

Community Attitudes Regarding Public Safety in Bend, Oregon (2021)



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

Greg Stewart, MS., Portland State University
Kris Henning, Ph.D., Portland State University

Key Findings

- Most respondents indicated that the BPD did a "good" or "very good" job building trust, developing relationships, communicating to the public and involving the public in crime prevention over the past 12 months.
- The majority of respondents report feeling safe in the city (e.g., neighborhood, park, downtown), both during the day and at night.
- Survey respondents expressed a high degree of willingness to cooperate with the BPD and most respondents trust the BPD. However, ratings for trust and cooperation have fallen slightly when compared to prior years.
- The majority of survey respondents who had direct contact with the BPD were satisfied with these interactions and felt they were treated fairly. Increased efforts to follow-up with victims of crime is one area of potential improvement.
- Most respondents indicated that the BPD did a "good" or "very good" job being available, reducing crime, dealing with problems in their community, and reducing traffic crashes.
- Alcohol offenses, vandalism, and illicit drugs were among the most prevent concerns reported.
- Moderate to high degree of support was offered for efforts to improve traffic safety in the city.

Introduction

The Bend Police Department (BPD) provides the city of Bend, Oregon with 24/7/365 policing services. As of 2021, the BPD employed 100.5 sworn officer positions and 34.5 civilian staff positions distributed across four major divisions: Patrol, Investigations, Business Management, and Support. The city patrolled by BPD had an estimated population of 100,421 residents as of July 2019 ([US Census Bureau](#)). Bend has become the sixth largest city in Oregon and the Bend Metropolitan Statistical Area has consistently been among the fastest growing in the nation over the last several years.

The City of Bend collaborated with Portland State University (PSU) to conduct public safety surveys in 2017 ([2017 Community Attitudes Survey](#)) and 2019 ([2019 Community Attitudes Survey](#)) related to BPD's Five-Year Strategic Plan (2019-2024). As the Bend Police Department transitions to new leadership under Chief Michael Krantz the 2021 Community Attitudes Survey (see Appendix A for the full survey) updates these reports.

This update is particularly important in light of the national re-focus on policing that occurred in 2020. The national, state, and local attention has focused on use of force, trust, legitimacy and racial disparities within the criminal justice system. In 2021 community confidence in police fell to a record low nationally; with less than half of all adults expressing "[Great](#)" or "[Quite a lot](#)" of confidence in police. These trends increase the importance of assessing local confidence in criminal justice agencies. Despite high levels of community support dating to at least 2017, it seems unlikely that the BPD has escaped these national trends.

The current document reports the results of a survey conducted from late November 2020 to early January 2021. Consistent with past surveys, the 2021 version addressed six general research questions:

1. Do residents in Bend trust the local police?
2. Do residents feel BPD officers treat them fairly?
3. Has BPD been successful, from the public's perspective, in managing local public safety?
4. Has BPD been successful at engaging and communicating with the community?
5. Do residents feel safe in Bend?
6. Which public safety issues are of greatest concern to residents?

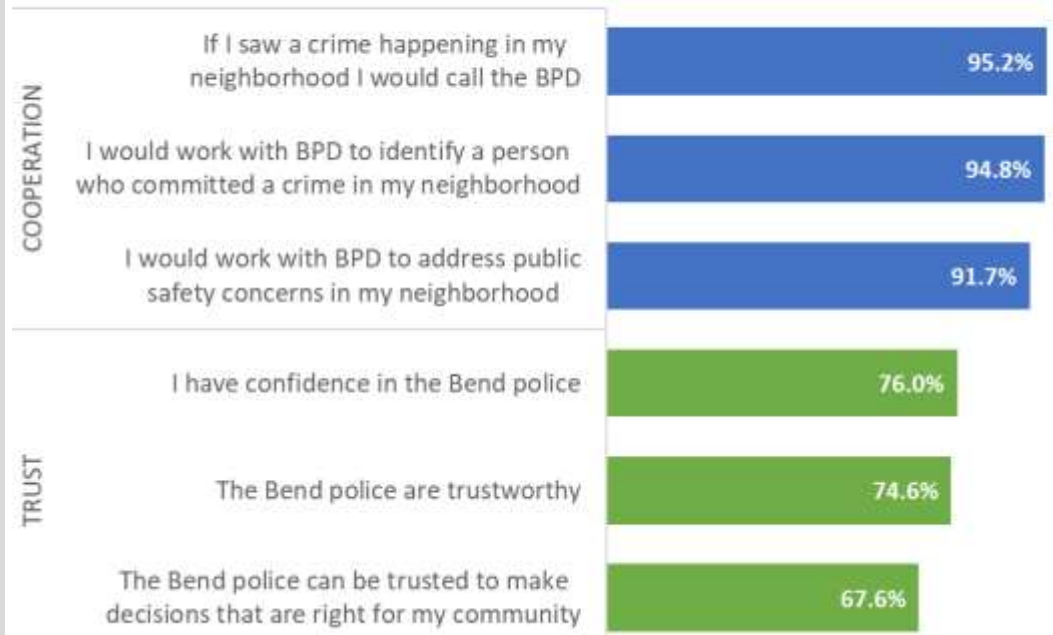
This year's survey also adds additional questions on traffic safety.

Trust in the Police

Findings

- 95% of respondents indicated a willingness to call the BPD if they saw a crime happening in their neighborhood and over 90% expressed a willingness to cooperate in addressing neighborhood safety concerns.
- 76% of respondents expressed confidence in the BPD and over two-thirds of respondents indicated that they trust the BPD to make decisions for their community.
- While still high, respondents reported lower levels of trust and cooperation than in past surveys.

Trust In and Cooperation with Local Law Enforcement (% Answering "Agree" or "Strongly Agree"*)



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

Policing in a democratic society requires that police maintain the trust and cooperation of the public. Bodies such as the [International Association of Chiefs of Police](#) recognize this. Consistent with this, BPD listed “engagement of the community” as a key goal in their 2019-2024 Strategic Plan. Essential elements to community engagement are creating relationships, building trust and increasing legitimacy through actions and intentional efforts.

The current survey assessed public opinion about trust in BPD using six statements that illicit a response. Three of the statements address trust directly: “I have confidence in the Bend Police”, “The Bend police are trustworthy”, “The Bend police can be trusted to make decisions that are right for my community”. The remaining three statements get at trust via an indirect approach. They assess whether residents would work with the police to address crime in their neighborhood. This includes, “If I saw a crime happening in my neighborhood I would call the Bend Police to report it”, “I would work with the Bend Police to identify a person who committed a crime in my neighborhood”, and “I would work with the Bend Police to address public safety concerns in my neighborhood”. The options for responding to these statements were: 4 “Strongly agree”, 3 “agree”, 2 “neutral”, 1 “disagree” and 0 “strongly disagree”.

As shown in the figure above (see also Appendix B), respondents were very willing to cooperate with the BPD to address public safety threats in their neighborhood. Nearly all of the participants said they would report a crime they witnessed (95.2% “Agree” or “Strongly Agree”). Likewise, most said they would work with the BPD to identify a person who committed a crime in their neighborhood (94.8%) or work with the BPD to address public safety concerns (91.7%). Confidence levels remain relatively high. A large majority of residents expressed confidence in the BPD (76% “Agree” or “Strongly Agree”), believe the BPD to be trustworthy (74.6%) and trust the BPD to make the right decisions for their community (67.7%).

As mentioned earlier, confidence in policing, at a national level, has fallen to historic lows. According to a recent [Gallup Poll](#), only 48% of those surveyed expressed “a great deal” or “quite a lot” of confidence in police. While the BPD and Gallup surveys are not directly comparable, the assessments address similar topics and suggest that community trust in BPD is considerably higher than the current norm nationally. It is also important to note that while local non-White respondents rated the BPD as less trustworthy than local White respondents (see Appendix B), their ratings are still relatively positive with regard to trust (61.8% “agree” or strongly agree” with the statement, “I have confidence in the BPD”).

It is nevertheless concerning that the 2021 Community Attitudes Survey found lower levels of trust and cooperation in the BPD than in prior years. All three cooperation measures fell between 2017 and 2021. Similarly, all three trust measures saw declines over the same period. A chart displaying these changes is available in Appendix B.

Follow-up analyses were conducted to examine these changes over time (see Appendix B) to determine whether these changes were statistically significant. This does not mean that changes are necessarily large but only that the changes are unlikely to be due to chance alone. To measure these results a composite score of the three items associated with trust and cooperation were calculated for 2017, 2019 and 2021. The 2021 mean trust score ($M = 2.90$) was significantly lower ($p < .001$) than prior years. These findings indicate that the drops in trust and cooperation are likely the result of real trends and not due to random fluctuations in the data.

As mentioned above there were also differences in the level of trust and cooperation reported by non-white respondents when compared to white respondents. The mean score of non-White respondents for trust ($M = 2.58$) was significantly lower ($p < .001$) than that of White respondents ($M = 2.92$). This was also true for cooperation, where the non-White respondent's mean score ($M = 3.37$) was significantly lower ($p < .001$) than the mean score for White respondents ($M = 3.60$).

This trend was not observed in respondents who indicated they were of Hispanic ethnicity. The mean trust score for Hispanic respondents ($M = 2.87$) did not differ significantly from respondents who indicated they were not Hispanic ($M = 2.90$). This was also true for cooperation, where the mean score of Hispanic respondents ($M = 3.59$) was nearly identical to non-Hispanic respondents ($M = 3.58$).

Trust and cooperation levels also varied by sex¹ and age. Female respondents mean trust score ($M = 2.83$) was lower ($p < .01$) than that of male respondents ($M = 2.95$). In general, younger respondents tended to be less trusting of police as well as less willing to cooperate. The average score for trust ranged from 2.55 (age 18 to 44), 2.97 (45 to 64), to 3.08 (age 65+; $p < .001$). Cooperation went from a mean of 3.32, 3.66, to 3.70 respectively ($p < .001$).

People who had been the victim of a crime in Bend over the past 12 months were significantly less likely to trust the police than people who were not victimized ($p < .001$; $M = 2.55$ vs. 2.92). Likewise, as a group, crime victims were less likely to report that they would cooperate with the BPD in basic crime control efforts ($p < .01$; $M = 3.41$ vs. 3.59). It is important to note that this was not the case for individuals who had contact with the BPD (as opposed to being victims). This group was not significantly different from other survey respondents.

In summary, the results of this survey regarding trust and cooperation were mixed. On the positive side, the public still expresses high levels of trust in and a willingness to cooperate with the BPD. Additionally, White, non-White, and Hispanic respondents all expressed high levels of confidence in the BPD. On the negative side, non-White respondents had significantly lower levels of trust and willingness to cooperate than White respondents and community-wide ratings of trust have fallen over time. Additional research into these issues and ongoing monitoring in this area could be helpful in determining how to improve community trust and cooperation moving forward.

¹ Biological sex, as opposed to gender identity, was used in this survey to remain consistent with U.S. Census demographic tracking.

Treatment During Police Contacts

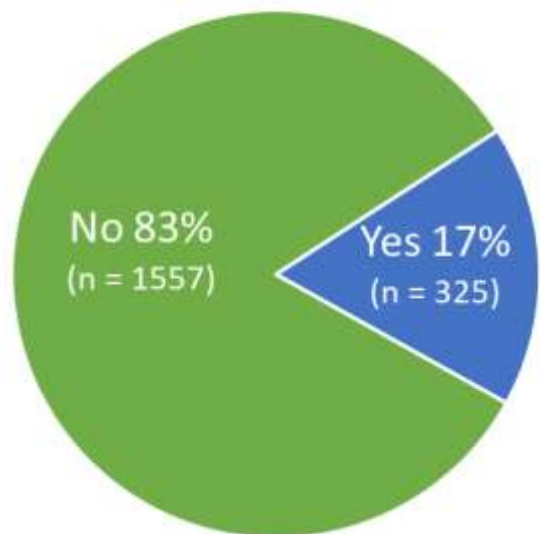
Findings

- Most (82%) respondents who had an officer-initiated contact in Bend were satisfied with the encounter.
- Three quarters (73%) of respondents who were the victim of a crime in Bend were satisfied with the BPD's handling of the incident.
- Residents having recent contact with BPD officers rated them highly with regard to principles of procedural justice (e.g., listen, show concern, treat people fairly and with respect).
- The most common complaint from victims was a lack of follow-up on their case.

