

# Springfield Oregon Public Safety Survey (2022)



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## Key Findings

- The vast majority of community members surveyed are willing to cooperate with the SPD in basic crime control activities
- Roughly 2/3<sup>rd</sup>s of residents trust the SPD to make decisions that are right for their community
- The percentage of residents saying their trust in SPD has increased over the past 12 months (25%) exceeds the percentage saying their trust has declined (18%)
- The majority of those surveyed had favorable evaluations of SPD's recent efforts at community engagement and managing public safety
- Most of the people surveyed who had direct contact with an SPD officer in the past year were satisfied with the interaction
- Roughly 1/3<sup>rd</sup> the people surveyed would feel unsafe walking alone at night in their neighborhood or downtown
- Traffic offenses, including distracted driving and speeding, are perceived by many as a major problem for the city
- Qualitative comments yielded widely divergent opinions among residents regarding the direction the SPD should take moving forward

## Introduction

*"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."*

- Sir Robert Peel (1829)

Recognizing that policing in a democracy requires the public's trust and cooperation, the City of Springfield and the Springfield Police Department (SPD) asked Portland State University (PSU) to conduct a community survey assessing residents' perceptions about local law enforcement and public safety. While the methodology utilized in this research is documented fully in Appendix A, readers will benefit from a brief summary before proceeding to the findings.

The PSU research team started by working with the SPD to identify a random sample of 7,500 households in Springfield. This amounts to 29% of the city's residential addresses. Each household was mailed an invitation with a link to an online survey. Two reminder cards were mailed in the weeks that followed to maximize participation. A total of 861 useable responses were obtained through this effort, yielding a response rate of 12%. Comparisons between the people completing the survey and Springfield's Census profile are documented in Appendix A.

Random sampling, like the procedure documented above, is used when it is not feasible to contact every household. While it is capable of producing findings that are highly generalizable to the community as a whole, it leaves out the opinions and concerns of those who were not sampled. This includes people who live outside the city, but regularly visit to work, shop, or recreate. Recognizing this, the PSU research team worked with SPD to provide a secondary "open" survey after the random survey was completed. This involved SPD posting an invitation and a survey link to their website, Facebook page, and Twitter account. They also worked with city officials and news organizations to disseminate the survey link. This effort yielded an additional 858 usable responses.

Preliminary analysis found demographic variability between the **Random** and **Open** samples. Moreover, we observed small differences of opinion across some survey questions, differences that may be of value to local stakeholders. For this reason, we provide separate findings for several of the content areas that follow. Ultimately, however, the methodology used in the **Random** sample leads us to conclude that it does the best job representing the opinions of the Springfield community as a whole. This accounts for the greater emphasis on this sample in some of the charts.

The remainder of the report is divided into distinct content sections. Additional details can be found in the appendices.

## Willingness to Cooperate with the SPD

% of respondents answering "Agree" or "Strongly Agree"\*



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

The first analyses address respondents' willingness to cooperate with the SPD in crime control activities. This includes their willingness to report crimes to the SPD, identify offenders, and partner with the police to address public safety concerns. These items reflect the fact that law enforcement agencies are more effective when they are able to obtain and sustain public cooperation. In this regard, a willingness to cooperate indirectly assesses public trust and confidence in the agency.

The survey items used to assess cooperation (Appendix B) asked respondents to read three statements and rate their level of agreement on a 5-point scale: (1) *Strongly Disagree*, (2) *Disagree*, (3) *Neutral*, (4) *Agree*, and (5) *Strongly Agree*. The resulting data was analyzed in two ways.

First, in the figure above we present the percentage of respondents from each survey that "agreed" or "strongly agreed" with the positively worded statements.

Second, we averaged each person's responses to the three items to create a single continuous score, ranging from 1 to 5 with higher scores reflecting a greater willingness to cooperate with the SPD. Mean scores on this scale were then compared across samples (e.g., Random vs. Open).

As shown in the figure above, large majorities of respondents in both samples indicated agreement with each of the statements regarding cooperation. This ranged

from 85% to 89% for the Open survey and 88% to 94% for the Random survey.

The mean Cooperation score (M) from the Open sample was 4.43 with standard deviation (SD) of .85. The latter is a measure of variability in the responses to these items – higher scores reflect more varied opinions among the respondents. The mean Cooperation score for the Random sample was 4.56 (SD = .66). Statistical testing indicated that the higher score seen with the Random sample (i.e., greater willingness to cooperate with the SPD) was unlikely to be the result of sampling error. In other words, the two samples yielded statistically significant differences on this measure.

Additional statistical testing within each sample assessed for differences in mean cooperation scores based on the respondents' demographics (e.g., sex, age, race & ethnicity), how long they have lived in Springfield, recent crime victimization, and recent contact with an SPD officer (e.g., traffic stop, investigation, arrest). The analyses are presented in a table on the next page.

Starting with the Open sample, we found that a person's willingness to cooperate with the SPD in crime control was largely unrelated to their sex as defined by the U.S. Census Bureau. Younger respondents (age 18 to 44) had a significantly lower cooperation score than those age 45 and older. Neither race nor ethnicity were associated with

a respondent's willingness to cooperate with SPD. People who had lived in Springfield less than five years also had lower cooperation scores as did people who had been the victim of a crime in Springfield over the past 12 months. People who had experienced an officer-initiated contact in Springfield over the past 12 months had a similar cooperation score as people without such a contact.

The findings from the Random sample (second data column in table below) mirrored the findings from the Open sample. People who were younger, newer to Springfield, and those who were recently victimized in the city were less willing to cooperate with the SPD.

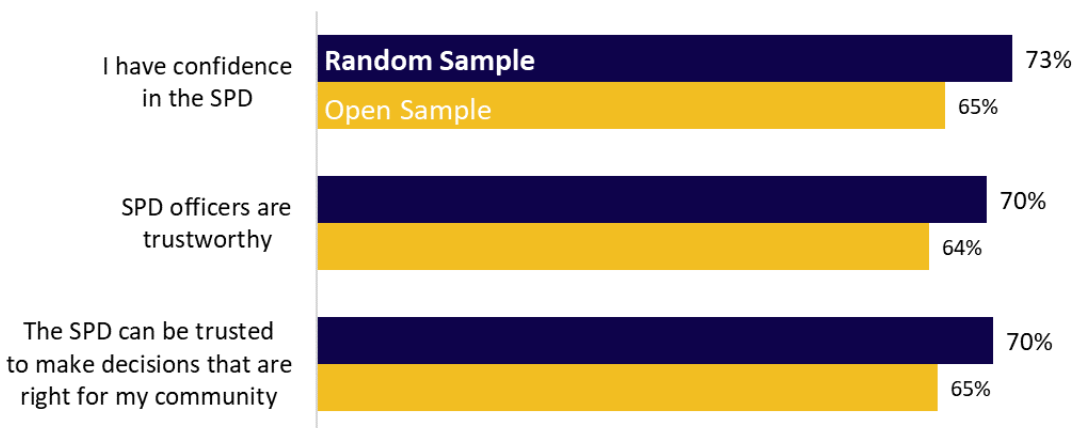
Willingness to Cooperate with SPD by Sample, Demographics, & Police Contact <sup>a</sup>						
	Random Sample			Open Sample		
	M (SD)	Very Low (1)	Very High (5)	M (SD)	Very Low (1)	Very High (5)
Total Score	4.56 (0.66)			4.43 (0.85)		
<b>Sex<sup>b</sup></b>						
Female	4.60 (0.57)			4.49 (0.80)		
Male (ref)	4.63 (0.53)			4.48 (0.78)		
<b>Age<sup>b</sup></b>						
18 to 44	4.33 (0.87)			4.25 (0.98)		
45 to 64 (ref)	4.72 (0.42)			4.61 (0.67)		
65+	4.65 (0.47)			4.67 (0.56)		
<b>Race<sup>b</sup></b>						
Non-White	4.72 (0.60)			4.24 (0.88)		
White (ref)	4.59 (0.60)			4.51 (0.76)		
<b>Ethnicity<sup>b</sup></b>						
Hispanic	4.61 (0.52)			4.20 (0.88)		
Non-Hisp. (ref)	4.60 (0.61)			4.48 (0.79)		
<b>Years Lived in Springfield<sup>b</sup></b>						
< 5	4.42 (0.78)			4.18 (1.06)		
5 to 19 (ref)	4.58 (0.60)			4.45 (0.81)		
20+	4.64 (0.55)			4.59 (0.67)		
<b>Victim of Crime in Springfield Over Past 12 Months<sup>b</sup></b>						
Yes	4.39 (0.93)			4.18 (1.08)		
No (ref)	4.60 (0.60)			4.47 (0.81)		
<b>Officer Initiated Contact in Past 12 Months (i.e., given warning, issued citation, interviewed, or arrested by SPD)<sup>b</sup></b>						
Yes	4.49 (0.83)			4.24 (1.09)		
No (ref)	4.57 (0.65)			4.45 (0.83)		

<sup>a</sup>Based on average of three cooperation items. Scores range from 1 (i.e., very low coop.) to 5 (i.e., very high coop.). Group(s) within a given variable and sample that have a different colored bar are significantly higher/lower than the reference (REF) group based on analysis of variance testing ( $p < .01$ ).

<sup>b</sup>Excludes respondents who did not answer the question or selected "Prefer to not answer". This results in differences compared to the total score when these respondents held different opinions.

## Trust in the SPD

% of respondents answering "Agree" or "Strongly Agree"\*



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

The second topic examined concerns the degree to which respondents expressed trust in the SPD. Trust is a critical component when policing a democratic society. It can be assessed by asking community members whether they have confidence in the agency, feel officers are trustworthy, and believe that the agency can be trusted to make decisions which are right for their community.

As with the Cooperation items, the Trust survey items (Appendix B) asked respondents to read three statements and rate their level of agreement on a 5-point scale: (1) *Strongly Disagree*, (2) *Disagree*, (3) *Neutral*, (4) *Agree*, and (5) *Strongly Agree*. The figure above shows the percentage of respondents from the Open and Random samples who "Agree" or "Strongly Agree" with each statement.

Majorities of respondents in both samples indicated agreement with each of the statements regarding trust in the SPD. This ranged from 64% to 65% for the Open sample and 70% to 73% for the Random sample.

Each respondent's answers to these three questions were averaged to create a mean trust score. These scores range from 1 to 5 with higher scores reflecting a higher degree of trust in the SPD.

The mean Trust score (M) for the Open survey was 3.71 with standard deviation (SD) of 1.18. The mean Trust score for the Random sample was 3.87 (SD = 0.95). Statistical testing indicated that the mean Trust score for the Random

sample was significantly higher than the score for the Open sample. Nevertheless, the results from both surveys indicate that the majority of respondents have some degree of trust and confidence in the SPD.

Additional analyses assessed whether trust in the SPD varied within each sample as a function of the person's demographics, residency in Springfield, and recent interactions with SPD officers (see table on next page).

In the Open sample (first data column in table) there were no significant differences in mean trust scores between men and women, Whites and Non-Whites (i.e., people of color), Hispanics and Non-Hispanics, and between people who did or did not have an officer-initiated contact in Springfield over the past 12 months. People under age 45 expressed less trust in SPD compared to those 45 and older. Similarly, people who had lived in Springfield less than five years had less trust than residents with five or more years in the city. Finally, recent victims of crime in the city had significantly lower ratings on trust than non-victims.

The findings from the Random sample were basically the same. Younger people, those who more recently moved to the city, and recent crime victims had lower levels of trust (second data column in table). Sex, race, ethnicity, and a recent officer-initiated contact were unrelated to mean trust scores.

## Trust in SPD by Sample, Demographics, & Police Contact<sup>a</sup>

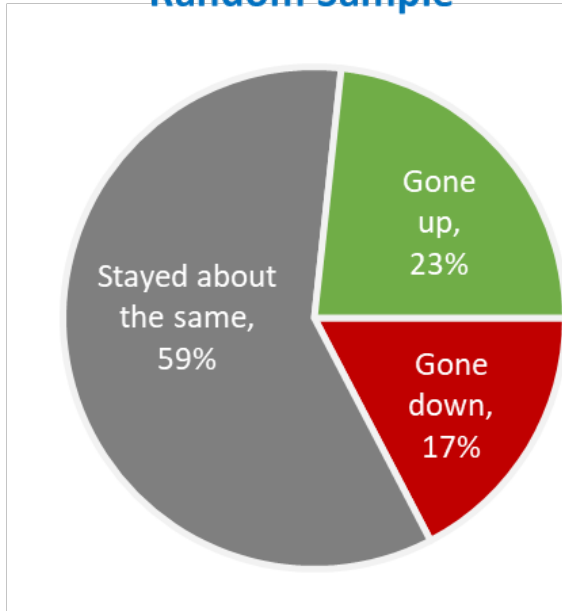
	Random Sample			Open Sample		
	M (SD)	Very Low (1)	Very High (5)	M (SD)	Very Low (1)	Very High (5)
<b>Total Score</b>	3.87 (0.95)			3.71 (1.18)		
<b>Sex<sup>b</sup></b>						
Female	3.89 (0.91)			3.79 (1.15)		
Male (ref)	3.95 (0.90)			3.80 (1.13)		
<b>Age<sup>b</sup></b>						
18 to 44	3.59 (1.13)			3.49 (1.30)		
45 to 64 (ref)	4.01 (0.84)			3.98 (1.02)		
65+	4.02 (0.77)			3.97 (0.96)		
<b>Race<sup>b</sup></b>						
Non-White	4.06 (1.01)			3.63 (1.10)		
White (ref)	3.88 (0.92)			3.79 (1.15)		
<b>Ethnicity<sup>b</sup></b>						
Hispanic	4.04 (0.94)			3.51 (1.20)		
Non-Hisp. (ref)	3.88 (0.94)			3.78 (1.14)		
<b>Years Lived in Springfield<sup>b</sup></b>						
< 5	3.59 (1.08)			3.35 (1.26)		
5 to 19 (ref)	3.91 (0.94)			3.72 (1.18)		
20+	3.97 (0.85)			3.95 (1.04)		
<b>Victim of Crime in Springfield Over Past 12 Months<sup>b</sup></b>						
Yes	3.61 (1.13)			3.30 (1.36)		
No (ref)	3.93 (0.91)			3.78 (1.16)		
<b>Officer Initiated Contact in Past 12 Months (i.e., given warning, issued citation, interviewed, or arrested by SPD)<sup>b</sup></b>						
Yes	3.88 (1.08)			3.47 (1.35)		
No (ref)	3.88 (0.94)			3.74 (1.18)		

<sup>a</sup>Based on average of three trust items. Scores range from 1 (i.e., very low trust.) to 5 (i.e., very high trust.). Group(s) within a given variable and sample that have a different colored bar are significantly higher/lower than the reference (REF) group based on analysis of variance testing ( $p < .01$ ).

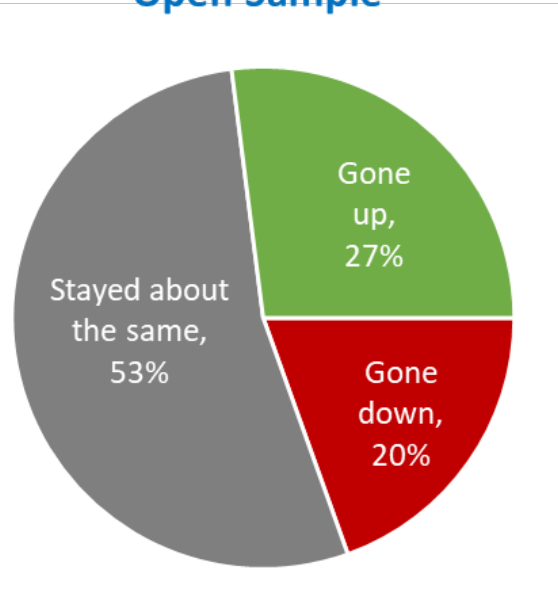
<sup>b</sup>Excludes respondents who did not answer the question or selected "Prefer to not answer". This results in differences compared to the total score when these respondents held different

Compared to how you felt 12 months ago, would you say that your TRUST in the SPD has:

### Random Sample



### Open Sample



In the prior section of the report we assessed residents' current levels of trust in the SPD. Determining whether trust has increased, decreased, or is unchanged over the past 12 months is also important. Likewise, knowing why people's trust in the agency has changed is equally valuable, in that it could provide SPD with areas of focus for the coming years.

To this end, we asked respondents the following question in the survey:

**Compared to how you felt 12 months ago, would you say that your TRUST in the SPD has:**

- Gone up a lot
- Gone up a little
- Stayed about the same
- Gone down a little
- Gone down a lot

The two pie charts above provide the responses to this question separated by the sample involved. The majority of Open and Random survey respondents reported that their trust in the SPD has not changed over the last 12-months (53% and 59% respectively). More respondents in both samples reported increased trust relative to decreased trust over the past year. The distribution of

responses between the Open and Random samples was not significantly different.

