



# YESLER TERRACE Public Safety Assessment 2014

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## Assessing Public Safety at Yesler Terrace

This document details the development of a public safety assessment and pamphlet for the Yesler Terrace neighborhood. The data collection efforts culminate in the *Informing Public Safety Issues in Yesler Terrace* section, which outlines the top public safety issues in the neighborhood identified by the community and supported by official data. In addition to identifying the top public safety issues for the community, it also identifies the next steps in what members of the community should take ownership of the problem and work collaboratively to begin addressing these issues. In addition, we identify key community stakeholders and detail possible solutions to these issues. Although this document goes into detail about the data collection methodologies and presenting the results of the analyses, this section is most important as it lists the public safety issues that are important to both the Yesler Terrace community and the Seattle Housing Authority.

Yesler Terrace is a diverse, public housing complex located in Seattle, Washington. It borders the neighborhoods of First Hill to its north, the Central District to its east, the International District to its south and west, and Pioneer Square to its west. Yesler Terrace is part of the Choice Neighborhoods program sponsored by the U.S. Department of Housing and Urban Development. As part of Choice Neighborhoods, Yesler Terrace is currently being redeveloped. Single-family townhomes will be replaced by low and midrise housing complexes that will be managed by the Seattle Housing Authority. Additional, market value housing will be built and managed by private companies, increasing the population of the neighborhood and transitioning it from solely low income to mixed income residents. During the redevelopment, a new city park will be completed, additional public transportation will be routed through the neighborhood, and a redesign of several major thoroughfares within the neighborhood will take place. The research team was cognizant of the changes occurring, and which will continue to occur, in Yesler Terrace as we assessed public safety in the community. Due to these changes, some of the public safety issues identified by the Yesler Terrace residents in the fall of 2014 may not be the same public safety issues of concern next year. It is important for the Seattle Housing Authority and the Yesler Terrace community to continue their relationship with Seattle University and other community partners to update the plan.

The main data collection efforts for the identification of the top public safety issues at Yesler Terrace were community focus groups, a community survey, and an analysis of the 9-1-1 incident response data that are publically accessible from the city of Seattle. Through the analysis of the data collected, the research group was able to identify the primary issues of concern to Yesler Terrace residents. Prior research on crime reduction and safety improvement techniques were then utilized, along with input from the residents and other community stakeholders, to identify potential methods for addressing these concerns. Importantly, we do not prescribe definitive solutions to each issue, as it is important for the community to consider the pros and cons of various approaches and have a say in how to address the public safety issues they identified. We also discuss how the community and the Seattle Housing Authority can determine whether there have been positive changes in the safety issues discussed.

This public safety plan also presents the results of the research effort, starting with the methodology and data collection and ending with the outline of the public safety pamphlet. The public safety pamphlet is the main conduit for communicating the public safety issues to the community, providing them with an overview of the concerns they identified in focus groups and surveys, and possible solutions continuing to guarantee that Yesler Terrace is a safe community.

An additional purpose of this document is to provide enough detail so that the methodology can be replicated in the future. As stated, the changes in the neighborhood could bring with them new public safety issues and it is important for the community to stay aware of potential problems and make efforts to address them. To make this possible, this document presents detailed information about each key source of data, as well as each related research method (e.g. focus groups, observational data collection, crime data, etc.). Research designs for each data source are provided, including how data were collected, and finally, how the data were analyzed. In addition, we conducted literature reviews of practical criminological research studies and methods, such as crime prevention through environmental design and situational crime prevention. How these methodologies can be utilized for addressing public safety issues in the Yesler Terrace community are also discussed. As Yesler Terrace and the surrounding neighborhood change, so will the best ways to assess public safety, however this and future iterations of this document are an excellent starting point for beginning these assessments.

This assessment begins with the presentation of the methodology and results from the focus groups of community members and interviews of key stakeholders. The next section outlines the community survey, which we administered to residents of Yesler Terrace, asking for feedback on topics such as victimization experiences, attitudes toward law enforcement, and community cohesion. The final data collection effort was the collection of 9-1-1 incident response data. An analysis of the frequency and nature of these calls allowed for the identification of temporal and geographic patterns within the community and a comparison of these patterns to areas outside of Yesler Terrace. In addition to the data collection and analysis, we also summarized pertinent research, such as crime prevention through environmental design techniques, which are relevant for addressing public safety concerns.

The section on informing public safety issues in Yesler Terrace is the culmination of the rest of the report. Future assessments should focus on the replication of the data collection efforts to fully understand the public safety concerns of the Yesler Terrace residents, before completing this section and disseminating the pamphlet to the community. It is also important for the Seattle Housing Authority and the Yesler Terrace community to view the *Yesler Terrace Public Safety Pamphlet* as a dynamic document in need of updating. There are multiple appendices included with this document, including public safety and emergency contact information, possible avenues for future public safety funding, and the completed public safety pamphlet. All of these sections can be utilized and updated for future public safety assessments.

Although some portions of the document may be too expensive to replicate annually, emergency contact information, public safety resource lists, and a basic analysis of incident response data are not cost prohibitive. With minimal effort, the Seattle Housing Authority and its partners can make sure that the Yesler Terrace residents have access to the most up-to-date and relevant information needed to assist them in positively impacting the safety of their neighborhood. As the redevelopment continues, and the neighborhood is restructured, a collaborative effort to assess and address community public safety concerns will help make sure the changes at Yesler Terrace do not negatively impact the safety and well-being of those living there.

## Focus Groups & Interviews

The first part of the public safety plan was to reach out to the Yesler Terrace community and stakeholders and ask them what safety issues they felt needed to be addressed within the neighborhood. Project investigators met with community stakeholders prior to the focus groups. During these one on one meetings, individuals who both lived in Yesler Terrace, worked with the community, or were involved in community organizations. Individuals interviewed included persons living within in Yesler Terrace, employees of Seattle Housing Authority, officers of the Seattle Police Department, and residents of the First Hill neighborhood in Seattle, in which Yesler Terrace is situated. In addition, the investigators attended meetings of community organizations within Yesler Terrace and the surrounding the community, such as the Yesler Terrace Citizen Review Committee and the First Hill Improvement Association. The feedback from these community stakeholders helped to frame the focus group questions, as well as helped identify which populations within Yesler Terrace the focus groups should be arranged around.

The following section explains the methodology for the focus groups research design, before detailing the results of the focus groups, and finally discussing how the data collected can help inform public safety in Yesler Terrace.

### Research Design

Through the aforementioned process of talking with community stakeholders, several populations were identified within the Yesler Terrace community that might be interested in participating in focus groups. Through the focus groups, we hoped to identify issues of concern to the community that were related to public safety. Although the focus groups could have been organized in a variety of ways (e.g. language), we decided to host focus groups at the Yesler Terrace Community Center that divided the population by age and gender. Based on this, we had a teen focus group, a senior citizen focus group, a women only focus group, and then a focus group that was open to the entire population of Yesler Terrace. Our final focus group was with the Citizen Review Committee, a group of stakeholders from within and outside of Yesler Terrace.

We advertised these focus groups through flyers, word of mouth, and leafleting at Yesler Terrace residences. The Yesler Terrace Community Center was chosen as the site for the focus groups as it was within the community and familiar to the populace. We also attempted to schedule the focus groups around already occurring activities within the community center, such as teen basketball and women's only Zumba. As many residents of Yesler Terrace are not native English speakers, language was a concern to us, and Neighborcare Health employees graciously provided interpretation services for the focus groups. The focus groups were conducted by one of the researchers and research assistants took notes specific to what the residents said, how they said it, their mannerisms, and how others responded to them. No audio or video recordings were taken and it would be advised against doing so in any future focus groups. Each focus group lasted approximately one hour in length and food was provided (pizza, salad, and dessert). The focus group participants sat in a circle or around a table depending on the layout of the room being used. Our ideal size for each focus group was 10-15 participants.

### Overview and Purpose of Focus Groups

Focus group questions solicited information regarding community perceptions of safety, issues of concern, experiences with community stakeholders tasked with public safety, interest and willingness to

participate in public safety-related community service, and views on what the community is doing well. The focus group questions, which were handed out to each participant (Appendix C), were:

- 1) How safe do you feel in your home and neighborhood?
- 2) What concerns do you have about crime and public safety in the Yesler Terrace Housing community?
- 3) What is your top concern about public safety (including crime, fire safety, and emergency preparedness) in the housing and surrounding neighborhood?
- 4) What improvements would you like to see to help address public safety concerns?
- 5) What has your experience been with the Seattle Police, Seattle Housing Authority, and Yesler Terrace Community Stakeholders in the effort to create a safe community in the Yesler Terrace Housing and surrounding community?
- 6) The purpose of collecting this and other information is to develop a public safety plan for Yesler Terrace. Once this safety plan is developed, how likely are you to be involved in the neighborhood safety plan?
- 7) Are you interested in assisting in helping to maintain the public safety plan – e.g. to participate in Block Watch and/or other programs and initiatives that will make the community safer?
- 8) What is your community already doing that you believe increases public safety and should be done more?

The purpose of soliciting community feedback on these questions is to incorporate community perspectives into the public safety report. Focus group feedback from the individual groups and results as a whole will inform the final public safety report.

### Data Analysis

Results for each of the five focus groups and a synthesis of results for all groups were then presented around four general areas that the questions addressed: *1) Concerns about public safety; 2) Experiences with the stakeholders charged with public safety; 3) What role community members can play in assisting with the public safety plan implementation; 4) What is already being done well around issues of public safety.* The textual data from each focus group was analyzed qualitatively for themes and patterns that emerged from the responses given by each participant. The more certain themes were discussed in the respondent's answers to the focus group questions, the more weight we attributed to that theme as a public safety concern.

### Results

Focus groups were conducted with the Yesler Terrace community to solicit feedback in the development of the Yesler Terrace Public Safety Plan. Five focus groups were conducted in November/December 2014 between 6:00-7:00pm in the Yesler Community Center: 1) Teens -November 13<sup>th</sup>; 2) Women -November 19<sup>th</sup>; 3) Seniors -November 20<sup>th</sup>; 4) All/General -November 26<sup>th</sup>; 5) Citizen Review Committee (CRC) Meeting- December 10<sup>th</sup>. Approximately 100 people participated in the focus groups in total. Focus

groups were facilitated by Jacqueline Helfgott, project co-investigator. Graduate research assistants took notes and interpreters were provided by Neighbor Care Community Health Workers.

### Individual Focus Group Meeting Results

#### *TEENS (November 13, 2014)*

Nine kids/teenagers, 7 boys and two girls between the age of 5 - 14 participated. No translation was necessary as all participants spoke English fluently. Due to the age of the participants, a focused and structured discussion was difficult. Probing and re-formulation of questions was necessary.

#### *Concerns about public safety*

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Most of the participants shared that they felt safe in the Yesler terrace neighborhood. They attributed feeling safe to knowing people in the community. *"[I feel] very safe because I know everybody. If I see a stranger I might just run. I get to know people at school. I'm still meeting new people."* However, several of the participants noted that there are a lot of homeless people in the neighborhood who they do not know and that construction is a concern. *"If I see a stranger I go to the other side of the street. I feel very safe in my neighborhood. There is a lot of homeless people though". "There are a lot of homeless people. They always ask me for a dollar. They tell different stories every day. One day she had a surgery, then she is pregnant." "Construction bothers me." "There are not enough fire hydrants. Every house should have one. What if there is a fire?"* The only crimes mentioned as a concern by the kids was stealing. One boy said, *"I haven't heard no gunshots,"* and another said, *"There is a lot of stealing."* However other participants then added, *"That's not even a big crime," "Only if you rob a bank,"* and *"It's not a big deal."* The top concern noted by the youth participants was *"homeless people"* with half of the kids mentioning this and the other half saying they did not have any top public safety concerns.

#### *Experiences with the stakeholders charged with public safety*

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When asked about experiences with the different stakeholders charged with public safety in the community, most of the youth commented about the police with mixed experiences and perspectives. The first of the youth to speak said, *"I haven't heard none of them [police]. I mean I have seen big police come up here. Don't know what he was doing here..."* Then another added, *"I didn't have a key to my home one day and (the community police office) let me in."* Others said, *"Police don't belong here," "I'm scared of police brutality," "Most people don't call the police. It never gets solved"* and one of the youngest participants in the group said, *"I just feel bad for Trayvon Martin. And other people that got killed like Michael Brown. I do like the police. I just don't like how they kill us."* One participant indicated that he had no positive interactions with the police but when asked if he had negative interactions, he replied that he had not. When asked how they formed their perspectives about police, one participant said, *"I see and read a lot about police brutality on Facebook and Twitter."* From their responses, it appeared that the only contact they had had with Seattle Police was with their community police officer with whom they had positive experiences. However, their opinions about police were based on media depictions of police-citizen interactions. Participants also mentioned that the construction is a problem and since it started there are

fewer kids around. One of the community health workers noted, *“Construction is a concern to the community center. Everyday someone moves out. People who were consistently coming to the community center are forced to move”* and *“I would like to see more patrol. We don’t need a specific police officer. Some communities have more security services. It can be any kind of patrol.”* Others noted that the community center is great, however hours are limited and closed on Sunday and they wish the center was open late night so they could play basketball there.

### *The role of the community in the public safety plan implementation*

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The youth mentioned that they would be interested in helping to make the community safer. However, one of the community health workers mentioned during this part of the discussion that the neighborhood does not have a formal block watch and that *“We don’t have time for that.”* One of the teens offered *“I would be interested to help to make the community safer. I would help handout mace.”* and others indicated that more field trips and teen programs through the community center would help make them feel safer. They mentioned that the community center offered excursions such as fishing trips in the past and that this would be something they would recommend. They indicated that they would be willing to assist to help organize these events.

### *What the community is already doing well around issues of public safety*

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The participants indicated that the community center was a positive place that helped in terms of public safety indicating *“The community center makes me feel safe”* and that the SPD community police officer assigned to Yesler Terrace also was a positive indicating that the community police officer *“is always around.”* However, one of the participants noted that he does not like the construction and that *“Ever since the construction started – (the community police officer) is not around that often anymore.”* When asked what was it that contributed to their feelings of safety in the neighborhood, the youth indicated, *“Everyone knows each other in the neighborhood,” “Yeah, that is making us feeling safe,” “There is a lot of elderly people. I don’t know why, but seeing elderly people makes me feel safe.”* During this discussion the community health worker who was present as an interpreter said, *“I lived here for 17 years. We would recognize each other. We would talk teach other on the streets. From the youngest one to the elder. The community as a whole.”* One of the community health workers present indicated that her tires were sliced that day. When asked if she called the police, she said *“No. I know who did it. I will talk to them.”*

### **WOMEN (November 19, 2014)**

The women-only group consisted of eight women and three community health workers participating as translators. The women indicated that they had lived in the Yesler Terrace neighborhood for 10-25 years, with all but one having lived in the neighborhood for over 17 years.



### *Concerns about public safety*

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The women indicated that they generally feel safe but that they had had a number of issues come up. The women mentioned that there had been a Hookah bar that was a problem but that it was shut down after the community came together to protest. They said that another had opened but that there were not any problems with that one to speak of yet. One woman indicated that she had trouble at her apartment near Harborview, that she had lived in the neighborhood for 17 years, and that teenagers from the community were hanging out doing drugs in front of her apartment at all times of the day. She also indicated that her neighbor is afraid and that in addition to the drug users there are homeless people that appear to have keys to the Yesler Terrace laundry room and that the locks have to constantly be changed. Another woman who had lived in the neighborhood for 25 years indicated that her car had been broken into two or three times in front of her house and that she did not call the police because she did not think they could do anything because she did not know who the perpetrators were, and that generally property crimes go unreported. She also concurred that the homeless people were a problem for her and that she saw people *“pooping and peeing”* in the community. One woman who had lived in the neighborhood for 23 years said, *“I feel safe always.”*

When asked what their top concerns were and what they would like to see addressed, the participants indicated that they would like to see: More security cameras, more lighting, more adult presence, more police besides the community police officer, quicker police response, focus on particular crime problems such as homeless loitering and entering empty and occupied residences, car theft and vandalizing, drug use, and focus on specific areas that they saw as public safety concerns including the *“stairs to China Town”* and *“Stairs to the laundry room”* and particular sections of Yesler Terrace indicating *“The South side is safe, the Northwest side is not safe,”* that there were gun shots and cars getting broken into and that there are not enough parks there. Several of the women indicated that the elderly don't feel safe and that they try to go out only during the day. One woman indicated that when her elderly mother is home alone she is afraid and sleeps with a baseball bat by her bed because *“the homeless, gang bangers, and crack heads bang on the door and demand stuff.”*

The homeless encampment, mental illness, and drug use was seen as a public safety issue by a number of the women. *“I don't feel safe anymore.” “There are needles everywhere and these homeless people are disrespectful and police haven't evacuated them.” “We need to get the homeless people out of here.”* Two respondents noted that the homeless have defecated on their property and that there is domestic violence and violent acts going on at 4am. One woman indicated that she bought a new TV and was scared to throw away the TV cardboard box in case someone saw it and tried to steal something in her house. She said that she had gotten her house broken into and called police and it took about 15 min to show up. She mentioned she is scared to leave her house and is scared for her child to go in the backyard, park, or anywhere in the area. She described one incident where a homeless man gave her child a toy while playing in the backyard. In addition, several of the women mentioned Harborview hospital and that patients and employees come out and smoke and leave thousands of cigarette butts in their yards and the little kids pick them up. In general, there was a strong consensus that the Northwest section of Yesler Terrace, specifically around 9<sup>th</sup>

and Alder and Harborview was a problem area because of the homeless, drugs, lack of lighting, cigarettes and litter, and general disorder.

### *Experiences with the stakeholders charged with public safety*

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A number of the women spoke about frustrations in calling the police and with interactions with the Seattle Housing Authority. They indicated that they would like to see a quicker response from both SHA and SPD and suggested that the communication with the police was slow *“because its low income and we’re not a priority.”* One woman said most people don’t call the police because they don’t want the police to come to their house and be responsive all the time because your neighborhoods will look at you badly. She said, *“We want the police to talk to criminals hanging out at night. But they just flash their flashlights and the criminals run off. The criminals end up coming back at night.”* Others spoke about cultural issues that were an obstacle in police-citizen interactions and indicated that there needs to be more police dispatchers who speak different languages. One woman indicated that she called the police and waited ten minutes on the dispatch because she didn’t speak English, she speaks Ethiopian. She asked, *“Can you please get me someone that speaks Ethiopian.”* Instead of receiving a translator, on the dispatch line, the police showed up to her house. She indicated that she never asked someone to come to her house and that she just needed someone to tell her concern to and that that discouraged her from contacting the police again. Several women suggested that the police needed to *“show us they care,”* to reestablish trust with the community after initiatives that have eroded their trust over the years of agents charged with public safety. The women indicated that past attempts to deal with public safety issues resulted in a response that involved kicking entire families out of the community. The women suggested, *“Don’t kick out families, deal with the problems that are causing the issues, or just kick out the individual that is the root of the issues”* and another said, *“I don’t think SHA plays fair, they kick out people in an arbitrary manner”* and another said that since the redevelopment began, *“SHA has a short fuse.”* The women indicated that they do not have an active Block Watch that they *“just tell each other and watch out for each other when needed.”* The women indicated that most people won’t call police because *“they don’t like to be snitches”* and if police aren’t going to do anything, *“why waste our own safety and snitch?”* Several of the women had strong opinions about how the police had let them down, the community police officer had *“set up a community meeting with the precinct chief asking about public safety, and nothing has changed,”* *“The police need to show us they care. Bring back the block party, bring back the Block Watch.”* The women mentioned that the Seattle Housing Authority had lost trust of the community after sending out a survey and not providing the promised gift card incentive and others expressed dissatisfaction with SHA saying, *“Sometimes I’m afraid that when I come home I won’t have a home.”* The women indicated that more community engagement, block watch, and community initiatives like community gardens and events are needed and that there needs to be more commitment on the part of city officials and the police to get these initiatives started in the neighborhood. The women also indicated that there needs to be more police bike patrol on Alder and that institutions in the neighborhood, specifically Harborview, need to do a better job attending to the public safety issues under their charge.

### *The role of the community in the public safety plan implementation*

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Most of the women indicated that they would be willing to play a role in enhancing public safety but they were not clear on what they could do. A follow-up question was asked about whether or not they have had or would be willing to be involved in Block Watch. The women indicated that there had been a block watch years ago but that it had stopped. They said that they watch out for each other and that they don't usually call the police, especially about people they know because they *"don't like to be snitches"* and don't want to call the cops on their friends' kids. They indicated that if the police aren't going to do anything anyway, then *"Why waste our own safety and snitch?"* They indicated that when relying on police in the past that the police would come and take a report and then there would be no action. Others spoke about a community meeting that was set up by the community police officer with the precinct chief but that since then nothing had changed which brought them to the conclusion that they needed to rely on each other. Regarding the establishment of an official block watch, one woman indicated, *"Some people have jobs, kids, and don't want to."* And another said, *"People have too many responsibilities, are too tired, and have kids to watch."* One of the younger women who was the mother of a young children indicated that she would be happy to play a role in public safety indicating, *"If it means my kids could go outside and play, of course I would participate."*

### *What the community is already doing well around issues of public safety*

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The women had a range of responses to what the community was already doing well in the area of public safety. Some said that redevelopment is a good start and that the community center is a positive gathering space. Most indicated that the community cohesion made many people feel safe, however some locations and times of day do not make people feel safe and that there needed to be more of an effort to create a clean environment with no cigarette butts, needles, and people who do not live in Yesler Terrace who are hanging around and making the residents feel uncomfortable. In general, they indicated that they tend to address problems as a community by relying on each other, that the law breakers are mostly outsiders who do their business and leave, and that some areas (the NW section of Yesler) are less safe than others and some members of the community (elderly) are more fearful than others.

#### ***SENIORS (November 20, 2014)***

The senior group included three women and two community health workers serving as interpreters. All had lived in the neighborhood for 15-20 years.

### *Concerns about public safety*

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The seniors expressed mixed concerns regarding public safety. One woman indicated she felt safe because she did not go out at night and said, *"I feel safe because I keep the doors locked and the windows locked."* Another woman said she was afraid, *"Some people are too dangerous, too scary...I'm scared a lot. At the nighttime you can't go out."* One woman said, *"I*

*sleep and I am scared.*” She elaborated saying that some people have guns, that she is scared a lot, and that she felt she needed iron bars on her windows to feel safe.

The participants noted that most of their concerns revolved around the transients who were engaged in various activities that they perceived as unsafe and disruptive to the neighborhood including defecating in their yards, smoking cigarettes and marijuana, throwing rocks at parked cars, auto prowls, using drugs and leaving drug paraphernalia such as dirty needles in the streets, stealing items such as lawnmowers from their yards, trying to break into their homes, and getting into fights outside that sometimes kept them up at night. They mentioned that part of the problem is that some of the residents rent rooms to homeless who are not officially supposed to be living in the neighborhood, are not on leases, and do not have a stake in the community. They indicated that they are afraid to go out at night and are concerned about the atmosphere, in particular the drug activity, for children in the neighborhood. The woman whose lawnmower was stolen from her yard said that she did not call the police because she did not know who stole the mower and she thought there was nothing that could be done. The seniors indicated that the number one thing they would like to see is the transients moved out of the neighborhood into transitional housing. One woman added that she would like to see more attention to public safety outside of Harborview and that people coming out of the hospital at night may feel unsafe coming down the stairs and going to their cars or bus stops. Others mentioned that someone had tried to break into her home and she was holding onto the lock to try to prevent them from getting in. She said that people can get keys and that she would like to see improvements to the locks on doors such as codes and keyless locks.

#### *Experiences with the stakeholders charged with public safety*

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The seniors indicated that they would like to see police in the neighborhood in the evening. And that to date, there was not enough police presence and that they wanted the police to do more than just come into the neighborhood and shine lights on the homeless. They noted some positive experiences with the Seattle Housing Authority putting new locks on doors and windows, recounted incidents of police showing up when people had broken into their homes, and mentioned that the community center was a positive force in the community. However, they expressed dissatisfaction with the degree to which the police were present in the neighborhood and wanted more security in place such as better lighting and bars on windows. One woman mentioned, regarding her experience with the police after they had come in response to someone breaking into her home, *“They said to make sure to keep your doors locked....but lately they haven’t been doing much of anything...I don’t know. Maybe it’s the budget cuts.”*

#### *The role of the community in the public safety plan implementation*

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The seniors indicated that they would like to see Neighborhood Watch revived and that they would be willing to participate. As a group they did not have much to offer in the way of assisting with a public safety plan. They nodded that they would be willing to help but were

unsure how they could play a role. One woman said, *“When you come back sometime, there will be people to come help.”*

### *What the community is already doing well around issues of public safety*

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The seniors mentioned that they thought the Seattle Housing Authority was doing a good job providing stable housing, making sure the doors are strong and have locks, and that they thought the new construction was going to improve public safety. They also mentioned that the SHA has monthly meetings and asks for community input and that this is a good thing.

### *ALL/GENERAL (November 26, 2014)*

Approximately 15 people participated in the general focus group including a mix of male and female children, teens, adults, and seniors. Two community health care interpreters were also present.

### *Concerns about public safety*

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The youth in the group indicated that they felt *“pretty safe”* or *“extremely safe”* however one young man who appeared to be around 17 or 18 years-old indicated that speeding cars through the neighborhood were a problem and others mentioned that any crime problems in the neighborhood were being perpetrated by outsiders. The adults and seniors said they felt generally safe but that there were problem areas in the neighborhood that were less safe (such as the *“Deli (be)side Main Street”*) and that the construction was creating a situation where there were less populated areas and empty houses that were attracting trouble. The participants indicated that the neighborhood needs *“more lights,” “cameras,”* and *“better police response times”* and *“more youth programming”* to keep youth out of trouble. One woman said that the homeless stole the pool she bought for her kids from her backyard and vegetables from her garden. Another woman said that the residents have things stolen while they are at work and that she saw a woman get her necklace stolen from right off her neck. An older male participant indicated that the neighborhood gets noisy at night and that this disturbs his sleep. He also indicated that the police can't do anything about theft. Several of the women indicated that there were cars blocking their driveways and driving too fast in parking areas. A middle aged Vietnamese woman indicated that she was afraid to go out at night. Others noted issues such as drug dealing and people who visit residents who do not officially live there who engage in disruptive activities. One woman indicated that with the construction the residents who have remained in the neighborhood feel like prey. She said, *“We're the last ones left, people take advantage of the lack of people. We have to watch our backs. The bad guys stop vehicles pretending to ask question then pulls knife or gun and try to get into. We need to come together and have meetings to warn each other.”* A middle-aged woman said, *“People knock on my door and ask for money, they get mad at me when I can't help them. I get scared at night. There are more and more car break-ins and more homeless presence, the area smells [Yesler and 8<sup>th</sup>], we need cameras there so we can see who's doing this. The police are only looking for parking violations. There are people with mental issues who take things.”* Other participants said they were afraid to be out in the neighborhood in the evening hours, *“I'm afraid to walk at night. We are isolated in our area, there are people*

*that prowl at night and hang out around the empty units. There isn't enough light at night, the old people are afraid to walk for fear of falling. I heard someone calling for help one night and I was too scared to do anything. I don't sleep at night because I'm afraid. Later on when there are more people around after the building is done I will feel safer. I would feel safer now if there was more light. There are no neighbors to rely on, I would feel safer if there was."*

### ***Experiences with the stakeholders charged with public safety***

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Some of the youth participants mentioned that they would like to see more positive interactions between the police and the neighborhood kids – that the police are called on the kids too often and that the kids in the community are intimidated by the police and are treated unfairly. Several of the elderly participants who had mentioned that they were afraid to go out at night indicated that they would like to see more police presence in the neighborhood.

### ***The role of the community in the public safety plan implementation***

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The participants indicated that they would like to see a community group developed who would watch out for each other and report what they see. One woman said that she would be willing to participate in a Block Watch. Another said, *"If we can we will help, we need to know our neighbors."*

### ***What the community is already doing well around issues of public safety***

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The participants noted that SHA responds pretty quickly to their issues but that the houses are too old. They did not offer additional responses regarding what the community was doing well.

### ***CITIZEN REVIEW COMMITTEE (CRC) MEETING (December 10, 2014)***

The CRC meeting involved moving through three groups – two groups of CRC members and a community audience to discuss the Yesler Terrace Public Safety plan and to solicit feedback on the questions that had been asked at the focus groups. The purpose of the meeting was to both share information about the development of the public safety plan and to solicit information from the CRC members and the community audience present at the meeting.

### ***Concerns about public safety***

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The CRC members raised a number of public safety concerns including issues with lighting in isolated areas that attract crime, drug dealing, auto prowl and car break-ins, the need to create the perception of safety through environmental design, issues with speeding and traffic safety in particular in light of the new rail system that has created a situation where kids in the park have to go across the street to use a public restroom because there is no

public restroom in the park, bike safety, and parking issues that were requiring residents to walk long distances to their homes. CRC members noted that a solution to the traffic and bike safety issue could be training of kids and others to increase awareness and safety. Members also raised the issue of the lack of private security noting that other institutions close by such as Seattle University and Swedish Hospital have their own private security, but that currently SHA pays for only one community officer who works 40 hours per week from 8am to 5pm and suggested that a plan for security needs to be developed that addresses the changing environment with the construction and new residents and that the new developers may rely on SPD for security. The CRC members also noted that there needs to be improvement in the collaboration with local businesses on 12<sup>th</sup> Ave to increase safety and perception of safety and some members mentioned the need for video surveillance and signs that indicate the area is under video surveillance. The community audience raised a number of concerns including homeless people, strange cars in the neighborhood, lighting and better maintenance, more security, more parking so that residents don't have to walk so far at night, addressing issues of car break-ins, and more security and video surveillance.