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

Documenting how residents feel following direct contact with BPD officers and modifying these interactions via training and supervision, if needed, is clearly an important metric for today's law enforcement administrators. In the current survey, we asked people the following question: "Did a Bend police officer contact you in the past 12 months? (this includes a police officer contacting you to investigate a crime, give you a warning, issue a citation, make an arrest, etc.)". Respondents answering "yes" were asked several follow-up questions about their interaction with the officer. We provide the findings in the chart below.

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



DID THE OFFICER*:	
Explain his/her decisions?.....	88%
Show concern for your welfare?.....	90%
Treat you with respect?.....	93%
Treat you fairly?.....	93%
Listen to you?.....	93%

HOW SATISFIED ARE YOU WITH THE WAY BPD HANDLED THIS CONTACT?	
Dissatisfied.....	11%
Neither Satisfied nor Dissatisfied.....	8%
Satisfied.....	82%

*Excludes respondents who did not answer the question or answered, "not applicable."

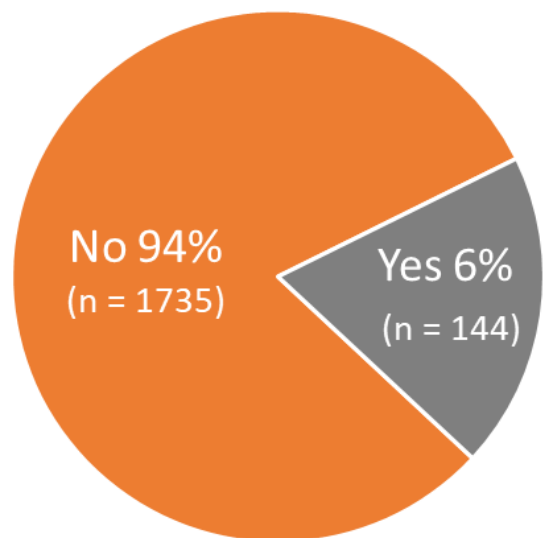
Seventeen percent of those surveyed (n = 325) reported a recent officer-initiated contact. Nearly 9 out of 10 of contacts the given officer adhered to the above guidelines for “procedurally just” interactions with members of the public. Included are listening to the person (93%), treating the person fairly (93%), treating the person with respect (93%), showing concern for the person’s welfare (90%), 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: 82% 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. It is important to note that these comments are outliers with a large majority of those responding indicating they were satisfied with the BPD and over 90% indicating they were treated fairly when contacted.

Based on other feedback (which will be discussed in the performance section) there appears to be dissatisfaction with overall follow-up. Given BPD’s staffing levels it is not surprising that follow-up is limited (this will also be discussed later in the report) but taking proactive steps to provide as much follow-up as possible may help address negative perceptions and improve community satisfaction.

The survey also asked about residents’ experiences with police following victimization. Six percent (n = 144) of respondents reported they were the victim of a crime in Bend over the past 12 months (see chart to right). Among these, seventy-three had direct contact with a BPD officer regarding their crime. Most victims reported that the officer listened to them (89%), took the incident seriously (81%), treated them with respect (89%), showed concern for their welfare (84%) and explained what would happen next (83%). Smaller groups answered questions on whether the officer arrived in a timely manner (81%) and if follow-up was conducted by the BPD (36%). Concerns around follow-up were a recurring theme in the narrative comments.

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



DID THE OFFICER:*

Explain what happens next?.....	83%
Show concern for your welfare?.....	84%
Treat you with respect?.....	89%
Take the incident seriously?.....	81%
Listen to you?.....	89%
Arrive in a timely manner?.....	81%
Did BPD follow-up?.....	36%

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

Dissatisfied.....	18%
Neither Satisfied nor Dissatisfied.....	9%
Satisfied.....	73%

*This group includes only the respondents who indicated they contacted an officer. Specific questions exclude respondents who did not answer the question or answered, "Not Applicable."

A large majority (73%) were satisfied with how the BPD handled the incident. However, nearly 1 in 5 (18%) were dissatisfied. As mentioned in the previous section, this dissatisfaction was frequently associated with a lack of perceived follow-up.

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

The most common theme was a perceived lack of follow-up by the BPD:

- “Bend PD took our information the night of the crime and told us to report any updates the next day. We discovered some damage that was done to our resident and called the next day. The crime wasn't taken seriously and we never spoke to an officer in person. Our account of the crime was incorrectly reported and we had to fix the incident report that turned into a case...I called the police on multiple occasions to report ongoing crime in my neighborhood, including threatening behavior. The person on the phone was always polite and respectful, but the issue didn't seem to warrant police involvement, which was frustrating. I felt like I had nowhere to turn.”
- “They never followed up. I felt embarrassed for calling.”
- “... I reported the theft from my yard on line, there was an email that the BPD accepted my incident report. A follow up call would have been nice.”
- “I reported a theft and received NO contact from Bend PD after filing my report. I would have been happy enough to hear, "We will not investigate" given the low value of the object and higher priorities and thrilled if they did investigate and I was notified. Instead, I received NO contact.”

As some of the above remarks demonstrate a related theme was frustration around the BPD's online reporting system:

- “No follow up to my online report of a racially motivated property crime.”
- “Had stuff stolen from my vehicle. Did a police report online, and never heard anything about it from an officer.”
- I just filed a report online never spoke to the officer. I would've appreciated an email from Bend police Department and possibly a step up in patrol in my neighborhood.”
- “Someone stole a bike and stuff from my garage and basically I got zero anything. Just fill out a form online and that's it.”
- “My husband tried filing but the online process was too arduous so he maybe didn't make it all the way through”
- “The online crime reporting software is outdated, cumbersome and not user friendly. I tried to update some information that I filed on an online report but found that I needed to replicate virtually all my contact and background info in order to update my list of stolen items. I did talk to an office that attempted to help me and he, at the time, agreed that the system needed work. I can't recall his name but he was as helpful as he could have been under the circumstances.”
- “Registering theft of items from my property on the Bend PD website without being contacted by the department is inadequate.”

In reviewing these comments, it appears that several people believed the BPD would follow-up on their report. The BPD's online reporting website language regarding follow-up is ambiguous. It reads ([link to webpage](#)):

- “All reports filed within this system will be reviewed by the Police Department. If further investigation is required, you will be contacted for additional information.”

Most police agencies online reporting systems are designed to avoid follow-up and reduce workload. If follow-up is unlikely it may be helpful to highlight this on the webpage, moderating the public's expectations. Stating that the system is designed to help keep officers available for emergencies could further mitigate the dissatisfaction associated with the lack of follow-up.

Another, more expensive option, would be to follow-up with crime prevention material and/or follow-up regarding any extra patrols generated by the report. This approach would likely require additional resources.

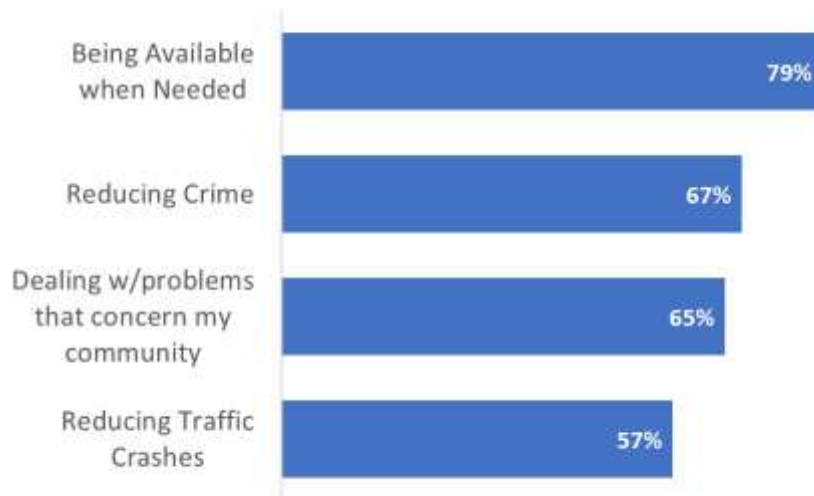
Performance in Public Safety Management

Findings

- The majority of respondents rated the BPD positively for being available when needed (79%), reducing crime (67%), and dealing with problems in their community (65%).
- A smaller majority (57%) felt the BPD was doing a good job reducing traffic crashes.
- Most respondents were satisfied with how often they saw BPD officers in their neighborhood.

Performance of BPD over Past 12 Months

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



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

Addressing community concerns, being available when needed, reducing crime, and managing traffic safety are core functions for most law enforcement functions, including the BPD. To assess public perceptions on BPD's performance in these four areas over the past 12 months we asked respondents to rate each topic using a 5-point scale: 4 "Very good (A)", 3 "Good (B)", 2 "Fair (C)", 1 "Poor (D)" and 0 "Very Poor (F)". Respondents could also answer, "Don't Know" if they did not feel sufficiently informed to evaluate the BPD. It is worth noting that this represents a sizable proportion of the sample, ranging from 25.35% to 48.4% depending on the item. These respondents were removed from the chart above, but their responses are reported in Appendix F.

As shown in the figure above, a majority of respondents rated the BPD's performance as "Good (B)" or "Very Good (A)" on all four items. This includes reporting that the BPD are good at being available when needed (79%), reducing crime (67%), dealing with community problems (65%), and addressing traffic crashes (57%).

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

To conduct these analyses, we calculated a mean or average performance score using the four items. Scores on the scale range from 0 "Very Poor (F)" to 4 "Very Good (A)". The mean (M) score on the performance scale was a 2.78, or a rating between "Fair" and "Good (B)".

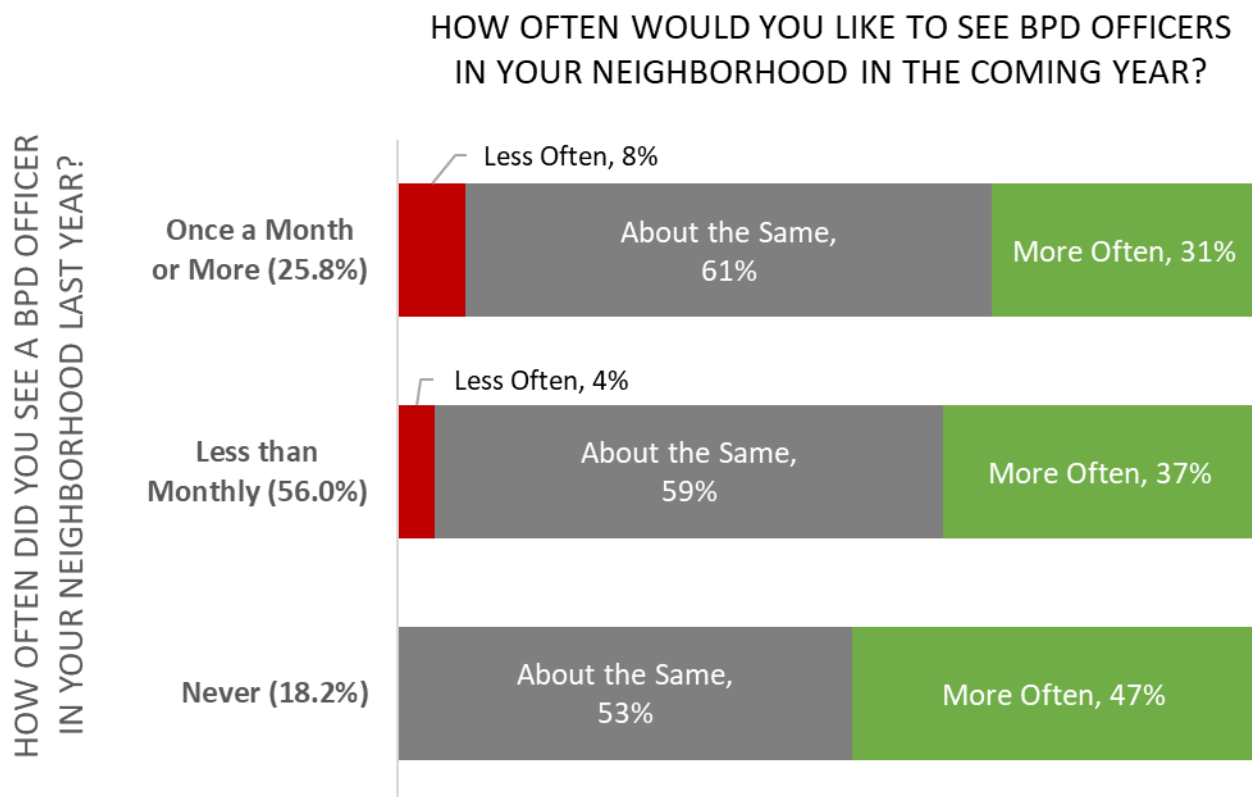
Evaluations of BPD's performance did not vary when examined by gender or ethnicity but was different based on age and race (non-white/white). Respondents who were younger (age 18 to 44) gave significantly ($p < .001$) lower ratings ($M = 2.40$) compared to people aged 45 to 64 ($M = 2.89$), and people 65 or older ($M = 2.96$). Race was also significantly associated with a lower perception of police performance in 2021. Non-White survey respondents rate the BPD's performance less favorably than White respondents ($p \leq .01$; $M = 2.48$ vs. 2.82).

