



**PREPARED FOR:**

**CITY OF PORTLAND**

**Portland Police Community Relations Survey Research Report**

**September 2015**

**PREPARED BY:**

**DHM RESEARCH**

**(503) 220-0575 • 239 NW 13<sup>th</sup> Ave., #205, Portland, OR 97209 • [www.dhmresearch.com](http://www.dhmresearch.com)**

## 1. | INTRODUCTION AND METHODOLOGY

### INTRODUCTION & METHODOLOGY

Davis, Hibbitts & Midghall, Inc. (DHM Research) administered a survey on behalf of the City of Portland and COCL/COAB. The objective of this survey was to assess community perceptions of the Portland Police Bureau and to meet requirements, as laid out in the City's 2014 Settlement Agreement with the Department of Justice, regarding the Bureau's pattern or practice of unconstitutional use of force against individuals with actual or perceived mental illness.

#### **Research Design:**

##### Survey Development:

The questionnaire development was a collaboration among the City of Portland, COCL/COAB, and DHM Research.

##### Sample:

The sample for the study was generated from a random selection of all Portland residential mailing addresses. The cover letter and landing page for the online survey instructed households to select the adult with the most recent birthday to complete the survey.

The mailing list used for this study was appended with information indicating whether the household was likely to include African-American and Hispanic individuals. To attempt to collect sufficient data from racial and ethnic populations, these households were oversampled. The breakdown was 20% presumed African American, 20% presumed Hispanic, and 60% presumed White or some other race.

The target number of completed surveys was 1,000. Based on past response rates, 5,363 household were selected to participant in the survey.<sup>1</sup> A total of 1,280 surveys were ultimately returned, for a response rate of 24%.

The sample size is sufficient to assess opinions generally, and allows a review by multiple subgroups including age, gender, area of city, race, Hispanic ethnicity, educational attainment, and other demographics.

---

<sup>1</sup> A small number of households outside the City of Portland limits were inadvertently included in the mailings. Each return survey was verified as coming from a Portland household. All other surveys have been excluded.

## Survey Administration:

DHM Research administered this dual instrument (mail and web) survey to residents of the City of Portland between the dates of July 31<sup>st</sup> and September 2<sup>nd</sup> of 2015 on the following schedule.

- July 31, 2015: An initial postcard was mailed. This postcard alerted residents of a forthcoming version of the paper survey, and also provided them the option to complete the survey online.
- August 5, 2015: A mailing of the survey, which included a cover letter explaining the purpose of the project and instructions, the survey itself, and a pre-paid return envelope was sent out. Recipients were once again presented with the option to complete the survey by mail or online.
- August 11, 2015: A thank you and reminder postcard was mailed.
- August 16, 2015: A second a second copy of the survey was mailed along with an updated cover letter, and pre-paid return envelope.
- September 2, 2015: Final data entry of paper surveys and online survey portal closed.

Each survey respondent was provided a unique numerical passcode. To complete the survey online they were required to enter their passcode, and only one completed survey per passcode was allowed. In the event that multiple surveys were returned (either online or paper) only the first completed survey was accepted.

The online survey was hosted on an independent and secure DHM Research server, and was available to respondents 24 hours a day. In gathering responses, DHM Research employed quality control measures including pre-testing and monitoring the online survey to identify potential browser issues. DHM Research collected all paper surveys returned, and conducted data entry of these responses into the online portal. Quality control measures were implemented to ensure the accuracy of entries coordinated by DHM Research staff. The addresses of respondents were cross referenced to ensure that they currently lived within the boundaries of the City of Portland.

## Weighting

The sample plan ensured that every adult with a household address had an equal opportunity to be selected for the study. Inevitably, however, response rates vary across demographic groups. As with most surveys of this type, women, older residents, and those who are White completed the survey at higher rates. To ensure that the results presented here are representative of entire adult population, the data has been weighted by age, gender, race, Hispanic ethnicity, and area of city (N, NE, SE, NW, SW).

**Statement of Limitations:**

For a sample size of 1,280, the margin of error for each question falls between  $\pm 1.6\%$  and  $\pm 2.7\%$ , at the 95% confidence level. The reason for the difference lies in the fact that, when response categories are relatively even in size, each is numerically smaller and thus slightly less able – on a statistical basis – to approximate the larger population.

In the annotated questionnaire, results may add up to 99% or 101% due to rounding.

**DHM Research:**

DHM Research has been providing opinion research and consultation throughout the Pacific Northwest and other regions of the United States for over three decades. The firm is non-partisan and independent and specializes in research projects to support public policy-making. [www.dhmresearch.com](http://www.dhmresearch.com)

DRAFT

## 2. | SUMMARY & OBSERVATIONS

### **The Portland public looks favorably upon the Portland Police Bureau when it comes to fighting crime.**

- Portlanders are willing to work with the police: Nearly 9 in 10 respondents were willing to call the police if they saw a crime or work with the police department to identify someone who committed a crime in their neighborhood.
- Fewer than 2 in 10 feel they would be treated disrespectfully (17%) or unfairly (14%).
- Fewer than 2 in 10 find the Portland Police untrustworthy (16%).
- Only about 1 in 10 of Portland residents believe the police do a poor job fighting crime (11%).
- The majority of Portland residents who have contact with the police feel they are treated fairly and are generally satisfied with their interactions.

### **Close to six in ten people think they would be comfortable calling the police for assistance for family members with a mental health crisis (57%). Six in ten of those who do so are satisfied with their experience (59%).**

- Certain groups are, overall, uncomfortable calling the police in a mental health crisis: LGBTQ people (68% uncomfortable), African Americans (61%), and people with a history of mental health issues (56%).
- Satisfaction after calling in the police is less positive among a few populations: Less than half of LGBTQ people (18%) or those under the age of 30 (40%) are satisfied with the help they received from the police in a mental health crisis situation.

### **The public displays concern about how the police perform in developing relationships with the community and specific groups within the community.**

- The public expresses lack of trust in how police treat people with mental health concerns, the quality of relationships between police and people in the city, and the use of race or ethnicity in guiding decisions about whether to stop someone.
- More generally, the community seems relatively uncertain rather than negative about the Portland police in several areas, including whether the Bureau is well-managed, whether police make decisions that are right for neighborhood people, and whether people are treated disrespectfully due to race, gender, or sexual orientation.

### **People are largely unaware of improvements being made by the Portland Police Bureau.**

- The majority of people (55%-67%) indicate they do not know whether the bureau has undertaken various improvements.
- The most visible improvement is training officers to help people having a mental health crisis: 38% think the bureau has done so.
- Skepticism is highest when it comes to investigations of and accountability for officers.

### **Members of marginalized populations often have more negative perceptions of Portland police.**

- Perceptions of police are strongly shaped by race. Members of African American and Native American communities are particularly negative about the police, but other groups (LGBTQ, physically disabled) also have elevated concerns about the police in many areas.
- When they do interact with the police, Native American and those of Other racial backgrounds are more likely to come away dissatisfied.
- Doubt in the Portland Police Bureau's ability to make positive long-term changes prevails among African Americans, Native Americans, and LGBTQ respondents.

### **Hispanic people express specific concerns about police performance rather than one consistent viewpoint.**

- In many ways, Hispanic and Non-Hispanic people report similar viewpoints: They view the Portland Police similarly in terms of overall legitimacy and trust, general performance, and appropriate use of force.
- They are just as likely as to come away satisfied when the police stop them or when they call the police to help with a mental health crisis.
- However, when Hispanic people contact the police, they are more likely to come away dissatisfied (52%) than are Non-Hispanic people (19%).
- Additionally, they were more likely to rate the police poorly on listening to community concerns (41% vs. 18%).

### **The African American community, in contrast, expresses consistently negative views about Portland Police.**

- African Americans distrust the Portland Police, believe the Portland Police use too much force, evaluate the Bureau's performance negatively, and agree that the Portland Police stereotype based on race or ethnicity.
- Furthermore, African Americans who are not clearly negative about Portland Police express more ambivalence around working directly with the police. For example, African Americans are more likely than Whites to say they neither agree nor disagree that they would work with the Portland Police to identify a person who committed a crime (22% vs. 6%) or that you should do what police officers request even if you disagree with the request (47% vs. 25%).
- These negative perceptions are disassociated with overall personal safety: African Americans and Whites feel equally safe in general. African Americans, like White community members, are among the most likely to say they feel safe walking alone at night in their neighborhood (70%) or downtown (46%) and the least likely to report a crime victim in their household (16%).

**People who have ever received treatment for mental health problems, or have family members who have done so, are more negative about Portland Police.**

- Community members with a history of mental health treatment have less trust in the Portland Police, rate the Bureau's performance less favorably, and agree that the Portland Police use more force than necessary.
- They also worry more that the Portland Police may stereotype them because of their mental health condition than do people without a history of mental health treatment (17% vs. 6%).

**Neighborhood matters: People have distinctly different opinions about and experiences with the police based on where they live.**

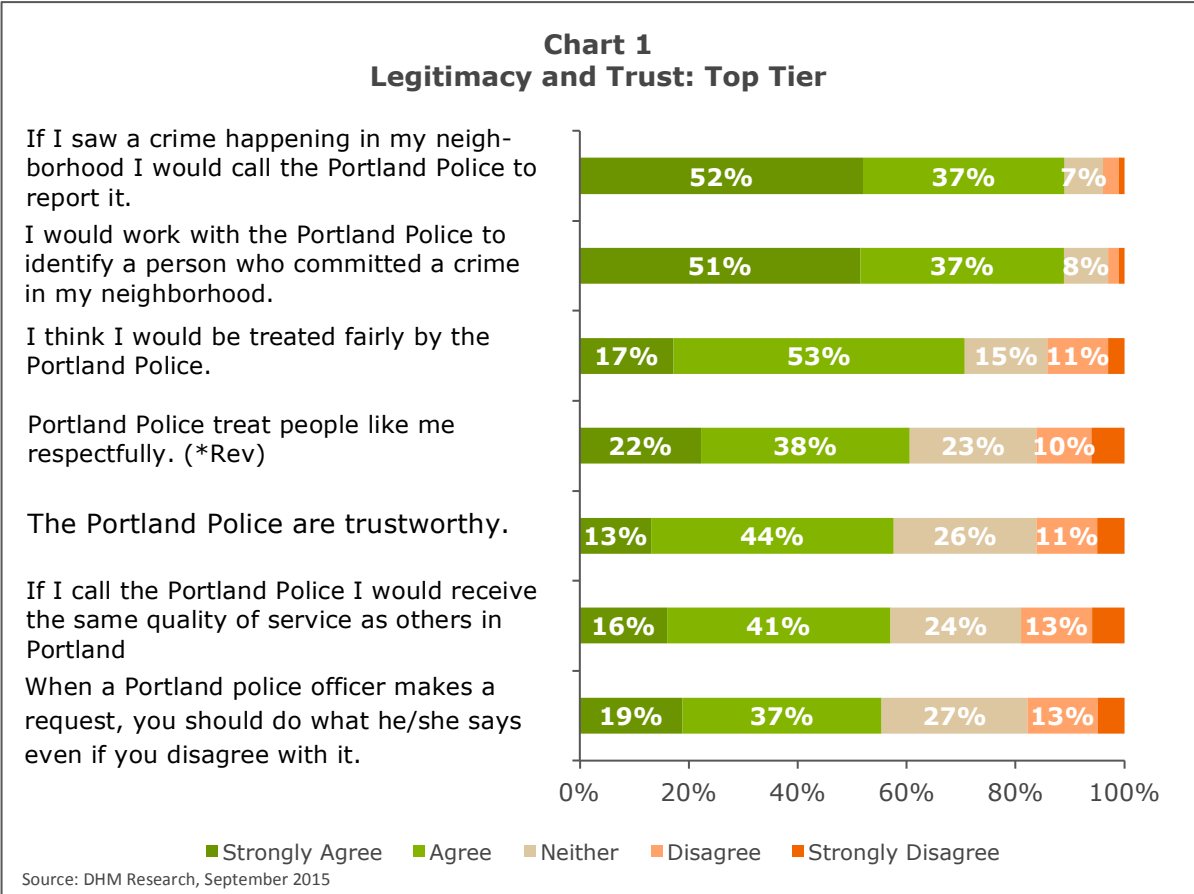
- People on the Westside of Portland view the police more positively and feel safer in their neighborhoods (80%-82% feel safe walking at night in their neighborhood).
- Although few people in Southwest Portland report interactions with or visibility of police, those in the Northwest see police more regularly.
- People in North or Northeast Portland view the police less positively and feel less safe; people in Southeast Portland have mixed perceptions.

