



**Portland Metro Area 911 Crisis Response Survey**

**March 11, 2021**

## **Report Summary**

**Respondents:** 416 random registered Portland voters consented to the survey via a text-enabled phone number.

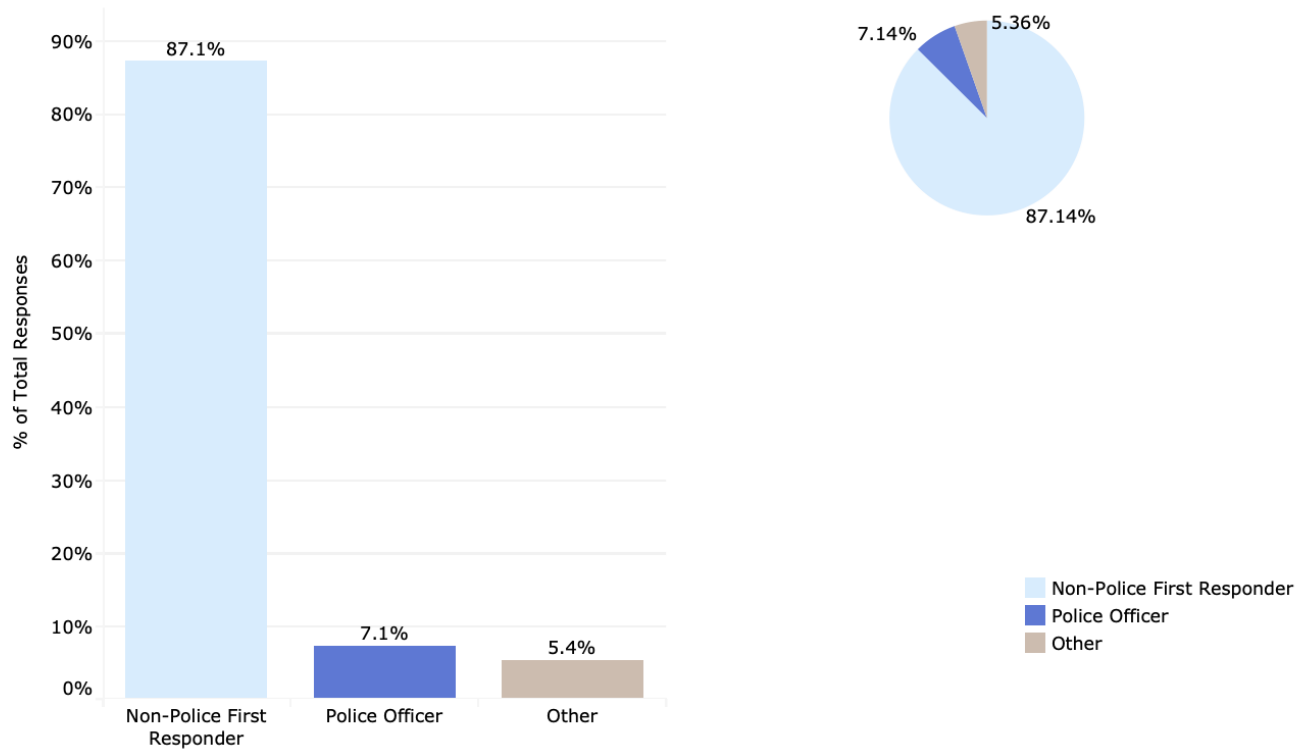
**Dates Surveyed:** 03/09/2021-03/10/2021

**Response Rate:** 67.3%

**Results Summary:** A majority of respondents believed non-police first responders (i.e. mental health, medic. or crisis workers) are better trained to deal with individuals experiencing a street crisis connected to mental health, substance use, or homelessness (87.1%), are better trained to perform wellness checks (86.4%), and are preferred over police officers to respond unwanted persons (48.9%). When asked if Portland Police are best equipped to deal with people having a mental health crisis, 80.4% of respondents responded no. When asked if they believed Portland Police had a positive impact on homelessness in their neighborhood, 61.1% respondents indicated no. When asked if they had ever decided to not call 911 during a crisis because a police presence would make them or others feel unsafe, 49.3% said no. Of the respondents, 58.6% had heard of Portland Street Response. Of respondents, 10.7% identified as a person of color.

