**Portland Police Department**
**2019 Community Survey Results**

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**Executive Summary**

Survey overview
Data was collected from 809 residents in the City of Portland through an online survey tool.  A 40 item survey collected data on items such as police/community relations, community policing projects, crime and perception of crime.  Data was also collected by neighborhood.  All Portland neighborhoods were represented in the survey.

Police/community relations
Analysis of the data suggests the Portland Police Department relationship with the community is good to very good.  Seventy one percent of respondents rated police community relations throughout Portland as good to very good. In neighborhoods where the police calls for service was higher, respondents rated the police community relationship higher.

With respect to specific neighborhood concerns, respondents suggested the police are doing a good to very good job at addressing specific neighborhood concerns. Sixty two percent reported the police were doing a good to very good job at addressing neighborhood public safety concerns.  When analyzed by individual neighborhoods, the results were similar.

Neighborhood safety
Generally, residents in all of the neighborhoods feel safe in their homes and in walking alone in the neighborhood during the day.  In the evening, 72 percent reported feeling safe walking in their neighborhood most of the time.

Perception of crime
Overall, respondents reported shootings, domestic violence, robbery and assault as minor problems in their neighborhoods.  Eighty one percent of respondents reported shootings to not be a problem citywide. Forty percent of respondents reported domestic violence as not a problem and 52 percent of respondents reported assaults as not a problem within the city.  In the case of robbery, 54 percent of respondents reported robbery as a minor problem within the city.

Issues which were reported as a major problem
Conversely, crimes such as illegal drugs and vehicle break-ins were reported as a major problem. For vehicle break ins the neighborhoods of Bayside, 37%, Munjoy Hill and East Bayside, 21%, Sagamore/Rosemont/Deering Center, 31% and Parkside, 27%. Illegal drugs were reported as a major problem in Bayside, 78%; Parkside, 52% and West End, 62%. This data is consistent with police calls for service data which highlight these neighborhoods as locations with higher rates of calls for service for the crime of vehicle break-ins.

Community Policing Officer/Community coordinator/Beat officers identification
The data suggests a majority of city residents, have never heard of any of these programs or are familiar with their beat officers  When analyzed by neighborhood, even neighborhoods where there are higher rates of crime, Bayside, Parkside and Munjoy Hill and East Bayside, a majority of respondents reported not knowing who their community policing officers is or the community coordinator. The data suggests respondents, even by neighborhood, reported being unfamiliar with their beat officers.

Project overview

This analysis is based on a community survey of issues relating to crime and public order within the City of Portland. The Portland Police Department had conducted a community survey in 2013 and this is a follow up survey with the same questions as well as some additional questions based on changes in crime and policing within Portland in 2019. Police Department staff developed a 40 item survey which assesses the community attitudes toward crime, public safety, a limited assessment of community policing activities and overall satisfaction with the Portland Police Department. Researchers at the University of New England, School of Social Work, added several questions including questions related to community demographics and a segmenting of city neighborhoods for analysis. Questions were piloted with Police Department staff and then translated into an electronic survey for data collection. The City of Portland issued a press release in February 2019 which provided a web link to the community survey. The survey was also translated into Arabic, French, Portuguese and Spanish. Additionally, the link was also listed on the Portland Police Department website and Facebook page. Over the course of 6 weeks, 809 responses were collected from the community. Given this, the response rate suggests validity to the sample with generalization to the larger population of the city.

Demographic results

Demographic results suggest the average age of survey respondents is 6 years older than in 2013. The average age for respondents in 2019 was 44 compared to 38 in 2013. Additionally, the number of respondents who have children under the age of 18 increased 8% from 19.8% to 27.8%. The average age of participants as well as the number percentage of families with children under 18 is higher than the most recent US Census data.

Table 1: Survey demographics

| 2013 Survey demographics | 2019 Survey demographics | 2010 Census data |
|---|---|---|
| Average age-38 | Average age-44 | Average age-36 |
| Percent of respondents with children living in the home under the age of 18-19.8% | Percent of the population under the age of 18-27.8% | Percent of the population under the age of 18-11.7% |

Fifty 58 percent of the survey respondents reported living in the City of Portland for more than 11 years, including 37 percent of respondents who have lived in the city of Portland for more than 20 years. Less than 15 percent of respondents reported owning a business in Portland.

The responses are widely dispersed throughout the city of Portland. Respondents also suggested long periods of time living within their identified neighborhood. Thirty-one percent reported living in their neighborhood more than 10 years. Fifty percent reported living in their neighborhoods for between 2 and 10 years.

As table 1 suggests, the average age of survey respondents is 44 with a majority of the participants between the ages of 35 and 64.

