

Community Attitudes Regarding Public Safety in Bend, Oregon (2025)

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

Key Findings

- Three quarters of the respondents surveyed said they trust the BPD, expressed confidence in the agency, and believe they make choices that are right for the community.
- Most respondents (81%) said their trust in the BPD was unchanged from the prior year. Slightly more people said their trust increased as compared to decreased.
- Nearly all of the respondents said they would call the BPD to report a crime occurring in their neighborhood or they would report a crime to the agency if they were victimized.
- The majority of respondents rated the BPD as doing well at being available when needed, addressing community concerns, and reducing crime. Fewer rated them positively at reducing traffic crashes in the city.
- The majority of respondents rated the BPD as "good" or "very good" in metrics capturing police-community engagement.
- Most (70%) of the respondents who experienced an officer-initiated contact were satisfied with the incident. Satisfaction with police contacts among crime victims was lower and declined from prior years.
- Most respondents feel safe in their neighborhood during the day (96%) and at night (77%).

Introduction

The Bend Police Department (BPD) provides the city of Bend with 24/7/365 policing services. In the last quarter of 2024, the BPD was budgeted for 113.5 sworn officer positions and 43 civilian employees distributed across four major divisions: Patrol, Investigations, Business Management, and Support. The city had an estimated 104,089 residents as of July 2024 ([Population Research Center](#)). Bend is currently the sixth-largest city in the state and has grown at faster pace than most Oregon cities.

The City of Bend collaborated with Portland State University (PSU) to conduct public safety surveys in [2017](#), [2019](#), [2021](#), and [2023](#). The current report documents the findings from the 2025 survey (see [Appendix A](#) for a summary of the survey methodology). The city uses these surveys to guide new public safety initiatives and monitor community sentiment regarding the agency.

Periodic assessment of public attitudes regarding the police and public safety is consistent with recommendations from the [President's Task Force on 21st Century Policing](#). While trust in law enforcement has improved nationally since 2023 ([Gallup](#)), it remains low by historical standards. Despite relatively low confidence levels, policing remains among the most trusted institutions, trailing only the military and small businesses in Gallup's recent polling.

The current survey was conducted during November and early December of 2024. Twenty thousand households were randomly selected to receive the survey, and nearly 10% completed the online form (see [Appendix A](#) for survey methodology, [Appendix B](#) for invitation materials, and [Appendix C](#) for the survey form). The survey addressed nine general research topics:

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

The report concludes with a summary of findings and recommendations.

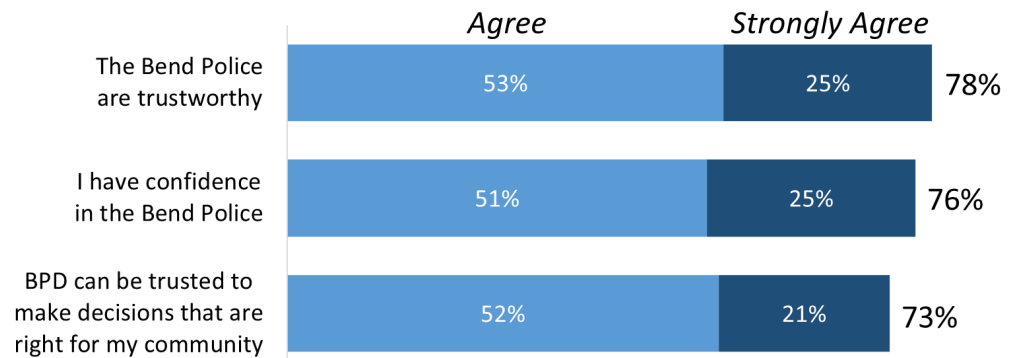
Trust in the Police

Summary

- Eight out of ten respondents find the BPD trustworthy and express confidence in the agency.
- Seven in ten respondents trust the BPD to make decisions that are right for their community.
- Trust in the BPD is largely consistent across different demographic groups (e.g., sex, race/ethnicity, region of the city, and the number of years lived in Bend).

“Trust between law enforcement agencies and the people they protect and serve is essential in a democracy. It is key to the stability of our communities, the integrity of our criminal justice system, and the safe and effective delivery of policing services.”
(21st Century Policing)

Trust in the BPD*



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

As indicated in the quote above, public trust is critical to the effective functioning of law enforcement agencies. Consistent with this, the BPD prioritizes community engagement to maintain trust, and the agency has been systematically measuring trust through biennial surveys since 2017. In addition to these measures, the agency has added a contact survey that is delivered automatically at the conclusion of calls. While no system is perfect, and measuring the trust of marginalized groups is difficult, these systems provide a robust means of measuring community sentiment toward the agency. The current survey measured respondents' trust in the BPD using three statements (see chart above).

Consistent with prior surveys, a large majority of respondents agreed or strongly agreed with the three statements addressing trust. This includes 78% of respondents who agreed that the Bend Police are trustworthy, 76% who had confidence in the Bend Police, and 73% who agreed that the BPD can be trusted to make decisions that are right for (their) community. All three of these figures represent slight decreases over the responses from the [2023 community survey](#) (79%, 78%, and 75%, respectively), although none of the differences reached "statistical significance" (see note below).

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

As per the note below, statistical testing was conducted using the 2025 survey's mean trust score to identify differences across groups of people, geographies, and past survey years. The detailed statistical findings are presented in [Appendix D](#).

Note: The terms "significantly", "statistical significance" and "statistically higher/lower" are used in this report to identify potentially meaningful differences between groups of people or survey years on the different measures used. Specifically, some of the questions on the survey are answered using a Likert scale that lists a range of options. For example, when assessing trust in the BPD (e.g., "The Bend Police are trustworthy"; "I have confidence in the Bend Police"; BPD can be trusted to make decisions that are right for my community"), respondents rate their level of agreement using a response scale ranging from (0) *Strongly Disagree* to (4) *Strongly Agree*. The numbers associated with each label allow us to calculate a mean or average score for each person across the items comprising each scale. This allows us to compare average scores for things like trust across different demographic groups, people with a recent BPD contact (or not), and survey years (i.e., 2021 vs. 2023). Statistical testing helps to differentiate between a mean score difference that represents a "true finding" versus a difference that could have resulted from a random sampling error. In most cases, due to the large sample size involved, we set our tolerance level for reporting statistical significance at $p < .001$. In theory this means that there is less than a .01% chance that a difference between groups could be due to sampling error.

Male and female respondents reported a similar level of trust in the BPD (i.e., no significant difference). Nor did trust differ as a function of race/ethnicity, how long the respondent had lived in Bend, or the region of the city where they lived. Trust in the police did differ by age, with respondents aged 18 to 44 and 45 to 64 expressing significantly less trust in the BPD than respondents aged 65 and older. It is worth noting that the [2021](#) and [2023](#) surveys found a similar pattern, with lower trust among younger respondents.

The next set of analyses assessed whether people who had been victims of a crime in the past 12 months had a lower or higher mean trust score than people without recent contact. We found that recent victims of crime as a group had a significantly lower level of trust in the police than people who were not victimized.

A final analysis compared the mean trust scores of respondents from the 2025 survey with those from the [2017](#), [2019](#), [2021](#), and [2023](#) reports. This analysis revealed that the mean trust score for survey respondents was significantly higher in 2019 than in other years. More recently, trust has fluctuated with a low in 2021 before rebounding in 2023 and then falling slightly in 2025.

CHANGE IN TRUST

Added in 2023, this question is relatively new to the survey. The hope was to learn more about change in trust. To accomplish this, respondents were asked:

Compared to how you felt 12 months ago, would you say that your TRUST in the BPD has ____.

- Increased a lot
- Increased a little
- Stayed about the same
- Decreased a little
- Decreased a lot

As shown in the chart to the right, the majority of respondents (81%) indicated that their trust in the BPD was unchanged. Eleven percent of respondents answered increased, either a little or a lot, and 8% said their trust declined. Ideally, more respondents will gain trust in the BPD than lose trust. This result follows on the heels of the 2023 survey where 16% had increased trust and 8% had lost trust.

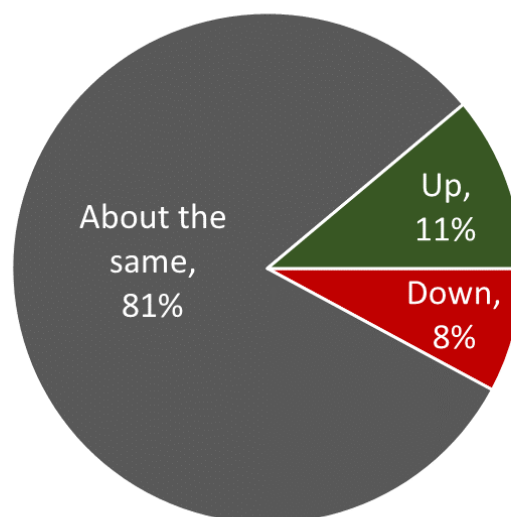
One critical difference between this survey and more traditional public opinion research was the intention to collect actionable information. Simply knowing that trust increased or decreased is insufficient. It is essential to know why trust changed. While anecdotal in nature, this information can provide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

To capture this information, individuals who expressed an increase or decrease on the prior item were asked, “*What happened that led to this change?*” One hundred and eighty-seven individuals who indicated that their trust **increased** over the past 12 months provided a text response. Individuals who indicated that their trust **decreased** provided 134 responses. The responses were analyzed to identify the prevailing themes. In some cases, a given response could trigger multiple themes.

INCREASED TRUST

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

Trust in the BPD Compared to 12 Months Ago



Enhanced Responsiveness and Presence (73 responses)

Many survey participants whose trust in the BPD had increased cited increased visibility and/or a timely response to incidents. After reviewing all the comments, it appeared that these respondents felt the BPD was responding more quickly and efficiently to issues that concerned them. They also appreciated the police's responsiveness to relatively small issues.

Here are examples of these kinds of comments:

- *“A recent incident when I had to call the police. I wasn't expecting any help but I actually got more than I could have expected.”*
- *“Faster response time and involved more!”*
- *“I had an incident [at] my house. They responded quickly and communicated well with me.”*
- *“I see more police presence around neighborhoods.”*
- *“Responsiveness to concerns and calls for issues in my neighborhood.”*
- *“Porque veo patrullas haciendo su trabajo en la ciudad y eso da confianza” [Because I see patrols doing their job in the city and that gives confidence]*
- *“He visto muchas mas patrullas circulando en las calles” [I have seen many more patrols circulating in the streets]*

Positive Personal Interactions with Officers (59 responses)

This category was often driven by individuals who had contact with the BPD and reported that the officer's respectful, professional, and/or empathetic responses increased their trust.

Here are examples of these kinds of comments:

- *“An interaction between BPD and my son where he was treated firmly and fairly.”*
- *“Direct contact with officers taking reports for small crimes that we have been the victims of.”*
- *“I don't know that there's one particular thing but I've seen BPD dealing with people at the downtown library experiencing mental health problems. These police officers have been compassionate and fair-minded.”*
- *“My interaction with police personnel at Meals on Wheels as a volunteer packing meals. They are great fun to work with and it heartens me to know the agency is willing to involve itself in the community this way.”*
- *“The interactions I have had have definitely felt like I was heard, the respect as an individual was definitely noticed.”*
- *“We moved here in Jan 24. I was dubious about PD where we lived before based on public interaction (nothing related to arrest or the like). Having only interacted with BPD since Jan I have to say it's been a more pleasant experience. When having even brief interactions on the street or driving most actually look at you. And mostly either nod or even give you a small smile. It's a simple act but nice interaction that I value a lot. I suspect my answers to initial question will be higher a year from now.”*

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

Similarly, being perceived as friendly, empathetic, and compassionate seemed to influence respondents who reported increased trust. While only a selection of comments was provided in this report, several respondents reported observing BPD officers interact positively (i.e., professional, compassionate, etc.). This highlights the importance of officers' behavior in the field. Even relatively minor things, such as waving or making eye contact, influenced respondents' perceptions of the BPD.

Addressing Crime and Safety Concerns (40 responses)

This category encompassed comments regarding the BPD's efforts at addressing public concerns such as traffic safety, issues related to drug use/sales and other safety concerns. Many respondents appeared appreciative of efforts to address the homeless crisis. Issues such as traffic safety, drug use and homelessness were not the only public safety concerns mentioned. For instance, property crime was an issue for some respondents. However, these were the most prevalent concerns mentioned in this section.

The following quotes were chosen to highlight this theme:

- *“Actually pursuing DUIIs and serious crimes.”*
- *“Based on number of drug busts since I view drug related issues as the biggest problem in this area.”*
- *“Glad to see the homeless camping being addressed with the new city codes on camping. Also, I just have respect and admiration for police officers and the hard work they do.”*
- *“More drug arrests, speeding citations on 97, less homeless activity and crime in some areas.”*
- *“Response to Non-Emergency number for services related to houseless persons on private property. I appreciated that officers seemed to have compassion for these people, while also understanding it was an issue I could not ignore.”*

Leadership and Internal Improvements (22 responses)

Other respondents left comments highlighting leadership and/or improvement to the BPD's internal procedures. This includes issues such as accountability and, in some cases, simply avoiding negative incidents involving the police.

Here are examples citing improved leadership:

- *“A change in leadership and what feels to me like a more open community process has increased my trust...”*
- *“Change in command and fewer news stories of community problems with force”*
- *“More transparency and leadership have taken a bit more accountability”*
- *“The new chief seems to have a handle on things. He does his job and we have noticed more patrol vehicles driving around the city during the day and especially at night. Makes people feel safer.”*

Other people cited specific improvements or changes to laws. Here are some examples:

- *“Having community support system respond to mental health crisis.”*
- *“Them being empowered through local laws to cite homeless and campers.”*
- *“Laws passed that allow them to get homeless addicted persons into rehab and off the streets”*

Individual contacts between police leaders and community members were also cited as a positive factor in increasing trust in the agency.

Improved Community Engagement and Communication (19 responses)

Respondents to this section cited improvement to or more emphasis on community engagement. They also cited agency efforts at communicating more effectively with the public.

Examples of these comments are included below:

- *“[REDACTED] is incredible. I am impressed with how hard she works. I watch the local TV news and news websites and she does an outstanding job. She is honest, direct, and give the community important information. I hope she gets time off to take care of herself.”*

- *“I follow the police on Facebook, and I've appreciated the informative posts educating citizens about the law. I'd rather everyone be more law abiding because they understand it better than by people learning the hard way getting tickets, etc.”*
- *“Increased community communication & safer city”*

The above topics represent only the most common responses. Other factors cited by community members included topics such as increased social media, transparency, etc.

DECREASED TRUST

Respondents who indicated that their trust had fallen were also asked for feedback. These answers were coded similarly to the responses provided by above. There was substantial overlap with the previously discussed themes, with only the direction reversed.

For those who indicated a decrease in trust over the last year, the most frequently identified themes involved concerns over traffic and safety enforcement, a perceived lack of responsiveness and follow-through, and handling of homelessness and associated crimes. Less frequently mentioned concerns included department priorities, visible presence of officers, and perceptions of police accountability. These did not represent all the concerns listed but were the most common.

Traffic and Safety Enforcement (39 responses)

Traffic and traffic safety remain primary concerns for many of the survey respondents. This will be addressed in greater detail later in this report. Specific to this section, respondents listed a lack of emphasis on traffic and other safety concerns as a reason for their declining in trust.

The following quotes are illustrative of this theme:

- *“As a resident of Bend for 30+ years I have experienced our town becoming less lawful. House less individuals are impacting the livability of Bend, drivers speed and run stoplights, rules of the road are not followed by drivers and they are rarely stopped by police officers. Calls to the BPD for illicit activities in our neighborhoods are responded to by text but physical presence of BPD officers to address illicit activities seems to be passive efforts with little action taken. There seems to be little consequences for bad actors in our community.”*
- *“Care, or concern, for racing at Murphy and Brosterhaus Roads. Poor response to the danger. We need speed bumps at the bottom of Murphy Road overpass.”*
- *“I feel less safe walking in certain areas of town than I used to (under any bridges, 3rd street, Franklin, etc.)”*
- *“Lack of a police presence in town and worsening case of traffic violators getting by unchecked.”*

Note that some respondents (such as the individual in the first quote) combined several issues (i.e., issues related to homelessness, drug use, and, particularly, traffic) as a reason for deteriorating trust.

Lack of Responsiveness and Follow-Through (29 responses)

Some respondents reported frustration at delays in call responses. Others felt that issues important to them deserved more follow-through. The latter category includes issues such as not contacting the caller after an incident. This category captures these concerns. Examples of this type of comment are included below:

- *“For several years in a row, I have reported illegal fireworks, and not once have they ever communicated back to me as to what they did. Also, they have never said publicly that they have arrested anyone for the possession of your legal fireworks.”*
- *“Having called asking for help in a neighborhood situation and the cop made me feel bad for calling”*
- *“I have called Bend PD for a DV issue with a neighbor that was happening in front of their little boy. Bend PD told me they have someone headed there now. For then 30 minutes later to tell me they can't make it over here due to concerts happening even with the little boy being there...”*

- *“Take too long to show up”*
- *“Increase lack of response to calls. Specifically dealing with homeless.”*

Similar issues have been noted in past surveys and are often associated with concerns around the rapid growth in Bend and Deschutes County.

Handling of Homelessness and Associated Crime (28 responses)

There was considerable overlap between this category and concerns around lack of follow-through. While most comments expressed concerns about too little enforcement of crime associated with homelessness, several expressed concerns regarding too much enforcement.

Examples of comments focused on this concern can be read below:

- *“Asked for help from police department recently regarding a homeless man camping in our neighborhood and they would not help us but knew who he was and that he was mentally ill/dangerous.”*
- *“Concern that you are distracted with homeless and less available to the Bend citizens.”*
- *“Continued crime and homeless people living on sidewalks and underpasses.”*
- *“Implementation of camping policies has been too harsh on people living outside”*
- *“I see more and more crime going uninvestigated in my community. I see the transient population enabled and excused from following the law while hardworking people are given traffic tickets. I see Officers see drug addicts breaking the law and do nothing about it.”*

Other Concerns

Other, less frequently cited concerns have been collapsed into a final “other” category. This includes concerns about police Accountability/Transparency (18 comments) Agency Priorities, and the Visible Presence of officers (16 comments). Similar to other categories, there was overlap in many of the comments submitted.

Several comments also associated the BPD with national policing issues or local issues at other agencies.

- *“Racial discrimination, profiling and targeting of minorities when making traffic stops or issuing citations”*
- *“There have been a rash of lawsuits against the police department.”*
- *“Police do not arrest people caught committing crimes, like shoplifting, stealing from businesses, property crimes etc. they are just given citations. Crime will not stop if there are no consequences!”*
- *“Political leadership, limitations on what police officers can actually do, ie lack of response to homeless, lack of response to theft, unfriendly”*
- *“There have been multiple police shootings involving a disproportionate number of people of color with little to no acknowledgement of this bias”*

Distrust generated by issues external to the agency present a particular challenge for the agency as they have little or no control over the policy decisions driving this dissatisfaction. For example several people mentioned national policing issues and problems with other law enforcement agencies in Deschutes County.

- *“Too much politics, internal in-fighting and policy issues, disagreement, retaliation, and lawsuits. I view [NAME REDACTED] as the main instigator of internal chaos and inappropriate actions. Can't wait to see him gone!” [This comment lists a leader from another agency (i.e., not the BPD) and appears to conflate the two departments.]*
- *“General lack of trust in police nationwide”*

Assessing the generalizability of the concerns documented above is admittedly difficult. Certain community groups are hard to access via mailed surveys (e.g., no physical address, highly mobile, potential language barriers, etc.). Others are less inclined to complete surveys (e.g., lack of trust, other pressing issues, etc.).

For example, while the present survey was available in both English and Spanish, there were still difficulties obtaining a representative sample from Bend's Hispanic population. Our survey respondents were disproportionately White and older. This highlights the need for additional methodologies for capturing feedback from marginalized groups in Bend, especially those that may have greater contact with the police.

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

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

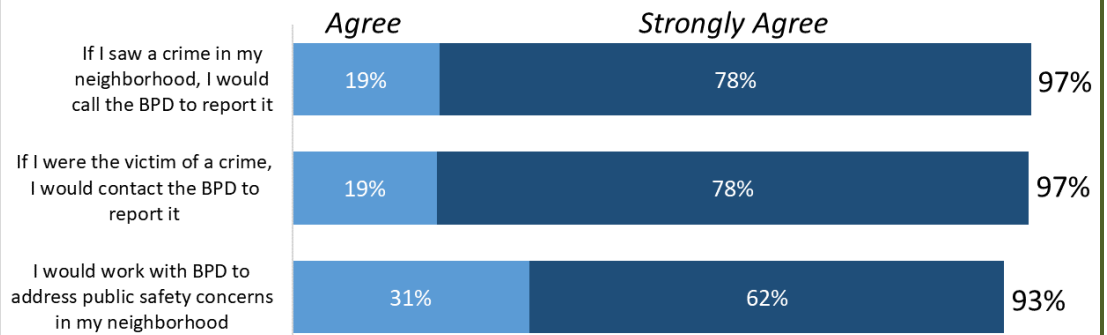
Cooperation with the Police

Summary

- The vast majority of respondents indicated a willingness to cooperate with the BPD in basic aspects of public safety management.
- Younger residents were slightly less willing to cooperate with the BPD as compared to older residents.
- Recent victims of a crime in Bend were also less likely to express a willingness to cooperate with the police.

“Community policing emphasizes working with neighborhood residents to co-produce public safety.”
(21st Century Policing)

Willingness to Cooperate with the BPD*



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

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

In the case of this year’s survey, respondents indicated very high levels of willingness to cooperate with the BPD. Over nine in ten respondents indicated that if they saw a crime happening, they would report it to the BPD (97%), would report a crime they were a victim of (97%) and would work with the BPD to address concerns in their neighborhood (93%).

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

The mean cooperation score was not significantly different when compared across gender, race/ethnicity, how long the respondent had lived in Bend, or where in Bend the respondent lived. There were differences in cooperation when comparing respondents by age, recent victimization, and survey year.

As with trust, willingness to cooperate with the BPD was inversely related with age. Individuals 18 to 44 years were significantly less willing to cooperate with the police than those aged 45 and older. Respondents who had been victims of a crime in the past 12 months also expressed less willingness to cooperate than those who had not been victimized. Finally, respondents in the current survey reported greater willingness to cooperate with the BPD than was found in the 2021 survey. The numbers for 2023 versus 2025 were largely unchanged.

