Oak Park Police Department

Results from the
Police-Community Interaction (PCI) Survey
Citizen- Initiated Contacts (Crime Report and Traffic Crash)

This report was prepared by the Center for Research in Law and Justice, University of Illinois at Chicago, as part of the National Police Research Platform, funded by the National Institute of Justice.

The Police-Community Interaction (PCI) Survey is a joint initiative involving local police departments, sheriff offices, the National Police Research Platform, and the National Institute of Justice. The PCI Survey gives local residents the opportunity to evaluate their recent interactions with local police officers and sheriff deputies. This survey provides standardized data for cities across the nation and has been validated as part of the National Police Research Platform.

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Important: You are the only person with access to this report on your agency. This report does not identify the agencies that participated or their scores, but rather provides findings for groups of agencies. This enables us to maintain our confidentiality commitment, while still providing participating law enforcement agencies with meaningful comparison data so they can get a sense of how they are doing in relation to others.

The Methodology

In participating jurisdictions throughout the country, community members who reported a crime incident or a traffic accident, or who were stopped for a traffic violation in the previous two weeks were sent a letter from the police chief or sheriff inviting them to complete a satisfaction survey (cases involving domestic violence, sexual assault, minors, or sensitive investigations were excluded). Community members were given the option of taking the PCI survey over the telephone (interactive voice technology) or on the Internet, either in English or Spanish. This

report includes only the survey results for cases involving citizen-initiated police contacts. Results for cases initiated by police (traffic stops) can be found in a separate report.

The letter from the chief or sheriff emphasizes that strong measures are in place to protect the community member's identity and confidentiality of survey responses. It states that the University of Illinois at Chicago independently manages the survey and that the local law enforcement agency will not know whether the community member decided to complete the survey, or how he/she answered the survey questions. Also, the identity of individual officers is protected in this survey program. The program focuses on producing summary data, not information about individual officers or community members.

Because the Platform is a standardized measurement system, the presentation of findings allows you to compare your agency's results to those of "similar agencies" and "all agencies." "Similar agencies" has been defined as agencies that are similar to you on several dimensions: agency size, violent crime rate, property crime rate, percent minority, and degree of concentrated disadvantage.[1] These variables have been combined to create a similarity index, with agency size being weighted more heavily than other variables. Scores on the index have been ranked and then divided into three groups of roughly equal size. Members in each group were defined as "similar." Thus, your agency is being compared to agencies that fall into the similarity category that best defines your agency and the community you serve.

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[1] Concentrated disadvantage is a composite index of community characteristics that includes the percent living below the poverty line, percent receiving public assistance, percent unemployed, percent female-headed household, and percent under 18 years old.

*If there were fewer than 10 respondents in a category for your agency, your agency's results are not shown for that category since interpretations could be inaccurate. These instances are marked by the label "N/A"

Demographics of Survey Respondents

This report contains information from persons who had contact with one of your officers between 05/19/2014 and 07/15/2014. As of October 17, 2014, 45 community members had taken the PCI survey for crime incidents and 9 for traffic crashes during this period. The demographic characteristics of the persons who completed the survey are reported below. The findings are reported for your agency, similar agencies, and all agencies involved in the Platform's PCI survey. The statistics also include the percentage of respondents who elected to complete the survey by telephone or online web survey.
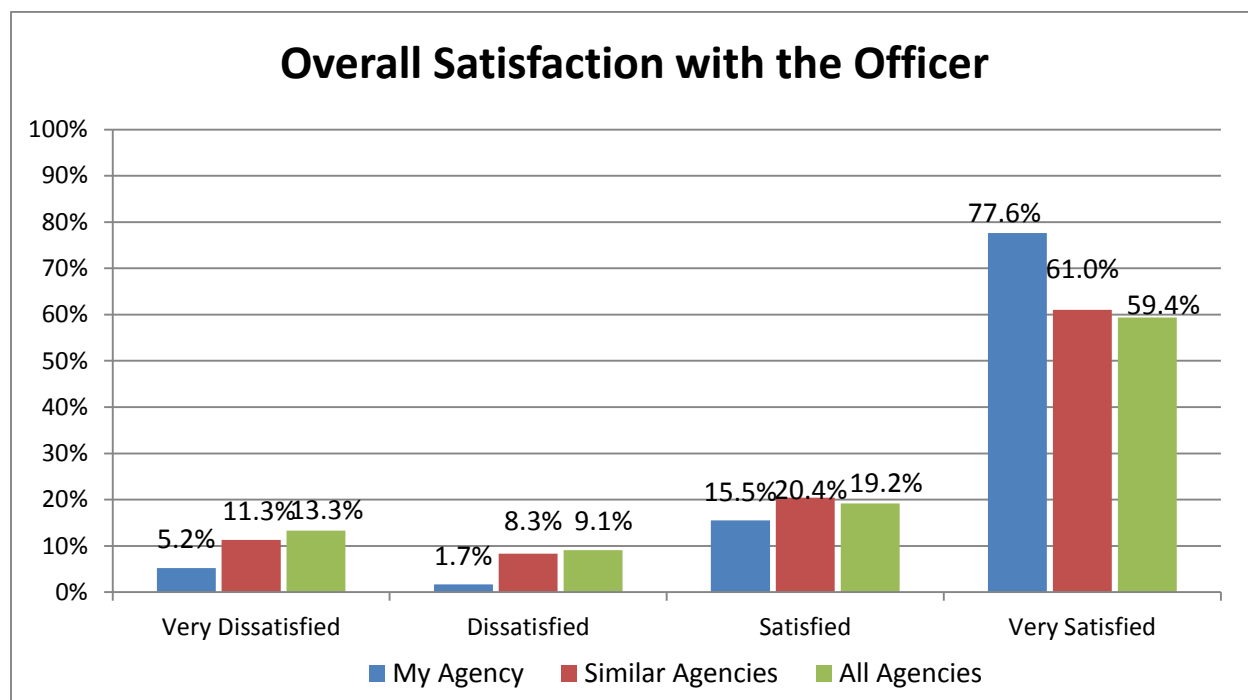
		My Agency	Similar Agencies	All Agencies
Gender	Female	50.0%	48.0%	48.5%
Race	White	72.2%	76.8%	74.7%
	Non-White	27.8%	23.2%	25.3%
Age	Under 30 years old	3.6%	13.4%	13.9%
	30 to 50 years old	44.6%	34.6%	34.8%
	51 years and older	51.8%	52.0%	51.5%
Income	Less than $25,000	8.7%	16.3%	17.3%
	$25,001 to $50,000	15.2%	22.2%	21.5%
	$50,001 to $75,000	15.2%	20.4%	20.2%
	$75,001 to $100,000	17.4%	15.7%	16.0%
	Over $100,000	43.5%	25.4%	26.6%
Residency	Residents	78.9%	69.8%	71.3%
Survey Type	Automated Phone	25.9%	38.0%	39.9%
	Web Survey	74.1%	62.0%	60.1%
Percent of all Contacts	Traffic crash	8.8%	30.5%	27.9%
	Crime report	44.1%	34.0%	37.2%

Satisfaction with the Interaction

Community members were asked to make a summative judgment about their recent interaction with the police officer. On a 4-point satisfaction scale, they were asked, "Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?" (1= very dissatisfied; 2=somewhat dissatisfied; 3=somewhat satisfied; 4= very satisfied).

Overall Satisfaction with the Officer
The following figure shows overall satisfaction with the treatment they received during the contact with the officer, comparing your agency with similar agencies and all agencies.

Overall Satisfaction with the Officer

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
My Agency	5.2%	1.7%	15.5%	77.6%
Similar Agencies	11.3%	8.3%	20.4%	61.0%
All Agencies	13.3%	9.1%	19.2%	59.4%

Satisfaction by Incident Characteristics

The following table shows overall satisfaction with the police contact by shift or time of day. The three major shifts are reported, covering a 24-hour period. (Unless otherwise stated, "Percent satisfied" in the tables that follow includes both "Very satisfied" and "Somewhat satisfied" responses).

Overall Satisfaction by Time of Day

	11pm to 7am	7am to 3pm	3pm to 11pm
My Agency	N/A*	100.00%	100.00%
Similar Agencies	77.50%	82.70%	79.80%
All Agencies	77.10%	81.00%	79.00%

Not enough cases

Satisfaction by Survey Respondent Characteristics

The following table shows overall satisfaction with the police contact by demographic characteristics of the community member.

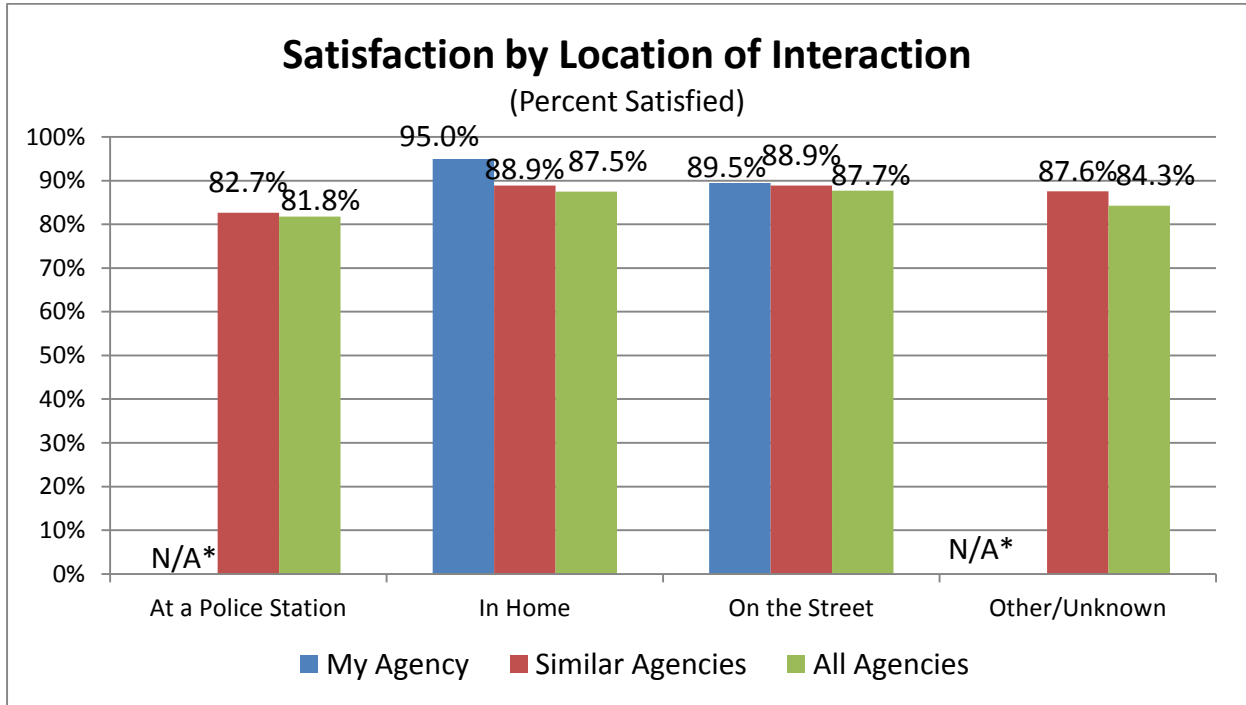| | | | Percent Satisfied | |
		My Agency	**Similar Agencies**	**All Agencies**
Gender	Male	96.4%	81.4%	78.5%
	Female	92.9%	82.2%	78.9%
Race	White	94.9%	84.4%	81.4%
	Non-White	93.3%	73.5%	71.6%
	Under 30 years old	N/A*	70.2%	64.4%
Age	30 to 50 years old	92.0%	77.5%	73.9%
	51 years and older	96.6%	87.5%	86.1%
Residency	Resident	93.3%	82.2%	79.4%
	Non-Resident	91.7%	80.1%	77.3%