Open ended responses (141 responses) were coded using direct content analysis. Common themes included positive support for mental health worker involvement in crisis response (15.6%), Portland Street Response or a similar program (12.1%), Portland Police (10.6%), additional police training (8.5%), and collaboration between crisis response and Portland Police (7.8%) and included negative sentiments regarding perception of city response to homelessness (14.2%) or personal experience with police (7.8%).

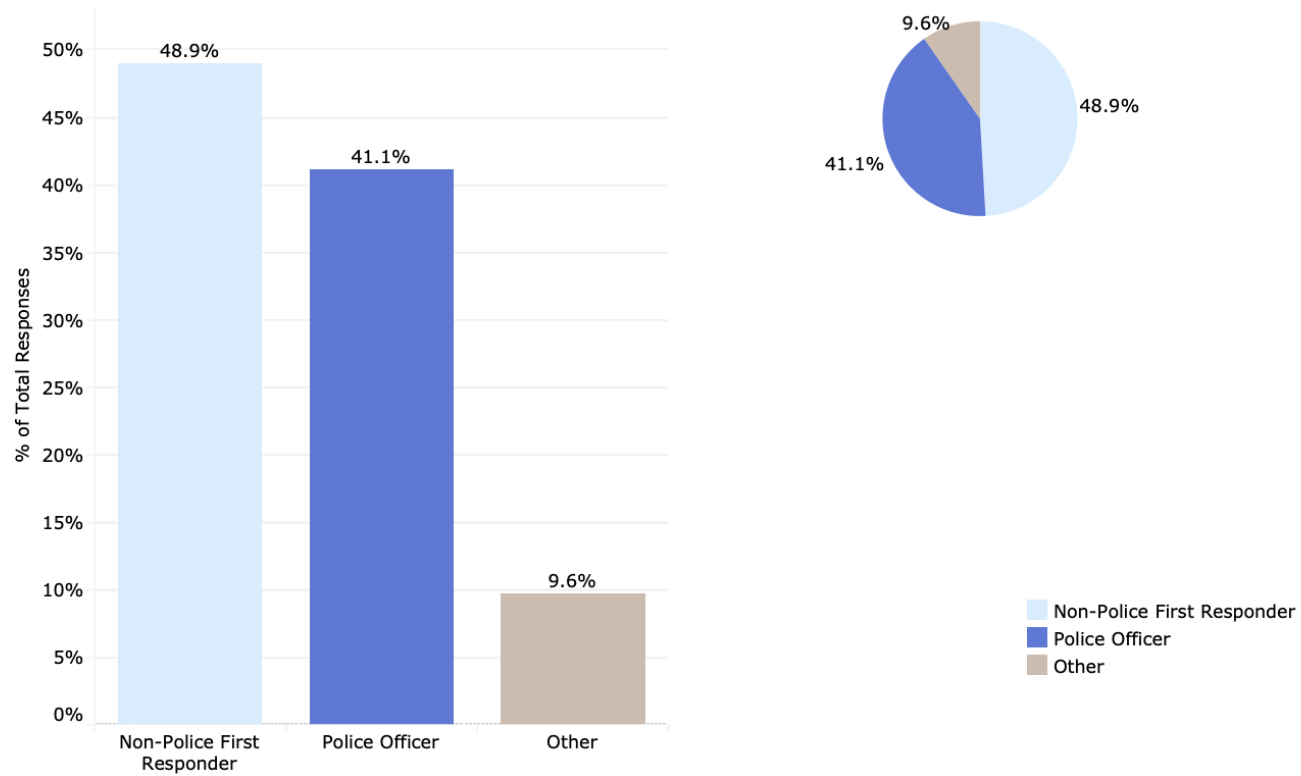
Who do you think is better trained to deal with someone experiencing a street crisis connected to mental health, substance use, or homelessness?



