

Portland Police Bureau

2003

Community Assessment Survey

Conducted for:

City of Portland, Bureau of Police

www.portlandpolicebureau.com

March 2003

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INTRODUCTION

This report presents the findings of the fifth community survey by the Portland Police Bureau.

Since 1994, the City of Portland has undertaken benchmark research every two years to evaluate the community's perception of the work performed by the Portland Police Bureau as well as the community's level of involvement in public safety solutions. In addition to traditional crime statistics, the Portland Police Bureau, in conjunction with third-party researchers, has tracked citizens' concerns regarding crime in their community, their level of community involvement, and their attitudes toward the police.

The report is divided into the following sections:

- ▶ *Executive Summary*, highlighting key findings from the research.
- ▶ *Methods Summary*, providing a brief review of the research methodology used in conducting the research.
- ▶ *Research Results*, outlining the findings from the research.
- ▶ *Appendix*, containing a complete discussion of research methods and a copy of the survey questionnaire.

Direct questions or comments about the research for the Portland Police Bureau to Planning and Support Division, Bureau of Police, City of Portland, 1111 SW 2nd Avenue, Room 1552, Portland, OR 97204 or call (503) 823-0283.

Direct questions or comments for the researchers to Campbell DeLong Resources, Inc. at (503) 221-2005 or e-mail cdri@cdri.com.

Portland Police Bureau Precinct Boundaries

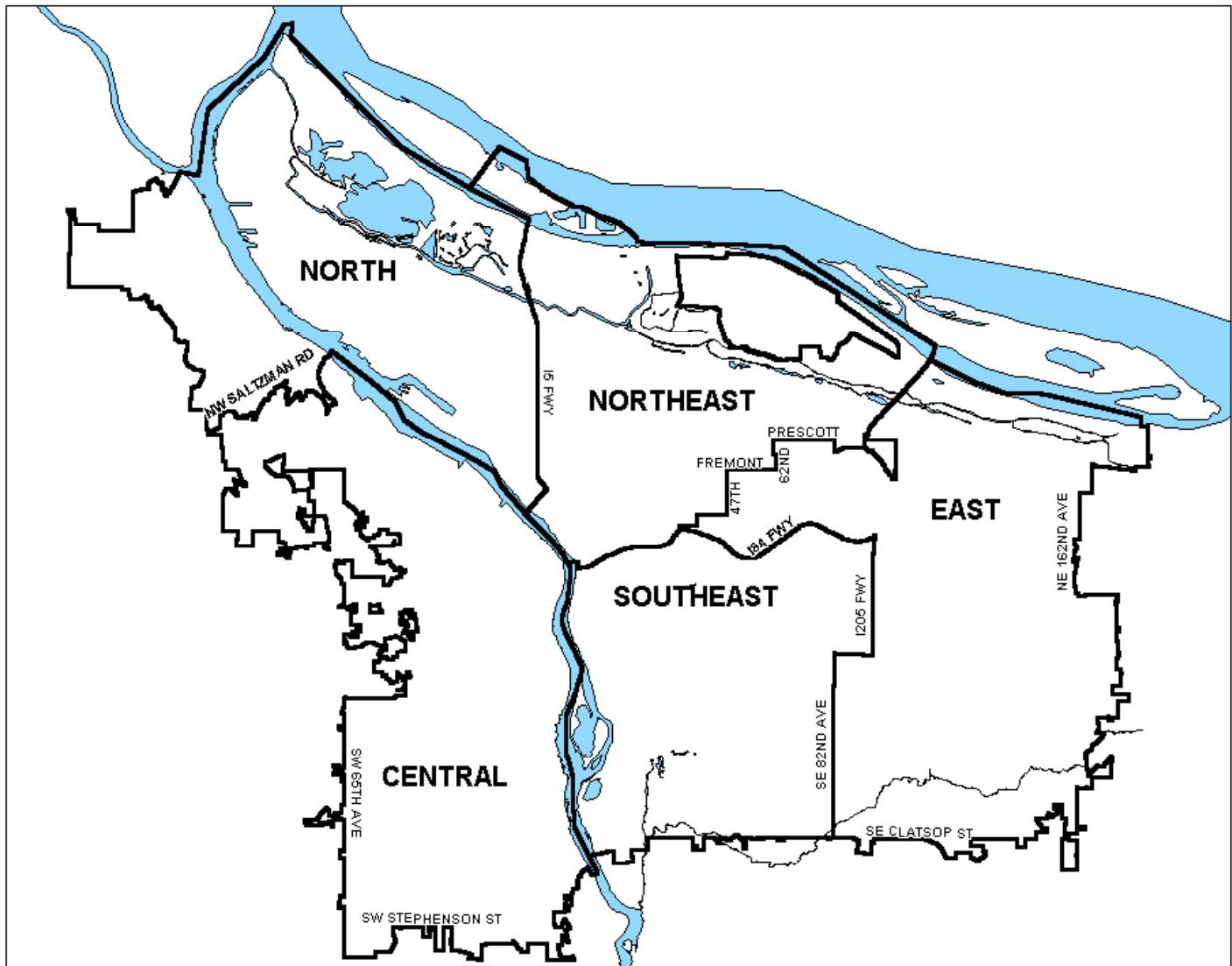


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Major findings:

- 1.** Household victimization rates remain comparatively low and the willingness of residents to report crime has improved since the last benchmark.
- 2.** Fear of crime also has remained comparatively low, but indicators suggest that safety concerns are increasing.
- 3.** The declines seen in community involvement in previous benchmarks have leveled off, but not improved. Also, Northeast Precinct residents, historically more involved than others, show declining involvement measures, while East Precinct residents show greater involvement compared with scores from 2000 and before.
- 4.** Ratings of Portland Police Bureau contact points show consistent, across-the-board improvement. However, while customer service ratings have clearly improved, key community policing performance indicators, reprising a concern from previous benchmarks, have not.

EXECUTIVE SUMMARY

The baseline survey was conducted in 1994, with benchmark measurements taken again in 1996, 1998, 2000, and now 2003. Individuals from 650 randomly selected households within Portland city limits comprise the survey sample in the current (2003) survey. The surveys for this benchmark were collected in January of 2003. (For comparison, surveys for the previous, 2000, survey were conducted in April and May of 2000.)

VICTIMIZATION

Overall victimization rates are unchanged from the comparatively low scores earned in 2000.

- ▶ The percentage of residents who report that they or someone in their household has been a crime victim in the last year stands at 25%, unchanged from the low measured in 2000.
- ▶ More victims are reporting non-confrontational crime to police today (64%) than did in 2000 (60%).

PERCEPTION OF CRIME TRENDS AND NEIGHBORHOOD CONDITIONS

- ▶ While most say that crime in their neighborhoods hasn't changed in the past year, of those who perceive a change the more common belief is that crime has increased. Although this is the opposite of what was seen in 2000, it is consistent with results seen in the surveys prior to 2000.
 - The major change since 2000 on perceived crime trends is that North and Northeast resident ratings are closer to "normal" — the optimism of 2000 has evaporated and similarity to other precincts has returned.
- ▶ Neighborhood safety ratings, while still high, have not continued the improving trend seen in each of the previous benchmarks.
 - Residents in East and Southeast Precincts give their neighborhoods safety ratings equal to those earned in 2000.
 - Residents in North, Northeast, and Central Precincts (the west side of Portland) give just slightly lower ratings than earned in 2000.
- ▶ Ratings for both freedom from "dangerous criminal activity" and "nuisance activity" are as positive as they were in 2000. East and Southeast Precincts show slight improvements while North and Northeast show slight declines.

CONTACT RATES

- ▶ The percentage of residents with police contact (24%) is roughly the same as it was in 2000.
 - Since 2000, contact rates have declined or held steady in all precincts, except Central, where contact rates have risen slightly.
 - North and Northeast Precinct residents, which have historically reported higher contact rates, report some of the lowest today.
- ▶ The percentage who say they have spoken with an officer who arrived at a call in person has increased substantially since the previous survey. This finding likely reflects a shift in call response policies from telephone report to police response.
- ▶ While the rate of contact is not as high as it was in the 1990s, the dominant finding remains that the Police Bureau is in verbal contact every year with one-quarter of the city population — which represents a tremendous opportunity to impact its relationship with that population (for better or worse) in a relatively short period of time.

PERCEPTIONS OF PORTLAND POLICE BUREAU PERFORMANCE

- ▶ Police contact performance ratings have improved virtually across the board since the 2000 survey.
 - All of the top five contacts (e.g. Police non-emergency, 9-1-1, speaking with an officer who arrived in person at a call-for-service, and others) show higher performance ratings than their 2000 scores.
 - The portion of dissatisfied respondents (those giving very low ratings) has also dropped.
- ▶ Over the course of five benchmarks, the community policing performance indicators (such as working with citizens to solve problems, involving the community in crime fighting, providing advice on preventing crime, and others) have not shown the improving trend expected. Among other findings:
 - The slippage in performance ratings seen in 2000 has not been reversed.
 - Almost all scores remain close to, or below, the performance measurements taken in the first two waves of the research.
 - Emergency response continues to receive the highest score (4.1 on a five point scale).
 - For the first time in these benchmarks, respondents were asked to rate the degree to which the Portland Police Bureau takes appropriate steps to prevent misconduct by police officers. The criteria earned a score of 2.9 on a five point scale.
- ▶ A few perceived “misconduct” by officers. While some reported the behavior, none did so to the Independent Police Review Division at the Auditor’s Office.
- ▶ As in previous surveys, increasing police presence is the most frequent recommendation to the Police Bureau.

INVOLVEMENT BY THE COMMUNITY

- ▶ The percentage of residents who say they know their neighbors well has held steady since 2000.
 - Neighbors in Southeast are slightly less likely to known their neighbors, while those in Northeast are somewhat more likely.
 - Findings suggest that strategies to encourage stronger community connections among younger adults and with renters – historically two of the more difficult groups to organize – may be particularly important to pursue.
- ▶ Awareness of “neighborhood officers” (new phrasing in 2003) shows an increase while awareness of Neighborhood Crime Prevention Specialists has not changed substantially since 2000.
 - Northeast Precinct residents show a remarkable decline in familiarity with the Neighborhood Crime Prevention Specialists (from 35% in 2000 to 23% today).
 - East Precinct residents show the greatest positive change since 2003, with an increase in awareness of Neighborhood Officers from 14% in 2003 to 24% today and the highest score of all precincts for awareness of Neighborhood Crime Prevention Specialists.
- ▶ Neighborhood association awareness (35%) has declined from the 2000 benchmark of 40%.
- ▶ The percentage of residents who have contacted an agency other than police to discuss public safety issues has not changed since 1998 (10%).
- ▶ The level of involvement in public safety meetings by residents has not improved, but the consistent declining trend seen in earlier benchmarks has stopped.
- ▶ TV and *The Oregonian* continue to be the information sources residents consult most for information about the Police Bureau. Use of the Bureau’s web site, while still infrequent, has grown markedly.

DEMOGRAPHICS

Respondent demographic profiles are similar to previous surveys. However, not surprisingly, income levels have not shown an increase, as they had in each of the previous surveys. Also the portion of Hispanics/Latinos in the respondent base has increased somewhat while the proportion of African-Americans have declined somewhat. Also, as seen in earlier surveys, with almost half of all residents saying they have been in their neighborhood for five years or less, the survey findings continue to underscore the need to communicate messages repeatedly.

METHODS SUMMARY

Interviews were conducted with a random sample of 605 adult residents of the City of Portland.¹ The worst case theoretic reliability of a random sample of 605 is $\pm 3.98\%$, using standard statistical assumptions. These assumptions are outlined in the Appendix of this report. When reviewing these results, it is important to keep in mind that this sample size is smaller than was used in previous surveys (in which 1200 to 1500 participants were surveyed). From an analysis standpoint, this makes very little practical difference to the reliability of overall results — when responses from all 605 are compared to responses from all in previous surveys. However, when subsets of the data are compared, because this year's smaller subsets include substantially larger margins for error, year-to-year comparisons of subsets, such as precinct comparisons, should be treated with more caution.

Respondents were located by calling a random sample of Portland residences. Respondents were then screened to ensure that neither the respondent nor anyone in the household works for a public law enforcement agency or private security company. All respondents live within the Portland city limits. Quotas were established to ensure a distribution by populations within the city and to ensure that half the sample is male and half is female.

A complete summary of research methodology is provided in the Appendix of this report. As with each benchmark conducted in this series, key factors to keep in mind while reviewing these data include:

- ▶ **It is a *residents* survey.** This survey is designed to examine the opinions of residents of the City of Portland. While many residents also work and/or own businesses within the city, the survey does not reflect the opinions and viewpoints of all citizens who participate in Portland's business communities.
- ▶ **It is an *adults-only* survey.** Participants have to be 18 years of age or older to participate in the survey. This survey does not take into account the opinions and experiences of people under the age of 18 — another population group that the Portland Police Bureau has contact with on a regular basis.
- ▶ **It is a *household-based* survey.** The data reflect a random sample of respondents by household — regardless of the size of the household, only one person per sampled household is interviewed. Compared to a theoretically perfect random sample of an adult population, this methodology can result in an under-representation of the opinions of adults who live in homes where there is a higher-than-average number of adults.

¹ The actual number surveyed was 650, which includes an "oversample" of 45 interviews with North Precinct residents to ensure the ability to provide more reliable precinct-by-precinct analysis for all five precincts. See the discussion in the Methods section, beginning on page 54 of this report, for more information.

RESEARCH RESULTS

I. General Livability Assessment

A. RESIDENTS CONTINUE TO PROVIDE HIGH RATINGS FOR THE PERCEIVED CONDITION OF THEIR NEIGHBORHOODS, THOUGH THE PERCENTAGES HAVE DECLINED SLIGHTLY SINCE 2000.

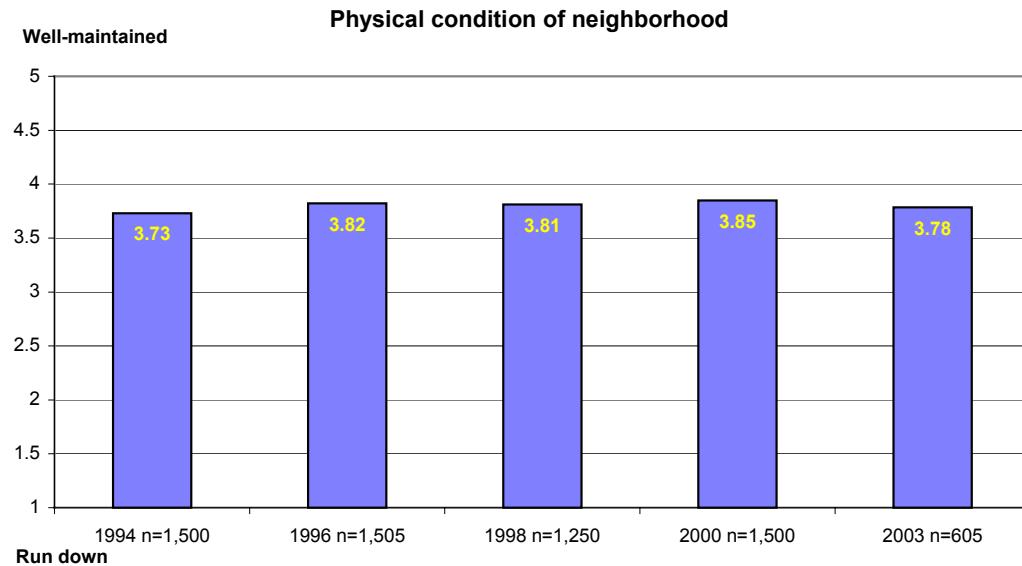
Portland residents continue to rate the physical condition of their neighborhoods highly. Using a 1 to 5 scale, with 1 representing “run down” and 5 representing “well cared for,” most residents rate their neighborhoods on the higher end of the scale. The 2000 survey showed the highest rating of all surveys, with a mean rating of 3.9. In 2003 the average rating declines slightly to 3.8 out of a possible 5.0.

- ▶ Precinct ratings for perceived physical condition are closely grouped and continue to show the rough parity achieved in 2000.
- ▶ While Central Precinct residents continue to provide higher ratings than other residents, ratings by Central Precinct residents have declined.

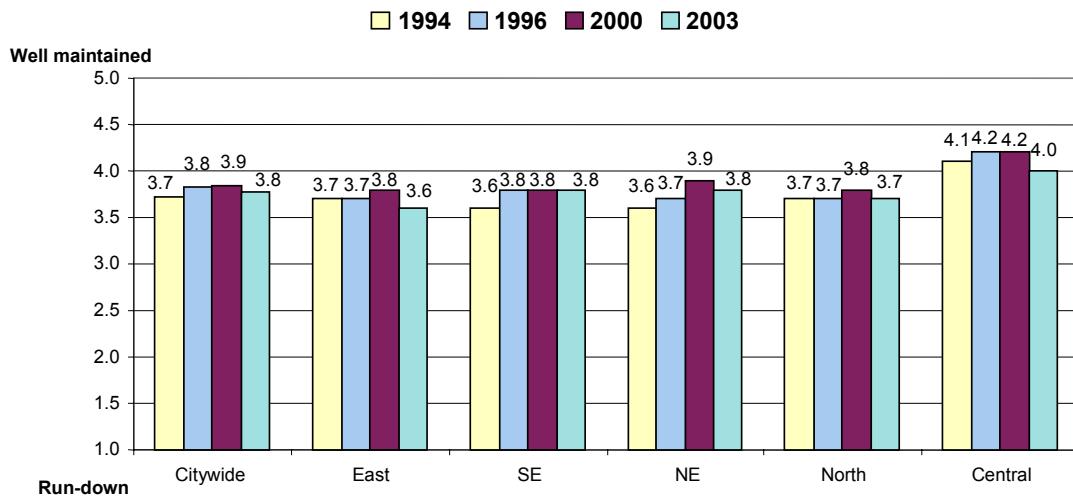
PERCEIVED PHYSICAL CONDITION OF NEIGHBORHOOD¹

Q: Please rate the overall physical condition of your neighborhood using a scale of 1 to 5, where 1 indicates that most of your neighborhood appears run down and poorly cared for and 5 indicates that the homes, streets, parks, and businesses consistently appear well maintained and cared for.