Satisfaction by Officer Characteristics

The following table shows overall satisfaction with the police contact by the perceived demographic characteristics of the police officer involved.

| | | | Percent Satisfied | |
		My Agency	**Similar Agencies**	**All Agencies**
Officer's	Male	92.2%	81.3%	78.3%
Gender	Female	N/A*	83.9%	80.8%
Officer's	White	92.5%	82.1%	78.9%
Race	Non-White	90%	76.4%	76.9%
Officer's	Under 30 years old	92.3%	81.8%	80.1%
Age	30 to 40 years old	96.9%	81.7%	79.0%
	41 years and older	N/A*	79.2%	75.3%

Not enough cases

6

Satisfaction by Location of Interaction
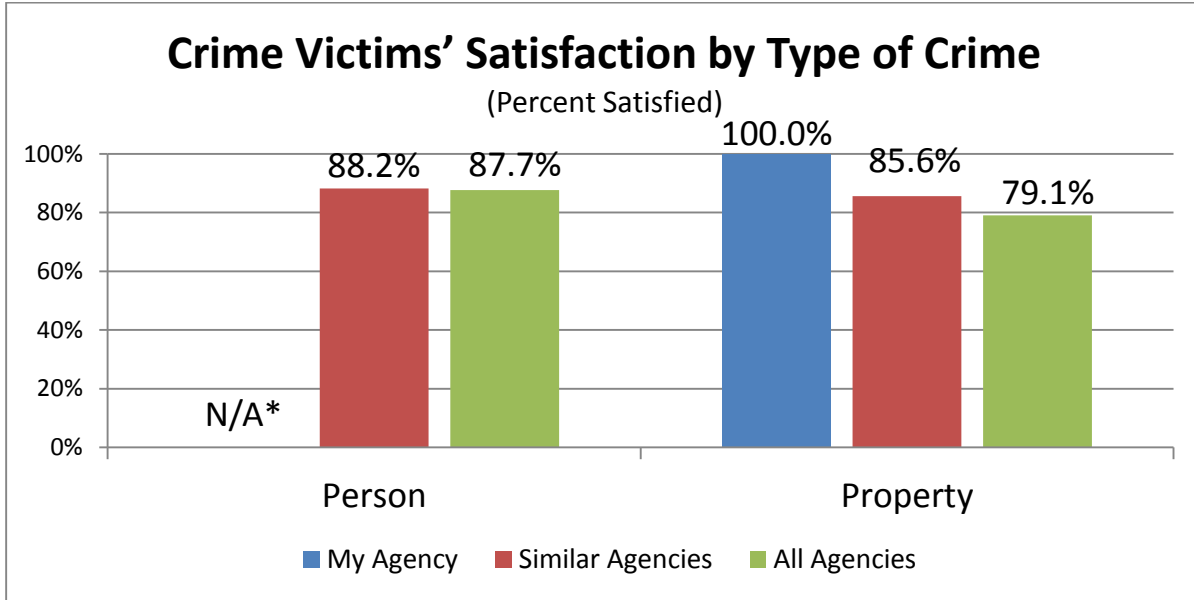
The following figure shows crime victims and traffic crashes' overall satisfaction with the police contact by location of the contact.

Satisfaction by Location of Interaction
(Percent Satisfied)

At a Police Station: My Agency N/A*, Similar Agencies 82.7%, All Agencies 81.8%
In Home: My Agency 95.0%, Similar Agencies 88.9%, All Agencies 87.5%
On the Street: My Agency 89.5%, Similar Agencies 88.9%, All Agencies 87.7%
Other/Unknown: My Agency N/A*, Similar Agencies 87.6%, All Agencies 84.3%

Legend: ■ My Agency ■ Similar Agencies ■ All Agencies
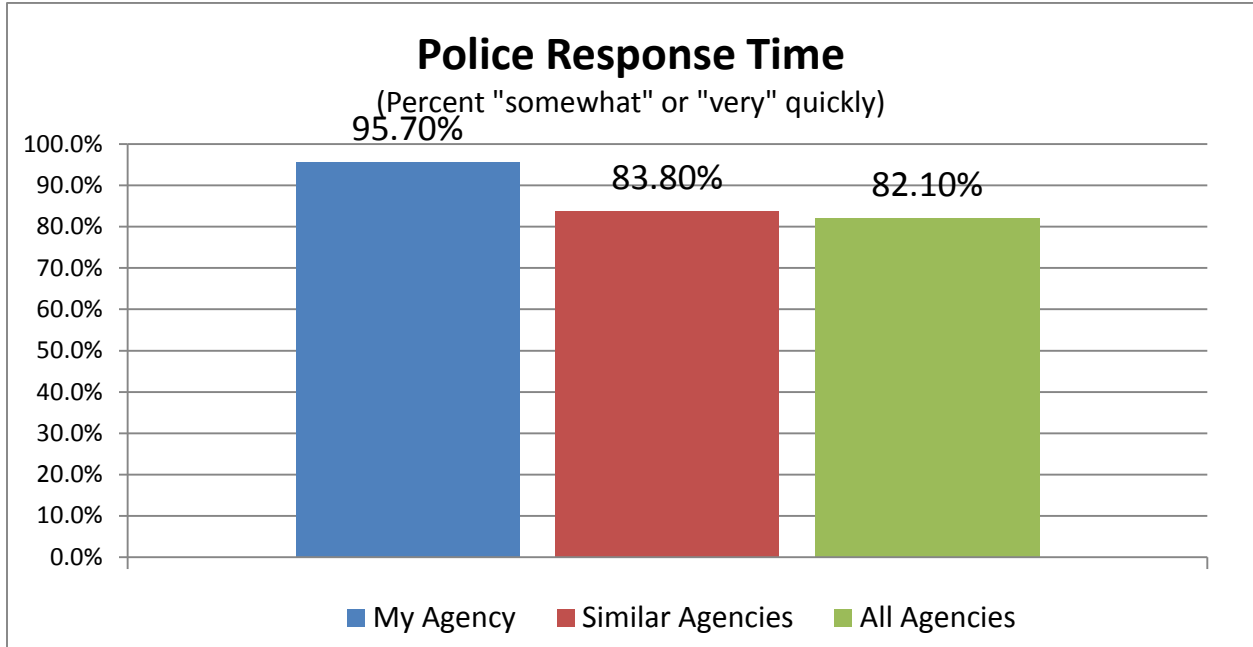
Not enough cases

Crime Victims' Satisfaction by Type of Crime

The following figure shows victims' overall satisfaction with the police contact for personal and property crime incidents.

Crime Victims' Satisfaction by Type of Crime
(Percent Satisfied)

Person: N/A* (My Agency), 88.2% (Similar Agencies), 87.7% (All Agencies)

Property: 100.0% (My Agency), 85.6% (Similar Agencies), 79.1% (All Agencies)

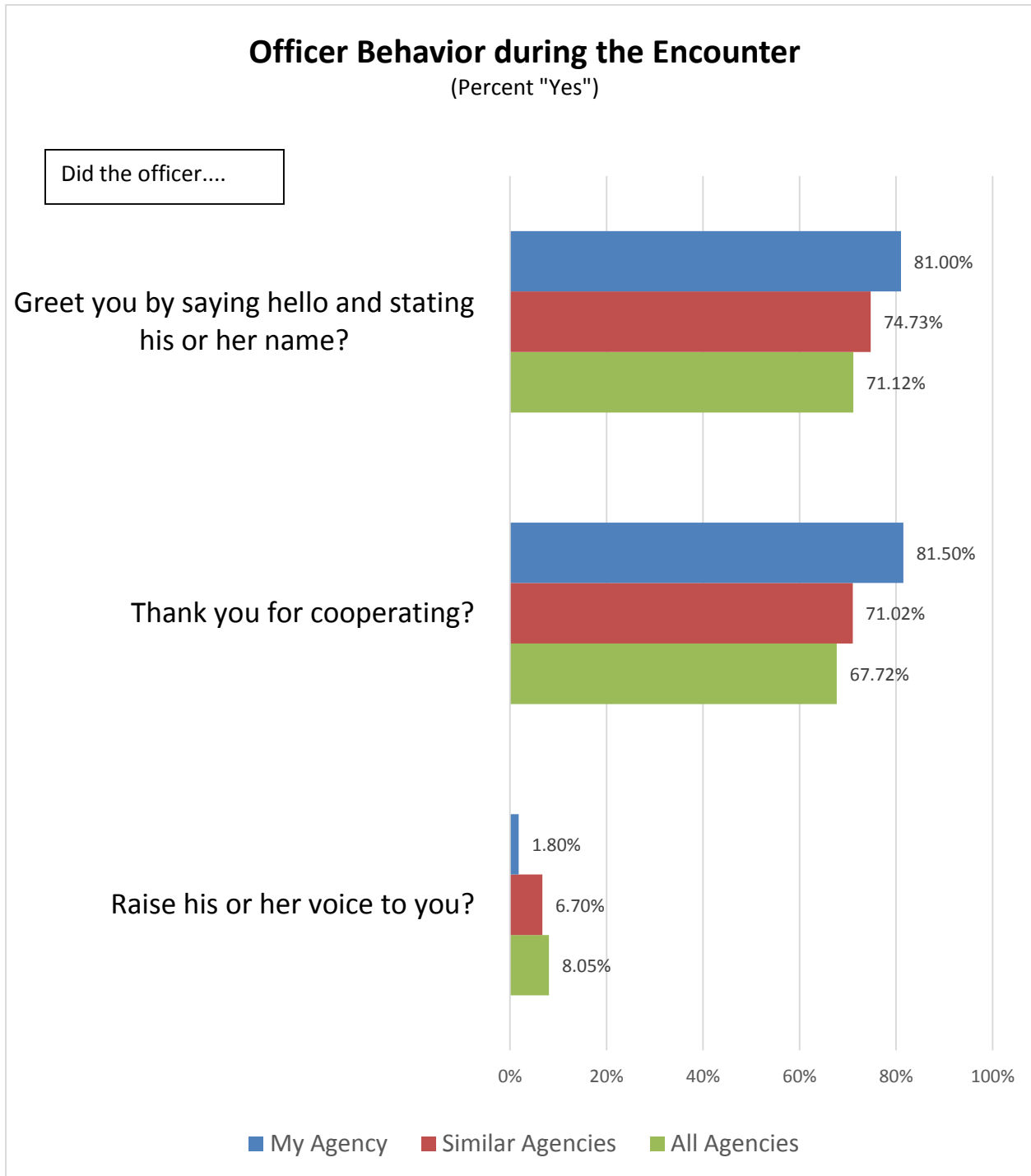Legend: My Agency, Similar Agencies, All Agencies

Evaluation of Police Response Time for Traffic Accidents and Crime Reports

The survey asked, "How long did it take for the police to arrive?" (1="Very Slowly," 4="Very Quickly"). The following figure shows the perceived response time of the police for persons who were reporting a traffic accident or crime incident.

