

Rockford Police Department

Results from the Police-Community Interaction (PCI) Survey Traffic Stops

This report was prepared by the Center for Research in Law and Justice, University of Illinois at Chicago.

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.

When the chief or sheriff invites feedback from service recipients, this action gives a voice to the community and communicates that your law enforcement agency cares about the quality of service being delivered. This report can be used as a new diagnostic tool to help your agency evaluate your performance in new ways. By providing feedback to agencies, the Platform seeks to encourage evidence-based self-monitoring among participating agencies, as well as reflection and dialogue about innovative methods for improving the quality of service to the public.

The Methodology

Community members who report a crime incident or a traffic accident, or who are stopped for a traffic violation in the previous two weeks are 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 are excluded). Community members are given the option of taking the PCI survey over the telephone (interactive voice technology) or on the Internet, either in English or Spanish.

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 survey is independently managed by the University of Illinois at Chicago 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.

Demographics of Traffic Stop Survey Respondents

This report contains information from persons who had contact with one of your officers between **10/01/2013** and **01/16/2014**. As of **June 12, 2014**, **86** community members had taken the PCI survey for traffic stops during this period. The demographic characteristics of the persons who completed the survey are reported below. The statistics also include the percentage of respondents who elected to complete the survey by telephone or online web survey.

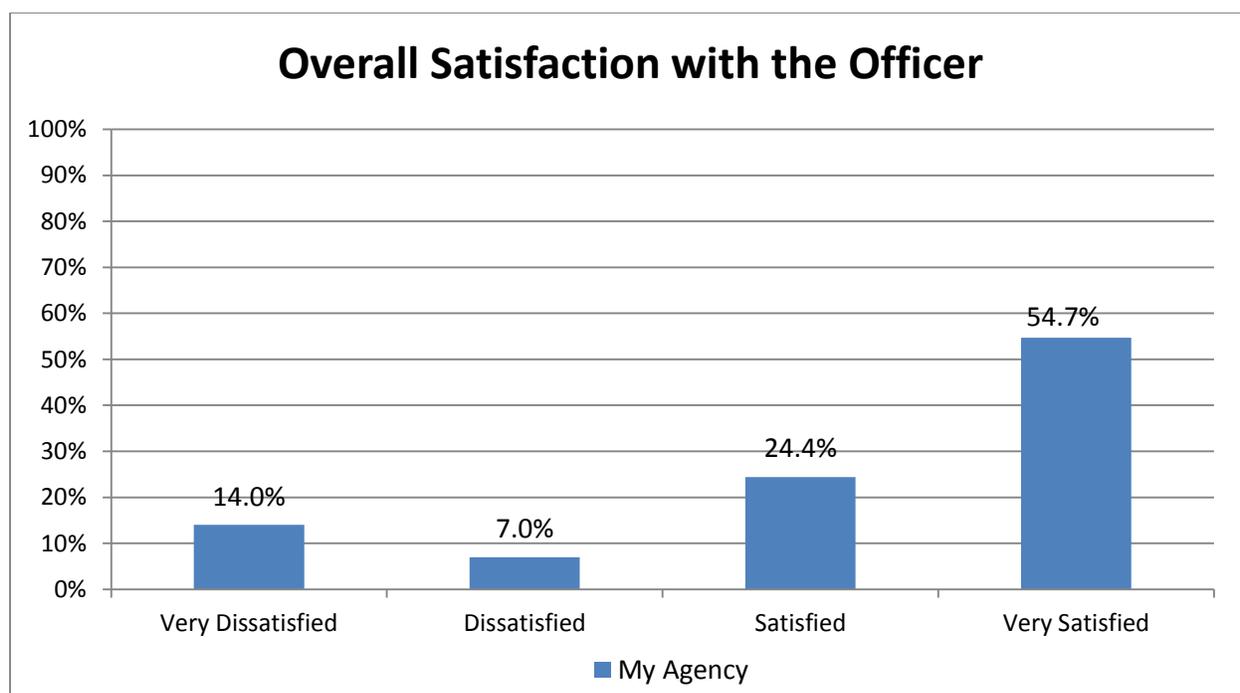
		My Agency
Gender	Female	50.7%
	Male	49.3%
Race	White	64%
	Non-White	36%
Age	Under 30 years old	17.4%
	30 to 50 years old	36%
	51 years and older	46.5%
Income	Less than \$25,000	38.8%
	\$25,001 to \$50,000	20.4%
	\$50,001 to \$75,000	12.2%
	\$75,001 to \$100,000	16.3%
	Over \$100,000	12.2%
Residency	Residents	76.7%
Survey Type	Automated Phone	46.5%
	Web Survey	53.5%
Percent Contact Type of Total Sample	Traffic stop	26.6%

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).

