

2015 Colorado State Patrol Public Opinion Survey

December 2015



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Chief's Message



Dear Colorado State Patrol Members,

I am excited to provide you with some extremely positive feedback about the work you do each day. As you may recall, the Colorado State Patrol recently conducted a public opinion survey that focused on customer attitudes and opinions related to; safety, performance, service, community policing and trust.

The final results of our survey are enclosed within this report. Most importantly, you will notice that our customers are very satisfied with the work we do. We received exceptional ratings from over 2,000 survey respondents. I am once again reminded and humbled by the professionalism and honor our members serve with each day.

During a time when the law enforcement profession is under a microscope, our members continue to serve both residents and visitors of the State with the utmost dignity and respect.

The Command Staff will continue to review survey results and identify areas for organizational learning and change related to customer service.

These results will be made public on our website and released to the media.

Again, I can't thank you enough for your dedication to your work.

Stay safe,

A handwritten signature in white ink, appearing to read "S. G. Hernandez", with a long horizontal flourish extending to the right.

Chief Scott G. Hernandez

Introduction

The mission of the Colorado State Patrol (CSP) is to ensure a safe and secure environment for all persons utilizing the strengths of our members to provide professional law enforcement services that reflect our Core Values of Honor, Duty and Respect. In order to measure the success in accomplishing our mission, the CSP surveys its customers every three calendar years to collect feedback on the Patrol's ability to provide public safety services.

The objective of the 2015 Colorado State Patrol Public Opinion Survey was to conduct a documented survey of customer attitudes and opinions related to; safety, performance, service, community policing and trust. Through a comprehensive review of the broad pillars of the President's Task Force on 21st Century Policing Report and the Colorado State Patrol's Strategic Plan, a survey composed of core agreement items, demographic questions, open ended questions, and interaction based survey modules was developed.

The eight interaction modules included: contact initiated by a trooper, community engagement event, involved in/witnessed a traffic crash, visited a port of entry (POE), roadside assistance, called the Colorado State Patrol, other, and don't know/no interactions. Survey respondents were prompted to select all interactions or modules they were personally involved in. Depending on which modules were selected, different survey questions were made available for the respondent to answer. Additionally, each respondent was randomly assigned questions on either traffic or safety.

Overall, the results from the survey provide a useful platform for organizational learning and change. The Colorado State Patrol strives to provide excellent customer service by employing a team of highly qualified, professional law enforcement members.

The following report outlines the survey results.



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21st Century Policing

In light of recent national events that have highlighted the disparity in relationships between law enforcement and the communities they serve, the President's Task Force on 21st Century Policing published its final report in May, 2015. The President charged the task force with identifying best practices and offering recommendations on how policing practices can promote effective crime reduction while building public trust.¹

The Colorado State Patrol (CSP) has analyzed the report and is taking its recommendations into consideration as daily strategic and tactical decisions are being made. This report has influenced policing practices, agency policy, police training and community relations within the Colorado State Patrol. Trust between law enforcement agencies and the people they protect and serve is essential to the stability of our communities, the integrity of our criminal justice system, and the safe and effective delivery of law enforcement services.

The task force recommendations, each with action items, are organized around six main topic areas or "pillars": Building Trust and Legitimacy, Policy and Oversight, Technology and Social Media, Community Policing and Crime Reduction, Officer Training and Education, and Officer Safety and Wellness.²

The Colorado State Patrol focused on the pillar of "Building Trust and Legitimacy" as it prepared a public opinion survey that was administered throughout the fall of 2015. The CSP wanted to track and analyze the level of trust in communities across the State of Colorado that the Colorado State Patrol serves. This was done through the administration of a public opinion survey via the use of social media and advanced technology that asked questions related to service, performance, safety, community policing and trust.

The recommendation for annual public surveys is found under the pillar of "Building Trust and Legitimacy", Recommendation 1.7 which reads, "Law enforcement agencies should track the level of trust in the police by their communities just as they measure changes in crime. Annual community surveys, ideally standard across jurisdictions and with accepted sampling protocols, can measure how policing in that community affects public trust." Further, to operate effectively, law enforcement agencies must maintain public trust by having a transparent, credible system of accountability.³

^{1,2,3}United States. President's Task Force on 21st Century Policing. *Final Report of the President's Task Force on 21st Century Policing*.

Who Did We Hear From?

2091 Individuals

Colorado Resident	79% (1648)
CMV Operator	19% (406)
Visitor/Tourist	9% (190)
Law Enforcement	6% (131)
First Responder	5% (114)
Other	4% (91)

Entry To Survey

41%	Trooper Contact Card
(853)	
29%	Facebook
(598)	
13%	POE Contact Card
(262)	
8%	CSP Website
(173)	
5%	Additional Link
(106)	
5%	Twitter
(99)	

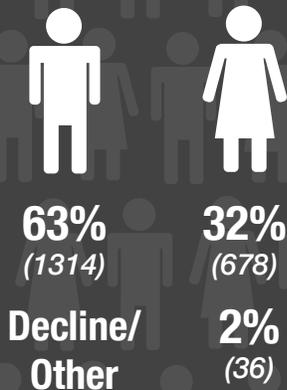
The survey was administered online by OrgVitality, a third-party survey consulting firm, from September 23rd to November 6th, 2015. In total, 2,960 people visited the website and 2,091 submitted a survey response.

The survey link was posted on the CSP website, distributed via social media and printed on contact cards. Overall, six distinct survey links were generated in order to track how individuals learned about and accessed the survey. Both Troopers and Port of Entry (POE) personnel were provided with printed contact cards prompting customers to follow the link to complete the CSP survey. Both groups were instructed to inform participants that the survey was optional and completely anonymous.

Troopers distributed 35,000 survey contact cards and POE personnel issued 15,000 cards. The Facebook and Twitter link was disseminated via posts, shares, likes and re-tweets.

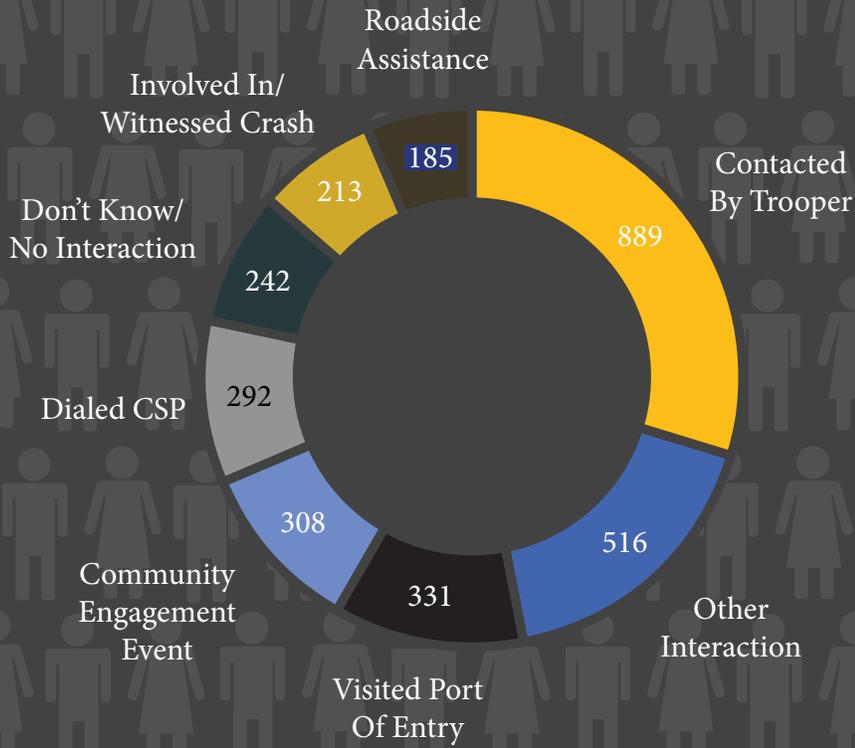
Lastly, the CSP Website link was available at the top of the Colorado State Patrol's homepage for the duration of survey administration. In addition, the survey was also promoted through an agency memorandum from Chief Scott Hernandez to all members.

Demographics

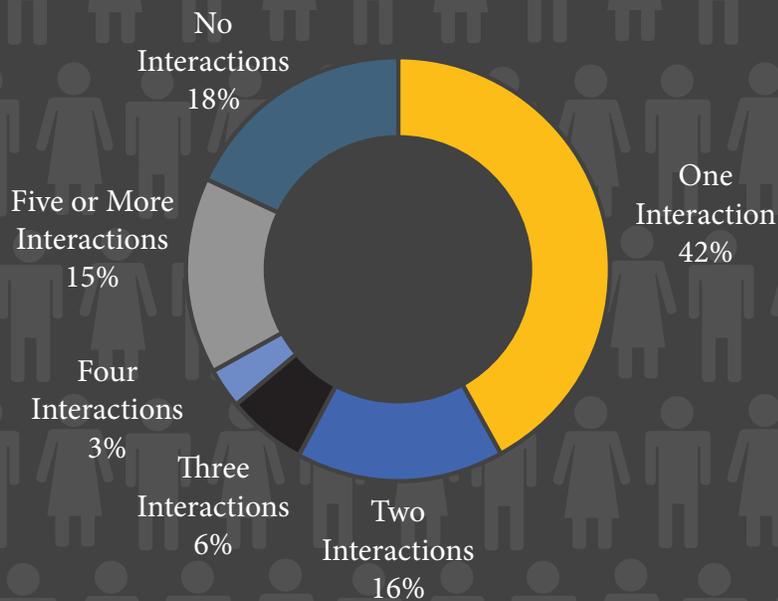


White/Caucasian	76% (1584)	African American	1% (24)
Hispanic or Latino	7% (148)	Other Ethnicity	1% (21)
Multi-Racial	1% (29)	Native American	1% (14)
Asian or Pacific Islander	1% (28)		

Types Of Interactions Reported



Number of Interactions with CSP In The Past Two Years



General Survey Findings

Overall, the survey sample provided opinions of respondents with varied experiences with the Colorado State Patrol. The previous survey conducted by the Colorado State Patrol in 2012, received 430 responses, of which only 42% of respondents had interacted with the Colorado State Patrol. In contrast, 2,091 people responded in 2015, 82% of which had one or more contacts with the Colorado State

Patrol. The most common respondent had one interaction with the State Patrol, based on being contacted by a trooper.

