

eVolvment Portsmouth Pilot Project Evaluation Report

Conducted for:

Innovation Partnership

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INTRODUCTION

This report summarizes the findings from a pre and post survey analysis that examines expectations, usage, and perceived impact of the Innovation Partnership's eVolvment Portsmouth Pilot Project for the City of Portland, Oregon.

The report is divided into the following sections:

- ▶ *Executive Summary*, including a brief overview of the research findings as well as key conclusions.
- ▶ *Methods Summary*, providing a brief review of the research methodology used in conducting the research.
- ▶ *Research Results*, outlining the findings from the research.
- ▶ *Appendix*, containing a copy of respondents' verbatim comments and the survey questionnaires.

Data printouts from the research are bound in a separate volume. Direct questions or comments for the researchers to Campbell DeLong Resources, Inc. at (503) 221-2005 or e-mail cdri@cdri.com.

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EXECUTIVE SUMMARY

I. RESPONDENTS AND THE INTERNET

- **Few appear to be using computers provided through the pilot project.** Of the 169 participants, 27 report logging on with discount computers provided through the project. This would indicate that most of the computers provided at a discount were not used to visit the site.
- **Many accessed the site via dial-up.** While most have a high-speed connection (boosted by 21% who took advantage of a subsidized connection offer), a significant portion (41%) are still on dial-up. This finding is particularly important because it relates to ensuring economic diversity in the project — low-income participants (excluding those with subsidized connections) are more likely to have dial-up connections than high-speed connections.
- **The most effective outreach for the project was door hangers, local press, and other direct canvassing methods.** Few found out about the site through Internet sources.

II. PARTICIPANT DEMOGRAPHICS

- **Half of all participants have children at home — indicating a potentially different profile from other types of involvement.** Although our data is only qualitative on the subject, it is a familiar lament that participation in neighborhood associations and other types of voluntary involvement efforts is disproportionately taken on by those whose children have left the home or by those who have not had children, suggesting that this method of involvement may have included a different cross-section of the community than commonly seen.
- **Incomes are roughly similar to city-wide averages, which is not what would be expected with a typical Internet-based survey.** Given that other research we do typically shows that the people who connect to the Internet from home tend to skew toward slightly higher incomes, this is a strong indicator that the outreach mitigated that issue well.
- **Efforts to reach the Hispanic/Latino community did not appear to pay off.** While the racial/ethnic mix of participants is very close to Citywide Census information, we understand that this was not expected. Reportedly, considerable outreach was done with Latinos, including providing discounted computers. The result was that nine respondents (5%) self-identify as Hispanic/Latino in the pre-survey, two of whom stayed with the program to complete the post survey. In addition, of the 169 participants, 3 respondents (2%), filled out the Spanish language version of the survey.
- **Similar to the rest of the Portland population, many participants are new to their neighborhood, if not the city.** Twenty percent have lived in the *city* for less than 5 years,

while 46% have lived in their *neighborhood* for less than five years. These results are very similar to city-wide averages.

III. PAST INVOLVEMENT INDICATORS

- **The project reached people who were not previously involved.** Seven out of ten participants in the program had not participated in more traditional public safety efforts in the past year (such as attending a meeting), indicating the potential of the project to draw in additional people from a broad range of households.

IV. USAGE

- **A core group used the site consistently, while most did not.** As is seen with most organizing efforts, a small group of people were consistently involved, while most participants were involved only intermittently. It appears that about 20 people used the site weekly or more frequently, while the remainder used it less often. Those who use the site consistently were more likely to be users of the Back Fence and among the more likely to rate that feature as “very helpful.”
- **CrimeMapper, Community Alerts, and Back Fence were considered most helpful, the Pulse Poll proved least so.**

V. PERCEPTIONS OF THE PROJECT’S VALUE

- **The project generally meets expectations for providing useful information, but not for aspects that require a more responsive, two-way communication.** The project has recognized strengths for neighbor-to-neighbor interaction (two-way) and City-to-neighbor information transfer (one-way). But only a very few list the ability to interact with City staff about a specific neighborhood concern as a benefit.
- **Respondents see only slight changes, if any, in their neighborhood.** While post-survey respondents perceive little change in neighborhood safety or livability levels, there was a slight increase in the percentage who indicate that neighbors know each other well.
- **Police performance ratings show slight improvement.** Participants give the Portland Police Bureau slightly stronger ratings on key community policing performance attributes after participating in the pilot project.

VI. STRENGTHS, WEAKNESSES, AND ADVICE FROM PARTICIPANTS

- **The Back Fence, more access to City information, and the potential to spur more involvement are the project’s perceived strengths.**

- **The project’s key perceived weaknesses are technical frustrations with the site, the need for more people to be involved, and insufficient fresh content to keep people coming back.**
- **The key advice from participants: Keep it going, improve the outreach/marketing, and improve content and support.**

KEY CONCLUSIONS

The following conclusions are based on the current research and the past experience of Campbell DeLong Resources, Inc. both as researchers and as trainers in neighborhood organizing and citizen involvement issues.

- 1. Keep it going.** While a substantial amount of funding, and effort, has been invested in order to achieve a relatively slight community impact, this concept is still in its very early stages and participants suggest that the potential is considerable.
- 2. If citizen involvement is the goal, spend more on promoting the fact of the site’s existence and less on offering subsidized equipment and connections as incentives.** Given the amount of effort put into providing subsidized equipment and connections, the return, as measured by people who logged on and stayed involved through the post-survey questionnaire, was small. That doesn’t mean that subsidized computers and connections didn’t help to bridge the digital divide in Portland — it’s just that, once built, the bridge didn’t happen to lead to greater civic involvement.
- 3. If broad involvement is the goal, make sure the site is easily accessible to the 41% who log on with 56K modems.** Among other reasons: this is one of the more efficient ways to ensure the site is accessible to lower-income residents.
- 4. Improve the value of the site to the infrequent visitor.** Not every visitor will use the Back Fence on a routine basis. Avoid the temptation to focus just on the few heavy-users of the site and consider the fact that most don’t use the site that way. The first mission of site development should be “value-added every time a user visits” rather than increasing the percentage of daily users.

METHODS

OBJECTIVES

- Measure perceived and actual changes, pre- and post, by participants in the eVolvment Portsmouth Pilot Project .
- Evaluate the impact of high-speed Internet connectivity and a tailored user interface to City information and services on participant willingness and ability to get involved in neighborhood public safety efforts.

METHODOLOGY

The nature of the project (surveying users of a web site) lends itself well to the use of the Internet as the research medium — a approach that has limited uses for most general population survey work. Therefore, the research approach used a pre- and post- project Internet-based survey.

All participants — whether or not they are beneficiaries of discounted high-speed connections or computer hardware offered to low-income residents — were required to initiate their involvement in the program by logging on to a web site that would include, in the registration process, a mandatory survey. The survey, a copy of which is shown in the appendix, collected answers to key questions as well as collecting each participant's e-mail address and a promise to participate in a second survey, to be conducted six months later. At the end of the trial period a second survey (also shown in the appendix) was administered by sending an e-mail with the appropriate link to the survey instrument on line. Follow-up e-mails and phone calls were conducted to increase the response rate for the follow-up survey.

➤ **Pre-survey description.**

- **Dates and number of respondents.** For the pre-survey, data were collected between January 15 and April 28, 2003. A total of 169 separate individuals from qualifying households/addresses filled in the survey. One survey per participating household was accepted into the sample.
- **Pre-survey reliability.** It is important to keep in mind that the 169 participants who filled out the pre-survey are not a “sample” as that term is used in research, but rather a “population.” That is, the 169 participants are all of the people who registered to participate with the program. As such, when discussing results from this total population, we have used the standard capital “N” designator to indicate that, effectively, this is a census, not a sample. As such, statistical reliability projections are unnecessary. When dealing with the pre-sample, the 169 individuals constitute everyone.

- **Data display note for pre-survey population.** On the tables and charts that follow in this report a population N of 169 is indicated to signify the total number who were presented with the question in the pre-survey. In various instances the actual number of counted responses over which percentages and averages are calculated is less because non-qualifying answers such as “don’t know” responses, or the infrequent blank response, have been removed for analysis purposes.
- **Post-survey sample description:**
- **Dates and sample size.** For the post survey, data were collected between July 17 and August 20, 2003. A series of phone calls were made to clarify and update e-mail addresses that came back as undeliverable or were otherwise not useable from the original respondents. Three waves of e-mails, on three separate occasions, spaced about a week apart, were sent to the participant base encouraging their participation in the follow-up survey, as they had agreed to do originally. A total of 78 separate individuals from qualifying households/addresses filled in the survey. While a higher response rate is always desirable, this level of response rate (about 46%) for what is essentially a mail-out self-administered survey is well within expected ranges.
 - **Post-survey sample reliability.** A sample “n” of 78 participants out of a population “N” of 169 provide us with a worst-case sample reliability of $\pm 8.2\%$. The worst-case sample reliability figures are based on the following:
 - ✓ **The sample is drawn from a population of 169 households.** This assumption makes a difference of about three percentage points over the reliability if the same sample size were drawn from a large universe — e.g. from the entire city or even the nation.
 - ✓ **The calculation applies to a dichotomous variable with results distributed 50/50.** An example of this would be a question with two possible answers — yes or no — where half say “yes” and half say “no.” As the distribution moves away from 50/50, the reliability improves, which means that many specific results will be valid at a better reliability figure than the worst-case number quoted.
 - ✓ **Reliability is calculated at the 95% confidence level.** This industry-standard assumption means that if a large number of samples of 78 were taken, in 95% of the samples the survey results will not vary from the mean sample results by more than $\pm 8.2\%$.
 - **Data display note for post-survey sample.** On the tables and charts that follow in this report a sample “n” of 78 is indicated to signify the total number who were presented with the question in the post-survey. In various instances the actual number of counted responses over which percentages and averages are calculated is less because non-qualifying answers such as “don’t know” or “did not use” responses, as well as the infrequent blank response, have been removed for analysis purposes.
- **Survey design and supplemental analysis.** In order to provide deeper analysis of the findings, a number of questions on the survey were phrased so as to be similar, or identical, to questions asked in the Portland Police Bureau’s bi-annual Community Assessment

Survey. This approach has allowed for a comparison of participant responses with known results already collected city-wide.

The surveys were designed by Campbell DeLong Resources, Inc. (CDRI) in partnership with Innovation Partnership and Portsmouth Pilot Project team members. CDRI also arranged for Spanish translations of both the pre- and post- surveys to be posted on the Web as well. Out of the 169 pre-survey participants, 166 filled out the survey in English. Three filled out the survey in Spanish.

The data from both surveys were processed, cleaned and divided into multiple cross-tabulated subsets for further analysis. Copies of the data printout have been bound separately from this report.

RESEARCH RESULTS

I. Respondents and the Internet

A. FEW APPEAR TO BE USING COMPUTERS PROVIDED THROUGH THE PILOT PROJECT.

The data suggest that the great majority of individuals who were provided subsidized computers for the project elected to use them for some other purpose. Out of the 169 respondents, 27, or 16%, say they are using a computer provided by the Pilot Project. In addition, among those who stayed with the project sufficiently to participate in the post survey, 13% (10 people) with subsidized computers stayed with the program. This stands in considerable contrast to the well over 100 computers that we understand were subsidized.

The table below shows the responses from the entire population of participants as well as from the subset of that population that went on to complete the post-survey as well. This comparison is shown throughout the report to provide a necessary comparison between those who stayed with the project to complete the final survey and those who chose not to.

Source of Computer Hardware

Q: *Please tell us if the computer you are using now was...*(Select one, required)

Source of Hardware	Pre-survey Population N=169	Pre-Post Respondents n=78
Provided by Pilot Project	16%	13%
Not provided by Pilot Project	84%	87%

B. WHILE MOST HAVE A HIGH-SPEED CONNECTION, A SIGNIFICANT PORTION ARE STILL ON DIAL-UP.

One in five (21%) are connected through a high-speed connection provided by the Pilot Project, another third (32%) are connected via another high-speed connection, while fully 41% are using a dial-up modem. The remaining few are unsure. Therefore, recalling that some desired to analyze the value of high-speed connection only, the sample size for that subgroup is 90 participants who initially logged on and 42 who stayed with the project to complete the post survey.