This year's survey compared the respondents' perception of BPD's performance from the 2017, 2019 and 2021 surveys. This analysis found that residents' evaluation of BPD's performance fell slightly over the period examined ($p \leq .01$; $M = 2.85$ vs. 2.99 vs. 2.78). Follow-up analyses indicated that it was unlikely that the drop between 2019 and 2021 was due to chance, however, this was not true for the differences between 2017 and 2021.

A chart is provided in Appendix F which examines public perceptions of BPD performance for the 2017, 2019 and 2021 Community Attitudes Survey across all four of the survey items.

As noted in the previous page, perceptions of the BPD's performance have declined, but remain generally positive. Given national and local trends this is not surprising. This is especially true given the very high marks the BPD received in 2019. Continuing to monitor these trends and adjusting strategies to meet the community's needs and desires will be key to the BPD's continued success.

For the final portion of the performance section, the 2021 Community Attitudes Survey asked respondents to assess how often they saw a BPD officer in their neighborhood and if they would like to see officers more or less frequently in the future. The chart below displays the responses to these two questions:



Based on these responses it appears that the BPD is doing reasonably well at meeting the community's expectation in terms of how often officers are seen patrolling their neighborhoods. More than half of those responding want, "About the same" amount of police visibility next year. While this result is certainly not bad, nearly one in five respondents (18%) had not seen an officer in their neighborhood in the last year and 37% wished to see officers more often. Given the positive responses of those who had contact with the BPD (see the Treatment During Police Contacts section on pages 4-5) it may benefit the BPD to increase contact and be more visible.

To increase visibility an agency may need to add resources to its patrol function. This allows officers to spend more time in the neighborhoods and to engage with the community directly. Resources permitting adding these units may increase contact with the community and address the concerns expressed by some community members.

Performance in Community Engagement

Findings

- 61% of respondents rated the BPD as “good” or very good at building trust with their community.
- The majority of respondents rated the BPD as “good” or “very good” in metrics capturing police-community engagement.
- Ratings on these items declined significantly from the 2019 Community Attitudes survey.
- Non-White respondents rated the BPD’s recent community engagement efforts less favorably than White respondents.

Performance of BPD over Past 12 Months

(% Rating Performance as “Good” or “Very Good”*)



*People answering “Don’t Know” were excluded from analysis. Remaining respondents answered “Fair”, “Poor” or “Very Poor”.

BPD’s 2019-2024 Strategic Plan identifies the following “engagement with the community” as a key goal. To assess the agency’s recent performance in this area we asked survey respondents to consider four items: “Building trust with the community”, “Developing relationships with the community”, “Communicating with the public”, and “Involving the community in crime prevention.” Each item was rated on a 5-point scale: 4 “Very good (A)”, 3 “Good (B)”, 2 “Fair (C)”, 1 “Poor (D)” and 0 “Very Poor (F)”. Consistent with the prior section, respondents could answer, “Don’t Know” and we removed these responses for the chart above (see Appendix G for full results).

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 61% who thought the BPD were doing well at building trust, to a low of 53% giving them a positive evaluation for involving the community in crime prevention. Unfavorable evaluations (i.e., “Poor” or “Very poor”) for all four items were relatively low, ranging from 12.5% for Developing relationships with people in your community to 10.7% on Communicating with the public. A sizable proportion of the sample (23.8% to 39.4%) answered, “Don’t know”, suggesting the need for further efforts to engage with the public and publicize the outreach already being done.

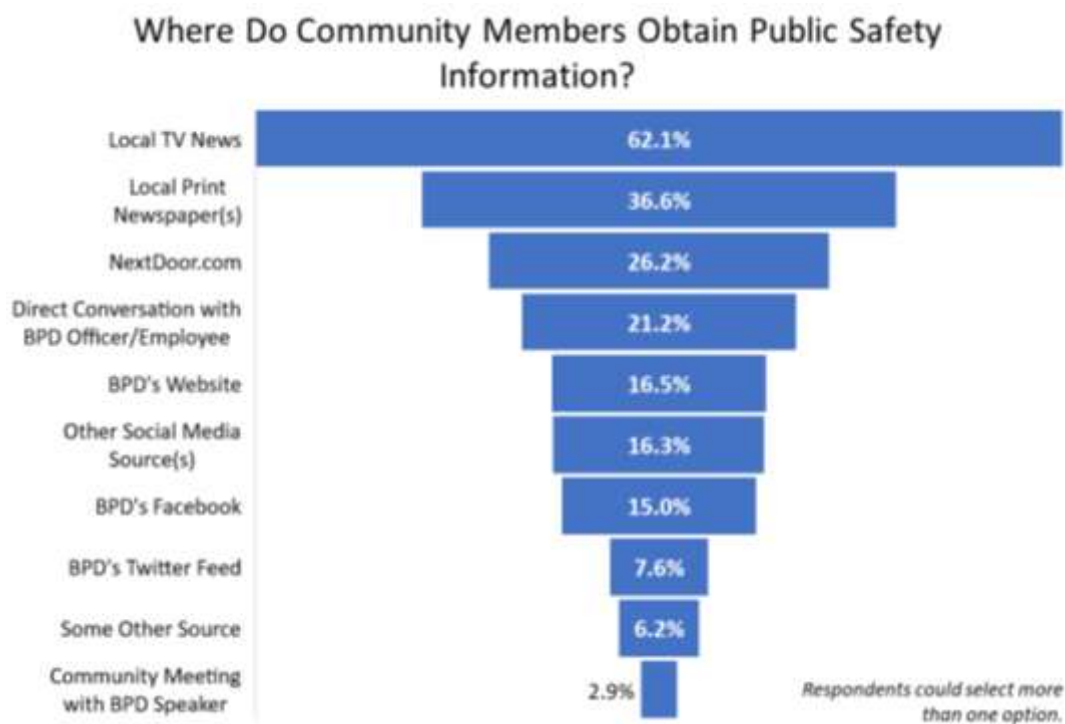
Mirroring the methodology detailed in the prior section, we also assessed variability in evaluations of BPD’s community engagement as a function of residents’ demographics, and by survey year. Evaluations of BPD’s community engagement over the past year did not vary based on gender or ethnicity (see Appendix G). Respondents who were younger (age 18 to 44) gave significantly ($p < .001$) lower ratings ($M = 2.18$) compared to people aged 45 to 64 ($M = 2.60$), and people 65 or older ($M = 2.83$). Race was also significant ($p \leq .01$), with non-White respondents’ perceptions of police engagement being lower than White respondents ($M = 2.29$ vs. 2.58). Consistent with performance, this analysis found that residents’ evaluation of BPD’s community engagement was significantly less favorable ($p < .001$) when comparing 2019 and 2021 ($M = 2.83$ vs. 2.55).

Respondents rated BPD performance in 2021 lower than 2019 across all four metrics. Comparisons between 2021 and 2017 are more mixed. Staffing may play a part in this drop as BPD’s staffing relative to the population of the City of Bend has decreased over time (see Recommendations section, page 18). A chart displaying the changes over time in BPD’s performance at community engagement is provided in Appendix G. Perceptions of engagement may also have been impacted by the COVID-19 Pandemic which created a host of challenges for police agencies across the nation.

The BPD should continue to monitor these trends and consider adopting a strategic approach to addressing community concerns. As the [Pew Research Center](#) has noted America, is exceptionally divided on topics such as the response to COVID-19, the presidency, racial justice, law enforcement and host of other topics. Policing in a democratic society under such conditions is exceptionally challenging. The BPD has consistently utilized surveys and other means to help assess the public's priorities for the agency. Current conditions highlight the need for such approaches.

Any approach aimed at increasing public perception regarding BPD's efforts at community engagement will require increased communication between the BPD and the public. As noted earlier in this report a large portion of the survey respondents did not feel adequately informed to assess the BPD's performance at either community engagement or public safety.

To aid in BPD's communication with the public this year's survey asked respondents, "Did you use any of the following sources in the past 12 months to get information about public safety..." and provided a list of potential sources of information. The question also allowed individuals to type in a different source from the one provided. Over 1,800 respondents (N = 1,883) provided information on this question. The figure below displays their answers.



Over 60% of respondents listed local TV news as a source for public safety information and 36.6% listed local print as an information source. Traditional media still plays an important role in how the public receives information about public safety. Any strategy aimed at increasing public awareness needs to be aware that these sources of information are still relevant.

Other emerging sources include a range of web-based information sources including: NextDoor.com, BPD's online resources (website, Facebook, Twitter, Flashalerts etc.) as well as other social media. A large number of respondents manually typed in Ring/Ring.com as a source of public safety information.

The BPD appears to make use of NextDoor as a means for engaging with the public. Over one-quarter of the survey's respondents listed NextDoor.com as a source for public safety information. A follow-up search for BPD activity on NextDoor.com showed a range of recent posts ranging from notifications to the public including topics such as safe driving near schools, alerts on scams and package theft and messaging around community forums. These posts included at least one bi-lingual message. The BPD may benefit from increased utilization of alternate online venues, such as NextDoor.com.

The BPD may benefit from adding capacity or resources to develop deeper engagement and information sharing strategies with the community.

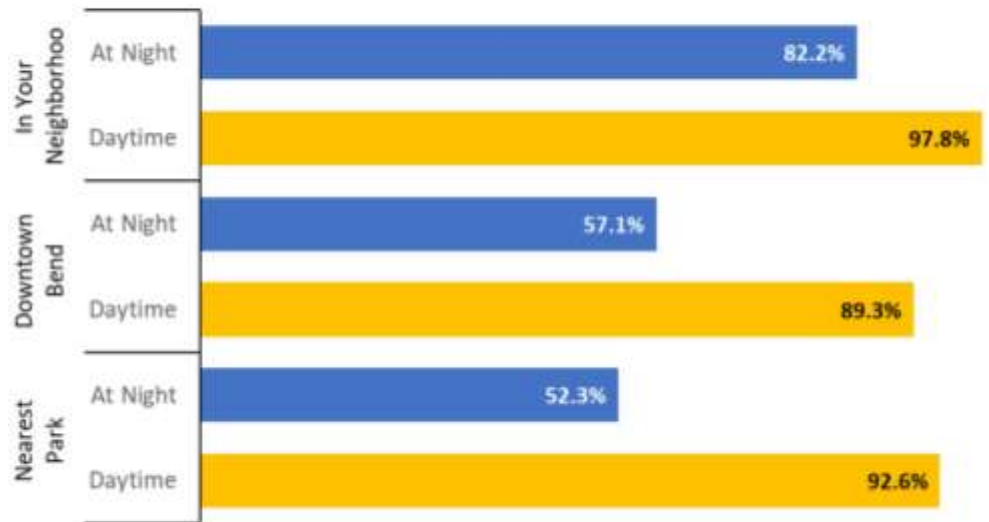
Perceived Safety

Findings

- 9 out of 10 respondents reported feeling safe in their neighborhood, nearest park, and downtown during the daytime.
- Rates of perceived safety were noticeably lower at night, particularly for city parks and downtown.
- Women and recent victims of crime reported lower levels of perceived safety.
- The Larkspur and Old Bend neighborhoods may need additional resources to address perceived safety.

How Safe Do You Feel Walking Alone?

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



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

The survey asked six questions about perceived safety using the following format: "How safe do you feel walking alone". This question was applied to three different locations ("in your neighborhood", "in the nearest city park", and "downtown Bend") and two time periods ("during the daytime" and "at night"). Respondents answered each question using: "very safe (4)", "safe (3)", "neither safe nor unsafe (2)", "unsafe (1)", or "very unsafe (0)".

The vast majority of residents reported feeling safe to very safe when walking alone during the daytime. This includes walking alone in their neighborhood (97.8%), downtown Bend (89.3%), and in their nearest city park (92.6%). Levels of perceived safety were lower for walking alone at night. This includes drops to 82.2% for neighborhood, 57.1% for downtown Bend, and 52.3% for the nearest city park. The differences between day and night were analyzed using the continuous version of the scale (Appendix C). All were statistically significant.

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

Age, often a factor when looking at fear of crime, was not reliably associated with perceived safety. Younger people (age 18 to 44) reported feeling slightly less safe in their neighborhood. This may have something to do with the locations where younger versus older people live in the city. Alternately, older respondents (65 years of age or older) reported feeling less at the nearest park.