The below statements describe the major findings for each interaction type. Overall, most scores are very positive, exceeding 80% favorable.

What Did Respondents Say About Their Interactions?

Safety: Overall ratings of highway safety are strong though declining. Those who drive mostly highways are most positive.

Traffic: Most believe that traffic is worse than 2 years ago; first responders are especially critical.

Contacted by Trooper: Ratings of respect and professionalism are strong. Those who receive warnings are most positive; those who receive citations are least positive.

Visited POE: Similar to trooper contact, those who receive citations are least positive. Those involved in roadside inspections are least positive on efficient clearance times.

Involved in Crash: Those involved in a crash rate safety lower than overall, but professionalism scores remain strong.

Dialed CSP: Ratings vary by reason for call; those reporting a drunk driver are most critical.

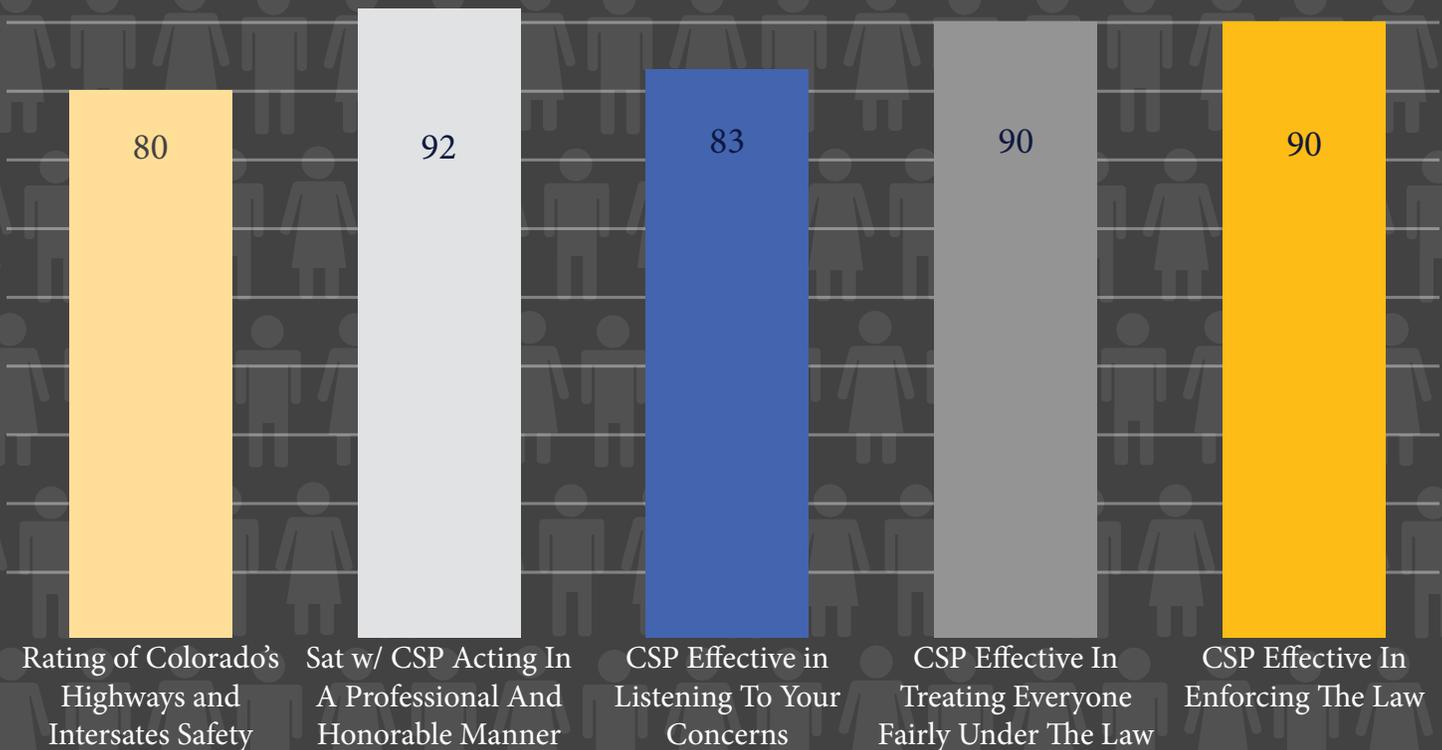
Roadside Assistance: Recipients of roadside assistance rate safety, professionalism and feeling listened to higher than overall.

Community Engagement Event: The more frequent the respondent saw CSP at an event, the more positive their responses were. Professionalism is especially high.

Across Topics

- The below statements describe findings specific to groups of interest, across different survey questions and topics. Most importantly, there are no groups that consistently rate the Colorado State Patrol dramatically lower than others. Minority groups tended to rate the Colorado State Patrol especially positively.
- Professionalism is a strength across all types of interactions; professionalism is rated positively by almost every demographic group.
- Respect scores are also high; commercial motor vehicle (CMV) operators and first responders feel more respected with POE than other CSP interactions.
- CMV operators are relatively positive; while first responders are more critical, especially in regards to traffic and safety.
- Females are most positive, followed by males, then those who self identify as another gender, which is potentially related to different types of interactions.
- While item scores vary by ethnicity, many minority groups report strong levels of trust. African American respondents are most positive on CSP treating everyone fairly under the law, and CSP's effectiveness in listening to concerns.
- Many respondents used open ended items as a venue to demonstrate recognition, respect and appreciation for the work CSP does. Over 90 troopers were mentioned by name in a positive manner.

Building Police Trust and Legitimacy



Within the 21st Century Policing Report, decades of research and practice support the premise that people are more likely to obey the law when they believe that those who are enforcing it have legitimate authority to tell them what to do. But the public confers legitimacy only on those they believe are acting in procedurally justice ways. Procedurally just behavior is based on four central principles; treating people with dignity and respect, giving individuals “voice” during encounters, being neutral and transparent in decision making and conveying trustworthy motives.⁴

The Colorado State Patrol specifically asked questions related to trust, being treated fairly under the law, if the CSP member acted in a professional and honorable manner and if the survey respondent felt listened to during contact with the member of the State Patrol. These dynamics of interaction with members of the Colorado State Patrol will highlight the public perception of the agency's ability to engage in procedurally just behavior as well as fair and impartial policing.

The graph above displays items answered by each respondent, regardless of what kinds of interactions they had with the Colorado State Patrol. Unless otherwise noted, percentages in each graph are the percent favorable – the percent of people who answered positively on each item (e.g., strongly agree or agree on a 5-point agreement scale).

Scores are strong; 80% favorable or higher and are strongest in interactions where the Colorado State Patrol is most influential: enforcing the law, acting in a professional and honorable manner, and treating everyone fairly. The least favorable opinion is about safety of the highways and interstates, which is more about the context in which the Colorado State Patrol operates.

Clearly, the public views the CSP as fair, honorable, professional and effective (9 of 10 respondents would agree, a very high rating, with only 1 in 10 being neutral or unfavorable).

⁴United States. President's Task Force on 21st Century Policing. *Final Report of the President's Task Force on 21st Century Policing*.

How Safe Do You Feel Traveling On Colorado's Highways?

Overall
67%
(2091)

70%
(480)

Drives Mostly
Highways

66%
(1431)

Drives Mix of
Highways and
City/Town Roads

65%
(162)

Drives Mostly
City/Town Roads

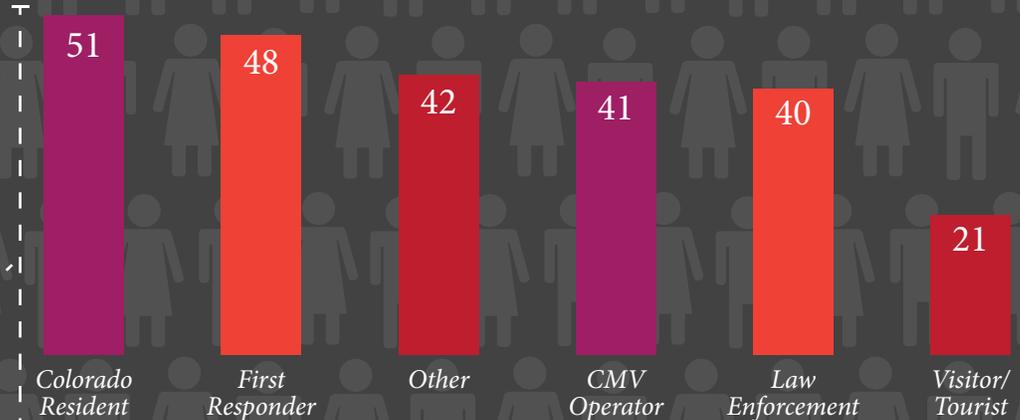
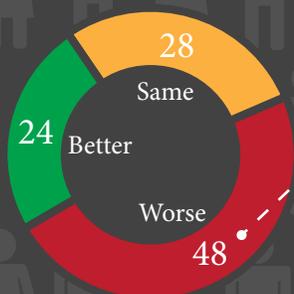
Mean Safety Rating



67% of respondents feel safe on Colorado's highways, though the score varies depending on the respondent's driving habits. Driving habits were self-selected and described as; drives mostly on highways, drives mix of highways and city/town roads, or drives mostly city/town roads. (For this item, the 67% represents a 7, 8, 9, or 10 on a 10-point scale). Those who drive mostly highways, feel the most safe. In 2015, the mean score is 7.1, down from 7.6 in 2012 and 7.4 in 2009, data gathered from previous public opinion surveys.

