



**2023 COMMUNITY ATTITUDES REGARDING
PUBLIC SAFETY IN BEND, OREGON
KEY FINDINGS REVIEW
CITY COUNCIL WORK SESSION APRIL 5, 2023**



INTRODUCTION



Bend Police Department Staffing as of last quarter of 2022

- 98.5 Sworn Officers (108.5 Authorized Sworn, including 5 over-hire sworn positions)
- 33 Civilian Employees (41 FTE Authorized)

City of Bend Demographics as of July 2021

- Estimated 102,059 residents
- Sixth-largest city in Oregon

Portland State University Survey Scope

- Conducted during November and December 2022
- 10,000 Households Randomly Selected Statistically Valid Survey, 14% response.



Police Chief Advisory Council member perspective

Hans Jorgensen, PCAC Member

- Community Voice 10,000 households – 1500 respondents
- Right resource/responder
- Service Levels – goal of maintain or improve.
- Staffing Strategy – Non-Sworn/Sworn Metrics 2.4/3.4 vs 1.0/1.4 – Goal of 1.2 by end of biennium

Laura Winberry, PCAC Member

- The Guiding Principles of Focus: Overlap between equity and partnership
- Need for problem-centric support for houseless/homeless community members
- Need for building trust with marginalized communities
- Goal over next 2 years with PCAC



TRUST IN THE POLICE

Trust in the BPD

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



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

- Eight out of ten (79%) respondents indicated that the BPD was trustworthy.
- Eight of ten (78%) respondents indicated that they have confidence in the BPD.
- Three quarters (75%) of respondents agreed or strongly agreed that the BPD can be trusted to make decisions that are right for their community.
- 16% of respondents said their trust in the BPD increased over the past 12 months. 8% of respondents reported a decrease in trust.



CHANGE IN TRUST

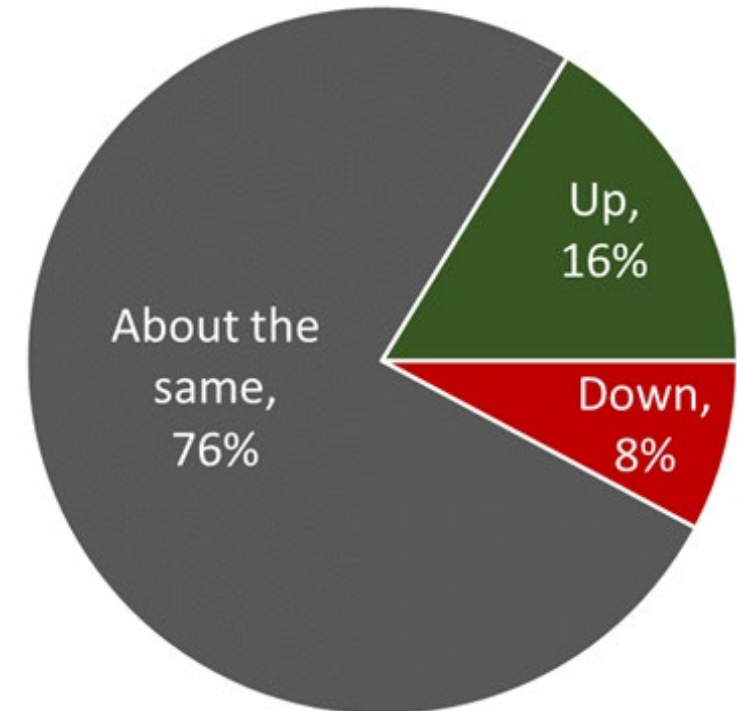
“What happened that led to this change?”

Simply knowing that trust increased or decreased is insufficient. It is essential to know why trust changed.

