in the nearest park and in Downtown Bend during the daytime. Perceptions of safety were considerably lower at night for Downtown Bend and for the nearest park.
- BPD received high performance ratings for being available when needed, dealing with problems that concern the community, and for reducing crime. Lower ratings were given for reducing traffic crashes.
- Respondents reported a high level of confidence and trust in the BPD and the vast majority said they are willing to work with the BPD to address public safety problems.
- Nearly all of the respondents contacted by the BPD (i.e. given a traffic ticket or warning, interviewed regarding a crime, etc.) reported that they had been treated with respect, that the officer(s) involved listened to them, showed concern, and explained his/her actions.
- Traffic offenses, harassment, and trespassing were the most frequently cited public safety issues for the past 12 months. Looking forward, however, residents cited violent crime, property crime, and traffic offenses as the top priorities for the coming year.
- The majority of respondents support additional police patrols for evening hours and CCTV cameras to address problems downtown Bend.

Introduction

Bend, Oregon is the largest city in Deschutes County and the seventh largest city in Oregon. Portland State University's [Population Research Center](#) estimates that Bend had a population of 83,500 residents in 2016. Both the city and county as a whole have seen considerable growth over the past 10 years. The city's residential population rose 8.8% from 2010 while the county increased by 12.0%.

The [Bend Police Department \(BPD\)](#) provides the city with 24/7/365 police services. In May of 2017 the BPD employed 94 sworn officers and 28 civilian staff distributed across three major divisions: Patrol, Investigations, and Support.

BPD's [Five-Year-Strategic Plan](#) (2015 to 2020) calls for the agency to address two specific goals with regard to the community: 1) building trust and confidence in the BPD, and 2) increasing engagement with Bend's businesses, organizations, and residents. These goals are core principles of community policing, an organizational philosophy that seeks to proactively address conditions that give rise to crime, disorder, and fear by building problem-solving partnerships with community members.

In early 2017, Chief Jim Porter and the BPD partnered with Portland State University's [Criminology & Criminal Justice Department](#) to conduct a survey of Bend residents. The purpose of the survey was to provide feedback on the agency's recent performance in achieving the community oriented goals of the strategic plan and to provide direction for the coming years. This report provides the results of the survey and seeks to answer five questions regarding the agency's prior performance and two questions that relate to future planning:

1. Do residents feel safe?
2. Do residents trust the police?
3. Do residents contacted by the police feel they were treated fairly?
4. Has the BPD been successful, from the public's perspective, at managing public safety?
5. Has the BPD been successful at communicating with and engaging the community?
6. What can BPD do in the coming years to increase public trust and cooperation?
7. What are the public's primary concerns with regard to public safety and how should these problems be addressed moving forward?

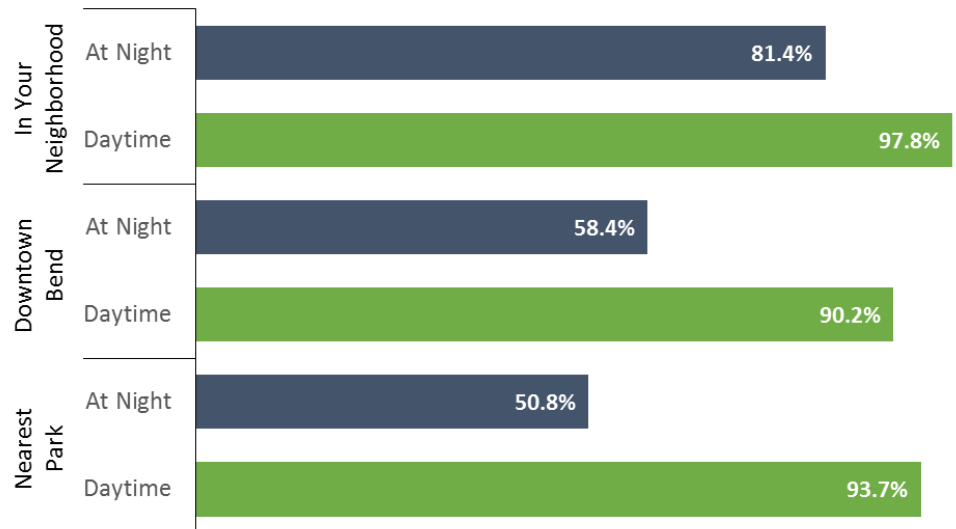
Perceived Safety

Findings

- Respondents reported very high levels of perceived safety when walking alone during the day in their neighborhoods, Downtown Bend and the nearest parks.
- Respondents' perceptions of safety fell at night but still remained at high levels when walking alone in their neighborhood.
- Respondents reported much lower levels of perceived safety when walking alone at night in Downtown Bend and the nearest park.

How Safe Do You Feel Walking Alone?

(% answering "safe" or "very safe"*)



*Remaining respondents answered "Very Unsafe", "Unsafe", or "Neither Safe nor Unsafe".

The survey (see Appendix A) asked six questions about perceived safety using the following format: "How safe do you feel walking alone". This question was applied to three different locations ("in your neighborhood", "in the nearest city park", and "downtown Bend") and two time periods ("during the daytime" and "at night"). Respondents answered each question using: "very safe (5)", "safe (4)", "neither safe nor unsafe (3)", "unsafe (2)", or "very unsafe (1)".

Respondents reported high levels of perceived safety when walking alone during the day, regardless of the area. Over 90% of respondents felt safe walking alone in their neighborhood (97.8%), Downtown Bend (90.2%) and in the nearest park (93.7%). Respondents also reported high levels of perceived safety when walking alone at night in their neighborhood (81.4%). Levels of perceived safety were considerably lower for walking alone at night in Downtown Bend (58.4%) and for nighttime in the nearest park (50.8%). See Appendix B for full details on the responses to these questions.

The survey asked residents to report their gender, age, race and ethnicity, where they lived in Bend (Northeast, Southeast, Northwest or Southwest Bend), if they had been a victim of a crime over the past 12 months, and whether they had been contacted by the police in the past year. These data were used to determine whether groups of people differed with regard to their perceived safety in the city. Rather than look at each safety question on its own, we averaged the six items to create a global perceived safety scale. The mean (M) or average score on this scale was a 4.18 (standard deviation or SD = .63) which is between "safe" to "very safe".

Women as a group (M = 4.07; SD = .63) reported lower perceived safety on the global scale than men (M = 4.30; SD = .59), a difference that was statistically significant ($p < .001$). People living in Northeast Bend (M = 4.01; SD = .71) also had a significantly lower perceived safety score than people living in the Southeast (M = 4.10; SD = .59), Southwest (M = 4.31; SD = .55), and Northwest (M = 4.35; SD = .54). All of the other factors examined including age, race/ethnicity, police contact and victimization were not associated with statistically significant differences in perceived safety (see Appendix B).

Findings

- Respondents indicated a very strong willingness to work with the BPD on public safety issues (i.e. call if they see a crime being committed, work with the BPD to identify a criminal or improve public safety).
- A very large majority of respondents indicated that they had confidence in the BPD and found them trustworthy.

Trust in Local Law Enforcement



**Remaining respondents answered "Neutral", "Disagree", or "Strongly Disagree".*

Building public trust and confidence is a goal identified in BPD's Five-Year-Strategic Plan. To help assess community confidence and trust respondents were asked to indicate their level of agreement with six statements that are commonly used in assessing police-community relationships. Three of the questions directly assess confidence and trust (e.g., "I have confidence in the Bend Police", "The Bend police are trustworthy", "The Bend police can be trusted to make decisions that are right for my community"). The remaining three items get at trust via an indirect approach. They assess whether residents would work with the police to address crime in their neighborhood (e.g., "If I saw a crime happening in my neighborhood I would call the Bend Police to report it", "I would work with the Bend Police to identify a person who committed a crime in my neighborhood", "I would work with the Bend Police to address public safety concerns in my neighborhood"). The options for responding to these statements were: "strongly agree (5)", "agree (4)", "neutral (3)", "disagree (2)" and "strongly disagree (1)".

As shown in the figure above (see also Appendix C), respondents were very willing to cooperate with the BPD in public safety issues affecting their neighborhood. More than nine out of ten people surveyed said they would be willing to report a crime they witnessed (99.1%), that they would work with the BPD to identify a suspect (97.6%), and that they would partner with BPD to address local public safety concerns (93.8%). A high level of public cooperation like this is critical for law enforcement because efforts to solve crime and improve public safety are unlikely to be successful when the police alone are responsible.

Agreeing to work with the police in itself does not necessarily mean that the public has a high degree of confidence or trust in law enforcement. People might be willing to report crimes to the police based on their commitment to civic duty rather than trust in local law enforcement per se. Hence the need for questions that directly assess confidence and trust in the BPD.

Overall, the respondents reported a high degree of confidence and trust in the BPD. Eight out of ten (80.6%) agreed with the statement “I have confidence in the Bend police” while only 3.1% of respondents disagreed. Nearly as many people (78.6%) agreed that the BPD are “trustworthy” (2.9% disagreed) and seven out of ten people surveyed (72.3%) felt the BPD could be trusted to make decisions that were right for their neighborhood (4.6% disagreed).

Perceptions of trust and confidence in the police, as well as willingness to cooperate with law enforcement in maintaining public safety could vary based on a person’s demographic characteristics. In most communities for example, trust in the police is lower among racial/ethnic Minorities as compared to Whites and among younger compared to older residents. Contact with the police, whether through involuntary interactions like a traffic stop or arrest or resulting from victimization has also been shown to impact residents’ trust in law enforcement. Given this, we looked for potential sub-group differences using the same methodology employed previously with perceived safety. Two global scales, 1) Trust and 2) Cooperation, were created by averaging the applicable items described above (three items per scale). The mean (M) or average score on the trust scale was a 4.00 (SD = .75). The mean score on the cooperation scale was a 4.70 (SD = .44).

Older survey respondents (65-years of age and older) as a group (M = 4.13; SD = .65) reported greater trust in the BPD than respondents between 18 and 34-years of age (M = 4.01; SD = .65) or respondents between 35 and 64-years of age (M = 4.00; SD = .79). This difference was statistically significant ($p < .05$). Females respondents (M = 4.76; SD = .36) were significantly ($p < .05$) more likely than males (M = 4.68; SD = .47) to express a willingness to cooperate with the police. Despite these difference being significant both males (M = 4.68) and females (M = 4.76) expressed a very high level of willingness to cooperate with the BPD (see Appendix C).