Table 2: Age of respondents with comparison to the 2013 responses

| 2013 Respondents what is your age? | Percent | 2019 Respondents What is your age? | Percent |
|---|---|---|---|
| 18 to 24 | 4.3% | 18 to 24 | 2.9% |
| 25 to 34 | 22.0% | 25 to 34 | 19.2% |
| 35 to 44 | 21.6% | 35 to 44 | 18.1% |
| 45 to 54 | 20.1% | 45 to 54 | 19.2% |
| 55 to 64 | 19.8% | 55 to 64 | 18.7% |
| 65 to 74 | 9.6% | 65 to 74 | 16.9% |
| Over 75 | 2.6% | Over 75 | 5.1% |

Demographic data suggests 27 percent of the respondents had school aged children living with them. Of those who reported having school aged children at home, 7.7% reported their children were in grades Kindergarten through 5th grade; 4.3% reported children in grades 6-8 and 5.7% of

respondents reported having children in high school. Additionally, 7.8% of respondents reported having children at home that were too young to attend school. Finally, 2.3% of the respondents reported having children living with them who were not attending school. Of the respondents who completed the survey, only 5 percent reported completing the survey in 2013.

<u>Beat area analysis</u>
Respondents were asked to identify the neighborhoods where they lived. Through the neighborhood identification, the researchers were able to isolate responses based on neighborhoods and respondents perception of crime, police relations and community policing coordinators.

Table 3:  Responding neighborhoods

| Responding neighborhoods 2013 | Percent | Responding neighborhoods 2019 | Percent |
|---|---|---|---|
| Munjoy hill and East Bayside | 10% | Munjoy hill and East Bayside | 9.6% |
| Old Port | 4.2% | Old Port | 3.4% |
| Bayside | 5.2% | Bayside | 4.8% |
| West End | 19.9% | West End | 17.7% |
| Parkside | 6.4% | Parkside | 6.6% |
| Libbytown and Stroudwater | 6.4% | Libbytown and Stroudwater | 10.8% |
| Sagamore/Rosemont/Deering Center | 9.7% | Sagamore/Rosemont/Deering Center | 10.8% |
| Riverton/North Deering | 7.6% | Riverton/North Deering | 21.6% |
| Islands | 1.4% | Islands | 2.5% |
| Did not indicate | 8.2% | Did not indicate | 11.2% |

<u>Neighborhood crime and perception of crime</u>
Researchers asked respondents to report on their perception of crime and crime related activity in their neighborhoods based on a ranking of "major problem, minor problem, not a problem." This data was then compared with police calls for service data over the past 18 months. Analysis of crime data and neighborhood perceptions of crime suggest respondents are connected to the

happenings within their community. With some exceptions, police calls for service data is consistent with neighborhood perceptions of crime.

Overall, respondents reported shootings, domestic violence, robbery and assault as minor problems in their neighborhoods. Eighty-one percent of respondents reported shooting to not be a problem citywide. Forty percent of respondents reported domestic violence as not a problem and 52 percent of respondents reported assaults as not a problem within the city. In the case of robbery, 54 percent of respondents reported robbery as a minor problem within the city. Figure 1 provides an overview of the responses as compared with 2013 respondents.

Figure 1: Comparison to 2013 responses
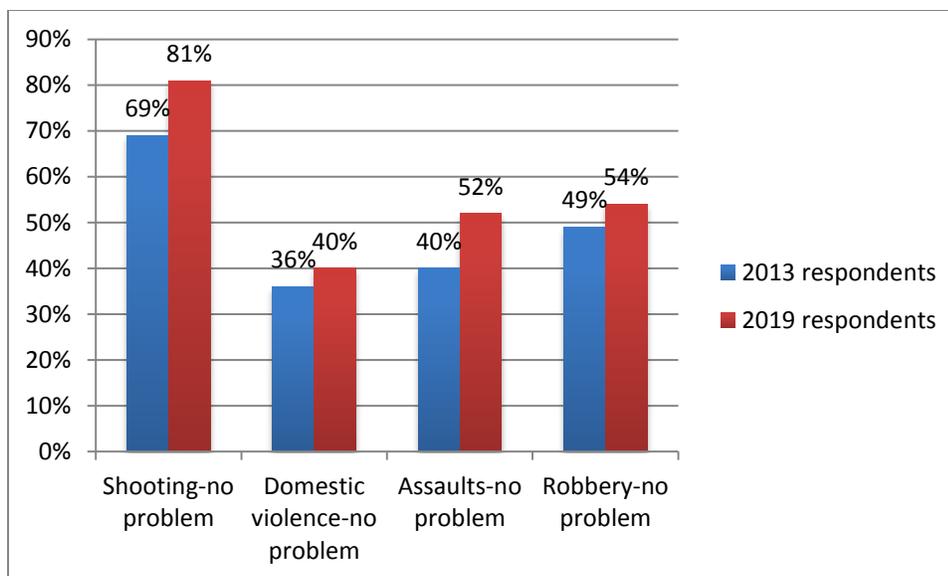


On the issue of shootings, domestic violence and assaults, the respondents reported higher rates of "not a problem" on the 2019 survey. For robbery, the 2019 respondents also reported higher rates of "minor problem."

Issues which were reported as a major problems

Conversely, crimes such as vehicle break ins and illegal drugs were reported as major problems with 31% reporting illegal drugs as a major problem and 27% reporting vehicle break ins as a

major problem.  In contrast, in 2013, respondents ranked home break ins and vehicle break ins as major problems.