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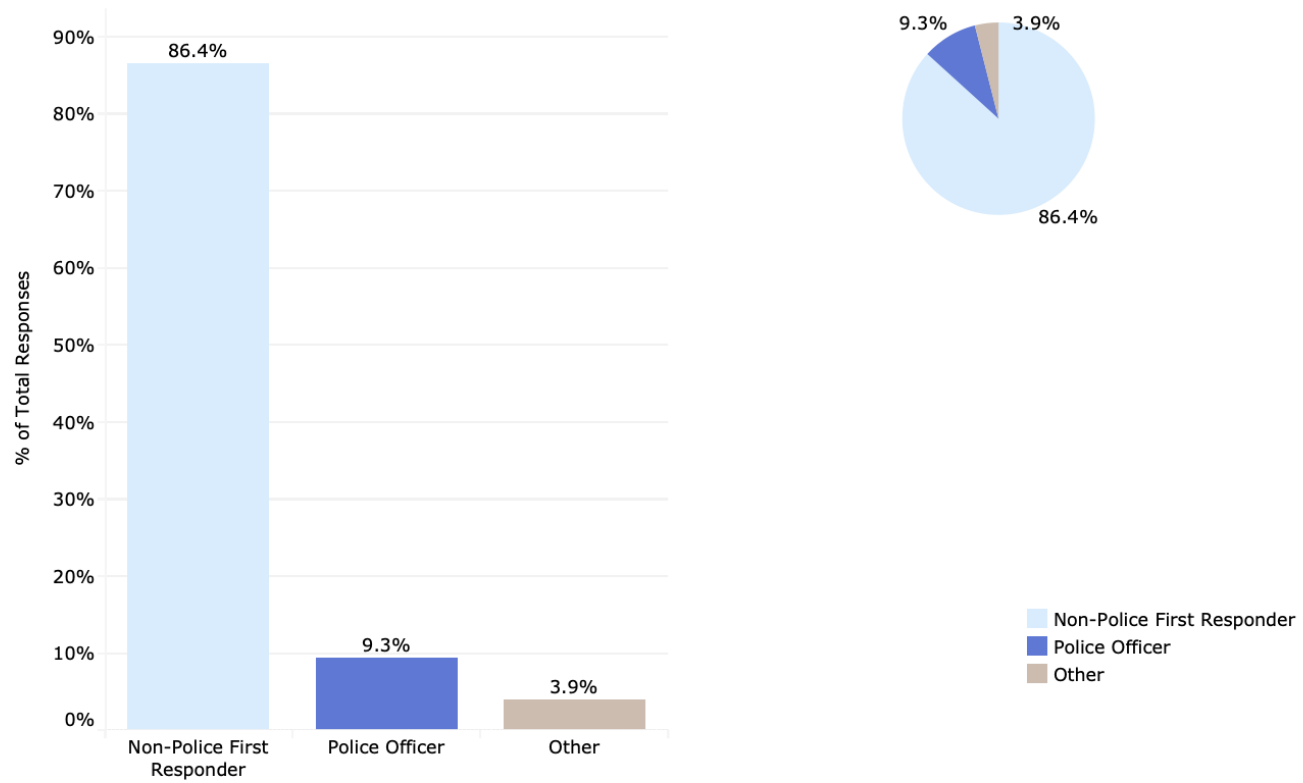
### Who do you think is better trained to deal with an unwanted person?