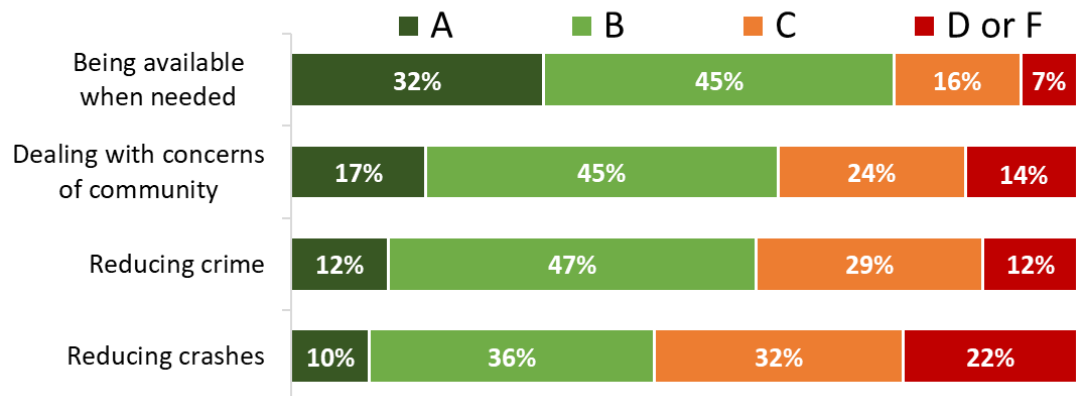
Performance in Public Safety Management

Summary

- Most respondents rated BPD positively for being available, dealing with community concerns, and reducing crime.
- Fewer respondents felt the BPD was doing a good job reducing traffic crashes.
- The mean performance rating has declined from 2019 to 2025.
- Concerns about quality of life and growth in Bend may be negatively impacting perceptions about the local police.

BPD's Grades for Managing Public Safety

(Excludes respondents answering "Don't Know")



Addressing community concerns, being available when needed, reducing crime, and reducing crashes are core functions of the BPD. To assess public perceptions of BPD's performance in these four areas over the past 12 months, we asked respondents to rate each topic using a 5-point scale: 4 "Very good (A)," 3 "Good (B)," 2 "Fair (C)," 1 "Poor (D)," and 0 "Very Poor (F)." Respondents could also answer "Don't Know" if they did not feel sufficiently informed to evaluate the BPD. These respondents were removed from the chart above, but their responses are documented in [Appendix C](#) (questions 10 to 13).

As shown in the figure above, 50% or more of respondents rated the BPD's performance as "Good (B)" or "Very Good (A)" at the first three items. This includes reporting that the BPD are good at being available when needed (77%), dealing with community concerns (62%), and reducing crime (59%). Just under half (46%) reported the BPD as being "Very Good" or "Good" at addressing traffic crashes. These findings, while positive, could be influenced by the high percentage of respondents who answered, "Don't know" when asked to rate the BPD's performance. This percentage varied between over a quarter (28%) to nearly half (47%) depending on the question (see [Appendix C](#) for more details).

Opinions on how well the BPD has performed over the last 12 months in these core law enforcement functions could vary based on a person's demographic characteristics and direct interactions with police officers. It can also vary across time (i.e., between surveys). Most studies find lower ratings of police performance among racial/ethnic minorities and younger residents. Contact with officers resulting from victimization or infractions can also result in negative evaluations of police performance, particularly if these incidents are not handled effectively.

To conduct these analyses, we computed a mean performance score using the four items. Scores on the scale range from 0 "Very Poor (F)" to 4 "Very Good (A)". [Appendix F](#) provides more detailed findings on the analysis of this scale.

No significant differences were seen in the performance ratings issued between male and female respondents, the number of years the person lived in Bend, or the location in the city where the respondent lived. Respondents aged 18 to 44 rated BPD's performance in managing public safety lower than those aged 45 and older. Similarly, Non-White or Hispanic residents rated the BPD lower, as did recent victims of crime in Bend. When examined across survey years, respondents from the 2025 survey rated the BPD's performance lower as compared to 2017 and 2019. The mean score for the 2025 survey was largely unchanged from 2021 and 2023. One hypothesis regarding these findings is that continued growth in the city is making it harder for the agency to meet the varied expectations of local residents. Growing concerns about traffic safety documented later in this report provide support for this hypothesis.

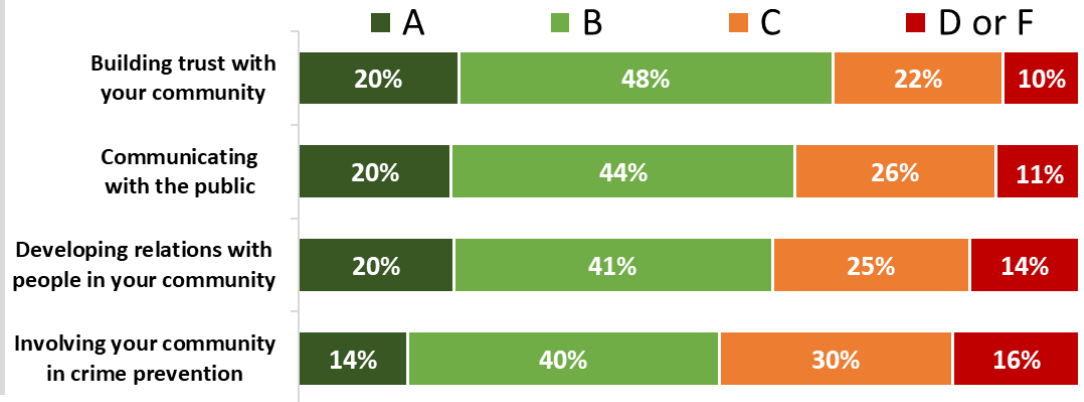
Performance in Community Engagement

Summary

- The majority of respondents rated the BPD as “good” or “very good” in metrics capturing police-community engagement.
- Younger adults reported lower satisfaction relative to individuals over 44 years age as did crime victims.

BPD's Grades for Community Engagement

(Excludes respondents answering "Don't Know")



Making continual efforts to improve community engagement will be integral to the BPD’s efforts as the City of Bend continues to grow. While the nature of this engagement is changing, in particular focusing on the use of technology to improve engagement, its fundamental importance remains. To assess the agency’s recent performance in this area, we asked survey respondents to consider four items: “Building trust with the community”, “Communicating with the public”, “Developing relationships in your community” and “Involving your community in crime prevention.” Each item was rated on a 5-point scale: 4 “very good (A)”, 3 “good (B)”, 2 “fair (C)”, 1 “poor (D)” and 0 “very poor (F).” Consistent with the prior section, respondents could answer, “Don’t Know” and we removed these responses from the chart above (see [Appendix C](#)).

Most respondents rated the BPD as doing a “good” or “very good” job in all four aspects of community engagement. This ranged from a high of 68% who thought the BPD were doing well at building trust, to a low of 54% giving them a positive evaluation for involving the community in crime prevention. Unfavorable evaluations (i.e., “poor” or “very poor”) were mixed, ranging from 10% for building trust with your community to 16% for involving the community in crime prevention efforts. A sizable proportion of the sample answered, “Don’t know”, suggesting further efforts to engage with the public and publicize the outreach already being done are needed. The percent answer, “Don’t know,” ranged from 28% to 46%, depending on the question (see [Appendix C](#)).

Mirroring the methodology detailed in the prior sections, we also assessed variability in evaluations of BPD’s community engagement as a function of residents’ demographics and by survey year (see [Appendix G](#) for details). Evaluations of BPD’s community engagement over the past year did not differ as a function of sex (male vs. female), race/ethnicity, years lived in Bend, and the location where the respondent lived. There were no significant differences based on the survey year.

Consistent with the prior sections, respondents who were younger (age 18 to 44) gave BPD significantly lower grades for the BPD’s performance. Crime victims also reported fewer positive perceptions than non-victims.

Treatment During Police Contacts

Summary

- Eight in ten respondents who were contacted by a BPD officer for some type of violation or crime said the officer explained their decision and listened to them.
- Most of those experiencing an officer-initiated contact were satisfied with the agency's handling of the incident.
- Satisfaction among crime victims who interacted with the BPD has declined since 2023.

People are more likely to comply with the law and support efforts to reduce crime when they perceive the law enforcement as legitimate and trustworthy. Moreover, a growing body of research finds that direct interactions with officers heavily shape public perceptions regarding police legitimacy. This includes officer-initiated contacts (e.g., citation, investigation, arrest) and those resulting from victimization (e.g., reporting a crime to the police).

Several elements of these interactions are particularly influential in determining how the public evaluates the police. People generally feel more positive when the officer: a) treats them with dignity and respect, b) listens to them and takes the incident seriously, c) gives them a chance to share their side, d) expresses concern for their well-being, and e) is perceived as neutral and fair when making decisions. These elements, in combination, are often referred to as procedural justice.

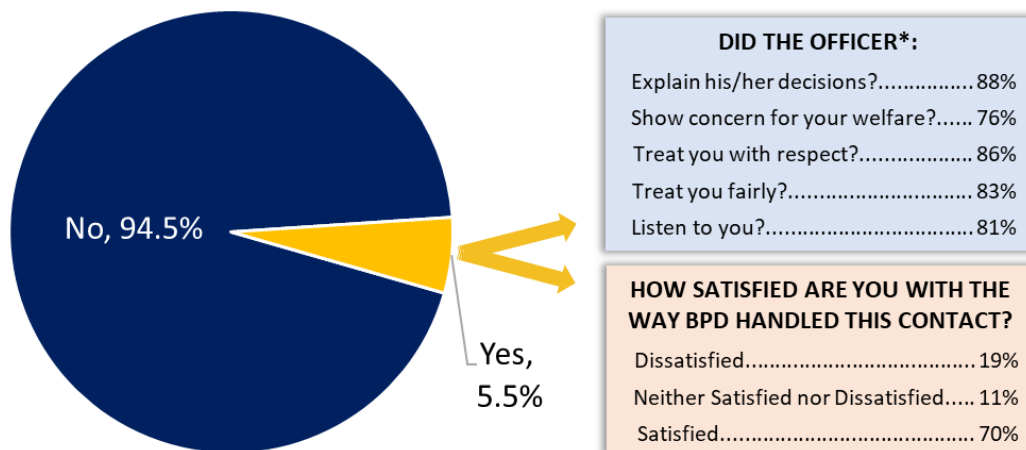
Given the importance of legitimacy for effective law enforcement, agencies are being encouraged to periodically assess police-citizen encounters for procedural justice. The BPD has taken two major steps in this regard. Starting in 2017 the agency has collaborated with PSU on the current bi-annual annual community survey. The survey asks people whether they experienced a police-initiated or victim-oriented contact with a BPD officer in the past 12 months.

Second, in April 2022, the BPD adopted a new, customer-focused software system (i.e., Versaterm Community Connect; formerly SPIDR Tech). After people contact 911 or the agency's non-emergency number, they are texted several questions concerning procedural justice. As of October 2024, this system has delivered more than 131,000 text surveys and the BPD has received consistently high marks. The results of our community survey complement these data.

OFFICER-INITIATED CONTACTS

In the current survey, we asked respondents the following question: "Were you given a warning, issued a traffic citation, interviewed as a possible suspect, or arrested by a BPD police officer in the past 12 months?" People answering "yes" were asked several follow-up questions about their interaction with the officer. The questions focused on several tenets of procedural justice. We also asked how satisfied the respondent was with the encounter as a whole. The chart below documents the findings.

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



*Percentages exclude individuals answering not applicable

Just over 5% of those surveyed (5.5%; $n = 104$) reported being contacted by the BPD in a situation such as being given a warning, issued a citation, being interviewed as a possible suspect, or being arrested. This is comparable to the survey from 2023 (5.1%). In nearly 8 out of 10 contacts, the respondent indicated that the officer adhered to the guidelines for a “procedurally just” interaction. This includes listening to the person (81%), treating the person fairly (83%), treating the person with respect (86%), showing concern for the person’s welfare (76%), and explaining their decisions (88%). Consistent with the research and theory on procedural justice, the officers’ approach to these encounters appears to have affected residents’ final assessment of the encounter: 70% reported that they were “Satisfied” to “Very Satisfied” with how the BPD handled the incident.

It is also worth noting that two of the individual items (i.e., listened, treated with respect) this year were rated significantly lower ($p < .05$) than the 2023 survey. The global satisfaction rating among respondents also declined (81.1% to 70.2%), but this may reflect variability attributable to random sampling (see [Appendix H](#)).

Respondents who indicated they were satisfied or dissatisfied with the encounter were given the opportunity to provide open-ended feedback. Satisfied individuals provided 63 responses that we analyzed to identify recurring themes. Four main themes were identified: 1) Professionalism and Respectful Conduct, 2) Clear Communication and Legal Education, 3) Receiving a Warning Instead of a Citation for Minor Offenses, and 4) Empathy and Understanding in Challenging Situations.

Satisfied - Professionalism and Respectful Conduct (38 comments)

Many respondents commented on how the officer’s respectful and/or professional conduct helped facilitate to contact, even in situations resulting in a ticket or other sanction. Here are examples of comments when the officers’ perceived professionalism positively influenced the respondent’s satisfaction with the encounter.

- *“I was stopped for illegal use of my cellphone. It cost me \$265 and that was a fair punishment for a stupid and dangerous action. The officer could not have been more professional and patient. His action taught me an important lesson and for that I am grateful.”*
- *“Officer [REACTED] was very nice in explaining while I was not speeding, I was. School had JUST started in again. I promised to watch for that and did indeed inform my workers and family of what happened and they needed to slow down. Nice guy. Honor to his profession.”*
- *“The officer was respectful and fair and was able to explain why I was being given a ticket.”*

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

Satisfied - Clear Communication and Legal Education (24 comments)

Several respondents appeared to value the officer taking the time to explain the rationale behind the contact and/or provide a legal explanation. Examples of such comments include:

- *“I did something wrong. I did not know it was wrong, but he educated me. I think he was annoyed at the beginning of the encounter, but gentled as he realized I was ignorant, not a scofflaw. His acceptance of my apology for my transgression, and his not demeaning me or trying to make me feel worse about it was helpful. I used the situation as an opportunity to share with others who are new to Oregon that laws are quite different from other places in the US, and we need to educate ourselves. I hope officers also realize that many folks are visiting Bend or have moved here recently, and ignorance rather than defiance may be at play when laws are violated. It makes a difference.”*
- *“Kind, explained the process, made me feel like I was heard and that I would be taken care of”*
- *“We had a short march where amplification was used. The officer called and said it exceeded the noise ordinance. We stopped using it at that event and at subsequent events. The officer read the specific city ordinance and made it very clear what we were in violation of that was very helpful.”*

Given the challenge police have managing public events, the last comment is heartening. While not always possible, explaining relevant laws and the rationale behind contacts can help members of the public understand that contacts, while not always pleasant, are occurring due to legal infractions and/or other legitimate reasons.

Satisfied - Receiving a Warning Instead of a Citation for Minor Offenses (19 comments)

Several respondents appreciated a warning, particularly when they were in violation of a law, they were not aware of or their action was unintentional. This category does present a challenge, as several respondents clearly appreciated the warning. However, comments in other sections have stressed the need to engage in more enforcement related to traffic safety issues. Managing these conflicting mandates is likely challenging for police.

Examples of comments from this theme include:

- *“I was issued a warning and educated about the traffic law that I had no knowledge of.”*
- *“I was in the roundabout at Reed market and 15th. There was heavy traffic and a lady standing at the crosswalk to cross the street. I was afraid to stop as the traffic was moving too fast. The officer stopped me for not stopping for the pedestrian. But understood why I didn't. I was afraid the big truck behind me would not stop from me. The pedestrian was safe on the curbside and hadn't entered into the crosswalk. I received a warning and the officer was very nice.”*
- *“Received a warning instead of a citation for speeding in an area that recently lowered the speed limit. Officer was understanding.”*

Satisfied - Empathy and Understanding in a Challenging Situation (13 comments)

Several respondents expressed gratitude when officers empathized with their circumstances.

Examples include:

- *“I was rushing my sick dog to the vet, and completely forgot about slowing down at Caldera high school zone (especially since there are no flashing lights like most of the other school zones). He let me go with just a warning since I was trying to get my dog to the vet quickly.”*
- *“I made a left turn against signage. There was no traffic at all in any direction and I considered it a totally victimless crime. No one was put at risk. Obeying the signage would have required several blocks of maneuvering. I explained this to the officer and he gave me a warning. I think he listened.”*

Dissatisfied Respondents (24 comments)

Respondents who were dissatisfied with their officer-initiated contact were also allowed to provide open-ended comments regarding the encounter. Twenty-four respondents left such feedback. The most common theme (6 of 24 comments) related to concerns regarding a focus on ticketing. Other themes that emerged more than a couple of times included perceptions of aggressive behavior (4 comments) and concerns regarding racial profiling (3 comments – however, one was by a satisfied respondent who was afraid she was treated well due to her race and/or gender). Because of the small number of comments and lack of an emergent theme, examples of these comments are provided together:

- *“He could have given me a warning instead of a citation. I have never been in trouble with the law, nor had a traffic citation since I was 16 years old and it was a minor traffic violation that I honestly did not know was against the law. He should have given me a warning.”*
- *“I got a traffic citation for entering a bike lane too early to turn, I did not endanger anyone, yet that was the rationale for the citation. There were no bikers or pedestrians anywhere nearby. It was a ridiculous citation and waste of everyone's time. While all of this was happening a homeless transient literally stole my lunch at Chipotle.”*
- *“Didn't need to be so harsh.”*
- *“I told the truth, and unfairly and unjustly racially profiled”*

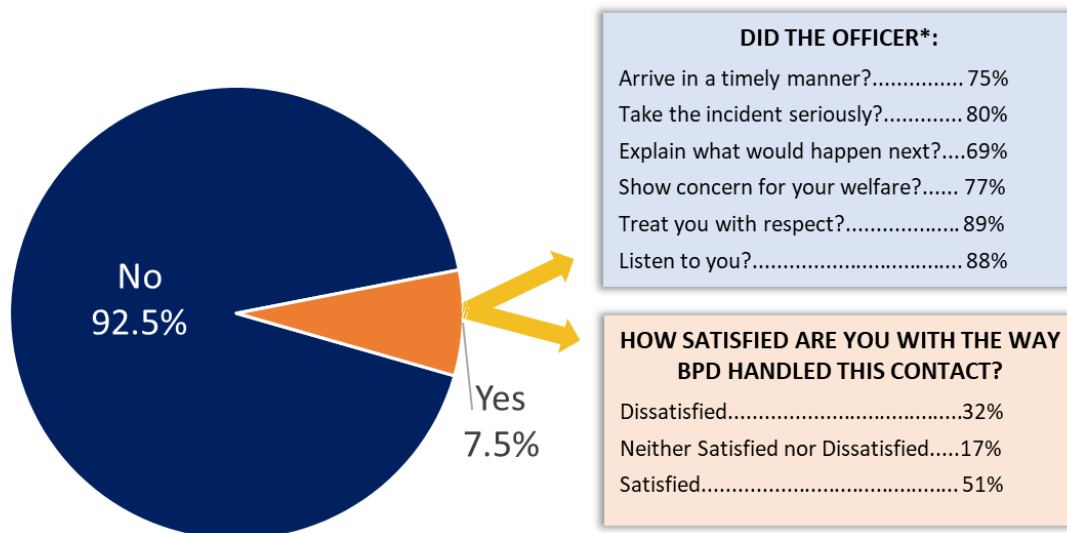
As mentioned earlier, the comments provided were from a tiny portion of survey respondents and generalizing them more broadly to the community would be inappropriate. That said, they provide concrete examples of how specific individuals felt when interacting with the police.

VICTIM CONTACTS

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

While 144 individuals reported a recent victimization, only a portion had direct contact with a BPD officer (n = 89). The latter group was asked questions similar to those above. The graphic below displays their answers. Most of the respondents indicated that the officer interacted in a procedurally-just manner by listening to them, treating them respectfully, and taking the incident seriously. Despite this, only one-half (51%) of the victims were satisfied with the BPD’s overall handling of their crime report. Moreover, as shown in [Appendix H](#), several metrics appear to have declined significantly from the 2023 survey. This includes a significantly smaller proportion of people saying the officer listened to them and took the incident seriously, and fewer people were satisfied with the agency’s overall handling of their report (68% vs. 51%).

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



*144 survey respondents reported being a victim of crime. Of these, only 108 (75%) chose to report the incident to BPD. Among these, 89 spoke directly with an officer. Only the latter respondents were asked about their interactions with the officer. Percentages reported also exclude individuals who indicated, "Not Applicable."

People who reported a crime to the BPD in the past year were given the opportunity to provide open-ended feedback. Individuals who were satisfied with the agency’s handling of their report left 46 comments, while those who were dissatisfied left 29 comments.

For satisfied respondents, themes such as “Timely Response and Follow-Up” (30 responses), and “Clear Communication and Transparency” (17 responses), were the most common themes. Below are examples of responses left by individuals who expressed **satisfaction** with the BPD:

- “I feel like they did their job in a timely manner”
- “Incident was a parking lot hit and run. Initially I reported online but got a follow up call that was not required. He was all the responsive things community would want done.”
- “Police responded quickly to the situation. They had great communication keeping me updated and an officer met me at work to deliver my stolen wallet.”
- “Good communication”

- *“I was a victim of identity theft. The BPD took a report and were transparent about the likelihood of catching cyber criminals (not very likely). The BPD heard my frustrations and guided me toward next steps.”*

Individuals who were **dissatisfied** with the BPD focused on other issues. The predominant theme among these responses was “A Perceived Lack of Priority for Certain Crimes” (26 responses). Below are examples of these responses:

- *“The officer receiving the report was initialing respectful and sympathetic. After speaking with a superior, however, he made it known that the report of a crime would be treated as an incident report and no further investigation would occur.”*
- *“Took well over an hour for a response. Felt like the officers were mostly annoyed by requesting to have a person trespassed from our business.”*
- *“I would rather have had an officer come to the scene instead of being told to file an online report (business mailbox pried open and mail stolen, including tax payments) checks were used to print fake checks and were cashed - 5000.00”*

These are examples of some of the most common themes. They often boiled down to one of three factors:

1. A lack of follow-up or prosecution – some commentators felt that the crimes they were victims of deserved a more extensive law enforcement response.
2. Officer demeanor – some responses noted that officers appeared annoyed or otherwise unhappy to be responding to the incident.
3. Issues with online reporting – These comments were often associated with issue number one; however, several specifically mentioned dissatisfaction with having to use the online reporting system.

