

**MISSOURI STATE HIGHWAY PATROL
PUBLIC OPINION SURVEY**



**FINAL REPORT
2008**

**Prepared by
Research and Development Division
and Statistical Analysis Center**

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Acknowledgement

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INTRODUCTION

This report discusses results of the 2008 Missouri State Highway Patrol (MSHP) Public Opinion Survey of Missouri citizens. In conducting this survey, a representative sample of 2,200 Missouri residents was surveyed. These individuals were selected from a database provided by USA Data Source.

The purpose of the survey was to acquire Missouri citizens' opinions and attitudes concerning MSHP work responsibilities, overall performance, employee competence, and employee appearance. Their concerns about being victimized by crime, being involved in traffic crashes, and various social issues also were gathered. In addition, citizens' opinions about criminal justice and public safety issues were solicited. The survey results, along with other data, will be used to assist the MSHP in establishing policies and programs to better serve the needs of Missouri citizens.

METHODOLOGY

Staff members from the Missouri State Highway Patrol (MSHP) Research and Development Division and the Statistical Analysis Center conducted this study. It is one in a series of mail surveys conducted by the MSHP. The 2008 survey instrument was modeled after seven previous instruments¹. For reference purposes, the questionnaire is provided in Appendix A.

To ensure the survey findings are representative of Missouri's adult population, 2,200 Missourians (ages 18 and older) were randomly selected. In previous public opinion surveys, the Missouri Department of Revenue (DOR) driver license file was used as the source from which the sample was drawn. Due to statutory changes, DOR can no longer provide the Missouri State Highway Patrol with this information. The data source for the 2002 survey was the Voter Registration Database maintained by the Secretary of State's Office (SOS). This file required much refinement prior to use. For this reason, the 2008 Public Opinion Survey, as well as the 2005 Survey, used individuals randomly selected from a database developed and maintained by USA Data. The names in the database are derived from a number of public sources including, but not limited to: magazine subscriptions, voter registrations, home sales, etc.

Questionnaires were distributed in late April 2008 along with a transmittal letter from the Superintendent and a postage paid return envelope. The transmittal letter is provided in Appendix B.

Survey responses were collected through the end of May 2008. Once surveys were returned to MSHP, responses were encoded in a computer file. After the survey responses were entered in the computer, quality control procedures were performed to ensure the accuracy and validity of the data.

By early June 2008, 591 completed surveys had been returned to the MSHP. In addition, 111 surveys were returned as undeliverable, or the individuals were not available. Factoring out non-deliverable questionnaires from the original 2,200, the response rate for this mail survey was 28.3%. This response rate is typical of mail surveys without follow-ups and second mailings.

When reviewing survey responses, the sample of 591 persons has a confidence interval within +/- 4.0% at the 95% confidence level. This enables one to say with confidence that 95 out of 100 times, the average distribution of responses for any given item in the survey is within +/-4.0% of the

¹ 1992, 1993, 1995, 1996, 1997, 2002, and 2005 Missouri State Highway Patrol Public Opinion Survey Final Report.

average distribution of responses for the entire population of Missouri if they were asked the same questions. The formula used to calculate the confidence interval is:

$$(1.96) \sqrt{\frac{(50)(50)}{591}} = +/- 4.0$$

The remainder of the report is divided into three sections. The first, entitled “Discussion of Findings”, highlights the study’s major findings. The second section, entitled “Findings”, lists response statistics for each question asked, and the last section is the appendices.

DISCUSSION OF FINDINGS

A total of 591 individuals responded to the 2008 MSHP Public Opinion survey. Their responses were analyzed and the more important findings are discussed below.

Respondents (Characteristics)

- Of the total respondents, 65.4% were male and 34.6% were female. The age range for respondents was 20 to 95, with 59 being the median age.
- 35.7% of the respondents resided in Standard Metropolitan Statistical Area (SMSA) counties and 64.3% resided in non-SMSA counties.
- Of the respondents, 96.4% were Caucasian, 1.2% African American, and 2.4% were Asian, Hispanic, American Indian, or Other.
- A comparison of the respondent distribution to the distribution in Missouri's 2000 U.S. Census revealed not all groups were equally represented. Disparity was found between some age groups and races / ethnicities. Under-represented were the age groups of 18-20 year olds, 21-24 year olds, and 25-44 year olds. In terms of race / ethnicity, African Americans and Hispanics were the largest groups underrepresented.
- Senior citizens (individuals 65 and older) and individuals 45-64 years old were over-represented. Caucasians and American Indians were over-represented.

