PUBLIC PERCEPTIONS REGARDING THE POLICE BUREAU AND CRIME IN PORTLAND, OREGON

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BACKGROUND

The "Portland Public Safety Survey" was implemented in the summer of 2013 to fulfill research needs and begin baseline data collection necessitated by the settlement agreement approved by Portland City Council with the U.S. Department of Justice (DOJ) on November 14, 2012. Here are some examples from the settlement agreement that specify the need for a general population survey and the focus of measures.

- Page 3 of the settlement agreement notes a need for measures that, "*will assist the Parties and the community in determining whether, (2) community trust in PPB has increased; and (3) the improvements will be sustainable*."
- Page 52 of the settlement agreement authorizes the City to conduct a representative survey of the Portland community, "*regarding their experiences with and perceptions of PPB's prior community outreach efforts and accountability efforts and where those efforts could be improved, to inform the development and implementation of the CEO Plan*."
- The bulk of the settlement agreement focuses on reforming use of force policy and training with a particular focus on mental health crisis management.

Dr. Brian Renauer of Portland State University and his research team entered into a contract with the Portland Police Bureau (PPB), with the approval of City Council, to address the above needs stipulated in the settlement agreement. This is the first of three reports required in the contract. The methodology and content of the general population survey was informed by the language of the settlement agreement, meetings with PPB and City representatives, and resource constraints. The focus of the general population survey is on five content areas:

Section 1. Legitimacy and Trust
Section 2. Evaluation of PPB's Performance Over the Past Year
Section 3. Perceptions of Use of Force
Section 4. Perceptions of Safety
Section 5. Police Contact Experiences

Sections 1 through 4 are reviewed in this report and section 5 will be the focus of a separate report.

It is important to point out this report represents "baseline" data. In other words, it is the first year of data collection and there are as yet no appropriate comparison data that would allow us to assess changes over time. Nor are there nationally established policing standards that could be used in comparing Portland to other regions. For these reasons the report does not make value judgments regarding the findings. Instead, the report is designed to help the City understand existing public perceptions, identify potential factors that may be influencing perceptions, and to generate a list of strategies that could help to sustain and improve public opinion of local law enforcement.

We also believe that it is important to keep in mind that public opinion regarding local law enforcement is influenced by more than just PPB's current practices and personnel. The attitudes of people who have lived in Portland for many years have been shaped by direct contacts and indirect sources that may date back decades. Similarly, people who have more recently moved to our city may bring in attitudes and opinions that were influenced by other law enforcement agencies.

METHODOLOGY

The sample used in the study was generated using the following steps. We began by using a 2012 database of 50,000 randomly selected Portland mailing addresses for houses and apartment units. From this larger list we randomly selected 2,000 addresses to represent the city as a whole at the 95% confidence interval. Based on prior survey experiences we expected that African American, Hispanic/Latino, and younger respondents would be underrepresented in the city-wide sample. To address this we sent additional surveys to targeted areas of the city, a procedure called oversampling. This included: 1) 1,084 surveys sent to Census tracts with the highest percentage of African American residents based on the 2010 Census, 2) 1,058 surveys sent to Census tracts with the highest percentage of Hispanic/Latino residents based on the 2010 Census, and 3) 561 surveys sent to Census tracts with a higher percentage of the population aged 18-34.

The survey mailing followed the recommended procedure to increase response rates and included the following four mailings:

- **July 24, 2013** – 1st mailing: Pre-notice postcard signed by Mayor Hales.
- **July 31, 2013** – 2nd mailing: Cover letter, survey instrument, & stamped-return envelope.
- **August 7, 2013** – 3rd mailing: Thank you/reminder postcard.
- **August 19, 2013** – 4th mailing: Cover letter, survey instrument, & business return envelope.

In addition to the paper version of the survey form, respondents were offered the opportunity to complete the form online. Everyone contacted by mail also received a Spanish version of the cover letter and a translated version of the online survey was available in Spanish to address potential language barriers.

Mailed and online surveys were still being received through the end of September and first week of October at a rate of a couple per week. Surveys received after October 7th are not included in the final sample used in the present report. The number of usable surveys returned as of this cutoff date was 1,200. There were 240 surveys returned with vacant addresses leaving the total number of surveys mailed to valid addresses at 4,463. This resulted in an overall return rate of 26.9%.

Sample Characteristics

The following demographic table compares the sample percentage of the respondent demographics used in this report to the census percentage. The sample is reasonably representative of key Portland city demographics. Female and older respondents (45+) are the most overrepresented demographics. Statistical testing shows that there are few significant differences in opinions between males and females and when differences are found for age and gender they are small (see analysis and statistical procedures section); thus, we have decided not to weight the results.

Sample Characteristics

Demographic Factors	n	Sample %	Census %
Males	481	41.0	49.3
Females	691	59.0	50.7
Age 45 or older	768	65.5	46.0
Age < 45	405	34.5	54.0
White Only	941	78.6	72.4
Minorities	310	21.4	27.6
Spanish, Hispanic, Latino	69	5.8	9.2
African American	83	6.9	6.1
Asian	52	4.3	7.1
Native American	37	3.1	0.6
Other	69	5.8	0.2
Born in Oregon	378	32.1	41.8
Born in other U.S.	692	58.8	43.3
Born outside U.S.	106	9.0	13.7
Some High School	41	3.5	10.1
HS Degree/GED	131	11.1	19.0
Some College	272	23.0	22.7
Associate Degree	105	8.9	6.3
Bachelors or higher	634	53.6	42.0

Note: Census %'s are based on city of Portland, American Community Survey 2007-2011

Analyses and Statistical Procedures

Two strategies were used in analyzing the survey questions. The first approach considered the respondents' original answers from the 5-point continuous scale used with each item. The means and standard deviations for the items are reported first for the sample as a whole and then for distinct subgroups within the sample. The subgroup analyses allowed for comparisons of males versus females, younger residents (< age 45) versus older residents (45+), and for Whites versus racial/ethnic Minorities. Independent samples t-tests were used with the latter three comparisons to test for statistically significant differences between the groups.

"Statistical significance" in the present context refers to the probability that an altitudinal difference observed between two groups could be due to random chance as opposed to representing a true difference in opinions. With larger samples like the current study, some findings that are statistically significant may have relatively limited practical significance in the real world. A .15 difference in male and female mean scores on one of our opinion questions, for example, could be statistically significant but might not reflect a large or meaningful gender difference in practical terms.

For this reason we also calculated and report in the text an effect size (Cohen's *d*) for each statistically significant finding. Cohen's *d* measures the strength of an association and is not influenced by the sample size in the same way that t-tests are. Effects sizes are helpful in determining whether the difference observed in respondents' attitudes are clinically or practically meaningful. Commonly used cutoffs for Cohen's *d* are: small = .20 to .49, medium = .50 to .79, and large = > .79 and this is the terminology used in the report.

The second strategy for analyzing the data was to collapse the 5-point scale into three levels and analyze the result as a categorical item rather than continuous scale. For example, the original scale used in some items was: 1) Strongly Disagree, 2) Disagree, 3) Neither Agree nor Disagree, 4) Agree, 5) Strongly Agree. This was regrouped into: 1) Strongly Disagree or Disagree, 2) Neither Agree nor Disagree, and 3) Strongly Agree or Agree.
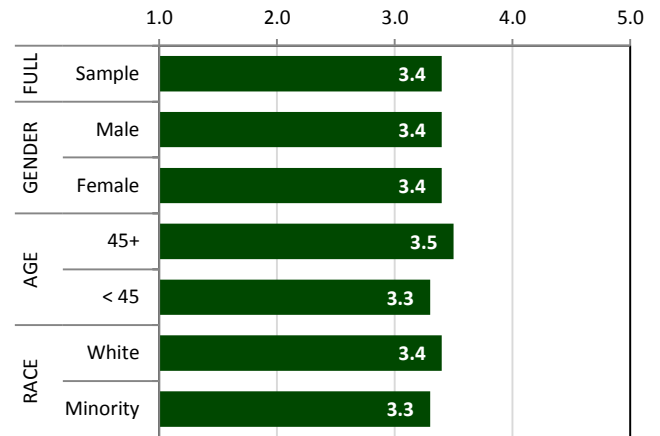
I. LEGITIMACY AND TRUST

The 14 items in this section are designed to measure public perceptions of police legitimacy and public trust in the police, which are key constructs that influence overall perceptions of police and police behavior. The concepts of police legitimacy and trust reflect individuals' assessments on whether the police are seen as a rightful authority, should be respected, and whether their decisions should be followed. Trust entails a public confidence that law enforcement officers perform their duties fairly, equitably, and in good faith. Research demonstrates that citizens' perceptions of police legitimacy and trust are directly linked to their confidence in police, cooperation with law enforcement, and compliance with the law more generally (Sunshine & Tyler, 2003). Similarly, the belief that police engage in racial profiling negatively impacts citizens' perceptions of police legitimacy, decreases trust in police, and reduces overall support for law enforcement (Tyler & Wakslak, 2004; Weitzer & Tuch, 2005). The 14 items employed in this section of the survey derive from criminal justice and psychological research over the last decade that have been used in prior studies to assess police legitimacy and community trust in police. The measures of trust and legitimacy in this survey include a focus on one's neighborhood, one's social identity or personal trust in the police, and general trust in Portland Police actions related race and mental health status. With a focus on mental health status and racial issues in particular, these questions assess key components of the Department of Justice and City of Portland settlement.

I. LEGITIMACY AND TRUST

Question #1	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
The Portland Police make decisions that are right for the people in my neighborhood..............	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,170	.90	3.4	
Males	474	.93	3.4	
Females	672	.87	3.4	
Age 45 or older	747	.91	3.5	***
< 45	399	.84	3.3	
Whites	918	.84	3.4	**
Minorities	249	1.09	3.3	

*p < .05, **p < .01, ***p < .001.

Analysis – Categorical

Legend: "Agree" or "Strongly Agree" · "Neither Agree/Disagree"

Group	"Neither Agree/Disagree"	"Agree" or "Strongly Agree"
Full Sample	39.3%	47.8%
Males	38.2%	48.5%
Females	40.3%	48.2%
Age 45+	35.7%	52.2%
Age < 45	45.9%	40.6%
Whites	40.6%	48.7%
Minorities	34.1%	44.6%
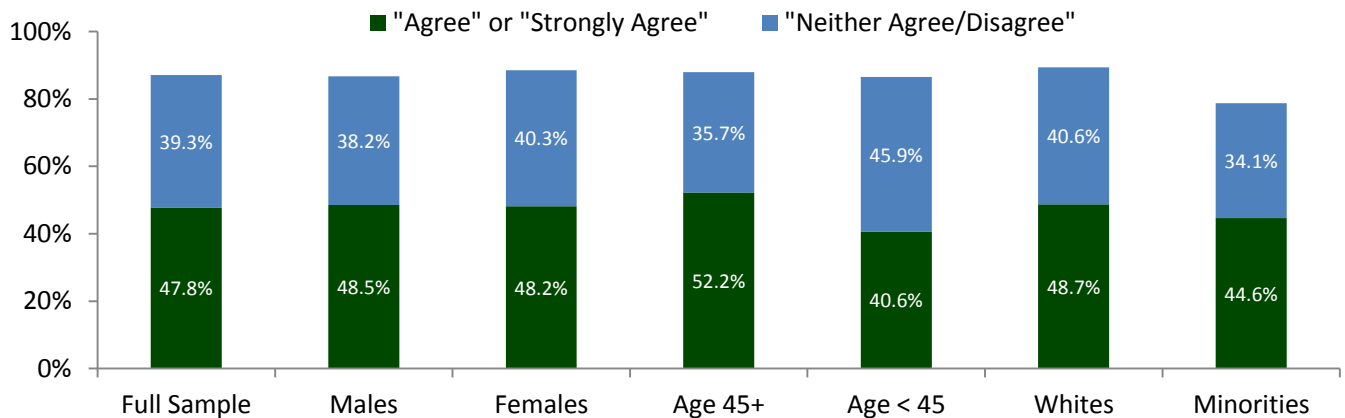
Interpretation

Approximately half (47.8%) of the people surveyed agreed that **PPB is making decisions that are right for the people in their neighborhood**; 12.9% disagreed with this statement. Perceptions differed somewhat based on age and race, with minorities and younger residents expressing more disagreement or neutrality. Although these differences are statistically significant, the actual size of the difference in practical terms (i.e., Cohen's *d*, see p. 5) is small for age and very small for race, but meaningful.

I. LEGITIMACY AND TRUST

Question #2	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
The Portland Police are trustworthy	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,173	.99	3.4	
Males	475	1.04	3.4	*
Females	676	.95	3.5	
Age 45 or older	753	.99	3.5	
< 45	398	.98	3.4	
Whites	919	.94	3.5	**
Minorities	251	1.16	3.3	
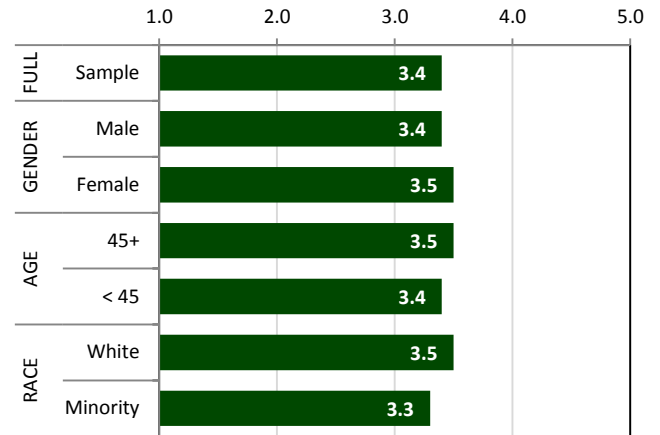
*p < .05, **p < .01, ***p < .001.

Analysis – Categorical
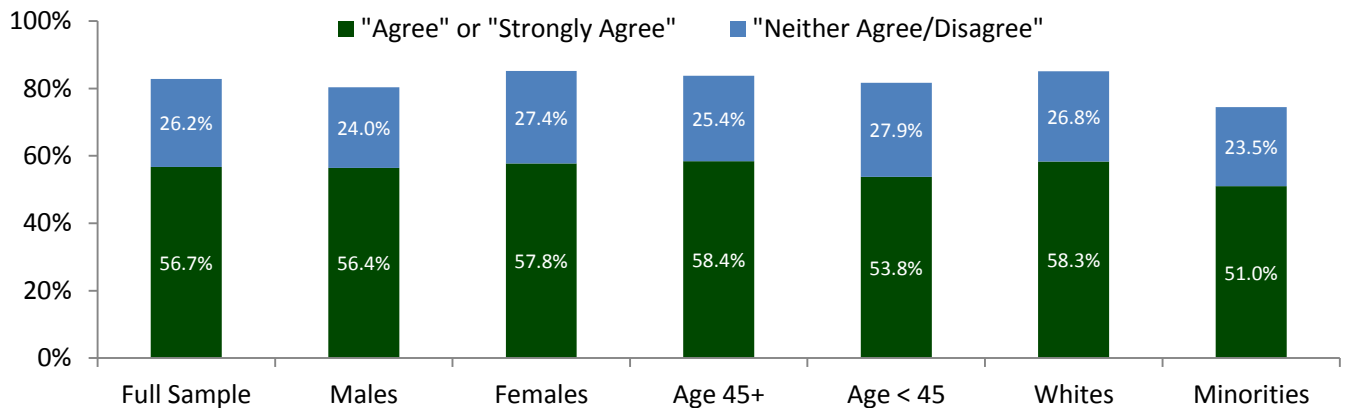
Interpretation

More than one-half (56.7%) of residents agreed that **the Portland Police are trustworthy**; 17.1% disagreed with this statement. Perceptions differed somewhat based on gender and race, with minorities and males expressing more disagreement or neutrality. Although these differences are statistically significant, the actual size of the differences in practical terms for each variable is very small (i.e., Cohen's *d*, see p. 5), but meaningful.

I. LEGITIMACY AND TRUST

Question #3	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
I have confidence in the Portland Police	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,177	1.05	3.5	
Males	474	1.08	3.4	*
Females	679	1.01	3.5	
Age 45 or older	753	1.05	3.5	**
< 45	401	1.02	3.4	
Whites	921	.99	3.5	**
Minorities	253	1.21	3.3	

*p < .05, **p < .01, ***p < .001.

	1.0	2.0	3.0	4.0	5.0
FULL — Sample			3.5		
GENDER — Male			3.4		
GENDER — Female			3.5		
AGE — 45+			3.5		
AGE — 45+			3.4		
RACE — White			3.5		
RACE — Minority			3.3		

Analysis – Categorical

Legend: ■ "Agree" or "Strongly Agree"   ■ "Neither Agree/Disagree"

Group	"Agree" or "Strongly Agree"	"Neither Agree/Disagree"
Full Sample	59.5%	22.3%
Males	58.2%	22.6%
Females	61.0%	22.4%
Age 45+	62.3%	20.7%
Age < 45	54.4%	25.9%
Whites	62.1%	21.7%
Minorities	50.2%	24.1%
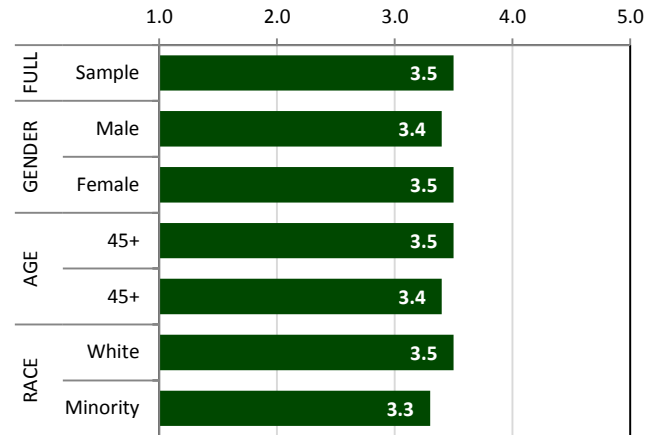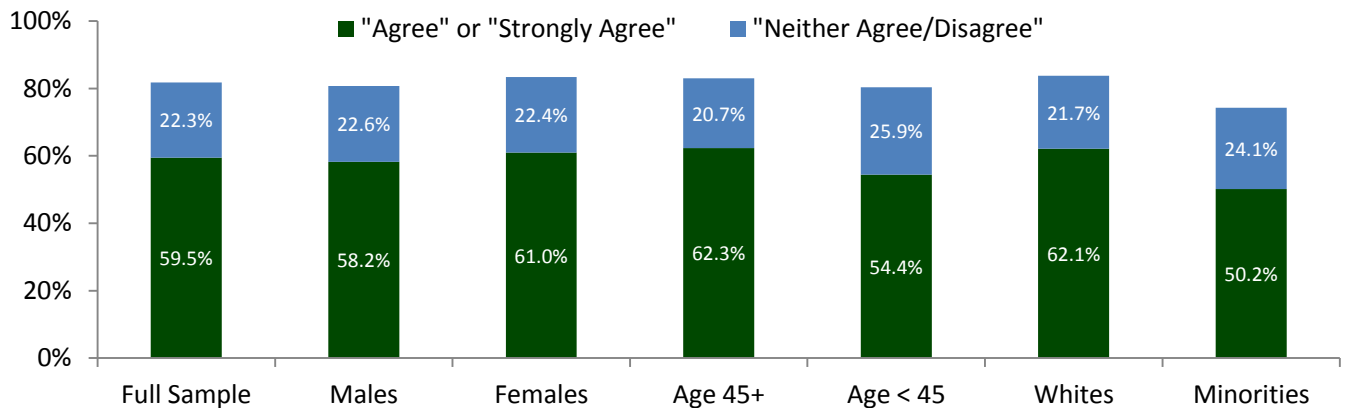
Interpretation

Over one-half (59.5%) of the people surveyed **have confidence in the Portland Police**; 18.2% disagreed with this statement. Perceptions differed somewhat based on gender, age, and race, with males, minorities and younger residents expressing more disagreement or neutrality. Although these three differences are statistically significant, the actual size of the differences from an applied perspective is very small (i.e., Cohen's *d*, see p. 5) in each case, but meaningful.

