

**MISSOURI STATE HIGHWAY PATROL  
PUBLIC OPINION SURVEY**



**FINAL REPORT  
2005**

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

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## **Acknowledgement**

The 2005 Missouri State Highway Patrol Public Opinion Survey is a cooperative effort between staff of the Research and Development and Information Systems Divisions.

A special thanks goes to the citizens of Missouri who responded to the survey. Without their valuable input, this project would not have been possible. In addition, Eileen Luebbert assisted in compiling and data entry of the surveys.



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## **INTRODUCTION**

This report discusses results of the 2005 Missouri State Highway Patrol (MSHP) Public Opinion Survey of Missouri citizens. In conducting this survey, a representative sample of 2,000 Missouri residents were 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

This study was conducted by staff members from the Missouri State Highway Patrol (MSHP) Research and Development Division and the Statistical Analysis Center. It is one in a series of mail surveys conducted by the MSHP. The 2005 survey instrument was modeled after six previous instruments<sup>1</sup>. For reference purposes, the questionnaire is provided in Appendix A.

To ensure a high rate of response, “Total Design Method” (TDM)<sup>2</sup> mailing procedures were incorporated in the survey. When TDM procedures are utilized, a questionnaire is forwarded to the respondent accompanied by a cover letter and a postage paid return envelope. After a short time (4 weeks), non-respondents receive a second mailing containing another copy of the questionnaire, a postage paid envelope, and a letter requesting their participation in the survey. Using this method, a greater response rate can be achieved.

To ensure the survey findings are representative of Missouri’s adult population, 2,000 Missourians (ages 18 and older) were randomly selected. In previous public opinion surveys, the Missouri Department of Revenue (DOR) driver’s license file was used as the source from which the sample was drawn. Due to statutory changes, DOR can’t provide the Missouri State Highway Patrol with the driver’s license file 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 an inordinate amount of refinement prior to its use. For this reason, the 2005 Public Opinion 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 2005 along with a transmittal letter from the Superintendent and a postage paid return envelope. Four weeks after initial distribution, questionnaires along with a transmittal letter from the Director of the MSHP Research and Development Division and a postage paid envelope were mailed to those persons who had not responded. The two transmittal letters are provided in Appendix B.

Survey responses were collected through mid-June 2005. Once surveys were returned to MSHP, responses were encoded in a computer file. Those questionnaires having additional comments were reviewed by the Director of the MSHP Research and Development Division. 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 2005, 767 completed surveys had been returned to the MSHP. In addition, 256 surveys were returned as undeliverable, or individuals were not available. Factoring out non-deliverable questionnaires from the original 2,000, the response rate for this mail survey was 44.0%. Several things contributed to this response rate: the recent officer shooting in Troop G;

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<sup>1</sup> 1992, 1993, 1995, 1996, 1997, and 2002 Missouri State Highway Patrol Public Opinion Survey Final Report.

<sup>2</sup> Mail and Telephone Surveys: The Total Design Method, 1978, John Wiley & Sons, Inc.

the officer killed during a routine traffic stop; the subject matter covered in the questionnaire; the personalized letter from the MSHP Superintendent; and enclosure of postage paid self-addressed stamped envelopes.

When reviewing survey responses, the sample of 767 persons has a confidence interval within +/-3.5% 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 +/-3.5% of the 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:

$$(1.96) \sqrt{\frac{(50)(50)}{767}} = +/- 3.5$$

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 767 individuals responded to the 2005 MSHP Public Opinion survey. Their responses were analyzed and the more important findings are discussed below.

