

Community Attitudes Regarding Public Safety in Bend, Oregon (2019)

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*"Protecting and serving our
community with teamwork,
integrity and excellence"*

Key Findings

- 9 out of 10 residents feel safe to very safe while walking alone during the daytime in their neighborhood, the nearest city park, and downtown.
- Fewer people feel safe at night, particularly downtown and in city parks.
- BPD's performance, in the eyes of the community, has improved significantly since 2017.
- While perceptions about personal safety have not changed since 2017, more residents today believe that violent crime, property crime and trespassing are a problem for the city.
- Respondents reported that violent crime should be the BPD's top priority; illegal drugs and traffic safety were ranked 2nd and 3rd.
- Most of the people surveyed feel that the BPD is doing a good to very good job providing the city with core policing functions and engaging with the community.
- The majority of respondents trust the BPD and are willing to cooperate in basic crime control efforts.
- People who had direct contact with a BPD officer over the past 12 months are generally satisfied with these interactions and most officers are adhering to the principles of procedural justice.

Introduction

The Bend Police Department (BPD) provides the city of Bend, Oregon with 24/7/365 policing services. As of 2019, the BPD employed 102 sworn officers and 31 civilian staff distributed across four major divisions: Patrol, Investigations, Business Management, and Support. The city patrolled by BPD had an estimated population of 89,505 residents in 2018. This represents a 7.2% increase over 2016, making Bend one of the fastest growing cities in the state (Population Research Center).

In 2017, Chief Jim Porter collaborated with Portland State University (PSU) to conduct a public safety survey related to BPD's Five-Year-Strategic Plan (2015 to 2020). The plan calls for the BPD to: 1) build community trust, and 2) increase engagement with local businesses, organizations, and residents. These goals are core principles of community policing, an organizational philosophy that proactively addresses crime, disorder, and fear by building problem-solving partnerships with members of the community. A third overarching goal of the agency, as stated on their website, concerns, "safeguarding the quality of life that makes Bend a great place to live, work and play."

The 2017 Community Attitudes survey assessed BPD's progress in achieving these three objectives. Invitations were mailed to 4,000 randomly selected households and 523 people (13.1%) responded by completing the online survey. The final report highlighted many strengths of the agency as well as areas the community felt needed additional attention.

The current document reports the results of a similar survey conducted in January and February of 2019. We address eight general research questions:

1. Do residents in Bend trust the local police?
2. Do residents feel BPD officers treat them fairly?
3. Do residents feel safe in Bend?
4. Which public safety issues are of greatest concern to residents?
5. Has BPD been successful, from the public's perspective, in managing local public safety?
6. Has BPD been successful at engaging the community?
7. What can BPD do to increase public trust, cooperation, & engagement?
8. Has anything changed in Bend since the 2017 survey?

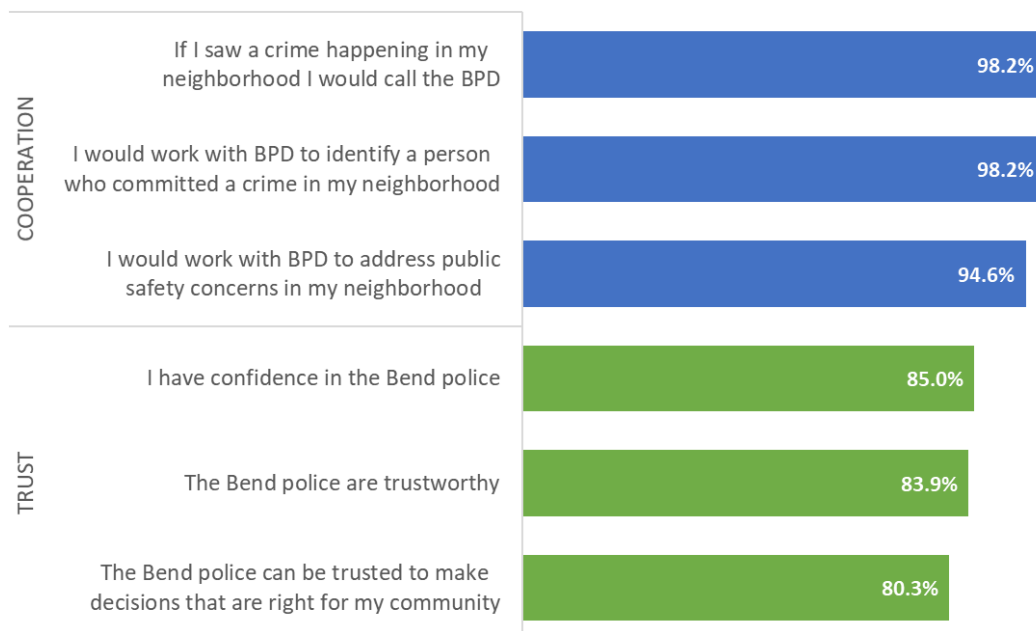
Trust in the Police

Findings

- Nearly all of the respondents said they would cooperate with the BPD in basic crime control (e.g. call if they see a crime being committed, work with the police to identify a criminal).
- 8 out of 10 people said they trust and/or have confidence in the BPD.
- Younger people and recent crime victims had less trust in the BPD, but outright distrust of the police appears to be rare.
- Trust in the BPD increased from 2017.

Trust In & Cooperation with Local Law Enforcement

(% Answering "Agree" or "Strongly Agree"*)



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

A growing body of police research and theory finds that people are more likely to comply with the law and cooperate in crime control efforts when they perceive their local police to be trustworthy or legitimate. Consistent with this, BPD lists “building public trust” as a key goal in their 2015-2020 Strategic Plan.

We assessed public opinion about trust using six items that are commonly used in police legitimacy research. Three of the items address trust directly: “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. This includes, “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”, and “I would work with the Bend Police to address public safety concerns in my neighborhood”. The options for responding to these six statements were: 4 “Strongly agree”, 3 “agree”, 2 “neutral”, 1 “disagree” and 0 “strongly disagree”.

As shown in the figure above (see also Appendix B), respondents were very willing to cooperate with the BPD to address public safety threats in their neighborhood. Virtually all of the participants said they would report a crime they witnessed (98.2% “Agree” or “Strongly Agree”). Likewise, most said they would work with the BPD to identify a person who committed a crime in their neighborhood (98.2%) or work with the BPD to address public safety concerns (94.6%).

This strong disposition toward cooperating with the BPD is certainly a positive finding for the city. Public cooperation in crime control efforts is critical, especially in light of the declining resources available to most police departments. While cooperation is usually associated with higher perceived trust (i.e., legitimacy), it is not always the case. Under certain circumstances, residents might cooperate in crime control because they lack trust or confidence in their local police. Alternatively, some residents might cooperate with the police purely out of a sense of civic rather base their decision on how much they trust the police. This highlights the need to assess trust as a distinct construct, separate from a willingness to cooperate with the police.

Compared to cooperation, the analysis of our three items addressing trust requires a bit more depth. On the positive side, the majority of respondents either agreed or strongly agreed with each statement. This includes 80.3% of people agreeing that the BPD can be trusted to make the right decisions about their neighborhood, 83.9% agreeing that the Bend police are trustworthy, and 85.0% said they had confidence in the Bend police. Only 3% of the respondents disagreed with these statements, indicating that distrust of the BPD is quite rare. At the same time, the modal or most common rating for each of the trust items was “Agree”. By contrast, the modal response for the three cooperation items was “Strongly Agree”. Moreover, compared to how people answered for cooperation, a higher proportion of residents chose “Neutral” when rating the statements about trust (12.0% to 16.3%; see Appendix B).

In summary, we found that residents in Bend feel quite positively toward the local police. The vast majority of residents trust the agency, have confidence in them, and are willing to cooperate in basic efforts to control crime. We found some variability in the ratings of trust and cooperation, however, based on demographics and recent police contact. For these analyses we averaged the three trust items to create a single scale ($M = 3.11$) ranging from 0 to 4. Higher scores indicate greater trust. Likewise, an overall cooperation scale was created by averaging the three individual items ($M = 3.71$; see Appendix B).

Consistent with our earlier findings regarding age and assessments of BPD’s performance, we found that both trust and a willingness to cooperate with the police was significantly lower among younger residents compared to those who were older. The average score for trust ranged from 2.92 (age 18 to 44), 3.08 (45 to 64), to 3.30 (age 65+; $p < .001$). Cooperation went from a mean of 3.65, 3.71, to 3.79 respectively ($p < .05$). People living in the North-East part of the city also had a slightly lower rating cooperation scale compared to people in the other three regions ($M = 3.64$ vs. 3.74 North-West, 3.76 South-East, and 3.79 South-West).

People who had been the victim of a crime in Bend over the past 12 months were significantly less likely to trust the police than people who were not victimized ($p < .001$; $M = 2.73$ vs. 3.14). Likewise, as a group, crime victims were less likely to report that they would cooperate with the BPD in basic crime control efforts ($p < .01$; $M = 3.53$ vs. 3.73).

Perhaps just as important as the above findings, we found no significant differences in trust or cooperation as a function of gender, race, ethnicity, or recent investigative contact with a BPD officer. Most research finds that perceived legitimacy of the police varies significantly based on race and ethnicity. We also found that trust in the BPD increased significantly ($p < .01$) from the prior survey. The mean trust score in 2017 was 3.00, whereas the average for 2019 was 3.11. No time difference was observed on the cooperation scale.

Treatment During Police Contacts

Findings

- Bend’s officers are largely adhering to the principles of procedural justice.
- Most residents who experienced an officer-initiated contact in the last 12 months reported they were satisfied with the interaction.
- Fewer crime victims rated their contact with BPD as favorable.

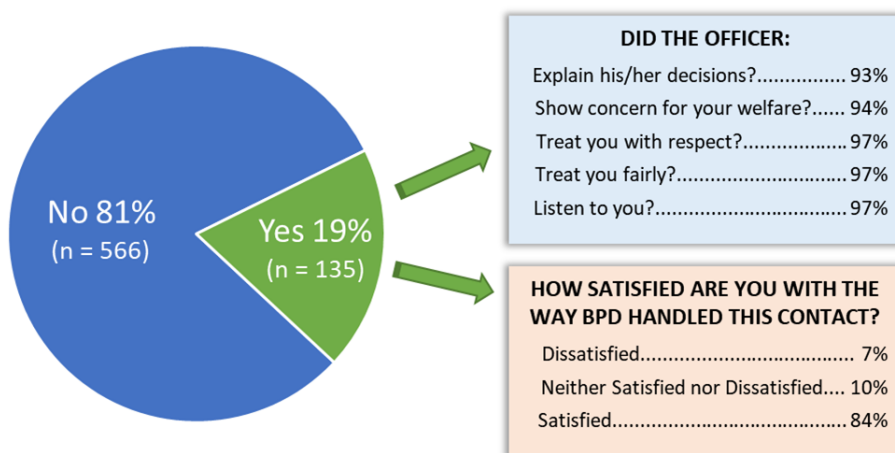
A growing body of research finds that residents’ perceptions regarding police legitimacy are heavily impacted by direct interactions they have with officers. This includes officer-initiated contacts (e.g., citation, investigation) and those resulting from victimization. Several elements of these interactions appear to influence how a citizen responds. People generally feel more positively when the officer: a) treats them with dignity and respect, b) listens to them, c) gives them a chance to share their side of things, d) expresses concern, and e) is perceived as neutral and fair when making decisions. These elements, in combination, are often referred to as procedural justice.