Officer Behavior during the Interaction

The following figure shows whether or not the officer engaged in specific behaviors during the interaction, including greetings, use of force, and searches, according to the citizen respondent. These items required a yes/no answer.

Officer Behavior during the Encounter
(Percent "Yes")

Did the officer....

Greet you by saying hello and stating his or her name?
- My Agency: 81.00%
- Similar Agencies: 74.73%
- All Agencies: 71.12%

Thank you for cooperating?
- My Agency: 81.50%
- Similar Agencies: 71.02%
- All Agencies: 67.72%

Raise his or her voice to you?
- My Agency: 1.80%
- Similar Agencies: 6.70%
- All Agencies: 8.05%

Legend: ■ My Agency ■ Similar Agencies ■ All Agencies

Elements of Procedural Justice and Support during Interactions

The survey captures the procedural justice behaviors that can occur during police-community interactions. These behaviors have been shown to facilitate public cooperation and compliance with police requests, as well as influence perceptions of departmental legitimacy within the community. The survey also captures supportive and empathic behaviors that are important for the psychological recovery of crime victims and anyone else who is feeling stressful at the moment.
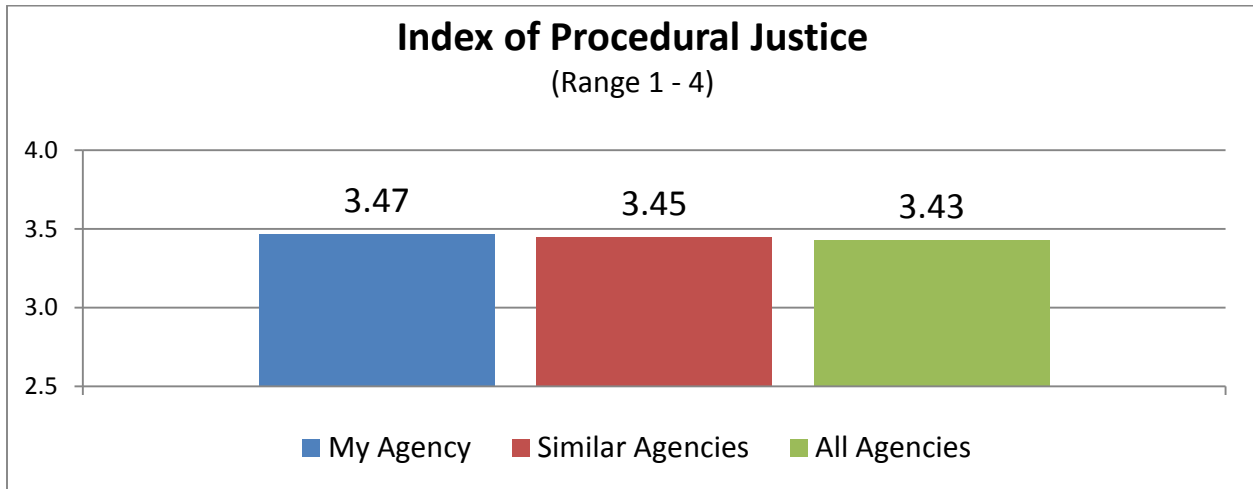
Community members were asked to evaluate the officer's behavior on specific dimensions such as procedural fairness, respectfulness, and professional demeanor. Survey respondents were asked to agree or disagree with a series of statements using a four-point scale (1= strongly disagree; 4= strongly agree), e.g. "The officer was respectful." Items were combined into composite indicators and mean scores were produced for each indicator. On a 4-point scale (where 4 is the highest possible score), means above 2.5 indicate that the officers, on the whole, received positive evaluations from the public. Brief definitions are provided below of these composite indicators.

Indicators of Police Performance During Encounters with the Public[2]	
Indicator	**Definition**
Respectful	Officer treated community member with dignity and respect
Helpful	Officer explained actions and processes, and tried to be helpful
Competence	Officer answered questions well and appeared knowledgeable
Unbiased	Officer made decisions based on facts and was fair
Trustworthy	Officer seemed trustworthy
Empathy	Officer listened, showed concern, and comforted the community member
Victim Assistance	Officer provided useful information (e.g. referrals, crime prevention tips) *for crime reports only*
Not Blamed	Officer did not blame the community member for what happened

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[2] These are community perceptions of the officer's behavior during the encounter, and should be interpreted as such. However, perceptions have been shown to be important for shaping overall impressions of the Department and the community's willingness to cooperate with the police in the future.
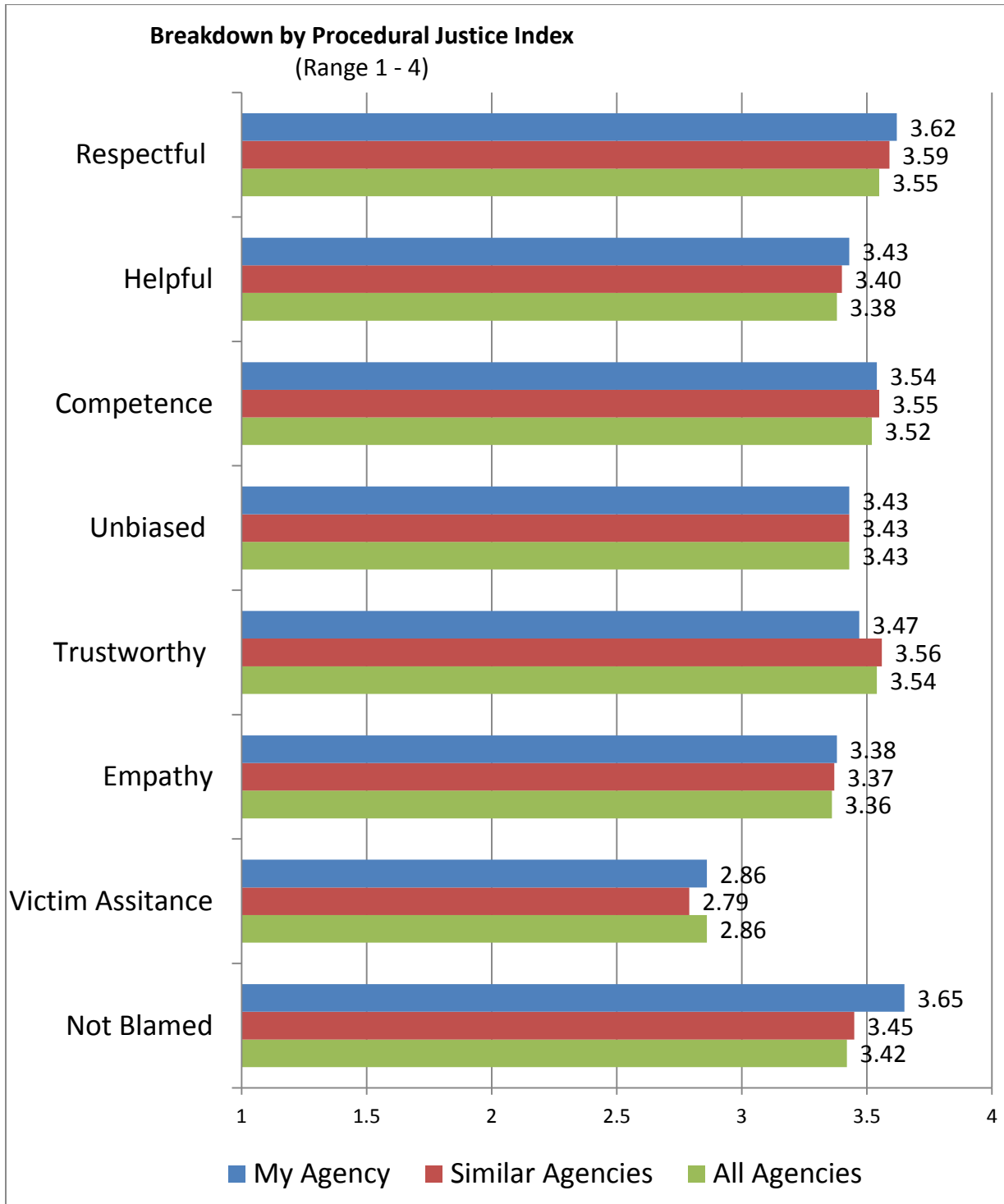
Overall Level of Procedural Justice Index

The following figure shows the overall level of procedural justice and supportiveness exhibited by your officers when the elements in the previous table were combined into a single index. The index ranges from 1 to 4, with higher scores indicating higher performance ratings for officers within the agency.

Index of Procedural Justice
(Range 1 - 4)

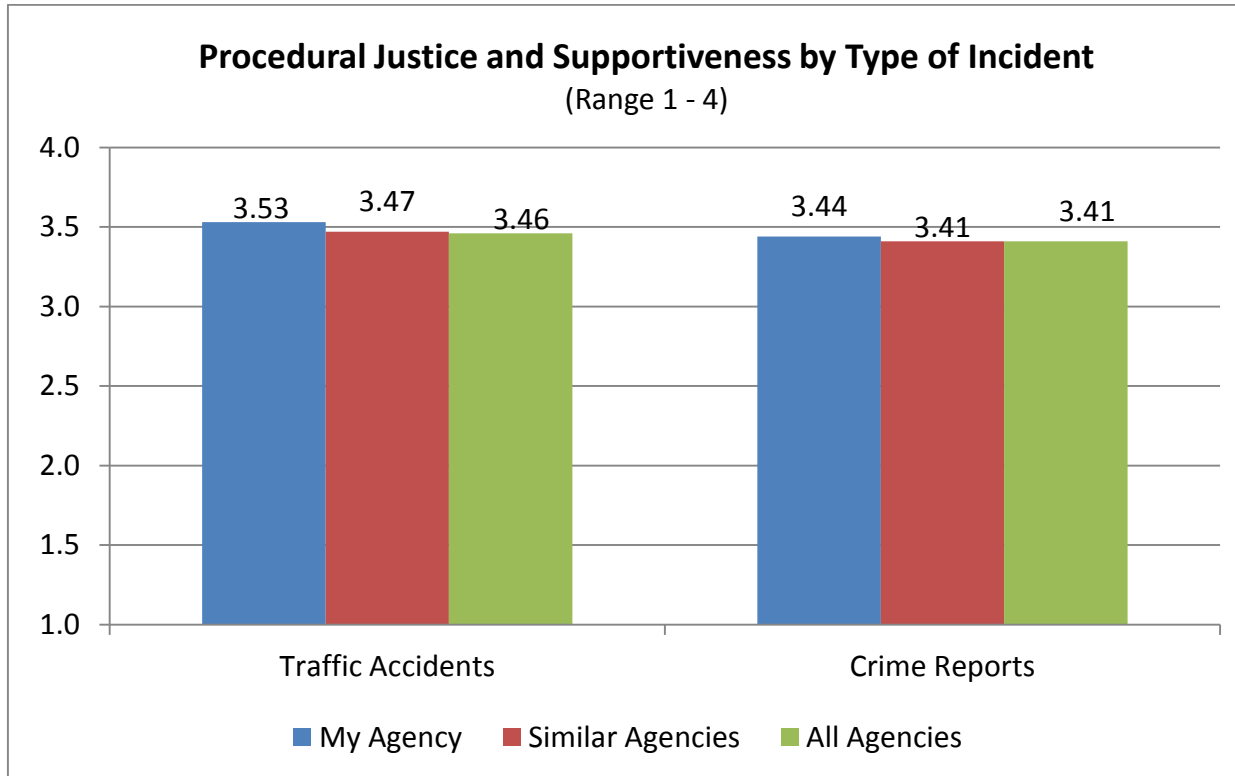|	My Agency	Similar Agencies	All Agencies
	3.47	3.45	3.43

Breakdown by Procedural Justice Dimensions

The following figure shows the breakdown of ratings given to officers on different procedural justice dimensions. Again, higher scores on a 1-4 scale indicate more positive performance ratings on these dimensions.

