COMMUNITY ENGAGEMENT AND INCLUSION

The community and Bureau want to go beyond “check the box” community engagement and authentically build positive community relationships.
The PPB is currently operating from a trust deficit and is seen as separate from the community

- 71% of the community indicate that they don’t have a high level of trust with the Portland Police Bureau. This lack of trust grows in communities of color. (Chart 2.1).
- In the community’s opinion, this diminished community trust is the largest barrier to an effective and efficient police force and safe communities throughout Portland (Appendix A.2).
- 71% of community respondents view the Portland Police as being an outsider or somewhat of an outsider in their community (Appendix A.5).
- The community further believes that the Portland Police don’t always have the best interest of the communities they serve in mind (Chart 2.2).

“Without trust being built first, police officers seen in the community will not be viewed as community building, but rather as an oppressive force against us. We have to believe that they are there to help.”

**CHART 2.1: To what extent does your community have a trusting relationship with the Portland Police?**

<table>
<thead>
<tr>
<th></th>
<th>To a great extent</th>
<th>A lot</th>
<th>Somewhat</th>
<th>A little</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Total</td>
<td>19%</td>
<td>17%</td>
<td>23%</td>
<td>38%</td>
<td>45%</td>
</tr>
<tr>
<td>White</td>
<td>21%</td>
<td>20%</td>
<td>27%</td>
<td>20%</td>
<td>15%</td>
</tr>
<tr>
<td>Multi-Ethnic</td>
<td>31%</td>
<td>31%</td>
<td>27%</td>
<td>27%</td>
<td>15%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>20%</td>
<td>9%</td>
<td>13%</td>
<td>5%</td>
<td>50%</td>
</tr>
<tr>
<td>Asian</td>
<td>15%</td>
<td>15%</td>
<td>38%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>5%</td>
<td></td>
<td>20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pacific Islander</td>
<td>50%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**71%** of community respondents only trust the police somewhat, a little or not at all. This lack of trust grows in communities of color, specifically 85% in Black or African American communities, 87% in Asian communities, 77% in multi-ethnic and 75% in American Indian communities, of which 45% do not trust the police at all.

**CHART 2.2: To what extent does the Portland Police make decisions in the best interest of your community’s safety and well-being?**

<table>
<thead>
<tr>
<th></th>
<th>To a great extent</th>
<th>A lot</th>
<th>Somewhat</th>
<th>A little</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black or African American</td>
<td>9%</td>
<td>21%</td>
<td>33%</td>
<td>22%</td>
<td>15%</td>
</tr>
</tbody>
</table>

**70%** of community respondents believe the Portland Police make decisions that only somewhat, a little, or not at all align with the community’s safety and well-being, supporting the idea that expanded community inroads and engagement are necessary.
The community and the PPB both desire increased community engagement

- Community members would welcome a more community involved and relationship-based approach to policing in Portland (Chart 2.3).
- Communities and officers alike are ready and willing to work together to make this happen and create positive inroads to communities.
- Positive examples and outcomes of effective community engagement and policing have been experienced by the community.
- Community members would like to know the officers who patrol their neighborhoods and build better relationships with them.
- The community identifies the most important parts of effective community engagement and inclusion as (Appendix A.6):
  » Transparency in policies, procedures and decision making.
  » Mutual trust between the community and the police.
  » Visible police presence.
  » Cultural awareness.

CHART 2.3: To what extent would you welcome a more community involved and relationship-based approach to policing

75% of community members would welcome a more community involved and relationship-based approach to policing.

“In order for people to trust the police they have to know them. The police would benefit the city by coming to neighborhood association meetings regularly, coming to the playground and parks so they meet people in recreational settings, and knocking on doors so people know the officers assigned to their neighborhood. If we are to trust police and police to trust us, we have to know each other.”

“We have a mixed [community engagement] culture at best. We try and capture an approach on paper, which is challenging. In theory, we should be doing this the entire time but we have fewer cops working now than we did years ago and demand has gone up. My ability to provide high level service has gone down.”
Develop an authentic, focused and resourced community engagement and policing program

- Currently, the community’s experience with the PPB and authentic community engagement is limited (Chart 2.4).
- Officer and community members alike believe effective community engagement requires authentic strategies that go beyond the perceived PPB strategy of attending community events. This includes:
  - Community involvement in policy and response tactic development.
  - A consistent visible police presence that gets out of the patrol car, conducts more foot patrols and builds relationships in the neighborhoods they serve.
  - Attending and engaging citizens at community events, organizations and places of business.
  - Going beyond the call and conducting proactive police work in communities.
  - Increased cultural bias and cultural awareness training.

CHART 2.4: To what extent are efforts made by the Portland Police to engage your community in an authentic way?

84% of community respondents suggest their experience with the Portland Police and authentic community engagement is limited.

"Community Engagement in Portland is a public relations effort, not a priority. It’s not authentic. You have to listen."
• However, the community is split on how often they would like to see this authentic engagement (Chart 2.5).