Another line of research shows that a single negative experience with the police may have considerably more influence over an individual’s perception of police legitimacy than multiple positive experiences. Two quotes from the current survey effectively illustrate this proposition:

- *“I’ve had the opportunity to meet 2 of your officers over the last couple years. Both were incredibly pleasant and respectful; it makes getting a citation hurt a lot less. I fully support the Bend police department and thank you for how you conduct yourselves and your services.”*
- *“I have always had a great respect for the Bend police department. But I recently had an encounter with an officer during a traffic stop that has shaken my trust in local law enforcement. I don’t know if this is just to ‘meet a quota’ or if it is actually someone without empathy for their fellow citizen, but I found myself in the unusual predicament of being lied to by a police officer with no way to prove it, since the conversation was just between him and I. Ultimately, I didn’t feel like my word versus his would win in court, so I paid my fee and moved on with my life. Unfortunately, the trusting relationship I had with the police department has been shattered. Trust is one of the hardest things to build, and it is even harder to rebuild.”*

Documenting how residents feel following direct contact with BPD officers, and modifying these interactions via training and supervision if needed, is clearly an important metric for today’s law enforcement administrators. In the current survey, we asked people the following question: “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.)”. Respondents answering “yes” were asked several follow-up questions about their interaction with the officer. We provide the findings in the chart below.

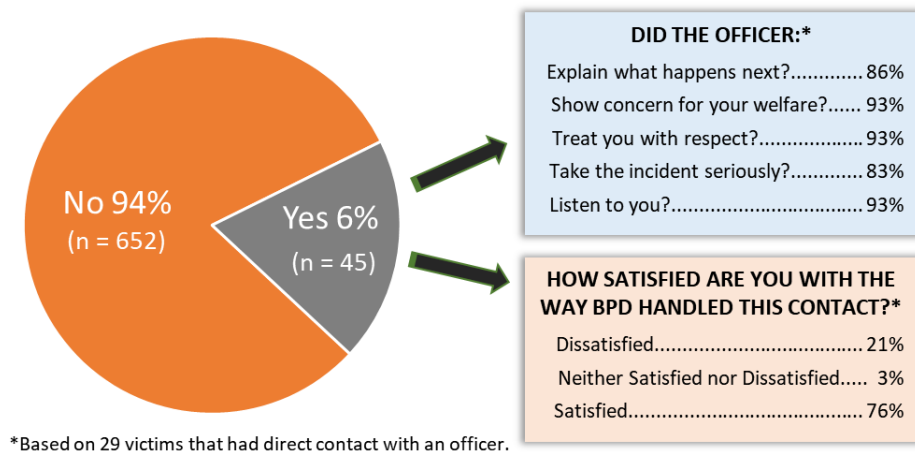
Did a Bend Police Officer Contact You in the Past 12 Months?



Seven hundred and one of the participants answered this question; 19% (n = 135) reported a recent officer-initiated contact. In a remarkable 9 out of 10 of contacts the given officer adhered to the above guidelines for “procedurally just” interactions with members of the public. Included are listening to the person (97%), treating the person fairly (97%), treating the person with respect (97%), showing concern for the person’s welfare (94%), and explaining their decisions (93%). Consistent with the research and theory on procedural justice, the officers’ approach to these encounters appears to have affected residents’ final assessment: 84% reported that they were “Satisfied” to “Very Satisfied” with how the BPD handled the interaction. This, despite the fact that many of these individuals were probably issued a warning or citation.

The survey also asked about residents’ experiences with police following victimization. People answering “yes” to the following question were administered several additional items: “Have you been the victim of a crime in Bend in the past 12 months?” Six hundred and ninety seven people answered this question with 45 (6%) reporting a recent victimization (see chart below). Among these just 29 had direct contact with a BPD officer regarding their crime. Most victims reported that the officer listened to them (93%), treated them with respect (93%), and showed concern for their welfare (93%). Slightly fewer victims felt that the officer took the situation seriously (83%) and explained what would happen next (86%). Compared to the numbers for officer-initiated contacts, more victims appear to have been dissatisfied with their interaction with the officer in question (21%).

Were You the Victim of a Crime in Bend Over the Past 12 Months?



A small number of victims took the time to provide additional commentary on the factors that resulted in their dissatisfaction with these encounters. This includes several people who filled out the survey after the online link posted to the BPD’s website (see methodology section).

The most common theme by far involved a discrepancy between what the victim wanted with regard to investigation, follow-up, and outcome versus what the police actually did or were able to provide.

- *“I called the police on multiple occasions to report ongoing crime in my neighborhood, including threatening behavior. The person on the phone was always polite and respectful, but the issue didn’t seem to warrant police involvement, which was frustrating. I felt like I had nowhere to turn.”*
- *“As I mentioned before. Follow through would be great. Even if it is a phone call informing there is nothing else they can do. But to ignore and not return voicemails is ridiculous.”*
- *“The reason I am dissatisfied is because the officer I talked with merely called the other person involved a day after the incident - I read the police report and the other person lied to them and so there was no “justice” in my favor, even though I was the victim. I feel like if the officer would have gone to their residence and spoken to them in person, things could have ended differently.”*

- *“He (the officer) gave me a number to call him back after I spoke to my tenant, but he never answered my MANY calls and never called me back.”*
- *“They showed little concern for the reason why they were called out and were quick to leave.”*
- *“I was told there was nothing they could do to investigate/address my situation. I have been told by several members of law enforcement that there were steps that should have been taken that were not.”*
- *“No follow up was done and the steps to prevent it from happening again were not done.”*
- *“They could have actually followed the law and protected my rights. Instead, they completely blew me off. This was not the first time I’ve been treated that way. Bend Police might as well not report to work. They do nothing for the citizens of Bend.”*
- *“Communication (to) me that I am a low priority or that you really don’t care whatsoever the reason please keep me posted. Thank you so much for what I feel was a waste of my time in reporting the crime.”*
- *“There was no attempt to investigate a hit-and-run. I was told by the police to move on and take the hit on my insurance.”*
- *“My vehicle was broken into and I was told that an officer would not be coming out and to fill out a form online instead. No fingerprints were taken and there was no follow up from the Bend PD to the online form. I have no idea if my property was ever recovered. There was just very little effort put into the response.”*
- *“Nobody ever followed up. We were not the only crime victims, on the same night in the same complex, but no follow up has happened at all. This does not make me feel like the officers care, are available to help, or will do anything about future crimes.”*
- *“The police officer seemed to care about me until I found out that when speaking with the offending party, they brushed the whole incident off, and then they told me to let it go. The incident was vandalism, there was a witness, and our community lost \$1000.”*
- *“The officer let the suspect go with a warning, stating that the DA wouldn’t file charges. I witnessed the crime along with 3 of my family members. Suspect admitted to doing it to the officer. Suspect should have been cited.”*

The remaining complaints concerned how people were treated by the responding officer(s):

- *“The police officer outright lied to me about my rights. They were completely clueless about my rights as a crime victim.”*
- *“They could have treated my assailant like a criminal, not me, the victim. On the scene, officers were fine, when taken to the DA, I was revictimized by accusations, minimization, and disbelief by the responding officer and investigators. Charges against someone who permanently injured me were dropped. I am far more unhappy with the DA’s handling of the case than the police, but it created a lot of distrust in the Justice system in general.”*
- *“Understand that men CAN be the victims of domestic abuse and violence. Not make snarky comments, and roll eyes, etc.”*

We should note here that it is not uncommon for people to be dissatisfied with the police following a criminal victimization. Several factors account for this dissatisfaction, some of which are beyond the direct control of law enforcement. Certainly, it is important to appropriately train and monitor officers regarding their interactions with victims. Ensuring officers adhere to the principles of procedural justice is a good place to start. Second, police agencies often have budgetary and staffing challenges that influence their response to certain offenses. Electronic crime reporting and limited follow-up communication for thefts and burglaries can feel impersonal to victims, but might be necessary given an agency’s resources. Third, decisions made further from the street by other criminal justice entities (e.g., prosecutors, judges, correctional system) and policy makers sometimes dictate what officers can and cannot do when responding to a crime. Finally, some victims have unrealistic expectations regarding law enforcement’s capacity to prevent and solve offenses.

Moving forward, the BPD should consider additional measures that positively affect victims’ experience. This might include enhanced investigation of certain crimes and/or consistent follow-up with victims. Additional communication via victim handouts or the website regarding BPD’s approach to policing different crimes might also help victims manage their expectations (e.g., what to expect if your car is stolen).

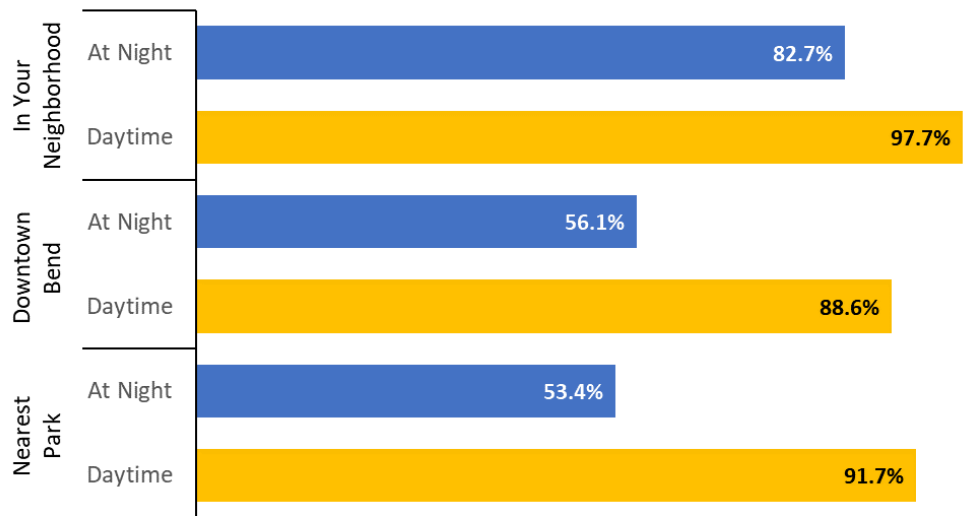
Perceived Safety

Findings

- Nine out of 10 residents surveyed reported feeling safe when walking alone during the day.
- Most residents feel safe walking alone at night, but perceived safety is significantly lower at night compared to daytime.
- Women, people living east of Hwy 97, and people recently victimized in Bend reported feeling less safe.
- No changes were observed in perceived safety over the past two years.

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 C) 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 (4)", "safe (3)", "neither safe nor unsafe (2)", "unsafe (1)", or "very unsafe (0)".

The vast majority of residents reported feeling safe to very safe when walking alone during the daytime. This includes walking alone in their neighborhood (97.7%), downtown Bend (88.6%), and in their nearest city park (91.7%). Levels of perceived safety were lower for walking alone at night. This includes drops to 82.7% for neighborhood, 56.1% for downtown Bend, and 53.4% for the nearest city park. These differences when analyzed using the continuous version of the rating scale from 0 "very unsafe" to 4 "very safe" were all statistically significant. Perceived neighborhood safety went from an average of 3.82 to 3.27 ($p < .001$), downtown dropped from 3.41 to 2.49 ($p < .001$), and the nearest park declined from 3.59 to 2.51, ($p < .001$).

