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Byrne Criminal Justice Innovation

Final Report

Portland's 2018-2022 Community-Based Crime Reduction (CBCR) Grant

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EXECUTIVE SUMMARY

Crime is not uniformly distributed across a cityscape, but tend to concentrate in specific locations. In Portland, Oregon, this includes the Parkrose and Hollywood neighborhoods. Both neighborhoods have rates for property and person crime that exceed city-wide averages. Even in years where Portland crime rates were trending downwards, these two neighborhoods either experienced smaller declines, or saw crime increase. That said, Parkrose and Hollywood remain vibrant neighborhoods with strong neighborhood associations and community members who are dedicated to improving local public safety. Recognizing this, representatives from the Portland Police Bureau (PPB), researchers from Portland State University (PSU) and neighborhood leaders from Hollywood and Parkrose sought and received a large federal grant from the Community-Based Crime Reduction (CBCR) program to support local crime prevention, increase community engagement in public safety management, and improve police-community relations.¹

A guiding principle for Portland's CBCR initiative was that the problems targeted by the grant and the strategies used to address these issues should be determined with broad community input. This was achieved through a series of public meetings in 2019 and early 2020 where the respective neighborhood associations and PPB/PSU team discussed the findings from community surveys and analyses of regional crime data. Both neighborhoods identified property crime, physical disorder, social disorder, and traffic safety as local priorities. In addition, Parkrose had specific concerns about budget hotels/motels along Sandy Blvd., and Hollywood identified a perceived lack of safety in and around the community's transit center. The original plan was to address these issues using a variety of community-based and policing strategies, the latter de-emphasizing investigation and enforcement.

The arrival of the COVID-19 pandemic in the spring of 2020, coupled with the local public protests and staffing shortages necessitated that we delay implementation for a year, streamline our target problems and reconsider the tactics used to address these issues. Informed by the original community-identified concerns, the CBCR team identified four final grant objectives.

- **Goal #1:** Decrease physical disorder & increase community engagement in crime prevention
- **Goal #2:** Increase perceived safety in and around the Hollywood Transit Center
- **Goal #3:** Decrease crime and CFS at and around the budget hotels and motels in Parkrose
- **Goal #4:** Decrease property crime and improve victims' satisfaction with the police

A primary strategy for impacting goals #1 to #3 was to deliver supplemental community engagement foot patrols in both focus neighborhoods during the final 15 months of the grant. The patrols sought to deter criminal behavior via increased police visibility and strengthen police-community relations by focusing on positive forms of engagement. This included "meet & greets" with business owners/managers and joint patrols where local residents accompanied officers during their foot patrols. While staffing shortages prevented us from delivering the original

¹ Funding was provided by the U.S. Bureau of Justice Assistance's Innovations in Community-Based Crime Reduction program, which was later rebranded as the Byrne Criminal Justice Innovation program (BCJI).

planned dosage (i.e., daily to several times per day), over the grant's final year **officers completed more than 500 supplemental patrols**, with particular attention to areas perceived by residents as "unsafe" (i.e., Hollywood Transit Center, Sandy Blvd.).

The Parkrose and Hollywood neighborhood associations led efforts to decrease physical disorder and increase community engagement in crime prevention (goal #1). Each neighborhood was provided grant funding for beautification projects, clean-ups, the purchase and distribution of crime prevention tools (e.g., steering wheel locks, CCTV cameras), the dissemination of crime prevention tips, and for hosting community events addressing public safety. These activities frequently involved representatives from PPB, providing further opportunities to build relationships and enhance trust. During the final 15 months of the grant the neighborhood associations logged **more than 140 activities involving an estimate 1,200 people**. Our follow-up surveys found that people who directly participated in grant activities had more positive attitudes toward the PPB.

A final initiative, targeting goal #4, involved the development, implementation, and expansion of a victim follow-up protocol for individuals reporting a property crime using the PPB's online reporting system. Property crime victims are at increased risk for revictimization in the weeks that follow an initial event, highlighting the value of deploying additional crime prevention strategies as quickly as possible (e.g., lights, cameras, steering wheel locks). Many people also have reduced satisfaction, trust and confidence in the police after being victimized, which could decrease their willingness to participate more broadly in crime control activities. This appears to be particularly true for victims reporting crime through online portals.

To address these issues, we had officers call and email property crime victims in Parkrose and Hollywood shortly after they filed an online report. These communications were guided by principles of procedural justice (e.g., listen, communicate concern, offer guidance, answer questions) and officers shared crime prevention tips. These outreach contacts were expanded to 12 other neighborhoods in North Precinct based on initial feedback from victims in the two target neighborhoods. In total, officers completed **more than 3,000 outreach calls/emails** during the final 15 months of the grant. Surveys with these victims found that satisfaction with the police and measures of trust were positively impacted by these follow up conversations.

In summary the Portland CBCR initiative was marked by several implementation challenges, but along the way we found new opportunities and achieved several key successes. Given the PPB's staffing shortages and restrictions resulting from Covid-19, we were not able to substantially increase police visibility in Hollywood and Parkrose. As a possible result, our goals related to crime reduction in these two neighborhoods were not realized. Survey data, key informant interviews, and anecdotal reports point to greater success in developing positive working relationships between the police, neighborhood groups, local businesses and residents. Similarly, property crime victim's overall satisfaction with and trust in the police increased significantly as a result of the new procedural justice-oriented outreach protocol. Our hope is that these preliminary successes lead to better long-term outcomes for Parkrose, Hollywood, and the other neighborhoods impacted by our grant activities.

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INTRODUCTION

Consistent with most urban settings in the U.S., crime rates in Portland, Oregon declined appreciably from the start of the new century. Unfortunately, these reductions were not equally distributed throughout the city. Moreover, in recent years crime has increased in some neighborhoods. This includes the Parkrose and Hollywood neighborhoods, located in northeast Portland and served by the Portland Police Bureau's (PPB) North Precinct.

Parkrose has an estimated 6,250 residents in 2020 distributed in 2,272 households.² Compared to the city as a whole, the neighborhood is more racially diverse (51.1% non-white alone or in combination; 13.6% Hispanic), has a lower median household income, and a higher proportion of residents who are renting versus living in their own home.³ Annual crime rates in Parkrose consistently exceeded the citywide rates from 2000 to 2014, averaging 19.9 violent incidents per 1,000 residents and 218.0 property crimes per 1,000 households (versus 13.2 and 108.2 respectively for the city).⁴ While both violent and property crime rates declined in Parkrose during this period (-15.6% & -20.3% respectively), the reductions were considerably less than the city as a whole (-46.2% & -26.1%).

The Hollywood neighborhood is smaller (2,260 residents and 1,332 households in 2020) and less racially/ethnically diverse (28.6% non-white alone or in combination; 7.1% Hispanic). Like Parkrose, it has experienced a persistent challenge with crime over the past decade. Between 2000 and 2014 the neighborhood averaged 25.0 violent offenses per 1,000 residents and 168.2 property offenses per 1,000 households, both well above the city-wide rates. Although violent crime rates declined over this period (-33.2%), property crime rates increased by 13.6%.

More recent data suggest that crime rates in Parkrose and Hollywood remained well above the citywide rate leading into the end of the decade. This includes average annual rates for person crimes of 27.4 and 23.6 respectively, compared to the city's total of 14.1 incidents per 1,000 residents (2016 to 2019). Both neighborhoods also significantly exceeded the citywide average rate for property crime (74.6 per 1,000), at 131.0 and 186.6 respectively.⁵

Recognizing the needs in these two neighborhoods, the PPB under the leadership of Lt. Greg Stewart, Sgt. Stephen Yakots, and Analyst Christian Peterson formed a collaboration in 2018 with researchers from Portland State University (PSU; Drs. Kris Henning, Katie Wuschke, Kimberly Kahn, and Brian Renauer).⁶ The goals for the collaboration included reducing crime in these two

² 2020 Census estimates by the Population Research Center at Portland State University.

³ 2016 estimates from the American Community Survey (ACS)

⁴ Violent crime for these analyses includes assaults and robbery. Property crime includes bike theft, burglary, theft from and theft of motor vehicles, and vandalism.

⁵ The Portland Police Bureau adopted the FBI's NIBRS crime reporting system in 2015, making comparisons to prior years difficult. Property crime and Person crimes under NIBRS includes more offenses than previously documented.

⁶ Evaluation research often involves academics independently assessing interventions designed and implemented by practitioners. The PPB-PSU collaboration deviates from this model in that we jointly designed the interventions

neighborhoods, increasing community engagement with crime prevention activities, and building trust between residents and the police. The collaboration's first effort in this regard involved the pursuit of a federal grant.

The Community-Based Crime Reduction Program, or CBCR, is a grant program run through the Bureau of Justice Assistance (BJA), a branch of the U.S. Department of Justice's Office of Justice Programs.⁷ CBCR resources are targeted specifically at persistently distressed neighborhoods that face serious crime challenges. Key criteria for awarding these funds include the following:

1. **Geographically focused:** grantees must target a specific location within a community with high levels of crime or types of crime.
2. **Address causal factors:** grant resources must be used to positively influence the social disorganization and physical conditions that give rise to crime and disorder.
3. **Community oriented:** grantees should engage community members in local crime prevention activities, thereby enhancing collective efficacy and increasing mutual trust between residents and the criminal justice system.
4. **Data driven:** grantees should work with a local research team to conduct a broad examination of crime drivers in hot spots and then consider appropriate evidence-based or innovative strategies to address these issues.
5. **Evaluation:** local research partners should be available to assess program implementation and intended program impacts.

The PPB and PSU research team submitted a proposal to the BJA in the spring of 2018 and the City of Portland was awarded a 3-year grant totaling \$779,565 in the fall of that same year. The bulk of these funds were allocated to: a) hire a 1.0 FTE crime analyst/program manager at the PPB, b) cover overtime pay for officers and a supervising sergeant, c) purchase supplies and services for neighborhood crime prevention and clean-ups, and d) compensate the PSU research team for their contributions to the project.

The original grant was scheduled to run from September 2018 through September 2021. Unfortunately, many aspects of the program implementation were delayed due to unprecedented challenges from COVID-19, local protests, reduced availability of officers, and grant processing at the local and federal levels. This resulted in the City requesting a 1-year no-cost extension that extended the grant through September of 2022.

The current report documents the work of the local CBCR team across four distinct phases of the project. This includes additional justification for the selection of Parkrose and Hollywood (i.e., Scanning), a detailed analysis of the public safety challenges in these two neighborhoods (i.e., Problem Analysis), descriptions of the planned crime prevention and community engagement

and partnered fully in the evaluation process. We believe such collaborations result in better outcomes for all involved (for more details see Henning & Stewart, 2015).

⁷ The CBCR grant program was originally called the Byrne Criminal Justice Innovation program (BCJI) and it reverted back to this title in 2020.

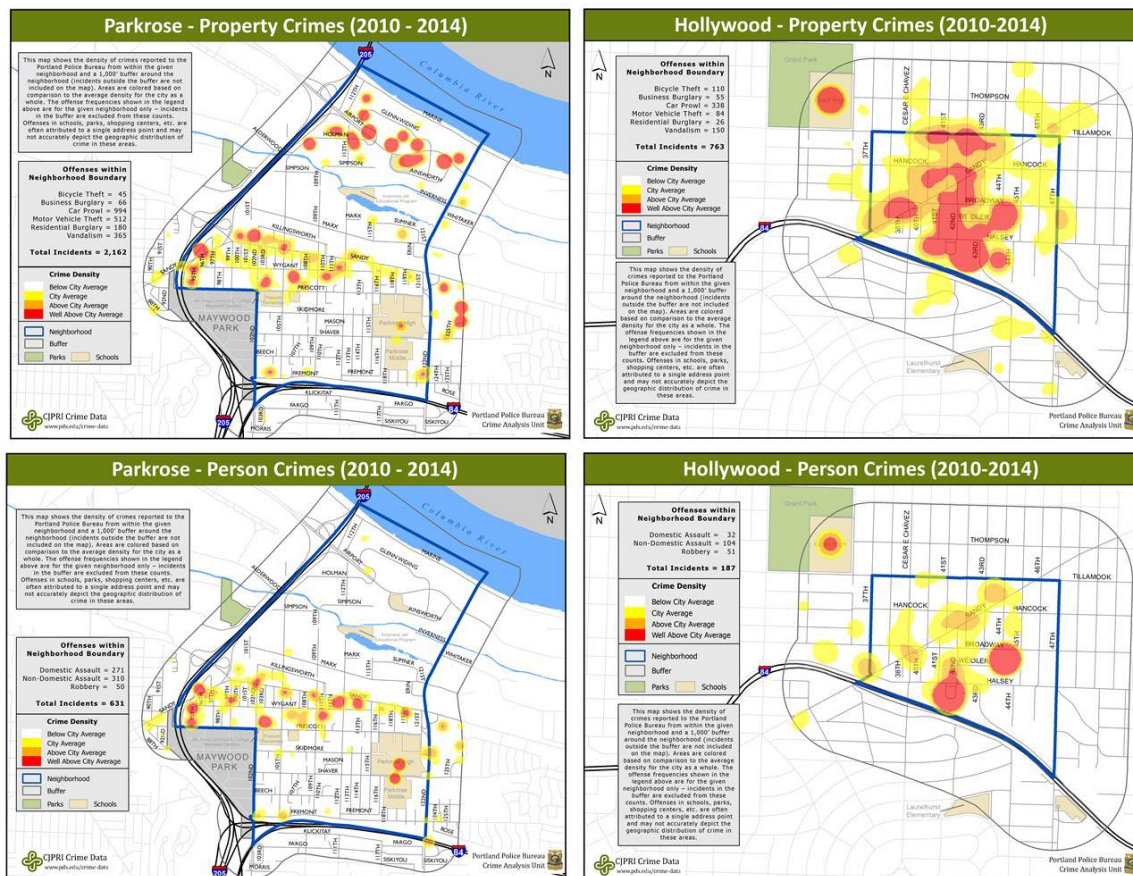
activities (i.e., Response Planning), and evaluation of these activities from process and impact perspectives (i.e., Process and Impact Assessment).⁸

⁸ The structure of this report is designed to mirror the SARA model associated with Problem Oriented Policing (Goldstein, 2001). SARA stands for Scanning, Analysis, Response, and Assessment.

SCANNING

The Portland CBCR project team's selection of Hollywood and Parkrose for the current grant, as opposed to the city's 93 other neighborhoods, was based in part on the analyses presented earlier showing that these locations had above average crime rates over the past decade. There were, however, several other factors that contributed to their selection.

First, GIS mapping of the crime in these two neighborhoods (2010 to 2014) highlighted the fact that criminal incidents were clustered into a small number of "hotspots" rather than being distributed broadly throughout the area (see maps below). This is consistent with research conducted in other cities, where a small number of geographic locations account for a high proportion of crime and calls for service (e.g., Groff, Weisburd & Yang, 2010; Weisburd, Bushway, Lum & Yang, 2004). This was important for the current project because it suggested that we could further narrow the geographic focus of our interventions in these two neighborhoods. We believed, based on prior research (e.g., Braga et al., 2019), that this might enhance the impact of our crime prevention activities.



Second, one high crime area from each neighborhood was included in the PPB's 2014 field experiment on community engagement patrols (CEPs).⁹ This project randomly assigned 90 crime hotspots in the city to receive either two (2 CEPs; n = 30) or four supplemental community

⁹ The program was referred to locally as Ni-Loc for Neighborhood Involvement Locations.

engagement patrols per day (4 CEPs; n = 30). The remaining 30 hotspots were assigned to a “treatment as usual” control group. Over the course of the 90-day experiment PPB officers completed more than 13,000 supplemental patrols in the target locations, focusing on non-investigative interactions with residents and business owners. A comprehensive evaluation of the CEP program found that positive interactions with police increased in the treatment areas, but the patrols yielded no discernable benefits with regard to crime, calls for service, or attitudes toward the police (Henning et al., 2017; see also Kahn et al., 2019 and Henning et al., 2022).

The hotspots in Parkrose and Hollywood were both in the 4 CEPs per day condition and received 287 and 298 supplemental community engagement patrols respectively. Non-domestic criminal incidents in the Parkrose hotspot increased slightly from pre to post (6 vs. 7) and dispatch calls went down (21 vs. 14). Crime increased substantially (13 vs. 27) in the Hollywood hotspot as did dispatch calls (60 vs. 102). In short, the large increase in police presence during the 2014 CEP study did not yield consistent short-term crime reductions in these two hotspots.

The local CBCR team hypothesized that the null crime reduction findings from the CEP study may have resulted from an insufficient intervention “dosage.” Adding two to four brief (15 min) supplemental patrols per day to a high crime area may not have been enough to effect change, especially in areas already trending up with regard to public safety challenges.¹⁰ Moreover, due to the research design, the CEP program did not fully engage community members on the front-end. Decisions regarding **where** to send the CEP patrols, **when** they should be dispatched, and **what** actions officers should take when they arrive on scene were made by the police alone and/or dictated by the experimental design used to evaluate the program. The CBCR team proposed that efforts at crime reduction in these two areas might benefit from greater community engagement throughout the planning and implementation phases of the program.

This leads to a third reason for selecting the Parkrose neighborhood for the local CBCR initiative. In 2017, the PPB and their lead research partner from PSU (Dr. Henning) pilot tested a community engaged follow-up to the CEP program. During the planning phase the team conducted a neighborhood-wide resident survey, attended community events, interviewed key figures, and collaborated with the local neighborhood association. Through these actions they sought to: 1) identify local public safety concerns [i.e., “boot on the ground” perspective versus crime statistics from central command], 2) increase public engagement in crime control efforts, 3) build partnerships, 4) communicate concern to residents, and 5) enhance the legitimacy of the PPB’s crime control efforts.

Chronic public safety problems identified during this process were targeted using a combination of hotspot policing, problem-oriented policing (POP) and community engagement. A three-month pre/post analysis found a 28.7% reduction in property offenses for the Parkrose neighborhood compared with a 2.9% reduction city-wide. The current CBCR initiative sought to

¹⁰ Linning and Eck (2017) have proposed that crime prevention strategies implemented at low doses may actually backfire and generate more crime.

build upon this pilot-test by expanding the crime prevention work in Parkrose and extending the effort to the Hollywood neighborhood.

A final reason for the selection of Hollywood and Parkrose was that they both had robust neighborhood associations and directors (Jo Schaefer & Annette Stanhope) who were invested in partnering with the PPB to improve public safety.

PROBLEM ANALYSIS

Several data sources were used in our effort to identify and characterize the specific public safety problems in the Hollywood and Parkrose neighborhoods that might be targeted through our CBCR initiative. This included community surveys, criminal incident data, and calls for service data. The findings from these investigations are summarized below.

Community Surveys – Quantitative Data

The starting point for our problem analysis in Parkrose and Hollywood was community surveys. As an initial effort in community engagement, we met with the two neighborhood associations in the summer of 2019. At these meetings we reviewed the philosophy of the CBCR grant program and we presented the draft of an online resident survey. The association members from both neighborhoods provided extensive feedback on the content and delivery of the surveys, suggestions that we incorporated into our final version. Of particular note was the recommendation to add a separate business survey, since both neighborhoods contain residential, commercial, and mixed-use zones.¹¹

Using city databases, we identified household (Parkrose = 2,057; Hollywood = 747) and business addresses in both neighborhoods (472 and 542 respectively). Survey invitations, signed by North Precinct's Commander at the time, were sent to each address in October of 2019. The invitations provided the following introduction (see Appendix A for additional detail on the surveys):

"The Portland Police Bureau and Portland State University have formed a partnership to improve public safety in your neighborhood. We are asking you to fill out a brief online survey to help us identify ongoing public safety problems. The answers you provide will help prioritize our crime prevention efforts and evaluate the outcomes."

The survey was left open for 45 days and several efforts were taken to maximize our response rate. This included sending a reminder card, posting the survey link on NextDoor.com, and the two neighborhood associations disseminated flyers at local events.

In the Parkrose neighborhood 267 resident surveys were submitted along with 47 business surveys. Using the mailing list for the denominator, this results in completion rates of 13.0% and 10.0% respectively.¹² More resident surveys were completed by women than men (61.3% vs. 38.3%; .4% other) and respondents tended to be older, with 16.9% under age 35, 54.7% age 35 to 54, and 28.3% are 55 or older. With regard to race, 13.4% of the respondents were non-white including 5.2% that were bi-racial, 3.9% Asian, 2.2% Black/African American, 1.3% American Indian/Alaska Native, and .9% listed themselves as "some other race." Hispanics, Latino/a, and people of Spanish origin accounted for 6.4% of the resident sample.

¹¹ These meetings and the changes made to our survey instrument constituted our "Early action project" required by the BJA, the granting agency.

¹² While our final response rates were less than ideal, we are not alone in this regard. Participation rates have fallen considerably from the 1960's, where 60 to 70% response rates were the norm (e.g., Singer, 2006).

In Hollywood we received 166 resident surveys (22.2%) and 82 from businesses (15.1%). Residents completing the survey were evenly divided with regard to sex (49.7% female; 49.0% male; 1.3% other). Participants were again on the older side, with 16.8% under age 35, 45.8% age 35 to 54, and 37.4% are 55 or older. With regard to race, 12.1% of the respondents were non-white including 3.4% that were bi-racial, 3.4% Black/African American, 2.7% Asian, 1.3% American Indian/Alaska Native, .7% Native Hawaiian/Pacific Islander, and .7% listed themselves as “some other race.” Hispanics, Latino/a, and people of Spanish origin accounted for 3.5% of the resident sample.

Key findings from the surveys with regard to perceived safety, attitudes toward the police, and public safety problems are presented below by neighborhood.

Parkrose

- Perceptions of Safety - **Residents**
 - 13% of the residents reported that they felt unsafe (e.g., “unsafe” or “very unsafe”) walking alone in their neighborhood during the **daytime**.¹³
 - 63% felt unsafe walking alone in their neighborhood **at night**.¹⁴
 - 38% said the overall quality of life in the area had gone down.
 - 42% reported that public safety had gotten worse over the past 12 months.
- Perceptions of Safety - **Businesses**
 - 25% of business owners/managers said the area around their business was unsafe during the **daytime**.
 - 79% said the area around their business was unsafe **at night**.
 - 49% reported that public safety had gotten worse over the past 12 months.
- Attitudes Toward the Police - **Residents**
 - 25% of residents “disagreed” or “strongly disagreed” that the PPB was working to address problems that concern residents in the neighborhood.
 - 34% said their confidence in the PPB had gone down over the past 12 months.
 - 24% said trust between residents and the PPB had gone down over the past 12 months.
- Attitudes Toward the Police – **Businesses**
 - 34% of owners/managers “disagreed” or “strongly disagreed” that the PPB was working to address problems that concern businesses in the neighborhood.
 - 36% said their confidence in the PPB had gone down over the past 12 months.
 - 26% said trust between businesses and the PPB had gone down over the past 12 months.
- Public Safety Problems - Residents and business owners/managers were asked to identify specific public safety problems that are of concern in their neighborhood. A “problem” was defined as, *“a group of similar incidents that are of concern to both the public and the police.”*

¹³ This compares to 4% for the city as a whole in the 2016 Portland City Auditor’s Survey.

¹⁴ This compares to 21% for the city-wide rate in the 2016 Portland City Auditor’s Survey.

- Social disorder (n = 121; e.g., noise, squatters, trespassing, prostitution)
- Property crime (n = 91; e.g., theft, burglary, car break-ins)
- Traffic offenses (n = 62; e.g., speeding, aggressive driving, DUI)
- Drug & alcohol offenses (n = 61; e.g., people using in public, selling drugs)
- Vandalism & physical disorder (n = 60; e.g., graffiti, vacant buildings, garbage)
- Other problems (n = 20)
- Violent offenses (n = 14; e.g., assaults, robbery)

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- **Perceptions of Safety – Residents**

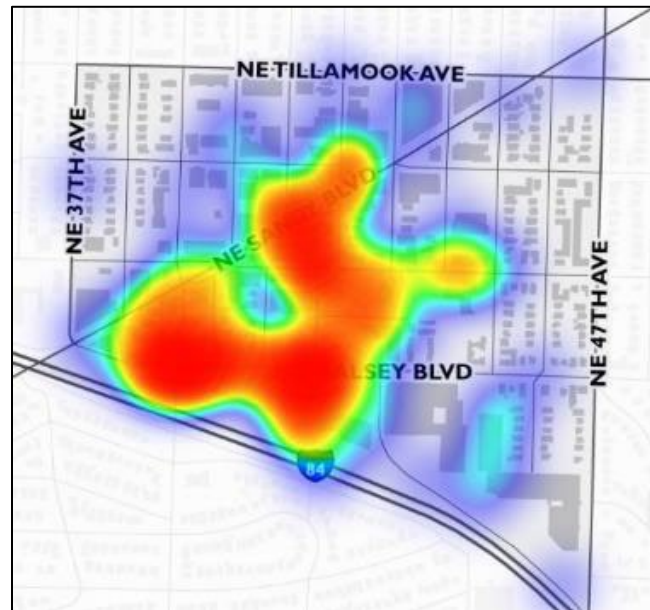
- 8% of the residents in Hollywood reported that they felt unsafe walking alone in their neighborhood during the **daytime**.
- 36% felt unsafe walking alone in their neighborhood **at night**.
- 41% reported that public safety had gotten worse over the past 12 months.
- 42% said the overall quality of life in the area had gone down.

- 20% of business owners/managers said the area around their business was unsafe during the **daytime**.
- 59% said it was unsafe **at night**.
- 49% reported that public safety had gotten worse over the past 12 months.

- 20% of residents “disagreed” or “strongly disagreed” that the PPB was working to address problems that concern residents in the neighborhood.
- 26% said their confidence in the PPB had gone down over the past 12 months.
- 24% said trust between residents and the PPB had gone down over the past 12 months.

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- 30% of owners/managers “disagreed” or “strongly disagreed” that the PPB was working to address problems that concern businesses in the neighborhood.
- 27% said their confidence in the PPB had gone down over the past 12 months.
- 18% said trust between businesses and the PPB had gone over the past 12 months.
- Public Safety Problems - A total of 332 problems were identified in Hollywood and were distributed as follows:
 - Social disorder (n = 102)
 - Property crime (n = 69)
 - Traffic offenses (n = 49)
 - Drug & alcohol offenses (n = 50)
 - Vandalism & physical disorder (n = 45)
 - Other problems (n = 13)
 - Violent offenses (n = 4)
- Following the approach with Parkrose, residents in Hollywood were given a map and asked to indicate where they feel least safe walking alone. This generated the density map to the right, suggesting again that fear is localized to certain areas in the neighborhood.



Community Surveys – Qualitative Data

The resident surveys also provided us with qualitative data regarding the public safety challenges in each neighborhood. Specifically, residents were asked to provide additional information about the public safety problem(s) they reported.

The number one issue identified in these submissions was **social disorder**. Both neighborhoods had sizable populations of car campers, squatters residing in vacant buildings, and people living unsheltered (i.e., unhoused) at the time of the survey in 2019. Respondents perceived that a number of local problems were related to the presence of these groups, including harassment, property crimes, vandalism, and drug/alcohol use.

- *“Harassed when I take my daughter to work at [redacted] early mornings or late at night. Many times, there are homeless camping in cars parked in the [redacted] lot. My daughter no longer feels safe taking the bus in that area because of homeless people that are just hanging around asking for money, food and ‘favors’.”*
- *“There is a large homeless camp along the railroad tracks along [redacted]. The folks from these camps steal from porches and there is constant trash left along the road and abandoned cars. The camp has been removed a few times but always ends up back there.”*
- *“Many homeless walking all through the night, screaming, making noise. Fear of my safety if they decide to come onto my property.”*

- *"These areas have 'campers' on a regular basis. Creates garbage issue and an increase in trespassing/theft."*
- *"I've seen multiple fires at homeless camps and I'm very concerned of the fires spreading uncontrolled."*
- *"The amount of squatters and trespassers is very concerning. Usually ending with burglary and stolen property. Drug usage is high."*
- *"Homeless camping in front of my house. Public sex. Drug use. Leftover needles. Domestic violence. Open fires. Happens regularly on my street."*
- *"Unauthorized vehicles parked overnight/camping in our lot. Staff members have been harassed and even 'rushed' in the parking lot by folks walking along [redacted]. Drug paraphernalia, human feces, etc. found on our property on a regular (every two weeks) basis."*

Another issue of concern, largely perceived as related to the houseless population according to both neighborhood survey comments, was **physical disorder**. Residents reported problems with poorly maintained property, abandoned vehicles, garbage, discarded needles, and human feces.

