

Spokane Police Department 2018 Survey

The DOJ Office of Justice Programs Diagnostic Center assisted SPD in developing a tool to evaluate the impact of community policing initiatives and training on the level of community trust.

SPD advertised the survey through the following channels:

- SPD emailed hundreds of stakeholders, including local schools, businesses, social service agencies, neighborhood councils, and community organizations (e.g., West Central Community Center, House of Charity, Center for Justice, Inland Northwest Business Alliance). SPD also sent it to many City entities (e.g., City Council, Parks Department, Police Ombudsman).
- SPD posted the survey on the department Facebook page twice.
- Partners shared the survey on their websites and Facebook pages (e.g., Hispanic Business and Professional Association, “Our Kids, Our Business” group, and several neighborhood councils, such as Emerson-Garfield and Chief Garry)
- KXLY 4 and KREM 2 news both featured the survey.

The survey was open for seven weeks during April-May 2018; 1,589 individuals participated.

Key Findings

The 2018 survey results showed high rates of community satisfaction with police encounters and adherence to principles of Procedural Justice. Of those respondents who interacted with SPD officer:

- 81% agreed that they were satisfied with how the officer treated them.
- 82% felt the officer treated them fairly.
- 82% felt the officer was respectful.

Survey participants also responded positively that Spokane Police Officers are professional in their interactions with the community.

- 69% agreed that officers are professional.

Survey results indicated that SPD is making progress on building relationships with the community:

- 87% agreed with the statement, “The Spokane Police Department is successfully working to improve its relationship with Spokane residents.”

The survey indicated that respondents value community outreach and interactions with officers:

- 67% responded they would like more police visibility (seeing police drive by, be on foot, attend meetings and events).
- 75% of respondents agreed that SPD’s youth outreach efforts are beneficial to serving the community.

SPD's recent training initiatives have community buy-in, according to the survey:

- 89% felt that SPD's training (Crisis Intervention, De-escalation, Implicit Bias, Procedural Justice) is beneficial to serving the community.

The survey also shed light on an area where SPD needs to provide education and increase awareness:

- 57% of respondents answered that they did not know how to file a complaint against an SPD employee.
- 63% responded that they did not know how to compliment or commend an SPD employee.

Respondents were concerned about crime:

- 85% of respondents reported being concerned about violent crime in Spokane.
- 94% of respondents reported being concerned about property crime in Spokane.

Comparing the 2018 Survey to the 2015 Survey

In 2015, SPD commissioned a citywide survey as part of the Collaborative Reform recommendations by the DOJ COPS Office. When designing the 2018 survey, SPD specifically repeated questions from 2015 to see if there were changes on how the community viewed the department and if they were more aware of SPD's community outreach and training. The 2018 survey showed some impressive gains in comparison to the 2015 survey.

Relationship with the Community

Agree or Disagree: The Spokane Police Department is successfully working to improve its relationship with Spokane residents.

- 2015: 56% agreed with the statement.
- 2018: 87% agreed with the statement.

Awareness of SPD's Mental Health Training

- 2015: 54% of respondents were aware that SPD trains all of its officers in Mental Health, Crisis Intervention, and De-escalation tactics.
- 2018: 86% were aware that SPD provides training on how to deal with persons in crisis (a 37% increase from 2015); 82% were aware that SPD provides de-escalation training; and 63% were aware that SPD provides training on how to connect people with the most appropriate services.

Awareness of SPD's Youth Outreach Programs

- 2015: 42% of respondents were aware of SPD youth outreach programs.
- 2018: 56% of respondents were aware of SPD youth outreach programs (a 25% increase from 2015).