Perhaps not surprising, recent victims of a crime in Bend rated walking alone in their neighborhood as less safe compared to non-victims. This was also observed for individuals reporting police contact in the last 12 months. Non-White residents rated walking alone in the nearest park as slightly less safe than Whites, but there was no difference in the other two locations. Finally, we examined perceptions of safety over time. These findings were mixed with respondents indicating they felt less safe in their own neighborhood but safer when downtown.

Respondents were asked whether there is, "an area in Bend where you might feel UNSAFE walking alone?" Those answering 'yes' to this question (58.1%), were given the opportunity 'click' on a map to identify up to three locations on a map of the city where they would feel unsafe. There were 2,002 responses submitted. The neighborhood receiving the highest number of 'clicks' include Larkspur (395), Old Bend (313), Orchard District (294), and Boyd Acres (214). The BPD may want to consider additional efforts to enhance perceived safety in these locations.

Public Safety Concerns

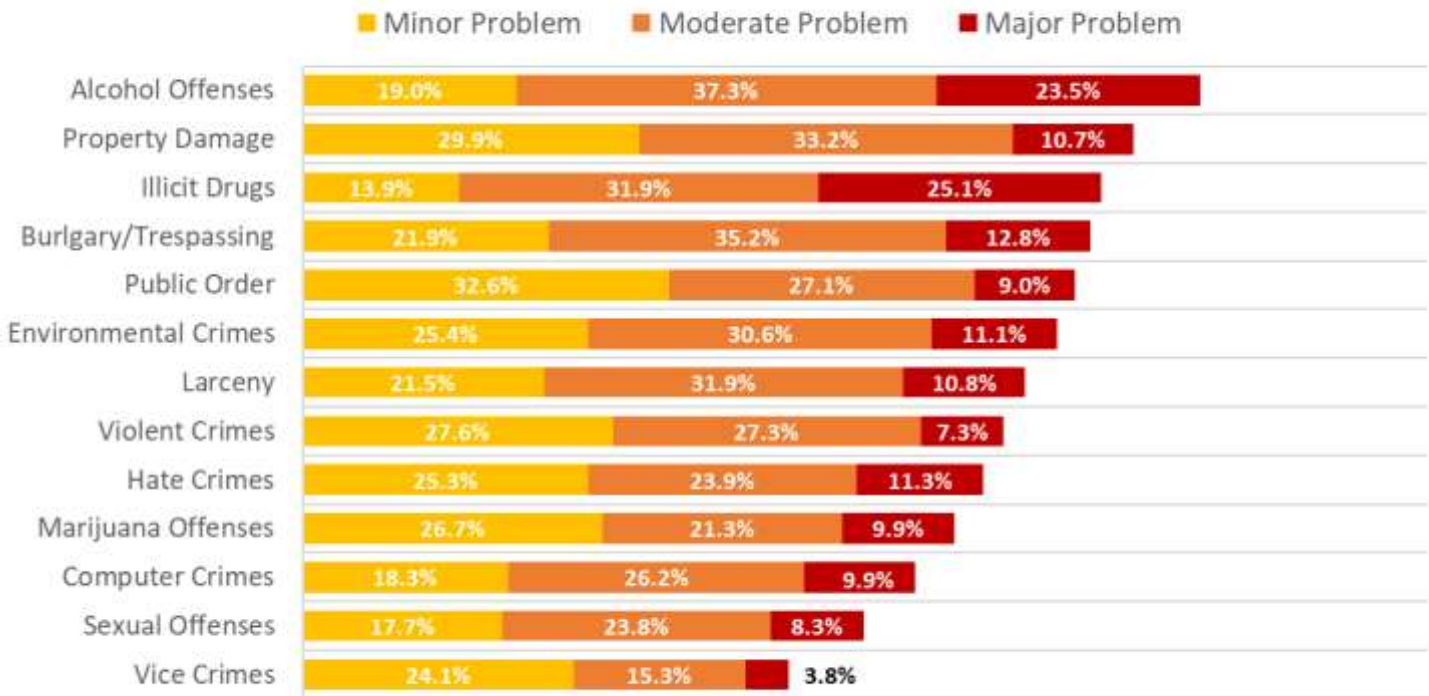
Findings

- A high proportion of respondents rated quality of life offenses (e.g., alcohol, property damage, drugs, trespassing, public order, environmental crimes such as illegal dumping) as a problem for Bend.
- Qualitative remarks supported these concerns but several also indicated hate crimes as being a local concern to residents.

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

In the [2019 Community Attitudes Survey](#) roughly nine out of ten (85.1%) respondents rated traffic offenses (e.g., speeding, aggressive driving) as a problem for the city, with one quarter (25.8%) listing it as a major issue. The public’s concern regarding traffic safety was further validated in the narrative comments and in conversations with City of Bend representatives. Based on these concerns this year’s survey added a more detailed section specifically addressing traffic safety (see the following section).

Public Safety Problems in Bend Over the Past 12 Months



Note: Remaining respondents answered “Not a Problem” or “Don’t Know”.

To gain a sense of the public’s concerns about specific public safety issues they were asked to rate how serious the above listed problems were. They could answer, “Not a Problem”, “Minor Problem”, “Moderate Problem”, “Major Problem”, or “Don’t know.” The chart above lists the problems in rank order by percentage of residents who list a problem as at least being a “Minor Problem.” Using this criteria, Alcohol Offenses was the most commonly identified problem (with 79.8% of respondents identifying it as at least a “Minor Problem”). It was followed by Property Damage (73.8%), Illicit Drugs (70.9%), Burglary/Trespassing (69.9%), Public Order (68.6%), Environmental Crimes (67.0%), Larceny (64.1%), Violent Crimes (62.2%), Hate Crimes (60.5%), Marijuana Crimes (57.8%), Computer Crimes (54.4%), Sexual Offenses (49.8%), and Vice Crimes (43.2%).

It is not the intent of this report to advocate the above rankings as being the only consideration for the BPD when they prioritize their resources. First, these ratings are based on perceptions as opposed to crime data. Additionally, police use a host of factors such as crime data, perceptions, availability and other considerations such as normative values (i.e., Sex Offenses and Hate Crimes are ranked lower on the list, but there are important reasons for the police to prioritize them) when deciding how to prioritize their response.

In addition to normative concerns the public may not be informed on all the issues. Sex Crimes, Vice Crimes and Computer Crimes all had a large number of respondents reply, “*Don’t Know*” when asked how serious they were. Nearly half (45.7%) of respondents answered “*Don’t Know*” when asked how big a problem Sex Crimes represented. While the public’s perceptions of crime problems, lack of knowledge and normative concerns would argue for a more nuanced approach to assessing community crimes problems.

Finally, the narrative comments provided by people having direct contact with BPD offer further insights into community perceptions of local public safety. While qualitative in nature, having similar concerns repeatedly voiced in the narratives can provide important contextual information. As mentioned earlier, several respondents expressed concerns regarding hate and bias crimes. Other concerns included a perceived lack of enforcement, particularly for quality of life or low-level offenses:

- “We caught a vandal and handed him over to Bend PD. The youth was dropped at a home where he was staying over for the night by the officer and no parents at that home were spoken with (despite 4 youths being involved in the vandalism and only one being caught)...”
- “I was talking with an officer about the neighbor's dogs barking their heads off all weekend. While the officer was polite and concerned, it seems to me that the standard that he felt was necessary to write the neighbor a ticket was too high. I'm tired of being the victim of people's inconsiderateness and flagrant disrespect for the law.”
- “We had an attempted break in captured in ring. Call 911 took forever to respond. When police arrived, I was made to feel as if I was a bother.”
- “The officer told me that pursuing the issue would be a waste of time and that they don't have the resources to explore crime at all levels.
- “I had a battery stolen out of my equipment. I know we can't expect them to solve every crime. But I think they are stretched so thin on calls that they may not be able to work on prevention. The officer didn't seem to feel they could do anything to recover my property.”
- “I was an eye witness to a meth user in Columbia Park. This behavior can greatly diminish my property value and personal safety. I called and described this perp with great detail. The police arrived in a timely manner but made no effort to disguise their arrival which allowed the perp to put the drugs in his pocket. The police then just told the perp to move on.”

As mentioned earlier, Bend PD’s staffing levels appear low compared to similarly sized cities. Officer per 1,000 residents is an imperfect metric, as community concerns, crime volume and call load all play a role in an agency’s staffing. That said, absent a full staffing study, it is a readily available metric. The BPD’s staffing of just over one officer (1.05) per 1000 residents is much lower than either the national average (for similarly sized cities) of 1.6 or the west regions average of 1.2 ([FBI Crime in the United States Table 71](#)). This is also true for total employees where the BPD’s 1.38 employees per 100k is lower than the West Regions average of 1.7 employees per 1k or the national average 2.1 per 1k residents ([FBI Crime in the United States Table 70](#)).

Bend’s transition from a more rural community to one of Oregon’s major urban centers will not be without challenges. Balancing community expectations regarding public services while addressing the challenges associated with being one the fastest growing communities in America will require an ongoing conversation between the police and the public. Managing this transition should be a major goal for the community and the BPD in the coming five-years.

Public Safety Concerns Specific to Traffic

Findings

- Traffic has consistently been a high-ranking concern in past surveys, so this year it received its own section.
- Between nearly 70% and nearly 90% of respondents indicated driving issues such as: distracted driving, speeding (residential, city streets, near schools), ignoring pedestrian right of ways, running red lights etc. were issues.
- Over six in ten respondents supported additional enforcement or adding officers to do DUI enforcement.

As noted by the [International Association of Chiefs of Police](#) traffic crashes are among the leading causes of death globally. A [Centers for Disease Control](#) report examining data from 2009 to 2018 found that alcohol-impaired drivers were responsible for 1,176 deaths. This report also found that Oregon's alcohol-impaired death rate of 3.7 deaths per 100,000 residents was higher than the national average of 3.2 deaths per 100,000 residents.

The City of Bend has addressed traffic safety through programs such as [Neighborhood Street Safety Program](#). This creative program utilized community input to prioritize traffic safety projects with a lens toward both safety and geographic equity. This commitment to community input helped drive the 2021 Community Attitudes Survey's emphasis on traffic safety.

In the 2017 and 2019 Community Attitudes Surveys, traffic offenses were the top listed concern as a priority by community members by a larger percentage than any other issue. This year's report sought to expand on this issue by providing more additional opportunities for the community to provide input on how the BPD approaches traffic safety.

