

Community Safety Payroll Tax

An Evaluation of Impact

Eugene City Council
November 20, 2024



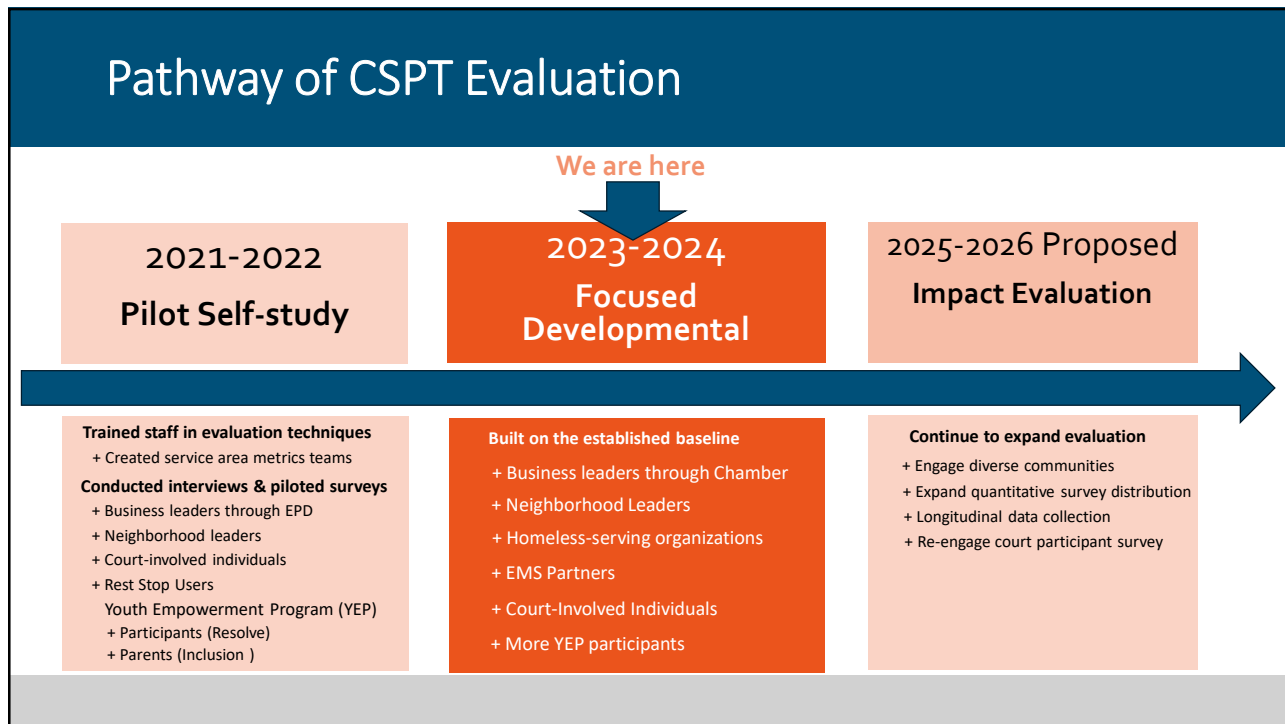
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Focus of the Community Safety Payroll Tax Evaluation



- What is the impact of the Community Safety Payroll Tax on the experience of community safety?
- What about the Community Safety Payroll Tax is contributing to the experience of community safety?

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Mixed-Method Data Collection

Service Area	In-depth Interviews		Survey	
Eugene Police	Business Community	36	Business Community & Neighborhood Associations	109
	Neighborhood Associations			
Eugene Springfield Fire	Healthcare Partners	8		
Homeless Services	Service providers funded by CSPT	11		
	County partners			
Municipal Court & City Prosecutor's Office	Community Court participants	13	N/A	
	Mental Health Court participants			
Youth Empowerment Program (YEP)	YEP participants (Resolve, Teen Empowerment)	15	YEP participants (Resolve, Teen Empowerment)	108
Total		83		217