We asked three follow-up questions to further explore respondents' rating on this item. People who responded that their trust had gone down or up over the past 12 months were asked, "What happened that led to this change?" People who said that their trust was unchanged were asked, "What could the agency do, if anything, to increase your level of trust?" The narrative responses to these questions were reviewed to identify common themes. The findings are presented below along with representative quotes from the community. The latter have been edited in some cases to address spelling issues.

## WHAT CAUSED TRUST TO GO DOWN?

Four major themes were observed among respondents who said their level of trust in the SPD had declined recently.

### Theme 1 – Poor Leadership and Culture

- *I see the department as a 'good boys club' covering for each other first.*
- *Discovery of lawsuits and prior leadership decision making and lack of transparency.*

- *A lot of internal disruptions. Lawsuits. Change of senior positions. Sounds like a lot of moving parts and not enough help, with some funky stuff also going on internally.*

### **Theme 2 – Reduced Availability & Enforcement**

- *Where are they? Don't even see them anymore.*
- *I feel as if they are unseen lately.*
- *No presence. Speeding has increased. Crime has increased. Police have decreased.*
- *They don't follow through on crimes especially of theft which encourages the thieves to steal more. Not holding criminals accountable, just makes the community unsafe for everybody.*
- *Less police presence in town.*
- *The rise in the homeless community has caused a huge rise in crime. People I know are getting chased down the street while walking to school or out on a jog. When I walk my dogs, I find used drug needles lining the streets. SPD is always friendly but something definitely needs to change.*

### **Theme 3 – Lack of Professionalism**

- *A year ago, the police department did nothing for me when a man pulled a gun on me, searched his home found guns, and I recorded him threatening me on camera. Since then it's gotten worse.*
- *The SPD has systemic issues and do not address the public with integrity nor compassion. They often can be seen in the public addressing concerns with rude remarks and have been filmed over and over again by citizens with tactics that are extremely concerning. Dispatch does not know how to properly field calls for cahoots, police are aggressive when it uncalled for, SPD is biased and is racist, the issues are so expansive, the whole department needs an overhaul.*
- *Recently witnessed an officer get verbally combative with homeless man about his warrant status outside of the USPS.*

### **Theme 4 – Unequal Handling of Recent Protests**

- *During a protest in which there were heated exchanged between protestors and armed counter-protestors, SPD not only failed to protect one side of the group, but was on camera directing counter-protestors to an area where protestors were going to be. When the counter-protestors committed acts of violence against protestors, police only arrested those being attacked.*
- *The response to the BLM protest in Thurston.*

## **WHAT CAUSED TRUST TO GO UP?**

Seven themes emerged in the responses of those who said their trust in the SPD had recently increased.

### **Theme 1 – Change in Leadership**

- *New Chief of Police that is changing the culture for the better. More community outreach.*
- *Addition of new police chief Andrew Shearer, has come out and meet with the public thru SPD's community outreach program.*

### **Theme 2 – Increased Transparency & Openness**

- *The presence on Facebook shows transparency in what they're doing.*
- *Department dealt with local demonstration complaints by assisting an outside investigator and reported results publicly.*
- *They have maintained law and order with the ongoing strain of COVID and current climate surrounding Police. They have continued to put the needs of the citizens as top their top priority. They have been open to listen to and make changes to improve how they served the community.*

### **Theme 3 – Increased Community Engagement**

- *To be honest it has been the excellent social media posts showing the positive impact officers are having. A reminder that these are real people helping other real people.*
- *It seems SPD is trying to be part of the community. About 5 years ago it was bully and harass instead of serve and protect. I am seeing change for the better.*

### **Theme 4 – Increased Training & Oversight**

- *Cameras being embraced by some on department, officers deciding to give their card when asked. Fewer rough ups of unhoused. More problem solving over problem causing. Leadership change.*
- *I see police officers addressing inappropriate or criminal behavior in an appropriate manner.*
- *I moved to Springfield about 12 months ago, and after being able to compare Springfield to neighboring cities, I realize what a great job SPD is doing.*
- *We've also heard that SPD is working on implicit bias which is important to us.*

### **Theme 5 – Increased Enforcement**

- *SPD appears to be upholding/enforcing more laws regarding illegal camping, sleeping and loitering.*

- *I work in Eugene and have seen crime and homeless issues spiral out of control and slowly degrade the quality of life for the city. I live in Springfield and have not seen the same thing happen. SPD remains committed to holding offenders accountable and allowing their officers to do their jobs. I feel safe where I live thanks to the quality policing provided by SPD.*
- *Unfortunately, we had to reach out to SPD 2 times last year (2 more than the years before) and they were incredibly quick to respond. They were attentive, kind, understanding, and we could see that the whole department was working as a team to 'solve the issue.' (Catch a hit a run driver).*

### **Theme 6 – Improved Response to Social Problems**

- *I personally witnessed de-escalation skills being well-utilized by officers responding to a mental health crisis. Police arrived before CAHOOTS, but the encounter was still well handled by the officers.*
- *Look at Eugene. Just a mess with homeless and crime. Springfield doing much better.*
- *I also have had a personal incident on our street with a homeless man knocking on our door to come in and get warm. I refused (of course), called you and Cahoots was here to help the man. You were fast and caring.*

### **Theme 7 – Positive Handling of Protests**

- *Simply that order was maintained in this city while other cities across the country were allowed to spin out of control with rioters, looters, etc. Made me appreciate our police force more. Thank you for not allowing madness.*
- *When the 'so called' BLM organizers threatened us by marching through our neighborhood changing 'kill the cops' 'rape their children' I was very impressed with SPD in how they handled themselves despite being outnumbered and taunted.*
- *Department dealt with local demonstration complaints by assisting an outside investigator and reported results publicly.*

## **WHAT COULD SPD DO TO INCREASE TRUST?**

Six themes were observed in the suggestions offered by those indicating that their trust had stayed the same.

### **Theme 1 – Increase Accountability & Transparency**

- *They're doing an amazing job. Transparency and honesty are vital to maintaining that.*

- *The agency is clearly already making changes and working on fixing the old culture. Holding officers accountable and not getting sued anymore would increase my trust. I believe the department as a whole is good - but they cannot tolerate the bad apples anymore.*
- *Transparency in dealing with issues. Generally, it has been my experience that no matter how obvious and/or egregious an alleged misconduct is, it is not acknowledged or dealt with honestly and fairly.*

### **Theme 2 – Increase Community Engagement**

- *Increased community outreach. Respectfully helping the homeless in our town. Making bodycam footage easily accessible on public request.*
- *I have a great deal of trust in the agency already so that's a tough question. Keep doing what you're doing. Show up when there is an issue, actively patrol and engage when necessary to prevent issues, be friendly and approachable to continue building confidence with residents of all ages, patrol and monitor traffic with an emphasis towards safety rather than citations, and continue connecting positively with a broad variety of people.*
- *Send officers out into neighborhoods to introduce themselves, and learn about some of our more diverse areas.*

### **Theme 3 – Improve Training & Change Culture**

- *Make a priority to address training and accountability with sexual harassment in work place. It seems like SPD is always having a lawsuit regarding inappropriate conduct within its staff or with the public.*
- *More training on de-escalation and sensitivity.*
- *I think transparency on continued education and training (assuming that is a thing) would help. We would know that the officers are getting the most up to date information. With the police "climate" we are in, I think this is important.*
- *De-militarize the department. Spend more on understanding the problems that mentally challenged citizens face daily. The improvements in policy are appreciated.*
- *Earning the community's trust will take a proactive, ground up overhaul of the culture of machismo and toxicity that has been intentionally cultivated within the SPD.*

### **Theme 4 – Increase Enforcement**

- *Apprehend more thieves and criminals. Backstreets need more patrolling.*

- *Bust the damn protesters, don't let this place go to hell like Portland or Seattle.*
- *I completely trust the department already. They've cleaned up Springfield a lot from the homeless and the repeat criminals know better to get caught in Springfield.*
- *I trust the agency. I like the fact that Springfield doesn't pander to the homeless like Eugene. Please continue to enforce the rules and keep our city clean.*

### Theme 5 – Address Social Disorder

- *Keep the homeless out. I've been seeing more and more of their camps and trash around and I really hope it's not going to turn into Eugene.*
- *They would be more mindfully of mental illness and to get more help from Cahoots etc. You have together saved my life and I have a real good life now and I'm grateful to your dedication to keeping us safe.*
- *Centralize officer training focus to educate officers appropriately, relative to mental illness and social worker role commonly played. De-escalation rather than Dehumanization, or else De-fund & and hire more social workers.*
- *They could stop criminalizing homeless folks.*

### Theme 6 – Improve Diversity & Equity

- *Diversify the force and those in command. The SPD actions during BLM protests here in Springfield were disrespectful and at times downright hostile. The video of White SPD officers collaborating and encouraging white supremacists in locating BLM marchers is despicable and shameful.*
- *Be leaders in the movement to increase community understanding and unity. People are just people trying to make their way in the world. Racial inequality is a real problem. Show the community that the department takes that seriously.*
- *Find a way to screen out racists.*
- *Publicly cooperate with community members from POC communities.*

## HISPANIC/LATINO VOICES

A translated version of the survey was available for those who felt more comfortable communicating in Spanish. A total of seven comments were received regarding trust in the SPD. Each quote is followed by a Google translation into English.

### Trust Stayed the Same (3 comments):

- *Tener personal que habla Española y son latinos. Es difícil confiar en el departamento de policía con todo lo que pasa con la comunidad Latina*

[Have staff who speak Spanish and are Latino. It is difficult to trust the police department with everything that happens with the Latino community.]

- *Yo tengo confianza, creo que están bien!*

[I am confident, I think they are fine!]

- *Mas vigilancia en Los vecindarios y tiendas y especialmente en Las escuelas por que muchos no entran a clases y se la saltean Las clases Para fumar y si son menores de edad Como compran esas cosas.*

[More vigilance in neighborhoods and stores and especially in schools because many do not go to class and skip classes to smoke and if they are minors how do they buy those things.]

### Trust Increased (4 comments):

- *más atención*

[More attention.]

- *me siento más seguro*

[I'm feeling more secure.]

- *Por que me han ayudado anteriormente y eso los hace ver que están para nosotros*

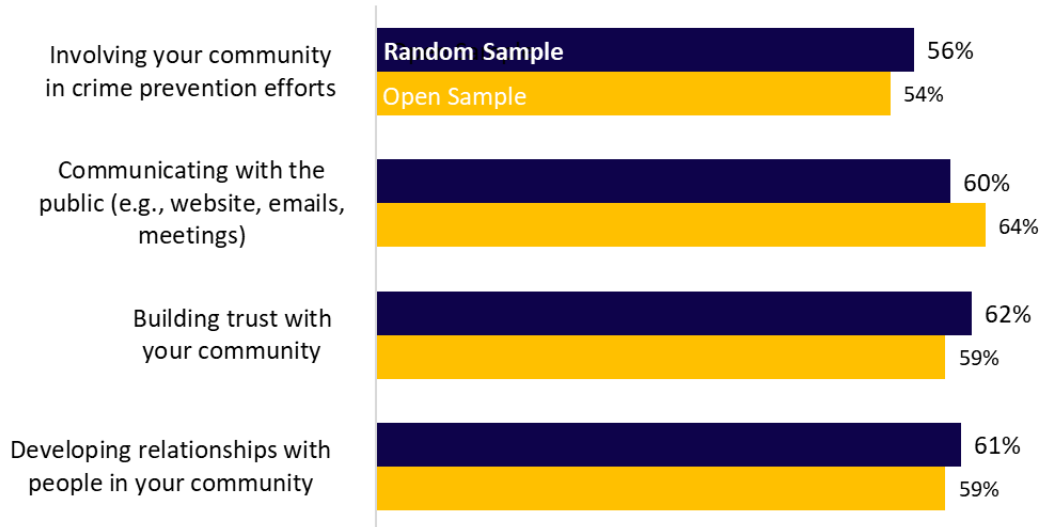
[Because they have helped me before and that makes them see that they are for us.]

- *Mis vecindarios son más seguros porque hay más vigilancia que en otros tiempos, los oficiales son amigables*

[My neighborhoods are safer because there is more surveillance than in the past, the officers are friendly.]

## SPD's Performance in Community Engagement

% of respondents answering "Very Good (A)" or "Good (B)"\*



\*Excludes respondents answering "Don't Know". Remaining respondents answered "Fair (C)", "Poor (D)", or "Very Poor (F)".

When determining the focus of this survey the SPD expressed an interest in assessing their performance in community engagement. This includes their recent efforts at developing relationships with residents, building trust, communicating with the public, and involving community members in crime prevention.

The survey assessed these topics by asking respondents to rate SPD's performance over the past 12 months using a 5-point scale. This included: (5) "Very Good [A]", (4) "Good [B]", (3) "Fair [C]", (2) "Poor [D]", and (1) "Very Poor [F]". We also offered the option of answering "Don't Know" given the possibility that some participants might not have enough familiarity with the SPD to accurately evaluate their performance. The latter was excluded from the analyses that follow.

Mirroring our approach with trust and cooperation, we also calculated a mean score across these four items for each respondent. These scores were used to determine whether ratings differed as a function the sample, demographics (e.g., sex, age, race, ethnicity), residency in the city, recent police contact, and victimization.

The figure above gives the percentage of respondents from

the Open and Random samples who indicated that the SPD's performance at community engagement was "Very Good (A)" or "Good (B)." Majorities of both samples perceived the SPD's performance as "Very Good (A)" or "Good (B)" across all four aspects of community engagement. The SPD received the lowest ratings from both groups for its efforts at involving the community in crime prevention efforts (54% and 56% respectively).

Respondents from the Open sample rated the SPD most highly at communicating with the public (64%). Participants in the Random sample felt most positively about the SPD's recent efforts at building trust (62%).

These scores, while relatively high, represent an opportunity for the SPD. Most importantly there are a significant number of respondent's in both samples who selected "Don't Know" for these questions. The percentages ranged from 12% of Open sample respondents assessing efforts at communicating with the public to 37% of Random sample respondents assessing the SPD's efforts at involving their community in crime prevention. These individuals represent an opportunity for additional engagement as they have not developed strongly held notions regarding the SPD's performance.

With regard to the 4-item community engagement scale, both samples generated mean scores that placed them somewhere between “Fair [C]” and “Good [B]”. While the mean score for the Random sample (3.58) was slightly higher than the score for the Open sample (3.52), the difference was not statistically significant.

In the Random sample younger age and having been the victim of a crime in the last 12 months were again associated with less favorable ratings of SPD’s recent community engagement. The other variables, including sex, race, ethnicity, age, and officer-initiated contact, did not significantly impact the respondents’ assessment of SPD’s performance in this area.

Looking at just the Open sample, we found that ratings of SPD’s community engagement over the past 12 months was significantly lower among respondents under the age of 45, those who were relatively new to the city (i.e., resident for < 5 years), and among recent crime victims. No differences were seen across sex, race, ethnicity, or recent contact with an SPD officer.

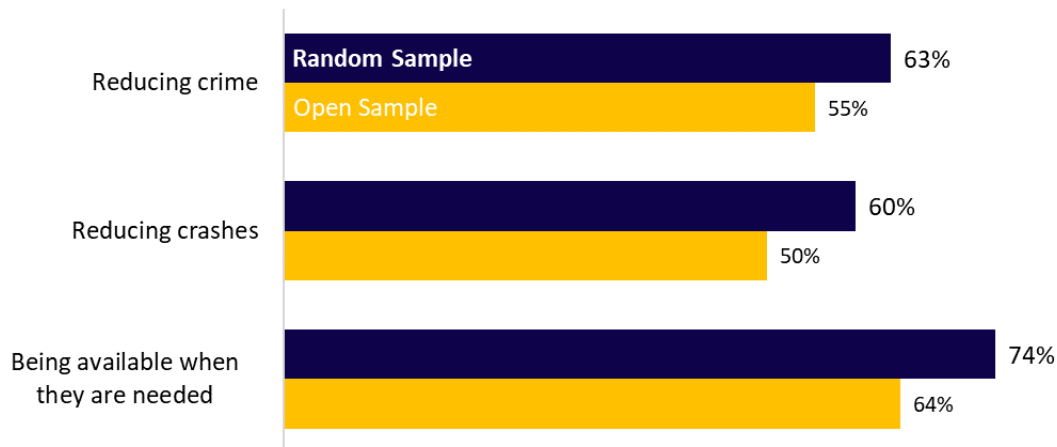
SPD's Community Engagement by Sample, Demographics, & Police Contact <sup>a</sup>						
	Random Sample			Open Sample		
	M (SD)	Very Poor (1)	Very Good (5)	M (SD)	Very Poor (1)	Very Good (5)
Total Score	3.58 (1.04)			3.52 (1.17)		
<b>Sex<sup>b</sup></b>						
Female	3.65 (1.02)			3.64 (1.14)		
Male (ref)	3.57 (1.01)			3.48 (1.10)		
<b>Age<sup>b</sup></b>						
18 to 44	3.36 (1.19)			3.28 (1.20)		
45 to 64 (ref)	3.66 (0.98)			3.74 (1.08)		
65+	3.72 (0.90)			3.82 (1.00)		
<b>Race<sup>b</sup></b>						
Non-White	3.86 (1.08)			3.40 (1.19)		
White (ref)	3.56 (1.01)			3.60 (1.13)		
<b>Ethnicity<sup>b</sup></b>						
Hispanic	3.66 (1.00)			3.25 (1.17)		
Non-Hisp. (ref)	3.59 (1.02)			3.59 (1.13)		
<b>Years Lived in Springfield<sup>b</sup></b>						
< 5	3.40 (1.25)			3.16 (1.26)		
5 to 19 (ref)	3.57 (1.01)			3.49 (1.15)		
20+	3.64 (0.96)			3.74 (1.04)		
<b>Victim of Crime in Springfield Over Past 12 Months<sup>b</sup></b>						
Yes	3.25 (1.19)			2.98 (1.31)		
No (ref)	3.63 (1.00)			3.59 (1.13)		
<b>Officer Initiated Contact in Past 12 Months (i.e., given warning, issued citation, interviewed, or arrested by SPD)<sup>b</sup></b>						
Yes	3.42 (1.13)			3.23 (1.27)		
No (ref)	3.58 (1.03)			3.53 (1.16)		

<sup>a</sup>Based on average of four community engagement items. Excludes "Don't Know" responses. Scores range from 1 (i.e., very poor) to 5 (i.e., very good). Group(s) within a given variable and sample that have a different colored bar are significantly higher/lower than the reference (REF) group based on analysis of variance testing ( $p < .01$ ).