This frustration presents a real challenge for the BPD. When viewed broadly, Oregon is among the least policed states in the nation (when measured by officers per 1000 residents). Specific to the BPD, a recent [staffing study](#) found the agency likely needed to add officers (see this [Quarterly Update](#) for more information). However, budget realities and access to training may make it difficult to add a large number of officers quickly. Managing this mismatch, likely through the use of technologies such as online reporting, while maintaining the BPD’s historically high levels of public satisfaction will be challenging.

Perceptions of Safety

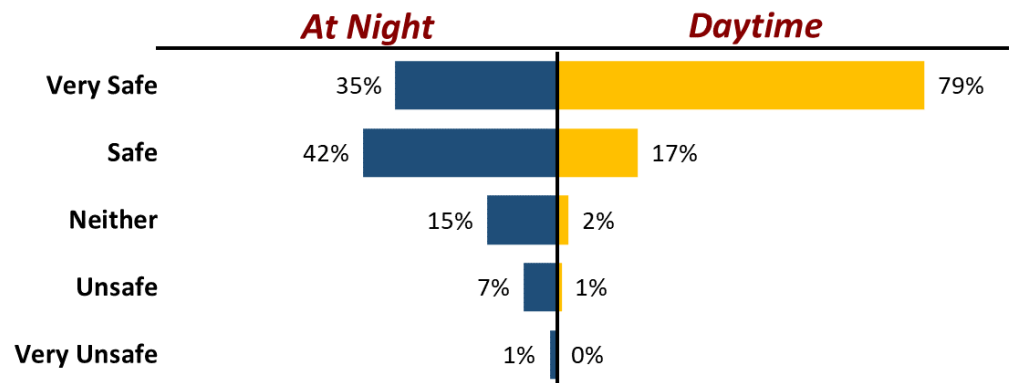
Summary

- Most respondents report feeling safe in their neighborhood during the day (96%) and at night (77%).
- Nearly a quarter of respondents (22%) reported that their perception of safety decreased in the last 12 months. In contrast, only 4% felt their safety had improved.
- Issues related to homelessness, social disorder, drug use, and traffic safety were often cited causes for a decline in perceived safety.

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

NEIGHBORHOOD SAFETY

How Safe Would You Feel Walking Alone? Your Neighborhood

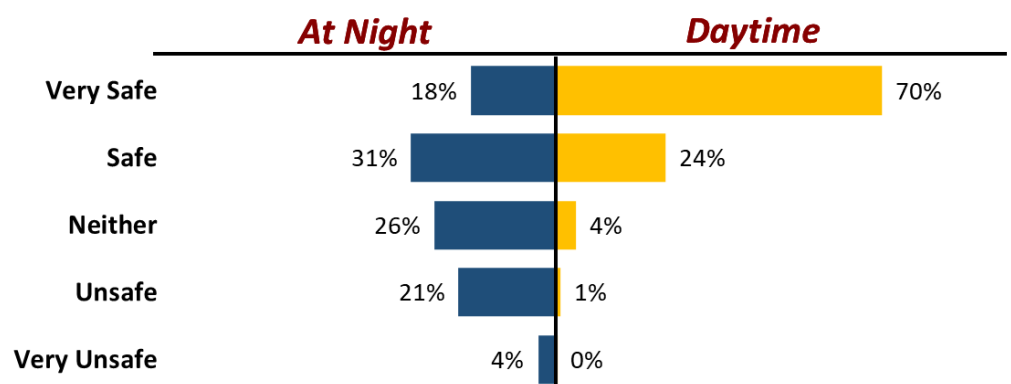


The graph above reports respondents’ perception of safety in their neighborhood during the daytime and at night. The vast majority of residents (96%) reported feeling safe to very safe when walking alone in their neighborhood during the daytime. Over three-quarters (77%) reported feeling “*very safe*” or “*safe*” at night. Conversely, only about 1% of respondents reported feeling “unsafe” in their neighborhood during the day, and about 8% reported feeling unsafe at night.

SAFETY IN CITY PARKS

Identical analyses were conducted regarding perceived safety when walking alone in the nearest city park. Again, the vast majority of respondents (94%) reported feeling safe to very safe when walking alone in their nearest park during the daytime. Nearly half (49%) reported feeling safe or very safe in the nearest city park at night (see graph to the right).

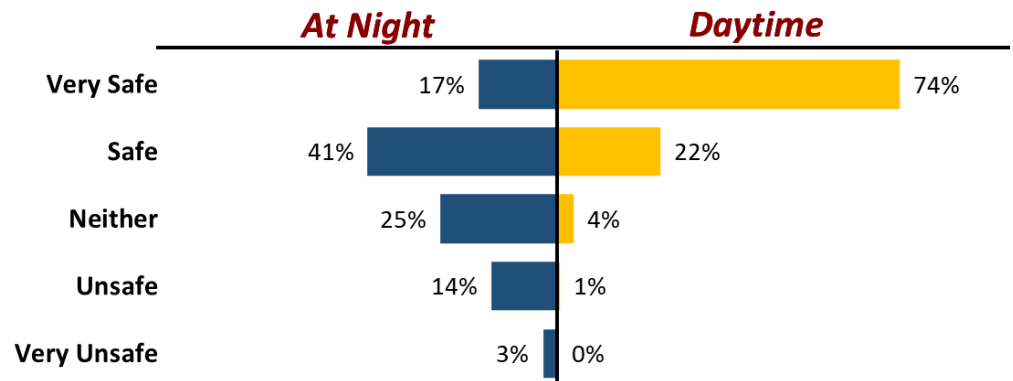
How Safe Would You Feel Walking Alone? The Nearest City Park



SAFETY DOWNTOWN

A final set of analyses considered perceptions of safety while walking alone Downtown. The overall results are presented in the chart to the right. Perceptions of safety (i.e., “safe” or “very safe”) in Downtown Bend remain very high during the daytime (96%) and moderately high (58%) at night. Only one percent of respondents reported feeling “unsafe” or “very unsafe” during the daytime and slightly less than one in five (17%) reported feeling “unsafe” or “very unsafe” at night.

How Safe Would You Feel Walking Alone? Downtown Bend



Additional analyses, presented in [Appendix I](#), explored variation in perceived safety by respondents’ demographics, recent victimization, and survey year. To conduct these analyses, the six perceived safety questions were averaged together, generating an overall perceived safety score for the city.

Consistent with other studies on gender and fear of crime, women felt significantly less safe compared to the perceptions of male residents. Those having lived in Bend for less than twenty years felt safer than those having lived in Bend for more than 20 years. There were no significant differences in perceptions of safety when examined by age of the respondent, race/ethnicity, region of the city the respondent lived, or by the year of the survey. Finally, respondents who were the victim of crime in the past 12 months felt significantly less safe than those who had not been victimized.

CHANGE IN PERCEIVED SAFETY

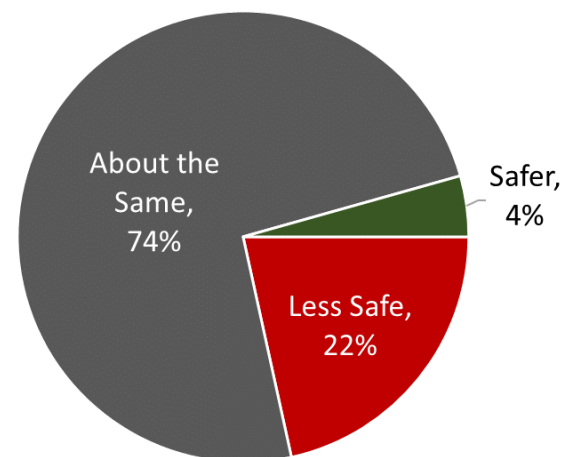
Respondents were also asked to assess how their perceptions of safety have changed in the past 12 months. They were asked, “Compared to 12 months ago, how safe do you currently feel in Bend?” and could reply, “I feel a lot safer”, “I feel a little safer”, “I feel about the same”, “I feel a little less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

The majority of respondents (74%) reported that their feelings of safety remained about the same compared to 12 months ago. Four percent reported feeling safer, while nearly one in three (22%) reported feeling less safe.

The discrepancy between those feeling safe and those feeling less safe is concerning. However, this represents an improvement from 2023, when only 3% of respondents reported feeling safer, and 32% reported feeling less safe.

Perceived Safety in Bend

How do You Feel Compared to 12 Months Ago?



Respondents who reported feeling less safe or safer were asked what led to the change. Their open-ended comments, which included 430 total responses, were reviewed and grouped thematically.

Feel Safer in Bend (55 total comments)

Respondents who reported an improved sense of safety were asked, *“You said in the prior question that you feel safer in Bend compared to 12 months ago. Did the city or the BPD do anything specific that helped you feel safer? [if ‘yes’ please describe below].”* They were then provided a space for a short narrative answer. Those feeling safer and attributing this change to the city or BPD could be grouped into four broad categories. These include:

Safer - Reduced Homeless Presence and Camp Management (16 comments)

Several individuals reported that the city’s (including the BPD’s) response to homelessness had increased their sense of safety. Examples of these types of comments include:

- *“City of Bend helped contribute to the Deschutes Civic Assembly on Youth Homelessness, a policy proposal event, and made it sound like they want to take sustainable actions that actually create change.”*
- *“Continued management of the drugs and lawlessness of the homeless community. The drugs bring crime and unsafe activities that threaten the citizens’ safety”*
- *“I live in an area that backs up to almost 30 acres of vacant land. This time. Last year there were about 50 to 60 homeless people living back there. I never felt safe even during the day. The owners of the property had the people evicted and it’s a much safer neighborhood”*

A number of other comments were similar in nature. These sometimes overlapped with the second most common theme:

Safer - Increased Police Presence and Visibility (14 comments)

Many respondents appeared to appreciate the increased presence of the BPD or cited improving response times to calls. Some of these comments cited changes in law or policy that allowed for more police involvement. Examples of these types of comments include:

- *“Oregon appears to have allowed police to do most of their job again. Getting issues like drug law back on par have been a start. Being proactive on illegal camping and drug use saves us all in the long run.”*
- *“Prompt response to calls as well as a presence in our community at large (i.e. at school and community functions as well as keeping an eye on the roads.)”*
- *“Los policas estan mas presentes en la ciudad”* [The police are more present in the city - Note this comment was lightly edited due to formatting issues]

A number of other comments simply mentioned seeing more police. Examples of this type of comment include:

- *“More police presence I believe”*
- *“More police presence seen around”*

The next category contained comments about a more general sense of improved safety.

Safer - Improved General Atmosphere and Public Spaces (11 comments)

This category focused on a more general improvement in Bend’s public spaces and/or other general improvements to public safety. Examples include:

- *“There are fewer people shouting at passersby on the streets in downtown; there are fewer loose aggressive dogs in the gravel lot in Juniper Ridge where I work. I see more police DUI stops and speeding stops”*
- *“Not seeing as many homeless in the parks, downtown, and generally around town.”*
- *“It's just a feeling from reading the paper, watching the local news and talking to friends.”*

Several comments mentioned being relatively new to Bend and simply feeling safer as they settled in:

- *“I moved to Bend 2 years ago and feel safer now after living here and accessing any threats or danger.”*

Safer - Other (25 comments)

This category contained a number of sub-themes that were not sufficiently large to warrant their own categories. These include topics such as removing aggressive persons, improving community engagement, Stronger perceptions of drug control, and enhanced neighborhood security measures.

Examples of these types of comments include:

- *“Officers more present and accessible”*
- *“Helped move the scary people off the streets”*
- *“Sending out the last survey made me feel like you care and you are focusing on safety. There also seems to be more police presence out which feels like it is making Bend safer.”*

Again, many of these comments fell into multiple categories.

Individuals who felt less safe were also provided space to list their concerns.

Feel Less Safe in Bend (375 total comments)

People who reported decreased sense of safety were asked, *“You said in the prior question that you feel less safe in Bend compared to 12 months ago. What led to this change?”* Respondents were then provided a space for a short narrative answer. These comments could be broken into eight broad categories. Comments could be coded to multiple categories. The identified themes include:

Less Safe - Rising Homelessness and Associated Behaviors (213 comments)

A large majority of respondents reported that homelessness and related behaviors (public use of intoxicants, erratic behavior, loitering, etc.) led to a decreased sense of safety. Examples include:

- *“Excessive homeless, drug use, downtown has excess needles everywhere”*
- *“Heavy homeless population centered around the Franklin and 3rd st area that has been growing with no visible [sic] change to decrease the amount of homelessness or relocate services needed by homeless to a better area for them to strive”*
- *“Home homeless people with mental illness and drug use and camping publicly where they don't belong. “*
- *“Homeless encampments in Juniper ridge use my street as a cut through into town. We have had our outdoor lights stolen and our house almost burnt down due to them starting fires during fire bans.”*
- *“Homeless, legal drugs. Homeless are a MAJOR issue. Just as an example 12 months ago we would visit the bottle return. Now they stand in the road, throw things. just do whatever they want and I as a citizen cannot do anything about it as they have MORE rights than I do. So yea, little less safe.”*

Issues related to Bend's unhoused population remain a serious concern for many of the survey's respondents. Additionally, there are disagreements within the community on the best approach for addressing this problem. Despite being a major community concern, the BPD's ability to address this issue is complicated by rapidly evolving laws, court decisions, and the fact that the police have little control over the root causes of this issue.

Less Safe - Increased Drug Use and Public Intoxication (123 responses)

This theme focuses more specifically on drug and alcohol related issues, particularly in public spaces. There is significant overlap with issues related to homelessness. However, many respondents were also more generally concerned with drug or alcohol-related issues, such as, drug-dealing, intoxicated bar patrons or intoxicated driving. These concerns were not necessarily related to homelessness.

Below are examples of this concern that overlap with homelessness include:

- *“Homeless people in the central district and living/doing HARD drugs in the highway/rail undercrossings.”*
- *“Homeless population expanded in Bend and they're everywhere now. Using drugs and harassing people. Lots of mentally ill homeless adults that seem violent.”*
- *“Homelessness and drug addiction on our streets create crime and I've seen it growing in Bend.”*
- *“I started working in an area where there are a lot of homeless people and people who are clearly on drugs. I have to work early hours and a lot of the time there are people in the parking lot screaming and acting erratic.”*
- *“The number of homeless people and people that appear and/or act like they are on drugs (talking to themselves, yelling at the sky, etc.).”*

Examples with little or no relationship to the unhoused population include:

- *“I feel there are too many bars, pubs, breweries, and places that serve alcohol as their main attraction”*
- *“More aggressive behavior by people drinking in pubs around town and more people than 12 months ago.”*
- *“My neighbor is a drug dealer and there is a lot of activity next door.”*

Regardless of the causes, respondents appeared to be concerned about disorderly and/or aggressive behavior.

Less Safe - Fear of Crime and Personal Safety (73 responses)

This theme was often associated with concerns related to a general increase in crime and/or specific incidents where the respondent witnessed or was a victim of crime. It also included comments indicating a general sense of being unsafe, even for unspecified reasons. While there is overlap

Examples consistent with this theme include:

- *“Awareness of the number of thefts and assaults occurring in Bend through an email”*
- *“I no longer feel comfortable tuning [sic] or biking near China Hat rd. I have been yelled at and followed. I have heard guns being fired and not at the firing pit. Guns going off in the woods while running.”*
- *“General perception of more crimes, and drugs.”*
- *“Increase in violent crime, witnessing distressing incidents of disorderly conduct and aggressive behavior among the transient population.”*
- *“More reports, mostly on Nextdoor.com, of vehicles broken into and random people scouting out houses. Increased reports of large drug seizures and an increase in the transient population. Unsolved murder of a young single woman.”*

Many of these comments mention hearing about incidents via friends/family, social media, and other sources. These vicarious experiences appear to be associated with a reduced sense of safety.

Less Safe - Aggressive and Reckless Driving (69 comments)

Concerns about dangerous driving remain a significant source of concern for community members. This has been a recurrent theme in the BPD's community surveys.

Examples of this theme include:

- *“Traffic safety has diminished - many more drivers speeding, disregarding traffic signals.”*
- *“Traffic is getting REALLY bad and the sidewalks and bike lanes are not sufficient in most of the town. Also, people are just on edge these days so there is a lot of tension and aggravation”*
- *“Traffic enforcement in Bend appears very limited and many people that my family has met with agree that police traffic enforcement is very limited in our city. Speeding vehicles, failure to yield right away, distracted drivers, and careless bike riders contribute to unsafe conditions on Bend streets.”*
- *“The increase in e-bikes with unpredictable riding (e.g., sidewalks, no turn signals) added into already complex navigation of pedestrians stepping into cross-walks when you don't always see them. Driving speeds through roundabouts are too fast. Speeding thru neighborhood streets increased.”*
- *“Increased traffic. Too many distractions for drivers. [REDACTED] years ago my [REDACTED] was killed by driver in our neighborhood.”*

The nature of narrative comments does not support generalizing these sentiments to the broader community. That said, many commenters appeared to desire additional traffic enforcement.

Less Safe - Increased Population and Urban Growth (51 Comments)

The City of Bend has seen remarkable growth. With this growth has come problems previously associated with larger metropolitan areas. Consistent with the 2023 survey, respondents in 2025 have noticed this trend. Respondents attribute increased growth to congestion and a breakdown in civility.

Examples of these comments include:

- *“A higher population and more traffic can cause more issues. We have more residents that seem to only care about themselves”*
- *“Huge population growth, major wealth moving coming in causing significant income disparities and placing many people at high risk economically and mentally which leads to more crime”*
- *“Dramatic surge in population with new residents less community minded...”*
- *“Increased population and less regard for laws, less consideration/disregard for others and property of others”*

It is difficult for the BPD to directly influence perceptions of decreased civility or the impacts of increased population on congestion. That said, maintaining order and ensuring safe driving practices may mitigate these concerns.

Less Safe - Perceived Lack of Law Enforcement Presence (37 comments)

Many respondents perceived a lack of police presence, particularly in areas with crime and/or traffic safety issues. Some of these comments cited specific incidents where the lack of police contributed to their fear. There was also significant overlap between this theme and issues related to the unhoused population.

Examples of this theme include:

- *“I have been out in downtown multiple times after 11PM and have had homeless men be aggressive and erratic, yelling at us (also seem to be on drugs) making myself and my girlfriends feel very unsafe. Both times happened when we were walking to our cars in the parking lots near crows feet commons. No police presence anywhere in sight.”*
- *“In the evening I do not see a lot of police presence, especially if I am walking downtown or other areas in Bend. The parking garage downtown is especially not a safe place. Because of this I do less activities in the evening hours. There are other incidences with unfortunately the mentally ill houseless that scare me when they are wandering around or talking to themselves or get upset.”*
- *“More people more problems not enough officers”*
- *“There are too many homeless and druggies on the street and no where do you ever see a police car. The only time you see the police is at an accident and then 10 cars show up”*

Other comments also focused on a lack of policing presence aimed at areas with dangerous drivers.

Less Safe - Negative Interactions with Mentally Unstable Individuals (33 Comments)

Encounters with individuals experiencing a mental health crisis and/or highly intoxicated individuals acting unstably left many respondents feeling uncomfortable and decreased their perception of safety.

Examples of this theme include:

- *"I have seen more people who are having a psychological issue walking along streets or sitting on sidewalks, and it's unclear if these people are volatile or violent or not. I would not ride or walk through the Franklin or Greenwood underpasses at night and potentially also during the day if I saw anyone there."*
- *"I've had more encounters walking in my neighborhood that seem either unstable or on drugs. I've seen evidence of people squatting in our neighborhood and I've wondered a couple of times if I've been followed down my street when walking my dogs alone."*
- *"Increase in number of individuals that appear mentally unstable and/or intoxicated"*
- *"More people with unpredictable behaviors that make walking in certain areas less comfortable. There are areas of town where I don't want my elderly parents walking alone."*

The last theme was categorized as "Other."

Less Safe - Other (43 comments)

This category was a catchall for topics that did not cleanly fall into other themes. Within this group, two major issues appeared. The first was related to political tensions and social unrest. This theme had 15 comments. The second major area was related to fires. This contained 13 comments and had significant overlap with issues related to homelessness.

Examples of comments related to political tension include:

- *"I'm Jewish.... That alone can make me a Target! I would never feel safe doing a counter protest to the anti-Israel protesters on peace corner I would fear that I would be hurt physically."*
- *"Increased political strife and the attitude of people to those who may not agree with their political views"*
- *"The violent rhetoric of certain political candidates has given "permission" to their followers to act out their own violent tendencies."*

Examples of comments related to fire safety include:

- *"Homeless encampments in Juniper ridge use my street as a cut through into town. We have had our outdoor lights stolen and our house almost burnt down due to them starting fires during fire bans."*
- *"Homelessness and associated fires"*
- *"More homeless activity transiently going through neighborhood on foot, speeding, crimes of opportunity in Stonegate- aka attempted robbery of a truck just last night. And most specifically- fire danger with homeless and combustion sparks on the many dry lands on SE URBAN GROWTH BOUNDARY..97/ China Hat with tall, dead and plentiful ponderosas and many dated above ground power lines in adjacent areas. BPD has responsibility for the homeless/ mental health part of the fire danger although I realize BFD is ultimately helping to mitigate risks."*

The remainder of comments in this section were difficult to categorize and include comments about feeling less due to an inability to carry firearms in some areas, comments regarding different state laws or policies and a range of other concerns.