### ***Respondents (Characteristics)***

- Of the total respondents, 67.7% were male and 32.3% were female. The age range for respondents was 18 to 93, with 54 being the median age.
- 77.9% of the respondents resided in Standard Metropolitan Statistical Area (SMSA) counties and 22.1% resided in non-SMSA counties.
- Of the respondents, 96.6% were Caucasian, 1.7% African American, and 1.7% 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 and 21-24 year olds. In terms of race / ethnicity, African Americans and Hispanics were the largest groups underrepresented.
- Senior citizens (individuals 65 and older) and individuals 42-54 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, 90.3% indicated the MSHP was doing either an excellent or good job; 8.7% indicated Patrol performance was fair; and 0.9% 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, 94.8% indicated the appearance, attitude, and demeanor of MSHP employees was excellent or good; 4.5% indicated it was fair; and 0.7% indicated it was poor or very poor. In addition, respondents highly rated the competence of MSHP employees. Of those responding, 93.8% rated it as good or excellent; 6.0% rated it as fair; and less than one percent rated it poor or very 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, 49.4% 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 the total responding to this question, 50.6% stated other drivers seemed to drive somewhat better. As drivers, 42.1% 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, 31.4%, or having 1 of every 3 respondents, had direct contact with the MSHP. Of those having contact, 77.8% indicated it was a positive or very positive experience; 15.6% were neutral or had no opinion; and 6.6% indicated it was negative or very negative.
- Respondents having contact with the Missouri State Highway Patrol, 22.2% indicated their contact was due to a traffic ticket issued, followed by 18.8% for a warning issued, and officer assistance at 17.6%. Only 2.1% 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 71.5%, enforcing criminal laws was cited as the most important duty. This was followed by detecting and deterring the flow of illegal drugs (63.6%), and traffic crash investigation (58.1%).
- 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 25 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 10 minutes if the accident involved death or injury and 25 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, 34.3% indicated they were slightly concerned about being victimized by crime while traveling on Missouri roadways. Also, 40.3% of the respondents were slightly concerned about crime in their residence or neighborhood. Of even greatest concern to respondents was being involved in a traffic crash where 39.3% indicated they were moderately concerned about being in a traffic crash.
- With the 9/11 terrorist attack on the United States, respondents were asked about their concern of being a victim of an act of terrorism. Nearly two-thirds (62.9%) 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 nine 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, 23.5% perceived defense and security to be the most important issue facing the country. Health care was second with 17.1%. The third most important social issue was public education with 15.9% respondents. Crime was the fourth most important social issue as perceived by the respondents with 15.6%.

## **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, 88.3% indicated they approve law enforcement use of sobriety checkpoints. In addition, 68.4% 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, 89.9% 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, 39.0% of the respondents indicated they had been. Only 16.5% felt it caused a significant delay.

## HIGHWAY SAFETY

- Respondents were asked what factors aimed at reducing death or serious injuries resulting from traffic crashes are most effective. Of the respondents, 78.1% indicated increased traffic law enforcement as well as increased roadway engineering and safety measures are best.
- Respondents were asked what enforcement measures aimed at reducing traffic crash deaths and injuries are most important. Aggressive driving laws were indicated by 87.3% of the respondents as traffic laws most important for enforcement. This was followed by intoxicated driving laws (86.6%) and other hazardous violations (84.2%).

## 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
<b>Male</b>	514	67.7%	48.6%
<b>Female</b>	245	32.3%	51.4%
<b>No response</b>	8	--	--
<b>Total</b>	767	100.0%	100.0%

**AGE**      *What is your age?*

	MSHP Public Opinion Survey		2000 U.S. Census
	Frequency	Percent	Percent
<b>18-20 Years</b>	4	.6%	4.4%
<b>21 to 24 Yrs</b>	12	1.6%	5.2%
<b>25 to 44 Yrs</b>	199	26.3%	29.1%
<b>45 to 54 Yrs</b>	178	23.5%	13.3%
<b>55 to 59 Yrs</b>	78	10.4%	5.0%
<b>60 to 64 Yrs</b>	77	10.3%	4.1%
<b>65 Yrs and Older</b>	207	27.3%	13.5%
<b>No Response</b>	12	--	--
<b>Total</b>	767	100.0%	100.0%
<b>Average Age</b>	54.3		
<b>Median Age</b>	54.0		

**RESIDENCE**      *In what Missouri county do you reside?*

	MSHP Public Opinion Survey		2000 U.S. Census
	Frequency	Percent	Percent
<b>SMSA counties</b>	583	77.9%	67.8%
<b>Non-SMSA counties</b>	165	22.1%	32.2%
<b>No Response</b>	19	--	--
<b>Total</b>	767	100.0%	100.0%