Additional analyses, presented in Appendix C, examined variation in perceived safety by residents' demographics, contact with police, and survey year. Consistent with most other studies on gender and fear of crime, women perceived that walking alone in Bend was significantly less safe as compared to the ratings of male residents. This was true for all three locations examined (i.e., neighborhood, downtown, city park).

Age, often a factor when looking at fear of crime, was not reliably associated with perceived safety. The only slight difference noted was that younger people (age 18 to 44) reported feeling slightly less safe in their neighborhood. This may have something to do with the locations where younger versus older people live in the city. People living in Eastern part of the city, East of Hwy 97, rated their neighborhood, downtown, and their nearest park as less safe than people living West of 97.

Perhaps not surprising, victims of a crime in Bend over the past 12 months rated walking alone in their neighborhood and nearest park as less safe compared to non-victims. We found no differences in safety ratings based on recent contact with the police for other reasons or as a function of ethnicity. Non-White residents rated walking alone in their neighborhood as slightly less safe than Whites, but there were no difference in the other two locations. Finally, perceived safety in the 2019 neither increase nor decreased compared the findings from 2017.

Public Safety Concerns

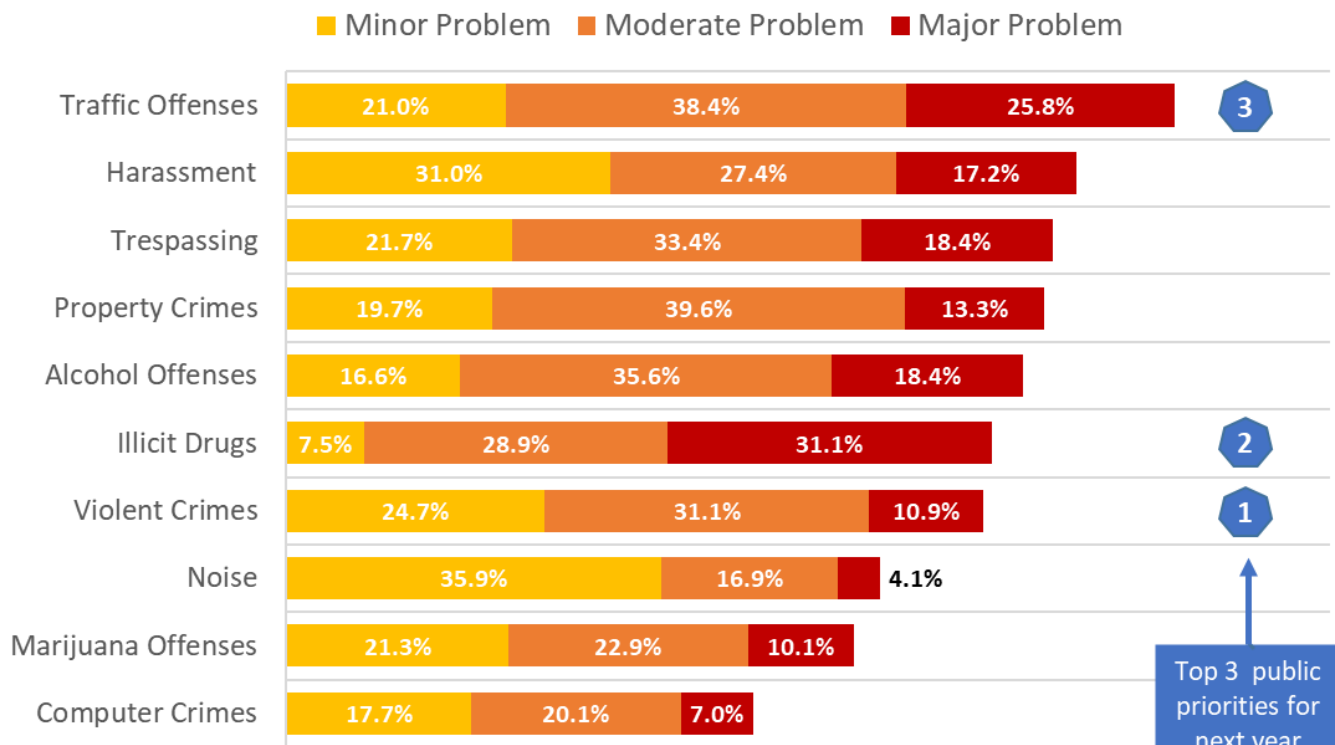
Findings

- 3 out of 4 respondents rated traffic offenses, verbal harassment and trespassing as a problem.
- Violent crime, while rarely rated as a major problem, was listed as the top priority for the BPD given its impact on victims & the community.
- The perception that Bend has a problem with violence, property crime and verbal harassment is growing.

The survey (see Appendix D) asked respondents to review 10 public safety issues and assess their impact on Bend over the past 12 months. Each topic was rated using a four-point scale: “not a problem”, “minor problem”, “moderate problem”, and “major problem”. We also gave people the option of responding, “don’t know”.

Roughly nine out of ten (85.1%) respondents rated traffic offenses (e.g., speeding, aggressive driving) as a problem for the city, with one quarter (25.8%) listing it as a major issue. Verbal harassment (e.g., panhandling, loitering, obstructing movement) was the next highest rated problem at 75.7%, followed by trespassing (73.4%; e.g., illegal camping, sleeping in doorways), property crime (72.6%; e.g., theft, burglary, property damage), and alcohol related offenses (70.6%; e.g., DUI, public intoxication, underage drinking). Computer crimes (e.g., fraud, ID theft), marijuana related offenses (e.g., DUI, public use, use by minors, illegal farming or sales), and noise (e.g., loud parties, amplified music) were the three lowest rated issues.

Public Safety Problems in Bend Over the Past 12 Months



People completing the survey were also asked which of these 10 issues the Bend Police Department should have as their top priority for the next year. Although few people rated violent crime (e.g., assaults, robberies) as a “major” problem for Bend, more people identified it as their number one priority for the police than any other issue (245 out of 676 people answering this question). People selecting this problem noted the significant impact of violence on victims as well as the perception that violent offending has gone up in Bend over time.

- *“I think violent crimes should always be top priority!”*
- *“Obviously violent crimes against citizens are the top priority for any police department.”*
- *“I listed violent crimes as top priority because they put a victim at great risk. In general, I look to the Police Department to help create a safe, livable city.”*
- *“While violent crimes are not the most common crimes in Bend they are always the most serious and I believe quick responses to these whenever they occur should be of top priority.”*
- *“There were several murders in Bend in the past twelve months including two last week and other violent crimes are regularly in the news.”*
- *“There have been more intentional homicides than I have ever experienced during my life in Bend (past 37 years). It makes me worry for my children’s safety growing up here.”*

Illicit drugs (e.g., people manufacturing, selling, or using illegal substances like meth, heroin, or cocaine) was the second highest ranked priority for the police (120 out of 676). Comments people offered about this issue highlighted connections to other crimes, the negative impact of drugs on individual and community health, and concerns about drug use by teenagers.

- *“Hard drugs are the most likely catalyst for other problems. Drug addicts make poor choices and will commit crimes on property, verbally harass, drink heavily, become violent, trespass, drive aggressively and do anything to get their drug.”*
- *“I feel that illicit drug use is a major contributor to many of the other problems listed above. Reduce illicit drug use and incidents of other crimes related to drug use will also decline.”*
- *“I chose illicit drugs mostly because I work within communities and with people who are suffering the effects of harder drugs like heroine and meth abuse. As a resident who works with students as well, I fear the availability of these drugs considering the accessibility of many gateway drugs”*
- *“I am concerned about the opioid crisis coming to our beautiful city & ruining the quality of life like it has done in other towns all over America.”*
- *“As a parent of a teen, it appears there is a high level of drug activity at Summit High School. The prevalence and accessibility within our high school community I see as a high priority issue. “*
- *“Opiates and other drugs continue to be a major problem in our community. From everything I read teen usage is a major issue and availability only adds to the problem.”*

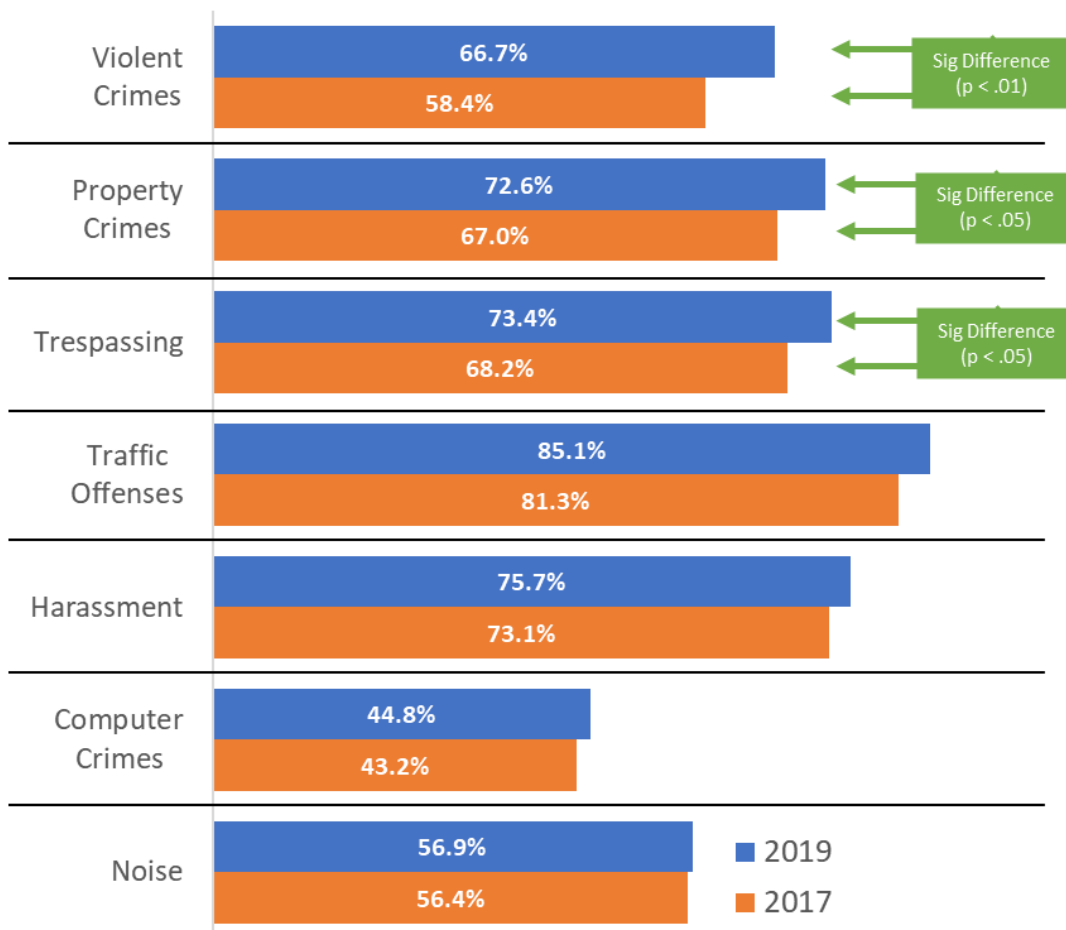
The third highest ranked priority was traffic offenses (110 out of 676). This includes aggressive/dangerous behavior on the part of drivers, pedestrians, and bicyclists. Many of the people nominating this issue requested that the police respond more aggressively with tickets, red light cameras, and other initiatives.