<sup>b</sup>Excludes respondents who did not answer the question or selected "Prefer to not answer". This results in differences compared to the total score when these respondents held different opinions.

# SPD's Performance in Managing Public Safety

% of respondents answering "Very Good (A)" or "Good (B)"\*



\*Excludes respondents answering "Don't Know". Remaining respondents answered "Fair (C)", "Poor (D)", or "Very Poor (F)".

We also assessed community perceptions regarding the SPD's recent performance at managing three key aspects of public safety: reducing crime, reducing traffic crashes, and being available to the public when needed.

Consistent with the evaluation of SPD's Community Engagement, respondents rated the three Public Safety Management items using a 5-point scale: (5) "Very Good [A]", (4) "Good [B]", (3) "Fair [C]", (2) "Poor [D]", and (1) "Very Poor [F]". They could also select "Don't Know."

The figure above displays the percentage of respondents from each sample who rated the SPD's performance in these areas as "Very Good" or "Good." While a majority of respondents in both samples rated the SPD highly in all three areas examined, respondents from the Open sample tended to rate the SPD less positively than participants from the Random sample.

For instance, in assessing the SPD's efforts at reducing traffic crashes a slim majority (50%) of respondents from the Open sample rated the SPD positively, while six in ten (60%) from the Random sample gave a positive assessment. The same pattern was found with the other two items, with people from the Open sample generating lower evaluations of SPD's efforts to reduce crime and their availability.

A difference was also seen between the two samples when the participants' responses to these three items were averaged to create an overall Public Safety Management scale ranging from 1 "Very Poor" to 5 "Very Good". While the average rating for both samples fell between "Fair (C)" and "Good (B)", the mean score for the Open sample was significantly lower than it was for the Random sample (3.50 vs. 3.74). There was also more variation in the ratings for the Open sample, as measured using standard deviation (1.15 vs. .98). This suggests that the Open sample had captured people with more divergent opinions about the SPD's performance in managing public safety.

A final set of analyses assessed whether respondents' scores on the Public Safety Management scale varied based on demographics, residency duration, victimization, and recent contact with an SPD officer.

Starting with the Open sample, we found that people under the age of 45, those who lived in Springfield less than five years, and recent crime victims all gave lower ratings on SPD's management of public safety. Average scores on this measure did not vary based on the respondent's sex, race, ethnicity, or recent contact with an officer (e.g., traffic stop, investigation, arrest).

In the Random sample there were only two items associated with scores on the Public Safety Management scale. Younger people, under age 45, and people who had been victimized over the past 12 months gave significantly

lower ratings of SPD's recent efforts to manage public safety. This sample's evaluation of SPD was largely unaffected by the respondents' sex, race, ethnicity, residency duration, and contact with officers.

### SPD's Public Safety Management by Sample, Demographics, & Police Contact<sup>a</sup>

	Random Sample			Open Sample		
	M (SD)	Very Poor (1)	Very Good (5)	M (SD)	Very Poor (1)	Very Good (5)
Total Score	3.74 (0.98)			3.50 (1.15)		
<b>Sex<sup>b</sup></b>						
Female	3.80 (0.95)			3.56 (1.13)		
Male (ref)	3.76 (0.93)			3.55 (1.07)		
<b>Age<sup>b</sup></b>						
18 to 44	3.53 (1.05)			3.22 (1.21)		
45 to 64 (ref)	3.87 (0.88)			3.68 (1.03)		
65+	3.85 (0.90)			3.93 (0.94)		
<b>Race<sup>b</sup></b>						
Non-White	4.10 (0.92)			3.32 (1.30)		
White (ref)	3.74 (0.95)			3.57 (1.09)		
<b>Ethnicity<sup>b</sup></b>						
Hispanic	3.81 (0.93)			3.22 (1.28)		
Non-Hisp. (ref)	3.77 (0.95)			3.56 (1.10)		
<b>Years Lived in Springfield<sup>b</sup></b>						
< 5	3.69 (1.05)			3.17 (1.21)		
5 to 19 (ref)	3.78 (0.94)			3.43 (1.13)		
20+	3.76 (0.94)			3.68 (1.06)		
<b>Victim of Crime in Springfield Over Past 12 Months<sup>b</sup></b>						
Yes	3.44 (1.21)			2.98 (1.35)		
No (ref)	3.80 (0.92)			3.57 (1.09)		
<b>Officer Initiated Contact in Past 12 Months (i.e., given warning, issued citation, interviewed, or arrested by SPD)<sup>b</sup></b>						
Yes	3.70 (1.08)			3.37 (1.24)		
No (ref)	3.74 (0.97)			3.49 (1.14)		

<sup>a</sup>Based on average of three public safety management items. Excludes "Don't Know" responses. Scores range from 1 (i.e., very poor) to 5 (i.e., very good). Group(s) within a given variable and sample that have a different colored bar are significantly higher/lower than the reference (REF) group based on analysis of variance testing ( $p < .01$ ).

<sup>b</sup>Excludes respondents who did not answer the question or selected "Prefer to not answer". This results in differences compared to the total score when these respondents held different opinions.

# Treatment During Police Initiated Contacts

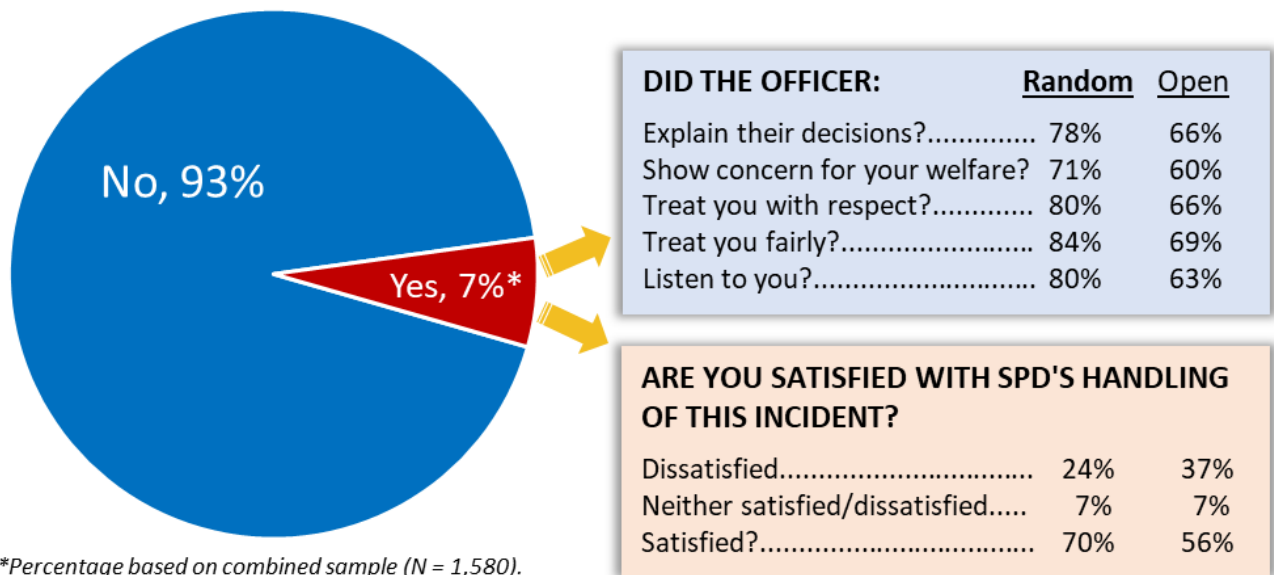
The public’s trust in the police, their willingness to cooperate in efforts to reduce crime, and their assessments of an agency’s performance are influenced by many factors, some of which the police have control over and some of which they do not. One factor that police agencies can influence is how their employees interact with members of the public during officer-initiated interactions. This includes things like traffic stops, issuing citations, conducting investigations and making arrests. In this section of the report we evaluate how Springfield residents perceived their recent encounters with SPD officers.

A growing body of research on police legitimacy finds that people generally feel more positively following an officer-initiated contact when the officer: a) treats them with dignity and respect, b) listens to their side of things, c) expresses concern for their welfare, and d) is neutral and fair when making decisions. These elements, in combination, are often referred to as *procedural justice* and we used this as a framework for questions about officer-initiated contacts in Springfield.

The survey first asked whether the respondent had a recent interaction where an SPD officer stopped them, gave them a warning, issued a citation, interviewed them as a possible suspect, or arrested them in association with a crime. The timeframe given was over the past 12 months. If the respondent answered “yes” they were asked five additional questions to assess their perceptions of the officer’s behavior and one question assessing their overall satisfaction with the interaction. People with more than one officer-initiated contact over the past 12 months were instructed to answer regarding the most recent incident.

This chart documents the survey respondents’ answers to these questions. Only 105 people had an officer-initiated contact with the SPD in the prior 12 months. This included 8% of respondents in the Open sample and 6% of respondents in the Random sample. While not large, these numbers are sufficient to draw some conclusions about how community members perceived these contacts.

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



\*Percentage based on combined sample (N = 1,580). Includes 5.6% of respondents from random sample (n = 46) and 7.7% of respondents from open sample (n = 59).

Roughly two-thirds of the 59 respondents from the Open sample perceived that the officer interacted with them in a procedurally-just manner. This includes the officer explaining their decisions during the encounter (66%), showing concern for their welfare (60%), treating them with respect (66%), treating them fairly (69%), and listening to them (63%). More than one-half (56%) of the respondents said they were “satisfied” to “very satisfied” with SPD’s handling of the incident.

A higher proportion, roughly 8 out of 10, of the 46 people from the Random sample perceived that the officer was procedurally just. This includes the officer explaining their decisions during the encounter (78%), showing concern for their welfare (71%), treating them with respect (80%), treating them fairly (84%), and listening to them (80%). Similarly, the percentage of people who said they were “satisfied” to “very satisfied” with SPD’s handling of the incident was higher in the Random sample (70%).

One way to assess the importance of procedurally just actions on the part of officers is to look at the relationship between these behaviors and community member’s overall satisfaction with the given incident. When officers were perceived as doing at least 4 out of the 5 actions listed, the overall satisfaction with the encounter rose to 94%. Conversely, among respondents who said the officer ignored all five behaviors, 100% were dissatisfied.

A second way to assess the potential value of procedural justice in police-citizen encounters is to look at the open-ended comments people submitted regarding their recent officer-initiated contact in Springfield. The following comments were left by individuals who expressed **satisfaction** with their encounter.

- *He was very nice. Explained the importance of the citation. Showed concern for me although I was at fault.*
- *Due to unusual circumstances in my personal life I was pulled over and the officer listened to my story. Gave me a lecture and left me with a warning when he could of easily gave me a ticket.*
- *He seemed to care about my welfare, was respectful and kind.*
- *I was a suspect in a crime but I didn't do anything wrong. The officer listened to me and was able to figure out who committed the crime.*
- *The officer was very calm and respectful and, in the end, gave me a warning instead of a ticket. He explained the safety concerns regarding my behavior.*

- *I was in the wrong, using my cell phone while driving. The officer explained the law and concerns. He was reasonable and was clearly primarily concerned for the risk my behavior had.*
- *I was speeding. I have a clean record. He was very polite. I hadn't realized that I was speeding. He spoke very respectfully and I got a ticket which I didn't dispute. He was polite and non-accusatory just explained what had recorded as my speed.*
- *I was stopped for an illegal lane change after a left turn on Mowhawk he listened to my reasons checked my history after seeing there has been nothing on my record since 1972 he let me go with a verbal warning and suggestion how to avoid the situation again.*
- *In my circumstance, I had no lights on my trailer. I explained that my husband had just died and I didn't know what I was doing. I promised to get lights and took it to Joe's trailers soon after. He was compassionate and wished me luck as I learn how to be independent after such a huge loss.*
- *Listened to my explanation of the situation and used reasonable judgement in determining the outcome.*
- *The officer was friendly and professional, he made no accusations but took the facts of my incident for his report. I firmly believe you receive the same amount of respect that you give.*

In reflecting on these quantitative and qualitative findings it is important to remember that we assessed citizens’ *perceptions* about the officer’s actions rather than measuring the officer’s actual behavior. People often have pre-existing opinions about law enforcement based on past experiences, vicarious learning, and media exposure and this can color their perceptions about and behavior towards officers they contact.

Moreover, it is important to remember the context under which these encounters took place. Many if not most of these interactions resulted in the respondent being issued a warning or citation and that could impact the person’s feelings about the officer involved. Even with perfect behavior, an officer is unlikely to satisfy everyone they encounter during a traffic stop or investigation.

Nevertheless, continually emphasizing the importance of procedural justice during officer training and supervision remains a key recommendation for improving community members’ overall satisfaction with officer-initiated contacts. The cost of employing these principles is low and will, on average, improve how the public perceives police.

# Contacts with Crime Victims

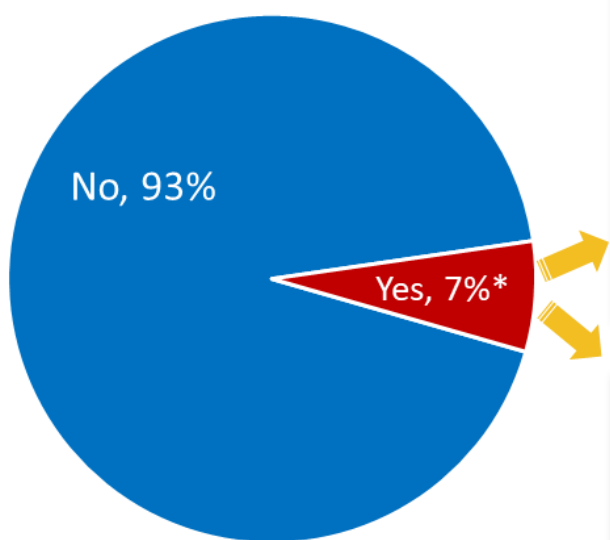
SPD’s leadership team also requested that we evaluate officers’ interactions with local victims of crime. Victims represent the primary pathway by which criminal justice resources are deployed in the effort to prevent crime and hold offenders accountable. Our capacity for achieving these goals is reduced when victims, based on prior negative experiences with law enforcement, are unwilling to report new offenses to the police. As such, the concepts of procedural justice are equally applicable to crime victims. Victims are more likely to be satisfied in their interactions with officers, and thus more likely to report future crimes, when they perceive that the officer(s) involved listened to them, took the incident seriously, showed concern for their welfare, treated them with respect, and explained their decisions.

Mirroring our approach to officer-initiated contacts, we began this section of the survey by asking respondents whether they had been the victim of a crime in Springfield over the past 12 months. If they answered “yes” we asked a series of follow-up questions. First, they were asked if the crime had been reported to SPD. Second, if they answered affirmatively, they were asked if they had spoken with an officer face-to-face about the crime. Third, people

reporting direct contact were asked five questions to determine if the officer treated them in a manner consistent with the principles of procedural justice. Fourth, two additional questions assessed the timeliness of the officer’s response and whether the officer or another SPD employee had followed up with them after the initial report. Finally, victims were asked how satisfied they were with the encounter on a scale from “Very Dissatisfied” to “Very Satisfied.”

More than 1 in 10 respondents (13%) reported that they had been the victim of a crime in Springfield over the past 12 months. This includes 103 people (13%) from the Open sample and 109 (13%) from the Random sample. Roughly three-quarters (72%) of the victims/survivors reported the crime to the SPD. Reporting rates were fairly similar in both samples (70% and 74% respectively). Finally, only about three quarters of these victims (70%) ended up having face-to-face contact with an SPD officer (65% and 75%). This left us with 47 respondents from the Open sample and 60 from the Random sample who answered the full set of questions about their interaction with an SPD officer. The findings from our analysis of these data are presented in the figure below.

