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Compilation of Responses to Community and Internal Agency Surveys Distributed by the Redmond, Oregon Police Department, Fall 2007

Prepared by the
Bureau of Justice Assistance (BJA) National Training and Technical Assistance Project

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NATIONAL TRAINING AND TECHNICAL ASSISTANCE INITIATIVE
A JOINT PROGRAM OF THE BUREAU OF JUSTICE ASSISTANCE, U.S. DEPARTMENT OF JUSTICE, AND AMERICAN UNIVERSITY'S SCHOOL OF PUBLIC AFFAIRS

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I. Introduction

A. Background of This Report

This report presents a compilation of the responses to two surveys administered for the Redmond, Oregon Police Department in the Fall of 2007:

(1) a Community Survey to ascertain opinions of residents regarding crime and related issues; and
(2) an Internal Agency Survey distributed to Department personnel to elicit their comments on sixteen functional areas of the Department's operations.

This surveying effort is designed to serve as an initial component of a strategic planning initiative being undertaken by the Redmond Police Department with assistance from the Bureau of Justice Assistance (BJA) National Training and Technical Assistance Project at American University and BJA's Services, Support and Technical Assistance for Smaller Police Departments Project conducted by the International Association of Chiefs of Police (IACP)

B. Focus of Technical Assistance Provided

In June 2007, Chief Ron Roberts of the Redmond, Oregon Police Department, requested BJA assistance in conducting an analysis of the Department's structure, service delivery, deployment and staffing levels as well as evaluating current work schedules. The outcomes from this comprehensive evaluation would allow the Department to develop a short, mid and long range plan for delivering services. A major area identified for the technical assistance to address was officer supervision and, particularly, that of first line supervisors, which was a current deficiency in the department's structure noted by Chief Roberts in his technical assistance request.

It was anticipated that the results of the study would be brought before the Redmond City Council for discussion, particularly in regard to necessary staffing levels. Labor negotiations were anticipated to begin in late fall of 2007 with the local police association which would include staffing minimums and levels. Current state legislation passed under Senate Bill 400 provides that staffing levels of police departments will become a negotiable issue when public or officer safety is at risk

This request was forwarded to BJA's National Training and Technical Assistance Project at American University whose staff discussed with Chief Roberts the issues generating his technical assistance request and the scope of effort needed to address them. Based on these discussions, it was determined that the assistance should be provided in several phases through the joint services of the BJA National Training and Technical Assistance Project at American University and BJA's Services, Support and Technical Assistance for Smaller Police Departments Project conducted by the International Association of Chiefs of Police (IACP).

As a first step in preparing for the strategic planning process for which Chief Roberts was requesting technical assistance, it was agreed that two surveys should be developed by IACP to elicit perspectives from both the community and the Department staff regarding issues relevant to the Department's current and future services. For this purpose, IACP worked with Chief Roberts to develop the two surveys: (1) a community survey to obtain perspective on community concerns regarding crime and Department services; and (2) a survey of Police Department personnel to ascertain their perspectives and suggestions regarding Department functions. Both of these surveys, described further in Sections II and III of this report, were distributed in the late summer of 2007. The survey distribution process consisted primarily of sending hard copies of the survey to 7,900 households in Redmond with their water bill. A total of

1,124 responses were received to the community survey, and 31 responses to the Department's internal survey, all of which were submitted to the BJA TA project at American University to compile and summarize. This compilation and summary analysis is provided in this report.

On January 13-14th, Elaine Deck (IACP) and Joseph Trotter (American University) met in Redmond with Chief Roberts to review the draft results of the survey analysis and discuss the strategic planning meeting scheduled for January 26th. During this visit, Ms. Deck and Mr. Trotter visited Police Department facilities and met with several members of the Redmond City Council and the City Manager.

The sections which follow provide highlights of the results of each survey, followed by summaries of the responses to each of the questions and additional narrative comments from the respondents, where applicable. In light of ambiguities in both survey questions and responses, the focus of this compilation has been upon providing a snapshot of the survey responses by topic area, which is intended to provide a foundation for further analysis and planning by IACP and the Department during subsequent phases of the technical assistance provided by IACP. It is also anticipated that IACP will utilize the survey results, along with additional information pertaining to relevant policies and practices of other smaller police departments, to assist the Redmond Police Department in addressing the issues identified by Chief Roberts in his technical assistance request and developing its strategic plan. A copy of the excel database into which survey responses were entered has already been provided to IACP and the Department.

C. Redmond, Oregon Police Department: Brief Overview

Redmond, Oregon, located in central Oregon, has a current population of 25,000 and is one of the fastest growing communities in the Oregon, expected to double its population in the next 10 years. . A main highway connecting the northern and southern parts of the state runs through the city, creating significant transportation and traffic issues.

The department has 33 sworn officers operating on a 12-hour four day work schedule. One Chief, two captains, five lieutenants, and two appointed sergeants make up the leadership team. In his technical assistance request, Chief Roberts noted that call load requires officers to wait several days to complete reports – a situation which impacts service delivery in other areas. Call load has increased dramatically since 2004 rising from approximately 33,000 to 46,000. There is also a lack of first line supervision for officers on patrol. Other areas noted for the technical assistance to address included: officer training; morale; and leadership development.

D. Demographic Characteristics of Redmond, Oregon Residents and Survey Respondents

Recognizing that Redmond has experienced significant population growth over the past several years that may skew any extrapolation of 2000 census data, the following comparisons are provided, with caution, regarding the characteristics of the Redmond population generally compared with those of the survey respondents.

<u>Gender:</u>

Based on the 2000 U.S. census – the most recent information regarding the gender breakdown of the Redmond general population – Redmond's population is comprised of 51.8 % females and 48.2% male. In contrast, 63.8% of the community survey respondents were female and 36.2% male. The divergence in

the gender representation between the 2000 census figures and the community survey respondents may possibly be, at least in part, explained by demographic changes that have occurred as a result of the significant population growth of Redmond since 2000. And, since hardcopies of the survey to which 1,010 responses were received –comprising 90% of all survey responses – were sent out with the water bills to Redmond City residents, the gender of the individual in the household who received and/or paid the water bill could also be a factor in affecting the gender breakdown of the respondents.

Place of Residence

Based on estimates of household locations in Redmond for 2007, 90% of Redmond's residents live on the west side. The remaining 10% live between downtown and the east side or in the downtown area. In contrast, a higher proportion (15%) of the Community Survey respondents live on the east side or in the downtown area and a slightly lower proportion (85%) live on the west side

Age

Based on 2000 census data, the Community Survey respondents constituted an older group than the general population measured at that time. In 2000, the median age in Redmond was 32.7, (extrapolated to 39.7 in 2007 if no other factors account for changes in median population age), whereas the median age of persons responding to the Community Survey was 54.5. (Because respondents were asked to indicate their age by using an age range, the median age was actually somewhere in the 50-59 age range and 54.5 represents the average of that range.)

Home Ownership Status

A significantly higher percentage of the respondents to the Community Survey were homeowners (87.3% vs 63.5%) than reflected in the general population and, conversely, a significantly lower percentage (12.7 % vs 36.5%) were renters.

Redmond Compared to Three Other Growing Communities in Oregon

Redmond is the second fastest growing community in the state of Oregon*. For the purpose of comparing the crime rates and size of the police force, three other Oregon communities were selected: Bend, Grants Pass, and Newburg. Each of these communities also grew at a faster than average rate between 2000 and 2006, with two of similar population size to Redmond.

The following demographic and crime data are provided for each of these communities. Available law enforcement staffing resources are also presented, keeping in mind that the level of law enforcement resources needed for any given community is a product of many factors other than population size and growth rates.

Table: Four Community Comparisons: Population Size and Density, Crime Rates, and Size of Police Force

	Newberg	Redmond	Grants Pass	Bend
Population				
2000	18,064	13,481	23,003	52,029
2006				

	Newberg	Redmond	Grants Pass	Bend
	21,576	22,786	29,693	71,892
% Difference	19.4%	69.0%	29.1%	38.2%
Square Miles	5.02	10.2	7.58	32.0
Population Density				
2000	4,116	1,317	3,033	2,096
Estimated 2006	4,298	2,234	3,917	2,247
Crime per 100,000 population, 2006		**Crime per 100,000 population, 2005**		
Murder	None	None	None	1.5
Rape	33.3	54.8	54.5	32.2
Robbery	20.8	60.3	44.3	46.9
Assault	54.1	142.5	68.1	137.7
Burglary	158.0	1,331.5	602.9	716.5
Theft	1,742.5	5,561.6	5,303.9	3,213.0
Auto Theft	207.9	569.9	425.8	337.0
Arson	N/A	60.3	3.4	39.6
Law Enforcement Personnel				
Full-time Law Enforcement Employees 2006	N/A	53	67	105
Full-time Officers 2006	N/A	33	45	81
Officers per 1,000 Residents 2006	N/A	1.44	1.52	1.13
Officers per Square Mile	N/A	3.2	5.94	2.53

In 2000, Redmond had the lowest population density of all four communities, nearly half that of Bend, and nearly a third that of Grants Pass, and nearly one-fourth that of Newberg. According to the population estimate of 2006, Redmond had almost the same population density as Bend and its population density is expected to surpass that of Bend and approach those of the other two communities in the next few years.

Based on the available crime figures for the four communities, Redmond appears to have the highest average crime rate per 1,000 population in the following crime categories: robbery; assault; burglary; theft; auto; and arson. (The crime figures for Redmond are for 2005, whereas those for the other three communities are for 2006.)

In terms of the total size of the police department, Redmond has the smallest police department of the three communities studied that had such information available. In terms of the ratio of officers per 1,000 population, Redmond placed second among the three communities with 1.44 officers per 1,000 persons compared with 1.52 officers in Grants Pass and 1.13 in Bend. Based on the number of officers per square mile, Redmond falls in between the other communities, with fewer police officers per square mile than in Grants Pass but a greater number than in Bend.

The following sections of this report provide a summary of the responses to the community Survey and the internal agency survey, along with detailed supporting information relating to specific comments provided by the respondents for each of these surveys. The excel data base into which all of the survey responses were entered has already been submitted to Chief Roberts and the IACP.

*Information Sources:

Unites States Census Bureau

– Census 2000 Demographic Profile Highlights

– Annual Estimates of the Population for Incorporated Places in Oregon, Listed Alphabetically: April 1, 2000 to July 1, 2006

www.city-data.com/city/Redmond-Oregon.html

www.city-data.com/city/Newberg-Oregon.html

www.city-data.com/city/Grants-Pass-Oregon.html

www.city-data.com/city/Bend-Oregon.html

www.CityTownInfo.com

II. Community Survey

A. Highlights

As indicated in the detailed findings, responses to the survey, both those mailed with water bills and those available on-line, produced 1,124 citizen responses (~14% of households), with the following summary highlights :

At night 95% feel safe at home
68% feel safe walking downtown
76% feel safe walking in their neighborhoods, and

Daytime: 98% feel safe in their neighborhoods

And although 61% feel that crime has increased, 80% have not changed their activities and less than 10% even considered moving.

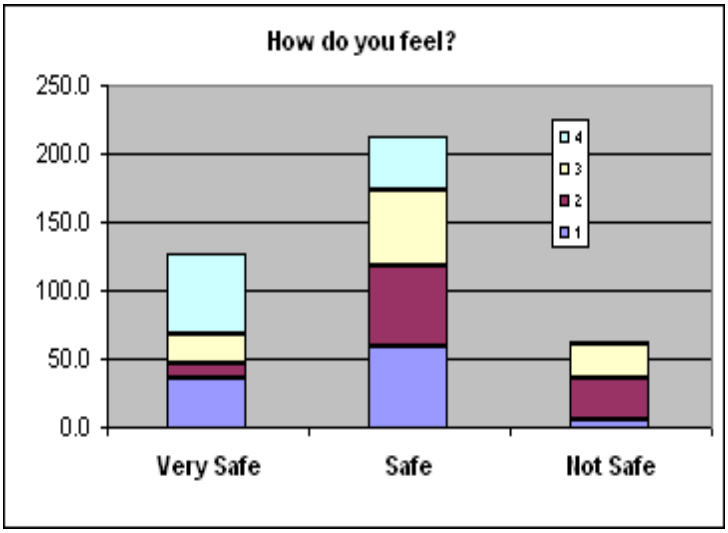
From Sections 6 and 7 of the Survey, we find that of the respondents, 2/3 had contact with the Police Department in the last 3 years and reported that they were treated professionally with dignity & respect (91.6%). Further, 85% felt that police response time was about right or faster than expected, and 92% would not hesitate to call again. The results are an assessment of the Department as "excellent to good" by 80% of the citizen-respondents.

The survey questions were provided by the IACP to assist the Redmond Police Department in developing a strategic plan that would reflect community input along with law enforcements planning objectives.

Additional highlights from the responses to other Sections of the Community Survey follow, with more detailed information is succeeding sections, as well as the "unsolicited comments" written in the margins of survey instruments (see section __).

Section 1 - Perceptions of Crime and Feelings of Safety. As indicated above most citizens feel relatively safe:

Feelings	Very Safe	Safe	Not Safe
1. How safe do you feel at night in your home?	35.5	59.8	4.7
2. How safe do you feel at night walking downtown?	10.7	57.6	31.7
3. How safe do you feel at night walking in your neighborhood?	21.2	55.3	23.5
4. How safe do you feel during the day walking in your neighborhood?	58.9	39.3	1.8

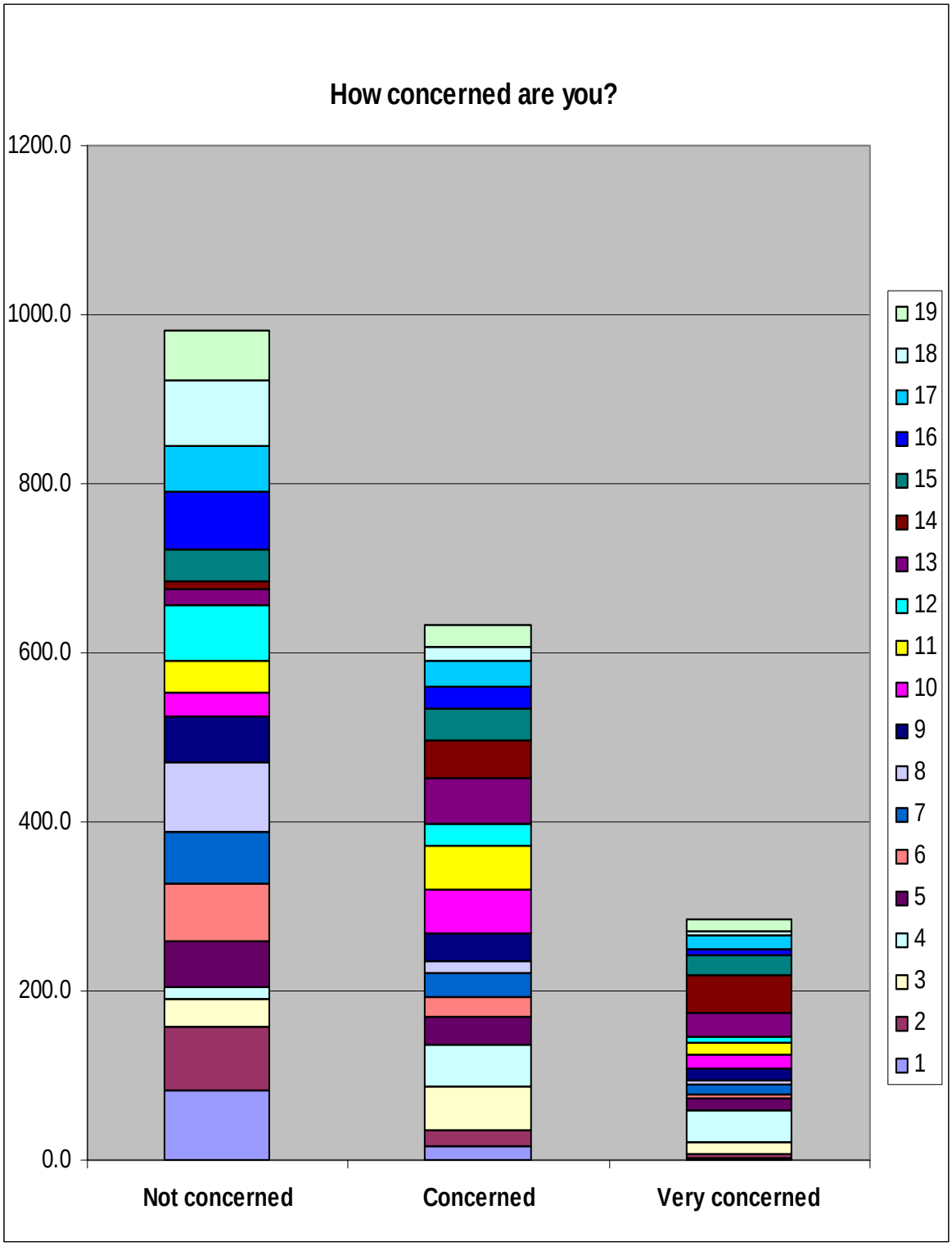


Sections 2 & 3 – How concerned are you about the following situations?

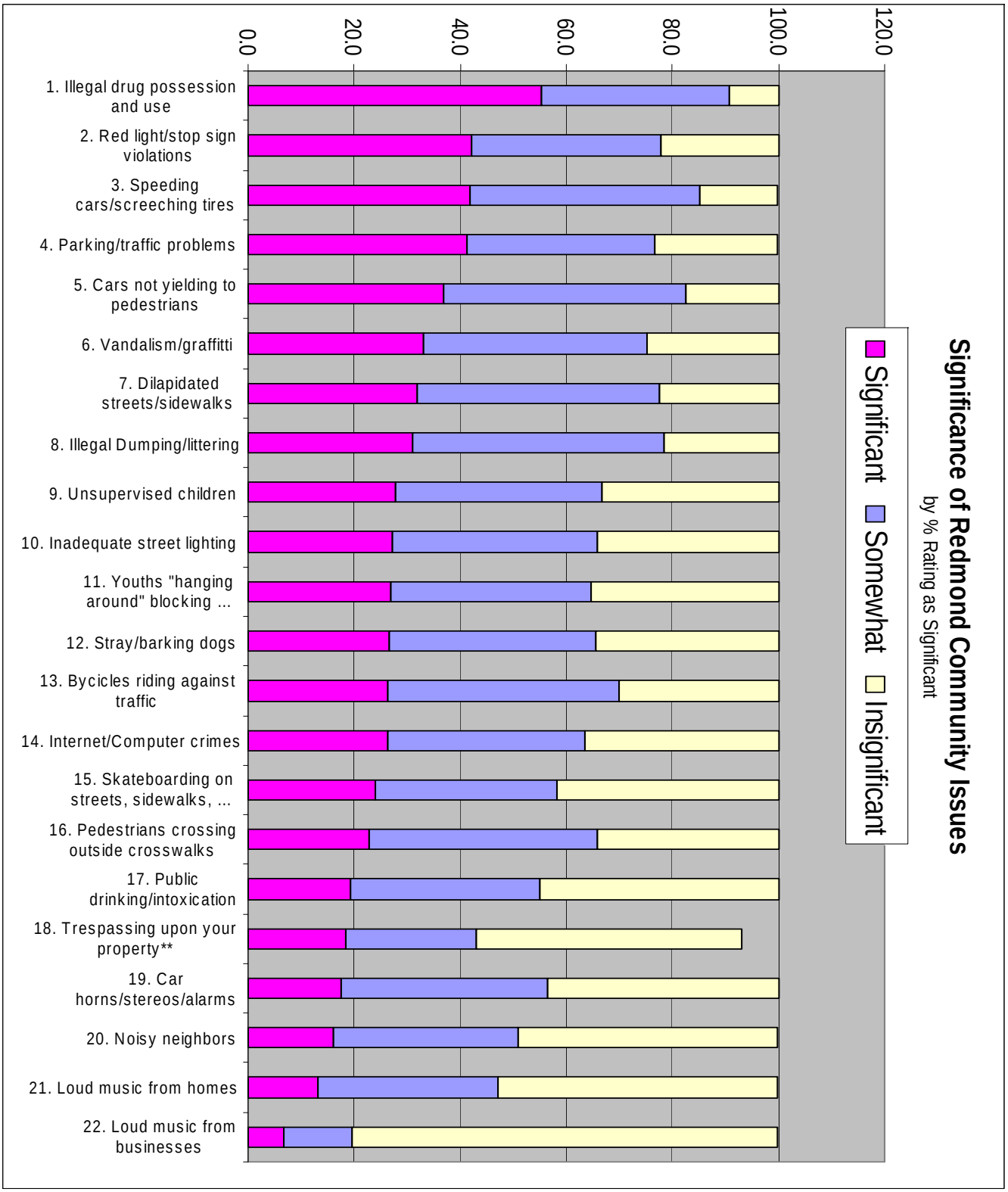
The summary of responses to the listed situations shows reasonable concern for some of the situations listed, especially where children may be affected, but also indicates that more than half the respondents were not concerned with 12 of the 19 situations posed. Again, more detail is provided in subsequent sections.

Concerns		Not concerned	Concerned	Very concerned
1. Are you concerned about having your home burglarized during day time?	1	82.7	15.9	1.4
2. Are you concerned about driving through Redmond during day time?	2	74.9	18.8	6.3
3. Are you concerned about childrens' safety during day time?	3	33.6	53.1	13.3
4. Are you concerned about children's exposure to drugs during day time?	4	12.8	48.3	38.9
5. Are you concerned about strangers loitering near your house day time?	5	54.0	33.1	12.9
6. Are you concerned about illegal parking downtown day time?	6	70.0	24.0	6.0
7. Are you concerned about illegal parking near your home day time?	7	59.5	29.0	11.5
8. Are you concerned about illegal parking near your work day time?	8	82.9	12.6	4.5
9. Are you concerned about illegal parking near schools day time?	9	54.3	32.4	13.3
10. Are you concerned about having your home burglarized during night time?	10	28.8	53.8	17.4
11. Are you concerned about walking within Redmond during night time?	11	36.5	50.0	13.4
12. Are you concerned about driving through Redmond during night time?	12	66.5	25.7	7.8
13. Are you concerned about childrens' safety during night time?	13	17.9	54.9	27.1
14. Are you concerned about children's exposure to drugs during night time?	14	11.4	44.5	44.1
15. Are you concerned about strangers loitering near your house night time?	15	36.3	39.0	24.8
16. Are you concerned about illegal parking downtown night time?	16	68.8	24.0	7.2
17. Are you concerned about illegal parking near your home night time?	17	53.1	31.6	15.3
18. Are you concerned about illegal parking near your work night time?	18	78.6	15.7	5.6
19. Are you concerned about illegal parking near schools night time?	19	58.6	27.4	14.0

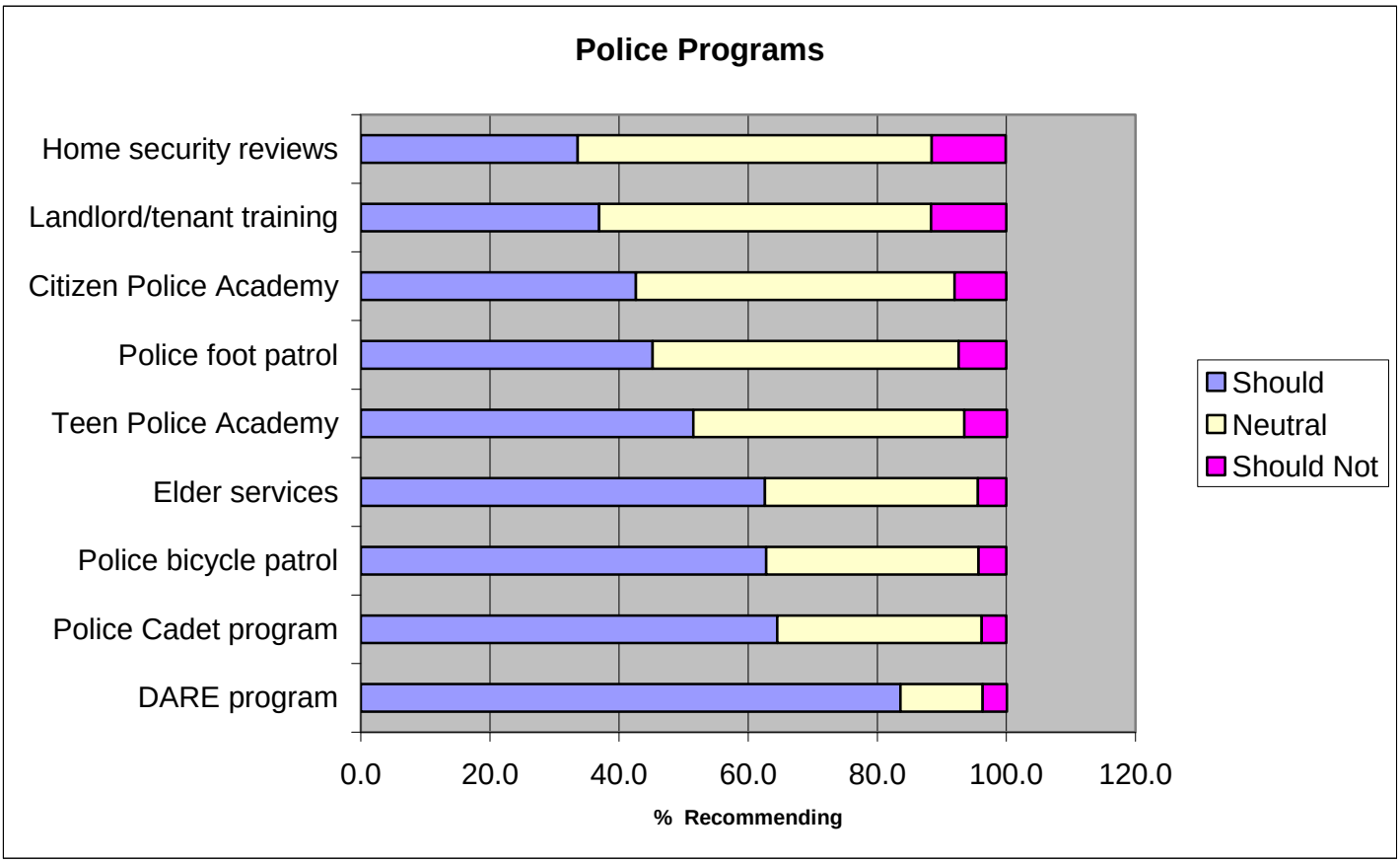
The aggregate chart below depicts the summary of responses as a general reflection of the state of citizen concern.



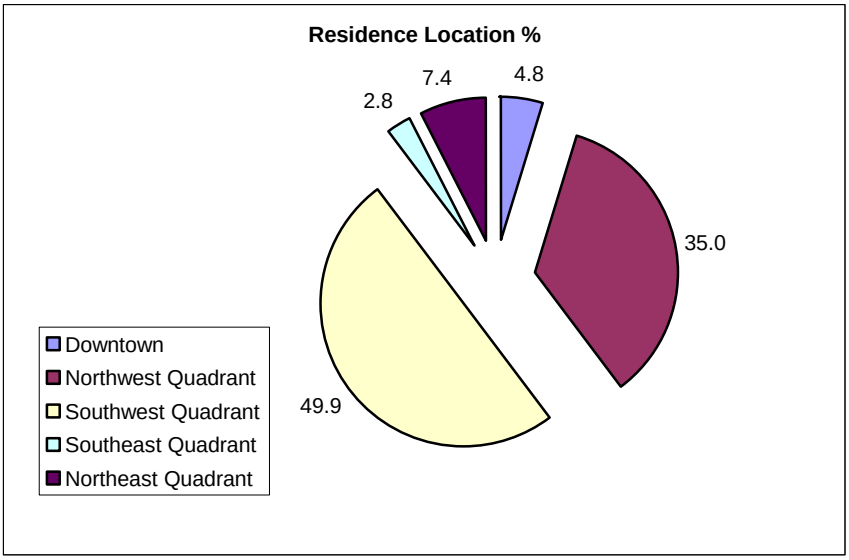
Section 4 of the Community Survey Asked to what extent the listed issues are a problem, and whether Significant, Somewhat Significant, or Insignificant. The responses are depicted below, by percent rating of significant. The most significant issue concerns illegal drugs and the next 4 are traffic-related.

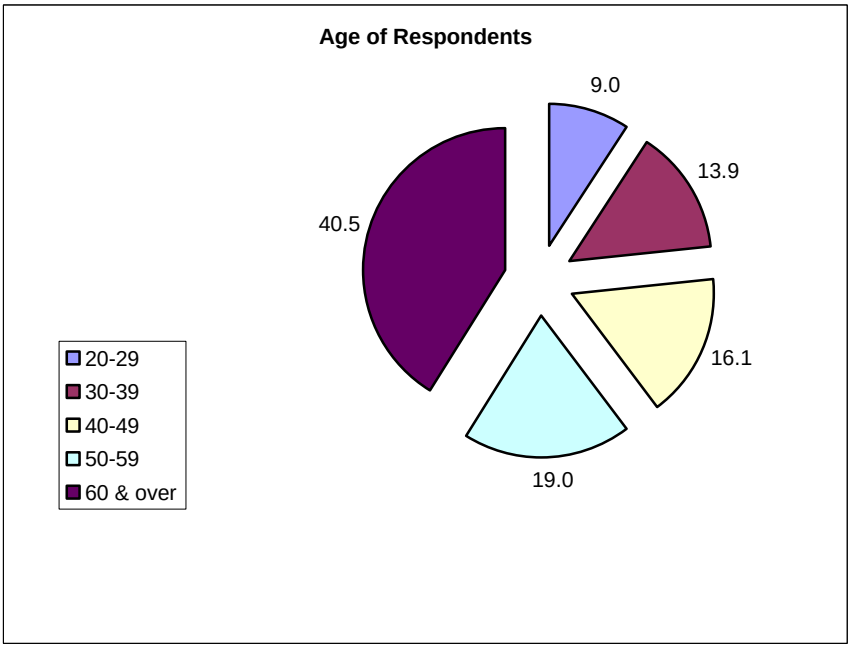

Significance of Redmond Community Issues
by % Rating as Significant
Significant
Somewhat
Insignificant
0.0
20.0
40.0
60.0
80.0
100.0
120.0
1. Illegal drug possession and use
2. Red light/stop sign violations
3. Speeding cars/screeching tires
4. Parking/traffic problems
5. Cars not yielding to pedestrians
6. Vandalism/graffitti
7. Dilapidated streets/sidewalks
8. Illegal Dumping/littering
9. Unsupervised children
10. Inadequate street lighting
11. Youths "hanging around" blocking ...
12. Stray/barking dogs
13. Bycicles riding against traffic
14. Internet/Computer crimes
15. Skateboarding on streets, sidewalks, ...
16. Pedestrians crossing outside crosswalks
17. Public drinking/intoxication
18. Trespassing upon your property**
19. Car horns/stereos/alarms
20. Noisy neighbors
21. Loud music from homes
22. Loud music from businesses

In Section 8 of the Survey, citizens were asked which of the listed (existing & proposed) programs the Redmond Police should or should not undertake. The programs and responses are given below, indicating that more than 80% of respondents feel that the DARE program should be continued/commenced, with another 4 programs receiving majority support. The programs are ranked by % of "should" responses received.



Finally as a snapshot of survey respondent demographics by location and age, are provided below.





B. Survey Description and Summary of Responses To Each Question

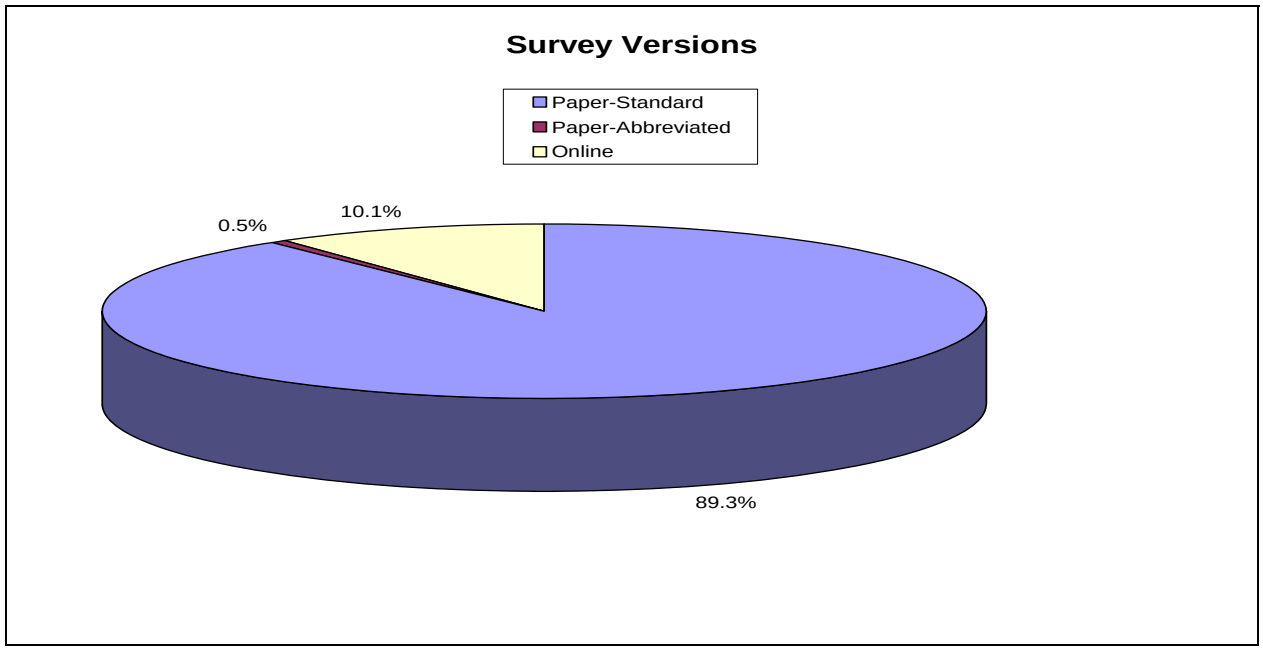
1. Overview

The Community Survey was divided into the following nine sections with the following headings:

Section I:	Perception of crime in Redmond, including feeling of safety, perception of whether crime had increased, and whether perception of crime had influenced the respondent's activities and/or thoughts of moving]
Section 2:	How concerned are you about the following situations in Redmond during day-time hours? [situations focused on home burglary; walking and driving in Redmond; safety of children and illegal parking]
Section 3:	How concerned are you about the following situations in Redmond during night-time hours?[the situations were identical to those listed in Section 2 above]
Section 4:	To what extent are the issues listed below a problem within the Redmond Community? [issues related primarily to noise, condition of streets and walks; drugs, and parking]
Section 5:	To what extent are the issues listed below a problem within the Redmond Community? [additional issues relating to traffic; and issues relating to lighting; trespass; barking dogs; vandalism; youth "hanging around", etc.]
Section 6:	Experience with Redmond Police [and, if so, perception of treatment]
Section 7:	Overall perception of the Redmond Police Department, including management of special events
Section 8:	Which programs (existing and proposed) should the Redmond Police undertake? [programs listed focused on: home security reviews; DARE; policy bicycle and foot patrols; cadet program; elder services; Teen Police Academy; Citizen Police Academy; and Landlord/Tenant Training
Section 9:	Residential Status [including summary demographic info relating to age range, gender, and household information for the respondent]

A more detailed description of the survey questions is provided below. Except for one question which required a narrative answer, all of the survey questions were designed to elicit a numerical response to reflect the evaluative assessment given by the respondent to the question.

The community survey received a total of 1,124 responses: 1,010 responses were received to the hardcopy version sent to 7,900 households in Redmond with their water bills in early fall of 2007 and an additional 114 responses were received to an online version. The response rate was over 12%, based on the response rate to the hardcopy version sent to the 7,900 households alone.



Three options were provided to respondents for returning the hardcopy survey: (1) return their response with their utility payment; (2) drop off their response at the Police Department or Redmond City Hall; or (3) mail their response.

Note: There were two versions of the hardcopy of the community survey. Six out of 1,010 hard copy surveys used a somewhat different (i.e., abbreviated) version. The differences between the two versions of the survey involve both format and content. The "abbreviated survey" appears to be a "beta version" of what is the standard version. Instead of sections it consists of 43 questions. The on-line survey had three fewer questions than the standard hard copy survey and one redundant question. Even its title is different, "Citizen Perception of Crime in Redmond." The online survey also differed somewhat from the standard version. It had three fewer questions and one question was asked twice. These differences will be discussed in the pertinent sections regarding survey response below.

The following provides more specific descriptions of the survey sections:

Section 1: Perception of crime in Redmond
This section comprised of seven questions. Respondents were asked to rate how safe they felt in various settings in Redmond by indicating they felt "very safe", "safe", or "not safe." Another question asked if the respondents think that crime in Redmond has increased, decreased, or stayed the same. The last two questions related to their reaction to perceived crime in Redmond in terms of their activities in Redmond and consideration of moving from Redmond.

Section 2: How concerned are you about the following situations in Redmond during day-time hours?
Respondents were asked to indicate how they felt about ten situations during day-time hours in Redmond by indicating that they were "very concerned", "concerned", or "not concerned." Two of the situations related to children and four to illegal parking. The same ten situations were listed in the next section, which related to night-time hours.

Section 3: How concerned are you about the following situations in Redmond during night-time hours?

Respondents were asked to indicate how they felt about ten situations during night-time hours in Redmond by indicating that they were "very concerned", "concerned", or "not concerned." Two of the situations related to children and four to illegal parking.

Section 4: To what extent are the issues listed below a problem within the Redmond Community?
Respondents were asked to indicate whether they considered each of a list of nine situations to be a problem within the Redmond community by indicating that they believed it to be a "significant problem", "somewhat of a problem", or "an insignificant problem." Four of the situations related to noise in the community.

Section 5: To what extent are the issues listed below a problem within the Redmond Community?
Respondents were asked to indicate whether they considered each of a list of 13 additional situations to be a problem within the Redmond community by indicating that they believed it to be a "significant problem", "somewhat of a problem", or "an insignificant problem." Four of the situations related to traffic in the community.

Section 6: Experience with Redmond Police
Respondents were asked if they had any recent contact with the Redmond Police Department and if so, to indicate how they were treated and how quickly the police responded. If the answer to the first question was no, the respondents were instructed to skip the next two questions and proceed to section 7.

Section 7: Overall perception of the Redmond Police Department
In this section respondents were asked four questions: (1) whether they thought that the Redmond Police Department's management of special events had been "too strong", "about right", or "not strong enough"; (2) if they thought the Redmond Police Department is responsive to their needs; (3) if they would hesitate to call the Redmond Police Department for assistance, and if so, the reason for the hesitancy; and (4) how well they felt overall the Redmond Police Department provides services to the community by indicating "excellent", "good", "fair", "poor", or "very poor."

Section 8: Which programs (existing and proposed) should the Redmond Police undertake?
Respondents were asked to indicate how strongly they felt about the Redmond Police Department conducting each of nine listed programs by indicating "definitely should", "definitely should not" or "somewhere in between these two and neutral."

Section 9: Residential Status
Unlike sections 1 through 8, which elicited information from respondents about their views on numerous matters, this section was designed to capture information about the respondents. The information includes the following: the respondents' geographic place of residence, age, gender, whether they own or rent their home, the number of children under 18 in their household and whether or not they are a college student. As will be noted in the "unsolicited comments" section (IIC), a number of respondents used this section to add comments on various issues addressed in the survey.

Not all of the respondents provided responses to all of the questions. The response rate for each question is indicated in the accompanying summary charts for each question. As noted above, in addition to responses to questions in the above nine sections, over one third of the survey respondents also provided unsolicited comments which are included in Section IIC this report.

2. Summary of Responses to Each of The Survey Questions

Section 1: Perception of Crime in Redmond

1.1 Safety in Redmond

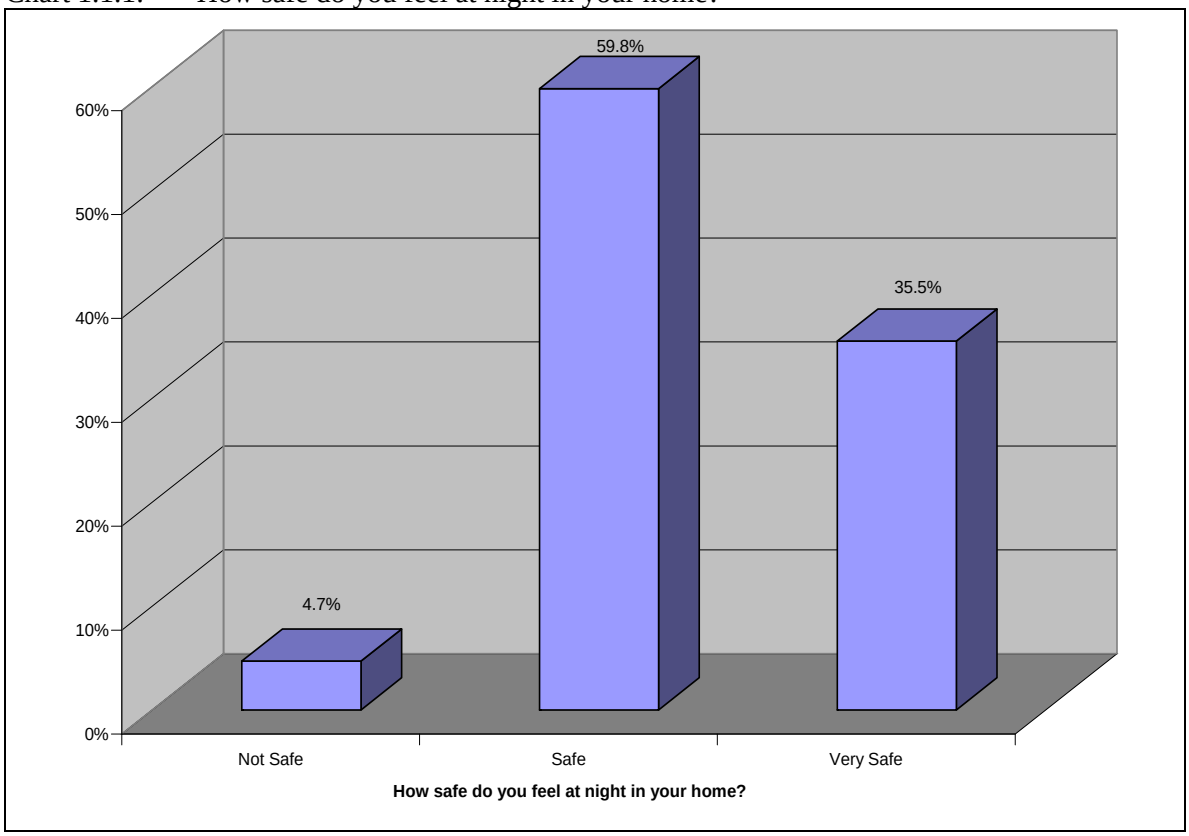
- 1.1.1 How safe do you feel at night in your home?
- 1.1.2 How safe do you feel walking at night in downtown Redmond?
- 1.1.3 How safe do you feel out alone at night walking in your immediate neighborhood?
- 1.1.4 How safe do you feel out alone during the day walking in your immediate neighborhood?

Note: The first four questions in section one of the standard survey were omitted from the abbreviated survey. (Charts 1.1.1; 1.1. 2; 1.1.3; and 1.1.4)

- How safe do you feel at night in your home?

Over 95% of the respondents to the Community Survey indicated that they felt "safe" (59.8%) or "very safe" (35.5%) at night in their homes.

Chart 1.1.1: How safe do you feel at night in your home?

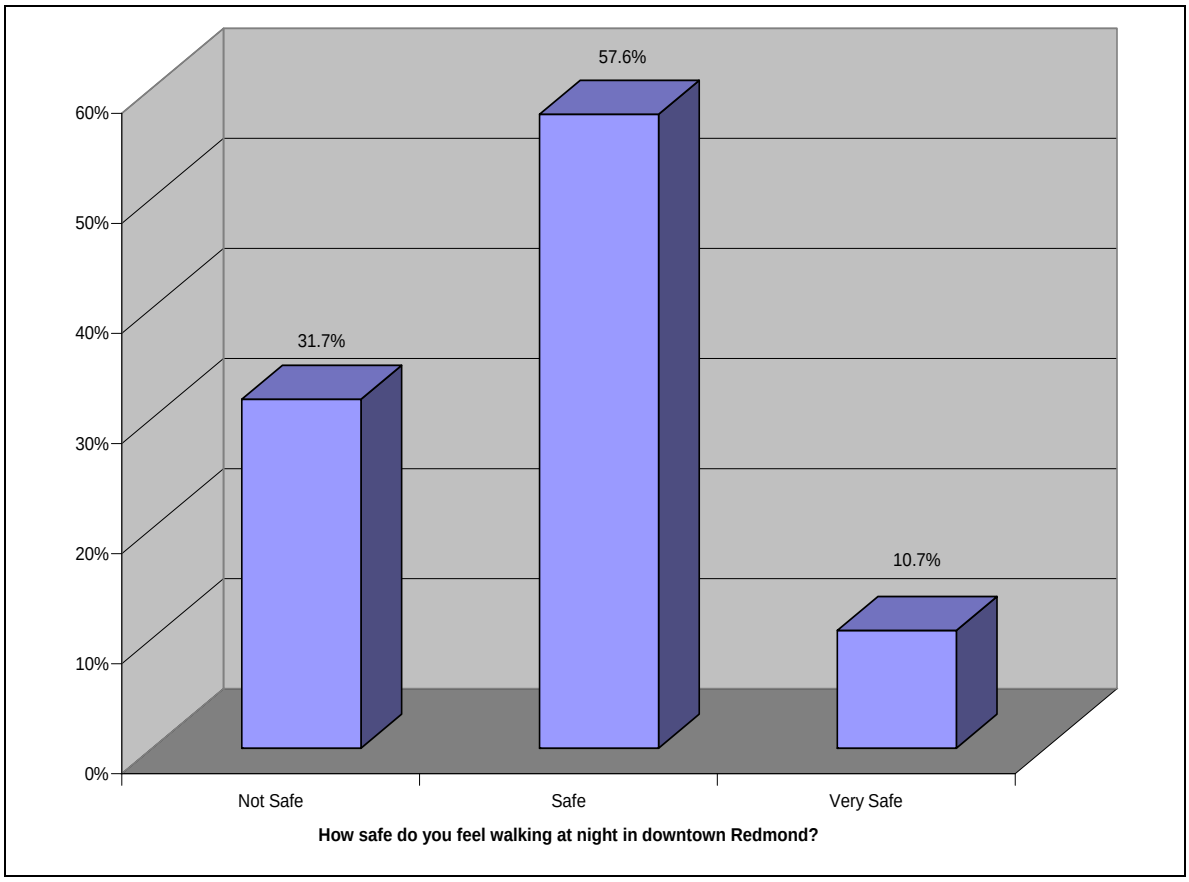


Note: The six respondents who used the abbreviated version of the hardcopy survey did not have this question. Another 31 respondents did not answer this question. Total non-response rate is 3.3%.

- How safe do you feel walking at night in downtown Redmond?

Over two-thirds of the respondents indicated they felt safe walking at night in downtown Redmond and over three quarters of the respondents felt "safe" walking at night in their immediate neighborhood. Women and older persons (those 60 years of age or older) felt less safe walking around at night in downtown Redmond than males and younger persons.

Chart 1.1.2: How safe do you feel walking at night in downtown Redmond?



Note: The six respondents who used the abbreviated version of the hardcopy survey did not have this question. Another 106 respondents did not answer this question. Total non-response rate is 10.0%.