- *"Large groups of homeless trespassers and squatters, leaving garbage, junk, needles, trash anywhere they want to. Squatting for months, turning trees and trunks, sections of bike paths and bridges into dirty encampments. Needles, filth, collected and then dropped garbage all around those areas."*
- *"Homeless camps and the accompanying drug usage, crime and trash make our areas feel unsafe and dirty."*
- *"RV's, abandoned/stripped/stolen cars, homeless garbage/shopping carts/stolen property/etc, people walking around high or screaming or casing the neighborhood."*
- *"Stolen vehicle dump yard. Cars being stripped our front. People camping in RVs, dumping garbage and human waste on the streets."*
- *"There is an empty lot on 112th and [redacted] that has become a dump site and magnet for abandoned vehicles and RVs."*
- *"We have also found holes in our fence and have called the police to remove people from our private property because they are camping/dumping garbage and/or human waste."*

The prevailing sentiment in both neighborhoods is that homelessness and associated problems have increased in recent years. The comments also indicate that many people felt that the city was not doing enough to protect residents, businesses, and their property.

- *"There are a lot of transients that have moved in around the freeway and they are all over the neighborhoods during the day and night."*
- *"Unchecked homelessness has left our neighborhood and property unprotected. The city of Portland is more interested in protecting the homeless than they are the safety of property owners."*
- *"I live in this area and see all my concerns every day. Something has to be done to get the homeless drug addicts out of here and the drug dealers finally busted."*
- *"The homeless are running this place. There's no help for the housed people. Open drug use, theft, filth, mental health issues, prostitution. It's all out of control."*

- *"I have filed multiple reports about the homeless camps along the I-205 bike path that runs between Maywood Park and the Parkrose / Sumner Max station. This is a very unsafe area that has been reported on local news. It is so bad I can no longer ride my bike to the Max station when I go to work. Sometimes it is cleared out, but vagrants return within days."*
- *"Homeless people and drug addicts have too many rights. They can do drugs in abandoned vehicles and shit on our streets and no one does anything about it."*
- *"Honestly the amount of transients walking through the neighborhood streets has gotten to the point where my kids can't go outside to play in front of our house we OWN without supervision. They have broken into our cars, neighbor cars. We have them on camera walking up to neighbors homes trying to get in. I feel I get more information about what is going on for support from Next-door app than I do from any new source or publication. I am in no way a political person. I am simply a mother of 3 whom would like a safe neighborhood for my children to grow up in."*

The next most frequently discussed issue in the open-ended responses was **property crime**. This includes theft of and from motor vehicles along with residential burglary.

- *"I've had my mail stolen. People trespassed into our property and stole mail and medication. I am reluctant to put anything of value on my front lawn (decorations, lights, furniture) because I'm afraid it'll get stolen."*
- *"My house was burglarized and my dog poisoned. While investigating and talking to neighbors, I have found that every single one of the neighbors whose property abuts mine (and across the street) have all been burglarized over the last three years. To have four houses in a row burglarized is ridiculous; clearly someone has cased this neighborhood repeatedly and knows our work schedules."*
- *"Lately there has been an uptick in property crime around my house. My house had an attempted break-in, children (previously mentioned) threw a rock in my window, and a car was stolen (not mine) in front of my house. All of this has occurred within the last 3 months. A few stolen cars have also ended up stripped or damaged around my house and in the cul-de-sac. If it was just my house, that would be one thing, but the cases of break ins and car thefts have also seemed to have risen on Nextdoor lately as well."*
- *"Multiple thefts of company property, damage to company vehicles during theft of property, cutting fuel lines to siphon gas, catalytic converter cut out of exhaust system, broken windows, stolen tools, doors stolen off of vehicle, etc."*
- *"My neighbors have their cars broken into repeatedly. We try to watch out for each other but there are thieves obviously coming into this area if we have car theft repeatedly. I worry about my property and would like to see more police in the area."*
- *"My wife's vehicle and neighbors alike have had their property broken into multiple times, vehicles especially. We look to move out of this area all the time because of the property crime and homeless people is terrible. I don't want my kids growing up in this area."*

A fourth problem common to both neighborhoods was **traffic safety**. People were concerned about speeding, aggressive driving, driving under the influence, and pedestrian safety.

- *"Several residents in this area, including myself, have repeatedly advised police of speeding, reckless and aggressive driving, car camping, and obstruction of traffic and lines of sight by derelict vehicles. Nothing has come of these reports."*
- *"Traffic cutting through the parking lot between the NOAA building and the mini-mall just south of it. It is posted private drive/business only, but a considerable amount of traffic uses it as a cut-through between 122nd and 121st/NE Sumner St to the west. They drive fast straight through as if it is a street, and make it dangerous for business and employee parking. Employees have complained about almost being hit pulling out, hazards crossing to get the mail, and aggressive driving/honking of cars. Speed is much too fast for a parking lot that shouldn't even be a through street."*
- *"People drive quite fast on Shaver St. even with the new 20 mph. Many do not stop at the stop signs on 112th & 115th, especially at night, including Tri-Met. Late night/early morning people go very fast down the whole street, often you can hear them near the high school and they fly by without stopping at any sign."*
- *"The traffic pattern down 37th has turned this street into an extension of freeway on-ramp. Cars speed to catch light and backup can go up beyond Hancock during busy times."*
- *"37th Avenue is a residential street that has been adopted as an extension of the on-ramp to I-84 and the gateway to Southbound 39th Ave traffic. Speeding, wrongful use of lanes, aggressive driving, turning on no-turn-on-red signage...the list goes on and on."*

It was interesting to note that many of the respondents concerned about traffic safety advocated for increased traffic enforcement.

- *"PBOT has created a mess with taking 102nd down to a single lane. Now people speed through the school zone at Prescott Elementary at all times of day. This last weekend a little boy on training wheels was nearly mowed down by a land rover flying over the speed bumps on a weekend. Again, we know you are understaffed, **but one motorcycle traffic officer once a month handing out real tickets (not just warnings)** would help set a precedent."*
- *"A drunk driver crashed into our car as well as the cars of 4 next door neighbors last year. People speed and drive aggressively on the road where we live. The 102nd Ave pilot program to make the street safer (less lanes) has helped quite a bit, (we feel safer getting into our cars) and we are grateful for that, but people still speed in this road all the time. / We would like to see a red-light camera on the Fremont/102nd intersection as well as consequences **(tickets/fines) for speeding.**"*
- *"NE Halsey Street between the I84 off-ramp and NE 47th (in both directions) is regularly a section of road where drivers speed, drive aggressively, and execute dangerous U-turns. **More traffic enforcement is needed.**"*

Finally, the open-ended survey responses identified one problem unique to each neighborhood. In Parkrose residents expressed concerns about **budget hotels/motels** that they perceived were attracting unsavory customers and criminal activity, including drug sales, drug use, and prostitution.

- *"Seedy hotel stretch (3 or 4 hotels) on NE Sandy between [redacted]. I'm sure there's all sorts of drug dealing and prostitution going on in this area."*

- *“Disheveled, sleeping drunks and crack addict-appearing people loitering on sidewalk in front of sleazy motels.”*
- *“Parkrose, primarily the Sandy Blvd. Corridor is a known area for the purchase of illegal drugs. They are sold throughout the area and then used in the area. The type of businesses in the area (low budget motels, lottery businesses, 24/7 lingerie businesses & gas/convenient stores) cater to those that engage in these illegal activities.”*
- *“The small motels along sandy Blvd harbor a lot of criminal activity- human trafficking, prostitution, drug deals, issues at the bars near them, etc.”*
- *“Do something to get the drugs/prostitution/gangs out of the area. A good start would be closing down the [redacted hotel] and enforcing drug laws.”*
- *“The [redacted hotel] is full of pimps, prostitutes, and drug dealers. There is obvious prostitution activity all along NE Sandy from 102nd to 122nd Ave.”*

In Hollywood residents discussed perceived safety and crime in and around the Hollywood transit center. This location was the scene of a double murder in 2017, in which a man fatally stabbed two people and injured a third after he was confronted for making anti-Muslim slurs at a light rail Metropolitan Area Express (MAX) stop.

- *“I use to ride Max everyday. Now I won’t because that Hollywood station is absolutely unsafe for a single woman. You’re completely trapped w no access to help - the whole area needs to be redesigned.”*
- *“The Hollywood Transit Center Max Station is unsafe, the track is littered with garbage and platform feels exposed and unsafe at night.”*
- *“The transit center has a pretty dubious ambiance after dark, as does this area of Hollywood.”*
- *“I am fearful to recommend walking around our neighborhood, particularly at night and especially to the MAX station. This makes me unlikely to use public transport vs driving and I am disappointed in our city. Area south of Trader Joe’s and along the freeway is particular bad with squatters, drug use and people wandering into the roadway.”*
- *“We are between the Max and the dollar store. They scream and howl which is really bad. My guest felt they were sexually aggressive towards her on several occasions.”*
- *“The train, Max, and vacant properties nearby are all contributors to the problem. I don't even want to know what goes on under the bridges and by the train tracks. It is so upsetting to see our city turning into a literal trash heap by the day.”*
- *“Our customers as well as our family often use the max. Just the other day I had to steer my 3 year old around human feces, a few steps later around a needle. We then entered the max elevator that stunk of urine. I grew up in NJ where I went to NYC often. All of these things don't scare me however, when I start walking past people that are following me, peeing, pooping, and doing drugs right in front of me and then following me with a giant metal bar, I am concerned.”*

Police Data – Criminal Incidents & Dispatch Calls

The PPB provided the PSU research team with de-identified data on criminal incidents and dispatch calls for the years 2016 through the end of 2019. These data were analyzed to identify

patterns and trends in the two neighborhoods. The findings from these analyses are summarized below.

Parkrose

The Parkrose neighborhood averaged 1,097 criminal incidents per year from 2016 to 2019. The count for 2019 (N = 973) represents a 4% decrease from 2016 (see table below). Assault offenses were the most common type of incident reported to the police in 2019, and these increased 19% from 2016.¹⁵ This is followed by motor vehicle theft (up 37%), theft from motor vehicles (down 18%), all other larceny (-6%), and vandalism (-5%). Other notable changes include a substantial increase in burglary (+70%) and a decrease in prostitution offenses (-89%). The latter may be a function of differential police enforcement over time. In the three preceding years there was an average of 57 prostitution-related incidents per year.

Offenses	# 2019	%Chg from 2016
Assault Offenses/Homicide	176	19%
Motor Vehicle Theft	163	37%
Theft from Motor Vehicle/MV Parts	158	-18%
All Other Larceny	95	-6%
Vandalism	90	-5%
Fraud Offenses	64	-23%
Burglary	56	70%
Drug/Narcotic Offenses	34	6%
Shoplifting	30	11%
Prostitution Offenses	8	-89%
Other Offenses	99	-8%
TOTAL	973	-4%

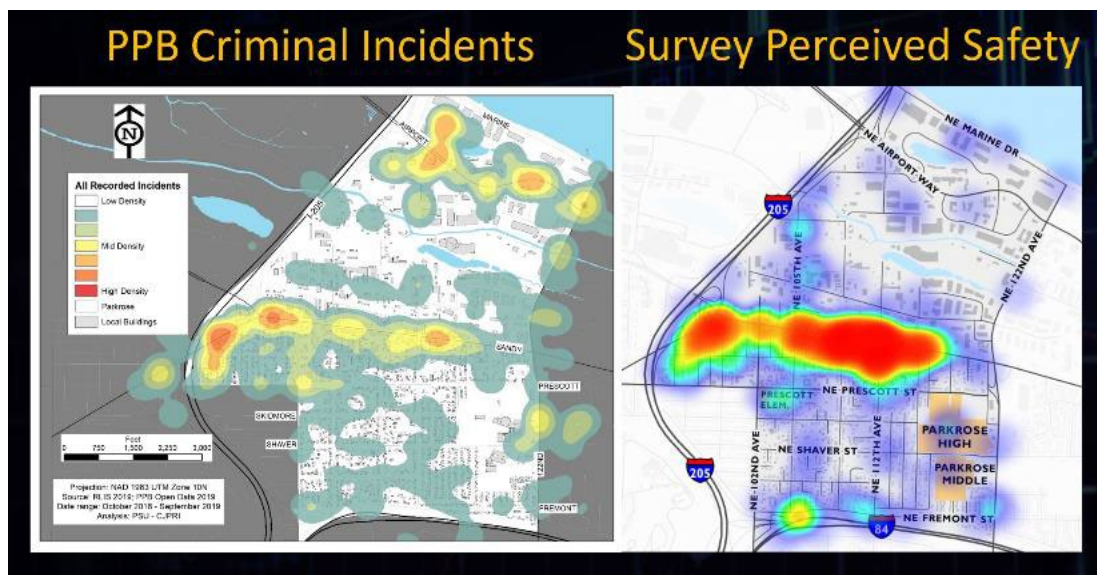
The Parkrose neighborhood generated an average of 4,653 police dispatch calls per year over the 4-year period from 2016 to 2019. Disorder-related incidents were the most common type of call, accounting for more than one-half of incidents (55%). For 2019 this included 602 “*unwanted person*” calls, 567 “*disturbances*”, 465 “*welfare checks*”, 456 “*suspicious persons*”, 170 “*area checks*”, 82 “*public transportation*” calls, and 65 classified as “*other*”. Calls for service (CFS) in Parkrose have increased steadily over the past four years (+26% from 2016 to 2019), providing a notable contrast with reported criminal incidents (-4%).

Police Dispatch Calls	# 2019	%Chg from 2016
Disorder Related	2,518	25%
Property Crime (burglary, MV theft, vand.)	883	18%
Traffic	557	42%
Person Crime (assault, harassment, threat)	342	21%
Other	254	27%
TOTAL	4,554	26%

¹⁵ The data provided by the PPB do not allow us to differentiate domestic-related incidents from non-family offenses.

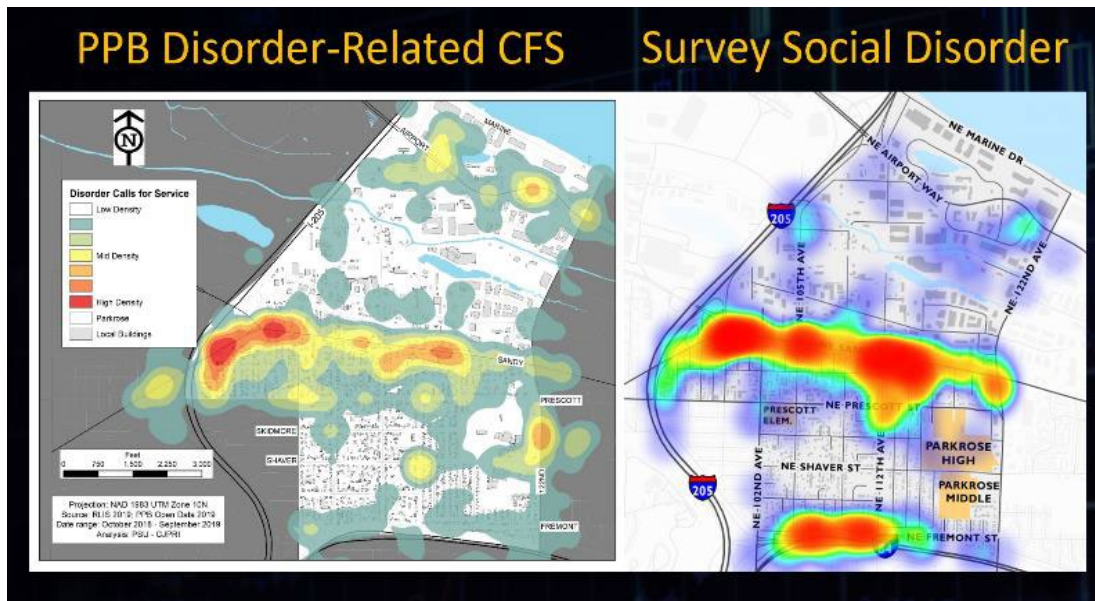
The geographic distribution of criminal incidents and calls for service in the Parkrose neighborhood was explored through GIS mapping.¹⁶ These maps display incidents that happened over a 12-month period from October 2018 through September 2019. We were also able to contrast these “objective” crime maps with the “subjective” maps generated through our community surveys. For the latter residents were given a ‘clickable’ map to indicate where they observed different public safety problems.

Our first set of maps (see below) depicts all **criminal incidents** for a 12-month period (left) and contrasts this with the locations residents said they would feel least safe walking alone (right). There was high degree of overlap in the high-density areas of both maps, with a particularly notable concern along the Sandy Blvd corridor running East to West. Residents were less concerned about the northern region of the neighborhood (i.e., NE Airport Way) where criminal incidents were impacting the area’s large commercial stores and travel-related industry.

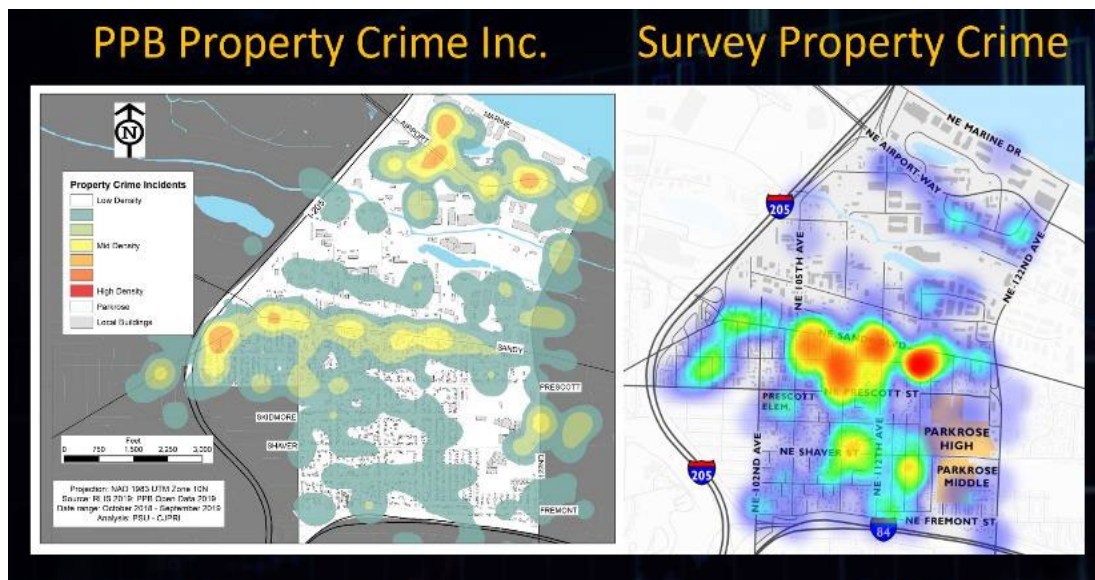


The second set of maps (see below) compared the distribution of **disorder-related CFS** with resident-reported **social disorder**. Disorder in this region appears to be heavily concentrated in the region bounded by NE Sandy Blvd. to the north and NE Prescott St. to the south. Residents reported additional concerns regarding the southern boundary of the neighborhood adjacent to I-84. This area is overgrown with vegetation along a strip between NE Fremont St., a railroad line, and I-84.

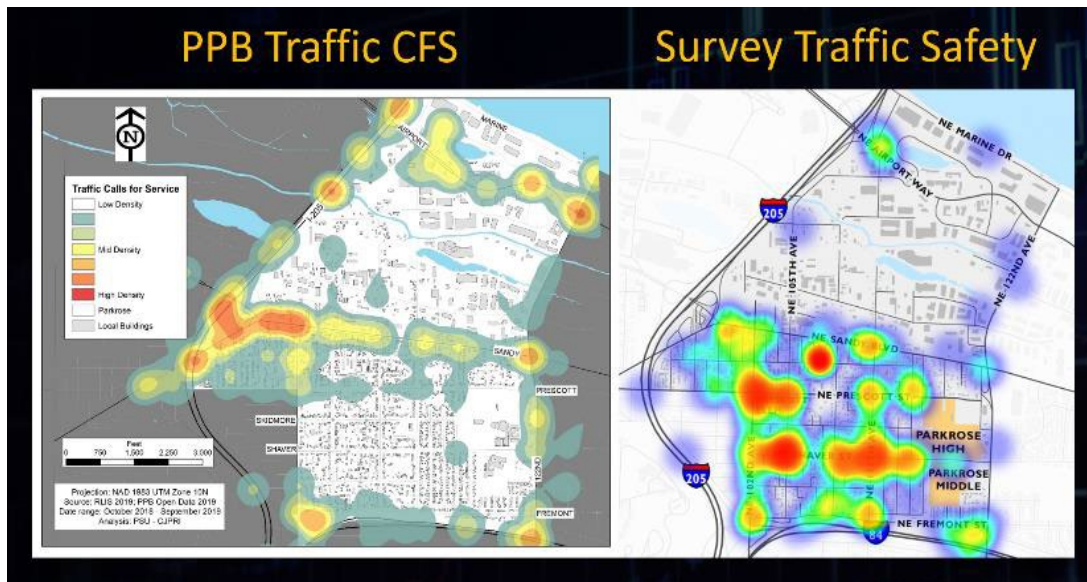
¹⁶ The PPB provided the PSU research team with random offsets added to the latitude/longitude coordinates, resulting in some loss of mapping precision.



The distribution of official **property crime** reports in Parkrose (below, left map) was compared to the areas that residents perceived as being “hot” for this same group of offenses (below, map to the right). Residents reported that property offending was heavily concentrated between NS Sandy Blvd. and NE Prescott St. This was consistent with police reported incidents, although police data show additional concentrations in the northern region of the neighborhood along NE Airport Way.



Our final maps for Parkrose documented **traffic-related CFS** and resident’s perceptions regarding traffic safety issues (see below). The two data sources reveal somewhat different hotspots. Police CFS concentrate along I-205, NE Airport Way, Sandy Blvd. and I-84 to the south. Residents were more concerned about NE Prescott St. and NE Shaver St. The latter leads into the region containing Parkrose’s high school and middle school.



Hollywood

The Hollywood neighborhood averaged 457 offenses per year from 2016 to 2019. The count for 2019 (N = 474) represented an 16% increase over 2016. As shown in the table below, property crimes accounted for the bulk of criminal incidents and most of these offenses had increased significantly over time, lending additional support to the perceptions of residents in our community surveys. Assault offenses were less frequent, but these incidents increased by 52%.

Offenses	# 2019	%Chg from 2016
Theft from Motor Vehicle/MV Parts	121	78%
Motor Vehicle Theft	58	115%
All Other Larceny	57	-25%
Assault Offenses/Homicide	47	52%
Vandalism	47	27%
Theft From Building	41	28%
Burglary	33	57%
Fraud Offenses	18	-44%
Shoplifting	17	-65%
Robbery	12	-20%
Other Offenses	23	10%
TOTAL	474	16%

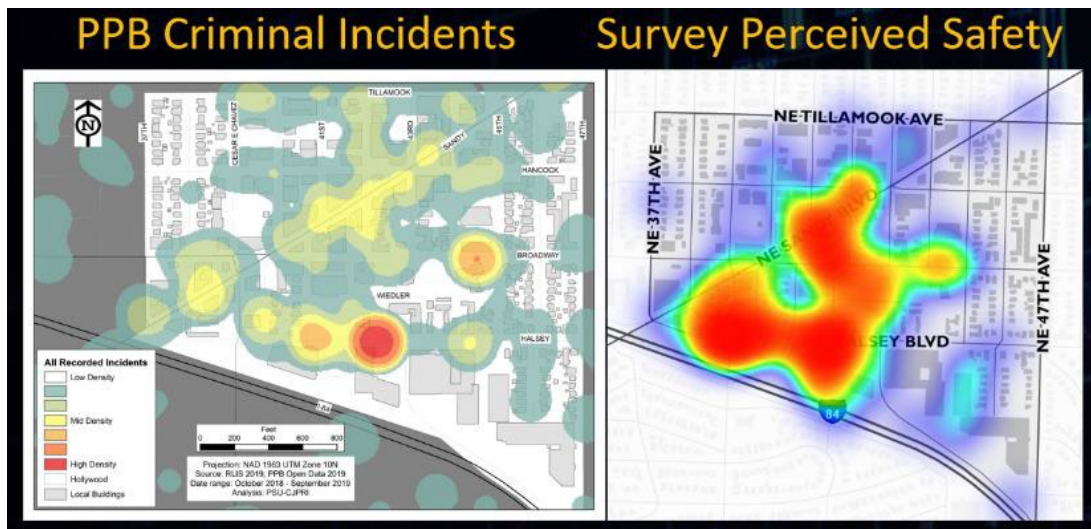
Over the same 4-year period Hollywood generated an average of 1,823 dispatch calls per year. The most common type of call for service (CFS) by far was disorder related. For 2019 this included 324 “*unwanted person*” calls, 253 “*welfare checks*”, 151 “*disturbances*”, 135 “*suspicious persons*”, 69 “*area checks*”, 67 “*public transportation*” calls, and 27 classified as “*other*”. Consistent with our community survey responses, disorder-related calls in the neighborhood increased over time

(+ 21% from 2016). Dispatch calls involving probable property and person-related offenses also increased appreciably (19% and 56% respectively).

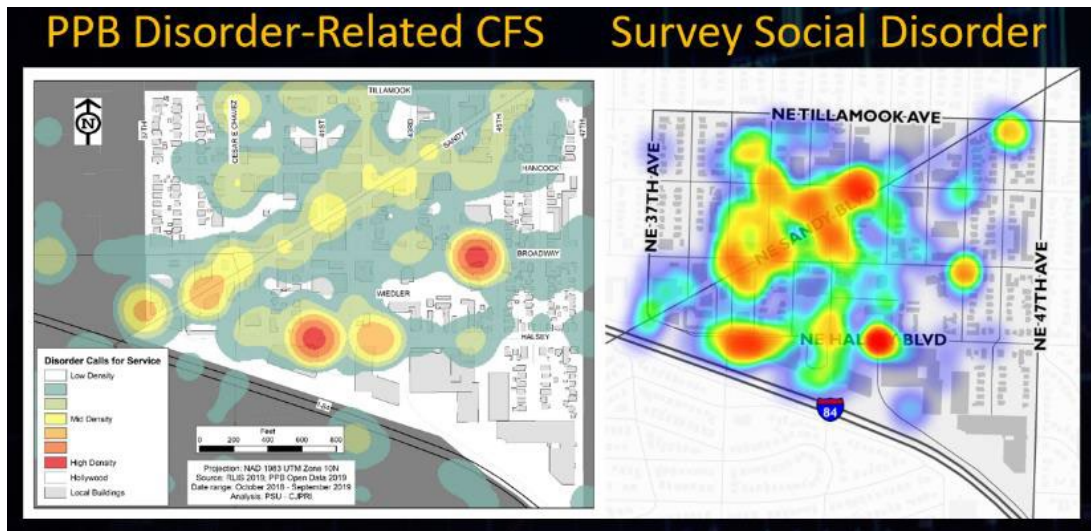
Police Dispatch Calls	# 2019	%Chg from 2016
Disorder Related	1,026	21%
Property Crime (burglary, MV theft, vand.)	277	19%
Other	254	6%
Traffic	118	-2%
Person Crime (assault, harassment, threat)	114	56%
TOTAL	1,789	18%

Mirroring the approach in Parkrose, we created maps for Hollywood using incident and CFS data from the PPB. We then compared these density maps to those generated by residents in our community survey. The first map examined the distribution of **criminal incidents** for a 12-month period (see map below to the left).

