



# **City of Billings, MT**

## **The National Police Services Survey**

Report of Results  
2021

**Report by:**



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## About The NPSS™

The National Police Services Survey™ (The NPSS™) was developed to provide a statistically valid survey of the resident perceptions of safety and community policing in communities across America. Through a series of questions, residents were asked to:

- Assess their perceptions of safety
- Gauge police resident interactions
- Assess quality of public safety services
- Identify public safety priorities

The goals of the survey are intended to increase safety, align resident and government priorities, and strengthen relationships between communities and public safety officers.

This report provides the opinions of a representative sample of 503 residents of the City of Billings collected from October 19, 2020 to December 2, 2020. The margin of error around any reported percentage is 4% for all respondents and the response rate was 17%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Billings.

### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to the benchmarks

Benchmark comparisons come from two national administrations of The NPSS. The NPSS was first administered to a representative online panel of about 2,000 United States residents in August 2018. SurveyGizmo provided the list of panel members who were sent multiple invitations until the desired number of completed surveys was obtained. In 2020, the panel was refreshed with additional responses from 2,973 respondents who were recruited through the Polco platform and Facebook ads. For both national panels, the survey responses were weighted by respondent tenure (rent vs. own), housing unit type (attached vs detached), race, ethnicity, gender and age within each region to ensure the results were representative of all adults across the U.S.

In each tab, Billings’ results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the percent positive (e.g., excellent or good, very safe or somewhat safe, etc.) given by Billings residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Billings’ percent positive for a particular item was more than 10 percentage points different than the benchmark. If a rating was “much higher” or “much lower,” then Billings’ percent positive was more than 20 percentage points different when compared to the benchmark.

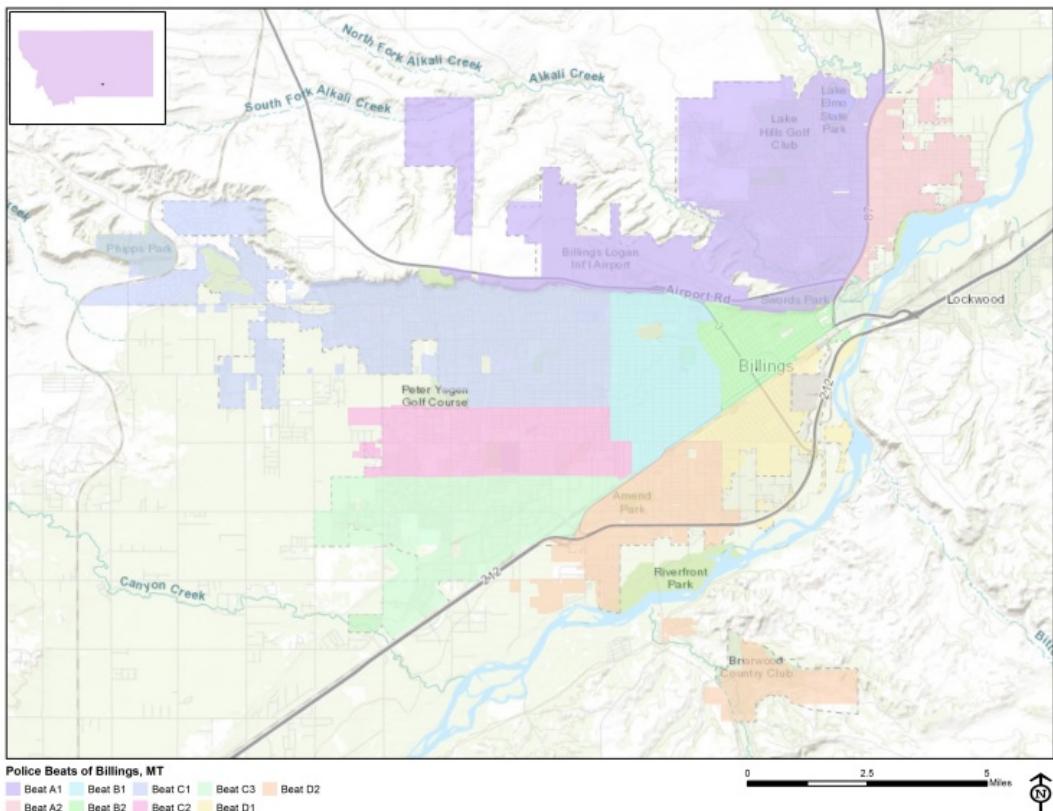
The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that a portion of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2020 ratings compare to other communities’ ratings.

## Methods

### How survey recipients were selected

All households within the City of Billings were eligible to participate in the survey. A list of all households within the zip codes serving the City was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that include Billings households may also serve addresses that lie outside of the communities, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary files and addresses located outside of Billings boundaries were removed from consideration. Each address identified as being within the boundaries of the City, and were further identified as being within one of nine police beats. (See the map below.)

From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.



### Conducting the survey

The survey was hosted on the Polco platform and was available in English. The 3,000 City randomly selected households selected received three mailings, each one week apart, beginning on October 19, 2020. The first mailing was a postcard from the City Administrator announcing the survey, along with a web link where recipients could complete the survey online. The second mailing was a letter inviting participation and the final mailing was a reminder postcard. Each mailing contained the web link to the survey and had messaging in English only. Additionally, the adult member of the household who most recently celebrated a birthday was asked to participate. (This is known as the "birthday method" and is a process for choosing a random adult to complete the survey.) Completed surveys were collected for a total of six weeks. All survey responses were captured through the online survey tool exactly as they were submitted by each survey respondent.

About 103 of the 3,000 mailed invitations were returned because the address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,897 households that received the invitations to participate, 503 completed the survey, providing an overall response rate of 17%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.\*

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the Billings survey is no greater than plus or minus 4 percentage points around any given percent reported for all respondents (503 completed surveys). For subgroups of responses, the margin of error increases because the

number of respondents for the subgroup is smaller.

In addition to the randomly selected probability sample of households, a link to an online open participation survey was publicized by the City of Billings. The open participation survey was identical to the scientific survey and open to all City residents. The online open participation survey became available to all residents on November 18 and remained open for two weeks.

The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

### Analyzing the data

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Billings. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were sex, race, ethnicity, age, housing type, and tenure. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* No adjustments were made for design effects. The results of the weighting scheme are presented in the following table; the ..

		Unweighted	Weighted	Target*
Age	18-34	14%	31%	31%
	35-54	26%	34%	34%
	55+	60%	35%	35%
Hispanic	No, not Spanish, Hispanic..	98%	97%	96%
	Yes, I consider myself to ..	2%	3%	4%
Housing type	Attached	28%	31%	31%
	Detached	72%	69%	69%
Race	not white	6%	8%	8%
	White	94%	92%	92%
Race/ethnicity	not white alone	7%	10%	10%
	white alone	93%	90%	90%
Sex	Female	55%	52%	52%
	Male	45%	48%	48%
Sex/age	Female 18-34	8%	16%	16%
	Female 35-54	14%	17%	17%
	Female 55+	33%	19%	19%
	Male 18-34	6%	15%	15%
	Male 35-54	12%	17%	17%
	Male 55+	28%	16%	16%
Tenure	Own	75%	63%	63%
	Rent	25%	37%	37%
ward	A1	19%	16%	16%
	A2	5%	7%	7%
	B1	14%	14%	14%
	B2	3%	5%	5%
	C1	32%	26%	26%
	C2	12%	11%	11%
	C3	8%	9%	9%
	D1	3%	4%	4%
	D2	4%	7%	7%

The survey dataset was analyzed using the R programming language for statistical computing and charts were made using the data visualization software Tableau.

The tab "Crosstabs" shows comparisons of results by respondent subgroups. Some of the respondent subgroups were fairly small, making comparisons of their responses difficult. For each set of crosstabs, a table can be displayed in the tab "Statistical significance" showing the size of a difference between subgroups that could be considered significantly different. Smaller subgroups will require larger differences to be statistically significant (and vice versa).

### Contact

The City of Billings Police Department funded this research. Please contact Kevin Iffland at the City of Billings at [ifflandk@billingsmt.gov](mailto:ifflandk@billingsmt.gov) if you have any questions about the survey.

### Survey Validity

See the Polco knowledge base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>.

\* See AAPOR's Standard Definitions for more information: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx)

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets based on Census and American Community Survey data

## Highlights

### **Billings residents feel safe in their neighborhoods and give high marks to Billings as a place to live.**

Eight in 10 respondents said that Billings was an excellent or good place to live and a similar proportion gave positive reviews to the overall quality of life in Billings. About three-quarters scored the city highly as a place to raise children. A majority of residents also reported feeling very or somewhat safe in their neighborhood during the day and at night (92% and 71%, respectively) and in Billings' major recreational areas and downtown areas during the day (83% and 71%, respectively). These ratings were on par with the national averages.

### **Residents voice concerns about crime and safety in Billings.**

About 6 in 10 survey respondents rated the overall feeling of safety in Billings as excellent or good, a score lower than the national average. Only 3 in 10 residents felt very or somewhat safe in Billings' downtown areas and in major recreational areas at night; each of these evaluations fell below other communities across the nation.

Respondents assessed how much of a problem 34 different issues were in Billings. Overall, 20 of the 34 issues were rated as a major or moderate problem by at least half of respondents, and most issues were viewed as more problematic in Billings than in other communities across the U.S. In Billings. The issues of greatest concern to residents were drug abuse, burglaries/thefts, homeless- or transient-related problems, driving under the influence, domestic violence, and child abuse. More than 75% of respondents rated each of these as a major or moderate problem.

When prioritizing a list of nine possible areas of focus for the Police Department in the next two years, about 9 in 10 respondents said that drug enforcement, school safety, and responding to community interactions with the homeless and transient population were high or medium priorities. These priorities were rated as more essential in Billings than in other communities across the nation.

### **Police service delivery in Billings is highly regarded.**

Even though residents in Billings reported higher levels of crime than their counterparts in other areas of the country, respondents gave high marks to the job the Police Department does at providing services in Billings. Three-quarters of respondents gave excellent or good marks to the overall quality of services provided by the Police in Billings, a rating that was higher than the national benchmark. In addition, ratings for managing political protests, working to increase school safety, assisting victims of crime, and responding to community interactions with the homeless population exceeded national averages.

### **Trust in the Police Department is strong.**

At least three-quarters of respondents said that the Billings Police Department does an excellent or good job acting in the best interest of the community, acting within the law, and being trustworthy. A similar proportion said that the Police care about the well-being of the people they deal with and that they are a positive influence in the community. All ratings of trust in the Police Department were higher or much higher than the national benchmark.

The 53% of respondents who reported having contact with someone from the Police Department in the 12 months prior to the survey evaluated their interaction with the employee from their most recent contact. Most Billings residents gave favorable assessments to the Police Department employee treating all people involved in a respectful manner, their fairness and knowledge, and their overall impression of the Police department staff member. All ratings of interactions with employees were much higher than the national average.

# Report of results and benchmark comparisons

## Quality of life in the community

Safety is an essential component of community quality and livability. Residents were asked to rate their community as a place to live, a place to raise children and the overall quality of life in the community. The percentage of positive responses ("excellent" or "good") are shown.

		% positive	vs. benchmark
<b>Please rate each of the following aspects of quality of life in Billings.</b>	Billings as a place to live	81%	Similar
	The overall quality of life in Billings	80%	Similar
	Billings as a place to raise children	74%	Similar
	Overall feeling of safety in Billings	63%	Lower

## Perceptions of safety

Respondents rated their overall feeling of safety in the community. Perceptions of safety also were assessed for public spaces such as neighborhoods, commercial areas and major recreational amenities. Safety ratings were given separately for day and night hours. Residents were also presented with 35 important public safety issues and asked to think about the extent to which each of the issues affected the community. The issues assessed included types of violent and non-violent crimes, as well as various code enforcement violations. The percentage of positive responses ("very safe" or "somewhat safe", or "major problem" or "moderate problem") are shown.

<b>Please rate how safe or unsafe you feel...</b>	In your neighborhood during the day	92%	Similar
	In Billings' major recreational areas (parks, trails, etc.) during the day	83%	Similar
	In your neighborhood during the night	74%	Similar
	In Billings' downtown/commercial area during the day	71%	Similar
	In Billings' downtown/commercial area at night	31%	Much lower
	In Billings' major recreational areas (parks, trails, etc.) at night	29%	Much lower
<b>How much of a problem, if at all, do you think these issues are in Billings?</b>	Drug abuse (e.g., manufacture, sale, or use of illegal/prescription drugs)	91%	Much greater
	Burglaries/thefts/robberies (any type, including auto, personal or residential)	86%	Much greater
	Homeless- or transient-related problems (panhandling)	83%	Much greater
	Driving under the influence (i.e., alcohol or drugs)	83%	Much greater
	Domestic violence (adult)	77%	Much greater
	Child abuse	76%	Much greater
	Human trafficking (i.e., forced labor or sexual exploitation)	69%	Much greater
	Gun violence	64%	Much greater
	Traffic problems (e.g., residential speeding, aggressive drivers)	64%	Much greater

Homicide (i.e., murder)	63%	Much greater
Vandalism/graffiti	61%	Much greater
Residents not knowing enough about public safety issues in the community	60%	Much greater
Sexual assault/rape (adult)	59%	Much greater
Disorderly conduct (public intoxication, noise violations, etc.)	59%	Much greater
Fraud/identity theft	56%	Much greater
Underage drinking	53%	Much greater
Litter	52%	Greater
School safety (e.g., bullying, fighting, or weapons)	52%	Much greater
Elder abuse	51%	Much greater
Financial crimes against elderly	51%	Much greater
Poorly kept houses	48%	Much greater
Physical assault/fights	46%	Much greater
Not enough help from residents to make the community safer	44%	Much greater
Gang activity	44%	Much greater
Hate crimes (e.g., because of race, religion, sexual orientation)	41%	Greater
Racial/ethnic tensions	37%	Greater
Abandoned and junked cars	35%	Much greater
Strained police-community relationships	29%	Similar
Prostitution	28%	Greater
Safety on public transit (e.g., bus, subway, rail, shared rides)	26%	Greater
Animal problems (animals running at large, barking dogs)	24%	Similar
Neighbor disputes	21%	Similar
Unauthorized immigrants	20%	Similar
Mass shootings	7%	Similar

## Quality of police services

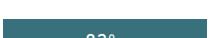
Residents rated the quality of police/sheriff services overall and for each of the specific public safety services offered in the community. Services ranged from public information and outreach to investigating crimes. Public trust in the police also was measured in the survey. Respondents were asked to rate the police on equity, accountability, and other important facets of ethical behavior. The percentage of positive responses ("excellent" or "good") are shown.