#### *Experiences with the stakeholders charged with public safety*

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CRC members indicated that in the past there has been a great relationship, and that it would be beneficial to include Vulcan in the dialogue about public safety. They also said that better collaboration and dialogue with organizations, groups, and businesses in Little Saigon is needed. The Yesler Terrace Resident counsel was noted as a strong body and voice of the community. Regarding police, the CRC members indicated that residents are reluctant to call 9-1-1 and that there are language barriers, cultural restraints, and that oftentimes when residents call 9-1-1 they are told to contact the community police officer. CRC members offered the suggestion that recruitment of a police force that is representative of the community would address some of these language and cultural barriers in police-citizen interactions. Some of the CRC members indicated that East African businesses feel they don't get the same representation and that their area is under enforced. Generally the members said that there needs to be a strong call for more police presence in the community. The community audience noted that police response was lacking, that police were often rude in their response and that their demeanor came across as if *"we expect this from this community"* with a feeling of *"we don't really care"* and there is a tendency for SPD to refer residents to the community police officer who is only in the neighborhood during the daytime hours. Residents indicated that they would like to see more community police along with a *"Yes we can do something"* attitude. They also indicated that they would like to see programs for school aged kids offered through the community center.

#### *The role of the community in the public safety plan implementation*

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One of the CRC members indicated that he wanted to be involved in the public safety plan. Others suggested that there needed to be open dialogue between public safety committees (e.g., YT and Little Saigon) that would help and that other ways the community could get involved would be to encourage people to leave their residences in order to have more eyes out to increase visibility, and for SHA to partner with youth programs. CRC members mentioned that there had been an attempt to organize and maintain block watch in the past

but that the community did not show interest and that in the past there had been negative experiences with block watch (e.g., vigilantes, super hero guardians). Other ideas included encouraging people to utilize common spaces to create a sense of ownership and to consider the intersection of public safety, public health, and art programs. The community audience indicated that they used to have neighborhood meetings to talk about problematic areas and were successful in the past in cracking down on drug dealers. They also indicated that organized activities on the streets may increase feelings of safety.

### *What the community is already doing well around issues of public safety*

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The CRC members noted a number of things the community was already doing well including the resident counsel that represents the voice of the community, the strong sense of community and connection where people know and are familiar with each other, the community center, the communication strengths of the SHA in keeping residents informed, and the services they provide, particularly the translation services. The community audience offered the example of the South Washington group who had worked well together in getting the hookah bar closed; they collaborated with each other to collect information to present to the police and lawyers to get it shut down.

## General Themes

### *Public safety issues of primary concern to Yesler Terrace residents are mostly low-level crimes of disorder including:*

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- Homeless, mentally ill, and transient outsiders who disrupt the community by engaging in open-air drug use, theft, burglary, robbery, trespassing, loitering, and vandalism.
- Drug use and loitering by youth who are members of the community.
- Auto prowling and vandalism.
- Traffic and bicycle safety.
- Specific problem areas that create safety issues because they are dark, block pedestrian travel routes, and create opportunities for disorder.

### *Yesler Community members generally feel safe and the Yesler Terrace Community is doing a number of things well to enhance public safety including:*

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- Community cohesion of long-term residents who know and look out for each other.
- Seattle Police community police officer who all view positively and see as a source of support.
- Responsiveness of Seattle Housing Authority to needs of residents.
- Community Center.
- Resident Council.



*There is a strong sentiment that police presence and police-community interactions need to be improved through:*

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- Increase in police presence, especially at night with recognition that the community needs police presence beyond one community police officer who works only daytime hours.
- Addressing cultural and language barriers that influence decision to not contact or rely on police (e.g., interpreters at 9-1-1 call center).
- Foot and bike patrol in neighborhood.
- Police response that demonstrates concrete and effective solutions to specific problems (e.g., helping to get homeless and outsiders out of the community, responding to juveniles and families who live in the community with a more restorative approach by both the police and the SHA).

*Some community members may be willing to play a role in addressing public safety issues but need guidance as to what role they can play. For example:*

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- Police and other community stakeholders need to take the lead in reviving community public safety initiatives such as Neighborhood Watch.
- Many people in the community simply do not have time to focus on public safety issues in their daily lives.
- Specific community members are willing to take a lead in working with community agents to assist in maintaining a public safety plan.

### **Informing Public Safety**

The focus group results yield rich information to inform public safety. The results indicate that the primary public safety issues noted by residents in Yesler Terrace are mostly low-level crimes of disorder. Residents generally feel safe because as a result of a strong sense of community, the belief that they are all looking out for each other, and community agents such as Seattle Housing Authority, the SPD community police officer, and the community center. The younger residents expressed feelings of safety although mentioned that some of the youth residents have had both positive (with the community police officer) and negative interactions with police. The seniors were the most fearful, and most of the adult participants indicated that they for the most part felt safe because of the cohesion in the community but that there were incidents in which outsiders made them feel fearful. The primary public safety issues raised were homeless and outsiders engaged in a range of disruptive and criminal activities, drug use, auto prowling and vandalism, and traffic and bike safety. Residents expressed strong and consistent collective sentiment that their community police officer is a source of support, however police presence needs to be increased in the neighborhood, in particular at night and that police need to be more culturally aware, in particular in the 9-1-1 call center and in the approaches to responding to calls for service. They indicated that they need assistance in getting outsiders out of the neighborhood and better ways of addressing public safety incidents involving residents on the part of SPD and SHA (e.g., more restorative approaches to youth and families involved in low-level delinquent activities). Residents offered to assist with the public safety plan but few could articulate exactly how they could assist and indicated that it would be beneficial if the police or other outside entity assist them in what they might do to improve public safety.

The focus group results offer qualitative data to inform the larger public safety plan. The results identify specific issues with suggestions for possible strategies seen by the residents as possible solutions to enhance public safety. Creative approaches incorporating resident concerns and suggestions can be implemented to address low-level disorder as a result of homeless and transient population such as city-wide commitment to relocate and provide transitional housing to homeless, implementation of strategies involving the Crow-Zahm mixing principle (placing safe activities in unsafe locations), police response that directly addresses resident complaints, increased police presence through foot and bike patrol, evening patrol, and police-citizen dialogue and opportunity to improve police-citizen relations including community meetings and educating residents on the benefits of communicating information about public safety issues to the police. In addition, the SHA and Yesler Community Center can play a role in addressing issues raised by residents by collaborating with the police and residents and other stakeholders to develop programs and policies that interface with a strategic and coordinated public safety plan.

## Community Survey

In addition to the focus groups, the research team developed and administered a survey to the Yesler Terrace community. Although the focus groups gathered detailed information from a few residents, the survey allowed us to gain access to a much larger number of residents to solicit feedback on public safety issues, assess levels of victimization, and to identify areas within the community where residents felt unsafe. This section outlines the development and implementation of the survey, as well as its analysis.

### Research Design

In order to increase the capability of the research team to develop a public safety plan for the Yesler Terrace Community, a survey was conducted to learn more about the demographic make-up of residents currently living in the Yesler Terrace Community, victimization rates (including non-reporting behavior), and to assess different criminological concepts and other safety concerns residents might have, which are relevant to the safety in the Yesler Terrace Community, including collective efficacy, fear of crime, police legitimacy, and social disorganization. In addition, residents were being asked about perceived crime hot spots, appropriate behavior in cases of emergency, and access to information technology.

The survey was designed as a household survey and was sent to the universe of households currently active within the borders of Yesler Terrace along with a cover letter (Appendix D). The list of addresses was compiled and provided by the sponsoring agency (SHA). A total of 302 survey packages were distributed by priority mail within Yesler Terrace, with seven returned as undeliverable and with 1 having been delivered to the Property Management of Yesler Terrace. Thus, at the time of survey distribution, 294 households were found to be active. Regarding respondent selection within the individual household; the cover letter of the research package assigned a head of the household to complete the survey. No sampling was required in the data collection process, as surveys were sent to the universe of households eligible for survey participation. The research team refrained from defining the term head of household in the cover letter. As Yesler Terrace is characterized by great cultural diversity, the term head of the household might hold different meanings in different cultures and it was therefore left to the individual household to determine the person who will be assigned to complete the survey. For additional reference, prior household surveys of communities have been successfully conducted measuring concepts similar to the ones included in the current study, among many others, by Chamard (2009) and Swatt, Varano, Uchida, & Solomon (2013). By January 8<sup>th</sup> a total of 156 surveys were returned to the research team, which constituted a response rate of 53 percent.

### Data Collection

The benefits and drawbacks of different methods of data collection were considered. Telephone surveys were ruled out, as it is nowadays and with the rise of mobile phones rather difficult to obtain a more or less complete list of phone numbers of individuals living in a neighborhood. Potential language issues represented another factor that made telephone surveys and also surveys conducted by interviewers face-to-face less suitable for the study. In addition, as the research team is small and the time frame until study completion is fairly short, face-to-face interaction with every single household was decided to be too difficult a task. In addition, both telephone and face-to-face interviews would have to be conducted not only during business hours, but also during evening hours and on weekends. Otherwise, only the elderly and unemployed would have a chance to partake in the study. The research team decided, instead, to utilize the U.S Postal Service for the distribution of survey packages, with surveys

being self-administered in all phases of the process. Research packages were sent to the individual household via priority mail and included a cover letter, the survey instrument in 9 languages (English, Spanish, Somali, Vietnamese, Oromo, Amharic, Tigrinya, Traditional Chinese, and Arabic), a stamped return envelope, and a five-dollar bill (pre-paid incentive).

### *Consent*

The data collected in the current study did not include any form of identification of respondents and data was recorded in a manner that subjects could not be directly or indirectly identified, as such obtaining written or verbal informed consent was not necessary or required according to 45CFR 46.101(b)4. No sensitive information was gathered that could lead to any form of disadvantage for the individual household or participant. However, the cover letter of the survey included major elements of an informed consent form. Thus, participants were adequately informed about the project and conditions of participation. The cover letter entailed information about the purpose of the study, voluntary participation, disclosure of the funding agency, expected benefits, risks of study participation, incentives, and the strict confidentiality of the study.

### *Procedure and Measures Increasing survey response rate*

Several empirically validated measures were implemented in the research design to reduce the number of nonresponses and thus the impact of nonresponse bias, which is determined by the percentage of non-responses and the extent to which non-responding individuals deviate systematically from the overall target population (Barclay, Todd, Finlay, Grande, & Wyatt, 2002). Some authors deny a direct link between low response rates and nonresponse bias and rather suggest an indirect relationship (Groves, 2006). Studies, although limited in number, suggest that the problem of survey nonresponse is even more pronounced among immigrants (variations between different countries of origin). It is suggested that this is partially due to a general disconnection with and a lack of integration in mainstream society, distrust in the Criminal Justice System, as well as to lacking proficiency in the host-countries language (Deding, Fridber, & Jakobsen, 2008; Feskens, Hox, Schmeets, & Wetzels, 2008). Thus, as Yesler Terrace is considered a community with high proportions of immigrants and racial/ethnic minorities, it is even more important to implement measures that combat survey non-response. The research design included follow-ups, monetary and pre-paid incentives, community involvement, and general measures regarding survey design to combat low response rates.

### *Follow-ups*

Studies have consistently shown that follow-ups with households that failed to respond proved to promote participation after one or several reminders were sent (Fowler, 2009, 2014; Barclay, et al., 2002; Tourangeau & Plewes, 2013). Ten days after the initial mailing, flyers reminding households of the survey were hand-distributed to the universe of households by posting them on the front doors of respondents (Appendix F).

It was initially planned to send reminder postcards to households that did not return completed surveys. Thus, return envelopes were marked with an identification number (Fowler, 2009; 2014). Following an approach utilized by Pereger et al. (2014), incoming responses were documented as completed in the survey management database. Surveys were separated from the envelopes and given a new identification number (in the order in which surveys are received) prior to any data entry in the survey database. By following this procedure, no identification of respondents or households was possible after the separation of envelope and survey took place but survey administrators could keep track of which households responded and which did not, allowing for targeted follow-up reminders if necessary. Due to

time constraints and a response rate that exceeded 50%, no further measures were taken to further emphasize the importance of participation. This protocol, however, could be utilized in future surveys.

### *Incentives*

As mentioned earlier, the initial research package included a five-dollar bill, which was offered to the individual household unconditionally. This form of incentive was chosen, as research consistently shows that pre-paid monetary incentives are likely to decrease non-response to a far greater extent than delayed payment, gifts, and drawings (Fowler, 2009; 2014; Feskens et al., 2008; Han, Montaquila, & Brick, 2013; Brick et al., 2005; Tourangeau & Plewes, 2013; Singer & Kulka, 2002). The positive effect on survey response rates is argued to be even more pronounced within individuals of low socioeconomic status and within immigrant communities (although not without opposing arguments) (Creighton, King, & Martin, 2007). The research team was not offering incentives for refusal conversion (money offered solely to households that have failed to return surveys), as this method is oftentimes perceived as unfair or inequitable by individuals who participated in response to the initial mailing (Singer & Kulka, 2002).

### *Communicating the Importance of the Issue*

The overall importance of the topic underlying the survey and the purpose of the overall study is, if adequately communicated within the community, a significant factor promoting survey response (Barclay et al., 2002). Research shows that individuals who are generally interested in the topic underlying the survey and the goals of the overall project are more likely to return completed surveys (Groves, et al., 2006). Therefore, community groups were asked to inform their members about the upcoming survey and the project in general in order to raise awareness and create a feeling of importance. In addition, the research team was present at several community meetings and events, as personal contact is imperative in the process of promoting the project and its importance for the overall community (Tourangeau & Plewes, 2013; Fowler, 2013).

### *Design of the Research Package*

Regarding the design of the research instrument, simple measures were taken to boost response rates, for example by making the appearance and layout of the survey attractive and professional (Barclay et al., 2002; Tourangeau & Plewes, 2013; Fowler, 2013). Signatures on research materials were handwritten in order to stress the importance of the individual participant (Barclay et al., 2002; Fowler, 2013; Tourangeau & Plewes, 2013). Also, the survey instrument itself was easy to read and the tasks to perform were simple (checking boxes, circling numbers etc.) (Fowler, 2013; Tourangeau & Plewes, 2013). The survey did not make use of any open-ended questions in order to reduce the perceived burden connected to survey completion.

### *Data Protection*

As elaborated earlier, the study design did not allow any form of participant identification. However, completed and returned surveys are stored in an office of Seattle University (Department of Criminal Justice). Electronic data is saved on SU servers, which are password protected. After study completion, the results and databases will be made available to the sponsoring agency (SHA). As the data contains no direct/indirect identifiable information, a breach of confidentiality cannot be reasonably anticipated.

### ***Risk Benefit Ratio***

Study participants will not directly and/or immediately benefit from study participation. However, the knowledge derived is utilized to facilitate the development of a public safety plan for Yesler Terrace. This plan entails recommendations for the sponsoring agency as well as for the community as such, which are directed towards an increase in community safety and quality of life. In addition, results are presented to various agencies, such as the Seattle Police Department, which is subsequently provided with the opportunity to react, if certain needs/concerns are identified. Thus, study participation potentially benefits the individual participant over time (delayed benefit). No significant risks are associated with study participation. Thus, the individual/societal benefits clearly outweigh the risks associated with study participation.

### ***Ethical Considerations – IRB***

No surveys were distributed prior to IRB approval. As no direct identifiers and no sensitive information are collected and the target population itself is not considered to be sensitive the IRB board of Seattle University did exempt the study from further IRB proceedings.

### ***Research Instrument – Survey***

The survey was developed to collect multiple types of data. Below, we detail the different types of variables and constructs included. Any future surveys should mirror the initial survey as closely as possible so that the data is directly comparable.

#### ***Demographics***

In order to increase the capability of developing an individualized public safety plan for Yesler Terrace, the survey included an assessment of the demographic make-up of the community. Information collected includes information on age, race/ethnicity, languages spoken/read, gender, marital status, household size, educational level, employment status, and residential mobility. For detailed information on each variable, see Appendix E for a copy of the survey.

#### ***Victimization***

Also, the survey aimed to document victimization experienced by residents of Yesler Terrace within the last year. Respondents are therefore asked if they themselves or a member of their household have been a victim of specific criminal offenses (including burglary, motor vehicle theft, theft, robbery, assault, and threat). In order to avoid an unnecessary intrusion into privacy and potential item non-response, questions about domestic and sexual violence were worded differently. Participants were asked if they have, in the last year, witnessed or heard about the occurrence of someone being sexually assaulted/raped, or of someone being exposed to violence within the family – both in their neighborhood.

In order to assess non-reporting behavior, participants were also asked to indicate if they have or would respond to an occurrence of the crimes listed and how they responded, namely if they called or would call 9-1-1 or if they reported or would report the incidence to the community police officer. This information is crucial, as law enforcement resources are often calculated taking calls for service into account. In cases in which victims chose not to report or reported to the community police officer, incidents are missing from this official data.

In cases in which respondents indicated that they did not or would not notify any authorities the reason for their non-responding behavior was assessed. Possible answers include (for a full description see the

research instrument in Appendix E) “I do not trust the police”, “I do not think the police could do anything about it”, “I think it’s too much trouble to report”, “Police officers don’t speak my language”, “It’s a private matter”, “I fear my family would be embarrassed”, etc.

### *Collective Efficacy*

Collective efficacy is defined as “the linkage of mutual trust and the willingness to intervene for the common good that defines the neighborhood context of collective efficacy” (Sampson, Raudenbush, & Earls, 1997, p. 919). The concept is most often conceptualized as a combination of informal social control and social cohesion & trust. Both scales are built on the work of Uchida, et al. (2014), which represents a modified version of a scale developed by Sampson, Raudenbush, & Earl (1997) and Sampson & Raudenbush (1999).

### *Informal Social Control: Willingness to Intervene*

In order to assess resident’s willingness to react to crime and deviancy, participants were asked to indicate (on a 4-point-Likert scale: 1=very unlikely, 2=unlikely, 3=likely, 4=very likely) how likely it is that one of their neighbors would do something about specific incidences, such as break-ins, parking infractions, suspicious people hanging around, loud arguments on the street, underage drinking, juvenile spray-painting graffiti, someone being beaten/threatened in front of their house, disrespectful behavior by juveniles, juveniles skipping school, loud music/noise on their block, gun shots fired, and drug selling.

### *Social Cohesion*

Social cohesion was assessed by asking participants to indicate (4-point-Likert scale: 1=strongly disagree, 2=disagree, 3=agree, 4=strongly agree) to what extent they agree with specific statements about their community/neighborhood, including “this neighborhood is a good area to raise children”, “people that live in my neighborhood are generally friendly”, “I am happy I live in this neighborhood”, “People around here take care of each other”, “people in this neighborhood can be trusted”, “people around here are willing to help their neighbors”, “this is a close-knit neighborhood”, “people in this neighborhood generally don’t get along with each other” (reverse coded), “people in this neighborhood do not share the same values” (reverse coded), “I regularly stop and talk with people in my neighborhood”, and “I know the names of people in my neighborhood”. In order to learn about a general potential for neighborhood informal social control in the Yesler Terrace community (Steenbeek & Hipp, 2011), respondents were asked if they feel co-responsible for the livability and safety of the neighborhood. Actual social control behavior (Steenbeek & Hipp, 2011) is measured by asking straightforwardly, “Have you been active to improve the livability and safety of the neighborhood in the last year”?

### *Police Legitimacy*

There is no general agreement on a definition or measurement of the concept of police legitimacy. However, Gau (2014) defines it as entailing “an acceptance of the rules, laws, and precepts that define the police role in society, and a willingness to grant deference to police as a consequence of the belief that they are the authorized representatives who dutifully carry out the rules and laws that make society function smoothly” (p. 189). Police legitimacy is an important concept to public safety as it has been consistently found that law enforcement relies on police legitimacy in order for individuals to cooperate/comply with and support the police (Gau, 2014; Reisig et al., 2007; Tyler, 2006; Tankebe, 2013). While, as indicated, no general agreement exists on how to measure police legitimacy, the most favored instrument in current times is the one developed by Sunshine and Tyler (2003) (Tankebe, 2009). Thus, the instrument underlying this study utilizes scales developed by Sunshine and Tyler (2003) as a general foundation, but includes additionally validated items from other studies (e.g., Gau, 2014 and Reisig et al., 2007, Tyler, 2006; and Tankebe, 2013). The concept originally only entailed trust and

perceived obligation to obey. However, research agrees that procedural justice presents an important indicator of levels of police legitimacy within a community (e.g., Gau, 2014; Reisig et al., 2007) and was thus, included in the scale.

### *Trust and perceived obligation to obey*

While the concept of trust is defined as “people’s beliefs that legal authorities are fair, are honest, and uphold people’s rights” (Tyler & Huo, 2002, p. 78-79), perceived obligation to obey is defined as the extent to which people feel “they should comply with directives from police officers ... irrespective of their personal feelings” (Tyler, 2006, p. 45). Even though recent studies suggest that legitimacy should not be measured as a combination of trust and perceived obligation to obey (Gau, 2011), as studies found evidence that trust and obligation to obey don’t combine well (Gau, 2011; Reisig et al., 2007; Tankebe, 2009; and Tyler, 2006), no study was identified that has excluded the concept of obligation to obey from their study and was therefore also included in the survey underlying this study. In the effort to assess resident’s trust in the Seattle Police Department (excluding the community police officer assigned to the area), participants were asked to what extent they agree with certain statements (regarding SPD) on a 4-Point-Likert-Scale (1=strongly disagree, 2=disagree, 3=agree, 4=strongly agree). Statements include the following: “SPD protects people’s basic rights in the neighborhood”, “Officers of SPD are honest”, “Officers of SPD do their jobs well”, “SPD can be trusted to do the right thing for my neighborhood”, “I am proud of SPD”, and “I have confidence in SPD”. Statements regarding the perceived obligation to obey include, “When SPD issues a formal order, you should do what they say, even if you disagree with it”, “You should accept police officers’ decisions even if you think they’re wrong”, “People should do what the police tell them even when they don not like the way the police treat them”.

### *Procedural Justice*

It is argued that citizen’s perception of procedural justice is informed by sources that go beyond ones’ personal experience, including experiences of friends/family, as well as the presentation of police actions in the media (Gau, 2014). The concept is operationalized by two factors. The first factor, quality of treatment, is assessed by asking respondents to what extent they agree with certain statements (4-Point-Likert-Scale) when thinking about the Seattle Police Department (excluding thoughts on the local community police officer). Statements include, “SPD treats people with respect and dignity”, “SPD treats people fairly”, “SPD takes time to listen to people”, “SPD respects citizen’s rights”, and “SPD treats everyone equally”. The statements regarding the quality of treatment include, “SPD makes decisions based on facts and law, not on their personal opinions”, “SPD explain their decisions to people”, “SPD makes decisions to handle problems fairly”, and “SPD doesn’t listen to all of the citizens involved before deciding what to do” (reverse coded).

Finally, in order to assess the community’s perception of adequate police presence; participants have been asked to what extent they agree (4 point Likert scale) that enough police is present in the community.

### *Fear of Crime*

Fear itself is defined by Jackson (2005) as “a set of empirically distinct but related constructs that combine emotion, risk perception and vulnerability, and environmental perception” (p. 300-301). Fear of crime is central to the concept of public safety, due to the argument that fear of crime can have a negative impact not only on the individual but also on communities, as fear of crime influences citizens behavior and movement, economics, as well as social life (Cordner, 2010). Cordner (2010) suggests further that fear of crime has to be seen as a “key quality of life” issue. And finally, it is important to



understand that the effects of fear of crime outweigh the effects of crime on individuals by far (Warr, 2000). Despite the importance of the construct of fear of crime, no general agreement exists on how to measure it. The items utilized in the survey underlying the current study, mirror the fear of crime scale developed by Gray, Jackson, & Farrall (2008), which was built on the work of Farrall and Gadd (2004). In order to get a better understanding of resident's level of fear of crime (additive scale) participants are asked how worried (4-point-likert scale: 1=not very worried, 2=a little worried, 3=quite worried, 4=very worried) they have been in the last year about specific crimes in their neighborhood. In addition, participants have been asked to indicate the frequency of their state of worrying about crime. Incidents utilized to assess fear of crime include, break-ins, vandalism, motor vehicle theft/damage, theft, rape/sexual assault, and assault.

### *Social Disorganization*

In order to gain a better understanding about the social stability and order of the community the concept of social disorganization, which is argued to be capable in predicting crime, is included in the community survey. The classical measures of social disorganization (i.e., residents socioeconomic status, ethnic heterogeneity, and residential mobility) will be assessed through demographic questions (Shaw & McKay, 1942; Sampson & Groves, 1989). Questions on socioeconomic status of participants have not been included in the survey, as the universe of participants residing in public household facilities can be considered 'low income' (as they would otherwise not be eligible to reside in these housing units). Next, information about ethnic heterogeneity can be derived from the question of residents' race/ethnicity. Third, residential mobility is determined by asking residents for how long they have been living in the Yesler Terrace Community. These factual measures are supplemented with questions regarding the perceived level of social disorder and the perceived level of physical disorder, which are also included to assess to what degree certain signs of disorder are a matter of concern to the community of Yesler Terrace (Weisburd et al., 2012; Steenbeek & Hipp, 2011). Regarding perceived social and physical disorder residents were asked to what extent (4-point-Likert scale: 1=no problem; 2=less of a problem; 3=a problem; 4=a big problem) certain incidents constitute a problem in the Yesler Terrace community. Incidents indicating social disorder include, "fights on the street/threatening behavior", "people loitering or being disorderly", "public drinking/drug consumption", "panhandlers", "vandalism", "noise late at night/early in the morning", "gambling in the street", "drug sales", "prostitution", women/men getting bothered on the street". Indicators for physical disorder include "homes/buildings with broken windows", "homes/buildings with graffiti", "abandoned or boarded up buildings", "vacant lots", "abandoned cars on the street", "areas with litter", "dog feces on the street", and "street or sidewalks in need of repair".

### *State of Emergency*

Questions regarding behavior in cases of (natural) disasters are included in the survey in order to assess resident's current knowledge about safety and appropriate behavior in case a natural or other form of disaster strikes Seattle. This knowledge allows for the assessment of the need of additional education of residents about proper standards and behaviors that allow residents and their families to remain safe under catastrophic circumstances. Residents were asked if their household has an emergency plan. In addition, residents were asked if they know how much water they should store in their residences in order to prepare for a state of emergency. Finally, residents have been asked if they know the adequate action (windows open or closed) in case of a fire-break out in their residence.

### *Availability of Technical Equipment and Favored Method of Communication*

To enhance the understanding regarding resident's access to telecommunication media, residents were asked to identify technical equipment available to them. Options included computer with Internet

access within the residence, Internet access in community facilities, mobile phone, mobile phone with text function, mobile phone with internet access, and landline. In a next step residents have been asked what method of communication they would prefer to remain informed about community events, community development, and the like. Options included Mail, e-Mail, Text Message, Phone Call, Flyers Distributed in the Community, and Flyers on Community Boards

**Crime Hot Spots and Locations of Victimization**

A map of Yesler Terrace was printed on the final page of the survey. Participants have been asked to indicate areas that are of concern and to indicate locations in which they know that crime did occur. Data was entered in an Excel spread sheet and was graphically analyzed.

**Results**

As indicated earlier in this section, a total of 302 survey packages were distributed by priority mail within Yesler Terrace. A total of seven packages were returned as undeliverable and one package was delivered erroneously to the Property Management of Yesler Terrace. Thus, at the time of survey distribution, Yesler Terrace contained a total of 294 active households. By January 8<sup>th</sup>, 2015 a total of 156 surveys were completed and returned to the research Team, for a response rate of 53%.

**General and Demographic Information**

Unless otherwise stated, the demographics about the respondents of the public safety survey and their households are presented in Table 1, below.

**Table 1: Overview of General and Demographic Information of Respondents**

Language of Returned Surveys	Count	Percentage
Vietnamese	77	49.4%
English	65	41.7%
Amharic	5	3.2%
Traditional Chinese	4	2.6%
Somali	1	0.6%
Tigrinya	1	0.6%
Arabic	1	0.6%
Oromo	0	0.0%
<b>Age (missing value=4)</b>		
20-29	3	2.0%
30-39	7	4.6%
40-49	18	11.8%
50-59	23	15.1%
60-69	50	32.9%
70-79	32	21.1%
80-89	18	11.8%
90-99	1	0.7%

**Table 1: Overview of General and Demographic Information of Respondents (cont.)**

Race/Ethnicity (missing value=3)	Count	Percentage
Asian	94	61.4%
African American/Black	38	24.8%
Caucasian/White	8	5.2%
American Indian	2	1.3%
Latino/Hispanic (any race)	2	1.3%
Native Hawaiian (incl. Pacific Islander)	1	0.7%
Other (not specified)	8	5.2%
<b>Gender (missing value=1)</b>		
Female	99	63.9%
Male	56	36.1%
<b>Languages Spoken</b>		
Vietnamese	84	53.9%
English	50	32.1%
Somali	9	5.8%
Amharic	9	5.8%
Traditional Chinese	7	4.5%
Tigrinya	6	3.9%
Spanish	5	3.2%
Oromo	3	1.9%
Arabic	2	1.3%
Other (not specified)	6	3.9%
<b>Languages Read</b>		
Vietnamese	41	26.3%
English	40	25.6%
Spanish	6	3.9%
Amharic	6	3.9%
Traditional Chinese	5	3.2%
Somali	3	1.9%
Oromo	3	1.9%
Tigrinya	2	1.3%
Arabic	2	1.3%
Other (not specified)	5	3.2%
<b>Marital Status (missing value=1)</b>		
Single	51	32.9%
Married/Domestic Partnership	47	30.3%
Widowed	36	23.2%
Separated	12	7.7%
Divorced	9	5.8%

**Table 1: Overview of General and Demographic Information of Respondents (cont.)**

Level of Education (missing value=15)	Count	Percentage
Some high school (no diploma) or lower	80	56.7%
High school diploma or equivalent (GED)	29	20.6%
Some College, no degree	16	11.3%
Associate’s degree	5	3.5%
Bachelor’s Degree	7	5.0%
Graduate Degree	4	2.8%
Occupational Status (missing value=2)		
Retired	78	50.7%
Employed	38	24.7%
Unable to work	23	14.9%
Unemployed, looking for work	7	4.6%
Unemployed, not looking for work	4	2.6%
Self-employed	4	2.6%
Years Lived in Yesler Terrace (missing value=22)		
1-5 years	17	12.7%
6-10 years	43	32.1%
11-15 years	24	17.9%
16-20 years	28	20.9%
21-25 years	14	10.4%
26-30 years	5	3.7%
31-35 years	1	0.7%
36-40 years	2	1.5%

**Survey Language**

As explained in the methodology section, the survey was distributed in 9 languages. The majority of completed surveys were returned in Vietnamese, counting a total of 77 (49.4%). A total of 65 (41.7%) were returned in English, 5 (3.2%) in Amharic, 4 (2.6%) in traditional Chinese, 2 (1.3%) in Spanish, 1 (0.6%) in Somali, 1 (0.6%) in Tigrinya, and 1 (0.6%) in Arabic.