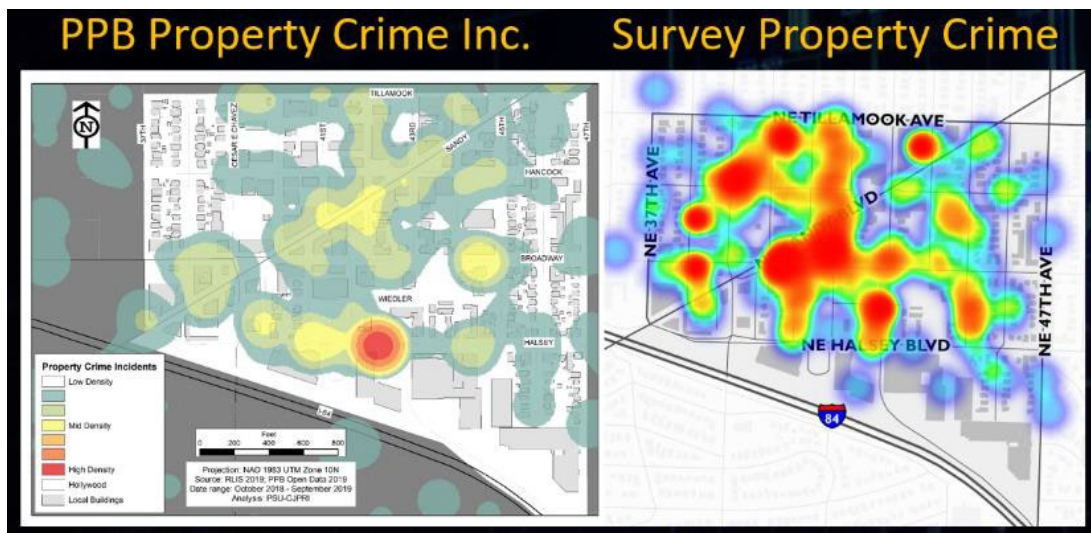
There was a high degree of overlap in the “hot” areas of both maps, with a particularly notable concern in the high transit area where the 2017 homicide occurred.



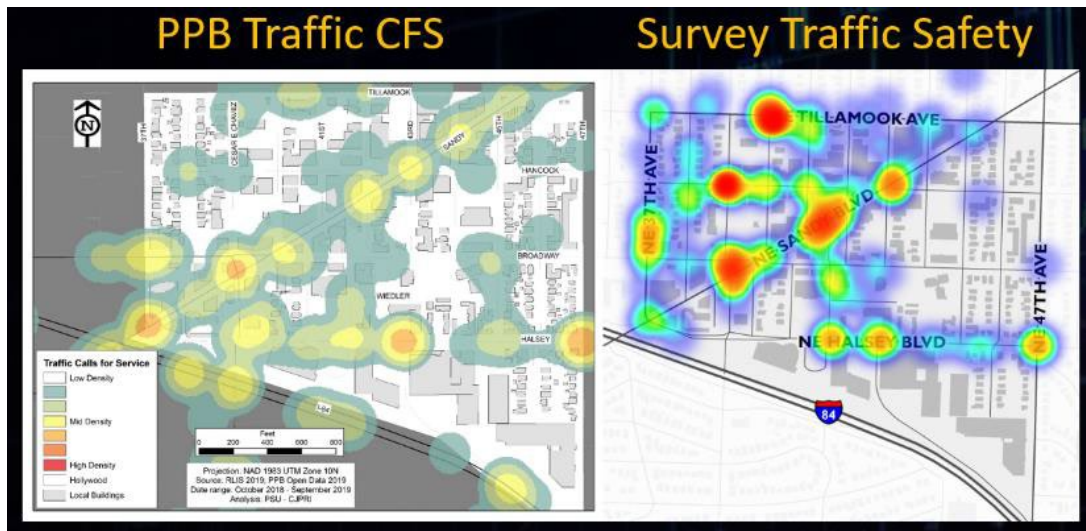
The second set of maps (see below) compared the geographic distribution of **disorder-related CFS** with the locations that survey respondents indicated were problematic with regard to **social disorder**. Here again, we observed a high degree of correspondence between the two sources of data, with sections of NE Halsey Blvd and NE Sandy Blvd accounting for most of the hot-spots.



The distribution of **property crime** reports filed by the police (left map below) was compared to the hotspot map generated by the survey respondents (map to the right). The residents documented a broader dispersion of property offending in the area than was revealed in the map based on official incident reports. One explanation for this might be that residents are underreporting minor incidents to the police. These findings suggest that efforts to tackle property offending in the area may need to be more widespread or encompassing.

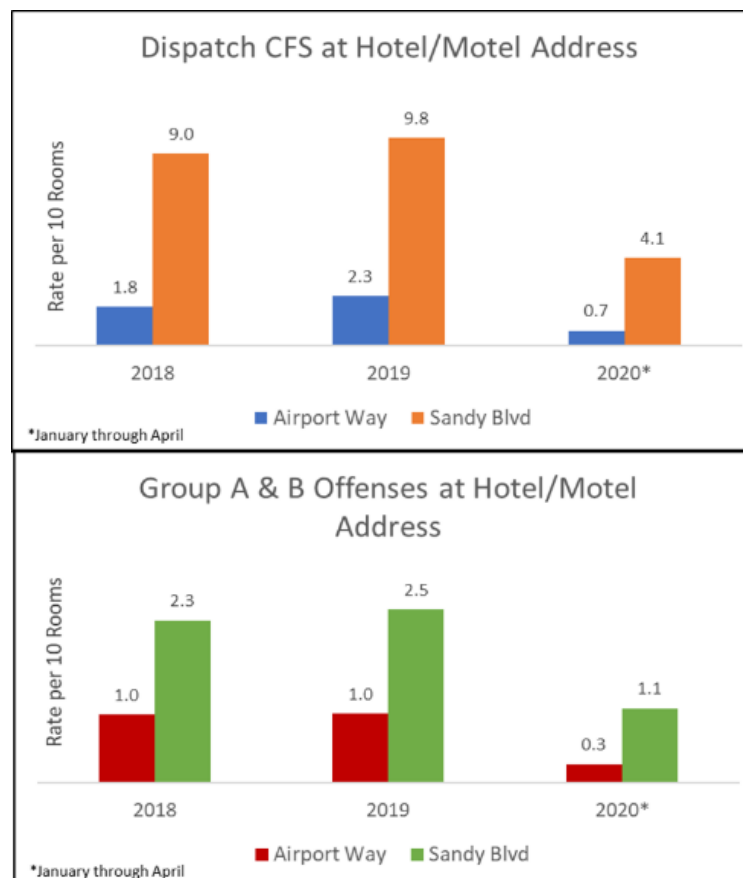


A final set of maps for Hollywood documented **traffic-related CFS** and resident's perceptions regarding problems with traffic safety (see below). Both maps showed concentrations along NE Halsey Blvd and NE Sandy Blvd. Additional areas of concern for residents are evident at two intersections in the northwest quadrant of the neighborhood. This includes NE 40th Ave and NE Tillamook St. and NE Hancock St. and NE Cesar E. Chavez Blvd. The former was the scene of a fatal crash on August 30th, 2019 in which a woman was killed in a collision between a motor scooter and an SUV.



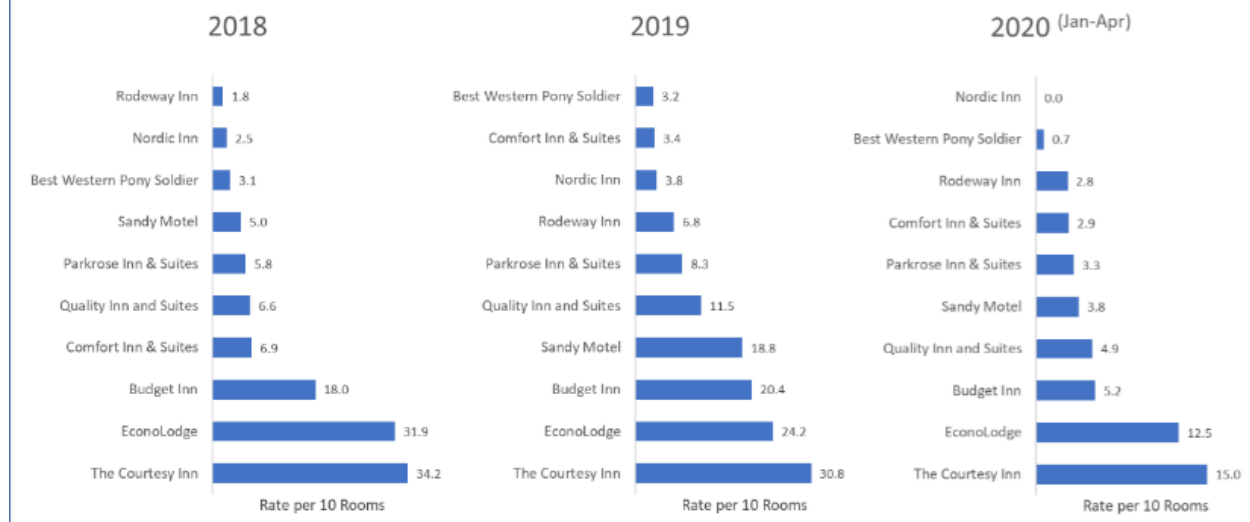
Problem Hotels/Motels Along Sandy Blvd in Parkrose

We conducted several additional analyses regarding the hotels/motels along Sandy Blvd. in Parkrose, which were referenced by residents in the community survey. First, we compared CFS and criminal incidents generated at hotels/motels in this area with hotels/motels on Airport Way, a major street in the northern region of the neighborhood. As shown in the figures below, the businesses along Sandy Blvd. have a consistently higher rate of dispatched CFS and criminal incidents (group A and B Offenses) per 10 rooms.

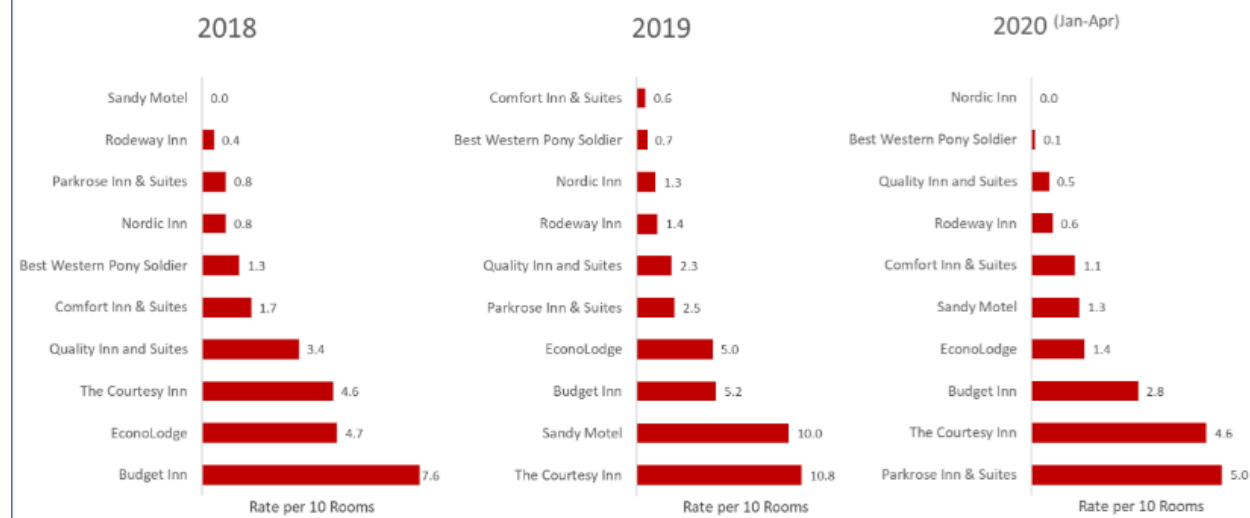


Next, we compared CFS and crime rates for specific hotels/motels along Sandy Blvd. These analyses highlighted several businesses that were disproportionately contributing to local public safety incidents (see below), thereby corroborating the findings from our community survey.

Dispatch CFS at Sandy Blvd. Hotel/Motel Addresses



Group A & B Offenses at Sandy Blvd. Hotel/Motel Addresses



RESPONSE

With the completion of our problem analysis at the end of 2019 we transitioned into the next phase of the project: response planning.

Community Engagement

Our first step in the planning process was sharing our research findings with residents and businesses. This was achieved via open community meetings in each neighborhood. Efforts were taken to invite a broad array of people to these sessions. This included coordinating with each neighborhood's lead contact (i.e., Jo Schaefer & Annette Stanhope) and emailing invitations to everyone who completed survey.¹⁷ Print invitations were also distributed by the neighborhood associations and the meetings were posted on local social media accounts.

During these inaugural meetings, one for each neighborhood, representatives from the PPB/PSU project team discussed the CBCR grant philosophy and presented the findings from our analysis. After this the team facilitated a discussion about local public safety concerns and the creation of a neighborhood steering committee. The resulting steering committees then held one or more subsequent meetings, during which the preliminary target problems for each neighborhood were identified. Summaries of the meetings and outcomes for each neighborhood are provided below.

Parkrose

The initial community meeting for Parkrose happened on January 21st (2020) and was attended by ten people from the community. Consistent with the surveys, participants were highly concerned about trespassing, motor vehicle theft, car prowls (i.e., theft from motor vehicles), vandalism, property crime, drug activity, and traffic safety. Physical disorder in the area was also discussed. This included identification of several vacant properties that attract squatters, inadequate maintenance of the landscaping along I-84 & NE Fremont St., and problems with the train line that runs adjacent to NE Killingsworth. Once again, participants attributed many of these problems in the area to the local unhoused population.¹⁸

At their Steering Committee meeting on March 19th, 2020 the group settled on the following list of target problems for the CBCR initiative:

- Property crime (e.g., car prowls, MVT, burglaries, vandalism)
- Property maintenance and physical disorder
- Repeat trespassing/trespassers
- Public drug sales, drug use, alcohol use
- Traffic safety (e.g., speeding, street racing, unimproved roads, lack of sidewalks)

¹⁷ People completing the anonymous survey were sent to a second unlinked form where they could register to receive periodic updates about the CBCR initiative.

¹⁸ Social disorder (e.g., public camping, drug use, noise, panhandling) was a focal concern for residents in both neighborhoods. The PPB representatives attending these meetings explained some of the legal obstacles, policy decisions, and resource limitations that make it difficult for the police to intervene with these activities. The attendees were gently encouraged to focus on other issues for the CBCR grant.

- Problem hotels/motels

Hollywood

The first community meeting for Hollywood happened on January 23rd (2020) and was attended by about 30 people, including residents, business owners, and several people from an adjacent neighborhood who heard about the CBCR grant. The participants shared concerns about trespassing, motor vehicle theft, car prowls (i.e., theft from motor vehicles), vandalism, property crime, open drug dealing, and traffic safety. Other issues discussed included abandoned vehicles, garbage, human feces, and drug needles left in public areas, problems that were again largely attributed to the local unhoused population.



Hollywood's first Steering Committee meeting was held on February 20th (2020). At that meeting the group settled on the following list of preliminary target problems:

- Property crime (e.g., car prowls, MVT, burglaries, vandalism)
- Property maintenance and physical disorder
- Repeat trespassing/trespassers
- Public drug sales, drug use, alcohol use
- Traffic safety (e.g., speeding, failure to stop at signs, yield to pedestrians)
- Perceived safety at the area's major transit center

Challenges

The arrival of the COVID-19 in March of 2020 introduced considerable delays and difficulties to our CBCR planning process. The City of Portland issued furloughs for most nonsworn police employees, reducing the agency's staffing by 20% to address projected revenue shortfalls. Officers were instructed to minimize contact with the public in an effort to limit the spread of the coronavirus and social distancing mandates effectively stopped public meetings for the next year. This severely limited the PPB/PSU project team's further engagement with the two neighborhood steering committees.

The unprecedented public health threat of COVID-19 was followed shortly in May by the murder of George Floyd in Minneapolis. This led to more than 100 days of public protest in Portland, tying up considerable law enforcement resources and generating extensive property damage throughout the city. Responding to the protesters, the City Council decided in late 2020 to reallocate million dollars from the PPB's budget. These cuts resulted in the loss of 84 sworn officers, mostly through reductions in re-hiring for open positions. Another 48 officers retired at the end of August 2020 and close to 100 more have retired or left in the years since.

These developments left the PPB with comparatively few resources to devote to new policing initiatives. The PPB was already among the leanest police agencies in the country. In 2018 for example, the agency reported 922 officers for a city population of 657,260 residents. Our rate of 1.4 officers per 1,000 residents was well below the average of 2.5 officers for the country's 100 largest cities. PPB ranked 77th that year in ratio of officers to residents, 60th in violent crime rate, and 6th in property crime.

In summary, the law enforcement resources that were once available in Portland for our CBCR initiative were greatly diminished leading into 2021. Community support for strategies we previously considered (e.g., traffic enforcement, focused deterrence, community engagement) decreased as well with many community members expressing distrust or dissatisfaction with the local police. Finally, there was increased concern about using proactive policing strategies that might result in adverse interactions with some members of the public. As a result, the CBCR team revised our strategies and scope of work moving forward. This included reducing the number of target problems identified in the Analysis section above, de-emphasizing enforcement actions by sworn officers, and prioritizing improved police-community relations above all else.

Provided below is the final *Action Plan* we submitted to the BJA (February 2021) documenting our proposed interventions in the two target neighborhoods. Note that the interventions actually delivered were often modified as a result of practical difficulties. These variances are documented in our Process Assessment.

Final Grant Objectives

Goal #1 – Decrease Physical Disorder and Increase Community Engagement in Crime Prevention

Residents and businesses in Hollywood and Parkrose identified physical disorder and vandalism as major concerns within their community (see below). We planned to use CBCR funds to facilitate community engaged clean-ups, lighting improvements, and crime prevention.



Strategy

We proposed that our CBCR crime analyst/grant manager would coordinate with neighborhood association leaders to increase community engagement on projects targeting physical disorder and crime prevention education. The specific tasks involved for each neighborhood were identified and prioritized by the respective steering committees and grant funding was allocated to support these efforts.

The **Parkrose** steering committee identified the following opportunities for community clean-ups, improved lighting, and crime prevention:

- Develop a partnership with the local railroad company to clean up sites adjacent to their property.
- Organize community clean-ups targeting local greenspaces; increase attractiveness of these areas (e.g., foliage upkeep, flower planting) to support local use.
- Conduct outreach with business owners/managers along Sandy Blvd to engage them in the clean-up and crime prevention efforts.
- Coordinate events at apartment complexes within Parkrose to increase community engagement with renters and people of color. Use these events to distribute crime prevention materials and information about local policing.
- Explore options to host a Night Out for Safety & Liberation event.
- Expand the Parkrose Stepping Up event, which welcomes cars to drive through to pick up free support items, including food boxes and sanitization supplies/masks.
- Leverage grant funds and energy efficiency grants to encourage local business owners to do storefront improvements that increase natural surveillance.
- Create flyers educating residents how to access police use of force statistics, how to file a report with the Independent Police Review (IPR), where to find public crime statistics online, and how to provide community input on police directives.
- Establish a partnership with the PPB enabling community members to participate in ride-alongs or other police-community activities.
- Identify a location where residents without internet, computers, smart phones, or a printer/scanner, can access these technological resources as needed.

The **Hollywood** steering committee identified the following opportunities for community clean-ups, improved lighting, and crime prevention:

- Organize clean-up activities that engage local residents in addressing physical disorder at key sites in the neighborhood. Includes purchase cleaning supplies and needle destruction machine allowing for the safe handling and disposal of litter and waste.
- Invest in plants and maintaining the cement planters along Sandy Blvd.
- Investigate resources for community waste management, including portable toilets, human waste toilet bags, and cleaning stations, at high-need sites within the neighborhood.

- Explore electrical box art wrap projects and garbage can paint designs, as implemented in other local neighborhoods. Art projects would be designed by local youth and/or artists, with the goal of incorporating historical information or promoting social justice.
- Pursue the repair and/or replacement of damaged street lights in close proximity to Hollywood's senior center.
- Add additional lighting at the end of 38th Place, and along a windowless wall within the area.
- Develop car prowling warning signs to be placed in local parking lots, with designs aiming to be both eye-catching, but friendly.
- Participate in or host community events to enhance civic pride and collective efficacy, with opportunities to disseminate crime prevention materials.
- Partner with PPB to distribute auto theft prevention devices.

Justification

Academic research finds that cleaning up community greenspaces, followed by active monitoring and rapid intervention on returning concerns such as graffiti, trash, waste, and vandalism is an effective way to discourage disorder and reduce criminal activity (e.g., Branas et al., 2018; Cozens, Saville & Hillier, 2005; Felson, 2020; Maxfield, 2008; Weisel, 2009). Similarly, improvements to local lighting has received considerable academic support (Cozens et al., 2005; Welsh & Farrington, 2008) and a case can be made for the value of building collective efficacy in communities facing serious crime problems (Weisburd et al., 2015).

Goal #2 – Increase Perceived Safety In/Around the Transit Center (Hollywood)



While perceived safety was fairly low in many areas of both neighborhoods, the Hollywood transit center was of particular concern to local residents. We hoped to increase perceived safety among people using the center by increasing formal surveillance.

Strategy

To increase perceived safety in this area we proposed supplemental foot patrols using the PPB's Public Safety Support Specialists or PS3s. The agency recently hired 12 PS3s to handle non-emergency CFS and other community-related activities. The PS3s are unarmed, but wear a uniform that makes them readily identifiable as a public safety employee. Our plan was to dispatch PS3s, or sworn officers if PS3s were not available, on daily community engagement patrols in front of the transit center and the immediate surroundings at high traffic and high crime periods.¹⁹ The objective was to remain highly visible, to interact in positive ways with people using the center, and to act as a potential

¹⁹ The actual light-rail or "Max" stop is controlled by Tri-Met and recent policy changes have restricted PPB personnel from actively patrolling the property.

deterrent to criminal activity via enhanced guardianship (e.g., Cohen & Felson, 1979). The latter includes reporting suspicious activity to dispatchers so that sworn officers could intervene where necessary.

Justification

The use of non-sworn police employees in crime prevention is increasing in the U.S. and recent research in the United Kingdom supports this activity. Ariel, Weinborn, and Sherman (2016) directed unarmed Police Community Support Officers to patrol crime hotspots in a large UK city. Crime and emergency CFS in these locations declined 39% and 20% respectively relative to control areas that received standard policing response alone. In another study Ariel, Bland, and Sutherland (2017) were able to significantly reduce crime (-16%) at train stations using supplemental patrols by uniformed unarmed security guards.

Goal #3 – Decrease Crime and CFS at and around Hotels/Motels (Parkrose)

Our analysis of crime, CFS, and community perceptions in Parkrose identified several hotel/motel establishments along Sandy Blvd. that appeared to be negatively impacting public safety in the neighborhood. Our hope was that we could reduce problems at these locations through supplemental foot patrols and crime prevention activities coordinated with the hotel/motel managers.



Strategy

Our effort to address this issue would start with an outreach campaign targeting relevant stakeholders (e.g., hotel/motel owners and managers; adjacent business owners/managers, nearby residents). A community coordinator working in tandem with a PS3 who received specialized training in hotel/motel regulations and crime prevention would contact stakeholders to share pertinent information. This might include data on crime and CFS at local hotels/motels and a review of the relevant ordinances governing problem businesses (e.g., 14B.60 14B.70). The PS3 and community coordinator would offer to assist the hotel/motel managers, by conducting safety audits and recommending crime prevention strategies. The ultimate goal of these activities was to encourage the property managers to take a more active role in addressing physical and social disorder on their premises. If needed, additional persuasion would be sought via coordination with the city's code enforcement team. Finally, we planned to deliver supplemental foot patrols along Sandy Blvd to visually deter criminal activity at these locations.

Justification

Empirical research finds that crime at hotels/motels can be reduced when there is unified community support calling for change, when hotel/motel ownership and management are willing to participate in the making changes, and when police and code enforcement officers are available to encourage cooperation (e.g., Bichler, Schmerler, & Enriquez, 2012; Harocopos & Hough, 2007; Schmerler, 2005).

Goal #4 – Decrease Property Crime and Improve Victims' Satisfaction with the Police

Residents and business owners in both neighborhoods identified property crime (e.g., car prowls, MV theft, burglaries, vandalism) as a major concern and recent crime data supported this as a top priority for the current grant. Moreover, crime victims are often dissatisfied with their interactions with the police, leading to lower levels of trust and confidence. Through our CBCR grant we hope to decrease property crime in the target locations and improve victims' satisfaction with the PPB.

Strategy

To address this issue, we proposed the addition of follow-up contacts with victims of property crime in the two target neighborhoods. We planned on paying some of the police bureau's PS3s overtime to conduct outreach to crime victims. Our initial focus was going to be residential burglaries based on the recent increases in this offense. Depending on the availability of resources each week, we proposed expanding outreach to victims of motor vehicle theft and theft from a motor vehicle when these offenses happened in association with a residential address.



The PS3 would try to visit a victimized household within a day or two of the initial report being filed. Upon arriving at the residence and making first contact, the PS3 would communicate concern for the victim, provide an update on the PPB's immediate and longer-term response to property crime in the area, and address questions about the legal process. The PS3 would also provide crime prevention tips, offer to conduct an external burglary prevention audit (if applicable), and warn the victim about their increased risk for subsequent offenses over the next week or two. The PS3 would then attempt to contact residents immediately adjacent to the victimized location and offer the same information and services. We estimated that the PS3s would be responsible for roughly 3 to 5 primary victim contacts per week in Hollywood and another 7 to 9 per week in Parkrose.

Justification

Our proposed strategy for improving victim satisfaction and decreasing property crime was supported by the available empirical research. First, police interactions with crime victims are influential in shaping public attitudes towards law enforcement (Skogan, 2005). Specifically, people tend to be more satisfied with the police when the responding officer(s) arrives promptly,

listens to the victim, and explains the criminal justice process (Tyler, 2003). Unfortunately, patrol officers in Portland have limited time to accomplish these goals. Response times for high, medium, and low priority CFS increased 28.4%, 56.2%, and 36.4% respectively from 2014 to 2018, due to steadily increasing CFS. COVID-19 and the pending budget reductions intensified these trends. We believed that a follow-up visit by the PS3s could help to fill this gap and improve victim satisfaction.

Second, there is a growing body of research demonstrating spatiotemporal clustering of criminal incidents including property crime (Piza & Carter, 2018). This clustering results in part from repeat incidents at victimized locations and nearby residences/businesses (i.e., near-repeats) shortly after an index offense (Groff & Taniguchi, 2019a). Research finds that short-term increases in police visibility in “micro-time hotspots” for burglary and theft from MVs are associated with reductions in crime (Santos & Santos, 2015a; Santos & Santos, 2015b). Crime prevention efforts similar to our proposed victim follow-up strategy also yield benefits. Johnson and colleagues (2017) had police officers provide information and low-cost target-hardening devices to recent burglary victims and their neighbors.²⁰ Benefits of this intervention included lower re-victimization and greater satisfaction with the police compared to treatment as usual. Similarly, Groff and Taniguchi (2019b) had community volunteers, rather than police personnel, deliver crime prevention information to recent burglary victims and their neighbors. While crime was not directly impacted, these contacts were positively valued by residents.

We should also note that our proposed use of the PS3s for several of our interventions was consistent with recent calls in Portland and beyond for shifting some traditional police responsibilities to non-sworn personnel. As such, the proposed initiative would serve as an important pilot-test of “de-policing” our response to certain calls for service and criminal incidents.

Alignment with BJA’s CBCR Objectives

The BJA’s objectives for CBCR grant funding required initiatives to be *geographically focused*, to *address causal factors* of crime and disorder, to be *community oriented*, *data driven*, and to include an *evaluation* framework to assess overall impacts. The final objectives of this study remained in close alignment with these core objectives.