Breakdown by Procedural Justice Index
(Range 1 - 4)

Dimension	My Agency	Similar Agencies	All Agencies
Respectful	3.62	3.59	3.55
Helpful	3.43	3.40	3.38
Competence	3.54	3.55	3.52
Unbiased	3.43	3.43	3.43
Trustworthy	3.47	3.56	3.54
Empathy	3.38	3.37	3.36
Victim Assitance	2.86	2.79	2.86
Not Blamed	3.65	3.45	3.42

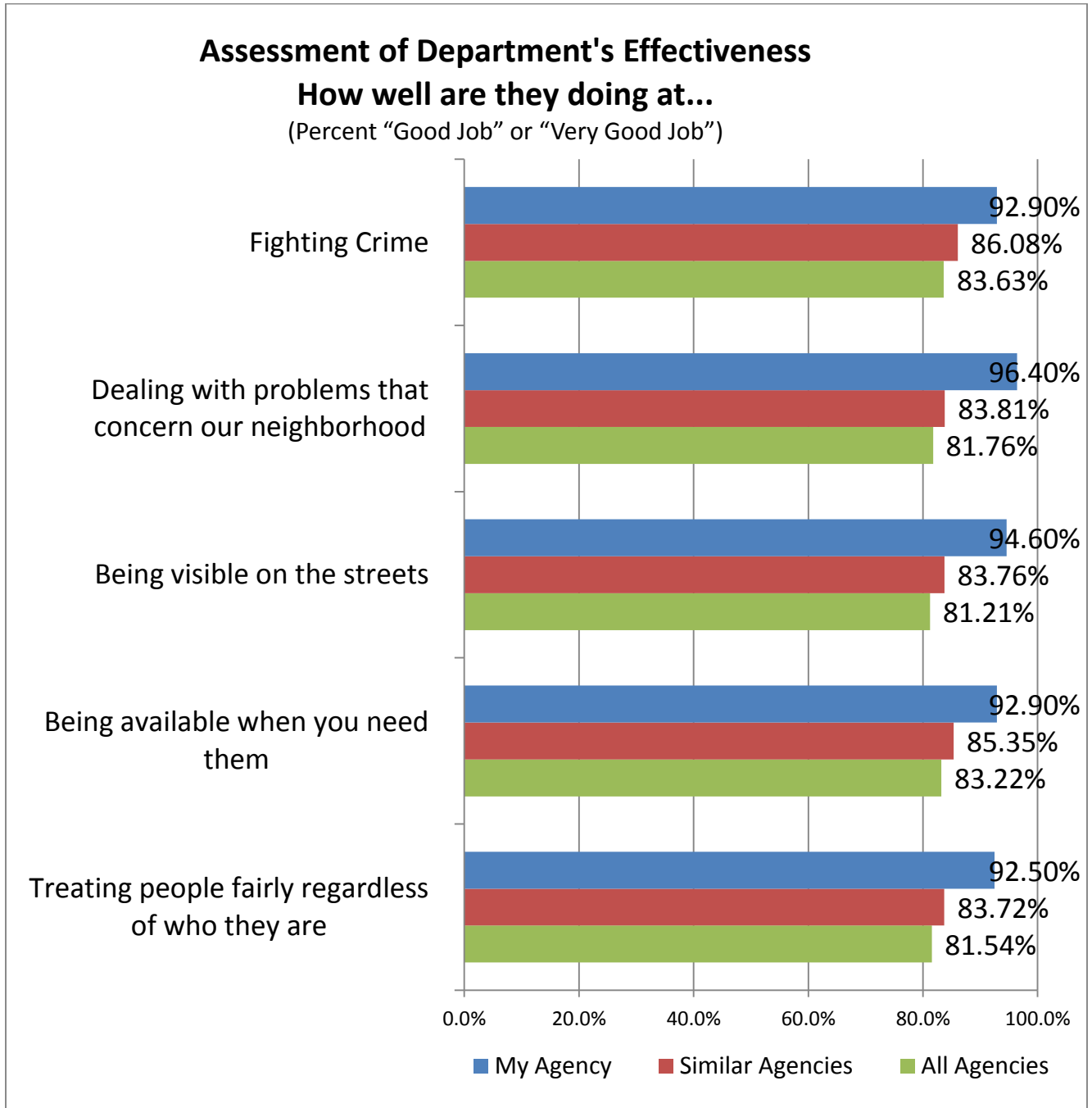■ My Agency   ■ Similar Agencies   ■ All Agencies

Procedural Justice and Supportiveness by Type of Incident

The following figure shows the level of procedural justice during the police interaction by type of contact. The indicator ranges from 1 to 4, with higher scores indicating higher performance ratings given to officers on the overall procedural justice dimension.

Procedural Justice and Supportiveness by Type of Incident
(Range 1 - 4)

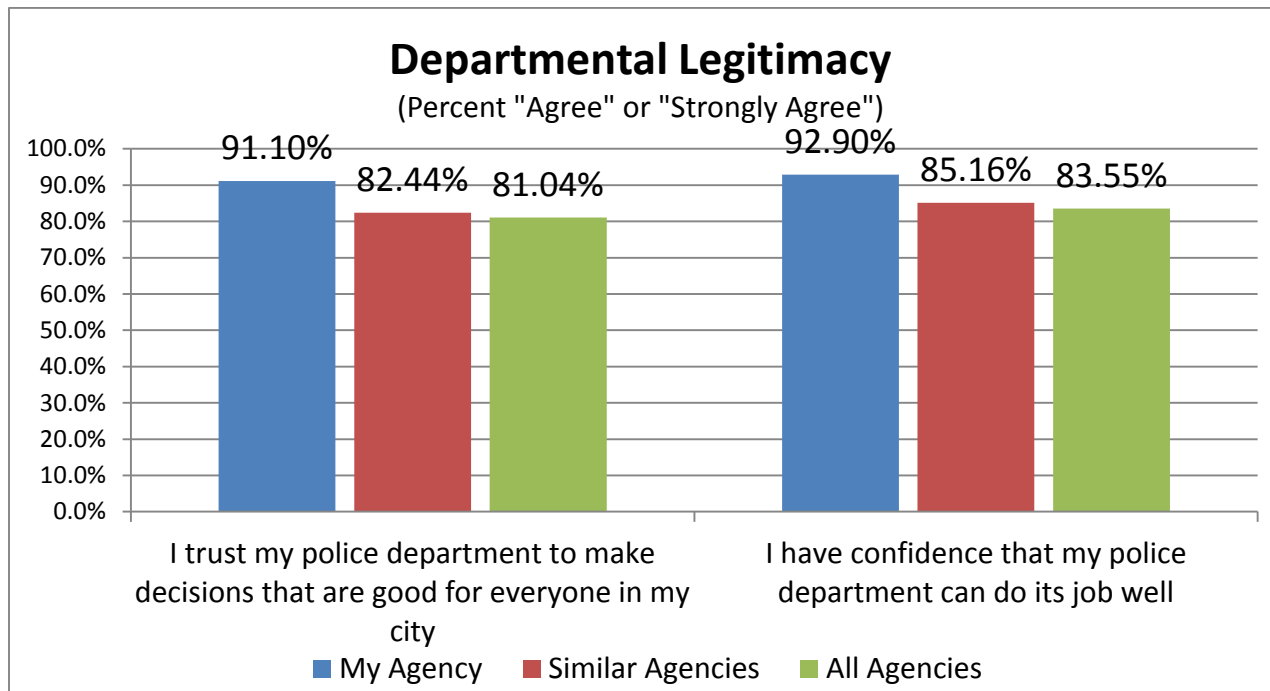|	Traffic Accidents	Crime Reports
My Agency	3.53	3.44
Similar Agencies	3.47	3.41
All Agencies	3.46	3.41

Assessment of Department's Effectiveness

Beyond specific contacts with the police, community members were asked to assess the department's performance or effectiveness in achieving certain goals. The following figure is an assessment of police officers' performance on five key dimensions by residents of the community. Survey respondents were asked, "Please rate how good a job you feel the [local] police are doing in your neighborhood" (on a 4-point scale, from "very poor job" to "very good job"). Your agency is compared to similar agencies and all agencies in the Platform sample.

Assessment of Department's Effectiveness
How well are they doing at...
(Percent "Good Job" or "Very Good Job")

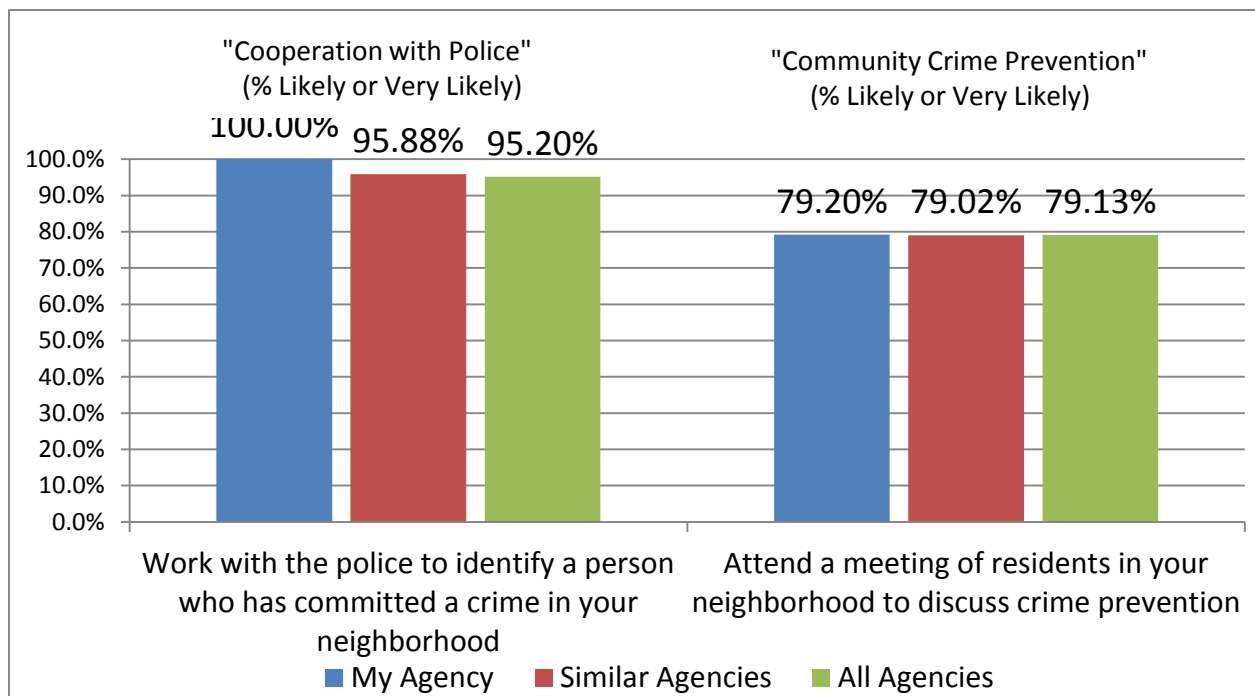| Dimension	My Agency	Similar Agencies	All Agencies
Fighting Crime	92.90%	86.08%	83.63%
Dealing with problems that concern our neighborhood	96.40%	83.81%	81.76%
Being visible on the streets	94.60%	83.76%	81.21%
Being available when you need them	92.90%	85.35%	83.22%
Treating people fairly regardless of who they are	92.50%	83.72%	81.54%

Assessment of Department's Legitimacy

Community members were asked to rate the police department overall in terms of their trust and confidence in the department's ability to makes good decisions and do a good job. The following figure is an assessment of your agency by community residents, compared to similar agencies and all agencies in the Platform.