DRAFT

### 3. | KEY FINDINGS

#### 3.1 | Legitimacy and Trust

Respondents first evaluated the Portland Police Bureau (PPB) on fifteen dimensions chosen to assess public perceptions of trust in the police and police legitimacy (Q1A-Q1O)<sup>2</sup>. Overall perceptions of the police varied considerably across these dimensions. Respondents trusted police most when it came to concrete aspects of stopping criminal behavior. They were willing to turn to the police for help and willing to work with the police.

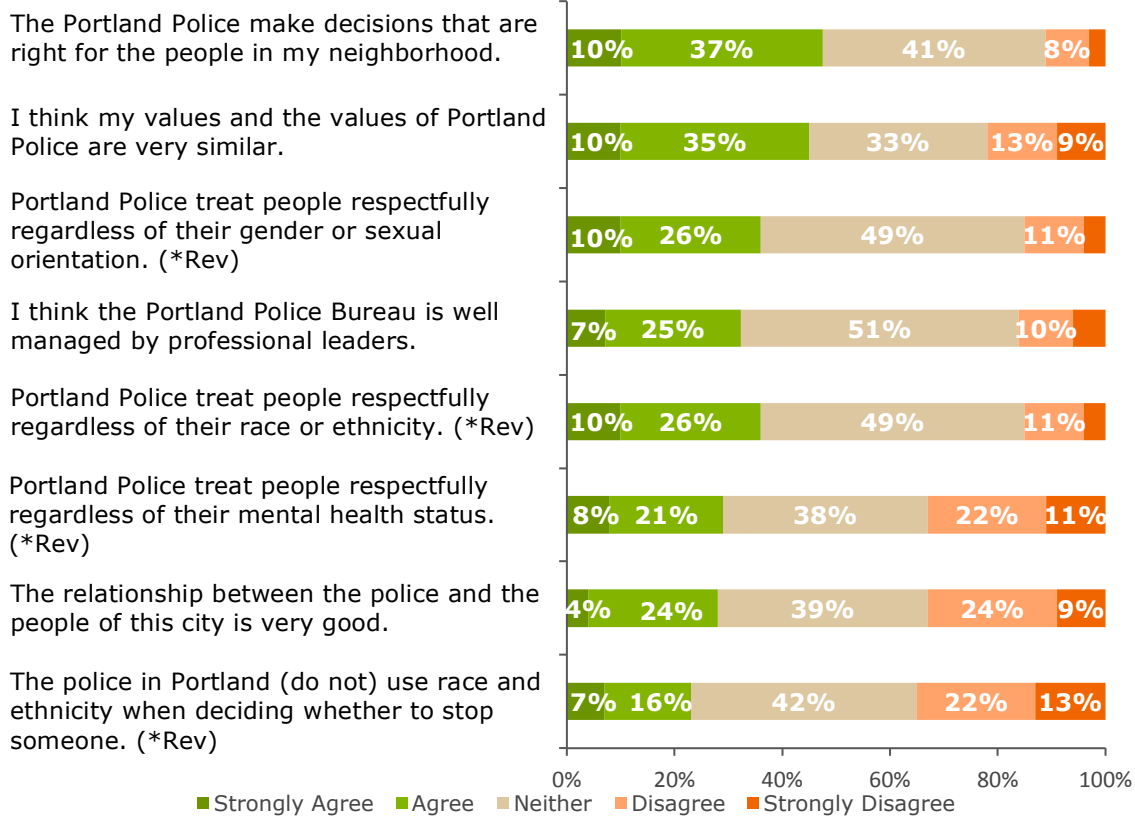


Nearly 9 in 10 respondents were willing to call the police if they saw a crime or work with the police department (89% each). The majority also felt they would be treated fairly (71%), respectfully (60%), and found the Portland Police trustworthy (58%).

<sup>2</sup> Some questions in the survey were worded such that endorsement (agreement) corresponded to negative perceptions. For clarity, these questions may be displayed in a reversed wording on charts. When this was done, we notate with \*Rev next to the relevant question.



**Chart 2  
Legitimacy and Trust: Lower Tier**



Source: DHM Research, September 2015

Just over one half of respondents expressed positive evaluations when it came to trust in receiving same quality of service as others (57%) and complying with police requests (55%).

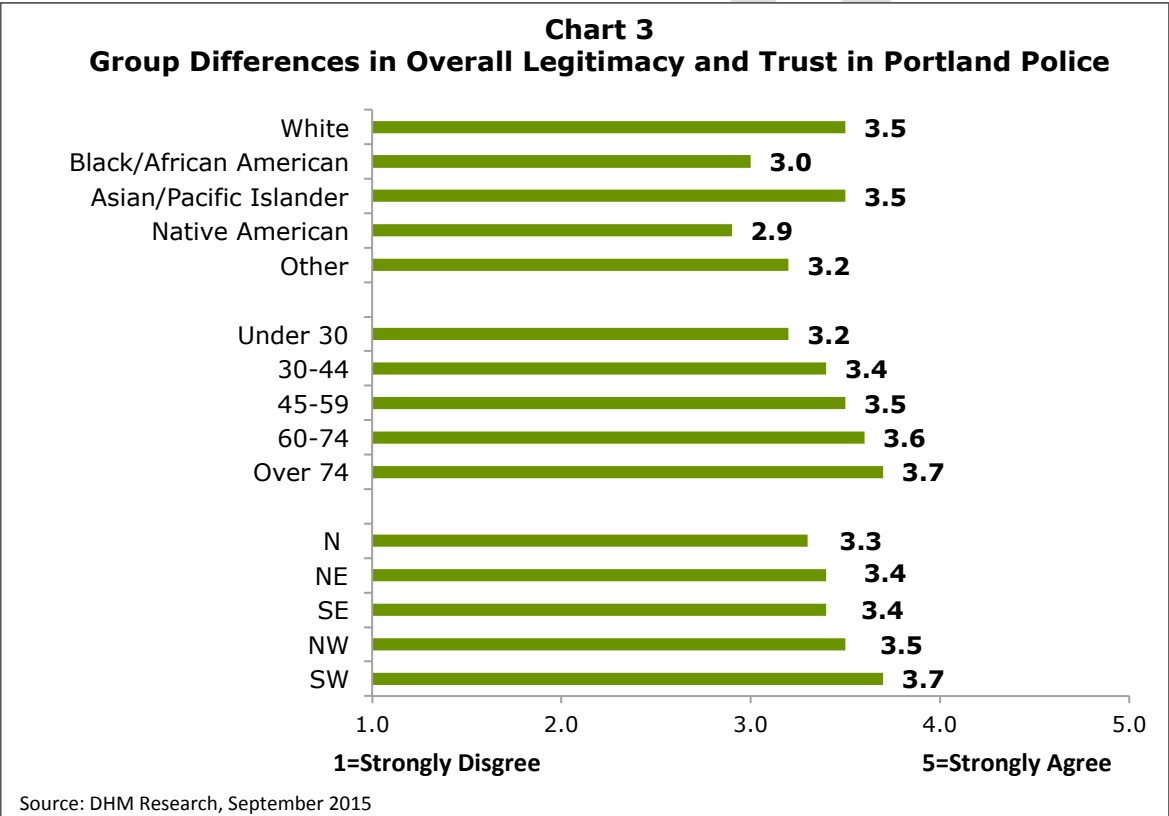
Respondents were less positive about the police when it came evaluating the Bureau’s values, management, respect for racial and ethnic populations or those with mental illness, community relationships, and use of racial profiling.

While these more discretionary aspects of policing were held in lower esteem, these results were not necessarily due to elevated negative opinions expressed by participants. Rather, a notable proportion of people provided responses of “neither agree/disagree” when it came to many aspects of legitimacy and trust. For example, close to one-half neither agreed nor disagreed that the Bureau is well-managed (51%) or that the Portland police treat people respectfully regardless of gender or sexual orientation (49%). These results point to both neutrality as well as uncertainty, though it is impossible to assess the proportion of each motivation within those who provided “neither agree/disagree” responses.

Opinions were decidedly less positive when evaluating police relations with different marginalized populations and the community in general. Negative opinions outweighed

positive when it came to how police treat people with mental health concerns, quality of community relationships, and use of race or ethnicity in guiding decisions about whether to stop someone.

**Demographic Differences:** Public perceptions of the police varied systematically across different communities. LGBTQ respondents, people with some college education or less, those with mental health issues, victims of crime in the past year, and those with less community contact with police officers had less positive opinions about the Police Bureau than their counterparts. In addition, race, age, and neighborhood all shaped evaluations of the Police Bureau. By averaging those responses provided across all fifteen questions, we get an overall index of how respondents rated the legitimacy of and trust in Portland Police. Chart 3 displays mean legitimacy and trust ratings by race, age, and neighborhood. Lower scores indicate disagreement, with higher means signifying elevated agreement.



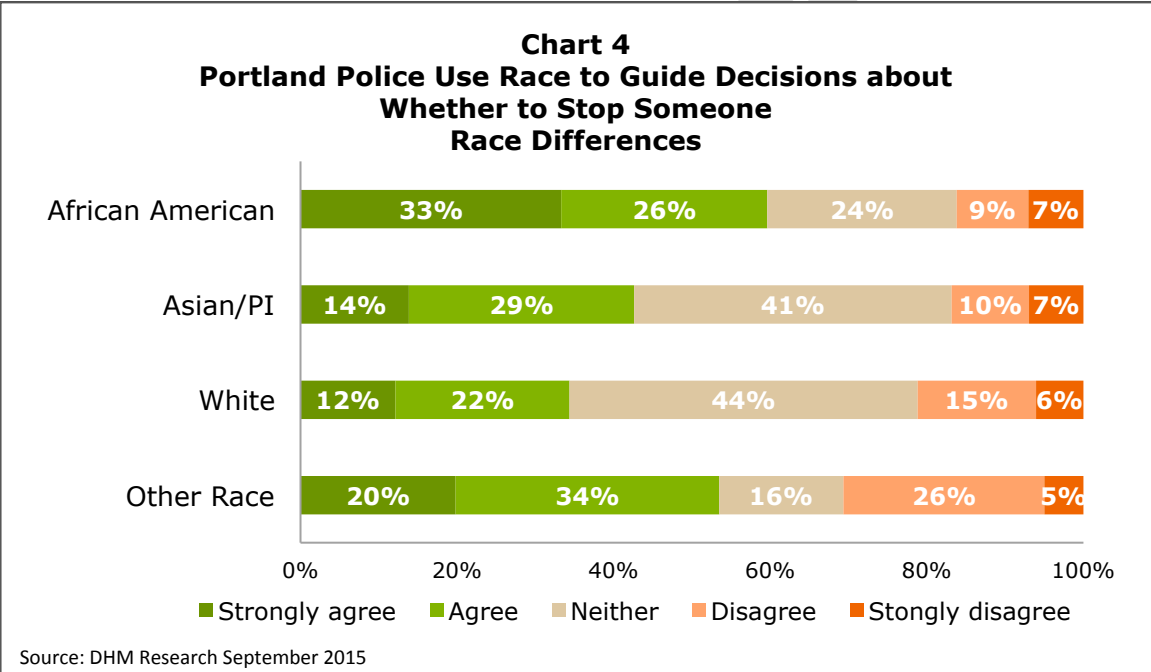
People from White or Asian communities were more positive about the police department than those from the African American community, Native American community, or those of other racial backgrounds. In addition, perceptions of the police were more positive among older age groups: people 45 or older were more positive than those aged 44 or younger. Finally, people in North or Northeast Portland neighborhoods were less positive than those on the west side of Portland.

The group differences were typically fairly small: around .5 or less on the rating scale. In other words, the range of difference separated people into neutral leaning toward

disagreement when judging PPB’s legitimacy and trust and neutral leaning toward agreement. However, these demographic differences were consistent across nearly all the questions. This means that lower trust in the police department was a global evaluation among certain groups, coloring how respondents viewed the police in multiple aspects.

There is one important qualifier that should be taken into account when interpreting these averages. Because the middle of the rating scales could reflect uncertainty rather than a neutral evaluation, it may be more accurate to state that scores near 3.0, on average, reflect uncertainty in how to evaluate the Portland police on many of these questions.

Looking more closely at race differences on one question, whether police in Portland use race and ethnicity when deciding whether to stop someone (Q1G), illustrates this issue.