Geographically Focused

From conception, this grant targeted two specific locations within the City of Portland with persistent and significant crime and disorder concerns. Through consistent engagement with local community stakeholders, the place-based approach of this project continued to focus in on locations *within* these neighborhoods which were consistent concerns to local residents, business owners, and users of these spaces.

²⁰ This included LED units that shone light against the window creating the appearance of a television being on; electronic timers; door and window chimes; crime prevention sticker; and neighborhood watch schemes. Similar devices may be an option in our project depending on the availability of funding.

In response to the widely shared sentiment among the community members to improve the physical space within the neighborhoods, we devoted resources to address these concerns. The neighborhood development occurred in part through community clean-ups, community plantings, lighting upgrades, and better access to technology resources. Specific sites of local concerns within each neighborhood were further selected for focused interventions, including specific interventions involving the problematic hotel establishments identified in Parkrose (see **Goal #3**), as well as the transit center in (see **Goal #2**).

Address Causal Factors

Causal factors of crime and disorder are addressed within this grant's place-based approach. Responses to the local community concerns were guided by empirical academic research. Each goal within this study is approached through the development of a strategy designed to target the root causes in a way that is supported by both community input, and best practice approaches. Full details of the evidence-based justification of each strategic approach can be reviewed in the **Final Grant Objectives** section (above).

Community-Oriented

This work has been developed with extensive input from local communities, and was shaped largely through this collaboration. From the outset, the community input has been crucial to the design and direction. We met with the neighborhood associations in both Parkrose and Hollywood to seek input on initial community surveys. These meetings formed a first step that brought the grant partners together to begin building relationships and develop open communication channels.

The next step in community involvement with the planning process began after the survey response data, CFS data, and criminal offense data was analyzed. The team gave presentations of our preliminary research findings at the neighborhood association meetings, providing copies of the materials and ample time to answer any community questions. A tentative timeline and future plans for the CBCR grant project were explained and contact information was provided for anyone who would like to be involved in the eventual formation of their neighborhood's *Steering Committee*. Each neighborhood formed their official CBCR Steering Committee to provide further guidance to the police and coordinate crime prevention initiatives. These committees held subsequent meetings during which the final target problems for each neighborhood were identified and prioritized.

While the research partners at PSU worked on the evidence-based piece of our response strategy, the PPB team continued working with the two neighborhood Steering Committees in order to keep project momentum and gain additional feedback. The arrival of COVID-19 added challenges to these efforts, but the team was able to participate in a thorough, socially-distanced "walkabout" of the Hollywood neighborhood with the Hollywood Steering Committee members to hear and see firsthand the problems they are facing. This interaction provided an opportunity to have open discussion between the PPB's CBCR coordinator and community members and also provided space to collaborate on community engagement ideas.

Prior to the creation of our Action Plan, the Steering Committees were asked to provide their desired types of community engagement activities to be supported during the implementation phase of the CBCR project. Several ideas for community involvement were provided and subsequently incorporated into our Action Plan as a core piece of the project (see **Goal #4** in the Response section). The engagement activities were wide-ranging and include community clean-ups, greenspace improvements, food box distribution, and tabling events providing information on various resources and community safety education. In an effort to carry-out these activities successfully, the CBCR team worked alongside various community organizations, including Historic Parkrose, Hollywood Boosters and Hollywood Senior Center, and has supported established community events such as Feed the People, and National Night Out for Safety & Liberation.

The Portland CBCR team is built upon a foundational partnership between the PPB and PSU. Additional members of the core collaborative team include leaders from each neighborhood; Annette Stanhope of the Parkrose Neighborhood Association and Jo Schaefer of the Hollywood Neighborhood Association. With the assistance of these neighborhood leaders, we collected ongoing input from each steering committee for the duration of the project.

These partners were crucial in assisting with:

- Early Action Project survey formation
- Survey distribution and promotion
- Providing meeting spaces
- Organizing steering committees
- Attending monthly meetings/St. Louis conference
- Participating in frequent check-ins with the grant coordinator
- Providing general support
- Providing neighborhood updates

The community, policing and research partners have remained engaged throughout project implementation.

Data-Driven

To best inform the strategies used to achieve our project goals, the CBCR team has used a variety of data sources. The starting point for our analysis began with community surveys administered in Parkrose and Hollywood as part of our Early Action Project. Both residents and businesses were surveyed and the data acquired was used to identify top public safety problems in the two neighborhoods. During the planning phase, the team also conducted a broad examination of types of crime and hot-spot locations within Parkrose and Hollywood, as well as in surrounding neighborhoods for comparison. This was completed utilizing calls for service (CFS) and criminal offense data. More specifically in Parkrose, an additional separate analysis of CFS and offense data was conducted at the 20 hotels in the neighborhood and within 500 feet surrounding each.

Evaluation of Implementation and Outcomes

This research was framed with evaluation in mind. Each of the four grant objectives were assessed for success in implementation, and critically evaluated for alignment with our initial project goals. A complete process and impact evaluation of this project follows in the sections below.

PROCESS ASSESSMENT

After the response planning phase, we now focus on assessment regarding the process. Below, we evaluate the process of implementing the strategies and grant objectives. We detail what was delivered and completed as part of the grant to accomplish the four goals described earlier.

Funding was available and grant activities began in June of 2021 and lasted approximately 1 year to the end of June 2022. It is important to note that the COVID-19 pandemic was still ongoing during this time period. COVID-19 protocols including mandatory mask wearing, limited indoor and outdoor gatherings, and other mitigation requirements were prevalent throughout the time period of grant activities. This greatly affected what was able to be accomplished, and particularly in what modality. Further, protests following the police killing of George Floyd in the summer of 2020 lasted for over 100 days in Portland. This again limited the ability for certain policing-related activities to occur due to lack of community support. Finally, Portland has seen a significant reduction in the availability of officers in our two target neighborhoods, both due to protests and other staffing shortages.



The chart above shows the decline in PPB officers, both in real numbers (-12.4% 2010 to 2021) and in rates (-29.8%). Simultaneously, calls for service from the public have increased substantially during this period. This pattern leaves officers with less time to allocate to proactive policing, community engagement, and supplemental activities. PPB staffing rates are also substantially lower than the U.S. average for cities with populations of 250,000 and above.

PPB had 1.7 officers per 1,000 residents in 2010, and the comparable national measure was 2.7. For 2021 these measures fell at 1.2 and 2.3 officers per 1,000 residents, respectively.

In sum, the project team faced unforeseen challenges due to these historic events, coupled with low staffing and officer availability. However, we successfully pivoted to achievable, related activities where possible. What was completed was done with a fairly high degree of fidelity, as evidenced by the process evaluation below.

We now provide detail on what was accomplished in service of the four key goals:

- **Goal #1** – Decrease Physical Disorder & Increase Community Engagement in Crime Prevention
- **Goal #2** – Increase Perceived Safety In/Around the Transit Center (Hollywood)
- **Goal #3** – Decrease Crime and CFS at Hotels/Motels (Parkrose)
- **Goal #4** – Decrease Property Crime and Improve Victims' Satisfaction with the Police

Goals 1, 2, and 3:

Goal 1 centered on decreasing physical disorder and increasing community engagement in order to reduce crime. Two specific areas were targeted to increase safety and decrease crime: Hollywood Transit Center (Goal #2) and Parkrose Hotel/Motels (Goal #3). A variety of activities were completed to accomplish these goals.

Supplemental Foot Patrols

One major activity with the goal of achieving crime reduction involved high visibility, community engagement foot patrols in both Hollywood and Parkrose neighborhoods. In addition to overall neighborhood patrols (Goal #1), the foot patrols were centered on two targeted areas of expressed need, the Hollywood Transit Center (Goal #2) and Parkrose motels along Sandy Blvd (Goal #3). It was originally conceived that each neighborhood would receive additional daily foot patrols in the designated areas. However, as stated above, issues with understaffing, the COVID-19 pandemic, and ongoing protests in the city downtown, meant that this amount of additional patrols was not feasible. Instead, officers were able to conduct supplemental patrols on Wednesdays and Saturdays, using officer overtime funded by the grant. This reduced the overall number of supplemental patrols delivered during the grant.

The table below summarizes the foot patrols delivered to both neighborhoods during the grant time period of 6/21-6/22 (approximately 1 year).

SUPPLEMENTAL CBCR FOOT PATROLS DELIVERED (6/9/21 TO 6/29/22)

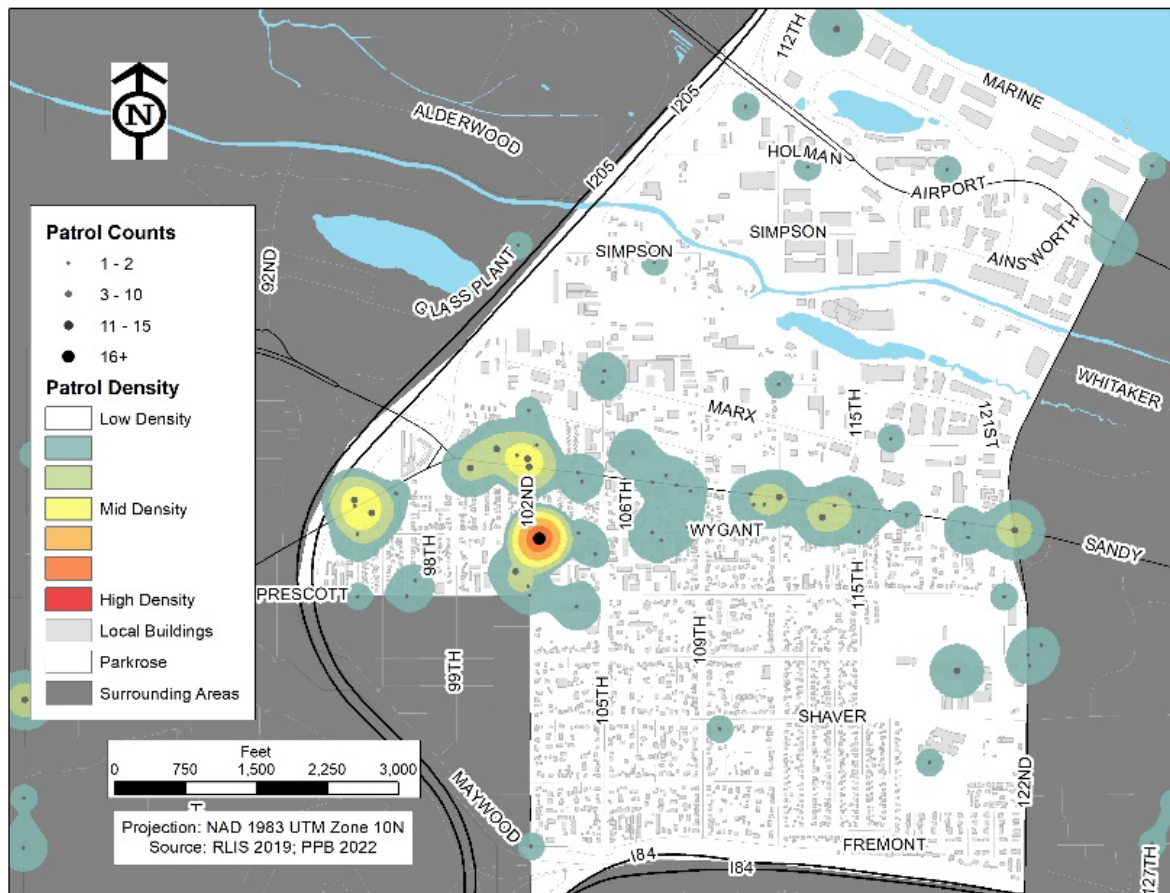
Location	Saturday Patrols		Wednesday Patrols		Grand Total	
	#	Hours	#	Hours	#	Hours
Parkrose	42	16.2	93	39.0	135	55.2
Hollywood	16	12.4	262	161.3	278	173.7
Other Areas North Prec.	53	47.2	59	30.5	112	77.7
Grand Total	111	75.7	414	230.8	525	306.5

As can be seen above, 525 additional patrols spanning over 306 hours of supplemental patrols were delivered in total. The majority occurred in Hollywood.

The following heat maps (below) plot these supplemental patrols in the two neighborhoods to visualize where they were located, and to highlight whether these locations align on the targeted areas of need (Goal #2 and Goal #3).

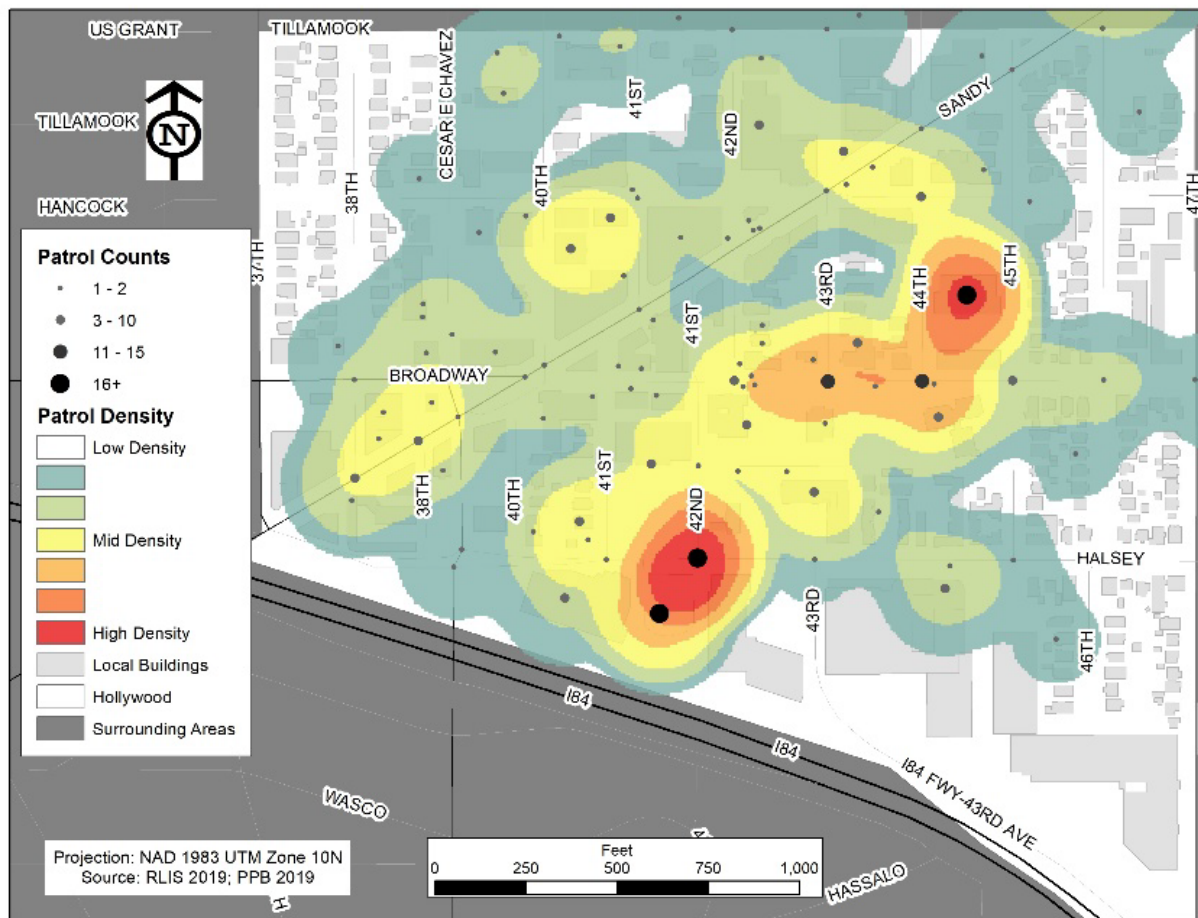
Parkrose Map of Supplemental Patrol Activity

In Parkrose, as displayed within the heat map (below), patrols were centered on hotels/motels along Sandy Boulevard (Goal # 3), with a hot spot around 102nd and Wygant. Foot patrols also focused on the motels that were frequently viewed by the community as areas of concern. These maps are generally consistent with the intended areas planned to receive supplemental patrols, reflecting Goals #2 and #3. So, while the dosage was less than ideally planned, they were largely delivered in areas aligned with community concerns.



During the patrols, the officers were to be highly visible and engage with the community in order to both deter crime with a high visibility presence and increase community engagement (aligned with Goal #1). In checking the clearing remarks for these foot patrols, officers largely followed these instructions. Officer clearing remarks repeatedly listed activities including checking on vehicles, making community contacts and providing crime prevention trips, delivering steering wheel locks, meeting with residents and business members, and answering community questions.

Hollywood Map of Supplemental Patrol Activity



As evidenced by the heat map above, supplemental patrols were focused on the area surrounding the Hollywood Transit Center (Goal #2) and between 44th and 45th, located just North of Broadway. This was identified by both the community surveys and police data as areas of concern.

Some specific examples taken directly from the officer clearing remarks included:

Parkrose

Community contacts, discussed crime prevention; discussed a previous case involving a burglary that occurred at the business. I explained the judicial process; spoke to customers about car theft prevention. Handed out 2 clubs; spoke to employee and discussed recent activity that had occurred at and around the business; spoke with customers about car theft prevention. Handed out 6 clubs.

Hollywood

Meeting with elderly residence they expressed concerns with criminal activity and abandoned vehicles around, checked on a few vehicles parked in the area; conversated with a few residents at the apartment building; delivered steering wheel lock to a recent stolen vehicle victim. He appreciated the gesture; drove around high crime areas in Hollywood. Spoke with community members and listened to their concerns about the city; enhanced patrol at the Hollywood TC stop; greeted citizens at the bus stop and enhanced patrol in the area; located and cleared a stolen vehicle which was found unoccupied; spoke to cashier at doe's. Purchased a couple items to show my support; spoke to church about training that is available regarding interacting with people in mental health crisis through BHU; spoke to seniors at the center.

After they were initiated, the Wednesday supplemental patrols became a joint collaboration with the Hollywood Neighborhood Association, aligned with Goal #1. Lead by president and steering team member Jo Schaefer, officers would meet on Wednesday mornings at 8:30 am in the Hollywood Grocery Outlet parking lot to walk the neighborhood with any community members interested in joining. Ms. Schaefer described the joint officer-community walks as follows:

"The walks occurred on a regular basis - same day and same time. Residents and businesses began to watch for us to come by and give us updates about things that they had encountered or had questions about."

The walks were advertised to the neighborhood on the neighborhood website NextDoor and through neighborhood communications, and had up to 13 neighbors join at a time. During the walks, the officers would listen to the community members, answer questions, provide crime prevention materials, and follow up on issues brought to their attention. These joint foot patrols in collaboration with the community were very positively received by the neighborhood and local businesses, as noted in our follow up interviews (see comments later in this section).

Neighborhood Community Activities

In service of Goal #1, another major activity of the grant was to engage the community and reduce crime through neighborhood activities. The neighborhood association steering committees received funding from the grant to purchase supplies, hold events, and conduct community activities to aid in crime reduction. Both Hollywood and Parkrose created a list of activities to use the grant funds provided earlier. When grant funds were released and made available in 2021, there were some re-prioritizing due to the ongoing COVID-19 pandemic and other neighborhood priorities.

In order to track the completed activities, neighborhood steering team members submitted purchase requests and logged activities done related to the grant using an app created by the PSU research team (see below).

12:29

Survey Completion
0% ————— 100%

 **Portland State**
UNIVERSITY

What type of community-based crime prevention **ACTIVITY** are you reporting?

(Choose one to represent the primary focus of the activity)

☐ Communication (mailed, emailed, called, or posted about public safety 3+ ppl)

☐ Meeting (met with 3+ ppl in-person or online to discuss public safety or plan activity)

☐ Event (participated in or hosted event to raise awareness/educate ppl about public safety)

☐ Project (participated in or led effort to directly address public safety problem)

☐ Some other type of activity

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Data from the submitted neighborhood grant activities are summarized in the table below. A total of 144 activities with 1183 people involved were logged. Most activities occurred in Hollywood. The Hollywood neighborhood association steering team was larger in size, and was more active in facilitating grant activities in the neighborhoods. In Hollywood, there were 120 activities logged involving the grant, with an estimated 853 people involved. The most frequent activity was a meeting involving public safety issues in the neighborhood. In Parkrose, there were a total of 24 activities logged, with 330 people involved. The most frequent activity (aside from Other) was an event or communication. The majority of activities involved PPB. This demonstrates the partnership and collaboration between the neighborhood, steering committee, and PPB that was the goal of the grant.

	# Total	% w/PPB ^e	Est. People ^f
Hollywood	120	55%	853
Communication ^a	17	47%	96
Event ^b	13	8%	155
Meeting ^c	41	63%	338
Project ^d	18	61%	96
Other activity	31	65%	168
Parkrose	24	54%	330
Communication ^a	6	83%	48
Event ^b	6	67%	132
Meeting ^c	2	100%	6
Project ^d	3	0%	35
Other activity	7	29%	109
Grand Total	144	55%	1,183
^a Mailed, emailed, called, or posted about public safety 3+ people.			
^b Participated in or hosted event to educate people about public safety.			
^c Met with 3+ people in-person or online to discuss public safety or plan activity.			
^d Participated in or led effort to directly address public safety problem.			
^e Did anyone from PPB participate in the activity?			
^f Based on people reported per activity. Does not represent distinct individuals.			

Organizers of the activities also provided more description of the type of activities that were conducted. In **Hollywood**, examples of each type were:

- **Communication:** *"Spoke to one of the managers at the library about helping distribute information about artwork project and handed out flyers"*
- **Event:** *"Hosted a table at a Health & Safety Fair, gave away safety flyers and 11 of the Clubs; Dug a plan tree out of a planter and relaxed it with a manzanita tree and fresh potting soil; Participated in Block Party hosted by the Hollywood Senior Center handing out safety fliers and giving away steering wheel clubs"*
- **Meeting:** *"Met with residents at Hollywood Townhouse to give got steering wheel; Attended Hollywood Booster mtg & gave update on the grant and gave away 5 steering wheel clubs; Met with interim minister at St Michael's Episcopal church to discuss safety presentation/training for their congregation."*
- **Project:** *"SOLVE cleanup in Hollywood; Delivered a case (100 count) of Sharps containers to a local business to store for residents and other businesses to utilize in our cleanup"*
- **Other:** *"research re: quantity, cost and where to purchase soil amendment for the planters."*

In **Parkrose**, example activities included:

- **Communication:** *"Notified business owners of free graffiti removal kits; Communicating about potential walkthroughs around gun violence hotspots; Discussed recent and planned cleanup efforts"*
- **Event:** *"Hosted Parkrose Marketplace one weekend a month to help small business owners during the pandemic and activate vacant lots, and this month we had fliers on crime"*

prevention for distribution at our Historic Parkrose booth; Hosted a block party at 104th and Sandy Blvd and activated two vacant lots; Held the 2nd of our Summer Nights events, which was a large block party on a vacant lot featuring free entertainment, service providers, and a chance to buy food, drink, and wares from small vendors.”

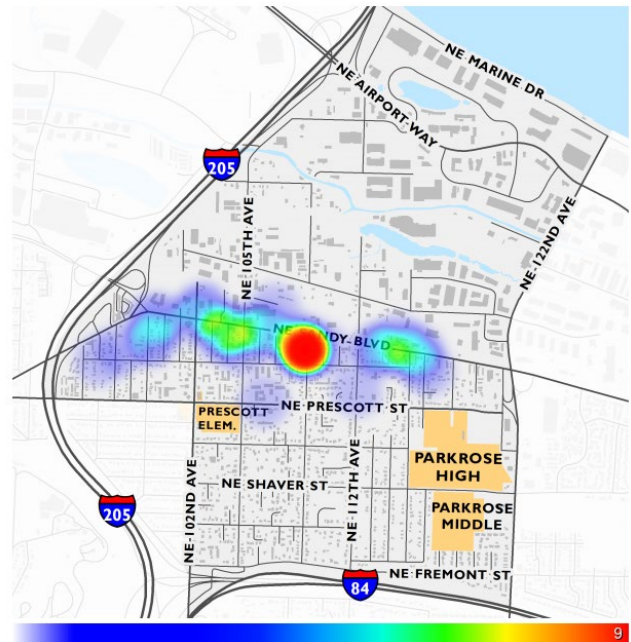
- **Meeting:** “Discussed storefront improvements with Better Bargains and gave them a new Ring camera provided by PPB.”
- **Project:** “Picked up litter in the CBCR focus area between NE Prescott St. and NE Sandy Blvd; Historic Parkrose provided a storefront improvement grant so that ___, which has been in an area of nuisance and criminal activity, could upgrade their lighting and paint and add permanent fencing to protect the property after hours; Partnered with Cultivate Initiatives for a litter patrol and to do houseless outreach in the Historic Parkrose district.”
- **Other:** “Delivered a PPB-purchased Ring camera to ___ at ___ and discussed removal of abandoned vehicles”

We created a heat map illustrating the location of the activities for both neighborhoods. The maps show that the activities were widely distributed around the Hollywood neighborhood. In Parkrose, they were more focused on the Sandy Blvd corridor, which was a noted area for improvement.

Map of Grant Activities in Hollywood



Map of Grant Activities in Parkrose



To successfully conduct the community activities, the neighborhood steering team purchased a variety of items, with the goals of facilitating community engagement and decreasing crime in the neighborhood (Goal # 1). The total expenditures between the two neighborhoods was approximately \$26,000. Example items purchased were: Club steering wheel locks (300), outdoor web cams (20), pressure watchers (2), anti-graffiti coating, plants, socks, portable potty rental, barricades, yard sign, permits, electrical wiring services, paint remover, and ring floodlight cameras.

The neighborhood organizers also provided more detail about the grant activities to describe what was done and what the funding was used for. A few examples in Hollywood include:

- *"This grant allowed our committee to deliver Ring Security Cameras (2), which have been installed in February of 2022, above the doorways. After the installation of the cameras, there have been just a couple of single individuals camping in this area."*
- *"Funds from the grant were used to install large metal planters and fill them with several perennials. The result is a clear sidewalk and bike lane along NE Hancock St, between 43th & 44th."*
- *"The manager said they had to adjust how they did business because they couldn't leave customers cars parked on the lot overnight because they feared they would be stolen. I offered them 5 of the steering wheel clubs to help secure those cars when necessary. They really appreciated it."*
- *"Large planting event with cleaning adding new plants and trees to the big cement planters in the neighborhood. Several groups were involved, neighbors, boosters and a local scout troop, did a lot of planting and picking up trash."*
- *"After multiple incidents of individuals camping, endless trash, needles, and fires along Weidler St side of the property, owners installed several large planters filled with shrubs on both sides of the street. The area is now a much more pleasant area for residents and pedestrians."*
- *"Planned and facilitated a presentation by an officer from the Behavior Health Unit of PPB and 25+ residents and business owners. Have received requests to set up additional training events."*
- *"Hosted 1 of 19 tables at the Community for Positive Aging/Hollywood Senior Centers June 26, 2022 Block Party that was attended by roughly 300 people. Gave out safety information flyers and steering wheel clubs."*

Similarly, in Parkrose, neighborhood organizers described some of the grant activities and its impact on the neighborhood:

- *"The Bullet Free Weekend at Katie's (114th) in March partially covered by CBCR funds provided positive visibility to passersby on their efforts to counter gun violence, and it was a networking event for folks who were there. And the business owner was happy to have us in the parking lot rather than those who deal drugs or dump junk cars."*

- *“The Parkrose Marketplace last year at 108th and Sandy (another guy is doing it this year), and then storefront grants to Bill's (102nd) and Katie's (114th) for paint, lighting and fencing. They say the fencing has been helpful for keeping their places secure after hours.*
- *“We had our 1st Summer Nights event this past week at 104th and Sandy with the help of CBCR funds. It was well attended, and we appreciated having a police vehicle in the area due to a challenging individual who has been staying in a car there. Neighbors got to connect and we had services provided as well as entertainment. A much better use for vacant space.”*

As evidenced by these examples, the neighborhood organizers found great value in the activities that the grant was able to facilitate. Activities often centered on crime prevention, sharing information, beautification projects, clean ups, and promoting community within the neighborhood. Although the number of activities may have been lower overall that what was originally conceived, due to the pandemic and other emerging priorities, the activities that were conducted were clearly aligned with the grant goals and often in partnership with PPB.