Treatment During Police Contacts

As part of the survey respondents were asked, “*Did a Bend police officer contact you in the past 12 months? (This includes a police officer contacting you to investigate a crime, give you a warning, issue a citation, make an arrest, etc.)*” If the respondent indicated they had contact with a BPD officer in the past 12 months a series of follow-up questions were asked to assess if officers were engaging with the public in a procedurally just manner. According to the National Initiative for Building Community Trust and Justice, “*Procedural justice focuses on the way police and other legal authorities interact with the public, and how the characteristics of those interactions shape the public’s views of the police, their willingness to obey the law and actual crime rates.*” Procedurally just police encounters have four central elements:

- Treating the person contacted with dignity and respect
- Giving the person contacted a chance to be heard
- Being perceived as neutral or fair
- Being perceived as having trustworthy motives

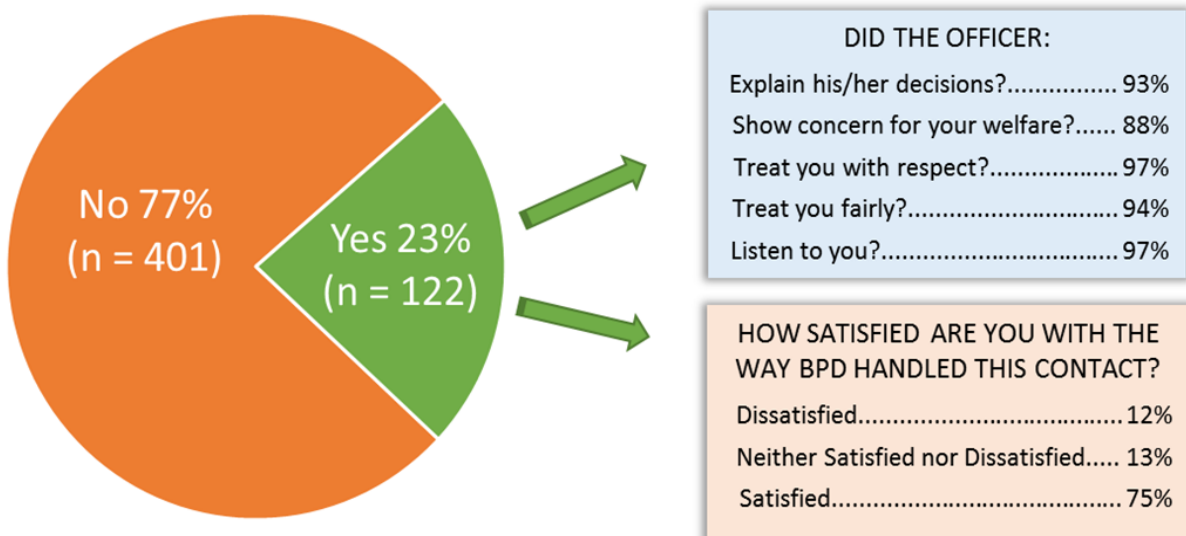
This question focuses on those who were contacted by the police (i.e. a traffic stop, arrest, etc.). This type of encounter, being pulled over by a police officer, often involves the officer making decisions which could impact the person being contacted in a negative way. Collecting this information from encounters that could have a negative consequence for the individual contacted by the BPD is important because it is their (the contacted person) perception of the event which determines their view of how “just” the encounter was.

Respondents were asked the following questions,

- 1) Did the officer listen to you?
- 2) Did the officer show concern for your welfare?
- 3) Did the officer explain his/her decisions?
- 4) Did the officer treat you with respect?
- 5) Did the officer treat you fairly?

Of the 523 respondents who answered this question, 122 had been contacted by the BPD in prior 12 months.

Did a Bend Police Officer Contact You in the Past 12 Months?



Respondents report that BPD officers do an exceptional job when contacting them. They report that BPD officers consistently explain their decisions, with 93% stating yes when asked, “Did the officer explain his/her decisions?” Only 7% of the respondents answering this question indicated that the officer did not explain his/her decision. A high percentage of respondents reported that the officer showed concern for their welfare when contacted, with 88% indicating that the officer showed concern and 12% saying the officer did not show concern for their welfare. Nearly all the respondents (97%) reported being treated with respect by the BPD officer during the encounter. Almost as many (94%) reported they had been treated fairly by the BPD. Nearly all the respondents (97%) felt that they had been listened to by the BPD officer.

Consistently treating community members fairly, with respect while showing concern for their welfare and listening to them is likely why 75% of those contacted left the encounter feeling satisfied with how the officer handled the contact while only 12% were dissatisfied (the remainder were neither satisfied nor dissatisfied). It is important to remember that a large number of these contacts were likely traffic stops or other inherently unpleasant encounters. This may have resulted in some respondents feeling dissatisfied with the encounter despite reporting that the BPD officer dealt fairly with them (see Appendix D).

Note: We did not examine differences in treatment by officers as a function of the respondents’ demographics (e.g., age, race/ethnicity, gender) due to the relatively small number of people in the sample who were contacted by the police (n = 122). BPD would need to consider a “contact survey” with a much larger sample to assess whether people from different demographic backgrounds perceive they are treated similarly by the police.

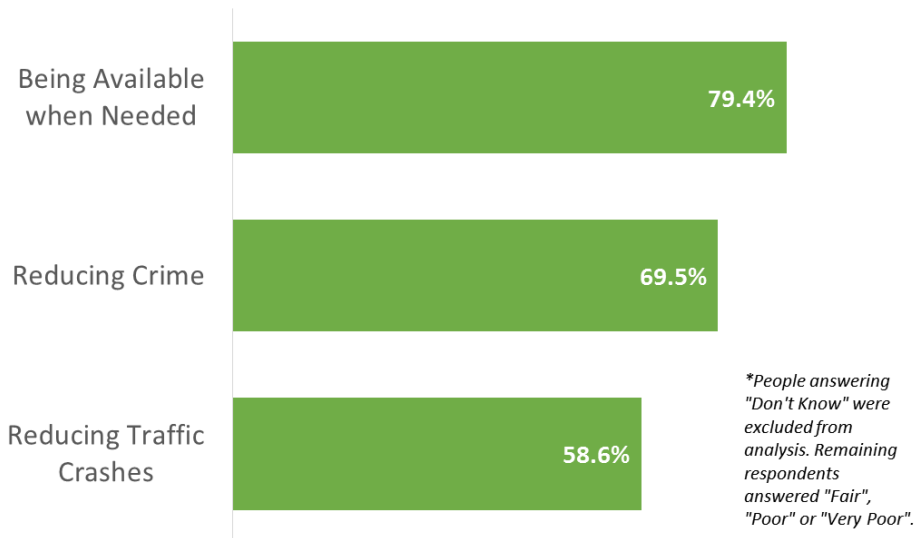
Public Safety Management

Findings

- Respondents rated the BPD's performance at being available and reducing crime highly.
- A majority of respondents rated the BPD as doing a good or very good job at reducing traffic crashes.
- Perceptions of BPD's performance were not significantly impacted by demographic variables (i.e. age, gender, race/ethnicity)

Performance of BPD over Past 12 Months

(% Rating Performance as "Good" or "Very Good"*)



Being available when needed, protecting the public from crime and maintaining traffic safety are core functions for the BPD. To help assess how the BPD is doing at meeting these objectives survey respondents were asked to rate how the BPD has done over the last 12 months at: "Being available when they are needed", "Reducing crime" and "Reducing traffic crashes." The options for responding to these statements were: "Very good (A)", "Good (B)", "Fair (C)", "Poorly (D)" and "Very Poorly (F)". Respondents could also answer, "Don't Know" if they did not feel sufficiently informed to grade the BPD's performance.

These grades were then analyzed by calculating the percentage of respondents who graded the BPD as doing a "Good" or "Very Good" job. This analysis excluded the subjects who felt they did not know enough to grade the BPD. As shown in the figure above (see also Appendix E) a solid majority of respondents rated the BPD's performance as "Good" or "Very Good." Eight out of ten respondents (79.4%) rated the BPD as doing a "Good" or "Very Good" job at being available, while 4.6% rated the BPD as doing a poor or very poor job. Seven out of ten respondents (69.5%) rated the BPD as doing a "Good" or "Very Good" job at reducing crime (5.7% poor/very poor job). Nearly six out of ten (58.6%) rated the BPD as doing a "Good" or "Very Good" job at reducing traffic crashes. A relatively high percentage (13.3%) rated the BPD as doing a "Poor" or "Very Poor" job at reducing traffic crashes.

Opinions on how well the BPD has performed over the last 12 months could vary based on a person's demographic characteristics or prior interactions involving public safety. In most communities for example, opinions on how well the police perform are lower among racial/ethnic Minorities as compared to Whites and among younger compared to older residents. Contact with the police, whether through involuntary interactions like a traffic stop or arrest or resulting from victimization has also been shown to impact residents' perceptions of law enforcement. Given this, we looked for potential sub-group differences using a similar methodology employed previously with perceived safety. A global scales was created by converting the performance grades to a numeric value (Very Good (4), Good (3), Fair (2), Poor (1) and Very Poor (0) and averaging the applicable items described above (three items for the performance scale and five items for the communication and engagement of the community scale). The mean (M) or average score on the performance scale was a 2.87 (SD = .85). The performance scale was examined by both demographic and public safety factors but none of these variables were found to be significant (see also Appendix E).