- *“My personal experience with crime in Bend is related to aggressive drivers. I've had more incidents in the past 12 months than in my previous 5 years in CA.”*
- *“Many drivers are either unaware of Oregon's driving laws or don't care. Unmarked crosswalks are blatantly ignored, to the point where pedestrians are almost run down.”*
- *“Many drivers in Bend seem to ignore safe driving laws. Would like to see some enforcement of these laws.”*
- *“Every time I am out and about in town there are aggressive drivers, vehicles running red lights, speeding. It's widespread and never have I seen an officer when something like this occurs.”*
- *“I get nearly run over in cross walks and in round-a-bouts on my bike nearly daily. I am from Bend originally and I am well aware there will be more traffic with growth. But those that move from towns where they don't have to stop for pedestrians should be ticketed and reminded that in Bend, you are required to stop for pedestrians.”*
- *“There’s too much traffic and speeding. I think it would be a good idea to maybe have cameras that capture their license plates and automatically give them a ticket.”*
- *“The biggest problem I see are crazy drivers and CRAZY pedestrians. Pedestrians routinely walk in front of moving cars without looking and are not in the crosswalks. People seem to think they have the right of way no matter what. I think the police need to do some community safety TV advertising to deal with these issues.”*

Seven of the ten public safety topics covered on the 2019 survey were also addressed in the 2017 survey (the wording of the substance items changed). This allows for a direct comparison of residents' perceptions over time. For this analysis, we combined the response options of "minor", "moderate", and "major" problem. The remaining respondents answered using "not a problem" or "don't know".

As seen in the chart below, a higher proportion of respondents rated the seven topics as a problem in 2019 compared to 2017. The differences between the survey years ranged from just .5% for noise to an 8.3% raw difference in violent crimes. Three items changed enough to be considered statistically significant (i.e., beyond the random fluctuation expected from data sampling). This includes higher proportions of respondents rating violent crime as a problem in Bend ($p < .01$; 66.7% vs. 58.4% in 2017), property crime ($p < .05$, 72.6% vs. 67.0%), and trespassing ($p < .05$, 73.4% vs. 68.2%).

Perceived Public Safety Problems in Bend 2017 vs. 2019



Note: Combines "minor", "moderate", and "major" problem. Excludes alcohol/drugs items due to change in wording. Remaining respondents answered "not a problem" or "don't know".

Public Safety Concerns Specific to Downtown Bend

Findings

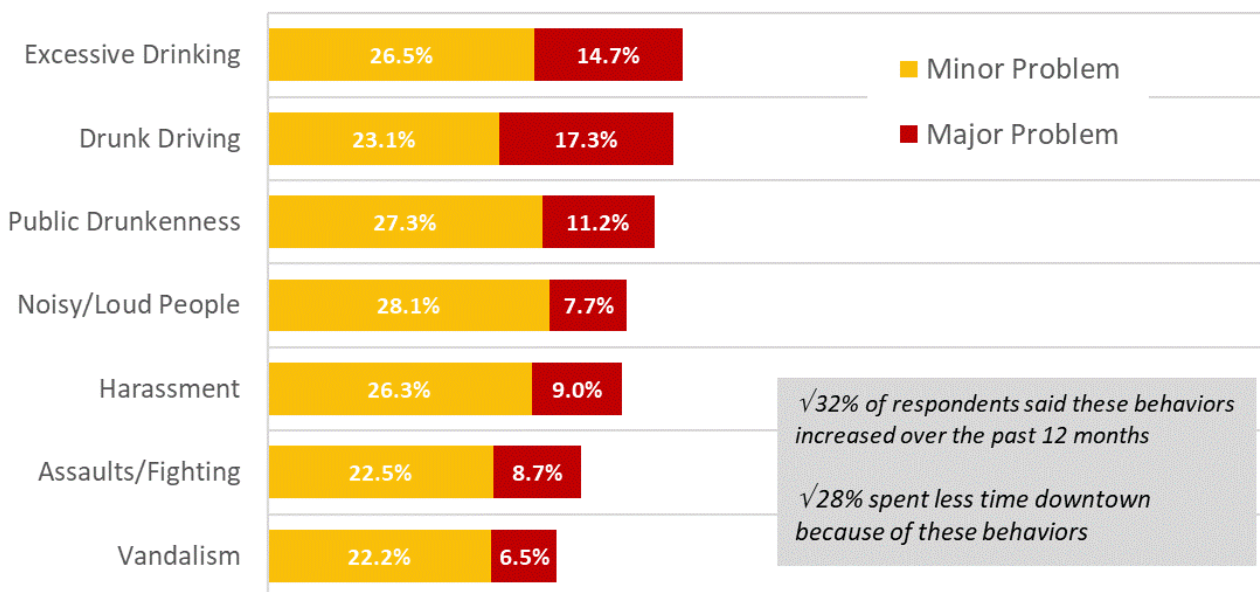
- More than 1/3 of residents surveyed listed drinking, noise, and harassment as a problem downtown on Thursday, Friday, and Saturday evenings.
- 1 in 4 respondents said they spend less time downtown as a result of these behaviors.
- Few people believe that public safety in downtown Bend is improving with time.

Additional survey items were used to assess behavior problems occurring in downtown Bend. The specific behaviors selected (see chart below and Appendix E) correspond to recent efforts by the BPD to address community concerns in the downtown corridor. Consistent with the prior community survey, these questions focused on just Thursday, Friday and Saturday evenings between 9:00pm and 3:00am. Each behavior was rated as, “not a problem”, a “minor problem”, or a “major problem.” An option for “don’t know” was also provided. The latter responses have been included in the chart below.

With regard to rating the given behaviors, 4 out of 10 respondents identified excessive drinking (41.3%) as a minor or major problem, followed by drunk driving (40.4%) and public drunkenness (38.5%). Noise (35.7%) and harassment (35.3%) were identified as the next highest rated issues.

The second thing to note regarding the rating of problems downtown was the high proportion of residents who felt they did not have sufficient information to make an informed judgement. Roughly one-half of the respondents selected “don’t know”. This could indicate that a large portion of Bend’s population limits their use of downtown on these specific days/times. For some people the decision to limit their use of downtown may be unrelated to public safety. For others, perceptions of downtown as unsafe or unsavory might be an issue. Consistent with this, slightly more than one quarter (28.2%) of the respondents reported that they spend less time downtown due to the types of behaviors listed in the chart.

Are the Following Behaviors a Problem Downtown on Thursday, Friday, and Saturday Nights?



Note: Remaining respondents answered "Not a Problem" or "Don't Know".

Some of the people submitting text responses regarding their top public safety concern for the city mentioned issues downtown. The most common complaint by far involved various forms of social disorder that are often attributed to homelessness (e.g., camping, panhandling, loitering, drug/alcohol use, etc.).

- *“Obviously the homeless problem in Downtown parks is a huge concern. I’ve walked in parks once during day & haven’t been back since. And I don’t go downtown at night alone because I don’t believe it’s very safe.”*
- *“Having lived in Bend for many decades, one thing that bothers me is the aggressive homeless situation at the library/downtown and along the river trail.”*
- *“There has also been a growing presence of vagabonds, young people hanging around, loitering, and sleeping in public places, their vans parked for long periods of time included. Mostly this has been noticed in the downtown areas, and I had noticed more police presence in the Drake Park/Crows Feet commons area this past summer to address this issue. I think continuing to pursue this as a priority is greatly appreciated by locals and tourists.”*
- *“There seems to be a serious issue with transients in downtown. Sleeping in doorways, urinating in business, etc etc. I actually saw a man defecating in the bushes in broad daylight at the church on Bond and Idaho.”*
- *“It’s frustrating having to deal with the homeless people around downtown. I would like to see more officers patrolling the streets at night downtown.”*
- *“Panhandling/ vagrants, sometimes my wife feels unsafe walking In Drake Park. And will not walk downtown alone.”*
- *“As someone who worked downtown and the nature of the job, myself and other colleagues had to constantly deal with verbal and physical harassment and violence from the unhoused and transient people. This would happen on the streets as well. I am very aware that we live in a city, but it’s horrible that women felt so unsafe walking to their cars that the organization hired someone to escort us. I never left the building without my keys in hand and a second person with me. I no longer go downtown unless I absolutely have to. What I want for Bend is to be a place where women do feel safe on their own and that they won’t be harassed walking down the street. A no loitering law would be amazing.”*
- *“Vagrancy seems to be on the rise on our downtown neighborhood, especially in the warmer months when ‘travelers’ arrive. I have experiences aggressive and belligerent behavior from this element as they move up and down Wall St. with their companions and dogs.”*
- *“Again, without the passing of city ordinances that address the loitering and illegal camping/parking the police dept. is limited on what they can do. The homeless issue is rampant with constant repeat offenders. Downtown is by far the worse I have seen it in 20+ years. I realize that the resources are in this area for them but the loitering and interactions can be aggressive at times.”*

Other downtown problems noted in the open-ended responses included drug dealing, drug use, and threats to personal safety.

- *“There is a van 150 feet from the school district building downtown dealing drugs that the police have been called multiple times about, yet there are still drug deals taking place daily.”*
- *“Despite many phone calls about the blatant drug use and drug dealing activity around the Downtown area including the library it continues! It feels unsafe and makes me not want to take my family near there.”*
- *“Spending time with family and friends downtown for a dinner and a show at tower. Having to tolerate drugged or drunk youths. Going to Drake Park seeing groups of youths smoking marijuana in front of my child. I don’t have much respect for the job being done. It appears the city is turning their head and closing their eyes.”*
- *“The level of safety downtown bend has really declined in the last 5 years. My son was assaulted leaving his workplace downtown. I and several of my acquaintances have had similar issues. Many residents do not feel safe going downtown after dark or later evenings. There definitely needs to be better safety for people who work downtown and leave after hours. More police patrols, security cameras particularly in the parking garage and lots.”*

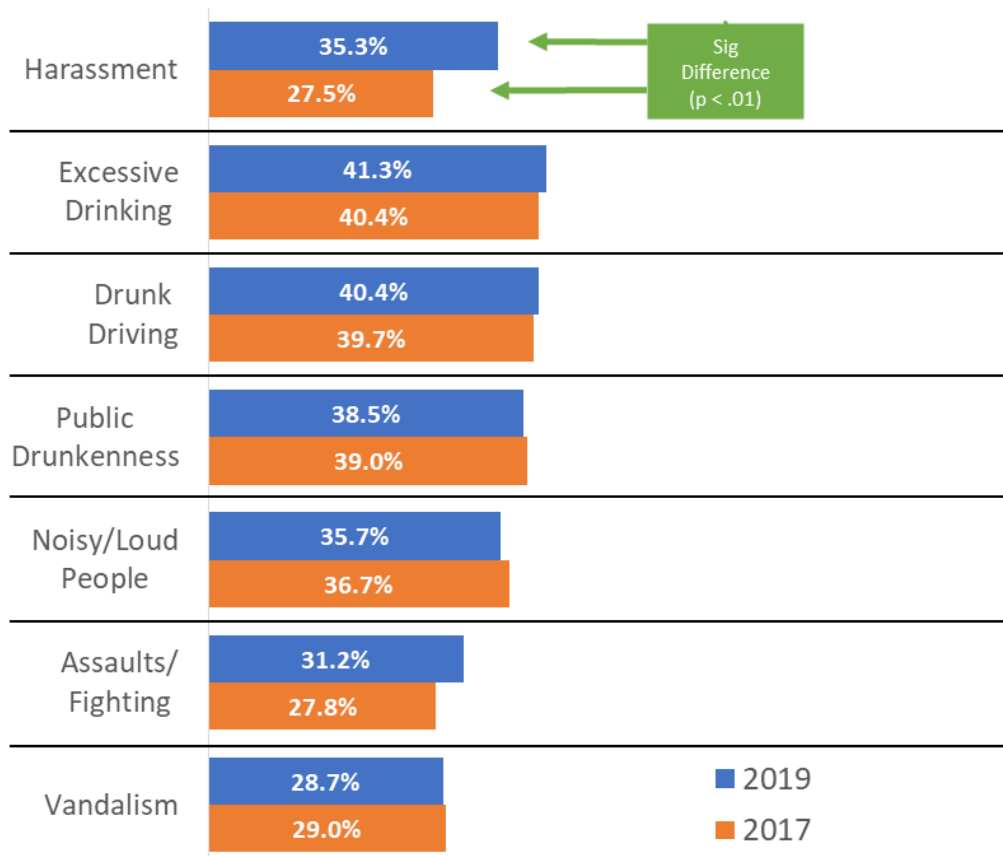
A few of the open-ended comments suggest that these problems downtown have increased over time. Consistent with this, when asked directly about changes over the past 12 months, about one-third (32.5%) of the respondents reported an increase in the given behaviors (e.g., excess drinking, public drunkenness, driving under the influence, noise, harassment, etc.). Only 3.1% of the respondents thought that these behaviors had decreased.