• Officer turnover through assignments limits PPB’s ability to create community inroads and develop the relationships necessary to build connections in community neighborhoods.

• Limited resources and call demand prevent officers from conducting meaningful community engagement and call into question the PPB’s commitment to and prioritization of an effective community engagement and policing program.

• PPB’s presence in communities can be seen as militaristic given their equipment and weaponry.
  » This is thought to be counterproductive to building trust in communities.
  » Some would like more opportunities to engage with officers whose uniform appearance is toned down.

• Police facilities are also seen as uninviting and potentially threatening.

CHART 2.5: How often would you like to see a Portland Police Officer in your neighborhood positively interacting with residents?

```
<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>12%</td>
</tr>
<tr>
<td>Once a Year</td>
<td>5%</td>
</tr>
<tr>
<td>Once a Month</td>
<td>22%</td>
</tr>
<tr>
<td>Once a Week</td>
<td>31%</td>
</tr>
<tr>
<td>Every day</td>
<td>29%</td>
</tr>
</tbody>
</table>
```

Opinions vary across communities as to the desired frequency of seeing Portland Police Officers in their neighborhood.

“We used to have good community engagement programs, but it seems to have fallen off over the years given our capacity constraints. We got rid of the horses and people really responded to that.”

“Be visible. Get out of the cars and speak to people, cops need to walk a beat in downtown.”
4 Increase accountability and acknowledgment of historical injustices

• The community believes accountability in the PPB is lacking (Chart 2.6), demonstrated by a perception of tolerance for bias and racism, past union decisions, and a lack of transparency in disciplinary action and decision making.

• The community and some officers feel that an acknowledgment of the history of racism in Portland and in the PPB is a necessary first step to improved trust and legitimacy.

• Internally, perceptions vary around the level of accountability in the PPB (Chart 2.7), with some being hesitant to call out wrongdoings in the Bureau.

• Some believe accountability is selective, not applied equitably across the PPB, and potentially based on relationship or tenure.

"In general, I find that most of the police officers are great and trying to do a good job, but I don’t see appropriate actions when the ones outside the norm behave inappropriately. There is a lot of covering for those folks and it does a disservice to the police who are doing a good job keeping us safe. You need to renegotiate the consequences for those who don't act appropriately.”

"Internally, the PPB has a split culture of accountability. 49% of sworn officers agree that they are not afraid to hold their organization accountable. The other half is unsure or disagrees."
The community desires effective, clear and strong communications

- Community members believe that the PPB is not effective at engaging and listening to the community to hear their concerns (Chart 2.8).
- Community specific methods to communicate and share messaging about how the PPB works, makes decisions and involves the community are all desired.
- Cultural, language, and special needs competency is seen as part of an effective community engagement and communication strategy.
- Community members believe a focus on positive communications that shares “model” examples of officer conduct would help close trust gaps and create a more favorable environment for effective community engagement and policing.
- Similar to previous themes, community members and officers alike believe more time spent on communicating the “why” of certain outcomes and providing clear follow-up are important to improved engagement.
- Many officers believe a more transparent approach to communication is a key part of policing and effectively serving their communities, but indicate capacity demands limit their ability conduct such effective communication.
- Community survey respondents believe the best ways to communicate with their communities are (Appendix A.9)
  » Community organizations.
  » PPB social media.
  » Next Door.

**Chart 2.8: To what extent does the Portland Police listen to the concerns of your community?**

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6%</td>
<td>To a great extent</td>
</tr>
<tr>
<td>16%</td>
<td>A lot</td>
</tr>
<tr>
<td>30%</td>
<td>Somewhat</td>
</tr>
<tr>
<td>25%</td>
<td>A little</td>
</tr>
<tr>
<td>23%</td>
<td>Not at all</td>
</tr>
</tbody>
</table>

78% of Community Respondents feel that the PPB listens to their concerns some of the time, a little of the time, or not at all.

“I would love to see more articles and videos that introduce us to more of the delightful and heroic acts of everyday officers. I wish everyone saw the police as a force for good.”

“PPB needs to put effort into showing us they are listening and working with us, not that they can walk through the neighborhood and hand out stickers.”
IMPLICATIONS FOR COMMUNITY ENGAGEMENT AND INCLUSION:

1. PPB’s ability to model the first pillar of 21st century policing [Building Trust and Legitimacy] and build trust within the Portland Community is directly tied to their ability and willingness to recognize past actions, empathize with community experiences and offer repair work.

2. Community relationships require time and patience. In the absence of a clear definition, policies, staffing, and a comprehensive community engagement strategy, which includes a bias for action, the community will continue to feel that efforts at community engagement are inauthentic.

3. The community relationships needed to effectively implement the fourth pillar of 21st century policing [Community Policing and Crime Reduction] requires time and patience. In the absence of capacity, clear definitions of community policing and engagement, focused policies resource deployment, and authentic engagement strategies, the community will continue to feel skeptical of the PPB’s commitment to this pillar.
“Positive community relationships that are genuine and authentic have to be at the core of the strategic plan to build more community trust.”