Community Attitudes Regarding Public Safety in Bend, Oregon (2023)

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

Key Findings

- A slightly higher percentage of respondents in 2023 said the BPD is trustworthy as compared to 2021 (79% vs 75%).

- Twice as many respondents (16%) indicated that their trust in the BPD had increased over the past 12 months compared to those reporting decreased trust (8%).

- More than 90% of respondents indicated a willingness to contact the BPD if they saw a crime happening in their neighborhood or if they were victimized.

- The majority of people who had contact with a BPD officer over the past year were satisfied with the interaction and reported that officers were attentive to procedural justice.

- BPD's performance in reducing crime and traffic crashes was evaluated less favorably in 2023 as compared to 2021.

- The majority of respondents said that the BPD did a "good" or "very good" job building trust with the community over the past 12 months.

- While the vast majority (90+%) of respondents feel safe walking alone in the daytime in their neighborhood, the nearest city park, and downtown, one-third said they feel less safe overall compared to last year.

- Nearly all respondents wanted the police to place a high priority on violent crime; more than 60% want the police to prioritize DUII enforcement and investigating property crime.

Introduction

The Bend Police Department (BPD) provides the city of Bend with 24/7/365 policing services. In the last quarter of 2022, the BPD was staffed by 98.5 sworn officer positions and 33 civilian employees distributed across four major divisions: Patrol, Investigations, Business Management, and Support. The city had an estimated 102,059 residents as of July 2021 (US Census Bureau). Bend is the sixth-largest city in Oregon and continues to grow rapidly relative to the rest of Oregon.

The City of Bend collaborated with Portland State University (PSU) to conduct public safety surveys in 2017, 2019, and 2021. The current report documents the findings from the 2023 survey (see Appendix A for a summary of the survey methodology). The City uses these surveys to guide new public safety initiatives and monitor progress on the BPD's Five-Year Strategic Plan.

Periodic assessment of public attitudes regarding the police and public safety is consistent with recommendations resulting from the President's Task Force on 21st Century Policing. Trust in law enforcement is also a particularly salient topic of late. National surveys show declines in confidence for most public institutions in 2022 (Gallup). This includes policing, which retained its place as the third-highest institution in terms of confidence but saw a substantial drop in reported confidence compared to 2021.

The current survey was conducted during November and December of 2022. Ten thousand households were randomly selected to receive the survey and roughly 14% completed the online form (see Appendix B for invitation materials and Appendix C for the survey form). The survey addressed eight general research topics:

1. Trust in and willingness to cooperate with the BPD
2. Perceived treatment during officer-initiated and victim contacts
3. BPD's management of local public safety
4. BPD's performance in community engagement
5. Perceptions of safety in Bend neighborhoods, city parks, & downtown
6. Public safety concerns of Bend residents
7. Traffic safety concerns of Bend residents
8. Public opinion regarding priorities for BPD
9. Information desired from BPD's website and social media

The report concludes with a summary of findings and recommendations.

Trust in the Police

Summary

▪ Eight out of ten (79%) respondents indicated that the BPD was trustworthy.

▪ Eight of ten (78%) respondents indicated that they have confidence in the BPD.

▪ Three quarters (75%) of respondents agreed or strongly agreed that the BPD can be trusted to make decisions that are right for their community.

▪ 16% of respondents said their trust in the BPD increased over the past 12 months. 8% of respondents reported a decrease in trust.

"To recognize always that the power of the police to fulfill their functions and duties is dependent on public approval of their existence, actions and behavior, and on their ability to secure and maintain public respect."

--- London Metropolitan Police, 1829

Trust in the BPD
*% of respondents answering "Agree" or "Strongly Agree"**

The Bend Police are trustworthy	79%
I have confidence in the Bend Police	78%
BPD can be trusted to make decisions that are right for my community	75%

*The remaining respondents answered "Strongly Disagree", "Disagree", or "Neutral". Excludes cases with missing data.

As indicated in the quote above, public trust is critical to the effective functioning of law enforcement agencies. Consistent with this, the BPD lists "engagement of the community" to maintain trust as a key goal in their 2019-2024 Strategic Plan and the agency has been systematically measuring trust through biennial surveys since 2017. The current survey measured respondents' trust in the BPD using three statements (see chart above).

Consistent with prior surveys, the majority of respondents in the 2023 survey agreed or strongly agreed with the three statements addressing trust. This includes 79% of respondents who agreed that the Bend Police are trustworthy, 78% who had confidence in the Bend Police, and 75% who agreed that the BPD can be trusted to make decisions that are right for (their) community. All three of these figures represent slight increases over the responses from the 2021 community survey (75%, 76%, and 68%, respectively), a year in which trust declined significantly from prior years (see note below regarding statistical significance).

It is also worth noting that over the eight years this survey has been administered, roughly three-quarters of respondents have either "*Strongly Agreed*" or "*Agreed*" with statements indicating that they trust, have confidence in, and have faith in the BPD making decisions that are right for their community. This indicates a consistently high level of trust in the BPD over time. This level of community support likely allows the BPD to operate more efficiently than it might otherwise.

As per the note below, statistical testing was conducted using the 2023 survey's mean trust score to identify differences across groups of people. The detailed statistical findings are presented in Appendix D.

Note: The terms "significantly", "statistical significance" and "statistically higher/lower" are used in this report to identify potentially meaningful differences between groups of people on the different survey measures used. Specifically, some of the questions on the survey are answered using a Likert scale that lists a range of options. For example, when assessing trust in the BPD (e.g., "The Bend Police are trustworthy"; "I have confidence in the Bend Police"; "BPD can be trusted to make decisions that are right for my community"), respondents rate their level of agreement using a scale ranging from (0) *strongly disagree* to (4) *strongly agree*. The numbers associated with each label allow us to calculate a mean or average score for each person across the items comprising the given scale. This allows us to compare average scores for things like trust across different demographic groups, people with a recent BPD contact (or not), and survey years (i.e., 2021 vs. 2023). Statistical testing helps to differentiate between a mean score difference that represents a "true finding" versus a difference that could have resulted from a random sampling error. Due to the relatively large sample size and the large number of analyses conducted for this survey, we set our tolerance level for reporting statistical significance at $p < .01$. In theory this means that there is less than a 1% chance that a difference between groups could be due to sampling error.

Male and female respondents reported a similar level of trust in the BPD (i.e., no significant difference). Nor did trust differ as a function of race/ethnicity, how long the respondent had lived in Bend, or the region of the city where they lived. Trust in the police did differ by age, with respondents aged 18 to 44 and 45 to 64 expressing significantly less trust in the BPD than respondents aged 65 and older. It is worth noting that the 2021 survey found a similar pattern, with lower trust among younger respondents. In contrast to the current survey, the prior survey also found significant sex (women < men) and racial/ethnic differences (non-white < white) in trust.

The next set of analyses assessed whether people who had contact with a BPD officer in the past 12 months had a lower or higher mean trust score than people without recent contact. Specifically, having a negative or positive interaction with an officer could influence how people feel toward the police. We found that recent victims of crime as a group had a similar level of trust in the police as people who were not victimized. Similarly, people who experienced a recent officer-initiated contact (e.g., traffic stop, search, investigation, arrest) had a similar trust score as people who did not have this type of interaction in the past year.

A final analysis compared the mean trust scores of respondents from the 2023 survey with those from the 2021 report. Consistent with our earlier findings, the mean trust score from 2023 was slightly higher than the mean score from the 2021 survey (2.96 vs. 2.89). The difference did not exceed our statistical threshold, however, so we cannot rule out the possibility that this difference resulted from sampling error.

Change in Trust

One of the additions to the 2023 survey was a question about change in trust. Respondents were asked:

> Compared to how you felt 12 months ago, would you say that your TRUST in the BPD has ____.
> o Increased a lot
> o Increased a little
> o Stayed about the same
> o Decreased a little
> o Decreased a lot

Trust in the BPD
Compared to 12 Months Ago

As shown in the chart to the right, the majority of respondents (76%) indicated that their trust in the BPD was unchanged. Sixteen percent of respondents answered increased, either a little or a lot, and 8% said their trust declined.

One critical difference between this survey and more traditional public opinion research was the intention to collect actionable information. Simply knowing that trust increased or decreased is insufficient. It is essential to know why trust changed. While anecdotal in nature, this information can provide the BPD with important guidance for improving public trust.

To capture this information, individuals who expressed an increase or decrease on the prior item were asked, "*What happened that led to this change?*" The majority of individuals (217 out of 250) who indicated that their trust **increased** over the past 12 months provided a text response. Individuals who indicated that their trust **decreased** provided 109 responses (out of a total of 115). The responses were analyzed to identify the prevailing themes. In some cases, a given response could trigger multiple themes.

Increased Trust

Four major themes were identified among the individuals who expressed an increase in trust in the BPD over the last year. These are provided next with representative quotes.

Response to the Safeway shooting and/or other high-profile incidents (82 responses)

The BPD's response to the [Safeway Shooting](#) (and some other high-profile incidents) was the most frequently cited reason for individuals who expressed an increase in trust. While not universal (four respondents who reported a decrease in trust also cited the Safeway shooting as a reason for lessening their trust), the BPD's response to the Safeway incident appeared to increase respondents' trust in the agency.

While critical incidents like this hopefully never occur, their salience and high visibility impact public perceptions of police, hence the value of training and other proactive measures to improve their response to high profile incidents. In the case of the Safeway Shooting, the BPD had conducted Active Threat training prior to the incident (see this [article](#)). This likely improved their response to the incident.

Determining the amount of time spent training for low probability/high impact events can be difficult, especially in a profession like policing, where training needs almost invariably outstrip the resources available to provide training. That said, when low probability/high risk events occur, the public will judge police on their performance. In this case, the following quotes were selected to highlight respondents' thoughts:

- *"My trust in the bend police has increased since the shooting happened at Safeway. I saw how quickly the police responded to the emergency."*

- *"The incredible response to the Safeway shooting - 4 minutes- well done!"*

- *"We have had no interaction with Bend PD since we moved here 5 yrs ago, two reasons for the increase 1) your handling of the horrible Bend Safeway shooting and 2) that you are sending out this survey!"*

Based on reviewing all the comments, it appeared the public generally appreciated the BPD's response, specifically appreciated the speed of the BPD's response and the fact that officers rapidly entered the location or appreciated how the BPD followed up after the incident (e.g., increased presence in schools, etc.). While anecdotal, the response to this incident was the most commonly cited theme in those who responded to this question.

BPD's perceived professionalism and/or performance (53 responses)

This category was often driven by individuals who had contact with the BPD but also included responses focusing on leadership and related topics, such as addressing internal affairs and other sensitive issues. The following quotes are illustrative of this category:

- *"I believe Police are being held more accountable in general."*

- *"I think Chief Krantz genuinely cares about doing things right, accountability and the performance of Bend PD"*

- *"I work at the [REDACTED] and we see many of our most difficult and vulnerable community members. I have been very impressed by the efforts BPD has made to change the way they approach interactions with people who may be experiencing mental health issues. The effort to deescalate situations is much appreciated. Also, when officers spend time walking around downtown, meeting the population there, they can head off issues with the street population before they become more entrenched."*

Research indicates that the impact of a negative police interaction has the potential to be between four and fourteen times more significant than a positive contact (see this [article](#)). Other research has demonstrated that these negative contacts influence not only the individual but also friends and family (see this [article](#)). This is not surprising as the human brain is hardwired to prioritize negative information. Unprofessional conduct by police can influence the individual in the contact, their friends and family, and even those who witness it or hear about it.

While less research is available on how social media may exacerbate the impact of unprofessional police contacts, common sense would indicate that agencies should at least recognize the potential for media to exacerbate the impact of bad acts by its officers. At least one community respondent indicated that a lack of "drama" had actually increased their trust, *"I think just consistency with the new Chief. Seems he does a great job, officers never have drama in media, we are lucky to have this."*

While the police do not have total control over how their conduct is perceived, an agency can influence how professionally their officers behave. Additionally, avoiding unprofessional conduct by officers may be even more critical to community/police relations than generating positive contacts. To this end, maintaining an agency culture that stresses professionalism should help limit instances of unprofessional conduct.

BPD's visibility and/or speed of response (37 responses)

Some of this category overlapped with comments related to the Safeway Shooting (many people appreciated the BPD's rapid response to the incident). Still, many individuals reported that the BPD being visible (i.e., out in the community) and/or responding quickly to an incident was important for other reasons. The following quotes were chosen to highlight this theme:

- *"Quick response times to incidents. Good presence in the community."*

- *"The police were outside my daughter's school making sure people were not speeding. I appreciate that because she attends [REDACTED] and not everyone stops for her to cross the street..."*

- *"I see a lot more police presence in the community than I feel I have in the past"*

Community policing/outreach efforts (27 responses)

The International Association of Chiefs of Police has noted the importance of [community/police engagement](). Although not prioritized as highly as other aspects of policing, a number of respondents cited community policing efforts as a factor in increased trust. The following responses were selected to highlight this theme:

- *"There has been a lot of discussions in the news regarding Bend's Police Department's efforts to work together with all members of the community and also be representative of our community. When we phoned the PD, they were very professional and supportive and used inclusive language."*

- *"Proactive engagement with community around issues, better transparency about controversial decisions, statements about caring for ALL residents of Bend."*

- *"[REDACTED] & [REDACTED] spent over an hour with the Mtn View Neighborhood Assoc in Sept to talk about Safeway shooting & other concerns & questions we had. They were sincere and informative. If the rest of BPD is similar to their attitude, we are in good hands."*

Other respondents cited specific police outreach programs. Here is an example:

- *"Attending the Citizens' Academy last spring gave me a better sense of the quality of personnel and services performed by those people."*

Decreased Trust

Respondents who indicated that their trust had fallen were also asked for feedback. These answers were coded similarly to the responses provided by those with increased trust. There was substantial overlap with the identified themes.

In terms of respondents indicating a decrease in trust over the last year, the most frequently identified themes involved response to quality of life concerns (largely homelessness, drug/alcohol use, mental illness, and more minor crimes such as trespass, etc.), response to crime (this category encompassed more serious crime ranging from theft up to violent crime), BPD's perceived professionalism and/or performance, and the treatment of marginalized groups.

Quality of life concerns (23 responses)

Quality of life was noted by 23 respondents, who indicated that the BPD's response to quality of life issues had decreased trust. This was an interesting theme in that many individuals whose trust increased also noted the BPD's responses as a factor. In total, 18 respondents indicated that the BPD's response to quality of life issues had increased trust while 23 respondents cited it as a reason for deceased trust.

This highlights the problematic nature of police responses to social issues which are either unrelated to crime or involve lower-level offenses. Many community members are in conflict about what the BPD should do when it comes to addressing community concerns around quality of life issues. For instance, some respondents believe the BPD is not aggressive enough in enforcing the law in regard to issues such as homeless camping, littering, trespass, etc. In contrast, others believe the BPD is too aggressive in enforcing the law against these groups. These concerns appear in this category but also bleed over into more generalized concerns around how the police treat marginalized populations. The lack of community consensus challenges a police department trying to build trust.

The following quotes are illustrative of this theme:

- *"Homeless crime is way up and nothing seems to be done. Businesses suffer, citizens suffer and the homeless just continue to steal, destroy property and create public safety concerns."*

- *"Not policing Homeless Camps and the extra crime that has come with it, but nobody wants to talk about in City Hall. The amount of crime has climbed with the amount of people who have moved here. I do feel that the police dept. needs to be funded at the same rate as the population grows. We need our police more than ever."*

- *"I see a lot more police presence in the community than I feel I have in the past."*

- *"The department has repeatedly publicized low-level offenses committed by homeless people at unsanctioned camps. I believe this contributes to a skewed perspective of crime in Bend, because similar low-level offenses committed by housed people do not merit press releases that become local news stories. This trend is a very disappointing use of increased funding for public relations and communications."*

This issue will be discussed in greater detail in the recommendations section; however, it is worth mentioning that several programs in Deschutes County address many of these concerns. There are also others being created. For instance, the city and county are taking a number of steps around homelessness and mental health that do not directly involve the police. Many respondents appeared unaware of these efforts. Communicating existing efforts, some of which are occurring outside the police, may help address some of these concerns.

Crime concerns (22 responses)

There was considerable overlap between crime concerns and concerns around quality of life issues. For instance, many respondents cited homelessness when describing concerns around increased crime. This overlap also results in an increased concern among these respondents regarding a lack of enforcement by police. Examples of comments focused on crime concerns can be read below:

- *"Homelessness - The lack of ability to enforce laws. Too much crime in Bend not enforced."*

- *"I have really noticed the total leniency of police this year. I have personally witnessed several instances of offenders getting REPEATED warnings for committing crimes that are dangerous to the perpetrators and to bystanders. Too much discretion is used. Enforce some crimes and let the courts decide whether the person will be punished."*

- *"I think in general, I admire BPD and believe the officers are good people, making the best decisions they can. However, I think over the last 12 months, I've seen some instances where I've wished more was done to speak out or make it clear that certain crimes won't be tolerated in our community. Hate or bias motivated crimes, intimidation. I just want it to be so clear that everyone has a right to feel safe here."*

While those concerned about the quality of life and crime control often feel the BPD is too lenient and should conduct more enforcement, others disagree. Many of these individuals voiced their concerns in the following two categories – Professionalism/Performance and Treatment of Marginalized Communities.

Perceived professionalism and/or performance (18 responses)

Residents' perceptions of BPD's professionalism/performance can have a positive influence on the trust they have in the agency. Concerns about professionalism/performance can also have a negative impact on trust. In this case, 18 respondents said that their trust in BPD declined as a result of concerns in this area.

Even among those whose trust decreased due to perceptions of a lack of professionalism or poor performance, the reasons are varied. Some respondents' concerns mirror those of community members concerned about a lack of enforcement over quality of life or criminal issues. Others feel that BPD is too aggressive or uses too much force. Here are some examples of concerns voiced by respondents:

- *"Questionable enforcement decisions, concerns about transparency, concerns about racism and equal treatment, excessive use of force."*

- *"Our neighborhood has called on Bend PD to help with several intensifying public safety issues with humans (traveling thru the area) acting very poorly (either from mental illness, drugs or just being mean). As the calls have increased the responses by Bend PD have been less than effective leaving our neighbor to deal with the issue ourselves or to ignore it. Realizing the officers are overtaxed and under-supported by clear direction from our City regulations we understand and empathize. However, the officers who have spoken to us and who have stopped have indicated very differing opinions and given us unclear direction as to what we can do. We are trying to be good citizens and have felt our tax dollars for Bend PD may be better spent in hiring local security for our neighborhood."*

- *"Their treatment of the homeless and addicts. And a specific incident when a person suffering from mental health issues was suicidal and had a knife to their own throat and the police fired a rubber bullet at him, hitting the knife, which could have killed him, rather than de-escalating the situation."*

- *"A call to the police department with questions regarding concealed carry laws and … they didn't know."*

There were several comments in this category where the respondent indicated that they were dissatisfied with the BPD's efforts in regard to marginalized groups. This includes persons of color, persons with mental illness, and other marginalized groups. The following theme addresses these concerns.

Treatment of marginalized communities (16 responses)

Equal treatment of marginalized populations by police is both a national and local concern as evidenced by some of the comments captured during the survey.

- *"I have heard via the Hispanic community that they feel discrimination is a real thing in this area."*

- *"Their violent tendencies and blatant bias in their words and deeds show racist and sexist attitudes"*

- *"Racism that exists within our policing system"*

Assessing the true scope of this concern via surveys is difficult. Certain community groups are hard to access via mailed surveys (e.g., no physical address, highly mobile, potential language barriers, etc.). Others are less inclined to complete surveys (e.g., lack of trust, other pressing issues, etc.). For example, while the present survey was available in both English and Spanish, we still had difficulties obtaining a representative sample from Bend's Hispanic population. Our survey respondents were disproportionately White and older. This highlights the need for additional methodologies for capturing feedback from marginalized groups in Bend, especially those that may have greater contact with the police.

In summary, the qualitative comments of the respondents provide important insights into how community trust may be gained and lost. The comments also highlight that, in some respects, developing trust with some members of the community may come with a tradeoff for other groups. For instance, aggressively enforcing quality of life concerns will likely increase trust with some segments of the population and lose trust for others. The police may be able to mitigate some of these tradeoffs by clearly communicating the reasons for enforcement actions and by engaging community support whenever possible.

Our next section measures a byproduct of trust and can be seen as an indirect measure of trust. The measure, the public's willingness to cooperate with police, is crucial for the BPD, given its reliance on community support when addressing Bend's most pressing issues.

Cooperation with the Police

Summary

- The vast majority of respondents indicated a willingness to cooperate with the BPD.

- 96% said they would contact the BPD if they saw a crime happening.

- 96% said they would contact the BPD if they were the victim of a crime.

- There was a statistically significant increase in residents' willingness to cooperate with the BPD between the 2021 and 2023 surveys.

"To recognize always that to secure and maintain the respect and approval of the public means also the securing of the willing cooperation of the public in the task of securing observance of laws."

--- London Metropolitan Police, 1829

Willingness to Cooperate with the BPD
% of respondents answering "Agree" or "Strongly Agree"*

If I saw a crime happening, I would report it to BPD	96%
If I was the victim of a crime, I would report it to BPD	96%
I would work with BPD to address concerns in my neighborhood	92%

*The remaining respondents answered "Strongly Disagree", "Disagree", or "Neutral". Excludes cases with missing data.

The ability to gain the public's cooperation in obeying and enforcing the law, without resorting to violence or undue coercion, is an essential element of policing in a democratic society. As the above quote indicates, it is a byproduct of the relationship between the police and the communities they serve. Thus, maintaining high levels of cooperation is partially an outcome of a healthy police-community relationship. However, cooperation can also act as an input, with high levels of cooperation reducing the need for coercion and acting as a virtuous cycle and low levels of cooperation increasing the need for coercion and reducing future cooperation.

In the case of this year's survey, respondents indicated high levels of willingness to cooperate with the BPS. Over nine in ten respondents indicated that if they saw a crime happening, they would report it to the BPD (96%), would report a crime they were a victim of (96%) and would work with the BPD to address concerns in their neighborhood (92%).

Mirroring our approach to trust in the prior section, we conducted statistical testing using the 2023 survey's mean cooperation score to identify differences across groups of people. The detailed findings are presented in Appendix E.

The mean cooperation score was not significantly different when compared across gender, race/ethnicity, how long the respondent resided in Bend, or where in Bend the respondent lived. There were differences in cooperation when comparing respondents by age, recent victimization, and survey year. As with trust, willingness to cooperate with the BPD was inversely related with age. Individuals 18 to 44 years and those 45 to 64 were significantly less willing to cooperate with the police than those aged 65 and older.

Respondents who had been victims of a crime in the past 12 months also expressed less willingness to cooperate than those who had not been victimized. On a positive note, there was a significant increase in the overall willingness to cooperate with the BPD when comparing respondents from the 2023 and 2021 surveys.

Summary

▪ Over eight in ten respondents contacted by the BPD said the officer explained their decision (88%), showed concern for their welfare (86%), treated them with respect (96%), treated them fairly (91%), and listened to them (93%).

▪ Crime victims who had direct contact with the BPD rated them lower than those contacted by the BPD on factors such as treating them with respect (83% vs. 96%) or showing concern (78% vs. 86%).

▪ 81% of those contacted by the BPD were satisfied, while 68% of those reporting recent victimization were satisfied.

A growing body of research finds that direct interactions with officers heavily impact the public's perceptions regarding police legitimacy (see this article). This includes officer-initiated contacts (e.g., citation, investigation) and those resulting from victimization. Several elements of these interactions appear to influence how the public responds. People generally feel more positive 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.

In April 2022, the BPD adopted new, police-focused customer satisfaction software called SPIDR TECH. This software asks several questions related to procedural justice, and according to a local news article, the results have been positive. The results have also been reported publicly in the BPD's quarterly report.

Investing in software like this represents a commitment to monitoring satisfaction with police services. Similarly, transparent reporting of the results is critical as it allows the public to monitor the BPD's performance over time. This year's community survey continued to ask questions of those who had contact with the BPD.

Officer-Initiated Contacts

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: "*Were you given a warning, issued a traffic citation, interviewed as a possible suspect, or arrested by a BPD police officer in the past 12 months?*"

Respondents answering "yes" (meaning they had been contacted) were asked several follow-up questions about their interaction with the officer. The questions focused on several of the tenets of procedural justice and asked how satisfied the respondent was with the encounter. We provide the findings in the chart below.

Were you given a warning, issued a traffic citation, interviewed as a possible suspect, or arrested by a BPD police officer in the past 12 months?

No 94.9% (*n* = 1371)

Yes 5.1% (*n* = 74)

*Percentages exclude individuals answering not applicable

DID THE OFFICER*:

Explain his/her decisions?................ 88%
Show concern for your welfare?...... 86%
Treat you with respect?.................. 96%
Treat you fairly?............................. 91%
Listen to you?................................. 93%

HOW SATISFIED ARE YOU WITH THE WAY BPD HANDLED THIS CONTACT?