For vehicle break ins the neighborhoods of Bayside, 37%, Munjoy Hill and East Bayside, 21%, Sagamore/Rosemont/Deering Center, 31% and Parkside, 27% reported vehicle break ins as a major problem. With the exception of Sagamore/Rosemont/Deering Center this data is consistent with police calls for service data which highlights these neighborhoods as locations with higher rates of calls for service for the crime of vehicle break-ins.

Stolen cars

Respondents in the neighborhoods of the Islands, Libbytown/Stroudwater and Bayside were most likely to report stolen cars as a major problem.  Twenty one percent of Bayside residents said stolen cars are a major problem, 6 percent of Libbytown/Stroudwater and 5 percent of Island residents also reported stolen cars as a major problem.

Perception of crime-Street drugs

Neighborhoods which reported a major concern about street drugs, 58 percent of Munjoy Hill/East Bayside residents reported street drugs as a major concern; 56 percent of Old Port residents reported street drugs as a major concern; 89% of Bayside residents reported street drugs as a major concern; 34% of residents in the West End reported street drugs as a major concern and 48% of Parkside residents reported street drugs as a major concern in their neighborhood.

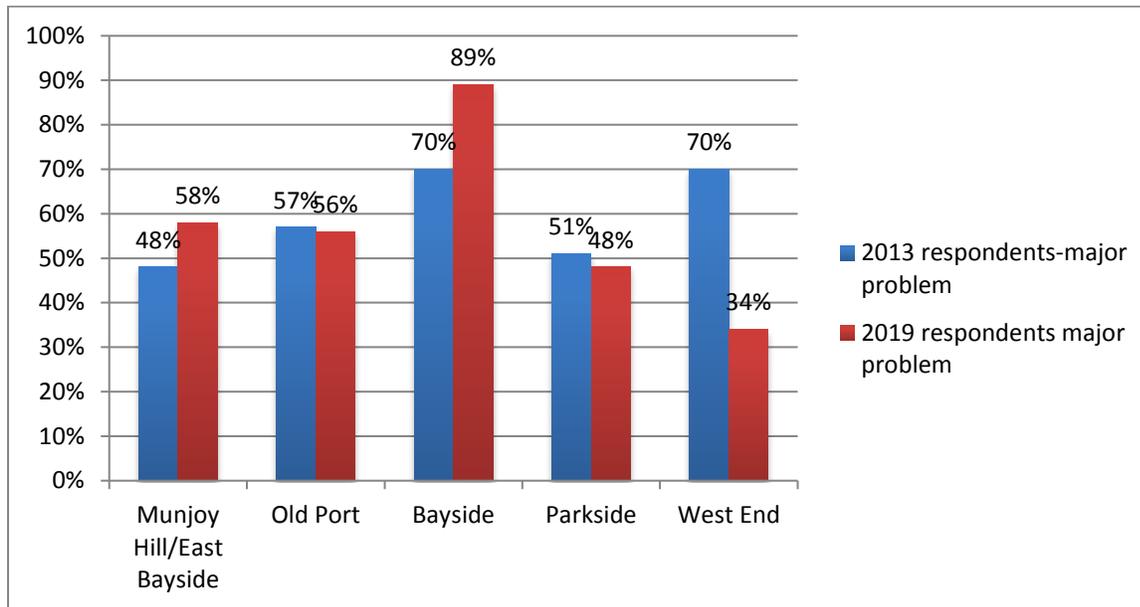Figure 2: Changes in perception of street drugs from 2013 to 2019.

Figure 2 suggests there were increases in the perception of illegal street drugs in the communities of Bayside, Munjoy Hill/East Bayside and reductions in perception of street drugs in the Old Port, Parkside and West End communities.

Perception of crime-Prostitution

The neighborhoods of Bayside, the West End, and Parkside reported being concerned with human trafficking/prostitution. In Bayside 56% of respondents said it is a major concern. In the West End 27% and in Parkside 56% of respondents believe it is a major concern. Police calls for service data indicate Parkside and Bayside have higher calls for complaints of prostitution than other Portland Neighborhoods.

Figure 3: Perception of crime of Human Trafficking/Prostitution
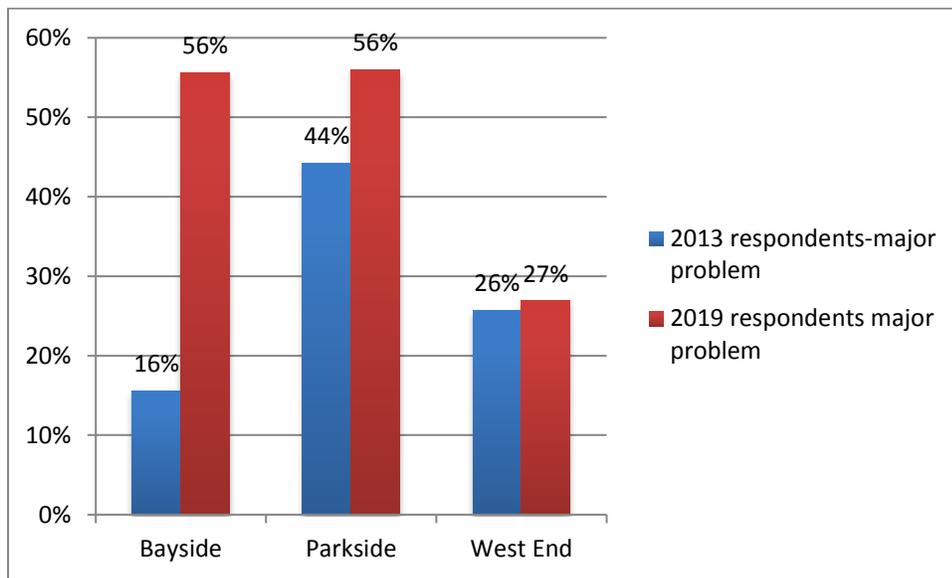
Figure 3 provides a comparison of responses from the 2013 survey to the 2019 survey, the analysis indicates an increase in all three neighborhoods with Bayside reporting the greatest increase in the perception of prostitution/human trafficking as a major problem in the community.