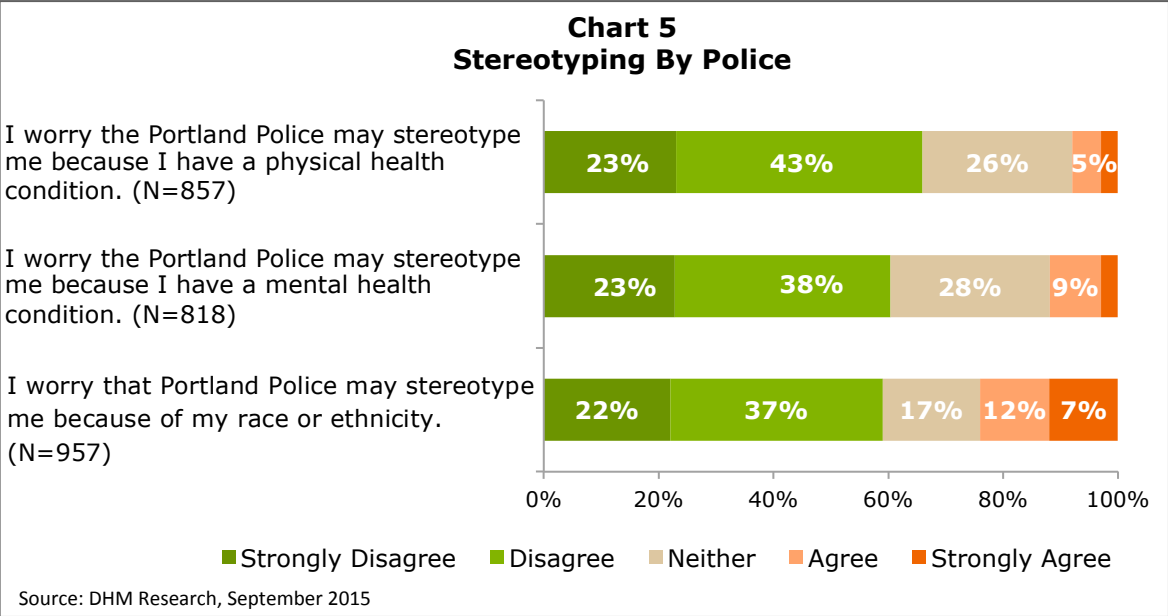


Members of the African American community were significantly more likely than White respondents to believe that Portland Police use race or ethnicity to make decisions about whether to stop someone, with other racial groups falling between the two. White respondents were more likely to neither agree nor disagree. African American and White respondents were equivalent in those who think racial profiling is not used. Here, it seems likely that the White respondents are indicating that they don’t know whether the Portland Police use race or ethnicity when deciding about whether to stop someone.

**3.2 | Concerns about Treatment**

Respondents indicated whether they had concerns about how Portland Police may treat them based on physical health, mental health, or race/ethnicity (Q2A-Q2C). Respondents had the option to skip any question that did not apply to them. Of those who answered, a

minority worried that they would be stereotyped because of physical health (8%), mental health (12%), or race/ethnicity (24%).



A majority were not worried about being stereotyped due to physical health (66%), mental health (61%), or race/ethnicity (59%). Close to one-quarter indicated that they neither agree nor disagree that Portland Police may stereotype them due to mental health (28%) or physical health (26%) conditions. Two in ten neither agreed nor disagreed that Portland Police may stereotype them due to race or ethnicity (17%). Again, this pattern seems to reflect uncertainty about whether stereotyping could be a concern.

**Demographic Differences:** Respondents with a physical disability were more concerned about stereotyping based on their physical health condition than those without a disability (27% worried vs. 6%). Respondents who had a mental health issue in the past year, or a family member with one, were more concerned about stereotyping based on mental health conditions than their counterparts (17% worried vs. 7%).

Compared to White respondents, members of all other race and ethnic groups were more concerned about being stereotyped by the police based on their ethnicity or race. The proportion of White respondents worried about stereotyping (15%) was substantially less than that of African Americans (79%), Native Americans (73%), other racial groups (45%) and Asian/Pacific Islanders (43%). Hispanics and non-Hispanics did not differ significantly in their concern about being stereotyped, although nearly four in ten Hispanic and Latinos expressed worry over being stereotyped by police (39%).

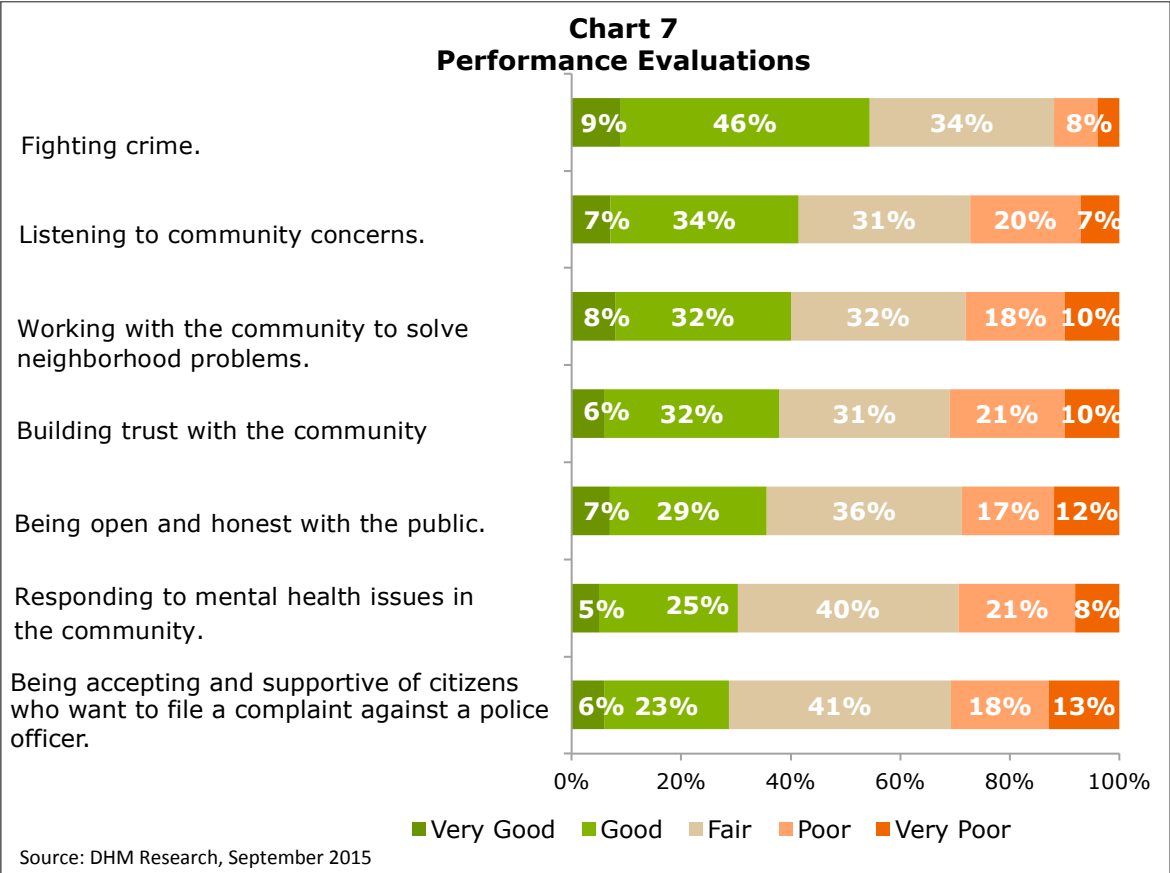
Averaging across the three questions about stereotyping gave an index of overall confidence in police when it comes to stereotyping. Opinions varied systematically across different communities. LGBTQ respondents, those with mental health issues, people with a physical disability, crime victims, and people with no community contact with police all had lower confidence than their counterparts.



### 3.3 | Performance Evaluations

#### 3.3.1 | Performance In the Past Year

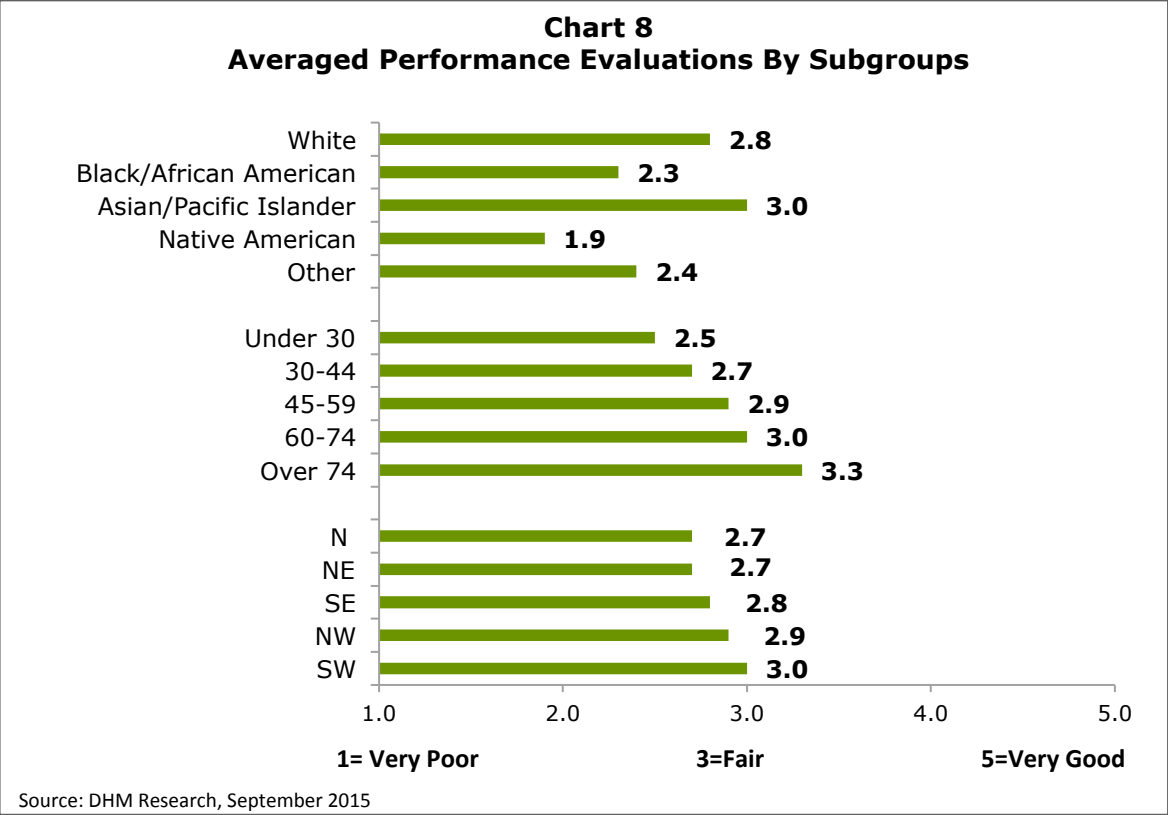
Respondents evaluated PPB’s performance in several areas over the past year (Q3A – Q3G). One in ten (11%) gave PPB a negative evaluation on fighting crime. When it came to community relationships and mental health issues, respondents were more likely to provide neutral or negative feedback.



Overall, evaluations were positive to fair when it came to fighting crime, listening to community concerns, and working with the community to solve neighborhood problems. In other aspects of performance, negative and positive evaluations were balanced, resulting in an overall neutral performance evaluation.

**Demographic Differences:** Again, certain groups rated PPB’s performance more favorably than others across these seven dimensions. Specifically, members of some ethnic and racial populations (African Americans, Native Americans), LGBTQ respondents, people with some college education or less, younger respondents, people with mental health concerns, people with disabilities, people living in North or Northeast Portland, and crime victims all rated PPB less favorably. White and Asian respondents, those over the age of 45, and those from the Westside or Southeast Portland all judged the police more positively.

Chart 8 presents averaged performance evaluations by race, age, and neighborhood, to illustrate demographic differences across multiple groups.