- Individuals (217 out of 250) who indicated that their trust increased provided responses.
 - Response to High-Profile Incidents
 - Professionalism and/or Performance
 - Visibility and/or Speed of Response
 - Community Policing / Outreach Efforts
- Individuals (109 out of 115) who indicated that their trust decreased provided responses.
 - Quality of Life Concerns
 - Crime Concerns
 - Professionalism and/or Performance
 - Treatment of Marginalized Communities

Trust in the BPD

Compared to 12 Months Ago





COOPERATION WITH THE POLICE

Willingness to Cooperate with the BPD

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



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

- The vast majority of respondents indicated a willingness to cooperate with the BPD.
- 96% said they would contact the BPD if they saw a crime happening.
- 96% said they would contact the BPD if they were the victim of a crime.
- There was a statistically significant increase in residents' willingness to cooperate with the BPD between the 2021 and 2023 surveys.



TREATMENT DURING POLICE CONTACTS

“A growing body of research finds that direct interactions with officers heavily impact the public’s perceptions regarding police legitimacy.”

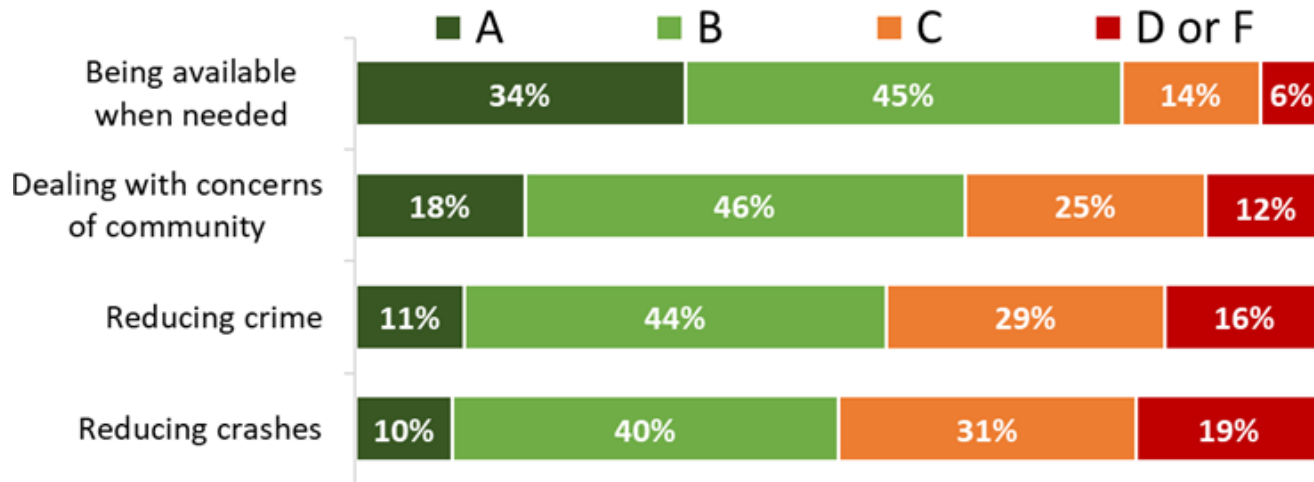
- Respondents contacted by the BPD said the Officer explained their decision(88%), showed concern for their welfare (86%), treated them with respect (96%), treated them fairly (91%), and listened to them (93%). (Procedural Justice)
- Crime victims who had direct contact with the BPD rated them lower than those contacted by the BPD on factors such as treating them with respect (83% vs. 96%) or showing concern (78% vs. 86%).
- 81% of those contacted by the BPD were satisfied, while 68% of those reporting recent victimization were satisfied.



PERFORMANCE IN PUBLIC SAFETY

BPD's Grades for Managing Public Safety

(Excludes respondents answering "Don't Know")



- The majority of respondents rated BPD positively for being available (79%), dealing with community concerns (64%), and reducing crime (55%).
- About half of the respondents (50%) felt the BPD was doing a good job reducing traffic crashes.
- Concerns about quality of life and growth in Bend appear to be negatively impacting perceptions about the BPD's management of public safety.