<b>Please rate the job the Police Department does at each of the following in Billings.</b>	Managing political protests	82%	<b>Much higher</b>
	Working to increase school safety	76%	<b>Much higher</b>
	Maintaining public order	74%	<b>Higher</b>
	Responding quickly to emergency calls for assistance	72%	<b>Higher</b>
	Assisting victims of crime	72%	<b>Much higher</b>
	Investigating crimes	62%	<b>Higher</b>
	Communicating regularly with community members (e.g., in websites, emails or public meetings)	62%	<b>Higher</b>
	Providing public information and education	60%	<b>Higher</b>
	Controlling juvenile crime	60%	<b>Higher</b>
	Inviting community members to provide input (e.g., comments, suggestions and concerns)	58%	<b>Higher</b>
	Crime prevention	54%	Similar
	Traffic enforcement	52%	Similar
	Responding to community interactions with the homeless/transient population	50%	<b>Much higher</b>
	Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter)	50%	Similar
	Drug enforcement	47%	Similar
	Working with people in your neighborhood to solve neighborhood problems	45%	Similar
	Showing residents how they can work together to make their neighborhood safer	37%	Similar
<b>How would you rate the overall quality of the services provided by the Police in Billings?</b>	How would you rate the overall quality of the services provided by the Police in Billings?	75%	<b>Higher</b>
<b>Please rate Billings Police Department on the following.</b>	Acting in the best interest of the community	79%	<b>Much higher</b>
	Acting within the law	78%	<b>Much higher</b>
	Being trustworthy	77%	<b>Much higher</b>
	Caring about the well-being of the people they deal with	76%	<b>Much higher</b>
	Being a positive influence in the community	75%	<b>Much higher</b>
	Protecting individual civil rights	74%	<b>Much higher</b>

Using the appropriate amount of force	 74%	Much higher
Treating all residents fairly	 69%	Higher
Holding police officers accountable for their actions	 66%	Much higher

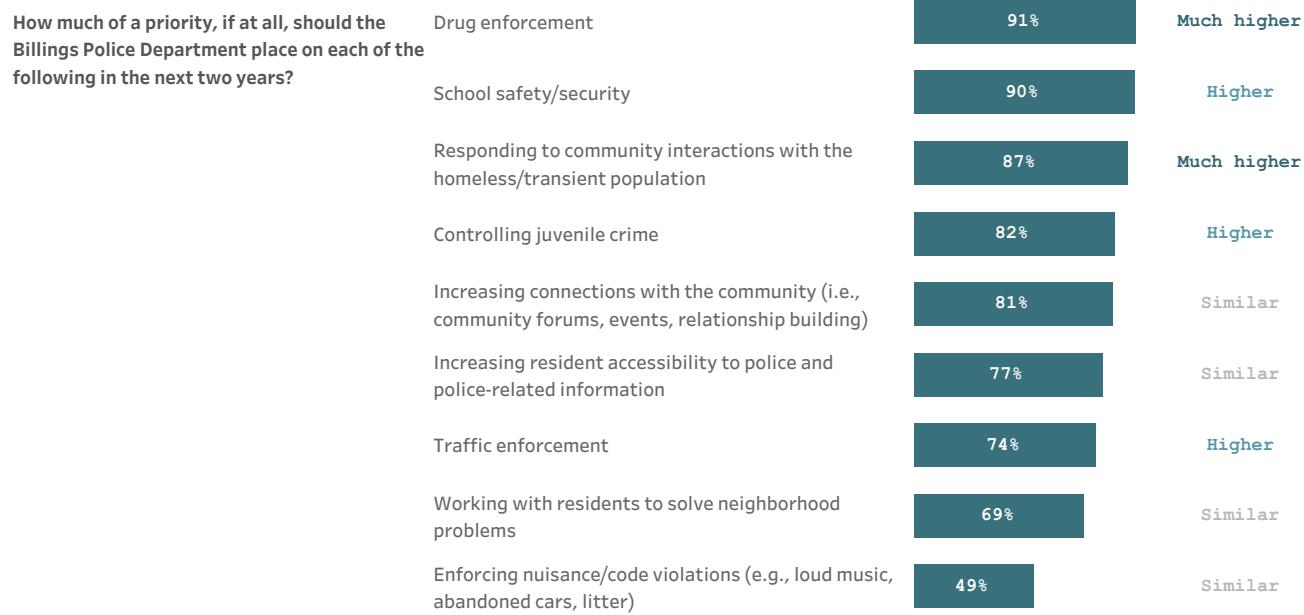
## Police-resident interactions

Survey respondents reported if they had been in contact with the police in the 12 months prior to the survey and the reasons for this contact. Residents who had contact with the police in the 12 months prior to the survey rated the officer or staff member on the encounter in terms of responsiveness, respect and fairness. Timeliness, knowledge and resolution of concern also were assessed. The percentage of positive responses (1 or more times, "yes", or "excellent" or "good") are shown.

<b>Please indicate about how many times, if ever, you were in contact with anyone from the Police Department in Billings over ..</b>	 53%	Similar
<b>If you had contact, which of the following were reasons for your contact with the Billings Police in the last 12 months? Please check "No" or "Yes" for each.</b>		
Called for or sought help from the police	 61%	Much higher
Casual encounter (e.g., chatted with an officer on the street or at an event)	 54%	Higher
Reported a crime to the police in Billings	 47%	Much higher
Reported an emergency such as a traffic crash or medical problem to the police	 24%	Similar
You or a household member were a victim of a non-violent crime in Billings	 21%	Similar
Was in a motor vehicle that was stopped by the police	 20%	Similar
Encountered an officer at a school	 11%	Similar
To compliment or complain about Police services	 10%	Similar
Was involved in a traffic accident	 9%	Similar
You or a household member were a victim of a violent crime in Billings	 8%	Similar
Attended a safety or educational program (e.g., a civilian police academy or other program)	 7%	Similar
Participated in block watch WITH the police	 1%	Similar
Was considered a suspect in a crime or contacted as a suspicious person	 0%	Similar
Was arrested	 0%	Similar
<b>Based on your most recent contact with a member of the Police Department, please rate each of the following aspects of the last employee with whom you had contact.</b>		
Treating all people involved in a respectful manner	 86%	Much higher
Fairness	 83%	Much higher
Overall impression of Billings Police department staff member	 82%	Much higher
Knowledge	 80%	Much higher
Responsiveness to requests and/or needs	 76%	Much higher
Timeliness of handling the situation	 75%	Much higher

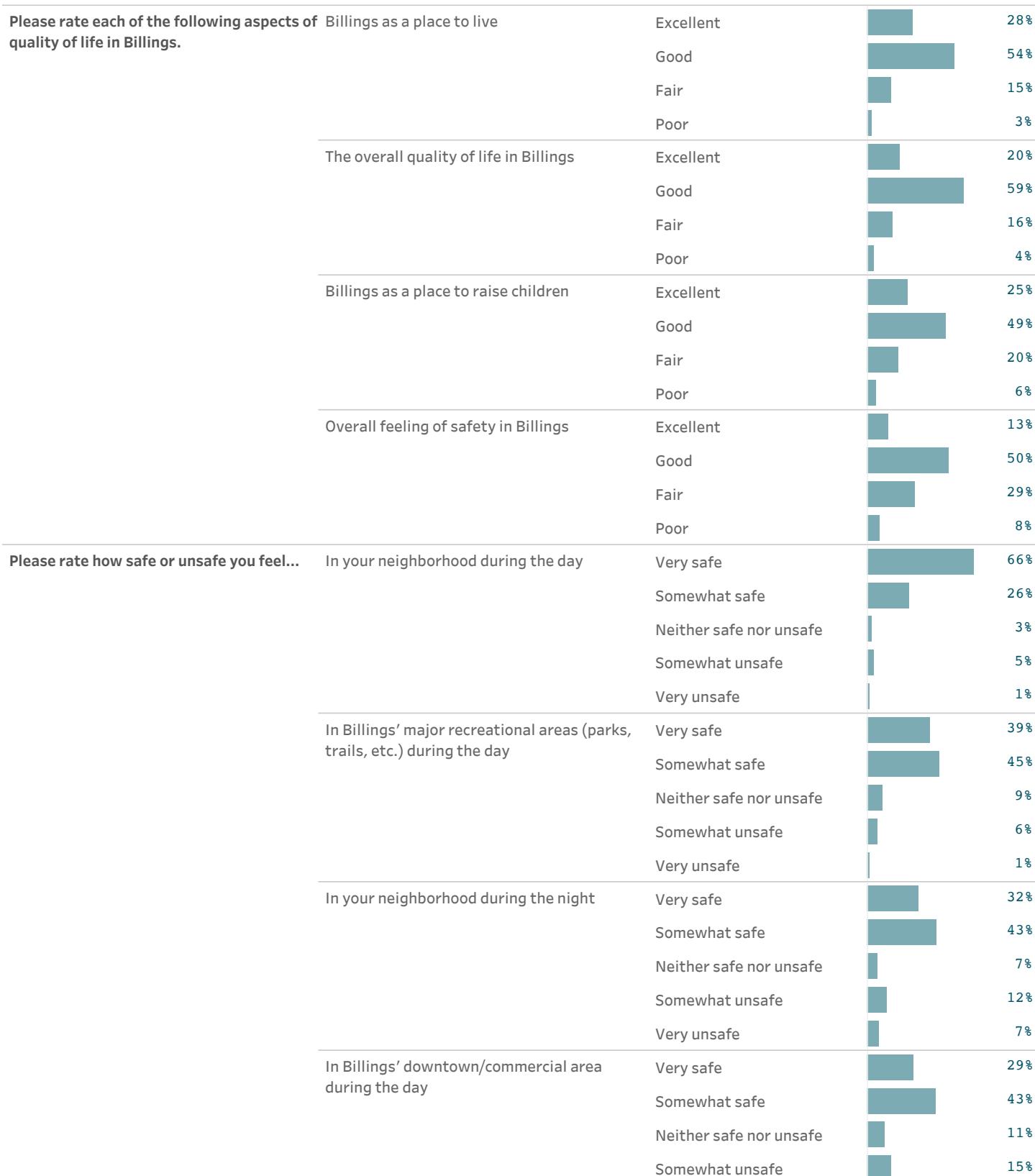
## Public safety priorities

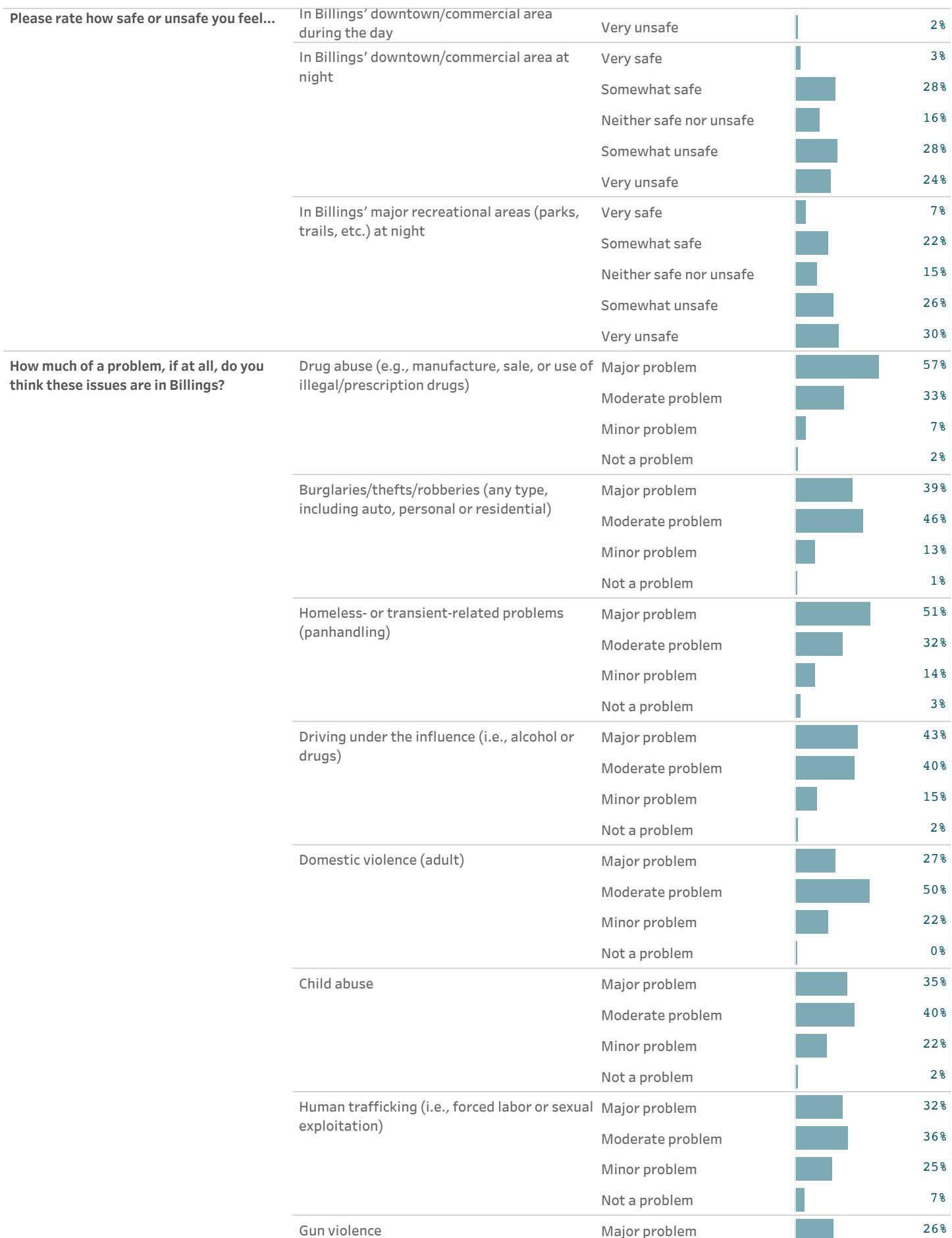
Residents were provided with a list of 9 public safety activities commonly being considered by police/sheriff departments and asked to rate each in level of priority as a focus issue for the next two years. Respondents assigned each activity as a high, medium, or low priority. The percentage of positive responses ("high priority" or "medium priority") are shown.