Average Ratings



Precinct Analysis: Perceived Physical Condition



¹ **Precinct boundary note:** The charts shown on this page, and throughout the report, include a comparison of results across precincts over time. Changes in precinct boundaries occurred in 1994, 1995, and 2001. While close analyses have, in the past, indicated that changes shown in the benchmark are generally a result of trends rather than boundary changes, readers should keep in mind that geographic areas represented by the precincts in each benchmark, while similar, are not identical. (The sample used in 1998 was not designed for precinct analysis. As such, those data are not shown.)

B. THE PERCENTAGE OF RESIDENTS WHO SAY THEY KNOW THEIR NEIGHBORS WELL HAS HELD STEADY SINCE 2000.

The degree to which neighbors know each other is one indicator of a neighborhood's resistance to crime. Residents provide a mean rating of 3.0 when asked how well their neighbors know each other, virtually identical to the 2000 rating.

Neighbors in Southeast are slightly less likely to know their neighbors, while those in Northeast are somewhat more likely. In the case of Southeast Precinct, this finding may correlate with homeownership. Previous surveys have consistently shown that homeowners are more likely to know their neighbors than are renters, and Southeast Precinct has a slightly higher proportion of renters than do other precincts.

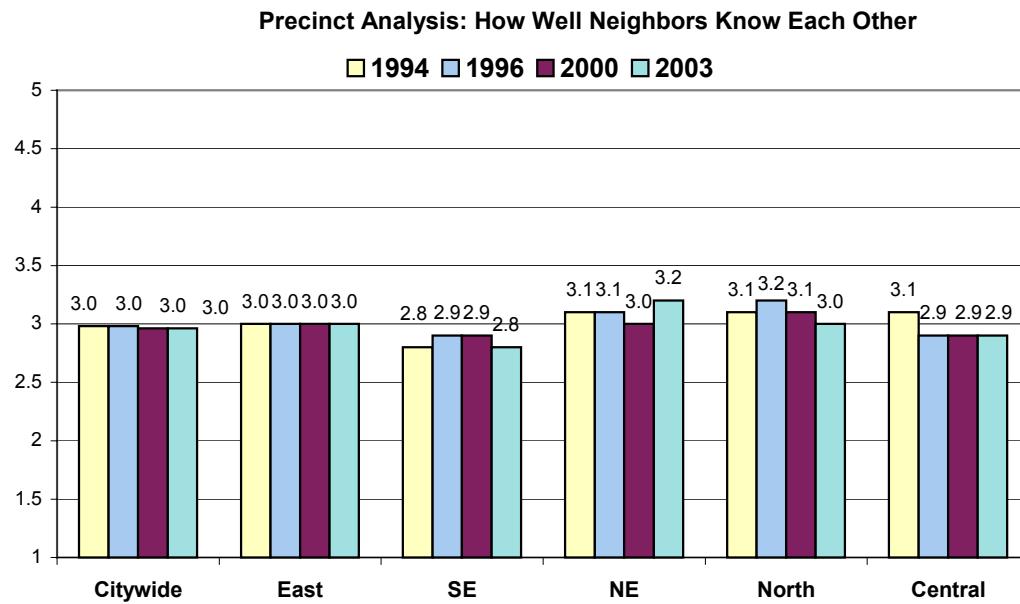
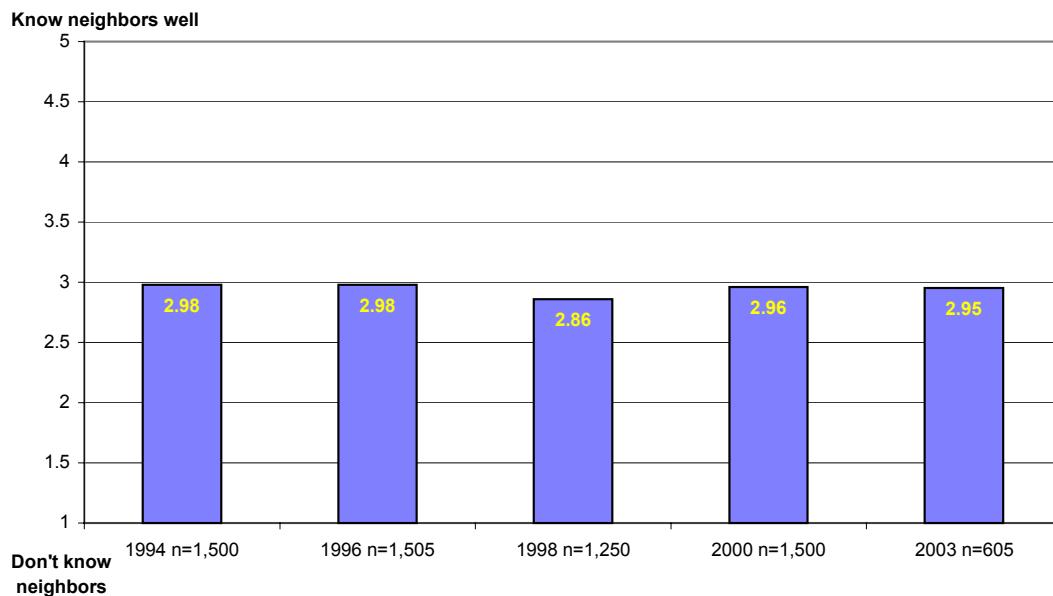
The following findings were first reported in previous benchmark analyses, but remain relevant and equally valid today:

- ▶ **Attendance at crime prevention meetings correlates with knowing one's neighbors.** In 2003, as in the previous surveys, residents who have attended a crime prevention meeting provide higher mean ratings for knowing neighbors. This group gave a mean rating of 3.4 for how well they know their neighbors, compared with 3.0 for all residents – just as the 2000 survey respondents did.
- ▶ **The likelihood of knowing neighbors well increases with age.** Older residents are more likely to know their neighbors well, while younger residents are much less likely to know their neighbors well.
- ▶ **Those who are concerned about the level of crime in their neighborhoods are less likely to know their neighbors.** There is a clear relationship between the perception of neighborhood safety and how well residents know their neighbors. Residents who demonstrate a high fear of crime have significantly lower mean ratings for knowing their neighbors than do residents overall.

Taken together, these findings suggest that strategies to encourage stronger community connections among younger adults and with renters – historically two of the more difficult groups to organize – may be particularly important to pursue.

HOW WELL NEIGHBORS KNOW EACH OTHER

Q: Please rate your neighborhood by how well you and your neighbors know each other. This time 5 indicates that you believe most people in your immediate neighborhood know each other by name and often get together to socialize or discuss concerns, while 1 indicates that neighbors generally do not know each other by name and rarely, if ever, speak with each other.



C. NEIGHBORHOOD SAFETY RATINGS, WHILE STILL HIGH, HAVE NOT CONTINUED THE IMPROVING TREND SEEN IN EACH OF THE PREVIOUS BENCHMARKS.

On a scale where a 5 is “one of the safest in the city” and a 1 is “one of the most dangerous in the city,” residents were asked how they rate their neighborhood. Residents provide a mean rating of 3.7 for the perceived safety of their neighborhoods, approximately equal to the high rating earned in 2000.

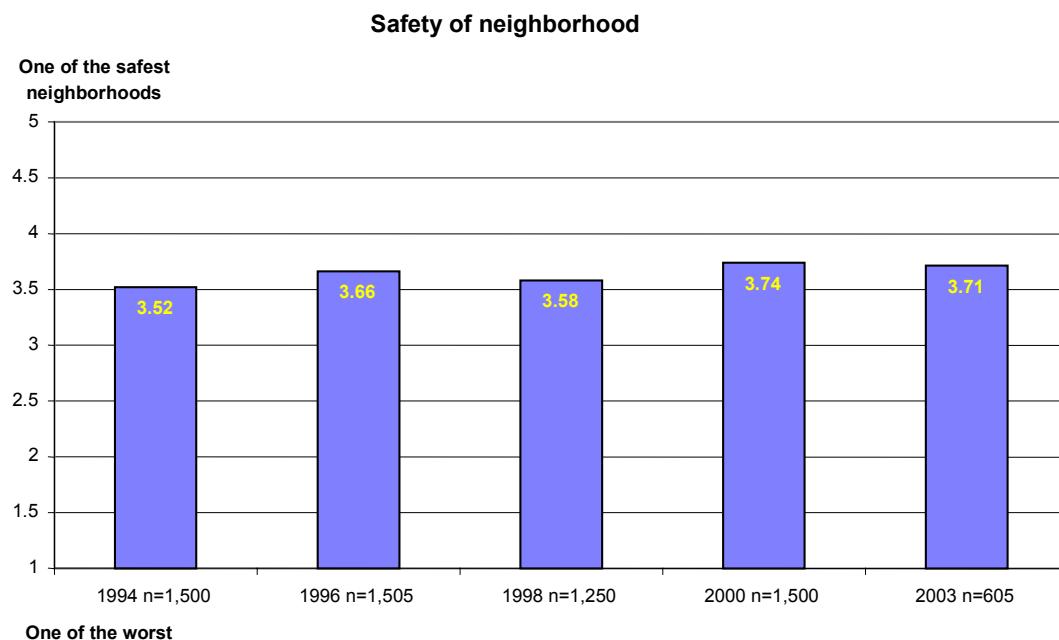
- ▶ **Residents in East and Southeast Precincts give their neighborhoods safety ratings equal to those earned in 2000.**
- ▶ **Residents in North, Northeast, and Central Precincts (the west side of Portland) give just slightly lower ratings than earned in 2000.**

Other factors that appear to influence how residents rate the safety of their neighborhoods include the following:

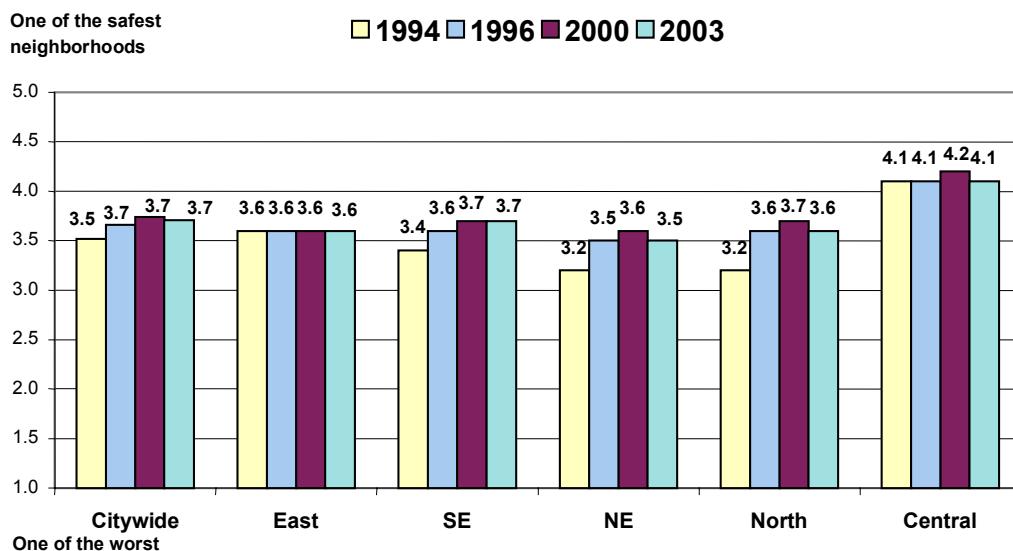
- ▶ Residents who had contact with the police in the last year (a group that can be expected to have experienced more crime problems than have other residents) rate their neighborhood safety lower (3.4) than do those who did not have contact with the police (3.8) — exactly the same averages seen in 2000.
- ▶ As age increases, so do the ratings for neighborhood safety. In general older adult residents feel safer than do younger adult residents.

PERCEIVED COMPARATIVE SAFETY OF NEIGHBORHOOD

Q: We'd like your impression of how safe your neighborhood is when compared to other neighborhoods in the city. For this question, 5 means that you feel your neighborhood is one of the safest in the city, and 1 means that you feel your neighborhood is one of the most dangerous in the city.



Precinct Analysis: Perceived Safety of Neighborhood



D. RATINGS FOR BOTH “DANGEROUS CRIMINAL ACTIVITY” AND “NUISANCE ACTIVITY” ARE AS POSITIVE AS THEY WERE IN 2000. EAST AND SOUTHEAST PRECINCTS SHOW SLIGHT IMPROVEMENTS WHILE NORTH AND NORTHEAST SHOW SLIGHT DECLINES.

Respondents were asked to rate the level of nuisance activity (problems such as abandoned cars, garbage, graffiti, vandalism, loud parties, speeding cars, and harassment) and the amount of dangerous criminal activity (such as car theft, assaults, burglary, drug sales, domestic violence, and shootings) in their neighborhoods. A 5-point scale was again used. On the scale a 1 indicates an extremely serious problem and a 5 indicates it does not appear to be a problem at all.

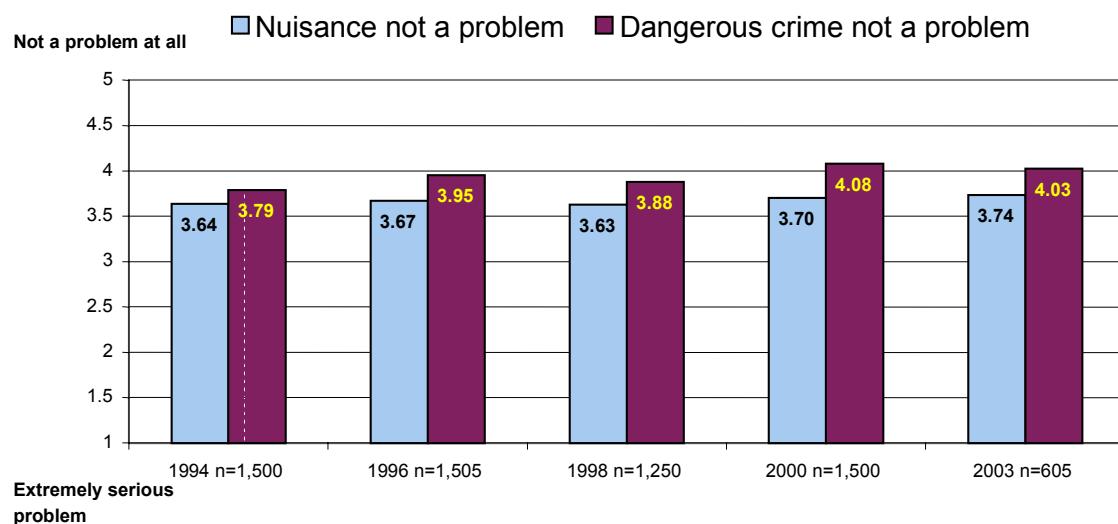
Overall, the ratings for both types of problems are statistically equivalent to the ratings earned in 2000 – which were the highest ratings of the benchmarks to date. Other key findings include:

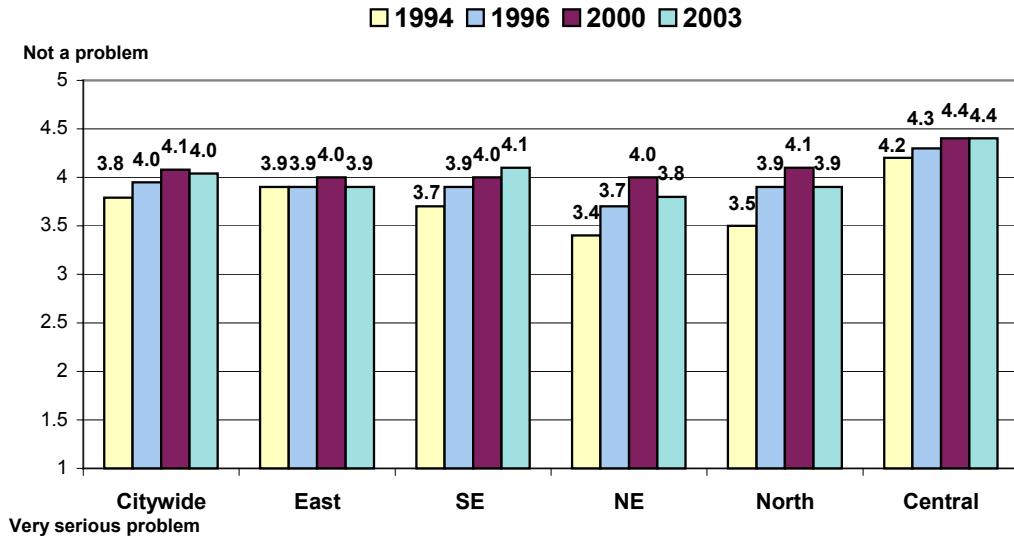
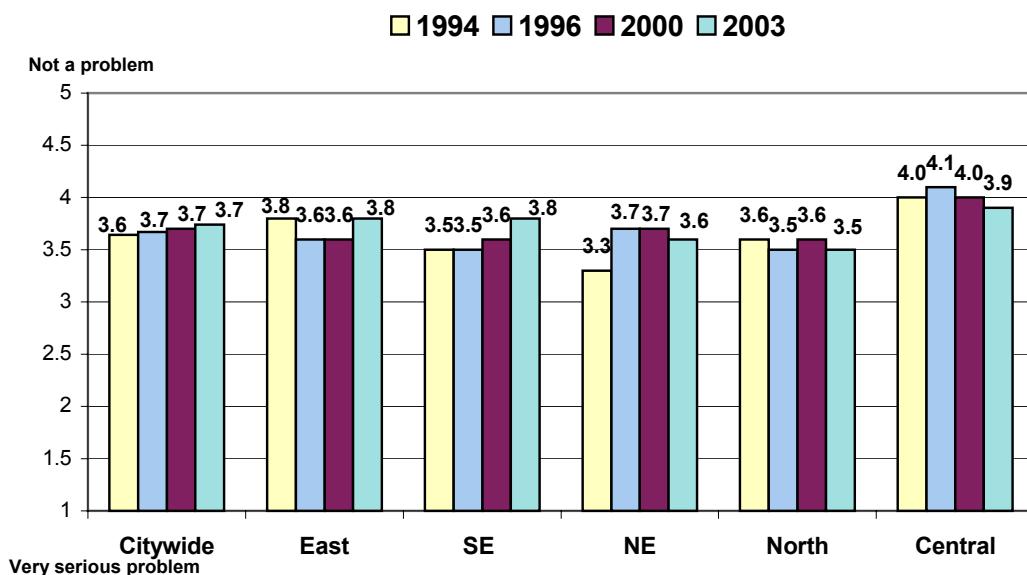
- ▶ **As seen in earlier surveys, Central Precinct residents have the least fear of crime, though concern over nuisance activity may be increasing.**
- ▶ **Both Northeast and North Precincts show slight declines in their scores for both measures, while East and Southeast Precincts show roughly equivalent or better ratings than were earned in previous years.** Some of the precinct safety “parity” that had been achieved in 2000 has slipped away, a result of both an increased sense of safety from East and Southeast Precinct residents and slight declines from North and Northeast residents.