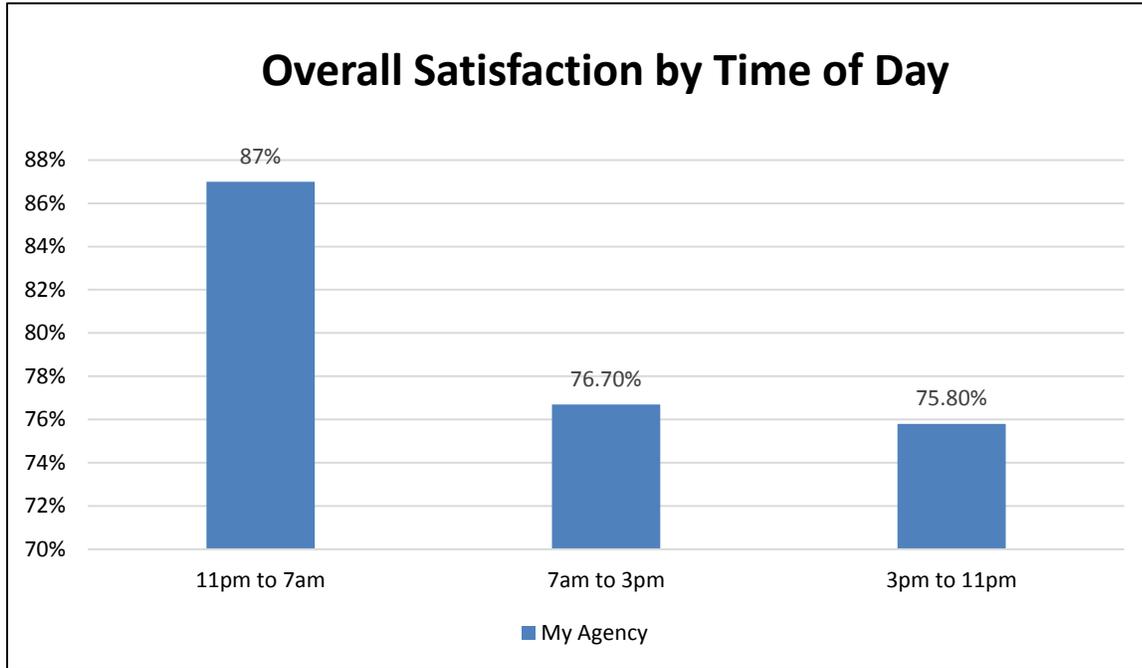
Overall Satisfaction with the Officer

The following figure shows overall satisfaction with the treatment they received during the contact with the officer. **Overall, 79.1% of the respondents were satisfied or very satisfied with the encounter.**



Satisfaction by Incident Characteristics

The following table shows overall satisfaction with the police contact by characteristics of the shift. (Unless otherwise stated, “Percent satisfied” in the tables that follow includes both “Very satisfied” and “Somewhat satisfied” responses).



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
Gender	Male	73.0%
	Female	78.9%
Race	White	83.6%
	Non White	71.0%
Age	Under 30 years old	60.0%
	30 to 50 years old	80.6%
	51 years and older	85.0%
Residency	Resident	73.2%
	Non-Resident	88.2%