HIGHWAY PATROL (Evaluation)

- Respondents were asked a series of questions to evaluate the MSHP and its staff. Of the total respondents, 91.6% indicated the MSHP was doing either an excellent or good job; 7.3% indicated Patrol performance was fair; and 1.0% felt the Patrol was doing a poor job.
- Respondents were asked to rate the professional appearance, attitude, and demeanor of Highway Patrol employees. Of those responding, 95.3% indicated the appearance, attitude, and demeanor of MSHP employees was excellent or good; 3.9% indicated it was fair; and 0.7% indicated it was poor. In addition, respondents highly rated the competence of MSHP employees. Of those responding, 94.8% rated it as good or excellent; 4.2% rated it as fair; and 1.0% rated it poor.

- Respondents were asked questions in regards to the visibility of road officers as compared to three years ago. Of those responding to the question, 50.1% stated they felt the number of MSHP officers on the roadway is about the same. Respondents also were asked if motorists' driving behavior is affected when road officers are visible. Of those responding to this question, 49.1% stated other drivers seemed to drive somewhat better. As drivers, 40.5% felt they drove somewhat better when they saw a Missouri State Highway Patrol officer on the roadway.
- Respondents were asked whether they had any direct contact with the Highway Patrol, the nature of their contact, and what their experience was. Of those responding, 34.0%, or having 1 of every 3 respondents, had direct contact with the MSHP. Of those having contact, 82.7% indicated it was a positive or very positive experience; 11.7% were neutral or had no opinion; and 5.6% indicated it was negative or very negative.
- Respondents having contact with the Missouri State Highway Patrol, 20.8% indicated their contact was due to a traffic accident, followed by 20.3% for officer assistance, and 19.8% for a warning issued. Only 3.0% of the respondents' contact was made for a criminal case.

HIGHWAY PATROL

(Enforcement Activities and Other Duties)

- Respondents were presented with a series of activities performed by MSHP and asked their importance. At 87.9%, enforcing criminal laws was cited as the most important duty. Detecting and deterring the flow of illegal drugs (85.3%) and traffic crash investigation (81.2%) followed this.
- Respondents also were asked how well they felt a series of activities is being addressed by the MSHP. At 34.8%, assisting federal authorities with enforcing immigration laws was cited as not having enough effort given to it. Detecting and deterring the flow of illegal drugs (29.0%) and criminal record background checks (17.5%) followed this.
- Respondents were presented with a series of traffic laws aimed at reducing traffic crash deaths and injuries and asked their importance. At 89.5%, enforcing intoxicated driving laws was cited as the most important duty. Enforcing aggressive driving laws (88.3%) and enforcing other hazardous driving violation laws (78.2%) followed this.
- Respondents also were asked how well they felt a series of enforcement laws were being addressed by the MSHP. At 35.0%, enforcing aggressive driving laws was cited as not having enough effort given to it. Enforcing other hazardous driving violation laws (30.0%) and enforcing inattentive driving laws (28.3%) followed this.
- When asked about the importance of factors used to help reduce traffic deaths and injuries, respondents said emergency medical services (78.7%) were the most important. Following this was increased roadway engineering and safety measures (77.8%) and increased traffic law enforcement (74.3%).

- Respondents expect quick response from MSHP troopers when confronted with adverse situations in Missouri. When asked how much time they would expect to pass before a trooper arrived to assist if they or a family member were stranded and unable to call for help, the respondents indicated a median of 20 minutes on an interstate, 30 minutes on a federal or state route, and 45 minutes on a county state lettered road.
- When asked how much time the respondents would expect to pass if they or a family member were involved in a traffic crash and a trooper had been called to the scene, they indicated a median of 15 minutes if the accident involved death or injury and 30 minutes if it involved property damage only.