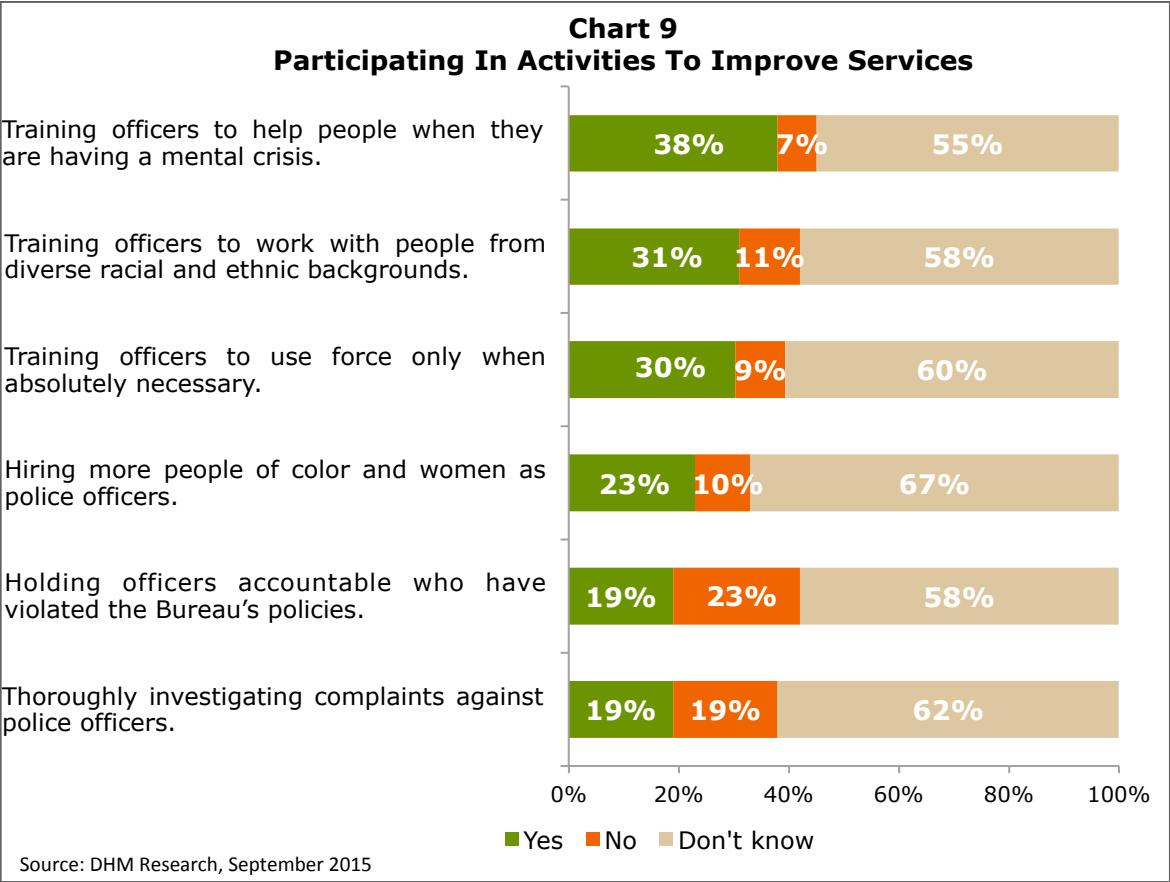


Race differences were of higher magnitude when it came to evaluating PPB’s performance over the past year. For example, Native Americans rated the police as “poor” overall, whereas White and Asian respondents rated the police as “fair.” The youngest and oldest respondents also had a moderate difference in opinion, with those over the age of 74 being the most positive about PPB’s performance.

Respondents on the Westside, and in Southeast Portland, were slightly more positive about PPB’s performance than those from North or Northeast neighborhoods. These differences were fairly small, but statistically significant.

**3.3.2 | Improvements in the Past Year**

Respondents also evaluated the extent to which PPB had worked to improve performance through trainings, diversity in hiring, and accountability (Q4A-Q4E). Over one-half of respondents did not know if PPB had made any attempts to improve performance.

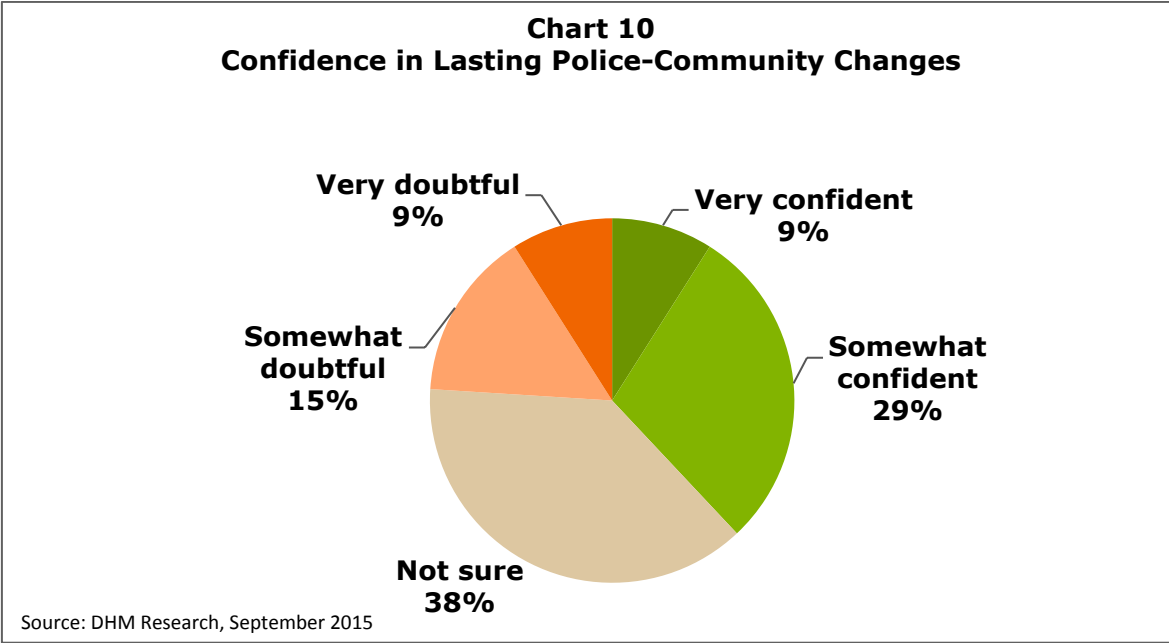


“Don’t know” responses were most common, with a majority of people indicating they did not know whether the PPB had undertaken each of the various improvements (55%-67%). The most visible activity was training officers to help people having a mental crisis, with nearly four in ten (38%) indicating that they thought the PPB had undertaken these trainings. Close to three in ten believed that PPB had trained officers to work with people from diverse racial and ethnic backgrounds (31%) or to use force only when necessary (30%). Skepticism was highest when it came to investigations of and accountability for officers. Nearly two in ten believed the Bureau did not hold officers accountable for violating the Bureau’s policies (23%) or investigate thoroughly complaints against officers (19%).



**3.3.3 | Long Term Effects of Changes**

Respondents considered whether any changes being made in PPB would have a lasting, positive effect on police-community relations (Q5). The general tone reflected uncertainty about the long-term effects, with guarded positive leanings.

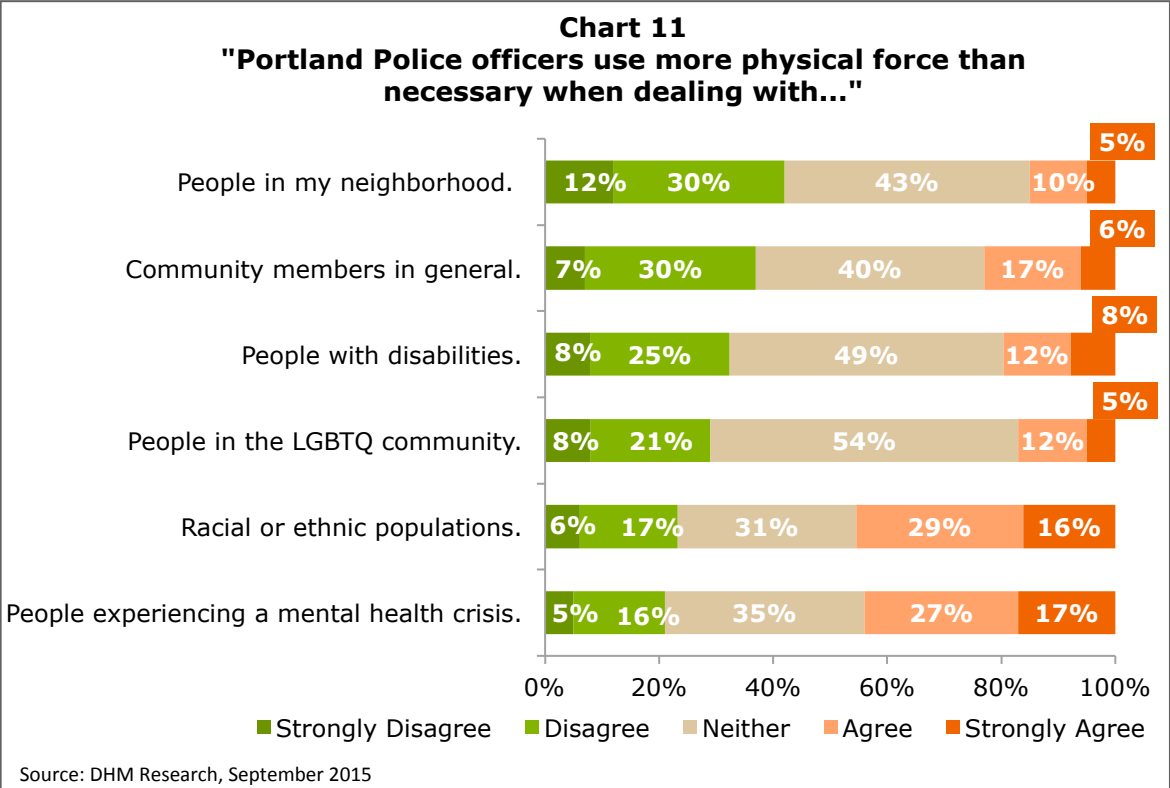


The most common response to whether there would be lasting change was “not sure” (38%). Another four in ten were confident the changes would last (38% “very” or “somewhat” confident) and one-quarter were doubtful (24% “very” or “somewhat” doubtful). As a whole, respondents were more confident about long-term positive change than they were doubtful.

**Demographic Differences:** Confidence in long lasting positive changes varied across many groups. People with a history or family history of mental health treatment, crime victims, men, younger people, and people with higher levels of education were less confident in changes than their counterparts. Notably, doubt was more prevalent than confidence among African Americans, Native Americans, and LGBTQ respondents.

### 3.4 | Perceptions Regarding Police Use of Force

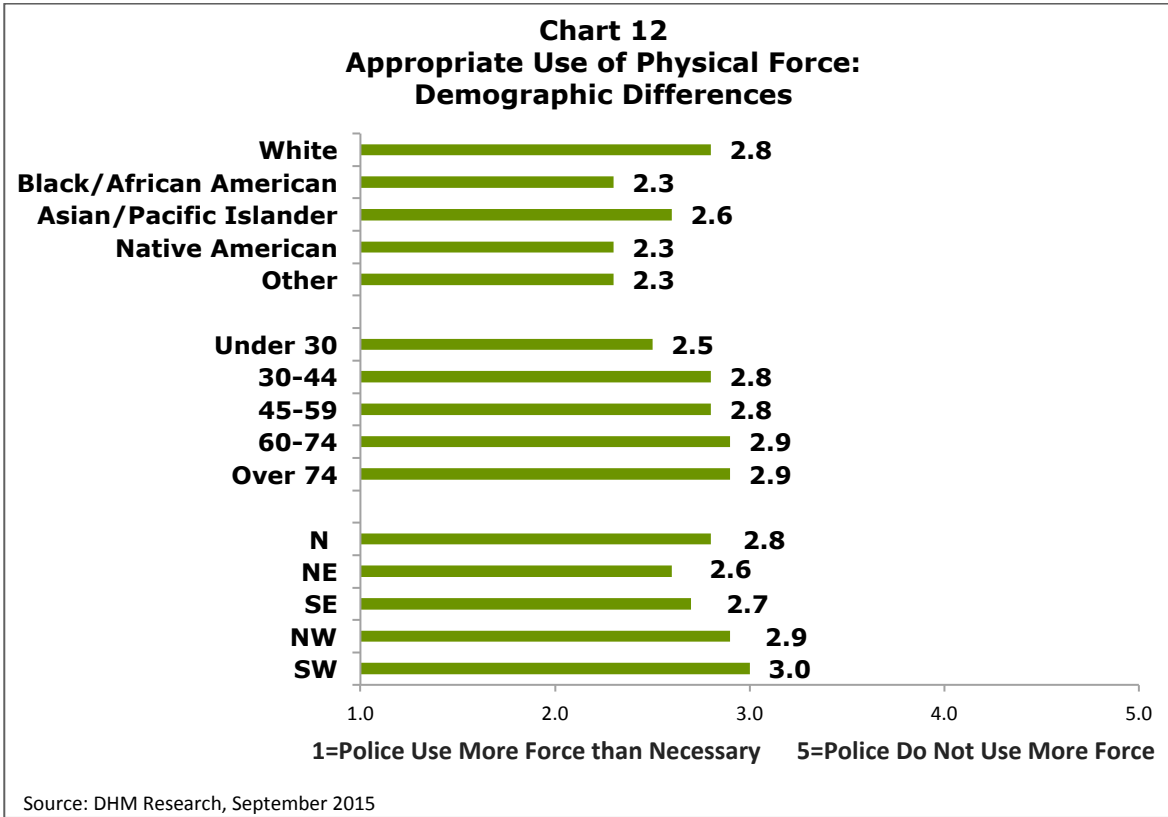
Respondents indicated whether they believed Portland Police officers use more physical force than necessary in a variety of situations (Q6A-Q6F). Close to four in ten felt that the use of force was not excessive when police interacted with people in their neighborhood (42%) or members of the community in general (37%).