**RACE***What is your race or ethnic background?*

	MSHP Public Opinion Survey		2000 U.S. Census
	Frequency	Percent	Percent
<b>African American</b>	13	1.7%	11.2%
<b>American Indian</b>	2	.3%	0.4%
<b>Asian</b>	1	0.1%	.1%
<b>Hispanic</b>	3	0.4%	2.1%
<b>White</b>	731	96.6%	83.8%
<b>Other</b>	7	0.9%	1.4%
<b>No Response</b>	10	--	--
<b>Total</b>	767	100.0%	100.0%

## Evaluation of MSHP

This section presents the 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
<b>Excellent</b>	240	32.2%
<b>Good</b>	433	58.1%
<b>Fair</b>	65	8.7%
<b>Poor</b>	7	.9%
<b>No Response</b>	22	--
<b>Total</b>	767	100.0%

### **EMPLOYEE APPEARANCE, ATTITUDE, AND DEMEANOR**

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

	Frequency	Percent
<b>Excellent</b>	386	51.5%
<b>Good</b>	324	43.3%
<b>Fair</b>	34	4.5%
<b>Poor</b>	5	0.7%
<b>No Response</b>	18	--
<b>Total</b>	767	100.0%

### **EMPLOYEE COMPETENCE**

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

	Frequency	Percent
<b>Excellent</b>	298	40.3%
<b>Good</b>	395	53.5%
<b>Fair</b>	44	6.0%
<b>Poor</b>	2	0.3%
<b>No Response</b>	28	--
<b>Total</b>	767	100.0%

## CONTACT

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

	Frequency	Percent
<b>Yes</b>	238	31.4%
<b>No</b>	520	68.6%
<b>No Response</b>	9	--
<b>Total</b>	767	100.0%

*If yes, how would you describe your experience?*

	Frequency	Percent
<b>Very Positive</b>	109	44.9%
<b>Positive</b>	80	32.9%
<b>Neutral</b>	38	15.6%
<b>Negative</b>	6	2.5%
<b>Very Negative</b>	10	4.1%
<b>No Response</b>	524	--
<b>Total</b>	767	100.0%

*If yes, what type of contact was it?*

	Frequency	Percent
<b>Traffic Accident</b>	44	15.2%
<b>Criminal Case</b>	5	1.7%
<b>Traffic Violation – Ticket Issued</b>	53	18.3%
<b>Traffic Violation – Warning Issued</b>	45	15.5%
<b>Provided Assistance</b>	42	14.5%
<b>Other</b>	101	34.8%
<b>No Response</b>	9	--
<b>Total*</b>	299	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/Services  
Provided by MSHP**

This section presents the 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**
<b>Enforcing Criminal Laws - Investigating Criminal Act</b>	634	85.2	72	9.7
<b>Traffic Crash Investigation</b>	608	81.4	78	10.4
<b>Detecting and Deterring the Flow of Illegal Drugs</b>	603	81.8	85	11.6
<b>Providing Services to Motorists in Need of Assistance</b>	590	79.4	74	9.9
<b>Criminal Record Background Checks</b>	562	75.7	91	12.3
<b>Criminal Lab Forensic Examinations</b>	547	73.8	86	11.6
<b>Enforcing Commercial Motor Vehicle Laws and Conducting Inspections</b>	541	72.6	110	14.8
<b>Conducting School Bus Equipment Safety Inspection</b>	533	71.6	113	15.2
<b>Developing Counter-terrorism Intelligence</b>	476	64.3	116	15.7
<b>Providing Examinations for Driver Licenses</b>	384	51.8%	158	21.4%
<b>Legalized Gambling Enforcement/Regulatory Duties</b>	292	39.2%	218	29.3%
<b>Administering the Motor Vehicle Inspection Program</b>	287	38.8%	231	31.2%

\*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 the 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.*

	Response Time (in minutes)		Frequency
	Mean	Median	
<b>Interstate Highway</b>	27.87	25.00	726
<b>U.S. or State Numbered</b>	43.39	30.0	712
<b>State Lettered</b>	72.30	45.0	686

