

**RESULTS FROM THE 2001 TRAFFIC ENFORCEMENT
CITIZEN SURVEY**

December 2001

**Prepared by
Michael D. Reisig, Ph.D.**

**RESULTS FROM THE 2001 TRAFFIC ENFORCEMENT
CITIZEN SURVEY**

A Report Submitted to

**Chief Mark Alley
Lansing Police Department
Lansing, MI 48933**

December 20, 2001

RESULTS FROM THE 2001 TRAFFIC ENFORCEMENT CITIZEN SURVEY

Table of Contents

List of Figures	3
List of Tables	4
Introduction	6
Section I. Citizen Expectations	8
Section II. Police Service	14
Section III. Expectancy Confirmation.....	20
Section IV. Police Behavior	31
Section V. Encounter-Level Satisfaction.....	37
Section VI. General Satisfaction with the LPD	43
Section VII. Additional Findings	49
Appendix A: Sample Protocol	57
Appendix B: Survey Instrument.....	59

List of Figures

Figure 1. Citizen Expectations _____	10
Figure 2. Police Services _____	16
Figure 3. Expectancy Confirmation _____	22
Figure 4. Police Behavior _____	33
Figure 5. Encounter-Level Satisfaction _____	39
Figure 6. General Satisfaction with the LPD _____	45
Figure 7a. Prevent Traffic Accidents? (1999 Survey, Full Sample) _____	51
Figure 7b. Why Were You Stopped & Cited? (1999 Survey, Full Sample) _____	51
Figure 8a. Prevent Traffic Accidents? (2001 Survey, Full Sample) _____	52
Figure 8b. Why Were You Stopped & Cited? (2001 Survey, Full Sample) _____	52
Figure 9a. Prevent Traffic Accidents? (1999 Survey, African-Americans) _____	53
Figure 9b. Why Were You Stopped & Cited? (1999 Survey, African-Americans)	53
Figure 10a. Prevent Traffic Accidents? (2001 Survey, African-Americans) _____	54
Figure 10b. Why Were You Stopped & Cited? (2001 Survey, African-Americans)	54
Figure 11a. Prevent Traffic Accidents? (1999 Survey, Non-Black Minorities) _____	55
Figure 11b. Why Were You Stopped & Cited? (1999 Survey, Non-Black Minorities)	55
Figure 12a. Prevent Traffic Accidents? (2001 Survey, Non-Black Minorities) _____	56
Figure 12b. Why Were You Stopped & Cited? (2001 Survey, Non-Black Minorities)	56

List of Tables

Table 1. Citizen Expectations by Race/Ethnicity _____	11
Table 2. Citizen Expectations by Age _____	12
Table 3. Citizen Expectations by Gender _____	13
Table 4. Police Service by Race/Ethnicity _____	17
Table 5. Police Service by Age _____	18
Table 6. Police Service by Gender _____	19
Table 7. Expectancy Confirmation for Caucasians _____	23
Table 8. Expectancy Confirmation for African-Americans _____	24
Table 9. Expectancy Confirmation for Non-Black Minorities _____	25
Table 10. Expectancy Confirmation for Citizens 16 to 29 Years of Age _____	26
Table 11. Expectancy Confirmation for Citizens 30 to 49 Years of Age _____	27
Table 12. Expectancy Confirmation for Citizens 50+ Years of Age _____	28
Table 13. Expectancy Confirmation for Males _____	29
Table 14. Expectancy Confirmation for Females _____	30
Table 15. Police Behavior by Race / Ethnicity _____	34
Table 16. Police Behavior by Age _____	35
Table 17. Police Behavior by Gender _____	36
Table 18. Encounter-Level Satisfaction by Race / Ethnicity _____	40
Table 19. Encounter-Level Satisfaction by Age _____	41

List of Tables Continued

Table 20. Encounter-Level Satisfaction by Gender _____	42
Table 21. General Satisfaction with the LPD by Race / Ethnicity _____	46
Table 22. General Satisfaction with the LPD by Age _____	47
Table 23. General Satisfaction with the LPD by Gender _____	48

RESULTS FROM THE 2001 TRAFFIC ENFORCEMENT CITIZEN SURVEY

Introduction

In 1999 the Lansing Police Department (LPD) announced efforts were underway to improve police service during traffic encounters. Shortly thereafter, LPD officials worked to identify service-related aspects of quality traffic encounters, as well as proper officer demeanor. Prior to implementing new policies and procedures related to this police function, the LPD conducted a mail survey of citizens who received a traffic citation in March 1999 (hereafter "1999 Survey"). These data provided a first look at how well officers were doing, and more importantly, provided a baseline from which future assessments could be compared.

Results from the 1999 Survey showed that LPD officers were doing fairly well at conducting traffic encounters. For example, nearly 60% of citizens reported they were either "very satisfied" or "satisfied" with the way the LPD handled their traffic stop. However, room for improvement was also noted. Nearly all of the survey respondents (96.3%) said that they expect LPD officers to answer their questions concerning the stop. Results from the survey showed, however, that officers did so 75.2% of the time. In other words, approximately 21% of citizens did not have their service expectations met in this regard.

Upon taking office in June 2000, Chief Mark Alley made improving traffic patrol services a high priority. Toward this end, Chief Alley and his staff contracted the services of Dr. Carl Taylor to conduct training sessions with LPD officers. The program, which focused on "youth culture," was designed to help raise awareness among the officers on how to best interact with younger residents.

A second initiative undertaken by Chief Alley was to address perceptions of racial profiling (i.e., the targeting of racial minorities for exploratory stops) in Lansing. Two private consultants, Dr. David L. Carter and Dr. Andra J. Katz-Bannister, were hired. To address the issue, Carter and Katz-Bannister developed a multi-stage protocol which featured, among other things, focus groups with uniformed personnel, community meetings, new data collection forms to monitor demographic trends in traffic stops, and officer training on how to conduct a proper traffic stop.

The objective of the 2001 Traffic Encounter Survey (hereafter "2001 Survey") was to determine whether the quality of traffic encounters improved since 1999. The 2001 Survey, which was conducted in September through November 2001, targeted citizens who received a traffic citation in August 2001 (for details, see Appendix A). Over 500 mail surveys were returned. To achieve the stated objective, information from the 2001 Survey is compared with the 1999 Survey.

The Lansing Police Department's investment in these surveys represents a very significant commitment to monitoring traffic encounters. To the best of my knowledge, very few police departments have invested this heavily in systematic assessment involving both pre- and post-tests of procedural changes in traffic enforcement.

This report summarizes information obtained from the surveys conducted with citizen respondents who received a citation from the LPD. The report consists of seven sections: Citizen Expectations, Police Service, Expectancy Confirmation, Police Behavior, Encounter-Level Satisfaction, General Satisfaction with the LPD, and Additional Findings. In each section, results from the full samples and from different social groupings (i.e., race/ethnicity, age, and gender) are reported. Each section begins with a brief overview of some of the more important findings.

Section I: Citizen Expectations

In this section, citizen expectations of police service during traffic encounters are presented. Each respondent from both the 1999 Survey and the 2001 Survey was asked whether or not they expected LPD officers to perform the following tasks:

- ❖ Inform them as to why they were stopped
- ❖ Ask to see their registration and proof of insurance
- ❖ Provide them information as to how to take care of the traffic violation
- ❖ Complete the encounter in a reasonable amount of time
- ❖ Answer questions regarding the stop

This information served two purposes. First, these items provided some of the information necessary to calculate expectancy confirmation scores, which are discussed in Section III. Second, this information helped us determine whether citizen expectations of police service have remained stable between the two time periods - - 1999 and 2001. Overall, the results indicate:

- ❖ An overwhelming majority of the citizens surveyed in 1999 and 2001 expected LPD officers to inform them as to why they were stopped (96.9% & 96.7%), ask to see their registration and proof of insurance (98.0% & 98.6%), provide information as to how to take care of the violation (88.8% & 87.2%), complete the encounter in a reasonable amount of time (91.6% & 90.4%), and answer their questions (96.2% & 95.5%)(see Figure 1).
- ❖ In the 2001 Survey, significantly fewer African-Americans (83.6%) expected LPD officers to complete the encounter in a reasonable amount of time when compared to Caucasians (92.8%)(see Table 1).
- ❖ When compared to younger citizens, motorists between the ages of 30 and 49 were significantly less likely to report that they expected LPD officers to inform them as to how to handle the violation (94.0% versus 82.4%, respectively)(see Table 2).
- ❖ Expectations of police service among male and female motorists remained fairly uniform from one year to the next, and differences across genders were not observed (see Table 3).

Overall, the results presented in Section I show that differences the 1999 and 2001 Surveys regarding expectations of police service were almost nonexistent. What is more, expectations of police service appear to be fairly consistent across different social groupings.