I. LEGITIMACY AND TRUST

| Question #4	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
Portland Police treat people like me respectfully*	O	O	O	O	O

*Item scoring has been reversed from original survey for ease of interpretation (i.e., higher scores now reflect a more positive evaluation of the police).

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,172	1.07	3.7	
Males	474	1.07	3.6	
Females	676	1.06	3.7	
Age 45 or older	748	1.11	3.6	
< 45	401	.96	3.7	
Whites	917	1.00	3.7	***
Minorities	252	1.22	3.3	
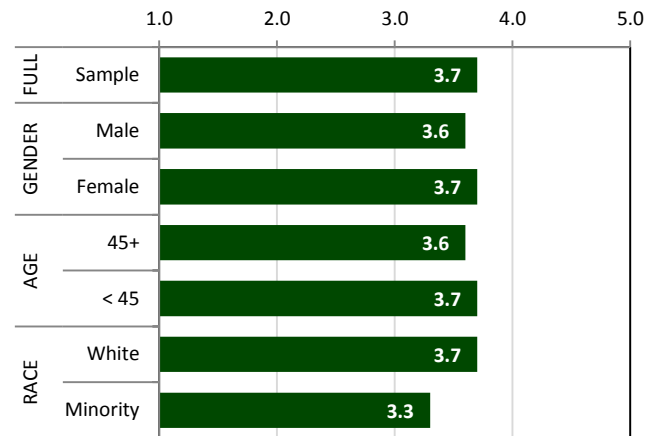
*$p < .05$, **$p < .01$, ***$p < .001$.

Analysis – Categorical
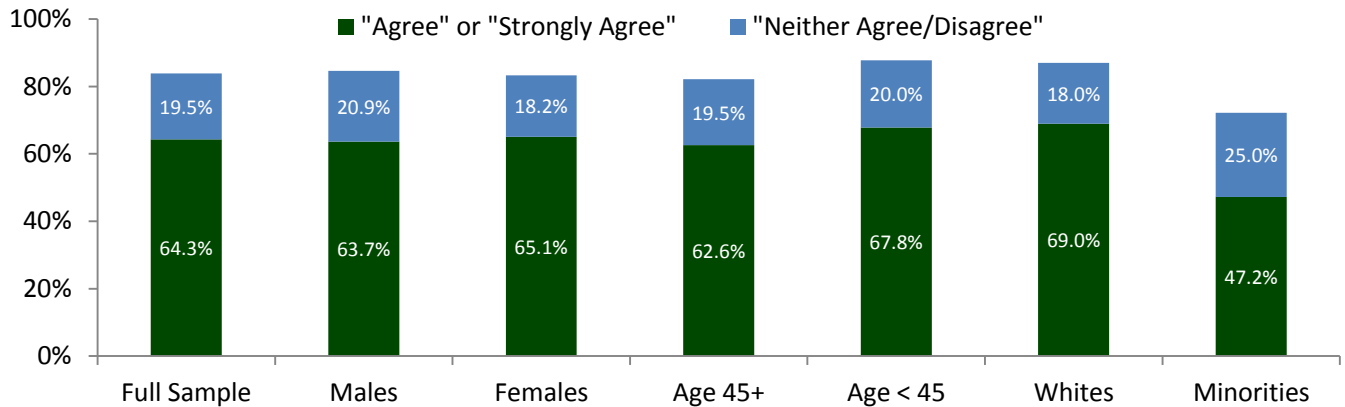
Interpretation

Roughly two-thirds of residents surveyed (64.3%) agreed that **Portland Police treat people "like me" respectfully**; 16.2% disagreed with this statement. Perceptions differed to some degree based on race, with minorities expressing more disagreement or neutrality. Although this difference is statistically significant, the actual size of the difference is small (i.e., Cohen's *d*, see p. 5) from a practical perspective, but meaningful.

I. LEGITIMACY AND TRUST

Question #5	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
If I call the Portland Police I would receive the same quality of service as others in Portland......	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,169	.97	3.6	
Males	471	.97	3.6	
Females	675	.96	3.6	
Age 45 or older	748	.92	3.7	***
< 45	398	1.01	3.5	
Whites	915	.92	3.7	***
Minorities	251	1.10	3.4	

*p < .05, **p < .01, ***p < .001.

FULL: Sample 3.6
GENDER: Male 3.6, Female 3.6
AGE: 45+ 3.7, 45+ 3.5
RACE: White 3.7, Minority 3.4

Analysis – Categorical

Legend: ■ "Agree" or "Strongly Agree"   ■ "Neither Agree/Disagree"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Neither Agree/Disagree"	21.5%	18.3%	23.0%	21.7%	21.1%	19.3%	29.1%
"Agree" or "Strongly Agree"	64.4%	67.1%	63.6%	67.5%	59.3%	68.5%	49.8%
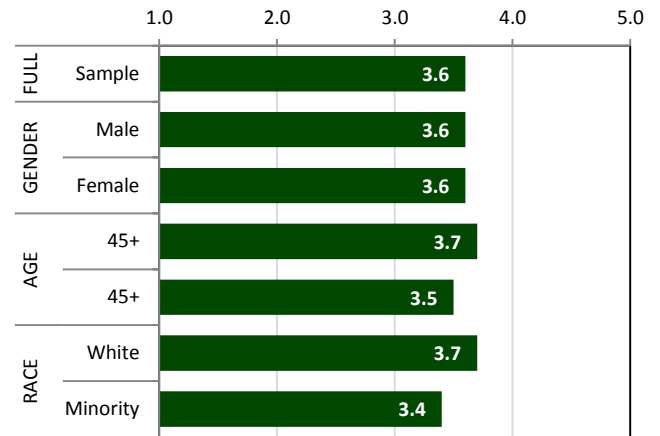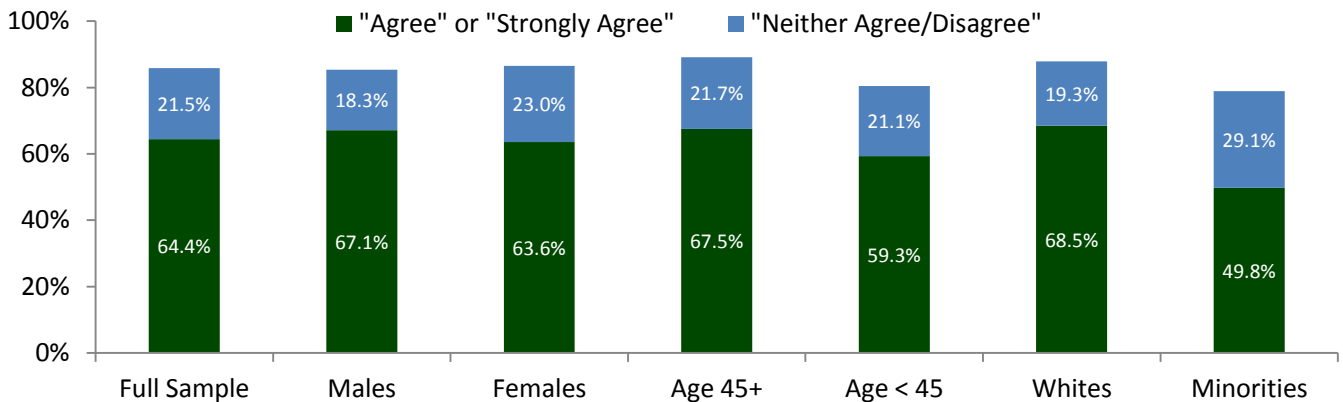
Interpretation

Approximately two-thirds (64.4%) of the people surveyed agreed that **if they called PPB they would receive the same quality of service as others in Portland**; 14.1% disagreed with this statement. Perceptions differed based on age and race, with minorities and younger residents expressing more disagreement or neutrality. Although these differences are statistically significant, the actual size of the differences from an applied perspective is small (i.e., Cohen's *d*, see p. 5), but meaningful.

I. LEGITIMACY AND TRUST

Question #6	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
I think I would be treated fairly by Portland Police	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,179	.89	3.8	
Males	477	.93	3.7	*
Females	681	.85	3.8	
Age 45 or older	755	.89	3.8	
< 45	401	.87	3.7	
Whites	925	.80	3.8	***
Minorities	251	1.12	3.5	
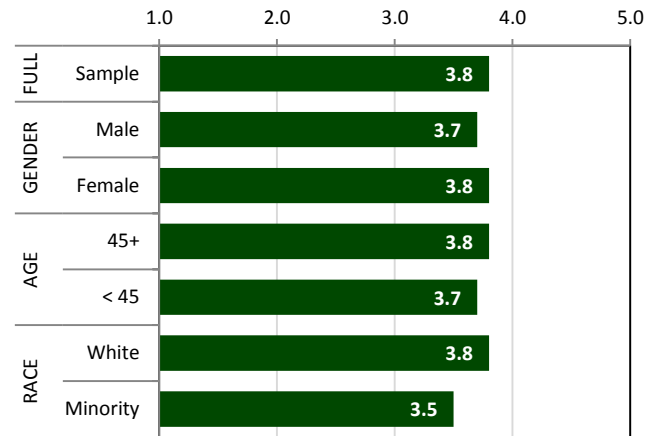
*p < .05, **p < .01, ***p < .001.

Analysis – Categorical
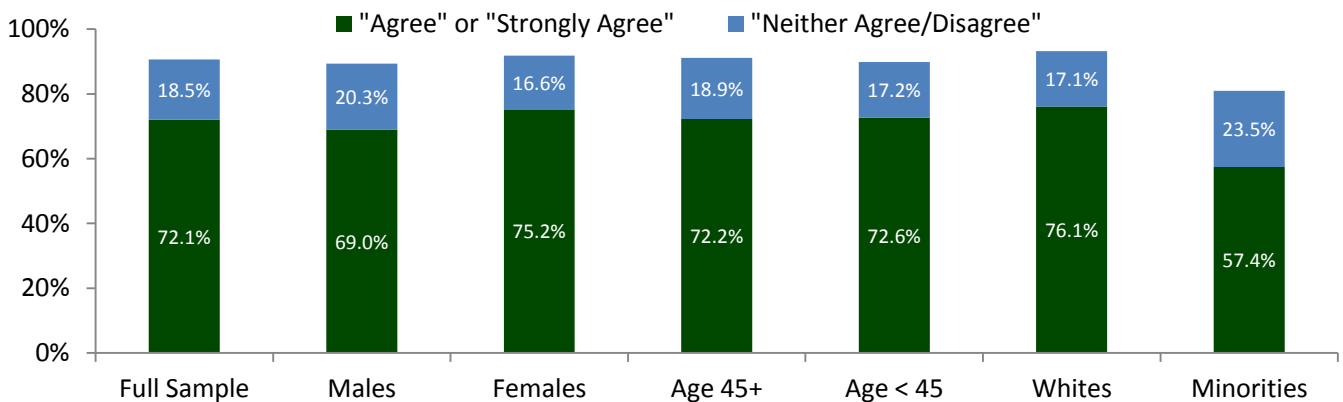
Interpretation

Approximately three-fourths (72.1%) of the people surveyed agreed that they **would be treated fairly by Portland Police**; 9.4% disagreed with this statement. Perceptions differed somewhat based on gender and race, with minorities and younger residents expressing more disagreement or neutrality. Although these differences are statistically significant, the actual size of the difference in practical terms is small (i.e., Cohen's *d*, see p. 5) for race and very small for age, but meaningful.

I. LEGITIMACY AND TRUST

Question #7	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
People should respect decisions Portland Police make..	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,166	.96	3.4	
Males	473	1.02	3.4	
Females	670	.90	3.4	
Age 45 or older	746	.96	3.4	
< 45	396	.94	3.3	
Whites	915	.92	3.4	**
Minorities	248	1.08	3.2	
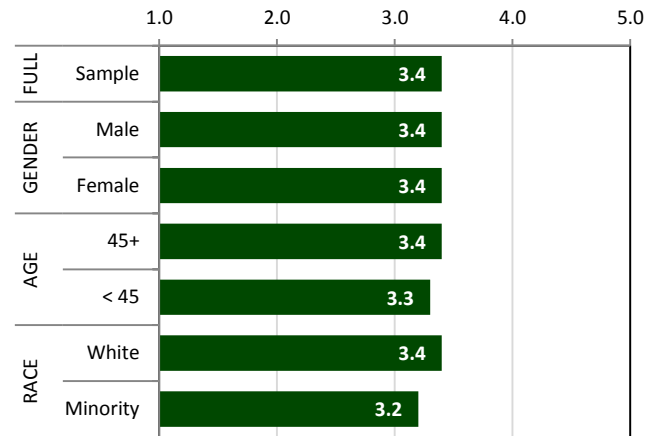
*p < .05, **p < .01, ***p < .001.

Analysis – Categorical
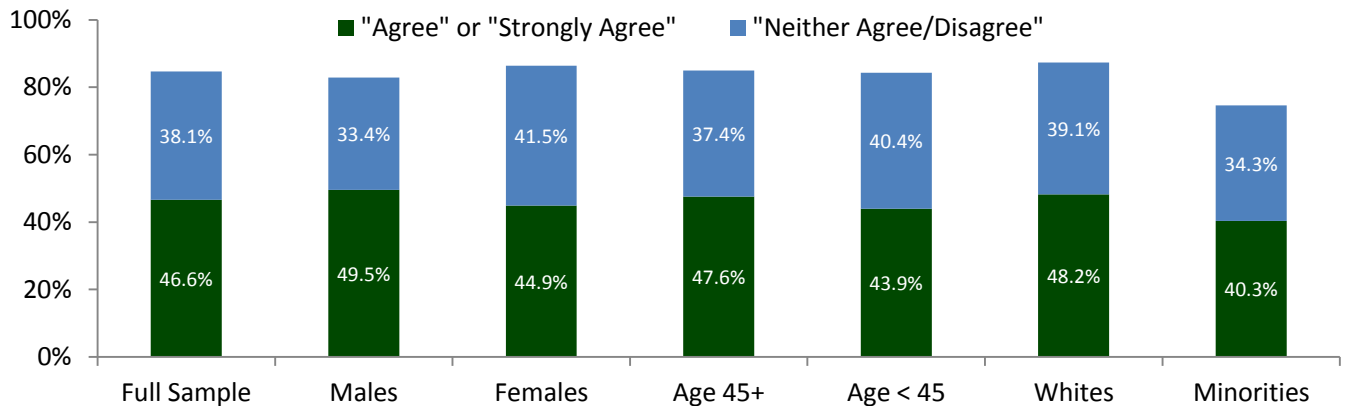
Interpretation

Almost one-half (46.6%) of the people surveyed agreed that **people should respect decisions Portland Police make**; 15.3% disagreed with this statement. Perceptions differed somewhat based on race, with minorities expressing more disagreement or neutrality. Although this difference is statistically significant, the actual size of the difference in practical terms is small (i.e., Cohen's *d*, see p. 5), but meaningful.

I. LEGITIMACY AND TRUST

Question #8	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
I think my values and the values of Portland Police are very similar..	O	O	O	O	O

Analysis – Continuous

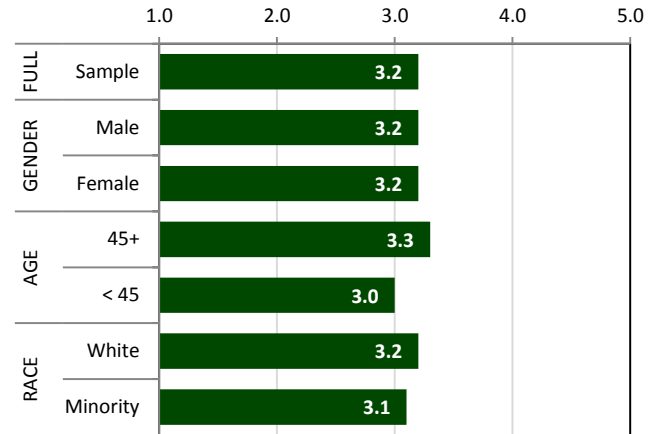| Group	n	SD	M	Sig.
Full Sample	1,163	1.04	3.2	
Males	472	1.09	3.2	
Females	667	1.00	3.2	
Age 45 or older	738	1.03	3.3	***
< 45	400	1.03	3.0	
Whites	909	1.01	3.2	*
Minorities	251	1.15	3.1	

*p < .05, **p < .01, ***p < .001.

		Score
FULL	Sample	3.2
GENDER	Male	3.2
	Female	3.2
AGE	45+	3.3
	< 45	3.0
RACE	White	3.2
	Minority	3.1

Analysis – Categorical

Legend: ■ "Agree" or "Strongly Agree" ■ "Neither Agree/Disagree"

Group	"Agree" or "Strongly Agree"	"Neither Agree/Disagree"
Full Sample	42.0%	34.0%
Males	43.9%	30.3%
Females	41.4%	36.9%
Age 45+	46.9%	32.2%
Age < 45	32.8%	38.3%
Whites	43.0%	35.0%
Minorities	38.6%	31.1%
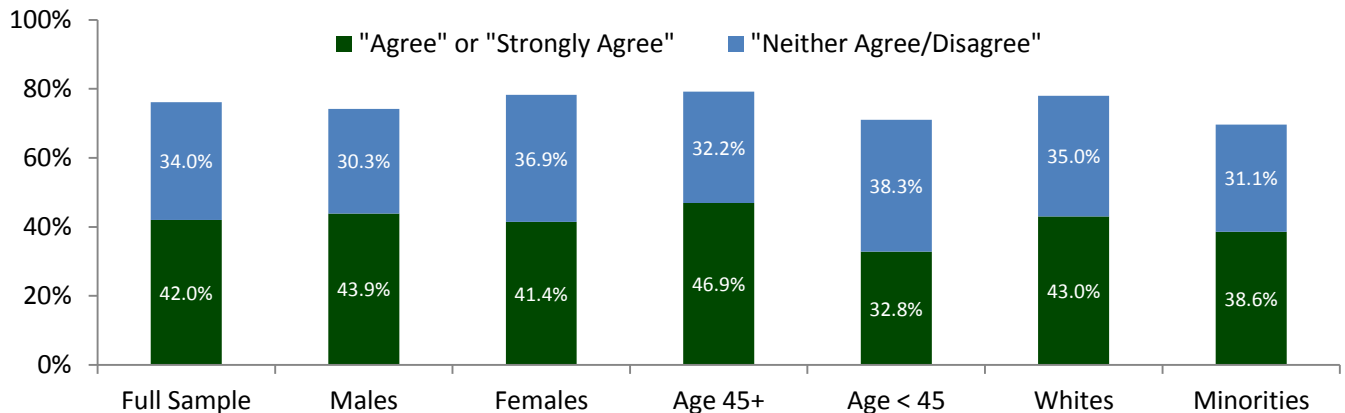
Interpretation

Four out of ten (42.0%) people surveyed agreed that **"my" values and the values of Portland Police are very similar**; 24.0% of residents disagreed with this statement. Perceptions differed somewhat based on age and race, with minorities and younger residents expressing more disagreement or neutrality. Although these differences are statistically significant, the actual size of the difference in practical or applied terms is small (i.e., Cohen's *d*, see p. 5) for age and very small for race, but meaningful.

I. LEGITIMACY AND TRUST

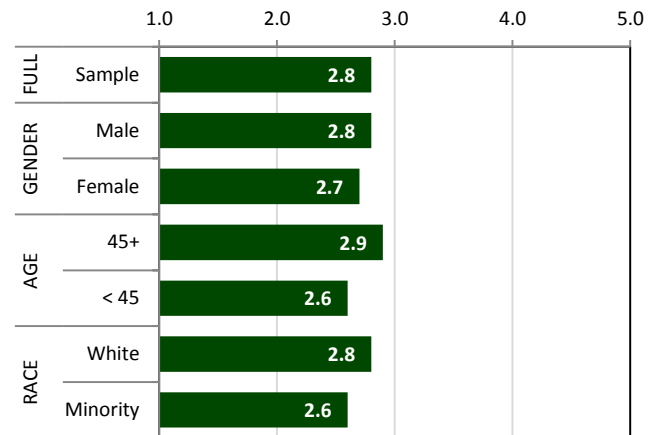| Question #9	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
The police in Portland (do not) use race and ethnicity when deciding whether to stop someone*	O	O	O	O	O

*Item scoring has been reversed from original survey for ease of interpretation (i.e., higher scores now reflect a more positive evaluation of the police).