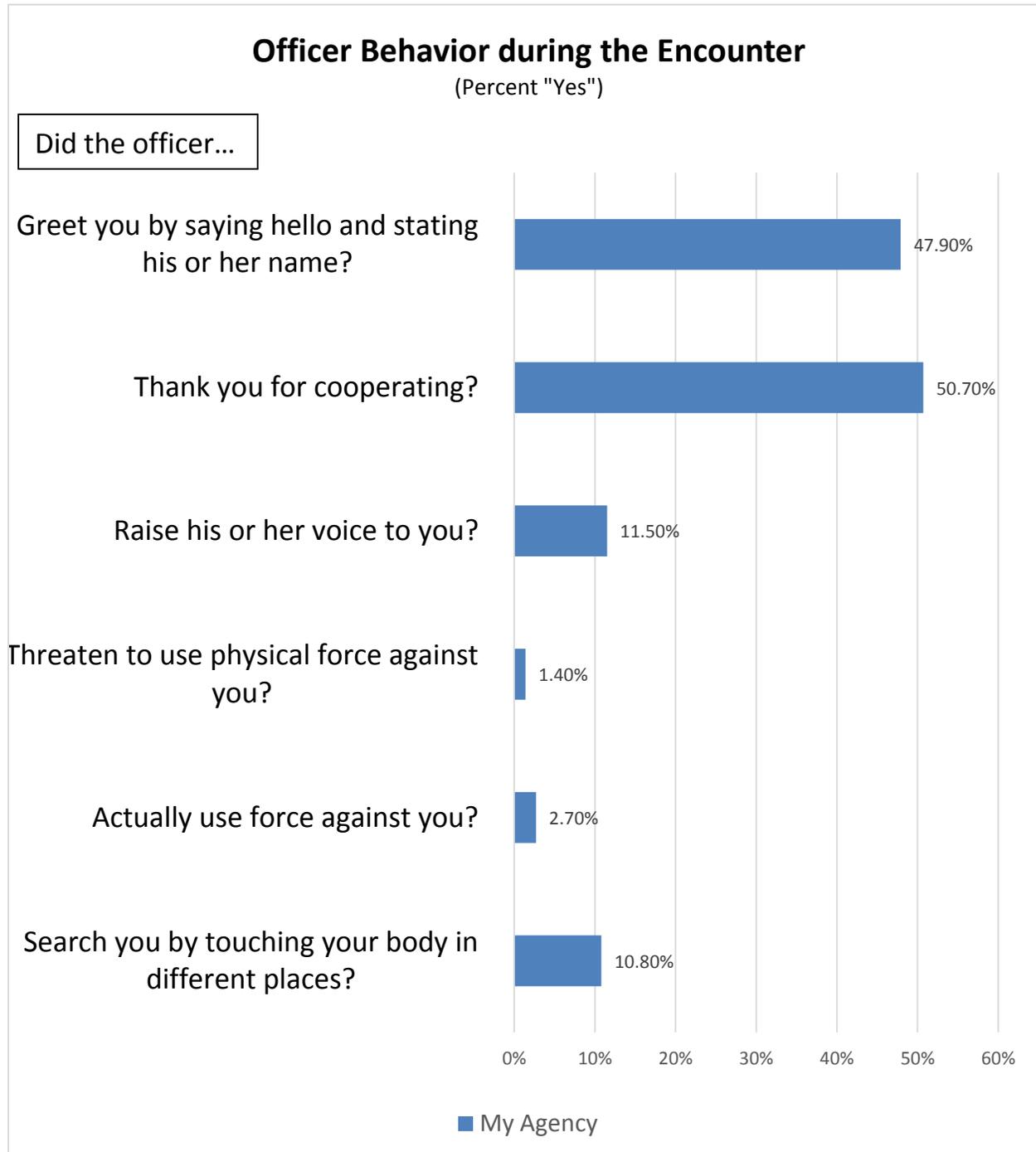
Satisfaction by Officer Characteristics

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

		Percent Satisfied
		My Agency
Officer's Gender	Male	80.8%
	Female	62.5%
Officer's Race	White	79.7%
	Non-White	85.7%
Officer's Age	Under 30 years old	76.0%
	30 to 40 years old	84.1%
	41 years and older	75.0%

Officer Behavior during the Interaction

The following figure shows whether the officer engaged in specific behaviors during the interaction, including greetings, use of force, and searches. These items required a yes/no answer. The use of force and search questions were asked only in cases of traffic stops.



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 accident victims who have experienced a traumatic or stressful incident.

