

**MISSOURI STATE HIGHWAY PATROL
PUBLIC OPINION SURVEY**



**FINAL REPORT
2011**

**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 2011 Missouri State Highway Patrol (MSHP) Public Opinion Survey of Missouri citizens. In conducting this survey, a representative sample of 3,000 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 were also 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

Personnel from the Missouri State Highway Patrol (MSHP) Research and Development Division and the Statistical Analysis Center of the Information and Communications Technology Division conducted this study. It is one in a series of mail surveys conducted by the MSHP. The 2011 survey instrument was modeled after eight previous instruments¹. For reference purposes, the questionnaire is provided in Appendix A.

To ensure the survey findings are representative of Missouri's adult population, 3,000 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 restrictions, 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 (SOS) office. This file required much refinement prior to use. For this reason, the 2011 Public Opinion Survey, as well as surveys conducted in 2005 and 2008, used individuals randomly selected from a database developed and maintained by USA Data. The names in the database were derived from a number of public sources including, but not limited to: magazine subscriptions, voter registrations, and home sales.

Questionnaires were distributed in mid-September 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 October 2011. After 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 November 2011, 481 completed surveys had been returned to the MSHP. In addition, 128 surveys were returned as undeliverable, or the individuals were not available. Factoring out non-deliverable questionnaires from the original 3,000, the response rate for this mail survey was 16.8%. This response rate is typical of mail surveys without follow-ups and second mailings.

When reviewing survey responses, the sample of 481 persons has a confidence interval within +/- 4.5% 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 +/-4.5% of the

¹ 1992, 1993, 1995, 1996, 1997, 2002, 2005 and 2008 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:

$$(1.96) \sqrt{\frac{(50)(50)}{481}} = +/- 4.5$$

The remainder of the report is divided into three sections. The first, entitled “Discussion of Findings” highlights the major findings of the survey. The second section, entitled “Findings” lists response statistics for each question asked. The appendices are included within the third section of the report.

DISCUSSION OF FINDINGS

A total of 481 individuals responded to the 2011 MSHP Public Opinion survey. Their responses were analyzed and the more important findings are discussed below.

Respondents (Characteristics)

- Of the total respondents, 64.4% were male and 35.6% were female.
- 72.9% of the respondents resided in Standard Metropolitan Statistical Area (SMSA) counties and 27.1% resided in non-SMSA counties. Standard Metropolitan Statistical Areas include contiguous geographic areas with a relatively high population.
- There were no respondents who fell in the age group of 18-21 and the age groups of 22-34 and 35-44 were both under-represented.
- Senior citizens (individuals 66 and older) and individuals 45-65 years old were over-represented.

HIGHWAY PATROL (Evaluation)

- Respondents were asked a series of questions to evaluate the MSHP and its staff. Of the total respondents, 92.0% indicated the MSHP was doing either an excellent or good job; 7.0% 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, 94.9% indicated the appearance, attitude, and demeanor of MSHP employees was excellent or good; 4.3% indicated it was fair; and 0.9% indicated it was poor. In addition, respondents highly rated the competence of MSHP employees. Of those responding, 94.0% rated it as good or excellent; 5.2% rated it as fair; and 0.8% rated it poor.
- Respondents were asked questions in regard to the visibility of road officers as compared to three years ago. Of those responding to the question, 50.4% stated they felt the number of MSHP officers on the roadway is about the same. Respondents were also asked if motorists' driving behavior is affected when road officers are visible. Of those responding to this question, 81.5% stated other drivers' driving behavior was slightly or greatly improved. As drivers, 48.4% felt their driving behavior was slightly or greatly improved 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, 23.8% had direct contact with the MSHP. Of those having contact, 85.4% indicated it was a positive

or very positive experience; 7.3% were neutral or had no opinion; and 7.4% indicated it was negative or very negative.

- Of the respondents having contact with the Missouri State Highway Patrol, 20.9% were issued a citation and 17.2% received officer assistance. Another 11.2% of the respondents indicated their contact was due to a traffic accident and 16.4% were issued a warning for a traffic violation. Only 3.0% of the respondents' contact involved a criminal case.

