



# Springfield Public Safety Survey 2022

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# Agenda

- Survey Methodology
- Cooperation & Trust
- SPD's Perceived Performance
- Evaluation of Contacts with SPD
- Perceived Safety
- Public Safety Problems
- Recommendations

## Two sampling procedures:

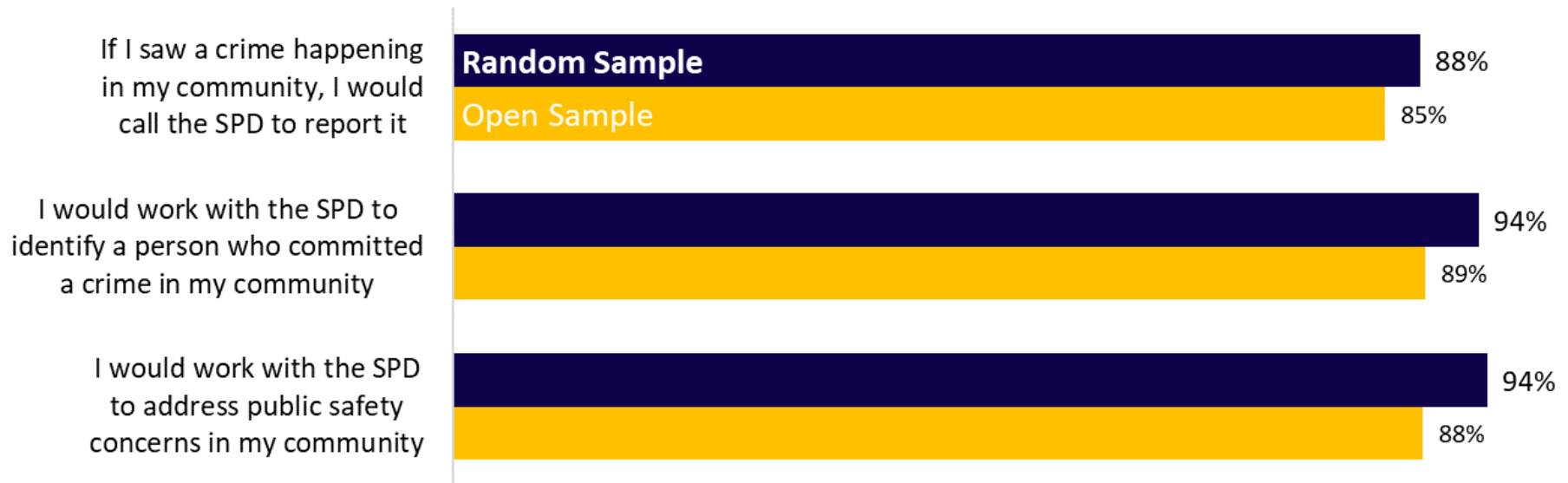
- Random sample (“gold standard”)
  - 7,500 residential addresses (39% of all households)
  - 861 usable responses (12%)
  - Greater confidence in generalizing findings to community
- Open sample
  - Solicitations through social media, SPD’s website, city council
  - 858 responses
  - Opportunity for everyone to participate

“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)

## Willingness to Cooperate with the SPD

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



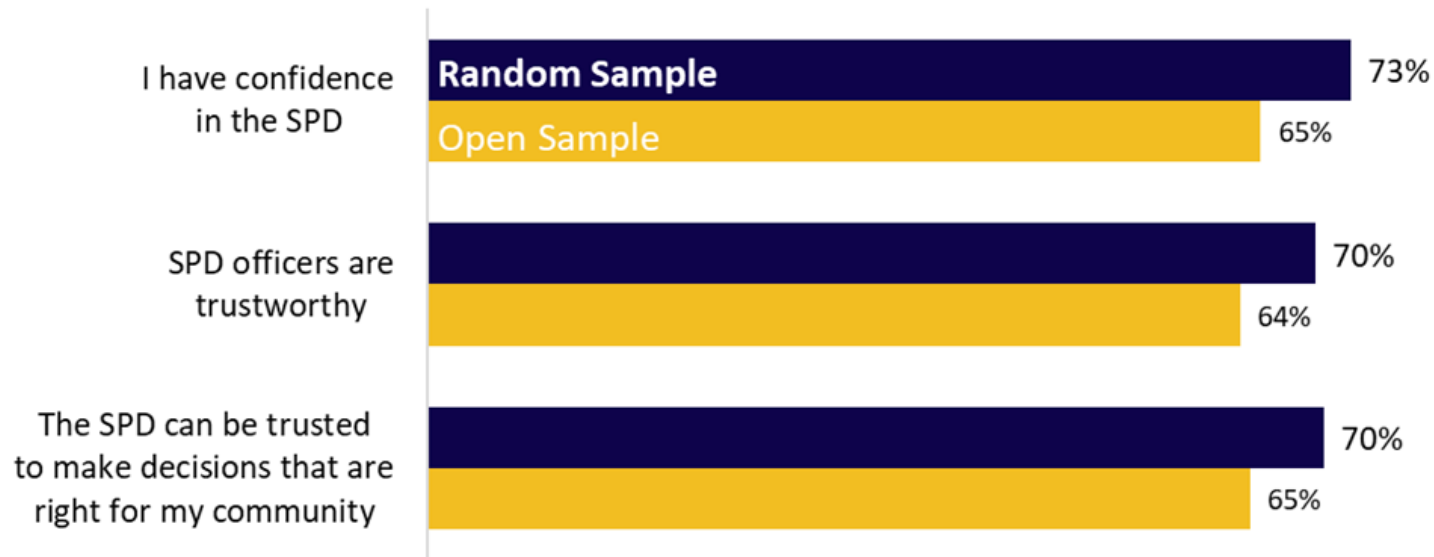
\*Remaining respondents answered "Strongly Disagree", "Disagree", or "Neutral".