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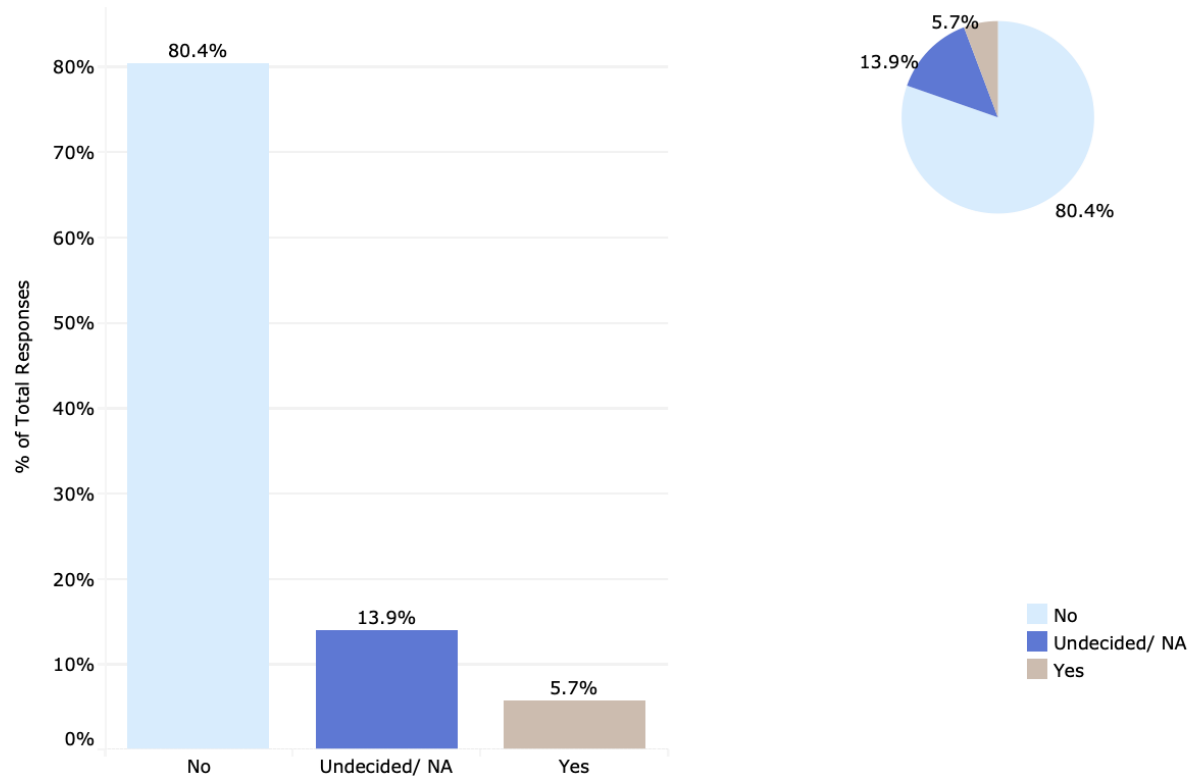
Who do you think is better trained to deal with a wellness check?



