

# 2020 Traffic Stop Survey Summary

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## METHODOLOGY

As a matter of review, ten surveys are mailed to individuals who received a traffic stop warning ticket each month. Traffic stops are selected from the previous month, once all warning tickets have been entered into New World, the law enforcement records system. Individuals are selected at random based on the following criteria:

1. Only traffic stop warning contacts are selected.
  2. The individual does not need to be a Western Springs resident.
  3. Agency members are selected for survey mailing as evenly as possible. The logic is to obtain an overview of the agency as a unit, as opposed to the performance of the employee.
  4. The Police Chief and Deputy Police Chief are not selected due to their daily responsibilities, which do not include conducting traffic stops.
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## 2020 RESPONSES

A total of 97 surveys were mailed in 2020. Twenty-seven completed surveys were returned, for a response rate of 27.8%. As the surveys were returned, responses were recorded and tabulated in the following form:

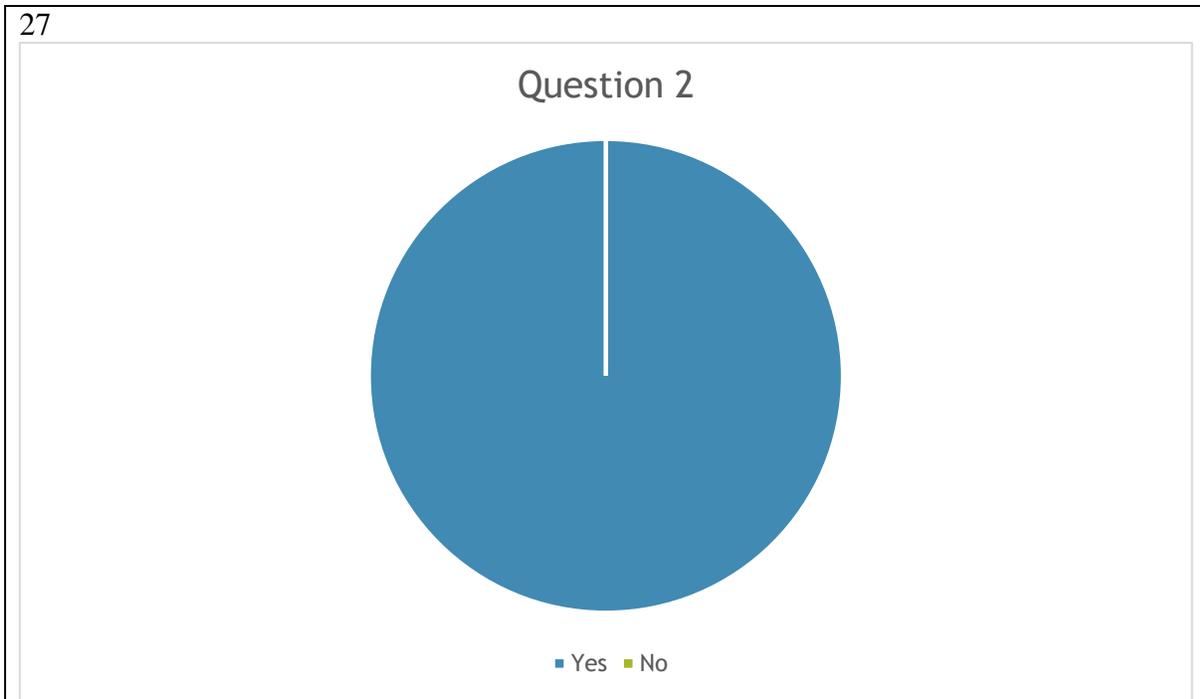
### **Question 1: Do you feel that the officer adequately explained the reason you were stopped?**

All but one respondent felt the officer adequately explained the reason they were stopped.