Opinions on traffic also vary by respondent demographic. Residents and first responders are more critical (presumably because they are most impacted by traffic conditions), while visitors are less critical.

How Has Traffic On Colorado's Highways Changed In The Past Two Years?



Suggestions To Better Manage Traffic

You guys are doing what you can. I think that the highways and interstates are less safe due to the lack of enough maintenance. Thanks.

Feels traffic is slightly worse

When people see State Patrol they usually behave better in traffic, so just the officers being there would likely make busy traffic go smoother.

Feels traffic is about the same

Your job is dangerous and very much appreciated. The method used from start to finish was focused on improving safety, helping me understand more about speed-related traffic issues, and paying more attention to the rules of the road. DO NOT change the approach - it gets attention and makes sense.

Feels traffic is significantly better

Work on getting the accidents off of the roadway faster.

Feels traffic is slightly worse

There really isn't that much that can be done - some people are just plain stupid or willfully out of compliance with normal rules of the road. Until people in the US decide they aren't more important than the other people on the road, we will still suffer avoidable collisions and injuries.

Feels traffic is about the same

With the increase in population and the number of drivers on the road it is impossible for an officer to be everywhere all the time. I think a more visible presence tends to control traffic and peoples driving habits are more cautious. People hate to get pulled over and if an officer might issue a warning rather than a ticket, he/she, just might change that persons attitude. This would be a perfect opportunity to enforce the left lane is for passing with a warning, just to get drivers to understand the reason behind this law. I think in most cases the State Patrol is and has done an outstanding job for our citizens of Colorado.

Feels traffic is significantly worse

What Is The Greatest Threat To Safety?

Reckless drivers who drive too fast and are preoccupied with their cell phones.

Drives mostly highways

Way too much traffic and at very high speed beyond the legal speed limit especially in I-25. I do not criticize the patrol staff at all, but strongly unhappy by the majority of drivers who are not behaving correctly!

Drives mostly city/town roads

Wild animals entering the roadway in front of my vehicle. Car drivers texting while driving.

Drives a mix of highways and city/town roads

Unsafe driving such as not putting turning signals on. Another threat is distracted drivers on their phones.

Drives a mix of highways and city/town roads

The greatest threat to personal safety on the roadways in my opinion would be, cars that tailgate and cars that transition lanes without a safe distance between them and the car in front of them.

Drives a mix of highways and city/town roads

Too many drivers who are impaired or inattentive. And in the winter, drivers who are unprepared for winter driving conditions.

Drives a mix of highways and city/town roads

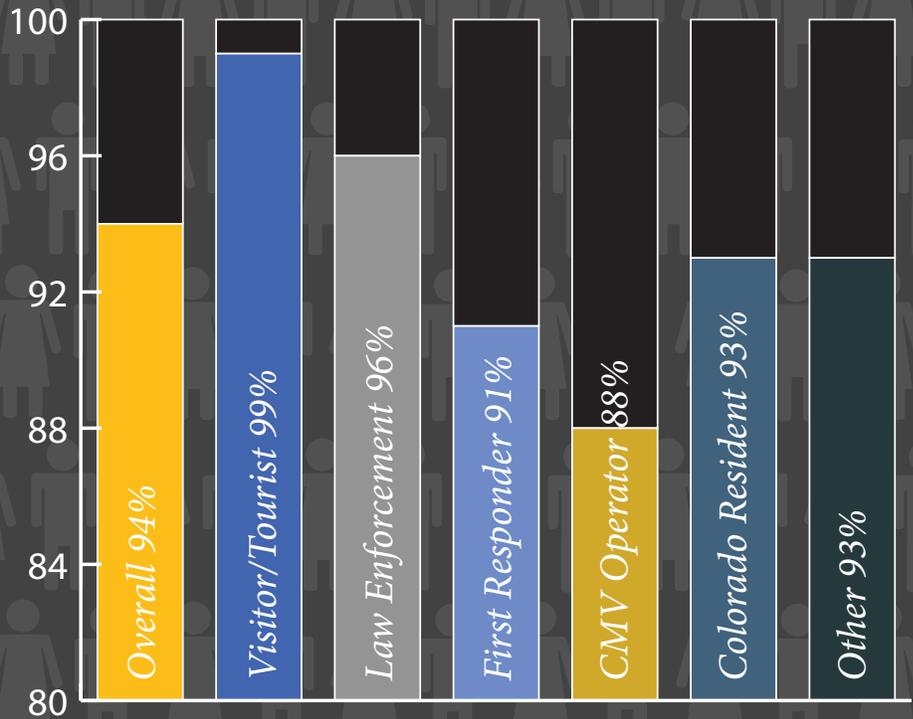
Respect In Interaction

The survey specifically asked respondents if they felt treated with respect during their contact with the Colorado State Patrol. These results are divided by the respondents self-selected demographic. The overall rating is high with a score of 94% of survey respondents feeling respected during their interaction.

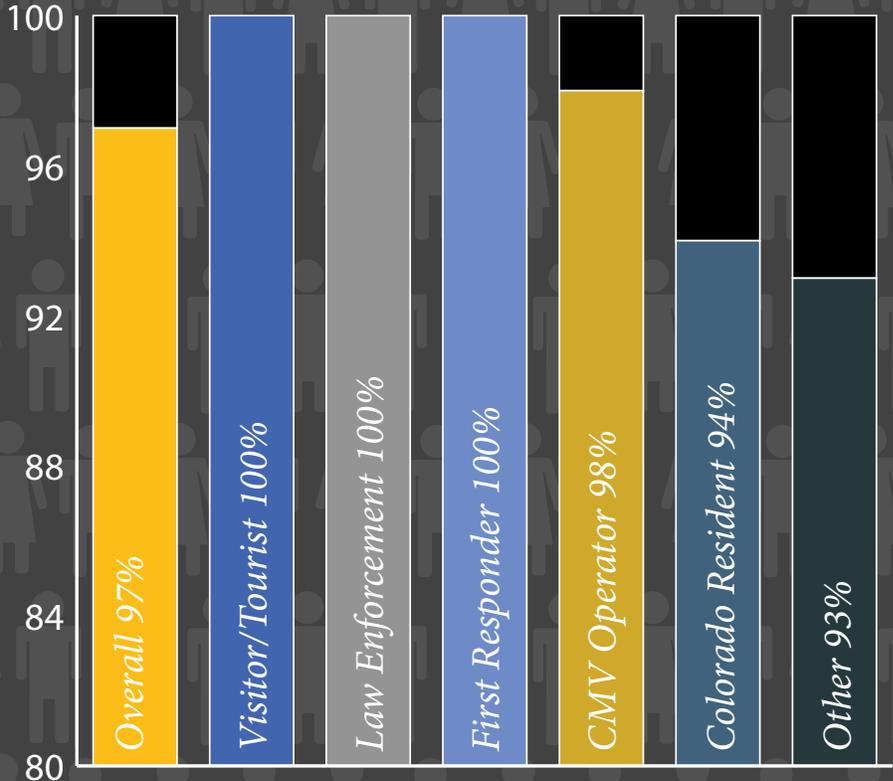
As noted in the 21st Century Policing Report, individuals who experienced a respectful interaction with law enforcement leads to a positive perception of the agency, in this case, the Colorado State Patrol's ability to act in a procedurally just manner with fair and impartial policing principles in mind.

Additionally, those respondents with interaction with the Colorado State Patrol Port of Entry(POE) were asked about respect. Commercial motor vehicle operators were a large population of survey respondents and their perceptions are highlighted here. Overall, interaction with POE members obtained a 97% satisfaction rating as it relates to being treated with respect.