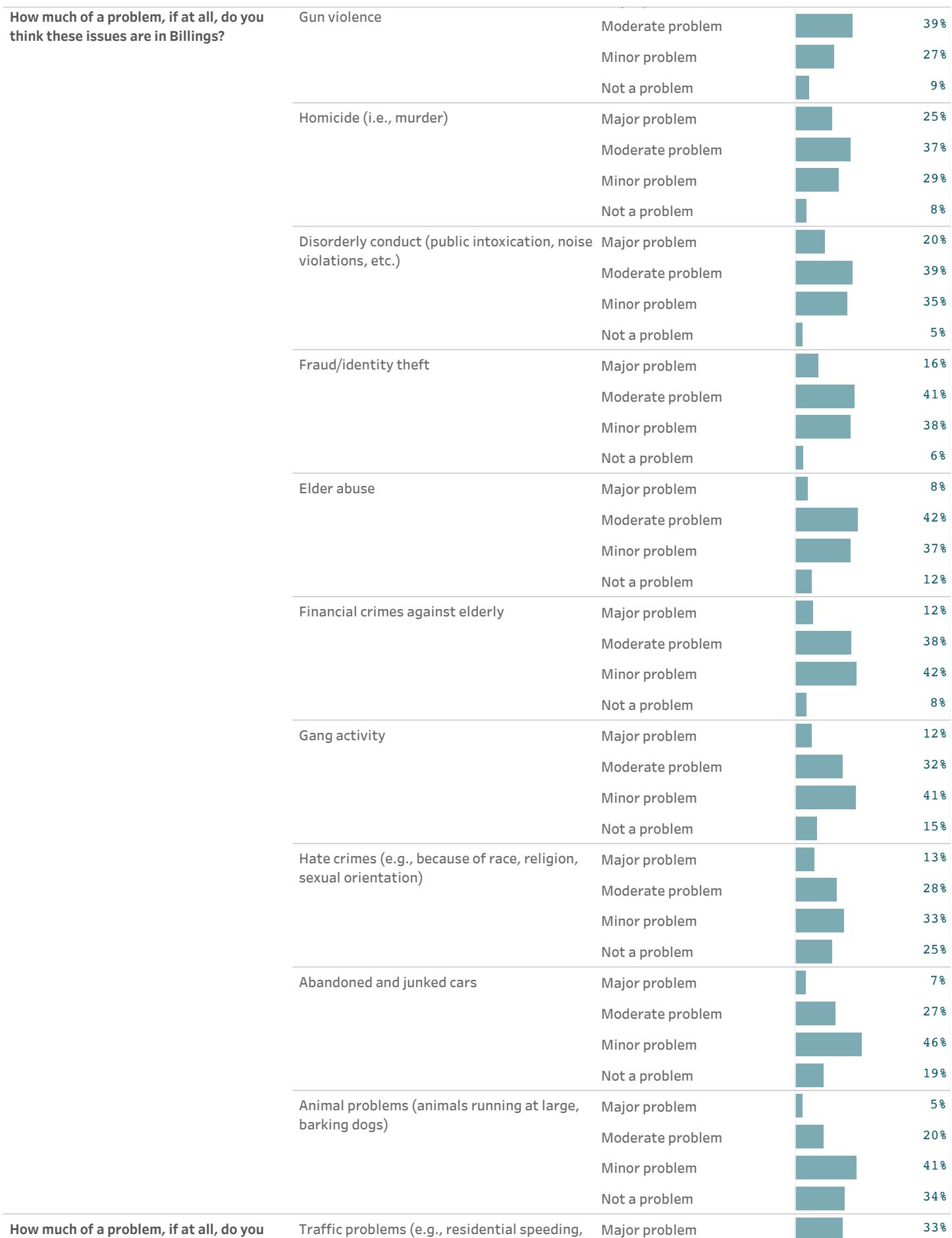


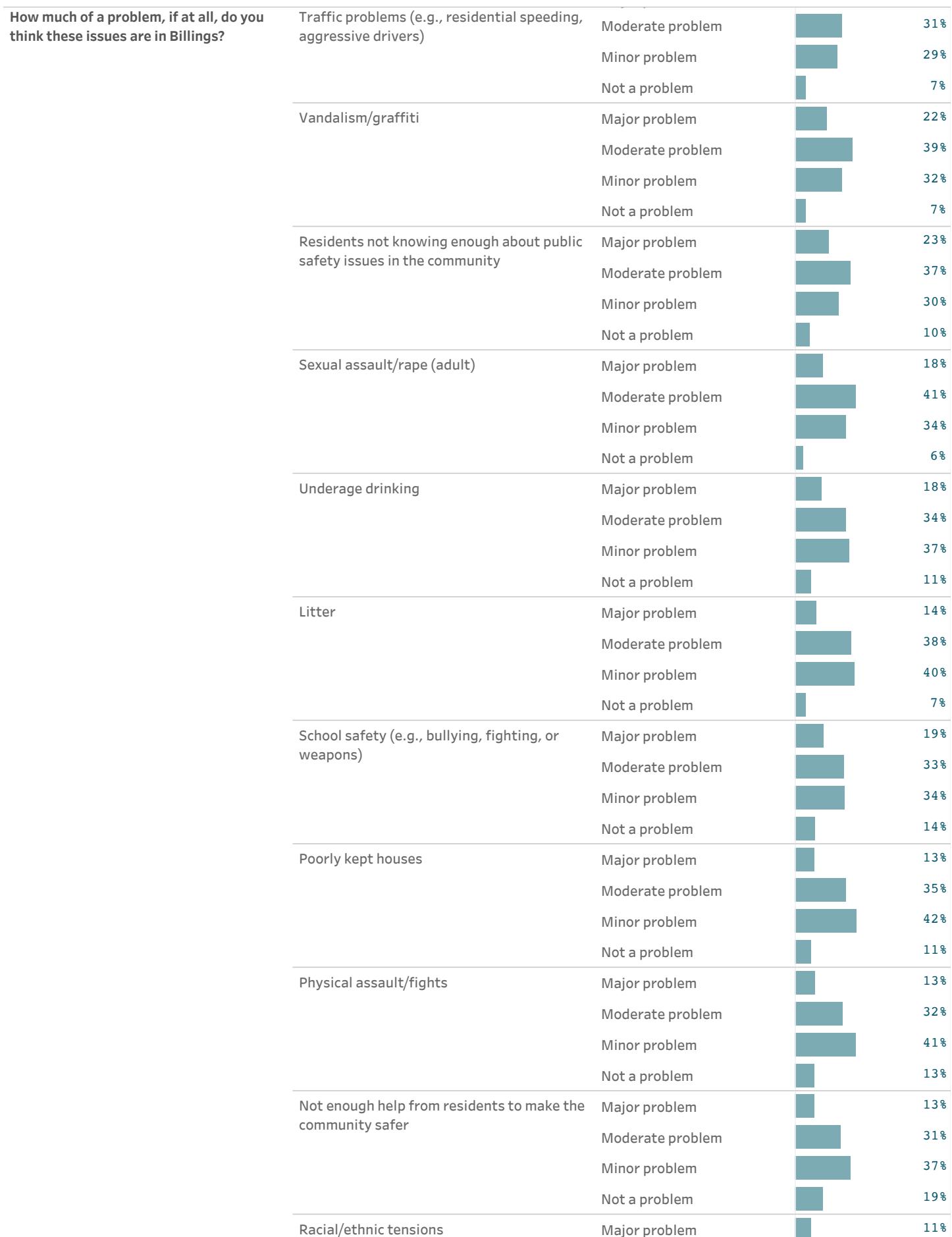
## Complete set of frequencies

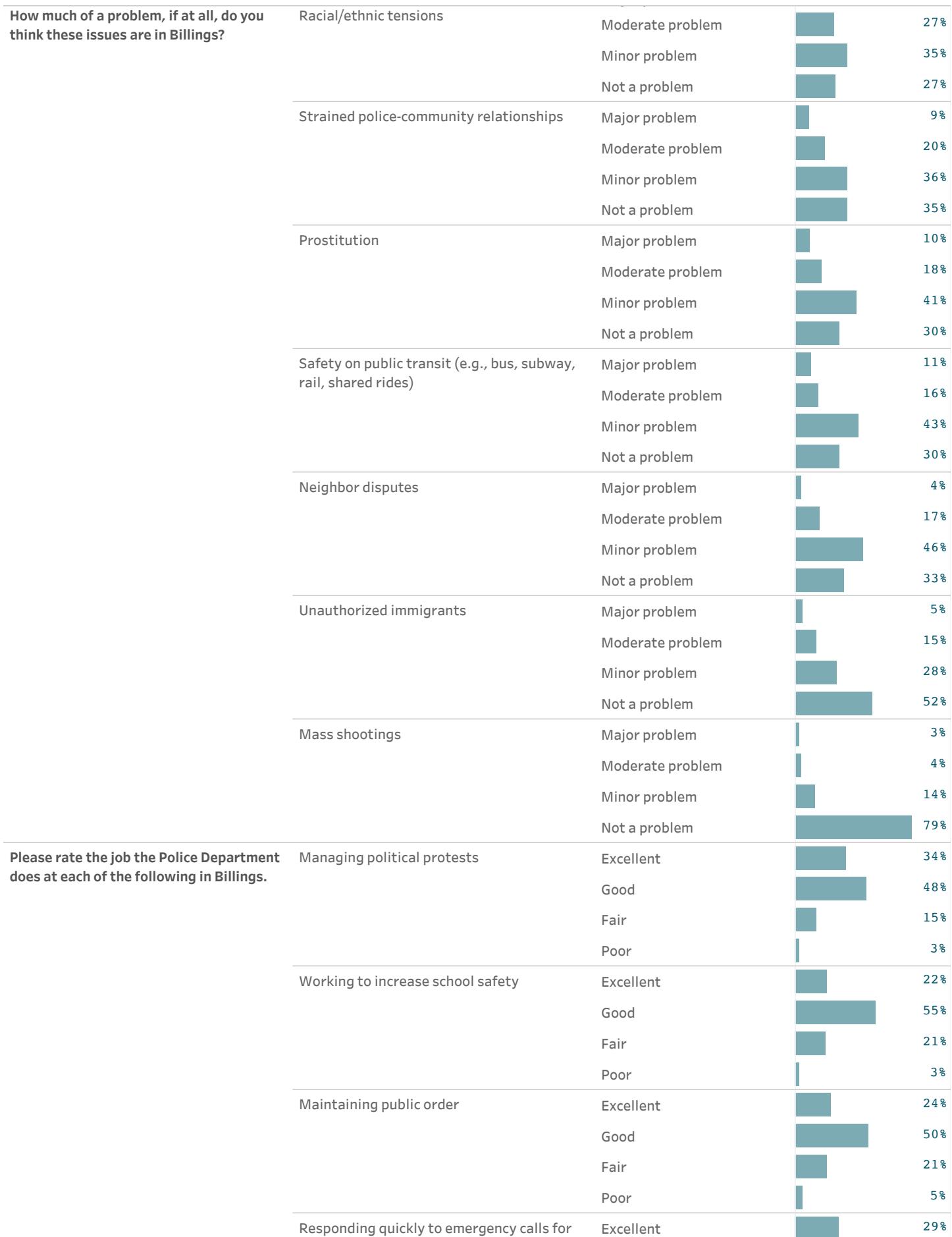
This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.



