

THE NCSTM
The National Citizen SurveyTM

Corvallis, OR
Open Ended Responses
2015



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The National Citizen Survey™
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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to an open ended question included on The NCS 2015 survey for Corvallis. Additional reports and the technical appendices are available under separate cover.

Respondents were asked to record their opinions about police services in the following question:

- What do you think is the single most important thing the City of Corvallis could do to improve police services to its residents?

The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 310 surveys were completed by Corvallis residents; of these 196 respondents wrote in responses for the open-ended question. Around 15% of respondents reported increasing visibility/presence/patrols would be the most important thing the City could do to improve police services. About 11% or more of respondents thought focusing on outreach/education/training or speeding/traffic violations were the most important focus areas. Around 10% of residents reported that the police were doing a good job and did not have suggestions for improvement.

Figure 1: Corvallis Police Services

What do you think is the single most important thing the City of Corvallis could do to improve police services to its residents?



Verbatim Responses to Open Ended Question

The following pages contain the respondents' verbatim responses as written on the survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

What do you think is the single most important thing the City of Corvallis could do to improve police services to its residents?

Increase visibility/presence/patrols

- Get the police out of their cars and "walks the beat" get to know the neighborhood that way - there is no other way - you can't get the feel of a neighborhood protected in a police car.
- More presence in neighborhoods.
- Visibility of officers on the beat.
- I liked the bicycle patrols in the summer. The more police get out of their vehicles. The more positive interactions, overall, I'm happy with police here, would like to see some minorities, esp. Spanish speaking, esp. Hispanic, police.
- More community policing - get out of your cars!
- Maintaining a presence/patrol as they do now. Police are very visible here.
- To hire more people to keep our streets clean and free of shrub so we can walk more freely and not have to jump out to the road so us old Americans can do our daily walk and exercise to keep our health.
- Increase officer & dispatcher staffing.
- Be more present. I personally have not had any encounters with the police services so I can't say much.
- I think Corvallis would benefit from having a "beat" cop who walks the downtown & Monroe Street Area. There's way too many homeless people making the downtown area seem unsafe & undesirable to do business in, or just to relax along the Riverfront. Homeless shelter downtown = Bad idea!
- Hire more police officers - more on duty at night.
- Be seen more. I may see a police car about once a month.
- More presence on streets where more likely a crime may occur such as outline areas.
- Be part & present in the community!
- See police cyclist downtown at night near expensive restaurants.
- Put some officers on the street walking + talking so all can actually talk to them on weekends + on 2nd + 3rd street.
- Strengthen neighborhood watch.
- "Cruise" neighborhoods occasionally - Be more visible in places other than speed zones!
- Have enough officers is that they can be seen as a sequence in the neighborhood.
- We need more police officers, there really isn't enough to do the job properly.
- Increase presence in downtown area to help homeless community. Give seminars for emergency preparedness methods citizens should use the case of natural disasters like earthquakes and gun violence or terrorism activities.
- Continue visibility by patrolling local neighborhoods.
- More patrols!
- More presence in neighborhoods! Fix the d***n streets! There aren't even lines painted!
- More neighborhood patrols.
- More down town bike patrols.
- More visibility/friendliness of officers.
- Be out of the patrol car more often.
- Have more visibility of police officers throughout the city - it's neighborhoods, parks, downtown, etc.
- More general patrolling.
- Increase police visibility.
- Have more beat & bicycle patrols.
- Be sure we have enough officers.
- More visibility.

- Be more visible in neighborhoods, keep up the good work!
- More Police.
- I don't know how to say it and I don't know either the ratio of police with the citizens of the city. I very seldom see them patrolling, since I came here last year.
- Hire more officers and mental health practitioners to support them.
- I rarely see police - not sure if that's good or bad. Don't have any suggestions.
- More police officers, patrols in neighborhoods and cameras at intersections