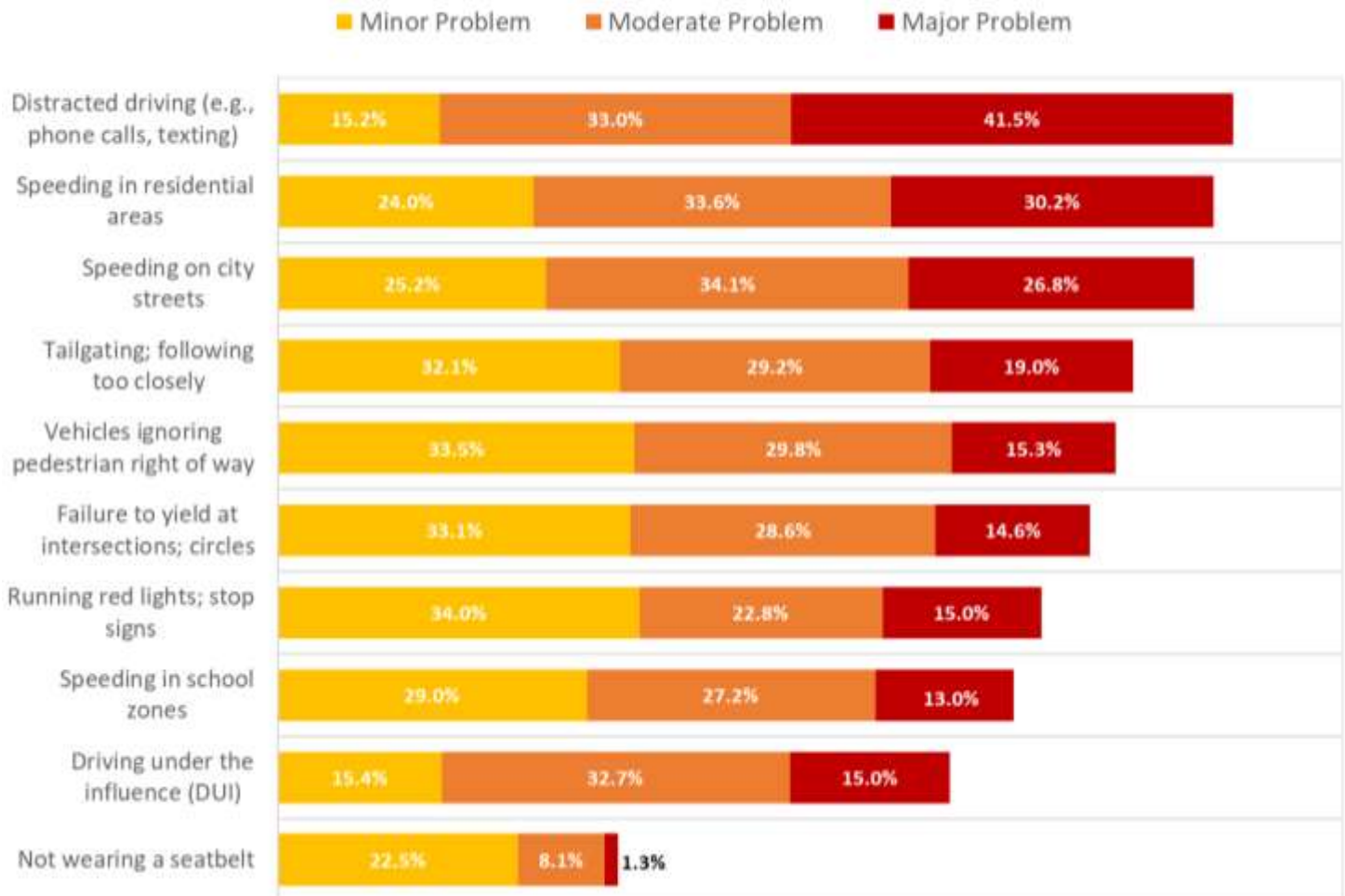
In this report survey respondents were asked to rank different traffic safety problems as “*Not a Problem*”, “*Minor Problem*”, “*Moderate Problem*”, “*Major Problem*”, or they could indicate, “*Don't Know*.” The figure on the next page presents traffic safety concerns in the same manner as the Public Safety Problem's section by listing the problems in rank order by percentage of residents who list a problem as at least being a “*Minor Problem*.”

Using this criterion, the respondents highlighted Distracted driving, as the biggest issue (89.7% listed this as at least a “*Minor Problem*”). Other concerns included: Speeding in residential areas (87.8%), Speeding on city streets (86.1%), Tailgating; following too closely (80.3%), Vehicles ignoring pedestrian right of way (78.6%), Running red lights; stop signs (71.7%), Speeding in school zones (69.1%), Failure to yield at intersections; circles (67.3%), Driving under the influence (DUI) (63.1%), and Not wearing a seatbelt (31.9%).

Based on the respondents' answers it appears that a broad consensus exists around concerns over distracted driving, speeding (both on city streets and residentially), and tailgating. Over 80% of respondents identified these as concerns. Another group of activities including, ignoring pedestrian right of ways, and failure to yield at intersections and running red lights were listed as a concern by over 70% of respondents. Speeding in school zones and DUI were concerning to over 60% of respondents. Not wearing a seatbelt did not appear to be a major concern for respondents.

For most items survey respondents felt they understood the issue, with less than 10% answering, “*Don't Know*.” This was not the case for Running red lights (12.9% answered “*Don't Know*”), Speeding in school zones (17.7%), DUI (32.7%) and Not wearing a seatbelt (46.5%). For these items it is important to note that the relatively lower levels of concern may be driven by a lack of awareness around the issue (this is particularly true for DUI and Not wearing a seatbelt).

Traffic Safety Problems in Bend Over the Past 12 Months



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

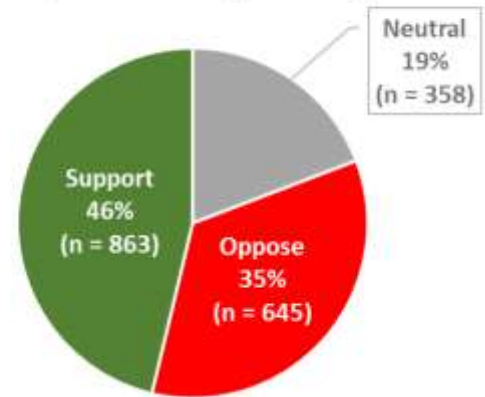
The BPD expressed concerns around running red lights. This concern is not unwarranted. According to the U.S. Department of Transportation, Federal Highway Administration, running red lights causes hundreds of fatalities in the United States annually. One possible solution for this issue is the use of red-light cameras. While the evidence for their effectiveness is not unequivocal, it appears likely that red light cameras may reduce certain kinds of dangerous crashes at intersections.

Given the BPD's limited staffing, the use of an automated system may make sense. For this reason, a question regarding the use of red-light cameras was included in this year's survey. Respondents were asked, "Do you support the BPD using automated traffic cameras to supplement direct enforcement by patrol officer?" As mentioned earlier, while it appears that automated or red-light cameras may reduce certain kinds of crashes, there is also evidence that they may increase rear-end collisions. In terms of public perception, prior surveys have found moderate support for the use of automated cameras. These same studies document concerns that these cameras remove an officer's discretion. Some members of the public may simply prefer to receive a ticket from an officer. Given widespread concerns around equity, it may be that the impartial nature of red-light cameras is a positive. Removing discretion may make the outcomes more equitable.

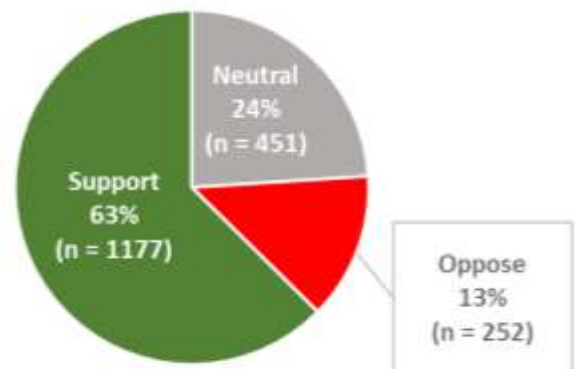
Given the concerns around these questions, the BPD's decision to reach out to the public and assess their attitudes is laudable. The figure below displays the results for this question.

Results for the question, "Do you support the BPD using automated traffic cameras to supplement direct enforcement by patrol officers?" were mixed. While a plurality supported the idea (46% of respondents were in support), a significant minority (35%) were opposed. Given the mixed results it would appear that any additional outreach would be advisable before starting an automated traffic camera program. Such a campaign could address community concerns around the program being more focused on revenue than safety (a common concern with these programs nationally), highlight the role this kind of enforcement could play in addressing the community's equity concerns, and stress how this program might increase the availability of officers to conduct the follow-up requested by survey respondents in the narrative comments.

Do you support or oppose the BPD using automated traffic cameras to supplement direct enforcement by patrol officers?



Do you support or oppose BPD patrol officers doing additional traffic enforcement to address driving offenses?



An additional follow-up question asked, "Do you support BPD patrol officers doing additional traffic enforcement to address driving offenses?" In comparison to automated cameras, there was significantly more support for increased traffic enforcement by BPD officers. Nearly two-thirds of respondents (63%) supported additional traffic enforcement, while less than one-sixth opposed it (13%).

These results would support the idea that survey respondents would prefer enforcement conducted by an officer as opposed to an automated system. Given the high levels of satisfaction expressed in the contact portion of this survey the BPD appears to benefit from additional community comments. That said several commenters would express a wish for BPD officers to utilize more discretion.

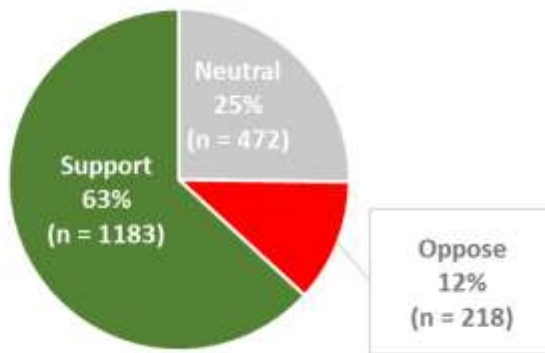
If a respondent expressed dissatisfaction with a stop by the BPD they were asked the follow-up to: "describe why you are not satisfied with the BPD's handling of this." Not surprisingly, several respondents indicated that they felt a warning would be more appropriate:

- "Officer was arrogant and cited me for a minor infraction that was unwarranted (seatbelt ticket after taking off the harness just before pulling into a parking lot... seriously, 50ft from my destination?)."
- "It was for a left hand turn at a green arrow light and when making the turn I pulled into the far lane too quickly for his liking. I needed to make a right turn. Honestly, it seemed petty to even issue a warning."
- "For a U-turn the officer pointed out I have a clean record. he could not understandably explain U-turns in Oregon as I had served in the military in other states I felt a warning was appropriate"

While the desire to be issued a warning is understandable it is worth noting that these respondents also felt the underlying reason for the citation was unfair (i.e., the infraction did not warrant the stop). While not the norm (88% of those contacted reported being treated fairly), any increase in enforcement would benefit from emphasizing the important of [procedural justice](#) when conducting stops.

Finally, respondents were asked, “Do you support or oppose the BPD hiring additional officers to address driving under the influence of intoxicants (DUI)?” There was significant support among respondents for adding officers to conduct DUI enforcement. Sixty-three percent of respondents supported the proposal while only twelve percent opposed the idea.

Do you support or oppose the BPD hiring additional officers to address driving under the influence of intoxicants (DUI)?



Based on the results of this section of the survey there appears to be widespread concerns across a range of traffic safety issues. There also appears to be significant support for increased traffic safety and for hiring additional officers to address DUI offenses. There is considerably less support for adding automated traffic cameras. These findings argue for additional conversations with the community prior to adding such a system.

Summary and Recommendations

This year's survey represents the City of Bend and BPD's third community survey in six years. The City and police agency's commitment to the use of data to improve their service to the community is admirable. Participation in this year's survey is particularly laudable given the many challenges of 2020 and the likelihood that the national and local environment would create a less positive survey than 2019.

Despite these trends, community perceptions of the BPD remain positive. Importantly, members of the community who had contact with the BPD consistently reported that they were treated fairly and were satisfied with the encounter. This has been observed in all three surveys.

Based on this year's survey results the BPD may benefit from taking the following steps:

1. Work with the community to “right-size” the BPD.

While the BPD has grown since the 2017 Community Attitudes Survey from 94 sworn and 28 civilian staff to 100.5 sworn and 34.5 civilian staff, this growth has failed to keep pace with Bend's exceptionally rapid population growth. Relative to the population of Bend, sworn staffing has fallen slightly from 1.13 officers and 1.46 total staff per 1,000 residents in 2017 to 1.05 sworn staff and 1.35 total staff. While the use of officers/staff per 1,000 population has fallen out of favor as compared to more nuanced staffing models it has an especially important characteristic relative to community concerns identified in the last three surveys. Namely, the community wants more contact with and follow-up from the BPD and perceptions of efforts at building relationships has deteriorated over time. The ability of a police agency to reach its entire population (not just to address crime, disorder, and traffic safety but also to engage with all community members) will be limited by the number of officers relative to that population. An agency which has 2 officers per 1000 residents will, all things be equal, have a greater capacity to build relationships and follow-up with community members than an agency with only 1 officer per 1000 residents. In this sense, officers per 1,000 residents is a useful metric.

The City of Bend and BPD may wish to explore staffing issues in the coming years. A good starting place for these efforts would be a comprehensive staffing study that uses multiple metrics and comparator locations to identify the appropriate number of officers and non-sworn personnel for the agency. A central component of any study should be assessing the community's expectations for BPD. Taking steps to engage the community in staffing decisions, as was done regarding traffic patrols in this survey, will help ensure that the BPD aligns its resources and activities with the priorities of local residents.

2. Continue to focus on community priorities and message back steps taken to meet these priorities.

This year's survey continued to highlight the importance of diversity and equity training, policies, and practices to the public. Continuing to both address the community concerns and then proactively message back to the community what is occurring will be essential in bringing BPD's trust levels back to those of 2019. While the communities trust and confidence in the BPD has fallen somewhat, the results of this survey indicate that the public, even those of diverse ethnic and non-white backgrounds, retain confidence in the BPD.

3. Identify methods for following up with community members which are consistent with the BPD's staffing levels.

While the BPD is a lean policing organization, many community members appear to expect more follow-up from the BPD. Identifying creative ways to meet this demand, given the BPD's staffing limitations, may improve community perceptions of the BPD. This is particularly likely given the high ratings on measures of procedural justice BPD officers receive from community members they have contacted.