Slightly fewer, three in ten, felt that use of force was at an appropriate level in police interactions with those with disabilities (33%) or members of the LGBTQ community (29%). When it came to police interactions with racial or ethnic populations or people experiencing a mental health crisis, perceptions shifted. For these populations, respondents were more likely to agree that the force used was more than necessary (46% in regards to racial or ethnic minorities, 44% regarding those experiencing a mental health crisis).

**Demographic Differences:** Perceptions of appropriate use of physical force varied systematically across demographic groups. When ratings are averaged across the six questions, people with mental health issues, people with a physical disability, crime victims, those without community contact with police, and LGBTQ respondents all feel the police use more force than necessary.

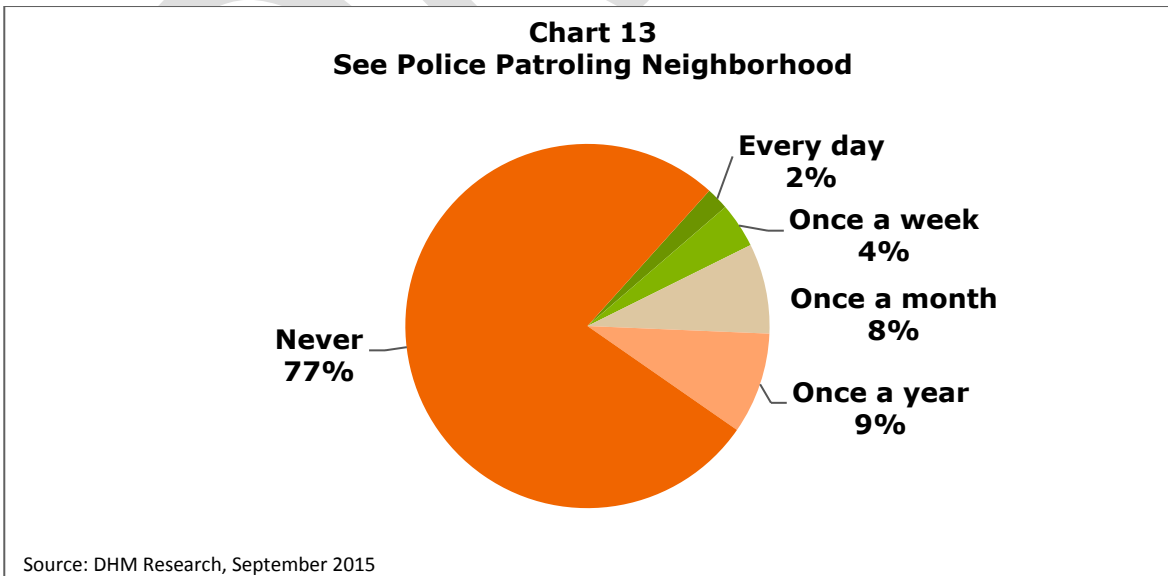
Chart 12 displays averaged scores for appropriate use of force by police officers by race, age, and neighborhood. African Americans and people of Other racial background feel that the police use more physical force than is necessary, as do people below the age of 45 and people living in Northeast or Southeast Portland.



### 3.5 | Contact with Police

#### 3.5.1 | Police Visibility in Neighborhood

A strong majority of respondents (77%) indicated that they never see Portland police on foot (Q7A).

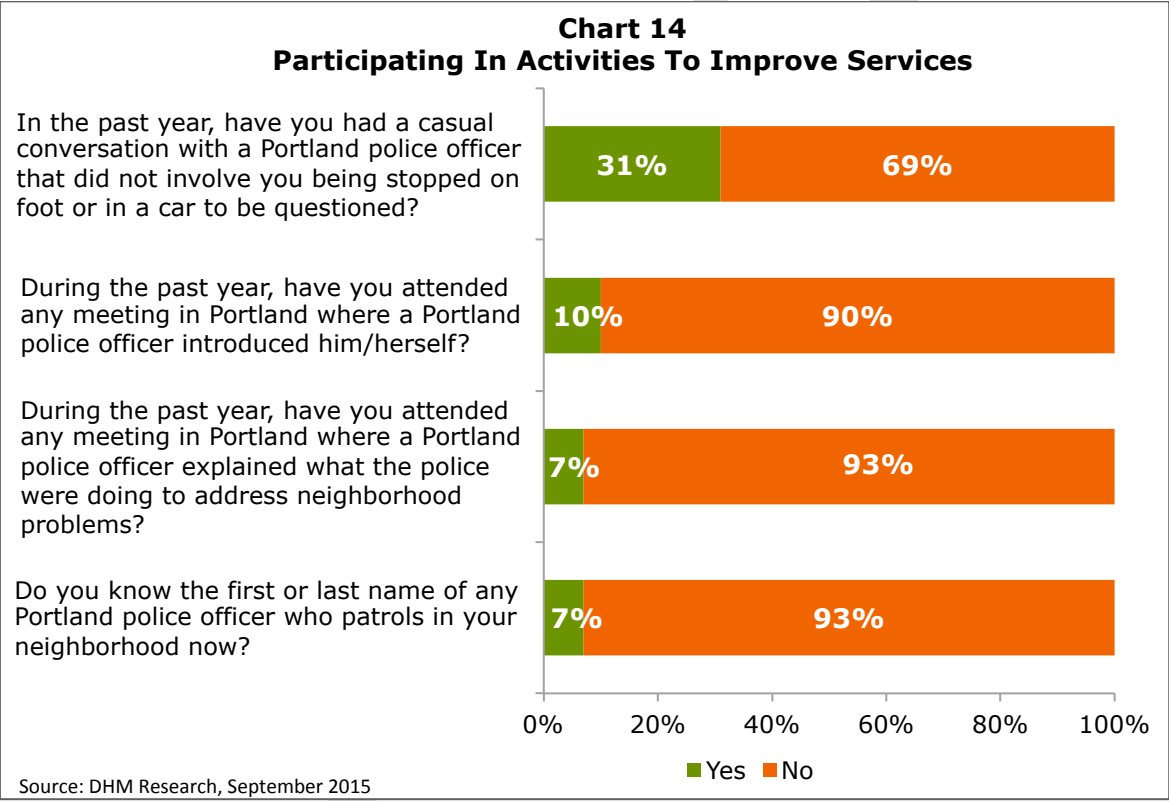


**Demographic Differences:** Visibility of police differed notably in Northwest Portland. Although a plurality of respondents living in Northwest Portland still indicated that they never saw police (43%), two in ten reported seeing the police around once a week (23%) or once a month (21%). Although the overall numbers were small, respondents in North Portland were particularly likely to say that they saw police every day (7% vs. 1%-3%).

There was a trend for respondents below the age of 45, to be somewhat more likely to have seen police on foot around once a month (9%-14%) as compared to older respondents.

**3.5.2 | Community Contact with Police**

Respondents indicated whether they had contact with police officers in a variety of contexts out and about in the community, such as casual conversation or at a meeting (Q7B-Q7E). Few people had contact with police officers in these more neutral contexts.



The most frequent type of community contact with police was casual conversation, which 31% of respondents reported having in the past year. Few – 10% or less of respondents – had other forms of community contact with police.

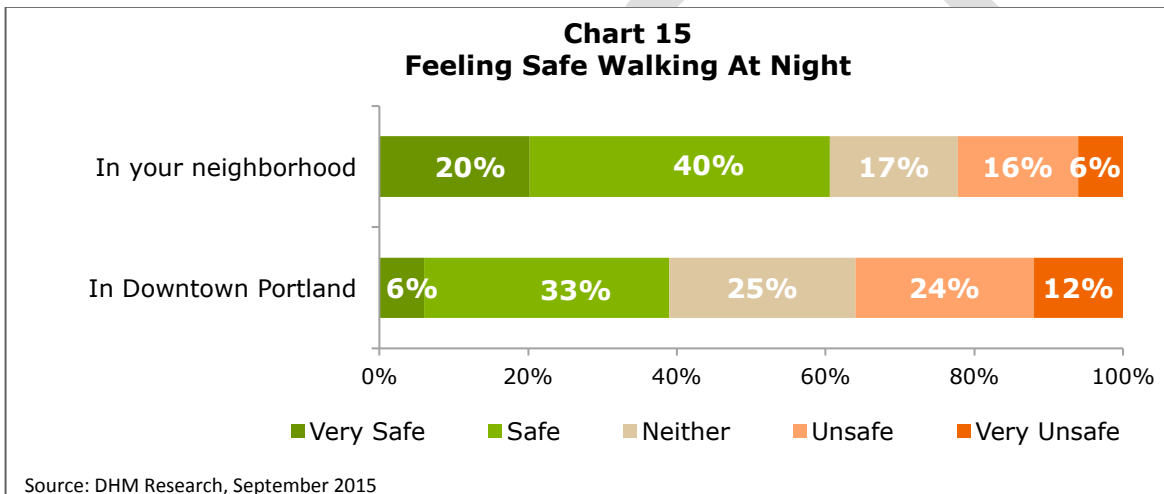
### Demographic Differences:

**Casual Conversation:** People in North Portland (42%) or Southeast Portland (34%) were more likely to have engaged in casual conversation with police officers than residents in Northeast Portland (24%). The oldest respondents, above the age of 75, were least likely to have had casual conversations with police officers (19%).

**Meetings:** Members of the LGBTQ community and crime victims were more likely to have been at a meeting where an officer introduced him/herself or at a meeting where an officer explained more of what police were doing to address neighborhood problems.

### 3.5.3 | Feelings of Safety and Crime Exposure

Respondents indicated how safe they felt walking alone at night in their neighborhood (Q8A) or downtown Portland (Q8B). A majority of people felt safe in their own neighborhood at night (61%). In contrast, fewer felt safe walking in downtown Portland at night (39%).



More than two in ten respondents felt unsafe walking in their neighborhood at night (22%). Safety in downtown Portland was more of a concern: 36% felt unsafe walking downtown at night.

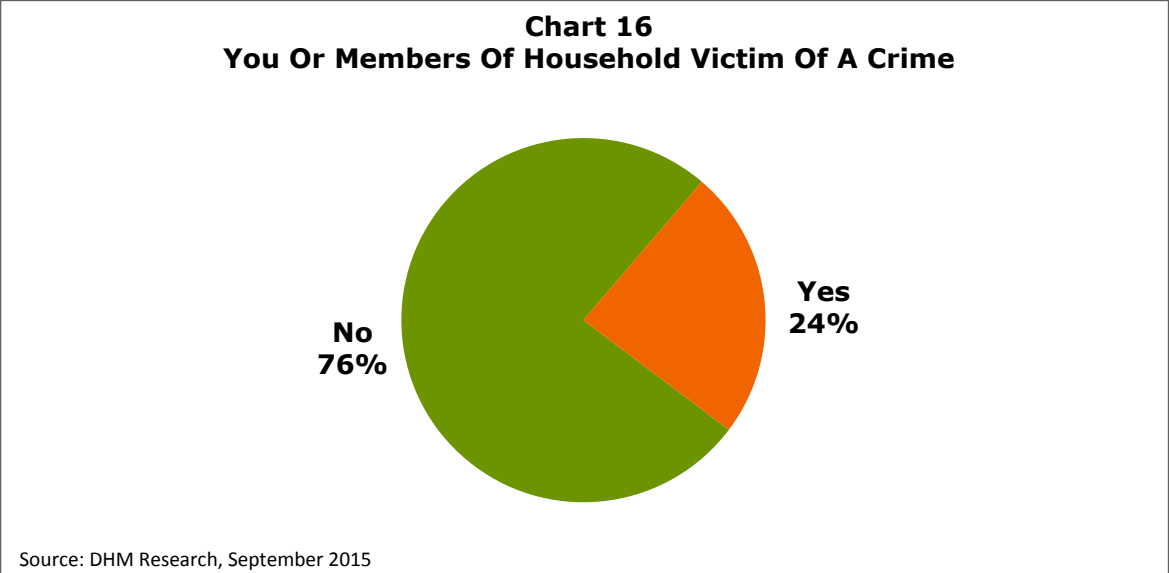
**Demographic Differences:** Men, people with a college degree, and people aged 30-59 felt safer both in their neighborhood and downtown as compared to their counterparts.