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Summary Findings

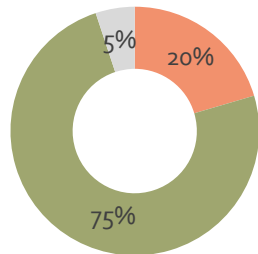
- Alternative responses are effective
- Cooperation is improving
- Community care is growing
- The experience of safety is mixed
- People are hopeful for greater impact from the CSPT in the future



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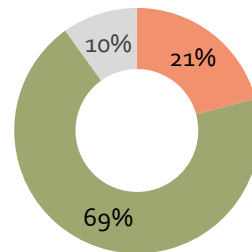
Take-aways from survey data

I care more about the safety of my community.



■ Not at all ■ A little, Some, Considerably, Very much ■ I don't know

I am more supportive of the city's efforts to improve community safety.

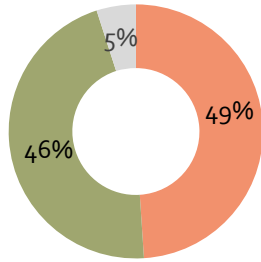


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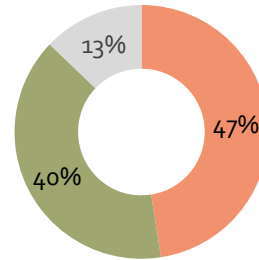
Take-aways from survey data (cont.)

I feel a greater sense of security and well-being in Eugene.



Not at all A little, Some, Considerably, Very much I don't know

I feel safer in the community.



Not at all A little, Some, Considerably, Very much I don't know

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Eugene Police Department



"I think having more people come out and talk to you. That meant a lot to me. It takes somebody who's listening and understanding and taking down the information so that the information becomes part of the data for creating a solution."

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EPD Findings – Impact

- Evidence of improvements in safety
 - Responsiveness
 - Presence
 - Effectiveness
- Greater community engagement in public safety
- Public respect and appreciation for EPD
- Valuing CSPT investments in EPD

I think [the CSPT] has made me and my coworkers more confident that when we call, we're going to get the help that we're looking for. It boosted morale and lets us know that the city and EPD have our back and that's greatly appreciated.

It has brought the business community back into the fold. I feel like the business community is engaged. There's much more of a kind of a team approach that involves the public, the businesses, city, and the police department. That's a really good thing.

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EPD Findings – Areas for Improvement

- Desire to see more visible progress
- Need to know and trust expenditures of CSPT funds
- Ongoing concerns about the sufficiency of EPD capacity
- Desire for greater perpetrator accountability

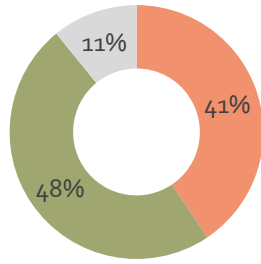
Things are the same. They have not really improved. I don't go out anymore in Eugene.

Interaction with the police is good. The results from the arrests are the problem. There is no accountability for criminal behavior.

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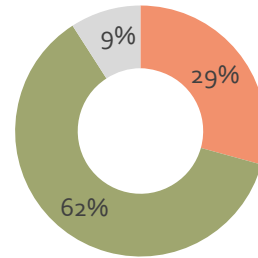
EPD take-aways from survey data

I am more confident the police will be there when I need them.



Not at all A little, Some, Considerably, Very much I don't know

I view community safety as a cooperative effort between the police and the community more now than I used to.

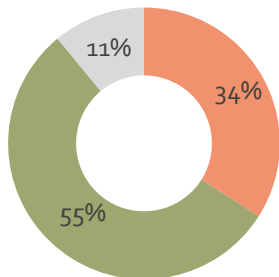


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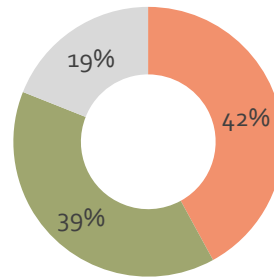
EPD take-aways from survey data (cont.)