Vast majority of respondents willing to cooperate with SPD

- Random > Open sample
- Younger people, newer to Springfield & recently victimized were less willing

## Trust in the SPD

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

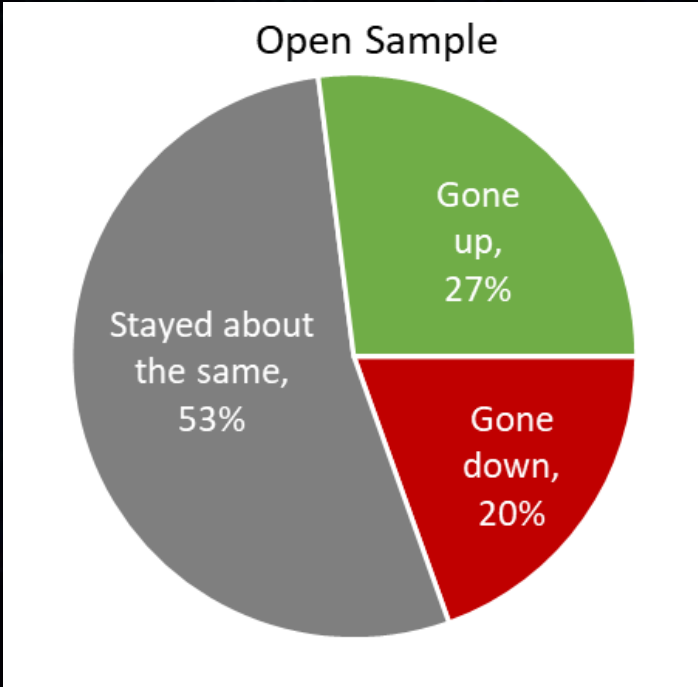
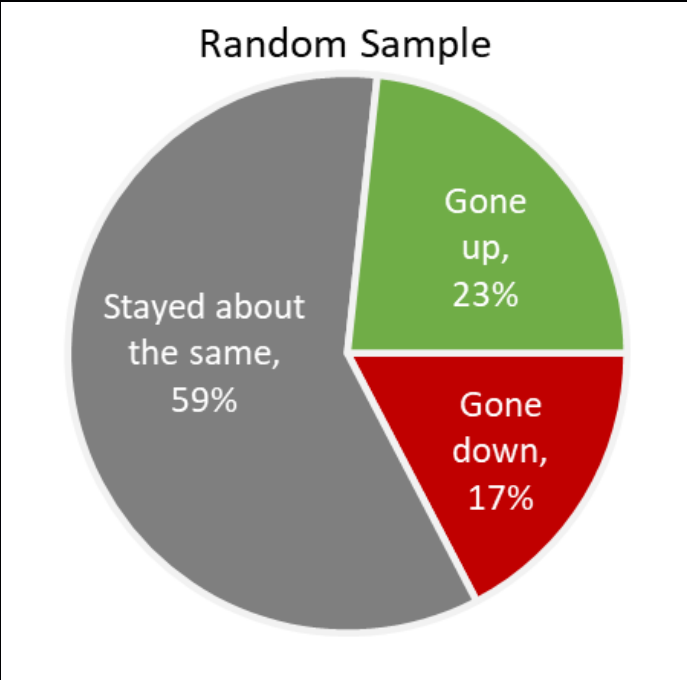


\*Remaining respondents answered "Strongly Disagree", "Disagree", or "Neutral".

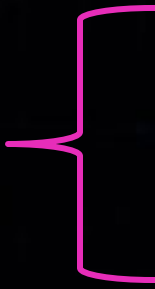
Nearly  $\frac{3}{4}$  respondents trust SPD

- Random > Open sample
- Younger people, newer to Springfield & recently victimized have less trust

# Change in Trust Over Past 12 Months



Most respondents indicate that trust in SPD has not changed



Percent indicating that trust has gone up is higher than percent saying trust has gone down

## Key Themes for Those Indicating Trust Has Changed

### Trust Decreased

- Poor Leadership
- Reduced Availability & Enforcement
- Lack of Professionalism
- Unequal Handling of Protests