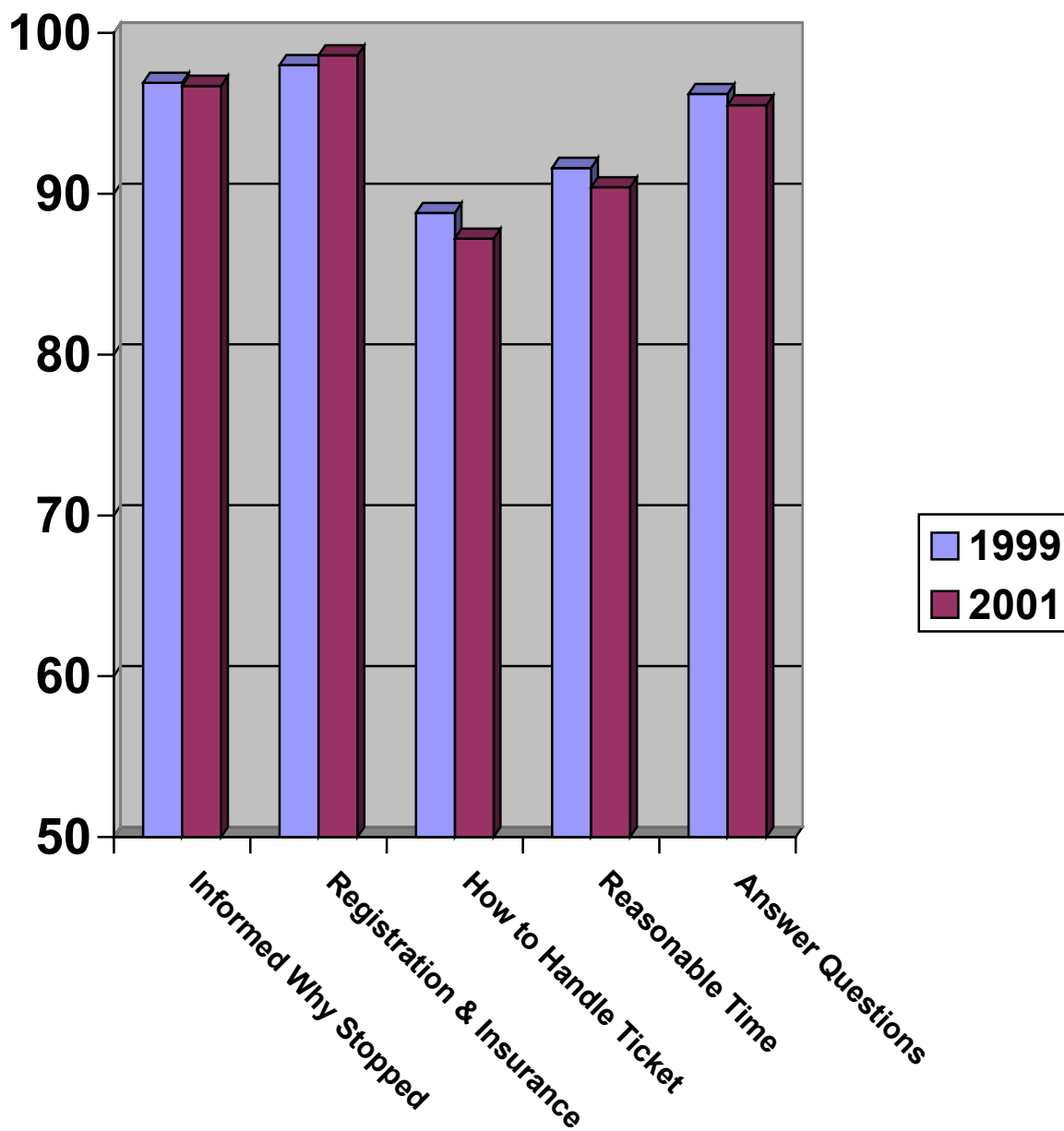
Figure 1. Citizen Expectations

Table 1. Citizen Expectations by Race / Ethnicity

	Caucasian		African-American		Non-Black Minority	
	1999	2001	1999	2001	1999	2001
Informed Why Stopped	96.0	96.8	97.6	98.6	100.0	94.5
Registration & Insurance	98.8	98.9	96.4	95.9	96.4	100.0
How to Handle Ticket	89.3	88.3	85.2	86.3	90.9	83.1
Reasonable Time	93.3	92.8	89.0	83.6	89.1	86.1
Answer Questions	97.6	96.0	92.6	97.2	94.4	91.5
Sample Size	254	351	83	75	55	74

Table 2. Citizen Expectations by Age

	16 to 29 years of age		30 to 49 years of age		50+ years of age	
	1999	2001	1999	2001	1999	2001
Informed Why Stopped	97.4	97.3	97.1	96.3	94.8	96.7
Registration & Insurance	97.5	98.9	98.3	98.2	98.4	98.9
How to Handle Ticket	89.7	94.0	87.5	82.4	90.2	85.2
Reasonable Time	88.5	89.5	92.1	88.7	98.3	96.6
Answer Questions	94.8	95.6	97.2	95.5	96.6	95.4
Sample Size	157	185	177	223	62	92

Table 3. Citizen Expectations by Gender

	Male		Female	
	1999	2001	1999	2001
Informed Why Stopped	95.7	96.8	98.7	96.7
Registration & Insurance	97.8	98.0	98.2	99.2
How to Handle Ticket	88.8	86.9	88.8	87.6
Reasonable Time	89.6	90.0	94.4	90.8
Answer Questions	95.2	95.2	97.5	95.8
Sample Size	232	253	164	247

Section II: Police Service

We now turn our attention to police services provided during traffic encounters. The following results come from a section of the survey asking respondents whether the officers “actually” provided any of the five service-oriented elements listed in Section I. Among some of the more interesting findings include:

- ❖ With but one exception (i.e., registration & insurance), the level of service provided by LPD officers was significantly higher in the 2001 Survey (see Figure 2).
- ❖ For Caucasians, significant improvements in police service were reported nearly across the board. The biggest improvement was officers answering questions regarding the stop (from 77.4% to 87.3%)(see Table 4).
- ❖ Improvements in police service were also observed among African-American motorists. For example, the percentage of African-Americans reporting that the officer informed them as to why they were stopped increased (from 86.4% to 91.9%), and the percentage reporting that officers completed the stop in a “reasonable amount of time” also improved (from 63.9% to 72.2%). The only item that did not improve was whether the officer answered questions regarding the stop (see Table 4).
- ❖ For Non-Black Minorities, all aspects of police service improved. For example, the percentage of minority citizens who reported that officers completed the encounter in a “reasonable amount of time” increased in 2001 (from 72.2% to 80.0%)(see Table 4).
- ❖ In relative terms, African-American citizens were much less likely to report that officers took the time to answer their questions concerning the stop when compared to Caucasians and Non-Black Minorities (see Table 4).
- ❖ For younger motorists (i.e., 16 to 29 years), improvements were reported in every category. The biggest improvement concerned officers completing the encounter in a “reasonable amount of time” (from 68.2% to 80.6%)(see Table 5).

- ❖ For citizens between the ages of 30 and 49, police service improved in nearly every category. The most significant improvement was observed in the “reasonable amount of time” category (from 81.1% to 91.8%). However, marked improvements were also recorded in the following categories: “informed why stopped” (from 89.0% to 94.5%), “how to handle ticket” (from 75.3% to 84.8%), and “answer questions” (from 76.6% to 86.2%)(see Table 5).
- ❖ Levels of service reported by citizens 50 years and older showed little improvement. Differences between the 1999 Survey and the 2001 Survey were not statistically significant. Therefore, we conclude that levels of service did not change between the two time periods for older motorists. However, it is worth noting that in relative terms, the level of service provided during traffic encounters to older citizens did not differ much from the other age categories in 2001 (see Table 5).
- ❖ Levels of service increased for male citizens between the 1999 Survey and the 2001 Survey. The biggest improvement was observed in the “reasonable amount of time” category (from 74.5% to 85.3%)(see Table 6).
- ❖ Among females, improvements in police service were reported in almost every category. The largest increase was reported in the “how to handle ticket” category (from 72.5% to 83.8%)(see Table 6).
- ❖ In relative terms, the level of service provided to males and females is very similar (i.e., no statistical differences observed).

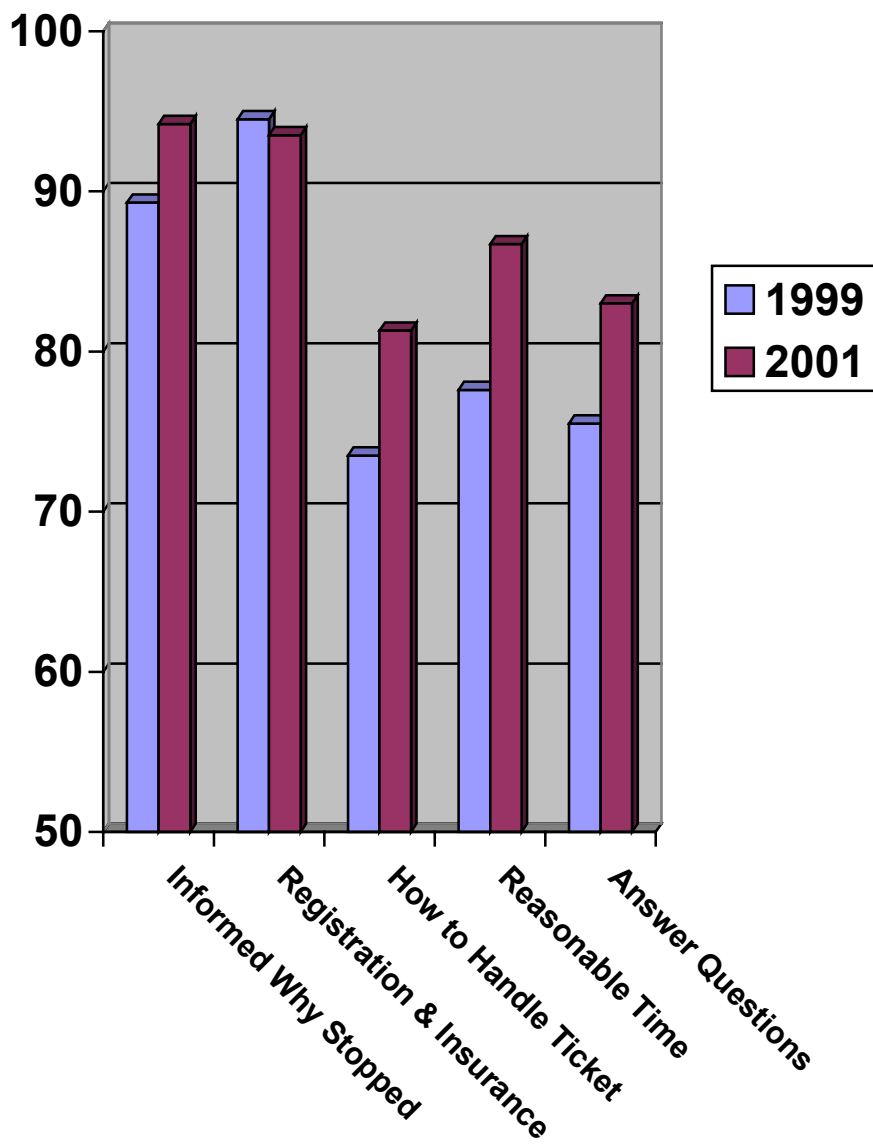
Figure 2. Police Services

Table 4. Police Service by Race / Ethnicity

	Caucasian		African-American		Non-Black Minority	
	1999	2001	1999	2001	1999	2001
Informed Why Stopped	91.0	96.1	86.4	91.9	87.0	87.3
Registration & Insurance	96.1	93.7	89.2	90.7	94.5	95.8
How to Handle Ticket	75.8	85.3	70.4	71.2	70.9	72.2
Reasonable Time	83.2	91.6	63.9	72.2	72.2	77.8
Answer Questions	77.4	87.3	70.5	65.2	75.9	80.0
Sample Size	254	351	83	75	55	74

Table 5. Police Service by Age

	16 to 29 years of age		30 to 49 years of age		50+ years of age	
	1999	2001	1999	2001	1999	2001
Informed Why Stopped	87.7	94.4	89.0	94.5	94.6	92.9
Registration & Insurance	93.6	94.6	93.8	92.3	98.4	94.4
How to Handle Ticket	67.9	77.2	75.3	84.8	82.3	80.9
Reasonable Time	68.2	80.6	81.1	91.8	90.3	86.7
Answer Questions	71.1	78.8	76.6	86.2	83.6	84.1
Sample Size	157	185	177	223	62	92

Table 6. Police Service by Gender

	Male		Female	
	1999	2001	1999	2001
Informed Why Stopped	89.4	94.3	89.0	94.0
Registration & Insurance	93.5	94.0	95.7	93.0
How to Handle Ticket	74.1	78.9	72.5	83.8
Reasonable Time	74.5	85.3	81.9	88.2
Answer Questions	72.0	81.1	80.4	85.0
Sample Size	232	253	164	247

Section III. Expectancy Confirmation

In this section, we are interested in whether LPD officers exceeded, met, or fell short of citizens' expectations of police service. To do so, the information from Sections I and II are used to calculate "expectancy confirmation scores." Simply put, these scores tell us how well police service measures up relative to citizens' expectations. The formula used to calculate expectancy confirmation scores is pretty straightforward:

$$\text{Citizen Expectations} - \text{Police Service} = \text{Expectancy Confirmation}$$

For example, in the 1999 Survey 96.9% of citizens reported that they expected police officers to inform them as to why they were stopped, and officers actually did so in 89.3% of encounters. The expectancy confirmation score would be -7.6%, respectively.