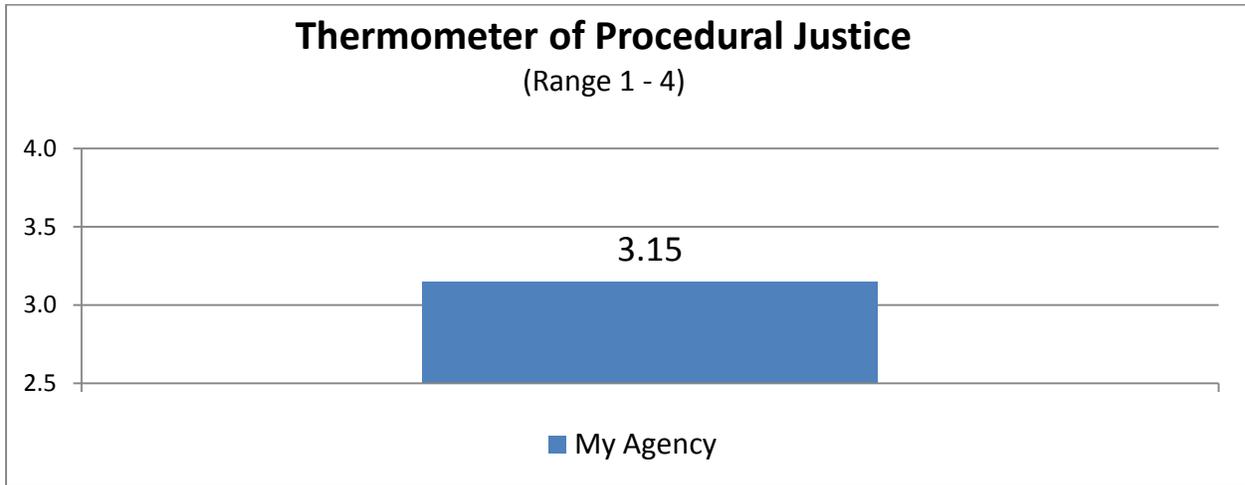
Community members are asked to evaluate the officer’s behavior on specific dimensions such as procedural fairness, respectfulness, and professional demeanor. Survey respondents are asked to agree or disagree with a series of statements using a four-point scale (1= strongly disagree; 4= strongly agree), 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 Public¹	
Indicator	Definition
Respectful	Officer treated community member with dignity and respect
Communication	Officer exhibited good communication skills and emotional control
Competent	Officer explained processes, answered questions, and appeared knowledgeable
Unbiased	Officer was fair and did not base his/her decisions on race, gender, religion, or sexual orientation of community member
Trustworthy	Officer seemed trustworthy
Support	Officer showed concern and emotional support
Inform	Officer provided useful information (e.g. referrals, crime prevention tips) <i>for crime reports only</i>
Not Blamed	Officer did not blame the community member for what happened

¹ 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.

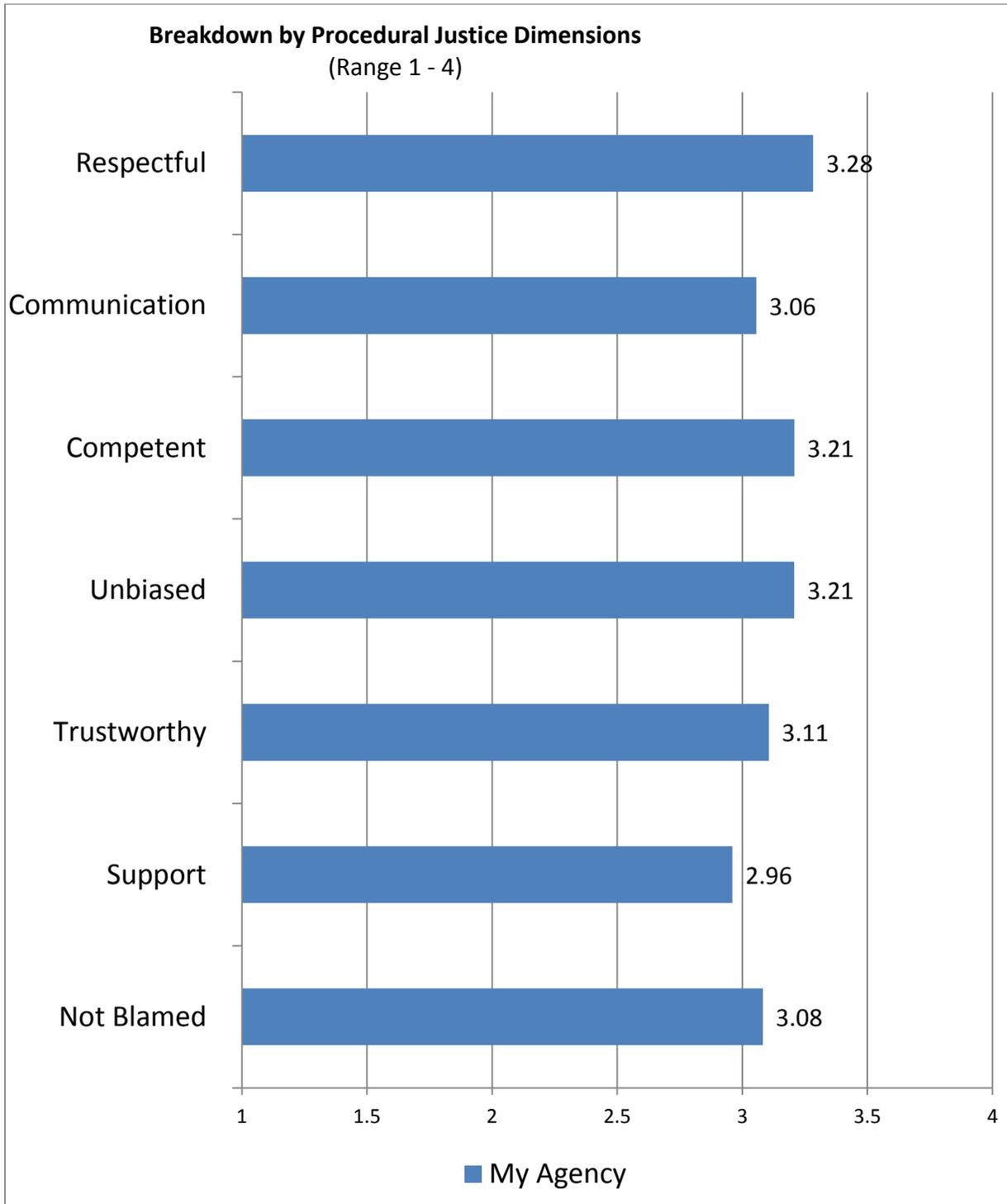
Overall Level of Procedural Justice Thermometer