Treated With Respect In Your Contact With CSP

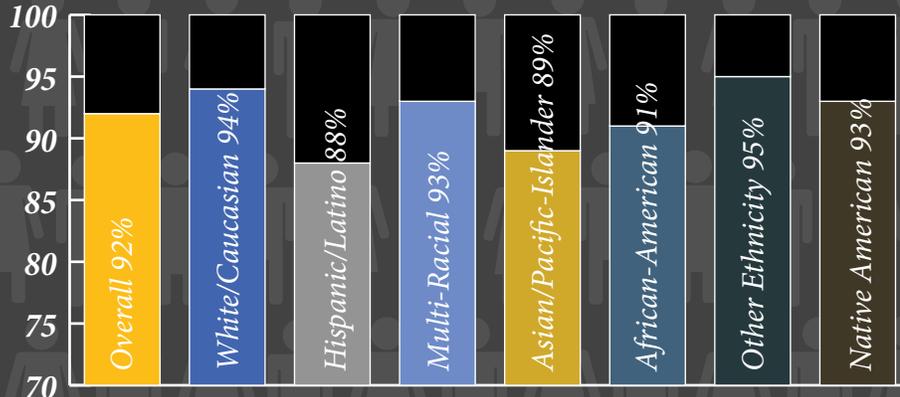


Treated With Respect In Your Contact With POE



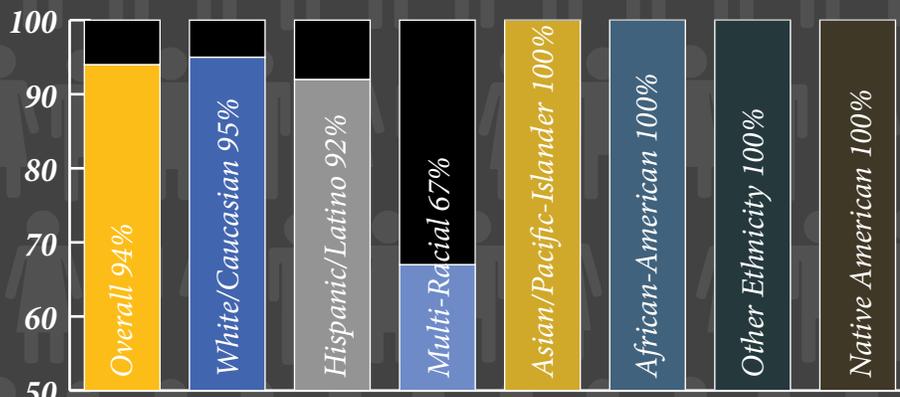
Professionalism

Satisfied with CSP Acting In A Professional And Honorable Manner



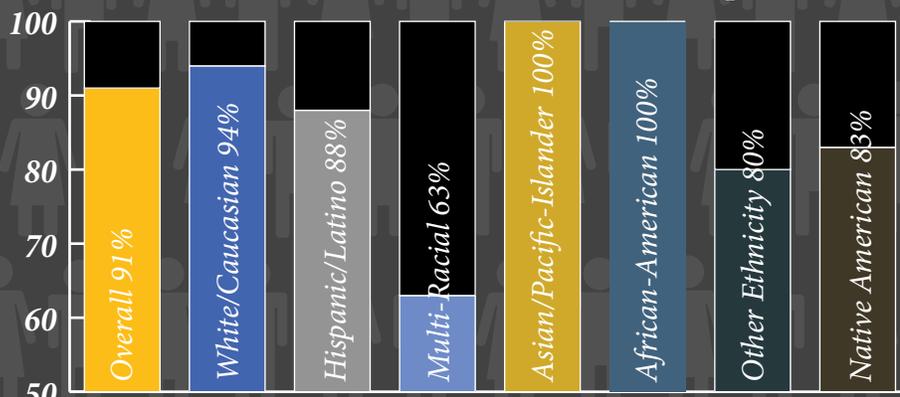
The Colorado State Patrol's Core Values consist of Honor, Duty, and Respect. Not only do CSP members know and conduct themselves in accordance with these values, they are also aligned with fair and impartial policing principles.

Professionalism Of Colorado State Troopers In Your Community



Research demonstrates that these principles of procedure justice and fair and impartial policing lead to relationships in which the community trusts that officers are honest, unbiased, benevolent, and lawful. The community therefore feels obligated to follow the law and the dictates of legal authorities and is willing to cooperate with and engage those authorities because it believes it shares a common set of interests and values with police.⁵

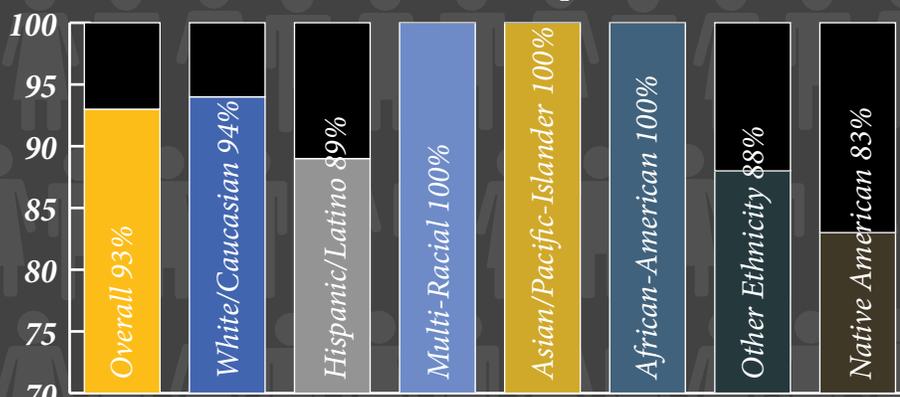
Professionalism of the Communication Officer You Spoke With



Across all ethnicities, survey respondents rated overall satisfaction with CSP members acting in a professional and honorable manner at 92%.

This rating is extremely positive for the overall perception of the Colorado State Patrol's ability to effectively and professionally serve its communities.

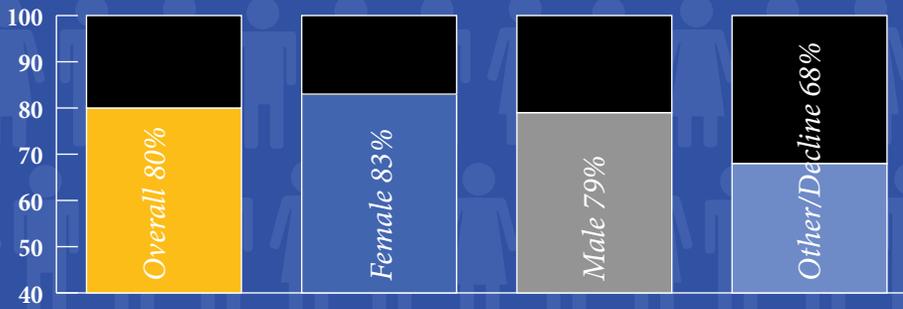
Professionalism Of Colorado State Troopers In Your Interaction



⁵United States. President's Task Force on 21st Century Policing. *Final Report of the President's Task Force on 21st Century Policing.*

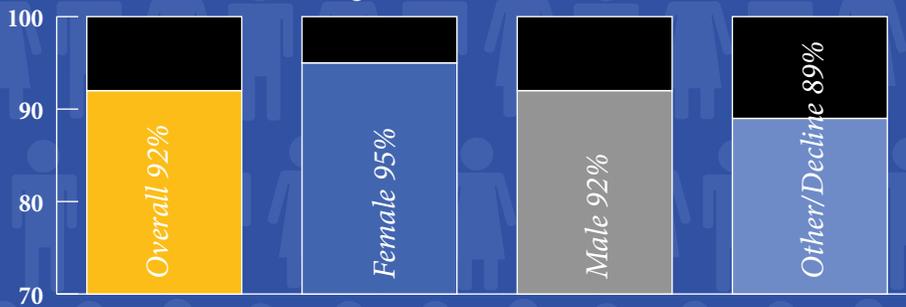
Opinions By Gender

Rating Of Colorado's Highways And Interstates Safety



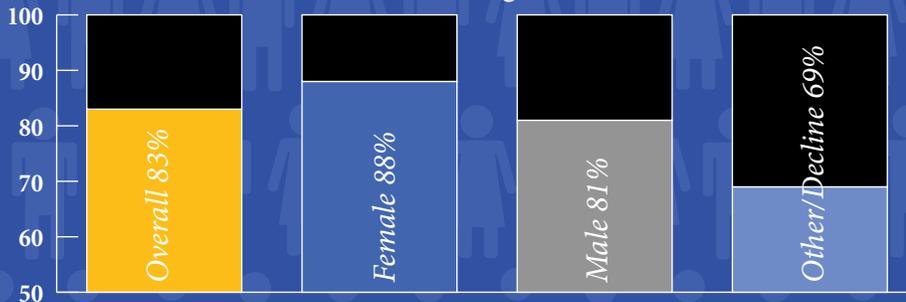
The core items related to “Building Trust and Legitimacy” are divided by gender. Although each item is considered a positive satisfaction rating, female respondents are more positive than male respondents. This was also the trend during the last Colorado State Patrol public opinion survey in 2012.

Satisfied with CSP Acting In A Professional And Honorable Manner



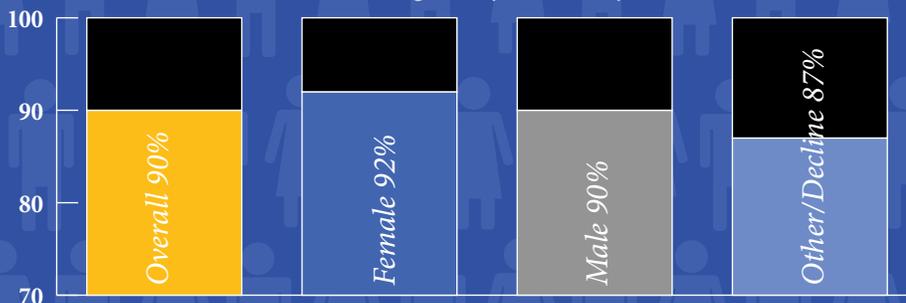
In the “other/declined to answer” demographic group, the CSP is consistently rated lower, however this demographic group consisted of 36 respondents, making comparisons to the larger gender groups difficult.