Chart 1.1.2a: Percentage of Respondents Who Feel “Not Safe” in Walking at Night in Downtown Redmond

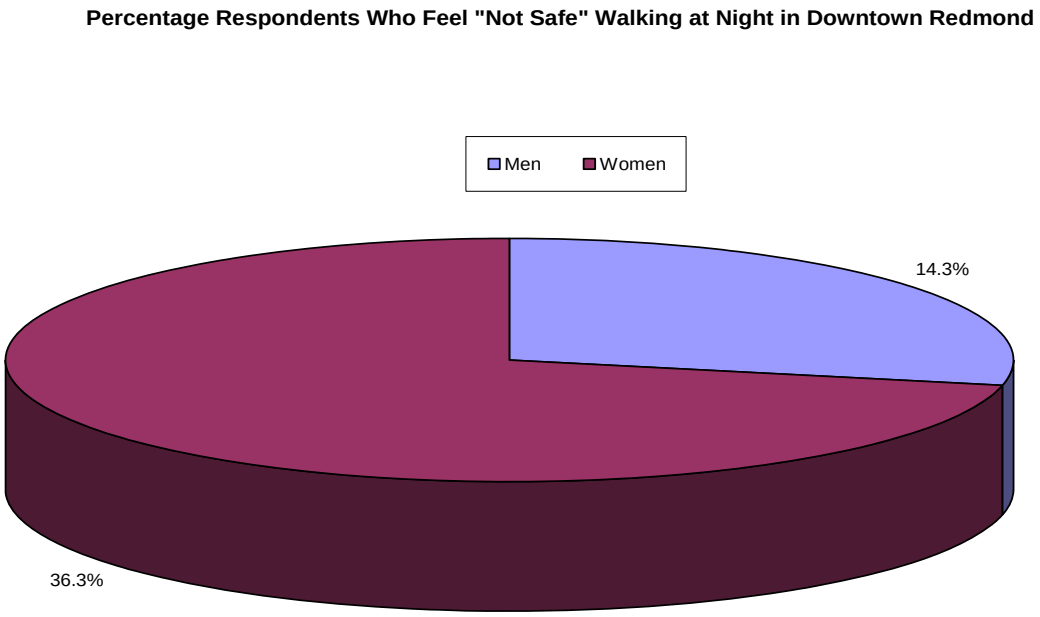


Chart 1.1.2b: Percentage of Respondents Who Feel “Not Safe” in Walking at Night in Downtown Redmond By Age Category

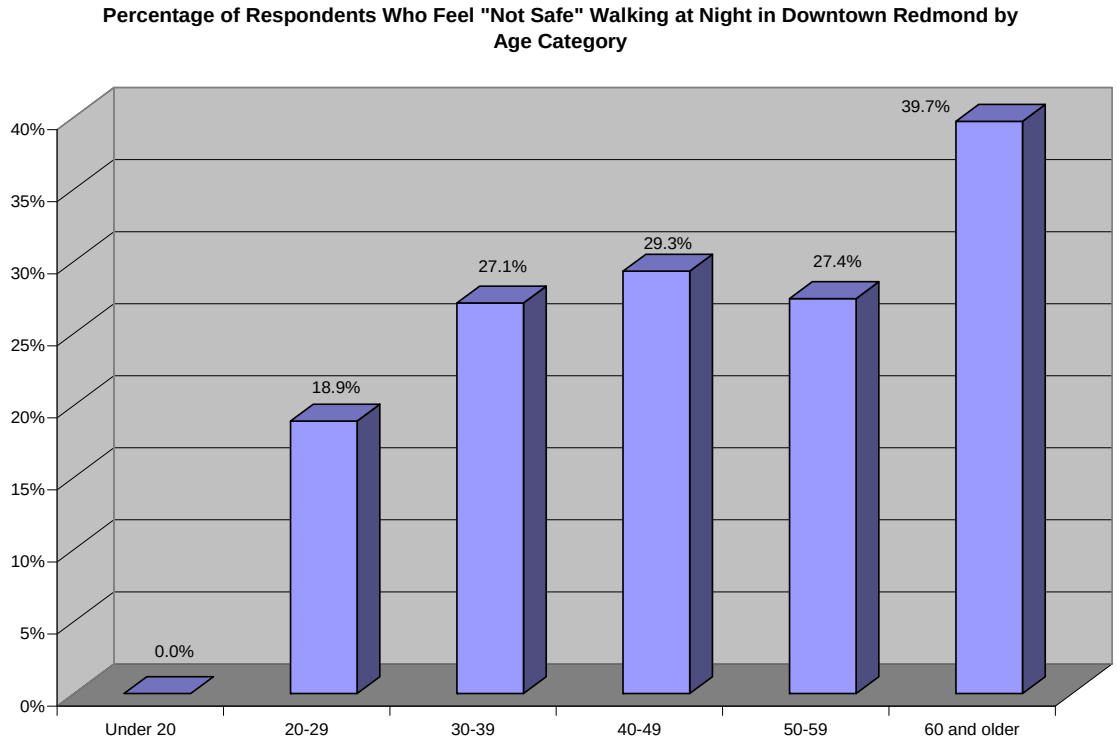
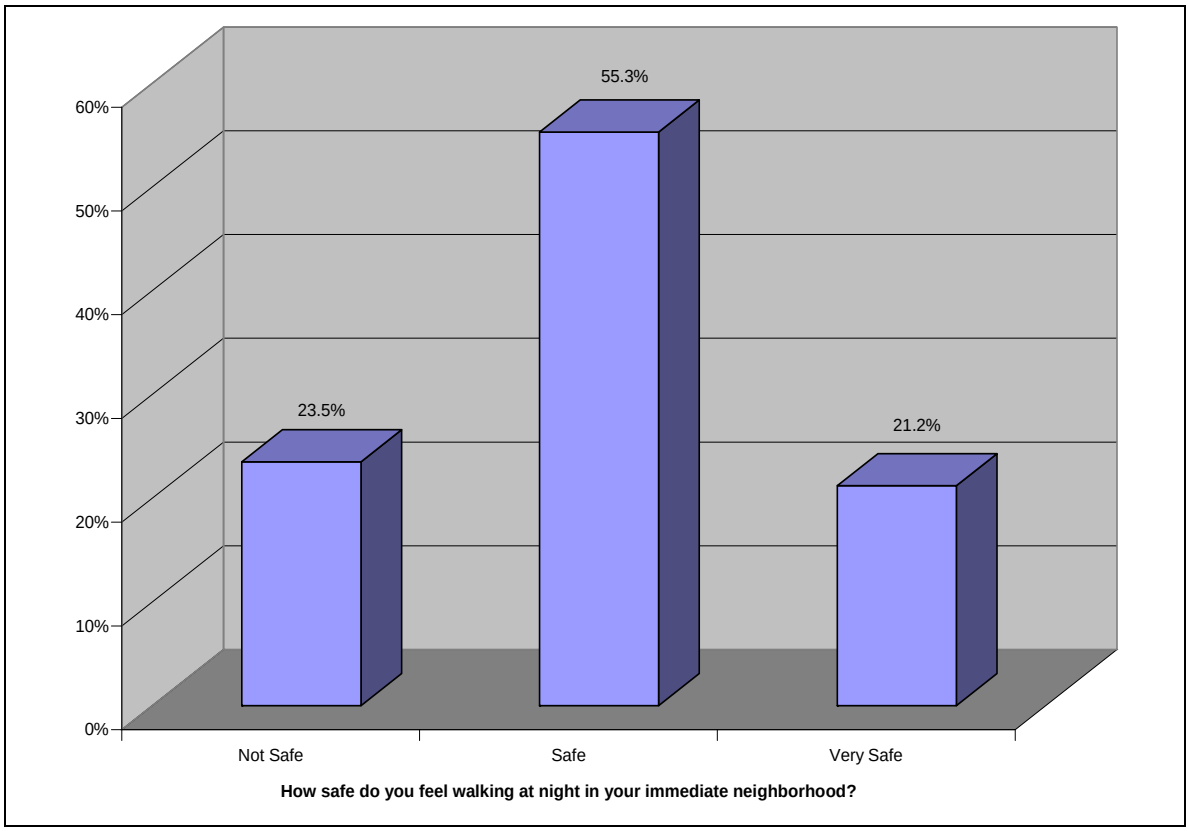
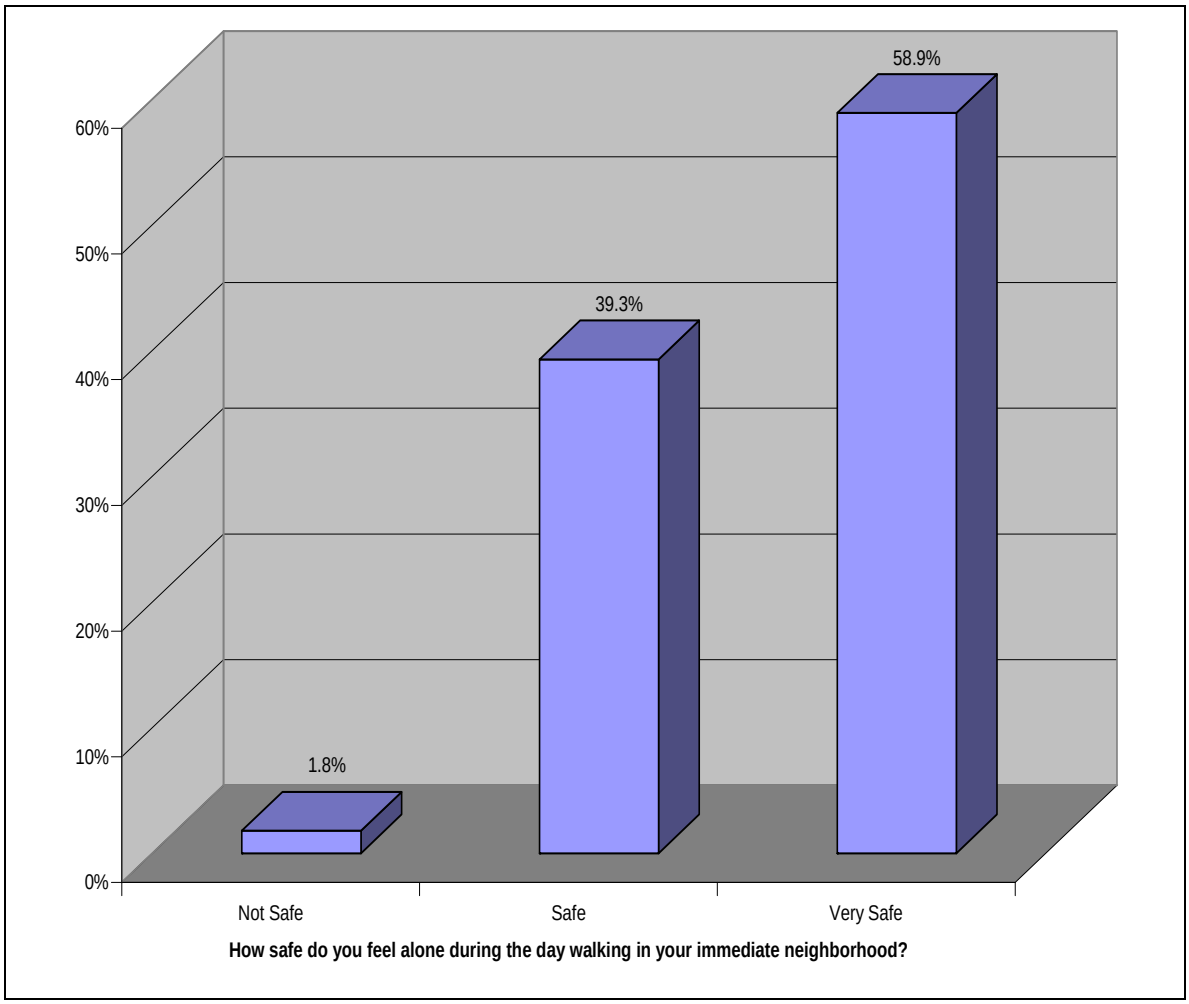


Chart 1.1.3: How safe do you feel walking at night in your immediate neighborhood?



Note: The six respondents who used the abbreviated version of the hardcopy survey did not have this question. Another 56 respondents did not answer this question. Total non-response rate is 5.5%.

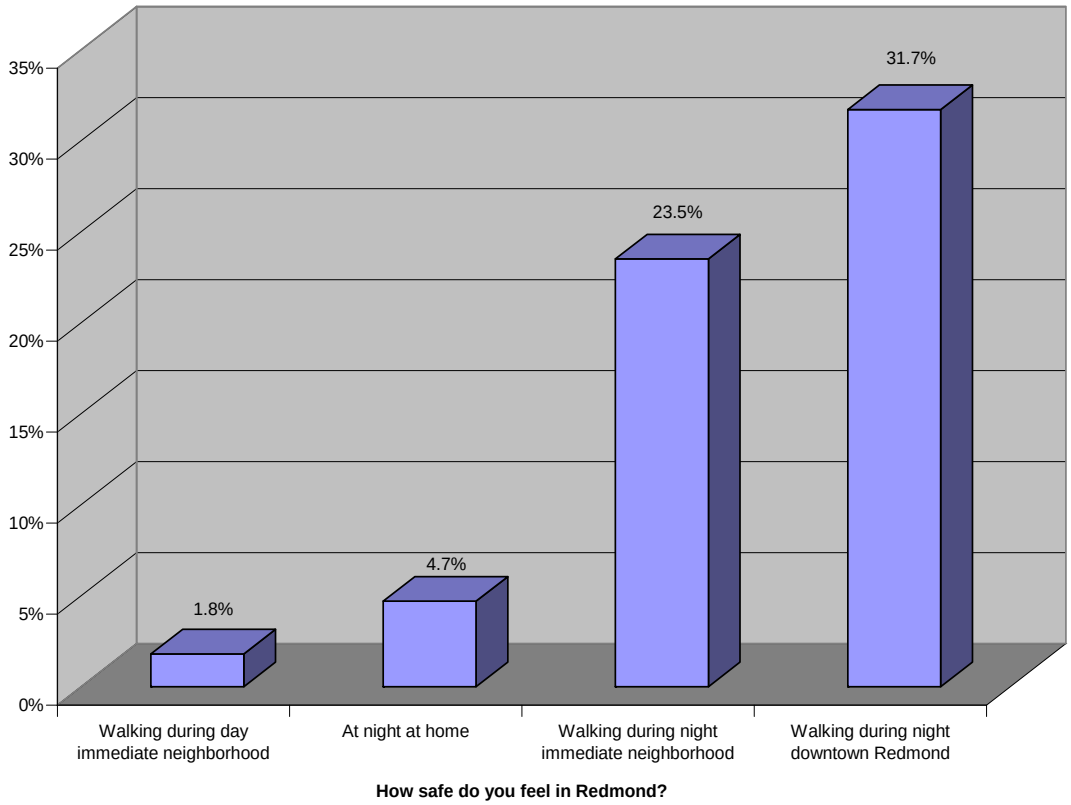
Chart 1.1.4: How safe do you feel being out alone at night walking in your immediate neighborhood?



Note: The six respondents who used the abbreviated version of the hardcopy survey did not have this question. Another 33 respondents did not answer this question. Total non-response rate is 3.5%.

There is a noticeable difference in the perception of the respondents' safety walking around their immediate neighborhoods during day-time versus night-time hours. While only 1.8 % indicated that they did not feel safe out alone during the day walking in their immediate neighborhoods, 23.5% felt "not safe" walking at night in their immediate neighborhoods.

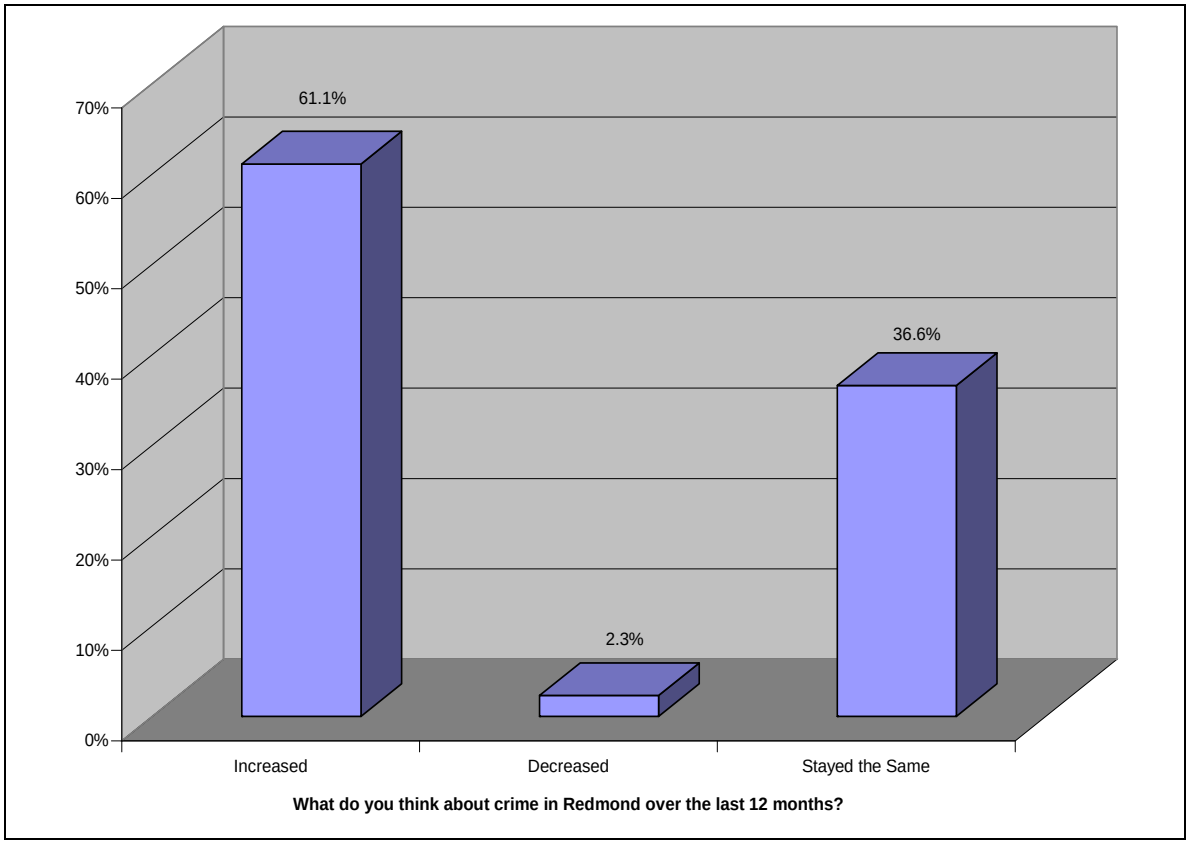
Chart 1.1.4a: Comparison of Feelings of Safety Walking in Immediate Neighborhood and at Home at Night and During the Day



- Do you think crime in Redmond has increased, decreased, or remained the same over the last 12 months?

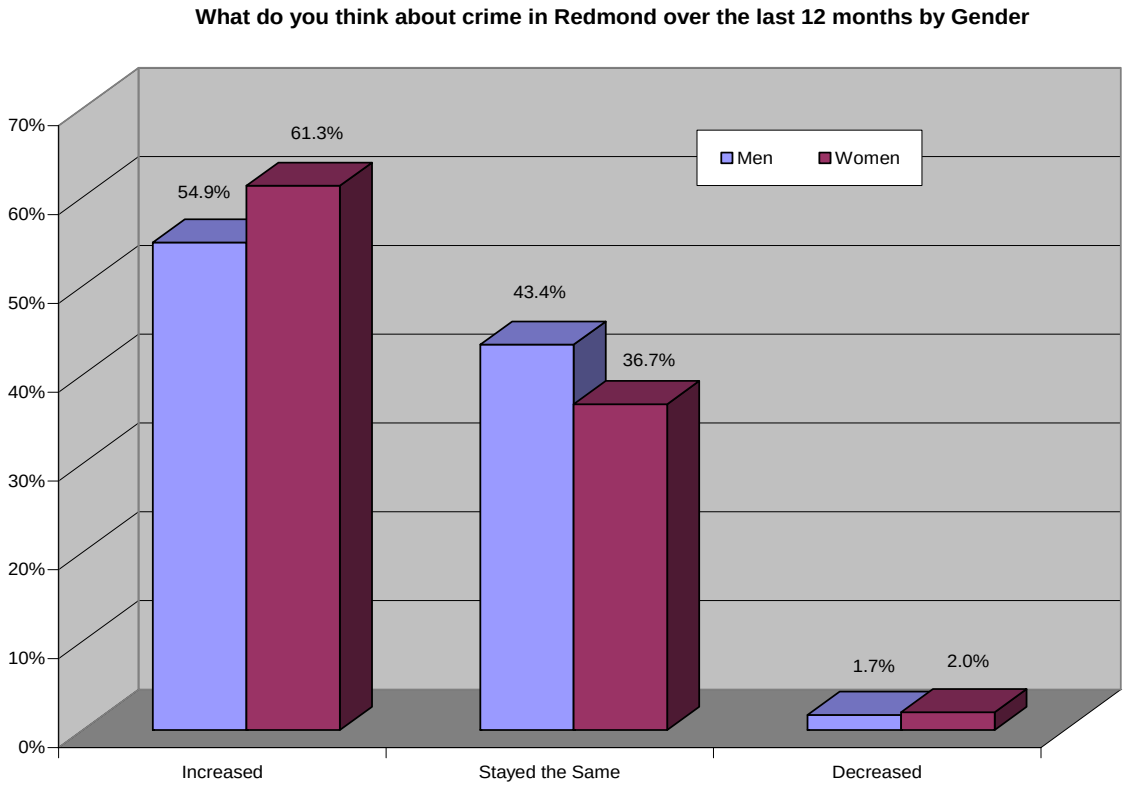
Over 60% of the respondents indicated that they think that crime has increased in Redmond over the last 12 months. Only 24 respondents (2.3%) indicated that they think crime has decreased, and the remaining respondents (36.6%) indicated that they think crime has stayed the same. A slightly higher percentage of women (61.3%) than men (54.5%) think crime has increased.

Chart 1.2: What do you think about crime in Redmond over the last twelve months?



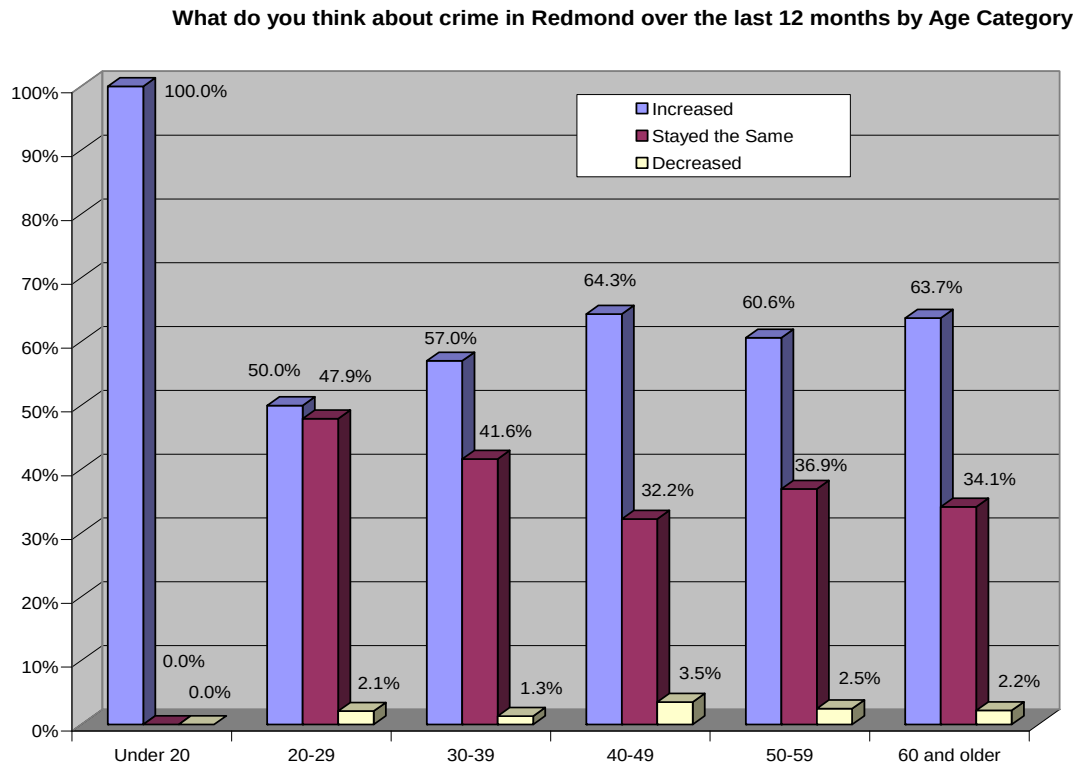
Note: There were 61 non-respondents across all three versions of the survey for a total non-response rate of 5.4%.

Chart 1.2a Perception of Crime in Redmond by Gender



A slightly lower percentage of respondents under age 39 (50% for ages 20-29 and 57% for ages 30-39) indicated that they think crime has increased.

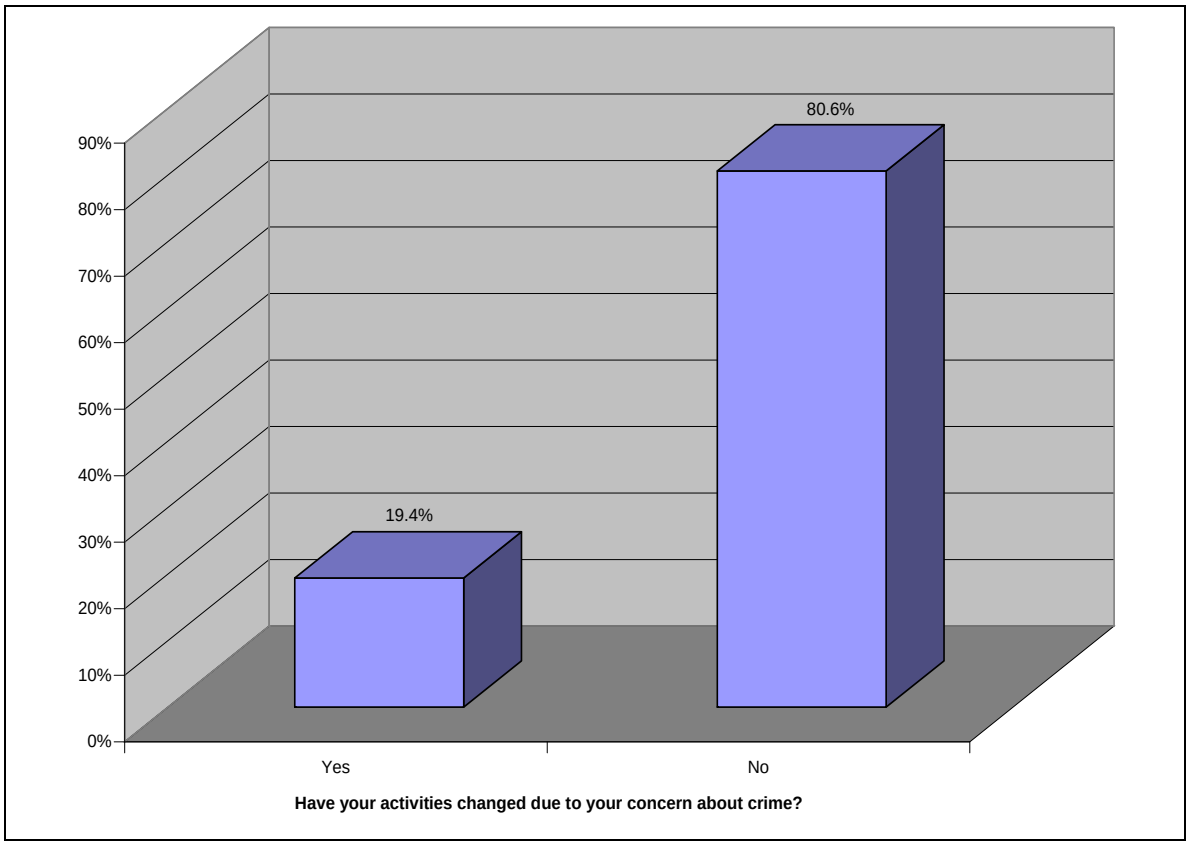
Chart 1.2b Perception of Crime in Redmond by Age Range



- Have you limited, changed or curtailed your activities in Redmond due to your concern over crime?

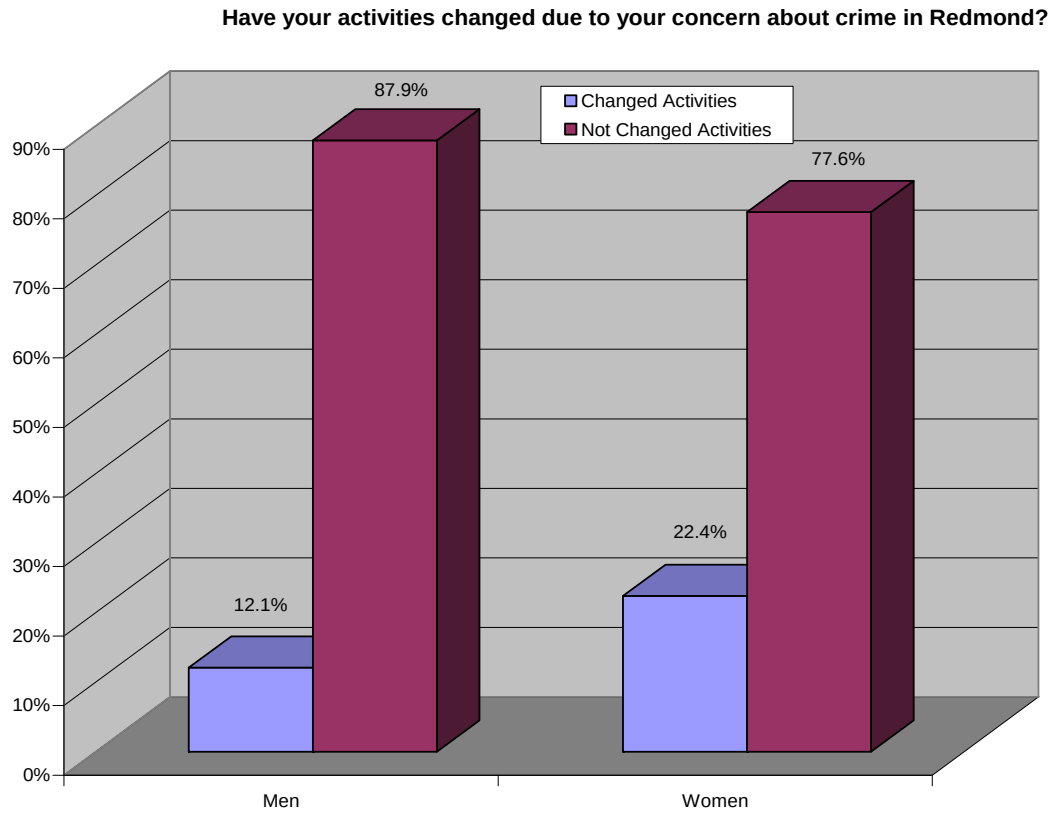
Almost 20% of the respondents indicated that they have changed their activities due to their concern about crime in Redmond and 9% have considered moving because of crime in Redmond. Women were nearly twice as likely as men to respond that they changed their activities due to the crime in Redmond (22.4 percent compared to 12.1 percent.)

Chart 1.3: Have your activities in Redmond changed due to your concern about crime?



Note: There were 14 non-respondents across all three versions of the survey for a total non-response rate of 1.2%

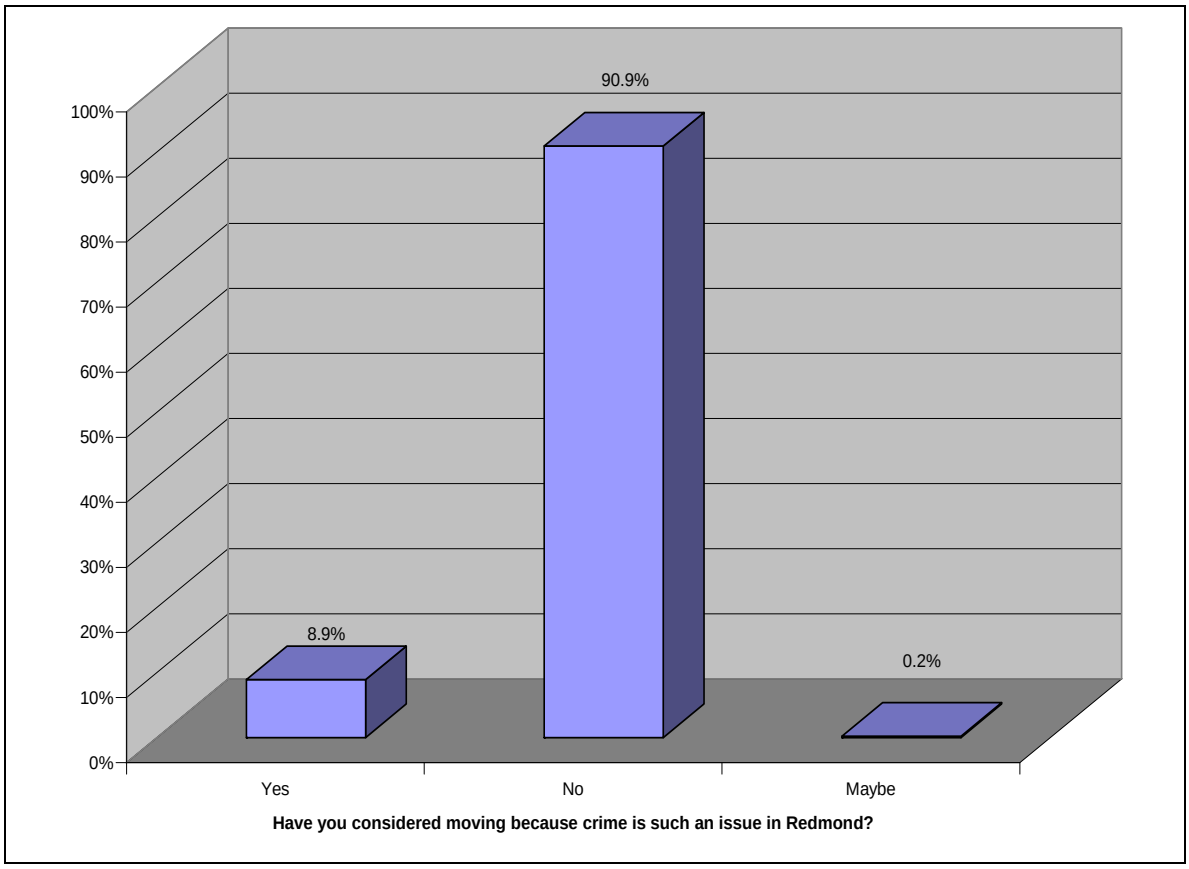
Chart 3a: Change of Activities Resulting from Concern About Crime (By Gender)



- Do you feel that crime is such an issue in Redmond that you have considered moving?

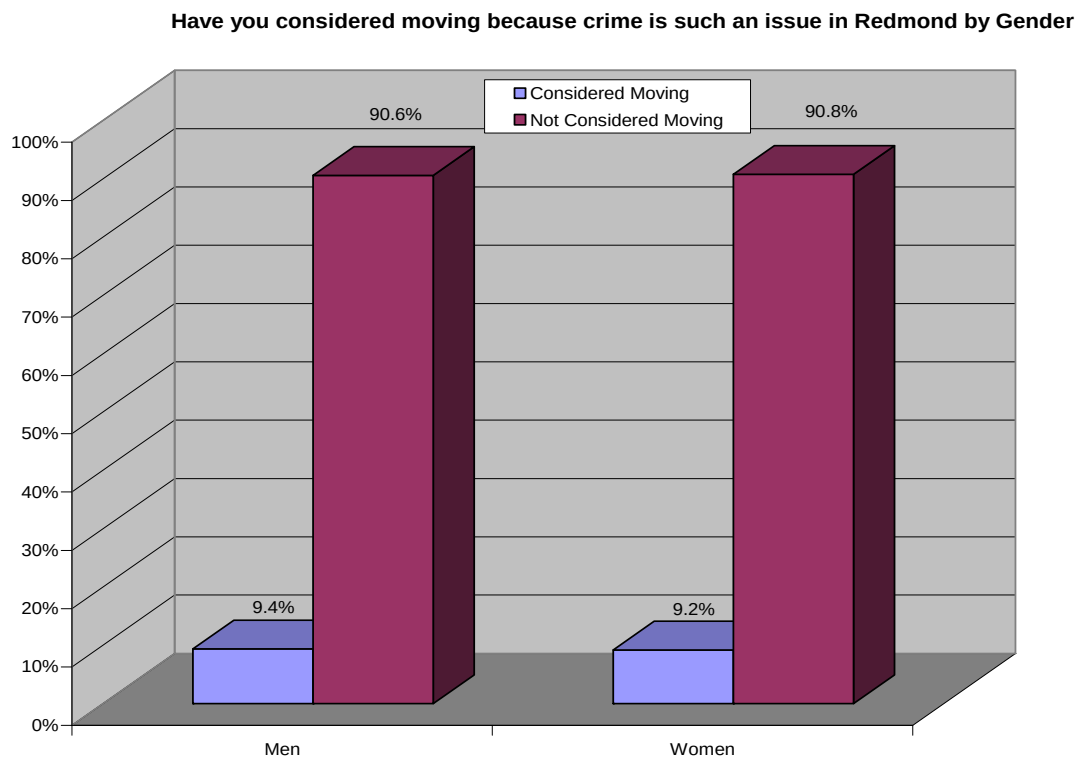
The vast majority (90%) of both men and women respondents indicated that they had not considered moving because of crime in Redmond.

Chart 1.4: Have you considered moving because crime is such an issue in Redmond?



Note: There were 16 non-respondents across all three versions of the survey for a total non-response rate of 1.4%

Chart 1.4a: Have you considered moving because crime is such an issue in Redmond? (By Gender)



Section 2: How concerned are you about the following situations in Redmond during day-time hours?

The following situations were listed for respondent's comments: (these identical situations were also listed in Section 3 for comments regarding concerns about them during night-time hours)

2.1 Having your home burglarized
2.2 Walking within Redmond
2.3 Driving through Redmond
2.4 Children are safe
2.5 Children are exposed to drugs
2.6 Strangers loitering near your home
2.7 Illegal parking downtown
2.8 Illegal parking near your work
2.9 Illegal parking where you work
2.10 Illegal parking near public schools

Note: In the abbreviated survey there were seven and not 10 "situations in Redmond" in which the respondents are asked about their concern during day-light hours. The missing situations were related to specific illegal parking situations. In the abbreviated survey respondents were asked how significant they viewed "illegal parking" to be during day-time hours. In the standard survey, however, illegal parking was distinguished among four different situations: near the respondent's home, business, public schools, and downtown. (Charts 2.7; 2.8; 2.9; and 2.10). In addition, two of the three questions omitted from the online survey were: How concerned are you about "strangers loitering near your home during day-time hours"? (Chart 2.6) and How concerned are you about "illegal parking near your home during day-time hours"? (Chart 2.8)

Over half of the respondents indicated concern about three situations listed in the survey: children's exposure to drugs (87.2%), children's safety (66.4%), and having one's home burglarized (53.1%).

For the remaining seven situations, fewer than half of the respondents indicated concern and over 80% of the respondents indicated no concern with respect to two situations -- "illegal parking near work" (82.9%) and "walking through Redmond during day-time hours" (82.7%).

The following charts highlight the situations residents are least and most concerned about:

Chart 2.a: Top Three Situations of Concern During Day-Time Hours

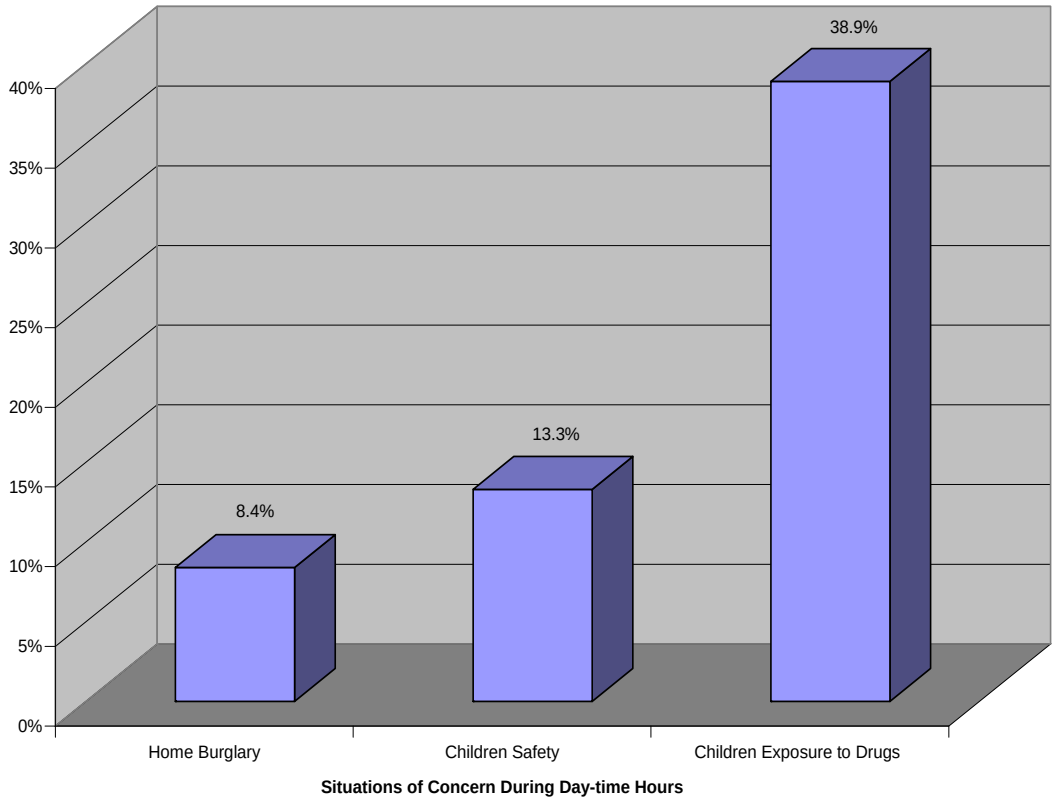
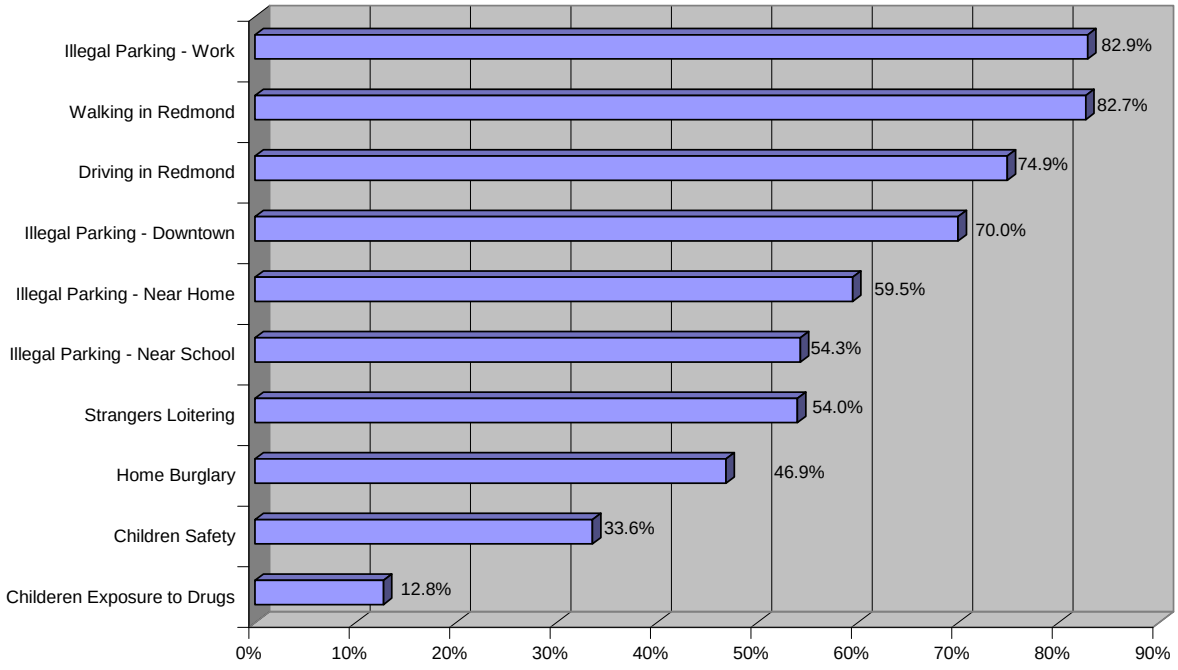
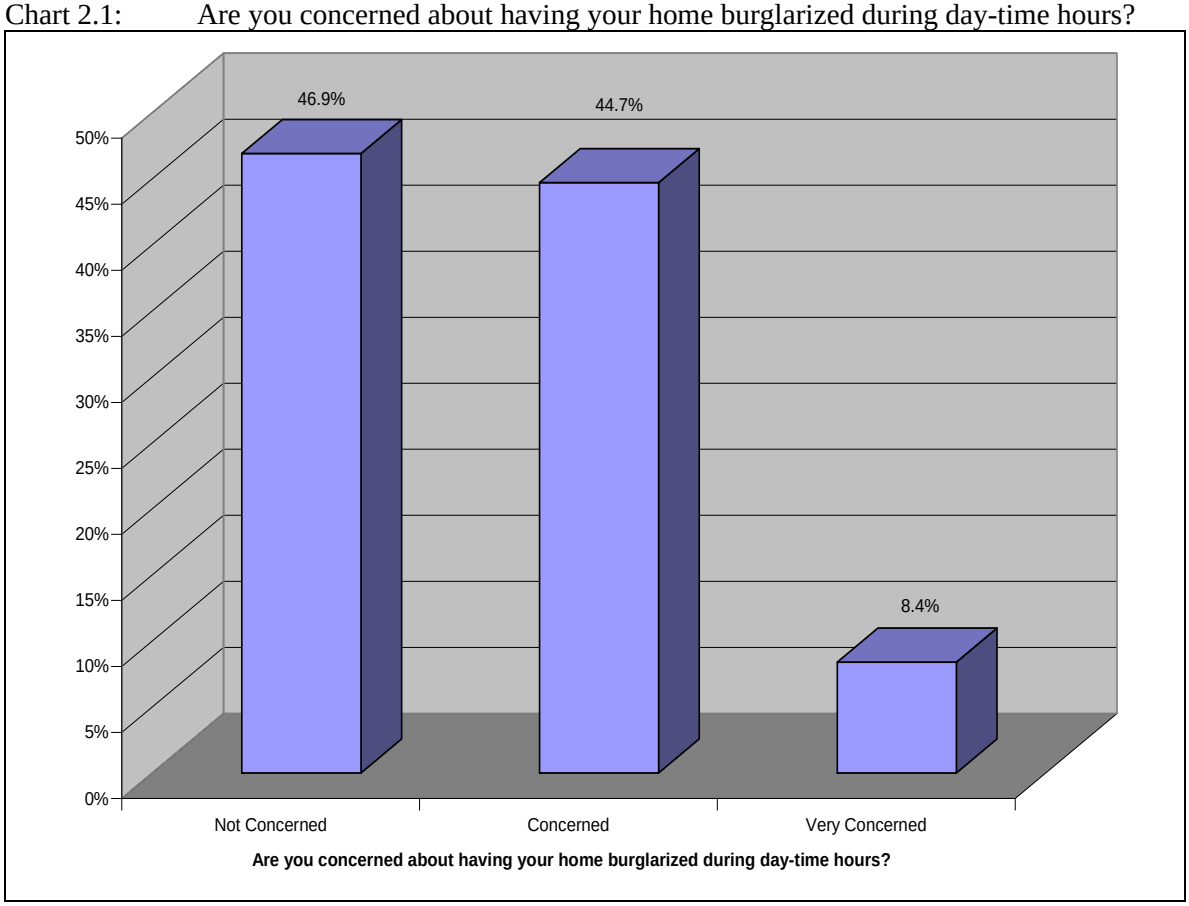


Chart 2.b: Percentage of Respondents Indicating They are "Not Concerned" about Situations During Day-Time Hours



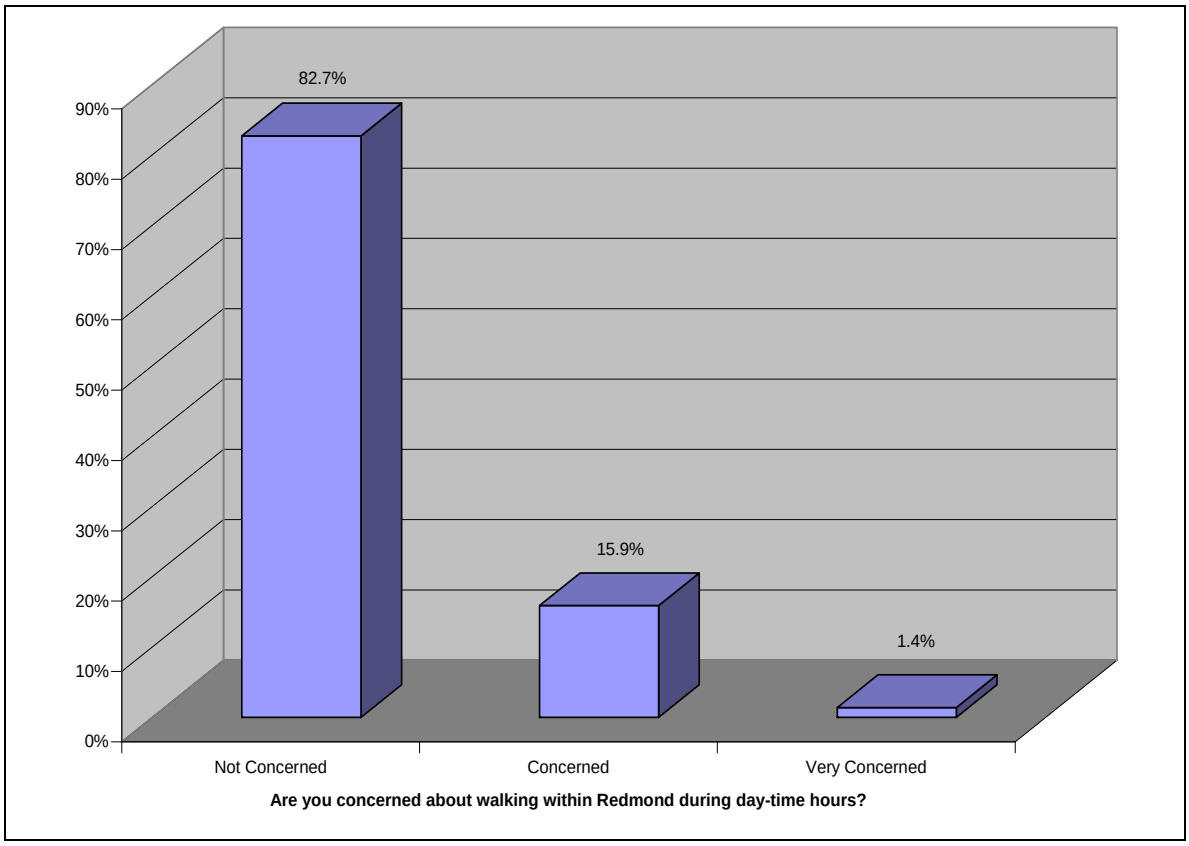
- **Responses to Specific Questions**

Chart 2.1: Are you concerned about having your home burglarized during day-time hours?