### Trust Increased

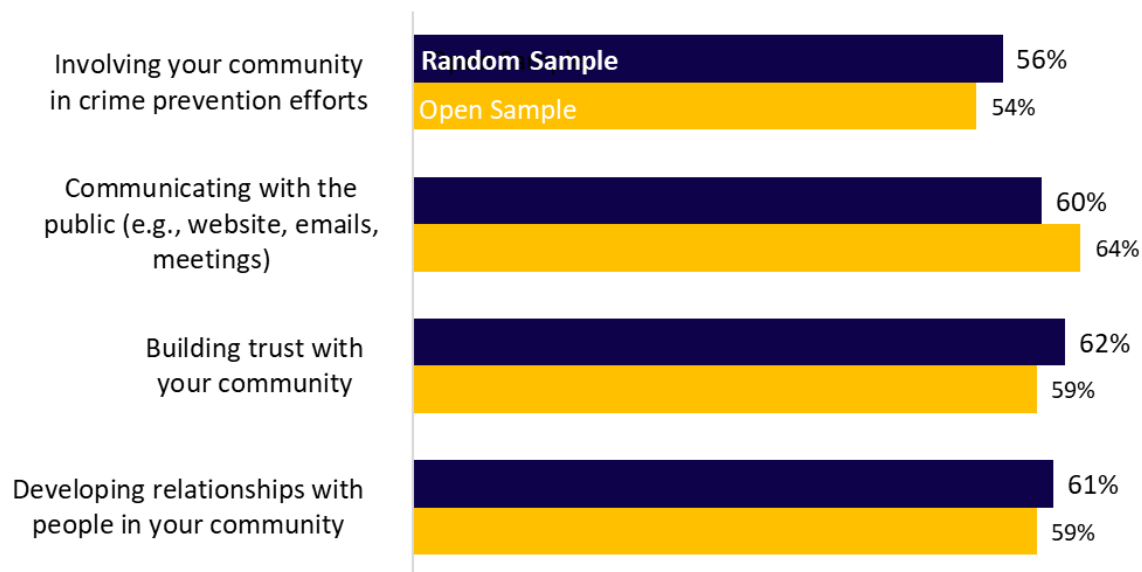
- Change in Leadership
- Increased Transparency & Openness
- Increased Community Engagement
- Increased Training & Oversight
- Increased Enforcement
- Improved Response to Social Issues
- Positive Handling of Protests

## Community Recommendations on Improving Trust

- Increase Accountability & Transparency
- Increase Community Engagement
- Improve Training & Change Culture

## SPD's Performance in Community Engagement

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



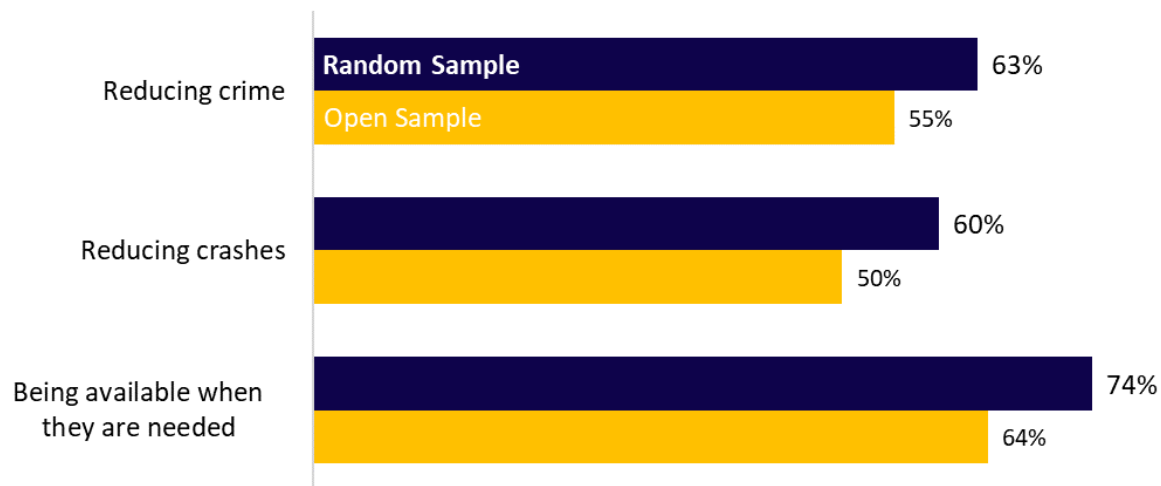
\*Excludes respondents answering "Don't Know". Remaining respondents answered "Fair (C)", "Poor (D)", or "Very Poor (F)".

Majority of respondents give SPD "good" rating for community engagement

- Many community members (12% to 37%) answered "Don't Know"
- Opportunity to improve outreach

## SPD's Performance in Managing Public Safety

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



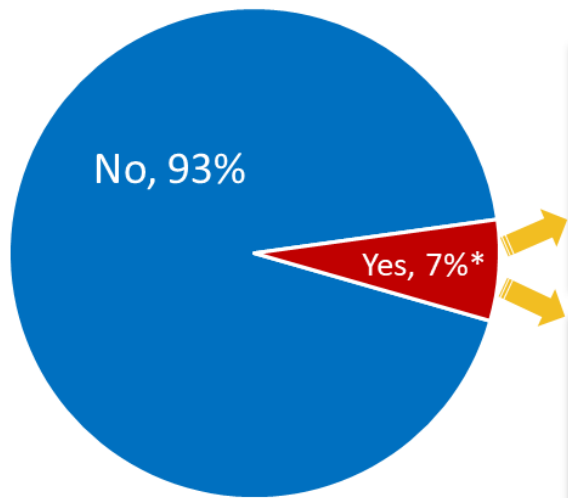
\*Excludes respondents answering "Don't Know". Remaining respondents answered "Fair (C)", "Poor (D)", or "Very Poor (F)".