FREEDOM FROM PROBLEM ACTIVITY

Q: Please rate the level of nuisance activity in your neighborhood. By neighborhood nuisance activity we mean such problems as abandoned cars, garbage, graffiti, vandalism, loud parties, speeding cars, harassment, or other activities that can be irritating or harmful but generally are not felony-level crimes. For this question, 1 means that you feel such activity is an extremely serious problem – a major concern for you and your neighbors – while 5 indicates that such activity does not seem to be a problem at all in your neighborhood.

Please rate the level of dangerous criminal activity in your neighborhood. By dangerous criminal activity we mean such problems as car theft, assaults, burglary, drug sales, domestic violence, shootings, and other serious, felony-level crime. For this question, 1 indicates that you feel such activity is an extremely serious problem – a major concern for you and your neighbors – while 5 indicates that such activity does not seem to be a problem at all in your neighborhood.



Precinct Analysis: Freedom from "Dangerous Criminal Activity"**Precinct Analysis: Freedom from "Nuisance Activity"**

E. WHILE MOST SAY CRIME IN THEIR NEIGHBORHOODS HASN'T CHANGED, OF THOSE WHO PERCEIVE A CHANGE THE MORE COMMON BELIEF IS THAT CRIME HAS INCREASED.

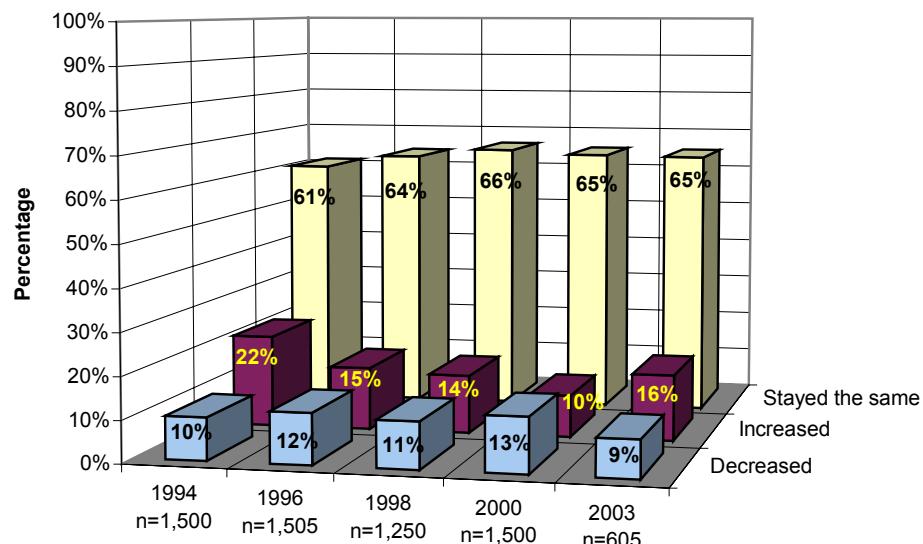
Unlike the very positive results seen in the 2000 survey, when more respondents believed that crime decreased in the last year than believed it had increased, the findings in 2003 show a return to the type of results seen in benchmarks prior to 2000. Sixty-five percent say that the level of crime in their neighborhoods hasn't changed, while 16% say crime has increased and only 9% say crime has gone down.

- ▶ **The major change since 2000 is that North and Northeast resident ratings are closer to "normal" – the optimism of 2000 has evaporated, and similarity to other precincts has returned.** In 2000, Northeast Precinct residents were almost twice as likely as residents in any other precinct to say that crime had decreased in the last year and those Northeast residents who said crime had decreased outnumbered by a factor of almost 7 to 1 those who said crime had increased. In 2000, North Precinct residents were also substantially more likely to see crime as decreasing than as increasing. That is no longer the case today. Today Northeast residents are about equally likely to see crime as increasing (18%) as decreasing (17%), while North residents are more likely to see crime as increasing (17%) than decreasing (11%). The other significant change is in East Precinct, where only 5% believe that crime has gone down in the past year.

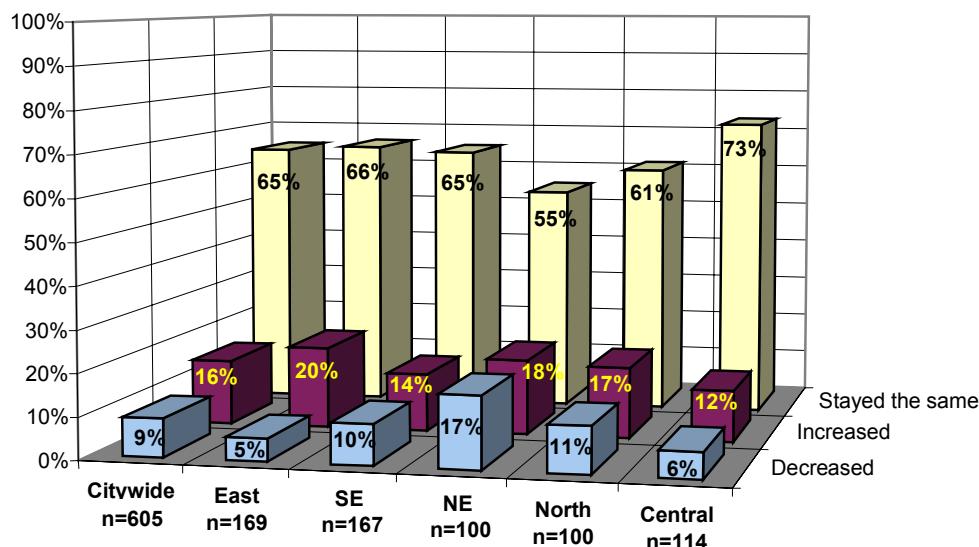
PERCEIVED CHANGE IN NEIGHBORHOOD CRIME LEVELS

Q: In the past 12 months, would you say the level of crime in your neighborhood has increased significantly, increased somewhat, stayed about the same, decreased somewhat, or decreased significantly?

Perceived change in neighborhood crime levels



Precinct Analysis: Perceived change in neighborhood crime levels



II. Victimization

Victimization is an important measurement of crime trends because it stands apart from the traditional Uniform Crime Reporting (UCR) statistics that measure crime in a community by counting the number of crimes reported to police. While UCR statistics are crucially important indicators, such statistics can hide changes in community crime rates in instances where residents do not report crime. For this reason, a complete picture of crime trends is best built by examining both reported crime trends and the results of victimization studies, such as this one.

A. VICTIMIZATION RATES ARE UNCHANGED FROM 2000.

The percentage of residents who report that they or someone in their household has been a crime victim in the last year stands at 25%, unchanged from the low measured in 2000.

Specific findings show:

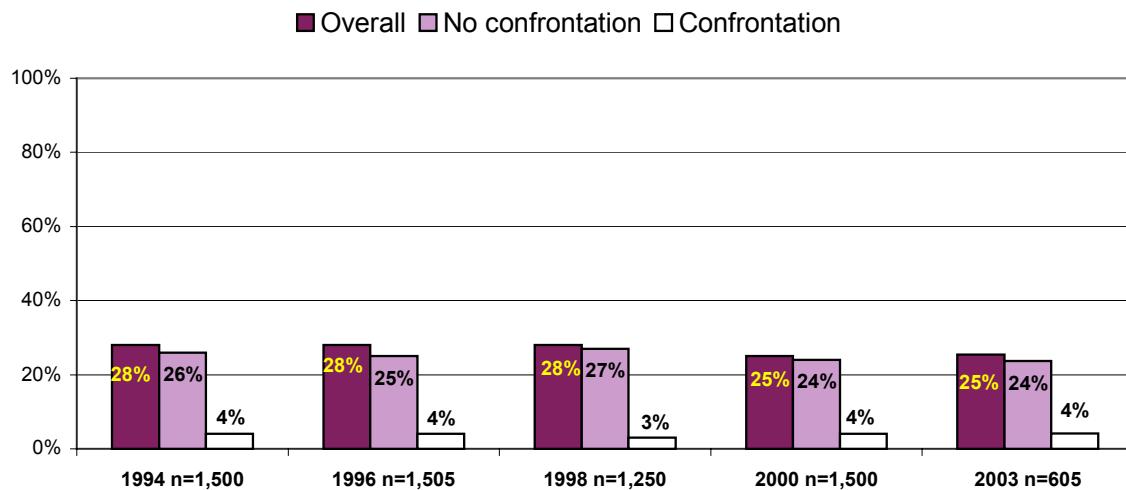
- ▶ The incidence of both “confrontational” (4%) and “non-confrontational” (24%) victimization is unchanged from 2000.
- ▶ The precincts are about equally likely to report non-confrontational victimizations (roughly one in five), with the exception of Central Precinct residents (one in ten).

Other findings regarding victimization rates include:

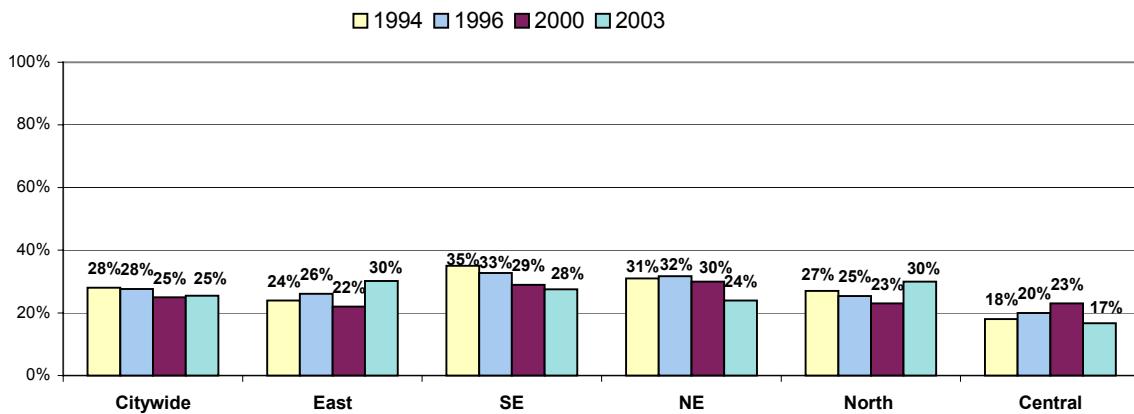
- ▶ Portland residents aged 65 and older report the lowest crime victimization. As was also seen in the previous survey, those aged 18 to 24 report the highest *confrontational* crime while those 25 to 34 report the highest non-confrontational crime. Similar statistically significant relationships among age groups also existed in the prior surveys.
- ▶ Respondents who have lived in their neighborhoods fewer than ten years are more likely to have been a crime victim than are residents who have lived in their neighborhoods ten years or more.

VICTIMIZATION RATES BY HOUSEHOLD

- Q: *In the past 12 months, have you or any member of your household been a victim of any crime where the criminal confronts or physically harms the victim – for example, an assault, mugging, rape, carjacking, or armed robbery?*
- Q: *In the past 12 months, have you or any member of your household been a victim of a crime that occurred without the criminal confronting the victim – for example, vandalism, theft, auto theft, or a burglary of a home?*



Precinct Analysis: Overall Household Victimization Rates



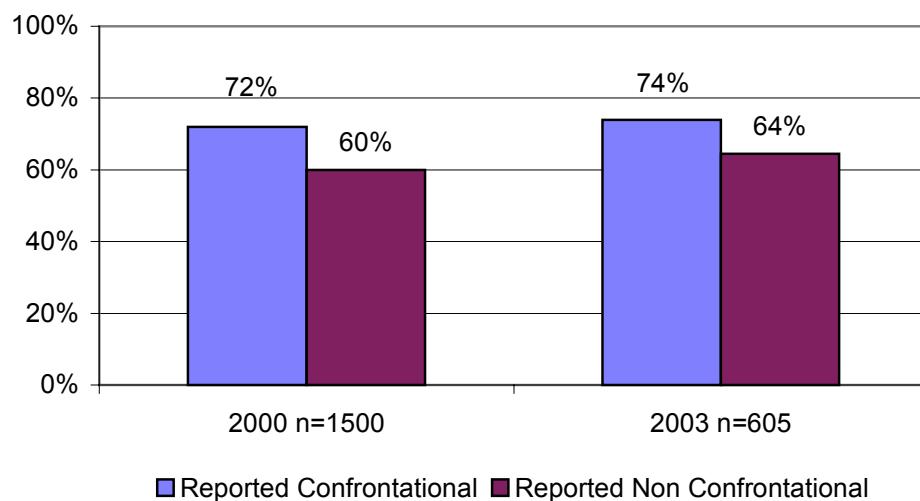
B. MORE RESIDENTS ARE REPORTING NON-CONFRONTATIONAL CRIME TO POLICE TODAY THAN THEY DID IN 2000.

In a question asked for only the second time in 2003, respondents who reported household victimization were asked if the crime was reported to police. While the change in the rate of reporting for confrontational crime suggests improvement, the difference from the 2000 benchmark is not statistically significant. However, the rate of reporting for non-confrontational crime has increased by an amount that is statistically significant.

- As was seen in the previous benchmark, women are more likely to say non-confrontational crimes were reported than are men.

Reported Victimization by Category of Crime

Q: To the best of your knowledge, was the (most recent) crime reported to the Portland Police Bureau?



III. Contact with the Portland Police Bureau

A. THE PERCENTAGE OF RESIDENTS WITH POLICE CONTACT (24%) IS ROUGHLY AS LOW AS IT WAS IN 2000.

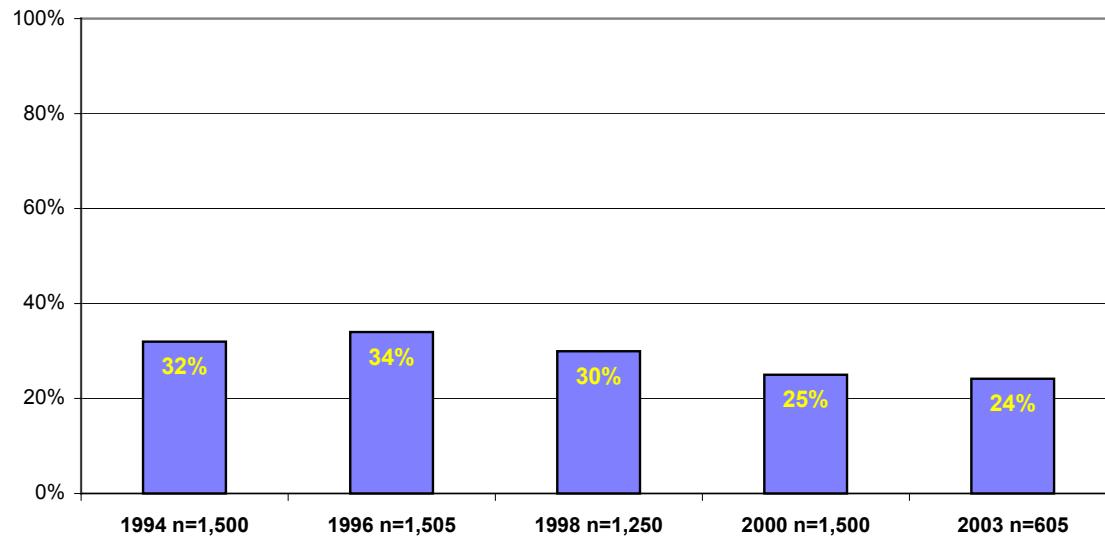
In each wave of the Community Assessment survey, residents have been asked if they have had contact with the Portland Police Bureau within the last 12 months. In the first three waves approximately a third of residents reported they had contact with the Police Bureau. The percentage dropped to 25% in 2000 and remains roughly the same today (24%). It is important to note that the “contact,” as defined in the question, can be any type — not just a 9-1-1 call or other emergency-related contact — and that the contact may have been initiated by either the police or the resident. Precinct findings include:

- ▶ Since 2000, contact rates have declined or held steady in all precincts, except Central, where contact rates have risen slightly.
- ▶ North and Northeast Precinct residents, which have historically reported higher contact rates, report some of the lowest today.

While the rate of contact is not as high as it was in the 1990s, the dominant finding remains the fact that the Police Bureau is in contact with a large portion of the Portland population every year. Any agency that is in verbal contact every single year with one-quarter of the entire city population has a tremendous opportunity to impact its relationship with that population (for better or worse) in a relatively short period of time.