**Respondent Age**

All participants but 4 (missing value = 4) reported their actual age at the time of survey completion. Respondent’s age ranged from 22 to 95, with a mean age of 62.7, a median age of 65.5, and a mode of 65 (s=14.55). For matters of readability ages were grouped into 8 categories, with the corresponding frequencies presented in Table 2. The majority of respondents, specifically a total of 50 (32.9%) fell in the age category 60-69, followed by 21 (21.1%) falling into the age category of 70-79 years. Thus, over 50% of respondents were 60 years of age and older. The funding agency (SHA) provided the research team with general demographic information of 307 individuals currently living in Yesler Terrace, with age of individuals appearing to be more evenly distributed in the SHA database ( see Table 2 for details).

**Table 2: Age Distribution and Measures of Central Tendency (SHA)**

Age Range	Frequency	Valid Percent
20-29	12	3.9%
30-39	33	10.8%
40-49	52	17.0%
50-59	48	15.7%
60-69	80	26.1%
70-79	51	16.7%
80-89	28	9.2%
90-99	2	0.7%
	Mean	58.3
	Median	61.0
	Mode	67.0
	s	16.2

***Respondent’s Race/Ethnicity***

Participants were asked about their racial/ethnic background. Data showed that out of 156 respondents a total of 153 indicated their race/ethnicity (missing value = 3), with 94 (61.4%) who self-identified as Asian, 38 (24.8%) as African American/Black, 8 (5.2%) as Caucasian/White, 2 (1.3%) as American Indian, 2 (2.3%) as Latino Hispanic (any race), and 1 (0.7%) as Native Hawaiian or Pacific Islander. The remaining 8 participants reported to be of another race. For comparison purposes, the demographic data provided by SHA is presented in Table 3.

**Table 3: Race/Ethnicity according to data provided by SHA**

Race	Frequency	Valid Percent
Asian	138	45.0%
African American/Black	126	41.0%
Caucasian/White	33	10.7%
American Indian	8	2.6%
Native Hawaiian (incl. Pacific Islander)	2	0.7%

***Languages Spoken and/or Read***

Participants were asked if they needed help in order to understand the English written and/or spoken word. Out of 135 (missing value = 21) 73 (54.1%) reported to be in need of assistance, with the remaining 62 (45.9%) reporting not being in need of assistance to understand written and/or spoken English. The following question aimed to assess what languages are generally spoken and/or read in participant’s households. The majority of participants (53.85%) are able to speak and 41 (26.28%) being able to read Vietnamese. English was reported to be spoken in 50 (32.05%) households and read in 40 (25.64%).

***Respondent’s Gender & Marital Status***

When asked about respondent’s gender, the majority of respondents, specifically 99 (63.9%) self-identified as female; the remaining 56 respondents (36.1%) self-identified as male (missing value = 1). When asked about participant’s marital status 51 (32.9%) indicated being single, 47 (30.3%) being married or in a domestic partnership, 36 (23.2%) being widowed, 12 (7.7%) being separated, and 9 (5.8%) being divorced (missing value = 1).

### *Household Size*

The overall household size ranged from 1 to 8, with a mean household size of 2.12, a median of 2, and a mode of 2. A total of 67 (46.2%) were found to be single households, 38 (26.2%) households of two, 19 (13.1%) households of three, 9 (6.2%) households of 4, 5 (3.4%) households of 5, 4 (2.8%) households of 6, 2 (1.4%) households of 7, and 1 (0.7%) a household of 8. While the majority of respondents, a total of 102 (70.8%) did report that no individuals under the age of 18 (missing value = 12) are currently living in the respondent's residence; the majority of respondents, a total of 85 (57.6%), indicated that at least one person in their household as being over the age of 62.

### *Level of Education*

Participants have been asked to indicate their highest level of education. A total of 80 (56.74%) indicated having either some high school education (no diploma) or lower (some specifically indicated to having had no schooling at all), 29 having finished high school or having earned an equivalent degree (GED), 16 (11.3%) having attended college (no degree), 5 (3.5%) hold an associate's degree, 7 (5%) a bachelor's degree, and 4 (2.8%) having completed graduate work (missing value = 15).

### *Employment Status*

Regarding respondent's employment status individuals have been asked to indicate their current occupational status. Participants who exceeded an age of 65 have been automatically categorized as retired, even in cases in which they indicated 'unable to work' as their status of employment. The majority of respondents, a total of 78 (50.65%), reported to be currently retired, 38 (24.7%) to be actively employed, 23 (14.94%) to be unable to work (no further specification), 7 (4.55%) to be currently unemployed (looking for work), 4 (2.6%) to be unemployed without being looking for a new occupation, and 4 (2.6%) being self-employed (missing value=2).

### *Years Lived in Yesler Terrace*

Finally, respondents have been asked to report on how many years they have been living in Yesler Terrace. The average time respondents resided in Yesler Terrace was found to be 13.62 years, with a median of 13, and a mode of 7 years ( $s=7.834$ ). While the respondent who lived the shortest amount of time in Yesler Terrace reported 3 years of residence, the respondent who has lived in Yesler Terrace for the greatest amount of time reported a total time of residency of 40 years. See Table 1 below for a more detailed distribution.

### **Victimization and Reaction to Victimization**

The overall reported victimization rates indicate that the most common form of crime committed against residents of Yesler Terrace is motor vehicle theft, with a total of 23 (14.74%) respondents (themselves or someone in their household) reporting having been a victim to motor vehicle theft, followed by damage to property (13.46%), burglary (9.62%), theft (8.97%), physical attack (6.41%), threat (7.69%), and robbery (3.85%). While 44 (43.56%) incidents of victimization were not reported, 40 (39.60%) were reported to SPD via 9-1-1, and 21 (20.8%) incidents were reported only to the community police officer.

**Table 4: Overall Victimization Rates**

Crime	Frequency	Percentage
Burglary	15	9.6%
Motor Vehicle Theft	23	14.7%
Property Damage	21	13.5%
Theft	14	9.0%
Robbery	6	3.9%
Physical Attack	10	6.4%
Threatened	12	7.7%

**Table 5: Reactions to Victimization**

Reaction (total of 101 incidents)	Frequency	Percentage
Non-reporting behavior	44	43.6%
9-1-1 was contacted	40	39.6%
community police officer was informed	21	20.8%

When asked about their reason for an incident to be not reported to SPD via 9-1-1, the most common answer was that it appeared better to report the incident to the community police officer, followed by language barriers, perceived incapability of SPD to do something about the incident, and a general distrust in SPD.

**Table 6: Reasons for Non-Reporting Behavior**

Reason	Frequency	Percentage
Better to report to community police officer	61	46.2%
Police officers don't speak my language	17	12.9%
I don't think the police could do something	15	11.4%
I don't trust the police	10	7.6%
It's too much time and trouble to report	9	6.8%
It's a private matter	8	6.1%
The incident was not important	7	5.3%
I didn't want to get the offender in trouble	2	1.5%
I fear that my family would feel embarrassed	2	1.5%
I am worried about my immigration status	1	0.8%

Regarding sexual and domestic violence, a total of 6 (3.9%) participants indicated having heard about an incident of sexual violence in the neighborhood, and 14 (9.1%) indicated having heard about an incident of domestic violence in the neighborhood within the last year. The majority of respondents, a total of 116 (74.8%) reported that their response to a sexual or domestic incident would be to inform SPD via 9-1-1 if they would learn about such an incident (hypothetical). However, the most common reason participants mentioned for not calling 9-1-1 was again the perception that reporting the incident to the community police officer would be the better thing to do, followed by language barriers, perceived incapability of SPD to do something about the issue, and the perception that sexual and domestic violence are private matters.

**Table 7: Reasons for Non-Reporting Behavior in Cases of Sexual and Domestic Violence**

Reason	Frequency	Percentage
Better to report to community police officer.	60	44.1%
Police officers don't speak my language	22	16.2%
I don't think the police could do something.	13	9.6%
It's a private matter	11	8.1%
It's too much time and trouble to report	10	7.4%
I don't trust the police	6	4.4%
The incident was not important	5	3.7%
I didn't want to get the offender in trouble.	4	2.9%
I fear that my family would feel embarrassed.	3	2.2%
I am worried about my immigration status	2	1.5%

**Collective Efficacy**

*Informal Social Control: Willingness to Intervene*

The results presented in Table 8 below show the individual items and the mean level of perceived willingness to intervene calculated from the answers given by respondents. Levels ranged from 1, indicating low levels of perceived informal social control, to 4, indicating high levels of perceived informal social control. The results presented in the table below indicate a rather moderate perception of a general willingness to intervene throughout the individual items. The mean of the overall Social Control Scale is 2.49, indicating an overall, moderate perceived willingness to intervene by residents of Yesler Terrace ( $s=0.7735$ ). Respondents were most likely to intervene if someone on their block was firing a weapon and least likely to intervene if child was showing disrespect to an adult or if kids skipping school were hanging out on the block.

**Table 8: Perceived Informal Social Control by Item**

Item	Mean
Someone is trying to break into a house.	2.71
Someone is illegally parking in the street.	2.38
Suspicious people are hanging around the neighborhood.	2.61
People are having a loud argument in the street.	2.39
A group of underage kids is drinking alcohol.	2.33
Some children are spray-painting graffiti on a local building.	2.50
There is a fight in front of your house and someone is being beaten or threatened.	2.66
A child is showing disrespect to an adult.	2.27
A group of neighborhood children skips school and is hanging out on a street corner.	2.27
Someone on your block is playing loud music.	2.35
Someone on your block is firing a gun.	2.75
Drugs are being sold.	2.65
Overall Mean Across All Items	2.49



**Table 9: Perceived Social Cohesion**

Item	Mean
This neighborhood is a good area to raise children.	2.65
People that live in my neighborhood are generally friendly.	2.93
I am happy I live in this neighborhood.	3.05
People around here take care of each other.	2.71
People in this neighborhood can be trusted.	2.80
People around here are willing to help their neighbors.	2.86
This is a close-knit neighborhood.	2.62
People in this neighborhood generally don't get along with each other.	2.26
People in this neighborhood do not share the same values.	2.45
I regularly stop and talk with people in my neighborhood.	2.91
I know the names of people in my neighborhood.	2.65

**Social Cohesion**

The average perceptions respondents hold regarding social cohesion in Yesler Terrace, or the willingness to cooperate and work with each other, are presented in Table 9 for each individual item within the scale. Levels can range from 1, indicating low levels of perceived informal social control, to 4, indicating high levels of perceived informal social control. The results presented in the table below indicate a rather moderate perception of social cohesion within Yesler Terrace throughout the individual items of the scale. The highest mean and thus, the highest level of social cohesion was located in the item ‘I am happy I live in this neighborhood.’ The mean of the overall Social Cohesion Scale is 2.72, indicating an overall moderate perceived willingness to intervene by residents of Yesler Terrace.

**Social Control Potential**

As indicated above, respondents have been asked to what extent they agree that they share responsibility for the quality of life and safety in Yesler Terrace. While 7 (4.6%) indicated that they strongly disagree and 11 (7.3%) that they disagree that they share any responsibility, 98 (64.9%) agree and 35 (23.2%) strongly agree that they carry the burden of shared responsibility. The average of perceived co-responsibility for neighborhood quality of life and safety in Yesler Terrace is 3.07. Values ranged from 1 (indicating low levels of perceived co-responsibility) to 4 (indicating high levels of perceived co-responsibility).

**Actual Social Control Behavior**

The results of this item represent the perceived level of actual community involvement directed towards the improvement of the quality of life and safety in YTN. While 11 (7.5%) strongly disagree and 20 (13.7%) disagree that they have been active, 93 (63.7%) agree and 22 (15.1%) strongly agree that they have been active to help to improve the quality of life and safety in the YTN. The average level of perceived factual involvement is 2.86. Values ranged from 1 (indicating low levels of perceived co-responsibility) to 4 (indicating high levels of perceived co-responsibility).

**Fear and Worry of Crime Occurring in Yesler Terrace**

In order to assess fear of crime residents have been asked on a 4-point Likert scale (1= not very worried; 2=a little worried, 3=quite worried, 4=very worried) how worried they are of becoming a victim of specific crimes (burglary, motor vehicle theft, theft, sexual violence, and assault). Results presented in the table below indicate the mean level of worry regarding a specific crime. Values can range from 1 (indicating low levels of worry) to 4 (high levels of worry). According to results respondents appear to be only moderately worried about crime in their neighborhood, with people being most fearful of motor vehicle theft (average level of fear = 2.42).

**Table 10. Respondents Fear and Worry of Crime**

Crime	Mean
Burglary	2.4
Motor Vehicle Theft	2.4
Theft	2.2
Sexual Violence	2.1
Assault	2.2

**Police Legitimacy**

The combined scale of police legitimacy includes four factors, which are trust, obligation to obey, quality of treatment, and quality of decision-making. The average level of overall police legitimacy in Yesler Terrace is 2.83. Levels can range from 1 (indicating low levels of police legitimacy) to 4 (indicating high levels of police legitimacy). The following will present average levels of police legitimacy and how they are distributed over individual factors and items within.

***Trust and Obligation to Obey***

The average level of trust and obligation to obey including all items is 2.87, with 1 indicating low levels of trust and obligation to obey and 4 indicating high levels of trust and obligation to obey. The average levels regarding individual items can be found in the table below.

**Table 11. Trust & Obligation to Obey**

Item	Mean
SPD protects people’s basic rights in the neighborhood.	3.03
Officers of SPD are honest.	2.93
Officers of SPD do their jobs well.	2.92
SPD can be trusted to do the right thing for my neighborhood.	2.94
I am proud of SPD.	2.92
I have confidence in SPD.	2.91
When an officer of SPD issues a formal order, you should do what they say even if you disagree with it.	2.87
You should accept police officers’ decisions even if you think they’re wrong.	2.58
People should do what the police tell them, even when they do not like the way the police treat them.	2.69
<b>Overall Trust &amp; Obligation to Obey Scale</b>	<b>2.87</b>

**Table 12. Procedural Justice**

Item	Mean
SPD treats people with respect and dignity.	2.86
SPD treats people fairly.	2.79
SPD takes time to listen to people.	2.88
SPD respects citizen’s rights.	2.96
SPD treats everyone equally.	2.77
SPD makes decisions based on facts and law, not on their personal opinions.	2.95
SPD explain their decisions to people.	2.94
SPD makes decisions to handle problems fairly.	2.90
SPD doesn’t listen to all of the citizens involved before deciding what to.	2.51
Overall Procedural Justice Scale	2.84

***Procedural Justice***

The average level of procedural justice (quality of treatment and quality of decision making) including all items is 2.84, with 1 indicating low levels of perceived quality of treatment and decision making by SPD and 4 indicating high levels of perceived quality of treatment and decision making by SPD. The average levels regarding individual items can be found in Table 12.

**Social Disorder and Physical Disorder**

In order to assess the level to which residents of Yesler Terrace perceive certain behaviors of environmental circumstances constitute a problem data derived from the answers of two scales have been analyzed, which are social disorder and physical disorder. The average level of perceived problematic behavior or environmental states are presented in the table below. Even though the means are rather close to each other, the most commonly reported problematic behaviors/environmental circumstances are public alcohol/drug consumption, areas with litter, and street or sidewalks in need for repair.

**Emergency Questions**

Emergency questions were introduced in the survey in order to determine if the community is in need of further information and education in order to be better prepared for situations they could be exposed to in a state of emergency. While 94 (64.4%) of respondents reported to have developed a family emergency plan, a total of 53 (36.3%) have not. When asked about the suggested quantity of water to be stored for a case of emergency, 63 (43.2%) gave the correct answer, which is 3 Gallons per person. When asked about the appropriate measure in case a fire breaks out in the respondents apartment, 34 (23.3%) gave the correct answer, which is ‘close all doors and windows if it is safe to do so’.

**Table 13. Social & Physical Disorder**

	Mean
<i>Social Disorder</i>	
Fights on the street/threatening behavior	2.29
People loitering or being disorderly	2.66
Public alcohol/drug consumption	2.79
Panhandling	2.44
Vandalism	2.64
Noise late at night/early in the morning	2.45
Gambling in the street	1.93
Drug sales	2.59
Prostitution	2.16
Women/men getting bothered on the street	2.34
<i>Physical Disorder</i>	
Homes/buildings with broken windows	2.27
Homes/buildings with graffiti	2.30
Abandoned or boarded up buildings	2.27
Areas with litter	2.78
Dog feces on the street	2.20
Street or sidewalks in need of repair	2.78

**Accessibility to Telecommunication Equipment and Preferred Form of Communication**

When asked about their access to modes of communication, more than half a cell phone and/or landline. Almost 40% of residents had access to the Internet at home. Only 17.4% acknowledged having access to the Internet or a computer in a community facility, which might speak to residents not knowing that there are certain services in the community that are available to them. Finally, residents more often preferred being contacted through the mail as a form of communication (57.1%), followed closely by leafleting or posting flyers on the doors of their homes (50.6%).

**Table 14: Accessibility to Technical Equipment**

	Count	Percentage
Internet/computer access at home	60	38.7%
Internet/computer in community facilities	27	17.4%
Cell phone	88	56.8%
Cell phone with text function	44	28.4%
Cell phone with Internet Access	39	25.2%
Landline phone	92	59.0%

**Table 15: Preferred Line of Communication**

	Count	Percentage
E-Mail	26	16.8%
Mail	89	57.1%
Phone	61	39.4%
Text message	18	11.6%
Community boards	43	27.6%
Flyers distributed in the community	79	50.6%

**Mapping Risk & Crime**

The final page of the survey presented a map of Yesler Terrace asking the respondent to identify the areas where they felt unsafe or where they, or someone they knew, had been the victim of a crime. For the unsafe areas, the areas most identified as unsafe by residents were at specific street intersections. The areas around S. Main Street and 12<sup>th</sup> Avenue, Yesler Way and 8<sup>th</sup> Avenue, E. Yesler Way and 10<sup>th</sup> Avenue, Spruce Street and 8<sup>th</sup> Avenue, and Fir Street and Boren all had a disproportionate number of respondents identifying them as unsafe. For the areas where individuals knew of crimes being committed, there was a large cluster around Yesler Way west of Broadway to Interstate 5 and then north to Alder Street. There were also small clusters of known criminal victimization occurring on S. Main Street west of 12<sup>th</sup> Avenue S, the Yesler Playfield and the Yesler Community Center.

**Informing Public Safety**

The community survey identified several issues that are relevant to public safety in Yesler Terrace. These results, although informative, must be interpreted with the non-response measure in mind. Although 53% of Yesler Terrace residents did complete the survey, the missing portion of responses could alter the story, especially if disproportionate numbers of sub-populations in the community did not respond.

First, Yesler Terrace residents have victimization reporting patterns that are similar to the general public. The main difference, however, is that Yesler Terrace residents report to their community police officer more than 20% of the time instead of to 9-1-1. As the community police officer is only on duty at specific times, this means that residents delay notifying the police department of criminal victimization events. Non-reporting or delayed reporting of crime can have a strong impact on public safety in a community. Not only does it decrease the likelihood of perpetrators being apprehended, but low levels of reporting signal to law enforcement that a community has lower levels of crime and they shift their resources to other areas within their jurisdiction that have higher levels of criminal activity. Yesler Terrace residents should continue to be encouraged to not only report crime and victimization, but to report it to 9-1-1. Educational programming organized by the city that discusses with communities what to expect when calling 9-1-1, as well as the types of information to collect for reporting a crime, could possibly encourage residents to increase their reporting of crime events.

The survey results also identified that Yesler Terrace residents self-reported they are most often the victims of property related crimes, such as motor vehicle theft, property damage, burglary, and theft. This is mirrored in the questions related to fear of crime victimization. Also, for measures related to social disorganization, residents were most concerned with public intoxication, litter and trash in the community, and broken or dilapidated sidewalks. Placed in the context of the focus groups and discussions with community stakeholders, we once again see the potential impact of having transient communities close to Yesler Terrace. The fact that several major roads pass through the community and are used by non-pedestrian residents has the ability to exacerbate these issues. In fact, the impact of

these roads was seen in the map data and the areas disproportionately identified as risky by the residents, specifically locations on Yesler Avenue and 12<sup>th</sup> Avenue. These results not only corroborate the information provided in the focus groups, but also tell a story similar to the incident response data results, which are detailed below.

## Incident Response Data

The incident response data identifies patterns of crime reporting within Yesler Terrace and the surrounding communities. The focus groups and surveys were designed to gather information from the perspective of the Yesler Terrace residents, while the incident response data analysis is designed to not only look at trends and patterns in the incident responses in Yesler Terrace, but also to see if how Yesler Terrace compares to other areas in Seattle.

### Research Design

This portion of the study relied on Seattle Police Department (SPD) 9-1-1 incident response data. The data was retrieved from the City of Seattle website (<https://data.seattle.gov/>) under the Public Safety section. Users can download the entire dataset of incident responses or filter subsets of data using the built-in filtering mechanism on the website. Image 1 presents a portion of the website interface. As we were not concerned with crime in all of Seattle, we instead filtered the data so that we only had incident responses for the East Precinct, the E3 beat, and Yesler Terrace that occurred between the years 2011 and 2014. Appendix G includes a map of the police regions in the East Precinct during the period under study. In the spring of 2015 these regions were altered and future safety plans will need to take into account these boundary changes.

The data that was downloaded included variables on the incident type, date, time, and location. It is important to note that incident responses are not necessarily crimes; these are incidents that are called into the 9-1-1-dispatch center and then are dispatched to law enforcement officers. They may or may not have resulted in a report, an arrest, or the confirmation that a crime occurred. However, they do provide information on the types of calls occurring within the geographic areas being studied. Although the website allows for downloading the data in multiple formats, the data was downloaded in a CSV for Excel file format. Excel was chosen, instead of a software program developed solely for statistical analysis, as it is a ubiquitous software program with which most individuals have a working knowledge. This should allow for others to easily replicate this process for future public safety assessments. After downloading the data, we used Excel to create a filter that identified the street segments and intersections that comprise Yesler Terrace. Once identified, the Yesler Terrace incident data was analyzed and compared to the surrounding E3 beat and the East Precinct. Below, we detail the data cleaning and analysis functions that were used in Excel.

Image 1: Interface for 9-1-1 Incident Response Data

	CAD CDW ID	CAD Event Number	General Offense Name	Event Clearance	Event Clearance	Event Clearance	Event Clearance
1	1044041	15000090450	201590450	450	DRIVING WHILE U	TRAFFIC RELATE	
2	1044038	15000090510	201590510	161	TRESPASS	TRESPASS	
3	1044030	15000090504	201590504	184	NARCOTICS, OTH	NARCOTICS COMI	
4	1044037	15000090518	201590518	064	SHOPLIFT	THEFT	
5	1044036	15000090054	201590054	040	ASSAULTS, OTHE	ASSAULTS	
6	1044033	15000090243	201590243	041	HARASSMENT, TH	THREATS, HARAS	
7	1044034	15000090133	201590133	040	ASSAULTS, OTHE	ASSAULTS	
8	1044024	15000090505	201590505	410	ABANDONED VEH	PARKING VIOLATI	
9	1044026	15000090442	201590442	161	TRESPASS	TRESPASS	
10	1044025	15000090478	201590478	245	DISTURBANCE, O'	DISTURBANCES	

### Identifying 9-1-1 Incident Responses in Yesler Terrace

After downloading the data, the next step was to identify the incidents that occurred within Yesler Terrace. To do this, we developed a list of street segments and intersections that were located within or on the border of Yesler Terrace. Please see Appendix H for this list. The Excel function, VLOOKUP, was then used to determine whether the street segment or intersection where the incident was reported was in the list of Yesler Terrace locations. If so, the incident was then coded as having occurred in Yesler Terrace. One issue we ran into when filtering the street segment data was the differing forms of entry that were used by the responding officers to enter the same location. To counteract this problem, we included every variation of each block in the filter. We also code incidents based on their locations outside of Yesler Terrace. Using the datasets "Beat" variable, we also identified all incident responses that occurred within the E3 beat and coded a variable to identify those incidents, while all incident responses that did not occur within Yesler Terrace or the E3 beat were coded as being part of the East Precinct in general. Each incident response could only occur within one of these three geographic regions. Future iterations of the public safety plan will need to account for the changing boundaries of Yesler Terrace and be cognizant of such changes as it could make comparisons to historical data difficult.

### Cleaning & Aggregating Data

The event data was very detailed in describing the reason for the 9-1-1 calls for service. In order to aggregate the event list so that it could be presented in an intelligible format the, "event clearance group," which had 40 categories in it, was aggregated into 8 categories based on the specific concerns of the Yesler Terrace community. The categories included: Homicide/Robbery/Assault, Burglary/Theft/Fraud, Auto Theft/Auto Prowl, Disturbance/Nuisance/Suspicious/Mental Health, Traffic Related, Liquor/Narcotics, Property, and Trespass/Prowler. It is important to note that we did not use all of the incident responses for our report as certain categories, such as "False Alarms," we felt were not necessary to assess public safety. However, we do present a frequency table of the raw data in the analysis for full transparency and because there could be legitimate differences in opinions on how to aggregate the data. To help place the incident response numbers in context, we not only present the frequencies of each event, but we also calculate the percent of all incident response calls a specific call type accounts for, as well as the average number of incident responses per block or intersection. In order to calculate the number of street segments and intersections per block, we used the number of unique locations recorded in the incident response data that had at least one incident response occur on it. Also, because of the issues already discussed (i.e. intersections having multiple records because of the cross street ordering), this number should not be considered an accurate reflection of the number of street segments and intersections. However, as we would not expect there to be a systematic over count of intersections in Yesler Terrace and a systematic undercount of intersections in the E3 Beat or the East Precinct, we believe it is a valid methodology for comparing the average number of incident responses per block across each area.

Also, for specific variables measuring time and date, we used Excel formulas to extract the appropriate information. This process is detailed in Appendix I. Once our data was in Excel and categorized appropriately, we then developed basic descriptive statistics for the data, as well as to visualize it through graphs and charts.



Results

Table 16: Incident Responses by Group & Location (2011-2014)

Call Type	Yesler Terrace			E3 Beat			East Precinct		
	n	%	/Block	n	%	/Block	n	%	/Block
Accidents	189	6.74	1.97	641	4.50	1.09	5796	3.83	0.80
Animal Complaints	10	0.36	0.10	23	0.16	0.04	434	0.29	0.06
Arrest	48	1.71	0.50	382	2.68	0.65	2220	1.47	0.31
Assaults	61	2.18	0.64	497	3.49	0.85	2303	1.52	0.32
Auto Thefts	69	2.46	0.72	225	1.58	0.38	2950	1.95	0.41
Bike	7	0.25	0.07	31	0.22	0.05	500	0.33	0.07
Burglary	51	1.82	0.53	193	1.35	0.33	4012	2.65	0.55
Car Prowl	157	5.60	1.64	388	2.72	0.66	5424	3.59	0.75
Disturbances	453	16.16	4.72	2189	15.36	3.72	21621	14.29	2.99
Drive By (No Injury)	1	0.04	0.01	1	0.01	0.00	44	0.03	0.01
Failure To Register	0	0.00	0.00	2	0.01	0.00	19	0.01	0.00
False Alarms	31	1.11	0.32	174	1.22	0.30	6488	4.29	0.90
Fraud Calls	17	0.61	0.18	139	0.98	0.24	1770	1.17	0.24
Harbor Calls	0	0.00	0.00	2	0.01	0.00	146	0.10	0.02
Hazards	34	1.21	0.35	103	0.72	0.18	1250	0.83	0.17
Homicide	1	0.04	0.01	1	0.01	0.00	29	0.02	0.00
Lewd Conduct	2	0.07	0.02	22	0.15	0.04	359	0.24	0.05
Liquor Violations	123	4.39	1.28	970	6.81	1.65	8596	5.68	1.19
Mental Health	63	2.25	0.66	659	4.62	1.12	3397	2.25	0.47
Miscellaneous Misdemeanors	12	0.43	0.13	32	0.22	0.05	626	0.41	0.09
Narcotics Complaints	81	2.89	0.84	414	2.91	0.70	2250	1.49	0.31
Nuisance, Mischief	31	1.11	0.32	368	2.58	0.62	2364	1.57	0.33
Other Property	62	2.21	0.65	448	3.14	0.76	4255	2.81	0.59
Other Vice	0	0.00	0.00	9	0.06	0.02	36	0.02	0.00
Person Down/Injury	11	0.39	0.11	100	0.70	0.17	876	0.58	0.12
Persons - Lost, Found, Missing	21	0.75	0.22	140	0.98	0.24	597	0.39	0.08
Property - Missing, Found	19	0.68	0.20	110	0.77	0.19	1984	1.31	0.27
Property Damage	75	2.67	0.78	276	1.94	0.47	2765	1.83	0.38
Prostitution	1	0.04	0.01	76	0.53	0.13	140	0.09	0.02
Prowler	5	0.18	0.05	12	0.08	0.02	181	0.12	0.02
Reckless Burning	0	0.00	0.00	1	0.01	0.00	30	0.02	0.00
Robbery	25	0.89	0.26	147	1.03	0.25	985	0.65	0.14
Shoplifting	3	0.11	0.03	46	0.32	0.08	3833	2.53	0.53
Suspicious Circumstances	534	19.04	5.56	2371	16.64	4.03	25725	17.01	3.55
Threats, Harassment	34	1.21	0.35	177	1.24	0.30	1594	1.05	0.22
Traffic Related Calls	495	17.65	5.16	2394	16.80	4.07	30926	20.44	4.27
Trespass	69	2.46	0.72	445	3.12	0.76	4380	2.90	0.60
Vice Calls	0	0.00	0.00	0	0.00	0.00	5	0.00	0.00
Weapons Calls	9	0.32	0.09	43	0.30	0.07	369	0.24	0.05

**All Incident Response Types**

Table 16 presents a frequency table of all incidents that occurred in Yesler Terrace, E3 Beat, and the East Precinct. For the disaggregated call type, the top five most prevalent incident responses in Yesler Terrace from 2011-2015 were Suspicious Circumstances (n=534), Traffic Related Calls (n=495), Disturbances (n=453), Accident Investigations (n=189), and Car Prowls (n=157). Except for traffic related calls across the East Precinct, these categories make up a larger percent of the total number of incident reports than those found in the E3 Beat and the East Precinct. For example, Disturbances make up 16.2% of calls in Yesler Terrace, but only 15.4% in E3 Beat, and 14.3% in the East Precinct. Also, for all of the top five categories, there are more incident responses per block, on average, than the same types of calls in the other two areas. For the most prevalent call type, Suspicious Circumstances, over the last four years, on average, there have been 5.6 incident responses per block in Yesler Terrace, and only 4.0 in the E3 Beat, and 3.6 in the East Precinct. Also, as this category is not utilized in the aggregate incident response types, but does potentially have an impact on public safety, it is important to point out that the Hazard call type has, on average, approximately double the amount of calls per block when compared to the other two regions.