Majority of  
respondents rate SPD  
positively for  
managing public safety

- Random > Open sample
- High variability of responses in Open sample

## Officer Initiated 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?

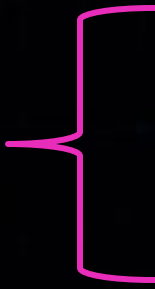


DID THE OFFICER:	Random	Open
Explain their decisions?.....	78%	66%
Show concern for your welfare?	71%	60%
Treat you with respect?.....	80%	66%
Treat you fairly?.....	84%	69%
Listen to you?.....	80%	63%

ARE YOU SATISFIED WITH SPD'S HANDLING OF THIS INCIDENT?		
Dissatisfied.....	24%	37%
Neither satisfied/dissatisfied....	7%	7%
Satisfied?.....	70%	56%

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

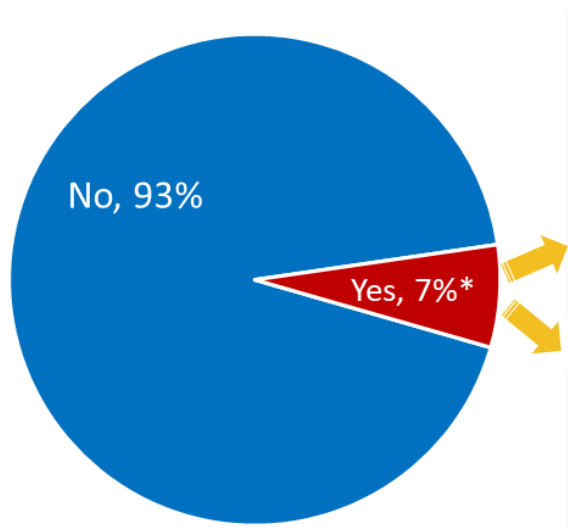
Majority of respondents satisfied with SPD's overall handling of incident



- Majority of interactions perceived as positive for elements of procedural justice (PJ)
- More PJ behaviors = greater overall satisfaction

## Contact with Victims

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



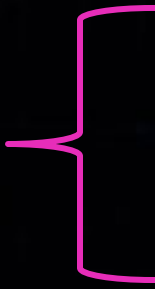
*\*Percentage based on combined sample (N = 1,587). Includes 7.3% of respondents from random sample (n = 60) and 6.1% of respondents from open sample (n = 47).*

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%

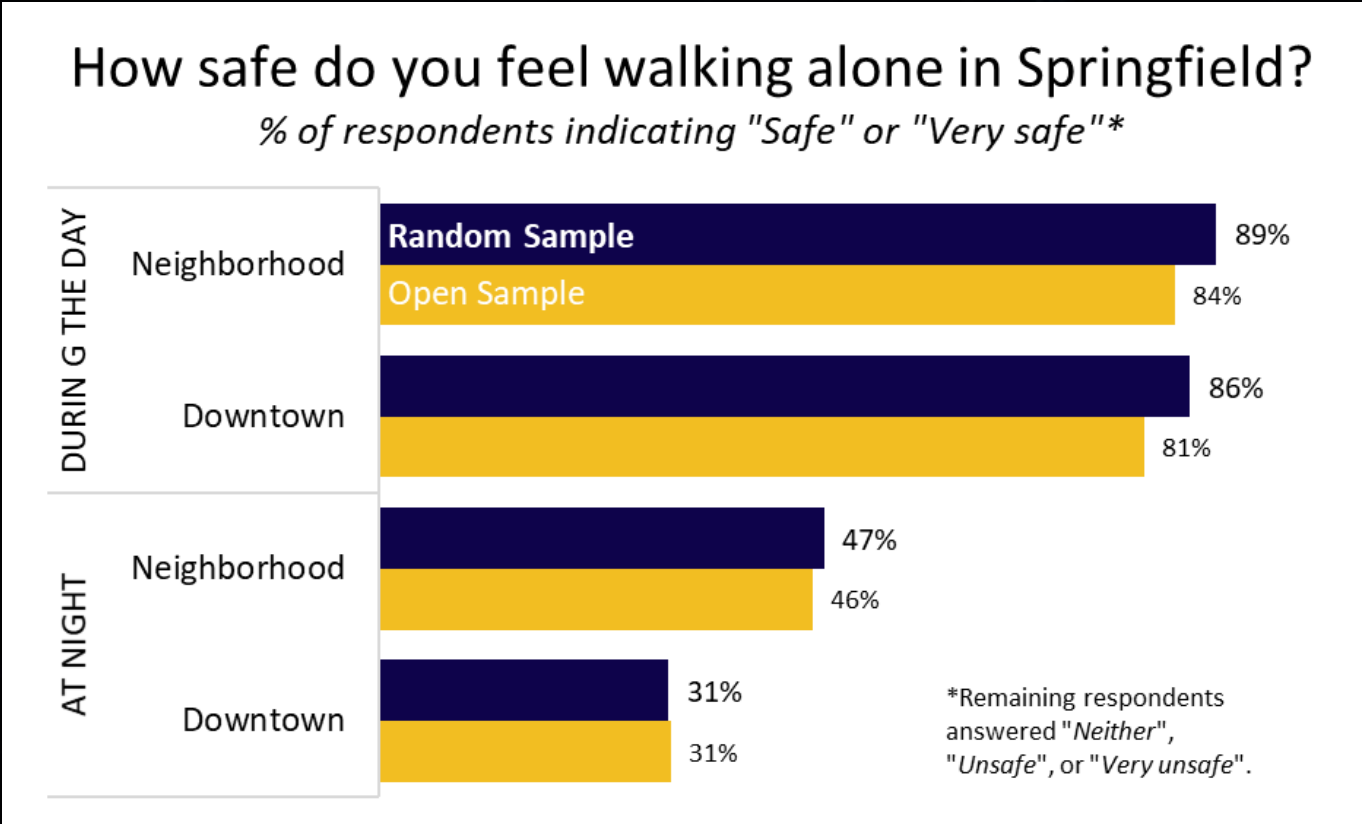
*<sup>a</sup>Follow-up by officer or someone else from SPD.*