In 2001 the percentage of citizens expecting officers to tell them why they were stopped was 96.7%, and the percentage of officers that actually did so was 94.2%. The expectancy confirmation score for 2001 would be -2.5%.

We can use these two scores (i.e., -7.3% and -2.5%) to determine whether officers did a better job at meeting citizens' expectations in 2001. Returning to our example, we see that the expectancy confirmation score increased +4.8%. Although a modest gap still exists between expectations and service (i.e., -2.5%), we are able to conclude that officers have addressed the disparity between the service expectations and the service motorists actually received during traffic encounters, especially because the percentage of citizens expecting such action remained almost constant.

- ❖ With but one exception (i.e., registration & insurance), LPD officers reduced the level of disparity between citizens' expectations and actual police service. In particular, LPD officers showed the most improvement in handling encounters in a reasonable amount of time and informing citizens on how to handle the ticket (see Figure 3).
- ❖ LPD officers were successful in reducing the gap between Caucasian citizens' expectations and actual police service in four of five categories. The two biggest improvements were observed in answering the motorists' questions and providing information as to how to handle the violation (see Table 7).

- ❖ Improvements in expectancy confirmation among African-American citizens were comparatively modest. Nevertheless, LPD officers did a better job at completing encounters with African-American motorists in a reasonable amount of time in 2001 (see Table 8).
- ❖ A measurable gap remains with regard to officers answering questions that are posed by African-American citizens during traffic encounters. Two factors must be taken into account when considering this finding. First, the percentage of African-Americans who reported that they expect LPD officers to answer their questions increased in 2001 (from 92.6% to 97.2%). Second, the percentage of police officers that actually did so dropped in 2001 (from 70.5% to 65.2%)(see Table 8).
- ❖ For Non-Black Minority motorists, police service improved most in the areas of completing the encounter in a timely manner and answering questions after taking into account changes in expectation levels (see Table 9).
- ❖ Levels of police service improved in nearly every category during traffic encounters with younger motorists (i.e., between the ages of 16 and 29), especially with regard to completing the encounter in a reasonable amount of time (see Table 10).
- ❖ In the 2001 Survey, officers actually exceeded service expectations in two areas among motorists between the ages of 30 and 49: how handle ticket and reasonable time (see Table 11).
- ❖ For citizens between the ages of 30 and 49, the most meaningful improvements were in the areas of completing the encounter in a reasonable amount of time, providing information as to how to take care of the ticket, and the officer answering questions (see Table 11).
- ❖ Among motorists between 50 years of age and older, the gap between expectations and actual police service remained modest and relatively unchanged (see Table 12).
- ❖ LPD officers significantly improved in meeting male motorists expectations for completing the encounter in a timely fashion and answering questions (see Table 13).
- ❖ Improvements in meeting the service expectations of female motorists were made almost across the board. The largest improvement was observed in officers providing female citizens with information on how to take care of the violation (see Table 14).

Figure 3. Expectancy Confirmation

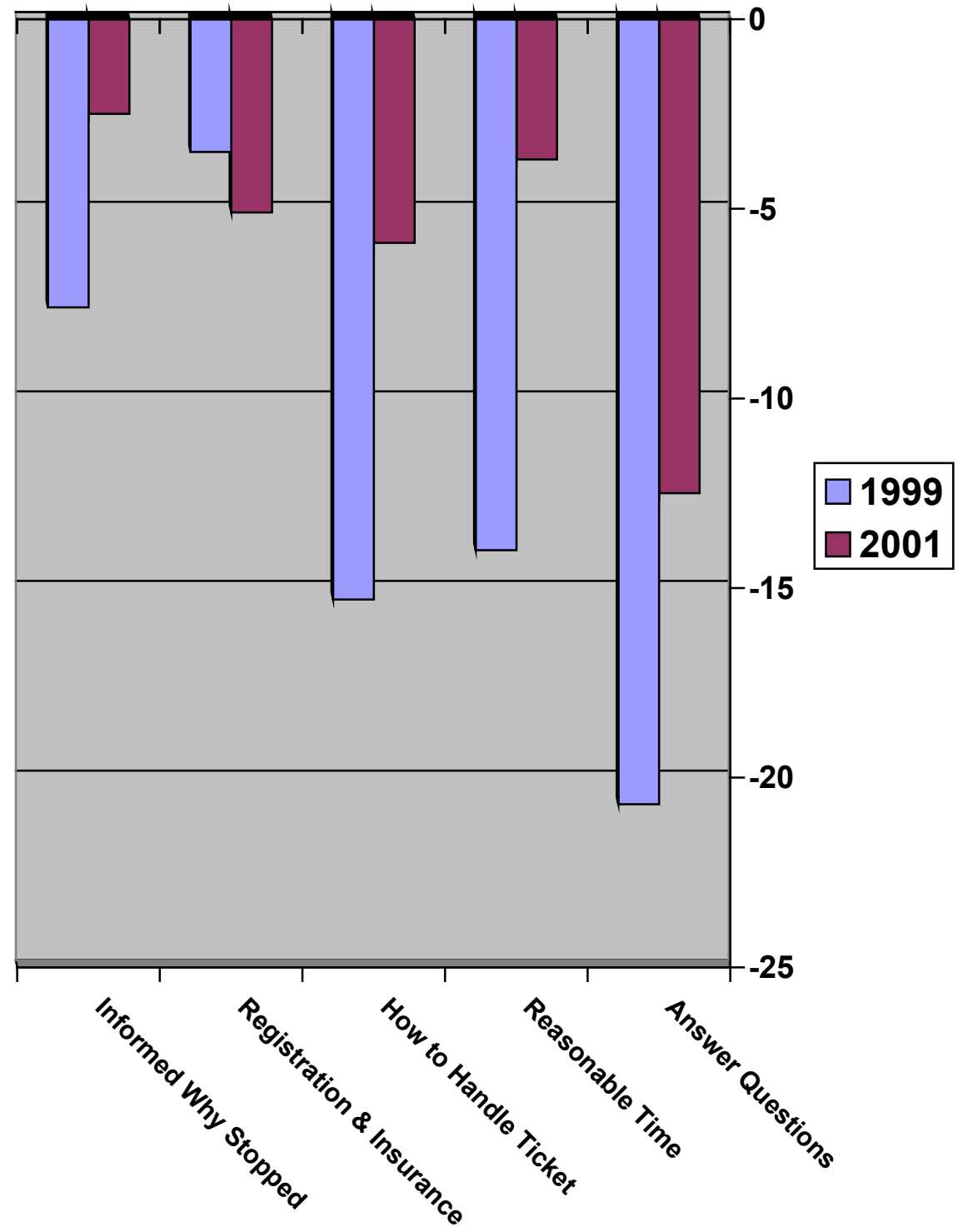


Table 7. Expectancy Confirmation for Caucasians

Survey Items	% Expected		% Actual		Difference (+/-)		Year-to-Year Comparison
	1999	2001	1999	2001	1999	2001	
Inform you as to why you were stopped	96.0	96.8	91.0	96.1	-5.0	-0.7	+4.3
Ask to see your registration & proof of insurance	98.8	98.9	96.1	93.7	-2.7	-5.2	-2.5
Provide info as to how to take care of the violation	89.3	88.3	75.8	85.3	-13.5	-3.0	+10.5
Complete the encounter in a reasonable amount of time	93.3	92.8	83.2	91.6	-10.1	-1.2	+8.9
Answer questions	97.6	96.0	77.4	87.3	-20.2	-8.7	+11.5

Table 8. Expectancy Confirmation for African-Americans

Survey Items	% Expected		% Actual		Difference (+/-)		Year-to-Year Comparison
	1999	2001	1999	2001	1999	2001	
Inform you as to why you were stopped	97.6	98.6	86.4	91.9	-11.2	-6.7	+4.5
Ask to see your registration & proof of insurance	96.4	95.9	89.2	90.7	-7.2	-5.2	+2.0
Provide info as to how to take care of the violation	85.2	86.3	70.4	71.2	-14.8	-15.1	-0.3
Complete the encounter in a reasonable amount of time	89.0	83.6	63.9	72.2	-25.1	-11.4	+13.7
Answer questions	92.6	97.2	70.5	65.2	-22.1	-32.0	-9.9

Table 9. Expectancy Confirmation for Non-Black Minorities

Survey Items	% Expected		% Actual		Difference (+/-)		Year-to-Year Comparison
	1999	2001	1999	2001	1999	2001	
Inform you as to why you were stopped	100.0	94.5	87.0	87.3	-13.0	-7.2	+5.8
Ask to see your registration & proof of insurance	96.4	100.0	94.5	95.8	-1.9	-4.2	-2.3
Provide info as to how to take care of the violation	90.9	83.1	70.9	72.2	-20.0	-10.9	+9.1
Complete the encounter in a reasonable amount of time	89.1	86.1	72.2	77.8	-16.9	-8.3	+8.6
Answer questions	94.4	91.5	75.9	80.0	-18.5	-11.5	+7.0