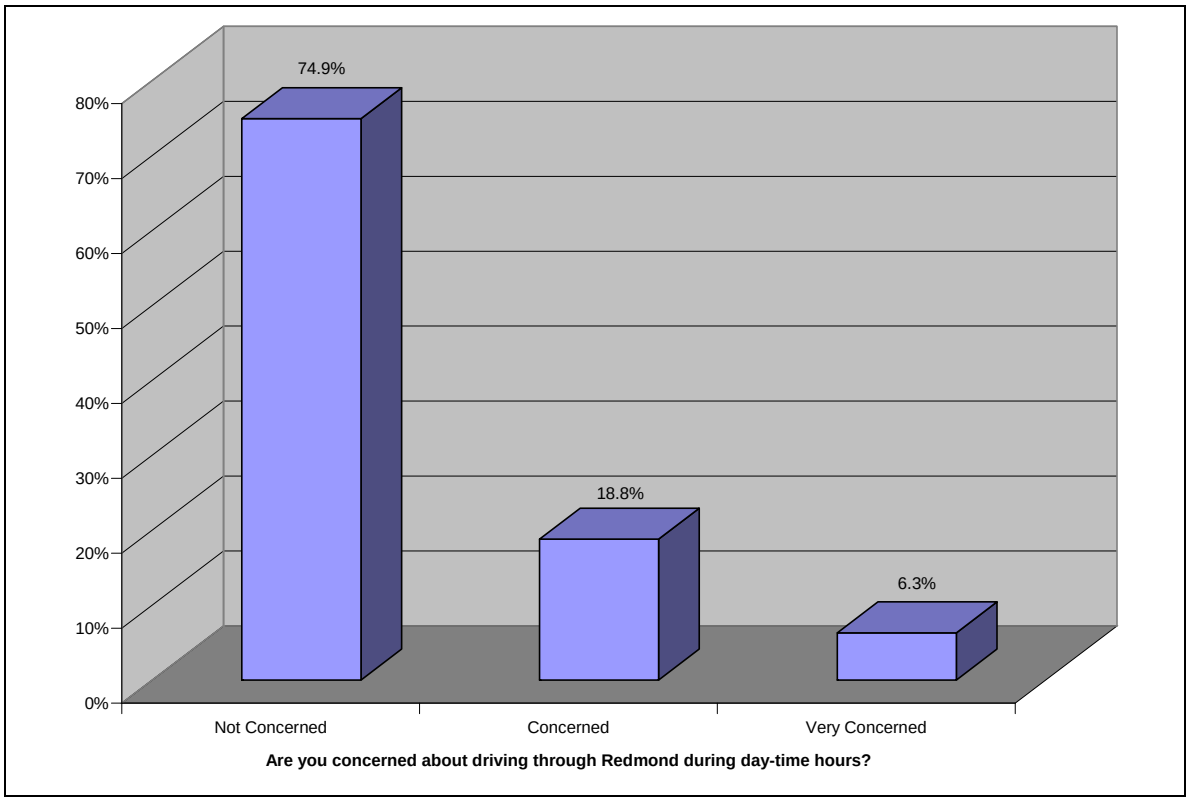
Note: There were 24 non-respondents across all three versions of the survey for a total non-response rate of 2.1%

Chart 2.2: Are you concerned about walking within Redmond during day-time hours?



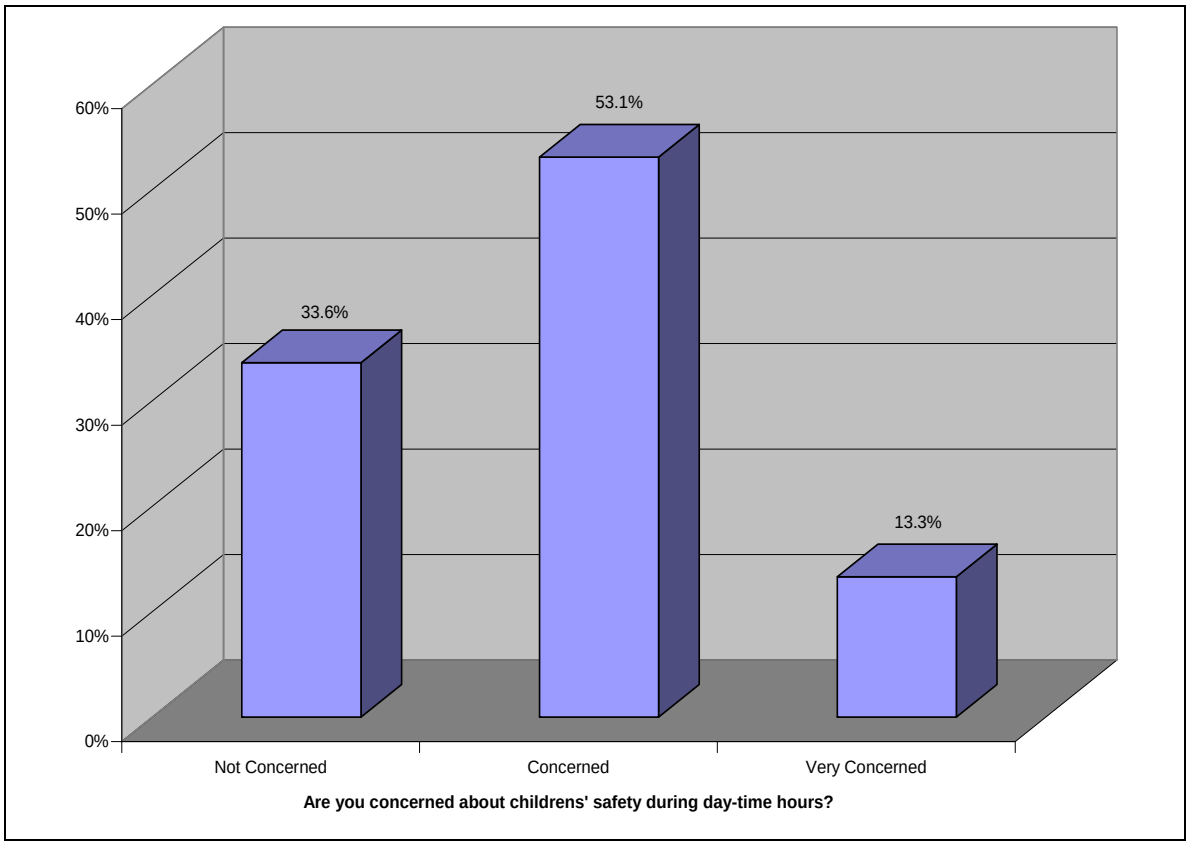
Note: There were 26 non-respondents across all three versions of the survey for a total non-response rate of 2.3%

Chart 2.3: Are you concerned about driving through Redmond during day-time hours?



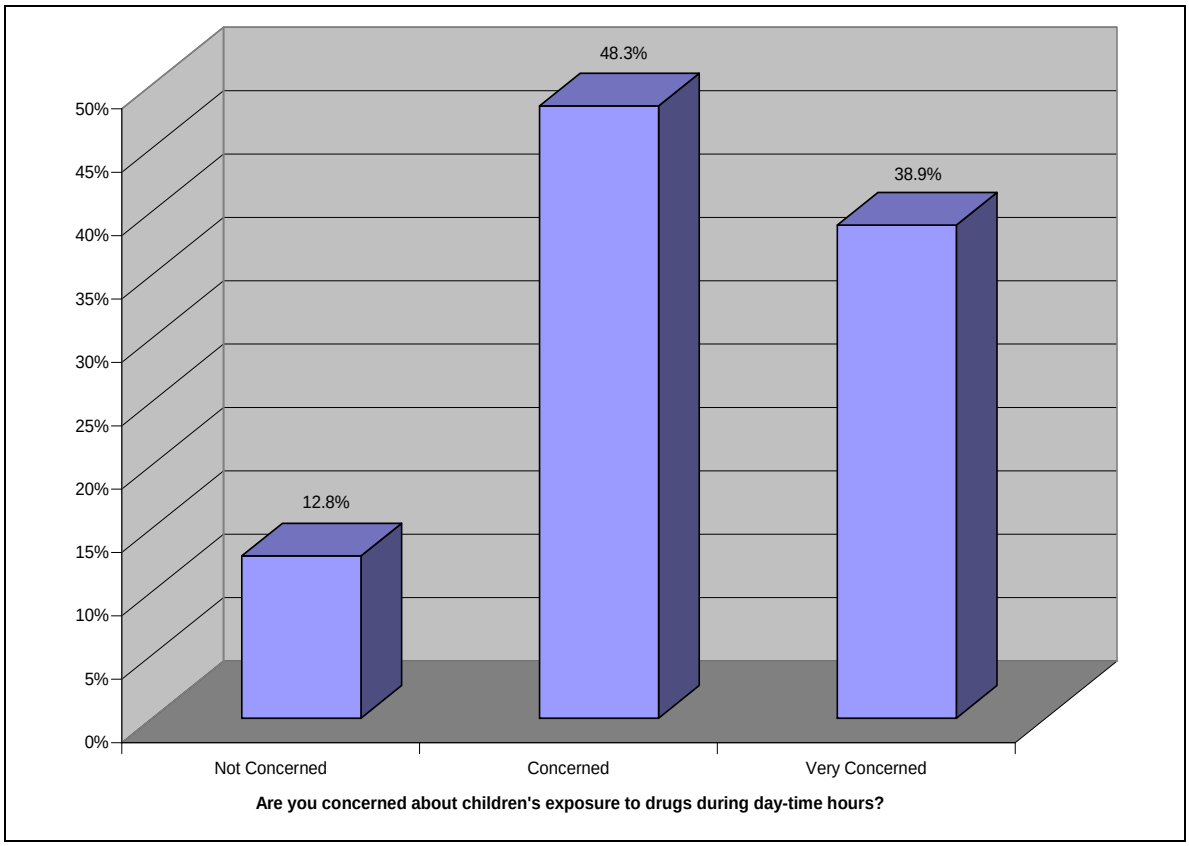
Note: There were 27 non-respondents across all three versions of the survey for a total non-response rate of 2.4%

Chart 2.4: Are you concerned about children's safety during day-time hours?



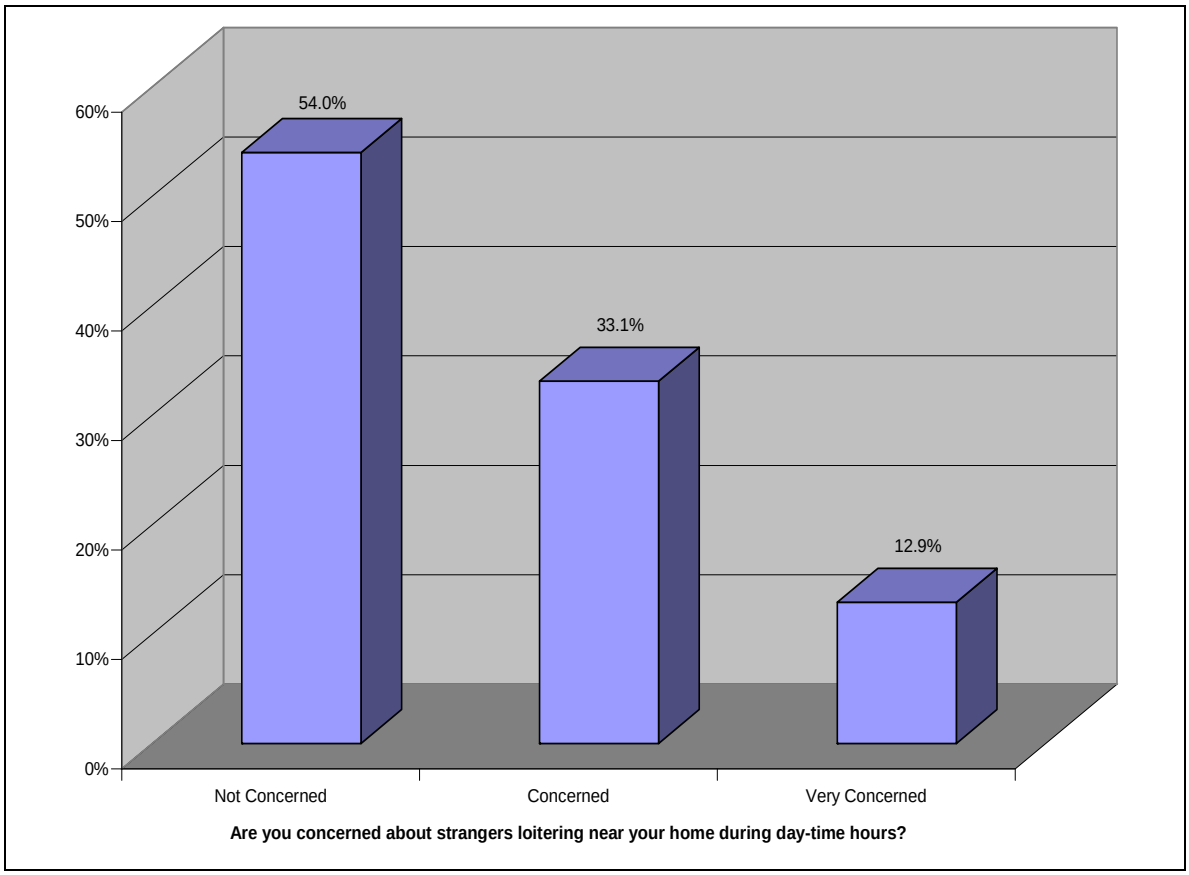
Note: There were 66 non-respondents across all three versions of the survey for a total non-response rate of 5.9%

Chart 2.5: Are you concerned about children's exposure to drugs during day-time hours?



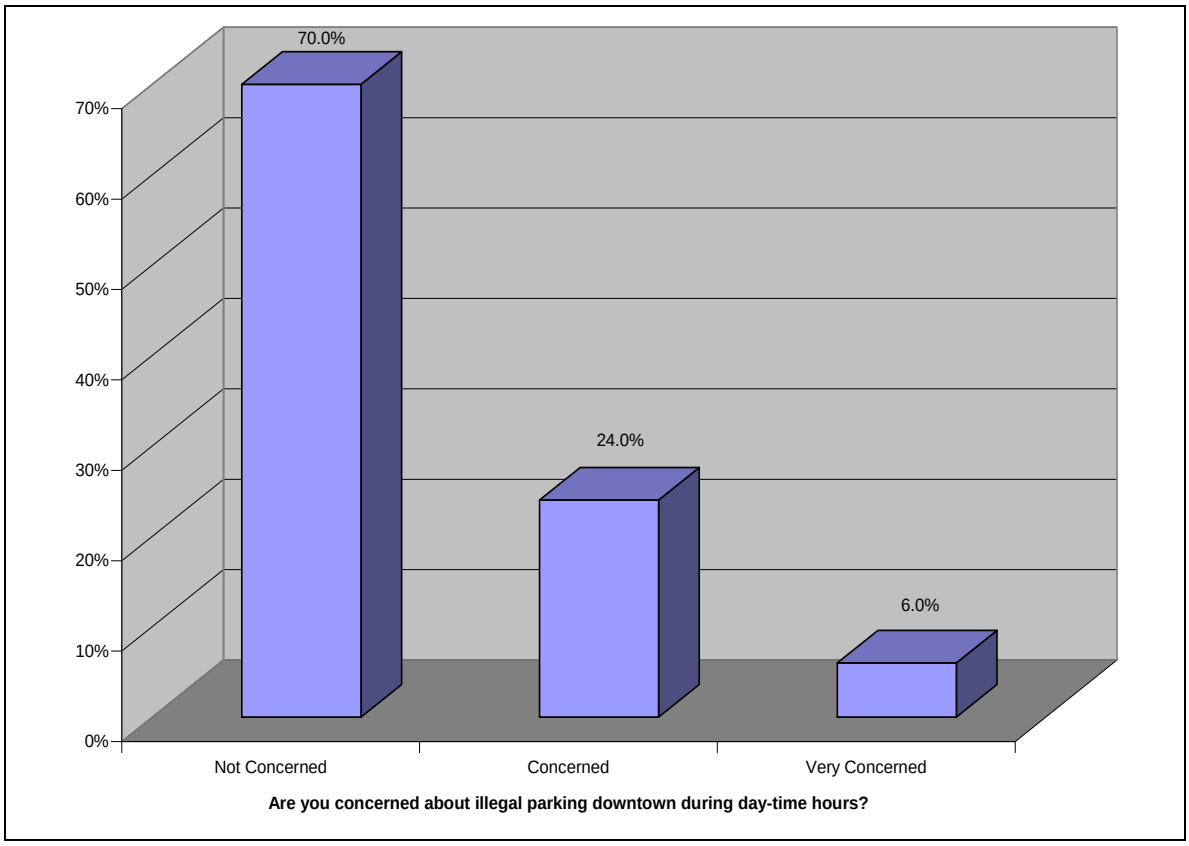
Note: There were 60 non-respondents across all three versions of the survey for a total non-response rate of 5.3%

Chart 2.6: Are you concerned about strangers loitering near your home during day-time hours?



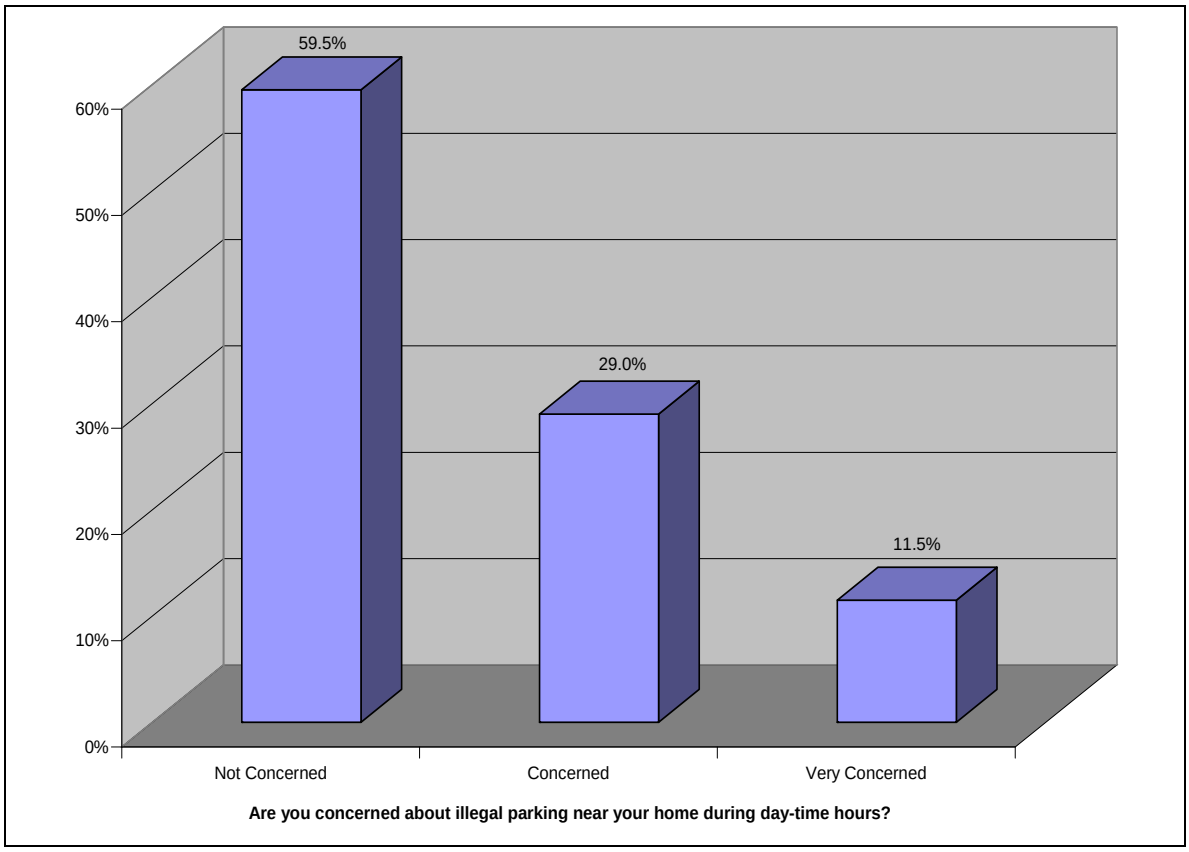
Note: There were 150 non-respondents across all three versions of the survey for a total non-response rate of 13.3%

Chart 2.7: Are you concerned about illegal parking downtown during day-time hours?



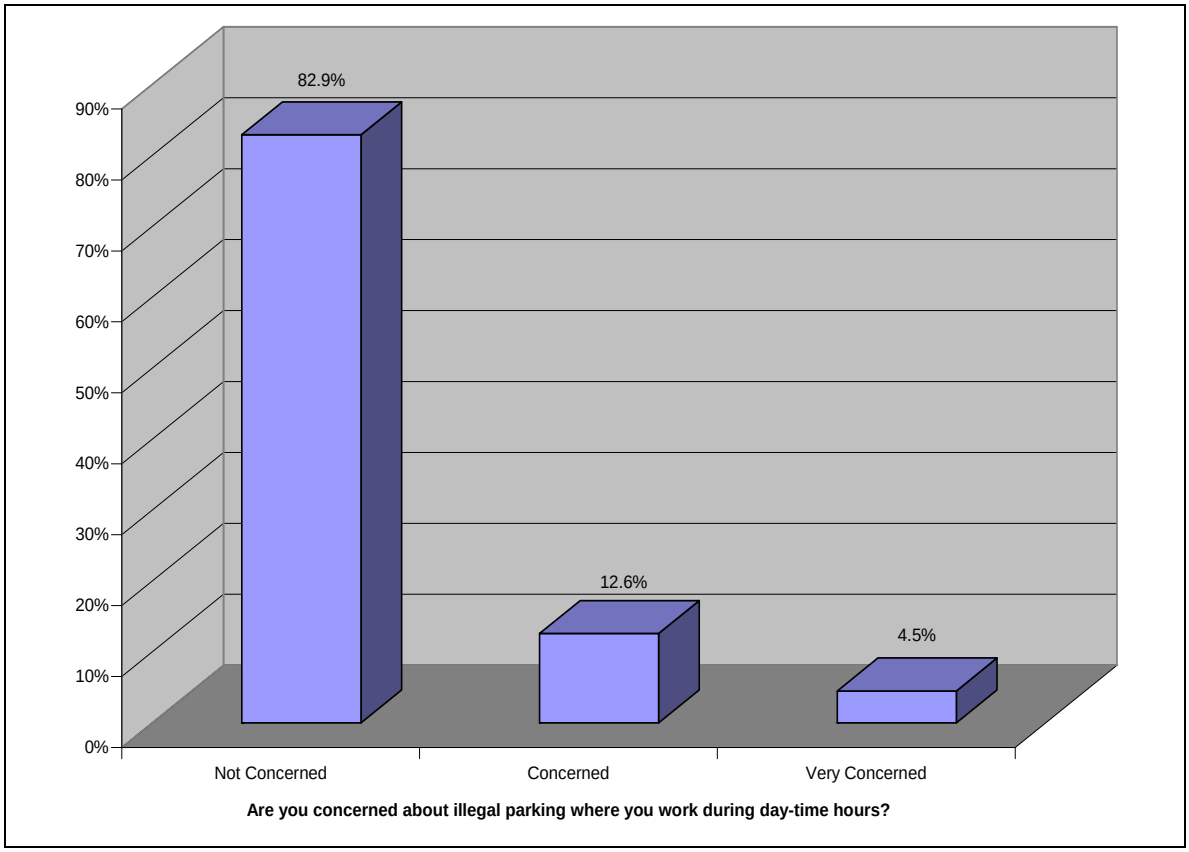
Note: The abbreviated hardcopy version of the survey (only six respondents) had only one question related to illegal parking: "How significant do you view the following situations in Redmond during the daytime hours – Illegal Parking?" Whatever the response to the illegal parking in general was translated into each particular type of illegal parking so that a response of "concerned" about illegal parking on the abbreviated form translated to "concerned about illegal parking downtown during day-time hours, etc." There were 57 non-respondents across all three versions of the survey for a total non-response rate of 5.1%

Chart 2.8: Are you concerned about illegal parking near your home during day-time hours?



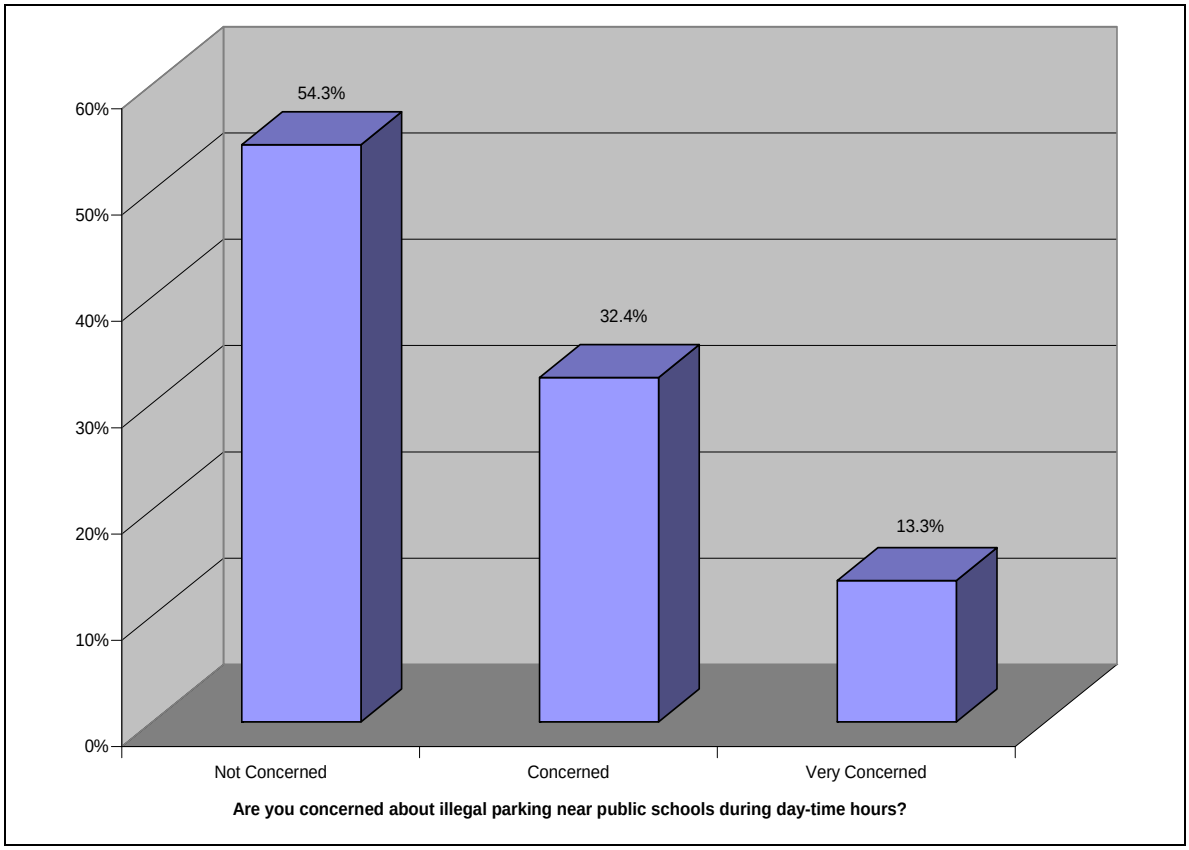
Note: The abbreviated hardcopy version of the survey (only six respondents) had only one question related to illegal parking: "How significant do you view the following situations in Redmond during the daytime hours – Illegal Parking?" Whatever the response to the illegal parking in general was translated into each particular type of illegal parking so that a response of "concerned" about illegal parking on the abbreviated form translated to "concerned about illegal parking near your home during day-time hours, etc." There were 154 non-respondents across all three versions of the survey for a total non-response rate of 13.7%

Chart 2.9: Are you concerned about illegal parking where you work during day-time hours?



Note: The abbreviated hardcopy version of the survey (only six respondents) had only one question related to illegal parking: "How significant do you view the following situations in Redmond during the daytime hours – Illegal Parking?" Whatever the response to the illegal parking in general was translated into each particular type of illegal parking so that a response of "concerned" about illegal parking on the abbreviated form translated to "concerned about illegal parking where you work during day-time hours, etc." There were 173 non-respondents across all three versions of the survey for a total non-response rate of 15.4%.

Chart 2.10: Are you concerned about illegal parking near public schools during day-time hours?



Note: The abbreviated hardcopy version of the survey (only six respondents) had only one question related to illegal parking: "How significant do you view the following situations in Redmond during the daytime hours – Illegal Parking?" Whatever the response to the illegal parking in general was translated into each particular type of illegal parking so that a response of "concerned" about illegal parking on the abbreviated form translated to "concerned about illegal parking near public schools during day-time hours, etc." There were 91 non-respondents across all three versions of the survey for a total non-response rate of 8.1%.

Section 3: How concerned are you about the following situations in Redmond during night-time hours?

The following situations, listed in Section 2 to elicit concerns about them during *day time* hours, were listed in Section 3 for concerns regarding *night-time* hours:

3.11.1 Having your home burglarized
3.11.2 Walking within Redmond
3.11.3 Driving through Redmond
3.11.4 Children are safe
3.11.5 Children are exposed to drugs
3.11.6 Strangers loitering near your home
3.11.7 Illegal parking downtown
3.11.8 Illegal parking near your work
3.11.9 Illegal parking where you work
3.11.10 Illegal parking near public schools

Note: In the abbreviated survey there were seven and not as in the standard survey 10 "situations in Redmond" in which the respondents are asked about their concern during night-time hours. The missing situations were related to specific illegal parking situations. In the abbreviated survey respondents were asked how significant they viewed "illegal parking" to be during day-time hours. Whereas in the standard survey, illegal parking was distinguished among four different situations: near the respondent's home, business, public schools, and downtown. (Charts 3.7; 3.8; 3.9; and 3.10) One of the three questions omitted from the online survey was: How concerned are you about "driving through Redmond during night-time hours"? (Chart 3.3)

In regard to concerns about crime during the night-time hours, a majority of the respondents indicated being concerned about the same three situations during night-time as during the day-time: 88.6% indicated being concerned about children's exposure to drugs; 82.1 % were concerned about children's safety; and 71.2% were concerned about home burglary. A majority were also concerned about two additional situations not noted on the survey relating to crime during day-time hours: strangers loitering near their home (63.7%) and walking in Redmond (63.5%).More than half of the respondents indicated that they were not concerned about the remaining five of the ten situations presented.

Chart 3.a: Percentage of Respondents Indicating They are "Not Concerned" about Situations During Night-Time Hours

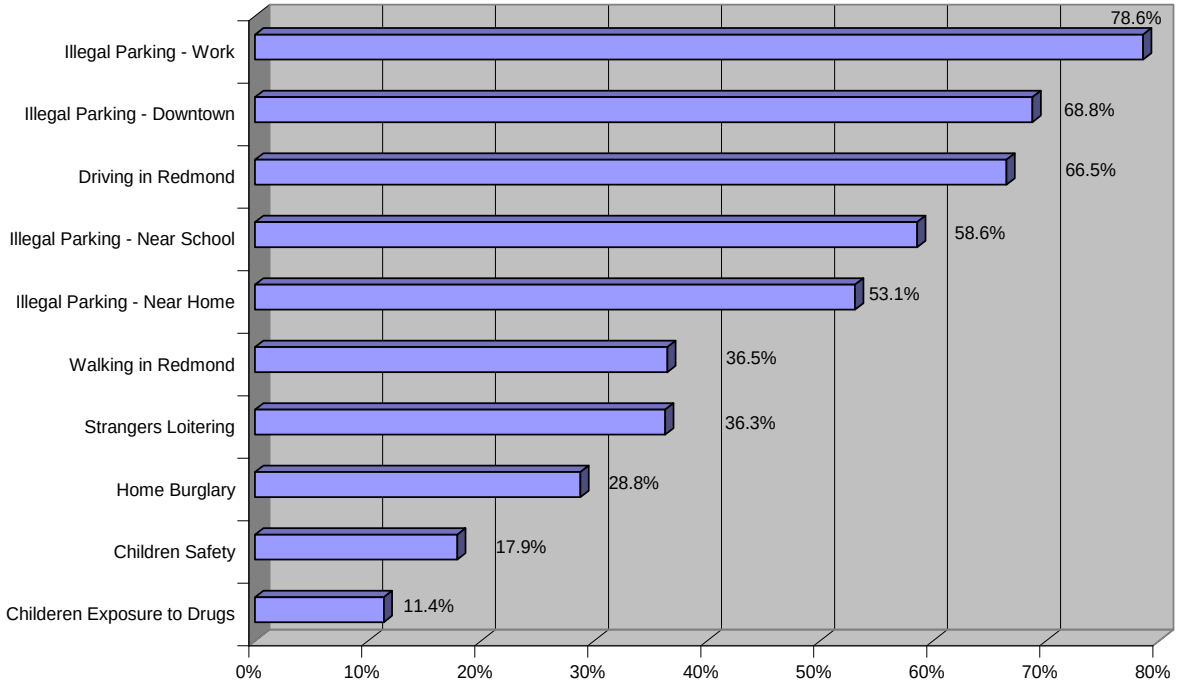
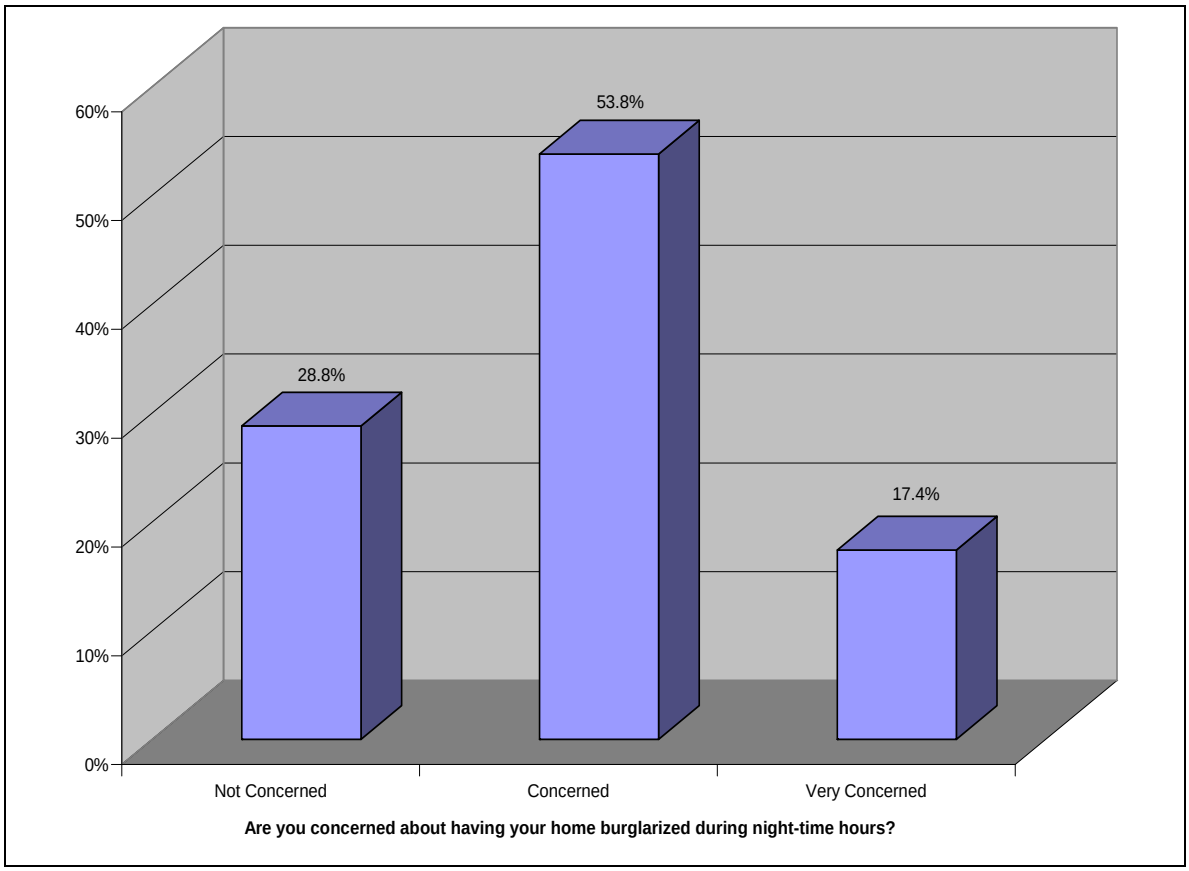
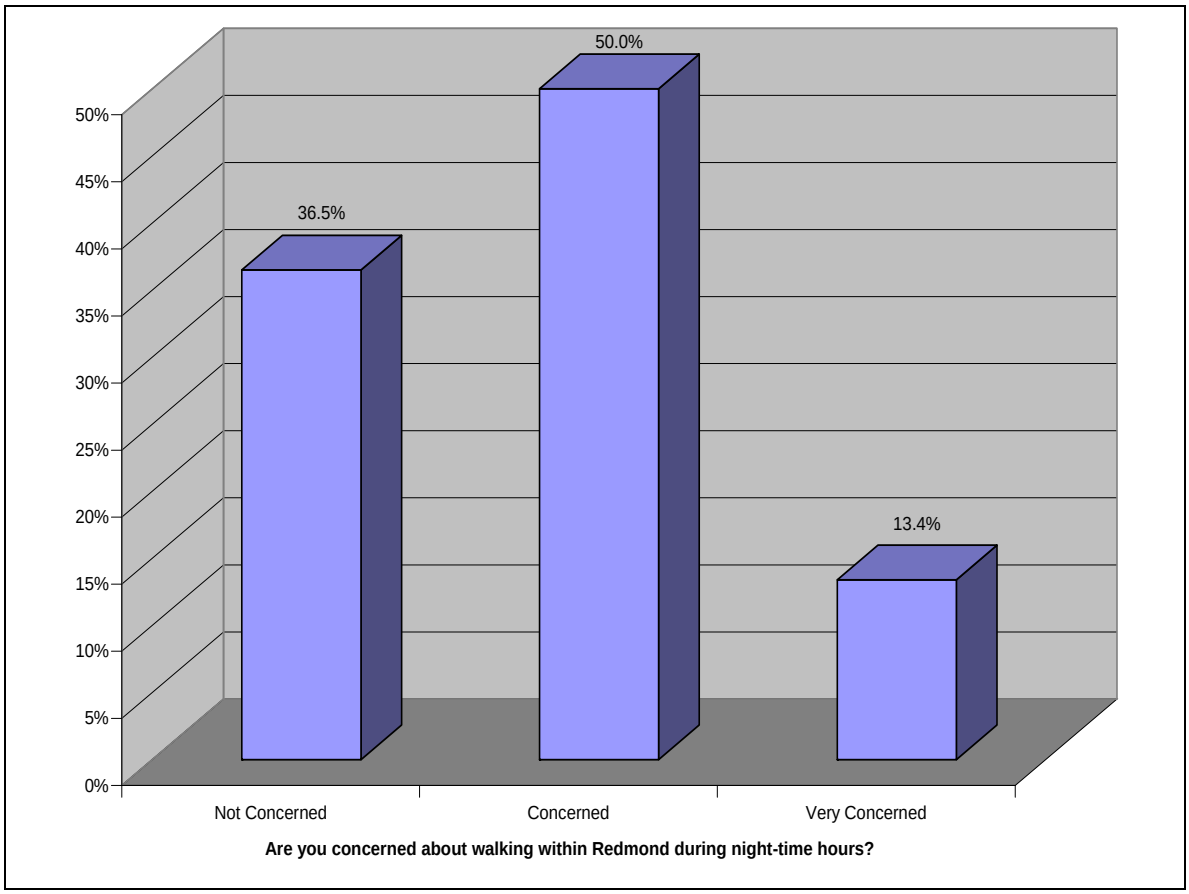


Chart 3.1: Are you concerned about having your home burglarized during night-time hours?



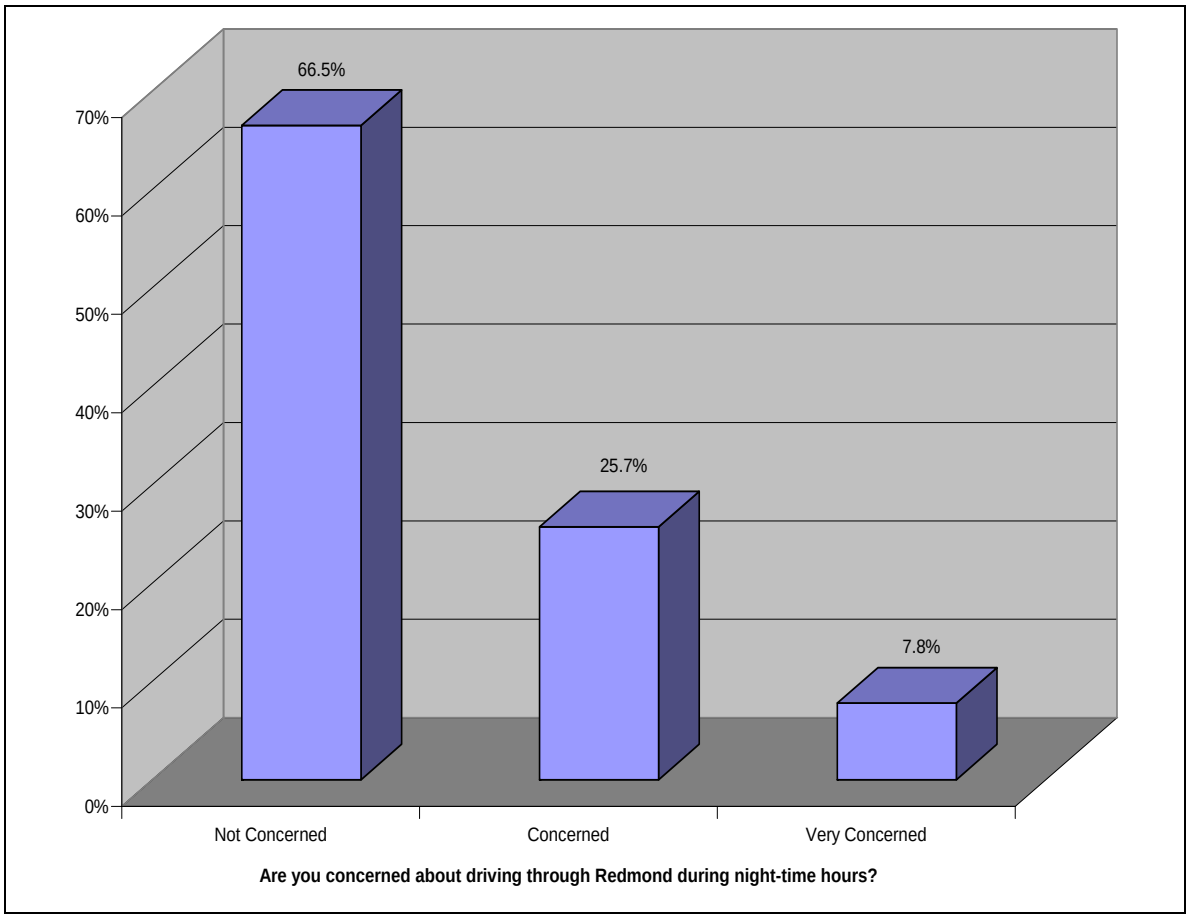
Note: There were 30 non-respondents across all three versions of the survey for a total non-response rate of 2.7%.

Chart 3.2: Are you concerned about walking within Redmond during night-time hours?



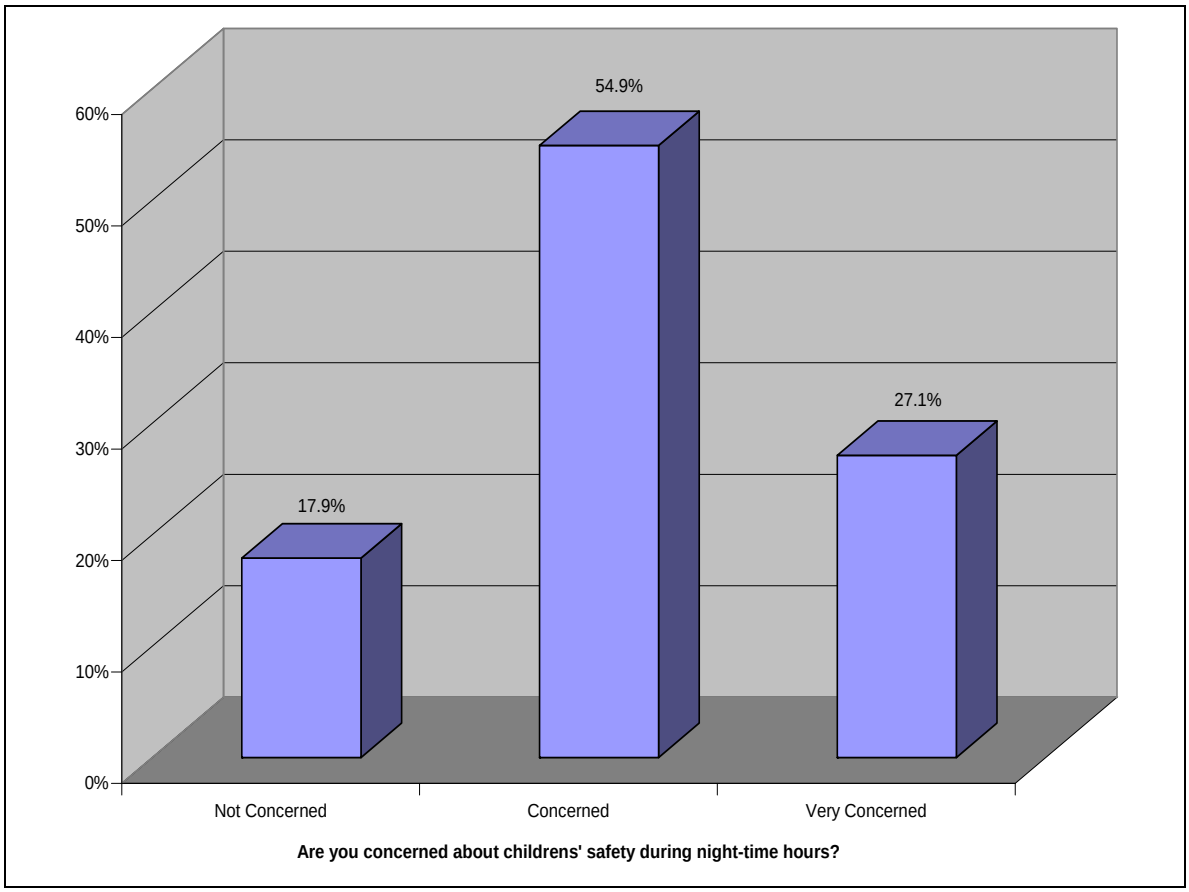
Note: There were 51 non-respondents across all three versions of the survey for a total non-response rate of 4.5%.