VICTIMIZATION

- The respondents were asked about the extent to which they were concerned about being victimized by crime or being involved in a traffic crash. Of the respondents to these questions, 37.8% indicated they were slightly concerned about being victimized by crime while traveling on Missouri roadways. Also, 39.2% of the respondents were slightly concerned about crime in their residence or neighborhood. The greatest concern to respondents was being involved in a traffic crash where 38.5% indicated they were moderately concerned about being in a traffic crash.
- With the 9/11 terrorist attacks on the United States, respondents were asked about their concern of being a victim of an act of terrorism. One-third (33.0%) of the respondents expressed a serious or moderate concern of being a victim of an act of terrorism.

SOCIAL CONCERNS

- Respondents were asked to rank ten social issues facing America by their perceived order of importance. These issues were analyzed based on their being ranked as one of the top three problem areas in the nation (i.e., ranked as 1, 2, or 3). Of the respondents, 49.1% perceived crime to be the most important issue facing the country. Drug abuse was second with 43.0%. The third most important social issue was health care with 36.5% respondents saying this. Public education was the fourth most important social issue as perceived by the respondents with 33.3%.

SOBRIETY CHECKPOINT

- To deter persons from driving while intoxicated, many law enforcement agencies utilize sobriety checkpoints. Respondents were asked their opinions of their use. Of the respondents, 92.6% indicated they approve law enforcement use of sobriety checkpoints. In addition, 75.8% believe sobriety checkpoints deter some people from driving while intoxicated.

- Respondents were asked if they believed that sobriety checkpoints would increase an intoxicated driver's risk of being caught. Of those responding, 90.8% believed intoxicated drivers would be caught while being stopped at a sobriety checkpoint.
- When asked if they had ever been stopped at a sobriety checkpoint, 39.9% of the respondents indicated they had been. Only 14.6% felt it caused a significant delay.

FINDINGS

Description of Respondents

A description of the survey respondents' characteristics is presented in this section.

SEX *What is your sex?*

	MSHP Public Opinion Survey		2000 U.S. Census
	Frequency	Percent	Percent
Male	384	65.4	48.6
Female	203	34.6	51.4
No response	4	--	--
Total	591	100.0	100.0

AGE *What is your age?*

	MSHP Public Opinion Survey		2000 U.S. Census
	Frequency	Percent	Percent
18-20 Years	1	0.2	4.4
21 to 24 Yrs	5	0.9	5.2
25 to 44 Yrs	105	17.9	29.1
45 to 54 Yrs	112	19.1	13.3
55 to 59 Yrs	85	14.5	5.0
60 to 64 Yrs	87	14.8	4.1
65 Yrs and Older	191	32.6	13.5
No Response	5	--	--
Total	591	100.0	100.0
Average Age	57.8		
Median Age	59.0		

RESIDENCE *In what Missouri county do you reside?*

	MSHP Public Opinion Survey		2000 U.S. Census
	Frequency	Percent	Percent
SMSA counties	208	35.7	67.8
Non-SMSA counties	374	64.3	32.2
No Response	9	--	--
Total	591	100.0	100.0

RACE*What is your race or ethnic background?*

	MSHP Public Opinion Survey		2000 U.S. Census
	Frequency	Percent	Percent
African American	7	1.2	11.2
American Indian	6	1.0	0.4
Asian	1	0.2	1.1
Hispanic	3	0.5	2.1
White	562	96.4	83.8
Other	4	0.7	1.4
No Response	8	--	--
Total	591	100.0	100.0

Evaluation of MSHP

This section presents the respondents' answers to a series of questions evaluating the MSHP and its staff.

JOB PERFORMANCE

Do you think the Missouri State Highway Patrol is doing an excellent, good, fair, or poor job in your area?

	Frequency	Percent
Excellent	182	31.0
Good	356	60.6
Fair	43	7.3
Poor	6	1.0
Very Poor	0	0.0
No Response	4	--
Total	591	100.0

EMPLOYEE APPEARANCE, ATTITUDE, AND DEMEANOR

How would you rate the professional appearance, attitude, and demeanor of Highway Patrol employees?