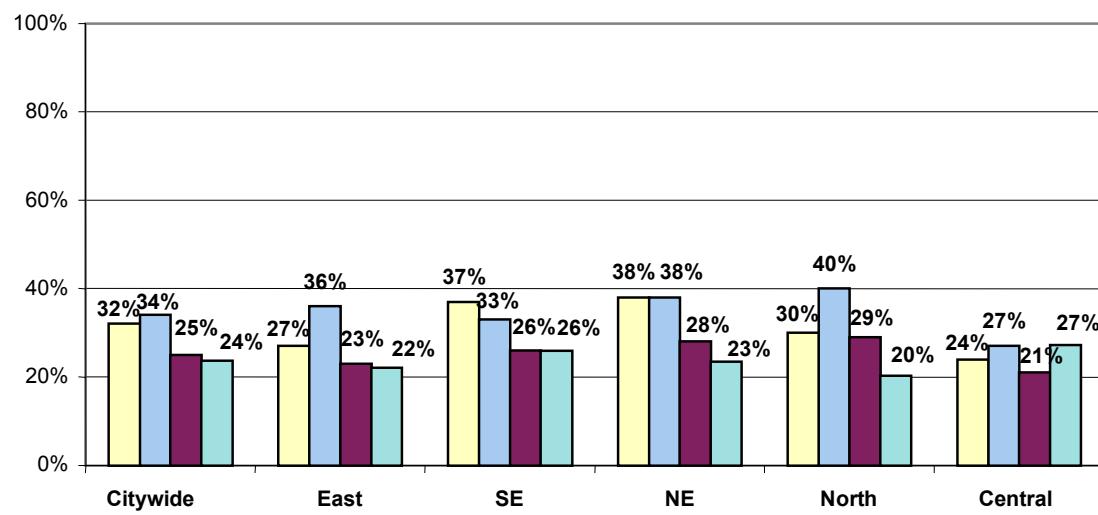
CONTACT WITH PORTLAND POLICE BUREAU IN LAST YEAR

Q: At any time during the last 12 months have you had contact with the Portland Police Bureau about a crime or public safety problem? We are interested here only in your contact with the Portland Police – not police from other jurisdictions.



Precinct Analysis: Contact with Portland Police in Last Year

□ 1994 □ 1996 □ 2000 □ 2003



B. THE TYPES OF CRIME AND PUBLIC SAFETY PROBLEMS THAT LEAD TO CONTACT HAVE STAYED ROUGHLY CONSTANT SINCE 1998, WITH POTENTIAL INCREASES APPARENT IN THE CATEGORIES OF THEFT, DOMESTIC VIOLENCE, AND ABANDONED CARS, AND POTENTIAL DECREASES IN CAR THEFTS AND CAR PROWLS.

As in prior surveys, car-related crimes are the most frequently cited reasons for residents to have contact with the Portland Police. Other crimes that appear toward the top of the list in 2003 are burglary, alcohol abuse, disruptive street behavior, and domestic violence. While direct comparisons to previous years should be done with caution, it appears that, compared to previous years, more respondents report issues associated with abandoned cars, burglary, and alcohol abuse than in previous years, while mentioning issues associated with traffic and speeding somewhat less frequently. Other responses are within the range seen in previous surveys.

The following table shows 2003 results to provide information about the type of problems that have led the respondent base to seek contact with the Portland Police Bureau. It is important to keep in mind that this type of question is fundamentally *qualitative* – it was asked as an “open-ended” question in 1994, and as an essentially “close-ended” question in the following benchmarks. Nevertheless, this type of question requires some judgment on the part of the interviewer and analyst for placement of answers. This means that small differences from one benchmark to the next should not be treated as necessarily significant. For this reason, we have elected in this benchmark to show only the current year’s data.

TYPE OF PUBLIC SAFETY ISSUE

**by those who have had contact in past year
responses include those reported at 2% or higher**

Q: What types of crime or public safety problems have you been in contact with the Portland Police about in the last year?

Issue	2003 Contact With Police n=142
Cars	24%
Car theft	11%
Car prowls	9%
Vandalism – cars	4%
Parking problems	1%
Abandoned cars	20%
Burglary/break-ins	17%
Alcohol abuse	13%
Theft	8%
Theft – other property	6%
Bike theft	2%
Disruptive street behavior	9%
Domestic violence	9%
Assault	8%
Drug activity	8%
Intimidation/threats	8%
Loud nuisance behavior	6%
Juvenile/curfew	5%
Graffiti	4%
Traffic speeding/accidents	4%
Vandalism – other than cars	4%
Attempted kidnapping	3%
Nuisance property	3%
Others, less than 2%	15%

C. IN A SHIFT FROM PREVIOUS SURVEYS, ONE-THIRD OF THE REASONS FOR CONTACT WITH POLICE ARE ASSOCIATED WITH THE DIRECT VICTIMIZATION OF THE RESPONDENT, A FAMILY MEMBER, OR HOUSEHOLD MEMBER.

Respondents who indicate they have had contact with the Portland Police because of a crime or public safety issue were further asked, for each associated crime or public safety problem, if they or a member of their household was a victim, a witness, or had some other involvement in the crime. Three in 10 police contacts were associated with the respondent being a direct victim of a crime. Another 7% of contacts were associated with a family or household member being a victim. These proportions are lower than were seen in previous surveys. This series of questions was first asked in 1996 – as such, comparable data for 1994 are not available.

ROLE IN CRIME OR PUBLIC SAFETY PROBLEM THAT LED TO CONTACT

**based on the number of crimes or public safety problems reported
by those who had contact with Portland Police in the past year
(number of respondents: 515 in 1996, 370 in 1998, 368 in 2000, and 142 in 2003)**

Q: Were you a victim, a witness, or involved in some other way in this crime?

ASKED OF THOSE NOT A VICTIM: Was any member of your immediate family, or any member of your household, a victim of this crime?

Involvement in crime that caused contact	<i>Sample base is the number of problems reported (not number of respondents)</i>			
	1996 n=613	1998 n=480	2000 n=495	2003 n=249
Witness	32%	30%	34%	30%
Victim	43%	43%	41%	28%
Not involved	3%	10%	6%	15%
Involved in some other way	20%	16%	17%	14%
Don't recall/refused	2%	2%	2%	11%
Total household/family victims (respondent or household or family member was victim)	NA	53%	51%	35%

D. AS IN PREVIOUS SURVEYS, THOSE WHO HAVE HAD CONTACT WITH THE POLICE ABOUT CRIME OR PUBLIC SAFETY ISSUES MOST TYPICALLY DESCRIBE THE VICTIM'S AGE AS OVER 18 (56%), OR INDICATE THE CRIME HAD NO SPECIFIC VICTIM (24%).

Residents were asked to identify the age of the victim of the crime that resulted in their having contact with the Portland Police. Most respondents did not give an exact age but rather reported whether the victim was over or under the age of 18. This question was not asked in 1994, and the methodology of the question was changed from the approach used in the 1996 benchmark.

AGE OF VICTIM ASSOCIATED WITH POLICE CONTACT

**based on the number of crimes or public safety problems reported
by those who had contact with Portland Police in the past year
(142 respondents with 249 causes/reasons for contact in 2003)**

Q: *Using your best guess, please tell me the approximate age of the primary victim of this crime, or was this a crime that did not have a specific victim?*

Age of victim	<i>Sample base is the number of problems reported (not number of respondents)</i>		
	1998 n=480	2000 n=495	2003 n=249
Under 18	5%	8%	8%
Over 18	57%	54%	56%
Crime with no specific victim	32%	29%	24%
Don't know	7%	9%	11%

E. THE PERCENTAGE OF CONTACTS THAT INVOLVED SPEAKING WITH AN OFFICER IN PERSON AT A CALL-FOR-SERVICE INCREASED SIGNIFICANTLY IN THE 2003 BENCHMARK.

Respondents who indicated they had contact with the police in the last year were read a list of possible types of contact and asked which they had personally experienced in the last 12 months. Most people with contact have had more than one type. An individual, for example, could have contacted 9-1-1 and the non-emergency number.¹

Among the top contact points, one shows a significant increase since 2000 — speaking to an officer who arrived in person at a call-for-service. This finding likely reflects a shift in call response policies from telephone report to police response. All others are either equivalent to the percentages in 2000 or show slight declines. Among lesser used contacts, statistically significant changes include:

- ▶ **More have spoken with a fingerprint investigator who comes to one's home.**
- ▶ **Fewer have spoken with an officer at a community meeting.**
- ▶ **Fewer have spoken with a member of the Drug and Vice Division.**

¹ The data also do not reveal how many times a contact point was used, only that it was used at all — so one respondent may have called 9-1-1 many times in the past year, while another called just once. The section following this one, beginning on page 27, deals with the question of the number of contacts.

TYPE OF CONTACT¹

(ranked by frequency of contact in 2003)

Q: Now I am going to read a list of contacts you may have had with the Portland Police. Tell me which you personally have had in the past 12 months. Again, we are interested only in contact with the Portland Police.

Type of Contact	Those who had contact with Portland Police in last year			
	1994 n=473	1998 n=370	2000 n=368	2003 n=142
Spoke with an officer who responded to your call in person	48%	42%	43%	58%
Called the police non-emergency number	63%	62%	56%	53%
Called 9-1-1 for police assistance	45%	34%	35%	36%
Called the precinct that serves your area	43%	36%	36%	35%
Spoke with an officer who took a report by phone	39%	38%	34%	30%
Called the Police Information & Referral number	23%	22%	17%	15%
Spoke with an officer at your place of business	18%	16%	12%	15%
Spoke with a Neighborhood Response Team member	15%	15%	15%	12%
Spoke with any person from the Detective Division	16%	12%	12%	7%
Spoke with fingerprint investigator who came to your home	5%	2%	2%	6%
Spoke with an officer at a community meeting	13%	8%	10%	4%
Requested information from the Records Division	12%	5%	9%	4%
Visited one of the Bureau's neighborhood contact offices	9%	6%	7%	4%
Spoke with any person on the Gang Enforcement Team	11%	5%	6%	3%
Spoke with any person in the Drug and Vice Division	7%	6%	8%	2%

¹ Results for 1996 are not included in this table and analysis. Data inconsistencies between the 1996 benchmark and the other three surveys on this particular question are sufficient to raise concerns about inconsistent methodologies in data collection or analysis. As a result we have chosen not to show it out of concern that inaccurate conclusions could result.

F. RESIDENTS HAVE TYPICALLY USED EACH TYPE OF POLICE CONTACT POINT ONLY ONCE IN THE LAST YEAR.

Since 1996, for each type of contact a resident has used, they were asked how many times they had used it in the last year. The *median* response shows that most residents experienced each type of contact once or twice in the last year. The *mean*¹ (average) shows that a few contact points tend to be used with repetition by a smaller subset of people who have contact with the police in that manner. For example, a few of those who speak with an officer at their place of business tend to do so repeatedly, which is why the *mean* for this contact point is consistently and substantially higher than the *median*. However, drawing such conclusions must be done with a careful eye on the data distribution. Because there is no upper limit on the number of times a contact can be used, a single respondent can skew the average higher. The *median*, then, provides a more accurate picture of the typical response, particularly with smaller sample subsets.

The key finding compared with the 2000 benchmark is straightforward: The frequency of use by those who use a given contact point is, overall, quite consistent with previous years.

¹ The “mean” is the mathematical average of the responses — add up the responses and divide by the number of respondents. The median is the mid-point of the responses — where half of the respondents give an equal or higher answer and half give an equal or lower answer. In a “bell-shaped” distribution, these numbers will be identical.

NUMBER OF TIMES EACH CONTACT WAS USED**Ranked by frequency of contact. Sample size varies.*****Interpret with care: The sample size is above 40 for only the top five, and below 20 for the bottom eight***Q; *And how many times in the last 12 months have you contacted (TYPE OF CONTACT)?*

Type of contact	Median/Mean Number of Contact			
	1996	1998	2000	2003
Spoke with an officer in person	1 / 2.0	1 / 2.0	1 / 1.9	1 / 1.4
Called the police non-emergency number	1 / 2.6	1 / 2.5	2 / 2.2	1 / 1.8
Called 9-1-1	1 / 1.8	2 / 2.3	1 / 1.8	1 / 1.8
Called the precinct that serves your area	2 / 2.3	2 / 2.3	1 / 2.0	2 / 2.1
Spoke with an officer who took a report by phone	1 / 1.8	1 / 2.2	1 / 1.7	1 / 1.4
Called the Police Information & Referral number	1 / 1.8	2 / 2.4	2 / 2.1	1 / 1.9
Spoke with an officer at your place of business	2 / 5.2	2 / 4.5	2 / 4.5	2 / 4.5
Spoke with a Neighborhood Response Team member	1 / 2.8	2 / 2.9	1 / 2.0	2 / 1.9
Spoke with the Detective Division	1 / 3.1	1 / 2.4	2 / 2.1	1.5 / 1.9
Spoke with a fingerprint investigator at your home	1 / 1.1	1 / 1.0	1 / 1.3	1 / 1.1
Spoke with an officer at a community meeting	1 / 2.1	2 / 2.8	1 / 1.7	1 / 3.3
Requested information from the Records Division	1 / 1.8	1 / 1.4	1 / 1.7	1 / 1.5
Visited a neighborhood contact office	1 / 2.1	1 / 5.8	1 / 1.7	1 / 1.2
Spoke with any person on the Gang Enforcement Team	1 / 3.1	1 / 1.8	1 / 1.8	1 / 1.0
Spoke with any person in the Drug and Vice Division	1 / 3.3	1 / 4.5	2 / 4.5	2 / 2.3

IV. Evaluation of Contacts and Performance

A. POLICE CONTACT PERFORMANCE RATINGS HAVE IMPROVED VIRTUALLY ACROSS THE BOARD SINCE THE 2000 SURVEY.

Respondents who indicate they have had contact with Portland Police were asked to rate the quality of each type of contact they had. Ratings are on a 1 to 5 scale, with 1 being "poor" and 5 being "excellent." When reviewing the ratings, keep in mind that the number of people rating each contact differs in size because the number of people experiencing each type of contact varies. If the number of people rating the quality of the contact is large, the rating is much more meaningful than if the sample size is small. It is therefore important to keep in mind sample sizes (n) when analyzing the data. Findings indicate the following:

- ▶ All of the top five contacts – those rated by more than 100 respondents in previous surveys and more than 40 in this benchmark¹ – show higher performance ratings than their 2000 scores. In fact, each shows the highest performance score recorded over the course of the benchmarks. All five top contacts record a 4.1 or better on a 5 point scale.
- ▶ The next three contacts (lightly shaded on the following table) also show scores of 4.1 or better, but sample sizes in 2003 are too small to draw hard conclusions.
- ▶ The remaining contact points (darker shading on the following table) are not rated by a sufficiently large sample to draw meaningful conclusions. For example, both the Gang Enforcement Team and the Drug and Vice Division appear to receive low average scores. However, these are based on the opinions of four and three respondents respectively – a very long way from a statistically relevant sample.
- ▶ The portion of dissatisfied respondents has also dropped. In the 2000 benchmark we cautioned that, while scores were quite positive overall, an average of 18% of residents who used the contact point rated the quality of assistance received as a 1 or a 2 (unsatisfactory). Today that average has dropped to 12%. Instead of almost one in five people who have contact with the Portland Police Bureau being dissatisfied, the figure has dropped to fewer than one in eight. Of the contact points over which the Police Bureau has full control (that is, removing 9-1-1 from the ratings), the average unsatisfied rating is lower still – 10%, or one in ten contacts.

Residents who provide a rating of 1 or 2 for a contact were asked why they assigned such a low rating. However, so few residents provide a 1 or 2 rating for any one type of contact that no quantitative assessment can be applied to them. A list of these

¹ The 2003 survey uses a sample size of 605 compared to the 1,500 sample sizes that were typically used in previous surveys. As such, subsets of the data, such as the number of people found who called 9-1-1 in the previous year, will also be smaller as well.

responses by type of contact has been provided to the Portland Police Bureau for comment-by-comment review. The following is a summary of the primary types of complaints offered by those who provide low ratings. Again, in reviewing these comments, remember that they *represent a small portion – about 12% – of the people who have been in contact with police in the past year.* As already discussed, most provide very positive ratings for their contacts. The small percentage who give a low rating provide these reasons (which are generally consistent with the comments provided in the last two surveys):

- Insensitive attitude. A few respondents who had contact either in person or by telephone report a perceived lack of concern for their problem on the part of either the specific police personnel they encountered or the Bureau in general. A few comments included the opinion that they do not expect conditions to improve.
- Frustration with automated telephone system. As seen in previous surveys, some respondents express dissatisfaction associated with receiving recorded information, but not a person to talk with when they call. Some comments also include statements about a lack of, or slow, response to requests or messages.
- Unsatisfactory response/follow-up. A few comments describe respondents' opinions that their expectations for service were not met, including those who say that there was no initial response or follow-up to their issue. These comments are found in both telephone and in-person contacts.

POLICE CONTACT RATINGS

**average ratings
sample sizes vary, sample sizes listed are for 2003**

The contact ratings shown in dark gray on the chart, have extremely small sample sizes in 2003. Changes from 2000 indicated in the shaded data should not be considered in any way conclusive.