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



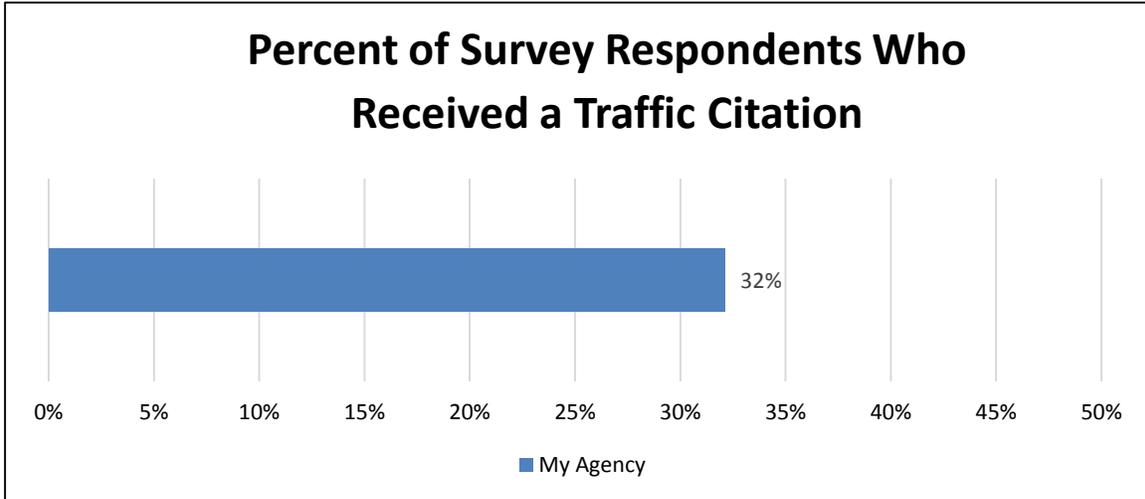
Breakdown by Procedural Justice Dimensions

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.