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

> 2/3 victims satisfied with SPD's overall handling of incident



- Majority of interactions perceived as positive for elements of PJ
- More PJ behaviors = greater overall satisfaction
- Lack of follow-up lowest rated item

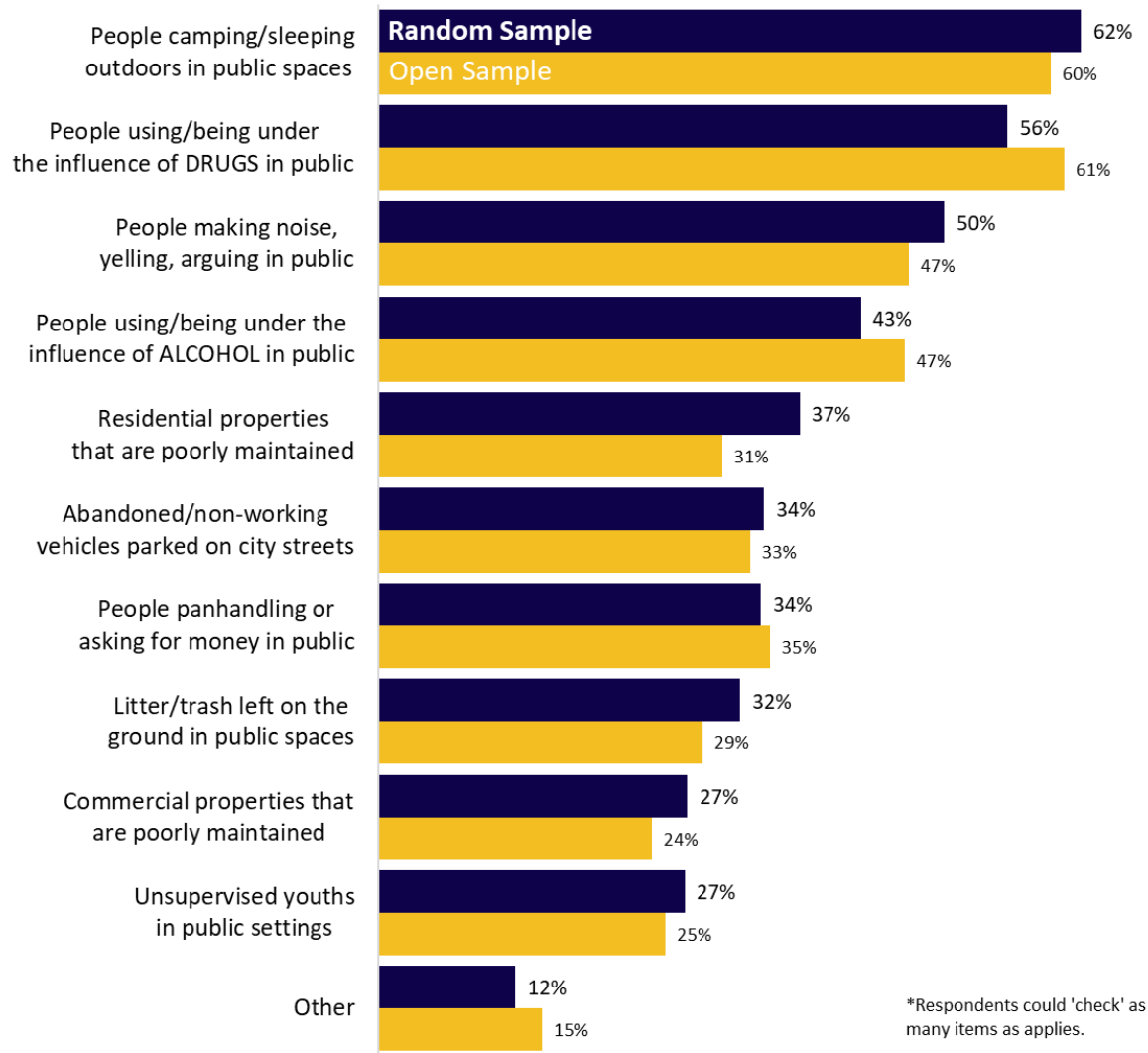


Majority of respondents  
feel safe during the  
daytime; Many feel unsafe  
at night