CSP Effective In Listening To Your Concerns



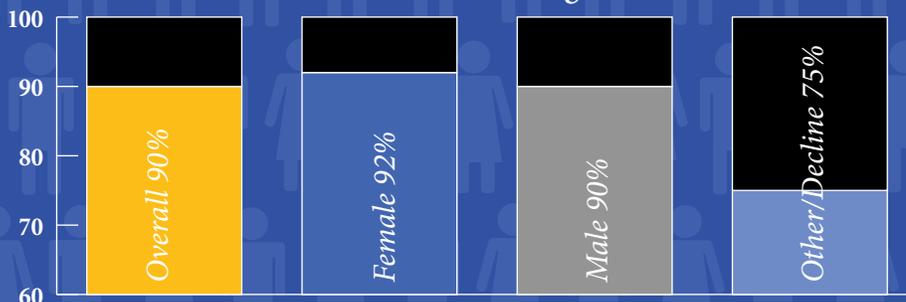
Effective listening and treating everyone fairly under the law is part of an agency’s external procedural justice. External procedure justice focuses on the ways officers and other legal authorities interact with the public and how the characteristics of those interactions shape the public’s trust of the police.⁶

CSP Effective In Treating Everyone Fairly Under The Law



The favorable scores illustrated to the left highlight the Colorado State Patrol’s ability to effectively provide law enforcement services to communities across Colorado.

CSP Effective In Enforcing The Law



⁶United States. President’s Task Force on 21st Century Policing. *Final Report of the President’s Task Force on 21st Century Policing.*

What Advice Do You Have For The Chief?

You guys in all my experiences do your profession justice that is above and beyond the call of duty, for this you're to be applauded. I know being a LEO of any kind right now cant be easy, and I have seen how varied your jobs can be within a single shift. Thank You. You still have people out here that will support you with everything we can!

Drives Mostly Highways, Feels Very Safe

Your Patrol is much needed on the highways of Colorado. Instead of having a zero tolerance campaign on special occasions, make it zero tolerance every day! I understand I could possibly make a mistake somewhere in the future and if I am pulled over for it then so be it. There are too many idiots on the highways these days.

Drives Highways & City/Town Roads, Feels Safety is the Same

E-Tickets! I'm in disbelief that I had to mail my ticket in and that I had to write a check.

Drives Highways & City/Town Roads, Feels Safe

All respondents were invited to provide open-ended feedback. 1,380 respondents provided feedback to the question, "If you could give Chief Hernandez of the Colorado State Patrol any advice, what would it be?"

Respondents also had an opportunity to provide feedback on managing traffic, greatest threats to safety, examples for their ratings of the Colorado State Patrol, and clarification for when they selected "other" as an answer.

Your department needs more officers. I don't see as many troopers as I'd like out there. Not that they're not working, just in my humble opinion we don't have near enough Colorado State Troopers.

Drives Mostly Highways, Feels Safe

I wish something could be done about the often unsafe driving of commercial vehicles in Colorado. The amount of debris either kicked up or dropped by large trucks is a well known source of frequent damage.

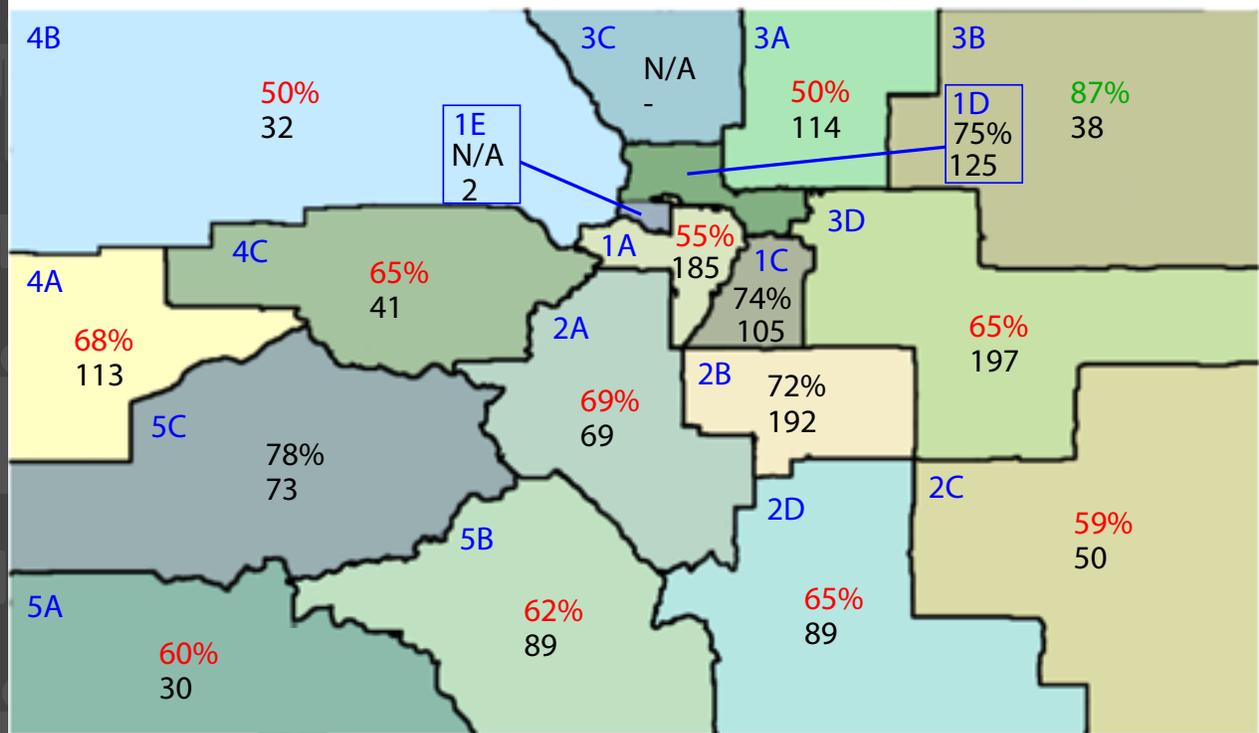
Drives Highways & City/Town Roads, Feels Safe

To take a harder stance against texting and driving.

Drives Highways & City/Town Roads, Feels Unsafe

Opinions By Troop Office Location

How safe do you feel traveling on Colorado's highways?



Opinions By Troop Coverage Area

Troop	N	Rating of CO's highways and interstates safety	CSP acting in professional and honorable manner	Effectiveness of CSP in listening to your concerns?	Effectiveness of CSP treating all fairly under law?	Effectiveness of CSP in enforcing the law?	How safe feel traveling on CO's highways?	Traffic on CO's highways improved in past two years?
Troop 3D	197	72	89	78	86	88	65	14
Troop 2B	192	81	96	84	93	89	72	30
Troop 1A	185	75	93	85	91	86	55	16
Troop 1D	125	86	94	90	91	92	75	25
Troop 3A	114	64	95	86	95	88	50	12
Troop 4A	113	84	86	70	84	86	68	29
Troop 1C	105	88	92	85	94	93	74	11
Troop 5B	89	80	88	76	86	92	62	24
Troop 2D	89	75	88	78	86	88	65	38
Troop 5C	73	81	88	80	91	94	78	23
Troop 2A	69	75	96	81	86	91	69	19
Troop 2C	50	78	92	82	91	89	59	26
Troop 4C	41	76	93	82	97	93	65	27
Troop 3B	38	84	92	85	92	92	87	24
Troop 4B	32	71	91	71	83	87	50	28
Troop 5A	30	77	97	88	92	96	60	38

Areas For More Effort/Enforcement

Educating drivers who drive in the left lane needs to be a priority. Everyone has seen a driver treat the lane as their own and force drivers to pass on the right. I feel this creates road rage in many drivers.

Driving

Drivers who fail to yield to emergency vehicles. More times than I want to remember, have had to take evasive action to prevent MVA due to drivers ignoring sirens and flashing lights. Need dash cams in ambulances!

Driving

Awareness of animals on the road. It's very dangerous. More signage about animals at location of crashes.

Safety

There is always a need for all the items that are on the effort/enforcement list however I think CSP needs to focus on the troopers as well. With all the accidents that are happening with the troopers it's apparent that troopers need more protection.

Safety

Actively move traffic along when rubber-neckers are excessively slowing to view a simple traffic stop or a minor fender bender that has been moved to an area of safety.

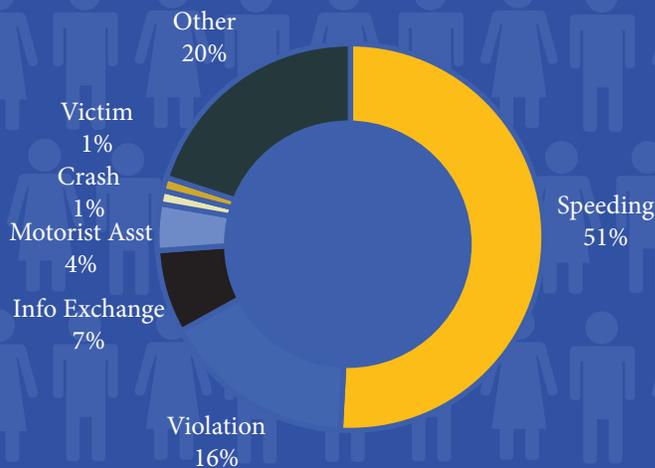
Traffic

More DUI enforcement!

Safety

Interaction: Contacted By Trooper

889 (43%) Said They Were Contacted By A Trooper



889 respondents, or 43% of the survey sample, indicated they had been contacted by a trooper.