Chart 3.3: Are you concerned about driving through Redmond during night-time hours?



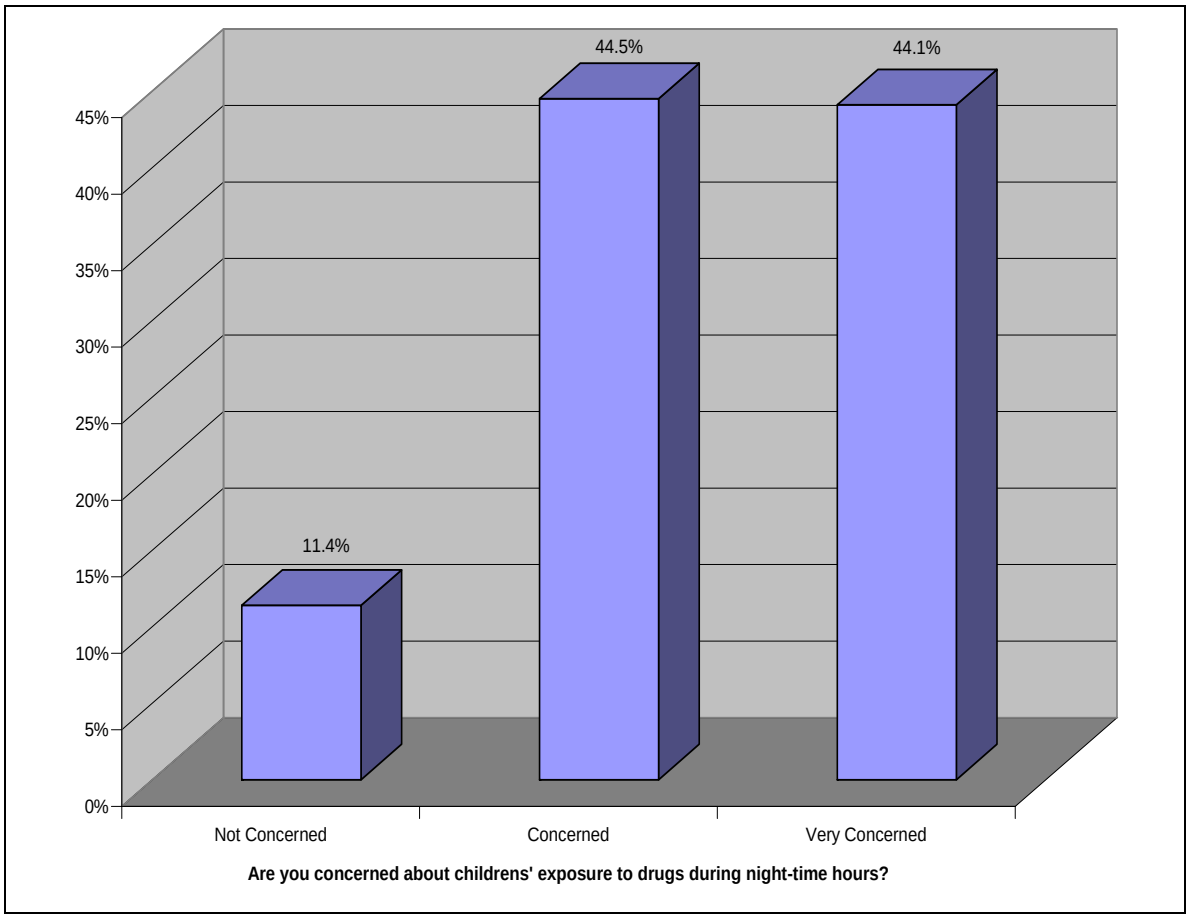
Note: There were 150 non-respondents across all three versions of the survey for a total non-response rate of 13.3%.

Chart 3.4: Are you concerned about children's safety during night-time hours?



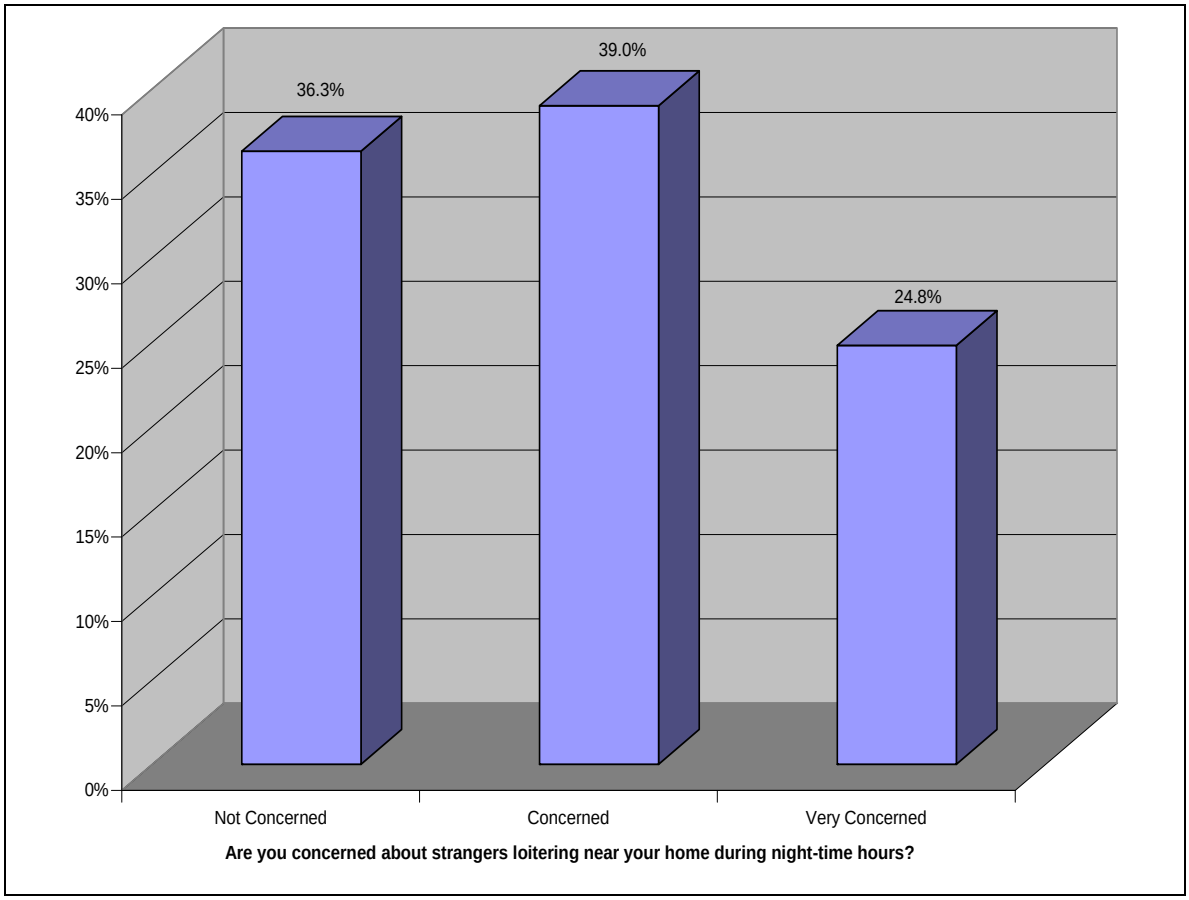
Note: There were 70 non-respondents across all three versions of the survey for a total non-response rate of 6.2 %.

Chart 3.5: Are you concerned about children's exposure to drugs during night-time hours?



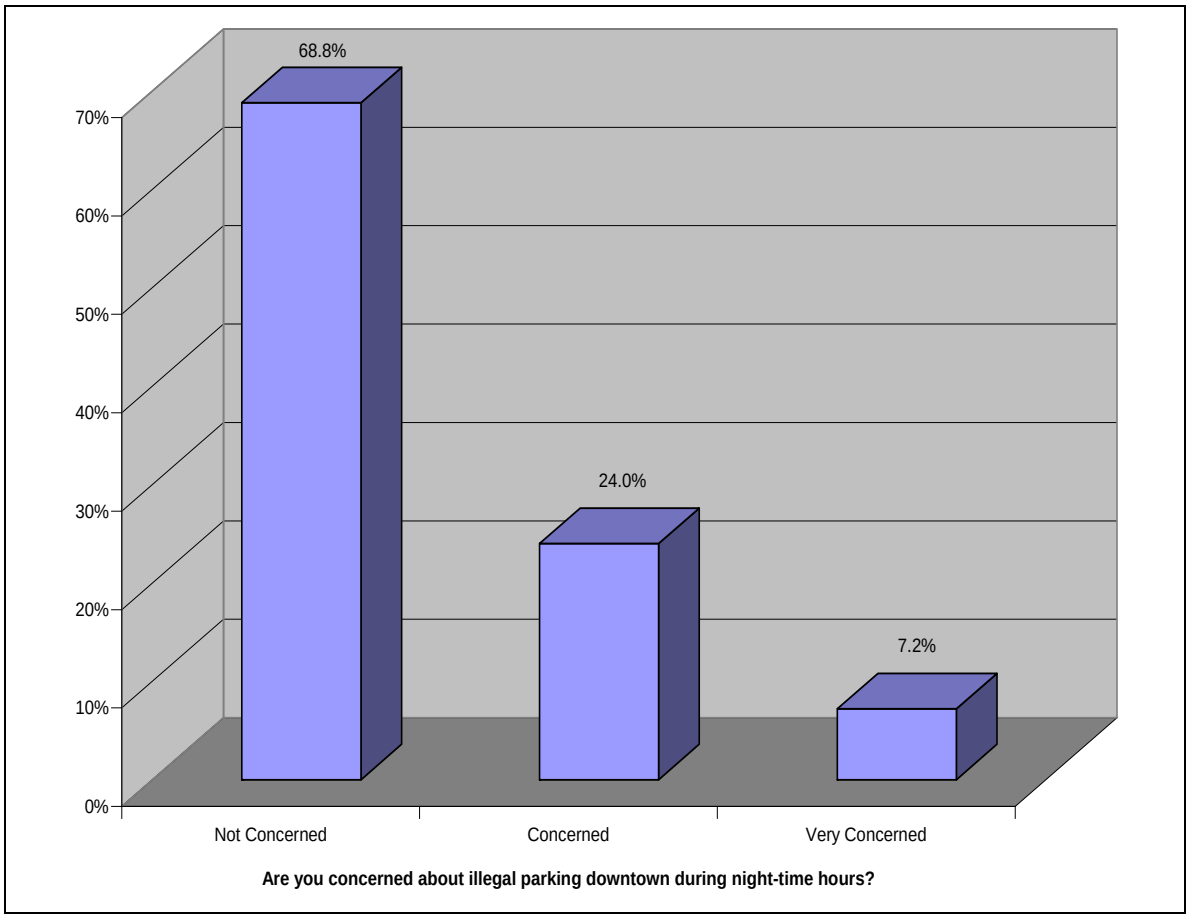
Note: There were 69 non-respondents across all three versions of the survey for a total non-response rate of 6.1%.

Chart 3.6: Are you concerned about strangers loitering near your home during night-time hours?



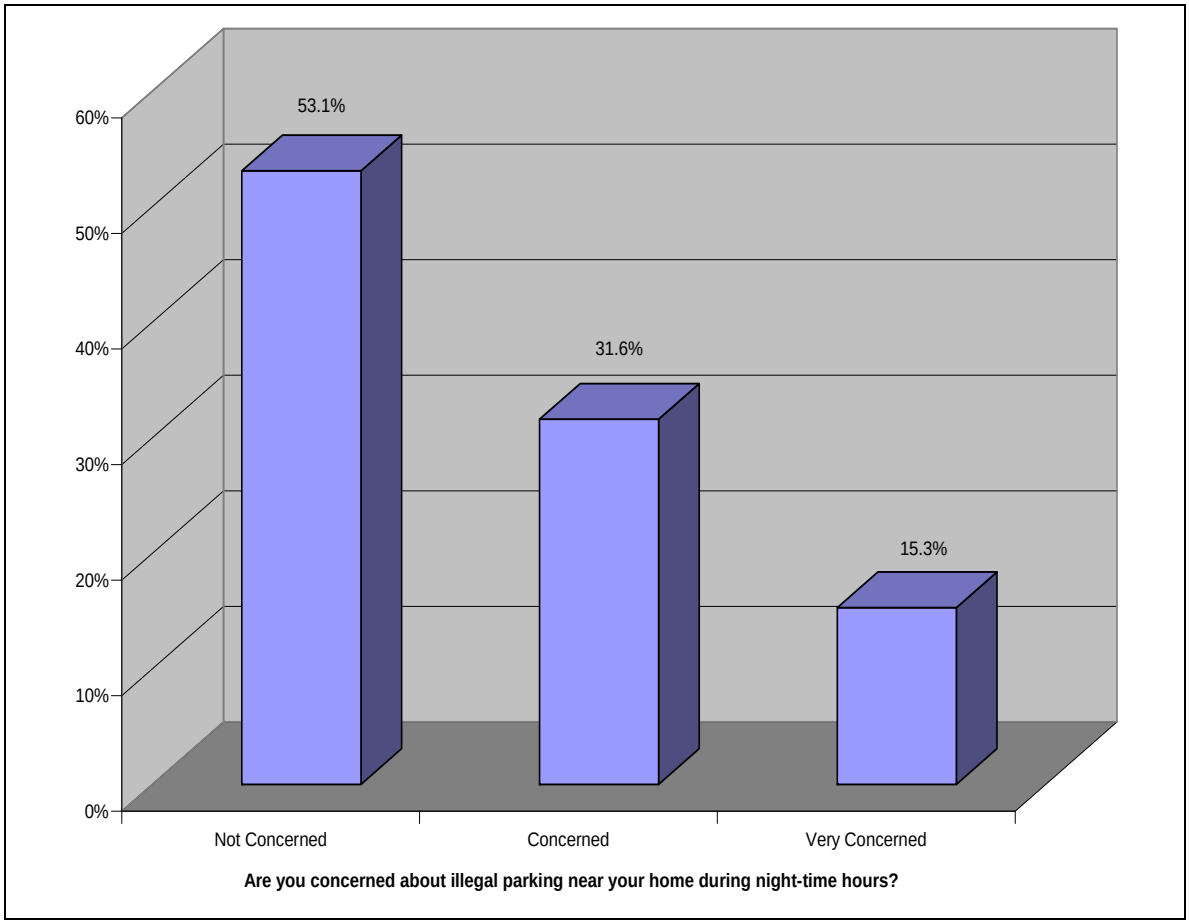
Note: There were 62 non-respondents across all three versions of the survey for a total non-response rate of 5.5%.

Chart 3.7: Are you concerned about illegal parking downtown during night-time hours?



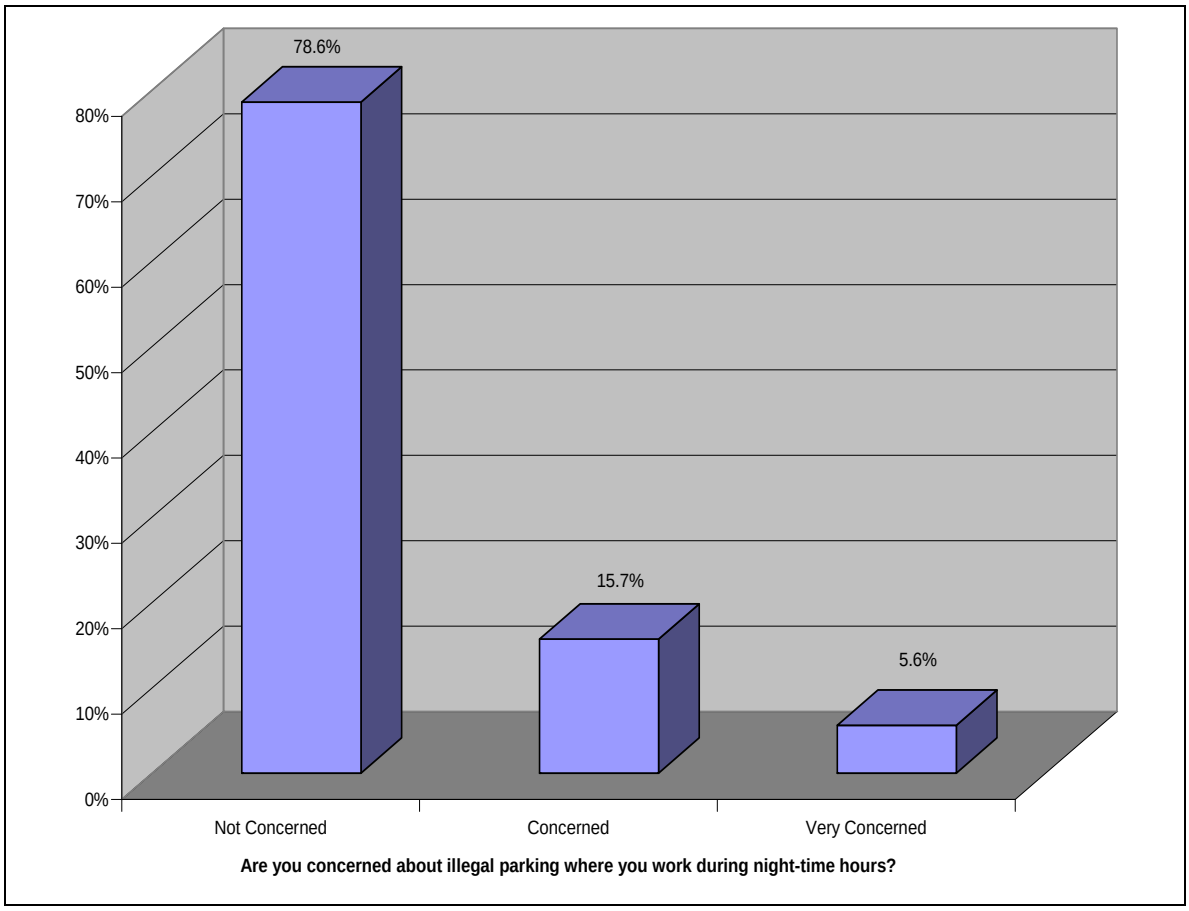
Note: The abbreviated hardcopy version of the survey (only six respondents) had only one question related to illegal parking: "How significant do you view the following situations in Redmond during the nighttime hours – Illegal Parking?" Whatever the response to the illegal parking in general was translated into each particular type of illegal parking so that a response of "concerned" about illegal parking on the abbreviated form translated to "concerned about illegal parking downtown during night-time hours, etc." There were 79 non-respondents across all three versions of the survey for a total non-response rate of 7.0%

Chart 3.8: Are you concerned about illegal parking near your home during night-time hours?



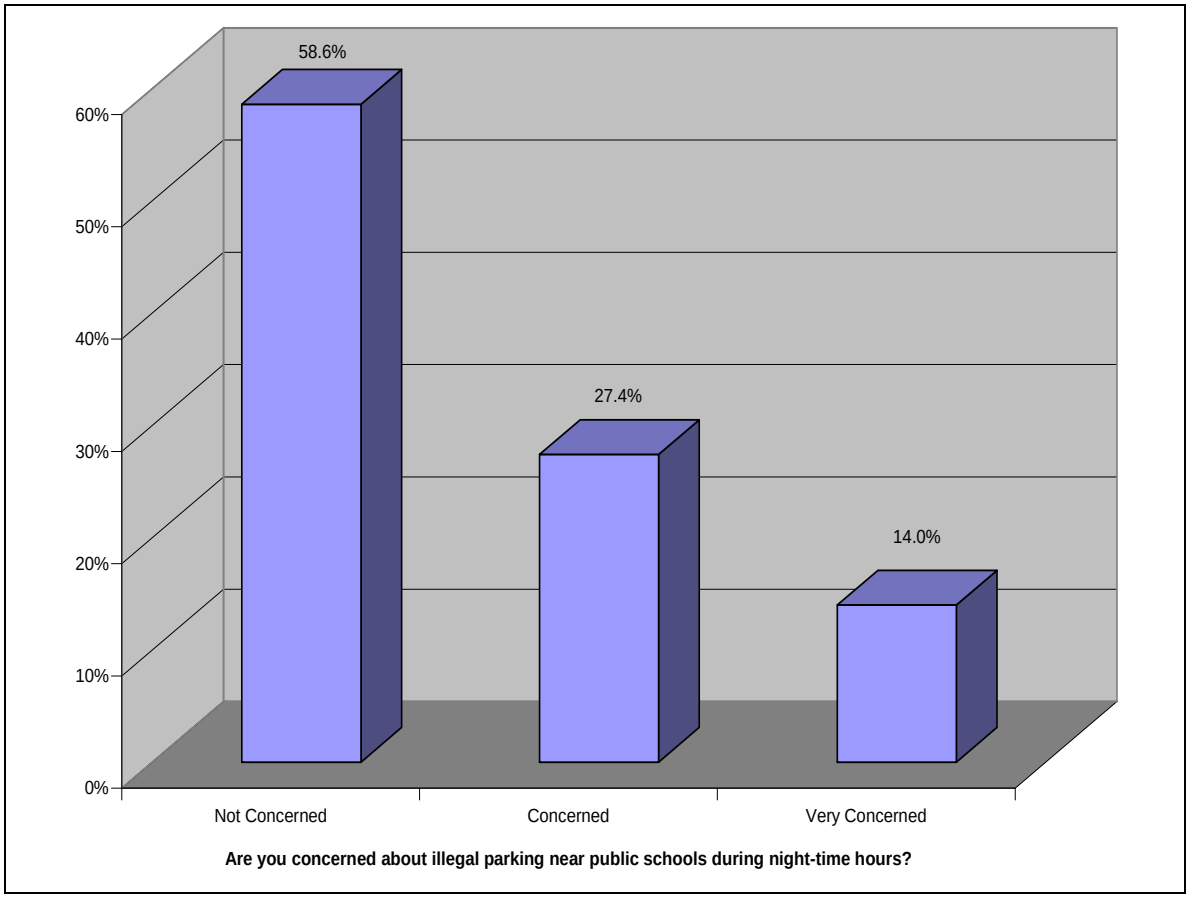
Note: The abbreviated hardcopy version of the survey (only six respondents) had only one question related to illegal parking: "How significant do you view the following situations in Redmond during the nighttime hours – Illegal Parking?" Whatever the response to the illegal parking in general was translated into each particular type of illegal parking so that a response of "concerned" about illegal parking on the abbreviated form translated to "concerned about illegal parking near your home during night-time hours, etc." There were 71 non-respondents across all three versions of the survey for a total non-response rate of 6.3%.

Chart 3.9: Are you concerned about illegal parking where you work during night-time hours?



Note: The abbreviated hardcopy version of the survey (only six respondents) had only one question related to illegal parking: "How significant do you view the following situations in Redmond during the nighttime hours – Illegal Parking?" Whatever the response to the illegal parking in general was translated into each particular type of illegal parking so that a response of "concerned" about illegal parking on the abbreviated form translated to "concerned about illegal parking where you work during night-time hours, etc." There were 183 non-respondents across all three versions of the survey for a total non-response rate of 16.3%.

Chart 3.10: Are you concerned about illegal parking near public schools during night-time hours?

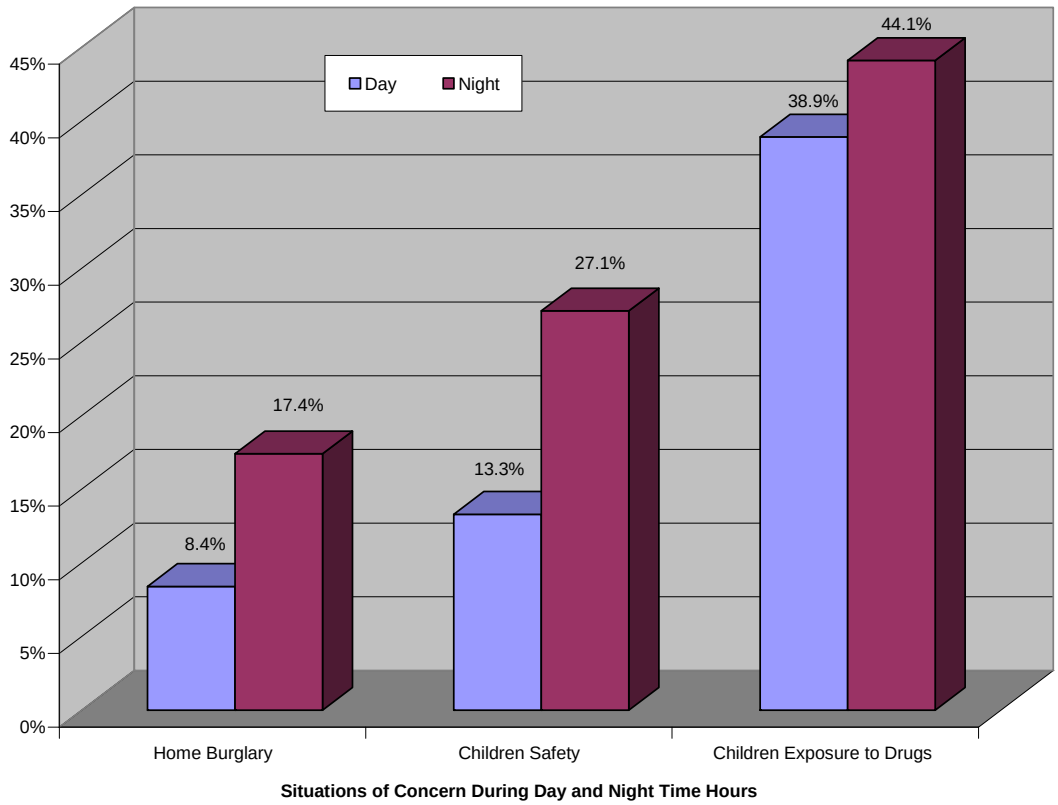


Note: The abbreviated hardcopy version of the survey (only six respondents) had only one question related to illegal parking: "How significant do you view the following situations in Redmond during the nighttime hours – Illegal Parking?" Whatever the response to the illegal parking in general was translated into each particular type of illegal parking so that a response of "concerned" about illegal parking on the abbreviated form translated to "concerned about illegal parking near public schools during night-time hours, etc." There were 103 non-respondents across all three versions of the survey for a total non-response rate of 9.2%

- **Comparison between Respondents' Concerns About Situations in the *Day-Time* and the Same Situations in the Night-time**

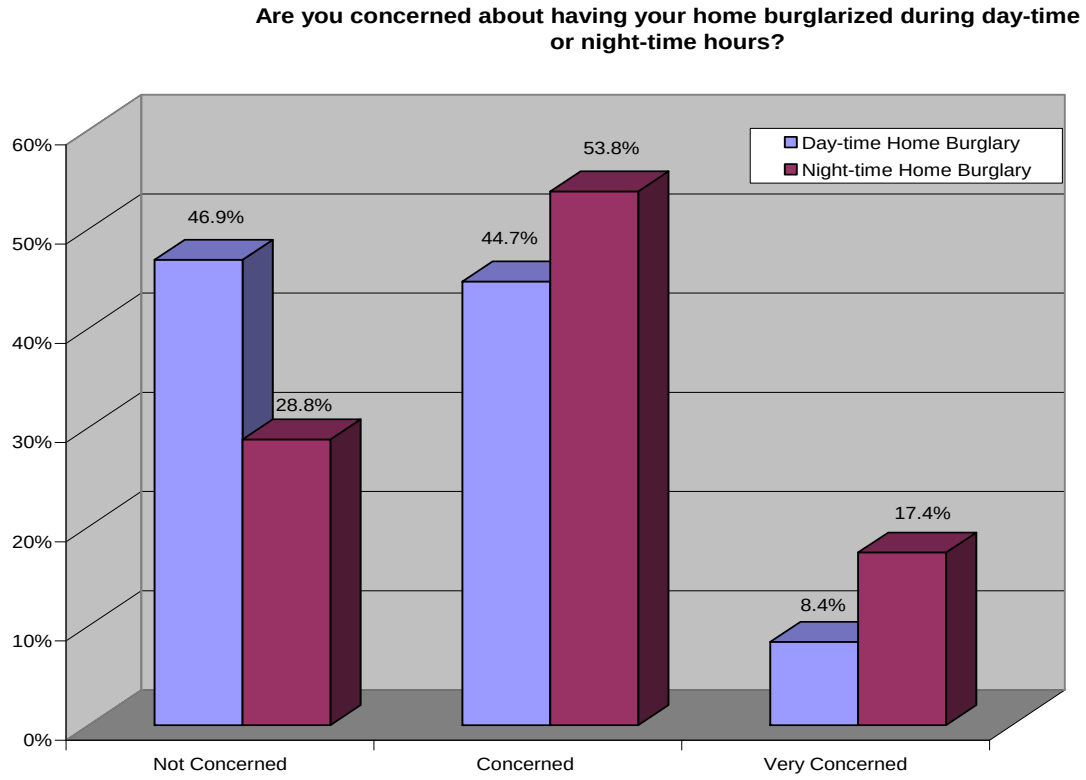
A comparison between the respondents' concerns about situations in the *day-time* compared with the same situations in the *night-time* indicated that twice as many were concerned about having their home burglarized during the night-time than during the day-time (17.4% compared to 8.4%) and children's safety during the night-time than during the day-time (27.1% as opposed to 13.3%). Regarding concerns over children's exposure to drugs during the day-time compared with the night time, the percentage of respondents stating they were "very concerned" was 39.5% (daytime) and 44.1% (nighttime.)

Chart 3.b Comparisons of Percentage of Respondents Indicating They Were "Very Concerned" About Certain Situations: Day-Time and Night Time Comparisons



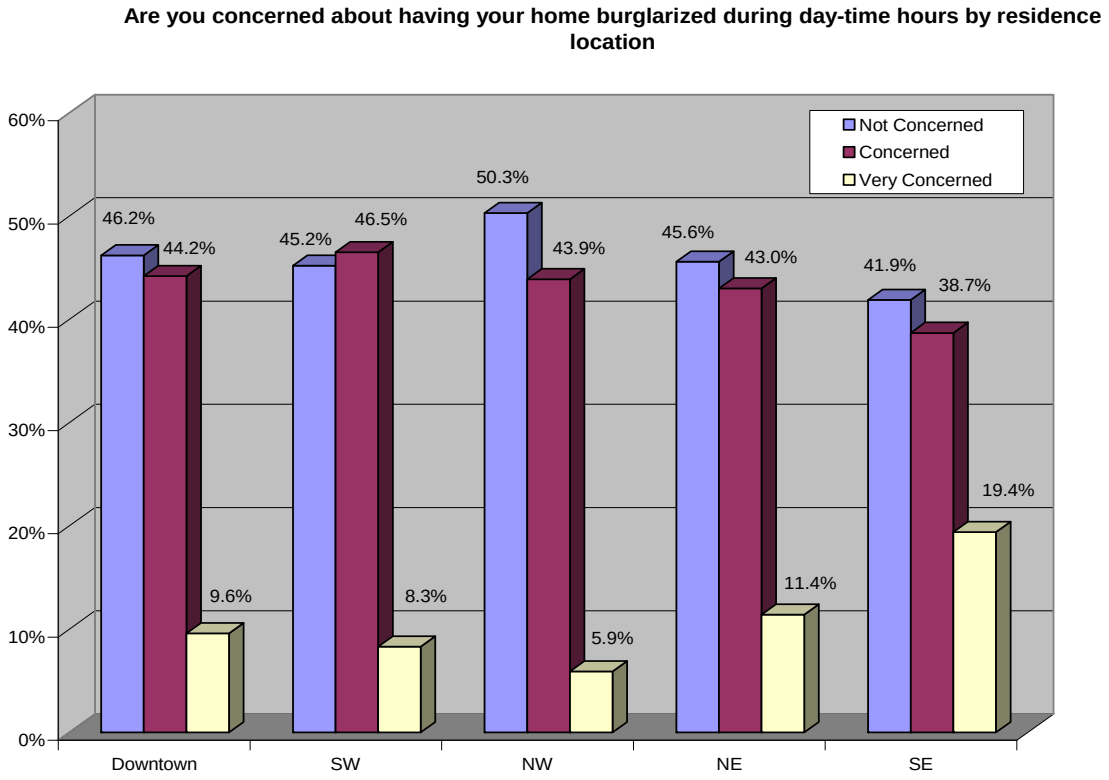
Over twice as many respondents are concerned about home burglary at night-time as day time (17.4 % versus 8.4%.) Nearly half (46.9%) of the respondents indicated that they were "not concerned" about having their home burglarized during day-time hours compared to only 28.8 % who indicated they were not concerned about night-time home burglary.

Chart 3.c Comparisons of Percentage of Respondents Indicating Their Concerns About their Homes Being Burglarized During Day-Time and Night-Time Hours

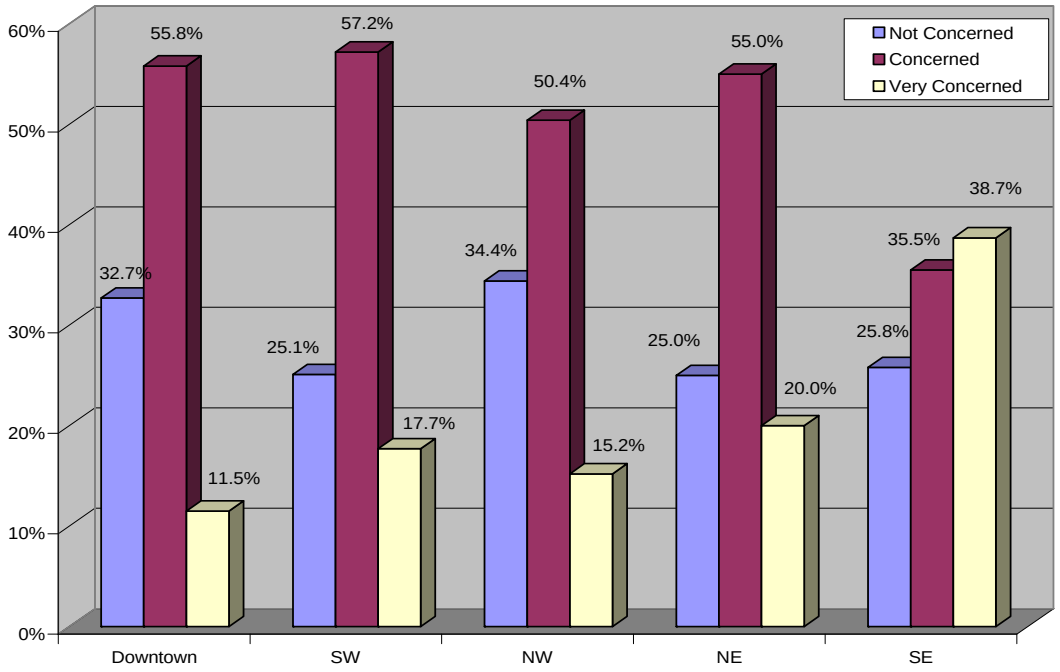


In terms of the relationship between the level of concern about having one's home burglarized and the area in which the respondent resided, the survey results indicate the following: The highest percentage of respondents who were "very concerned" about their home being burglarized at day-time and night-time indicated they lived in the south-east quadrant; (19.4 % and 38.7 %, respectively.) Twice as many southeast residents were "very concerned" about a night-time burglary than were concerned about a day-time burglary. Residents of the northwest quadrant had the smallest percentage of respondents who were "very concerned" about a day-time burglary of their home (5.9%) and downtown residents had the smallest percentage who were "very concerned" about a night-time burglary of their home (11.5%).

Chart 3.d Comparisons of Percentage of Respondents Indicating Their Concerns About their Homes Being Burglarized During Day-Time By Residence Location



Are you concerned about having your home burglarized during night-time hours by residence location



Section 4: To what extent are the issues listed below a problem within the Redmond community?

The following issues were listed:

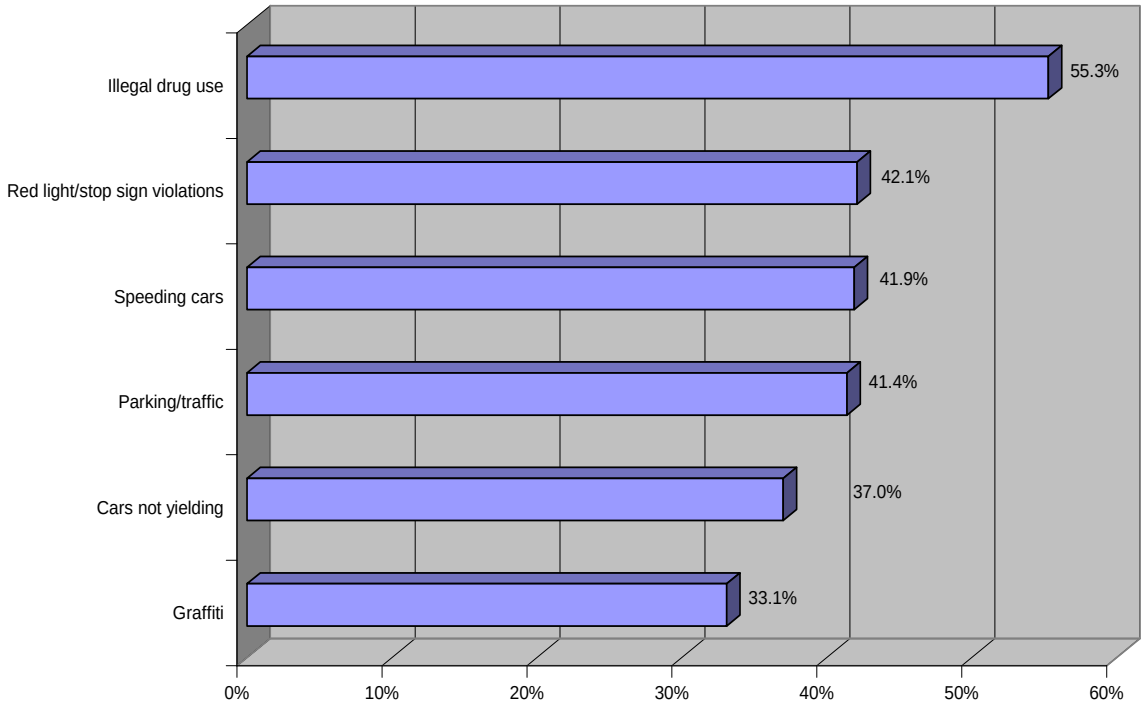
4.1 car horns/stereos/alarms
4.2 speeding cars/screeching tires
4.3 dilapidated streets/sidewalks
4.4 illegal drug possession and use
4.5 illegal dumping/littering
4.6 loud music from homes
4.7 loud music from businesses
4.8 noisy neighbors
4.9 parking/traffic problems

Note: There are eight problem areas listed in the abbreviated survey compared to nine in section 4 of the standard survey and one problem area is stated differently. The missing problem area is "loud music from businesses." (Chart 4.7) The different worded problem is "visible drug possession and use" in the abbreviated survey compared to "illegal drug possession and use" in the standard survey. (Chart 4.4)

Concern about drug use and possession appears to be a recurring concern to many survey respondents. A majority of respondents indicated that illegal drug use and possession is a significant problem in Redmond. Children's exposure to drugs was also a concern to a high percentage of respondents.

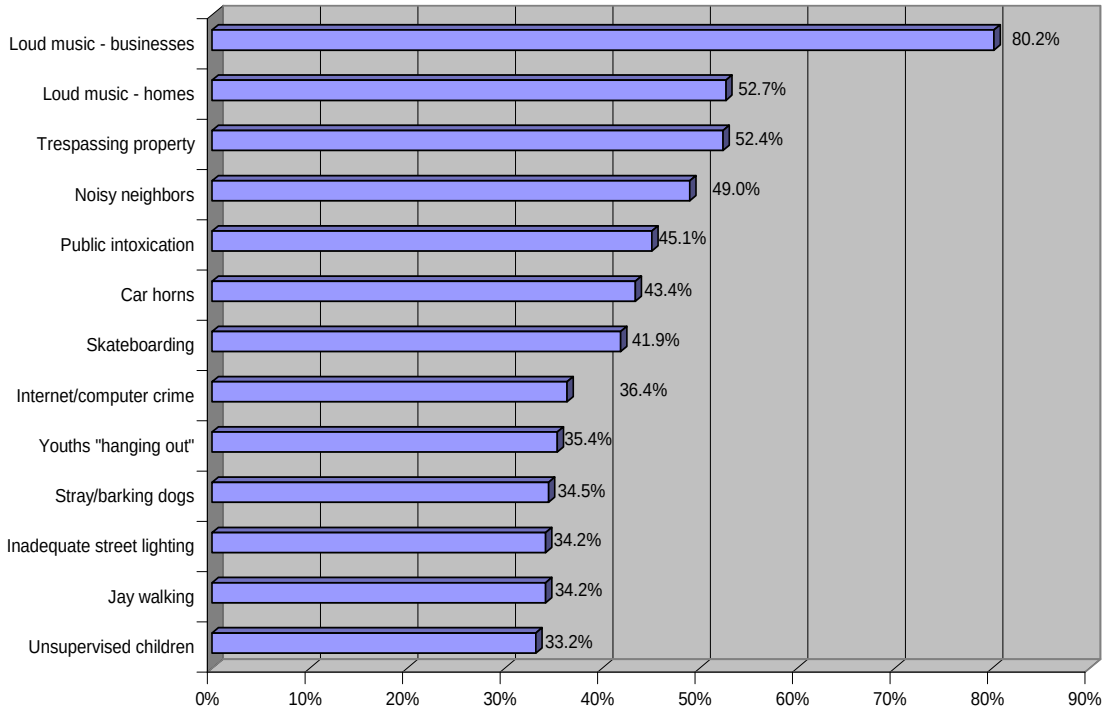
Over one-third of the respondents also consider traffic related situations as a significant problem: red light and stop sign violations (42.1%), speeding card (41.9%), general parking and traffic problems (41.4%), and cars not yielding to pedestrians (37%). Vandalism and graffiti were also indicated to be significant problems by about one-third of the respondents.

Chart 4.a Crime-Related Problems Indicated to be Significant by at Least One-Third of the Respondents



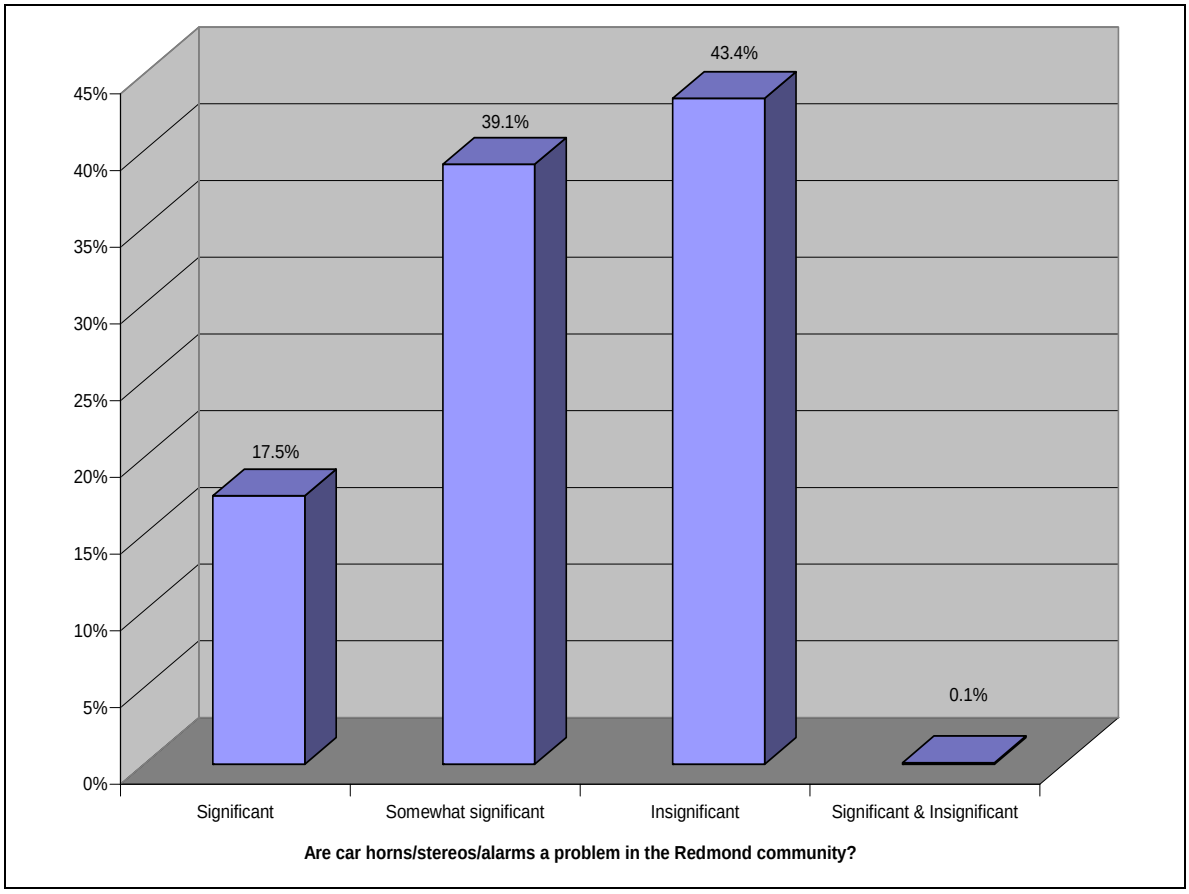
At least one-third of the respondents indicated that over half (13 of the 22) of the issues listed in Sections 4 and 5 of the survey were not significant problems. By far, the highest percentage of respondents (80%) indicated that the least significant problem on the list was "loud music from businesses." A majority of respondents also indicated that loud music from homes and trespassing on their property were insignificant problems.

Chart 4.b: Problems Indicated to be Insignificant by at Least One-Third of the Respondents



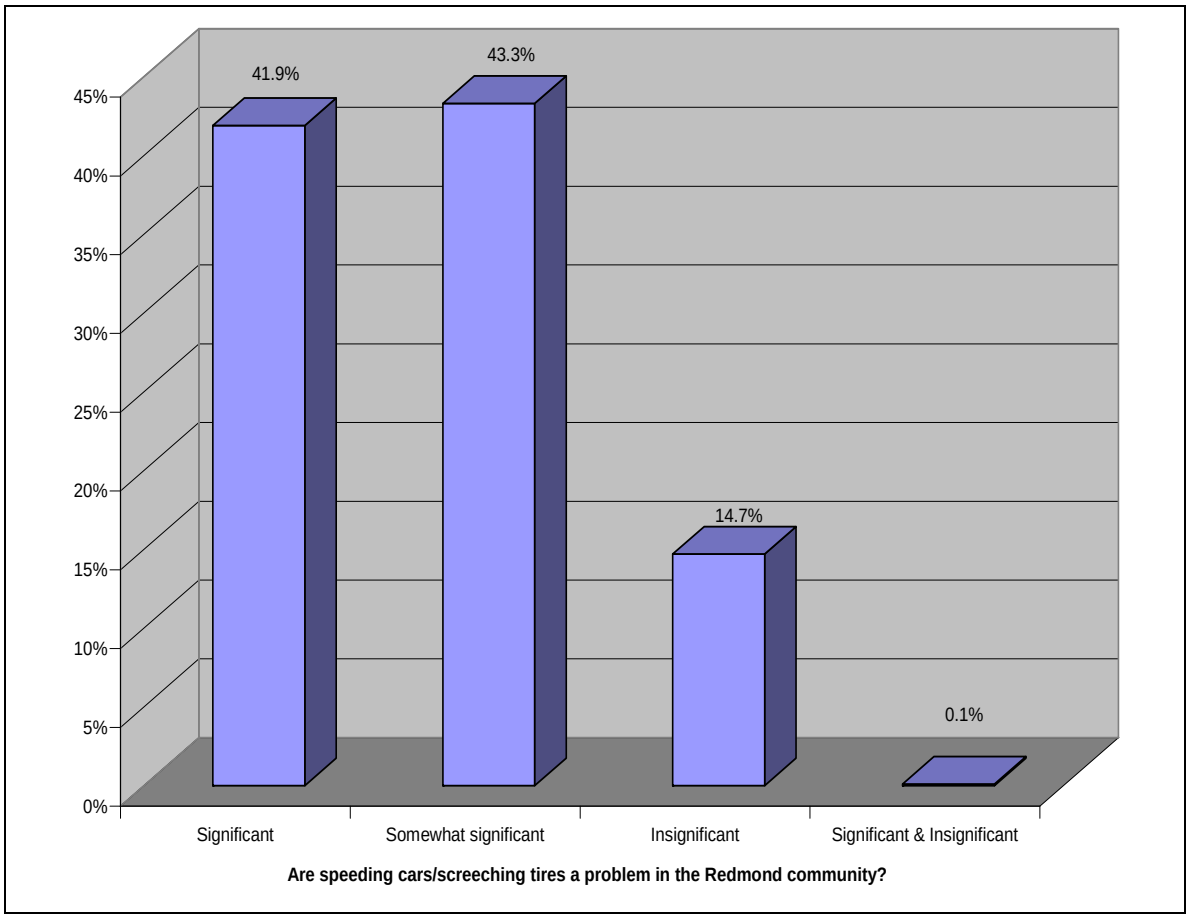
The following are the responses to the individual questions:

Chart 4.1: Are car horns/stereos/alarms a problem in the Redmond community?