	Frequency	Percent
Excellent	315	54.0
Good	241	41.3
Fair	23	3.9
Poor	4	0.7
Very Poor	0	0.0
No Response	8	--
Total	591	100.0

EMPLOYEE COMPETENCE

From your experience, how would you rate the overall competence of Highway Patrol employees?

	Frequency	Percent
Excellent	218	37.8
Good	329	57.0
Fair	24	4.2
Poor	6	1.0
Very Poor	0	0.0
No Response	14	--
Total	591	100.0

NUMBER OF ROAD OFFICERS

Compared to three years ago, how do you think the number of Missouri State Highway Patrol officers on the roadway has changed?

	Frequency	Percent
Increased Greatly	48	8.3
Increased Slightly	176	30.5
About the Same	289	50.1
Decreased Slightly	54	9.4
Decreased Greatly	10	1.7
No Response	14	--
Total	591	100.0

OTHER DRIVERS' BEHAVIOR

When you see a Missouri State Highway Patrol officer on the roadway, how is the driving behavior of other motorists affected?

	Frequency	Percent
Much Better	240	41.0
Somewhat Better	288	49.1
No Affect	45	7.7
Somewhat Worse	10	1.7
Much Worse	3	0.5
No Response	5	--
Total	591	100.0

OWN DRIVING BEHAVIOR

When you see a Missouri State Highway Patrol officer on the roadway, how is your driving behavior affected?

	Frequency	Percent
Much Better	99	16.8
Somewhat Better	238	40.5
No Affect	248	42.2
Somewhat Worse	3	0.5
Much Worse	0	0.0
No Response	3	--
Total	591	100.0

CONTACT

Have you had direct contact with the Missouri State Highway Patrol within the past three years?

	Frequency	Percent
Yes	197	34.0
No	382	66.0
No Response	12	--
Total	591	100.0

If yes, how would you describe your experience?

	Frequency	Percent
Very Positive	84	42.9
Positive	78	39.8
Neutral	23	11.7
Negative	7	3.6
Very Negative	4	2.0
No Response	1	--
Total	197	100.0

If yes, please indicate the nature of the contact.

	Frequency	Percent
Traffic Accident	41	20.8
Provided Assistance	40	20.3
Criminal Case	6	3.0
Traffic Violation – Ticket Issued	35	17.8
Traffic Violation – Warning Issued	39	19.8
Other	72	36.5
No Response	0	--
Total*	197	100.0

*Because respondents could have more than one type of contact with MSHP, proportions were based on the number and type of contact respondents had with MSHP. Because of rounding, the percentages may not add to total.

Enforcement Activities and Other Services Provided by MSHP

This section presents respondents' opinions on the importance of various law enforcement activities provided by the Missouri State Highway Patrol as well as their expectations related to the capability of the patrol to respond to traffic crashes and provide coverage on Missouri roadways.

PRIORITY OF IMPORTANCE

Please indicate how important you feel the following law enforcement activities provided by the Missouri State Highway Patrol are.

	Important*		Unimportant*	
	Frequency	Percent**	Frequency	Percent**
Enforcing criminal laws	496	87.9	25	4.4
Detecting and deterring the flow of illegal drugs	480	85.3	34	6.1
Traffic crash investigation	463	81.2	21	3.7
Providing services to motorists in need of assistance	454	80.4	28	5.0
Conducting school bus equipment safety inspections	449	79.6	31	5.5
Criminal record background checks	430	77.3	29	5.2
Criminal lab forensic examinations	399	72.1	30	5.5
Assisting federal authorities with enforcing immigration laws	386	68.8	66	11.8
Enforcing commercial motor vehicle laws and conducting inspections	343	61.2	51	9.1
Developing counterterrorism intelligence	336	61.1	100	18.2
Providing examination for driver licenses	318	56.4	72	12.7
Administering the motor vehicle inspection program	228	40.5	148	26.3
Legalized gambling enforcement / regulatory duties	194	35.5	153	28.1

*Includes both very and somewhat (e.g., very [un]important and somewhat [un]important).

**Percentages do not add to 100% because the response category "Neutral" was not included in analysis.

**MSHP EFFORT
ON PROBLEM**

Please indicate how well you think the Missouri State Highway Patrol is addressing the following law enforcement activities.