## Did you talk to an SPD officer in-person about a crime you experienced as a victim/survivor over the past 12 months?



\*Percentage based on combined sample (N = 1,587). Includes 7.3% of respondents from random sample (n = 60) and 6.1% of respondents from open sample (n = 47).

DID THE OFFICER:	Random	Open
Arrive in a timely manner?.....	78%	82%
Listen to you?.....	90%	81%
Take the incident seriously?.....	82%	74%
Show concern for your welfare?	74%	78%
Treat you with respect?.....	86%	83%
Explain what would happen?.....	88%	73%
Follow-up about the incident? <sup>a</sup> ..	38%	43%

<sup>a</sup>Follow-up by officer or someone else from SPD.

ARE YOU SATISFIED WITH SPD'S HANDLING OF THIS INCIDENT?		
Dissatisfied.....	23%	28%
Neither satisfied/dissatisfied.....	12%	0%
Satisfied?.....	65%	72%

The majority of victims/survivors in both the Open sample (72%) and Random sample (65%) were “satisfied” to “very satisfied” with their recent interaction with an SPD officer. This may reflect in part the fact that most victims reported that the responding officer adhered to the principles of procedural justice during these encounters. This included listening to the victim (87% of combined sample), taking the incident seriously (80%), showing concern for the victim’s welfare (75%), treating the victim with respect (84%), and explaining what would happen next (82%).

Consistent with our earlier findings on officer-initiated contacts, we found that victims’ overall satisfaction with SPD’s response was correlated with the officer’s adherence to procedural justice (or was perceived as such by the respondent). When 4 to 5 of the procedural justice items were answered “yes”, overall satisfaction was 85%. When all of these items were answered “no” the victim was dissatisfied 100% of the time.

With regard to promptness, the majority (80%) of victims said that the responding officer arrived in a timely manner. By contrast, only a minority of victims/survivors (40%) reported subsequent outreach by the officer involved or another SPD employee. Victims reporting a follow-up contact were much more likely to be satisfied with the SPD’s handling of the incident as compared to those lacking subsequent contact (95% vs 45%).

Victims in both samples were given the opportunity to share additional feedback with the SPD regarding their recent interaction with an officer. A review of the comments from **satisfied** victims further highlights the importance of procedural justice in police interactions as well as follow-up communications.

- *Officer [NAME REDACTED] met with us and took our report. He was patient and kind, told us what to expect and what he would do. He had excellent follow through and good communication. He did everything he told us he would do- and let us know the disposition of the case. He was caring and professional.*
- *An officer came out to take a report on a bullet hole through the window of the restaurant I work at. She was kind and very thorough. Very friendly and extremely approachable. Made me extremely comfortable about my decision to have a report taken.*
- *Acknowledged my situation and was honest with me about how it was unlikely to be resolved.*

- *Car break in. Officers responded and ended up catching my guy. Detectives called me a couple weeks later about it. Great response and customer service.*
- *Friendly courteous and helpful.*
- *From the initial call, to the patrol officer’s response to the follow up from a detective I was told what to expect and what steps I could do to help with the investigation. I was given phone and email information for any questions or concerns.*
- *He came out, noted the theft, tracked our packages down, returned them and notified us when the thief was arrested.*
- *I was hit by a car in a parking lot and the officer even followed me to the hospital to make sure I was taken care of. Thank you.*
- *I was involved in a hit and run late at night. The officer was extremely concerned about the overall health and safety of myself and my daughter. The other driver was later located and the officer followed up with her information and to make sure we were ok.*
- *Listened to my side and made my feelings valid.*
- *My Ring camera alerted me in the middle of the night to someone entering our vehicles. I was impressed with the response time and professionalism of the responding officers.*
- *The officer arrived in a timely fashion considering the severity of the crime. (Hit and run on my parked car.) He was cordial and professional. While I was not pleased with his suggestion to not press charges, I understood and believed his explanation, and I appreciated his honesty.*
- *The officer inspected my property and explained ways that I could easily increase security around my house.*
- *The officer was informative and carefully listened to my complaint (trespass). He was calm and made me feel very safe.*
- *The officers arrived when they could and got the details of the incident from all sides involved. The officers took notes and tried to explain what they (the police force in general) could do, but they were called to an emergency nearby. They did call and do a follow up a few days later and eventually the issues were resolved.*
- *Por que tomaron nuestro caso en serio y no nos sentimos en ningÃn momento des criminaamos ni por nuestra raza y tampoco por nuestro idioma!*  
*[Because they took our case seriously and we did not feel discriminated at any time because of our race or because of our language.]*

# Sources of Information Regarding Public Safety in Springfield

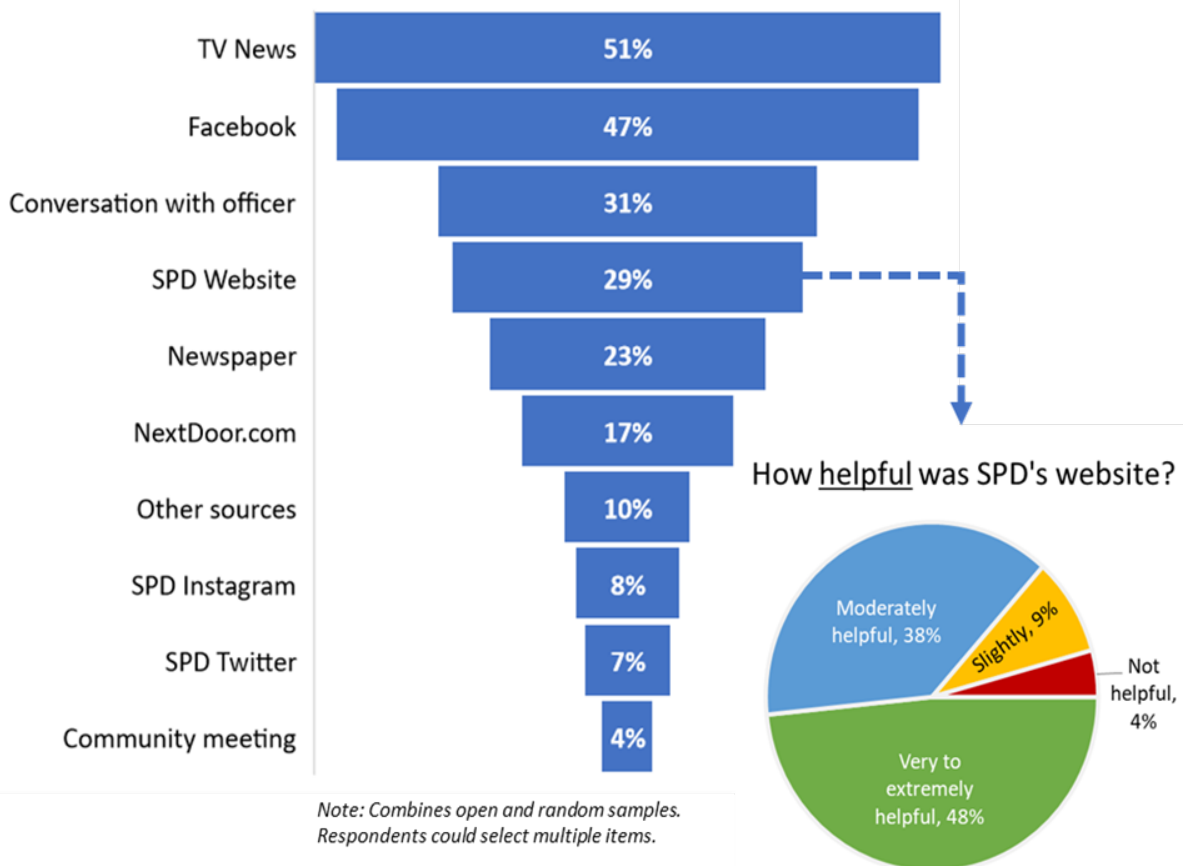
As evidenced by the relatively small proportion of respondents who had contact with the SPD, increasing trust and cooperation community-wide will require strategies to communicate more broadly with the public. This is especially true for the relatively large proportion of community members who indicated “Don’t Know” when asked questions about the SPD’s performance.

To assist the SPD in improving communication the survey asked respondents to list their sources for information about the SPD. They were provided with nine pre-determined options, including: TV News, Facebook, Conversations with an officer, the SPD Website, Newspapers, NextDoor, Instagram, Twitter and Community meetings. Respondents also had the option to select “some other source”, and were then provided with the option of typing in that source. Respondents could list multiple options and provided over 1,600 responses (N = 1,624).

The graphic below indicates the percentage of respondents who indicated that they received information from these sources. Over one-half (51%) of respondents receive information on the SPD from the TV news. Perhaps more interesting is the large number of individuals who receive information from social media and other online sources. This includes 48% of respondents who indicated that Facebook was a source for information, along with over a quarter (29%) of respondents who utilized the SPD Website for information, as well as NextDoor (17%), Instagram (9%) and Twitter (7%).

A substantial number of respondents also indicated that they received information from conversations with officers (31%) and a much smaller percentage (4%) from community meetings. Other sources (10%) commonly mentioned included: Reddit, city councilors or other elected officials, the Ring doorbell app, Google, mugshots, as well as community meeting/events such as Coffee with a Cop and Neighborhood Watch meetings.

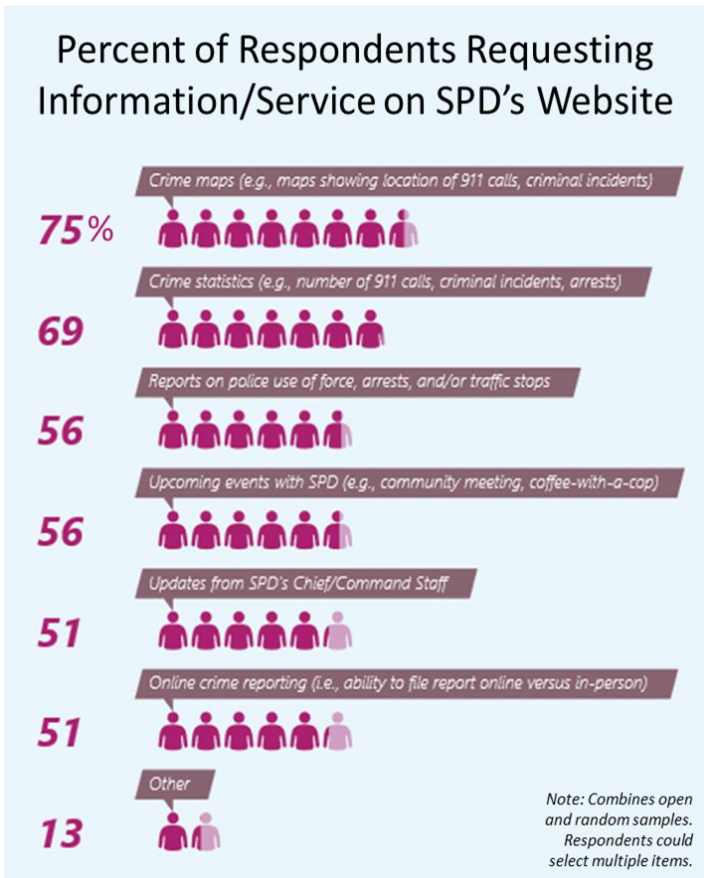
## Did you use any of the following in the last 12 months to get information about public safety in Springfield?



Four-hundred and sixty-four respondents (29%) indicated that they used the SPD’s website to gather information. These respondents were asked to rate how helpful the website was and were provided with the following options: “Extremely helpful”, “Very helpful”, “Moderately helpful”, “Slightly helpful” or “Not helpful.”

Of the 464 respondents who had used the SPD website, all but one provided feedback. Of this group, nearly half (48%) rated the site as either being “Extremely” or “Very” helpful. Just over 1/3 (38%) found the site to be “Moderately helpful.” The remaining respondents either reported the website to be “Slightly helpful” (9%) or “Not helpful” (4%). Finally, an analysis was conducted to determine if there were significant differences between the Open and Random sample. There were no significant differences, so the samples were combined.

The survey also solicited feedback on information that community members might find helpful. The table below and to the left, displays the opinions of the 1,617 individuals who responded to this section.



With the exception of the “Other” category every category received more than 50% of respondents indicating that they would like to see the information available on the website. Crime maps (75%) and crime statistics (69%) were the top two requests. This was followed by requests for additional information on police activity such as use of force by police, arrests and traffic stops. Respondents also marked information on upcoming SPD events, updates from the SPD command and online reporting more than 50%. Finally, 13% of respondents indicated that there was “Other” information they would like to be made available on the website. Those who indicated “Other” were provided a narrative section to list their thoughts.

These comments were reviewed. Common themes which emerged during this review are covered on the following page.

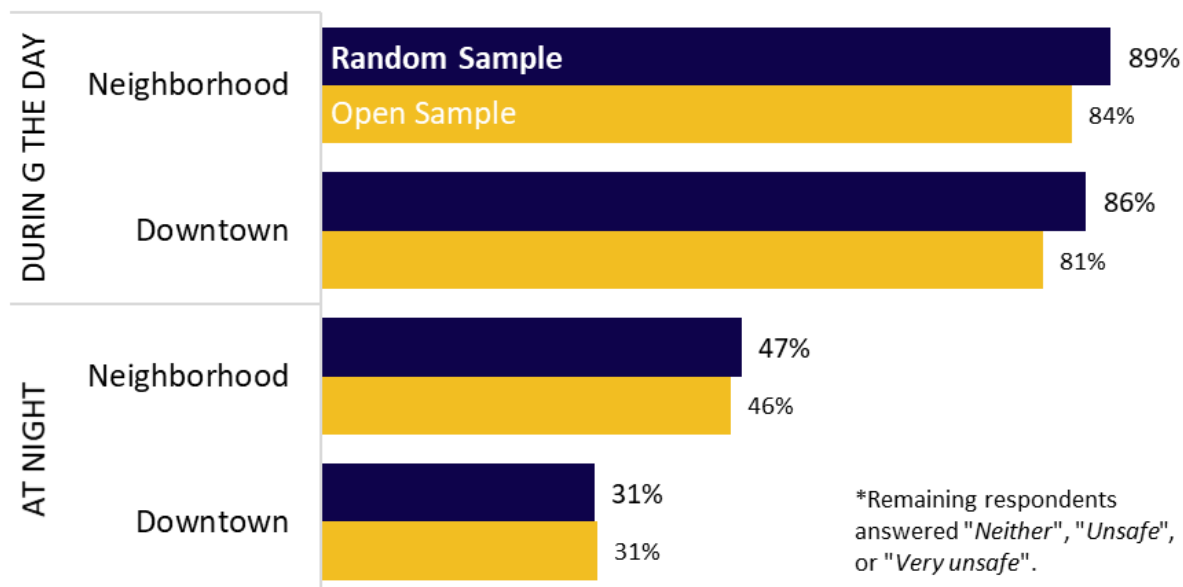
Respondents who marked the “Other” box appeared to do so for multiple reasons. Many of them requested additional information or reporting mechanism, such as the items listed below:

- Plans/Information about emerging issues (i.e., homelessness, use of force by police, equity issues, complaints against officers, traffic issues, emerging crime trends)
- Crime prevention tips
- Information on unsolved crimes
- Anonymous reporting of issues in the community
- Traffic reporting
- Information on when to use services like Cahoots
- Information on law suits against the agency
- Information on officer commendations
- Body worn camera footage

Some respondents provided feedback on ways to improve the agency. These comments will be covered later in this report.

## How safe do you feel walking alone in Springfield?

% of respondents indicating "Safe" or "Very safe"\*



Respondents were asked to assess their perceptions of safety when walking alone, during both the daytime and nighttime, in both their own neighborhood and in the downtown area. Respondents could indicate that they felt: "Very safe", "Safe", "Neither safe nor unsafe", "Unsafe", or "Very unsafe". The graphic above indicates the percentage of respondents who indicated that they felt "Very safe" or "Safe".

While Open and Random sample respondents to the survey were roughly equivalent, there were differences in reporting percentages and follow-up analysis associated with narrative responses led to the decision to report the samples separately.

On the positive side, high percentages of community members report feeling safe when walking alone during the day in both their neighborhood as well as in the downtown area. However, at night less than half of respondents report feeling safe in both the Open sample (46%) as well as in the Random sample (47%). This number falls to less than a third of respondents in the Open sample (31%) and Random sample (31%) who felt safe when walking alone, at night, in the downtown area of

Springfield. It is important to remember that this does not mean that the other respondents felt "Unsafe" or "Very Unsafe" when walking alone at night. Large percentages of respondents reported feeling "Neither safe nor unsafe" when walking alone, at night, in their neighborhood or in the downtown. These percentages ranged from 23% to 31%.

In order to better assess the geographic distribution of survey respondents' safety concerns they were asked: "Is there an area in Springfield where you would feel unsafe walking alone?" Respondents answering "Yes" to this question were directed to a map of Springfield and asked to identify up to three areas in the city where they would feel unsafe walking alone.

In the Open sample 71% of respondents indicated that they would feel unsafe walking alone in an area of Springfield. They then went on to identify 1,206 unique locations where they would have these concerns. The map on the next page a density analysis highlighting this sample's areas of greatest concern.