- Q: *For each type of contact you had, rate the overall quality of assistance you received on a scale of 1 to 5, where 5 is excellent – you are completely satisfied with the assistance you received – and 1 is poor – the assistance you received was completely unsatisfactory.*

Type of Contact	Mean (Average) Rating				
	1994	1996	1998	2000	2003
Spoke with an officer who responded to a call in person (n=82)	4.1	4.0	4.1	4.0	4.2
Called the police <i>non-emergency</i> number (n=75)	3.7	3.8	3.9	3.6	4.1
Called 9-1-1 for police assistance (n=51)	3.7	4.0	3.8	4.0	4.2
Called the police precinct that serves your area (n=50)	3.6	3.7	3.8	3.6	4.2
Spoke with officer who took a report by phone (n=43)	3.9	4.0	3.9	3.8	4.3
Spoke with an officer at your place of business (n=22)	4.3	4.3	4.3	4.3	4.1
Called the Police Information & Referral number (n=22)	3.9	3.9	4.0	3.4	4.2
Spoke with precinct's Neighborhood Response Team (n=17)	4.0	4.0	4.4	4.0	4.4
Spoke with any person from the Detective Division (n=10)	3.8	3.9	4.3	4.2	3.6
Spoke with a fingerprint investigator at your home (n=9)	4.1	4.1	4.0	3.8	4.3
Spoke with an officer at a community meeting (n=6)	4.4	4.2	4.4	4.3	4.6
Requested information from the Records Division (n=6)	4.0	3.9	3.6	3.3	3.8
Visited a Police Bureau neighborhood contact office (n=5)	4.1	3.9	4.3	4.4	4.8
Spoke with any person on the Gang Enforcement Team (n=4)	4.1	4.2	4.4	4.2	2.8
Spoke with any person in the Drug and Vice Division (n=3)	3.7	3.8	3.7	3.5	2.3

B. POLICE PERFORMANCE RATINGS HAVE CHANGED ONLY SLIGHTLY. OVER THE COURSE OF FIVE BENCHMARKS, THESE COMMUNITY POLICING INDICATORS HAVE NOT SHOWN THE IMPROVING TREND EXPECTED.

Respondents who had contact with the Portland Police Bureau in the last year were asked to rate how well the Police Bureau fulfills specific functions — criteria originally designed to provide an indication of the degree to which the Police Bureau is completing its transition to community policing. A 1 to 5 scale was again used, with 1 being poor and 5 being excellent.

As seen in previous benchmarks, ratings for Portland Police performance on specific community policing function areas are lower than the ratings given for the quality of service with each contact. Also, there is again a high percentage of “don’t know” responses. These percentages range from a low of 14% to a high of 32%.

Key findings include:

- ▶ **The slippage in performance ratings seen in 2000 has not been reversed.** The 2000 benchmark showed a ratings decline in seven out of ten criteria. The essential finding today is that the ratings are holding at about the same levels measured in 2000 — three criteria show improvements, three show declines, and four are unchanged. Only one shows a change by more than a tenth of point — there has been a three-tenths of a point improvement in the criterion “understanding the concerns of your community.”
- ▶ **Almost all scores remain close to, or below, the performance measurements taken in the first two waves of the research.** The purpose of these measures is to track key elements that would be expected to change for the better as the transition to community policing is completed. So far, over the course of five benchmarks and nine years, the anticipated change has not occurred.
- ▶ **The most commonly selected ratings are threes and fours.** The response is “bell shaped” — that is, for all but one criterion, responses group in the middle at three or four. This is important to understand because the interpretation of the data would be quite different if responses grouped heavily at the ends (a “bi-modal” distribution indicating very polarized opinions).
- ▶ **Emergency response continues to receive the highest ratings.**
- ▶ **The lowest score received is for the newest rating: a 2.9 on prevention of police misconduct.** New in 2003, the community assessment survey asked people who have had contact with the Portland Police Bureau in the last year the degree to which they believe the Bureau takes appropriate steps to prevent misconduct by police officers. As the rating indicates, on this criterion only, more respondents rate the Bureau’s performance toward the poor end of the scale (a 1 or 2 rating) than rate the Bureau as doing well (a 4 or 5).
- ▶ **In general, older residents continue to give higher ratings than do younger residents.**

OVERALL PORTLAND POLICE BUREAU EVALUATION
by those who have had contact in past year
average ratings (5-point scale)

Q: In your opinion, how do you rate Portland police officers and other Police Bureau personnel on...

Activity	Had contact with Police in last year				
	1994 n=473	1996 n=509	1998 n=370	2000 n=368	2003 n=142
Providing quick response to emergency and life-threatening situations	3.9	4.1	4.0	4.0	4.1
Understanding the concerns of your community	3.6	3.6	3.6	3.3	3.6
Providing advice on preventing crime	3.7	3.7	3.6	3.4	3.5
Helping people to improve community safety	NA	NA	3.5	3.4	3.4
Showing citizens how they can work together to make neighborhoods safer	3.5	3.6	3.4	3.2	3.2
Giving useful information about other agencies that may also be able to help	3.3	3.4	3.3	3.2	3.2
Stopping crime problems in your neighborhood	3.2	3.4	3.4	3.4	3.3
Working with citizens to solve problems	NA	NA	3.5	3.2	3.2
Helping stop neighborhood nuisance problems	3.0	3.2	3.1	3.2	3.1
Involving the community in fighting crime	NA	NA	3.4	3.2	3.1
Taking appropriate steps to prevent misconduct by police officers	NA	NA	NA	NA	2.9

C. A FEW PERCEIVED MISCONDUCT BY OFFICERS. WHILE SOME REPORTED THE BEHAVIOR, NONE DID SO TO THE INDEPENDENT POLICE REVIEW DIVISION AT THE AUDITOR'S OFFICE.

Respondents who had contact with the Portland Police Bureau in the past year were asked if any of those contacts included misconduct by an officer or other Bureau member. The definition of "misconduct" was left to the respondent and, as the responses suggest, may range from issues of simple courtesy to issues that would be of greater concern. Out of the 142 people who were asked the question:

- ▶ **A total of 131 (92%) said their contact with the Bureau did not include misconduct.**
- ▶ **At total of 11 (8%) said they experienced misconduct.** Out of the eleven:
 - **None reported the behavior to the Independent Police Review Division at the Auditor's Office.**
 - **Three reported the behavior to a Police Bureau manager or supervisor.**
 - **Two reported the behavior to an official other than a Police Bureau manager or supervisor.**
 - **The six who said they did not report the behavior were asked why.** Three gave reasons that seem indicative of procedural or courtesy disagreements, such as not being taken seriously or a complaint about the reasonableness of being stopped for failure to have a light on his or her bike. Three mentioned reasons that indicate potentially deeper concerns on the part of the respondent ("Don't trust police;" "fear of the officer;" and an officer said to have insisted that nothing would be done if a report was made).

These findings are consistent with other research done for the City of Portland by Campbell DeLong Resources, Inc. in 2001 which showed, among many other findings, that the rate of complaint filing at that time was slightly less than two complaints for every 1,000 police-citizen contacts. As such, we would expect that out of 142 people with contact in the last year, even with some having been in contact with police multiple times, that the number of actual complaints filed with the Independent Police Review Division would be somewhere between zero and one, making the actual incidence difficult to measure with accuracy from this small a sample. The compelling question, of course, is the rate at which serious instances of misconduct may be under-reported — a question that cannot be answered with accuracy from the current data.

D. AS IN PREVIOUS SURVEYS, INCREASING POLICE PRESENCE IS THE MOST FREQUENT RECOMMENDATION TO THE POLICE BUREAU. ADJUST EMPHASIS/PRIORITIES IS THE NEXT MOST FREQUENT RECOMMENDATION.

All respondents — not just those with police contact in the last year — were asked what *one* recommendation they would make to the Portland Police Bureau about how to improve services to their neighborhood.

As in the previous surveys, the most frequent recommendation is to increase police presence. Two in 10 respondents made this recommendation in the 2000 survey and the same proportion do so today. Issues associated with the police/citizen partnership are also a comparatively frequent topic, suggested by 12% of respondents. Adjusting emphasis or priorities is another frequent recommendation from 1 in 10 residents, about half of whom suggest that police reduce traffic and speeding problems.

The percentage of residents who give comments along the lines of “Keep up the good work” (7%) is somewhat lower than the level seen in the last survey (11%).

While there are other, lesser differences among these data and the previous surveys, we cannot draw hard conclusions about them because of the qualitative nature of the question. Because of the necessarily subjective process of “coding” open-ended answers into selected categories, even relatively large differences should not be attributed to changes in opinion over time without other data to support such a finding.

RECOMMENDATIONS TO THE PORTLAND POLICE BUREAU

Q: *If you could make one recommendation to the Portland Police Bureau about improving neighborhood services, what would it be?*

Recommendation	2003 n=605
Increase police presence	23%
More patrolling	11%
More police visibility	7%
More night patrolling	2%
More foot/bike patrols	2%
More officers	1%
Improve police/citizen partnerships	12%
Teach citizens what they can do	3%
Improve attitude toward citizens	2%
Officers more involved in community	2%
Less discrimination/racial profiling	1%
More community involvement in crime prevention	1%
More officer-citizen interaction	1%
Concern about Chief's approach	1%
Concern about treatment of protestors	1%
Adjust emphasis/priorities	10%
Reduce traffic/speeding problems	5%
Do more about nuisance activity	1%
Concentrate on more serious crime	1%
Do more about problems involving transients	1%
Crack down on graffiti/vandalism	1%
Stop drug activity	1%
Keep up the good work	7%
Improve response time	1%
Others, less than 1%	8%
Don't know/none	37%

V. Awareness and Participation in Public Safety Activities

A. AWARENESS OF “NEIGHBORHOOD OFFICERS” SHOWS AN INCREASE WHILE AWARENESS OF NEIGHBORHOOD CRIME PREVENTION SPECIALISTS HAS NOT CHANGED SUBSTANTIALLY SINCE 2000.

Between 1996 and 2000, awareness of Neighborhood Liaison Officers (NLO) steadily declined.¹ In 2003 the phrasing of the question was changed to reflect the fact that the Police Bureau now has both NLOs and Senior Neighborhood Officers (SNOs) in different parts of the City. In 2003 the survey asked about familiarity with “Neighborhood Officers” rather than with either NLOs or SNOs. The increase in overall awareness of “Neighborhood Officers” compared to the prior NLO awareness measure is not statistically significant. However, there *is* a statistically significant increase in the percentage who say they had contact with their Neighborhood Officer and in those who recall their officer’s name. The questions regarding familiarity with Neighborhood Crime Prevention Specialists were not changed for this survey and show no significant changes in overall results from the 2000 benchmark. A precinct analysis indicates the following:

- ▶ Northeast Precinct residents show a remarkable decline in familiarity with the Neighborhood Crime Prevention Specialists (from 35% in 2000 to 23% today).
- ▶ East Precinct residents show the greatest positive change since 2003, with an increase in awareness of Neighborhood Officers from 14% in 2003 to 24% today and the highest score of all precincts for awareness of Neighborhood Crime Prevention Specialists.
- ▶ As we have seen in previous surveys, residents who have been in Portland longer and residents who own their own homes are both likely to show greater familiarity with Neighborhood Officers and Neighborhood Crime Prevention Specialists.

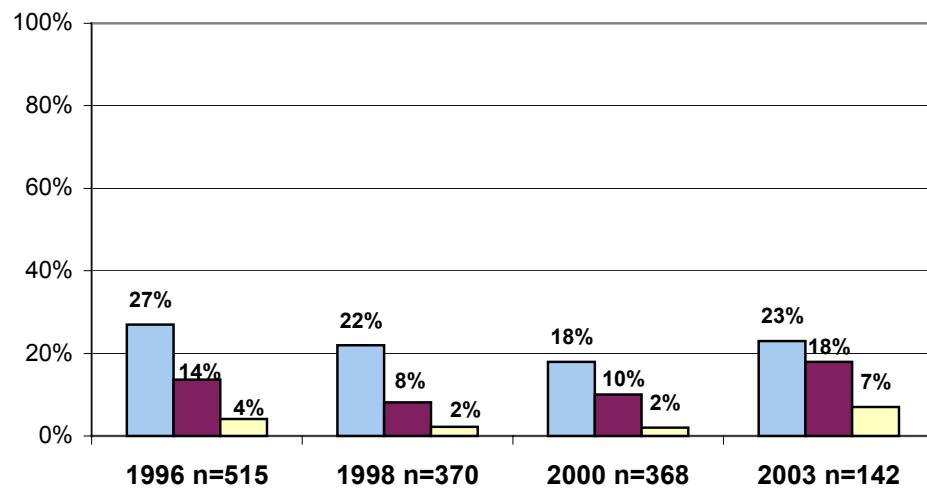
¹ In the past, only residents who had contact with the Portland Police Bureau were asked if they were familiar with the Neighborhood Liaison Officer (NLO) and the Neighborhood Crime Prevention Specialist (NCPS) concepts. In 2000 and 2003 *all* residents were asked. We show the comparison in the tables based on those who had contact in order to allow comparisons with previous years.

FAMILIARITY WITH NEIGHBORHOOD LIAISON OFFICER

Year-to-year comparison chart is based upon those who had contact with Portland Police in preceding year. Precinct analysis chart is based upon all residents.

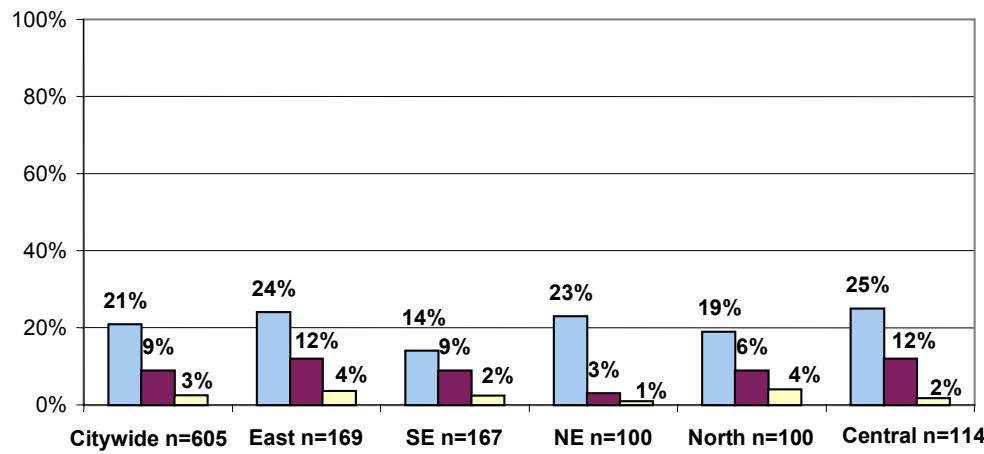
Q: Are you familiar with Neighborhood Officers? Have you had any contact with your Neighborhood Officer? Do you recall your Neighborhood Officer's name?

■ Heard of NLO/Neighborhood Officer ■ Had Contact ■ Recall Name



Precinct Analysis: Familiarity with Neighborhood Officer

■ Heard of Neighborhood Officer ■ Had Contact ■ Recall Name

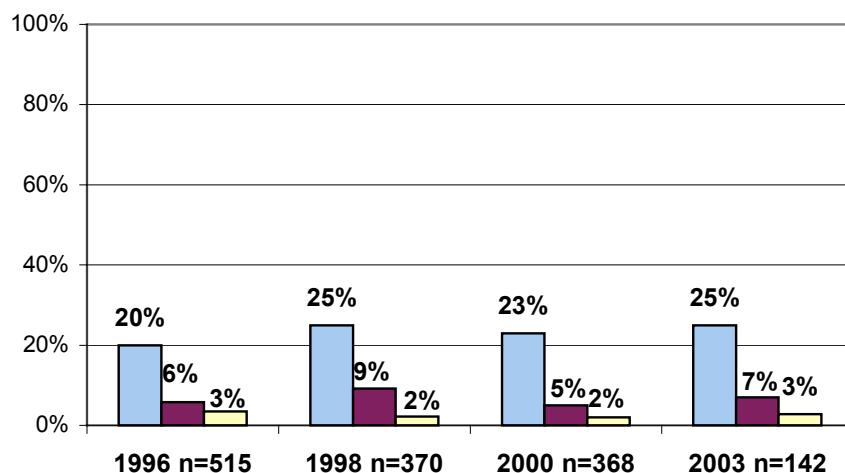


FAMILIARITY WITH NEIGHBORHOOD CRIME PREVENTION SPECIALIST

Year-to-year comparison chart is based upon those who had contact with Portland Police in preceding year. Precinct analysis chart is based upon all residents.

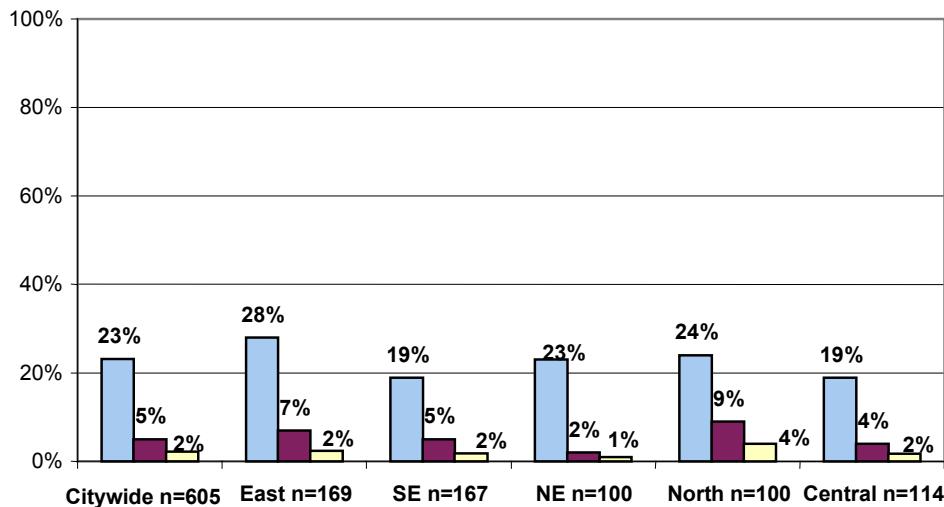
- Q: Are you familiar with Neighborhood Crime Prevention Specialists? Have you had any contact with your Neighborhood Crime Prevention Specialist? Do you recall your Neighborhood Crime Prevention Specialist's name?