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,165	1.09	2.8	
Males	473	1.14	2.8	
Females	669	1.05	2.7	
Age 45 or older	741	1.10	2.9	***
< 45	401	1.04	2.6	
Whites	917	1.04	2.8	**
Minorities	246	1.22	2.6	

*p < .05, **p < .01, ***p < .001.

FULL
Sample 2.8

GENDER
Male 2.8
Female 2.7

AGE
45+ 2.9
< 45 2.6

RACE
White 2.8
Minority 2.6

Analysis – Categorical

■ "Agree" or "Strongly Agree"   ■ "Neither Agree/Disagree"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Neither Agree/Disagree"	35.8%	31.9%	38.4%	36.2%	34.9%	38.5%	25.6%
"Agree" or "Strongly Agree"	23.4%	27.7%	20.6%	26.7%	17.0%	23.6%	22.8%

Interpretation

One-quarter (23.4%) of the people surveyed agreed that **Portland's police do not use race and ethnicity in deciding whether to stop someone**; 40.8% of residents disagreed with this statement. Perceptions differed based on age and race, with minorities and younger residents expressing more disagreement or neutrality. These differences, while statistically significant, would be considered small (i.e., Cohen's *d*, see p. 5) in both cases for practical purposes, but meaningful.

I. LEGITIMACY AND TRUST

Question #10	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
Portland Police (do not) treat people disrespectfully because of their race or ethnicity*...	O	O	O	O	O

*Item scoring has been reversed from original survey for ease of interpretation (i.e., higher scores now reflect a more positive evaluation of the police).
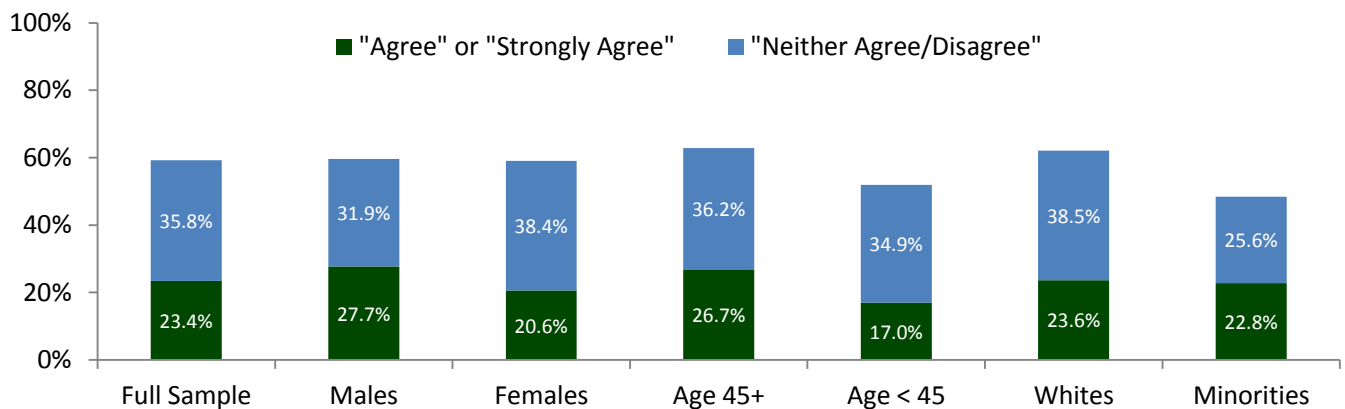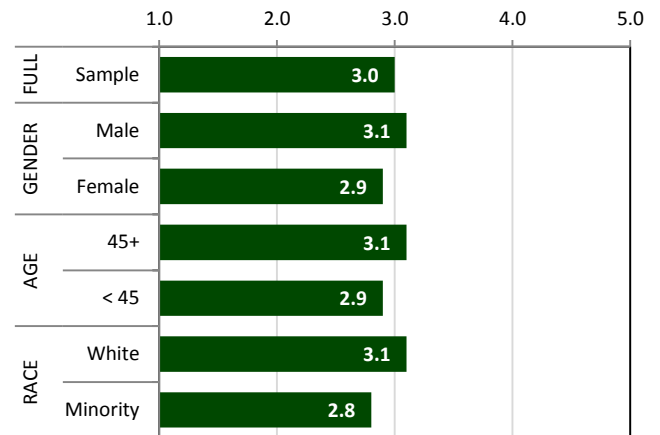
Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,167	1.08	3.0	
Males	470	1.10	3.1	**
Females	675	1.05	2.9	
Age 45 or older	742	1.08	3.1	**
< 45	402	1.06	2.9	
Whites	917	1.03	3.1	**
Minorities	248	1.23	2.8	

*$p < .05$, **$p < .01$, ***$p < .001$.

Analysis – Categorical
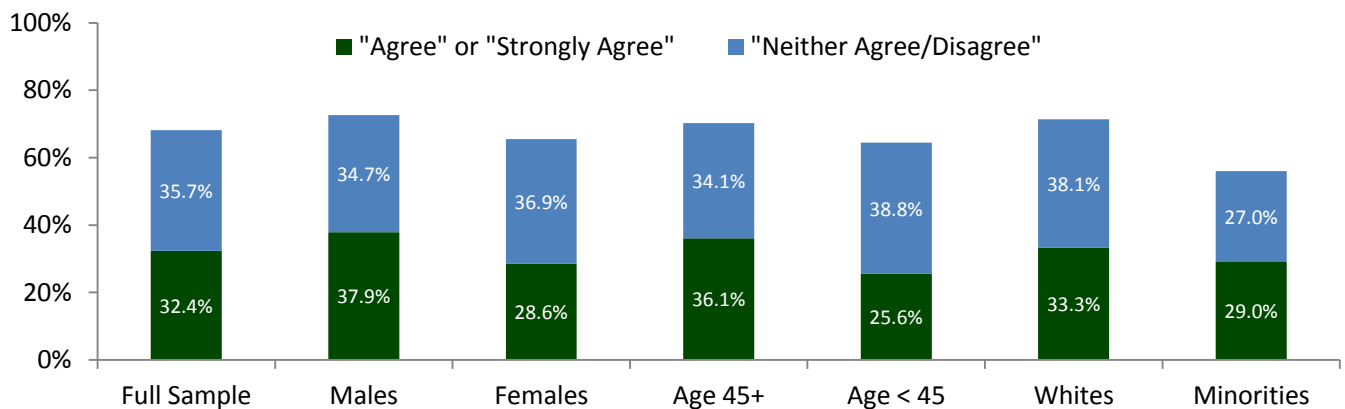
Interpretation

Approximately one-third (32.4%) of residents surveyed agreed that **Portland Police do not treat people disrespectfully because of their race or ethnicity**; 31.9% disagreed with this statement. Perceptions differed based on gender, age, and race, with males, minorities and younger residents expressing more disagreement or neutrality. Although these differences are statistically significant, the actual sizes of the differences are very small in applied terms (i.e., Cohen's *d*, see p. 5), but meaningful.

Question #11	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
Portland Police (do not) treat people disrespectfully because of their mental health status*	O	O	O	O	O

*Item scoring has been reversed from original survey for ease of interpretation (i.e., higher scores now reflect a more positive evaluation of the police).

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,161	1.11	2.9	
Males	471	1.14	3.0	
Females	667	1.08	2.9	
Age 45 or older	739	1.10	3.0	**
< 45	401	1.12	2.8	
Whites	912	1.08	2.9	
Minorities	247	1.19	2.8	
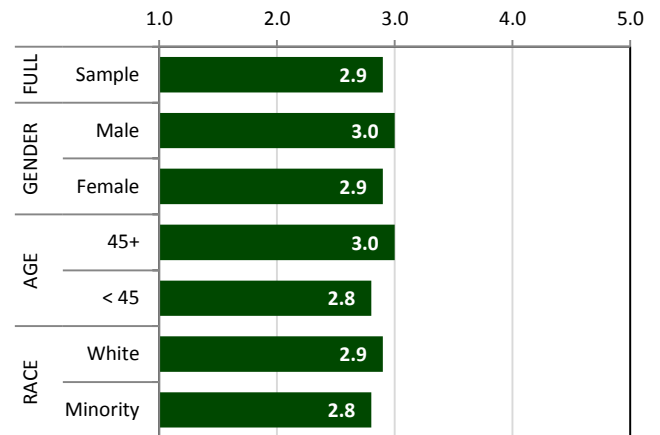
*p < .05, **p < .01, ***p < .001.

Analysis – Categorical
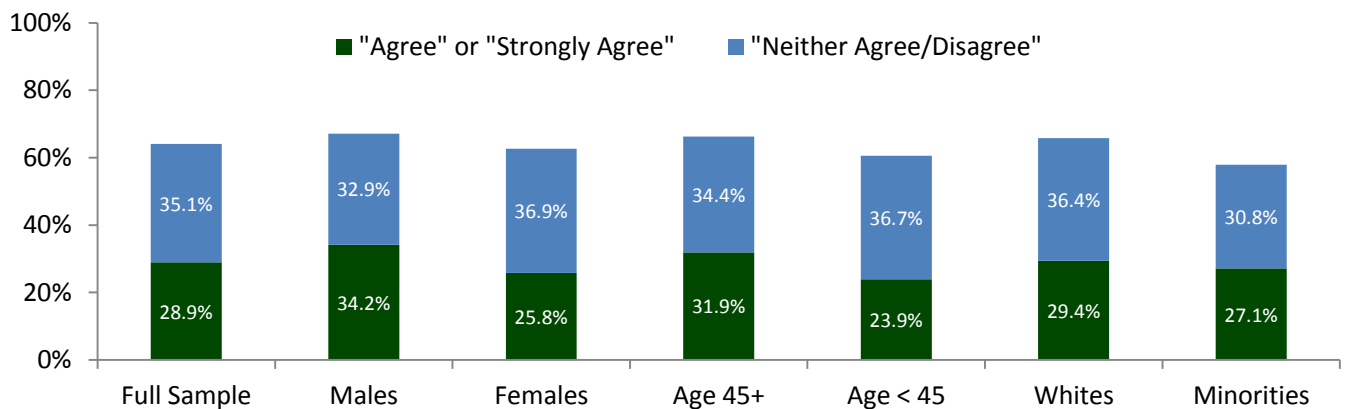
Interpretation

Slightly more than one-quarter (28.9%) of the people surveyed agreed that **Portland Police do not treat people disrespectfully because of their mental health status**; 36.0% disagreed with this statement. Perceptions differed somewhat based on age, with younger residents expressing more agreement or neutrality. Although this difference is statistically significant, the actual size of the difference in practical terms would be considered very small (i.e., Cohen's *d*, see p. 5), but meaningful.

I. LEGITIMACY AND TRUST

Question #12	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
I (do not) worry that Portland Police may stereotype me because of my race or ethnicity*..	O	O	O	O	O

*Item scoring has been reversed from original survey for ease of interpretation (i.e., higher scores now reflect a more positive evaluation of the police).
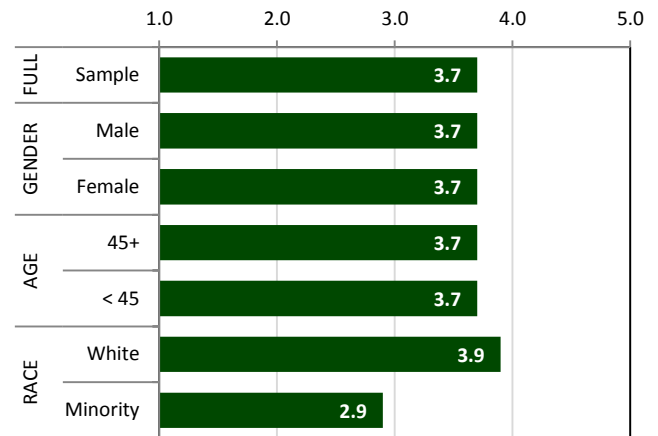
Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,151	1.06	3.7	
Males	464	1.04	3.7	
Females	665	1.07	3.7	
Age 45 or older	729	1.05	3.7	
< 45	401	1.06	3.7	
Whites	905	.91	3.9	***
Minorities	244	1.23	2.9	

*p < .05, **p < .01, ***p < .001.

		1.0	2.0	3.0	4.0	5.0
FULL	Sample				3.7	
GENDER	Male				3.7	
	Female				3.7	
AGE	45+				3.7	
	< 45				3.7	
RACE	White				3.9	
	Minority			2.9		

Analysis – Categorical

Legend: ■ "Agree" or "Strongly Agree" ■ "Neither Agree/Disagree"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Neither Agree/Disagree"	21.5%	24.1%	19.5%	22.9%	19.2%	20.4%	25.4%
"Agree" or "Strongly Agree"	64.4%	63.8%	64.8%	62.7%	67.8%	72.2%	35.2%
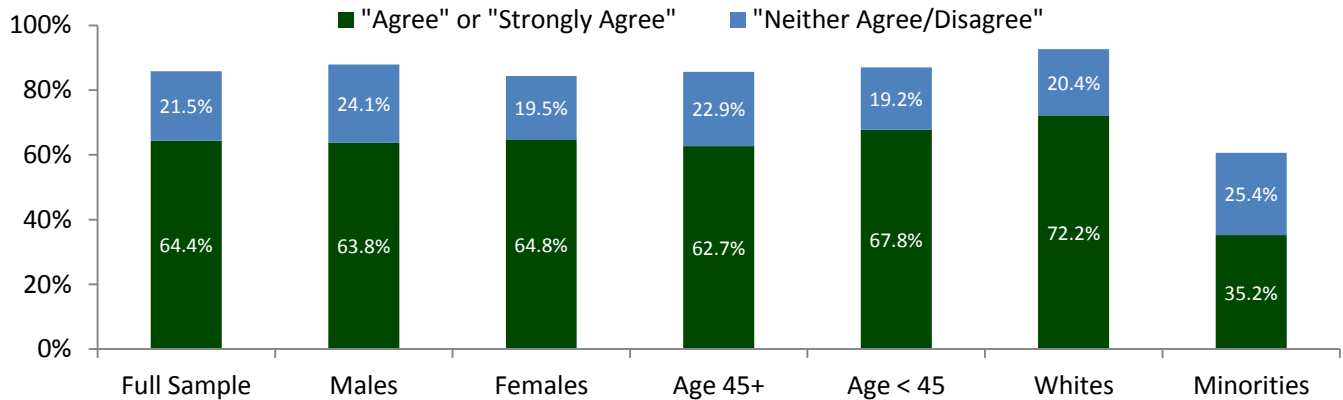
Interpretation

Nearly two-thirds (64.4%) of residents surveyed agreed with the statement: **I do not worry that Portland Police may stereotype them because of my race or ethnicity**; 14.1% of respondents disagreed with this statement. Perceptions differed based on race, with minorities expressing significantly more disagreement or neutrality. The size of the difference between minority and white respondents in practical terms would be considered large (i.e., Cohen's *d*, see p. 5).

I. LEGITIMACY AND TRUST

Question #13	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
If I saw a crime happening in my neighborhood I would call the Portland Police to report it	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,181	.76	4.4	
Males	476	.80	4.4	
Females	681	.72	4.5	
Age 45 or older	757	.74	4.4	
< 45	401	.78	4.4	
Whites	927	.74	4.4	*
Minorities	252	.82	4.3	

*$p < .05$, **$p < .01$, ***$p < .001$.

FULL Sample 4.4
GENDER Male 4.4 / Female 4.5
AGE 45+ 4.4 / < 45 4.4
RACE White 4.4 / Minority 4.3

Analysis – Categorical

■ "Agree" or "Strongly Agree"　■ "Neither Agree/Disagree"

Group	"Neither Agree/Disagree"	"Agree" or "Strongly Agree"
Full Sample	5.3%	92.1%
Males	6.5%	90.3%
Females	4.1%	93.8%
Age 45+	4.8%	93.0%
Age < 45	6.2%	90.8%
Whites	4.4%	93.2%
Minorities	8.7%	88.1%
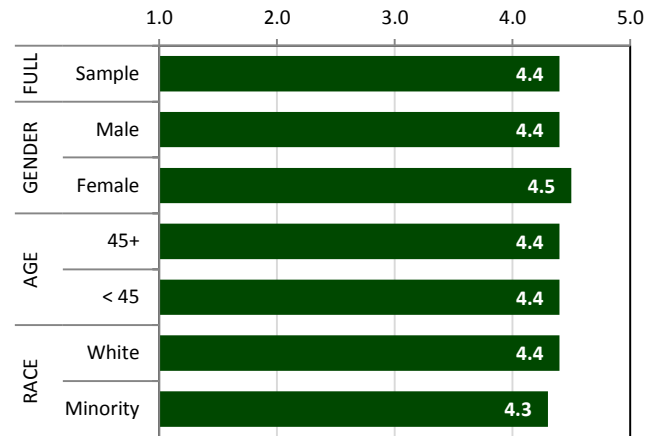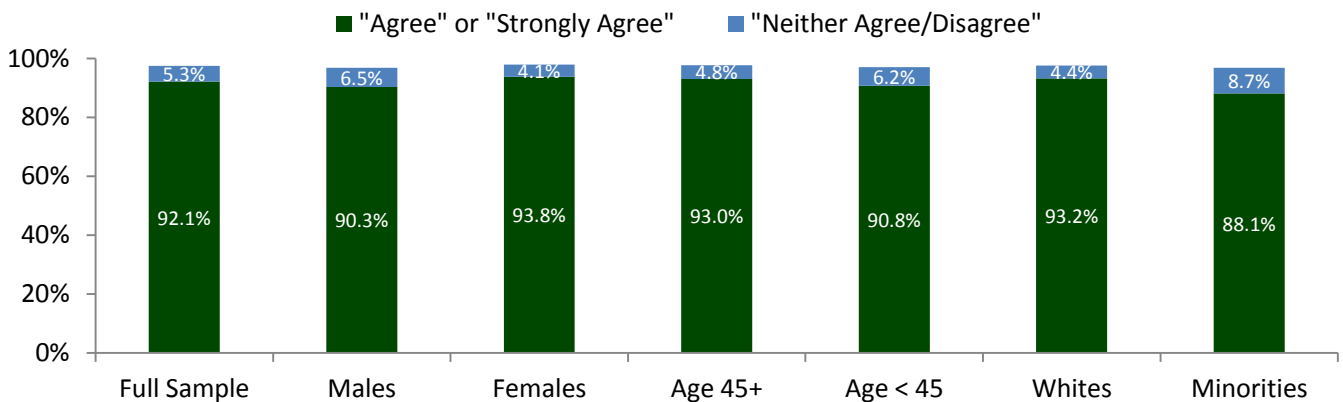
Interpretation

Nine out of ten (92.1%) people agreed that **if I saw a crime happening in my neighborhood, I would call the Portland Police to report it**; 2.6% disagreed. Perceptions differed based on rac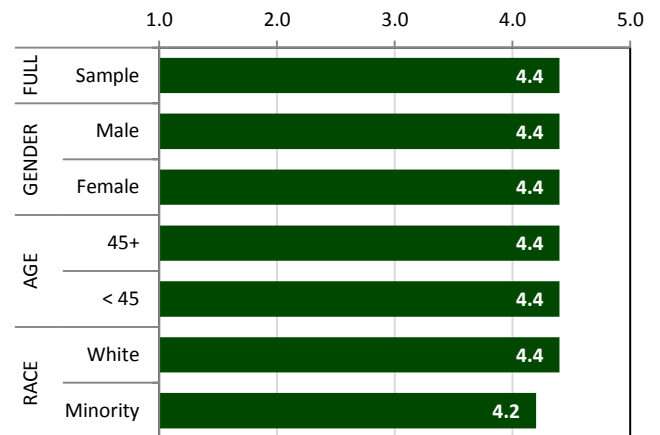e, with minorities expressing more disagreement or neutrality. Although this difference is statistically significant, the actual size of the difference in practical terms would be considered as small (i.e., Cohen's *d*, see p. 5), but meaningful.