Survey Methodology & Sample Characteristics

GIS data from the Office of Performance and Management was used to generate a list of 45,345 distinct residential addresses for the city Bend. We removed 2,224 of these addresses because they were identified as being vacant. This left a total of 43,121 in the final sampling frame. This number is slightly more than the July 1, 2019 U.S. Census Bureau's American Community Survey, which estimated that Bend had 38,312 households.

Using this list, we randomly selected 10,000 households for the 2021 Community Attitude Survey. These resulting sample was representative of Bend's three zip codes and 13 designated neighborhoods (< 1% differentiation from full address list).

Each household was mailed a letter from Chief Michael Krantz (see Appendix A) on December 4th, 2020 explaining the purpose of the project. The instructions requested that adult in the household with the most recent birthday complete an online survey using the short web link or QR code provided. Two reminder postcards were sent to increase the overall response rate.

A total of 2,217 full or partially completed surveys were submitted (22.2% response rate) by the January 8th, 2021 closing date. Three-hundred and twenty-three survey missing over 50% of the questions were dropped from the analysis. An additional ten surveys were dropped for missing two or more demographic items. The final random sample consisted of 1,884 surveys, for a response rate of 18.8%. BPD also distributed the survey link via their social media platforms after the 1/8 deadline. This generated an additional 333 usable responses. Only the open-ended responses from these submissions were included in the current report.

The table on the right compares the current sample of 1,884 respondents to the 2019 American Community Survey estimates for Bend. Younger people (age 18 to 44) were underrepresented in our sample, as were those of Hispanic ethnicity. On gender and race our sample appears to be largely consistent with the ACS data. However, the sample skews older and is under-representative of Hispanic residents. Caution should be taken when generalizing the results of this survey to the general population.

Demographics		% of Survey Respondents ^a	U.S Census Population Estimates ^b
Gender	Female	48.1%	48.3%
	Male	51.9%	51.7%
Age	18 to 44	27.2%	37.8%
	45 to 64	36.5%	25.5%
	65+	36.3%	15.7%
Race	Non-White	8.7%	8.0%
	White	91.3%	92.0%
Ethnicity	Non-Hispanic	94.7%	89.2%
	Hispanic	5.3%	10.8%
Neighborhood of City Where Living			
Awbrey Butte	8.8%	Orchard District	7.4%
Boyd Acres	9.2%	Other (describe)	1.2%
Century West	4.8%	River West	11.8%
Larkspur	8.3%	Southeast Bend	5.0%
Mountain View	11.8%	Southern Crossing	2.3%
Old Bend	3.4%	Southwest Bend	8.8%
Old Farm District	10.0%	Summit West	7.3%

^a Excludes cases with missing demographic data

^b 2019 American Community Survey estimates for Bend. Gender and age based on adults; race and ethnicity based on all ages.



PSU Team

Kris Henning, Ph.D.
Greg Stewart, MS



BPD Project Manager

Tara Lewellen

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

503-725-8520 khenning@pdx.edu



CITY OF BEND
POLICE DEPARTMENT

December 3, 2020

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 their police department should be focusing 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 TEL
Relay Users Dial 7-1-1
541-312-1934 fax
bendoregon.gov

MAYOR
Sally Russell

CITY COUNCILOR
Justin Livingston
Bill Moseley

Bruce Abernethy
Barb Campbell
Gena Goodman-Campbell

CITY MANAGER
Eric King

POLICE CHIEF
Mike Krantz

In order 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/bendpd2021



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 541-693-6911, and of course, use 911 if you have an emergency.

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

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

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

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

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

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

4. Did you use any of the following sources in the past 12 months to get information about public safety in Bend (check all that apply):

- Bend Police Department's (BPD) website
- BPD's Facebook
- BPD's Twitter feed
- Direct conversation with a BPD officer/employee
- Community meeting with a speaker from BPD
- Local TV news
- Local print newspaper(s)
- NextDoor.com
- Other social media source(s)
- Some other source: _____

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

- YES
- NO(skip to question 9)

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

	YES	NO	Not Applicable
Did the officer listen to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer show concern for your welfare?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer explain his/her decisions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer treat you with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer treat you fairly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

8. Please use the space below to describe why you were not satisfied with the BPD's handling of this incident. What could they have done differently?

- Open-ended response

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

- YES
- NO(skip to question 14)

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

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

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

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

	YES	NO	Not Applicable
Did the officer listen to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer take the incident seriously?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer show concern for your welfare?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer explain what would happen next?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer treat you with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer arrive in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the officer or someone else from BPD follow up with you later about this incident?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- Very satisfied.....(skip to question 14)
- Satisfied.....(skip to question 14)
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very Dissatisfied

13. Please use the space below to describe why you are not satisfied with the BPD's handling of this crime. What could they have done differently?

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

	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Larceny-theft (e.g., shoplifting, motor vehicle theft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Burglary-trespassing (unlawful presence on private property)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Violent crimes (e.g., assault, robbery, stalking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual crimes (e.g., rape, sexual abuse)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Property damage (e.g., graffiti, vandalism, arson)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hate crimes (motivated by a person's race, color, disability, religion, national origin, sexual orientation, or gender identity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crimes involving fraud or deception (e.g., computer scam, forgery, identity theft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vice crimes (e.g., gambling, prostitution, pornography)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crimes against public order (e.g., noise, disorderly conduct, harassment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug offenses (e.g., manufacturing, distributing, possession or use of drugs like meth, heroin, or cocaine)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marijuana offenses (e.g., DUI, smoking in public, use by minors, illegal farming)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol offenses (e.g., DUI, drinking in public, use by minors)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental or animal-related crimes (e.g., illegal dumping, illegal hunting, animal abuse)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Not a Problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Running red lights; stop signs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Failure to yield at intersections; circles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distracted driving (e.g., phone calls, texting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not wearing a seatbelt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speeding in Residential areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speeding in School zones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speeding on City streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driving under the influence (DUI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tailgating; following too closely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicles ignoring pedestrian right of way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Do you support or oppose BPD patrol officers doing additional traffic enforcement to address driving offenses?

[This would include officers making more traffic stops and giving out more warnings and citations. Research studies find that traffic enforcement by patrol officers can reduce driving violations and accidents.]

- Support
- Neutral
- Oppose

17. Do you support or oppose the BPD using automated traffic cameras to supplement direct enforcement by patrol officers?

[These cameras are used to identify people who are speeding or running red lights. Vehicle owners are sent a ticket in the mail. Research studies find that automated cameras can reduce certain types of crashes.]

- Support
- Neutral
- Oppose

18. Do you support or oppose the BPD hiring additional officers to address driving under the influence of an intoxicant (DUI)?

[These officers would be trained to identify and arrest drivers who are under the influence of alcohol, marijuana, or other substances. Research studies find that increased enforcement of DUI laws can reduce fatal crashes.]

- Support
- Neutral
- Oppose

The next set of questions are about perceived safety. Some of the questions ask about your neighborhood. Bend's 13 official neighborhoods are documented in the map below.

19. Which neighborhood do you live in currently?

- Awbrey Butte
- Boyd Acres
- Century West
- Larkspur
- Mountain View
- Old Bend
- Old Farm District
- Orchard District
- River West
- Southeast Bend
- Southern Crossing
- Southwest Bend
- Summit West
- Other _____



20. How safe would you feel walking alone in your neighborhood (the one you identified earlier)?

	Very Safe	Safe	Neither Safe nor Unsafe	Unsafe	Very Unsafe
During the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. How safe would you feel walking alone in the nearest city park?

	Very Safe	Safe	Neither Safe nor Unsafe	Unsafe	Very Unsafe
During the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

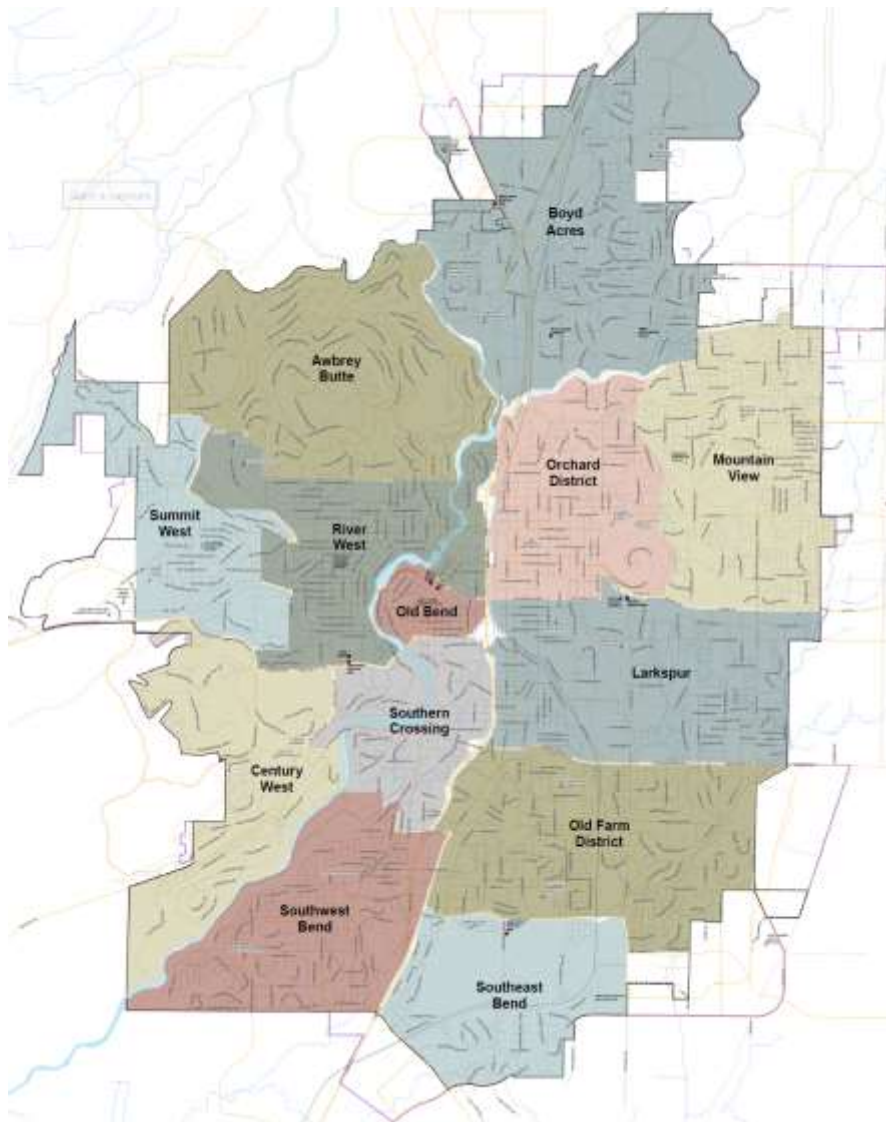
22. How safe would you feel walking alone in Downtown Bend?

	Very Safe	Safe	Neither Safe nor Unsafe	Unsafe	Very Unsafe
During the daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Is there an area in Bend where you might feel UNSAFE walking alone?

- YES
- NO.....(skip to question 25)

24. Please identify the areas (up to 3) in Bend that you would feel LEAST SAFE walking alone. Use your finger, mouse or trackpad to 'click' these areas.



The next set of questions ask about the visibility of uniformed BPD officers in your neighborhood and Downtown.

25. How often in the past 12 months did you see a BPD officer in your neighborhood (the area you identified earlier)?

- Never
- Once for the year
- Several times for the year
- Once a month
- Several times a month
- Once a week
- Several times a week
- Every day or almost every day

26. For the coming 12 months, would you like to see BPD officers in your neighborhood more often, less often, or about the same frequency as last year?

- More often
- About the same
- Less often

27. How often in the past 12 months did you spend time in Downtown Bend?

- Never(skip to question 30)
- Once for the year(skip to question 30)
- Several times for the year(skip to question 30)
- Once a month
- Several times a month
- Once a week
- Several times a week
- Every day or almost every day

28. How often did you see a BPD officer during your visits Downtown?

- Never or almost never
- 1 out of 5 trips (20%)
- 2 out of 5 trips (40%)
- 3 out of 5 trips (60%)
- 4 out of 5 trips (80%)
- Every time or almost every time

29. For the coming 12 months, would you like to see BPD officers in Downtown Bend more often, less often, or about the same frequency as last year?

- More often
- About the same
- Less often

We end with a few demographic questions based on the 2020 Census. These questions will allow us to describe the people who completed the survey.