Less activities generally happened in the Parkrose neighborhood compared to Hollywood. The Parkrose steering committee was smaller than Hollywood, and the neighborhood had less people involved overall. Annette Stanhope, chair of the Parkrose steering committee, noted a few barriers that arose. First, she stated that the association, due to the COVID pandemic, had “shifted to prioritize emergency COVID-relief efforts, including rent assistance, to help residents and small businesses.” She later learned that “two of the business owners who were on the steering committee were leaving the district, so it was difficult to reconvene the group.” This may have contributed to the fewer activities taking place in Parkrose during the grant period. In follow up interviews at the end of the grant, she also noted that having a liaison or project manager between PPB and the neighborhood would facilitate the collaboration. This role was previously occupied at the start of the grant. Unfortunately, the person in the role left halfway through the program and was unable to be replaced. This also may have contributed to less activities being completed overall.

In sum, activities completed to accomplish Goals 1-3 were largely successful. Neighborhood foot patrols were conducted by officers, targeting the two areas of stated need (Hollywood Transit Center and Parkrose hotels/motels). This was consistent with Goals 2 and 3. In aiding with community engagement and crime reduction (Goal 1), these patrols were later joined by community members on a regular basis. This partnership facilitated sharing of information, crime prevention, and trust between police and the neighborhood. While the overall number of patrols conducted was lower than anticipated, they were overall successfully conducted to achieve the stated goals. In further service of Goal #1, neighborhood associations put on various activities, cleanups, and community events with funding from the grant to beautify the neighborhood and enhance community engagement in crime prevention. Neighbors involved in these activities provided positive feedback on the effect they perceived it to have on the areas, and officers reported value in conducting this work as well.

Goal 4 – Decrease Property Crime and Improve Victims’ Satisfaction with the Police

Victim Follow Up Intervention. Another goal for the grant (Goal # 4) was to focus on victims to improve their experiences with the police and prevent future victimization. As originally conceptualized, we planned to make in-person police follow up to property crime victims. Based on procedure justice frameworks, the intent was to send an officer to recently victimized individuals, express concern, allow victims to have a voice, collect any additional information, and provide crime prevention materials. However, due to the ongoing COVID-19 pandemic, protests in Portland following the murder of George Floyd, and understaffing of the agency described earlier, it was not possible, nor preferred, to have officers go to the homes of recent crime victims in person. Given this limitation, the research team pivoted to officer outreach via phone calls and emails. This provided a layer of safety due to COVID and was a less obtrusive process for the victims. It also was possible to complete with current staffing levels of officers and PS3s.

With the change to phone call and email follow ups made, we were able to still meet the various goals of the in-person outreach plan, as well as expand it to assist more people. While the original plan was to only follow up with property crime victims, we decided to expand the victim outreach to more crime types reported using the online crime reporting system. PPB, like the majority of other major city police agencies, has been increasingly relying on the use of online reporting for minor crimes. Indeed, 70% U.S. agencies with 500+ officers use online reporting, and 51% of all property crime in Portland was reported using the online system. However, while it is increasing in usage and prevalence, there is little research or information about how victims feel about online reporting. What does exist notes a high level of dissatisfaction by the community, with the number 1 complaint being lack of follow up (NPF, 2019). For example, one victim’s feedback using the online system stated, *“I would really hope that a live person would contact me. Without that I assume the police don't care and aren't doing anything about it.”* This led us to ask, can we increase satisfaction with the police, confidence and trust in the police, and willingness to report future crimes by delivering a procedural justice informed follow-up contact to crime victims using the Portland Police Bureau’s online reporting system?

We centered the victim follow up, as planned, around procedural justice. Procedural justice is a framework that focuses on fairness and transparency in process and decision making (Tyler & Huo, 2003). When perceptions of procedural justice in interactions and decision-making are high, people are more satisfied, more likely to accept a decision, and feel that they were treated fairly. In the online reporting victim follow up, we created a police follow-up experience that would be high in procedural justice, allowing victims to: *tell their story, have someone listen them, feel that their issue is taken seriously and believed, have harm acknowledged (e.g., property loss, emotional), have blame attributed to the offender (no victim-blaming), and to be kept informed and involved in the process.*

With these goals in mind, we created a procedural justice focused script and trained officers to make follow up calls to victims who reported crimes using the online reporting system. Communication scripts were made for phone call, voicemail, and emails. They were personalized communications in which officers *expressed concern for the victim, normalized any feelings or*

emotions they might experience after being victimized, reinforced the importance of crime reporting, managed expectations about the process moving forward, and finally, offered crime prevention tips. Officers also answered questions and facilitated further communication where needed. Crime prevention flyers were created by the PSU research team, which were tailored to specific crimes, and included tips on how to prevent further victimization. The flyers covered seven common crime types: catalytic converter theft, car theft, burglary, vandalism, theft, bike theft, and identity theft. They contained Portland relevant statistics and information about the specific crime type and steps people can take to prevent this crime in the future. The full communication scripts and crime prevention flyers are listed in the Appendix.

An example email communication was:

Dear John Smith,

I am a Police Officer with the PPB and I am following up regarding the criminal incident you reported through our online system on September 12th.

First off, I am sorry to hear about your recent victimization. Being the victim of a car break-in can be upsetting and it is normal to experience feelings like anger, fear, or sadness. I understand that this may be difficult and want to make sure that you are OK.

Second, I want to thank you for reporting this incident. The Police Bureau takes these reports seriously. Your case was reviewed by a police officer and the information was added to our criminal incident database. We use these data to identify crime patterns and guide our efforts to improve community safety.

Third, because this type of crime is often difficult to solve, I want to offer some tips that could protect you from future offenses. This is especially important since your vehicle may be at increased risk for another crime in the coming weeks. The attached flyer provides suggestions on preventing this type of incident. The more of these strategies you can implement the better. It may also be helpful to share these tips with your neighbors since other properties nearby may be at higher risk.

Please feel free to phone or email me if you would like to talk about this incident, if you have additional information to report, or if you would like to learn more about crime prevention. I can be reached at XXX-XXX-XXXX today between 12:30pm and 4:30pm. You can also email me at a later date if today is not convenient.

*Sincerely,
Officer XXX*

Officers made the victim outreach contacts using overtime funds paid by the grant. Each week, officers received a list of victims who reported their crime using the online crime report from the prior two-week time period. Officers used the email and phone numbers listed in the crime report to make contact. To make contact, officers first called using the phone, and if the person did not answer, left a voicemail. They next emailed the victim as well. They provided specific times for people to call them back to speak to them and/or the ability to email them back.

The intervention used a randomized experimental design. Contacts began in May 2021 with the two target neighborhoods of Hollywood and Parkrose receiving the follow up outreach contacts. The nearby control neighborhoods were Argay, Madison South, North Tabor, Rose City Park, Sullivan's Gulch, and Sumner. They received treatment as usual, which was limited or often no follow up after an online crime report. After two months, in July 2021, the intervention was expanded to 12 additional neighborhoods that received the victim outreach calls (Eliot, Lloyd, Overlook, Arbor Lodge, Hayden Island first, followed by Cully, Grant Park, King, Russell, St. Johns, Wilkes, and Woodlawn). The control neighborhoods remained as a comparison throughout the grant period.

Victims in each of the listed neighborhoods (control and treatment) were emailed a survey approximately 4 weeks after their online report was made. The survey asked questions about their recent online crime report. Questions included (see Appendix for full survey):

- *Follow-up Contact: "Did a Portland police officer communicate with you directly regarding this incident?" [Yes/No]*
- *Satisfaction: "Taking the whole experience into account, how satisfied are you with the way PPB handled this report?" [Dissatisfied, Neither, Satisfied]*
- *Confidence: "What impact, if any, has your recent crime reporting experience had on your confidence in PPB?" [Less confident, No impact, More]*
- *Future Reporting: "If another crime like this happens to me I will report it to the Portland police." [Strongly agree to Strongly disagree]*
- *General Attitudes About Police: "The police can be trusted to make decisions that are right for my community." [Strongly agree to Strongly disagree]*

The table below summarizes the total number of victim outreach calls made, victim characteristics, and type of crime reported.

Victim Characteristics	#	%
Neighborhood		
Hollywood	198	6.7%
Parkrose	354	12.0%
Other Nhoods	2,396	81.3%
Sex		
Female	1,270	43.6%
Male	1,645	56.4%
Age		
Under age 18	14	0.5%
18 to 24	237	8.0%
25 to 34	838	28.5%
35 to 44	742	25.2%
45 to 54	520	17.7%
55 to 64	346	11.7%
65 and up	248	8.4%
Race/Ethnicity		
Asian	196	6.9%
Black/AA	145	5.1%
Hispanic/Latino	211	7.4%
Other	53	1.9%
White	2,251	78.8%
Crime Reported		
Theft From Motor Vehicle	846	28.7%
Vandalism	654	22.2%
Theft of Motor Vehicle Parts	645	21.9%
All Other Larceny	433	14.7%
Theft From Building	154	5.2%
Burglary	114	3.9%
Identity Theft	78	2.6%
Other Offenses	24	0.8%

From 5/11/21 to 6/21/22 during the grant period, 2,948 victim outreach calls were completed. In Hollywood, 198 calls were made, and 354 were made in Parkrose. The 12 additional neighborhoods received the outreach calls in phases. They consisted of Eliot, Lloyd, Overlook, Arbor Lodge, Hayden Island, Cully, Grant Park, King, Russell, St. Johns, Wilkes, and Woodlawn neighborhoods. In total, the comparison neighborhoods received a total of 2,369 calls. The control neighborhoods of Argay, Madison South, North Tabor, Rose City Park, Sullivan's Gulch, and Sumner received treatment as usual (no additional victim outreach). The outreach calls went to slightly more men than women, and the majority were between the ages of 25 to 44. White people made up 78.8% of the calls. The most common crime reported was theft from a motor vehicle (e.g., car break in), followed by vandalism, and theft of motor vehicle parts (e.g., catalytic converter stolen).

Victim responses to follow up calls. People often replied to the email with additional information about their cases, some thoughts they wanted to share, and often to express appreciation. People attached video clips and screen shots, as they were not able to upload this information on the online system. They appreciated having another avenue to send this information in.

The response by the victims to the follow ups has been overwhelmingly positive. They appreciated the officers taking the time to connect with them and follow up on their case. It allowed them to express their concern and have someone listen. They often did not expect a follow up call, and were greatly appreciative when it occurred. They also appreciated the crime prevention tips and mentioned how useful they were.

A few examples of emails to officers from victims who received the follow up:

- *"Thanks for reaching out though. I appreciate your time, effort, your caring email and compassion..."*
- *"I will take a look to the prevention tips and be more cautious moving forward."*
- *Thanks again for the work all of you do in this challenging time."*
- *"I appreciate the gesture and all of the tips."*
- *"Thank you for taking the time to actually email me regarding my car break in."*
- *"Thank you for the email (and I think I got a voicemail from you as well)."*
- *"Thank you for taking the time to consider this theft and add it to the statistics that, perhaps, will affect some change in more police funding."*
- *"And thank you for the crime prevention tips - we are working on some changes around our home as well."*
- *"Thank you! I appreciate the follow-up, and I realize there is not much to do but wanted a record on file to help with tracking these incidents."*
- *"Thank you for checking in on us. We went with you on a Hollywood walkabout awhile back."*
- *"I sense that the situation on the streets of Portland is gradually improving, which is so good to see, and thanks to your good work."*
- *"Thank you Officer XX. I really appreciate you reaching out. [...] We appreciate you and value what you do for the community to keep us safe."*

Officer focus groups. In January of 2022, we conducted focus groups and interviews with the officers who conducted the follow up victim calls to gain their perspective on the process and activity. Across the interviews, the officers' responses were overwhelmingly positive overview of the project.

They stated that the public response has been overwhelmingly positive according to the officers. People often talked a while, and discussed things beyond the incident to issues in the city as a whole. They often simply wanted a chance to vent and have someone listen to them as citizens. While some people naturally expressed frustration, it has not been directed at the officers. People expect that the online



reports will be entered and never heard from again, and when they talk to an officer, they are very appreciative. Most people are filing the report for insurance and do not anticipate that the crime will be solved, but are still happy to hear from someone at PPB. They also believed that this role could be done by both PPB officers as well as Public Safety Specialists (PS3s). They thought people might not notice a difference, and felt it was having a human acknowledge the concerns that made the biggest difference.

The officers also noted benefits on their end to making these follow up calls with victims. They stated that the people you are calling and talking to are often a different segment of the population from the people they encounter on typical shifts. Typically, they do not have time to spend talking to victims, and having this experience exposed them to a broader segment of the population. They said it was a really positive experience that they want to continue to be part of it. It was a good way to practice listening skills and have conversations that otherwise are missing from their daily routine. Officers also noted that, with the increase in online reporting, they often do not know about the full extent of crimes in their patrol district because they never “see” these online reports.

Regarding the process and feedback to improve the calls, they stated that having less calls to get through on shift was best, so they could spend more time on each call as a result. When they were able to reach people on the phone, they generally wanted to talk for a while. They thought that around 20 calls per person per 4-hour shift was a proper target. They appreciated that the calls were programmed in the CAD system, which made them easier to attend to and complete. They also noted that in general, it was harder to make connections at businesses. Sometime there was missing information, or not the right people to contact. They also dismissed texting as a viable option, in addition to the calls and emails currently done. They felt that people would text when they should call 911 or the non-emergency line in the future. They also felt it would be more difficult to have the overall conversation about the events via text. They noted were that phone numbers are not always available, or people might not have voicemail set up. There also were some challenges with using their own work cell phone to make the calls. They reported getting call backs later at home or subsequent days, when it was harder to follow up.

In sum, in response to Goal 4, we successfully executed a well-designed, procedural justice oriented experimental victim outreach intervention that was expanded to additional neighborhoods. Victims who reported crime online in the treatment areas, including both target neighborhoods of Hollywood and Parkrose, received additional officer follow up to their online crime report that involved listening, understanding, validating, and crime prevention trips. Both officers involved in the follow up calls and victims reported very positive experiences with the follow up calls.

Neighborhood stakeholder interviews: In September 2022 at the conclusion of the grant activity period, we conducted interviews and emails with key stakeholders in the neighborhoods to gain their perspective on the grant activities, and what, if any, effect it had on the neighborhood over the last year. We contacted members of the steering team from each neighborhood and people that were involved in grant activities to gain their feedback and perspectives. Across responses, neighborhood stakeholders were very positive about the grant and the positive changes they perceived in the neighborhood.

They repeatedly saw the value in the neighborhood walks with officers as an opportunity to connect real time with an officer and address issues. Some highlights include:

- *"...the weekly conversations with the neighborhood officer, helped us to craft safety procedures for our staff, volunteers and clients. [...] I found the weekly neighborhood walks on Wednesdays particularly beneficial as it provided an opportunity to share our concerns in real time and receive advice on how best to proceed. It also was an opportunity to learn how other businesses were responding."*
- *"On Wednesday's when you are making your rounds and the officer's leave their cars in my lot, I can tell that there is so much less riff raff going on in the neighborhood. It is almost like people are on their best behavior because we generally don't have to deal with as much shoplifting or hostile people during this time. [...] It is so nice to be able to have the officer's help with questions and/or advice on issues that we deal with daily rather than trying to get through to non-emergency. They are always so helpful and when they don't have an answer they will get an answer or provide the right resources. I always feel so much safer when I know they are in the area talking to businesses and making their rounds."*
- *"Officers walking the neighborhood on Wednesdays to talk to business owners, community members, and even folks in nearby homeless camps. Conversations led to some businesses showing initiative to better protect their property by cutting back bushes, doing better lighting, and reporting RVs and other derelict cars through pdxreporter."*
- *"As a ten plus year homeowner residing in the Hollywood District, I observed for the first time several months ago a uniformed Officer along with a few citizens strolling along at a friendly pace. I saw this as a very positive sign. Why? It indicated to me that the neighborhood was cared for with a visible sign of attention to not only the condition of the neighborhood but the voices of the individuals that exist in the neighborhood. Observing an officer or two on foot and walking alongside citizens indicates unity, community and hope!"*

- *"I have noticed that on Wednesday mornings when the officer parks in our lot and leaves it there while they do their walks that things tend to quiet down. It seems that the regular thieves tend to stay away and there is not as much riff raff hanging around in the area and that officers' presence is felt. I really have appreciated having the officers around on Wednesdays, it feels safer and they have been a very good resource to me on multiple occasions. I appreciate the fact that they really seem to want to help out the community and want to show us as much support as possible."*
- *"The presence of officers walking around the neighborhood with me, on a regular basis, seems to have made the police more approachable. I have gotten the impression that since we are always in the area on Wednesday morning between 8:30 and 10am, they realize it is a routine, no one is in trouble, and that the officers are there to try and answer questions and address concerns. A few times I even received a text or phone call asking that we stop by a particular location."*
- *"The 'walk with the cops' brings hope to a community that has a substantial sense of hopelessness. The 'walk with the cops' connects the community through conversation, communication and connection. It is of significant value."*

They also noted the value in new equipment to improve safety:

- *"We ended up purchasing security gates for our building which has significantly improved the safety of our building. I have seen measurable improvement in the neighborhood although there is still much work to be done."*

People commented on the impact that the neighborhood events had on bringing people together and instilling a sense of community:

- *"The events that Historic Parkrose hosted were well received by neighbors and businesses. The market last year and Summer Nights event this year (also featuring a market) provided safe meeting spaces for neighbors, vending opportunities for small mom-and-pop businesses, and activated vacant spaces. We had Community Safety pamphlets at our events and handed out anti-theft clubs for cars. Even the No Bullet Weekend, which was lightly attended, was looked on favorably by the host, Katie's Backyard, because it deterred negative activity from her parking lot. And neighbors came by and talked to the officers on site and service providers had a chance to network." (NOTE: No Bullet Weekend is a "pop up" anti-gun violence event that brings positive activity to an area that has experienced gun violence.)*
- *"The Parkrose Marketplace and Summer Nights events definitely shifted perspectives of what's possible in the district. Normally there are not many children and families on Sandy Blvd--it's considered unsafe for a variety of reasons. But with a large event and safety in numbers, many families came to the district and enjoyed entertainment and each others' company."*

They also appreciated police help responding to incidents or issues that arose.

- *"Fast response and support when Mother & Child was targeted on June 24th when people rioted and again on July 5th. I was able to text Jo Schaefer who was walking with Officer ____ when I arrived at work and saw the damage. He became a point person contacting Portland Fire, Portland Police Criminal Intelligence Unit, and then helped me talk to the FBI agents and ATF Special Agent ____ who were also on site. ATF later called me to ask why there was no record in the CAD system or like 911 and **I said because we have officers on some days who connect with businesses and that happened to be the day.** She was impressed by how everyone worked so well together and so quickly. So were we!"*
- *"One morning we saw an elderly man in a wheel chair who seemed to be struggling. The officer asked if he was ok, the man asked if we could push him to the next corner. We complied and asked where he was headed. Turned out he was staying in a room at 38th & Sandy, and needed to get out to 122nd & Burnside for an appointment. His electric wheel chair was being repaired and he had been given the manual one to use. Officer ____ pushed him from 40th & Broadway up to the elevator at the transit station. Along the way the man said, "I can't believe a police officer would stop to help me. This is really nice of you." When we continued on our walk several residents thanked Officer ____ for helping him. When one of them asked why he did it, the officer replied, "Because he asked me for help, so I helped him." The guy said, "That was really nice, thank you." **I really don't think this interaction would have occurred when this project first started out.** In fact at first, most reactions to officers walking around were, "What's wrong?" Overall it has been a nice change."*

Overall, they felt that the grant activities had a very positive effect on the community and neighborhood.

- *"I believe Officer ____'s presence and other investments through this Crime Reduction Grant have improved neighborhood trust and the overall relationship with the City."*
- *"The whole experience with this grant has created positive views of the police especially as they help us deal with an escalating problem with open air drug dealing, homeless camps, etc. It feels like everyone is working really well together and is more solution-oriented rather than just complaining!"*

Along with their expressed desire for the program to continue:

- *"I just really hope that this program continues because the neighborhoods need the support, as well as the officers and I believe that this program is slowly helping bring communities back together."*
- *"I feel like this program is really making a difference in our area and hope that the program can continue."*
- *"Please continue the grant. It works."*

IMPACT ASSESSMENT

In this section of the report we address whether the CBCR program had a positive impact on public safety or residents' attitudes toward the police. We start off by assessing whether the program as a whole had a global impact on police calls for service and crime in the two target neighborhoods. After that we assess whether our combined interventions led to increased feelings of safety among residents and more positive assessments of the police. Finally, we document the impact of our outreach program with crime victims using the PPB's online reporting system.

Global Impact on Crime and Calls for Service (CFS)

The interventions proposed in our CBCR *Action Plan* (i.e., community engagement foot patrols, community clean-ups, crime prevention education) are characteristic of Problem-Oriented Policing (POP), wherein repeat public safety incidents that are of concern to residents and the police are addressed using proactive crime prevention strategies. Unfortunately, the unique nature of each problem and the tailored responses generated makes it difficult to evaluate POP interventions using the highest quality methodological procedures available to social scientists (Eck, 2006). In the ideal scenario we would identify many locations with a given crime problem and then randomly assign the areas to treatment and control conditions. Random assignment helps to ensure that the only difference between the groups at the start of a study is the active intervention. Hence, any crime reductions found would be solely attributable to the intervention.

Randomized experiments are rarely possible with POP projects because of the limited sample size involved (i.e., just 1 or 2 target areas). Researchers often resort instead to a simplified before (pre) and after (post) design that looks for changes on key metrics in the treatment area (e.g., crime, calls for service). A major limitation with this design is its susceptibility to alternative explanations, something researchers refer to as a threat to internal validity. One type of threat is history, other events unrelated to the intervention that happen between the pre-test and post-test that might fully or partially account for any changes observed. This would significantly lessen our confidence that the treatment alone acted as the causal agent.

The combined impacts of COVID-19 and 100+ days of protest in Portland followed by a significant reduction in the availability of officers in our two target neighborhoods constituted major historical threats to the internal validity of a simple pre-post evaluation design. One way to improve on this design is by adding a comparison location (or locations) that do not receive the intervention, but are also subject to the influence of extraneous factors (e.g., COVID-19, protests). This is the approach that we used for our analysis of crime and calls for service data.

We identified six Portland neighborhoods that were adjacent to our two treatment locations, Parkrose and Hollywood. Efforts were taken to identify neighborhoods that were similar in size and demographics. As shown in the next table, we were not completely successful in this regard. Parkrose is one Portland's most racially/ethnically diverse neighborhoods and both treatment neighborhoods had higher proportion of residents living in poverty (PSU's Population Research

Center estimates based on 2020 U.S. Census and the 2016-2020 American Community Survey²¹). That said, inclusion of these comparison areas still helped us to establish patterns for comparison with the trends seen in our two treatment neighborhoods.

	# Residents	# Households	% White*	% Hispanic	% Below Age 18	% Below Poverty	Median Income
Treatment Neighborhoods							
Hollywood	2,260	1,332	71%	7%	10%	15%	\$79,000
Parkrose	6,250	2,272	49%	14%	19%	15%	\$49,000
Comparison Neighborhoods							
Argay	6,313	2,282	51%	11%	18%	6%	\$65,000
Madison South	7,217	2,603	60%	8%	18%	7%	\$63,000
North Tabor	5,663	2,890	72%	7%	15%	14%	\$65,000
Rose City Park	9,633	4,285	77%	5%	20%	7%	\$98,000
Sullivan's Gulch	4,073	2,023	73%	7%	8%	10%	\$63,000
Sumner	2,118	981	57%	12%	16%	13%	\$72,000
*Alone or in combination with another race.							

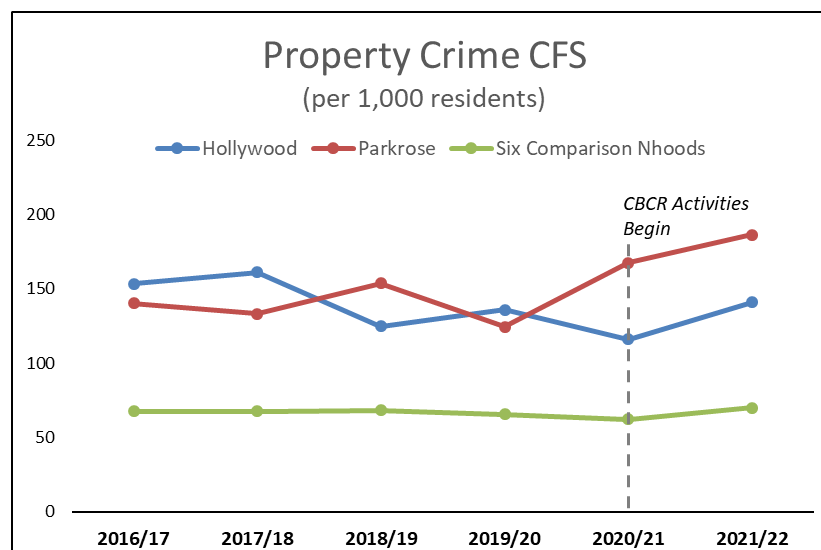
Calls for Service (CFS)

Our first analysis looked at changes in police CFS in the treatment neighborhoods versus the six comparison areas. More specifically, we examined trends in property crime calls (e.g., burglary, stolen vehicle, theft, vandalism, arson, fraud) and disorder-related calls (e.g., area check, disturbance, suspicious activity, unwanted person, welfare check) in the years leading up to the start of our CBCR interventions in June 2021 with the 12-month period when the grant interventions were active²². Our focus on these two types of calls, as opposed to alarms, violent crimes, etc. was designed to mirror the primary emphasis of our CBCR interventions: property crime and disorder. Also, given population differences across the eight neighborhoods, we converted CFS counts into rates per 1,000 residents using neighborhood population estimates from PSU's Population Research Center. Note that our CFS data only includes calls generated by the public. Officer-initiated calls were not included.

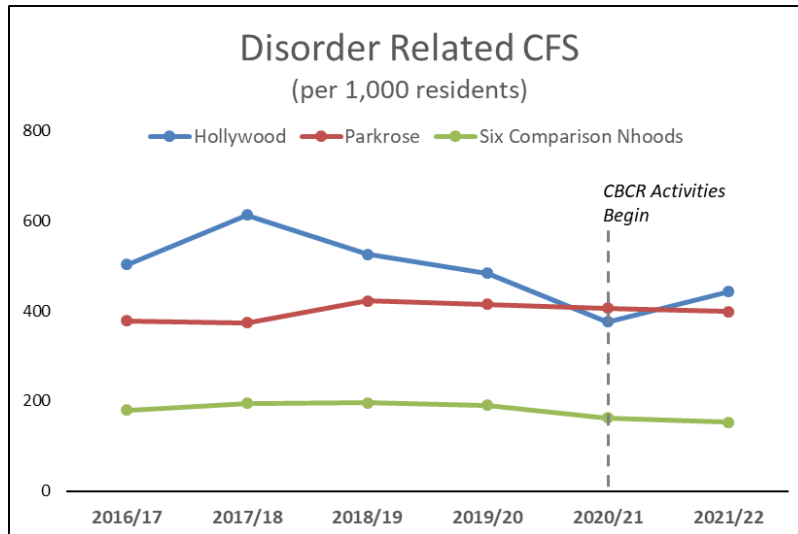
²¹ <https://www.pdx.edu/population-research/neighborhood-profiles>

²² While Portland's CBCR grant was officially awarded by the BJA in the fall of 2018, there were significant delays that resulted from COVID-19, local protests, and fiscal processing. During the first three years of the grant activities were primarily focused on problem identification, preliminary community engagement, and planning.