Outreach/education/training

- Diversity & social justice training.
- Implicit bias training.
- Neighborhood outreach by members of the community. Investing money in lower income areas.
- I think our youth need to have more opportunity for engaging with law enforcement individuals in positive, proactive efforts toward helping them feel valued, respected as citizens with opinions and voice about their perceptions on safety, drugs, safe & healthy parameters for social gatherings/parties, including dialogue on connection between responsible alcoholic use, noise mitigation, what it means to be part of a healthy community and everyone's responsibilities /privileges.
- More outreach to kids.
- Meet & greets! Reach out to specific populations to get to know them/us so they/we feel understood!
- Further increase contact with community & build relationships. Continue being proactive.
- I would like to see the police to interact with the neighbors in these district wards of the community's.
- Education - especially at schools.
- More accessible and open to community and children.
- Ongoing education. Kindness especially when dealing with a person when is different in some way - respect a persons dignity if possible. I don't really know - just thoughts.
- Continuous training - emphasizing dealing with mentally challenged - homeless.
- Get classes to the people. Find ways to pull them in to the police needs of Corvallis. How can we help more. I feel we will need our participation in the near future with what is happening in the world.
- Establish a familiar rapport.
- Community outreach to university students as well as to minority groups. I think seeing police officers driving, biking, walking their area of responsibility in stills a sense of confidence in the amount of personal and professional/agency invested interest their is in the community. Make censual contact with the public so that the community's experience/exposure to/with the police.
- Train them well, pay them well, team diversity, and give them union benefits.
- Citizen/police courses, neighborhood watch group assistance.
- More community events like BCSO chili cook-off.
- Let them visit residents, personally rather than making us off limits to them.
- The officers could use customer service training. I have yet to have a positive experience, or heard of one, with an officer. All that I have encountered, as a citizen not a suspect, have been curt, rude and egotistical. My impression is that they don't see themselves as a part of the community but above it and that citizens are treated accordingly. Having had friends and family serve as police officers, I have a great deal of respect for the position. I, however, have yet to encounter a Corvallis officer that I can regard with respect as they have none for the citizens. Also, when my vehicle was vandalized, I tried using the website to report it but the site didn't work correctly and I gave up.

Doing a good job/nothing to improve

- As far as I can tell they do a great job. The main issue in Corvallis is college rentals moving deeper into neighborhoods, which breaks down community and decreases livability. This isn't a police issue, but they can continue to be responsive if called on complaints (e.g. noise).
- Continue excellent service.
- Our experience has been excellent response. We have one major complaint about city management: they have allowed far too much off-campus, multiple-student apartment housing with much, much too little on-site parking. It is too late now, but there should have been much stronger negotiation between city and university requiring the university to provide significant appendage of the college.

- No comment! It's all good!!
- Sorry, I don't have an answer as I feel the police dept is doing an excellent job.
- Feel they are doing a good job.
- Doing ok.
- Ok as is.
- It is currently doing a good job with its service to its residents.
- Nothing, they seem fine.
- I think of the members of the Corvallis Police Dept. as helpful and benevolent, as well as competent. As long as they uphold this image, I have no ideas for improvement.
- They seem to do a good job!
- Have had limited contact w/ police dept. Called all once, they were very responsive, polite, competent.
- Mostly I have been happy. In my last encounter I felt like my issue was dismissed abruptly without any time put into it. Following that encounter, I went to BCSO, who followed up satisfactorily.
- I think they are doing fine.
- Only have had positive interaction w/ law enforcement here. Thank you CPD!
- Nothing. They are doing a great job.
- Police do an excellent job; they need more leeway to deal with student & indigent people disturbances! Perhaps we need hire additional patrol officers.
- The CPD does a decent job I guess, sometimes I see officers who seem to forget the humanity of individuals in need of assistance, and just go straight to rude. Also get the crazy bicyclists under control. ARE BIKES CARS? PEOPLE? Stringent code/ law enforcement of students & others running lights would make me very happy. Once per year on Monroe isn't cutting it. Riff Raff by Central Park is an area in need of compassion, but a problem.
- I think the police are doing a great job,
- I think they do a great job!

Focus on speeding/traffic violations

- Clearly mark school zones so people know when they enter and exit a school zone & what the speed limit is in the school zone.
- Closer monitoring of intersections, esp. in downtown. Too many people "run" red or yellow lights! Endanger pedestrians & other drives.
- Be more aware of speeding on such roads as 35th Street & other outer most roads, esp. by younger citizens. Hand out citations to residents who do not keep their yards free of weeds & junk. City should designate parking lines so cars park without taking up so much room. Yellow markings on corners should be designated. Alternate street side parking so that the sweeper actually cleans the street instead of just driving up the middle when cars are parked on both sides. (See how large cities handle this.) Debris clogs up storm drains etc.
- When driving in Corvallis & on the road, I see people on the cell phone everyday. Young & Old something should be done. Thanks!
- I would like to see the crazy drivers around campus get caught. Sometimes I can't believe what I see on Western Blvd., specifically. Granted, I live in an old neighborhood that is slowly being taken over by the college, but we have families here, and animals. Maybe drop the spd. limits to 25, at least to 14th St.
- Incorporate random DUI checkpoints throughout the city on weekends/around holidays.
- Focus on major crimes instead of traffic enforcement. Major routes are owned by the state. Let state OSP handle those issues. Sheriff officers should do likewise too. We currently have OSP, Sheriff, & City enforcing traffic on some roads. Too much duplication.
- 1) Stop speeding cars in neighborhoods. 2) Exercise discretion in punishing behaviors that are accidental/uninformed vs. intentional.
- Enforce speeding on residential streets.
- Enforce traffic & noise ordin. already on books. Students breaking laws are ignored for speeding, running lights & stops signs other moving violations - e.g. not stopping for pedestrians, tailgating. Not just students, but they are plentiful. Loud cars, loud music in cars & homes. Our police act as though they don't want to be bothered by this - or as if they have been told to turn a blind eye & deaf ear. This changes livability. As a parent, I would rather know Corvallis demanded my college-age off spring obey rules for safety. Student noise

outrageous. Walking is becoming more difficult w/ students parking on sidewalks. This is not isolated incidents. -> Generally think CPD great.