I am more likely to reach out to police with my safety concerns.



Not at all A little, Some, Considerably, Very much I don't know

I am more reassured I am heard and validated by the police.



Not at all A little, Some, Considerably, Very much I don't know

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Summary EPD Recommendations

Continue

- Prioritizing responsiveness
- Engaging community
- Providing alternative responses
- Demonstrating trustworthiness

Improve

- Staffing capacity
- Visible presence
- Clarifying police investments
- Partnering with community
- Assuring perpetrator accountability

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Eugene Springfield Fire



"We've vastly improved our relationship, and we've reduced wall time to get patients in the beds faster and get the medics back into the community."

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ESF Findings – Impact

- Improved communication and collaboration
- Continuous quality improvement
- Community trust and engagement
- Addressing complex social issues

There is a hard-earned level of trust amongst the community. Some folks who might have issues or opinions or varying degrees of institutional trauma don't hesitate to access services.

I would love for them to have like a ton more funding to get some more resources. Because I do get concerned when they're strapped and when they're spread so thin.

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ESF Findings – Areas for Improvement

- Resource constraints and system strain
- Impact of hospital closure
- Need for improved coordination with other services
- Need for greater education efforts

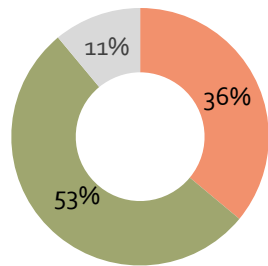
I would love for them to have a ton more funding to get some more resources. Because I do get concerned when they're strapped when they're spread so thin.

Our unhoused population continues to grow and struggle with more complex challenges aside from just being unhoused, yet the services available are declining or sort of drying up.

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ESF take-away from survey data

I have a higher expectation of positive health outcomes if and when I need fire and/or emergency services.



■ Not at all
 ■ A little, Some, Considerably, Very much
 ■ I don't know



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Summary ESF Recommendations

Continue

- Building and maintaining strong collaborations
- Improving quality of services
- Being a trusted community partner and provider
- Providing comprehensive care

Improve

- Increase staffing capacity
- Innovate to address complex issues
- Extend education efforts

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Homeless Services



"We have been able to respond in a way we were never able to before. When we see a need, we can act on it now. That was never the case before."

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Homeless Services Findings – Impact

- Enhanced inter-organizational collaboration
- Expansion of service capacity
- Better service quality using evidence-based practices
- Enhancing sustainability
- Increased community knowledge of services

We share what the best practices and evidence-based practices are that we're working toward.

We have been able to respond in a way we were never able to before. When we see a need, we can act on it now. That was never the case before.

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Homeless Services Findings – Areas for Improvement

- Mixed views on safety and efficacy
- Burdensome administrative processes
- Desire for greater flexibility
- Need for better coordination between city, county, and service providers
- Need for improved data collection and utilization

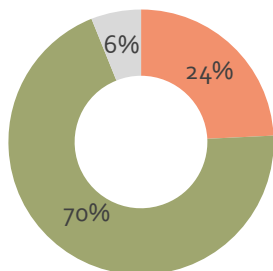
I think the gap lies in understanding that housing doesn't look one way. The goal is to make sure that whatever housing that person is in is the best and healthiest for them at that time.

We are on a reimbursement model even though we have to do real-time work. Our budgets never matter because the situation on the ground is constantly changing.

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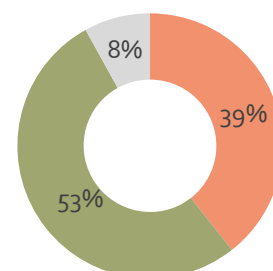
Homeless Services take-aways from survey data

I am more aware of programs to meet the basic needs of people experiencing homelessness.



■ Not at all ■ A little, Some, Considerably, Very much ■ I don't know

I know more about ways to get involved when I encounter issues related to homelessness.