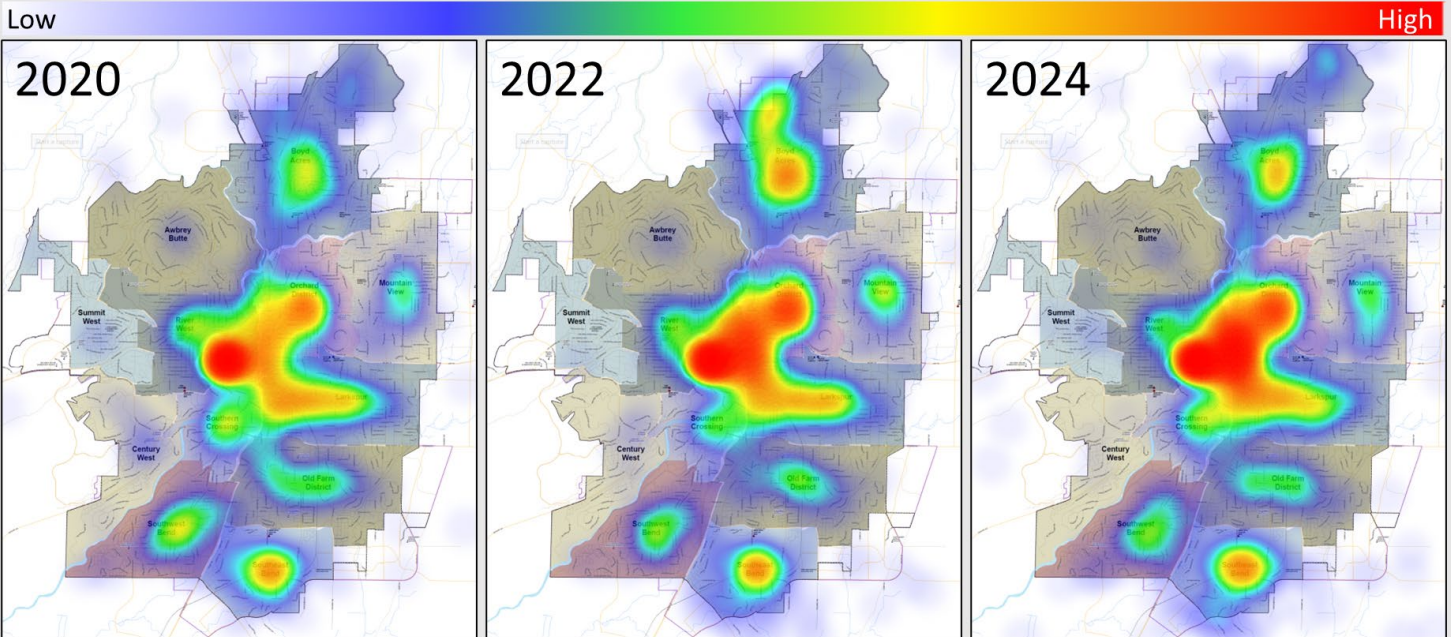
LOCATIONS WHERE PEOPLE FEEL UNSAFE

Finally, survey respondents were asked if there was an area in Bend that they would feel unsafe walking alone. Those answering affirmatively were given a map of Bend that allowed them to ‘click’ up to three areas where they might feel unsafe. The map below aggregates these responses via a density or “Heat Map.” This map style was chosen as it removes individual points, preventing any specific location from being highlighted. It also smooths the data, reducing the clutter and allowing the viewer to interpret patterns more accurately. The map for the 2025 survey report is contrasted with the maps from the 2023 and 2021 surveys. The high degree of consistency from one year to the next is perhaps the most important conclusion one takes away from these maps.

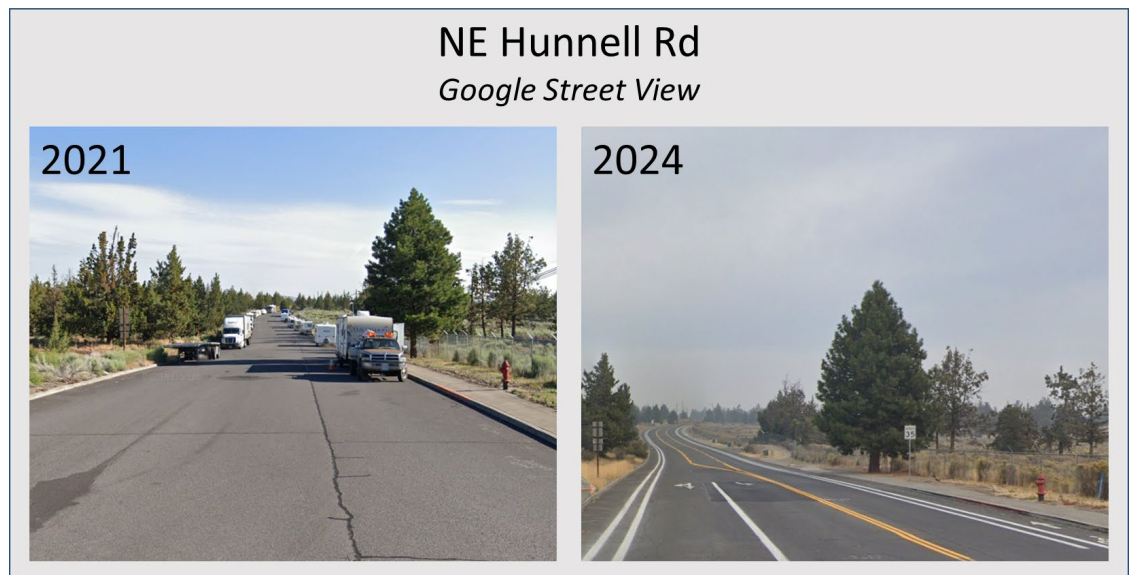
[It is important to remind the reader that these maps reveal perceptions about safety that may or may not be consistent with actual threats to public safety. Please keep this in mind when reviewing the maps below.]

Areas Where People Feel Unsafe Walking Alone

Density of “Clicks”



While generally stable, it is worth noting that one area, located in the north end of Bend, appeared as a “hot spot” in 2022 but was noticeably less problematic in 2020 and 2024. The area, located near Hunnell Rd. experienced a dramatic change during this time. The picture to the right contrasts the area in 2021 and 2024 using Google Street View.



Public Safety Concerns

Summary

- Drug offenses were the most commonly cited major public safety problem for Bend with over half (57%) of respondents citing the issue as a major issue. This exceeds the next closest issue, alcohol offenses, by 20% and it has increased significantly over prior survey years.
- Alcohol offenses, larceny-theft crimes, and internet crimes involving children were also rated as a major to moderate problem by most respondents.

This year's survey asked respondents to review 12 public safety issues and assess their impact on Bend over the past 12 months. Each topic was rated using a four-point scale: "not a problem", "minor problem", "moderate problem", or "major problem." We also gave people the option of responding, "don't know." The graph to the right documents the ratings for these items.

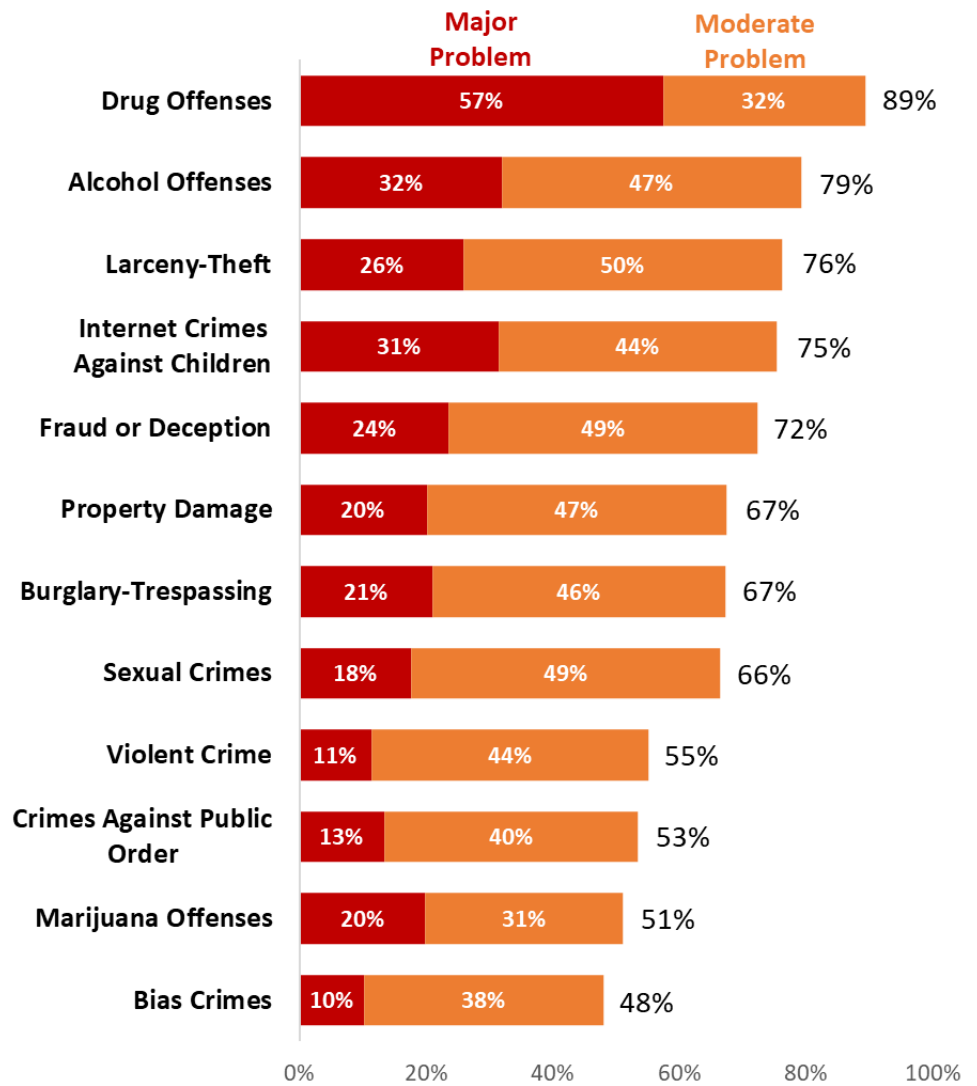
The 2025 survey saw Drug Offenses continue to rise as an issue of concern for the community. In the 2021 survey 25% of respondents said drug offenses were a major problem. This rose to 52% in the 2023 survey, and 57% in the current survey.*

Beyond the respondents' concerns with drug offenses, it is worth noting that "alcohol" offenses, with 32% of respondents identifying it as a "major problem," remain a serious concern. It is possible that these offenses are being linked to homelessness, which also remains a serious concern to the public.

Other public safety issues perceived as a major or moderate problem by at least two-thirds of the respondents include larceny-theft offenses, internet crimes involving children, crime involving fraud or deception, vandalism, and burglary/trespassing.

Perceptions About Public Safety






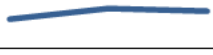




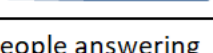
(Remaining respondents answered "Minor Problem" or "Not a Problem".
Excludes missing data and people answering "Don't Know")



* **Note:** Since the last survey (administered in 2022 and published in 2023) Oregon House Bill 4002 modified portions of Measure 110 which decriminalized drugs in Oregon. The new measure recriminalized possession of small amounts of certain drugs as a misdemeanor. It also established funds for counties to establish "deflection programs." These programs are collaborations between law enforcement and behavioral health service providers, aimed at expanding treatment.

As a part of this year’s analysis respondents’ concerns about criminal offenses were analyzed dating back to 2021. The table below details these trends. When broken down by specific problems, there was a general trend for perceptions of crime issues to worsen between 2021 and 2023 (except for bias crimes). However, 2025 saw most crime (except for Drug Offenses, Crimes Involving Fraud/Deception, and Marijuana Offenses) either stabilize or fall relative to 2023 levels. High levels of concern regarding drug crimes may be impacting the public’s perceptions of the BPD’s performance.

Importantly for the BPD, concerns related to Drug Offenses continued to rise. The BPD is engaged with Deschutes County in several programs aimed at addressing this issue. Continuing to address this problem is essential as it represents the most salient crime concern for survey respondents.

Criminal Offenses as a Perceived Problem ^a	2021 (N = 1,883)	2023 (N = 1,485)	2025 (N = 1,969)	Trend
Drug Offenses (e.g., manufacturing, distributing, possession, or use of drugs)^b	2.02	2.37	2.43	
Alcohol Offenses (e.g., DUI, drinking in public, use by minors)	1.84	2.12	2.07	
Larceny-Theft (e.g., shoplifting, motor vehicle theft)	1.71	2.10	1.98	
Crimes Involving Fraud or Deception (e.g., computer scam, forgery, identity theft)	1.67	1.90	1.91	
Burglary-Trespassing (i.e., unlawful presence on private property)	1.75	2.06	1.83	
Property Damage (e.g., graffiti, vandalism, arson)	1.60	1.89	1.82	
Sexual Crimes (e.g., rape, sexual abuse)	1.66	1.85	1.77	
Violent Crimes (e.g., assault, robbery, stalking)	1.49	1.81	1.59	
Crimes Against Public Order (e.g., noise, disorderly conduct, harassment)	1.46	1.58	1.58	
Marijuana Offenses (e.g., DUI, smoking in public, use by minors, illegal farming)	1.34	1.51	1.54	
Bias Crimes (i.e., crime motivated by a person's race, color, gender, disability, religion, etc.)	1.42	1.39	1.39	

^aMean scores based on a scale from 0 ("Not a Problem") to 3 ("Major Problem"). Excludes people answering

^bOffenses in bold were perceived as increasing significantly year-after-year ($p < .001$).

Concerns Regarding Traffic Safety

Summary

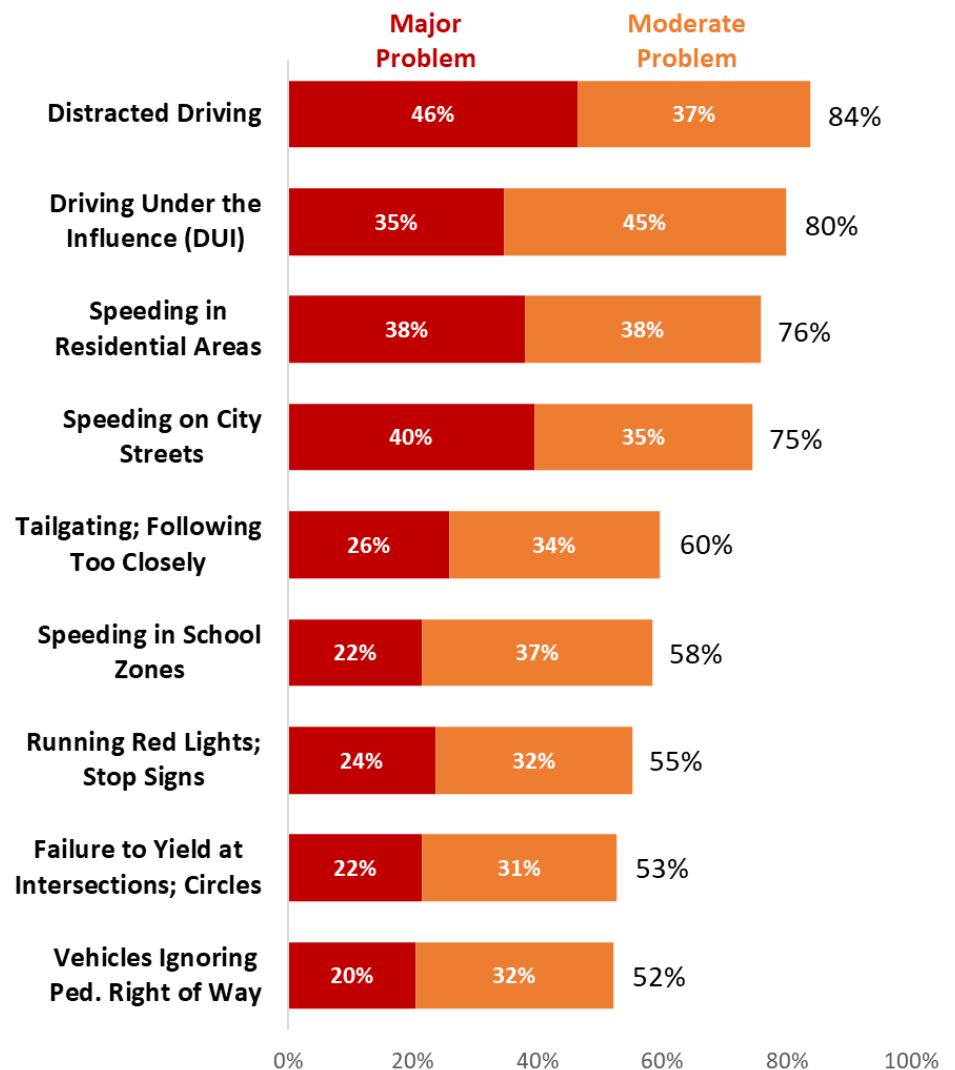
- Distracted driving (e.g., phone calls, texting) was the most cited traffic safety issue.
- Driving under the influence (DUI) remains a significant concern. In the 2021 survey only 15% of respondents cited this as major problem. This rose to 36% in 2023 and was 35% in the current survey.
- Speeding on city streets and red light running were perceived as having increased consistently from the 2021 survey.

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

The respondents identified “distracted driving” as the most prominent issue. A large majority of respondents (84%) listed this as at least a “Moderate Problem.”

Perceptions About Traffic Safety

(Remaining respondents answered “Minor Problem” or “Not a Problem”. Excludes missing data and people answering “Don’t Know”)



Other concerns included: “driving under the influence (DUI)” (80% “minor problem” or higher), “speeding in residential areas” (76%), “speeding on city streets” (75%), “tailgating; following too closely” (60%), “speeding in school zones” (58%), “running red lights; stop signs” (55%), “failure to yield at intersections; circles” (53%) and “vehicles ignoring pedestrian right of way” (52%). Consistent with the 2023 survey, over 50% of respondents listed every problem as at least “moderate.”

The BPD has two significant advantages in addressing this issue. First, traffic is an issue that the BPD has a clearly defined role in addressing and is empowered with effective tools. Second, there appears to be significant support for additional traffic enforcement. Third, based on feedback from those contacted, the BPD appears to do a good job managing these encounters in a way that minimizes the damage done to community trust. This combination could allow the BPD to prioritize traffic enforcement more heavily. Conversely, staffing issues mentioned in the last chapter may factor into how the agency prioritizes this work.

Concerns regarding traffic safety were analyzed over time, going back to the 2021 survey. With the exception of distracted driving, all of the traffic offenses increased significantly as a perceived problem from 2021 to 2025. Moreover, speeding on city streets and running red lights/stop signs increased significantly from 2021 to 2023 and then again from 2023 to 2025. The table below presents these findings.

Driving Offenses as a Perceived Problem ^a	2021 (N = 1,883)	2023 (N = 1,485)	2025 (N = 1,969)	Trend
Distracted driving (e.g., phone calls, texting)	2.21	2.28	2.28	
Driving under the influence (DUI)	1.87	2.12	2.11	
Speeding in residential areas	1.93	2.06	2.10	
Speeding on city streets^b	1.84	2.02	2.09	
Tailgating; following too closely	1.62	1.75	1.76	
Speeding in school zones	1.47	1.69	1.70	
Vehicles ignoring pedestrian right of way	1.52	1.68	1.68	
Running red lights; stop signs^b	1.43	1.61	1.68	
Failure to yield at intersections; circles	1.47	1.57	1.64	

^aMean scores based on a scale from 0 ("Not a Problem") to 3 ("Major Problem"). Excludes people answering

^bOffenses in bold were perceived as increasing significantly year-after-year ($p < .001$).

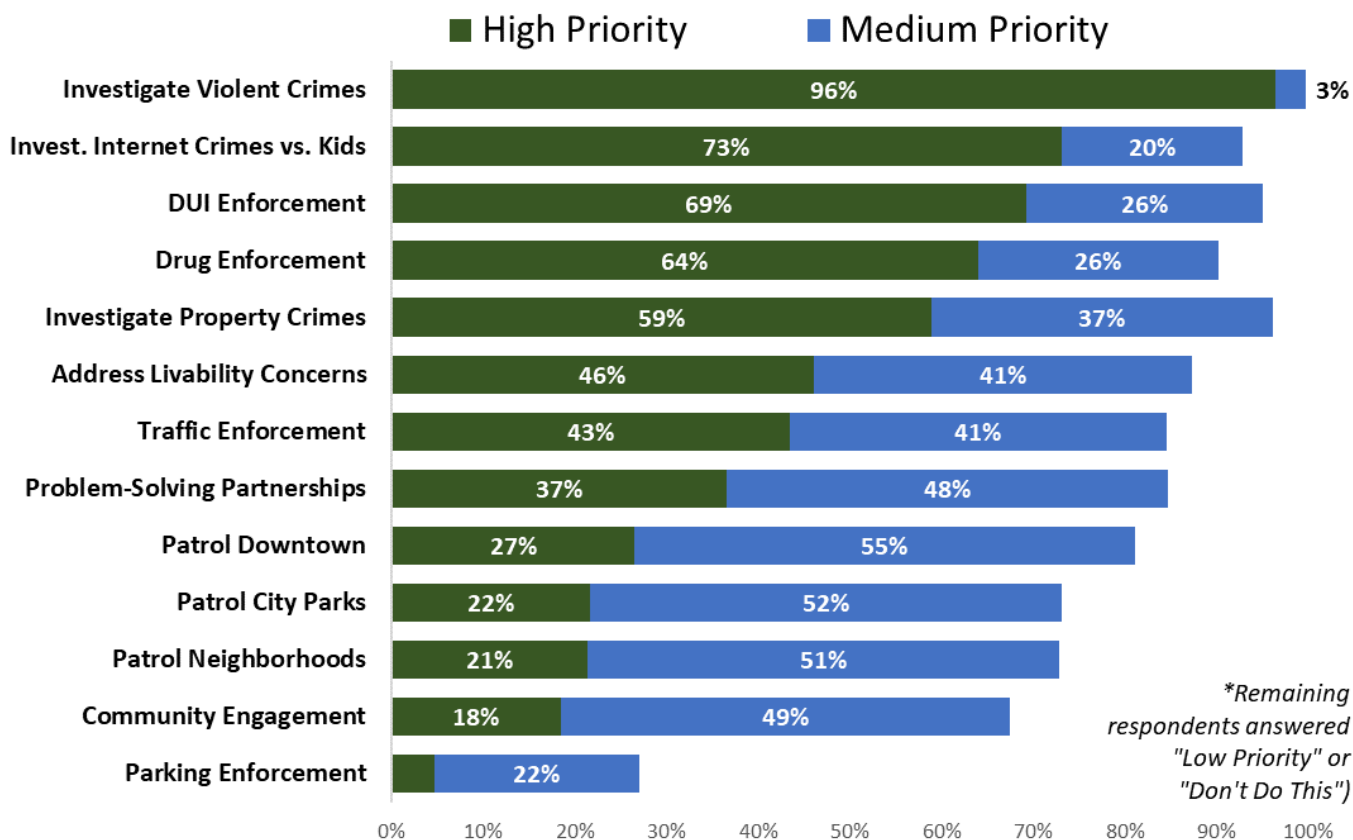
Public Safety Priorities

Summary

- Nearly all respondents said investigating violent crime should be a high priority for the BPD in the coming year and three quarters placed the investigation of internet crimes against children in the high priority category.
- DUI and drug enforcement are two other activities rated by many people as a high priority.