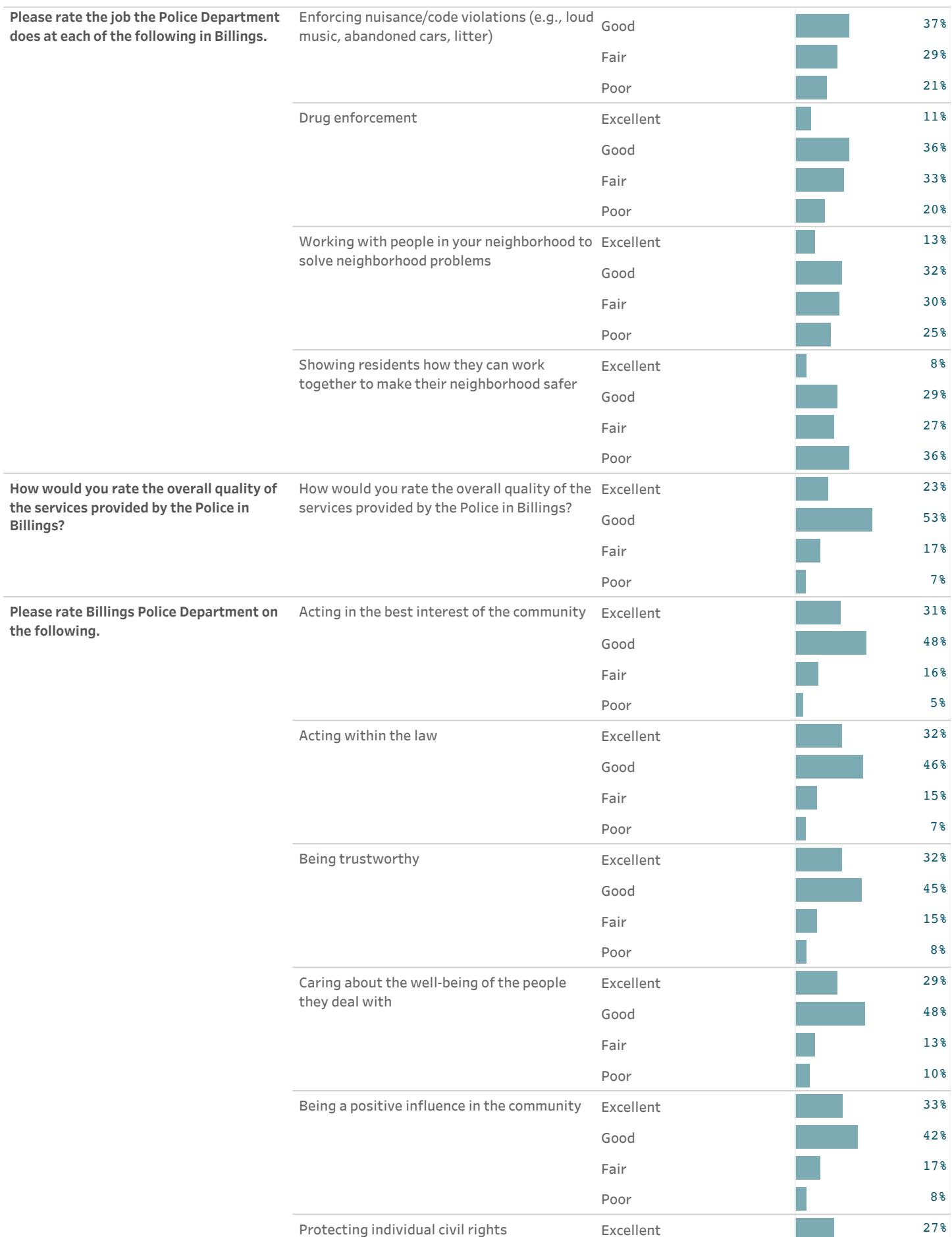


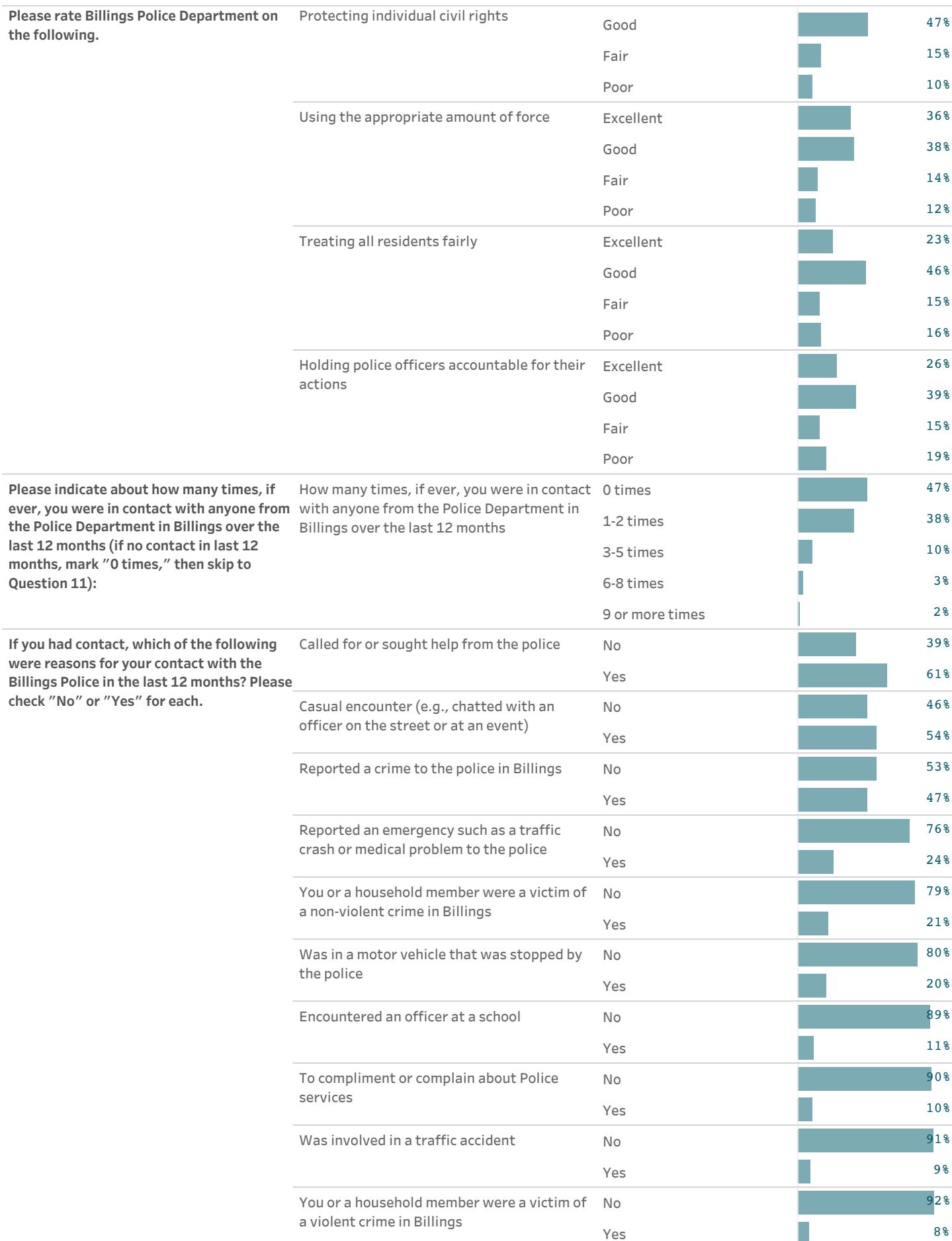


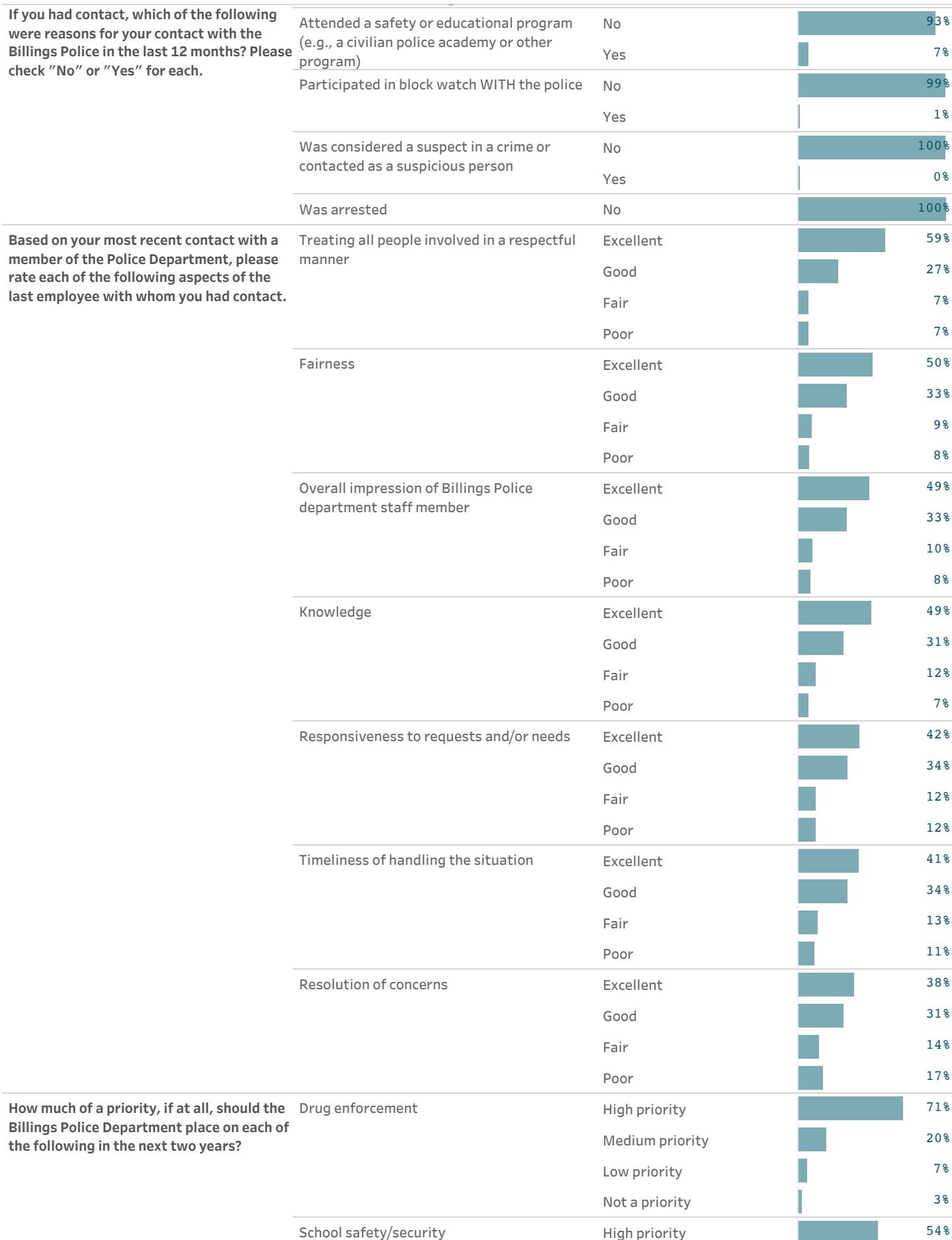


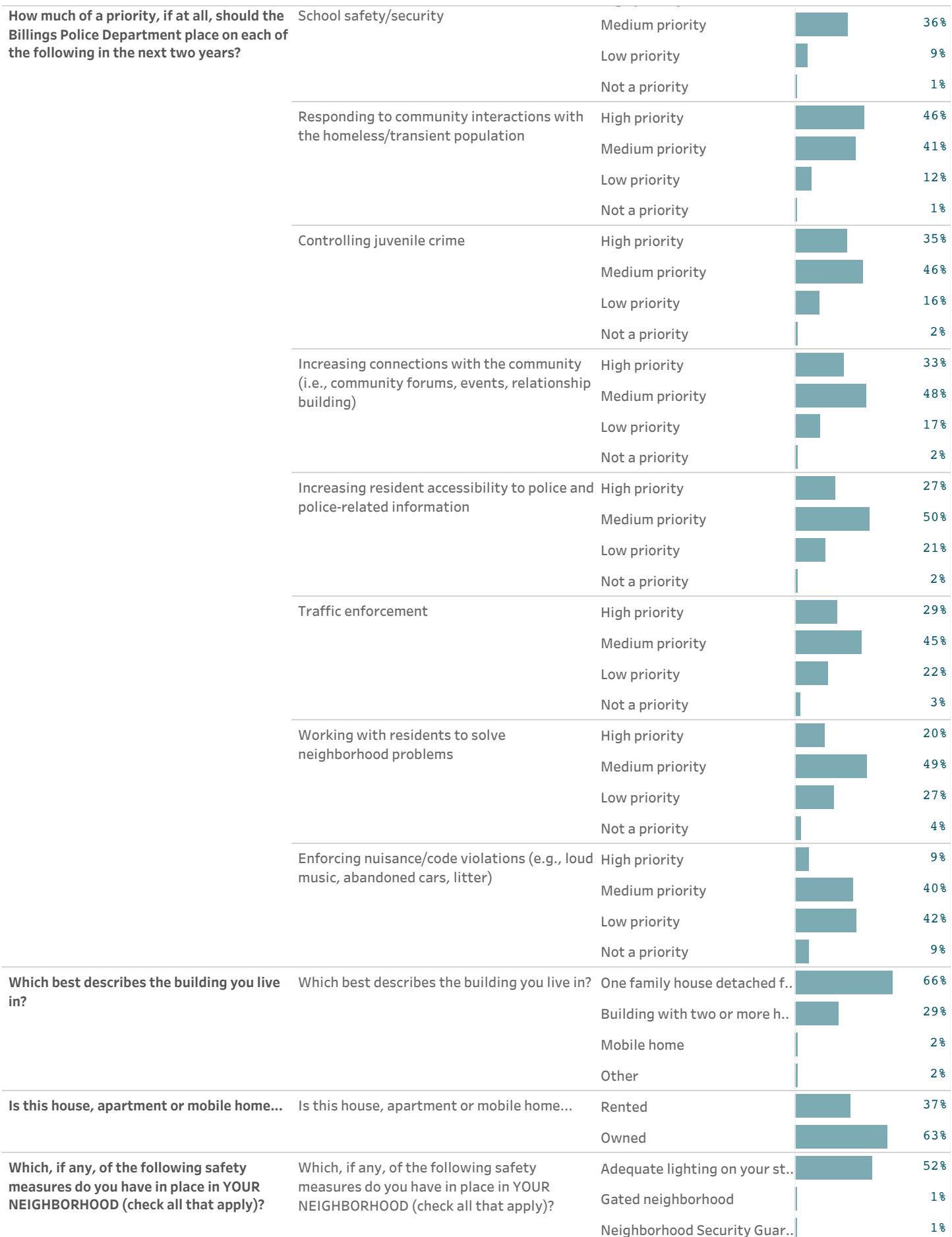


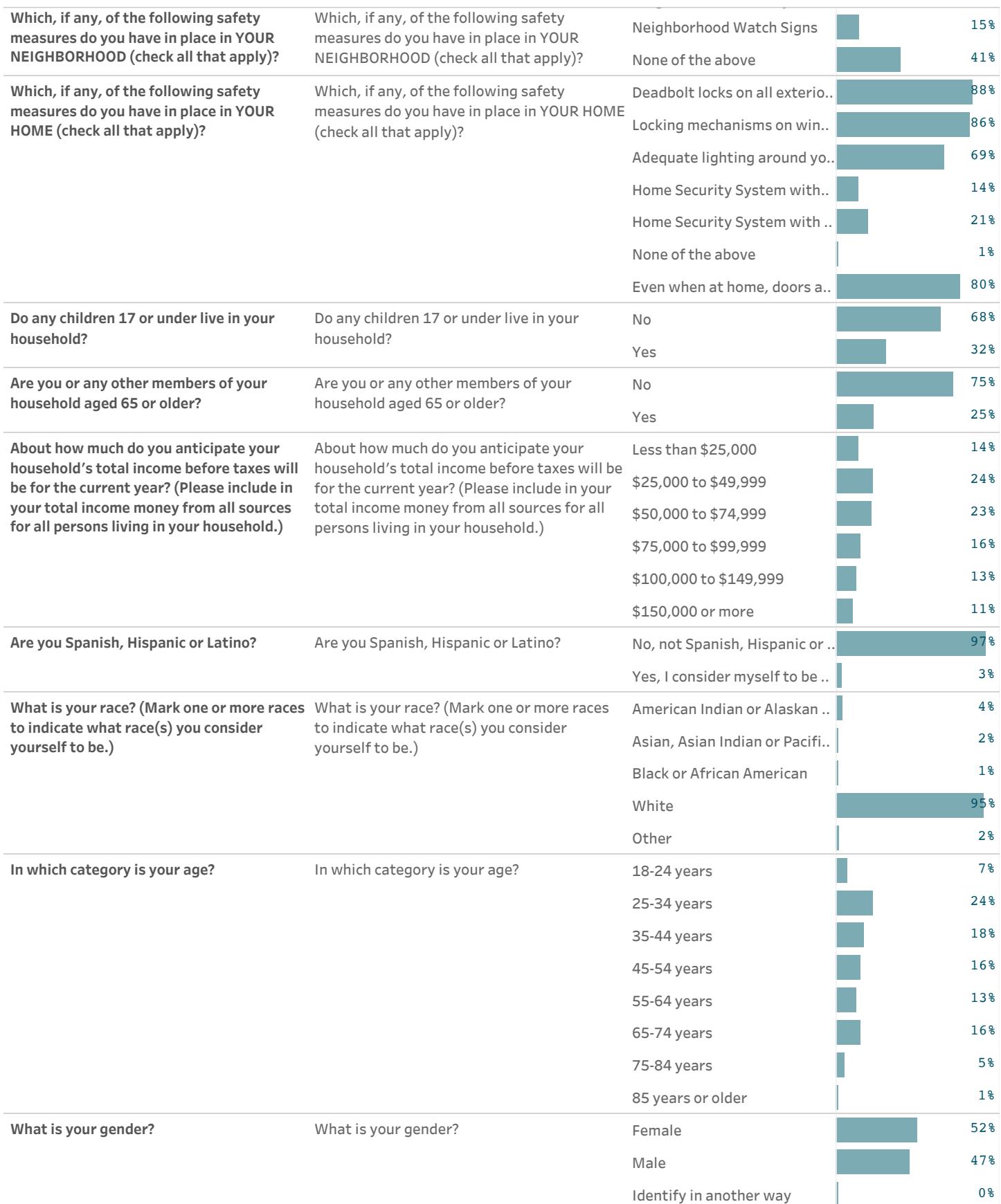
Please rate the job the Police Department does at each of the following in Billings.	Responding quickly to emergency calls for assistance	Good		43%
		Fair		20%
		Poor		9%
Assisting victims of crime	Excellent		22%	
	Good		49%	
	Fair		19%	
Investigating crimes	Poor		9%	
	Excellent		17%	
	Good		45%	
Communicating regularly with community members (e.g., in websites, emails or public meetings)	Fair		24%	
	Poor		14%	
	Excellent		23%	
Providing public information and education	Good		39%	
	Fair		25%	
	Poor		13%	
Controlling juvenile crime	Excellent		20%	
	Good		40%	
	Fair		27%	
Providing public information and education	Poor		13%	
Controlling juvenile crime	Excellent		12%	
	Good		48%	
	Fair		30%	
Providing public information and education	Poor		10%	
Inviting community members to provide input (e.g., comments, suggestions and concerns)	Excellent		18%	
	Good		40%	
	Fair		24%	
Inviting community members to provide input (e.g., comments, suggestions and concerns)	Poor		18%	
Crime prevention	Excellent		9%	
	Good		45%	
	Fair		30%	
Crime prevention	Poor		16%	
Traffic enforcement	Excellent		10%	
	Good		42%	
	Fair		26%	
Traffic enforcement	Poor		22%	
Responding to community interactions with the homeless/transient population	Excellent		15%	
	Good		35%	
	Fair		31%	
Responding to community interactions with the homeless/transient population	Poor		18%	
Enforcing nuisance/code violations (e.g., loud		Excellent		13%











# The NPSS Disparity Report

An important component of The NPSS is to compare the responses of respondents from a variety of socio-demographic backgrounds. The following resident characteristic were included in this report to look at disparities in perceptions: age, gender, racial/ethnic identity, household income, and tenure (rent versus own).

Responses were only reported for resident subgroups with more than 10 to provide greater stability in estimates. Please note that estimates for some of the respondent groups may still be small so caution should be used to not overinterpret results. In the case of communities with high proportions of white residents, the responses for all people of color are aggregated to protect confidentiality and increase reliability. However, grouping responses by "white alone" and "not white alone" may mask experiences/perceptions of specific ethnic and race groups.

This report presents summary data for the comparisons. More detailed survey responses also are compared by resident demographics on the Crosstabs tab.

## Key findings

Males and females generally felt equally safe in Billings. Males expressed greater levels of satisfaction with Police service delivery and treating all residents fairly. Males who had interactions with a Billings Police Department staff member gave higher evaluations to their overall impression of the employee compared to females who had contact.

Perceptions of the police became more positive with age. Older adults (aged 55+) reported very positive ratings of the police, scoring 20 to 30 points higher than 18-34 year olds in many areas. Older adults reported much less contact with the police in the 12 months prior to the survey compared to 18-34 year olds. Contact with the Police Department varied more by respondent age in Billings than in the nation.

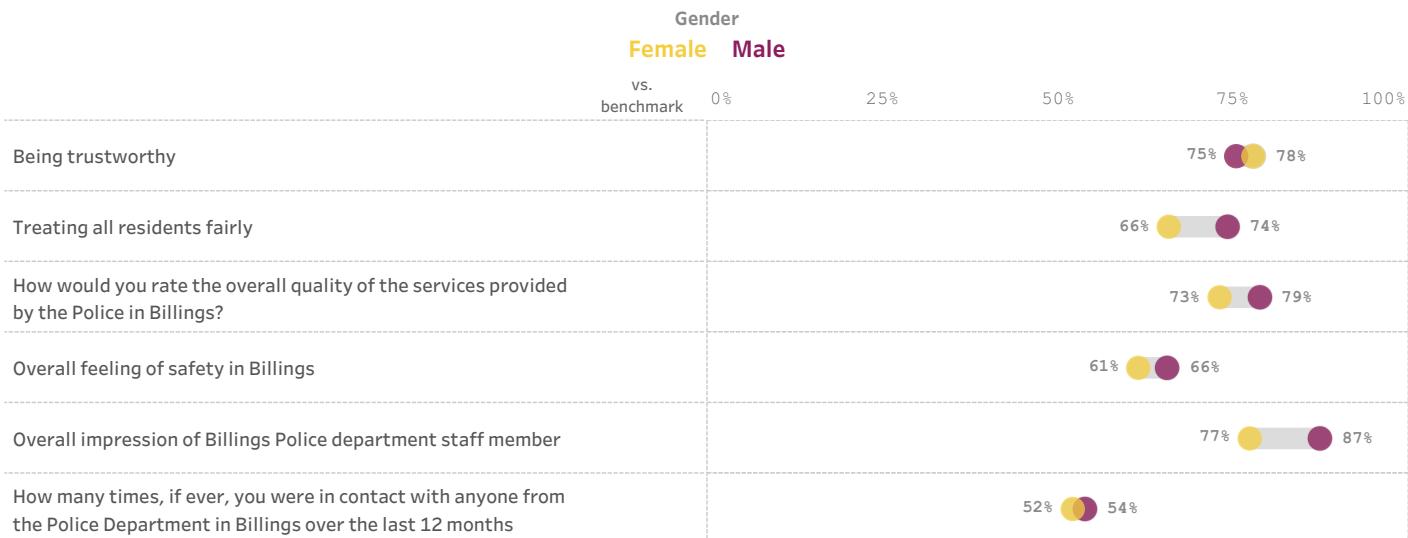
While white respondents and respondents of color gave similar ratings of the police in most areas, respondents of color rated the overall impression of the Police Department staff member with whom they had contact more positively. The disparities in ratings by race/ethnicity for the overall impression of staff members and contact with the Police Department were greater in Billings than in the nation.