Of those who have a subsidized connection, the total is 36 who logged on and took the initial survey and 14 who stayed with the project and completed the post survey as well.

What this means for web site development seems clear: for now, the broadest citizen participation in the program can be ensured by making sure the web site is optimized for those with a 56K modem — it will be extremely fast for those who purchase high-speed connections while remaining pleasantly accessible to the significant percentage of wired Portlanders who connect the old-fashioned way. This is especially important because it provides another avenue through which low-income residents can participate — the data show that, while providing subsidized computers and connections did boost the number of low-income households who accessed the project, most participating lower-income households did so with their own computers and modems, mostly commonly via a dial-up connection. Consider:

- **Dial-up modem users are likely to have lower incomes compared to those who pay for a high-speed connection.** Among non-subsidized participants, the speed of modem and the amount of income are related. Twenty-one percent of those who connect via a dial-up modem have household incomes below \$25,000 per year, while only 13% of those with their own high-speed connections have incomes in this range.
- **Of the 36 participants who indicate household incomes below \$25,000, many used their own computers to connect with a dial-up modem.** Within this group, 42% (15) connect via dial-up, 19% (7) via their own high-speed connection, and 36% (13) via a subsidized high-speed connection. Regarding the computers they use, 36% (13) use a computer provided through the Pilot Project, while 64% (23) use a computer they already owned.

Plainly, ensuring that the web site is comfortably accessible to those with slower-speed connections will further broaden the opportunity for residents of all incomes to participate. This appears to be a very attainable goal as well — overall there is only a very small difference between the ratings that high-speed users and dial-up users give the site.

Internet Connection

Q: *How are you connected to the Internet?* (Select one, required)

Connection	Pre-survey Population N=169	Pre-Post Respondents n=78
High-speed cable modem provided by Pilot Project	21%	18%
Other high speed connection not by Project	32%	36%
Dial-up modem	41%	41%
Unsure	5%	5%

C. TWO OUT OF TEN ARE RELATIVELY NEW TO ROUTINE INTERNET USAGE.

While most of the participants appear to have already had routine access to the Internet from home, some did not. This indicates that the approach used had some impact in reaching those who remain on the far side of the “digital divide.”

Eight out of ten accessed the Internet from home, prior to the project, at least once a week, and usually several times or more a week. Of the remainder, some did not have access prior to the project while the others were likely to be very infrequent users at best.

Prior Internet Usage from Home

Q: *Prior to your participation in the Pilot Project, how often did you access the Internet at home for any reason? Select one only.*

Frequency of use	Pre-survey Population N=169	Pre-Post Respondents n=78
Did not have prior to project	10%	9%
Rarely or never	5%	9%
Less than once a week	2%	3%
Once a week	4%	6%
Several times a week	20%	17%
Once a day	21%	15%
Several times a day	35%	40%
Unsure/no response	4%	1%

Prior Internet Usage Away from Home

Q: *Prior to your participation in the Pilot Project, how often did you access the Internet for any reason outside your home, such as a workplace, library, school, or other location? Select one only.*

Frequency of use	Pre-survey Population N=169	Pre-Post Respondents n=78
Rarely or never	29%	31%
Less than once a week	7%	5%
Once a week	9%	5%
Several times a week	9%	9%
Once a day	8%	4%
Several times a day	35%	45%
Unsure/no response	4%	1%

D. FEW HAD SIGNIFICANT DIFFICULTIES CONNECTING TO THE INTERNET.

In what we expect is a contrast from the findings that might have been uncovered in the earlier years of the Internet, most participants in this study say setting up their connection to the Internet was comparatively easy and only a few (8%) say they have had at least one “major” problem with their connection since going online.

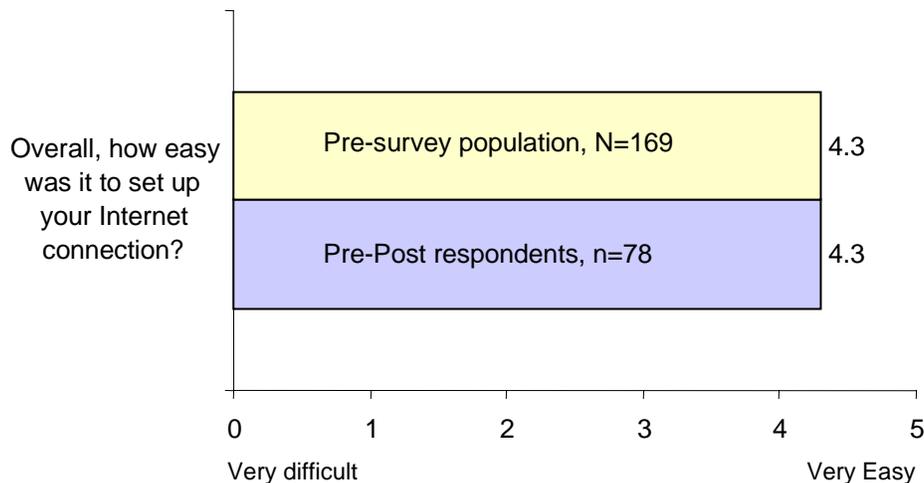
Person Who Set Up Internet in Home

Q: Who was most responsible for setting up your Internet connection in your home?

Person	Pre-survey Population N=169	Pre-Post Respondents n=78
Self	62%	71%
Internet broadband technician	20%	13%
Other household member	11%	9%
Neighbor or friend	4%	3%
No Internet at home	1%	1%
Relative	1%	2%
Work/library	1%	1%
No response	1%	0%

Ease Of Connecting To Internet

Q: Overall, how easy was it to set up your Internet connection? Please indicate ease of connecting by using a “1 to 5” scale.



Problems Since Connecting

Q: Now that your Internet connection has been established, have you had any problems accessing the Internet?

Problems with Internet Connection	Pre-survey Population N=169	Pre-Post Respondents n=78
Yes, I have had at least one major problem	8%	9%
Yes, I have had minor problems that were easy to resolve	31%	32%
No, I have not had any problems	55%	54%
Unsure/no response	6%	6%

E. WHILE MANY ARE INTERNET SAVVY, THE MOST EFFECTIVE WAY TO REACH THEM INITIALLY WAS THROUGH AN ACTIVE, LOW-TECH OUTREACH PROCESS.

The most common ways for participants to find out about the project were through channels long-established as effective means for reaching neighbors on a local level — door hangers, local press, and other direct canvassing methods. The top communication channel was a door hanger or other type of flier (55%), followed by the *North Portland Press* (27%), The Community Association of Portsmouth (19%), friend or neighbor (14%), other newspaper (8%), a canvasser (7%), and a City mailing (6%). All other channels (Neighborhood Crime Prevention Specialist, A City of Portland website, Innovation Partnership website, and Portland Police Officer) were each below 5%.

Sources of Awareness of Project

Q: From which of the following sources did you learn about the eVolvment Pilot Project? Select all that apply.

Source	Pre-survey Population N=169
Door hanger/other flier	55%
North Portland Press	27%
Community Association of Portsmouth	19%
Friend or neighbor	14%
Other newspaper	8%
Canvassers	7%
City mailing	6%
Neighborhood Crime Prevention Specialist	4%
City of Portland website	4%
Innovation Partnership website	3%
City Council agenda	2%
Family member	2%
School	2%
Housing/families non-profit	2%
Portland Police officer	2%

F. PARTICIPANTS’ REASONS FOR GETTING INVOLVED IN THE PILOT PROJECT DESCRIBE A BROADER RANGE THAN MIGHT BE EXPECTED WITH TRADITIONAL INVOLVEMENT CHOICES.

When participants describe the main reason that they elected to participate in the Pilot Project, the responses run a gamut from the more altruistic (“I’d like to be more involved”) to the desire for personal financial gain (“I wanted the discount on the computer”). While many of the responses seem consistent with the motivators one might expect to hear for other types of involvement, others indicate that the novelty of the approach provides an additional motivator as well as, for some, the fact of receiving discounted computers or Internet connections.

The most common responses — each earning mentions by between 10% and 20% — were: *Desire to get involved or get to know neighbors, concerns about the neighborhood, like concept of project, and general curiosity about how the project would work.* In addition, 13 people (8%) mentioned the *receiving a discount on the computer* as a reason to participate and 12 people (7%) mentioned the *discount Internet connection*.

Reasons for Participating

Q: What is the main reason why you decided to participate in the eVolvment Pilot Project?

Reason for participation	Pre-survey Population N=169
Become more involved	17%
General neighborhood concern	15%
Curiosity	15%
Get to know neighbors/community	15%
Neighborhood/public safety information	15%
Like concept of Pilot Project	10%
Discount on computer	8%
Discount on Internet access	7%
Community building	7%
Better communication with police/City	4%
Specific neighborhood concerns	2%
Other	5%
No response	10%

II. Participant Demographics

A. PARTICIPANTS ARE SLIGHTLY MORE LIKELY TO BE FEMALE.

Respondent Gender

Q: What is your gender?

Gender	Pre-survey Population N=169	Pre-Post Respondents n=78
Female	53%	56%
Male	45%	42%
No response	2%	1%

B. HALF OF ALL PARTICIPANTS HAVE CHILDREN AT HOME — INDICATING A POTENTIALLY DIFFERENT PROFILE FROM OTHER TYPES OF INVOLVEMENT.

Although our data is only qualitative on the subject, it is a familiar lament that participation in neighborhood associations and other types of voluntary involvement efforts is disproportionately taken on by those whose children have left the home or by those who have not had children. For this reason, we find it significant that the participant profile skews toward individuals with children at home. Half (49%) of all participants have children under the age of 18 in the household, which is much higher than the citywide average of 27% (as recorded in the 2000 U.S. Census for the city).

Adults & Children in the Household

Q: How many adults (18 and up) are in your household?

Q: How many children (under 18) are in your household?

Number of adults	Pre-survey Population N=169	Pre-Post Respondents n=78
0	1%	1%
1	27%	26%
2	57%	56%
3	7%	9%
4	5%	5%
5 or more	2%	0%
No response	2%	3%
Mean	2.0	1.9

Number of children	Pre-survey Population N=169	Pre-Post Respondents n=78
0	47%	53%
1	21%	18%
2	12%	10%
3	6%	5%
4	3%	4%
5 or more	3%	3%
No response	8%	8%
Mean	1.0	0.9

C. INCOMES ARE ROUGHLY SIMILAR TO CITY-WIDE AVERAGES, WHICH IS NOT WHAT WOULD BE EXPECTED WITH A TYPICAL INTERNET-BASED SURVEY.

Income profiles are roughly similar to citywide averages, with perhaps a very slight skewing toward lower incomes. Given that other research we do typically shows that the people using computers and Internet connections from home tend to skew toward slightly higher incomes, this is a strong indicator that the outreach mitigated that issue well.

Household Income

Q: Which of the following most closely describes your total household income in 2002? Select one only.

Income	Pre-survey Population N=169	Pre-Post Respondents n=78
Under \$15,000	12%	9%
\$15,000-\$24,999	9%	13%
\$25,000-\$34,999	19%	13%
\$35,000-\$49,999	20%	19%
\$50,000-\$74,999	16%	18%
\$75,000 or higher	8%	10%
No response	15%	18%

D. ABOUT ONE IN FOUR ARE MEMBERS OF RACIAL OR ETHNIC MINORITIES.

The majority are white-Caucasian (75%), followed by African-American (8%), Hispanic/Latino (5%), Asian-American (4%), Native American Indian (1%), Multi-racial (4%), other races (2%), and no response (2%).

On the one hand, this bears a close resemblance to the City-wide 2000 U.S. Census profile for Portland (75% white-Caucasian, 6% African-American, 7% Hispanic/Latino, 6% Asian, and 1% Native American Indian). On the other hand, we understand that this was not expected, as considerable outreach was done with Latino participants, including providing discounted computers for usage with the program. Nine respondents (5%) self-identify as Hispanic/Latino in the pre-survey, two of whom stayed with the program to complete the post survey.

Racial and Ethnic Identity

Q: With which of the following groups do you most closely identify yourself? Select one only.