**Aggregated Incident Response Types**

Table 17 presents the frequencies, percent of all calls, and average number per block/intersection based on the aggregated call types. It should be noted that 10 categories are not included in the aggregate data: Animal Complaints, Bike Related, Failure to Register, False Alarms, Hazards, Harbor Calls, Person Down/Injury, Persons – Lost, Found, Missing, Property – Missing, Found, and Reckless Burning. For violent offenses, Yesler Terrace had 87 assault (n=61), robbery (n=25) or homicide (n=1) calls over the last four years. This accounted for approximately 3.3% of all incident response calls and on average, was

**Table 17: Aggregated Incident Responses by Group & Location (2011-2014)**

Call Type	Yesler Terrace			E3 Beat			East Precinct		
	n	%	/Block	n	%	/Block	n	%	/Block
Assault/Robbery/Homicide	87	3.1	0.91	645	4.5	1.10	3317	2.4	0.46
Burglary/Theft/Fraud	71	2.5	0.74	378	2.7	0.64	9615	7.0	1.33
Auto Theft/Auto Prowl	226	8.1	2.35	613	4.3	1.04	8374	6.1	1.16
Disturbance/Nuisance/ Suspicious/Mental Health	1081	38.6	11.26	5587	39.2	9.50	53107	38.4	7.33
Traffic Related	684	24.4	7.13	3035	21.3	5.16	36722	26.5	5.07
Liquor/Narcotics/Vice	205	7.3	2.14	1469	10.3	2.50	11027	8.0	1.52
Property	137	4.9	1.43	724	5.1	1.23	7020	5.1	0.97
Trespass/Prowler	74	2.6	0.77	457	3.2	0.78	4561	3.3	0.63
Threats/Arrests/ Weapons/Lewd Conduct	94	3.4	0.98	625	4.4	1.06	4586	3.3	0.63
Other	145	5.2	1.51	718	5.0	1.22	12950	8.6	1.79
<b>Total</b>	<b>2804</b>	<b>100.0</b>	<b>29.21</b>	<b>14251</b>	<b>100.0</b>	<b>24.24</b>	<b>151279</b>	<b>100.0</b>	<b>20.89</b>

0.91 calls per block/intersection. This was a higher rate than the East Precinct, but lower than the E3 Beat. The highest number of calls came from quality of life offenses, such as disturbances, nuisance calls, suspicious persons, and mental health calls. Also, victimless crimes made up a larger percentage of calls in the liquor/narcotics/vice categories.

Although population density and community makeup account for some of the variation across the three areas (e.g. number of businesses, major intersections), there are some patterns that warrant being highlighted. Even when compared to the most similar region (E3 Beat), we see that the Liquor/Narcotics/Vice, Property Offenses, Trespass/Prowler, and Auto/Theft Prowl are happening more frequently per block in Yesler Terrace. These differences are important to consider, especially in relationship to the information provided by the Yesler Terrace community in the focus groups and the surveys specific to individuals from outside of the community trespassing in the community. Also, it is important for law enforcement to pay attention to such patterns as, although Yesler Terrace has low numbers of incident responses, when attempting to adjust for the relative geographic size of the community, it appears to have more calls per block than other areas within the East Precinct.

**Temporal Patterns**

Chart 1 presents the temporal distributions of the incident responses using the incident’s clearance date and time. This variable is only an approximation of the time of the incident, as it represents when law enforcement clear the event after being dispatched. Delayed reporting and delayed response can potentially impact how closely this variable measures the true time of the incident. However, it is still useful in examining temporal patterns in incident responses. When compared to the E3 beat and all of the East Precinct, Yesler Terrace is experiencing spikes in 9-1-1 calls between the hours of 5pm to 10pm, while the rest of the precinct sees a decrease in calls being cleared. The same holds true for the number of incident responses to Yesler Terrace when broken down by day of week (Chart 2). Yesler Terrace has a higher rate of calls being cleared on Thursdays, when compared to the other areas. Although the monthly distribution of incident responses in Yelser Terrace closely mirrors the rest of the calls to 9-1-1, there is a higher amount of incidents taking place at the per block level in Yesler Terrace (Chart 3).

**Chart 1: 24-Hour Distribution per Block of 9-1-1 Incident Responses**

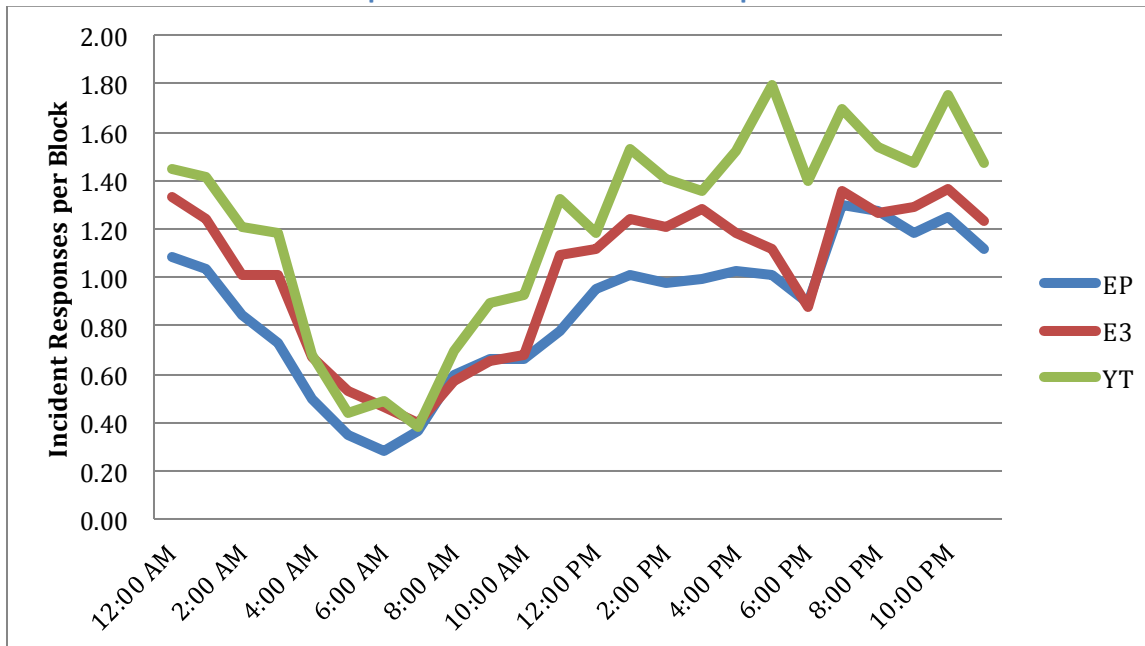


Chart 2: Day of Week Distribution per Block of 9-1-1 Incident Responses

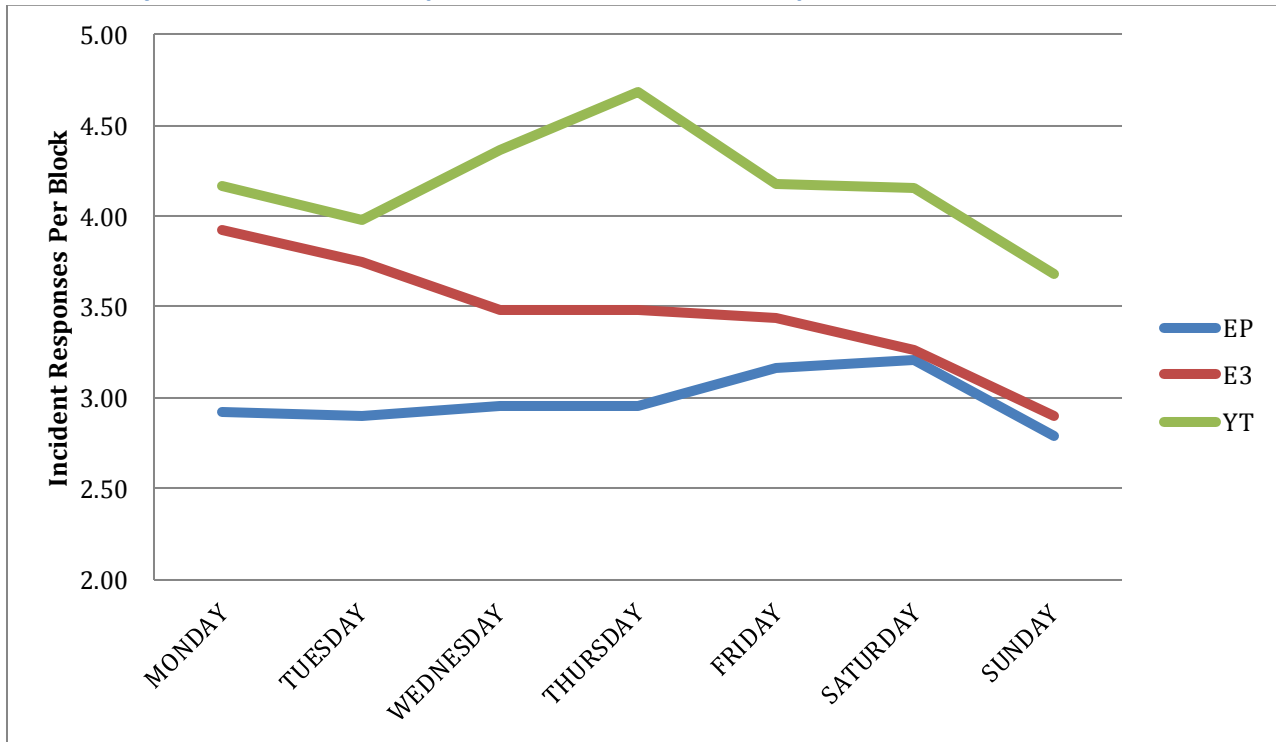
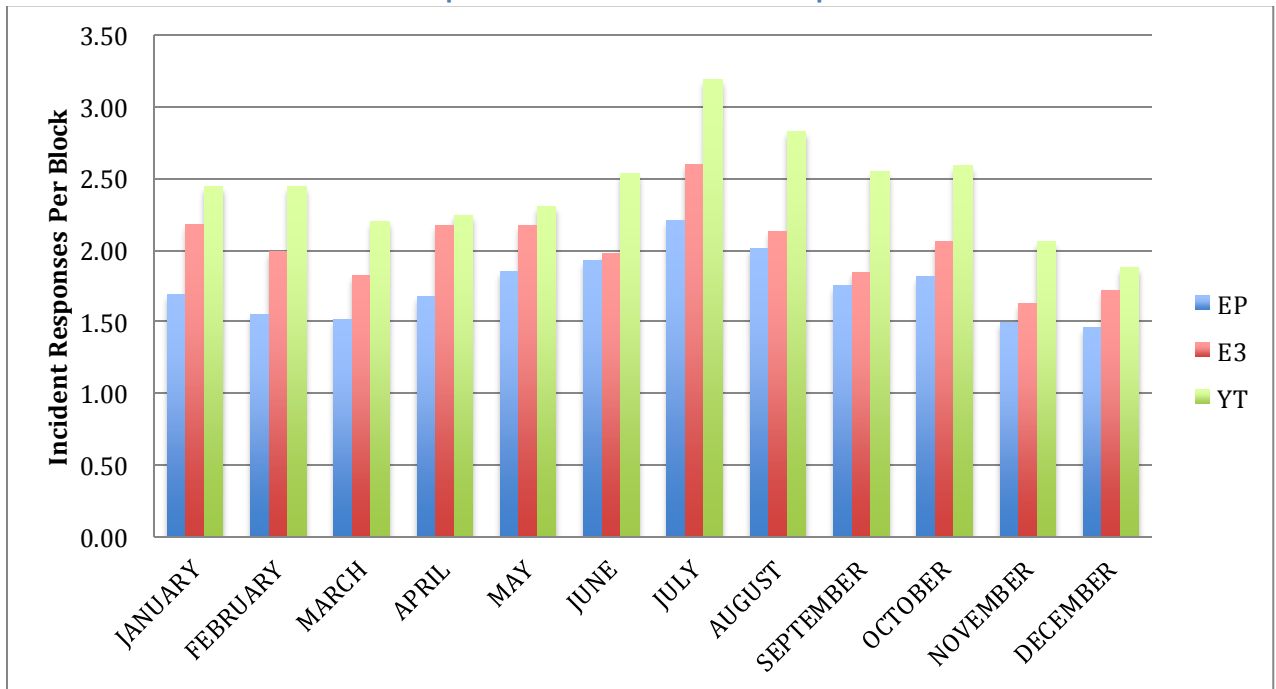


Chart 3: Month of Year Distribution per Block of 9-1-1 Incident Responses



**Spatial Patterns**

Finally, we looked at all incident response calls to 9-1-1 and identified the top 20 blocks or intersections for calls. By far, the area in Yesler Terrace with the most number of calls over the last four years was the intersection of S Main Street and 12<sup>th</sup> Avenue S., which accounted for 12% of all calls. The next highest location, the intersection of 8<sup>th</sup> Avenue and Yesler Way accounted for slightly more than five percent of incident response calls. Also, from this, we can see that more than 75% of calls were located at the top 20 blocks or intersections.

**Table 18: Top 20 Street Segments or Intersections with Most Responses**

Area	Block / Intersection	N	%
1	12 Av S / S Main St	338	12.05
2	8 Av / Yesler Wy / 8 Av S	151	5.38
3	100 Block Of 12 Av	140	4.99
4	100 Block Of 8 Av	140	4.99
5	1000 Block Of S Washington St	135	4.81
6	Boren Av / E Yesler Wy / Boren Av S	122	4.35
7	900 Block Of E Yesler Wy	118	4.21
8	12 Av S / Boren Av S / S Washington St	117	4.17
9	100 Block Of 10 Av	99	3.53
10	200 Block Of 12 Av S	94	3.35
11	100 Block Of Broadway	90	3.21
12	200 Block Of Terry Av	85	3.03
13	Boren Av/ Broadway	75	2.67
14	12 Av / E Fir St	72	2.57
15	100 Block Of Boren Av S	67	2.39
16	9 Av / Alder St	64	2.28
17	Yesler Way / I5	62	2.21
18	10 Av / E Yesler Wy / 10 Av S	56	2.00
19	700 Block Of Alder St	55	1.96
20	100 Block Of 8 Av S	49	1.75
	All Others	676	24.10
	<b>Total</b>	<b>2805</b>	<b>100</b>

To develop a better understanding of the incident response patterns at these locations, we took the top five blocks/intersections and looked at the variation in call type (Table 19) and temporal patterns (Table 20). The area with the most calls per service, by far, is the intersection of 12<sup>th</sup> Avenue S and S Main Street, which is in the southeast corner of the neighborhood and includes several businesses. During discussions with the community, we were informed of issues related to local nightlife in that area can be seen in the relatively higher levels of alcohol, narcotics and vice calls compared to the other top areas. We also see that almost two-thirds of the incident responses occurred in the evening and nighttime, and, when compared to the other areas, there were disproportionately more calls occurring on Saturdays and Sundays. One of the nightlife establishments was shutdown, which could explain the decrease in incident responses in this area in 2014.

**Table 19: Incident Response Call Type for Top 5 Locations**

Call Type	Area 1 (n=332)		Area 2 (n=143)		Area 3 (n=130)		Area 4 (n=131)		Area 5 (n=130)	
	n	%	n	%	n	%	n	%	n	%
Assault/Robbery/Homicide	17	5.12	5	3.50	6	4.62	1	0.76	9	6.92
Burglary/Theft/Fraud	1	0.30	0	0.00	4	3.08	7	5.34	7	5.38
Auto Theft/Auto Prowl	19	5.72	28	19.58	12	9.23	25	19.08	11	8.46
Disturbance/Nuisance/Suspicious/ Mental Health	151	45.48	51	35.66	53	40.77	62	47.33	67	51.54
Traffic Related	86	25.90	40	27.97	28	21.54	17	12.98	10	7.69
Liquor/Narcotics/Vice	33	9.94	9	6.29	6	4.62	1	0.76	5	3.85
Property	5	1.51	4	2.80	14	10.77	6	4.58	13	10.00
Trespass/Prowler	5	1.51	5	3.50	3	2.31	6	4.58	4	3.08
Threats/Arrests/Weapons/Other	15	4.52	1	0.70	4	3.08	6	4.58	4	3.08

The next location, Area 2, the intersection of 8<sup>th</sup> Avenue and Yesler Way, is the closest intersection to Interstate 5, as well as the homeless encampments. This area also has on street parking, which may explain the high levels of auto theft and auto prowler incident responses. The number of incidents in this location has decreased over the period under study, which could possibly be explained by the redevelopment in that area of Yesler Terrace as the new city park is being developed, as well as the construction of new housing. Calls connected to this location occur most frequently on Thursdays and in the afternoons. In addition, there is a spike in incident responses in October. Attached to this intersection, is the 100 Block of 8<sup>th</sup> Avenue, which although it is tied for third place in the ranking of locations, is our fourth location. This block has a similar distribution of call types when compared to 8<sup>th</sup> Avenue and Yesler Way, especially for the auto theft and auto prowler calls. However, this area has a higher proportion of disturbance, nuisance, suspicious behavior and mental health calls. The temporal patterns, however, are different, with the most calls coming in during the evening hours and during the summer months. Although there is ongoing construction on a portion of this block, there are also residents that could account for the differences with the attached intersections. The homeless encampments directly behind this block, as well as the pathways through the community that non-residents use to travel between Yesler Way and Harborview, could also explain some of the differences.

Area 3 is the 100 Block of 12 Avenue, which has also been impacted by the redevelopment. In fact, the frequency of incident responses at this location was almost cut in half between 2014 and 2012. Although the most prevalent call type is the disturbance category, the only call type in Area 3 that is relatively higher than the other areas is the property calls. This could be connected to the fact that there are several commercial establishments on this block as well as the construction sites.

The final location, Area 5, is the 1000 Block of S Washington Street. This block is exclusively within Yesler Terrace and consists of residences, although on the west edge of the street redevelopment has begun on a new city park. In this area, we see a relatively high number of disturbance related calls, assaults and robberies, and burglary and theft calls when compared to the other areas. Most of the calls in this area occur in the afternoon and evening and during the week. The seasonal patterns confirm to what would be expected of crime patterns, with the fewest numbers of calls occurring in the winter and the largest number occurring in the summer.

Table 20: Temporal Variation in Areas w/ Most Incident Responses

		Area 1 (N=338)		Area 2 (N=151)		Area 3 (N=140)		Area 4 (N=140)		Area 5 (N=135)	
		n	%	n	%	n	%	n	%	n	%
Year	2011	47	13.91	51	33.77	38	27.14	26	18.57	27	20.00
	2012	117	34.62	35	23.18	48	34.29	42	30.00	41	30.37
	2013	111	32.84	31	20.53	29	20.71	31	22.14	27	20.00
	2014	63	18.64	34	22.52	25	17.86	41	29.29	40	29.63
Time Of Day	Morning	47	13.91	31	20.53	23	16.43	34	24.29	13	9.63
	Afternoon	72	21.30	54	35.76	39	27.86	35	25.00	49	36.30
	Evening	96	28.40	42	27.81	34	24.29	42	30.00	47	34.81
	Night	123	36.39	24	15.89	44	31.43	29	20.71	26	19.26
DayOf Week	Monday	38	11.24	19	12.58	32	22.86	19	13.57	18	13.33
	Tuesday	37	10.95	15	9.93	22	15.71	15	10.71	16	11.85
	Wednesday	48	14.20	27	17.88	19	13.57	25	17.86	15	11.11
	Thursday	43	12.72	36	23.84	21	15.00	20	14.29	24	17.78
	Friday	37	10.95	20	13.25	14	10.00	24	17.14	21	15.56
	Saturday	75	22.19	17	11.26	13	9.29	16	11.43	19	14.07
	Sunday	60	17.75	17	11.26	19	13.57	21	15.00	22	16.30
Weekend	Yes	172	50.89	54	35.76	46	32.86	61	43.57	62	45.93
	No	166	49.11	97	64.24	94	67.14	79	56.43	73	54.07
Month	January	27	7.99	10	6.62	3	2.14	6	4.29	7	5.19
	February	32	9.47	16	10.60	14	10.00	13	9.29	6	4.44
	March	32	9.47	15	9.93	11	7.86	10	7.14	13	9.63
	April	32	9.47	13	8.61	7	5.00	8	5.71	14	10.37
	May	30	8.88	8	5.30	14	10.00	11	7.86	7	5.19
	June	27	7.99	13	8.61	13	9.29	19	13.57	13	9.63
	July	37	10.95	17	11.26	13	9.29	17	12.14	20	14.81
	August	24	7.10	12	7.95	19	13.57	17	12.14	15	11.11
	September	21	6.21	8	5.30	16	11.43	10	7.14	11	8.15
	October	18	5.33	21	13.91	9	6.43	17	12.14	10	7.41
	November	25	7.40	7	4.64	11	7.86	6	4.29	13	9.63
	December	33	9.76	11	7.28	10	7.14	6	4.29	6	4.44
Season	Winter	92	27.22	37	24.50	27	19.29	25	17.86	19	14.07
	Spring	94	27.81	36	23.84	32	22.86	29	20.71	34	25.19
	Summer	88	26.04	42	27.81	45	32.14	53	37.86	48	35.56
	Fall	64	18.93	36	23.84	36	25.71	33	23.57	34	25.19

### Informing Public Safety

The incident response data lends empirical support to the community's perceptions of public safety issues within Yesler Terrace. Higher levels of low-level offenses, especially when compared to the E3 Beat and the rest of the East Precinct, are occurring within Yesler Terrace. Although not exclusively, these calls appear to be coming from areas within the neighborhood that are also impacted by outside businesses and non-residents, for example the intersections of 12<sup>th</sup> Avenue S and S Main Street, as well as 8<sup>th</sup> Avenue and Yesler Way. In addition, identifying these locations and the types of incidents occurring there helps in developing targeted, data driven approaches to addressing possible public safety issues.

The variation in the incident response data, especially across time and place, can help both the community police officer and patrol officers from the East Precinct to identify safety issues on a micro-level. It is also important to point out that although Yesler Terrace has a relatively low number of incident responses when compared to the rest of the E3 Beat, or the rest of the East Precinct, if we attempt to control for the number of locations (i.e. intersections, street segments) the data begin to tell a different story. Specifically, Yesler Terrace has higher numbers of incident responses per location than the E3 beat and East Precinct for five of the nine call types examined. This evidence supports the increase of additional patrols in the area as well as the potential need for a second community police officer.

Finally, it is important to note that using the Seattle Police Department data offers one of the most cost effective and accessible ways for keeping track of the public safety issues within Yesler Terrace. The validity of this data can increase over time if more residents call 9-1-1 instead of waiting to report an incident to their community police officer and if educational initiatives can be put into place to facilitate communication between Yesler Terrace residents and law enforcement. These programs would help residents understand what to expect when calling 9-1-1 (especially if English is not their primary language) and inform law enforcement about the unique needs of the communities they serve. Although the incident response data, like all crime data, has its limitations, it can help Yesler Terrace residents understand the types of public safety issues within their community that might be of concern and how risk of victimization can change over time and place.



## Crime Prevention Through Environmental Design (CPTED)

In addition to the primary data collection efforts undertaken for the Yesler Terrace Public Safety Assessment, information on common criminological techniques for addressing these issues was compiled. Although this section was used to inform strategies for addressing the top public safety issues within Yesler Terrace, it can also be used to think about future public safety issues that might arise in the community.



### Literature Review and Background

The literature on situational and environmental crime prevention is informed by theory and research in criminology and urban planning. In the criminological literature, the broader theoretical perspective of routine activity theory provides a framework for understanding the ways in which crime can be designed in and out of neighborhoods by reducing temptations that reduce self-control make it easy for people to commit crime and increasing controls in the physical environment. Research on situation and environmental crime prevention strategies and crime prevention through environmental design (CPTED) provide a knowledge base of best practices to address public safety.

#### *Routine Activity Theory, Crime as Opportunity, and the Criminology of Place*

Routine activity theory states that crime is a normal everyday activity that occurs when opportunities in the environment support or discourage criminal behavior. Simply put, crime occurs as a result of increased temptations and reduced controls. Crime can be controlled through strategies that harden targets and alter settings in ways that make crime less opportune and desirable for offenders (Felson, 2002, Felson & Eckert, 2015). Routine activity theory rests on the “broken window theory” and the notion that people have limited self-control and situation and environment largely dictate, and design-in or designing-out, criminal and disorderly behavior. Communities and neighborhoods in disarray, disorganization, and/or transition provide opportunities for individuals with low self-control to engage in antisocial, delinquent, and criminal behavior. Stable neighborhoods where residents care for their homes, look out for each other, and do not tolerate unwanted intruders leave little room for unchecked criminal behavior. Individuals are less tempted to carry out the behavior if natural and informal social controls exist when observers or place managers are present and if targets are hardened through adequate lighting, locked doors and windows, territorial markers, alarms, limited access and get-away routes, and high visibility. In contrast, neighborhoods characterized by abandoned property, overgrown weeds, garbage, damaged property, unsupervised children, unattached adults, youth who do not have

constructive activities create opportunities for street crime in areas in which disorderly behavior goes unchecked. Offenders believe they reduce their chances of being caught or even identified if they operate on streets where potential victims are already intimidated by prevailing conditions. Neighborhood disorder is temptation for crime sending the message that no one cares. When communities or neighborhoods are abandoned or people look the other way, social controls are removed and there is no reason not to commit crime (Kelling & Coles, 1996). Routine activity theory provides concrete strategies to reduce temptation and increase social, situational, and environmental controls that increase public safety.

Recent research on the criminology of place builds upon routine activity theory to further understand the relationship between opportunities for crime in particular neighborhood settings. Studies have provided empirical support for routine activity theory (Groff, 2007). Weisburd et al (2012) found a “high degree of statistical fit between theories of opportunity and social disorganization and crime at street segments” (p. 179) and found that crime is “tightly coupled” to place with small areas of geography such as street segments strongly linked to crime. More than 20 percent of crime incidents in Seattle were found at 1 percent of street segments with the two most important predictors of crime hot spots residential population of a street segment (more potential victims and possibly offenders) and arterial roads (which provide easy access that bring together motivated offenders with suitable targets) (Weisburd et al, 2009; Weisburd et al, 2012). Understanding the nature of the relationship between place and crime, and how aspects of settings, situations, and environments create situations for specific types of crime is critical to crime prevention (Helfgott, 2008; Meithe, McCorkle, & Listwan). For example, neighborhoods with a high degree of multi-family housing tend to have greater transient population and unauthorized persons on property that bring with it a particular set of problems and solutions (Vellani & Nahoun, 2001). Street segments are “small social systems” that are a critical building block in understanding and responding to crime (Weisburd et al, 2012).

### *Crime Prevention and Public Safety*

Routine activity theory identifies three elements necessary for crime to occur— a likely offender, a suitable target, and the absence of capable guardians (Felson, 2002; Felson & Eckert, 2015). Certain crimes are more likely to occur when facilitators (e.g., drugs, alcohol, weapons) are present, when there are certain types of audience present or absent (a drunken crowd cheering a bar fight, a group senior citizens playing a card game), and/or when there is some sort of camouflage available to help the offender avoid being noticed (e.g., familiarity, population density, Internet) and easy access (Felson, 2002; Felson & Eckert, 2015; Weisburd et al, 2012). Some products are stolen more than others because they are hot products because they are concealable, removable, available, valuable, enjoyable, and disposable (Clarke, 1999). Access and visibility are key factors in offenders’ decisions to select particular targets. Robbers are more likely to select victims who they perceive to be vulnerable. Violent stranger crimes are statistically rare because it takes an extremely bold offender whose temptation has superseded the high controls present in a stranger offense. An underlying assumption of opportunity/routine activity theory is that offenders make a series of rational decisions in the commission of a crime enabled or disabled by situational and environmental factors. The degree to which a crime is a product of rational thought and cost-benefit decision-making depends on the type of crime committed (Miethe, McCorkle, & Listwan, 2006). Furthermore, changing the environment to reduce opportunity for one type of offense may create an opportunity for another (e.g., living in a high-rise building may reduce accessibility for a street-level break-in. On the other hand, lack of visibility may create an opportunity for other types of offenses such as date rape or domestic violence to occur.

*Environmental crime prevention* refers to (re)constructing or rearranging aspects of the environment with attention to the ecological aspects of crime and its prevention. Environmental crime prevention is rooted in the early works of Jane Jacob's (1961) *Death and Life of Great American Cities* which dealt with how urban renewal with sterile high-rise public housing were designed for crime while old urban neighborhoods with high pedestrian traffic, close community bonds protected people against crime, Oscar Newman's (1970) classic book *Defensible Space* which focused on designing safer public housing, and C. Ray Jeffrey's (1971) *Crime Prevention through Environmental Design* (CPTED). This early work has been extended by Paul and Patricia Brantingham's (1990) in their book *Environmental Criminology* and other works and George Kelling and Catherine Coles (1996) *Fixing Broken Windows*. A central principle of environmental crime prevention is the "Crowe-Zahm Mixing Principle" which states that crime can be reduced by placing safe activities in unsafe locations and unsafe activities in safe locations (Crowe, 2000; Crowe & Zahm, 1994; Felson, 2002; Fennelly & Crowe, 2013).