Dissatisfied..9%
Neither Satisfied nor Dissatisfied...... 9%
Satisfied...81%
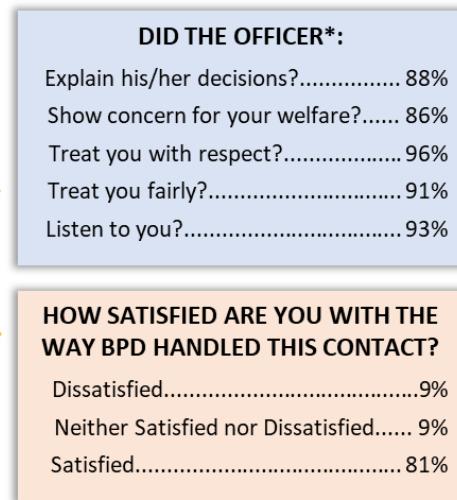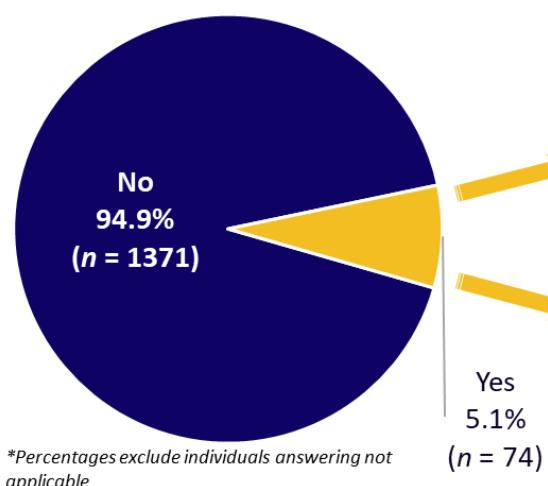
Just over 5% of those surveyed (*n* = 74) reported being contacted by the BPD in a situation such as being given a warning, issued a citation, being interviewed as a possible suspect or being arrested. In nearly 9 out of 10 contacts the respondent indicated that the officer adhered to the guidelines for "procedurally just" interactions with members of the public. Included are listening to the person (93%), treating the person fairly (91%), treating the person with respect (96%), showing concern for the person's welfare (86%), and explaining their decisions (88%). Consistent with the research and theory on procedural justice, the officers' approach to these encounters appears to have affected residents' final assessment: 81% reported that they were "Satisfied" to "Very Satisfied" with how the BPD handled the interaction. Despite these high overall ratings there were some dissatisfied respondents.

Respondents who indicated they were satisfied or dissatisfied with the encounter were given the opportunity to provide feedback. Satisfied individuals provided 53 responses. They were examined to identify recurring themes, and one central theme was identified as "professionalism" (47 responses). This includes the respondents' perception of officer performance, demeanor, efficacy, etc. There were a handful of other comments, such as being available or just being happy they only received a warning. However, there was no consistent theme in the remaining six comments.

Here are examples of comments when the officers' perceived professionalism positively influenced the respondent's satisfaction with the encounter.

- *"My husband is experiencing dementia and had committed a crime with our vehicle not realizing what he had done. The incident was caught on a surveillance camera and an officer came to our apartment to talk with him about it. The officer's appearance was the first I heard of the incident as my husband had not told me about it. The officer was attentive and understanding concerning our situation, kind, caring but also professional and gave us advice that was helpful. I truly appreciated the way the officer handled the situation."*

- *"The officer who was called out to the incident was fair to both parties in listening, following the rules of the law and sharing how those rules apply. Also, the officer was very diligent in getting everyone's statement before writing up his police report and his police report. I was the party at fault for having my dog run off my property. The officer was polite, respectful and did not pass judgment; but rather followed the statues of the law."*

- *"Got a DUI and everyone I came in contact with due to that incident, was extremely honest and kind to me. I put myself in a bad situation and this being my first time getting in trouble and always having respect for any police force, it solidified the notion that you are all here to help us, not harm us. In a time where I felt utterly hopeless, BPD never made me feel less than worthy of turning my life around and ensuring this never happens again (it won't)."*

- *"They did not make me feel small or dumb (I was texting at a red light) and they explained why I got the fine that I did, how I could pay it, etc. It was a short, professional interaction."*

A surprising number of comments were from individuals who had received a citation or were subject to enforcement action by the BPD. This is important as it demonstrates that while not everyone will always be happy with the police when being issued a citation or being arrested, officers' demeanor can influence satisfaction, even in inherently negative events.

Dissatisfied subjects were also given an opportunity to provide feedback on the encounter. Six respondents left such feedback. Given the small number of comments, it was difficult to discern meaningful themes. However, concerns regarding Traffic stops were the most common (five responses) followed by concerns around Professionalism (three responses). Below are a selection of comments left by dissatisfied respondents.

- *"I was pulled over for a traffic violation. I was relatively new to Bend and still learning how to drive here. I'm a good driver and have had very minimal interaction with police stops in my life, but my other experiences were much friendlier. The Bend officer did not smile or act friendly. He didn't give me an opportunity to explain what happened, just took my license and came back with a ticket. I was very dissatisfied but there was nothing I could do. I didn't want to argue with an officer. It just really struck me how disengaged and non-friendly (not friendly, non-friendly!) he was. I suppose the world has changed a great deal since my last traffic stop in 1998, but it still surprised me. Why not be friendly??"*

- *"Parked my motorhome in front of my house to get ready for trip (less than 3 days) and did not believe me…. Advised me that I would be cited next time. Guess I should have parked on 2nd or Hunnell Rd."*

- *"I was stopped for driving 63 mph on the parkway. I was completely at fault because the posted speed limit is 45 mph. However, the general flow of traffic on the parkway averages about 65 mph. As such, my opinion is that the posted speed limit of 45 is unrealistic, and impractical. The Sergeant who initiated my traffic stop was partially concealed in a on ramp area at Reed Market Rd., and was using a radar gun. On one hand, he was just doing his job; however, with crime on the rise and other relative community law enforcement issues at hand, my opinion is that Bend PD in general could better utilize their time, personnel, and resources, focused on more important issues other than traffic enforcement on the parkway."*

The first comment, regarding an unfriendly officer, provides a contrast with the comments from satisfied community members. In this case, the individual perceived the officer as being unfriendly and it lowered their level of satisfaction with the encounter. This is potentially something BPD officers can control. This is not necessarily the case with the other comments.

The last two comments highlight some challenges when enforcing more discretionary laws. The comment regarding a motorhome being parked in front of the homeowner's house may be related to a perception of fairness. Bend has RV's, campsites, etc., where ordinances regarding parking motorhomes on public right of ways appear to be enforced irregularly. There were many comments regarding this issue throughout the survey, and regardless of the true situation, many respondents felt that laws were not enforced against those living on the streets. While an argument can be made for discretion, and it appears the individual was not cited, this individual felt that laws were being enforced selectively, resulting in dissatisfaction with the encounter. In some sense, this plays into the procedural justice of perceiving fairness in encounters. Even a warning can result in dissatisfaction when laws are perceived as being enforced unevenly. Given the situation with homelessness in Deschutes County, the BPD may have difficulty addressing this issue.

The last comment, regarding speeding on the Parkway, highlights issues where the public is not aligned on how and where speeding laws should be enforced. Many survey respondents left comments calling for more traffic enforcement generally and, specifically, more enforcement of driving issues on the Parkway.

This individual disagreed with that assessment and felt the BPD should focus its enforcement elsewhere. Interestingly, there was another comment from a different individual expressing dissatisfaction for being stopped for speeding on the Parkway and a third comment focusing more generally on why the BPD focuses on traffic enforcement. Unlike the first comment (regarding the unfriendly officer), none of these comments focused on the officers' behavior. Instead, they were all upset about the officer enforcing traffic laws in lieu of other offenses.

Victim Contacts

The survey also asked victims of crime to assess their experience with BPD officers. Specifically, survey respondents were asked, *"Have you been the victim of a crime in Bend during the past 12 months?"* Those answering yes were then asked a series of follow-up questions to determine if they had direct contact with an officer. The latter was necessary because some victims used the BPD's online reporting system or had another form of contact with the BPD.

Individuals who had direct contact with a BPD officer (*n* = 54) were then asked questions similar to those contacted by the BPD, with one addition: Crime victims were also asked if BPD officers arrived in a timely manner. The graphic below displays their answers.

Have you or anyone in your household been a victim of a crime in Bend during the past 12 months*?

DID THE OFFICER*:

Arrive in a timely manner?..............82%

Take the incident seriously?............74%

Explain what would happen next?....73%

Show concern for your welfare?......78%

Treat you with respect?...................83%

Listen to you?..................................81%

HOW SATISFIED ARE YOU WITH THE WAY BPD HANDLED THIS CONTACT?

Dissatisfied......................................16%

Neither Satisfied nor Dissatisfied.....16%

Satisfied..68%

No 93.2% (*n* = 1351)

Yes 6.8% (*n* = 99)
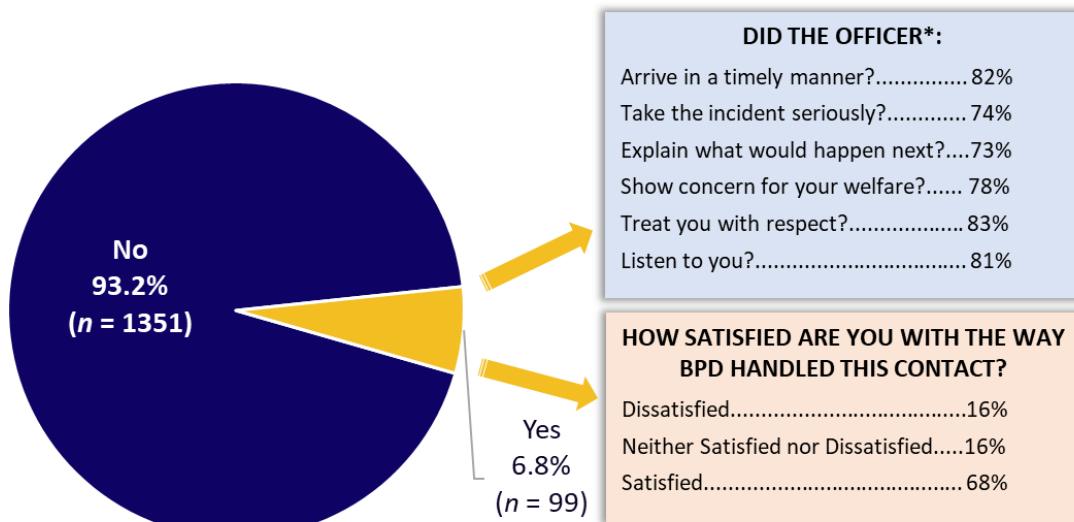
* Note: 99 survey respondents reported being a victim of crime. Of these 99 individuals 31 chose not to report the incident. Of those reporting, 54 spoke directly with an officers. Perceptions regarding officer performance were collected from the individuals who reported having direct contact with the BPD. Percentages reported exclude individuals who indicated, "Not Applicable" when asked about the officer's performance.

Respondents were also given an opportunity to provide feedback. Individuals who were satisfied left 34 comments, while those who were dissatisfied left 10 comments.

For satisfied respondents, themes such as "professionalism" (21 responses), "providing follow-up" (13 responses), and "explaining the situation" to the respondent (11 responses) were the most common themes (a response could be categorized in more than one theme). Below are examples of responses left by individuals who expressed satisfaction with the BPD:

- *"From the phone call to the follow-up, the PD staff did not minimize the situation and recognized that a bias crime can feel very threatening. The officer was knowledgeable and frequently checked with us to be sure we were comfortable with his suggestions on how to proceed. He was very present and did not rush the investigation. He gave us updates and his card if we had any other concerns or questions."*

- *"The officers returned my stolen packages and talked with me about the incident. The officer who brought me the packages was very easy to talk to and it was just so nice to have a positive resolution to a bummer situation. I understand that this crime was unusual in that I didn't even know that it had happened before the BPD had already caught someone taking packages off my porch. However, my interactions with the BPD were pleasant and informative."*

- *"I was shocked at how seriously they took the incident. Following up, apologizing for the inconvenience it caused. So professional and respectful"*

Individuals who were dissatisfied with the BPD could also provide feedback. These comments tended to focus on issues related to follow-up (five responses), as well as a couple of comments around issues related to "enforcement" (two responses) and "professionalism" (two responses). Below are examples of some of these responses.

- *"Follow up and FOLLOW THROUGH is everything when you are a victim. Bend Pd officers have failed me in every way, every time I have had to file a report in the past 5 years. They have been dismissive, condescending and have even failed to submit pertinent pieces of evidence in my case to the DA with their reports. I have ZERO trust in Bend Police Department and feel that they pick and choose who they want to 'serve and protect'."*

- *"They're never contacted us about the incidents reported. Any follow-up would have been appreciated. Car break-ins, one small car accident where the person responsible fled, as well as a homeless van parked in front of a family member's home dumping trash and causing concern for the safety of the household. There have been multiple times that things were reported and knowing other people who reported similar issues it was clear BPD is selective about who they prioritize, because more affluent friends and family had their concerns addressed."*

- *"My daughter was raped. The responding officer said to me, 'You don't want to ruin the rest of HIS life, do you?' Need I say more?"*

The BPD is in a difficult position in terms of conducting follow-up and investigating non-violent crimes. The City of Bend has become a major population center in Oregon, with factors such as tourism, incredible growth, and the transition from a town to a city creating challenges. Increased issues related to homelessness, mental illness, and other social problems may make it more difficult to follow up on other issues. This is a common issue in cities nationwide, particularly as agencies emphasize online reporting in an attempt to reduce workload. One of the researchers on this team was involved in research with the Portland Police Bureau and observed a marked increase in satisfaction when increasing follow-up after an online report was made (see this article).

Increased police staffing may help, however, there is an increasing demand for police nationally, backlogs at the State of Oregon's police academy which results in months-long waits to get new officers into the state training facility, and other major agencies offering large bonuses. For instance, Seattle PD offers up to a $30,000 bonus for experienced officers and $7,500 for new officers. The Portland Police offer up to $25,000 for experienced officers. The national shortage of police and backlog at the state police academy may make it challenging for the agency to address these kinds of issues by simply adding personnel.

In the BPD's case, the agency was authorized a number of new positions but still remains very lean in terms of actual working officers. The 2017 Bend Community Policing Survey reported that the BPD had 94 sworn police officers. In this year's survey, despite increased authorized positions, the agency had 98.5 sworn police officers (although the agency had added five civilian positions as well). Given the major challenges experienced by Bend since 2017, it may be difficult for the agency to meet community expectations regarding follow-up. Aligning police responsibilities with its available resources may help mitigate the agency's relatively small number of police officers.

Summary

- The majority of respondents rated BPD positively for being available (79%), dealing with community concerns (64%), and reducing crime (55%),

- About half of the respondents (50%) felt the BPD was doing a good job reducing traffic crashes.

- The mean performance rating for BPD fell slightly between 2021 and 2023.

- Concerns about quality of life and growth in Bend appear to be negatively impacting perceptions about the BPD's management of public safety.

BPD's Grades for Managing Public Safety
(Excludes respondents answering "Don't Know")

Legend: ■ A ■ B ■ C ■ D or F

	A	B	C	D or F
Being available when needed	34%	45%	14%	6%
Dealing with concerns of community	18%	46%	25%	12%
Reducing crime	11%	44%	29%	16%
Reducing crashes	10%	40%	31%	19%
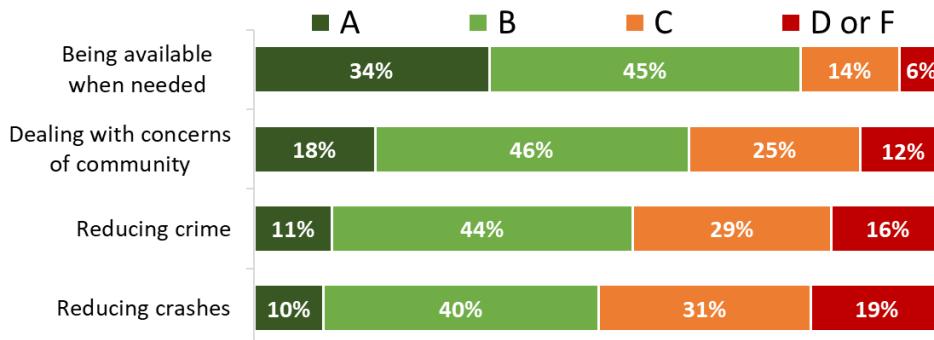
Addressing community concerns, being available when needed, dealing with community concerns, reducing crime, and reducing crashes are core functions of the BPD. To assess public perceptions of BPD's performance in these four areas over the past 12 months, we asked respondents to rate each topic using 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 26.2% to 47.3%, depending on the item. These respondents were removed from the chart above, but their responses are reported in Appendix C (questions 10 to 13).

As shown in the figure above, 50% or more of respondents rated the BPD's performance as *"Good (B)"* or *"Very Good (A)"* at the first three items. This includes reporting that the BPD are good at being available when needed (79%), dealing with community concerns (64%), and reducing crime (55%), while being fair at addressing traffic crashes (50%). However, respondents' perceptions of the BPD's effectiveness at reducing crime and reducing crashes fell from the 2021 survey (where reducing crime was 67% and reducing crashes was 57%). This will be discussed in greater detail later.

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 and their direct interactions with police officers. It can also vary across time (i.e., between surveys). 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.

To conduct these analyses, we computed a mean performance score using the four items. Scores on the scale range from 0 *"Very Poor (F)"* to 4 *"Very Good (A)"*. The mean score produced was 2.65, or a rating between "Fair (C)" and "Good (B)." Detailed findings on the analysis of this scale can be found in Appendix F.

No differences were seen in the performance ratings issued by men and female respondents, by race/ethnicity (i.e., white vs. non-white), years lived in Bend, location in the city, or by recent officer-initiated contact (yes vs. no). Respondents aged 18 to 44 and those aged 45 to 64 gave lower ratings for BPD's performance in managing public safety than respondents aged 65 and older. Similarly, recent victims of crime in Bend rated the BPD significantly lower in this area than non-victims. Finally, the 2023 survey saw a drop in the composite score compared with 2021. While statistically significant, this decrease was of a lower magnitude than the difference when examined by age or victimization.

It is interesting to note that the mean score for BPD's performance in public safety management declined from 2021 while the means scores for cooperation with the agency increased significantly and mean trust was trending in the same direction. Several qualitative comments provide insights into why this might be. The comments below have been pulled from several sections of the report but provide some insights into how respondents evaluated the BPD's performance relative to the challenges the agency faced. A significant theme in many of the respondents' comments focused on how Bend's growth is creating new challenges or how the size of the police force has not kept pace with the growth. This theme will be explored in greater detail later, but a couple comments below are illustrative of respondents who believe growth to be creating public safety challenges:

- *"Create programs to address homelessness, create affordable housing so folks don't resort to criminal behavior to survive more street lights. I'm a huge supporter of the police especially when they are trained to be compassionate & helpful! We need their presence in our community to keep the peace but the fact that we have to sign onto a website to report a crime – I'd rather not!! It is not worth my time for what reason – there's no finger printing. Bend is growing and with its growth are big city problems."*

- *"Our increased population is changing our wonderful culture. Anger, patience, tolerance, friendliness, connections, kindness, civility, trust has changed not for the better. I still live in Paradise but the growth has taken a toll on the infrastructure of services and happiness."*

- *"I feel like the police force is very small here compared to the growth. Please find a way to increase the staffing of patrol officers."*

- *"I've lived in Bend for 20 years and have always been impressed by the Bend Police Department. In recent years, with growth and tourism, I've felt that the late-night drunken behavior and DUI and distracted driving has been on the rise. I have a low tolerance for drunk tourists. -- I would like to see more enforcement for drunk and distracted driving. I feel that that's likely the more common cause of somebody getting killed or injured in Bend, more so than any violent crime. Thanks for all that you do!"*

As noted on the previous page, perceptions of the BPD's performance have declined but remain generally positive. Many of the issues facing the City of Bend and BPD are common to growing communities. Managing the BPD's transition from a more rural/smaller community policing agency to an agency capable of addressing the challenges of a growing city will be an ongoing challenge.

As will be discussed in much greater detail throughout the report, comments left by respondents highlighted concerns about quality of life. Data (also discussed later) indicate that many respondents feel less safe. It may be that the BPD is being held at least partially accountable for the perceived decrease in quality of life and safety.

Of key importance during this transition will be vigorous and ongoing engagement with the community. The next section explores respondents' perceptions of the BPD's efforts at community engagement.

Summary

▪ The majority of respondents rated the BPD as "good" or "very good" in metrics capturing police-community engagement.

▪ Ratings on these items improved from the 2021 Community Attitudes survey.

▪ Non-White/Hispanic respondents rated the BPD's recent community engagement efforts less favorably than White respondents.

BPD's Grades for Community Engagement
(Excludes respondents answering "Don't Know")

Legend: ■ A ■ B ■ C ■ D or F

	A	B	C	D or F
Building trust with your community	22%	47%	21%	10%
Communicating with the public	20%	43%	25%	11%
Developing relations with people in your community	20%	41%	25%	13%
Involving your community in crime prevention	13%	41%	26%	20%
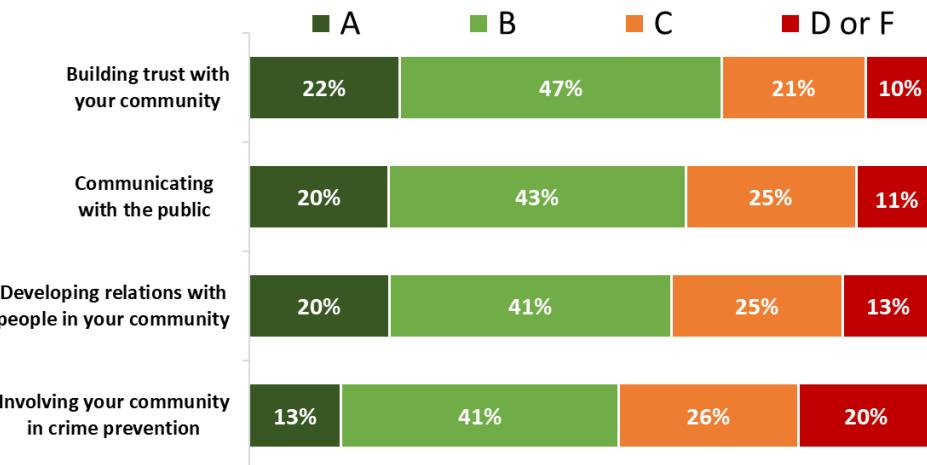
Making continual efforts to improve community engagement will be integral to the BPD's efforts as the City of Bend continues to grow. While the nature of this engagement is changing, in particular focusing on the use of technology to improve engagement, its fundamental importance remains. To assess the agency's recent performance in this area, we asked survey respondents to consider four items: "Building trust with the community", "Communicating with the public", "Developing relationships in your community" and "Involving your 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 from the chart above (see Appendix C).

Most 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 69% who thought the BPD were doing well at building trust, to a low of 54% giving them a positive evaluation for involving the community in crime prevention. Unfavorable evaluations (i.e., "poor" or "very poor") were mixed, ranging from 10% for Building trust with your community to 20% on Communicating with the public. A sizable proportion of the sample (26.8% to 43.4%) answered, "Don't know", suggesting further efforts to engage with the public and publicize the outreach already being done are needed.

Mirroring the methodology detailed in the prior sections, we also assessed variability in evaluations of BPD's community engagement as a function of residents' demographics and by survey year (see Appendix G for details). Evaluations of BPD's community engagement over the past year did not differ as a function of sex (male vs. female), years lived in Bend, location in the city, or based on recent officer-initiated contact.

Consistent with the prior sections, respondents who were younger (age 18 to 44 and 45 to 64) gave BPD significantly lower grades than people 65 or older. Respondents who were Non-White gave lower grades for community engagement than Whites, and crime victims felt less positive than non-victims. Finally, the mean score for respondents from the 2023 survey was significantly higher than the mean score from the 2021 survey.

Two aspects of these findings are worth additional discussion. First, it is important to note that the changes in mean scores across most of these factors were not large. The difference between Non-Whites vs. Whites amounted to .24 on a scale that ranged from 0 to 4. The largest differences found were for victims vs. non-victims (.44) and people aged 18 to 44 versus those 65 and older (.45).

Second, based on comments left in the survey, many respondents do not hold the police solely accountable for this area of performance.