Table 10. Expectancy Confirmation for 16 to 29 Years of Age

Survey Items	% Expected		% Actual		Difference (+/-)		Year-to-Year Comparison
	1999	2001	1999	2001	1999	2001	
Inform you as to why you were stopped	97.4	97.3	87.7	94.4	-9.7	-2.9	+6.8
Ask to see your registration & proof of insurance	97.5	98.9	93.6	94.6	-3.9	-4.3	-0.4
Provide info as to how to take care of the violation	89.7	94.0	67.9	77.2	-21.8	-16.8	+5.0
Complete the encounter in a reasonable amount of time	88.5	89.5	68.2	80.6	-20.3	-8.9	+11.4
Answer questions	94.8	95.6	71.1	78.8	-23.7	-16.8	+6.9

Table 11. Expectancy Confirmation for 30 to 49 Years of Age

Survey Items	% Expected		% Actual		Difference (+/-)		Year-to-Year Comparison
	1999	2001	1999	2001	1999	2001	
Inform you as to why you were stopped	97.1	96.3	89.0	94.5	-8.1	-1.8	+6.3
Ask to see your registration & proof of insurance	98.3	98.2	93.8	92.3	-4.5	-5.9	-1.4
Provide info as to how to take care of the violation	87.5	82.4	75.3	84.8	-12.2	+2.4	+14.6
Complete the encounter in a reasonable amount of time	92.1	88.7	81.1	91.8	-11.0	+3.1	+14.1
Answer questions	97.2	95.5	76.6	86.2	-20.6	-9.3	+11.3

Table 12. Expectancy Confirmation 50+ Years of Age

Survey Items	% Expected		% Actual		Difference (+/-)		Year-to-Year Comparison
	1999	2001	1999	2001	1999	2001	
Inform you as to why you were stopped	94.8	96.7	94.6	92.9	-0.2	-3.8	-2.6
Ask to see your registration & proof of insurance	98.4	98.9	98.4	94.4	0.0	-4.5	-4.5
Provide info as to how to take care of the violation	90.2	85.2	82.3	80.9	-7.9	-4.3	+3.6
Complete the encounter in a reasonable amount of time	98.3	96.6	90.3	86.7	-8.0	-9.9	-1.1
Answer questions	96.6	95.4	83.6	84.1	-13.0	-11.3	+1.7

Table 13. Expectancy Confirmation for Males

Survey Items	% Expected		% Actual		Difference (+/-)		Year-to-Year Comparison
	1999	2001	1999	2001	1999	2001	
Inform you as to why you were stopped	95.7	96.8	89.4	94.3	-6.3	-2.5	+3.8
Ask to see your registration & proof of insurance	97.8	98.0	93.5	94.0	-4.3	-4.0	+0.3
Provide info as to how to take care of the violation	88.8	86.9	74.1	78.9	-14.7	-8.0	+6.7
Complete the encounter in a reasonable amount of time	89.6	90.0	74.5	85.3	-15.1	-4.7	+10.4
Answer questions	95.2	95.2	72.0	81.1	-23.2	-14.1	+9.1

Table 14. Expectancy Confirmation for Females

Survey Items	% Expected		% Actual		Difference (+/-)		Year-to-Year Comparison
	1999	2001	1999	2001	1999	2001	
Inform you as to why you were stopped	98.7	96.7	89.0	94.0	-9.7	-2.7	+7.0
Ask to see your registration & proof of insurance	98.2	99.2	95.7	93.0	-2.5	-6.2	-3.7
Provide info as to how to take care of the violation	88.8	87.6	72.5	83.8	-16.3	-3.8	+12.5
Complete the encounter in a reasonable amount of time	94.4	90.8	81.9	88.2	-12.5	-2.6	+9.9
Answer questions	97.5	95.8	80.4	85.0	-17.1	-10.8	+6.3

Section IV. Police Behavior

We now turn our attention to the results concerning police behavior. Here, we are interested in the officer's demeanor during the encounter. Was the officer courteous? Was the officer sarcastic? Did the officer take the time to listen to the motorist? Once again, information from the 1999 Survey and the 2001 Survey will be presented for the full samples. Results by different social groupings (e.g., race / ethnicity) will also be presented.

- ❖ More motorists judged LPD officers to be courteous, business-like, friendly, and took the time to listen to them in the 2001 Survey. What is more, significantly fewer citizens reported that officers were sarcastic compared to reports from the 1999 Survey (see Figure 4).
- ❖ Caucasian motorists rated all categories of police behavior in more positive terms in the 2001 Survey (see Table 15).
- ❖ Some fluctuations (both positive and negative) were observed in African-American evaluations of police behavior. For example, in 2001 fewer African-American motorists reported that the officer was sarcastic (from 40.2% to 36.6%) and that the officer was friendly (from 62.5% to 55.6%), these differences were not statistically significant. In sum, evaluations of police behavior among African-Americans remained fairly consistent over the two time periods (see Table 15).
- ❖ Evaluations of police behavior improved among Non-Black Minorities. For example, fewer minority citizens reported that officers were sarcastic (from 24.5% to 14.5%), and more minority motorists reported that officers were friendly (from 61.1% to 70.6%) and took the time to listen to them (from 58.2% to 73.5%)(see Table 15).
- ❖ In general terms, Caucasians evaluated police behavior in more positive terms than did African-American motorists, and Non-Black Minority citizens fell somewhere in between these two groups (see Table 15).
- ❖ Evaluations of police behavior among motorists between the ages of 16 and 29 were more positive in the 2001 Survey. For example, the percentage of citizens reporting that the officer took the time to listen to them increased from 57.3% to 67.0% (see Table 16).

- ❖ Motorists between the ages of 30 and 49 rated police behavior during traffic stops in more positive terms in 2001. For example, the percentage of citizens reporting that the officer was sarcastic declined (from 20.6% to 8.7%), and the percentage of citizens reporting that officers took the time to listen increased (from 69.0% to 82.1%)(see Table 16).
- ❖ Evaluations of police behavior among citizens 50 years of age and older, in statistical terms, remained constant (see Table 16).
- ❖ Although evaluations of police behavior provided by younger motorists (i.e., between the ages of 16 and 29) improved, significant differences between age groups remain. In other words, younger citizens rate police behavior less favorably compared to older motorists (see Table 16).
- ❖ In the 2001 Survey, male motorists rated all aspects of police behavior in more favorable terms. For example, the percentage of males who reported that the officer was courteous increased from 73.3% to 85.3% (see Table 17).
- ❖ Higher ratings of police behavior were also reported among female motorists. For example, fewer female citizens said that the officer was sarcastic (from 18.8% to 14.4%). More female motorists said that the officer was business-like (from 84.2% to 90.3%), and that the officer took the time to listen to their concerns (from 70.3% to 78.6%) in 2001 (see Table 17).
- ❖ Evaluations of police behavior between men and women were fairly similar. However, significantly more men reported that the officer was friendly, and more women said that the officer was business-like (see Table 17).

Figure 4. Police Behavior

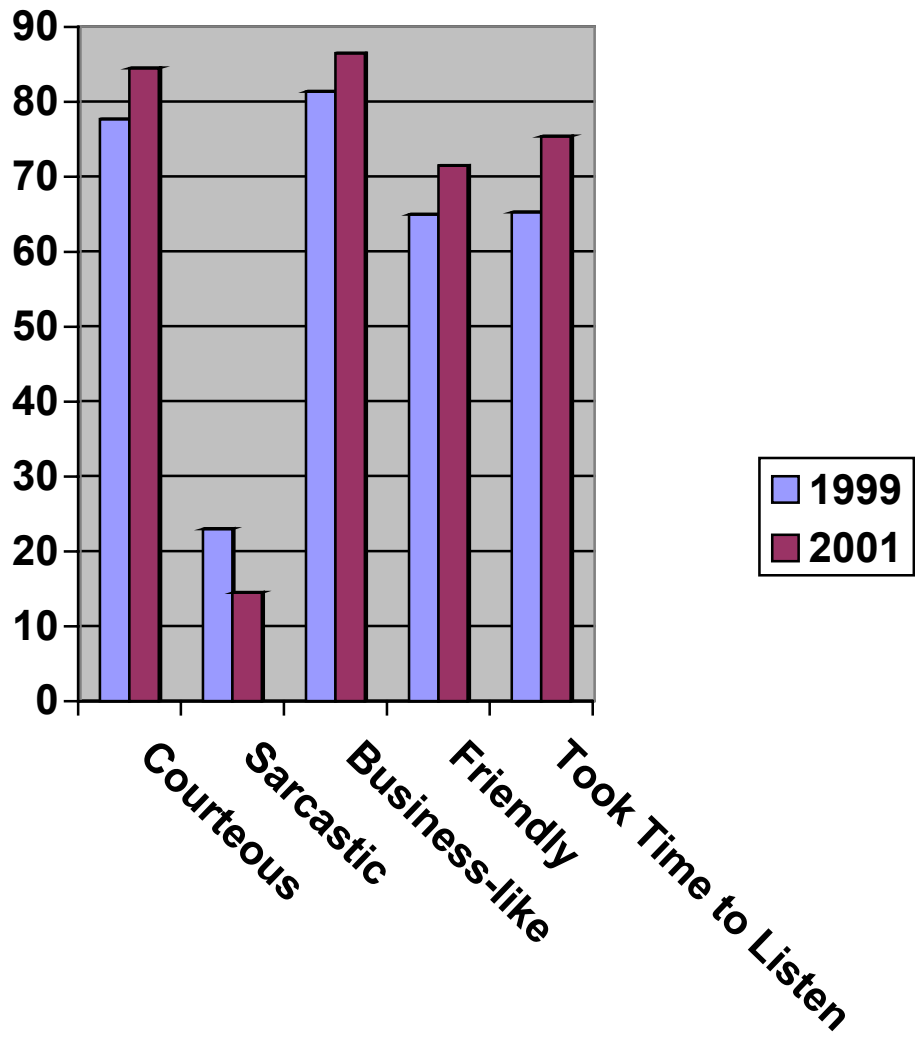


Table 15. Police Behavior by Race / Ethnicity

	Caucasian		African-American		Non-Black Minority	
	1999	2001	1999	2001	1999	2001
Courteous	78.9	88.8	72.8	72.2	81.1	75.7
Sarcastic	16.5	9.9	40.2	36.6	24.5	14.5
Business-Like	87.1	92.2	69.5	72.2	74.1	73.2
Friendly	67.2	75.1	62.5	55.6	61.1	70.6
Took Time to Listen	68.9	79.4	61.3	58.0	58.2	73.5
Sample Size	254	351	83	75	55	74

Table 16. Police Behavior by Age

	16 to 29 years of age		30 to 49 years of age		50+ years of age	
	1999	2001	1999	2001	1999	2001
Courteous	68.2	75.0	82.5	91.9	87.1	85.2
Sarcastic	28.7	21.8	20.6	8.7	6.4	13.8
Business-Like	75.8	82.7	83.8	89.6	88.5	86.4
Friendly	58.8	63.5	66.3	75.5	76.7	78.2
Took Time to Listen	57.3	67.0	69.0	82.1	74.1	76.2
Sample Size	157	185	177	223	62	92

Table 17. Police Behavior by Gender

	Male		Female	
	1999	2001	1999	2001
Courteous	73.3	85.3	83.6	83.6
Sarcastic	26.1	14.5	18.8	14.4
Business-Like	79.5	82.9	84.2	90.3
Friendly	64.0	75.5	66.3	67.2
Took Time to Listen	61.6	72.6	70.3	78.6
Sample Size	232	253	164	247

Section V. Encounter-Level Satisfaction

In this section, motorists' levels of satisfaction with the way the LPD handled their traffic stop is the focus. The term "encounter-level satisfaction" will be used to refer to this specific type of satisfaction. Each motorist was asked the following question:

"How satisfied are you with the way the Lansing Police Department handled your most recent traffic stop?"