Perception of crime-public drinking.

The neighborhoods with a major concern about public drinking: Parkside, 73%; Bayside, 79%; Old Port, 52% and the Islands, 50%. With the exception of the Islands, this data is consistent with police calls for service data.

Figure 4: Perception of crime-public drinking comparison between 2013 and 2019 respondents
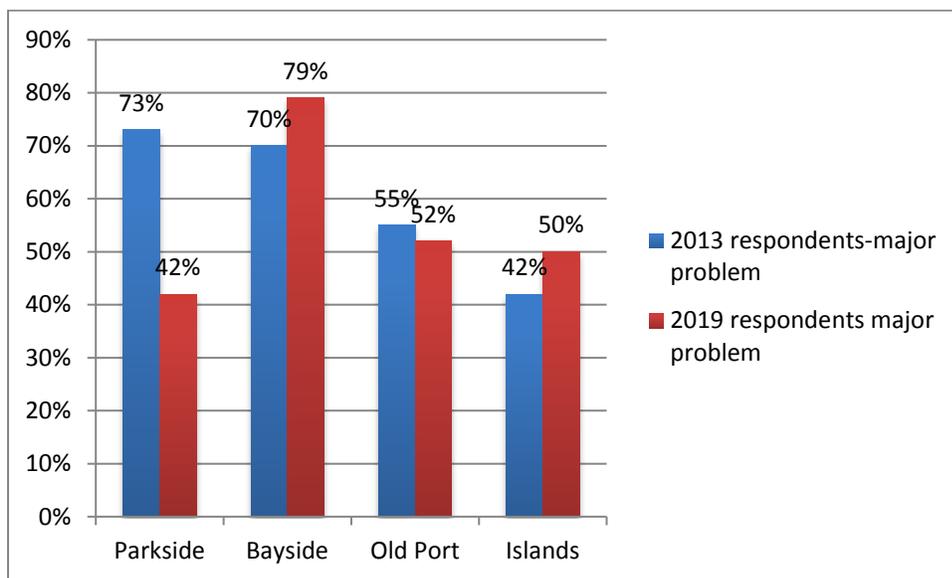
As the figure above suggests, there has been an increase in the number of respondents who reported public drinking as a major problem in the Bayside and Island Neighborhoods. In Parkside and the Old Port there was a reduction in the percent of respondents who reported public drinking as a major problem.

Perception of crime-panhandling

With the exception of the Islands, all neighborhoods reported panhandling as a major concern. Most notable are the neighborhoods of Bayside, with 58% reporting a major concern, the Old Port with 66% reporting a major concern and Munjoy Hill/East Bayside with 54% reporting pan handling as a major concern. This is a change from 2013 when Parkside residents reported a pan handling as a major concern. Additionally, the percentage of respondents from Bayside who reported pan handling as a major concern decreased 15% from respondents to the 2013 survey.

Perception of crime-speeding vehicles

With the exception of the Islands, all neighborhoods reported speeding vehicles as a major concern. The top communities which reported speeding vehicles as a major concern were:

Sagamore/Rosemont/Deering Center, 57%; Riverton/North Deering 48%; East Deering, 46% and Bayside, 41%. In comparison to the 2013 responses, East Deering reported a 20% increase in respondents who reported speeding vehicles as a major problem.

Perception of crime-littering

Munjoy Hill and East Bayside, 68% and Bayside, 58% all reported a major concern with littering in their neighborhoods. This is consistent with police calls for service data.

Perception of crime-Loitering

Bayside, 778% Old Port, 59% and Parkside, 56% all reported major concerns about loitering in their neighborhoods. This is consistent with police calls for service data. This is also consistent with the 2013 responses.

Perception of crime-graffiti

Munjoy Hill and East Bayside, 37%; Bayside 61% and Old Port, 45% all reported major concerns about graffiti. In comparison to the 2013 survey, Munjoy Hill and East Bayside and Bayside reported higher rates of graffiti as a major problem in 2019.

Calling the police

On the question "If you witnessed one of the following crimes: Prostitution/Human trafficking; Graffiti; Vandalism; Illegal Drugs; Public Drinking would you call the police?" Forty one percent of respondents reported they would always call the police; 21% reported they would usually call the policy; 13% reported the would sometimes call the police; 11% reported they may call the police; 3% reported they would use the anonymous text-a-tip system and 3% said they would never call the police.