The bar graph at the top illustrates the scores of questions asked specifically of respondents who were contacted by a trooper. Consistent with the overall questions regarding professionalism and fairness, nearly 19 of 20 respondents contacted by troopers felt respected, with clear communication about their interactions.

The pie chart illustrates the percentage of reasons why respondents were contacted (e.g., half were pulled over for speeding).

Other Interactions In Addition To Being Contacted By Trooper		
	Count	Overall Count
Community Engagement Event	107	308
Involved In/Witnessed Traffic Crash	80	213
Roadside Assistance	63	185
Dialed Colorado State Patrol	142	292
Visited Port Of Entry	71	331
Other Interaction	93	516
Respondent Self Description		
Colorado Resident	726	1648
Visitor/Tourist	111	190
Law Enforcement	48	131
First Responder	46	114
Commercial Motor Vehicle Operator	93	406
Other - Self Described	46	91

The table to the left shows the number of respondents that fall into each self selected category and in each additional interaction type. For example, those contacted by a trooper, 107 have also seen a Colorado State Patrol member at a community engagement event, or, 80 also have been involved in/ or witnessed a traffic crash. The chart also highlights the self-selected demographic of how the respondent identified themselves (e.g., Colorado resident, visitor/ tourist, law enforcement, etc.).

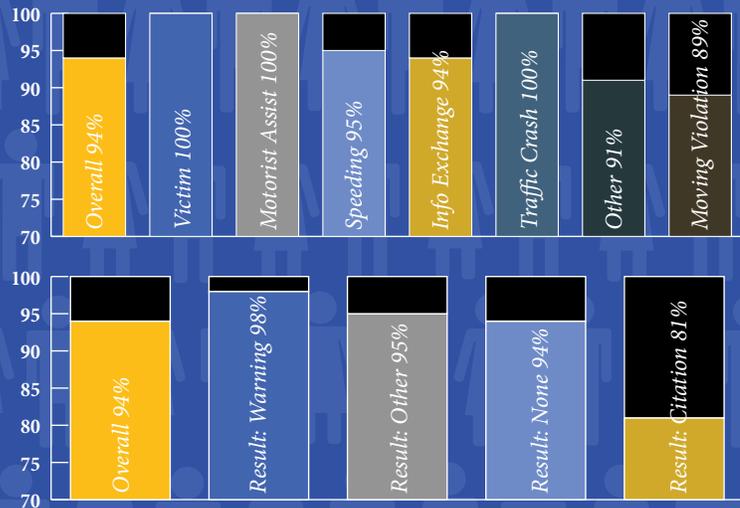
Interaction: Contacted By Trooper

The following bar graphs illustrate the interaction types with corresponding scores specific to the reason for contact. Regardless of why someone was contacted, the ratings of the trooper's respect and communication are universally high.

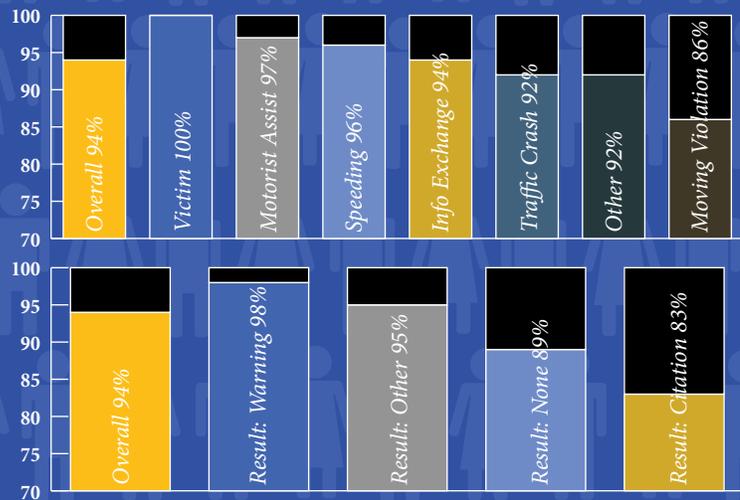
The most common reason for contact is speeding. Respondents contacted for speeding are among the most positive. Those who received a warning are most positive, while those who received a citation are less positive, which is to be expected.

Mostly notably, troopers received more than an 80% favorable score even when the respondent received a citation. This would indicate Colorado State Patrol Troopers maintain effective communication throughout the entire contact with the violator providing why the contact was initiated and describes the responsibility of the violator after the contact.

Treated With Respect In Your Contact With CSP



Effectiveness In Clearly, Effectively Communicating Why You Were Contacted

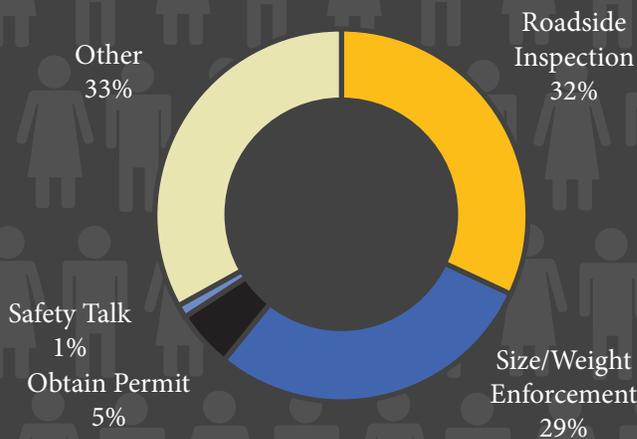
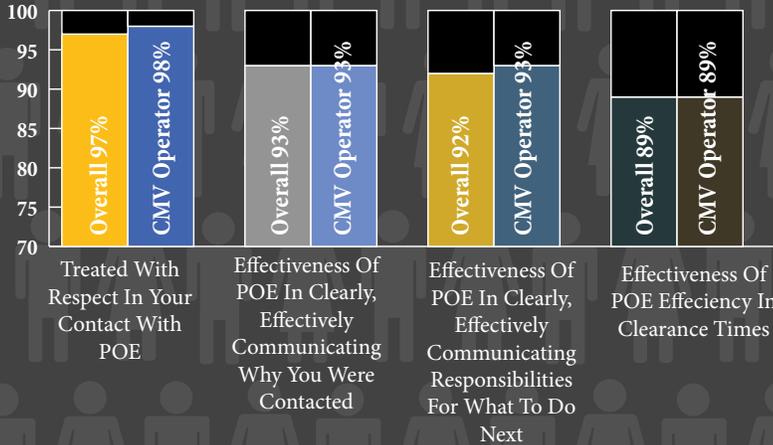


Effectiveness In Clearly, Effectively Communicating Responsibilities For What To Do Next



Interaction: Visited Port Of Entry

331 (16%) Said They Visited A Port Of Entry



Throughout the State of Colorado, there are eight fixed and one mobile Port of Entry (POE) across the state.

331 respondents indicated they had visited a port of entry. The bar graph at the top shows the scores of questions asked specifically of respondents who visited a port of entry. It is important to note that scores for the survey overall vs. those from commercial motor vehicle operators are essentially identical. This suggests POE Officers conduct themselves with the same level of professionalism and honor as troopers and other members of the Patrol.

The pie chart highlights reasons why respondents visited a Port of Entry.

Other Interactions In Addition To Visiting A Port Of Entry		
	Count	Overall Count
Contacted By Trooper	71	889
Community Engagement Event	27	308
Involved In/Witnessed Traffic Crash	33	213
Roadside Assistance	30	185
Dialed Colorado State Patrol	42	292
Other Interaction	43	516
Respondent Self Description		
Colorado Resident	126	1648
Visitor/Tourist	33	190
Law Enforcement	8	131
First Responder	11	114
Commercial Motor Vehicle Operator	288	406
Other - Self Described	9	91

The table to the left shows the number of respondents that fall into each self selected category and in each additional interaction type. For example, those who visited a Port of Entry, 71 were also contacted by a trooper, or, 30 received roadside assistance. The chart also highlights the self-selected demographic of how the respondent identified themselves (e.g., Colorado resident, visitor/tourist, law enforcement, etc.).

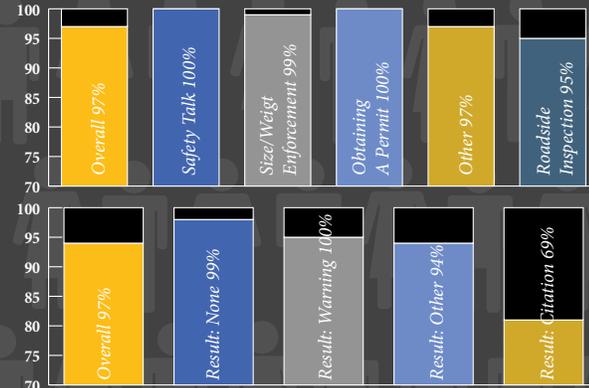
Interaction: Visited Port Of Entry

Respondents who were at a Port of Entry for size/weight enforcement are most positive, while those receiving a roadside inspection or a permit are more critical, especially of clearance times.