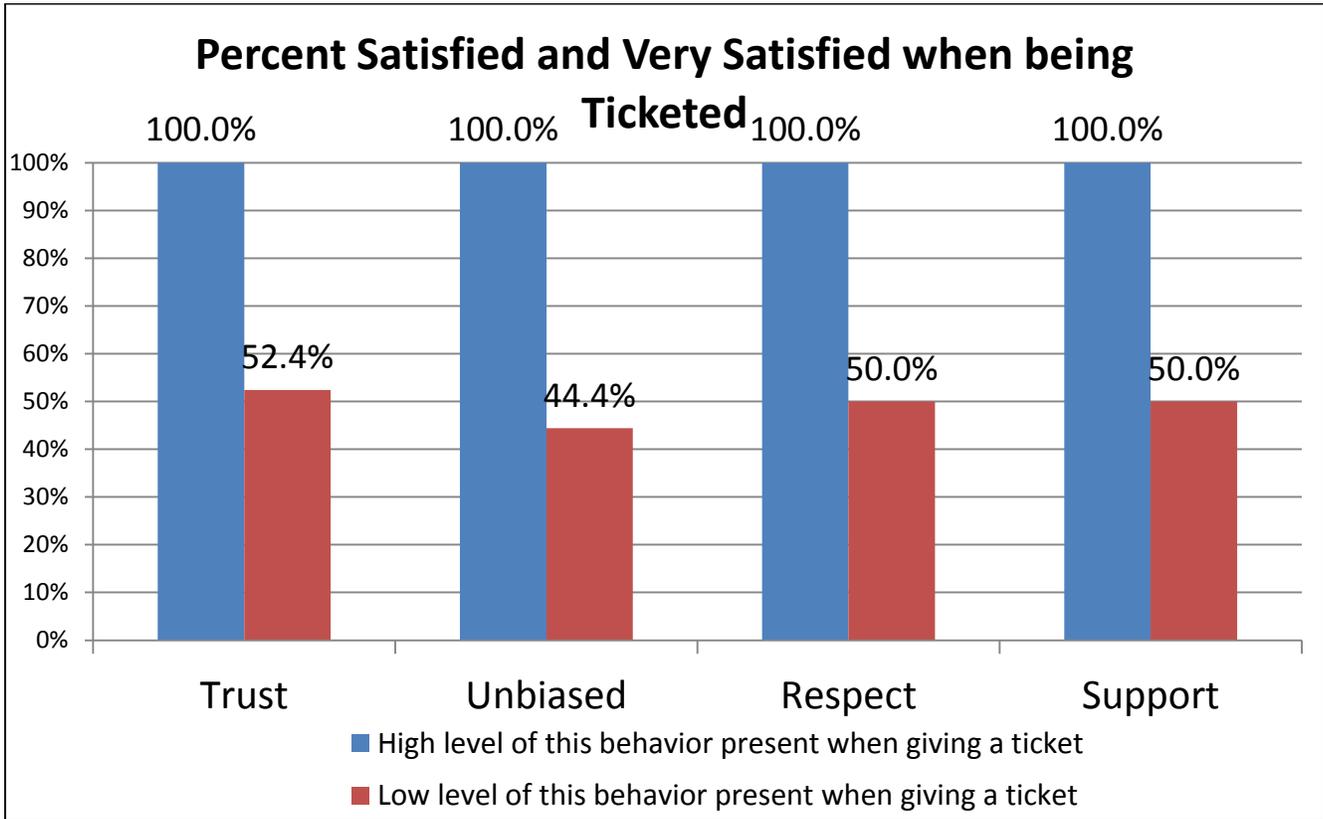
Percent of Traffic Stop Respondents Who Received a Citation

The figure below details the percentage of respondents involved in a traffic stop who received a citation. Please note that as the percentage of citations increase, overall satisfaction scores with the interaction tend to decrease.



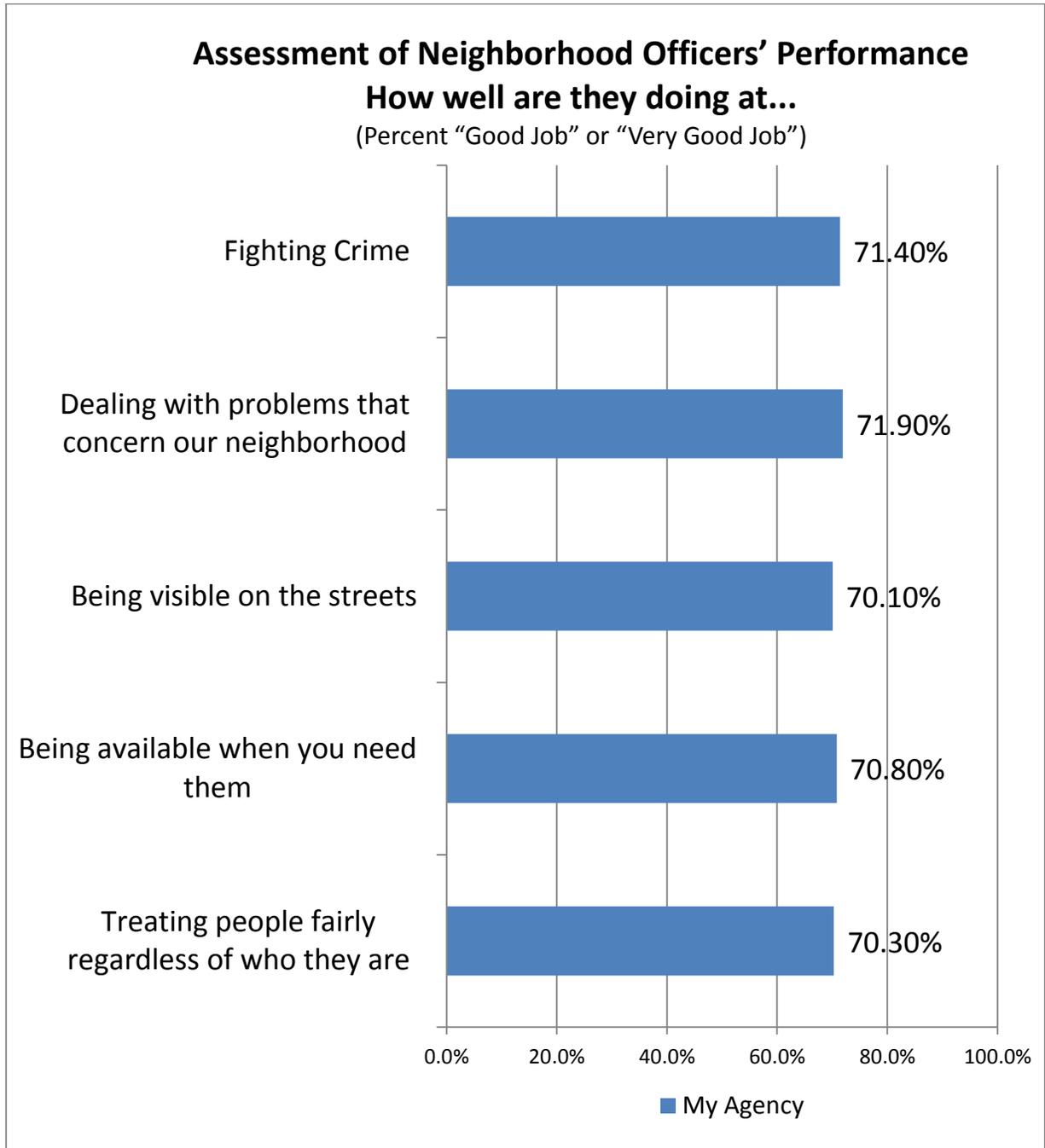
Public Satisfaction with Traffic Stops and Tickets