■ Heard of NCPS ■ Had Contact ■ Recall Name



Precinct Analysis: Familiarity with NCPS

■ Heard of NCPS ■ Had Contact ■ Recall Name



B. NEIGHBORHOOD ASSOCIATION AWARENESS HAS DECLINED SINCE THE 2000 BENCHMARK.

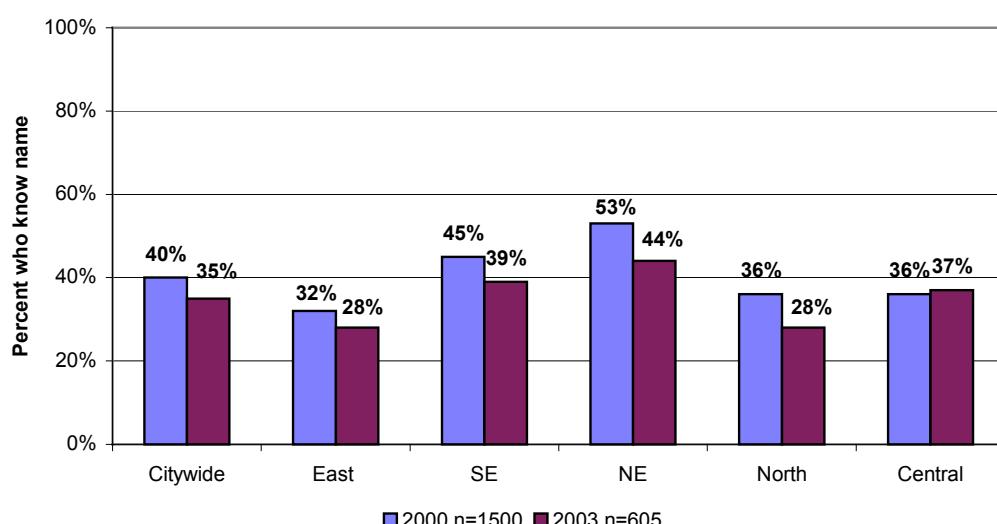
In a question that was updated to a more useable format for the 2000 survey and then asked in the same format for 2003, respondents were asked if they know the name of the neighborhood association that represents the area where they live. Citywide, there has been a statistically significant five percent decline in the number of residents who say they know the name of their local association, with some of the larger declines appearing to come from Northeast and North Precincts.

Neighborhood Association Awareness

Sample sizes for city-wide data are shown.

Sample sizes for precincts vary by precinct and benchmark year.

Q. Do you know the name of the neighborhood association that represents the area where you live?



C. THE PERCENTAGE OF RESIDENTS WHO HAVE CONTACTED AN AGENCY OTHER THAN POLICE TO DISCUSS PUBLIC SAFETY ISSUES HAS NOT CHANGED SINCE 1998.

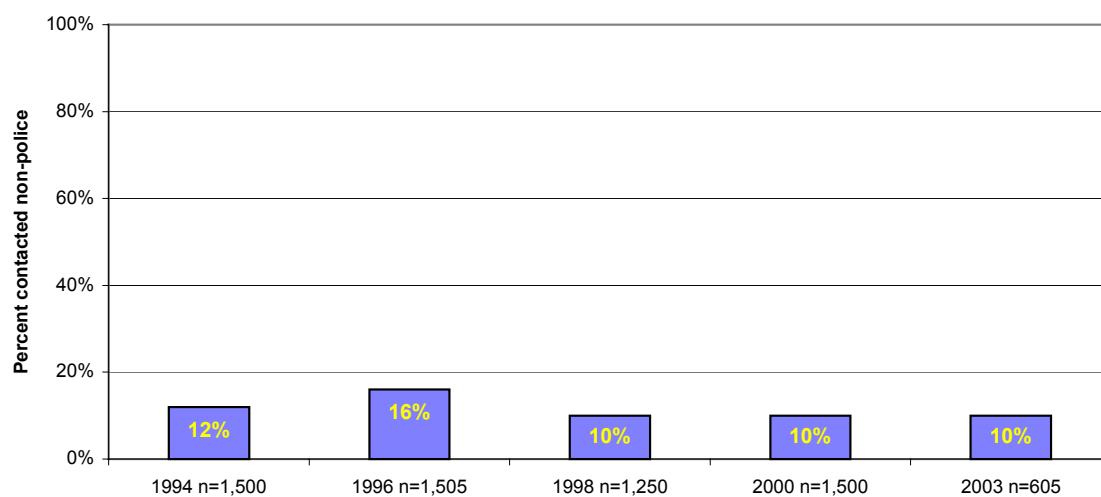
As another way to measure citizen involvement in problem solving, the survey asked residents if, in the last year, they had contacted an agency other than the Police Bureau to discuss public safety issues. As in 1998 and 2000, 1 in 10 residents contacted non-police agencies. Specifics on who contacts these non-police agencies include the following:

- ▶ Residents who have taken an active role in public safety meetings continue to be much more likely than other groups to have contacted a non-police agency.
- ▶ Residents with police contact are also more likely to contact non-police agencies. Out of those with police contact, 18% have also contacted a non-police agency. Of those with no police contact, only 7% contacted a non-police agency.
- ▶ There is no significant difference among precincts in the percentage of residents who have contacted an agency other than the police, although Northeast Precinct residents may be slightly less likely than others to make such calls.

In 2003 residents were not asked to name the agencies they contacted. For reference, previous surveys indicated that a very wide variety of agencies had been called with only Parking Enforcement and Animal Control being mentioned by more than 1 in 10.

CONTACT WITH NON-POLICE AGENCIES ABOUT PUBLIC SAFETY ISSUES

Q: *In the last 12 months have you contacted an agency or public official, other than the police, to discuss a crime or nuisance problem?*



D. LEVEL OF INVOLVEMENT IN PUBLIC SAFETY MEETINGS BY RESIDENTS HAS NOT IMPROVED.

All respondents were asked if they attended a block meeting, a neighborhood or business association meeting, or some other type of committee or organization meeting to discuss public safety issues. Since these community assessment surveys began in 1994, there has been a slow but steady decline in citizen involvement in public safety meetings. That downward trend is not observed in this benchmark, however. Current involvement levels remain at the same comparatively low number they reached in the 2000 survey.

As previous surveys have shown, the data show that the rate of involvement is somewhat higher for those who had police contact than for those who did not. Given that police contact rates (which had declined between 1996 and 2000) have not changed substantially since the last benchmark, it may be the case that the leveling off in involvement is a reflection of the leveling off in contact rates. If the quality of police contacts to encourage citizen involvement remains unchanged over time, then the quantity of contacts will show the stronger correlation to involvement levels, which is the case in this survey.

INVOLVEMENT IN PUBLIC SAFETY ACTIVITIES

Q: *In the last 12 months, have you [see options in table below]...*

IF YES TO ANY ACTIVITY: *And have you taken a particularly active role in any of the activities we just discussed? For example, make organizing phone calls, serve on a subcommittee, walk in a foot patrol, write letters, run meetings, or other such activities?*

Type of Activity	1994 n=1,500	1996 n=1,505	1998 n=1,250	2000 n=1,500	2003 n=605
Attended a meeting of neighbors in your immediate block to discuss crime or nuisance problems	12%	12%	10%	7%	7%
Attended a meeting of your local neighborhood or business association	12%	12%	12%	11%	11%
Participated in any other type of committee or organization for the purpose of addressing crime or nuisance issues in Portland	7%	6%	6%	5%	4%
Total attending any meeting:	22%	21%	20%	17%	16%
Total taking particularly active role:	7%	6%	5%	4%	5%

E. THE PERCENTAGE OF RESIDENTS WHO HAVE PARTICIPATED IN A PROGRAM SPONSORED BY THE PORTLAND POLICE BUREAU APPEARS TO BE AT THE SAME LOW EBB REACHED IN THE 2000 BENCHMARK.

From a 1994 high of 8%, participation in programs or trainings perceived to be sponsored by the Portland Police Bureau declined to 4% in 2000 and remained there for the 2003 benchmark.

The program most often mentioned is Neighborhood Block Watch, which is not sponsored by the Portland Police Bureau, but may have gained a stronger association with it since the Bureau began efforts to encourage residents to become block captains. Of the programs directly run by the Police Bureau, WomenStrength is most frequently mentioned.

**PARTICIPATION IN PROGRAM SPONSORED BY
PORTLAND POLICE BUREAU**

Q: Have you participated in a program or training sponsored by the Portland Police Bureau?

Q: IF YES: Which ones?

Program Participation	1994 n=1,500	1996 n=1,505	1998 n=1,250	2000 n=1,500	2003 n=605
No, no program participation	92%	95%	94%	96%	96%
Yes, program participation	8%	5%	6%	4%	4%
Neighborhood Block Watch	1.27%	1.13%	.96%	.40%	1.16%
WomenStrength	2.53%	.86%	.96%	.80%	.50%
Foot Patrol Training	—	.20%	.16%	.13%	.33%
Police Activities League	.27%	.20%	0%	.13%	.33%
Alarm Training	.07%	0%	.08%	0%	.33%
Senior Crime Prevention Program	.20%	.27%	0%	0%	.33%
Drug Abuse Resistance Education	—	.20%	1.04%	.60%	.17%
Landlord Training Program/Forum	.73%	.27%	.16%	.27%	.17%
Combat Auto Theft decal program	.07%	0%	.16%	0%	.17%
Traffic Study Training	—	.13%	0%	.06%	.17%
Gang Resistance Education & Training	—	.27%	.24%	.46%	0%
Citizen Academy	.20%	.07%	0%	.33%	0%
Others, less than 2%	2.00%	.93%	.72%	.60%	.99%

“0%” indicates the program name was available to the interviewer, but not named by a respondent.

“—” indicates the program was not listed for interviewer and not named by the respondent.

F. TV AND *THE OREGONIAN* CONTINUE TO BE THE INFORMATION SOURCES RESIDENTS CONSULT MOST FOR INFORMATION ABOUT THE POLICE BUREAU. USE OF THE WEB SITE, WHILE STILL INFREQUENT, HAS GROWN MARKEDLY.

Residents were asked which information sources they have consulted in the last year to receive information about the Portland Police Bureau. While the dominance of any one information source continues to decline, respondents remain most likely to gather information from TV (58%) or *The Oregonian* (54%). Radio, the *Portland Tribune*, *Willamette Week*, community newspapers, and word of mouth share a second tier receiving mentions from 23% to 30%.

While the overall numbers are still small, there has been a substantial increase in the use of the Police Bureau's web site. Overall, 5% of the population use the site compared with just 2% in 2000. Further, the site is plainly used much more frequently by those who are more actively involved in crime prevention and problem solving efforts.

SOURCES OF INFORMATION ABOUT POLICE BUREAU

Q: *From which of these sources have you received information about the Portland Police Bureau in the last 12 months?*

Sources	1998 n=1,250	2000 n=1,500	2003 n=605
Local television news	69%	60%	58%
<i>The Oregonian</i>	68%	59%	54%
Radio	43%	38%	30%
<i>Portland Tribune</i>	NA	NA	28%
<i>Willamette Week</i>	23%	26%	25%
Community newspaper	30%	30%	23%
Friends, neighbors, or acquaintances	40%	36%	23%
Neighborhood association newsletter	25%	24%	18%
Cable public access channel programs*	26%	22%	11%
Police Bureau's web page	1%	2%	5%
<i>The Oregonian's Inside Line</i> *	7%	4%	—
Others	2%	1%	2%
Don't know	7%	11%	13%

* The phrasing on the cable question was narrowed from previous surveys to specifically indicate public access programming, which may account for some of the change in that item. *The Oregonian's Inside Line* was not listed as an information source on the survey in 2003 and, as such, not read to respondents by the interviewers.

VI. Respondent Demographics

The purpose of asking demographic questions in each benchmark is to allow analysis of subsets of the data by demographic segment and, as a quality-control measure, to verify similarities among data sets in each benchmark. The following section compares the demographic profile of the baseline survey and the follow-up benchmarks.

A. LENGTH OF RESIDENCY IN PORTLAND HAS REMAINED STEADY OR DECLINED SLIGHTLY. NEIGHBORHOOD TURNOVER RATES REMAIN SIMILAR TO PREVIOUS SURVEYS.

As has been seen in previous years as well, one-quarter of all respondents have lived in Portland 5 years or fewer, while almost half (48%) have lived in their neighborhoods 5 years or fewer. As such, the survey findings continue to underscore the need to communicate messages repeatedly. On average, respondents have lived 23 years in Portland and 11 years in their current neighborhoods, which is consistent, but shorter by one year in both cases, with the previous benchmark.

LENGTH OF TIME IN PORTLAND & NEIGHBORHOOD

Q: *How long have you lived in the City of Portland?*

Length of Residency In Portland	1994 n=1,500	1996 n=1,505	1998 n=1,250	2000 n=1,500	2003 n=605
Less than 1 year	4%	5%	5%	6%	3%
1-2 years	7%	8%	8%	8%	6%
3-5 years	13%	11%	12%	10%	15%
6-10 years	13%	12%	13%	12%	12%
11-20 years	18%	18%	18%	18%	20%
21-40 years	27%	26%	25%	26%	24%
41 years or more	19%	19%	20%	21%	20%

Q: *And how long have you lived in your current neighborhood?*

Length of Residency In Neighborhood	1994 n=1,500	1996 n=1,505	1998 n=1,250	2000 n=1,500	2003 n=605
Less than 1 year	13%	14%	12%	12%	10%
1-2 years	14%	18%	18%	16%	19%
3-5 years	21%	20%	17%	17%	19%
6-10 years	15%	16%	17%	17%	16%
11-20 years	17%	15%	15%	16%	16%
21-40 years	16%	14%	16%	15%	14%
41 years or more	4%	4%	5%	5%	5%

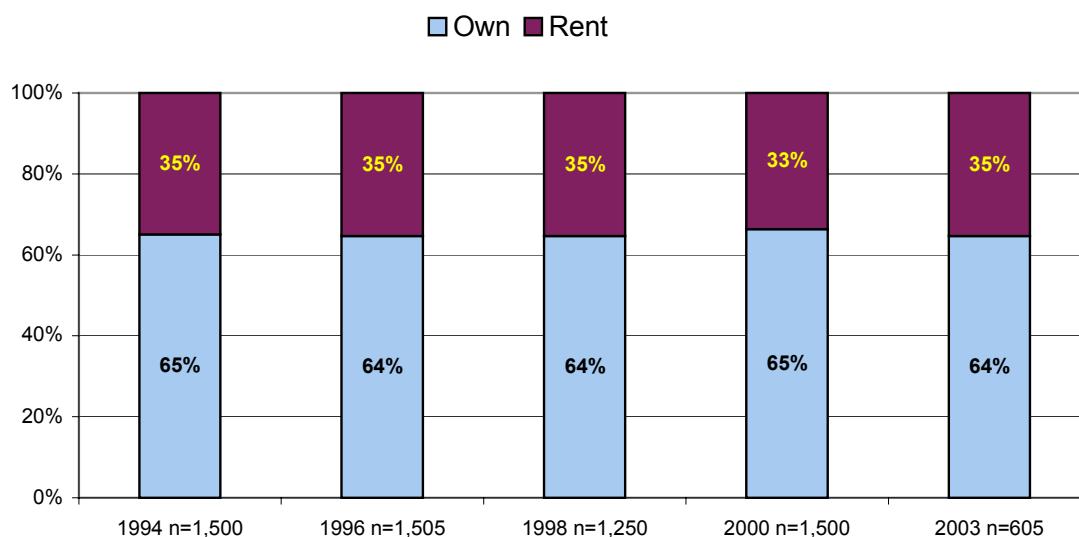
B. AS SEEN IN PREVIOUS SURVEYS, TWO-THIRDS OF RESPONDENTS OWN THEIR HOMES.

Similar to all previous surveys, two-thirds of respondents own their homes and one-third rent. As age increases, so does the likelihood of homeownership. Residents in the North and East Precincts are more likely to own their homes (70% for both) than are respondents in other precincts.

HOMEOWNERSHIP IN PORTLAND

(2% refusals not shown on chart)

Q: *Do you own or rent your home?*



C. UNLIKE PREVIOUS BENCHMARKS, NO INCREASE IN INCOME LEVELS IS OBSERVED IN THIS BENCHMARK.

In 1994, 3 in 10 respondents reported household incomes of less than \$25,000. By 2000 that number had decreased to 2 in 10 while the reverse happened for the percentage of households earning \$50,000 or more. But the trend has not continued – consistent with the tough economic times, household incomes show no improvements since the 2000 survey.

HOUSEHOLD INCOME

Q: Was your total household income in 2002...?

Income Range	1994 n=1,500	1996 n=1,505	1998 n=1,250	2000 n=1,500	2003 n=605
Under \$25,000	31%	26%	22%	19%	19%
\$25,000-\$34,999	17%	20%	17%	13%	12%
\$35,000-\$49,999	22%	22%	20%	19%	17%
\$50,000 and over	19%	24%	29%	31%	30%
Refused	11%	9%	12%	19%	21%

D. EDUCATION LEVELS SHOW NO SUBSTANTIAL CHANGES.

As we saw in the previous survey, three-quarters of Portland residents have at least some college education. The percentage of respondents with a master's degree or higher has remained consistent since 1998, while the number who have not gone beyond high school shows a continued declining trend. Over the four surveys, the percentage of residents with a high school degree or less has declined from 33% in 1994 to 25% today.

EDUCATION LEVELS

Q: What is the last year of education you had the opportunity to complete?