Racial/Ethnic group	Pre-survey Population N=169	Pre-Post Respondents n=78
White-Caucasian American	75%	85%
African American	8%	4%
Hispanic/Latino American	5%	3%
Asian American	4%	1%
Multi-racial	4%	4%
Native American Indian	1%	1%
Other	2%	3%
No response	2%	0%

E. NINE OUT OF TEN LIST ENGLISH AS THE LANGUAGE SPOKEN MOST IN THE HOME.

Nine in ten (91%) list English as the language spoken most in the home, followed by Spanish (4%), Hmong (2%), and 1% each for Korean, German, and Vietnamese (2% did not respond). Participants were given a choice of filling out the survey in either English or Spanish. Of the 169 participants, 3 respondents (2%) filled out the Spanish language version of the survey.

Language Spoken in Home

Q: What language is spoken most often in your home?

Racial/Ethnic group	Pre-survey Population N=169	Pre-Post Respondents n=78
English	91%	95%
Spanish	4%	3%
Hmong	2%	1%
Vietnamese	1%	0%
English & Spanish	1%	0%
German	1%	0%
No response	1%	1%

F. SIMILAR TO THE REST OF THE PORTLAND POPULATION, MANY PARTICIPANTS ARE NEW TO THEIR NEIGHBORHOOD, IF NOT THE CITY.

Twenty percent have lived in the *city* for less than 5 years, while 46% have lived in their *neighborhood* for less than five years. These results are very similar to city-wide averages.

Length of Residency in City

Q: How long have you lived in the City of Portland? (Please round to nearest year, using 1 to include anything less than 1.)

City Residency	Pre-survey Population N=169	Pre-Post Respondents n=78
One year or less	4%	4%
2-4 years	16%	21%
5-9 years	20%	19%
10 years or more	59%	56%
No response	1%	0%
Mean	17.2	16.3

Length of Residency in Neighborhood

Q: How long have you lived in your current neighborhood? (Please round to nearest year, using 1 to include anything less than 1.)

Neighborhood Residency	Pre-survey Population N=169	Pre-Post Respondents n=78
One year or less	24%	21%
2-4 years	22%	28%
5-9 years	28%	28%
10 years or more	25%	23%
No response	1%	0%
Mean	7.3	6.1

G. MOST ARE HOMEOWNERS.

Home Ownership and Rental Property Mix

Q: Do you own or rent your current home? Select one only.

Home Ownership	Pre-survey Population N=169	Pre-Post Respondents n=78
Own	73%	81%
Rent	24%	17%
Refused/no response	4%	3%

H. AGE PROFILES ARE SIMILAR TO CITYWIDE AVERAGES, BUT SLIGHTLY YOUNGER.

Not surprisingly, the age profile of participants does skew slightly toward younger individuals — the City-wide mean for the same question asked in the Portland Police Bureau’s 2003 Community Assessment Survey is 44, compared to 39 to 40 for this survey.

Age of Respondents

Q: What is your age?

Age	Pre-survey Population N=169	Pre-Post Respondents n=78
Under 18	2%	3%
18-24	9%	8%
25-34	25%	27%
34-49	43%	40%
50-64	17%	21%
65 or over	1%	1%
No response	2%	1%
Mean	39.0	39.9

III. Past Involvement Indicators

A. THE PROJECT DOESN'T SIMPLY “PREACH TO THE CHOIR” — IT REACHES PEOPLE WHO WERE NOT PREVIOUSLY INVOLVED.

On one hand, this group has had more experience with traditional public safety involvement efforts than has the general population (see table below). Other the other hand, these participants are, by definition, not a random sample of the general population but a census of all people who chose to be involved in this Pilot Project. As the information below indicates, seven out of ten participants were not routine participants in traditional public safety efforts in the past, indicating the potential of such efforts to draw in additional people from a broad range of households.

Forty-seven people (28%) indicated that they had participated in one or more listed activities in the last year. This compares with 16% citywide from the Portland Police Bureau's Community Assessment Survey. It is important to note, however, that those who went on to complete the post survey — and may therefore skew toward those who were more regular participants — were somewhat more likely to have been involved in the past as well. While seven out of ten who logged on to the project at least once had not been involved otherwise in the past year, that number drops to six in ten for those who went on to complete the post survey.

A follow-up question was asked in the post survey (*Which, if any, of the following have you done since your participation in the eVolvment pilot project began?*). We have elected not to show that data here, as the finding is inconclusive. While the number of post-survey respondents indicating involvement in the listed activities is slightly lower in the post survey than in the pre-survey, because the timeframes involved are different, hard conclusions about the meaning of such a result are difficult to draw.

Prior Involvement in Public Safety Activities

Q: Which, if any, of the following have you done in the last 12 months?...

IF YES TO ANY ACTIVITY: Have you taken a particularly active role in any of the above efforts? (Examples: make phone calls, serve on a committee, walk in a foot patrol, write letters, or run meetings.)

PPB 2003: The Portland Police Bureau’s 2003 Community Assessment Survey results for the same question are also shown below in the first column. The wording of the question was essentially the same — the differences being only associated with how such questions are asked in a verbal interview as compared with a self-administered survey.

Type of Activity	PPB 2003 n=605	Pre-survey Population N=169	Pre-Post Respondents n=78
Attended a meeting of neighbors in your immediate block	7%	14%	17%
Attended a meeting of your local neighborhood or business association	11%	20%	26%
Participated in any other type of committee or organization for the purpose of addressing crime or nuisance issues in Portland	4%	12%	19%
Total attending any meeting:	16%	28%	37%
Total taking particularly active role:	5%	14%	19%

B. ALMOST HALF HAD BEEN IN TOUCH WITH PORTLAND POLICE IN THE LAST YEAR.

In another question specifically designed to match the citywide Community Assessment Survey, participants were asked if they had been in contact with the Portland Police Bureau in the last 12 months about any type of crime and public safety problem. This question is both an indicator of involvement and an indicator of relative concern about public safety matters. As would be expected of participants in a public safety-oriented involvement project, this group is more likely to have been in contact with police (47%) than the general population (24% in 2003). A comparison question was asked in the post survey regarding contact with the police. While it indicates that 33% had had contact since the Pilot Project began, because the time periods are different, it is difficult to draw conclusions regarding the significance of that particular finding.

Contact with Portland Police Bureau

Q: During the last 12 months, have you had contact with the Portland Police Bureau about any type of crime or public safety problem?

Contact with Police?	Pre-survey Population N=169	Pre-Post Respondents n=78
Yes	47%	49%
No	50%	50%
Don't recall/no response	3%	1%

IV. Usage

A. ONE QUARTER OF POST-SURVEY PARTICIPANTS USE THE SITE ON A WEEKLY OR BETTER BASIS. MOST USE IT LESS FREQUENTLY.

Respondents in the post survey were asked how often they visited the pilot project site since they first logged on. It is clear from the responses that, as is seen with most organizing efforts, a small group of people are consistently involved while most are involved only intermittently. In this case, 20 people used the site at least once a week (or more), while of the remaining 58, 31 individuals used the site “less than once a week,” with the remainder using the site still less frequently. Those who used the site consistently were more likely to be users of the Back Fence and among the more likely to rate that feature as “very helpful.”

We quote the specific numbers here, for this reason: It is, unfortunately, reasonable to speculate that out of the 91 participants who filled out the pre-survey but chose not to fill out the post survey that their usage of the site over the course of the project is probably *not* similar to the post survey sample, but is more likely to skew toward the less frequent usage end of the spectrum.

Frequency of Site Visits

Q: *Since you first logged onto the eVolvment Pilot Project site, on average how often have you visited the site?*

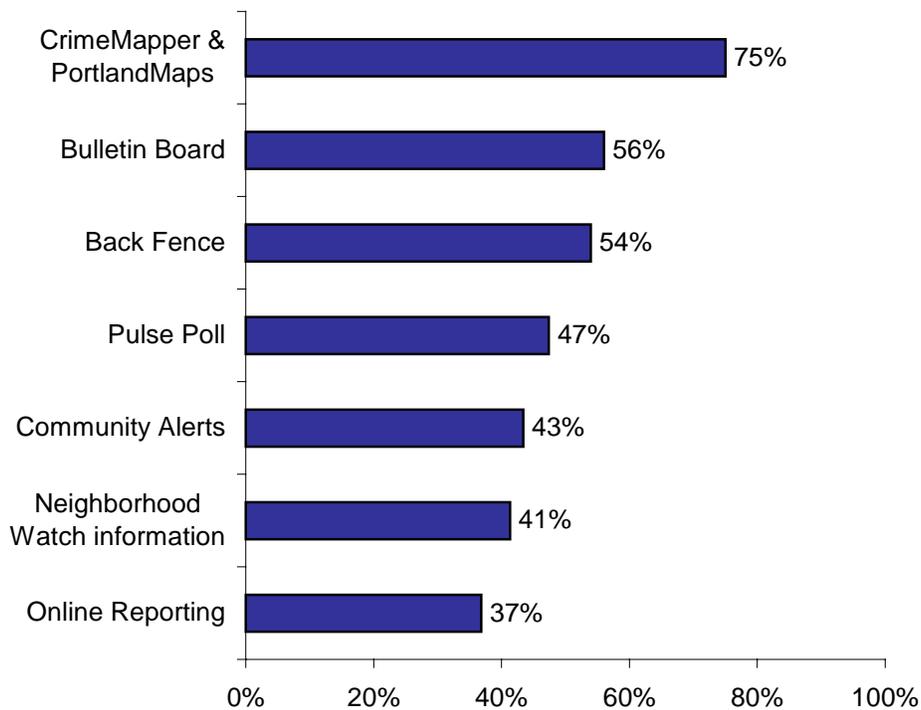
Frequency of Site Visits	Post n=78
Rarely or never	33%
Less than once a week	40%
Once a week	17%
Several times a week	8%
Once a day	1%
Unsure	1%

B. CRIMEMAPPER WAS USED BY THE MOST PARTICIPANTS, ONLINE REPORTING BY THE FEWEST.

Participants were asked to rate the value of various features of the site. If they did not use a given feature, they indicated as such instead of rating the feature. Based on the responses from that question, the percentage of respondents who used each of the following features can be determined and is shown below. The results of the ratings are summarized on the next page.

Feature Usage

Post-survey responses indicating the percentage of participants who rated each feature. The sample n is 78 in all cases.



C. CRIMEMAPPER, COMMUNITY ALERTS, AND BACK FENCE WERE CONSIDERED MOST HELPFUL, THE PULSE POLL PROVED LEAST SO.

The findings show that of all the features, Back Fence was the only feature that exceeded original expectations while the Pulse Poll is the feature that most disappointed compared to original expectations.

The following table shows the difference between the degree to which participants expected to use a feature and how helpful they considered it after usage. For each feature, the lightest bar represents the likelihood-to-use as rated by all 169 pre-survey participants. The next shade indicates the results of the same question by those who went on to complete

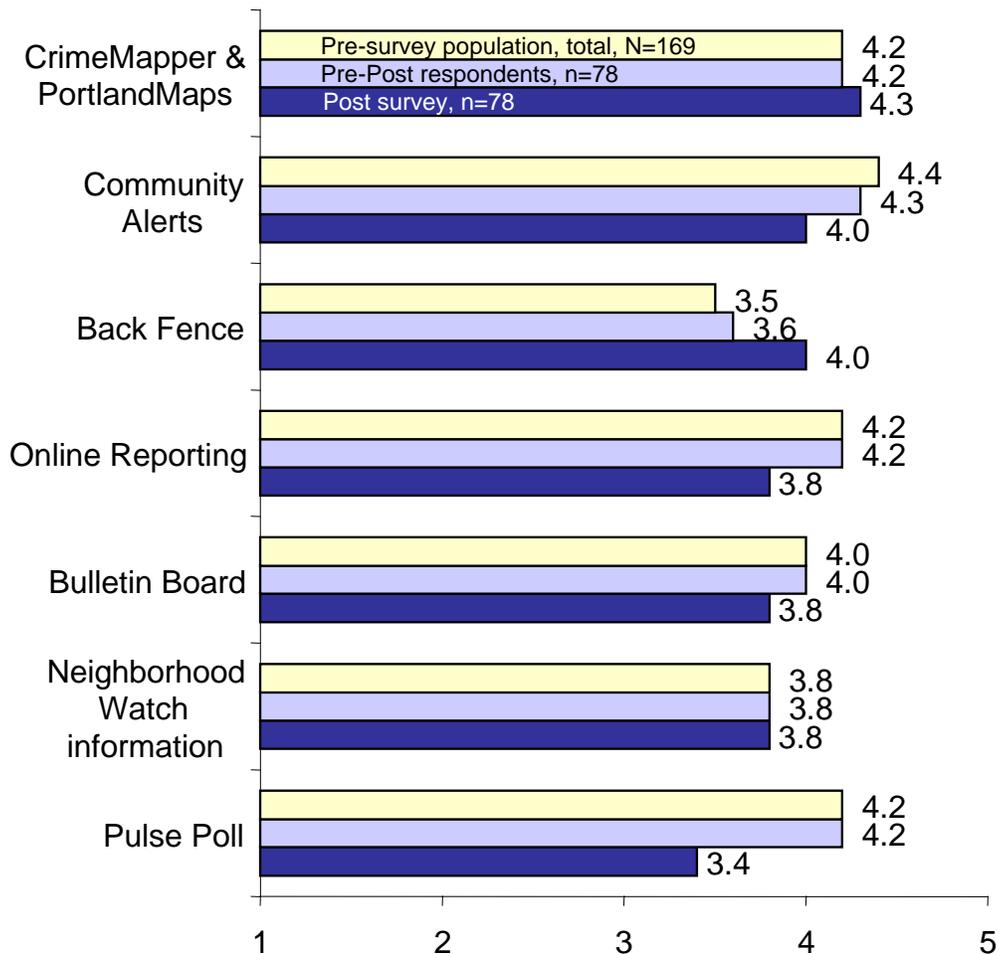
the post survey as well. The darkest bar indicates the results of the post survey finding regarding how helpful the feature turned out to be.