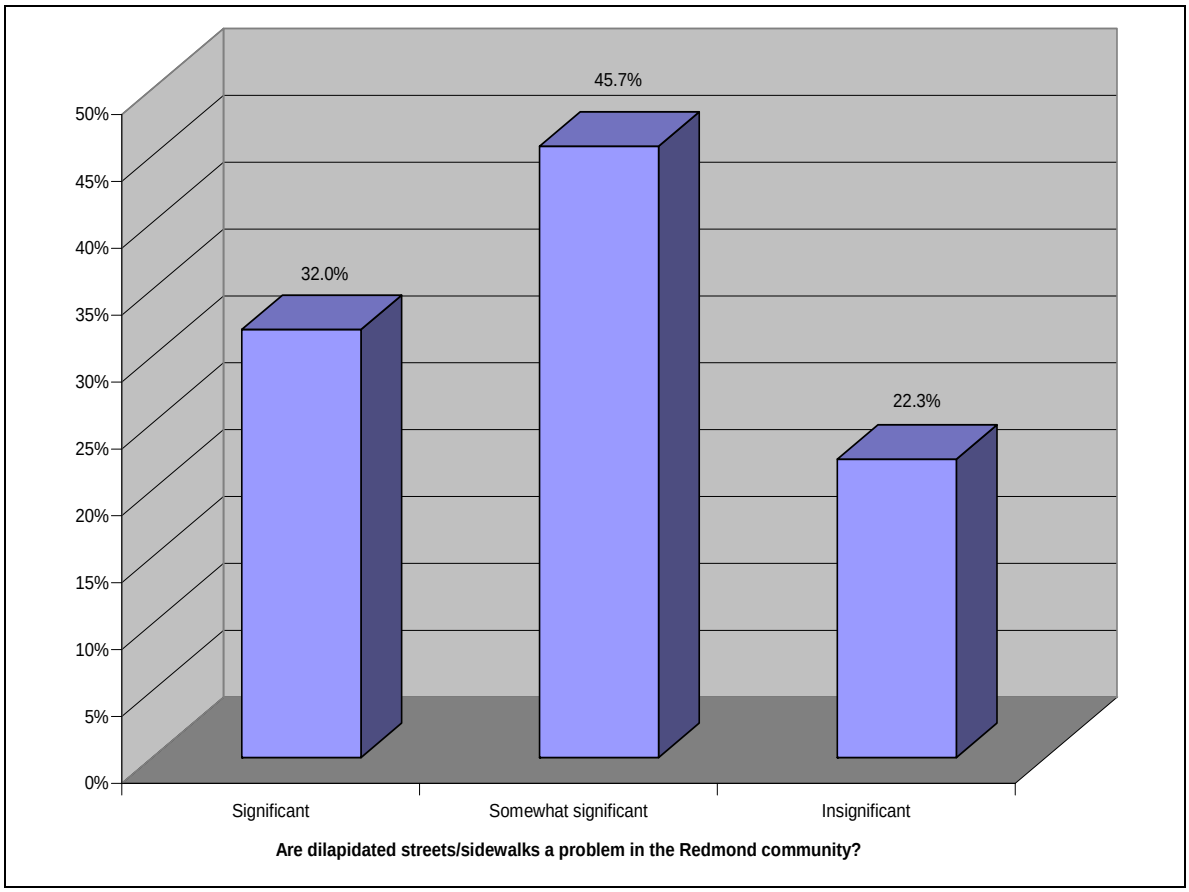
Note: There were 54 non-respondents across all three versions of the survey for a total non-response rate of 4.8%.

Chart 4.2: Are speeding cars/screeching tires a problem in the Redmond community?



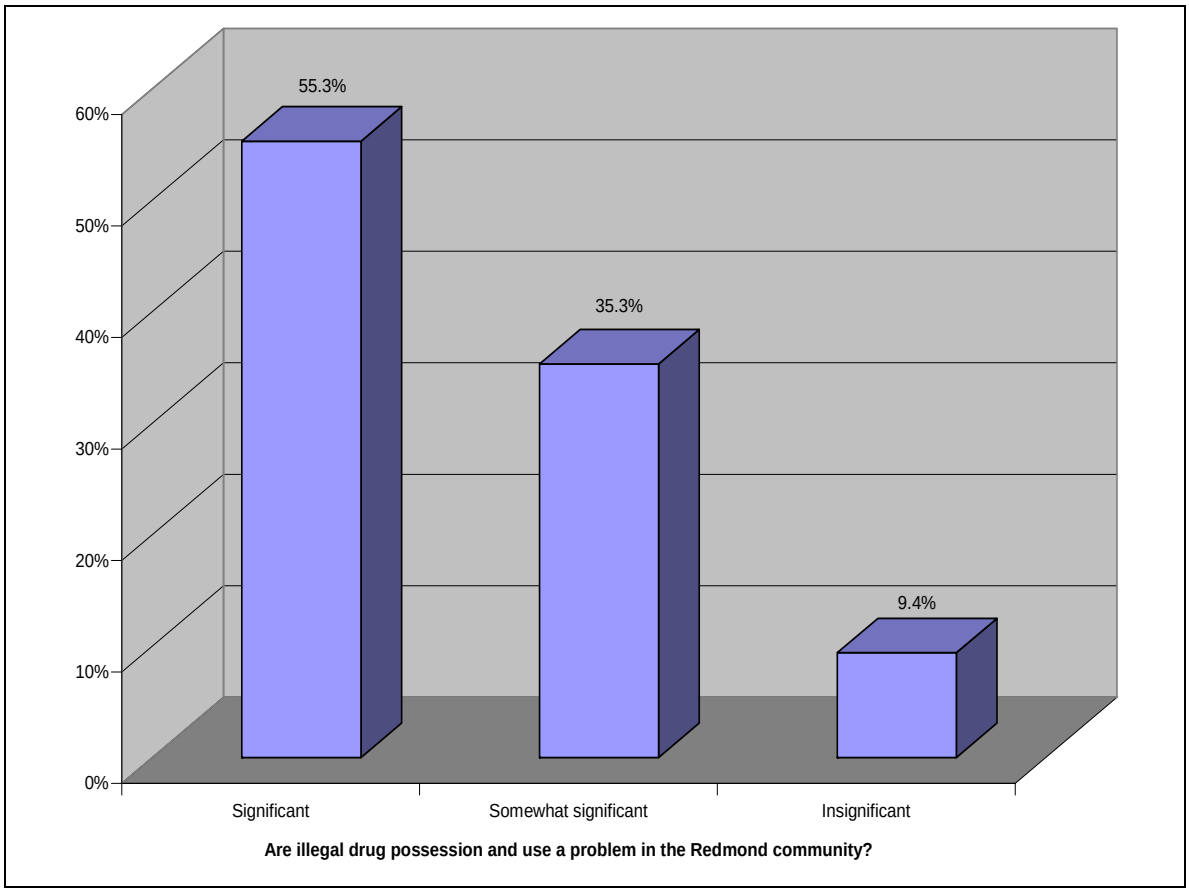
Note: There were 37 non-respondents across all three versions of the survey for a total non-response rate of 3.3%.

Chart 4.3: Are dilapidated streets/sidewalks a problem in the Redmond community?



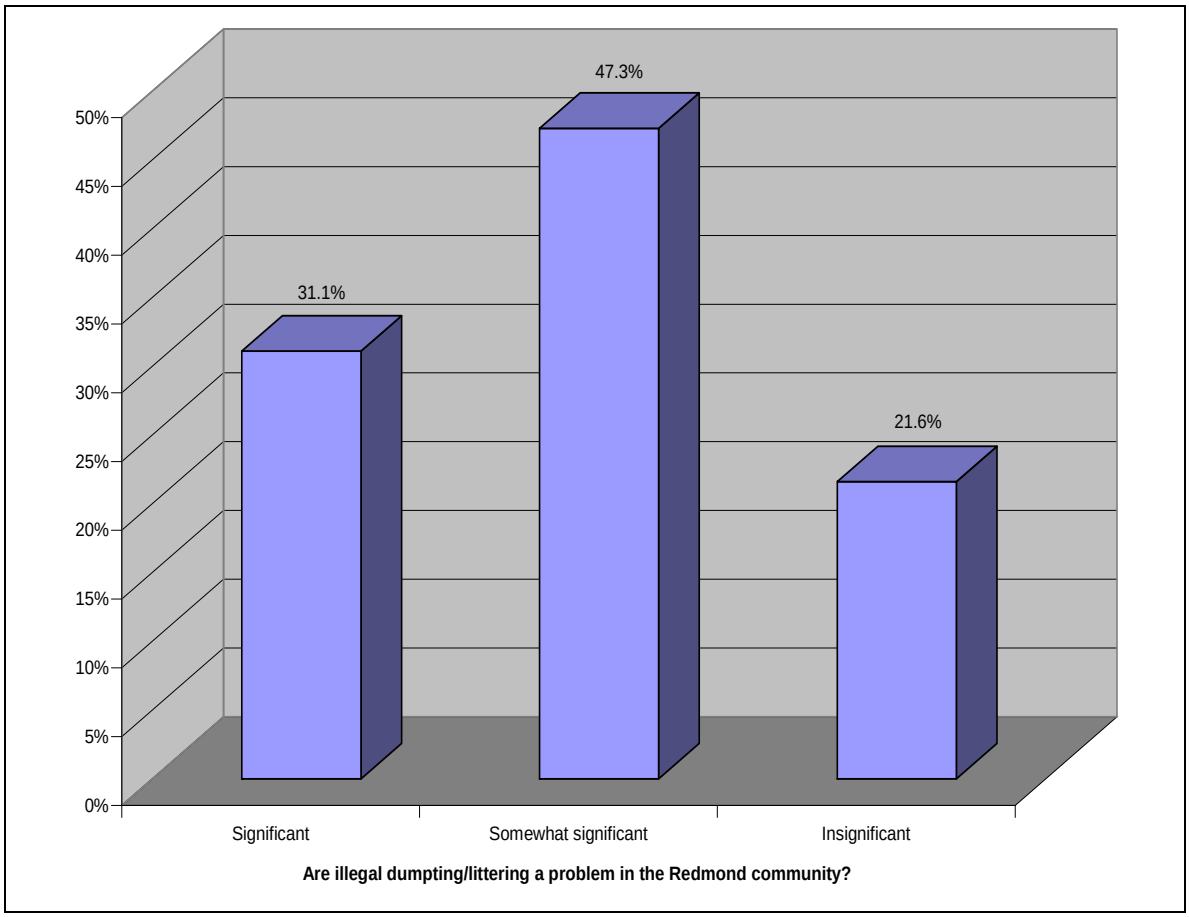
Note: There were 53 non-respondents across all three versions of the survey for a total non-response rate of 4.7%.

Chart 4.4: Are illegal drug possession and use a problem in the Redmond community?



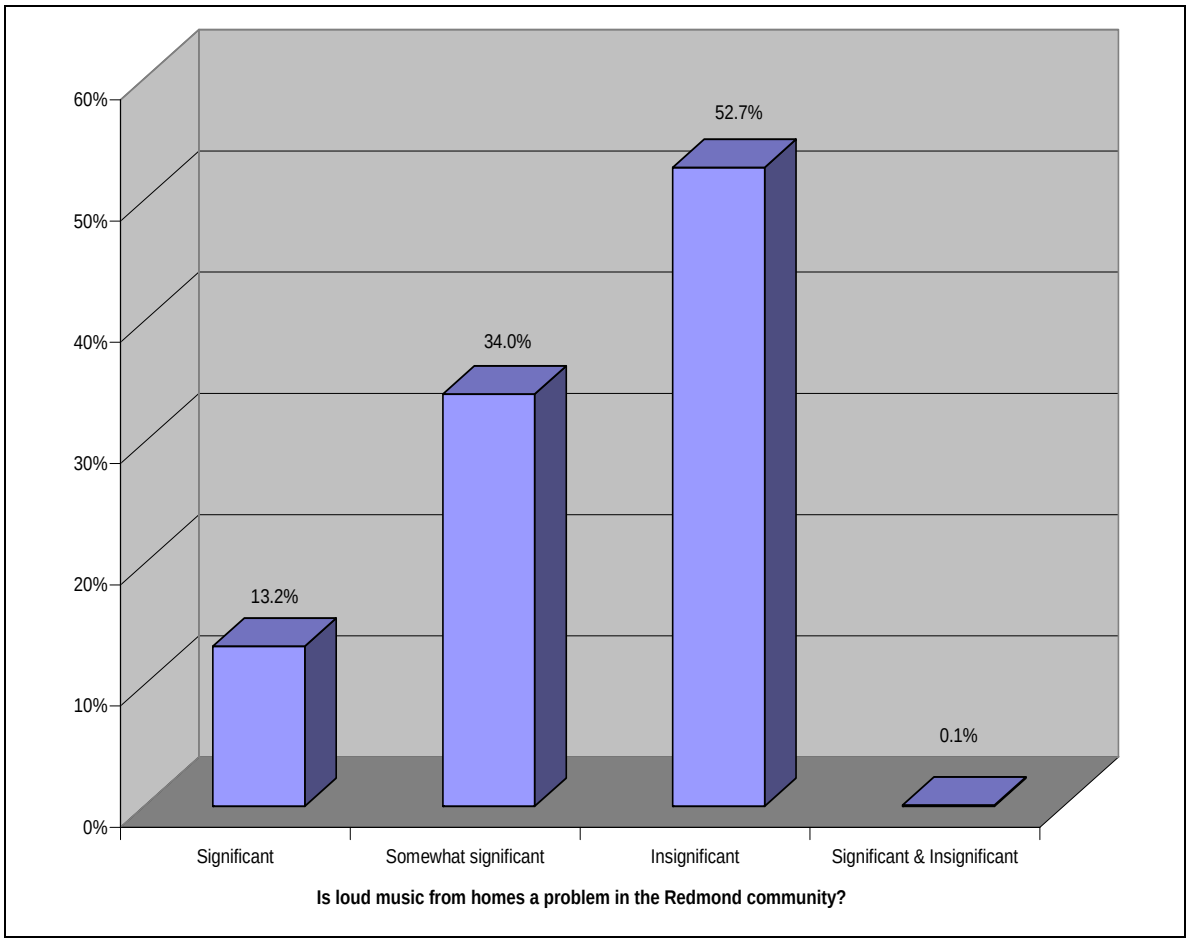
Note: There were 56 non-respondents across all three versions of the survey for a total non-response rate of 5.0%.

Chart 4.5: Are illegal dumping/littering a problem in the Redmond community?



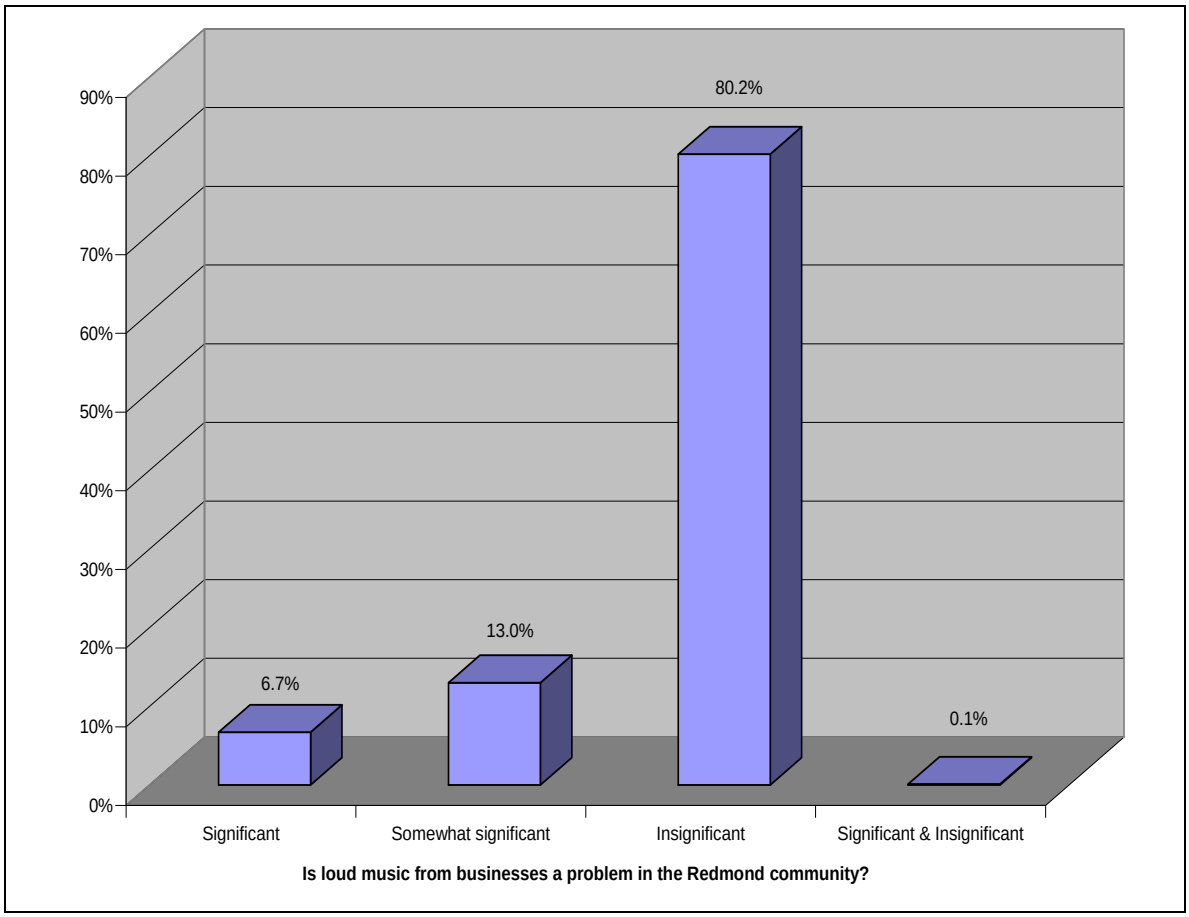
Note: There were 44 non-respondents across all three versions of the survey for a total non-response rate of 3.9%.

Chart 4.6: Is loud music from homes a problem in the Redmond community?



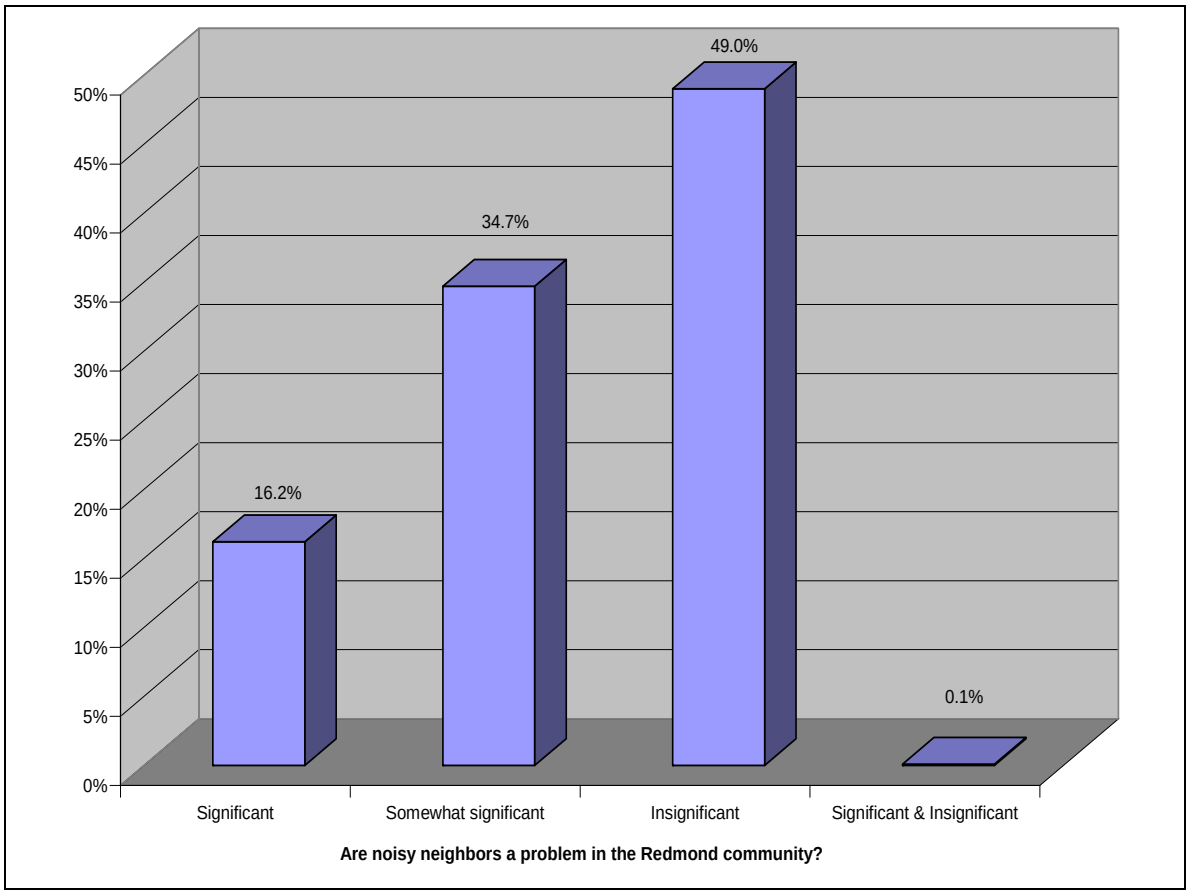
Note: There were 50 non-respondents across all three versions of the survey for a total non-response rate of 4.4%.

Chart 4.7: Is loud music from businesses a problem in Redmond community?



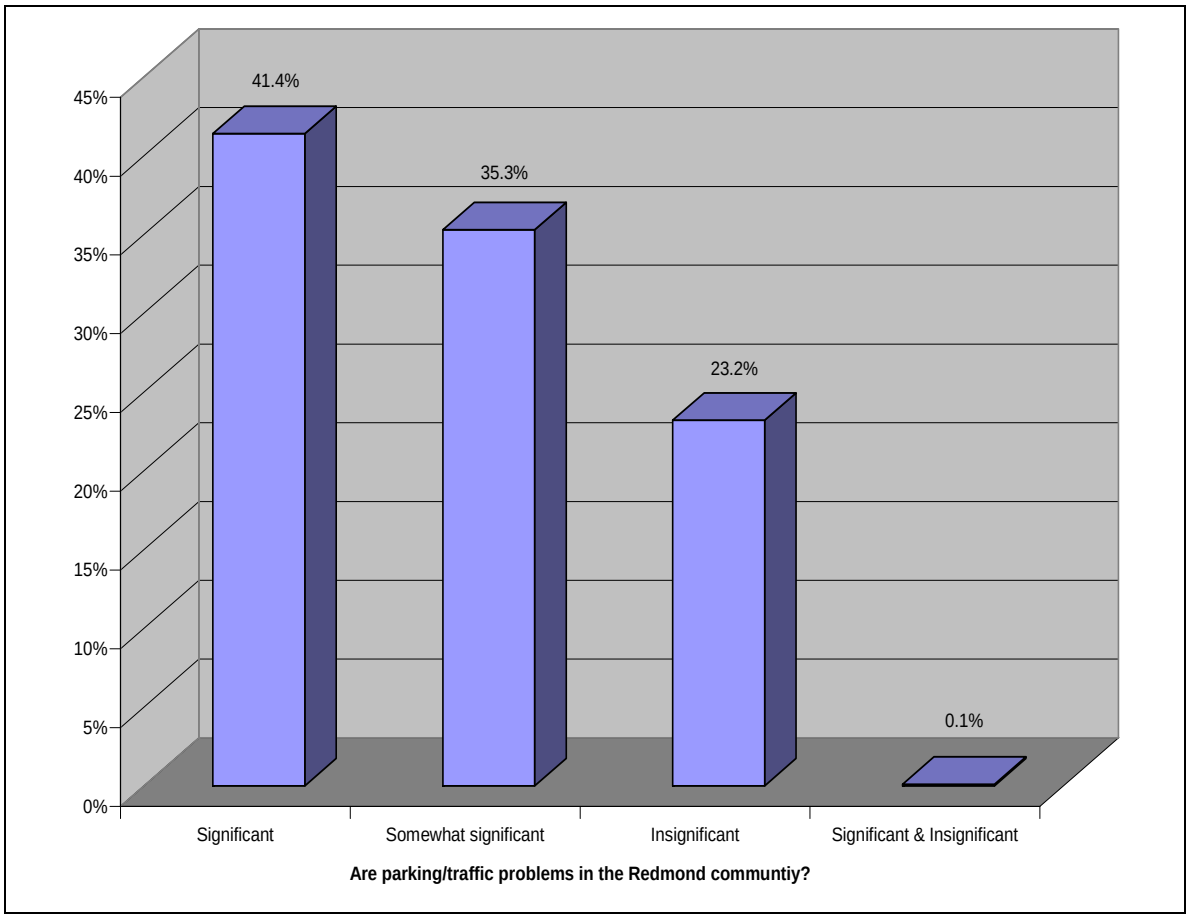
Note: The abbreviated survey did not have this question. There were 6 non-respondents to the abbreviated hardcopy survey and an additional 73 other non-respondents for a total non-response rate of 7.0%.

Chart 4.8: Are noisy neighbors a problem in the Redmond community?



Note: There were 55 non-respondents across all three versions of the survey for a total non-response rate of 4.9%.

Chart 4.9: Are parking/traffic problems in the Redmond community?



Note: There were 44 non-respondents across all three versions of the survey for a total non-response rate of 3.9%.

Section 5: <u>To what extent are the issues listed below a problem within the Redmond community?</u>

In addition to the nine potential problem areas noted in Section 4, the following additional 13 potential problem areas were presented to respondents in Section 5:

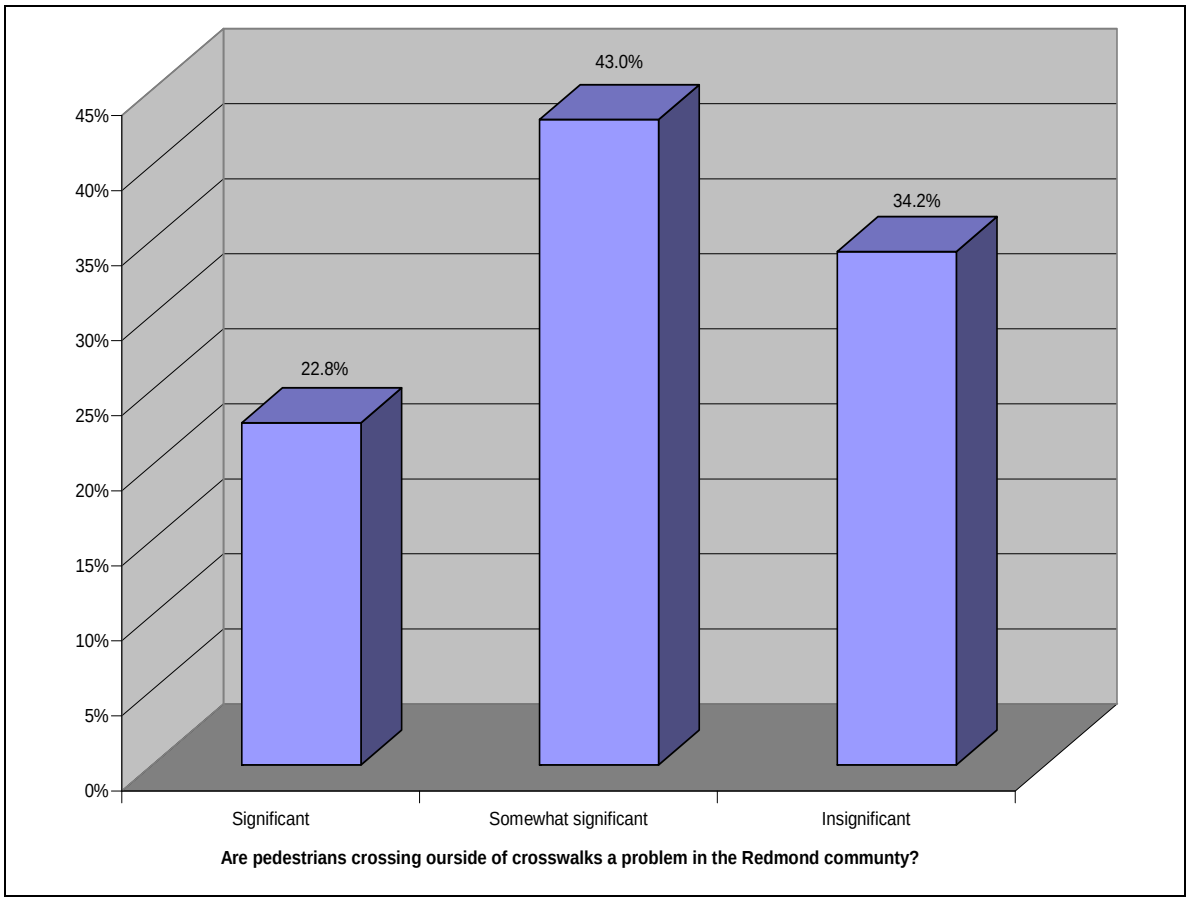
5.1 Pedestrians crossing road outside of crosswalks
5.2 Cars not yielding to pedestrians
5.3 Bicycles riding against traffic
5.4 Red light/stop sign violations
5.5 Inadequate street lighting
5.6 Public drinking/intoxication
5.7 Stray/barking dogs
5.8 Trespassing upon your property
5.9 Unsupervised children
5.10 Vandalism/graffiti
5.11 Youth "hanging around", blocking streets, sidewalks, businesses
5.12 Skateboarding on streets, sidewalks, parking lots
5.13 Internet/computer crimes

<u>Note</u>: The abbreviated survey had three fewer problem areas than the 13 in section 5 of the standard survey. The missing problem areas in the abbreviated survey were: "Red light/stop sign violations" (chart 5.4), "Skateboarding on streets, sidewalks, parking lots" (chart 5.12) and "Internet/computer crimes" (chart 5.13). The abbreviated survey also had a problem area that was not on the standard version: "Bicycle riding on sidewalks." Several problem areas are worded differently: "Pedestrians jay-walking" – abbreviated survey compared to "Pedestrians crossing road outside of crosswalks" – standard survey and "Youths hanging around'" – abbreviated survey compared to "Youths hanging around, blocking streets, sidewalks, businesses" – standard survey. The redundant question (asked twice) in the online survey was: "To what extent are "red light/stop sign violations" a problem within the Redmond community?

The situations listed in Section 5 appeared to be of varying degrees of concern to the respondents, with only one(trespass on the respondent's property) noted as "insignificant" by more than half of the respondents. Conversely, only two (related) situations (red light/stop sign violations; and vehicles not stopping at stop signs and red lights) noted as "significant" problems by more than 40% of the respondents.

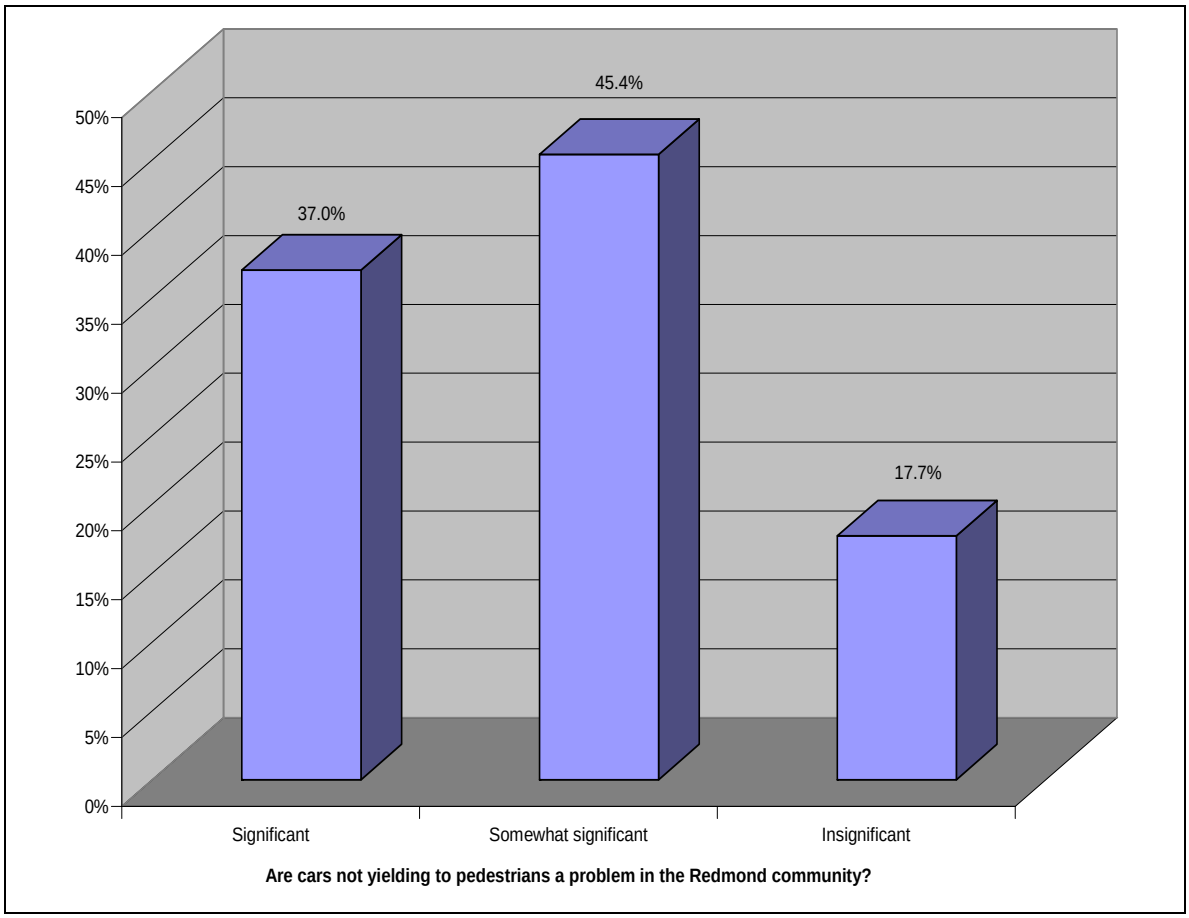
The following are the respondents' responses to each of the situations presented:

Chart 5.1: Are pedestrians crossing outside of crosswalks a problem in the Redmond community?



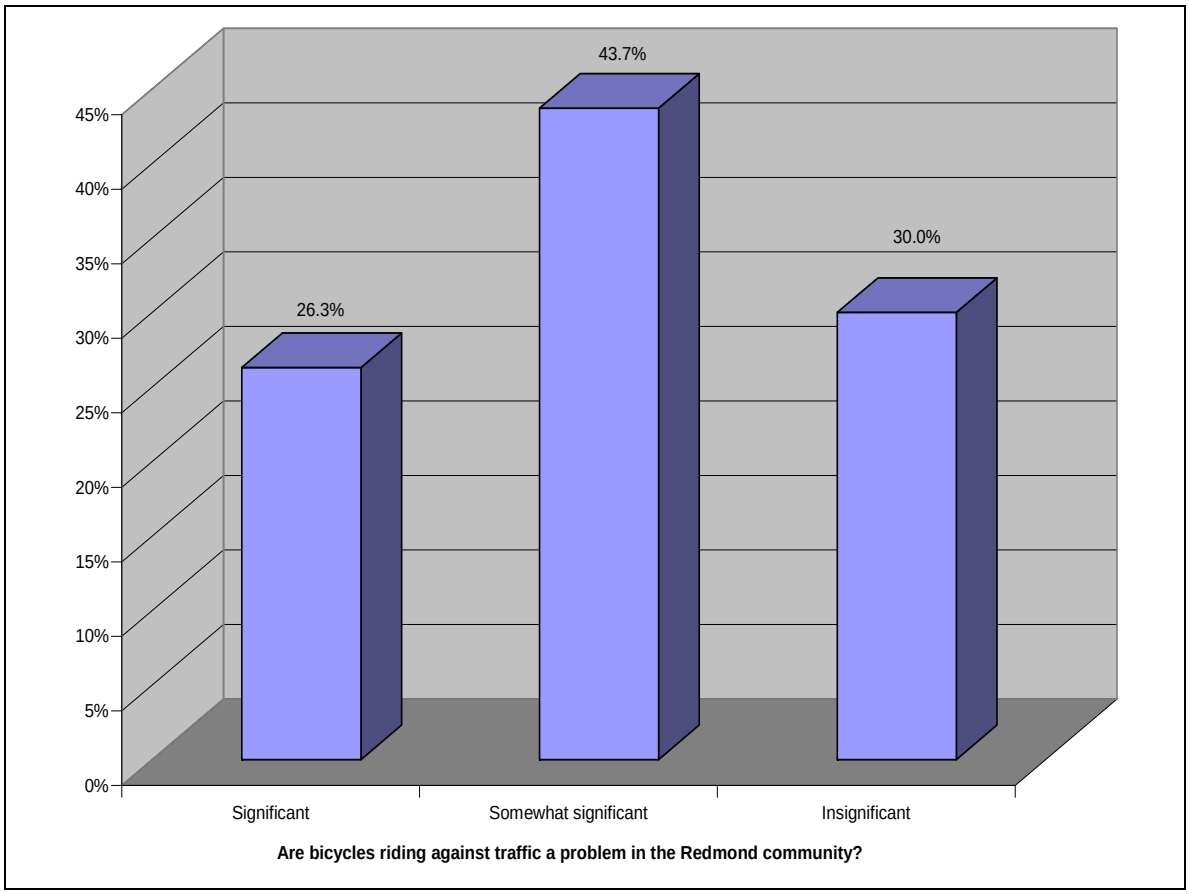
Note: There were 5 non-respondents across all three versions of the survey for a total non-response rate of 4.4%.

Chart 5.2: Are cars not yielding to pedestrians a problem in the Redmond community?



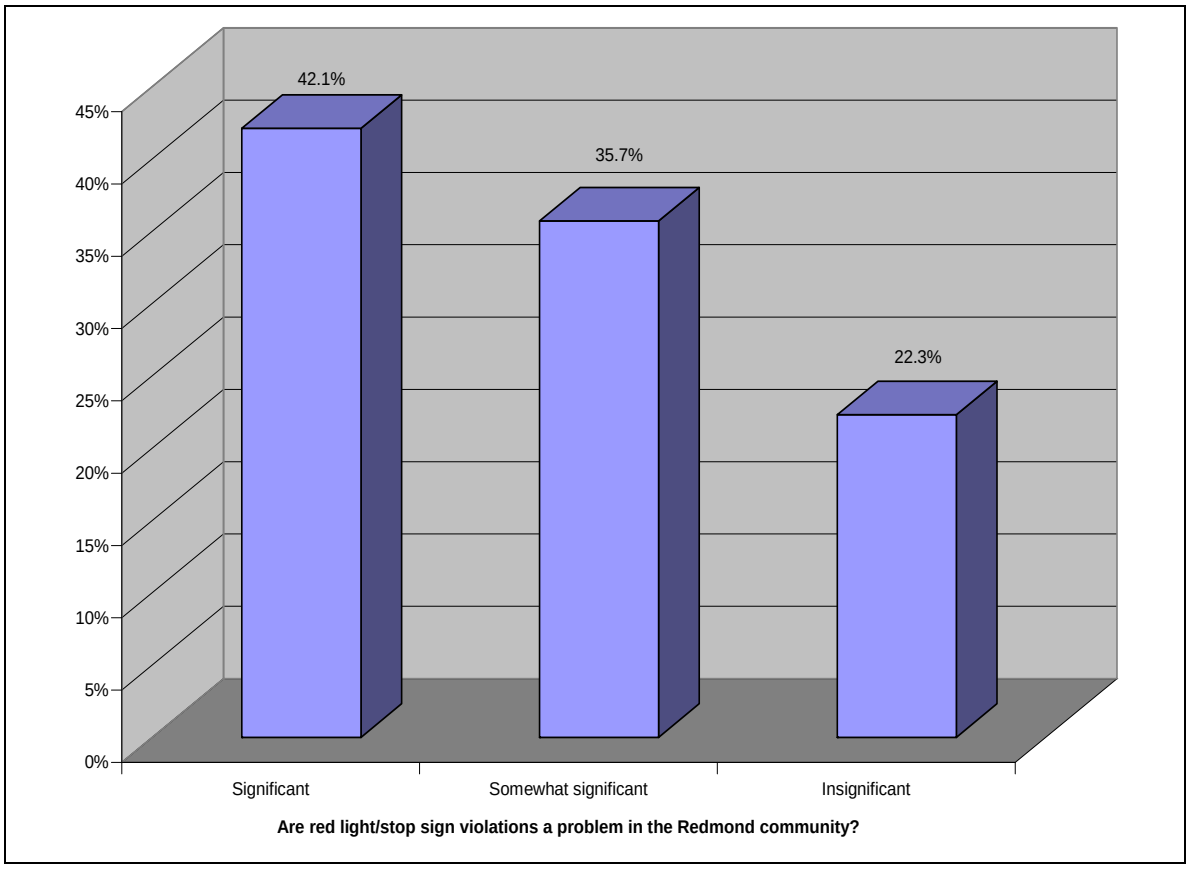
Note: There were 48 non-respondents across all three versions of the survey for a total non-response rate of 4.3%.

Chart 5.3: Are bicycles riding against traffic a problem in the Redmond community?



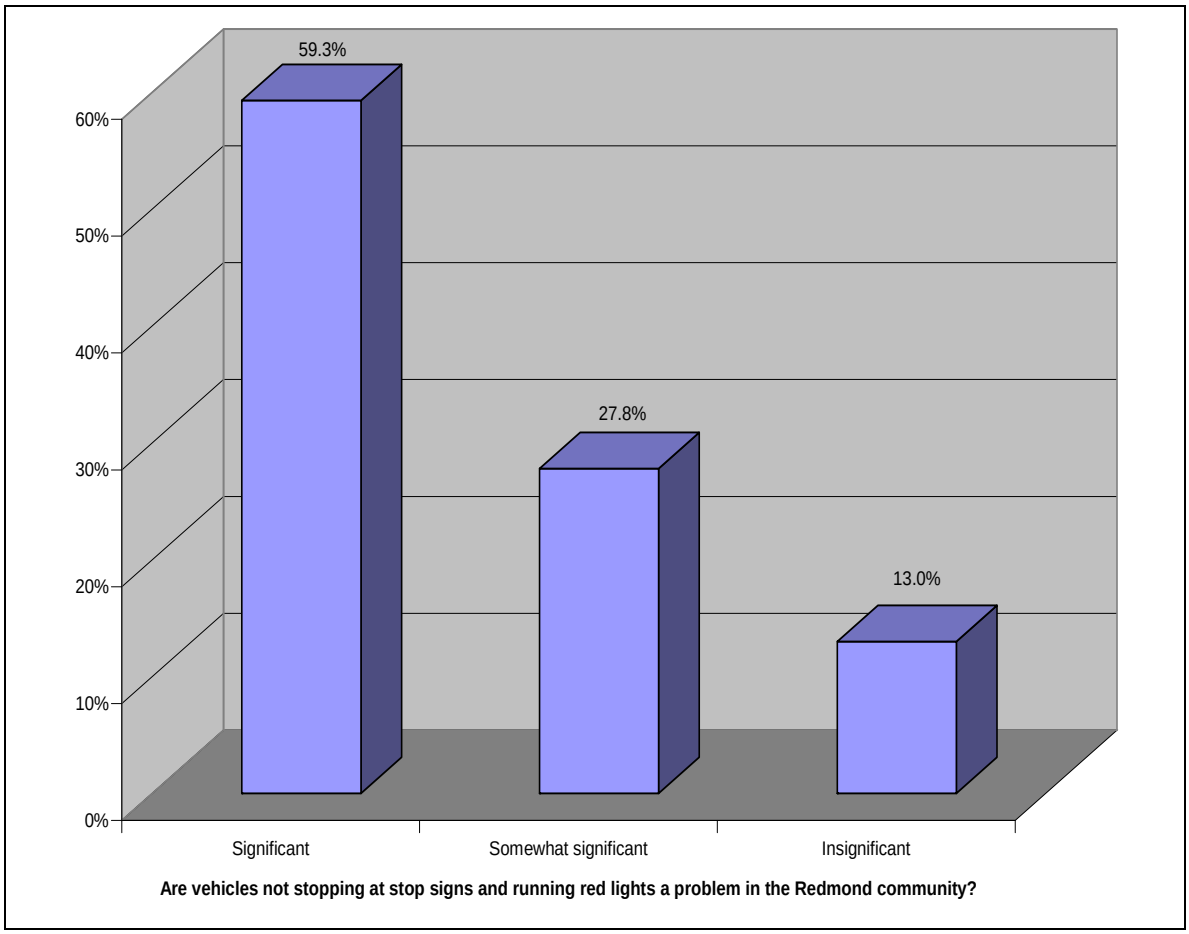
Note: There were 59 non-respondents across all three versions of the survey for a total non-response rate of 5.2%.

Chart 5.4a: Are red light/stop sign violations a problem in the Redmond community?



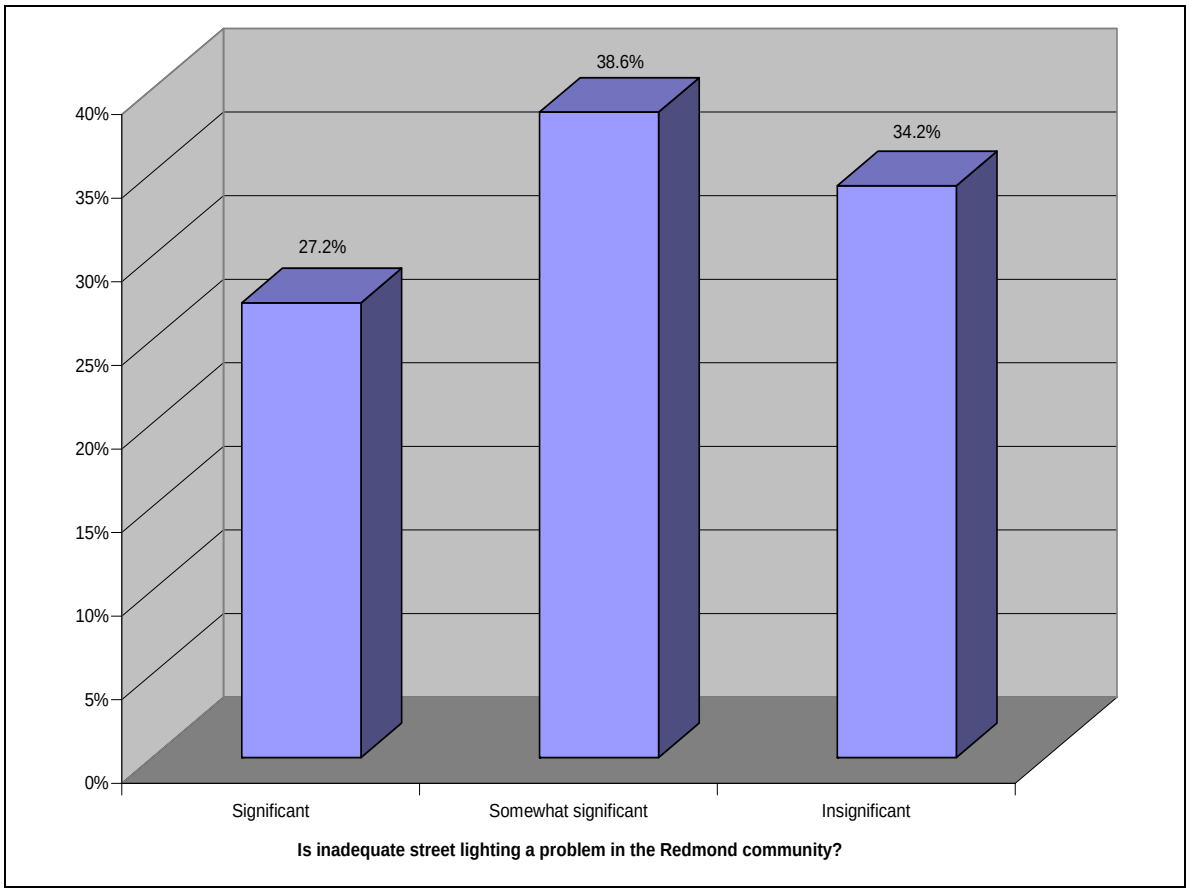
Note: The online version of the survey had two questions, which were worded slightly differently related to red light and stop sign violations. This question was worded the same as the standard hardcopy survey. There were 64 non-respondents across all three versions of the survey for a total non-response rate of 5.2%.