**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.*

	Response Time (in minutes)		Frequency
	Mean	Median	
<b>Person(s) killed or injured</b>	13.80	10.0	737
<b>Property Damage only</b>	27.36	25.00	737

## 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
A serious concern	146	19.3%
A moderate concern	158	20.9%
A slight concern	305	40.3%
Not a Concern	147	19.4%
No Response	11	--
<b>Total</b>	<b>767</b>	<b>100.0%</b>

### ROADWAY CRIME

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

	Frequency	Percent
A serious concern	163	21.6%
A moderate concern	226	29.9%
A slight concern	260	34.4%
Not a Concern	107	14.2%
No Response	11	--
<b>Total</b>	<b>767</b>	<b>100.0%</b>

### TRAFFIC ACCIDENT

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

	Frequency	Percent
A serious concern	178	23.6%
A moderate concern	296	39.3%
A slight concern	218	28.9%
Not a Concern	62	8.2%
No Response	13	--
<b>Total</b>	<b>767</b>	<b>100.0%</b>

**ACT OF  
TERRORISM**

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

	<b>Frequency</b>	<b>Percent</b>
<b>A serious concern</b>	118	23.3%
<b>A moderate concern</b>	113	14.9%
<b>A slight concern</b>	300	39.7%
<b>Not a Concern</b>	225	29.8%
<b>No Response</b>	11	--
<b>Total</b>	767	100.0%

## Social Concerns

In this section, respondents were asked to rank nine 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 America in your order of importance with “1” being most important and “9” being least important.

	Rank	Most Important	
		Frequency	Percent
Homeland Defense and Security	1	157	23.5%
Health Care	2	114	17.1%
Public Education	3	106	15.9%
Crime	4	104	15.6%
Problems Relating to the Economy	5	70	10.5%
Drug Abuse	6	68	10.2%
Taking Care of the Needy and Elderly	7	34	5.1%
Alcohol Abuse	8	10	1.5%
Damage to the Environment	9	7	1.1%

## Sobriety Checkpoints

In this section, respondents were asked several questions related to sobriety checkpoints. Sobriety checkpoints are utilized by many law enforcement agencies, as a method to deter persons from driving while intoxicated.

### SOBRIETY CHECKPOINTS

**Do sobriety checkpoints deter some people from driving while drunk?**

	Frequency	Percent
<b>Yes</b>	513	68.4%
<b>No</b>	237	31.6%
<b>No Opinion</b>	0	0
<b>No Response</b>	17	--
<b>Total</b>	767	100.0%

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

	Frequency	Percent
<b>Yes</b>	676	89.9%
<b>No</b>	76	10.1%
<b>No Opinion</b>	0	0
<b>No Response</b>	15	--
<b>Total</b>	767	100.0%

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

	Frequency	Percent
<b>Yes</b>	665	88.3%
<b>No</b>	88	11.7%
<b>No Opinion</b>	0	0%
<b>No Response</b>	14	--
<b>Total</b>	767	100.0%

*Have you ever been stopped at a sobriety checkpoint?*

	Frequency	Percent
<b>Yes</b>	299	39.4%
<b>No</b>	459	60.6%
<b>No Response</b>	9	--
<b>Total</b>	767	100.0%

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

	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	50	16.5%
<b>No</b>	253	83.5%
<b>No Response</b>	464	--
<b>Total</b>	767	100.0%

## HIGHWAY SAFETY

In this section, respondents were asked questions related to highway safety concerns.

### TRAFFIC CRASHES

*In 2003, 1,232 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.*

	Most Important*		Least Important*	
	Frequency	Percent**	Frequency	Percent**
<b>Increased Roadway Engineering/Safety Measures</b>	583	78.1%	86	11.5%
<b>Increased Traffic Safety Education Programs</b>	480	64.5%	99	13.3%
<b>Increased Traffic Law Enforcement</b>	585	78.1%	83	11.0%

\*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 the analysis.