The neighborhoods with the highest number of respondents who reported they would always call the police were: Sagamore/Rosemont/Deering Center, 52%; Riverton/North Deering, 50%. Conversely, neighborhoods with the highest responses from those who would not call the police where: Parkside, 7% and Old Port, 7%.

Calling the police for activities/crimes of pan handling, littering; loitering; abandon houses; speeding/traffic violations.

Table 4: Calling the police for issues related to pan handling, littering, loitering; abandon houses and speeding/traffic violations.

| Response | Percentage |
|---|---|
| **Always call the police** | 6.5% |
| **Usually call the police** | 18.2% |
| **Sometimes call the police** | 30% |
| **May call the police** | 4.2% |
| **Never call the police** | 26.1% |

The community was less willing to call the police for issues relating to panhandling; littering; loitering; abandoned houses and speeding violations.  Only 6.5 percent of the respondents reported they would always call the police with 26.1 percent reported they would never call the police for these issues. This is an increase from responses to the 2013 survey where 17% of respondents reported they would always call the police for these issues and 23% reporting they would never call the police.

Table 5:  Number of times you called the police in the past year

| Responses | Percentage |
|---|---|
| Never | 51% |
| 1-2 times | 37% |
| 3-4 times | 8% |
| 5-6 times | 2% |
| More than 7 times | 2% |

The data suggests that 51% of the respondents have never called the police within the past year, 37% reported they had called the police 1-2 times; 8% reported calling the police 3-4 times; 2% reported calling the police 5-6 times and 2 % reported calling the police more than 7 times.

Figure 5: Comparison of respondents calls to the police from 2013 and 2019
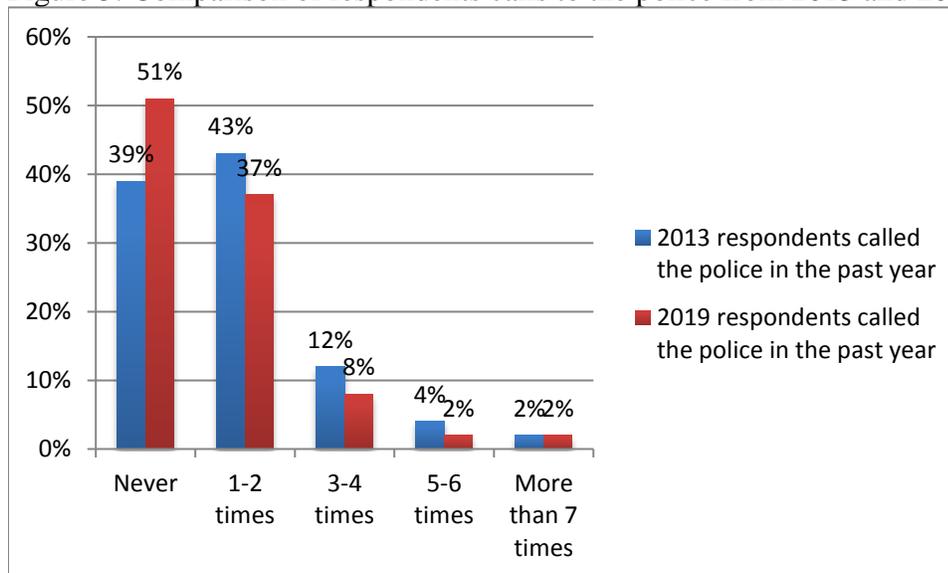


As the data suggests, respondents there were higher number of respondents who did not call the police in the 2019 survey than in 2013.

Analysis by neighborhood also suggests a majority of respondents have not called the police in the past 12 months.

Figure 6: Number of times respondents called the police in the past 12 months
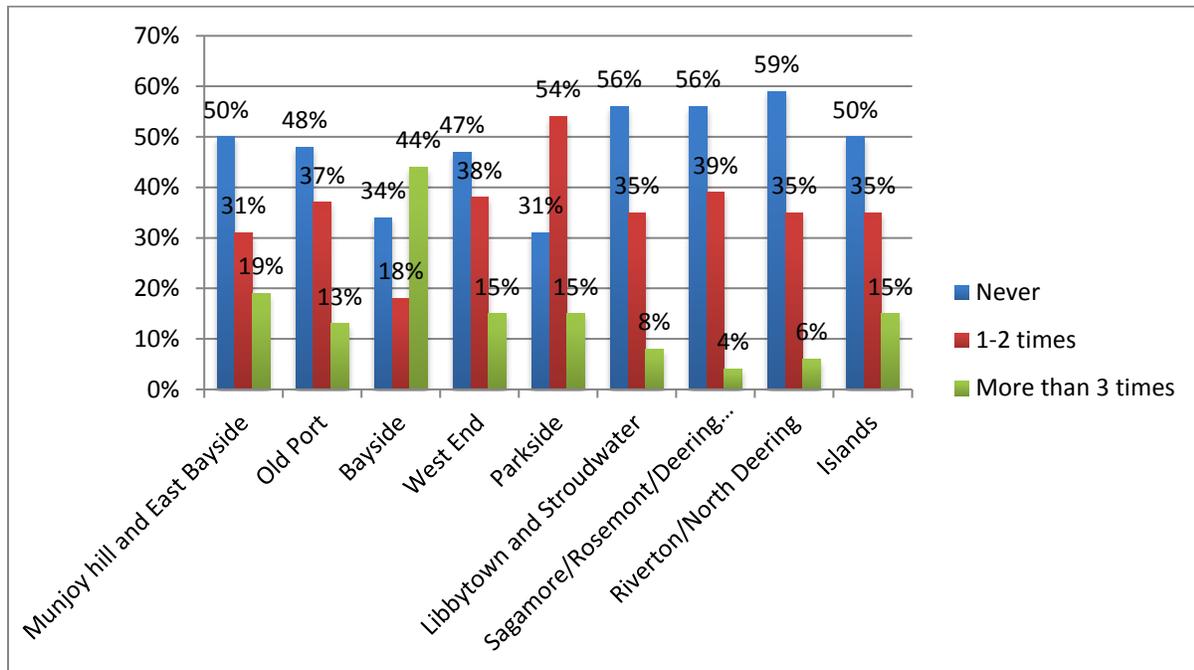
Willingness to call the police