In the Random sample 67% of respondents indicated that there were portions of Springfield where they would feel unsafe walking alone. They went on to highlight 1,255 such areas. A density analysis highlighting these concerns is provided below and on the right.

Both maps highlight concerns in the western most portion of Springfield, especially along the I-5 corridor, South Springfield, and to a lesser degree along Hwy 126/Main St. While not identical, the overall similarities of the two maps would indicate that concerns between Open and Random sample respondents are largely consistent.

#### DISCLAIMER

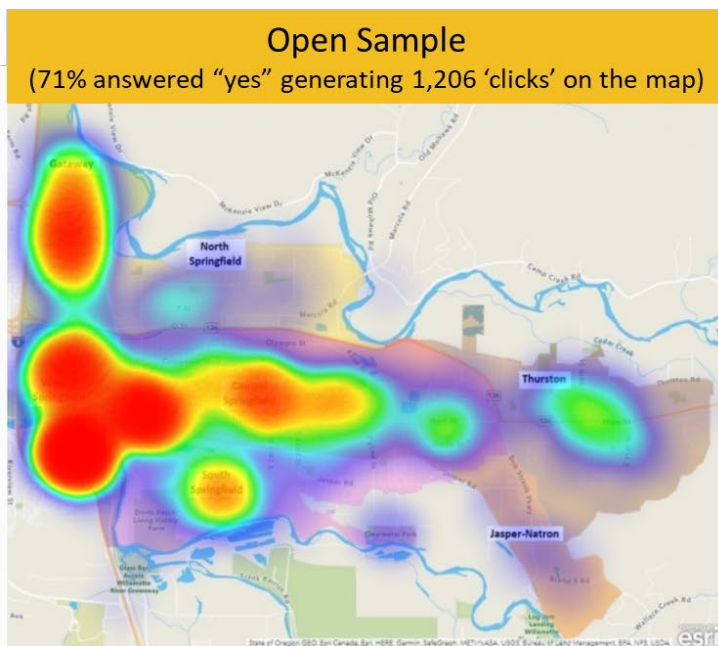
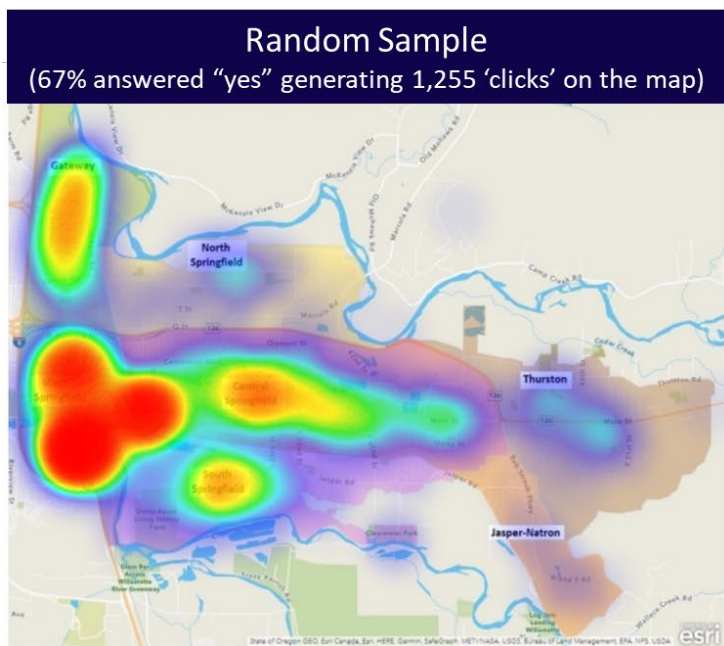
It is important to note that the mapping technique used to generate the maps below was chosen over alternate techniques as it produces maps which are easier to interpret, and protect individual responses. That said,

the analytic technique can create a heightened, and potentially unwarranted, perception of risk. It is important to remember that these maps represent individuals' perceptions of safety and do not represent an objective analysis of victimization risk.

It is also important to remember that over 80%, and in some cases near 90% of respondents report feeling safe walking alone in their neighborhood or in downtown during the day. These maps should be interpreted to represent the "worst case" scenario in terms of safety concerns (i.e., perceptions of safety) and should not interpreted to mean the areas highlighted are necessarily unsafe. Instead, the map can be used to highlight areas where additional police/public safety efforts might be most efficiently deployed to address fear of crime and improve livability. This would benefit these areas and, ideally, improve the public's perception of these areas.

## Is there an area in Springfield where you would feel UNSAFE walking alone?

Please 'click' on the map with your mouse or finger to identify up to THREE areas in the city where you would feel UNSAFE walking alone

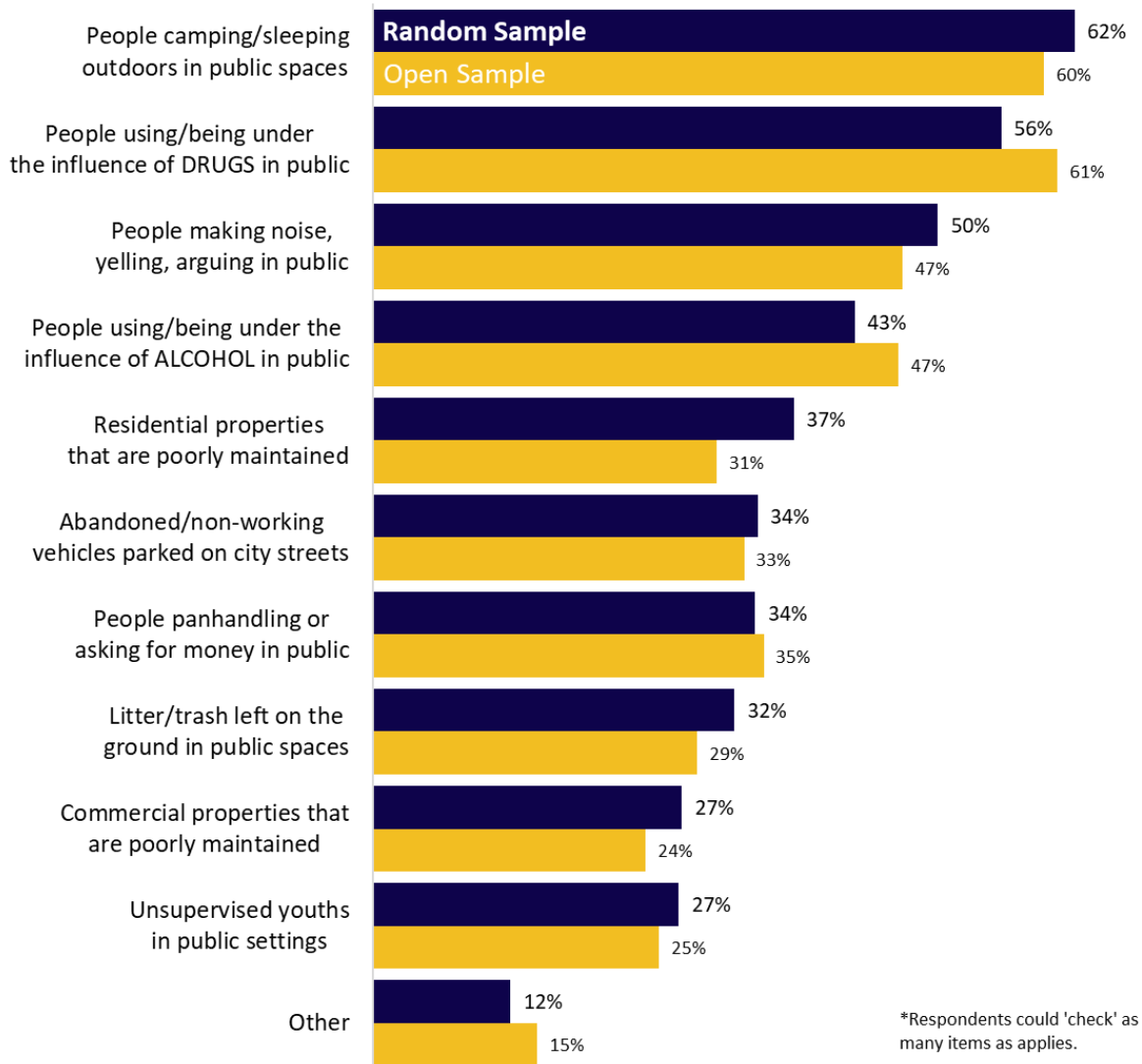


Low density of 'clicks'  High density of 'clicks'

Finally, respondents were provided with a list of behaviors or conditions which have been associated with perceived safety in the scientific literature. They were asked to indicate if any of the listed behaviors had made them feel unsafe in the past 12-months by checking a box next to the described behavior or condition (see Appendix B for exact wording). Respondents were also provided “Other” as an option. If they selected this option they were allowed to provide a short narrative description of the behavior or condition which made them feel unsafe.

As indicated in the chart below a majority of respondents in both samples indicated that “People camping/sleeping outdoors in public spaces” and “People using/being under the influence of DRUGS in public” had caused them to feel unsafe in the past 12-months. “People making noise, yelling, arguing in public” and “People using/being under the influence of ALCOHOL in public” also caused either a majority or a significant portion (in excess of 40%) of respondents in both samples to feel unsafe in the past 12-months. Much smaller proportions of the other behaviors/conditions cause respondents to feel unsafe.

### Have any of the following made you feel unsafe in Springfield over the past 12 months?\*



The least utilized answer was “Other.” Only 15% of the Open sample utilized this category, leaving 108 comments. Only 12% of respondents in the Random sample utilized the “Other” option. Despite the relatively low utilization these responses afforded respondents the opportunity to provide a narrative description of the issue causing them to feel unsafe. Below is a list summarizing the themes observed in these responses:

- Animals (unleashed/aggressive dogs)
- Armed community members (counter-protestors/open carry)
- Concerns the above list will be used to target different groups (i.e., unhoused, persons with mental illness etc.)
- COVID-19 concerns (not wearing masks and similar behavior)
- Homeless/unhoused
- Persons with an untreated mental illness
- Police (concerns about policing behavior)
- Protestors (safety concerns related to protests)
- Racism/White supremacy
- Vehicles driving unsafely
- Youth acting aggressively

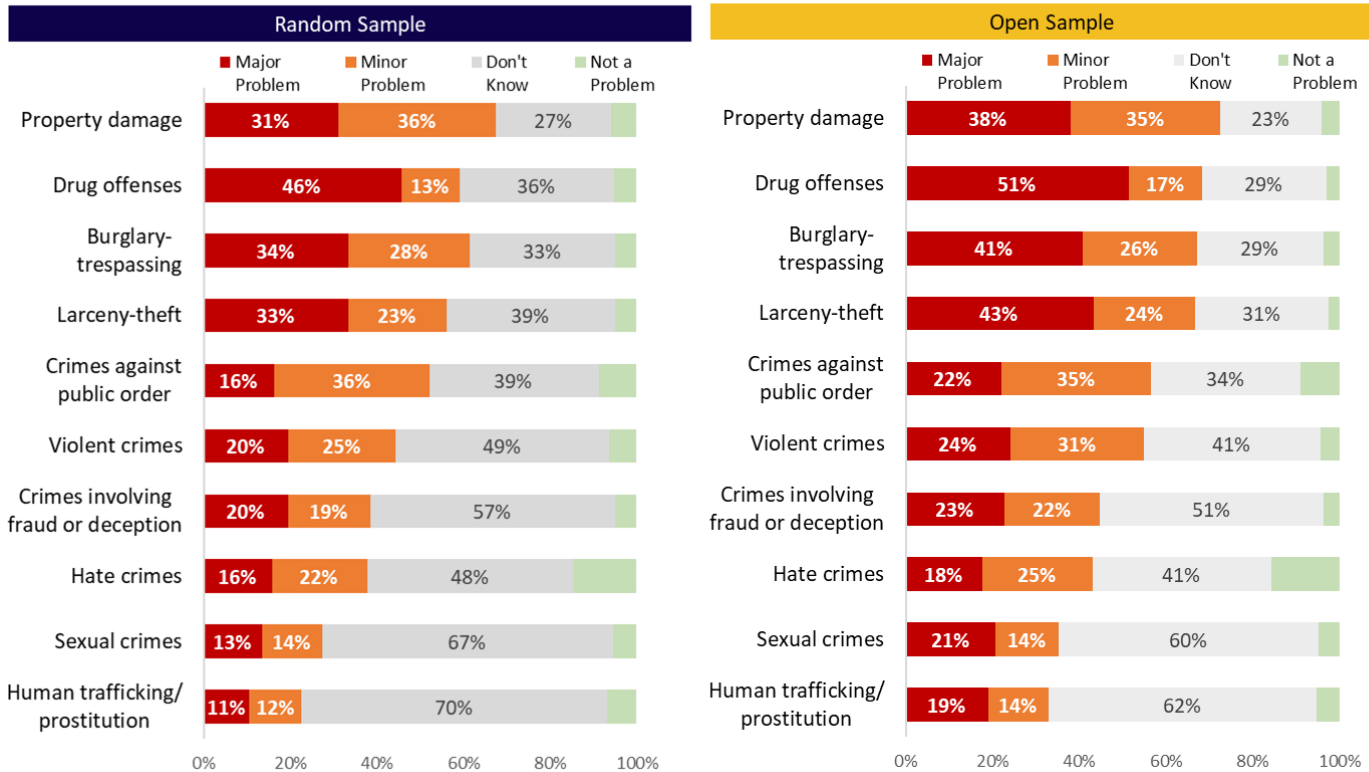
Some of these responses were related to topics such as homelessness which were arguably covered in the generic responses. Other answers, such as concerns around police behavior, concerns around the protests (either how the police responded or concerns around the protestors behavior), or concerns around COVID-19, were not included in the generic section.

While the nature of the responses did not lend itself to significance testing, there appeared to be differences between these responses from a qualitative perspective. For instance, about 25% of the Open sample responses listed concerns around police behavior in the narrative section, while about 5% of the Random sample indicated these concerns (note these kinds of analyses are subject to issues beginning with how to even define the concern, this limits the reliability of this type of analysis from a quantitative perspective).

There were also several comments (most common in the Open sample) expressing concerns that this list would be used to unjustly target specific groups. Other concerns, regarding issues such as racism/white supremacy, or concerns around untreated mental illness appeared to be more equally distributed between the two samples.

# Public Safety Problems

Were the following CRIMINAL OFFENSES a problem over the past 12 months?



In order to better serve the community, the SPD sought information about how the residents perceived various public safety issues. This was accomplished by identifying ten criminal offenses (see the chart above) and asking survey respondents if the issue was a “Major Problem”, “Minor Problem”, or “Not a Problem.” Respondents could also indicate “Don’t Know” if they were not comfortable making an assessment.

The figure above displays how respondents from the Open and Random samples responded to each of these topics. A majority (50+) of respondents from both samples indicated that property damage (e.g., graffiti, vandalism, arson), drug offenses (e.g., manufacturing, distributing, possession or use of drugs like meth, heroin, or cocaine), burglary-trespassing (i.e., unlawful presence on private property), larceny-theft (e.g., shoplifting, motor vehicle theft), and crimes against public order (e.g., noise, disorderly conduct, harassment) were all at least a minor problem for the city.