The actual sample “n” for each post survey result varies by the number of respondents who indicated usage of the feature. Also, *the pre and post results measure slightly different questions — expected usage versus helpfulness. As such, it is important to avoid the temptation to over-interpret the meaning of differences between the two results.*

Feature Expectations and Actual Value of Use

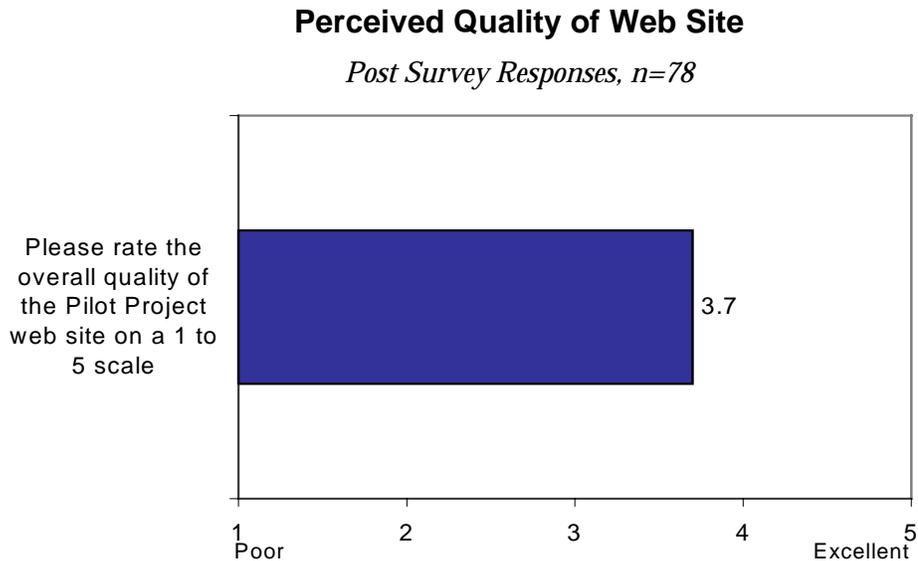
Q: (Pre Survey — two lighter bars) Just based on what you know now, how likely are you to use each [feature]? (Scale is from “Very Unlikely” to “Very Likely”)

Q: (Post Survey — darker bar) For each feature that you used, please rate how helpful it was to you. If you did not use a feature, please check that box and go on to the next feature. (Scale is from “Not Helpful” to “Very Helpful”)



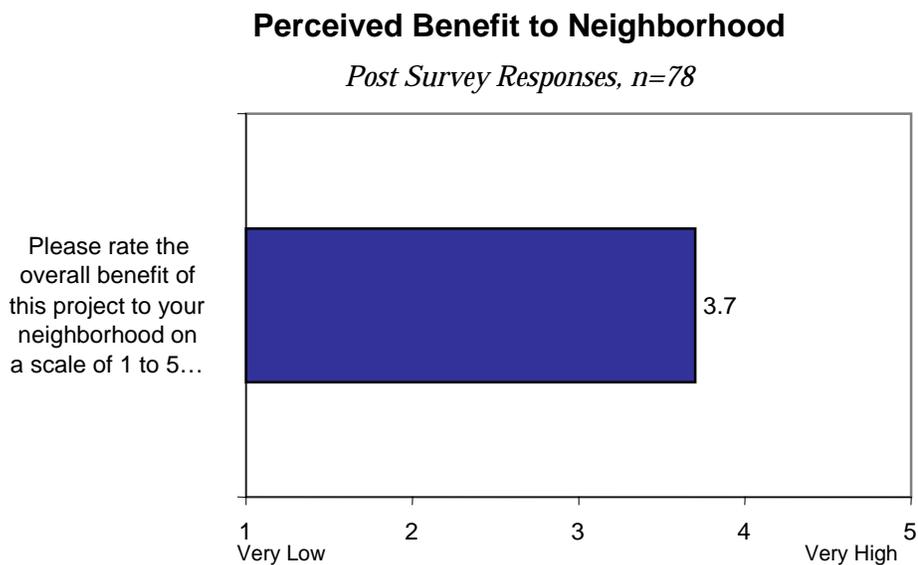
V. Perceptions of the Project's Value

A. PARTICIPANTS GIVE A RATING FOR THE WEB SITE THAT IS JUST ABOVE THE MIDPOINT.



B. WHILE PARTICIPANTS RATE THE PROJECT AS HAVING AN IMPACT ON THE NEIGHBORHOOD THAT IS ABOVE THE MIDPOINT, ONE QUARTER CHOOSE NOT TO ANSWER THE QUESTION.

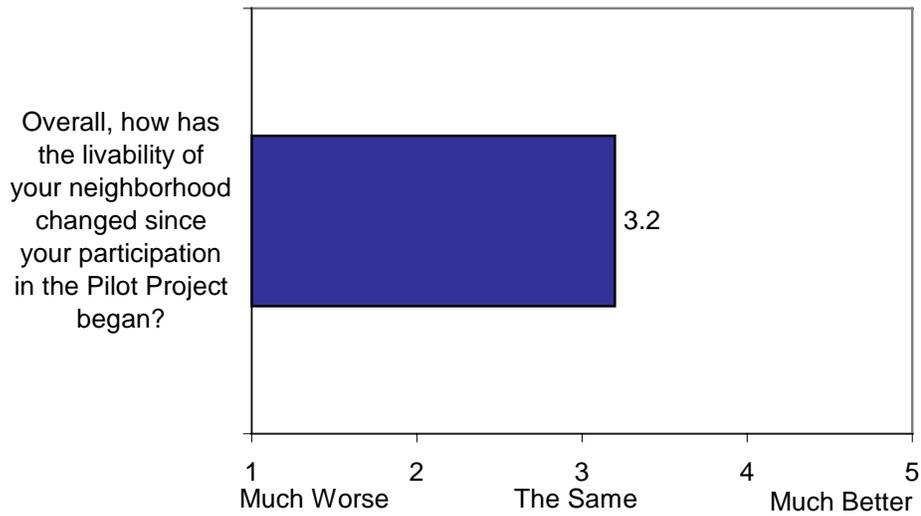
While the overall rating for the benefit of the web site to the neighborhood earns an above-the-midpoint score of 3.7, it is important to note that 27% of the respondents who took the survey indicated that they were unsure or, in a few cases, chose not to answer the question.



C. PARTICIPANTS SEE LITTLE CHANGE IN THE LIVABILITY OF THEIR NEIGHBORHOOD SINCE CHOOSING TO PARTICIPATE IN THE PILOT PROJECT.

Perceived Change in Livability

Post Survey Responses, n=78



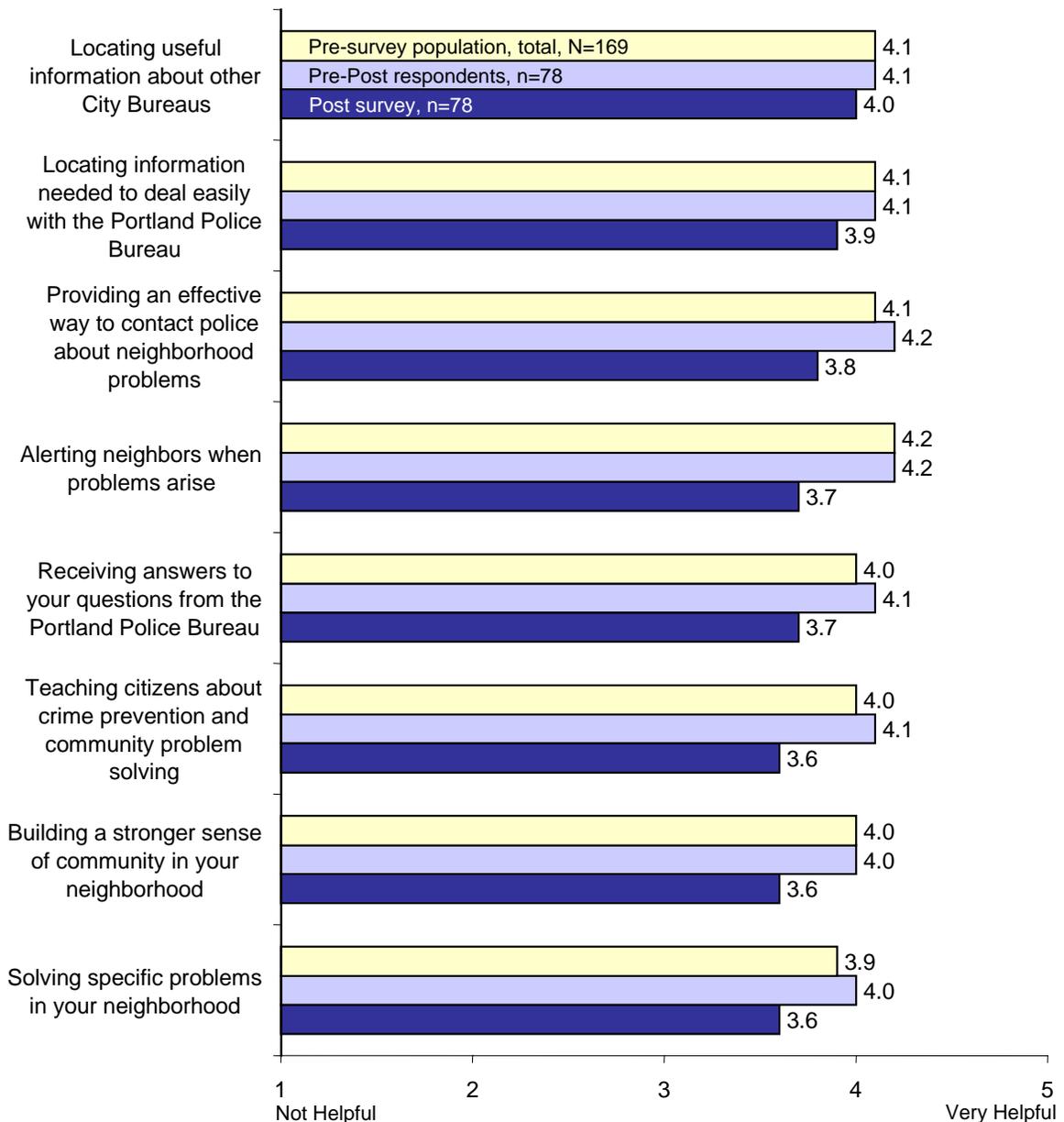
D. THE PROJECT GENERALLY MEETS EXPECTATIONS FOR PROVIDING USEFUL INFORMATION, BUT NOT FOR ASPECTS THAT REQUIRE MORE IN-DEPTH TWO-WAY INTERACTION.

Participants expected the project to provide useful information about other City Bureaus and help in locating information to deal easily the Portland Police Bureau — and, overall, the project met those expectations. On the other hand, expectations were not as well met regarding attributes that require a greater element of individual interaction between City staff and Citizens.