On the question in the last year, has your willingness to call the police increased, stayed the same and decreased, 76% of the respondents reported their willingness has remained the same over the past twelve months.  This is a 9 percent increase from 2013 where 67% reported their willingness to call the police had remained the same.

Table 6: reasons for not calling the police

| Response | Percentage |
|---|---|
| **The police are too busy** | 4.7% |
| **Its not serious enough to call the police** | 43.5% |
| **I don't want to give my name** | 5.4% |
| **I was afraid of retaliation** | 8.7% |
| **I always call the police** | 37.7% |

Respondents suggested the number one reason they would NOT call the police if they saw something unusual or a crime in progress is that the issue was not serious enough to call the police.

Neighborhood safety

Generally, residents in all of the neighborhoods feel safe in their homes and in walking alone in the neighborhood during the day. In the evening, 71 percent reported feeling safe walking in their neighborhood most of the time.

Table 7: I feel safe in my home.

| Response | Percentage |
|---|---|
| All of the time | 59.6% |
| Most of the time | 35.9% |
| Some of the time | 4.0% |
| Never | 0.5% |

The data suggests over half of Portland residents reported feeling safe in their home all of the time. Four percent reported feeling unsafe in the home some of the time. These responses are similar to the responses to the 2013 survey responses.

Table 8: Feeling safe walking alone during the day

| Response | Percentage |
|---|---|
| All of the time | 70.5% |
| Most of the time | 24.6% |
| Some of the time | 4.0% |
| Never | 0.9% |

Given the responses to the issues of crime in their communities a majority of the respondents, 70 percent, reported feeling safe walking alone in their neighborhoods all of the time during the day.

Table 9: Feeling safe walking alone at night.

| Response | Percentage |
|---|---|
| All of the time | 31.5% |
| Most of the time | 41.2% |
| Some of the time | 18.0% |
| Never | 8.0% |

The data suggests a majority of respondents, 72 percent, reported feeling safe walking alone in their neighborhood at night. Eight percent reported never feeling safe walking alone in their neighborhood at night. The number of people reporting never feeling safe walking along at night decreased from 11% on the 2013 survey to 8% in 2019.

Figure 7: Feeling safe walking alone at night by neighborhood
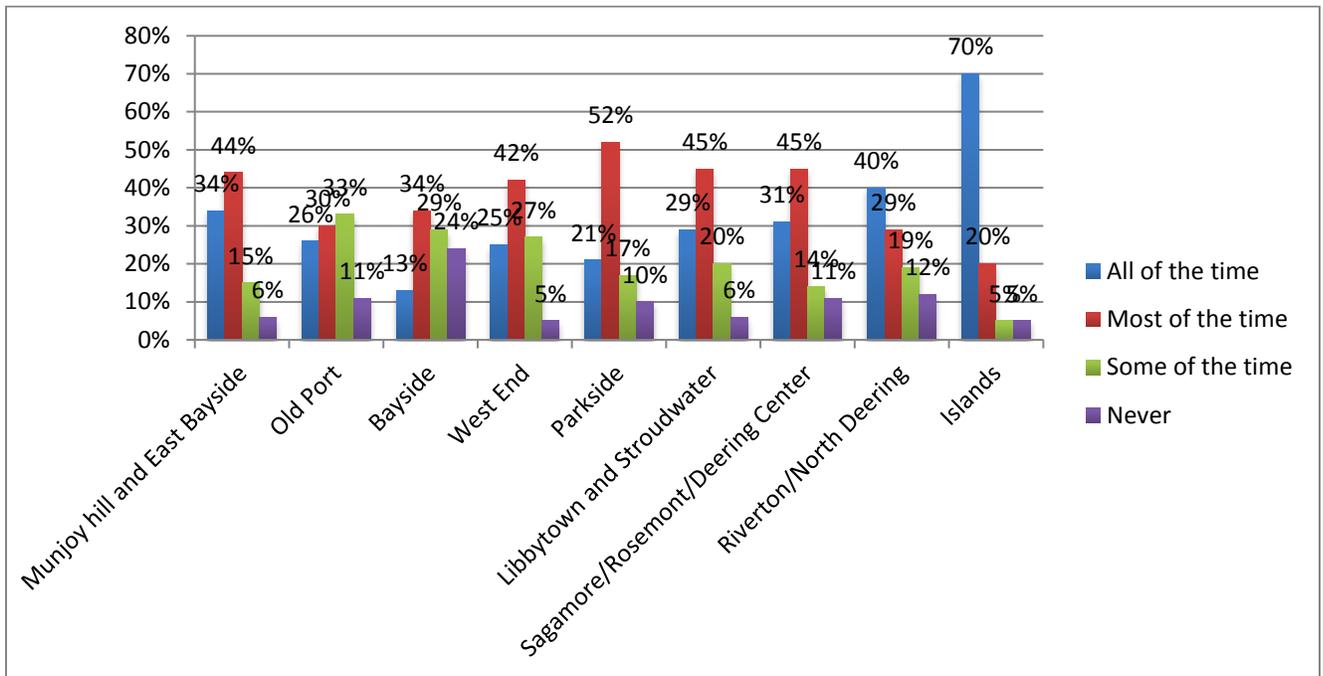
Analysis of respondents feeling of safety and walking alone at night in their neighborhoods suggests similar results. The data suggests a majority of respondents in each neighborhood feel safe walking alone at night.