PERFORMANCE IN COMMUNITY ENGAGEMENT



- The majority of respondents rated the BPD as “good” or “very good” in metrics capturing police-community engagement.
- Ratings on these items improved from the 2021 Community Attitudes survey.
- Non-White/Hispanic respondents rated the BPD’s recent community engagement efforts less favorably than White respondents.

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





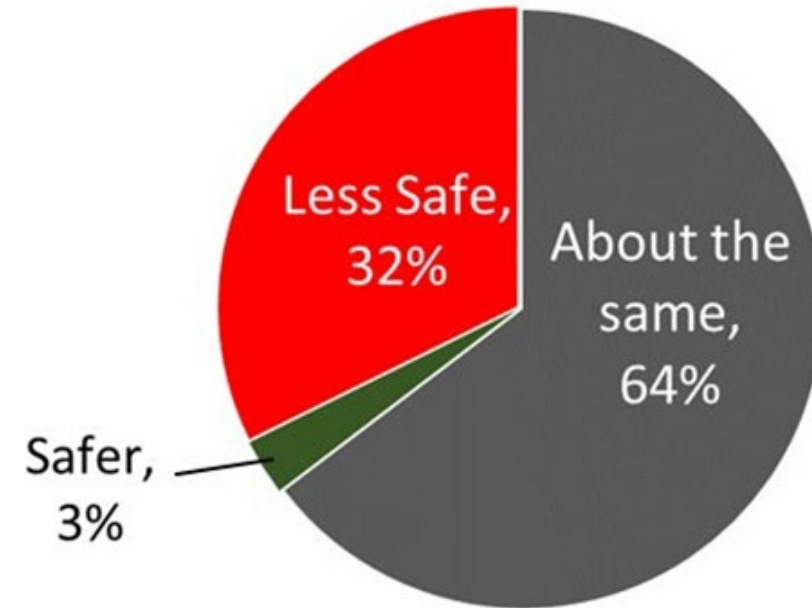
PERCEPTIONS OF SAFETY

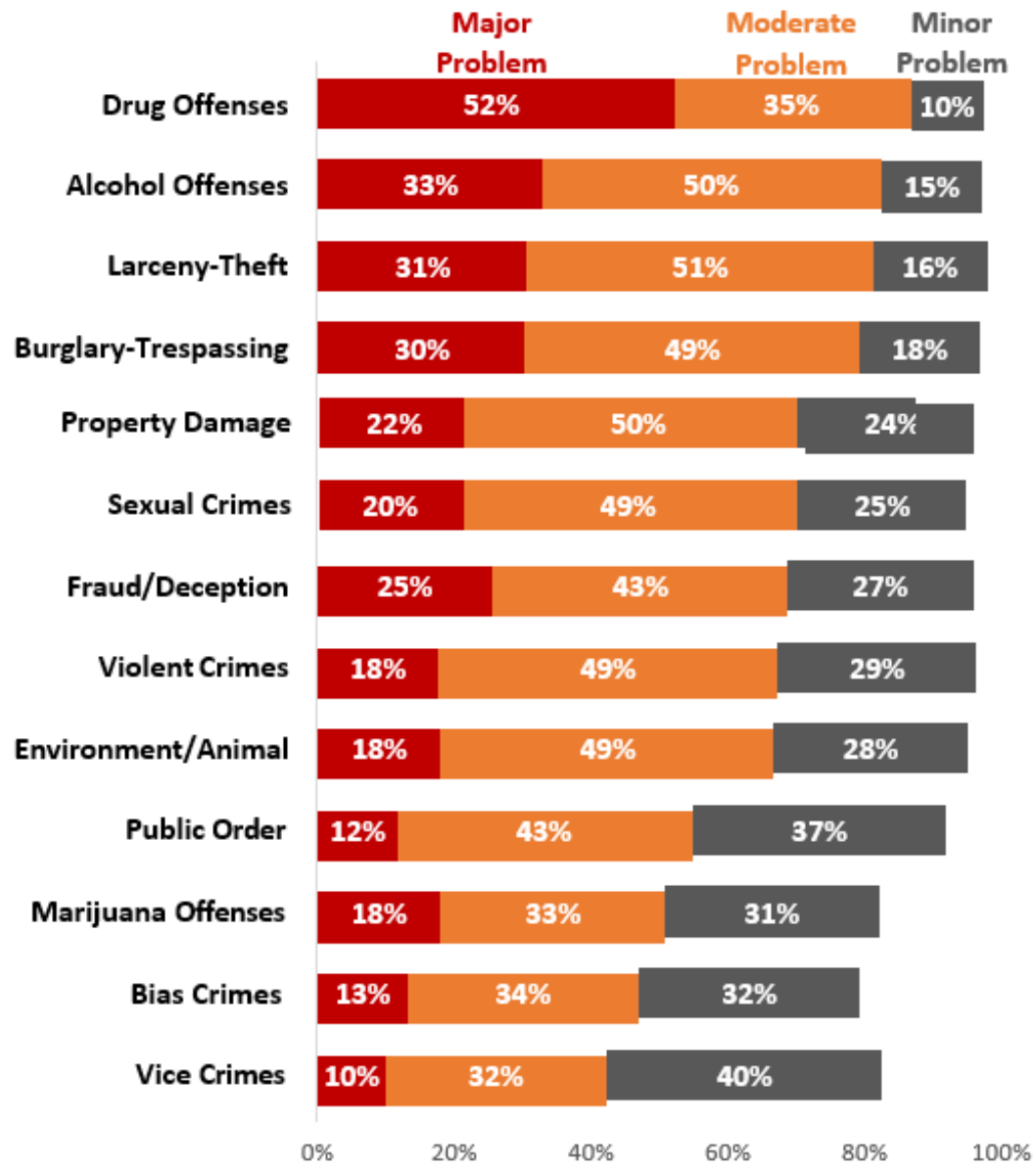
“How safe do you feel walking alone in your neighborhood, city park or downtown?”