Another way to look for changes in perceived problems downtown is to compare the ratings from the current survey with the results of the 2017 assessment. As shown in the chart below, slightly more people completing the 2019 survey rated four of the seven behaviors as a problem including drinking, drunk driving, harassment, and assaults/fighting. Only one of the items was different enough from 2017, however, to be considered a statistically significant increase: harassment.

Taken as a whole, these findings suggest that the city may need to do more to address issues downtown. BPD recently increased patrols in the area and several people from the survey noted the presence of more officers. Unfortunately, these additional resources may not have been enough to counteract perceptions that the area is unsafe.

Are the Following Behaviors a Problem Downtown on Thursday, Friday, and Saturday Nights?

2017 vs. 2019



Note: Combines "minor" and "major" problem. Remaining respondents answered "not a problem" or "don't know".

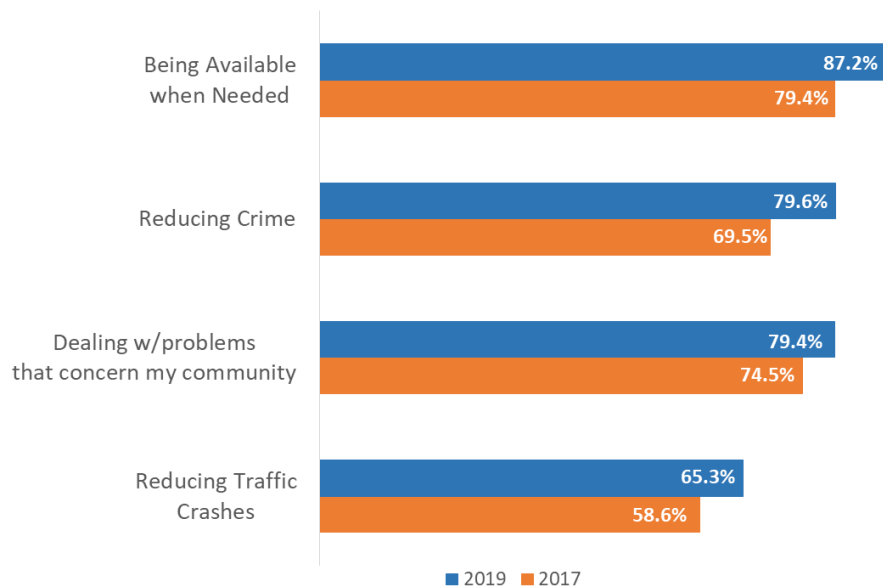
Performance in Public Safety Management

Findings

- Most people rated BPD's performance in core policing functions as good to very good.
- The overall rating of BPD's policing performance improved significantly from the 2017 survey.
- Recent crime victim and younger residents were less favorable in their ratings of the local police.
- 6 in 10 respondents want additional police patrols downtown during the evening hours.

Performance of BPD over Past 12 Months - 2019 vs. 2017

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



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

Addressing community concerns, being available when needed, reducing crime, and managing traffic safety are core functions for most law enforcement functions, including the BPD. To assess public perceptions on BPD's performance in these four areas over the past 12 months we asked respondents to rate each topic using a 5-point scale: 4 "Very good (A)", 3 "Good (B)", 2 "Fair (C)", 1 "Poor (D)" and 0 "Very Poor (F)". Respondents could also answer, "Don't Know" if they did not feel sufficiently informed to evaluate the BPD. It is worth noting that this represents a sizable proportion of the sample, ranging from 28.5% to 47.8% depending on the item. These respondents were removed from the chart above, but their responses are reported in Appendix F.

As shown in the figure above, a solid majority of respondents rated the BPD's performance as "Good (B)" or "Very Good (A)" on all four items. This includes reporting that they are good at being available when needed (87.2%), reducing crime (79.6%), dealing with community problems (79.4%), and addressing traffic crashes (65.3%).

Another way to look at these data is to identify the proportion of residents who feel the agency is doing a "Poor (D)" or "Very Poor (F)" job in these areas. This includes 4.1% of respondents who rated BPD's performance as poor in being available when needed, 5.7% in dealing with community concerns, and 5.7% in reducing crime. The worst rating was issued for reducing traffic crashes: 11.3% of the respondents answering this question said BPD was doing a poor job at this.

Opinions on how well the BPD has performed over the last 12 months in these core law enforcement functions could vary based on a person's demographic characteristics, their direct interactions with police officers, and over time. Most studies find lower ratings of police performance among racial/ethnic minorities and younger residents. Contact with officers resulting from victimization or infractions can also result in negative evaluations of police performance, particularly if these incidents are not handled effectively. Finally, the use of these same four items in the 2017 survey allows us to look for changes that may have occurred over time.

To conduct these analyses we calculated a mean or average performance score using the four items. Scores on the scale range from 0 "Very Poor (F)" to 4 "Very Good (A)". The mean (M) score on the performance scale was a 3.01, or a rating of "Good (B)".

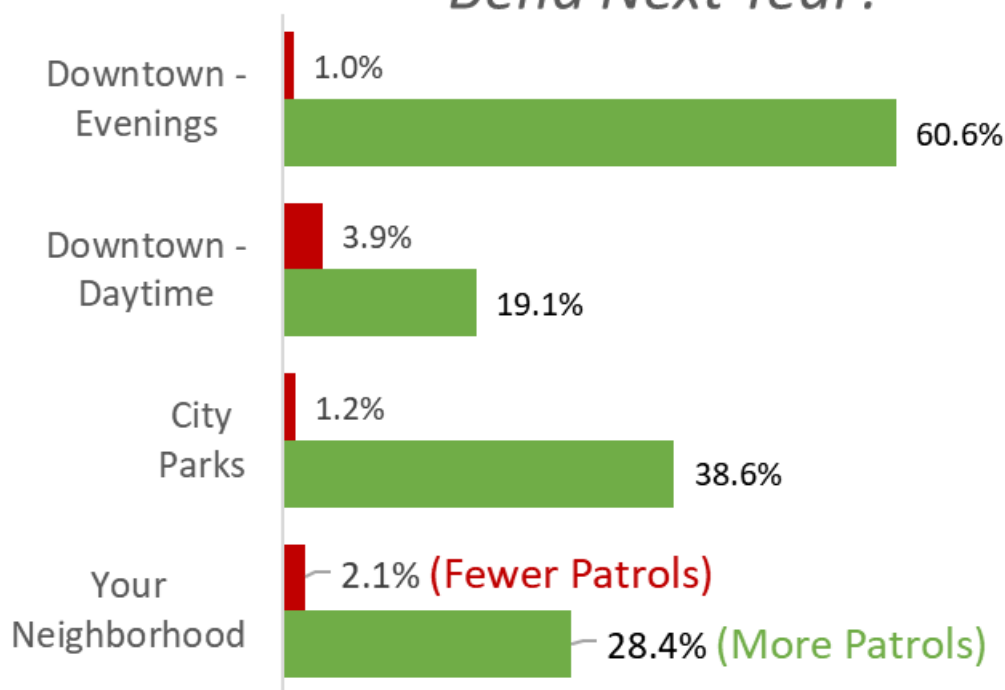
Evaluations of BPD's performance in these four areas did not vary based on gender, race, ethnicity, region of the city, or officer initiated contact in the past 12 months (e.g., traffic citation, investigation; see Appendix F).

Respondents who were younger (age 18 to 44) gave significantly ($p < .001$) lower ratings ($M = 2.82$) compared to people aged 45 to 64 ($M = 2.94$), and people 65 or older ($M = 3.26$). People who had been the victim of a crime in Bend over the past 12 months also rated BPD's performance less favorably ($p < .01$; $M = 2.69$ vs. 3.04). Finally, we found that residents' evaluation of BPD's performance improved significantly ($p < .05$) from the 2017 survey ($M = 3.01$ vs. 2.88).

A final set of public safety management questions explored residents' opinions about police patrols in the coming year. Respondents were asked, "For the next year, would you like to have fewer, more, or about the same number of police patrols compared to the last 12 months." This question targeted patrols in four distinct areas/times including "your neighborhood", "city parks", "downtown daytime", and "downtown evenings".

As seen in the chart below, very few ($< 4\%$) of the survey respondents felt that BPD's patrol activity should decrease in the coming year. Roughly one quarter (28.4%) wanted more patrols for their neighborhood, 38.6% requested more patrols in local parks, and the majority of residents surveyed (60.6%) endorsed increasing patrols downtown during the evening hours. Perhaps recognizing the temporal nature of problems downtown, fewer people requested additional patrol activity downtown during the daytime (19.1%). These findings are consistent with many of the responses to the open-ended questions, where people requested additional patrol activity and traffic enforcement to address problems.

What Should Happen to Police Patrols in Bend Next Year?



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

Performance in Community Engagement

Findings

- Many residents have no opinion about or basis for evaluating BPD's recent efforts to engage the community, suggesting a need for continued outreach.
- Among those with an opinion, most thought the BPD was doing a good to very good job.
- Evaluations of BPD's community engagement have become more positive over time.

Community Engagement in 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".

BPD's 2015-2020 Strategic Plan identifies the following goal regarding community engagement: "Development of new and innovative programs that will *enhance relationships with the community*." To assess the agency's recent performance in this area we asked survey respondents to consider four items: "Building trust with the community", "Developing relationships with the community", "Communicating with the public", and "Involving the community in crime prevention." Each item was rated on a 5-point scale: 4 "Very good (A)", 3 "Good (B)", 2 "Fair (C)", 1 "Poor (D)" and 0 "Very Poor (F)". Consistent with the prior section, respondents could answer, "Don't Know" and we removed these responses for the chart above (see Appendix G for full results).