- *"Blameless on the police department but governing bodies not allowing the police to deal with homeless camp on 2nd street. I pick up parts at [redacted] 2-3 times a week and it feels like human frogger"*

- *"I feel less safe today and I don't blame the police but I do blame the city council. I feel like drug use out in public is more frequent and more visible than it was a year ago."*

- *"Our politics are ruining our great city…"*

While not holding the police accountable for these issues likely mitigated the impact of these concerns on the respondents' perception of police performance, it is likely that this still impacts the political legitimacy of local government. Additionally, local government's ability to address many of these issues is not a result of political decisions at the local level. Instead, it is the result of legal rulings and changes to police powers at the state, regional (9th Circuit Court of Appeals), and national levels.

Addressing these concerns or explaining why such concerns cannot be addressed can help mitigate these issues. As will be discussed in greater detail in the Summary and Recommendations section of this report, it is critical for all governmental actors, including but not exclusive to the police, to play a role in detailing what is being done to meet local concerns.

Note: Comments that insulted or defamed named individuals or used profane language were excluded from reporting. Where possible, alternate comments that highlighted the same issue were selected instead. If this was not possible, the name of the individual was removed. Political bodies or governmental agencies identified in comments were not altered, removed, or redacted.

Perceptions of Safety

Summary

- Respondents report feeling safe in their neighborhood during the day (97%) and at night (73%).

- Perceived safety was noticeably lower at night, particularly for city parks (48% report feeling "Safe" or "Very Safe") and downtown (54%).

- Nearly a third of respondents (32%) reported that their perception of safety decreased in the last 12 months. In contrast, only 3% felt their safety had improved

- Women report lower levels of perceived safety in all locations.

The survey 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)".

Neighborhood Safety

How Safe Would You Feel Walking Alone?
In Your Neighborhood

	At Night	Daytime
Very Safe	33%	78%
Safe	40%	19%
Neither	17%	3%
Unsafe	8%	1%
Very Unsafe	1%	0%
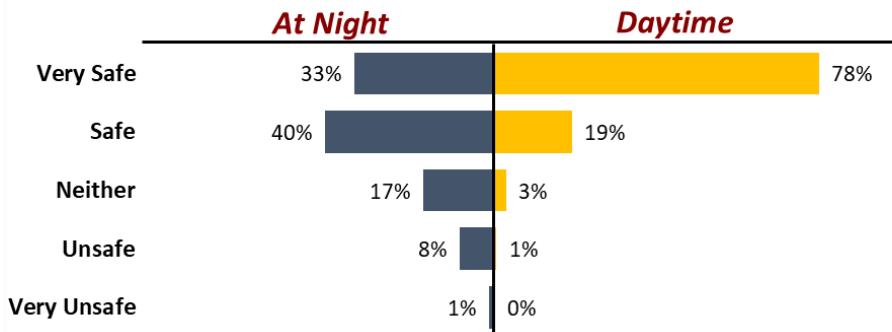
The graph above reports respondents' perception of safety in their neighborhood during the daytime and at night. The vast majority of residents reported feeling safe to very safe when walking alone in their neighborhood during the daytime (97%). Nearly three-quarters (73%) reported feeling "very safe" or "safe" at night.

Additional analyses, presented in Appendix H, examined variation in perceived safety by respondents' demographics, contact with police, and survey year. To conduct these analyses, the daytime and nighttime were averaged together, generating a mean safety score for each location (i.e., respondents' neighborhood, nearest park, and Downtown).

Consistent with other studies on sex and fear of crime, women perceived walking alone in their neighborhood as significantly less safe compared to the perceptions of male residents. Those having lived in Bend for less than five years felt safer than those having lived in Bend for more than 20 years. People living in the southeast and northeast regions of the city felt less safe than people in the southwest and northwest. Finally, respondents who were the victim of crime in the past 12 months felt less safe than those who had not been victimized.

No differences were seen in the mean neighborhood safety score across age groups, race/ethnicity, or being contacted by a police officer recently. Nor was there any difference observed in mean perceived safety across the two survey periods (2021 vs 2023).

Safety in City Parks

Identical analyses were conducted, asking respondents to assess their safety when walking alone in the nearest city park during the day and at night. Again, the vast majority of respondents (93%) reported feeling safe to very safe when walking alone in their neighborhood during the daytime. Less than half (48%) reported feeling safe or very safe in the nearest city park at night (see graph on next page).

Additional analysis, using the mean safety score described above, compared respondents' perceptions of safety in city parks by demographic and other factors. Here again, women reported feeling significantly less safe than men. Age was also a factor, with individuals 65 years or older feeling less safe than those 18 to 44 and 45 to 64.

How Safe Would You Feel Walking Alone?
In the Nearest City Park

	At Night	Daytime
Very Safe	16%	69%
Safe	32%	24%
Neither	27%	5%
Unsafe	20%	2%
Very Unsafe	5%	0%
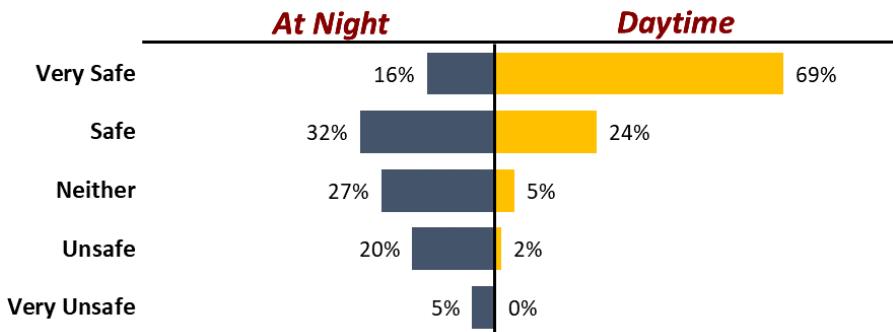
Individuals who lived in Bend for 20 years or more years felt less safe than those who lived in Bend for 5 to 19 years and those who lived in Bend for less than five years. Finally, those living in the southeast and northeast felt less safe than those in southwest and northwest Bend. The other factors considered, including race/ethnicity, victimization, recent contact with the police, and survey year were not associated with differences in the mean safety score for parks.

Safety Downtown

How Safe Would You Feel Walking Alone?
Downtown Bend

	At Night	Daytime
Very Safe	17%	71%
Safe	37%	23%
Neither	27%	4%
Unsafe	16%	1%
Very Unsafe	3%	0%
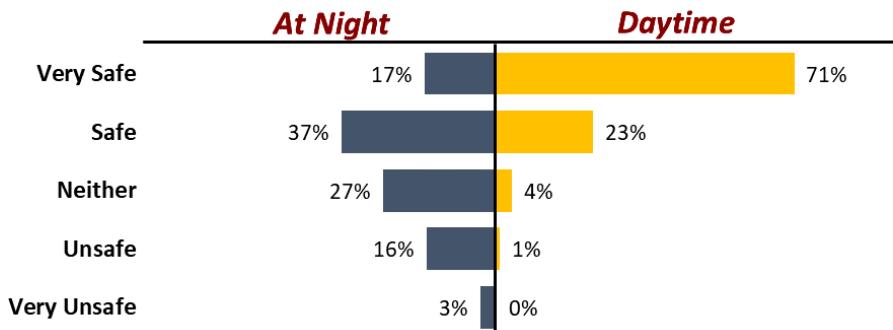
A final set of analyses considered perceptions of safety while walking alone Downtown. The overall results are presented in the chart above. Perceptions of safety (i.e., "safe" or "very safe") in Downtown Bend remain high during the daytime (94%) and moderate (54%) at night. Only one percent of respondents reported feeling "unsafe" or "very unsafe" during the daytime and slightly less than one in five (19%) reported feeling "unsafe" or "very unsafe" at night.

Comparative analyses of the mean safety score found that Non-White and/or Hispanic respondents reported feeling significantly less safe downtown than White respondents. As with the earlier analyses, women felt less safe than men. Those who lived in Bend for 20 or more years felt significantly less safe than newer residents and people in the northeast had a lower safety rating for downtown than people from other areas of the city. No differences were observed across age groups, victimization, officer-initiated contact, or survey year (2021 vs. 2023).

Change in Perceived Safety

Respondents were also asked to assess how their perceptions of safety have changed in the past 12 months. They were asked, "Compared to 12 months ago, how safe do you currently feel in Bend?" and could reply, "I feel a lot safer", "I feel a little safer", "I feel about the same", I feel a little less safe", or "I feel a lot less safe." The graph on the following page collapses the two former and two later into "safer" and "less safe" categories.

The majority of respondents (64%) reported that their feelings of safety remained about the same compared to 12 months ago. Three percent reported feeling safer, while nearly one in three (32%) reported feeling less safe.

Respondents who reported feeling <u>less safe</u> were asked what led to the change. Their open-ended comments, which included 446 total responses, were reviewed and grouped thematically.

The most commonly identified themes focused on quality of life (66% of responses), crime (25%), traffic (12%), growth (11%), and major public safety incidents (10%). There were also 85 (19%) responses grouped in an "other" category. This was a broad grouping with many different concerns. As per prior qualitative coding, a written response could contain more than one theme and there was some overlap across topics. The text below provides comments selected to represent each section's prevailing theme.

Changes in Perception of Safety
Compared to 12 Months Ago

Less Safe, 32%

About the same, 64%

Safer, 3%

Quality of life (294 responses)

Quality of life concerns, primarily related to homelessness, substance abuse, minor crimes, and mental health have been a consistent issue dating back to the first survey conducted by Portland State University in 2017. A subset of respondents also expressed concerns about youth, however, this was only a handful of comments.

As Bend continues to grow, these issues remain a significant source of concern to many community members. A selection of comments from this theme is included below.

- *"A homeless crisis that has gotten out of hand to the point where transients are walking through my neighborhood and living across the street from my family. There is a wide spectrum within the homeless population ranging anywhere from friendly and harmless to violent and harmful. Because of which, I am extremely hesitant to place any amount of trust in any of the homeless population and regularly assume them to be a threat to the wellbeing of my family.*

- *I can also place bored, tiktok teenagers (or even teenagers in general) in the same category; they might pose no threat, but whenever I see them, I think of all the vandalism and general delinquency they cause and am cautious when they linger around my home."*

- *"I work downtown. The amount of vagrancy, drug addicted and mentally ill people has exploded. I am uncomfortable in my city - and I have lived here over 30 years."*

- *"Allowing homeless to live anywhere in conjunction with easing drug penalties increases more risky encounters. A meth addict was allowed to live in a van in front of a school, park and neighborhood for weeks and the police couldn't do anything about it. We paid for them to have their car fixed so they could be on their way. There are visibly drug impaired people walking in parks where kids play shouting at people. This did not happen 2 or 3 years ago."*

The above comments do a good job of capturing the angst felt by those who indicated that "Quality of life" concerns were impacting their perceptions of safety. This theme was often coincident with crime, growth and other concerns.
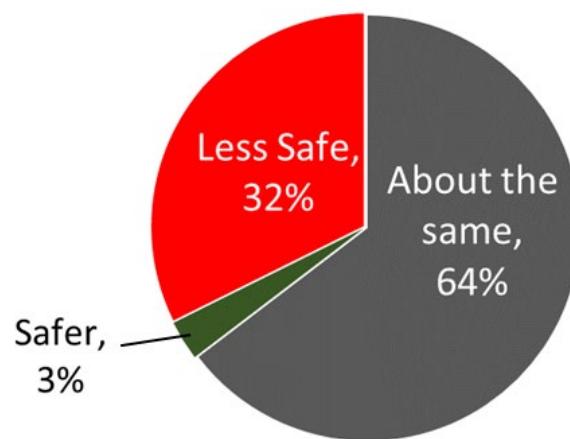
Crime (112 responses)

Crime concerns were the second most prevalent theme identified in those whose perception of safety had decreased. Those responding to this category often had a close connection to criminal victimization. This manifested as either being personally victimized or having a close friend or relative being victimized (particularly as it related to the shooting at Safeway). In particular, the Safeway shooting (as well as other recent homicides) was frequently mentioned (these comments will be addressed in their own section).

Others noted that their perception was the result of media (either traditional news or social media), and often focused on property crime as opposed to violent crime. Some of these comments report a mix of hearing about crime in the news and then experiencing Quality of Life issues that are not addressed by authorities, which appears to increase safety concerns. Finally, many respondents also noted that Growth was causing additional crime concerns.

Selected quotations are presented below:

- *"News reports of the increase in violent crimes across America. It may be irrational, but hearing about rising crime in America leads to an increase in worry about whether it could happen in Bend. I do not know personally of victims of crime in Bend, but the Safeway shooting does affect everyone's state of mind when it comes to one's sense of safety here."*

- *"In the news there are more reports of property crime, trespassing on your private property by violent people, theft, more homeless camping out by our house. We live next to a city park and there are homeless that sleep in there at night. It seems like there is little enforcement of homeless sleeping wherever they want. It seems like good people have to abide by laws that others can just choose to ignore."*

- *"Maybe it's increased media attention, but my perception is that crime incidents are now greater than before. And while I fully support (including financially) every effort to provide services for people living on the streets, I perceive that a good many of them do cause problems ranging from littering to theft to harassment to assaults. Property crimes do seem to be increasing in this community."*

- *"The mass shooting at Safeway and the murders of the two teenagers...in addition to the murder of Mr. Washington, although that was more than 12 months ago [Barry Washington was an African-American homicide victim in Bend and the trial related to his homicide occurred in close proximity to the survey]. I grew up in Bend and am startled by the rise in violent crime, especially as I raise my children here."*

- *"I feel that the homelessness issue is out of control. There are more people with drug and alcohol issues compounding their mental health issues. I do not feel like I live in the same town I did five years ago. 12 months ago, I felt more safe than I do today."*

Traffic (55 responses)

It is worth noting that more respondents expressed traffic as a concern than even the Safeway incident. Specific traffic issues identified by respondents included: driving intoxicated, car crashes, speeding, running red lights, aggressive or distracted driving, driving those endangered bicyclists and pedestrians, and other concerns.

Below is a sample of these quotes.

- *"I see people run lights and stop signs almost every day now. People drive dangerously on a level I've never seen since moving here 10 years ago. Lots of people use the bike lanes as turn lanes to avoid waiting at a light and it often results in near misses with other vehicles or pedestrians."*

- *"Distracted drivers on their cell phones. New people running red lights. Jay walkers on their cell phones and bicycles ignoring cars."*

- *"DUI drivers are a huge issue and because law enforcement is rarely seen on the west side, it remains a problem. I probably see 3-6 obvious drunk drivers every weekend. As a result, our kids aren't allowed to cross streets solo in the evenings. Drivers love to cut through the neighborhoods. The drinking culture here is out of hand. The recent roundabout hit and run may be an example of how bad it can get."*

- *"I walk and bike to commute and motorized vehicles are more aggressive and yield the right of way to me less often. More cars are parked in bike lanes, I get cut off approaching roundabouts where the bike lane ends, I've been yelled at to get off the road (when biking and there is no bike lane), I've been run off the road intentionally twice this year (century drive/ cascade lakes), cars rarely stop at crosswalks now when I'm on foot (major change in the past 3+ years), and in my neighborhood where there are no sidewalks I've jumped off the road when walking to not get hit by a car multiple times. There is a lack of respect for non-motorized transportation that is growing."*

Growth (47 responses)

While anecdotal, it appears that rapid growth in the city was a more prevalent theme in the 2023 survey compared to prior years. While mentioned in past surveys, this year's survey contained numerous mentions of the challenges rapid growth is causing in Bend. These concerns were noted in several different sections and were generally blamed for whatever concern that specific section highlighted. Growth concerns were frequently associated with other concerns, such as quality of life or crime. These concerns also often include a lack of resources or services, such as an affordable house, mental health care, etc., that, when combined with growth, exacerbate the feelings of unsafety. Alternately, some respondents felt that issues related to growth were due to the behaviors of those moving to Bend, as opposed to simply being the byproduct of an increased population.

Below are examples of this concern:

- *"I'm more aware of crimes as the population of Bend has increased. I've also noticed many more homeless people in the area where I live and throughout Bend. I feel bad about feeling nervous about this - I think homelessness is a societal problem and community changes such as affordable housing (for me, too! I have a graduate degree and a professional job, and can't afford to buy a home!). At the same time, I notice more single men on the street when I walk or run around town and in the evening."*

- *"Our increased population is changing our wonderful culture. Anger, patience, tolerance, friendliness, connections, kindness, civility, trust has changed not for the better."*

- *"Population increase - People coming here from bigger cities, with different (less small town/neighborly) ways of living and attitudes towards their community. Shootings (I do NOT think Measure 114 will help.). Homeless population increase. (I don't think homeless people are inherently 'bad' people, but sometimes people with bad/selfish motivations are also homeless - perhaps more idle time, too.)*

- *"I was born & raised in Bend and watching my hometown change so much, so quickly, has been heartbreaking, I don't feel like part of my town anymore. I feel like the outsider. However, I don't feel like 'social gatekeeping' is helpful."*

A number of comments contained very short comments simply noting that increased population brings increased crime (e.g., *"more people and more crime."*). Other comments associated incidents such as the shooting at Safeway with growth (e.g., *"As the population increases and I hear about crime and shootings (like at Safeway), I feel less safe."*

Safeway (44 responses)

The August 28, 2022, shooting at the Safeway on the east side of Bend was repeatedly mentioned in the survey's comments. It was a horrific and tragic event that appears to have deeply impacted community members. This was manifest in the comments pointing specifically to this incident as a source for increased concern. Next is a selection of these comments.

- *"The shooting at Safeway really shook us. Hard to imagine that would happen in this town."*

- *"The Safeway shooting, the man who killed the two teens, and hearing of other crimes (theft, vandalism) on the nextdoor app. I have lived in Bend for just over a year and I thought it was very safe when I moved here, but the events of this year have made me think otherwise."*

- *"Grocery shopping with my 2-year-old daughter in the Safeway 2 hours before it was shot up. Also, the extreme increase in the homeless population has got me carrying my licensed concealed firearm again. If I didn't carry a firearm I would not feel safe in Bend anymore."*

- *"The public shooting at the Safeway caused me to feel nervous (this is the only incident that has impacted my ability to feel safe)"*

- *"Shooting in Safeway. Made me think more about need for gun control. Police are less visible in downtown Bend."*

The Safeway shooting was also mentioned frequently in conjunction with other, less serious, "quality of life" concerns.

- *"The Safeway shooting. The unsolved murder in SE Bend. Inability of Police to do anything about the homeless crime and trespassing."*

- *"The shooting at Safeway. The growth in transient, homeless people."*

- *"There are more homeless people near my home and the Safeway shooting"*

Other (82 responses)

The "Other" theme contained a number of disparate concerns; some of the more common included concerns around political divisions both locally and nationally, concerns regarding equity issues or bias, concerns around a lack of police, crime being highlighted in the media (especially social media), the respondent's health or age and several other topical areas. None of these was common enough to justify its own theme, but collectively they represent valuable information about community concerns. Below is a selection of these comments.

- *"Extreme political division. Increase in number of people carrying guns. Increase in population. Don't know my new neighbors."*

- *"I am an at-risk minority that experiences hate speech and there are more and more incidences of crimes against people like me."*

- *"More people, more traffic, more homeless, less police"*

- *"Nothing has happened to me but I read about a lot of things happening in our neighborhoods on Next Door Chat. People breaking into cars and garages at night, going through recycle cans, stealing property off porches and yard."*

- *"Probably just next door. I get a lot more information and had no idea about all of the issues the city has going on. Issues from a crime perspective."*

- *"Seems like people in general are less accepting of differences between community members."*

- *"I feel more nervous mainly as I get older and not so quick on my feet. I feel very bad for the homeless folk but walking by someone who is obviously in a bad place does make me worry they might do something unexpected."*

It is important to remember that this section focuses on respondents' perceived safety concerns, not necessarily actual safety based on documented crime. That said, feelings of safety (or perhaps feeling unsafe) can have deleterious effects on a community and is often a major focus of law enforcement activity.

Locations Where People Feel Unsafe

Finally, survey respondents were asked if there was an area in Bend that they would feel unsafe walking alone. Those answering 'yes' were given a map of Bend that allowed them to 'click' up to three areas where the might feel unsafe. The map below aggregates these responses via a density or "Heat Map." This map style was chosen as it removes individual points, preventing any specific location from being highlighted. It also smooths the data, reducing the clutter and allowing the user to interpret patterns more accurately. The map for 2023 is also contrasted with the map from the 2021 survey, revealing a high degree of consistency in locations of concern.

Here again, it is important to remind the reader that these maps reveal perceptions about safety that may or may not be consistent with actual risk for victimization or other threats to public safety. Please keep this in mind when reviewing the maps below.

Density of 'Clicks' Indicating Where People Feel Unsafe in Bend
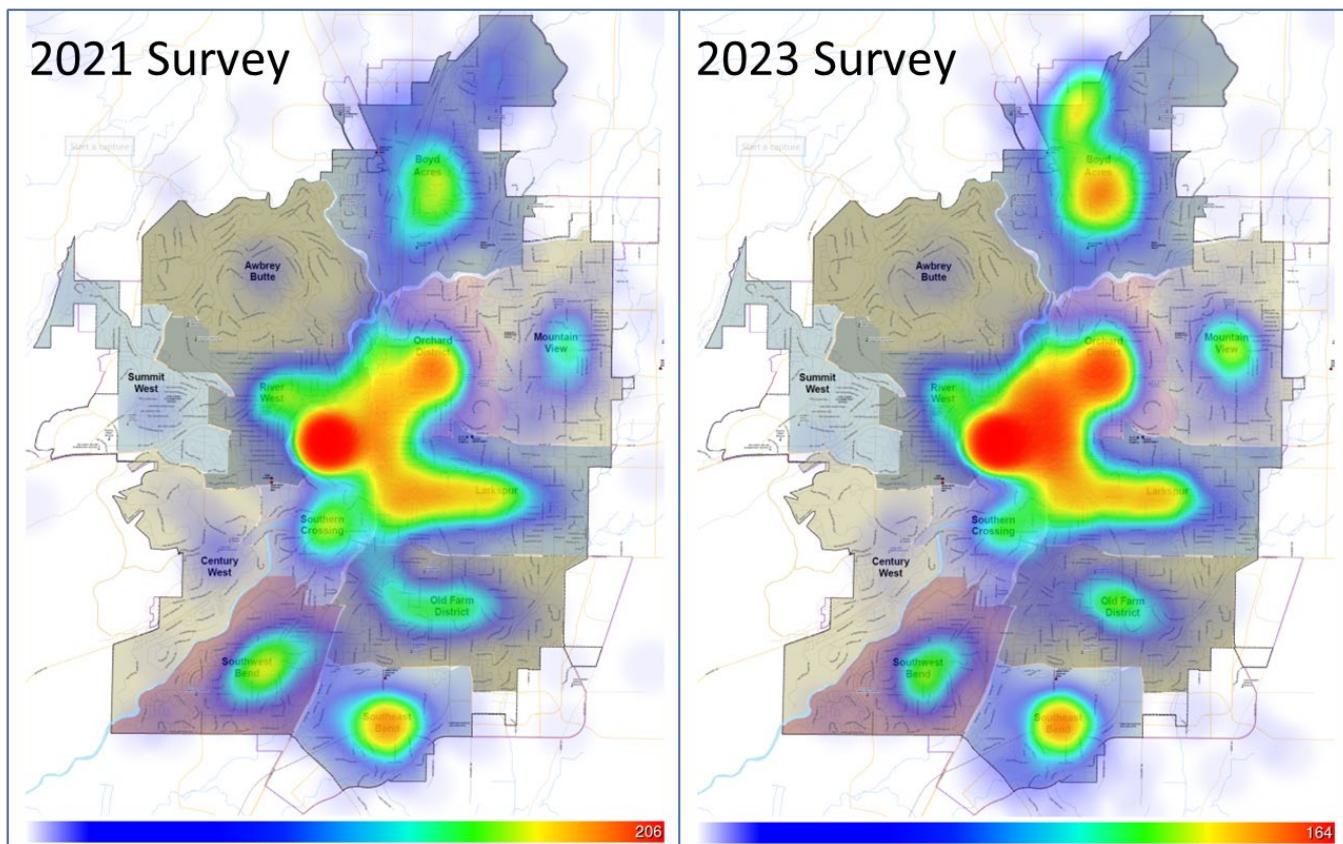
Summary

- "Drug Offenses" were the most commonly cited "Major Problem" with over 50% of respondents citing the issue as a major problem. This exceeds the next closes issue by nearly 20% and is, by far, the issue rated a major problem by the most respondents in this survey's history.

- While identified as a "major problem", the police have limited tools for addressing most drug offenses.

Perceptions About Public Safety

(Remaining respondents answered "Not a Problem". Excludes missing data and people answering "Don't Know")

	Major Problem	Moderate Problem	Minor Problem
Drug Offenses	52%	35%	10%
Alcohol Offenses	33%	50%	15%
Larceny-Theft	31%	51%	16%
Burglary-Trespassing	30%	49%	18%
Property Damage	22%	50%	24%
Sexual Crimes	20%	49%	25%
Fraud/Deception	25%	43%	27%
Violent Crimes	18%	49%	29%
Environment/Animal	18%	49%	28%
Public Order	12%	43%	37%
Marijuana Offenses	18%	33%	31%
Bias Crimes	13%	34%	32%
Vice Crimes	10%	32%	40%

The survey asked respondents to review 13 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." The graph to the right documents the respondents' ratings for these items.