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 and whether the officer was fair and polite during the interaction. Looking only at data from traffic stops made by your agency, the drivers' overall satisfaction with how they were treated by the officer declined precipitously when a ticket was issued. However, "car-side manners" had a large impact on the overall rating of the officers who issued tickets. Using the overall level of satisfaction among ticketed individuals as the baseline, the figure below shows how many percentage points are gained when an officer who gives a ticket is considered respectful, unbiased in the decision, trustworthy, and willing to listen to what the driver's story. Conversely, the figure shows how many percentage points are lost when the officer does not exhibit these behaviors while giving a citation. Thus, engaging in procedurally just and supportive behaviors is strongly associated with a citizen's overall satisfaction with an officer's performance during the interaction.



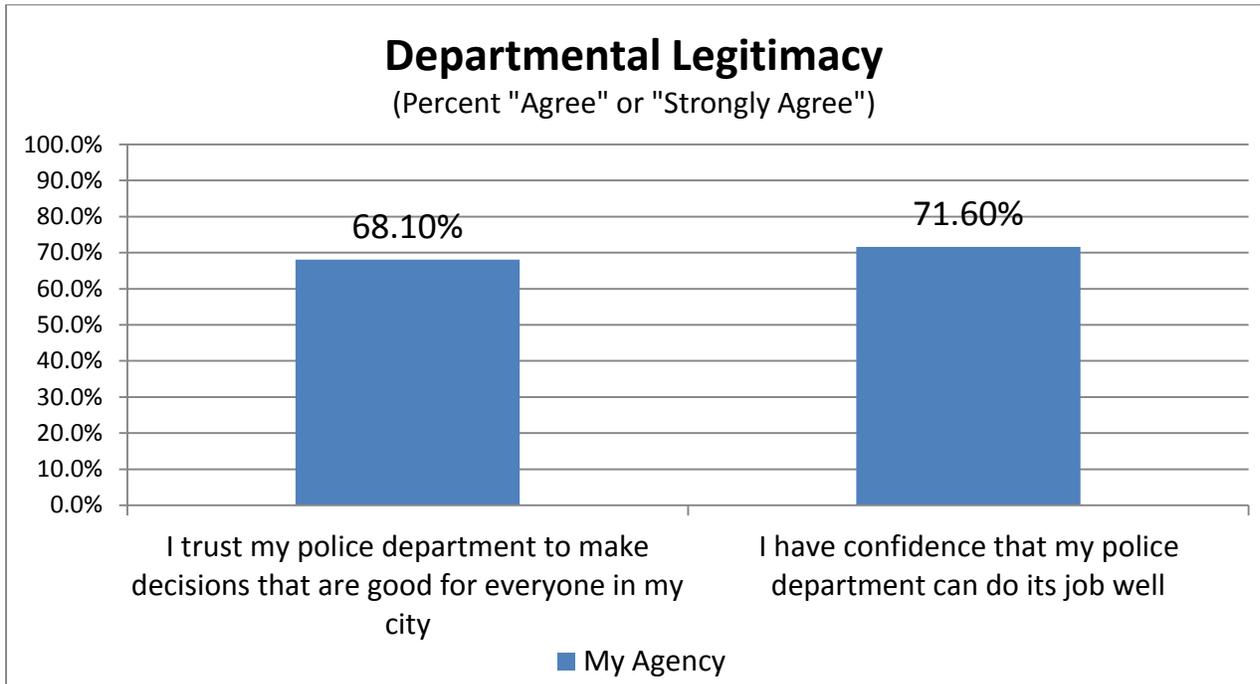
Assessment of Neighborhood Officers' Performance