Departmental Legitimacy
(Percent "Agree" or "Strongly Agree")

Statement	My Agency	Similar Agencies	All Agencies
I trust my police department to make decisions that are good for everyone in my city	91.10%	82.44%	81.04%
I have confidence that my police department can do its job well	92.90%	85.16%	83.55%

Community Cooperation and Crime Prevention

Having the community cooperate with the police during criminal investigations and engage in community crime prevention activities are important goals for many law enforcement agencies. Community members were asked to rate how likely they would be to cooperate with the local police to solve a crime, and how likely they would be to attend a neighborhood crime prevention meeting. The following figure shows the likelihood of these behaviors as reported by residents of your community, compared to residents from similar jurisdictions and all jurisdictions.

"Cooperation with Police"
(% Likely or Very Likely)

100.00% 95.88% 95.20%

"Community Crime Prevention"
(% Likely or Very Likely)

79.20% 79.02% 79.13%

Work with the police to identify a person who has committed a crime in your neighborhood

Attend a meeting of residents in your neighborhood to discuss crime prevention

■ My Agency   ■ Similar Agencies   ■ All Agencies

Appendix – Indicators of Performance

Overall Satisfaction of the Encounter
1=Very Dissatisfied, 4=Very Satisfied
- Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?

Officer Behavior during the Interaction
1=Yes, 2=No
During your encounter with the police, did the officer….
- greet you by saying hello and stating his or her name?
- thank you for cooperating?
- raise his or her voice to you?
- threaten to use physical force against you? (Traffic Stops only)
- actually use force against you? (Traffic Stops only)
- search you by touching your body in different places? (Traffic Stops only)

Officer Respectfulness
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- treated me with dignity and respect.
- treated me politely.
- talked down to me. (reversed)

Helpfulness
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- clearly explained the reasons for his or her actions.
- explained what would happen next in the process.
- tried to be helpful

Officer Competence
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- appeared to know what he or she was doing.
- answered my questions well.

Officer Neutral or Unbiased
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- made decisions based on the facts.
- was fair and evenhanded.

- considered my views.

Officer Trustworthiness
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- seemed trustworthy.
- took the matter seriously.

Officer Empathy
1=Strongly Disagree, 4=Strongly Agree; 1=Yes, 2=No
During the encounter, the officer…
- listened to what I had to say.
- seemed concerned about my feelings.
- seemed to believe what I was saying.
- comforted and reassured me.

Victim Assistance
1=Strongly Disagree, 4=Strongly Agree; 1=Yes, 2=No
During the encounter, the officer…
- referred me to people or agencies that might be helpful.
- provided me with useful tips to avoid this situation in the future.

Not Blamed
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- seemed to blame me for what happened. (reversed)

Assessment of Police Performance in General
1=Very poor job, 4=Very good job
Please rate how good a job you feel the police are doing in your neighborhood.
How well are they doing at…
- fighting crime?
- dealing with problems that concern our neighborhood?
- being visible on the streets?
- treating people fairly regardless of who they are?
- being available when you need them?

Department's Legitimacy

1=Strongly Disagree, 4=Strongly Agree

- I trust my police department to make decisions that are good for everyone in my city.
- I have confidence that my police department can do its job well.

Community Cooperation and Crime Prevention

1= Very Unlikely, 4= Very Likely

How likely would you be to…

- work with the police to identify a person who has committed a crime in your neighborhood?
- attend a meeting of residents in your neighborhood to discuss crime prevention?

Oak Park Police Department

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Demographics of Survey Respondents

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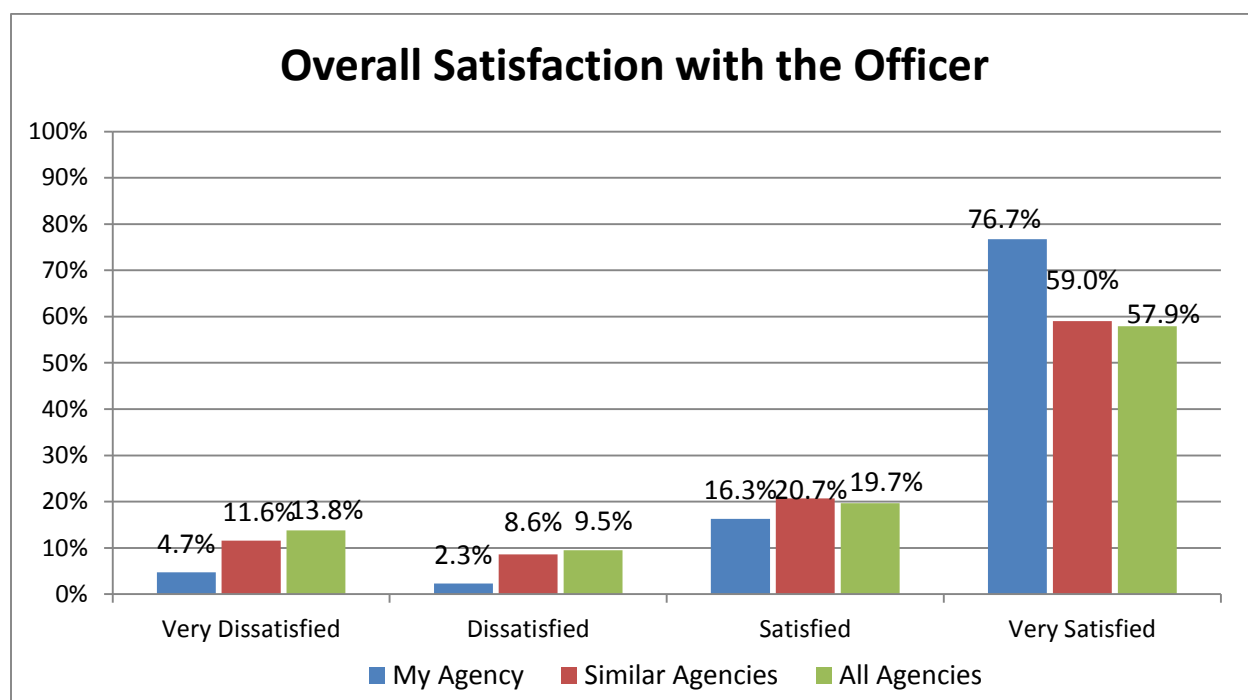
		My Agency	Similar Agencies	All Agencies
Gender	Female	41.9%	47.2%	48.0%
Race	White	51.2%	77.1%	74.2%
	Non-White	48.8%	22.9%	25.8%
Age	Under 30 years old	11.6%	13.2%	13.9%
	30 to 50 years old	37.2%	35.3%	35.8%
	51 years and older	51.2%	51.4%	50.7%
Income	Less than $25,000	10.0%	16.9%	16.7%
	$25,001 to $50,000	30.0%	22.7%	21.6%
	$50,001 to $75,000	16.7%	20.0%	19.4%
	$75,001 to $100,000	20.0%	15.0%	15.6%
	Over $100,000	23.3%	25.4%	27.5%
Residency	Residents	34.1%	70.2%	71.3%
Survey Type	Automated Phone	56.8%	38.3%	39.5%
	Web Survey	43.2%	61.7%	60.5%
Percent of all Contacts involving Stops	Traffic stop	43.1%	39.6%	41.2%

Satisfaction with the Interaction

Community members were asked to make a summative judgment about their recent interaction with the police officer. On a 4-point satisfaction scale, they were asked, "Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?" (1= very dissatisfied; 2=somewhat dissatisfied; 3=somewhat satisfied; 4= very satisfied).
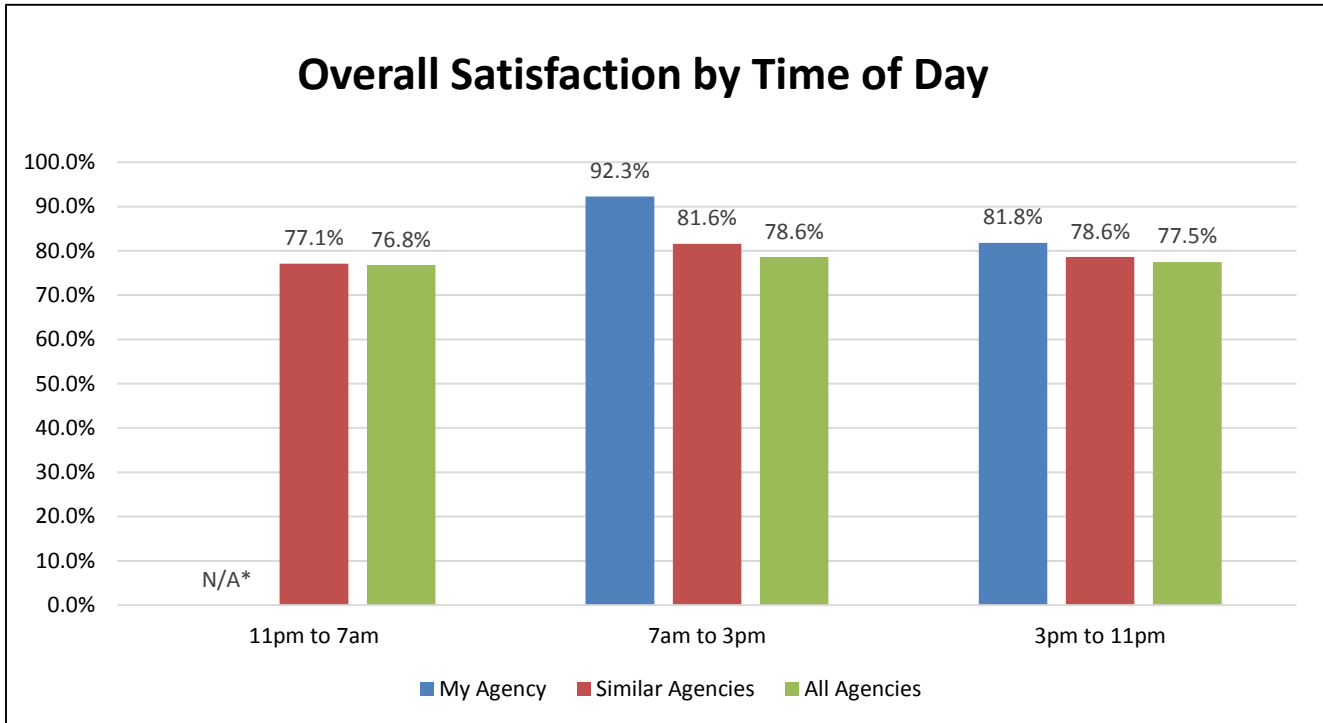
Overall Satisfaction with the Officer
The following figure shows overall satisfaction with the treatment they received during the contact with the officer, comparing your agency with similar agencies and all agencies.[2]