The most striking change noted in this year's respondents' assessment of public safety concerns is that a majority (52%) of respondents listed "drug offenses" as a "major problem."

Reviewing past surveys revealed that no issue has ever had such a high percentage of respondents identify it as a "major problem." The closest any issue has come before this year's survey was "illicit drugs" being highlighted as a major problem by 31% of respondents in the 2019 survey.

Beyond the respondents' concerns with drug offenses, it is worth noting that "alcohol" offenses, with 33% of respondents identifying it as a "major problem," exceed every other issue identified in community surveys, except "drug offenses" in this survey. Additionally, "larceny-theft" and "burglary-trespassing" are among the most pressing issues identified in past surveys.

Since 2017, four out of the five issues with the largest percentage of respondents identifying them as a major issue occurred in this year's survey. This is concerning and may be related to the respondent's perception that the BPD is less effective at addressing public safety concerns when compared with 2021. An important caveat for this section is the large number of "don't know" responses provided by survey respondents. In some cases, such as for "sex crimes" and "vice crimes," the percentage of respondents answering "don't know" approached 50% (48.3% and 49.0% respectively). For "drug offenses," "alcohol offenses", "larceny-theft," and burglary-trespassing" the percentage of respondents answering, "don't know" was much lower, generally under 25%. These numbers are available in Appendix C.

This is not surprising as the nature of these crimes is more open. These types of crimes were often the focus of qualitative responses focusing on how they impact Bend.
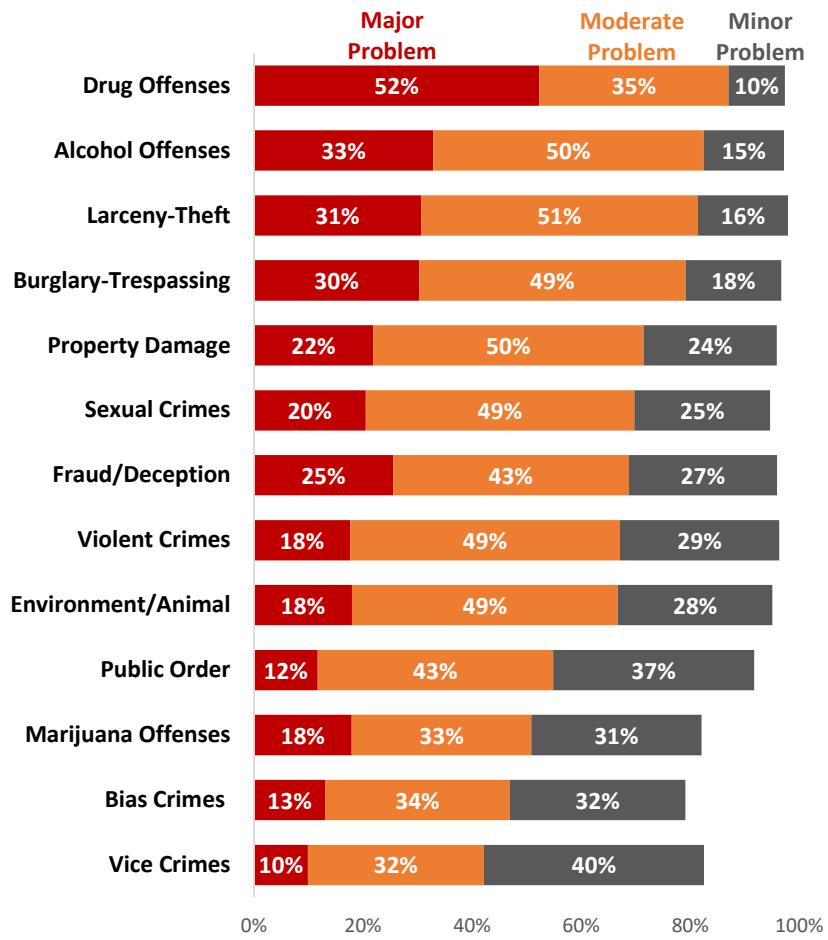
Regardless of political opinions regarding Measure 110, it is the law of Oregon. It is important to remember that this measure did not legalize drugs, but it did make enforcing drug laws more difficult (see this article). In effect, the measure impacted policing's ability to use probable cause related to drug law enforcement. It also greatly diminished the value of drug-detecting K-9s (due to the loss of probable cause). This does not mean that Measure 110 increased crime (here is a study on the measure's impact). However, Measure 110, by design, shifts the emphasis for addressing low-level drug issues away from police and onto the medical profession (here is an explanation of the measure from the Oregon Health Authority).

Police can issue violations (basically $100 tickets), dismissed if the subject calls a hotline for drug screening (see here). These tickets appear ineffective as most of those receiving them ignored paying the fines and did not seek treatment (see here). This means that the major tool available to local police in addressing this issue is ineffective.

This leaves the BPD in an uncomfortable position. Based on respondents' answers, it appears that drug offenses are a major concern. However, police have almost no effective tools to address low-level drug use (and are not the main entity responsible for this), and their ability to conduct more extensive investigations is impacted by issues related to probable cause.

Concerns Regarding Traffic Safety

Summary

- "Distracted driving" was the most cited 'Major Problem" (45%). Almost all (99%) respondents listed this as a least a "Minor Problem."

- "Driving under the influence (DUII)" saw a large increase in respondents who felt it was a "Major Problem." This number increased from 15% to 36% since 2021.

- More than half of those responding thought every traffic issue identified was at least a "Moderate Problem."

Consistent with past surveys, the current respondents were asked to evaluate a number of traffic safety issues, rating them on a four-point scale: "not a problem", "minor problem", "moderate problem", and "major problem." They could also select "don't know." The chart to the right presents the responses to these items.

The respondents identified "distracted driving," as the most prominent issue. Nearly all respondents (99%) listed this as at least a "minor problem").

Perceptions About Traffic Safety

(Remaining respondents answered "Not a Problem". Excludes missing data and people answering "Don't Know")

	Major Problem	Moderate Problem	Minor Problem
Distracted driving	45%	40%	14%
Driving under the influence (DUI)	36%	43%	18%
Speeding in residential areas	36%	38%	22%
Speeding on city streets	36%	35%	22%
Tailgating; following too closely	24%	36%	29%
Speeding in school zones	20%	39%	30%
Vehicles ignoring pedestrian right of way	21%	37%	31%
Running red lights; stop signs	22%	30%	35%
Failure to yield at intersections; circles	19%	33%	36%

Other concerns included: "driving under the influence (DUII)" (97% "minor problem" or higher), "speeding in residential areas" (96%), "speeding on city streets" (93%), "tailgating; following too closely" (89%), "speeding in school zones" (89%), "vehicles ignoring pedestrian right of way" (89%), "running red lights; stop signs" (86%), and "failure to yield at intersections; circles" (88%).

It is worth noting that over 50% of respondents listed every problem as at least "moderate." Compared with the 2021 survey, a number of issues rose greatly regarding the concern they elicited from respondents. For instance, in 2021, 63% of respondents indicated that "driving under the Influence (DUII)" was at least a "minor problem," and 15% indicated that it was a "major problem." In this year's survey, the number of people who indicated DUI was a "major problem" more than doubled, and those who felt it was an issue increased by over 30%.

The BPD has two significant advantages in addressing this issue. First, unlike drug offenses, traffic is an issue where the BPD has a clearly defined role in addressing and is empowered with effective tools. Second, based on feedback from those contacted, the BPD appears to do a good job managing these encounters in a way that does not damage community trust. This combination could allow the BPD to prioritize traffic enforcement more heavily. This possibility will be discussed in greater detail in the following section.
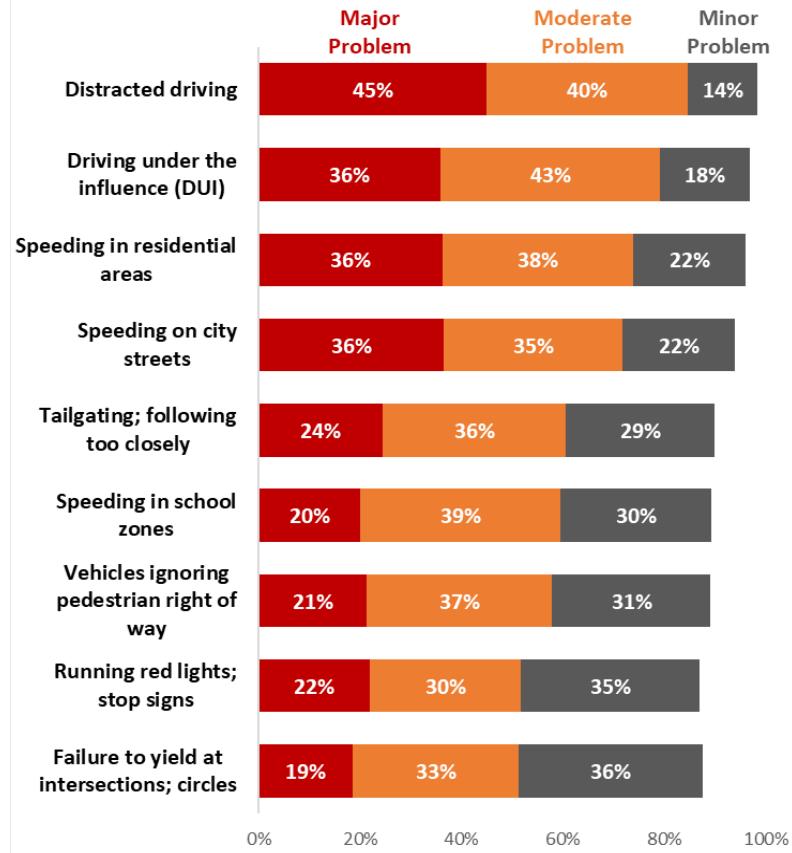
Summary

- Nearly all respondents indicated that addressing violent crime in the coming year should be a "high priority" for the BPD.

- The majority of respondents felt the BPD should prioritize addressing DUII, property crime, drugs, social disorder and crisis intervention in the coming year.

- A relatively large percentage (17%) of respondents felt the BPD should not be involved in crisis intervention.

Priorities for BPD in Coming Year
(Remaining respondents answered "Low Priority")

■ BPD should not do this   ■ High priority   ■ Medium priority

Activity	BPD should not	High priority	Medium priority
Community Engagement	3%	18%	47%
Patrol City Parks	3%	23%	52%
Patrol Neighborhoods	2%	25%	50%
Patrol Downtown	1%	32%	48%
Traffic Enforcement	1%	38%	44%
Problem Solving Partnerships	2%	44%	44%
Respond to Physical Disorder	3%	47%	37%
Crisis Intervention	17%	51%	27%
Respond to Social Disorder	1%	56%	36%
Drug Enforcement	1%	57%	31%
Investigate Property Crimes	0%	62%	35%
DUI Enforcement	0%	66%	29%
Investigate Violent Crimes	0%	96%	4%

The BPD is tasked with a number of responsibilities and expressed a desire to prioritize their work in a manner consistent with public opinion. To help in this assessment, a battery of questions was added to this year's survey (see Appendix C – items 88 through 100). These items asked the respondent to read descriptions of various law enforcement activities the BPD could pursue (e.g., "investigate violent crimes," "patrol city parks") and then recommend a prioritization level for the coming year. The priority levels included "high priority," "medium priority," and "low priority." Respondents could also select "BPD should not do this." The graphic to the right documents the findings from these items.

A majority of respondents identified the following issues as a high priority for the BPD: "investigating violent crimes" (96% felt this should be a high priority), "DUII enforcement" (66%), "investigating property crime" (62%), "drug enforcement" (57%), responding to social disorder" (56%), and "crisis intervention" (51%). The last issue is interesting because it was the only activity that a sizable percentage of respondents (17%) indicated the BPD should not be involved in. This opinion was discussed in more depth in the comments provided by respondents.

Over half of respondents felt that all the issues identified by the BPD were at least a "medium" priority and except for "Community Engagement," all the issues highlighted in the survey were identified as at least a "medium" priority by 75% or more of respondents. This presents a challenge for the BPD as there is a national shortage of qualified police officer candidates, increased turnover in policing (via retirements and officers leaving the profession), and the local challenges with getting police into Oregon's police academy. As recently as mid-2022, the BPD was waiting six to seven months to get trainees into Oregon's police academy.

To address this emergency, two additional classes have been added to the police academy. However, this only amounts to about 80 police officers, and the state does not anticipate resolving this issue until mid-to-late in the next biennium (Oregon budgets on a two-year cycle). The potential exists for a training backlog to exist
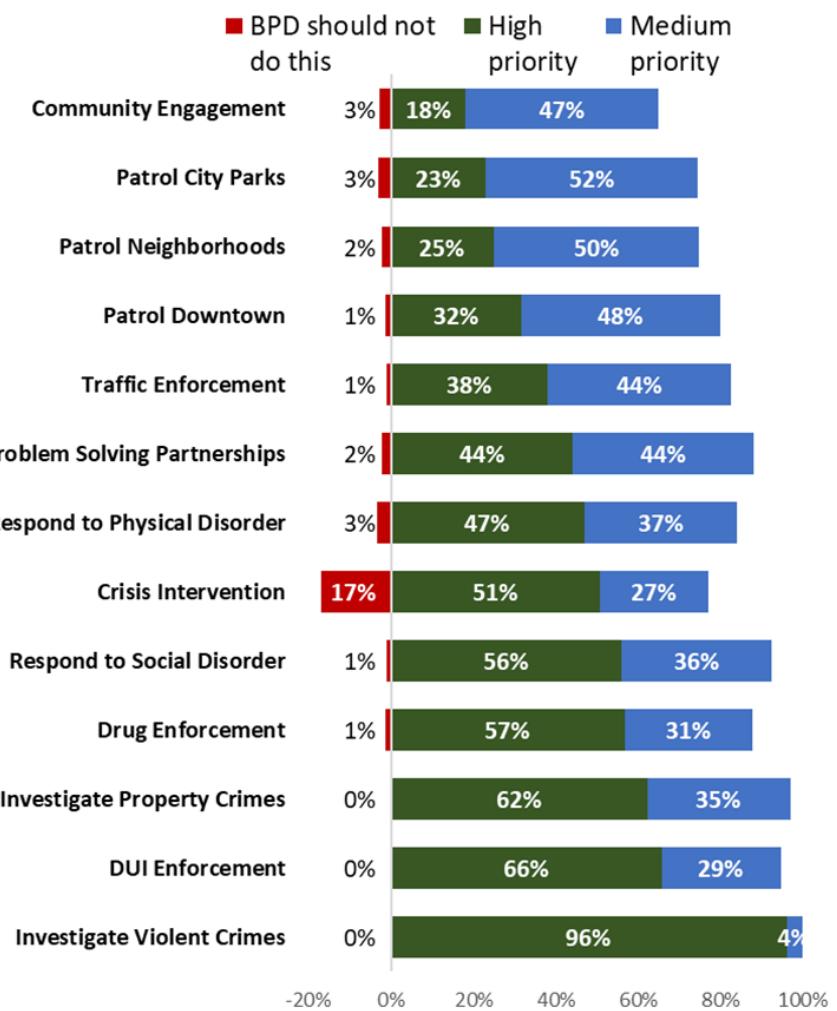
into the middle of the decade. Therefore, challenges in staffing will persist, even if additional funding is made available to the BPD. Given this situation, it is likely the BPD will need to focus its resources on the most urgent tasks. Resolving the mismatch in the community's expectations and BPD resources will likely require outside-the-box thinking and, potentially, making some unpleasant choices.

To help the BPD think through these options, respondents were asked, "*Do you have other recommendations for improving public safety in Bend in the coming year? If yes, please describe below.*" They were then provided an open-ended textbox to type in recommendations. This resulted in 665 responses. The comments were analyzed and grouped into themes.

The most common themes included: "quality of life" (28% of responses), "traffic" (22%), "enforcement" (20%), "visibility/presence" (17%), "community engagement" (12%), and "alternative (i.e., non-police) responses" (12%).

Quality of life (183 responses)

This theme accounted for the most recommendations of all thematic groups in this section. Concerns around the unhoused population in Bend dominated this theme. However, other concerns, such as fireworks or drug-related concerns, were also prevalent.   There was a significant overlap between this theme and the "enforcement" and "other" themes. Selected quotes representative of this theme are provided below.

- *"Camping in or on public spaces should NOT be permitted. Period. Those who choose to do so should be required to work with city sanitation to clean up their garbage and dispose of it in a proper manner…"*

- *"Continue to work with all potential city/county/community partners to address the homeless crisis, from a multi-pronged approach: mental illness, substance abuse, crime, etc. Thank you."*

- *"Enforce illegal camping laws. Don't allow this in our city. Stop this practice before it becomes a problem or a homeless camp. Do not allow people to litter and trash our city. Where is the enforcement for this? Hold these people accountable for their actions. I can't do this, why can they?"*

- *"Treat the housing crisis like a humanitarian issue. Do not criminalize the homeless. Connect people in crises to resources with advanced warning before any cleanup. These are our citizens too, and victims of our horrendously expensive housing and rising expenses not the villains. Thank you."*

Other individuals suggested establishing designated camping areas:

- *"We need to make dedicated spaces for homeless/mentally ill people to live that is not on our city streets or in public spaces. The dedicated spaces should be the only area in which tents can be erected, there should be services onsite such as toilets, needle disposal, etc. to keep these folks in a safe environment and contained. The rest of the city should not bear the burden of people lawlessly living and committing crimes without enforcement. Thanks for all that you do and keep up the enforcement of law in this city."*

- *"Hopefully your level of staffing and the laws will be such that attention can be paid to keeping houseless individuals in a designated area that is safe not only for them but for the housed residents of Bend."*

These suggestions were chosen to highlight a significant disagreement between respondents in this section. One group wants police efforts to focus on enforcement, holding everyone accountable to the same standards (many respondents felt that the unhoused population is allowed to commit crimes or take actions which they would be held accountable for), and, in general, adopt a more aggressive approach to addressing camping, begging, littering, drug use, etc. This approach will be discussed more in a subsequent section focusing on "Enforcement."

The second group of recommendations often focused on addressing homelessness through a less criminally focused lens and more as a social issue. Some of these recommendations focus on developing partnerships and are covered below. Other recommendations focus on removing police entirely from responding to issues such as homelessness and/ or mental health related calls. These recommendations will be addressed in a subsequent section focusing on "Alternative (i.e., non-police) Responses."

Examples of recommendations focusing on developing partnerships include:

- *"I think partnering with mental health crisis intervention teams, like how it is in the valley, could be beneficial to Bend. I also wish there was a way to tamper down the city's addiction to the drinking scene, but until then we'll just have to keep an eye on it."*

- *"Partner with USFS and BLM to work towards a future for all the people camped in and around Bend"*

- *"Work closely with State for fentanyl, heroin, cartel activities. Grow ops and crime/murder in Southern Oregon is a major problem. Don't let it spread to the north to Bend. Partner to keep Hwy 97 drug free."*

- *"Continue to work with all potential city/county/community partners to address the homeless crisis, from a multi-pronged approach: mental illness, substance abuse, crime, etc. Thank you."*

For some concerns, such as homelessness, mental illness, and drug use, it will be impossible for the BPD to address the community's concerns without extensive partnerships. In many of these issues, a combination of legal restrictions and/or a lack of appropriate tools will necessitate the police taking a junior role to other governmental agencies. In these cases, it will be essential for the police to communicate with the community what options they have available to them in addressing the concerns and how they are working to meet the community's expectations. It will also be important for community partners, such as local public health officials working on issues related to drug use, to be present and involved in this communication.

Traffic safety is an area where police have important partners, such as transportation officials. That said, traffic enforcement is a function where the police are the primary governmental agency. This makes addressing these issues critical to meeting community expectations.

Traffic (145 Responses)

Speeding, dangerous driving (such as distracted driving), and driving under the influence have traditionally been concerns identified in past surveys. This year's survey saw a new addition to this list, e-bikes. Bend introduced e-bikes in 2022, and based on comments provided by respondents, the program has caused some concerns regarding traffic safety. However, this specific issue was not presented to respondents in a quantifiable manner, so this assessment is based solely on the comments provided. This finding is anecdotal and is included as a potential issue for additional study.

Based on the above data, it appears that concerns around traffic safety have increased since 2021. This was also apparent in the comments related to traffic issues. When asked for strategies to improve public safety, the second most common theme identified was "traffic." When asked about priorities (see above) the response was more mixed. Responding to DUII's was a "high priority" for most respondents, but traffic enforcement was mixed with a plurality of respondents indicating it was a "medium priority." While the survey provides a mixed assessment regarding how the BPD should prioritize traffic, it was clearly an issue to many of those who left comments. A number of comments related to traffic are included below.

As mentioned above, e-bikes were a concern to many respondents This was a new concern, not addressed directly in this year's survey. Here are a couple of comments chosen as being representative of this theme:

- *"E-bike enforcement and pedestrian safety. With new middle school/high school start times traffic around schools is insane and I have not once seen a single cops in the area. Pacific crest has so many kids on e-bike who are not 16 riding on sidewalk and flying through crosswalks. With that said there needs to be enforcement if crosswalks and e-bike rules across Bend."*

- *"Tweens and teens on Ebikes are a tragedy waiting to happen. Kids riding double at high speeds and going the wrong direction are going to result in many injuries and likely some deaths. Parents aren't doing their jobs so I believe BPD needs to enforce the laws in hopes to keep kids safe and provide teachable moments."*

- *"Make known and accentuate the laws on electric bikes. I'm scared to death I'm going to accidentally hit or be hit by a whizzing bicycle with no light, helmet riding 2 under-age kids at time. They're all over the streets, walking paths. I don't hear much about or see signs that help with public knowledge on what's lawful or not with electric bikes."*

- *"There is a lot of concern with the increase of ebikes and their unsafe use. Too many underage kids...too many riders of all ages....not following any kind of safety protocols; riding on sidewalks, darting in and out of traffic, 3-4 kids on one bike...no helmets...and on and on. Driver and biker awareness can improve...with education....but not sure how to get this info out....to all. We sure appreciate you and your department....and know that you have many, many issues to address. Wishing you the best."*

- *"More public awareness is needed that kids under 16 riding ebikes is illegal and they should for sure not ride the wrong way on sidewalks. I am afraid there will be a very tragic accident."*

More broadly, respondents left a number of other comments regarding traffic issues. Here is a selection of these comments.

- *"DUI enforcement/traffic enforcement- make the parkway a freeway without entrances and exits requiring nearly a full stop! (Know this is out of your control.) The Hwy is increasingly scary to drive - north and south of Bend, too. It wasn't designed for the current population, and drivers now seem more aggressive."*

- *"Cars drive way to fast on the Bypass and 3rd street"*

- *"Hire more officers so you can have more presence around Bend to help with reducing crimes including speeding. The speeding has gotten terrible since the pandemic. People know they can get away with it so they do it."*

- *"Improve safety of roads for cyclists. There are a lot of angry drivers, especially those in pick up trucks who feel the need to stream black smoke, beep, scream out the window at cyclists."*

- *"Targeted weeks with traffic police at busy roundabouts to teach drivers how to use them properly and safely."*

- *"The Bend parkway needs cameras. It is not safe to do traditional pull overs on the parkway. The police have so much on their plate. Why not deploy resources more effectively and use technology to help us all be safer."*

- *"...Red light running. I have noticed a large increase in this in the past few years. Perhaps a public service spot to encourage people to be more aware on entering intersections. Increase enforcement."*

- *"Consequences of drunk driving - education high schools, colleges, establishments were liquor is served. Perhaps more harsh consequences."*

Another sub-theme noted in this section by a number of individuals were concerns about loud vehicles and equipment violations. This complaint is arguably a Quality of Life concern, however, since the enforcement mechanism would likely involve traffic stops, it was included in this section.

- *"People should be stopped for very loud cars and trucks and trucks that expel black smoke, a hazard for children and others who want to have clean air."*

Finally, there was a detailed quote left by a respondent who pointed out that from a pragmatic standpoint, there are benefits to traffic enforcement. Likewise, there may be benefits to partnering with others to address complex social problems.