*Situational crime prevention* refers to altering situations to crime targets less rewarding while increasing risks, effort, and guilt to reduce temptation to commit crime. Situational crime prevention (SCP) was developed by Clarke (1980) and stems from Cohen and Felon's (1979) routine activities theory and Cornish and Clarke's (1986) rational choice theory. Based on the work of Clarke (1997) in his book *Situational Crime Prevention* and earlier works, situational crime prevention involves practical focus on the here and now with attention to situational features of potential crime opportunities such as making objects more difficult to steal (e.g., steering wheel locks, alarm systems, computer passwords, etc.). Some consider situational crime prevention to be a more holistic approach than environmental crime prevention which focuses on altering environmental features to designing out crime (Sorensen & Walsh, 1995). For example, place based crime prevention coincide with target hardening techniques such as, controlling access (Ziegler, 2007). Situational crime prevention is directed towards the prevention of criminal events through the implementation of measures that can reduce the opportunities for crime with focus on locations where crime occurs (Brantingham & Brantingham, 2005, Clarke, 1997, Knepper, 2009). Situational crime prevention can be seen as the sibling of problem oriented policing and hot spot policing. While situational crime prevention involves society, public officials, private organizations, and agencies in the responsibility for crime-prevention measures, problem-oriented and hot spot policing is utilized by law enforcement (Clarke, 1997, Goldstein, 2001). Crime and fear of crime is distributed among places of interest to active living research such as hot spots (Loukaitou-Sideris and Eck, 2007). Problem oriented policing can be understood as a specific proactive approach to policing. It entails the identification of persistent community problems which are analyzed in order to understand not only the problem but also its underlying issues (Clarke, 1997, Goldstein, 2001) with efforts to develop innovative strategies to reduce or eliminate the problem. Law enforcement agencies aim to develop and strengthen ties with the community, other agencies, and the private sector; as it is argued that the effectiveness of the approach is dependent on these relations (Clarke, 1997, Goldstein, 2001). Problem oriented policing is a combination of law enforcement actions and community resources (Goldstein, 2001). Hot spot policing mainly focuses patrol and law enforcement attention on where crime and fear of crime is distributed among places (Braga, 2005, Barclay et al., 1996, Braga and Bond, 2008, Loukaitou-Sideris, 1999, Sherman, 1995, Ratcliffe, 2004, Quick and Law, 2013, and Weisburd et al. 2009).

Many law enforcement, public housing, college campuses, and other agencies have applied the principles of situational and environmental crime prevention. Today, C Ray Jeffrey's (1971) term *Crime Prevention through Environmental Design* (CPTED) is used to refer to a problem-solving approach to crime prevention involving a comprehensive crime reduction strategy (Travis, 1996) that encompasses principles of routine activity theory and environmental and situational crime prevention. Crime prevention through environmental design (CPTED) is an internationally recognized collection of design

principles encouraging users of an environment to feel safe about their surroundings while also discouraging and preventing offenders from engaging in criminal or anti-social behavior (Newman, 1972). Jeffrey C. Ray (1971) originally coined the term CPTED. However, it was Oscar Newman's (1972) work, *Defensible Space* that made the first contribution to modern CPTED theory (Walsh, 2000) "While, CPTED generally involves changing the environment to reduce the opportunity for crime, it is aimed at other outcomes including reducing fear of crime, increasing the aesthetic quality of an environment, and increasing the quality of life for law abiding citizens, especially by reducing the propensity of the physical environment to support criminal behavior" (Robinson, 2012, p.429). Strategies such as situational crime prevention, place based crime prevention, and problem-oriented and hot spot policing tactics have attempted to control criminal behavior and reduce the fear of crime in relation to the concept of CPTED. Factors of designing out crime include six re-occurring factors of CPTED concepts mentioned in multiple studies; territoriality, surveillance (informal and formal), access control, image/landscaping, activity program support, and target hardening (Akiyama, 2010 Blomley, 2004, Carter et al., 2003, Chun-Hao Tseng, 2004, Chun-How Tseng et al., 2004, Cozens et al., 2005, Crowe & Zahm, 1994, Ismail et al., 2011, Loukaitou-Sideris, 1999, Parnaby, 2006, Poyser, 2004, Space, 1972, Takizawa et al., 2007, and Walsh, 2000) Ultimately, research has shown that by increasing these factors, crime, the fear of crime, and victimization is prevented and reduced.

Application of theories of rational choice, situational and environmental crime prevention, and routine activity has been termed "alternative criminology," "alt-criminology," and "applied crime analysis" (Vellani & Nahoun, 2001). Examples of the application of CPTED principles and routine activity theory include increasing lighting, trimming trees and shrubbery, installing black chain-link fencing, and painting ceilings with white reflective paint in a Ohio college campus parking garage resulting in 50% crime reduction (Tseng, Duane, & Hadipriono, 2004), installation of speed bumps and sidewalks, increased lighting and reduction of shrubbery, and removal of abandoned cars to reduce speeding and increase pedestrian traffic in a high crime neighborhood in Atlanta (Fernandez, 1996), the use of strengthened door panels, closed circuit TV cameras, in-house security officers who patrol 24 hours a day, bright and effectively utilized lights, open spaces in a Birmingham, England office and residential development (Arnot, 1998), and the use of classical and other types of music such as Barry Manilow and country music in high crime areas as a crime deterrent (Helfgott, 2009; Hirsch, 2007; Hirsch, 2012; Midtveit, 2005).

### Crime Prevention Elements

Routine activity theory is a broad framework for the implementation of situational and environmental crime prevention strategies that focus on changing specific aspects of a neighborhood and structural components of a community to design out crime. The SARA model has been used to apply principles of routine activity theory and situational crime prevention to address specific community public safety issues in concrete and creative ways. The SARA model involves four components:

**Scanning:** Look for/identifying problems.

**Analysis:** Develop a thorough understanding of a problem. Analysis consists of straightforward and creative investigation of concrete problems.

**Response:** Develop response options consistent with the information analyzed, selecting responses, and implementing the responses.

**Assessment:** Information can be used to change the response, improve the analysis, or even redefine the nature of the problem.

The SARA model offers a way to implement the principles of routine activity theory to community crime problems with focus on specific aspects of the physical environment and creative response to address identified problems. Targeted response requires focus on key elements of the environment that are related to opportunity and place-based theories of crime and its response.

### *Territoriality*

Crow and Zahm (1994) emphasize three main design approaches in controlling the presence of crime; natural access control, natural surveillance, and territorial behavior. Crowe and Zahm (1994) state that when planning for CPTED it is important to rate human activities and locations in terms of their vulnerability to victimization and risk. In other words, a location is deemed safe/unsafe if it presence or absence of natural surveillance, natural access control, and territorial behavior. Crime and traffic on neighborhood streets can be deterred through signage, paving, landscaping, and street furniture. Traffic enforcement may be necessary to control traffic problems on the street with speed bumps. Overall, strategies that can be applied in any situation to improve natural surveillance, access control, and controlled space are, but not limited to, clear border of controlled space, clearly marked transition from public to semipublic to private space, locate gathering areas in places with natural surveillance and access control and away from the view of potential offenders, place safe activities in unsafe locations, and unsafe activities in safe locations, provide natural barriers to conflicting activities, improve the scheduling of space to provide for effective and critical intensity of uses, design space to increase the perception of natural surveillance, overcome distance and isolation through improved communications and design efficiencies (emergency telephones, and pedestrian paths). The transition to CPTED must be enforced with education and training from professionals as well as state and local decision makers, code ordinance and design guidelines.

Newman (1972) stresses that the way spaces are defined can give a negative and positive feel to users/undesired users. There are typically three divisions of space; public space, semi-public space, and private space. Public space is defined as where the general public is free to travel; public streets, sidewalks, parks, and public plazas (Space, 1972). Even though, these spaces are open to anyone, few barriers exist to control entry of these locations. This is critical when examining and producing solutions to certain crimes such as street crime, loitering, drug crimes, and more. Semi-public spaces are areas that are open for people conducting business or have regular access to use such as a home's front yard or porch, a hotel lobby, retail store, or a private plaza (Space, 1972). This is critical when examining crimes such as burglary or robbery. Private space is defined as property for the owner such as someone's home, yard, and/or office. Typically ownership is seen critical here for multiple accesses into crime.

Blomley (2014) states that in order for property to be respected and valued, it must be treated like private property, or have a sense of ownership, belonging, and/or responsibility to others. Blomley (2014) introduces Newman's principle. This principle outlines three main preventable tips for neighborhood crime. First, design not surveillance, should seek proprietorial claims individuals feel towards their space. Second, Newman notes the significance of garden space, and the act of gardening by which a process of privatized extension can occur. He proposed, "Gardens act as a penumbra of safety reinforced by symbolic shrubs or fences that essentially creates a buffer with others" (Blomley, 2014, p. 7). Third, Newman's principle stresses that territorial definitions must be certain and non-ambiguous to effect behavior. For example, "space should have a social, cultural, legal or physical

definition that prescribe the desired and acceptable behaviors, and that all human space be designed to support or control the desired behaviors” (Blomley, 2014, p. 8). This study takes place in Strathcona, Vancouver. Blomley (2014) seeks to demonstrate the ways in which particular geographic areas of property inform urban policy. In other words, how creating a greener atmosphere/garden in a disadvantaged neighborhood will decrease crime patterns. The “Greenway project” will essentially reduce public disorder by allowing local residents take ownership of their street (Blomley, 2004). The greenway project will also builds a relationship between property, public space, and disorder. Methods included 36/42 interviews in 2000 as well as participant observation; informal conversations with neighbors and attended meetings with city officials. These included demographics of white and Asian, men and women renters and owners. The languages produced from the interviews were English, Cantonese, and Mandarin. Questions asked were how people used property talk, people’s attitudes and practices towards to private boundaries, as well as how private owners garden in the public eye. Results indicated nearly all the residents’ interviews felt that greenway had been an improvement, as compared to looking unintended and anonymous (Blomley, 2014). Most of the residents responded that they took ownership of the new garden, stating that it is “ours” (Blomley, 2014, p.14). In conclusion, it is apparent that there is a clear separation between private and municipal property and that the greenway project claimed preventable measures for the residents.

### *Surveillance*

Carter et al. (2003) explains how CEPTED measures were used and applied in Sarasota, Florida in 1990 through 1998. Interventions included increased police patrols to reduce prostitution and drugs and the creation of a new zoning district to encourage area redevelopment. The methods included police working in conjunction with community leaders and motel/hotel owners in North Trail Corridor and for the rest of the city of Sarasota. Changes in crime were measured in four patterns: Calls for police, crimes against persons or property, narcotic crimes, and prostitution. CPTED principles included, natural surveillance, provisions for natural access control, and the use of low maintenance landscaping. Additionally, the new district changed motels to antique shops, furniture stores, or other commercial/educational uses. Results indicated that a new community design is a useful tool for decreasing crime and improving the overall health of a community. Calls for police service, crimes against persons or property, and prostitution crimes overall decreased in 1998 when compared to 1990. However, narcotic crimes did not have an efficient decrease during the time periods. Limitations of this research did not include surveys to determine the impact of individual components of the interventions used (Carter et al., 2003). Ismail et al. (2011) surveyed 208 consumer perceptions on CPTED, including natural surveillance measures to prevent burglaries and home-related crimes in the month of June of 2008. Results indicated that all 208 of house buyers favored having some sort of natural surveillance.

Loukaitou-Sideris (1999) studied the relationship between neighborhoods and criminal activity using quantitative and cross-sectional approaches in Los Angeles. Crime data was obtained by the Los Angeles County Metropolitan Transportation Authority (MTA) transit police agency in 1994-1995. The study found that crimes of public nuisance, drug dealing, public intoxication, drinking in public accounted for the majority of bus stop crime with the majority of crime going unreported and late afternoon the most dangerous to wait. Results indicated that eight bus stops were not visible from the surrounding shops, lacked adequate lighting and public phones, and were not near any police substation. There were empty lots and vacant buildings near seven of the bus stops, eight of the bus stops had one or more liquor stores or bars close by. All of the bus stops had graffiti and negative physical features. Crimes at the stops included robbery (34%), violent crime (10%), drug use/sale, vandalism, panhandling, and drunkenness (60%). Three bus stops were located in “bad neighborhoods,” two did not have adequate pedestrian lighting and lacked surveillance, two were overcrowded, one had vacant building and

trashed stores, and one had easy escape routes of alleys, arterials, and passages between buildings. The author concluded that all the bus stops were surrounded by negative environmental attributes that generate crime with specific recommendations including relocation of some of the bus stops, surveillance and monitoring, maintenance and clean-up, enhanced lighting and sight lines that do not block views from traffic or neighbors, and blocking or gating alleys to prevent victimization.

### *Access Control*

Ziegler (2007) notes that CPTED research is influencing the redevelopment of central cities and suburban areas -- "CPTED principles are increasingly viewed as important tools to enhance the physical safety of citizens and to protect public and private economic investment in new development projects, particularly large, urban, mixed use residential-commercial-entertainment centers and in new urban and suburban large housing development" (Ziegler, 2007, p.1). The author surveyed target hardening techniques in the US, Australia, and the United Kingdom on residential buildings, commercial money handling places (retail stores, banks, and bars), transportation places, (airports, public facilities, and parking areas, and public spaces open urban spaces and coin machines) and found that over 90 percent showed positive findings that reduced crime using place-based crime prevention strategies including access and safe movement and connections, good visibility, active public or private intervention such as public transport stations and overpasses, and place based crime prevention strategies focusing on target hardening such as, controlling access.

Chun-Hao Tseng et al. (2004) found that that about 36.3% of the Northwest parking garage users and about 51.4% of Ohio Union Parking garage users felt that a person might hurt them was hiding in the garage though the majority had not been victims of auto theft or vandalism. The authors concluded that access control, trimming the shrubs, and lighting was important to reduce fear of crime and that implementing these strategies decreased crime dramatically over the next two years on campus.

### *Social Interaction, Audience as Informal Social Control, and Mixing Safe Activities in Unsafe Locations*

Newman (1972) suggests that positive constructive interaction between residents of Brooklyn Park will have positive long-lasting benefits on the community such as block parties, city sponsored community celebrations, and recreation and park programs. The intention of these events is to promote neighbors getting to know each other and socially discouraging crime (Space, 1972). Cozens et al. (2005) also encourages increased number of pedestrians in areas. This type of interaction may provide additional 'eyes on the street' and untimely eliminating and discouraging some types of criminal behavior.

Mirgholami (2012) describes how the effects of spatial configuration on pedestrian movement and natural surveillance suggesting that community walking and engagement is a necessary element of public safety requiring elimination of cul-de-sacs and desirable range/access of local streets. Elimination of cul-de-sacs encourages walking and cycling, opportunities for different characters, uses, and functions, permits or facilitates public transport access, and facilitates the inclusion of a range of housing types and land uses.

The Crowe-Zahm mixing principle (1994) similarly contends that mixing safe activities in unsafe locations in ways that mix audiences that would otherwise not socially interact is a creative and effective crime prevention strategy. For example, in the city of Tacoma classical music was used by the Tacoma Mall Transit Center to disperse young offenders who engage in drug dealing at the bus stops and Tacoma senior citizen residents in the Hill-top neighborhood decided to play pinochle on a street corner with high gang activity (Associated Press, 2007). Bringing together demographic groups such as seniors and

youth at a community event has the effect of providing a mixed audience that reduces the likelihood of some types of crime (Felson, 2002).

Newman (1972) stressed heavily that building design should be considered as well as fencing and walls. Midtveit (2005) examined the relationship between physical (hard) delineation of territory and symbolic (soft) delineation discussing the ideas surrounding hard (fences) and soft (opera music) measures in preventing offenders from accessing an area. Findings of Scandinavian architects and planners indicated that hard measures, compared to soft measures, make no difference between orderly and disorderly behavior, normal and abnormal people, decent people or indecent people. However, locks exclude all strangers. However, soft measures such as music, may even encourage drug users and scare others away, including good customers.

### *Image/Management/Target Hardening/Landscaping*

The physical appearance and positive reputation on which an environment is built ensures the promotion of a reduced crime prone area. Physical condition and image of an environment increases effective functioning and transmits positive energy and signals to all users (Cozens, 2005). Carter et al. (2003) explains how CEPTED measures were used and applied in Sarasota, Florida from 1990 through 1998 to reduce civil disorder. Interventions included increased police patrols to reduce prostitution and drugs and the creation of a new zoning district to encourage area redevelopment. The methods included police working in conjunction with community leaders and motel/hotel owners in North Trail Corridor and for the rest of the city of Sarasota. Changes in crime were measured through calls for police and crime data. CEPTED principles included natural surveillance, provisions for natural access control, and the use of low maintenance landscaping. Additionally, the new district changed motels to antique shops, furniture stores, or other commercial/educational uses (Carter et al., 2003). Results indicated that revamping a community design is a useful tool for decreasing crime and improving the overall health of a community. After redevelopment, calls for police service, crimes against persons or property, and prostitution crimes overall decreased in 1998 when compared to 1990 (Carter et al., 2003). Spring (1993) studied a public transport cleanup program that focused on removing graffiti from all trains and stations in New York and found that the cleaner neighborhood reduced the presence of police arrests (Carter et al., 2003).

### **Informing Public Safety**

These techniques can be utilized in identifying and assessing potential issues within Yesler Terrace. Used in conjunction with the other data collection efforts, which can assist in identifying where problem areas are located within the neighborhood, these methods have been shown to increase public safety through a decrease in unsafe and criminal behaviors. Although some of the methods, such as full alteration of the physical environment may be cost prohibitive, there are other techniques that the community and its stakeholders can use that will help in increasing the safety of the Yesler Terrace community.



## Informing Public Safety Issues in Yesler Terrace

Findings from incident response data, the community survey, and focus groups show that there is consistency with respect to the top crime issues of which residents of Yesler Terrace are concerned. The top issues, as well as possible solutions, identified through these data collection methods are presented below:

### *Incident Response Data - Top Public Safety Issues*

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1. Vehicle related violations: accidents, blocking & parking violations, traffic violations
2. Suspicious Persons & Circumstances: prowlers, strange vehicles
3. Noise & fight disturbances
4. Car related theft (auto theft, auto accessory theft, car prowl)
5. Liquor & narcotics violation

### *Focus Groups - Top Public Safety Issues*

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1. Homeless, mentally ill, and transient outsiders who disrupt the community by engaging in open-air drug use, theft, burglary, robbery, trespassing, loitering, and vandalism
2. Drug use and loitering by youth who are members of the community
3. Auto prowl and vandalism
4. Traffic and bicycle safety
5. Specific problem areas that create safety issues because they are dark, block pedestrian travel routes, and create opportunities for disorder

### *Focus Groups - Community Identified Needs*

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- Increase in police presence, especially at night with recognition that the community needs police presence beyond one community police officer who works only daytime hours.
- Addressing cultural and language barriers that influence decision to not contact or rely on police (e.g., interpreters at 9-1-1 call center).
- Foot and Bike Patrol in neighborhood.
- Police response that demonstrates concrete and effective solutions to specific problems (e.g., helping to get homeless and outsiders out of the community, responding to juveniles and families who live in the community with a more restorative approach by both the police and the SHA).
- Specific community members are willing to take a lead in working with community agents to assist in maintaining a public safety plan.
- What have other communities done to mobilize community members?
- How have other communities created public safety plans?

The following recommendations identify specific strategies to target public safety issues identified by the public safety assessment. The recommended primary crime prevention strategies range from major redevelopment that requires collaboration between multiple stakeholders, to mixing different types of activities to bring safe activities into unsafe street segments, to increased police presence including foot patrol and an additional community police officer. In addition, potential community partners are

identified and measurable outcomes are suggested that can be used to determine whether the strategies in place impacted the public safety issues at hand. Each issue is broken down into the below template.

### Overview

The overview portion of the informing public safety issues section provides a general discussion about each particular safety issue as well as provides analyses of the data that were collected during the research process.

### Recommendations

- The recommendations section lists possible solutions to the safety issue being addressed.
- These recommendations can be based on suggestions made by community members, community stakeholders, experts, and prior research on the safety issue.
- The recommendations can be split into long term and short term recommendations if appropriate.
- These recommendations should not be thought of as static solutions, as community members and stakeholders who engage in addressing these issues will need the flexibility to adjust strategies based on the levels of support they receive from their neighbors and community organizations.

### Community Partners

- Potential community partners are listed in this section.
- These include public and private organizations; local, state or federal agencies; community boards and committees.
- To the degree possible, all potential community partners that can offer insight or help organize around the issue should be listed.

### Measurable Outcomes

- When the progress of this safety issue is assessed in future public safety plans, how might the community measure progress?
- These outcomes can come from outside data collection efforts, such as official crime data, but can also come from internal data collection efforts, such as the public safety survey.

### Next Steps

This section succinctly identifies what the next steps must be to address the safety issue and who should be the primary organization that is responsible for it. In some cases, if the safety issue is multijurisdictional and complicated, then entities with an infrastructure that can support this type of task are identified. Regardless of who takes ownership of a public safety issue, community members must be at the forefront of the discussion representing the views of Yesler Terrace residents.

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## Homeless, Transient, Nuisance Behavior, and Civility

### Overview

A major and urgent issue that needs to be addressed in the Yesler Terrace community is the complete removal of the homeless encampment and accompanying garbage on the west side of Yesler Terrace from Harborview to the north to the International District to the south. This is a serious public health and safety crisis that has enormous implications. There is a proliferation of individuals making their home on state property on the west border of Yesler Terrace, which has resulted in an unsafe environment for Yesler Terrace residents and for those living in the encampments. Open-air drug activity, untreated mental illness, and homelessness among other social problems have resulted in an unchecked nuisance and civility issues that are a public health and safety risk. The murder of one these individuals in this area, as well as multiple suicides, demonstrates the direness of the situation. These encampments have also resulted in an unacceptable amount of garbage in the area, loitering individuals who trespass and engage in drug use through the housing areas where children are playing, individuals who defecate in and take items from resident's yards, abandoned drug paraphernalia including hypodermic needles that still contain heroin inside them, items containing human biohazard waste, broken bottles, and bedding materials. The situation on the west side of Yesler Terrace is a public safety hazard that has the potential for disastrous consequences for residents, in particular young children who cannot play in their own yards without witnessing the garbage, social disorganization, loitering, trespassing, and drug use. Based on our data collection efforts, we have identified this as the number one public safety issue impacting the residents of Yesler Terrace.

### Short-Term Recommendations

- Complete and continual removal of homeless encampment and accompanying garbage on the west side of Yesler from Harborview to the north to International District to the south in conjunction with social services outreach by the City of Seattle.
- Enforcement of trespassing ordinances in and around Yesler Terrace.
- Increased lighting.
- Increased surveillance.
- Increased patrol by non-community police officers.
- Routine and frequent maintenance and clean-up of trash around homes.
- Routine and frequent maintenance and clean-up of trash around Harborview and homeless encampment.
- Collaboration with Harborview regarding the littering of cigarettes deposited by Harborview employees and patrons.

### Long-Term Recommendations

- Development of a garden, park, and public pathway on the west side of Yesler housing in the greenway parallel to the freeway adjacent to homes south of Harborview on 8<sup>th</sup> Avenue. This park should be connected to the Yesler Neighborhood Park and include a public garden/pea patch, music, organized activities for youth and adults, and an exercise/running/walking trail.
- Construction of a colorful decorative freeway sound and safety barrier on the west side of Yesler from Harborview to the north to International District to the south.
- Increased enforcement of trespassing ordinances in Yesler Terrace.
- Enforced key inventory and key control policy or card access to residences to reduce incidents of unauthorized entry into residences.



### Community Partners

- Harborview Medical Center
- Seattle City Attorney
- Seattle City Light
- Seattle Department of Neighborhoods
- Seattle Housing Authority
- Seattle Human Services Department
- Seattle Parks & Recreation
- Seattle Police Department
- Vulcan Inc.
- Washington State Department of Transportation
- Washington State Patrol

### Measurable Outcomes

- Decrease in quality of life offenses in 9-1-1 incident reports on the west side of Yesler Terrace.
- Visible decrease in trash in and around the homeless encampments.
- Redevelopment of state land into public use space.
- Decrease in Yesler Terrace residents identifying west side of community as a trouble area both in focus groups and surveys.

### Next Steps

As the homeless encampment is a multijurisdictional issue, the solution must also be multijurisdictional. Although there are multiple recommendations for how the space could potentially be redesigned to discourage its use for temporary housing, the first step is the organization of community stakeholders who will directly benefit from the removal and relocation of homeless encampment residents to other temporary housing. The development plan to transition the land west of Yesler Terrace from that of unsupervised homeless encampments must begin with a collective effort to offer transitional housing to individuals living on the land, followed by the removal and cleanup of trash and other materials. This

step must be immediately followed with a redesign of the environment that encourages public use of the land by the community, as well as active enforcement of trespassing statues.

As the Seattle Housing Authority has already taken the initiative to examine the homeless encampments, they should continue to be the primary leaders for this particular issue. However, the Yesler Terrace Community Council and Citizen Review Committee should be directly consulted and work closely with SHA offering insight on how they believe the land should be best used as they represent the community that has been, and will continue to be, the most impacted by who uses that land and how. This coalition must also include other government agencies working in tandem, such as the Seattle Police Department, Washington State Patrol, the Washington State Department of Transportation, the Seattle Human Services Department, and the Seattle City Attorney’s Office. Private organizations must also show that they are committed to a safe and healthy Yesler Terrace community, including, but not limited to, Harborview Medical Center and all companies who have committed to redeveloping portions of the community (e.g. Vulcan Inc.). To allow the land to continue to be used in a manner that encourages behaviors that are a threat to public health and security, not only to the surrounding community but to the individuals who encamp on the property, could constitute gross negligence on the entities legally responsible for its security and preservation.

## Property Crime & Quality of Life Offenses

### Overview

As identified in the survey, focus groups, and 9-1-1 incident response data, residences are mostly concerned with low-level crimes such as property crimes and quality of life offenses. In some cases, these appear to be directly tied to the homeless encampments. In other cases, the patterns in incident response calls to 9-1-1 appear to conform to general patterns across Seattle. Although it appears that streets and intersections within the Yesler Terrace community have more calls for certain types of incidents, it is important to note, that overall, Yesler Terrace residents feel safe within their community.

### Short-Term Recommendations

- Increased police presence – foot and bike patrol.
- Private security, especially around vacated housing not yet demolished.
- Territorial markers around Yesler Terrace areas such as neighborhood friendly fencing (e.g. colorful wooden and unlocked gate) or signs identifying Yesler Terrace as private property in areas that transients and non-residents use as a walkway (e.g., Yesler homes on 8<sup>th</sup> Ave south of Harborview). This is an urgent need during construction and redevelopment to protect children from inadvertently injuring themselves with drug paraphernalia.
- Community education regarding crime reporting and other crime prevention strategies that address cultural and language barriers that influence decision to not contact or rely on police.



### Long-Term Recommendations

- Additional community police officer(s).
- Development of a community block watch and other community organizing activities.
- Organized activities that bring safe activities into unsafe street segments.
- Alterations to physical environment during redevelopment period that increase sight lines and audience in problem areas.

### Community Partners

- Seattle City Light
- Seattle Housing Authority
- Seattle Police 9-1-1 Center
- Seattle Police Department Crime Prevention Coordinators
- Seattle Police Department
- Vulcan Inc.



### Measurable Outcomes

- Decreases in fear of motor vehicle theft and other types of victimization.
- Decreases in the reporting of property crimes and quality of life offenses in Yesler Terrace.

### Next Steps

It is recommended that there should be an immediate increase in routine patrols by Seattle Police Department, especially on foot or by bicycle. As Yesler Terrace is situated within a precinct that has several large nightlife and/or business districts, it must compete with these areas and their constituents for law enforcement attention. In addition, Yesler Terrace residents come from communities that historically are underrepresented politically and, therefore, do not necessarily have the advantage of political representation that can demand the allocation of city resources to address their needs. The Seattle Police Department should be cognizant of this and develop local patrol patterns that direct resources into the community on a routine basis. This will not only address community perceptions that the area is under policed, but also potentially act as a crime deterrent.

The Citizen Review Committee, the Yesler Terrace Community Council, and Seattle Housing Authority can also engage in several initiatives that can begin to address these community safety issues. First, community members have expressed some interest in the reinstatement of a Block Watch group in the neighborhood, however there is limited institutional knowledge on how this can occur. The Yesler Terrace Community Council should contact the East Precinct Crime Prevention Coordinator, as well as the Asian Liaison, and facilitate a community discussion with Seattle Police Department to identify parties interested in developing this program. Also, all aforementioned organizations should continue to encourage residents to contact 9-1-1 for any public safety and crime related issues. Although such an initiative will initially increase the number of calls for service in the community, the long-term impact will be a reallocation of police services to areas with higher calls and subsequently, a decrease in property crime and quality of life offenses.

Finally, several shifts in the environmental design may be useful to decreasing property crime and quality of life offenses. First, clear and appropriate signage placed around the property by Seattle Housing Authority that states that Yesler Terrace is not public property and that it is illegal to trespass in

the community would reduce the amount of foot traffic between major thoroughfares and Harborview Medical Center, the International District, and Pioneer Square. Also, Seattle City Light and the Seattle Housing Authority should complete a survey and address any lighting problems throughout the community, especially areas impacted by the redevelopment, areas with heavy vegetation, and areas isolated from major roadways.

## Traffic and Bicycle Safety

### Overview

Yesler Terrace residents, as well as other community stakeholders, are concerned with the increased traffic on E. Yesler Way as well as the new and impending changes in traffic patterns. In addition, the new First Hill Streetcar adds another unknown element to traffic safety in the neighborhood. This, coupled with the fact that Yesler Terrace is divided by several busy thoroughfares and that Bailey Gatzert Elementary School is only one block away, creates a potentially dangerous mix of pedestrian and automotive traffic.

### Recommendations

- Work with the Seattle Department of Transportation’s Pedestrian Program to install a crosswalk and lighted signal on E. Yesler Way at 10<sup>th</sup> Ave.
- Contact the Seattle Department of Transportation’s Neighborhood Traffic Operations to slow traffic on E. Yesler Avenue, Boren Avenue, and 12<sup>th</sup> Avenue.
- Contact the Seattle Department of Transportation and request assistance under their Safe Routes to School program.
- Timely and repetitive communication to Yesler Terrace community of changes in traffic patterns and/or the opening of previously closed roadways.
- Community education about pedestrian and bicycle safety.

### Community Partners

- Seattle Department of Transportation
- Seattle Housing Authority
- Seattle Police Department

### Measurable Outcomes

- Installation of crosswalk at E. Yesler Way and 10<sup>th</sup> Ave.
- No traffic related injuries or deaths.
- Decrease in community concern over traffic.