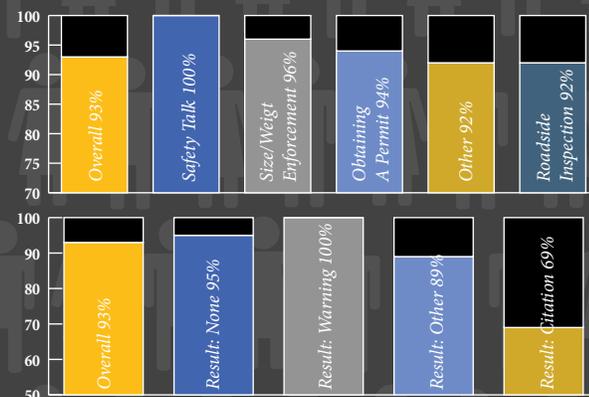
Respect is high across groups. Results vary depending on the result of contact, however, only 69% of those receiving a citation from the Port of Entry received a positive interaction score which similar to the pattern seen with respondents who were contacted by a trooper.

Typically, those who received a citation are much more critical of respect, communication and effectiveness.

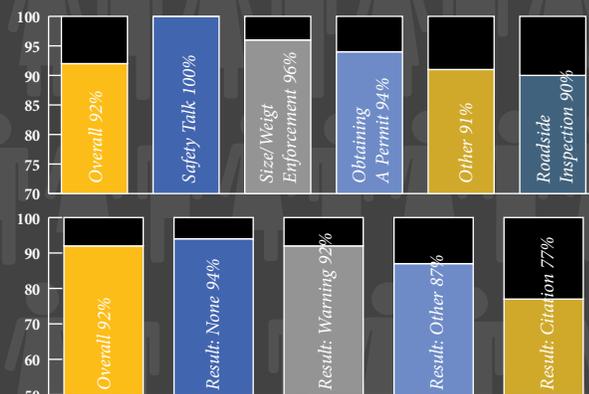
Treated With Respect In Your Contact With POE



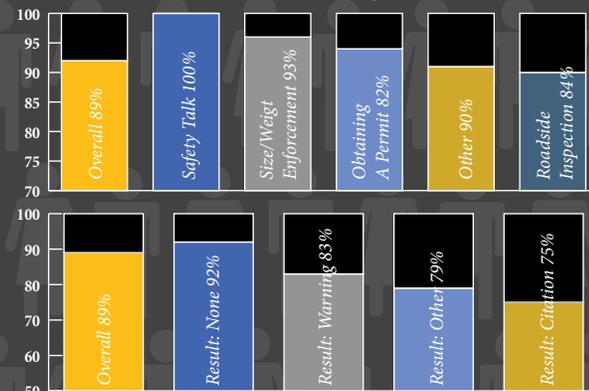
Effectiveness Of POE In Clearly, Effectively Communicating Why You Were Contacted



Effectiveness Of POE In Clearly, Effectively Communicating Responsibilities For What To Do Next



Effectiveness Of POE Efficiency In Clearance Times



Interaction: Involved In/Witnessed Crash

213 (10%) Said They Were Involved In Or Witnessed A Traffic Crash



213 respondents indicated they were involved in or witnessed a traffic crash.

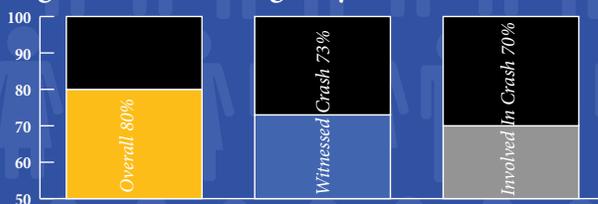
Consistent with results in other parts of the survey, CSP communication was rated very clear and effective in describing what to do next after the contact.

The bar graph illustrates the percentage of respondents who were involved in vs. witnessed the crash (close to 50/50).

Other Interactions In Addition To Being Involved In A Crash		
	Count	Overall Count
Contacted By Trooper	80	889
Community Engagement Event	58	308
Roadside Assistance	42	185
Dialed Colorado State Patrol	73	292
Visited Port Of Entry	33	331
Other Interaction	49	516
Respondent Self Description		
Colorado Resident	199	1648
Visitor/Tourist	3	190
Law Enforcement	25	131
First Responder	32	114
Commercial Motor Vehicle Operator	38	406
Other - Self Described	12	91

The table to the left shows the number of respondents that fall into each self selected category and in each additional interaction type. For example, those who were involved in or witnessed a crash, 80 were also contacted by a trooper, or, 73 dialed the Colorado State Patrol. The chart also highlights the self-selected demographic of how the respondent identified themselves (e.g., Colorado resident, visitor/tourist, law enforcement, etc.).

Rating Of Colorado's Highways And Interstates Safety



Scores regarding safety from those who were involved in the crash are relatively comparable to those who witnessed the crash. Understandably, both groups rate safety of highways lower than those who were not exposed to a crash.

Satisfied With CSP Acting In A Professional And Honorable Manner



Importantly, CSP professionalism remains high during interactions on crash scenes.

Interaction: Roadside Assistance

185 respondents indicated they were involved with roadside assistance which is further broken down by the different types of involvement, the clear majority received direct assistance.

185 (9%) Said They Were Involved With Roadside Assistance

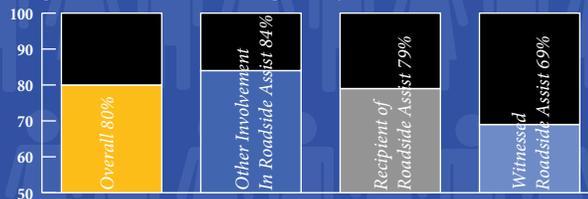
127 Recipient 35 Witness 6 Safety 4 Repair 4 Towing 2 CDOT 2 Inspection 1 Partner

The table to the right shows the number of respondents that fall into each self selected category and in each additional interaction type. For example, those who were involved with roadside assistance, 63 were also contacted by a trooper, or, 30 visited a Port of Entry. The chart also highlights the self-selected demographic of how the respondent identified themselves (e.g., Colorado resident, visitor/tourist, law enforcement, etc.).

Other Interactions In Addition To Roadside Assistance		
	Count	Overall Count
Contacted By Trooper	63	889
Community Engagement Event	46	308
Involved In/Witnessed Crash	42	213
Dialed Colorado State Patrol	48	292
Visited Port Of Entry	30	331
Other Interaction	40	516
Respondent Self Description		
Colorado Resident	154	1648
Visitor/Tourist	18	190
Law Enforcement	15	131
First Responder	17	114
Commercial Motor Vehicle Operator	39	406
Other - Self Described	11	91

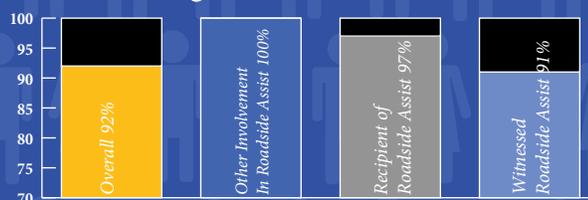
Those who were recipients of roadside assistance are more positive than those who witnessed it, likely due to additional information about the interaction.

Rating Of Colorado's Highways And Interstates Safety



Those with 'other' types of interaction are most positive. The "Other" group includes a variety of interactions, yet includes partner agencies and people who helped the Colorado State Patrol deliver the assistance.

Satisfied With CSP Acting In A Professional And Honorable Manner

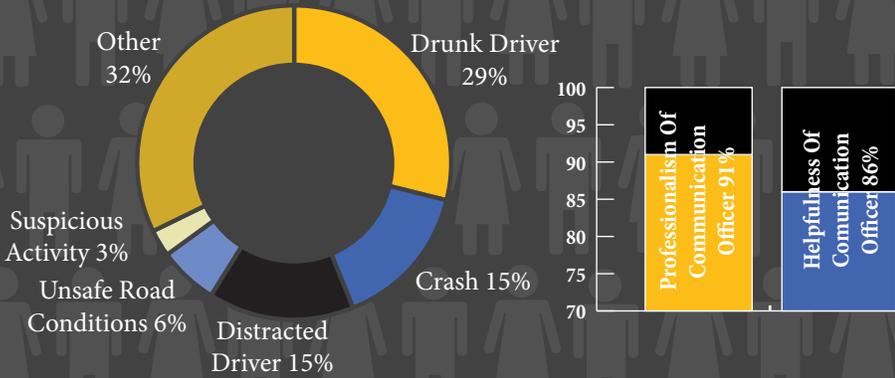


CSP Effective In Listening To Your Concerns



Interaction: Dialed CSP

292 (14%) Said They Dialed CSP



292 respondents indicated they dialed the Colorado State Patrol.

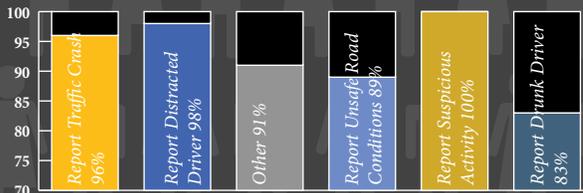
The pie chart illustrates the percentage of reasons why respondents called in. Interestingly, almost a third were calling to report a drunk driver.

The bar graph at the top shows the scores of items asked specifically of respondents who dialed the Colorado State Patrol. The professionalism of the Communication Officer received a 91% favorable rating, while the helpfulness of the Communication Officer received a favorable rating of 86%.

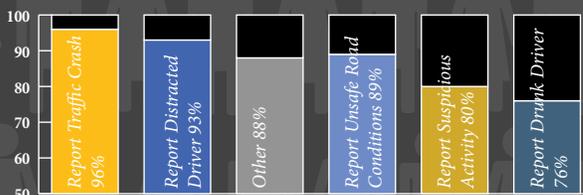
The table to the left shows the number of respondents that fall into each self selected category and in each additional interaction type. For example, of those that dialed CSP, 142 were also contacted by a trooper, or, 89 had interaction with a member of CSP at a community engagement event. The chart also highlights the self-selected demographic of how the respondent identified themselves (e.g., Colorado resident, visitor/tourist, law enforcement, etc.).