- *"I get that the agency is hamstrung by staffing challenges and the difficulty in hiring. They are not alone but it is one of the results of our untenable housing costs. I wish it wasn't so. But given what we have to work with and given what we see every day I think the biggest impact the department could make would be significant increases in traffic safety and enforcement. It seems mundane perhaps but we have witnessed how the diminishment of enforcement has led to higher speeds, less compliance to control devices and a drop in how safe people feel driving, walking or riding. This city is remarkably safe for its size. But what people feel and see every day on our roads is becoming an epidemic of bullying, dangerous risk taking and lack of regard to rights of way and laws. I get that many will say sweeping the unhoused from our streets should be a priority and finding them shelter should be but not from the police. Nor should they be burdened with having to respond and fix mental health crises. A focus on traffic enforcement, responding to and solving serious crimes and partnering with other community actors will go much further in providing Bendites a sense of safety and security."*

The respondent quoted above recommends that the city shift responsibility for broader social issues to others via partnerships and then prioritize traffic safety. This may or may not be effective at addressing everyone's concerns, however, in that other residents would like the police to take a more aggressive approach when dealing with social problems. Hence the recurring challenge for law enforcement – any action taken or not taken has the potential to differently impact their relationship with large segments of the public.

Enforcement (130 responses)

Enforcement recommendations focused primarily on traffic concerns (discussed above) and community concerns around quality of life. Enforcement efforts related to quality of life issues have become increasingly contentious over time. As evidenced by the large number of responses focusing on these issues in this report, there is a significant concern in the community around this issue. Alternately, changes in state law and recent court rulings make enforcement of many of these issues more challenging. Additionally, many respondents oppose increasing enforcement efforts related to these quality of life concerns and view these issues as more appropriate for social services. Before any discussion related to enforcement can begin, it is essential to recognize the legal constraints related to enforcement focusing on unhoused individuals and drug crimes.

While addressing specific criminal acts is still permissible, Martin v. Boise and related court cases complicate camping enforcement in the United States 9th Circuit Court of Appeals jurisdiction (see a primer on this issue here). As mentioned above, it is still possible to enforce specific ordinances related to crimes such as littering, drug use (although Oregon State Measure 110 limits this), assault, theft, etc. However, Martin v. Boise and related court rulings are narrowly tailored and, as yet, do not clarify the scope of municipalities' authority vis-à-vis the anti-camping ordinance. This lack of clarity makes enforcement strategies more challenging to implement. It is often uncertain what action will be legal before implementation and potential court challenges. Under this kind of ambiguity, many police are reluctant to act.

The issue of addressing homelessness and the role of police in this issue are national concerns. A recent Rand Corporation publication highlights these challenges. The report documents the findings of a joint Rand Corporation and Police Executive Research Forum workshop on the issue. The document highlights the challenges facing police in addressing homelessness, given both their limited toolset for this specific issue and the pressure put on them by their communities.

Thus, laws specific to Oregon, such as Measure 110 and the 9th Circuit Court of Appeal rulings specific to the Western United States, compound the difficulty faced by police in addressing these issues nationally. Understanding this is essential when planning any police-focused response to these issues. This leaves some space for alternative, perhaps non-police interventions. However, alternative approaches are, with a few exceptions, untried. Among those approaches which have been active for some time, even the most promising such as the CAHOOTS program in Eugene, would not qualify as evidence-based. Additionally, developing the institutional knowledge, relationships, and culture to make these programs successful often requires years and involves systemic change.

As Deschutes County and Bend continue to develop alternative responses for homelessness and related issues, the region may experiment with alternative, possibly even non-police-centric responses (this will be addressed in another theme). However, any move in this direction will require extensive outreach, as more than four respondents indicated that crisis response was a "major" or "moderate" priority (78%) for the BPD for every respondent who believed the police should not be responding to these calls (17%). Many respondents, particularly those advocating enforcement, expect the BPD to address homelessness, social disorder, drug use, and many other issues associated with a decreased quality of life in Bend.

Finally, many respondents focusing on increased enforcement as a solution to their concerns believe that a double standard exists. This dual standard provides some community members leeway to commit criminal acts which they would be held accountable for. This belief is problematic as it damages trust in the police (and other institutions such as the city council). While challenging to address, articulating the issues and reasons behind policy choices (as the discussion above related to legal limitations attempts to do) can help mitigate the damage to governmental legitimacy.

Here are examples of suggestions focused on enforcement:

- *"Enforce illegal camping laws. Don't allow this in our city. Stop this practice before it becomes a problem or a homeless camp. Do not allow people to litter and trash our city. Where is the enforcement for this? Hold these people accountable for their actions. I can't do this, why can they?"*

- *"When someone is trespassing, harassing, or assaulting someone do something besides telling them to walk or go away. I believe criminals know you won't do anything to them so they continue this behavior. Then if I defend my right to my personal space, business, home, or safety I'm the one in legal trouble. We are tired of this."*

- *"Actually enforce the laws with homeless people. Cite and/or arrest them for theft, littering, trespassing, drug use, burglary, public urination, etc. Prosecute them to the fullest extent of the law..."*

- *"Recommendation is to be tough enforcers of the law with no exceptions. Deal with the homeless to remove them from the city. Keep law abiding tax payers safe. BPD needs to improve communication to the public. For many of these questions, I had no idea what they are doing. Thank you."*

- *"Less tolerance for people who ignore posted and/or other laws because they think the rules do not apply to them. Stronger police input to the forces that control the money to put more resources into policies that enforce EXISTING laws, instead of condoning the ignoring of laws by certain individuals on all levels."*

The above comments were consistent with individuals who wanted a significantly more aggressive approach. Others wanted more enforcement but also desired a more collaborative approach with social services:

- *"Would like to see homelessness addressed. I know this is not solely a police issue, but when homeless people are breaking the law, it appears little to nothing is done about it."*

- *"Don't let tent cities form. Every day, the shelters should make available the number of empty beds, and Bend police and social workers should take steps to move people out of these tents and into shelters. Zero tolerance. Camping situation on Hunnell Road is horrible. Time to start moving those RVs."*

Finally, there were a handful of comments regarding Measure 114. These often advocated for enforcing the law or expressed concerns about its enforcement:

- *"Enforce the recently passed bill 114. We are not opposed to guns that people use for hunting or personal protection through licensed to carry. No more assault rifles with the huge cartridges on our streets."*

- *"Allow and encourage citizens to defend themselves. Support the 2nd amendment. Go on record that BPD will not enforce illegal laws ordinances statutes or policies that infringe on people's rights to self-defense. ...[redacted].... The no-bail revolving turnstile court system is a travesty. Mandatory yearly updated training in first, second, fourth, and fifth amendment training along with de-escalation certifications. Prop 114 should be thrown out."*

While issues related to Measure 114 were not a major theme in any one section, they did repeatedly appear through the survey comments. Respondents were mixed, with some respondents upset that police were either perceived as being unwilling to enforce (or not supportive of it) and others upset at the prospect of police enforcing a measure they believed to be unconstitutional. It was included in this section as it appeared to be important to some of the respondents and local law enforcement should be aware of these concerns.

Consistent with past surveys, there is considerable variation in respondents' preferred approach to increasing community safety. This is especially apparent when discussing the issues identified above. Other suggestions were less divisive. One of these themes was to increase visibility.

Visibility/presence (116 responses)

Police patrols in neighborhoods, parks, and downtown were identified as a lower priority by many respondents to this survey. Nevertheless, research studies find that under specific circumstances, increasing police visibility can deter crime, can increase feelings of safety, and foster better community-police relationships (article). Some of the submitted responses reflected these potential benefits.

- *"Be more visible. Work with community services to tackle homelessness with care and compassion."*

- *"Hire more officers so you can have more presence around Bend to help with reducing crimes including speeding. The speeding has gotten terrible since the pandemic. People know they can get away with it so they do it."*

- *"I feel safer when I see a high police presence."*

- *"I think that the areas that are most unsafe are areas where the homeless populations are higher yielding to unpredictability of human behavior. Increasing patrol around these areas seems necessary.*

While not everyone supported increased visibility by the BPD, it was much less divisive than the enforcement-centric approaches. This theme often overlapped with calls for greater "Community Engagement" below.

Community engagement (80 responses)

Community engagement, while ranked as a relatively low priority by survey respondents, is a core police function. This is particularly true in a democracy where policing by consent remains the most effective and ethical means of accomplishing public safety goals.

Significantly, effective community engagement can help enlist the public's support in improving community safety while also helping inform community members of the limitations faced by the police. This is particularly important when addressing the quality of life issues discussed in the above sections. Helping the community to understand these limitations, but also working with the community to address issues where possible, is essential for maintaining trust and legitimacy.

Many respondents recommended increased engagement as a means to improve public safety in Bend. Several respondents also mentioned the importance of this contact in helping the public understand the police or mentioned how specific contacts with the police were meaningful to them:

- *"Patrolling and doing the usual show is one thing. Actually knowing the community and people's problems will help reduce problems and help make the police seem more like people which they are."*

- *"Increased exposure to officers, however that's possible. I learned a lot from a range of law enforcement personnel in grand jury, from intense drug investigations to apprehending pedophiles to dealing with drugs, drug abusers, and general jerks. Most had a sense of humor and relatability, and every single one demonstrated professionalism and candor. Any chance to shine a light on these people and what they do would be a positive thing, I think. Awareness and oversight are just as important as an appreciation for what these people do and how they conduct themselves more engagement facilitates both."*

- *"I would like to participate more in interactive events with BPD like Coffee with a Cop. Not sure if I missed previous opportunities for this (perhaps due to COVID) but would like to have more information on these events."*

- *"Really LIKE that I received this survey. I lived in Southern Oregon prior to moving to Bend 3 years ago and don't remember having anything like this sent to me in the many years I lived there! Thank you!"*

- *"My wife and I met Chief Krantz in the Larkspur Neighborhood Association meeting this last year and really appreciated the insight he provided. It was also impressive that he was there to provide statistics and relevant info, but also to field questions from us. Thanks Chief!"*

- *"Thanks for your continued involvement with us, especially Special Olympics"*

Other commenters discussed the role of community engagement in addressing some of the most challenging situations facing policing:

- *"Keep communicating the realities of some of the most complicated issues - ie: homelessness. Make it clear that you represent ALL citizens, whether they have a house or not. That it's not illegal to be houseless and that vulnerable people need to be protected and receive services just like housed people and those who are more stable mentally and physically..."*

- *"There is a perception amongst many that BPD does not evenly apply its enforcement (unfortunately, you have a thankless job). As a white male, I confident that I am less likely to be stopped or questioned versus others who are not of the same race or ethnicity. I think more, sincere outreach at schools and youth sports organizations (e.g., Bend Timbers) would go a long way in fostering/developing/enhancing a positive relationship between the community and BPD."*

- *"Work to improve community relations. High profile police shootings around the country have made members of my household hesitant about getting the police involved when our mentally ill son required an intervention that we couldn't handle. (The actual response was A+). Having trained officers who can respond to a mental health crisis or domestic dispute is VERY important!"*

Clearly, increasing engagement with the community will be difficult. The rapid population growth in Bend, the ongoing transition into a large population center, and issues with hiring and training additional police will require the BPD to become more creative in its engagement efforts. That said, some respondents had suggestions for how the BPD could move some of their current workload to other entities. These ideas are discussed in the following section.

Alternative (i.e., non-police) Responses (77 responses)

Many respondents advocated for moving certain functions currently performed by police to other entities. Nationally and locally, programs have been implemented for issues, particularly regarding mental health.

The comments below represent suggestions advocating for more forms of alternative response:

- *"Create and properly fund non-law enforcement crisis intervention teams properly trained in mental health services, substance use disorder, intimate partner violence. See Denver, Colorado for an example."*

- *"Collaborate with teams who are appropriately trained to navigate complex social issues so that armed police officers are NOT primarily responsible for defusing situations they are not trained to deal with."*

- *"Consider creating a robust marketing campaign in collaboration with Deschutes County Behavioral Health and St. Charles Health System, intended to draw attention to the 988 shift away from using 911 for mental health crises. Thank you for asking for my input!"*

- *"Consider implementing community-based intervention programs like Cahoots for non-criminal community disturbance."*

- *"Free/Donation-Based Public Gun safety/education workshop/class - even virtual. More resources for homeless population (Free/Donation-Based Community Learning Workshops, Donation-Based Events, 'Soup Kitchen' Style Events) - integrated with the housed community so everyone comes together - reduce the 'Us vs. Them' vibes."*

- *"I feel strongly that BPD does not have the money nor staff to provide safety in our parks...that should be the responsibility of Bend Park & Rec which is a very wealthy organization. Our parks have signs but no respects these, some parks have campers who should not be there. BP&Rec should have a presence in our beautiful parks....helping the BPD."*

- *"Further development of community service officers."*

- *"Diplomacy and de-escalation strategies lower the necessity for violent interactions. I think BPD is becoming a smarter police force and I appreciate that it's a difficult, never ending job with hard-to-balance community needs and interests. I'd like to see more issues dealt with by other community partners, such as more affordable housing, streets which are designed to calm traffic, and intervention counselors for mental health concerns. This would move some community issues such as homelessness and speeding from police intervention and allow more focus on reducing violent crime."*

While these approaches are promising, there are potential issues with "shrinking the police footprint." This paper highlights some of the issues identified in past attempts at diverting social issues away from police. The inclusion of this article is not intended as an argument against diverting police calls to other resources (which is becoming increasingly necessary) but is meant to highlight past efforts and, ideally, use this knowledge to improve.

Summary

▪ Communicating major public safety updates was the most requested information for the BPD's website and social media.

▪ Based on respondent comments, the few individuals who were unhappy with the BPD's response to the Safeway shooting generally cited communication. While most respondents were happy, improvement in this area offers an opportunity to improve.

▪ No single form of communication appears dominant, arguing for a mixture of communication platforms and styles.

Issues related to BPD's communication with the public were addressed in several prior sections of this report and in prior survey years. Accordingly, for the current survey, we incorporated additional questions related to the BPD website and their use of social media. In particular, we sought community input on how the agency could prioritize investments in its communication efforts.

While not a substitute for direct contact, technology can supplement existing forms of direct communication. It can be particularly useful in rapidly disseminating important information related to emergency situations, provide helpful crime prevention information, and communication information about steps the agency is making to meet public expectations. The later point will be addressed in greater detail in the recommendations section.

The graphic below details respondents' assessment of what information is most important for the BPD website/social media.

To gather this information, survey respondents were asked, "*The BPD is working to increase communication with the public. How important is it that the following types of information are available on the agency's website, Twitter feed, and/or Facebook account?*" They could then indicate that the information was: "very important to me," "somewhat important to me," or "not important to me."

As with the questions on public safety priorities more than half of respondents indicated that all the topical areas (see graphic to the right) were at least "Somewhat important." It is probably not possible for the BPD to address all the priority areas immediately (or even in the near future). However, a small number of categories had at least half the respondents indicate that they were, "very important." This includes: updates on major public safety events in Bend (79%), updates on BPD's efforts to increase public safety (61%), the availability of crime maps (60%), and crime prevention tips (57%).

Comments by respondents in the open-ended suggestions section of the survey reinforce some of these topics. A selection of these comments is presented next.

Information that Is/Could Be Available Via BPD's Website and Social Media

(Remaining respondents answered "Not important to me")

	Very Important	Somewhat Important
Characteristics of people stopped/arrested by BPD	28%	38%
Community engagement opportunities with BPD	32%	50%
Statistics on use of force by BPD officers	41%	43%
Local crime statistics	48%	45%
Crime prevention tips	57%	35%
Crime maps	60%	33%
Updates on BPD's efforts to increase public safety	61%	35%
Updates on major public safety events in Bend	79%	19%

- *"Sharing crimes, accidents, thefts, etc, on social media is a great first step. It allows us all to be immediately proactive and vigilant; avoiding that area if there is a crash or watch for a suspect being looked for, etc. I do see on social media that a lot of people don't get nearby alerts (specifically the Safeway shooting, myself included). I would recommend building an BPD app where each individual can decide what alerts to have on - Accidents, public safety, etc., would help epilate [sic] that why didn't we hear anything from BPD. I would certainly use the app on a daily basis."*

- *"I don't subscribe to the newspaper or listen to news outlets as I find them biased, opinionated or outright corrupt. As a result I don't hear much about police efforts in our community and am thus rather unaware other than seeing patrol cars out in traffic when shopping or running errands. So, I will make an effort to stay more informed about BPD activities through social media (Facebook) and from your website."*

More general to communicating with the public, respondents left the following comments:

- *"A weekly interview on tv (in newspaper) that let's the community get to know the different officers and their personal ideas of they would like to say to the community. IE; prevention, behavior, something relatable that shows the community their humanity."*

- *"Acquiring space in both Bend THE BULLETIN and THE SOURCE WEEKLY on an every other week or monthly posting with pertinent information for the community's information would be most helpful. For those who don't participate in online accesses to social media sources for information and don't opt to attend community informational sessions, make it easy for people to access information."*

- *"Assign/designate a pair of Officers to be points of contact for each defined neighborhood. Although those Officers should only have one neighborhood that they are responsible for. Require that the Officers frequently patrol their designated neighborhood and hold their own community crime prevention events."*

As the City of Bend continues its transition from town to metropolitan area, it will be essential to use technology to facilitate communication. Increased use of social media and the BPD website as a vehicle for communication will be an integral part of this transition. That said, it is important to remember that traditional media plays an essential role in communicating with the local residents regarding public safety. In the 2021 survey 60% of respondents indicated that local TV news was one of their main sources for public safety information and 37% indicated that local print media was a main source.   Moreover, the use of social media varies significantly by age (article). Hence the value of a diversified communication strategy when dealing with issue of public safety and police-community engagement.

To assist in this goal, the current survey asked respondents to identify the two, "best ways for the Bend Police Department (BPD) to share public safety information with you?" Note that the response options were restricted methods of direct communication between the BPD and residents. The graphic below documents the findings.

The three communication methods cited the most frequently were the BPD's website (25.6% of respondents), newsletters (21.3%), and the agency's Facebook or Instagram accounts (16.7%). Respondents under the age of 45 had a higher preference for the use of Facebook/Instagram (26.3%). No major differences were seen in communication preferences for non-White/Hispanics versus Whites.

Best Methods for Communication

Method	Percentage
Website	25.6%
Newsletters	21.3%
Facebook/Instagram	16.7%
Nextdoor	10.9%
In-person (meetings)	7.3%
Virtual Meeting	6.4%
Twitter	3.9%
Other	7.9%
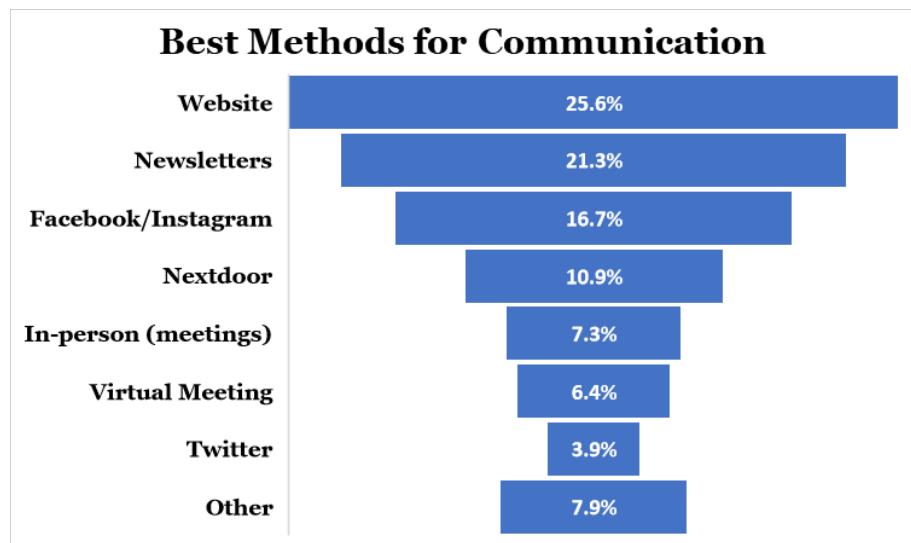
Summary and Recommendations

This year's survey represents the City of Bend and BPD's fourth community survey in eight years. The city and police agency's commitment to using data to improve their service to the community is admirable and consistent with best practices (see the [President's Task Force on 21st Century Policing](#)). When assessing the results of this research, it is important to remember that it represents only one path of communication from the public to the police. Surveys today rarely achieve full representation of their target community. We know for example, that racial/ethnic minorities, Bend's younger residents, and unhoused people were underrepresented in our sample. In short, the present survey represents one source of information for the City's and the BPD's planning process. Other forms of community input should be employed, particularly in reaching out to those portions of the community unlikely to participate in the survey process.

Limitations aside, this survey offered 10,000 Bend households - about one in four of the city's total - an opportunity to provide feedback, and roughly 1,500 community members responded. That represents a substantial number of individuals who care about their community and took the time to assist the City of Bend in determining how to deploy its limited resources and maximize public safety. Based on their feedback and on the expertise the survey team has developed while working with the City of Bend over the years, this year's survey recommends the following steps:

Align police responsibilities with resources

This report does not advocate for or against hiring more police in Bend. It does note that the agency has not grown substantially in the last eight years. This is despite the city taking steps such as authorizing additional positions and developing an "overhire," allowing the agency to hire officers and train them in the expectation that other officers will leave or retire. This is a wise choice as the hiring and training time for police officers can take up to two years. That said, the BPD still has a number of unfilled positions, hiring and retention are still an issue in policing, and the state police academy still has a large delay.

The City and police department are also in the midst of a staffing study. While this report mentions the BPD staffing, **it does not address many of the most important factors in police staffing**. Calls for service, investigative caseloads, community expectations, and a host of other factors influence police staffing. A staffing study is a formalized process that uses this information to make recommendations related to staffing that are more holistic than the recommendations that can be made solely using a survey. This report will more thoroughly examine staffing for the BPD and is better positioned to make that assessment.

However, based on the survey, many community members expect the BPD to police Bend in a manner more consistent with the types of policing that occur in a small town or rural county. The respondents place a high value on individualized communication with the police, follow-up on issues that most major police agencies do not conduct and addressing social disorders (such as homelessness) that many larger police agencies are moving away from. This type of policing is more common in smaller towns. Given Bend's rapid growth and the increased social issues associated with transitioning from a town to a city, it will be difficult for the BPD to maintain its historic style of policing. This is not to say that it is impossible, but managing the growth of Bend while maintaining a small-town policing feel represents an enormous challenge.

Managing this transition, regardless of staffing, will require that the agency align its responsibilities and resources in such a way as to maximize the positive impact it has for the residents of Bend. This survey can play some role in that process by highlighting issues, but is only a first step in what should be a community-wide effort to maximize the public safety benefits of the resources it has invested in the BPD.

Continue to focus on community priorities and report progress

Contingent on recommendations made in the BPD's staffing study, the BPD should explore expanding non-sworn police alternatives and work with the city and county to continue to develop other resources that can address the community's concerns regarding quality of life issues. Having conducted four of these surveys, it has become apparent that many community members are unaware of the steps being taken to address their concerns. The BPD, the City of Bend, surrounding cities, and Deschutes County are already engaged in a number of efforts on this front. Despite these efforts, many respondents were unaware of these efforts, and some were even frustrated as they perceived that local government was not addressing these concerns.

Deschutes County and/or the City of Bend has funded or is in the process of funding a number of programs related to these concerns. This includes enhanced responses to mental illness, a joint county-wide Emergency Homelessness Taskforce, and alternative efforts to address low-level offenses outside the traditional court system. These programs are generally not focused on enforcement and will not directly address the concerns of most of individuals citing quality of life issues as decreasing trust. That said, should the program prove successful in mitigating the issues associated with homelessness, drug/alcohol abuse, low-level crime, etc., they may help improve trust indirectly. Respondents to this survey appeared to hold the BPD at least partially accountable for these issues, should they improve it is likely that this improvement will reduce the community's concerns around how the BPD is addressing quality of life issues.

While not the primary entity responsible for many of these issues, it is essential that the BPD communicate its efforts at addressing problems that concern the community. Communicating its partnerships, programs and other steps taken to address quality of life concerns are essential in maintaining public trust. This leads to the following recommendations around communication and innovation.

Continue to expand communications with the public

The BPD is taking steps aimed at increasing and improving its communication. A significant move by the agency was to hire a civilian communication expert to help professionalize its outreach efforts. This position will manage "external communications" for the agency (for more on this position, see this article). While it is important for police executives, such as the Chief, to be seen and communicate with the public, having a communication expert help develop the best strategies for disseminating important information can assist the agency in communicating more effectively. This is particularly true for the BPD, as the issues they face are particularly complex.

In addition to improving the overall quality of communication, a civilian communication professional usually is less expensive than a sworn police officer, especially when factoring in benefits and training costs. Adding civilian staff allows officers to focus on the key issues community members have prioritized. An excellent primer on communication strategies for police executives can be found here.

Objectively (based on the data provided in this survey), it appeared that issues related to homelessness, mental illness, drug usage, and other quality of life concerns were rated as among the most important issues to survey respondents. Based on qualitative comments, it appears that police are being judged on the system's response to these issues, even if the police are not the entity most appropriate for that response. Additionally, many respondents advocated for actions that were already occurring (e.g., developing mental health responses independent of the police, using specialized police resources for mental health response, developing additional resources for homeless individuals, etc.), or actions that were legally questionable.