LGBTQ respondents felt safer than non-LGBTQ respondents walking in their own neighborhood. Those with physical disabilities felt less safe in their own neighborhoods than those without physical disabilities.

People on the Westside enjoyed the greatest feelings of safety in their neighborhood (80%-82% safe), with those living in North Portland feeling the least safe (46%).

Race impacted feelings of safety somewhat. A plurality of Native American respondents indicated that they felt neither safe nor unsafe (46%). African American respondents (71%) and White respondents (63%) were more likely to feel safe in their own neighborhoods.

Nearly one-quarter of respondents had been a victim of a crime or had a person in their household who had been a victim of crime (Q9A).

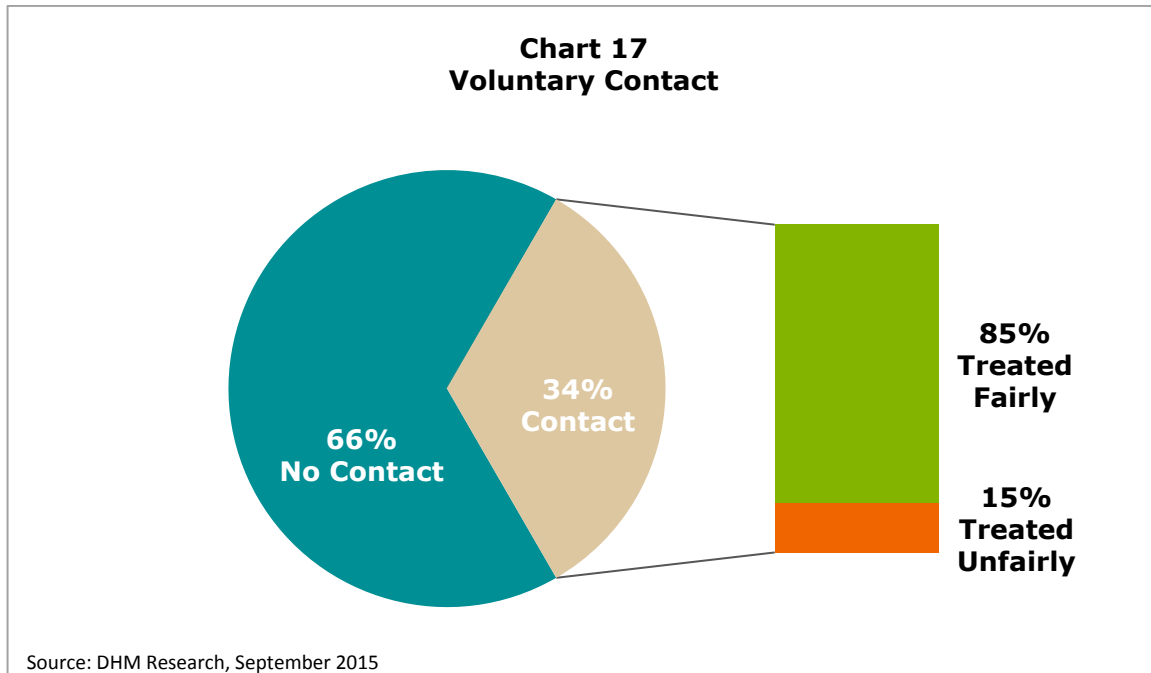


**Demographic Differences:** Some groups experienced less crime than others. The oldest respondents, over the age of 74, were the least likely to have been a victim of crime (8% vs. 16%-31% among other groups). People with a physical disability were more likely to be a crime victim than people without a physical disability (35% vs. 22%). Neighborhood also mattered: Respondents living in Southwest Portland reported less crime than other neighborhoods.

Race differences were subtle. Native Americans were most likely have been a crime victim (47%), but this differed statistically only from African Americans, the least likely to have been crime victims (16%).

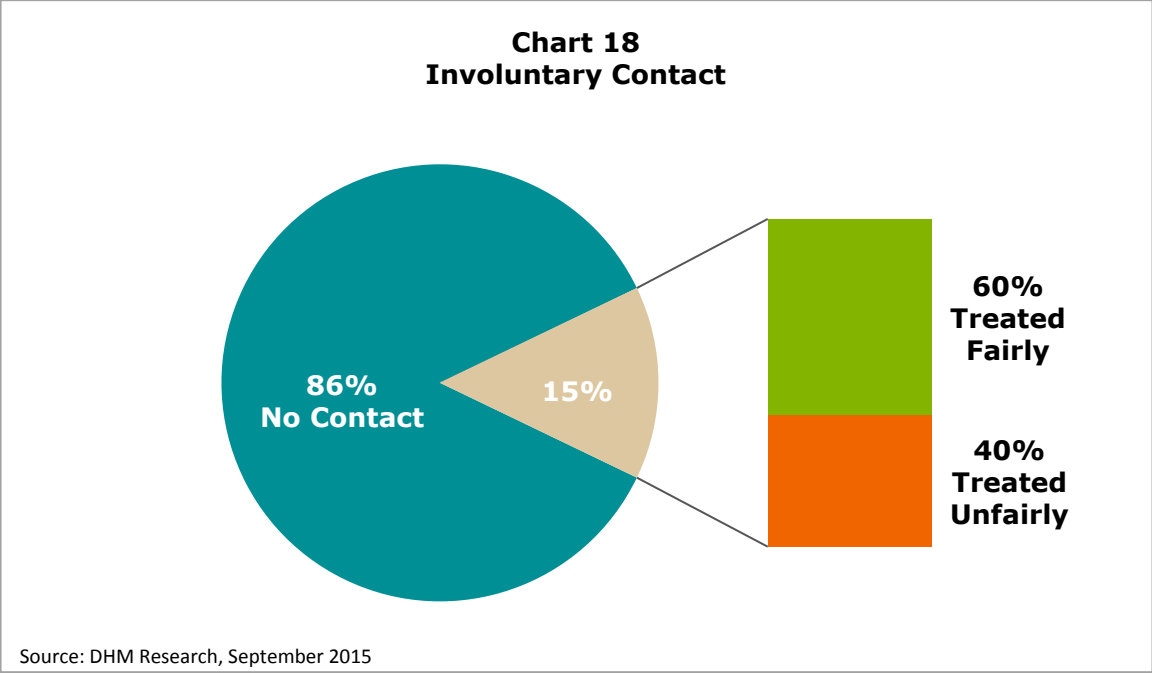
### 3.5.4 | Contact with Police

Around one-third of respondents contacted the police in the past year to report a crime or ask for help (Q9B). Among those who had contacted the police voluntarily, a strong majority (85%) felt they were treated fairly in their most recent interaction.



**Demographic Differences:** Perception of treatment differed by race: A greater proportion of White respondents reported being treated fairly compared to those of Other racial background (88% vs. 54%).

Relatively few respondents (15%) had been contacted by Portland Police officers in the past year for a warning, citation, or arrest (Q9D). Of these, the majority (60%) felt that they were treated fairly in their most recent interaction.

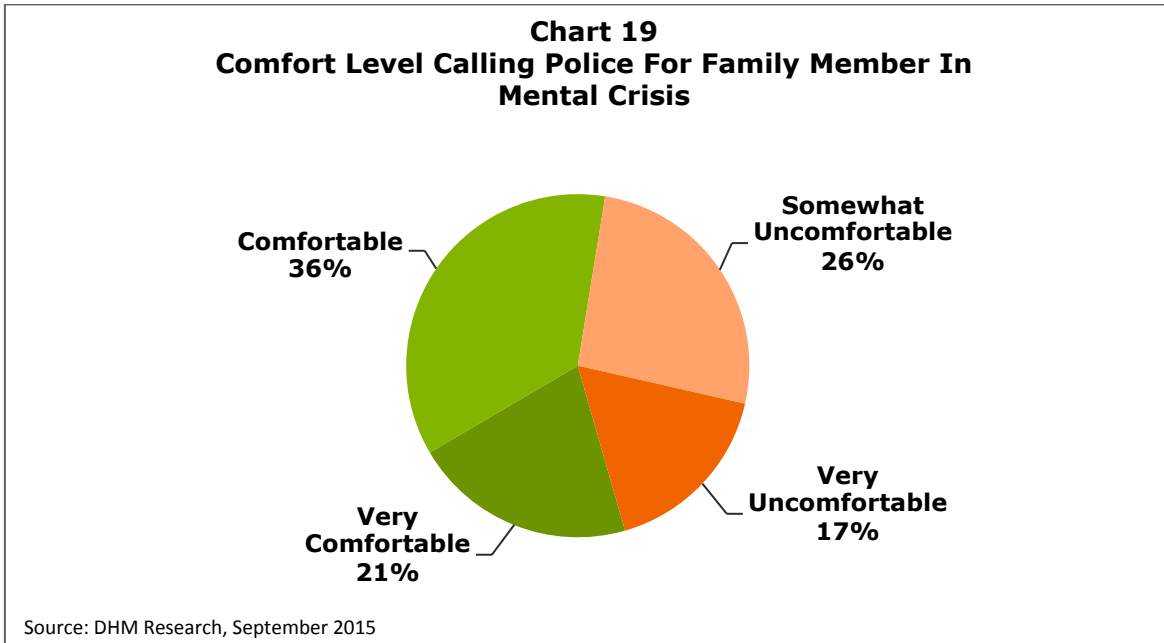


**Demographic Differences:** Some groups were less likely to have been stopped by the police. White respondents (88% no involuntary contact), those over the age of 74 (94%), and those living in either Northwest Portland (98%) or Southwest Portland (94%) were all less likely to have been stopped by the police than their counterparts.

People under the age of 45 and those who go on to some college feel treated less fairly after being stopped by the police.

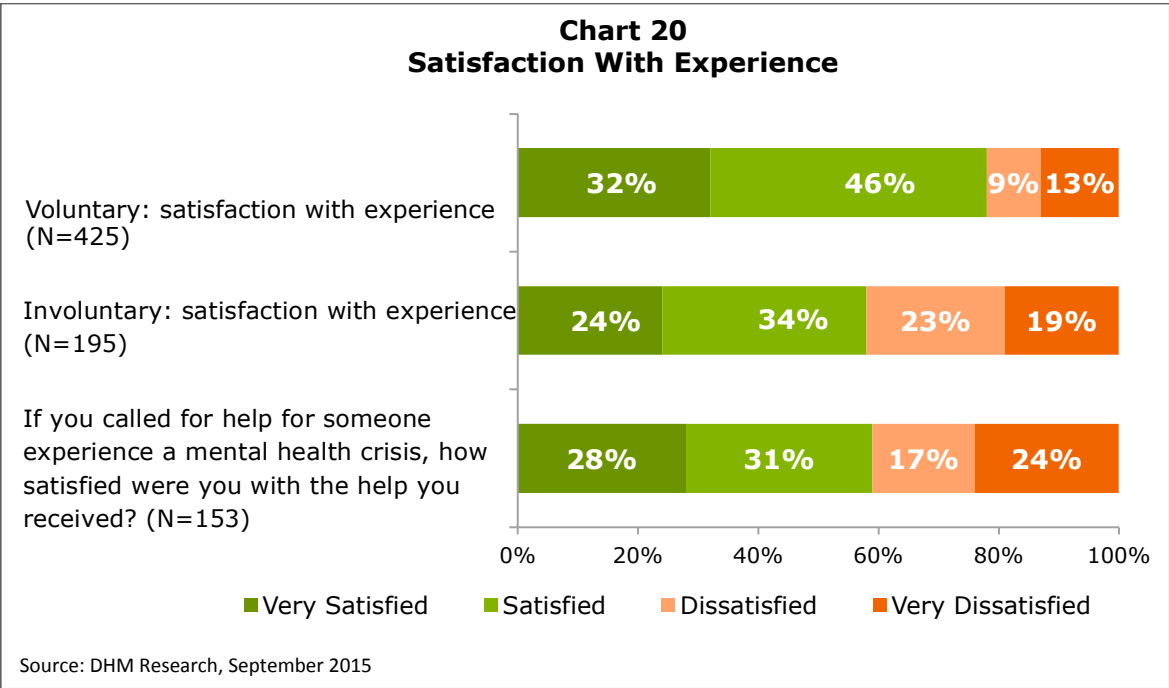


Just over one-half of respondents (57%) were comfortable calling the police for assistance if a family member was experiencing a mental health crisis (Q9F).