Originally, this survey item featured a 4-point response, which ranged from "very dissatisfied" to "very satisfied" (see Section Four in Appendix B). In the results that follow, citizens' responses were collapsed into two categories: "very satisfied & satisfied" & "dissatisfied & very dissatisfied."

- ❖ Overall, the percentage of motorists reporting that they were "very satisfied" or "satisfied" with the way the LPD handled their traffic stop was significantly higher in 2001 (from 60.5% to 72.6%)(see Figure 5).
- ❖ Among Caucasian motorists, encounter-level satisfaction was significantly higher in 2001 (from 65.5% to 77.2%)(see Table 18).
- ❖ The percentage of African-American motorists reporting to be "very satisfied" or "satisfied" with the way the LPD handled their traffic stop did not change (see Table 18). However, when these results are examined using the original 4-point scale, some change in the positive direction was observed. More specifically, the percentage of African-Americans reporting to be "very dissatisfied" declined from 35.4% to 28.4%.
- ❖ For Non-Black Minority citizens, encounter-level satisfaction was significantly higher in 2001 (from 50.0% to 69.4%)(see Table 18).
- ❖ The largest increase in encounter-level satisfaction was found among Non-Black Minority motorists (see Table 18).
- ❖ Although a majority of citizens from each racial / ethnic category said that they were either "very satisfied" or "satisfied" with the way the LPD handled their traffic encounter, a significant gap (approximately 23%) was observed between Caucasians and African-Americans in 2001 (see Table 18).
- ❖ Levels of encounter-level satisfaction significantly improved among younger motorists (from 56.8% to 63.2%)(see Table 19).

- ❖ Among citizens between the ages of 30 and 49, levels of encounter-level satisfaction were significantly higher in 2001 (from 63.4% to 78.1%)(see Table 19).
- ❖ For motorists 50 years of age and older, levels of encounter-level satisfaction were significantly higher in 2001 (from 60.6% to 78.4%)(see Table 19).
- ❖ Although levels of encounter-level satisfaction improved across all three age groups, younger motorists still report the lowest level of encounter-level satisfaction (63.2%) when compared to the other two age groups (78.1% & 78.4%, respectively)(see Table 19).
- ❖ For male motorists, encounter-level satisfaction was significantly higher in 2001 (from 56.3% to 69.6%)(see Table 20).
- ❖ Levels of encounter-level satisfaction significantly improved among female motorists (from 66.3% to 75.7%)(see Table 19).
- ❖ Female motorists (75.7%) report higher levels of encounter-level satisfaction than did males (69.6%) in 2001. However, levels for both groups were higher in 2001 when compared to levels observed in 1999 (see Table 19).

Figure 5. Encounter-Level Satisfaction

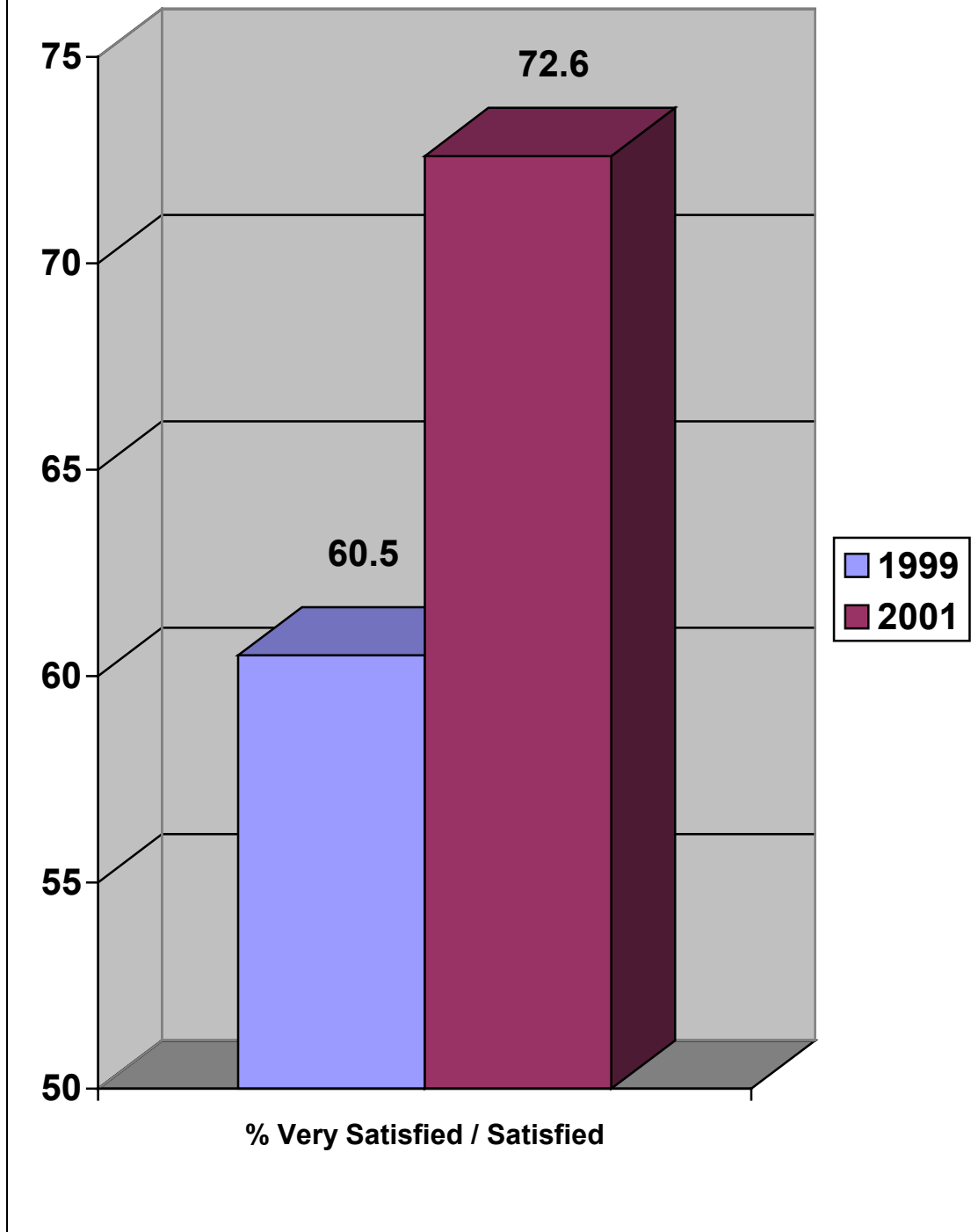


Table 18. Encounter-Level Satisfaction by Race / Ethnicity

	Caucasian		African-American		Non-Black Minority	
	1999	2001	1999	2001	1999	2001
Very Satisfied / Satisfied	65.5	77.2	53.7	54.0	50.0	69.4
Dissatisfied / Very Dissatisfied	34.5	22.8	46.3	46.0	50.0	30.6
Sample Size	252	343	82	74	54	72

Table 19. Encounter-Level Satisfaction by Age

	16 to 29 years of age		30 to 49 years of age		50+ years of age	
	1999	2001	1999	2001	1999	2001
Very Satisfied / Satisfied	56.8	63.2	63.4	78.1	60.6	78.4
Dissatisfied / Very Dissatisfied	43.2	36.8	36.6	21.9	39.4	21.6
Sample Size	155	182	175	219	61	88

Table 20. Encounter-Level Satisfaction by Gender

	Male		Female	
	1999	2001	1999	2001
Very Satisfied / Satisfied	56.3	69.6	66.3	75.7
Dissatisfied / Very Dissatisfied	43.7	30.4	33.7	24.3
Sample Size	231	250	160	239

Section VI. General Satisfaction with the LPD

In this section, we turn our attention to satisfaction with the LPD in general among motorists who were cited for a traffic violation (termed “general satisfaction”). Once again, results from the 1999 Survey and the 2001 Survey are compared. Motorists were asked the following question:

“How satisfied are you in general with the Lansing Police Department?”

The general satisfaction survey item originally featured a 4-point response (range = “very dissatisfied” to “very satisfied”). In the results that follow, the four categories were collapsed into “very satisfied & satisfied” and “very dissatisfied & dissatisfied.”

It is important to note that these findings should not be generalized to the larger community. In other words, the following results only represent a specific population - - motorists cited by the LPD for a traffic violation. To understand how satisfied the larger community is with the LPD, a community-wide survey would have to be administered.

- ❖ The percentage of motorists reporting that they were “very satisfied” or “satisfied” in general with the LPD significantly increased in 2001 (from 61.1% to 76.8%) (see Figure 6).
- ❖ For Caucasian motorists, general satisfaction was significantly higher in 2001 (from 67.8% to 81.1%)(see Table 21).
- ❖ Among Non-Black Minority motorists, general satisfaction with the LPD was significantly higher in 2001 (from 64.8% to 73.6%)(see Table 21).
- ❖ The largest increase in general satisfaction was observed among African-American motorists (from 39.5% to 60.3%). Despite the sharp increase, African-American motorists still report the lowest levels of general satisfaction with the LPD. Nevertheless, it is important to note that a majority of motorists from all racial / ethnic categories said that they were either “very satisfied” or “satisfied” in general with the LPD (see Table 21).
- ❖ Levels of general satisfaction significantly improved among younger motorists between the ages of 16 and 29 (from 54.2% to 67.7%)(see Table 22).
- ❖ For citizens between the ages of 30 and 49, levels of general satisfaction were significantly higher in 2001 (from 65.9% to 82.6%)(see Table 22).
- ❖ Levels of general satisfaction increased among motorists 50 years of age and older in 2001 (from 64.4% to 81.9%)(see Table 22).