HIGHWAY PATROL

(Enforcement Activities and Other Duties)

- Respondents were presented with a series of activities performed by MSHP and were asked to rank order the importance of the activities. At 90.2%, enforcing criminal laws was cited as the most important duty. Detecting and deterring the flow of illegal drugs (81.1%) was the second most important activity. The third most important duty was traffic crash investigation (77.4%).
- Respondents were asked how well they felt a series of activities are being addressed by the MSHP. Deterring the flow of illegal drugs was cited by 20.7% of the respondents as not having enough effort given to it. Other areas identified as needing more effort included criminal record background checks (13.2%) and enforcing commercial motor vehicle laws and conducting inspections (12.6%). Too much effort was indicated for the category pertaining to the administration of the motor vehicle inspection program (37.6%).
- Respondents were asked to rank the importance of a series of traffic laws aimed at reducing traffic crash deaths and injuries. Of the respondents, 90.1% indicated enforcement of intoxicated driving laws was most important to reducing traffic crashes. This was followed by enforcing inattentive driving laws (85.0%) and enforcing aggressive driving laws (84.7%).
- Respondents were asked how well they felt a series of enforcement laws are being enforced by the MSHP. At 51.7%, enforcing inattentive driving laws was cited as not having enough effort given to it. Thirty-two percent of the respondents perceived not enough effort is given to enforcement of other hazardous driving violation laws and 30.2% perceived not enough effort is given to enforcing aggressive driving laws.
- When asked about the importance of factors used to help reduce traffic deaths and injuries, 70.9% of the respondents indicated increased roadway engineering and safety measures were most important. Following this factor was increased traffic law enforcement (66.5%) and emergency medical services (64.2%). Thirty-six percent of the respondents indicated too much effort was spent on enforcing speeding laws.
- Respondents expect quick responses 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 an average of 28.3 minutes on an interstate, 41.5 minutes on a federal or state route, and 69.4 minutes on a 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 an average of 13.1 minutes if the accident involved death or injury and 24.5 minutes if it involved property damage only.

VICTIMIZATION

- 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, 40.2% indicated they were slightly concerned about being victimized by crime while traveling on Missouri roadways. Forty percent of the respondents were slightly concerned about crime in their residence or neighborhood. The greatest concern to respondents pertained to being involved in a traffic crash (40.3%).
- Following the tenth anniversary of the 9/11 terrorist attacks on the United States, respondents were asked about their concern of being a victim of an act of terrorism. Just over one-third (33.8%) 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. Of the respondents, 57.1% perceived crime to be the most important issue facing the country. Problems relating to the economy were second with 41.5%. The third most important social issue, indicated by 34.3% respondents, was public education. Health care was the fourth most important social issue as perceived by 34.1% of the respondents.

SOBRIETY CHECKPOINT

- To deter and apprehend driving while intoxicated offenders, many law enforcement agencies utilize sobriety checkpoints. Of the respondents, 90.2% indicated they approved of law enforcements' use of sobriety checkpoints and 69.3% believed 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, 88.5% 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, 36.7% of the respondents indicated they had been stopped. Only 25.7% felt being stopped in a sobriety checkpoint caused a significant delay.

MISSOURI WATERWAY SAFETY

- Respondents were asked if they believed boating while intoxicated efforts by members of the Missouri State Highway Patrol effectively deter alcohol related boating accidents. While 38.0% believed these enforcement efforts are effective, 46.9% responded they did not feel knowledgeable enough about Missouri waterways to provide an accurate opinion.
- Respondents were asked if efforts to deter alcohol and drug violations on Missouri waterways are effective. The majority of respondents (63.0%) did not feel knowledgeable enough on this issue to provide an accurate opinion; however, 25.8% indicated they do believe these efforts are effective.
- When asked if they feel safe when engaged in activities on Missouri streams and rivers, 44.1% said that they feel safe, but 49.5% said they do not engage in such activities.