The chart below documents the rate of property crime CFS in the comparison neighborhoods (combined), Parkrose, and Hollywood. The first thing to note is that the rate of CFS in the former was consistently lower than the rates for the latter two areas. This highlights the reason for targeting Parkrose and Hollywood in the first place: both neighborhoods had above average crime and calls for service over the past decade. So, in addition to pre-existing demographic differences, the comparison and treatment neighborhoods were also not entirely equivalent when it came to calls for service initiated by the public. With regard to the patterns seen over time, rates in all three areas were relatively stable during the pre-intervention period (2016/17 to 2020/21). Crime-related CFS in the comparison areas increased 12.3% during the intervention period (62.1 per 1,000 in 2020/21 vs. 69.7 in 2021/22). In Parkrose property crime CFS increased 11.2% (167.7 vs. 186.4) and in Hollywood they rose 21.5% (115.9 vs. 140.9).



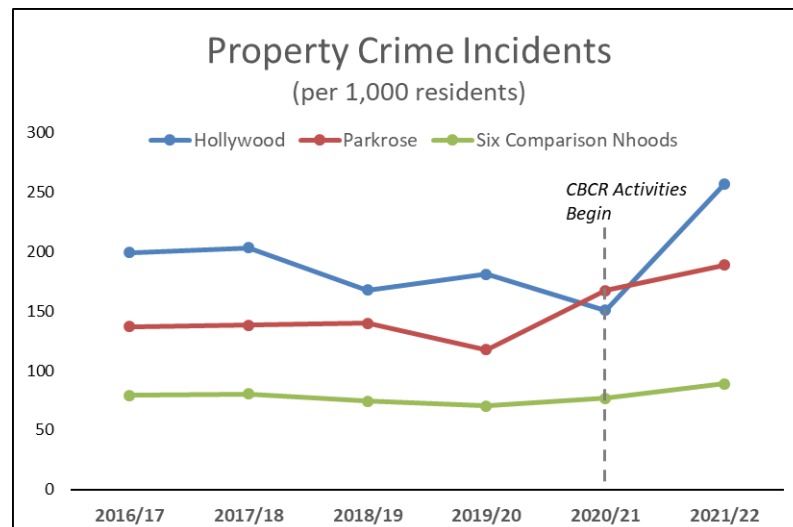
Our next analysis (below) examines trends in disorder related CFS generated by the public. Here again, we see that the rate for our comparison neighborhoods was much lower than the two treatment areas for the pre-intervention period. During the intervention months disorder CFS declined 5.9% in these neighborhoods (162.8 vs. 153.2). The rate of disorder CFS was relatively stable in Parkrose leading into the intervention year and then declined 2.0% during the 12-month period when grant activities were in process (406.1 vs 398.2). Hollywood saw more variability in disorder related CFS in the years leading up to the CBCR grant, with a downward trend in the most recent three years. Disorder CFS then increased 17.8% during the intervention period.



Criminal Incidents

A similar methodology was used to assess changes over time in property crime incidents officially documented by the PPB.²³ Property crime in this case included larceny-theft, MV theft, vandalism, burglary, fraud, robbery, forgery, arson, and other less common offenses. The combined rate per 1,000 residents for the six comparison neighborhoods was compared to the rates for Parkrose and Hollywood.

As shown in the chart below, the property crime rate for the comparison neighborhoods was consistently lower than the two treatment locations. The rate was also largely consistent across the five year-long periods comprising the pre-intervention period. During the intervention year the crime rate in the comparison group increased 15.9% (from 76.8 per 1,000 in 2020/21 to 89.1



²³Police CFS do not always result in an official incident report. Similarly, there are official criminal incident reports that get filed online by the victim that do not generate a CFS in the PPB's CAD system. As such, these two sources of data for property offending can at times generate different research findings.

per 1,000 in 2021/22). The equivalent rates for Parkrose increased by 12.7% (167.4 vs. 188.7) and Hollywood increased 69.9% (150.9 vs. 256.4).

Summary

Looking across our three outcome measures, disorder related CFS, property crime CFS, and property crime incidents, we found that the changes observed during the CBCR intervention period for Parkrose largely mirrored the changes seen in the comparison neighborhoods. Indicators of property crime went up slightly in both areas and disorder related calls to the police remained largely stable. By contrast, the Hollywood neighborhood experienced notable increases across all three metrics.

One interpretation of these findings is that the CBCR program as a whole had no measurable impact in Parkrose and that it had a negative impact in Hollywood. As noted in our process evaluation above, the number of supplemental foot patrols and community activities delivered in Parkrose were quite limited. Hence, it makes sense that trends in crime and calls for service in Parkrose were similar to those in our comparison sites that received no supplemental resources.

The apparent negative impact in Hollywood is a bit harder to explain. One possibility has to do with dosage. Prior research and evaluation theory suggest that weak crime interventions can “backfire” (Linning & Eck, 2018; Linning et al., 2019), potentially emboldening offenders and/or discouraging citizens from participating in crime control activities. Our original plan was to deliver supplemental foot patrols on a daily basis in both treatment neighborhoods. Similarly, we hoped to deploy PS3s/officers for in-person visits to recent crime victims and their neighbors to reduce repeat and near-repeat offending. COVID-19 and significant reductions in the availability of police staff made these unobtainable goals and the project team had to pivot significantly in ways that may have under-powered the intervention. Perhaps the slightly higher intervention dose in Hollywood was enough to trigger the so-called backfire effect.

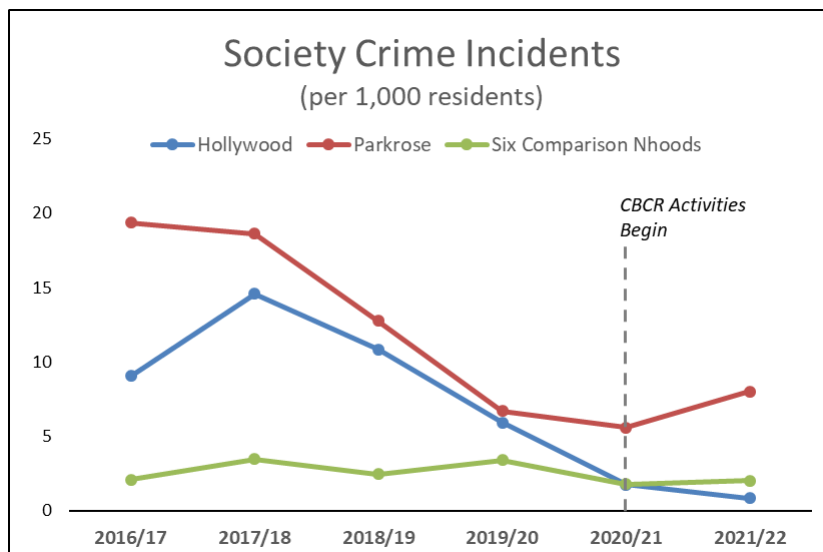
An alternative explanation is that our metrics for assessing global changes in the treatment areas (i.e., CFS, criminal incidents) have an inherent problem. Research studies consistently find that most criminal offenses are not reported to the police. In 2020, for example, only 33% of property crimes were reported to law enforcement (NCVS, 2020). Interventions like ours that actively seek to improve police-community relationships run the risk of increasing reporting, significantly confounding our ability to detect changes in antisocial behavior (Weisburd et al., 2021). From this perspective, the higher rates for CFS and property crime reported to the police in Hollywood might be interpreted as a positive outcome of the intervention. Perhaps people felt more inclined to report problems they observed and victimizations they experienced. Unfortunately, there is no easy way to assess changes in local crime reporting to confirm or refute this hypothesis.

Another limitation of our findings for Hollywood has to do with random variability. Year-to-year changes in public safety measures tend to be less stable when dealing with smaller numbers and Hollywood was the second smallest neighborhood we studied. During the pre-intervention period the average year-to-year percent change in property crime CFS was $\pm 12.8\%$ and it was $\pm 16.7\%$ for disorder related calls. From this perspective the changes of 21.5% and 17.8%

respectively for the intervention year suggest that much of the change observed may be attributable to random fluctuations rather than a negative outcome of the CBCR initiatives.

A final issue that may have confounded our ability to detect positive effects of the CBCR program in our treatment neighborhoods has to do with a differential impact of police resources and/or police activity over time. A sizable body of research demonstrates that crime can be significantly reduced when law enforcement agencies engage in proactive forms of policing (e.g., hot spot policing, problem-oriented policing, focused deterrence; National Academies of Sciences & Medicine, 2018). This is a form of policing that been greatly reduced in Portland over the past decade though a combination of policy decisions and the reduced availability of officers.²⁴

One metric for quantifying police proactivity is criminal incident reports classified as *crimes against society*. This largely consists of officer-initiated arrests and citations for drug offenses, prostitution, and weapon violations involving felons. Rates for these offenses in Parkrose and Hollywood were much higher than our comparison sites in the early preintervention years (see chart below), and they declined considerably over time leading into the intervention period. One interpretation of these data is that Hollywood and Parkrose experienced much more significant declines in proactive policing as compared to our control locations. This might have increased criminal activity in these two neighborhoods, offsetting any positive gains from our various CBCR initiatives.



²⁴ One way to document this change is by looking at trends in CFS generated by the public versus CFS that were initiated by officers (i.e., proactive calls). In 2013 the PPB logged roughly 15,000 calls of each type per month. By 2020 the former increased to 20,000 per month while the latter dropped to around 10,000.

Community Surveys

A second approach to assessing the global impact of our CBCR activities in Hollywood and Parkrose involved community surveys. We tested the hypothesis that people associated with these two neighborhoods (i.e., residents, business owners, shoppers) would feel safer than they did prior to our interventions.

In our preliminary community surveys conducted in 2019 we asked each respondent whether they were interested in receiving updates on the CBCR grant. If they answered yes, they were transferred to a second online form where they could enter their name, email, and phone number. We used the resulting list of names (n = 143 for Hollywood; n = 158 for Parkrose) to distribute a second survey invitation on August 3rd, 2022. We invited people to let us know whether public safety in their neighborhood had gotten better or worse over the past 12 months. One reminder email was sent seven days after the first invitation and then we closed the survey on August 15th.

Respondent Characteristics	Hollywood		Parkrose	
	#	%	#	%
Sex				
Female	34	50%	30	48%
Male	32	47%	32	52%
Prefer to not answer	2	3%	0	0%
Age				
25 to 34	5	7%	2	3%
35 to 44	16	24%	24	39%
45 to 54	10	15%	15	24%
55 to 64	11	16%	7	11%
65 or older	24	35%	14	23%
Prefer to not answer	2	3%	0	0%
Race				
White-Alone	59	87%	46	74%
Other Race Alone or Combination	5	7%	13	21%
Prefer to not answer	4	6%	3	5%
Ethnicity				
Non-Hispanic	62	91%	55	89%
Hispanic	1	1%	5	8%
Prefer to not answer	5	7%	2	3%
Current Relationship to Nhood				
Resident	45	64%	54	86%
Non-Res. - Ongoing Connection(s)	20	29%	7	11%
Non-Res. - No Connection	5	7%	2	3%

Note: Sample size varies by comparison due to missing data.

We received 70 usable responses for Hollywood (49.0%) and 63 from Parkrose (39.9%). The characteristics of the people completing the surveys in each area are provided in the table above. Respondents were equally divided between male and female, age was skewed toward older groups as compared to Census data, and a minority of the samples were non-white (13% and 26% respectively) or Hispanic/Latino (1% and 8%). Most of the respondents were either a

resident of the same neighborhood or they remained connected in some way (i.e., own/run a business, work, recreate visit family/friends).

Perceived Safety in Neighborhood ^a	Hollywood		Parkrose	
	#	%	#	%
Safety Walking Alone: DAYTIME				
Less Safe	35	51%	38	60%
About the Same	29	42%	23	37%
Safer	5	7%	2	3%
Safety Walking Alone: AT NIGHT				
Less Safe	49	71%	47	75%
About the Same	17	25%	15	24%
Safer	3	4%	1	2%
Any Areas You Feel Safer?				
No	57	83%	57	90%
Yes	12	17%	6	10%
Any Areas You Feel Less Safe?				
No	18	26%	15	24%
Yes	50	74%	48	76%

^a Compared to 12 months ago.

Our first set of questions asked about changes in perceived safety over the past 12 months (see table above). A majority of respondents in both neighborhoods said that, compared to 12 months ago, they would feel less safe walking alone in their neighborhood during the daytime (51% in Hollywood and 60% in Parkrose). Three-quarters (71% & 75% respectively) said they currently feel less safe walking alone in their neighborhood at night. Very rarely did people say that they currently feel safer than they did 12 months earlier. We also asked whether there were any areas of the neighborhood that felt safer over the prior year (17% for Hollywood and 10% for Parkrose) and whether there were areas that felt less safe (74% and 76%).

Similar to our prior surveys, we provided respondents with a map of the neighborhood that allowed them to 'click' up to four locations where they felt less safe over the prior year. As seen in the density maps below, the areas generating the greatest level of concern are largely the same as what we found in 2019. In Hollywood, the transit center and adjacent areas received the



most clicks. For Parkrose most of the clicks fell along the Sandy Blvd. corridor running east to west. These findings suggest that more needs to be done in these areas to increase perceived safety.

The next set of questions from the follow-up survey asked about the kind of problems targeted in our CBCR grant. This includes social disorder (to a lesser degree), physical disorder, and property crime.

Public Safety Problems in Nhood ^a	Hollywood		Parkrose	
	#	%	#	%
Social Disorder (e.g., noise, squatters, trespassing)				
Decreased	6	9%	7	11%
About the Same	16	23%	5	8%
Increased	47	68%	51	81%
Physical Disorder (e.g., vacant bldgs, garbage, graffiti)				
Decreased	7	10%	6	10%
About the Same	9	13%	14	22%
Increased	53	77%	43	68%
Property Crime (e.g., theft, burglary, car break-ins)				
Decreased	3	4%	3	5%
About the Same	14	21%	9	15%
Increased	51	75%	50	81%

^a Compared to 12 months ago.

The majority of respondents in Hollywood (68%) and Parkrose (81%) said social disorder in the neighborhood (e.g., noise, squatters, trespassing, panhandling, prostitution) increased over the prior 12 months (see next table). The same goes for physical disorder (e.g., vacant buildings, unkempt yards, abandoned cars, garbage, graffiti; 77% and 68% respectively) and property crime (e.g., theft, burglary, and car break-ins; 75% and 81%).

One limitation with these analyses is that people often feel crime is getting worse, even when official reports suggest otherwise.²⁵ Perhaps these finding regarding property crime and disorder in the two target neighborhoods reflects this tendency. Another limitation of these data is that we do not have surveys from adjacent neighborhoods or the city as a whole. People in other areas might be just as likely to say that crime and disorder have increased.

We sought to address these issues, albeit indirectly, by asking the follow-up survey respondents for three global assessments of public safety. This includes rating: 1) their neighborhood (i.e., Parkrose or Hollywood), 2) the surrounding neighborhoods, and 3) the rest of Portland. Respondents used a ‘slider’ scale to indicate whether, compared to 12 months earlier, public safety in each location was much worse (-10), much better (+10), or about the same (0). The

²⁵ See for example <https://www.pewresearch.org/fact-tank/2016/11/16/voters-perceptions-of-crime-continue-to-conflict-with-reality/>

analysis of these data was restricted to the participants who provided ratings on all three locations (n = 45 for Hollywood, n = 49 for Parkrose)

In Hollywood the mean score for the neighborhood was -5.1 (SD = 4.1), it was -3.8 (SD = 4.3) for the surrounding neighborhoods, and the score for the rest of the city was -5.8 (SD = 3.9). All three ratings were negative, indicating that the respondents perceived a decline in public safety across the entire city. A dependent samples t-test comparing the first two ratings, Hollywood vs. the surrounding neighborhoods, was statistically significant (mean difference = 1.24; $t = 2.65$, $p < .05$). This indicates that people surveyed from Hollywood felt public safety declined more in their location than the surrounding areas over the past year. A similar comparison between the ratings for Hollywood versus the rest of the city was not significant (mean difference = -.71; $t = -1.49$, $p = ns$).

The mean neighborhood score for Parkrose was -5.6 (SD = 5.0), it was -5.3 (SD = 4.4) for the surrounding neighborhoods, and the rest of the city was given a rating of -5.5 (SD = 5.2). Once again, all three ratings were in the negative direction; people reported a decline in public safety across the entire city. The dependent samples t-test comparing the first two ratings, Parkrose vs. the surrounding neighborhoods, was not statistically significant (mean difference = .29; $t = .92$, $p = ns$). Likewise, the comparison of ratings for Parkrose versus the rest of the city did not reliably differ (mean difference = .12; $t = .21$, $p = ns$).

Two other goals for the CBCR project were to increase the visibility of PPB employees patrolling in select areas of each neighborhood and to increase residents' trust/confidence in the police. The follow-up survey included three questions addressing these issues.

As seen in the table below, most people reported seeing officers in the respective target neighborhoods at about the same frequency as the prior year (53% for Hollywood; 50% for Parkrose). More respondents in Hollywood said that officers were currently seen less often (29%) as opposed to more often (18%) over the prior year. The same was true for Parkrose (37% vs. 13%).

Exposure To & Attitudes Toward Police ^a	Hollywood		Parkrose	
	#	%	#	%
How Often Do You See Police in Nhood?				
More Often	12	18%	8	13%
About the Same	35	53%	31	50%
Less Often	19	29%	23	37%
Confidence in PPB				
Gone Up	18	27%	10	16%
About the Same	15	22%	21	34%
Gone Down	34	51%	31	50%
Trust Between Police & Residents				
Gone Up	16	25%	8	13%
About the Same	29	46%	28	45%
Gone Down	18	29%	26	42%

^a Compared to 12 months ago.

With regard to confidence in the PPB, the modal response for each neighborhood was that it had “gone down” over the past 12 months (51% in Hollywood; 50% in Parkrose). Slightly more than one-quarter (27%) of respondents in Hollywood said their confidence in the agency went up. This was lower for Parkrose at 16%.

With regard to recent changes in trust between the police and residents, the modal response in both neighborhoods was that it remained “about the same” (46% in Hollywood; 45% in Parkrose). One quarter (25%) of the respondents in Hollywood said that trust increased. Only 13% of the survey respondents in Parkrose said the same.

A final set of questions on the survey addressed community participation in and knowledge about CBCR grant related activities over the past 12 months. We first asked whether the respondents received any crime prevention materials from the PPB or their neighborhood association (e.g., flyers with tips for preventing crime, a door camera, security lights, steering wheel lock, etc.) Roughly equal proportions of people in both neighborhoods answered yes to this question (25% in Hollywood and 26% in Parkrose) and the majority (88%) in each neighborhood receiving the materials said they were helpful.

Nhood Crime Prevention Activities	Hollywood		Parkrose	
	#	%	#	%
Did Nhood Assoc. or PPB Share Crime Prevention Materials?				
No	51	75%	46	74%
Yes	17	25%	16	26%
Were Materials Helpful (% yes)		88%		88%
Did You Hear About Crime Prev. Activities in Nhood?				
No	42	62%	47	76%
Yes	26	38%	15	24%
Did You Participate (% yes)		50%		33%
Were the Activities Helpful (% yes)		67%		43%

Next, we asked the respondents whether, in the past 12 months, they heard about any local crime prevention activities coordinated by the neighborhood association and/or the PPB (e.g., community meetings to discuss public safety, meetings with a police officers, garbage clean-ups, graffiti removal, distributing crime prevention tips, etc.). One-third (38%) of the respondents from Hollywood answered yes, as did one-quarter (24%) of the respondents from Parkrose. Among these subgroups, 50% from Hollywood and 33% from Parkrose said that they participated in one or more of these activities in the past 12 months. Two-thirds (67%) of these from Hollywood said that these activities helped improve public safety in the neighborhood. Slightly less than one-half (43%) from Parkrose responded in kind.

A final analysis assessed whether community members who received the aforementioned crime prevention materials and/or participated in crime prevention activities facilitated by the PPB or neighborhood association had different perceptions about public safety and the police than

people who did not have such contact. Our hypothesis was that people who had more direct involvement in the CBCR activities might feel safer in their neighborhood and have more positive feelings about the police.

For these analyses we combined the respondents across the two neighborhoods to ensure that we had a sufficient sample size for each comparison. We also used the continuous data (0 to 4) from our survey items rather than collapsing response categories as in prior tables. For example, when asked about perceived safety walking alone in their neighborhood during the daytime, as compared to 12 months ago, people were given the following options: (0) Much less safe, (1) Less safe, (2) About the same, (3) Safer, and (4) Much safer.

A total of 37 respondents (28% of the sample) said that they received crime prevention materials and/or participated in the neighborhood crime prevention activities. The remaining 95 respondents (72%) did not. The two groups were similar with regard to sex, age, race, and ethnicity.

	Did Not Participate/ Receive Materials (n = 95)		Participated/ Received Materials (n = 37)		F
	M	SD	M	SD	
Safety Walking in Daytime ^a	2.20	.87	2.51	.90	3.39
Safety Walking at Night ^a	1.79	.90	2.00	.88	1.48
Social Disorder ^b	3.14	1.11	3.00	.97	.43
Physical Disorder ^b	3.02	1.06	3.14	1.00	.32
Property Crime ^b	3.28	.94	3.17	.81	.38
See Officers in Nhood ^c	1.60	.87	2.11	.88	8.82**
Confidence in Police ^d	1.37	1.09	1.89	1.22	5.68*
Trust in Police ^d	1.55	.87	2.25	.97	15.62***

* $p < .05$, ** $p < .01$, *** $p < .001$, + $p = .07$.

^aMuch less safe (0) to Much safer (4) compared to 12 months ago.

^bDecreased a lot (0) to Increased a lot (4) compared to 12 months ago.

^cMuch less often (0) to Much more often (4) compared to 12 months ago.

^dGone down a lot (0) to Gone up a lot (4) compared to 12 months ago.

The table above compares survey responses from the two groups. Statistical testing was done on the mean scores and standard deviations using analysis of variance (ANOVA). As seen in the table, people in the “participated” group scored slightly higher on perceived safety during the daytime ($F = 3.39$, $p = .068$). The two groups were similar on perceived safety at night ($F = 1.48$, $p = ns$), and they had similar ratings for change in social disorder ($F = .43$, $p = ns$), physical disorder ($F = .32$, $p = ns$), and property crime ($F = .38$, $p = ns$). People in the participated group had a significantly higher mean score on the police visibility item (i.e., “Do you currently see police officers in Hollywood less often, about the same, or more often than you did 12 months ago?”; $F = 8.82$, $p < .01$). This group also had significantly higher scores when rating their confidence in the PPB ($F = 5.68$, $p < .05$) and their level of trust in the police ($F = 15.62$, $p < .001$) as compared to 12 months earlier.

Summary

The follow-up survey in the two treatment neighborhoods offers both positive and negative feedback regarding the CBCR project. Starting with the latter, we found that most of the respondents believe that public safety in their neighborhood went down over the past 12 months, the period when the CBCR interventions were underway. This includes majorities in both neighborhoods saying that they felt less safe walking alone than they did a year earlier. Similarly, the majority of respondents from both areas believe that social disorder, physical disorder, and property crime have increased in their neighborhood of late. While not exactly a positive outcome, we did find that our respondents had similar perceptions regarding the surrounding neighborhoods and the rest of Portland. The majority of people surveyed felt that public safety has declined throughout the city, not just in their neighborhood.

On the positive front, we found that one quarter of the respondents from each neighborhood received crime prevention materials from the PPB and/or their neighborhood association and people almost always rated these materials as helpful. A slightly smaller group of people participated in local crime prevention activities that were connected to the CBCR grant, and this group had more favorable attitudes towards the police than those who did not participate. In this regard we may have achieved one of the primary goals for our CBCR grant: increase trust and collaboration between the police and community members.²⁶

Victim Outreach Contacts

The impact of our victim outreach program was assessed using a quasi-experimental design. As described earlier, the intervention involved officers calling/emailing property crime victims who filed a report using the PPB's online crime reporting system. Initially the officers just contacted people who were victimized in the two target neighborhoods, Parkrose and Hollywood. After two months the intervention was gradually extended to include victims from eleven other neighborhoods in the northern region of the city.²⁷

The outreach contacts were scheduled, on average, 26 days after the victim filed their online incident report. All of the victims from the treatment neighborhoods were then contacted by email 2-3 days later and they were asked to complete a brief, anonymous, online survey run by the PSU research team.

The victims in the treatment neighborhoods were compared with victims using the PPB's online reporting system from our six comparison neighborhoods.²⁸ These victims in the comparison

²⁶ Our methodology here is correlational and we cannot rule out the possibility that pre-existing differences between the groups contributed to these findings. Specifically, people with more positive attitudes about the police might have been more likely to sign up for activities. That said, we did at least rule out demographic differences between the two groups.

²⁷ Eliot, Lloyd, Overlook, Arbor Lodge, Hayden Island, Grant Park, King, Russell, St. Johns, Wilkes, and Woodlawn.

²⁸ Argay, Madison South, North Tabor, Rose City Park, Sullivan's Gulch, and Sumner. Note that group assignments (i.e., treatment, comparison) were based on the neighborhood where the crime occurred, not necessarily where the victim lived.

neighborhoods were not eligible for the supplemental outreach contacts. They constitute a “treatment as usual” (TAU) comparison group, in that they received whatever follow-up contacts the police bureau normally delivered. Survey invitations were emailed to these victims 30 days (average) after filing their online report.

A total of 3,672 victims from the treatment and control neighborhoods used the PPB’s online crime reporting system between 5/10/2021 and 6/21/2022. Of these, 857 completed our online survey, resulting in a response rate of 23.3%. Our first analysis of these data compared the demographic characteristics of the victims from our treatment (n = 470) and comparison (n = 387) neighborhoods. As seen in the table below, the two groups were comparable with regard to gender, age, race, ethnicity, residency, and the types of crime experienced. None of these comparisons yielded statistically significant differences (i.e., χ^2 analysis with a $p < .05$). The only analysis that approached our statistical threshold was a slightly higher proportion of comparison victims who were from Portland (77.3% vs. 71.4% for the treatment group). These analyses give us confidence that the two groups were roughly equal before the delivery of the intervention.

	Victims in Control Nhoods (n = 387)	Victims in Treatment Nhoods (n = 470)	Sig. Difference? *
Gender			no
Female	44.1%	41.2%	
Male	48.7%	50.2%	
Non-Binary	0.5%	1.4%	
Self Described	1.3%	1.4%	
Prefer to Keep Private	5.4%	5.8%	
Age			no
18 to 24	3.5%	4.4%	
25 to 34	17.5%	16.1%	
35 to 44	25.5%	24.7%	
45 to 54	22.6%	20.7%	
55 to 64	14.8%	14.3%	
65+	11.6%	14.7%	
Prefer to Keep Private	4.6%	5.1%	
Race			no
Minority	15.9%	14.0%	
White-alone	76.9%	78.8%	
Prefer to Keep Private	7.3%	7.2%	
Ethnicity			no
Hispanic/Latino	4.4%	4.7%	
Non-Hispanic	85.9%	87.1%	
Prefer to Keep Private	9.7%	8.2%	
Residency			no
Out-of-State	8.6%	10.2%	
Portland	77.3%	71.4%	
Other City/Place in Oregon	12.3%	12.5%	
Prefer to Keep Private	1.9%	6.0%	
Type of Crime Experienced			no
Theft	18.0%	22.1%	
Theft from a MV	41.0%	40.0%	
Vandalism	21.3%	22.1%	
Other	19.7%	15.8%	
* χ^2 test with threshold of $p \leq .05$. Actual sample sizes vary by comparison due to missing data.			

The next analysis examined whether victims in the treatment neighborhoods were more likely to have received some type of follow-up contact after filing their online crime report. During the survey victims were asked the following question: “Did a Portland police officer or public safety specialist communicate with you directly regarding this incident? Either by email, phone, or in-person?” Additional instructions advised them to exclude the initial email they may have received with the report number for their offense. If they victim reported a follow-up contact they were asked to identify the different type(s) of communications involved (e.g., in-person, phone, email).