- ❖ Although levels of general satisfaction improved significantly across all three age groups, younger motorists reported the lowest levels of general satisfaction (67.7%) when compared to the other two age groups (82.6% & 81.9%, respectively) in 2001.
- ❖ Levels of general satisfaction significantly improved among male motorists (from 61.6% to 75.0%) in 2001 (see Table 23).
- ❖ For female motorists, levels of general satisfaction were significantly higher in 2001 (from 60.1% to 78.7%)(see Table 23).

Figure 6. General Satisfaction with the LPD

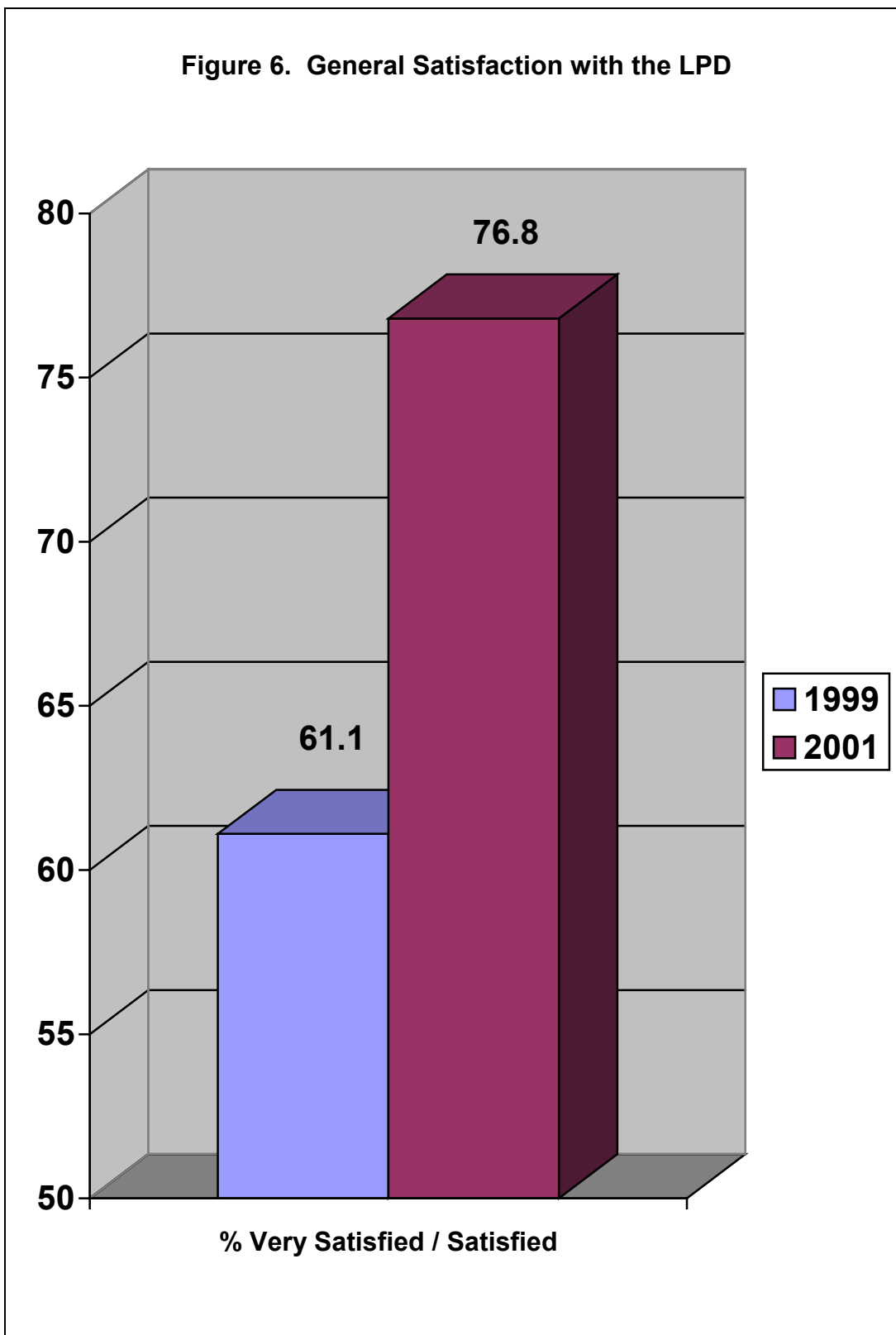


Table 21. General Satisfaction with the LPD by Race / Ethnicity

	Caucasian		African-American		Non-Black Minority	
	1999	2001	1999	2001	1999	2001
Very Satisfied / Satisfied	67.8	81.1	39.5	60.3	64.8	73.6
Dissatisfied / Very Dissatisfied	32.2	18.9	60.5	39.7	35.2	26.4
Sample Size	249	338	81	73	54	72

Table 22. General Satisfaction with the LPD by Age

	16 to 29 years of age		30 to 49 years of age		50+ years of age	
	1999	2001	1999	2001	1999	2001
Very Satisfied / Satisfied	54.2	67.7	65.9	82.6	64.4	81.9
Dissatisfied / Very Dissatisfied	45.8	32.2	34.1	17.4	35.6	18.1
Sample Size	155	183	173	212	59	88

Table 23. General Satisfaction with the LPD by Gender

	Male		Female	
	1999	2001	1999	2001
Very Satisfied / Satisfied	61.6	75.0	60.1	78.7
Dissatisfied / Very Dissatisfied	38.4	25.0	39.9	21.3
Sample Size	229	248	158	235

Section VII: Additional Findings

We now turn our attention to the reasons given by motorists for why they were pulled over. But first, a few technical details concerning how the survey items were presented are in order. Motorists included in both the 1999 and 2001 samples were asked whether they believed they were stopped and cited because the “LPD is concerned with preventing traffic accidents” (see Section Four in Appendix B). If a respondent answered “yes,” then she or he was instructed to proceed to other, non-related items. If a motorist answered “no,” then we asked why he or she believed the officer stopped and cited them. Seven different reasons, such as “to meet a quota” or “the neighborhood you were traveling though,” were presented to motorists. In addition, an open-ended response (i.e., “other”) was provided just in case the reason they believed they were pulled over was not provided. The pie charts presented in Section VII include all survey respondents meeting the specified attributes, such as African-Americans in the 1999 Survey. The bar graphs, on the other hand, consist of only those respondents from each group that said they did not believe they were stopped and cited because the LPD is concerned with preventing traffic accidents. Only non-accident traffic encounters were included in the results that follow.

- ❖ About the same percentage of survey respondents in 1999 and 2001 said that they believed they were stopped and cited because the LPD is concerned with preventing traffic accidents (45.7% & 52.6%, respectively)(see Figures 7a & 8a).
- ❖ Results from the 1999 Survey and the 2001 Survey show that the most common reason given by motorists who believed they were stopped and cited for a reason other than concern with traffic accidents was “to meet a quota” (43.8% & 47.5%, respectively)(see Figures 7b & 8b).
- ❖ About the same percentage of African-American motorists in 1999 and 2001 said that they believed they were stopped and cited because the LPD is concerned with preventing traffic accidents (33.3% & 36.9%, respectively)(see Figures 9a & 10a).
- ❖ In 1999, the most common reason given by African-American motorists who believed they were stopped and cited for a reason other than concern with traffic accidents was their “race” (56.5%)(see Figure 9b). In 2001, the most common reason given was “to meet a quota” (67.5%), and the percentage of African-American believing their race was a factor decreased by 11.5% (see Figure 10b).
- ❖ The percentage of Non-Black Minority motorists who said they believed they were stopped and cited because the LPD is concerned with preventing traffic accidents jumped by nearly 14% in 2001 (see Figures 11a & 12a).

- ❖ In 1999, the most common reason given by Non-Black Minority motorists who believed they were stopped and cited not because of concern with traffic accidents was their “race” (54.2%). In 2001, however, the percentage of those believing their race was a factor was significantly lower (25.9%)(see Figures 11b & 12b).

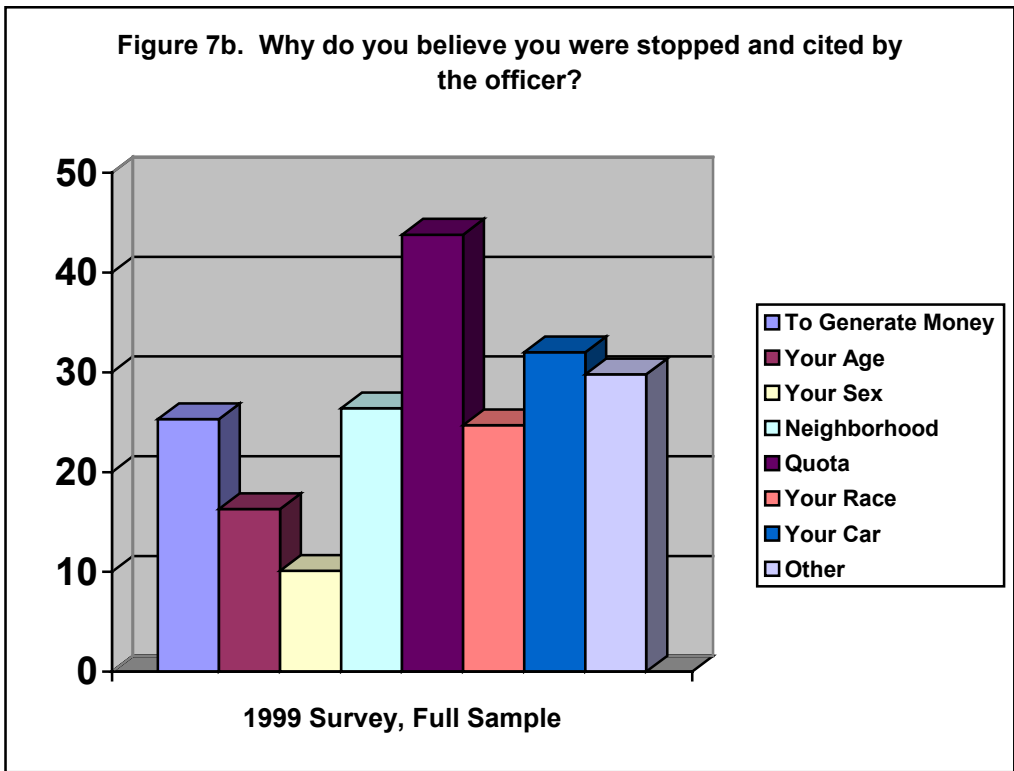
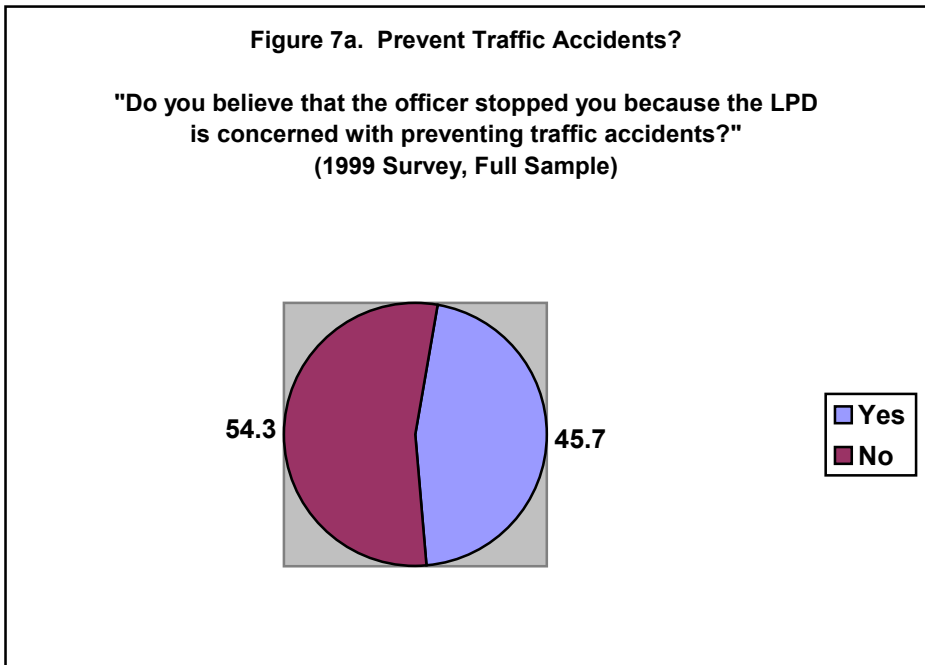