	Not Enough Effort		Too Much Effort	
	Frequency	Percent*	Frequency	Percent*
Assisting federal authorities with enforcing immigration laws	177	34.8	97	19.1
Detecting and deterring the flow of illegal drugs	150	29.0	146	28.2
Criminal record background checks	90	17.5	136	26.4
Conducting school bus equipment safety inspections	84	16.2	136	26.2
Developing counterterrorism intelligence	82	16.5	124	24.9
Enforcing criminal laws	80	15.4	156	30.0
Providing services to motorists in need of assistance	75	14.3	147	28.0
Enforcing commercial motor vehicle laws and conducting inspections	68	13.1	161	31.0
Criminal lab forensic examinations	64	12.5	128	25.0
Legalized gambling enforcement / regulatory duties	60	11.8	150	29.5
Administering the motor vehicle inspection program	36	6.9	195	37.4
Providing examination for driver licenses	30	5.7	160	30.8
Traffic crash investigation	28	5.3	155	29.6

**Percentages do not add to 100% because the response category "Neutral" was not included in analysis.*

**TRAFFIC LAW
ENFORCEMENT**

With regard to enforcement measures aimed at reducing traffic crash deaths and injuries please indicate how important you feel enforcing the following traffic laws should be for the Missouri State Highway Patrol.

	Important*		Unimportant*	
	Frequency	Percent**	Frequency	Percent**
Intoxicated driving	511	89.5	19	3.3
Aggressive driving	507	88.3	21	3.6
Other hazardous violations	445	78.2	29	5.1
Speeding	438	75.6	38	6.5
Inattentive driving	424	74.9	23	4.1
Safety belt use	333	58.6	122	21.5

**Includes both very and somewhat (e.g., very [un]important and somewhat [un]important).*

***Percentages do not add to 100% because the response category "Neutral" was not included in analysis.*

**MSHP EFFORT
ON PROBLEM**

Please indicate how well you feel enforcing the following traffic laws should be for the Missouri State Highway Patrol.

	Not Enough Effort		Too Much Effort	
	Frequency	Percent*	Frequency	Percent*
Aggressive driving	185	35.0	120	22.7
Other hazardous violations	158	30.0	96	18.2
Inattentive driving	147	28.3	98	18.9
Intoxicated driving	137	26.2	149	28.4
Speeding	96	18.1	172	32.4
Safety belt use	67	12.8	188	35.9

**Percentages do not add to 100% because the response category "Neutral" was not included in analysis.*

**CRASH
REDUCTION
COUNTER-
MEASURES**

Last year, 991 people were killed as a result of traffic crashes on Missouri roadways. Please indicate how important you feel the following factors are for helping reduce deaths and serious injuries resulting from traffic crashes.

	Important*		Unimportant*	
	Frequency	Percent**	Frequency	Percent**
Emergency medical services	455	78.7	38	6.6
Increased roadway engineering / safety measures	451	77.8	44	7.5
Increased traffic law enforcement	431	74.3	48	8.2
Increased traffic safety education programs	360	62.2	66	11.4

**Includes both very and somewhat (e.g., very [un]important and somewhat [un]important).*

***Percentages do not add to 100% because the response category "Neutral" was not included in analysis.*

**STRANDED
MOTORISTS**

If you, or a family member, were stranded along a highway and unable to call for help, how much time would you expect to pass before a trooper arrives to assist you? Please indicate (in minutes) how long you feel it would be reasonable to wait on the highways indicated.

Average wait time if stranded on Missouri roadway (by roadway)

	Response Time (in minutes)		Frequency
	Mean	Median	
Interstate Highway	28.7	20.0	559
U.S. or State Numbered	47.2	30.0	549
State Lettered	74.5	45.0	519

**TRAFFIC
CRASH
RESPONSE**

If you, or a family member, were involved in a traffic crash, how much time would you expect to pass before a trooper called to the scene arrives to help you? Please indicate in minutes how long you feel it would be reasonable to wait.

Average wait time if involved in traffic crash with...