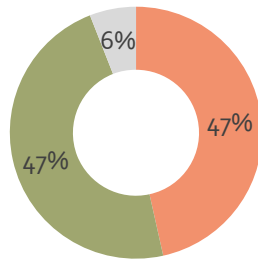


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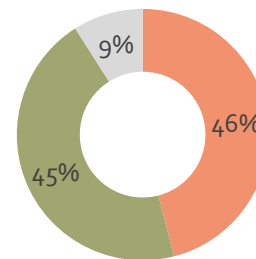
Homeless Services take-aways from survey data (cont.)

I believe public areas are safer because of programs for people experiencing homelessness.



■ Not at all ■ A little, Some, Considerably, Very much ■ I don't know

I am more confident in the direction the city is moving to support people experiencing homelessness.



■ Not at all ■ A little, Some, Considerably, Very much ■ I don't know

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Summary Homeless Services Recommendations

Continue

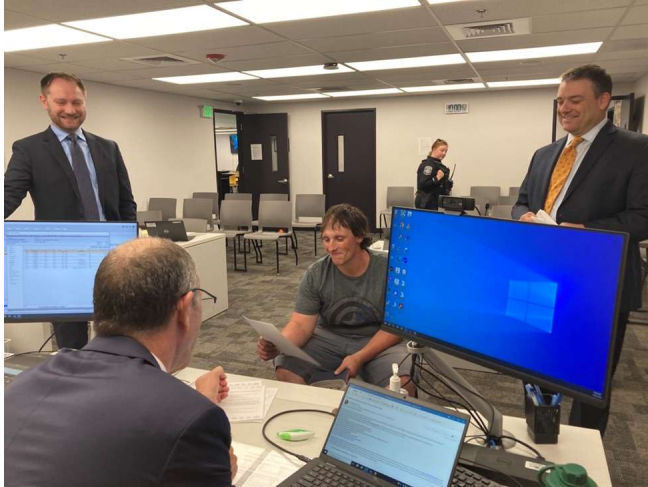
- Facilitating collaboration
- Building capacity and infrastructure
- Remaining flexible
- Investing in innovations

Improve

- Highlight visible improvements
- Raise community awareness
- Reduce administrative burden
- Improve coordination

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Municipal Court and City Prosecutor's Office



"I think the justice system is good. I am coming from a place where I did not have respect about the justice system to a place to where I have high regard for the justice system."

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Municipal Court & City Prosecutor's Office Findings - Impact

- **Increased trust and respect for the justice system**
- **Personal growth – self-esteem, confidence, life skills, interpersonal skills, etc.**
- **Restored faith in community and society**
- **Increased civic engagement and desire to contribute**

The court process here is treating me like I'm a human being. There's not very many people that treat me like a human being.

That's kind of who I am now. Giving back to where people have given to me. When I've been out here you guys have definitely given back.

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Municipal Court & City Prosecutor's Office Findings – Areas for Improvement

- **Need for more housing and services for people experiencing homelessness**
- **Need for more mental health and substance abuse resources**
- **Need for more personalized and flexible approaches**

I think what I really need for myself as a single woman out here on the streets is for a safe place.

You have to have choices. And you have to do some trial and error before you get the right one because not everyone is going to respond to the same people, the same process, the same treatment in the same way.

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Summary Municipal Court & City Prosecutor's Office Recommendations

Continue

- Participant-driven process
- Relational, humanizing approach
- Providing resources and practical support
- Effective programming

Improve

- Increase access to supportive services (housing, mental health, etc.)
- Offer opportunities for participants to support one another
- Provide supports for community engagement

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Youth Empowerment Program (YEP)



“I think everybody has a place in the community, and I feel like a lot of teens don’t realize that. I feel like making an impact in the community is going to help more people than you think it will.”

- Resolve Participant

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YEP Findings – Impact

- Improved life skills – communication, conflict resolution, emotional regulation, empathy, belonging, etc.
- Expanded support system
- Development of leadership skills
- Accessing community assets
- Giving back to the community

I’ve learned that to have healthy relationships communication is a really big thing.