The majority of respondents rated the BPD as doing a "Good" or "Very Good" job in all four aspects of community engagement. This ranged from a high of 76.1% who thought they were doing well at building trust, to a low of 62.3% giving them a positive evaluation for involving the community in crime prevention. Unfavorable evaluations (i.e., "Poor" or "Very poor") for all four items were under 10%, ranging from 9.0% for involving the community in crime prevention to 4.8% on building trust with the community. A sizable proportion of the sample (26.0% to 38.9%) answered, "Don't know", suggesting the need for further efforts to engage with the public and publicize the outreach already being done. Some of the latter is already underway (see [BPD video](#)), but we note that the video has only been viewed 526 times as of 3/11/2019. A recent publication by the Urban Institute might be helpful in this regard ([Social Media Guide for Law Enforcement Agencies](#)).

Mirroring the methodology detailed in the prior section, we also assessed variability in evaluations of BPD's community engagement as a function of residents' demographics, contact with police, and by survey year. Evaluations of BPD's community engagement over the past year did not vary based on gender, race, ethnicity, region of the city, victimization history, or officer initiated contact (see Appendix G). Respondents who were younger (age 18 to 44) gave significantly ($p < .001$) lower ratings ($M = 2.62$) compared to people aged 45 to 64 ($M = 2.74$), and people 65 or older ($M = 3.03$). We also found that residents' evaluation of BPD's community engagement was significantly more favorable ($p < .001$) in 2019 as compared to 2017 ($M = 2.80$ vs. 2.62).

Findings

- Respondents indicated a continued desire for additional contact and communication with the BPD.
- Respondents suggested approaches to help improve communication. This includes activities such as attending community meetings, sending out newsletters and continued engagement via social media.
- Respondents were concerned with issues facing police national such as diversity, mental health issues and use of force by the police.

The Bend Police Public Safety Survey asked respondents, “What steps could be taken to improve relations between the Police Department and residents in Bend?” In 2017, this question received 259 responses. The 2019 survey included this question and increased the ability of the public to participate by opening the survey to the broader public after the scientifically valid (random sample) portion of the survey was completed. This survey captured 413 responses, 310 of which were from the random sample of BPD residents and an additional 103 surveys where complete after the survey was made more widely available.

Both the responses from the random sample and the broader public are valuable, but in different ways. The responses from the random sample are likely more representative of the community as whole. These responses may help provide a sense of what the broader public would like to see from the BPD. The responses from the non-random sample, while likely less representative of the community as a whole, are from people who felt strongly enough to reach out and take the survey. These responses may provide important insights. For instance, one respondent is the mother of a child with a mental illness. She wrote to request that more officers be trained in crisis intervention. Clearly, this is important to her in a way which might not be true of respondents in the random sample. To help inform the reader the quotes in this section will be identified as to the group (random sample, non-random sample) they came from.

The 2017 survey responses provided a number of insights which could help improve the relationship between the BPD and the public. These included:

- Increased communication and direct contact
- Expanding the use of social media
- Finding creative ways to reach out via traditional (i.e. non-electronic) methods
- Seeking additional feedback from the community

Other respondents provided feedback such as:

- Increasing visibility of the BPD (especially in Downtown and the neighborhoods)
- Ideas around the types of training the BPD should focus on
- Or ideas around improving professionalism/accountability

A review of this year’s responses revealed some themes consistent with the 2017 survey, as well as new ideas.

There continues to be strong demand for increased communication and contact between the BPD and the public:

- *“Communicating with the public is key, whether public meetings or online communications. But publicize them. I just went on your website and Facebook page for the first time. It never occurred to me before...” – Random survey response*
- *“I really like receiving an opportunity in the mail to share my thoughts... I would love to do more to build a relationship with the Police Dept... I like posts made on the Next Door app and would like to have even more communication so that I can stay informed...” – Random survey response*
- *“This is the first outreach I've had from BPD, so I would say more outreach to citizens and communities.” – Random survey response*

- *“I live in [REDACTED] at a busy area for police response at the [REDACTED] and as a homeowner and HOA board member, I wish we knew more about policing in our area and crime prevention in our immediate neighborhood. Our association wants to be proactive. Thanks.” – Non-random survey response*

Anecdotally, there appeared to be more interest in police attending home owners and neighborhood association meetings in the 2019 survey response. This may be due to non-random responses, however, both survey types asked for more police involvement in this area:

- *“Communicate status of crime in each of the major neighborhood division meetings and those updates can be taken back to our HOA's/neighborhoods. Many residents do not subscribe to The Bulletin to read updates.” – Random survey response*
- *“Quite often there are (re)quest speakers at our neighborhood association meetings. A presentation by a representative of the Bend Police Department might be a useful way to engage with the community.” – Random survey response*
- *“Attend neighborhood association general membership meetings to address residents' concerns.” – Non-random survey response*

Other methods for keeping the community informed were also suggested. These included traditional methods, such as newsletters, as well as more recent innovations, such as social media. Both groups noted that not everyone uses the same mediums for communication (i.e. social media, traditional media etc.). This makes using a range of methods for communication important.

- *“My particular neighborhood rarely has homeowner association meetings, so I doubt that would be effective. Your online and media presences seem to be good also, but I have had no reasons to do extensive viewing. My few interactions with officers have all been positive. Perhaps update the front page of your website?” – Random survey response*
- *“Most younger residents do not have traditional television cable or read printed Publications. Before this mailer, I had no idea the police were open to input from the locals. There for if the police department wishes to have more of a relationship with the public, either more mailers like the one I received for the survey or a social media platform to announce "Town meetings" or public functions to make the police feel less like an enigma and more like part of the community.” - Random survey response*
- *When I lived in Prineville several years ago (prior to their current Chief of Police so I don't know if they still do this) all residents received a letter from the Chief of Police. The letter told them the name of the officer that was assigned as the "contact" for their neighborhood. It encouraged to meet that office and to let them know of any neighborhood concerns (obviously not emergency matters). I don't remember if it gave us the officers email address or not. But I think there was then a meet and greet where all neighbors could meet the officer assigned to our area. Obviously, we all knew the officers all worked in all areas of the City and didn't only work in one area, but each had an area that they probably knew the most about because the citizens in that area kept them apprised. It was really nice to know that we had an officer that was assigned to concerns in our neighborhood. This can be difficult with short staffing, but is just a thought for future public outreach ideas. People feel more connected when they know who is "walking their beat" so to speak.” – Random survey response*

Additional staffing and/or increasing police resources was mentioned by a several respondents:

- *“More officers to patrol and help deter crime. The city of Bend has increased in population in the last 20 years and it seems Bend PD and the city are lagging behind. I'm aware that this is an issue The Chief is aware of and is working to address.” – Random survey response*
- *“From what I understand the Bend police are understaffed. Currently the feeling in the community is that our police are reactive rather than proactive due to staffing issues. Speeding in Bend is out of control particularly on the parkway. I avoid the parkway because of this.” – Random survey response*

- *“More programs like Shop with a Cop to involve officers with citizens. I understand staffing issues preclude 'nice to have' programs in the department” – Random survey response*

Many respondents commented on larger themes which currently impact policing as a profession. These included concerns related to diversity, mental health issues in the community and use of force by the police. While not directly related to community engagement, negative incidents can damage the relationship between the police and the community. Conversely, being seen as pro-actively addressing these concerns can help improve the community’s perception of the police.

Issues related to diversity:

- *“I think what would help me feel more confidence in the Bend City Police is extreme transparency about what efforts (and I hope they are strong, plentiful efforts!) you are taking in anti-racism training...” - Random survey response*
- *“Be more respectful in their encounters with minorities; generally speaking, minorities have great fear with any law enforcement officer. To win their trust, police officers should be more kind and gentle (they should be at their best behavior) at each encounter with someone from a minority race. The population of Bend is less than 1% African American.” – Random survey response*
- *“Take a non-neutral stance regarding the subtle and silent racism that impacts the few people of color that live here... Keep being awesome! As a person of color, this is the most I've ever trusted police. They've been prompt, respectful, good listeners etc. Thank you.” – Non-random survey response*

This last comment speaks to the importance of a procedurally just approach to policing. As noted earlier in the survey, the BPD received high marks on measures associated with procedurally just encounters between the police and public.

Issues related to mental health:

- *“More CIT officers!!! I have a mentally ill son and have had to call the police twice. Both times I was told there were no CIT officers available... I understand budgets, but if there is a way to increase these numbers, I think that would be a good thing.” – Non-random survey response*
- *“Add more personnel to special response teams for mentally ill.” – Random survey response*
- *“Give them more tools and resources to support those in crisis whether that is mental/emotional or drug/alcohol related, or combinations of the two as they often go hand in hand. Bend is very limited on viable and effective options and ways to assist residents with these issues.” – Non-random survey response*
- *“Kudos on creating Crisis Intervention Team program. Establish a No productivity (ticket quotas) as a means of revenue- financial support. Determent is key, not punishment. Annual special training to manage implicit bias. Encourage regular use of mental health services for police officers and give regular psychological testing - not just on hire. De-escalation training and non-lethal force. Prioritize community engagement, rather than overly reliant on enforcement. Institute EPIC programming - <http://epic.nola.gov/home/>” – Random survey response*

Issues related to police use of force:

- *“One thing that's crucial in these times is ensuring that use of violent force is eliminated or at least kept at a minimum.” – Random survey response*
- *“...Re-train the police academy grads so they reach for their people skills not their guns. I have lost respect for police and fear them somewhat - and I am white, male, 69, and affluent but I am still concerned with policing attitudes that look for ways to harass the public rather than engage, too many police exercising their power.” – Random survey response*

While many of these comments focused on issues facing policing as a profession, the BPD can help alleviate local concerns by informing the community of their efforts in these areas.

Summary

In the 2019 survey, perceptions of safety in Bend remained high during the day. Approximately 9 in 10 respondents reporting feeling “safe” or “very safe” when walking alone during the day near their home, in Downtown or in the nearest park. This number fell at night, especially in parks and Downtown, where just over 1/2 of respondents reported feeling “safe” or “very safe”. Perceptions of safety remained unchanged from those reported in 2017.

Survey respondents indicated that traffic issues were the top public safety problem in Bend. Despite this, respondents felt addressing violent crime should be the BPD’s top priority. While few people rated violent crime as a major problem, the impact of violent crime on victims and a perception that violent crime was increasing appeared to influence respondents’ preference that BPD focus its efforts in this area. At a city-wide level, concern over violent crime, property crime and trespassing all saw statistically significant increases in 2019 compared with 2017. In the Downtown concern over harassment (on Thursday, Friday and Saturday nights) saw a significant increase in 2019, while other concerns remained consistent with 2017. The open-ended comments we received also highlighted local concerns with several issues that have brought national attention to policing in recent years (i.e. workforce diversity, police training, racial profiling, responding to mental illness, police use of force).

Respondents continued to rate the BPD’s performance highly across a range of dimensions. Very large majorities of respondents felt the BPD was doing a “good” or “very good” job at being available when needed, reducing crime and dealing with problems which concerned their community. A large majority of respondents rated the BPD as doing a “good” or “very good” job at reducing crashes.

The BPD also received high marks at community engagement. With over three quarters of respondents indicating the BPD did a “good” or “very good” job at building community trust and large majorities rating the BPD highly on developing relationships with the community, communicating with the public and involving the community in crime prevention. The survey respondents indicated high levels of trust in the BPD, with over 8 in 10 respondents reporting confidence in the BPD, that the BPD were trustworthy and that they trusted to BPD to make decisions that were right for their community. The BPD saw significant increases in respondents’ assessments of their efforts at community engagement and at their level of trust in the BPD when comparing the 2017 to 2019 survey responses. Overall willingness to cooperate remained the same, however, the very high levels of cooperation makes it difficult to detect improvement from the standpoint of statistical significance.