	Response Time (in minutes)		Frequency
	Mean	Median	
Person(s) killed or injured	14.9	15.0	562
Property damage only	28.3	30.0	562

Victimization

In this section, respondents were asked about their concern of being victimized by crime, being involved in a traffic crash, or being victimized by an act of terrorism.

RESIDENT CRIME

How worried or concerned are you of being a victim of a crime while in your residence or neighborhood?

	Frequency	Percent
Serious concern	116	19.9%
Moderate concern	121	20.7%
Slight concern	229	39.2%
Not a Concern	118	20.2%
No Response	7	--
Total	591	100.0%

ROADWAY CRIME

How worried or concerned are you of being a victim of a crime while traveling or stopped along Missouri roadways?

	Frequency	Percent
Serious concern	140	24.0%
Moderate concern	146	25.0%
Slight concern	221	37.8%
Not a Concern	77	13.2%
No Response	7	--
Total	591	100.0%

TRAFFIC ACCIDENT

How worried or concerned are you of being involved in a traffic accident while traveling on Missouri roadways?

	Frequency	Percent
Serious concern	120	20.5%
Moderate concern	225	38.5%
Slight concern	196	33.6%
Not a Concern	43	7.4%
No Response	7	--
Total	591	100.0%

**ACT OF
TERRORISM**

How worried or concerned are you of being a victim of an act of terrorism?

	Frequency	Percent
Serious concern	94	16.1%
Moderate concern	99	16.9%
Slight concern	193	33.0%
Not a Concern	199	34.0%
No Response	6	--
Total	591	100.0%

Social Concerns

In this section, respondents were asked to rank ten different social issues faced by the United States in order of importance.

SOCIAL CONCERNS *Please rank the following issues which people consider to be areas of concern for Missouri in your order of importance with “1” being most important and “10” being least important.*

	Most Important*		Least Important*	
	Frequency	Percent	Frequency	Percent
Crime	250	49.1%	28	5.6%
Drug Abuse	220	43.0%	93	18.1%
Health Care	186	36.5%	88	17.3%
Public Education	170	33.3%	137	26.8%
Problems Relating to Economy	162	31.4%	170	33.0%
Homeland Defense / Security	145	28.5%	191	37.5%
Illegal Immigration	134	26.5%	232	46.0%
Alcohol Abuse	126	24.7%	156	30.6%
Taking Care of Needy / Elderly	120	23.8%	90	17.8%
Damage to the Environment	37	7.2%	326	63.5%

*Most Important combines rankings 1, 2, and 3 and Least Important combines rankings 8, 9, and 10.

Public Safety Issues

Respondents were asked several questions related to sobriety checkpoints, wearing protective headgear while riding a motorcycle, and the current condition of Missouri roadways.

SOBRIETY CHECKPOINTS *Sobriety checkpoints are utilized by many law enforcement agencies as a method to deter persons from driving while intoxicated.*

Do you believe sobriety checkpoints will deter some people from driving drunk?

	Frequency	Percent
Yes	444	75.8%
No	142	24.2%
No Response	5	--
Total	591	100.0%

Do you believe sobriety checkpoints will increase an intoxicated driver's risk of being caught?

	Frequency	Percent
Yes	531	90.8%
No	54	9.2%
No Response	6	--
Total	591	100.0%

Do you approve of sobriety checkpoints as a law enforcement tool to detect and remove impaired drivers from Missouri roads?

	Frequency	Percent
Yes	539	92.6%
No	43	7.4%
No Response	9	--
Total	591	100.0%

Have you ever been stopped at a sobriety checkpoint?

	Frequency	Percent
Yes	234	39.9%
No	352	60.1%
No Response	5	--
Total	591	100.0%

If yes, did the sobriety checkpoint cause a significant delay for you?

	Frequency	Percent
Yes	34	14.6%
No	199	85.4%
No Response	1	--
Total	234	100.0%

ADDITIONAL COMMENTS

The following presents the proportion of respondents who provided additional comments.

COMMENTS *Please use this space for any other comments about the Patrol you would like to make. Use an extra sheet of paper if necessary.*

Additional Comments

	Frequency	Percent
Comment	296	50.1%
No comment	295	49.9%
Total	591	100.0%

APPENDIX A
2008 MISSOURI PUBLIC OPINION SURVEY
QUESTIONNAIRE

Thank you for taking time to read and complete this survey.