- Respondents report feeling safe in their neighborhood during the day (97%) and at night (73%).
- Perceived safety was noticeably lower at night, particularly for city parks (48% report feeling “Safe” or “Very Safe”) and downtown (54%).
- Nearly a third of respondents (32%) reported that their perception of safety decreased in the last 12 months. In contrast, only 3% felt their safety had improved.
- Women report lower levels of perceived safety in all locations.

Changes in Perception of Safety

Compared to 12 Months Ago

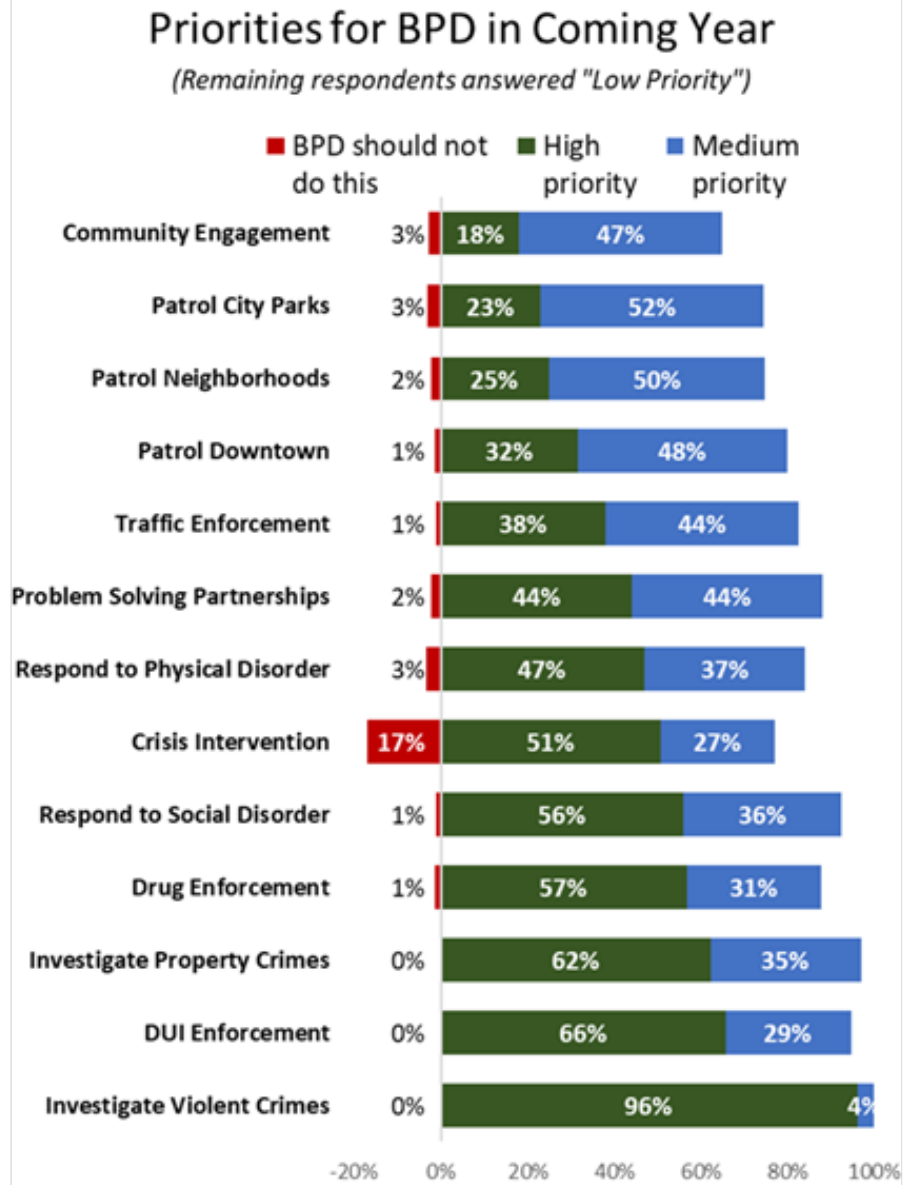




PUBLIC SAFETY CONCERNS



PUBLIC SAFETY PRIORITIES





- One year review – delivered **61,172** messages to our community
- Began with CAD Acknowledgement, CAD Delayed for calls for service
- Added Victim acknowledgement, notifications for arrests and investigation updates to open cases
- Surveys currently in use are CAD Responder Survey and Victim Case Survey

We have received a 15% survey completion rate for a total of 3,344 survey responses from community members who have directly received service from Bend PD members.