I. LEGITIMACY AND TRUST

Question #14	STRONGLY AGREE (5)	AGREE (4)	NEITHER AGREE /DISAGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
I would work with the Portland Police to identify a person who committed a crime in my neighborhood	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,176	.77	4.4	
Males	477	.81	4.4	
Females	676	.73	4.4	
Age 45 or older	752	.76	4.4	
< 45	402	.79	4.4	
Whites	921	.73	4.4	***
Minorities	253	.86	4.2	

*p < .05, **p < .01, ***p < .001.

FULL	Sample	4.4
GENDER	Male	4.4
	Female	4.4
AGE	45+	4.4
	< 45	4.4
RACE	White	4.4
	Minority	4.2

Analysis – Categorical

■ "Agree" or "Strongly Agree" ■ "Neither Agree/Disagree"

Group	Neither Agree/Disagree	Agree or Strongly Agree
Full Sample	6.7%	90.8%
Males	6.7%	90.4%
Females	6.2%	91.7%
Age 45+	6.3%	91.5%
Age < 45	7.5%	89.6%
Whites	5.2%	92.8%
Minorities	12.3%	83.4%
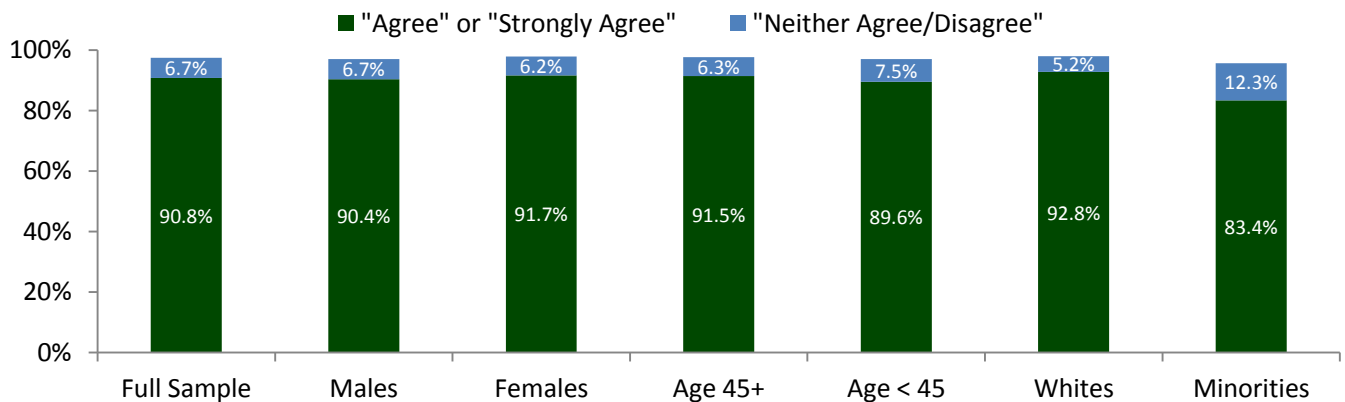
Interpretation

Nine out of ten (90.8%) residents surveyed agreed that they would **work with the Portland Police to identify a person who committed a crime in their neighborhood**; 2.5% disagreed with this statement. Perceptions differed somewhat based on race, with minorities expressing more disagreement or neutrality. While statistically significant, the actual size of this difference is small from a practical standard (i.e., Cohen's *d*, see p. 5), but meaningful.

I. LEGITIMACY AND TRUST - SUMMARY

It is important that community members have trust in the members of their local police department and perceive that the policies and practices of the organization are legitimate. Trust in local police is embodied by a public confidence that law enforcement officers perform their duties fairly, equitably, and in good faith with the interest of community safety. The legitimacy of local police is based on the public's recognition and respect of police authority and the public's willingness to assist law enforcement in addressing criminal incidents.

The survey results indicate that the majority of residents believe the Portland Police are fair and trustworthy (questions 2, 5 & 6). Most residents also feel that local police would treat people "like me" respectfully during interactions (item 4) and they express confidence in the Bureau as a whole (item 3). A further indicator of their trust and confidence in local police was the finding that nine out of ten residents would be willing to report a criminal incident in their neighborhood and help officers identify the suspect(s) involved (items 13 & 14). Although there were some statistically significant differences in responses to these items across demographic groups, these differences were for the most part small to very small from an applied perspective, but shouldn't be discounted.

These findings suggest that most residents in Portland have a positive view of the Portland Police Bureau and its officers, particularly in relation to their own interactions or potential interactions with the agency. Greater concerns were expressed, however, regarding the Bureau's interactions with certain subgroups in the population. Specifically, a third of respondents believed the Portland Police might treat people differently based on their race/ethnicity or their mental health status (questions 9, 10, & 11). These concerns regarding equity were more pronounced among younger and minority respondents.

Perhaps as a result of these targeted areas of concern, fewer than half of respondents believed they shared similar values with the Portland Police (question 8) or agreed that people should respect decisions that local police make (question 7).

Changing and improving public perceptions of police legitimacy and trust poses a number of challenges for law enforcement agencies. Central to this challenge are two important considerations. First, public perceptions of police legitimacy and trust are based not only on prior <u>direct</u> personal police experiences but also <u>indirect</u> or vicarious experiences (e.g. media portrayals of police, neighbors/friends/family experiences). Second, research indicates that attitudes towards the police are fairly stable over time once established. In short, public perceptions about the police are formed through multiple pathways and changing perceptions will likely require that the Bureau work to increase positive direct and indirect encounters with officers. The conclusion section to the report offers more detailed strategies to help the Bureau achieve these goals.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST 12 MONTHS

The 12 items in the following section focus on individuals' evaluations of the Portland Police Bureau's performance across a wide range of police activities over the past 12 months. These items are designed to measure public perception of PPB's activities in the community over the last year and their overall effectiveness in policing efforts. Community outreach and accountability have been identified as important goals by the Portland Police Bureau. The following 12 items measure how successful Portland citizen's feel the PPB was at achieving these important policing and departmental outcomes. The 12 public perception items fall into three major categories: 1) general satisfaction with police services, 2) police outreach with the community, and 3) specific changes that PPB has undertaken to improve its policing efforts in the community, which include implementing new training procedures and efforts to reduce use of force. The results will provide important performance feedback for PPB that can be used as a baseline to measure subsequent changes in the public's perceptions of police performance.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

Question #1	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Fighting crime...	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,107	.82	3.6	
Males	455	.81	3.6	
Females	634	.81	3.7	
Age 45 or older	716	.79	3.7	***
< 45	370	.83	3.5	
Whites	859	.76	3.7	**
Minorities	247	.98	3.5	

*$p < .05$, **$p < .01$, ***$p < .001$.

FULL — Sample: 3.6
GENDER — Male: 3.6; Female: 3.7
AGE — 45+: 3.7; < 45: 3.5
RACE — White: 3.7; Minority: 3.5

Analysis – Categorical

Legend: ■ "Good" or "Very Good" ■ "Fair"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Fair"	29.9%	30.5%	29.0%	26.8%	35.4%	28.4%	35.2%
"Good" or "Very Good"	62.6%	62.2%	63.9%	66.6%	56.2%	65.5%	52.6%
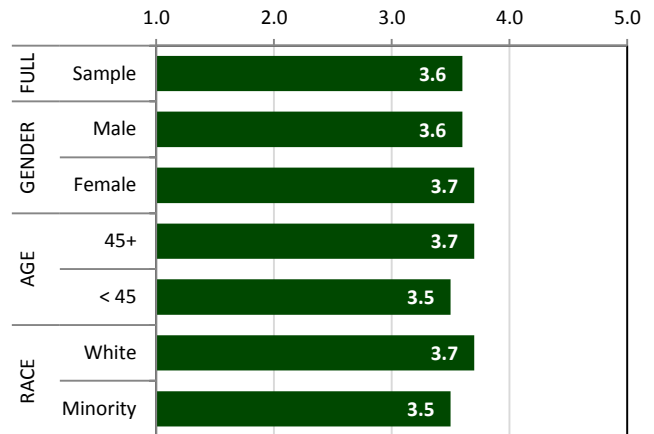
Interpretation

Three out of five (62.6%) people surveyed evaluated PPB's performance in **fighting crime** as good/very good; 7.5% rated this as poor/very poor. Perceptions differed somewhat based on age and race, with minorities and younger residents expressing more disagreement or neutrality. Although these differences are statistically significant, the actual size of the differences from an applied perspective is small (i.e., Cohen's *d*, see p. 5), but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

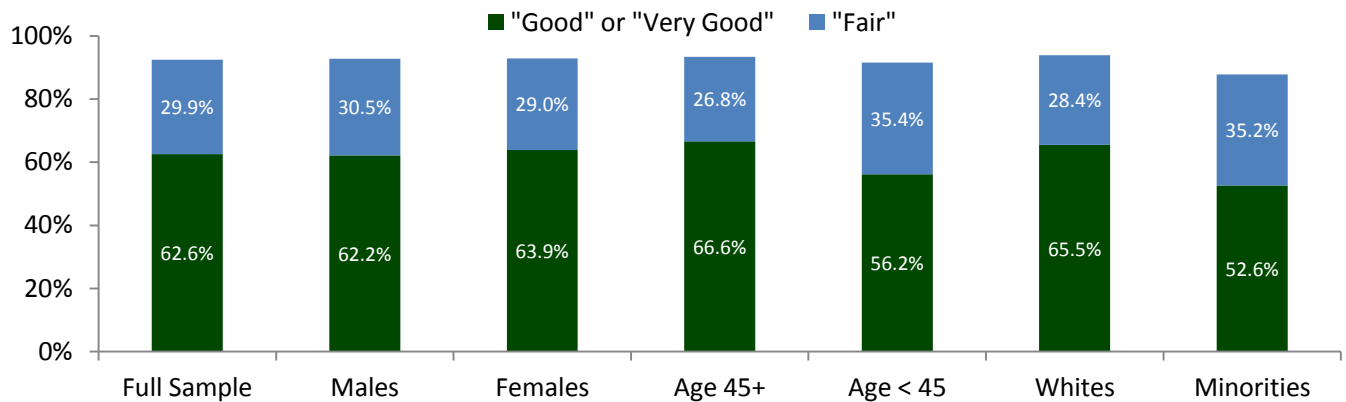| Question #2	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Dealing with problems that concern (my) neighborhood	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,106	.92	3.5	
Males	453	.91	3.5	
Females	635	.91	3.6	
Age 45 or older	716	.89	3.6	***
< 45	370	.93	3.3	
Whites	861	.87	3.6	**
Minorities	244	1.06	3.3	
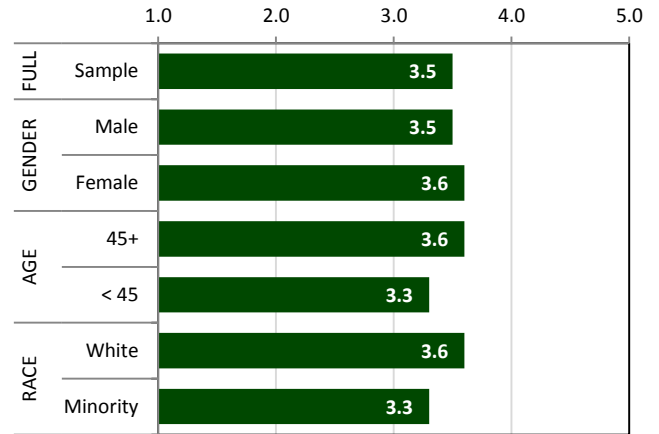
*p < .05, **p < .01, ***p < .001.

Analysis – Categorical
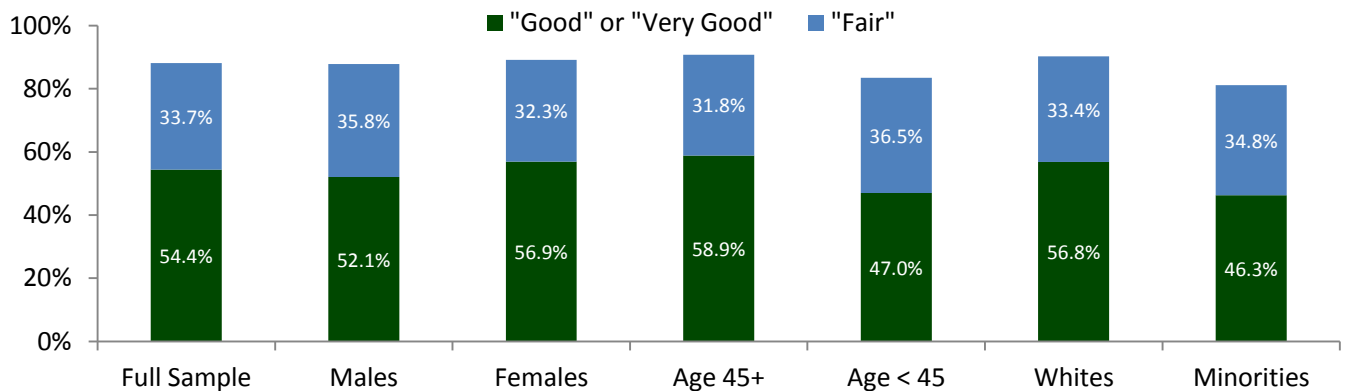
Interpretation

Over one-half (54.4%) of the residents surveyed evaluated PPB's performance in **dealing with problems that concern "my" neighborhood** as good/very good; 11.9% rated this as poor/very poor. Perceptions differed based on age and race, with minorities and younger residents expressing more disagreement or neutrality. While statistically significant, the practical size of the differences is small (i.e., Cohen's *d*, see p. 5), but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

Question #3	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Being available when you need them	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,104	.89	3.7	
Males	454	.88	3.6	*
Females	631	.89	3.8	
Age 45 or older	713	.87	3.8	**
< 45	370	.91	3.6	
Whites	863	.84	3.8	***
Minorities	240	1.04	3.5	

*p < .05, **p < .01, ***p < .001.

		1.0	2.0	3.0	4.0	5.0
FULL	Sample			3.7		
GENDER	Male			3.6		
	Female			3.8		
AGE	45+			3.8		
	< 45			3.6		
RACE	White			3.8		
	Minority			3.5		

Analysis – Categorical

■ "Good" or "Very Good" ■ "Fair"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Fair"	25.5%	29.1%	22.7%	23.7%	28.1%	24.8%	27.9%
"Good" or "Very Good"	65.3%	61.5%	68.9%	68.4%	61.4%	68.0%	55.8%
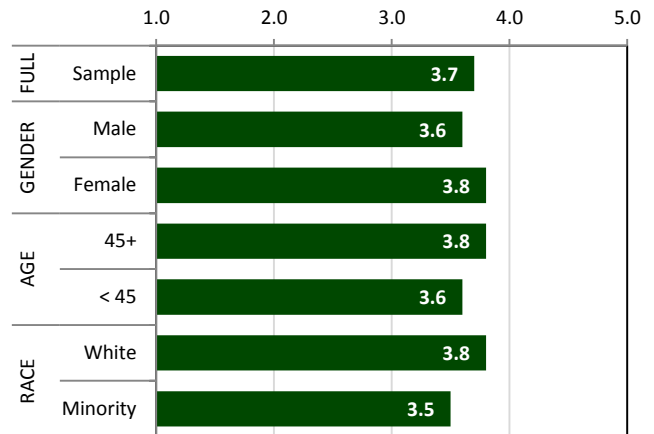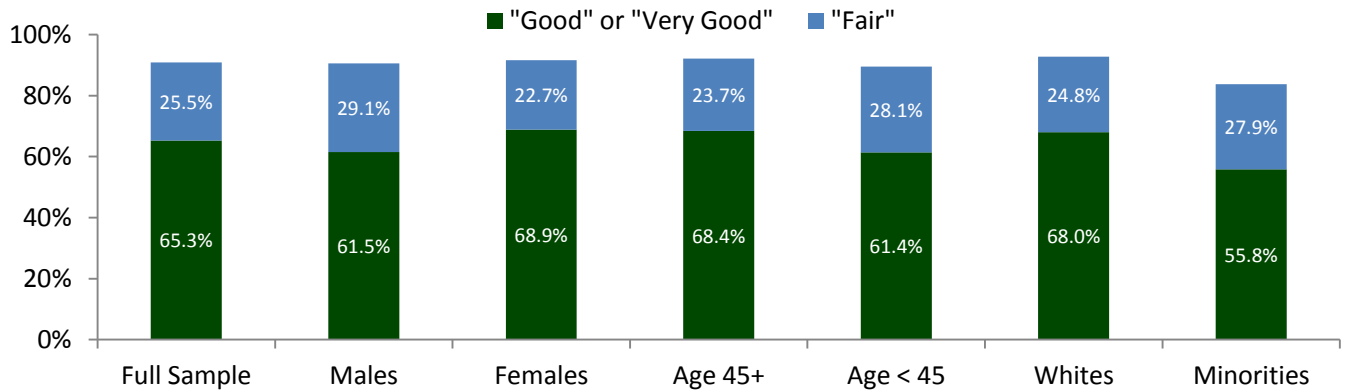
Interpretation

Two-thirds (65.3%) of the people surveyed evaluated PPB's performance in **being available when you need them** as good/very good; 9.2% rated this as poor/very poor. Perceptions differed based on gender, age and race, with male, minorities and younger residents expressing more disagreement or neutrality. Although these differences are statistically significant, the actual size of the differences in practical terms is small (i.e., Cohen's *d*, see p. 5), but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

Question #4	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Understanding the concerns of (my) community	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,105	.95	3.4	
Males	452	.96	3.4	*
Females	636	.91	3.5	
Age 45 or older	710	.91	3.6	***
< 45	374	.96	3.3	
Whites	860	.90	3.5	***
Minorities	244	1.04	3.2	

*p < .05, **p < .01, ***p < .001.

		1.0	2.0	3.0	4.0	5.0
FULL	Sample			3.4		
GENDER	Male			3.4		
	Female			3.5		
AGE	45+			3.6		
	< 45			3.3		
RACE	White			3.5		
	Minority			3.2		

Analysis – Categorical

Legend: ■ "Good" or "Very Good"   ■ "Fair"

Group	"Good" or "Very Good"	"Fair"
Full Sample	53.0%	32.5%
Males	49.6%	35.4%
Females	56.0%	30.7%
Age 45+	58.0%	30.3%
Age < 45	45.2%	35.6%
Whites	56.3%	32.0%
Minorities	41.8%	34.4%
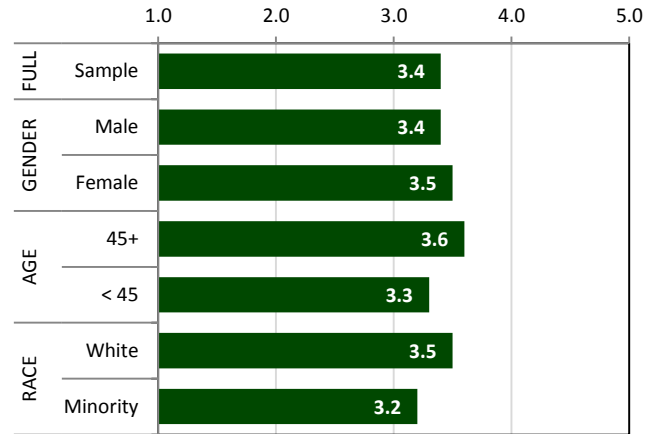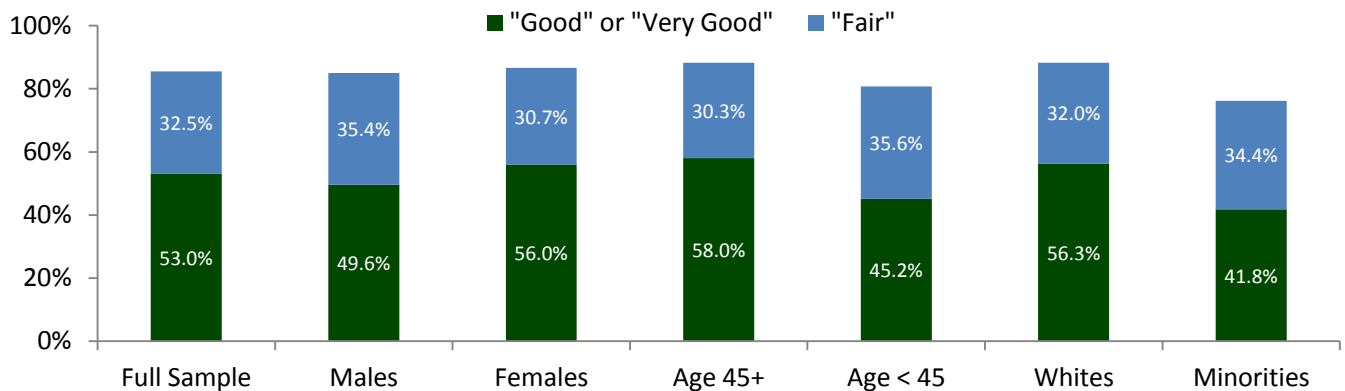
Interpretation

More than one-half (53.4%) of the residents evaluated PPB's performance in **understanding the concerns of "my" community** as good/very good; 14.5% rated this as poor/very poor. Perceptions differed based on gender, age and race, with males, minorities and younger residents expressing more disagreement or neutrality with this item. While statistically significant, the practical size of the differences in each case would be considered as small (i.e., Cohen's *d*, see p. 5), but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

Question #5	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Building trust with (my) community	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,106	1.03	3.2	
Males	451	1.07	3.2	
Females	637	.98	3.3	
Age 45 or older	710	1.01	3.4	***
< 45	378	1.01	3.0	
Whites	864	.99	3.3	**
Minorities	242	1.14	3.1	

*p < .05, **p < .01, ***p < .001.