Helpfulness of Project: Expectations Versus Outcomes

Q: (Pre-survey Participants): Please tell us how helpful you expect this project to be for your neighborhood in each of the following ways.

Q: (Post-survey Participants) Please rate how helpful you believe this project has been for your neighborhood in each of the following ways.



E. WHILE PARTICIPANTS DO NOT PERCEIVE A CHANGE IN NEIGHBORHOOD SAFETY LEVELS, THERE WAS A SLIGHT INCREASE IN THE PERCENTAGE WHO INDICATE THAT NEIGHBORS KNOW EACH OTHER WELL.

Participants don't show any significant change in perception regarding the relative safety of their neighborhoods. However, they do appear to give their neighborhoods a slight edge, compared to the pre-survey results, regarding the degree to which neighbors know each other.

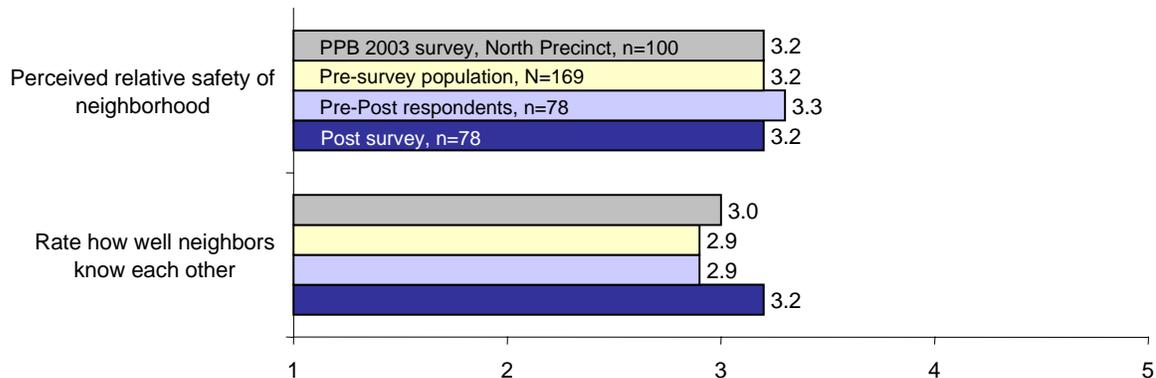
Perception of Neighborhood Conditions

PreSurvey N=169, Post Survey, n=78

Q: Please rate your neighborhood in comparison to others in City. [Scale is 1-5 from "One of the most dangerous" in the city to "One of the safest" in the city]

Q: Please rate how well you and your neighbors know each other. (By "neighbors" we mean the residents within one block of your home or fellow residents in an apartment.) [Scale is 1-5 from "My neighbors don't know each other" to "My neighbors know each other well."]

PPB 2003 North: *For comparison, the results of Portland Police Bureau's Community Assessment Survey from 2003 for North Portland residents is shown as well, n=100.*



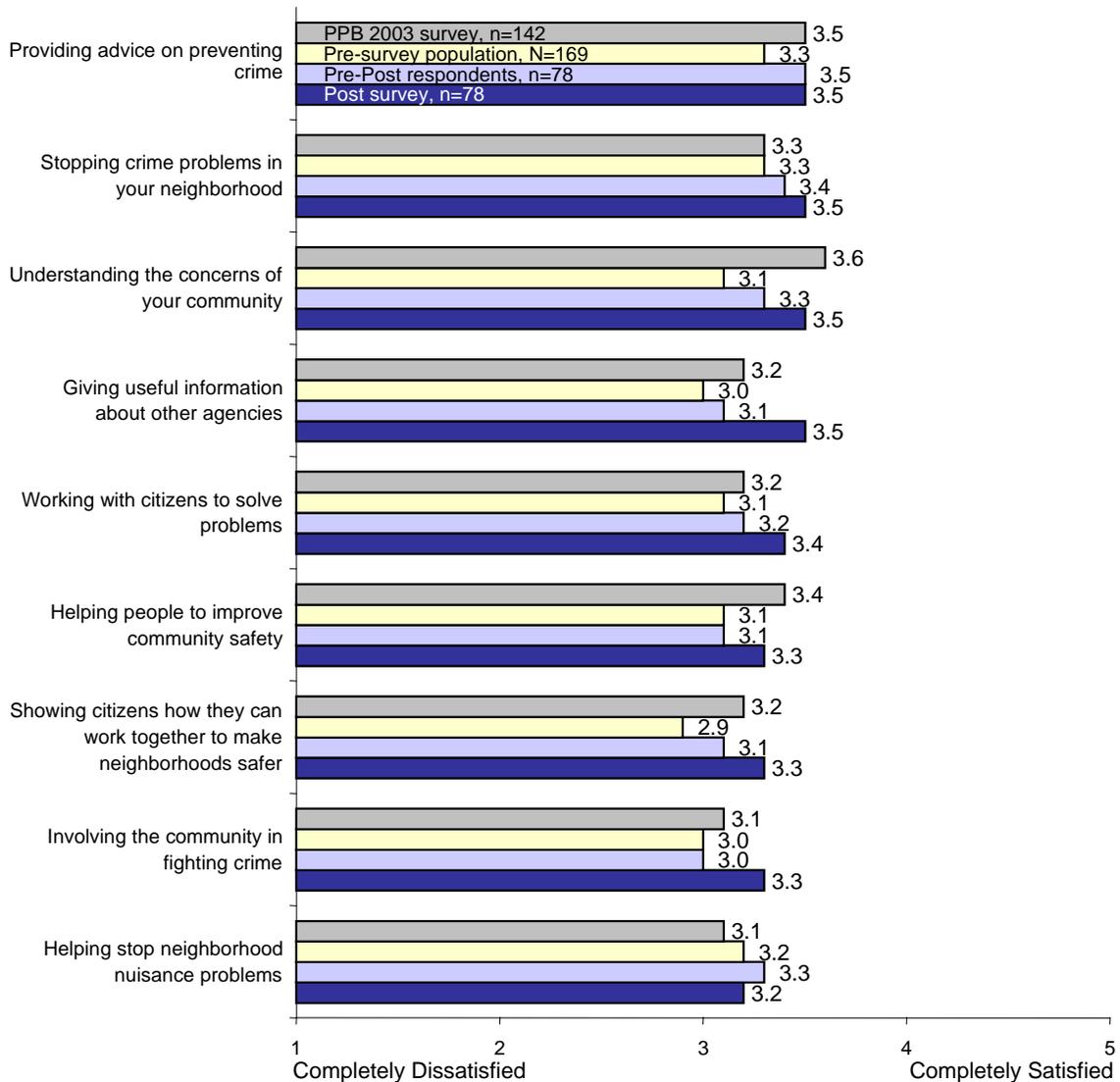
F. PARTICIPANTS GIVE THE PORTLAND POLICE BUREAU SOMEWHAT STRONGER RATINGS ON KEY PERFORMANCE ATTRIBUTES AFTER PARTICIPATING IN THE PILOT PROJECT.

When participants are asked to rate the Portland Police Bureau’s performance on key attributes that have been tested by the Police Bureau in community assessment surveys since 1994, initial ratings are lower than the most recent city-wide averages measured. However, over the course of the project, opinions shifted slightly toward the more positive as the chart below indicates. It is also significant to note that those who stayed with the project started out providing slightly higher ratings than did those who did not follow through and complete the post project survey.

Community Policing Performance Attributes

*PreSurvey N=160, Post Survey n=78,
2003 Portland Police Bureau Community Assessment Survey n=142*

Q: Please rate your level of satisfaction with each of the following ways Portland Police serve the community. [Scale is 1-5 from “Complete Dissatisfied” to “Completely Satisfied.”]



VI. Strengths, Weaknesses, and Advice from Participants

The following section reviews the responses to the three key “open-ended” questions asked in the post project survey. An open-ended question is one in which respondents simply write in their answers rather than select from pre-chosen categories. Although original specifications called for asking only a single open-ended question, due to the smaller than anticipated number of participants who enrolled in the program, the decision was made to expand the collection of this qualitative data to allow each respondent in the post survey to more fully explain their perspectives. What we provide here is an overview of what respondents said. The complete text of what each respondent said is provided in the appendix. Readers are encouraged to review those comments to gain a complete, unfiltered perspective of the opinions of post survey respondents.

A. THE BACK FENCE, MORE ACCESS TO CITY INFORMATION, AND THE POTENTIAL TO SPUR MORE INVOLVEMENT ARE THE PROJECT’S PERCEIVED STRENGTHS.

Post survey participants were asked to describe the project’s strengths. A complete record of every comment is shown in the appendix of this report. Highlights of the observed strengths include:

- **The Back Fence.** Plainly, this was the most effective area of the site for participants. While other features are noted as worth one visit, those who used the Back Fence were much more likely than others to have a motivation to come back repeatedly.
- **A source for information.** Those who used the site to receive standard information from the City also were pleased. Plainly, a number were impressed with the breadth of City information online, from CrimeMapper to lists of local numbers to call, that they had not previously been aware were available.
- **Improving community awareness, education, and connections.** A number of comments focus on the community value of the project — that it plays a role in promoting neighborhood awareness, education, and encouraging involvement.
- **Bridging the digital divide.** Four participants provide comments about the community benefit of providing low-cost computers and Internet connections to encourage greater usage of the Internet by those who otherwise could not afford it.

It also should be noted that there were very few comments about the benefit of two-way communication with the City. That is, the project has recognized strengths for neighbor-to-neighbor interaction (two-way) and City-to-neighbor information transfer (one-way). But only a very few list the ability to interact with City staff about a specific neighborhood concern as a benefit.

Another strength, although listed by only one person, seems worth calling out as it represents an potentially valuable element of the site that may represent an unanticipated

strength. One participant, apparently suffering from illness or other disabilities that makes it difficult to leave the home for meetings appreciated that this project is a more accessible way for a people in similar situations to get involved.

B. KEY PERCEIVED WEAKNESSES ARE TECHNICAL FRUSTRATIONS WITH THE SITE, THE NEED FOR MORE TO BE INVOLVED, AND INSUFFICIENT FRESH CONTENT TO KEEP PEOPLE COMING BACK.

Post survey participants were asked to describe the projects weaknesses. A complete record of every comment is shown in the appendix of this report. Highlights of the observed weaknesses include:

- **Technical problems.** Among the most frequent concerns are technical problems with the site. Twelve respondents specifically call out the issue of technical problems at the site as a key barrier to greater usage. For some, the problems overflowed into a concern that the site was insufficiently supported and that when city-to-neighbor interaction (two-way communication) was needed to solve a problem, the help on the City's end wasn't always sufficient.
- **Not enough people involved.** Some participants find that the greatest weakness is simply that not enough people were involved. As one put it, "I don't think it had any weaknesses, but it would be a lot stronger if more neighbors participated in it." Another comments, "More people would have to be involved to make it more effective."
- **Lack of fresh content.** Closely connected to the issue of getting more people involved is the issue of sustaining the involvement gained. Examples of comments: "I would visit occasionally, but not see much new. So I would not visit often enough to be involved." Also, "The few times I logged on, it was the same information as a few weeks before." In addition, two participants also expressed a desire for a broader emphasis than the crime and public safety focus of the Pilot Project.

C. KEY ADVICE: KEEP IT GOING, IMPROVE THE MARKETING, IMPROVE CONTENT AND SUPPORT.

While participants offer a considerable amount of advice regarding the project, it is important to start a review of that advice by pointing out what *wasn't* commonly recommended: Only one suggests that the City should simply not continue with the project. Most offer some challenging recommendations, but generally find the concept a good one. Areas of advice include:

- **Improve the outreach/marketing.** A variety of suggestions are offered to encourage more people to get involved and to make the site more effective at keeping people coming back.
- **Keep it going.** A number of respondents simply offer the suggestion to keep the project going and encourage continued work to fulfill the project's potential.

- **Add features.** While a number of features are suggested, most are centered on issues associated with improving the Back Fence, as that appears to be the heart of the project for those who stayed involved.
- **Provide better technical support.** These comments include both those who wish for the site to be more actively maintained and those who wish for more accessibility to those who are involved in maintaining the site and ensuring it is usable.