Fewer people perceived that violent crime (e.g., assault, robbery, stalking), crime involving fraud or deception

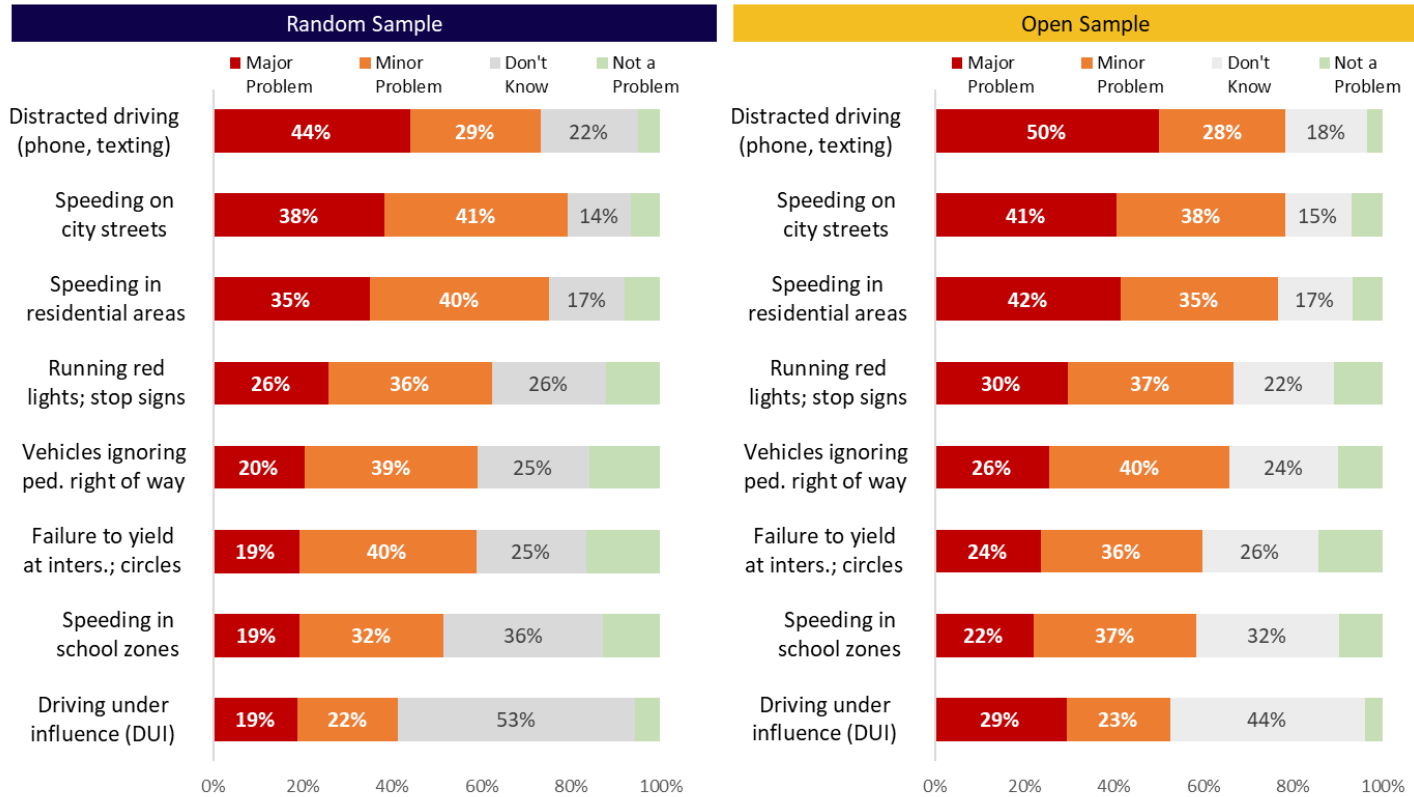
(e.g., computer scam, forgery, identity theft), hate crimes (i.e., crime motivated by a person’s race, color, disability, religion, national origin, sexual orientation, or gender identity), sexual crimes (e.g., rape, sexual abuse), and human trafficking-prostitution (i.e., forcing someone to work, engaging in sex for money) were a problem in the city.

The latter finding may be due to the largely hidden nature of some crimes. For instance, fraud, hate crimes, sexual crimes and human trafficking, and prostitution are often not as visible as things like vandalism. Hence the greater use of “Don’t Know” when evaluating these items.

Similar to other areas of this survey, we found that respondents from the Random sample tended to be less certain about problems in the city, as indicated by a higher proportion answering “Don’t Know.”

# Traffic Safety Problems

Were the following TRAFFIC OFFENSES a problem over the past 12 months?



Public perceptions regarding traffic offenses in the city were also assessed using the same response format used in the prior section on criminal offenses. In contrast to crime, respondents in both samples felt more comfortable making assessments on traffic problems. This was also observed in narrative comments, where traffic issues were frequently listed as a concern.

With the exception of driving under the influence of intoxicants (DUI), the majority of Open sample respondents indicated that the traffic safety issues listed above were at least a minor problem. Distracted driving (i.e., driving while on the phone or texting) was identified as a problem by roughly three-quarters of the respondents. This was followed in order of frequency by speeding on city streets, speeding in residential areas, running red lights and stop signs, vehicles ignoring pedestrian right of way, and failure to yield at intersections and traffic circles.

Interestingly, DUI was not included a minor or major problem by a majority of respondents. This probably

results from the fact that this offense is less obvious to community members. This is supported by the fact that a high percentage of respondents selected "Don't Know" when rating this item.

As mentioned earlier, traffic issues were frequently referenced in the narrative comments submitted at the end of the survey. This adds a level of confidence in the finding that traffic issues represent a source of concern for community members. However, as will be discussed in the narrative comments section, there was some level of disagreement on how best to address these issues.

# Policy Feedback

The SPD has adopted and/or implemented several policies, trainings, and programs aimed at improving how they serve Springfield’s residents and other stakeholders. In an attempt to assess public support for these policies, trainings, and programs survey respondents in both samples were asked if this affected how they felt about the SPD. They could indicate if the adoption of the policy, training, or program made them feel “better” about the agency, “worse” about the agency, or if the program did not impact their perception of the SPD (see Appendix B for the exact wording of this question).

The graphic to the right displays how Open and Random sample respondents answered these questions. The first question asked about the 2021 implementation of body worn camera (BWC) technology. A majority of both samples indicated that this program made them feel better about the SPD. In the Open sample 58% of respondents indicated that the program had a positive impact on their view of the SPD while only 4% indicated that the program negatively impacted their view. The remainder of respondents (385) indicated that the program had no impact on their perception of the SPD.

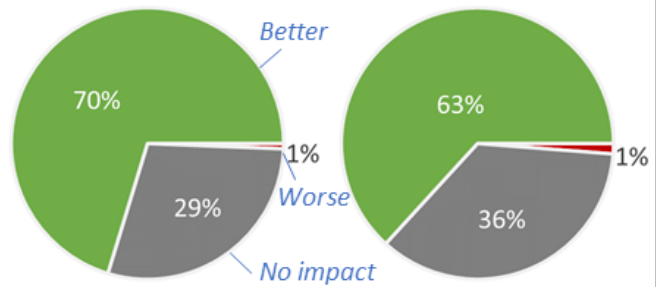
The next question asked about de-escalation training. Respondents were more enthusiastic about this program with 72% of the Open sample and 69% of the Random sample indicating that the program improved their perception of the SPD. As with the BWC program, a very low percentage of respondents (4% or less) indicated that the training negatively impacted their perception of the SPD.

SPD’s partnership with CAHOOTS and its use of Community Service Officers (CSOs) were also popular with between 55% and 72% of respondents indicating that the program or partnership improved how they felt about the SPD. Only a fraction, between 3% and 4% of respondents indicated that these programs negatively impacted their perceptions of the SPD.

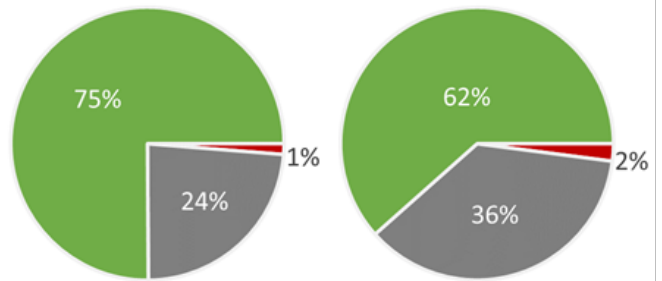
These programs all appear to have a broad base of support. It is worth noting that even in the least popular programs, for instance the use of BWCs when assessed by the Open sample respondents, the number of people who indicated that the program made them feel better about the SPD outnumbered those who indicated that the program made them feel worse by over 14 to 1.

## Random Sample    Open Sample

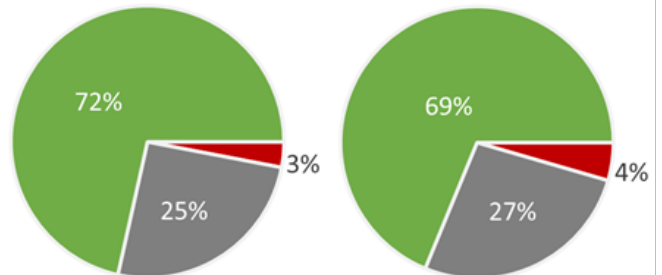
**Body-Worn Cameras (BWC):** Does this new policy affect how you feel about the SPD?



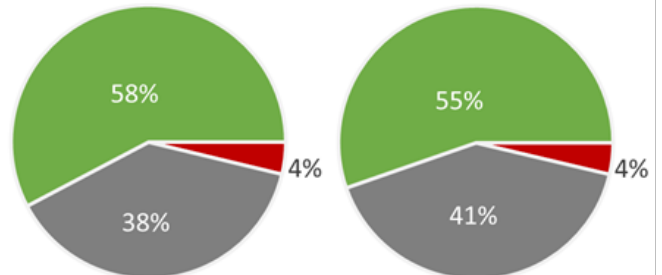
**De-escalation training:** Does this new policy affect how you feel about the SPD?



**CAHOOTS program:** Does this partnership affect how you feel about the SPD?



**Community Service Officers (CSOs):** Does this program affect how you feel about the SPD?



## Narrative Feedback

Respondents were provided a final opportunity for open-ended feedback to the SPD at the end of the survey, generating more than 700 submissions across the two samples. The comments were sorted into nine categories based on the prevailing topic addressed. Representative samples for each topic are provided below and over the next few pages. The feedback submitted may, in some cases, prove useful in developing new policies and practices for the SPD. In other cases, the widely divergent viewpoints communicated highlight the challenge of law enforcement in a community with many different constituencies. Entries were lightly edited for spelling.

### Topic 1 - Accountability & Administration

- *CAHOOTS, CSOs, body cameras, de-escalation etc. are all great -- when they are used. My primary concern is that it is up to SPDs discretion when these safer tactics are implemented. 3 CSOs on duty... compared to how many armed officers? CAHOOTS has 1 or 2 people on staff at all times. Body cameras get turned off or covered and officers find reasons to escalate rather than deescalate. Often these feel like PR moves rather than meaningful reforms to make the community safer and healthier.*
- *I'm glad to learn about body cameras, de-escalation training, and the partnership with CAHOOTS. I value having law enforcement that supports and works with the community instead of acting as an antagonist towards groups within the community, and these efforts seem to support that goal.*
- *The questions re: body cameras, CAHOOTS, and de-escalation - I answered "feel better about the department" based on two things: yes, better trained and covered officers likely respond in the most optimal way possible for community and officer BUT ALSO because training and cameras PROTECT the OFFICERS themselves. Win-win.*
- *Springfield Police need training to minimize profiling, sexism, bullying and micro aggressions. I have been completely unimpressed and a few times horrified at the statements I have heard come from officers' mouths, especially in public settings where they are invited to speak on SPD's behalf. I hope this culture and behavior is being addressed.*
- *I believe the department has undertaken the hard position of looking within and addressing systemic weaknesses. This is very hard work. Thank you to the leadership, officers and staff who have stayed and not given up on Springfield and those that call this city home.*
- *I actually was unaware that the police were now wearing body cameras, hopefully they must be on at ALL times. I did not know that we had and de-escalation training now for our police, and I was not aware that we had community workers for tickets and property theft reports that wear a different uniform. I am happy to hear we are making these changes.*
- *Learn how to deal with the public better, and to take small issues like tagging etc. and being more open with public, and officers being more sensitive with victims of crimes.*
- *New policies like body cameras and de-escalation are good, but are only helpful if they are consistently implemented with consequences to the officers for failure. I would like to see more about how officers are held accountable.*
- *I have always supported our Springfield Police Department and our community. I have lost some respect and trust for the management of the sexual misconduct within the department.*
- *There are several things that would continue to build my trust in the department: 1. concrete action against officers that have misbehaved. 2. A commitment from the union to insist on professional behavior and stop covering up for bad apples. 3. New blood - Perhaps Scherer is the start of this - time will tell, but we also need progressive, thoughtful, and professional people throughout the entire department, even if it means replacing A LOT of people. I realize there is a collective bargaining agreement, but Springfield is in a crisis (we can't afford the law suits nor can we afford the impact of unprofessional police on our residents) that requires change, even if it means starting over with staff from top to bottom.*
- *Thank you for conducting this survey. I can't think of a time when it has been more difficult to be a police officer and I appreciate those who act with integrity and professionalism.*
- *There needs to be an oversight committee that has residents on the committee that oversee police complaints and issues so there is transparency within the department and the public.*
- *Thank you for seeking input. I appreciate all you do including your efforts to improve transparency.*

## Topic 2 – Availability & Engagement

- *I feel safer living in Springfield than I would living in Eugene this is due to a police force that "appears" to not have some of EPDs more significant challenges. Given the size of our city, I'm optimistic about SPDs continued efforts to strengthen rapport with the community and I look forward to seeing continued improvements under the command of Chief Shearer. Would love to see Coffee with a Cop venues rotated between local coffee shops and cafes when possible.*
- *We only moved to Oregon in June and more recently to Springfield in October. So far, we're impressed with SPD and this survey is one of the only ways a Police Department has ever engaged with the community in my experience. My dad was a sheriff growing up, so I have a great appreciation for police work and for good officers but I am also concerned for our communities because of the rates of violence against people of color in some areas. I really appreciate SPD trying to open these lines of communication with the community and their willingness to engage in de-escalation techniques outside of normal police work. Thank you for serving our community. Happy holidays.*
- *I especially like working with our SRO's when our students have need of them. They are very professional and put the kids at ease. They usually get involved when a student has to report something out has been a witness.*
- *Please make a committed effort to bring a culture of community service to your operations. Be part of the community, not a force circling around waiting to impose your will. I remember growing up in a small community where the police were seen as protectors not predators. Unfortunately, the SPD has a reputation of "Ready, Shoot, Aim!" and that isn't what you're role is.*
- *My face-to-face interactions with SPD officers have been uniformly pleasant. I wish the department could respond to all calls for assistance.*
- *Making community connections, responding quickly to disturbances, letting small infractions go with a warning (unless it is a pattern of behavior) and general respect for people is good policing.*
- *Springfield needs to step up to community housing needs for unhoused, participate in community engagement by listening to people of ALL incomes, and work with interjurisdictional efforts in these areas.*
- *A lot of my negative answers are because I live near the bike path and I never know what I'm going to encounter there. I wish it were visibly patrolled.*

## Topic 3 – Training & Professionalism

- *Police are by far the most unsafe road users, regularly ignoring any and all traffic laws. They act like laws requiring one to stop at a stop sign don't apply to them. They act with impunity. I have never had a remotely pleasant interaction with an officer here, and I own a home and business in Springfield. I can't imagine how people less fortunate than me are treated. Almost every day I see police harassing an unhoused person simply for existing. Armed police, and SPD specifically, are doing more harm than good and simply have no place in this community.*
- *I lived in Eugene, Pittsburgh, El Paso, Lincoln Nebraska and the police in this area are the best so far. They have one of the toughest jobs in the country and yet we continue to make it even more difficult for them. I guess Portland is discovering that the police are important and the better they do their job the more unappreciated they become. Recent local societal changes: liberalization of drug laws, underemployment, population changes, the increase in homelessness, social unrest have put further pressures on the police. I don't mind admitting that I need the police around! I have much to lose and I don't want to have to feel like I need to "stand my ground" or run around acting like dirty Harry to keep the bad guys away. Thank you for everything you do.*
- *SPD should do more to educate neighbors about the causes of homelessness, the history of policing, and really think about whether an officer has the capacity to de-escalate a situation. I have personally seen them escalate folks with mental illness, say inappropriate or harmful things about women who were unhoused, and drive poorly in the Downtown area (parking inappropriately and blocking an accessible sidewalk, running a stop sign on B street, and running a red light on Main St).*
- *Most officers I have come in contact with have been kind and courteous. I am thankful for you and the job you do! I wish our judicial system would take crimes against people a little more seriously.*
- *Please work on how dispatch handles calls for requests for cahoots. Possibly train with EPD dispatch. There are numerous complaints about how Springfield doesn't handle this well and it affects a multitude of people. Proper training is needed.*
- *Police nation-wide have become "warriors" instead of "guardians". They need to check their egos and be humble public servants. I believe they need more training in the Constitution and case law, and de-escalation.*

#### Topic 4 – Crime & Enforcement

- *Please address the homeless and crime rate downtown. Every time I drive, there are always people running red lights and not following traffic laws. I never see anyone pulled over for these things. Address racial profiling. Noise is a major issue in my normally quiet neighborhood from college kids throwing parties. Would love to have an anonymous reporting system online for an officer to address noise complaints. Worry about retaliation from neighbors if I were to call police for noise incidence.*
- *I live in Eugene and am frequently in Springfield. We need community resources including housing and food security and less policing to make better places to live.*
- *Overall, I think the Springfield police Department is one of the best in the state. It's very important that the Springfield police Department not change its Philosophy of enforcement and arresting the criminal. I also am very supportive that Springfield maintain its own jail. Springfield PD has a reputation of being strict but fair, they should never lose that reputation.*
- *I think city resources works be better used if more funding went to mental health services, shelter and housing, basic necessities, libraries, parks, community centers, etc. I think less police officers should be armed. I don't think police officers should deal with non-violent offenses, I and traffic stops. I think that we should stop criminalize camping, pan handling, and other activities by our unhoused community members.*
- *Growing up in Springfield there use to be big homeless issue and it wasn't safe downtown Springfield/Island Park areas. Springfield PD has made things a lot safer and we get to enjoy our parks that tax payers pay for, unlike in Eugene. Please continue being tough on crime*
- *Citizens should be given a warning under almost all circumstances. Traffic enforcement should be separated from the rest of the department. They should have separate uniforms, markings on vehicles, and known as always unarmed, and responsible for only the immediate traffic offense.*
- *Having other agencies available to help the community help the police force focus on driver safety, accidents and crimes.*
- *Please find a way to enforce traffic violations*
- *Less time giving parking tickets, more time helping residents.*
- *Thank you for doing an excellent job serving and protecting our community. I recently moved back to Springfield with my 6-year-old son after living in Eugene for a few years and feel much safer for having done so.*