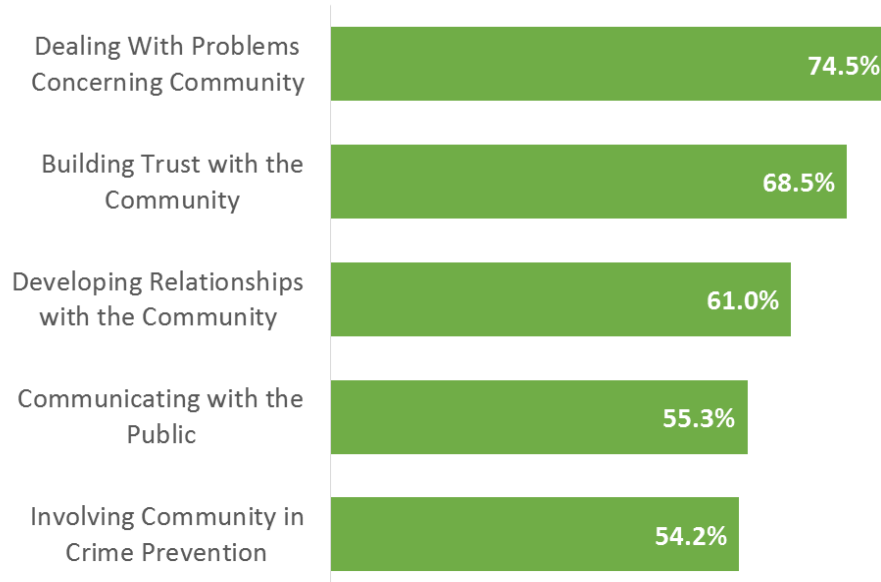
Communication with and Engagement of the Community

Findings

- Respondents rated the BPD highly at being available when needed, dealing with problems that concern the community, reducing crime and building trust.
- Respondents rated the BPD less highly at involving the community in crime prevention and communicating with the public.

Performance of BPD over Past 12 Months

(% Rating Performance as "Good" or "Very Good"*)



*People answering "Don't Know" were excluded from analysis. Remaining respondents answered "Fair", "Poor" or "Very Poor".

A primary goal of the BPD is building trust and confidence with the community and engaging more with the community. To help assess its performance the BPD asked survey respondents to rate the agency across a variety of dimensions.

The survey asked respondents to rate the BPD's performance over the last twelve months at:

1. Dealing with problems which concerned their community;
2. Building trust with their community;
3. Developing relationships with their community;
4. Communicating with the public; and
5. Involving their community in crime prevention.

The options for responding to these statements were: "Very good (A)", "Good (B)", "Fair (C)", "Poorly (D)" and "Very Poorly (F)". Respondents could also answer, "Don't Know" if they did not feel sufficiently informed to grade the BPD's performance. These grades were then analyzed by calculating the percentage of respondents who graded the BPD as doing a "Good" or "Very Good" job. This analysis excluded the subjects who felt they did not know enough to grade the BPD. As shown in the figure above (see also Appendix E)

Nearly three-quarters of the respondents (74.5%) rated the BPD as doing a "Good" or "Very Good" job at dealing with the problem's that concerned their community, while only 6.9% rated the BPD as "Poor" or "Very Poor." Nearly seven in ten respondents (68.5%) rated the BPD as doing a "Good" or "Very Good" job at building trust with their community (14.4% poor/very poor). Just over six in ten respondents (61%) rated the BPD as "Good" or "Very Good" at developing relationships with their community (14.4% poor/very poor).

More than half of respondents rated the BPD as going a "Good" or "Very Good" job at communicating with the public (55.3% good/very good, 13.7% poor/very poor) and involving the community in crime prevention (54.2% good/very good, 16.0% poor/very poor). These two areas were rated less highly by the community than the BPD's efforts at addressing problems, building trust and developing relationships. Activities such as communicating with the public and involving the public in crime prevention likely require more structured efforts (and therefore more dedicated resources) than addressing concerns, building trust or developing relationships.

Opinions on how well the BPD has performed over the last 12 months at communicating with and engaging the community could vary based on a person's demographic characteristics or other public safety factors. In most communities for example, opinions on how well the police communicate with and/or engage the community are lower among racial/ethnic Minorities as compared to Whites and among younger compared to older residents. Contact with the police, whether through involuntary interactions like a traffic stop or arrest or resulting from victimization has also been shown to impact residents' perceptions of law enforcement. Given this, we looked for potential sub-group differences using a similar methodology employed previously with perceived safety. A global scales was created by converting the performance grades to a numeric value (Very Good (4), Good (3), Fair (2), Poor (1) and Very Poor (0) and averaging the applicable items described above (three items per scale). The mean (M) or average score on the performance scale was a 2.66 (SD = .86).

The performance scale was examined by both demographic and public safety factors. Older survey respondents (65-years of age and older) as a group (M = 2.81; SD = .76) reported greater trust in the BPD than respondents between 18 and 34-years of age (M = 2.47; SD = .93) or respondents between 35 and 64-years of age (M = 2.62; SD = .88). This difference was statistically significant ($p < .05$). No other variables were significantly related to BPD's performance at communication and engaging with the community (see also Appendix E).

Increasing Public Trust In and Cooperation with BPD

The questions regarding performance provided a quantitative measure of how respondents felt the BPD was doing across a range of activities. The BPD's Five-Year-Strategic plan has prioritized improving community trust and confidence in the BPD and increasing the BPD's engagement with the community. To help provide guidance to the BPD as it works towards these goals survey respondents were asked the following open-ended question: *"What steps could be taken to improve relations between the Police Department and residents in Bend?"* The goal of the question was to provide the BPD with concrete steps the organization could take to improve their relationship with the community.

Nearly half the survey respondents took the time to write some comment. This provided 259 narrative responses. These were reviewed and categorized into recurring themes. There were a range of responses. Some respondents answered the question as intended and provided specific activities (i.e. using more walking patrols or providing more de-escalation training), more general goals or aspirations (i.e. being more transparent or increasing community contact in general) and some indicated the desire of the community for the BPD to engage in activities not traditionally associated with policing (i.e. advocating for housing for the homeless or advocating for more social justice).

Other respondents did not use the space to provide recommendations but instead used it to provide feedback. This feedback, while not directly answering the question, is important. Some of the feedback was positive and/or recognized challenges the BPD faced without providing recommendations:

- *"They (the BPD) do an excellent job with the proper balance of education and enforcement."*
- *"I think our police department does a really good with what they have to work with. However, I feel bad for them having to handle so many idiots from out of town..."*
- *"I had a police officer seeing me struggle to perform a task that was difficult for me, and he stopped and helped me. That went beyond the duty of a police officer and was deeply appreciated."*
- *"Bend Police Department is a high class group of individuals. Unfortunately, I feel the lack of staff in the community is an issue in preventing accidents, speeding violations, etc."*

Some of the feedback was negative and/or pointed to specific issues:

- *"I've only lived in Bend for 12 months. My perceptions are based on local conversations & publications. It seems the Bend PD has a number of serious trust issues that are a result of previous incidents..."*
- *"I don't know of any positive action they have taken for all those questions...they don't have a good presence in Bend..."*
- *"Cell phone usage is still out of control by police. They should follow the same rules as the public. Lead by example"*

Among those who submitted recommendations, here are the most common themes:

Increase direct contact/communication with the public:

- *"Coffee with a cop at Starbucks!"*
- *"Informative presentations open to the public, or to specific neighborhoods, would be appreciated. The topics would be varied with a short question and answer period at the end of the talk. Videos and articles shared on the internet show increasing police militarization, profiling, bullying, and profiling. Personally, I have not seen such incidents in Bend. Communication is key to a peaceful and secure community. Thank you for a police department we can be proud of!"*
- *"Working more within the neighborhood communities, and providing information for those who may be unable to attend meetings or get information online. Establish more Neighborhood Safety Communities and get involved by establishing Community Response Teams."*

Expand or improve the use of social media and other electronic communications:

- *"I think it would be beneficial if you had a Facebook page."*
- *"Consider using the Nextdoor online forum to communicate with neighborhoods. This worked really well in the place where we used to live, either to give residents a heads up about town hall meetings or any community issues going on or to communicate about a public safety issue quickly."*
- *"The web site is very out of date. The crime data is 4 years old."*

Find creative ways to communicate with the public using more traditional (i.e. not electronic) communication:

- *"Use methods of communication that people would be reading for other reasons; i.e. school newsletters..."*
- *"Include a Police Department one-page newsletter in the monthly water bill that, among other suitable topics, speaks to monthly enforcement activities, citizen outreach, etc. (Currently, newspaper articles are limited primarily to reporting on specific incidents but do not provide continuity of information regarding policing practices, strategies, progress and challenges.)"*
- *"Continued outreach, thru multiple communication channels, like this survey, that are neighborhood or city-sector specific..."*

Seek additional feedback from the community:

- *"This survey, for example, soliciting feedback from the community is very encouraging."*
- *"Surveys like this are great, more information on where to provide feedback and/or concerns."*
- *"(Giving the public)...a vehicle to provide feedback to the police department like I'm doing now."*

Other respondents did not explicitly ask for opportunities to provide feedback but instead noted the lack of communication and/or opportunities for community input:

- *"This letter is the first communication we have had with the Bend Police and this September we will have lived here three years."*
- *"This Chief's letter requesting the completion of this survey is the first direct communication I have had in the 8 1/2 years I've lived in Bend."*
- *"Since I am a new resident in Bend, I do not have any suggestions at this time. After I get settled, I may have more to offer. Thank you for the opportunity to respond to your survey."*

Increasing the visibility of the police in the neighborhoods of Bend was a recurring theme:

- *"We live in the (redacted) subdivision. Although the subdivision is private our streets are not. Plus we pay the same property taxes that everyone else does. However, we do not, EVER, get patrol services in our neighborhood. ... So for us, having a patrol car come though once in a while would be a help in establishing a relationship."*
- *"Show up. I have lived on (redacted) for 20 years, seen police patrolling twice, once every decade. Thousands of dollars of equipment stolen during house construction, police took phone report, no follow up."*
- *"More presence at community events. Citizens feel more of a connection with the Police Department when they experience first-hand interaction with Officers."*

Other respondents pointed to the need for a greater BPD presence in Downtown Bend:

- *"I work in a location downtown where we often call for police. Unfortunately, the response time is often very slow, and it would be nice to have enough officers so that calls could be responded to better and they could have a constant presence downtown."*

- *“Having a few officers walking or biking in the old mill or downtown where people can see your presence. Hopefully this could lead to improving and building public image.”*
- *“Be more of a presence in a downtown area that is overrun with vagrants and drunks.”*

Provide training or take other steps to improve police interactions with the community:

- *“Take training in how to deescalate situations”*
- *“Continue to develop skill in the crisis intervention team (CIT); develop community policing; develop high social and cultural education standards among police officers; and maintain as much open communication with the citizenry as possible.”*
- *“To the degree possible, have police on foot or bike so that there is more informal contact: ‘hello’, ‘good morning’, etc.”*