Overall Satisfaction with the Officer

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
My Agency	4.7%	2.3%	16.3%	76.7%
Similar Agencies	11.6%	8.6%	20.7%	59.0%
All Agencies	13.8%	9.5%	19.7%	57.9%

[2] Cautionary note: Satisfaction levels in your community can be influenced by the percentage of stops that resulted in a citation. Our research shows that satisfaction scores are considerably lower for stops that involve issuing a ticket. The percentage of stops that resulted in a ticket being issued for your agency is shown below under "Officer Behavior during the Encounter." If your agency is above the norm in ticketing, you might expect lower overall satisfaction scores than other agencies.

Satisfaction by Incident Characteristics

The following table shows overall satisfaction with the police contact by shift or time of day. The three major shifts are reported, covering a 24-hour period. (Unless otherwise stated, "Percent satisfied" in the tables that follow includes both "Very satisfied" and "Somewhat satisfied" responses).

Overall Satisfaction by Time of Day

Time of Day	My Agency	Similar Agencies	All Agencies
11pm to 7am	N/A*	77.1%	76.8%
7am to 3pm	92.3%	81.6%	78.6%
3pm to 11pm	81.8%	78.6%	77.5%

Not enough cases

Satisfaction by Survey Respondent Characteristics

The following table shows overall satisfaction with the police contact by demographic characteristics of the community member.

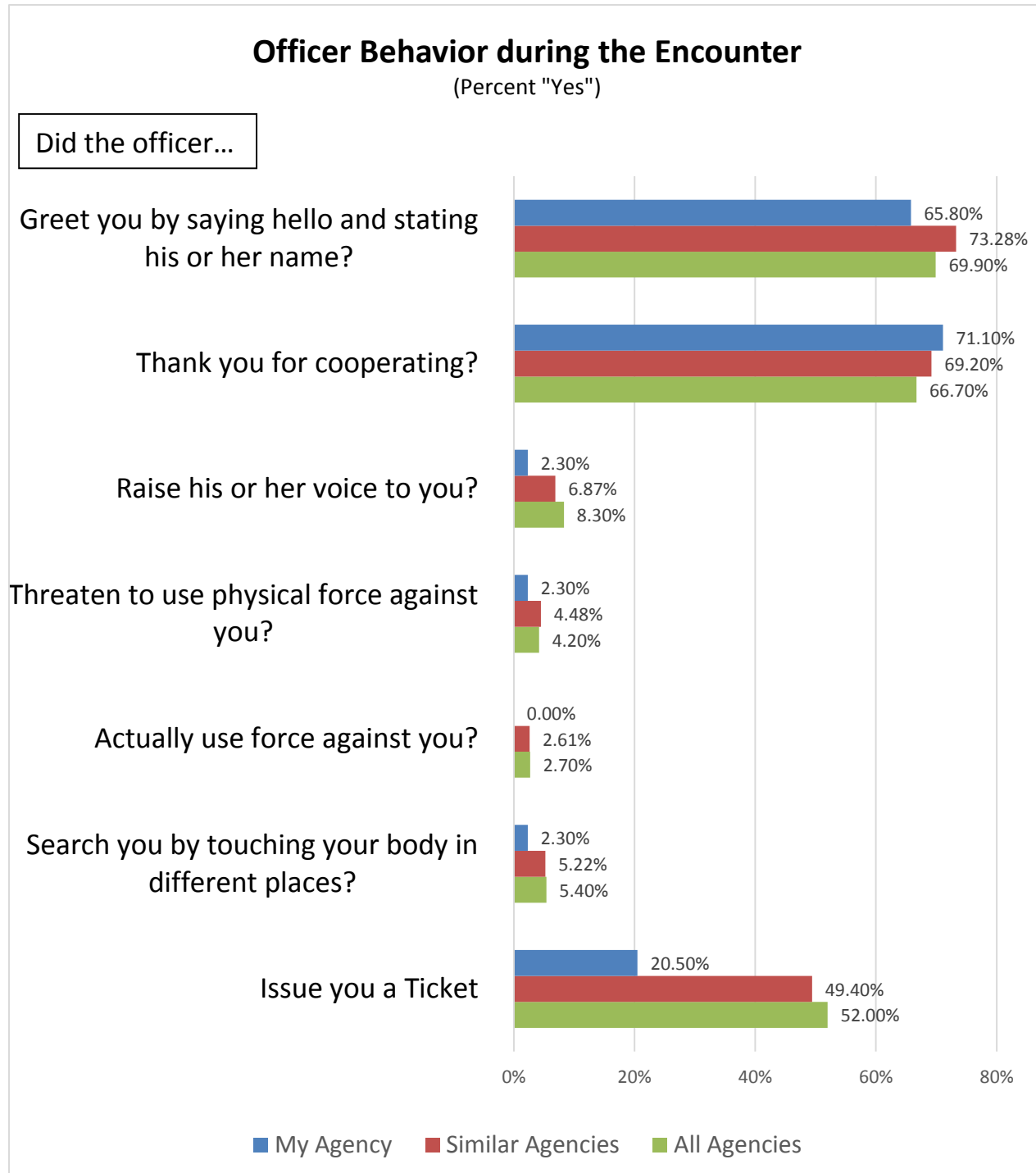|		**My Agency**	**Similar Agencies**	**All Agencies**
			Percent Satisfied	
Gender	Male	87.5%	79.6%	77.6%
	Female	100%	80.6%	77.9%
Race	White	100%	83.1%	80.7%
	Non White	85.0%	70.7%	70.1%
Age	Under 30 years old	N/A*	67.8%	63.3%
	30 to 50 years old	87.5%	75.4%	73.4%
	51 years and older	95.2%	86.3%	84.5%
Residency	Resident	100%	80.5%	78.8%
	Non-Resident	88.5%	78.1%	74.9%

Satisfaction by Officer Characteristics

The following table shows overall satisfaction with the police contact by the perceived demographic characteristics of the police officer involved.

		My Agency	**Similar Agencies**	**All Agencies**
			Percent Satisfied	
Officer's Gender	Male	94.6%	79.6%	77.4%
	Female	N/A*	81.8%	80.4%
Officer's Race	White	100%	80.6%	78.2%
	Non-White	84.2%	76.9%	75.1%
Officer's Age	Under 30 years old	100%	80.5%	78.0%
	30 to 40 years old	90%	80.0%	78.4%
	41 years and older	N/A*	76.5%	73.9%

Not enough cases

Officer Behavior during the Interaction

The following figure shows whether or not the officer engaged in specific behaviors during the interaction, including greetings, use of force, and searches, according to the citizen respondent. These items required a yes/no answer.

Officer Behavior during the Encounter
(Percent "Yes")

Did the officer…

Greet you by saying hello and stating his or her name?
- My Agency: 65.80%
- Similar Agencies: 73.28%
- All Agencies: 69.90%

Thank you for cooperating?
- My Agency: 71.10%
- Similar Agencies: 69.20%
- All Agencies: 66.70%

Raise his or her voice to you?
- My Agency: 2.30%
- Similar Agencies: 6.87%
- All Agencies: 8.30%

Threaten to use physical force against you?
- My Agency: 2.30%
- Similar Agencies: 4.48%
- All Agencies: 4.20%

Actually use force against you?
- My Agency: 0.00%
- Similar Agencies: 2.61%
- All Agencies: 2.70%

Search you by touching your body in different places?
- My Agency: 2.30%
- Similar Agencies: 5.22%
- All Agencies: 5.40%

Issue you a Ticket
- My Agency: 20.50%
- Similar Agencies: 49.40%
- All Agencies: 52.00%

Legend: My Agency, Similar Agencies, All Agencies

Elements of Procedural Justice and Support during Interactions

The survey captures the procedural justice behaviors that can occur during police-community interactions. These behaviors have been shown to facilitate public cooperation and compliance with police requests, as well as influence perceptions of departmental legitimacy within the community. The survey also captures supportive and empathic behaviors that are important for the psychological recovery of crime victims and anyone else who is feeling stressful at the moment.
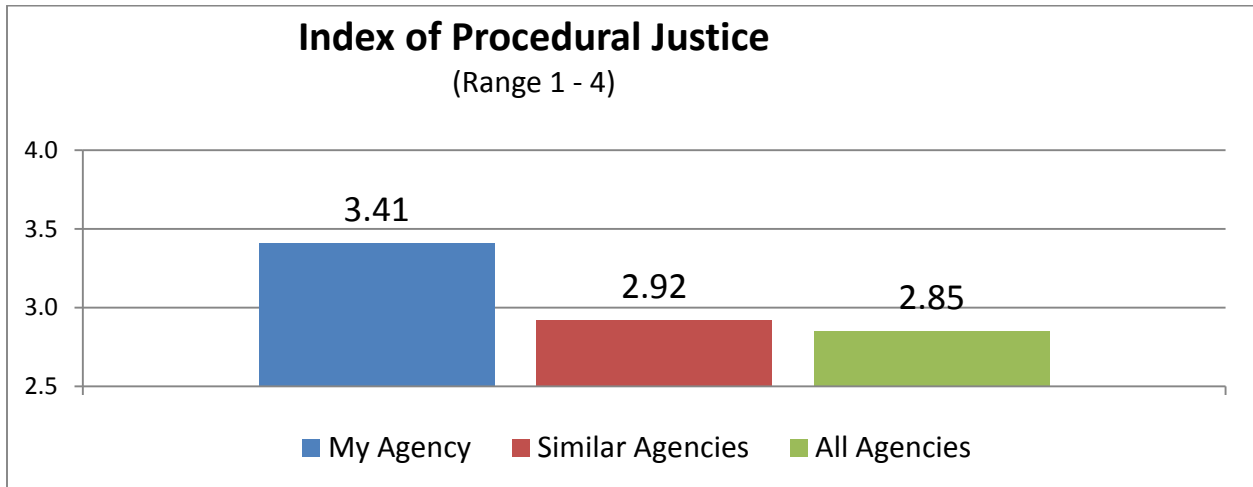
Community members were asked to evaluate the officer's behavior on specific dimensions such as procedural fairness, respectfulness, and professional demeanor. Survey respondents were asked to agree or disagree with a series of statements using a four-point scale (1= strongly disagree; 4= strongly agree), e.g. "The officer was respectful." Items were combined into composite indicators and mean scores were produced for each indicator. On a 4-point scale (where 4 is the highest possible score), means above 2.5 indicate that the officers, on the whole, received positive evaluations from the public. Brief definitions are provided below of these composite indicators.