#### Topic 5 – Houseless & Persons with a Mental Illness

- *We wish Cahoots didn't take so long to respond to calls. They sometimes don't respond to calls for over 4 hours. Some cases need to be dealt with immediately. So maybe higher more people to help with mental health issues.*
- *Thank you for all you do!! I have had to call for Cahoots 2 times since August 2021 for my work location. They did great! I moved my office from Eugene to Springfield because it's safer, nicer, and cheaper. But most of all... because Springfield police actually show up when you call them. That doesn't happen in Eugene not sometimes but all the time.*
- *Springfield police are doing a great job keeping our city clean. Please continue to keep drugs and crime out of our community. Meth use and distribution is an issue in our area. Thank you also for not letting the homeless over run our community and ruin local business areas and parks that should be used for all citizens of Springfield.*
- *What happened to the motto To Serve and Protect? We need our Police Dept. To care about the community don't forget about the hard-working tax payers clean up the homeless situation*
- *I work in Eugene and can honestly say that I do not feel safe in Eugene day or night. I only go to Eugene to work and that's it. Springfield is doing an awesome job at keeping the homeless out of our area and that is MUCH APPRECIATED!*
- *Give larger roles to groups such as CAHOOTS. They are better equipped to handle mental health calls and that would make me feel safer personally. Find other groups, agencies, or organizations who can respond to more non-violent problems in our city. The SPD have far fewer duties and a much smaller role in the community.*
- *I would like to see more attention toward alleviating homelessness rather than criminalizing it. The existence of unhoused people does not make me feel unsafe, but the instability they experience worsens health and safety outcomes for that population and lets the rest of the community scapegoat them.*
- *Though I don't have personal knowledge about how drugs in the community might heighten the unpredictability and difficulty for police officers approaching any vehicle or person, I have worked with patients in altered states. I commend any police officer who is able to maintain lines of communication and complete their task under unpredictable situations. Thank you for the survey and for your concern.*

## Topic 6 – Equity & Protests

- *We need more Latino officers and staff that looks like us and speak our language and SPD needs to make a better effort to connect with the Latino community.*
- *Restoring trust with the community will require the Department to demonstrate fair and equal treatment of citizens and employees, especially women and minorities. With officers still employed who don't even treat their fellow officers fairly, how should we expect fair treatment of marginalized members of the public when no one else is watching? The Department is given a lot of authority, and that comes with high expectations for fair and ethical behavior. It's going to take time and a willingness to change the culture of the Department internally to earn the trust. I support the SPD and expect a high level of professionalism. Please hang in there and do the hard work necessary to be the best Department in Oregon. Thank you*
- *I appreciate the way the SPD handled the protest in Thurston & protected property in other protests. Your consultant report didn't address how officers should deal with protesters that ignore orders so they will get arrested. That seems to be a common tactic some protesters use. What kind of training can counter that tactic? It seems like an excuse to file a lawsuit & make a lot of money.*
- *They did a really good job keeping their distance while providing protection to the 2 BLM marches I took part in in 2020 in West and Central Springfield. I understand things went badly in Thurston, but the police work I actually saw was really good and made me feel more safe as an activist.... don't know too many activists that can say that about their local PD.*
- *Profiling is a big issue and it needs strong attention in all departments worldwide. From my encounter in this city, it definitely needs attention.*
- *I really need more transparency and a PLAN to address white supremacy and extreme right-wing groups in the city. Springfield has radicalized in recent years and the police department's recent issues are a symptom. More black and brown people on the force and an active support of policies of equity and inclusiveness...*
- *I think that SPD does a pretty good job. I was happy to see they were not letting the rioters in 2020, cause issues downtown like is allowed to happen in Portland, & other locations...*
- *I was very disturbed to read commentary/articles about SPD behavior during the BlackLivesMatter protests and about SPD treatment of female officer(s), who complained about sexual harassment/abuse by male officers and superiors.*

## Topic 7 – Specific Locations & Problems

- *There is repeated excessive speeding in the Mountaingate area. It's out of hand!! And Main Street 54th to 70th is a nightmare. We have had multiple trees taken out due to speeding and alcohol in our area three times now in the last few years plz patrol this area!!!*
- *I am concerned about safety along the bike paths and willamalane park areas. I am seeing a lot of homeless encampments in the park near my house and on the bike path which I use to commute to the UO. I would like to see more patrols in this area at night.*
- *So glad to have a voice and have it heard. I'd suggest looking at the Next Door app. if you really want a wide and honest public response to many of these issues. My biggest issues involve the growing homeless campsites springing up and the trash they leave everywhere. It's really getting out of hand. Dumping of all kinds really makes the city look BAD. My 2nd biggest issue has to do with noise. I read on the city's website there was a "no tolerance" policy for excessive noise, but where I live near Centennial and Pioneer Parkway it's like a drag strip, between the "fart can" mufflers and the obscenely loud car stereos. I know trucks need to make some noise, but these other cars need to be fined, and inspected for noise violation. I support the SPD and am behind you 100%. We need to FUND not DEFUND!*
- *I have worked in Downtown Springfield for 15 years and bike and walk to work. Drivers have gotten significantly worse often speeding and acting aggressively in school zones! Glenwood is a huge danger, 2 recent deaths! People forget they are not on a freeway/ hwy when they enter Henderson or Glenwood Ave.*
- *The primary place that I am concerned about is the group of kids that were / are hanging out at the Swim Center and assaulting the public while in a group. I hope that they are no longer there. But I wouldn't bring my family or kids there.*
- *The camping of homeless particularly along the river in Glenwood needs to be addressed. They are scaring away tourists and locals as well.*
- *One issue in my area is the roundabout on pioneer parkway and Hayden bridge road. People drive way too fast in the roundabout and it is very unsafe for other cars, bicyclists and pedestrians.*
- *Need speed bumps or something to keep cars from speeding up and down 66th st. Even in the school zones. It's horrible street to live on. Even when kids are walking people still race even in the school zone...*

## Topic 7 – Survey Comments & Concerns

- *Thank You SPD Police Chief, & all who organized this survey.*
- *Don't hire people from Portland to handle these kinds of studies. The very thought of hiring anybody from that city of losers is like asking a divorced person for advice on marriage.*
- *I had problems with the way some questions were asked. Specifically, the question about human trafficking or prostitution. I think human trafficking is a Major problem. Being a sex worker is not a problem -- if you would look at them as workers needing protecting from customers or their pimps -- not criminals making our community unsafe.*
- *So glad you are doing this survey and trying to improve. We need you so much!*
- *I appreciate an opportunity to do this survey and offer input. I would like to see more ways to help provide support to our police department. The work they do is very appreciated! THANK YOU!*
- *A number of the survey questions were worded to dishonestly solicit positive responses for the SPD to policy actions taken by the SPD that were mandated by lawsuits settlements.*
- *Thank you for taking the time to ask for feedback and listening to the voices of the community that you are serving.*
- *Comparing police departments, I feel Springfield's police department has done a good job of trying to protect our community while making efforts to change with the times. This survey would be an example.*
- *Hopefully this survey will add congeniality, trust, and friendship between Police and residents. In the past SPD has been known for aggressive behaviors and this survey along with new or better knowledge and techniques with help to unite SPD with Springfield Residents and guests.*
- *Please publish the results of the survey and ideally, compare with other police departments. Share what actions you are taking based on this survey or other feedback. I appreciate the survey and hope the results will be acted on.*
- *It is encouraging to see that the department is reaching out for feedback from the community, but I am curious to see how the information gained from the survey will be implemented - will there be a timeline established? What process of accountability will there be? Is there somewhere community members can anonymously comment or provide feedback regarding SPD?*
- *So glad you are doing this survey and trying to improve. We need you so much!*

## Topic 8 – Dispatch & Non-emergency

- *Most Of The Time SPD Responds Quickly, Respectfully & Do Best of Their Ability! But, Sometimes Certain Call Takers Are Rudely Unprofessional & Refuse 2 Send Help!.*
- *I'm a homeowner in a "challenging" neighborhood. I've had shootings close to my property. I've seen an overdose on the sidewalk outside my house. I most likely have a drug dealer across the street. I call non-emergency dispatchers frequently for various things. I will say that has been a good experience every time. They don't rush, listen carefully, and generally take care of business promptly. The follow up with either CSO's or patrol officers is also excellent. Thank you all for doing an excellent job.*
- *Dispatch is rude and gives wrong information.*
- *I just want to say anytime I have called in the nonemergency line your folks are always responsive, helpful and kind so thanks to them!!! I don't like to have to call and try and deal with things first and you have bigger things usually to work on I'm sure but like I said before there are a lot of yahoos around A street out in Thurston at times. Stay safe and here is to a Happier New Year!!!*
- *I'm not convinced that Springfield needs its own 911 call center (we should be able to use the call center that the County and Eugene use).*

## Topic 9 – Generic Praise & Other Comments

- *I've lived here my entire life. I know Spfd pd has had issues, but so has every other department. Because officers are human and are exposed to things most humans can only imagine. It breaks my heart that officers have been treated so poorly in the last 12 months...*
- *I appreciate SPD's efforts and I hope they are sincere. While I am frustrated with stories I hear about police in our nation over the past couple of years, I do believe that SPD is better than most in its attempts to be fair, listen to citizens, avoid corruption, and be community minded*
- *I believe law enforcement in this country has to be phased out while other solutions rapidly replace them. Until we as a society address the needs of ALL human beings in a more restorative manner rather than the current punitive manner there will be injustice and inequity. With deep levels of racism, misogyny, trans and homophobia embedded in our law enforcement and criminal injustice systems we must build better systems of care to reduce crime and aberrant behaviors.*

- *Great job SPD, we appreciate you! I'm moving my office from Eugene to Springfield, in large part because of you.*
- *I appreciate all the work done by SPD. It is a challenging, but very important job. I would like to see the SPD ranks increased, and pay increased to ensure we continue to attract high caliber individuals to this important line of work. I am a home owner (pay my taxes directly - ie not a renter), and am not related to, or friends with any members of the SPD in case anyone who reads this is wondering. Thank you for all that you do, and for the opportunity to provide this feedback.*
- *Please do your job otherwise I see no point in us paying for you*
- *It's a tough world right now and I commend MOST of the officers out there. It only takes one arrogant one to ruin it for them all. I thank them for the job they do.*
- *Thank you for caring enough to ask how I feel about police services and keeping our community safe.*
- *I support the police and appreciate the steps they are making with recognizing that improvements are necessary to provide the services they are responsible for.*
- *I'm glad the department is attempting to repair community trust. For me, it will take a pretty serious shift in the role of police.*

## HISPANIC/LATINO VOICES

- *Estoy satisfecho como trabaja el SPD*  
[I am satisfied with how the SPD works.]
- *Gracias por su apoyo*  
[Thanks for your support.]
- *Gracias por su apoyo y por mantener el orden de nuestra ciudad de Springfield*  
[Thank you for your support and keeping order in our city of Springfield.]
- *Que porfavor tengan mas vigilancia con estudiantes que no entran a clases y que anden El public fumando o tomando*  
[That they please have more vigilance with students who do not enter classes and who walk around the public smoking or drinking.]

## Summary & Recommendations

As the prior section highlighted, the City of Springfield and the police department more specifically is faced with a number of competing demands when it comes to managing public safety and interacting with the community. While this situation is not unique to the SPD, it may be that Springfield is particularly polarized on issues related to policing.

Based on the comments provided, it appears that the SPD is serving a community which has a number of competing visions for how the SPD should be conducting itself and what the agency should prioritize. This can be seen in issues ranging from how the SPD interacts with the unhoused population, its response to the protests of 2020, and even issues such as whether the police or some other entity should perform traffic stops.

Additionally, there were notable differences in the assessment of the SPD's performance between the two samples used in this study. From a quantitative perspective, the Open sample, which generally viewed the SPD less favorably than the Random sample, had higher variability. This included many individuals who rated the SPD very high and others who rated it very low. This sample was also, generally, less likely to provide answers such as, "don't know."

Qualitatively, the narrative comments provided by this group tended to be either highly positive or very negative. It may be that those taking the Open sample already had strong opinions about the SPD, either positively or negatively, and that improving these perceptions will be difficult.

The Random sample tended to have less variability, was slightly more positive, and the respondents appeared less certain about their assessments of the SPD from both a qualitative perspective based on reviewing comments and from a quantitative perspective based on the more frequent use of answers such as "I don't know." This may make them more receptive to attempts at outreach from the SPD. This could present an opportunity for the SPD as the work to improve their relationship with the community.

Finally, while the SPD appears to enjoy broad support in the community in both samples, it is apparent that past, high-profile incidents have damaged the agency's perception with many community members. This was true even with community members who were otherwise supportive of the SPD and was a common refrain in the comments provided by survey respondents. Hearteningly, a large number of respondents also indicated that they wanted to the SPD to move past these issues.

---

## RECOMMENDATIONS

- 1. Ensure the agency's community engagement efforts are broad-based and equally applied** – Given the wide-range of opinions regarding the SPD's performance, the issues facing Springfield, and how the SPD should move forward in its efforts at serving the community, it is essential that engagement efforts be diverse and aimed at a wide-range of audiences. While maintaining relationships with community groups, neighborhood watch and other traditional police supporters is important, broadening outreach efforts may allow the SPD to connect with a wider range of community members. As noted in the narrative comments, past high-profile incidents, have negatively impacted trust for some community members. These efforts may help repair this trust.

Similarly, in the narrative comments it was clear that portions of the community served by the SPD have very different visions for how the city should be policed. While this presents a significant challenge for the SPD, broad-based community engagement efforts may help bridge this gap. Finally, as noted in the following section describing the methodology used in this report, the Open and Random samples used in this survey may not be representative of the entire community served by the SPD. A wide range of approaches to engagement will provide more voice to traditionally marginalized groups.

- 2. Continue and possibly expand efforts aimed at addressing social disorder** – Social disorder (i.e., homelessness, low-level crime/disorder) was a major concern of many respondents, however, how police address these issues (using police to address issues of related to homelessness, mental illness etc.) were of concern to a different subset of respondents. This leaves the SPD in a difficult position vis-à-vis addressing these divergent concerns. Give their large levels of support creatively utilizing and/or expanding programs such as CAHOOTS or SPD's CSO program could

potentially address some of these issues (a concern of a many respondents) but do so in a way which would limit enforcement (a concern of a different subset of respondents).

3. **Identify creative ways to improve follow-up** – A very low percentage of individuals contacting the SPD about a crime received follow-up. This may also decrease satisfaction with the SPD. One possible method of increasing follow-up and also generating more direct contact between SPD members and the community would be to utilize CSO or some other similar position to follow-up with crime victims, possibly focusing on crime prevention and outreach in an attempt to improve satisfaction.
4. **Continue to emphasize traffic safety** – While there is some level of disagreement between community members on the best methods for improving traffic safety, there is a clear consensus that traffic issues need to be addressed. Continuing to emphasize traffic safety, while also emphasizing that the principles of procedural justice be utilized in these contacts, appears to be a community priority. As with efforts around social disorder, the SPD may benefit from trying new approaches if funding is available.

## Appendix A – Survey Methodology

Financial constraints prevented us from surveying all households in Springfield, leading us to use a random sampling procedure instead. Random samples, wherein each household has an equal and independent chance of being selected, are capable of generating findings that are highly generalizable to the total population.

To create our random sample, we started with a list of 25,832 residential addresses provided by the City. This number is comparable to the U.S. Census Bureau's estimate of 24,578 households. To further ensure the accuracy of the mailing list we used mapping software to verify several hundred addresses. This effort validated the accuracy of the City's mailing list.

Using the full mailing list, we randomly selected 7,500 households (29% of the total) for the 2021/22 Community Survey. These addresses were distributed across the following zip codes: 97403 (73 addresses selected representing 32% of the residences in this zip code), 97477 (4,002 addresses selected representing 29%), and 97478 (3,425 addresses selected representing 29%). Addresses selected through randomization were also representative across housing type (i.e., single family, duplex, group home, mobile home, multifamily, etc.) and land use description.

Each household in the Random sample was mailed a letter from Chief Andrew Shearer (see following pages) explaining the purpose of this survey. The instructions requested one adult from the household complete an

online survey using a short web link or QR code that could be scanned by a smart phone. Two reminder postcards were sent to increase the response rate. All of the invitation materials included Spanish translations and the online survey was available in Spanish.

A total of 907 surveys were submitted through the online portal before the cutoff date of January 3<sup>rd</sup>, 2022. Forty-six surveys were missing a significant portion of data and were removed from further analysis. The final sample consisted of 861 usable surveys, for a response rate of 12%.

After the **Random** survey closed we offered the survey to everyone in the city to ensure that all residents could provide input. The SPD and City of Springfield used a variety of social media channels, press releases, and other communications to distribute the invitation to the **Open** survey. This provided an additional 858 usable surveys.