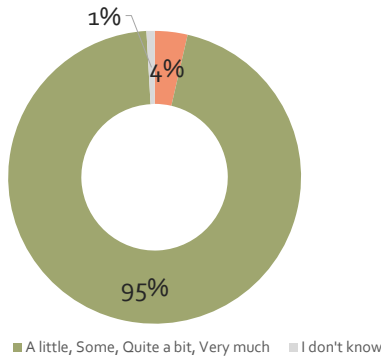
I think in general in my life, I’ve gotten better at going to the root of the problem in-stead of trying to fix the symptoms.



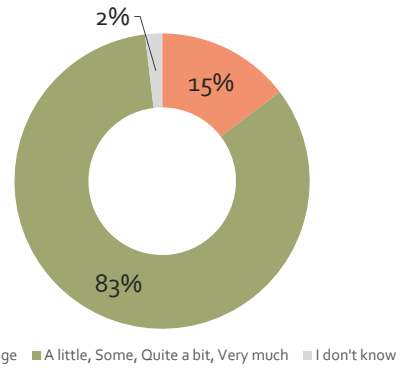
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YEP take-aways from survey data

I am better connected to positive and supportive adults.



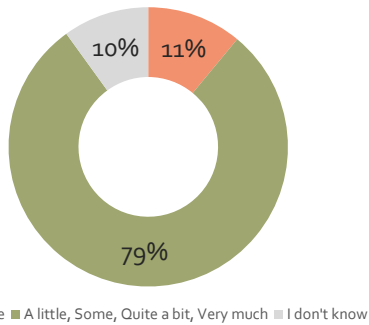
I feel more in control of my life.



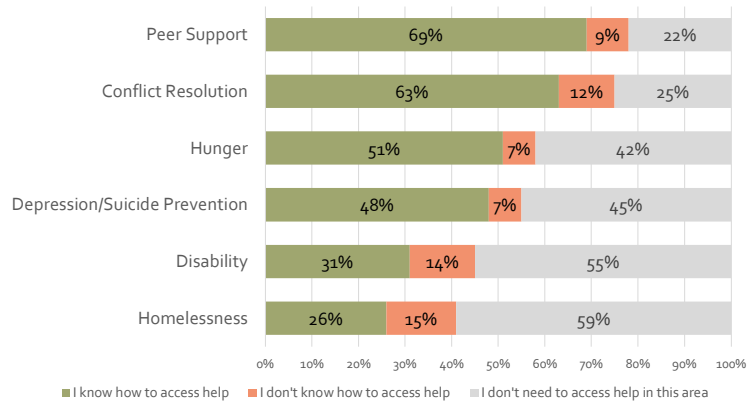
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YEP take-aways from survey data (cont.)

I am more resilient.



As a result of participating in the program, in which of the following areas do you know how to access help?



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YEP Findings – Areas for Improvement

- More practical experience and application
- Guidance on career and college preparation
- Addressing time management and stress

I think having job shadows or something would help. I know the career I want to go into, but I don't know if I'm completely sure of it or what the other careers are.

I struggle a lot. I think feeling stressed has most of its roots from my procrastination. And with the workshops that we've had in Resolve, I've learned to sort of manage my time better, but not enough.

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Summary YEP Recommendations

Continue

- Offering a variety of opportunities for development
- Exposing youth to diverse perspectives and experiences
- Providing a supportive and inclusive environment
- Emphasizing the importance of reflection

Improve

- Create more opportunities for practical skill application
- Provide education on time and stress management
- Partner with organizations to provide college and career preparation coaching
- Provide youth with more information about services in the community

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Next Steps for CSPT Evaluation of Impact

- Use feedback to improve program impact
- Expand engagement of evaluation to include broader community
- Track longitudinal trends in evaluation data (interviews and survey)
- Communicate progress