		1.0	2.0	3.0	4.0	5.0
FULL	Sample			3.2		
GENDER	Male			3.2		
	Female			3.3		
AGE	45+			3.4		
	< 45			3.0		
RACE	White			3.3		
	Minority			3.1		

Analysis – Categorical

Chart: "Good" or "Very Good" (green) and "Fair" (blue)

Group	"Good" or "Very Good"	"Fair"
Full Sample	41.8%	36.4%
Males	41.2%	34.1%
Females	42.5%	38.3%
Age 45+	48.0%	34.6%
Age < 45	30.7%	39.4%
Whites	43.1%	37.3%
Minorities	37.2%	33.5%
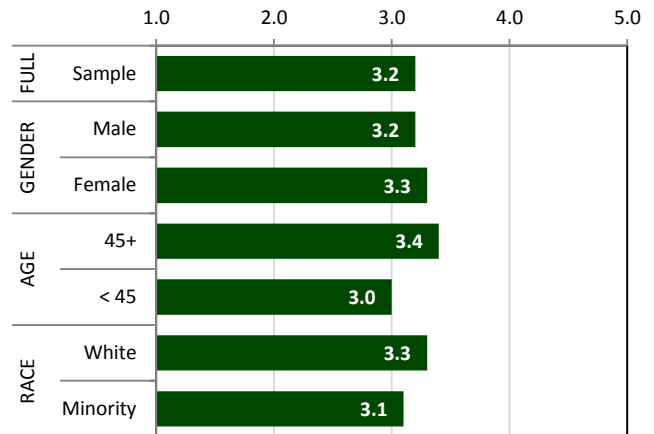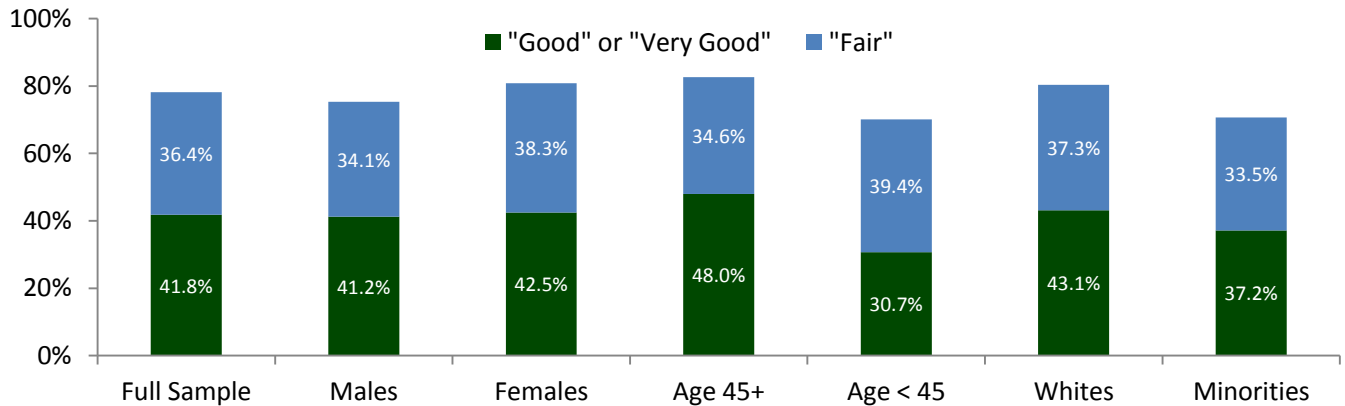
Interpretation

Four out of ten (41.8%) people surveyed evaluated PPB's performance in **building trust with "my" community** as good/very good; 21.8% rated this as poor/very poor. Age and race differences were observed, with minorities and younger residents expressing more disagreement or neutrality. These differences were statistically significant, but would be interpreted as small effects from an applied perspective (i.e., Cohen's *d*, see p. 5), but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

Question #6	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Involving (my) community in crime prevention efforts	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,088	1.01	3.1	
Males	444	.97	3.1	
Females	627	1.02	3.2	
Age 45 or older	703	.99	3.3	***
< 45	365	.95	2.8	
Whites	846	.98	3.2	*
Minorities	242	1.09	3.0	

*$p < .05$, **$p < .01$, ***$p < .001$.

FULL — Sample: 3.1
GENDER — Male: 3.1; Female: 3.2
AGE — 45+: 3.3; < 45: 2.8
RACE — White: 3.2; Minority: 3.0

Analysis – Categorical

■ "Good" or "Very Good"   ■ "Fair"

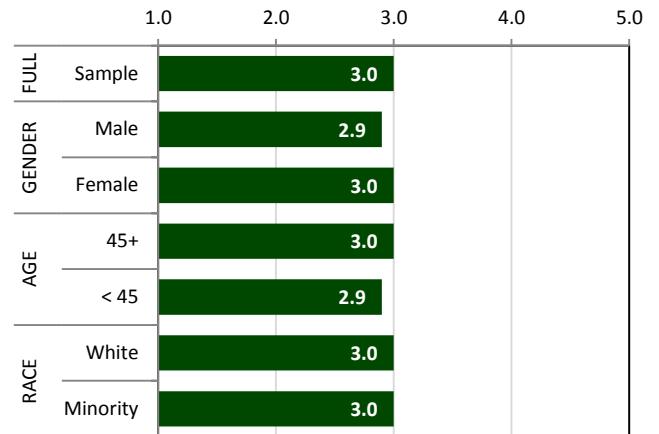| Group	"Good" or "Very Good"	"Fair"
Full Sample	35.8%	38.9%
Males	34.2%	41.2%
Females	37.3%	37.5%
Age 45+	43.4%	38.0%
Age < 45	21.1%	40.5%
Whites	36.4%	39.1%
Minorities	33.5%	38.0%
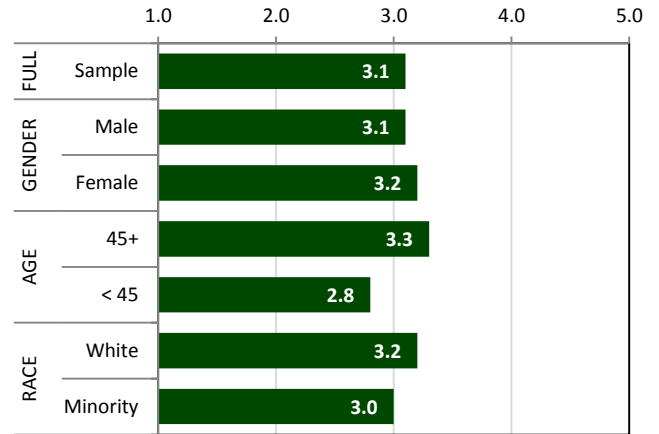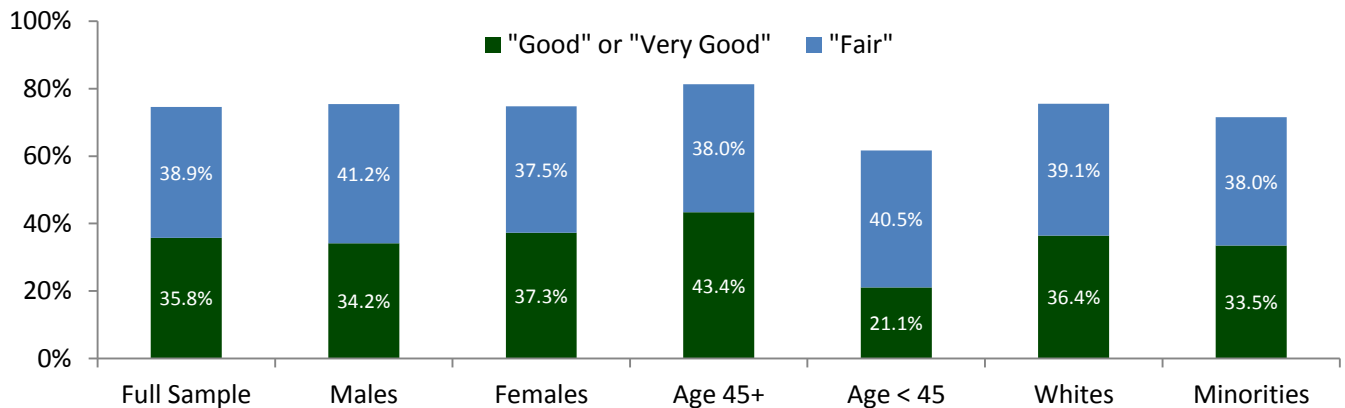
Interpretation

One-third (35.8%) of the residents in the sample evaluated PPB's performance for **involving "my" community in crime prevention** as good/very good; 25.3% rated this as poor/very poor. Perceptions significantly differed based on age and race, with minorities and younger residents expressing more disagreement or neutrality for this item. The size of the differences from a practical perspective was very small for minority respondents, but medium for younger respondents (i.e., Cohen's *d*, see p. 5).

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

Question #7	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Reducing the use of force by police officers........	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,077	1.05	3.0	
Males	448	1.10	2.9	
Females	611	.98	3.0	
Age 45 or older	698	1.04	3.0	*
< 45	358	1.03	2.9	
Whites	835	1.01	3.0	
Minorities	242	1.16	3.0	

		1.0	2.0	3.0	4.0	5.0
FULL	Sample			3.0		
GENDER	Male			2.9		
	Female			3.0		
AGE	45+			3.0		
	< 45			2.9		
RACE	White			3.0		
	Minority			3.0		

$*\underline{p} < .05,\ **\underline{p} < .01,\ ***\underline{p} < .001.$

Analysis – Categorical

Legend: ■ "Good" or "Very Good" ■ "Fair"

Group	"Good" or "Very Good"	"Fair"
Full Sample	31.5%	38.3%
Males	32.4%	35.5%
Females	31.3%	41.6%
Age 45+	34.4%	37.2%
Age < 45	26.5%	40.8%
Whites	30.9%	39.3%
Minorities	33.5%	35.1%
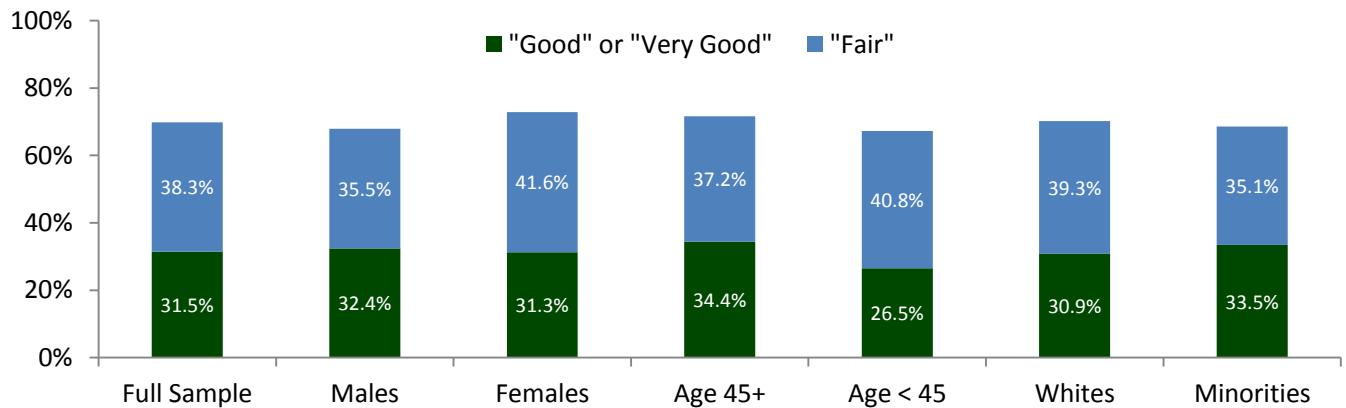
Interpretation

One-third (31.5%) of the residents surveyed evaluated PPB's performance in **reducing the use of force by police officers** as good/very good; 30.2% rated this as poor/very poor. Perceptions differed based on age, with younger residents expressing more disagreement or neutrality. Although this difference is statistically significant, the actual size of the difference in applied terms is very small (i.e., Cohen's *d*, see p. 5), but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

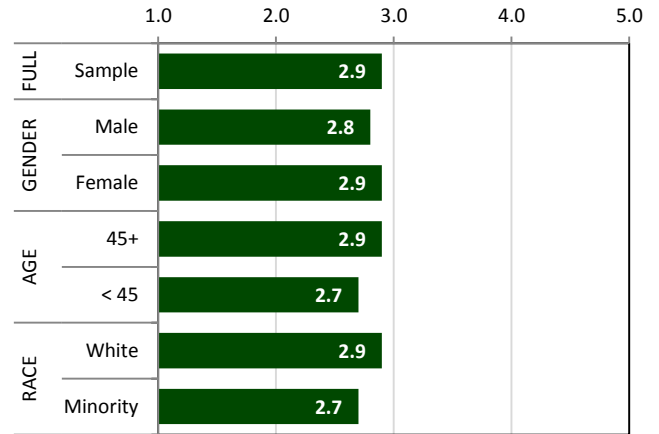| Question #8	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Holding police officers accountable when they engage in improper actions................................	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,091	1.26	2.9	
Males	450	1.30	2.8	*
Females	622	1.22	2.9	
Age 45 or older	711	1.28	2.9	*
< 45	357	1.22	2.7	
Whites	848	1.23	2.9	*
Minorities	242	1.36	2.7	

*$p < .05$, **$p < .01$, ***$p < .001$.

FULL — Sample: 2.9
GENDER — Male: 2.8, Female: 2.9
AGE — 45+: 2.9, < 45: 2.7
RACE — White: 2.9, Minority: 2.7

Analysis – Categorical

Legend: ■ "Good" or "Very Good" ■ "Fair"

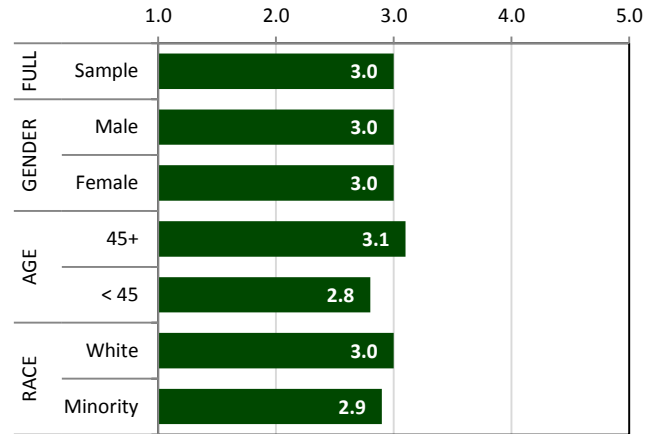| Group	"Good" or "Very Good"	"Fair"
Full Sample	34.4%	24.7%
Males	33.8%	21.6%
Females	35.7%	27.0%
Age 45+	37.3%	22.8%
Age < 45	29.1%	27.7%
Whites	35.0%	25.7%
Minorities	32.2%	20.7%
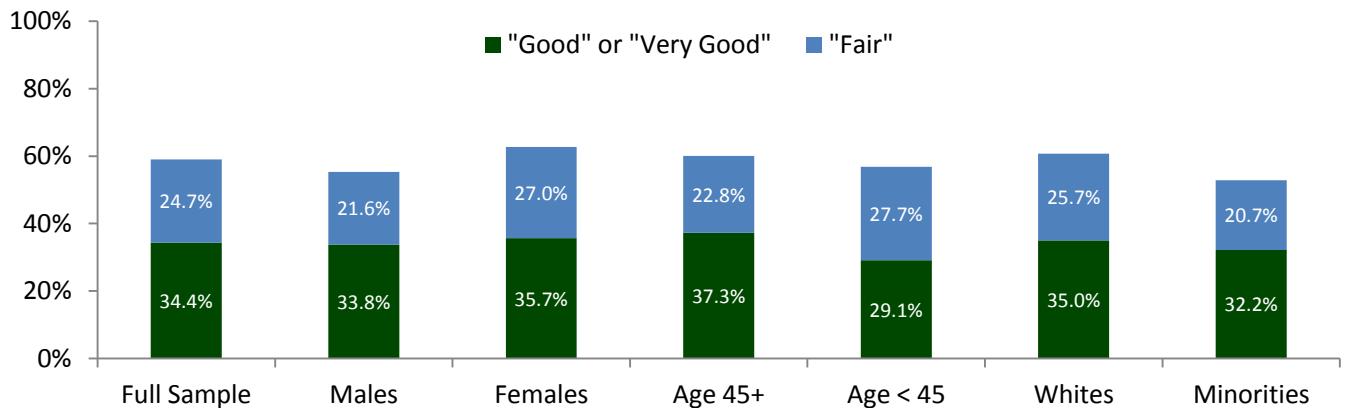
Interpretation

One-third (34.4%) of residents in the sample evaluated PPB's performance in **holding officers accountable when they engage in improper actions** as good/very good; 40.9% rated this as poor/very poor. Perceptions differed significantly by gender, age, and race, with males, minorities, and younger residents expressing more disagreement or neutrality. From a practical perspective these differences would be considered as very small (i.e., Cohen's *d*, see p. 5), but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

Question #9	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Training officers to help people when they are having a mental health crisis.............................	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,080	1.11	3.0	
Males	442	1.15	3.0	
Females	620	1.07	3.0	
Age 45 or older	703	1.11	3.1	**
< 45	355	1.07	2.8	
Whites	837	1.07	3.0	
Minorities	243	1.22	2.9	

*p < .05, **p < .01, ***p < .001.