APPENDIX

**VERBATIM COMMENTS:
EVOLEMENT PILOT PROJECT
FOLLOW-UP PROJECT ASSESSMENT SURVEY**

The following are the verbatim responses to questions numbered 14, 15, and 16 in the Follow-up Project Assessment Survey for the eVolvment Pilot Project. All responses provided are shown. In a very few instances comments have been moved from one question to another simply because the respondent elected to, for example, discuss a weakness under the question about strengths or vice versa. As is our standard policy with verbatim comments, when individuals are named in these comments in a positive manner, we have kept their names in. While there were no negative comments made regarding named people, had there been, we would have replaced the name with a bracketed comment such as [name of officer] or [name of outreach person].

For ease of reviewing, responses have been grouped by categories. However, because some responses address more than one issue, the groupings by category do not tell the whole story. The reader is encouraged to read all comments for a complete understanding of respondent feedback.

Also, a caution about reviewing verbatim comments: as with any qualitative analysis, it is important to consider all comments offered in balance and resist the human tendency to focus on those comments that resonate with one's personal opinions alone.

STRENGTHS: In your opinion, what have been the *strengths* of the eVolvment Pilot Project — what has worked particularly well?

➤ **Back Fence:**

- The Back Fence. The concept of things like the calendar (but not the application because the things we sent in took forever to get posted). The support of AT&T/Comcast. Aaron, once he was hired.
- I like the way people can use the Back Fence to share information regarding activities or concerns.
- I hear that the Back Fence is particularly useful to folks who take the time to check out the website.
- Back Fence. Getting low-income people, young and old, to acquire computers and get onto the Internet. Low cost introduction to broadband connection. I think it increased the sense of community in the neighborhood.
- The Back Fence worked well.
- Back Fence is awesome!

- I think the web page has a great deal of potential. I think that some of the conversations on the Back Fence about problem areas which got neighbors to communicate with each other were very successful. This is a great way of meeting the people who live around you. These types of conversations need to happen to make everyone safer. I also liked that the Police Bureau gave their advice and commentary when asked.
- Easy to use. Back Fence reporting of issues.
- The Back Fence is the only reason I log in so often. I like to see what's happening.
- I feel that the Back Fence evolved into the true heart of the site. This is likely due to the fact that it is one of the only truly interactive areas (with the exception of the Bulletin Board) and is full of dynamic content and information that is constantly evolving. The "Portsmouth Focus" section was also quite useful as it quickly relayed neighborhood-specific news and data (that we likely may not have gotten otherwise) in a convenient manner. In addition, the instant crime alerts proved to be useful. However, I feel they could have been an even stronger asset to the project if they could have been delivered in a timelier manner. I also personally utilized several of the links for reporting information to specific bureaus and agencies, and found this section & information highly useful.
- The Back Fence forum, definitely. It is an exceptional way for the community to voice ideas and opinions as well as working together while in the comfort of their own homes.

➤ **Finding useful information:**

- I think the most important aspect is that we can find important and useful information specific to our neighborhood.
- It is a good resource in regards to being informed of what is happening in my neighborhood.
- There is a lot of information on the site that I didn't know how to locate on my own.
- I have not utilized it enough to judge. I liked the links to City info.
- It can be informative. Has good potential.
- I like being able to look up resources and connecting.
- Giving information about the neighborhood.
- It is a good resource for community involvement, and tracking crime trends.
- I was able to find some phone numbers for the OLCC when I was having an issue with a local market and their alcohol selling.
- Online local information.
- It's an easy and accessible (24/7) channel of communication.
- The availability of information and being able to access any information in the convenience of my home.
- The CrimeMapper is interesting. The computer and connection offers were valuable. The fact that the website exists is good.

- Information has been very helpful.
- **Improve community awareness, education, and connections:**
 - Having information about problem areas in and around our community and in Portland in general. I felt much more in the loop.
 - Sharing neighborhood concerns has been helpful. I don't feel so alone with my opinions and concerns.
 - Helped people become more aware of what's going on in our neighborhood.
 - Getting information on my neighborhood and problems others encounter.
 - Email alerts about community meetings.
 - Information about crime in this and surrounding neighborhoods.
 - Giving the public a way to actively communicate with the neighbors.
 - It has planted the seed that can help neighbors be more involved with each other and neighborhood issues.
 - Access to neighborhood reports, alerts.
 - Giving people a better understanding of how to deal with crime.
- **Bridging the digital divide:**
 - Providing Internet access to those who might not usually be able to afford it; Back Fence.
 - Giving youth a chance to explore technology.
 - It's great that low-income people have the chance to have a computer in their home for their kids, who would have probably never have one growing up.
 - Officer Jason Christianson has embodied the theory of Community Policing. He has been fantastic. Also, I would not have had the patience to participate with my old computer. I really appreciate my \$250 computer, which I couldn't have fit into my budget at the real cost.
- **Other problem-solving responses:**
 - Wow! I think it is a great thing. I like being able to post problem areas and then having a response from police/traffic/etc. I hope Portsmouth Online will stay online.
 - The concept has been good: using a website to bring together a physical community. Upon first going to the site, there appears to be a lot of information and/or access to a lot of information. Having a site where there is communication with my local community policing officer is great: I love the e-mail communication with the police, and I feel like it has provided a great non-emergency way of contacting them, and allowed for good 2-way communication.
- **Other strengths, including those who made minimal use of the site:**

- I liked the project a lot and would have been more involved. However, for part of the time I was out of the country, and for part of the time I was suffering from an increase in the severity of my chronic illness, so I was not able to participate in the project as much as I would have liked. However, since I do have a chronic illness and it is often difficult for me to attend meetings, I felt like being able to read others' concerns and report mine on the bulletin boards was a great help. I also liked the updates on crime alerts.
- To be honest, I don't visit the website as often as I should. I spend very little time on the computer at home. I do know friends & neighbors that have been using the site and are very pleased. I only hope to become more involved going forward.
- I think it's a great idea, and it's a site that I should have logged onto more. It seemed that the information was not updated very often, though.
- Well, it exists! I just want to learn to use it better.
- It's a good start to have this program.

Weaknesses: What have been the *weaknesses* of the eVolvment Pilot Project — what hasn't worked as well as you might have hoped?

➤ **Technical issues at the site:**

- I wouldn't know — I was never able to log onto the system even though I had laboriously signed up for the program the moment it became available.
- Technical problems with the site have been a real barrier. The partnership with the cable company provided nothing: the process to get high-speed access was horrible. They never called me back and/or sent me the paperwork. Very disappointing. While the concept of this site was good, the execution was not. You can't just build a site and let it loose: I wish there had been a strong moderator to guide discussions, involve people, etc. The only part of the site that was interesting was Back Fence, and even there, I was chastised in one of my postings for asking a crime prevention question when that wasn't the place to do it, the Bulletin Board was or something like that. That only makes me want to go away. The site did not seem to be kept up to date; thus, I did not view it as an active place to visit. I believe there was very low participation in this site, as none of my neighbors knew about it. That's a shame. There seemed to be a confusing mix of "creating an online community" focus.
- Technical issues with the site itself, and the abysmal lack of commitment and support for updating the static (even semi-static) content and information were the two major weaknesses.
- There was "no there there": — no people to respond to technical problems (and you had a lot of bugs!), poor response to concerns such as privacy issues, failure of (some) police to follow through on issues, lack of content beyond the Back Fence.
- Trying to be involved with the eVolvment Project. I'm disappointed that the technology didn't seem to work — at least for me (and I'm very computer literate).

- The site would not work for me. I complained and someone did eventually get back to me several days later to say there would be someone contacting me about the problems. They never did. I contacted again and I was never contacted again.
- I have found the web page difficult to access. It is unclear to me how to find the information I am looking for. It is easier to just telephone my neighbors.
- At first, I tried a few times to post messages unsuccessfully.
- Lack of information initially about the purpose of the project and how to make the best use of it; the website could use some improvement with layout (more clearly defined URLs, etc.).
- The site was difficult to access at first, and problems crept up along the way (including access to this questionnaire).
- I went to the site a number of times and it was down so I stopped going.
- I couldn't get it to work.

➤ **Not enough to keep people involved:**

- I think just not enough people used it. I would be interested in knowing how many people that used it were not involved with TCAP or other organizations. I am a member of TCAP and that is how I found out about it.
- I don't think it had any weakness, but it would be a lot stronger if more neighbors participate in it.
- Not enough neighborhood participation.
- Not too many people know about it.
- More people would have to be involved to make it more effective.
- Getting people to actually use the resources.
- Not enough people accessed it and there was not enough exciting information to keep returning.
- I think people would visit more often if the Pulse Poll changed more frequently.
- It doesn't seem like there is a large percentage of people in the Portsmouth neighborhood participating in this pilot project. We need more voices.

➤ **Content Issues:**

- The few times I logged on, it was the same information as a few weeks before. I would have liked more current crime information.
- Not much new information.
- I would visit occasionally, but not see much new. So I would not visit often enough to be involved.
- I can get on the website fine, but then it's kind of like, "OK, what do I do now?" I guess I wasn't sure of the things I could do or look at on that website.

- The only time I went to the Pilot site was when I filled out the first survey. It must not have impressed me because I can't remember anything that I saw or read. I've not visited since.
 - I guess I don't feel that my neighborhood has a particularly serious crime problem outside of perhaps noise nuisances; people are pretty friendly in general, and able to approach their neighbors. I felt the website itself placed too much emphasis on what is *bad*, which in some ways decreases the feeling of community. Why not, for example, have a newspaper-like section in which the successes of the community are posted (neighborhood bbq's, improvement projects, etc.).
 - I didn't expect so much focus on crime (since we've had only one problem in six years here), but I assume it is helpful. If the TCAP page was more current and interactive maybe people could participate in meetings while right at home.
- **Not convenient/useful enough:**
- Website discussion groups require that I go online to check out what is happening. I seldom have the time or remember to do that. What works best for me is a email listserv where the discussion topics are dynamic and available whenever I open my email.
 - Not being able to subscribe to getting the local postings in my box like a newsgroup on Yahoo would. Then I wasn't able to keep up. I can't log onto the page all of the time, but everyone checks their e-mail. That is why I was able to know about the Crime Stoppers stuff. They come to my box.
- **Slow or no response to questions:**
- Not getting responses to questions when asked directly.
 - I reported a dangerous dog loose in the community and never saw the report anywhere or had any response.
- **Technical issues at home:**
- I am not very good with computers in general and have not used the Internet much. I need more direction on what is possible to do on the site and how to do it.
 - Computer access at home will determine whether or not this is used. I actually forgot about it until I got this email and then logged on and starting checking it out. I am impressed with the website. Our computer at home is kind of on the way out due to freezing up and such — that is what keeps me from looking at the site.
- **Not bridging the digital divide:**
- I do not believe that most people in my neighborhood have or can afford a PC and monthly ISP fee.
 - Most of the people I've encountered on the Back Fence seem to be familiar with web pages. I don't think we reached our target population — low-income people without computers. Also, in the beginning we did a huge outreach to the Spanish-speaking

residents, but there was no place for them on the web page. Also, I haven't heard success stories about "technical support."

➤ **No weaknesses:**

- No weaknesses.
- I did not see any weaknesses. As I said, I would have liked to have participated more but was unable to due to travel and health reasons. I hope that the web site will be available in the future since I would like to get back to using it again. So if the project ends, that would be the biggest weakness.
- So far I have not seen any weaknesses.
- None.
- Have not seen any real weaknesses.

➤ **Other weaknesses:**

- It really hasn't changed much about the overall neighborhood.
- Improvements to the web site at users' suggestions takes awhile or doesn't happen.
- I didn't have any preconceived hopes.
- That it was for only one neighborhood organization.
- I signed up, and forgot about it. Did not hear or see anything about it for quite some time. So, I would say promotion.
- I don't think of visiting the site.

ADVICE: What advice, if any, do you have for the City of Portland regarding future projects like the eVolvment Pilot Project?

➤ **Improve or change marketing/outreach:**

- Get the word out and let more people know.
- Advertise better and include all neighborhoods. I know many people in NE that wanted to be involved but they didn't live in the right area. Also, many people didn't even know about the project until the very last minute when you guys walked door-to-door. Maybe if they had more time to prepare and come up with their part of the money they could have participated too.
- Remind people about the website! I forgot all about it — but once I looked at it again I found it to be VERY helpful. Then I emailed a neighbor about it, and I think I'll tell my other neighbor about it. Thank you!
- More e-mail reminders that it is there as a resource. I would always forget I could use the site and did not use it much.