### REDUCING TRAFFIC CRASH DEATHS & INJURIES

*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.*

	Most Important*		Least Important*	
	Frequency	Percent**	Frequency	Percent**
<b>Aggressive Driving</b>	660	87.3%	81	10.7%
<b>Intoxicated Driving</b>	654	86.6%	81	10.8%
<b>Other Hazardous Violations (eg., Following too close, Improper passing, Failure to yield, etc)</b>	636	84.2%	76	10.1%
<b>Inattentive Driving</b>	610	81.1%	82	10.9%
<b>Speeding</b>	575	76.2%	104	13.8%
<b>Safety Belt Use</b>	461	61.3%	154	20.4%

\*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 the analysis.

### 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.*

	Frequency	Percent
Comment	355	46.3%
No comment	412	53.7%
Total	767	100.0%



**APPENDIX A**  
**2005 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.

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1. Please rank the following issues which people consider to be areas of concern for America in your order of importance with "1" being most important and "9" 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

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?

**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?

**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?

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

8. Please indicate how important you feel the following law enforcement activities provided by the Missouri State Highway Patrol are with "1" being very unimportant and "5" being very important.

	Very Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Very Important
a. Traffic Crash Investigation .....	1	2	3	4	5
b. Enforcing Criminal Laws .....	1	2	3	4	5
c. Enforcing Commercial Motor Vehicles Laws and Conducting Inspections .....	1	2	3	4	5
d. Providing Services to Motorists in Need of Assistance	1	2	3	4	5
e. Developing Counterterrorism Intelligence .....	1	2	3	4	5
f. Detecting and Deterring the Flow of Illegal Drugs .....	1	2	3	4	5
g. Providing Examinations for Driver Licenses .....	1	2	3	4	5
h. Administering the Motor Vehicle Inspection Program	1	2	3	4	5
i. Conducting School Bus Equipment Safety Inspections	1	2	3	4	5
j. Criminal Lab Forensic Examinations .....	1	2	3	4	5
k. Criminal Record Background Checks .....	1	2	3	4	5
l. Legalized Gambling Enforcement/Regulatory Duties	1	2	3	4	5

***In 2003, 1,232 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.***

m. Increased Roadway Engineering/Safety Measures ...	1	2	3	4	5
n. Increased Traffic Safety Education Programs .....	1	2	3	4	5
o. Increased Traffic Law Enforcement .....	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.***

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

9. 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**

10. 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**

11. 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**

12. 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**

13. 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?

**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.

14. What is your age? \_\_\_\_\_

15. In what Missouri county do you reside? \_\_\_\_\_

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

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

**Male**

**White**

**Female**

**African-American**

**Hispanic**

**Asian**

**American Indian**

**Other**

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

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**APPENDIX B**  
**2005 MISSOURI PUBLIC OPINION SURVEY**  
**TRANSMITTAL LETTERS**

March 31, 2005

Mr. John Doe  
123 Some Street  
Any City, MO 65121

Dear Mr. Doe:

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.

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

Please complete the questionnaire and return it in the enclosed self-addressed envelope. The number on the back of the return envelope is used only to identify surveys that have been returned so those individuals who have completed and mailed in their survey do not receive any follow-up notice.

Your contribution to this study will be used to improve the overall operation and services provided by the Missouri State Highway Patrol.

Sincerely,

A handwritten signature in cursive script that reads "R. D. Stottlemeyer".

ROGER D. STOTTLEMYRE, Colonel  
Superintendent

enc

April 28, 2005

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

Dear Mr. Doe:

Several weeks ago Colonel Roger Stottlemyre, superintendent of the Missouri State Highway Patrol, mailed a survey asking for your opinion about our agency, as well as traffic safety and criminal justice issues. We have not received your response, but believe your opinion is important.

For the results of this study to be truly representative of the opinions of Missouri residents, it is important that each person sampled return their survey questionnaire.

In the event that your questionnaire has been misplaced, a replacement is enclosed along with a postage paid envelope.

Your participation is greatly appreciated.

Sincerely,

A handwritten signature in cursive script, reading "T. G. Baysinger".

T. G. BAYSINGER, Captain  
Research and Development Division

enc