Based on the concerns put forth by respondents in this survey, an additional recommendation for BPD communications would be to expand these efforts to include working with other entities, such as the county, to ensure the public knows what steps are being taken to address the quality of life issues that were a significant issue for community members. Even if these issues are not primarily a police "problem," the police are held accountable for their impact on the community. This necessitates a range of partnerships and joint communication efforts with those now tasked with addressing issues such as homelessness, drug use, etc. A trained communication professional is better positioned to implement these partnerships and develop joint messages.

The communication position can help highlight other resources, increasing community confidence that local government is hearing their concerns and, significantly, from the perspective of the community/police relationship, better defining the police role in the system's responses to these issues. Police are not the lead governmental entity in responses to mental health, homelessness, and post-Measure 91 (the 2014 ballot measure that legalized recreational marijuana at the state level) and Measure 110 (the 2020 ballot measure that decriminalized most harder drugs and shifted the responsibility for addressing these issues to a medical response as opposed to a police response) they play a much-reduced role in responding to issues related to drug use, particularly at the lower levels (which is the primary concern articulated by most survey respondents). Many respondents want the police to play a greater role in responses to the issues than is practical (and in some cases legal). This position can help educate the public on the role the public has decided the police should play in these issues, and point community members to the appropriate resource for addressing their concerns.

This will allow the police to focus their resources on issues that the community identifies as important but are also issues that they are best suited to address (e.g., violent crime, traffic safety, serious property crimes, etc.).

It is important to acknowledge that the police do play a role in these issues; for instance, the City recently passed a camping ordinance that could empower police to be more proactive in addressing some campsites. However, court rulings at the Ninth Circuit Court of Appeals still limit the role the police will play in this issue. Furthermore, the court rulings provide limited direction and are still evolving, meaning the role of the police is both limited and unclear. Communicating these ambiguities to the public, who may be under the impression that police have more authority than is the case, will be essential to build and retain trust. Similarly, issues related to drug law may evolve, as will the resources for addressing these issues. Clarifying the roles and responsibilities of police in addressing these issues will be necessary but is also something beyond the scope of the BPD.

Finally, the need for this kind of communication was not lost on survey respondents. One respondent suggested that *"Regarding public health and mental health issues the city needs to develop and communicate expectations and enforcement policies. BPD may not be appropriate first responders if crimes are not involved."* Another person, who indicated increased trust in the BPD added, *"Proactive engagement with community around issues, better transparency about controversial decisions, statements about caring for ALL residents of Bend."* These statements highlight the role of improved communication in increasing trust.

Continue to innovate and evaluate new programs

Respondents to this survey appeared to place a high value on follow-up and communication. The most efficient method for meeting these goals includes a mixture of innovation focusing on improved technology (often but not always communication-based) and the agency culture/structure. This recommendation focuses explicitly on the BPD's continued innovation as it already incorporates several innovative practices, many of which the community appears to be unaware of.

An example of this is body-worn cameras. There were recommendations that the BPD adopt body-worn cameras; these comments were not included as the agency has already adopted this technology (see this article).

Another innovation includes adopting a new program to solicit direct feedback from the community after they handle a call. The program, called "SPIDR TECH," provides an opportunity for those who have called 911 or the non-emergency number an opportunity to provide feedback on the BPD's performance. This real-time information can then be used to improve performance.

A recent news article cites the adoption of this technology as a response to input from past community surveys. It is vital for survey respondents to know that the BPD incorporates their feedback into its decision-making process. At least one respondent mentioned they did not want to provide feedback as they were skeptical of police listening. When asked if they had recommendations to improve public safety, one person replied, *"Yes, but they have not listened to the previous efforts to get their attention, so ..."* This program appears to be an attempt to incorporate past feedback. It is worth noting in the hope that future survey respondents will be more likely to provide feedback if they believe the police will incorporate their suggestions.

Structurally the agency has tools, such as community service officers (i.e., non-sworn employees who do not carry firearms and perform some of the tasks sworn officers do). As a proportion of patrol officers (i.e., the ratio of CSOs to sworn police), CSO often represent as much as 20% of the BPD patrol staffing. It is important to mention these resources as many members of the public appear unaware of them (perhaps highlighting the importance of the communication recommendation above). Expanding these positions to include other activities, such as additional community outreach, crime prevention, or other tasks, could be a cost-effective means of increasing the direct contact many survey respondents requested. An additional benefit to this approach is the cost of these positions (less expensive than police), the training required for CSOs relative to officers (they require much less initial training and less ongoing training), potentially lower background requirements, and availability (these positions are often, though not always, easier to fill than sworn police).

Culturally the agency has placed a premium on employee wellness. This includes activities such as yoga. One respondent stated, *"When police have visibility and relationships in a community, they gain more useful*

knowledge in making it safe. I have heard that there are now yoga classes for officers to reduce stress. Wonderful and wise!!...." Officer wellness has gained [increased attention](#) as agencies attempt to reduce attrition and limit the number of stress-related injuries. Building a healthy culture is an essential and often under-emphasized factor in policing. Continuing to innovate in regard to developing a healthy culture in the BPD is an essential step in maintaining positive community/police relationships.

Another program with the potential to positively impact the culture at the BPD is the Community Enhancement Program (CEP). It is designed to direct employees' discretionary time (time not spent responding to calls or core work functions) toward activities most important to the community and/or support increased community engagement. According to a [memorandum](#) between the City and the Bend Police Association, the goals for the CEP are as follows:

a. Increased contact with the community at large, including community groups, gatherings, and events.
b. Increased contact with youth and schools.
c. Improved downtown livability and public experience.
d. Improve communication with the overall community and businesses.
e. Positive interaction with veteran groups/organizations.
f. Positive social engagement with community members to build trust between the community and their police department and increase the transparency of our work.
g. Provide social, non-crisis, engagement opportunities for our members to increase officer wellness and health.
h. Increased opportunities to engage in mentoring, coaching, and being a part of the community, and representing the values of community policing and community engagement by Bend PD members.

Agencies often state they want increased community engagement on the part of their employees but then tend to reward more enforcement-centric actions, such as making arrests. Formalizing and rewarding community-centered activities has the potential to positively influence agency culture. This is especially important for the BPD as officers need to do more outreach with the community, if only because there are fewer of them. Expanding this program and potentially involving more community input on the types of activities included in it has the potential to address the desire expressed by those community members who want more police/community interaction.

Finally, the BPD has incorporated mental health training and professionals into the agency. On the training side, in 2022, the BPD adopted a policy of 100% Crisis Intervention Training (CIT). This approach ensures all officers have the training necessary to de-escalate persons in crisis and/or identify alternative resources for individuals experiencing issues related to behavioral health. Internally, the BPD's in-house psychologist "acts as navigator and culture changer to direct officers to the appropriate resources and to shift the culture of the department to one that is open to mental health support." The position (along with the BPD Wellness Program) was highlighted in this [publication](#) by the Community Oriented Policing Services (COPS) Division of the United States Department of Justice. It is likely that this position helps officers receive mental health treatment before issues raise to the point that they damage the police/community relationship. Continuing to innovate in terms of agency wellness and culture will assist the agency in retaining employees and increasing the professionalism of the service it provides to the community.

One area of improvement for the BPD is in evaluating its existing programs. While the BPD has done some limited evaluation of these programs, additional research to help identify which programs are successful and which are not should be part of the innovation agenda. It is possible that additional partnerships with federal entities, such as the COPS office, could help provide resources to address this need.

Prioritize problems where community concerns and the BPD's legal authority overlap

> *"Police are a residual institution, charged with managing the crises that other institutions cannot handle adequately on their own, and it is not easy to reassign that work to anyone else."*   *--- David Thacher*

While it is true that some current law enforcement duties are not easily reassigned, there may be others that can be shifted to or shared with other organizations. Indeed, Oregon has recently enacted major policy changes that redefine the role of police, restrict their legal powers, or require new protocols. This includes changes to drug laws (link), the legal status of marijuana (see here), motor vehicle stops (here) and searches (link), municipal powers related to homelessness (link), the use of force (link), standards related to mental health holds (link), police response during protests (link), and the state has passed a number of other measures regarding training, police oversight, public access to firearms and other factors (link; link). This statement is not meant as a judgment of the relative value or wisdom of these changes. We are simply noting that the function and functioning of the police in Oregon are undergoing significant change.

Added to these changes are national issues in police recruiting (link), retention (link), and statewide challenges with police training (link; link). As with the points above, this is not to blame the police or other groups, only to recognize that these issues are having a major impact on policing in Oregon.

In this context, the BPD needs to carefully consider which community priorities and expectations it can best address. This may require difficult choices and may not always align with the issues rated as the highest priorities by respondents. For instance, if the police are not legally empowered to address an issue, or if another entity has primary responsibility for that problem, the police may need to refocus on issues that are both a community priority and something they are legally empowered to address. Determining how best to meet these challenges will be critical in retaining community trust.

Address decreased perceptions of safety

While the vast majority of respondents feel safe during the daytime and even at night, there was a relatively large number of respondents who reported feeling less safe now than a year ago. In fact, for every respondent who reported feeling safer this year, there were approximately 10 who reported feeling less safe. It is also important to note that events such as the shooting at Safeway may have increased these fears and that the passage of time may reduce them.

However, the vast majority of those leaving comments about why they felt unsafe highlighted quality of life issues, such as drug use, homelessness, untreated mental illness, and low-level criminal offenses such as trespassing and littering, as driving their increased fear of crime. Of those leaving comments as to why their perception of safety declined, 66% cited these types of issues, while only 25% cited more serious crimes. This would argue that additional steps will be necessary to address the respondents' concerns. Left unchecked, the fear of crime can have damaging consequences for communities and their perception of the police.

The American Society of Evidence-Based Policing has an excellent blog post highlighting this phenomenon. The article: Fear of Crime: A Problem Oriented Solution, discusses the impacts of fear of crime and provides recommendations improving perceived safety. The Community Oriented Policing Services (COPS) Office also has a guide that may be helpful (see here). Finally, there is research to indicate that some of the most effective methods for reducing fear of crime, non-enforcement, face-to-face contacts in the communities with the greatest need also increase satisfaction with police. An overview of this research is available here.

The BPD already has a method for encouraging more of this type of policing in the form of its Community Enhancement Program. This offers the potential to expand efforts at reducing fear of crime, while also improving satisfaction with police services.

These face-to-face contacts also offer the BPD a chance to communicate its limitations (see above) in addressing some of the concerns cited by survey respondents, while also introducing community partners, such as local health, mental health, and homeless social services, who are taking a lead in addressing these issues. It is important to remember that the police, as a full-service, always-available entity, tend to be the face of efforts at improving community livability.   Introducing the community to the other partners, now taking bigger roles in these issues, as a kind of warm handoff, will provide the community with contacts and resources to help address their concerns. Empowering community members in the manner the potential to reduce the fear of crime, while also removing police as the lead entity responsible for some of these issues.

Conclusion

As the reader may have already noted, the recommendations in this section have significant overlap. They can be boiled down to identifying police responsibilities in light of legal changes and staffing limitations, working with the community and other partners to clearly define the police role in the myriad issues highlighted in this survey, and constantly engaging with the community to gain their input on the priorities they want the police to engage in while communicating legal and practical limitations faced by police in addressing some issues, primarily related to drug use (the respondents' largest concern), homelessness, and lower-level crimes.

When assessing the difficulties of this task, the term "simple but not easy" comes to mind. However, the profession of policing has never been "easy" and the BPD appears to have limited alternatives, as the jobs it has been tasked with appear to outweigh its current means.

Appendix A – Survey Methodology

GIS data from the Office of Performance and Management was used to generate a list of 42,963 distinct residential addresses for the city of Bend. This number is slightly more than the number of households listed in the July 1, 2022, U.S. Census Bureau population estimate for Bend (40,158).

Using this list, we randomly selected 10,000 households for the 2023 Community Attitudes Survey. This resulting sample was representative of Bend's three zip codes and 13 designated neighborhoods (i.e., < .5% difference between the sample and population characteristics).

Each household was mailed a letter from Chief Michael Krantz (see Appendix B) on November 7, 2022, explaining the purpose of the project. The instructions requested that the adult in the household with the most recent birthday complete an online survey using a short web link or QR code that could be scanned using a mobile phone. Two reminder postcards were sent over the ensuing weeks to increase the overall response rate. The initial letter, reminder cards, and online survey were provided in both English and Spanish to reach a greater audience.

Characteristics of Sample and Bend

		Sample[a]	Census[b]
Gender	Female	51.2%	50.1%
	Male	48.8%	49.9%
Age[c]	18 to 44	24.2%	45.9%
	45 to 64	36.8%	29.1%
	65 or older	39.1%	24.9%
Race	Non-White	7.3%	10.4%
	White Alone	92.7%	89.6%
Ethnicity	Hispanic	4.3%	8.6%
	Non-Hispanic	95.7%	91.4%

[a] Excludes cases with missing data.

[b] Race and ethnicity are from the 2020 Decennial Census. Gender and age are based on the 2021 American Community Survey.

[c] Percentages exclude population under 18.

The data for the current report were downloaded from the online survey tool on December 12th, 2022. This included 1,587 responses. Another 65 responses were submitted after this date, yielding a total of 1,652 surveys. The latter forms were not included in the current analyses, however, so the final response rate was 15.9%. From this total, we removed 102 surveys that were mostly incomplete, yielding a final usable sample of 1,485 respondents. In the absence of any non-response bias (i.e., the people submitting the survey were similar to the people who did not participate), this would yield an error rate of ± 2.5% for dichotomous variables.

The table above compares the current sample of 1,485 respondents to the 2020 Decennial Census (for race and ethnicity), and the 2021 American Community Survey (for gender and age) estimates for Bend. Younger people (age 18 to 44 and 45 to 64) were underrepresented in our final respondents, as were Non-white respondents and those of Hispanic ethnicity. On gender, our sample appears to be broadly consistent with the ACS data. As the sample skews older, whiter and under-represents Hispanic residents caution should be taken when generalizing the results of this survey to the general population.

November 7, 2022

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 works collaboratively with the community to identify and resolve threats to public safety and identify what the community believes its police department should focus on. It is for this reason that your household has been selected to provide me with feedback about local public safety and the recent work of my agency and officers. The results of this brief online survey (10-15 minutes) will be used to develop new strategies to enhance public safety and police-community relationships in the coming year.

555 NE 15TH STREET
BEND, OR 97701
541-322-2960 main
541-312-1934 fax
Relay Users Dial 7-1-1
bendoregon.gov

MAYOR
Gena Goodman-Campbell

MAYOR PRO TEM
Anthony Broadman

CITY COUNCILOR
Barb Campbell
Melanie Kebler
Megan Perkins

CITY MANAGER
Eric King

POLICE CHIEF
Mike Krantz

To obtain a representative sample, I 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. The survey is completely anonymous; there is no way to connect your answers to your identity.

To complete the survey, enter the following web address (URL) into your internet browser or scan the QR code:

tinyurl.com/bendpd2022

The results from this survey will be available to the public on Bend Police Department's website by May 1st.

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

Sincerely,

Chief Mike Krantz

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

7 de noviembre del 2022

Estimado residente de Bend,

Mi meta primordial como jefe de policía es proteger la calidad de vida que hace Bend un gran lugar para vivir, trabajar y divertirse. Lograr esta meta requiere que el Departamento de Policía de Bend trabaje en colaboración con la comunidad para identificar y resolver las amenazas a la seguridad pública e identificar en qué cree la comunidad que su departamento de policía debería concentrarse. Es por esta razón que su hogar ha sido seleccionado para brindarme comentarios sobre la seguridad pública local y el trabajo reciente de mi agencia y oficiales. Los resultados de esta encuesta breve en línea (10-15 minutos) se utilizarán para desarrollar nuevas estrategias para enriquecer la seguridad pública y las relaciones entre la policía y la comunidad durante el próximo año.

Para obtener una muestra representativa, pido que solo un adulto por hogar complete la encuesta. Si hay más de un adulto (de 18 años o más) en su hogar, la persona con el cumpleaños más reciente debe participar. La encuesta es completamente anónima; no hay forma de relacionar sus respuestas con su identidad.

Para completar la encuesta, ingrese la siguiente dirección web (URL) en su navegador de Internet o escanee el código QR:

tinyurl.com/bendpd2022-sp

Los resultados de esta encuesta estarán disponibles para el público en el sitio web del Departamento de Policía de Bend para el primero de mayo.

La seguridad pública es muy importante para mí, y agradezco su ayuda para hacer de Bend un lugar más seguro para todos.

Atentamente,

Jefe de Policía Mike Krantz

Nota: esta encuesta está diseñada para obtener comentarios generales de los residentes y no pretende reemplazar la comunicación con los oficiales de policía sobre temas específicos. Si necesita ayuda con un problema específico, llame a nuestro número que no es de emergencia 541-693-6911 y, por supuesto, use el 911 si tiene una emergencia.

555 NE 15TH STREET
BEND, OR 97701
541-322-2960 tel
541-312-1934 fax
Usuarios del Servicio de
Relé marquen 7-1-1
bendoregon.gov

ALCALDESA
Gena Goodman-Campbell

ALCALDE INTERINO
Anthony Broadman

CONCEJALES DE LA
CUIDAD
Barb Campbell
Melanie Kebler
Megan Perkins

ADMINISTRADOR DE LA
CUIDAD
Eric King

JEFE DE POLICÍA
Mike Krantz

Don't forget! Your opinion matters. Fill out our online survey.

¡No se olvide! Su opinión nos importa. Complete nuestra encuesta en línea.

tinyurl.com/bendpd2022 (English)

tinyurl.com/bendpd2022-sp (español)

(English)   (español)

SHARE YOUR OPINION!
¡COMPARTE SU OPINIÓN!

This is a reminder to complete our online survey. Your opinions are important to us, and we would appreciate your input and feedback. If you have already completed the survey, we thank you! Find the survey here: tinyurl.com/bendpd2022

Questions? Call us at 541-322-2969 or email tlewellen@bendoregon.gov. Free computer access is available at Deschutes Public Libraries.

Este es un recordatorio de completar nuestra encuesta en línea. Sus opiniones son importantes para nosotros, y agradeceríamos sus opiniones y comentarios. Si ya has completado la encuesta, ¡gracias! Puede encontrar la encuesta aquí: tinyurl.com/bendpd2022-sp

¿Preguntas? Llamanos a 541-322-2969 o envía un email a tlewellen@bendoregon.gov. Acceso gratis a computadoras está disponible en las bibliotecas públicas de Deschutes.

Mike Krantz
Chief of Police

Bend Public Safety Survey

Dear Bend Community Member,

It is an honor to serve as Bend's Chief of Police. Our goal at the Bend Police Department (BPD) is to ensure we provide equitable service and protection to everyone in our community. Part of that goal means checking in with our community to learn more about your public safety concerns and collaborate with you on solutions. To that end, our Department partners with Portland State University to conduct a bi-annual community survey. The results are used to develop public safety strategies and improve our relationship with the community.

You have been selected to fill out our 2022 community survey, which asks about local public safety issues, our officers' work over the past year, and your priorities for the coming year. The survey is anonymous. Participation is voluntary – you may skip any questions or withdraw from the survey at any point.

Please take 10 minutes and complete the online survey. It will help inform how we do our jobs each day and help make Bend a safer, healthier place to live.

Thanks for helping our Department serve the Bend community, and please know how honored I am to hold this position of trust in the City of Bend.

Sincerely,

Chief Mike Krantz
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 incidents. If you need assistance with a specific problem, call our non-emergency number 541-693-6911 or use 911 if you have an emergency. Please contact Dr. Kris Henning if you have questions about this research (khenning@pdx.edu). You can print this page from a web browser if you wish to keep a copy of this letter.

Start the survey by 'clicking' NEXT below

Our first few questions cover general opinions about the Bend Police Department (BPD). Please indicate your level of agreement with the following statements.

1. The Bend Police can be trusted to make decisions that are right for my community.
   - ○ Strongly agree — [357; 24.1%]
   - ○ Agree — [747; 50.5%]
   - ○ Neutral — [288; 19.5%]
   - ○ Disagree — [60; 4.1%]
   - ○ Strongly disagree — [28; 1.9%]

2. The Bend Police are trustworthy.
   - ○ Strongly agree — [409; 27.6%]
   - ○ Agree — [757; 51.1%]
   - ○ Neutral — [240; 16.2%]
   - ○ Disagree — [49; 3.3%]
   - ○ Strongly disagree — [27; 1.8%]

3. I have confidence in the Bend Police.
   - ○ Strongly agree — [423; 28.5%]
   - ○ Agree — [738; 49.8%]
   - ○ Neutral — [222; 15.0%]
   - ○ Disagree — [71; 4.8%]
   - ○ Strongly disagree — [28; 1.9%]

4. Compared to how you felt 12 months ago, would you say that your TRUST in the Bend Police Department (BPD) has:
   - ○ Increased a lot — [78; 5.3%]
   - ○ Increased a little — [162; 11.0%]
   - ○ Stayed about the same — [1,120; 75.9%]
   - ○ Decreased a little — [90; 6.1%]
   - ○ Decreased a lot — [25; 1.7%]

5. ['Increased a lot' or 'Increased a little' for item 4] In the prior question, you said that your trust in the BPD has **increased**. What happened that led to this change?

   _____
   _____

6. ['Decreased a lot' or 'Decreased a little' for item 4] In the prior question, you said that your trust in the BPD has **decreased**. What happened that led to this change?

   _____
   _____

Please indicate your level of agreement with the following statements.

7. If I were the victim of a crime in Bend, I would contact the Police Department to report it.
   - ○ Strongly agree   [1,183; 79.8%]
   - ○ Agree   [236; 15.9%]
   - ○ Neutral   [41; 2.8%]
   - ○ Disagree   [13; .9%]
   - ○ Strongly disagree   [10; .7%]

8. If I saw a crime happening in my neighborhood, I would call the Bend Police to report it.
   - ○ Strongly agree   [1,176; 79.3%]
   - ○ Agree   [249; 16.8%]
   - ○ Neutral   [32; 2.2%]
   - ○ Disagree   [16; 1.1%]
   - ○ Strongly disagree   [10; .7%]

9. I would work with the Bend Police to address public safety concerns in my neighborhood.
   - ○ Strongly agree   [972; 65.5%]
   - ○ Agree   [391; 26.4%]
   - ○ Neutral   [79; 5.3%]
   - ○ Disagree   [23; 1.6%]
   - ○ Strongly disagree   [18; 1.2%]

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

10. Reducing crime.
    - ○ Very good (A)   [101; 6.8%]
    - ○ Good (B)   [391; 26.5%]
    - ○ Fair (C)   [259; 17.5%]
    - ○ Poor (D)   [97; 6.6%]
    - ○ Very poor (F)   [49; 3.3%]
    - ○ **Don't know**   [581; 39.3%]

11. Reducing traffic crashes.
    - ○ Very good (A)   [78; 5.3%]
    - ○ Good (B)   [312; 21.0%]
    - ○ Fair (C)   [240; 16.2%]
    - ○ Poor (D)   [102; 6.9%]
    - ○ Very poor (F)   [49; 3.3%]
    - ○ **Don't know**   [702; 47.3%]

12. Dealing with problems that concern your community.
- ○ Very good (A) [192; 12.9%]
- ○ Good (B) [498; 33.6%]
- ○ Fair (C) [271; 18.3%]
- ○ Poor (D) [88; 5.9%]
- ○ Very poor (F) [45; 3.0%]
- ○ **Don't know** [389; 26.2%]

13. Being available when they are needed.
- ○ Very good (A) [347; 23.4%]
- ○ Good (B) [460; 31.1%]
- ○ Fair (C) [145; 9.8%]
- ○ Poor (D) [36; 2.4%]
- ○ Very poor (F) [30; 2.0%]
- ○ **Don't know** [463; 31.3%]

14. Developing relationships with people in your community.
- ○ Very good (A) [183; 12.4%]
- ○ Good (B) [369; 24.9%]
- ○ Fair (C) [223; 15.1%]
- ○ Poor (D) [80; 5.4%]
- ○ Very poor (F) [40; 2.7%]
- ○ **Don't know** [585; 39.5%]

15. Building trust with your community.
- ○ Very good (A) [238; 16.1%]
- ○ Good (B) [508; 34.3%]
- ○ Fair (C) [228; 15.4%]
- ○ Poor (D) [66; 4.5%]
- ○ Very poor (F) [42; 2.8%]
- ○ **Don't know** [397; 26.8%]

16. Involving your community in crime prevention efforts.
- ○ Very good (A) [112; 7.6%]
- ○ Good (B) [341; 23.0%]
- ○ Fair (C) [220; 14.8%]
- ○ Poor (D) [115; 7.8%]
- ○ Very poor (F) [52; 3.5%]
- ○ **Don't know** [643; 43.4%]

17. Communicating with the public (e.g., website, social media, emails, public meetings).
   - ○ Very good (A) [220; 14.8%]
   - ○ Good (B) [471; 31.8%]
   - ○ Fair (C) [269; 18.1%]
   - ○ Poor (D) [86; 5.8%]
   - ○ Very poor (F) [38; 2.6%]
   - ○ **Don't know** [399; 26.9%]

The next few questions are about the Bend Police Department (BPD) website.