- Perhaps more ongoing publicity. I stopped using the site part-way through the project due to health reasons and when I was again able to participate, I tended to forget about the project because it seemed like most of the publicity about it was at the start, but not later on in the project.
 - To continue opening it up, and perhaps having meetings to go along with it.
 - Check to make sure you're actually reaching the people who really want to participate.
 - Have a neighborhood newsletter for all participants, maybe once a month, to remind us to use the site to its fullest extent. When sending a follow-up survey, insert a link to the site.
 - Neighborhood get-togethers every month or two.
 - It was a great project. Too bad it wasn't more geared from ONI instead of the Police department. ONI could have reached out better if they were more involved — maybe.
 - Schools might be more logical partners than neighborhood associations. The real success is the involvement and example of Officer Jason Christianson demonstrating that Community Policing does work.
 - Get volunteers to go door-to-door to explain the project rather than just leave a flyer on the door; or do a follow-up call after someone has signed up to explain the overall objective of the project, what participants can do to make the “pilot” successful, etc.
 - More marketing. More active communication within the site itself. Change the name: evolving makes me think you think we're cavemen that need to get up to the 21st century. Interesting concept, needs some work to make it an effective tool. You can't just build it and put it out there, you have to invest in a moderator who knows the technology and tools. Excellent way to communicate with local community policing officer.
 - Could be expanded. Make more people know about it.
 - Start with a fun face-to-face community gathering with food, music etc. Get people out.
- **It's a good thing/Keep it going:**
- Very beneficial to those who take the time to get involved!
 - Keep it up. See if there is any way to involve all areas of Portland, perhaps networking the different communities.
 - Keep the site up and running ... it is a good idea.
 - I think it's a great program.
 - I think it is a good thing. I'm particularly impressed that the program enabled low-income folk to get computers and learn to use them. That becomes something that works against all the forces that separate people from each other.
 - This kind of project can prove very helpful to the community and can be a way of communicating at leisure.

- Keep it going, expand it. To generate interest of neighbors, be certain to have on the doorstep contacts with folks and the “fairs” as well.

➤ **Add features or make content improvements:**

- Improve the Back Fence more. It’s where all the activity is.
- I find it troublesome that I never talked to anyone in leadership in the community, such as police or any others. I would like to see more involvement that way. And another suggestion is to make the information available through our e-mail, not just on the website. Then I could view it at my leisure and post from off-line as well, working on my response and then log in. That’s a very nice feature.
- Maybe have discussion subjects and times emailed to users instead of waiting for them to go to the site. Thanks for the eVolution Project.
- Add more things that would involve community, like classifieds, garage sale merchandise, bulletin boards for things like babysitting services. I would be more inclined to visit and while there check up on the community statistics, etc.
- Maybe focus on things other than crime. Yes, crime stats and reporting are very important, but the neighborhood is more than crime.
- The idea is good, but I am not sure it will work because it requires that a lot of people go to the website regularly and it is just not that interesting to go to more than once a month or so.
- It needs to be made more interesting for people to use it on a consistent basis.

➤ **Better support:**

- Make sure project is well-supported by people as well as technology. Respond promptly and with courtesy to concerns expressed. Listen to suggestions and try to show responsiveness — not just excuses — this will go a long way to buying you some goodwill at the outset. It’s a great idea — good luck!
- Get better people involved that know what they are doing!
- Teach us how to use it.
- This is a really good idea. It should help people connect with each other in their neighborhoods. During the first month of the project, it would help to get more personal direction on the project. Maybe a phone call or email to let people know about different features and question whether they’ve had trouble using any parts of the site.
- To achieve stronger outcomes and success, the City must be willing to fund the resources (human) necessary to keep the site technically functioning and updated with fresh and relevant information to the users. In particular, someone needs to be accountable for the overall function, coordination, and future evolution of the site. People will only use this medium if they feel it is providing them with value. This is a very powerful medium that has infinite potential which will only be reached with a stronger commitment on the behalf of the City. This project only scratched the surface of what could be a tremendously powerful, efficient, effective, and low-cost (in relative

terms) medium for delivering services, gathering and sharing information, and interacting with the public it serves.

- This is a really valuable project. With what the City has learned from this pilot, I think future projects will be valuable to all who participate. If there is any way to make the site more user-friendly, that would be my only suggestion. At first there was no one to contact if you had problems. I also suggest having two separate numbers for people to call, one for problems with the technical side, and one for questions about content.

➤ **Other advice:**

- It seems like the funds used for this program could be used to offer more direct services to people in the community.
- I believe that keeping the projects within each community is important. There was some talk with linking this project with another community, but I think that would take away what is truly great about this project. The fact that this is focused on the Portsmouth community makes it more effective. Linking up the communities together to make one big one would make it less personal. I believe that every community should have something like this, but consolidating communities would make it less local.
- I only went into the site one time. I wanted to know what was available... It would be nice to have one site that everyone could log into but would allow you to narrow your search to your specific neighborhood. That way you could see what was going on in your neighborhood and also the other neighborhoods. In other words, one access point to all the information.
- Now that my life is back to normal, I would like to be more involved.
- I just got married and I have had no extra time.
- I have been out of town most of the last two months. Unable to participate as I had expected.
- I have not used the project at all.
- Keep working hard, that's the only way to keep safe neighborhoods.

QUESTIONNAIRES

The following questionnaires, and their cover pages, were converted to web pages and posted for respondents to fill out. In the case of the post-survey, an e-mail request went out to households who had logged on to the site to request their participation. This report shows the English versions of the surveys. Spanish versions of each of the following documents were created and used as well.

Portsmouth Neighborhood eVolvment Pilot Project

[Para leer esta información en Español haga [click aquí.](#)]

In order to participate in the eVolvment Pilot Project, each participating household must complete the following survey.

[Click Here to Begin Survey](#)

OR...

For more information about the survey requirement and our privacy policy, read on...

Survey requirement: To participate in the Portsmouth Neighborhood eVolvment Pilot Project, you must complete the following survey and complete a follow-up survey when the “link” to that survey is e-mailed to you in about six months.

Why this is important: Your participation in the surveys will give the City important information that will help guide decisions about on-line neighborhood problem solving projects.

Privacy of your information: Personally identifying information collected on the survey, such as your name, e-mail address, street address, and phone number will be used only for conducting, verifying, and analyzing the Pilot Project survey — it will not be sold or used in any other way. Individual responses to questions will be combined for analysis. Your answers will not be associated with your name in any analysis done.

For a detailed description of our [privacy policy](#), [click here](#).

[Click Here to Begin Survey](#)

Portsmouth Neighborhood eVolvment Pilot Project Initial Assessment Survey

*This survey should be completed **once** for each household participating in the Pilot Project. It should take about 10 minutes to complete. Please do your best to answer each question. Incomplete surveys do not allow us to conduct a reliable analysis of the results.*

- 1. Contact Information:** To ensure valid participation in the eVolvment Pilot Project evaluation, the following information is required. *Information will be used only for conducting, verifying, and analyzing the Pilot Project survey. Comments will not be associated with names in any analysis.*

Name: _____

Email address: _____

Telephone: (503) _____

Street Address: _____

Zip code: _____

- 2. Connection:** To make this program widely available, the eVolvment team arranged for qualifying Portsmouth households to receive short-term assistance with computers and Internet services. Please tell us...

- a. If the computer you are using now was... (*Select one, required*)

Provided by the pilot project.....

Not provided by pilot project (already owned).....

- b. How are you connected to the Internet? (*Select one, required*)

High speed cable modem *provided by the Pilot Project*.....

Other high speed connection (such as cable, DSL, or ISDN) *not provided by Pilot Project*

A dial-up modem.....

Unsure

PILOT PROJECT EXPECTATIONS

3. Please tell us how helpful you expect this project to be for your neighborhood in each of the following ways. Please rate your answer from 1 to 5 as shown...

	<i>I expect the project to be...</i>					
	<i>Not helpful</i>				<i>Very helpful</i>	
	1	2	3	4	5	<i>unsure</i>
a. Locating information needed to deal easily with the Portland Police Bureau.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Providing an effective way to contact police about neighborhood problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Receiving answers to your questions from the Portland Police Bureau	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Alerting neighbors when problems arise.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Teaching citizens about crime prevention and community problem solving.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Solving specific problems in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Locating useful information about other City Bureaus.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Building a stronger sense of community in your neighborhood.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. The following features, among others, are offered at the website developed for the Pilot Project. Just based on what you know now, how likely are you to use each one?

	<i>Very unlikely</i>			<i>Very likely</i>		
	1	2	3	4	5	<i>unsure</i>
a. Back Fence — participate in online community discussions on issues that affect the Portsmouth neighborhood.....	<input type="radio"/>					
b. Community Alerts — sign up to receive information automatically about the Portsmouth neighborhood, including news releases, crime alerts, and a community calendar.....	<input type="radio"/>					
c. CrimeMapper & PortlandMaps — view & use maps showing recent reported criminal activity by neighborhood.....	<input type="radio"/>					
d. Neighborhood Watch Information — find out if there is a Neighborhood Watch on your block. Learn how to get one started if there isn't one.....	<input type="radio"/>					
e. Online Reporting — report ongoing problems such as drug houses, graffiti, school safety, traffic, or problem liquor outlets.....	<input type="radio"/>					
f. Bulletin Board — post and view questions from the neighborhood and responses from police & crime prevention specialists.....	<input type="radio"/>					
g. Pulse Poll — “vote” on issues that affect the Portsmouth neighborhood. A new poll will be provided every two weeks.....	<input type="radio"/>					

NEIGHBORHOOD CONDITIONS

5. Please rate how well you and your neighbors know each other. (By “*neighbors*” we mean the residents within one block of your home or fellow residents in an apartment.)

In my neighborhood..

***Neighbors don't
know each other***

***Neighbors know
each other well***

1 2 3 4 5 *unsure*

6. Please rate your neighborhood in comparison to others in City.

Compared to other city neighborhoods, my neighborhood is...

***One of the most
dangerous***

***One of the
safest***

1 2 3 4 5 *unsure*

7. In the past 12 months, would you say the level of crime in your neighborhood has... (*select one only*)

Increased significantly.....

Increased somewhat

Stayed about the same.....

Decreased somewhat.....

Decreased significantly

Unsure

COMMUNITY POLICING

8. During the last 12 months have you had contact with the Portland Police Bureau about any type of crime or public safety problem? (Examples: calling 9-1-1, speaking to an police officer in person or by phone, calling non-emergency number, sending or receiving e-mails, or others.)

- Yes, had contact with Portland Police
- No, have had no contact with Portland Police.....
- Don't recall.....

9. Please rate your level of satisfaction with each of the following ways Portland Police serve the community.

	<i>Completely Dissatisfied</i>		<i>Completely Satisfied</i>			<i>unsure</i>
	1	2	3	4	5	
a. Stopping crime problems in your neighborhood... <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Helping stop neighborhood nuisance problems.... <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Providing advice on preventing crime <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Showing citizens how they can work together to make neighborhoods safer <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Giving useful information about other agencies.... <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Understanding the concerns of your community.. <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Involving the community in fighting crime..... <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Working with citizens to solve problems..... <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Helping people to improve community safety <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Which, if any, of the following have you done in the last 12 months? *Check all that apply.*

	<i>Yes</i>	<i>No</i>	<i>unsure</i>
Attended a meeting of neighbors in your immediate block..... <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attended a meeting of your local neighborhood or business association..... <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participated in any other type of committee or organization for the purpose of addressing crime or nuisance issues in Portland..... <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IF YES ON ANY: Have you taken a particularly <i>active</i> role in any of the above efforts? (Examples: make phone calls, serve on a committee, walk in a foot patrol, write letters, or run meetings.)..... <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PRIOR INTERNET EXPERIENCE

11. Prior to your participation in the Pilot Project, how often did you access the Internet *at home* for any reason? *Select one only.*

Did not have Internet access prior to Pilot Project

Rarely or never

Less than once a week

Once a week

Several times a week

Once a day

Several times a day

Unsure

12. Prior to your participation in the Pilot Project, how often did you access the Internet for any reason from a location *outside* your home, such as a workplace, library, school, or other location? *Select one only.*

Rarely or never

Less than once a week

Once a week

Several times a week

Once a day

Several times a day

Unsure

13. Who was most responsible for setting up your Internet connection in your home?

Self

Other household member

Neighbor or friend

Internet broadband technician

Other, SPECIFY _____

14. Overall, how easy was it to setup your Internet connection? Please indicate the ease of connecting by using a "1" to "5" scale.