		1.0	2.0	3.0	4.0	5.0
FULL	Sample			3.0		
GENDER	Male			3.0		
	Female			3.0		
AGE	45+			3.1		
	< 45			2.8		
RACE	White			3.0		
	Minority			2.9		

Analysis – Categorical

Legend: ■ "Good" or "Very Good" ■ "Fair"

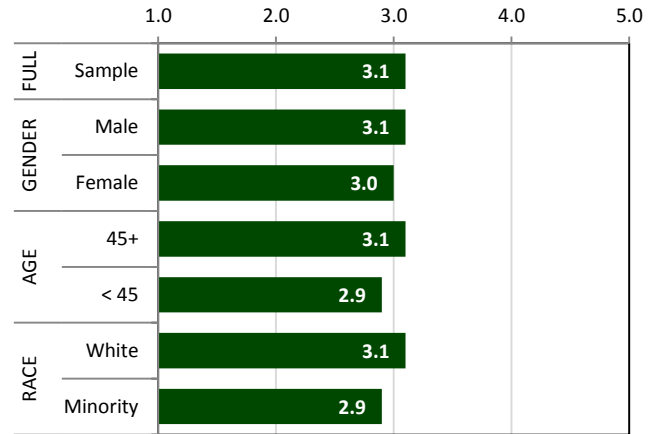|	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Fair"	34.4%	32.4%	36.8%	32.9%	38.0%	36.1%	28.8%
"Good" or "Very Good"	32.2%	33.3%	31.9%	36.0%	25.1%	32.1%	32.5%
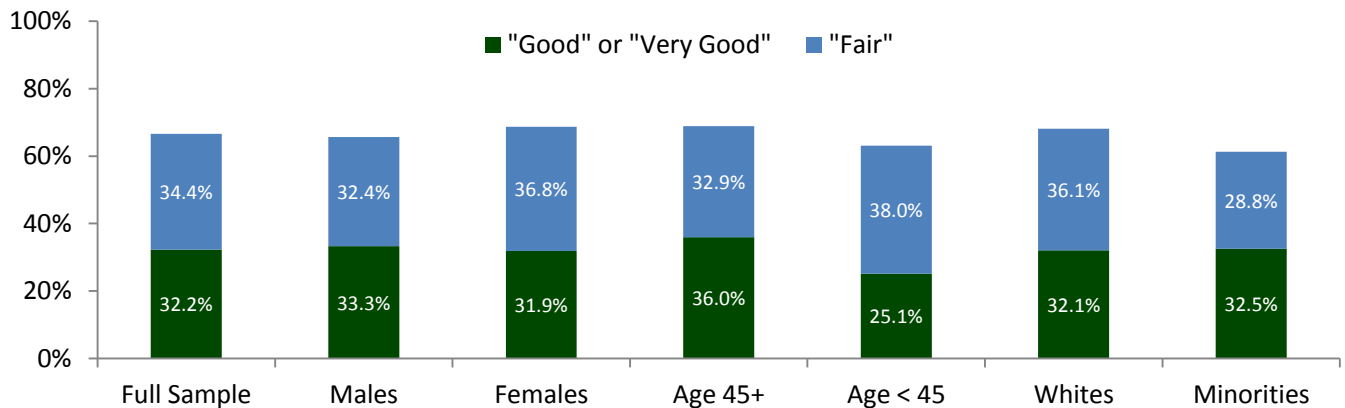
Interpretation

One-third (32.2%) of the people surveyed evaluated PPB's performance in **training officers when they have a mental health crisis** as good/very good; 33.4% rated this as poor/very poor. Perceptions differed based on age, with younger residents expressing more disagreement with this opinion. Although this difference is statistically significant, the size of the difference in practical terms is very small (i.e., Cohen's *d*, see p. 5), but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

Question #10	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Training officers to work with people from diverse racial and ethnic backgrounds	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,068	1.06	3.1	
Males	443	1.07	3.1	
Females	608	1.04	3.0	
Age 45 or older	698	1.07	3.1	**
< 45	350	1.00	2.9	
Whites	827	.99	3.1	**
Minorities	241	1.26	2.9	

*p < .05, **p < .01, ***p < .001.

		1.0	2.0	3.0	4.0	5.0
FULL	Sample			3.1		
GENDER	Male			3.1		
GENDER	Female			3.0		
AGE	45+			3.1		
AGE	< 45			2.9		
RACE	White			3.1		
RACE	Minority			2.9		

Analysis – Categorical

Legend: "Good" or "Very Good" (green), "Fair" (blue)

| Group	"Good" or "Very Good"	"Fair"
Full Sample	33.7%	38.1%
Males	36.8%	37.0%
Females	32.1%	39.6%
Age 45+	37.1%	36.1%
Age < 45	26.9%	42.3%
Whites	34.1%	41.2%
Minorities	32.4%	27.4%
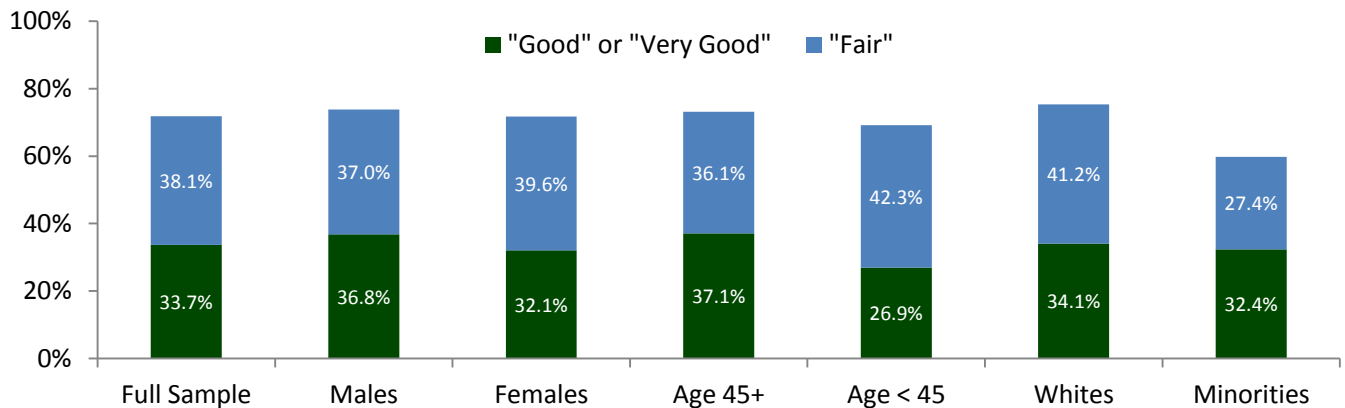
Interpretation

One-third (33.7%) of residents in the sample evaluated PPB's performance in **training officers to work with people from diverse racial and ethnic backgrounds** as good/very good; 28.2% rated this as poor/very poor. Statistically significant differences were found for age and race, with minorities and younger residents expressing more disagreement with this opinion. The effect sizes or practical significance for these differences would be considered small (i.e., Cohen's *d*, see p. 5), but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

Question #11	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Diversifying their workforce (e.g., # minorities, women)...	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,048	.98	3.2	
Males	435	.95	3.3	
Females	596	.98	3.2	
Age 45 or older	683	.97	3.3	***
< 45	349	.97	3.0	
Whites	815	.92	3.3	**
Minorities	233	1.13	3.0	
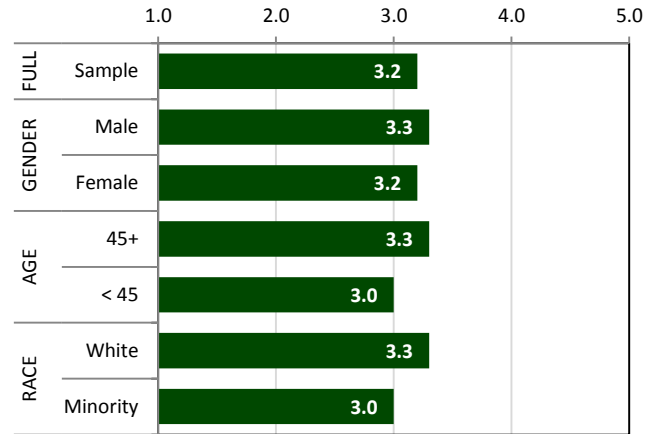
*p < .05, **p < .01, ***p < .001.
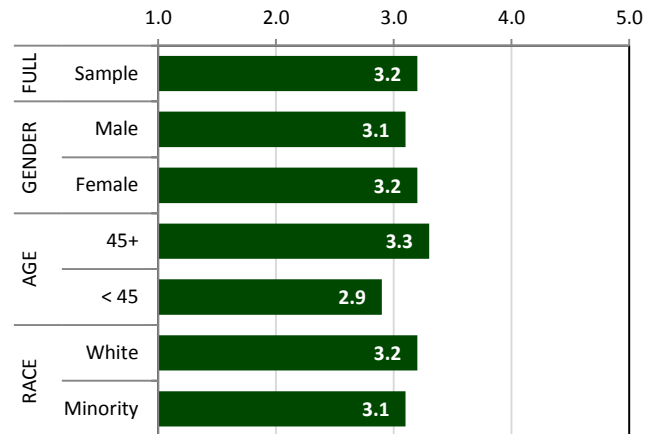

Analysis – Categorical
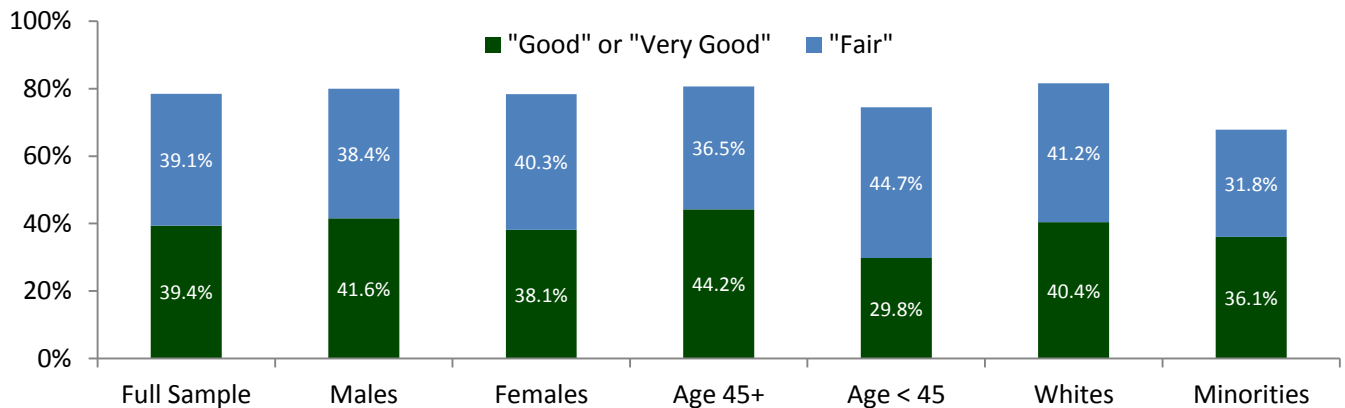
Interpretation

Four out of ten (39.4%) people surveyed evaluated PPB's performance in **diversifying their workforce** as good/very good; 21.5% rated this as poor/very poor. Perceptions differed based on age and race, with minorities and younger residents expressing more disagreement or neutrality on this question. These differences are statistically significant, but the effect sizes suggest small variations in practical terms (i.e., Cohen's *d*, see p. 5), but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE OVER THE PAST YEAR

Question #12	VERY GOOD (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
Communicating with the public	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,108	1.02	3.2	
Males	456	1.03	3.1	
Females	632	1.00	3.2	
Age 45 or older	721	1.03	3.3	***
< 45	367	.96	2.9	
Whites	867	.97	3.2	
Minorities	241	1.18	3.1	

*p < .05, **p < .01, ***p < .001.

FULL — Sample: 3.2
GENDER — Male: 3.1, Female: 3.2
AGE — 45+: 3.3, < 45: 2.9
RACE — White: 3.2, Minority: 3.1

Analysis – Categorical

Legend: ■ "Good" or "Very Good" ■ "Fair"

	"Fair"	"Good" or "Very Good"
Full Sample	37.6%	37.6%
Males	38.4%	35.7%
Females	37.3%	39.4%
Age 45+	34.8%	43.3%
Age < 45	43.6%	26.7%
Whites	40.0%	37.5%
Minorities	29.0%	38.2%
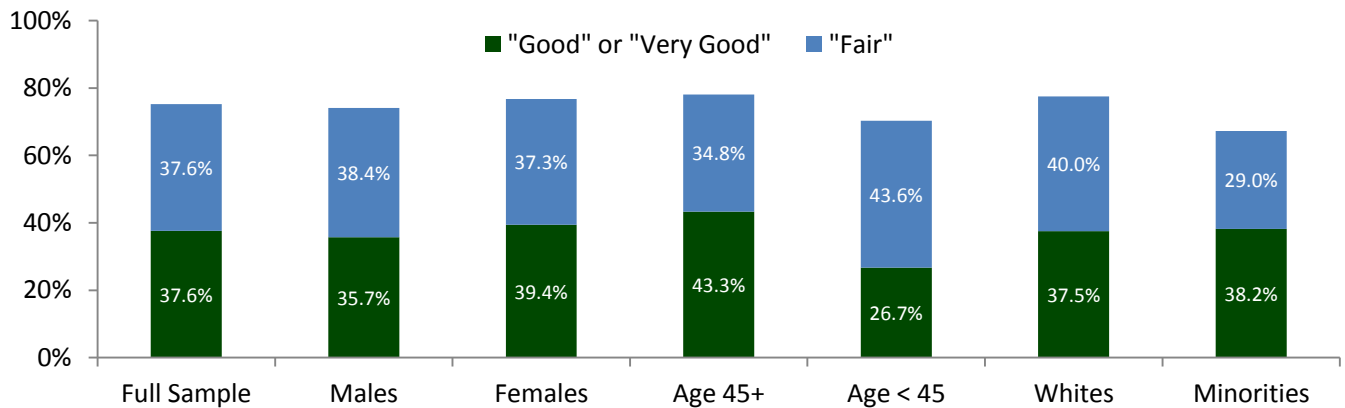
Interpretation

Slightly fewer than four in ten (37.6%) residents sampled evaluated PPB's performance in **communicating with the public** as good/very good; 24.8% rated this as poor/very poor. Perceptions differed significantly by age, with younger residents expressing more disagreement or neutrality. This difference is statistically significant, but would be considered a small (i.e., Cohen's *d*, see p. 5) effect in applied practice, but meaningful.

II. EVALUATION OF PPB'S PERFORMANCE - SUMMARY

It is important for a police department to understand the public's perception of agency performance related to public safety and professional integrity. Measuring public opinion about agency performance poses a number of concerns. First, an agency needs measures to examine and illustrate its performance trends to the public. Second, the public needs to be made aware of departmental activities and performance trends. Although the public is more familiar with the police compared to most government agencies, their breadth of knowledge of police operations and performance is typically limited. An example of this concern is that an average of 9% of respondents did not answer the prior performance questions, compared to 2% in the preceding legitimacy/trust section. In addition, the most common response given across the performance evaluation questions was "fair", averaging a third of respondents for each item. The common use of "fair" as a performance response may be a reflection of limited information about police activities.

The most positive evaluations of the PPB's performance were for fighting crime (question 1), dealing with neighborhood problems (item 2), being available (item 3), and understanding community concerns (item 4). The majority of survey respondents rated Portland Police Bureau's performance on these items as good or very good. Weaker performance ratings (i.e. less than half of respondents rating the item as good or very good) were given for building trust in communities (item 5), involving community in crime prevention efforts (item 6), diversifying the workforce (item 11), and communicating with the public (item 12).

The performance categories that received the lowest ratings, but were also the most commonly skipped items, dealt with police performance in reducing use of force (question 7), holding officers accountable (question 8), training officers to help persons having a mental health crisis (question 9) and work with persons of diverse racial/ethnic backgrounds (question 10). Only about one-third of residents rated the Bureau's performance in these areas as "good" or "very good".

Part of the struggle in improving the public's perception of police performance will be ensuring the positive work the Bureau achieves regarding community outreach, new training, and use of force trends is being cataloged and then made readily available to the public and media sources. For example, is the public aware of PPB's new Behavioral Health Unit (http://www.portlandoregon.gov/police/62135) and what it's doing? The Behavioral Health Unit encompasses a broad approach to mental illness and crisis management, many of which were implemented prior to this survey. The conclusion section to the report offers potential strategies to help the Bureau to better promote its activities, particularly those outside of traditional "crime fighting", to the public.

III. PERCEPTIONS REGARDING POLICE USE OF FORCE

The four items in this section are designed to measure public perceptions regarding the level of force used by PPB officers with Portland community members. A key component of the DOJ findings identified a pattern of excessive levels of force by PPB officers in incidents that involved individuals experiencing a mental health crisis. The following four items assess these perceptions. Community respondents are asked their opinion on whether force is more physical than necessary in all cases, and then specifically for racial or ethnic minorities, for people experiencing a mental health crisis, and for people in one's neighborhood. Including the subgroup questions in addition to a global assessment on use of force allows for a more nuanced understanding of the community's use of force perception. These measures will provide a baseline that PPB can use to evaluate the effect that subsequent use of force policy reforms and new training procedures that are designed to reduce force have on public perceptions of force.
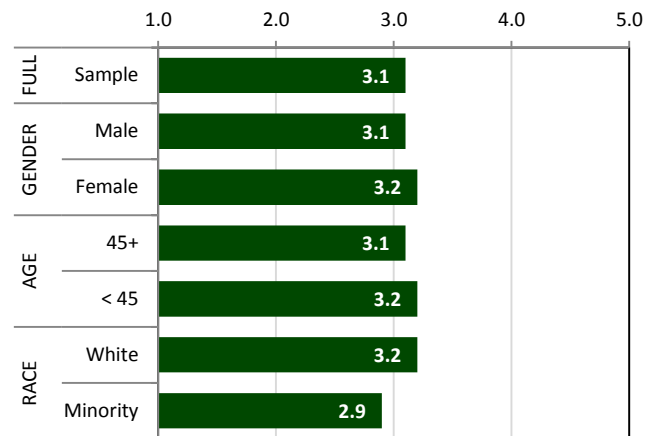
III. PERCEPTIONS REGARDING POLICE USE OF FORCE

Question #1*	STRONGLY AGREE (1)	AGREE (2)	NEITHER AGREE/ DISAGREE (3)	DISAGREE (4)	STRONGLY DISAGREE (5)
Portland Police officers use more physical force than necessary when dealing with: Community members in general	O	O	O	O	O

*The response scale is reversed from earlier questions to ensure that higher scores continue to reflect a more positive evaluation of the police.
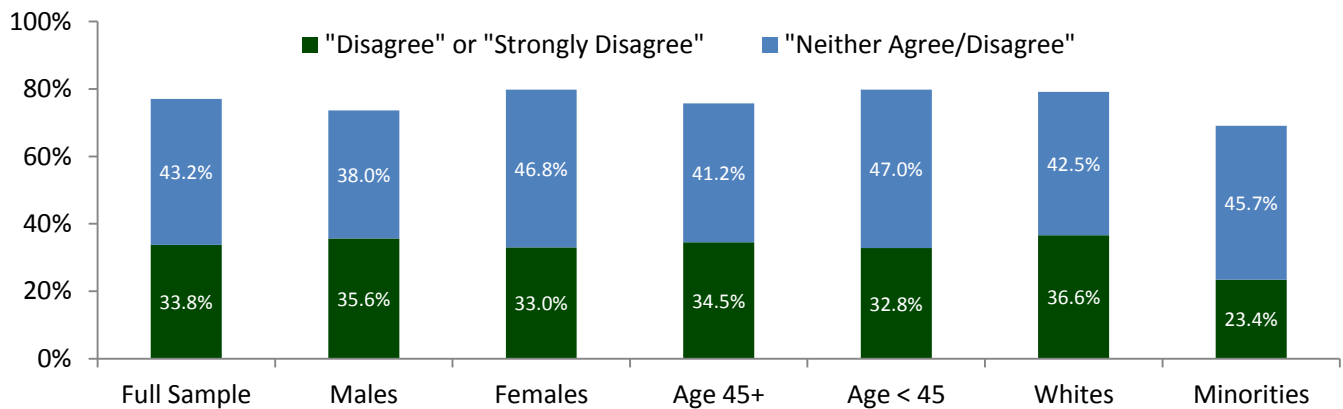
Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,136	.98	3.1	
Males	458	1.03	3.1	
Females	658	.93	3.2	
Age 45 or older	728	1.01	3.1	
< 45	387	.92	3.2	
Whites	892	.96	3.2	***
Minorities	243	1.02	2.9	

*$p < .05$, **$p < .01$, ***$p < .001$.