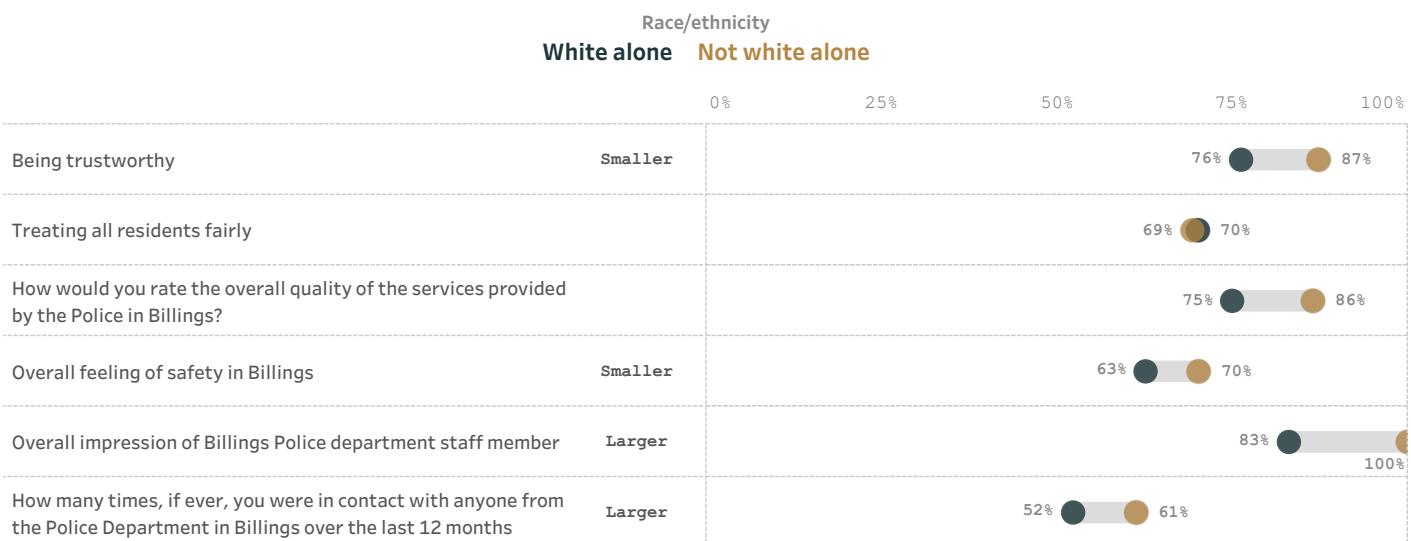
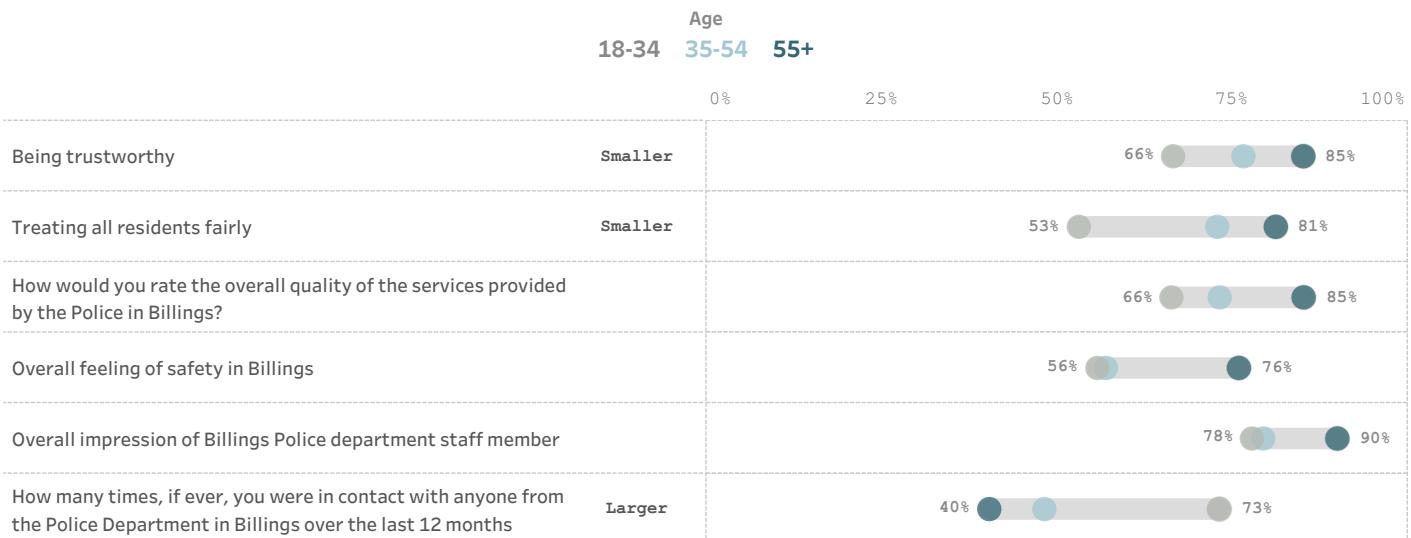
There were a few significant differences in police ratings by resident household income. Respondents from lower income households gave lower ratings to the police in terms of service and equitable treatment of residents. Those with the highest household incomes tended to have lower rates of contact with the Police compared to those with the lowest household incomes. The disparities in ratings for rates of contact were greater in Billings than in the national benchmark.

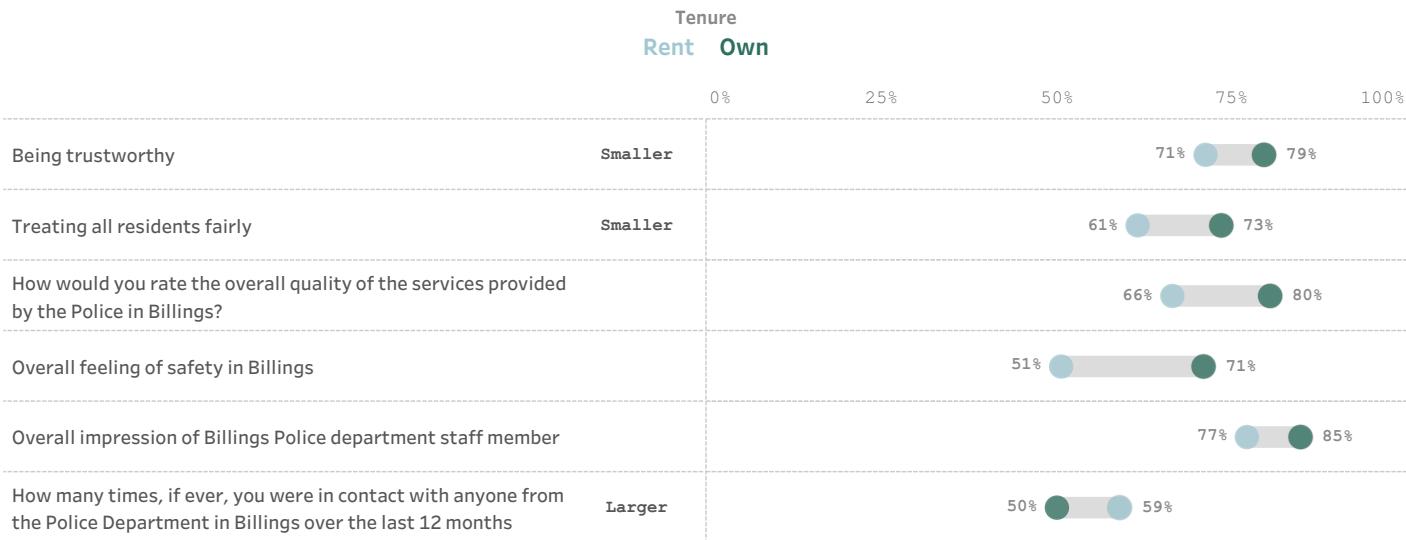
While renters tended to rate perceptions of safety in the community and quality of police services significantly lower than their homeownership counterparts, these differences in opinion were on par with the nation. However, the disparities in rates of contact with th..

## Disparities

Key individual questions in the survey are compared by respondent background in the following charts. The percentage of positive responses are shown -- the percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.). The differences or disparities in these ratings are compared to the disparities found in The NPSS national benchmark database to provide context. If differences are similar, no comparison is shown.



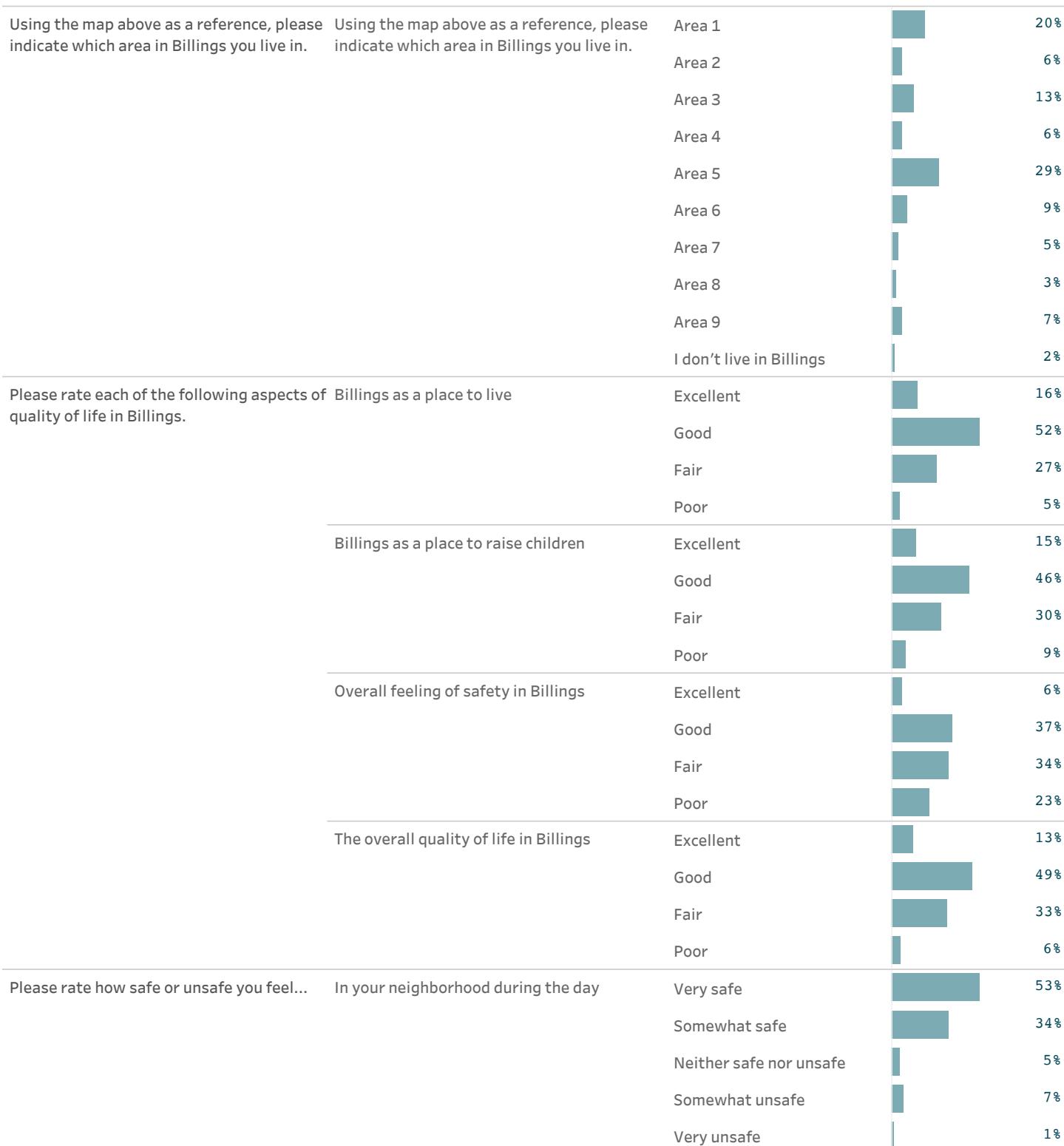




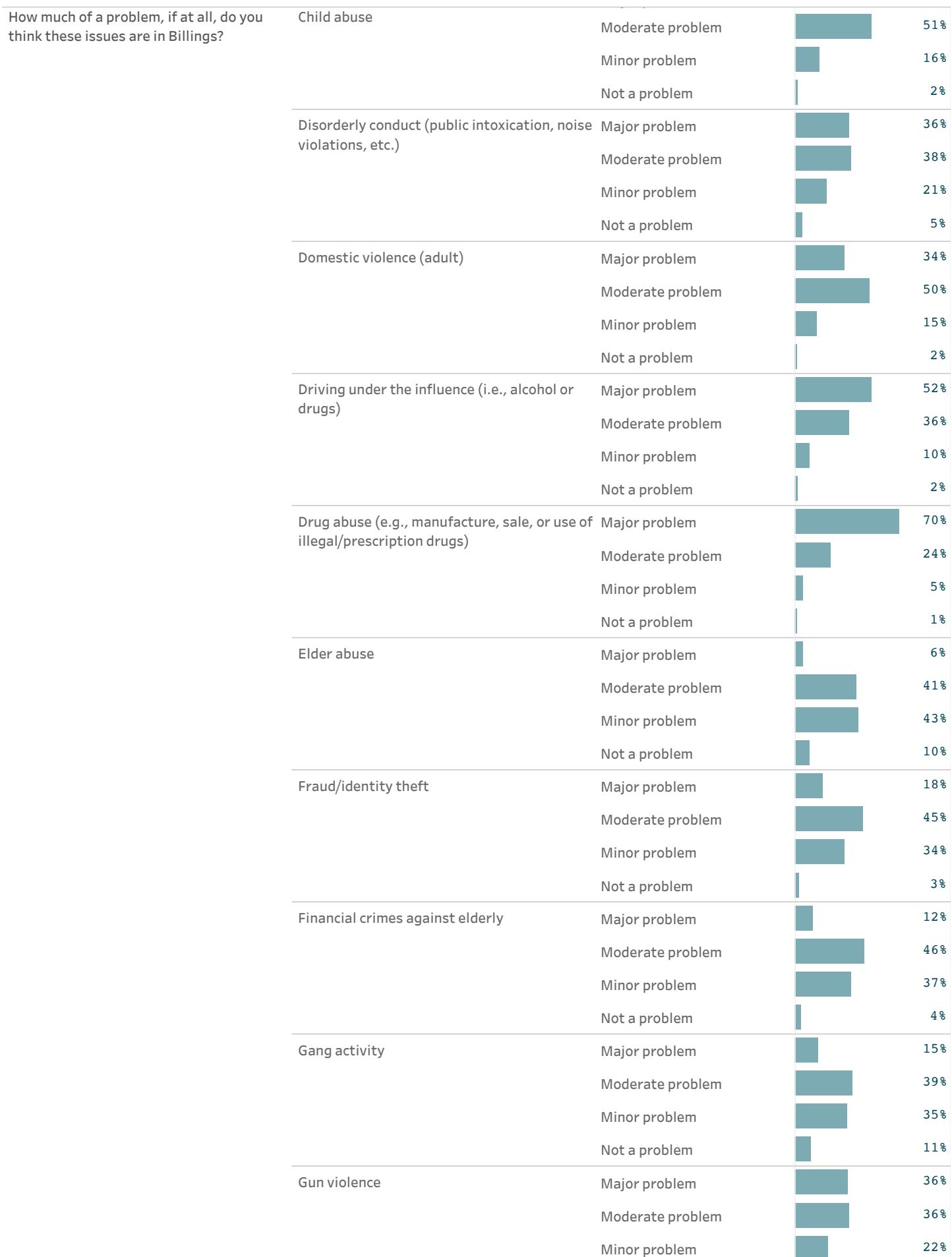
## Complete set of frequencies (open participation survey)