Table 10: Police treatment of residents in their neighborhood

| Response | Percentage |
|---|---|
| Strongly agree | 40% |
| Agree | 29% |
| No opinion | 26% |
| Disagree | 3% |
| Strongly disagree | .06% |

The data suggests 69 percent of the respondents feel the police treat neighborhood residents with dignity and respect and 3 percent reported disagreeing with this statement.

Table 11: Police community relations

| Response | Percentage |
|---|---|
| Very good | 37% |
| Good | 38% |
| Fair | 19% |
| Poor | 4% |
| Very Poor | 1% |

Seventy five percent of respondents rated police community relations throughout Portland as good to very good.

Figure 8 I would rate the police/community relations in my neighborhood as:
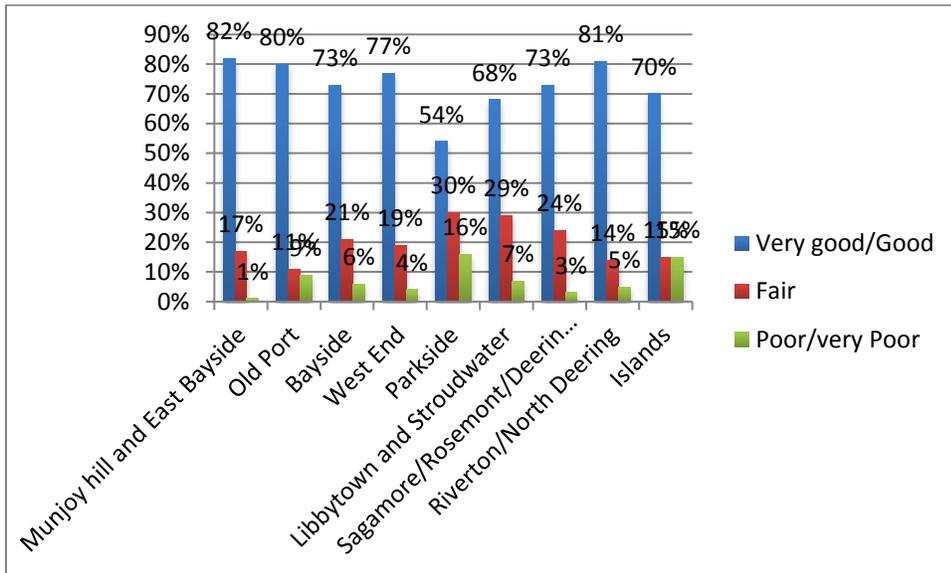


The proceeding table highlights the relationship reported by respondents in each neighborhood as it relates to police/community relations. In all neighborhoods respondents reported police/community relations as good to very good.

Table 12:  Change in police/community relations

| Response | Percentage |
|----------|-----------|
| Much better | 5.1% |
| Somewhat better | 7.7% |
| Stayed the same | 83.3% |
| Somewhat worse | 3.0% |
| Much worse | 0.9% |

Given community perceptions about crime and the actual drop in crime within the city during the past several years, it's not surprising the respondents suggested police/community relations have stayed about the same.

Table 13: Police response to community problems.

| Response | Percentage |
|---|---|
| Very good job | 19.7% |
| Good job | 46.7% |
| Fair job | 27.1% |
| Poor job | 4.8% |
| Very poor job | 1.9% |

Respondents suggested the police are doing a good to very good job at addressing specific neighborhood concerns. Sixty two percent reported the police were doing a good to very good job at addressing neighborhood public safety concerns.   When analyzed by individual neighborhoods, the results were similar.