Indicators of Police Performance During Encounters with the Public[3]	
Indicator	**Definition**
Respectful	Officer treated community member with dignity and respect
Helpful	Officer explained actions and processes, and tried to be helpful
Competence	Officer answered questions well and appeared knowledgeable
Unbiased	Officer made decisions based on facts and was fair
Trustworthy	Officer seemed trustworthy
Empathy	Officer listened, showed concern, and comforted the community member
Victim Assistance	Officer provided useful information (e.g. referrals, crime prevention tips) *for crime reports only*
Not Blamed	Officer did not blame the community member for what happened

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[3] These are community perceptions of the officer's behavior during the encounter, and should be interpreted as such. However, perceptions have been shown to be important for shaping overall impressions of the Department and the community's willingness to cooperate with the police in the future.
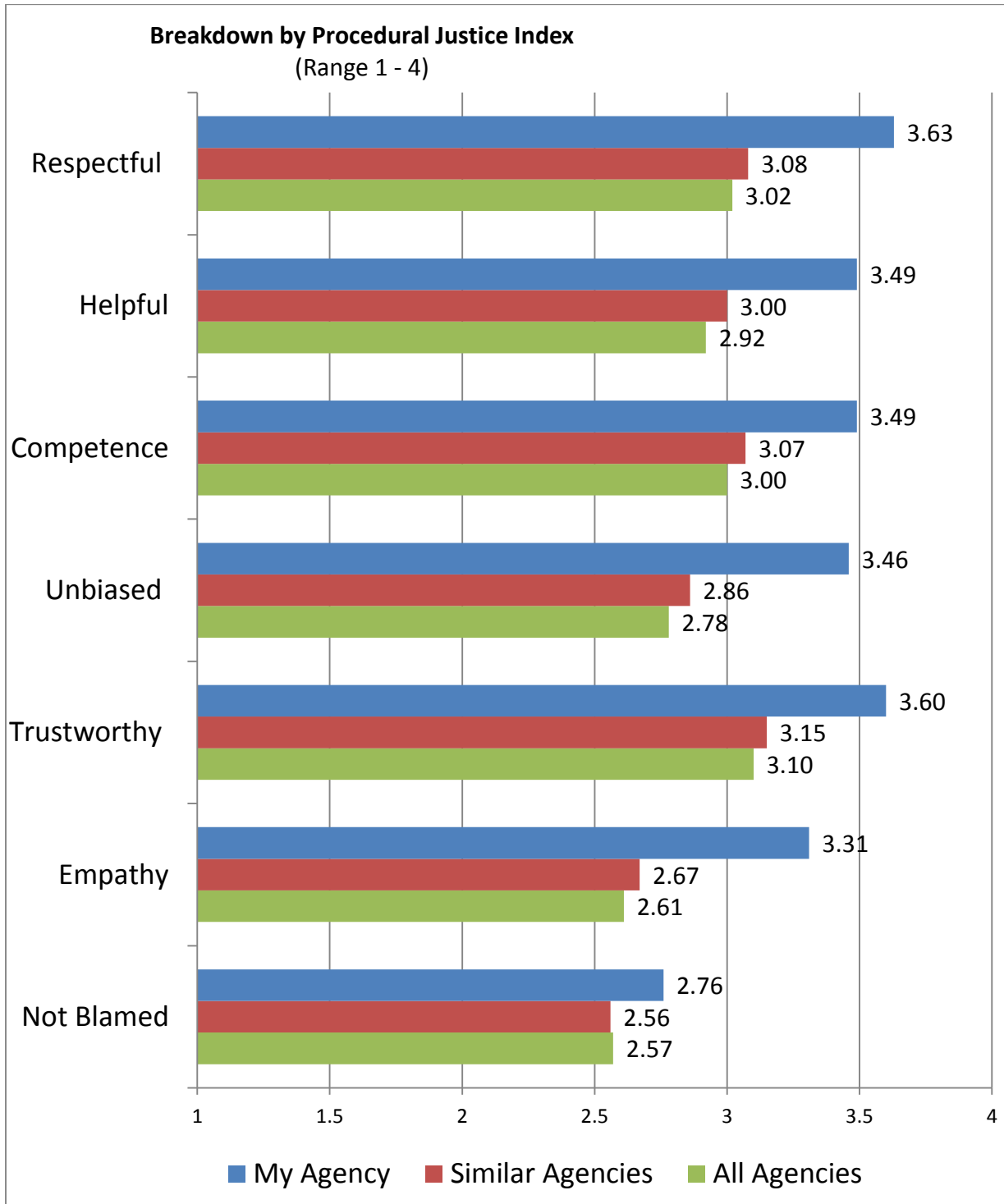
Overall Level of Procedural Justice Index

The following figure shows the overall level of procedural justice and supportiveness exhibited by your officers when the elements in the previous table were combined into a single index. The index ranges from 1 to 4, with higher scores indicating higher performance ratings for officers within the agency.
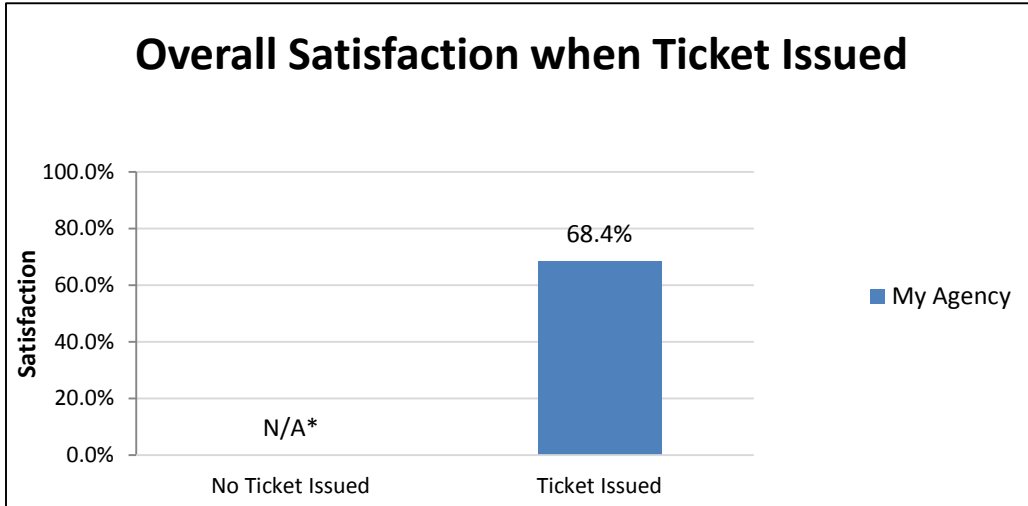
Index of Procedural Justice
(Range 1 - 4)

My Agency: 3.41
Similar Agencies: 2.92
All Agencies: 2.85

Breakdown by Procedural Justice Dimensions

The following figure shows the breakdown of ratings given to officers on different procedural justice dimensions. Again, higher scores on a 1-4 scale indicate more positive performance ratings on these dimensions.

Breakdown by Procedural Justice Index
(Range 1 - 4)

Dimension	My Agency	Similar Agencies	All Agencies
Respectful	3.63	3.08	3.02
Helpful	3.49	3.00	2.92
Competence	3.49	3.07	3.00
Unbiased	3.46	2.86	2.78
Trustworthy	3.60	3.15	3.10
Empathy	3.31	2.67	2.61
Not Blamed	2.76	2.56	2.57

■ My Agency ■ Similar Agencies ■ All Agencies

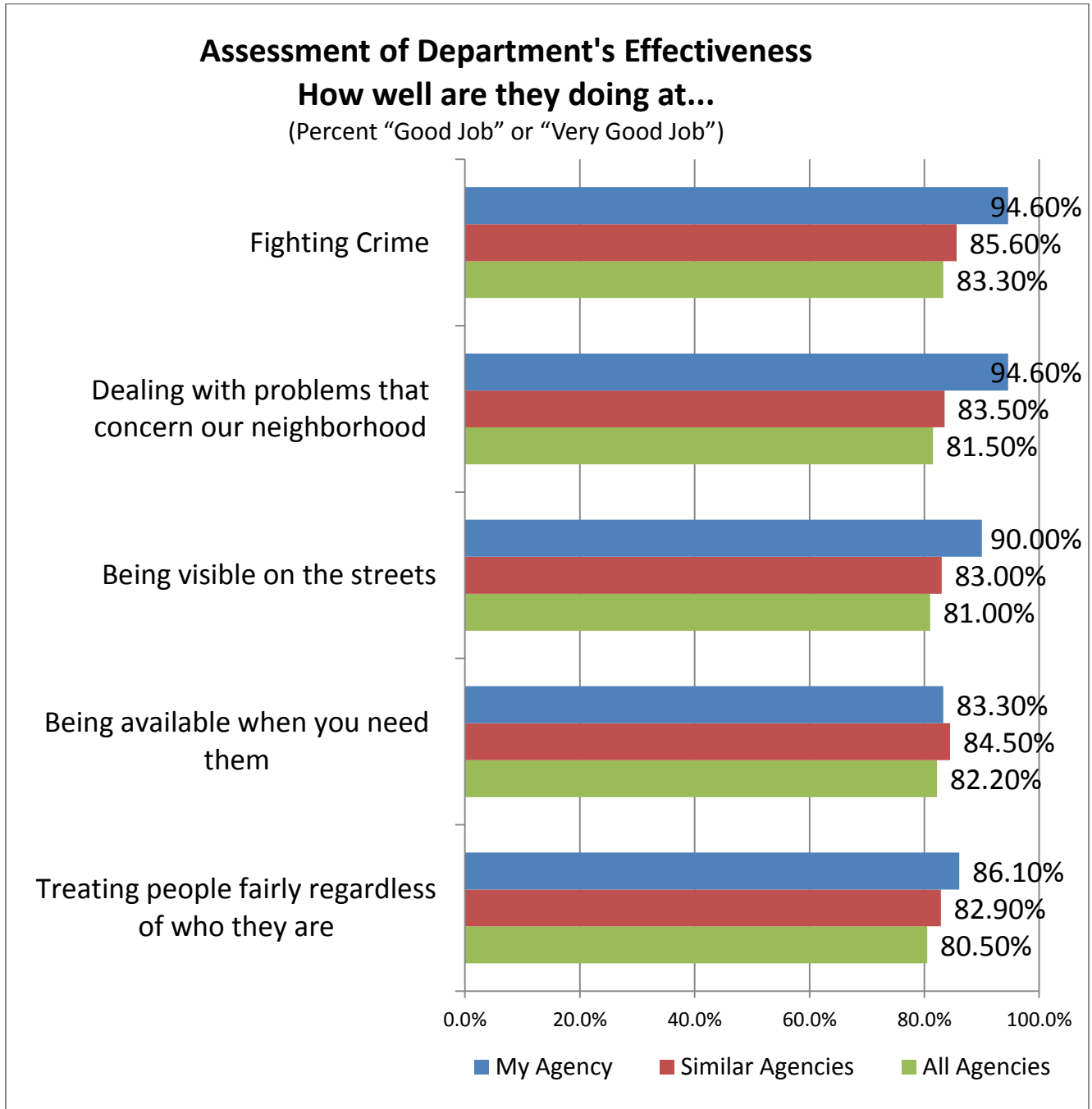**Public Satisfaction with Traffic Stops and Tickets**

The figure below shows how community members' overall satisfaction with the police officer during a traffic stop depends on whether the officer issued a ticket.