Figure 8a. Prevent Traffic Accidents?

"Do you believe that the officer stopped you because the LPD is concerned with preventing traffic accidents?"
(2001 Survey, Full Sample)

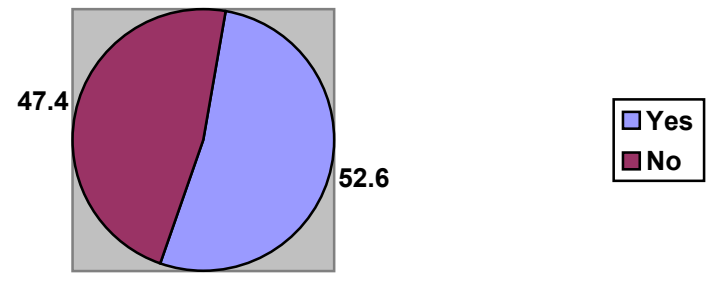


Figure 8b. Why do you believe you were stopped and cited by the officer?

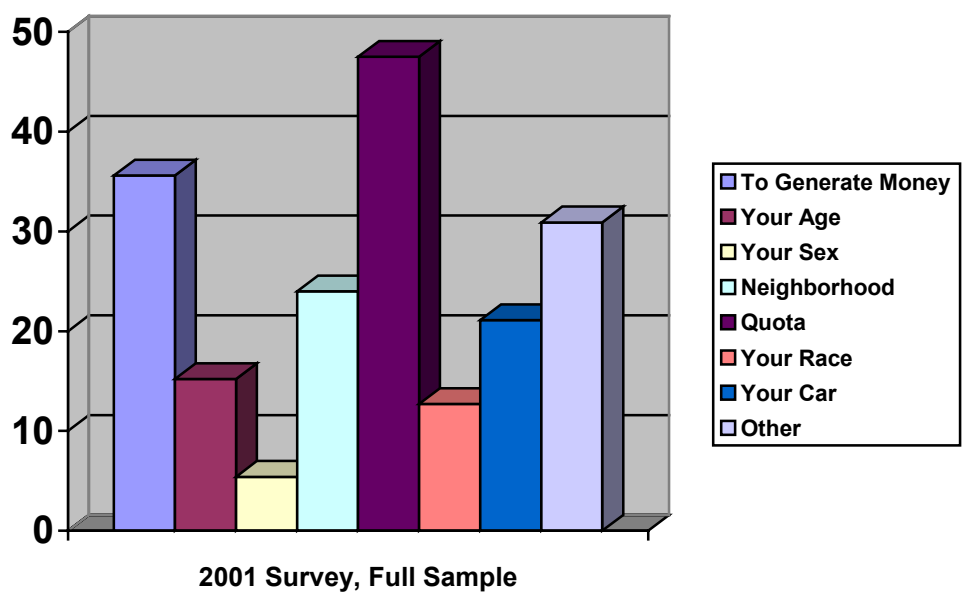


Figure 9a. Prevent Traffic Accidents?

"Do you believe that the officer stopped you because the LPD is concerned with preventing traffic accidents?"
(1999 Survey, African-Americans)

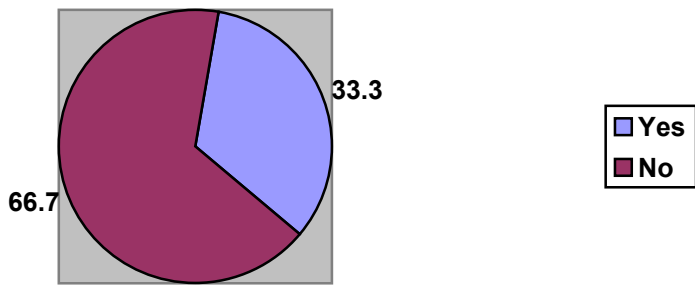


Figure 9b. Why do you believe you were stopped and cited by the officer?

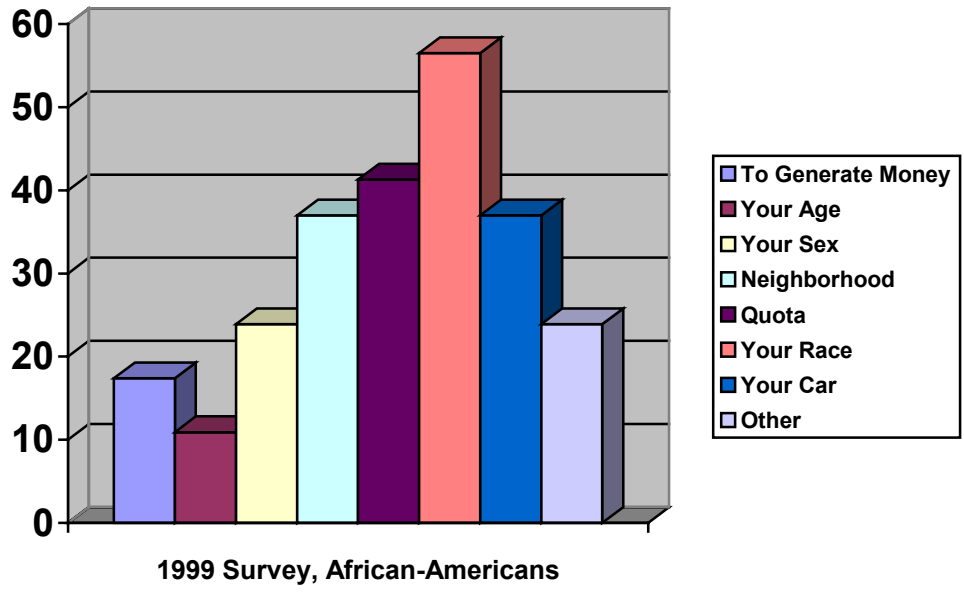


Figure 10a. Prevent Traffic Accidents?

"Do you believe that the officer stopped you because the LPD is concerned with preventing traffic accidents?"
(2001 Survey, African-Americans)

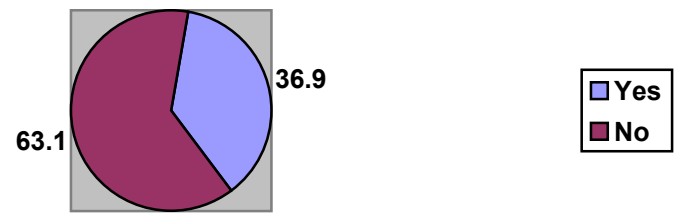
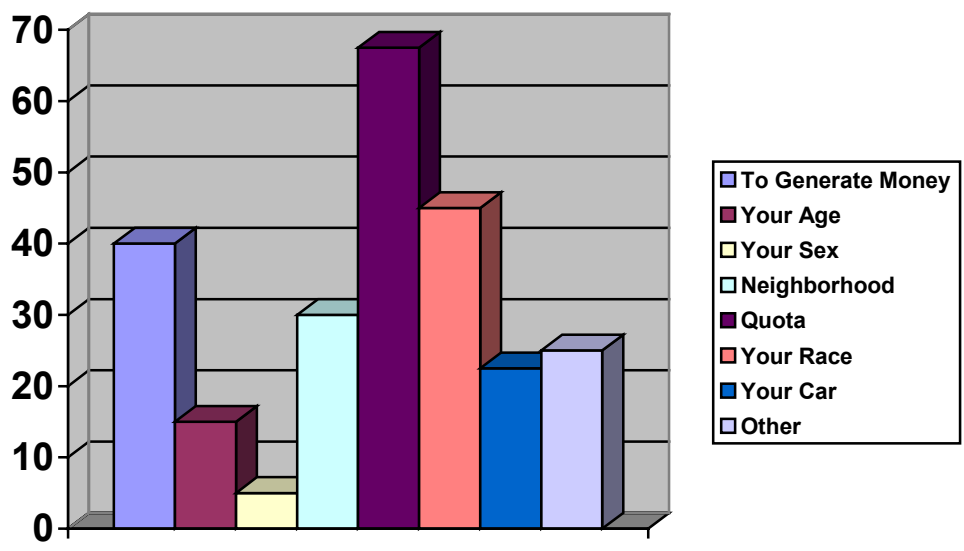


Figure 10b. Why do you believe you were stopped and cited by the officer?



2001 Survey, African-Americans

Figure 11a. Prevent Traffic Accidents?