Yes	26
No	1

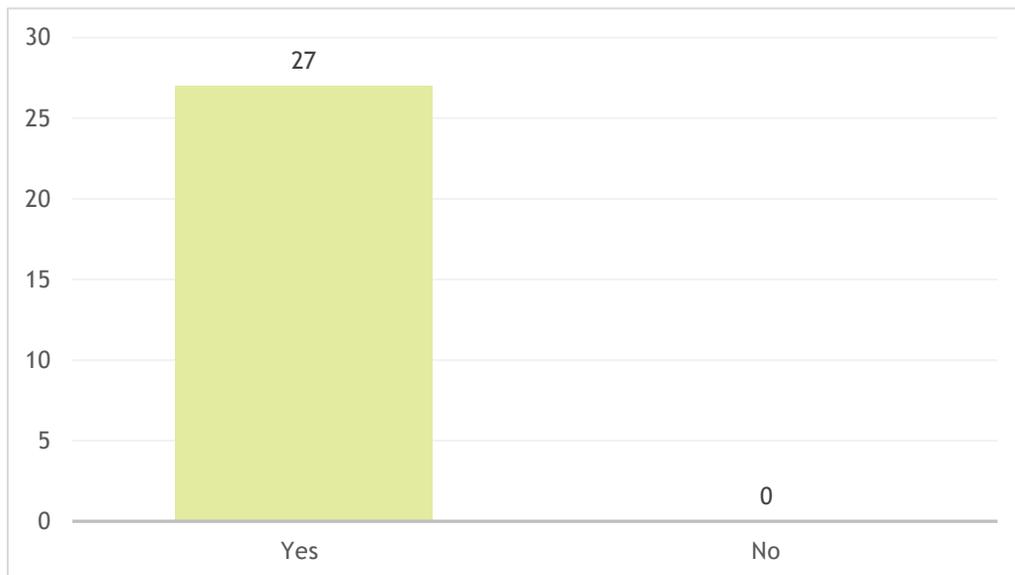
### **Question 2: Was the officer courteous and professional in his/her conduct?**

All respondents felt the officer was courteous and professional in his or her conduct.



**Question 3: Keeping in mind that a traffic stop usually has certain negative characteristics and you might feel you didn't deserve to be stopped, do you feel that you were treated in a fair and professional manner?**

All respondents felt they were treated in a fair and professional manner.



## ADDITIONAL COMMENTS

The following responses were recorded without editing:

1	The stop encouraged me to work to fix the issue the following weekend, affixing the front license plate. Vehicle’s aftermarket grill/bumper had no provision for front plate, so I drilled to suit, it feels good to have taken care of it now – thanks very much!
2	Officer was great! (#160)
3	However, the officer did not see the entire incident. The driver who disobeyed my turning arrow did not stop, then proceeded, causing me to be stopped.
4	Appreciate that he was on the road.
5	He was extremely polite!
6	Extremely polite!
7	Extremely polite!
8	Officer was professional, respectful, and informative.
9	As awful as it was to see blue lights in your rear-view mirror – I deserved to be stop. I appreciate that she moved me off Ogden.
10	Thankful that the police officer was considerate. We just came from a COVID testing when we were pulled over. We were distraught but glad that a warning was issued first and not an actual ticket because of good record.

## SUMMARY OF SURVEY RESPONSE

In 2020, the Western Springs Police Department recorded and tabulated traffic stop warning tickets for a full year, with a return rate of 27.8%. This is an increase from 2019’s return rate. The survey provides individuals the opportunity to express their opinions on the performance of the Police Department.

Responses were significantly positive with 96% of respondents indicating the officer adequately explained the reason they were stopped (Question 1); 100% of respondents indicating the officer was courteous and professional in his or her conduct (Question 2); and 100% of respondents indicating they felt they were treated in a fair and professional manner (Question 3). Several surveys expressed positive feedback on the performance of the officers. The agency values the public’s comments and takes respondents’ insights into great consideration when evaluating the direction of the Police Department.

## Survey Return Percentage