The BPD is tasked with a wide range of responsibilities and expressed a desire to prioritize their work in a manner consistent with public opinion. To help in this assessment, a battery of questions was added to this year's survey (see [Appendix C](#) – items 84 through 96). These items asked the respondent to read descriptions of various law enforcement activities the BPD could pursue and then recommend a prioritization level for the coming year. The priority levels included “high priority,” “medium priority,” and “low priority.” Respondents could also select “BPD should not do this.” The graphic below displays respondents' ratings for these items.

Priorities for BPD in the Coming Year*



A majority of respondents identified the following issues as a high priority for the BPD: “Investigating VIOLENT crimes” (96% felt this should be a high priority), “Investigate internet crimes against children” (73%), “DUI enforcement” (69%), “Drug Enforcement” (64%), “Investigating PROPERTY crime” (59%).

With the exception of “Parking Enforcement,” over two-thirds of the respondents felt that all the issues identified by the BPD were at least a “Medium” priority. This presents a challenge for the BPD as there is a national shortage of qualified police officer candidates, increased turnover in policing (via retirements and officers leaving the profession), and, as highlighted in recent local media coverage, increasing the size of the department will be dependent on a range of factors, including funding.

This may require the department to make difficult choices in how it allocates its limited resources. To help the BPD think through these options, respondents were asked, “Do you have other recommendations for

improving public safety in Bend in the coming year? If yes, please describe below.” Respondents were then provided an open-ended textbox to type in recommendations. This resulted in 910 responses. The comments were analyzed and grouped into eight major themes. This included: “Enhanced traffic enforcement and speed control” (35% of responses), “Addressing homelessness and related public safety issues” (20%), “Increased police presence and community patrols” (18%), “Greater focus on drug control and addiction services” (8%), “Proactive approach to minor crimes and quality of life violations” (8%), “Community engagement and public relations” (8%), “Improved public safety infrastructure” (7%) and Support for mental health resources and crisis intervention (4%). Comments could be categorized into multiple themes.

Enhanced Traffic Enforcement and Speed Control (314 comments)

This theme accounted for the most recommendations of all thematic groups in this section. Over one in three respondents mentioned issues such as aggressive driving, speeding, distracted driving, etc. as a serious concern. These comments frequently cited the need for additional enforcement, including traffic cameras or non-enforcement options such as speed bumps. Many commenters cited specific problem locations that they felt needed to be addressed. Selected quotes representing this theme are provided below.

- *“A specific issue: Speeders on Murphy Road all the way out to 15th. Need signage or speed bumps to slow traffic down in this area. Please consider this as a priority.”*
- *“Add cameras at high volume intersection to address running red lights.”*
- *“Address kids riding e-bikes on sidewalks at high rates of speed. Also, kids carrying passengers while riding at high rates of speed on sidewalks.”*
- *“Aggressive drivers and speeders are a big problem. Everyone is in such a hurry. It's frustrating. Not sure how that can be fixed.”*
- *“As Bend has become more and more crowded, speeding both in neighborhoods and outside of neighborhoods has increased.”*
- *“Bend police appear to be doing a great job! There seems to be more young drivers racing around town with loud and disruptive vehicles (no mufflers?). They travel at high speeds and will hurt someone, just a matter of time”*
- *“Bike lane on hwy 20 going around pilot butte is not safe. Vehicles are going too fast in that area.”*
- *“Buy and use speed notification devices AND photo radar systems to crack down on speeding on secondary roads especially near circles.”*
- *“Continue to improve pedestrian safety and address children on e-bikes.”*
- *“Drivers are not signaling out of roundabouts and this is a major disruption to the flow of traffic. Please put up signs reminding drivers they need to signal out--maybe if some tickets were being issued the word would get out as well.”*
- *“Encourage and enforce use of turn signals for all turns, especially in traffic circles.”*
- *“Ticket the idiots driving big trucks around town, coal-rolling and attempts to intimidate good citizens.”*

Recurrent issues cited in this section included speeding, inconsistent use of turn signals (particularly in traffic circles), youth using e-bikes in a dangerous and illegal manner, pedestrian and bicyclist safety, and “coal rolling” (modifying a diesel vehicle's exhaust to increase the volume and darken its emissions).

Several comments also asked for additional speeding and traffic cameras. Interestingly, the 2021 version of this survey asked a specific question about the use of automated traffic enforcement. Respondents slightly favored the use of such methods (46% supported, 35% opposed, and 19% were neutral). Future surveys may wish to revisit this question to determine if support for such initiatives has grown.

Addressing Homelessness and Related Public Safety Issues (180 Comments)

The second most common theme focused on addressing homelessness and related public safety concerns. These comments focused on managing homeless encampments, loitering on public rights-of-way, developing tactics to address camping and individuals living in motorhomes, and similar issues. Commenters requested additional enforcement, additional services, or some combination of both.

Examples of recommendations focusing on this issue include:

- *“...Cracking down on homeless camps should be a very high priority. These camps lead to thefts, fires, and a general degradation of property & land values...”*
- *“Address homelessness and proliferation of drugs on the street. We left Seattle and Portland because of the nightmare they had become, with homeless people camped in our street and drug taking in alleyways and parks. It's so depressing to see that Bend is going the same way. We'll have to move out of Bend in 2 years if this isn't addressed. Maybe we'll move to Boise ID. Their police department is addressing this problem.”*
- *“Aggressively enforce public camping code. Don't give the mentally ill and drug using homeless any safe harbor. Get them off the streets and in treatment. No public camping in Bend.”*
- *“Back initiatives that help unhoused folks find their footing rather than punishing them for existing at the bottom of society. Continue to learn about internalized bias.”*
- *“Bend police doing a good job. Efforts to limit homeless camps highly valued.”*
- *“Enforce the no trespassing ordinance in Juniper Ridge area. There have been two fires in the last two years in this area started in/near Dirt World. Both times I was directed by the authorities to evacuate. It's the law but you are not enforcing this law. ?????”*
- *“Figuring out a way to reduce homeless hanging out on 3rd st and harassing people/setting up camp on sidewalks.”*
- *“Find places for the unhoused population to find shelter and the help they need”*
- *“Find a solution to homeless people starting fires in our community!!!!”*
- *“Get rid of the bottle drop, enforce no camping in the city limits”*

Many respondents appeared quite frustrated. This was particularly true for individuals impacted by recent fires. Other respondents appeared frustrated by the bottle drop and surrounding areas. Finally, there was some disagreement between a large number of commenters who wished for additional enforcement and a small, but still significant, number of respondents who wished for a less punitive approach in addressing this problem. Given these different visions, managing this response will be challenging for city leaders.

Increased Police Presence and Community Patrols (166 Comments)

Many respondents identified a need for additional community patrols and/or other forms of increased police presence. This could also include requests for additional activities such as increased missions, patrols, etc.

Here are comments chosen as being representative of this theme:

- *“Hire more police. Conduct emphasis patrols...”*
- *“...More patrols through neighborhoods. In 9 years, I have lived here I have rarely seen a patrol car drive through my neighborhood...”*
- *“As a new resident of Bend. Would like to see a more visibility to neighborhood patrols. Also meet and greet of our officers”*
- *“As I recall bend has a small number of officers for a city of our size. Perhaps hiring and training more officers. I know, all it takes is money. Also, I wish there weren't so many people on the streets by the bottle recycle center”*
- *“Based on conversations with neighbors, we'd like to see more frequent appearances of the police, both day and night, than we currently see.”*
- *“Better collaboration with community partners. More officers on duty.”*
- *“Greater visibility on streets - I almost never see police cars.”*
- *“Have more foot patrols in the summer months. Assign a unit to patrol the area between the Box Factory and Downtown from 10-6 and 6-midnight. Have a presence.”*
- *“Having a presence at community events, even if just a couple or a few officers, would let the public know that the BPD is looking out for them and cares about the goings on in the community. Since we have such a big homeless community here, a regular patrol in those areas would hopefully cut down on crimes committed by them or against them.”*

Some comments also included specific requests about how they would like the police to present themselves when engaging with the public. For instance, several commenters mentioned increased use of foot patrols.

Greater Focus on Drug Control and Addiction Services (77 responses)

Respondents left a number of other comments regarding drug and/or addiction related issues. As with other themes, some commenters stress the need for more enforcement while others desired an increased emphasis on services. Here is a selection of comments from this theme:

- *“Focus on issue with junkies- hard drug use is rampant and you can see it everywhere.”*
- *“Arrest criminal drug addicts who trespass, litter, vandalize and illegally camp in full view of the public in public property. These are the same people committing crimes to fuel their habits by burglary and theft. Sorry but they don't belong here and are not part of our community or society for that matter.”*
- *“Drug enforcement and clearing homeless camps.”*
- *“Getting people to mental health care as needed and drug enforcement.”*
- *“Have an officer on Franklin and second street. Move people out of China Hat. Move people to a facility if they are using drugs and alcohol.”*
- *“I think the BPD does a decent job or I'm just naive, I often ride my bike at night to commute or get around and never feel unsafe, the community seems to be doing pretty good. That being said I have heard that drug use is a problem in our community as it is across the country, I think the use of hard drugs (Meth, Opioids, etc.) should be targeted to minimize, things like burglary, homelessness, and other drug related crime as this creates mental instability and more unsafe scenarios for our community. But overall, I feel lucky and proud to be part of the Bend community and thank the BPD for keeping us all safe.”*
- *Mental health resources are scarce. The only place for most people to go is the ER. As a nurse, we need better resources for people in Bend. Homelessness and drug use is not helping this issue or the safety in the community.”*

As seen above, many of these comments overlapped with other issues, such as homelessness. Some also addressed alcohol and driving under the influence. While these comments were not as common, they identified a serious risk to the community.

Proactive Approach to Minor Crimes and Quality of Life Issues (77 responses)

Comments on this theme centered on the need for police to address smaller issues to improve public safety and livability more generally. There was significant overlap between this theme and other themes as these comments were often more focused on advocating for a specific approach to alleviate issues. Some comments simply asked for additional enforcement for lower-level offenses.

Examples of this theme include:

- *Biggest livability issue we have is the excessive noise caused by vehicles/motorcycles with modified exhaust that are speeding on roads next to our neighborhood (e.g., Murphy/SE 15th/Brosterhaus. Is there ANYTHING you can do to stop this?”*
- *“BPD Chief _____ used to say ‘take care of the small things and the big things don't happen.’ Make more of an effort to investigate all crimes even the small ones. Criminals need to know someone will follow up and arrest them. Don't use the excuse that ‘we don't have enough people’. Recruit and hire more quality officers. The city has to face the fact that by not investigating the small crimes crime in general only gets worse.”*
- *“Cite people for letting their dogs off leash”*
- *“Dogs are illegally off leash everywhere in Bend. Police need to patrol the city parks daily to enforce leash laws. My dogs have been attacked several times by off leash dogs and I have been accosted for simply requesting that people leash their dogs. It's a huge problem for the quality of life and safety in Bend...”*

- *“Enforce city noise, traffic, vehicle-registration, parking, and leash-law ordinances. By not enforcing the lowest ordinances, you create people who believe they can pick and choose the laws to follow. This is well documented to create more serious crimes later on. Look at VP Harris as a prosecutor. She strictly enforced truancy laws by going after parents because those kids get into serious crimes when not engaged in school. By enforcing the minor infractions, we can reduce more serious crimes and injuries to innocent people.”*
- *“Focus on quality of life crimes: graffiti, litter, public intoxication, drug use, transients and homeless ruining or defacing public and private property.”*

As mentioned before, these comments should not be taken as representative of community sentiment more generally. They do represent the specific concerns of individual community members.

Community Engagement and Public Relations (69 comments)

Many respondents commented on the need for more engagement between the police and community. Comments cited activities such as community meetings, social media engagement, media engagement, transparent communication and other approaches.

Examples of these comments include:

- *“...Work to ensure data hub is working and set up email/text updates to people that sign up for it (push communication)”*
- *“Be a part of the community, not at odds with the community. Be quick to help, not quick to arrest for the almighty dollar”*
- *“Having a presence at events and on the downtown streets creates a positive, more comfortable acceptance of the police. I really like seeing the police officers walking around and being friendly. We are all in this together and being in partnership with the police is a great feeling.”*
- *“I believe BPD needs to have a presence in our community and actively engage with individuals who are doing good as well as those who fail to align with the laws, rules and social norms of our community. I believe a firm line of what is appropriate and acceptable vs. inappropriate and unacceptable activities need to be re-established by a firm but compassionate and appropriate for the scenario show of force.”*
- *“I feel like it always makes a big difference when you see police officers walking around amongst the public and creating relationships and having a presence out and about.”*

The last comment is an example of how feedback can contain multiple themes. In this case, the comment includes the idea of specific tactics (i.e., officers outside their vehicles on a walking patrol), which the respondent believes will create an additional police presence while also creating walking beats. Bend does have a number of areas that could benefit from such patrols. Many of these areas, popular with locals and tourists alike, have business and/or community interests that may be supportive, and there is a possibility such interest would help fund an increased number of walking (or bicycle) patrols.

Support for Mental Health Resources and Crisis Intervention (38 comments)

A number of respondents advocated for increased resources related to mental health issues. This includes efforts that combine a law enforcement and mental health response, as well as continuing and/or expanding non-police responses. This theme differs slightly from the 2023 theme, which saw a large number of comments (nearly 80) advocating for increased alternative (i.e., non-police) responses to mental health issues. As mentioned earlier, this type of response should not be generalized to the entire community but does represent a shift in the sentiment of those who chose to respond to this question. The theme also includes a number of relatively generic responses asking the BPD to help address issues related to mental health.

Here are some examples of comments with this theme:

- *“...Please continue and expand the use of mental health professionals for calls where mental health is a major contributing issue. Police are not trained to recognize mental health issues, developmental disabilities, etc. nor in how to support people whether or not they are in crisis.”*

- *“Find better ways and resources for helping mentally ill before they actually commit a crime as in killing their own Mother”*
- *“Focus on bridging gap in care for mental health patients/drug addicts/houseless population.”*
- *“Focus on holding transient populations accountable to laws and connecting them with mental health resources when possible.”*
- *“Invest in more police officers and staff, increase dui and traffic patrols and develop your mental health unit.”*
- *“Might be a little off topic but my recommendations are to continue to support de-escalation training. Continue to support partnerships with mental health/ crisis intervention resources. Continue to emphasize community policing and building rapport with those you serve.”*

There was significant overlap between issues related to homelessness, drug use, and mental health needs. However, there were also significant disagreement between respondents on the best strategy for addressing this trifecta.

Other

There were over 150 comments that either did not fit into an existing theme or were of sufficiently low number to not be reported directly. These were categorized into an “Other” theme. The most prevalent type of comments in this category focused on engaging with youth (18 comments) and improving training (17 comments). The latter category also included activities such as yoga or mental health type actions focused on the officers’ wellbeing. While they are not strictly training, wellness-type activities were included. There were also several comments focusing on police accountability and a handful focusing on fires.

Here are some examples:

- *“Continue to have Police at the school levels so kids have someone to meet that is an officer so they see them as a positive influence in the community.”*
- *More positive interactions with children! Always enjoy any opportunity to reinforce to my children that police are there to help them.”*
- *“Continue to develop trauma informed practices. Teach officers that earning respect comes from positive relationships and treating all community members with dignity and patience. Oh, and start enforcing noise ordinance for loud vehicles.”*
- *“...Mental Health/Yoga for officers...”*
- *“Hold the officers accountable for their actions and restore trust in the BPD.”*
- *“I highly value this survey, and I believe that's a HUGE start forward in improving if the Bend PD will be willing and proactive on listening and making changes to all the voices giving feedback. Big start. I believe that's a big enough step for now. But while you wait for all the feedback to come in, I'd say crack down on reckless driving around town and patrolling neighborhoods - lots of theft I see all the time from the Ring app.”*
- *“Take care of the physical and mental health of officers and their families. It is a challenging job and we want officers to be safe and supported.”*
- *“...The City of Bend and Bend PD need more Short Term Rental (STR) owners to pay more for supporting STR management in Bend. We live near an STR that has no on site management or supervision. The amount of police resources that have gone into dealing with problems at this STR needs to be paid for by the STR owner as these are the owner's responsibility to prevent problems in the first place. I resent our police resources going to STR management for an absentee owner and off site management....”*
- *“Treat everyone, even those with criminal behavior with respect. Lots of training in de-escalating hostile or angry situations.”*
- *“Unlawful camping/ encampments have proven to be extreme fire hazards that put our communities and livelihoods at risk. Any unlawful camping should not be permitted.”*
- *“We have a really great police department and I think you're doing a great job. Thank everyone for their service.”*

- *“Work with the Courts and Prosecutors to see that convicted criminals suffer consequences. My [REDACTED] was arrested for [REDACTED] was let go with very little if any consequences, and is back at it again. Continued follow up with such criminals would help to reduce the criminal practice.”*
- *“Recruitment of more female officers and creating a patrol and/or detective unit trained in sex crimes, domestic violence, gender-biased crimes”*
- *“First, thank you for all that you are doing! I know it can be difficult and you can often feel like you are unable to do all that you would really want to do. I know you love our city as much as we do. Recommendations: Create a volunteer team to help with the organization and administrative issues that bog down the patrol team. If each team could have a volunteer admin team assigned to them that they could trust to follow through with the important details and create neighborhood teams of volunteers who are willing to support their neighborhoods with plans of what to do when or if a crime happens, homeless camping happens, and if resources become limited. It would be great to see each neighborhood have a team that knows their role and how to report what is happening and what resources are needed so that each patrol team could be informed and then respond if needed. You probably have something like this and I am just unaware...”*

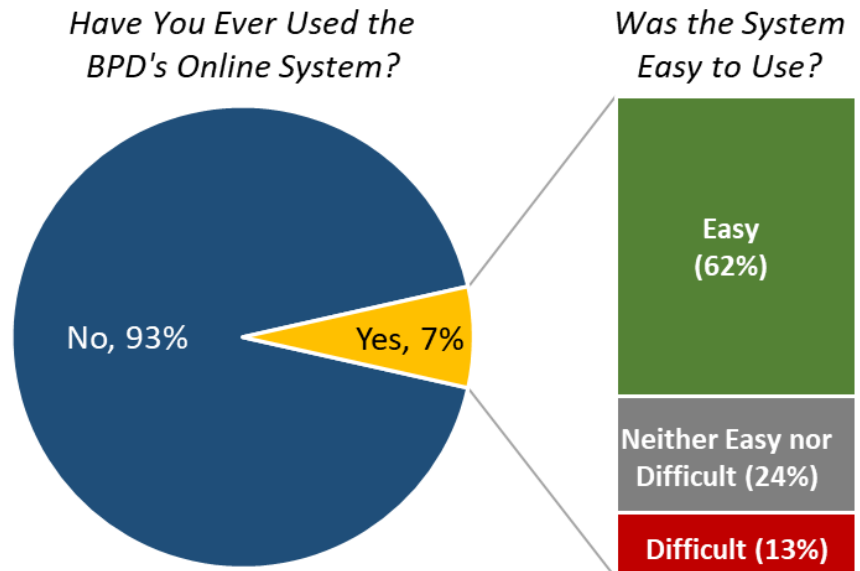
Online Crime Reporting and Data Hub

Summary

- Seven percent of the respondents had used the BPD's online crime reporting system.
- While most people (62%) found the system easy to use, 13% reported some type of difficulty.
- A lack of follow-up with online crime reports may contribute to dissatisfaction with this approach to crime reporting.
- BPD's new Crime Data Hub received positive ratings from most of the people who used it.

The PSU research team collaborates with the BPD each year on new topics for inclusion in the survey. Prior examples include community preferences regarding social media, support for CCTV cameras downtown, and public sentiments on the use of automated traffic cameras. This year we chose to focus on two novel topics: the BPD's use of online crime reporting and its new police [Data Hub](#). The specific survey questions used to study these two topics are provided in [Appendix C](#) (items 21 to 28 and 18 to 20 respectively).

Online Crime Reporting in Bend



ONLINE REPORTING

The standard protocol for citizens reporting crimes to law enforcement over the past fifty years has been to call 911 or a non-emergency dispatch center and then for an officer to arrive at the scene and take the victim's report. Declining police resources, increased demand for their services, and calls to offload police duties to unarmed personnel have led to the emergence of online crime reporting.

Rather than dispatch an officer, police departments are advising victims to file their crime report online at the agency's website. Police employees review the online reports and, once approved, send the victim an email with their final report number which can be used for insurance purposes. While online reporting has considerable benefits with regard to operational efficiency, it remains unclear how victims perceive this technology-mediated interaction.

For the current survey we asked people whether they had ever used the BPD's online crime reporting system, and if they had, was the system easy to use. Over 7% of respondents indicated they had used the system to report a crime or public safety issue (see chart above). Nearly two-thirds of these respondents said the system was easy or very easy to use while 13% indicated they had some type of difficulty when filing their report.

People who indicated they had difficulty with the online reporting system were asked, "What changes would you suggest for improving online reporting?" Eleven individuals left a response. Six of these expressed a desire for follow-up, three discussed improving the accessibility of the tool, others focusing on more flexible reporting options. Examples of these comments are included below:

- "I reported my car being hit in the Costco parking lot (hit and run) and no one ever contacted me about it."
- "It was asking questions about the perpetrator that I didn't know and making those mandatory. Ridiculous"
- "Make it easier to find and expand it"

- *“Please make this easier to find on website. Should be more up front on website (not buried). Add more things (ie parking issues) to the site to free up non-emergency phone.”*
- *“Knowing how many screens there are to go, better descriptor options/plain English for filling things out.”*

As noted above, a particular source of frustration for some individuals was the lack of follow-up after filing their online report. This problem is not unique to the BPD, as many agencies with online reporting experience similar dissatisfaction from community members who felt that their report was worthy of additional investigation. One way to address this issue is to clearly inform people that their report is unlikely to be investigated. This could be addressed in the BPD’s [frequently asked questions](#) section on its website. Adding a question to the online crime report that assesses the victim’s need for a follow-up might also be useful as long as these follow-ups are actually delivered when requested.