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	
	Frequency	Percent
Male	298	64.4
Female	165	35.6
No response	18	--
Total	481	100.0

AGE *What is your age?*

	MSHP Public Opinion Survey	
	Frequency	Percent
18-21 Years	0	0.0
22 to 34 Yrs	37	8.0
35 to 44 Yrs	39	8.4
45 to 55 Yrs	115	24.8
56 to 65 Yrs	128	27.6
66 Yrs and Older	145	31.3
No Response	17	--
Total	481	100.0

RESIDENCE *In what Missouri county do you reside?*

	MSHP Public Opinion Survey	
	Frequency	Percent
SMSA counties	333	72.9
Non-SMSA counties	124	27.1
No Response	24	--
Total	481	100.0

Evaluation of MSHP

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

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	183	38.8
Good	251	53.2
Fair	33	7.0
Poor	5	1.0
No Response	9	--
Total	481	100.0

EMPLOYEE APPEARANCE, ATTITUDE, AND DEMEANOR

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

	Frequency	Percent
Excellent	260	55.6
Good	184	39.3
Fair	20	4.3
Poor	4	0.9
No Response	13	--
Total	481	100.0

EMPLOYEE COMPETENCE

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

	Frequency	Percent
Excellent	199	43.0
Good	236	51.0
Fair	24	5.2
Poor	4	0.8
No Response	18	--
Total	481	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	40	8.6
Increased Slightly	118	25.4
About the Same	234	50.4
Decreased Slightly	63	13.6
Decreased Greatly	9	2.0
No Response	17	--
Total	481	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
Improved Greatly	183	38.5
Improved Slightly	204	43.0
About the Same	71	15.0
Degraded Slightly	15	3.2
Degraded Greatly	2	0.4
No Response	6	--
Total	481	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
Improved Greatly	49	11.6
Improved Slightly	156	36.8
About the Same	213	50.2
Degraded Slightly	3	0.7
Degraded Greatly	3	0.7
No Response	57	--
Total	481	100.0

CONTACT

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

	Frequency	Percent
Yes	109	23.8
No	350	76.2
No Response	22	--
Total	481	100.0

If yes, how would you describe your experience?

	Frequency	Percent
Very Positive	49	45.0
Positive	44	40.4
Neutral	8	7.3
Negative	5	4.6
Very Negative	3	2.8
No Response	0	--
Total	109	100.0

If yes, please indicate the nature of the contact.

	Frequency	Percent
Traffic Violation – Ticket Issued	28	20.9
Provided Assistance	23	17.2
Traffic Violation – Warning Issued	22	16.4
Traffic Accident	15	11.2
Criminal Case	4	3.0
Other	42	31.3
No Response	0	--
Total*	134	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.

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	404	90.2	14	3.1
Detecting and deterring the flow of illegal drugs	364	81.1	29	6.5
Traffic crash investigation	349	77.4	16	3.6
Response to natural disasters	338	75.6	23	5.2
Providing services to motorists in need of assistance	336	74.7	29	6.4
Conducting school bus equipment safety inspections	318	70.8	27	6.0
Criminal record background checks	310	70.1	32	7.2
Crime lab forensic examinations	302	68.5	26	5.9
Assisting federal authorities with enforcing immigration laws	279	62.6	68	15.3
Enforcing commercial motor vehicle laws and conducting inspections	280	63.2	40	9.0
Developing counterterrorism intelligence	266	59.6	60	13.5
Boating enforcement on Missouri waterways	242	54.0	65	14.5
Providing examination for driver licenses	231	51.5	69	15.4
Administering the motor vehicle inspection program	172	38.3	116	25.8
Legalized gambling enforcement / regulatory duties	164	37.2	119	27.0

***Percentages do not add to 100% because the percent includes both very and somewhat (e.g., very [un]important and somewhat [un]important) and because respondents could select more than one priority.*

**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*
Detecting and deterring the flow of illegal drugs	84	20.7	130	32.0
Criminal record background checks	53	13.2	115	28.6
Enforcing commercial motor vehicle laws and conducting inspections	51	12.6	129	31.9
Developing counterterrorism intelligence	50	12.6	89	22.4
Providing services to motorists in need of assistance	48	11.7	130	31.7
Enforcing criminal laws	46	11.2	142	34.6
Boating enforcement on Missouri waterways	45	11.1	117	28.8
Conducting school bus equipment safety inspections	37	9.1	118	29.1
Crime lab forensic examinations	34	8.5	99	24.8
Legalized gambling enforcement / regulatory duties	29	7.2	125	31.2
Response to natural disasters	24	5.9	129	31.8
Administering the motor vehicle inspection program	21	5.1	154	37.6
Providing examination for driver licenses	21	5.1	135	33.0
Traffic crash investigation	17	4.1	129	31.4
Assisting federal authorities with enforcing immigration laws	17	4.1	129	31.4