Education Level	1994 n=1,500	1996 n=1,505	1998 n=1,250	2000 n=1,500	2003 n=605
High school grad or less	33%	28%	30%	26%	25%
Some college	32%	34%	28%	28%	27%
College graduate	24%	20%	22%	25%	29%
Some post-graduate	6%	8%	7%	7%	5%
Master's degree or higher	10%	9%	12%	13%	12%

E. THE AGE PROFILE OF RESPONDENTS IS CONSISTENT WITH PREVIOUS SURVEYS.

While the 2003 survey results suggest a slightly younger population profile, there are no statistically significant differences in age group percentages between the 2003 and the 2000 survey.

AGE OF RESPONDENTS

Q: *What is your age, please?*

Age Range	1994 n=1,500	1996 n=1,505	1998 n=1,250	2000 n=1,500	2003 n=605
18-24	8%	8%	9%	8%	9%
25-34	22%	22%	21%	17%	20%
35-44	26%	27%	23%	21%	20%
45-54	16%	19%	20%	22%	20%
55-64	10%	10%	10%	11%	12%
65 or over	18%	15%	18%	17%	15%
Average adult age	46	45	45	47	44

F. RACIAL/ETHNIC DIVERSITY SHOWS A TWO PERCENT INCREASE IN HISPANIC/LATINO RESPONDENTS AND A TWO PERCENT DECLINE IN AFRICAN-AMERICANS.

The racial/ethnic make up of the respondent base has remained consistent since 1998, with the exception of a change in the ratio of Hispanic/Latinos and African-Americans.

RACIAL OR ETHNIC BACKGROUND

Q: *With what racial or ethnic group do you most closely identify?*

Racial or Ethnic Background	1994 n=1,500	1996 n=1,505	1998 n=1,250	2000 n=1,500	2003 n=605
White Caucasian	88%	88%	83%	83%	83%
Hispanic	1%	1%	2%	2%	4%
Multiracial	2%	1%	2%	3%	3%
African-American	4%	4%	4%	4%	2%
Asian-Pacific	2%	3%	3%	3%	2%
Native American	1%	1%	1%	1%	1%
Other/Refused	1%	3%	5%	5%	5%

APPENDIX

METHODS

STUDY DESIGN

Consistent study design is imperative to determine if responses change over time. For the five community assessment surveys conducted to date, interviews have been completed with a random sample of residents of the City of Portland. The only substantial change in the research design has been with sample size. The sample size for this, the fifth survey, is 650 instead of the 1,500 completed in 2000, 1996, and 1994 (the 1998 sample size was 1,250). While the reduction in sample size only slightly impacts the level of analysis that can be done when results are based over the entire sample, it does limit the conclusions which can be drawn about some subsets of the data – those subsamples that are now too small to draw reasonably sound statistical conclusions.

The survey questionnaire was designed by Campbell DeLong Resources, Inc. in partnership with the Portland Police Bureau. A copy of the final questionnaire can be found in the appendix of this report.

INTERVIEWING

A computer-aided telephone system (CATI) was used for interviewing. Research Data Design, a data collection firm headquartered in Portland, conducted all interviews. All interviews for the 2003 benchmark were conducted in January of 2003, two years and seven months after the survey was last conducted in the spring of 2000.

RESPONDENT CRITERIA

All respondents were located by asking for the person in the household who is 18 years of age or older and will be having the next birthday. (The next-birthday requirement is a simple method for randomizing respondents within households.) In addition, respondents were screened to ensure they met the following criteria:

- ▶ Neither the respondent, nor anyone in the household, works for a public law enforcement agency or private security company.
- ▶ A 50/50 gender split was maintained.
- ▶ The respondent lives inside the Portland city limits.
- ▶ Quotas were established for each precinct to ensure an appropriate distribution based on population figures, resulting in a subsample size of at least 100 for each precinct, except for North Precinct, which would have had a subsample size of 55. In order to best collect reliable data in a study of this size, an “oversample” of 45 was done for North Precinct to bring the subsample size to 100. This oversample does not skew the overall data because the oversample is not included for analysis in data except when the specific subsample of North Precinct resident opinions are analyzed. The following distribution was achieved:

Precinct	Quota — Sample Size
East	169
Southeast	167
Northeast	100
North (with 45 oversample for precinct analysis)	55 (100)
Central	114
Total sample for citywide analysis	605
Total surveys conducted	650

SAMPLE SIZE/RELIABILITY

The total sample size is 605 residents of Portland over the age of 18. The worst-case theoretic reliability of a random sample of 605 is $\pm 4.0\%$. This “worst-case reliability” figure is based on the following assumptions:

- ▶ The sample is drawn from a large population universe, which Portland has.
- ▶ Reliability is calculated at the 95% confidence level. This means that, if a large number of samples of 605 were taken, in 95% of the samples the survey results will not vary from the mean sample results by more than $\pm 4.0\%$ for a specific type of variable (see next bullet).

- The calculation applies to a dichotomous variable with results distributed 50/50. For example, a question with two possible answers — e.g., yes or no — where half say “yes” and half say “no.”

As the following table shows, reliability improves as the distribution of responses moves away from a 50/50 split. That is, the sampling error will be much less for a 90/10 distribution. The following table shows the sampling error for different proportions for a sample of 605.

Proportion	Reliability of Random Sample of 605
50/50	±4.0%
40/60	±3.9%
30/70	±3.7%
20/80	±3.2%
10/90	±2.4%
5/95	±1.7%

Reliability for subsamples will depend on the sample size and type of variable. Six subsamples are of particular importance to this survey: the 142 respondents who have had contact with the Portland Police Bureau in the last 12 months, and the geographic subsets defined by the five precinct boundaries. The worst-case error for each of these subsamples is shown below, using the same assumptions described previously. To give some indication of the reliability range in a sample, figures are shown for both a 50/50 distribution and a 10/90 split:

Sample	Reliability for 50/50 Distribution	Reliability for 10/90 Distribution
605 residents of the City of Portland	±4.0%	±2.4%
142 residents who have had contact with the Portland Police in the last year	±8.2%	±4.9%
169 East Precinct residents	±7.5%	±4.5%
167 Southeast Precinct residents	±7.6%	±4.6%
100 Northeast Precinct residents	±9.8%	±5.9%
100 North Precinct residents	±9.8%	±5.9%
114 Central Precinct residents	±9.2%	±5.5%

COMPUTER PROCESSING

A cross-tabulation program was used to sort data into 39 segments. The following is a list of the segments provided in the printouts, along with the number of respondents in each segment. In the printouts, the total, as well as segment sizes, will vary in the tables that correspond to questions that not all respondents were asked. The actual printouts are bound in a separate volume.

SET ONE: ATTITUDES

► Total, City of Portland residents	605
► Precinct	
• Central.....	114
• Southeast.....	167
• Northeast.....	100
• East	169
• North (including oversample of 45)	100
► Police contact	
• Had contact with the Portland Police Bureau in the last 12 months	142
• Did not have contact with the Portland Police Bureau in the last 12 months	459
► Victim of a crime — respondent or someone in the household was a victim of some type of crime in the past year	154
► No report of victimization — respondent or someone in the household was a victim of some type of crime in the past year and did <i>not</i> report the crime to the Police	54
► Fear/risk of crime	
• High crime fear — rate their neighborhood as one of the most dangerous, believe crime has increased in the past year, and/or consider dangerous criminal activity a major problem in their neighborhood	148
• High at-risk neighborhood — rate neighborhood's physical condition as poor or run-down, do not know neighbors well, and/or consider nuisance activity a major problem in their neighborhood	284

- ▶ Level of crime prevention activity
 - Contacted any other agency or public official about a crime problem..... 58
 - Attended some type of crime prevention meeting or other activity in the past year..... 97
 - Took an active role in a public safety meeting..... 30
 - Know the name of their neighborhood association..... 213
- ▶ Education
 - Not a college graduate..... 311
 - College graduate or more..... 281

SET TWO: DEMOGRAPHICS

- ▶ Total, City of Portland residents 605
- ▶ Gender
 - Male 302
 - Female 303
- ▶ Racial or ethnic origin
 - African-American 15
 - Asian-Pacific American 15
 - Hispanic-American 21
 - White/Caucasian 503
 - Other race/refused 28
- ▶ Age
 - 18 - 24 56
 - 25 - 34 120
 - 35 - 49 174

• 50 - 64.....	138
• 65 +	92
► Length of residency	
• Lived in Portland 10 years or less	198
• Lived in Portland over 10 years	404
• Lived in current neighborhood 10 years or less.....	366
• Lived in current neighborhood more than 10 years.....	235
► Home ownership	
• Own home.....	385
• Rent home.....	209
► Household income	
• Less than \$25,000	113
• \$25,000 or more.....	362

QUESTIONNAIRE

2003 COMMUNITY POLICING
COMMUNITY ASSESSMENT

DATE _____

PHONE NUMBER _____

RESPONDENT NAME _____

INTERVIEWER'S INITIALS _____

CALL RECORD MATRIX		
No answer/busy/disconnect (3 attempts).....	_____	_____
Employment screen	_____	_____
Under age of 18	_____	_____
Gender quota.....	_____	_____
Not City of Portland resident.....	_____	_____
Area of town quotas	_____	_____

INTRODUCTION

(TO RANDOM HOUSEHOLD RESPONDENT:) Hello, I'm (FIRST AND LAST NAME) from (NAME OF RESEARCH COMPANY) calling on behalf of the City of Portland. We are conducting a brief study about the services provided by the City. May I please speak with a (male/female) household member who is 18 years of age or older *and* who will be having the next birthday? IF NOT AVAILABLE, MAKE CALLBACK APPOINTMENT FOR FIRST POSSIBLE TIME.

(TO NEW HOUSEHOLD RESPONDENT:) Hello, I'm (FIRST AND LAST NAME) from (NAME OF RESEARCH COMPANY) calling on behalf of the City of Portland. We are conducting a brief study about the services provided by the City. Let me confirm that you are 18 years of age or older *and* the person in the household who will be having the next birthday?

SCREENING

1. Do you, or does anyone in your household, work for a public law enforcement agency or a private security company?

Yes 1 **POLITELY DISCONTINUE**
No 2 **CONTINUE**

2. GENDER. RECORD. DO NOT ASK. CHECK QUOTAS.

Male 1
Female 2
Unknown 3

3. Do you live within the Portland city limits?

Yes 1 **CONTINUE**
No 2 **POLITELY DISCONTINUE**
UNSURE..... 3 **POLITELY DISCONTINUE**

4. I need to determine the general area of Portland you live in. What is your ZIP code? **IF ZIP CODE IS NOT ON THE FOLLOWING LIST, POLITELY DISCONTINUE.**

A. RECORD ZIP CODE _____

B. THEN CLARIFY LOCATION AND RECORD PRECINCT CODE:

97201 Central Precinct 1
97202 Southeast Precinct 4
97203 North Precinct 2
97204 Central Precinct 1
97205 Central Precinct 1
97206 Southeast Precinct 4
97209 Central Precinct 1
97210 Central Precinct 1
97211 Northeast Precinct 3

97212: BRIDGE STATEMENT: Okay, your ZIP code crosses several districts, so I need to ask you a few more questions.

Do you live east or west of NE 37th?

East: North or south of Tillamook?

North of Tillamook Northeast Precinct 3
South of Tillamook East Precinct 5

West: Northeast Precinct 3

97213: BRIDGE STATEMENT: Okay, your ZIP code crosses several districts, so I need to ask you a few more questions.

Do you live north or south of I-84 (the Banfield)?

North: East or west of NE 47th?

East: North or south of Fremont?

South East Precinct 5

North: East or west of NE 63rd?

East East Precinct 5

West Northeast Precinct 3

West: North or south of Tillamook [near Sandy]?

North: Northeast Precinct 3

South: East Precinct 5

South: Southeast Precinct 4

97214 Southeast Precinct 4

97215 Southeast Precinct 4

97216: BRIDGE STATEMENT: Okay, your ZIP code crosses several districts, so I need to ask you a few more questions.

Do you live east or west of I-205?

East: East Precinct 5

West: Southeast Precinct 4

97217: BRIDGE STATEMENT: Okay, your ZIP code crosses several districts, so I need to ask you a few more questions.

Do you live east or west of I-5?

East: Northeast Precinct 3

West: North Precinct 2

97218: BRIDGE STATEMENT: Okay, your ZIP code crosses several districts, so I need to ask you a few more questions.

Do you live north or south of Prescott?

North Northeast Precinct 3

South: East or west of NE 62nd Avenue?

East: East Precinct 5

West Northeast Precinct 3

97219 Central Precinct 1

97220: BRIDGE STATEMENT: Okay, your ZIP code crosses several districts, so I need to ask you a few more questions.

Do you live in Maywood Park?

Yes 9 POLITELY DISCONTINUE

No: Do you live east or west of I-205?

East: East Precinct 5

West: North or south of Skidmore [near Prescott]?

North Northeast Precinct 3

South: North or south of I-84 (the Banfield)?

North: East Precinct 5

South: Southeast Precinct 4

97221 Central Precinct 1

97223 Central Precinct 1

97227: BRIDGE STATEMENT: Okay, your ZIP code crosses several districts, so I need to ask you a few more questions.

Do you live east or west of I-5?

East:.....	Northeast Precinct.....	3
West:.....	North Precinct.....	2

97229: BRIDGE STATEMENT: Okay, your ZIP code crosses several districts, so I need to ask you a few more questions.

Do you live north or south of Saltzman Road?

North:.....	North Precinct.....	2
South:.....	Central Precinct	1

97230 East Precinct 5

97231 North Precinct 2

97232: BRIDGE STATEMENT: Okay, your ZIP code crosses several districts, so I need to ask you a few more questions.

Do you live north or south of I-84 (the Banfield)?

North: East or west of NE 37th?

East: North or south or Tillamook?

North:	Northeast Precinct.....	3
--------------	-------------------------	---

South:.....	East Precinct	5
-------------	---------------------	---

West:	Northeast Precinct	3
-------------	--------------------------	---

South:.....	Southeast Precinct	4
-------------	--------------------------	---

97233 East Precinct 5

97236 East Precinct 5

97266 East Precinct 5

Other, SPECIFY:_____

CHECK QUOTAS:

(650 TOTAL, INCLUDES 45 OVERSAMPLE IN NORTH PRECINCT)

CENTRAL PRECINCT (1) 114

NORTH PRECINCT (2) 100

NORTHEAST PRECINCT (3) 100

SOUTHEAST PRECINCT (4) 167

EAST PRECINCT (5)..... 169

NEIGHBORHOOD LIVABILITY & CRIME – ALL RESPONDENTS

Now I have some questions about your opinion of your neighborhood.

5. Please rate the overall physical condition of your neighborhood using a scale of 1 to 5, where 1 indicates that most of your neighborhood appears run down and poorly cared for and 5 indicates that the homes, streets, parks, and businesses consistently appear well maintained and cared for.

RUN DOWN		WELL CARED FOR	DK
1	2	3	4

6. Now please rate your neighborhood by how well you and your neighbors know each other. This time 5 indicates that you believe most people in your immediate neighborhood know each other by name and often get together to socialize or discuss concerns, while 1 indicates that neighbors generally do *not* know each other by name, and rarely, if ever, speak with each other.

[IF NECESSARY: By “immediate neighborhood” we mean within 100 yards of your home – generally this includes neighbors within one block of your home or fellow tenants in an apartment complex.]

NEIGHBORS DON'T KNOW EACH OTHER		NEIGHBORS KNOW EACH OTHER WELL	DK
1	2	3	4

7. Now we'd like your impression of how safe you feel your neighborhood is *when compared to other neighborhoods in the city*. For this question, 5 means that you feel your neighborhood is one of the safest in the city, and 1 means that you feel your neighborhood is one of the most dangerous in the city. IF UNSURE, PROMPT WITH: “If you had to guess?”

ONE OF THE MOST DANGEROUS		ONE OF THE SAFEST	DK
1	2	3	4

8. In the past 12 months, would you say the level of crime in your neighborhood has... **READ LIST IN ORDER.**

Increased significantly.....	1
Increased somewhat	2
Stayed about the same.....	3
Decreased somewhat.....	4
Decreased significantly	5
DO NOT READ: Don't know or has not lived in neighborhood long enough to form an opinion	6

- 9a. Please rate the level of *nuisance activity* in your neighborhood. By *neighborhood nuisance activity* we mean such problems as abandoned cars, garbage, graffiti, vandalism, loud parties, speeding cars, harassment, or other activities that can be irritating or harmful but are generally *not* felony-level crimes. For this question, 1 means that you feel such activity is an extremely serious problem — a major concern for you and your neighbors, while 5 indicates that such activity does not seem to be a problem at all in your neighborhood.

NEIGHBORHOOD NUISANCE ACTIVITY		NOT A PROBLEM AT ALL	DK
A MAJOR PROBLEM			
1	2	3	4
			5
			9

- 9b. Please rate the level of *dangerous criminal activity* in your neighborhood. By *dangerous criminal activity* we mean such problems as car theft, assaults, burglary, drug sales, domestic violence, shootings, and other serious, felony-level crime. For this question, 1 indicates that you feel such activity is an extremely serious problem — a major concern for you and your neighbors, while 5 indicates that such activity does not seem to be a problem at all in your neighborhood.

DANGEROUS CRIMINAL ACTIVITY IN NEIGHBORHOOD		NOT A PROBLEM AT ALL	DK
A MAJOR PROBLEM			
1	2	3	4
			5
			9

10a. In the past 12 months, have you or any member of your household been a victim of any crime committed anywhere in the City of Portland where the criminal confronts or physically harms the victim – for example, an assault, mugging, rape, carjacking, or armed robbery? **IF YES:** *clarify if one or multiple victimizations?*

- | | |
|--|----------|
| Yes, one victimization in last year | 1 |
| Yes, multiple victimizations in last year..... | 2 |
| No..... | 3 SKIP B |
| Don't know | 9 SKIP B |

10b. To the best of your knowledge, was the (most recent) crime reported to the Portland Police Bureau?