Chart 5.4b: Are vehicles running red lights and not stopping at stop signs a problem in the Redmond community? (On-line only)



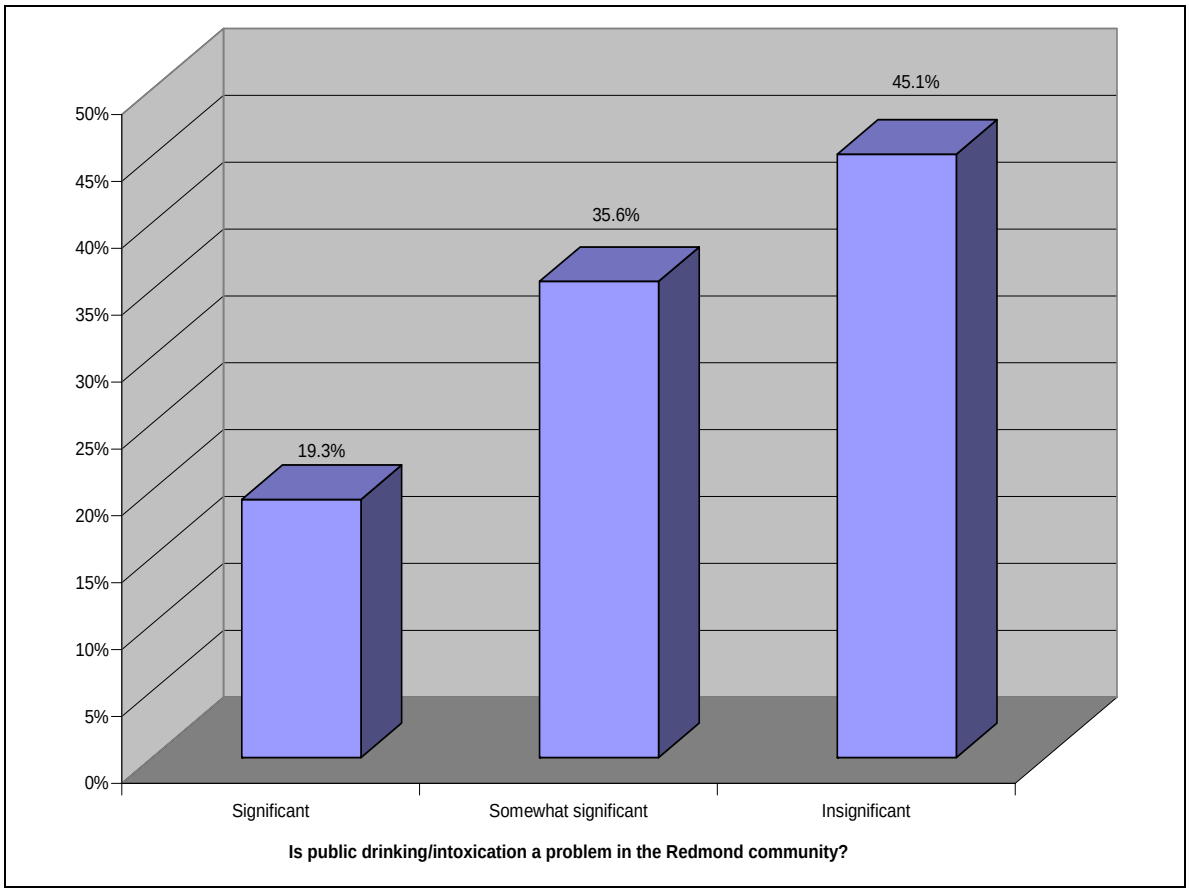
Note: The online version of the survey had two questions, which were worded slightly differently related to red light and stop sign violations. This question was only asked in the online survey and not the standard hardcopy survey. There were 1016 non-respondents for the two hardcopy versions of the survey for a total non-response rate of 90.4%.

Chart 5.5: Is inadequate street lighting a problem in the Redmond community?



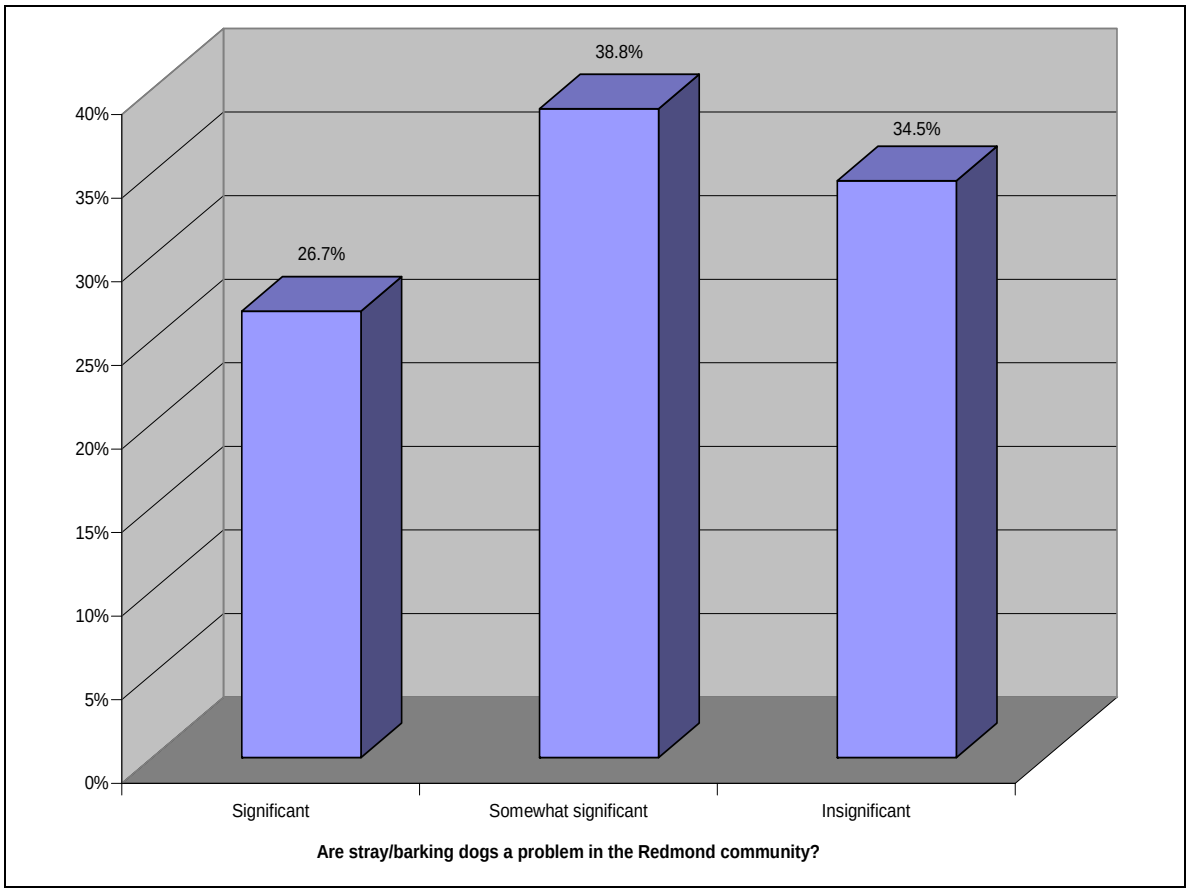
Note: There were 187 non-respondents across all three versions of the survey for a total non-response rate of 16.6%.

Chart 5.6: Is public drinking/intoxication a problem in the Redmond community?



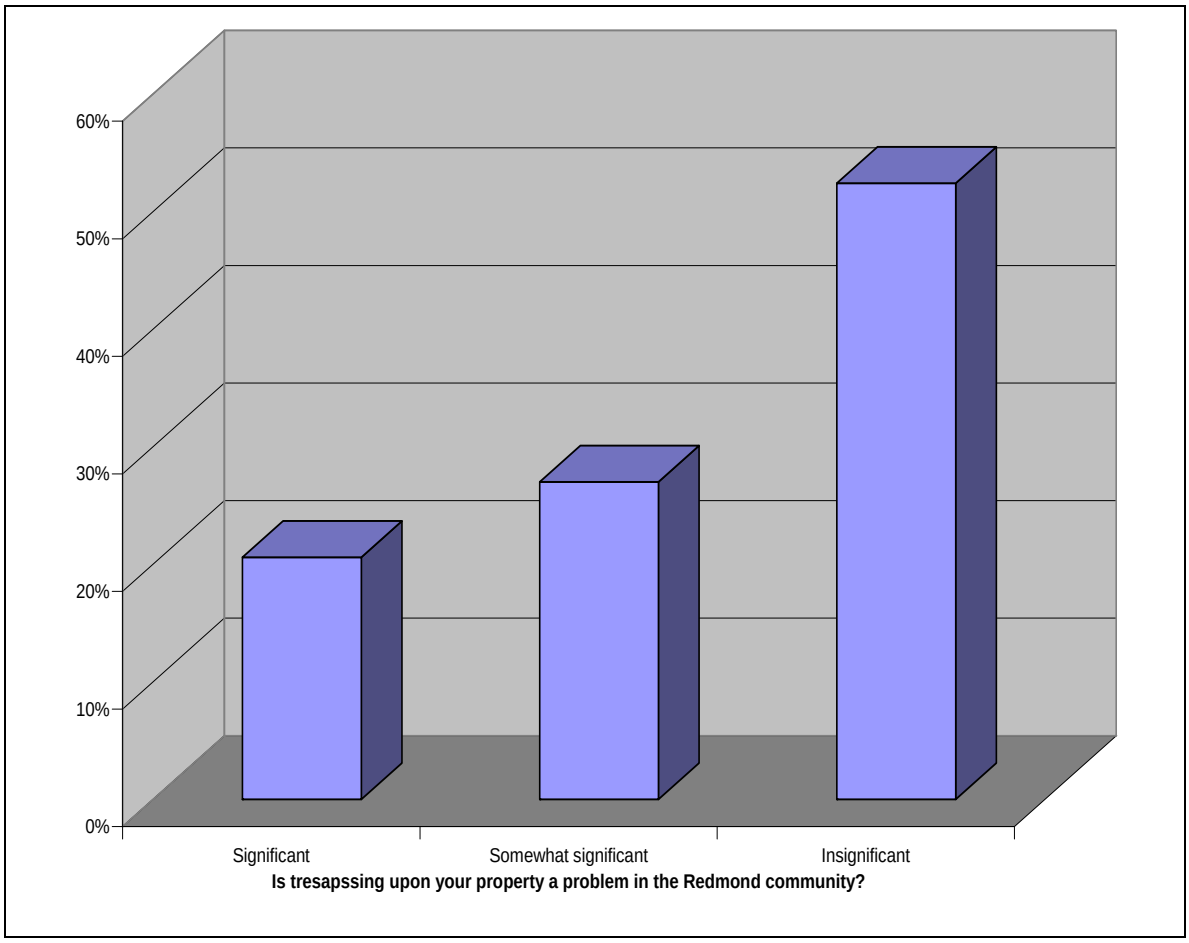
Note: There were 69 non-respondents across all three versions of the survey for a total non-response rate of 8.5%.

Chart 5.7: Are stray/barking dogs a problem in the Redmond community?



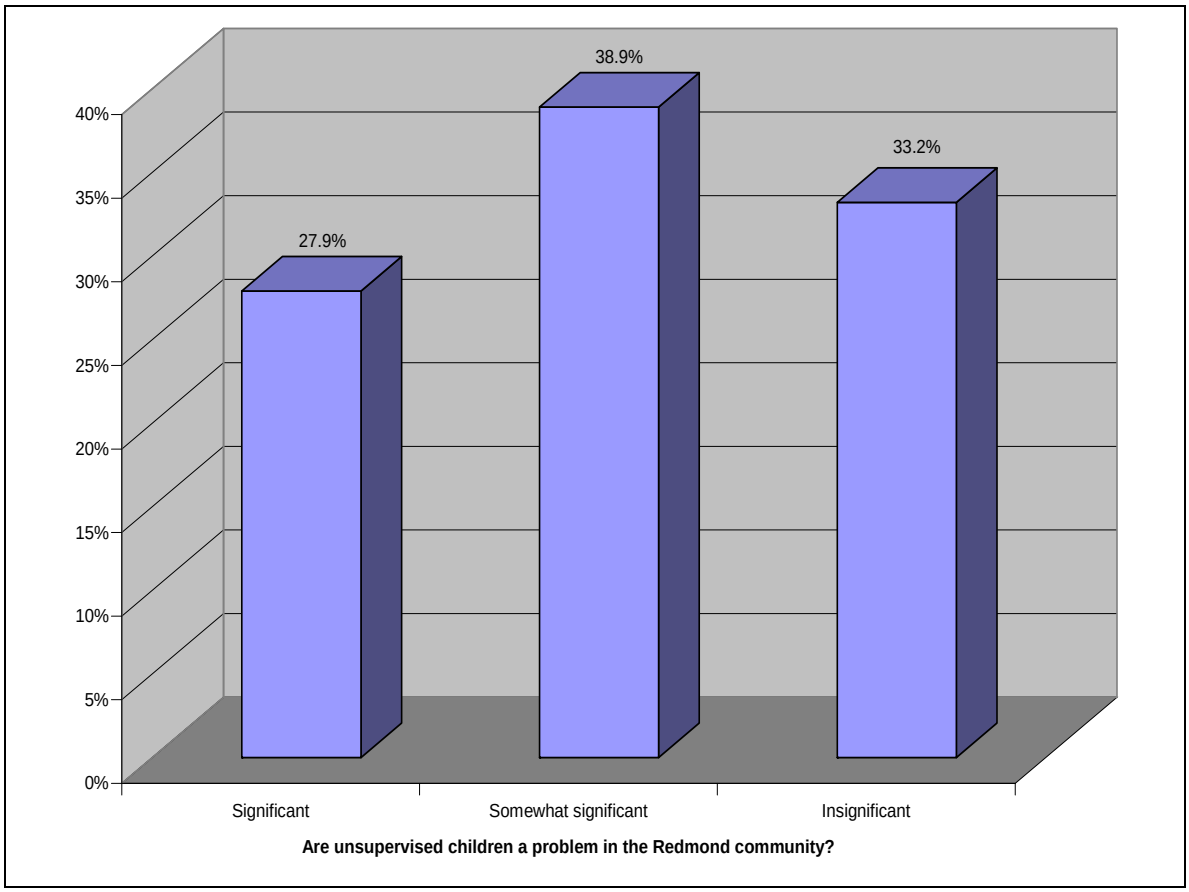
Note: There were 65 non-respondents across all three versions of the survey for a total non-response rate of 5.8%.

Chart 5.8: Is trespassing upon your property a problem in the Redmond community?



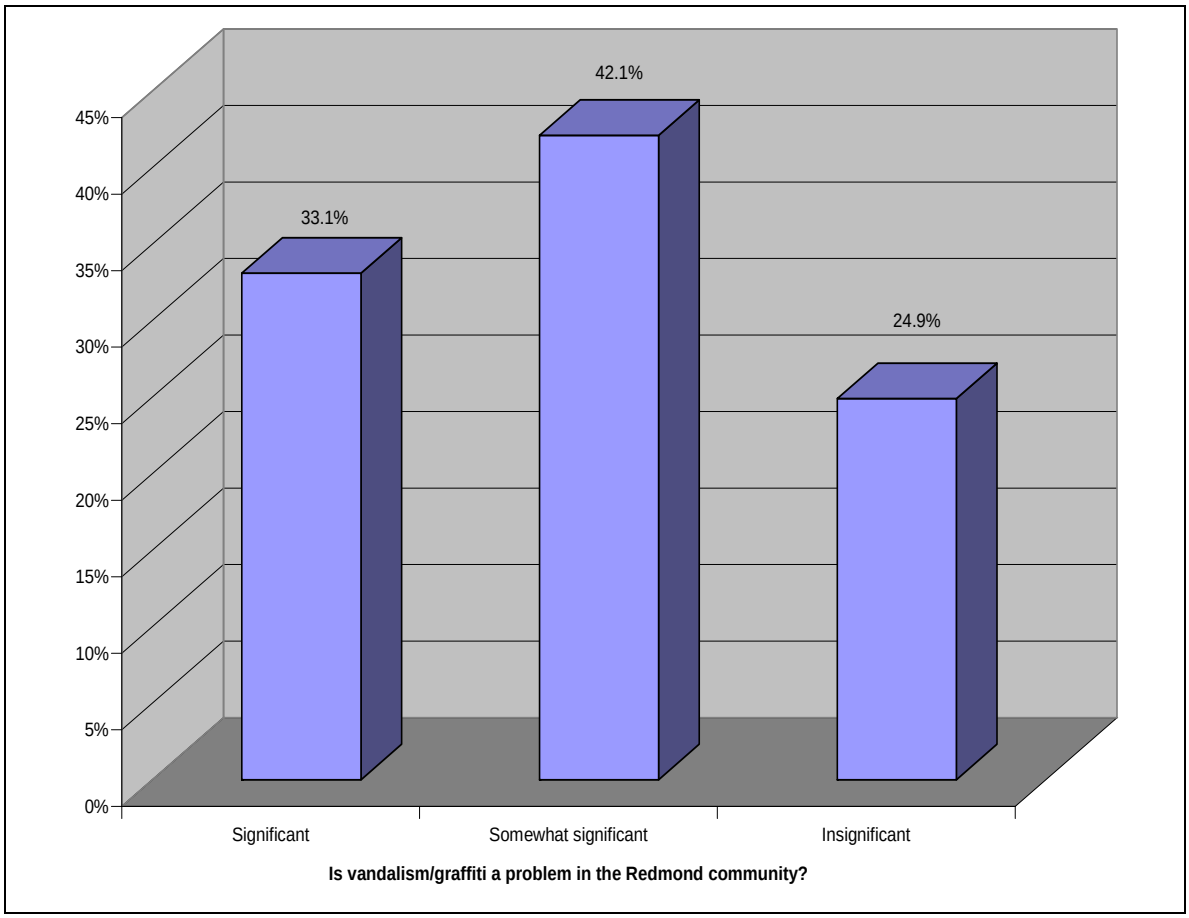
Note: There were 70 non-respondents across all three versions of the survey for a total non-response rate of 6.2%.

Chart 5.9: Are unsupervised children a problem in the Redmond community?



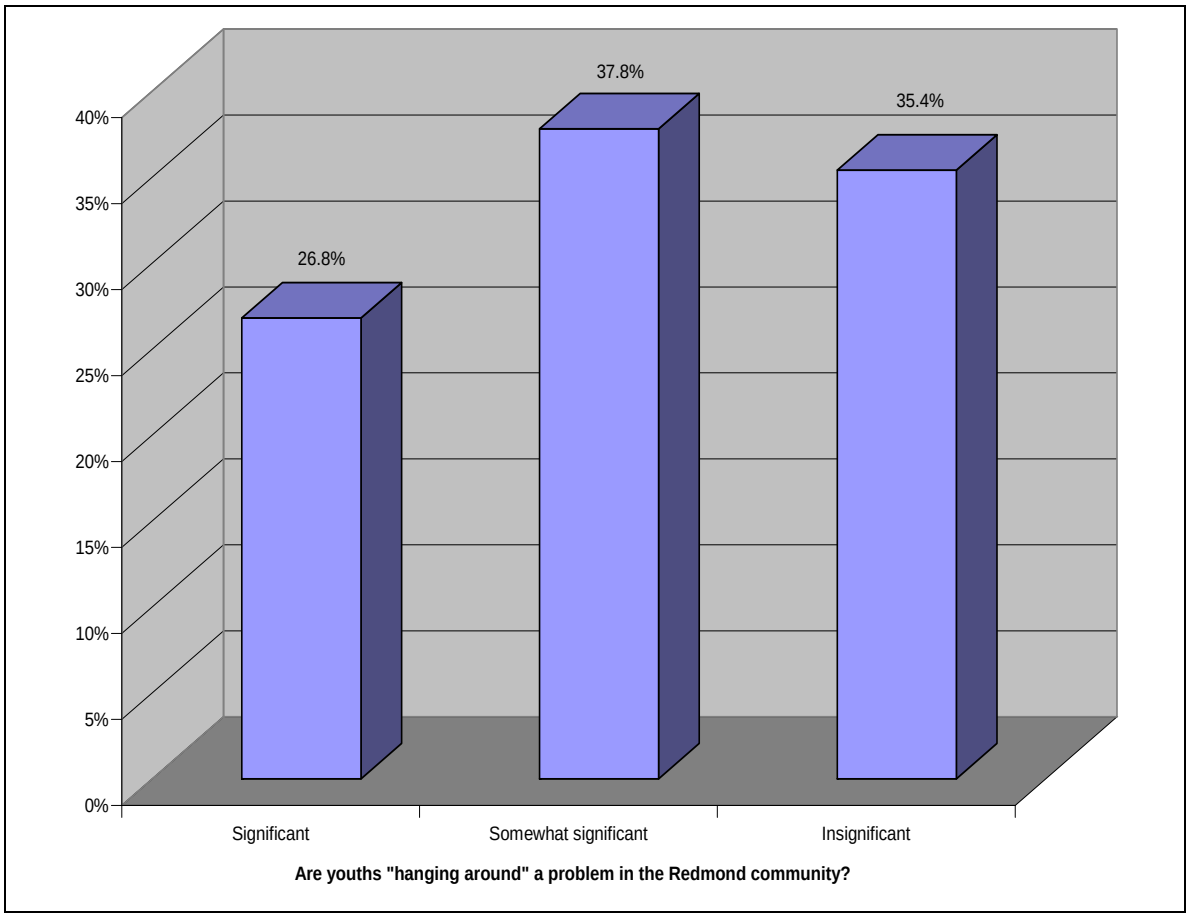
Note: There were 77 non-respondents across all three versions of the survey for a total non-response rate of 6.9%.

Chart 5.10: Is vandalism/graffiti a problem in the Redmond community?



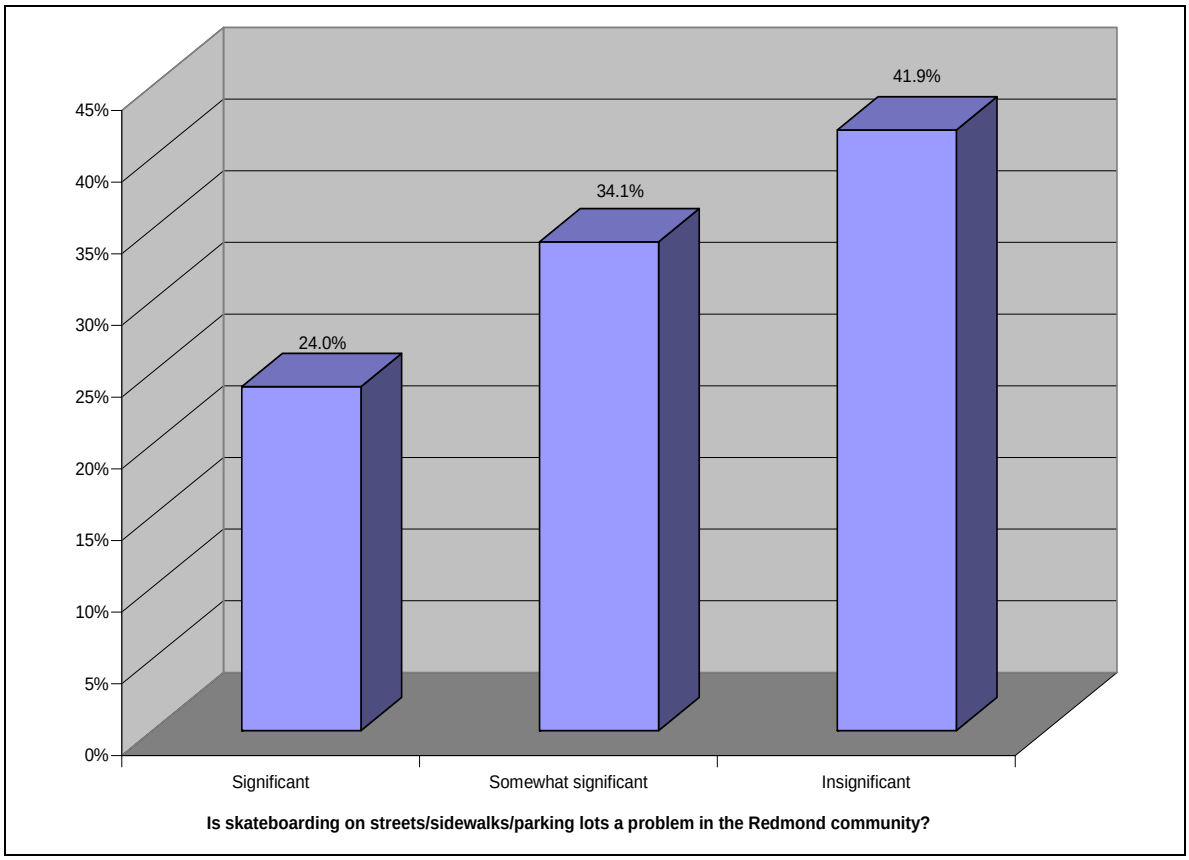
Note: There were 66 non-respondents across all three versions of the survey for a total non-response rate of 5.9%.

Chart 5.11: Are youths “hanging around” a problem in the Redmond community?



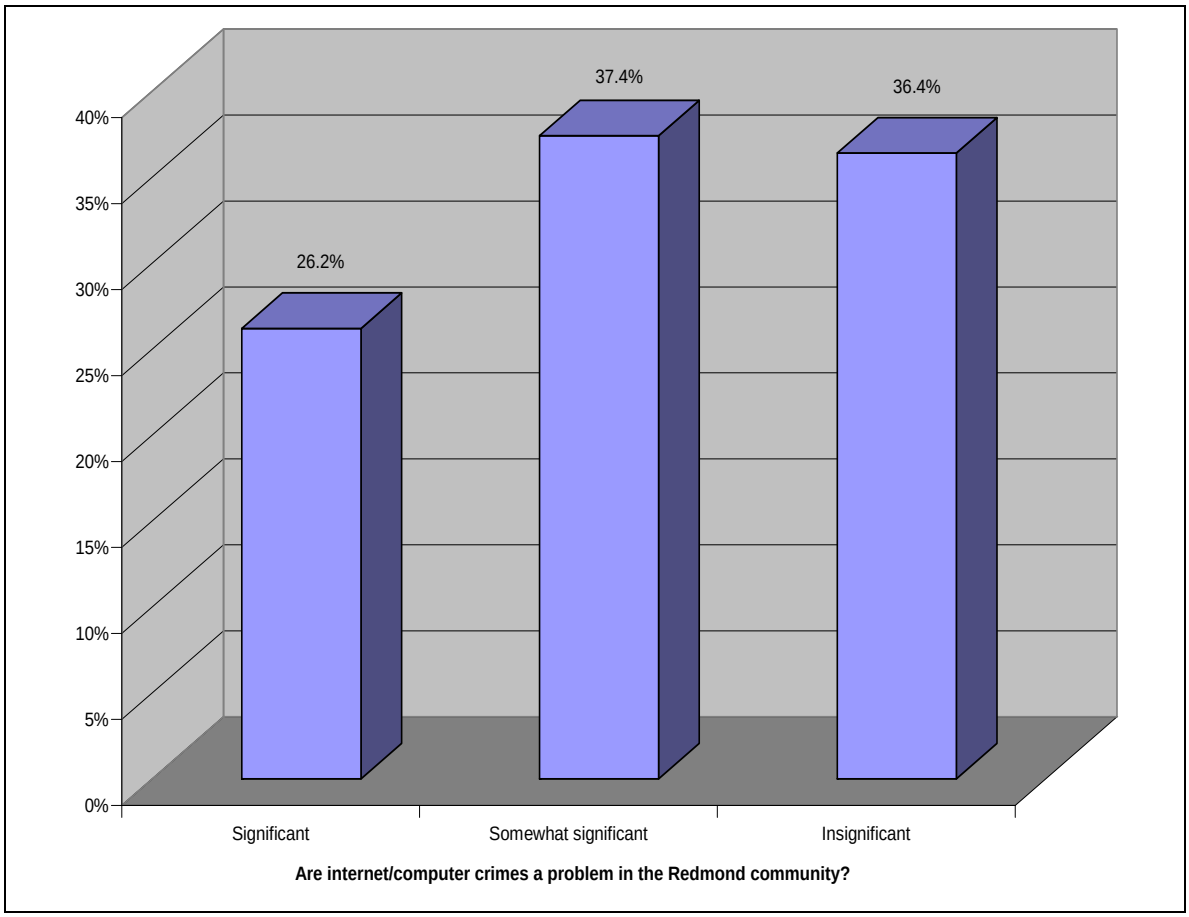
Note: There were 67 non-respondents across all three versions of the survey for a total non-response rate of 6.0%.

Chart 5.12: Is skateboarding on streets/sidewalks/parking lots a problem in the Redmond community?



Note: The abbreviated survey did not have this question. There were 6 non-respondents from the abbreviated survey and an additional 76 non-respondents across the other surveys for a total non-response rate of 7.0%.

Chart 5.13: Are internet/computer crimes a problem in the Redmond community?



Note: The abbreviated survey did not have this question. There were 6 non-respondents from the abbreviated survey and an additional 110 non-respondents across the other surveys for a total non-response rate of 10.3%.

Section 6: Experience with Redmond Police

Respondents were asked:

6.1 Have you had any contact with the Redmond Police Department in the past three years?

If they had no contact, they were instructed to proceed to Question 7. If they had contact, they were then asked:

6.2 Were you treated professionally, with dignity and respect?

6.3 If you called the Redmond Police for any reason in the past three years, how quickly did they respond?

Note: Three questions in section 6 of the standard survey were missing from the abbreviated survey. These were:

6.1 Have you had any contact with the Redmond Police Department in the past three years? Yes of No

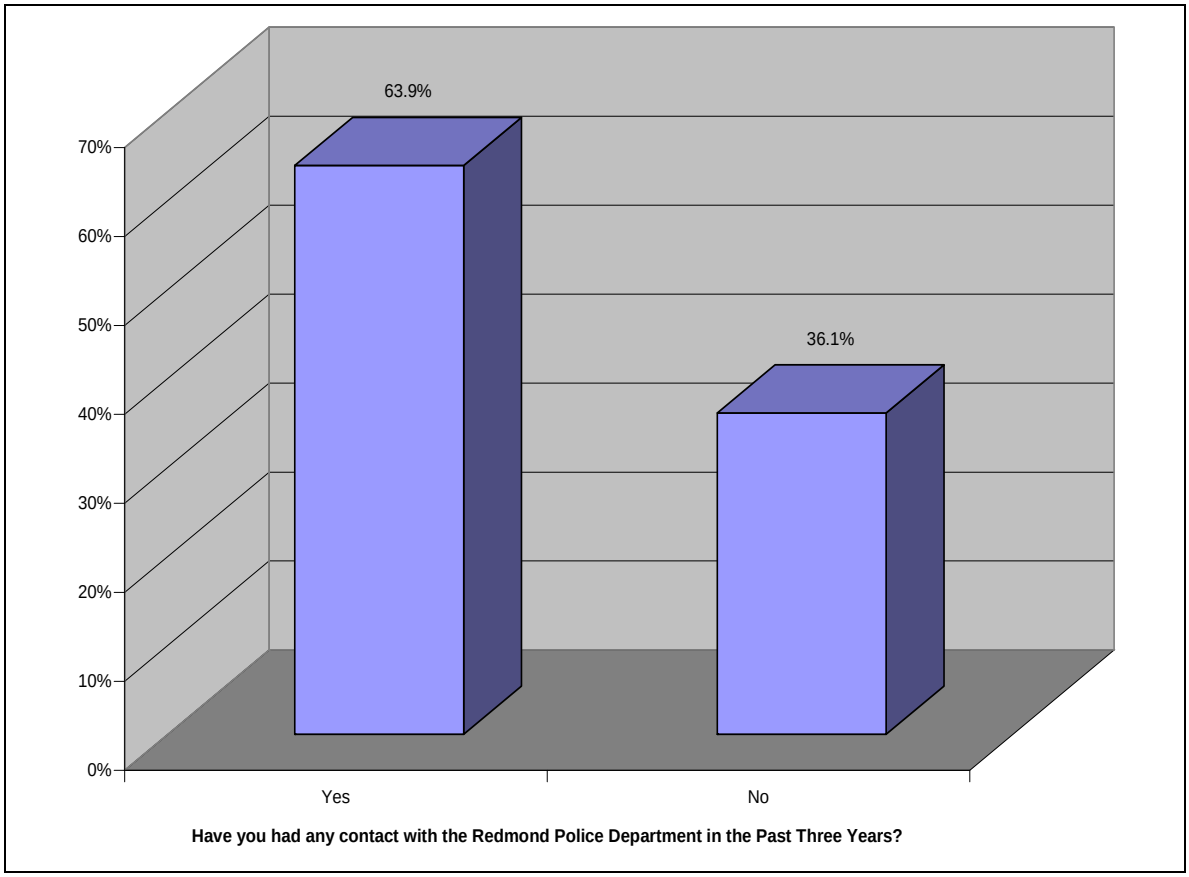
6.2 [If Yes] Were you treated professionally, with dignity and respect? Yes or No

6.3 [If yes to 6.1] If you called the Redmond Police for any reason in the past three years, how quickly did they respond?

1. They responded faster than I expected
2. The time it took was about right
3. They responded too slowly
4. They never came.

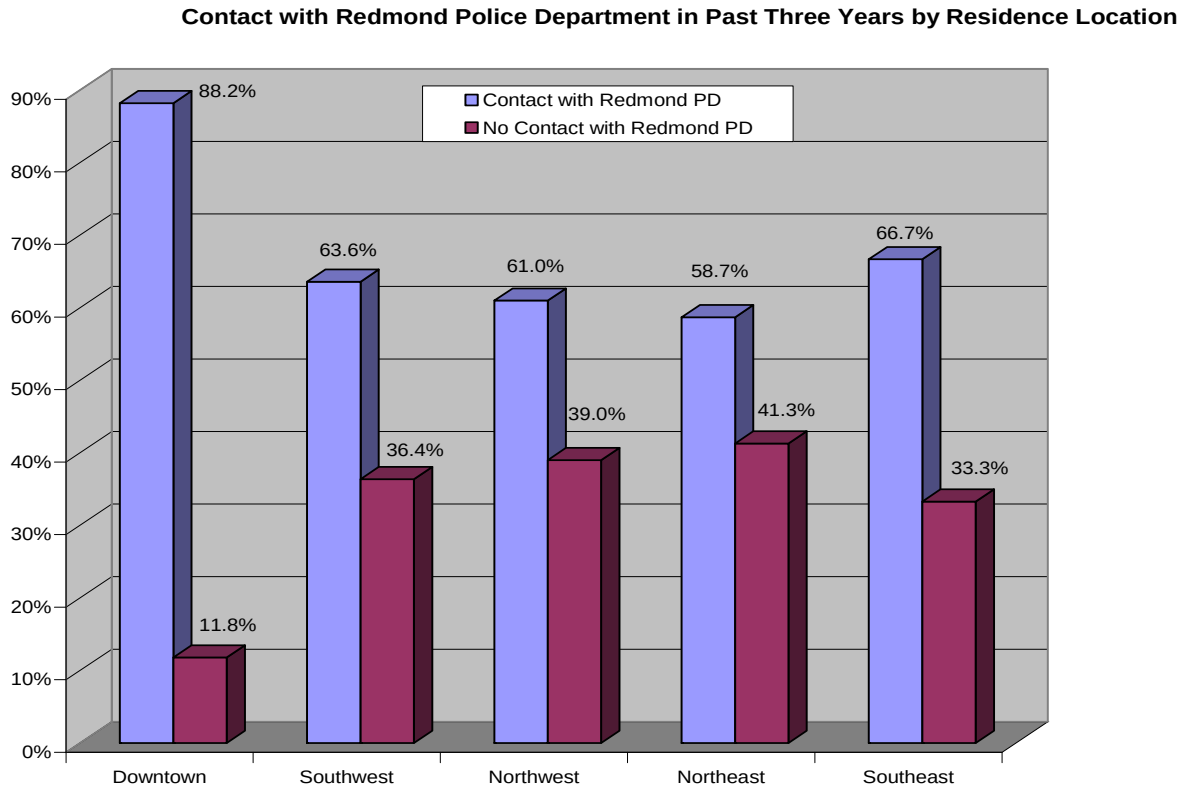
Nearly two-thirds (63.9%) of the respondents to the survey indicated that they have had some contact with the Redmond Police Department in the past three years.
Residents of downtown Redmond (88.2%) were more likely to have had some contact with the Redmond Police department and residents of the northeast quadrant (58.7%) were less likely.

Chart 6.1: Have you had any contact with the Redmond Police Department in the past three years?



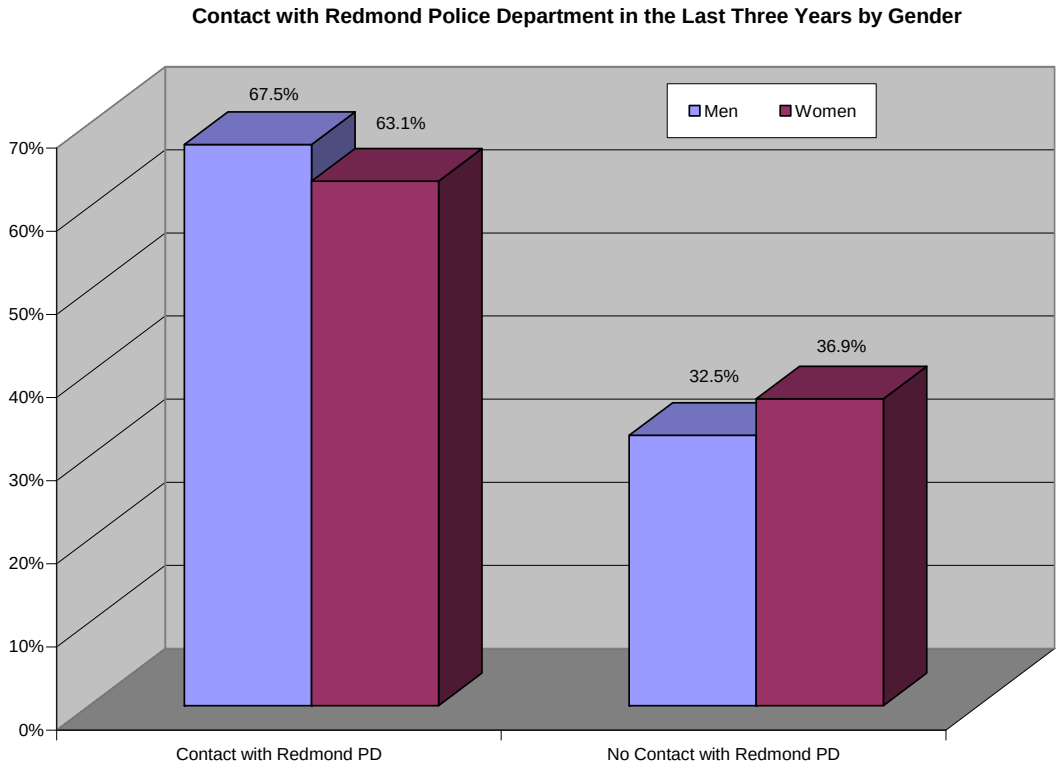
Note: The abbreviated survey did not have this question. There were 6 non-respondents from the abbreviated survey and an additional 94 non-respondents across the other surveys for a total non-response rate of 8.0%.

Chart 6.1a: Have you had any contact with the Redmond Police Department in the past three years? (By Residence Location)



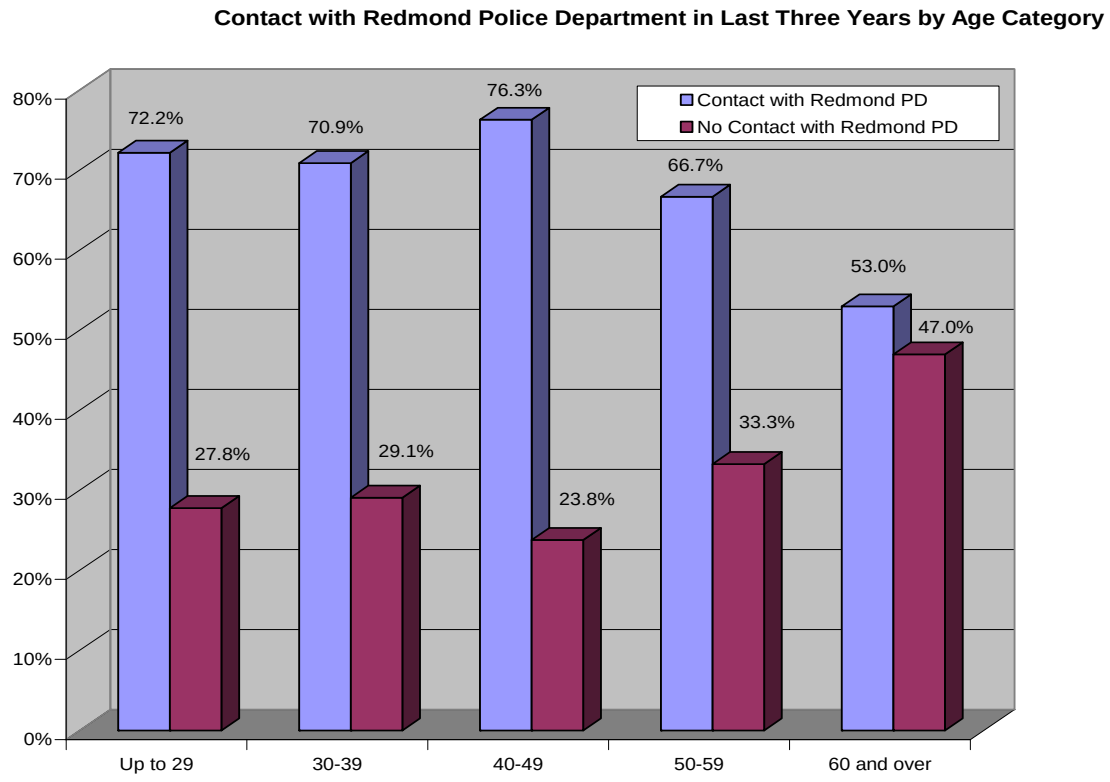
Men and women did not differ significantly with respect to whether they had contact with the Redmond Police Department in the last three years.

Chart 6.1b: Have you had any contact with the Redmond Police Department in the past three years? (By Gender)



The highest percentage of respondents indicating that they have had contact with the police comprised those in the 40-49 age category (76.3%) and the lowest percentage was for the respondents in the 60 and above age category.

Chart 6.1c: Have you had any contact with the Redmond Police Department in the past three years? (By Age Category)

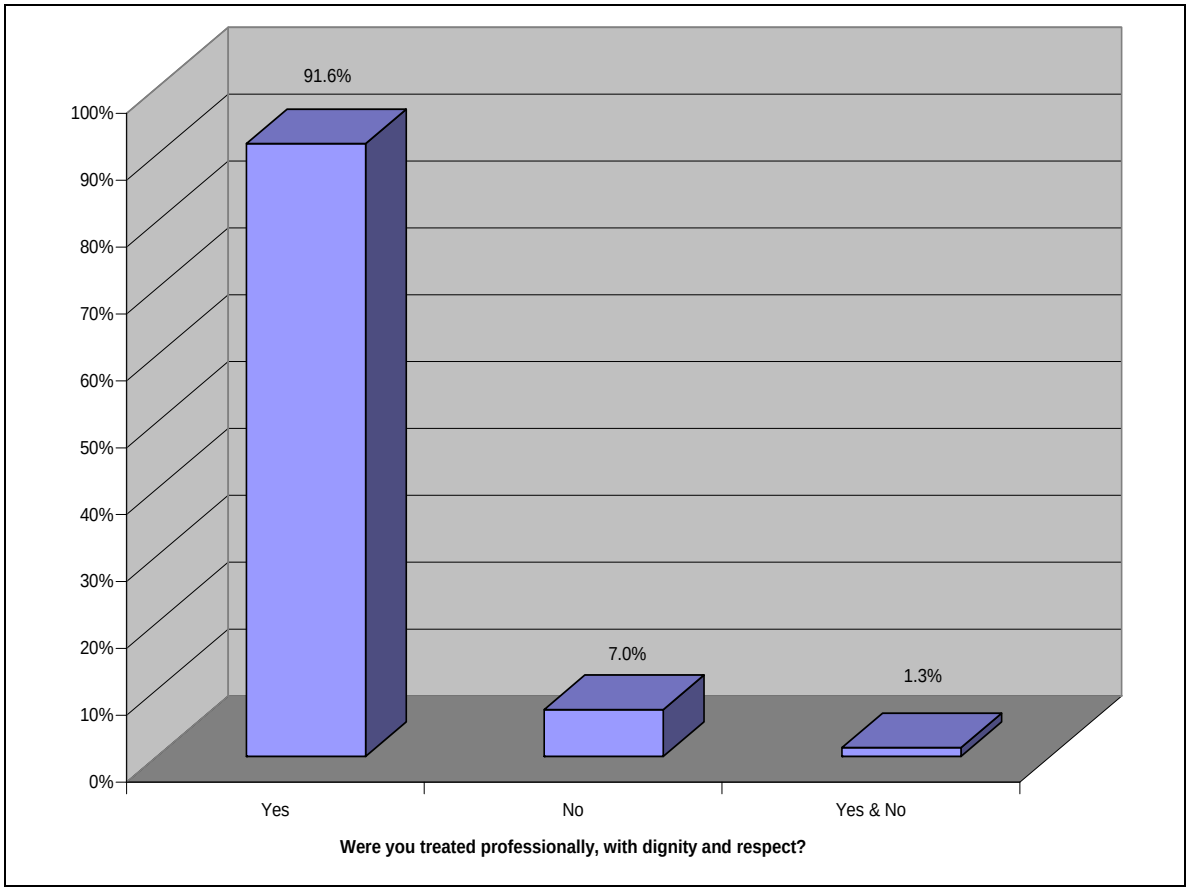


Respondents who rented their homes (68.5%) had a slightly higher percentage than home owners (63.2%) in terms of having had a contact with the Redmond Police Department in the last three years.

- **Treatment to Redmond Police Officers**

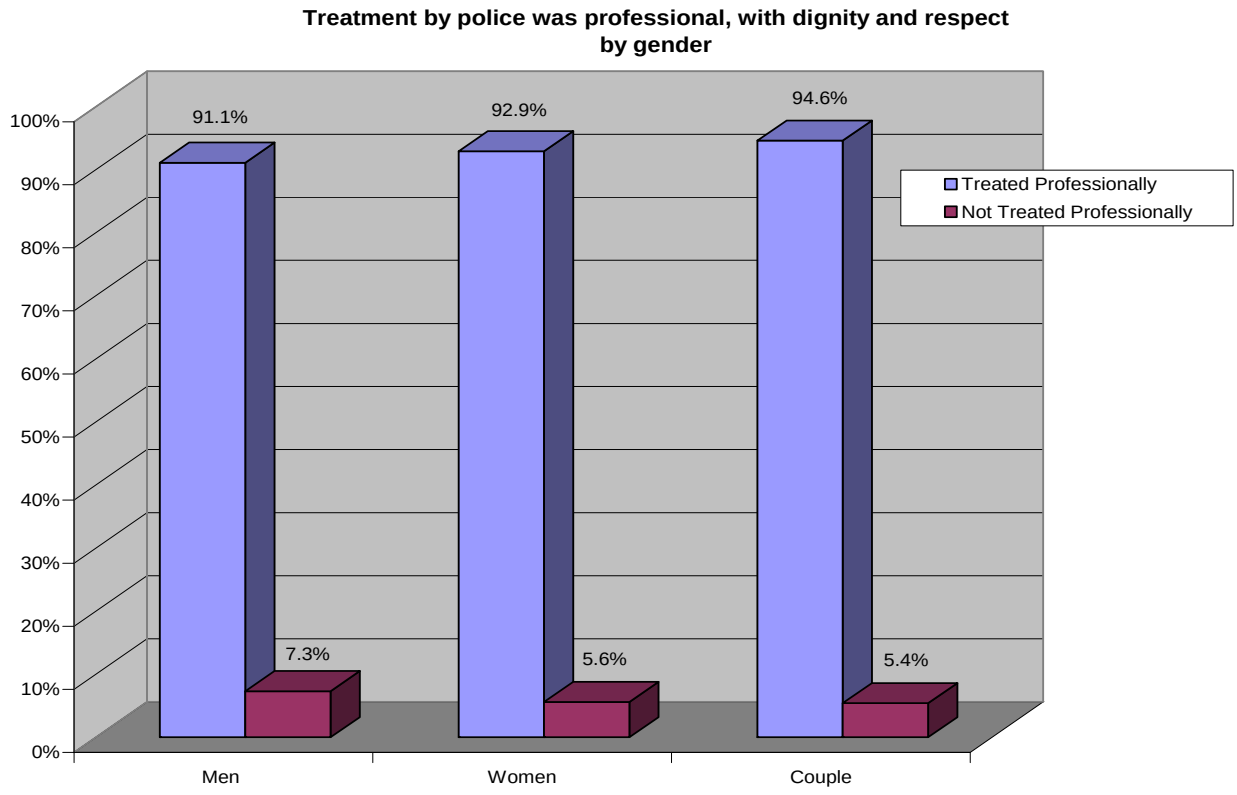
Of those who said that they have had contact with the Redmond Police Department, 91.6% indicated that they were treated professionally, with dignity and respect (92.9 % of these respondents were female and 91.1 % were male.)