- More enforcement of traffic speed limits.
- Better traffic law enforcement.
- Stop giving speeding tickets to people driving less than 5 miles over the speed limit. People can't/shouldn't watch their speedometer 100% of the time while driving.
- Monitor school zones! Too many speeders going 40 in a 20 mph active school zone. Especially down Walnut.
- There needs to be more bicycle infraction enforcement especially late night on the weekends. I have come close to hitting cyclists on my way home from work due to their lack of following laws of the road.
- Monitoring traffic, personal safety, being available.
- More on safety instead of speed traps; can the motorcycle speed cop.
- Try enforcing speed laws. Motorists speed on all streets - 10-15 mph over limit when they can. I avoid riding my bike on busy streets, Grant, Kings, [?] - speed alleys, and no proactive enforcement. Police just sit back and wait to be dispatched. We avoid parks now - dogs generally off leash in all of them that allow dogs. The nice parks have gone to the dogs. No one wants to enforce leash laws anywhere, including, Corvallis.

Improve officer conduct

- Present a positive face to residents, not just negative encounters.
- Acting with compassion, with I think they do. Understand the issues which come with growth, crime, mental health which is very much needed because of the Travestys which occurred in there lives. Bedlam too - 2000 AD and so on. Set aside real crime emergencies. I've read in the O.S.U. barometer the things they have to deal with at times. They get a kick-out out of it. What goes on around campus.
- More courtesy.
- Stop profiling people of color, stop giving drug possession charges for Marijuana. Start treating the homeless population with decency and respect.
- Not be rude.
- Stop targeting certain demographics.
- Make sure officers are honest.
- Make them friendlier my little one adores police but is terrified of Corvallis police but one officer which is very kind Eric Sorbey is the only one is not scared of. fix it.
- When driving, smile and wave to pedestrians and cyclists.
- Eliminate racial profiling. Make Corvallis a model city by implementing innovative new programs.
- Courtesy/Respect/Responsible.
- Fairness and courteous help to minority groups
- Ensure the officers are men of integrity

Focus on crime/drugs/homelessness

- Bust the drugs dealers, instead of saying at least we know were there at.
- More control on aggressive panhandling and illegal camping around parks, bridges, etc.
- Crime prevention, particularly related to drug and alcohol abuse.
- Work on police relations with young people especially young men! It's tough teens are most often involved in drugs and speeding so that's where they encounter our police. As a result they have (or many teens have) a bad impression of police. It would be great if police could instead function as a conduit between kids and the services they so desperately need help in recovering from drugs or law-breaking now that would be really something!
- Dealing with the Methamphetamine problem in the community - stings, taking trespassing more seriously, etc.
- #1 Get rid of the drug dealer at [REDACTED]. He [REDACTED] works at that location from Thursday to Sunday and usually loads out drugs on Sunday.
- Clamp down hard on illicit drugs (and dealers) especially meth (which will irreversibly destroy a person's mind, cause him to commit unpredictable crimes, ruin his own & other people's lives, & cost the community a fortune just to subsequently look after him).
- Enforce laws that the homeless break, drug possession, breaking & prosecute them. Seems that there lots of crime reports in the 6-T--people without addresses. I believe that the downtown area is an area that needs to

be patrolled and attended to - people are afraid due to the number of homeless, post office, shopping area, parking lots etc.

- Crime prevention. Not reaction. Being a better partner for preventing crime & creating cooperative environment where we all work to make Corvallis safe place.
- Improve safety issues related to homeless population, I do not feel safe going to downtown on the bike path because of homeless camps by pioneer park. Other people feel the same as I do.
- Concerned about amount of homeless & youth around library & around shopping areas in town was approached by a homeless person to buy a (physically-condition of book) filthy at a shopping area.