	Victims in Control Nhoods	Victims in Treatment Nhoods	Sig. Difference?*
Any Follow-up Contact (% yes)	16.7%	67.2%	yes
In-Person	1.8%	2.0%	no
Phone	8.4%	24.5%	yes
Email	9.2%	56.8%	yes
* χ^2 with threshold of $p \leq .05$. People may have been contacted using more than one method.			

The findings from this analysis are presented in the table above. In the comparison neighborhoods (i.e., TAU) the base rate for any type of follow-up contact after filing an online report was 16.7%. This usually involved a phone call (8.4%) and/or email (9.2%). The percentage of victims in the treatment neighborhoods reporting a follow-up contact was significantly higher at 67.2% ($\chi^2 (1, N = 844) = 216.48, p < .001$). The difference in follow-up between the two groups was specifically for phone contacts (24.5% vs. 8.4%; $\chi^2 (1, N = 839) = 37.71, p < .001$) and email communications (56.8% vs. 9.2%; $\chi^2 (1, N = 839) = 206.55, p < .001$).

With the prior analysis we confirmed that victims in the treatment neighborhoods were much more likely to have some type of follow-up communication regarding their recently submitted online crime report. The next set of analyses explored how victims in the two groups perceived these outreach contacts. These analyses were limited to just the victims reporting a follow-up, including 49 victims from the comparison neighborhoods and 254 victims in the treatment condition.²⁹

The follow-ups delivered in the treatment neighborhoods were rated more positively than the follow-up contacts made in the comparison/TAU areas (see table below). This included a higher proportion of victims in the former answering “yes” when asked if the officer/PS3 took the incident seriously (88.8% vs. 78.7% respectively; $\chi^2 (1, N = 296) = 3.56, p = .06$). Victims from the treatment locations were also more likely to say the officer/PS3 conducting the outreach showed concern for their welfare (86.5% vs. 73.7%; $\chi^2 (1, N = 246) = 4.07, p < .05$) and treated them with respect (98.3% vs. 91.3%; $\chi^2 (1, N = 282) = 6.86, p < .05$). Finally, victims in the treatment neighborhoods who had a follow-up contact were more likely to report that the officer/PS3 provided them with useful information (72.4% vs. 59.2%; $\chi^2 (1, N = 303) = 3.46, p = .06$) and

²⁹ A small number of cases were lost from each group due to missing data and people answering “not applicable.”

significantly more of the victims from the treatment group were sent crime prevention materials (60.3% vs. 15.2%; $\chi^2 (1, N = 283) = 31.48, p < .001$). Most (58.9%) of these victims said the crime prevention materials they received were helpful and roughly one-third (34.5%) shared the materials with family or friends.

Did the Officer/Specialist:	Victims w/Follow-up Contact		Sig. Difference?*
	Control Nhoods	Treatment Nhoods	
Take the Incident Seriously?			yes⁺
No	21.3%	11.2%	
Yes	78.7%	88.8%	
Show Concern for Your Welfare?			yes
No	26.3%	13.5%	
Yes	73.7%	86.5%	
Treat You with Respect?			yes
No	8.7%	1.7%	
Yes	91.3%	98.3%	
Provide You with Useful Information?			yes⁺
No	40.8%	27.6%	
Yes	59.2%	72.4%	
Send You Crime Prevention Materials?			yes
No	84.8%	39.7%	
Yes	15.2%	60.3%	
-->Were the Materials Helpful? (% yes)		58.9%	
-->Share Materials w/Family or Friends? (% yes)		34.5%	
* χ^2 test with threshold of $p \leq .05$. ⁺ $p = .06$.			

Returning to the full sample, our next set of analyses assessed whether victims from the treatment condition had a more positive overall evaluation of the police department. The first question asked how satisfied the victim was with the PPB's handling of their incident report (see table below). Victims from the treatment neighborhoods were significantly more likely to be satisfied than victims in the control locations, (32.7% vs. 17.8%; $\chi^2 (2, N = 834) = 24.12, p < .001$). Victims from the treatment neighborhoods were also more likely to say that their recent crime reporting experience resulted in them having more confidence in the PPB (15.1% vs. 7.1%; $\chi^2 (2, N = 609) = 10.05, p < .01$).³⁰ There were no significant between-group differences on the remaining four items. This includes the victim's willingness to report future crimes, trust in the police, and assessments of whether the Portland police are effective at fighting crime and their reliability in responding to emergencies.

³⁰ The sample size varies by comparison due to missing data and later addition of some survey items.

	Victims in Control Nhoods	Victims in Treatment Nhoods	Sig. Difference? *
Overall Satisfaction w/PPB Response			yes
Dissatisfied	41.5%	32.2%	
Neither	40.7%	35.1%	
Satisfied	17.8%	32.7%	
Confidence in PPB			yes
Less Confident	42.9%	34.3%	
No Impact	50.0%	50.6%	
More Confident	7.1%	15.1%	
I Would Report a Future Crime			no
Disagree	5.2%	8.7%	
Neither Agree/Disagree	11.3%	15.0%	
Agree	83.5%	76.3%	
Police Can Be Trusted			no
Disagree	35.6%	26.7%	
Neither Agree/Disagree	34.1%	37.8%	
Agree	30.3%	35.4%	
Police Are Effective at Fighting Crime			no
Disagree	57.2%	53.4%	
Neither Agree/Disagree	33.7%	32.8%	
Agree	9.1%	13.8%	
Police Can Be Relied on When Needed			no
Disagree	51.4%	51.5%	
Neither Agree/Disagree	36.5%	31.7%	
Agree	12.0%	16.9%	
* χ^2 test with threshold of $p \leq .05$. See appendix for full wording of survey items.			

The findings documented above are based on assigned groups (i.e., victimization in comparison vs. treatment neighborhoods) as opposed to treatment actually delivered. More specifically, a sizable proportion (32.8%) of victims from the treatment neighborhoods said that they did not have any follow-up contacts. This may have resulted from oversights on the part of the officers/PS3s conducting the outreach, incorrect phone numbers, inoperable voicemails, or communications that victims somehow overlooked. An alternative approach to analyzing these data removes these cases from the treatment group, leaving us with 309 valid cases in the treatment condition and 377 in the comparison group. The analyses presented above were then repeated with these cases (displayed in table below).

	Victims in Control Nhoods	Victims in Tx Nhoods w/ Follow-up	Sig. Difference? *
Overall Satisfaction w/PPB Response			yes
Dissatisfied	41.5%	21.8%	
Neither	40.7%	35.3%	
Satisfied	17.8%	42.9%	
Confidence in PPB			yes
Less Confident	42.9%	21.8%	
No Impact	50.0%	56.8%	
More Confident	7.1%	21.8%	
I Would Report a Future Crime			no
Disagree	5.2%	5.6%	
Neither Agree/Disagree	11.3%	9.7%	
Agree	83.5%	84.7%	
Police Can Be Trusted			yes
Disagree	35.6%	23.0%	
Neither Agree/Disagree	34.1%	37.7%	
Agree	30.3%	39.3%	
Police Are Effective at Fighting Crime			yes⁺
Disagree	57.2%	50.8%	
Neither Agree/Disagree	33.7%	32.4%	
Agree	9.1%	16.8%	
Police Can Be Relied on When Needed			yes⁺
Disagree	51.4%	45.9%	
Neither Agree/Disagree	36.5%	33.6%	
Agree	12.0%	20.5%	

* χ^2 test with threshold of $p \leq .05$. + $p = .05$. See appendix for full wording of survey items.

Consistent with our earlier findings, victims from the treatment condition were significantly more likely to say they were satisfied with the police bureau's overall response to their online report (42.9% vs. 17.8%; $\chi^2 (2, N = 684) = 57.85, p < .001$). Similarly, victims from the treated areas were more likely to say that their confidence in the PPB went up as a result of this reporting experience (21.8% vs. 7.1%; $\chi^2 (2, N = 469) = 33.53, p < .001$). Note that the magnitude of the difference between the treatment and comparisons groups was more pronounced in this analysis. Moreover, unlike the prior findings, the current analysis found significant or borderline significant differences between the two groups on our three attitude questions. Victims from treatment neighborhoods who reported follow-up contacts were more likely to agree that the police in Portland can be trusted (39.3% vs. 30.3%; $\chi^2 (2, N = 452) = 9.24, p < .01$), that the PPB is effective at fighting crime (16.8% vs. 9.1%; $\chi^2 (2, N = 452) = 5.88, p = .053$), and that the PPB can be relied upon when needed (20.5% vs. 12.0%; $\chi^2 (2, N = 452) = 5.85, p = .054$). Mirroring the earlier results, we found no difference between the groups in their willingness to report future crimes (84.7% vs. 83.5%).

Summary

Considerable attention has been paid in recent years to increasing police legitimacy and community trust by training officers to engage in procedurally just interactions with members of the public (e.g., Tyler, 2003). Most of this work, both academic and applied, has focused on officers' interactions with criminal suspects, people stopped for traffic violations, and other officer-initiated contacts. Less attention has been paid to how police officers and law enforcement agencies interact with crime victims.

We believe that this is an important oversight for the policing profession. Crime victims, unlike many criminal suspects, often have initially positive attitudes towards the police, hence they have more trust to lose when they have a negative interaction with law enforcement. We sought to address this issue with our CBCR grant by sending officers into the community to conduct follow-up visits with recent property crime victims. These visits were designed to increase satisfaction and trust, but also to educate victims on simple crime prevention strategies.

Unfortunately, COVID-19, social unrest, and reduced availability of officers prevented us from carrying out this intervention. Instead we pivoted our focus to victims using the PPB's online reporting system. Online reporting has grown considerably in recent years as police departments look to find ways of conserving resources. Unfortunately, prior research shows that victims using the PPB's online reporting system were significantly less satisfied than victims reporting directly to an officer (NPF, 2019). In the current study, for example, only 17.8% of people victimized in the six control neighborhoods were satisfied with the police bureau's response to their online crime report.

To address this, we used some of our CBCR funds to pay officers to conduct follow-up phone calls and emails with people who were victimized in our treatment neighborhoods and filed a crime report using the PPB's online system. The officers' communications followed scripts that adhered to core principles of procedural justice (e.g., listen, communicate concern) and they shared crime prevention materials with the victims. The impact of this intervention was assessed by comparing survey responses of victims in the treatment neighborhoods with victims from the six comparison areas.

The findings presented above lend strong support to the value of this intervention. Victims in the treatment areas, particularly those receiving/recalling a follow-up contact, were significantly more satisfied with the PPB's response to their online report as compared to victims from the control sites. The two groups also differed in their confidence in the PPB, their trust in the agency, and the quality of follow-up interactions with officers. Further research is underway to determine whether some of the benefits derived from the outreach contacts can be achieved using automated emails.

CONCLUSIONS & RECOMMENDATIONS

Portland's 2018-2022 Community-Based Crime Reduction (CBCR) program provides an innovative approach to place-based, community-oriented collaborative research. This initiative created an opportunity for the Portland Police Bureau and Portland State University to establish a partnership with two neighborhoods within the community. Parkrose and Hollywood are outliers in local crime and disorder, with considerably higher rates of both calls for service (CFS) and criminal incidences than their surrounding neighborhoods, and the city as a whole. These locales are also uniquely situated to engage in this collaboration due to the presence of active neighborhood associations and strong community leadership. This initiative aimed to link residents and business owners within these communities with both the PPB and the PSU research team. The intent of this program centered on the identification of local concerns, and the development of a community-driven response to these concerns.

While the goals of this initiative evolved throughout the project timeline due to the impacts of the pandemic and local protests following the police killing of George Floyd, several overarching objectives remained consistent. Both Hollywood and Parkrose had ongoing concerns about the high rates of physical disorder and property crime within their community, and both neighborhoods had a specific location type of particular concern. In Parkrose, this was social disorder and public safety concerns near the neighborhood's the local budget motels and hotels. Hollywood's local concern centered around the neighborhood's light rail transit center.

The CBCR team proposed and implemented a number of strategies to address these disorder-and crime-reduction goals, keeping in mind the community's wants and needs, as well as evidence-based best practices. A primary strategy targeting local hotspots of crime and disorder within Hollywood and Parkrose involved routine community engagement walk-about with Portland police officers or PS3s. These walking routes incorporated local residents and stakeholders when possible, resulting in 525 discrete supplemental patrols, and committing over 306 hours to this activity. In addition, targeted crime prevention education and resource initiatives aimed to provide local residents and businesses with information about how to address local concerns, as well as the tools to begin these tasks (including crime prevention handouts, automobile clubs, and ring cameras). While these strategies were well-received within the communities, they did not result in a measurable impact to local crime and disorder within the targeted communities.

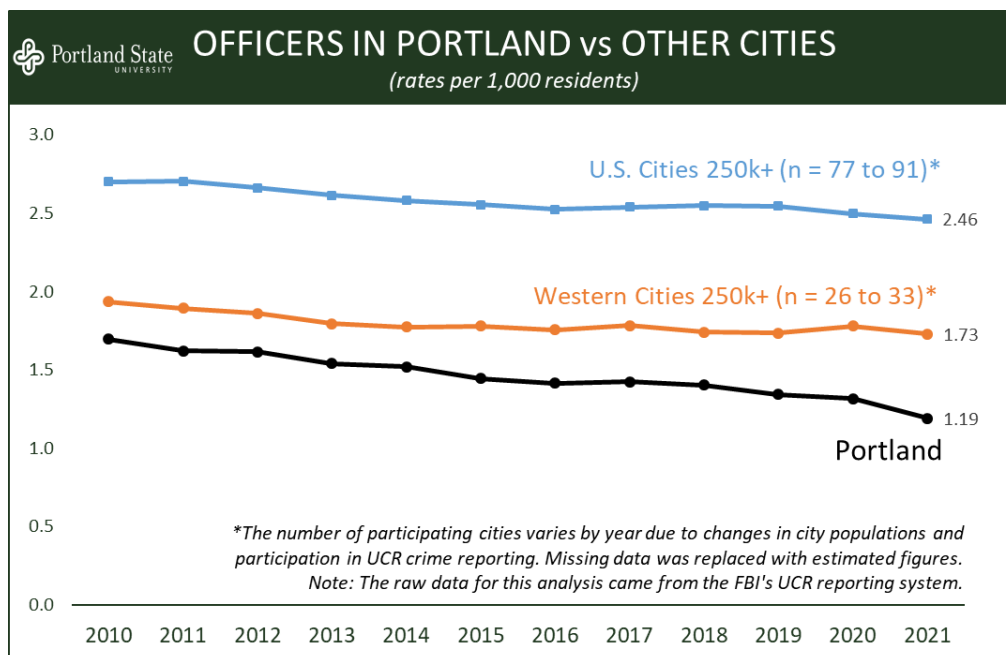
While reducing crime and increasing perceptions of safety in the two target neighborhoods were certainly worthy goals, they were not the sole foci of our CBCR initiative. Increasing both community involvement, and perceived safety in the two neighborhoods remains an important goal. The CBCR grant incorporated community involvement from the outset, providing outreach to all residents and business owners, and inviting input throughout the duration of the grant. The neighborhood steering committees were also provided with funding support and resources to create opportunities for engagement in crime prevention education and activities. These organizations participated in, or facilitated, a number of community events, providing opportunities to distribute crime prevention tools and materials outside to people within the

community. Local beautification events, such as litter pick-up, graffiti removal, and community planting helped to bring communities together to work towards common goals of disorder reduction. CBCR funding helped to support 144 activities throughout the duration of this project, reaching and engaging an estimated 1,183 locals.

Improving police-community relations and trust was a major priority in our original grant proposal and recent events have raised the salience of these metrics considerably in our community. The community activities supported with CBCR funding created direct opportunities for PPB and local community members to interact in positive ways. Over half of the 144 community-led activities supported through this grant involved police representation and engagement. Further, this grant provided an opportunity to develop and implement a procedural justice-framed response to victims of crime within Hollywood and Parkrose neighborhoods, as well as nearby areas within Portland. Through personalized outreach to individuals reporting crime incidents using the PPS online reporting system, this response boosted overall satisfaction and confidence in police. Further, those that received personalized follow-up communication were increasingly likely to indicate trust, and to feel that police are effective and reliable. These results show that focused communication, grounded in best procedural justice practices, can greatly impact the experience and subsequent opinions of victims.

Implications and Recommendations

Research has shown that crime and calls for service can be reduced using proactive forms of policing (National Academies of Sciences & Medicine, 2018). This includes increasing police resources in crime hotspots, monitoring and intervening with high risk individuals (i.e., focused deterrence), and problem-oriented policing where the law enforcement partners with other groups to address conditions that give rise to crime. Proactive policing requires dedicated resources, however, resources that are difficult to find in our city. As shown in the chart below,



Portland's rate of officers per 1,000 residents has been consistently lower than the national and regional "averages" for cities with 250,000+ residents. Portland's staffing rate has also been declining at a faster pace, with a drop of 29.8% between 2010 and 2021 versus -8.8% for the U.S. and -10.7% for Western states. This, in combination with one of the highest property crime rates in the country, rising violent crime, and increased calls for service from the community makes it difficult for the PPB to allocate sufficient resources to proactive policing.

This was certainly the case in the current CBCR grant. Our original goal was to add daily community engaged foot patrols in both neighborhoods as a way of deterring criminal activity and increasing perceptions of safety among residents. However, given the ongoing PPB staffing shortfall, there was insufficient human resources available and able to participate in this intervention at the needed frequency. Twice-weekly patrols, scheduled on Wednesdays and Saturdays, provided insufficient contact to impact criminal activity and perceptions in an empirically measurable way. However, post-grant feedback by the community repeatedly emphasized the value of these walks; particularly within Hollywood, where the walks were partnered with members of the community. Business owners, residents, and neighborhood association members commented on the positive visuals of this partnership, and on the impact of knowing this resource would be available each week.

The supplemental community engagement patrols should be prioritized within both Hollywood and Parkrose. These patrols should be conducted at higher volumes, particularly in areas of concern within the neighborhoods in order to positively impact crime within these areas. Twice-weekly patrols insufficient – daily patrols should be undertaken to noticeably increase police presence in these areas.

Regular, scheduled patrols should continue to be conducted in partnership with community stakeholders, providing an opportunity for the community-building engagements that frequently occurred during these collaborations. Weekly community-involved patrols provide positive interactions between the police and the communities that they serve. These community-oriented walks should also be prioritized within Parkrose, bringing the regular, positive police/community interactions to this community as well.

Changing public perceptions about crime is difficult. Perceived safety is connected with actual crime rates, but can also be influenced by a host of other factors including social and physical disorder that may not rise to the level of criminal infractions. Many of the concerns reported by residents of Parkrose and Hollywood, both at the outset and at the close of this grant, involved social concerns that require an integrated response with local, state, and federal agencies providing social services. Collaborative responses should be prioritized within these locales, as the community members seek support for the increasing social challenges within their neighborhoods, but police-led responses to such social disorder is met with resistance and creates further challenges for community/police relationships.

In contrast, both Hollywood and Parkrose communities responded positively to collaborative, community-led approaches to addressing concerns with physical disorder. Community-led

cleanups helped to remove trash and graffiti from these communities, and provided opportunities for beautification projects. These events led to increased engagement and investment within the areas. Police attendance at community events provided opportunities for positive interactions with these communities. Continued support for such collaborations should continue within these communities.

Public perceptions of police are shifted through positive interactions. Another important opportunity for positive interactions between police and the communities that they serve occurs in the area of victim response. Staffing shortfalls impact the ability of officers to respond to victims of crime, and agencies across the country are increasingly moving towards online reporting systems. Over half of all property crimes reported to the PPB are reported online. While there are benefits of online reporting both for citizens and police agencies, this experience can be improved for victims through the implementation of procedural justice-guided follow-ups. By contacting the victim following the report submission, the police have an opportunity to positively shape personal perception of not only the way the incident was handled, but also broader trust and confidence in the agency as a whole. This justice-driven response should be continued. Consistent training in procedural justice can help to guide responses to all reported crime, and may further improve public perceptions of police as a result.

Note: Research reports, presentations, and media exposure generated from Portland's CBCR grant and the PPB/PSU partnership are documented in Appendix F.

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APPENDIX A – COMMUNITY SURVEY

Invitation Letter Mailed

Dear Resident/Friend of Parkrose,

The Portland Police Bureau and Portland State University have formed a partnership to improve public safety in your neighborhood. We are asking you to fill out a brief online survey to help us identify ongoing public safety problems. The answers you provide will help prioritize our crime prevention efforts and evaluate the outcomes.

Participation in the survey is voluntary; you can choose to participate or not. This survey is also anonymous; there is no way to connect your answers to your identity. You may skip questions that you do not want to answer and you are free to withdraw at any time.

Each adult in your household can complete a separate survey; children under 18 years of age should not participate. The survey is formatted for desktop computers and most mobile devices.

We do not foresee any risks to participating in this survey. While we cannot pay you for your time, you may experience indirect benefits if our efforts to improve safety in your area are successful.

Your opinions about public safety are important to us. Please use the link below to participate in the survey.

Sincerely,



Wendi Steinbronn
North Precinct Commander

THERE ARE TWO WAYS TO ACCESS THE ONLINE SURVEY

*Enter the following link in a web browser
(do not add spaces)*

-Or -

*Use the camera on your cell
phone to access the QR code*

<https://tinyurl.com/parkrose-2019>



Reminder Card



Dear Resident/Friend of Parkrose,

The Portland Police Bureau and Portland State University have formed a partnership to improve public safety in the Hollywood Neighborhood.

Our first step is to learn more about public safety problems in this area. You can help by completing a brief online survey.

To access the survey, take a picture of the QR code with your phone or enter the following link into a web browser: tinyurl.com/parkrose-2019

If you have already submitted your survey, we thank you.

Sincerely,

Wendi Steinbronn
Commander, North Precinct
Portland Police Bureau



Portland Police Bureau
Strategic Services Division
1111 SW 2nd Ave.
Portland OR 97204

Community-Based Crime Reduction Program



Dear Resident/Friend of Hollywood,

The Portland Police Bureau (PPB) is working to improve public safety in your neighborhood. As part of this work, we are teaming up with Portland State University to survey community members about their concerns. The results of the survey will be used to prioritize the PPB's crime prevention activities over the coming year.

Participation in the survey is voluntary. This survey is also anonymous; there is no way to connect your answers to your identity. You may skip questions that you do not want to answer and you are free to withdraw at any time by closing your web browser.

The survey takes about 5 to 10 minutes. Each adult in your household can complete the survey once. We will be mailing a similar survey to all households in your neighborhood 12 to 18 months from now. This will help us evaluate the outcomes of PPB's crime prevention efforts.

We do not foresee any risks to participating in this survey. While we cannot pay you for your time, you may experience indirect benefits if our efforts to improve safety are successful.

We sincerely appreciate your help in making Hollywood a safer place for everyone.

Regards,

A handwritten signature in black ink, appearing to read "Wendi Steinbronn".

Wendi Steinbronn
North Precinct Commander

NOTE: This survey is designed to get general feedback from the Parkrose community and is not intended to replace communication with North Precinct regarding individual crimes. If you need assistance with a criminal incident, call our non-emergency number 503-823-3333 and, of course, use 911 if you have an emergency.

If you have questions about the survey please contact Dr. Kris Henning (khenning@pdx.edu; 503-725-8520).

You can start the survey by 'clicking' NEXT below

We start with a few general questions about public safety in Hollywood. Please answer these questions for the neighborhood as a whole rather than just one location.

How safe do you feel walking alone in Hollywood during the DAYTIME?

- ☐ Very Safe
- ☐ Safe
- ☐ Neither Safe nor Unsafe
- ☐ Unsafe
- ☐ Very Unsafe

How safe do you feel walking alone in Hollywood AT NIGHT?

- ☐ Very Safe
- ☐ Safe
- ☐ Neither Safe nor Unsafe
- ☐ Unsafe
- ☐ Very Unsafe

Which area of the neighborhood would you feel LEAST SAFE walking alone?

('Click' on the map with your mouse or finger to place a green dot on the location. If you make a mistake you can 'click' and drag the green dot to the correct area.)



Compared to 12 months ago, has PUBLIC SAFETY in Hollywood gotten better, stayed the same, or gotten worse?

- ☐ Much better
- ☐ Better
- ☐ About the same
- ☐ Worse
- ☐ Much worse

Compared to 12 months ago, has the OVERALL QUALITY OF LIFE in Hollywood gotten better, stayed the same, or gotten worse?

- ☐ Much better
- ☐ Better
- ☐ About the same
- ☐ Worse
- ☐ Much worse

This part of the survey is designed to help the PPB identify ongoing public safety problems in the Hollywood neighborhood. A "problem" for the purpose of the survey is defined as, "a group of similar incidents that are of concern to both the public and the police." Examples of public safety problems include motor vehicles thefts in a mall parking lot, drug dealing in a public park, speeding in school zones, and robberies at ATMs.

Is there a specific public safety PROBLEM in Hollywood that you would like to report?

(Remember that this survey is asking about "public safety problems" rather than individual criminal offenses. Please contact the police department if you need to report an individual crime.)

- ☐ NO -----> [skip to police attitude questions]
- ☐ YES (we will ask follow-up questions)

How would you categorize the problem? (check one)

- ☐ Property crime (e.g., theft, burglary, car break-ins)
- ☐ Violent crime (e.g., assaults, robberies, shootings)
- ☐ Drug offenses (e.g., people using in public, growing/manufacturing, selling)
- ☐ Alcohol offenses (e.g., people drinking in public, public drunkenness)
- ☐ Traffic offenses (e.g., speeding, aggressive driving, driving under the influence)
- ☐ Vandalism (arson, graffiti, property damage)
- ☐ Social disorder (e.g., noise, squatters, trespassing, panhandling, prostitution)
- ☐ Physical disorder (e.g., vacant bldgs., unkempt yards, abandoned cars, garbage, graffiti)
- ☐ Other: _____

Please 'click' on the map below to identify the primary areas where this problem is occurring.

(Select up to four areas. If you make a mistake and put a green dot in the wrong area, you can 'click' and drag the dot to the correct location.)



How have you been impacted by this problem? (check all that apply)

- ☐ I worry about my own safety
- ☐ I worry about the safety of my family/friends
- ☐ I worry about my property (e.g., car, bike, house)
- ☐ I avoid going to this area (these areas)
- ☐ I have less confidence in the police as a result of this problem
- ☐ I feel less positive about the neighborhood as a result of this problem
- ☐ I feel less positive about the city as a result of this problem

Use the space below to provide additional information about the problem you identified above. Feel free to share ideas for how this problem could be reduced.

[NOTE: The above questions were repeated for up to two additional public safety problems]

The next few questions address your feelings about the Portland Police Bureau.

The Portland Police Bureau is working to address problems that concern residents in Hollywood.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree
- ☐ Strongly Disagree

Compared to 12 months ago, my CONFIDENCE in the Portland Police Bureau has:

- ☐ Gone up a lot
- ☐ Gone up a little
- ☐ Stayed about the same
- ☐ Gone down a little
- ☐ Gone down a lot

Compared to 12 months ago, TRUST between the police and residents in Hollywood has:

- ☐ Gone up a lot
- ☐ Gone up a little
- ☐ Stayed about the same
- ☐ Gone down a little
- ☐ Gone down a lot

We end with a few demographic questions that will allow us to describe the people who participated in the survey.

What is your GENDER?

- ☐ Male
- ☐ Female
- ☐ Other: _____

What is your AGE?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 or older

What is your RACE? (check one or more boxes)

- ☐ Caucasian/White
- ☐ African-American/Black
- ☐ American Indian/Alaska Native
- ☐ Asian
- ☐ Native Hawaiian/Other Pacific Islander
- ☐ Some Other Race: _____

Do you describe yourself as HISPANIC, SPANISH, or LATINO/A?

- ☐ NO
- ☐ YES

Do you have children under the age of 18 living in your home?