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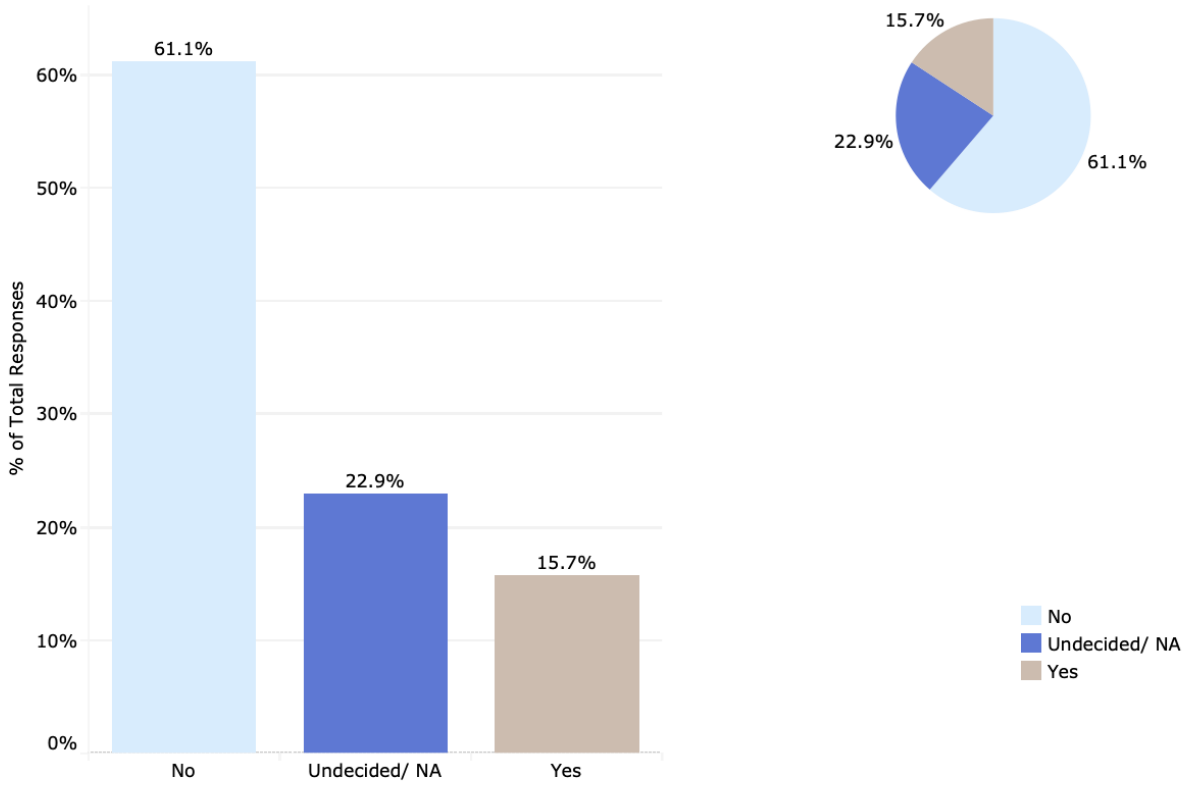
Do you think Portland Police are the best equipped to deal with people having mental health crises?



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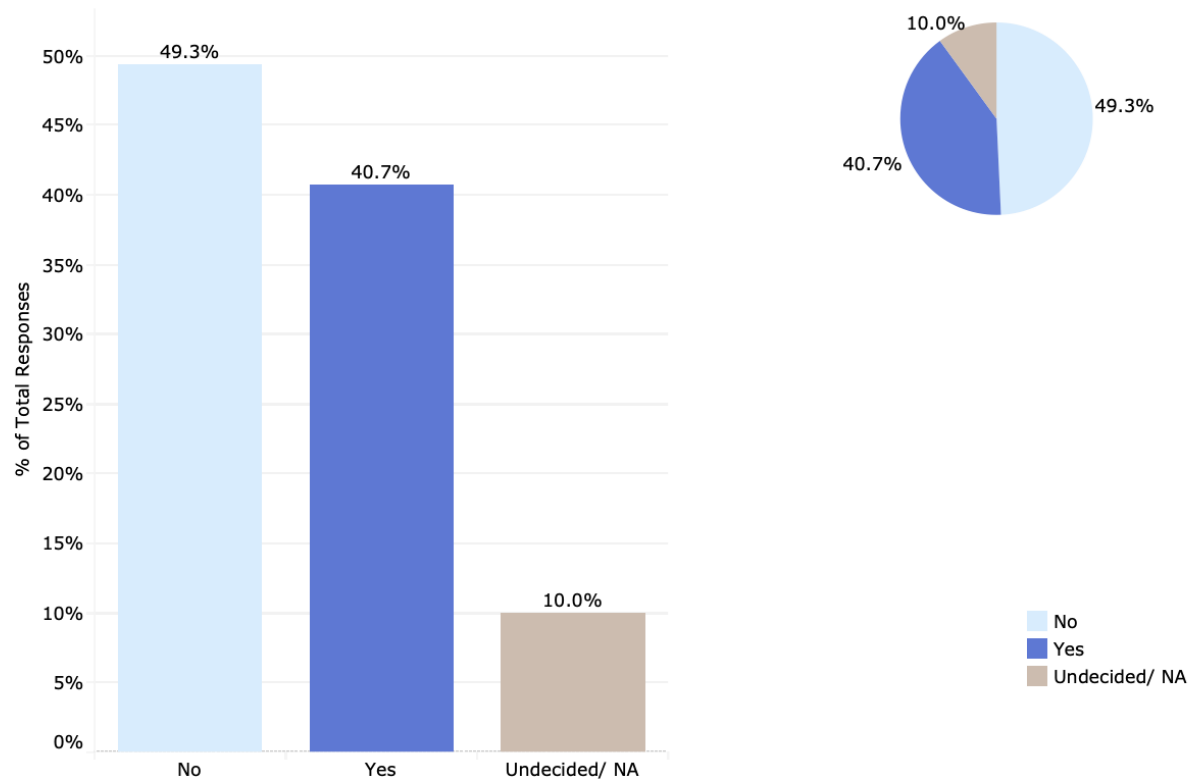
Do you believe Portland Police officers have a positive impact on homelessness in your neighborhood?