The second aspect of online reporting we explored was people’s reporting preferences. Specifically, we wanted to know whether people prefer reporting certain offenses to a police officer as opposed to reporting online. To do this we asked people to imagine they experienced five different kinds of crime. This includes:

- Someone scammed you on the internet resulting in a property loss
- Someone vandalized your property causing damage
- Someone stole items from your motor vehicle
- Someone crashed into your motor vehicle and fled (hit & run)
- Someone illegally entered your household and stole property (burglary)

People were asked whether they would report this crime to the BPD and if yes, how would they prefer to report the incident (e.g., online, to an officer, no preference). We also randomly assigned each respondent a property value for the given crimes, either \$100, \$1,000, or \$10,000 (e.g., “Someone stole items worth \$1,000 from your motor vehicle”).

The vast majority of respondents (90%+) indicated that they would report these offenses to the BPD, mirroring our earlier findings that people generally trust the agency with crime reports. Analyses were then conducted to identify factors that might lead people to prefer reporting to a “live” police officer (see [Appendix J](#)).

Our first finding was that people’s preference for reporting varied based on the type of crime involved. At the low end, 36% of the respondents said they preferred reporting to an officer for an internet scam. This increased to 82% for reporting a burglary. Second, we found strong evidence that the property value of stolen or damaged items influenced the preferred reporting method. Specifically, people prefer reporting to an officer when the dollar value increases. Finally, we found evidence for an age difference with some crimes. Older respondents were more likely to prefer reporting directly to a police officer.

Taken as a whole, these findings suggest that police departments should be cautious when adding or expanding their use of online crime reporting. Online reporting systems appear to work well at taking simple reports involving relatively straightforward crimes that need to be documented for insurance purposes. More complex reports, such as those involving the theft of many items, higher property values, and those involving greater potential for personal threat (e.g., illegal entry to a residence) may be more challenging to capture online.

Likewise, people in Bend continue to prefer reporting most property offenses directly to an officer. This is particularly true for older residents and those experiencing high property losses. Continuing to provide residents with different reporting options as opposed to forcing them to use just one approach will likely increase overall satisfaction with the agency among crime victims. Further improvements to online reporting technology and provision of follow-up to online reports may also increase people’s willingness to shift from in-person reporting to online.

DATA HUB

Previous surveys have indicated a desire for more transparency and accountability by the BPD. As a part of this process, the BPD has created a [Data Hub](#) that allows community members to access more information on a range of topics including: Calls for Service, Case Offenses, Mental Health Calls, Bias Crimes, Drone Flights (i.e., use of drones by the agency), and Park Incidents. There are also options for viewing a dashboard of activity and/or downloading the original data.

To help assess usage of this system and solicit feedback on how to improve it, the BPD asked a series of questions related to the Data Hub.

This survey asked respondents if they had ever used the BPD's Data Hub. About 7% of respondents indicated they had used the system. For those who had used the Hub, a follow-up question asked about how easy the system was to use. Over 80% of users indicated that the system was easy to use while 20% reported it was not easy to use.

The individuals who indicated difficulty utilizing the online reporting system were asked for suggestions on improving the Data Hub. Respondents left 32 comments. Themes in these comments included a desire for clearer data presentation and accessibility, inclusion of additional crime and traffic data, increased timeliness of data update, and feedback on site reliability and technical issues. There were 14 comments labeled as "Other." This topic covers a wide range of issues, such as improved mapping options or requests for push notifications.

Desire for Clearer Data Presentation and Accessibility (8 comments)

Some respondents requested that the site be more user friendly, and/or the data be easier to find. Other suggestions in this theme focused on using a less complex layout, clearer language, or improved interfaces.

Examples of these comments include:

- *"I don't know enough about the data to understand it, but I think that it is available and reported is awesome. I think perhaps if it were translated into plain English, the categories were grouped more, and maybe examples given so you could understand the date - this would also make it super accessible and understandable."*
- *"I really didn't have a lot of time. But didn't seem very intuitive/user friendly"*
- *"The information seems to be buried and difficult to find. User testing should also be done on the data hub."*

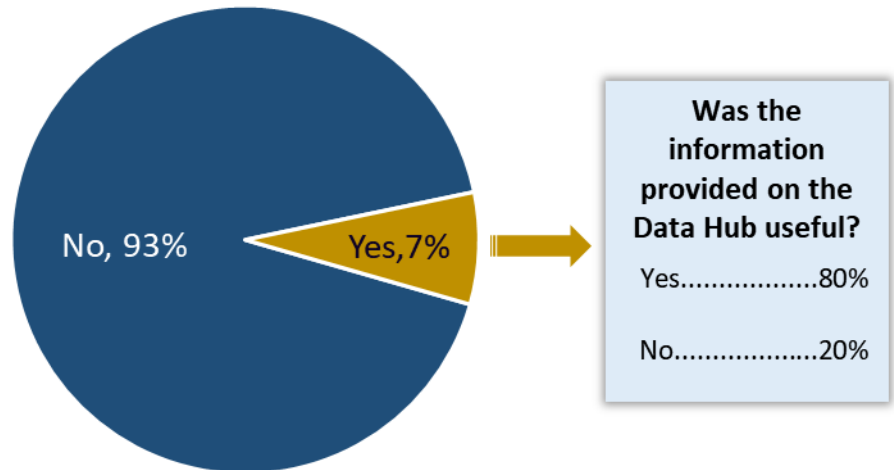
Inclusion of Additional Crime and Traffic Data (7 comments)

Some respondents asked for additional data types to be included, such as enforcement of speeding or loud vehicles. Others wanted updates on specific public safety issues, such as traffic enforcement, violent crimes, and/or homelessness.

Below are comments reflecting this theme:

- *"I would like to see most recent crimes, such as burglary, robbery, suspicious person calls identify throughout the city. I would also like to see the status of criminal offenses once the suspect has been arrested and what if any that the district attorney's office has done regarding prosecution of the cases."*

Have you used the new Data Hub?



- *Traffic offenses in the city has gotten much worse in the last several years. I would like to see the number of traffic law enforcement throughout the city. This includes pedestrians, bicycle, violations, and vehicle movement violations.”*
- *“Including data about outreach to the community and any impact it has had. Data about what actions are being taken to address homeless population”*
- *“Please add traffic stops / citations to this so we can see those calls as well.”*
- *“Dog complaints are very common. These should be mapped so that people who want to walk in peace can choose safe places to go.”*

Increased Timeliness of Data Updates (4 comments)

The last two themes had a relatively small number of comments. Regardless, some respondents requested that the site be updated more frequently or even contain real-time information. The latter request may prove difficult if there is the need to clean or redact data.

Examples of these comments include:

- *“Data hub was missing data for traffic citations as of mid-2024.”*
- *“The data upload delay made the use of the hub unhelpful in the research I was doing.”*

While the need to clean and/or redact data may make real-time data difficult, increasing the frequency of uploading data may be possible.

Feedback on Site Reliability and Technical Issues (4 comments)

Some users noted issues with the site's reliability. This included slow download speeds and/or the site crashing. These technical issues degraded the user's experience.

Examples of this kind of concern include:

- *“Site keep crashing/ didn't work”*
- *“Was not working”*

The remainder of the user responses were for a wide variety of issues. These were categorized as other and included nearly half the comments.

Other (15 comments)

Comments in this theme were largely unrelated to one another or non-specific. Examples include:

- *“I believe in face to face or live communication. It costs more to do but it really helps build a relationship between pd and citizens”*
- *“I really like it so far.”*
- *“Printing it on the mailing documents and or in the community on stickers or signage in every area people congregate, bus stops, stores, random stop signs.”*
- *“I wrote already of a situation that occurred. That situation was concerning the website to file a complaint. If this is not what you are talking about, sorry! The website was glitchy and hard to figure out. There was no clear direction of what to do when you got to the site.*
- *“If there was a follow up email with the information you add along with a reference number that would be great. It would also be great if there was a response with notes of the response from the BPD concerning the situation. It would also be great if the case would not automatically close until the situation was resolved. It would also be great if there was a clear and easy way to follow the steps and find where to file the issue. If this could be coordinated with the code enforcers, this would be amazing.”*
- *“I believe the goal is to make people feel they are being seen and heard. This would be steps that would help with that goal. Thanks for asking!”*

As a whole, the Data Hub appears to be valued by community members. Despite this success, improving the site to better meet community needs would likely improve the overall level of satisfaction.

Summary and Recommendations

This year's survey represents the City of Bend and BPD's fifth bi-annual community survey. The city and police agency's ongoing commitment to soliciting community feedback is laudable. However, when assessing the results of this research, it is important to remember that it represents only one path of communication from the public to the police. In our current environment, surveys rarely achieve a sufficiently broad representation of their target community. Specific to our sample, we know that racial/ethnic minorities, Bend's younger residents, and unhoused people were underrepresented. In short, the present survey represents one source of information for the City's and the BPD's planning process. Other forms of community input should be employed, particularly in reaching out to those portions of the community unlikely to participate in the survey process.

Limitations aside, this survey offered 20,000 Bend households - about half of the city's total - an opportunity to provide feedback, and roughly 2,000 community members responded. That represents a substantial number of individuals who care about their community and took the time to assist the City of Bend in determining how to deploy its limited resources and maximize public safety. The results of this year's survey led to several recommendations.

1. Continue to Address Aspects of Homelessness, Drug Use, and Mental Health

The issues of homelessness, drug use, and mental health continue to be major sources of concern for community members. Additionally, many community members perceive these issues collectively, suggesting a high degree of overlap. There are also widely diverging opinions on how to approach this topic, as demonstrated by the quotes below.

- *“The BPD should continue to have an even-handed approach to the root problems of minor crimes in Bend. The homeless mentally-ill and drug addicted population caused many crimes. The professional and compassionate approach of BPD seems to handle these problems better than most cities. Minimizing use of force only to where it is necessary and having strong community engagement seems to be our best way forward. Using resources for additional tools or training so officers can deal with unhoused vagrant and mentally-ill populations would be prudent in the coming years.”*
- *“Aggressively enforce public camping code. Don't give the mentally ill and drug using homeless any safe harbor. Get them off the streets and in treatment. No public camping in Bend.”*

Addressing these issues successfully and without alienating significant portions of Bend's population will present a major and possibly agency-defining problem for the future. These issues are further impacted by the residual impact of Measure 110, which created significant confusion and has now been updated (see [here](#) for additional information), court decisions such as *Grants Pass v Johnson*, also updated by a recent Supreme Court decision (see [here](#)). While both of these changes should provide police tools to address issues such as illegal camping and drug use, they continue a nearly half-decade-long trend of frequently making new rules or laws and then revising them. These changes present difficulties for police as they must continually modify protocols for responding to these problems.

Learning to more rapidly adjust to the changing environment, so that new tools and techniques can be deployed will be challenging. That said, the city, county (including behavioral health), police agency, sheriff's office, and other local partners have implemented a range of options for addressing these issues. A partial list of strategies to implement, continue, or expand includes:

- Training all BPD officers in [Crisis Intervention](#). While universal training in crisis intervention is still an emerging trend, it appears to be becoming more common and likely improves responses to issues such as mental health crises in agencies where this type of issue is among the most prevalent.
- A [mobile crisis assessment team \(MCAT\)](#) that responds with or without the police, depending on the situation.
- [Including 911 in the MCAT process](#) by diverting low and medium risk calls directly from the dispatch center. Incorporating dispatch into mental health responses has been a missing link for many counties when developing such programs.

- The BPD has begun providing [mental health data on its Data Hub](#). This is innovative use of data and only a relatively small number of agencies provide such information publicly.
- As part of the State’s decision to rework Measure 110, the [county](#) and [city](#) have adopted a deflection program for drug users. These programs, an innovation piloted in the [Northwest by the Seattle PD](#), are being adopted by a number of agencies and represent an innovative approach to linking the law enforcement and public health silos around drug abuse.
- Developing a [stabilization center](#) for individuals with mental health issues of sufficient severity to impact their safety or the community but also not rising to the level necessary for a mental hold in Oregon. This kind of resource is important, particularly [in Oregon, which has, until recently, had issues in providing sufficient mental health care](#), and the state psychiatric [hospital](#) is having difficulty meeting its mission. This is not meant as a slight on any of the respective agencies, but does highlight the difficulty of balancing individual safety, community safety, and individual rights when mental health issues are involved.
- The BPD did take action to address a particularly dangerous [homeless encampment in 2023](#). The results of this appeared to impact public perceptions of safety in the area (see [Public Safety Concerns](#) - page 25).

One commenter also highlighted the importance of providing feedback to the community on what is being done to address issues in this area. Additionally, a large number of commenters provided feedback that the BPD, city and/or county develop programs similar to those implemented over the last two years. While it is impossible to completely educate the community on these efforts, developing a joint report with the county on steps being taken to address community concerns could improve the public’s understanding of the issue, understanding of the steps being taken to address the issue, and increase satisfaction with local government.

2. Continue to Expand Communication with the Public

The BPD has had a civilian communication expert on its staff for several years, adding the position shortly before the 2023 survey. The [Police Communication Manager](#) appears to be assisting in the BPD’s efforts to improve communication and was mentioned in some respondents’ comments as being particularly helpful. In addition, the BPD has added a text system that updates community members who have called the BPD for assistance and solicits feedback on the BPD’s performance. The agency has also continued other programs, such as a [Chief’s Advisory Council](#) and a [Community Academy](#).

Many of these efforts were implemented and/or restarted after COVID subsided. While beneficial it is difficult for any agency to over-communicate. As shown by many survey responses, even community members who are sufficiently motivated to take a survey to help the police improve may not always be aware of all the efforts taken by the City of Bend. Communicating effectively is even more complex on issues such as homelessness, drug abuse, and mental health, as these problems are addressed by city, county, and state-level entities spread across social services, public health, and law enforcement.

While the responsibility for these issues is spread across a wide range of entities, survey respondents appeared to hold police broadly responsible for their impact on public safety and disorder. Working with other stakeholders to educate the public on the nature of these problems, how responsibility for addressing them is shared, and most importantly, the steps being taken by the system as a whole, will be essential in retaining public trust.

3. Address Staffing Limitations Through Recruitment, Retention, and Innovation

A large number of respondents asked for additional patrols, improved and expanded investigations of low-level incidents, more personal contact, increased engagement, and other measures requiring additional resources. Additionally, a recent staffing analysis (note: a member of the survey team participated in the staffing review) found that the BPD will likely need to add many positions over the next decade, even without expanding its mission. However, a recent [quarterly update](#) by the agency determined that meeting these staffing goals may not be possible.

This presents a challenge for the city and the BPD. The reality is that police funding competes with other priorities. The city government must manage these priorities in a manner that is both effective and consistent with community values.

For the BPD, this likely means expanding the use of technology to increase efficiency, even while understanding that this approach may have costs. To help manage this process, it is essential that the agency continue to solicit feedback from the community and communicate its efforts to meet community expectations.

Bend is becoming increasingly expensive, and many agencies are offering pay that is significantly higher than would be possible in Bend. It is likely impossible for the BPD to compete on pay relative to the cost of living against other agencies in the region (several of which offer top-step annual pay nearing \$150,000 annually). Additionally, even with very high pay, officer may still suffer burnout or job-related illness that impact their performance. To address this the BPD has adopted a nationally recognized [wellness program](#). While such programs cost money, it is likely the benefits in terms of retention and other [reduced costs](#) benefit the city. Continuing to innovate in this area is a potential way to address staffing recruitment and retention.

4. Expand Traffic Safety Enforcement

Traffic safety appears to be impacting respondents' perceptions of the BPD and probably the city more broadly. Given budget limitations, increased automated enforcement may be necessary to address concerns around traffic enforcement. The BPD is moving toward this goal. While any increase in enforcement risks alienating some members of the public, the high level of community concern regarding traffic safety would argue for increasing efforts in this area.

5. Improve Interactions with Crime Victims

The current and prior surveys find that crime victims have less trust and confidence in the police, they evaluate the police more critically with regard to public safety management, and they feel on average less safe in the city. In this year's survey we also found a decline in victims' satisfaction with the BPD's handling of their crime report. Research conducted in other cities suggests that this trend may be exacerbated by shifting from in person crime reporting to online crime reporting (see [link 1](#), [link 2](#), and [link 3](#)). We recommend, therefore, that the BPD explore ways to improve satisfaction among local crime victims. Studies suggest that providing a procedurally just interaction and meeting or exceeding a victim's service expectations can go a long way toward mitigating the harm they experienced as a result of the crime.



PSU Team

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BPD Project Manager

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For more information about the report or methodology for this research, please contact Dr. Kris Henning at khenning@pdx.edu

Appendix A – Survey Methodology

We used data from the City’s Office of Performance and Management to identify 46,608 distinct residential addresses in Bend. This was slightly more households than was estimated by the U.S. Census Bureau using the 2023 American Community Survey (43,278).

Using this list, we randomly selected 20,000 households for the BPD’s 2025 Public Safety Survey. The resulting sample was representative of Bend’s three zip codes and 13 designated neighborhoods with less than a .3% deviation between the sample and population characteristics.

Each household in the sample was mailed a letter (see [Appendix B](#)) on October 6, 2024, explaining the purpose of the project. The instructions requested that the adult in the household with the most recent birthday complete an online survey. The survey could be accessed using a short web link or a QR code that could be scanned using a mobile phone. A reminder postcard (see [Appendix B](#)) was mailed roughly two weeks later to increase the response rate. The initial letter, reminder card, and online survey were provided in both English and Spanish to reach a greater audience.

The data for the current report was downloaded from the online survey tool on December 1st, 2024. A total of 2,075 responses were recorded over the 56-day period. One hundred and six (5.1%) of the submissions were deemed invalid due to excess missing data, short completion time (< 1 minute), or indications that the response was a duplicate entry or computer bot intrusion. This left us with 1,969 responses for a response rate of 9.9%. This is a notable decline from the 15.9% response rate obtained for the 2023 Public Safety Report. General survey fatigue and excess election-year polling have probably contributed to this decline.

The theoretical accuracy of surveys involving a random sample of households is largely a function of the sample size obtained (1,969), the population of the given area (46,608 households), and the confidence level set by the researcher (95%). Using these parameters, we estimate that the margin of error for dichotomous items (i.e., yes/no) in the survey would be ±2%. This assumes minimal to no non-response bias, where the households submitting the survey are similar to the households that did not participate.

Unfortunately, as with prior surveys, we have evidence that the current sample was somewhat impacted by non-response bias. The table to the right compares the demographics of the sample to the 2023 Census estimates for Bend. The distribution of respondents was similar to the Census when looking at sex and region of the city where the respondents lived. By contrast, people age 18 to 44, racial minorities, and people of Hispanic/Latino ethnicity were underrepresented in the surveys that were submitted. As a result, we urge caution when generalizing the results of this survey to the population of Bend as a whole.

Characteristics of the Sample and Bend			
		Sample ^a	Census ^b
Sex	Female	50.4%	49.5%
	Male	49.6%	50.5%
Age ^c	18 to 44	22.8%	47.8%
	45 to 64	37.0%	30.7%
	65 or older	40.2%	21.4%
Race	Non-White	6.4%	11.7%
	White Alone	93.6%	88.3%
Ethnicity	Hispanic	4.0%	9.0%
	Non-Hispanic	96.0%	91.0%
Region	NE	33.1%	28.1%
	NW	23.0%	29.2%
	Old Bend	2.2%	2.2%
	SE	24.8%	24.2%
	SW	16.8%	16.4%

^a Excludes cases with missing data.

^b Estimates based on the 2022 American Community Survey. Region data from the City's GIS Dept.

^c Percentages exclude population under 18.

Appendix B – Invitation Letter & Reminder Card



Dear Bend resident,

My primary goal as Chief of Police for the Bend Police Department (BPD) is to safeguard the quality of life for all of the city's residents and visitors. To help us achieve this goal we periodically survey community members regarding their safety concerns, policing priorities, and opinions about the work of my agency. Your household was selected to provide this feedback for the 2024/25 biennium.

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

The results of this brief online survey (10-15 minutes) will be used to develop new strategies to enhance public safety and police-community relationships in the coming year. The findings from our prior community surveys have supported a number of changes at the BPD including:

- Improvements to our website, data transparency, and social media
- Increased traffic enforcement targeting DUI
- Partnerships with and referrals to mental health professionals

MAYOR
Gena Goodman-Campbell

To obtain a representative sample, I ask that just one adult per household complete the survey. If there is more than one adult in your household, the person with the most recent birthday should participate. The survey is voluntary and anonymous; there is no way to connect your answers to your identity. You are also free to withdraw at any time.

MAYOR PRO TEM
Anthony Broadman

CITY COUNCILOR
Barb Campbell
Melanie Kebler
Megan Perkins

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

tinyurl.com/BPD2025



CITY MANAGER
Eric King

POLICE CHIEF
Mike Krantz

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

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

Sincerely,

A handwritten signature in black ink, appearing to be "Mike Krantz".

Chief Mike Krantz

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



**MAKE YOUR
VOICE HEARD!**

**FILL OUT OUR
ONLINE SURVEY.**



**¡HAGA QUE SU
VOZ CUENTA!**

**COMPLETA
NUESTRA ENCUESTA
EN LÍNEA.**

**SHARE YOUR OPINION!
¡COMPARTE SU OPINIÓN!**

This is a reminder to complete our online survey. Your opinions are important to us, and we would appreciate your input and feedback. If you have already completed the survey, we thank you! Find the survey here: tinyurl.com/BPD2025

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

Este es un recordatorio de completar nuestra encuesta en línea. Sus opiniones son importantes para nosotros, y agradeceríamos sus opiniones y comentarios. Si ya has completado la encuesta, gracias! Puede encontrar la encuesta aquí: tinyurl.com/BPD2025SP

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



Survey in
English



Encuesta
en español

Mike Krantz
Chief of Police



Dear Bend Community Member,

Our goal at the Bend Police Department (BPD) is to make Bend a safer place to live by delivering efficient and effective law enforcement services to all members of the community. To help us achieve this goal we partner with Portland State University to conduct a bi-annual residential survey. The 2024/25 survey asks about your public safety concerns, your opinions about our work over the past 12 months, and your priorities for the coming year.

The survey is delivered online and takes 10 to 15 minutes to complete. The survey is anonymous, participation is voluntary, and you may skip questions or withdraw by closing your web browser.

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

Sincerely,

A handwritten signature in black ink, appearing to read 'Mike Krantz', with a long, sweeping underline.

Chief Mike Krantz
555 NE 15th Street, Bend, OR 97701
Phone: (541) 322-2960

NOTE: This survey seeks general feedback from residents and is not intended to replace communication with the BPD regarding specific incidents. If you need assistance with a specific problem, call our non-emergency number 541-693-6911, or use 911 if you have an emergency. Contact Dr. Kris Henning if you have questions about the survey (khenning@pdx.edu).