### Next Steps

The Seattle Department of Transportation is the immediate contact for beginning to address this issue. The Seattle Housing Authority and the Yesler Terrace Community Council, as well as any concerned member of the community, have the authority to contact SDOT’s Neighborhood Traffic Operations (206-684-0353), Pedestrian Program (206-684-7583), and the Safe Routes to School Program (206-684-5124). Appropriate signage, environmental alterations to decrease speeding, and a lighted, pedestrian

crosswalk at Yesler Way and 10<sup>th</sup> Avenue are the most pressing concerns. Also, the redevelopment team must take into consideration the timing and impact of opening and closing streets within the community as the redevelopment progresses and communicate these changes in a timely manner to all residents.

## The Yesler Terrace Redevelopment

### Overview

As the redevelopment continues, there appears to be a general unease expressed by the residents. This seems to be driven by the fact that many residents have already been relocated, construction and demolition has brought disorganization and transient populations into the neighborhood, and that empty units have the potential to be crime generators.



### Recommendations

- Continued communication with Yesler Terrace residents about redevelopment and relocation.
- Evening programs at the Yesler Community Center for youth and adults including evening community events such as concerts and speakers.
- In housing areas that are under construction or vacant residences, increase lighting, territorial markers, and ensure that area is free from debris and garbage.
- Limit physical disorder of demolition and construction.

### Community Partners

- Construction and demolition companies
- Seattle Housing Authority

### Measurable Outcomes

- Decrease in anxiety expand this...
- Limited crime and incident responses at vacated units.

### Next Steps

The Yesler Terrace community currently has the infrastructure and organizations to help mitigate the potential negative impact of the redevelopment. Yesler Terrace residents organize and run the Yesler Terrace Community Council and are also involved in other community groups such as the Citizen Review Committee. The Seattle Housing Authority currently partners with community organizations to provide educational, health, and economic services to the community and also has dedicated a fulltime Community Builder position to Yesler Terrace. Seattle Parks and Recreation operates the Yesler Terrace Community Center, which provides programming for both juveniles and adults. All of these community members and stakeholders should continue to encourage and engage in information sharing and direct dialogue regarding the redevelopment. All efforts should be made that distributed information on the redevelopment is multilingual and easily accessible to everyone living in the community. Some of the distress surrounding the redevelopment, such as anxiety among juveniles over the “sudden” relocation of friends, may be easily addressed through the encouragement of information sharing. Other stressors,



however, such as fear that temporary relocation during the redevelopment will be permanent, are not as easily addressed as they revolve around issues of trust between the residents and the Seattle Housing Authority. As phases of the project are completed, however, and relocated residents successfully return to the community, some of these concerns may be alleviated.

Finally, some of the concerns, such as the social disorganization caused by the redevelopment and the impact of vacated housing on crime rates must be addressed directly by Seattle Housing Authority, the demolition and construction companies working in the neighborhood, and the Seattle Police Department. All vacated housing should be boarded up and routinely inspected. Increased patrols should take the time to walk through, or bike through, the neighborhood. Finally, companies working on the redevelopment should reduce, to whatever degree possible, the impact of major construction on the neighborhood.

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## Relationships with Law Enforcement

### Overview

Yesler Terrace residents overwhelmingly have made positive comments about their Community Police Team officer. However, residents have expressed frustration with the Seattle Police Department as a whole. Specifically, there is a general sense that they are under policed, noticing no or very little patrol in the community outside of their CPT officer who is off duty in the evenings and weekends. Residents have also relayed negative experiences with law enforcement officers who have refused to take reports, but instead told them to talk with the CPT officer next time they are on duty. In addition, residents also have expressed frustration with slow response time, minimal explanation or instructions for how to follow up on filed reports, and the perception that for low-level offenses officers never show up. Finally, as Yesler Terrace houses many individuals who are not fluent in English, they face obstacles when calling 9-1-1 or talking with a law enforcement officer.

### Recommendations

- The hiring of a second Community Police Team officer to cover evenings and/or weekends.
- Increased police presence – foot and bike patrol.
- Educational programming, with interpreters, by Seattle 9-1-1 Center to explain to residents what to expect when calling 9-1-1, especially if the call has to be connected to an interpretation service.
- Additional, or refresher, training for Seattle Police Department officers on how to respond to calls where the community member may not be fluent in English.
- Multi-lingual educational programming or the dispersal of appropriate materials, by Seattle Police Department, explaining police procedure so that community expectations for police response times are realistic, especially for low level offenses.

### Community Partners

- Seattle Housing Authority
- Seattle Police Department

### Measurable Outcomes

- Higher levels of police legitimacy reported in community survey (or other).
- Higher levels of reported crime victimization to 9-1-1 as measured in community survey.

- Fewer comments in focus group about poor/negative interactions with law enforcement and frustration with the Seattle Police 9-1-1 Center.

### Next Steps

Seattle Police Department should increase patrol in the Yesler Terrace neighborhood, especially on foot or by bicycle. As previously stated, Yesler Terrace is situated within a precinct that has several large nightlife and/or business districts and must compete for police resources. This, however, should not preclude SPD from encouraging patrol officers to be more visible in the neighborhood when officers are not actively responding to other calls. As officer visibility increases, this should lower the community's perceptions that the neighborhood is ignored by law enforcement. In addition, SPD should make sure that all patrol officers treat each Yesler Terrace resident as they would any community member that does not have a dedicated CPT officer. Specifically, officers responding to 9-1-1 calls, or encountering residents in Yesler Terrace, should take reports and provide services as they would any citizen. Community Police Team officers are meant to augment traditional patrol, not replace it. Although it is an extremely positive outcome that Yesler Terrace residents trust their CPT officer enough to report to him, regular patrol in the neighborhood should also strive to create similar relationships with the community. Seattle Police Department can also build community relationships by providing outreach at pre-existing community meetings and gatherings, such as those routinely held at the Yesler Community Center. The Yesler Terrace Community Council should also contact the 9-1-1 Communications Center and request for personnel to conduct seminars that educate residents on what to expect when calling 9-1-1. These types of trainings can help reduce miscommunication, manage community expectations, and increase levels of trust with law enforcement.

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## The Yesler Terrace Public Safety Pamphlet

The Yesler Terrace Public Safety Pamphlet is a 16-page informational booklet that highlights the issues identified in the data collection process and the technical document. It also provides basic information on public safety and emergency preparedness. This portion of the technical document provides an outline of the booklet. The pamphlet is the main conduit for communicating the results of the public safety plan to the Yesler Terrace community. The completed pamphlet, which will be distributed to the community, can be reviewed in its English version in Appendix J. In addition to the English version, there are also Amharic, Somali, Tigrigna, and Vietnamese language versions.

### Front Cover (p.1)

#### Introduction & Background (p.2)

- Objective of the public safety pamphlet
- Basic information on Yesler Terrace
- Overview of public safety in Yesler Terrace

#### Previous Public Safety Issues (Future pamphlets)

Future pamphlets should contain a section that evaluates how the previous issues were addressed. Although not applicable in the first public safety pamphlet, this section is important as it signals to the community that they and other stakeholders have made progress in addressing the issues of most pressing concern.

#### Top Public Safety Issues in Yesler Terrace (p.3-7)

Each identified issues should have a brief paragraph explaining the background of the issues, as well as what data sources support this as being one of the community's primary public safety concerns. In addition, a brief list of possible recommendations, community partners, and next steps should be listed. This should mirror the top public safety issues section in the technical document, but does not have to be as detailed.

#### 9-1-1 Incident Response Data (p.8-9)

- Map of areas with higher calls
- Tables presenting data on violent and non-violent incident responses
- Comparisons between Yesler Terrace and surrounding area
- Identification of top areas where calls are occurring

#### Community Survey Results (p.10-13)

- Overview of public safety survey
- Demographic information on respondents
- Information of police legitimacy, social cohesion, fear of crime, and victimization
- Map of areas identified as most risky

#### Emergency Preparedness (p.14-15)

- Tips and information on emergency preparedness

#### Back Cover (p.12)

- Emergency & Public Safety Phone Numbers

## Next Steps & Concluding Comments

Although we already discussed the next steps for each issue, we would like to reiterate them. Findings from the incident response data, the community survey, and focus groups show that there is consistency with respect to the top crime issues perceived by residents of Yesler Terrace to be of concern. Homeless/transient populations and nuisance/civility behaviors present ongoing public health and safety risks. Other public safety issues include auto theft and auto prowl, open-air drug activity and liquor violations, traffic safety, and general safety issues. Specific crime prevention strategies recommended to address these issues include redevelopment of the west side of Yesler Terrace owned by the city of Seattle, use of specific strategies to target issues in the physical environment, such as territorial markers and maintenance, public education, increased police presence, and the use of mixing safe activities in unsafe areas within the community.

There are a number of urgent issues that require immediate attention during the period of redevelopment and beyond. The need to remove the homeless encampment and the recommendation to develop a public garden, park, and exercise path is no small undertaking and will require significant collaboration between the city of Seattle, the Seattle Housing Authority, residents, and community stakeholders. Other strategies will require resources and efforts from the Seattle Police Department and the Seattle Housing Authority. The recommendation to increase police presence in the form of foot patrol and an additional evening community police officer will require additional public and private resources. Specific recommendations regarding changes to the physical environment, including the utilization of traffic calming techniques and pedestrian crossing lights, will require efforts by the city of Seattle. Regular and diligent maintenance including garbage removal and enforcement of key inventory and key control will require resources and change in policy within the Yesler Terrace housing community and Seattle Housing Authority.

It should be noted that the residents of Yesler Terrace feel generally safe. They note positive interactions with their community police officer and congregate at the Yesler Community Center, which they see as a hub for social and community interaction. They attribute a general feeling of safety to a strong cohesive community and core residents who have lived in Yesler Terrace for decades and who look out for each other. They see most of the issues with public safety as the result of transient, homeless, vagrant population and outsiders, who come into the community for brief periods to commit low-level property crimes, acts of vandalism, drug use, and acts of indecency and incivility. Residents struggle on a daily basis with a range of nuisance behaviors that create a risk to the health and well-being of the community, particularly children. At the same time, residents are empathetic to the individuals living in the homeless encampments next to their homes and advocate for humane methods of relocation. Residents are also hesitant to seek assistance from the police as a result of feelings of helplessness regarding the ability of the police to solve ongoing problems in the community, in particular the nuisance behaviors and open-air drug activity.

The recommendations outlined in this assessment are practical and necessary, and in some cases urgent in this period of redevelopment. With the positive changes to the Yesler Terrace neighborhood that will come from the redevelopment, this public safety assessment utilizes the positive features of the Yesler Terrace community. It also draws from the literature on crime prevention through environmental design and place-based strategies for public safety to ensure that the community continues to improve and that the residents will be able to live in a safe and healthy environment.

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## Appendices

### Appendix A: Public Safety & Emergency Contact Information

#### *EMERGENCY CALL 9-1-1*

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In an emergency, call 9-1-1 or your local emergency number immediately from any phone. An emergency is any situation that requires immediate assistance from the police, fire department or ambulance. Even if you are not fluent in English, the 9-1-1 operators will connect you to an interpreter. Please be patient and stay on the line.

Examples of emergencies include, but are not limited to:

- A fire
- A crime, especially if in progress
- A car crash, especially if someone is injured
- A medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention

#### *Non-Emergency Police: 206-625-5011*

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If you want to report a nuisance, such as a noise or parking complaint, call the non-emergency line.

Examples include:

- To report a non-emergency crime - one that did not just occur, and the suspects are not in the immediate area.
- You have questions about something suspicious occurring in your neighborhood, and you are not sure it is criminal activity.
- The call taker will determine how best to handle your call. In some cases, your information will be taken and you will get a call back from the telephone-reporting unit, and your report may be taken over the phone.

#### *Additional Important Numbers*

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- **Poison Control Center:** 1 (800) 222-1222
- **Non-Emergency Fire:** 206-386-1400
- **East Precinct Front Desk:** 206-684-4300
- **West/East Precinct Crime Prevention:** 206-233-0015
- **King County Sheriff:** 206-296-3311

### *Hospitals & Health Care Providers*

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- **Harborview:** 206-744-3000
- **Swedish – First Hill:** 206-386-6000
- **Swedish – Cherry Hill:** 206-320-2000
- **Virginia Mason:** 206-223-6600
- **Group Health – Capitol Hill:** 206-326-3000

**Hospitals.** Health care providers who specialize in emergency medicine see just about everything, from real emergencies to people who come in for minor problems because they have nowhere else to go. But hospital emergency treatment is expensive because it is available 24 hours every day and has high overhead costs. If you feel a person needs immediate attention and a primary care health care provider isn't available, then emergency care may be the best choice. Remember that emergency care is not first come, first served. Patients in the emergency room are treated according to the seriousness of their conditions.

**Health care provider.** If you think a person needs emergency treatment at a hospital, it's sometimes helpful to first call your health care provider for advice. Do this only if you have the time and the health care provider is immediately available. If not, then you should call 9-1-1 or go to the nearest hospital. Your health care provider can tell you whether your situation is an actual emergency.

**Urgent care centers.** These are walk-in medical centers with health care providers on staff. They offer an alternative when there isn't an emergency and you can't get to your personal health care provider. They are generally more expensive than seeing your own health care provider, but less expensive than an emergency room visit. The center usually can offer simple laboratory procedures.

**Poison control centers.** These centers are staffed by people well trained to handle telephone calls dealing with poisoning emergencies. Keep the number by your phone, especially if you have children at home.

### *Victim Services*

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- **Washington State DOC Victim Services:** 1-800-322-2201  
<http://www.doc.wa.gov/victims/default.asp>
- **Washington State 24-Hour Domestic Violence Hotline:** 1-800-562-6025
- **New Beginnings 24-Hour Domestic Violence Hotline:** 206-522-9472
- **Victim Support Services:** Formerly known as Families & Friends of Violent Crime Victims. Provides community-based support services to victims of all types of crime. 1-800-346-7555 24-Hour helpline
- **Harborview Medical Center Traumatic Stress Counseling:** provides counseling to victims of all types of violence. 206-744-1600
- **Crime Victims Compensation (CVC):** Pays medical, counseling, and limited lost wages for innocent victims of crime. 1-800-762-3716
- **King County WA VINE:** Victims of crime have a right to know about their offender's custody status. With this service victims can use the telephone or Internet to search for information regarding the custody status of their offender and to register to receive

telephone and e-mail notification when the offender's custody status changes. Call toll-free 1-877-425-8463.

*Emergency Management Resources*

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- **Seattle Office of Emergency Management:** 206-684-0437  
<http://www.seattle.gov/emergency-management/disaster-recovery/step-by-step-help>
- **Regional Public Information Network (RPIN)**  
<http://www.kingcounty.gov/safety/prepare/RPIN.aspx>
- **National Weather Service Seattle**  
<http://www.wrh.noaa.gov/sew/>

## Appendix B: Examples of Future Funding Sources

Below are examples of grant agencies and opportunities that could potentially have funding for issues that broadly relate to public safety issues within the Yesler Terrace community.

### *Department of Housing and Urban Development*

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[FR-5900-N-01] General Section to HUD's Fiscal Year 2015 Notice[s] of Funding Availability (NOFA's) for Discretionary Programs. Several grants recently made available for FY15.

[FR-5800-N-24] Jobs Plus Pilot Program. Purpose of the Program. The purpose of Jobs Plus Pilot program is to develop locally-based approaches to increase earnings and advance employment outcomes such as work readiness, employer linkages, job placement, educational advancement and financial literacy. The place-based Jobs Plus Pilot program addresses entrenched poverty among public housing residents by offering targeted developments with various incentives and supports including income disregards for working families, employer linkages, job placement and counseling, educational advancement, and financial counseling.

[FR-5800-N-30] Continuum of Care (CoC). The CoC Program (24 CFR part 578) is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house the homeless while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by the homeless; and to optimize self-sufficiency among those experiencing homelessness.

### *Department of Education*

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[ED-GRANTS-102314-002] Office of Elementary and Secondary Education (OESE): Preschool Development Grants: Expansion Grants CFDA Number 84.419B

### *Environmental Protection Agency*

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[EPA-OECA-OEJ-15-01] Environmental Justice Small Grants Program - Application Guidance FY2015. The Environmental Justice Small Grants (EJSG) Program provides funding for eligible applicants for projects that address local environmental and public health issues within an affected community. The EJSG Program is designed to help communities understand and address exposure to multiple environmental harms and risks. The long-term goals of the EJSG Program are to help build the capacity of communities with environmental justice concerns and to create self-sustaining, community-based partnerships that will continue to improve local environments in the future. The fiscal year 2015 program will consider proposals supporting community-based preparedness and resilience efforts (community climate resiliency). The goal is to recognize the critical role of localized efforts in helping communities shape climate change strategies to avoid, lessen, or delay the risks and impacts associated with climate change. An overarching goal of including this emphasis is to help bolster the efforts of underrepresented communities to address climate change vulnerabilities and develop solutions.



*United States Department of Agriculture*

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[USDA-NIFA-FINI-004695] Food Insecurity Nutrition Incentive (FINI) Grant Program. To support projects to increase the purchase of fruits and vegetables among low-income consumers participating in the Supplemental Nutrition Assistance Program (SNAP) by providing incentives at the point of purchase. The program will test strategies that could contribute to our understanding of how best to increase the purchase of fruits and vegetables by Supplemental Nutrition Assistance Program (SNAP) participants that would inform future efforts, and develop effective and efficient benefit redemption technologies.

*Substance Abuse & Mental Health Services Administration / Department of Health and Human Services*

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[SP-14-003] Drug-Free Communities Mentoring Program. The Drug-Free Communities (DFC) Support Program was created by the Drug-Free Communities (DFC) Act of 1997 (Public Law 105-20). DFC Mentoring grants were established as a component of the DFC Support Program when the program was reauthorized in 2001 (Public Law 107-82, 115 Stat. 814). The DFC Mentoring Program was also included in the Office of National Drug Control Policy Reauthorization Act of 2006 (Public Law 109-469). The primary goal of the DFC Mentoring program is to assist newly forming coalitions in becoming eligible to apply for DFC funding on their own. It is the intent of the DFC Mentoring Program that, at the end of the Mentoring grant, each Mentee coalition will meet all of the Statutory Eligibility Requirements of the DFC Support Program and be fully prepared to compete for the DFC grant on their own. Grantees will be expected to achieve this goal by meeting the following objectives: 1. Strengthen Mentee coalition's organizational structure 2. Increase Mentee coalition's leadership and community readiness to address youth substance use problems in the Mentee community. 3. Assist the Mentee coalition in working through a strategic planning process that will result in a comprehensive Action Plan. The DFC Mentoring Program is a collaborative effort directed by the Office of National Drug Control Policy (ONDCP) in collaboration with the Department of Health and Human Services (HHS), Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Substance Abuse Prevention (CSAP). This announcement addresses Healthy People 2020 Substance Abuse Topic Area HP 2020-SA.

[HRSA-15-062] R40 Maternal and Child Health Research Program (MCHR), Health Resources & Services Administration. The R40 MCH Research Program supports applied research relating to maternal and child health services, including services for children with special health care needs. Research should demonstrate a substantial contribution to advancement of the current knowledge pool, and when used in States and communities should result in health and health services improvements. Findings from the research supported by the MCH Research Program are expected to strengthen and expand Affordable Care Act (ACA) implementation. This includes research that drives policy and service delivery of preventive and early intervention services for application in health care delivery programs or develops new knowledge on the impact of insurance coverage on health promotion. Research proposals should address critical MCH questions such as public health systems and infrastructure, health disparities, quality of care, and promoting the health of MCH populations, which also support the goals of the Health Resources and Services Administration. The life course perspective is currently being integrated into MCHB's strategic directions, and can serve as a helpful frame of reference for study proposals designed to address the critical MCH questions defined by the Bureau. Applicants are encouraged to propose translational research studies that specifically address issues related to MCHB investments and programs.

### *National Institutes of Health*

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[PA-14-161] Translational Research to Help Older Adults Maintain their Health and Independence in the Community. This Funding Opportunity Announcement (FOA) invites applications using the R01 award mechanism for translational research that moves evidence-based research findings toward the development of new interventions, programs, policies, practices, and tools that can be used by organizations in the community to help older adults remain healthy and independent, productively engaged, and living in their own homes and communities. The goal of this FOA is to support translational research involving collaborations between academic research centers and community-based organizations with expertise serving or engaging older adults (such as city and state health departments, city/town leadership councils, educational institutions, workplaces, Area Agencies on Aging, and organizations funded or assisted by the Corporation for National and Community Service) that will enhance our understanding of practical tools, techniques, programs and policies that communities across the nation can use to more effectively respond to needs of the aging population.

[PA-13-209] Innovative Measurement Tools for Community Engaged Research Efforts (R01). This funding opportunity announcement issued by the National Institute of Nursing Research (NINR) seeks to develop innovative measurement tools for community engaged research efforts.

[PA-14-141] Community Partnerships to Advance Research (CPAR) (R21). This funding opportunity announcement seeks to encourage researchers to partner with communities using Community Engaged Research (CErR) methodologies that will enhance relationships leading to better interventions and positive health outcomes.

[PA-13-100] School Nutrition and Physical Activity Policies, Obesogenic Behaviors and Weight Outcomes (R01). This Funding Opportunity Announcement (FOA) is issued by the National Institutes of Health's Eunice Kennedy Shriver National Institute of Child Health and Human Development (NICHD), the National Cancer Institute (NCI), the National Heart, Lung, and Blood Institute (NHLBI), and the Office of Behavioral and Social Sciences Research (OBSSR). The FOA encourages Research Project Grant (R01) applications that propose to: (1) foster multidisciplinary research that will evaluate how policies (federal, state and school district levels) can influence school physical activity and nutrition environments, youths obesogenic behaviors (e.g., nutrition and physical activity behaviors), and weight outcomes; (2) understand how schools are implementing these policies and examine multi-level influences on adoption and implementation at various levels (e.g., federal, state, school district, and school); and (3) understand the synergistic or counteractive effect of school nutrition and physical activity policies on the home and community environment and body weight.

### *DOT/Federal Motor Carrier Safety Administration*

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[FTA-2014-005-TPE] Pilot Program for Transit-Oriented Development (TOD) Planning, DOT/Federal Transit Administration. The Pilot Program for TOD Planning helps support FTA's mission of improving public transportation for America's communities by providing funding to local communities to integrate land use and transportation planning with a New Starts, Core Capacity or fixed-guideway Small Starts project that will seek funding through the CIG Program. MAP-21 establishes that any comprehensive planning funded through the program must examine ways to improve economic development and

ridership, foster multimodal connectivity and accessibility, improve transit access for pedestrian and bicycle traffic, engage the private sector, identify infrastructure needs, and enable mixed-use development near transit stations.

*Department of Justice / National Institute of Justice*

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[NIJ-2015-3972] NIJ W.E.B. Du Bois Fellowship for Research in Race, Gender, Culture, and Crime FY 2015. With this solicitation, NIJ seeks applications for the W.E.B. Du Bois Fellowship for Research on Race, Gender, Culture, and Crime FY 2015. The Fellowship program seeks to advance knowledge regarding the confluence of crime, justice, and culture in various societal contexts. The Fellowship places particular emphasis on crime, violence, and the administration of criminal justice in diverse cultural contexts within the United States.

[NIJ-2015-3975] FY 15 NIJ Graduate Research Fellowship Program in the Social and Behavioral Sciences. NIJ is seeking proposals for funding under the Graduate Research Fellowship (GRF) program in social and behavioral sciences. This program provides awards for research on crime, violence, and other criminal justice-related topics to accredited universities that offer research-based doctoral degrees. NIJ invests in doctoral education by supporting universities that sponsor students who demonstrate the potential to successfully complete doctoral degree programs in disciplines relevant to the mission of NIJ, and who are in the final stages of graduate study. Applicants sponsoring doctoral students are eligible to apply only if the doctoral research dissertation has direct implications for criminal justice policy and practice in the United States.

Appendix C: Focus Group Questions

**Yesler Terrace Public Safety  
FOCUS GROUP QUESTIONS**

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- 1) How safe do you feel in your home and neighborhood?**
- 2) What concerns do you have about crime and public safety in the Yesler Terrace Housing community?**
- 3) What is your top concern about public safety (including crime, fire safety, and emergency preparedness) in the housing and surrounding neighborhood?**
- 4) What improvements would you like to see to help address public safety concerns?**
- 5) What has your experience been with the Seattle Police, Seattle Housing Authority, and Yesler Terrace Community Stakeholders in the effort to create a safe community in the Yesler Terrace Housing and surrounding community?**
- 6) The purpose of collecting this and other information, is to develop a public safety plan for Yesler Terrace. Once this safety plan is developed, how likely are you to be involved in the neighborhood safety plan?**
- 7) Are you interested in assisting in helping to maintain the public safety plan – e.g. to participate in Block Watch and/or other programs and initiatives that will make the community safer?**
- 8) What is your community already doing that you believe increases public safety and should be done more?**

## Appendix D: Community Survey Cover Letter (English)

December 1, 2014

Dear Yesler Terrace Resident and Head of Household,

Enclosed, please find the Yesler Terrace Public Safety Survey and five dollars, which is a small token of our appreciation for taking the time to complete and return the survey.

Your participation in this survey is important. Your input will allow us to determine what safety concerns are a priority to your community and allow the community to begin to develop solutions to these problems. Your input will be used in the development of a Yesler Terrace Public Safety Plan, which will be available to all residents toward the middle of next year. The development of the survey and public safety plan are the result of a collaboration between Seattle University and the Seattle Housing Authority. We have also benefited from your input on public safety provided in the recent annual Health Survey.

At your earliest convenience, please complete the survey and mail it back using the self-addressed stamped envelope provided. For your convenience, the survey has been printed in multiple languages. Please fill out the survey in the language that you prefer. You may recycle the unused surveys. If you need a new or additional copy of the survey, in any of the provided languages, they can be picked up at the Yesler Terrace property manager's office. Please know that your responses on the survey are confidential. If you have any questions, please do not hesitate to call me at 206-220-8263 or email me at [parkinw@seattleu.edu](mailto:parkinw@seattleu.edu).

Sincerely,

William Parkin

Appendix E: Community Survey (English)



**Yesler Terrace  
Public Safety Survey 2014**

First, we want to ask you some general questions.

1. How old are you? \_\_\_\_\_ years

2. What race or ethnicity do you identify yourself with?

- African American/Black
- American Indian
- Alaska Native
- Native Hawaiian (including Pacific Islander)
- Caucasian/White
- Asian
- Latino/Hispanic ethnicity (of any race)
- other (specify): \_\_\_\_\_

3. Do you need help from others in order to read, write, or speak English?

- Yes
- No

4. What languages are spoken (S) and read (R) in your household? (check all that apply):

	S	R		S	R
English	<input type="checkbox"/>	<input type="checkbox"/>	Amharic	<input type="checkbox"/>	<input type="checkbox"/>
Spanish	<input type="checkbox"/>	<input type="checkbox"/>	Tigrinya	<input type="checkbox"/>	<input type="checkbox"/>
Somali	<input type="checkbox"/>	<input type="checkbox"/>	Traditional Chinese	<input type="checkbox"/>	<input type="checkbox"/>
Vietnamese	<input type="checkbox"/>	<input type="checkbox"/>	Arabic	<input type="checkbox"/>	<input type="checkbox"/>
Oromo	<input type="checkbox"/>	<input type="checkbox"/>	Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>

5. What is your gender?

- Female
- Male
- Transgender
- Other (specify): \_\_\_\_\_

6. What is your marital status?

- Single
- Married/Domestic partnership
- Separated
- Divorced
- Widowed

7. How many people live in your household? \_\_\_\_\_

- a. How many of them are under the age of 18? \_\_\_\_\_
- b. How many of them are over the age of 62? \_\_\_\_\_

8. What is your highest level of education?

- Some high school, no diploma
- High school diploma or equivalent (e.g., GED)
- Some college, did not finish
- Associate degree
- Bachelor’s degree
- Graduate degree

9. What is your current employment status (check all that apply)?

- Employed
- Self-employed
- Unemployed, looking for work
- Unemployed, currently not looking for work
- Student
- Military
- Retired
- Unable to work

10. How long have you lived in Yesler Terrace?

\_\_\_\_\_ (Enter number of years, or if less than a year, number of months)

**Let's now move on to questions that are related to public safety and crime.**

**11. In the last year, have you or a member of your household been a victim of the following [in your neighborhood]?**

- a. Did someone enter your house without permission in order to steal or damage something?**
  - No
  - Yes, I called 9-1-1.
  - Yes, but I didn't report it.
  - Yes, I reported it to the community police officer.
  
- b. Did someone steal your car or any other motorized vehicle?**
  - No
  - Yes, I called 9-1-1.
  - Yes, but I didn't report it.
  - Yes, I reported it to the community police officer.
  
- c. Did someone destroy or damage property of yours?**
  - No
  - Yes, I called 9-1-1.
  - Yes, but I didn't report it.
  - Yes, I reported it to the community police officer.
  
- d. Did someone steal property of yours in a public space?**
  - No
  - Yes, I called 9-1-1.
  - Yes, but I didn't report it.
  - Yes, I reported it to the community police officer.
  
- e. Did someone take property of yours using threats, force, or deceit?**
  - No
  - Yes, I called 9-1-1.
  - Yes, but I didn't report it.
  - Yes, I reported it to the community police officer.
  
- f. Have you been physically attacked outside of your home?**
  - No
  - Yes, I called 9-1-1.
  - Yes, but I didn't report it.
  - Yes, I reported it to the community police officer.
  
- g. Have you been threatened by someone outside of your home?**
  - No
  - Yes, I called 9-1-1.
  - Yes, but I didn't report it.
  - Yes, I reported it to the community police officer.

**12. In case you, or a member of your household, haven't been a victim to crime in the last year, what would you do if a crime would occur?**

- Call 9-1-1
- Inform the community police officer
- Do nothing

**13. If you haven't or wouldn't call 9-1-1, why do you think that is (check all that apply)?**

- I don't trust the police.
- I don't think the police could do anything about it.
- Police officers don't speak my language.
- It's a private matter.
- I am worried about my immigration status, so I avoid getting in contact with authorities.
- I fear that my family would feel embarrassed.
- It's too much time and trouble to report.
- The incident was not important.
- I didn't want to get the offender in trouble.
- I thought reporting the incident to the community police officer is the better thing to do.