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Have you ever decided not to call 911 during a crisis because a police presence would make you or others feel unsafe

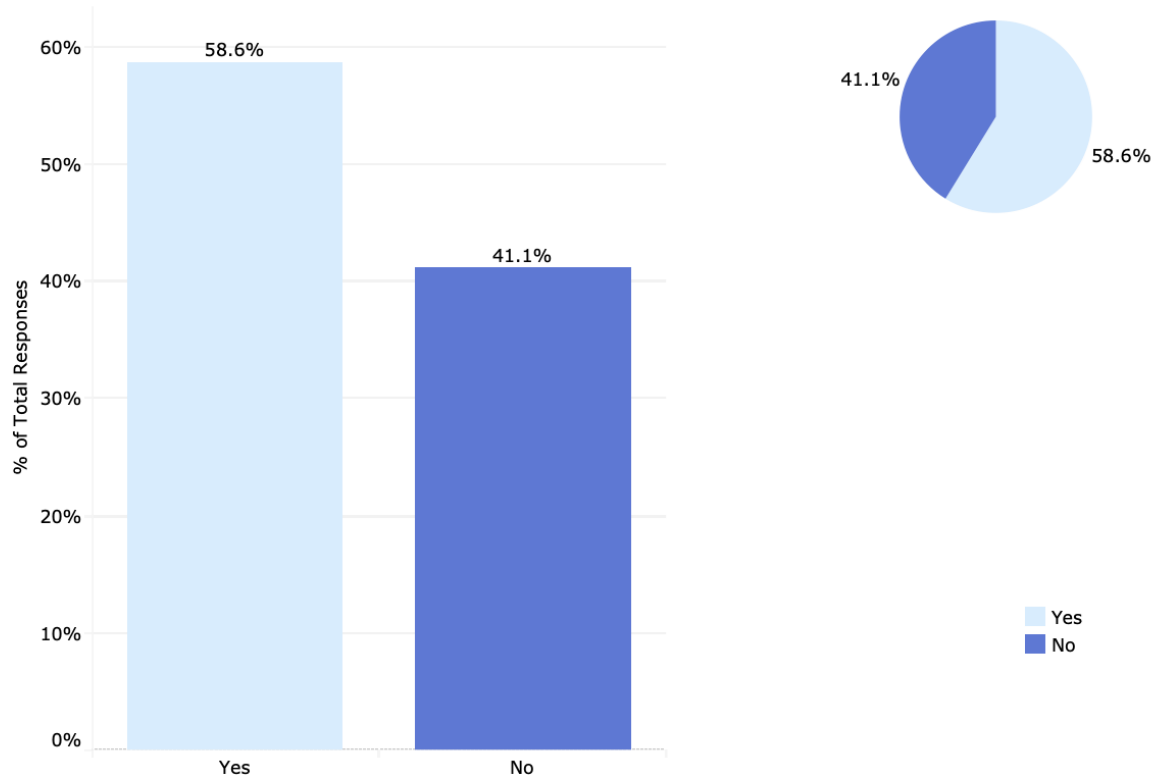


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### Have you heard of Portland Street Response?



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