Beyond specific contacts with the police, community members were asked to assess the performance of police officers who work in the neighborhood where they live. 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").



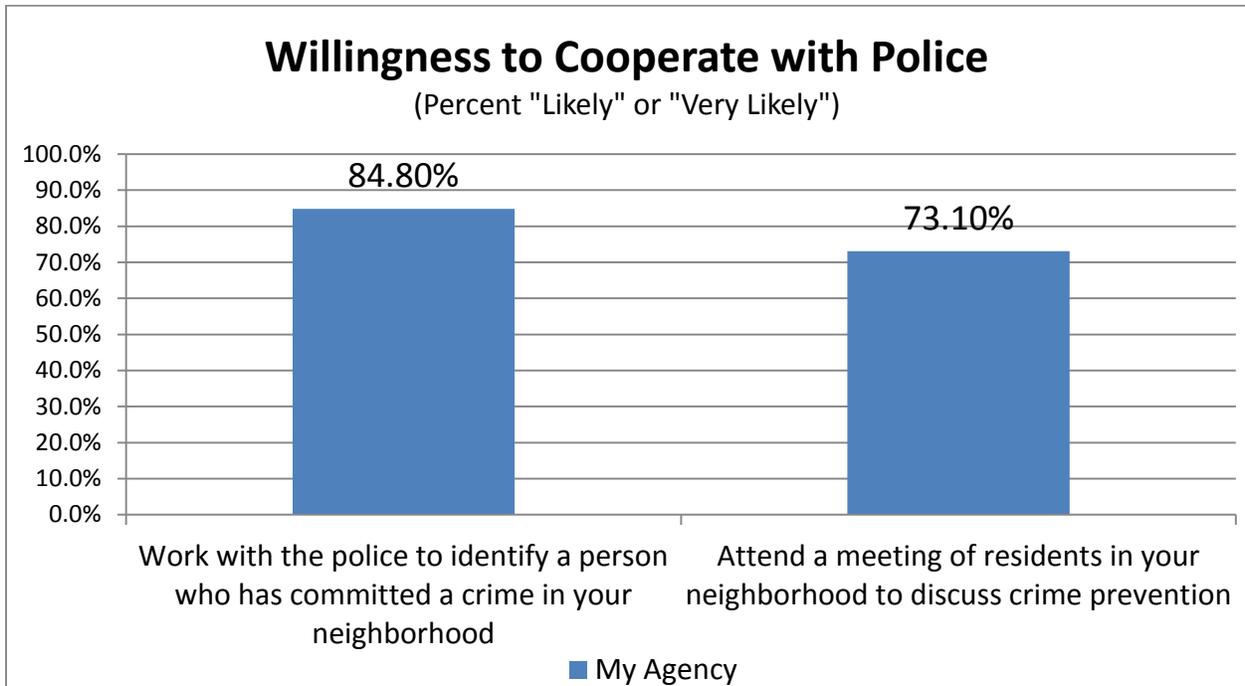
Assessment of Agency Legitimacy

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.



Community Cooperation and Crime Prevention

Building partnerships with the community and encouraging 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.



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?

Perceived Response Time

1=Very Slowly, 4=Very Quickly

- How long did it take for the police to arrive?

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)

Respectful

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)

Communication

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- remained calm.
- displayed a sense of humor.
- interrupted me. (reversed)

Competence

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- appeared to know what he or she was doing.
- clearly explained the reasons for his or her actions.
- explained what would happen next in the process.
- answered my questions well.

Unbiased

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- made decisions based on the facts.
- was fair and evenhanded.
- discriminated against me because of my race, gender, age, religion, or sexual orientation. (reversed)

Trustworthy and Helpful

1=Strongly Disagree, 4=Strongly Agree

During the encounter, the officer...

- considered my views.
- seemed trustworthy.
- tried to be helpful.
- took the matter seriously.

Support

1=Strongly Disagree, 4=Strongly Agree

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.

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?

Perceived Organizational Legitimacy (Assessment of Department Overall)

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?