A recurrent theme throughout the comments was a conflict between respondents who wanted the BPD to be more engaged in social issues and those who wanted the BPD to take a more deterrence-based approach to law enforcement. For example, some respondents wanted the BPD to take a hard line against criminal offenders and social disorder:

- *“Prioritize tax paying citizens safety and security above the transient dope smoking hoodlums that we are attracting to our city. (The) Bend Police is not an organization to promote social justice and the BS progressive agenda. Enforce the law. Serve and Protect.”*
- *“Protect and Serve: Protect Homes, Business, and Honest hard working citizens. Serve the community to the letter of the law. All laws. More black and white and LESS grey.”*
- *“Let the officers be officers and catch the dirtbags...”*

Other respondents advocated for a response that addressed social issues and provided social services:

- *“Make efforts to help people in need. Serve the people and not just be law enforcement. Show the public, via media and presence what efforts the department engages in that truly helps people and not just enforcement officers.”*
- *“Improve methods of addressing causes of crime, ask residents, city & state officials (for) ways to address drug prevention and counseling of drug users, provide better housing for transients”*
- *“...increasing their presence in a “community-building” way...”*

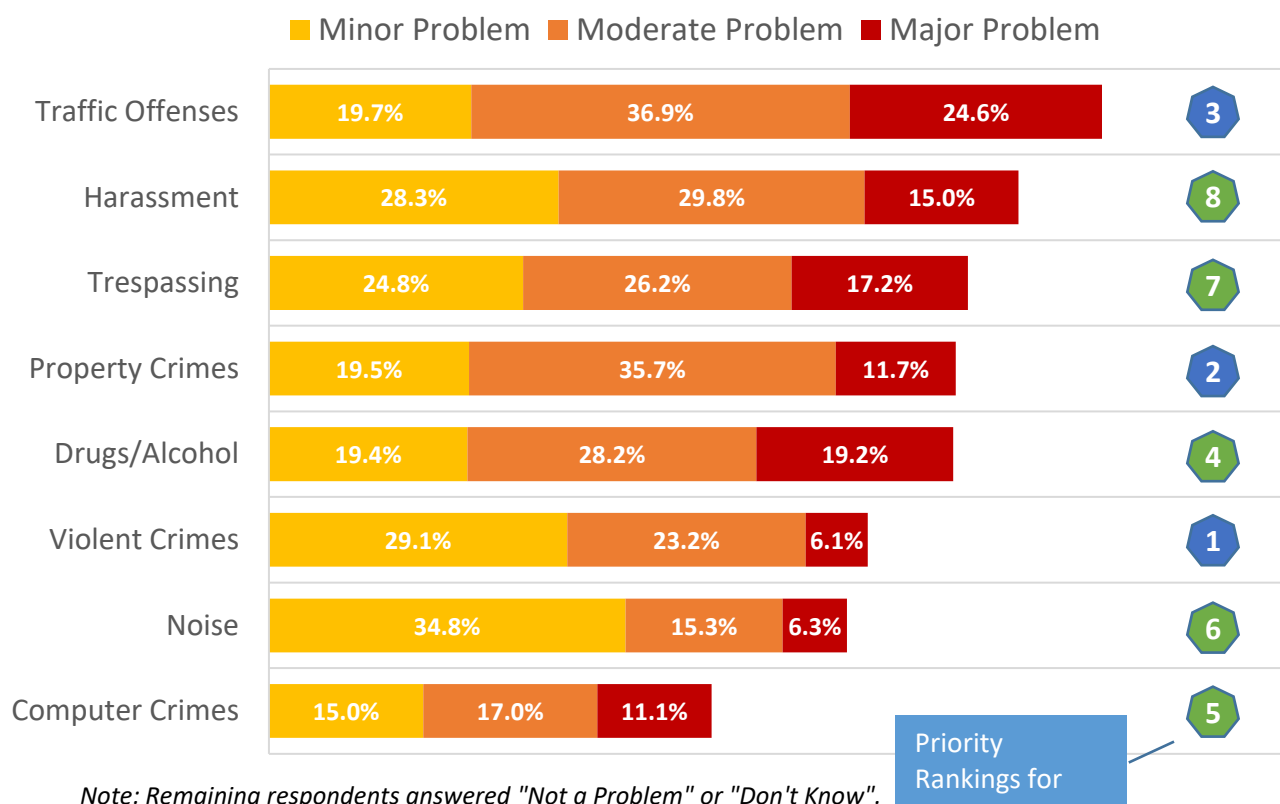
Some respondents asked for more accountability or increased professionalism:

- *“Here’s just one example: Officers must remain professional at all times. Three young officers showed to a relatively minor vehicle wreck... (specifics of the event redacted)”*
- *“Employ officers that give the same respect to the public that they expect from the public...”*
- *“I’ve only lived in Bend for 12 months. My perceptions are based on local conversations & publications. It seems the Bend PD has a number of serious trust issues that are a result of previous incidents...”*

Most suggestions for increasing the BPD’s relationship with the community focused on communication and contact. The communication could occur through a number of channels and should be bi-directional (i.e. BPD provides information to the community who is given an opportunity to provide feedback or vice versa). Increased contact, in the form of bike patrols, foot patrols, a greater presence at community events and in the schools, was frequently suggested as the best means of building a better relationship with the community.

Community Concerns

Public Safety Problems in Bend Over the Past 12 Months

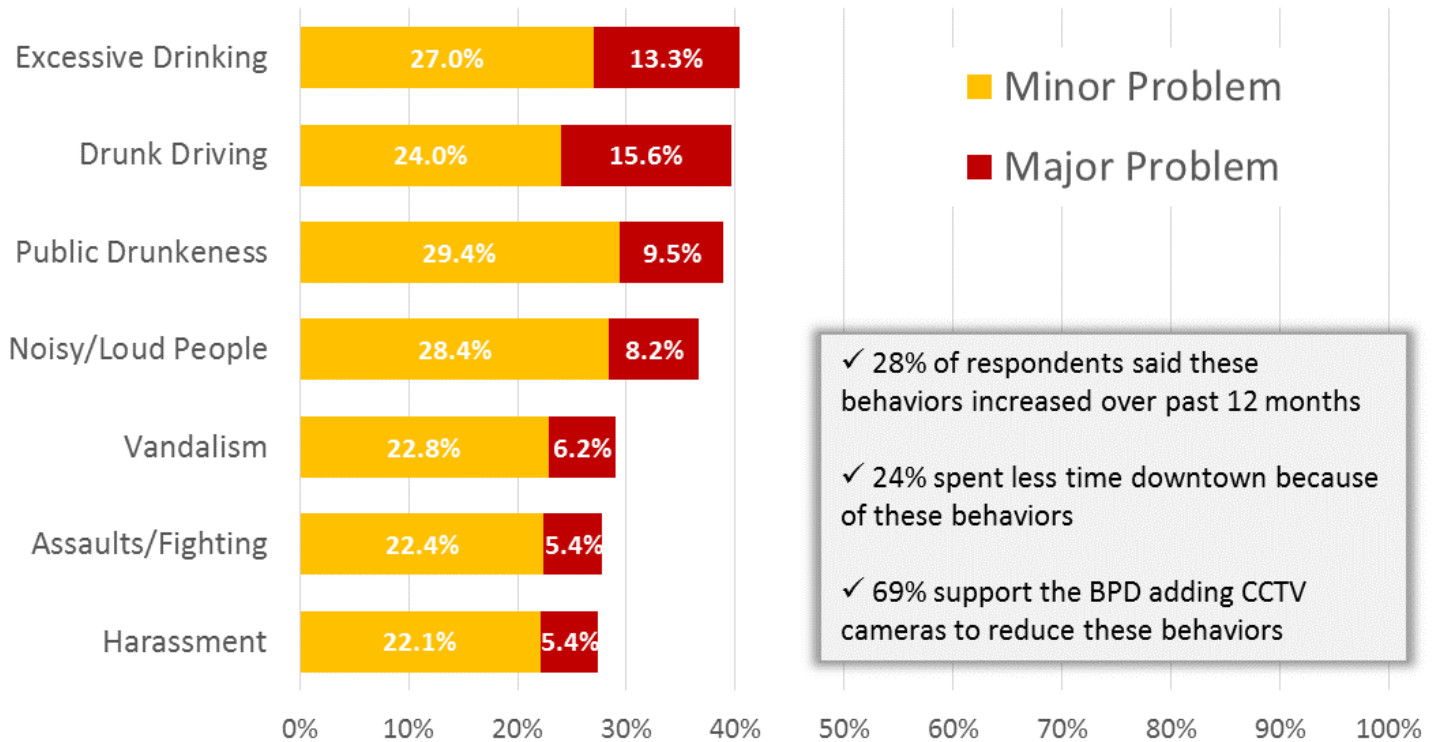


The survey asked respondents about "...different problems and how much they impacted Bend over the last 12 months." They were then asked to rate if the issues was "not a problem", a "minor problem", a "moderate problem", a "major problem" or given the options of answering I "don't know."

Over 80% of respondents (81.3%) indicated that traffic offenses were at least a minor problem and nearly a quarter (24.6%) believed traffic to be a major problem. This was followed by harassment (73.1% indicating it was at least a minor problem and 15% indicating it was a major problem), trespassing (68.2% at least a minor problem and 17.2% indicating it was a major problem), property crime (67% at least a minor problem, 11.7% indicating it was a major problem), drug and alcohol issues (66.7% at least a minor problem, 19.2% a major problem), violent crime (58.4% at least a minor problem, 6.1% a major problem), noise issues (56.4% at least a minor problem, 6.3% a major problem) and computer crimes (43.2% at least a minor problem, 11.1% a major problem).

The survey also asked, "Which problem should the Bend Police Department have as their top priority for the next year?" Respondents rated violent crime low relative to other issues. Despite this, respondents felt the BPD should focus their efforts on violent crime in the coming year. This was followed by property crime, traffic offenses, drugs and alcohol issues, computer crime, noise, trespassing and harassment (see Appendix F). Both qualitative results from the question on improving the BPD/community relationship and quantitative results on BPD's performance related to traffic crashes support the conclusion that the public would support additional efforts aimed at increasing traffic safety.