18. Did you access/use the BPD's website for any reason in the past 12 months?
   - ○ Yes [190; 12.8%]
   - ○ No [1289; 87.8%

19. ['Yes' item 18] What did you access/use the BPD's website for?   [check all that apply]
   - ☐ To file a crime report using the online reporting system [35; 15.0%)
   - ☐ To file a commendation or complaint involving a BPD officer/staff member [3; 1.3%]
   - ☐ To request copy of a police report or background check [15; 6.4%]
   - ☐ To learn about the Department (e.g., services, employment, org. structure) [51; 21.9%]
   - ☐ To learn about crime in Bend (e.g., number of offenses, crime locations) [49; 21.0%]
   - ☐ To learn about crime prevention; how to protect myself, my family, or my property [17; 7.3%]
   - ☐ Other (describe) _____ [63; 27.0%]

20. ['Yes' item 18] Was BPD's website easy to use? [Note: the section only had 188 responses]
   - ○ Yes [157; 83.5%]
   - ○ No [31; 16.5%]

21. ['Yes' item 18] Was the information you were looking for available on the website?
   - ○ Yes [140; 74.1%]
   - ○ No [30; 15.9%]
   - ○ Not applicable [19; 10.1%]

22. ['Yes' item 18 and 'Yes' item 21] Was the information you found on the website helpful?
   - ○ Yes [128; 91.4%]
   - ○ No [6; 4.3%]
   - ○ Not applicable [6; 4.3%]

23. ['No' item 20 or 'No' item 21 or 'No' item 22] Do you have any suggestions for improving the BPD's website? If yes, describe briefly below.

   _____
   _____

The Bend Police Department (BPD) is working to increase communication with the public using its website and social media accounts. Please indicate whether it is important to have the following information available on these platforms.

24. Updates on major public safety events in Bend (e.g., high-profile crimes, serious traffic incidents, weather hazards).

 ○ Very important to me [1,151; 78.9%

 ○ Somewhat important to me [279; 19.1%]

 ○ Not important to me [27; 1.9%]

25. Local crime statistics (e.g., number of 911 calls and criminal incidents; comparisons with prior years).

 ○ Very important to me [705; 48.2%]

 ○ Somewhat important to me [659; 45.0%]

 ○ Not important to me [100; 6.8%]

26. Crime maps (e.g., maps showing where recent crimes happened; maps showing areas of higher risk for future crime).

 ○ Very important to me [878; 60.0%]

 ○ Somewhat important to me [488; 33.4%]

 ○ Not important to me [94; 6.4%]

27. Statistics on use of force by BPD officers (e.g., types of force used, situations, characteristics of the people involved).

 ○ Very important to me [596; 40.8%]

 ○ Somewhat important to me [628; 43.0%]

 ○ Not important to me [238; 16.3%]

28. Characteristics of the people stopped or arrested by BPD officers (e.g., age, race, ethnicity, sex, gender).

 ○ Very important to me [417; 28.4%]

 ○ Somewhat important to me [563; 38.4%]

 ○ Not important to me [485; 33.1%]

29. Community engagement opportunities (e.g., upcoming opportunities to interact with BPD employees via meetings, public events, open houses, "coffee with a cop", etc.).

 ○ Very important to me [462; 31.6%]

 ○ Somewhat important to me [725; 49.5%]

 ○ Not important to me [277; 18.9%]

30. Crime prevention tips (e.g., things people can do to protect themselves, their family, or their property from crime).

 ○ Very important to me [836; 57.0%]

 ○ Somewhat important to me [519; 35.4%]

 ○ Not important to me [111; 7.6%]

31. Updates on BPD's efforts to increase public safety (e.g., local programs, initiatives, or collaborations to reduce crime and increase safety).

- ○ Very important to me [893; 61.1%]
- ○ Somewhat important to me [516; 35.3%]
- ○ Not important to me [52; 3.6%]

32. What are the TWO best ways for the Bend Police Department (BPD) to share public safety information with you? [check up to 2 items]

- ☐ BPD's website [698; 25.6%]
- ☐ BPD's Facebook/Instagram accounts [456; 16.7%]
- ☐ BPD's Twitter feed [107; 3.9%]
- ☐ NextDoor.com [296, 10.9%]
- ☐ Newsletters or flyers mailed to your home [580; 21.3%]
- ☐ In-person community meetings [200; 7.3%]
- ☐ Virtual (online) community meetings [175; 6.4%]
- ☐ Other: _____ [215; 7.9%]

The next few questions involve contacts with a police officer where you were given a warning, issued a traffic citation, interviewed as a possible suspect, or were arrested.

33. Did a BPD officer initiate this type of contact with you in the past 12 months?

- ○ Yes [74; 5.1%]
- ○ No [1,371; 94.9%]

['Yes' item 33] **We would like to ask a few questions about the police contact you just noted. If you experienced more than one contact in Bend over the past 12 months answer for just the most recent incident.**

34. ['Yes' item 33] Did the officer listen to you?

- ○ Yes [64; 86.5%]
- ○ No [5; 6.8%]
- ○ Not applicable [5; 6.8%]

35. ['Yes' item 33] Did the officer show concern for your welfare?

- ○ Yes [57; 77.0%]
- ○ No [9; 12.2%]
- ○ Not applicable [8; 10.8%]

36. ['Yes' item 33] Did the officer explain their decisions?

- ○ Yes [60; 81.1%]
- ○ No [8; 10.8%]
- ○ Not applicable [6; 8.1%]

37. ['Yes' item 33] Did the officer treat you with respect?

- ○ Yes [65; 87.9%]
- ○ No [3; 4.1%]
- ○ Not applicable [6; 8.1%]

38. ['Yes' item 33] Did the officer treat you fairly?
   - ○   Yes   [62; 83.8%]
   - ○   No   [6; 8.1%]
   - ○   Not applicable   [6; 8.1%]

39. ['Yes' item 33] Taking the whole experience into account, how satisfied are you with the way the Bend Police Department (BPD) responded to this incident?
   - ○   Very satisfied   [44; 59.5%]
   - ○   Satisfied   [16; 21.6%]
   - ○   Neither satisfied nor dissatisfied   [7; 9.5%]
   - ○   Dissatisfied   [5; 6.8%]
   - ○   Very dissatisfied   [2; 2.7%]

40. ['Yes' item 33 and ('Very dissatisfied' or 'Dissatisfied' item 39)] Please use the space below to describe why you were **dissatisfied** with the BPD's handling of this incident. What could they have done differently?

   _____

   _____

41. ['Yes' item 33 and ('Very Satisfied' or 'Satisfied' item 39)] Please use the space below to describe why you were **satisfied** with BPD's handling of this incident. What did they do that helped you feel OK about this interaction?

   _____

   _____

The next few questions address criminal victimization in Bend

42. Have you or anyone in your household been the **victim** of a crime in Bend during the past 12 months?
   - ○   Yes   [99; 6.8%]
   - ○   No   [1,351; 93.2%]

['Yes' item 42] **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.**

43. ['Yes' item 42] Was this crime reported to the Bend Police Department (BPD)?
   - ○   Yes   [68; 68.7%]
   - ○   No   [31; 31.3%]

44. ['Yes' item 42 and 'Yes' item 43] How was the incident reported to the BPD?
   - ○   In-person   [10; 14.7%]
   - ○   By phone   [37; 54.4%]
   - ○   Online (using the BPD's online crime reporting system)   [14; 20.6%]
   - ○   Other/Don't know: _____   [7; 10.3%]

45. ['Yes' item 42 and 'Yes' item 43] Did you communicate directly with a BPD officer about this incident, either when it was first reported or at a later time?
   - ○   Yes   [54; 20.6%]
   - ○   No   [54; 79.4%]

['Yes' item 42 and 'Yes' item 43 and 'Yes' item 45] **We would like to ask a few questions about the officer you communicated with about this crime.**

46. ['Yes' item 42 and 'Yes' item 43 and 'Yes' item 45] Did the officer arrive in a timely manner?
    - ○ Yes [34; 63.0]
    - ○ No [5; 9.3%]
    - ○ Not applicable [15; 27.8%]

47. ['Yes' item 42 and 'Yes' item 43 and 'Yes' item 45] Did the officer listen to you?
    - ○ Yes [51; 94.4%]
    - ○ No [1; 1.9%]
    - ○ Not applicable [2; 3.7%]

48. ['Yes' item 42 and 'Yes' item 43 and 'Yes' item 45] Did the officer take the incident seriously?
    - ○ Yes [49; 90.7%]
    - ○ No [4; 7.4%]
    - ○ Not applicable [1; 1.9%]

49. ['Yes' item 42 and 'Yes' item 43 and 'Yes' item 45] Did the officer show concern for your welfare?
    - ○ Yes [42; 77.8%]
    - ○ No [5; 9.3%]
    - ○ Not applicable [7; 12.9%]

50. ['Yes' item 42 and 'Yes' item 43 and 'Yes' item 45] Did the officer treat you with respect?
    - ○ Yes [49; 90.7%]
    - ○ No [9; 5.6%]
    - ○ Not applicable [2; 3.7%]

51. ['Yes' item 42 and 'Yes' item 43 and 'Yes' item 45] Did the officer explain what would happen next?
    - ○ Yes [43; 79.6%]
    - ○ No [8; 14.8%]
    - ○ Not applicable [3; 5.6%]

52. ['Yes' item 42 and 'Yes' item 43] Taking the whole experience into account, how satisfied are you with the way the Bend Police Department (BPD) responded to this crime?
    - ○ Very satisfied [26; 38.3%]
    - ○ Satisfied [20; 29.4%]
    - ○ Neither satisfied nor dissatisfied [11; 16.2%]
    - ○ Dissatisfied [7; 10.3%]
    - ○ Very dissatisfied [4; 5.9%]

53. ['Yes' item 42 and 'Yes' item 43 and 'Very dissatisfied' or 'Dissatisfied' item 52] Please use the space below to describe why you were **dissatisfied** with the BPD's handling of this crime. What could they have done differently?

    _____

    _____

54. ['Yes' item 42 and 'Yes' item 43 and \('Very Satisfied' or 'Satisfied' item 52] Please use the space below to describe why you were **satisfied** with BPD's handling of this incident. What did they do that helped you feel OK about this interaction?

_____

_____

Next, we ask whether you think certain CRIMINAL OFFENSES were a problem in Bend over the past 12 months.

55. Larceny-theft (e.g., shoplifting, motor vehicle theft).
- ○ Not a problem [23; 1.6%]
- ○ Minor problem [181; 12.5%]
- ○ Moderate problem [557; 38.6%]
- ○ Major problem [336; 23.3%]
- ○ **Don't know** [347; 24.0%]

56. Burglary-trespassing (i.e., unlawful presence on private property).
- ○ Not a problem [36; 2.5%]
- ○ Minor problem [194; 13.4%]
- ○ Moderate problem [537; 37.1%]
- ○ Major problem [334; 23.1%]
- ○ **Don't know** [345; 23.9%]

57. Violent crimes (e.g., assault, robbery, stalking).
- ○ Not a problem [38; 2.6%]
- ○ Minor problem [302; 20.8%]
- ○ Moderate problem [511; 35.2%]
- ○ Major problem [182; 12.6%]
- ○ **Don't know** [417; 28.8%]

58. Sexual crimes (e.g., rape, sexual abuse).
- ○ Not a problem [40; 2.8%]
- ○ Minor problem [186; 12.9%]
- ○ Moderate problem [368; 25.5%]
- ○ Major problem [153; 10.6%]
- ○ **Don't know** [698; 48.3%]

59. Property damage (e.g., graffiti, vandalism, arson).
- ○ Not a problem [48; 3.3%]
- ○ Minor problem [284; 19.7%]
- ○ Moderate problem [577; 40.0%]
- ○ Major problem [130; 17.6%]
- ○ **Don't know** [279; 19.3%]

60. Bias Crimes (i.e., a crime motivated by a person's race, color, disability, religion, national origin, sexual orientation, or gender identity).

- ○ Not a problem   [207; 14.3%]
- ○ Minor problem   [320; 22.1%]
- ○ Moderate problem   [335; 23.1%]
- ○ Major problem   [130; 9.0%]
- ○ **Don't know**   [456; 31.5%]

61. Crimes involving fraud or deception (e.g., computer scam, forgery, identity theft).

- ○ Not a problem   [36; 2.5%]
- ○ Minor problem   [239; 16.5%]
- ○ Moderate problem   [380; 26.3%]
- ○ Major problem   [224; 15.5%]
- ○ **Don't know**   [567; 39.2%]

62. Vice crimes (e.g., gambling, prostitution, pornography).

- ○ Not a problem   [129; 8.9%]
- ○ Minor problem   [298; 20.6%]
- ○ Moderate problem   [238; 16.4%]
- ○ Major problem   [73; 5.0%]
- ○ **Don't know**   [709; 49.0%]

63. Crimes against public order (e.g., noise, disorderly conduct, harassment).

- ○ Not a problem   [91; 6.3%]
- ○ Minor problem   [408; 28.2%]
- ○ Moderate problem   [477; 33.0%]
- ○ Major problem   [129; 8.9%]
- ○ **Don't know**   [342; 23.6%]

64. Drug offenses (e.g., manufacturing, distributing, possession or use of drugs like meth, heroin, or cocaine).

- ○ Not a problem   [30; 2.1%]
- ○ Minor problem   [116; 8.0%]
- ○ Moderate problem   [390; 26.9%]
- ○ Major problem   [588; 40.6%]
- ○ **Don't know**   [324; 22.4%]

65. Marijuana offenses (e.g., DUI, smoking in public, use by minors, illegal farming).

- ○ Not a problem   [196; 13.6%]
- ○ Minor problem   [341; 23.6%]
- ○ Moderate problem   [360; 24.9%]
- ○ Major problem   [196; 13.6%]
- ○ **Don't know**   [353; 24.4%]

66. Alcohol offenses (e.g., DUI, drinking in public, use by minors).
- ○ Not a problem [31; 2.1%]
- ○ Minor problem [163; 11.3%]
- ○ Moderate problem [548; 37.9%]
- ○ Major problem [363; 25.1%]
- ○ **Don't know** [340; 23.5%]

67. Environmental or animal-related crimes (e.g., illegal dumping, illegal hunting, animal abuse).
- ○ Not a problem [48; 3.3%]
- ○ Minor problem [278; 19.2%]
- ○ Moderate problem [477; 32.9%]
- ○ Major problem [176; 12.1%]
- ○ **Don't know** [470; 32.4%]

Next, we ask about TRAFFIC OFFENSES and whether certain driving behaviors were a problem in Bend over the past 12 months.

68. Running red lights; stop signs.
- ○ Not a problem [164; 11.4%]
- ○ Minor problem [442; 30.7%]
- ○ Moderate problem [374; 25.9%]
- ○ Major problem [275; 19.1%]
- ○ **Don't know** [187; 13.0%]

69. Failure to yield at intersections; circles.
- ○ Not a problem [166; 11.5%]
- ○ Minor problem [487; 33.8%]
- ○ Moderate problem [438; 30.4%]
- ○ Major problem [249; 17.3%]
- ○ **Don't know** [100; 6.9%]

70. Distracted driving (e.g., phone calls, texting).
- ○ Not a problem [23; 1.6%]
- ○ Minor problem [180; 12.5%]
- ○ Moderate problem [529; 36.7%]
- ○ Major problem [596; 41.4%]
- ○ **Don't know** [112; 7.8%]

71. Speeding in residential areas.
- ○ Not a problem [54; 3.7%]
- ○ Minor problem [304; 21.1%]
- ○ Moderate problem [514; 35.7%]
- ○ Major problem [497; 34.5%]
- ○ **Don't know** [72; 5.0%]

72. Speeding in school zones.
- ○ Not a problem   [134; 9.3%]
- ○ Minor problem   [369; 25.6%]
- ○ Moderate problem   [490; 34.0%]
- ○ Major problem   [250; 17.3%]
- ○ **Don't know**   [200; 13.7%]

73. Speeding on city streets.
- ○ Not a problem   [82; 5.7%]
- ○ Minor problem   [301; 20.9%]
- ○ Moderate problem   [482; 33.5%]
- ○ Major problem   [495; 34.4%]
- ○ **Don't know**   [80; 5.6%]

74. Driving under the influence (DUI).
- ○ Not a problem   [31; 2.1%]
- ○ Minor problem   [177; 12.3%]
- ○ Moderate problem   [431; 29.8%]
- ○ Major problem   [358; 24.8%]
- ○ **Don't know**   [447; 31.0%]

75. Tailgating; following too closely.
- ○ Not a problem   [133; 9.2%]
- ○ Minor problem   [389; 27.0%]
- ○ Moderate problem   [479; 33.1%]
- ○ Major problem   [323; 22.4%]
- ○ **Don't know**   [119; 8.3%]

76. Vehicles ignoring pedestrian right of way.
- ○ Not a problem   [143; 9.9%]
- ○ Minor problem   [412; 28.6%]
- ○ Moderate problem   [482; 33.5%]
- ○ Major problem   [282; 19.6%]
- ○ **Don't know**   [120; 8.3%]

The next set of questions is about perceived safety. Some of the questions ask about your neighborhood. Bend's 13 official neighborhoods are documented in the map below.
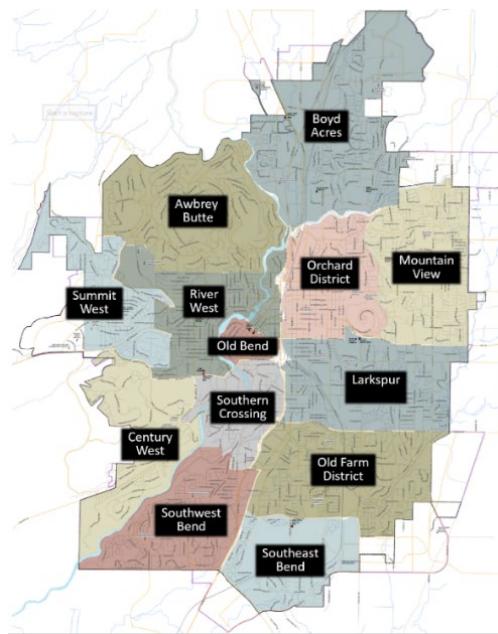
77. Which neighborhood do you live in currently?

○ Awbrey Butte	[145; 10.1%]	○ Boyd Acres	[136; 9.5%]
○ Century West	[55; 3.8%]	○ Larkspur	[120; 8.4%]
○ Mountain View	[152; 10.6%]	○ Old Bend	[36; 2.5%]
○ Old Farm District	[147; 10.3%]	○ Orchard District	[103; 7.2%]
○ River West	[144; 10.0%]	○ Southeast Bend	[74; 5.2%]
○ Southern Crossing	[49; 3.4%]	○ Southwest Bend	[132; 9.2%]
○ Summit West	[121; 8.4%]	○ Other _____	[20; 1.4%]
○			

78. How safe would you feel walking alone in your NEIGHBORHOOD: **During the daytime**?

○	Very safe	[1,109; 77.7%]
○	Safe	[266; 18.6%]
○	Neither safe nor unsafe	[42; 2.9%]
○	Unsafe	[9; 0.6%]
○	Very unsafe	[2; 0.1%]

79. How safe would you feel walking alone in your NEIGHBORHOOD: **At night**?

○	Very safe	[477; 33.4%]
○	Safe	[576; 40.3%]
○	Neither safe nor unsafe	[241; 16.9%]
○	Unsafe	[116; 8.1%]
○	Very unsafe	[18; 1.3%]

80. How safe would you feel walking alone in the nearest CITY PARK: **During the daytime**?
- ○ Very safe — [977; 68.8%]
- ○ Safe — [347; 24.4%]
- ○ Neither safe nor unsafe — [68; 4.8%]
- ○ Unsafe — [22; 1.5%]
- ○ Very unsafe — [6; 0.4%]

81. How safe would you feel walking alone in the nearest CITY PARK: **At night**?
- ○ Very safe — [230; 16.1%]
- ○ Safe — [456; 32.0%]
- ○ Neither safe nor unsafe — [386; 27.0%]
- ○ Unsafe — [279; 19.6%]
- ○ Very unsafe — [76; 5.3%]

82. How safe would you feel walking alone in DOWNTOWN BEND: **During the daytime**?
- ○ Very safe — [1018; 71.4%]
- ○ Safe — [333; 23.4%]
- ○ Neither safe nor unsafe — [55, 3.9%]
- ○ Unsafe — [14; 1.0%]
- ○ Very unsafe — [5; 0.4%]

83. How safe would you feel walking alone in DOWNTOWN BEND: **At night**?
- ○ Very safe — [241; 16.9%]
- ○ Safe — [523; 36.7%]
- ○ Neither safe nor unsafe — [381; 26.7%]
- ○ Unsafe — [232; 16.3%]
- ○ Very unsafe — [49; 3.4%]

84. Compared to 12 months ago, how safe do you currently feel in Bend?
- ○ I feel a lot safer — [15; 1.0%]
- ○ I feel a little safer — [35; 2.4%]
- ○ I feel about the same — [916; 64.1%]
- ○ I feel a little less safe — [374; 26.2%]
- ○ I feel a lot less safe — [90; 6.3%]

85. You said in the prior question that you feel **less safe** in Bend compared to 12 months ago. What led to this change?

_____

_____

86. Is there an area in Bend where you might feel **unsafe** walking alone?

- ○　　Yes　　　　　　　　　　　[972; 68.7%]
- ○　　No　　　　　　　　　　　[443; 31.3%]

87. ['Yes' item 86] Please identify the areas (up to 3) in Bend where you would feel **least safe** walking alone.

['Click' on the map with your mouse or finger to place a red dot on these locations. If you make a mistake you can 'click' and drag the dot to the correct area. The map allows you to identify up to THREE areas (3 'clicks').]
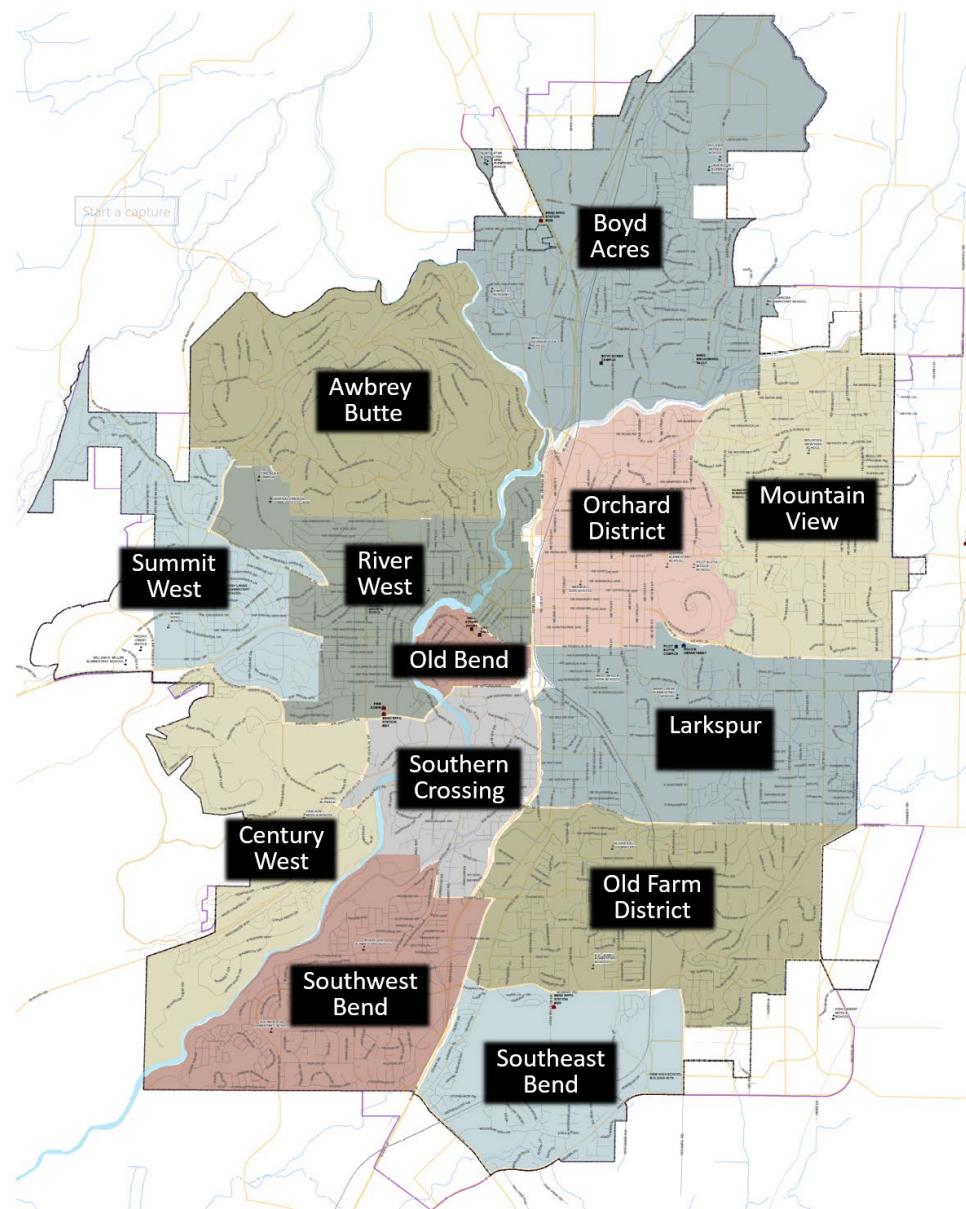
Next, we ask about different policing activities and whether these activities should be a priority for the Bend Police Department (BPD) in the coming 12 months. Please read about each activity and indicate whether this should be a 'high', 'medium', or 'low' priority for the BPD or whether they should not do this at all.