Overall Satisfaction when Ticket Issued

(Y-axis: Satisfaction, ranging from 0.0% to 100.0%)

- No Ticket Issued: N/A*
- Ticket Issued: 68.4%

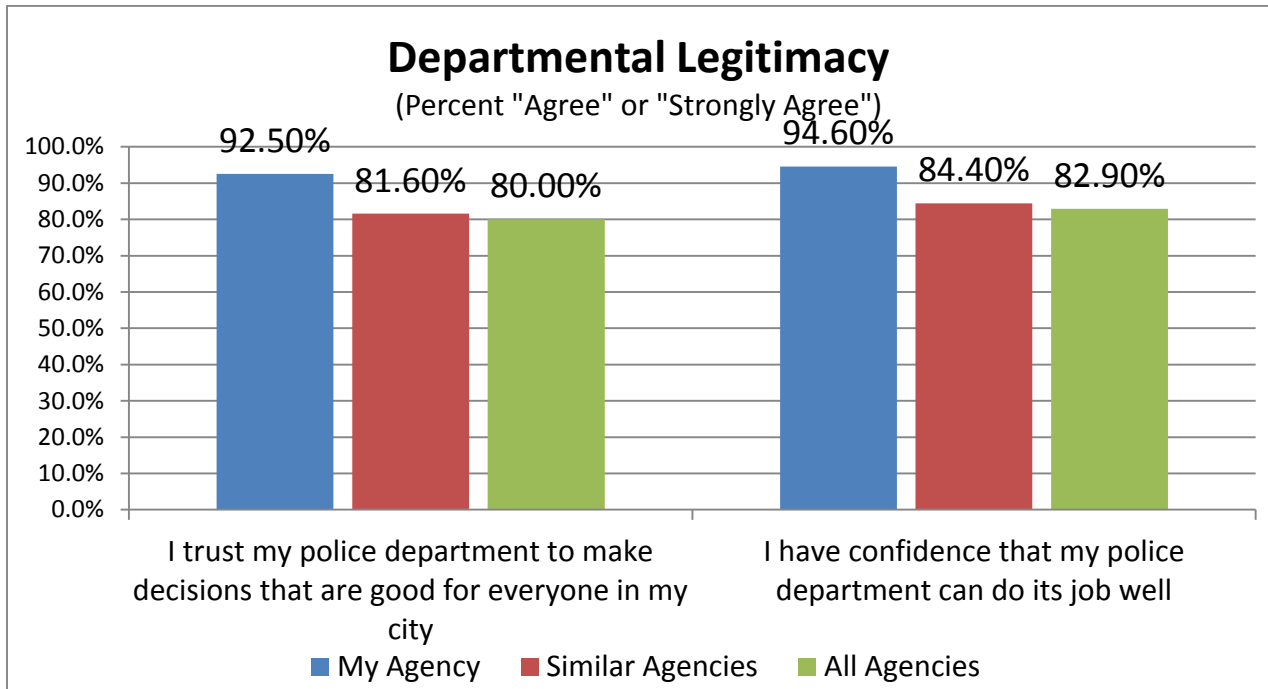Legend: ■ My Agency

*Not enough cases

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Assessment of Department's Effectiveness

Beyond specific contacts with the police, community members were asked to assess the department's performance or effectiveness in achieving certain goals. The following figure is an assessment of police officers' performance on five key dimensions by residents of the community. Survey respondents were asked, "Please rate how good a job you feel the [local] police are doing in your neighborhood" (on a 4-point scale, from "very poor job" to "very good job"). Your agency is compared to similar agencies and all agencies in the Platform sample.

Assessment of Department's Effectiveness
How well are they doing at...
(Percent "Good Job" or "Very Good Job")

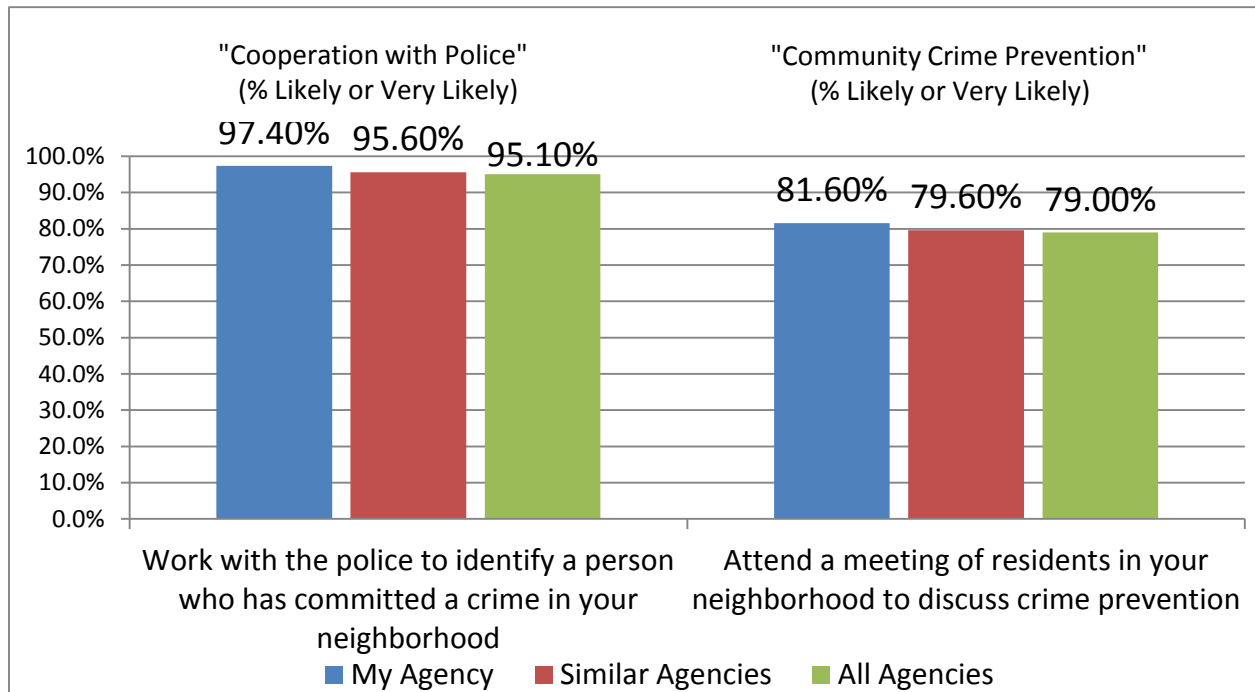| Dimension	My Agency	Similar Agencies	All Agencies
Fighting Crime	94.60%	85.60%	83.30%
Dealing with problems that concern our neighborhood	94.60%	83.50%	81.50%
Being visible on the streets	90.00%	83.00%	81.00%
Being available when you need them	83.30%	84.50%	82.20%
Treating people fairly regardless of who they are	86.10%	82.90%	80.50%

Assessment of Department's Legitimacy

Community members were asked to rate the police department overall in terms of their trust and confidence in the department's ability to makes good decisions and do a good job. The following figure is an assessment of your agency by community residents, compared to similar agencies and all agencies in the Platform.

Departmental Legitimacy
(Percent "Agree" or "Strongly Agree")

Bar chart data:

	I trust my police department to make decisions that are good for everyone in my city	I have confidence that my police department can do its job well
My Agency	92.50%	94.60%
Similar Agencies	81.60%	84.40%
All Agencies	80.00%	82.90%

Community Cooperation and Crime Prevention

Having the community cooperate with the police during criminal investigations and engage in community crime prevention activities are important goals for many law enforcement agencies. Community members were asked to rate how likely they would be to cooperate with the local police to solve a crime, and how likely they would be to attend a neighborhood crime prevention meeting. The following figure shows the likelihood of these behaviors as reported by residents of your community, compared to residents from similar jurisdictions and all jurisdictions.

"Cooperation with Police"
(% Likely or Very Likely)

97.40%   95.60%   95.10%

"Community Crime Prevention"
(% Likely or Very Likely)

81.60%   79.60%   79.00%

Work with the police to identify a person who has committed a crime in your neighborhood

Attend a meeting of residents in your neighborhood to discuss crime prevention

■ My Agency   ■ Similar Agencies   ■ All Agencies

Appendix – Indicators of Performance

Overall Satisfaction of the Encounter
1=Very Dissatisfied, 4=Very Satisfied
- Taking the whole experience into account, how satisfied are you with the way you were treated by the officer in this case?

Officer Behavior during the Interaction
1=Yes, 2=No
During your encounter with the police, did the officer….
- greet you by saying hello and stating his or her name?
- thank you for cooperating?
- raise his or her voice to you?
- threaten to use physical force against you? (Traffic Stops only)
- actually use force against you? (Traffic Stops only)
- search you by touching your body in different places? (Traffic Stops only)

Officer Respectfulness
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- treated me with dignity and respect.
- treated me politely.
- talked down to me. (reversed)

Helpfulness
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- clearly explained the reasons for his or her actions.
- explained what would happen next in the process.
- tried to be helpful

Officer Competence
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- appeared to know what he or she was doing.
- answered my questions well.

Officer Neutral or Unbiased
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- made decisions based on the facts.
- was fair and evenhanded.

- considered my views.

Officer Trustworthiness
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- seemed trustworthy.
- took the matter seriously.

Officer Empathy
1=Strongly Disagree, 4=Strongly Agree; 1=Yes, 2=No
During the encounter, the officer…
- listened to what I had to say.
- seemed concerned about my feelings.
- seemed to believe what I was saying.
- comforted and reassured me.

Victim Assistance
1=Strongly Disagree, 4=Strongly Agree; 1=Yes, 2=No
During the encounter, the officer…
- referred me to people or agencies that might be helpful.
- provided me with useful tips to avoid this situation in the future.

Not Blamed
1=Strongly Disagree, 4=Strongly Agree
During the encounter, the officer…
- seemed to blame me for what happened. (reversed)

Assessment of Police Performance in General
1=Very poor job, 4=Very good job
Please rate how good a job you feel the police are doing in your neighborhood.
How well are they doing at…
- fighting crime?
- dealing with problems that concern our neighborhood?
- being visible on the streets?
- treating people fairly regardless of who they are?
- being available when you need them?

Department's Legitimacy

1=Strongly Disagree, 4=Strongly Agree

- I trust my police department to make decisions that are good for everyone in my city.
- I have confidence that my police department can do its job well.

Community Cooperation and Crime Prevention

1= Very Unlikely, 4= Very Likely

How likely would you be to…

- work with the police to identify a person who has committed a crime in your neighborhood?
- attend a meeting of residents in your neighborhood to discuss crime prevention?