**14. Have you, or a member of your household, in the last year, witnessed or heard about the occurrence of the following?**

**a. About someone being sexually assaulted/raped in your neighborhood?**

- Yes  No

**b. About someone being exposed to violence within the family in your neighborhood?**

- Yes  No

**15. What did you do/would you do if you would hear about or witness an incident of sexual assault/rape and/or domestic violence?**

- Call 9-1-1  Do nothing

- Inform the community police officer

**16. If you haven't or wouldn't call 9-1-1, why do you think that is? (check all that apply):**

- I don't trust the police.
- I don't think the police could do anything about it.
- Police officers don't speak my language.
- It's a private matter.
- I am worried about my immigration status, so I avoid getting in contact with authorities.
- I fear that my family would feel embarrassed.
- It's too much time and trouble to report.
- The incident was not important.
- I didn't want to get the offender in trouble.
- I thought reporting the incident to the community police officer is the better thing to do.

**17. How likely is it that one of your neighbors would intervene if s/he would witness one of the following:**

	very unlikely	unlikely	likely	very likely
--	------------------	----------	--------	----------------

Someone is trying to break into a house.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone is illegally parking in the street.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspicious people are hanging around the neighborhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People are having a loud argument in the street.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A group of underage kids is drinking alcohol.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some children are spray-painting graffiti on a local building.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a fight in front of your house and someone is being beaten or threatened.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A child is showing disrespect to an adult.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A group of neighborhood children is skipping school and hanging out on a street corner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone on your block is playing loud music.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone on your block is firing a gun.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drugs are being sold.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**18. To what extent do you agree with the following?**

	strongly disagree	disagree	agree	strongly agree
This neighborhood is a good area to raise children.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People that live in my neighborhood are generally friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am happy I live in this neighborhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People around here take care of each other.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People in this neighborhood can be trusted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People around here are willing to help their neighbors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This is a close-knit neighborhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People in this neighborhood generally don't get along with each other.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People in this neighborhood do not share the same values.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I regularly stop and talk with people in my neighborhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know the names of people in my neighborhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**19. To what extent do you agree that you share responsibility for the quality of life and safety of your neighborhood?**

- strongly disagree     
  disagree     
  agree     
  strongly agree

**20. To what extent do you agree that you have been active to help to improve the quality of life and safety in your neighborhood in the last year?**

- strongly disagree     
  disagree     
  agree     
  strongly agree

<b>21. In the past year, how worried have you been about the following in your neighborhood? How often?</b>	Not very worried	A little worried	Quite worried	Very worried	Number of times worried
Somebody breaking into your house, stealing/damaging things?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Somebody stealing your vehicle, things from or off it, or damaging it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Somebody stealing from you in public space (without your knowledge)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
You or somebody you know getting raped or sexually assaulted?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
You or somebody you know getting physically attacked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

**Now, some questions about your perception and relationship with the Seattle Police Department**

<b>22. When thinking about SPD (not your community police officer), to what extent do you agree with the following?</b>	strongly disagree	disagree	agree	strongly agree
SPD protects people’s basic rights in the neighborhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officers of SPD are honest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officers of SPD do their jobs well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPD can be trusted to do the right thing for my neighborhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am proud of SPD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have confidence in SPD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When an officer of SPD issues a formal order, you should do what they say even if you disagree with it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You should accept police officers’ decisions even if you think they’re wrong.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People should do what the police tell them, even when they do not like the way the police treat them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPD treats people with respect and dignity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPD treats people fairly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPD takes time to listen to people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPD respects citizen’s rights.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPD treats everyone equally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPD makes decisions based on facts and law, not on their personal opinions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPD explain their decisions to people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPD makes decisions to handle problems fairly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPD doesn’t listen to all of the citizens involved before deciding what to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is enough police presence in my neighborhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Let’s talk about situations of emergency**

**23. Do you and your family have a “family emergency plan”, in case a natural or manmade disaster occurs?**

- Yes
- No

**24. The Office of Emergency Management suggests that every household stores water for a minimum of three days for cases of emergency. How much total water would you store per person?**

- 1 Gallon
- 3 Gallons
- 5 Gallons
- 6 Gallons

**25. What is the suggested action in case of a fire in your home?**

- open all doors/windows before you leave
- close all doors/windows before you leave
- open all doors/windows if it is safe to do so before you leave
- close all doors/windows if it is safe to do so before you leave

**Finally, some questions about problems in your neighborhood.**

<b>26. To what extent are the following a problem in your neighborhood?</b>	No problem	Less of a problem	A problem	A big problem
Fights on the street/threatening behavior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People loitering or being disorderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public alcohol/drug consumption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Panhandling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise late at night/early in the morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gambling in the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prostitution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Women/men getting bothered on the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homes/Buildings with broken windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homes/buildings with graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or boarded up buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Areas with litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog feces on the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street or sidewalks in need of repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**27. Do you have access to the following (check all that apply):**

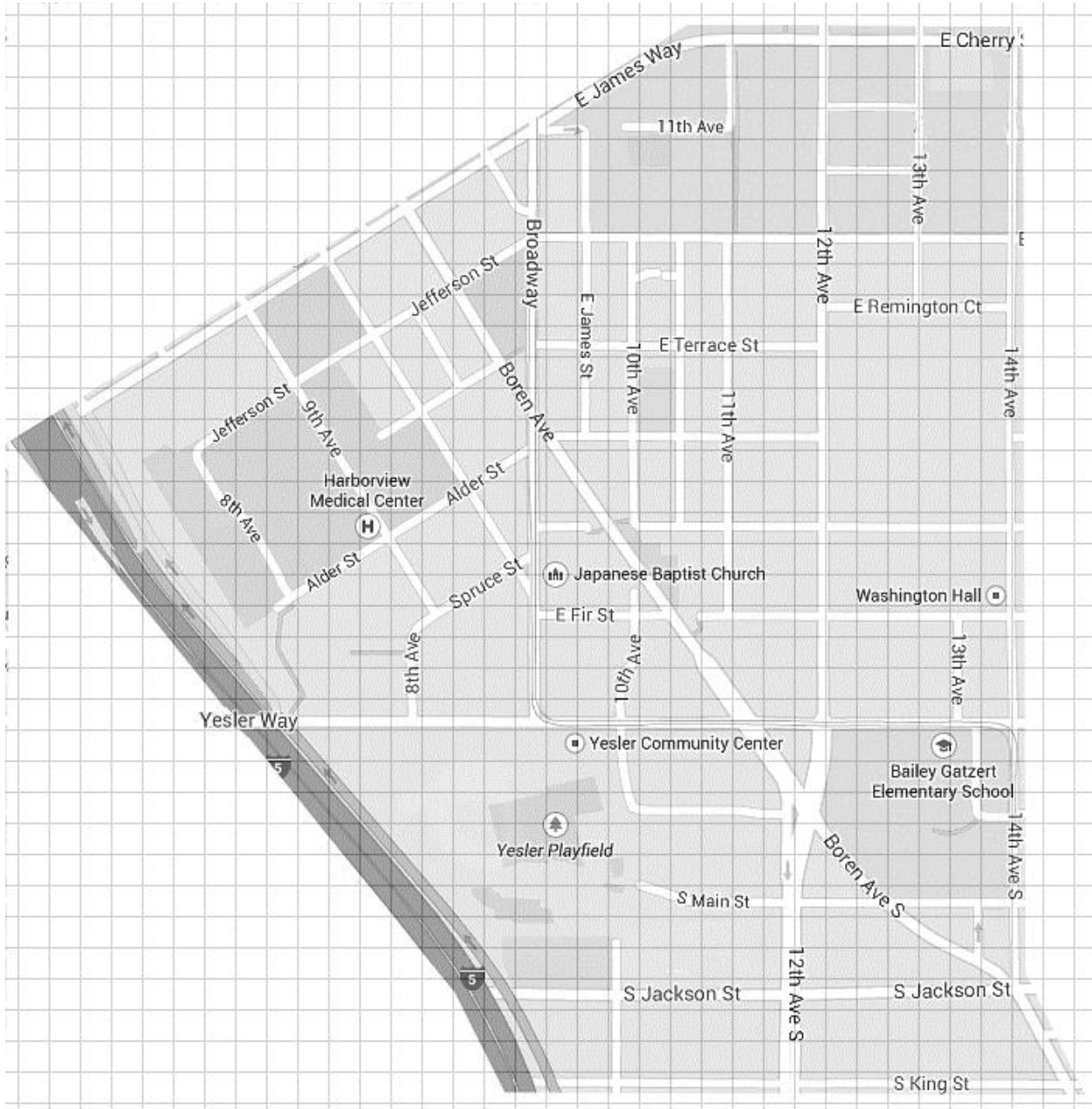
- Internet/Computer Access in your home
- Cell phone with text function
- Internet/Computer Access in Community Facilities
- Cell phone with Internet access
- Cell phone
- Landline phone

**28. What is the best way to keep you informed about events, initiatives, and community development?**

- E-Mail
- Text message
- Mail
- Community Boards
- Phone
- Flyers distributed in the community

29. Please use a pencil or pen and lightly shade in the squares on the neighborhood map where you feel unsafe.

30. Please place an X on any location on the map where you, or someone you know, have been the victim of a crime.



**- Thank you for your help -**

**Appendix F: Community Survey Reminder**

Please remember to complete the Yesler Terrace public safety survey you received in the mail. Additional copies can be picked up at the property management office.

ال بريد في اسد تلاه تم ال ذي تيراس ي اس ل ر في ال عامه ال سلاه عن الا س تطلاع ي/ت كمل ان ي/ت ذكر  
ال ملك به ادارة مك تب ال ال توجه ي رجى الا س تطلاع من جدي ده ن سخ لا س تلام

በፖስታ፣ የደረሱትን፣ የየሰለር፣ ቴረስ፣ የሕዝባዊ፣ ደህንነት፣ ግምገማ፣ ወረቀት፣ ሞልተው፣ መመለሱን፣ እባክዎ፣ እንዳይረሱ።  
ተጨማሪ፣ የወረቀቱ፣ ቅጂ፣ ካስፈለጎት፣ ከሕንፃው፣ ሥራ፣ አስኪያጅ፣ ቢሮ፣ ማግኘት፣ ይችላሉ።

Xin nhớ điền vào bản thăm dò quý vị đã nhận qua bưu điện về vấn đề an toàn công cộng tại Yesler Terrace. Có thể lấy thêm các bản sao tại văn phòng quản lý bất động sản.

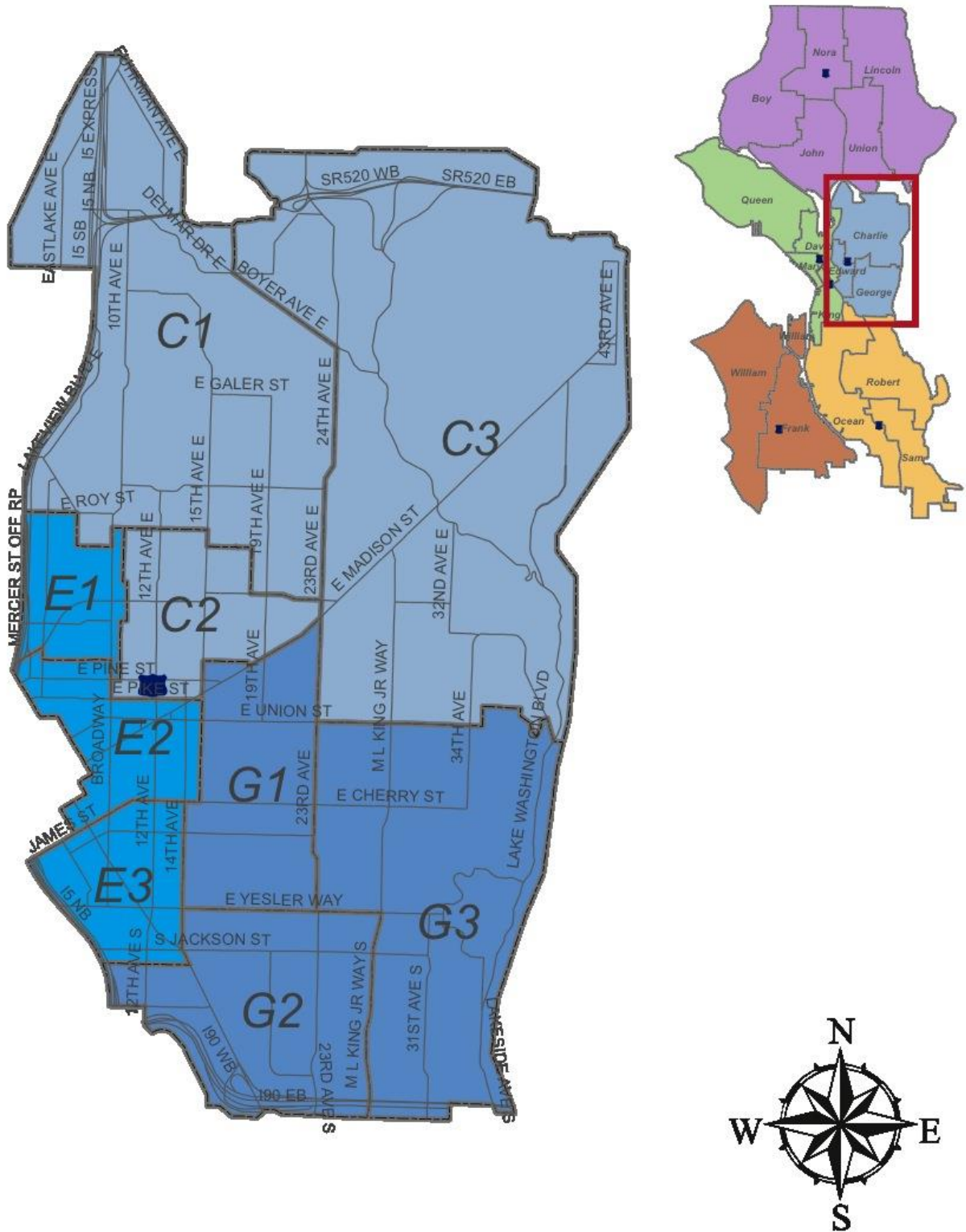
Fadlan xasuuso inaad dhammaystirto tirakoobka boostada kuugu yimid ee badbaadada dadweynaha ee Yesler Terrace. Nuqullo dheeraad ah ayaa laga qaadan karaa xaafiiska maamulka guryaha.

請記得填妥你收到的郵件中的 Yesler Terrace 公共安全調查表。額外副本可到物業管理辦公室索取。

Por favor, recuerde completar la encuesta de seguridad pública de Yesler Terrace que recibió en el correo. Las copias adicionales pueden ser recogidas en la oficina de administración de la propiedad.

ብኸብረትካ፣ ነቲ ብቡሰጣ ዝተሰደልካ ናይ Yesler Terrace ናይ ደህንነት ግምገማ ምምላእ ከምትዝክር ግበር። ተወሳኺ ቅዳሓት ካብቲ ናይቲ ህንጻ ናይ ምምሕዳር ቤት ጽሕፈት ብምኻድ ክርከብ ይከኣል እዩ።

Appendix G: Seattle Police Department East Precinct Sectors & Beats (2011-2014)



Appendix H: List of Yesler Terrace Street Segments and Intersection<sup>1</sup>

10 AV / E FIR ST	7XX BLOCK OF ALDER ST	E FIR ST / 11 AV
10 AV / E YESLER WY	7XX BLOCK OF YESLER WAY	E FIR ST / 12 AV
10 AV / E YESLER WY / 10 AV S	7XX BLOCK OF YESLER WY	E FIR ST / BOREN AV
10 AV S / 10 AV / E YESLER WY	8 AV / YESLER WY	E FIR ST / BROADWAY
10 AV S / E YESLER WY	8 AV / YESLER WY / 8 AV S	E SPRUCE ST / BROADWAY
10 AV S / S WASHINGTON ST	8 AV S / 8 AV / YESLER WY	E YESLER WY / 10 AV
10XX BLOCK OF ALDER ST	8 AV S / S MAIN ST	E YESLER WY / 10 AV S
10XX BLOCK OF E FIR ST	8 AV S / S WASHINGTON ST	E YESLER WY / 10 AV S / 10 AV
10XX BLOCK OF E YESLER WAY	8 AV S / YESLER WY	E YESLER WY / 12 AV S / 12 AV
10XX BLOCK OF E YESLER WY	8XX BLOCK OF ALDER ST	E YESLER WY / BOREN AV
10XX BLOCK OF S WASHINGTON ST	8XX BLOCK OF YESLER WAY	E YESLER WY / BOREN AV S
11 AV / E FIR ST	8XX BLOCK OF YESLER WY	E YESLER WY / BOREN AV S / BOREN AV
11XX BLOCK OF E FIR ST	9 AV / ALDER ST	E YESLER WY / BROADWAY
11XX BLOCK OF E YESLER WY	9 AV / SPRUCE ST	E YESLER WY / YESLER WAY / BROADWAY
12 AV / E FIR ST	9XX BLOCK OF ALDER ST	15 / YESLER WY
12 AV / E YESLER WY / 12 AV S	9XX BLOCK OF E FIR ST	15 NB / YESLER WY
12 AV S / 12 AV / E YESLER WY	9XX BLOCK OF E YESLER WAY	S MAIN ST / 12 AV S
12 AV S / BOREN AV S	9XX BLOCK OF E YESLER WY	S MAIN ST / 8 AV S
12 AV S / BOREN AV S / S WASHINGTON ST	ALDER ST / 9 AV	S WASHINGTON ST / 10 AV
12 AV S / S MAIN ST	ALDER ST / BROADWAY	S WASHINGTON ST / 12 AV S
12 AV S / S WASHINGTON ST	ALDER ST / TERRY AV	S WASHINGTON ST / 12 AV S / BOREN AV S
1XX BLOCK OF 10 AV	BOREN AV / BROADWAY	S WASHINGTON ST / 8 AV S
1XX BLOCK OF 10 AV S	BOREN AV / E ALDER ST	SPRUCE ST / 9 AV
1XX BLOCK OF 10TH AVE	BOREN AV / E FIR ST	SPRUCE ST / BROADWAY
1XX BLOCK OF 10TH AVE S	BOREN AV / E YESLER WY	SPRUCE ST / TERRY AV
1XX BLOCK OF 12 AV	BOREN AV / E YESLER WY / BOREN AV S	TERRY AV / ALDER ST
1XX BLOCK OF 12TH AVE	BOREN AV S / 12 AV S	TERRY AV / BROADWAY
1XX BLOCK OF 8 AV	BOREN AV S / BOREN AV / E YESLER WY	TERRY AV / SPRUCE ST
1XX BLOCK OF 8 AV S	BOREN AV S / E YESLER WY	YESLER WAY / BROADWAY / E YESLER WY
1XX BLOCK OF 8TH AVE	BOREN AV S / S WASHINGTON ST / 12 AV S	YESLER WY / 8 AV
1XX BLOCK OF 8TH AVE S	BROADWAY / ALDER ST	YESLER WY / 8 AV S
1XX BLOCK OF BOREN AV	BROADWAY / BOREN AV	YESLER WY / 8 AV S / 8 AV
1XX BLOCK OF BOREN AV S	BROADWAY / E FIR ST	YESLER WY / BROADWAY
1XX BLOCK OF BOREN AVE	BROADWAY / E SPRUCE ST	YESLER WY / 15
1XX BLOCK OF BOREN AVE S	BROADWAY / E YESLER WY	YESLER WY / 15 EXPRESS
1XX BLOCK OF BROADWAY	BROADWAY / E YESLER WY / YESLER WAY	
2XX BLOCK OF 12 AV S	BROADWAY / SPRUCE ST	
2XX BLOCK OF 12TH AVE S	BROADWAY / TERRY AV	
2XX BLOCK OF 9 AV	BROADWAY / YESLER WY	
2XX BLOCK OF 9TH AVE	E ALDER ST / BOREN AV	
2XX BLOCK OF BROADWAY	7XX BLOCK OF ALDER ST	
2XX BLOCK OF TERRY AV	7XX BLOCK OF YESLER WY	
2XX BLOCK OF TERRY AVE	E FIR ST / 10 AV	

<sup>1</sup> Intersections can be represented in the list multiple times as the incident response data is not uniform in how intersections are listed. Therefore, the intersection of 10<sup>th</sup> Avenue and East Fir Street could be coded in the data as both 10 AV / E FIR ST and E FIR ST / 10 AV

## Appendix I: Incident Date & Time Variable Manipulation in Excel

### Incident Date

In order to analyze the incident date by day of week and by month the date/time format given in the dataset was reformatted into four separate columns indicating the day of week, the month, year, and the time of the incident. To accomplish this task following formulas were applied in Excel:

=TEXT(K2,"dddd")

=TEXT(K2,"mmmm")

=TEXT(K2,"yyyy")

=TIME(HOUR(H2),MINUTE(H2),SECOND(H2))

*\*K2 and H2 are indicative of the reference cells that were in our dataset*

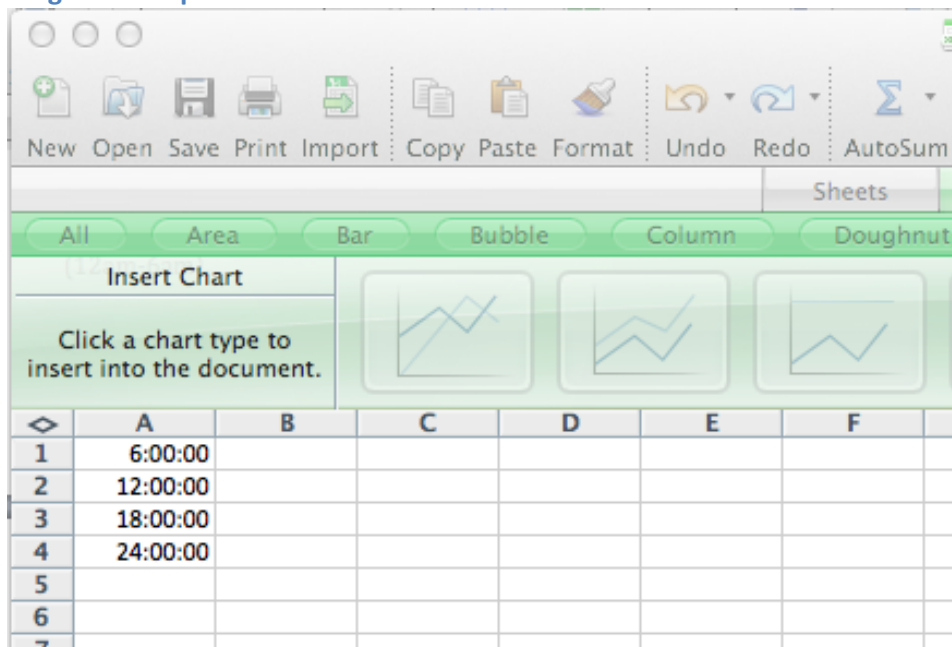
### Incident time

To determine the time of day an incident occurred a reference sheet had to be created to define morning (6am-12pm), afternoon (12pm-6pm), evening (6pm-12am), and night (12am-6am). Then a time of day column, which referenced the original time of the incident, was created using the following formula:

=IF(I2<Sheet1!\$A\$1,"Night",IF(I2<Sheet1!\$A\$2,"Morning",IF(I2<Sheet1!\$A\$3,"Afternoon",IF(I2<Sheet1!\$A\$4,"Evening"))))

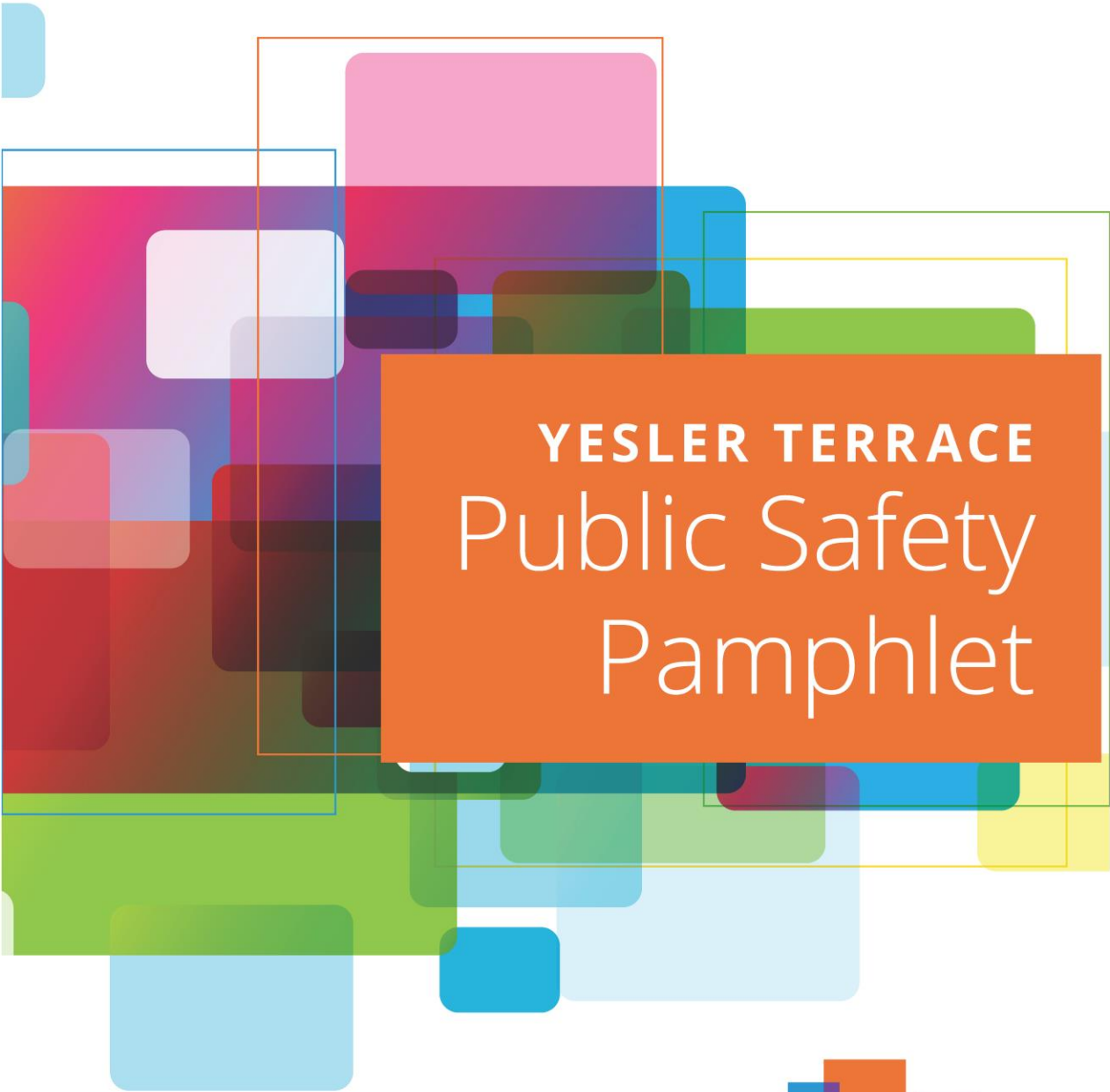
*\*I2 is indicative of the time reference cell that was in our dataset. Sheet1! Is the reference sheet that was create.*

Image 2: Example Reference Sheet





Appendix J: Yesler Terrace Public Safety Pamphlet (English)



# The Yesler Terrace Public Safety Pamphlet

This pamphlet presents public safety information collected for Yesler Terrace, a diverse community located in Seattle, Washington. It borders the neighborhoods of First Hill to its north, the Central District to its east, the International District to its south and west, and Pioneer Square to its west. The purpose of this pamphlet is to provide the community basic public safety information as well as to increase awareness about the issues of which residents are concerned. During the creation of this document, community members and stakeholders were surveyed and interviewed and the issues identified are reflective of the current concerns of those living and working in the neighborhood. Information was also collected on crime reduction and public safety improvement techniques, along with input from the residents and other community stakeholders, to make recommendations for how these issues can be fixed. Residents of Yesler Terrace will need to work closely with community and government organizations to implement initiatives specifically developed to address each concern.

This pamphlet consists of several distinct sections. The first section identifies the top public safety issues identified through multiple data collection efforts. In the second and third sections, more details about the 9-1-1 incident response data and the public safety survey results are provided. The fourth section provides basic emergency management and preparedness information for the community. Finally, the last section of the pamphlet provides important public safety and emergency contact information that is of interest to members of the community.

This pamphlet could not have been completed without the assistance of the residents of Yesler Terrace, who volunteered their time to provide information about public safety in their community through focus groups and surveys.



*The Yesler Terrace Public Safety Pamphlet was developed through a collaborative effort between Yesler Terrace residents, the Seattle Housing Authority and Seattle University. It was authored by William S. Parkin, Jacqueline B. Helfgott, Peter A. Collins, Elisabeth Jandro and Kidst Messelu.*

# Top Public Safety Issues in Yesler Terrace

Findings from 9-1-1 incident responses, the community survey, and focus groups demonstrate the community is consistently concerned with several public safety issues. Yesler Terrace residents, community organizations, and community partners should work together to address these issues and increase public safety.

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## Homeless Encampments

One of the most pressing issues in the Yesler Terrace community is the homeless encampment and accompanying garbage between Yesler Terrace and I-5. This is a serious public health and safety crisis that has enormous implications. There is a proliferation of individuals making their home on state property, which has resulted in an unsafe environment for Yesler Terrace residents and for those living in the encampments.

## Recommendations

- Complete and continual removal of homeless encampments and accompanying garbage in conjunction with social services outreach by the City of Seattle.
- Enforcement of trespassing ordinances in and around Yesler Terrace.
- Increased lighting and surveillance in the area.
- Increased patrol by non-Community Police Officers.
- Development of a garden, park, and public pathway on the state property west of the community. This park should be connected to the Yesler Neighborhood Park and include a public garden/pea patch, music, organized activities for youth and adults, an exercise/running/walking trail, and a colorful decorative freeway sound and safety barrier.