Are the Following Behaviors a Problem Downtown on Thursday, Friday, and Saturday from 9pm to 3am?



Note: Remaining respondents answered "Don't Know" or "No - this is not a problem".

A number of individuals identified the need for an additional police presence Downtown Bend. To help inform the BPD the survey asked about specific issues in Downtown Bend on Thursday, Friday and Saturday from 9pm to 3am:

Issues related to alcohol consumption were identified as the most problematic behaviors occurring in Downtown Bend in the evenings and early mornings (9pm to 3 am) on Thursday, Friday and Saturday. Over 40% of respondents identified excessive drinking (40.3%) as being problematic and nearly 40% identified drunk driving (39.6%) and public drunkenness (38.9%) as being problematic. Only 11.1% of respondents felt that excessive drinking was not an issue while 5.3% believed that drunk driving was not an issue and 13.3% believed that public drunkenness was not an issue. Many of the respondents did not know if these issues were problematic (between 45.3% and 60.9% of respondents depending on the issue) but of those who felt knowledgeable more than seven respondents reported drunk driving to be an issue for each respondent who believed that drunk driving was not a problem. Of those respondents who felt knowledgeable, a large majority believed excessive drinking was a problem. Knowledgeable respondents reported excessive drinking to be a problem by a margin of four-to-one.

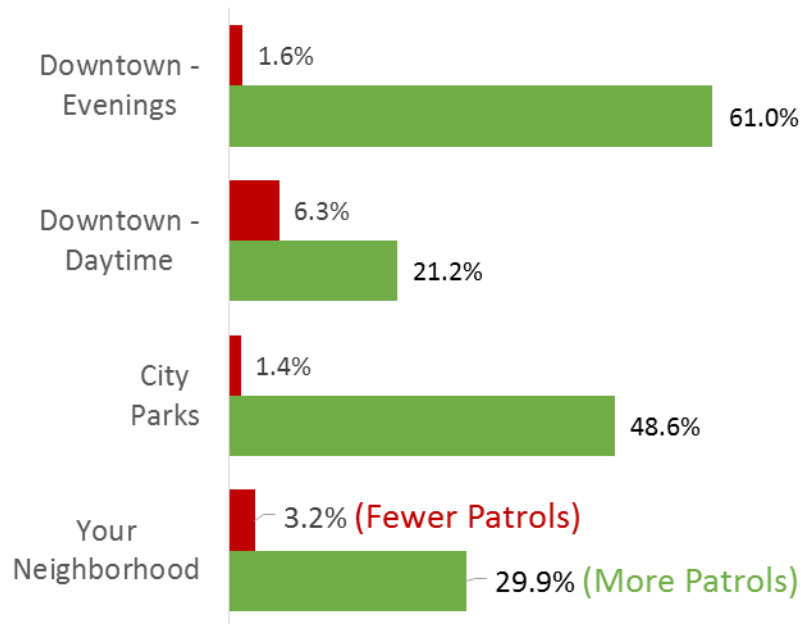
These results indicate that for all these issues a majority of respondents either felt that these behaviors were not problematic or more often felt they did not have sufficient information to make an informed judgement. Among those who felt knowledgeable about the issues facing Downtown Bend the overwhelming majority identified issues related to alcohol consumption as being problematic.

Qualitative results from the question on improving community/police relations also supported an increased BPD presence in Downtown Bend. Harassment and trespass were both identified as community concerns and both activities appear to have some level of connection with Downtown Bend (see Appendix F).

Findings

- A large percentage of respondents indicated that the BPD should increase their presence in Downtown Bend in the coming year.
- Respondents were less concerned with increasing patrols in the daytime in Downtown Bend or increasing patrols in their neighborhood.
- About half of all respondents supported more patrols in city parks.

What Should Happen to Police Patrols in Bend Next Year?



Note: Remaining respondents for each area answered "Same number of patrols as last year".

To help plan patrol patterns for the upcoming year the survey asked the question, "For the next year, would you like to have fewer, more, or about the same number of police patrols in the following areas compared to the last 12 months." Respondents could then choose between having, "a lot more patrols", "more patrols", "about the same number of patrols", "fewer patrols" or "a lot fewer patrols" at the following locations/times:

- In the nearest park
- In their neighborhood
- Downtown Bend during the day
- Downtown Bend at night.

Respondents felt that patrols in Downtown Bend in the evening should be increased in the evening but that there were adequate patrols in the daytime. These findings are consistent with many of the responses to the open-ended questions. A range of possible activities related to Downtown Bend were suggested in the open-ended question section, including:

- *"Having a few officers walking or biking in the old mill or downtown where people can see your presence..."*
- *"(Having a) Police info station down town..."*
- *"...One area of concern to me has been the summer months gatherings of youth that seem homeless and make the area downtown a little uncomfortable. I have compassion for them, but more police presence or rules of some sort maybe helpful for our community and the guests that frequent our downtown area..."*

Nearly half of all respondents indicated that patrols in parks should be increased in the coming year as well. There was less support for additional patrols in the daytime in Downtown Bend or in the respondent's neighborhood (see Appendix G).

Summary and Recommendations

Respondents to this survey reported high levels of perceived safety during the day regardless of what part of Bend they resided in as well as in their nearest park and in Downtown Bend. Perceptions of safety fell during the night, especially in the nearest park and in Downtown Bend. Despite this reduction a majority of respondents reported feeling safe at night regardless of the location.

Respondents reported a high degree of trust and willingness to work with the BPD to address public safety issues. Importantly, respondents who had been contacted by a BPD officer in the prior 12 months overwhelmingly reported that they had been treated fairly and with respect. A large majority also reported that they were satisfied with how the BPD officer handled the encounter.

Respondents rated the BPD's performance highly across a number of dimensions such as being available, dealing with problems which concerned their community, reducing crime, etc. While still positive the respondents rated BPD's performance less highly on communicating with the public and involving the public in crime prevention. Narrative responses to the question, *"What steps could be taken to improve relations between the Police Department and residents in Bend?"* echoed this assessment. Respondents asked for more communication, both traditional and via social media and recommend activates such as walking patrols, bike patrols and more face to face contact between the BPD and the public.

Respondents identified a number of public safety concerns and recommend the BPD focus its efforts at addressing violent crime, property crime, traffic safety and focus more patrols in Downtown Bend. Issues related to alcohol use were identified as being particularly important in any response to the issues in Downtown Bend.

Overall, the results of the survey point toward a desire on the part of the community to increase contact between themselves and the BPD. The BPD received its lowest performance ratings in areas such as involving the community in crime prevention and communicating with the public and suggestions for improving the relationship between the BPD and community generally focused on contact between the BPD and community members.

This call for increased contact presents challenges for the BPD. The BPD has just over one sworn officer per 1000 residents (1.13 per 1k). It also has a relatively small non-sworn staff (about 28 employees who are not sworn police officers). Each community needs to make its own decisions regarding the size of its police force and there is no "perfect" number. If a community desires greater contact with the police expanding the size of the force is one option but may not be the only option (for instance reprioritizing relationship building over investigation or other activity).

According to 2015 Federal Bureau of Investigation Uniform Crime Reporting data, municipalities the size of Bend, Oregon (50,000 to 100,000 residents) have an average of 1.59 officers per 1,000 residents and 2.04 total personnel per 1,000 residents. The BPD's 1.13 officers per 1,000 residents and 1.46 total personnel per 1,000 residents is far below the national average. This is just one measure and does not include other potential resource drains such as criminal activity or having traffic safety issues but it is important. Increased staffing would, all things being equal, improve the ability of the BPD to increase their contact with the community.

This is particularly important as not all things are equal in terms of the BPD's ability to contact members of the community. The pace at which the Bend area is growing and the small police force serving this population will make increasing contact with the public a challenge. The Bend-Redmond Metropolitan Statistical Area (an MSA is a designation used by the Census Bureau and other entities for statistical purposes) is the fastest growing in Oregon and the 8th fastest growing in the United States. Rapid growth can create significant challenges for agencies dedicated to community policing. If the size of the agency does not increase with the population its ability to engage in community policing decreases, even if crime remains stable. There are simply fewer officers available per community member.

Addressing these challenges, while maintaining its exceptionally high ratings by individuals who have been contacted, should be a major focus for the BPD in the next year.

Recommendations

Increasing the size of the BPD may not be an option. Policing is generally among the most expensive functions of municipal government and it may not be fiscally possible to increase the number of officers. Understanding that resources are finite the following recommendations should be considered by the BPD:

1) Continue to develop and implement new out-reach programs. Steps could include:

- Increase/improve the use of the internet and social media.
- Partner with realtors to provide home-buyers with public safety specific information. This packet could contain contact information, crime prevention material and educate new residents on ways to connect with the BPD.
- Develop a strategy to communicate staffing limitations to the community so that it is possible for the BPD to meet community expectations or find ways to adjust their staffing to provide the additional contact and communication the public has requested.
- Develop a communication strategy aimed at informing the public of the BPD's efforts at transparency and accountability.

2) Identifying and employ strategies which can address multiple concerns simultaneously.

- Consider strategies such as Data Driven Approaches to Crime and Traffic Safety (if it is not already in use) in the specific areas and times where community members are more likely to have safety concerns. These activities could be **publicized in advance**. This would increase the sense of fairness on the part of the community, help inform the community of BPD's efforts at increased traffic safety and leverage deterrence through increased police presence.
- Developing or partnering with other organizations to provide programs which enhance women's and younger person's sense of safety. Develop these as part of a publicized strategy to address violence.
- Develop Problem-Oriented Policing projects with significant community input in terms of identifying the problem and developing the solution. Downtown Bend could be a good location for such a project. Publicize these efforts.

3) Develop methods to receive ongoing feedback from community members.

- Consider strategies to create additional outreach to the community soliciting feedback.
- Advertise existing mechanism for community feedback.

4) Continue with efforts around the *Alignment of Staffing*. Increase the use of non-sworn personnel for both cost-effectiveness and to address staffing shortages.

- Examine what functions could be shifted to non-sworn staff to create additional resources aimed at community engagement.
- Examine what role non-sworn staff could play in increasing communication with the public. This could include the additional use of community volunteers.