- | | |
|--------------|---|
| Yes | 1 |
| No..... | 3 |
| Unsure | 9 |

11a. In the past 12 months, have you or any member of your household been a victim of a crime committed anywhere in the City of Portland that occurred *without* the criminal confronting the victim – for example, vandalism, theft, auto theft, or a burglary of a home? **IF YES:** *clarify if one or multiple victimizations.*

- | | |
|--|----------|
| Yes, one victimization in last year | 1 |
| Yes, multiple victimizations in last year..... | 2 |
| No..... | 3 SKIP B |
| Don't know | 9 SKIP B |

11b. To the best of your knowledge, was the (most recent) crime reported to the Portland Police Bureau?

- | | |
|--------------|---|
| Yes | 1 |
| No..... | 3 |
| Unsure | 9 |

12. Whether or not you were a victim yourself, at any time during the last 12 months have you had contact with the Portland Police Bureau about a crime or public safety problem?

We are interested here only in your contact with the Portland Police — not police from other jurisdictions.

[**IF NECESSARY:** This could be a call to 9-1-1, speaking with a police officer in person or by phone, calling the police non-emergency number, or any number of other ways that you may have been in contact with the Portland Police Bureau regarding a public safety issue.]

- | | | |
|-------------------|---|-----------|
| Yes | 1 | CONTINUE |
| No..... | 2 | GO TO Q16 |
| Don't recall..... | 3 | GO TO Q16 |

ASSESSMENT OF POLICE – THOSE WITH CONTACT ONLY

13a. What types of crime or public safety problems have you been in contact with the Portland Police about in the last year? **RECORD UP TO FIVE. IF NECESSARY, PROBE AND CLARIFY NATURE OF PROBLEM(S).**

13b. **FOR EACH CRIME ASK:** Were you a victim, a witness, or involved in some other way in this crime?

13c. **FOR EACH CRIME WHERE RESPONDENT WAS NOT THE VICTIM ASK:** Was any member of your immediate family, or any member of your household, a victim of this crime?

13d. **FOR EACH CRIME ASK:** Using your best guess, please tell me the approximate age of the primary victim of this crime, or was this a crime that did not have specific victim? (**IF NECESSARY: WOULD YOU SAY THE VICTIM WAS YOUNGER THAN 18 OR 18 YEARS OR OLDER?**)

13e. **PROBE:** Have you had any other contact with the police regarding a crime or public safety issue in the last 12 months?

Yes1 REPEAT Q13 SERIES

No2 CONTINUE

	13A-1 First Crime	13A-2 Second Crime	13A-3 Third Crime	13A-4 Fourth Crime	13A-5 Fifth Crime
Abandoned cars	01	01	01	01	01
Alcohol abuse	02	02	02	02	02
Assaults on individuals.....	03	03	03	03	03
Attempted kidnapping.....	04	04	04	04	04
Bike theft	05	05	05	05	05
Burglary, that is theft from <i>property</i> – a break-in to a house or business	06	06	06	06	06
Car prowls – theft <i>from</i> cars	07	07	07	07	07
Car theft.....	08	08	08	08	08
Disruptive street behavior, such as fighting or intimidation.....	09	09	09	09	09
Domestic violence	10	10	10	10	10
Drug dealing on the streets or in parks.....	11	11	11	11	11
Drug houses.....	12	12	12	12	12
Gang activity	13	13	13	13	13
Graffiti	14	14	14	14	14
Intimidation/threats.....	15	15	15	15	15
Juvenile problems, including curfew violations	16	16	16	16	16
Loud parties, loud music, or other disruptive behavior on private property	17	17	17	17	17
Nuisance property (abandoned cars, deteriorating housing, junk and/or garbage in yards).....	18	18	18	18	18
Parking problems.....	19	19	19	19	19
Problem liquor outlets.....	20	20	20	20	20
Prostitution	21	21	21	21	21
Prowlers/suspicious persons.....	22	22	22	22	22
Reckless, drunk driving	23	23	23	23	23
Robbery, that is forcible theft from people – a hold-up or mugging	24	24	24	24	24
Sexual assaults, including rape and attempted rape.....	25	25	25	25	25
Shooting, including random gunshots and drive- by shootings.....	26	26	26	26	26
Shoplifting	27	27	27	27	27
Stolen cars – theft <i>of</i> cars	28	28	28	28	28
Theft, other than car	29	29	29	29	29
Traffic accidents	30	30	30	30	30
Traffic problem, such as speeding cars or cruising	31	31	31	31	31
Vandalism, cars	32	32	32	32	32
Vandalism, <i>other</i> than cars or graffiti	33	33	33	33	33
Other (SPECIFY)	34	34	34	34	34

Record answers to q13b.

	13B-1 First Crime	13B-2 Second Crime	13B-3 Third Crime	13B-4 Fourth Crime	13B-5 Fifth Crime
Victim0101010101
Witness0202020202
Involved in some other way0303030303
Refused.....	.0404040404
Don't know0505050505
None0606060606

Record answers to q13c.

	13C-1 First Crime	13C-2 Second Crime	13C-3 Third Crime	13C-4 Fourth Crime	13C-5 Fifth Crime
Yes.....	1	1	1	1	1
No	2	2	2	2	2

Record answers to q13d. Mark "don't know" responses with dk.

	13D-1 First Crime	13D-2 Second Crime	13D-3 Third Crime	13D-4 Fourth Crime	13D-5 Fifth Crime
Age.....	_____	_____	_____	_____	_____

14a1 Now I am going to read a list of contacts you may have had with the Portland Police. Tell me which you personally have had in the past 12 months. Again, we are interested only in contact with *Portland* Police. **READ, ROTATE, ENTIRE LIST.**

14a2 **FOR EACH CONTACT, ASK:** And how many times in the last 12 months have you _____ (response from 14a1.)?

14b. For each type of contact you had, rate the overall quality of assistance you received on a scale of one to five, where *five* is excellent — you are completely satisfied with the assistance you received, and *one* is poor — the assistance you received was completely *unsatisfactory*. Let's start with... **READ EACH CONTACT NOTED IN THE PREVIOUS QUESTION, IN THE SAME ORDER AS PREVIOUS ROTATION.**

READ THROUGH ENTIRE LIST. FOR ANY CONTACT RATED 1 OR 2 FROM Q14B ASK Q14C. OTHERWISE, GO TO Q15.

14c. For (**FIRST CONTACT WITH A RATING OF "1" OR "2"**) you gave a rating of (**RATING**). Would you please tell me why you gave this rating?

CONTACT	#	POOR	EXCELLENT	DK
Called 9-1-1 for police assistance.....	1	1.....2.....3.....4.....5.....6		
IF 1 OR 2 ASK WHY _____				
Called the police non-emergency number	2	1.....2.....3.....4.....5.....6		
IF 1 OR 2 ASK WHY _____				
Called the Police Information number	15	1.....2.....3.....4.....5.....6		
IF 1 OR 2 ASK WHY _____				
Called the police precinct that serves your area.....	3	1.....2.....3.....4.....5.....6		
IF 1 OR 2 ASK WHY _____				
Spoke with an officer who responded to your call in person.....	4	1.....2.....3.....4.....5.....6		
IF 1 OR 2 ASK WHY _____				
Spoke with an officer who responded to your call by taking a report by phone	5	1.....2.....3.....4.....5.....6		
IF 1 OR 2 ASK WHY _____				
Spoke with an officer at a community meeting.....	6	1.....2.....3.....4.....5.....6		
IF 1 OR 2 ASK WHY _____				

Appendix

Spoke with an officer at your place
of business 7 1..... 2..... 3..... 4..... 5 6

IF 1 OR 2 ASK WHY _____

Spoke with any person on the
Gang Enforcement Team 8 1..... 2..... 3..... 4..... 5 6

IF 1 OR 2 ASK WHY _____

Spoke with any person in the
Drug and Vice Division 9 1..... 2..... 3..... 4..... 5 6

IF 1 OR 2 ASK WHY _____

Requested information or assistance
from the Records Division 10 1..... 2..... 3..... 4..... 5 6

IF 1 OR 2 ASK WHY _____

Spoke with any person from the
Detective Division 11 1..... 2..... 3..... 4..... 5 6

IF 1 OR 2 ASK WHY _____

Spoke with a fingerprint investigator
who came to your home 12 1..... 2..... 3..... 4..... 5 6

IF 1 OR 2 ASK WHY _____

Spoke with a member of your precinct's
Neighborhood Response Team 13 1..... 2..... 3..... 4..... 5 6

IF 1 OR 2 ASK WHY _____

Visited one of the Police Bureau's
neighborhood contact offices 14 1..... 2..... 3..... 4..... 5 6

IF 1 OR 2 ASK WHY _____

READ LAST: What other types of contact with the Portland Police Bureau
have you had that I did not name? CLARIFY AND RECORD:

..... 1..... 2..... 3..... 4..... 5 6

IF 1 OR 2 ASK WHY _____

..... 1..... 2..... 3..... 4..... 5 6

IF 1 OR 2 ASK WHY _____

15.I'm going to read you a list of ways that Portland Police Officers and other Police Bureau personnel try to serve the community. Using a scale of 1 to 5 where a 5 is excellent, you are *completely satisfied* with how the police are doing in this area and 1 is poor, you are *completely dissatisfied* with how the police are doing, how do you rate Portland Police Officers and other Police Bureau personnel on ...? **READ AND ROTATE A-J. READ K LAST.**

COMpletely DISSATISFIED	COMpletely SATISFIED	DK
----------------------------	-------------------------	----

- a. Providing quick response to emergency and life-threatening situations.....1 2 3 4 5 6
- b. Stopping crime problems in your neighborhood1 2 3 4 5 6
- c. Helping stop neighborhood nuisance problems.....1 2 3 4 5 6
- d. Providing advice on preventing crime.....1 2 3 4 5 6
- e. Showing citizens how they can work together to make neighborhoods safer.....1 2 3 4 5 6
- f. Giving useful information about other agencies that may also be able to help.....1 2 3 4 5 6
- g. Understanding the concerns of your community....1 2 3 4 5 6
- h. Involving the community in fighting crime1 2 3 4 5 6
- i. Working with citizens to solve problems.....1 2 3 4 5 6
- j. Helping people to improve community safety1 2 3 4 5 6

READ LAST:

- k. Taking appropriate steps to prevent misconduct by Portland Police Officers.....1 2 3 4 5 6
- 15l. In your opinion, did any of your contacts with the Portland Police Bureau in the last year include misconduct by a police officer or other member of the Portland Police Bureau?

Yes.....	1	CONTINUE
No	2	GO TO Q16

15m. **IF YES:** Which of the following actions, if any, did you take as a result of this conduct:

1. Reported the behavior to the Independent Police Review Division at the City Auditor's Office1 GO TO Q16
2. Reported the behavior to a Police Bureau manager or supervisor2 GO TO Q16
3. Did not report behavior3 CONTINUE

15n. **IF DID NOT REPORT BEHAVIOR:** Tell me, briefly, why you chose not to report the behavior. PROBE AND CLARIFY. RECORD VERBATIM.

GENERAL INFORMATION – ALL RESPONDENTS

ROTATE Q 16A & 16B:

16a-1. Are you familiar with Neighborhood Officers?

- | | | |
|----------|---|---------------------|
| Yes..... | 1 | CONTINUE |
| No | 2 | GO TO Q16A-3 |

16a-2. To the best of your knowledge, is there a Neighborhood Officer assigned to your area?

- | | |
|-----------------|---|
| Yes..... | 1 |
| No | 2 |
| Don't know..... | 3 |

16a-3. Just to be clear, a Neighborhood Officer is a district officer who is assigned to your neighborhood, often attends neighborhood association meetings and works with neighbors to solve problems. These officers are generally known as Neighborhood Liaison Officers or Senior Neighborhood Officers. To the best of your knowledge, have you had any contact with your Neighborhood Officer?

- | | |
|-----------------|-----------------------|
| Yes..... | 1 |
| No | 2 GO TO Q16B-1 |
| Don't know..... | 3 GO TO Q16B-1 |

16a-4. Do you recall your Neighborhood Officer's name?

- | | |
|----------|---|
| Yes..... | 1 |
| No | 2 |

16b-1. Okay, another issue: Are you familiar with Neighborhood Crime Prevention Specialists?

- | | | |
|----------|---|---------------------|
| Yes..... | 1 | CONTINUE |
| No | 2 | GO TO Q16B-3 |

16b-2. To the best of your knowledge, is there a Neighborhood Crime Prevention Specialist assigned to your area?

- | | |
|-----------------|---|
| Yes..... | 1 |
| No | 2 |
| Don't know..... | 3 |

16b-3. Just to be clear, a Neighborhood Crime Prevention Specialist is a civilian who typically works out of a local neighborhood coalition office. To the best of your knowledge, have you had any contact with your Neighborhood Crime Prevention Specialist?

- | | |
|-----------------|-----------------------|
| Yes..... | 1 |
| No | 2 GO TO Q16A-1 |
| Don't know..... | 3 GO TO Q16A-1 |

16b-4. Do you recall your Crime Prevention Specialist's name?

Yes.....1
No2

17. In the last 12 months have you contacted an agency, *other than the police*, to discuss a crime or nuisance problem?

Yes1
No2

18. Please tell me if, in the last 12 months, you have... **READ LIST, MAINTAIN ORDER.**

	<u>YES</u>	<u>NO</u>
a. Attended a meeting of neighbors in your immediate block to discuss crime or nuisance problems.....	1	2
b. Attended a meeting of your local neighborhood or business association	1	2
c. Participated in any other type of committee or organization for the purpose of addressing crime or nuisance issues in Portland	1	2

IF NO ACTIVITIES MENTIONED, SKIP Qd, OTHERWISE CONTINUE.

18d. **IF PARTICIPATED IN ONE OR MORE IN Qa-c:** And have you taken a particularly active role in any of the activities we just discussed? For example, make organizing phone calls, serve on a subcommittee, walk in a foot patrol, write letters, run meetings, or other such activities?

Yes1
No2

19a. Have you, or anyone in your household, participated in a program or training sponsored by the Portland Police Bureau?

Yes	1	CONTINUE
No	2	SKIP TO Q20

19b. Which one(s)? **DO NOT READ LIST.**

Alarm Training (false alarm prevention).....	1
Block Home Program (safe homes for children).....	2
DARE (Drug Awareness Resistance Education)	3
Citizen Academy (basic police orientation for citizens)	4
Combat Auto Theft (CAT decal program).....	5
Commercial Crime Prevention Program	6
Foot Patrol Training.....	7
GREAT (Gang Resistance Education and Training)	8
Landlord Forum or Training	16
Neighborhood Watch	9
Police Activities League (PAL - youth involvement program)	10
Safety Zone/Cops Talk	17
Senior Crime Prevention Program.....	11
Senior Locks Program (age 55 & older lock installation)	12
Sunshine Division Programs (food, other assistance).....	13
Traffic Study Training	14
WomenStrength (sexual assault prevention)	15
Other (SPECIFY) _____	

20. If you could make *one* recommendation to the Portland Police Bureau about how they could improve services to your neighborhood, what would it be? **RECORD VERBATIM; CLARIFY, IF NECESSARY. RECORD AND CODE ONE RESPONSE ONLY.**

21a. How long have you lived in the City of Portland? **RECORD IN YEARS. (IF LESS THAN ONE YEAR, RECORD IN MONTHS)**

_____ **YEARS (MONTHS)**

21b. And how long have you lived in your current neighborhood? **RECORD IN YEARS. (IF LESS THAN ONE YEAR, RECORD IN MONTHS)**

_____ **YEARS (MONTHS)**

22. From which of the following sources have you receive information specifically about the Portland Police Bureau in the last 12 months? **READ AND ROTATE LIST. MULTIPLES ACCEPTED.**

Sources	
Neighborhood association newsletter.....	01
Community newspaper	02
The Oregonian newspaper	03
Local television news.....	04
Friends, neighbors, or acquaintances	05
The Portland Tribune	06
Cable public access channel programs	07
Portland Police Bureau's Web page on the Internet	08
Radio	09
Willamette Week	10
DO NOT READ: Other, SPECIFY _____	
DO NOT READ: Don't know	99

23. Do you know the name of the neighborhood association that represents the area where you live?

Yes	1
No or unsure	2

24. Do you own or rent your current home?

Own.....	1
Rent	2
Don't know/refused.....	3

25. What is your age, please? **RECORD.**

_____YEARS

26. And what is the last year of education you had the opportunity to complete? **RECORD. READ LIST ONLY IF NECESSARY.**

Less than 12th grade (not a high school graduate) ...	1
High school graduate	2
Some college or other post-secondary education.....	3
College graduate	4
Some post-graduate	5
Master's degree or higher	6
Refused	7

27. Was your total *household* income in 2002 over or under \$35,000?

IF UNDER ASK: Was it over or under \$25,000?

IF UNDER ASK: Was it over or under \$15,000?

IF OVER ASK: Was it over or under \$50,000?

IF OVER ASK: Was it over or under \$75,000?

Under \$15,000	1
\$15,000 -\$24,999	2
\$25,000 -\$34,999	3
\$35,000 -\$49,999	4
\$50,000 -\$74,999	5
\$75,000 or over	6
Refused	7

28. For classification purposes, with what racial or ethnic group do you most closely identify?
RECORD. READ LIST ONLY IF NECESSARY.

African American.....	1
Asian-Pacific American.....	2
Hispanic American	3
Native American Indian.....	4
White-Caucasian American.....	5
Multi-racial.....	6
Other (SPECIFY) _____	

VERIFY AND RECORD RESPONDENT FIRST NAME AND PHONE NUMBER. Thank you very much for participating in this survey. Your responses will be combined with those of other Portland residents and will provide valuable input to the City of Portland.