"Do you believe that the officer stopped you because the LPD is concerned with preventing traffic accidents?"
(1999 Survey, Non-Black Minorities)

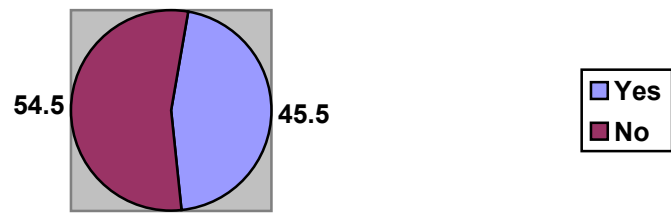
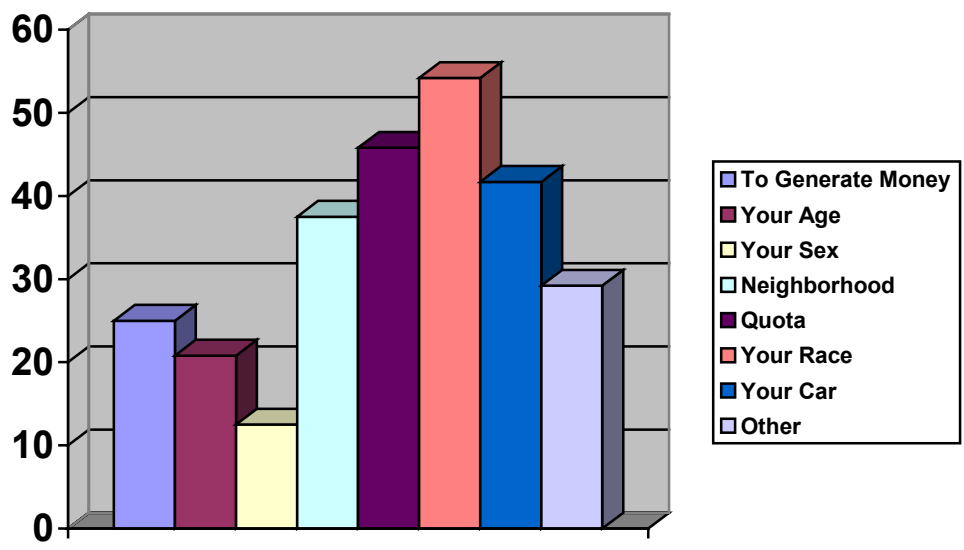


Figure 11b. Why do you believe you were stopped and cited by the officer?



1999 Survey, Non-Black Minorities

Figure 12a. Prevent Traffic Accidents

"Do you believe that the officer stopped you because the LPD is concerned with preventing traffic accidents?"
(2001 Survey, Non-Black Minorities)

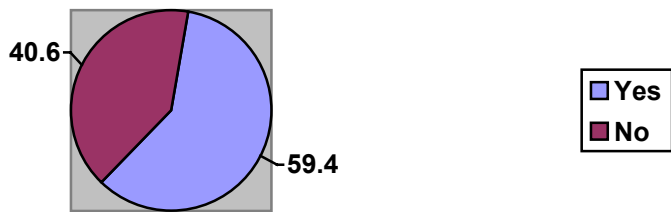
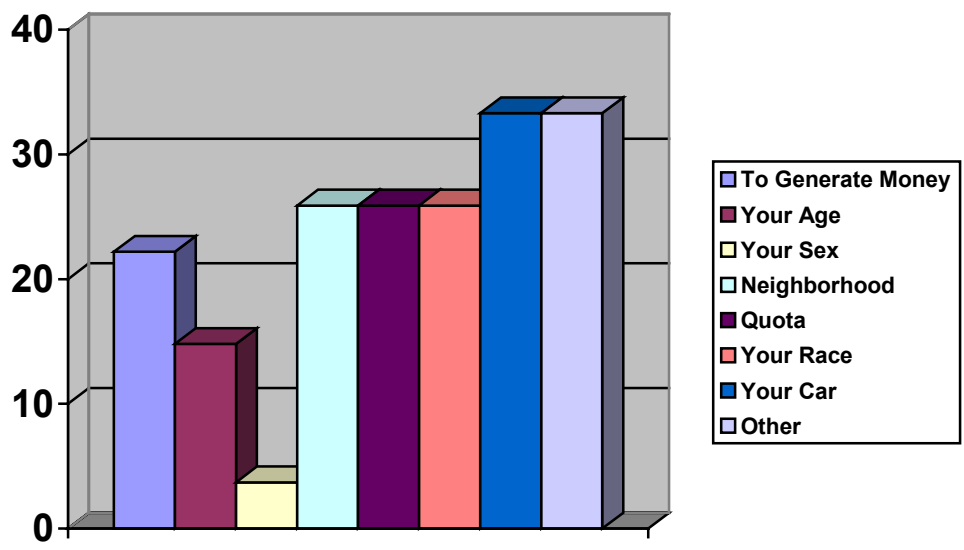


Figure 12b. Why do you believe you were stopped and cited by the officer?



2001 Survey, Non-Black Minorities

Appendix A

Sample Protocol

The 1999 and 2001 samples were selected from police records. The universe from which the samples were drawn included citizens who received a traffic citation in March 1999 (N = 2,360) and August 2001 (N = 2,739). To ensure that citizens from all walks of life were represented, 1,500 citizens were randomly selected from each time period.

All those selected to participate were mailed pre-survey postcards describing the project and requesting cooperation. The postcards also helped to identify bad addresses. Overall, 262 bad addresses were found in the 1999 sample, and 147 bad addresses in the 2001 sample. Shortly thereafter, the questionnaire was mailed to each selected participant along with a postage prepaid return envelope. Two additional waves of surveys were distributed to nonrespondents in the 2001 survey project. Three additional sweeps were administered to nonrespondents in 1999. The overall response rate for the samples was approximately 32% in 1999 (397/1238), and 37% (500/1349) in 2001. Table A-1 provides the characteristics for the 1999 and 2001 samples.

The margin of error for sample-wide results is approximately ± 3 percent, about ± 5 percent for the results for different racial / ethnic groups, approximately ± 3 for results by gender, and ± 4 about for results by age.

Table A-1. Sample Characteristics, 1999 & 2001

	1999 Sample		2001 Sample	
	#	%	#	%
Race / Ethnicity				
Caucasian	254	64.8	351	70.2
African-American	83	21.2	75	15.0
Non-Black Minority	55	14.0	74	14.8
Gender				
Male	232	58.6	253	50.6
Female	164	41.4	247	49.4
Age				
Under 30 years old	157	39.6	185	37.0
30 to 49 years old	177	44.7	223	44.6
Over 49 years old	62	15.7	92	18.4

Appendix B

Survey Instrument

LANSING POLICE DEPARTMENT CITIZEN SURVEY OF TRAFFIC ENFORCEMENT

2001

Chief Mark Alley is interested in your perceptions concerning your most recent traffic stop. In particular, Chief Alley would like to know about your expectations concerning the officer's behavior and the treatment you actually received. You are among a small number of people who are being asked to provide their perceptions regarding their experience.

The results of this study will be used by the Lansing Police Department to identify ways of improving traffic enforcement practices. We are asking for about **10 minutes** of your time to complete the survey.

Your participation is **voluntary** and your answers are strictly **confidential**. Only a private research consultant will have access to your answers. Chief Alley and other LPD officials will receive a report of the survey findings in group format.

Thank you for your assistance in this effort to determine how informed citizens feel about the traffic enforcement procedures employed by the Lansing Police Department.

Respectfully,

Michael D. Reisig, Ph.D.

I.D. #: _____ **NOTE:** The ID number is used only to coordinate mailings. When you return your survey, your number is checked off our mailing list.

SECTION ONE: In this section, we would like to ask you some questions about how you **EXPECTED** the officer to handle the traffic enforcement encounter. Please **check one** response for each of the following items.

1. Did you expect the officer to inform you as to why you were stopped?
 Yes No
2. Did you expect the officer to ask to see your registration and proof of insurance?
 Yes No
3. Did you expect the officer to provide you information as to how to take care of the traffic violation?
 Yes No
4. Did you expect the officer to complete the encounter in a reasonable amount of time?
 Yes No
5. Did you expect the officer to answer your questions concerning the stop?
 Yes No
6. Did you expect the officer to assist you in merging back into traffic?
 Yes No

SECTION TWO: We would like to ask you some questions about how the officer behaved during the traffic stop. Please **check one** response for each of the following items.

7. Was the officer courteous? Yes No
8. Was the officer sarcastic? Yes No
9. Was the officer business-like? Yes No
10. Was the officer friendly? Yes No
11. Did the officer take the time to listen to you? Yes No

SECTION THREE: Now we would like to ask you some questions about how the officer **ACTUALLY** handled the traffic enforcement encounter. Please **check one** response for each of the following items.

12. Did the officer inform you as to why you were stopped?

Yes *No*

13. Did the officer ask to see your registration and proof of insurance?

Yes *No*

14. Did the officer provide you information as to how to take care of the traffic violation?

Yes *No*

15. Did the officer complete the encounter in a reasonable amount of time?

Yes *No*

16. Did the officer answer your questions concerning the stop?

Yes *No*

17. Did the officer assist you in merging back into traffic?

Yes *No*

SECTION FOUR: In this section we would like to ask you some additional questions regarding your perceptions of LPD traffic enforcement.

18. Do you believe that the officer stopped and cited you because the LPD is concerned with preventing traffic accidents? (Please check one response.)

Yes (If "yes," then skip ahead to Question 20.)

No (If "no," then please answer Question 19.)

19. Why do you believe you were stopped and cited by the officer? (Check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> To generate money | <input type="checkbox"/> To meet a quota |
| <input type="checkbox"/> Your age | <input type="checkbox"/> Your race |
| <input type="checkbox"/> Your sex | <input type="checkbox"/> The car you were driving |
| <input type="checkbox"/> The neighborhood you were traveling through | |
| <input type="checkbox"/> Other: (specify) | |

20. How did you (or plan to) handle your most recent traffic citation? (Please check one response)

Pay the fine without formally contesting it.

Take the ticket to court.

Other: (specify)

21. How satisfied are you with the way the Lansing Police Department handled your most recent traffic stop? (Please circle one number)

Very Dissatisfied 1 2 3 4 *Very Satisfied*

22. How satisfied are you in general with the Lansing Police Department? (Please circle one number)

Very Dissatisfied 1 2 3 4 *Very Satisfied*

23. How many traffic citations have you been issued by the Lansing Police Department in the past two years? (Please write in answer in the space provided below.)

_____ *traffic tickets in the past two years*

24. At what point did the officer inform you as to why you were stopped? (Please check one)

When the officer first approached you.

When you asked.

After issuing you a citation.

The officer never informed you.

25. To ensure that people from all racial/ethnic backgrounds are represented in the study, please indicate your racial/ethnic background.

Caucasian/White Black/African American Asian American

Native American Hispanic/Latino Other: _____

If you would like to provide additional comments, please visit LPD's website (lansingpolice.com) or call 517-483-4804. Thank you for your cooperation in this important undertaking.