- Common finding, although drop at night is quite high

# Perceived Safety

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

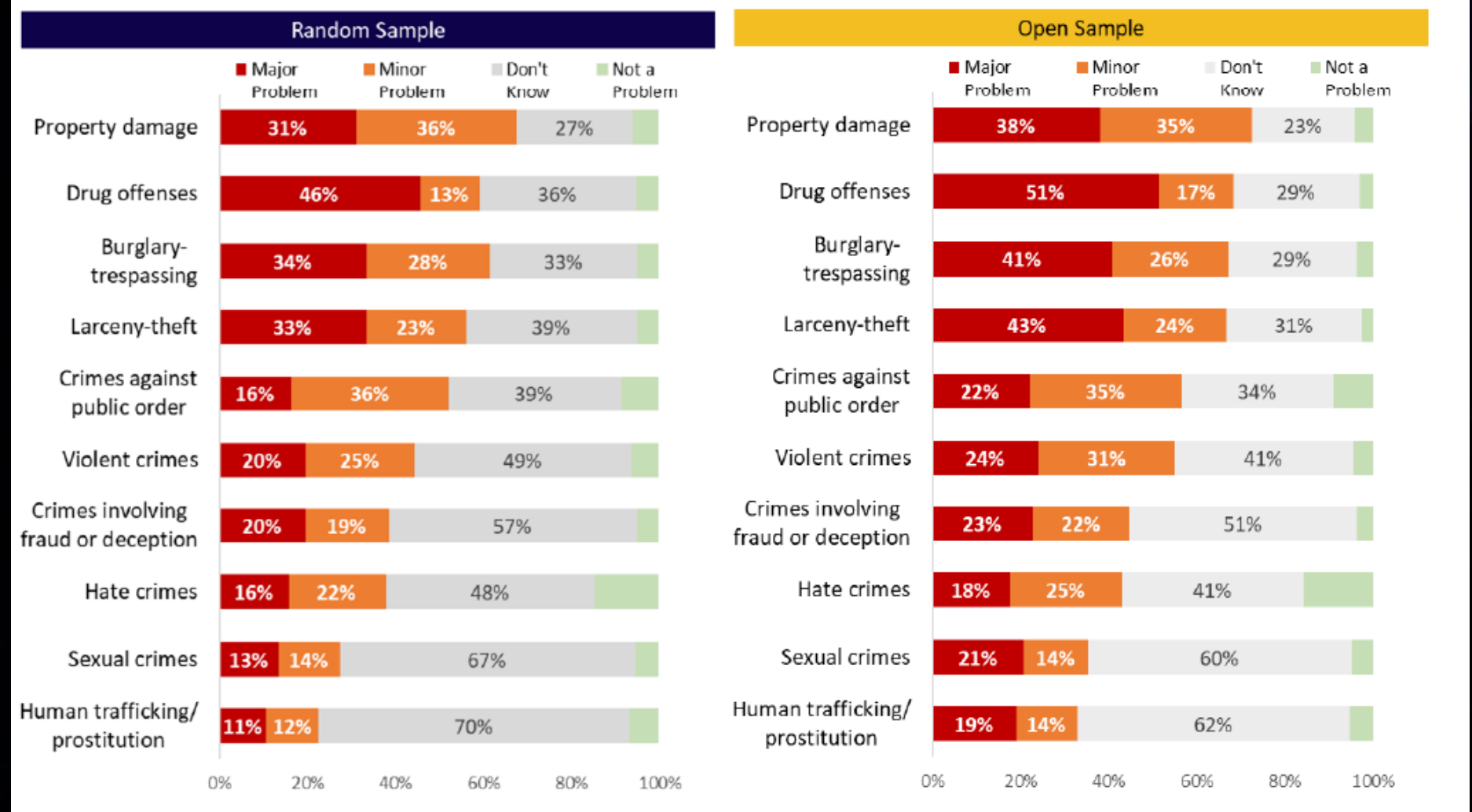


\*Respondents could 'check' as many items as applies.