	1.0	2.0	3.0	4.0	5.0
FULL — Sample			3.1		
GENDER — Male			3.1		
GENDER — Female			3.2		
AGE — 45+			3.1		
AGE — < 45			3.2		
RACE — White			3.2		
RACE — Minority			2.9		

Analysis – Categorical

Legend: ■ "Disagree" or "Strongly Disagree" ■ "Neither Agree/Disagree"

Group	"Disagree" or "Strongly Disagree"	"Neither Agree/Disagree"
Full Sample	33.8%	43.2%
Males	35.6%	38.0%
Females	33.0%	46.8%
Age 45+	34.5%	41.2%
Age < 45	32.8%	47.0%
Whites	36.6%	42.5%
Minorities	23.4%	45.7%

Interpretation

One-third (33.8%) of the people surveyed underlined_disagreed that Portland Police officers **use more physical force than necessary when dealing with community members in general**; 23.0% agreed with this statement. Perceptions differed by race, with minorities expressing significantly more agreement or neutrality on the item. While statistically significant, the practical or applied size of the difference is small (i.e., Cohen's *d*, see p. 5), but meaningful.
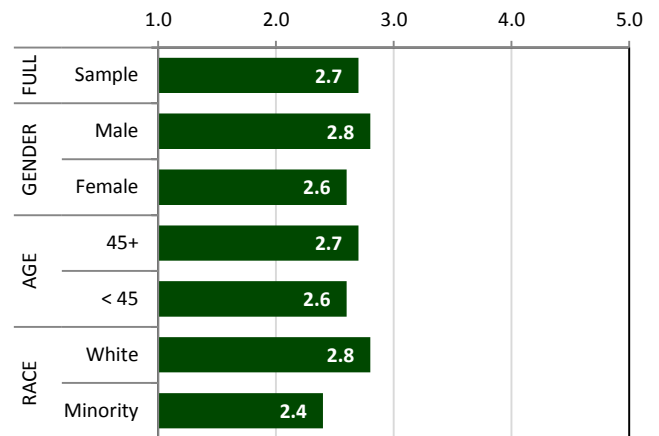
III. PERCEPTIONS REGARDING POLICE USE OF FORCE

Question #2*		STRONGLY AGREE (1)	AGREE (2)	NEITHER AGREE/ DISAGREE (3)	DISAGREE (4)	STRONGLY DISAGREE (5)
Portland Police officers use more physical force than necessary when dealing with:						
Racial or ethnic minorities..................................		O	O	O	O	O

*The response scale is reversed from earlier questions to ensure that higher scores continue to reflect a more positive evaluation of the police.
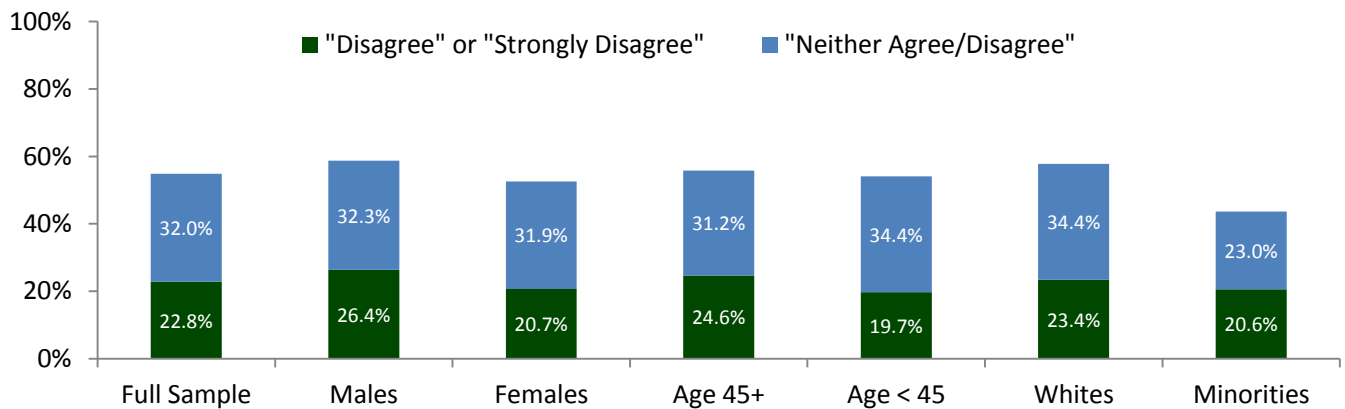
Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,136	1.12	2.7	
Males	458	1.17	2.8	*
Females	658	1.08	2.6	
Age 45 or older	728	1.12	2.7	
< 45	390	1.10	2.6	
Whites	892	1.08	2.8	***
Minorities	243	1.22	2.4	

FULL — Sample 2.7
GENDER — Male 2.8, Female 2.6
AGE — 45+ 2.7, < 45 2.6
RACE — White 2.8, Minority 2.4

*$p < .05$, **$p < .01$, ***$p < .001$.

Analysis – Categorical

Legend: ■ "Disagree" or "Strongly Disagree"   ■ "Neither Agree/Disagree"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Neither Agree/Disagree"	32.0%	32.3%	31.9%	31.2%	34.4%	34.4%	23.0%
"Disagree" or "Strongly Disagree"	22.8%	26.4%	20.7%	24.6%	19.7%	23.4%	20.6%

Interpretation

Roughly one-quarter (22.8%) of residents surveyed disagreed that **Portland Police officers use more physical force than necessary when dealing with racial or ethnic minorities**; 45.2% agreed with this statement. Perceptions differed significantly based on gender and race, with females and minorities expressing more agreement or neutrality. This difference in practical or applied terms would be considered as small (i.e., Cohen's *d*, see p. 5), but meaningful.
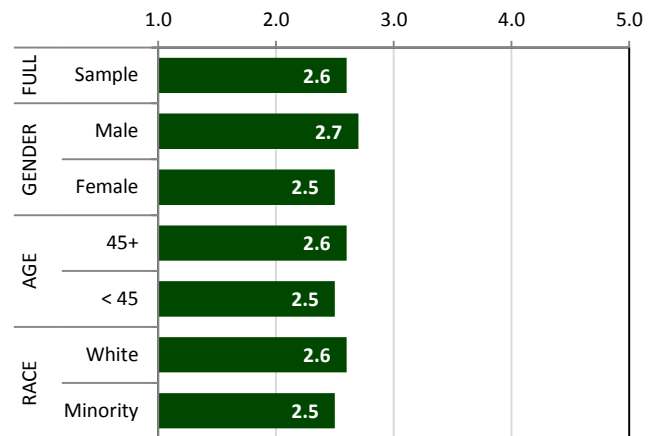
III. PERCEPTIONS REGARDING POLICE USE OF FORCE

Question #3*	STRONGLY AGREE (1)	AGREE (2)	NEITHER AGREE/ DISAGREE (3)	DISAGREE (4)	STRONGLY DISAGREE (5)
Portland Police officers use more physical force than necessary when dealing with:					
People experiencing a mental health crisis	O	O	O	O	O

*The response scale is reversed from earlier questions to ensure that higher scores continue to reflect a more positive evaluation of the police.
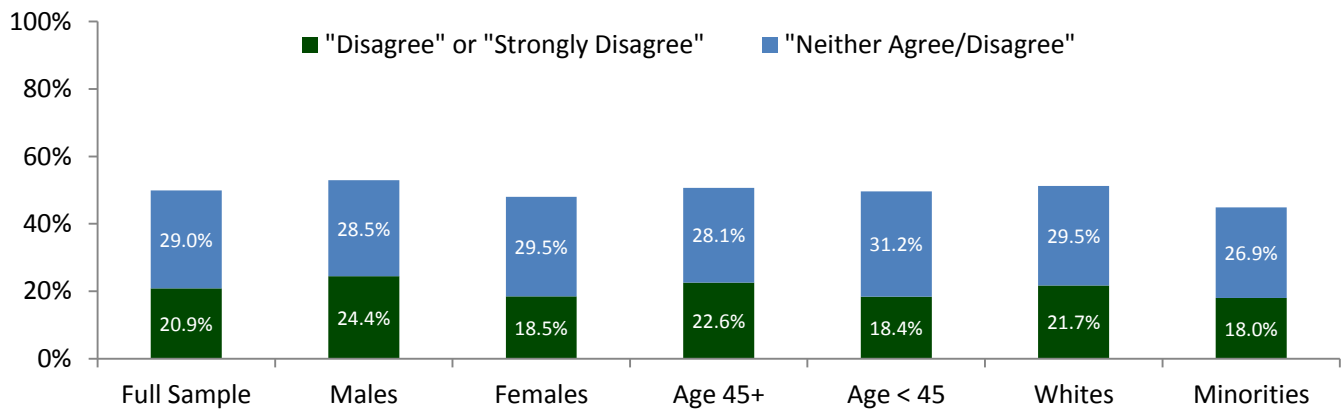
Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,145	1.12	2.6	
Males	467	1.16	2.7	
Females	658	1.09	2.5	
Age 45 or older	732	1.13	2.6	
< 45	391	1.12	2.5	
Whites	899	1.11	2.6	*
Minorities	245	1.15	2.5	

*$p < .05$, **$p < .01$, ***$p < .001$.

FULL — Sample: 2.6
GENDER — Male: 2.7, Female: 2.5
AGE — 45+: 2.6, < 45: 2.5
RACE — White: 2.6, Minority: 2.5

Analysis – Categorical

Legend: ■ "Disagree" or "Strongly Disagree" ■ "Neither Agree/Disagree"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Neither Agree/Disagree"	29.0%	28.5%	29.5%	28.1%	31.2%	29.5%	26.9%
"Disagree" or "Strongly Disagree"	20.9%	24.4%	18.5%	22.6%	18.4%	21.7%	18.0%

Interpretation

One in five (20.9%) residents surveyed disagreed that **Portland Police officers use more physical force than necessary when dealing with people experiencing a mental health crisis**; 50.1% of residents agreed with this statement. Perceptions differed based on race, with minorities expressing more agreement or neutrality for this statement. Although this difference is statistically significant, the actual size of the difference in practical terms is very small (i.e., Cohen's *d*, see p. 5), but meaningful.
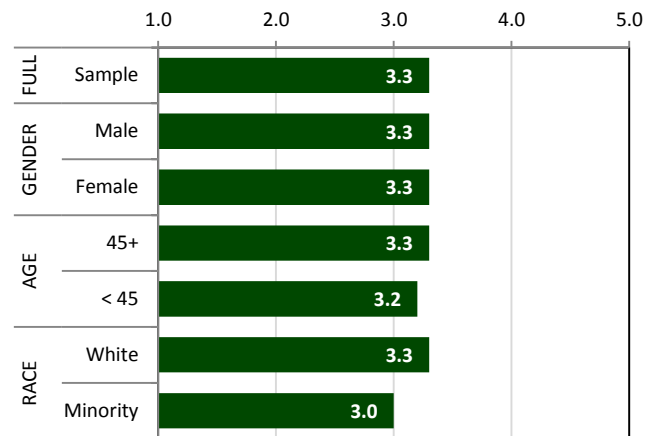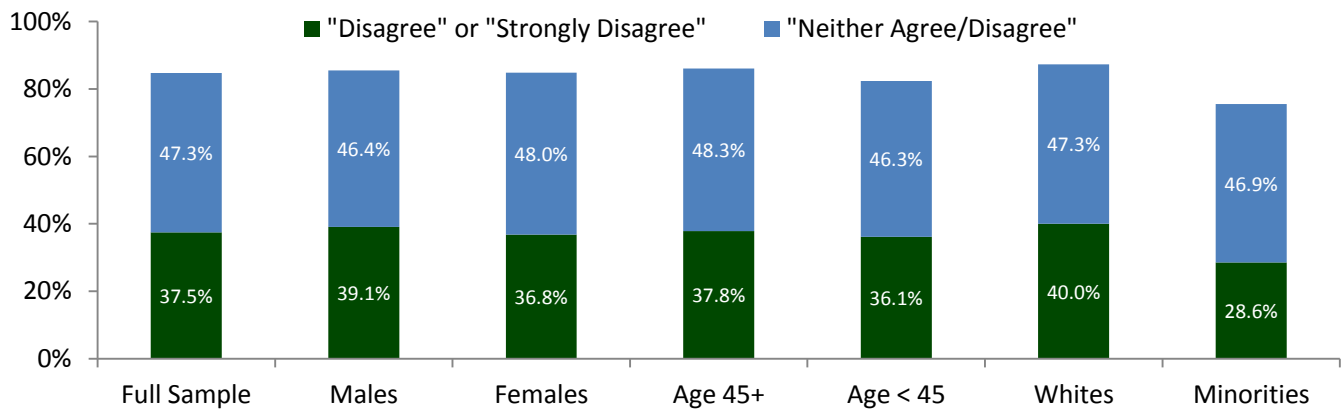
III. PERCEPTIONS REGARDING POLICE USE OF FORCE

Question #4*	STRONGLY AGREE (1)	AGREE (2)	NEITHER AGREE/ DISAGREE (3)	DISAGREE (4)	STRONGLY DISAGREE (5)
Portland Police officers use more physical force than necessary when dealing with:					
People in my neighborhood	O	O	O	O	O

*The response scale is reversed from earlier questions to ensure that higher scores continue to reflect a more positive evaluation of the police.

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,136	.95	3.3	
Males	461	.97	3.3	
Females	656	.94	3.3	
Age 45 or older	729	.94	3.3	
< 45	387	.97	3.2	
Whites	890	.90	3.3	***
Minorities	245	1.09	3.0	

*$p < .05$, **$p < .01$, ***$p < .001$.

		1.0	2.0	3.0	4.0	5.0
FULL	Sample			3.3		
GENDER	Male			3.3		
	Female			3.3		
AGE	45+			3.3		
	< 45			3.2		
RACE	White			3.3		
	Minority			3.0		

Analysis – Categorical

■ "Disagree" or "Strongly Disagree"   ■ "Neither Agree/Disagree"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Neither Agree/Disagree"	47.3%	46.4%	48.0%	48.3%	46.3%	47.3%	46.9%
"Disagree" or "Strongly Disagree"	37.5%	39.1%	36.8%	37.8%	36.1%	40.0%	28.6%

Interpretation

Over one-third (37.5%) of people surveyed disagreed that **Portland Police officers use more physical force than necessary when dealing with people in their neighborhood**; 15.2% agreed with this statement. Perceptions differed significantly by race, with minorities expressing more agreement or neutrality. From an applied perspective, this difference would be considered as small (i.e., Cohen's *d*, see p. 5), but meaningful.

III. PERCEPTIONS REGARDING POLICE USE OF FORCE - SUMMARY

The DOJ finding letter to the Portland Police Bureau expressed concern over use of force incidents by Portland Police, especially incidents involving persons experiencing a mental health crisis. Approximately a quarter (23%) of the persons surveyed believed that Portland Police officers use more physical force than necessary when dealing with community members in general (question 1). However, agreement increases to 45% and 50% when respondents were asked if Portland Police officers use more physical force than necessary when dealing with racial or ethnic minorities (question 2) and those experiencing a mental health crisis (question 3). Heightened public concern over these areas is not a surprise given the extensive media attention surrounding recent use of force incidents and the DOJ investigation. This finding also highlights the potential power of the media in shaping local opinions, as it seems unlikely that most people developed their views based solely on personal encounters or observations of police interacting with these groups.

Public perception of use of force provides a unique comparison opportunity because there are real data trends in use of force reports that can be contrasted with public perceptions. According to the Portland Police Bureau, incidents involving use of force by officers against citizens/suspects fell 59% between 2007 and 2011 (CJPRI, 2012: http://www.pdx.edu/cjpri/sites/www.pdx.edu.cjpri/files/Use_of_Force_Final.pdf). However, in a survey conducted by CJPRI in 2012 it was discovered that over 60% of Portland residents believed that use of force by local police increased over the past five years. Less than 1% believed use of force incidents decreased commensurate with police data (CJPRI, 2012). This does not mean that current public perceptions about disparities in use of force are necessarily off target, because the use of force trend noted by the Bureau in 2012 was not broken out by race or mental health. The purpose in bringing up these declining trends is to illustrate a need for the Bureau to ensure positive performance measures and reforms are being collected and communicated to the public.

Public perceptions of use of force shares a similar problem with other police performance indicators that depend upon the public's level of knowledge about department activities and behavior. In order for PPB data trends to impact public opinion, the public has to: 1) be informed about any use of force declines, and 2) trust that the data have been accurately collected and analyzed. Since this survey forms a baseline of public perceptions regarding use of force, we'll be able to assess changes in public opinion as the Bureau continues to implement reforms throughout the DOJ agreement process.

IV. PERCEPTIONS OF SAFETY

The four items below center on public perceptions of safety in Portland. Prior research suggests that public safety perceptions are related to one's perceptions of police trust, community outreach, and use of force, which are measured in prior sections of this report. Because protecting public safety is a key component of police work, these items also serve as a measure of police effectiveness and confidence in police. To assess these perceptions, respondents are asked to rate their perceptions of public safety in downtown Portland and within one's neighborhood, both during the day and at night. The combination of these four items provides a picture of Portland community members' overall perceptions of safety in Portland.

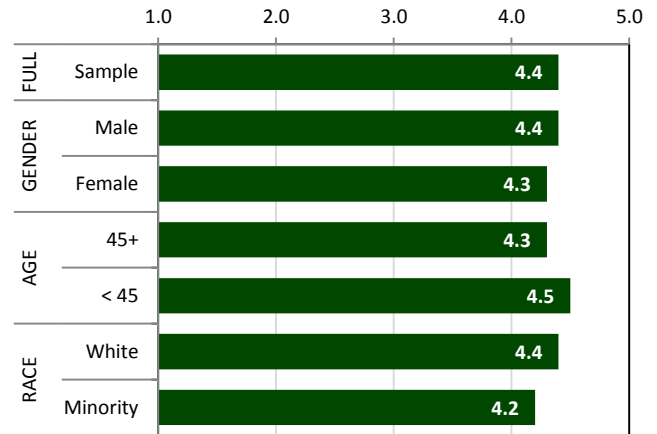## IV. PERCEPTIONS OF SAFETY

Question #1	VERY SAFE (5)	SAFE (4)	NEITHER SAFE/ UNSAFE (3)	UNSAFE (2)	VERY UNSAFE (1)
How safe would you feel walking alone during the <u>day</u>					
In your neighborhood?.......................................	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,177	.80	4.4	
Males	471	.73	4.4	
Females	683	.83	4.3	
Age 45 or older	755	.81	4.3	***
< 45	401	.74	4.5	
Whites	923	.75	4.4	***
Minorities	254	.94	4.2	

*p < .05, **p < .01, ***p < .001.