Start the survey by 'clicking' NEXT below

Note: the numbers and percentages reported in red text are for valid, non-missing, cases. The totals may not add up to 100% due to rounding and the percentages may differ slightly from those presented earlier in the report due to the removal of "Don't Know" responses. Blue text is used to document survey branching and display logic.

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

1. The Bend Police can be trusted to make decisions that are right for my community.

- Strongly agree [403; 20.6%]
- Agree [1,018; 51.9%]
- Neutral [434; 22.1%]
- Disagree [84; 4.3%]
- Strongly disagree [22; 1.1%]

2. The Bend Police are trustworthy.

- Strongly agree [492; 25.1%]
- Agree [1,030; 52.5%]
- Neutral [366; 18.7%]
- Disagree [52; 2.7%]
- Strongly disagree [22; 1.1%]

3. I have confidence in the Bend Police.

- Strongly agree [493; 25.1%]
- Agree [990; 50.5%]
- Neutral [361; 18.4%]
- Disagree [88; 4.5%]
- Strongly disagree [29; 1.5%]

4. Compared to how you felt 12 months ago, would you say that your TRUST in the Bend Police Department (BPD) has:

- Increased a lot [53; 2.7%]
- Increased a little [164; 8.4%]
- Stayed about the same [1,587; 81.1%]
- Decreased a little [123; 6.3%]
- Decreased a lot [31; 1.6%]

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

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

Please indicate your level of agreement with the following statements.

7. If I were the victim of a crime in Bend, I would contact the Police Department to report it.

- Strongly agree [1,520; 77.5%]
- Agree [372; 19.0%]
- Neutral [46; 2.3%]
- Disagree [15; .8%]
- Strongly disagree [8; .4%]

8. If I saw a crime happening in my neighborhood, I would call the Bend Police to report it.

- Strongly agree [1,520; 77.5%]
- Agree [378; 19.3%]
- Neutral [39; 2.0%]
- Disagree [16; .8%]
- Strongly disagree [8; .4%]

9. I would work with the Bend Police to address public safety concerns in my neighborhood.

- Strongly agree [1,220; 62.2%]
- Agree [609; 31.1%]
- Neutral [98; 5.0%]
- Disagree [22; 1.1%]
- Strongly disagree [12; .6%]

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

[The items in this group were presented to the respondents in random order]

10. Reducing crime.

- Very good (A) [141; 7.3%]
- Good (B) [530; 27.4%]
- Fair (C) [327; 16.9%]
- Poor (D) [91; 4.7%]
- Very poor (F) [46; 2.4%]
- Don't know** [797; 41.3%]

11. Reducing traffic crashes.

- Very good (A) [105; 5.4%]
- Good (B) [380; 19.7%]
- Fair (C) [333; 17.2%]
- Poor (D) [149; 7.7%]
- Very poor (F) [84; 4.3%]
- Don't know** [882; 45.6%]

12. Dealing with problems that concern your community.

- Very good (A) [240; 12.4%]
- Good (B) [626; 32.4%]
- Fair (C) [333; 17.2%]
- Poor (D) [135; 7.0%]
- Very poor (F) [65; 3.4%]
- Don't know** [532; 27.6%]

13. Being available when they are needed.

- Very good (A) [421; 21.8%]
- Good (B) [583; 30.2%]
- Fair (C) [211; 10.9%]
- Poor (D) [64; 3.3%]
- Very poor (F) [31; 1.6%]
- Don't know** [621; 32.2%]

14. Developing relationships with people in your community.

- Very good (A) [232; 12.0%]
- Good (B) [477; 24.7%]
- Fair (C) [296; 15.3%]
- Poor (D) [118; 6.1%]
- Very poor (F) [46; 2.4%]
- Don't know** [762; 39.5%]

15. Building trust with your community.

- Very good (A) [281; 14.5%]
- Good (B) [658; 34.1%]
- Fair (C) [298; 15.4%]
- Poor (D) [93; 4.8%]
- Very poor (F) [42; 2.2%]
- Don't know** [560; 29.0%]

16. Involving your community in crime prevention efforts.

- Very good (A) [145; 7.5%]
- Good (B) [414; 21.5%]
- Fair (C) [310; 16.1%]
- Poor (D) [117; 6.1%]
- Very poor (F) [52; 2.7%]
- Don't know** [891; 46.2%]

17. Communicating with the public (e.g., website, social media, emails, public meetings).

- Very good (A) [272; 14.1%]
- Good (B) [611; 31.6%]
- Fair (C) [358; 18.5%]
- Poor (D) [112; 5.8%]
- Very poor (F) [37; 1.9%]
- Don't know [541; 28.0%]

The Bend Police Department (BPD) recently added a Data Hub to its website to increase communication and transparency with the community. The Hub includes dashboards for police service calls, criminal offenses, mental health calls, bias crimes, and drone flights. The dashboards allow you to see annual trends, assess details about the incidents, and in some cases, you can map where events happened.

18. Have you used the BPD's new Data Hub?

- Yes [132; 6.8%]
- No [1,798; 93.2%]

19. [[Yes](#) to item 18] Was the information provided on the Data Hub helpful?

- Yes [104; 80.0%]
- No [26; 20.0%]

20. [[Yes](#) to item 18] Please use the space below if you have suggestions for improving the BPD's Data Hub. Otherwise, proceed to the next question.

The Bend Police Department's (BPD) website can be used to report certain property crimes rather than reporting directly to a police officer. Online reports are reviewed by a BPD employee for completeness. Once approved, reports are assigned a case number and the victim receives an email they can use for insurance purposes. An officer will only contact a victim directly if further investigation is required.

21. Have you ever used the BPD's online crime reporting system?

- Yes [136; 7.1%]
- No [1,782; 92.9%]

22. [[Yes](#) to item 21] Was the online crime reporting system easy (or difficult) to use?

- Very Easy [28; 20.7%]
- Easy [56; 41.5%]
- Neither Easy nor Difficult [33; 24.4%]
- Difficult [14; 10.4%]
- Very Difficult [4; 3.0%]

23. ['Yes' to item 21 and 'Very difficult' or 'Difficult' on item 22] In the prior question you said the BPD's online reporting system was difficult to use. What changes would you suggest for improving online reporting?

Online crime reporting is a recent addition to the Bend Police Department (BPD). The BPD might expand the list of reportable offenses if the community is supportive. Hence, it would be helpful to know your preferences for crime reporting should you be victimized in Bend in the coming year. Please read each crime description below and indicate whether you would report the incident to the BPD, and if 'yes', how would you prefer to report the incident?

24. Someone scammed you on the internet resulting in the loss of \$_____.

[For questions 24 to 28 the respondents were randomly assigned a dollar value of \$100, \$1,000, or \$10,000. The figures presented in red indicate the answers at each respective value.]

- I would NOT report this [132; 21.2%], [47; 7.1%], [15; 2.4%]
- I would report this, NO PREFERENCE [152; 24.4%], [197; 29.7%], [187; 29.5%]
- I would report this, preferably ONLINE [239; 38.4%], [206; 31.0%], [131; 20.7%]
- I would report this, preferably to an OFFICER [99; 15.9%], [214; 32.2%], [301; 47.5%]

25. Someone vandalized your property causing \$_____ damage.

- I would NOT report this [45; 7.2%], [3; .5%], [1; .2%]
- I would report this, NO PREFERENCE [150; 24.1%], [164; 24.7%], [126; 19.9%]
- I would report this, preferably ONLINE [142; 22.8%], [77; 11.6%], [35; 5.5%]
- I would report this, preferably to an OFFICER [285; 45.8%], [420; 63.3%], [471; 74.4%]

26. Someone stole items worth \$_____ from your motor vehicle.

- I would NOT report this [38; 6.1%], [4; .6%], [1; .2%]
- I would report this, NO PREFERENCE [159; 25.6%], [179; 27.0%], [131; 20.7%]
- I would report this, preferably ONLINE [176; 28.3%], [96; 14.5%], [49; 7.7%]
- I would report this, preferably to an OFFICER [249; 40.0%], [385; 58.0%], [453; 71.5%]

27. Someone crashed into your motor vehicle and fled (hit-and-run) causing \$_____ damage.

- I would NOT report this [41; 6.6%], [7; 1.1%], [1; .2%]
- I would report this, NO PREFERENCE [121; 19.5%], [131; 19.7%], [111; 17.5%]
- I would report this, preferably ONLINE [88; 14.1%], [48; 7.2%], [34; 5.4%]
- I would report this, preferably to an OFFICER [372; 59.8%], [478; 72.0%], [488; 77.0%]

28. Someone illegally entered your household (burglary) and stole property worth \$_____.

- I would NOT report this [1; .2%], [1; .2%], [2; .3%]
- I would report this, NO PREFERENCE [100; 16.1%], [86; 13.0%], [76; 12.0%]
- I would report this, preferably ONLINE [44; 7.1%], [17; 2.6%], [14; 2.2%]
- I would report this, preferably to an OFFICER [477; 76.7%], [557; 84.3%], [541; 85.5%]

The next few questions involve contacts with a BPD officer where you were given a warning, issued a traffic citation, interviewed as a possible suspect, or were arrested. [Police contacts that resulted from being the victim of a crime are addressed later]

29. Did a BPD officer initiate this type of contact with you in the past 12 months (i.e., you were warned, issued a traffic citation, interviewed as a possible suspect, or were arrested)?

- Yes [104; 5.5%]
- No [1,788; 94.5%]

['Yes' item 29] We would like to ask a few questions about the police contact you just noted. If you experienced more than one contact like this in Bend over the past 12 months answer for just the most recent incident.

30. ['Yes' item 29] Did the officer listen to you?

- Yes [80; 76.9%]
- No [19; 18.3%]
- Not applicable [5; 4.8%]

31. ['Yes' item 29] Did the officer show concern for your welfare?

- Yes [62; 59.6%]
- No [20; 19.2%]
- Not applicable [22; 21.2%]

32. ['Yes' item 29] Did the officer explain their decisions?

- Yes [85; 82.5%]
- No [12; 11.7%]
- Not applicable [6; 5.8%]

33. ['Yes' item 29] Did the officer treat you with respect?

- Yes [87; 83.7%]
- No [14; 13.5%]
- Not applicable [3; 2.9%]

34. ['Yes' item 29] Did the officer treat you fairly?

- Yes [82; 78.8%]
- No [17; 16.3%]
- Not applicable [5; 4.8%]

35. ['Yes' item 29] Taking the whole experience into account, how satisfied are you with the way the Bend Police Department (BPD) responded to this incident?

- Very satisfied [46; 44.2%]
- Satisfied [27; 26.0%]
- Neither satisfied nor dissatisfied [11; 10.6%]
- Dissatisfied [11; 10.6%]
- Very dissatisfied [9; 8.7%]

36. ['Yes' item 29 and ('Very dissatisfied' or 'Dissatisfied' item 35)] Please use the space below to describe why you were **dissatisfied** with the BPD's handling of this incident. What could they have done differently?

37. ['Yes' item 29 and ('Very Satisfied' or 'Satisfied' item 35)] Please use the space below to describe why you were **satisfied** with BPD's handling of this incident. What did they do that helped you feel OK about this interaction?

The next few questions address criminal victimization in Bend

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

- Yes [144; 7.5%]
- No [1,774; 92.5%]

['Yes' item 38] We would like to ask a few questions about the crime you just noted. If you experienced more than one crime in the past 12 months focus on just the most recent incident.

39. ['Yes' item 38] Was this crime reported to the Bend Police Department (BPD)?

- Yes [108; 75.0%]
- No [36; 25.0%]

40. ['Yes' item 38 and 'Yes' item 39] Did you communicate directly with a BPD officer about this incident, either when it was first reported or at a later time?

- Yes [89; 82.4%]
- No [19; 17.6%]

['Yes' items 38 to 40] We would like to ask a few questions about the officer you communicated with about this crime.

41. ['Yes' items 38 to 40] Did the officer arrive in a timely manner?

- Yes [43; 48.3%]
- No [14; 15.7%]
- Not applicable [32; 36.0%]

42. ['Yes' item 38 and 'Yes' item 39 and 'Yes' item 40] Did the officer listen to you?

- Yes [76; 85.4%]
- No [10; 11.2%]
- Not applicable [3; 3.4%]

43. ['Yes' item 38 and 'Yes' item 39 and 'Yes' item 40] Did the officer take the incident seriously?

- Yes [68; 77.3%]
- No [17; 19.3%]
- Not applicable [3; 3.4%]

44. ['Yes' item 38 and 'Yes' item 39 and 'Yes' item 40] Did the officer show concern for your welfare?

- Yes [58; 65.9%]
- No [17; 19.3%]
- Not applicable [13; 14.8%]

45. ['Yes' item 38 and 'Yes' item 39 and 'Yes' item 40] Did the officer treat you with respect?

- Yes [76; 86.4%]
- No [9; 10.2%]
- Not applicable [3; 3.4%]

46. ['Yes' item 38 and 'Yes' item 39 and 'Yes' item 40] Did the officer explain what would happen next?

- Yes [59; 66.3%]
- No [26; 29.2%]
- Not applicable [4; 4.5%]

47. ['Yes' item 38 and 'Yes' item 39] Taking the whole experience into account, how satisfied are you with the way the Bend Police Department (BPD) responded to this crime?

- Very satisfied [36; 33.3%]
- Satisfied [19; 17.6%]
- Neither satisfied nor dissatisfied [18; 16.7%]
- Dissatisfied [21; 19.4%]
- Very dissatisfied [14; 13.0%]

48. ['Yes' items 38 to 39 and 'Very dissatisfied' or 'Dissatisfied' item 47] Please use the space below to describe why you were **dissatisfied** with the BPD's handling of this crime report. What could they have done differently?

49. ['Yes' items 38 to 39 and 'Very Satisfied' or 'Satisfied' item 47] Please use the space below to describe why you were **satisfied** with BPD's handling of this crime report. What did they do that helped you feel OK about this interaction?

50. ['Yes' item 38 and 'No' to item 39] What was the main reason for NOT reporting this crime to the BPD?

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

[The items in this group were presented to the respondents in random order]

51. Larceny-theft (e.g., shoplifting, motor vehicle theft, theft from a motor vehicle).

- Not a problem [62; 3.3%]
- Minor problem [264; 13.9%]
- Moderate problem [690; 36.2%]
- Major problem [356; 18.7%]
- Don't know** [533; 28.0%]

52. Burglary-trespassing (i.e., unlawful presence on private property).

- Not a problem [76; 4.0%]
- Minor problem [357; 18.8%]
- Moderate problem [612; 32.1%]
- Major problem [279; 14.7%]
- Don't know** [580; 30.5%]

53. Violent crimes (e.g., assault, robbery, stalking).

- Not a problem [88; 4.6%]
- Minor problem [468; 24.6%]
- Moderate problem [543; 28.5%]
- Major problem [141; 7.4%]
- Don't know** [665; 34.9%]

54. Sexual crimes (e.g., rape, sexual abuse).

- Not a problem [63; 3.3%]
- Minor problem [241; 12.7%]
- Moderate problem [442; 23.3%]
- Major problem [160; 8.4%]
- Don't know** [992; 52.3%]

55. Property damage (e.g., graffiti, vandalism, arson).

- Not a problem [79; 4.1%]
- Minor problem [423; 22.2%]
- Moderate problem [728; 38.2%]
- Major problem [311; 16.3%]
- Don't know** [365; 19.2%]

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

- Not a problem [227; 11.9%]
- Minor problem [389; 20.4%]
- Moderate problem [449; 23.5%]
- Major problem [121; 6.3%]
- Don't know** [722; 37.8%]

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

- Not a problem [53; 2.8%]
- Minor problem [255; 13.4%]
- Moderate problem [542; 28.4%]
- Major problem [263; 13.8%]
- Don't know** [793; 41.6%]

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

- Not a problem [128; 6.7%]
- Minor problem [543; 28.5%]
- Moderate problem [577; 30.3%]
- Major problem [193; 10.1%]
- Don't know** [466; 24.4%]

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

- Not a problem [50; 2.6%]
- Minor problem [106; 5.6%]
- Moderate problem [472; 24.7%]
- Major problem [848; 44.4%]
- Don't know** [432; 22.6%]

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

- Not a problem [231; 12.1%]
- Minor problem [436; 22.8%]
- Moderate problem [426; 22.3%]
- Major problem [272; 14.2%]
- Don't know** [544; 28.5%]

61. Alcohol offenses (e.g., DUI, drinking in public, use by minors).

- Not a problem [58; 3.0%]
- Minor problem [249; 13.1%]
- Moderate problem [701; 36.8%]
- Major problem [475; 24.9%]
- Don't know** [421; 22.1%]

62. Internet crimes against children (e.g., sexual exploitation of children, child pornography, cyberstalking).

- Not a problem [43; 2.3%]
- Minor problem [182; 9.5%]
- Moderate problem [401; 21.0%]
- Major problem [287; 15.0%]
- Don't know** [995; 52.1%]

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

[The items in this group were presented to the respondents in random order]

63. Running red lights; stop signs.

- Not a problem [191; 10.1%]
- Minor problem [561; 29.6%]
- Moderate problem [532; 28.1%]
- Major problem [398; 21.0%]
- Don't know** [212; 11.2%]

64. Failure to yield at intersections; circles.

- Not a problem [186; 9.8%]
- Minor problem [646; 34.1%]
- Moderate problem [551; 29.1%]
- Major problem [379; 20.0%]
- Don't know** [130; 6.9%]

65. Distracted driving (e.g., phone calls, texting).

- Not a problem [36; 1.9%]
- Minor problem [250; 13.2%]
- Moderate problem [659; 34.7%]
- Major problem [818; 43.1%]
- Don't know** [134; 7.1%]

66. Speeding in residential areas.

- Not a problem [65; 3.4%]
- Minor problem [374; 19.7%]
- Moderate problem [685; 36.1%]
- Major problem [687; 36.3%]
- Don't know** [84; 4.4%]

67. Speeding in school zones.

- Not a problem [156; 8.2%]
- Minor problem [510; 26.9%]
- Moderate problem [593; 31.3%]
- Major problem [345; 18.2%]

Don't know [289; 15.3%]

68. Speeding on city streets.

- Not a problem [88; 4.6%]
- Minor problem [371; 19.6%]
- Moderate problem [632; 33.4%]
- Major problem [713; 37.6%]
- Don't know** [90; 4.8%]

69. Driving under the influence (DUI).

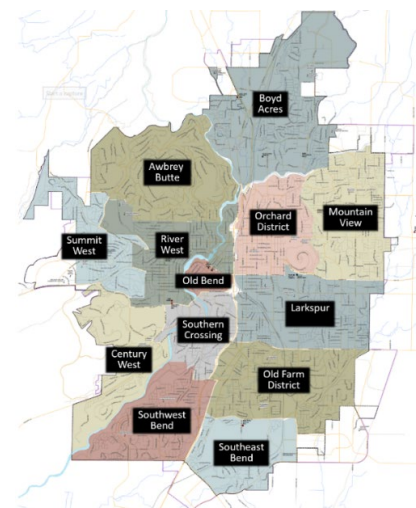
- Not a problem [44; 2.3%]
- Minor problem [217; 11.5%]
- Moderate problem [586; 31.0%]
- Major problem [448; 23.7%]
- Don't know** [596; 31.5%]

70. Tailgating; following too closely.

- Not a problem [161; 8.5%]
- Minor problem [552; 29.1%]
- Moderate problem [596; 31.5%]
- Major problem [456; 24.1%]
- Don't know** [129; 6.8%]

71. Vehicles ignoring pedestrian right of way.

- Not a problem [174; 9.2%]
- Minor problem [592; 31.2%]
- Moderate problem [605; 31.9%]
- Major problem [386; 20.4%]
- Don't know** [139; 7.3%]



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

72. Which neighborhood district do you live in currently?

- | | |
|--|--|
| <input type="radio"/> Awbrey Butte [189; 10.0%] | <input type="radio"/> Boyd Acres [170; 9.0%] |
| <input type="radio"/> Century West [68; 3.6%] | <input type="radio"/> Larkspur [167; 8.9%] |
| <input type="radio"/> Mountain View [216; 11.5%] | <input type="radio"/> Old Bend [41; 2.2%] |
| <input type="radio"/> Old Farm District [190; 10.1%] | <input type="radio"/> Orchard District [138; 7.3%] |
| <input type="radio"/> River West [183; 9.7%] | <input type="radio"/> Southeast Bend [94; 5.0%] |
| <input type="radio"/> Southern Crossing [72; 3.8%] | <input type="radio"/> Southwest Bend [166; 8.8%] |
| <input type="radio"/> Summit West [172; 9.1%] | <input type="radio"/> Other _____ [20; 1.1%] |

73. How safe would you feel walking alone in your NEIGHBORHOOD: **During the daytime?**
- Very safe [1,486; 79.0%]
 - Safe [326; 17.3%]
 - Neither safe nor unsafe [46; 2.4%]
 - Unsafe [19; 1.0%]
 - Very unsafe [5; .3%]
74. How safe would you feel walking alone in your NEIGHBORHOOD: **At night?**
- Very safe [654; 34.7%]
 - Safe [785; 41.6%]
 - Neither safe nor unsafe [284; 15.1%]
 - Unsafe [134; 7.1%]
 - Very unsafe [28; 1.5%]
75. How safe would you feel walking alone in the nearest CITY PARK: **During the daytime?**
- Very safe [1,317; 70.3%]
 - Safe [445; 23.7%]
 - Neither safe nor unsafe [84; 4.5%]
 - Unsafe [20; 1.1%]
 - Very unsafe [8; .4%]
76. How safe would you feel walking alone in the nearest CITY PARK: **At night?**
- Very safe [341; 18.2%]
 - Safe [584; 31.1%]
 - Neither safe nor unsafe [491; 26.1%]
 - Unsafe [392; 20.9%]
 - Very unsafe [70; 3.7%]
77. How safe would you feel walking alone in DOWNTOWN BEND: **During the daytime?**
- Very safe [1,380; 73.5%]
 - Safe [415; 22.1%]
 - Neither safe nor unsafe [67; 3.6%]
 - Unsafe [10; .5%]
 - Very unsafe [5; .3%]
78. How safe would you feel walking alone in DOWNTOWN BEND: **At night?**
- Very safe [319; 16.2%]
 - Safe [765; 38.9%]
 - Neither safe nor unsafe [471; 23.9%]
 - Unsafe [267; 13.6%]
 - Very unsafe [56; 2.8%]

79. Compared to 12 months ago, how safe do you currently feel in Bend?

- I feel a lot safer [18; 1.0%]
- I feel a little safer [64; 3.4%]
- I feel about the same [1,395; 74.1%]
- I feel a little less safe [346; 18.4%]
- I feel a lot less safe [60; 3.2%]

80. ['I feel a little less safe' or 'I feel a lot less safe' for item 79] You said in the prior question that you feel **less safe** in Bend compared to 12 months ago. What led to this change?