**Demographic Differences:** Women, White and Asian respondents, non-LGBTQ respondents, those with less education (high school or less), people over the age of 60, people living in Southwest Portland, and those with no history of mental health illness were all more comfortable calling the police for assistance if a family member were to experience a mental health crisis.

Participants who had contact with the police, either voluntary or involuntary, and those who had called for help with someone with a mental health crisis indicated their overall satisfaction with the help they received (Q9C, Q9E, Q9G).



People who had contacted the police themselves to report a crime were the most satisfied; almost four in five (79%) were satisfied with their experience. Overall, the majority of those who had been contacted by the police or those asking for help for someone with a mental health crisis were also satisfied with their experience (58%-59%).

**Demographic Differences:**

Among those who had contacted the police themselves, satisfaction varied by ethnicity and race. Non-Hispanics were more likely to be satisfied (81%) than Hispanic respondents (41%). White respondents were more likely to be satisfied (83%) than African Americans (72%), respondents who identified their race or ethnicity as Other (45%), or Native Americans (57%).

Satisfaction after being stopped by the police was higher among older people, those with less education, and those with more community contact with the police. Additionally, White respondents were likely to be satisfied (66%) than African American (55%) or those of Other racial background (31%).

Groups particularly dissatisfied with their experiences after calling police in a mental health crisis were LGBTQ respondents (82% dissatisfied), previous crime victims (59%), people living in North Portland (59%), people with a bachelor’s degree or higher (51%), and people under the age of 45 (50%-60%).

**APPENDIX A**  
**Portland Police Community Relations Survey**  
**September 2015; Online and Paper**  
**N=1,280<sup>3</sup>**

1. Please indicate your level of agreement with the following statements.

Response Category	Strongly agree	Agree	Neither Agree / Disagree	Disagree	Strongly disagree
<b>a. The Portland Police make decisions that are right for the people in my neighborhood.</b>					
Total; N=1,237	11%	38%	41%	8%	3%
African American; N=111	7%	25%	40%	15%	13%
Hispanic; N=115	14%	32%	42%	11%	2%
White; N=994	10%	40%	40%	8%	2%
Other Race; N=190	12%	31%	46%	7%	4%
<b>b. The Portland Police are trustworthy.</b>					
Total; N=1,227	13%	45%	26%	11%	5%
African American; N=113	7%	41%	19%	10%	23%
Hispanic; N=114	18%	33%	27%	18%	4%
White; N=992	13%	47%	26%	10%	4%
Other Race; N=190	16%	40%	23%	17%	4%
<b>c. Portland Police treat people like me disrespectfully.</b>					
Total; N=1,232	6%	10%	23%	38%	23%
African American; N=111	20%	12%	33%	25%	10%
Hispanic; N=115	16%	10%	29%	30%	16%
White; N=993	3%	10%	23%	41%	24%
Other Race; N=187	18%	14%	20%	30%	17%
<b>d. If I call the Portland Police I would receive the same quality of service as others in Portland.</b>					
Total; N=1,233	16%	41%	24%	13%	6%
African American; N=113	12%	20%	32%	20%	16%
Hispanic; N=104	20%	25%	22%	14%	20%
White; N=999	16%	44%	23%	13%	4%
Other Race; N=179	14%	28%	24%	21%	14%
<b>e. I think I would be treated fairly by the Portland Police.</b>					
Total; N=1,238	17%	53%	15%	11%	3%
African American; N=115	13%	22%	24%	28%	14%
Hispanic; N=115	20%	44%	7%	23%	7%
White; N=994	18%	57%	15%	8%	2%
Other Race; N=190	14%	43%	17%	18%	9%

<sup>3</sup> Sample sizes by racial group are provided for each item. Note that this survey used the US Census definitions for ethnicity and race. As such, all participants indicated both whether they considered themselves of Hispanic/Latino ethnicity and then their race. Accordingly, the N-size for Hispanic, African-American, White, and Other Race will exceed the Total.

Response Category	Strongly agree	Agree	Neither Agree / Disagree	Disagree	Strongly disagree
f. I think my values and the values of Portland Police are very similar.					
Total; N=1,229	10%	35%	33%	13%	9%
African American; N=112	9%	41%	22%	10%	18%
Hispanic; N=103	16%	27%	43%	10%	5%
White; N=997	10%	34%	35%	13%	8%
Other Race; N=177	8%	35%	30%	16%	11%
g. The police in Portland use race and ethnicity when deciding whether to stop someone.					
Total; N=1,238	13%	22%	42%	16%	7%
African American; N=111	33%	26%	24%	9%	7%
Hispanic; N=113	11%	38%	25%	15%	12%
White; N=994	12%	22%	44%	15%	6%
Other Race; N=188	15%	34%	29%	17%	5%
h. Portland Police treat people disrespectfully because of their race or ethnicity.					
Total; N=1,238	10%	18%	43%	20%	9%
African American; N=113	26%	21%	42%	7%	5%
Hispanic; N=115	6%	30%	45%	7%	12%
White; N=994	9%	15%	46%	22%	9%
Other Race; N=189	14%	26%	37%	15%	8%
i. Portland Police treat people disrespectfully because of their mental health status.					
Total; N=1,239	11%	22%	38%	21%	8%
African American; N=113	22%	41%	24%	9%	5%
Hispanic; N=115	18%	9%	41%	19%	13%
White; N=995	9%	21%	40%	21%	8%
Other Race; N=190	19%	22%	30%	23%	6%
j. Portland Police treat people disrespectfully because of their gender or sexual orientation.					
Total; N=1,232	4%	11%	49%	26%	10%
African American; N=112	12%	14%	57%	11%	6%
Hispanic; N=115	2%	19%	43%	19%	17%
White; N=988	3%	10%	51%	27%	9%
Other Race; N=189	7%	18%	40%	23%	12%
k. If I saw a crime happening in my neighborhood I would call the Portland Police to report it.					
Total; N=1,245	53%	37%	7%	3%	1%
African American; N=115	40%	42%	14%	3%	2%
Hispanic; N=115	52%	42%	2%	4%	0%
White; N=998	54%	36%	6%	3%	1%
Other Race; N=190	47%	40%	12%	1%	1%
l. I would work with the Portland Police to identify a person who committed a crime in my neighborhood.					
Total; N=1,246	51%	37%	8%	2%	1%
African American; N=113	36%	38%	22%	2%	2%
Hispanic; N=115	38%	44%	16%	2%	0%
White; N=1,000	54%	37%	6%	2%	1%

Response Category	Strongly agree	Agree	Neither Agree / Disagree	Disagree	Strongly disagree
Other Race; N=190	33%	50%	15%	2%	0%
m. I think the Portland Police Bureau is well managed by professional leaders.					
Total; N=1,243	7%	25%	51%	10%	6%
African American; N=113	10%	18%	47%	7%	19%
Hispanic; N=115	14%	28%	46%	8%	5%
White; N=996	6%	24%	54%	10%	5%
Other Race; N=190	8%	29%	47%	9%	7%
n. The relationship between the police and the people of this city is very good.					
Total; N=1,239	5%	24%	39%	24%	9%
African American; N=113	5%	18%	40%	20%	17%
Hispanic; N=115	10%	15%	35%	24%	16%
White; N=993	3%	24%	39%	26%	8%
Other Race; N=190	5%	26%	29%	24%	15%
o. When a Portland police officer makes a request, you should do what he/she says even if you disagree with it.					
Total; N=1,240	19%	37%	27%	13%	5%
African American; N=113	15%	31%	47%	3%	5%
Hispanic; N=114	16%	25%	36%	15%	8%
White; N=995	18%	38%	25%	14%	4%
Other Race; N=189	18%	35%	30%	9%	8%

2. Please indicate how you think Portland police would treat you? **(Skip any of these 3 questions that you feel does not apply to you)**

Response Category	Strongly agree	Agree	Neither Agree / Disagree	Disagree	Strongly disagree
a. I worry that Portland Police may stereotype me because of my race or ethnicity.					
Total; N=957	12%	12%	17%	37%	22%
African American; N=109	34%	44%	8%	7%	6%
Hispanic; N=106	23%	16%	26%	13%	23%
White; N=730	6%	9%	16%	44%	25%
Other Race; N=2174	27%	23%	20%	20%	10%
b. I worry the Portland Police may stereotype me because I have a physical health condition.					
Total; N=857	3%	5%	26%	43%	23%
African American; N=96	5%	6%	39%	36%	14%
Hispanic; N=86	2%	7%	40%	26%	26%
White; N=662	2%	3%	25%	44%	25%
Other Race; N=141	7%	9%	37%	34%	13%
c. I worry the Portland Police may stereotype me because I have a mental health condition.					
Total; N=818	3%	9%	28%	38%	23%
African American; N=84	8%	8%	44%	26%	15%
Hispanic; N=86	7%	9%	33%	26%	25%
White; N=644	2%	7%	24%	41%	25%

Response Category	Strongly agree	Agree	Neither Agree / Disagree	Disagree	Strongly disagree
Other Race; N=135	6%	15%	44%	28%	7%

3. Rate the Portland Police Bureau's (PPB) performance over the past year on the following activities?

Response Category	Very good	Good	Fair	Poor	Very poor
<b>a. Fighting crime.</b>					
Total; N=1,189	9%	46%	34%	8%	4%
African American; N=110	11%	31%	39%	9%	10%
Hispanic; N=115	14%	25%	37%	5%	20%
White; N=954	8%	47%	36%	7%	2%
Other Race; N=185	7%	35%	33%	14%	12%
<b>b. Responding to mental health issues in the community.</b>					
Total; N=1,168	5%	25%	40%	21%	8%
African American; N=113	9%	17%	23%	34%	17%
Hispanic; N=115	8%	28%	38%	5%	21%
White; N=934	5%	25%	44%	21%	5%
Other Race; N=184	3%	32%	27%	21%	17%
<b>c. Building trust with the community.</b>					
Total; N=1,188	6%	32%	31%	21%	10%
African American; N=112	12%	16%	13%	39%	20%
Hispanic; N=114	12%	25%	18%	25%	20%
White; N=951	5%	34%	34%	21%	7%
Other Race; N=186	5%	31%	21%	23%	20%
<b>d. Working with the community to solve neighborhood problems.</b>					
Total; N=1,180	8%	32%	32%	18%	10%
African American; N=111	11%	15%	24%	34%	17%
Hispanic; N=115	10%	22%	26%	23%	19%
White; N=942	8%	34%	33%	17%	8%
Other Race; N=	4%	28%	25%	20%	23%
<b>e. Being open and honest with the public.</b>					
Total; N=1,180	7%	29%	36%	17%	12%
African American; N=112	10%	8%	28%	34%	20%
Hispanic; N=115	10%	13%	41%	12%	24%
White; N=944	6%	32%	37%	15%	10%
Other Race; N=185	5%	20%	45%	10%	19%
<b>f. Listening to community concerns.</b>					
Total; N=1,175	7%	34%	31%	20%	7%
African American; N=112	11%	7%	25%	40%	17%
Hispanic; N=115	9%	19%	23%	41%	7%
White; N=939	7%	37%	33%	17%	6%
Other Race; N=185	4%	26%	23%	32%	15%

Response Category	Very good	Good	Fair	Poor	Very poor
g. Being accepting and supportive of citizens who want to file a complaint against a police officer.					
Total; N=1,087	6%	23%	41%	18%	13%
African American; N=109	11%	6%	39%	16%	28%
Hispanic; N=115	12%	8%	33%	34%	13%
White; N=862	5%	25%	42%	18%	10%
Other Race; N=176	4%	20%	34%	21%	22%