FULL — Sample: 4.4
GENDER — Male: 4.4, Female: 4.3
AGE — 45+: 4.3, < 45: 4.5
RACE — White: 4.4, Minority: 4.2

Analysis – Categorical

Legend: ■ "Safe" or "Very Safe" ■ "Neither Safe/Unsafe"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Neither Safe/Unsafe"	8.2%	8.3%	7.9%	9.3%	6.5%	6.9%	12.6%
"Safe" or "Very Safe"	88.5%	90.0%	88.0%	87.3%	91.0%	90.4%	81.9%
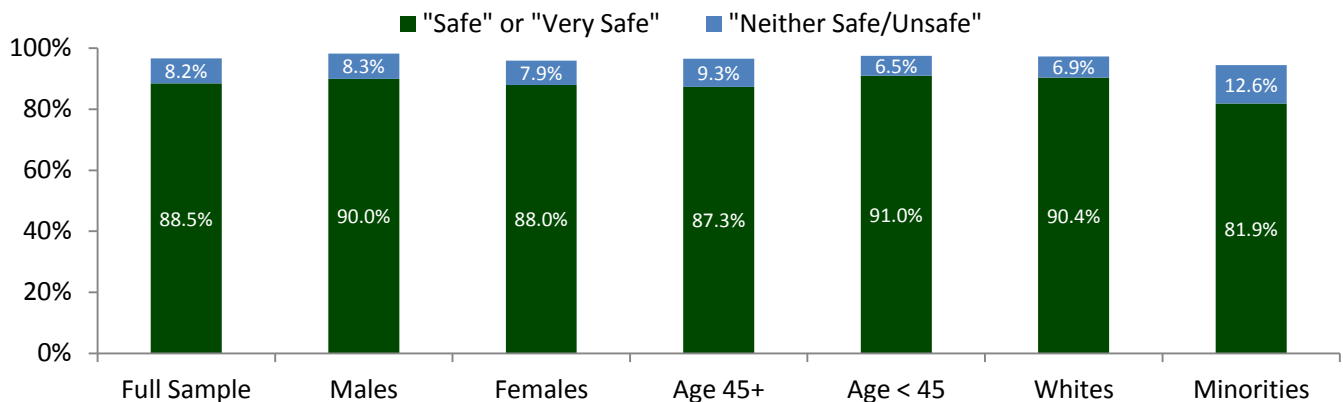
Interpretation

Nine out of every ten (88.5%) residents in the sample reported **feeling safe while walking alone during the day in their neighborhood**; 3.3% reported feeling unsafe. Perceptions differed based on age and race, with minorities and older residents being more likely to feel less safe or neutral about their safety. Although these differences are statistically significant, the practical size of the differences is small (i.e., Cohen's *d*, see p. 5), but meaningful.
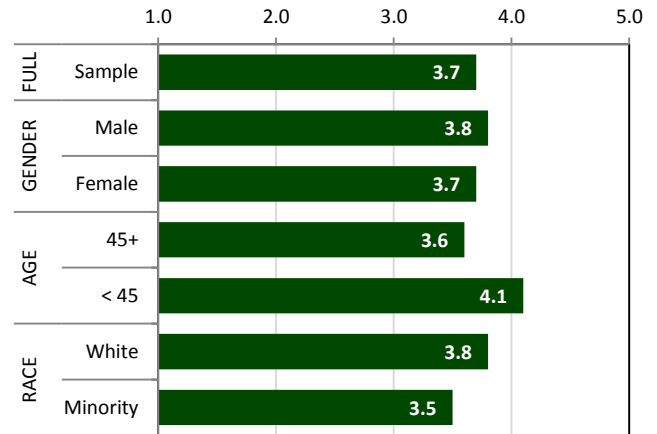
IV. PERCEPTIONS OF SAFETY

Question #2	VERY SAFE (5)	SAFE (4)	NEITHER SAFE/ UNSAFE (3)	UNSAFE (2)	VERY UNSAFE (1)
How safe would you feel walking alone during the <u>day</u>					
Downtown Portland?...	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,177	1.07	3.7	
Males	472	1.05	3.8	
Females	683	1.07	3.7	
Age 45 or older	757	1.10	3.6	***
< 45	400	.89	4.1	
Whites	924	1.06	3.8	**
Minorities	253	1.08	3.5	

*p < .05, **p < .01, ***p < .001.

		1.0	2.0	3.0	4.0	5.0
FULL	Sample				3.7	
GENDER	Male				3.8	
	Female				3.7	
AGE	45+				3.6	
	< 45				4.1	
RACE	White				3.8	
	Minority			3.5		

Analysis – Categorical

Legend: ■ "Safe" or "Very Safe" ■ "Neither Safe/Unsafe"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Neither Safe/Unsafe"	18.8%	17.4%	19.6%	23.0%	11.3%	16.1%	28.5%
"Safe" or "Very Safe"	66.5%	69.7%	65.0%	58.1%	82.5%	69.7%	54.9%
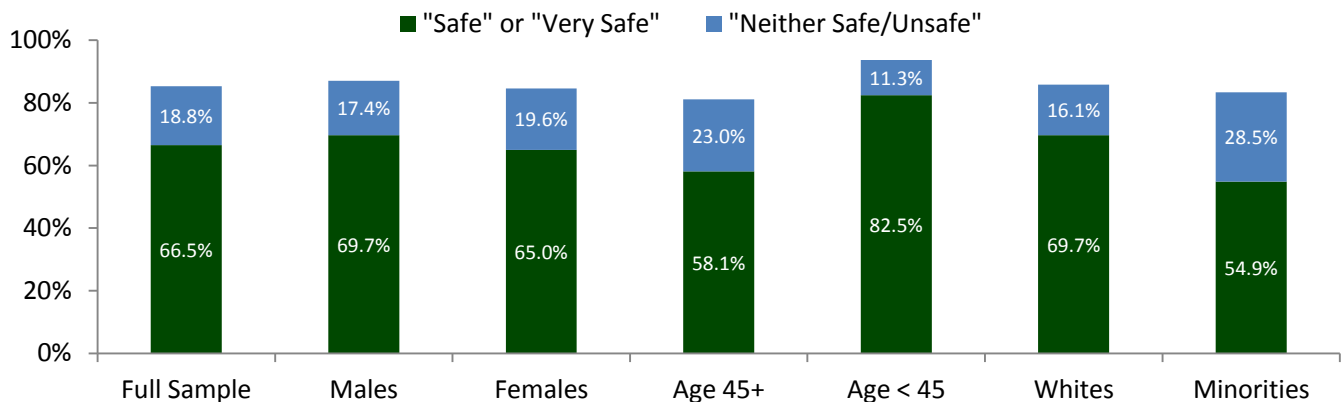
Interpretation

Two-thirds (66.5%) of the people surveyed reported **feeling safe while walking alone during the day in downtown Portland**; 14.7% reported feeling unsafe. Perceptions differed significantly by age and race, with minorities and older residents being more likely to feel less safe or neutral about their safety. In practical or applied terms this amounts to a small effect for minorities and a medium difference (i.e., Cohen's *d*, see p. 5) between older and younger residents.
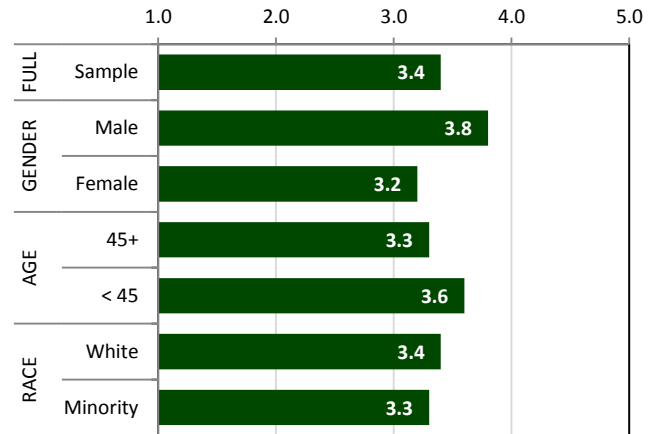
IV. PERCEPTIONS OF SAFETY

Question #3	VERY SAFE (5)	SAFE (4)	NEITHER SAFE/ UNSAFE (3)	UNSAFE (2)	VERY UNSAFE (1)
How safe would you feel walking alone at <u>night</u>					
In your neighborhood?..	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,179	1.14	3.4	
Males	474	.95	3.8	***
Females	685	1.19	3.2	
Age 45 or older	759	1.13	3.3	***
< 45	401	1.13	3.6	
Whites	924	1.12	3.4	
Minorities	255	1.23	3.3	

*<u>p</u> < .05, **<u>p</u> < .01, ***<u>p</u> < .001.

Analysis – Categorical
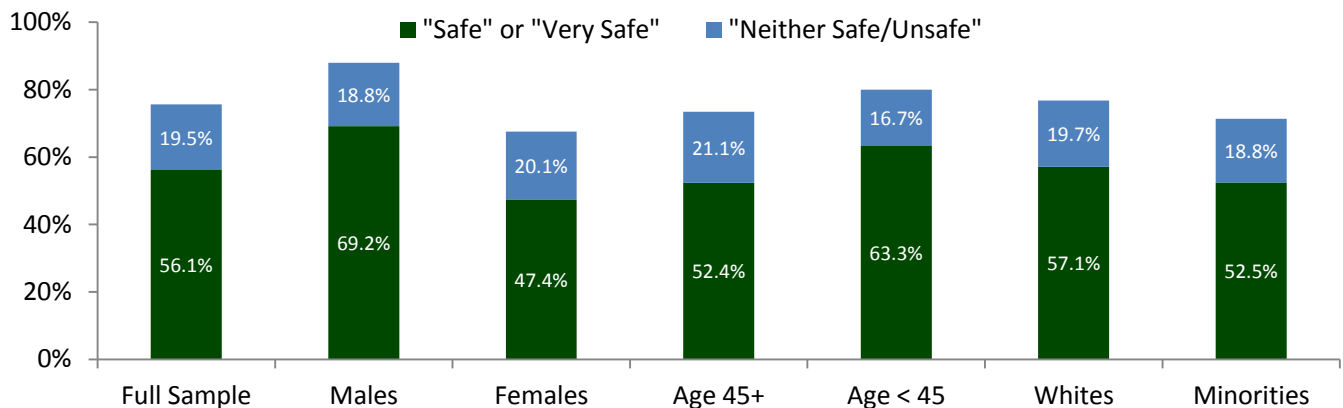
Interpretation

Over one-half (56.1%) of the people surveyed reported **feeling safe while walking alone at night in their neighborhood**; 24.4% reported feeling unsafe. Perceptions differed based on age and gender, with older residents and females being more likely to feel less safe or neutral about their safety. Although these differences are statistically significant, the practical effect size is small for age, but medium for the difference in opinion between females and males (i.e., Cohen's *d*, see p. 5).
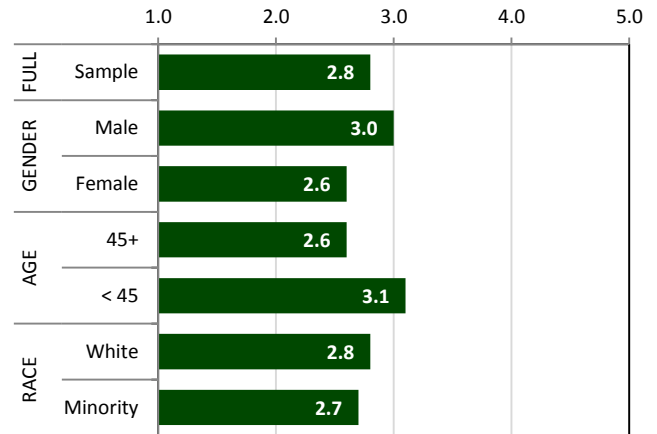
IV. PERCEPTIONS OF SAFETY

Question #4 **How safe would you feel walking alone at <u>night</u>**	VERY SAFE (5)	SAFE (4)	NEITHER SAFE/ UNSAFE (3)	UNSAFE (2)	VERY UNSAFE (1)
Downtown Portland?.....................................	O	O	O	O	O

Analysis – Continuous

Group	n	SD	M	Sig.
Full Sample	1,172	1.13	2.8	
Males	475	1.09	3.0	***
Females	682	1.12	2.6	
Age 45 or older	751	1.11	2.6	***
< 45	403	1.08	3.1	
Whites	919	1.12	2.8	
Minorities	253	1.16	2.7	

*$p < .05$, **$p < .01$, ***$p < .001$.

	1.0 – 5.0
FULL Sample	2.8
GENDER Male	3.0
GENDER Female	2.6
AGE 45+	2.6
AGE < 45	3.1
RACE White	2.8
RACE Minority	2.7

Analysis – Categorical

Legend: ■ "Safe" or "Very Safe"   ■ "Neither Safe/Unsafe"

	Full Sample	Males	Females	Age 45+	Age < 45	Whites	Minorities
"Neither Safe/Unsafe"	25.9%	30.5%	22.1%	24.6%	28.3%	26.3%	24.5%
"Safe" or "Very Safe"	29.9%	37.1%	25.2%	23.8%	41.9%	30.6%	27.7%
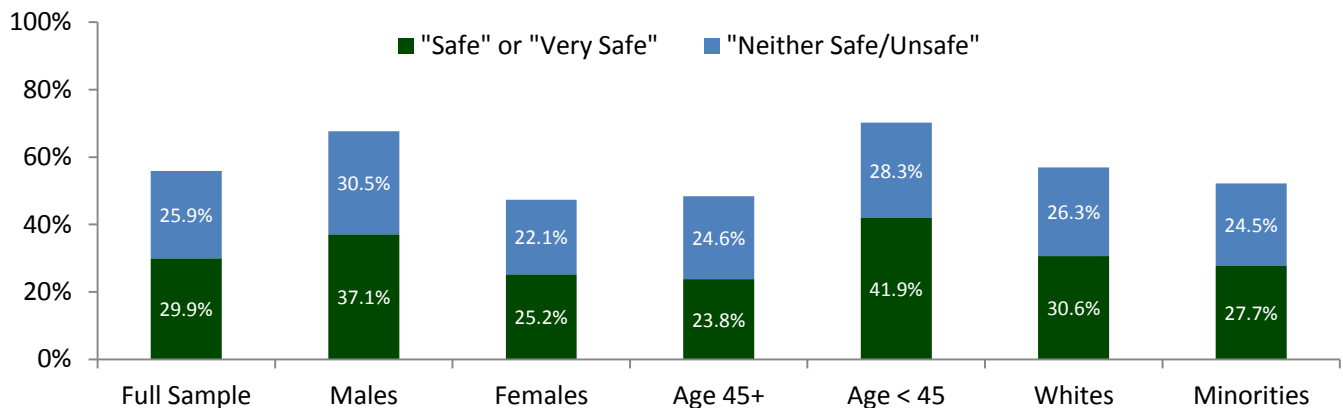
Interpretation

Three out of ten (29.9%) residents surveyed reported **feeling safe while walking alone at night in downtown Portland**; 44.1% reported feeling unsafe. Perceptions differed somewhat based on age and gender, with older residents and females being more likely to feel less safe or neutral about their safety. Although these differences are statistically significant, the actual size of the differences is small (i.e., Cohen's *d*, see p. 5), but meaningful.

IV. PERCEPTIONS OF SAFETY - SUMMARY

The majority of residents in Portland feel safe in their neighborhood during the day and at night, even when walking alone. Perceptions of safety downtown, however, are noticeably lower. One out of every seven residents (14.7%) feels "unsafe" to "very unsafe" walking alone downtown during the day and almost one-half (44.1%) feel "unsafe" to "very unsafe" doing this at night. Consistent with national trends females and older persons feel the least safe.

Public perceptions regarding personal safety, like attitudes towards the police in general, are influenced by a number of factors. First, there is obviously some relationship between people's perceptions of safety and local crime rates. Concern for one's personal safety is certainly justified in the context of heightened risk for victimization. Local research suggests, however, that many residents are misinformed regarding regional crime trends (CJPRI, 2011: http://www.pdx.edu/cjpri/briefs). The majority of residents believe that crime rates have increased in recent years or held steady. In reality, Portland like most other cities across the country has seen dramatic reductions in serious offending over the past two decades. Murder is down 44% from 1995, robbery declined 58%, and aggravated assaults have dropped by 69%[1]. A lack of public knowledge regarding these declines might be contributing to excess fear, particularly in relation to downtown Portland.

Research on fear of crime also finds that perceptions are heavily influenced by indicators of social and physical disorder. Signs of social disorder include things like homelessness, vagrancy, pan handling, and public intoxication. Physical disorder includes things like graffiti, vandalism, litter, unoccupied buildings, poor lighting and street/sidewalk disrepair. These factors, even in the absence of high crime rates, can lead to heightened fears regarding personal victimization. Differences in the presence of these behaviors/conditions in neighborhoods versus downtown Portland may also help to explain the public's greater fear in the latter location.

Finally, the media represents another powerful source of influence over perceptions of public safety. Despite the dramatic declines in local crime rates, the news and entertainment media continue to present daily accounts of serious crime and victimization. The salience of individual crime stories like these may have more influence over public perception than factual data.

Given that the Portland Police Bureau's stated mission is to, "…reduce crime and **the fear of crime**", additional efforts may be needed to help manage public perceptions regarding safety. This is particularly true for downtown Portland.

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[1] Data from 1995 and 2012 PPB Annual Reports

VI. OVERALL SUMMARY AND RECOMMENDATIONS

The purpose of the general population survey reviewed in this report is to develop a baseline of public opinion regarding the focal elements of the DOJ settlement agreement – Legitimacy and Trust, PPB Performance, Perceptions of Use of Force, and Perceptions of Safety. Given the absence of a comparison point to discuss progress this summary section will focus on strategic recommendations for the Bureau and City to consider. Our recommendations fall under two general categories: *a) Steps to Ensure Quality Police-Public Encounters and b) Steps to Increase Public Knowledge.* These general areas of recommendation stem from conclusions in the broader research on public opinion of law enforcement and patterns in the survey results presented here.

Public perceptions are informed through direct personal encounters with officers. Thus, it is important to institute efforts to ensure officers are provided with evidence-based guidance, resources, and encouragement throughout their career to effectively communicate and problem-solve within all types of public contacts. Working to impact positive direct encounters will feed into the indirect contact experiences the public hears about from friends, neighbors, family, and media.

Steps to Ensure Quality Police-Public Encounters

Recommendation 1: Explore the types of training content areas that would benefit the Bureau and officers when interacting with the public around a wide variety of contexts and scenarios? Particular emphasis should be placed on crisis intervention training, procedural justice, public relations and communication, communication strategies in diverse communities, implicit bias, 4th and 14th amendments, and community crime prevention and partnership development.

Recommendation 2: Assess existing trainings available and consider the following: Is there data to support efficacy of available trainings? How will officers respond to the training? What strategies can be used to ensure officer buy-in to the training content?

Recommendation 3: Develop evaluation plans for any training undertaken to assess outcomes (e.g. use of force, citizen complaints) and improve training delivery.

Recommendation 4: Increase the use of car and person cameras for officers and analysis of camera footage. The footage could be used to inform targeted trainings on particular encounter characteristics and assess Bureau performance.

Recommendation 5: Develop a performance recognition program that identifies and rewards officers with a record of engaging in quality police-public encounters.

Public perceptions of police are also formed through indirect personal experiences with police that evolve over time. Some portion of the public's perception is informed by the information they receive from family, acquaintances, neighbors, and media sources. Police have traditionally taken a passive role in efforts to promote their performance, organizational changes, and success stories; we recommend an active role. Some may question whether police should be more actively involved in public relations; however, research finds that the police can be more effective in their crime control and prevention roles when the public trusts their officers and believes in their success. In other words, active and open communication with the public can have a crime prevention impact, thus benefitting all communities. Research also shows that perceptions of police are often strongly correlated with perceptions of local government in general. Therefore, it is in the interest of the City to collaborate with local police and help facilitate a more open communication strategy for the city. Here are some examples of this type of approach: When a police reform is being implemented, taking steps to ensure knowledge of the reform is being recognized by a broad section of the public. When crime is declining, the City should be working with the Bureau to promote the safety of the city.

Steps to Increase Public Knowledge

Recommendation 1: Conduct an internal audit to identify and evaluate all the different mechanisms used by the Bureau to communicate with public. Identify any untapped outlets, approaches, or new resources that could help broaden the Bureau's ability to communicate more effectively. Evaluate whether existing methods/practices worth maintaining.

Recommendation 2: Assess the content of communications currently being presented to the public. What content areas are missing, why? Determine if there is an imbalance in the types of stories/content being presented to the public.

Recommendation 3: Identify communication strategies/tactics that are tailored to younger and minority residents in the city, the two demographic groups that showed the weakest opinions regarding trust and performance in the results.

Recommendation 4: Use the information gained from items 1 to 3 above to develop a comprehensive communication plan for the Bureau that identifies goals and objectives related to the management of public trust, legitimacy, and perceptions of safety. Ideally this plan would be part of larger public relations effort integrated with City leadership and other governmental agencies.

Recommendation 5: Implement the communication plan along with specific strategies/tactics for achieving each goal or objective. Develop measureable outcomes and conduct periodic reviews to assess whether the Bureau's goals are being met. Where needed, revise the strategies/tactics being used.

In conclusion, changing public opinion regarding local law enforcement will take time and effort. The above recommendations offer guidance on different steps that require an active approach and may coincide with projects the Bureau and City are currently undertaking.