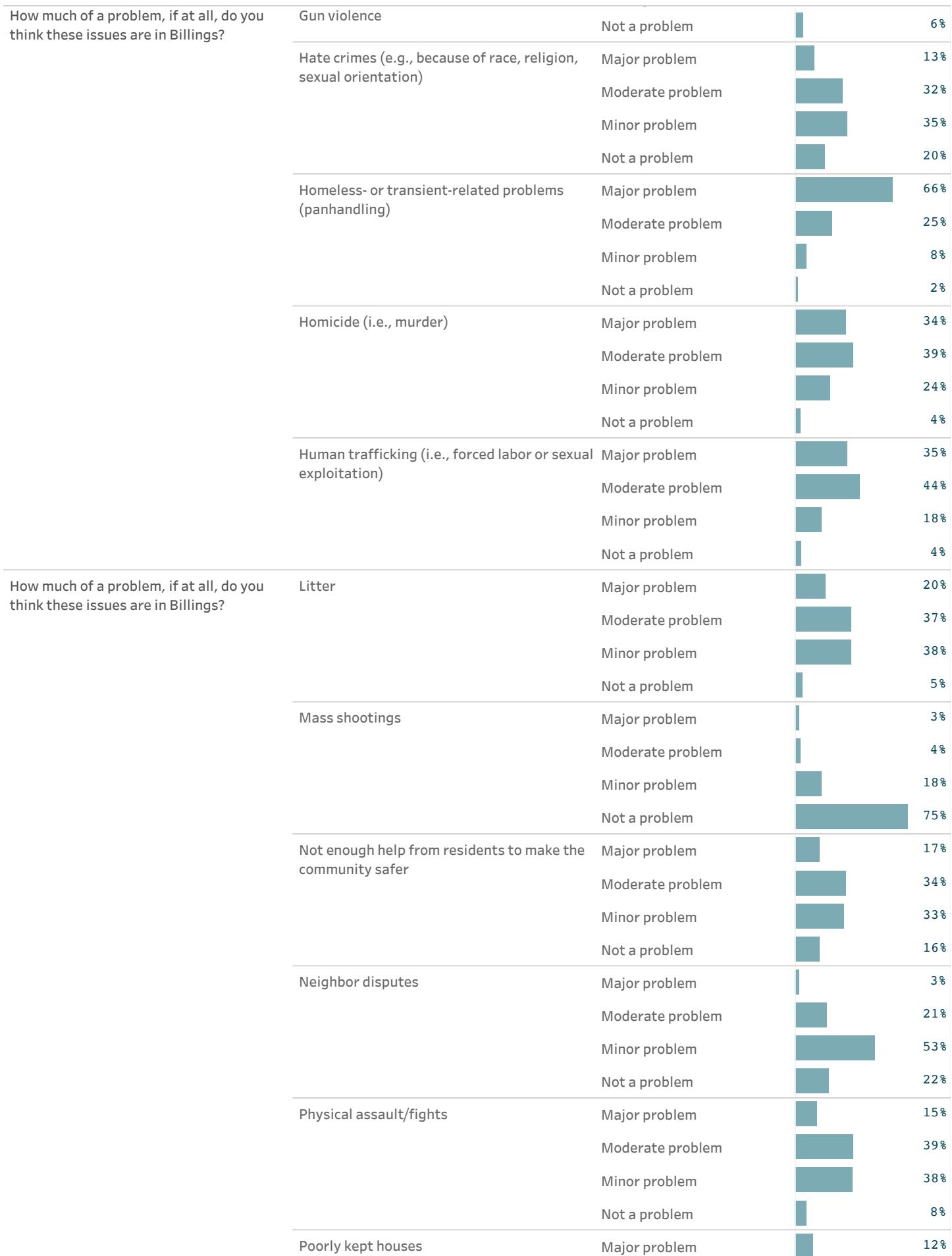
This dashboard contains a complete set of responses to each question on the open participation survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

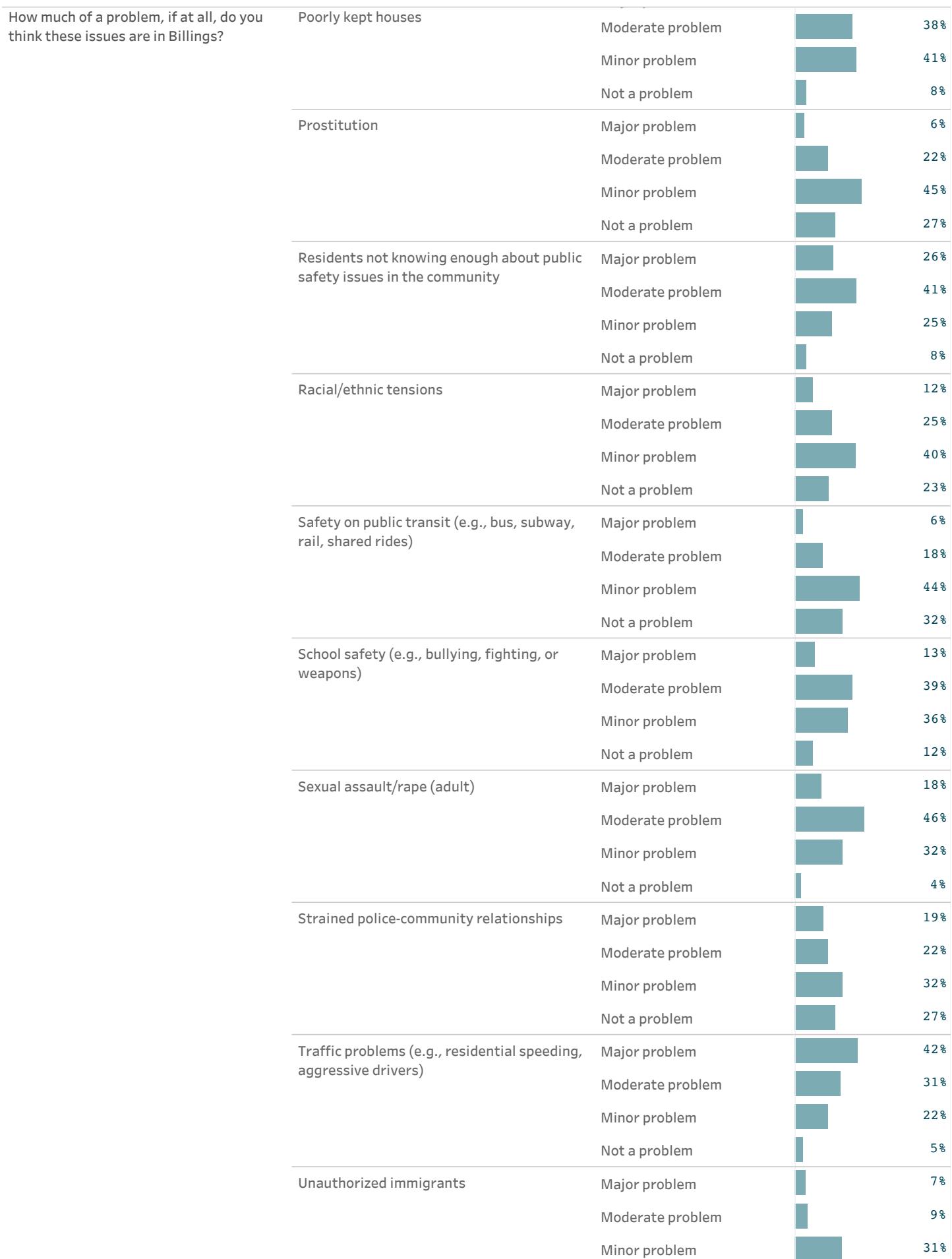
This survey had 995 respondents, and was not weighted on community demographics.

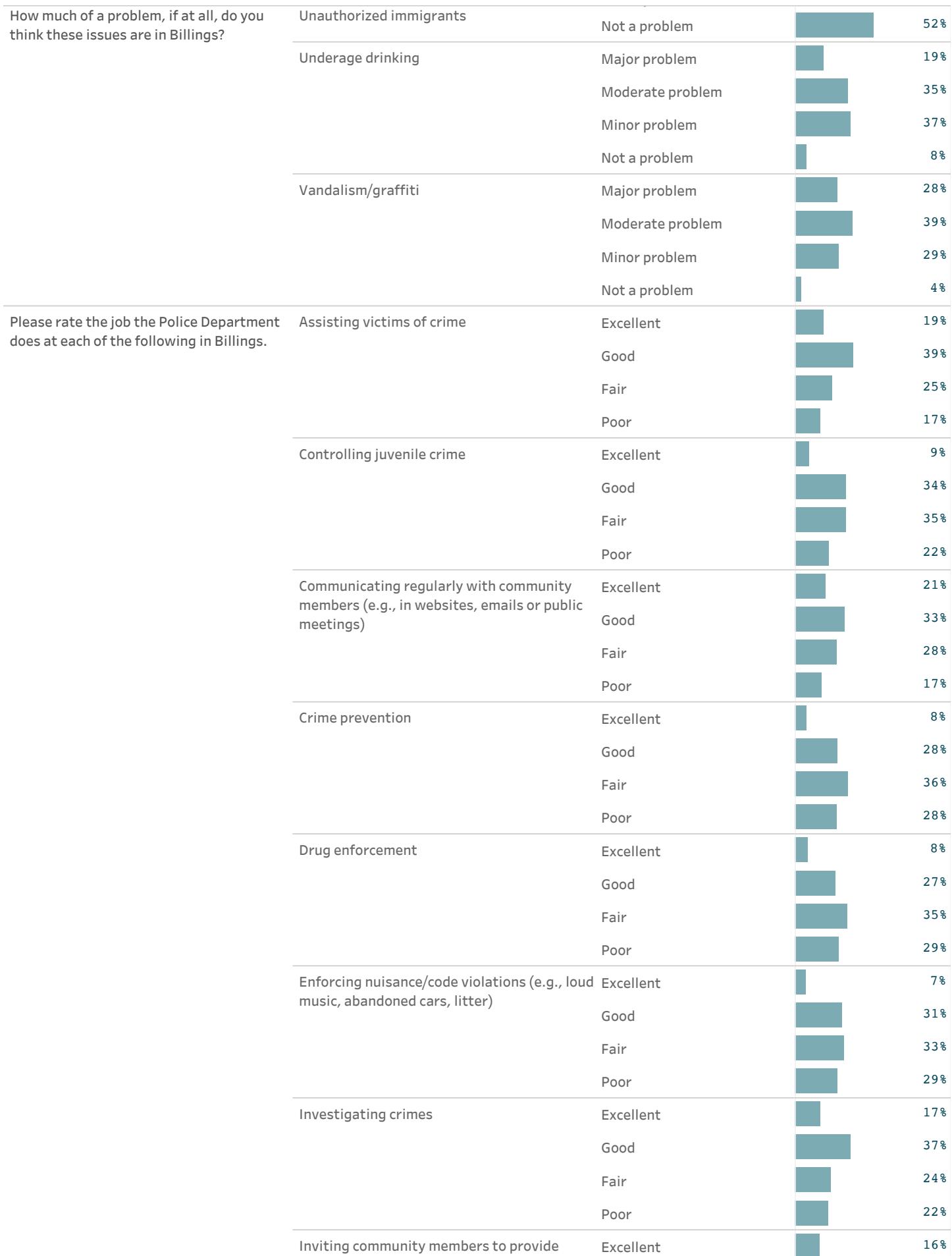


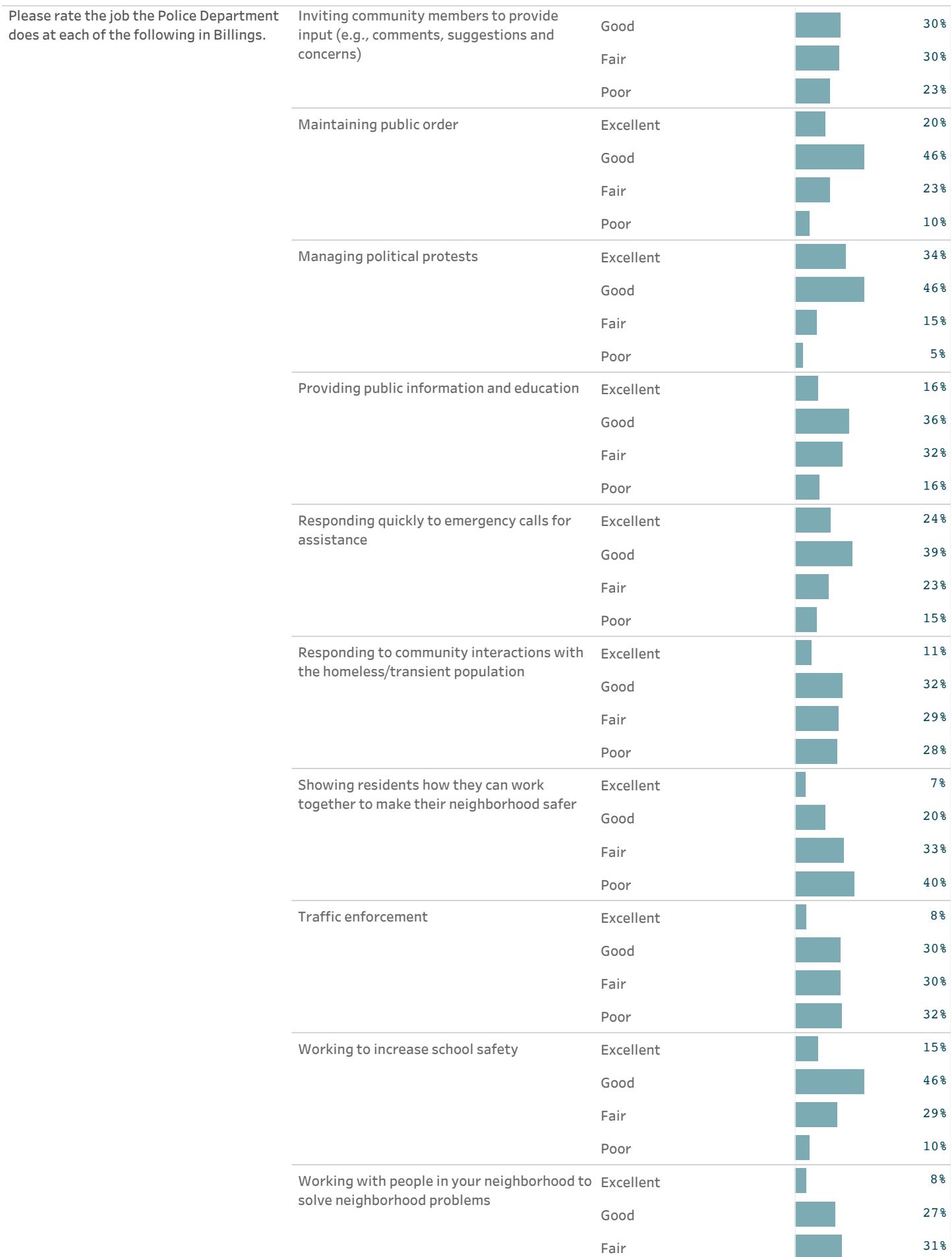
Please rate how safe or unsafe you feel...	In your neighborhood during the night	Very safe		23%
		Somewhat safe		40%
		Neither safe nor unsafe		11%
		Somewhat unsafe		17%
		Very unsafe		8%
	In Billings' downtown/commercial area during the day	Very safe		21%
	Somewhat safe		38%	
	Neither safe nor unsafe		14%	
	Somewhat unsafe		21%	
	Very unsafe		5%	
	In Billings' downtown/commercial area at night	Very safe		2%
	Somewhat safe		17%	
	Neither safe nor unsafe		9%	
	Somewhat unsafe		34%	
	Very unsafe		37%	
	In Billings' major recreational areas (parks, trails, etc.) during the day	Very safe		26%
	Somewhat safe		47%	
	Neither safe nor unsafe		12%	
	Somewhat unsafe		12%	
	Very unsafe		3%	
	In Billings' major recreational areas (parks, trails, etc.) at night	Very safe		2%
	Somewhat safe		13%	
	Neither safe nor unsafe		13%	
	Somewhat unsafe		31%	
	Very unsafe		40%	
How much of a problem, if at all, do you think these issues are in Billings?	Abandoned and junked cars	Major problem		9%
		Moderate problem		27%
		Minor problem		49%
		Not a problem		15%
	Animal problems (animals running at large, barking dogs)	Major problem		4%
	Moderate problem		17%	
	Minor problem		48%	
	Not a problem		31%	
	Burglaries/thefts/robberies (any type, including auto, personal or residential)	Major problem		58%
	Moderate problem		33%	
	Minor problem		9%	
	Not a problem		0%	
	Child abuse	Major problem		30%