SURVEY RESPONDENTS

RESPONDENTS

3,344 +3,344

DID YOU RECENTLY CALL THE BPD?

99%

YES

1%

NO

DID YOU HAVE DIRECT CONTACT, BY PHONE OR IN PERSON, WITH A BPD POLICE OFFICER OR COMMUNITY SERVICE OFFICER?

80%

YES

20%

NO

DURING YOUR INTERACTION WITH THE BPD POLICE OFFICER OR COMMUNITY SERVICE OFFICER, WERE YOU REFERRED TO FILE YOUR REPORT ONLINE?

12%

YES

88%

NO

SPDR TECH





SPDR TECH

THE OFFICER LISTENED TO ME.



2297 TOTAL ANSWERS

THE OFFICER TREATED ME WITH RESPECT.



2297 TOTAL ANSWERS

THE OFFICER TREATED ME FAIRLY.



2297 TOTAL ANSWERS

THE OFFICER COMMUNICATED CLEARLY.



2300 TOTAL ANSWERS



THE OFFICER PROVIDED USEFUL INFORMATION.

4.62
OF 5

2294 TOTAL ANSWERS

THE OFFICER HELPED RESOLVE THE PROBLEM.

4.32
OF 5

2285 TOTAL ANSWERS

OVERALL, HOW SATISFIED WERE YOU WITH BPD'S
RESPONSE TO YOUR RECENT CALL?

4.59
OF 5

2299 TOTAL ANSWERS

DID YOU FIND THIS ELECTRONIC CORRESPONDENCE
HELPFUL?

87%
YES

13%
NO



QUESTIONS