Other Interactions In Addition To Dialing CSP		
	Count	Overall Count
Contacted By Trooper	142	889
Community Engagement Event	89	308
Involved In/Witnessed Crash	73	213
Roadside Assistance	48	185
Visited Port Of Entry	42	331
Other Interaction	89	516
Respondent Self Description		
Colorado Resident	266	1648
Visitor/Tourist	9	190
Law Enforcement	40	131
First Responder	40	114
Commercial Motor Vehicle Operator	50	406
Other - Self Described	16	91

Professionalism Of The Comm Officer You Spoke With



Helpfulness Of The Comm Officer You Spoke With



The graph further illustrates the perceived professionalism and helpfulness of the Communication Officer based on the reason for the contact. Those calling to report suspicious activity and drunk drivers are least satisfied with CSP's helpfulness. This may be because of the conditions under which it is harder to render help. Nevertheless, earnest people calling to try to help (e.g., report a drunk driver) should leave the call with a sense that their tip is appreciated and will be acted upon.

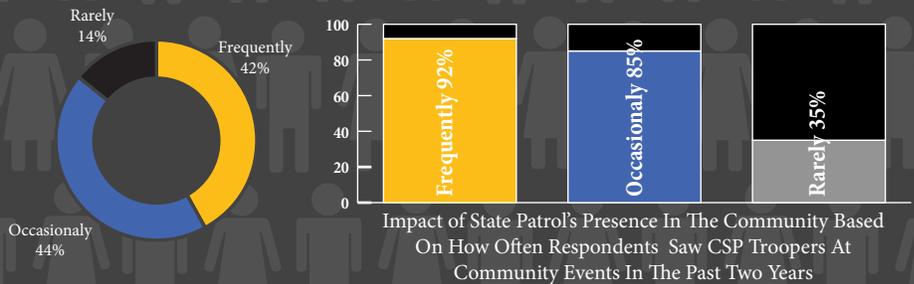
Interaction: Community Engagement

308 respondents indicated they interacted with a CSP member at a local community engagement event within the past two years. The pie chart shows the percentage of respondents that attend community engagement events with different frequencies. The bar graph at the top illustrates the scores of items asked specifically of respondents who attended a community engagement event. The more frequent exposure to events a respondent has, the more impact they see in the community. This underscores that community events are seen as important, especially as viewed by those who know them best.

The table to the right shows the number of respondents that fall into each self selected category and in each additional interaction type. For example, those who attended a community engagement event, 107 were also contacted by a trooper, or, 46 received roadside assistance. The chart also highlights the self-selected demographic of how the respondent identified themselves (e.g., Colorado resident, visitor/tourist, law enforcement, etc.).

The more frequently a respondent attended a community event, the more positive their ratings are, suggesting a consistent, positive experience. As echoed throughout the survey, the CSP is viewed as honorable and professional across all kinds of interactions.

308 (15%) Said They Attended A Community Engagement Event



Other Interactions In Addition To Attending A Community Engagement Event		
	Count	Overall Count
Contacted By Trooper	107	889
Involved In/Witnessed Crash	58	213
Roadside Assistance	46	185
Dialed Colorado State Patrol	89	292
Visited Port Of Entry	27	331
Other Interaction	106	516
Respondent Self Description		
Colorado Resident	292	1648
Visitor/Tourist	4	190
Law Enforcement	52	131
First Responder	43	114
Commercial Motor Vehicle Operator	33	406
Other - Self Described	16	91

How Would You Rate The Professionalism Of Colorado State Troopers In Your Community



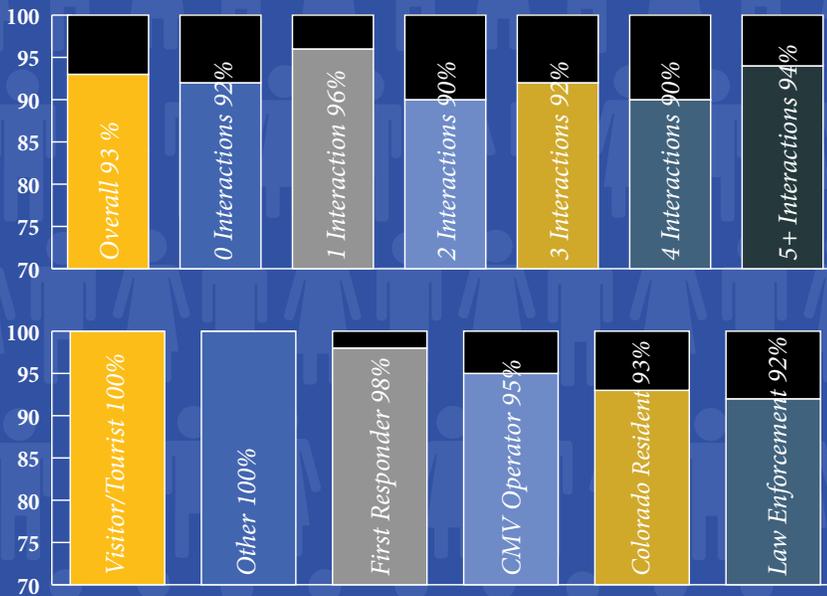
Interaction: Other

Other Interactions		
	Count	Overall Count
Contacted By Trooper	93	889
Community Engagement Event	106	308
Involved In/Witnessed Crash	49	213
Roadside Assistance	40	185
Dialed Colorado State Patrol	89	292
Visited Port Of Entry	43	331
Respondent Self Description		
Colorado Resident	436	1648
Visitor/Tourist	24	190
Law Enforcement	66	131
First Responder	54	114
Commercial Motor Vehicle Operator	79	406
Other - Self Described	24	91

Respondents who selected they had an 'other' interaction with the Colorado State Patrol were asked one question about the professionalism of the Colorado State Patrol member in their interaction.

The table to the left shows the number of respondents that fall into each self selected category and in each additional interaction type. For example, of those that had "other" interaction with CSP, 93 were also contacted by a trooper, or, 89 visited a Port of Entry. The chart also highlights the self-selected demographic of how the respondent identified themselves (e.g., Colorado resident, visitor/tourist, law enforcement, etc.).

Professionalism Of Colorado State Troopers In Your Interaction

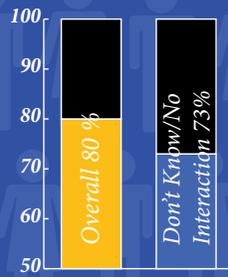


Across groups, respondents rate professionalism very high suggesting a consistent experience with members of the CSP. Visitors are most positive, while law enforcement is least positive, potentially because they have higher expectations of the roles and responsibilities of the CSP.

Interaction: Don't Know/None

Those who did not report having specific interactions with the Colorado State Patrol answered core questions. They rate professionalism similar to all respondents, while they rated effectiveness in listening and effectiveness in enforcing the law lower than respondents overall. As reflected elsewhere, this reinforces the idea that those who know the CSP the best, rate them the highest.

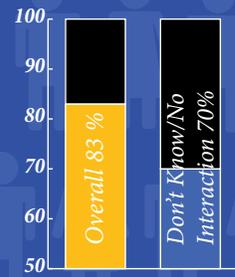
Respondent Self Description		
Colorado Resident	224	1648
Visitor/Tourist	10	190
Law Enforcement	8	131
First Responder	5	114
Commercial Motor Vehicle Operator	17	406
Other - Self Described	9	91



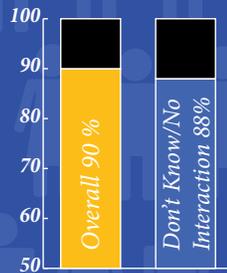
Rate Colorado's Highways And Interstates Safety



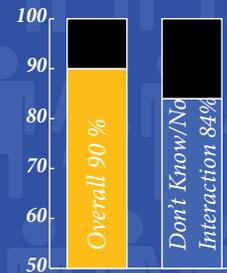
Satisfaction w/ CSP Acting In A Professional And Honorable Manner



Effectiveness of CSP In Listening To Your Concerns



Effectiveness of CSP In Treating Everyone Fairly Under The Law



Effectiveness Of CSP In Enforcing The Law

Conclusion

The Colorado State Patrol is a national leader in law enforcement and strives to constantly evaluate the progress and success of its mission while identifying areas for improvement. Public opinion survey is only one method used to measure the quality of services an agency provides as well as the professionalism of the members who provide these services. After reviewing the President's Task Force on 21st Century Policing final report, it was important for the Colorado State Patrol to implement one of the report's many recommendations that focused specifically on the survey of communities across Colorado. The objective was to ask questions related to; safety, performance, service, community policing and trust.

As evident by the overall positive survey findings, the CSP already has procedural justice and fair and impartial policing principles embedded in the agency's culture. Even when the survey respondent received a citation for violating the law, they felt treated with respect and listened to throughout the contact. These important survey findings highlight the very definition of procedural justice;⁷

- Treating people with dignity and respect
- Giving individuals "voice" during encounters
- Being neutral and transparent in decision making
- Conveying trustworthy motives

After analyzing the results of the survey, the Colorado State Patrol's level of honor, duty and respect held by members across the organization is apparent and should be commended.

⁷United States. President's Task Force on 21st Century Policing. *Final Report of the President's Task Force on 21st Century Policing*.