Very difficult
Very easy
unsure

1 2 3 4 5

15. Now that your Internet connection has been established, have you had any problems accessing the Internet? *Select one only.*

- Yes, I have had at least one major problem.....○
- Yes, I have had minor problems that were easy to resolve.....○
- No, I have not had any problems○
- Unsure*○

LEARNING ABOUT THE PILOT PROJECT

16. From which of the following sources did you learn about the eVolvment Pilot Project? *Select all that apply.*

- A City of Portland website.....○
- The Community Association of Portsmouth○
- Door hanger or other type of flier.....○
- Friend or neighbor○
- Innovation Partnership website○
- Neighborhood Crime Prevention Specialist.....○
- North Portland Press*.....○
- Portland Police Officer○
- Other newspaper.....○
- Other, specify* _____○

17. What is the main reason why you decided to participate in the eVolvment Pilot Project?

PARTICIPANT CHARACTERISTICS

We have a few questions to help us get a better picture of the participants in this survey.

18. Do you own or rent your current home? *Select one only.*

- Own.....○
 Rent○
 Unsure/refused.....○

19. How long have you lived in the City of Portland? *(Please round to nearest year, using 1 to include anything less than 1)*..... **YEARS** _____

20. And how long have you lived in your current neighborhood? *(Please round to nearest year, using 1 to include anything less than 1)*..... **YEARS** _____

21. What is your age?..... **YEARS** _____

22. What is your gender:**MALE** ○ **FEMALE** ○

23. How many *adults* (18 and up) are in your household?.....**ADULTS** _____

24. How many *children* (under 18) are in your household?.....**CHILDREN** _____

25. What is the last year of *education* you completed? *Select one only.*

- Did not complete high school.....○
 High school graduate or G.E.D.....○
 Some college or other post-secondary education.....○
 College graduate○
 Some post-graduate○
 Master's degree or higher○

26. Which of the following most closely describes your total *household* income in 2002? *Select one only.*

- Under \$15,000
- \$15,000 - \$24,999
- \$25,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 or more.....
- No response

27. What language is spoken most often in your home?

- English
- Spanish
- Hmong.....
- Korean.....
- Russian.....
- Vietnamese.....
- Other, specify _____

28. Finally, for the purposes of this study only, with which of the following groups do you most closely identify yourself? *Select one only.*

- African American.....
- Asian American.....
- Hispanic/Latino American.....
- Native American Indian.....
- White-Caucasian American.....
- Multi-racial.....
- Other, specify _____

Thank you for completing this survey! Your answers will be combined with others to provide valuable insight into the success of the program.

Remember, in four to six months you will be asked to complete a similar survey. Completion of this survey is necessary in order to accurately evaluate the success of the Portsmouth Neighborhood eVolvment Pilot Project!

[Click here to return to the eVolvment pilot project](#)

POST-SURVEY INSTRUMENTS

To: [e-mail address of participant]
From: survey@cdri.com
Subject: Portsmouth Neighborhood eVolvment Pilot Project follow-up

Dear [*Participant name*]:

When you first logged on to the City of Portland's Portsmouth Neighborhood eVolvment Pilot Project, you filled out a survey. At that time, we let you know that a link to a follow-up survey would be sent to you later after you'd had a chance to participate.

This e-mail is our request that you fill out the follow-up survey. It is about half the length of the original.

When you are ready, click on the following link to the survey page and fill it out. (If, for any reason, the link doesn't work, simply "cut and paste" the link text into your browser instead.)

<http://www.cdri.com/surveys/portsmouth2/english.htm>

The remainder of this e-mail will answer questions that some of you may have, but it is not necessary to read this information to fill out the survey.

1) Does the same privacy policy apply to this follow-up survey? Absolutely. Personally identifying information collected on the survey, such as your name, e-mail address, street address, and phone number will be used only for conducting, verifying, and analyzing the Pilot Project surveys — it will not be sold or used in any other way. Individual responses to questions will be combined for analysis. Your answers will not be associated with your name in any analysis done.

2) Who is "survey@cdri.com?" That's the e-mail address for this survey used by the research team hired to conduct the survey, Campbell DeLong Resources, Inc. (CDRI). CDRI conducts a variety of research for the City of Portland and other organizations. For additional information about the research team, see www.cdri.com.

3) If I fill in the survey twice, will my "vote" count double? No, it will not. A few of you filled in your initial survey three or four times at the beginning of the project. While we guess that may have been due to technical confusion, we do all we can to ensure that each qualifying person's opinion is counted exactly once.

4) One of my housemates also filled out the survey; will he or she be e-mailed also? The survey is designed to measure the opinions of one person per household. As such, in the few instances where a second person in the household filled out the survey, the opinions of the person who filled out the survey first was used. Certainly, more than one person per household may participate in the program. However for research purposes, we are tracking the opinions of a single person per household and have therefore attempted to e-mail only one person per household.

5) Does it matter if I don't fill out the survey? Regardless of whether you logged on to the City's site only once or you used the site every day, we still want to hear from you. Your participation in the survey will give the City of Portland important information that will help guide decisions in the future. We will send follow-up requests to those who don't participate, so please take the time to fill in the survey today!

Again, to fill out your survey go to:

<http://www.cdri.com/surveys/portsmouth2/english.htm>

Thanks for your help!

Cheri Woodhull
Research Project Manager, Portsmouth Neighborhood eVolvment Pilot Project
Campbell DeLong Resources, Inc.

Portsmouth Neighborhood eVolvment Pilot Project Follow-up Project Assessment Survey

*This survey should be completed **once** for each household participating in the Pilot Project. It should take less than 10 minutes to complete. Please do your best to answer each question. Incomplete surveys do not allow us to conduct a reliable analysis of the results.*

- 1. Contact Information Validation:** To ensure valid participation in the eVolvment Pilot Project evaluation, the following information is required. *Information will be used only for conducting, verifying, and analyzing the Pilot Project survey. Comments will not be associated with names in any analysis.*

Name: _____

Email address: _____

Telephone: (503) _____

Street Address: _____

Zip code: _____

- 2.** Since you first logged on to the eVolvment Pilot Project site, on average how often have you visited the site?

Rarely or never

Less than once a week

Once a week.....

Several times a week.....

Once a day.....

Several times a day

Unsure

- 3.** Please rate the overall quality of the Pilot Project web site on a 1 to 5 scale.

Quality of the web site...

Poor

Excellent

1 2 3 4 5 *unsure*

4. Please rate the overall benefit of this project to your neighborhood...

Benefit to your neighborhood...

Very Low					Very High	
1	2	3	4	5		<i>unsure</i>
○	○	○	○	○		○

PILOT PROJECT RESULTS

5. Please rate how helpful you believe this project has been for your neighborhood in each of the following ways. Please rate your answer from 1 to 5 as shown...

	Not helpful								
	1	2	3	4	5				<i>unsure</i>
i. Locating information needed to deal easily with the Portland Police Bureau.....	○	○	○	○	○				○
j. Providing an effective way to contact police about neighborhood problems	○	○	○	○	○				○
k. Receiving answers to your questions from the Portland Police Bureau	○	○	○	○	○				○
l. Alerting neighbors when problems arise	○	○	○	○	○				○
m. Teaching citizens about crime prevention and community problem solving.....	○	○	○	○	○				○
n. Solving specific problems in your neighborhood	○	○	○	○	○				○
o. Locating useful information about other City Bureaus.....	○	○	○	○	○				○
p. Building a stronger sense of community in your neighborhood.....	○	○	○	○	○				○

6. Please review the following features offered at the website developed for the Pilot Project. For each feature that you used, please rate how helpful it was to you. *If you did not use a feature, please check that box and go on to the next feature.*

	<i>Not helpful</i>				<i>Very helpful</i>	<i>Did not use</i>
	1	2	3	4	5	
h. Back Fence — participate in online community discussions on issues that affect the Portsmouth neighborhood.....	○	○	○	○	○	○
i. Community Alerts — sign up to receive information automatically about the Portsmouth neighborhood, including news releases, crime alerts, and a community calendar.....	○	○	○	○	○	○
j. CrimeMapper & PortlandMaps — view & use maps showing recent reported criminal activity by neighborhood.....	○	○	○	○	○	○
k. Neighborhood Watch Information — find out if there is a Neighborhood Watch on your block. Learn how to get one started if there isn't one.....	○	○	○	○	○	○
l. Online Reporting — report ongoing problems such as drug houses, graffiti, school safety, traffic, or problem liquor outlets.....	○	○	○	○	○	○
m. Bulletin Board — post and view questions from the neighborhood and responses from police & crime prevention specialists.....	○	○	○	○	○	○
n. Pulse Poll — “vote” on issues that affect the Portsmouth neighborhood. A new poll is provided every two weeks.....	○	○	○	○	○	○

NEIGHBORHOOD CONDITIONS

7. Please rate how well you and your neighbors know each other. (By “*neighbors*” we mean the residents within one block of your home or fellow residents in an apartment.)

In my neighborhood..

<i>Neighbors don't know each other</i>		<i>Neighbors know each other well</i>		<i>unsure</i>
1	2	3	4	5
○	○	○	○	○

8. Please rate your neighborhood in comparison to others in City.

Compared to other city neighborhoods, my neighborhood is...

<i>One of the most dangerous</i>				<i>One of the safest</i>				<i>unsure</i>
1	2	3	4	5				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>

9. Overall, how has the livability of your neighborhood changed since your participation in the Pilot Project began?

Since the Pilot Project began, overall neighborhood livability has...

<i>Become much worse</i>		<i>Stayed the same</i>		<i>Become much better</i>				<i>unsure</i>
1	2	3	4	5				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				<input type="radio"/>

COMMUNITY POLICING

10. Since enrolling with the eVolvment Pilot Project, have you had contact with the Portland Police Bureau about any type of crime or public safety problem? (Examples: calling 9-1-1, speaking to an police officer in person or by phone, calling non-emergency number, sending or receiving e-mails, or other types of communication between yourself and an individual member of the Portland Police Bureau.)

Yes, had contact with Portland Police.....

No, have had no contact with Portland Police.....

Don't recall.....

11. Please rate your current level of satisfaction with each of the following ways Portland Police serve the community.

	<i>Completely Dissatisfied</i>				<i>Completely Satisfied</i>		
	1	2	3	4	5	<i>unsure</i>	
j. Stopping crime problems in your neighborhood...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Helping stop neighborhood nuisance problems....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Providing advice on preventing crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Showing citizens how they can work together to make neighborhoods safer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Giving useful information about other agencies....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Understanding the concerns of your community ..	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Involving the community in fighting crime.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Working with citizens to solve problems.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. Helping people to improve community safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Which, if any, of the following have you done since your participation in the eVolvment pilot project began? *Check all that apply.*

	<i>Yes</i>	<i>No</i>	<i>unsure</i>
Attended a meeting of neighbors in your immediate block.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attended a meeting of your local neighborhood or business association.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participated in any other type of committee or organization for the purpose of addressing crime or nuisance issues in Portland.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IF YES ON ANY: Have you taken a particularly <i>active</i> role in any of the above efforts? (Examples: make phone calls, serve on a committee, walk in a foot patrol, write letters, or run meetings.).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

INTERNET EXPERIENCE

13. In the last month, how often have you accessed the Internet *at home* for any reason? *Select one only.*

- Rarely or never○
- Less than once a week○
- Once a week.....○
- Several times a week.....○
- Once a day.....○
- Several times a day○
- Unsure○

COMMENTS ABOUT THE PILOT PROJECT

14. In your opinion, what have been the **strengths** of the eVolvment Pilot Project — what has worked particularly well?

15. What have been the **weaknesses** of the eVolvment Pilot Project — what hasn't worked as well as you might have hoped?

16. What advice, if any, do you have for the City of Portland regarding future projects like the eVolvment Pilot Project?

Thank you for completing this survey! Your answers will be combined with others to provide valuable insight into the success of the program.

[**Click here to send your survey**](#)