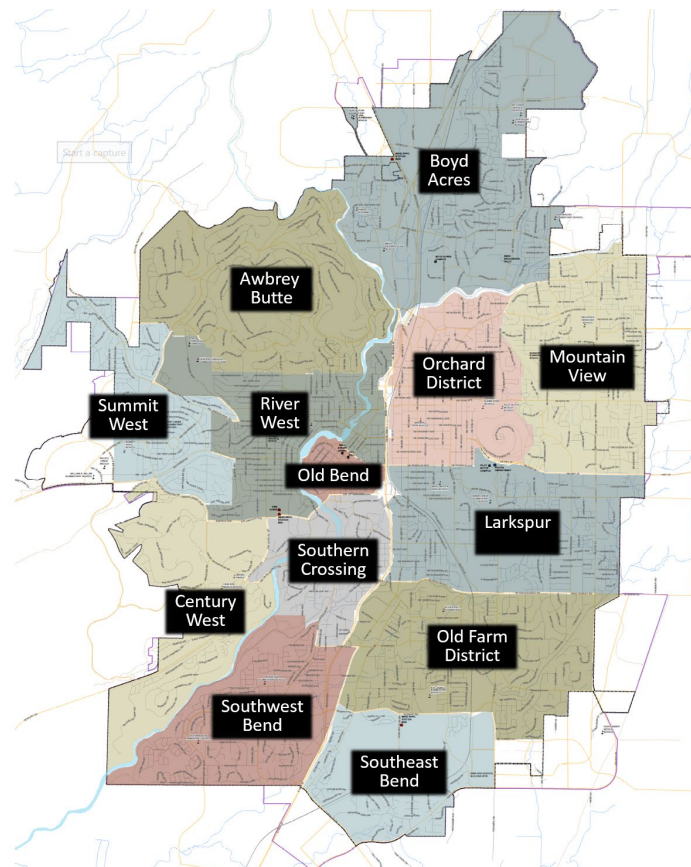
81. ['I feel a little safer' or 'I feel a lot safer' for item 79] You said in the prior question that you feel **safer** in Bend compared to 12 months ago. Did the city or the BPD do anything specific that helped you feel safer? [if 'yes' please describe below]

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

- Yes [1,289; 69.0%]
- No [578; 31.0%]

83. ['Yes' item 82] Please identify the areas (up to 3) in Bend where you would feel **least safe** walking alone.

['Click' on the map with your mouse or finger to place a red dot on these locations. If you make a mistake, you 'click' and drag the dot to the correct area. The map allows you to identify to THREE areas (3 'clicks').]



can
up

The Bend Police Department (BPD) devotes significant resources to handling 911 and non-emergency calls for service from the community. We are interested in your priorities for how the BPD uses its remaining resources. Provided below is a list of law enforcement activities. Please read about each activity and indicate whether this should be a 'high', 'medium', or 'low' priority for the BPD or whether they should not do this activity.

[The items in this group were presented to the respondents in random order]

84. **Traffic enforcement** (i.e., monitor traffic and issue citations/warnings for things like speeding, failure to yield, running red lights/stop signs, and tailgating).
- High priority [809; 43.4%]
 - Medium priority [767; 41.2%]
 - Low priority [269; 14.4%]
 - - BPD should not do this [18; 1.0%]
85. **DUI enforcement** (i.e., monitor roadways and make arrests for driving under the influence of alcohol or drugs).
- High priority [1,290; 69.2%]
 - Medium priority [480; 25.8%]
 - Low priority [89; 4.8%]
 - - BPD should not do this [4; .2%]
86. **Community engagement** (i.e., participate in community events, attend neighborhood meetings, and host social gatherings).
- High priority [342; 18.5%]
 - Medium priority [906; 48.9%]
 - Low priority [565; 30.5%]
 - - BPD should not do this [39; 2.1%]
87. **Patrol neighborhoods** (i.e., drive, bike, or walk through neighborhoods and respond to problems).
- High priority [397; 21.4%]
 - Medium priority [956; 51.4%]
 - Low priority [468; 25.2%]
 - - BPD should not do this [38; 2.0%]
88. **Patrol city parks** (i.e., drive, bike, or walk through parks and respond to problems).
- High priority [401; 21.6%]
 - Medium priority [959; 51.6%]
 - Low priority [467; 25.1%]
 - - BPD should not do this [33; 1.8%]
89. **Patrol downtown** (i.e., drive, bike, or walk through downtown and respond to problems).
- High priority [493; 26.5%]
 - Medium priority [1,015; 54.6%]
 - Low priority [330; 17.7%]
 - - BPD should not do this [22; 1.2%]

90. Problem-solving partnerships (i.e., work with residents and businesses to make areas less attractive to criminals using street lighting, CCTV, security devices, neighborhood watch, etc.).

- High priority [679; 36.5%]
- Medium priority [896; 48.2%]
- Low priority [246; 13.2%]
- - BPD should not do this [38; 2.0%]

91. Investigate PROPERTY crimes (i.e., collect evidence, identify suspects, and make arrests for crimes like burglary, motor vehicle theft, and vandalism).

- High priority [1,093; 58.8%]
- Medium priority [693; 37.3%]
- Low priority [70; 3.8%]
- - BPD should not do this [2; .1%]

92. Investigate VIOLENT crimes (i.e., collect evidence, identify suspects, and make arrests for crimes like assault, robbery, and sexual offenses).

- High priority [1,795; 96.3%]
- Medium priority [62; 3.3%]
- Low priority [4; .2%]
- - BPD should not do this [2; .1%]

93. Drug enforcement (i.e., investigate and arrest people when they are illegally growing, manufacturing, or distributing drugs).

- High priority [1,193; 64.0%]
- Medium priority [489; 26.2%]
- Low priority [164; 8.8%]
- - BPD should not do this [18; 1.0%]

94. Address LIVABILITY concerns (i.e., intervene when people in public settings are using substances, making noise, harassing others, trespassing, or littering).

- High priority [858; 46.1%]
- Medium priority [769; 41.3%]
- Low priority [220; 11.8%]
- - BPD should not do this [16; .9%]

95. Parking enforcement (i.e., patrol parking areas, issue warnings, and give citations for parking violations).

- High priority [86; 4.6%]
- Medium priority [417; 22.4%]
- Low priority [1,083; 58.1%]
- - BPD should not do this [277; 14.9%]

96. **Investigate internet crimes against children** (i.e., collect evidence, identify suspects, and make arrests for crimes like sexual exploitation of children, child pornography, and cyberstalking).

- High priority [1,359; 73.1%]
- Medium priority [365; 19.6%]
- Low priority [98; 5.3%]
- - BPD should not do this [36; 1.9%]

97. Do you have any recommendations for improving public safety in Bend for the coming year? If yes, please describe below.

We end with a few questions consistent with the 2020 Census. These items help us determine whether the opinions captured in the survey differ across demographic groups.

98. What is your sex?

- Male [910; 49.6%]
- Female [924; 50.4%]

99. What is your gender?

- Man [894; 48.9%]
- Woman [914; 50.1%]
- Non-binary [3; .2%]
- Prefer to self-describe: ____ [14; .8%]

100. What is your age?

- 18 to 24 [18; 1.0%]
- 25 to 34 [110; 6.0%]
- 35 to 44 [290; 15.8%]
- 45 to 54 [317; 17.3%]
- 55 to 64 [362; 19.7%]
- 65 or older [737; 40.2%]

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

- White [1,729; 95.5%]
- Black or African-American [7; .4%]
- American Indian or Alaska Native [14; .8%]
- Asian [35; 1.9%]
- Native Hawaiian or Pacific Islander [5; .3%]
- Some other race [58; 3.2%]

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

- No [1,734; 96.0%]
- Yes [73; 4.0%]

103. How long have you lived in Bend?

- Less than 5 years [329; 17.8%]
- 5 to 9 years [423; 22.8%]
- 10 to 19 years [444; 24.0%]
- 20 or more years [657; 35.5%]

THANK YOU FOR COMPLETING THE SURVEY.
The survey findings will be posted on the BPD's website in the spring of 2025

Appendix D - Trust

Trust in the BPD ^a				
Factors	Mean	SD	Very Low (0)	Very High (4)
Sex				
Female	2.96	.71		
Male (ref)	2.97	.73		
Age				
18 to 44	2.72	.81		
45 to 64	2.97	.73		
65+ (ref)	3.09	.64		
Race/Ethnicity				
Non-White or Hispanic	2.86	.77		
White-alone (ref)	2.98	.72		
Years Lived in Bend				
< 5	2.90	.72		
5 to 19	2.95	.72		
20+ (ref)	2.96	.73		
Region of City Where Live (excludes Old Bend)				
NE	2.88	.73		
NW	2.99	.70		
SE	3.06	.70		
SW (ref)	2.94	.75		
Victim of Crime in Past 12 Months				
Yes	2.68	.86		
No (ref)	2.98	.71		
Survey Year				
2017 (N = 529)	3.00	.74		
2019 (N = 712)	3.11	.73		
2021 (N = 1,883)	2.89	.91		
2023 (N = 1,485)	2.96	.84		
2025 (ref; N = 1,969)	2.93	.78		





















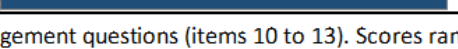
^aBased on the average of the three trust questions (items 1 to 3). Scores range from 0 (very low) to 4 (very high). Any subgroup(s) within a given variable with a different colored bar than the designated referent (ref) group is significantly higher or lower based on statistical testing ($p < .001$). Excludes respondents who did not answer the question.

Appendix E - Cooperation

Willingness to Cooperate with the BPD ^a				
Factors	Mean	SD	Very Low (0)	Very High (4)
Sex				
Female	3.70	.48		
Male (ref)	3.67	.48		
Age				
18 to 44	3.50	.66		
45 to 64	3.71	.43		
65+ (ref)	3.76	.36		
Race/Ethnicity				
Non-White or Hispanic	3.60	.59		
White-alone (ref)	3.69	.47		
Years Lived in Bend				
< 5	3.67	.51		
5 to 19	3.67	.49		
20+ (ref)	3.71	.47		
Region of City Where Live (excludes Old Bend)				
NE	3.64	.53		
NW	3.69	.47		
SE	3.71	.47		
SW (ref)	3.71	.44		
Victim of Crime in Past 12 Months				
Yes	3.50	.65		
No (ref)	3.69	.47		
Survey Year				
2017 (N = 529)	3.69	.45		
2019 (N = 712)	3.69	.51		
2021 (N = 1,883)	3.57	.68		
2023 (N = 1,485)	3.67	.60		
2025 (ref; N = 1,969)	3.66	.53		

^aBased on the average of the three cooperation questions (items 7 to 9). Scores range from 0 (very low) to 4 (very high). Any sub-group(s) within a given variable with a different colored bar than the designated referent (ref) group is significantly higher or lower based on statistical testing ($p < .001$). Excludes respondents who did not answer the

Appendix F – Public Safety Management

BPD's Grade for Managing Public Safety ^a				
Factors	Mean	SD	Very Poor - F (0)	Very Good - A (4)
Sex				
Female	2.71	.87		
Male (ref)	2.57	.91		
Age				
18 to 44	2.38	1.02		
45 to 64	2.64	.89		
65+ (ref)	2.78	.79		
Race/Ethnicity				
Non-White or Hispanic	2.37	.98		
White-alone (ref)	2.67	.88		
Years Lived in Bend				
< 5	2.69	.84		
5 to 19	2.61	.92		
20+ (ref)	2.63	.89		
Region of City Where Live (excludes Old Bend)				
NE	2.60	.91		
NW	2.59	.87		
SE	2.78	.86		
SW (ref)	2.56	.94		
Victim of Crime in Past 12 Months				
Yes	2.23	1.06		
No (ref)	2.67	.88		
Survey Year				
2017 (N = 529)	2.88	.83		
2019 (N = 712)	3.01	.78		
2021 (N = 1,883)	2.76	.91		
2023 (N = 1,485)	2.65	.89		
2025 (ref; N = 1,969)	2.64	.90		

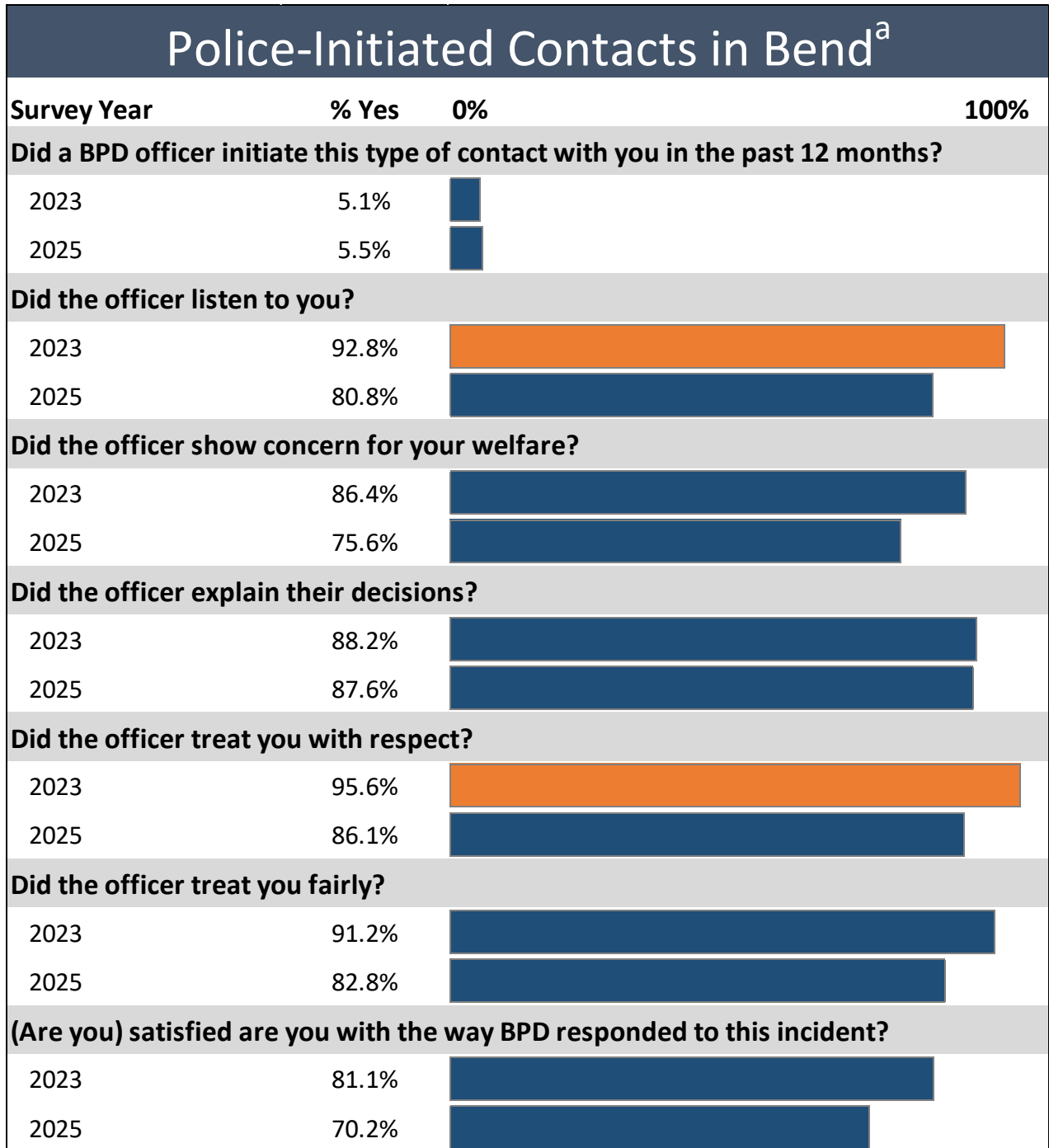
^aBased on the average of the four public safety management questions (items 10 to 13). Scores range from 0 (very poor - F) to 4 (very good - A). Any sub-group(s) within a given variable with a different colored bar than the designated referent (ref) group is significantly higher or lower based on statistical testing ($p < .001$). Excludes respondents who did not answer the question and those selecting "Don't Know".

Appendix G – Community Engagement

BPD's Grade for Community Engagement ^a				
Factors	Mean	SD	Very Poor - F (0)	Very Good - A (4)
Sex				
Female	2.70	.87		
Male (ref)	2.58	.92		
Age				
18 to 44	2.42	1.00		
45 to 64	2.65	.90		
65+ (ref)	2.75	.80		
Race/Ethnicity				
Non-White or Hispanic	2.45	1.00		
White-alone (ref)	2.66	.88		
Years Lived in Bend				
< 5	2.63	.89		
5 to 19	2.61	.93		
20+ (ref)	2.66	.88		
Region of City Where Live (excludes Old Bend)				
NE	2.56	.92		
NW	2.65	.86		
SE	2.76	.87		
SW (ref)	2.58	.93		
Victim of Crime in Past 12 Months				
Yes	2.26	1.08		
No (ref)	2.66	.88		
Survey Year				
2017 (N = 529)	2.62	.88		
2019 (N = 712)	2.80	.90		
2021 (N = 1,883)	2.52	1.00		
2023 (N = 1,485)	2.65	.92		
2025 (ref; N = 1,969)	2.63	.90		

^aBased on the average of the four community engagement questions (items 14 to 17). Scores range from 0 (very poor - F) to 4 (very good - A). Any sub-group(s) within a given variable with a different colored bar than the designated referent (ref) group is significantly higher or lower based on statistical testing ($p < .001$). Excludes respondents who did not answer the question and those selecting "Don't Know".

Appendix H – Contacts with BPD Officers
























^aVariables with different colored bars for 2023 and 2025 are significantly different based on statistical testing ($p < .05$). Excludes respondents who did not answer the question and those answering "Not Applicable."

Victim Contacts in Bend^a

Survey Year	% Yes	0%	100%
Have you or anyone in your household been the victim of a crime....?			
2023	6.8%		
2025	7.5%		
Did the officer arrive in a timely manner?			
2023	87.2%		
2025	75.4%		
Did the officer listen to you?			
2023	98.1%		
2025	88.4%		
Did the officer take the incident seriously?			
2023	92.5%		
2025	80.0%		
Did the officer show concern for your welfare?			
2023	89.4%		
2025	77.3%		
Did the officer treat you with respect?			
2023	94.2%		
2025	89.4%		
Did the officer explain what would happen next?			
2023	84.3%		
2025	69.4%		
(Are you) satisfied are you with the way BPD responded to this crime?			
2023	67.6%		
2025	50.9%		

^aVariables with different colored bars for 2023 and 2025 are significantly different based on statistical testing ($p < .05$). Excludes respondents who did not have contact with an officer, those who did not answer the given questions, and those answering "Not Applicable."

Appendix I – Perceived Safety

Perceived Safety in Bend ^a				
Factors	Mean	SD	Very Unsafe (0)	Very Safe (4)
Sex				
Female	3.03	.62		
Male (ref)	3.30	.60		
Age				
18 to 44	3.20	.66		
45 to 64	3.19	.64		
65+ (ref)	3.12	.60		
Race/Ethnicity				
Non-White or Hispanic	3.10	.67		
White-alone (ref)	3.18	.62		
Years Lived in Bend				
< 5	3.29	.56		
5 to 19	3.24	.59		
20+ (ref)	2.99	.68		
Region of City Where Live (excludes Old Bend)				
NE	3.10	.67		
NW	3.32	.58		
SE	3.04	.61		
SW (ref)	3.21	.57		
Victim of Crime in Past 12 Months				
Yes	2.88	.76		
No (ref)	3.19	.61		
Survey Year				
2017 (N = 529)	3.18	.63		
2019 (N = 712)	3.18	.67		
2021 (N = 1,883)	3.15	.65		
2023 (N = 1,485)	3.12	.64		
2025 (ref; N = 1,969)	3.16	.63		

^aBased on the average of the six perceived safety questions (items 73 to 78). Scores range from 0 (very unsafe) to 4 (very safe). Any sub-group(s) within a given variable with a different colored bar than the designated referent (ref) group is significantly higher or lower based on statistical testing ($p < .001$). Excludes respondents who did not answer.

Appendix J – Crime Reporting Preferences

Preference for Reporting Crime to an Officer ^a					
Factors	Internet Scam	Vandalism	Theft from MV	Hit & Run MV	Burglary
Base Rate					
Prefer Reporting to Officer	35.6%	62.9%	57.9%	71.5%	82.4%
Value of Property					
\$100	20.2%	49.4%	42.6%	64.0%	76.8%
\$1,000	34.7%	63.5%	58.3%	72.8%	84.4%
\$10,000 (ref)	48.6%	74.5%	71.6%	77.1%	85.7%
Sex					
Female	35.8%	62.8%	55.8%	71.1%	84.3%
Male (ref)	34.7%	62.7%	59.5%	71.1%	80.8%
Age					
18 to 44	33.4%	62.1%	59.3%	71.6%	85.5%
45 to 64	29.7%	57.4%	52.0%	67.2%	81.4%
65+ (ref)	41.3%	68.0%	61.9%	75.0%	82.0%
Race/Ethnicity					
Non-White or Hispanic	34.6%	62.6%	60.0%	69.7%	79.3%
White-alone (ref)	35.2%	62.7%	57.2%	71.5%	82.9%
Years Lived in Bend					
< 5	28.4%	58.8%	53.0%	70.1%	79.9%
5 to 19	33.0%	59.9%	55.5%	69.8%	82.6%
20+ (ref)	41.6%	68.8%	63.4%	74.3%	84.0%
Region of City Where Live (excludes Old Bend)					
NE	35.7%	62.4%	60.1%	71.9%	83.0%
NW	32.4%	57.1%	54.3%	68.6%	80.1%
SE	39.7%	68.0%	60.0%	73.0%	84.0%
SW (ref)	32.2%	67.2%	57.9%	73.1%	84.6%

^aAs compared to reporting online or having no preference. Any sub-group(s) within a given variable with bold is significantly higher based on statistical testing ($p < .001$). Excludes respondents who did not answer the question and those who said they would not report the given crime to the BPD.