OSU related

- Be aware that burgeoning OSU student numbers may negatively impact residential neighborhoods, and be prepared to deal quickly and decisively with infractions.
- Work to improve work with OSU administrators and staff towards managing student behavior problems that affect residents living with a large student population in a relatively small town.
- Better policing of OSU parties roaming; and after hours/illegal parks usage (night use; dogs in no dogs allowed parks).
- Continue to work with the college to address the conflict caused by that small proportion of student who drink too excess/have loud, uncontrollable parties.
- Solve parking problem around OSU.
- Stop hassling college students for being college students. Corvallis needs to understand it is a college town and host that its residents are too. Warnings for misconduct are far more effective then fining for large sums of money. Police also need to be less rude to the college populations. Assuming a college student is disrespectful, rude, violent etc. is profiling and it is wrong!
- More police assigned to neighborhoods around OSU to deal w/ parties.
- Increase policing of OSU students w/ loud parties w/o anyone calling in.
- More curbing at OSU destruction of the quality of life in adjacent neighborhoods - drinking, parking, noise.
- 1) Better liaison w/ OSU - drinking, neighborhood noise, misuse of bike lanes (going wrong way, skateboarding etc). 2) Better education re driving - biking - sharing road.
- OSU is in charge, parking by my residence is impossible OSU growth here had a very negative effect on the livability of Corvallis. For years the university was a huge positive; with the revival of Ed Ray this has occurred into a huge negative.

Other

- Stop issuing petty tickets especially during football game & such. I was cited (\$40) for parking in a "No Parking" zone - When I clearly was parking in a legal zone - Both the Judge and a Sherriffs deputy agreed with me. I have watched police issuing tickets on game days for very minor issues - like being 2 inches in the yellow - or bike lane. One has to wonder if the game day cops are not in a revenue collection made rather securing & protecting!
- More bus running on Sunday, more street lighting.
- Lighting along the path following Philomath Blvd. from downtown to 53rd. Technology & Philomath left turn light as well as 36th & Harrison left turn light are very slow.
- Be efficient - Work to get end of duplication & expense of 3 (or 4) law enforcement bodies (OSU, state police, city, county). Be accountable - Have citizen renew board before we have an incident that causes us to need one.
- Use Autos rather than Suv's. The big Suv's bother me. I do not think our snow/ice warrant them.
- Encourage more business development/tasks community needs more choices for good restos!! This survey is way too long.
- Make sure of HIS safety as much as possible.
- Treat minorities better. There is still a perception that is to be improved.
- Less bike cops.
- Control underage driving and drug use.
- They are very essential to our community, but they need to lay off on students, I believe.
- Greater control of neighborhood noise - eg. fireworks on new years eve for 2+ hours.
- Encouraging personal development in police officers private lives. (Good quality lifestyles).

- More active neighborhood watch programs to help knock down theft/property crime.
- Let the city grow economically! Bring in young families - The City is aging! We miss John Nelson!
- Cameras on all officers to ensure safety, credibility and equality.
- We have had very little contact with the police department. They are very kind and polite.
- Well further interaction via inviting further resident involvement and/or volunteering in an actually useful capacity is always good, but frankly I think were doing pretty well already.
- Least to the people.
- Communication.
- My friend was in car accident on 9th. Police did not want to come if no injury. I'm from Mt. Police come to all accidents to help. Feel this is important.
- A new jail outside the city - it is ridiculous that we depend on other cities for additional housing of our inmates.
- I have heard horror stories of officer Steven Teeter, however my experience with this officer was acceptable.
- Stop pulling over cars just because they are leaving and downtown establishment at night. (over the weekends) - Friday & Saturday nights. Stop using speed traps in residential areas - officers giving speeding tickets at the bottom of hills for 5 mph. Over the limit. Officer Teeter can be seen doing this almost every other day around the OSU campus. No profiling on traffic stops (students, racial etc.).
- Revise zoning standards to limit massive housing developments in established neighborhoods that destroy the character and livability of those areas - stop catering to out-of-state developers who have no stake in our city but seek primarily to profit from self-serving growth.
- Public transportation, especially in south town.
- Reduce property taxes for retired persons.
- Make it clear to the public what number to call if it is not an emergency or not enough of an emergency to call 911.
- I know there used to be a policewoman but I think she retired a couple of years ago. I don't if any other have been hired.

Don't know

- I have not had contact with any police so I do not know.
- Don't know. Just be there when needed.
- I am not aware that the police services need improvement. They are doing their job, as far as I know. Being consistently a calming presence on duty - regardless of the circumstances is the behavior & want to see in the police, Never shoot to kill, should be a mantra.
- Can't think of anything.
- Not sure.
- So the things that should be done.
- ?
- I don't know.
- No opinion about police services. But something definitely needs to be done to address transient/homeless population and panhandling and trashing of public parks and walking areas.
- Not sure very little interaction with them.
- Don't know.
- Not sure.
- I'm not sure.
- No suggestions.
- No ideas.
- Don't know.
- It is not my expertise to say.
- ?
- I dont know
- N/A, I have had no negative interactions with Corvallis PD.

- I honestly don't know - we have been "lucky" enough to not need police services so have had no contact (Positive or Negative). In general, based on our feeling of safety in Corvallis, we think the police dept. must be doing the right things already.
- Can't think of a thing. They're doing a fine job.
- I don't have any feedback related to this