5) Find ways to increase contact between BPD officers and the community.

- The BPD's Five-Year Strategic Plan offers the following vision statement, *"We are progressive, innovative, community based and acknowledge our most valued asset is the men and women who work at the Bend Police Department."* The extremely positive responses of those who reported contact with the BPD supports this assessment. Perhaps the most effective method of addressing the lessons learned from this survey would be the development a strategy specifically aimed at increasing the opportunity for members of the BPD to engage directly with the community in casual, non-enforcement based situations. Due to staffing issues this may require seeking community input on how to shift resources from other functions to accomplish this task.
- Consider how to shift resources toward providing a greater police presence at well-attended community events. This would be an efficient method of increasing contact with the community.
- Explore options for funding additional police at these events. This could include overtime.

Survey Methodology & Sample Characteristics

BPD's crime analyst Nancy Watson used several city data bases to create a list of all residential addresses in Bend. We used this list to generate a random sample of 4,000 randomly households. These addresses were distributed across the following zip codes:

- 97701 – 1,325 addresses
- 97702 – 1,652 addresses
- 97703 – 1,023 addresses

Each household was mailed a letter from Chief Jim Porter (see Appendix A) explaining the purpose of the project. The instructions requested that one adult from the household complete the online survey using the short web link provided. A follow-up postcard was sent 14 days later as a reminder to increase the overall response rate.

A total of 523 usable surveys were submitted from the sample. Additional surveys were discarded because they did not have usable information. The final response rate was 13.1%.

We found just one area where the demographic characteristics of our sample differed noticeably from the 2015 American Community Survey data for Bend (U.S. Census Bureau). Compared to the ACS data, people in our sample between the ages of 18 to 34 were underrepresented (10.1% vs. 28.6%; see table below)). Conversely, people aged 65 and older were overrepresented in our data (33.0% vs. 19.2%). On other factors like gender, race and ethnicity our sample appears to be largely consistent with the ACS data. With the exception of age, these similarities increase our confidence in generalizing the results of our study to Bend's adult population.

Demographics		% Survey Respondants	% 2015 ACS*
Gender	Male	51.2%	48.0%
	Female	48.8%	52.0%
Age	18 to 44	10.1%	28.6%
	45 to 64	56.9%	52.2%
	65 or older	33.0%	19.2%
Race	Minority	6.7%	8.0%
	White	93.3%	92.0%
Ethnicity	Hispanic	5.4%	8.4%
	Non-Hispanic	94.6%	91.6%

*Gender and age based on adults; White/Non-White based on all ages.

PSU Team

Kris Henning, Ph.D.
Greg Stewart, MS



BPD Advisors

Capt. Corey Darling
Sgt. Dan Ritchie
Analyst Nancy Watson

Acknowledgements

Portland State University and the authors of this study would like to thank Bend Police Department Crime Analyst Nancy Watson, Bend Police Department Captain Cory Darling and Bend Police Sergeant Dan Ritchie for their assistance on this project. Their insights were invaluable in preparing and delivering this survey.

For more information about the report or survey methodology please contact Dr. Kris Henning at Portland State University.

503-725-8520
khenning@pdx.edu

Appendix A – Survey Form

2017 Bend Police Department Community Survey

Dear Bend Resident,

My primary goal as Chief of Police is to safeguard the quality of life that makes Bend a great place to live, work and play. Achieving this goal requires that the Bend Police Department (BPD) works collaboratively with the community to identify and resolve threats to public safety. For this reason the BPD is partnering with Portland State University to conduct a community survey.

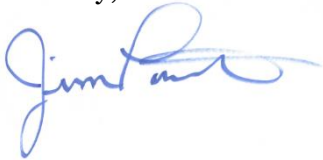
Your household has been selected to provide us with feedback about public safety and the recent work of BPD and our officers. The results of this brief survey (10-15 minutes) will be used to develop new strategies to enhance public safety and police-community relationships in the coming year.

The survey is completely anonymous; there is no way to connect your answers to your identity. You may also skip questions that you do not want to answer. If you experience difficulty using a mobile device, please complete the survey using a desktop or laptop computer.

Please note that this survey is designed for general feedback from residents and is not intended to replace communication with police officers regarding specific issues. If you need assistance with a specific problem call our non-emergency number 541-693-6911 and, of course, use 911 if you have an emergency.

Public safety is very important to me and I appreciate your help in making Bend a safe place for everyone.

Sincerely,



Chief Jim Porter

555 NE 15th Street, Bend, OR 97701

Phone: (541) 322-2960

NOTE: The survey data may be used for academic research. Please contact Dr. Kris Henning, the Principal Investigator, if you have questions about the research (khenning@pdx.edu or 503-725-8520). You can also contact Portland State University's Institutional Review Board Office of Research Integrity (1600 SW 4th Ave., Market Center Building, Ste. 620, Portland, OR 97201; 503-725-2227 or 1-877-480-4400). Please print this page from your web browser if you wish to archive this contact information.

1. Please indicate your level of agreement with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. The Bend Police can be trusted to make decisions that are right for my community	☐	☐	☐	☐	☐
b. The Bend Police are trustworthy	☐	☐	☐	☐	☐
c. I have confidence in the Bend Police	☐	☐	☐	☐	☐

2. Please indicate your level of agreement with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. If I saw a crime happening in my neighborhood I would call the Bend Police to report it	☐	☐	☐	☐	☐
b. I would work with the Bend Police to identify a person who committed a crime in my neighborhood	☐	☐	☐	☐	☐
c. I would work with the Bend Police to address public safety concerns in my neighborhood	☐	☐	☐	☐	☐

3. Rate the Bend Police Department's performance over the past 12 months on the following activities.

[illegible]

4. What steps could be taken to improve relations between the Police Department and residents in Bend?

5. Did a Bend police officer contact you in the past 12 months? (This includes a police officer contacting you to investigate a crime, give you a warning, issue a citation, make an arrest, etc.)

- ☐ YES
☐ NO.....(skip to question 9)

6. We would like to ask a few questions about the police contact you just noted. If you experienced more than one contact in Bend in the past 12 months answer for just the most recent incident.

	YES	NO	Not Applicable
a. Did the officer listen to you?	☐	☐	☐
b. Did the officer show concern for your welfare?	☐	☐	☐
c. Did the officer explain his/her decisions?	☐	☐	☐
d. Did the officer treat you with respect?	☐	☐	☐
e. Did the officer treat you fairly?	☐	☐	☐

7. Taking the whole experience into account, how satisfied are you with the way the Bend Police Department responded to this incident?

- ☐ Very satisfied.....(skip to question 9)
- ☐ Satisfied.....(skip to question 9)
- ☐ Neither satisfied nor dissatisfied.....(skip to question 9)
- ☐ Dissatisfied
- ☐ Very Dissatisfied

8. Please use the space below to describe why you are dissatisfied with the Bend Police Department's handling of this incident. What could they have done differently?

9. Have you been the victim of a crime in Bend in the past 12 months?

- ☐ YES
- ☐ NO.....(skip to question 15)

We would like to ask a few questions about the crime you just noted. If you experienced more than one crime in the past 12 months focus on just the most recent incident.

10. Was this crime reported to the Bend Police Department and did you talk with an officer about the incident?

- ☐ The incident was reported and I talked with an officer
- ☐ The incident was reported, but I did not talk to an officer.....(skip to question 12)
- ☐ The incident was not reported.....(skip to question 14)

11. We would like to ask a few questions about the officer you talked to about this crime.

	YES	NO	Not Applicable
a. Did the officer listen to you?	☐	☐	☐
b. Did the officer take the incident seriously?	☐	☐	☐
c. Did the officer show concern for your welfare?	☐	☐	☐
d. Did the officer explain what would happen next?	☐	☐	☐
e. Did the officer treat you with respect?	☐	☐	☐

12. Taking the whole experience into account, how satisfied are you with the way the Bend Police Department responded to this crime?

- ☐ Very satisfied.....(skip to question 15)
- ☐ Satisfied.....(skip to question 15)
- ☐ Neither satisfied nor dissatisfied.....(skip to question 15)
- ☐ Dissatisfied
- ☐ Very Dissatisfied

13. Please use the space below to describe why you are dissatisfied with the Bend Police Department's handling of this crime. What could they have done differently?

---- SKIP TO QUESTION 15 ----

14. Why wasn't this crime reported to the Bend Police Department? Is there anything the police could do to make sure crimes like this get reported?

15. Next we ask about different problems and how much they impacted Bend over the past 12 months.

	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
a. Property crimes (e.g., theft, burglary, property damage)	☐	☐	☐	☐	☐
b. Violent crimes (e.g., assaults, robberies)	☐	☐	☐	☐	☐
c. Computer crimes (e.g., fraud, ID theft)	☐	☐	☐	☐	☐
d. Drugs/alcohol (e.g., people using, selling in public)	☐	☐	☐	☐	☐
e. Noise (e.g., loud parties, amplified music)	☐	☐	☐	☐	☐
f. Verbal harassment (e.g., panhandling, loitering, obstructing movement)	☐	☐	☐	☐	☐
g. Trespassing (e.g., illegal camping, sleeping in doorways)	☐	☐	☐	☐	☐
h. Traffic offenses (e.g., speeding, aggressive driving)	☐	☐	☐	☐	☐

16. Which problem should the Bend Police Department have as their top priority for next year?

- ☐ Property crimes
- ☐ Violent crimes
- ☐ Computer crimes
- ☐ Drugs/alcohol
- ☐ Noise
- ☐ Verbal harassment
- ☐ Trespassing
- ☐ Traffic offenses
- ☐ Other (describe) _____

17. Please use the space below to provide additional information about the problem you selected above as the top priority. This could include suggestions on where, when, and how the police might intervene.

18. How safe would you feel walking alone during the DAYTIME in:

	Very Safe	Safe	Neither Safe nor Unsafe	Unsafe	Very Unsafe
a. Your neighborhood	☐	☐	☐	☐	☐
b. The nearest city park	☐	☐	☐	☐	☐
c. Downtown Bend	☐	☐	☐	☐	☐

19. How safe would you feel walking alone at NIGHT in:

	Very Safe	Safe	Neither Safe nor Unsafe	Unsafe	Very Unsafe
a. Your neighborhood	☐	☐	☐	☐	☐
b. The nearest city park	☐	☐	☐	☐	☐
c. Downtown Bend	☐	☐	☐	☐	☐

20. For the next year, would you like to have fewer, more, or about the same number of police patrols in the following areas compared to the last 12 months?