88. **Traffic enforcement** (i.e., monitor traffic and issue citations/warnings for things like speeding, failure to yield, running red lights/stop signs, and tailgating).
    - ○ High priority   [538; 38.1%]
    - ○ Medium priority   [627; 44.4%]
    - ○ Low priority   [232; 16.4%]
    - ○ - - BPD should not do this   [14; 1.0%]

89. **DUI enforcement** (i.e., monitor traffic and make arrests for driving under the influence of alcohol or drugs).
    - ○ High priority   [924; 65.6%]
    - ○ Medium priority   [408; 29.0%]
    - ○ Low priority   [74; 5.3%]
    - ○ - - BPD should not do this   [2; 0.1%]

90. **Community engagement** (i.e., host or participate in community events, meetings, and other social gatherings).
    - ○ High priority   [256; 18.1%]
    - ○ Medium priority   [659; 46.7%]
    - ○ Low priority   [458; 32.4%]
    - ○ - - BPD should not do this   [39; 2.8%]

91. **Patrol neighborhoods** (i.e., increase police visibility in Bend neighborhoods by driving, biking, or walking in the area).
    - ○ High priority   [351; 24.9%]
    - ○ Medium priority   [705; 49.9%]
    - ○ Low priority   [325; 23.0%]
    - ○ - - BPD should not do this   [31; 2.2%]

92. **Patrol city parks** (i.e., increase police visibility in city parks by driving, biking, or walking in the area).
    - ○ High priority   [322; 22.8%]
    - ○ Medium priority   [728; 51.6%]
    - ○ Low priority   [319; 22.6%]
    - ○ - - BPD should not do this   [42; 3.0%]

93. **Patrol downtown** (i.e., increase police visibility in Downtown Bend by driving, biking, or walking in the area).
    - ○ High priority   [447; 31.7%]
    - ○ Medium priority   [679; 48.2%]
    - ○ Low priority   [263; 18.6%]
    - ○ - - BPD should not do this   [21; 1.5%]

94. **Problem-solving partnerships** (i.e., work with residents, businesses, and organizations to make areas less attractive to criminals using street lighting, CCTV, security devices, neighborhood watch, clean-ups, etc.).
   - ○　　High priority　　　　　　　　[622; 44.1%]
   - ○　　Medium priority　　　　　　　[617; 43.8%]
   - ○　　Low priority　　　　　　　　[138; 9.8%]
   - ○　　- - BPD should not do this　　[32; 2.3%]

95. **Investigate PROPERTY crimes** (i.e., collect evidence, identify suspects, and make arrests for crimes like burglary, motor vehicle theft, or car break-ins).
   - ○　　High priority　　　　　　　　[879; 62.2%]
   - ○　　Medium priority　　　　　　　[490; 34.7%]
   - ○　　Low priority　　　　　　　　[41; 2.9%]
   - ○　　- - BPD should not do this　　[3; 0.2%]

96. **Investigate VIOLENT crimes** (i.e., collect evidence, identify suspects, and make arrests for crimes like assault, robbery, or sexual offenses).
   - ○　　High priority　　　　　　　　[1,354; 96.0%]
   - ○　　Medium priority　　　　　　　[53; 3.8%]
   - ○　　Low priority　　　　　　　　[2; 0.1%]
   - ○　　- - BPD should not do this　　[1; 0.1%]

97. **Respond to SOCIAL disorder** (i.e., intervene when people are using alcohol or drugs in public, making noise, harassing people, or trespassing).
   - ○　　High priority　　　　　　　　[790; 56.0%]
   - ○　　Medium priority　　　　　　　[514; 36.5%]
   - ○　　Low priority　　　　　　　　[89; 6.3%]
   - ○　　- - BPD should not do this　　[17; 1.2%]

98. **Respond to PHYSICAL disorder** (i.e., intervene when public spaces are poorly maintained, littered with garbage, or vandalized; when vehicles are abandoned or parked illegally).
   - ○　　High priority　　　　　　　　[660; 46.8%]
   - ○　　Medium priority　　　　　　　[523; 37.1%]
   - ○　　Low priority　　　　　　　　[180; 12.8%]
   - ○　　- - BPD should not do this　　[17; 1.2%]

99. **Drug enforcement** (i.e., investigate and arrest people when they are illegally growing, manufacturing, or distributing drugs).
   - ○　　High priority　　　　　　　　[800; 56.7%]
   - ○　　Medium priority　　　　　　　[440; 31.2%]
   - ○　　Low priority　　　　　　　　[152; 10.8%]
   - ○　　- - BPD should not do this　　[19; 1.3%]

100. **Crisis intervention** (i.e., help resolve emergency calls involving people experiencing an emotional, mental, or behavioral health crisis).

- ○ High priority   [713; 50.7%]
- ○ Medium priority   [373; 26.5%]
- ○ Low priority   [83; 5.9%]
- ○ - - BPD should not do this   [238; 16.9%]

101. Do you have other recommendations or strategies for improving public safety in Bend for the coming year? If yes, please describe below.

_____

_____

We end with a few questions consistent with the 2020 Census. This information allows us to conduct demographic data analysis for the survey answers.

102. What is your sex?

- ○ Male   [683; 48.8%]
- ○ Female   [716; 51.2%]

103. What is your gender?

- ○ Man   [669; 48.2%]
- ○ Non-binary   [7; 0.5%]
- ○ Woman   [708; 51.0%]
- ○ Prefer to self-describe: ____ [4; 0.2%]

104. What is your age?

- ○ 18 to 24   [14; 1.0%]
- ○ 25 to 34   [110; 7.9%]
- ○ 35 to 44   [214; 15.3%]
- ○ 45 to 54   [240; 17.2%]
- ○ 55 to 64   [274; 19.6%]
- ○ 65 or older   [546; 39.1%]

105. What is your race? [check one or more boxes]

- ☐ White   [1280; 92.7%]
- ☐ Black or African-American   [6; 0.4%]
- ☐ American Indian or Alaska Native   [7; 0.5%
- ☐ Asian   [17; 1.2%]
- ☐ Native Hawaiian or other Pacific Islander   [2; 0.1%]
- ☐ Some other race   [44; 3.2%]

Note: 25 respondents (1.8%) marked two or more races.

106. Are you of Hispanic, Latino, or Spanish origin?

- ○ No   [1,321; 95.7%]
- ○ Yes   [60; 4.3%]

107. How long have you lived in Bend?
   ○   Less than 5 years   [326; 23.1%]
   ○   5 to 9 years   [306; 21.7%]
   ○   10 to 19 years   [338; 24.0%]
   ○   20 or more years   [440; 31.2%]
   ○   **Never**   [0; 0.0%]

THANK YOU FOR COMPLETING THE SURVEY.
The survey findings will be posted on the BPD website in the spring of 2023

Trust in BPD[a]

Factors[b]	Mean	St.Dev	Very Low (0) — Very High (4)
Sex			
Female	2.94	.82	
Male (ref)	3.00	.85	
Age			
18 to 44	2.71	1.01	
45 to 64	2.97	.82	
65+ (ref)	3.14	.64	
Race/Ethnicity			
Non-White or Hispanic	2.92	.91	
White-alone (ref)	2.98	.83	
Years Lived in Bend			
< 5	2.90	.86	
5 to 19	2.97	.81	
20+ (ref)	3.00	.86	
Region of City Where Live			
NE	2.93	.91	
NW	2.94	.79	
SE	3.02	.81	
SW (ref)	2.99	.80	
Victim of Crime Past 12 Months			
No	2.98	.82	
Yes (ref)	2.77	1.03	
Officer-Initiated Contact Past 12 Months			
No	2.97	.84	
Yes (ref)	2.92	.84	
Survey Year			
2021	2.89	.91	
2023 (ref)	2.96	.84	
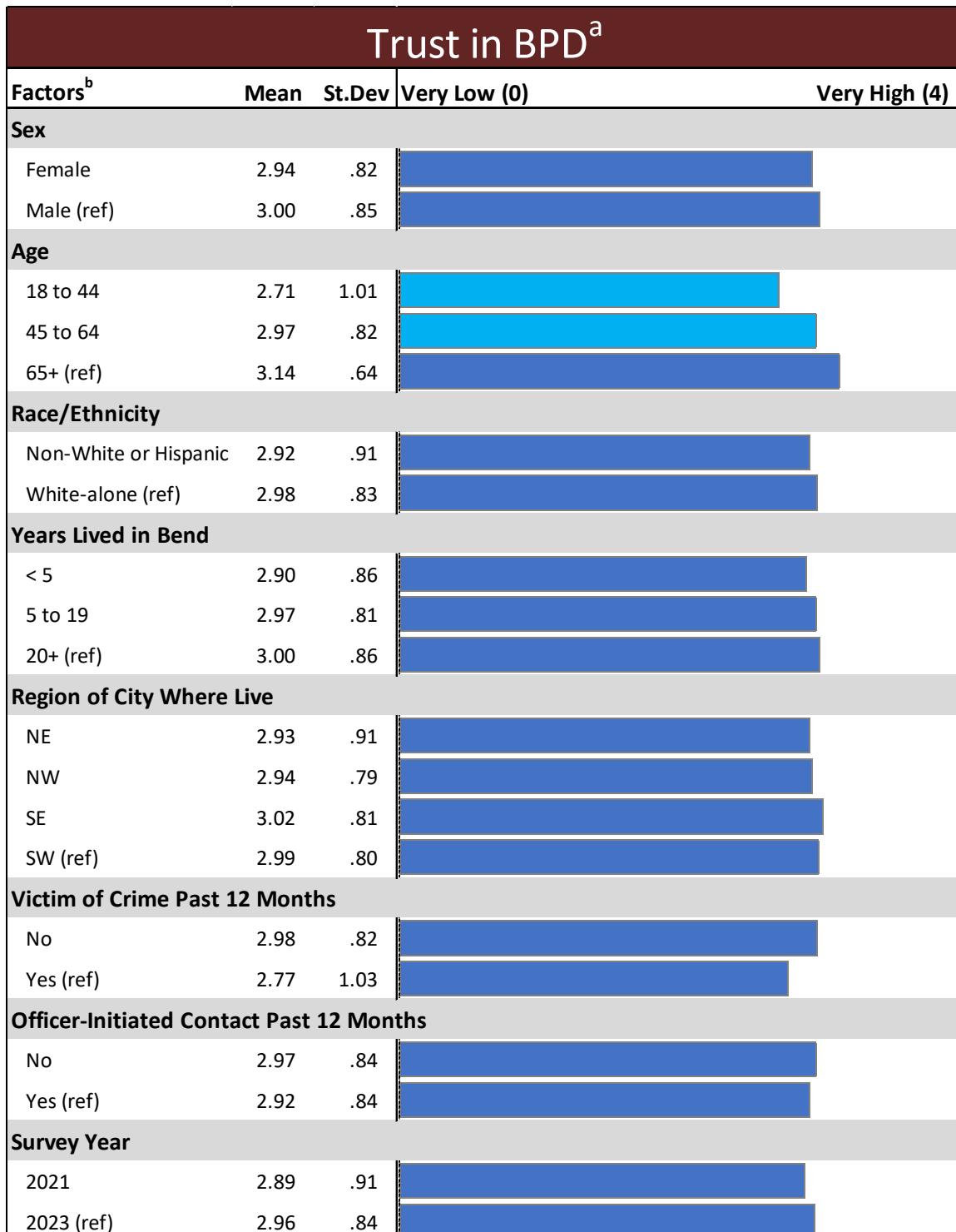
[a]Based on average of three trust items in survey (items 1 to 3). Scores range from 0 (very low) to 4 (very high). Group(s) within a given variable that have a different colored bar are significantly higher or lower than the designated referent (ref) group based on analysis of variance testing ($p < .01$).

[b]Excludes respondents who did not answer the question. All results based on 2022 survey with the exception of the final item: Survey Year.

Willingness to Cooperate with BPD[a]

Factors[b]	Mean	St.Dev	Very Low (0)　　　　　　　　　　　　　　　Very High (4)
Sex			
Female	3.67	.59	
Male (ref)	3.67	.61	
Age			
18 to 44	3.45	.85	
45 to 64	3.69	.54	
65+ (ref)	3.80	.34	
Race/Ethnicity			
Non-White or Hispanic	3.61	.64	
White-alone (ref)	3.68	.59	
Years Lived in Bend			
< 5	3.63	.69	
5 to 19	3.70	.54	
20+ (ref)	3.65	.62	
Region of City Where Live			
NE	3.61	.70	
NW	3.71	.54	
SE	3.68	.55	
SW (ref)	3.71	.56	
Victim of Crime Past 12 Months			
No	3.69	.57	
Yes (ref)	3.39	.91	
Officer-Initiated Contact Past 12 Months			
No	3.67	.61	
Yes (ref)	3.62	.56	
Survey Year			
2021	3.57	.68	
2023 (ref)	3.67	.60	

[a]Based on average of three cooperation items in survey (items 7 to 9). Scores range from 0 (very low) to 4 (very high). Group(s) within a given variable that have a different colored bar are significantly higher or lower than the designated referent (ref) group based on analysis of variance testing ($p < .01$).

[b]Excludes respondents who did not answer the question. All results based on 2022 survey with the exception of the final item: Survey Year.

BPD's Management of Public Safety[a]

Factors[b]	Mean	St.Dev	Very Poor (0) ⟶ Very Good (4)
Sex			
Female	2.69	.89	
Male (ref)	2.63	.88	
Age			
18 to 44	2.41	1.05	
45 to 64	2.62	.88	
65+ (ref)	2.86	.71	
Race/Ethnicity			
Non-White or Hispanic	2.49	1.00	
White-alone (ref)	2.68	.87	
Years Lived in Bend			
< 5	2.71	.91	
5 to 19	2.64	.86	
20+ (ref)	2.64	.91	
Region of City Where Live			
NE	2.59	.97	
NW	2.67	.85	
SE	2.71	.84	
SW (ref)	2.71	.85	
Victim of Crime Past 12 Months			
No	2.70	.86	
Yes (ref)	2.17	1.02	
Officer-Initiated Contact Past 12 Months			
No	2.66	.89	
Yes (ref)	2.67	.84	
Survey Year			
2021	2.76	.91	
2023 (ref)	2.65	.89	

[a]Based on average of four performance items in survey (items 10, 11, 12 & 13). Scores range from 0 (very poor) to 4 (very good). Group(s) within a given variable that have a different colored bar are significantly higher or lower than the designated referent (ref) group based on analysis of variance testing ($p < .01$).

[b]Excludes respondents who did not answer the question and those responding "Don't know". All results based on 2022 survey with the exception of the final item: Survey Year.

BPD's Community Engagement[a]

Factors[b]	Mean	St.Dev	Very Poor (0) ... Very Good (4)
Sex			
Female	2.66	.95	
Male (ref)	2.66	.88	
Age			
18 to 44	2.39	1.09	
45 to 64	2.65	.90	
65+ (ref)	2.84	.75	
Race/Ethnicity			
Non-White or Hispanic	2.45	1.03	
White-alone (ref)	2.69	.90	
Years Lived in Bend			
< 5	2.63	.97	
5 to 19	2.66	.90	
20+ (ref)	2.64	.92	
Region of City Where Live			
NE	2.59	.99	
NW	2.67	.87	
SE	2.71	.88	
SW (ref)	2.69	.90	
Victim of Crime Past 12 Months			
No	2.68	.90	
Yes (ref)	2.24	1.07	
Officer-Initiated Contact Past 12 Months			
No	2.65	.93	
Yes (ref)	2.59	.77	
Survey Year			
2021	2.52	1.00	
2023 (ref)	2.65	.92	

[a]Based on average of four performance items in survey (items 14, 15, 16, & 17). Scores range from 0 (very poor) to 4 (very good). Group(s) within a given variable that have a different colored bar are significantly higher or lower than the designated referent (ref) group based on analysis of variance testing ($p < .01$).

[b]Excludes respondents who did not answer the question and those responding "Don't know". All results based on 2022 survey with the exception of the final item: Survey Year.

Perceived Safety of Neighborhood[a]

Factors[b]	Mean	St.Dev	Very Unsafe (0) Very Safe (4)
Sex			
Female	3.21	.70	
Male (ref)	3.49	.64	
Age			
18 to 44	3.33	.74	
45 to 64	3.39	.68	
65+ (ref)	3.33	.63	
Race/Ethnicity			
Non-White or Hispanic	3.29	.75	
White-alone (ref)	3.36	.67	
Years Lived in Bend			
< 5	3.44	.63	
5 to 19	3.37	.70	
20+ (ref)	3.25	.68	
Region of City Where Live			
NE	3.20	.74	
NW	3.55	.53	
SE	3.23	.72	
SW (ref)	3.49	.58	
Victim of Crime Past 12 Months			
No	3.37	.67	
Yes (ref)	3.09	.83	
Officer-Initiated Contact Past 12 Months			
No	3.34	.68	
Yes (ref)	3.41	.70	
Survey Year			
2021	3.37	.69	
2023 (ref)	3.35	.68	
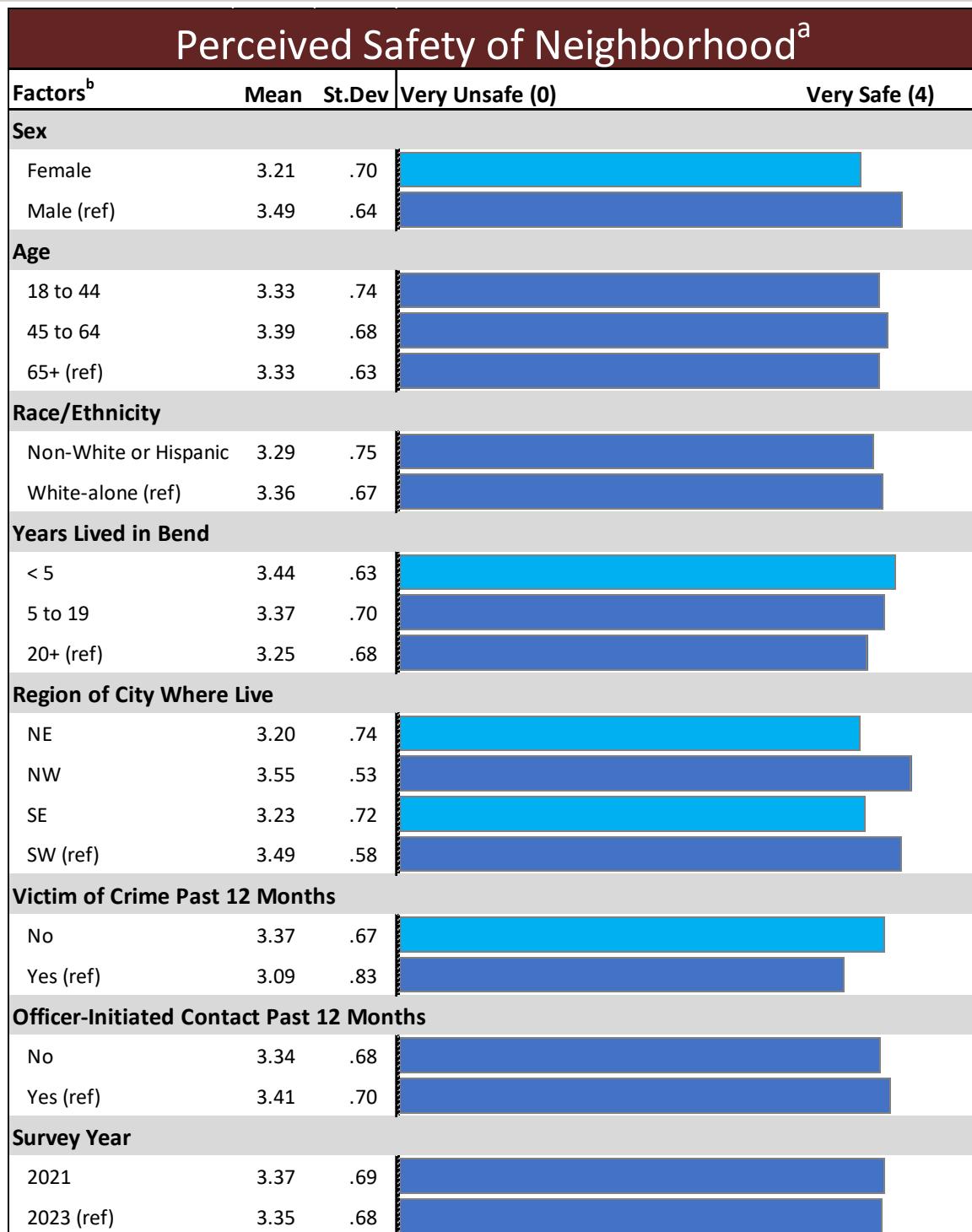
[a]Based on average of perceived safety during the daytime and at night in neighborhood (items 78 & 79). Scores range from 0 (very unsafe) to 4 (very safe). Group(s) within a given variable that have a different colored bar are significantly higher or lower than the designated referent (ref) group based on analysis of variance testing ($p < .01$).

[b]Excludes respondents who did not answer the question. All results based on 2022 survey with the exception of the final item: Survey Year.

Perceived Safety of Nearest City Park[a]

Factors[b]	Mean	St.Dev	Very Unsafe (0) ————————— Very Safe (4)
Sex			
Female	2.77	.80	
Male (ref)	3.16	.76	
Age			
18 to 44	3.07	.82	
45 to 64	3.01	.82	
65+ (ref)	2.86	.76	
Race/Ethnicity			
Non-White or Hispanic	2.85	.87	
White-alone (ref)	2.98	.78	
Years Lived in Bend			
< 5	3.08	.74	
5 to 19	3.02	.80	
20+ (ref)	2.79	.82	
Region of City Where Live			
NE	2.89	.81	
NW	3.14	.76	
SE	2.81	.80	
SW (ref)	3.08	.73	
Victim of Crime Past 12 Months			
No	2.97	.80	
Yes (ref)	2.85	.87	
Officer-Initiated Contact Past 12 Months			
No	2.95	.80	
Yes (ref)	3.12	.75	
Survey Year			
2020	3.04	.82	
2022 (ref)	2.96	.80	

[a]Based on average of perceived safety during the daytime and at night in nearest city park (items 80 & 81). Scores range from 0 (very unsafe) to 4 (very safe). Group(s) within a given variable that have a different colored bar are significantly higher or lower than the designated referent (ref) group based on analysis of variance testing ($p < .01$).

[b]Excludes respondents who did not answer the question. All results based on 2022 survey with the exception of the final item: Survey Year.

Perceived Safety of Downtown Bend[a]

Factors[b]	Mean	St.Dev	Very Unsafe (0) Very Safe (4)
Sex			
Female	2.94	.73	
Male (ref)	3.19	.74	
Age			
18 to 44	3.08	.75	
45 to 64	3.05	.75	
65+ (ref)	3.07	.73	
Race/Ethnicity			
Non-White or Hispanic	2.85	.86	
White-alone (ref)	3.09	.72	
Years Lived in Bend			
< 5	3.27	.65	
5 to 19	3.08	.75	
20+ (ref)	2.89	.76	
Region of City Where Live			
NE	2.96	.77	
NW	3.20	.69	
SE	2.99	.74	
SW (ref)	3.13	.70	
Victim of Crime Past 12 Months			
No	3.07	.74	
Yes (ref)	2.90	.77	
Officer-Initiated Contact Past 12 Months			
No	3.06	.74	
Yes (ref)	3.10	.77	
Survey Year			
2021	3.05	.78	
2023 (ref)	3.06	.75	

[a]Based on average of perceived safety during the daytime and at night in downtown Bend (items 82 & 83). Scores range from 0 (very unsafe) to 4 (very safe). Group(s) within a given variable that have a different colored bar are significantly higher or lower than the designated referent (ref) group based on analysis of variance testing ($p < .01$).

[b]Excludes respondents who did not answer the question. All results based on 2022 survey with the exception of the final item: Survey Year.