Please follow the three steps listed below.

1. Read and answer each question.
2. Fold and insert the survey into the postage paid envelope provided.
3. Place in any U.S. postal service mail box, no postage needed.



Your time to complete this survey will impact the way we serve you in the years to come.

1. Please rank the following issues which people consider to be areas of concern for Missouri in your order of importance with "1" being most important and "10" being least important using each number only once.

- _____ Public Education
- _____ Drug Abuse
- _____ Alcohol Abuse
- _____ Taking Care of Needy and Elderly
- _____ Crime
- _____ Health Care
- _____ Problems Relating to the Economy
- _____ Damage to the Environment
- _____ Homeland Defense and Security
- _____ Illegal Immigration

2. Do you think the Missouri State Highway Patrol is doing an excellent, good, fair, or poor job in your area? *(circle choice)*

Excellent **Good** **Fair** **Poor**

3. How would you rate the professional appearance, attitude, and demeanor of Highway Patrol employees? *(circle choice)*

Excellent **Good** **Fair** **Poor**

4. From your experience, how would you rate the overall competence of Highway Patrol employees? *(circle choice)*

Excellent **Good** **Fair** **Poor**

5. Compared to three years ago, how do you think the number of Missouri State Highway Patrol officers on the roadway has changed? *(circle choice)*

Increased Greatly **Increased Slightly** **About The Same** **Decreased Slightly** **Decreased Greatly**

6. When you see a Missouri State Highway Patrol officer on the roadway, how is the driving behavior of other motorists affected? *(circle choice)*

Much Better **Somewhat Better** **No Affect** **Somewhat Worse** **Much Worse**

7. When you see a Missouri State Highway Patrol Officer on the roadway, how is your driving behavior affected? *(circle choice)*

Much Better **Somewhat Better** **No Affect** **Somewhat Worse** **Much Worse**

8. In the first column, please indicate how important you feel the following law enforcement activities provided by the Missouri State Highway Patrol (MSHP) are with "1" being very unimportant and "5" being very important. Then indicate how well you think the MSHP is addressing the problem by circling the appropriate number in the second column with "1" being not enough effort and "5" being too much effort.

	SERIOUSNESS OF PROBLEM		MSHPEFFORT ON PROBLEM	
	Very Unimportant	Very Important	Not Enough Effort	Too Much Effort
a. Traffic Crash Investigation	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
b. Enforcing Criminal Laws	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
c. Enforcing Commercial Motor Vehicles Laws and Conducting Inspections	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
d. Providing Services to Motorists in Need of Assistance ...	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
e. Developing Counterterrorism Intelligence	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
f. Detecting and Deterring the Flow of Illegal Drugs	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
g. Providing Examinations for Driver Licenses	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
h. Administering the Motor Vehicle Inspection Program	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
i. Conducting School Bus Equipment Safety Inspections ..	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
j. Criminal Lab Forensic Examinations	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
k. Criminal Record Background Checks	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
l. Legalized Gambling Enforcement/Regulatory Duties	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
m. Assisting Federal Authorities with Enforcing Immigration Laws	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	

With regard to enforcement measures aimed at reducing traffic crash deaths and injuries, please rate the importance of enforcing traffic laws related to the following violations.

n. Speeding	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
o. Aggressive Driving	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
p. Other Hazardous Violations (eg., Following too close, Improper passing, Failure to yield, etc.)	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
q. Inattentive Driving	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
r. Intoxicated Driving	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
s. Safety Belt Use	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	

9. Last year, 991 people were killed as a result of traffic crashes on Missouri roadways. Please indicate your opinion of the following factors aimed at reducing death or serious injuries resulting from traffic crashes with "1" being very unimportant and "5" being very important.