	A Lot Fewer Patrols	Fewer Patrols	The Same Number of Patrols	More Patrols	A Lot More Patrols
a. Your Neighborhood	☐	☐	☐	☐	☐
b. City Parks	☐	☐	☐	☐	☐
c. Downtown - Daytime	☐	☐	☐	☐	☐
d. Downtown - Evenings	☐	☐	☐	☐	☐

Next we ask a few questions about downtown Bend. More specifically, we want to know about possible problems on Thursday, Friday and Saturday nights from 9:00pm to 3:00am.

21. Are the following behaviors a problem downtown during these days/times?

	YES - This is a major problem	YES - this is a minor problem	NO - this is not a problem	Don't Know
a. Excessive drinking	☐	☐	☐	☐
b. Public Drunkenness	☐	☐	☐	☐
c. Drunk Driving	☐	☐	☐	☐
d. Noisy/loud People	☐	☐	☐	☐
e. Vandalism	☐	☐	☐	☐
f. Harassment	☐	☐	☐	☐
g. Assaults/fighting	☐	☐	☐	☐

22. Do you think the frequency of these behaviors downtown has increased, decreased or stayed about the same over the past 12 months? (By "these behaviors" we mean the things on the list above like excessive drinking, public drunkenness, vandalism, etc.)

- ☐ Increased a lot
- ☐ Increased somewhat
- ☐ Stayed about the same
- ☐ Decreased somewhat
- ☐ Decreased a lot
- ☐ Don't Know

23. What impact, if any, have behaviors like these had on the amount of time you spend downtown during these days/times?

- ☐ It's INCREASED how much time I spend there
- ☐ It's had NO IMPACT on how much time I spend there
- ☐ It's DECREASED how much time I spend there

24. Do you support or oppose the Bend Police Department adding CCTV (closed circuit cameras) to reduce these behaviors downtown?

- ☐ Strongly Support
- ☐ Support
- ☐ Neutral / No Opinion
- ☐ Oppose
- ☐ Strongly Oppose

We end with a few demographic questions that will allow us to describe the people who participated in the survey.

25. What is your GENDER?

- ☐ Male
- ☐ Female

26. What is your AGE?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 or older

27. What is your RACE (check one or more boxes)?

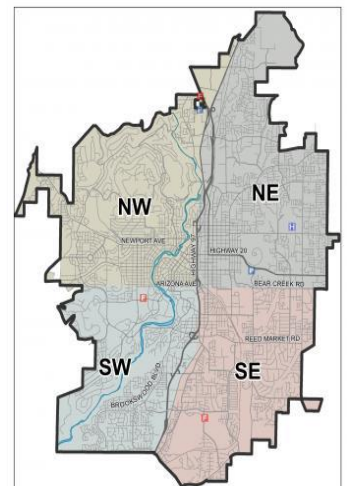
- ☐ Caucasian/White
- ☐ African-American/Black
- ☐ American Indian/Alaska Native
- ☐ Asian
- ☐ Native Hawaiian/Other Pacific Islander
- ☐ Some Other Race (describe below if you like) _____

28. Do you describe yourself as HISPANIC, SPANISH, or LATINO/A?

- ☐ No
- ☐ Yes

29. Where do you live in Bend? (See map if needed)

- ☐ North East
- ☐ North West
- ☐ South East
- ☐ South West
- ☐ Other _____



THANK YOU FOR COMPLETING THE SURVEY. WE REALLY APPRECIATE THE FEEDBACK!

Appendix B – Perceptions of Safety

Table 1. Perceived safety walking outside alone.

	#	%		#	%
In Your Neighborhood During the Daytime			In Your Neighborhood At Night		
Very Unsafe	1	0.2%	Very Unsafe	2	0.4%
Unsafe	0	0.0%	Unsafe	30	5.9%
Neither Safe nor Unsafe	10	2.0%	Neither Safe nor Unsafe	63	12.3%
Safe	87	17.0%	Safe	173	33.9%
Very Safe	413	80.8%	Very Safe	243	47.6%
Downtown Bend During the Daytime			Downtown Bend At Night		
Very Unsafe	3	0.6%	Very Unsafe	16	3.1%
Unsafe	9	1.8%	Unsafe	62	12.2%
Neither Safe nor Unsafe	38	7.5%	Neither Safe nor Unsafe	134	26.3%
Safe	172	33.8%	Safe	196	38.4%
Very Safe	287	56.4%	Very Safe	102	20.0%
In the Nearest Park During the Daytime			In the Nearest Park At Night		
Very Unsafe	1	0.2%	Very Unsafe	10	2.0%
Unsafe	2	0.4%	Unsafe	99	19.4%
Neither Safe nor Unsafe	29	5.7%	Neither Safe nor Unsafe	142	27.8%
Safe	143	28.0%	Safe	166	32.5%
Very Safe	335	65.7%	Very Safe	93	18.2%

Table 2. Differences in global perceived safety walking alone in Bend.

Demographic & Public Safety Factors	N	M	SD	F
Gender				17.58*
Female	245	4.07	.63	
Male	257	4.30	.59	
Age				.46
18 to 34	51	4.14	.67	
35 to 64	286	4.18	.66	
65 +	166	4.23	.54	
Race/Ethnicity				1.77
White	456	4.21	.61	
Minority	47	4.08	.78	
Location in Bend				9.85*
Northeast	134	4.01	.71	
Northwest	163	4.35	.54	
Southeast	116	4.10	.58	
Southwest	87	4.31	.55	
Contact with BPD past 12 months				1.97
No	391	4.20	.62	
Yes	119	4.11	.65	
Victimization in Bend past 12 months				.29
No	474	4.19	.63	
Yes	34	4.13	.61	

* Statistically significant difference between the groups at $p < .001$.

Note: Perceived safety rated on 6-item scale ranging from 1, "very unsafe" to 5, "very safe".

Appendix C – Trust in the Bend Police

Table 3. Trust in and cooperation with the BPD

	#	%		#	%
The Bend police are trustworthy			I would work with BPD to identify a person who committed a crime in my neighborhood		
Strongly Agree	147	27.8%	Strongly Agree	406	76.3%
Agree	269	50.9%	Agree	113	21.2%
Neutral	98	18.5%	Neutral	11	2.1%
Disagree	11	2.1%	Disagree	1	0.2%
Strongly Disagree	4	0.8%	Strongly Disagree	1	0.2%
I have confidence in the Bend police			If I saw a crime happening in my neighborhood I would call the BPD		
Strongly Agree	158	29.8%	Strongly Agree	442	82.9%
Agree	270	50.8%	Agree	86	16.1%
Neutral	87	16.4%	Neutral	5	0.9%
Disagree	12	2.3%	Disagree	0	0.0%
Strongly Disagree	4	0.8%	Strongly Disagree	0	0.0%
The Bend police can be trusted to make decisions that are right for my community			I would work with BPD to address public safety concerns in my neighborhood		
Strongly Agree	118	22.4%	Strongly Agree	330	62.1%
Agree	263	49.9%	Agree	168	31.6%
Neutral	122	23.1%	Neutral	30	5.6%
Disagree	21	4.0%	Disagree	2	0.4%
Strongly Disagree	3	0.6%	Strongly Disagree	1	0.2%

Table 4. Trust in BPD.

Demographic & Public Safety Factors	N	M	SD	F
Gender				3.14
Female	245	3.96	.72	
Male	257	4.08	.74	
Age				3.11*
18 to 34	51	4.01	.65	
35 to 64	286	4.00	.79	
65 +	166	4.13	.65	
Race/Ethnicity				1.57
White	456	4.03	.71	
Minority	47	3.89	.93	
Location in Bend				1.50
Northeast	134	3.96	.82	
Northwest	163	3.97	.70	
Southeast	116	4.11	.71	
Southwest	87	4.11	.62	
Contact with BPD past 12 months				.66
No	400	4.00	.74	
Yes	122	4.05	.73	
Victimization in Bend past 12 months				.43
No	485	4.00	.73	
Yes	34	4.09	.82	

* Difference was statistically significant difference at $p < .05$.

Note: Based on 3-item scale ranging from 1, "strongly disagree" to 5, "strongly agree".

Table 5. Cooperation with BPD.

Demographic & Public Safety Factors	N	M	SD	F*
Gender				4.80*
Female	245	4.76	.36	
Male	257	4.68	.47	
Age				2.47
18 to 34	51	4.61	.45	
35 to 64	286	4.75	.41	
65 +	166	4.70	.43	
Race/Ethnicity				.08
White	456	4.72	.43	
Minority	47	4.70	.40	
Location in Bend				1.33
Northeast	134	4.67	.40	
Northwest	163	4.75	.40	
Southeast	116	4.76	.39	
Southwest	87	4.71	.47	
Contact with BPD past 12 months				.08
No	401	4.70	.44	
Yes	122	4.71	.45	
Victimization in Bend past 12 months				.88
No	485	4.70	.44	
Yes	34	4.77	.47	

* Difference was statistically significant difference at $p < .05$.

Note: Based on 3-item scale ranging from 1, "strongly disagree" to 5, "strongly agree".

Appendix D – Contacts with the Bend Police

Table 6. Contacts between respondents and the BPD.

	#	%*		#	%*
Did the officer explain his/her decisions?			Did the officer show concern for your welfare?		
No	7	7.0%	No	12	12.1%
Yes	93	93.0%	Yes	87	87.9%
Total*	100	100.0%	Total*	99	100.0%
Did the officer treat you with respect?			Did the officer treat you fairly?		
No	3	2.6%	No	7	6.5%
Yes	114	97.4%	Yes	101	93.5%
Total*	117	100.0%	Total*	108	100.0%
Did the officer listen to you?					
No	4	3.4%			
Yes	112	96.6%			
Total*	116	100.0%			

* Excludes missing values

Appendix E – Performance of the Bend Police Department

Table 7. Ratings for BPD's performance over the past 12 months.