Chart 6.2: Were you treated professionally, with dignity and respect?



Note: The abbreviated survey did not have this question. There were 6 non-respondents from the abbreviated survey and an additional 450 non-respondents across the other surveys for a total non-response rate of 40.6%. This question was only responded to by those respondents who responded "yes" to the previous question about having any contact with the Redmond Police Department. Those who answered "no" to the question about contacting the Redmond Police Department were instructed to skip this question.

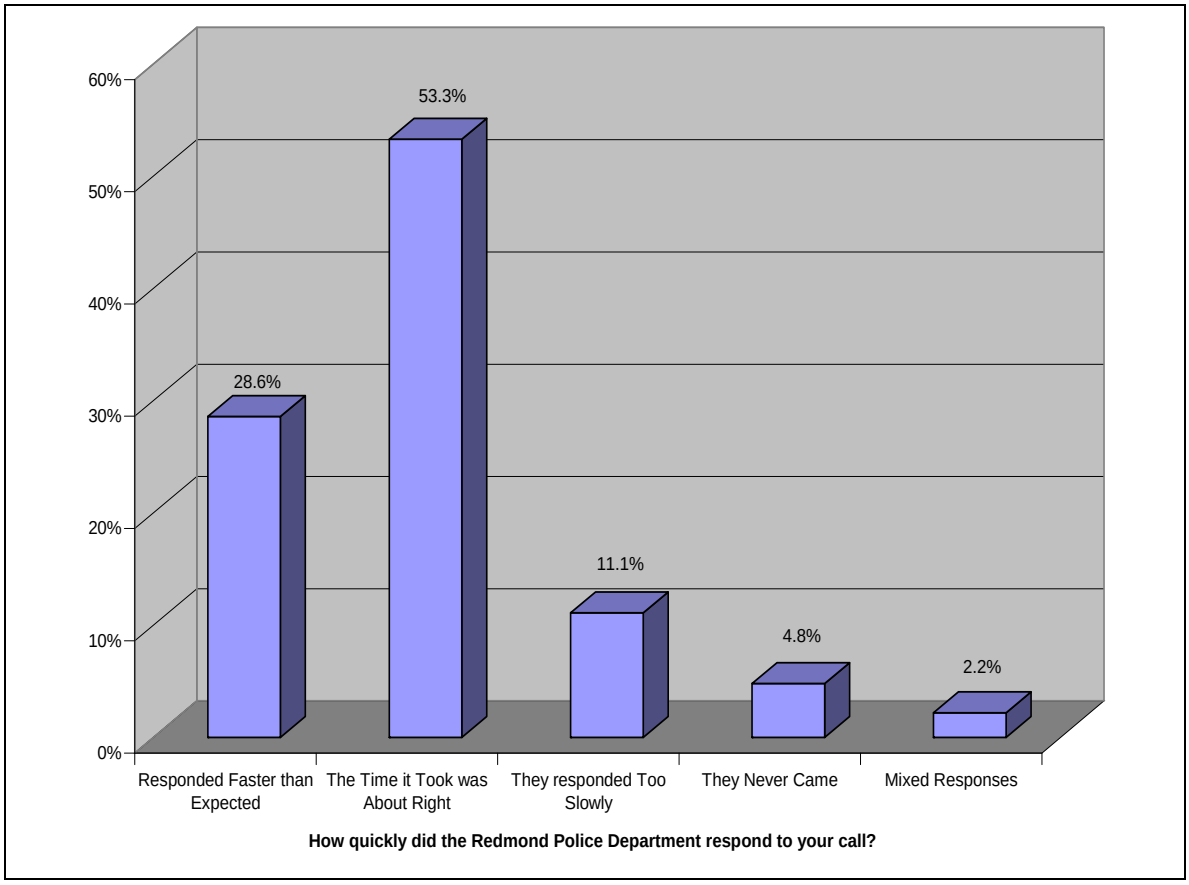
Chart 6.2a: Were you treated professionally, with dignity and respect?



- **Police Response**

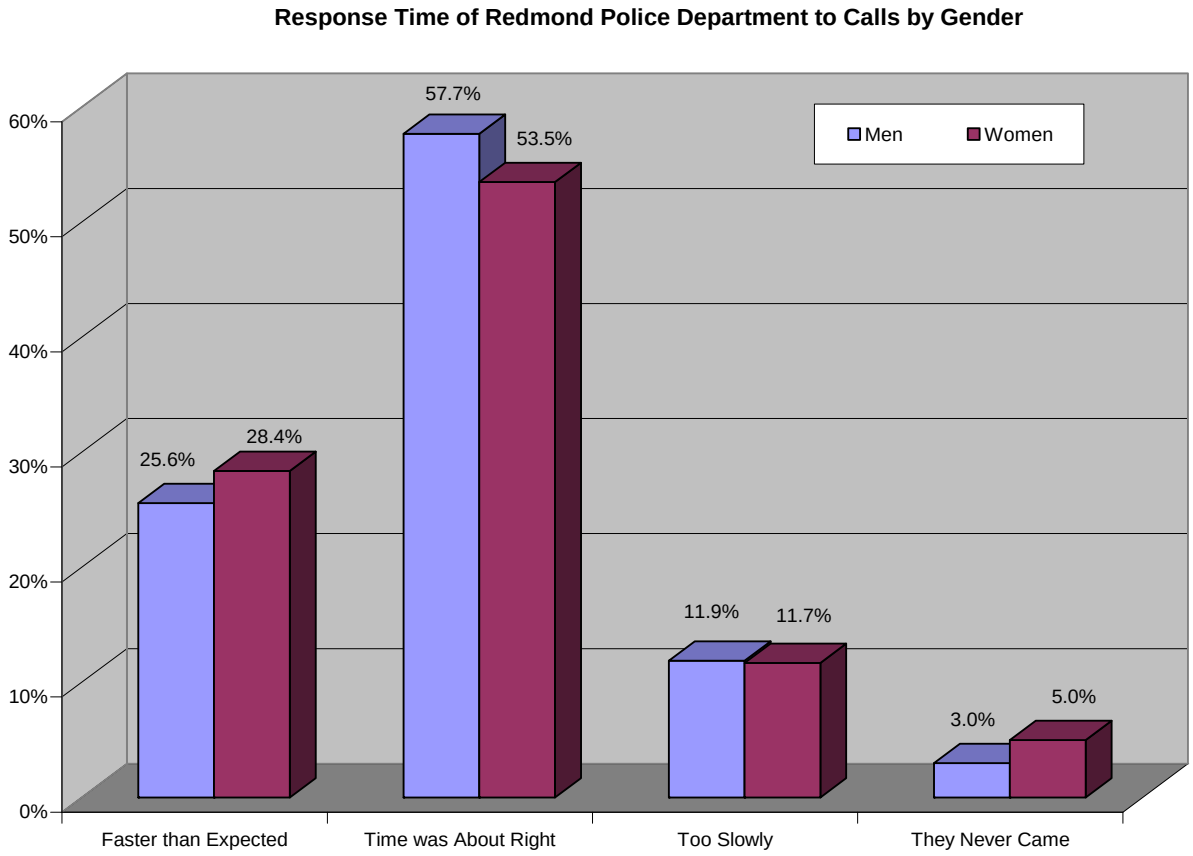
Nearly 82 % of the respondents indicated that the Redmond Police Department responded to their calls either "faster than expected" or in a time that "was about right." The responses did not differ significantly based on the gender of the respondent, with 83.3% of males indicating that their calls were responded to adequately or better, compared to 81.9 % of females.

Chart 6.3: If you called the Redmond police for any reason in the past three years, how quickly did they respond?



Note: The abbreviated survey did not have this question. There were 6 non-respondents from the abbreviated survey and an additional 531 non-respondents across the other surveys for a total non-response rate of 47.8%. This question was only responded to by those respondents who responded "yes" to the previous question about having any contact with the Redmond Police Department. Those who answered "no" to the question about contacting the Redmond Police Department were instructed to skip this question.

Chart 6.3a: Respondents' Assessment of Police Response to Calls (By Gender)



A slightly higher percentage of females (90.7%) than males (88%) indicated that the Redmond Police Department was responsive to their needs. A slightly higher percentage of females (93.6%) than males (91.6%) also indicated that they had no hesitation in calling the Redmond Police Department.

Section 7: Overall perception of the Redmond Police Department

Respondents were asked:

7.1 In your opinion, were the actions taken by the Redmond Police to manage special events in recent years been….
   1. too strong
   2. about right
   3. not strong enough

7.2 Is the Redmond Police Department responsive to your needs?

7.3 Would you hesitate to call the Redmond Police Department for Assistance?
   [If "yes": why?]

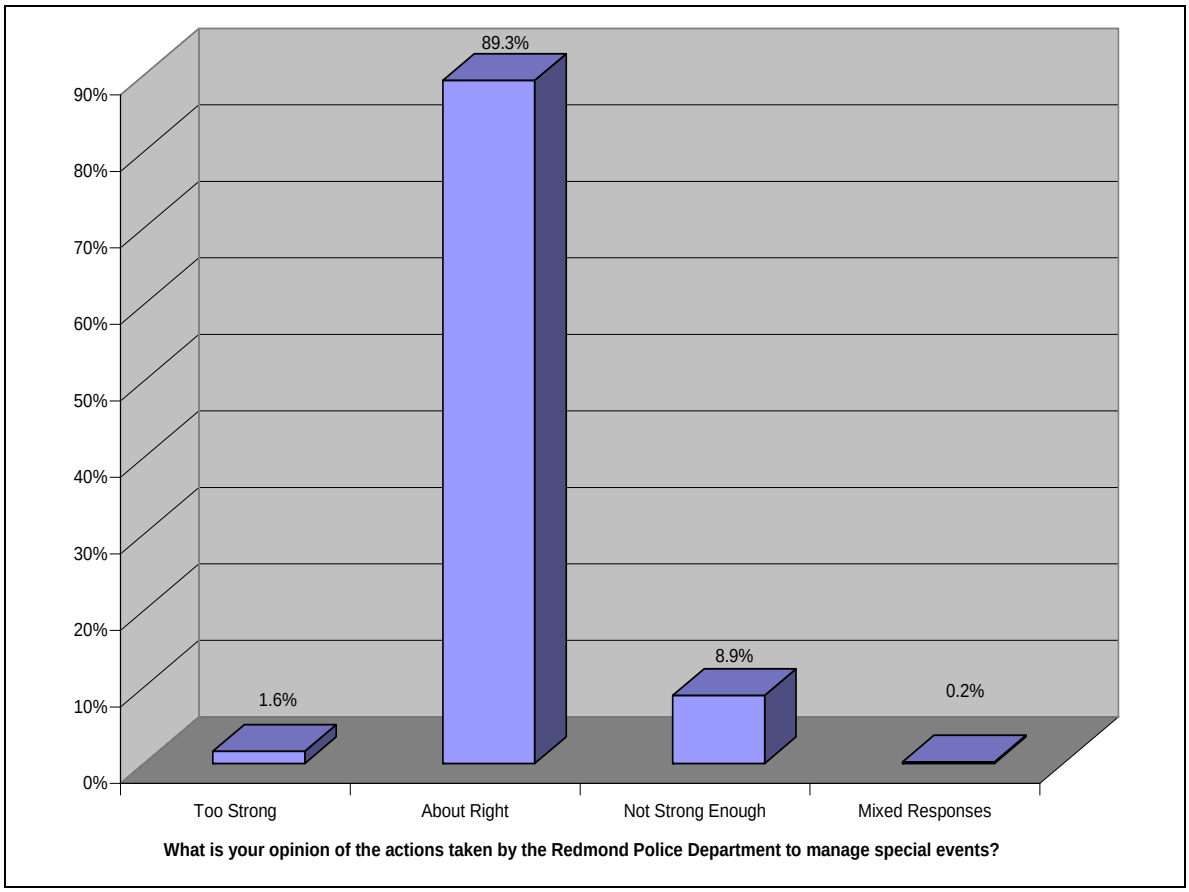
7.4 Overall, how well do you feel the Redmond Police Department does in providing services to the community?

Note: The abbreviated survey did not have one of the questions in section 7 of the standard survey. The question was:

7.1 In your opinion, were the actions taken by the Redmond Police to manage special events in recent years been…
   1. Too strong
   2. About right
   3. Not strong enough

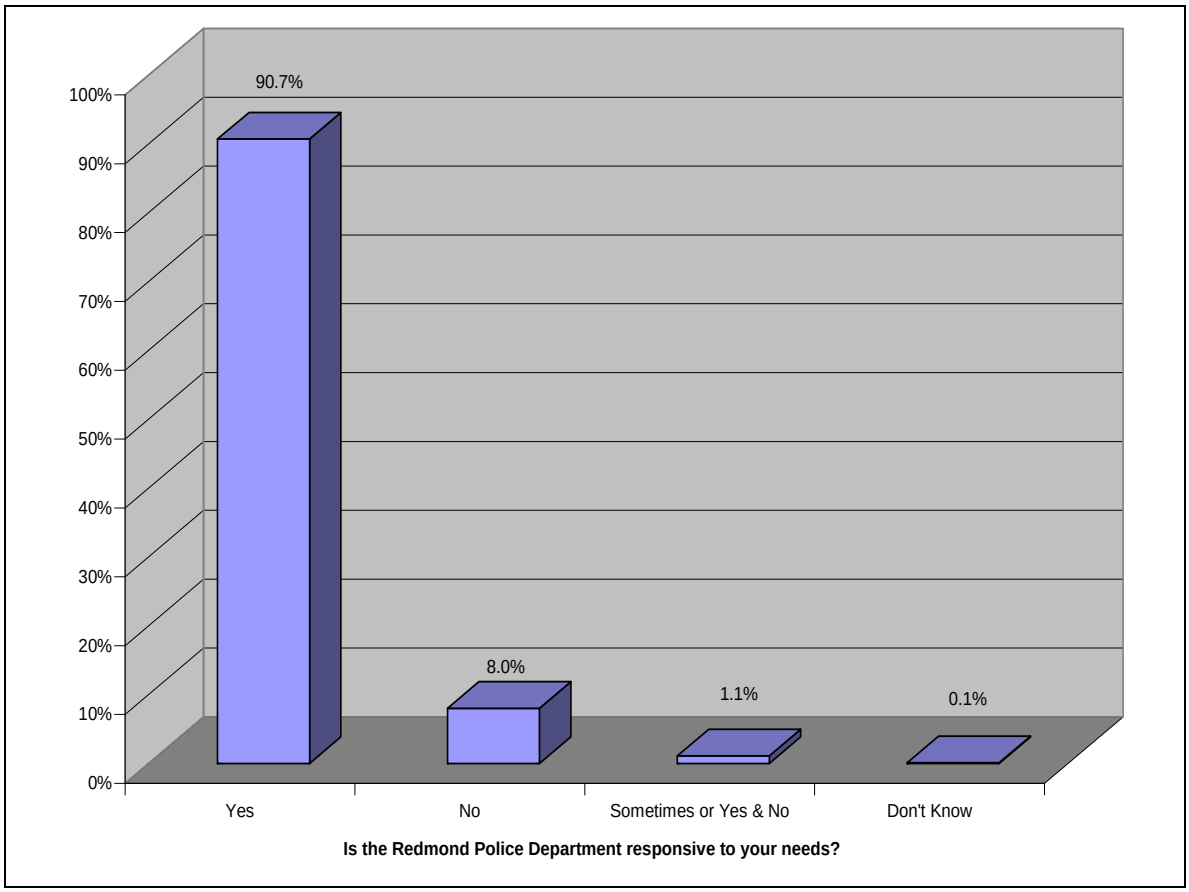
There is one less response in the abbreviated survey for one of the questions in section 7 in the standard survey. The responses to the following question: "Overall, how well do you feel the Redmond Police Department does in providing services to the community" are "excellent, good, fair, and poor" in the abbreviated survey, whereas in the standard survey there is the additional response of "very poor."

Chart 7.1: In your opinion, were the actions taken by the Redmond police to manage special events in recent years been…



Note: The abbreviated survey did not have this question. There were 6 non-respondents from the abbreviated survey and an additional 110 non-respondents across the other surveys for a total non-response rate of 9.5%.

Chart 7.2: Is the Redmond Police Department responsive to your needs?



Note: There were 162 non-respondents across all three versions of the survey for a total non-response rate of 14.4%.

Chart 7.2a: Responsiveness of Police Response (By Gender)

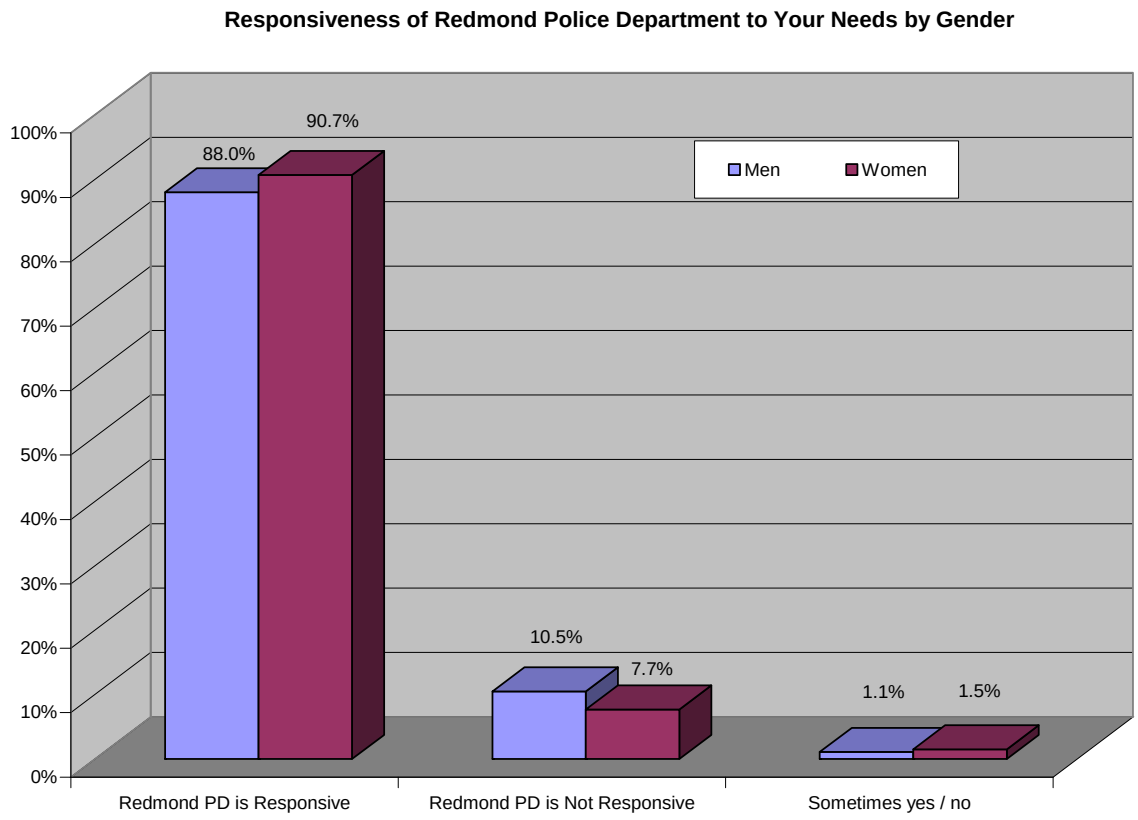
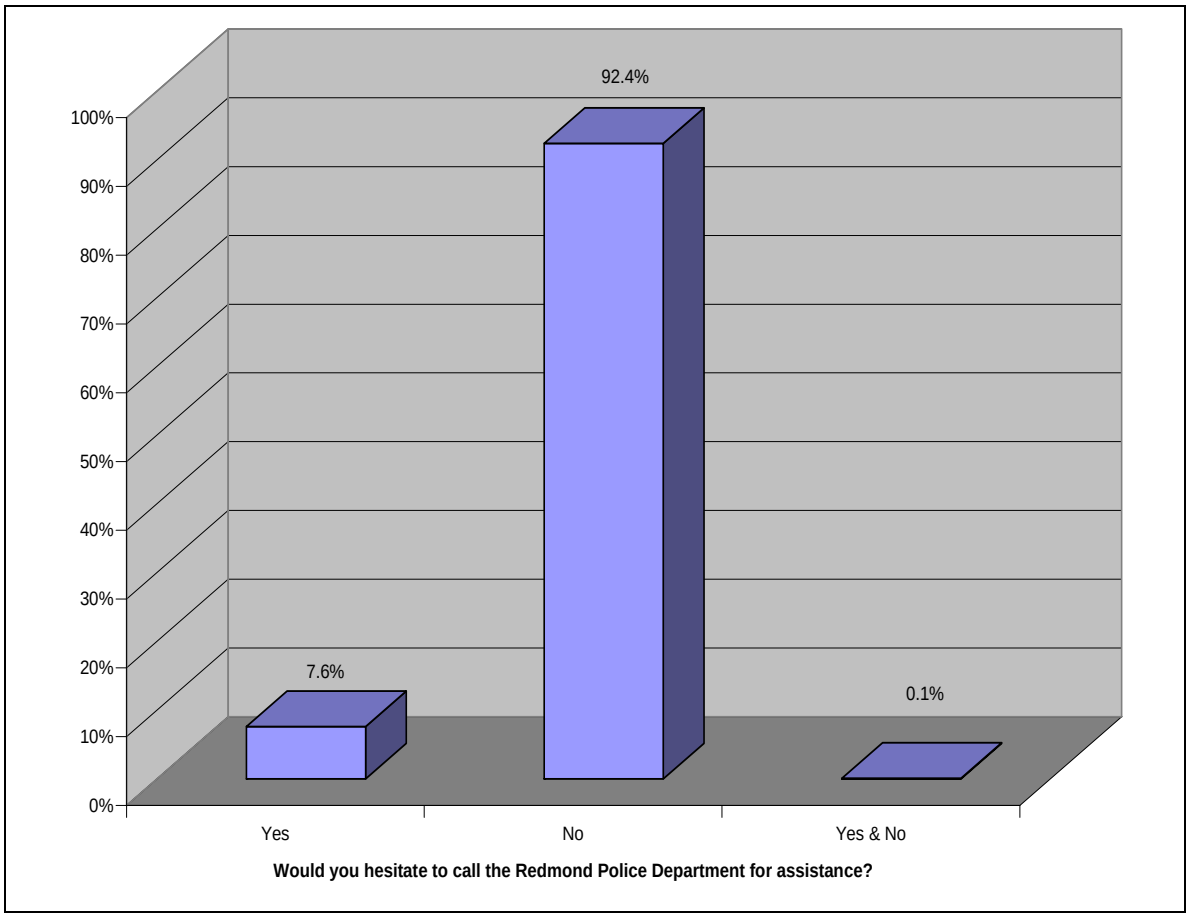
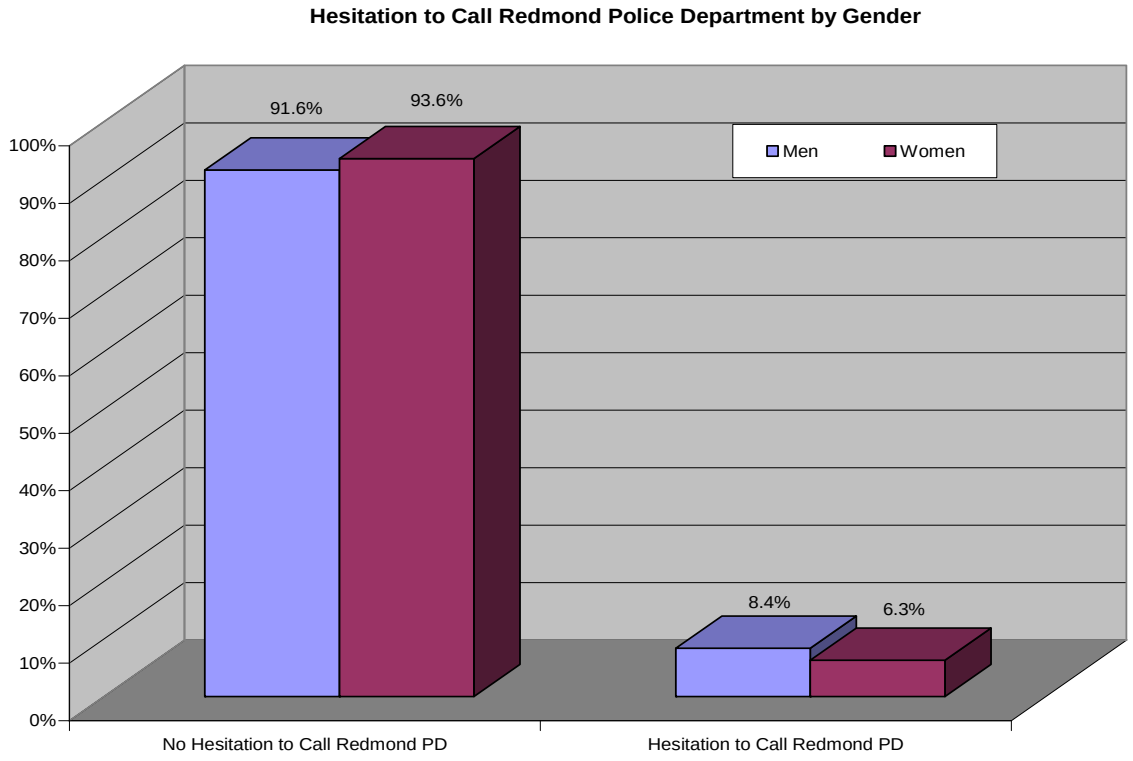


Chart 7.3: Would you hesitate to call the Redmond Police Department for assistance?



Note: There were 52 non-respondents across all three versions of the survey for a total non-response rate of 4.6%.

Chart 7.3a: Would you hesitate to call the Redmond Police Department for assistance? (By Gender)



If the respondent indicated "yes" – i.e., the respondent would hesitate to call the Redmond Police Department for assistance, the respondent was asked to indicate why. (Note: Some respondents wrote in a response to this question even though they responded that they did not hesitate to call the Redmond Police Department. The following are the verbatim responses provided, although some grammatical and spelling corrections were inserted where necessary.)

- They're too busy. Lots of chiefs. Delegating. No Indians.
- Hoping in need of taking care of the issues and make it for the better. [sic]
- They always come.
- Example: Quartz between Canal and 23rd. 25 mph is way too low--should be at least 35. Since 25 [mph] is not reasonable, of course it's a favorite hiding spot! But [the Redmond Police Department] doesn't respond to petty crime--only major crime and traffic traps.
- Comments like: what do you want us to do about it?
- [During a] previous incident with [the] police, [my] son was threatened.
- Because they don't do anything. They don't follow driving rules and [they] ignore traffic violations that happen right in front of them.
- There is no follow-up on theft. Information is taken and you remain a victim.
- Traffic issues are not taken seriously.
- Prejudice against minorities, especially Latinos.
- [I] don't trust them.
- They didn't help at all the time I called them. I just got threatened and had to move away.
- Arrogant.
- Theft is rampant but it's due to drugs. More action needs to be taken.
- Not sure they respond to barking dog.
- Issues are never resolved: barking dogs, noisy neighbors, drug transactions, etc.
- To report a crime.
- Never come, no time, no response after.
- I asked for help with my 3rd grader to help "set an example" and was told you're not staffed for it.
- We are afraid [the] report will not remain anonymous and our animals, house, or children will be targeted.
- Because they are very professional in handling situations.
- They don't do anything but give you a verbal shuffle game.
- Because I haven't been, speeding on my street is bad on weekends and nights. I got different answers from different officers on what to do and just wasted my time.
- [They] have not helped with two thefts at my business.
- They made me feel insignificant.
- [They] seem to think [they] do not have to enforce city ordinances.
- I had a theft from my yard; I didn't call police because I didn't think they would do anything about it.
- Because they act like I don't have a legitimate complaint.
- Too hard to get at night. Redmond needs more police!
- Too few officers per shift.
- Too slow/too lenient.
- Under qualified staff for big problems, i.e., stalking.
- Sometimes no one shows up because of other calls.
- The officers think my concerns are not important and insignificant.
- I have no faith in the police department.
- [I] can not trust the police.
- [They] never respond to our complaints.
- [It] depends on [the] citation.
- I see a lot of truancy--kids hanging out in parks. Why doesn't someone make them go to school?
- [My] experience in years past has not been good. Also, [I] observe actions by officers - not always good PR, i.e., unnecessary speeding, cadets riding bikes on sidewalks, some good officers, some not.

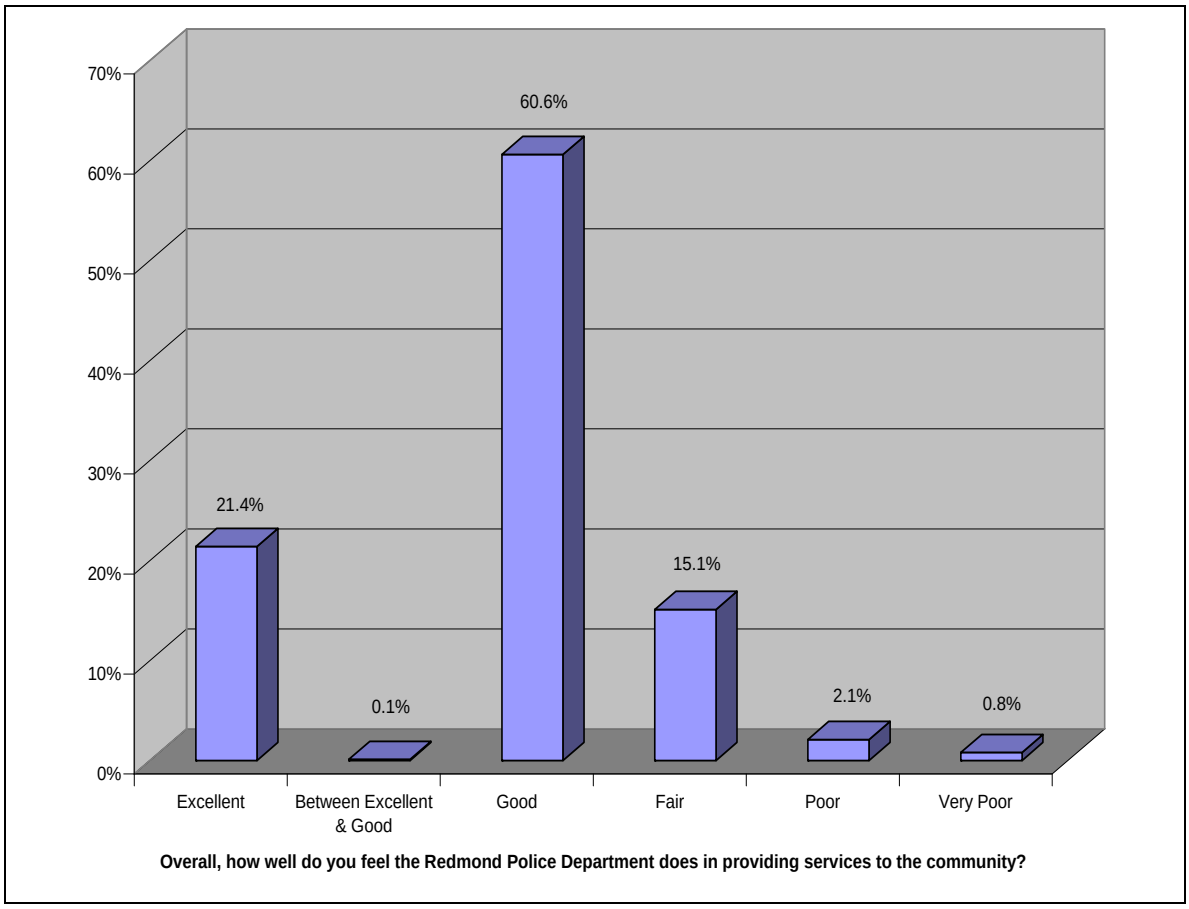
- I believe they try their best but they are too busy to respond to the constant speeders within our neighborhoods. The planning department needs to help them out with more speed cushions, sidewalks, etc.
- I would hope they would help.
- [I can] diffuse it myself.
- They usually don't do anything. If so, they're too slow.
- We have repeatedly requested control of cars speeding through our neighborhood and gotten no response.
- They just wanted us to leave a voice message. They never showed up and [there was] no follow-up to our complaint.
- [It] depends on [the] situation.
- They do not seem to be effective for help in all the different situations I have called (asked) upon them with issues that should be in their control to "fix."
- When I've needed their help they didn't give it. When they unjustly do something (like impound my vehicle while sitting at the park) and are found in the wrong, I don't even get an apology.
- I hope they come to my assistance.
- [My] daughter's car [was] egged. $500 damage. No one came. [I was] told to report [it] to [the] school officer, still nothing [was] done.
- They don't follow-up fast enough so crimes get laid by the wayside and people get away with it.
- [Fear of] retribution from perpetrators.
- The community as a whole seems out of control.
- [I] don't want to bother them.
- Would they help?
- Priorities of residential vs. business are funny.
- From the last call, I felt I had to justify my reasoning.
- Yes. In the past we have called them for theft and they did nothing. [They] told us to forget it. We found the item ourselves and they would not let us file a complaint.
- Because they're narrow minded and think they're above the law and [have] the right to harass anyone they want when they want. Very extreme.
- Their general lack of response.
- By the time [you] get someone to talk to you, it is way too late.
- Depends on my need (what circumstances).
- Very bias ("good old boys") got to go!!
- Yes because last time I called they never showed up.
- They never find or even look for vandals.
- Because they might respond.
- Possible racial discrimination.
- [I] have made a number of calls for drug dealers in the area and no one shows up or they tell me to go out and get a license number (yeah, right).
- You can't just talk to a police officer. It goes through dispatch.
- [I] have called twice for problems with parties and loud music and they never showed up. When you do call the non-emergency number it would be nice to talk to an officer and not an answering service.
- I found the officers to be rude, uncaring, and condescending.
- They DON'T follow thru-- it's been hard to contact the same officer and have him call us back
- Because we have been told that we have to give our name when making a complaint, which is given to the people that we're complaining about, which could obviously result in retaliation.
- They may see it as not important or try to make me feel like I was in the wrong.
- [They] disregard actual crimes [and] focus on petty issues.
- I had my house broken into multiple times and my purse along with other things were taken. My debit card was used at an ATM in Fred Meyer and I had to call and have the bank hold the tape to be viewed and no action was ever taken. The officers could not even try to look at the tape. I do not think there is a point in calling police if all they are going to do is document it and say oh well. I came closer to catching the thief myself seeing as how [my house] was broken into an additional 5 times with still no help from an officer.

Also I have heard that the thieves are still "working" in the same neighborhood from multiple people. I don't get paid to do the job of the cops. I believe that the police I have had contact with are useless to say the least and I have heard this opinion from many others. It seems that you are more than willing to pull someone over for going 5 miles an hour over the limit or stopping at a stop sign "improperly" which is the same way I just today saw an officer do. So do I think I would call the police for assistance? Not unless I need the situation written on paper and filed away. Being a good cop in my opinion means if there is investigating that needs to be done for a call then do it, not just for the ones that the criminal falls into your lap and you have to make a case. I do not feel safe because I do not feel the police protect us here I feel that they are just here for minor damage control.

- They would rather be reactive as opposed to proactive.
- Redmond Police are not sensitive to people's needs and concerns. Police take far too long to respond when called and only seem concerned with upper-class areas.
- I've dealt with Redmond Police many times and more often than not they are harsh and disrespectful. They think they can take advantage of kids because we're not older and don't know all of our rights. I hope this survey will bring it to someone's attention.

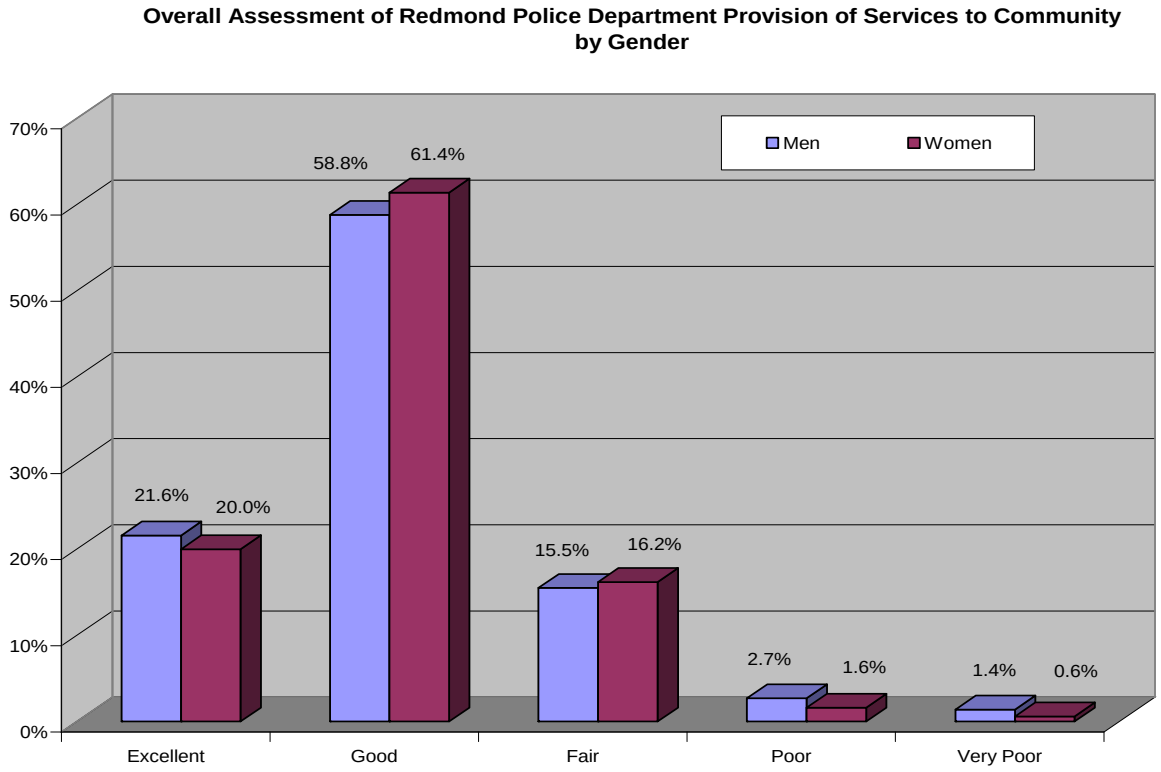
At least 80% of the respondents rated the services provided by the Redmond Police Department as "good" or "excellent". There is virtually no difference in the percentage of males (80.4%) and females (81.4%) who gave this rating.

Chart 7.4: Overall, how well do you feel the Redmond Police Department does in providing services to the community?



Note: There were 61 non-respondents across all three versions of the survey for a total non-response rate of 5.4%.

Chart 7.4.a: Respondents' Assessment of the Redmond Police Department's Services By Gender



Section 8: Which programs (existing and proposed) should the Redmond Police undertake?

The following existing and proposed programs were listed for respondents' comments:

8.1 Home security reviews
8.2 DARE (Drug awareness in schools)
8.3 Police bicycle patrol
8.4 Police foot patrol
8.5 Police Cadet program (teenage explorer program)
8.6 Elder services
8.7 Teen Police Academy
8.8 Landlord/tenant training
8.9 Citizen Police Academy

Note: The questions related to what is section 8 in the standard survey are presented in the abbreviated survey before the questions in what is section 9 in the standard survey. There are eight programs (existing and proposed) listed in the abbreviated survey compared to nine in the standard survey. The missing program in the abbreviated survey is "Teen Police Academy" (Chart 7). There is also a difference in the wording of the question in the two surveys. "Which programs (existing and proposed) should the Redmond Police sustain?" is the wording in the abbreviated survey, whereas the wording is "Which programs (existing and proposed) should the Redmond Police undertake?" in the standard survey.

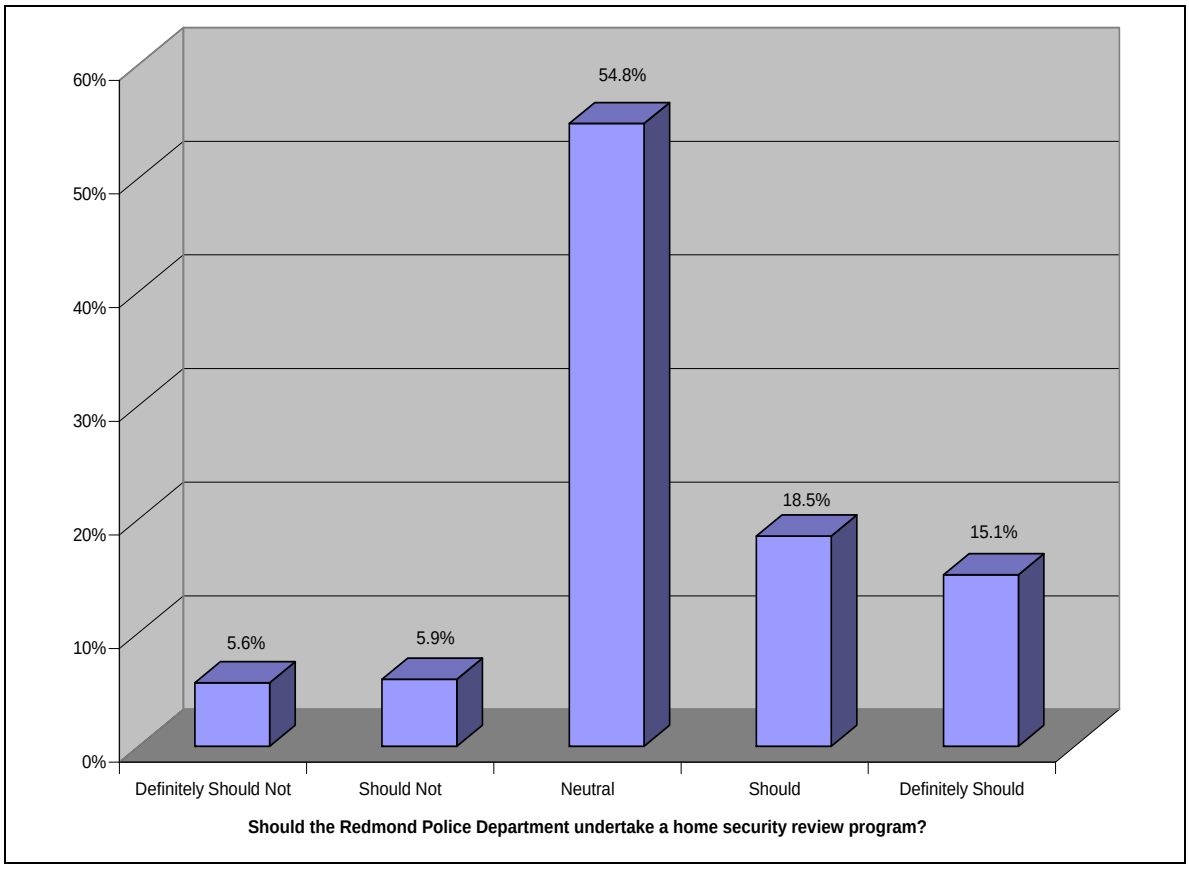
In addition, the responses for section 8 differed in the standard hardcopy and online surveys. The responses in the standard survey to the question: Which programs (existing and proposed) should the Redmond Police Undertake were as follows:

Definitely Should Not	Score of 1
	Score of 2
Neutral	Score of 3
	Score of 4
Definitely Should	Score of 5

The responses in the online survey did not record scores of 2 or 4.

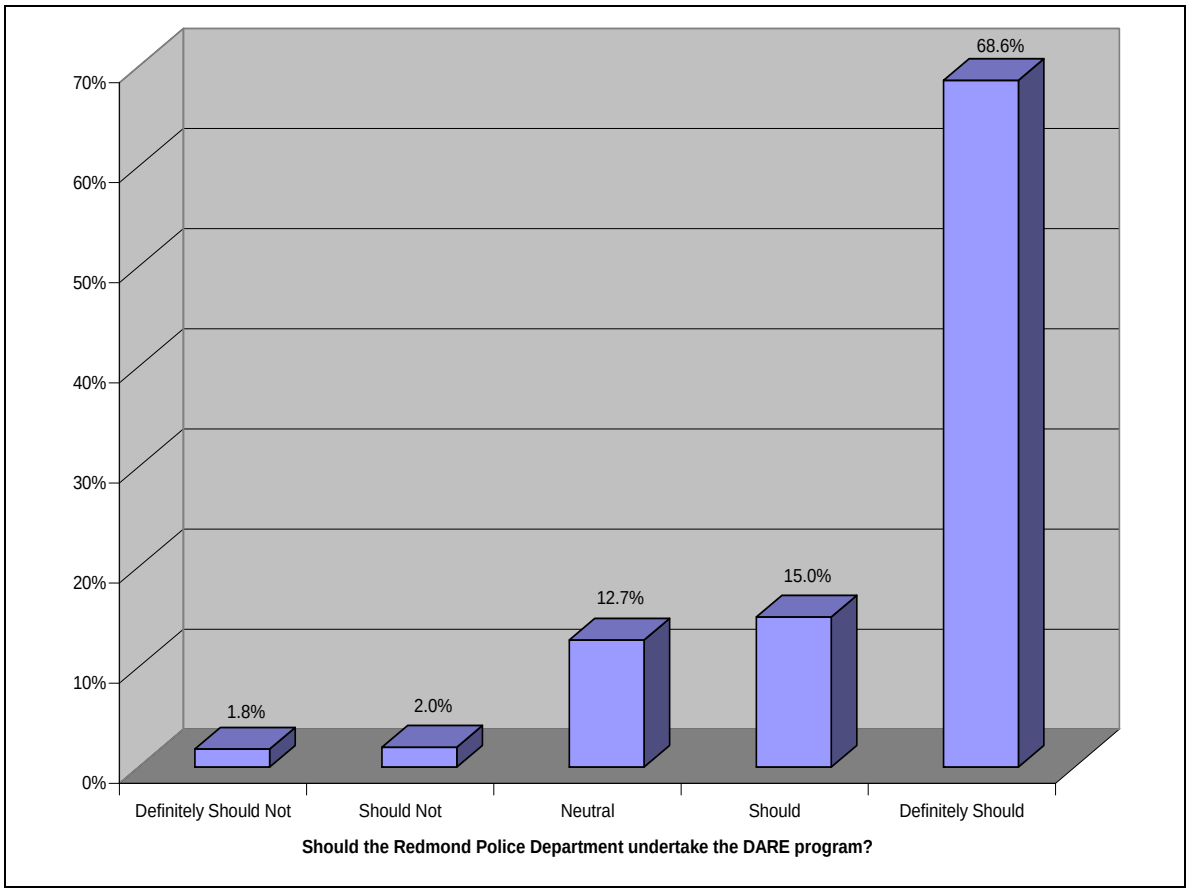
The programs listed which over half of the respondents indicated "should" or "definitely should" be undertaken by the Department were : DARE: the policy bicycle patrol program; the police cadet program; the elder services program; and the teen police academy. No program listed received a "should not" or "definitely should not" rating from more than- 10% of the respondents.

Chart 8.1: Should the Redmond Police Department undertake a home security reviews program?