	Very Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Very Important
a. Increased Traffic Law Enforcement	1	2	3	4	5
b. Increased Traffic Safety Education Programs	1	2	3	4	5
c. Emergency Medical Services	1	2	3	4	5
d. Increased Roadway Engineering/Safety Measures ...	1	2	3	4	5

10. Have you had direct contact with the Missouri State Highway Patrol within the past three years? (circle choice)

Yes **No**

a. If "YES", how would you describe your experience? (circle choice)

Very Positive **Positive** **Neutral** **Negative** **Very Negative**

b. If "YES", please indicate the nature of the contact? (circle all that apply)

Traffic Accident **Provided Assistance** **Criminal Case**
Traffic Ticket Issued **Warning Issued** **Other**

11. If you, or a family member, were stranded along a highway and unable to call for help, how much time would you expect to pass before a trooper arrives to assist you? Please indicate in minutes how long you feel it would be reasonable to wait on the highways indicated.

- a. Interstate Highway _____ **Minutes**
- b. U.S. or State Numbered _____ **Minutes**
- c. State Lettered _____ **Minutes**

12. If you, or a family member, were involved in a traffic crash, how much time would you expect to pass before a trooper called to the scene arrives to help you? Please indicate in minutes how long you feel it would be reasonable to wait.

- a. Traffic crash with person(s) killed or injured _____ **Minutes**
- b. Traffic crash with property damage only _____ **Minutes**

13. How much of a worry or concern are the following to you?

a. Being involved in a traffic accident while travelling on Missouri roadways? (circle choice)

Not a Concern **A Slight Concern** **A Moderate Concern** **A Serious Concern**

b. Being a victim of a crime while travelling or stopped along Missouri roadways? (circle choice)

Not a Concern **A Slight Concern** **A Moderate Concern** **A Serious Concern**

c. Being a victim of a crime while in your residence or neighborhood? (circle choice)

Not a Concern **A Slight Concern** **A Moderate Concern** **A Serious Concern**

d. Being a victim of an act of terrorism? (circle choice)

Not a Concern **A Slight Concern** **A Moderate Concern** **A Serious Concern**

14. Sobriety checkpoints are utilized by many law enforcement agencies as a method to deter persons from driving while intoxicated.

a. Do you believe sobriety checkpoints will deter some people from driving drunk? *(circle choice)*

Yes **No**

b. Do you believe sobriety checkpoints will increase an intoxicated driver's risk of being caught? *(circle choice)*

Yes **No**

c. Do you approve of sobriety checkpoints as a law enforcement tool to detect and remove intoxicated drivers from our roads? *(circle choice)*

Yes **No**

d. Have you ever been stopped at a sobriety checkpoint? *(circle choice)*

Yes **No**

e. If "YES", did the sobriety checkpoint cause a significant delay for you? *(Circle choice)*

Yes **No**

In the final section, we ask a few demographic questions to determine how representative respondents are in relation to the total state population.

15. What is your age? _____

16. In what Missouri county do you reside? _____

17. What is your sex? *(circle choice)*

18. What is your race or ethnic background? *(circle choice)*

Male

White

Female

African-American

Hispanic

Asian

American Indian

Other

19. Please use this space for any other comments about the Patrol you would like to make. Use an extra sheet of paper if necessary.

APPENDIX B
2008 MISSOURI PUBLIC OPINION SURVEY
TRANSMITTAL LETTER



Department of Public Safety
MISSOURI STATE HIGHWAY PATROL
Colonel James F. Keathley, Superintendent



An
Internationally
Accredited
Agency

Matt Blunt
Governor

Mark S. James
Director

April 7, 2008

«Prefix» «First» «MID» «Last»
«Address» «Address2»
«City», «State» «Zip»-«Zip4»

Dear «Prefix» «Last»:

As superintendent of the Missouri State Highway Patrol, I am very interested in citizens' opinions about our agency as well as traffic safety and criminal justice issues. Listening to what Missouri citizens have to say will assist us in better satisfying their needs. Because of this fact, I have requested that a public opinion survey be conducted.

You are one of a number of Missouri residents being asked to participate in this survey by completing the enclosed questionnaire. It is important that you complete and return your questionnaire for the results to truly reflect the opinions of all Missouri citizens. Your opinions will be kept in confidence.

Please complete the questionnaire and return it in the enclosed self-addressed envelope. Your contribution to this study will be used to improve the overall operation and services provided by the Missouri State Highway Patrol.

Sincerely,

JAMES F. KEATHLEY, Colonel
Superintendent

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