Table 14: Satisfaction with police response.

| Response | Percentage |
|---|---|
| Always satisfied with the response | 41.7% |
| Often satisfied with the response | 30.4% |
| Sometimes satisfied with the response | 18.5% |
| Often dissatisfied with the response | 7.7% |
| Always dissatisfied with the response | 1.7% |

The data suggests a majority of respondents, 72 percent reported being often to always satisfied with the police response.  Narrative comments suggest the reasons for dissatisfaction were often rooted in issues such as a lack of available social services and civil complaints.

Victim of crime

Ninety one percent of respondents reported they had not been a victim of crime in the past 2 years.

Figure 9:  In the past 2 years have you been a victim of crime in Portland
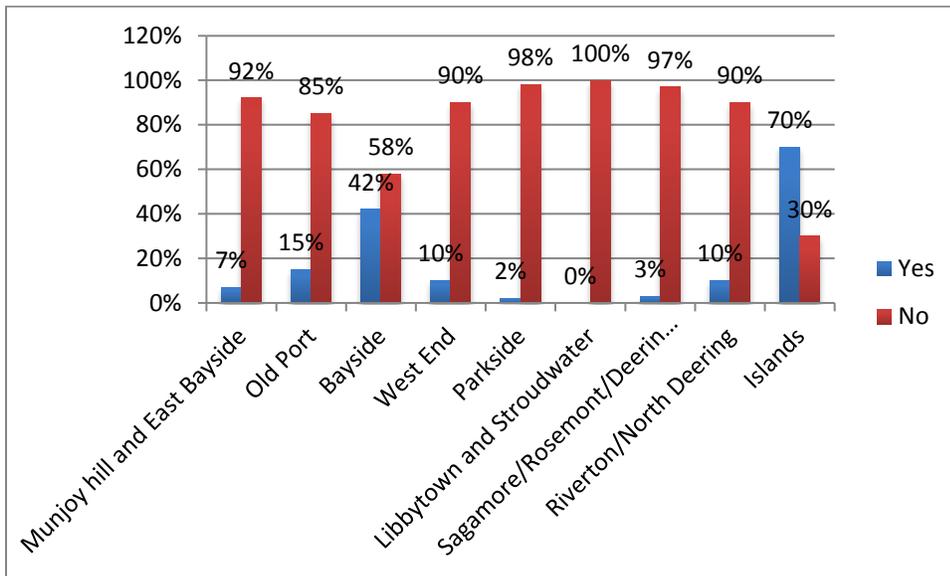
With the exception of the islands, analysis by neighborhood also suggests that a majority of the respondents have not been a victim of crime in the past 24 months.

Table 15: Familiarity with Community Policing Program

| Response | Percentage |
|---|---|
| **Very familiar** | 13% |
| **Somewhat familiar** | 48% |
| **I have never heard of it** | 39% |

The data suggests a majority of city residents, 48 percent, are somewhat familiar with the community policing program.

Table 16: Familiarity with Community Policing Officer

| Response | Percentage |
|---|---|
| **Yes** | 14% |
| **No** | 86% |

The data suggests the high percentage, 86 percent, of respondents do not know who their community policing officer is. This is similar to the results from 2013 and the senior lead officer program where 81% were unfamiliar with the senior lead officer for their community.

When analyzed by neighborhood, even neighborhoods where there are higher rates of crime, Bayside, Parkside and Munjoy Hill and East Bayside, a majority of respondents reported not knowing who their community policing officer is. The data suggests 18 percent of Bayside respondents knew who their community policing officer was; 29 percent of respondents in

Parkside were aware of their community policing officer and 11 percent of respondents in Munjoy Hill and East Bayside were familiar with their community policing officer.

Table 17: Familiarity with community coordinator

| Response | Percentage |
|----------|------------|
| Yes | 7% |
| No | 93% |

Similar to the community policing officer responses, a high percentage of respondents, 93 percent, reported being unfamiliar with their community coordinator.

Figure 18: Do you know who your beat officers are?

| Response | Percentage |
|----------|------------|
| Yes | 8% |
| No | 92% |

Similar to the community policing officer and community coordinator responses, a high percentage of respondents, 92 percent, reported being unfamiliar with their beat officers.

**Conclusions**

A majority of neighborhoods reported crimes of shootings, robbery and domestic violence as minor problems. Neighborhoods reported crimes of vehicle break in's and illegal drugs as major problems in four neighborhoods, Bayside, 37%, Munjoy Hill and East Bayside, 21%, Sagamore/Rosemont/Deering Center, 31% and Parkside, 27%.

Analysis of the data suggests the connection between neighborhood crime and crime related activities and the actual calls for service are consistent. As mentioned previously, this implies that neighborhood residents are aware of crime and crime related activities within their communities.

The data also suggests a positive police/community relationship. Given the higher rates of satisfaction with the police/community relationship in neighborhoods with higher calls for service, this suggests the police are responding appropriately to calls for service. Additionally, the data suggests a majority of the respondents are satisfied with the police response, most of the time. It should be noted also that a majority of the respondents to the survey have not called the police in the past 12 months and have not been a victim of a crime in the past 24 months. This coupled with a high level of community awareness about crime and crime related activities in their community point to good communication between the police and individual neighborhoods.