Factors  
Associated  
with  
Perceived  
Safety

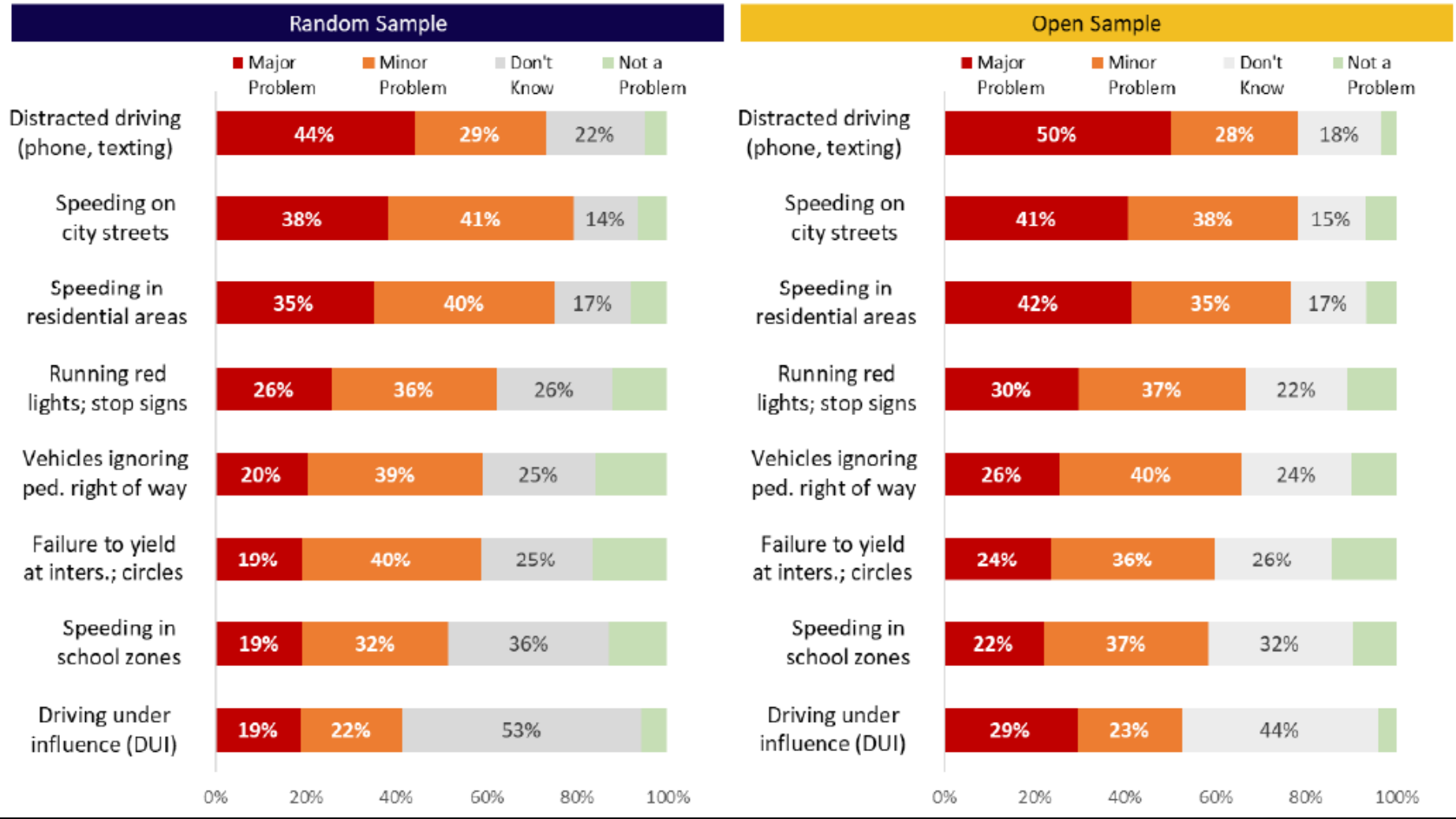
# Public Safety Problems: Criminal Offenses

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



# Public Safety Problems: Traffic Offenses

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



# Key Recommendations

- Expand community engagement efforts to all groups but provide particular attention to marginalized populations, newer residents, and younger audiences

Respondent whose trust had increased:

*The community outreach both over social media, and the coffee events are creating an inclusive and caring community that involves LEA as a part of this process and it is greatly appreciated*

Respondent whose trust stayed the same:

*Support our BIPOC community members by engaging in public discussions around equity in policing.*

# Key Recommendations

- Expand community engagement efforts to all groups but provide particular attention to marginalized populations, newer residents, and younger audiences

## Advice from narrative comments:

- Increase use of social media
- Make concerted effort to inform public of policy changes such as de-escalation training and BWCs
- Continue outreach to traditional community groups
  - Several comments supported the importance of this to community members
- Increase outreach to marginalized groups, make public aware of these efforts
  - A number of comments stressed the importance of outreach to marginalized groups, and wanted transparency in how this is being done

# Key Recommendations

- Continue/expand efforts at addressing social disorder, if possible, increase utilization of non-traditional methods

## General comment:

*My husband and I made the choice to move from Eugene to Springfield because of the deterioration of Eugene and their refusal to work on the problems in an effective fashion. I was encouraged that the SPD works closely with the community to keeps us all safe our community prospering.*

## General comment:

*I encourage the continued use, (expansion, if possible) of the CSO and CAHOOTS programs as those personel are doing valuable jobs that do not require the services of sworn officers and, in the case of CAHOOTS,, those folks have specialty training in areas of mental health that actually have them better qualified than most sworn officers.*

# Key Recommendations

- Continue/expand efforts at addressing social disorder, if possible, increase utilization of non-traditional methods

## Advice from narrative comments:

- Community wants reductions in quality of life/social disorder but is conflicted on the best approach
  - Concerns around police reducing enforcement efforts
  - Concerns around police increasing enforcement efforts
  - Broad agreement that CAHOOTS and similar resources are helpful

# Key Recommendations

- Identify creative ways to improve follow-up

Respondent whose trust had decreased:

*...I am also seeing crime increase and hearing that there is no real follow through, aside from taking a report of the incident.*

Respondent whose trust had 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.*

# Key Recommendations

- Identify creative ways to improve follow-up

Possible mechanism for improvement:

- Utilize CSO's and/or community volunteers for follow-up on online reports (i.e., crime prevention, outreach, provide information on status of case)
- Highlight follow-up efforts as a part of increased community engagement
- Highlight limitations to follow-up efforts
  - Do not overpromise – make clear certain crimes are not followed up on if this is the case

# Key Recommendations

- Continue to emphasize traffic safety

Respondent whose trust had decreased: General comment:

*...Never see the police anymore doing traffic stops, working hightraffic/speeding corridors...*

*Could a traffic "only" department be developed, like that other non-violent department? Police presents calms traffic and the drivers between Pioneer Pkwy and Eugene on Centennial is outrageous at times, especially when new school terms start...*

# Key Recommendations

- Continue to emphasize traffic safety

## Advice from narrative comments:

- Community is concerned about traffic safety but is conflicted on the best approach
  - Some want increased enforcement
  - Some want alternative methods (non-police traffic units/engineering/cameras)
  - Smaller group does not want increased enforcement