Finally, based on survey responses, it is clear that local residents expect a high level of communication with their police. This includes improved follow-up with crime victims and additional indirect (e.g., social media, website) and direct (e.g., attendance at neighborhood meetings, meet & greets at public events) communication outside the investigative context.

Expanding communication with the public to meet this demand presents a challenge to BPD in that available resources have barely keep pace with demand. Since 2017, the BPD has grown from 94 sworn officers and 28 non-sworn staff to 102 sworn officers and 31 non-sworn staff. After controlling for Bend’s population growth, however, the ratio of officers to residents has changed only slightly from 1.13 per 1,000 residents to 1.14 (non-sworn went from .34 to .35). Under ideal circumstances, the agency would have additional personnel devoted specifically to community engagement and public communication. In the absence of supplemental resources, the BPD will need to engage in further “outside the box” thinking to implement and sustain strategies like the Community Enhancement Program.

Survey Methodology & Sample Characteristics

By combining data from BPD’s records management system with the county’s voter registration list, we were able to generate a list of 37,923 distinct residential addresses for the city Bend. This number is fairly consistent with the U.S. Census Bureau’s American Community Survey, which estimated that Bend had 38,970 households in 2017.

Using this list, we randomly selected 4,000 households for the 2019 Community Survey. These addresses were distributed across the following zip codes: 97701 (1,351 addresses), 97702 (1,634), and 97703 (1,015).

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 an online survey using the short web link or QR code provided. Two reminder postcards were sent to increase the overall response rate.

A total of 747 surveys were submitted through the online portal before the cutoff date of February 25th. Thirty-five of these were missing a significant portion of data and were removed from further analysis. The final random sample consisted of 712 surveys, for a response rate of 17.8%. BPD also distributed the survey link via their social media platforms after the 2/25 deadline. This generated an additional 291 responses. Only the open-ended responses from these submissions were included in the current report.

The table below compares the current sample of 712 respondents to the 2017 American Community Survey estimates for Bend. Younger people (age 18 to 44) were underrepresented in our sample, as were those of Hispanic origin. On gender and race our sample appears to be largely consistent with the ACS data. These similarities increase our confidence in generalizing the results of our study to Bend’s adult population.

Demographics		% Survey Respondents ^a	% 2017 ACS ^b
Gender	Female	49%	53%
	Male	51%	47%
Age	18 to 44	26%	65%
	45 to 64	37%	21%
	65 +	37%	14%
Race	Minority	6%	7%
	White	94%	93%
Ethnicity	Hispanic	3%	9%
	Non-Hispanic	97%	91%
Region of City	North-East	32%	
Where Living	North-West	32%	
	South-East	21%	
	South-West	15%	

^aExcludes cases with missing demographic data.

^b2017 American Community Survey estimates for Bend. Gender and age based on adults; race & ethnicity based on all ages.



PSU Team

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

503-725-8520
khenning@pdx.edu

2019 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) collaborate 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-wide survey.

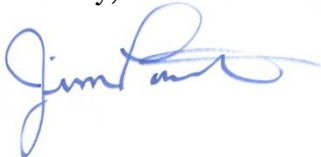
Your household has been selected to provide us with feedback about local public safety and the recent work of BPD and our officers. We will use the results of this brief survey (10-15 minutes) to develop new strategies that enhance public safety and police-community relationships in the coming years.

In order to obtain a representative sample, we ask that just one adult per household complete the survey. If there is more than one adult (age 18 or older) in your household, the person with the most recent birthday should participate.

Some of the questions on the survey might cause discomfort. For example, we ask about recent contact with BPD officers and victimization. The survey is completely anonymous, however, and there is no way to connect your answers to your identity. Participation is voluntary and you may skip questions or withdraw at any point. While there are no direct benefits to participating - we do not have funds to pay people - you may benefit indirectly through improved police performance.

Public safety is very important to us and we appreciate your help in making Bend a safer place for everyone.

Sincerely,



Chief Jim Porter

555 NE 15th Street, Bend, OR 97701

Phone: (541) 322-2960

NOTE: This survey is designed for general feedback from residents and is not intended to replace communication with the BPD regarding specific issues. If you need assistance with a specific problem, call our non-emergency number 541-693-6911 or use 911 if you have an emergency. 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 print this page from your web browser if you wish to keep a copy this contact information.

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

	Strongly Agree (4)	Agree (3)	Neutral (2)	Disagree (1)	Strongly Disagree (0)
The Bend Police can be trusted to make decisions that are right for my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Bend Police are trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have confidence in the Bend Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Strongly Agree (4)	Agree (3)	Neutral (2)	Disagree (1)	Strongly Disagree (0)
If I saw a crime happening in my neighborhood I would call the Bend Police to report it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would work with the Bend Police to identify a person who committed a crime in my neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would work with the Bend Police to address public safety concerns in my neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Rate the BPD's performance over the past 12 months on the following activities.

	A - Very Good (4)	B - Good (3)	C - Fair (2)	D - Poor (1)	F - Very Poor (0)	Don't Know
Reducing crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reducing traffic crashes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dealing with problems that concern my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being available when they are needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developing relationships with people in your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building trust with your community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving your community in crime prevention efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicating with the public (e.g., website, emails, public meetings)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- Open-ended response

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
Did the officer listen to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer show concern for your welfare?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer explain his/her decisions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer treat you with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer treat you fairly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?

- Open-ended response

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
Did the officer listen to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer take the incident seriously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer show concern for your welfare?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer explain what would happen next?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer treat you with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?

- Open-ended response and then 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 are reported?

- Open-ended response

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

	Not a Problem (0)	Minor Problem (1)	Moderate Problem (2)	Major Problem (3)	Don't Know
Property crimes (e.g., theft, burglary, property damage)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Violent crimes (e.g., assaults, robberies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer crimes (e.g., fraud, ID theft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illicit drugs (people manufacturing, selling, or using illegal substances like meth, heroin, or cocaine)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marijuana related offenses (e.g., DUI, public use, use by minors, illegal farming or sales)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol related offenses (e.g., DUI, public intoxication, underage drinking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noise (e.g., loud parties, amplified music)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal harassment (e.g., panhandling, loitering, obstructing movement)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trespassing (e.g., illegal camping, sleeping in doorways)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic offenses (e.g., speeding, aggressive driving)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- Property crimes
- Violent crimes
- Computer crimes
- Illicit drugs
- Marijuana related offenses
- Alcohol related offenses
- 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. Please include a more detailed description of the problem and suggestions for how the police might intervene.

- Open-ended response

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

	Very Safe (4)	Safe (3)	Neither Safe nor Unsafe (2)	Unsafe (1)	Very Unsafe (0)
Your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The nearest city park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown Bend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Very Safe (4)	Safe (3)	Neither Safe nor Unsafe (2)	Unsafe (1)	Very Unsafe (0)
Your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The nearest city park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown Bend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?

	Fewer Patrols	Same Number of Patrols	More Patrols
Your Neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown - Daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown - Evenings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 (2)	YES - this is a minor problem (1)	NO - this is not a problem (0)	Don't Know
Excessive drinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Drunkenness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drunk Driving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noisy/loud People	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vandalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assaults/fighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

24. What is your GENDER?

- Male
- Female

25. What is your AGE?

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

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

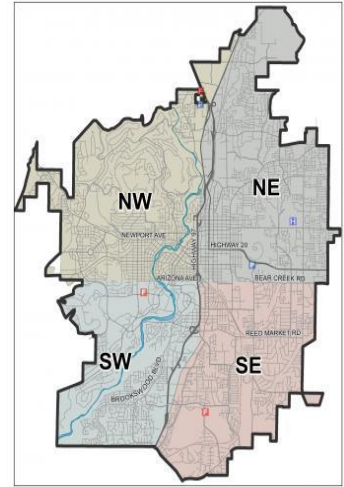
- Caucasian/White
- African-American/Black
- American Indian/Alaska Native
- Asian
- Native Hawaiian/Other Pacific Islander
- Some Other Race (describe below if you like) _____

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

- No
- Yes

28. 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

Trust in and Cooperation with Local Law Enforcement

TRUST			COOPERATION		
	#	%		#	%
The BPD 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 Disagree	4	0.6%	Strongly Disagree	4	0.6%
Disagree	20	2.8%	Disagree	2	0.3%
Neutral	115	16.3%	Neutral	32	4.5%
Agree	365	51.8%	Agree	207	29.2%
Strongly Agree	201	28.5%	Strongly Agree	464	65.4%
The Bend police are trustworthy			I would work with BPD to identify a person who committed a crime in my neighborhood		
Strongly Disagree	5	0.7%	Strongly Disagree	5	0.7%
Disagree	16	2.3%	Disagree	1	0.1%
Neutral	93	13.2%	Neutral	7	1.0%
Agree	355	50.3%	Agree	140	19.8%
Strongly Agree	237	33.6%	Strongly Agree	555	78.4%
I have confidence in the Bend police			If I saw a crime happening in my neighborhood I would call the BPD		
Strongly Disagree	7	1.0%	Strongly Disagree	4	0.6%
Disagree	14	2.0%	Disagree	1	0.1%
Neutral	85	12.0%	Neutral	8	1.1%
Agree	364	51.6%	Agree	100	14.1%
Strongly Agree	236	33.4%	Strongly Agree	596	84.1%

Trust in and Cooperation with Police by Demographics & Survey Year

Demographics (ANOVA F)	Trust ^a		Cooperation ^a	
	Avg	SD	Avg	SD
Gender ^b		(.44)		(1.29)
Female	3.11	.77	3.71	.49
Male	3.15	.70	3.75	.47
Age ^b		(15.22***)		(4.38*)
18 to 44	2.92	.79	3.65	.58
45 to 64	3.08	.75	3.71	.54
65+	3.30	.63	3.79	.35
Race ^b		(1.07)		(.71)
Non-White	3.00	.99	3.66	.52
White	3.13	.72	3.73	.49
Ethnicity ^b		(.40)		(.77)
Non-Hispanic	3.12	.74	3.73	.49
Hispanic	3.23	.64	3.82	.36
Region of City Where Living ^b		(.74)		(2.80*)
North-East	3.07	.83	3.64	.63
North-West	3.09	.72	3.74	.45
South-East	3.18	.63	3.76	.39
South-West	3.15	.73	3.79	.37
Victim of Crime in Bend ^b		(13.32***)		(7.48**)
No	3.14	.71	3.73	.43
Yes	2.73	.99	3.53	1.01
Police Contact in Bend ^b		(.05)		(.08)
No	3.11	.72	3.72	.47
Yes	3.13	.78	3.73	.58
Survey Year		(6.49**)		(.05)
2017	3.00	.74	3.71	.44
2019	3.11	.73	3.71	.50

*p < .05, **p < .01, ***p < .001.

^aAverage of three individual items. Higher scores indicate greater trust & cooperation.

^bBased on 2019 sample alone.