30. What is your SEX?

- Male
- Female

31. What is your AGE?

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

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

- White
- Black or African-Am.
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Other Pacific Islander
- Some Other Race

33. Are you of HISPANIC, LATINO, or SPANISH origin?

- No
- Yes

34. How long have you lived in Bend?

- Less than 5 years
- 5 to 9 years
- 10 to 19 years
- 20 or more years

THANK YOU FOR COMPLETING THE SURVEY.

Appendix B – Trust and Cooperation

Trust in and Cooperation with Local Law Enforcement

TRUST			COOPERATION		
	#	%		#	%
The BPD can be trusted to make decisions that are right for my community			I would work with BPD to address public safety concerns in my neighborhood		
Strongly Disagree	53	2.8%	Strongly Disagree	27	1.4%
Disagree	108	5.8%	Disagree	29	1.5%
Neutral	443	23.8%	Neutral	99	5.3%
Agree	816	43.8%	Agree	608	32.4%
Strongly Agree	445	23.9%	Strongly Agree	1113	59.3%
The Bend police are trustworthy			I would work with BPD to identify a person who committed a crime in my neighborhood		
Strongly Disagree	47	2.5%	Strongly Disagree	23	1.2%
Disagree	82	4.4%	Disagree	22	1.2%
Neutral	343	18.4%	Neutral	53	2.8%
Agree	867	46.6%	Agree	472	25.2%
Strongly Agree	521	28.0%	Strongly Agree	1306	69.6%
I have confidence in the Bend police			If I saw a crime happening in my neighborhood I would call the BPD		
Strongly Disagree	49	2.6%	Strongly Disagree	22	1.2%
Disagree	93	5.0%	Disagree	20	1.1%
Neutral	307	16.4%	Neutral	48	2.6%
Agree	876	46.9%	Agree	375	20.0%
Strongly Agree	542	29.0%	Strongly Agree	1410	75.2%
I have confidence in the Bend police (excluding white respondents)					
Strongly Disagree	8	5.9%			
Disagree	19	14.0%			
Neutral	25	18.4%			
Agree	47	34.6%			
Strongly Agree	37	27.2%			

Trust in and Cooperation with Police by Demographics & Survey Year

Demographics (ANOVA F)	Trust ^a		Cooperation ^a	
	Avg	SD	Avg	SD
Gender ^b	(8.3**)		(7.45**)	
Female	2.83	.94	3.54	.71
Male	2.95	.86	3.62	.61
Age ^b	(45.09***)		(56.36***)	
18 to 44	2.55	.79	3.32	.90
45 to 64	2.97	.75	3.66	.53
65+	3.08	.63	3.70	.50
Race ^b	(18.34***)		(15.22***)	
Non-White	2.58	1.11	3.37	.93
White	2.92	.88	3.60	.64
Ethnicity ^b	(.09)		(.015)	
Non-Hispanic	2.90	.89	3.58	.66
Hispanic	2.87	1.06	3.59	.76
Crime Victim ^b	(22.32***)		(9.94**)	
Yes	2.55	1.25	3.41	1.01
No	2.92	.86	3.59	.63
Survey Year	(17.23***)		(18.113***)	
2017	3.00	.74	3.71	.44
2019	3.11	.73	3.72	.49
2021	2.90	.90	3.58	.67

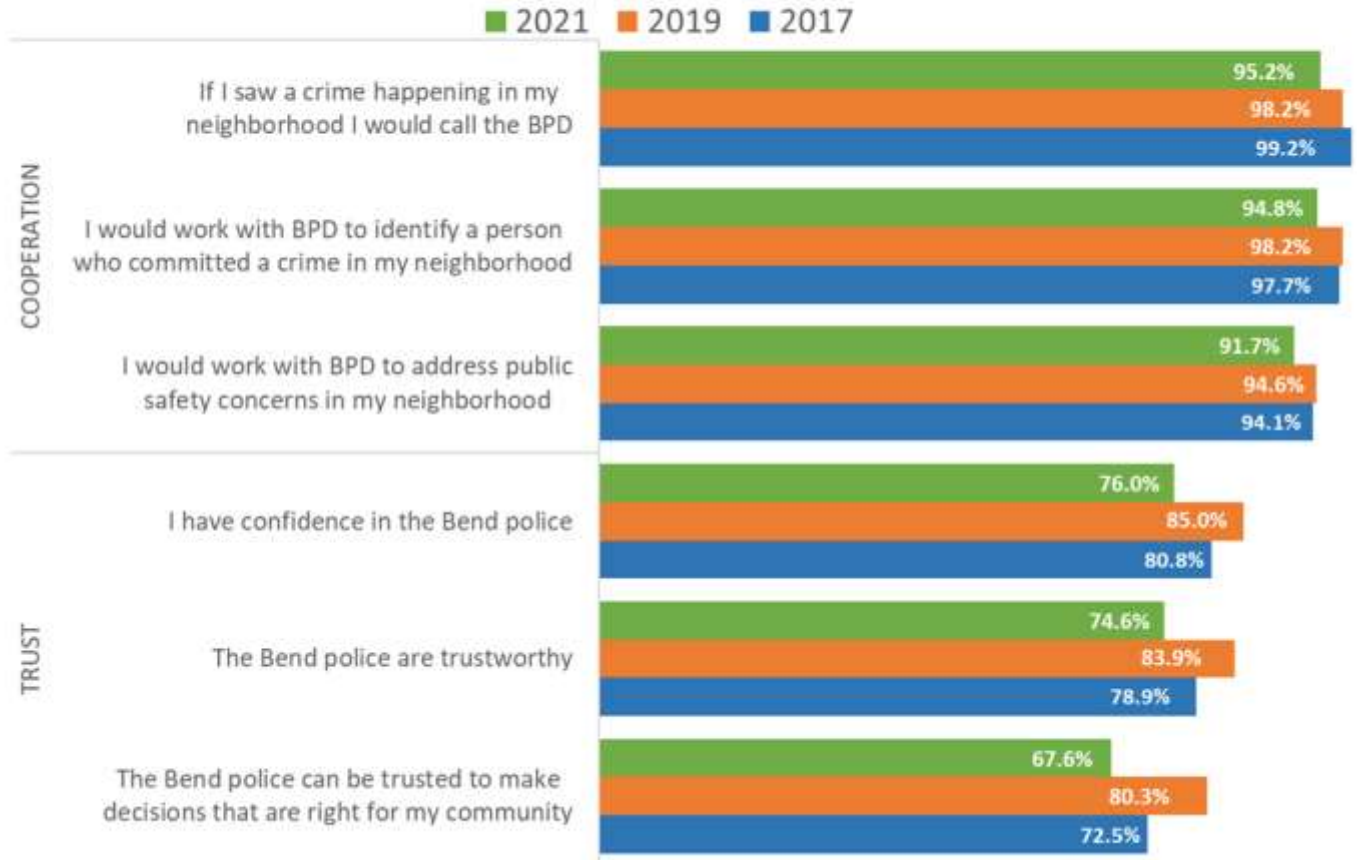
*p ≤ .05, **p ≤ .01, ***p ≤ .001.

^aAverage of three individual items. Higher scores indicate greater trust & cooperation; missing values excluded from the calculation.

^bBased on 2021 sample alone.

Trust In and Cooperation with Local Law Enforcement

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



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

Appendix C – Perceived Safety

Perceived Safety When Walking Alone by Location and Time of Day

Location	Daytime		At Night	
	#	%	#	%
In Your Neighborhood				
Very Unsafe	5	0.3%	22	1.2%
Unsafe	13	0.7%	151	8.1%
Neither Safe nor Unsafe	40	2.2%	264	14.2%
Safe	379	20.7%	746	40.2%
Very Safe	1396	76.2%	674	36.3%
Downtown Bend				
Very Unsafe	6	0.3%	51	2.7%
Unsafe	29	1.6%	282	15.1%
Neither Safe nor Unsafe	87	4.7%	440	23.6%
Safe	562	30.5%	707	38.0%
Very Safe	1159	62.9%	382	20.5%
Nearest Park				
Very Unsafe	6	0.3%	69	3.7%
Unsafe	37	2.0%	319	17.2%
Neither Safe nor Unsafe	80	4.3%	463	25.0%
Safe	526	28.5%	574	31.0%
Very Safe	1196	64.8%	428	23.1%

	Daytime ^a		At Night ^a		T-Test
	Avg	SD	Avg	SD	
In Your Neighborhood	3.73	.56	3.01	.97	38.23***
Downtown Bend	3.54	.68	2.59	1.06	44.90***
Nearest Park	3.56	.69	2.52	1.13	46.85***

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

^aHigher scores indicate greater perceived safety. Average of daytime and nighttime scores

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

Demographics (ANOVA F)	Neighborhood ^a		Downtown ^a		Nearest Park ^a	
	Avg	SD	Avg	SD	Avg	SD
Gender ^b	(119.68***)		(48.32***)		(192.61***)	
Female	3.19	.74	2.94	.78	2.78	.83
Male	3.53	.59	3.18	.73	3.28	.70
Age ^b	(3.82*)		(.87)		(10.40***)	
18 to 44	3.31	.77	3.10	.84	3.12	.84
45 to 64	3.42	.65	3.06	.76	3.09	.80
65+	3.36	.65	3.04	.72	2.93	.78
Race ^b	1.65		(3.52)		(5.03*)	
Non-White	3.30	.75	2.96	.84	2.90	.91
White	3.38	.68	3.08	.76	3.05	.80
Ethnicity ^b	(.42)		(2.25)		(1.13)	
Non-Hispanic	3.37	.69	3.07	.76	3.04	.80
Hispanic	3.32	.68	2.95	.87	2.95	.88
Victim of Crime in Bend ^t	(12.30***)		(0.13)		(0.31)	
No	3.39	.66	3.07	.76	3.04	.79
Yes	3.17	.90	3.04	.89	3.00	.94
Police Contact in Bend ^b	(4.98*)		(1.08)		(1.30)	
No	3.39	.67	3.07	.76	3.04	.80
Yes	3.29	.75	3.02	.81	2.99	.83
Survey Year	(20.73***)		(5.14**)		(.17)	
2017	3.51	.62	3.02	.81	3.02	.73
2019	3.54	.64	2.95	.89	3.05	.80
2021	3.37	.69	3.06	.77	3.04	.81

*p ≤ .05, **p ≤ .01, ***p ≤ .001.

^aAverage of day and nighttime sense of safety. Higher scores indicate greater a greater sense of safety; missing values excluded from the calculation.

^bBased on 2019 sample alone.

Appendix D – Public Safety Concerns

Perceived Problems in Bend Over the Past 12 Months

Items	#	%	Items	#	%
Larceny/Theft			Violent Crimes		
Not a problem	85	4.6%	Not a problem	145	7.8%
Minor Problem	401	21.5%	Minor Problem	516	27.6%
Moderate Problem	596	31.9%	Moderate Problem	511	27.3%
Major Problem	201	10.8%	Major Problem	136	7.3%
Don't Know	585	31.3%	Don't Know	562	30.1%
Crimes Involving Fraud			Drug Offenses		
Not a problem	105	5.6%	Don't Know	88	4.7%
Minor Problem	342	18.3%	Minor Problem	260	13.9%
Moderate Problem	490	26.2%	Moderate Problem	598	31.9%
Major Problem	185	9.9%	Major Problem	470	25.1%
Don't Know	746	39.9%	Don't Know	457	24.4%
Marijuana Related Offenses			Alcohol Related Offenses		
Not a problem	304	16.2%	Not a problem	86	4.6%
Minor Problem	500	26.7%	Minor Problem	356	19.0%
Moderate Problem	399	21.3%	Moderate Problem	698	37.3%
Major Problem	185	9.9%	Major Problem	293	15.6%
Don't Know	486	25.9%	Don't Know	440	23.5%
Public Order Crimes			Vice Crimes		
Not a problem	176	9.4%	Not a problem	223	11.9%
Minor Problem	611	32.6%	Minor Problem	451	24.1%
Moderate Problem	507	27.1%	Moderate Problem	287	15.3%
Major Problem	168	9.0%	Major Problem	71	3.8%
Don't Know	412	22.0%	Don't Know	842	44.9%
Burglary/Trespassing			Hate Crimes		
Not a problem	89	4.7%	Not a problem	273	14.6%
Minor Problem	411	21.9%	Minor Problem	474	25.3%
Moderate Problem	661	35.2%	Moderate Problem	446	23.9%
Major Problem	240	12.8%	Major Problem	211	11.3%
Don't Know	475	25.3%	Don't Know	466	24.9%
Property Damage			Sexual Crimes		
Not a problem	123	6.6%	Not a problem	84	4.5%
Minor Problem	558	29.9%	Minor Problem	331	17.7%
Moderate Problem	620	33.2%	Moderate Problem	445	23.8%
Major Problem	199	10.7%	Major Problem	155	8.3%
Don't Know	367	19.7%	Don't Know	853	45.7%
Environmental Crimes					
Not a problem	101	5.4%			
Minor Problem	475	25.4%			
Moderate Problem	572	30.6%			
Major Problem	208	11.1%			
Don't Know	516	27.6%			