4. To your knowledge, is the Portland Police Bureau doing any of the following things to improve services in Portland?

Response Category	Yes	No	Don't know
a. Training officers to use force only when absolutely necessary.			
Total; N=1,237	30%	9%	60%
African American; N=113	19%	25%	56%
Hispanic; N=115	40%	15%	45%
White; N=996	29%	8%	63%
Other Race; N=188	41%	16%	44%
b. Training officers to help people when they are having a mental crisis.			
Total; N=1,233	38%	7%	55%
African American; N=107	31%	14%	55%
Hispanic; N=115	40%	9%	51%
White; N=992	38%	5%	57%
Other Race; N=189	45%	9%	46%
c. Training officers to work with people from diverse racial and ethnic backgrounds.			
Total; N=1,234	31%	11%	58%
African American; N=113	16%	35%	49%
Hispanic; N=115	21%	26%	53%
White; N=996	32%	8%	60%
Other Race; N=189	35%	21%	44%
d. Hiring more people of color and women as police officers.			
Total; N=1,229	23%	10%	67%
African American; N=113	17%	48%	34%
Hispanic; N=115	28%	25%	47%
White; N=991	21%	7%	72%
Other Race; N=189	29%	17%	54%
e. Thoroughly investigating complaints against police officers.			
Total; N=1,232	19%	19%	62%
African American; N=113	8%	46%	45%
Hispanic; N=115	26%	34%	40%
White; N=992	16%	17%	67%
Other Race; N=188	30%	28%	42%

Response Category	Yes	No	Don't know
f. Holding officers accountable who have violated the Bureau's policies.			
Total; N=1,229	19%	23%	58%
African American; N=112	9%	62%	29%
Hispanic; N=115	8%	38%	53%
White; N=989	18%	20%	62%
Other Race; N=188	19%	41%	40%

5. How confident are you that any changes being made in the Portland Police Bureau will have a lasting and positive effect on police-community relations?

Response Category	Total N=1,191	African American N=108	Hispanic N=114	White N=959	Other Race N=185
Very confident	9%	8%	16%	8%	8%
Somewhat confident	29%	18%	30%	31%	27%
Not sure	38%	45%	28%	38%	32%
Somewhat doubtful	15%	9%	3%	16%	17%
Very doubtful	9%	21%	23%	7%	16%

6. Do you agree or disagree that: "Portland Police officers use more physical force than necessary when dealing with \_\_\_\_\_."

Response Category	Strongly agree	Agree	Neither Agree/Disagree	Disagree	Strongly disagree
a. Community members in general.					
Total; N=1,211	6%	17%	40%	30%	7%
African American; N=113	15%	18%	40%	25%	3%
Hispanic; N=111	9%	31%	32%	20%	8%
White; N=975	5%	13%	41%	34%	7%
Other Race; N=183	10%	33%	30%	24%	3%
b. Racial or ethnic populations.					
Total; N=1,216	16%	29%	31%	17%	6%
African American; N=112	37%	40%	10%	9%	3%
Hispanic; N=114	35%	24%	24%	10%	8%
White; N=978	13%	29%	34%	18%	5%
Other Race; N=186	29%	32%	22%	14%	3%
c. People experiencing a mental health crisis.					
Total; N=1,217	17%	27%	35%	16%	5%
African American; N=113	31%	31%	26%	7%	5%
Hispanic; N=114	24%	17%	41%	12%	6%
White; N=978	13%	28%	37%	17%	5%
Other Race; N=187	26%	34%	26%	12%	2%
d. People in the LGBTQ community.					
Total; N=1,201	5%	12%	54%	21%	8%



Response Category	Strongly agree	Agree	Neither Agree/ Disagree	Disagree	Strongly disagree
African American; N=111	10%	10%	68%	8%	5%
Hispanic; N=114	3%	22%	55%	11%	10%
White; N=967	4%	10%	55%	23%	7%
Other Race; N=182	7%	28%	48%	12%	5%
e. People with disabilities.					
Total; N=1,213	6%	12%	49%	25%	8%
African American; N=105	10%	10%	54%	21%	5%
Hispanic; N=114	5%	17%	56%	12%	10%
White; N=980	5%	11%	49%	27%	8%
Other Race; N=187	8%	20%	48%	21%	4%
f. People in my neighborhood.					
Total; N=1,217	5%	10%	43%	30%	12%
African American; N=112	9%	12%	46%	19%	15%
Hispanic; N=114	2%	37%	29%	15%	18%
White; N=978	4%	7%	43%	33%	13%
Other Race; N=187	6%	25%	41%	16%	11%

7. Please tell us about your experience with the Portland police in the past year...

a. How often do you see Portland police on foot patrol in your neighborhood?

Response Category	Total N=1,224	African American N=112	Hispanic N=115	White N=984	Other Race N=190
Every day	2%	4%	6%	1%	2%
Once a week	4%	4%	5%	4%	7%
Once a month	8%	12%	3%	9%	8%
Once a year	9%	14%	16%	8%	14%
Never	77%	66%	71%	78%	69%

Response Category	Yes	No
b. In the past year, have you had a casual conversation with a Portland police officer that did <u>not</u> involve you being stopped on foot or in a car to be questioned?		
Total; N=1,240	31%	69%
African American; N=115	22%	78%
Hispanic; N=115	21%	79%
White; N=999	32%	68%
Other Race; N=190	21%	79%
c. Do you know the first or last name of any Portland police officer who patrols in your neighborhood now?		
Total; N=1,242	7%	93%
African American; N=113	13%	87%
Hispanic; N=115	11%	89%
White; N=1,000	6%	94%
Other Race; N=190	5%	95%
d. During the past year, have you attended any meeting Portland where a Portland police officer introduced him/herself?		
Total; N=1,242	10%	90%
African American; N=113	15%	85%
Hispanic; N=115	15%	85%
White; N=1,000	9%	91%
Other Race; N=190	9%	91%
e. During the past year, have you attended any meeting in Portland where a Portland police officer explained what the police were doing to address neighborhood problems?		
Total; N=1,242	7%	93%
African American; N=113	10%	90%
Hispanic; N=115	10%	90%
White; N=1,000	7%	93%
Other Race; N=190	8%	92%

8. How safe would you feel walking alone *at night*:

Response Category	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
a. In your neighborhood					
Total; N=1,241	20%	40%	17%	16%	6%
African American; N=113	22%	48%	16%	9%	5%
Hispanic; N=115	14%	30%	14%	25%	17%
White; N=1,001	22%	41%	16%	16%	5%
Other Race; N=190	14%	33%	21%	18%	14%
b. In Downtown Portland					
Total; N=1,221	6%	33%	25%	24%	12%
African American; N=110	7%	38%	33%	12%	9%
Hispanic; N=114	4%	21%	26%	28%	21%
White; N=987	6%	35%	23%	25%	12%
Other Race; N=188	4%	22%	33%	22%	19%

9. We also want to know about experience you may have had in the past 12 months.

a. Have you or anyone in your household been the victim of a crime in Portland over the past year?

Response Category	Total N=1,226	African American N=112	Hispanic N=115	White N=992	Other Race N=184
Yes	24%	16%	26%	24%	26%
No	76%	84%	74%	76%	74%

b. Did you contact the Portland Police in the past year to report a crime or ask for help? If "YES," were you treated fairly in your most recent interaction?

Response Category	Total N=1,223	African American N=112	Hispanic N=115	White N=986	Other Race N=187
Yes (I had contact) treated fairly	29%	26%	23%	29%	28%
Yes (I had contact) treated unfairly	5%	5%	12%	4%	11%
No (I had no contact)	66%	69%	65%	67%	61%

c. **(If yes to Q9a)** Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in your most recent interaction?

Response Category	Total N=922	African American N=97	Hispanic N=99	White N=729	Other Race N=163
Very satisfied	15%	15%	15%	15%	14%
Satisfied	21%	15%	5%	23%	14%
Dissatisfied	6%	7%	15%	5%	7%
Very Dissatisfied	4%	5%	6%	2%	12%
No (I had no contact)	54%	58%	59%	54%	53%

d. Did a Portland police officer contact you in the past year (ex: warning traffic stop, citation, arrest)? If "YES," were you treated fairly in your most recent interaction?

Response Category	Total N=1,222	African American N=112	Hispanic N=113	White N=986	Other Race N=185
Yes (I had contact) treated fairly	9%	12%	7%	8%	15%
Yes (I had contact) treated unfairly	6%	10%	8%	4%	16%
No (I had no contact)	86%	78%	85%	88%	68%

e. **(If yes to Q9d)** Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in your most recent interaction?

Response Category	Total N=874	African American N=92	Hispanic N=97	White N=682	Other Race N=159
Very satisfied	5%	5%	6%	5%	2%
Satisfied	8%	14%	2%	7%	17%
Dissatisfied	4%	9%	4%	3%	7%
Very Dissatisfied	5%	6%	6%	3%	13%
No (I had no contact)	78%	65%	83%	81%	61%

f. How comfortable would you feel calling the police for assistance if a family member was experiencing a mental health crisis?

Response Category	Total N=1,210	African American N=112	Hispanic N=104	White N=975	Other Race N=185
Very comfortable	21%	16%	22%	23%	13%
Comfortable	36%	23%	43%	37%	39%
Somewhat uncomfortable	26%	38%	14%	25%	30%
Very uncomfortable	17%	23%	21%	16%	18%

g. If you called for help for someone experience a mental health crisis, how satisfied were you with the help you received?

Response Category	Total N=1,089	African American N=106	Hispanic N=93	White N=884	Other Race N=164
Very satisfied	4%	7%	9%	3%	5%
Satisfied	4%	7%	3%	3%	12%
Dissatisfied	2%	3%	2%	2%	3%
Very Dissatisfied	3%	5%	7%	2%	10%
No (I had no contact)	86%	78%	79%	91%	70%

10. Your survey is anonymous. The following questions are included only to help us know how well our results represent all residents in the City of Portland.

a. What is your gender?

Response Category	Total N=1,249	African American N=113	Hispanic N=115	White N=1,009	Other Race N=190
Male	47%	47%	41%	46%	44%
Female	52%	52%	58%	53%	51%
Transgender	1%	1%	1%	1%	0%
Other	1%	0%	0%	0%	4%

b. Do you describe yourself as Spanish, Hispanic, Latino, or Chicano?

Response Category	Total N=1,209	African American N=110	Hispanic N=115	White N=983	Other Race N=186
Yes	9%	10%	100%	6%	35%
No	91%	90%	0%	94%	65%

c. What is your racial background? **(allow for multiple responses)**

Response Category	N=1,230
Caucasian/White	82%
African American/Black	9%
Asian/Pacific Islander	5%
Native American/American Indian	4%
Other	7%

d. Are you a member of the LGBTQ community?

Response Category	Total N=1,221	African American N=108	Hispanic N=115	White N=992	Other Race N=187
Yes	12%	30%	17%	12%	10%
No	88%	70%	83%	88%	90%

e. What is the **highest** level of education you completed?

Response Category	Total N=1,235	African American N=112	Hispanic N=115	White N=1,001	Other Race N=188
Some high school or less	2%	4%	13%	1%	9%
High school degree/GED	7%	8%	5%	7%	6%
Some college but no degree	18%	23%	21%	17%	16%
Associate's degree	10%	6%	13%	8%	18%
Bachelor's degree or higher	63%	60%	49%	67%	51%

f. What is your age?

Response Category	Total N=1,240	African American N=113	Hispanic N=115	White N=1,004	Other Race N=189
Under 30	26%	35%	46%	24%	36%
30 to 44	33%	20%	32%	34%	33%
45 to 59	23%	27%	13%	24%	18%
60 to 74	12%	14%	6%	12%	11%
Over 74	6%	3%	3%	6%	3%

Response Category	Yes	No
g. Have you or any of your family members ever received or are currently receiving treatment for a mental health problem (such as therapy, counseling, or medicine for mental or emotional problems)?		
Total; N=1,240	42%	58%
African American; N=112	30%	70%
Hispanic; N=115	26%	74%
White; N=1,005	46%	54%
Other Race; N=189	34%	66%
h. Do you qualify as someone with a "disability" as defined by the government?		
Total; N=1,230	10%	90%
African American; N=110	11%	89%
Hispanic; N=114	9%	91%
White; N=999	9%	91%
Other Race; N=188	14%	86%

## 11. Zip Code