The table to the left below compares the Random and Open sample respondents' demographic make-up to the most recent Census data. In both samples, females were over-represented relative to males, younger persons were under-represented relative to older persons. Non-white and Hispanic persons were also under-represented compared to Census data. These discrepancies should be considered when generalizing the survey's findings to the city of Springfield's adult population.

Demographics		Random Sample <sup>a</sup>	Open Sample <sup>a</sup>	U.S. Census <sup>b</sup>
Gender	Female	55.6%	63.5%	51.7%
	Male	44.4%	36.5%	48.3%
Age <sup>c</sup>	18 to 44	26.8%	42.8%	57.2%
	45 to 64	39.8%	38.4%	27.4%
	65 or older	33.4%	18.7%	15.4%
Race	Non-White	5.9%	6.6%	14.8%
	White Alone	94.1%	93.4%	85.2%
Ethnicity	Hispanic	6.3%	4.8%	14.5%
	Non-Hispanic	93.7%	95.2%	85.5%

<sup>a</sup> Excludes cases missing demographic data

<sup>b</sup> Race and ethnicity are from the 2020 Decennial Census. Gender and age are based on 2019 5-year ACS data.

<sup>c</sup> Percentages exclude population under 18



### PSU Research Team

Kris Henning, Ph.D.  
Greg Stewart, MS

Special thanks to the:

### SPD Project Manager

Jessica Crawford

For more information about the report or survey please contact Dr. Kris Henning at Portland State University. 503-725-8520  
khenning@pdx.edu



230 FOURTH STREET  
SPRINGFIELD, OR 97477  
(541) 726-3714  
FAX (541) 726-3640  
[www.springfield-or.gov](http://www.springfield-or.gov)

Dear Springfield Resident,

My primary goal as Chief of Police is to safeguard the quality of life that makes Springfield a great place to live, work, and visit. In order to achieve this goal, the Springfield Police Department works collaboratively with community members to identify and resolve concerns related to existing and potential public safety threats. I'm asking for your help in identifying priorities for how we will provide the service of public safety in this city. I am also soliciting your feedback on the work of our agency and our officers. This effort includes partnering with Portland State University to conduct a community-wide survey. The results will be used to develop strategies for enhancing public safety and police-community relations in the coming years.

Please take 5-10 minutes to complete the online survey. The survey asks about local public safety problems, the recent work of our officers, and priorities for the coming year. The survey is completely anonymous, and there is no way to connect your answers to your identity.

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.

Enter the following web address (URL) into your internet browser or scan the QR code to start the survey:

[TINYURL.COM/SPD-SURVEY21](http://TINYURL.COM/SPD-SURVEY21)



The online survey works with most internet devices. If you experience difficulty using a mobile phone, please complete the survey using a desktop or laptop computer.

The safety of everyone in Springfield is very important to me and to the members of this department.

Sincerely,

Chief Andrew Shearer  
230 Fourth Street  
Springfield Oregon, 97477

*NOTE: This survey is designed for general feedback from residents and is not intended to replace communication with the SPD regarding specific incidents. If you need assistance with a specific problem, call our non-emergency number 541-726-3714 or use 911 if you have an emergency. Please contact Dr. Kris Henning if you have questions about this survey ([khenning@pdx.edu](mailto:khenning@pdx.edu)).*



Estimado/a habitante de la ciudad de Springfield,

La meta más importante que tengo al ser jefe de la policía es luchar por conservar la calidad de vida que hace que la ciudad de Springfield sea un lindo lugar para vivir, trabajar y visitar. Con el fin de lograr esta meta, el Departamento de la Policía de Springfield trabaja en colaboración con los miembros de la comunidad para identificar y resolver preocupaciones relacionadas a peligros, tanto potenciales como existentes, de seguridad pública. Por medio de esta carta, estoy pidiendo su ayuda para poder identificar las prioridades que ayudarán a decidir cómo se otorgarán los servicios de seguridad pública en esta ciudad. Asimismo, quisiera pedirle retroalimentación en relación al trabajo de nuestra agencia y de nuestros oficiales. Esta iniciativa incluye la colaboración de la Universidad del Estado de Portland (Portland State University), la cual está haciendo una encuesta de toda la comunidad. Utilizaremos los resultados de esta encuesta para desarrollar estrategias que mejoren la seguridad pública y las relaciones entre la policía y la comunidad en los próximos años.

Favor de tomar 5-10 minutos para hacer esta encuesta en línea. La encuesta contiene preguntas relacionadas a problemas de seguridad pública, el trabajo que nuestros oficiales han hecho más recientemente y las prioridades a seguir el próximo año. La encuesta es completamente anónima y es posible conectar sus respuestas con su identidad.

Con el fin de obtener resultados que sean representativos de cada hogar, pedimos que únicamente un adulto por hogar haga la encuesta. Si viven más adultos en su casa (de 18 años o más), el adulto que tenga el próximo cumpleaños debe hacer la encuesta.

Favor de ingresar este domicilio electrónico (URL) en el navegador de su internet o escanear este código QR para comenzar la encuesta:

[TINYURL.COM/SPD-SURVEY21](http://TINYURL.COM/SPD-SURVEY21)



La encuesta en línea funciona con la mayoría de los aparatos que tienen internet. Si tiene dificultades para descargar la encuesta en su teléfono, favor de hacer la encuesta en una computadora.

La seguridad de todas las personas de Springfield es muy importante para mí y para los miembros de este departamento.

Cordialmente,

Jefe de policía Andrew Shearer  
230 Fourth Street  
Springfield Oregon, 97477

*NOTA: Esta encuesta ha sido diseñada para que los habitantes de esta ciudad den retroalimentación general y no tiene la intención de ser usada en lugar de comunicaciones directas con el Departamento de Policía de Springfield en relación a incidentes específicos. Si necesita ayuda para resolver un problema específico que no sea una emergencia, llame a este número: 541-726-3714 o al 911 si es una emergencia. Favor de ponerse en contacto con el Dr. Kris Henning si tiene preguntas relacionadas a esta encuesta ([khenning@pdx.edu](mailto:khenning@pdx.edu)).*

PLEASE COMPLETE  
OUR SURVEY  
YOUR INPUT IS IMPORTANT

LE PEDIMOS QUE HAGA  
ESTA ENCUESTA  
SUS SUGERENCIAS SON  
IMPORTANTES

FIND THE SURVEY AT:  
DESCARGUE LA ENCUESTA EN ESTA  
PÁGINA:

[TINYURL.COM/SPD-SURVEY21](https://tinyurl.com/SPD-SURVEY21)



**YOUR INPUT IS IMPORTANT**  
SUS SUGERENCIAS SON IMPORTANTES PARA  
NOSOTROS.

**Please complete our online  
survey by January 3rd.**

Complete nuestra encuesta en  
línea antes del 3 de enero.

[TINYURL.COM/SPD-SURVEY21](https://tinyurl.com/SPD-SURVEY21)





- Your input is important -





**Please Complete our Survey!**

**¡Le Pedimos que Haga Esta Encuesta!**

- Sus sugerencias son importantes -

**Please complete our survey!**  
**¡Le pedimos que haga esta encuesta!**



★★★★★

Please complete our online survey by January 22nd.

Complete nuestra encuesta en línea antes del 22 de enero.



★ One entry per resident.



# Springfield

## Public Safety Survey



Dear Resident,

Please take 5-10 minutes to complete our online survey. The survey asks about local public safety problems, the recent work of our officers, and priorities for the coming year. The survey is completely anonymous and there is no way to connect your answers to your identity.

The safety of everyone in Springfield is very important to me and to the members of this department.

Sincerely,

Chief Andrew Shearer  
230 Fourth Street

Springfield Oregon, 97477

Phone: (541) 322-2960

NOTE: This survey is designed for general feedback from residents and is not intended to replace communication with the SPD regarding specific incidents. If you need assistance with a specific problem, call our non-emergency number 541-726-3714 or use 911 if you have an emergency. Please contact Dr. Kris Henning if you have questions about this survey (khenning@pdx.edu).

**Start the survey by 'clicking' NEXT below**

**Our first questions cover general opinions about the Springfield Police Department (SPD).**

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The SPD 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"/>
SPD officers are trustworthy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have confidence in the SPD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Compared to how you felt 12 months ago, would you say that your TRUST in the Springfield Police Department (SPD) has:

- Gone up a lot
- Gone up a little
- Stayed about the same
- Gone down a little
- Gone down a lot

3. **[conditional]** In the prior question you said that your TRUST in the SPD has gone **up**. What happened that led to this change?

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4. **[conditional]** In the prior question you said that your TRUST in the SPD has gone **down**. What happened that led to this change?

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5. **[conditional]** In the prior question you said that your TRUST in the SPD has **not changed**. What could the agency do, if anything, to increase your level of trust?

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6. 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 community, I would call the SPD to report it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would work with the SPD to identify a person who committed a crime in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would work with the SPD to address public safety concerns in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. The next few questions ask you to evaluate the Springfield Police Department's (SPD) work over the past 12 months. How are they doing in the following areas?

	Very Good (A)	Good (B)	Fair (C)	Poor (D)	Very Poor (F)	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"/>
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"/>

8. Did you use any of the following sources over the past 12 months to get information about public safety in Springfield?

[check all that apply]

- SPD's website
- SPD's Facebook
- SPD's Twitter
- SPD's Instagram
- Direct conversation with an SPD officer/employee
- Community meeting with a speaker from SPD
- Local TV news
- Local print newspaper(s)
- NextDoor.com
- Some other source (describe \_\_\_\_\_)

9. **[conditional]** In the prior question you said you used SPD's website in the last 12 months. How helpful was their website?

- Extremely helpful
- Very helpful
- Moderately helpful
- Slightly helpful
- Not helpful

10. SPD is working to increase transparency and communication with the community. Which of the following items would you like to see available on their website?

[check all that apply]

- Crime statistics (e.g., number of 911 calls, criminal incidents, arrests)
- Crime maps (e.g., maps showing location of 911 calls, criminal incidents)
- Online crime reporting (i.e., ability to file a crime report online versus in-person)
- Upcoming events involving SPD (e.g., community meeting, coffee-with-a-cop)
- Periodic updates from SPD's Chief/Command Staff
- Periodic reports on police use of force, arrests, and/or traffic stops
- Other (describe \_\_\_\_\_)

**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 you were arrested.**

11. Did an SPD officer initiate this type of contact with you in the past 12 months?

- YES
- NO [skip to item 16]

12. We would like to ask a few questions about the police contact you just reported.

*[If you had more than one contact like this in Springfield over 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 their 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"/>

13. Taking the whole experience into account, how satisfied are you with the way the Springfield Police Department (SPD) responded to this incident?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very Dissatisfied

14. **[conditional]** Please use the space below to describe why you were **not satisfied** with SPD's handling of this incident. What could the officer have done differently?

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---

15. **[conditional]** Please use the space below to describe why you were **satisfied** with SPD's handling of this incident. What did the officer do that helped you feel OK about this interaction?

---

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**The next few questions address incidents where you were the victim of a crime.**

16. Have you been the VICTIM of one or more crimes in Springfield during the past 12 months?

- YES
- NO **[skip to item 22]**

17. Were any of these crimes, with you as the victim, reported to the Springfield Police Department (SPD)?

- YES
- NO **[skip to item 22]**

**We would like to ask a few questions about the most recent crime that was reported to the SPD where you were the victim.**

18. Did you talk to an SPD officer IN-PERSON (face-to-face) about the crime you experienced?

- YES
- NO

	YES	NO	Not Applicable
Did the officer arrive in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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 treat you with respect?	<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 or someone else from SPD follow up with you later about this incident?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Taking the whole experience into account, how satisfied are you with the way the Springfield Police Department (SPD) responded to the most recent crime you experienced?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very Dissatisfied

20. **[conditional]** Please use the space below to describe why you were **not satisfied** with SPD's handling of this incident. What could the officer/employee have done differently?

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21. **[conditional]** Please use the space below to describe why you were **satisfied** with SPD's handling of this incident. What did the officer/employee do that helped you feel OK about this interaction?

---



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22. Were the following CRIMINAL OFFENSES a problem in Springfield over the past 12 months?

	Not a Problem	Minor Problem	Major Problem	Don't Know
Larceny-theft (shoplifting, motor vehicle theft)	<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"/>
Violent crimes (assault, robbery, stalking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual crimes (rape, sexual abuse)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Property damage (graffiti, vandalism, arson)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hate crimes (crime 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"/>
Crimes involving fraud or deception (computer scam, forgery, identity theft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human trafficking-prostitution (forcing someone to work, engaging in sex for money)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crimes against public order (noise, disorderly conduct, harassment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug offenses (manufacturing, distributing, possession or use of drugs like meth, heroin, or cocaine)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Were the following TRAFFIC OFFENSES a problem in Springfield over the past 12 months?

	Not a Problem	Minor Problem	Major Problem	Don't Know
Running red lights; stop signs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Failure to yield at intersections; traffic circles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distracted driving (phone calls, texting)	<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"/>
Speeding in school zones	<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"/>
Driving under the influence (DUI) of alcohol, marijuana, or other drugs	<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"/>

The next few questions address how safe you feel in Springfield.

24. Please use the map below to identify the region where you currently live.

- Central Springfield
- Downtown
- Gateway
- Glenwood
- Jasper-Natron
- North Springfield
- South Springfield
- Thurston
- West Springfield
- I live outside Springfield
- I prefer to not answer



25. How safe would you feel walking alone in your neighborhood: during the daytime?

- Very Safe
- Safe
- Neither Safe nor Unsafe
- Unsafe
- Very Unsafe

26. How safe would you feel walking alone in your neighborhood: at night?

- Very Safe
- Safe
- Neither Safe nor Unsafe
- Unsafe
- Very Unsafe

27. How safe would you feel walking alone downtown Springfield: during the daytime?

- Very Safe
- Safe
- Neither Safe nor Unsafe
- Unsafe
- Very Unsafe

28. How safe would you feel walking alone downtown Springfield: at night?

- Very Safe
- Safe
- Neither Safe nor Unsafe
- Unsafe
- Very Unsafe

29. Is there an area in Springfield where you would feel UNSAFE walking alone?

- YES
- NO [skip to item 31]

30. Please 'click' on the map with your mouse or finger to identify up to three areas in the city where you would feel UNSAFE walking alone.

*[If you make mistake you can 'click' and drag the dot to the correct area. The map allows you to identify up to 3 areas.]*



31. Have any of the following situations or behaviors made you feel UNSAFE in Springfield over the past 12 months

[select all that apply]

- Abandoned/non-working vehicles parked on city streets
- Litter/trash left on the ground in public spaces
- Residential properties that are poorly maintained
- Commercial properties that are poorly maintained
- People camping/sleeping outdoors in public spaces
- People using/being under the influence of ALCOHOL in public
- People using/being under the influence of DRUGS in public
- People making noise, yelling, arguing in public
- People panhandling or asking for money in public
- Unsupervised youths in public settings
- Other

**The next few questions address recent policy changes at SPD and other programs you may have heard about.**

32. Body worn cameras are small devices that officers wear to record interactions with members of the public. As of May 2021, all SPD patrol officers are required to wear a body camera.

**Does this new policy affect how you feel about the SPD?**

- YES – I feel **better** about the agency
- YES – I feel **worse** about the agency
- NO – It has no impact on how I feel about the agency

33. De-escalation training teaches officers to communicate verbally and non-verbally to calm people down in a crisis situation. As of April 2021, SPD policy requires officers to use de-escalation techniques whenever possible.

**Does this new policy affect how you feel about the SPD?**

- YES – I feel **better** about the agency
- YES – I feel **worse** about the agency
- NO – It has no impact on how I feel about the agency

34. The CAHOOTS program (Crisis Assistance Helping Out On The Streets) shifts some crisis calls in Springfield to a health care team rather than sending a police officer.

**Does the police department's partnership with CAHOOTS affect how you feel about the SPD?**

- YES – I feel **better** about the agency
- YES – I feel **worse** about the agency
- NO – It has no impact on how I feel about the agency

35. Community service officers (CSOs) do not carry weapons or make arrests and they wear a different uniform than police officers. They respond to non-emergency calls (e.g., reports of stolen property, parking complaints) to supplement the work done by police officers. SPD currently has three CSOs working patrol.

**Does the police department's use of CSOs affect how you feel about the SPD?**

- YES – I feel **better** about the agency
- YES – I feel **worse** about the agency
- NO – It has no impact on how I feel about the agency

**Our final questions are worded to mirror the 2020 Census questions. This allows us to describe the people who completed the survey and make comparisons to Springfield's Census data.**

36. What is your SEX?

- Male
- Female
- Prefer to not answer

37. What is your AGE?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or older
- Prefer to not answer

38. 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
- Prefer to not answer

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

- YES
- NO
- Prefer to not answer

40. How long have you lived in Springfield?

- Less than 5 years
- 5 to 9 years
- 10 to 19 years
- 20 or more years
- NEVER**
- Prefer to not answer

41. Please use the space below if you have additional feedback to share with the Springfield Police Department.

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**THANK YOU FOR COMPLETING THE SURVEY**

The survey findings will also be posted on SPD's website sometime in early 2022