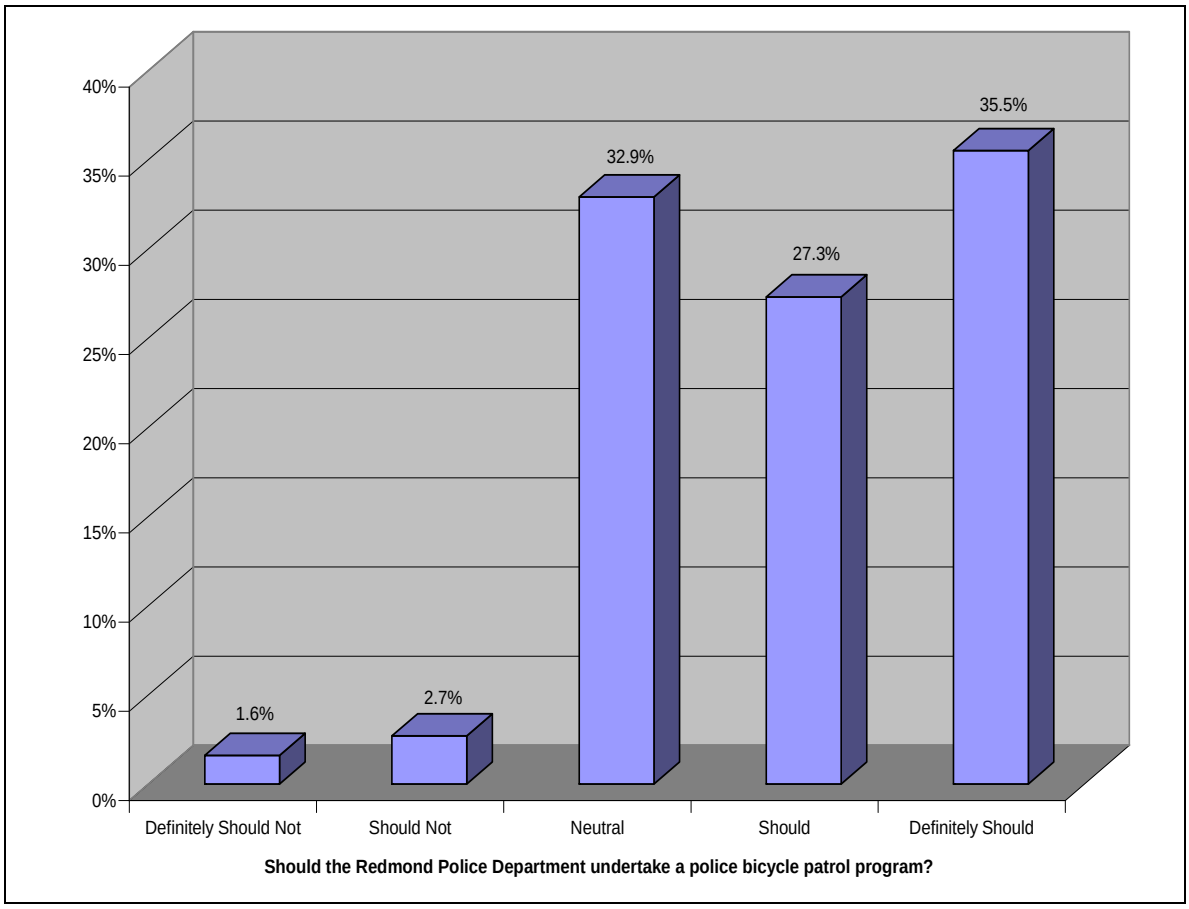
Note: The online survey was structured so that "should not" and "should" responses were not recorded. There were 159 non-respondents across all three versions of the survey for a total non-response rate of 14.1%.

Chart 8.2: Should the Redmond Police Department undertake the DARE program?



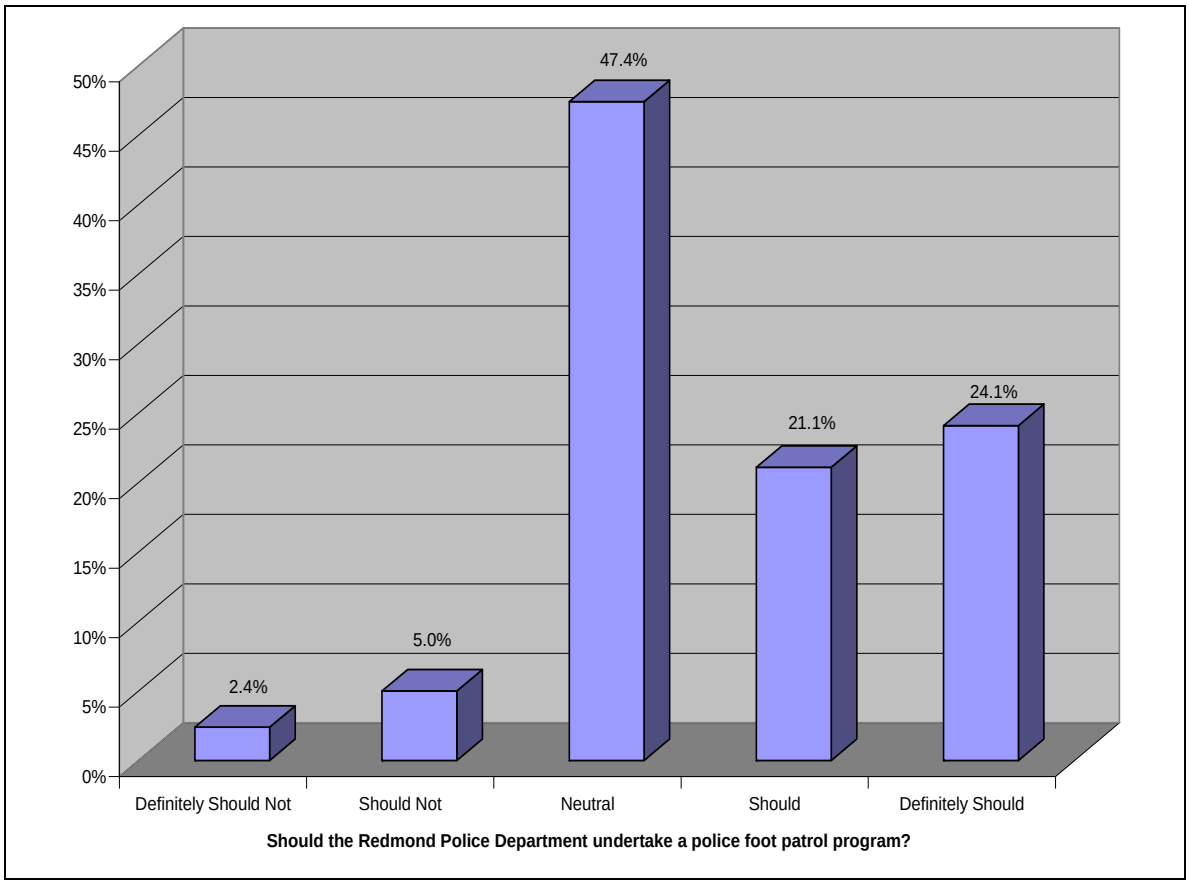
Note: The online survey was structured so that "should not" and "should" responses were not recorded. There were 101 non-respondents across all three versions of the survey for a total non-response rate of 9.0%.

Chart 8.3: Should the Redmond Police Department undertake a police bicycle patrol program?



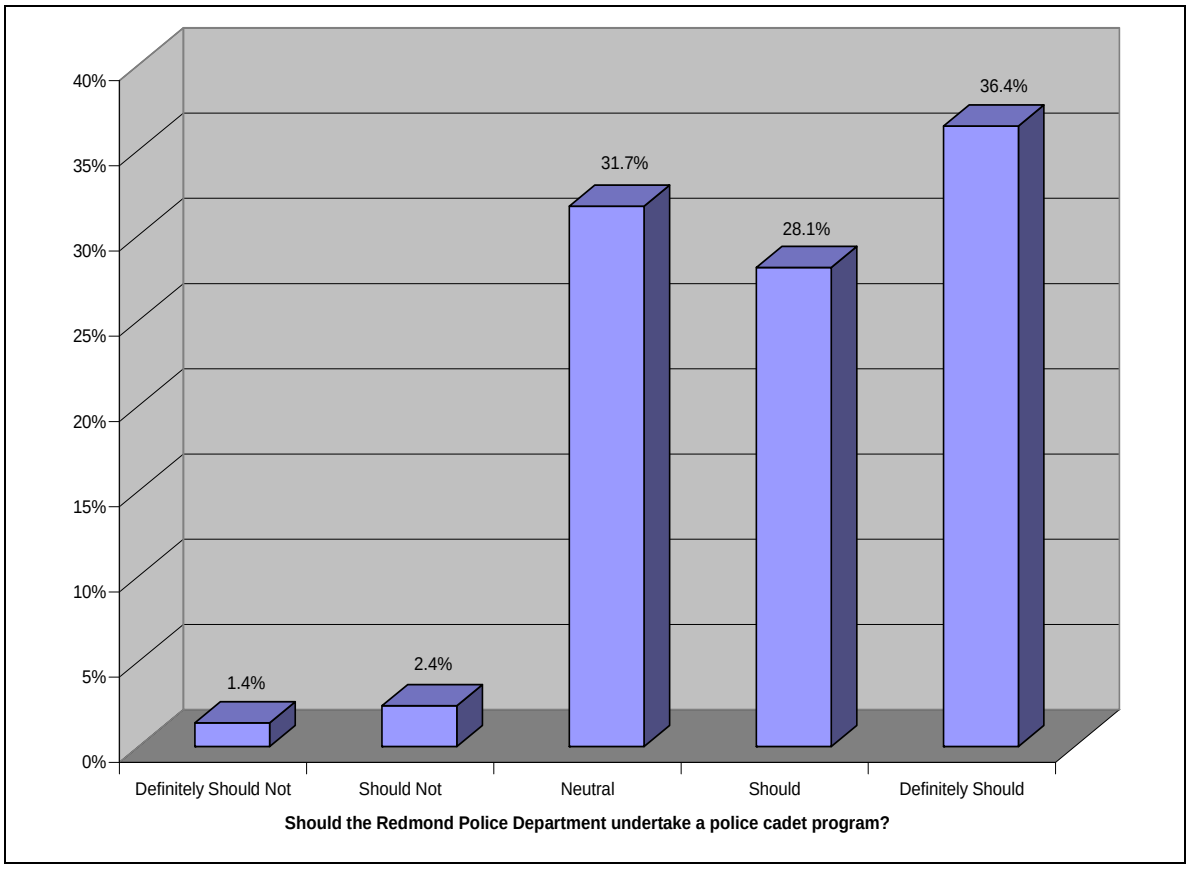
Note: The online survey was structured so that "should not" and "should" responses were not recorded. There were 121 non-respondents across all three versions of the survey for a total non-response rate of 10.8%.

Chart 8.4: Should the Redmond Police Department undertake a police foot patrol program?



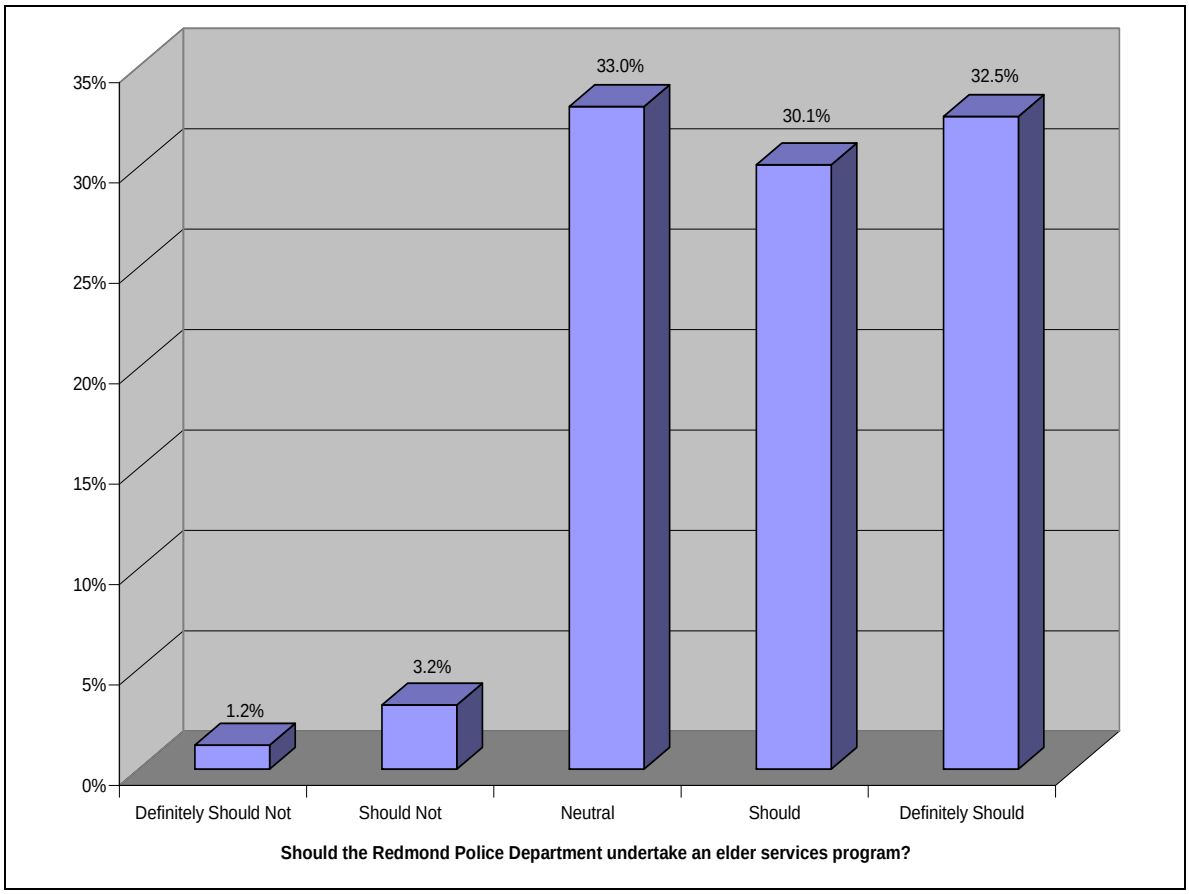
Note: The online survey was structured so that "should not" and "should" responses were not recorded. There were 135 non-respondents across all three versions of the survey for a total non-response rate of 12.0%.

Chart 8.5: Should the Redmond Police Department undertake a police cadet program?



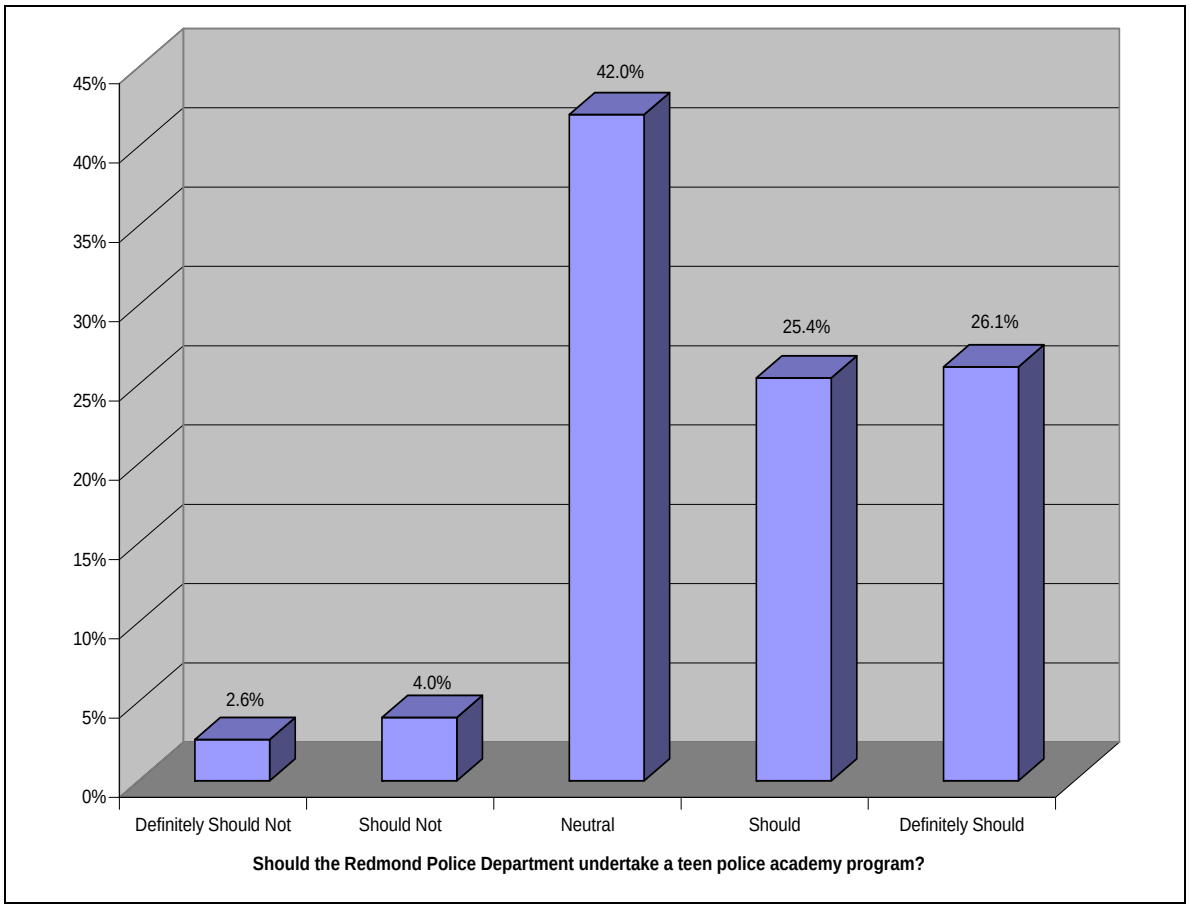
Note: The online survey was structured so that "should not" and "should" responses were not recorded. There were 132 non-respondents across all three versions of the survey for a total non-response rate of 11.7%.

Chart 8.6: Should the Redmond Police Department undertake an elder services program?



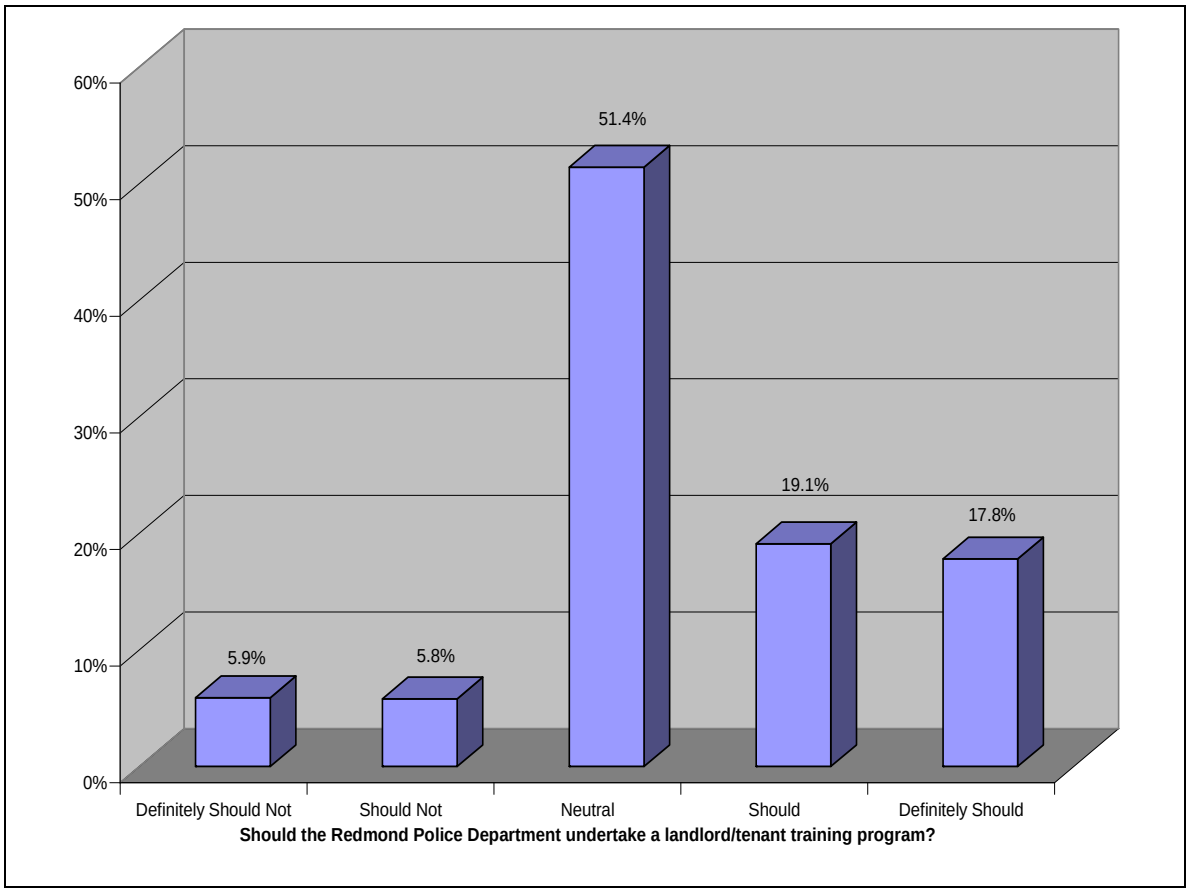
Note: The online survey was structured so that "should not" and "should" responses were not recorded. There were 153 non-respondents across all three versions of the survey for a total non-response rate of 13.6%.

Chart 8.7: Should the Redmond Police Department undertake a teen police academy program?



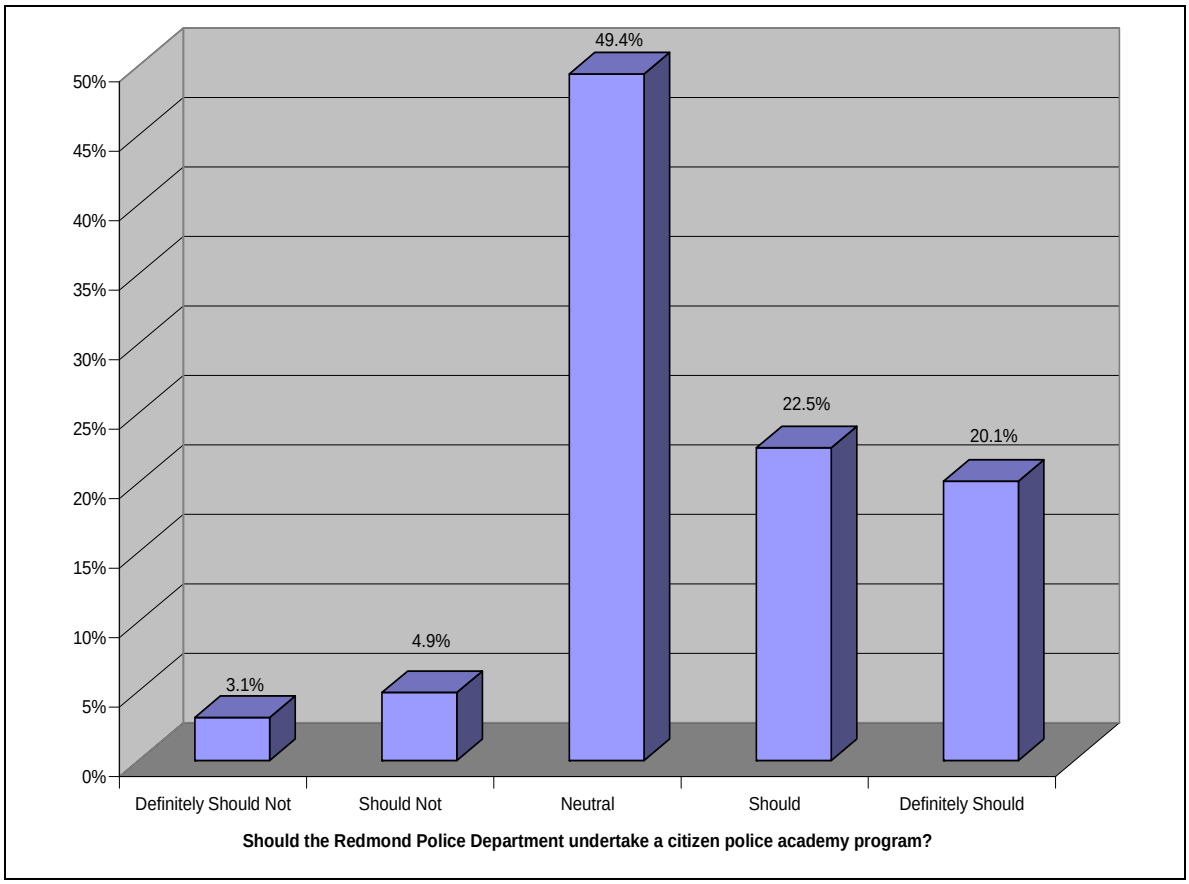
Note: The online survey was structured so that "should not" and "should" responses were not recorded. The abbreviated survey did not have this question. There were 6 non-respondents for the abbreviated version and an additional 144 non-respondents across all three versions of the survey for a total non-response rate of 13.3%.

Chart 8.8: Should the Redmond Police Department undertake a landlord/tenant program?



Note: The online survey was structured so that "should not" and "should" responses were not recorded. There were 136 non-respondents across all three versions of the survey for a total non-response rate of 12.1%.

Chart 8.9: Should the Redmond Police Department undertake a citizen police academy program?



Note: The online survey was structured so that "should not" and "should" responses were not recorded. There were 141 non-respondents across all three versions of the survey for a total non-response rate of 12.5%.

Section 9: Residential Status

The following questions were provided:

9.1 Where in Redmond do you live?
- 9.1.1 Downtown
- 9.1.2 Southwest Quadrant of the City
- 9.1.3 Northwest Quadrant of the City
- 9.1.4 Northeast Quadrant of the City
- 9.1.5 Southeast Quadrant of the City

9.2 Do you own or rent your home?

9.3 Are you a college student?

9.4 What is your age?
- 9.4.1 under 20
- 9.4.2 20-29
- 9.4.3 30-39
- 9.4.4 40-49
- 9.4.5 50-59
- 9.4.6 60 and over

9.5 How many children, under age 18, live in your household?

9.6 Sex:

Note: There were six questions in section nine of the standard survey compared to three in the abbreviated survey. The missing questions in the abbreviated survey were:

9.2	Do you own or rent your home?	Own or rent (Chart 9.2)
9.3	Are you a college student?	Yes or no (Chart 9.3)
9.5	How many children, under the age of 18, live in your household? (Chart 9.5)	

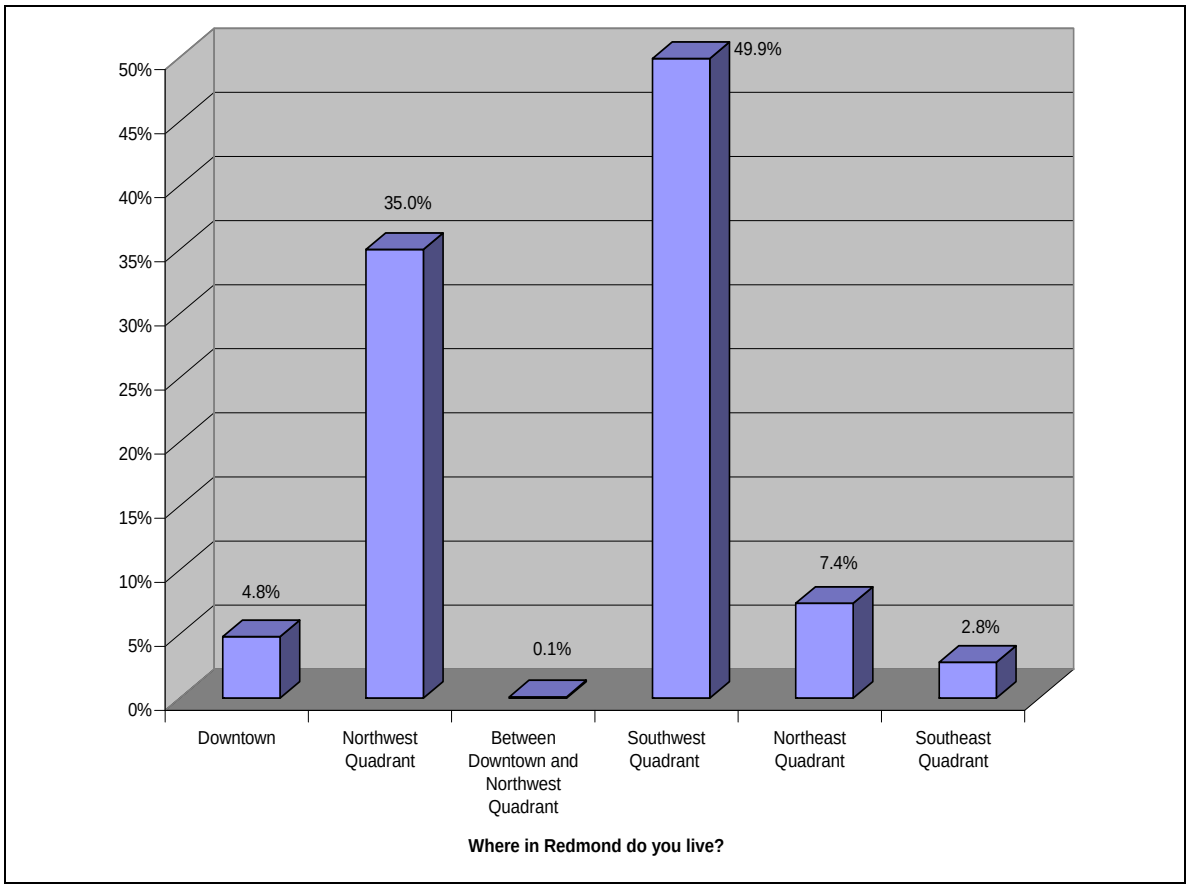
In the abbreviated survey, the respondents were asked to write in the street or area of Redmond where they live (i.e., please tell us your street or area of Redmond where you live _____- abbreviated survey) whereas in the standard survey there were five responses from which to select.

1. Downtown
2. Southwest quadrant of the City
3. Northwest Quadrant of the City
4. Northeast Quadrant of the City
5. Southeast Quadrant of the City

One of the age categories differs in the two surveys. In the abbreviated survey the respondents were asked to indicate "your age" with the first option being "under 19." In the standard survey the respondent is asked "What is your age?" with the first option being "under 20." (Chart 9.4)

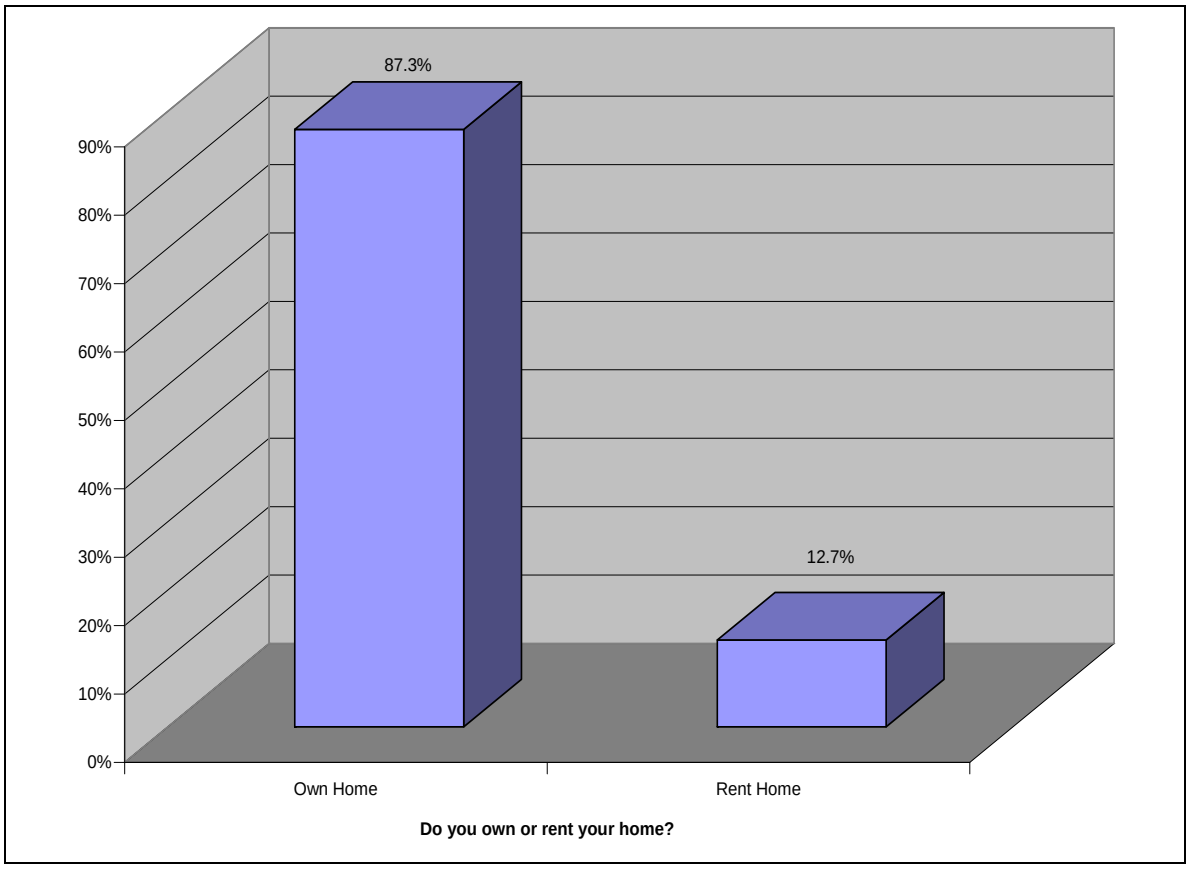
A summary of the demographic characteristics of the respondents has been provided in the Introduction to this report. More specific information is provided below.

Chart 9.1: Where in Redmond do you live?



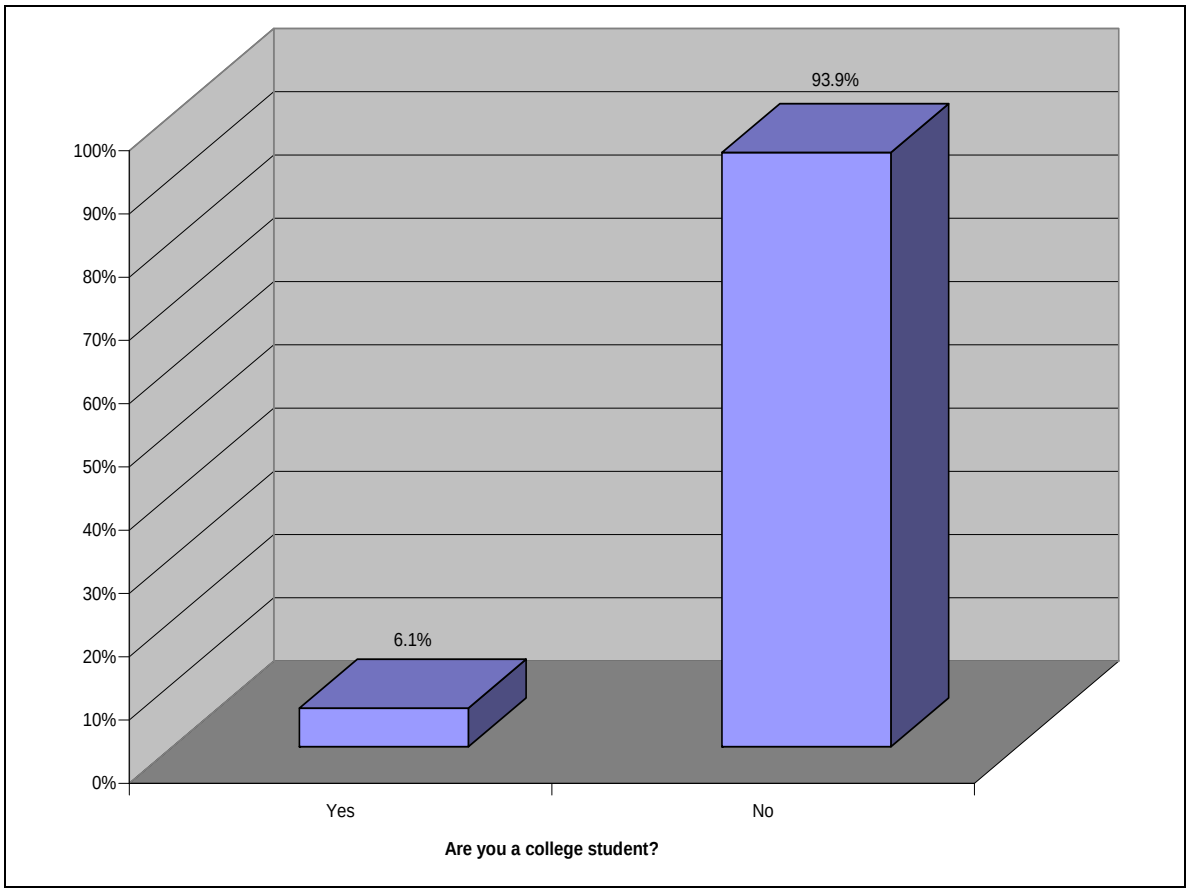
Note: The abbreviated version asked that respondents write out the "street or area of Redmond where you live," which was translated into one of the standard survey responses. There were 32 non-respondents across all three versions of the survey for a total non-response rate of 2.8%.

Chart 9.2: Do you own or rent your home?



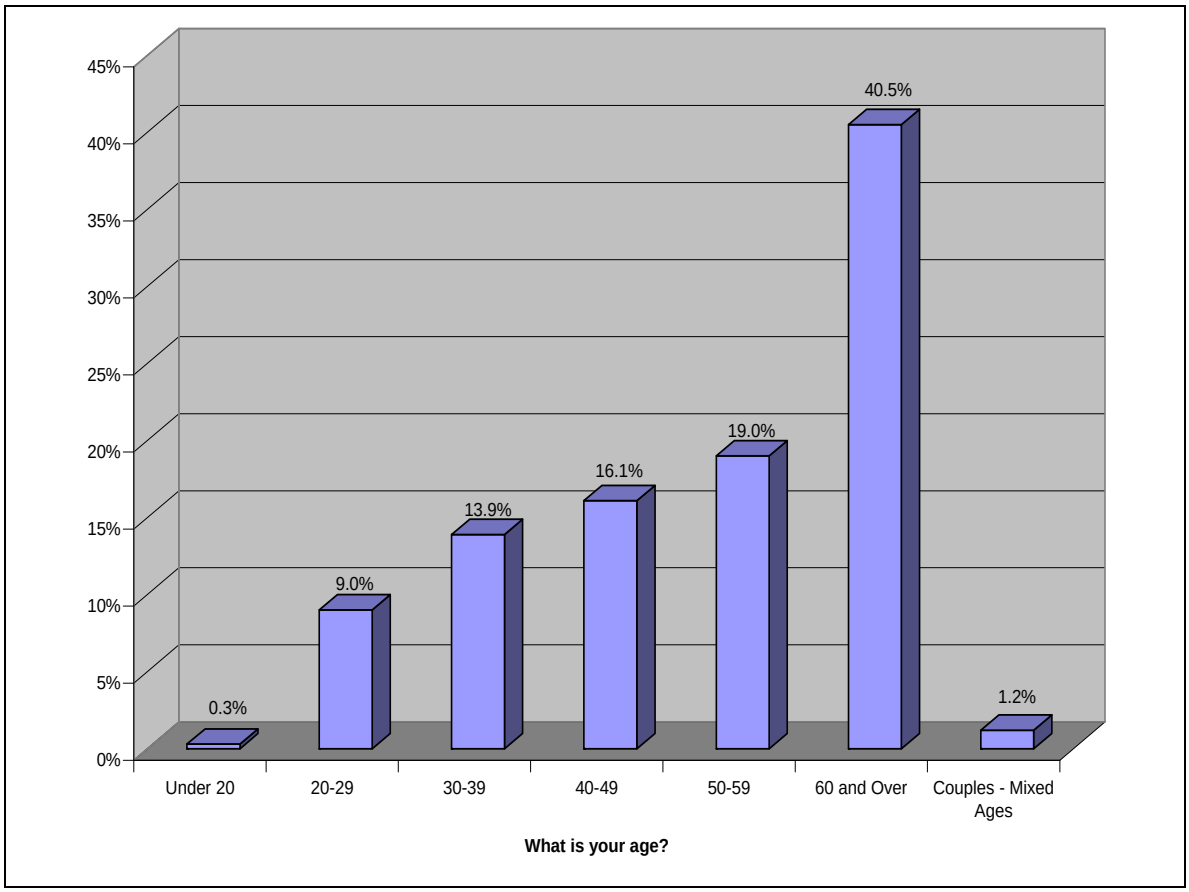
Note: The abbreviated version of the survey did not have this question. There were 6 non-respondents from the abbreviated version and an additional 19 from the other two surveys for a total non-response rate of 2.2%.

Chart 9.3: Are you a college student?



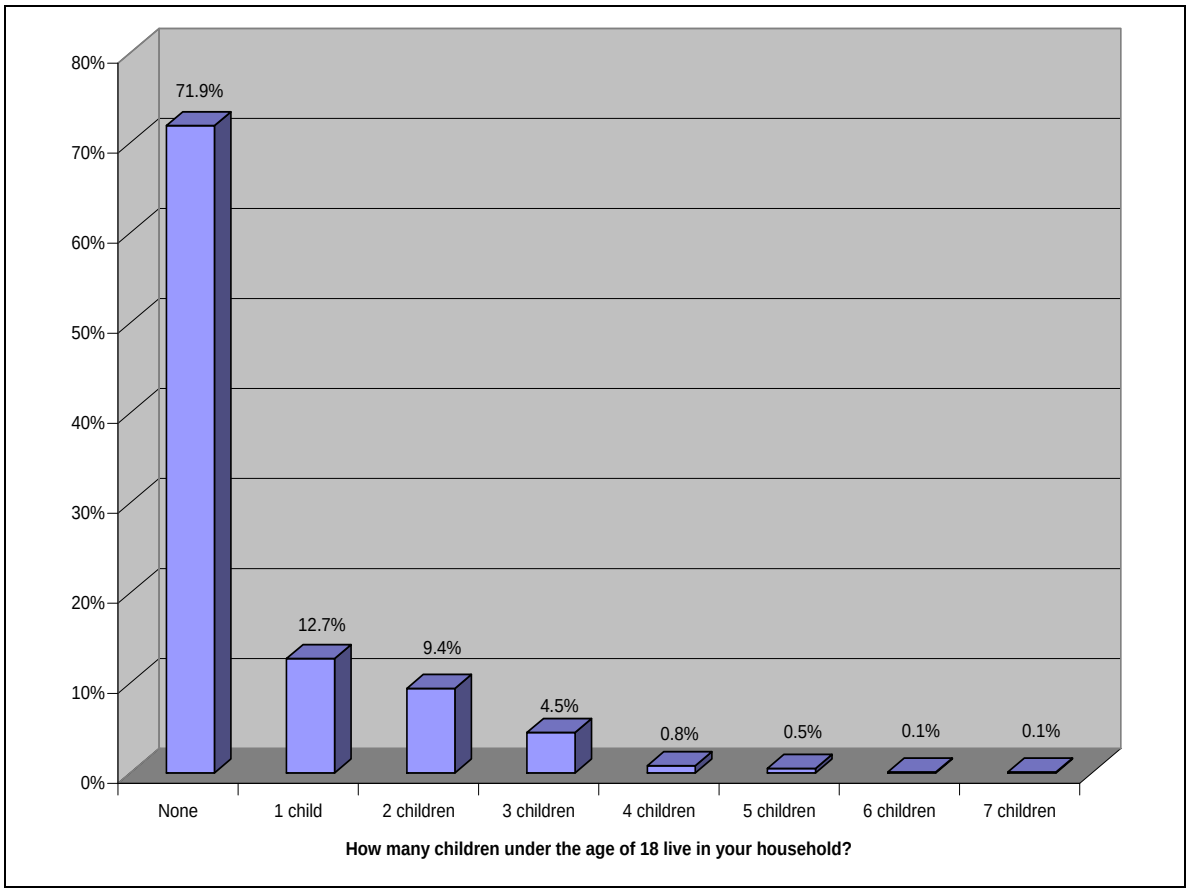
Note: The abbreviated version of the survey did not have this question. There were 6 non-respondents from the abbreviated version and an additional 56 from the other two surveys for a total non-response rate of 5.4%.

Chart 9.4: What is your Age?



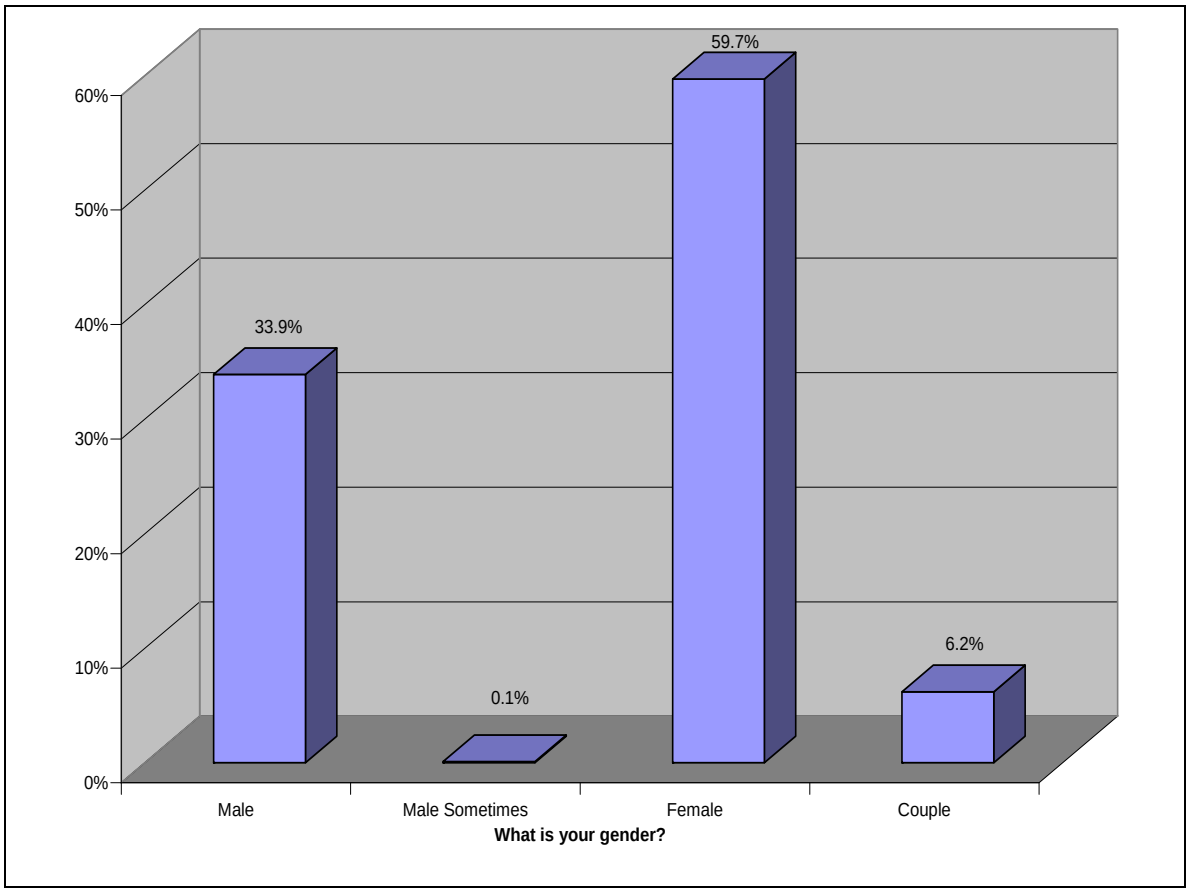
Note: There were 25 non-respondents across all three versions of the survey for a total non-response rate of 2.2%.

Chart 9.5: How many children, under age 18, live in your household?



Note: The abbreviated version of the survey did not have this question. There were 6 non-respondents from the abbreviated version and an additional 49 from the other two surveys for a total non-response rate of 4.9%.

Chart 9.6: Sex



Note: There were 243 non-respondents across the three versions of the survey for a total non-respondent rate of 21.6%. In addition, on 55 forms the respondents indicated that a couple responded to the survey. Moreover, one person identified himself as "Male sometimes." The response rate increases to 26.6% if the "couples" and "male sometimes" responses are added to the non-respondents.