

# 2021 Traffic Stop Survey Summary

## METHODOLOGY

As a matter of review, ten surveys are mailed each month to individuals who received a traffic stop warning ticket. 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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## 2021 RESPONSES

A total of 120 surveys were mailed in 2021. There were six surveys returned by the post office, so percentage data will be calculated on 114 successfully mailed surveys. Twenty-five completed surveys were returned, for a response rate of 21.9%. This rate of return was slightly lower than the previous year, 2020, which was 27.8%.

As the surveys were returned, responses were recorded and tabulated for the following three questions:

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

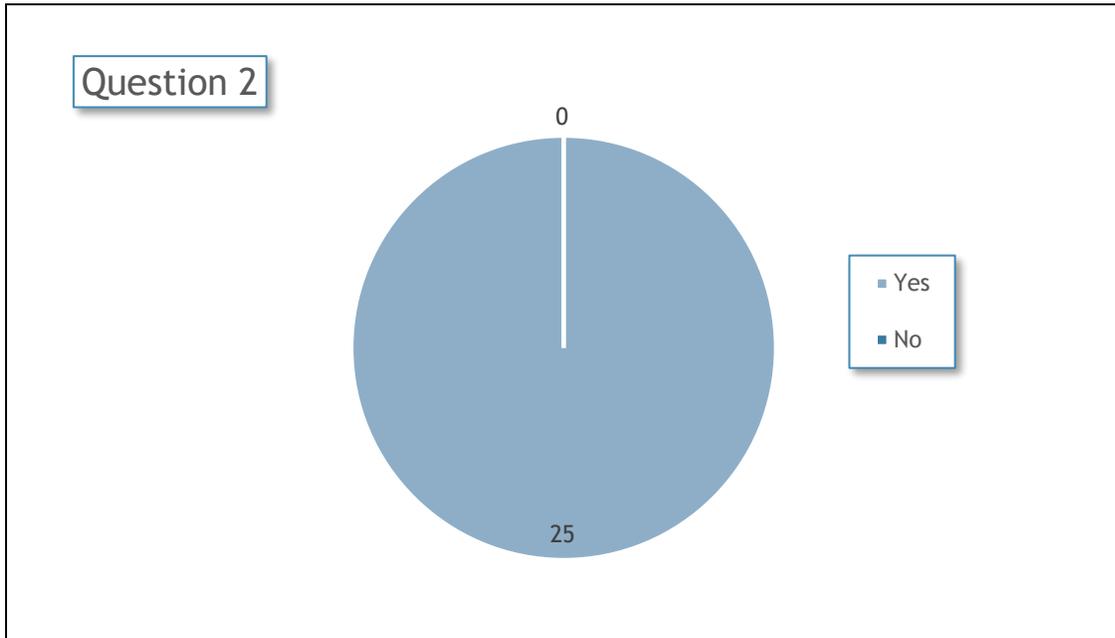
All respondents felt the officer adequately explained the reason they were stopped.

Yes	25
No	0

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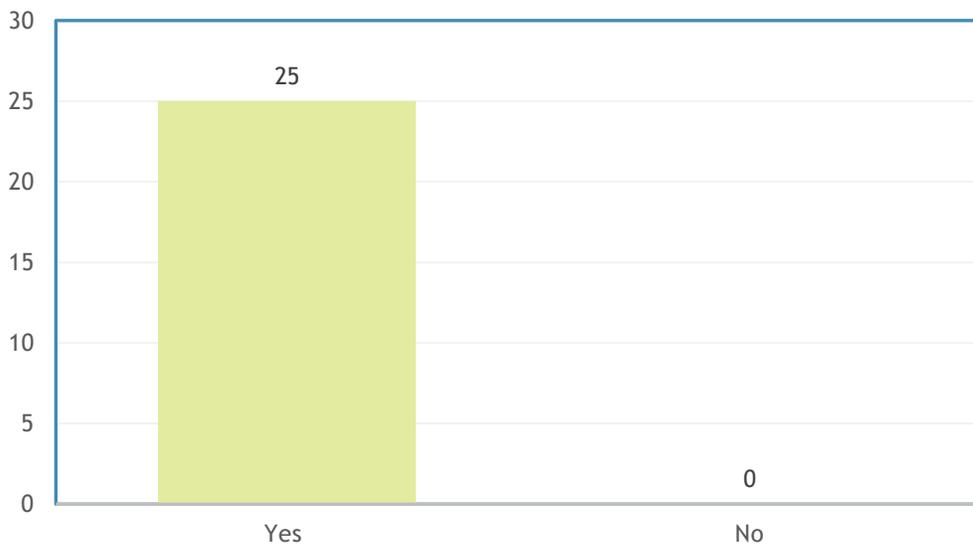
## Question 2: Was the officer courteous and professional in his/her conduct?

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.



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## ADDITIONAL COMMENTS

The following responses were recorded without editing:

1	As pleasant as a traffic stop could be (smiley face)
2	Thanks for your service!
3	I felt safe and comfortable. (drew a heart too)
4	The officer was very professional. She did her job and more. You are lucky to have her working for and representing your city.
5	The officer in my stop was very cool. Not only was he respectful & efficient, he exercised sound discretion in the outcome. I appreciate his efforts.
6	Officer was Great!

## SUMMARY OF SURVEY RESPONSE

In 2021, the Western Springs Police Department recorded and tabulated traffic stop warning tickets for a full year, with a return rate of 21.9%. The survey provides individuals the opportunity to express their opinions on the performance of the Police Department.

Responses were significantly positive with 100% 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 also 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.