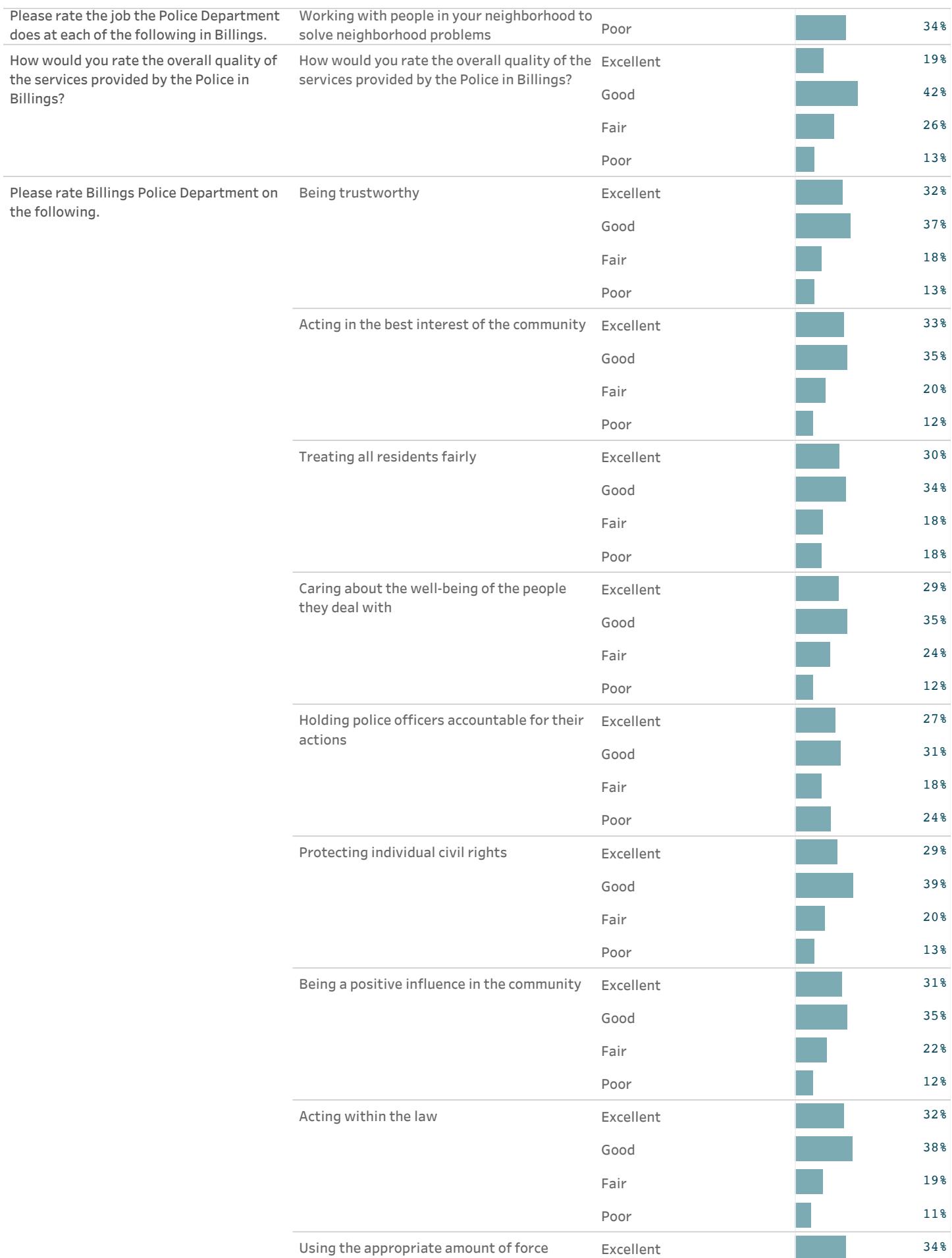


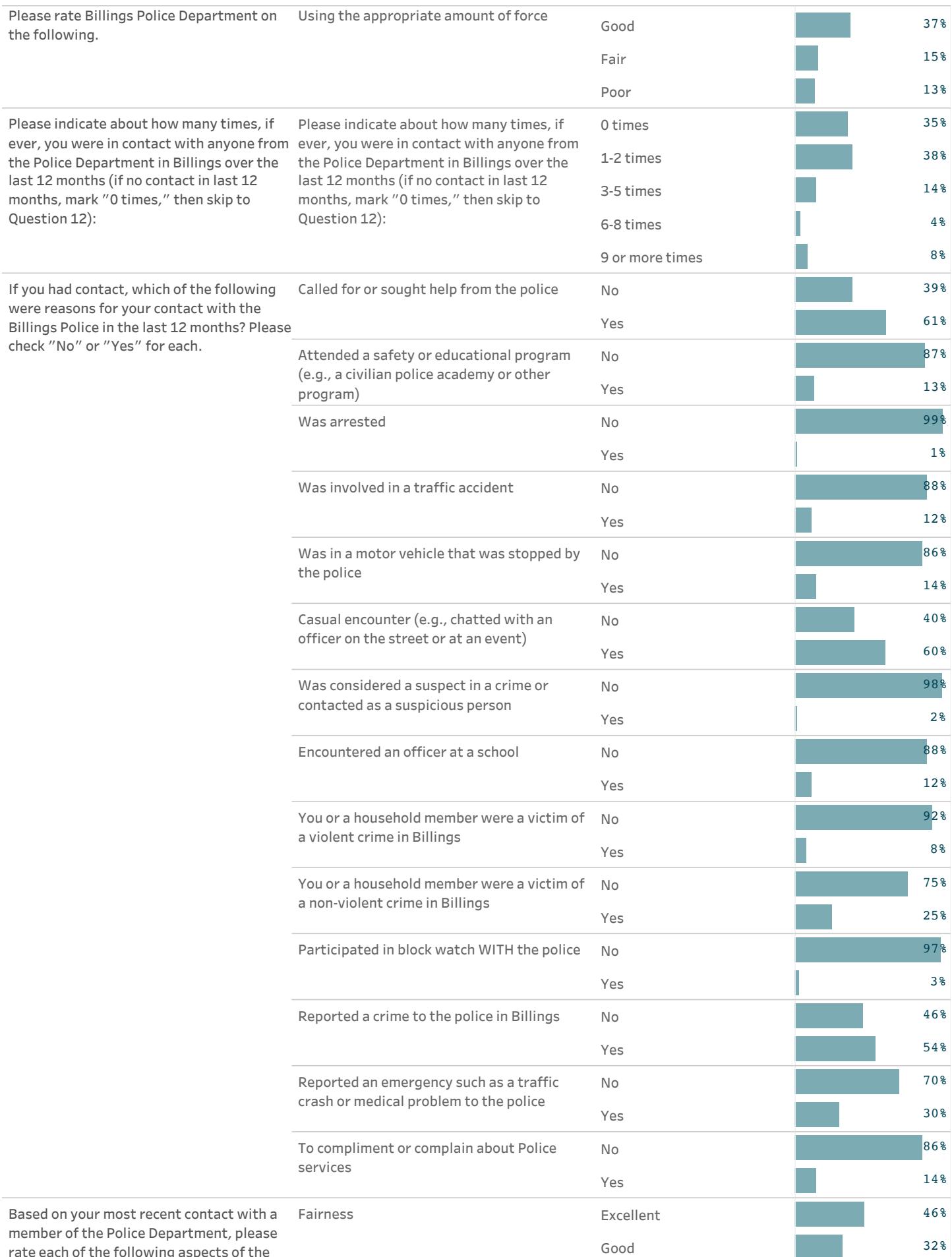


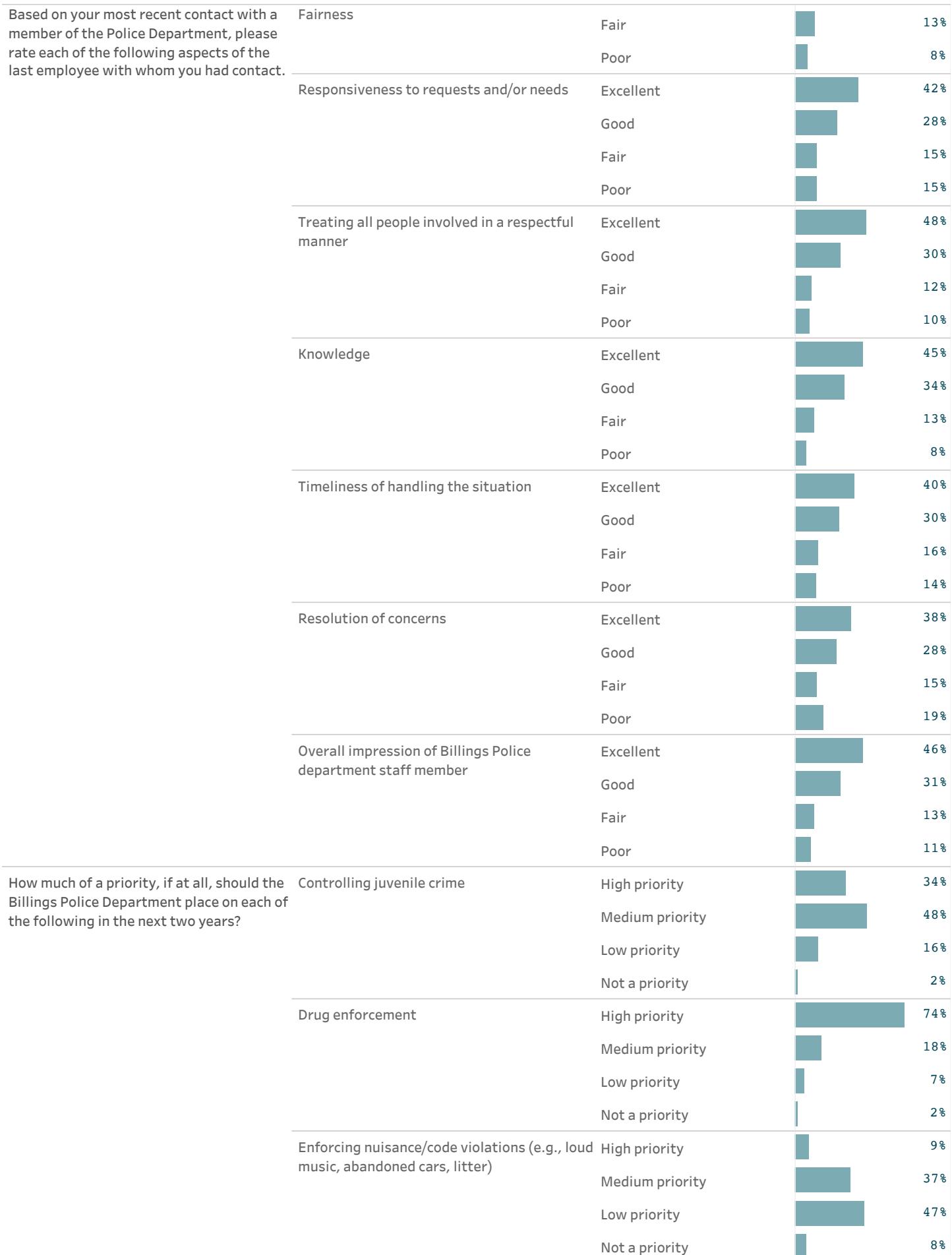


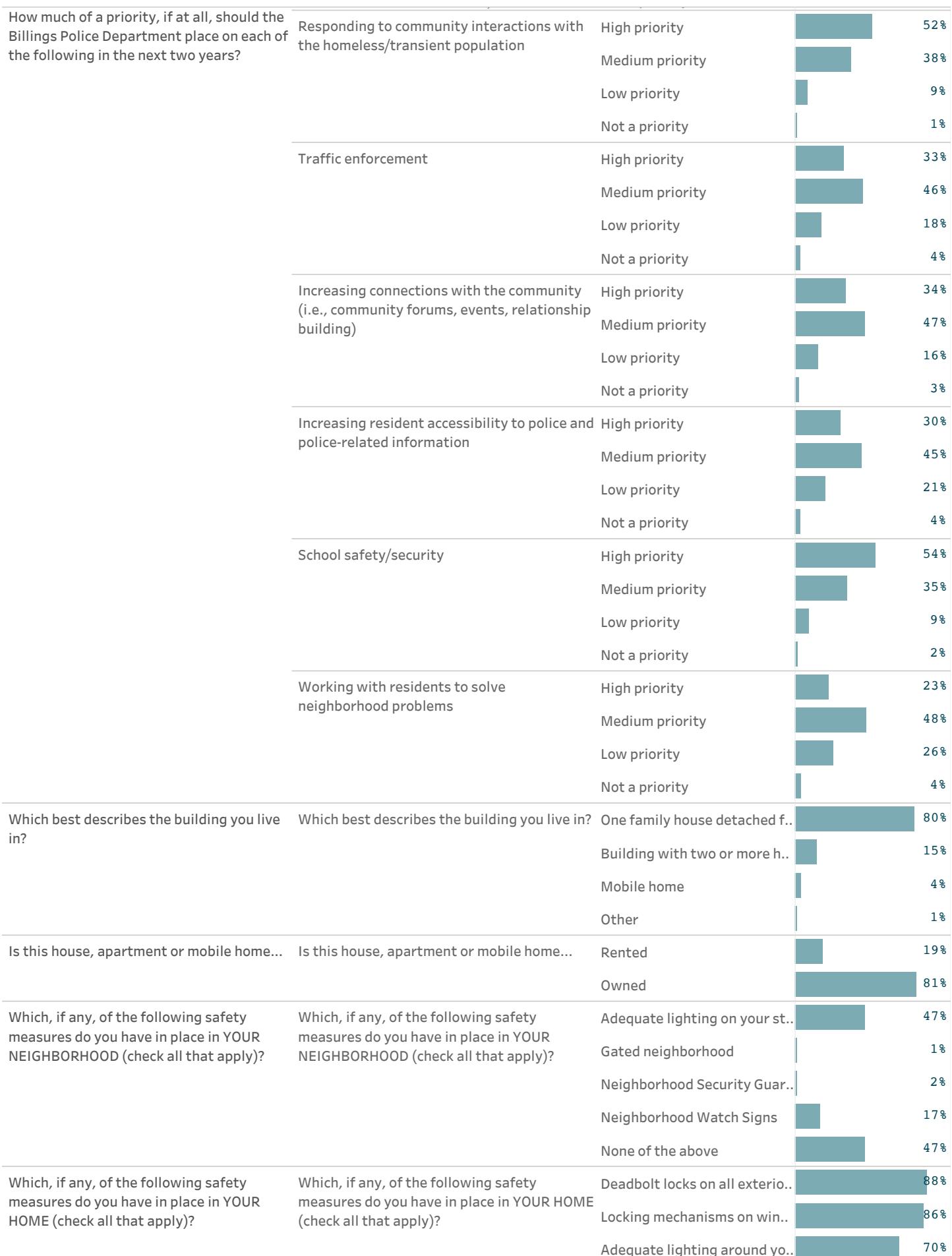


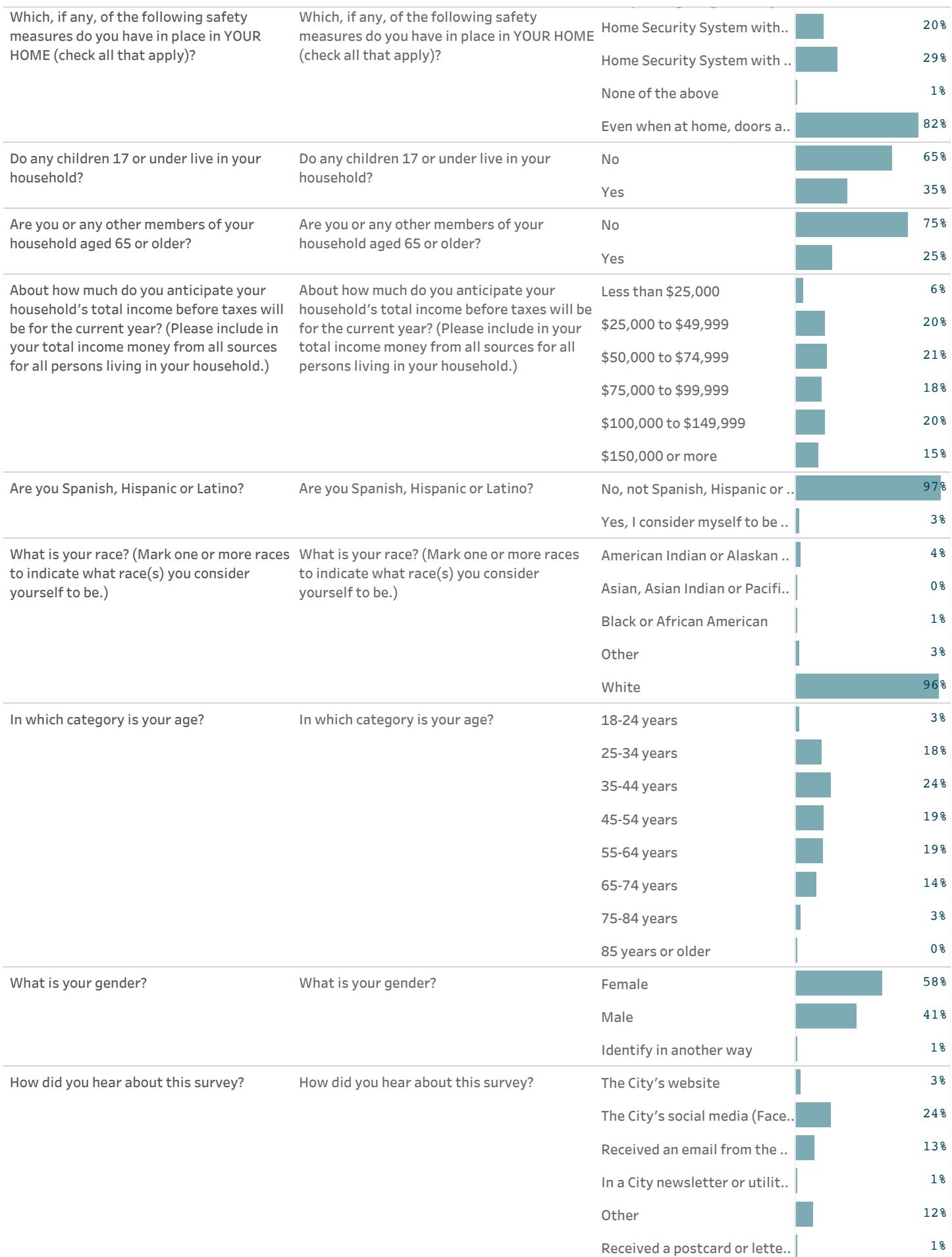


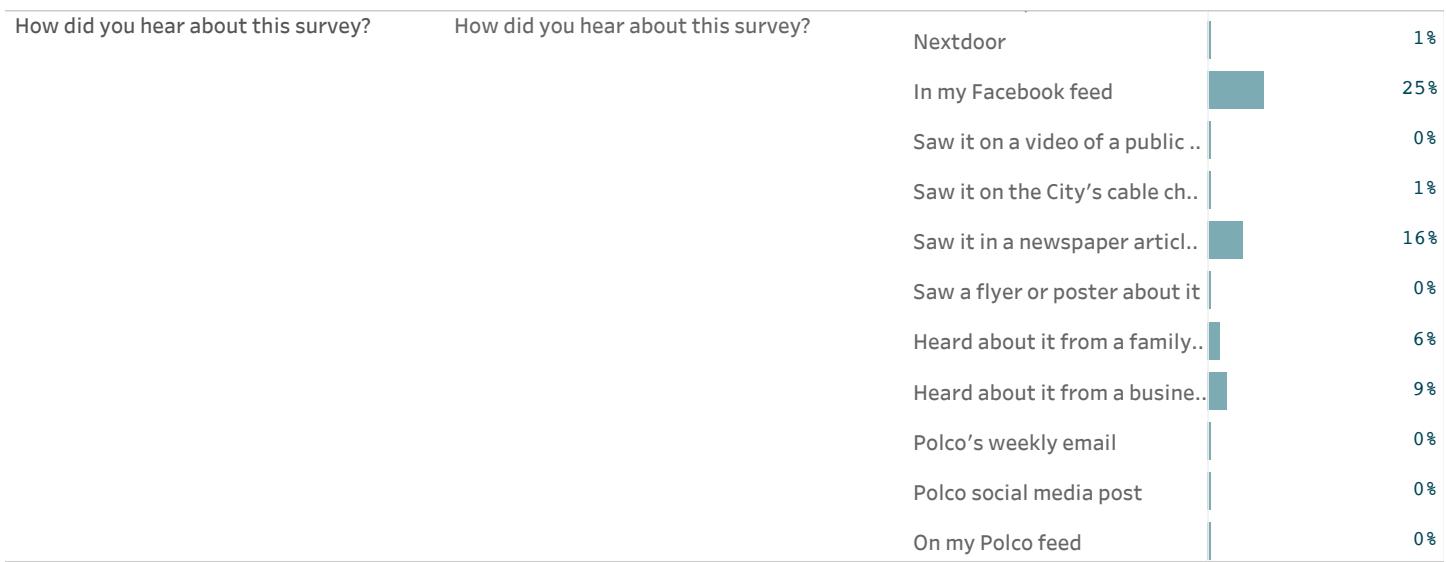












**Please select the response that most closely represents your opinion for each question.**

**Your responses are anonymous and will be reported in group form only.**

**1. Please rate each of the following aspects of quality of life in Billings.**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Billings as a place to live .....	1	2	3	4	5
Billings as a place to raise children .....	1	2	3	4	5
Overall feeling of safety in Billings .....	1	2	3	4	5
The overall quality of life in Billings .....	1	2	3	4	5

**2. Please rate how safe or unsafe you feel...**

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day .....	1	2	3	4	5	6
In your neighborhood during the night .....	1	2	3	4	5	6
In Billings' downtown/commercial area during the day .....	1	2	3	4	5	6
In Billings' downtown/commercial area at night .....	1	2	3	4	5	6
In Billings' major recreational areas (parks, trails, etc.) during the day .....	1	2	3	4	5	6
In Billings' major recreational areas (parks, trails, etc.) at night .....	1	2	3	4	5	6

**3. How much of a problem, if at all, do you think these issues are in Billings?**

	<i>Major problem</i>	<i>Moderate problem</i>	<i>Minor problem</i>	<i>Not a problem</i>	<i>Don't know</i>
Abandoned and junked cars .....	1	2	3	4	5
Animal problems (animals running at large, barking dogs) .....	1	2	3	4	5
Burglaries/thefts/robberies (any type, including auto, personal or residential) .....	1	2	3	4	5
Child abuse .....	1	2	3	4	5
Disorderly conduct (public intoxication, noise violations, etc.) .....	1	2	3	4	5
Domestic violence (adult) .....	1	2	3	4	5
Driving under the influence (i.e., alcohol or drugs) .....	1	2	3	4	5
Drug abuse (e.g., manufacture, sale, or use of illegal/prescription drugs) .....	1	2	3	4	5
Elder abuse .....	1	2	3	4	5
Fraud/identity theft .....	1	2	3	4	5
Financial crimes against elderly .....	1	2	3	4	5
Gang activity .....	1	2	3	4	5
Gun violence .....	1	2	3	4	5
Hate crimes (e.g., because of race, religion, sexual orientation) .....	1	2	3	4	5
Homeless/transient-related problems (panhandling) .....	1	2	3	4	5
Homicide (i.e., murder) .....	1	2	3	4	5
Human trafficking (i.e., forced labor or sexual exploitation) .....	1	2	3	4	5
Litter .....	1	2	3	4	5
Mass shootings .....	1	2	3	4	5
Not enough help from residents to make the community safer .....	1	2	3	4	5
Neighbor disputes .....	1	2	3	4	5
Physical assault/fights .....	1	2	3	4	5
Poorly kept houses .....	1	2	3	4	5
Prostitution .....	1	2	3	4	5
Residents not knowing enough about public safety issues in the community .....	1	2	3	4	5
Racial/Ethnic tensions .....	1	2	3	4	5
Safety on public transit (e.g., bus, subway, rail, shared rides) .....	1	2	3	4	5
School safety (e.g., bullying, fighting, or weapons) .....	1	2	3	4	5
Sexual assault / rape (adult) .....	1	2	3	4	5
Strained Police-community relationships .....	1	2	3	4	5
Traffic problems (e.g., residential speeding, aggressive drivers) .....	1	2	3	4	5
Unauthorized immigrants .....	1	2	3	4	5
Underage drinking .....	1	2	3	4	5
Vandalism/graffiti .....	1	2	3	4	5

**4. Please rate the job the Police Department does at each of the following in Billings.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Assisting victims of crime.....	1	2	3	4	5
Controlling juvenile crime.....	1	2	3	4	5
Communicating regularly with community members (e.g., in websites, emails or public meetings).....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Drug enforcement .....	1	2	3	4	5
Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter).....	1	2	3	4	5
Investigating crimes.....	1	2	3	4	5
Inviting community members to provide input (e.g., comments, suggestions and concerns) .	1	2	3	4	5
Maintaining public order .....	1	2	3	4	5
Managing political protests .....	1	2	3	4	5
Providing public information and education .....	1	2	3	4	5
Responding quickly to emergency calls for assistance.....	1	2	3	4	5
Responding to community interactions with the homeless/transient population .....	1	2	3	4	5
Showing citizens how they can work together to make their neighborhood safer.....	1	2	3	4	5
Traffic enforcement .....	1	2	3	4	5
Working to increase school safety .....	1	2	3	4	5
Working with people in your neighborhood to solve neighborhood problems .....	1	2	3	4	5

**5. How would you rate the overall quality of the services provided by the Police in Billings?**

Excellent    Good    Fair    Poor    Don't know

**6. Please rate Billings Police Department on the following.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Being trustworthy .....	1	2	3	4	5
Acting in the best interest of the community .....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5
Caring about the well-being of the people they deal with.....	1	2	3	4	5
Holding police officers accountable for their actions.....	1	2	3	4	5