Appendix E – Public Safety Concerns Specific to Traffic

Perceived Traffic Safety Problems in Bend Over the Past 12 Months

Items	#	%	Items	#	%
Running red lights; stop			Speeding in school zones		
Not a problem	288	15.4%	Not a problem	259	13.8%
Minor Problem	637	34.0%	Minor Problem	543	29.0%
Moderate Probler	428	22.8%	Moderate Probl	509	27.2%
Major Problem	281	15.0%	Major Problem	243	13.0%
Don't Know	242	12.9%	Don't Know	320	17.1%
Failure to yield at intersections; circles			Distracted driving (e.g., phone calls, texting)		
Not a problem	282	15.0%	Not a problem	62	3.3%
Minor Problem	621	33.1%	Minor Problem	285	15.2%
Moderate Probler	536	28.6%	Moderate Probl	619	33.0%
Major Problem	273	14.6%	Major Problem	777	41.5%
Don't Know	162	8.6%	Don't Know	131	7.0%
Speeding on city streets			Driving under the influence (DUI)		
Not a problem	154	8.2%	Not a problem	78	4.2%
Minor Problem	473	25.2%	Minor Problem	288	15.4%
Moderate Probler	640	34.1%	Moderate Probl	612	32.7%
Major Problem	504	26.8%	Major Problem	281	15.0%
Don't Know	108	5.7%	Don't Know	613	32.7%
Tailgating; following too closely			Vehicles ignoring pedestrian right of way		
Not a problem	204	10.9%	Not a problem	247	13.2%
Minor Problem	602	32.1%	Minor Problem	629	33.5%
Moderate Probler	547	29.2%	Moderate Probl	560	29.8%
Major Problem	356	19.0%	Major Problem	288	15.3%
Don't Know	165	8.8%	Don't Know	154	8.2%
Speeding in residential areas			Not wearing a seatbelt		
Not a problem	119	6.3%	Not a problem	397	21.3%
Minor Problem	450	24.0%	Minor Problem	421	22.5%
Moderate Probler	631	33.6%	Moderate Probl	151	8.1%
Major Problem	567	30.2%	Major Problem	24	1.3%
Don't Know	109	5.8%	Don't Know	874	46.8%

Appendix F – Performance in Managing Public Safety

BPD's Performance in Past 12 Months

Items	#	%	Items	#	%
Reducing Traffic Crashes			Dealing with problems that concern my community		
Very Poor	46	2.5%	Very Poor	73	3.9%
Poor	94	5.0%	Poor	114	6.1%
Fair	274	14.7%	Fair	305	16.3%
Good	384	20.5%	Good	599	32.1%
Very Good	167	8.9%	Very Good	305	16.3%
Don't Know	904	48.4%	Don't Know	472	25.3%
Reducing Crime			Being Available when Needed		
Very Poor	39	2.1%	Very Poor	37	2.0%
Poor	69	3.7%	Poor	56	3.0%
Fair	262	14.1%	Fair	173	9.2%
Good	527	28.3%	Good	571	30.5%
Very Good	231	12.4%	Very Good	428	22.9%
Don't Know	731	39.3%	Don't Know	607	32.4%

Assessment of Police Performance and Community Engagement by Demographics and Survey Year

Demographics (ANOVA F)	Performance ^a		Comm. Engagement ^a	
	Avg	SD	Avg	SD
Gender ^b	(0.51)		(1.18)	
Female	2.76	.98	2.51	1.11
Male	2.81	.85	2.59	.98
Age ^b	(28.02***)		(31.51***)	
18 to 44	2.40	1.10	2.18	1.23
45 to 64	2.89	.82	2.60	1.00
65+	2.96	.67	2.83	.78
Race ^b	(9.36**)		(6.75**)	
Non-White	2.48	1.12	2.29	1.16
White	2.82	.88	2.58	1.03
Ethnicity ^b	(2.94)		(1.60)	
Non-Hispanic	2.80	.91	2.57	1.04
Hispanic	2.57	.99	2.40	1.10
Survey Year	(6.17**)		(10.79***)	
2017	2.85	.82	2.67	.88
2019	2.99	.82	2.83	.93
2021	2.78	.91	2.55	1.04

*p ≤ .05, **p ≤ .01, ***p ≤ .001.

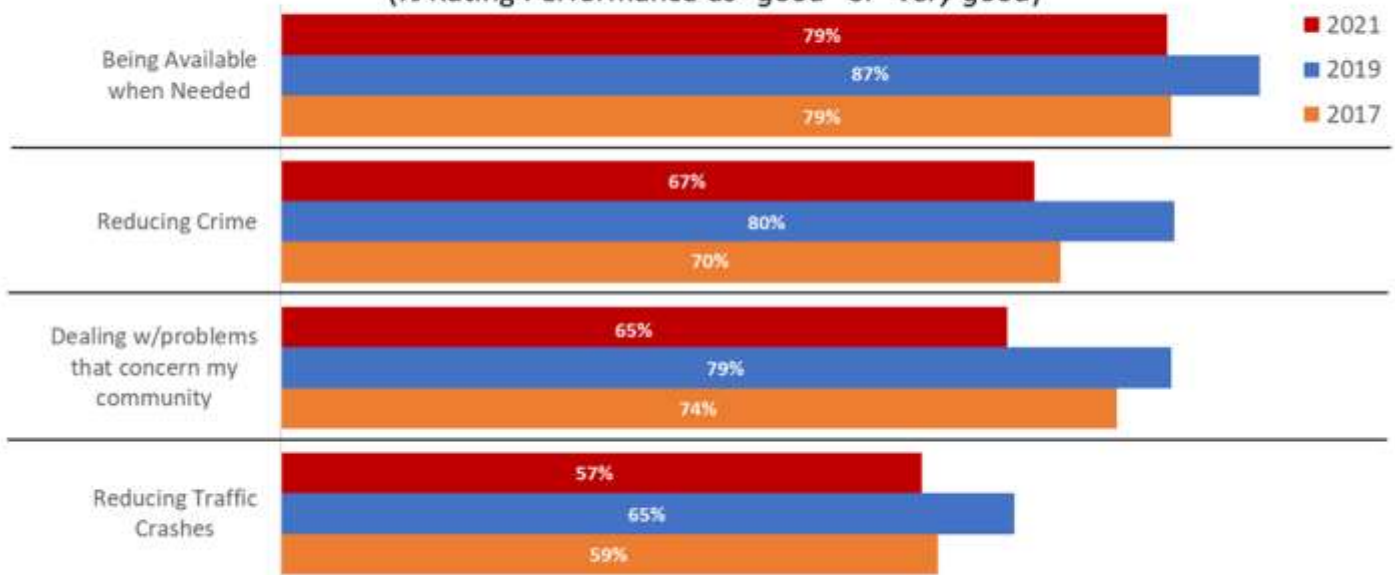
^aAverage of three individual items. Higher scores indicate greater trust & cooperation; missing values excluded from the calculation.

^bBased on 2019 sample alone.

Performance of the BPD over the Past 12 Months -

2021 / 2019 / 2017

(% Rating Performance as "good" or "very good")



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

Appendix G – Performance in Managing Community Engagement

BPD's Community Engagement in Past 12 Months

Items	#	%	Items	#	%
Involving Community in Crime Prevention			Developing Relationships with the Community		
Very Poor	75	4.0%	Very Poor	85	4.5%
Poor	144	7.7%	Poor	148	7.9%
Fair	313	16.8%	Fair	304	16.3%
Good	419	22.5%	Good	475	25.4%
Very Good	178	9.5%	Very Good	241	12.9%
Don't Know	735	39.4%	Don't Know	616	33.0%
Communicating with the Public			Building Trust with the Community		
Very Poor	58	3.1%	Very Poor	90	4.8%
Poor	142	7.6%	Poor	132	7.1%
Fair	400	21.4%	Fair	329	17.6%
Good	548	29.4%	Good	597	32.0%
Very Good	264	14.1%	Very Good	276	14.8%
Don't Know	455	24.4%	Don't Know	444	23.8%

Assessment of Police Performance and Community Engagement by Demographics and Survey Year

Demographics (ANOVA F)	Performance ^a		Comm. Engagement ^a	
	Avg	SD	Avg	SD
Gender ^b	(0.51)		(1.18)	
Female	2.76	.98	2.51	1.11
Male	2.81	.85	2.59	.98
Age ^b	(28.02***)		(31.51***)	
18 to 44	2.40	1.10	2.18	1.23
45 to 64	2.89	.82	2.60	1.00
65+	2.96	.67	2.83	.78
Race ^b	(9.36**)		(6.75**)	
Non-White	2.48	1.12	2.29	1.16
White	2.82	.88	2.58	1.03
Ethnicity ^b	(2.94)		(1.60)	
Non-Hispanic	2.80	.91	2.57	1.04
Hispanic	2.57	.99	2.40	1.10
Survey Year	(6.17**)		(10.79***)	
2017	2.85	.82	2.67	.88
2019	2.99	.82	2.83	.93
2021	2.78	.91	2.55	1.04

*p ≤ .05, **p ≤ .01, ***p ≤ .001.

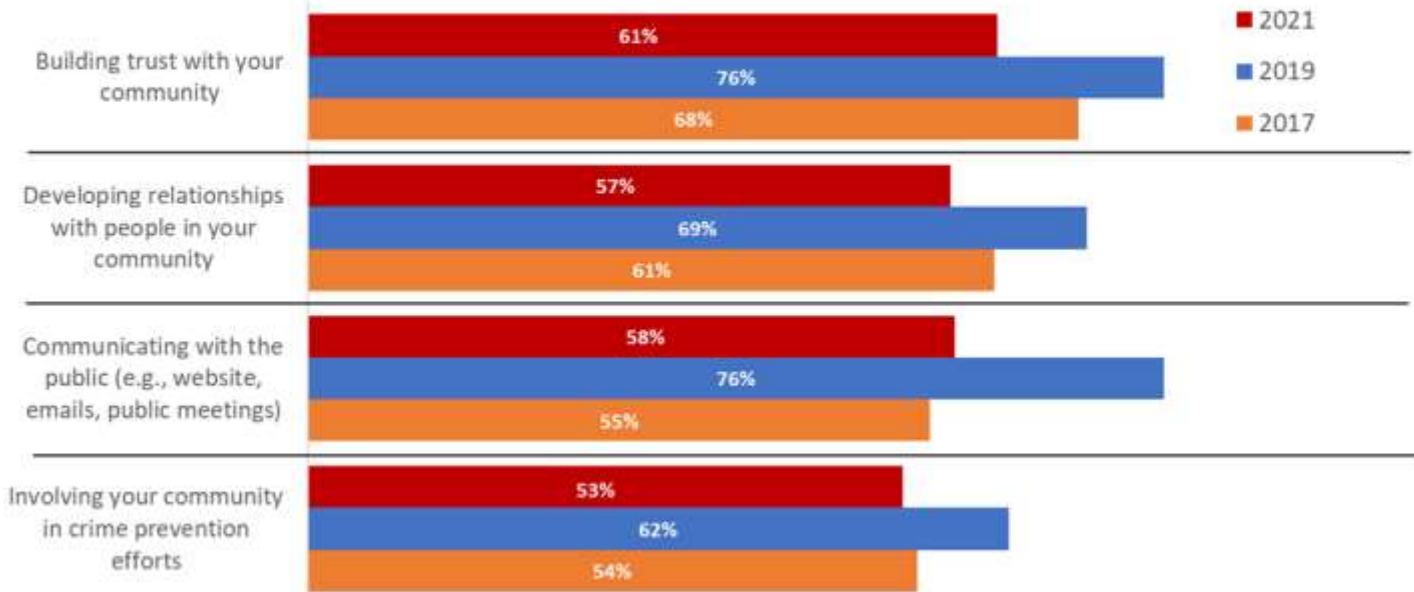
^aAverage of three individual items. Higher scores indicate greater trust & cooperation; missing values excluded from the calculation.

^bBased on 2019 sample alone.

Performance of the BPD over the Past 12 Months -

2021 / 2019 / 2017

(% Rating Performance as "good" or "very good")



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