*Community Partners: Harborview Medical Center, The City Attorney, Seattle City Light, Department of Neighborhoods, SHA, Human Services Department, The Mayor's Office, Parks & Recreation, SPD, Vulcan Inc. & Other Redevelopment Partners, Washington State Department of Transportation, Washington State Patrol.*

**Next Steps:** As the homeless encampment is a multijurisdictional issue, the solution must also be multijurisdictional. Although there are multiple recommendations for how the space could potentially be redesigned to discourage its use for temporary housing, the first step is the organization of community stakeholders who will directly benefit from the removal and relocation of homeless encampment residents to other temporary housing. The development plan to transition the land west of Yesler Terrace from that of unsupervised homeless encampments must begin with a collective effort to offer transitional housing to individuals living on the land, followed by the removal and cleanup of trash and other materials. This step must be immediately followed with a redesign of the environment that encourages public use of the land by the community, as well as active enforcement of trespassing statutes. As SHA has already taken the initiative to examine the homeless encampments, they should continue to be the primary leaders for this particular issue. However, the Yesler Terrace Community Council and Citizen Review Committee should work closely with SHA offering insight on how they believe the land should be best used.

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## Property Crime & Quality of Life Offenses

Residents are mostly concerned with low-level crimes such as property crimes and quality of life offenses. In some cases, these appear to be directly tied to the homeless encampments. In other cases, the patterns in incident response calls to 9-1-1 appear to conform to general patterns across Seattle. Although it appears that streets and intersections within the Yesler Terrace community have more calls for certain types of incidents, it is important to note that Yesler Terrace residents feel safe within their community.

### Recommendations

- Increased police presence – foot and bike patrol.
- Private security, especially around vacated housing not yet demolished.
- Territorial markers identifying Yesler Terrace as private property in areas that transients and non-residents use as thoroughfares or places to loiter.
- Community education regarding crime reporting and other crime prevention strategies that address cultural and language barriers influencing decisions to not contact or rely on police.
- Development of a community block watch and other community organizing activities.
- Organized activities that bring safe activities into unsafe street segments.

*Community Partners: Seattle City Light, SHA, 9-1-1 Center, SPD Crime Prevention Coordinators, SPD, Vulcan Inc. & Other Redevelopment Partners.*

**Next Steps:** It is recommended that there should be an immediate increase in routine patrols by SPD, especially on foot or by bicycle. As Yesler Terrace is situated within a precinct that has several large nightlife and business districts it must compete with these areas and their constituents for law enforcement attention and city resources. SPD should be cognizant of this and develop local patrol patterns that routinely direct resources into the community to assist residents. This will not only address community perceptions that the area is under policed, but also potentially act as a crime deterrent.



The Citizen Review Committee, the Yesler Terrace Community Council, and SHA can also engage in several initiatives that can begin to address these community safety issues. Community members have expressed some interest in the reinstatement of a Block Watch group in the neighborhood. The Yesler Terrace Community Council should contact the East Precinct Crime Prevention Coordinator and facilitate a community discussion with SPD to identify parties interested in developing this program. Also, residents should continue to be encouraged to contact 9-1-1 for all public safety and crime related issues. Although such an initiative will initially increase the number of calls for service in the community, the long-term impact will be a reallocation of police services to areas with higher calls and, subsequently, a decrease in property crime and quality of life offenses.

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### Traffic, Pedestrian & Bicycle Safety

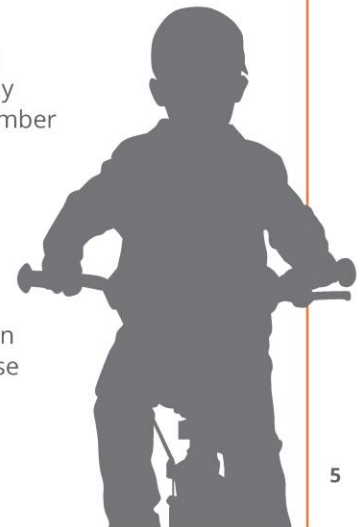
Yesler Terrace residents, as well as other community stakeholders, are concerned with the increased traffic on E. Yesler Way as well as the new and impending changes in traffic patterns. In addition, the new First Hill Streetcar adds another unknown element to traffic safety in the neighborhood. This, coupled with the fact that several busy thoroughfares divide Yesler Terrace and that Bailey Gatzert Elementary School is only one block away, creates a potentially dangerous mix of pedestrian and automotive traffic.

#### Recommendations

- Work with the Seattle Department of Transportation’s Pedestrian Program to install a crosswalk and lighted signal on E. Yesler Way at 10th Ave.
- Contact the Seattle Department of Transportation’s Neighborhood Traffic Operations to slow traffic on E. Yesler Avenue, Boren Avenue, and 12th Avenue.
- Contact the Seattle Department of Transportation and request assistance under their Safe Routes to School program.
- Timely and repetitive communication to Yesler Terrace community of changes in traffic patterns and/or the opening of previously closed roadways.
- Community education about pedestrian and bicycle safety.

*Community Partners: Seattle Department of Transportation, SHA, SPD*

**Next Steps:** The Seattle Department of Transportation is the immediate contact for beginning to address this issue. The Seattle Housing Authority and the Yesler Terrace Community Council, as well as any concerned member of the community, have the authority to contact SDOT’s Neighborhood Traffic Operations (206- 684-0353), Pedestrian Program (206-684-7583), and the Safe Routes to School Program (206-684-5124). Appropriate signage, environmental alterations to decrease speeding, and a lighted, pedestrian crosswalk at Yesler Way and 10th Avenue are the most pressing concerns. Also, the redevelopment team must take into consideration the timing and impact of opening and closing streets within the community as the redevelopment progresses and communicate these changes in a timely manner to all residents.



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## The Yesler Terrace Redevelopment

As the redevelopment continues, there appears to be a general unease expressed by residents. This seems to be driven by the fact that many residents have already been relocated, construction and demolition has brought disorganization and transient populations into the neighborhood, and that empty units have the potential to be crime generators.

### Recommendations

- Continued communication with Yesler Terrace residents about redevelopment and relocation.
- Evening programs at the Yesler Community Center for youth and adults including evening community events such as concerts and speakers.
- In housing areas that are under construction or vacant residences there should be increased lighting, territorial markers, and a continuous effort to keep the area free from debris and garbage.
- Limit physical disorder of demolition and construction.

*Community Partners: Vulcan Inc. & Other Redevelopment Partners, SHA*

**Next Steps:** The Yesler Terrace community currently has the infrastructure and organizations to help mitigate the potential negative impact of the redevelopment. Yesler Terrace residents organize and run the Yesler Terrace Community Council and are also involved in other community groups such as the Citizen Review Committee. The Seattle Housing Authority currently partners with community organizations to provide educational, health, and economic services to the community and also has dedicated a fulltime Community Builder position to Yesler Terrace. Seattle Parks and Recreation operates the Yesler Terrace Community Center, which provides programming for both juveniles and adults. All of these community members and stakeholders should continue to encourage and engage in information sharing and direct dialogue regarding the redevelopment. All efforts should be made that distributed information on the redevelopment is multilingual and easily accessible. Some of the concerns, such as the social disorganization caused by the redevelopment and the impact of vacated housing on crime rates must be addressed directly by Seattle Housing Authority, the demolition and construction companies working in the neighborhood, and the Seattle Police Department. All vacated housing should be boarded up and routinely inspected. Increased patrols should take the time to walk through, or bike through, the neighborhood.

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## Relationships with Law Enforcement

Yesler Terrace residents overwhelmingly have made positive comments about their Community Police Team (CPT) officer in the focus groups and overall hold positive views of the Seattle Police Department. However, residents have also expressed the belief that the community is under policed, noticing no or very little routine patrol. Residents have also relayed experiences with law enforcement officers who have refused to take reports, but instead told them to talk with the CPT officer next time they are on duty. In addition, residents also have expressed frustration with slow response times, minimal explanation or instructions for how to follow up on filed reports, and the perception that for low-level offenses officers never show up. Finally, as Yesler Terrace houses many individuals who are not

fluent in English, they face communication obstacles when calling 9-1-1 or talking with a law enforcement officer. Many of these concerns can be addressed through increased levels of communication between residents, law enforcement officers, and 9-1-1 dispatchers.

### Recommendations

- The hiring of a second CPT officer to cover evenings and/or weekends.
- Increased police presence – foot and bike patrol.
- Educational programming by the 9-1-1 Center to explain to residents what to expect when calling, especially if the call has to be connected to an interpretation service.
- Additional, or refresher, training for law enforcement officers on how to respond to calls where community members may not be fluent in English.
- Multi-lingual educational programming by SPD explaining police procedures so that community expectations for police response times are realistic, especially for low-level offenses.

*Community Partners: 9-1-1 Center, East Community Police Team, SPD Crime Prevention Coordinators*

**Next Steps:** SPD should increase patrol in the Yesler Terrace neighborhood, especially on foot or by bicycle. As officer visibility increases, this should lower the community's perceptions that the neighborhood is ignored by law enforcement. In addition, SPD should make sure that all patrol officers treat each Yesler Terrace resident as they would any community member that does not have a dedicated CPT officer. CPT officers are meant to augment traditional patrol, not replace it. Although it is an extremely positive outcome that Yesler Terrace residents trust their CPT officer enough to report to him, regular patrol in the neighborhood should also strive to create similar relationships with the community. SPD can also build community relationships by providing outreach at pre-existing community meetings and gatherings, such as those routinely held at the Yesler Community Center. The Yesler Terrace Community Council should contact the 9-1-1 Center and request for personnel to conduct seminars that educate residents on what to expect when calling 9-1-1. These types of trainings can help reduce miscommunication, manage community expectations, and increase levels of trust with law enforcement.



# 9-1-1 Incident Responses in Yesler Terrace

The incident response data identifies patterns of reporting public safety related issues within Yesler Terrace. It includes Seattle Police Department responses to 9-1-1 calls within Yesler Terrace between 2011 and 2014. The data can be found at the City of Seattle data website under the Public Safety section (<https://data.seattle.gov/>).

## Aggregated Incident Responses by Group & Location (2011-2014)

Call Type	Yesler Terrace			E3 Beat			East Precinct		
	n	%	/Block	n	%	/Block	n	%	/Block
Assault/Robbery/Homicide	87	3.1	0.91	645	4.5	1.10	3317	2.4	0.46
Burglary/Theft/Fraud	71	2.5	0.74	378	2.7	0.64	9615	7.0	1.33
Auto Theft/Auto Prowl	226	8.1	2.35	613	4.3	1.04	8374	6.1	1.16
Disturbance/Nuisance/Suspicious/Mental Health	1081	38.6	11.26	5587	39.2	9.50	53107	38.4	7.33
Traffic Related	684	24.4	7.13	3035	21.3	5.16	36722	26.5	5.07
Liquor/Narcotics/Vice	205	7.3	2.14	1469	10.3	2.50	11027	8.0	1.52
Property	137	4.9	1.43	724	5.1	1.23	7020	5.1	0.97
Trespass/Prowler	74	2.6	0.77	457	3.2	0.78	4561	3.3	0.63
Threats/Arrests/ Weapons/ Lewd Conduct	94	3.4	0.98	625	4.4	1.06	4586	3.3	0.63
Other	145	5.2	1.51	718	5.0	1.22	12950	8.6	1.79
Total	2804	100.0	29.21	14251	100.0	24.24	151279	100.0	20.89

*The table presents the frequencies (n), percent of all calls in an area (%), and the average number of responses per block or intersection based on the 9-1-1 call types (/Block). It also presents these same numbers for the police beat (E3 Beat) surrounding Yesler Terrace and the entire East Precinct. The public safety concerns of Yesler Terrace residents are reflected in the higher rates of calls per block/ intersection when compared to the E3 beat and the East Precinct.*

The following rates for specific call types were highest in Yesler Terrace: Auto Theft/Auto Prowl; Disturbance/Nuisance/ Suspicious/Mental Health Property; Traffic Related; and Property. Most of these call types can be thought of as quality of life offenses that negatively impact residents' sense of security and safety. It should be noted, however, that Yesler Terrace does have the highest total rate of incident responses per block or intersection when compared to the E3 Beat and East Precinct. This supports the views of Yesler Terrace residents who would like more frequent police patrols to assist in securing their community.





When surveyed, Yesler Terrace residents were asked to circle areas on a neighborhood map where they felt unsafe. The majority of residents chose not to circle any areas on the map, indicating that most Yesler Terrace residents feel safe in their neighborhood. For those who did circle specific areas, the map of the neighborhood shows which areas were identified more often as unsafe. The red and orange squares indicate areas chosen most frequently as unsafe. The light blue and green colors indicate areas chosen infrequently as unsafe. Areas that are gray or have no color were not identified as unsafe.

The top five street segments or intersections with the highest number of 9-1-1 incident responses were highlighted in red. In the instances of the intersections at South Main St and 12th Avenue South, and Yesler Way and 8th Avenue, there is overlap between the areas that were identified as residents as unsafe and the number of 9-1-1 incident responses connected to those areas.



# Community Survey Results

The Yesler Terrace community participated in a survey on public safety issues. All households at Yesler Terrace were mailed a survey and 156 surveys were returned (53% of eligible households). The survey was distributed in nine languages (Amharic, Arabic, Chinese (Traditional), English, Oromo, Somali, Spanish, Tigrinya, and Vietnamese). Almost 50% of the surveys returned were in Vietnamese. Based on the demographics of the households that responded to the survey, it appears that some populations may be underrepresented in the survey results. In order to ensure all resident voices are equally represented, residents should encourage each other to participate in future public safety surveys. It is important to note that 88.6% of residents agreed that they share responsibility for the quality of life and safety of their neighborhood, while 78.7% agree that over the last year they have been active in improving the quality of life in the neighborhood.

## Demographics of Individual Filling Out Survey for Household

Survey Language	Vietnamese	49.4%
	English	41.7%
	Other	8.9%
Age	Younger than 40	6.6%
	40-49	11.8%
	50-59	15.1%
	60-69	32.9%
	70-79	21.1%
	80 or older	12.5%
Race/Ethnicity	Asian	61.4%
	African American/Black (non-Hispanic)	24.8%
	Caucasian/White (non-Hispanic)	5.2%
	Other	8.6%
Gender	Female	63.9%
	Male	36.1%
Years in Community	1-5	12.7%
	6-10	32.1%
	11-15	17.9%
	16-20	20.9%
	More than 20	16.4%



Crime Victimization

The overall reported victimization rates indicate that the most common form of crime committed against residents of Yesler Terrace was motor vehicle theft, with a total of 14.7% of respondents or someone in their household reporting having been a victim to motor vehicle theft, followed by damage to property (13.5%), burglary (9.6%), theft (9.0%), physical attack (6.4%), threats (7.6%), and robbery (3.9%). While 44.6% of victimization incidents were not reported, 39.6% were reported to SPD through 9-1-1, and 20.8% incidents were reported to the Community Police Team officer.

Percent Respondents Reporting Crime Victimization

Motor Vehicle Theft	14.7%
Property Damage	13.5%
Burglary	9.6%
Theft	9.0%
Threats	7.7%
Physical Attack	6.4%
Robbery	3.9%

When residents were asked why they would not call 9-1-1, the most common answers were they think it is better to report the incident to the Community Police Team officer, followed by language barriers, and then a perception that SPD cannot do anything to help. It is important for community members to call 9-1-1 to report victimizations so that the city can allocate resources to areas where crimes are occurring and help residents reduce levels of victimization.

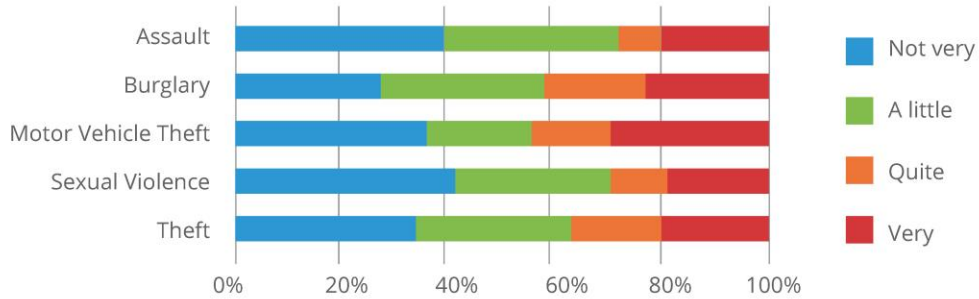
Reasons for Victimization Non-Reporting to SPD thru 9-1-1

Better to report to Community Police Officer	46.2%
Police officers don't speak my language	12.9%
I don't think the police could do something	11.4%
I don't trust the police	7.6%
It's too much time and trouble to report	6.8%
It's a private matter	6.1%
The incident was not important	5.3%
I didn't want to get the offender in trouble	1.5%
I fear that my family would feel embarrassed	1.5%
I am worried about my immigration status	0.8%

Calling 9-1-1

Although it is positive that Yesler Terrace residents have such as strong relationship with their Community Police Team officer, they should call 9-1-1 for all emergencies and reporting public safety issues. Calling 9-1-1 provides residents access to interpretation services provided by the city and county. If English is not the primary language of a resident, they still should call 9-1-1 and the dispatcher will connect them to an interpreter. This may take several minutes, so residents should stay on the line and be patient. Responding officers also have access to interpreters if the resident does not speak English.

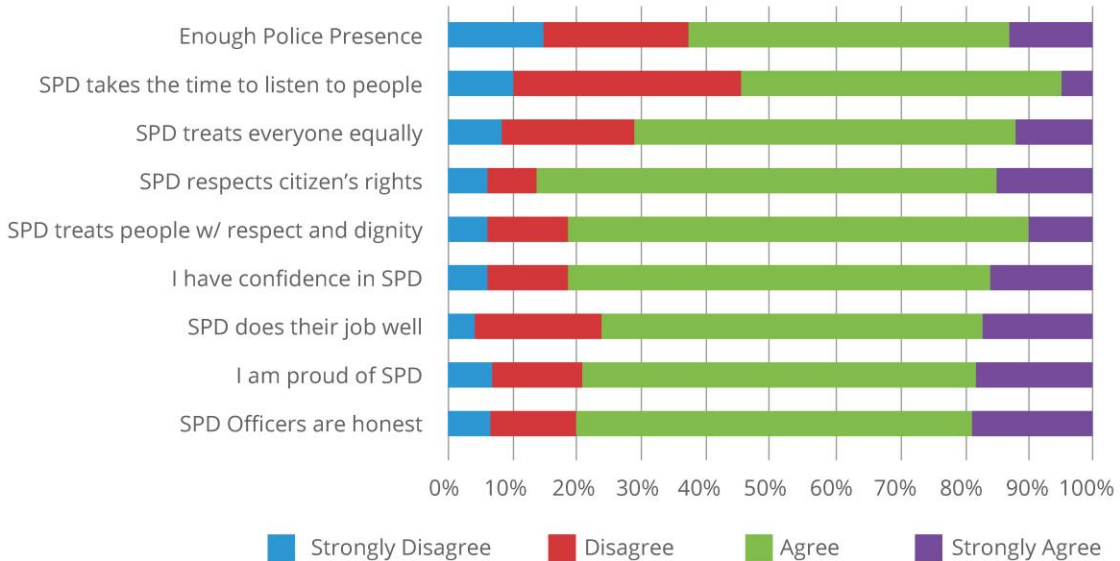
### How Worried Are Residents About Crime in Yesler Terrace?



### Perceptions of Seattle Police Department

Overall, a large majority of Yesler Terrace residents have a very positive perception of the Seattle Police Department. There are, however, some categories that deserve further discussion. Nearly 40% of residents believe there is not enough police presence in Yesler Terrace. Although there is a Community Police Team officer assigned to the community during specific daytime hours during the week, results from both this survey and focus groups have shown that residents believe that more regular patrol throughout the neighborhood would be welcome. This is an invitation for SPD to work collaboratively with the community to assist them in addressing some of their concerns, especially related to property crime and the social disorder and crime occurring close to the homeless encampments. Also, more than 45% of Yesler Terrace residents do not agree that SPD takes the time to listen to people. This concern was also echoed in the focus groups, as residents stated they felt responding officers failed to explain SPD procedures, show concern, or provided adequate information to follow-up with the issues at hand.

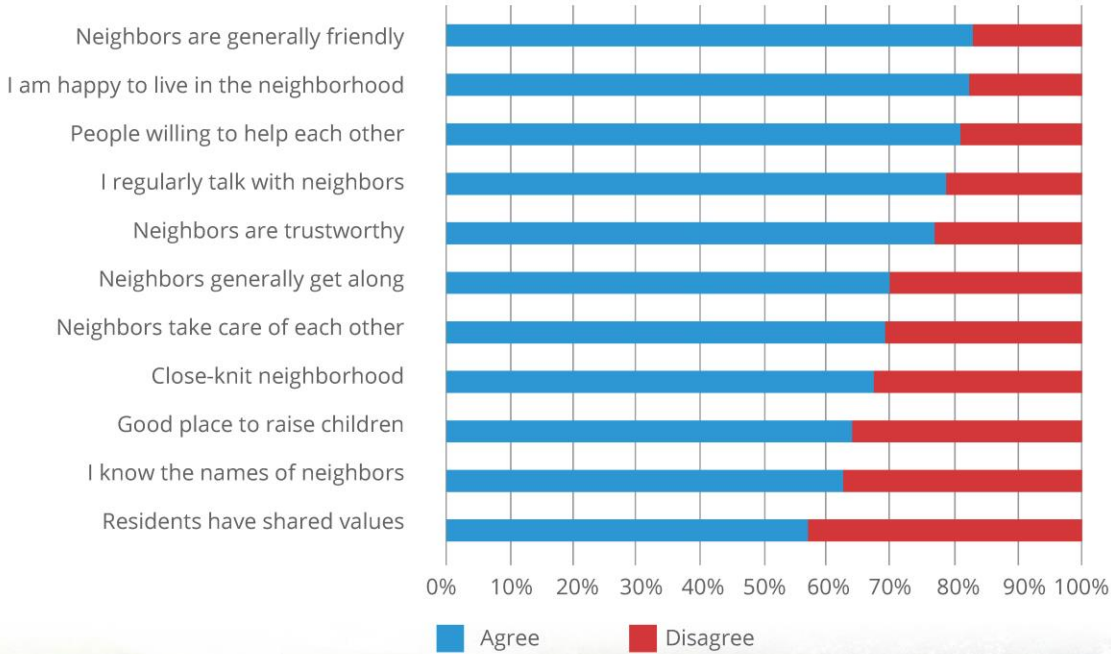
### Perceptions of Seattle Police Department



### Social Disorder, Physical Disorder & Social Cohesion

The survey also asked about perceived levels of social and physical disorder. More than 50% of residents identified the following as problems in Yesler Terrace: areas with litter (66.6%), streets or sidewalks in need or repair (64.1%), public alcohol or drug consumption (59.5%), vandalism (56.9%), and people littering or being disorderly (56.5%). Also, the majority of residents had positive perceptions of their neighborhood and reflected strong levels of social cohesion. Almost 83% of residents who responded to the survey for their household agreed that their neighbors are generally friendly, slightly more than 82% were happy to live in Yesler Terrace, and 81% believed residents were willing to help each other. Only 57% believed that the residents of Yesler Terrace had shared values, which is probably a reflection of the multitude of cultures and backgrounds present within the neighborhood.

### Resident Perceptions on Neighborhood Social Cohesion



# Emergency Preparedness

It is important for Yesler Terrace residents to plan ahead in case there is ever an emergency or disaster that impacts the community. The best way for residents and their families to be safe during an emergency is preparation. During a local, state or national emergency, public services can become quickly overwhelmed. Residents should plan to be able to rely solely on each other for a minimum of three days after a situation that includes a massive response of emergency services such as the fire department, emergency medical services, and law enforcement.

Although not an exhaustive list, the Yesler Terrace community could potentially be impacted by earthquakes, landslides, pandemics, social unrest, terrorism, transportation incidents, fires, hazardous material incidents, infrastructure failures, power outages, and severe weather. Some of these might be highly localized, only affecting the immediate area, in which case emergency services would be more able to quickly offer assistance. However, events with a regional or national impact would increase the amount of time it could take for emergency services to access the community. Key to being able to provide for yourself and your family during emergency situations is to develop a plan with your family ahead of time and to store some basic provisions within your home. In addition, the Yesler Terrace community can organize itself using resources such as the Seattle Neighborhoods Actively Prepare (SNAP) program (206-233-5076).

## Developing an Emergency Plan

Developing an emergency plan with your family is pivotal to your safety during an emergency. If you wait for an emergency to occur, it will already be too late. You should review the below comments with your family using them to write down a formalized plan of action in case of an emergency.

- Identify where your family should meet if you are in multiple locations during an emergency, such as work, school or home.
- What if public transportation is not running or roads are inaccessible, how will your plan change?
- What if you cannot go home, where will you plan to meet your family members? Select a location close by for localized emergencies, such as a fire, and one out of town if you cannot return home.
- How might your plan change depending on the type of emergency?
- Identify an out of town contact, whether a family member or friend, who everyone should contact if you are separated during the emergency. Make sure everyone knows the phone number of that contact, even your children.
- If you have children in school, do you know what the school's protocol is if there is an emergency?
- Discuss what to expect if you are evacuated. What are the most important things you would need to take?
- Know how to turn off your electric, water and gas utilities.
- Work with your neighbors to develop a community emergency plan. Make sure to incorporate the needs of children, the elderly, and those who might be disabled in your neighborhood.
- Make sure to teach children how to call for help, when to call each emergency number, to call the family contact if separated, and to keep personal identification information in their possession at all times.
- If you have any additional questions about emergency planning, contact your local emergency management office or the American Red Cross for assistance.

### Emergency Supply Kit

You should do your best to set aside the below items into an emergency supply kit somewhere in your house and a similar kit in your vehicle, if you have one. The items could be placed into a plastic storage container.

- Water - one gallon of water per person per day for a minimum of three days. Make sure to empty and refill plastic containers every six months.
- Food – three days of non-perishable food such as canned vegetables and meats, high-energy foods such as peanut butter and granola bars, vitamins, and foods for individuals with special diets if necessary. Can opener for canned food.
- Medications – Always have at least 3 days of personal medications on hand and stored in one place.
- Radio – Battery powered or hand crank radio and weather radio and extra batteries.
- Flashlight and extra batteries.
- A first aid kit with sterile adhesive bandages, gauze pads, medical tape, scissors, tweezers, antiseptic, thermometer, safety pins, petroleum jelly, soap, latex gloves, sunscreen, aspirin or similar pain reliever, anti-diarrhea medication, antacid, syrup of Ipecac, and laxatives.
- Whistle that can be used to signal for help if necessary.
- Dust mask, plastic sheeting, and duct tape.
- Moist towelettes, garbage bags and plastic ties for personal sanitation, disinfectant, soap, personal hygiene items.
- Wrench or pliers to turn off utilities if necessary.
- Small ABC type fire extinguisher.
- Matches in a waterproof container.
- Paper and pencil.
- At least one complete change of clothing and footwear per person.
- A map of Seattle for locating shelters.
- Copies of important family documents in a waterproof container or bag, such as social security cards, immunization records, birth or marriage certificates, and financial account information.

### Emergency Management Agencies & Assistance

For further information, please do not hesitate to contact the below organizations with any questions you have about emergency planning for yourself, your families, or your community.

- Seattle Office of Emergency Management, 206-233-5076
- American Red Cross, 206-323-2345
- King County Emergency Management, 206-296-3830
- Washington Emergency Management Division, 800-562-6108
- Federal Emergency Management Agency, 202-646-2500



# Emergency & Public Safety Phone Numbers

**EMERGENCIES:** 9-1-1. In an emergency, call 911 immediately from any wired or wireless phone. An emergency is any situation that requires immediate assistance from the police, fire department or an ambulance. If you need an interpreter to communicate with a dispatcher call 9-1-1. It may take time to connect you to an interpreter, so please stay on the line, even if you hear clicking.

**East Precinct Front Desk:** 206-684-4300

**King County Sheriff:** 206-296-3311

**Non-Emergency Fire:** 206-386-1400

**Non-Emergency Police:** 206-625-5011

**Poison Control Center:** 1-800-222-1222.

If someone in your family has ingested a non-food solid or liquid,

call the poison control center. These centers are staffed by people trained to handle telephone calls dealing with poisoning emergencies. Keep the number by your phone, especially if you have children at home. If it is an immediate emergency or you need an interpreter, call 9-1-1.

## Closest Emergency Services

**Harborview Emergency & Trauma Center:**  
9th Avenue & Jefferson Street

**Seattle Fire Department Fire Station #6:**  
23rd Avenue & East Yesler Way

**Seattle Police Department East Precinct:**  
12th Avenue & Pine Street

## Victim & Mental Health Services

**Crisis Clinic:** 1-866-427-4747 or 206-461-3222.  
For individuals in emotional distress.

**Crime Victims Compensation:** 1-800-762-3716.  
Pays medical, counseling, and limited lost wages for innocent victims of crime.

**Domestic Violence Hotline, New Beginnings**  
**24-Hour:** 206-522-9472

**Domestic Violence Hotline, Washington State**  
**24-Hour:** 1-800-562-6025

**Harborview Medical Center Traumatic Stress Counseling:** 206-744-1600. Provide counseling to victims of all types of violence.

**King County WA VINE:** 1-877-425-8463.

Victims of crime have a right to know about their offender's custody status. With this service victims can use the telephone or Internet to search for information regarding the custody status of their offender and to register to receive telephone and e-mail notification when the offender's custody status changes.

**Victim Services, Washington State Department of Corrections:** 1-800-322-2201

**Victim Support Services, 24-Hour:**  
1-800-346-7555

## Informational & Other Services

**211 Community Information Line:**

2-1-1 or 1-800-621-4636 or 206-461-3200.

Provides information on health and human service programs that find resources like food banks (food pantries), emergency shelters, transportation, health clinics, rent or utilities assistance, legal help, and much more.

**Animal Control:** 206-386-7387

**City Information & Complaint Line:**  
206-684-2489

**Public Utilities:** 206-386-1800 (report problems),  
206-684-3000 (customer service)

## Yesler Terrace Political Representation

**Office of the Mayor:**  
206-684-4000

**City Council Position 2:**  
206-684-8016

**City Council Position 3:**  
206-684-8804

**State Representative:**  
360-786-7944 and 360-786-7838

**State Senator:**  
360-786-7688

**US Representative:**  
202-225-8901

**US Senators:**  
202-224-3441 and 202-224-2621