Appendix C

Perceived Safety When Walking Alone by Location and Time of Day

Location	Daytime		At Night	
	#	%	#	%
In Your Neighborhood				
Very Unsafe	0	0.0%	9	1.3%
Unsafe	2	0.3%	40	5.8%
Neither Safe nor Unsafe	14	2.0%	70	10.2%
Safe	92	13.5%	205	29.9%
Very Safe	576	84.2%	362	52.8%
Downtown Bend				
Very Unsafe	4	0.6%	43	6.3%
Unsafe	21	3.1%	99	14.5%
Neither Safe nor Unsafe	53	7.8%	157	23.1%
Safe	214	31.4%	249	36.6%
Very Safe	390	57.2%	133	19.5%
Nearest Park				
Very Unsafe	1	0.1%	26	3.8%
Unsafe	8	1.2%	115	16.8%
Neither Safe nor Unsafe	48	7.0%	177	25.9%
Safe	154	22.5%	215	31.5%
Very Safe	473	69.2%	150	22.0%

	Daytime ^a		At Night ^a		T-Test
	Avg	SD	Avg	SD	
In Your Neighborhood	3.82	.46	3.27	.96	18.46***
Downtown Bend	3.41	.81	2.49	1.15	27.30***
Nearest Park	3.59	.69	2.51	1.12	29.94***

*p < .05, **p < .01, ***p < .001.

^aHigher scores indicate greater perceived safety.

Perceived Safety When Walking Alone by Location, Demographics, and Survey Year

Demographics (ANOVA F)	Neighborhood ^a		Downtown ^a		Nearest Park ^a	
	Avg	SD	Avg	SD	Avg	SD
Gender ^b	(67.54***)		(20.13***)		(69.20***)	
Female	3.35	.74	2.80	.93	2.81	.84
Male	3.74	.44	3.10	.82	3.30	.67
Age ^b	(3.65*)		(.08)		(.75)	
18 to 44	3.43	.71	2.96	.94	3.04	.80
45 to 64	3.57	.64	2.96	.92	3.10	.80
65+	3.59	.57	2.93	.83	3.02	.79
Race ^b	(3.95*)		(.57)		(.83)	
Non-White	3.35	.89	2.85	.99	2.95	.86
White	3.56	.61	2.96	.88	3.07	.79
Ethnicity ^b	(.02)		(.52)		(.04)	
Non-Hispanic	3.55	.64	2.96	.88	3.06	.80
Hispanic	3.53	.56	2.82	.97	3.03	.70
Region of City Where Living ^b	(13.05***)		(3.88**)		(7.71***)	
North-East	3.37	.69	2.87	.92	2.98	.80
North-West	3.73	.43	3.09	.80	3.24	.71
South-East	3.46	.76	2.81	1.00	2.86	.85
South-West	3.62	.62	3.05	.81	3.12	.83
Victim of Crime in Bend ^b	(8.16**)		(2.28)		(8.06**)	
No	3.56	.61	2.97	.87	3.08	.78
Yes	3.28	.88	2.76	1.10	2.72	.97
Police Contact in Bend ^b	(.45)		(.76)		(2.16)	
No	3.55	.62	2.94	.87	3.03	.79
Yes	3.51	.74	3.01	.98	3.15	.84
Survey Year	(.93)		(1.85)		(.43)	
2017	3.51	.62	3.02	.81	3.02	.73
2019	3.54	.64	2.95	.89	3.05	.80

*p < .05, **p < .01, ***p < .001.

^aRatings for daytime and nighttime averaged. Higher scores indicate greater perceived safety.

^bBased on 2019 sample alone.

Appendix D

Perceived Problems in Bend Over the Past 12 Months

Items	#	%	Items	#	%
Property Crimes			Violent Crimes		
Not a problem	41	5.9%	Not a problem	59	8.6%
Minor Problem	136	19.7%	Minor Problem	170	24.7%
Moderate Problem	273	39.6%	Moderate Problem	214	31.1%
Major Problem	92	13.3%	Major Problem	75	10.9%
Don't Know	148	21.4%	Don't Know	170	24.7%
Computer Crimes			Illicit Drugs		
Not a problem	67	9.7%	Not a problem	44	6.4%
Minor Problem	122	17.7%	Minor Problem	52	7.5%
Moderate Problem	139	20.1%	Moderate Problem	200	28.9%
Major Problem	48	7.0%	Major Problem	215	31.1%
Don't Know	314	45.5%	Don't Know	180	26.0%
Marijuana Related Offenses			Alcohol Related Offenses		
Not a problem	112	16.2%	Not a problem	43	6.2%
Minor Problem	147	21.3%	Minor Problem	115	16.6%
Moderate Problem	158	22.9%	Moderate Problem	246	35.6%
Major Problem	70	10.1%	Major Problem	127	18.4%
Don't Know	203	29.4%	Don't Know	160	23.2%
Noise			Verbal Harassment		
Not a problem	190	27.5%	Not a problem	77	11.2%
Minor Problem	248	35.9%	Minor Problem	214	31.0%
Moderate Problem	117	16.9%	Moderate Problem	189	27.4%
Major Problem	28	4.1%	Major Problem	119	17.2%
Don't Know	108	15.6%	Don't Know	91	13.2%
Trespassing			Traffic Offenses		
Not a problem	57	8.2%	Not a problem	41	5.9%
Minor Problem	150	21.7%	Minor Problem	145	21.0%
Moderate Problem	231	33.4%	Moderate Problem	265	38.4%
Major Problem	127	18.4%	Major Problem	178	25.8%
Don't Know	127	18.4%	Don't Know	62	9.0%

Appendix E

Perceived Problems in Downtown Bend Over the Past 12 Months (Thursday, Friday & Saturday Nights)

Items	#	%	Items	#	%
Excessive Drinking			Harassment		
Not a problem	78	11.5%	Not a problem	83	12.3%
Minor Problem	180	26.5%	Minor Problem	178	26.3%
Major Problem	100	14.7%	Major Problem	61	9.0%
Don't Know	320	47.2%	Don't Know	355	52.4%
Public Drunkenness			Assaults/Fighting		
Not a problem	95	14.0%	Not a problem	79	11.7%
Minor Problem	185	27.3%	Minor Problem	152	22.5%
Major Problem	76	11.2%	Major Problem	59	8.7%
Don't Know	322	47.5%	Don't Know	386	57.1%
Noisy/Loud People			Drunk Driving		
Not a problem	139	20.5%	Not a problem	43	6.4%
Minor Problem	190	28.1%	Minor Problem	156	23.1%
Major Problem	52	7.7%	Major Problem	117	17.3%
Don't Know	296	43.7%	Don't Know	360	53.3%
Vandalism					
Not a problem	76	11.3%			
Minor Problem	150	22.2%			
Major Problem	44	6.5%			
Don't Know	405	60.0%			
Change in Frequency of Problems Over Past 12 Months			Impact on Time Spent Downtown During These Days/Times		
Decreased a Lot	0	0.0%	Decreased Time	190	28.2%
Decreased Somewhat	21	3.1%	No Impact	478	70.9%
About the Same	141	20.8%	Increased Time	6	0.9%
Increased Somewhat	171	25.3%			
Increased a Lot	49	7.2%			
Don't Know	295	43.6%			

BPD's Public Safety Performance in Past 12 Months

Items	#	%	Items	#	%
Reducing Traffic Crashes			Dealing with problems that concern my community		
Very Poor	10	1.4%	Very Poor	9	1.3%
Poor	32	4.5%	Poor	20	2.8%
Fair	87	12.2%	Fair	76	10.7%
Good	172	24.2%	Good	242	34.0%
Very Good	71	10.0%	Very Good	162	22.8%
Don't Know	340	47.8%	Don't Know	203	28.5%
Reducing Crime			Being Available when Needed		
Very Poor	10	1.4%	Very Poor	10	1.4%
Poor	14	2.0%	Poor	10	1.4%
Fair	62	8.7%	Fair	43	6.0%
Good	227	31.9%	Good	227	31.9%
Very Good	108	15.2%	Very Good	203	28.5%
Don't Know	291	40.9%	Don't Know	219	30.8%

Assessment of Police Performance by Demographics and Survey Year

Demographics (ANOVA F)	Performance ^a	
	Avg	SD
Gender ^b		(1.67)
Female	3.06	.80
Male	2.98	.78
Age ^b		(15.45***)
18 to 44	2.82	.82
45 to 64	2.94	.79
65+	3.26	.68
Race ^b		(.28)
Non-White	2.95	.96
White	3.03	.78
Ethnicity ^b		(.06)
Non-Hispanic	3.03	.77
Hispanic	3.08	.79
Region of City Where Living ^b		(.87)
North-East	3.04	.82
North-West	2.93	.84
South-East	3.02	.74
South-West	3.11	.67
Victim of Crime in Bend ^b		(7.66**)
No	3.04	.76
Yes	2.69	.95
Police Contact in Bend ^b		(.30)
No	3.01	.79
Yes	3.05	.75
Survey Year		(5.90*)
2017	2.88	.83
2019	3.01	.78

*p < .05, **p < .01, ***p < .001.

^aAverage of four individual items. Higher scores indicate a more positive assessment.

^bBased on 2019 sample alone.

Number of Police Patrols Desired Compared to Prior Year

Items	#	%	Items	#	%
Your Neighborhood			Downtown - Daytime		
Fewer Patrols	14	2.1%	Fewer Patrols	26	3.9%
Same Number	464	69.5%	Same Number	512	77.0%
More Patrols	190	28.4%	More Patrols	127	19.1%
City Parks			Downtown - Evenings		
Fewer Patrols	8	1.2%	Fewer Patrols	7	1.0%
Same Number	402	60.2%	Same Number	258	38.4%
More Patrols	258	38.6%	More Patrols	407	60.6%

Appendix G

BPD's Community Engagement in Past 12 Months

Items	#	%	Items	#	%
Involving Community in Crime Prevention			Developing Relationships with the Community		
Very Poor	17	2.4%	Very Poor	17	2.4%
Poor	47	6.6%	Poor	39	5.5%
Fair	100	14.0%	Fair	93	13.1%
Good	182	25.6%	Good	203	28.5%
Very Good	89	12.5%	Very Good	133	18.7%
Don't Know	277	38.9%	Don't Know	227	31.9%
Communicating with the Public			Building Trust with the Community		
Very Poor	11	1.5%	Very Poor	12	1.7%
Poor	42	5.9%	Poor	22	3.1%
Fair	108	15.2%	Fair	92	12.9%
Good	231	32.4%	Good	258	36.2%
Very Good	124	17.4%	Very Good	143	20.1%
Don't Know	196	27.5%	Don't Know	185	26.0%

Assessment of Community Engagement by Demographics and Survey Year

Demographics (ANOVA F)	Comm. Engagement ^a	
	Avg	SD
Gender ^b	(3.26)	
Female	2.88	.90
Male	2.74	.90
Age ^b	(10.40***)	
18 to 44	2.62	1.01
45 to 64	2.74	.90
65+	3.03	.77
Race ^b	(.21)	
Non-White	2.74	1.12
White	2.81	.89
Ethnicity ^b	(.45)	
Non-Hispanic	2.81	.90
Hispanic	2.96	.89
Region of City Where Living ^b	(.44)	
North-East	2.80	.97
North-West	2.81	.92
South-East	2.73	.90
South-West	2.90	.73
Victim of Crime in Bend ^b	(2.05)	
No	2.82	.88
Yes	2.61	1.10
Police Contact in Bend ^b	(.17)	
No	2.79	.89
Yes	2.83	.95
Survey Year	(10.56***)	
2017	2.62	.88
2019	2.80	.90

*p < .05, **p < .01, ***p < .001.

^aAverage of four individual items. Higher scores indicate a more positive assessment.

^bBased on 2019 sample alone.