**Percentages do not add to 100% because the respondents could select more than one enforcement activity.*

**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	409	90.1	21	4.6
Inattentive driving	386	85.0	29	6.4
Aggressive driving	378	84.7	17	3.8
Other hazardous violations	353	77.9	22	4.9
Speeding	334	73.9	38	8.4
Safety belt use	268	59.2	76	16.8

***Percentages do not add to 100% because the percent includes both very and somewhat (e.g., very [un]important and somewhat [un]important).*

**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*
Inattentive driving	217	51.7	67	16.0
Other hazardous violations	133	32.0	79	19.0
Aggressive driving	124	30.2	83	20.2
Intoxicated driving	114	27.2	119	28.4
Speeding	67	16.0	151	36.0
Safety belt use	54	12.8	149	35.4

**Percentages do not add to 100% because the respondents could select more than one enforcement activity.*

**CRASH
REDUCTION

COUNTER-
MEASURES**

Last year, 821 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.

	Important		Unimportant	
	Frequency	Percent**	Frequency	Percent**
Increased roadway engineering / safety measures	321	70.9	47	10.4
Increased traffic law enforcement	301	66.5	48	10.6
Emergency medical services	291	64.2	46	10.2
Increased traffic safety education programs	223	49.2	83	18.3

***Percentages do not add to 100% because the percent includes both very and somewhat (e.g., very [un]important and somewhat [un]important).*

**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	28.3	20.0	448
U.S. or State Numbered	41.5	30.0	441
State Lettered	69.4	40.0	427

**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	13.1	10.0	452
Property damage only	24.5	20.0	451

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	109	23.3%
Moderate Concern	110	23.5%
Slight Concern	187	40.0%
Not a Concern	62	13.3%
No Response	13	--
Total	481	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	102	21.8%
Moderate Concern	130	27.8%
Slight Concern	188	40.2%
Not a Concern	48	10.3%
No Response	13	--
Total	481	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	105	22.4%
Moderate Concern	189	40.3%
Slight Concern	145	30.9%
Not a Concern	30	6.4%
No Response	12	--
Total	481	100.0%

**ACT OF
TERRORISM**

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

	Frequency	Percent
Serious Concern	85	18.2%
Moderate Concern	73	15.6%
Slight Concern	171	36.6%
Not a Concern	138	29.6%
No Response	14	--
Total	481	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	225	57.1%	17	4.3%
Problems Relating to Economy	163	41.5%	95	24.2%
Public Education	134	34.3%	113	28.9%
Health Care	133	34.1%	88	22.6%
Drug Abuse	132	33.6%	99	25.2%
Homeland Defense / Security	130	33.2%	108	27.6%
Illegal Immigration	99	25.2%	187	47.6%
Alcohol Abuse	63	16.0%	150	38.2%
Taking Care of Needy / Elderly	70	18.0%	80	20.5%
Damage to the Environment	30	7.7%	236	60.5%

**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.

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	322	69.3%
No	143	30.7%
No Response	16	--
Total	481	100.0%

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

	Frequency	Percent
Yes	414	88.5%
No	54	11.5%
No Response	13	--
Total	481	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	421	90.2%
No	46	9.8%
No Response	14	--
Total	481	100.0%

Have you ever been stopped at a sobriety checkpoint?

	Frequency	Percent
Yes	171	36.7%
No	295	63.3%
No Response	15	--
Total	481	100.0%

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

	Frequency	Percent
Yes	44	25.7%
No	127	74.3%
Total	171	100.0%

Missouri Waterway Safety

The Missouri State Water Patrol merged with the Missouri State Highway Patrol on January 1, 2011. Enforcement of boating laws and regulations is now handled by the newly created Missouri State Highway Patrol, Water Patrol Division.

Respondents were asked several questions related to boating while intoxicated and safety related issues involving Missouri's waterways.