- ☐ NO
- ☐ YES

How would you describe your relationship to the Hollywood neighborhood? (check all that apply)

- ☐ I live in the neighborhood
- ☐ I work in the neighborhood
- ☐ I have family/friends in the neighborhood
- ☐ I shop at stores in the neighborhood
- ☐ I dine at restaurants in the neighborhood
- ☐ I walk/exercise in the neighborhood

APPENDIX B – COMMUNITY ACTIVITY LOG

Community-Based Crime Reduction Program



Community Activity Tracking Form *Instructions*

For additional guidance please contact Dr. Kris Henning, khenning@pdx.edu

Portland's 2018-2021 CBCR grant from the U.S. Bureau of Justice Assistance provides supplemental crime prevention resources for the Hollywood and Parkrose neighborhoods. The use of these resources needs to be carefully tracked for accounting and research purposes. We are providing the neighborhood associations with an online form to use for this purpose.

These are the two links that you can use to access the online form. They both go to the same survey, it's just easier to type the tiny url.

https://portlandstate.qualtrics.com/jfe/form/SV_ehrukKGi0aOD90W

<https://tinyurl.com/pdxcbr>

The form should be used to document all grant-related community-based efforts to address public safety in your neighborhood. The form has been formatted to work with computers and mobile devices.

12:29 Survey Completion 0% 100%

Portland State University

Welcome to Portland State University (PSU). PSU is collaborating with the Portland Police Bureau (PPB) to track community-based activities related to the 2018-2021 CBCR grant.

Please log activities you participated in or led for by 'clicking' NEXT below.

Dr. Kris Henning
Principal Investigator
503-725-8520; khenning@pdx.edu

>> Next

Powered by Qualtrics

This is the initial page you see when you start the survey. Just 'click' **Next** when you are ready to proceed.

Please identify the neighborhood where this activity took place.

When you are done 'click' **Next**

Types of Activities

- **Communication** – select this option if the main focus of the activity was communicating with other residents, businesses, PPB, or other groups about public safety in your neighborhood. This includes phone calls, emails, texts, NextDoor posts, etc. To qualify it should include at least 3 people.
- **Meeting** - select this option if you hosted or participated in an in-person or online meeting with at least 3 people where the focus of discussion was public safety in your neighborhood.
- **Event** – use this option if you hosted or participated in a community event to raise awareness about public safety and crime prevention in your neighborhood. This includes things like handing out flyers at a farmer’s market, hosting an open-house to talk about crime, etc.
- **Project** – choose this option if you organized or participated in an activity where you, and possibly other people, worked to directly address a public safety problem in your neighborhood. This includes clean-ups to remove garbage, beatification projects, installing lights, distributing crime prevention flyers, etc.
- **Other** – use this option for other activities that do not fit into one of the above.

Identify the type of activity you are reporting. If you did more than one thing please submit multiple forms.

When you are done 'click' **Next**

12:29

Survey Completion
0% ————— 100%

Portland State
UNIVERSITY

Please provide a 1 sentence description of the activity.

Date of the activity (mm/dd/yyyy)

<< Back Next >>

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Provide a simple description of the activity you are reporting and identify the starting date using MM/DD/YYYY

When you are done 'click' **Next**

12:29

Survey Completion
0% ————— 100%

Portland State
UNIVERSITY

Please 'click' on the map with your finger or mouse to identify the location(s) where this activity took place.

(You can identify up to 4 locations. If you make a mistake you can 'click' and drag the green dot to the correct location. You can also delete a dot by 'clicking' it again.)

NE 5TH AVE
NE 6TH AVE
NE 7TH AVE
NE 8TH AVE
NE 9TH AVE
NE 10TH AVE
NE 11TH AVE
NE 12TH AVE
NE 13TH AVE
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NE 98TH AVE
NE 99TH AVE
NE 100TH AVE

When you are done 'click' **Next**

12:29

Survey Completion 0% 100%

Portland State UNIVERSITY

Estimated number of community members participating in the activity?

(Community members include residents, visitors, employers, employees, etc.)

☐ 1 to 4
☐ 5 to 9
☐ 10 to 14
☒ 15 to 19
☐ 20+
☐ I'm not sure

<< Back >> Next

Next up, please estimate the number of people involved in the activity. This includes residents, visitors, employees, employers, police officers, etc. Count yourself in the total if you participated.

When you are done 'click' **Next**

12:29

Survey Completion 0% 100%

Portland State UNIVERSITY

Did anyone from PPB participate in the activity?

☐ YES
☒ NO - Not formally invited
☐ NO - Invited, but did not participate
☐ I'm not sure

<< Back >> Next

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Please document whether anyone from the Portland Police Bureau participated in this activity.

When you are done 'click' **Next**

12:29

Survey Completion 0% 100%

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Were CBCR grant funds used to support this activity?

☒ YES

☐ NO

☐ I'm not sure

<< Back >> Next

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It is particularly important for us to document all of the activities that involved the direct use of CBCR grant funds.

When you are done 'click' **Next**

12:29

Survey Completion 0% 100%

Portland State UNIVERSITY

How were the CBCR funds used in relation to this activity?

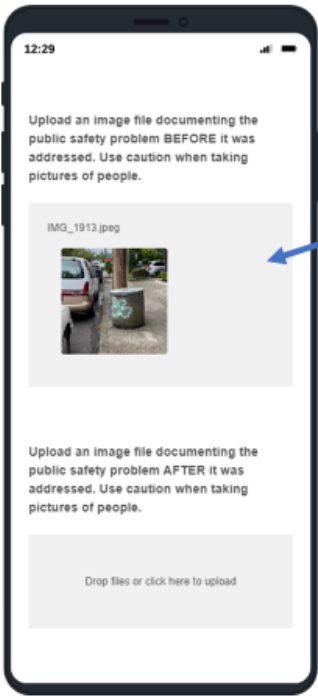
(One sentence summary)

<< Back >> Next

Powered by Qualtrics

If you select "Yes" on the prior page you will be asked to briefly describe how the grant funds were used.

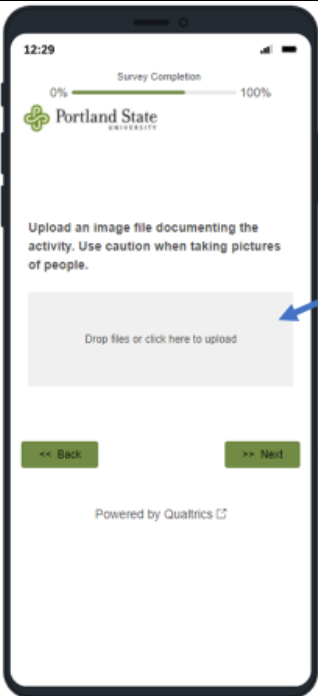
When you are done 'click' **Next**



Pictures are very useful for documenting the public safety problems in these neighborhoods and the impact of efforts to address these issues. If you selected a [Project](#) in the earlier screen you will have the opportunity to upload a “before” and “after” photo to document the activity. Just take the pictures during the activity and then attach them here when you document the work. Only one photo can be uploaded per box.

Please use caution when taking pictures of people.

When you are done ‘click’ [Next](#)



If you selected a [Meeting](#) or [Event](#) in the earlier question you can upload a single picture here documenting this activity. Please use caution when taking pictures of people.

When you are done ‘click’ [Next](#)

12:29

Survey Completion

0% 100%

Portland State UNIVERSITY

Provide your initials in case we need more information about this activity.

(Required)

THANK FOR YOU FOR DOCUMENTING THIS ACTIVITY

Back SUBMIT RESPONSE

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This is the last page. Please provide your initial in case we need to follow-up with you regarding this activity. If you are just testing the system and do not want the submission to be included in our tracking enter "TEST".

When you are done 'click' **Submit** Your data will be sent to us and the form will re-open so that you can enter another activity. If you have nothing else to report just close your web browser after you are transferred back to the starting page.

That's it – thanks for your help.

APPENDIX C – VICTIM OUTREACH COMMUNICATION SCRIPTS

PHONE SCRIPT

Please use the following script when you are able to reach a victim directly by phone. Your interactions with the victim during these contacts should be guided by the following core principles of procedural justice:

- **Listen** - Provide space for person to explain what happened & cover additional details they want to share.
- **Communicate Concern** - Express concern and empathy for their recent victimization.
- **Manage Expectations** – Provide realistic expectations about items being returned, the suspect being arrested, etc.
- **Offer Guidance** - Provide crime prevention tips and other referrals as needed.

ROUGH SCRIPT	DECISIONS
Hello, may I please speak with [victim]? My name is [caller] and I am a [Police Officer/PS3] with the Portland Police Bureau. I am following up regarding the online crime report you submitted on [date]. Is now a good time to talk?	Yes – Continue No – Ask to reschedule or communicate via email
Thanks for taking the time to talk with me. As I mentioned, the Police Bureau received your online report. Is there anything else you would like us to know about this incident?	Yes - Listen and ask follow-up questions where indicated No – Continue with next item
Do you have everything you need from us for your insurance, if applicable?	Yes - Continue with next item No – Offer to check on the report and email them ASAP
Being the victim of [type of Crime] can be upsetting and it is normal to experience feelings like anger, fear, or sadness. How are you doing? Is there anything that we can do to help?	Yes - Listen and ask follow-up questions where indicated No – Continue with next item
I want to thank you for reporting this incident. The Police Bureau takes these reports seriously. Your case was reviewed by a police officer and the information was added to our criminal incident database. We use these data to identify crime patterns and guide our efforts to improve community safety.	
Another reason for calling you today is to talk about crime prevention. This type of crime is often difficult to solve if a suspect is not immediately identified at the scene. Fortunately, there may be steps that you can take to reduce your risk for future offenses. This is important because your [home/vehicle/property/business] may be at increased risk for another crime in the coming weeks.	Yes – verify email or physical address and send information after the call No – Continue with next item

<p>Would you be interested in receiving our crime prevention flyer(s)?</p> <p>[if “yes”]..... Do you prefer email or physical mail? Can we send you additional flyers to share with your neighbors? They may be at higher risk for a few weeks as well.</p>	
<p>Another option is that I could arrange to follow up with you in-person to talk about crime prevention. Is that something you would like?</p>	<p>Yes – Schedule meeting No – Continue with next item</p>
<p>Thank you for taking the time to talk with me today regarding your case. If you think of anything else that you would like to share or if you have follow-up questions you can email me at [email address].</p>	

VOICEMAIL SCRIPT

*Please use the following script if you are unable to communicate directly with the victim by phone, but their phone allows you to record a voicemail. **All voicemails should be accompanied by an email (see next).***

This is a message for [First Name & Last Name]:

Hello, my name is [your name] and I am a [Police Officer/PS3] with the Portland Police Bureau. I'm following up regarding the criminal incident you reported through our online system.

First off, I'm sorry to hear about your recent victimization. Being the victim of a [Insert Type of Crime] can be upsetting and it is normal to experience feelings like anger, fear, or sadness. I'm calling to make sure that you are OK.

Second, I want to thank you for reporting this incident. The Police Bureau takes these reports seriously. Your case was reviewed by a police officer and the information was added to our criminal incident database. We use these data to identify crime patterns and guide our efforts to improve community safety.

Third, because this type of crime is often difficult to solve, I want to offer some tips that could protect you from future offenses. This is especially important since your [Home/Vehicle/Property/Business] may be at increased risk for another crime in the coming weeks.

Please call me today if you would like to talk about this incident, if you have additional information to report, or if you would like to learn more about crime prevention. I can be reached at [Phone Number] between [Times]. I am also sending you an email with this same information.

EMAIL SCRIPT

Please use the following email script if you are unable to communicate directly with the victim by phone. You should still send this email even if you left a voicemail (see prior page).

Subject Line

Follow-up Regarding Recent Online Crime Report in Portland

Body of Message

Dear [First Name & Last Name],

I am a [Police Officer/PS3] with the Portland Police Bureau and I am following up regarding the criminal incident you reported through our online system on [Insert Date].

First off, I am sorry to hear about your recent victimization. Being the victim of a [Insert Type of Crime] can be upsetting and it is normal to experience feelings like anger, fear, or sadness. I understand that this may be difficult and want to make sure that you are OK.

Second, I want to thank you for reporting this incident. The Police Bureau takes these reports seriously. Your case was reviewed by a police officer and the information was added to our criminal incident database. We use these data to identify crime patterns and guide our efforts to improve community safety.

Third, because this type of crime is often difficult to solve, I want to offer some tips that could protect you from future offenses. This is especially important since your [Home/Vehicle/Property/Business] may be at increased risk for another crime in the coming weeks. The attached flyer provides suggestions on preventing this type of incident. The more of these strategies you can implement the better. It may also be helpful to share these tips with your neighbors since other properties nearby may be at higher risk.

Please feel free to phone or email me if you would like to talk about this incident, if you have additional information to report, or if you would like to learn more about crime prevention. I can be reached at [Phone Number] today between [Times]. You can also email me at a later date if today is not convenient.

Sincerely,

[First Name, Last Name & Title]

APPENDIX D – CRIME PREVENTION FLYERS

CATALYTIC CONVERTER THEFT

If you drive a gas, diesel or hybrid vehicle, you likely have a catalytic converter connected to your exhaust system. These devices, found on the underside of the vehicle, reduce toxic emissions. They contain precious metals, making them attractive targets for crime. Hybrid vehicles are at higher risk of catalytic converter theft.

Thieves often target vehicles parked in poorly lit areas where they will not be seen. A skilled thief can get under your vehicle and remove the converter with a power saw in 60 seconds. Replacing this vehicle part can cost thousands of dollars. Having comprehensive insurance coverage may help with replacement costs, but the best strategy for dealing with this crime is prevention.



PROTECT YOUR CATALYTIC CONVERTER



Park It

Catalytic Converters are at higher risk for being stolen when parked on the street or driveway. If you can, park your vehicle in a locked garage.

Thieves are deterred by increased chances of detection. If you park outdoors, consider installing motion sensing lights, cameras, and/or car alarms.

Light It





Watch It

Thieves do not want to be seen! Choose parking spots in well-lit areas, with clear sight lines, and limit access to the underside of your vehicle.

Ask your mechanic to engrave your VIN number on your catalytic converter, or paint it with a bright, temperature-safe color to discourage resale.

Mark It





Secure It

After-market devices can make catalytic converter theft more difficult. Consider installing an anti-theft lock or cage to reduce your risk of theft.

Talk to your neighbors about catalytic converter theft. Pay attention to any unusual activity or loud noises associated with vehicles parked in your area.

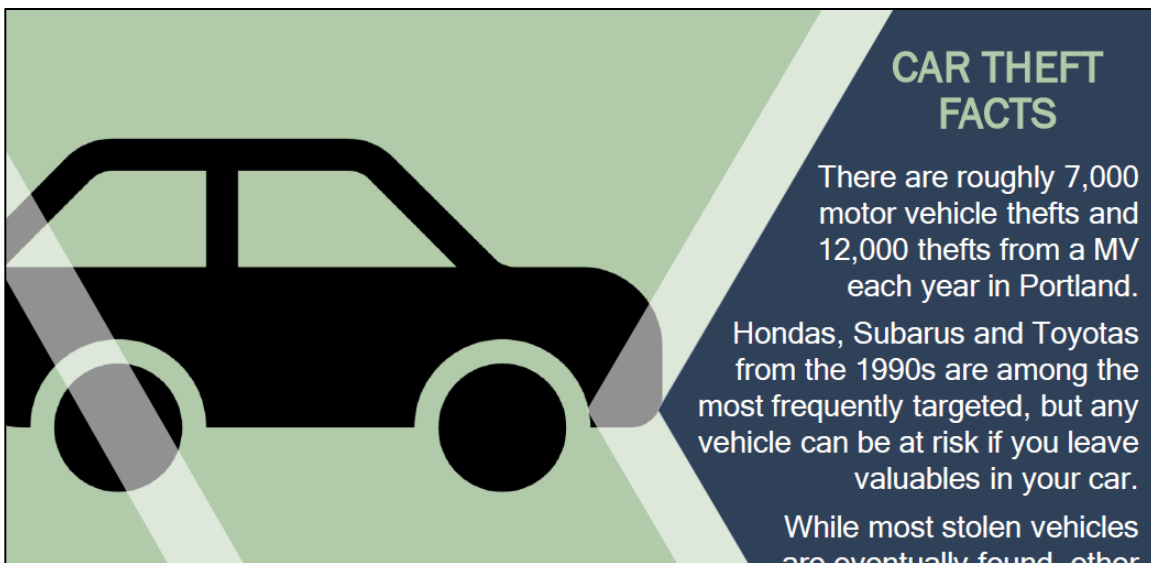
Share It





Report all crimes. For crimes in progress, call 911. After an event, call the non-emergency line at 503-832-3333, or visit www.Portlandoregon.Gov/police.

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CAR THEFT FACTS

There are roughly 7,000 motor vehicle thefts and 12,000 thefts from a MV each year in Portland.

Hondas, Subarus and Toyotas from the 1990s are among the most frequently targeted, but any vehicle can be at risk if you leave valuables in your car.

While most stolen vehicles are eventually found, other property taken from vehicles during these crimes is rarely recovered.

PROTECT YOUR CAR



Lock It

Many vehicles that are stolen or "prowled" are unlocked. Do not leave your car running. Securely lock your doors, windows and steering wheel.

Wallets, purses, IDs, keys and smart phones are prime targets for theft. Never leave these items in your car, even for just a minute.

Don't Leave It



Light It

Thieves do not want to be seen!

Look for parking areas that are well-lit. Install motion-sensing lights to cover your driveway.

Thieves look for easy targets.

If you really need to leave something in your car, move it to a hidden location or lock it in your trunk.

Store It



Park It

Cars are at much higher risk for being broken into when parked on the street.

If you can, park in a garage or your driveway.

Cars that have been recently targeted and other vehicles nearby are at increased risk. Let your neighbors know and share these tips with them.

Share It



Report all crimes. For crimes in progress, call 911. After an event, call the non-emergency line at 503-832-3333, or visit www.Portlandoregon.Gov/police. For more information on MV theft see <https://www.portlandoregon.gov/police/74369>

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BURGLARY FACTS

There are 1,500 to 2,000 residential burglaries per year in Portland, with an average loss per incident of \$3,200. Stolen items are rarely recovered, and most burglaries remain unsolved unless the offender is immediately apprehended.

Fortunately, there are a number of steps you can take to reduce the risk of your home being victimized or revictimized.



PROTECT YOUR HOME



Lock It Up

Many burglaries are the result of unforced entry. Secure all doors with a deadbolt, and lock windows—even when home. Lock doors connecting home and garage.

Unsecured items make easy targets for burglars.

Keep valuables out of sight and securely locked away. Keep records of your valuables, and mark them with identifiers.

Pack It Up



Light It Up

Burglars do not want to be seen! Install motion-sensing lights to cover driveway and walkways. Keep sightlines clear by trimming hedges and shrubbery.

Most residential burglaries happen when no one is home. Make your home look occupied by using a light timer. Don't post travel plans or photos on social media until you're back home.

Liven It Up

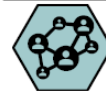


Secure It Up

Burglars are deterred by increased chances of detection. Consider installing visible cameras, as well as a home alarm system. Use these devices consistently!

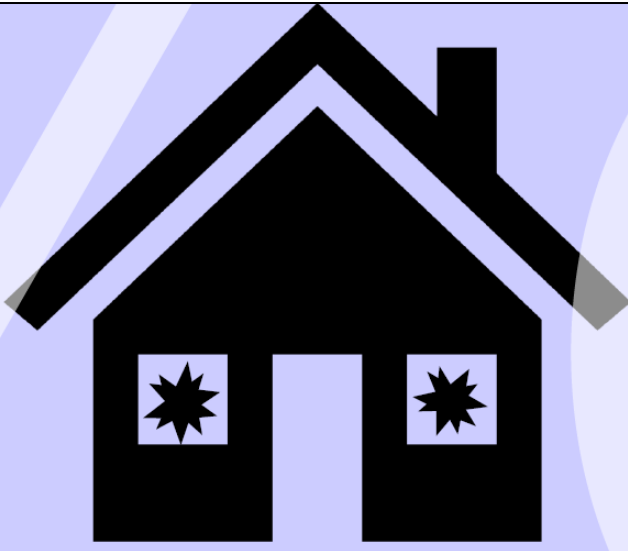
Once a burglary has occurred, both the targeted home and those nearby are at higher risk. Talk to your neighbors and watch out for one another. Share these tips.

Talk It Up



Report all crimes. For crimes in progress, call 911. After an event, call the non-emergency line at 503-832-3333, or visit www.Portlandoregon.Gov/police

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PROTECT YOUR PROPERTY

Each year, there are between 5,000 and 8,000 reported vandalism incidents in Portland.

Vandalism is intentional property damage, including graffiti, breaking windows, smashing lights and illegal dumping of litter.

Address vandalism of your property with the following tips.

PREVENTING VANDALISM



Maintain It


Areas that look cared for are at lower risk of vandalism.

Keep your grass and shrubs trimmed, and your property free of trash.




Vandals do not want to be seen! Keep your property well-lit, and consider installing motion sensing lights and/or CCTV cameras to prevent vandalism.

Light It




Clean It

Vandals often return to the same location, particularly if the damage goes unrepaired. Clean graffiti and repair vandalism quickly to show your property is cared for.



Unclear property boundaries can make vandals feel more welcome. Clearly define your property boundaries with fencing or shrubs. Keep gates closed.

Define It




Protect It

When paint, polish or acids are applied to glass, it can be difficult to repair. Protective films can make paint removal easier, and can prevent acid damage.



Talk to your neighbors to learn whether others are experiencing similar vandalism. Share this information with those nearby to reduce targets in your area.

Share It





Report all crimes. For crimes in progress, call 911. After an event, call the non-emergency line at 503-832-3333, or visit www.Portlandoregon.Gov/Police. For more information, visit the Graffiti Program at <https://www.portland.gov/civic/graffiti>

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PROTECT YOUR PROPERTY

Portlanders report between 3,000 and 4,000 occurrences of theft from residential property each year. Unsecured items left outside of one's property stand an increased risk of being stolen, with bicycles, tools, documents and sports equipment frequently targeted.

Prevent future theft with the following tips.



PREVENTING THEFT



Store It

Thieves look for easy targets. Don't leave valuables unattended outside of your home. Store items indoors or locked safely within a garage or a shed.

Thieves do not want to be seen! Use exterior lights to keep your property well-lit. Install motion-sensing lights to illuminate pathways.

Light It



Register It

Take note of the make, model and serial number of important property and devices, registering them when possible. Place registration stickers on items.

Unclear property boundaries can draw thieves. Clearly define your property boundaries with low fencing or shrubs. Keep gates closed.

Define It



Protect It

Thieves are deterred by increased chances of detection. Consider installing exterior cameras, as well as home and car alarms. Use them consistently!

Get to know your neighbors, an watch out for one another.

Alert your neighbors of theft or suspicious activities, and share these tips.

Share It



Report all crimes. For crimes in progress, call 911. After an event, call the non-emergency line at 503-832-3333, or visit www.Portlandoregon.Gov/Police

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BICYCLE THEFT

Bicycles are one of the most common items stolen in Portland, with 2,000 to 3,000 cases reported to the Portland Police Bureau each year. Many more go unreported.

Many recovered bicycles are unidentifiable and therefore cannot be returned to the owner.

Read on for simple ways to keep your bike safe from theft.



PROTECT YOUR BIKE



Lock It

Unsecured bicycles make easy targets. Use a high quality U-lock to secure your bike. Make sure to lock the frame and wheels. Use multiple locks if possible.

When in public, lock your bicycle to a secure object, such as a bike rack. Avoid locking it to street signs. Leave your bike in a well-lit and well-travelled area.

Secure It



Take It

Bike seats, wheels and accessories can be easy targets. Take any parts or components that can be easily removed - don't leave these with your bicycle.

Thieves prefer to operate at night. Bring your bicycle indoors - into your garage or home. If this is not possible, lock your bike securely in a well lit area.

Store It



Make It Unique

Bicycles that are customized are easier to identify, and are harder for thieves to resell.

Use decals or paint to make your bike unique.

Register your bike with Project 529.

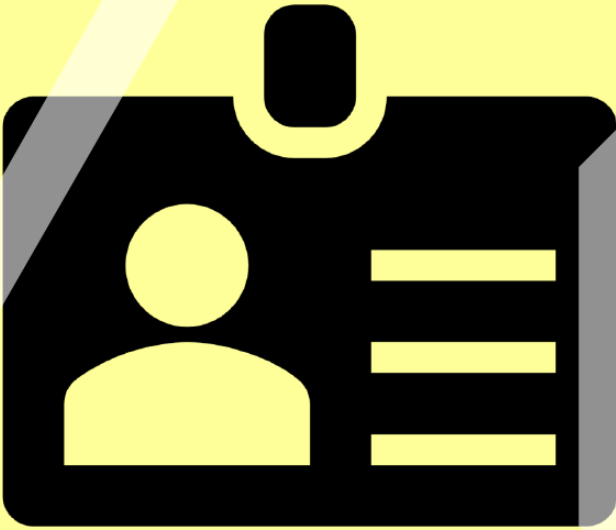
Registration stickers act as a theft deterrent and increase the odds that your bike gets returned to you if found.

Register It



Report all crimes. For crimes in progress, call 911. After an event, call the non-emergency line at 503-832-3333, or visit www.Portlandoregon.Gov/Police. For more information, visit <https://www.portlandoregon.gov/police/66825>

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IDENTITY THEFT

There are over 1,500 cases of identity theft and cyber crime reported to the Portland Police Bureau each year. Many more go unreported.

Most identity theft is linked to stolen mail, but a growing number of incidents result from people hacking into computer accounts.

Reduce risk by securing personal information and practicing safe computing.

PROTECT YOUR IDENTITY





Collect It

Stolen mail can result in a stolen identity. Pick up your mail daily, and pause mail delivery when you're out of town. Sign up for USPS Informed Delivery.

Bank and credit card statements, and pre-approved credit offers may contain personal information. Do not toss these without shredding them first.

Shred It







Review It

Read and review all banking and credit card statements. Compare statements to your receipts. Report transactions that you did not make or authorize.

Sign up for two-factor identification for online accounts. Create unique passwords using a combination of letters, numbers, and symbols.

Confirm It









Secure It

Mobile phones often contain a great deal of personal information. Lock your phone, and use secure banking apps rather than browsers.

Be cautious about unfamiliar callers, emails and websites. Always call companies back using known contact information.

Question It



Report all crimes. For crimes in progress, call 911. After an event, call the non-emergency line at 503-832-3333, or visit www.Portlandoregon.Gov/Police

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APPENDIX E – RESEARCH COMMUNICATIONS

Presentations Related to Portland's CBCR Grant

Henning, K., Wuschke, K., Yakots, S., Kahn, K., & Peterson, C. (2023, March). *Victims' experience using an online crime reporting system*. Presentation submitted to Academy of Criminal Justice Sciences, National Harbor, MD.

Henning, K., Wuschke, K., Peterson, C., & Kahn, K. (2023, February). *Use of online crime reporting systems by U.S. police agencies*. Presentation submitted to Western Society of Criminology, Vancouver, British Columbia.

Henning, K., Peterson, C., Kahn, K., Wuschke, K., & Yakots, S., (2022, September). *A little customer service goes a long way: Improving satisfaction with the police following submission of an online crime report*. European Society of Criminology, Malaga, Spain.

Peterson, C. (2022, August). *The rise of online reporting & the decay of community satisfaction*. International Association of Crime Analysts, Chicago, Illinois.

Henning, K., Peterson, C., Wuschke, K., Yakots, S., Kahn, K., Renauer, B., & Dreyer, L. (2022, February). *Outreach to victims reporting crime through an online system: Improving public confidence in police*. Western Society of Criminology, Honolulu, HI.

Other Coverage Related to Portland's CBCR Grant

Yakots, S. (2022, July). [Customer satisfaction: How Portland Police improved community trust with a follow-up](#). Police 1, Lexipol.

Goetze, Janet (2022, June 12). Neighbors, cops, business leaders collaborate on strategies for cleaner, safer streets. *The Hollywood Star News*. <https://star-news.info/2022/06/12/strategies-for-safer-streets/>.

Byrne Criminal Justice Innovation Bulletin (2021, November). *Portland, Oregon (FY18 BCJI Site) – Following up with property crime victims and enhancing community-police relationships*. International Association of Chiefs of Police.