Protecting individual civil rights.....	1	2	3	4	5
Being a positive influence in the community .....	1	2	3	4	5
Acting within the law .....	1	2	3	4	5
Using the appropriate amount of force .....	1	2	3	4	5

**7. Please indicate about how many times, if ever, you were in contact with anyone from the Police Department in Billings over the last 12 months (if no contact in last 12 months, mark "0 times," then skip to Question 10):**

0 times     1-2 times     3-5 times     6-8 times     9 or more times

**8. If you had contact, which of the following were reasons for your contact with the Billings Police in the last 12 months? Please circle "No" or "Yes" for each.**

	<u>No</u>	<u>Yes</u>
Called for or sought help from the Police .....	1	2
Attended a safety or educational program (e.g., a civilian police academy or other program).....	1	2
Was arrested .....	1	2
Was involved in a traffic accident .....	1	2
Was in a motor vehicle that was stopped by the Police .....	1	2
Casual encounter (e.g., chatted with an officer on the street or at an event) .....	1	2
Was considered a suspect in a crime or contacted as a suspicious person .....	1	2
Encountered an officer at a school .....	1	2
You or a household member were a victim of a violent crime in Billings .....	1	2
You or a household member were a victim of a non-violent crime in Billings .....	1	2
Participated in block watch WITH Police .....	1	2
Reported a crime to the Police in Billings .....	1	2
Reported an emergency such as a traffic crash or medical problem to the Police .....	1	2
To compliment or complain about Police services .....	1	2

**9. Based on your most recent contact with a member of the Police Department, please rate each of the following aspects of the last employee with whom you had contact.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know/NA</u>
Fairness.....	1	2	3	4	5
Responsiveness to requests and/or needs .....	1	2	3	4	5
Treating all people involved in a respectful manner.....	1	2	3	4	5
Knowledge .....	1	2	3	4	5
Timeliness of handling the situation .....	1	2	3	4	5
Resolution of concerns .....	1	2	3	4	5
Overall impression of Billings Police department staff member.....	1	2	3	4	5

**10. How much of a priority, if at all, should the Billings Police Department place on each of the following in the next two years?**

	<u>High priority</u>	<u>Medium priority</u>	<u>Low priority</u>	<u>Not a priority</u>	<u>Don't Know</u>
Controlling juvenile crime.....	1	2	3	4	5
Drug enforcement .....	1	2	3	4	5
Enforcing nuisance/code violations (e.g., loud music, abandoned cars, litter) .....	1	2	3	4	5
Increasing connections with the community (i.e., community forums, events, relationship building).....	1	2	3	4	5
Increasing resident accessibility to Police and Police-related information .....	1	2	3	4	5
Responding to community interactions with the homeless/transient population	1	2	3	4	5
School safety/security .....	1	2	3	4	5
Traffic enforcement .....	1	2	3	4	5
Working with residents to solve neighborhood problems.....	1	2	3	4	5

**Our last questions are about you and your household.**

**Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**D1. Which best describes the building you live in?**

- One family house detached from any other houses
- Building with two or more homes (duplex, townhome, apartment or condominium)
- Mobile home
- Other

**D2. Is this house, apartment or mobile home...**

- Rented
- Owned

**D3. Which, if any, of the following safety measures do you have in place in your neighborhood? (check all that apply):**

- Adequate lighting on your streets
- Gated neighborhood
- Neighborhood Security Guard/Gate monitor
- Neighborhood Watch Signs
- None of the above

**D4. Which, if any, of the following safety measures do you have in place in your home? (check all that apply):**

- Deadbolt locks on all exterior doors
- Locking mechanisms on windows/sliding glass doors
- Adequate lighting around your property
- Home Security System without monitoring
- Home Security System with monitoring
- Even when at home, doors and garages are kept locked
- None of the above

**D5. Do any children 17 or under live in your household?**

- No
- Yes

**D6. Are you or any other members of your household aged 65 or older? .....**

- No
- Yes

**D7. About how much do you anticipate your household's total income before taxes will be for the current year?**

**(Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

**D8. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

**D9. What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)**

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

**D10. In which category is your age?**

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75-84 years
- 85 years or older

**D11. What is your gender?**

- Female
- Male
- Identify in another way

**D12. What is your zip code?** \_\_\_\_\_

**Thank you! Please return this survey in the postage-paid envelope provided. Mail to: National Research Center, PO Box 549, Belle Mead, NJ 08502**