	#	%	% Excluding Don't Know		#	%	% Excluding Don't Know
Reducing crime				Involving your community in crime prevention efforts			
Very Good (A)	60	11.5%	21.3%	Very Good (A)	45	8.8%	15.1%
Good (B)	136	26.0%	48.2%	Good (B)	117	22.9%	39.1%
Fair (C)	70	13.4%	24.8%	Fair (C)	89	17.4%	29.8%
Poor (D)	9	1.7%	3.2%	Poor (D)	36	7.0%	12.0%
Very Poor (F)	7	1.3%	2.5%	Very Poor (F)	12	2.3%	4.0%
Don't Know	241	46.1%		Don't Know	212	41.5%	
Reducing traffic crashes				Developing relationships with people in your community			
Very Good (A)	44	8.4%	16.7%	Very Good (A)	66	12.9%	20.2%
Good (B)	110	21.0%	41.8%	Good (B)	133	25.9%	40.8%
Fair (C)	74	14.1%	28.1%	Fair (C)	80	15.6%	24.5%
Poor (D)	24	4.6%	9.1%	Poor (D)	37	7.2%	11.3%
Very Poor (F)	11	2.1%	4.2%	Very Poor (F)	10	1.9%	3.1%
Don't Know	262	49.9%		Don't Know	187	36.5%	
Being available when they are needed				Communicating with the public			
Very Good (A)	120	22.9%	34.4%	Very Good (A)	54	10.5%	15.1%
Good (B)	157	29.9%	45.0%	Good (B)	144	28.1%	40.2%
Fair (C)	56	10.7%	16.0%	Fair (C)	111	21.6%	31.0%
Poor (D)	9	1.7%	2.6%	Poor (D)	44	8.6%	12.3%
Very Poor (F)	7	1.3%	2.0%	Very Poor (F)	5	1.0%	1.4%
Don't Know	176	33.5%		Don't Know	155	30.2%	
Dealing with problems that concern my community				Building trust with your community			
Very Good (A)	85	16.2%	24.6%	Very Good (A)	85	16.5%	23.1%
Good (B)	172	32.8%	49.9%	Good (B)	167	32.5%	45.4%
Fair (C)	64	12.2%	18.6%	Fair (C)	88	17.1%	23.9%
Poor (D)	15	2.9%	4.3%	Poor (D)	20	3.9%	5.4%
Very Poor (F)	9	1.7%	2.6%	Very Poor (F)	8	1.6%	2.2%
Don't Know	179	34.2%		Don't Know	146	28.4%	

Table 8. BPD's performance in traditional policing services.

Demographic & Public Safety Factors	N	M	SD	F*
Gender				.35
Female	176	2.85	.83	
Male	203	2.90	.86	
Age				1.84
18 to 34	34	2.75	.98	
35 to 64	219	2.84	.87	
65 +	127	2.99	.74	
Race/Ethnicity				1.44
White	348	2.90	.83	
Minority	32	2.71	.95	
Location in Bend				.52
Northeast	95	2.89	.81	
Northwest	117	2.83	.89	
Southeast	95	2.93	.80	
Southwest	69	2.97	.67	
Contact with BPD past 12 months				.01
No	281	2.87	.83	
Yes	110	2.88	.88	
Victimization in Bend past 12 months				2.65
No	357	2.89	.83	
Yes	30	2.63	1.03	

* None of the differences were statistically significant.

Note: Based on a 3-item scale ranging from 0, "very poor" to 4, "very good". People answering all items "don't know" were excluded.

Table 9. BPD's performance in community engagement.

Demographic & Public Safety Factors	N	M	SD	F
Gender				.27
Female	206	2.65	.84	
Male	216	2.69	.88	
Age				3.68*
18 to 34	41	2.47	.93	
35 to 64	244	2.62	.88	
65 +	138	2.81	.76	
Race/Ethnicity				1.01
White	386	2.68	.85	
Minority	37	2.53	.94	
Location in Bend				1.77
Northeast	117	2.66	.86	
Northwest	127	2.57	.83	
Southeast	101	2.72	.87	
Southwest	74	2.84	.71	
Contact with BPD past 12 months				.02
No	324	2.66	.85	
Yes	112	2.67	.91	
Victimization in Bend past 12 months				.93
No	402	2.67	.85	
Yes	30	2.51	1.00	

* Difference between groups is statistically significant at $p < .05$.

Note: Based on a 5-item scale ranging from 0, "very poor" to 4, "very good". People answering all items "don't know" were excluded.

Appendix F – Public Safety Problems

Table 10. Perceived Public Safety Problems in Bend Over Past 12 Months

	#	%	% Excluding Don't Know		#	%	% Excluding Don't Know
Property crimes (e.g., theft, burglary, property damage)				Verbal harassment (e.g., panhandling, loitering, obstructing movement)			
Not a Problem	40	7.8%	10.4%	Not a Problem	64	12.5%	14.6%
Minor Problem	100	19.5%	26.1%	Minor Problem	145	28.3%	33.0%
Moderate Problem	183	35.7%	47.8%	Moderate Problem	153	29.8%	34.9%
Major Problem	60	11.7%	15.7%	Major Problem	77	15.0%	17.5%
Don't Know	129	25.2%		Don't Know	74	14.4%	
Violent crimes (e.g., assaults, robberies)				Drugs/alcohol (e.g., people using, selling in public)			
Not a Problem	57	11.1%	16.0%	Not a Problem	51	10.0%	13.0%
Minor Problem	149	29.1%	41.9%	Minor Problem	99	19.4%	25.3%
Moderate Problem	119	23.2%	33.4%	Moderate Problem	144	28.2%	36.7%
Major Problem	31	6.1%	8.7%	Major Problem	98	19.2%	25.0%
Don't Know	156	30.5%		Don't Know	119	23.3%	
Noise (e.g., loud parties, amplified music)				Computer crimes (e.g., fraud, ID theft)			
Not a Problem	133	26.1%	31.7%	Not a Problem	45	8.8%	16.9%
Minor Problem	177	34.8%	42.1%	Minor Problem	77	15.0%	28.9%
Moderate Problem	78	15.3%	18.6%	Moderate Problem	87	17.0%	32.7%
Major Problem	32	6.3%	7.6%	Major Problem	57	11.1%	21.4%
Don't Know	89	17.5%		Don't Know	246	48.0%	
Traffic offenses (e.g., speeding, aggressive driving)				Trespassing (e.g., illegal camping, sleeping in doorways)			
Not a Problem	42	8.2%	9.2%	Not a Problem	47	9.2%	11.9%
Minor Problem	101	19.7%	22.1%	Minor Problem	127	24.8%	32.1%
Moderate Problem	189	36.9%	41.3%	Moderate Problem	134	26.2%	33.8%
Major Problem	126	24.6%	27.5%	Major Problem	88	17.2%	22.2%
Don't Know	54	10.5%		Don't Know	116	22.7%	

Table 11. Are the following behaviors a problem downtown Bend on Thursday, Friday and Saturday nights from 9pm to 3am?

	#	%	% Excluding Don't Know		#	%	% Excluding Don't Know
Excessive Drinking				Harrassment			
Don't Know	244	48.5%		Don't Know	280	55.7%	
NO - Not a problem	56	11.1%	21.6%	NO - Not a problem	85	16.9%	38.1%
YES - Major Problem	67	13.3%	25.9%	YES - Major Problem	27	5.4%	12.1%
YES - Minor Problem	136	27.0%	52.5%	YES - Minor Problem	111	22.1%	49.8%
Public Drunkeness				Assaults/Fighting			
Don't Know	241	47.8%		Don't Know	298	59.1%	
NO - Not a problem	67	13.3%	25.5%	NO - Not a problem	66	13.1%	32.0%
YES - Major Problem	48	9.5%	18.3%	YES - Major Problem	27	5.4%	13.1%
YES - Minor Problem	148	29.4%	56.3%	YES - Minor Problem	113	22.4%	54.9%
Noisy/Loud People				Drunk Driving			
Don't Know	228	45.3%		Don't Know	278	55.0%	
NO - Not a problem	91	18.1%	33.1%	NO - Not a problem	27	5.3%	11.9%
YES - Major Problem	41	8.2%	14.9%	YES - Major Problem	79	15.6%	34.8%
YES - Minor Problem	143	28.4%	52.0%	YES - Minor Problem	121	24.0%	53.3%
Vandalism				What impact have behaviors like these had on the amount of time you spend downtown?			
Don't Know	307	60.9%		Decreased Time	119	24.3%	
NO - Not a problem	51	10.1%	25.9%	No Impact	363	74.2%	
YES - Major Problem	31	6.2%	15.7%	Increased Time	7	1.4%	
YES - Minor Problem	115	22.8%	58.4%				
Has the frequency of these behaviors increased, decreased or stayed the same?				Do you support or oppose the BPD adding CCTV cameras to reduce these behaviors?			
Don't Know	257	51.1%		Strongly Oppose	33	6.5%	
Decreased a lot	1	0.2%	0.4%	Oppose	37	7.3%	
Decreased somewhat	8	1.6%	3.3%	Neutral / No Opinion	86	16.9%	
Stayed about the same	94	18.7%	38.2%	Support	164	32.3%	
Increased somewhat	114	22.7%	46.3%	Strongly Support	188	37.0%	
Increased a lot	29	5.8%	11.8%				

Appendix G – Where Should the BPD Patrol

Table 12. Police patrols in Bend next year compared to past 12 months.

	#	%		#	%
Your Neighborhood			Downtown - Daytime		
A Lot More Patrols	26	5.2%	A Lot More Patrols	14	2.8%
More Patrols	123	24.6%	More Patrols	91	18.3%
Same # of Patrols	334	66.9%	Same # of Patrols	360	72.6%
Fewer Patrols	11	2.2%	Fewer Patrols	26	5.2%
A Lot Fewer Patrols	5	1.0%	A Lot Fewer Patrols	5	1.0%
City Parks			Downtown - Evenings		
A Lot More Patrols	21	4.2%	A Lot More Patrols	63	12.7%
More Patrols	221	44.4%	More Patrols	240	48.3%
Same # of Patrols	249	50.0%	Same # of Patrols	186	37.4%
Fewer Patrols	5	1.0%	Fewer Patrols	6	1.2%
A Lot Fewer Patrols	2	0.4%	A Lot Fewer Patrols	2	0.4%