BOATING WHILE INTOXICATED *Do you believe Boating While Intoxicated enforcement efforts by members of the Missouri State Highway Patrol effectively deter alcohol related incidents?*

	Frequency	Percent
Yes	176	38.0
No	70	15.1
Unknown	217	46.9
No Response	18	--
Total	481	100.0

ENFORCEMENT EFFORT EFFECTIVENESS *Are Missouri State Highway Patrol enforcement efforts to deter alcohol and drug violations on Missouri waterways effective?*

	Frequency	Percent
Yes	120	25.8
No	52	11.2
Unknown	293	63.0
No Response	16	--
Total	481	100.0

MISSOURI WATERWAY SAFETY *Do you feel safe when engaged in activities on streams and rivers?*

	Frequency	Percent
Yes	206	44.1
No	30	6.4
N/A	231	49.5
No Response	14	--
Total	481	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	246	51.1%
No Comment	235	48.9%
Total	481	100.0%

APPENDIX A
2011 MISSOURI PUBLIC OPINION SURVEY
QUESTIONNAIRE



2011 Public Opinion Survey

Thank you for taking time to read and complete this survey. Your completed survey will impact the way we serve you in the future.

Please follow the three steps listed below when completing the survey.

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.

1. Please rank the following areas of concern for people in Missouri by 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. Overall, 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)

Improved Greatly **Improved Slightly** **About the Same** **Degraded Slightly** **Degraded Greatly**

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

Improved Greatly **Improved Slightly** **About the Same** **Degraded Slightly** **Degraded Greatly**

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		MSHP EFFORT 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. Response to Natural Disasters	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
d. Enforcing Commercial Motor Vehicle Laws and Conducting Inspections	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
e. Providing Services to Motorists in Need of Assistance	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
f. Developing Counterterrorism Intelligence	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
g. Detecting and Deterring the Flow of Illegal Drugs	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
h. Providing Examinations for Driver Licenses	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
i. Administering the Motor Vehicle Inspection Program	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
j. Conducting School Bus Equipment Safety Inspections	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	
k. Criminal Lab Forensic Examinations	1 --- 2 --- 3 --- 4 --- 5		1 --- 2 --- 3 --- 4 --- 5	

11. 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 that apply*)

Traffic Crash Provided Assistance Criminal Case
Traffic Ticket Issued Warning Issued Other

12. 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**

13. 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**

14. 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

15. 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 increase an intoxicated driver's risk of being caught? *(circle choice)*

Yes No

c. Do you approve of sobriety checkpoints as a 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

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

Yes No

16. The Missouri State Water Patrol merged with the Missouri State Highway Patrol on January 1, 2011. Enforcement of boating laws and regulation is now handled by the newly created Missouri State Highway Patrol, Water Patrol Division. Please answer the following questions related to enforcement of boating laws and regulations:

a. Do you believe Boating While Intoxicated enforcement efforts by members of the Missouri State Highway Patrol effectively deter alcohol related boating accidents?

Yes No Unknown

b. Are Missouri State Highway Patrol Enforcement efforts to deter alcohol and drug violations on Missouri waterways effective?

Yes No Unknown

c. Do you feel safe when engaged in activities on streams and rivers in Missouri?

Yes No N/A

(Mark N/A if you do not participate in activities on streams and rivers in Missouri)

APPENDIX B
2011 MISSOURI PUBLIC OPINION SURVEY
TRANSMITTAL LETTER



Department of Public Safety
MISSOURI STATE HIGHWAY PATROL
Colonel Ronald K. Replogle, Superintendent



An
Internationally
Accredited
Agency

Jeremiah W. (Jay) Nixon
Governor

John M. Britt
Director

September 15, 2011

Mr. John J. Doe
123 Some Street
Any City, MO 65124

Dear Mr.Doe:

As superintendent of the Missouri State Highway Patrol, I am very interested in citizens' opinions about our agency. Generally, I need to know how Missouri citizens perceive their safety and security, officers' attitudes and behaviors, the competency of our officers, and the overall performance of our agency.

You are one of a number of Missouri residents being asked to participate in this survey. After completing the questionnaire, it is very important that you return it in the enclosed self-addressed, postage paid envelope. Prompt return of the completed survey will better ensure compiled results represent the opinions of all Missouri citizens. Your opinions will be kept in confidence.

Thank you for taking the time to complete the survey. Your contribution will be used to improve the operations and services provided by the Missouri State Highway Patrol, to better serve the citizens of Missouri.

Sincerely,

RONALD K. REPLOGLE, Colonel
Superintendent

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TGB:eel

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