# Thank You!



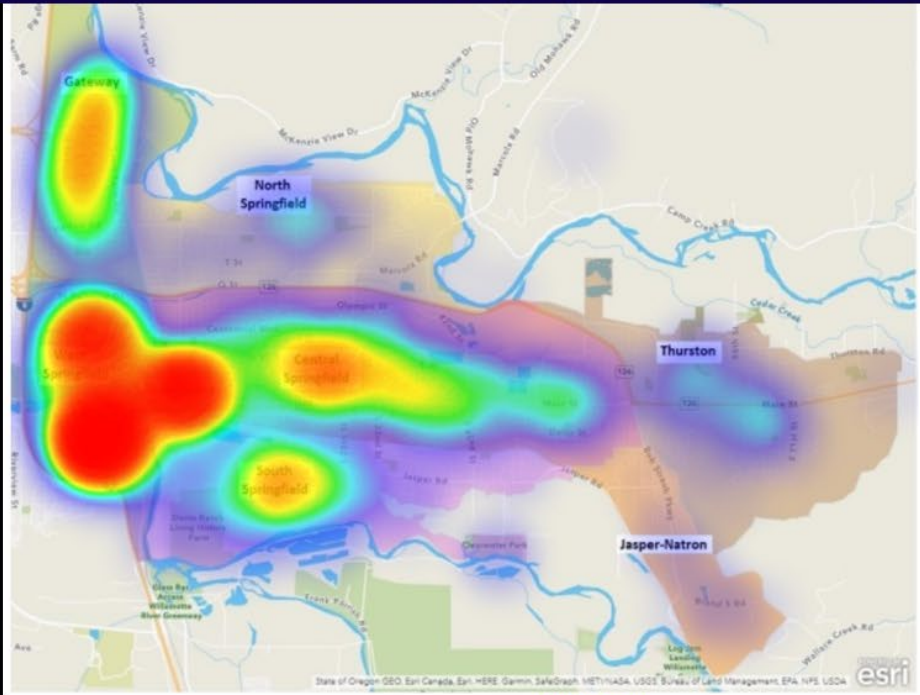
Questions?

## 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

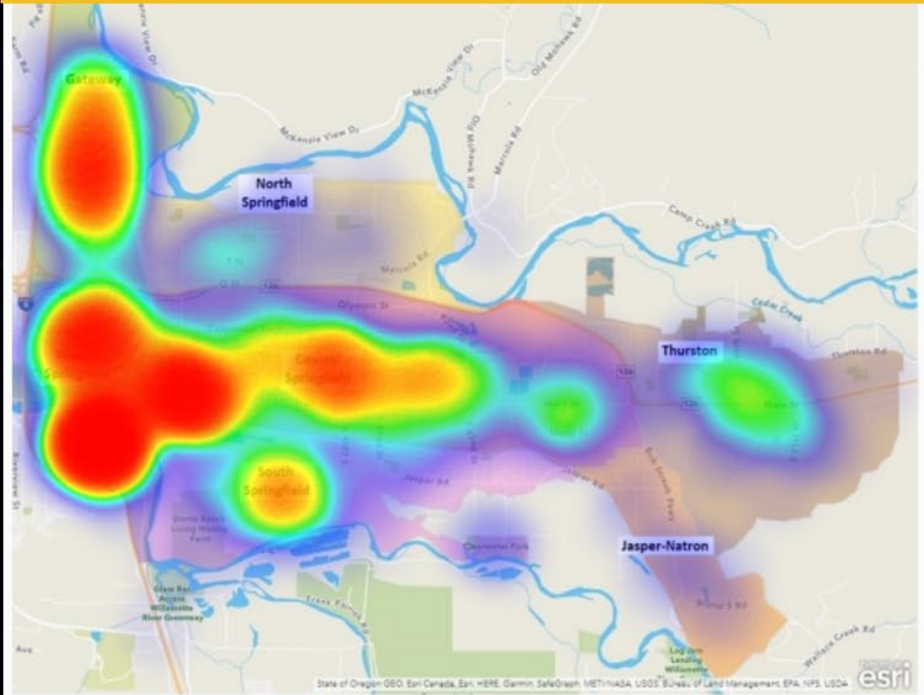
### Random Sample

(67% answered "yes" generating 1,255 'clicks' on the map)



### Open Sample

(71% answered "yes" generating 1,206 'clicks' on the map)



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

# Key Recommendations

- Expand community engagement efforts to include more audiences
- Continue/expand efforts at addressing social disorder – Social disorder was a major concern for respondents, however, there were differences in opinion on how to accomplish this. Focusing on creative solutions, such as CAHOOTS and the use of CSO's, may prove valuable.
- Identify creative ways to improve follow-up – very few respondents reported follow-up. This may damage satisfaction.
- Continue to emphasize traffic safety – Again, there was disagreement with how to accomplish this but there was also consensus that traffic safety was an issue. Emphasize procedural justice in traffic stops and explore creative ways to improve traffic safety (i.e., use of non-police resources, use of automated systems etc.).

*“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.”*

*"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."*

*"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 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 SPD's 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."*

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*“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..”*

*“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.”*

*“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.”*

*“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.”*

*“Profiling is a big issue and it needs strong attention in all departments worldwide. From my encounter in this city, it definitely needs attention.”*

*“Estoy satisfecho como trabaja el SPD”  
[I am satisfied with how the SPD works.]*

*“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.]*